



S-O-W Change Comparison Chart

To increase dig site safety and productivity through smaller scopes of work the MISS DIG 811 Board of Directors has opted to suspend the Project 21-Day ticket type for the 2023 dig season beginning May 16, 2023. Excavators may place Normal 21-Day tickets and schedule work in phases by staggering the *Work to Begin* dates. Larger projects that will last more than 21 days should be placed as a Project 180-Day ticket. This will generate tickets that better match how much locating and excavation may be completed within the allotted timeframe. Additionally, surrounding states use the same linear footage, which makes the transition across state lines less complicated for contractors who work through the region.

Additionally, as of May 16, 2023, the maximum linear feet allowed on a dig ticket will be up to 1,320 linear feet in any direction in an urban area and 2,640 linear feet in any direction in a rural area.

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

Included is the Ticket Comparison Guide to help our users navigate the change. MISS DIG 811 will be following up with training and resources. Please keep an eye out in your inbox and your Message of the Day in OneCallAccess. The information will be housed at reference.missdig811.org. If you have any questions about the online ticket creation process, please reach out to our Web Ticket Department at webticketsupport@missdig811.org. If you have general questions or concerns, please contact the Director of Operations, Laura Arnold at 248-370-6406.

Ticket Type	Zone	Previous Scope of Work	New Scope of Work
Normal 21-Day	Urban	Up to 20,000 sq. ft.	Up to 1,320 linear feet in any direction, with a maximum of 20,000 sq. ft.
	Rural	Up to 50,000 sq. ft.	Up to 2,640 linear feet in any direction, with a maximum area of 50,000 sq. ft.
Normal 180-Day	Urban	Up to 20,000 sq. ft.	Up to 1,320 linear feet in any direction, with a maximum of 20,000 sq. ft.
	Rural	Up to 50,000 sq. ft.	Up to 2,640 linear feet in any direction, with a maximum area of 50,000 sq. ft.



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Ticket Type	Zone	Previous Scope of Work	New Scope of Work
Project 21-Day	Urban	From 20,001 sq. ft. up to the Written Scope of Work Guidelines. <ul style="list-style-type: none"> • <i>One street per ticket</i> • <i>Divided roads: traffic-bound in each direction on a separate ticket</i> • <i>Up to one-mile route (road or off-road) when encountering intersections along the route</i> • <i>Up to two miles along a route (road or off-road) with no intersections</i> • <i>Up to 200-ft. radius of intersections</i> • <i>Up to 10 addresses or lots on the same street with a total distance of no more than one mile</i> • <i>Up to 5 buildings per ticket</i> 	Discontinued. Utilize the Normal 21-Day ticket. When the job is too large to fit into a single Normal 21-day ticket, additional tickets may be created using the Continue action. We encourage work to be scheduled in stages. Tickets may be placed up to 14 days in advance of your job.
	Rural	From 50,001 sq. ft up to the Written Scope of Work Guidelines. <ul style="list-style-type: none"> • <i>One street per ticket</i> • <i>Divided roads: traffic-bound in each direction on a separate ticket</i> • <i>Up to one-mile route (road or off-road) when encountering intersections along the route</i> • <i>Up to two miles along a route (road or off-road) with no intersections</i> • <i>Up to 200-ft. radius of intersections</i> • <i>Up to 10 addresses or lots on the same street with a total distance of no more than one mile</i> • <i>Up to 5 buildings per ticket</i> 	Discontinued. Utilize the Normal 21-Day ticket. When the job is too large to fit into a single Normal 21-day ticket, additional tickets may be created using the Continue action. We encourage work to be scheduled in stages. Tickets may be placed up to 14 days in advance of your job.



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Ticket Type	Zone	Previous Scope of Work	New Scope of Work
Project 180-Day	Urban	<p>From 20,001 sq. ft. up to the Written Scope of Work Guidelines.</p> <ul style="list-style-type: none"> • <i>One street per ticket</i> • <i>Divided roads: traffic-bound in each direction on a separate ticket</i> • <i>Up to one-mile route (road or off-road) when encountering intersections along the route</i> • <i>Up to two miles along a route (road or off-road) with no intersections</i> • <i>Up to 200-ft. radius of intersections</i> • <i>Up to 10 addresses or lots on the same street with a total distance of no more than one mile</i> <p><i>Up to 5 buildings per ticket</i></p>	<p>Minimum 20,0001 sq. ft. up to 1,742,400 sq. ft. with a maximum of 1,320 linear feet in any direction.</p> <ul style="list-style-type: none"> • One street per ticket • Divided roads: traffic bound in each direction on a separate ticket • Up to 200ft radius of intersections • Up to 10 addresses per ticket within 1320 linear ft. • Up to 5 buildings within 1320 linear ft.
	Rural	<p>From 50,001 sq. ft up to the Written Scope of Work Guidelines.</p> <ul style="list-style-type: none"> • <i>One street per ticket</i> • <i>Divided roads: traffic-bound in each direction on a separate ticket</i> • <i>Up to one-mile route (road or off-road) when encountering intersections along the route</i> • <i>Up to two miles along a route (road or off-road) with no intersections</i> • <i>Up to 200-ft. radius of intersections</i> • <i>Up to 10 addresses or lots on the same street with a total distance of no more than one mile</i> <p><i>Up to 5 buildings per ticket</i></p>	<p>Minimum 50,001 sq. ft. up to 6,969,600 sq. ft. with a maximum of 2,640 linear ft in any direction.</p> <ul style="list-style-type: none"> • One street per ticket • Divided roads: traffic bound in each direction on a separate ticket • Up to 200ft radius of intersections • Up to 10 addresses per ticket within 2640 linear ft. • Up to 5 buildings within 2640 linear ft.



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Ticket Type	Zone	Previous Scope of Work	New Scope of Work
Emergency	Urban	Up to ¼ sq. mile (6,969,600 sq. ft.)	Up to 1,320 linear feet in any direction, with a maximum area of 1,742,400 sq. ft.
	Rural	Up to ¼ sq. mile (6,969,600 sq. ft.)	Up to 2,640 linear feet, with a maximum of 6,969,600 sq. ft.
Short Notice	Urban	Up to 20,000 sq. ft.	Up to 1,320 linear feet in any direction, with a maximum of 20,000 sq. ft. <ul style="list-style-type: none"> • One street per ticket • Divided roads: traffic bound in each direction on a separate ticket • Up to 200ft radius of intersections • Up to 10 addresses per ticket within 1320 linear ft. • Up to 5 buildings within 1320 linear ft.
	Rural	Up to 50,000 sq. ft.	Up to 2,640 linear feet in any direction, with a maximum area of 50,000 sq. ft. <ul style="list-style-type: none"> • One street per ticket • Divided roads: traffic bound in each direction on a separate ticket • Up to 200ft radius of intersections • Up to 10 addresses per ticket within 2640 linear ft. • Up to 5 buildings within 2640 linear ft.



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Ticket Type	Zone	Previous Scope of Work	New Scope of Work
Design	Urban	2 Sq. Miles	2 Sq. Miles
	Rural	2 Sq. Miles	2 Sq. Miles
Concerned Caller	Urban	Up to ¼ sq. mile (6,969,600 sq. ft.)	Up to 1,320 linear feet, with a maximum area of 1,742,400 sq. ft.
	Rural	Up to ¼ sq. mile (6,969,600 sq. ft.)	Up to 2,640 linear feet, with a maximum of 6,969,600 sq. ft.
Damage	Urban	Up to ¼ sq. mile (6,969,600 sq. ft.)	Up to 1,320 linear feet, with a maximum area of 1,742,400 sq. ft.
	Rural	Up to ¼ sq. mile (6,969,600 sq. ft.)	Up to 2,640 linear feet, with a maximum of 6,969,600 sq. ft.