



OneCallAccess

TICKET ENTRY BEST
PRACTICES



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 BEST PRACTICES

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TICKET ENTRY BEST PRACTICES

Ticket Entry Overview

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

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

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

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

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

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

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

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

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

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



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

***New OneCallAccess users have basic access to the ticket entry platform and can place normal 21-day tickets and design tickets, External Plus users have access to these tickets including Normal 180-day, Project 180-day, Emergency and Short Notice tickets. Information for External Plus training can be found under the Excavation Pros>Excavator Training tab on the MISS DIG 811 Website.

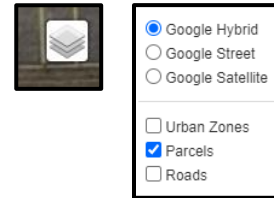


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Creating a Precise Polygon

Once the information has been filled out in the previous section, the searched for location is displayed and verified that it is the correct work location is displayed on the map, a polygon will need to be created. The drawn polygon serves two purposes, first to convey the work location to facility owners/locators and secondly to determine which facility owners will be notified of the job. If the polygon does not cover the entire work location, MISS DIG 811 members with underground utility lines may not be notified of the request which can result in underground utility lines going unmarked.

1. Turn parcel data on. Parcel data determines the property lines if work is taking place at an address or lot and is helpful in creating a precise polygon.

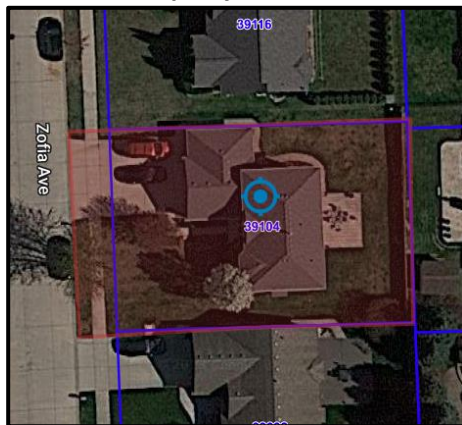


2. Determine which drawing tool is needed based on the work location: The line draw tool should be used for work locations that are a square or rectangular shaped area such as an entire or partial property, along a road or route. The circle tool should be used when a radius is needed of a circular object such as a tree, sign, or utility pole.
3. Once you have determined which tool is needed, create an accurate polygon that depicts the work location.
4. When the polygon is accurately depicting the work location, enter "SEE POLYGON" in the Remarks-Additional Information field in section 4 of the ticket.

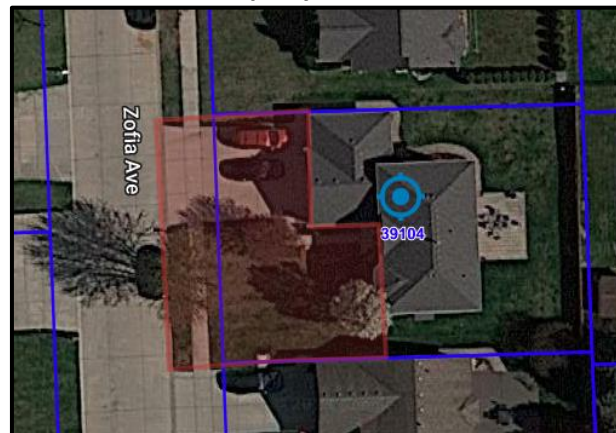


Examples of Accurate Polygons

Entire Property



Front of Property



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15-foot radius of a utility pole



Both Sides of the road to and including 10 feet north and south from the edge of road on both sides between the cross streets.



Both sides of the road to and including 10 feet north and south from the edge of the road on both sides between the cross streets and 35-foot radius of the intersection with Conley Ave.



ADDRESSES

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



Normal 21-day and normal 180-day tickets have a small scope of work limit: up to 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 also has a written upper limit scope of work limits. The ticket may incorporate up to 10 addresses 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 taking place at address 2475 Francis Dr in Mt Pleasant in the pictures below. The polygon provides an accurate description of the work location in both examples, so a written description of the work location is not necessary.

Normal 21-Day Ticket Type

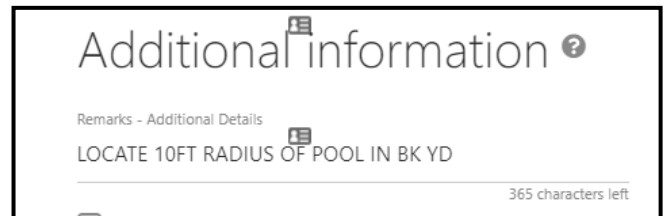
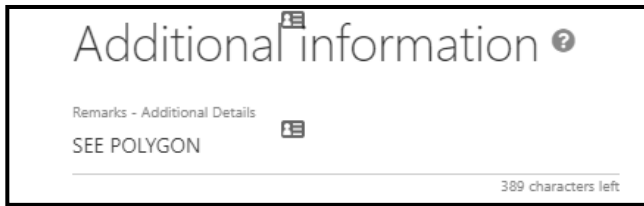
1. Choose the STREET search type.
2. Enter the address in the Street* field and click Search. A blue target is displayed on the map, indicating the search results.
3. Confirm the accuracy of the results. The parcel layer may be used to verify the information.  Click the layer icon, then click the Parcels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



6. Click Next

TICKET ENTRY BEST PRACTICES

7. Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter the address number (2475 Francie Dr) in the Street field, Mt Pleasant in the in Town/City field and at least one cross street. **The searched for address will carry over to the Confirm Dig Site Section.
8. Click Next to continue.
9. When the polygon accurately depicts the dig site, enter SEE POLYGON in the Remarks-Additional Details field. Provide a written description of the dig site when the polygon is overdrawn.
10. Check the agreement boxes.
11. Click Submit

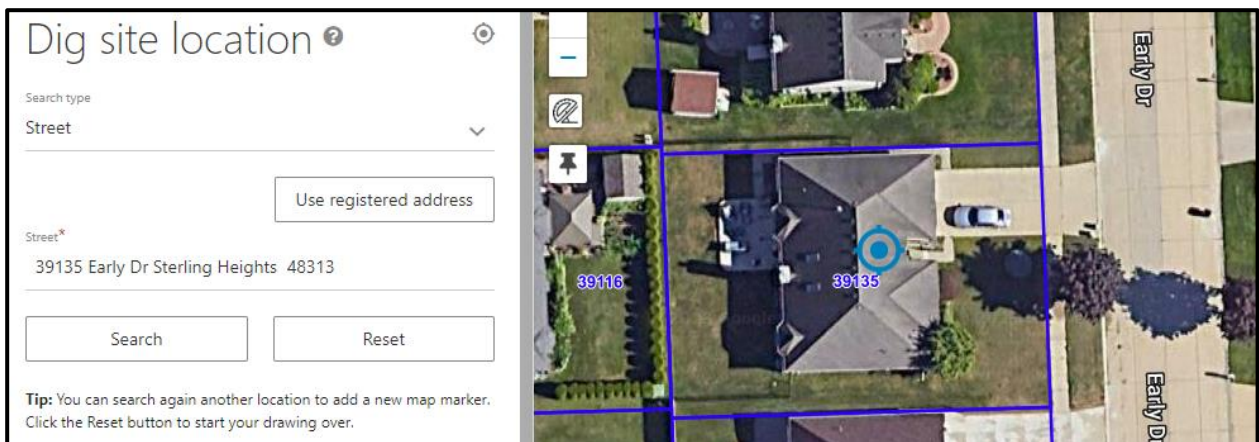



Single Address – Multiple Polygons

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

1. Choose the STREET search type.
2. Enter the address in the Street field and click Search. A blue target is displayed on the map indicating the search result and is for reference only.
3. Confirm the accuracy of the results. The parcel layer may be used to verify the address. Click the Layer icon, then click the Parcels box to activate.



- Once the work location is verified, create the polygon(s) to depict the precise dig site location(s). Click on the polygon tool  to activate the drawing tool.
- Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point to close the polygon.



- Create the second polygon. Click on the polygon tool to activate the drawing tool. Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point to close the polygon. *** When more than one polygon is created on the map, an area highlighted in blue will appear connecting the polygons. The blue highlighted area determines the total area and will not be marked by the facility owners, only the area(s) covered by a polygon, highlighted in red will be marked by the facility owners.





TICKET ENTRY BEST PRACTICES

7. Click Next

8. Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter the address number (39135 Early Dr) in the Street field, the name of the city or town in the in Town/City field (Sterling Heights) and at least one cross street. **The searched for address will carry over to the Confirm Dig Site Section.

9. Click Next

10. In the Remarks-Additional Details field enter “SEE POLYGONS” if the polygons are accurate, or you may enter a detailed description pertaining to what the polygons are covering only.

11. Check the agree boxes.

12. Click Submit

Multiple Addresses

Addresses on Multiple Streets

For Normal 21-day, Normal 180-day, and Design tickets ONLY. Otherwise, only one street per ticket for Project 21-day, Project 180-day, Emergency and Short Notice tickets.

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


Normal 21-Day Ticket Type

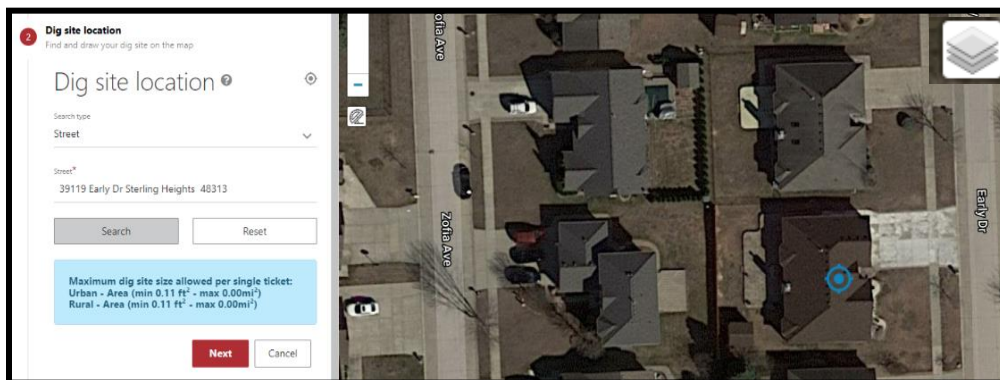
1. Choose the STREET search type.
2. Enter one of the two addresses in the Street* field and click Search

TICKET ENTRY BEST PRACTICES

A blue target is displayed on the map indicating the search results.



3. To verify the second address (39104 Zofia Ave), click on the layer icon located on the right side of the map.
4. Check the Parcel box. The Parcel data layer will display parcel numbers for all parcels visible on the map. This feature is not available in all counties.
5. If parcel data is not available, an additional street search may be performed using the 2nd address.
6. Once the work location is verified, create a polygon to depict the precise dig site. Click the  to activate the drawing tool.



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- Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location is depicted in red. In the example below, the work location encompasses the back yard at both addresses.
- Click Next

- Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Because the work is taking place at addresses on different streets, enter one of the streets in the Street field and the other street in the Nearest cross street field. A 2nd nearest cross street should be one that intersects with one or both previously entered streets. **The searched for address will carry over to the Confirm Dig Site Section.
- Click Next to continue.

Confirm dig site ?

Street*
Early Dr

Town/City*
Sterling Heights

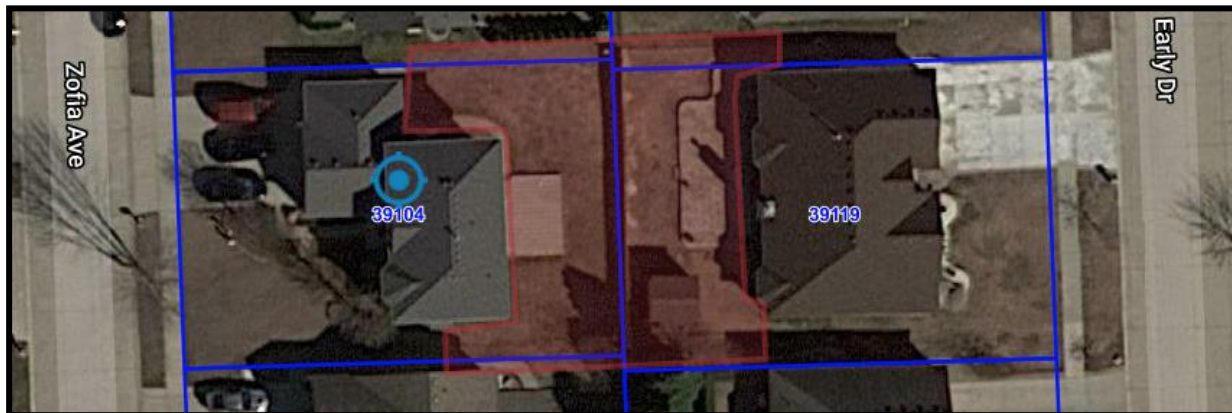
Nearest cross street*
Zofia Ave

2nd Nearest cross street
Martha St

Lot Number/Subdivision Name

Force address to be valid

Next
Cancel



- Enter the addresses in the Remarks-Additional Details section. When the polygon accurately depicts the dig site, enter SEE POLYGON in the Remarks-Additional Details field. Provide a written description of the dig site when the polygon is overdrawn.

Additional information ?

Remarks - Additional Details*

SEE POLYGON ADDRS 39104 ZOFIA AVE & 39119 EARLY DR

350 characters left

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


- Check the agreement box
- Click Submit

Multiple Consecutive Addresses

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



Normal 21-Day Ticket Type used for this example.


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



3. To view parcels, click on the layer icon located on the right side of the map.
4. Check the Parcel box. The Parcel data layer will display parcel numbers for all parcels visible on the map. This feature is not available in all counties.
5. If parcel data is not available, additional searches may be performed for each address to verify their location.

TICKET ENTRY BEST PRACTICES

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

7. Click on the map to begin drawing. Drag the  mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location is depicted in red. In the example below, the work location encompasses the front yard at four addresses.

8. Click Next



9. Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter the street name in the Street field. Enter the city and at least one near cross street. **The searched for address will carry over to the Confirm Dig Site Section.

10. Click Next to continue.

Confirm dig site

Street*
Cornelia Dr

Town/City*
Lansing

Nearest cross street*
Mitchell Ave

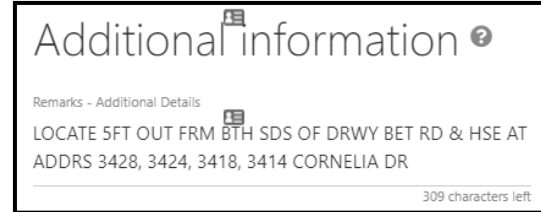
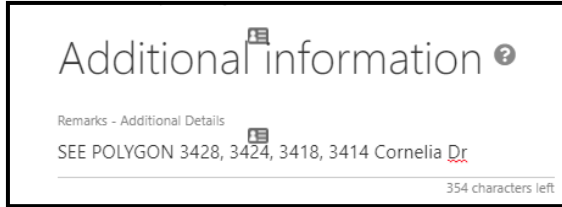
2nd Nearest cross street
Morris Ave

Lot Number/Subdivision Name

Force address to be valid

TICKET ENTRY BEST PRACTICES

- Enter the addresses in the Remarks-Additional Details section. When the polygon accurately depicts the dig site, enter SEE POLYGON. Provide a written description of the dig site when the polygon is overdrawn. (EX: LOCATE 5FT OUT FRM BTH SDS OF DRWY BET RD & HSE AT ADDRESSES 3428, 3424, 3418, 3414 CORNELIA DR).



- Check the agreement box
- Click Submit

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.

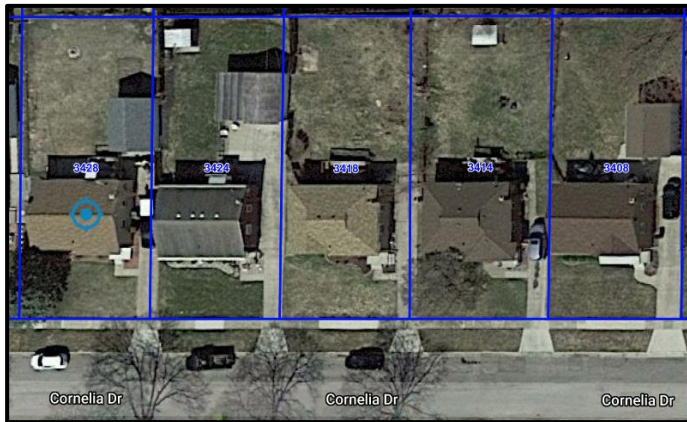
- To search for the work location, choose the STREET search type.
- Enter one of the addresses in the Street* field and click Search
A blue target is displayed on the map if the address is located.



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

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- If parcel data is not available, a second search may be performed to verify the second address. You may need to use an outside source such as contacting the property owner or using GIS County Maps to confirm the correct worksite location.



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



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

TICKET ENTRY BEST PRACTICES

8. Click Next
9. Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter the street name in the street field. **The searched for address will carry over to the Confirm Dig Site Section.
10. Click Next to continue.

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

12. Check the agreement box
13. Click Submit

Working from an address to another location

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


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


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

TICKET ENTRY BEST PRACTICES

2. Confirm the accuracy of the results. The parcel layer may be used to verify the information. Click the layer icon, then click the Parcels box.



3. Move the map and zoom as necessary to view the entire work location. Once the work location is verified, create a polygon to depict the precise dig site. Click the polygon icon to activate the drawing tool. 

4. Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location is depicted in red. 





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5. Click Next
6. Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter the address number (3428 Cornelia Dr) in the Street field, Lansing in the Town/City field and Morris Ave as the nearest cross street. An additional cross street is encouraged. **The searched for address will carry over to the Confirm Dig Site Section.
7. Click Next to continue.

Confirm dig site ?

Street*
3428 Cornelia Dr

Town/City*
Lansing

Nearest cross street*
Morris Ave

2nd Nearest cross street
Mitchell Ave

Lot Number/Subdivision Name

Force address to be valid

Next Cancel

8. In the Remarks-Additional Details enter SEE POLYGON when the polygon accurately depicts the work location. Provide a written description of the dig site when the polygon is overdrawn.
9. Check the agreement box.
10. Click Submit

Additional information ?

Remarks - Additional Details
SEE POLYGON 389 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.

Roads

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

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

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

Road-Between X-streets

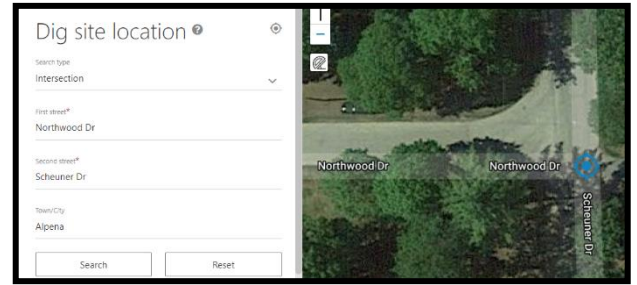
Work is taking place on Northwood Dr from Scheuner Dr to Wren St.

Project 180-Day Ticket Type used for this example.

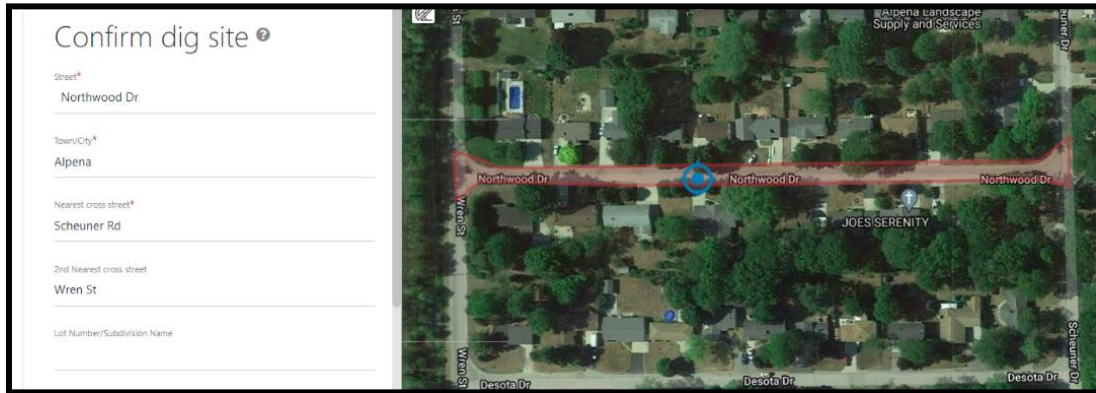
1. Choose the INTERSECTION search type.
2. Enter the street name; the work is taking place on in the First Street field. (Northwood Dr)

TICKET ENTRY BEST PRACTICES

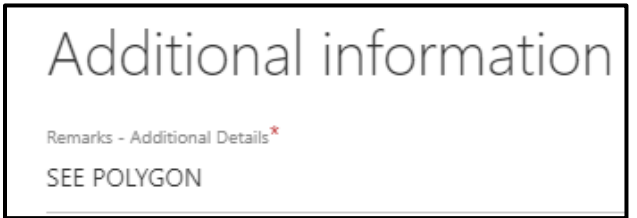
3. Enter the nearest intersecting road to the work location in the Second Street field (Scheuner Dr)
4. Enter the Town/City (Alpena) – If the city is unknown or incorrect, you may need to use an outside source such as contacting the property owner or use Google or Bing maps to find the correct location.



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



10. Click Next
11. In the Remarks-Additional Details enter SEE POLYGON when the polygon accurately depicts the work location. Otherwise, provide a description of the work location in the Remarks field.



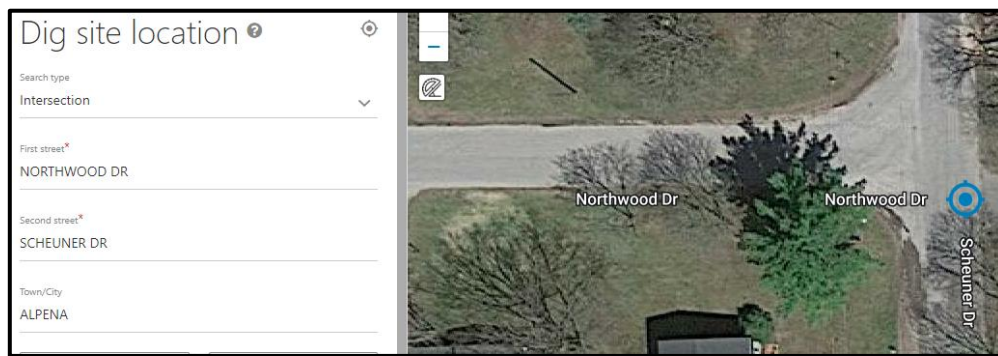
12. Check the agreement box
13. Click Submit

Road and Intersections – Multiple Polygons

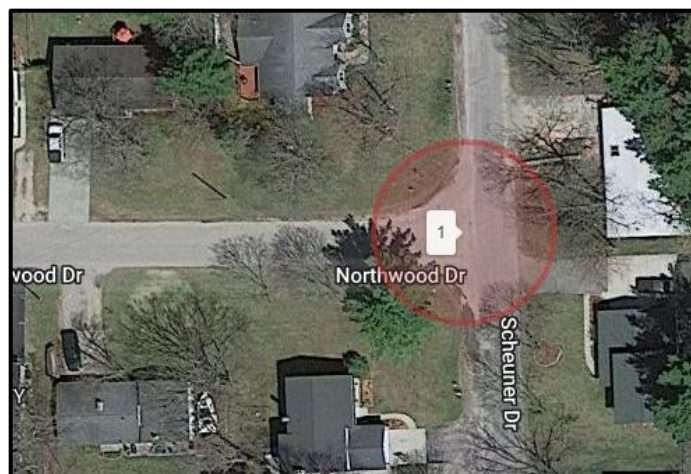
A job may consist of both sides of the road as well as the intersection. When work is taking place at these locations, the polygon must cover all locations accurately.

Project 180-Day Ticket Type used for this example.

1. Choose the INTERSECTION search type.
2. Enter the street name that work is taking place in the First Street field. (Northwood Dr)
3. Enter the nearest intersecting road to the work location in the Second Street field (Scheuner Dr)
4. Enter the Town/City (Alpena)
5. Click Search



6. Move the map or zoom in to see the entire work location on Northwood Dr between Scheuner Dr and Wren St.
7. Activate the drawing tool by clicking on the Circle tool. Click on the map to begin drawing the first polygon. Drag the mouse in any direction from the center point to the desired circumference needed. ***The measurement given is the diameter of the circle and only half of that measurement is the radius. (EX, if a 50ft radius is needed then the diameter should be 100ft to encompass a 50ft radius of the center point.)



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8. Activate the drawing tool by clicking on the Circle tool. Click on the map to begin drawing the second polygon. Drag the mouse in any direction from the center point to the desired circumference needed.



9. Activate the drawing tool by clicking on the polygon icon. Click on the map to begin drawing the third polygon. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point.



10. Click Next
11. Confirm Dig Site. Enter the street name the work is taking place along in the Street field (Northwood Dr). Enter Alpena in the Town/City field. Enter the beginning intersecting street (Scheuner Dr) in the Nearest Cross Street field and Wren St in the 2nd Nearest Cross Street field.
12. In the Remarks-Additional Details field enter “See Polygon” because the polygon is accurate, or you may enter details pertaining to what is covered by the polygon only.

Confirm dig site ?

Street (Address)*
NORTHWOOD DR

Town/City*
Alpena

Nearest cross street*
SCHEUNER DR

2nd Nearest cross street
WREN ST

Lot Number/Subdivision Name

Remarks - Additional Details*

SEE POLYGON

Remarks - Additional Details*

BTH SDS RD TO & INCLUDE 45FT RADIUS OF INTER W/
SCHEUNER DR & WREN ST

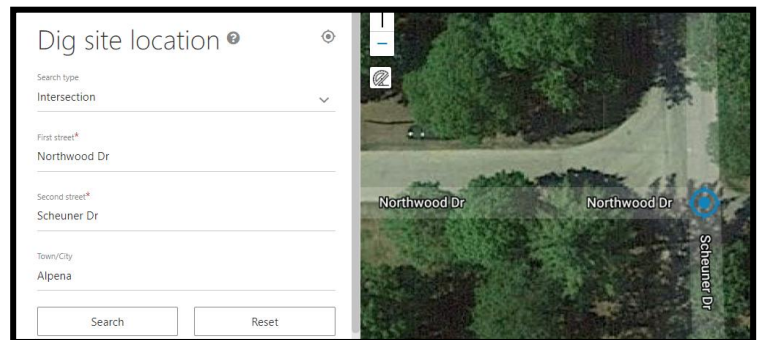
13. Check both agreement boxes.
14. Click Submit.

Road-Multiple Dig Sites-Multiple Polygons


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

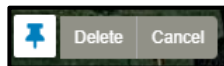
Normal 21-Day Ticket Types and Continue Ticket Action used for this example.

1. Choose the INTERSECTION search type.
2. Enter the street name that work is taking place in the First Street field. (Northwood Dr)
3. Enter the nearest intersecting road to the work location in the Second Street field (Scheuner Dr)
4. Enter the Town/City (Alpena)
5. Click Search



6. Move the map or zoom in to see the entire work location between Scheuner Dr and Wren St.

7. Click the Measurement tool  to activate, click on the map at the beginning point of the measurement and drag the mouse in the desired location to the ending point of the measurement, double click to end measurement and inactivate the measurement tool. The measuring tool has the capability of making multiple measurements. *** Push pins can be used to mark the location of each measurement by clicking on the Push Pin icon to activate, click on the desired location on the map to mark with a push pin. To inactivate the push pin feature, click on the Push Pin icon.



TICKET ENTRY BEST PRACTICES

8. Activate the drawing tool by clicking on the Circle tool icon. Click on the map to begin drawing the first polygon. Drag the mouse in any direction from the center point to the desired circumference needed. ***The measurement given is the diameter of the circle and only half of that measurement is the radius. (EX, if a 50ft radius is needed then the diameter should be 100ft to encompass a 50ft radius of the center point.)
9. Continue to create a polygon for each location, until each location has a polygon covering the area(s) where work will be occurring. ***The area highlighted in blue that appears in the area between the polygons determines the total area and will not be marked by facility owners, only the area(s) covered by the polygon(s), highlighted in red will be marked by the facility owners.



10. Click Next
11. Confirm Dig Site. Enter the street name the work is taking place in the Street field (Northwood Dr). Enter Alpena in the Town/City field. Enter the beginning intersecting street (Scheuner Dr) in the Nearest Cross Street and Wren St in the 2nd Nearest Cross Street field.
12. Click Next

Confirm dig site ?

Street (Address)*
NORTHWOOD DR 58 characters left

Town/City*
ALPENNA 44 characters left

Nearest cross street*
SCHEUNER DR

2nd Nearest cross street
WREN ST

Lot Number/Subdivision Name

Force address to be valid

Next Cancel

13. In the Remarks-Additional Details field, enter "SEE POLYGONS" if the polygons are accurate, or you may enter a detailed description pertaining to what is covered by the polygons.

Remarks - Additional Details*

SEE POLYGON

Additional information ?

Remarks - Additional Details

LOCATE 5 FT RADIUS OF 3 SIGNS LOC 1) STOP SIGN ON SW COR OF INTER W/ SCHEUNER DR LOC 2) SPEED LIMIT SIGN ON N SD OF RD APX 350FT W OF SCHEUNER DR LOC 3) STOP SIGN ON NE COR OF INTER W/ WREN ST

205 characters left

14. Check the agreement boxes.
15. Click Submit

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.

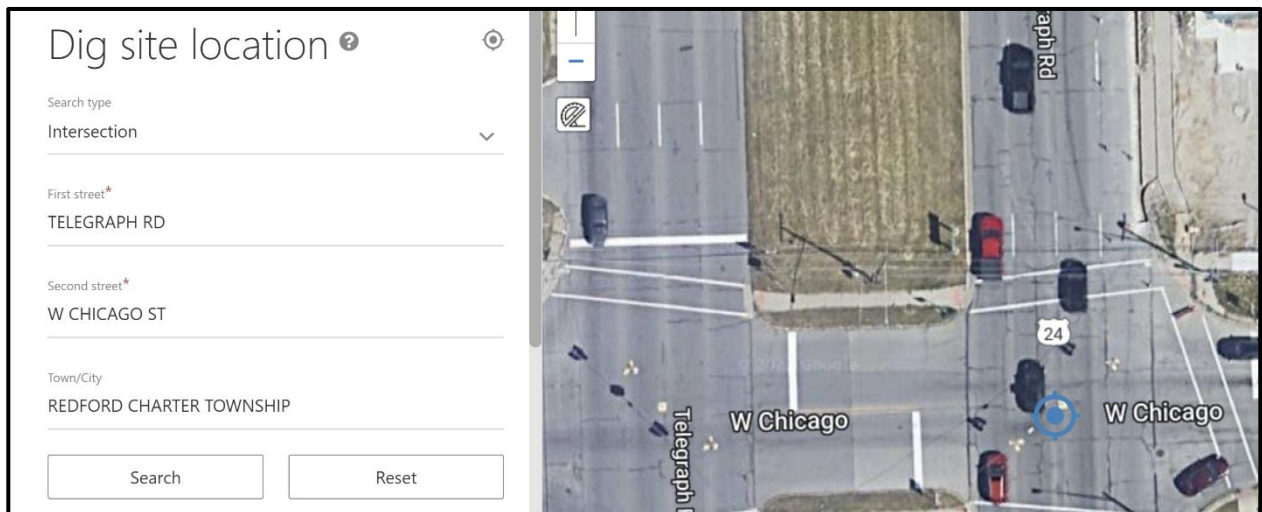
The following example is for multiple sign locations along a divided highway. There are 4 wooden stakes beginning 500 feet north of W Chicago St and continuing north every 200 feet on the east side of northbound Telegraph Road and one stake located 1000 feet north of W Chicago St on the west side of 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.

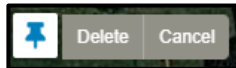
1. To search for the work location, choose the INTERSECTION search type.
2. Enter the street name where work is taking place in the First Street field. (Telegraph Rd)
3. Enter the nearest intersecting road to the work location in the Second Street field (W Chicago St)
4. Enter the Town/City (Redford Charter Township)
5. Click Search



TICKET ENTRY BEST PRACTICES

6. Move the map or zoom in/out to see the entire work location. Activate the measuring tool to determine the locations of the wooden stakes. This will help when you create the polygons. The measuring tool has the capability of making multiple measurements. Once activated, left click at the beginning of the location and drag the mouse in the desired direction and double click to end measurement.

*** Push pins can be used to mark the location of each measurement by clicking on the Push Pin icon to activate, click on the desired location on the map to mark with a push pin. To inactivate the push pin feature, click on the Push Pin icon.



7. Once all the desired locations have been located on the map, create the polygons.
8. Activate the drawing tool by clicking on the Circle tool. Click on the map to begin drawing the first polygon. Drag the mouse in any direction from the center point to the desired circumference needed. ***The measurement given is the diameter of the circle and only half of that measurement is the radius. (EX, if a 50ft radius is needed then the diameter should be 100ft to encompass a 50ft radius of the center point.)

TICKET ENTRY BEST PRACTICES

- Continue to create a polygon for each location, until each location has a polygon covering the area(s) where work will be occurring.



- Click Next
- Confirm Dig Site. Enter the street name the work is taking place in the Street field (Telegraph Rd). Enter Redford Charter Township in the Town/City field. Enter the beginning intersecting street (W Chicago St) in the Nearest Cross Street field and Plymouth Rd in the 2nd Nearest Cross Street field.

Confirm dig site ?

Street (Address)*
TELEGRAPH RD 57 characters left

Town/City*
Redford Charter Twp

Nearest cross street*
W CHICAGO ST

2nd Nearest cross street
PLYMOUTH RD

Lot Number/Subdivision Name

- Click Next

- In the Remarks-Additional Details Field enter "SEE POLYGONS" if the polygons are accurate, or you may enter a detailed description pertaining to what the polygons are covering only.



TICKET ENTRY BEST PRACTICES

Additional information

Remarks - Additional Details*

SEE POLYGON

Additional information ?

Remarks - Additional Details*

10FT RADIUS OF 4 WOOD STKS ON E SD OF N/B
TELEGRAPH RD 1ST STK LOC 500FT N OF W CHICAGO &
REMAINING 3 STKS CONT N EVERY 500FT

275 characters left

14. Check the agreement boxes.
15. Click Submit

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.

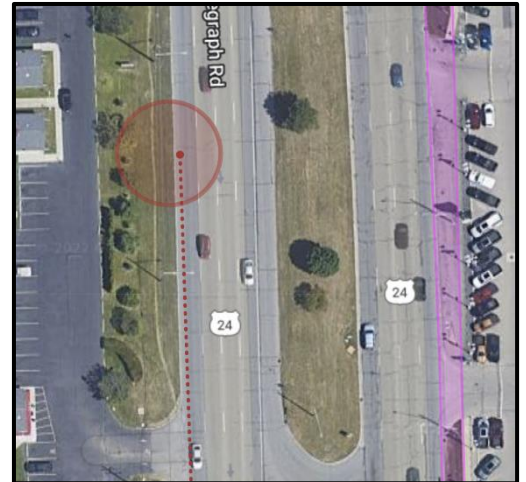
For this example, we will create two separate tickets; the second ticket will be created using the Continue feature located in the actions tab of the ticket details once the first ticket is submitted. **When using the Continue feature, you may need to change the Ticket Type between Project to Normal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

Normal 21-Day Ticket Type used for this example.

TICKET ENTRY BEST PRACTICES

7. Activate the circle tool by clicking on the icon, go to the work location and click on the area of the staked location and hold while dragging the mouse out in any direction. Quit holding when the diameter of the circle is covering the work location. ****The size/footage given is the diameter of the circle and the radius is half of the diameter, meaning the diameter will need to be doubled to have the correct radius needed. (EX: 100ft radius is needed; the size/footage given will need to show 200ft)**



8. Click Next

9. Confirm Dig Site. The street information pre-populated from the first ticket. Review and update information as needed. In this example, the street information does not need to be changed.

Confirm dig site ?

Street (Address)*
TELEGRAPH RD 57 characters left

Town/City*
Redford Charter Twp

Nearest cross street*
W CHICAGO ST

2nd Nearest cross street
PLYMOUTH RD

Lot Number/Subdivision Name

10. Click Next

11. In the Remarks-Additional Details Field describe the work location(s) because the polygon is oversized. The Remarks field will have information from the previous ticket so make sure to update the information to match the current ticket and polygon.

Remarks - Additional Details*

10FT RADIUS OF WOOD STK ON W SD OF S/B TELEGRAPH RD LOC 1000FT N OF W CHICAGO ST

320 characters left

12. Check the agreement boxes
13. Click Submit

Highway Both Sides and Median, Including On and Off Ramps

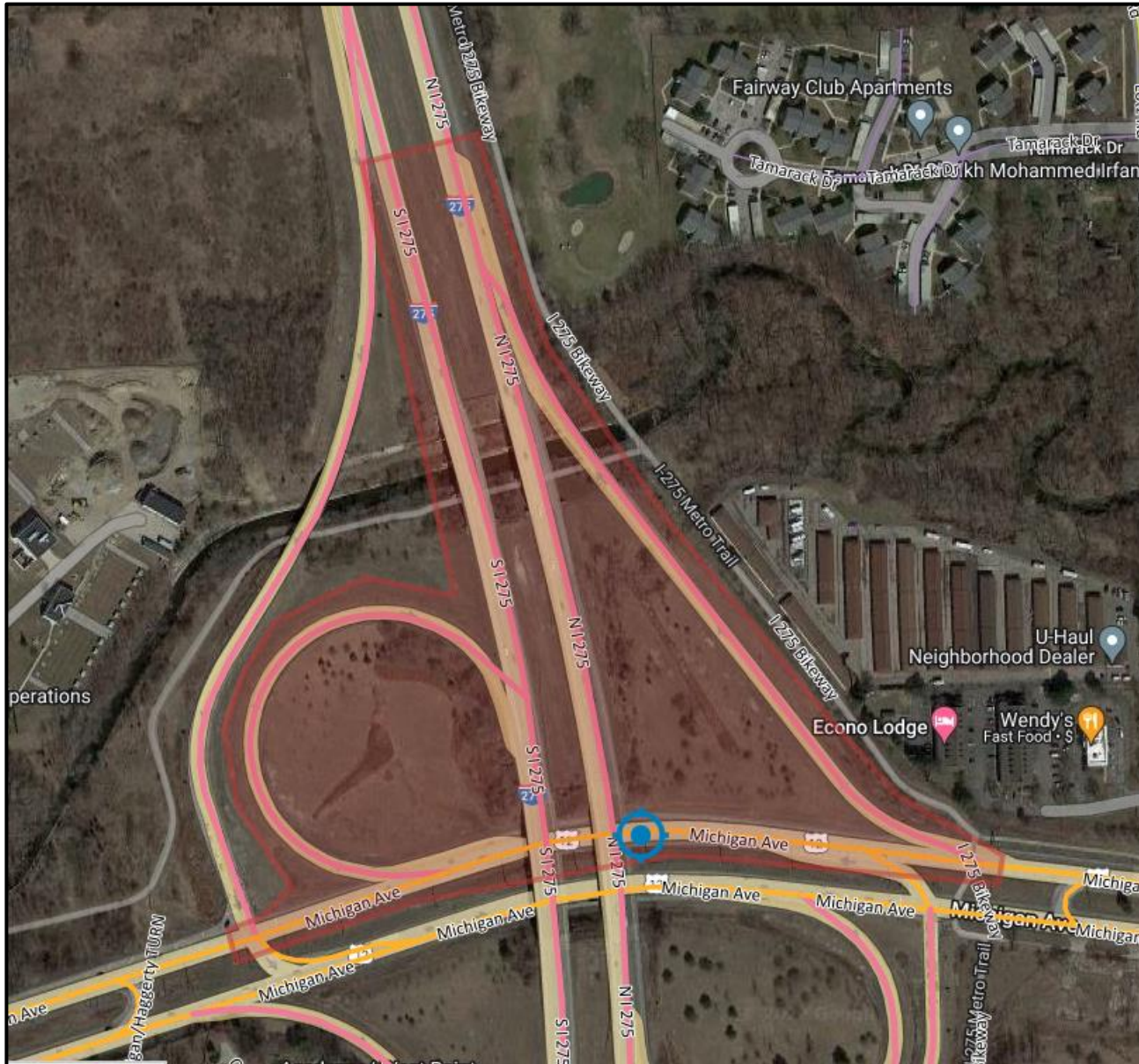
When work is taking place on a divided highway, lanes bound in each direction are placed on a separate ticket. On and off-ramps and the median between lanes may be included on the highway tickets.

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

TICKET ENTRY BEST PRACTICES

and southbound I-275. Three tickets will be needed to cover the entire area and will include 20ft out from 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.

TICKET ENTRY BEST PRACTICES

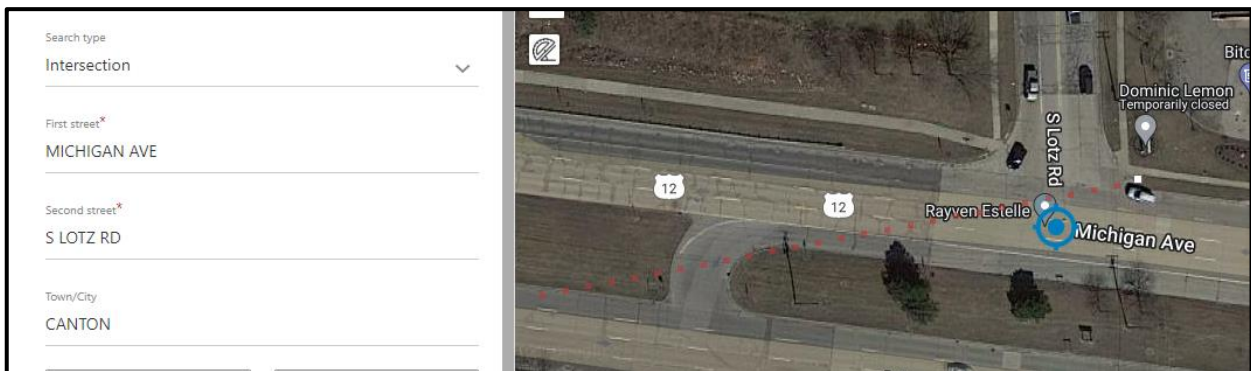
Please review the Written Scope of Work Guidelines under the Excavation Pros Reference Material tab on the MISS DIG 811 Website before placing project tickets. **When using the Continue feature, you may need to change between a Project and Normal ticket depending on the work (polygon) size.** Please 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

1. To search for the work location, either choose the INTERSECTION OR XY search type.
2. If using **INTERSECTION search type**, enter the street name that work is taking place in the First Street Field.
3. Enter the nearest cross street in the Second Street field.
4. Enter the city, township, or village in the Town/City field.
5. Click Search. A blue target is displayed on the map if the intersection is located. ****Searching for the intersection of two highways may produce no results. An alternate intersection nearby may be used to bring up the map.**
6. Move the map by holding the left mouse clicker down and dragging the map to bring the correct location into view. Zoom in/out as needed.




Drawing the Dig Site

1. Activate the measuring tool to define the 20 feet south from the edge of the westbound Michigan Ave to easily create an accurate polygon. To make multiple measurements on a location, left click the first point and move the mouse south 20 feet and then double left click to



TICKET ENTRY BEST PRACTICES

end the measurement. Continue making measurements between the beginning and ending points.

2. Create a polygon to depict the precise dig site.  Click the polygon icon to activate the drawing tool.

3. Click on the map to begin drawing. Click to change directions. To finish drawing click at the beginning point.



4. Click Next.

5. Confirm Dig Site. Enter the street name the work is taking place in the Street Field (Address) field. Enter City/Town that the work is taking place in the Town/City field if it is not already entered. Enter the nearest cross street in the Nearest Cross Street field.

Confirm dig site ?

Street (Address)*
MICHIGAN AVE

Town/City*
CANTON

Nearest cross street*
N I 275

2nd Nearest cross street
S HAGGERTY RD

6. Click Next.

7. In the Remarks-Additional Details field enter "See Polygon" if the polygon is accurate, or you may enter a detailed description pertaining to what is covering the polygon only.

Remarks - Additional Details*

SEE POLYGON

Remarks - Additional Details*

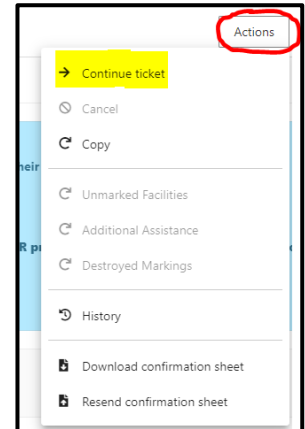
BTH SDS W/B MICHIGAN AVE AKA US HWY 12 INCLUDE 20FT S FRM EDGE RD BEG ON RAMP AT N/B I-275 CONT W TO ON RAMP AT S/B I-275 APX 1300FT STKS MARK BEG & END PT

8. Check the agreement boxes
9. Click Submit.


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

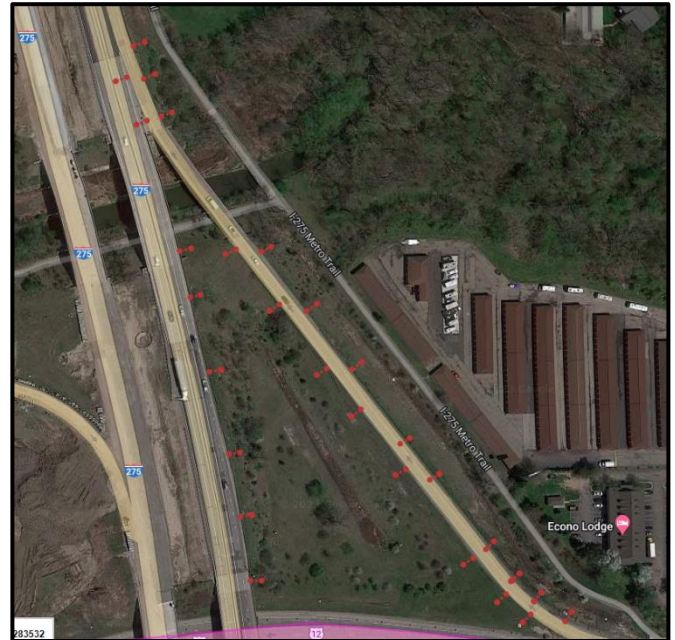
Project 180-Day Ticket Type used for this example.



1. On the ticket details of the previously submitted ticket, click on the Actions tab, and then click Continue. The continue feature will copy the information from the existing ticket to the new ticket as well as reference that ticket number on the new ticket once submitted to let the facility owners/locators know these tickets are connected.
2. Verify all the information is correct and enter a date and time in the Work Completion field. If you changed the Work to Begin Date field on the previous ticket, you will need to enter that date and time for this ticket as well. Please be sure that AM or PM is correct.
3. Click Next.
4. You will not need to search for the work location as the location from the previous ticket will be displayed on the map along with a highlighted area where the polygon was created on the previous ticket.



TICKET ENTRY BEST PRACTICES

5. Move the map by holding down the left clicker and/or by zooming in/out to see the entire work location for the second location.
6. Activate the measuring tool  to define the measurements needed. Using the measuring tool will help create a more accurate polygon that depicts the work location. Click the measurement tool to activate and then left click to begin the measurement, once at the ending point of the measurement double click to close. For this example, the measuring tool will be used to mark 20 feet on both the west and east side of the on ramp from Michigan Ave to northbound I-275 and 20 feet east of the edge of northbound I-275.



7. Activate the drawing tool  by clicking on the polygon  icon. Click on the map to begin drawing. Drag the mouse in the desired direction, left clicking each time to change direction of the polygon. To finish drawing, left click at the beginning point of the polygon. ***If you need to adjust your polygon, click on the edit layers icon. Click on the white boxes that appear around the created polygon and move the mouse in the direction needed to adjust.





TICKET ENTRY BEST PRACTICES

8. Click Next.

9. Confirm Dig Site. Remove the previous road name from the Street(address) field and enter the road name that work is taking place on.

10. Click Next.

Confirm dig site ?

Street (Address)*
N I 275

Town/City*
CANTON

Nearest cross street*
MICHIGAN AVE

2nd Nearest cross street
S HAGGERTY RD

11. In the Remarks-Additional Details field enter "See Polygon" if the polygon is accurate, or you may enter a detailed description to what is covered by the polygon only.

Remarks - Additional Details*

SEE POLYGON

Remarks - Additional Details*

ENTIRE ON RAMP N/B I-275 & 20FT FRM EDGE ON BTH SDS BEG W/B MICHIGAN AVE CONT N TO N/B I-275 & INCLUDE BTH SDS N/B I-275 & MEDIAN & 20FT E EDGE OF RD BEG S SD OF W/B MICHIGAN AVE & CONT N APX 1250FT STKS MARK BEG & END PTS

12. Check the agreement boxes.

13. Click Submit.

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

Project 180-Day Ticket Type used for this example.

1. On the ticket details of the previously submitted ticket, click on the Actions tab, and then click Continue. The continue feature will copy the information from the existing ticket to the new ticket as well as reference that ticket number on the new ticket once submitted to let the facility owners/locators know these tickets are connected.

2. Verify all the information is correct and enter a date and time in the Work Completion field. If you changed the Work to Begin Date field on the previous ticket, you will need to enter that date and time for this ticket as well. Please be sure that AM or PM is correct.

3. Click Next.

Actions


- Continue ticket
- Cancel
- Copy
- Unmarked Facilities
- Additional Assistance
- Destroyed Markings
- History
- Download confirmation sheet
- Resend confirmation sheet

TICKET ENTRY BEST PRACTICES

- You will not need to search for the work location as the location from the previous ticket will be displayed on the map along with a highlighted area where the polygon was created on the previous ticket.




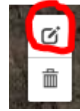
- Move the map by holding down the left clicker and/or by zooming in/out to see the entire work location for the fourth location.

- Activate the measuring tool  to define the measurements needed. Using the measuring tool will help create a more accurate polygon that depicts the work location. Click the measurement tool to activate and then left click to begin the measurement, once at the ending point of the measurement double click to close. For this example, the measuring tool will be used to measure 20 feet on both sides of the southbound I-275 on ramp and from the edge of southbound I-275 going west.



TICKET ENTRY BEST PRACTICES

7. Activate the drawing tool  by clicking on the map to begin drawing. Drag the mouse in the desired direction, left clicking each time to change direction of the polygon. To finish drawing, left click at the beginning point of the polygon. *****If you need to adjust your polygon, click on the edit layers icon. Click on the white boxes that appear around the created polygon and move the mouse in the direction needed to adjust.**



8. Click Next.

9. Confirm Dig Site. If needed, remove the previous road name from the Street(address) field and enter the road name that work is taking place on.

Confirm dig site ?

Street (Address)*
S I 275

Town/City*
CANTON

Nearest cross street*
MICHIGAN AVE

2nd Nearest cross street
S HAGGERTY RD

10. In the Remarks-Additional Details field enter "See Polygon" if the polygon is accurate, or you may enter a detailed description pertaining to what is covered by the polygon only.

Remarks - Additional Details*

SEE POLYGON

Remarks - Additional Details*

ENTIRE S/B ON RAMP & 20FT FRM EDGE ON BTH SDS BEG W/B MICHIGAN AVE CONT N/NE THEN S TO S/B I-275& INCLUDE BTH SDS & 20FT W OF EDGE OF S/B I-275 BEG S SD OF W/B MICHIGAN AVE & CONT N APX 1500FT STK MARK BEG & END PT

11. Check the agreement boxes.
12. Click Submit.

Off-Road

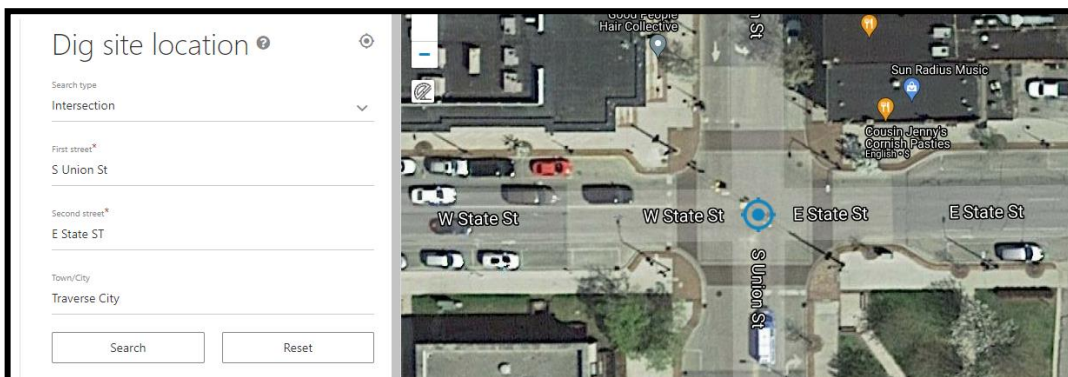
Work may take place at locations without addresses or locations that are not close to a road. Jobs may be at parks, fields, or along paths, utility easements, railroad tracks, alleys and other locations. The nearest intersecting roads to the work location are necessary when creating a ticket. GPS coordinates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

Alley

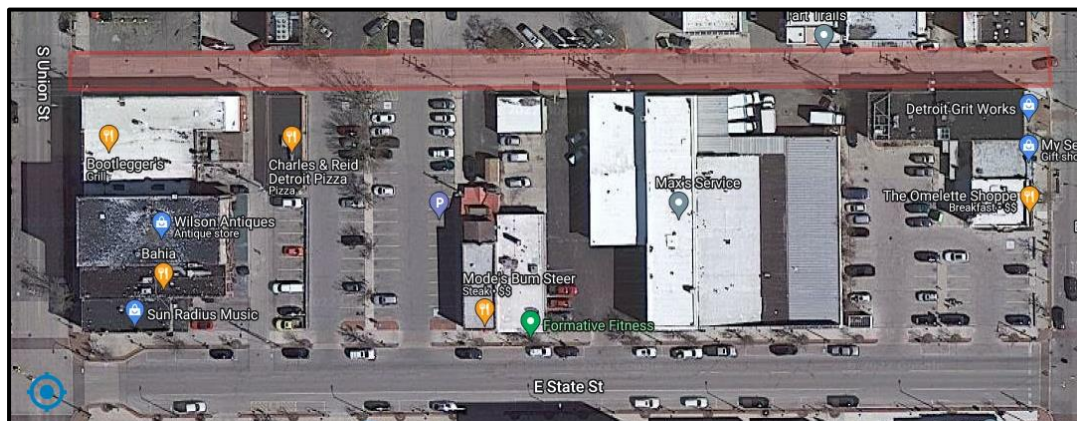
Search for the nearest intersection to the alley or the nearest address. In this example, the nearest intersection is entered for the search.

Normal 21-Day Ticket Type used for this example.

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



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





TICKET ENTRY BEST PRACTICES

9. Click Next
10. Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter the street the alley is accessed from in the Street field.
11. Confirm the Town/City is correct.
12. Enter the nearest intersecting street in the Nearest Cross Street* field.
13. Enter another relevant street in the 2nd Nearest Cross Street field, possibly the street on the other end of the alley.
14. Click Next

Confirm dig site ⓘ

Street*
S Union St

Town/City*
Traverse City

Nearest cross street*
E State St

2nd Nearest cross street
Cass St

Lot Number/Subdivision Name

Force address to be valid

Next Cancel

15. Enter “Alley” in the Remarks-Additional Details field. enter SEE POLYGON when the polygon accurately depicts the work location. Otherwise, provide a description of the work location in the Remarks field.

Remarks - Additional Details*

SEE POLYGON ALLEY LOC BET S UNION ST & CASS ST JUST N OF E STATE ST

16. Check the agreement box
17. Click Submit

Utility Easement-Route

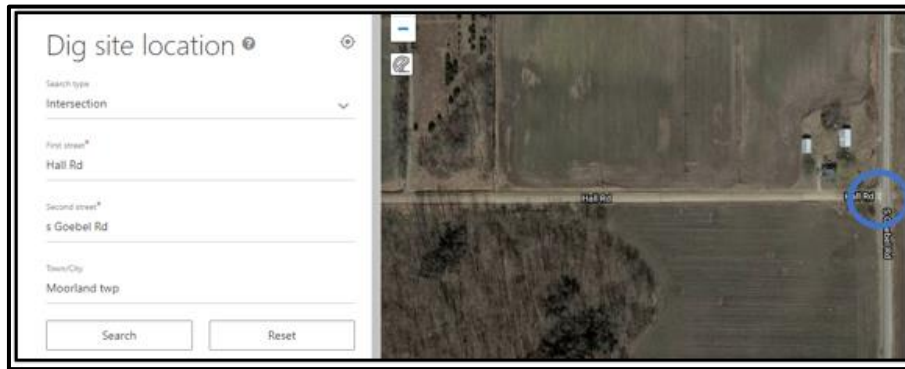
When work takes place along any off-road route, the nearest intersection, address, or GPS coordinates may be used to search for the work location. The example below is for work that does not begin along a road.

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.

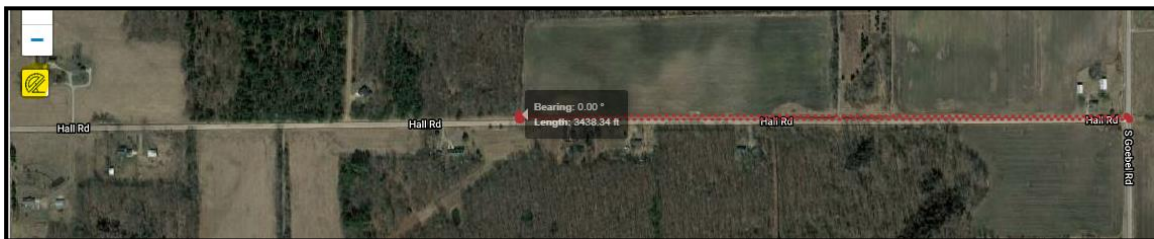
Project 180-Day Ticket Type used for this example.

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

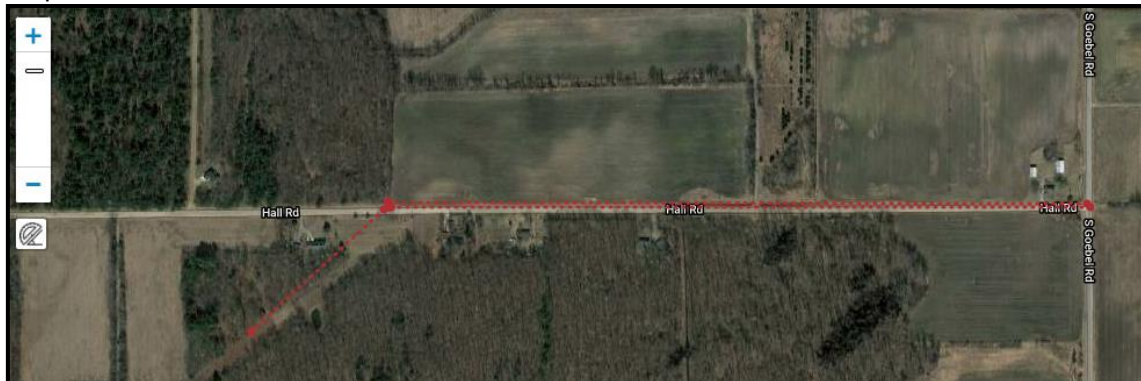
TICKET ENTRY BEST PRACTICES



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



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



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





TICKET ENTRY BEST PRACTICES

11. Click Next
12. Confirm Dig Site. Enter Hall Rd in the Street field as it is the nearest to the job site and the street used to access the R-O-W.
13. Confirm the correct town/city.
14. Enter S Goebel Rd in the Nearest Cross Street field because it is the closest intersecting road to the work location.
15. Enter an additional street in the 2nd Nearest Cross Street field.
16. Click Next

The screenshot shows a form titled "Confirm dig site" with a help icon. It contains the following fields and values:

- Street*: Hall Rd
- Town/City*: Ravenna
- Nearest cross street*: S Goebel Rd
- 2nd Nearest cross street: E Apple Ave
- Lot Number/Subdivision Name: (empty)

At the bottom, there is a checkbox labeled "Force address to be valid" which is unchecked, and two buttons: "Next" (highlighted in red) and "Cancel".

17. Enter *Transmission R-O-W* in the Remarks-Additional Details section. Details, such as driving instructions or access points that would be useful in finding the dig site may be entered. A description of the dig site may be entered if the precise dig site cannot be determined from the polygon. Otherwise, enter SEE POLYGON.
18. Check the agreement box
19. Click Submit.

The screenshot shows a form titled "Additional information" with a help icon. It contains the following text:

Remarks - Additional Details
TRANSMISSION R-O-W SEE POLYGON

At the bottom right, it says "370 characters left".

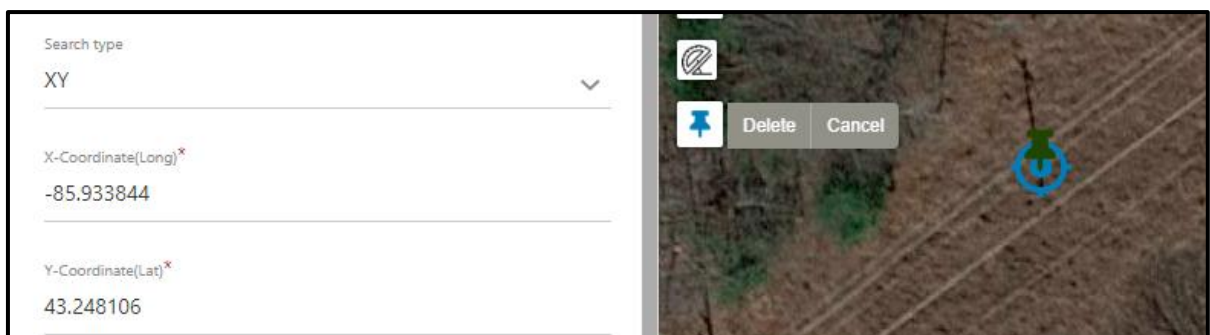
Utility Easement, Multiple Dig Sites & GPS Coordinates

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

An overdrawn polygon will be created to cover all of the pole locations because all of the pole locations cannot be determined by looking at the map. The polygon will cover the entire route from the first pole to the last. A written description of the work location is required in the Remarks field because of the overdrawn polygon.

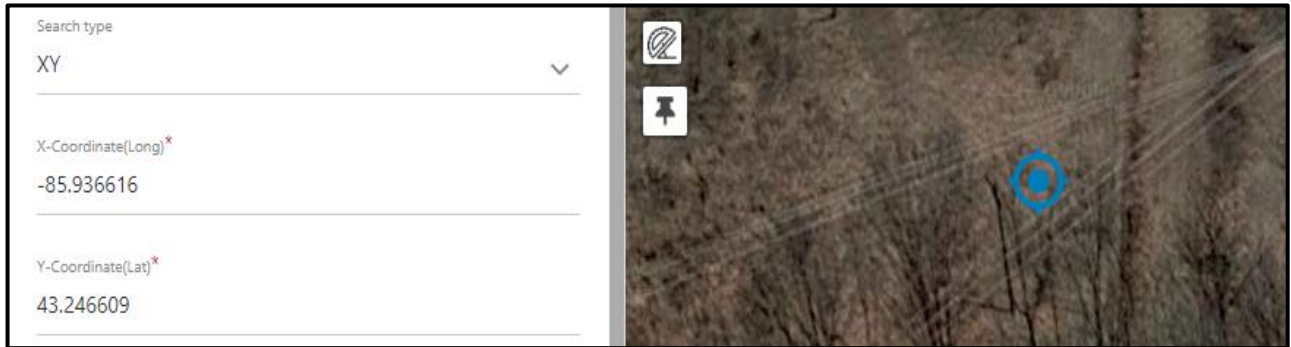
Project 180-Day Ticket Type used for this example.

1. To search GPS Coordinates, choose the XY search type. ***GPS coordinates are entered with the negative coordinate first in the X-Coordinate (Longitude) field and the positive coordinate second in the Y-Coordinate (Latitude) field.**
2. To find the beginning point, enter the first set of GPS coordinates and Click Search. The blue target displays the search results.
3. Mark the first set of GPS coordinates with a push pin before searching for the second set of GPS coordinates.
 - A. Click on the Push Pin tool to activate, then click on the blue target to pin the beginning location. Once the location has been marked by a colored push pin, click *Cancel* to deactivate the Push Pin tool. ***To delete a push pin, click on the Push Pin tool to activate, then click *Delete* and select the desired push pin to be removed.**

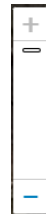


TICKET ENTRY BEST PRACTICES

- To find the ending point, enter the second set of GPS coordinates and Click Search. The blue target displays the search results.



- Zoom and/or move the map to view both the beginning point marked by the colored push pin and the end point marked by the blue target. To zoom in and out of the map, use the mouse wheel or click on the +/- buttons on the Zoom tool. To move the map, click and hold the left clicker while dragging the map to the desired location. Release the left clicker to discontinue moving the map.



TICKET ENTRY BEST PRACTICES

- Click on the polygon icon to activate the drawing tool. Click on the map to begin drawing. Drag the mouse in the desired direction, left click to change the direction of the polygon. To close the polygon, left click at the beginning point of the polygon.



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

**ACCESS TRANSM R-O-W S OFF HALL RD APX 6/10 MI WEST OF S GOEBEL RD. LOCATE 10FT RADIUS OF 10 POLES BEGINNING AT POLE #124 AT (43.248106, -85.933844) GOING SW APX 1000FT ENDING AT POLE #178 AT (43.246609, -85.936616).
OR**

Confirm dig site ⓘ

Street (Address)*
HALL RD

Town/City*
MOORLAND TOWNSHIP

Nearest cross street*
S GOEBEL RD

2nd Nearest cross street

Lot Number/Subdivision Name



TICKET ENTRY BEST PRACTICES

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

Remarks - Additional Details*

ACCESS TRANSM R-O-W S OFF HALL RD APX 6/10 MI W OF S GOEBEL RD. 50FT RADIUS OF 10 POLES BEG AT POLE #124 (43.248106, -85.933844) CONT SW APX 1000FT ENDING AT POLE #178 (43.246609, -85.936616)

Remarks - Additional Details*

ACCESS TRANSM R-O-W S OFF HALL RD APX 6/10 MI W OF S GOEBEL RD LOCATE 50FT RADIUS OF 10 POLES BEG AT POLE #124 LOC APX 1000FT SW HALL RD & GOING SW APX 1000FT END AT POLE #178

13. Check both agreement boxes.
14. Click Submit.

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 or lot number(s), and the main park address when lots do not have unique 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.

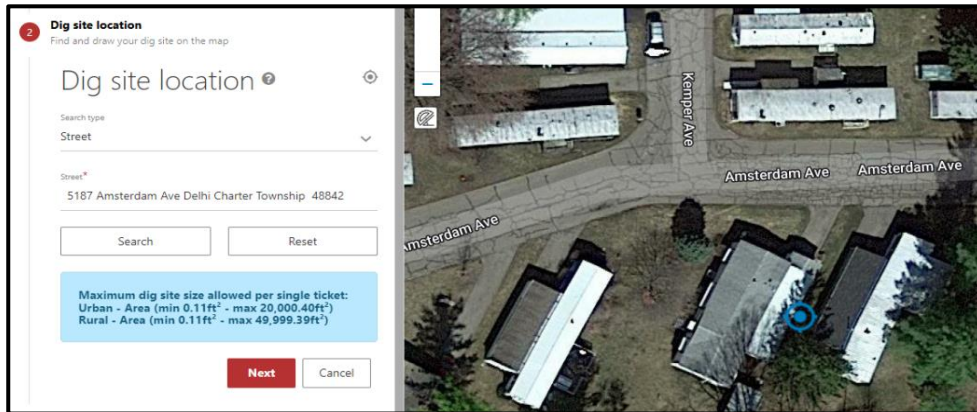
In the example below, work is taking place at address 5187 Amsterdam Ave Lot #56 within Windmill Mobile Home Park. The main park address of 1433 Eifert Rd in Delhi Charter Township.

Normal 21-Day Ticket Type used for this example.

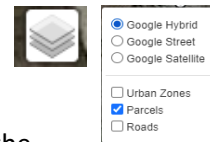
- 1) Choose the Street search type.
- 2) Enter the address in the Street Field and click Search.

A blue target is displayed on the map indicating the search results.

TICKET ENTRY BEST PRACTICES



3) **Confirm the accuracy of the search results** by clicking on the Layers icon, then check the box next to Parcel. In the example below, parcel data is only available for the main address of the mobile home park and not available for the individual mobile home address.

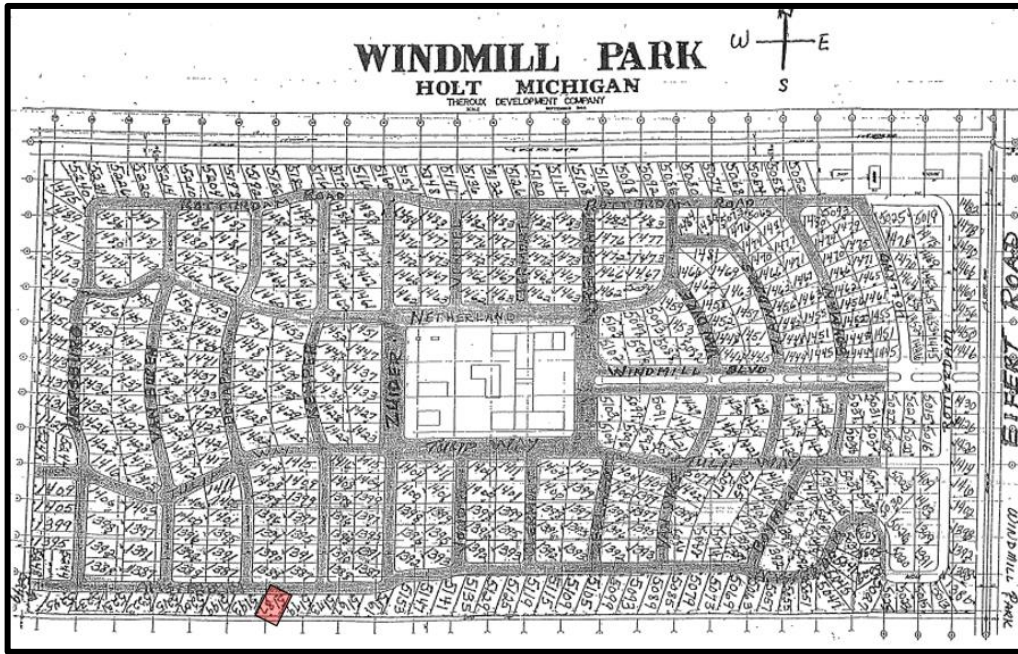



When parcel data is not available, you may need to use an outside source such as GIS County Maps to confirm the correct worksite location or obtain a map of the addresses within the complex by contacting the mobile home park office.



4) Parcel data is not available for this area and Google and Bing maps did not provide any additional information about the address. The mobile home community was contacted for the location of the address. Below is a map provided by the mobile home community. The lot is highlighted in red.

TICKET ENTRY BEST PRACTICES



5) Once the work location is verified, create a polygon to depict the precise dig location. The polygon is placed where the address is located according to the mobile home community. Click the polygon icon to activate the drawing tool. 

6) Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location is depicted in red, below. **Notice the blue target is not displayed at the address and without taking the additional steps to verify the location, the polygon could have been drawn over the wrong lot.**





TICKET ENTRY BEST PRACTICES

- 7) Click Next.
- 8) Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter the address number of the mobile home in the Street (Address) field, the township or city in the Town/City field, two intersecting or cross streets in the Nearest and 2nd Nearest Cross Street Field and the lot number and name of the mobile home park in the Lot Number/Subdivision Name field.

Confirm dig site ?

Street (Address)*
5187 Amsterdam Ave

Town/City*
Delhi Charter Township

Nearest cross street*
Eifert rd

2nd Nearest cross street
Kemper Ave

Lot Number/Subdivision Name
Lot 56/Windmill mob hm pk

- 9) Click next to continue.
- 10) When the polygon accurately depicts the dig site, enter SEE POLYGON in the Remarks-Additional Details field. If the polygon is oversized, and not a good representation of the precise dig site, enter a written description of your work location.

Remarks - Additional Details*
SEE POLYGON

Remarks - Additional Details*
FRT OF HSE TO RD

- 11) Check the agreement boxes
- 12) Click Submit

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

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

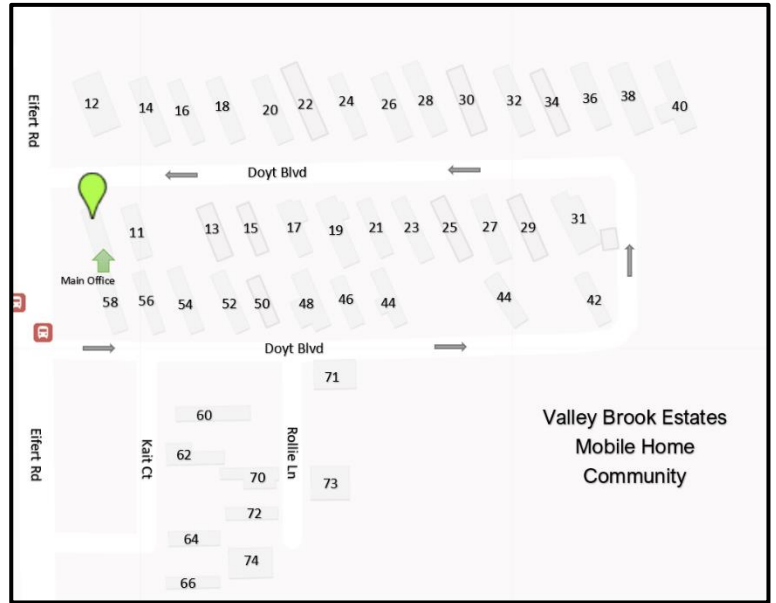
In the example below, work is taking place at Lot Number 13 on Doyt Blvd within Valley Brook Estates Mobile Home Park address of 1560 Eifert Rd in Delhi Charter Township.


Normal 21-Day Ticket Type used for this example.

1. Choose the STREET search type.
2. Enter the address for the Mobile Home Park in the Street field and click search.

TICKET ENTRY BEST PRACTICES

- A blue target is displayed on the map indicating the search results. Without an address number for each lot, it is up to the excavator to know where the precise lot is located. This information can be obtained by contacting the mobile home community office.



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

TICKET ENTRY BEST PRACTICES

5. Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location is depicted in red. Click Next when the polygon accurately depicts the correct dig site location. In the example below, the work location is the entire property at a single lot.



6. Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. When working at a location with no address and only a lot number, enter only the road name that the lot is located (Doyt Blvd) on into Street (Address) field, Delhi Charter Township in the Town/City field and the lot number and mobile home park name in the Lot Number/Subdivision Name field.

Confirm dig site ?

Street (Address)*
Doyt Blvd

Town/City*
Delhi Charter Township

Nearest cross street*
Eifert Rd

2nd Nearest cross street
Wilcox Rd

Lot Number/Subdivision Name
Lot 21/ Valley Brook Ests Mob Hm Pk

7. When the polygon accurately depicts the dig site, enter SEE POLYGON in the Remarks-Additional Details field. You may include the mobile home park name and main park address when available in this section.
8. Check the agreement boxes
9. Click Submit

Additional information ?

Remarks - Additional Details*

SEE POLYGON MAID ADDR 1560 EIFERT RD AT SECOND ENTRANCE GO E UNTIL N THEN E APX 6 LOTS E ON S SD DOYT BLVD

292 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)

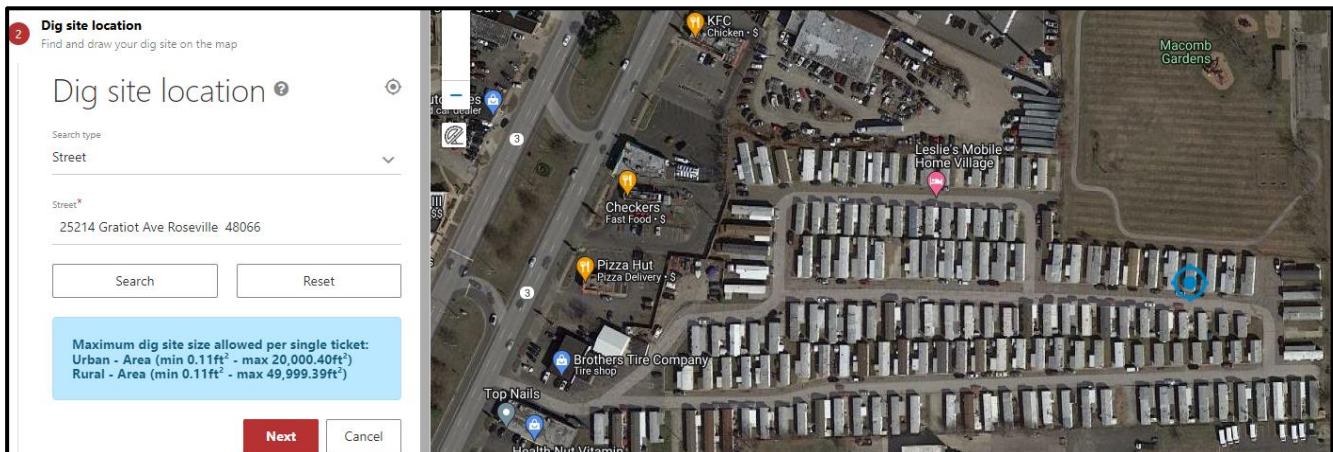
When work takes place at locations with only lot numbers and no road names within the mobile home park, and with a main park address, the information below is entered on the ticket.

In the example below, work is taking place at Lot Number 158, with no address or street names within a Mobile Home Park, and main address of 25214 Gratiot Ave in Roseville.

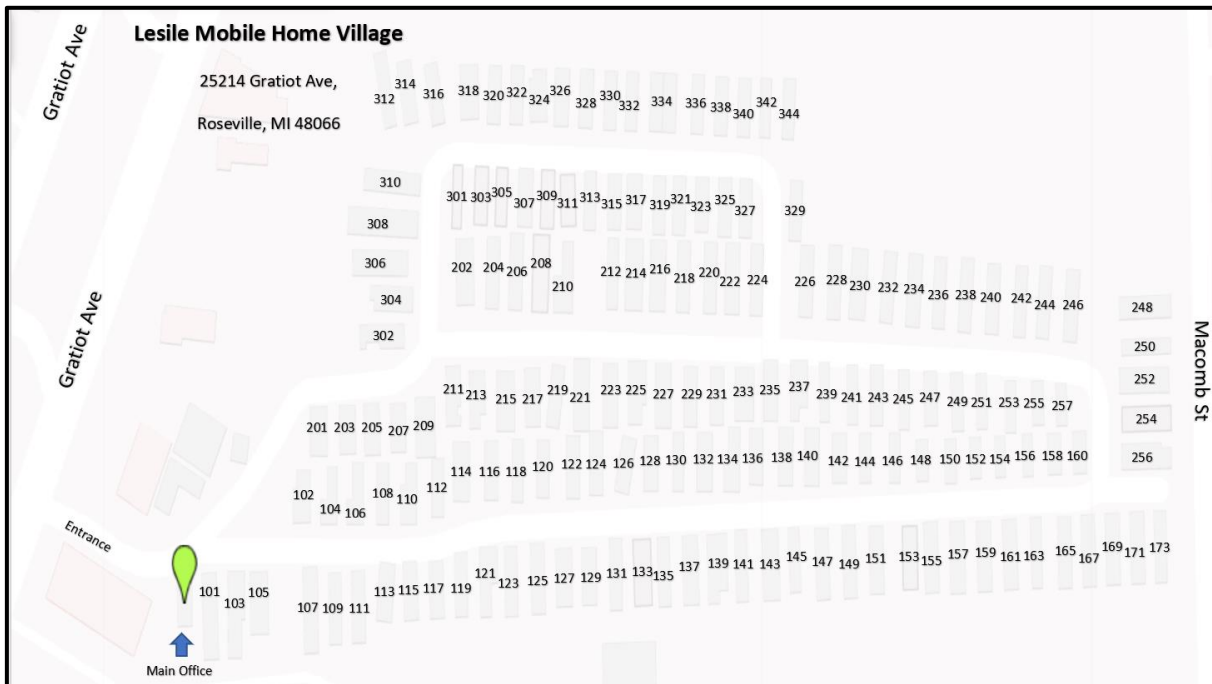
Normal 21-Day Ticket Type used for this example.

1. Choose the STREET search type.
2. Enter the main address for the Mobile Home Park in the Street field and click Search. Searching for the dig location by this method will get the map closest to the dig site location.

A blue target is displayed on the map indicating the search results. When searching by main park address, the blue target will be displayed somewhere within the park. It is the excavator's responsibility to know the precise location of the lot prior to submitting a ticket. This information can be obtained by contacting the mobile home community office. It may be possible to obtain a map of the mobile home park.



TICKET ENTRY BEST PRACTICES



3. Once the work location is verified, create a polygon to depict the precise dig site. Click the polygon icon to activate the drawing tool.
4. Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location is depicted in red. Click Next when the polygon accurately depicts the correct dig site location. In the example below, the work location is the entire property at a single lot.





TICKET ENTRY BEST PRACTICES

5. Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. When working in a mobile home park with no address or named roads, enter the main address for the mobile home park (25214 Gratiot Ave) in the Street (Address) field, Roseville in the Town/City field, at least one cross street and the lot number and name of the mobile home park in the Lot Number/Subdivision Name field. **The searched for address will carry over to the Confirm Dig Site Section.

Confirm dig site ?

Street (Address)*
25214 Gratiot Ave

Town/City*
Roseville

Nearest cross street*
E 10 Mile Rd

2nd Nearest cross street
Macomb St

Lot Number/Subdivision Name
Lot 317/Lesile Mob Hm Vlg

*****This is the only scenario that the mobile home park main address would be used in the confirm dig site section. When there is not an individual mobile home address and no road names in the mobile home park, use the mobile home park main address.**

6. When the polygon accurately depicts the dig site, enter SEE POLYGON in the Remarks-Additional Details field. You may include additional details such as the location of the dig site/individual mobile home would be beneficial to the locators as well.
7. Check the agreement boxes
8. Click Submit

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.

Vacant Lots

Vacant lots may have address numbers associated with them. When they do, they are treated like any other address ticket. For those lots or parcels without address numbers, the location of the lot can be found by measuring from the nearest address, intersection, or by using GPS coordinates.

You will need additional information to accurately find your precise work site location and create a polygon on the map for your location, this information may include which side of the road, the distance,

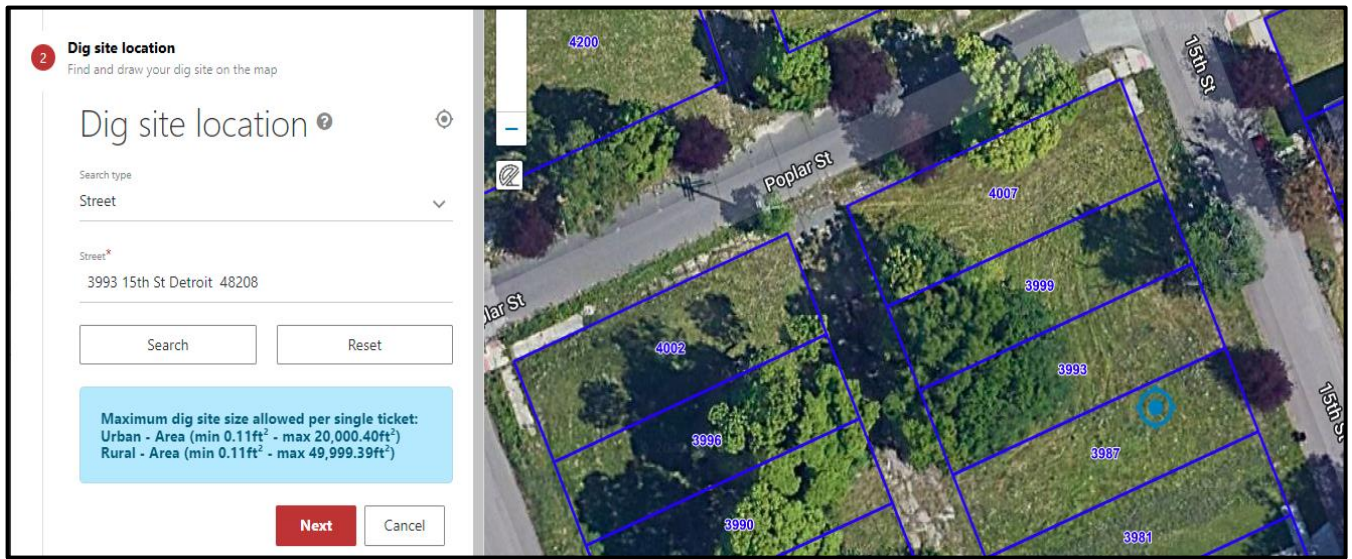
and the direction from the nearest addressed lot or intersection. GPS coordinates may also be used to determine the location of the vacant lot. Below are examples of different vacant lot tickets.

Vacant Lot with an Address

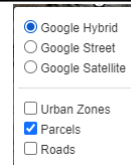
Create a polygon to reflect the dig site. Work is taking place at address 3993 15TH Street in Detroit in the picture below. The polygon provides an accurate description of the work location in both examples, so a written description of the work location is not necessary.

Normal 21-Day Ticket Type used for this example.

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



3. Confirm the accuracy of the search results by clicking on the Layers icon, then check the box next to Parcel.



In the example above & below, parcel data is available for this location. However, as you can see the blue target displayed on the map is located at the incorrect address. The OneCallAccess map is a Google hybrid map and the location of the displayed searched for the address is determined by where Google Maps has the location of the address. It is important that you always confirm the blue target is displaying the correct work location.

*** The polygon is drawn to convey the work location to facility owners/locators and is used to determine which facility owners need to be notified of your job. It must cover the entire work location and be as accurate and precise as possible.

TICKET ENTRY BEST PRACTICES

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



- Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location is depicted in red.



- Click Next

- Confirm the dig site. The information entered in the Confirm Dig Site section is the information that will be included on the ticket regarding the location of the dig site. Enter the address number (3987 15th St) in the Street (Address) field, Detroit in the Town/City field, and two cross streets (one street name in each field), and lot number and subdivision name if available in Lot Number/Subdivision Name field.

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

Confirm dig site ?

Street (Address)*
3993 15th St

Town/City*
Detroit

Nearest cross street*
Poplar St

2nd Nearest cross street
Selden St

Lot Number/Subdivision Name

- Click Next to continue. This will take you to the Additional Information Section.

Additional information ?

Remarks - Additional Details

SEE POLYGON

389 characters left

TICKET ENTRY BEST PRACTICES

9. When the polygon accurately depicts the dig site, enter SEE POLYGON in the Remarks-Additional Details field.

*** You are not required to include additional details such as the distance from the nearest intersection or address, but you can include this information if you'd like.

10. Check the agreement boxes

11. Click Submit

4 Additional information
Information not previously included

Additional information ?

Remarks - Additional Details*

SEE POLYGON VAC LOT LOC W SD RD AND THIRD LOT N OF ADDR 3975

338 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.

Vacant Lot Using Intersection Search Type-Measurements from Nearest Intersection

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

1. Choose the Intersection type
2. Enter the road name that the property is located on in the First Street Field, an intersecting road into the Second Street Field, and the city or township in the Town/City Field.

A blue target is displayed, indicating the searched for results.

**If the wrong intersection is displayed, switch the road names entered in the First and Second Street Field.

2 Dig site location
Find and draw your dig site on the map

Dig site location ?

Search type
Intersection

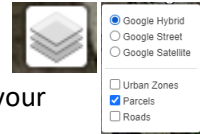
First street*
neff rd

Second street*
bondy dr

Town/City
vienna twp

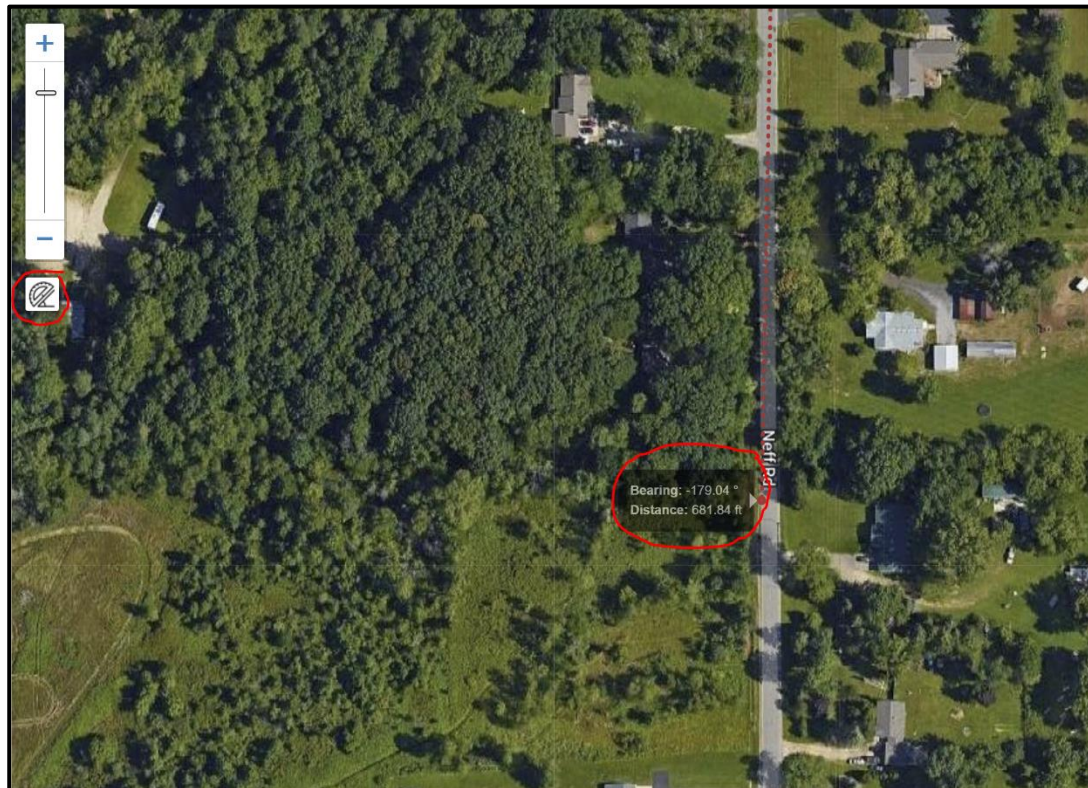
TICKET ENTRY BEST PRACTICES

3. When using the Intersection for the search type, you may need to move the map around or zoom out by using the zoom tool or by using the scroll wheel on your mouse to find your dig site location. You can confirm the accuracy of your dig site location by clicking on the Layers icon, then checking the box next to Parcels.



***If parcel data is not available like the example below, you will need to use an outside source such as the county's GIS map or you may contact the property owner for the precise location of the parcel. [If you are having trouble finding the county GIS map, please check the reference material link located under Excavator Pros tab on the MISS DIG 811 website.](#)

4. Once you know the measurements and precise location of the work site, click on the ruler tool to activate. To start measuring, left click on the beginning point (in this example, the intersection is the beginning point) then move the mouse in the direction of the work site location. You may need to zoom out on the map, using the track ball on the mouse. Once the work site location has been found, double left click to deactivate the ruler tool. If you need to verify the measurement is correct, place the mouse over the red circle/dot at the end point of the measurement and the measurement will be given.



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

- Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location is depicted in red.



- Click Next.
- Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter Road Name or Address into the Street (Address) field, if the property does not have an address assigned enter only the road name. Vienna Twp in the Town/City and Bondy Dr in the Nearest Cross street field.
- Click Next to continue.
- When the polygon accurately depicts the dig site, enter SEE POLYGON in the remarks- In this example, the corners of the property were marked with survey stakes. This information was entered in the ticket details section, so it does not need to be included in the remarks field.

Additional information ?

Remarks - Additional Details

SEE POLYGON 15

389 characters left

Is the area pre-marked?*

Yes-Stakes

TICKET ENTRY BEST PRACTICES

11. Check the agreement boxes
12. Click Submit

Additional information

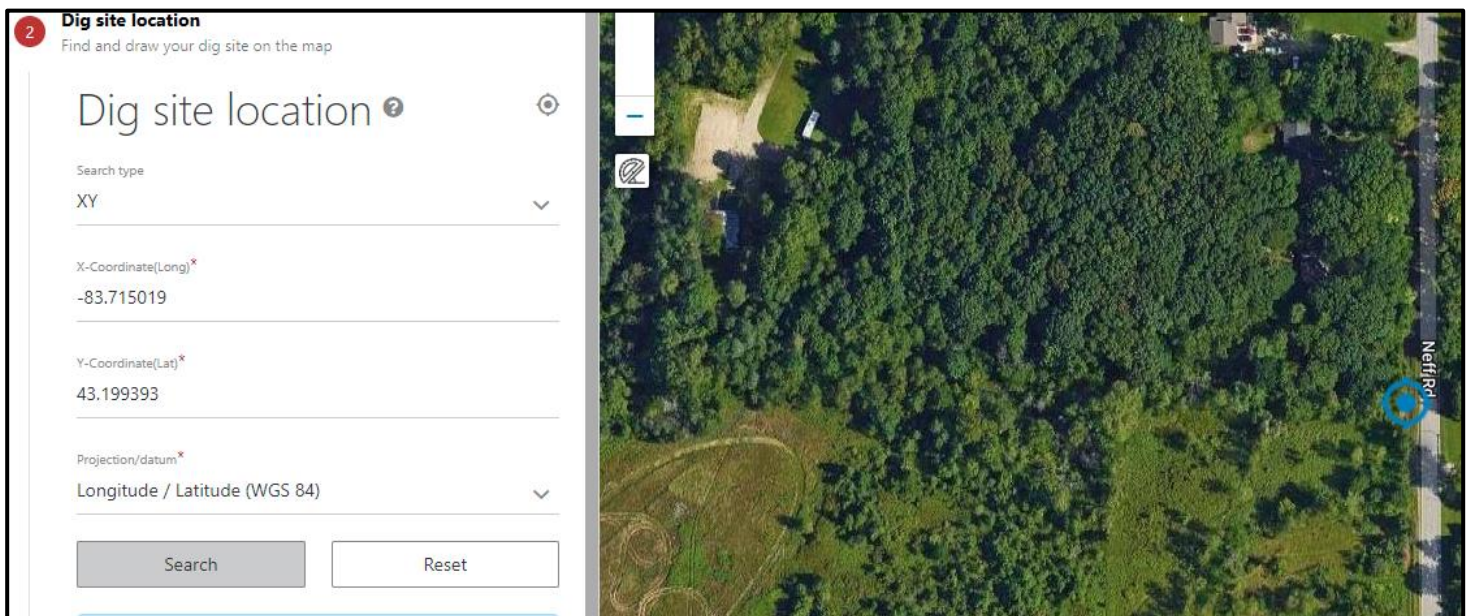
Remarks - Additional Details*

SEE POLYGON VAC LOT LOC W SD RD APX 680 FT S OF INTER OF NEFF RD & BONDY DR

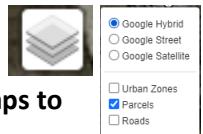
Vacant Lot Using XY Search Type

Normal 21-Day Ticket Type used for this example.

1. Choose the XY search type.
2. Enter the Latitude (negative number) (EX: -83.715019) in the X-Coordinate (Long) Field and the Longitude in the Y-coordinate (Lat) (EX: 43.199393) field. A blue target will be displayed on the map indicating the search results. ****If done the opposite than above, the wrong location will be displayed on the map.**



- 3.
4. You can confirm the accuracy of your dig site location by clicking on the Layers icon, then check the box next to Parcel. **If parcel data is not available such as the example above, you may need to use an outside source such as the county's GIS maps to confirm the dig site location or contact the property owner.**



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

TICKET ENTRY BEST PRACTICES

- Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location is depicted in red.



- Click Next
- Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter Neff Rd into the Street (Address) field, Vienna Twp in the Town/City and Bondy Dr in the Nearest Cross street field.
- Click next to continue.

4 Additional information
Information not previously included

Additional information ?

Remarks - Additional Details*

SEE POLYGON VAC LOT BEG PT 43.1993993, -83.715019 & END PT 43.198615, -83.714964

320 characters left

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

Project - 21 day

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

- When the polygon accurately depicts the dig site, enter "SEE POLYGON" in the Remarks-Additional details field. You need to include the location of dig site location in this field as well. For this example, the beginning point of the property line with GPS coordinates and the ending point of the property line with GPS coordinates. You may also include which side of the road the work dig site is located. In this example, the corners of the property were marked with survey stakes. This information was entered in the ticket details section, so it does not need to be included in the remarks field.

Additional information ?

Remarks - Additional Details

SEE POLYGON

389 characters left

Is the area pre-marked?*

Yes-Stakes

11. Check the agreement boxes.
12. Click Submit

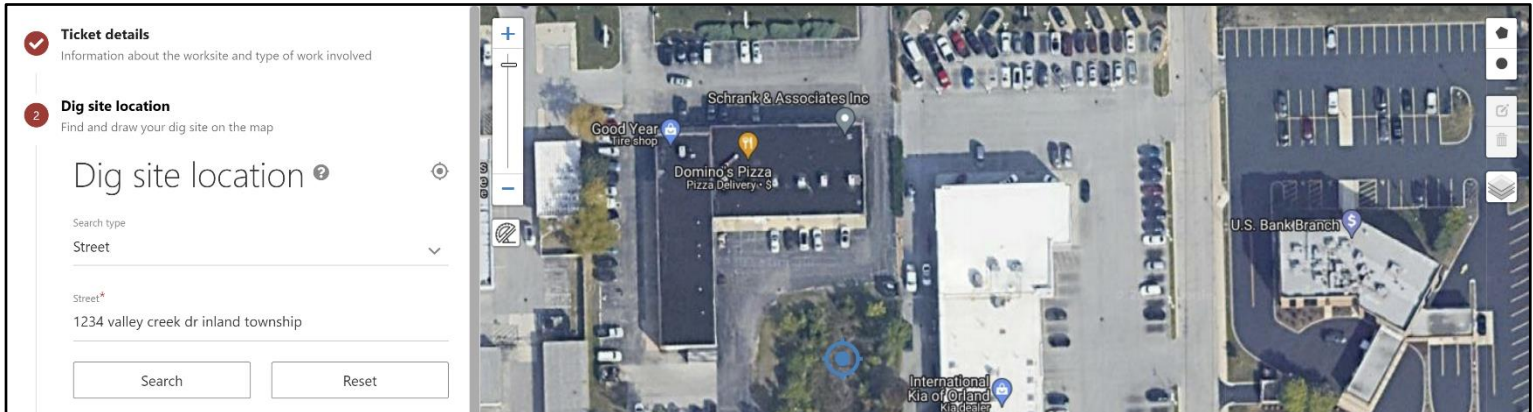
New Subdivision

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.

In the example below, work is taking place in Valley Creek Subdivision at address 1234 Valley Creek Dr in Inland Township.

Project 21-Day Ticket Type used for this example.

- 1) Choose one of the three search types. ****When working in a new subdivision, you may want to search for the address first as it may be on the map.**
- 2) If using the Street Search type. Enter the address in the Street Field. A blue target is displayed on the map indicating the search results.



- 3) Confirm the accuracy of the search results by clicking on the Layer icon, then check the box next to Parcel. In the example below, parcel data is not available for this location. **However, the displayed search for location is a commercial area and does not look like an area where a new subdivision would be located. You may need to refer to other resources at this time to locate and confirm the location of the work site.**


TICKET ENTRY BEST PRACTICES

- 4) Change the search type to Intersection. Enter Honor Hwy in the First Street Field and N Lamb Rd in Second Street Field and Inland Township in the Town/City Field then click search. A blue target is displayed on the map indicating the search for intersection.

The address given in the example is on a road within the new subdivision, so it will not be used in the search. Instead, use two major intersecting or cross streets closest to the new subdivision location to find the new subdivision and work location.



You may need to zoom in or out or move the map around to find the work site location. Even if parcel data is available for the area that work is taking place, because the new subdivision is not coming up on the map, the parcel data will not be helpful unless you have the original address/road name that the subdivision is on.

- 5) Once the work location is verified, create a polygon to depict the precise dig location. The polygon is placed where the address is located according to the mobile home community. Click the polygon icon to activate the drawing tool. 
- 6) Click on the map to begin drawing. Drag the mouse in the desired direction. Click to change directions. To finish drawing, click at the beginning point. The work location is depicted in red, below.



TICKET ENTRY BEST PRACTICES

When new subdivisions and individual lots are not shown on the map, you may need to draw an oversized polygon to ensure that the work site location is covered, and all facility owners are notified so the underground utilities are located. If you know the measurements or the exact location of the work site location, you may only cover that location with the polygon as well. If the polygon is oversized, please include additional details in the Remarks - Additional Information Field.



- 7) Confirm the dig site. The information entered in the Confirm Dig Site section will be submitted with the ticket. Enter the address number in the Street (Address) field, town, or city in the Town/City field, two of the nearest intersecting or cross streets in the Nearest and 2nd Nearest Cross Street Fields and the lot number (if applicable) and name of the Subdivision in the Lot Number/Subdivision Name field.

Confirm dig site [?]

Street (Address)*
1234 CREEK VALLEY DR

Town/City*
Inland Township

Nearest cross street*
HONOR HWY

2nd Nearest cross street
N LAMB RD

Lot Number/Subdivision Name
LOT 4 CREEK VALLEY SUB



TICKET ENTRY BEST PRACTICES

- 8) Click Next. If you are unable to continue to the next section, it may be caused by the system not recognizing the address entered. When this happens, enter one cross street in the Street (Address) field, leave the Town/City field and the second cross street in the Nearest Cross Street field and then click Next.
- 9) When the polygon accurately depicts the dig site, enter SEE POLYGON in the remarks-Additional details field. This polygon is oversized because the new subdivision does not show on the map and it is hard to determine the precise location of the address, so additional information is required. Include the location of the new subdivision and where at the address the work is taking place.

Additional information ?

Remarks - Additional Details*

NEW SUB LOC SW COR OF INTER HONOR HWY & N LAMB RD ENTIRE PROP AT ADDR 1234 CREEK VALLEY DR

308 characters left

Confirm dig site ?

Street (Address)*
HONOR HWY

Town/City*
Inland Township

Nearest cross street*
N LAMB RD

2nd Nearest cross street

Lot Number/Subdivision Name
LOT 4 CREEK VALLEY SUB



TICKET ENTRY BEST PRACTICES

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. Please 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



TICKET ENTRY BEST PRACTICES

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	REMOV	remove
INFO	information	REPLC	replace
IN STL	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



TICKET ENTRY BEST PRACTICES

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