

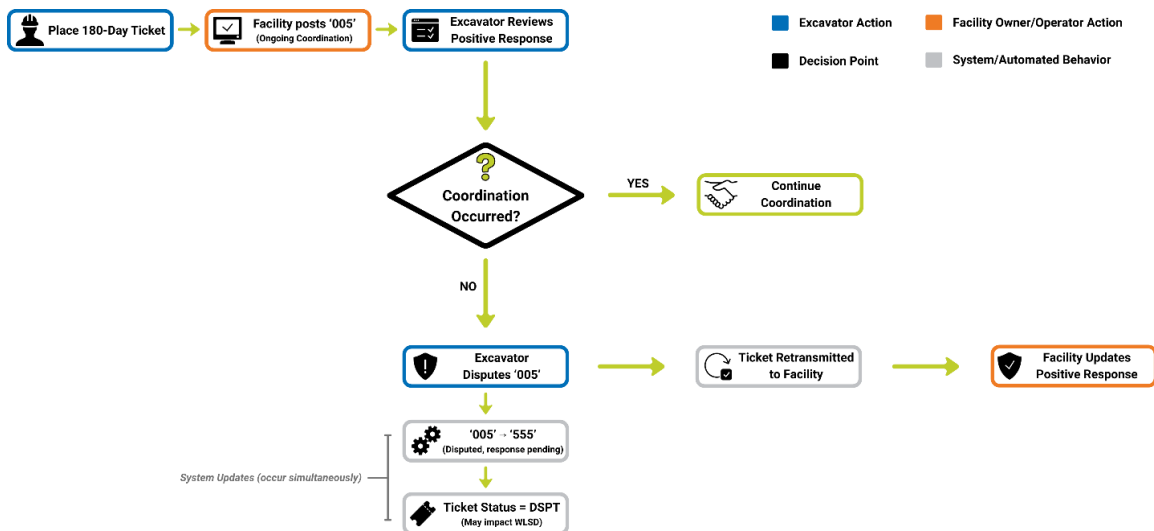
## System Enhancements

### General

"005 - Ongoing Coordination" is a Positive Response code that allows a facility owner/operator or their contract locator to indicate they will coordinate directly with an excavator throughout the full Project 180-Day Ticket to help protect facilities and maintain the integrity of marks.

To support usage of this response code, excavators can dispute a "005" response code when no communication or coordination has occurred as indicated. This dispute will take place through OneCallAccess (OCA) as a ticket action. As with other retransmit ticket actions for *Unmarked Facilities*, *Additional Assistance*, and *Destroyed Markings*, the dispute ticket action will generate an updated ticket-revision number with a "DSPT" ticket status. The revision will only be transmitted to the affected member(s).

### Basic Workflow



1. Excavator places a Project 180-Day Ticket.
2. Facility owner/operator posts to Positive Response using "005" to indicate ongoing coordination.
3. Excavator checks Positive Response.
4. If no communication or coordination has occurred with those using the "005" response code, the excavator disputes the "005" response code(s).
  - a. The system automatically updates the disputed "005" response code to "555," which indicates the original response code has been disputed and a new response is pending.
  - b. A disputed ticket will have a new ticket status of "DSPT."
    - i. The "DSPT" ticket status may impact the ticket Work Legal Start Date depending on when the Dispute ticket action takes place. This behavior is like existing retransmit actions for *Unmarked Facilities* and *Additional Assistance*.
5. The disputed ticket-revision number is retransmitted to the affected facility owner/operator(s) and Positive Response is updated.
6. The facility owner/operator(s) and/or contract locator(s) update their Positive Response posting.



# Ongoing Coordination and Dispute

## Phase I

### Positive Response Codes

Project 180-Day	
005—ONGOING COORDINATION	Dig with caution based on mutual coordination between facility owner/operator and excavator.
555—DISPUTED	Utility response code has been disputed, awaiting updated utility response

Methods of posting to Positive Response have not changed. Facility Owner/Operator and Contract Locator Associate members can elect to use “005” whether they are posting through DamagePreventionPortal (DPP) or the PosR API service but are not required to do so. The response code “005” can only be used with the Project 180-Day ticket type.

The use of “005” must be accompanied by appropriate comments. **Notes** should include details on communication attempts with names, dates, phone numbers, and return contact information for the excavator.

**Contractor details**

- Company: MISS DIG 811
- Contractor name: Mary Groos
- Email: mgroos53@gmail.com
- Primary phone number: (906) 399-5576
- Mobile number: (906) 399-5576

**Worksite details**

- Ticket number: 2025081800002-000
- Submitted on: Aug 18, 2025, 10:39:07 AM
- Ticket type: Project - 180 day
- Due by: Aug 25, 2025, 08:00:00 AM
- Revision date: Aug 18, 2025, 10:39:07 AM
- Revision details: Copy
- Address: E Garfield Rd, Coldwater Township, MI 49036
- Type of work: Data/Fiber

**Response code status**

**NO RESPONSE FINDING**

Response code: -- Select one --

- 001 - Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation.
- 002 - Dig with caution following PA 174 requirements: Facilities have been marked.
- 003 - Do NOT dig: Locating was not completed because more time is needed: coordination or assistance required to complete the locating of the facility.
- 004 - Dig with caution following PA 174 requirements: Facility owner/operator required to be on-site when excavating within the noted scope of work for this specific facility.
- 005 - Ongoing mutual cooperation between facility owner operator and excavator.**

**History**

Aug 18, 2025, 10:39:07 AM | 2025081800002-000 | 000 - Do NOT dig: Legal start date and time has not started. This is a system-generated response. | POSR Job Registration Process | MISS DIG 811  
Utility is yet to provide a suitable response code for this revision.

**Contractor details**

- Company: MISS DIG 811
- Contractor name: Mary Groos
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**Response code status**

**NO RESPONSE FINDING**

Response code: 005 - Ongoing mutual cooperation between facility owner operator and excavator.

Notes: 8/18/25 Contacted Mary G. @ 9063995576 to schedule onsite meeting

**Assign response code**

**History**

Aug 18, 2025, 10:39:07 AM | 2025081800002-000 | 000 - Do NOT dig: Legal start date and time has not started. This is a system-generated response. | POSR Job Registration Process | MISS DIG 811  
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# Ongoing Coordination and Dispute

## Ticket Action

The option to “Dispute a Response” has been added to the **Actions** dropdown menu in OneCallAccess (OCA) for excavators. This option is only available on Project 180-Day tickets and may only be used when a “005” response code is present. This ticket action cannot be completed simultaneously with any other retransmit ticket actions (*Additional Assistance, Unmarked Facilities, and Destroyed Markings*).

An excavator may dispute “005” when:

- No initial communication has occurred.
- The contact listed in the comments is incorrect or unreachable.
- Coordination details are missing or unclear.

Once the ticket action has been selected, the user is prompted to input a reason. This is called the “Ticket Action Reason.” Upon submission, a new ticket-revision is retransmitted to the affected facility owner/operator(s) and/or contract locator(s) and Positive Response for the disputed “005” code is updated to “555.” This response code will stay in place until either the member posts a response code or the system applies an automatic response code.

It’s important to note that excavation should not begin while a “005” response code is disputed or showing as “555.”

Only the station code(s) whose Positive Response code was disputed will receive the retransmitted ticket-revision. Therefore, the ticket-revision will only appear for a particular facility owner/operator member under the “Unassigned” and “555” **Response Code** filter in Positive Response within DamagePreventionPortal when their station code was selected at the time of the retransmit.

Other response codes, including “005,” that were not disputed, will carry over automatically onto the new ticket-revision and no action is needed from those Facility Owner/Operator Members.

## Ticket Action Reason

The Ticket Action Reason field is visible in OCA and in DPP under **Positive Response** and **Explore Your Data**.

**Details** | Map | [Download ticket details](#)

Expand all | Collapse all

<b>Cormier Communications</b> CORCOMPH Phone: 1231231234 Emergency phone: 1231231234						
<b>Cormier Communications Fiber Optics</b> CORCOMFBR Phone: 8004827161 Emergency phone: 0000000000						
<b>Gruzowski Fiber</b> GRUZFBR Phone: 2483706413 Emergency phone: 2483706413						

**Caller details**

Caller ID	Contact	Company	Mobile	Phone	Email
2000855	Mary Groos	MISS DIG 811	(906) 399-5576	(906) 399-5576	mgroos53@gmail.com

**Enquiry details**

User reference	Working on behalf of authority	Priority	Medium	Related Cross street	Excavator Doing Work	Excavation Method
Mgroos@missdig811.org	Homeowner	Normal	Phone	C75 Rd	MISS DIG 811	Machine Excavating
Is area pre-marked?	Created date	Start date	Latest start date	End date	Full address	Ticket type
No	Tue, Oct 28, 2025, 10:54:03 AM	Fri, Oct 10, 2025, 07:00:00 AM	Oct 10, 2025, 07:00:00 AM	Mar 31, 2026, 12:00:00 AM	1166 Old U.S. 41, Bark River, Michigan	Project - 180 day
Type of work	Activity	Work location	Depth	Circle Contact Name	Circle Contact Number	Lot Number / Subdivision Name
Construction	Building addition		MoreThanThree			

Notes/Description of work  
SEE POLYGON

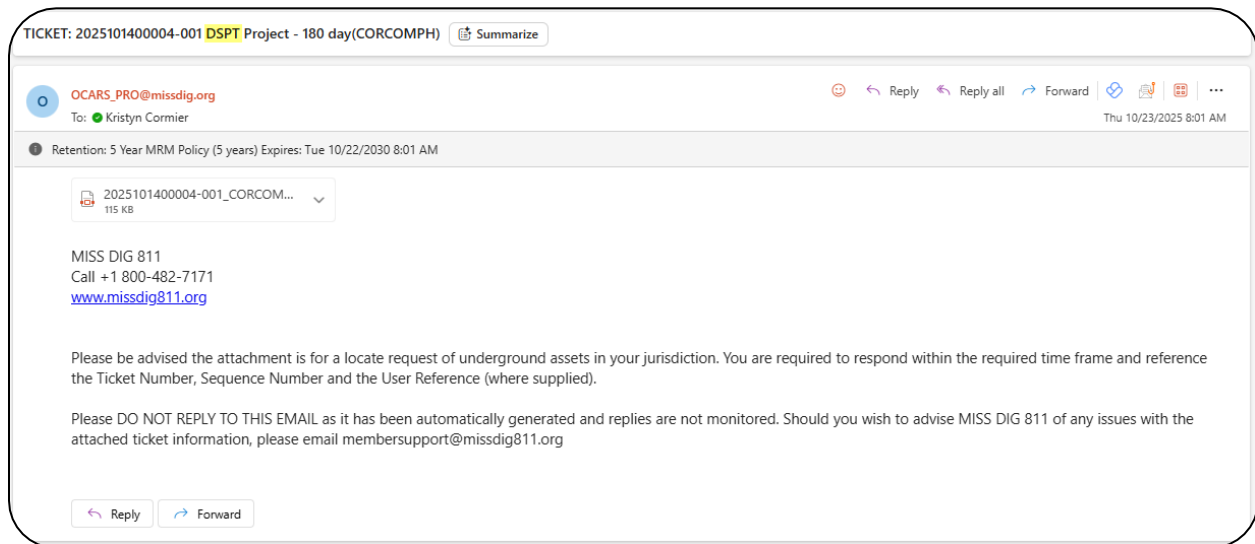
**Ticket Action Reason**  
No contact by Member



# Ongoing Coordination and Dispute

## Ticket Status

The Dispute ticket action will result in a new ticket-revision number under a new ticket status type: DSPT.



The DSPT ticket status may impact a ticket’s Work Legal Start Date, depending upon when the action takes place.

- When a “005” response code is disputed prior to and up until the original ticket’s Work Legal Start Date, no change in the Work Legal Start Date will occur and posting must be updated before the Work Legal Start Date.
- When a “005” response is disputed after the original ticket’s Work Legal Start Date has passed, the Work Legal Start Day on the DSPT ticket will be adjusted by three business hours. This means that the affected facility owner/operator must update their Positive Response within three business hours. Positive Response should be either updated to reflect the correct Positive Response code, if not “005,” or to include accurate comments associated with “005.”
  - This behavior is similar to existing retransmit actions for *Unmarked Facilities* and *Additional Assistance*.

			Ticket Types								Response Times	
			Normal 21-Day	Project 21-Day	Normal 180-Day	Project 180-Day	Emergency	Short Notice	Design	Concerned Caller		Damage
Ticket Status	Disputed/ DSPT	Can be placed before and after the legal start date/time has passed				X						Before Original WLSL: Post by the WLSL After Original WLSL: 3 business hours
	Response Times					3 business days						



# Ongoing Coordination and Dispute

## Testing

Member Services will coordinate with all members in need of testing to provide this opportunity. Known ticket management system vendors will be notified; however, as a Facility Owner/Operator Member or Associate Member utilizing a ticket management system, we ask that you please also share the information with your vendor to ensure awareness.

**NOTE: MISS DIG 811 anticipates that Phase I will be launched in mid-May.**

## Phase II

### Additional Ticket Field

A new ticket field will be added to the outbound ticket notification settings received by members. This field is labeled “Ticket Action Reason” and communicates excavator remarks as to why a certain action was taken on the ticket in OneCallAccess (OCA). At this time, the field will only be populated when a “005” response code on a Project 180-Day ticket type is disputed.

As an example, if a “005” response code for a member is disputed, the reason may be that no contact or communication regarding coordination was received by the excavator. Below is a sample of this ticket field from the PDF attachment.

**Ticket Action Reason:** [Open Map](#)  
I did not receive a VM from this member.

## Testing

The Ticket Action Reason field will be added to the PDF and XML attachments, as well as to plain text in the email body. This addition will have minimal to no impact on those receiving PDF attachments. Those who receive ticket details via XML attachment and/or plain text in the email body will likely require the most testing to ensure the new data can be successfully received by their internal systems and that any necessary configuration can be completed by the launch date.

Member Services will coordinate with all members in need of testing to provide this opportunity and a data mapping packet. Known ticket management system vendors will be notified; however, as a Facility Owner/Operator Member or Associate Member utilizing a ticket management system, we ask that you please also share the information with your vendor to ensure awareness.

**NOTE: MISS DIG 811 anticipates that Phase II will be launched in late June/early July.**

Contact Member Services through the online [Member Service Support form](#), by email at [membersupport@missdig811.org](mailto:membersupport@missdig811.org), or (800) 482-7161.