



Ticket Types

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

Design Ticket

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

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

Dig Tickets

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

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

Specialty Tickets

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

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

Scope of Work Guidelines for Project Tickets

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

Scope of Work Guidelines for Signage

Single Location
<ul style="list-style-type: none"> A polygon that accurately depicts the precise dig location. GPS coordinates of the sign location may be used to pinpoint its precise location on the map.
<ul style="list-style-type: none"> A description of the location. This may be a wooden stake, existing sign, paint, or other identifiable marks. This information may be entered in the "Is the area pre-marked?" field or written in the Remarks field. This is not necessary if the polygon accurately describes the dig location (not oversized).
<ul style="list-style-type: none"> If the polygon is precise and is an accurate depiction of the dig location, enter SEE POLYGON in the Remarks field.
<ul style="list-style-type: none"> The approximate distance the sign is from the nearest intersecting roads, address, AND which side of the road it is located on. This is not necessary if the polygon accurately describes the dig location (not oversized).
<ul style="list-style-type: none"> Up to a 20ft radius may be requested of the sign location using the polygon or a written description if the polygon is oversized

Scope of Work Guidelines for Signage
<p>Multiple Locations</p> <p>The map currently allows one polygon to be created. When multiple sign locations are requested on a single ticket, the polygon must cover all locations, resulting in an oversized polygon that requires the excavator to provide a written description of each sign location. A future enhancement to the OneCallAccess platform will allow the excavator to create multiple polygons.</p>
<ul style="list-style-type: none"> • A polygon that covers all sign locations.
<ul style="list-style-type: none"> • A description of each location. This may be a wooden stake, existing sign, paint, or other identifiable marks. This information may be entered in the “Is the area pre-marked?” field or written in the Remarks field.
<ul style="list-style-type: none"> • The number of locations (not an approximate number) on each side of the road is required.
<ul style="list-style-type: none"> • The approximate distance of each sign location from the nearest intersection roads, address, or from a previously noted location AND which side of the road it is located on.
<ul style="list-style-type: none"> • Up to a 20ft radius may be requested around each location

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