



System Safety Improvements

FAQ's

When Will the Project 21-Day Ticket Type be Suspended and the Scope of Work Guidelines Change?

The Project 21-Day Ticket and Scope of Work Guidelines will be removed from External Plus Accounts on Tuesday, May 23rd, 2023. External Plus users will not be able to place a new Project 21-day Ticket

Why is the Project 21-Day Ticket Type Suspended and the Scope of Work Guidelines Changing?

The Project 21-Day Ticket Type is being suspended and the Scope of Work Guidelines are changing to increase dig site safety and productivity through smaller scopes of work. Excavators may place Normal 21-Day Tickets and schedule their work in phases by staggering the Work to Begin Dates for each section of the job site.

The Continue action may be used between tickets so you can easily place a job on multiple tickets. It even saves the polygon from the previous ticket, so you pick up where you left off.

Additionally, surrounding states use similar linear footage, which makes the transition across state lines less complicated for contractors who work through the region.

Can I Retransmit an Existing Project 21-Day Ticket After It's Been Suspended?

External Plus users may retransmit existing Project 21-Day tickets beginning May 23rd 2023 by contacting the Notification Center. External Plus users will not be able to retransmit these same tickets with their accounts. The Project 21-day ticket type will not be available as of May 23rd, 2023 for new tickets.

The Work Location is Too Large for A Normal 21-Day Ticket, is There a Larger Ticket Type I Can Place?

If the work lasts 21 days or less, place the job on multiple Normal 21-Day Ticket Types. Multiple tickets can be easily created by using the Continue ticket action.

If the job exceeds the maximum of 1,320 linear feet in any direction, maximum of 20,000 sq. ft in urban areas or 2,640 linear feet in any direction, maximum of 50,000 sq ft in rural areas then multiple Normal 21-Day Tickets will need to be placed. The updated Scope of Work changes can be found under Reference Material in the Excavation Pros tab on the MISS DIG 811 website.

The polygon is drawn to convey the work location to facility owners/locators and is used to determine which facility owners need to be notified of your job. It must cover the entire work location and be as accurate and precise as possible.



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Can I Place a Larger Ticket with an NSR if I call the Notification Center?

Beginning on Tuesday, May 23rd, 2023, Notification Center Representatives will not be able to place new Project 21-Day Tickets, they will only be able to retransmit existing Project 21-Day Tickets. If the job is larger than what fits into a normal ticket and it will take longer than 21-days of digging to complete, a Project 180-day ticket may be placed.

If I Need to Place Multiple Tickets for a Single Work Location, Can I Complete This on a Single Call with a Notification Center Representative?

Only one ticket can be placed per phone call with a Notification Center Representative. If multiple tickets need to be placed to cover a large work location, call back to place the remaining tickets or log in to your OneCallAccess Account and place the remaining tickets online.

Can I request a 200-Foot Radius of an Intersection on a Normal ticket?

Review and consider the project and the work location and determine if a 200-foot radius is needed. If a smaller radius is sufficient, create a smaller circle that fits within the Ticket Type's Scope of Work Guidelines and polygon limitations for normal tickets; 75ft radius in urban areas and 125ft radius in rural areas. The circle must cover the entire dig site. If a larger radius up to 200-foot of an intersection is needed, the job must be broken up into multiple tickets.

Up to a 75-foot radius (150-foot diameter) in urban areas and 125-foot radius (250-foot diameter) in urban areas can be created on a Normal 21-Day Ticket.

When Can I Place a Project 180-Day Ticket?

If the job will last more than 21 days of digging, then a Project 180-Day ticket may be placed.

The Scope of Work limit for Project 180-Day tickets in urban areas is 20,001 sq. ft up to 1,742,400 sq. ft with a maximum of 1,320 linear feet in any direction. In rural areas, the Scope of Work limit is 50,001 sq. ft up to 6,969,600 sq. ft with a maximum of 2,640 linear ft in any direction.