



# TICKET TYPES

## Design Ticket

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.

For the planning phase of a project: Digging may not occur because of a design ticket. Facility owners/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.

## Dig Tickets

Type	Description	Urban Limits	Rural Limits
Design	For planning purposes only. Facility information is emailed to the requestor. the site is not typically marked.	Up to 2 sq miles	Up to 2 sq miles

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 1,320 linear feet in any direction, with a maximum of 20,000 sq. ft.	Up to 2,640 linear feet in any direction, with a maximum area of 50,000 sq. ft.
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 1,320 linear feet in any direction, with a maximum of 20,000 sq. ft.	Up to 2,640 linear feet in any direction, with a maximum area of 50,000 sq. ft.



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Type	Description	Urban Limits	Rural Limits
Project 180-Day	Larger jobs with over 21 days of digging to complete. May be placed by MISS DIG 811 operators or external plus users.	<p>Minimum 20,0001 sq. ft. up to 1,742,400 sq. ft. with a maximum of 1,320 linear feet in any direction.</p> <ul style="list-style-type: none"> <li>• One street per ticket</li> <li>• Divided roads: traffic bound in each direction on a separate ticket</li> <li>• Up to 200ft radius of intersections</li> <li>• Up to 10 addresses per ticket within 1320 linear ft.</li> <li>• Up to 5 buildings within 1320 linear ft.</li> </ul>	<p>Minimum 50,001 sq. ft. up to 6,969,600 sq. ft. with a maximum of 2,640 linear ft in any direction.</p> <ul style="list-style-type: none"> <li>• One street per ticket</li> <li>• Divided roads: traffic bound in each direction on a separate ticket</li> <li>• Up to 200ft radius of intersections</li> <li>• Up to 10 addresses per ticket within 2640 linear ft.</li> <li>• Up to 5 buildings within 2640 linear ft.</li> </ul>
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.	<p>Minimum 20,0001 sq. ft. up to 1,742,400 sq. ft. with a maximum of 1,320 linear feet in any direction.</p> <ul style="list-style-type: none"> <li>• One street per ticket</li> <li>• Divided roads: traffic bound in each direction on a separate ticket</li> <li>• Up to 200ft radius of intersections</li> <li>• Up to 10 addresses per ticket within 1320 linear ft.</li> <li>• Up to 5 buildings within 1320 linear ft.</li> </ul>	<p>Minimum 50,001 sq. ft. up to 6,969,600 sq. ft. with a maximum of 2,640 linear ft in any direction.</p> <ul style="list-style-type: none"> <li>• One street per ticket</li> <li>• Divided roads: traffic bound in each direction on a separate ticket</li> <li>• Up to 200ft radius of intersections</li> <li>• Up to 10 addresses per ticket within 2640 linear ft.</li> <li>• Up to 5 buildings within 2640 linear ft.</li> </ul>

**Dig Tickets**



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## Dig Tickets

Type	Description	Urban Limits	Rural Limits
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.	<p>Up to 1,320 linear feet in any direction, with a maximum of 20,000 sq. Ft.</p> <ul style="list-style-type: none"> <li>• One street per ticket</li> <li>• Divided roads: traffic bound in each direction on a separate ticket</li> <li>• Up to 200ft radius of intersections</li> <li>• Up to 10 addresses per ticket within 1320 linear ft.</li> <li>• Up to 5 buildings within 1320 linear ft.</li> </ul>	<p>Up to 2,640 linear feet in any direction, with a maximum area of 50,000 sq. ft.</p> <ul style="list-style-type: none"> <li>• One street per ticket</li> <li>• Divided roads: traffic bound in each direction on a separate ticket</li> <li>• Up to 200ft radius of intersections</li> <li>• Up to 10 addresses per ticket within 2640 linear ft.</li> <li>• Up to 5 buildings within 2640 linear ft.</li> </ul>

## Specialty Tickets

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

Type	Description	Urban Limits	Rural Limits
Concerned Caller	Placed by a concerned party when excavation is taking place, but no ticket is found; facility owners/operators are not required to post a response.	Up to 1,320 linear feet, with a maximum area of 1,742,400 sq. ft.	Up to 2,640 linear feet, with a maximum of 6,969,600 sq. ft.



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Damage	For informational purposes only, affected members must still be directly notified of the damage. Contact 911 if there is a danger to life, health, or property.	Up to 1,320 linear feet, with a maximum area of 1,742,400 sq. ft.	Up to 2,640 linear feet, with a maximum of 6,969,600 sq. ft.
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## Scope of Work Guidelines for Signage

### Single Location

- A polygon that accurately depicts the precise dig location. GPS coordinates of the sign location may be used to pinpoint its precise location on the map.
- A description of the location. This may be a wooden stake, existing sign, paint, or other identifiable marks. This information may be entered in the “Is the area pre-marked?” field or written in the Remarks field. This is not necessary if the polygon accurately describes the dig location (not oversized).
- If the polygon is precise and is an accurate depiction of the dig location, enter SEE POLYGON in the Remarks field.
- The approximate distance the sign is from the nearest intersecting roads, address, AND which side of the road it is located on. This is not necessary if the polygon accurately describes the dig location (not oversized).
- Up to a 20ft radius may be requested of the sign location using the polygon or a written description if the polygon is oversized

## Scope of Work Guidelines for Signage

### Multiple Locations

The map currently allows one polygon to be created. When multiple sign locations are requested on a single ticket, the polygon must cover all locations, resulting in an oversized polygon that requires the excavator to provide a written description of each sign location. A future enhancement to the OneCallAccess platform will allow the excavator to create multiple polygons.

- A polygon that covers all sign locations.
- A description of each location. This may be a wooden stake, existing sign, paint, or other identifiable marks. This information may be entered in the “Is the area pre-marked?” field or written in the Remarks field.
- The number of locations (not an approximate number) on each side of the road is required.
- The approximate distance of each sign location from the nearest intersection roads, address, or from a previously noted location AND which side of the road it is located on.
- Up to a 20ft radius may be requested around each location



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Signage Written Instructions
<b>Acceptable</b>
LOCATE 10FT RADIUS OF 3 WOODEN STKS LOC 1) 500FT N OF MAIN ST ON E SD OF PARK AVE LOC 2) 700FT N OF MAIN ST ON W SD OF PARK AVE LOC 3) 500FT N OF LOC 2
LOCATE 10FT RADIUS OF 5 WOOD STKS LOC ON E SD OF RD FIRST STK IS LOC APX 550FT S OF MAIN ST. REMAINING 4 STKS CONTINUE SOUTH APX EVERY 50FT
<b>Not Acceptable</b>
LOCATE 10FT RADIUS OF WOOD STK LOC BET 500FT & 600FT S OF MAIN ST ON E SD OF PARK AVE ( <i>MISSING PRECISE LOCATION OF WOOD STK</i> )
LOCATE 10FT RADIUS OF STAKES, SIGNPOSTS AND PAVEMENT PAINTED WHITE ON BTH SDS OF PARK AVE BET MAIN ST & ELM ST ( <i>MISSING PRECISE LOCATION OF EACH STK, SIGNPOST OR PAINT MARKING, THE NUMBER OF LOCATIONS, AND SIDE OF ROAD</i> )
LOCATE BTH SDS OF PARK AVE BET MAIN ST & ELM ST ( <i>MISSING PRECISE LOCATION(S)</i> )
<b>Additional Information</b>
Sign locations must be marked prior to submitting a locate request. Signs may be identified with white or brown paint, an existing sign or stake with ribbon, or other identifiable markings. Do not use utility or survey colors.
If a map of the work location is available, indicate that in the Remarks field.
**The Remarks field is limited to 400 characters. The remarks field is used for the original ticket and any subsequent retransmits. Do not exceed 300 characters on the original ticket.**