



# Ticket Types

Ticket types are based on multiple factors including the size, urgency, and duration of the project being performed. Below is a description and scope of work guidelines for each ticket type.

## Design Ticket

For the planning phase of a project: Digging may not occur because of a design ticket. Facility owner/operators must respond within 10 working days. The response to a design ticket is not to mark any facilities but to provide general information regarding the location of underground facilities. However, if a facility owner/operator does not have drawings or records that show the location of a facility, the facility owner/operator shall mark that facility under the procedures described in Section 7 of PA 174.

Type	Description	Urban Limits	Rural Limits
Design	For planning purposes only. Facility information is emailed to requestor; site is not typically marked.	Up to 528,000 sq. ft.	Up to 528,000 sq. ft.

## Dig Tickets

For digging that will begin between three working days and 14 calendar days: Facility owner/operators must respond by the work legal start date on the ticket, as that is also the date Positive Response postings are due.

Type	Description	Urban Limits	Rural Limits
Normal 21-Day	21 days or less to complete; most single address tickets will be classified as Normal 21-Day tickets. May be placed by all users. <b>This is the most common ticket type.</b>	Up to 20,000 sq. ft.	Up to 50,000 sq. ft.
Project 21-Day	Larger jobs taking 21 days or less to complete. Written scope of work shown below; may be placed by MISS DIG 811 operators or external plus users.	20,001 – 6,969,600 sq. ft. (1/4 sq. mile)	50,001 – 6,969,600 sq. ft. (1/4 sq. mile)
Normal 180-Day	Jobs taking over 21 days of digging to complete; may be placed by MISS DIG 811 operators or external plus users.	Up to 20,000 sq. ft.	Up to 50,000 sq. ft.
Project 180-Day	Larger jobs taking over 21 days of digging to complete. Written scope of work shown below; may be placed by MISS DIG 811 operators or external plus users.	20,001 - 6,969,600 sq. ft. (1/4 sq. mile)	50,001 – 6,969,600 sq. ft. (1/4 sq. mile)
Emergency	Requiring a response in less than three working days due to danger to life, health, property, or environment, or to restore governmental services, utility services, or transportation; may be placed by MISS DIG 811 operators or external plus users.	Up to 6,969,600 sq. ft. (1/4 sq. mile)	Up to 6,969,600 sq. ft. (1/4 sq. mile)
Short Notice	Requesting a response in less than three working days but not meeting emergency criteria. This type of ticket is discouraged; it is not legal to dig prior to the work legal start date on the ticket. May be placed by MISS DIG 811 operators or external plus users.	Up to 20,000 sq. ft.	Up to 50,000 sq. ft.

Scope of Work Guidelines for Project Tickets
One Street per ticket
Divided Roads: traffic-bound in each direction on a separate ticket
Up to one mile route (road or off-road) when encountering intersections along route
Up to two miles along a route (road or off-road) with no intersections
Up to 200-ft. radius of intersections
Up to 10 addresses or lots on same street with a total distance of no more than one mile

## Specialty Tickets

Specialty tickets are placed by calling the MISS DIG 811 Notification Center.

Type	Description
Concerned Caller	Placed by a concerned party when excavation is taking place, but no ticket is found; facility owner/operators are not required to post a response.
Damage	For informational purposes only, affected members must still be directly notified of the damage. Contact 911 if there is danger to life, health, or property.