

Selective Ticket Actions

Overview

Excavators can now select which facility owner/operator members they want to receive a retransmitted ticket. Previously, all station codes initially notified on a ticket received all retransmits, whether they were needed. Those facility owner/operator members then received that additional transmission(s) and were required to respond once more in Positive Response.

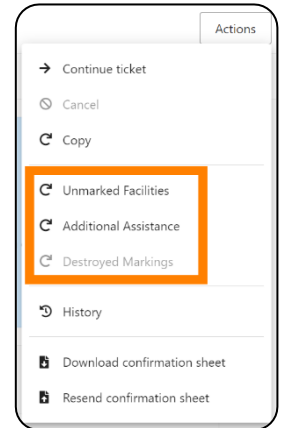
System Enhancement

Ticket actions, specifically *Additional Assistance*, *Unmarked Facilities*, and *Destroyed Markings*, will all activate a new prompt that displays the following information:

- Facility owner/operator members and associated station codes in receipt of the original ticket
- Each station code's most recent Positive Response posting
- The date/time of each station code's most recent Positive Response posting

The excavator must then select one or more station codes to receive the retransmitted ticket revision by checking the box next to each. Ideally, the excavator will select only those station codes that are specifically needed regarding the retransmit request.

Note that the list of *Affected Authorities* will remain as is.



Please select one or more stations to receive the unmarked facilities revision ✕

Select all Station

	STATION CODE	RESPONSE CODE	RECEIVED
<input checked="" type="checkbox"/> 200ARN Arnold Advantage	ARNFBR	999	11/28/2023
<input checked="" type="checkbox"/> CLOVERLAND ELECTRIC COMPANY ELECTRIC	CLOVER	999	11/28/2023
<input type="checkbox"/> Cormier Communications Fiber Optics	CORCOMFBR	001	11/28/2023
<input type="checkbox"/> Gruzowski Fiber	GRUZFBR	001	11/28/2023
<input checked="" type="checkbox"/> PelicanCorpTest1	PCT1	999	11/28/2023
<input checked="" type="checkbox"/> PelicanCorpTestMS	TESTMS	999	11/28/2023

Continue
Cancel

THIS ENHANCEMENT IS NOT A REPLACEMENT FOR CHECKING POSITIVE RESPONSE. EXCAVATORS ARE STILL REQUIRED TO CHECK POSITIVE RESPONSE AND VIEW EACH RESPONSE FROM ALL FACILITY OWNER/OPERATOR MEMBERS NOTIFIED ON THE TICKET.



Selective Ticket Actions

Benefits to Facility Owner/Operators and Locators

Benefits to facility owner/operators and locators include:

- Reduction in ticket transmissions, which may result in savings on the annual invoice
- Streamline ticket management process
- Improved Positive Response process

Facility Owner/Operator Positive Response

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

Station Code Selected for Retransmit

- The process will remain as is.
 - The ticket will be transmitted to the station code.
 - The ticket will appear in the default “Unassigned” or “All” *Response Code* filters in Positive Response.
 - The Positive Response code will show as “000-Response Pending” until the response due date/time has passed.
 - Standard posting timelines will apply.

Stations	Response code	Search by	Search by full ticket no.
ARNFBR - 200ARN Arnold Advantage	Unassigned	Individual ticket number	2023112800080
<input type="checkbox"/> Due by	Response code	Ticket type	Ticket no.
<input type="checkbox"/> Nov 28, 2023, 06:08:50 PM	000-RESPONSE PENDING	Emergency	2023112800080-001

Impact on Positive Response History

- There will be no impact on Positive Response *History*.
 - The original ticket with the “-000” revision number after the ticket number will be at the bottom of the History log with the original response code.
 - The next revision with the “-001” revision number after the ticket number will be listed next with “000 - Response Pending.”
 - A response is required since the station code was selected.

History

Nov 28, 2023, 03:09:51 PM | 2023112800080-001 | 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.

Nov 28, 2023, 03:00:01 PM | 2023112800080-000 | 999 - Do NOT dig: Facility owner/operator did not provide a response by the response due date and time. Retransmit ticket for unmarked facilities. This is a system-generated response. | Po...
 Utility did not provide a response code before the legal start date.



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Station Code Not Selected for Retransmit

- The ticket will not be transmitted to the station code.
- The ticket will not appear in the default “Unassigned” *Response Code* filter in Positive Response. However, it will show up when using the “All” filter or the filter of the assigned response code.
- Under Positive Response *History* in DamagePreventionPortal, an entry for the new ticket revision is generated and the previous Positive Response code will be automatically applied to the new ticket-revision.
 - No manual action by the facility owner/operator or contract locator is required.

Stations	Response code	Search by	Search by full ticket no.
GRUZFBR - Gruzowski Fiber	Unassigned	Individual ticket number	2023112800080

Impact on Positive Response History

- The original ticket with the “-000” revision number after the ticket number will be at the bottom of the History log with the original response code.
- The next revision with the “-001” revision number after the ticket number will be listed next with the same response code applied from the previous ticket-revision.
 - No response is required because the station code was not selected; therefore, the system automatically applied the previous response code. “POSR Job Registration Process” will appear where the user account name is normally displayed, indicating it is system generated.

History
Nov 28, 2023, 03:09:51 PM 2023112800080-001 001 - Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation. POSR Job Registration Process Kristyn Cormier test
Nov 28, 2023, 12:03:47 PM 2023112800080-000 001 - Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation. kcormier Kristyn Cormier test

Additional Revisions

In the example below, the excavator did not select station code GRUZWFBR on ticket revision “-001” but later selected it on “-002.” When this occurs, the standard system and posting processes are followed for when a station code receives a ticket. It will show as “000 – Response Pending” until a response is posted or the Work Legal Start Date/Positive Response Due Date passes (whichever is first).

History
Nov 28, 2023, 06:22:47 PM 2023112800080-002 000 - 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.
Nov 28, 2023, 03:09:51 PM 2023112800080-001 001 - Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation. POSR Job Registration Process Kristyn Cormier test
Nov 28, 2023, 12:03:47 PM 2023112800080-000 001 - Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation. kcormier Kristyn Cormier test