



# **Positive Response Posting**



# POSITIVE RESPONSE POSTING

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# POSITIVE RESPONSE POSTING

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# POSITIVE RESPONSE POSTING

## Terms Used

Term	Definition
<i>Area of Interest (AOI)</i>	Represents the location(s) of a facility owner/operator's underground facilities and is a layer contained within each station.
<i>DamagePreventionPortal (DPP)</i>	The platform used by members to access and manage their membership; also used by the MISS DIG 811 Member Services Department.
<i>Explore Your Data</i>	Feature of DamagePreventionPortal that allows authorized users to search and review tickets received; data export available.
<i>Member Service Support Form</i>	Online form used internally by department to collect varying information from members.
<i>OneCallAccess (OCA)</i>	Ticket entry platform used to place dig and design tickets; used internally by Notification Center NSRs or by external users. Excavators can use to search tickets placed and check Positive Response.
<i>Pelican/PelicanCorp</i>	PelicanCorp is the creator of the DamagePreventionPortal and OneCallAccess; they are typically referred to as our "vendor."
<i>Positive Response</i>	Sec. 3. (x) "Positive response" means the procedure administered by the notification system to allow excavators to determine whether all facility owners or facility operators contacted under a ticket have responded in accordance with this act.
<i>Response Code</i>	The numbered code that corresponds with a locate/mark status of a ticket; used when posting to Positive Response.
<i>Revision</i>	Ticket field; communicates the number of times the ticket has been transmitted by the excavator (i.e., a retransmitted ticket).
<i>Station</i>	Essentially an asset on the DamagePreventionPortal under a membership; stations are most often per separate facility type but some members use stations to break up a single-facility-type-asset into regions; only one facility type can be applied to a station; contains ticket notification settings, Summary Report settings, contact information, and area of interest. Each station is assigned a unique identifier called a "station code."
<i>Station Code</i>	A unique identifier assigned to each station; should follow standard naming procedure to summarize company name and facility type.
<i>Ticket</i>	A communication from MISS DIG 811 to a facility owner/operator or their third party requesting the marking of underground facilities, based on information provided by an excavator in a dig notice.
<i>Ticket Management System (TMS)</i>	Software often used by members for management of MISS DIG 811 tickets received; provides a range of functionality and features, including automated ticket screening, routing and dispatching, automated Positive Response (via PosR API), accurate geo-location mapping, document and image attachments, mobile optimization, customizable workflows, reporting and more. It also offers integration with internal and external systems.
<i>User Account</i>	Account associated with each membership that allows authorized users to access and manage membership through the DamagePreventionPortal; starts in OneCallAccess.
<i>Work Polygon</i>	The polygon drawn by a MISS DIG 811 NSR or external user on each ticket placed depicting the work/dig location; the work polygon is intended as virtual white lining.



# POSITIVE RESPONSE POSTING

## General

Section 3. (x) of Public Act 174 states “Positive response” means the procedure administered by the notification system to allow excavators to determine whether all facility owners or facility operators contacted under a ticket have responded in accordance with this act.

It is a system housed in the MISS DIG 811 system that allows facility owner/operator members or their contract locators to provide the “status” of tickets sent to them by MISS DIG 811. Once the status (e.g., “no conflict” or “marked”) is determined, the facility owner/operator or their contract locator can post to the system in the form of a response code. The posted response code is then attached to the ticket and stored on the Positive Response server. The posted status can then be retrieved by the contractor/excavator.

A facility owner/operator member must post a response code for all tickets received. A ticket is transmitted to a facility owner/operator member when the work polygon drawn on the ticket, either by the MISS DIG 811 NSR or the OneCallAccess user, intersects with the area of interest (AOI) within a member’s station.

Implementation of multi-polygon dig sites does not change how members post to Positive Response. Not all tickets received will contain multiple dig site polygons, but when they do, members will be posting per ticket as they are now and not posting per each individual polygon (i.e., if lines were marked for one polygon but not the other, members can post "002" and add any desired additional info to the required Notes/Comment section).

It's important to remember that the Positive Response timestamp is based on the individual user’s browser clock. I.e., If someone is reviewing the Positive Response postings from out of state, the timestamp will reflect that time zone.

The tips below will make sure your posting is successful:

- A response code is required per station.
- Positive Response code descriptions are available in multiple documents and on the MISS DIG 811 website.
- Users must post to the most recent revision of the ticket; posts to -000 cannot be completed after -001 is created.
- Users can post late to an active ticket but will receive a pop-up for confirmation.
  - Posting can be completed or updated up until the ticket expiration date and time.
- A comment/remark for each Positive Response posted must be included. Comments for “003” should include contact information.

**PosR API posting is also an option. Information on this is available online or by contacting the Member Services Department. PosR API is primarily for use by members using a ticket management system.**

# POSITIVE RESPONSE POSTING

## How To

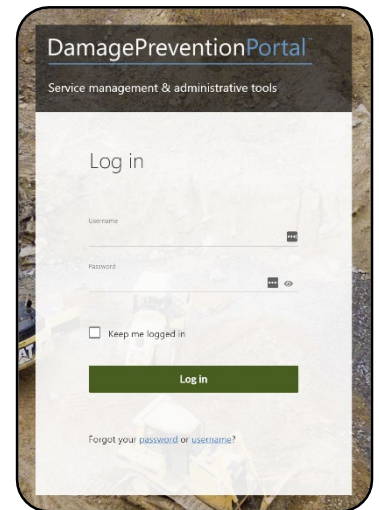
### Get Started

Log into your DamagePreventionPortal (DPP) account at [dpp.missdig811.org](http://dpp.missdig811.org). Enter username and password.

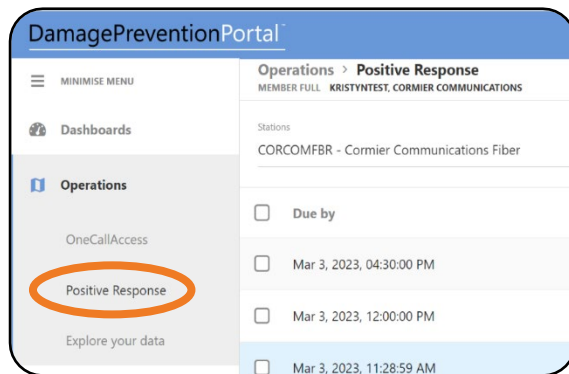
If you would like to remain logged in, check the box labeled “Keep me logged in.” *Please take your organization’s security measures into account.*

If you have forgotten your username or password, click on the appropriate links at the bottom of the login box. All confirmation or reset emails will be sent from [OCARS\\_PRO@missdig.org](mailto:OCARS_PRO@missdig.org).

User account types with access to Positive Response are Member Full/+, Member Admin/+, and Positive Response Posting/+.



### Navigate to Positive Response



Open the **Operations** menu from the sidebar menu to begin and select **Positive Response**.

The default view shows unassigned tickets by due date for the first active alphabetical station your account has access to.

Informational fields shown are **Due By**, **Response Code**, **Ticket Type**, **Ticket No.**, and **Work Location**. These fields can be used for sorting results just by clicking on the column heading.

DamagePreventionPortal					
<div>MINIMISE MENU</div> <div>Dashboards</div> <div>Operations</div> <div>OneCallAccess</div> <div>Positive Response</div> <div>Explore your data</div> <div>Settings</div>	<div>Operations &gt; Positive Response</div> <div>MEMBER FULL KRISTYNTEST, CORMIER COMMUNICATIONS</div> <div>Stations</div> <div>CORCOMFBR - Cormier Communications Fiber</div> <div> <input type="checkbox"/> Due by         </div> <div> <input type="checkbox"/> Mar 3, 2023, 04:30:00 PM         </div> <div> <input type="checkbox"/> Mar 3, 2023, 12:00:00 PM         </div> <div> <input type="checkbox"/> Mar 3, 2023, 11:28:59 AM         </div>				
	<div>Response code</div> <div>Search by</div> <div>Start date</div> <div>End date</div> <div>Assign response code</div>				
	<div>Unassigned</div> <div>Due by date</div> <div>Select a date</div> <div>Select a date</div>				
	<input type="checkbox"/> Due by	<input type="checkbox"/> Response code	<input type="checkbox"/> Ticket type	<input type="checkbox"/> Ticket no.	<input type="checkbox"/> Work location
	<input type="checkbox"/> Apr 20, 2023, 07:00:00 AM	000-RESPONSE PENDING	Normal - 21 day	2023041300006-000	39104 Zofia Ave Sterling Heights 48313
	<input type="checkbox"/> Apr 19, 2023, 07:00:00 AM	000-RESPONSE PENDING	Normal - 21 day	2023041400001-000	289 Perry St Pontiac 48342
	<input type="checkbox"/> Apr 18, 2023, 10:41:45 AM	000-RESPONSE PENDING	Project - 21 day	2023041300010-000	1234 VALLEY CREEK DR Inland Township 49643

# POSITIVE RESPONSE POSTING

## Inside Positive Response

### Tickets

Facility owner/operator members must post for each of their stations that received the ticket. By clicking within the **Stations** field or on the **magnifying glass icon**, you can select different station codes (if available) from a dropdown menu.

Station codes are organized alphabetically based on whether they are active and then inactive.

Tickets will always be available to view, based on station code, for six years.

Emergency tickets are shown in **red text**.

### Filters

Tickets always appear based on the station code selected in the **Stations** field. Additional filter options per station code are:

#### Response Code

- Unassigned [does not show design tickets]
- All
- 001
- 002
- 003
- 004
- 201
- 202
- 203
- Design
- Expired
- Cancelled
- Works Done

#### Search By

- Due By Date
  - ↳ Search Date, End Date
- Individual Ticket Number
  - ↳ Full Ticket No. [no revision number needed]
- Work Location
  - ↳ Search By Location

DamagePreventionPortal™

MINIMISE MENU

Dashboards

Operations

OneCallAccess

Positive Response

Explore your data

Settings

Operations > Positive Response

MEMBER FULL KRISTYNTEST1, CORMIER COMMUNICATIONS

Stations

CORCOMFBR - Cormier Communications Fiber

Response code

Unassigned

Search by

Due by date

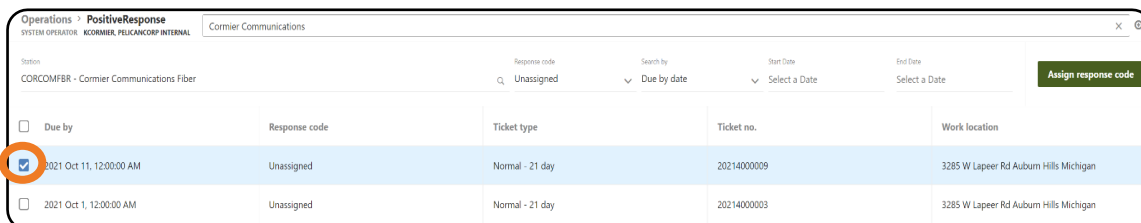
Due by	Response code	Ticket type	Ticket n
<input type="checkbox"/> Apr 20, 2023, 07:00:00 AM	000-RESPONSE PENDING	Normal - 21 day	202304
<input type="checkbox"/> Apr 19, 2023, 07:00:00 AM	000-RESPONSE PENDING	Normal - 21 day	202304
<input type="checkbox"/> Apr 18, 2023, 10:41:45 AM	000-RESPONSE PENDING	Project - 21 day	202304

# POSITIVE RESPONSE POSTING

## Post Responses

### Single Response

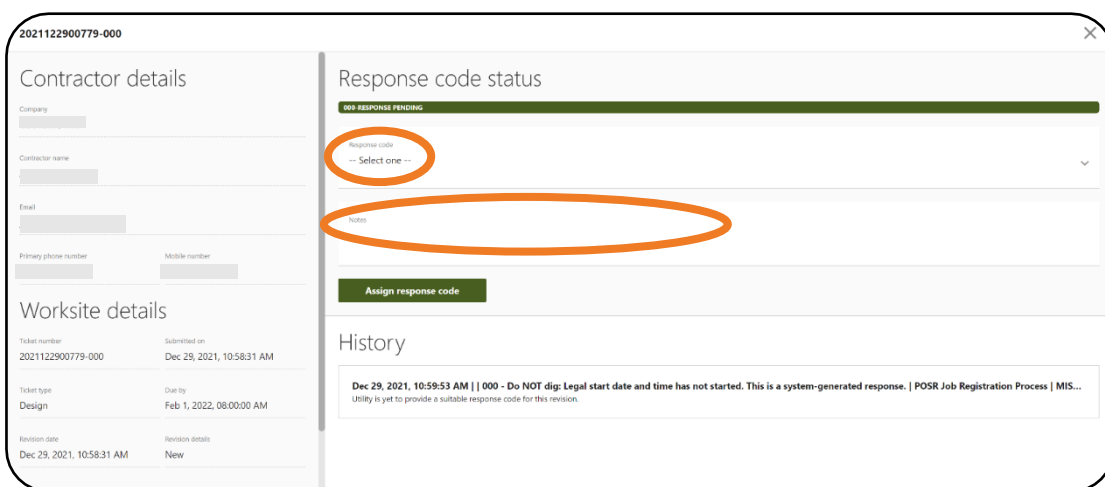
Click on the highlighted row displaying the ticket number you would like to post a response to. You can also mark the individual check box and click the green **Assign Response Code** button.



Due by	Response code	Ticket type	Ticket no.	Work location
2021 Oct 11, 12:00:00 AM	Unassigned	Normal - 21 day	20214000009	3285 W Lapeer Rd Auburn Hills Michigan
2021 Oct 1, 12:00:00 AM	Unassigned	Normal - 21 day	20214000003	3285 W Lapeer Rd Auburn Hills Michigan

When a single ticket is selected for posting, you will see some ticket details. Select the applicable code from the **Response Code** dropdown menu.

Once a code selection has been made, input comments into the **Notes** field. The Pelican system requires use of comments with every Positive Response code.



2021122900779-000

Contractor details

Company

Contractor name

Email

Primary phone number

Mobile number

Worksite details

Ticket number: 2021122900779-000

Submitted on: Dec 29, 2021, 10:58:31 AM

Ticket type: Design

Due by: Feb 1, 2022, 08:00:00 AM

Revision date: Dec 29, 2021, 10:58:31 AM

Revision details: New

Response code status

000 RESPONSE PENDING

Response code: -- Select one --

Notes

Assign response code

History

Dec 29, 2021, 10:59:53 AM || 000 - Do NOT dig: Legal start date and time has not started. This is a system-generated response. | POSR Job Registration Process | MIS...

For all response codes other than “003 – Not Complete”, users can input “No comment” or reiterate the Positive Response code meaning (i.e., For “001 – No Conflict” a user could input “No Comment” or “Clear”). Contact information for “003” is needed.

An example response for code “003 – Not Complete” would be:

*LM for John Miller 5/3 at 10:00am. Please contact Mary Smith at 248-867-5309.*

*Located E side of rd., escalated to locate high priority line on W side. We can be reached at 248-867-5309.*

Once the code has been selected and comments entered, click the green **Assign Response Code** button.

**Assign response code**





# POSITIVE RESPONSE POSTING

## Bulk Responses

Select the checkbox of all tickets you would like to post a response to.

This method allows you to post to more than one ticket at a time, as long as the same response code and comment are being used.

Operations > Positive Response  
SYSTEM OPERATOR: KCORMIER, PELICAN CORP INTERNAL | Cormier Communications

Stations: CORCOMFBR - Cormier Communications Fiber

Response code: Unassigned | Search by: Due by date | Start date: Select a date | End date: Select a date | **Assign response code**

Due by	Response code	Ticket type	Ticket no.	Work location
<input checked="" type="checkbox"/> 2021 Nov 9, 12:00:00 AM	Unassigned	Project - 21 day	2021110400023-000	3285 W Lapeer Rd Auburn Hills
<input checked="" type="checkbox"/> 2021 Nov 9, 12:00:00 AM	Unassigned	Normal - 21 day	2021110400024-000	3285, 3295 W Lapeer Rd Auburn Hills
<input type="checkbox"/> 2021 Nov 9, 12:00:00 AM	Unassigned	Normal - 21 day	2021110400025-000	3671 Waldon Rd Orion Charter Township
<input checked="" type="checkbox"/> 2021 Oct 18, 12:00:00 AM	Unassigned	Normal - 21 day	20214200020	3285 W Lapeer Rd Auburn Hills
<input checked="" type="checkbox"/> 2021 Oct 1, 12:00:00 AM	Unassigned	Normal - 21 day	20214000003	3285 W Lapeer Rd Auburn Hills Michigan

**Assign response code**

Once the appropriate ticket selections have been made, click the green **Assign Response Code** button near the top right corner.

You will then have the option to select the applicable code from the **Response Code** dropdown menu.

Once a selection has been made, input comments into the **Notes** field. The Pelican system requires use of comments with every Positive Response code.

However you choose to post, if you are a third party posting on behalf of multiple facility owner/operator members, or you have a private locator station, be sure that the appropriate station code has been selected prior to submitting a response.

**Assign response code**

Tickets selected: 1

These tickets will all be assigned the response code selected below.

**Response code**  
001 - Dig with caution following PA174 requirements... ▾

**Notes**  
Clear

**Assign response code** Cancel

# POSITIVE RESPONSE POSTING

## ***Multi-Polygon Dig Sites***

Excavators can now draw multiple dig site (a.k.a. “work”) polygons on a single ticket to indicate multiple dig sites in the area. Jobs that include multiple dig sites are best represented with multiple polygons. This includes work around multiple utility poles, signposts, and trees—to name a few. This feature is an enhancement of the existing virtual white lining concept and allows excavators to precisely depict the work areas on a single ticket.

This reduces the need to provide a written description of the dig site or split tickets for multiple locations. Virtual white lining is an important tool, as it provides a clear and permanent record of the proposed excavation area and expected extent of the locate.

The maximum amount of dig site polygons per ticket is 15, and these multiple dig site polygons must still comply with the scope of work requirements per ticket type. Information on scope of work can be found at [reference.missdig811.org](https://reference.missdig811.org). The dig site polygon(s) must cover the entire dig site and be as precise and accurate as possible. It is used by member facility owners/operators to determine if the job conflicts with their facilities. An inaccurate polygon may prevent the dig site from being adequately marked.

### *Impact on Positive Response*

Positive Response will still be performed on the ticket as a whole and not per dig site polygon.

## ***Selective Ticket Actions***

Excavators can 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.

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.

### *Impact on 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.



# POSITIVE RESPONSE POSTING

## 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	

- 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.

## 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



# POSITIVE RESPONSE POSTING

- 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 GRUZWFBF 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.

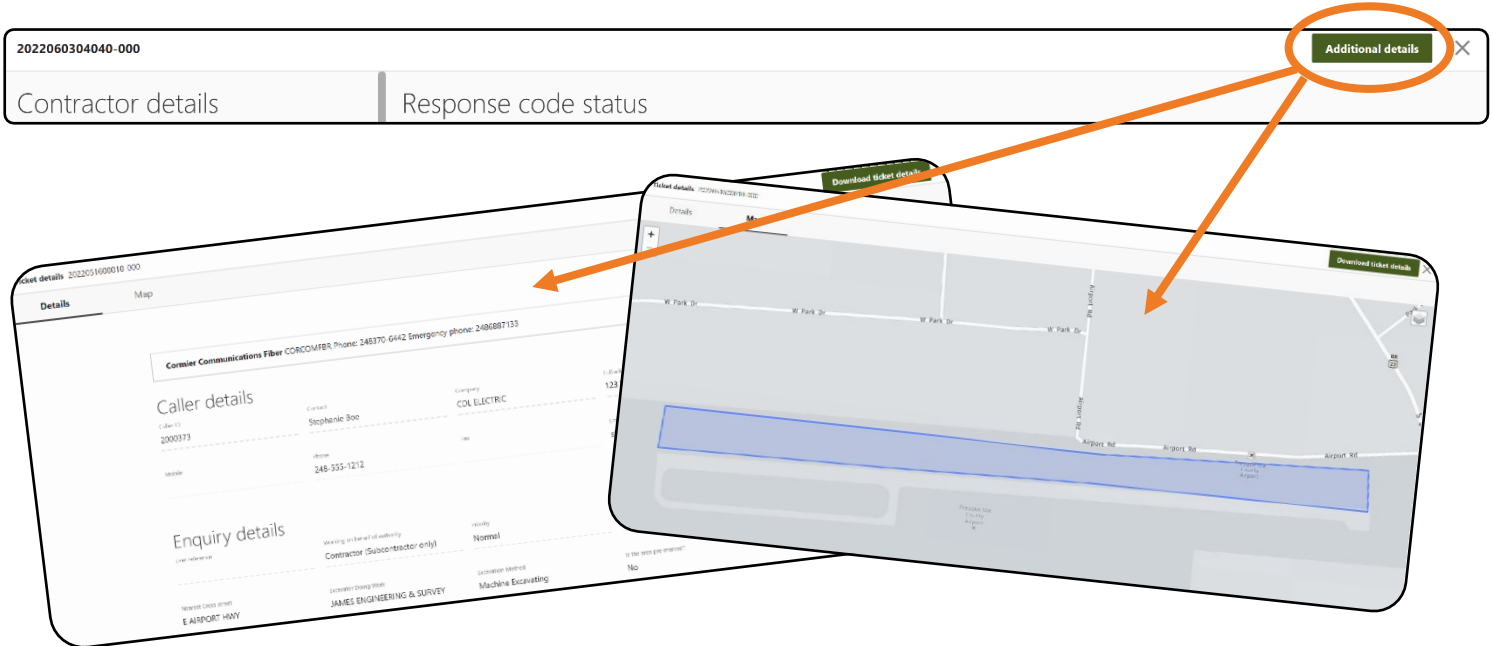
Nov 28, 2023, 03:09:51 PM | 2023112800080-001 | 001 - Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation. | POSR Job Registration Process | Kristyn Cormier test

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

# POSITIVE RESPONSE POSTING

## Additional Details

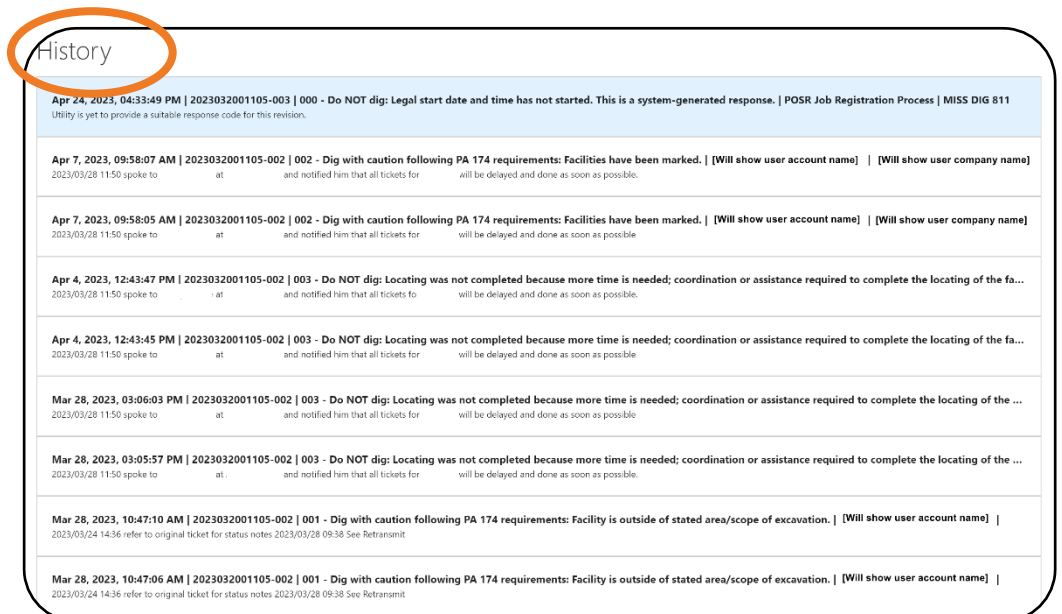
If the ticket details provided in the Positive Response window are insufficient or the ticket map is needed, click the green **Additional Details** button near the top-right corner to open the ticket in **Explore Your Data**.



## History

Because users can only post to the most recent revision of a ticket, previous ticket revisions will not show up under the Positive Response search results or default view.

However, when the user selects a specific ticket number to post a response to, they can see the response history for all revisions, if available, of that ticket under the **History** heading.





# POSITIVE RESPONSE POSTING

## Response Codes

### User-Selected Response Codes Based on Ticket Type and Status

Normal 21-Day, Normal 180-Day, Project 180-Day, Short Notice, Emergency, Unmarked Facilities, Additional Assistance, and Destroyed Markings	
001 – NO CONFLICT	Dig with caution following PA 174 requirements: Facility is outside of stated area/scope of excavation.
002 – MARKED	Dig with caution following PA 174 requirements: Facilities have been marked.
003 – NOT COMPLETE	Do not dig: Locating was not completed because more time is needed, coordination or assistance required to complete the locating of the facility.
004 – MARKED, UTILITY REQUIRED ON SITE DURING EXCAVATION	Dig with caution following PA 174 requirements: Facility owner/operator required to be on-site when excavating within noted scope of work for this specific facility.

Design (Positive Response by member not required)	
201 – NO FACILITIES IN MAPPED POLYGON	No facilities in mapped polygon
202 – TASK COMPLETED	Facility owner/operator sent record drawings to design
203 – MARKING REQUIRED	As designed in PA 174 Section 6a paragraph (3)

### Auto-Response (System-Generated) Codes Based on Ticket Type and Status

Normal 21-Day, Normal 180-Day, Project 180-Day, Short Notice, Emergency, Unmarked Facilities, Additional Assistance, and Destroyed Markings	
000 – RESPONSE PENDING	Do not dig: Legal start date and time has not started. This is a system-generated response.
010 – EXEMPT FROM MARKING	Dig with caution following PA 174 requirements: As defined in PA 174 Section 460.727 Sec. 7 (9). This is a system-generated response.
011 – THERE ARE NO MEMBERS IN THE SUPPLIED WORK AREA	Dig with caution following PA 174 requirements: There are no member facility owner/operators that request to be notified in the area of excavation. Your request has been forwarded to MISS DIG 811 managements for review. This is a system-generated response.
012 – POSSIBLE ABANDONED FACILITY	Dig with caution following PA 174 requirements: There may be an abandoned facility in the proposed excavation area. This is a system-generated response.
013 – CANCELED TICKET	Do not dig: The dig notice was canceled. This is a system-generated response.
999 – HAS NOT RESPONDED	Do not dig: Facility owner/operator did not provide a response by the response due date and time. Retransmit ticket for unmarked facilities.



# POSITIVE RESPONSE POSTING

## Conclusion

This completes the Positive Response Posting instructional guide.

As a reminder, detailed guides on additional aspects of DamagePreventionPortal can be found at [resources.missdig811.org](https://resources.missdig811.org).

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

## Member Service Support

**This form allows members to:**

- Activate Excavator PosR Webhook Subscriptions in OCA Account(s)
- Add OCA accounts to DPP
- Request information on becoming a member
- Request report(s) of data related to your membership
- Request update(s) to contact information
- Request update(s) to Summary Report destination(s)
- Request updates(s) to ticket delivery subscriptions
- Submit AOI files for upload into AuthorityViewer
- Contact the Member Services Department for invoice inquiries, questions, & troubleshooting
- Request subscription to *The Member Outreach* newsletter

Select one of the following \*

Submit