MISS DIG 811

OneCallAccess

TICKET ENTRY BEST PRACTICES

OneCallAccess

This manual is intended to provide instruction to users of the OneCallAccess program on ticket actions.

The information contained in this manual includes a description of each action and procedures in the OneCallAccess program.

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Ticket Entry Overview

The OneCallAccess system uses **virtual white lining** to define the work location. This involves drawing a **precise polygon** on the map, which reduces or eliminates the need for written instructions.

Virtual White Lining Guidelines

- **Draw accurate polygons** to depict the exact work area.

- **Avoid oversized polygons** ("over mapping")—they may trigger unnecessary locates.

- You may draw **up to 15 polygons per ticket** to represent multiple dig sites.

- If the polygon is too large or vague, include a **written description** of the work location in the ticket.

- For **hard-to-find or restricted-access sites**, add clear instructions in the **Remarks** field.

Remarks Field Tips

- Max character limit: **400**

- Recommended limit for new tickets: **300 characters**

- This field is reused when retransmitting tickets, so brevity is key.

Four Sections of Ticket Entry

1. **Ticket Details**

    - Select ticket type, work type, and excavation method.

    - Enter work dates and contact information.

2. **Dig Site Location**

    - Search for and map the work location using the drawing tools.

3. **Confirm Dig Site**

    - Enter street, city/town, county & at least one nearest cross street and subdivision/lot details for display on the ticket.

4. **Additional Information**

    - Add any extra details not covered in previous sections.

    - Include "SEE POLYGON" if the work area is fully described by the drawn polygon.

      OR

    - Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

The polygon(s) drawn and transmitted with a MISS DIG 811 tickets are not just visual aids—they fulfill a legal requirement under **Public Act 174 of 2013**, specifically:

Section 5. (2)(b): *"A description of the proposed area of blasting or excavation, including the street address and a property description."*

Why This Matters:

- The **polygon** serves as the **property description** required by law.

- It defines the **exact area** where excavation or blasting will occur.

- Ensures **compliance** with Michigan's legal standards for utility notification.

- Helps facility owners/operators determine whether their infrastructure is affected.

By accurately drawing and transmitting polygons, excavators are not only improving safety and communication—they are fulfilling a statutory requirement under **Public Act 174 of 2013, Section 5(2)(b)**.

Communicating the Dig Site

Excavators notify MISS DIG 811 of their excavation area in one of two ways:

- **Self-drawn polygon** using the OneCallAccess system.

- **Verbal description** to a MISS DIG 811 representatives, who then draws the polygon.

This polygon is transmitted to **facility owners/operators** and reflects the **designated excavation/blasting area** to be located and marked.

What Facility Owners Receive

- The **polygon** defines the area to be marked.

- **Positive Responses** apply to the **entire polygon area**.

- **Address information** is also included in the ticket.

Facility owners/operators must determine whether to mark:

- The **entire property** associated with the ticket address, or

- Only the **polygon area** specified by the excavator.

Supporting Information

Additional data such as:

- **Remarks**

- **Latitude and Longitude**

May be provided to help **locators interpret the polygon**, but do **not override** the polygon or address as the official excavation area.

Reference Materials

This manual offers guidance on:

- Mapping work locations

- Handling multiple ticket types and dig sites

Before using this guide, users should review the **OneCallAccess External User Guide**, which contains detailed instructions on using the mapping tools.

OneCallAccess User Access Levels

◇ **Basic Access (New Users) New** OneCallAccess users have access to:

- **Normal 21-Day Tickets**

- **Design Tickets**

These ticket types are suitable for standard excavation planning and design inquiries.

◇ **External Plus Access**

External Plus users have access to all basic ticket types, plus:

- **Normal 180-Day Tickets**

- **Project 180-Day Tickets**

- **Emergency Tickets**

- **Short Notice Tickets**

This expanded access supports long-term projects and urgent excavation needs.

📖 **Training Resources**

For guidance on using External Plus features, visit:

MISS DIG 811 Website → *Excavation Pros* tab → *Excavator Training*

This section includes detailed training materials to help users navigate advanced ticket types and mapping tools.

Creating a Precise Polygon

Once the **Ticket Details** are completed and the **work location** has been verified on the map, a **polygon or multiple polygons must be drawn** around the job site. This polygon is critical for two reasons:

1. **Communication**: It visually conveys the exact work area to facility owners and locators.

2. **Notification**: It determines which MISS DIG 811 members are alerted about the excavation.

Important: If the polygon does **not fully cover** the work site, facility owners with underground utilities may **not be notified**, potentially leaving lines **unmarked** and increasing the risk of damage or injury.

Step 1: Enable Parcel Data

- Turn on the **Parcel Data** layer to view property lines and addresses.

- This data is available in many counties and can help define boundaries.

- **Note**: Parcel data accuracy is not guaranteed—use your judgment.
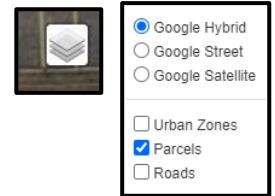
Step 2: Choose the Right Drawing Tool

- **Polygon Tool**: Ideal for irregular or rectangular work areas.

- Click the polygon icon.

- Click to start, then click at each corner of your shape.

- Complete the shape by clicking back on the starting point.

- **Circle Tool**: Best for circular work zones (e.g., around a tree, pole, or sign).

- Avoid using this for square/rectangular areas—it may misrepresent the site.

Step 3: Draw the Polygon

- Use the selected tool to **accurately outline the full work location**.

- Ensure the polygon covers the entire area to notify all relevant facility owners.

Step 4: Add Remarks

In **Section 4: Remarks – Additional Information**, enter:

- "SEE POLYGON" in the Remarks-Additional Information field if the polygon is an accurate representation of the work site area.
- "SEE POLYGON" alerts facility owners to refer to the drawn polygon for exact location details. OR
- Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.
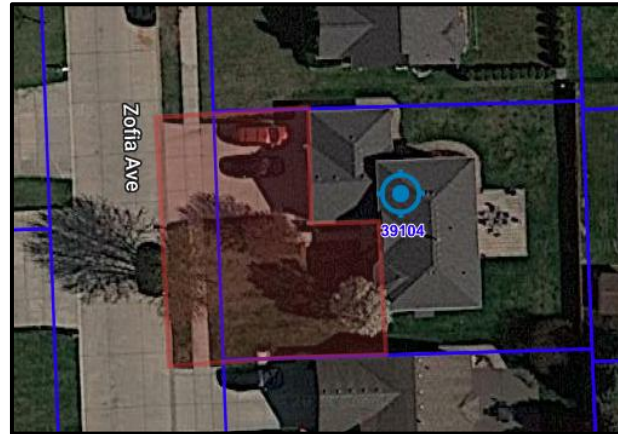
Examples of Accurate Polygons

Entire Property
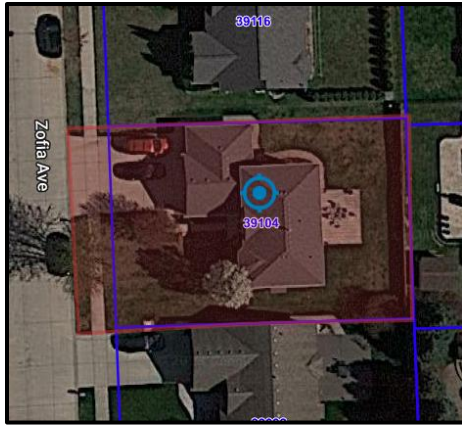
Front of Property

30 ft radius of pole

Right of way to right of way & both sides of road

Both sides of the road between the cross streets and a 25-foot radius of the intersection with Sherman St.

ADDRESSES

Normal 21-day and normal 180-day tickets have a small scope of work limit: up to 1,320 linear feet in any direction, with a maximum of 20,000 sq. ft. in urban areas and up to 2,640 linear feet in any direction, with a maximum of 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 180-day tickets are designed for larger work areas and work types. Project tickets have a larger scope of work limit: up to 1,320 linear feet in any direction, with a minimum of 20,001 sq. ft. up to 1,742,400 sq. ft. in urban areas and up to 2,640 linear feet in any direction, with a minimum of 50,001 sq. ft. up to 6,969,600 sq. ft in rural areas. This ticket type also has written upper limit scope of work limits. The ticket may incorporate up to 10 addresses/lots on the same street within 1,320 linear feet in urban areas and within 2,640 linear feet in rural areas.
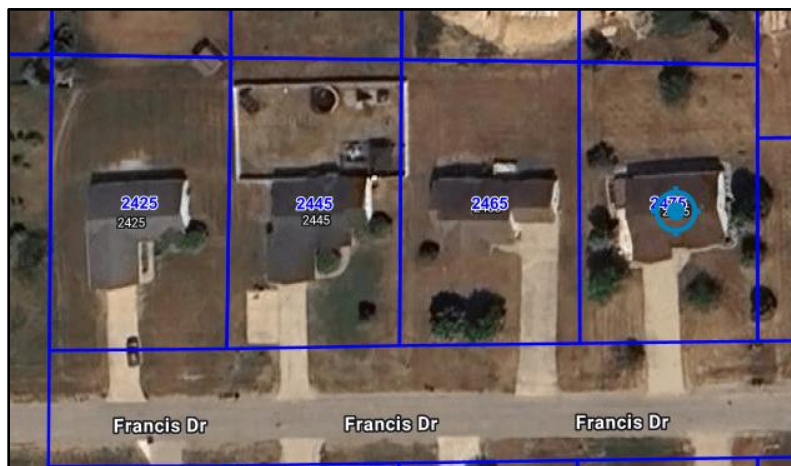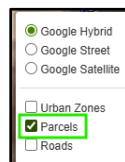
Single Address

Create a polygon to reflect the dig site. Work is being done at the 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.

Normal 21-Day Ticket Type

Dig Site Location: Search & Verify Location

1. **Choose** the **STREET** search type.

2. **Enter** 2475 Francis Dr in the **Street*** field and click **Search**.

3. **Confirm** the blue target on the map matches the correct location.

4. **Enable Parcel Layer**:

   o Check the **Parcels** box to verify property boundaries.

Draw the Polygon

5. **Activate** the **Polygon Tool**.

6. **Click** on the map to begin drawing.

   o Click at each corner to change direction.

   o **Finish** by clicking the starting point.

   o The dig site will appear in **red**.

Confirm Dig Site Details

o In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

   o **Street**: 2475 Francis Dr

   o **Town/City**: Mt Pleasant

   o **County**: Isabella County

   o **Cross Street**: Enter at least one nearby cross street, two is preferred.

   o **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*

o Click **Next.**

Additional Information

o **Remarks – Additional Details**

   o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

   OR

   o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

   o *If the polygon is overdrawn, include a written description.*

Additional information ?

Remarks - Additional Details

SEE POLYGON

389 characters left

4 Additional information ?
Information not previously included

Remarks - Additional Details*

LOCATE ENTIRE FRT PROP

378 characters left / 8 lines left

- o **Agreement Boxes**

    - o Review and **check all required boxes** to confirm compliance.

- o **Submit**

    - o Click **Submit** to finalize and send the ticket.
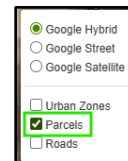
Single Address – Multiple Polygons

Create a polygon to reflect the dig site. Work is taking place in two locations at address 39135 Early Dr in Sterling Heights in the pictures below. Two polygons will be created to cover both locations that work will be taking place at the address.

Normal 21-Day Ticket Type

Dig Site Location: Search & Verify Location

1. **Choose** the **STREET** search type.

2. **Enter** 39135 Early Dr in the **Street*** field and click **Search**.

3. **Confirm** the blue target on the map matches the correct location.

4. **Enable Parcel Layer**:

   Check the **Parcels** box to verify property boundaries.

Draw the Polygon

5. **Activate** the **Polygon Tool**.

6. **Click** on the map to begin drawing.

   o Click at each corner to change direction.

   o **Finish** by clicking the starting point.

   o The dig site will appear in **red**.

Confirm Dig Site Details

7. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

- o **Street**: 39135 Early Dr.
- o **Town/City**: Sterling Heights.
- o **County**: Macomb.
- o **Cross Street**: Enter at least one nearby cross street, two is preferred.
- o **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*

Additional Information

1. **Remarks – Additional Details**
   - o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

     OR

   - o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.
   - o *If the polygon is overdrawn, include a written description.*

2. **Agreement Boxes**
   - o Review and **check all required boxes** to confirm compliance.
3. **Submit**
   - o Click **Submit** to finalize and send the ticket.

Multiple Addresses

Addresses on Multiple Streets
Dig Site Location: Search & Verify Location

1. **Choose** the **STREET** search type.

2. **Enter** 39119 Early Dr in the **Street*** field and click **Search**.

3. **Confirm** the blue target on the map matches the correct   location.

4. **Enable Parcel Layer**:

5. Click the   **layer icon**.

   a. Check the **Parcels** box to verify property boundaries.
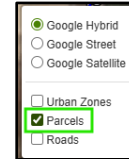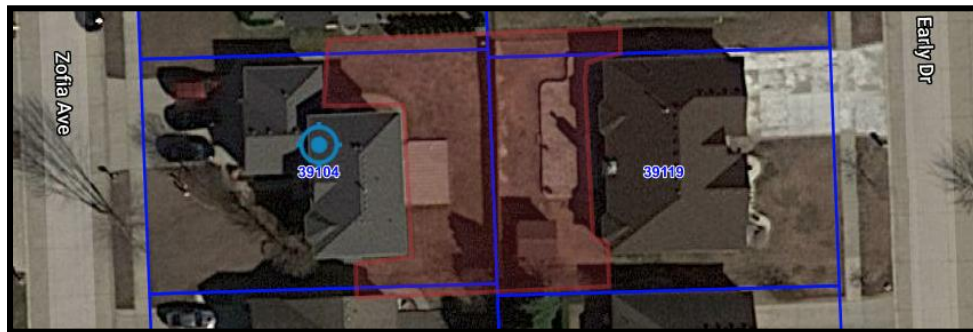
Draw the Polygon

5. **Activate** the **Polygon Tool**.

6. **Click** on the map to begin drawing.

   o Click at each corner to change direction.

   o **Finish** by clicking the starting point.

   o The dig site will appear in **red**.

Confirm Dig Site Details

7. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

   o **Street**: Early Dr

   o **Town/City**: Sterling Heights

   o **County**: Macomb

   o **Cross Street**: Enter at least one nearby cross street, two is preferred.

   o **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*

   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]

8. Click **Next**.

   o **Remarks – Additional Details**

      o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

   Additional information ❓

   Remarks - Additional Details *
   SEE POLYGON ADDRS 39104 ZOFIA AVE & 39119 EARLY DR
   350 characters left

   OR

      o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

   Additional information ❓

   Remarks - Additional Details *
   5FT WIDE PATH ALONG ROUTE MARKED W/ CABLE ON GR BET PED IN BK YD AT ADDR 39104 ZOFIA DR & REAR OF HSE AT ADDR 39119 EARLY DR
   276 characters left

      o *If the polygon is overdrawn, include a written description.*

   o **Agreement Boxes**

      o Review and **check all required boxes** to confirm compliance.

   o **Submit**

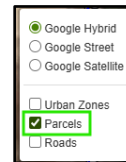   o Click **Submit** to finalize and send the ticket.

Multiple Consecutive Addresses

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

Normal 21-Day Ticket Type used for this example

Dig Site Location: Search & Verify Location

1. **Choose** the **STREET** search type.

2. **Enter** 3428 Cornelia Dr in the **Street*** field and click **Search**.

3. **Confirm** the blue target on the map matches the correct location.

4. **Enable Parcel Layer**:

5. Click the **layer icon**.

   o Check the **Parcels** box to verify property boundaries.

Draw the Polygon

5. **Activate** the **Polygon Tool**.

6. **Click** on the map to begin drawing.

   o Click at each corner to change direction.

   o **Finish** by clicking the starting point.

   o The dig site will appear in **red**.

Confirm Dig Site Details

7. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

   o **Street**: Cornelia Dr

   o **Town/City**: Lansing

   o **County**: Ingham

   o **Cross Street**: Enter at least one nearby cross street, two is preferred.

   o **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*

Additional Information

8. **Remarks – Additional Details**

   o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

   OR

   o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

   o *If the polygon is overdrawn, include a written description.*

9. **Agreement Boxes**

   o Review and **check all required boxes** to confirm compliance.

10. **Submit**

    o Click **Submit** to finalize and send the ticket.

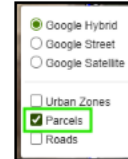## Multiple Non-Consecutive Addresses-Oversized Polygon

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.

Normal 21-Day Ticket Type and Continue Ticket Action used for this example.

Dig Site Location: Search & Verify Location

1. **Choose** the **STREET** search type.
2. **Enter** 3428 Cornelia Dr in the **Street*** field and click **Search**.
3. **Confirm** the blue target on the map matches the correct location.
4. **Enable Parcel Layer**:
5. Click the **layer** icon.

   o Check the **Parcels** box to verify property boundaries.

Draw the Polygon

5. **Activate** the **Polygon Tool**.

6. **Click** on the map to begin drawing.

   o Click at each corner to change direction.

   o **Finish** by clicking the starting point.

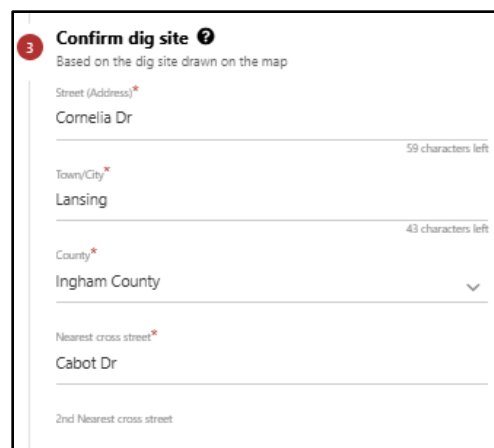   o The dig site will appear in **red**.

Confirm Dig Site Details

7. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

   o **Street**: Cornelia Dr

   o **Town/City**: Lansing

   o **County**: Ingham

   o **Cross Street**: Enter at least one nearby cross street, two is preferred.

   o **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*

8. Click **Next**.

Additional Information
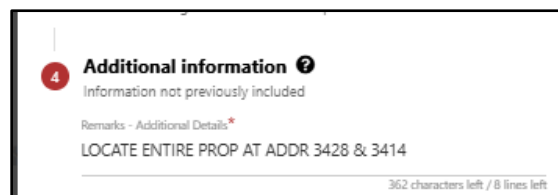
9. **Remarks – Additional Details**

   o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).
   OR

   o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

   o *If the polygon is overdrawn, include a written description.*

10. **Agreement Boxes**
    o Review and **check all required boxes** to confirm compliance.
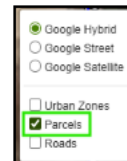
11. **Submit**

Working from an address to another location

In the following example, work takes 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.

Normal 21-Day Ticket Type is used for this example.

Dig Site Location: Search & Verify Location

1. **Choose** the **STREET** search type.

2. **Enter** 3427 Cornelia Dr in the **Street*** field and click **Search**.

3. **Confirm** the blue target on the map matches the correct location.

4. **Enable Parcel Layer**:

5. Click the **layer** icon.

o Check the **Parcels** box to verify property boundaries.

Draw the Polygon

5. **Activate** the **Polygon Tool**.
6. **Click** on the map to begin drawing.
o Click at each corner to change direction.
o **Finish** by clicking the starting point.
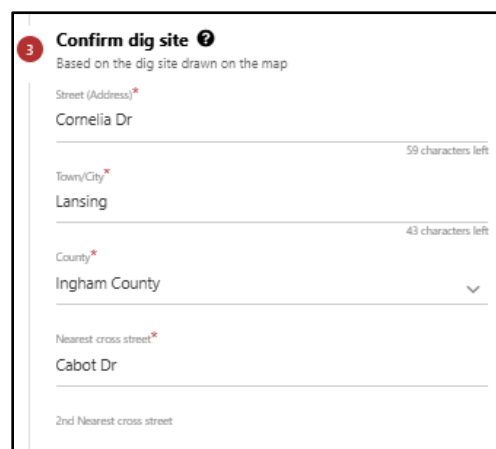o The dig site will appear in **red**.

Confirm Dig Site Details

7. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

o **Street**: Cornelia Dr

o **Town/City**: Lansing

o **County**: Ingham

o **Cross Street**: Enter at least one nearby cross street, two is preferred.

o **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*
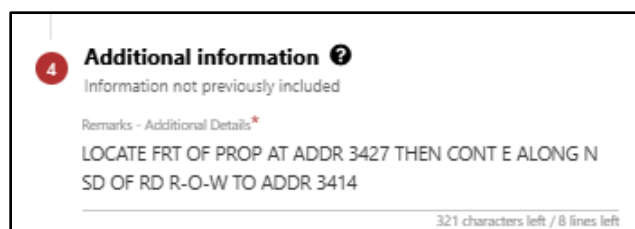

Additional Information

9. **Remarks – Additional Details**

o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

   OR

o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

o *If the polygon is overdrawn, include a written description.*

10. **Agreement Boxes**

o Review and **check all required boxes** to confirm compliance.

11. **Submit**

o Click **Submit** to finalize and send the ticket.

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.

Dig Site Location: Search & Verify Location

1. **Choose** the **INTERSECTION** search type.

2. **Enter** Northwood Dr in the **Street*** field and Scheuner Dr in **Second St*** click **Search**.

3. **Confirm** the blue target on the map matches the correct location.
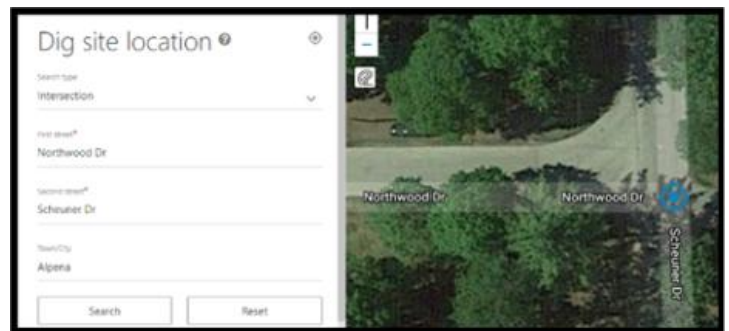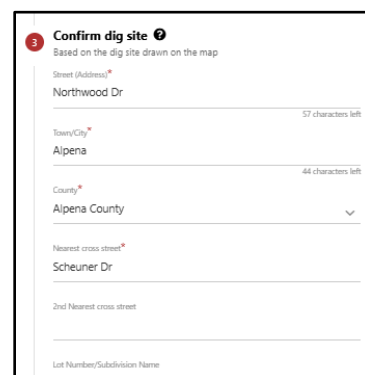

Draw the Polygon

4. **Activate** the **Polygon Tool**.
5. **Click** on the map to begin drawing.
6. Click at each corner to change direction.

   o **Finish** by clicking the starting point.

   o The dig site will appear in **red**.

Confirm Dig Site Details

7. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

    o   **Street**: Northwood Dr

    o   **Town/City**: Alpena

    o   **County**: Alpena

    o   **Cross Street**: Enter at least one nearby cross street, two is preferred.

Additional Information

9. **Remarks – Additional Details**

    o   Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

        OR

    o   Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

    o   *If the polygon is overdrawn, include a written description.*

10. **Agreement Boxes**

    o   Review and **check all required boxes** to confirm compliance.

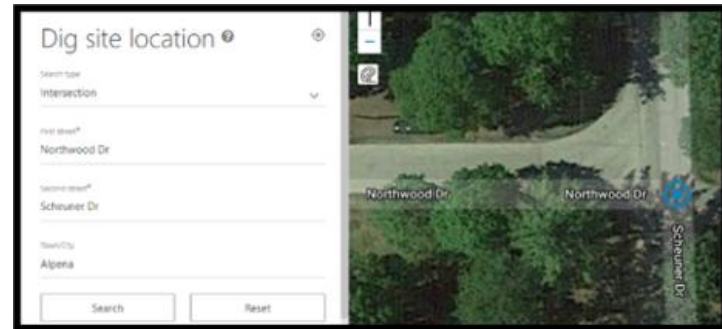11. **Submit**

    o   Click **Submit** to finalize and send the ticket.

TICKET ENTRY BEST PRACTICES

Road and Intersections – Multiple Polygons

Project 180-Day Ticket Type used for this example.

Dig Site Location: Search & Verify Location

2. **Choose** the **INTERSECTION** search type.

3. **Enter** Northwood Dr in the **Street*** field and Scheuner Dr in **Second St*** click **Search**.

7. **Confirm** the blue target on the map matches the correct location.

    Draw the Polygon

5. **Activate** the **Polygon Tool**.
6. **Click** on the map to begin drawing.
- Click at each corner to change direction.
- **Finish** by clicking the starting point.
- The dig site will appear in **red**.

Confirm Dig Site Details

8. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

o **Street**: Northwood Dr

o **Town/City**: Alpena

o **County**: Alpena

Cross Street: Enter at least one nearby cross street, two is preferred

10. **Remarks – Additional Details**

o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

o OR

o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

o *If the polygon is overdrawn, include a written description.*

11. **Agreement Boxes**

o Review and **check all required boxes** to confirm compliance.

12. **Submit**
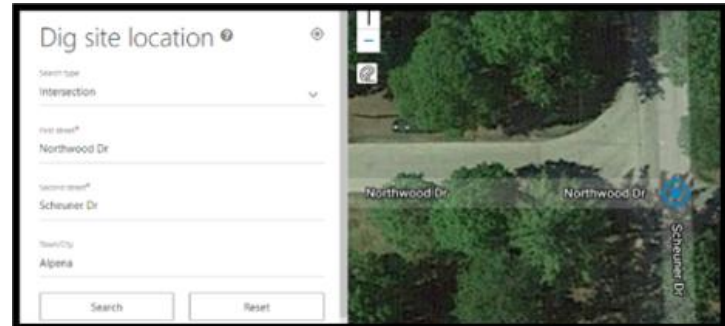
Road-Multiple Dig Sites-Multiple Polygons

<u>Normal 21-Day Ticket Types and Continue Ticket Action are used for this example.</u>

Dig Site Location: Search & Verify Location

3. **Choose** the **INTERSECTION** search type.

4. **Enter** Northwood Dr in the **Street*** field and Scheuner Dr in **Second St*** click **Search**.

8. **Confirm** the blue target on the map matches the correct location.

Draw the Polygon

5. **Activate** the **Polygon Tool**.

6. **Click** on the map to begin drawing.

o Click at each corner to change direction.

o **Finish** by clicking the starting point.

o The dig site will appear in **red**.
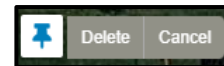
Confirm Dig Site Details
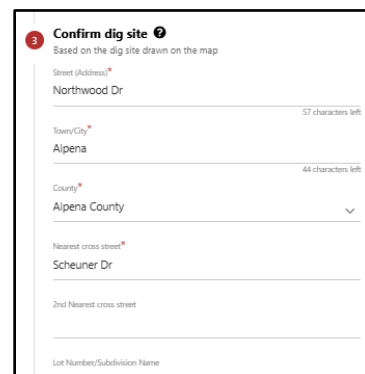
9. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

   o **Street**: Northwood Dr

   o **Town/City**: Alpena

   o **County**: Alpena

Cross Street: Enter at least one nearby cross street, two is preferred

1. Click Next

Additional Information

9. **Remarks – Additional Details**

   o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

OR

   o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

   o *If the polygon is overdrawn, include a written description.*

10. **Agreement Boxes**

   o Review and **check all required boxes** to confirm compliance.

11. **Submit**

   o Click **Submit** to finalize and send the ticket.

Divided Highways

When work is taking place on a divided highway/road with traffic bound in each direction, each traffic bound direction must be placed on a separate ticket. If work is taking place on both sides of the divided highway, including the median, then the median can be included on one of the tickets.

The following example is for multiple sign locations along a divided highway. There are 4 wooden stakes beginning 500 feet north of W Chicago St and continuing north every 200 feet on the east side of northbound Telegraph Road and one stake located 1000 feet north of W Chicago St on the west side of southbound Telegraph Road that all need a 10-foot radius.
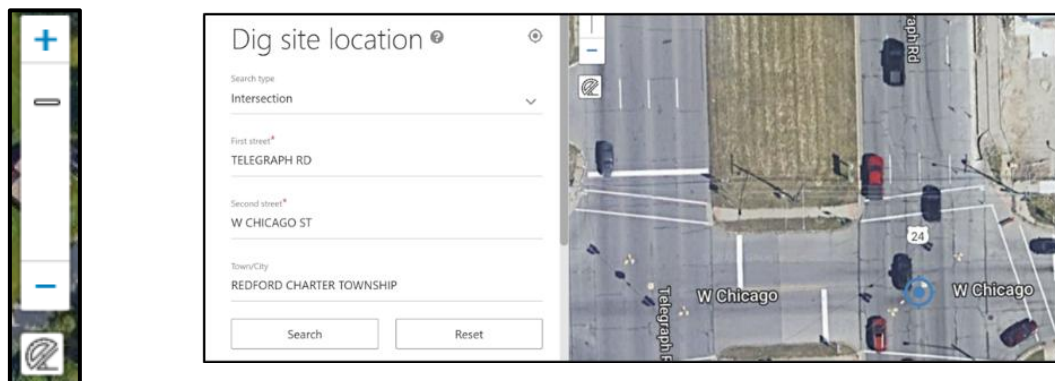
For this example, we will create two separate tickets; the second ticket will be created using the Continue feature located in the Actions tab of the ticket details once the first ticket is submitted.

If you need to Continue from a ticket previously placed, find the ticket in either Recent History (last 5 tickets placed) on the OCA Homepage or by clicking on the History Tab, located in the Dashboard. Once in History tab, you will need to adjust the date filters to find the ticket needed. **When using the Continue feature, you may need to change the Ticket Type between Project to Normal depending on the work (polygon) size.**

Project 180-Day Ticket Type used for this example.

Dig Site Location: Search & Verify Location

4. **Choose** the **INTERSECTION** search type.

5. **Enter** Telegraph Rd in the **Street*** field and W Chicago St in **Second St*** and Redford Township in **Town/City*** and click **Search**.

9. **Confirm** the blue target on the map matches the correct location.

Draw the Polygon

5. **Activate** the **Polygon Tool**.
6. **Click** on the map to begin drawing.
   o Click at each corner to change direction.
   o **Finish** by clicking the starting point.
   o The dig site will appear in **red**.

Confirm Dig Site Details

7. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*
   o **Street:** Telegraph Rd
   o **Town/City**: Redford Township
   o **County**: Wayne County
   o **Cross Street**: Enter at least one nearby cross street, two is preferred.
   o **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*
8. Click **Next**.

Additional Information

9. **Remarks – Additional Details**

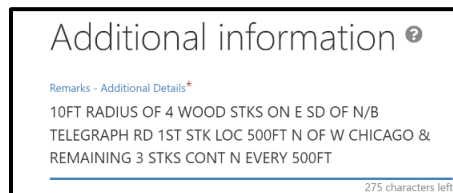o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

OR

o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

o *If the polygon is overdrawn, include a written description.*

10. **Agreement Boxes**

o Review and **check all required boxes** to confirm compliance.

11. **Submit**

o Click **Submit** to finalize and send the ticket.

## Divided Highways, Using Continue Ticket Feature

When work is taking place on a divided highway/road with traffic bound in each direction, each traffic-bound direction must be placed on a separate ticket. If work is taking place on both sides of the divided highway, including the median, then the median can be included on one of the tickets.

The following example is for multiple sign locations along a divided highway. There are 4 wooden stakes beginning 500 feet north of W Chicago St and continuing north every 500 feet on the east side of northbound Telegraph Road and one stake located 1000 feet north of W Chicago St on the west side of southbound Telegraph Road that all need a 10-foot radius.

For this example, we will create two separate tickets; the second ticket will be created using the Continue feature located in the actions tab of the ticket details once the first ticket is submitted. **When using the Continue feature, you may need to change the Ticket Type between Project to Normal depending on the work (polygon) size.**

The example above was placed for northbound Telegraph Road. In this example, we will use the Continue Ticket feature for the fifth location located on southbound Telegraph Road.

On the ticket details of the previous ticket submitted (northbound telegraph road), click on the Actions tab and then click on Continue Ticket. The Continue Ticket feature will copy the information from the existing ticket used to continue off from as well as reference that ticket number on the new ticket, once submitted.
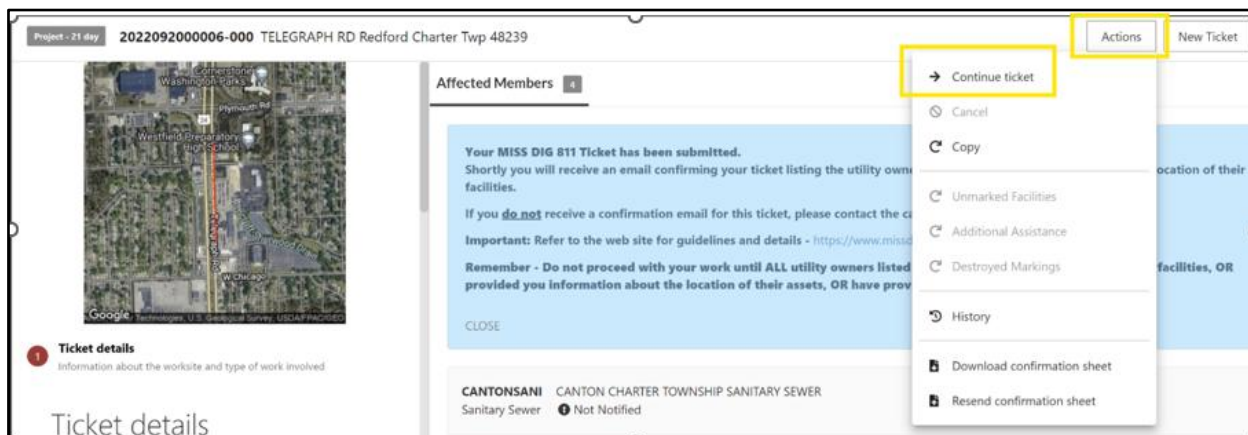
Purpose of This Procedure

This guide explains how to create a second 180 Day Ticket by using the **Continue** feature from a previously submitted ticket. This ensures the new ticket is linked to the original and that facility owners understand the work areas are connected.

Start From the Previous Ticket

1. Open the previously submitted ticket.
2. Select **Actions → Continue**.
    o This copies all information into a new ticket.
    o The new ticket will reference the original ticket number.

Verify Ticket Information

3. Review all copied information for accuracy.
4. Enter the **Work Completion** date and time.
5. If the **Work to Begin** date/time was changed on the previous ticket, enter the same updated date/time here.
6. Confirm AM/PM is correct.
7. Click **Next**.

Review the Map & Existing Polygon

8. The map will automatically display:
    o The previous ticket's work location
    o The previously drawn polygon
   o **No need to research the location.**

Prepare to Draw the New Work Area

9. Move the map to view the entire second work location.
10. Use the **Measuring Tool** to mark required distances:

Draw the Polygon

11. Activate the **Polygon Tool**. Click to begin drawing.
    o Left click to change direction as needed.
12. Complete the shape by clicking the starting point.
- If adjustments are needed:
    o Select **Edit Layers**
    o Drag the white adjustment boxes to reshape the polygon.
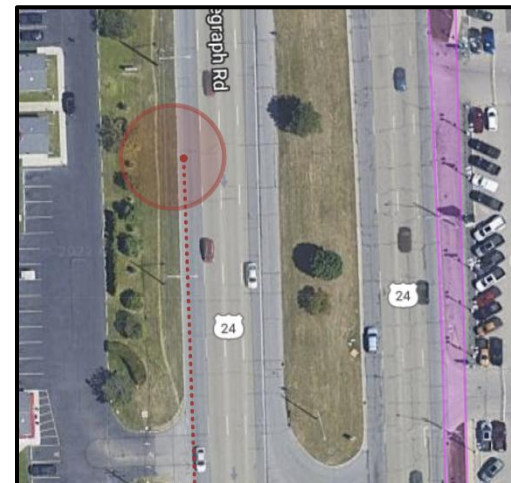
Confirm Dig Site Details

13. Remove the previous road name from the **Street (address)** field.
14. Enter the road name where the second work area is located.
15. Verify:
    o Town/City
    o County
16. Enter at least one cross street (two preferred).
17. Enter subdivision/lot/mobile home community name if applicable; otherwise leave blank.
18. Click **Next**.

Additional Information

19. **Remarks – Additional Details**

    a. Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

    OR

    b. Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

    c. *If the polygon is overdrawn, include a written description.*

20. **Agreement Boxes**

    a. Review and **check all required boxes** to confirm compliance.

21. **Submit**

Click **Submit** to finalize and send the ticket.

## Highway Both Sides and Median, Including on and Off Ramps

When work is taking place on a divided highway, lanes bound in each direction are placed on a separate ticket. On and off-ramps and the median between lanes may be included on the highway tickets.

The example below is a road reconstruction project taking place on westbound Michigan Ave, the on-ramp to I-275 north, the off-ramp to I 275-south, N/B and S/B lanes of I-275, and median between north and southbound I-275. Three tickets will be needed to cover the entire area and will include 20ft out beyond the edge of the pavement.

1St Ticket-Westbound Michigan Avenue between the off-ramp to I-275 south and off-ramp to I-275 north. The work will go south from the road 20ft.

2nd Ticket-N/B I-275 starting at overpass of Michigan Avenue going north approximately 1250ft (where the on-ramp from Michigan Avenue connects) including the on-ramp from W/B Michigan Ave and the median between N/B and S/B lanes of I-275. The work will include 20ft out from the edge of the road.

3rd Ticket-S/B I-275 from Michigan Avenue overpass going north approximately 1500f (where S/B off ramp to Michigan Ave connects) and the on-ramp to I-275 south from W/B Michigan Ave. The work will include 20ft out from the edge of the road.
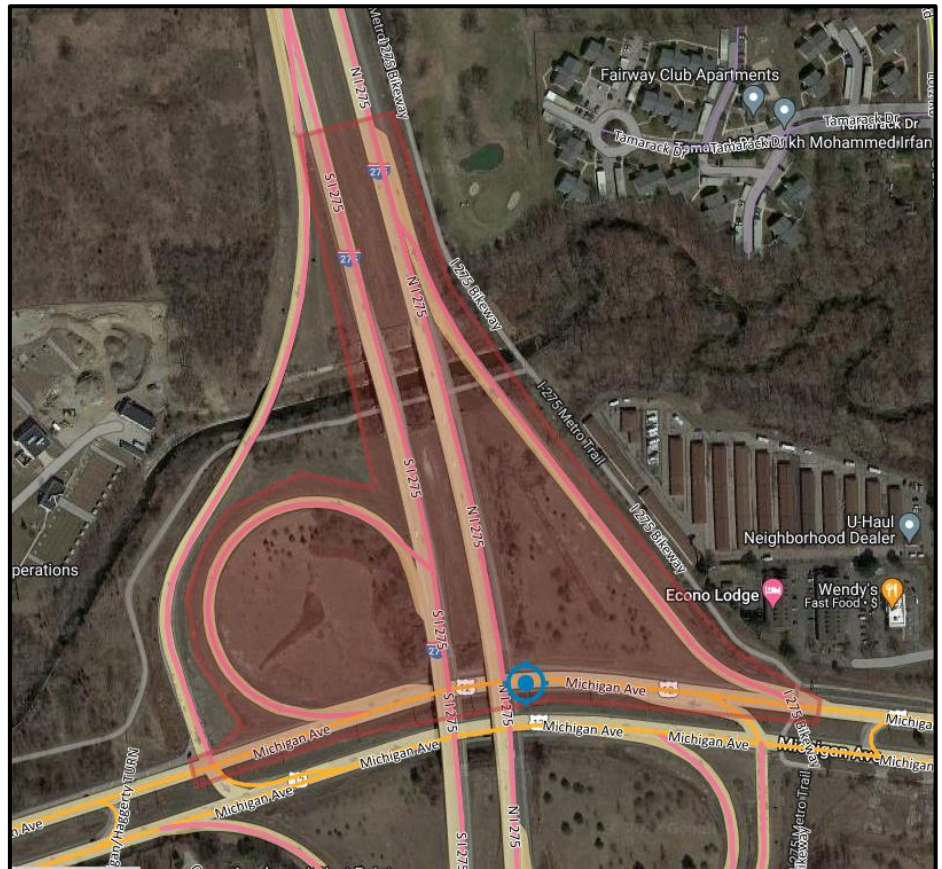

Please review the Written Scope of Work Guidelines under the Excavation Pros Reference Material tab on the MISS DIG 811 Website before placing project tickets. **When using the Continue feature, you may need to change between a Project and Normal ticket depending on the work (polygon) size.** Please stagger Work to Begin Dates if working on large projects so facility owners have time to mark underground facilities.

Westbound Michigan Ave-1st Ticket

Project 180-Day Ticket Type used for this example.

Finding the Dig Site- Search & Verify Location

1. **Choose** the INTERSECTION search type.

2. **Enter** Michigan Ave in the **Street type*** field and S Lotz Rd in the **Second Street***click **Search**.

3. **Confirm** the blue target on the map matches the correct location.
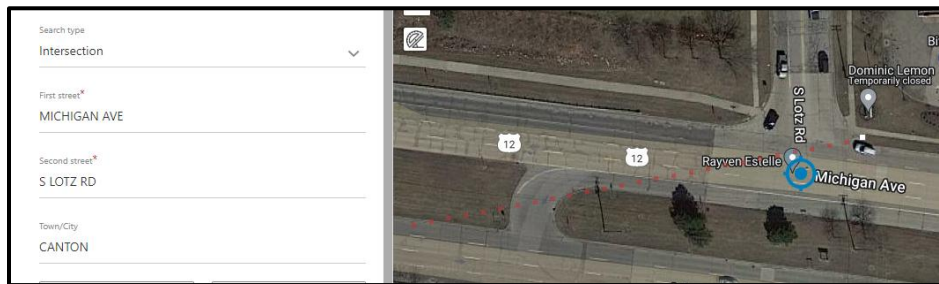
Drawing the Dig Site
1. **Draw the Polygon**
2. **Activate** the **Polygon Tool**.
3. **Click** on the map to begin drawing.
4. Click at each corner to change direction.
5. **Finish** by clicking the starting point.
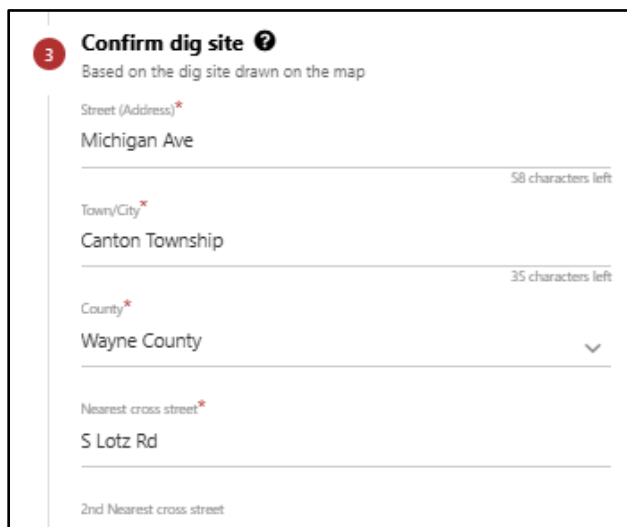6. The dig site will appear in **red** and ending points.
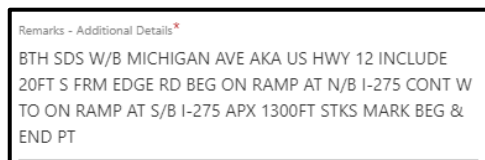
Confirm Dig Site Details

In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

- o **Street**: Michigan Ave
- o **Town/City**: Canton
- o **County**: Wayne County
- o **Cross Street**: Enter at least one nearby cross street, two is preferred.
- 8. Click **Next**.

Additional Information

9. **Remarks – Additional Details**
- o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s). OR

- o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

- o *If the polygon is overdrawn, include a written description.*

10. **Agreement Boxes**
- o Review and **check all required boxes** to confirm compliance.

11. **Submit**
- o Click **Submit** to finalize and send the ticket.

Northbound I-275 & On Ramp Northbound I-275 – 2nd Ticket

Project 180-Day Ticket Type used for this example.

Start From the Previous Ticket

1. Open the previously submitted ticket.

2. Select **Actions → Continue**.

   o This copies all information into a new ticket.

   o The new ticket will reference the original ticket number.

Verify Ticket Information

3. Review all copied information for accuracy.

4. Enter the **Work Completion** date and time.

   o If the **Work to Begin** date/time was changed on the previous ticket, enter the same updated date/time here.

5. Confirm AM/PM is correct.

6. Click **Next**.

7. **Review the Map & Existing Polygon**

The map will automatically display:

   o The previous ticket's work location
   o The previously drawn polygon
   o **No need to research the location.**
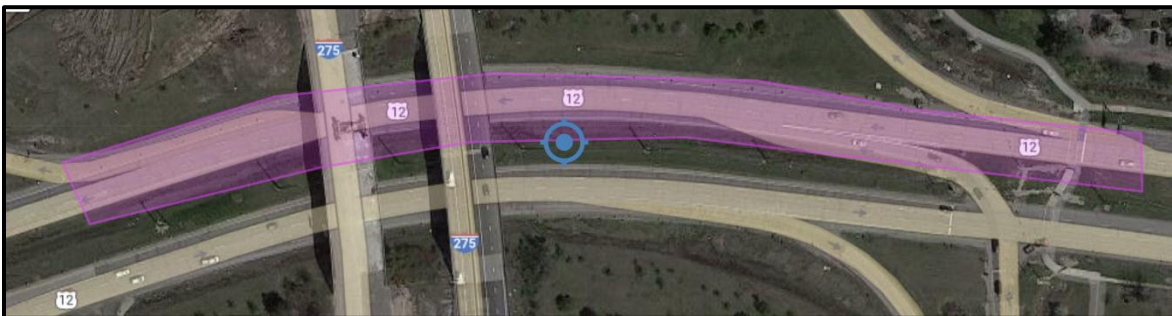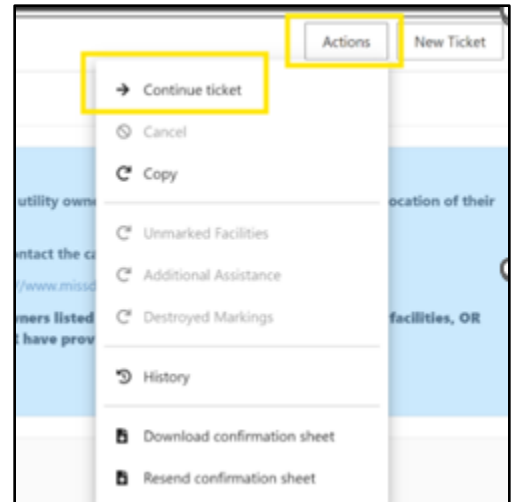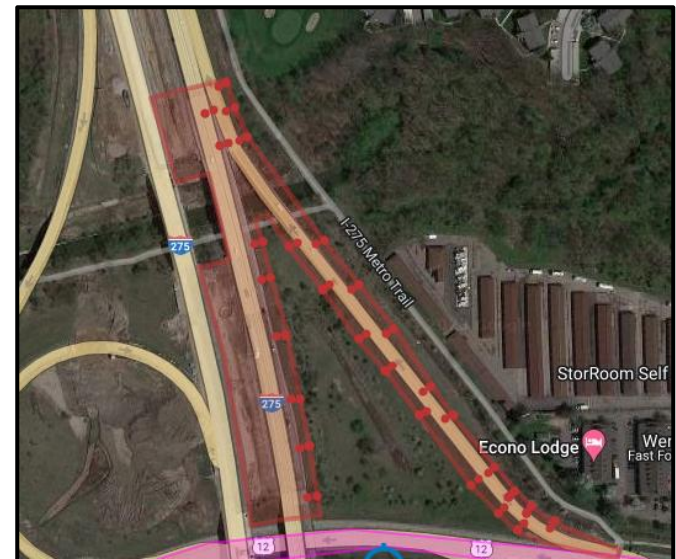
Draw the Polygon

8. Move the map to view the entire second work location.

9. Use the **Measuring Tool** to mark required distances:

    o 20 ft on both the west and east sides of the on-ramp from Michigan Ave to NB I-275

    o 20 ft east of the edge of NB I-275

10. Double-click to close each measurement.

11. Activate the **Polygon Tool**.

12. Click to begin drawing.

13. Left-click to change direction as needed.

14. Complete the shape by clicking the starting point.

If adjustments are needed:

    o Select **Edit Layers**

    o Drag the white adjustment boxes to reshape the polygon.

Confirm Dig Site Details

15. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

    o **Street**: N I 275

    o **Town/City**: Canton

    o **County**: Wayne County

    o **Cross Street**: Michigan Ave & S Haggerty Rd

    o **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*

16. Click **Next**.

Additional Information

17. **Remarks – Additional Details**

    o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

    OR

    o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

    o *If the polygon is overdrawn, include a written description.*

18. **Agreement Boxes**

    o Review and **check all required boxes** to confirm compliance.

19. **Submit**

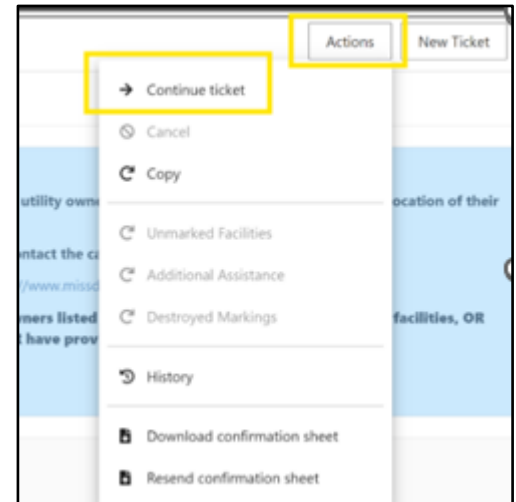   o Click **Submit** to finalize and send the ticket.

Southbound I-275 and On Ramp to southbound I-275-3rd Ticket

Project 180-Day Ticket Type used for this example.

Start From the Previous Ticket

1. Open the previously submitted ticket.

2. Select **Actions → Continue**.

    a. This copies all information into a new ticket.

    b. The new ticket will reference the original ticket number.

Verify Ticket Information

3. Review all copied information for accuracy.

4. Enter the **Work Completion** date and time.

5. If the **Work to Begin** date/time was changed on the previous ticket, enter the same updated date/time here.

6. Confirm AM/PM is correct.

7. Click **Next**.

Review the Map & Existing Polygon

The map will automatically display:

- o The previous ticket's work location
- o The previously drawn polygon
- o **No need to research the location.**

Draw the Polygon

9. Move the map to view the entire second work location.

10. Use the **Measuring Tool** to mark required distances:

    a. 20 ft on both the west and east sides of the SB I-275 Ramp

    b. Both sides of SB I-275 going 20 ft east of the edge of SB I-275 beginning at WB Michigan Ave continuing N/NE approximately 1500 feet.

11. Double-click to close each measurement.

12. Activate the **Polygon Tool**.

13. Click to begin drawing.

14. Left-click to change direction as needed.

15. Complete the shape by clicking the starting point.

If adjustments are needed:

- Select **Edit Layers**

- Drag the white adjustment boxes to reshape the polygon.

Confirm Dig Site Details

20. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*
    - **Street**: S I 275
    - **Town/City**: Canton
    - **County**: Wayne County
    - **Cross Street**: Michigan Ave & S Haggerty Rd
    - **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*

21. Click **Next**.

Additional Information

22. **Remarks – Additional Details**

    - Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

    OR

    - Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

    - *If the polygon is overdrawn, include a written description.*

23. **Agreement Boxes**

    - Review and **check all required boxes** to confirm compliance.

24. **Submit**

    - Click **Submit** to finalize and send the ticket.

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, railroad tracks, 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.

Normal 21-Day Ticket Type used for this example

Dig Site Location: Search & Verify Location

1. Select **INTERSECTION** as the search type.

2. In the **First Street** field, enter the street from which the alley is accessed.
3. In the **Second Street** field, enter the nearest intersecting street to the First Street.
4. Enter the appropriate **City/Township/Village** in the **Town/City** field.
5. Click **Search**. If the intersection is found, a blue target will appear on the map.
6. Move the map as needed by clicking and dragging. Use zoom controls to bring the alley into view.
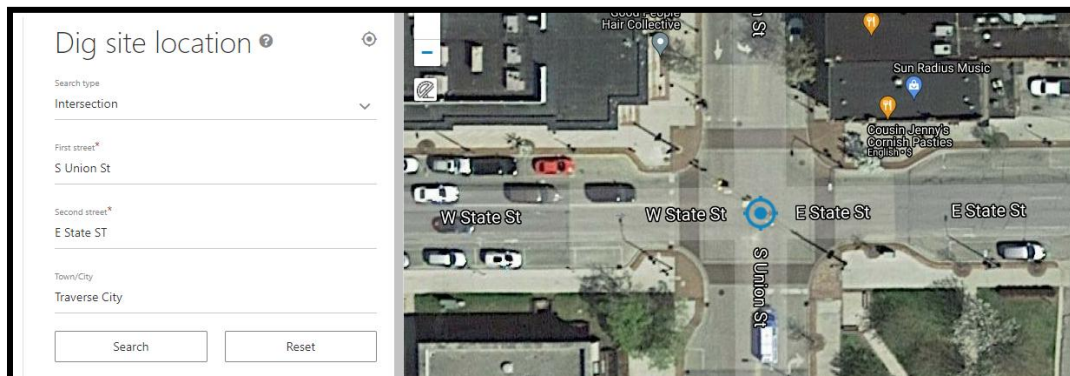
Draw the Dig Site Polygon

7. Click the **Polygon** icon to activate the drawing tool.

8. Click on the map to begin drawing the polygon.

   o Click to change direction.

   o Click back on the starting point to close the shape.

   o The polygon tool displays footage while drawing.

   o You may also use the measuring tool to help pinpoint the dig site.

Confirm the Dig Site

a. **Street**: S Union St

b. **Town/City**: Traverse City

c. **County**: Grand Traverse County

d. **Cross Street**: Enter at least one nearby cross street, two is preferred.

e. **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*

22. Click **Next**.

3 Confirm dig site ❓
Based on the dig site drawn on the map

Street (Address)*
S Union St

Town/City*
Traverse City

County*
Grand Traverse County

Nearest cross street*
E State St

2nd Nearest cross street
Cass St

Lot Number/Subdivision Name

Additional Information

7. **Remarks – Additional Details**

   o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

   OR

> Remarks - Additional Details*
>
> SEE POLYGON ALLEY LOC BET S UNION ST & CASS ST JUST N OF E STATE ST

   o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

   o *If the polygon is overdrawn, include a written description.*

8. **Agreement Boxes**

   o Review and **check all required boxes** to confirm compliance.

9. **Submit**

   o Click **Submit** to finalize and send the ticket.

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.

Project 180-Day Ticket Type used for this example.

Dig Site Location: Search & Verify Location

1. Select **INTERSECTION** as the search type.

2. In the **first street field**, enter the street name the off-road route is accessed from in the First Street field.
3. In the **Second Street field**, enter the nearest intersecting street to First Street.
4. Enter the appropriate **City/Township/Village** in the **Town/City** field.
5. Click **Search**. If the intersection is found, a blue target will appear on the map.
6. Move the map as needed by clicking and dragging.
   - **Zoom in and out as needed to find the transmission right of way.**
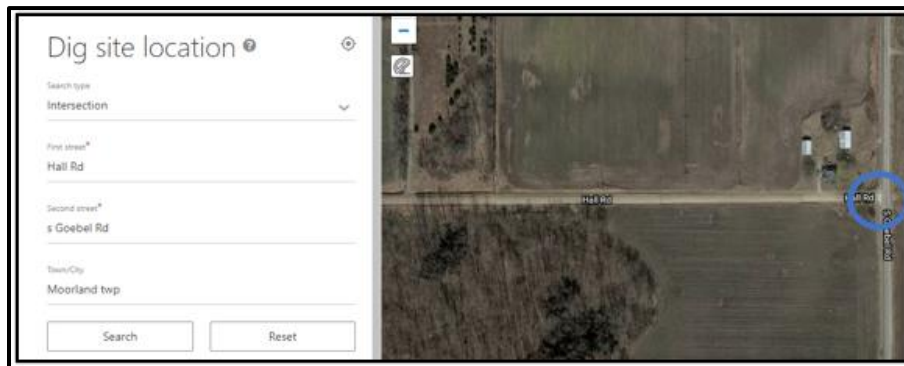
Draw the Dig Site Polygon

7. Click the **Polygon** icon to activate the drawing tool.

8. Click on the map to begin drawing the polygon.

   o Click to change direction.

   o Click back on the starting point to close the shape.

   o The polygon tool displays footage while drawing.

   o You may also use the measuring tool to help pinpoint the dig site.

Confirm the Dig Site

- o **Street**: Hall Rd

- o **Town/City**: Moorland Township

- o **County**: Muskegon County

- o **Cross Street**: Enter at least one nearby cross street, two is preferred.

- o **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*

9. Click **Next**.

Additional Information

Remarks – Additional Details

- o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

OR

- o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

- o *If the polygon is overdrawn, include a written description.*

10. **Agreement Boxes**

- o Review and **check all required boxes** to confirm compliance.

11. **Submit**

- o Click **Submit** to finalize and send the ticket.

Mobile Home Communities

Mobile home communities may or may not have individual address numbers associated with each lot. **All address information relevant to the work location should be provided on the ticket, including the street name within the complex where the work is taking place, the address and/or lot number(s), and the main park address when lots do not have individual address numbers. Please do not skip or omit this important information**. If you are unsure about the information, reach out to the mobile home community management office as they will have the most accurate information pertaining to the addresses/lots within the complex. Below are examples of different mobile home tickets based on the information available.

Mobile Home with Individual Address, Lot Number and Mobile Home Park with Address.

When the lot has all the information listed above, the address of the individual Mobile Home will be used to search for the address. If this yields no results, search by park address.

Work is taking place at **5187 Amsterdam Ave Lot 56** within **Windmill Mobile Home Park**. Main park address: **1433 Eifert Rd, Delhi Charter Township**.

Normal 21-Day Ticket Type

Dig Site Location: Search & Verify Location

5. **Choose** the **STREET** search type.

6. **Enter** 5187 Amsterdam Ave in the **Street*** field and click **Search** (main park address)

7. **Confirm** the blue target on the map matches the correct location.

8. **Enable Parcel Layer**:

9. Click the **layer icon**.
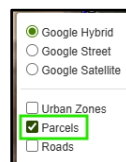
   o Check the **Parcels** box to verify property boundaries.

Evaluate the Results: If parcel data is not available or the location looks incorrect

- **Use other resources such as GIS county maps or contact the property owner**
- Do not rely solely on the initial search result.
- Always confirm accuracy before submitting the ticket.
- Oversized polygons are common in subdivisions to ensure coverage.
- Use external resources (GIS maps, property owners, township offices) when subdivision data is missing.

- The goal is to **notify all facility owners** with underground lines in the area.
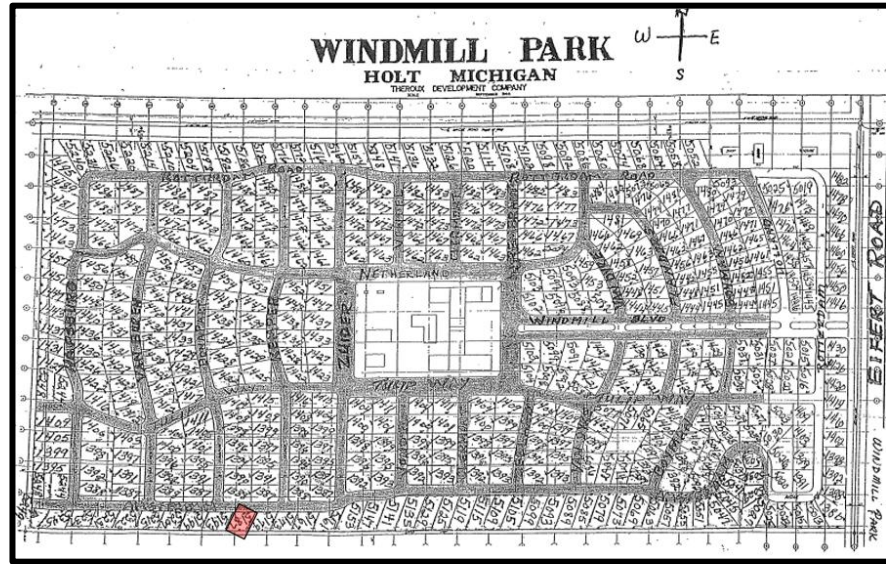
Draw the Polygon

7. **Activate** the **Polygon Tool**.

8. **Click** on the map to begin drawing.

   - Click at each corner to change direction.

   - **Finish** by clicking the starting point.

   - The dig site will appear in **red**.
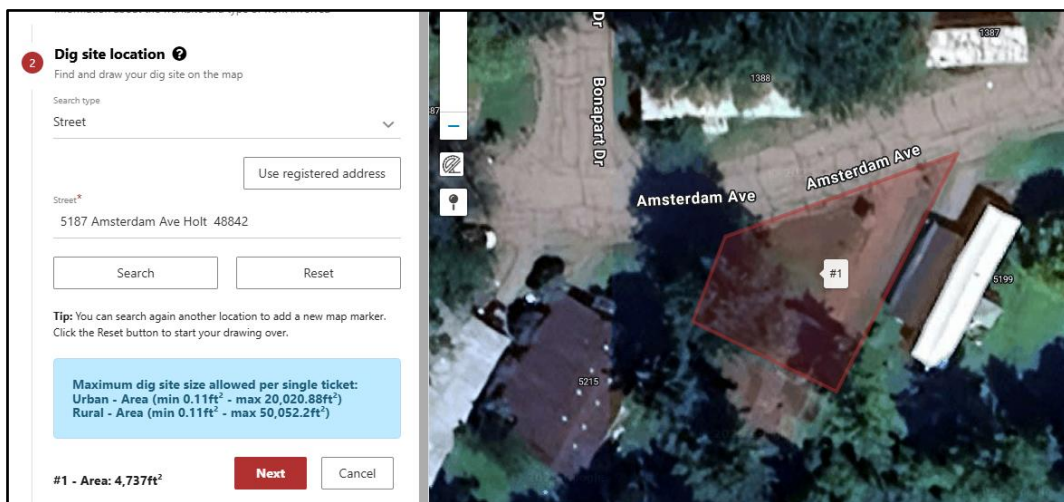
Confirm Dig Site Details

23. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

    o **Street**: 25214 Gratiot Ave

    o **Town/City**: Roseville

    o **County**: Macomb County

    o **Cross Street**: Enter at least one nearby cross street, two is preferred.

    o **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*

24. Click **Next**.

Confirm dig site ❓
Based on the dig site drawn on the map

Street (Address)*
5187 Amsterdam Ave

Town/City*
Holt

County*
Ingham County

Nearest cross street*
Eifert Rd

2nd Nearest cross street
Kemper Ave

Lot Number/Subdivision Name
Lot 56 Windmill Mob Hm Pk

Additional Information

25. **Remarks – Additional Details**

    a. Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

    OR

Additional information ❓

Remarks - Additional Details
SEE POLYGON

389 characters left

    b. Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

    c. *If the polygon is overdrawn, include a written description.*

26. **Agreement Boxes**

    a. Review and **check all required boxes** to confirm compliance.

27. **Submit**

    a. Click **Submit** to finalize and send the ticket.

## Mobile Home with Lot Number, Road Name and Main Park Address

When work takes place at locations with only a lot number and road name within the Mobile Home Park Community, this information is entered on the ticket.

Work is taking place at **Lot Number 13 on Doyt Blvd** within **Valley Brook Estates Mobile Home Park**. Main park address: **1560 Eifert Rd, Delhi Charter Township**.

<u>Normal 21-Day Ticket Type</u>

Dig Site Location: Search & Verify Location

10. **Choose** the **STREET** search type.

11. **Enter** 1560 Eifert Rd in the **Street*** field and click **Search** (main park address)

12. **Confirm** the blue target on the map matches the correct location.

13. **Enable Parcel Layer**:

14. Click the **layer icon**.

- Check the **Parcels** box to verify property boundaries.
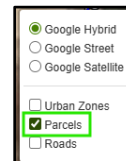
Evaluate the Results: If parcel data is not available or the location looks incorrect

- **Use other resources such as GIS county maps or contact the property owner**
- Do not rely solely on the initial search result.
- Always confirm accuracy before submitting the ticket.
- Oversized polygons are common in subdivisions to ensure coverage.
- Use external resources (GIS maps, property owners, township offices) when subdivision data is missing.
- The goal is to **notify all facility owners** with underground lines in the area.
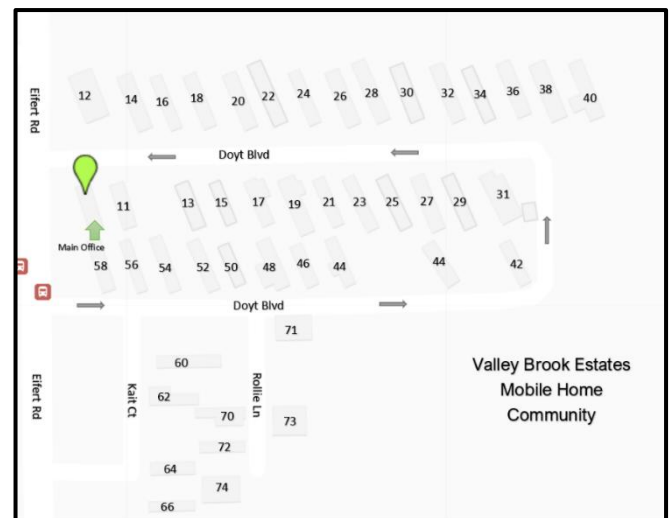
Draw the Polygon

9. **Activate** the **Polygon Tool**.

10. **Click** on the map to begin drawing.

    o Click at each corner to change direction.

    o **Finish** by clicking the starting point.

    o The dig site will appear in **red**.
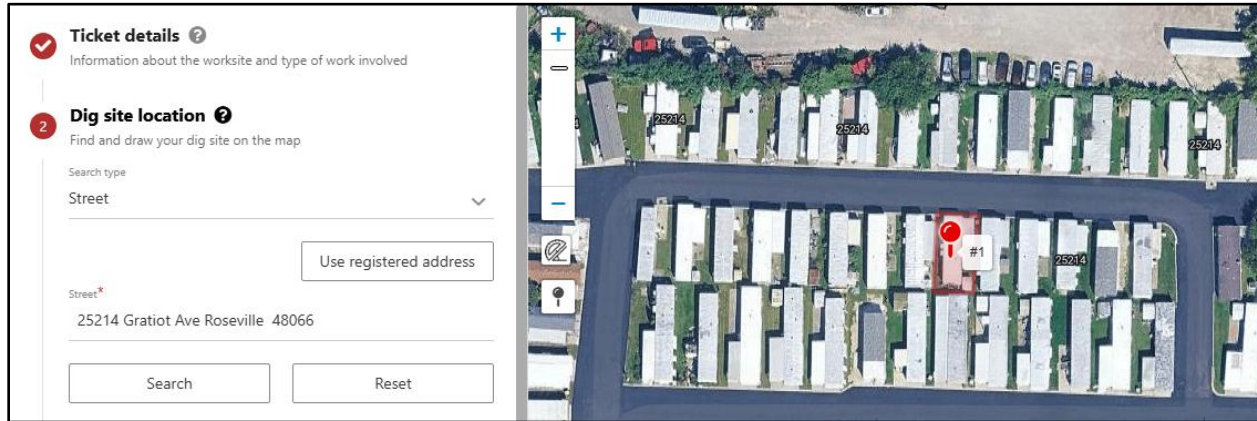
Confirm Dig Site Details

28. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

    o **Street**: 25214 Gratiot Ave

    o **Town/City**: Roseville

    o **County**: Macomb County

    o **Cross Street**: Enter at least one nearby cross street, two is preferred.

    o **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*

29. Click **Next**.

Additional Information

    30. Remarks – Additional Details

        a. Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

    OR

        b. Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

        c. *If the polygon is overdrawn, include a written description.*

    31. Agreement Boxes

        a. Review and **check all required boxes** to confirm compliance.

    32. Submit

        a. Click **Submit** to finalize and send the ticket.

Additional information ❔

Remarks - Additional Details
SEE POLYGON

389 characters left

Additional information ❔

Remarks - Additional Details*
SEE POLYGON FRM ENTRANCE GO N UNTIL RD ONLY GOES E LOC ON S SD RD APX 9 LOTS E

321 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.
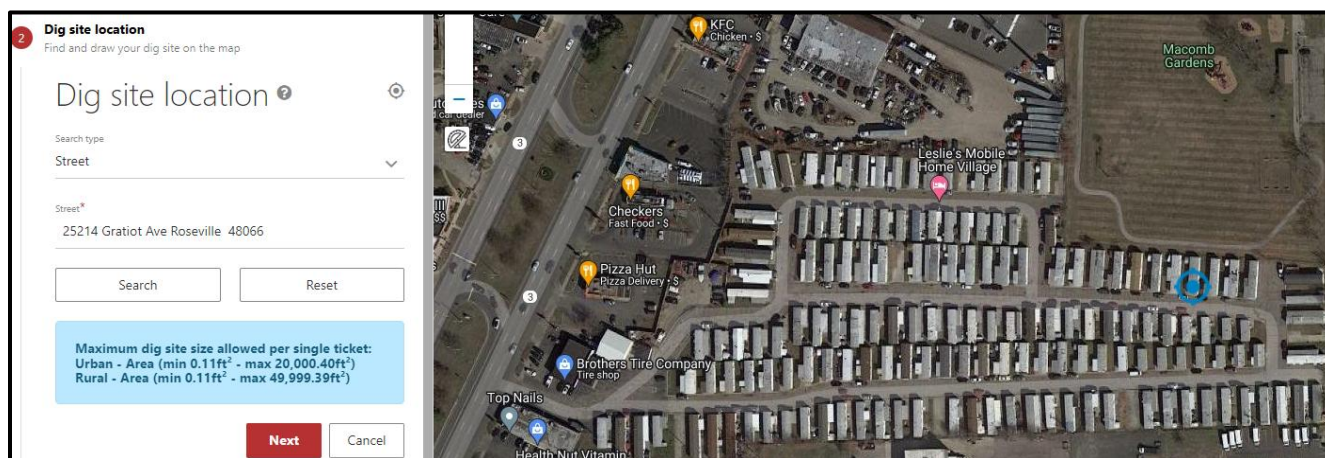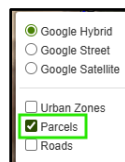
☑ **Normal - 21 day**

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.

Mobile Home with Lot Number and Main Park Address (No road names in complex)

Normal 21-Day Ticket Type

Dig Site Location: Search & Verify Location

1. **Choose** the **STREET** search type.

2. **Enter** 25214 Gratiot Ave Roseville, MI in the **Street*** field and click **Search** (main park address)

3. **Confirm** the blue target on the map matches the correct location.

4. **Enable Parcel Layer**:

5. Click the **layer icon**.

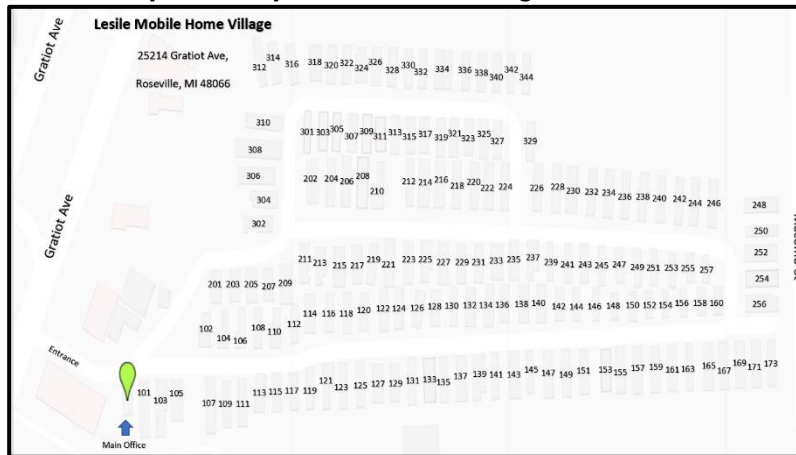   o Check the **Parcels** box to verify property boundaries.

Evaluate the Results: If parcel data is not available or the location looks incorrect

- o **Use other resources such as GIS county maps or contact the property owner**
- o Do not rely solely on the initial search result.
- o Always confirm accuracy before submitting the ticket.
- o Oversized polygons are common in subdivisions to ensure coverage.
- o Use external resources (GIS maps, property owners, township offices) when subdivision data is missing.
- o The goal is to **notify all facility owners** with underground lines in the area.

Draw the Polygon

6. **Activate** the **Polygon Tool**.

7. **Click** on the map to begin drawing.

- o Click at each corner to change direction.
- o **Finish** by clicking the starting point.
- o The dig site will appear in **red**.
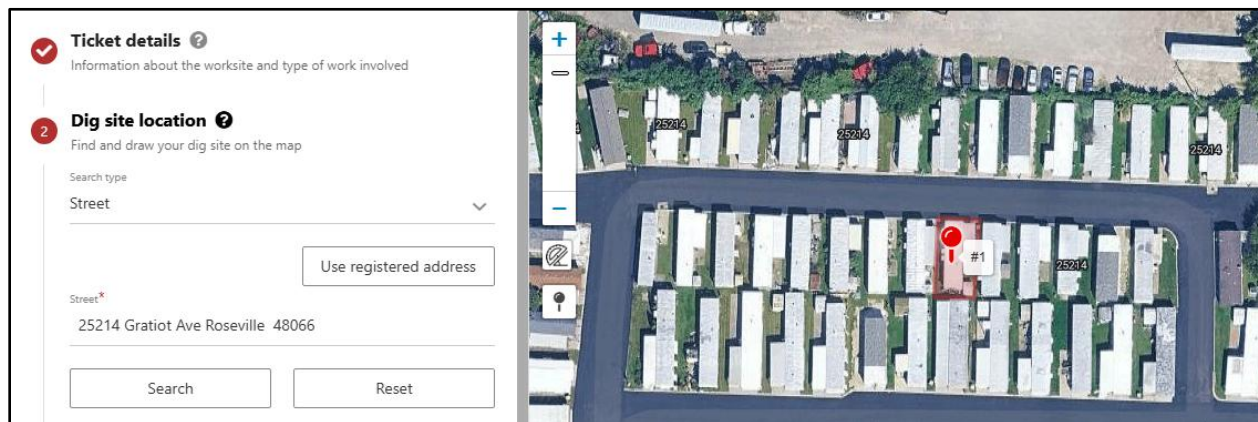
Confirm Dig Site Details

8. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

   o **Street**: 25214 Gratiot Ave

   o **Town/City**: Roseville

   o **County**: Macomb County

   o **Cross Street**: E 10 Mile Rd & Macomb St (Enter at least one nearby cross street, two is preferred.)

   o **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*

9. Click **Next**.

Additional Information

10. **Remarks – Additional Details**

    o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

    OR

    o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

    o *If the polygon is overdrawn, include a written description.*

11. **Agreement Boxes**

    o Review and **check all required boxes** to confirm compliance.

12. **Submit**

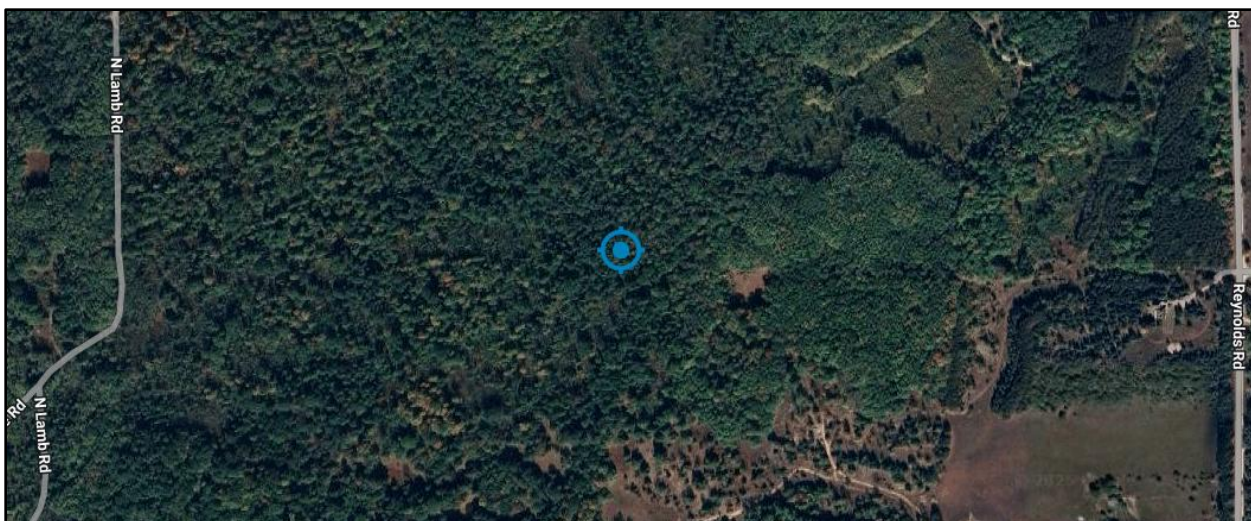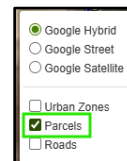   o Click **Submit** to finalize and send the ticket.

New Subdivision

New subdivisions may or may not have road names or addresses assigned when placing the locate request, they may not show on the map either. All pertinent information related to the work location will need to be included on the ticket as the polygon created is typically oversized to ensure that the work site is covered and all facility owners that have underground lines in the work location will be notified. Just like all the other tickets, make sure all the information needed to accurately complete the locate request is available to you before beginning. If you are unsure about the information or location, use other resources such as contacting the property owner or GIS County maps.

Create a polygon to reflect the dig site. Work is being done at the address: 1234 Valley Creek Dr in Inland Township. 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.

Normal 21-Day Ticket Type

Dig Site Location: Search & Verify Location

1. **Select one of** the three search types available in the drop-down menu.

   o ***Tip:** You may start your search using the **Street Search Type** – sometimes the new addresses/new subdivisions may already be updated & mapped.

2. **Enter** 1234 Valley Creek Dr in the **Street*** field and click **Search**.

3. **Confirm** the **blue target** on the map matches the correct location.

4. **Enable Parcel Layer**:

   o Click the **layer icon**.

   o Check the **Parcels** box to verify property boundaries.

Evaluate the Results: If parcel data is not available or the location looks incorrect

- o   Use **other resources** such as GIS county maps or contact the property owner
- o   Do not rely solely on the initial search result.
- o   Always confirm accuracy before submitting the ticket.
- o   Oversized polygons are common in subdivisions to ensure coverage.
- o   Use external resources (GIS maps, property owners, township offices) when subdivision data is missing.
- o   The goal is to **notify all facility owners** with underground lines in the area.

GPS Search

5. Change the search type to **Coordinate Search**.

6. Enter (coordinates for each corner of the property)

- o   44.658416, -85.880784
- o   44.658416, -85.880028
- o   44.657806, -85.880020
- o   44.657794, -85.880776

7. Click **Search** after each individual coordinate.

8. A **blue target** will appear showing each search.
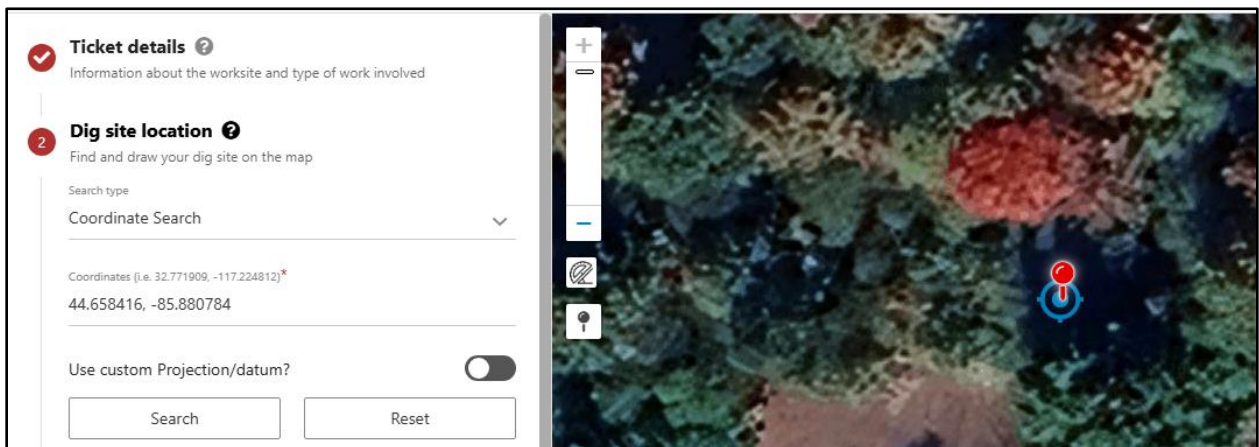
9. After the searched for results are displayed, activate the push pin tool and place a single pin in the blue target after each search. The blue target will move after each coordinate search, the push pin will remain in the area that you placed.
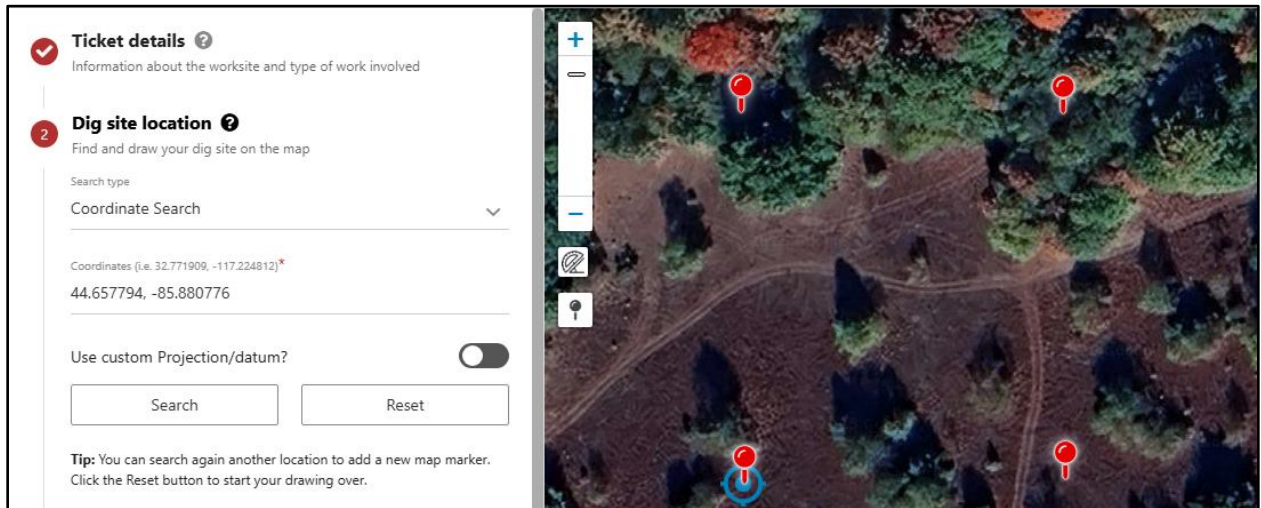
Draw the Polygon

10. **Activate** the **Polygon Tool**.

11. **Click** on the map to begin drawing.

   o   Click at each corner to change direction.

   o   **Finish** by clicking the starting point.

   o   The dig site will appear in **red**.
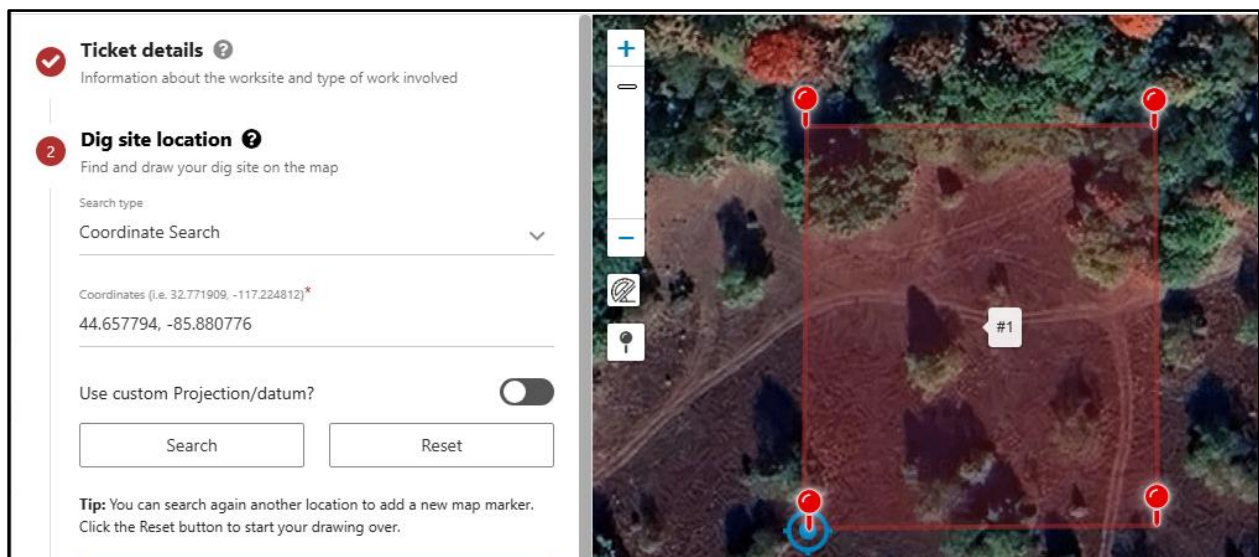
Confirm Dig Site Details

13. In the **Confirm Dig Site** section: *The searched for address will autofill from the previous section.*

    o **Street**: 1234 Valley Creek Dr

    o **Town/City**: Inland Township

    o **County**: Benzie County

    o **Cross Street**: Honor Hwy & N lamb Rd (one street in each field)

    o **Lot Number/Subdivision Name:** If the dig site is located within a lot, subdivision, or mobile home community, you should enter that name in the designated field. *If none of these apply or the information isn't available, simply leave the field blank.*

14. Click **Next**.

Additional Information

15. **Remarks – Additional Details**

    o Enter: SEE POLYGON if the polygon is an accurate representation of the entire work site area(s).

    OR

    o Enter: Written description, if written description is provided it may only describe areas that are within the drawn polygon for that ticket. Any descriptions of areas outside of the drawn polygon will not be located by members.

    o *If the polygon is overdrawn, include a written description.*

16. **Agreement Boxes**

    o Review and **check all required boxes** to confirm compliance.

17. **Submit**

    o Click **Submit** to finalize and send the ticket.

MISS DIG 811 Abbreviation List

Please use the MISS DIG 811 approved Abbreviations List in the Remarks – Additional Details field to limit the characters used when additional information needs to be conveyed to the locators. This field is limited to 400 characters. The remarks field is used for the original ticket and any subsequent retransmits. We suggest any written descriptions provided in the remarks field do not exceed 300 characters on the original ticket, in case retransmits are needed after the Work Legal Dig Start Date.

**Previous information cannot be removed from the Remarks – Additional Details field when retransmit information is added to this field. Please refer to the Ticket Actions Procedures on the Excavator Pros Reference Material page on the MISS DIG 811 website if you are unsure on how to place a retransmit.
**When placing requests in OneCallAccess, only use the abbreviations from the MISS DIG 811 approved list and please do not try to create new abbreviations as this may confuse the locators.

ADDN	addition	COMM	commission
ADDL	additional	COMMUN	communication
ADDR	address	CONDO	condominium
AKA	also known as	CONST	construction
ALT	alternate	CONTR	contractor
ANCH	anchor	COR	corner
&	and	CORP	corporation
APT	apartment	CORR	correction
APPT	appointment	CRK	creek
APX	approximately	CT	court
ASAP	as soon as possible	CUST	customer
AVAIL	available	CY	city
AVE	avenue	DEMOL	demolish
BEG	begin/beginning	DIR	direction
BET	between	DR	drive
BK	back	DRWY	driveway
BLDG	building	E	east
BLDR	builder	E/B	east bound
BLK	block	ELEC	electric
BLVD	boulevard	ELEM	elementary
BRKN	broken	EMERG	emergency
BSMT	basement	ENCL	enclosure
BTH	both	ENGR	engineering
C/L	center line	ENTR	entrance
CATV	cable television	ESMT	easement
CHNG	change	ESP	especially

CIR	circle	*ESTS*	estates
CLR	clear	*EXC*	excavation
CNTY	county	*EXIST*	existing
CO	company	*EXT*	extension
FACIL	facilities	*PK*	park
FRM	from	*PKG*	parking
FRT	front	*PKWY*	parkway
FT	foot or feet	*PLBG*	plumbing
FTG	footing	*PLC*	place
GRD	ground	*PLS*	please
HI PRESS	high pressure	*PROP*	property
HLS	hills	*PT*	point
HSE	house	*PVMT*	pavement
HTG	heating	*PWR*	power
HTS	heights	*PVT*	private
HWY	highway	*QUAD*	quadrant
HYDT	hydrant	*QUEST*	question
IFO	in front of	*RELOC*	relocate
INC	incorporated	*REMV*	remove
INFO	information	*REPLC*	replace
INSTL	install	*REPR*	repair
INTER	intersection	*REQ*	request
INVIS	invisible	*RESID*	residence
IRRIG	irrigation	*RD*	road
LNDSCP	landscape	*REST*	restaurant
LK	lake or leak	*RESTK*	restake
LN	lane	*R-O-W*	right of way
LOC	location	*RR*	railroad
LTD	limited	*S*	south
MAINT	maintenance	*S/B*	south bound
MKT	market	*SANI*	sanitary
MI	mile	*SEC*	section
MOB HM PK	mobile home park	*SD*	side
MT	mount/mountain	*SDWLK*	sidewalk
MTR	meter	*SERV*	service
N	north	*SHRS*	shores

N/B	north bound	*SPRINK*	sprinkler
NR	near	*ST*	street
OPP	opposite	*STA*	station
PED	pedestal	*STK*	stake
P/L	property line	*STKG*	staking
SUB	subdivision	*UNKN*	unknown
SWR	sewer	*UTILS*	utilities
SYS	system	*VAC*	vacant
TEL	telephone	*VLG*	village
TEMP	temporary	*W*	west
TERM	terminal	*W/*	with
TKT	ticket	*W/B*	west bound
TRANSF	transformer	*WDS*	woods
TRANSM	transmission	*WMB*	water main break
TRANSP	transplant	*WO*	work order
THRU	through	*WRK*	work
TRL	trail	*WRKG*	working
TRLR	trailer	*WTR*	water
TRAX	tracks (rr trax)	*X-ST*	cross street
TWP	township	*XWAY*	expressway
UG	underground	*YD*	yard