



Excavator's Design Ticket FAQs

- **What is a Design Ticket?**

According to the definition in the law, a "Design Information Notice" (Design Ticket) means a notification made to the association in preparation for bidding, preconstruction engineering, or other advance planning efforts.

A Design Ticket may not be used for excavation purposes.

- **Difference between Design Ticket vs Design Tool Inquiry?**

- Design Tool inquiries are only completed on the web.
- Design Tool inquiries provide a list of Member Utilities in a proposed project area, including contact information.
- Design Tool inquiries are not subject to the footage limits as they are not sent to the utilities.

- **Difference between Design Ticket vs Locate Request?**

- Members have ten (10) full working days to respond.
- Design Tickets are not able to be remarked or job extended.
- A company may not submit more than two (2) Design Tickets for the same area in any given one hundred eighty (180) day period.
- Design Tickets may not be used for excavation purposes. A locate request must be submitted before digging can commence.

- **What information is collected on this type of notice?**

- The contact information of the person serving the Design Ticket (phone number, company name, contact name, mailing address, email address, fax number, and site contact information).
- The information concerning anticipated duration, type of engineering studies or construction planning activities, and whether white lining will be performed at the site of proposed excavation or demolition within the project area.
- The location of the proposed area of design (county, township, address or street, nearest intersecting street, and description of area on property).
- Design Tickets are still subject to the footage limit already within the law (e.g. 1500 linear feet within incorporated areas and 2,640 linear feet outside).

- **What happens once a Design Ticket is created?**

- The request will be sent to the Member Utilities within the project area.
- Members are required to respond to the Design Ticket within ten (10) full working days after receiving notification from the excavator.
- Upon receiving a Design Ticket, an operator shall provide to the person making the request the best available description of all utility facilities currently within the area of the proposed project. This includes but is not limited to prints, maps, drawings, on-site markings, and other facility records of existing utility facilities.

- **How can I submit a Design Ticket?**

- Contact the Indiana 811 Call Center by dialing 811 or 1-800-382-5544.
- Contact the Web Department at webticketentry@indiana811.org to receive information and training to submit via the web.