

To increase dig site safety and productivity through smaller scopes of work, the MISS DIG 811 Board of Directors has opted to suspend the Project 21-Day ticket type for the 2023 dig season beginning May 23, 2023. Additionally, as of May 23, 2023, the maximum linear feet allowed on a dig ticket will be up to 1,320 linear feet in any direction in an urban area and 2,640 linear feet in any direction in a rural area.

## Additional Information

Excavators may place Normal 21-Day tickets and schedule work in phases by staggering the *Work to Begin* dates. Larger projects that will last more than 21 days should be placed as a Project 180-Day ticket. This will generate tickets that better match how much locating and excavation may be completed within the allotted timeframe. Additionally, surrounding states use the same linear footage, which makes the transition across state lines less complicated for contractors who work through the region.

MISS DIG 811 Advanced External Plus users will no longer see the Project 21-Day ticket type option in their accounts. If an Advanced External Plus user tries to retransmit an existing Project 21-Day ticket, they will receive an error message. Retransmits of existing, active Project 21-Day tickets will be available until the ticket expires only by calling the MISS DIG 811 Notification Center.

## Resources and Training

Resources, including the Ticket Comparison Guide can be found at [reference.missdig811.org](https://reference.missdig811.org). Member resources that have been impacted by the changes have been updated and can be found at [resources.missdig811.org](https://resources.missdig811.org).

To help our members and users navigate this change, MISS DIG 811 has put together a short training course on the new ticket types. You can access the training directly by clicking the **Review System Changes** button at <https://www.missdig811.org/excavation-pros/excavator-training-videos.html>.

After the change is implemented the Web Ticket Department will host two 15-minute informational sessions daily to assist users with their questions and unique scenarios. You may join at <https://missdig811.webex.com/meet/sboe>. The sessions will be held at 9:00 AM and 1:30 PM each day on:

- Tuesday, May 23
- Wednesday, May 24
- Thursday, May 25
- Friday, May 26
- Tuesday, May 30
- Wednesday, May 31
- Thursday, June 1

If you have any questions about the online ticket creation process, please reach out to our Web Ticket Department at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org). For general questions or concerns, please contact the Director of Operations, Laura Arnold at [larnold@missdig811.org](mailto:larnold@missdig811.org), or complete our online feedback form at <https://fs30.formsite.com/missdig/Feedback/>.