



OneCallAccess

Ticket Entry Best Practices

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Ticket Entry Overview

The OneCallAccess system utilizes virtual white lining to describe the work location. With virtual white lining, a precise polygon is created by the excavator depicting the work location. This eliminates or reduces the need for written instructions. Oversized polygons (over mapping) are discouraged.

In an upcoming version of OneCallAccess, multiple polygons will be possible. Until then, if the work location is overdrawn to the point that it would create unnecessary locating on behalf of the facility owners/operators, a written description of the work location should be included on the ticket.

If a dig site is difficult to find or access, instructions are welcome in the Remarks field of the ticket. When providing written instructions, it's important to note the character limit is 400. Please limit all new tickets to 300 characters as the Remarks field is also used for written instructions when retransmitting a ticket.

The process of creating a new ticket is the same, regardless of the ticket type. The ticket entry process is completed in four sections.

- 1) Ticket details. The ticket details section consists of drop-down menus to provide ticket details such as ticket type, type of work & excavation method. Other fields include work dates and contact details.
- 2) Dig Site Location. This section is used to search for and map the work location.
- 3) Confirm Dig Site. Street, town/city and subdivision/lot information is entered to be displayed on the ticket.
- 4) Additional Information-When additional work details are needed that weren't described in a previous section.

Important information regarding the polygon and other information collected on a ticket.

The polygon(s) transmitted on a MISS DIG 811 tickets represent Public Act 174 of 2013 Section 5. (2) (b) "A description of the proposed area of blasting or excavation, including the street address and a property description".

Excavators providing a dig notice to MISS DIG 811 communicate their area of excavation by either creating a polygon of the dig site location or communicating the area to a MISS DIG 811 representative who in turn completes a polygon. The polygon is transmitted on the MISS DIG 811 ticket to the facility owners. The polygon reflects the area the excavator has designated to MISS DIG 811 as the excavation/blasting area to be located and marked. Positive Responses provided are for the entire area covered under the polygon associated with the ticket.

Address information is also collected and provided in the dig ticket. Facility Owners and/or Operators are responsible for determining the precise area to mark their facilities in response to the dig ticket, whether by locating either the entire property of the address of the dig ticket, or only the polygon area determined by the excavator.

Additional information provided on a ticket such as remarks, Latitude and Longitude are there to assist locators in understanding the polygon, they do not replace or alter the area represented by the address and polygon.

This manual provides instructions for mapping the work location and providing location details for multiple ticket types and locations. Prior to using this guide, the OneCallAccess User Manual should be reviewed. The User Manual contains a detailed explanation of the mapping tools.

ADDRESSES



When work takes place at addressed locations, this information is entered on the ticket.

Normal 21-day and normal 180-day tickets have a small scope of work limit: up to 20,000 sq. ft. in urban areas and up to 50,000 sq. ft. in rural areas. If the work location fits into the polygon pre-set limits, it may be included on the ticket. Typically, no more than a few addresses will fit into these limits. Because of the smaller size limits, normal tickets may include adjacent or contiguous addresses, even when addressed to different streets.

Project 21-day and project 180-day tickets are designed for larger work areas. Project tickets have written upper limit scope of work limits. The ticket may incorporate up to 10 addresses on the same street. The total distance between the addresses may not exceed one mile.

Single Address

Create a polygon to reflect the dig site. Work is taking place at address 2475 Francis Dr in Mt Pleasant in the pictures below. The polygon provides an accurate description of the work location in both examples, so a written description of the work location is not necessary.

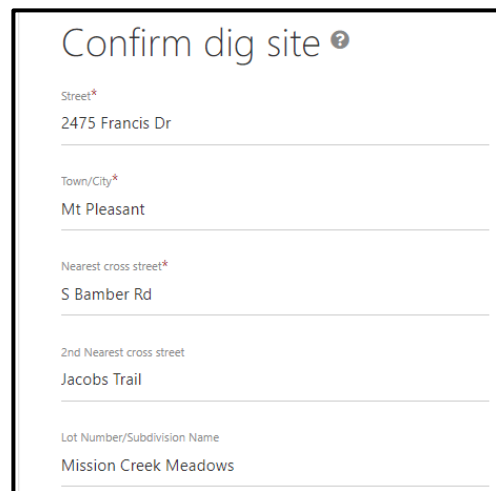
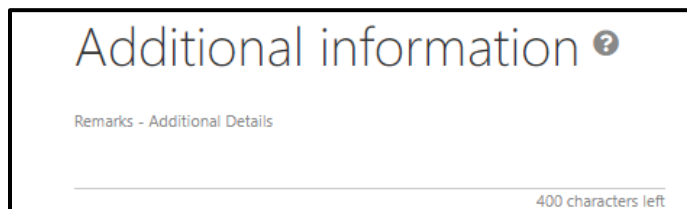
- 1) Choose the STREET search type.
- 2) Enter the address in the Street* field and click Search. A blue target is displayed on the map, indicating the search results.
- 3) Confirm the accuracy of the results. The parcel layer may be used to verify the information. 
Click the layer icon, then click the Parcels box.
- 4) Once the work location is verified, create a polygon to depict the precise dig site. Click the  polygon icon to activate the drawing tool.
- 5) Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location is depicted in red.



- 6) Click Next
- 7) Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter the address number (2475 Francie Dr) in the Street field, Mt Pleasant in the in Town/City field and at least one cross street.

Click Next to continue.

- 8) The Remarks-Additional Details section is left blank when the polygon accurately depicts the work location.
- 9) Check the agreement box
- 10) Click Submit



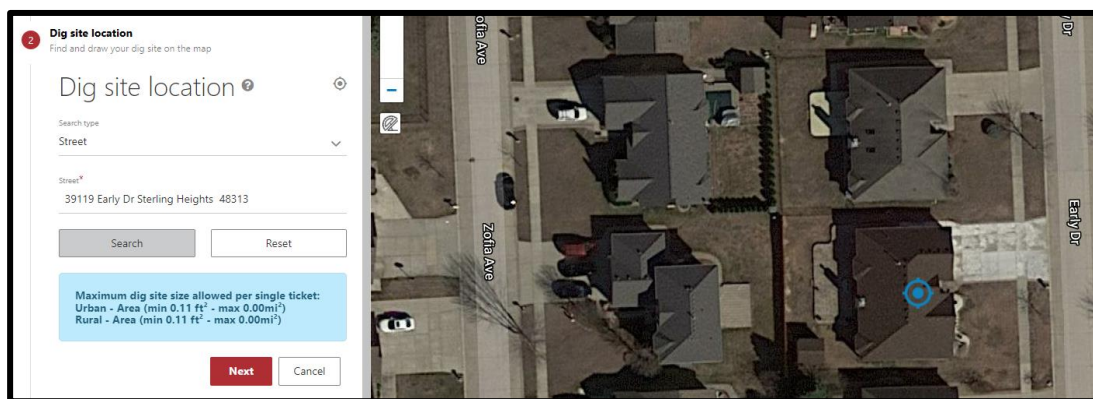
Multiple Addresses

Addresses on Multiple Streets

For Normal 21-day and Normal 180-day tickets.

In the example below, work is taking place in the back yard at addresses 39104 Zofia Ave and 39119 Early Dr in Sterling Heights.

- 1) Choose the STREET search type.
- 2) Enter one of the two addresses in the Street* field and click Search
A blue target is displayed on the map indicating the search results.




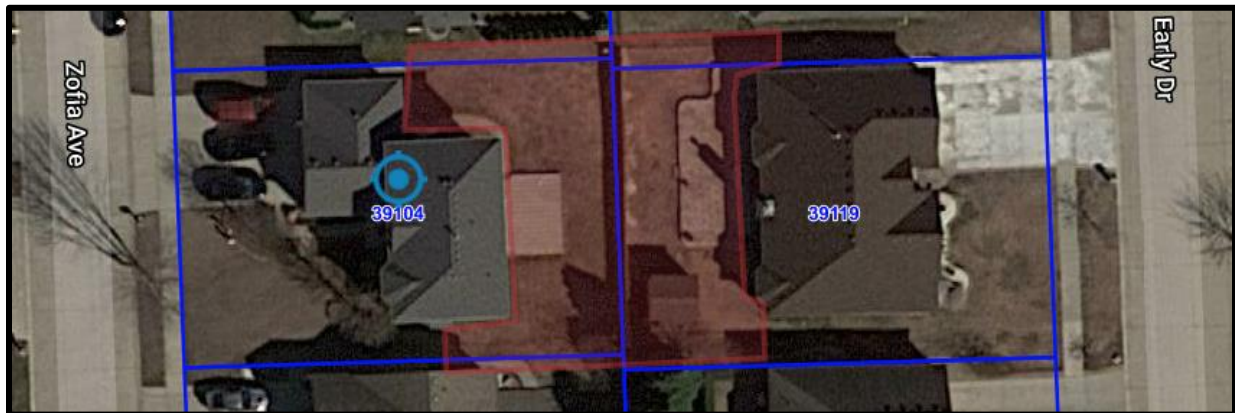
- 3) To verify the second address (39104 Zofia Ave), click on the layer icon located on

the right side of the map.

- 4) Check the Parcel box. The Parcel data layer will display parcel numbers for all parcels visible on the map. This feature is not available in all counties.
- 5) If parcel data is not available, an additional street search may be performed using the 2nd address.



- 6) Once the work location is verified, create a polygon to depict the precise dig site. Click the  to activate the drawing tool.
- 7) Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location is depicted in red. In the example below, the work location encompasses the back yard at both addresses.



- 8) Click Next
- 9) Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Because the work is taking place at addresses on different streets, enter one of the streets in the Street field and the other street in the Nearest cross street field. A 2nd nearest cross street should be one that intersects with one or both previously entered streets.
- 10) Click Next to continue.
- 11) Enter the addresses in the Remarks-Additional Details section.
- 12) Check the agreement box
- 13) Click Submit

Remarks - Additional Details

39104 Zofia Dr & 39119 Early Dr

369 characters left

Confirm dig site ?

Street*
Early Dr

Town/City*
Sterling Heights

Nearest cross street*
Zofia Ave

2nd Nearest cross street
Martha St

Lot Number/Subdivision Name

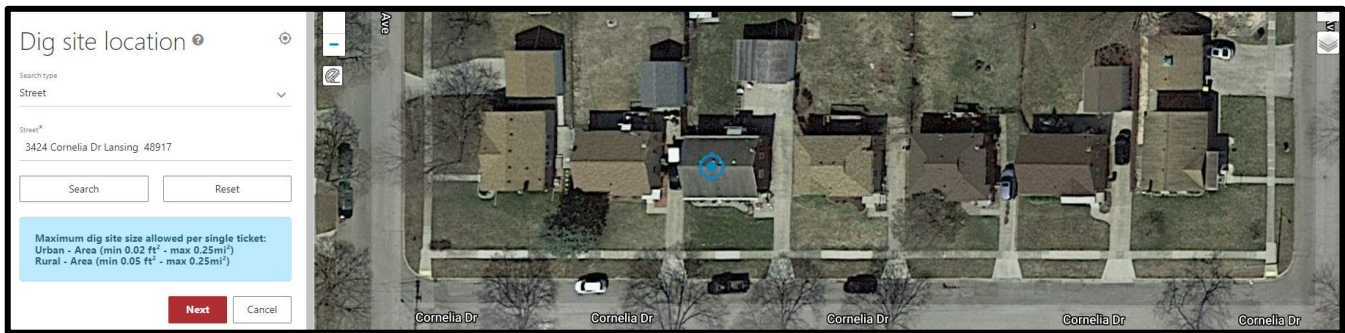
☐ Force address to be valid


Next
Cancel

Multiple Consecutive Addresses


Work may take place at multiple addresses on the same street for any ticket type. In the example below, work is taking place at consecutive addresses 3428, 3424, 3418 & 3414 Cornelia Dr in Lansing.

- 1) To search for the work location, choose the STREET search type. (An alternate way to find the work location is to use the Intersection Search type.)
- 2) Enter one of the addresses in the Street* field and click Search
A blue target displays the search results. Verify the location.



- 3) To view parcels, click on the layer icon located on the right side of the map. 
- 4) Check the Parcel box. The Parcel data layer will display parcel numbers for all parcels visible on the map. This feature is not available in all counties.



- 5) If parcel data is not available, additional searches may be performed for each address to verify their location.
- 6) Once the work location is verified, create a polygon to depict the precise dig site. Click the  polygon icon to activate the drawing tool.
- 7) Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location is depicted in red. In the example below, the work location encompasses the front yard at four addresses.



- 8) Click Next
- 9) Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter the street name in the Street field. Enter the city and at least one near cross street.
- 10) Click Next to continue.
- 11) Enter the addresses in the Remarks-Additional Details section. If the polygon is overdrawn, a description of the precise work location may be provided. (EX: LOCATE 5FT OUT FRM BTH SDS OF DRWY BET RD & HSE AT ADDRESSES 3428, 3424, 3418, 3414 CORNELIA DR)
- 12) Check the agreement box
- 13) Click Submit

Confirm dig site ?

Street*
Cornelia Dr

Town/City*
Lansing

Nearest cross street*
Mitchell Ave

2nd Nearest cross street
Morris Ave

Lot Number/Subdivision Name

☐ Force address to be valid

Next Cancel

Additional information ?

Remarks - Additional Details

3428, 3424, 3418, 3414 Cornelia Dr

Multiple Non-Consecutive Addresses-Oversized Polygon

Work may take place at multiple non-consecutive addresses on the same street for any ticket type. In the example below, work is taking place at addresses 3428 & 3414 Cornelia Dr in Lansing.

- 1) To search for the work location, choose the STREET search type.
- 2) Enter one of the addresses in the Street* field and click Search
A blue target is displayed on the map if the address is located.

Dig site location ?

Search type
Street

Street*
3428 Cornelia Dr Lansing 48917

Search Reset

Maximum dig site size allowed per single ticket:
Urban - Area (min 0.02 ft² - max 0.25mi²)
Rural - Area (min 0.05 ft² - max 0.25mi²)

Next Cancel

3) To verify the second address, click on the layer icon located on the right side of the map.

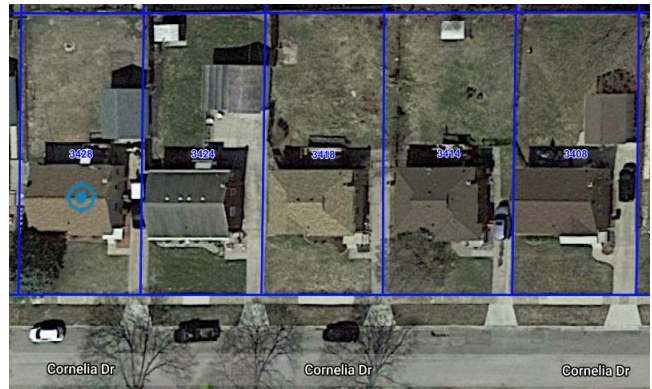


4) Check the Parcel box. The Parcel data layer will display parcel numbers for all parcels visible on the map. This feature is not available in all counties.

5) If parcel data is not available, a second search may be performed to verify the second address.

6) Once the work location is verified, create a polygon to depict the precise dig site. Click the polygon icon to activate the drawing tool.

7) Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location in red covers two addresses that are not part of the job. In a future version of OneCallAccess, multiple polygons will be possible. This will reduce the occurrence of over mapping.



8) Click Next

9) Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter the street name in the street field.

10) Click Next to continue.

11) In the Remarks-Additional Details enter the addresses. If the polygon is overdrawn and does not depict the precise dig site, enter a description of the work location (EX: LOCATE PERIMETER OF PROPERTY AT ADDRS 3428 & 3414)

Additional information ?

Remarks - Additional Details

3428, 3414 Cornelia Dr

Confirm dig site ?

Street*
Cornelia Dr

Town/City*
Lansing

Nearest cross street*
Mitchell Ave

2nd Nearest cross street
Morris Ave

Lot Number/Subdivision Name

☐ Force address to be valid

Next Cancel

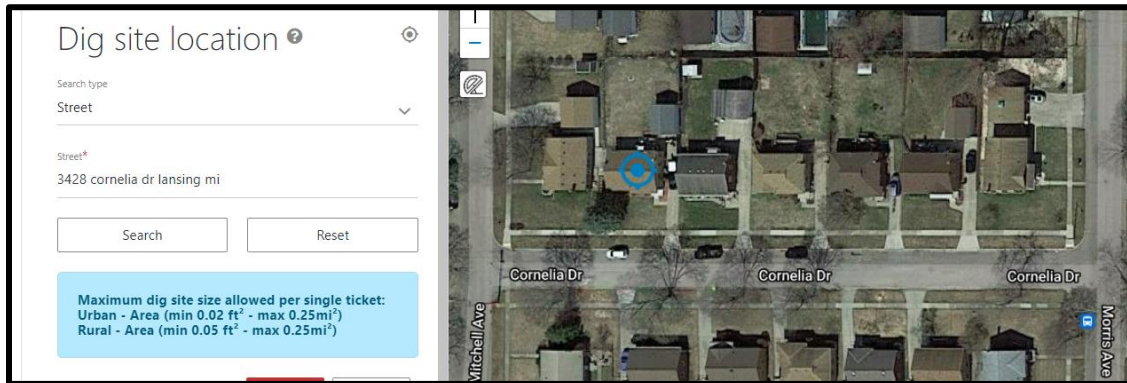
12) Check the agreement box

13) Click Submit

Working from an address to another location

In the following example, work is taking place in the front yard at address 3428 Cornelia Dr in Lansing then continues between the road and sidewalk to the hydrant on the northwest corner of the intersection with Morris Ave.

- 1) Choose the STREET search type.
- 2) Enter the address in the Street* field and click Search. A blue target is displayed on the map, indicating the search results.



- 3) Confirm the accuracy of the results. The parcel layer may be used to verify the information. Click the layer icon, then click the Parcels box.
- 4) Move the map and zoom as necessary to view the entire work location. Once the work location is verified, create a polygon to depict the precise dig site. Click the polygon icon to activate the drawing tool.
- 5) Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location is depicted in red.



- 6) Click Next
- 7) Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter the address number (3428 Cornelia Dr) in the Street field, Lansing in the in Town/City field and Morris Ave as the nearest cross street. An additional cross street is encouraged.
- 8) Click Next to continue.
- 9) The Remarks-Additional Details section is left blank when the polygon accurately depicts the work location.
- 10) Check the agreement box
- 11) Click Submit

Remarks - Additional Details

400 characters left

☒ By submitting, I agree that the address, location, and size of the drawn dig site, description of work, and all other ticket details are correct.

☒ **Project - 21 day**
The digging portion of my project is expected to take less than 21 days and work is scheduled to begin within 14 days of my legal or chosen start date.

Submit
Cancel

Confirm dig site

Street*
3428 Cornelia Dr

Town/City*
Lansing

Nearest cross street*
Morris Ave

2nd Nearest cross street
Mitchell Ave

Lot Number/Subdivision Name

☐ Force address to be valid

Next
Cancel

Roads

When working along a road or route, the current scope of work limit is one mile along a road or route when encountering intersections and two miles along a road or route with no intersections. When a road is divided, treat each side, with traffic bound in a different direction as a separate road. (Northbound and Southbound lanes on separate tickets). A 200ft radius of intersections along the route may be requested.

When working along a road, utilize the intersection search tool to find the closest intersection to the work location.

In the following three examples work is taking place along Northwood Dr in Alpena.

Road-Between X-streets

Work is taking place on Northwood Dr from Scheuner Dr to Wren St.

- 1) Choose the INTERSECTION search type.
- 2) Enter the street the work is taking place on in the First Street field. (Northwood Dr)
- 3) Enter the nearest intersecting road to the work location in the Second Street field (Scheuner Dr)
- 4) Enter the Town/City (Alpena)
- 5) Click Search
- 6) Move the map or zoom to see the entire work location between Scheuner Dr and Wren St
- 7) Activate the drawing tool by clicking on the polygon icon. Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point.
- 8) Click Next

Dig site location

Search type
Intersection

First street*
Northwood Dr

Second street*
Scheuner Dr

Town/City
Alpena

Search
Reset

Confirm dig site ?

Street*

Northwood Dr

Town/City*

Alpena

Nearest cross street*

Scheuner Rd

2nd Nearest cross street

Wren St

Lot Number/Subdivision Name

- 9) Confirm Dig Site. Enter the street the work is taking place along in the Street field (Northwood Dr). Enter Alpena in the Town/City field. Enter the beginning intersecting street (Scheuner Dr) in the Nearest Cross Street and Wren St in the 2nd Nearest Cross Street field.
- 10) Click Next
- 11) The Remarks-Additional Details field may be left blank.
The work location was described with the polygon.
- 12) Check the agreement box
- 13) Click Submit

Additional information ?

Remarks - Additional Details

400 characters left

☒ By submitting, I agree that the address, location, and size of the drawn dig site, description of work, and all other ticket details are correct.

☒ **Project - 21 day**
 The digging portion of my project is expected to take less than 21 days and work is scheduled to begin within 14 days of my legal or chosen start date.

Submit

Cancel

Road-Multiple Dig Sites-Overdrawn Polygon

A job may consist of multiple dig sites. This may occur for multiple road repairs, signage, utility pole work or soil borings. The following example is for multiple sign replacements along a road. The first sign is a stop sign at the southwest corner of the intersection of Northwood Dr & Scheuner Dr. The second sign is a speed limit sign on the north side of the road approximately 350ft west of Scheuner Dr. The third location is the stop sign at the northeast corner of the intersection of Northwood Dr & Wren St.

- 1) Choose the INTERSECTION search type.
- 2) Enter the street the work is taking place on in the First Street field. (Northwood Dr)
- 3) Enter the nearest intersecting road to the work location in the Second Street field (Scheuner Dr)
- 4) Enter the Town/City (Alpena)
- 5) Click Search
- 6) Move the map or zoom to see the entire work location between Scheuner Dr and Wren St. Because multiple polygons are not possible, cover the entire area between Scheuner Dr and Wren St with the polygon. The polygon is oversized, so a written description of the work location will be provided in the Remarks field.

Dig site location ?

Search type

Intersection

First street*

Northwood Dr

Second street*

Scheuner Dr

Town/City

Alpena

Search

Reset

- 7) Activate the drawing tool by clicking on the polygon icon. Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point.
- 8) Click Next
- 9) Confirm Dig Site. Enter the street the work is taking place along in the Street field (Northwood Dr). Enter Alpena in the Town/City field. Enter the beginning intersecting street (Scheuner Dr) in the Nearest Cross Street and Wren St in the 2nd Nearest Cross Street field.
- 10) Click Next

- 11) The Remarks-Additional Details field describe the work location.
The work location was described with the polygon.
- 12) Check the agreement box
- 13) Click Submit

Off-Road

Work may take place at locations without addresses or locations that are not close to a road. Jobs may be at parks, fields, or along paths, utility easements, rr track, alleys, and other locations. The nearest intersecting roads to the work location are necessary when creating a ticket. GPS coordinates may be used to find or describe the work location. Below are examples of a few scenarios you may encounter.

Alley

Search for the nearest intersection to the alley or the nearest address. In this example, the nearest intersection is entered for the search.

- 1) To search for the work location, choose the INTERSECTION search type.
- 2) Enter the street the alley is accessed from in the First Street field.
- 3) Enter the nearest intersecting street to the First Street in the Second Street field
- 4) Enter the city, township, or village of the intersection in the Town/City field
- 5) Click Search. A blue target is displayed on the map if the intersection is located.

Dig site location

Search type

Intersection

First street*

S Union St

Second street*

E State ST

Town/City

Traverse City

Search

Reset

- 6) Move the map by holding the left mouse clicker down and dragging the map to bring the alley into view. Zoom in/out as needed.
- 7) Create a polygon to depict the precise dig site. Click the polygon icon to activate the drawing tool.
- 8) Click on the map to begin drawing. Click to change directions. To finish drawing, click at the beginning point. The polygon tool indicates footage while drawing. The measuring tool may also be used to pinpoint the dig site for drawing.



- 9) Click Next
- 10) Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter the street the alley is accessed from in the Street field.
- 11) Confirm the Town/City is correct
- 12) Enter the nearest intersecting street in the Nearest Cross Street* field.
- 13) Enter another relevant street in the 2nd Nearest Cross Street field, possible the street on the other end of the alley.
- 14) Click Next
- 15) Enter "Alley" in the Remarks-Additional Details field.
- 16) Check the agreement box
- 17) Click Submit

Confirm dig site

Street*

S Union St

Town/City*

Traverse City

Nearest cross street*

E State St

2nd Nearest cross street

Cass St

Lot Number/Subdivision Name

☐ Force address to be valid

Next

Cancel

Remarks - Additional Details

Alley

395 characters left

☒ Project - 180 day

The digging portion of my project is expected to take more than 21 days and work is scheduled to begin within 14 days of my legal or chosen job start date.

Submit

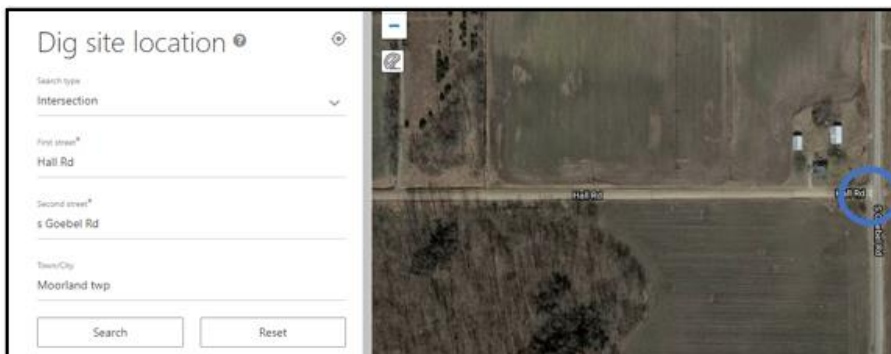
Cancel

Utility Easement-Route

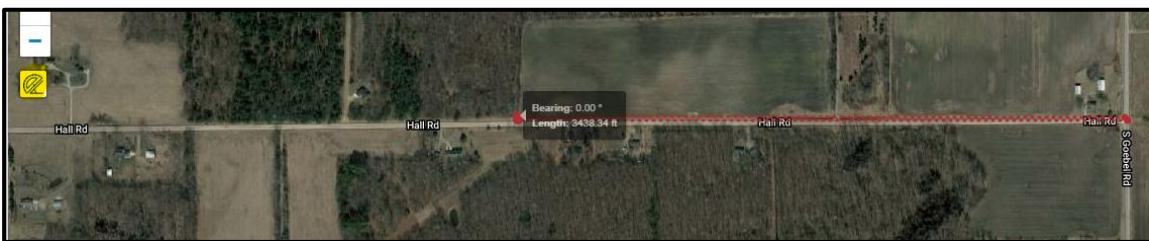
When work takes place along any off-road route, the nearest intersection, address, or GPS coordinates may be used to search for the work location. The example below is for work that does not begin along a road.

In the following example work is taking place along a transmission R-O-W located south off Hall Rd approximately 6/10 mile west of S Goebel Rd. The work begins along the R-O-W approximately 1000ft southwest off Hall Rd and continues southwest along the R-O-W for another 1000ft. The job encompasses the entire R-O-W for 1000ft to complete ground maintenance.

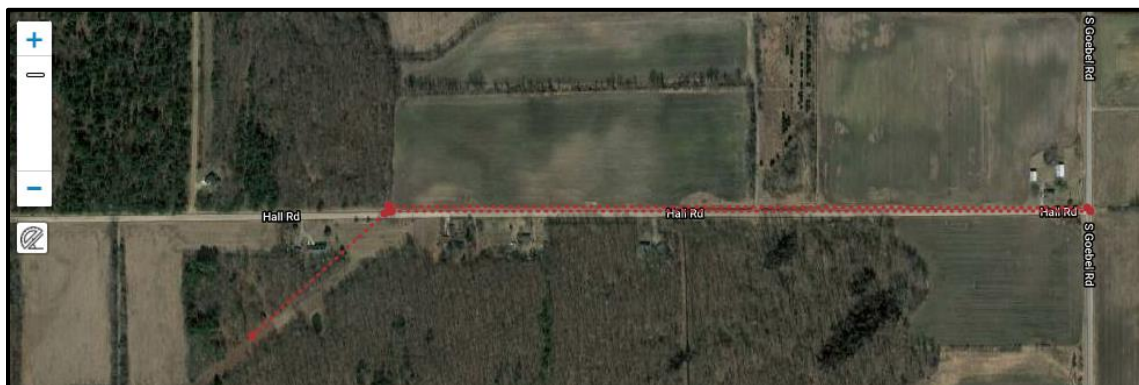
- 1) To search for the nearest intersection to the work location, choose the INTERSECTION search type.
- 2) Enter the street the off-road route is accessed from in the First Street field.
- 3) Enter the nearest intersecting street to the First Street
- 4) Enter the city, township, or village of the intersection in the Town/City field
- 5) Click Search. A blue target displays the search results.



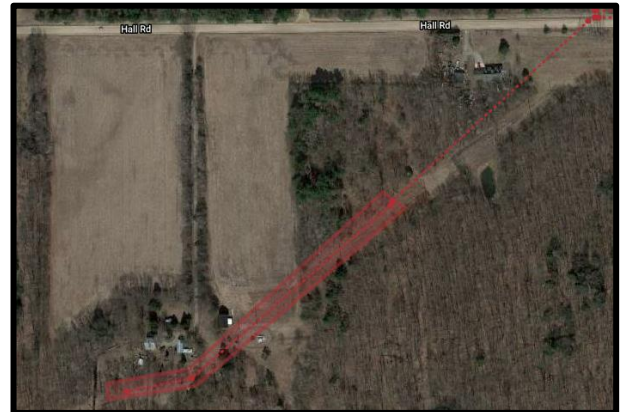
- 6) Measure along Hall Rd from S Goebel Rd approximately 6/10 mile west to find the transmission R-O-W. Click the protractor icon located on the left side of the map to activate the measuring tool. Click on the starting point (the intersection) and drag west along Hall Rd to the desired location.



- 7) Measure 1000ft southwest from Hall Rd along the transmission R-O-W to reach the beginning point.



- 8) Adjust the map to zoom in closer to the work location.
- 9) Click the polygon icon to activate the drawing tool
- 18) Click at the beginning point of the job. Click to change directions. To finish drawing, click at the beginning point. The polygon tool indicates footage while drawing. The measuring tool may also be used to pinpoint the dig site for drawing.
- 10) Click Next



- 11) Confirm Dig Site. Enter Hall Rd in the Street field as it is the nearest to the job site and the street used to access the R-O-W.
- 12) Confirm the correct town/city
- 13) Enter S Goebel Rd in the Nearest Cross Street field because it is the closest intersecting road to the work location.
- 14) Enter an additional street in the 2nd Nearest Cross Street field.
- 15) Click Next
- 16) Enter *Transmission R-O-W* in the Remarks-Additional Details section. Details, such as driving instructions or access points that would be useful in finding the dig site may be entered. A description of the dig site may be entered if the precise dig site can not be determined from the polygon.
- 17) Check the agreement box
- 18) Click Submit.

Confirm dig site ⓘ

Street*
Hall Rd

Town/City*
Ravenna

Nearest cross street*
S Goebel Rd

2nd Nearest cross street
E Apple Ave

Lot Number/Subdivision Name

☐ Force address to be valid

Next Cancel

Remarks - Additional Details

Transmission R-O-W

381 characters left

☒ Project - 21 day

The digging portion of my project is expected to take less than 21 days and work is scheduled to begin within 14 days of my legal or chosen start date.

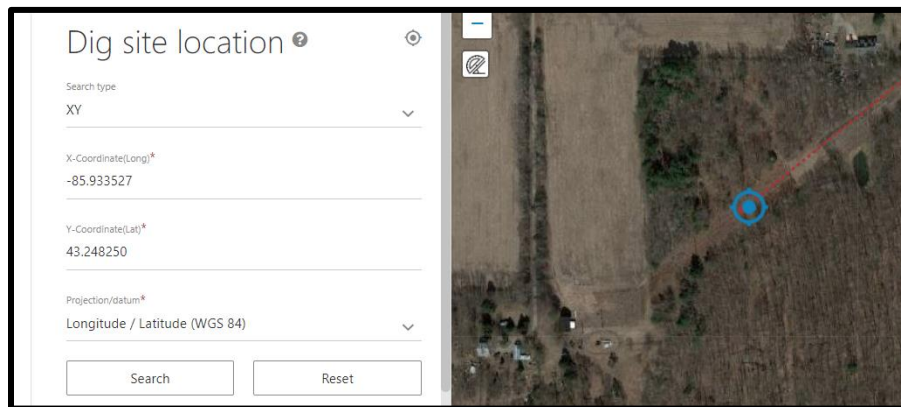
Submit Cancel

Utility Easement, Multiple Dig Sites & GPS Coordinates

In the following example work is taking place along a transmission R-O-W located south off Hall Rd approximately 6/10 mile west of S Goebel Rd, as in the previous example. In this example, work is taking place within a 50ft radius of 10 pole locations needed along the R-O-W approximately between 1000ft southwest off Hall Rd & 2000ft southwest of Hall Rd.

Multiple polygons are not possible at this time, so the polygon will cover the entire route from the first pole to the last. A written description of the work location is entered in the Remarks field because of the overdrawn polygon.

- 1) To search GPS Coordinates, choose the XY search type.
- 2) Click Search. The blue target displays the search results.

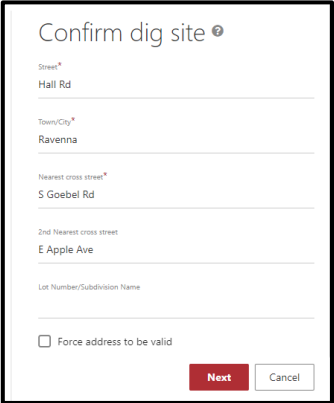


- 3) Adjust the map and zoom to view the work location.
- 4) When measuring from the beginning point to find the ending point- Click the polygon icon to activate the drawing tool. The polygon tool displays distance in feet. The work location ends 1000ft southwest of the first pole
 - a. Click at the beginning point of the job. Click to change directions. To finish drawing, click at the beginning point. The polygon tool indicates footage while drawing. The measuring tool may also be used to pinpoint the dig site for drawing.
- 5) When using GPS Coordinates to find ending point- Set a place holder where the beginning point is located by clicking the circle tool then clicking on the blue target.
 - a. Enter the ending GPS Coordinates in the search fields. Click Search and a blue target will display the findings.
 - b. Click on the polygon icon to activate the drawing tool. Draw the polygon between the circle (beginning point) and the blue target (ending point). (Click to change directions. To finish drawing, click at the beginning point.)



- 6) Click Next

- 7) Confirm Dig Site. Enter Hall Rd in the Street field as it is the nearest to the job site and the street used to access the R-O-W.
- 8) Confirm the correct town/city
- 9) Enter S Goebel Rd in the Nearest Cross Street field because it is the closest intersecting road to the work location.
- 10) Enter an additional street in the 2nd Nearest Cross Street field.
- 11) Click Next
- 12) In the Remarks-Additional Details section. Enter a written description of the work location. Details, such as driving instructions or access points that would be useful in finding the dig site may be entered but are not required.



Confirm dig site ⓘ

Street*
Hall Rd

Town/City*
Ravenna

Nearest cross street*
S Goebel Rd

2nd Nearest cross street
E Apple Ave

Lot Number/Subdivision Name

☐ Force address to be valid

Next Cancel

ACCESS TRANSM R-O-W S OFF HALL RD APX 6/10 MI WEST OF S GOEBEL RD. LOCATE 50FT RADIUS OF 10 POLES BEGINNING AT POLE #124 AT (43.248182, -85.933527) GOING SW APX 1000FT ENDING AT POLE #178 AT (43.242609, -85.936616).

OR

ACCESS TRANSM R-O-W S OFF HALL RD APX 6/10 MI WEST OF S GOEBEL RD. LOCATE 50FT RADIUS OF 10 POLES BEGINNING AT POLE #124 LOCATED APX 1000FT SW OF HALL RD GOING SW APX 1000FT ENDING AT POLE #178.

- 13) Check the agreement box
- 14) Click Submit.