

Ticket Format Details

Format Effective 3/1/2019

The following information will show the format programming details, sample of a new ticket and a sample of a Request Re-Marks ticket.

Warning for members parsing tickets

In order to avoid issues with parsing tickets, please follow these rules BEFORE making any code changes

1. DO NOT code for data, only code for field names as the data changes from ticket to ticket. The field names are always followed by a colon ":". For example "Map Link:" is the field and everything that follows is data
2. All fields will show all the time with these exceptions:
 - a. "Re-Marks Required" - This field will only show when the ticket type is Request Re-Marks (REMK). When this field shows, it will list the facility types the excavator is requested to be re-marked.
 - b. "Comments" - This field will NOT show on NEW tickets unless the ticket is a re-issued ticket. A re-issued ticket is a ticket that has been amended more than 99 times. This does not happen often.
3. Location field will include all location information including any address(es), street(s), cross street(s) and/or description location
4. Map Link can be either http or https depending upon the server

DigAlert and USANorth811 Differences

DigAlert and USANorth811 will share this format for use within California. However, there are a few differences in the data. Let's take a moment to know the differences.

1. The copyright notice located at the bottom of the ticket will show the center that owns the copyright. For example " Copyright 2018 Underground Service Alert of Southern California."
2. In the ticket Header, third section from left will show the center abbreviation (USAS for DigAlert or USAN for USANorth811) see [NEW DigAlert Ticket Types, Headers & Explanations Effective 3/1/2019](#)
3. Ticket numbers start with different letters between the centers.
 - a. DigAlert tickets start with A or B
 - b. USANorth811 tickets start with W or X

WARNING

While every attempt to provide members with the most up to date and accurate information is made from DigAlert, we CANNOT guarantee the accuracy of any information from USANorth811 on this site. You should CONTACT USANORTH811 and verify all their information PRIOR to making any changes to their format.

Ticket Types Are Changing Too

See [NEW DigAlert Ticket Types, Headers & Explanations Effective 3/1/2019](#) for a detailed list of the new ticket types and priorities.

DATA Only Change - 2/11/2019

On 2/11/2019 the Data for the field 'LOCATION:' will contain the following;

- Address/Street: (Then list the address, if one is given, and the street name. Ex: 123 Main St or Main St)
- X/ST1: (the cross street, if one is provided. If one is not provided, this will not appear.)
- X/ST2: (Second cross street if one is provided. If one is not provided, this will not appear.)

This DOES NOT change the format of the ticket. This is just added data being input into the free form text field of LOCATION. This data will appear on every ticket issued.

Format Specifications

***** #####X USAS MM/DD/YY HH:MM:SS X#####-#X XXXX XXXX XXXX XXXX
Ticket: X##### Rev: #X Created: MM/DD/YY HH:MM User: ***** (20)***** Chan: ***

Work Start: MM/DD/YY HH:MM Legal Start: MM/DD/YY HH:MM Expires: MM/DD/YY HH:MM
Response Required: X Priority: #
Re-Marks Required: ***** (20)*****
: ***** (Could Wrap)*****

Excavator Information

Company: ***** (40)*****
Co Addr: ***** (40)*****
City : ***** (30)***** State: XX Zip: #####-###
Created By: ***** (30)***** Language: ***** (15)***
Office Phone: ###-###-#### ***** SMS/Cell: ###-###-####
Office Email: ***** (80)*****

Site Contact: ***** (30)*****
Site Phone: ###-###-#### ***** Site SMS/Cell: ###-###-####
Site Email: ***** (80)*****

Excavation Area

State: XX County: XXXX(15)XXXXX Place: XXXXXXXXXXXXXXX(40)XXXXXXXXXXXXXXXXXXXX
Zip: XXXXXXXXXXX(30)XXXXXXXXXXXXXXXXXXXX
Location: Address/Street: THIS FIELD DOES NOT HAVE A PREDETERMINED MAXIMUM LENGTH. PLEASE SET SQL to TEXT.
: THE QUICK BROWN FOX JUMPS OVER THE LAZY DOG 1234567890 TIMES AND HASTILY RUNS INTO
: THE CHICKEN COOP. THIS FIELD DOES NOT HAVE A PREDETERMINED MAXIMUM LENGTH.
: THE QUICK BROWN FOX JUMPS OVER THE LAZY DOG 1234567890 TIMES AND HASTILY
: RUNS INTO THE CHICKEN COOP. THIS FIELD DOES NOT HAVE A PREDETERMINED
: MAXIMUM LENGTH. THE QUICK BROWN FOX JUMPS OVER THE LAZY DOG 1234567890
: TIMES AND HASTILY RUNS INTO THE CHICKEN COOP.

Delineated Method: ***** (60)*****
Work Type: ***** (80)*****
Work For: ***** (40)*****
Permit: ***** (30)***** Job/Work Order: ***** (30)*****
1 Year: X Boring: X Street/Sidewalk: X Vacuum: X Explosives: X

Lat/Long

Center Generated (NAD83): ##.#####/-##.##### ##.#####/-##.#####
: ##.#####/-##.##### ##.#####/-##.#####
Excavator Provided: ##.#####/-##.##### ##.#####/-##.##### ##.#####/-##.#####
: ##.#####/-##.##### ##.#####/-##.##### ##.#####/-##.#####
: ##.#####/-##.##### ##.#####/-##.##### ##.#####/-##.#####
: THIS FIELD DOES NOT HAVE A HAVE A PREDETERMINED MAXIMUM LENGTH.
: PLEASE SET SQL to TEXT. EACH LINE WILL HAVE A MAXIMUM OF 3
: LAT/LONGS.

Map Link:

***** (255)*****

Comments:

THIS FIELD DOES NOT HAVE A PREDETERMINED MAXIMUM LENGTH. PLEASE SET SQL to TEXT
THE QUICK BROWN FOX JUMPS OVER THE LAZY DOG 1234567890 TIMES AND HASTILY RUNS INTO
THE CHICKEN COOP. THIS FIELD DOES NOT HAVE A PREDETERMINED MAXIMUM LENGTH. THE QUICK
BROWN FOX JUMPS OVER THE LAZY DOG 1234567890 TIMES AND HASTILY RUNS INTO THE CHICKEN
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JUMPS OVER THE LAZY DOG 1234567890 TIMES AND HASTILY RUNS INTO THE CHICKEN COOP.

Members:

MBR001 MBR020 MBR039 LONGMBR058 MBR077 MBR096 MBR115 LONGMBR134
MBR153 MBR172 MBR191 LONGMBR210 MBR229 MBR248 MBR267 LONGMBR286 MBR305
MBR324 MBR343 LONGMBR362 MBR381 MBR400 MBR419 LONGMBR438 MBR457

Format Sample - New ticket

MBR001 00010A USAS 01/01/19 13:23:14 A121231234-01A NEW NORM POLY LREQ

Ticket: A121231234 Rev: 00A Created: 01/01/19 13:22 User: JSCHWILK Chan: WEB
Work Start: 01/03/19 17:01 Legal Start: 01/03/19 17:01 Expires: 01/29/19 23:59
Response Required: Y Priority: 2

Excavator Information
Company: ABC COMPANY
Co Addr: 123 MAIN ST
City : SOMEWHERE State: CA Zip: 12345-1234
Created By: JIM SCHWILK Language: ENGLISH
Office Phone: 123-123-1234 x12345 SMS/Cell: 123-123-1234
Office Email: JIM@DOMAIN.COM

Site Contact: JAMES WINGATE
Site Phone: 123-123-1234 x12345 Site SMS/Cell: 123-123-1234
Site Email: JAMES@DOMAIN.COM

Excavation Area
State: CA County: LOS ANGELES Place: CARSON
Zip: 90001,90002
Location: Address/Street: 12345 MAIN ST
: X/ST1: 1ST ST
:
: DOG IN YARD

Delineated Method: WHITE PAINT
Work Type: REPAIR AND REPLACE SOMETHING
Work For: JOES RESTAURANT
Permit: 123456789ABC Job/Work Order: AB123456
1 Year: N Boring: N Street/Sidewalk: Y Vacuum: Y Explosives: Y

Lat/Long
Center Generated (NAD83): ##.#####/-###.##### ##.#####/-###.#####
: ##.#####/-###.##### ##.#####/-###.#####
Excavator Provided: ##.#####/-###.##### ##.#####/-###.##### ##.#####/-###.#####
: ##.#####/-###.##### ##.#####/-###.##### ##.#####/-###.#####
: ##.#####/-###.##### ##.#####/-###.##### ##.#####/-###.#####
: THIS FIELD DOES NOT HAVE A HAVE A PREDETERMINED MAXIMUM LENGTH.
: PLEASE SET SQL to TEXT. EACH LINE WILL HAVE A MAXIMUM OF 3
: LAT/LONGS.

Map Link:
<https://somelink.doamin.com/linkinformationhereandthiscouldbealongstring>

Members:
MBR001 MBR020 MBR039 LONGMBR058 MBR077 MBR096 MBR115 LONGMBR134
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Format Sample - Request Re-Marks

MBR001 00010W USAS 01/14/19 13:23:14 A121231234-01A REMK NORM POLY LREQ

Ticket: A121231234 Rev: 01A Created: 01/14/19 13:22 User: JSCHWILK Chan: WEB
Work Start: 01/03/19 17:01 Legal Start: 01/16/19 17:01 Expires: 02/11/19 23:59
Response Required: Y Priority: 2
Re-Marks Required: PHONE, CABLE TV

Excavator Information

Company: ABC COMPANY
Co Addr: 123 MAIN ST
City : SOMEWHERE State: CA Zip: 12345-1234
Created By: JIM SCHWILK Language: ENGLISH
Office Phone: 123-123-1234 x12345 SMS/Cell: 123-123-1234
Office Email: JIM@DOMAIN.COM

Site Contact: JAMES WINGATE
Site Phone: 123-123-1234 x12345 Site SMS/Cell: 123-123-1234
Site Email: JAMES@DOMAIN.COM

Excavation Area

State: CA County: LOS ANGELES Place: CARSON
Zip: 90001,90002
Location: Address/Street: 12345 MAIN ST
: X/ST1: 1ST ST
:
: DOG IN YARD

Delineated Method: WHITE PAINT
Work Type: REPAIR AND REPLACE SOMETHING
Work For: JOES RESTAURANT
Permit: 123456789ABC Job/Work Order: AB123456
1 Year: N Boring: N Street/Sidewalk: Y Vacuum: Y Explosives: Y

Lat/Long

Center Generated (NAD83): ##.#####/-###.##### ##.#####/-###.#####
: ##.#####/-###.##### ##.#####/-###.#####

Excavator Provided: ##.#####/-###.##### ##.#####/-###.##### ##.#####/-###.#####
: ##.#####/-###.##### ##.#####/-###.##### ##.#####/-###.#####
: ##.#####/-###.##### ##.#####/-###.##### ##.#####/-###.#####
: THIS FIELD DOES NOT HAVE A HAVE A PREDETERMINED MAXIMUM LENGTH.
: PLEASE SET SQL to TEXT. EACH LINE WILL HAVE A MAXIMUM OF 3
: LAT/LONGS.

Map Link:

<https://somelink.doamin.com/linkinformationhereandthiscouldbealongstring>

Comments:

REQUEST RE-MARKS FROM PHONE, CABLE TV - WORK CONTINUING - ADDITIONAL COMMENTS FROM
REQUESTOR HERE PER REQUESTORS NAME--[JSCHWILK 01/14/19 13:22]

Members:

MBR001 MBR020 MBR039 LONGMBR058 MBR077 MBR096 MBR115 LONGMBR134
MBR153 MBR172 MBR191 LONGMBR210 MBR229 MBR248 MBR267 LONGMBR286 MBR305
MBR324 MBR343 LONGMBR362 MBR381 MBR400 MBR419 LONGMBR438 MBR457

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2019.3.1 D...Format.zip

