INTERNET TICKET PROCESSING

ITIC

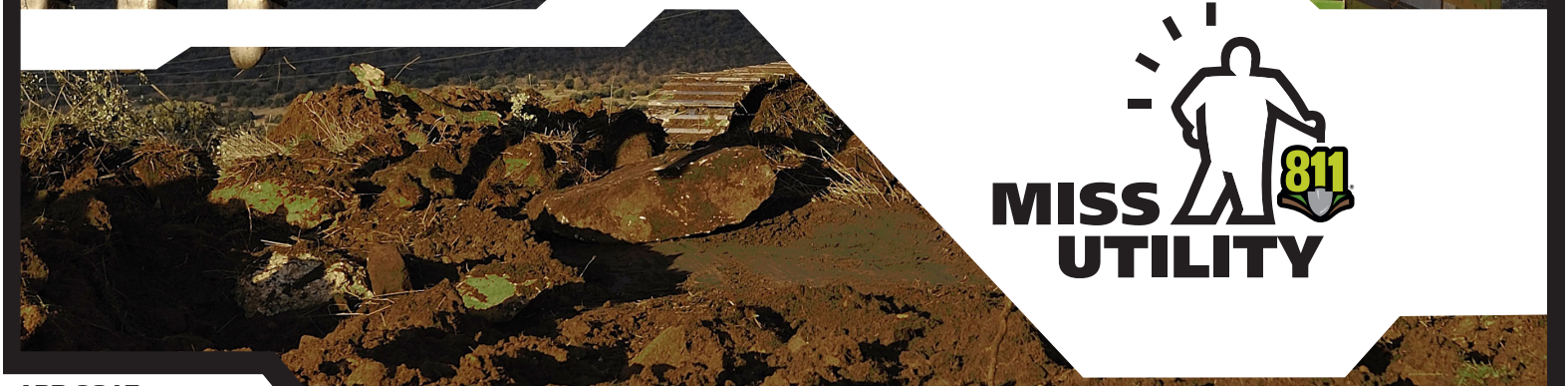
THIS MANUAL PERTAINS TO THE **WESTERN SHORE OF MARYLAND & WASHINGTON D.C.**

ONE CALL CONCEPTS
WHEN SAFETY IS ON THE LINE

MAPPING VERSION

ITIC USER MANUAL

Your comprehensive guide for using ITIC to process Locate Requests on-line.



MISS UTILITY 811

APR 2017

WELCOME, USER!

Welcome to ITIC!

You will find a comprehensive step-by-step guide for processing your locate requests online in the following pages. We have included a detailed description of the innovative tools and features that have been added to this newly revised version of ITIC.

We have designed this manual to provide the knowledge required for the efficient submission of accurate ITIC locate requests. We've packed a lot of information into these pages, and have arranged it in a streamlined, user-friendly format. It is loaded with visual examples and helpful hints. We think it is best to read it from beginning to end before you start, but the design also facilitates quick references to specific subject matter.

So, what are you waiting for? Let's get started! And remember, our skilled operators are here to help. Assistance is available through the telephone, e-mail, and our newest feature, ITIC Live Help Chat! That's right, you can get live help while you are processing your locate requests! **See pg. 03 for details.**

* **An important word from the editor:** This document contains many color drawings, actual screenshots, and color-coded information. For best results, we recommend that this document be printed in **COLOR**

TABLE OF CONTENTS

INTRODUCTION 01
TABLE OF CONTENTS 02
LIVE CHAT 03

READY 04
GET SET 05
GO 05
ITIC USER INFORMATION 06
EXCAVATOR INFORMATION 06
STEP 1: Alternate Contact Information 07
STEP 2: Excavation Information 07 - 08
PROFILES 09 - 10
STEP 3: Location Information 11 - 18
STEP 4: MAP IT
- THE MAP 19 - 20
- FINDING THE CORRECT LOCATION ON THE MAP 21 - 25
- POLYGONS 26 - 27

STEP 5: START DATE INFORMATION 28 - 29
UTILITY NOTIFICATION LIST/SUBMITTING LOCATE REQUEST 30

CANCEL TICKET 31
VIEW A LOCATE REQUEST 31
UPDATE TICKET 32
CORRECT TICKET 33
RE-MARK TICKET 33

APPROVED ABBREVIATION LIST A1
DISTANCES AND MEASUREMENTS A2
WORK OFF PROPERTY AND ROADS - EXAMPLE A3
UPLOAD FILE FEATURE A4

INTRODUCING ITIC LIVE HELP!

Keep getting an **"Incomplete Ticket"** notice? Need help setting up multiple accounts? Having difficulties describing your work area? **ITIC Live Help is here for you!**

ITIC Live Help is an interactive chat program created to assist ITIC users in real time.

ITIC Live Help has many benefits. Here are a few:

Speed & Accessibility: Access ITIC Live Help from the same ITIC page used to file the locate request, so you get help the moment you most need it. Our ITIC experts will assist you immediately while you continue working on your locate request. Many users prefer ITIC Live Help to waiting for a return call or email.

Reduced Repetition: ITIC Live Help is in a simple text format, which can easily be shared between several ITIC experts. There's no need to explain a problem to several representatives; if more than one ITIC expert assists you, they can quickly familiarize themselves with your situation by reviewing the conversation.

Easy Documentation: With ITIC Live Help, you can easily copy, paste, and save the session for later reference. ITIC Live Help can even email a transcript of the conversation to you!

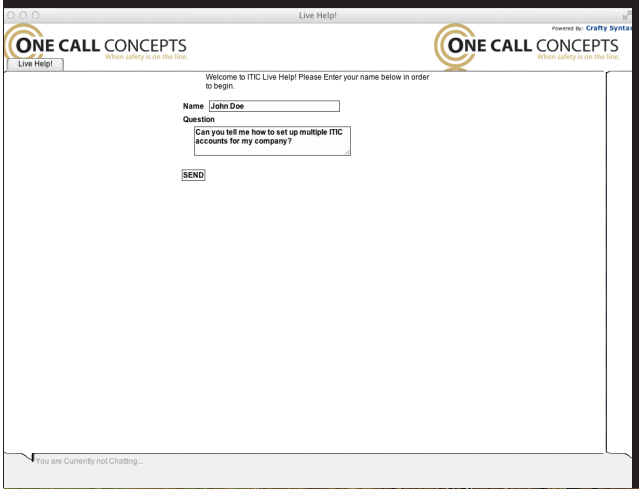
Education & Training: The more you correspond with our ITIC experts, the better you will become at filing locate requests online. As your ITIC skills grow, so will the number of your tickets that are released directly from review!

ITIC Live Help is available **Monday through Friday from 8am-5pm.**
If Live Help is not available, you may leave a message
and an **ITIC expert** will respond as soon as possible.

ONE CALL CONCEPTS
WHEN SAFETY IS ON THE LINE

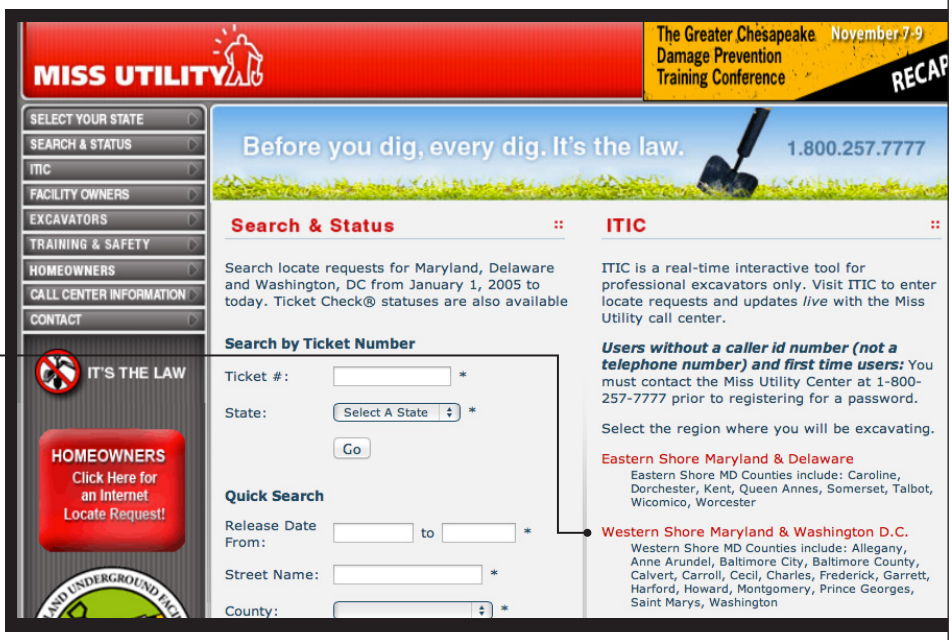
MISS UTILITY 811

ITIC LIVE HELP

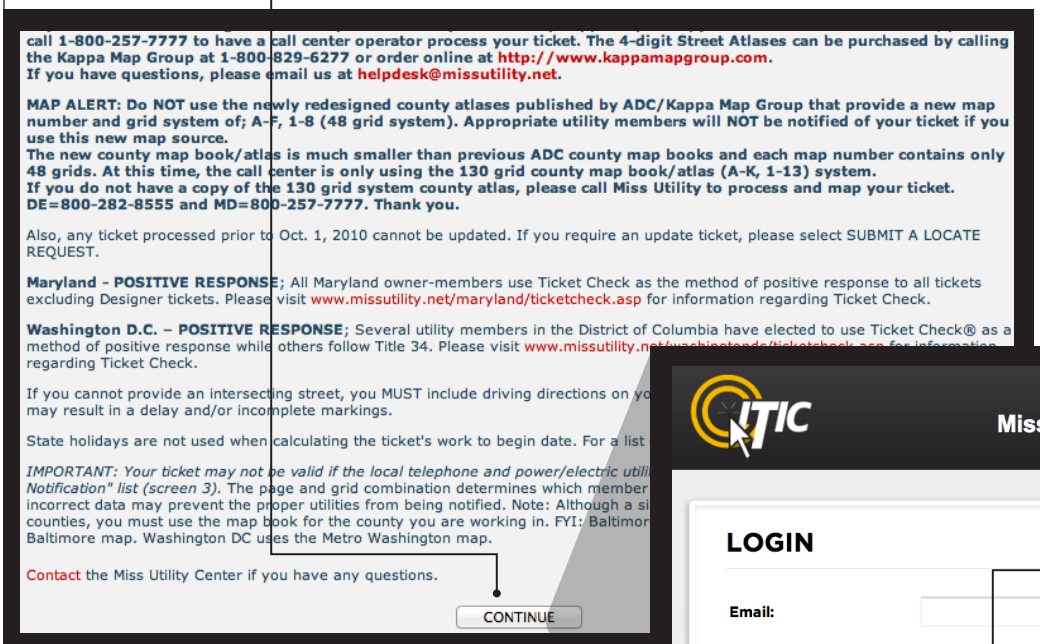


READY

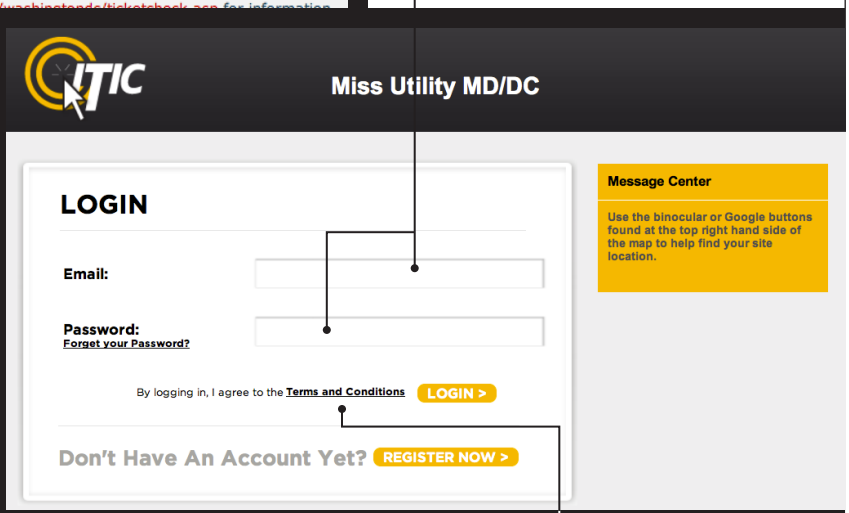
First, navigate to the Miss Utility home page (www.missutility.net). Then click the link labeled "Western Shore Maryland & Washington D.C."



After reviewing the announcements on the **ITIC News** page, scroll to the bottom of the page and click the **Continue** button.



Enter your email address and password then click **"Login."** If you have forgotten your password, click **"Forget your Password?"** and we will email it to you.



FYI

By logging in, you agree to the Terms and Conditions. You can read the full text by clicking the "Terms and Conditions" link.

SUBMIT A LOCATE REQUEST

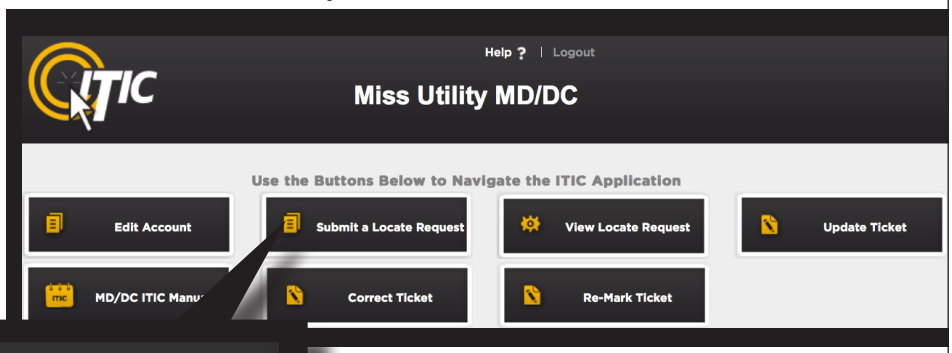
The **ITIC Main Menu** appears upon login.

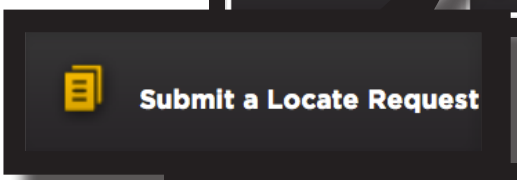
GET SET

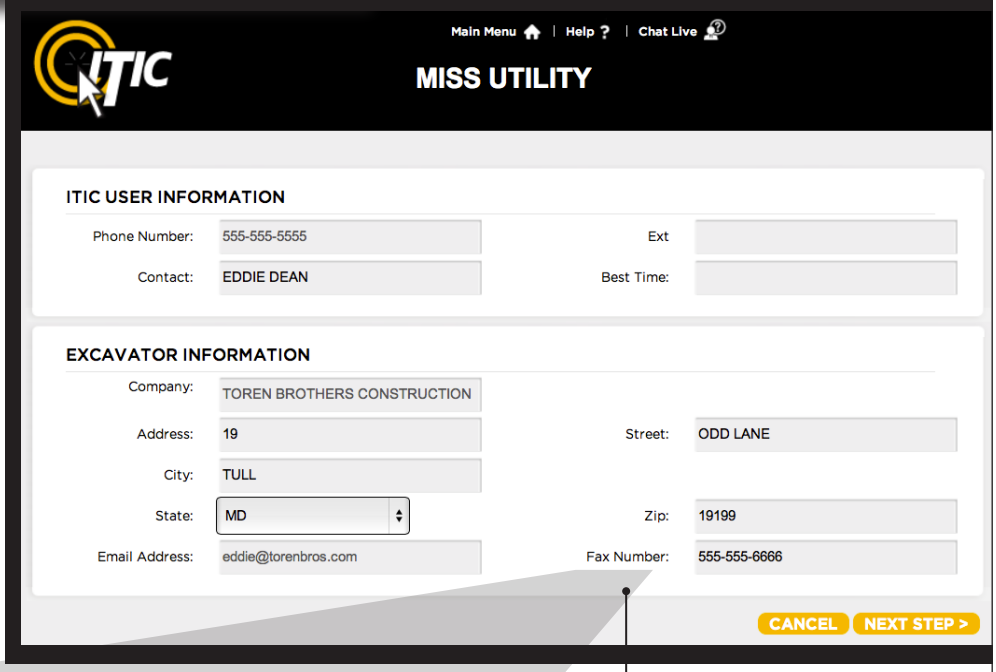
In this section you will learn to prepare **STANDARD** locate requests.

GO!

Click **"Submit a Locate Request"**







NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p

Each field has a **pop-up help box** listing the field definition/requirement. Activate pop-ups by **clicking on the field titles.**

FYI

The ITIC system will not allow you to enter special characters such as * \ ~ ' or ". %

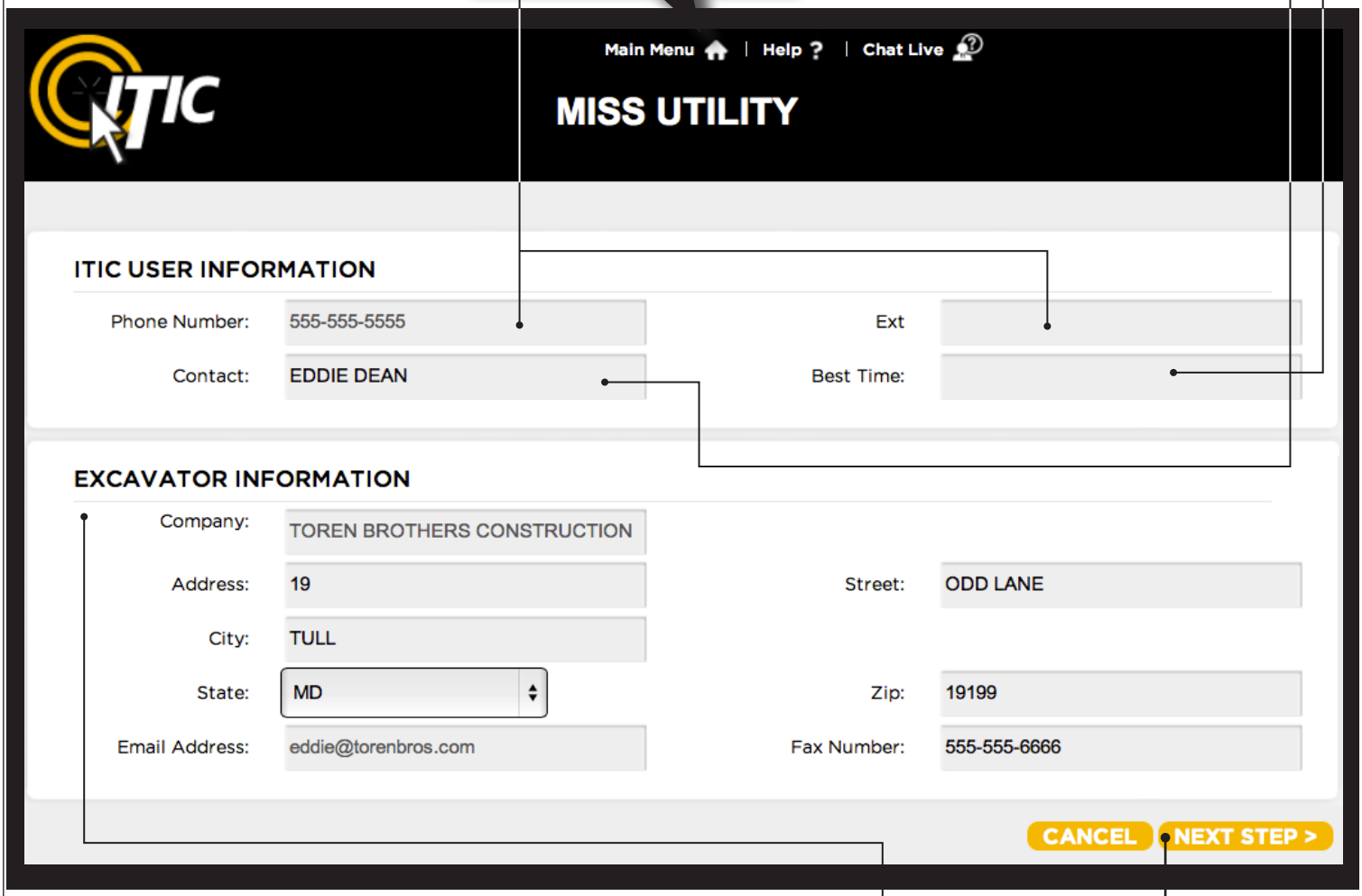
ITIC USER INFORMATION

Phone Number and Ext.
These fields will auto-fill with the information associated with your login.

Click the **'Main Menu' icon at the top of the page,** then click the **"Edit Account"** button to update your main phone number.

Contact
Enter **YOUR** first and last name as the ITIC user entering the information.

Best Time
If you prefer to be contacted during a certain time of day, enter it here.



EXCAVATOR INFORMATION

This section will auto-fill with your company information.
To update your company information, click the **'Main Menu'** icon at the top of the page, then click the **"Edit Account"** button to make changes.

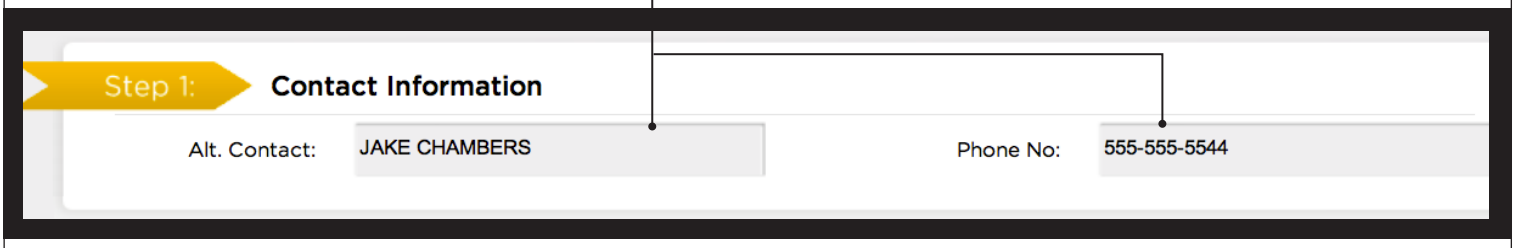
IMPORTANT! Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). Any information already entered will be DELETED. Please use the buttons at the bottom of the form.

STEP 1: Alternate Contact Information

Alternate Contact and Alternate Phone

Enter the name and cell phone number of another person involved with the excavation. If there is an on-site contact, enter their name here. Use a specific person's name; dispatch, operator, anyone or unknown are not acceptable entries. [The utilities will contact this person if additional information about the site is needed.]
If there is no alternate contact, enter "Same" in the Alt. Contact field.

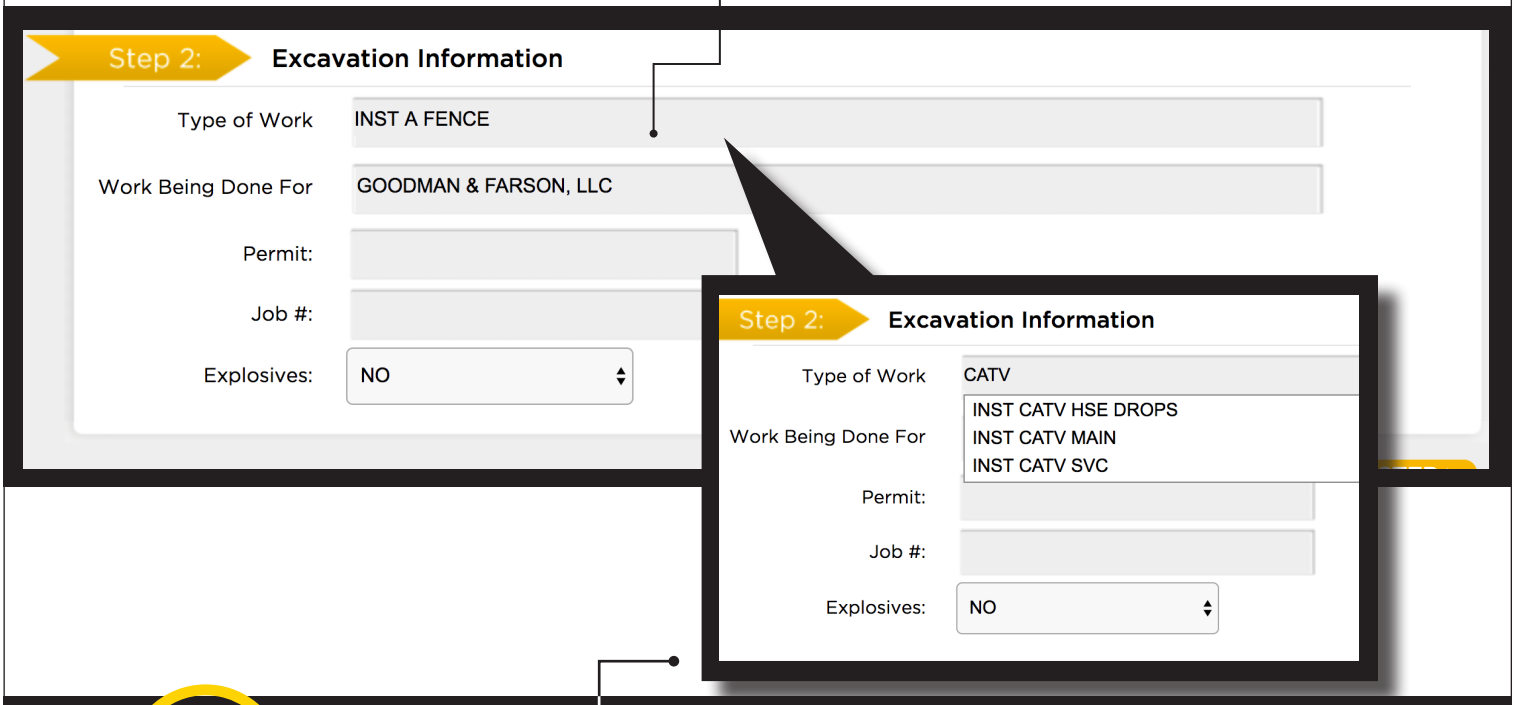
NOTE: See **PROFILES** section pg. 09
to **auto-fill** your routinely used information



STEP 2: Excavation Information

Type of Work

Enter the specific type of work to be performed. Field locators need to know the specific reason for excavation rather than the work method. Do **not** use the words 'Emergency' or 'Dig'. **Examples**: Inst a Fence, Inst Gas Main, Inst Wtr Service, Planting Trees & Shrubs...

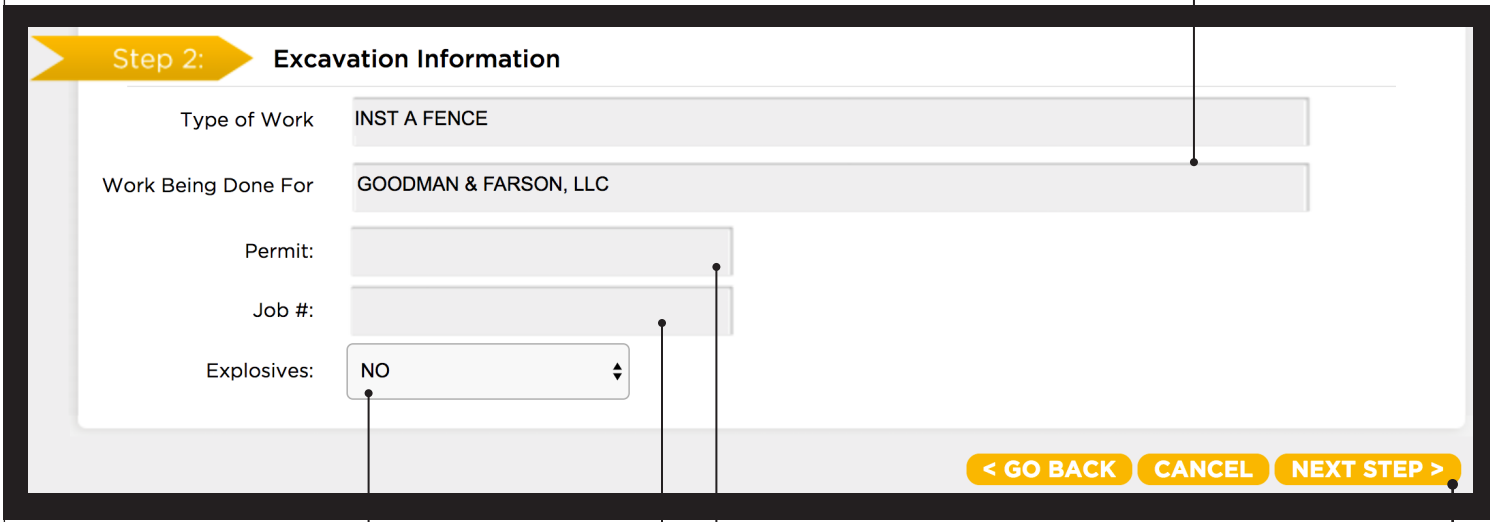


FYI

Use keyword searches! Type keywords (inst, CATV, main, etc.) to generate a list of options.

STEP 2: Excavation Information - Continued...

Work Being Done For
Enter the name of the person, company, or organization the work is being done for.



Explosives
If you are using explosives during excavation select YES, otherwise, select NO.

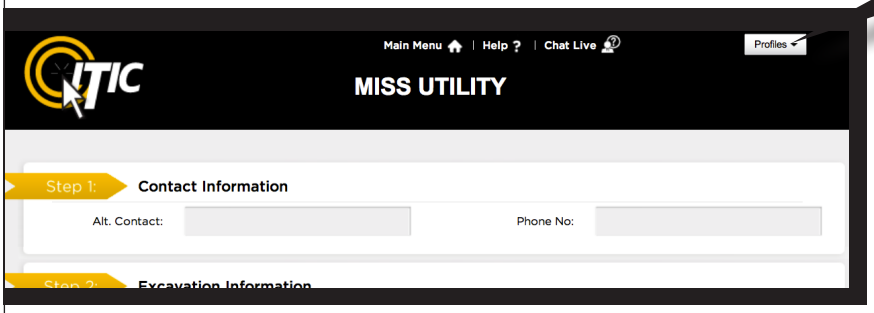
Job
If you have a job number for your excavation, enter it here.

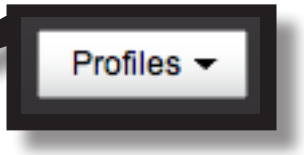
Permit
If you have been issued a permit number for your excavation, enter it here.

IMPORTANT! Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). Any information already entered will be DELETED. Please use the buttons at the bottom of the form.

PROFILES

Profiles are used to **auto-fill** specific fields with your routinely used information. Utilizing the 'Profiles' feature will enable ITIC to 'remember' your information - **saving you time** in the Locate Request process.





Profiles are located at the top of the **second page** of the locate request form.

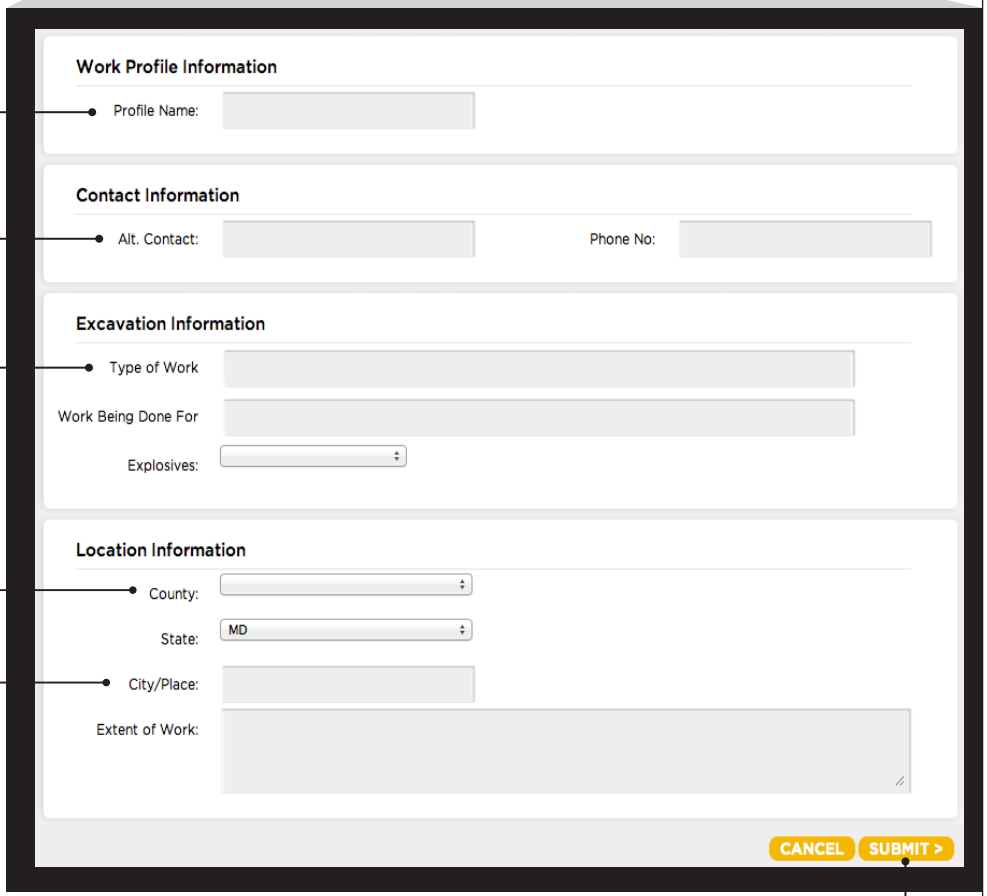
Create Job Profile

Click the profile drop-down and select **CREATE JOB PROFILE** to create a profile.

Create a name or title for the profile. The title will appear in the profile drop-down menu for selection.

You can create profiles for a **specific foreman/contact**, a common **type of work, marking instructions, etc.**

You can also create profiles for specific **counties or cities** that you work in.

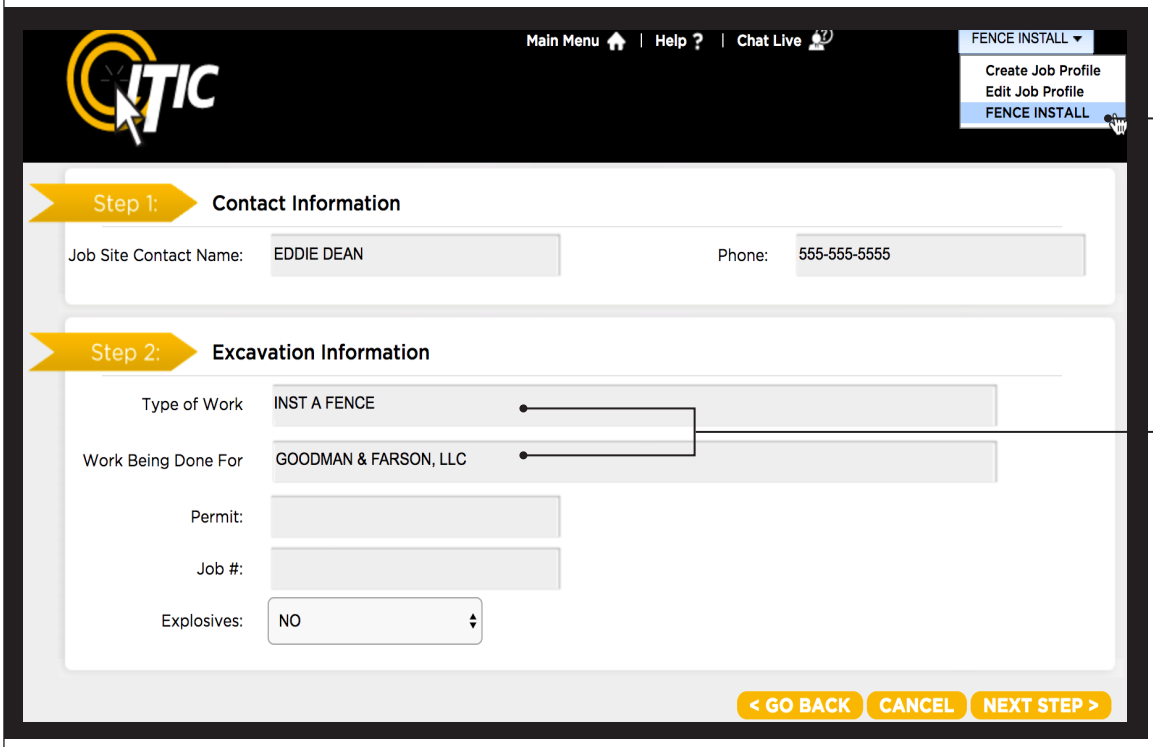


ALL FIELDS ARE OPTIONAL

Click **SUBMIT** when complete.

PROFILES - Continued

The title of the profile will appear in the drop-down menu once you have submitted it. The new profile can now be used when preparing a locate request. The fields on the locate request form will auto-fill with the information you entered for that specific profile when you choose it from the drop-down list.



NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p

Edit & Delete

To edit or delete an existing profile, select **EDIT JOB PROFILE** from the "Profiles" drop-down.

Edit

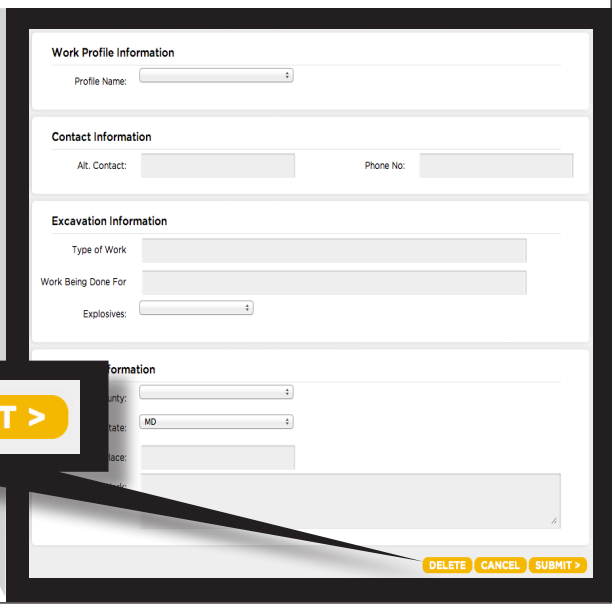
Add or change any information as needed.
Remember - **All fields are optional**

Submit

Click **SUBMIT** to save changes/additions

Delete

Click **DELETE** to delete the selected profile

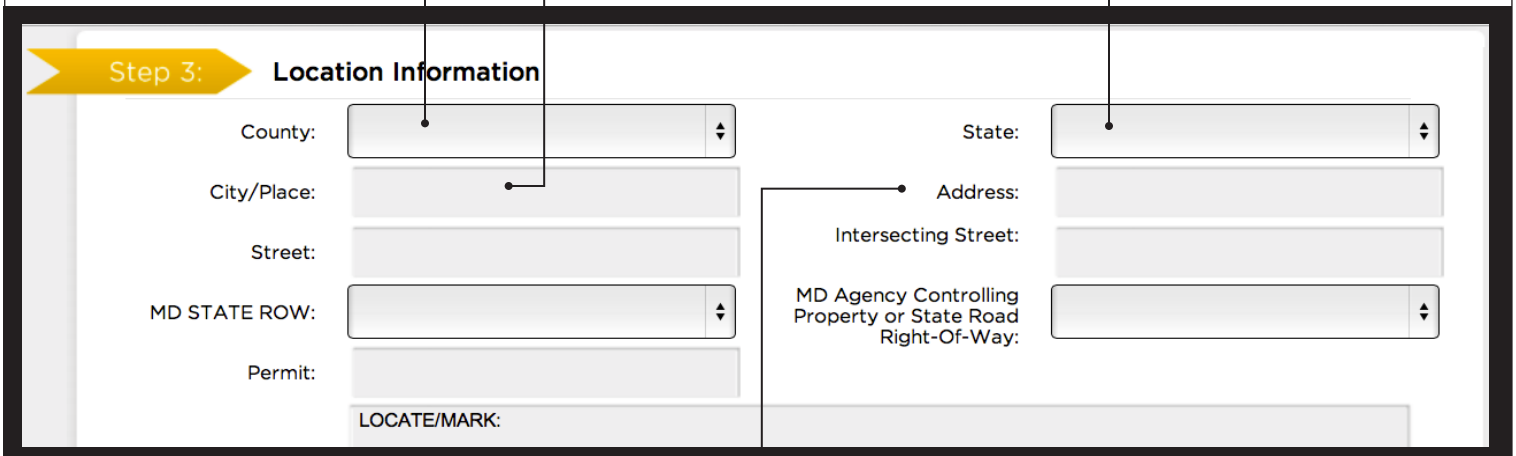


STEP 3: Location Information

County
Choose the county in which all of the work will take place. **Complete a separate ticket if the work extends into another county.**

City/Place
Enter the name of the city or place where the work is taking place. If work is taking place outside of city limits, enter the name of the nearest city to where the work is taking place.

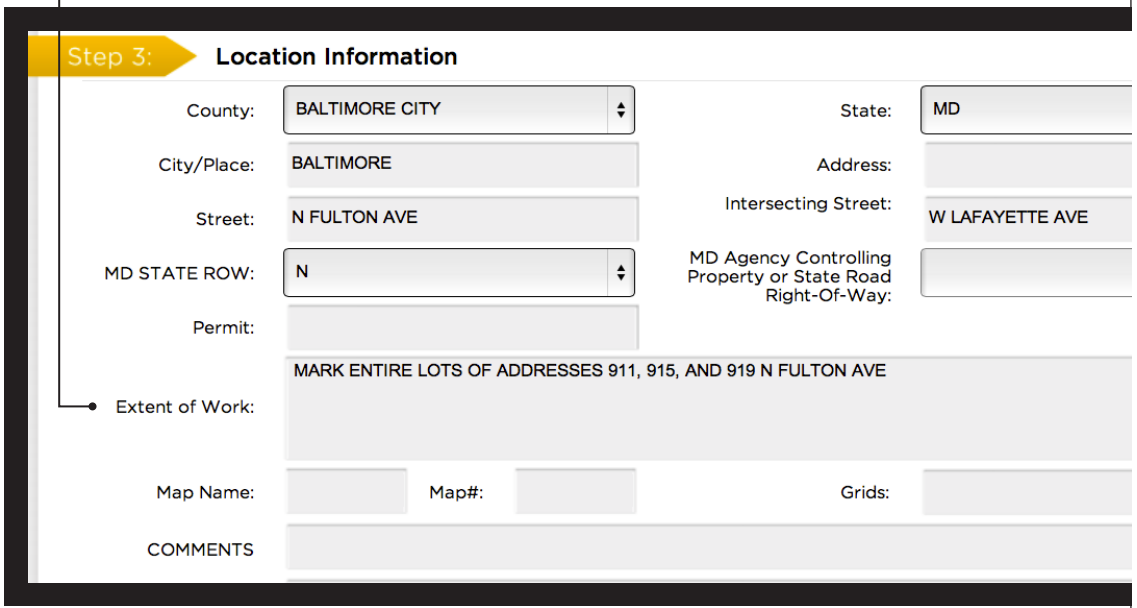
State
This menu will auto-fill with the appropriate state based on the County you have selected.



Address
Enter the number of the address where the work will take place. Lot, building, PO box or rural route numbers are not addresses and should not be used. If there is no physical address, leave this field blank.

NOTE: Be sure to choose the city physically closest to the worksite. This will not necessarily be the same city as the mailing address.

NOTE: If the work area involves multiple addresses, leave this field blank, and reference the addresses in the Extent of Work field.



NEED HELP?

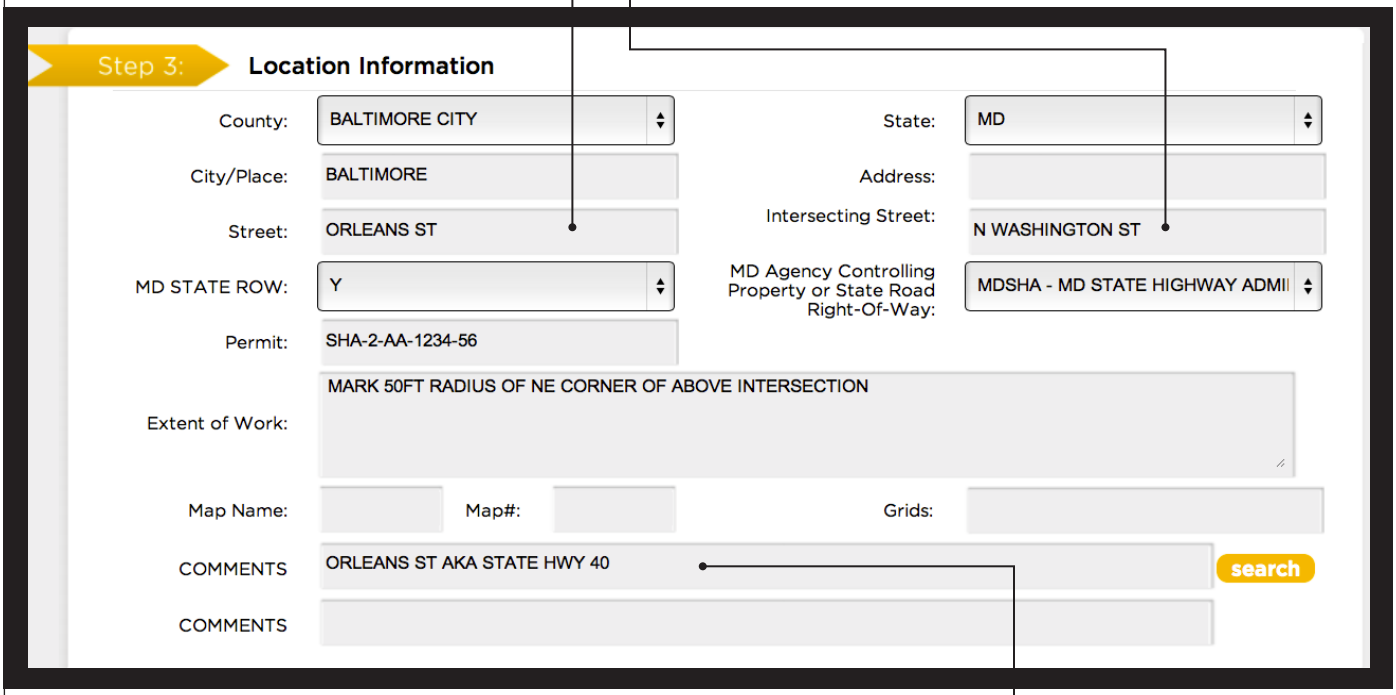
Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p

STEP 3: Location Information - Continued

Street
Enter the street name associated with the address. If there is no address, enter the name of the street in which the digging will take place on or along.

Intersecting Street
Enter the name of the intersecting street closest to where the work will take place. The closest intersecting street may not necessarily be a major intersection. Be sure to enter a **street name** in this field.



ADDRESS TIP

Use keyword searches!

Start typing in the Street name (ex. 'ca') to generate a list of street name options. Select from the **drop-down lists** whenever possible but **only** if correct. This works for **both** street fields!

REMEMBER

Do not list multiple street names in a single street field.

If you would like to list nearby major intersections, reference them in the Extent of Work or Comments field.

ADDRESS / LOCATION DESCRIPTION TIPS

Unnamed Street

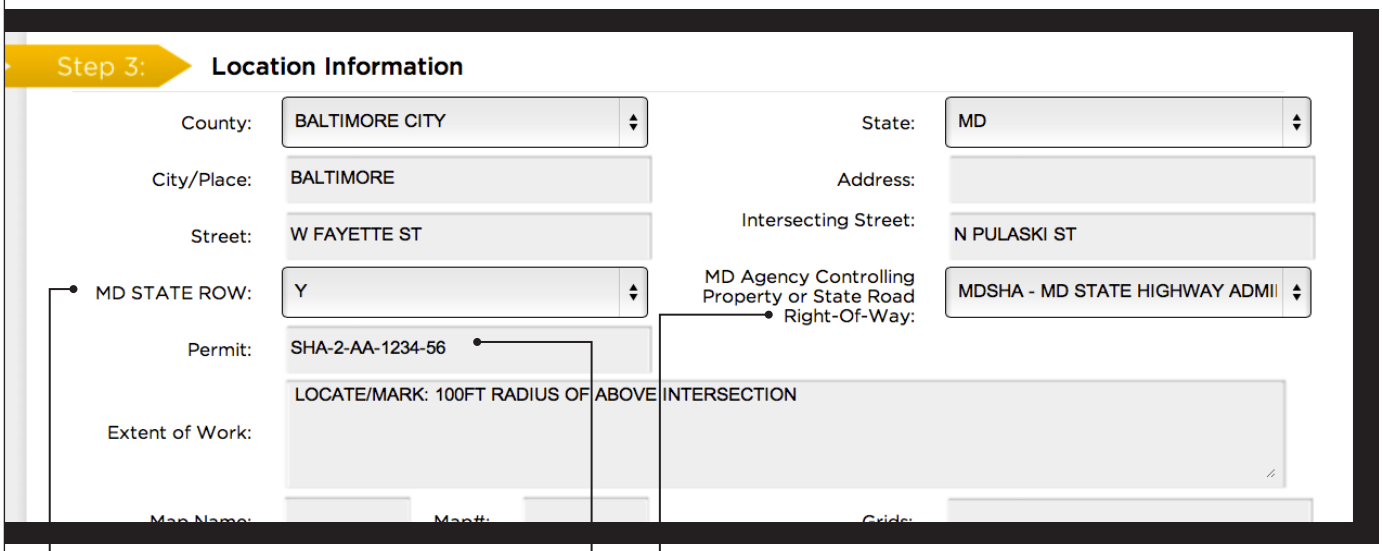
Enter the appropriate description in the **Street Name** field if the street does not have a "proper" name (i.e. unnamed county road, hwy 71 west bound exit ramp, alley, RR tracks). **Give driving directions to the site when doing so. Format the driving directions by referring to an intersection of 2 named roads in the Extent of Work field.**

For Instance:
In the Extent of Work, enter **"From Elm Ave go N on Main St approx 400ft to unnamed road, go w on unnamed rd approx 350ft to vacant lot on n side of rd."**

Multiple Names for Street

If the street has more than one name, enter only one of the names in the appropriate street field. List any **additional** names ("also known as," or "AKA") in the **Extent of Work field**.

For Instance:
In the Extent of Work, enter **Main St / Us Hwy 14** - This information should be entered as **'Main St aka Us Hwy 14'**



MD State Right of Way

If your work extends into MDOT property or right-of-way, select Yes. Otherwise, select No.

Permit

If your work extends into MD DOT property or right-of-way, enter the MDOT permit number you have been issued here.

MD Agency Controlling Property or State Road Right-Of-Way

If your work extends into MDOT property or right-of-way, select the MDOT agency who issued the permit for your work.

Abbreviations

When entering the information in the street fields you can abbreviate the street modifiers and directional information. **For example: enter N Main St instead of North Main Street.**

The following are the ONLY accepted abbreviations for street name modifiers.

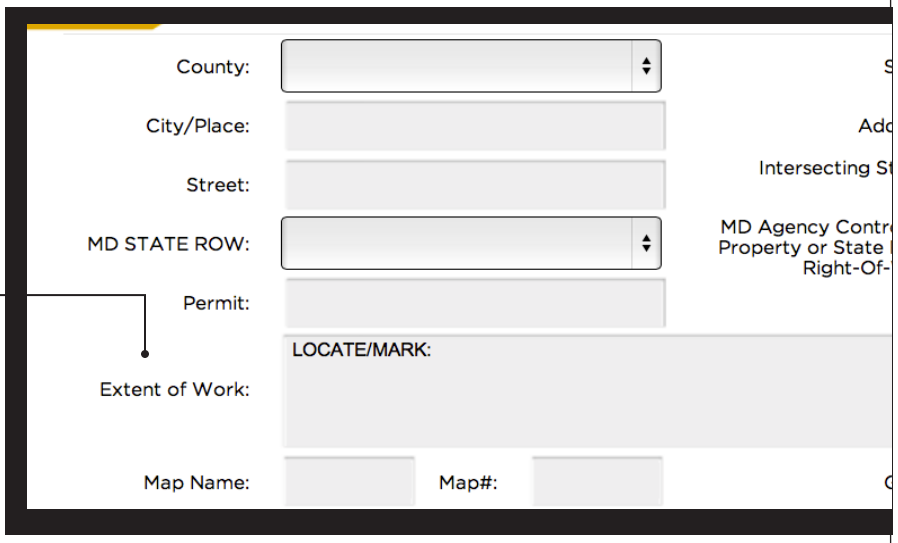
- Avenue – AVE
- Boulevard – BLVD
- Circle – CIR
- Court – CT
- Drive – DR
- Highway – HWY
- Interstate – I- (I-70)
- Parkway – PKWY
- Place – PL
- Road – RD
- Route – RT
- Street – ST
- Terrace – TER
- Trail – TRL

STEP 3: Location Information - Continued

Extent of Work

Enter marking instructions and any driving directions in this field. Below are a few things to remember when formatting your instructions.

- All locate requests require **MARKING INSTRUCTIONS** in the **Extent of Work** field.
  - **Marking instructions** should be as complete and accurate as possible, so the utilities know where any excavation will be taking place.
  - **Marking instructions** must describe the entire area where the excavation will take place - **NOT what utilities need to be marked.**



IMPORTANT: Please provide driving directions from a known intersection any time the dig site does not have a numerical address or is not located at an intersection. **Driving directions** must include approximate distance and specific direction (N, S, E, W, NW, NE, SE, or SW). **Example -** "FROM MAIN ST GO N ON 1ST ST 1000FT, THEN LOCATE 20FT OUT ON W SIDE OF 1ST ST GOING N TO MONROE ST."

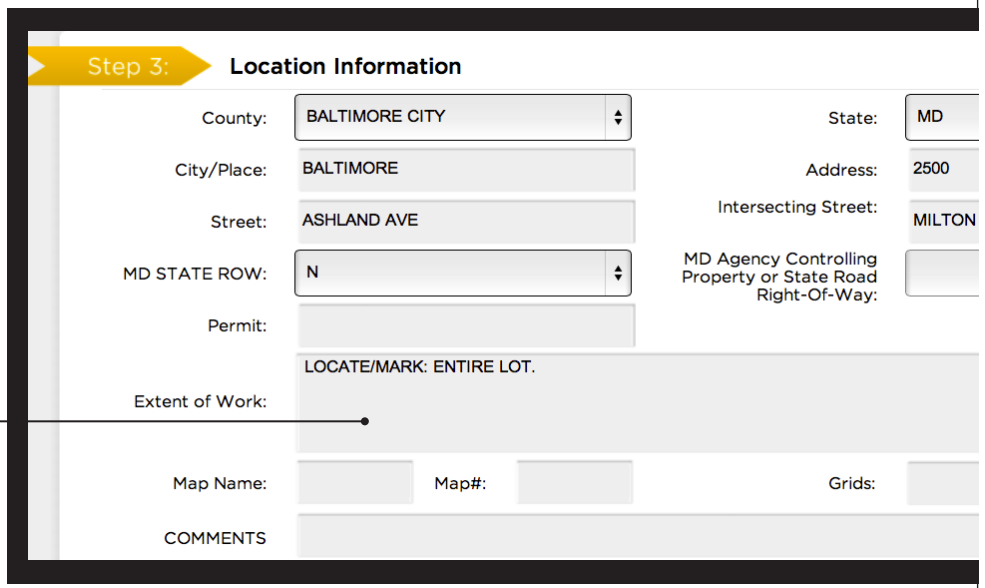
Work Taking Place at an Address

Enter the address number in the address field, and the street associated with it in the street field.

For example:

- Mark entire front half of lot.
- Mark 10ft radius of house
- Mark from front corners of house to rear lot line, for width of lot

Be sure to clearly describe the entire extent of the work area.



IMPORTANT! Please do not use (') or (") for feet & inches as some printers can't print these characters. It's best to use feet, ft., foot, and inches or in.

STEP 3: Location Information - Continued

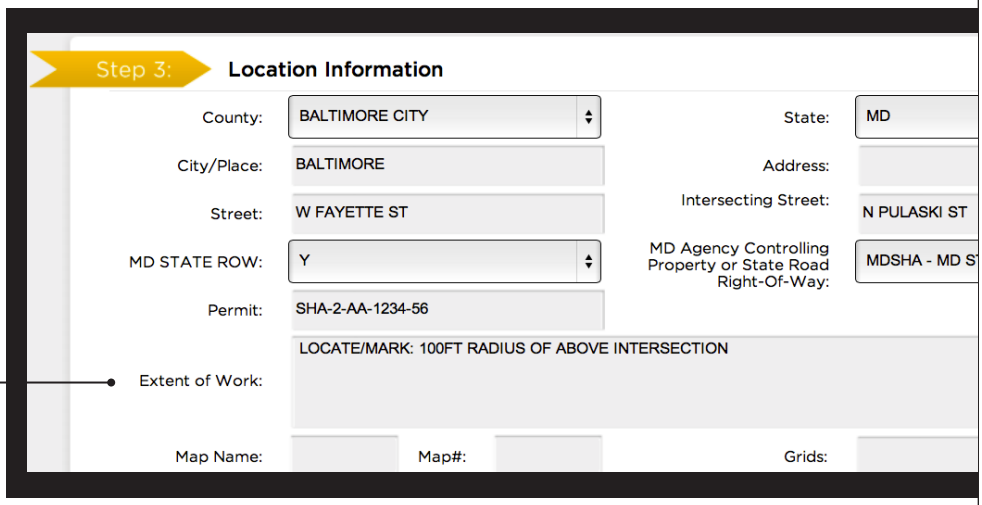
Work Taking Place (or Starting) At an Intersection

If work begins at the intersection, no driving directions are required. Simply describe how far and in what direction(s) the work will take place.

For example:

- Mark 100ft radius of (above) intersection
- Mark a square area 25ft N and W from NW corner of above intersection
- Mark entire W rd right of way of Elm Ave going N from Main St for 250ft

Be sure to clearly describe the entire extent of the work area.



Work Taking Place (or Starting) Away from an Intersection

If work does not begin at the intersection, and is not taking place at an address, provide driving directions to the worksite from an intersection of two named roads. (This method may also be used if work is taking place at an address, but you do not have the address information).

For example:

- From Elm Ave go W on Main St approx 800ft to vacant lot on N side of rd. Mark entire vacant lot.
- From Jones Rd go N on Oak Ave 450ft. At that point, mark entire rd right of way of Oak Ave, going further N 250ft.
- From Main St go N on Elm Ave approx 500ft to unnamed rd, then go W on unnamed rd approx 250ft to white flag on N side of unnamed rd. Mark 10ft radius of white flag.

Note: Regardless of which method you use to describe your work area, be sure to enter the name of the rd that work is actually taking place on in the "Street" field. If work is taking place on an unnamed rd, list 'unnamed rd' in the street name field, and enter the nearest road to intersect the dig street ('unnamed rd') in the intersecting street field. In the last example, you would enter 'unnamed rd' in the Street Name field, and Elm Ave in the Intersecting Street field.

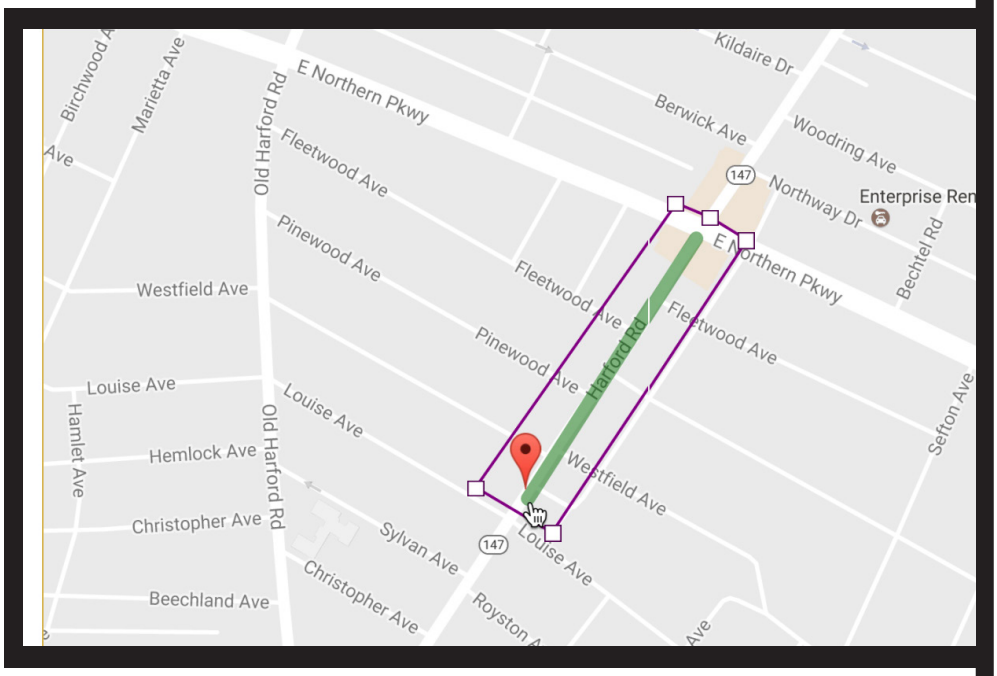
STEP 3: Location Information - Continued

Continuous Excavation

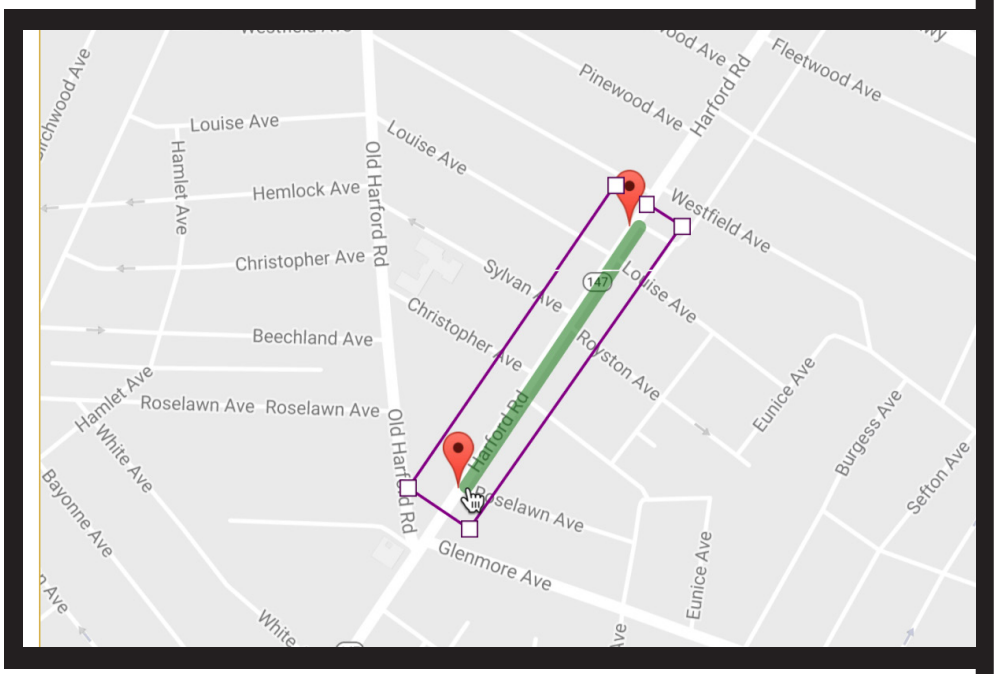
Some excavation projects take place over an abnormally large area. If your excavation project involves continuous excavation along a stretch of road (such as road repair, sign installation, or a utility main installation with adjoining service lines), you can include a work area up to ¼ mile long per ticket. If your work area extends further than ¼ mile you must break up your work area into the necessary number of tickets.

For Example, Toren Brother's Excavation is reconstructing Hartford Rd, starting at Northern Pkwy going SW to Hamilton Ave. This job is roughly 4800ft, or roughly 9/10 mile. This job will require 4 tickets.

Extent of Work for Ticket 1 would read: "Mark entire rd right of way of Hartford Rd, starting at Northern Pkwy going SW for ¼ mile."



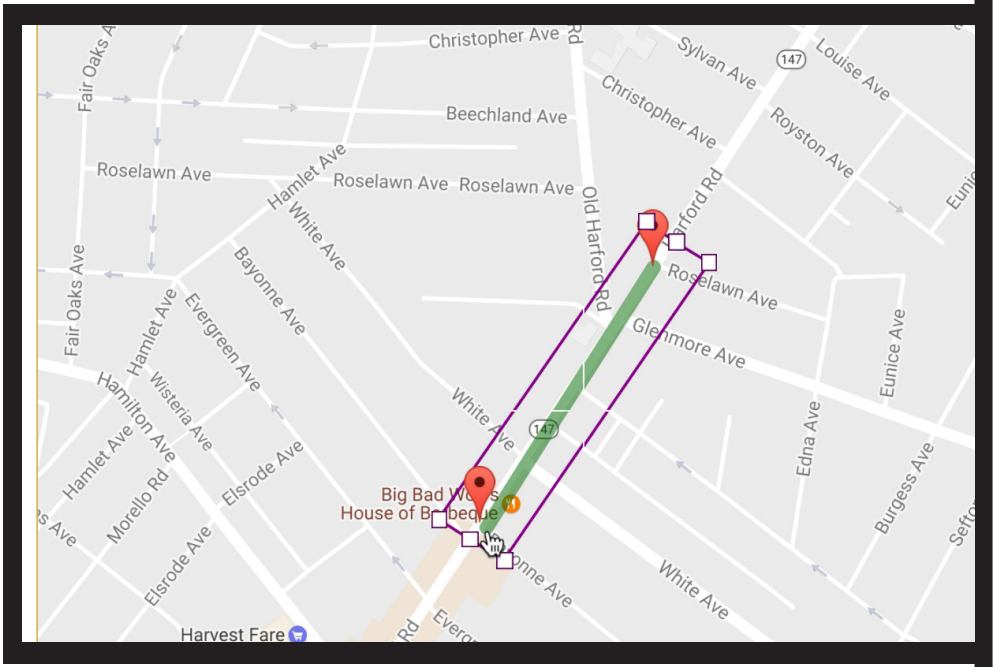
Extent of Work for Ticket 2 would read: "From Northern Pkwy go SW on Hartford Rd for ¼ mile. From that point mark entire rd right of way of Hartford rd going further SW ¼ mile."



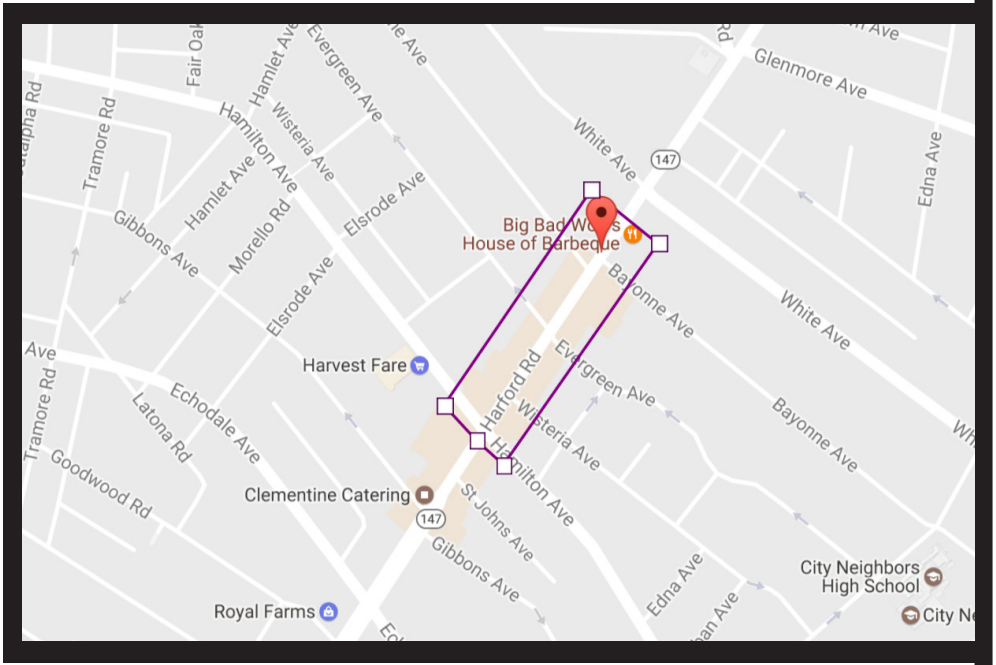
Note: As with all tickets, the polygon you draw must cover the entire dig site for that particular ticket. The Measure tool can be very helpful when mapping tickets of this nature.

STEP 3: Location Information - Continued

Extent of Work for Ticket 3 would read: "From Northern Pkwy go SW on Hartford Rd for ½ mile. From that point mark entire rd right of way of Hartford Rd going further SW ¼ mile."

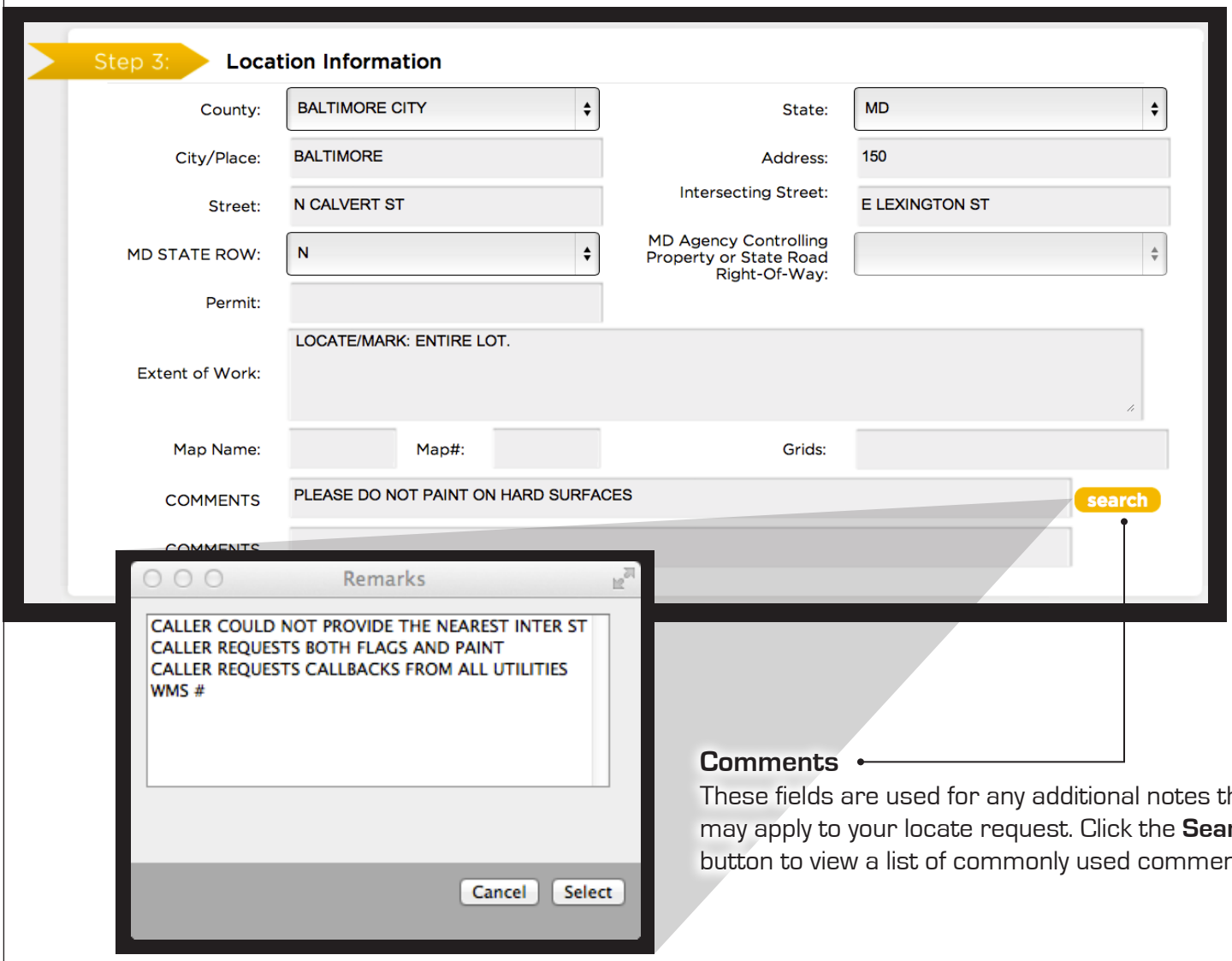


Extent of Work for Ticket 4 would read: "From Northern Pkwy go SW on Hartford Rd for ¾ mile. From that point mark entire rd right of way of Hartford Rd going further SW to Hamilton Ave."



Note: As with all tickets, the polygon you draw must cover the entire dig site for that particular ticket. The Measure tool can be very helpful when mapping tickets of this nature.

STEP 3: Location Information - Continued



Comments

These fields are used for any additional notes that may apply to your locate request. Click the **Search** button to view a list of commonly used comments.

IMPORTANT: Do not list marking instructions in the Remarks field. All marking instructions must be listed in the Extent of Work field.

STEP 4: MAP IT

A Brief Introduction

In this section you will learn, in detail, how to use the mapping application to map out your entire area of excavation.

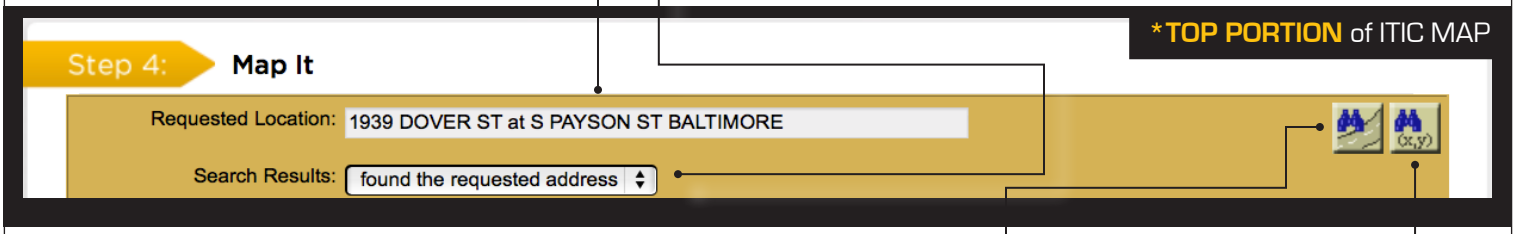
REMINDER: Miss Utility members do NOT see the map. The map & polygon are used to determine which member utilities will receive the ticket.

The map will automatically search by the address, or intersection provided once you have entered the required ticket information. If the location is found, it will be displayed in the center of the map. Otherwise, you may need to search manually for the correct area. **Once the correct area is found, you will need to draw a polygon to encompass the entire area of excavation, which will determine the utilities to be notified.**

THE MAP

Requested Location
This field will auto - fill the data entered from "Location Information".

Search Results
If ITIC finds one or more matches for your site, the options will be listed here. **Click the drop down list** to view all options and select the correct location. (Not seen in Google View)



Street/Address Search
Use this button to manually search for a specific address, street, intersection, and/or city. (See pg. 23 for more details)

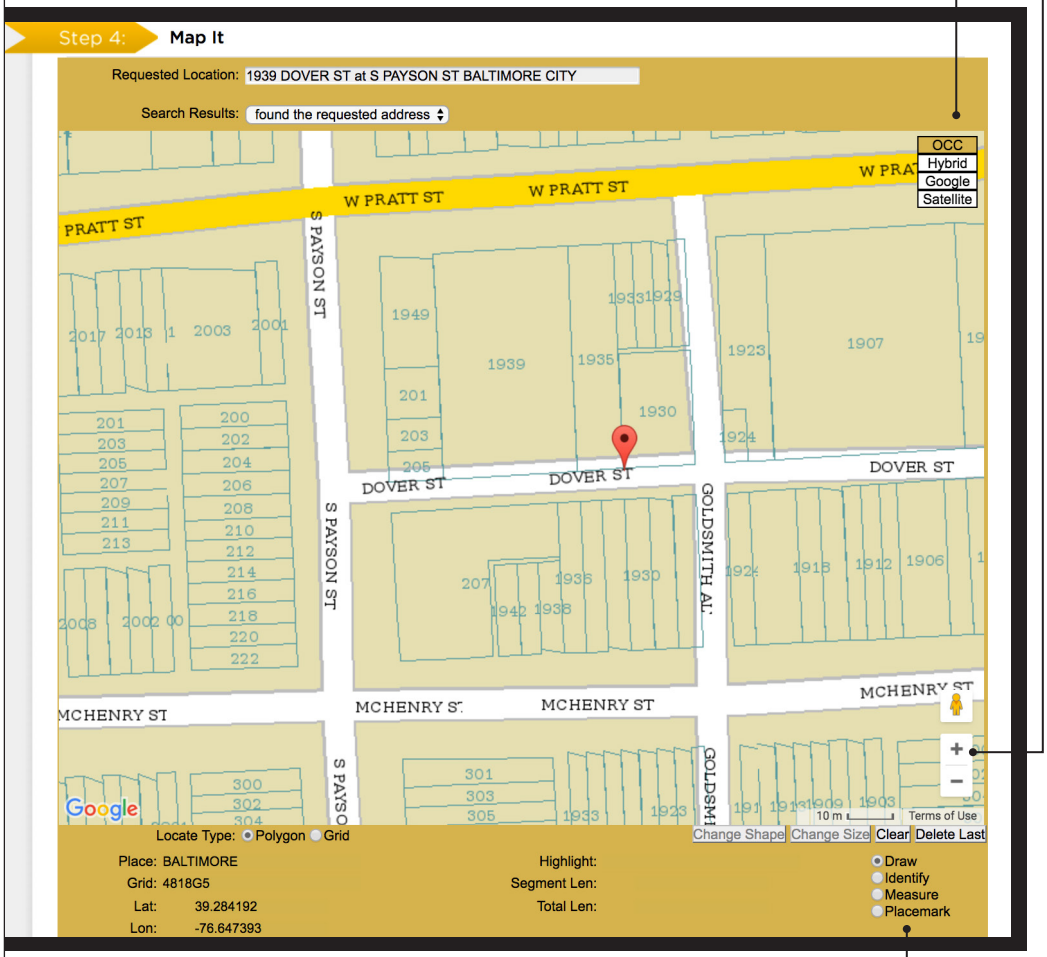
Lat/Lon Search
Use this button to manually search for Lat/Lon coordinates. (See pg. 24 for more details)

Changing the information in the Street/Address Search box **WILL NOT** change the information entered in the Location Information fields. Make changes to Location Information fields separately.

STEP 4: MAP IT - THE MAP Continued

View

Change the image of the map to the **OCC map view** (pictured), **Hybrid View** (See pg. 27 for example) **Satellite view** (See pg. 27 for example), or **Google map view**. (See pg. 25 for example)



Zoom 'In' & 'Out'

Zoom in for more detail by clicking on the plus (+) sign. **Zoom out** for an increased overall view by clicking on the minus (-) sign. [You can also zoom in and out by using the middle rolling button on your mouse when your mouse point is on the map.]

Draw

Use this function to place points and lines on the map and create an excavation polygon around the your dig site.

Identify

Use this function to identify roads, highways, rivers, creeks, etc., on the map that may not show a name. The name will appear in the bottom section of the map next to "Highlight." Zooming in on the map makes more names visible.

Measure

Use this function to measure the distance between points on the map. Using this tool regularly ensures proper coverage of excavation areas and confirms distances along roads.

Placemark

Use this function to drop a placemark on the map for personal reference. The **Placemark** tool can be very helpful when used in conjunction with the **Measure** tool.

STEP 4: MAP IT - Continued

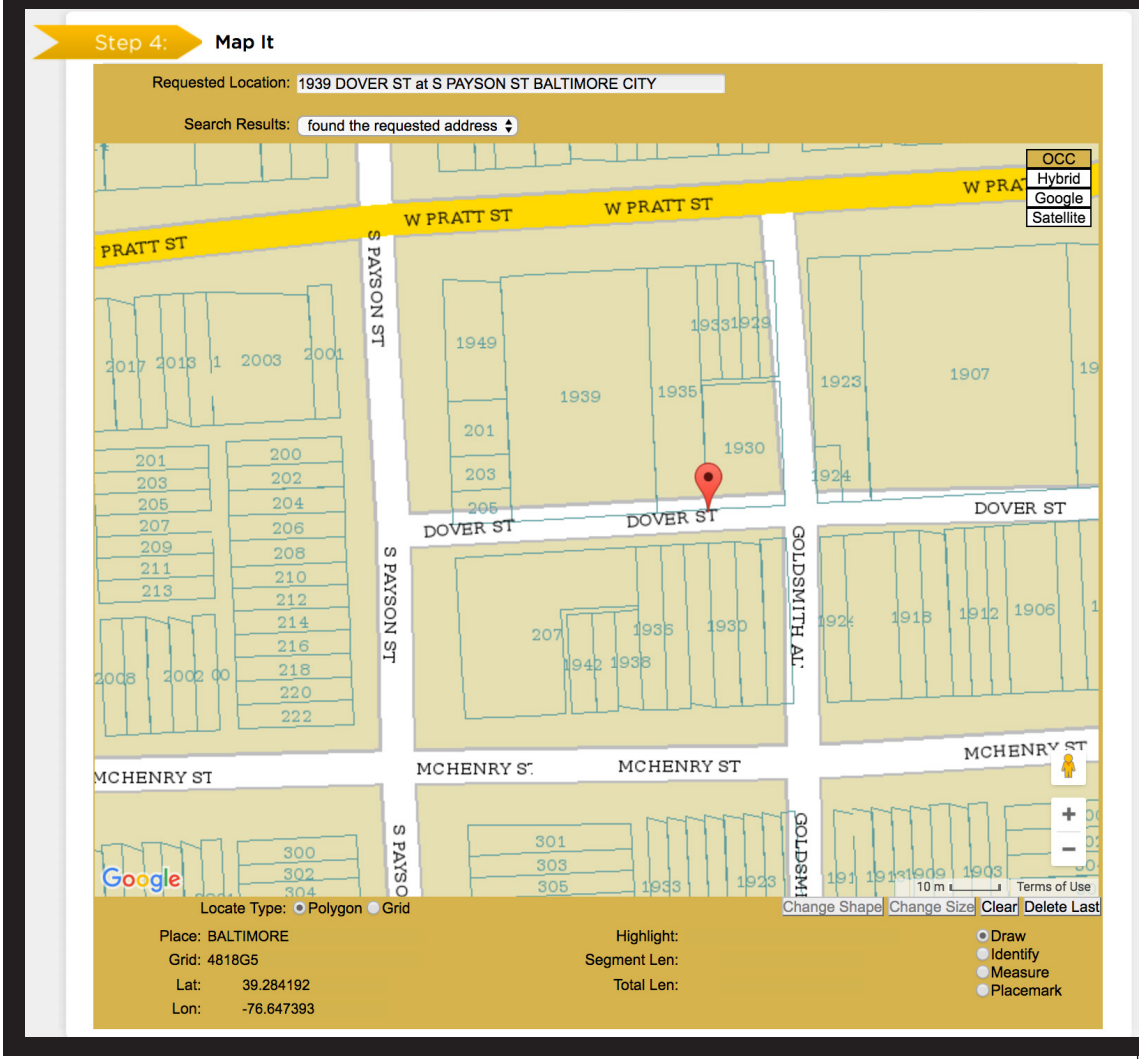
FINDING THE CORRECT LOCATION ON THE MAP

Automatic Address Search

If the system finds an exact match for the address provided (single address only), ITIC will zoom in and display the location in the center of the map (as shown below). Check the following to confirm the system has found the correct location:

- The street name is spelled correctly.
- The nearest intersecting street provided is the closest intersecting street to the jobsite.
- The city currently displayed is the same as the city provided.
- The Search Results drop down for multiple matching options.

MAP: Automatic Address Search



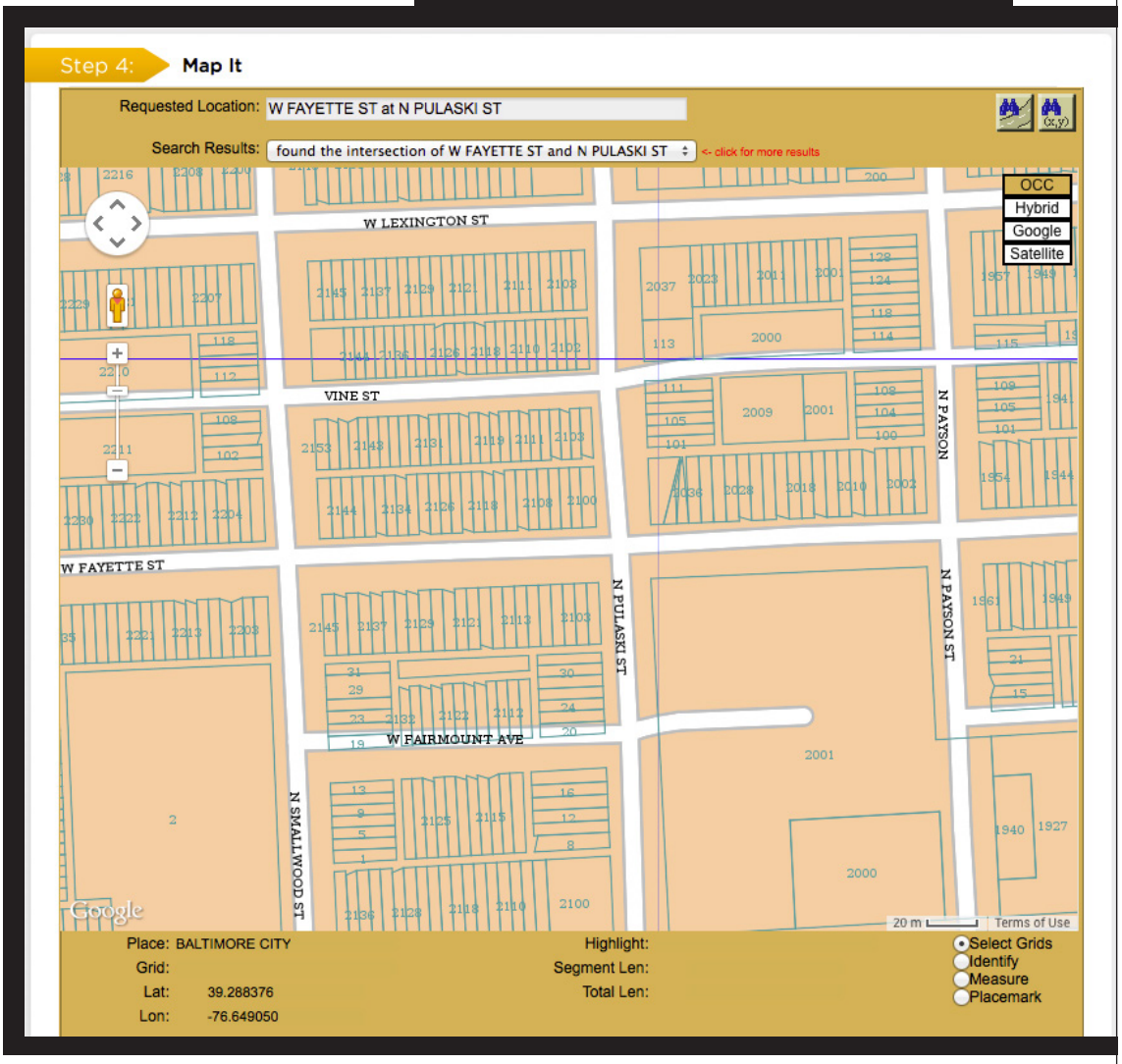
STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

Automatic Intersection Search

If there is no address or the address was not found, ITIC automatically performs an intersection search. If the intersection is found, ITIC will zoom in and display the intersection in the center of the map (As shown below). Check the following to confirm the system has found the correct location:

- The street names are spelled correctly.
- The nearest intersecting street provided is the closest intersecting street to the jobsite.
- The city currently displayed is the same as the city provided.
- The Search Results drop down for multiple matching options.

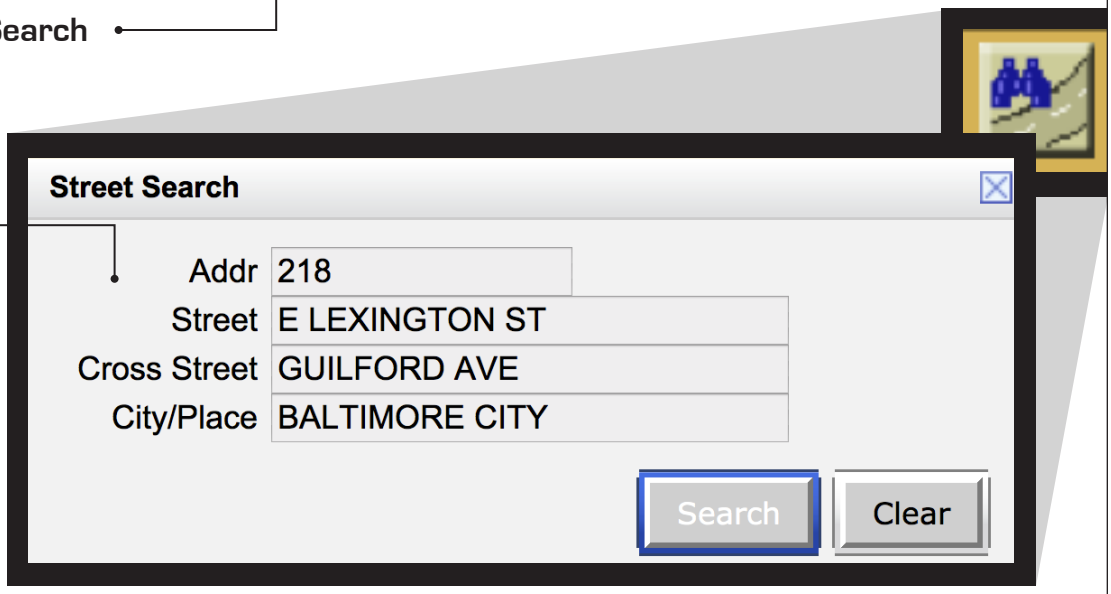
MAP: Automatic Intersection Search



STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

Manual Street/Address Search
The map will center in the county listed on the ticket.

Use the **Street Search** feature to manually search for the area.



In the **Street Search box**, the fields default with the information entered in the Location Information. This information can be changed in order to search for different areas on the map. Changing this information does **NOT** change the information in the Location Information fields; it only changes your search criteria. You may enter a single street with the city, another intersection with the city, or just the city itself. **If the new data entered is found, it will be centered on the map.**

- If you are working on a street or road with "State", "County", or "Hwy" in the name, and it has an alternate name, **use the alternate name** to expedite the map search.
- If you have a number in the street name (hwy or county road) search only the **number.**

FYI

Changing the information in the Street/Address Search box **WILL NOT** change the information entered in the Location Information fields. Make changes to Location Information fields separately.

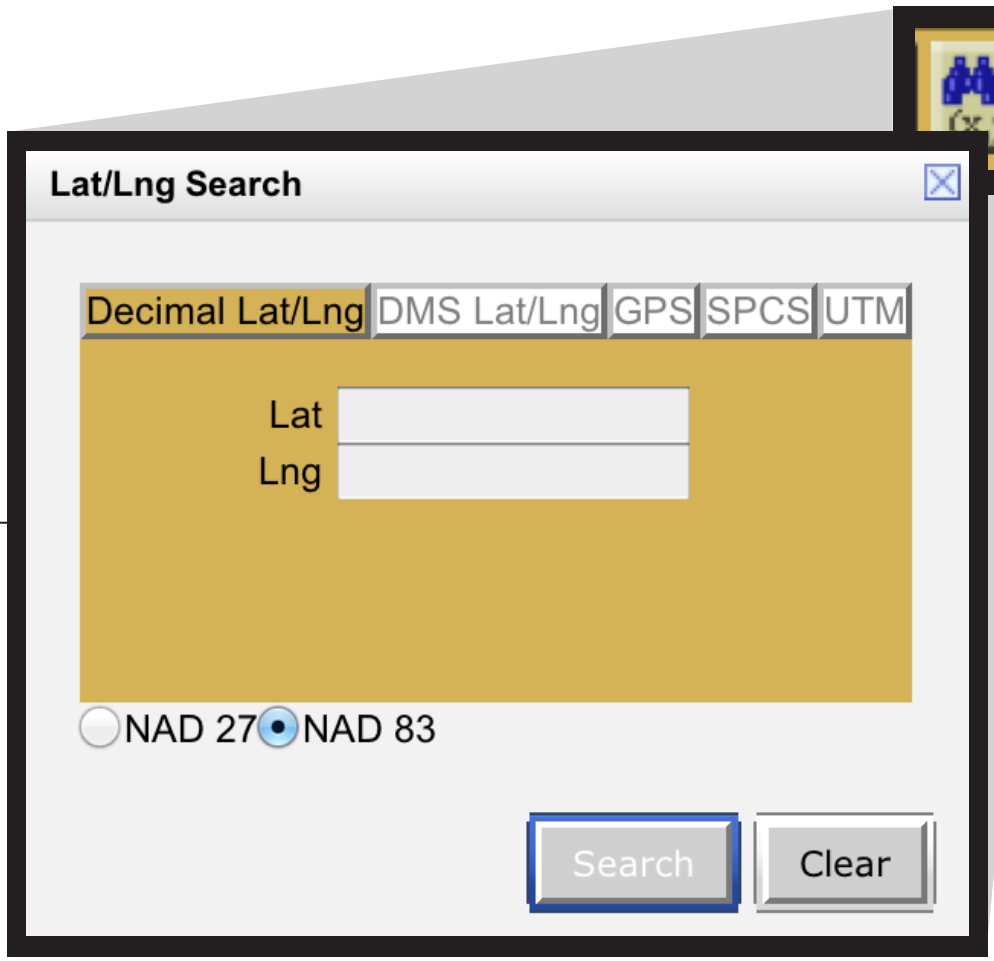
STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

Search by Latitude/Longitude

ITIC will automatically search accurate coordinates provided on the ticket.

If you wish to do a manual Lat/Lon search **click the "Lat/Lon Search" button**.

Enter the coordinates in the correct format. The map will center the coordinates on the screen with a point if they are found within the **county** you have provided.



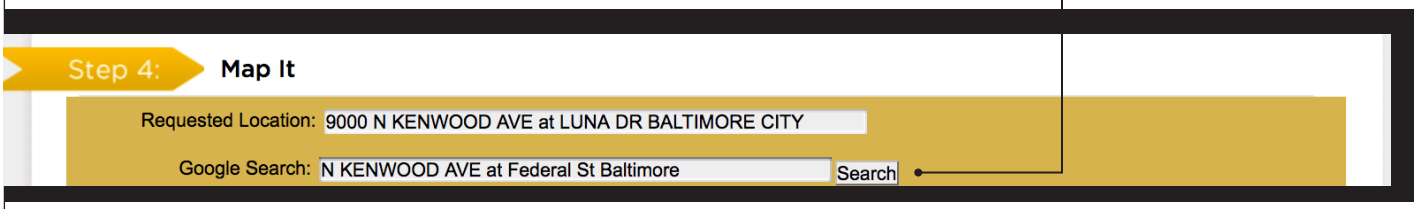
STEP 4: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

Manual Google Map Search

If the location is not found automatically by ITIC, you may choose to search **Google**.
Click on the **Google button** to change the map view.

The **Search Results drop-down box** will be replaced with a **Google Search field**. The information in this field is copied from the Requested Location. Click the **search button** to the right of this field to search the location on the Google map.

To search a different intersection, remove the address, street and intersecting street, and leave the city. Then enter the new intersection preceding the city in the format shown below:

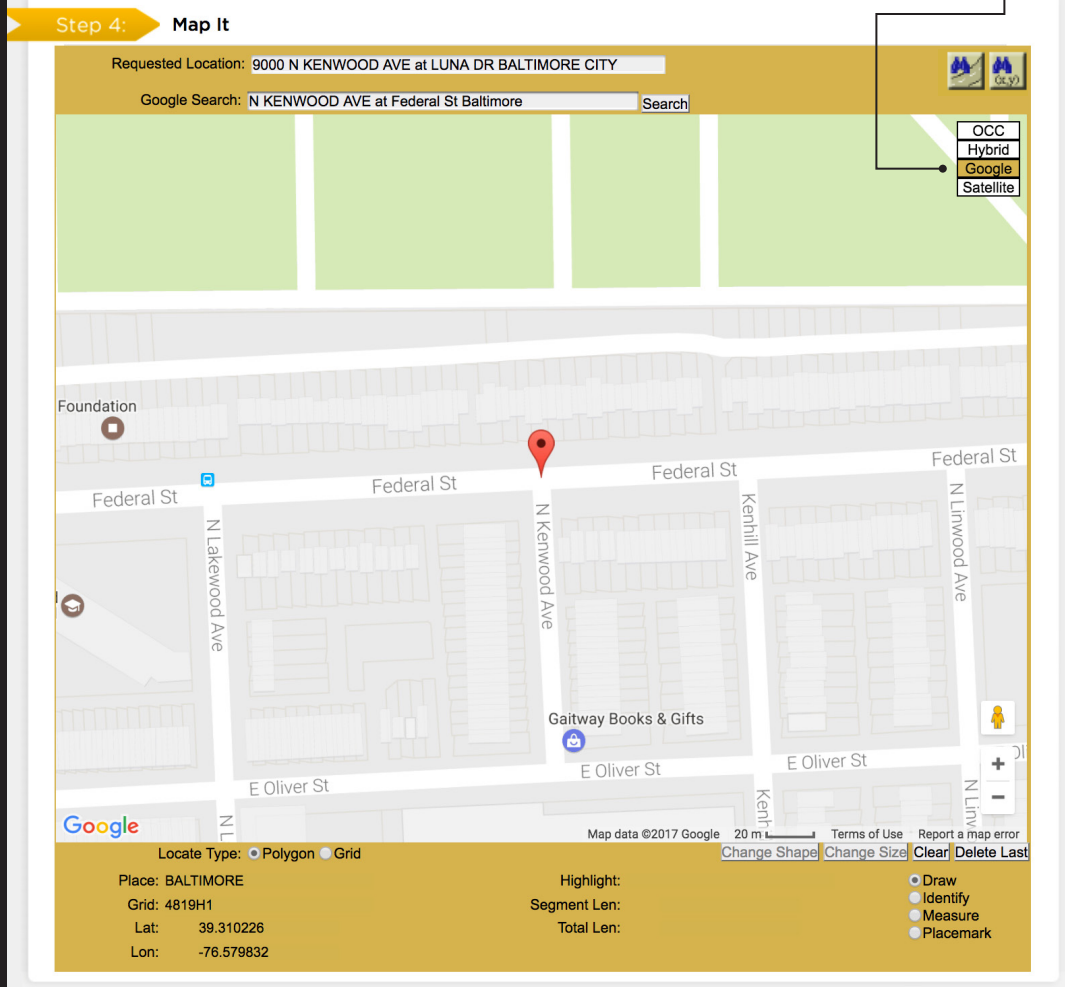


After the location is found, you can draw the polygon on the Google map.

Guidelines for **drawing a polygon** on pg. 26.

Note: If you draw the polygon on the Google map, you must click the "OCC" (view button) to verify the polygon on the ITIC map before submitting.

MAP: Manual Google Map Search



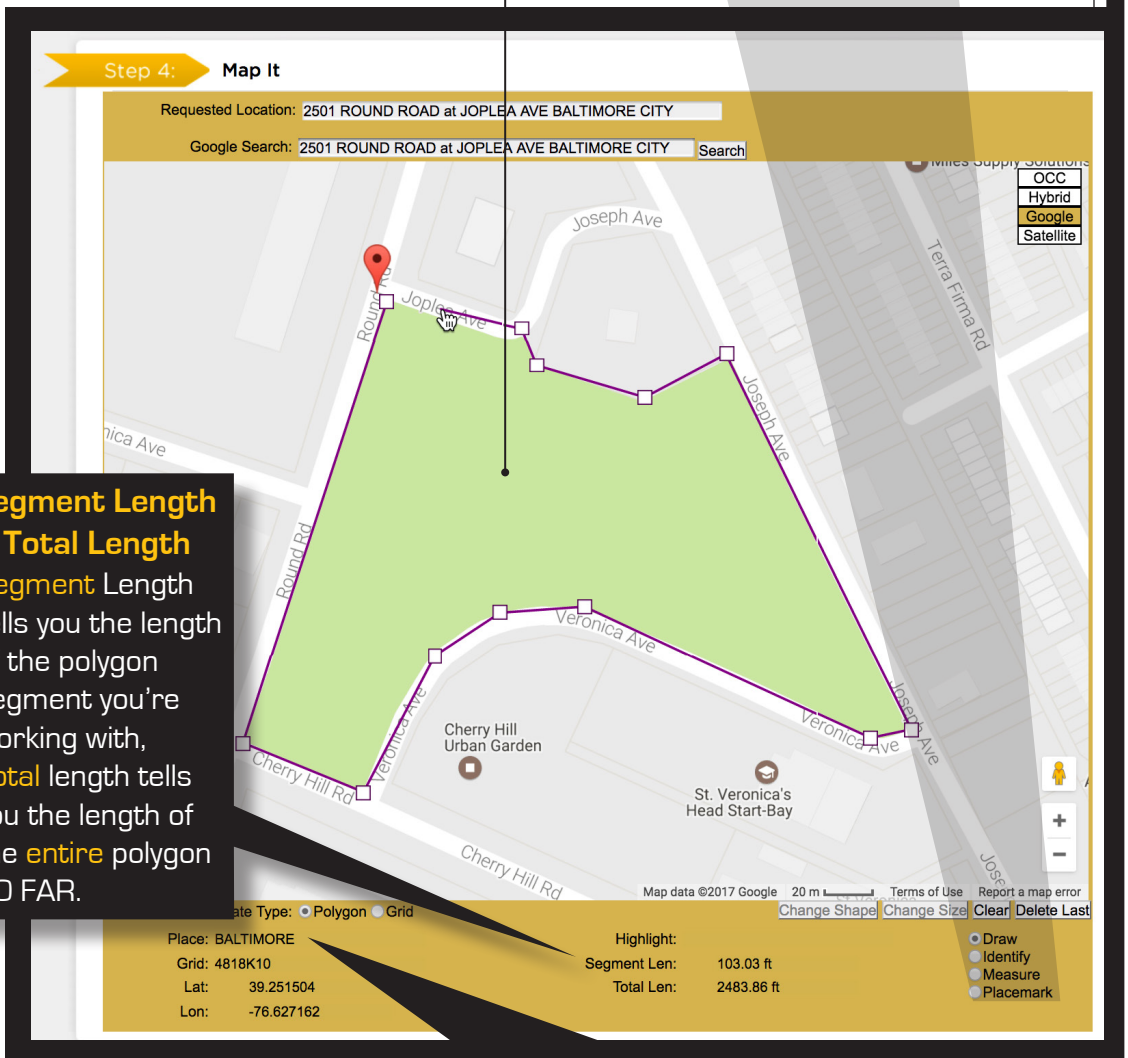
STEP 4: MAP IT - POLYGONS Continued

Hand Drawing the Polygon

Select **"Draw"** and make a **single click** on the map where you would like to set your first point.

(Do not 'drag' the cursor after making a point, the map will move, **click and release** to make points as you go.)

Continue setting points until you completely encompass the entire area of excavation. To close/complete the polygon, simply click the same square point where you began.



Segment Length & Total Length

Segment Length tells you the length of the polygon segment you're working with, Total length tells you the length of the entire polygon SO FAR.

POLYGON
POINTERS

- Enclose the entire area described on your ticket with the polygon.

- It's a good idea to include the **dig street** within the polygon except when describing a dig site with a distance off a street. If you are unsure, enclose **both sides** of the street.

- The polygon should **ALWAYS** cover the entire distance off the side(s) of the road that the work will extend when digging takes place in or along the road.

- **Knowing the side of the road (N, E, S or W) and the direction from the nearest intersecting street will assist you in finding the dig site and drawing an accurate polygon.**

HERE'S A TIP

Always check "Place" displayed at the bottom left corner of the map. This will show the city/place your mouse pointer is in. If your cursor is in an off-white area the "Place" will be blank representing that you are outside city limits.

STEP 4: MAP IT - POLYGONS Continued

Measuring to a specific point

You can use the draw or measure function to determine distances on the map. Place the first point at the intersection, then click to make points following the road to the end point. Watch 'Total Length' indicator at the bottom of the map. Once you have measured the appropriate distance, click on "draw" (or "clear" if you used the "draw" tool to measure) and draw the polygon to encompass the entire worksite at that point. ***If you find that the distance measured on the map is different than the distance you have entered in the Location of Work, correct the distance in the Location of Work.***

Using the Satellite and Hybrid Options to Verify the Location

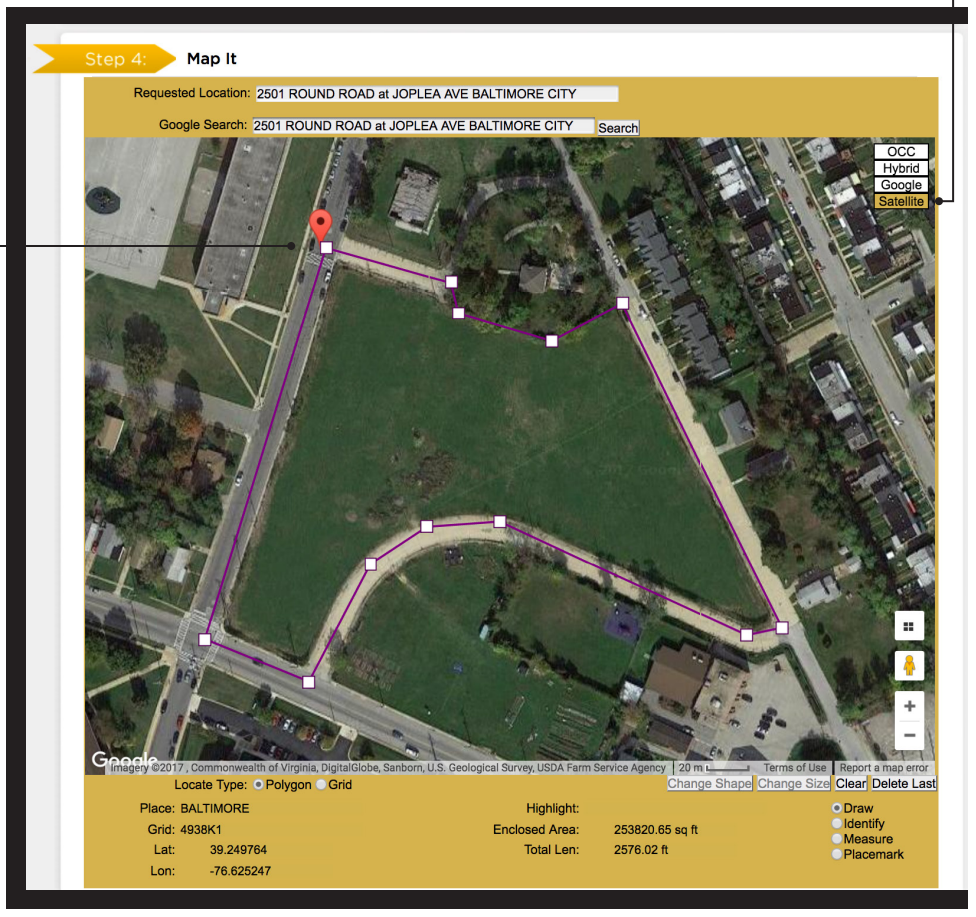
You can view an aerial map of the site location by clicking the Satellite button. Clicking the Hybrid button will display satellite imagery overlaid with OCC road map information. The Satellite and Hybrid map views can help you verify that the polygon is large enough and has been placed in the correct location. Make changes by clicking the "clear" button and redrawing the polygon.

Modifying the Polygon

Place your cursor on any small square found on the polygon border(s) you wish to modify (the modification point). Continue holding the mouse button and stretch the polygon by dragging the point to another position.

- or -

Click and release to detach the point from the polygon and move the point to a new area on the map. Click the mouse button (right or left) to set the new point. Repeat these steps until you have re-shaped the polygon to encompass the entire excavation area.



NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC specialist while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p

STEP 5: START DATE INFORMATION

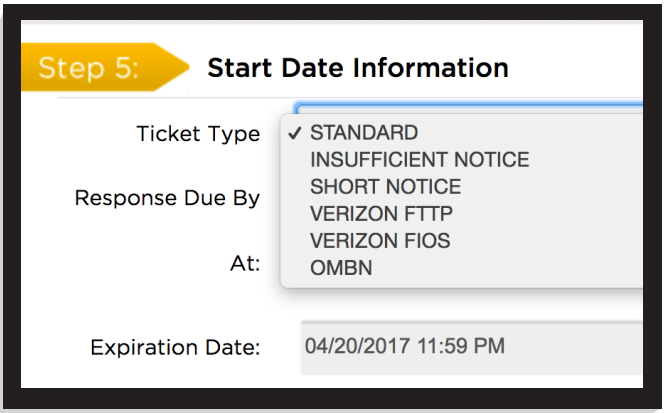
Ticket Type

You may choose to change the type of ticket you are filing with this drop-down menu. This field will default to **STANDARD** ticket type (the ticket type for normal locate requests).

- If you are requesting a 'normal' locate request (a start date & time with the standard 48-hour notice) choose the **STANDARD** Ticket Type, then adjust the date & time accordingly (if needed).

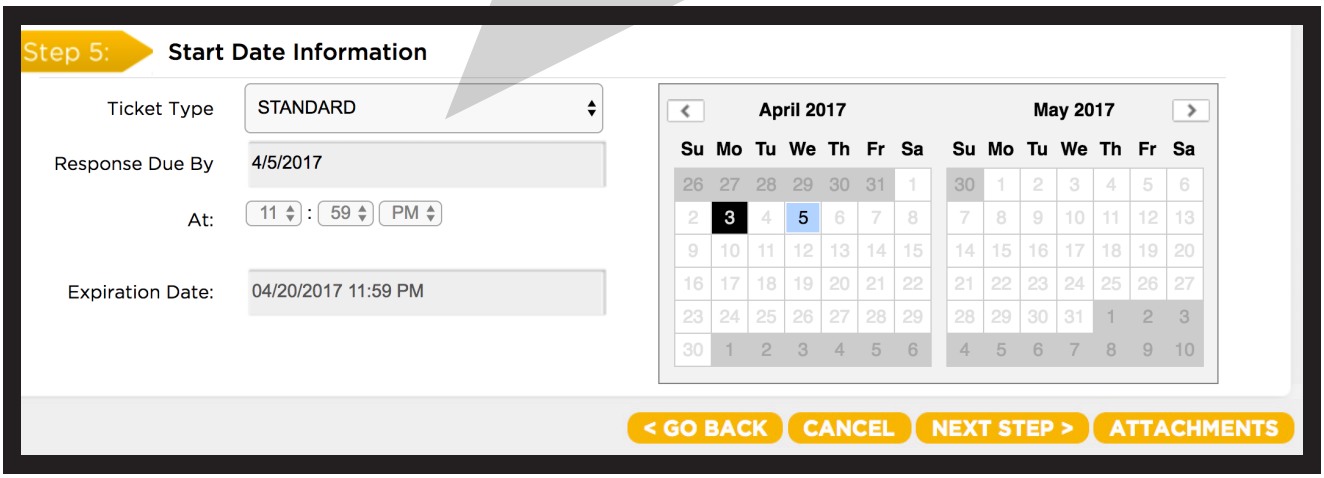
- If you would like to start your excavation the same day you are filing your locate request, choose the **Insufficient Notice** Ticket Type from the drop-down menu. In the Comments section (Step 3), enter the date & time you would like to have the area marked by.

- If you would like utilities to respond prior to the normal 48-hour notice, but not the same day you file your locate request, choose the **Short Notice** Ticket Type. In the Comments section (Step 3), enter the date & time you would like to have the area marked by.



- If you are installing mainline and/or service fiber for Verizon, select either the **Verizon FTTP** or **Verizon FIOS** Ticket Types. Only use this ticket type if you are an employee of Verizon (or an affiliated contractor).

- If your work is part of the One Maryland Broadband Network project, choose the OMBN ticket type.

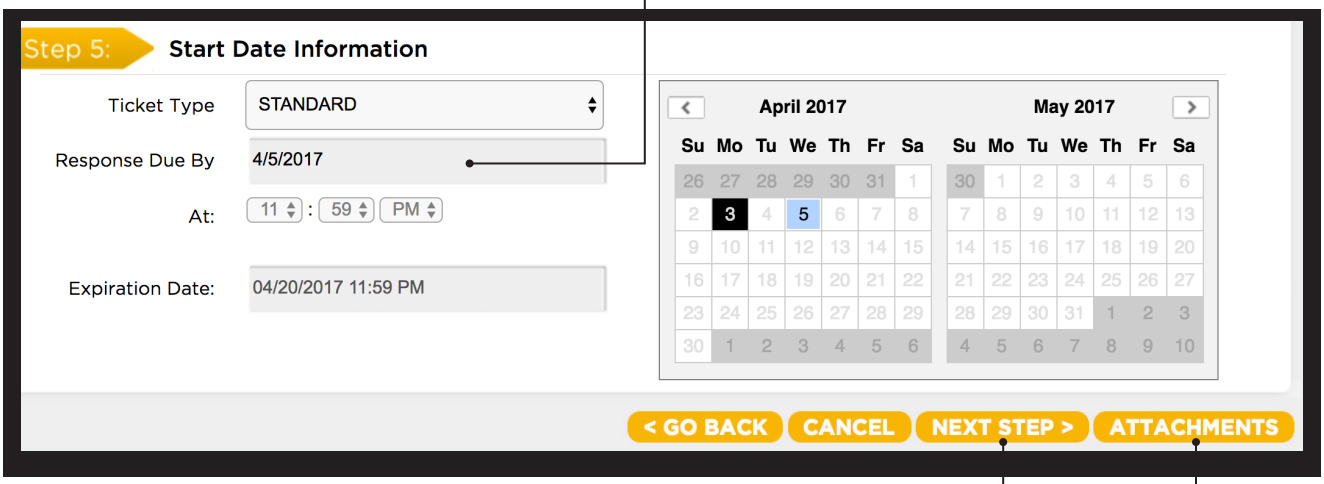


STEP 5: START DATE INFORMATION Continued

In Maryland:
The earliest available response due by date will be 2 business days from the date the ticket was filed, at 11:59 pm.

In Washington DC:
The earliest response due by date will be 48 business hours from the date and time the ticket was filed.

Response Due By Date
These fields will default to the minimum start date and time required by state law on Standard tickets.



Once you are satisfied that the polygon encompasses the entire excavation area and you have selected a start date/time, click **"Next Step"**.

DID YOU KNOW? You can upload relevant files and attach them to your locate requests. See pg. 4 for more information.

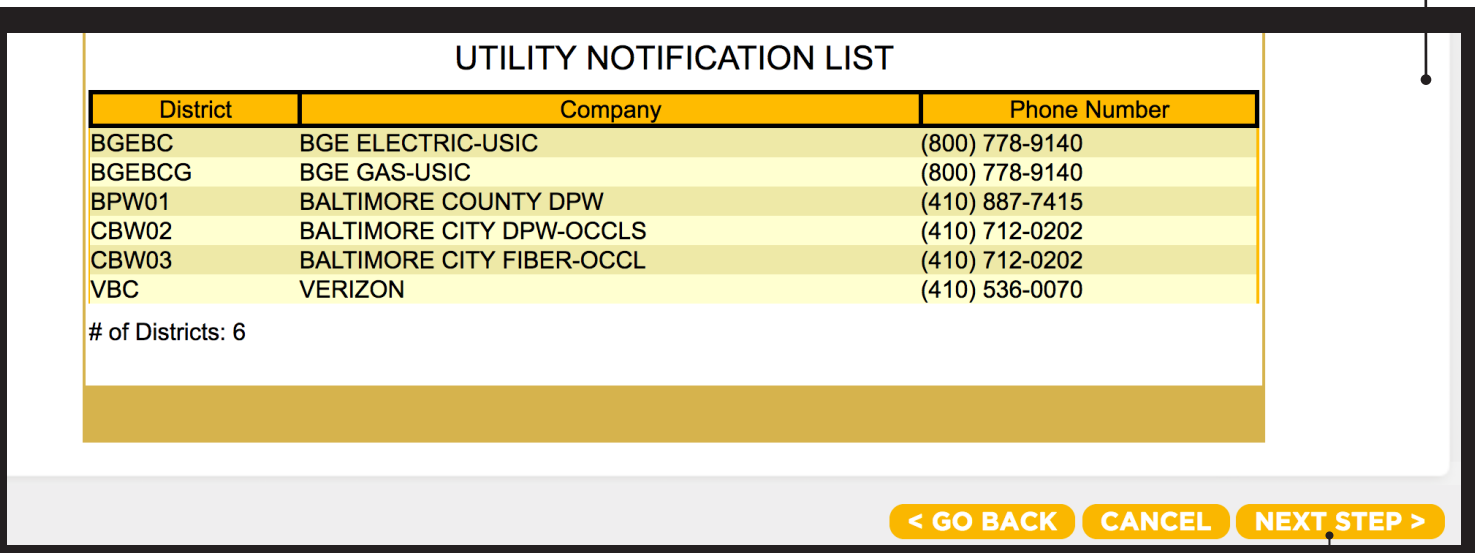
FYI Tickets sent to review after 5pm EST Monday - Friday and all tickets received on weekends and holidays will be processed as though it was received on the following business day.

UTILITY NOTIFICATION LIST / SUBMITTING YOUR LOCATE REQUEST

After clicking "**Next Step**" you will be presented with the **Utility Notification screen**.

The list of utilities notified is based on the location where the mapping grids were selected. If there are any utilities in the area that are not listed on the ticket, you MUST notify them directly.

Submit or cancel the ticket by choosing one of the options at the bottom of the page.
If you choose "**Cancel**", the ticket will **NOT** be submitted and you will be returned to the **ITIC main menu**.
Clicking "**Go Back**" will return you to the location information and map page of the request.



If you are ready to submit your ITIC locate request, click the "**Next Step**" button on the bottom of the screen.

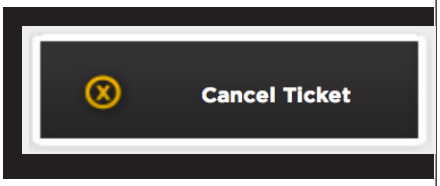
ATTENTION:

The call center will send you a confirmation copy of your completed locate request. Please note that it is **your responsibility** to verify that ALL information is accurate upon the receipt of a completed request. There is a link located on confirmation email. Click this link and view the map one more time to ensure the entire excavation area is included within the polygon drawn. REMEMBER: Tickets submitted to review after 5pm will be reviewed the next business day. If you find any errors, call **1 (800) 257-7777** to correct the ticket.

If a ticket you have submitted for review lacks required information or contains errors, we will send you an email. The email will contain additional instructions on how to correct your ticket.

If you do not receive a copy of the completed locate request it is your responsibility to re-submit the request. **No excavation should take place until you receive a copy of the completed locate request and ALL utilities have responded.**

CANCEL TICKET



Use **'Cancel Ticket'** to cancel an existing ticket before the start date and time on the ticket has passed.

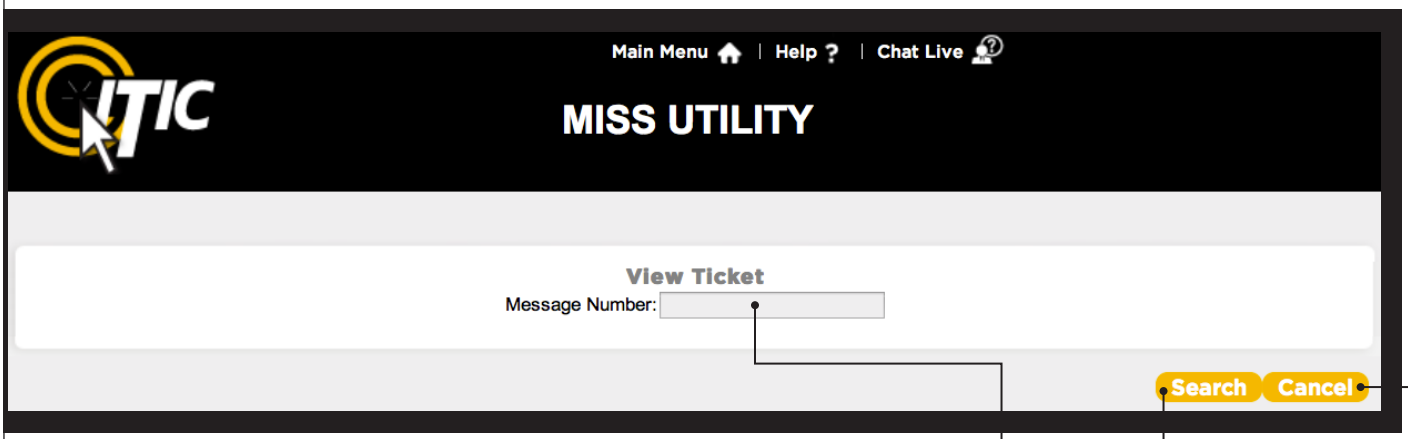
Select "**Cancel Ticket**" at the **ITIC main menu screen**, and enter the ticket number.

Verify the information on the ticket to be sure it is the ticket you wish to cancel. You must view all pages of the ticket through to the **Utility Notification Screen** pg. 30.

Click "**Next Step**" on the **Utility Notification Screen** pg. 30 to complete the cancellation request.

NOTE: Cancellations cannot be undone. Once a ticket has been canceled, you must complete a brand new ticket with a full 2 working day notice to re-start the marking process.

VIEW A LOCATE REQUEST



Log into ITIC and click "**View a Locate Request**" on the **ITIC Main Menu**.

Enter the ticket number for the ticket you wish to search in the "**Message Number**" field and click the "**Search**" button.

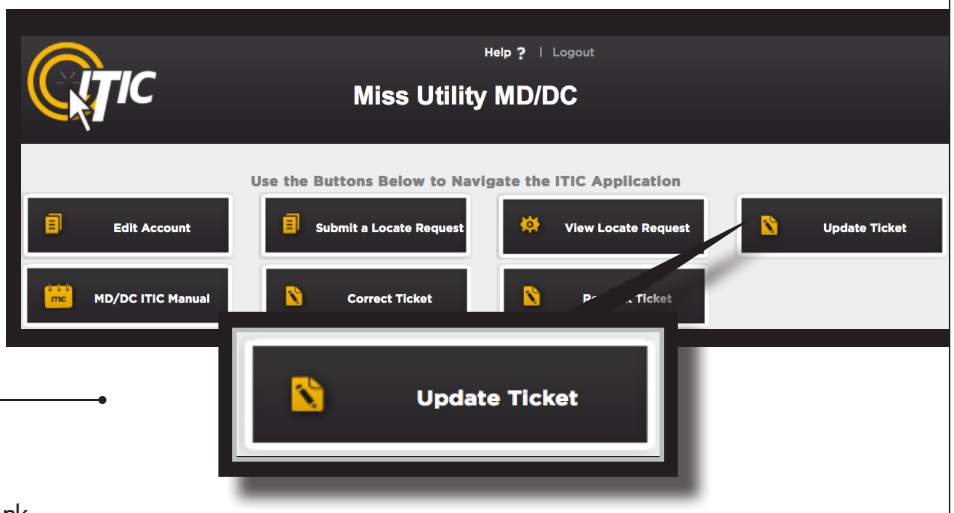
Clicking on "**Cancel**" will take you back to the **ITIC Main Menu.**

UPDATE TICKET

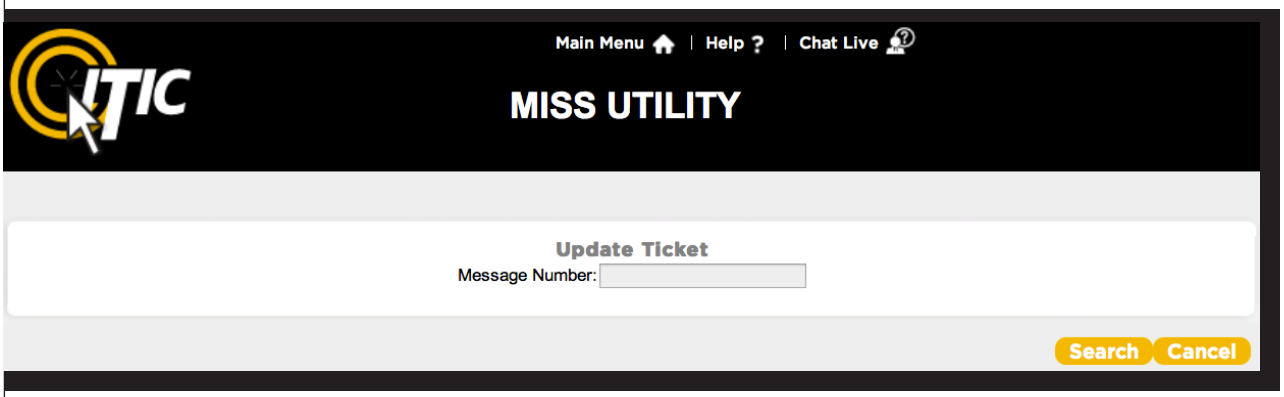
Use **Update Ticket** to renew an existing ticket that has expired, or is about to expire.

Click **"Update Ticket"** at the ITIC main menu screen pg. 05.

Enter the ticket number that you wish to update in the **"Message Number"** field. Click **"Search"** to open the ticket for an update. Click **"Cancel"** to return to the Main Menu.



NOTE: Update your ticket if your exact work continues and the ticket has expired or is about to expire. Remember, you must have a valid ticket to dig/excavate in Maryland and Washington DC. You will be issued a new ticket number; the notified utility owner-members will provide their positive response to your new ticket prior to your work. If you need the markings refreshed on a currently valid ticket, use the **Re-Mark** function (see next page).



You may only change Alternate Contact info and Remarks. All other information fields will be locked. If you need to make changes to the Location of Work, you must file a new ticket.

Emergency tickets cannot be updated.

In Maryland:

Miss Utility tickets are valid for 12 business days after the day on which the ticket is transmitted to the owner-members. If your work will extend beyond the expiration date you must update your ticket by the 9th business day.

In Washington DC:

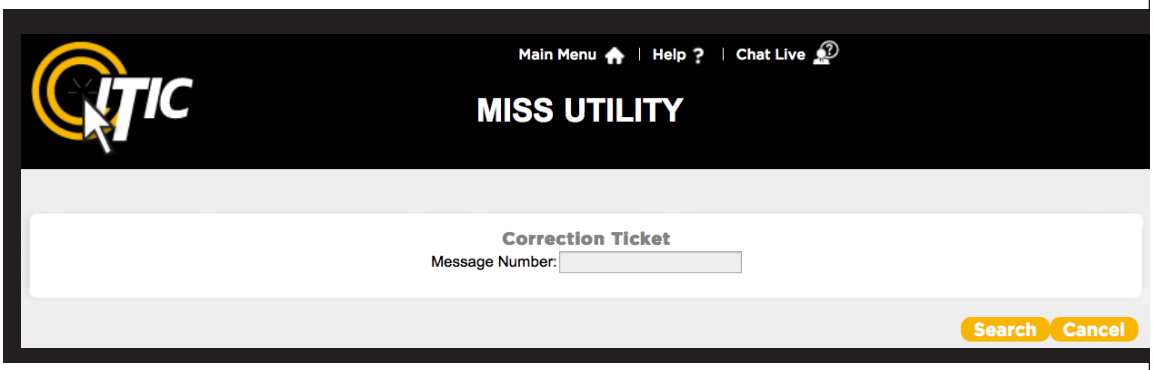
District One Call tickets are valid for 15 business days from the day the ticket is processed. The ticket must be updated by the 12th business day if work will extend beyond the 15th business day.

CORRECT TICKET

Use **Correct Ticket** to make alterations to the Contact Information of a valid ticket, or to add notes in the Remarks field that do not affect the scope of work.

Click "**Correct Ticket**" at the **ITIC main menu screen** pg. 05.
Enter the ticket number that you wish to refresh in the "Message Number" field. Click "Search" to open the ticket for a re-mark. Click "Cancel" to return to the Main Menu.

Please Note: The **Correct Ticket** function should never be used to alter or expand marking instructions. If you need to alter the scope of your ticket, you must file a new ticket.



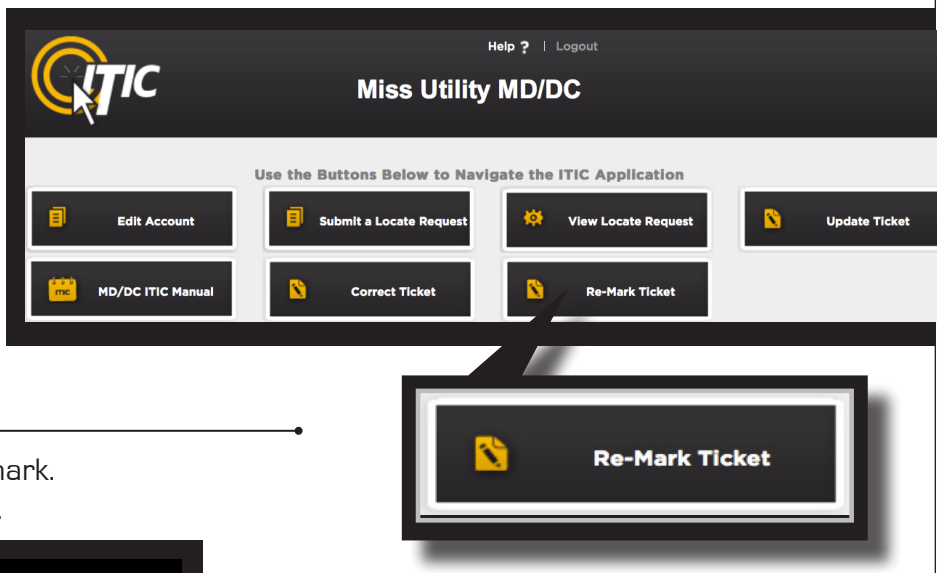
RE-MARK TICKET

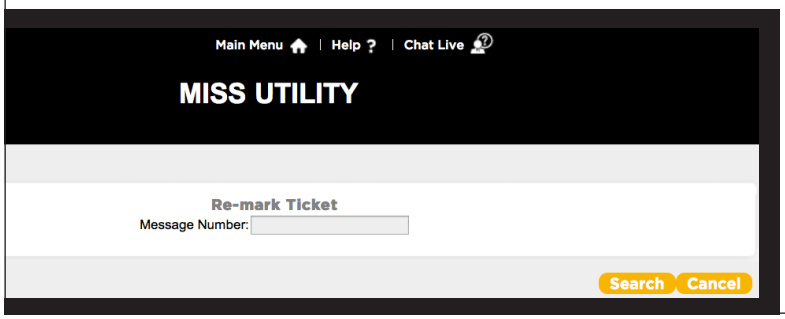
Use **Re-mark Ticket** to renew markings on an existing valid ticket when no changes are needed.

Click "**Re-mark Ticket**" at the **ITIC main menu screen** pg. 05.

Enter the ticket number that you wish to refresh in the "Message Number" field.

Click "Search" to open the ticket for a re-mark.
Click "Cancel" to return to the **Main Menu**.





NOTE: Only re-mark your ticket if the markings are no longer visible.

Emergency tickets cannot be re-marked.

APPROVED ABBREVIATION LIST

The following is a list of **approved abbreviations.** These are the only abbreviations to be used when processing a ticket. **Please spell out the complete word when time and space are available.**

Approximately – APPROX
Association – ASSOC
Avenue – AVE
Between – BTWN
Block – BLK
Boulevard – BLVD
Building – BLDG
Circle – CIR
Construction – CONST
Court – CT
Development – DEVEL
Drive – DR
East – E
Electric – ELEC
Feet – FT
Highway – HWY
House – HSE
Inground – IG
Install – INST
Intersection – INTER
Interstate – I-
Locate – LOC
Mount – MT
North – N
Parkway – PKWY
Pedestal – PED
Place – PL
Pole # – P#
Property – PROP
Railroad – R/R
Relocate – RELOC
Right of Way – R.O.W.
Road – RD
Route – RT
Service – SVC
Sewer – SWR
South – S
Square – SQ
Street – ST
Subdivision – SUBD
Terrace – TER
Trail – TRL
Transformer – TRANS
Underground – UG
Utility – UTIL
Water – WTR
West – W

NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC operator while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p

MISS UTILITY 811

DISTANCES and MEASUREMENTS

1/10	OF A MILE	=	0.10	MILE	=	528	FEET
2/10	OF A MILE	=	0.20	MILE	=	1056	FEET
3/10	OF A MILE	=	0.30	MILE	=	1584	FEET
4/10	OF A MILE	=	0.40	MILE	=	2112	FEET
5/10	OF A MILE	=	0.50	MILE	=	2640	FEET
6/10	OF A MILE	=	0.60	MILE	=	3168	FEET
7/10	OF A MILE	=	0.70	MILE	=	3696	FEET
8/10	OF A MILE	=	0.80	MILE	=	4224	FEET
9/10	OF A MILE	=	0.90	MILE	=	4752	FEET

1/16	OF A MILE	=	110	YARDS	=	330	FEET
1/8	OF A MILE	=	220	YARDS	=	660	FEET
1/4	OF A MILE	=	0.25	MILE	=	1320	FEET
1/3	OF A MILE	=	0.33	MILE	=	1760	FEET
3/8	OF A MILE	=	660	YARDS	=	1980	FEET
1/2	OF A MILE	=	0.5	MILE	=	2640	FEET
2/3	OF A MILE	=	0.66	MILE	=	3520	FEET
3/4	OF A MILE	=	0.75	MILE	=	3960	FEET
1	MILE	=	1760	YARDS	=	5280	FEET

NEED HELP?

Click on the 'Chat Live' icon at the top of any page to chat with an ITIC specialist while you are processing your locate requests.

Hours:
Mon - Fri 8a - 5p

WORK OFF PROPERTY & ROADS EXAMPLE

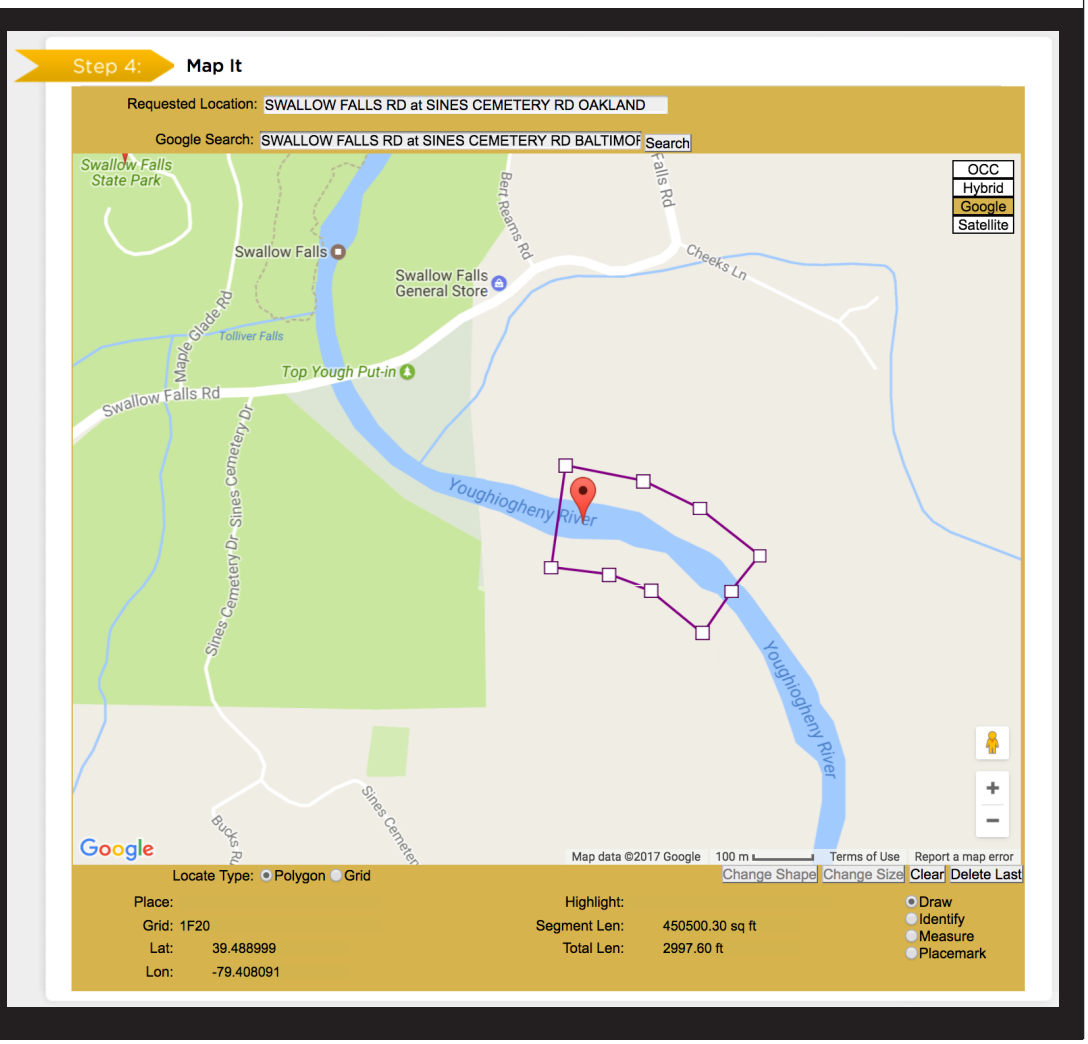
If the work area is taking place on (or along) a map/geographical feature (creeks, railroad tracks, etc...), use the same method as work taking place on a roadway. However, **you must include driving directions to the feature**.

As always, the driving directions must start at an intersection of 2 named roads, and must include approximate **distance and direction** (from the intersection) to the work area.

Example

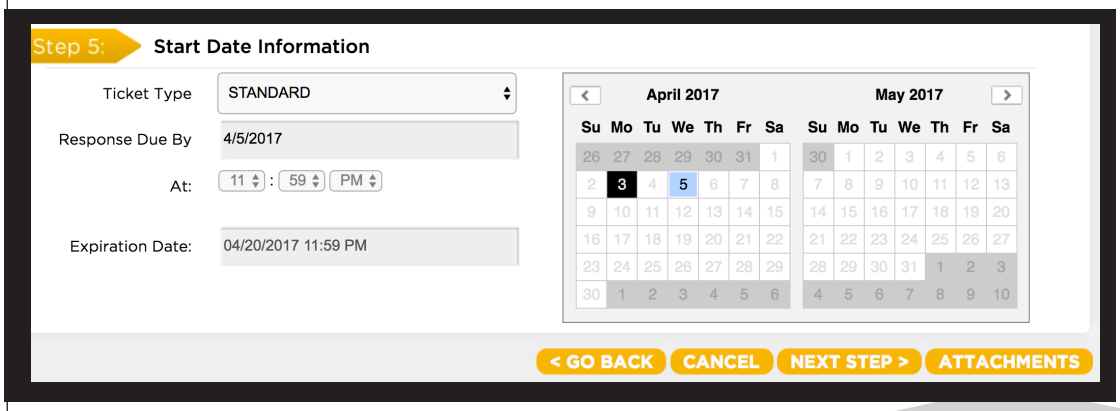
The excavator is working in the creek and 10ft on both sides of the creek, for approximately 600ft. **Driving directions should be given as follows:**

"From the intersection of Swallow Falls Rd and Sines Cemetery Dr, travel east on Swallow Falls Rd approximately 400ft to the Youghiogheny River. Travel southeast following the river for 1500ft. At this point, mark in river and 10ft on both sides of river going southeast for 600ft."

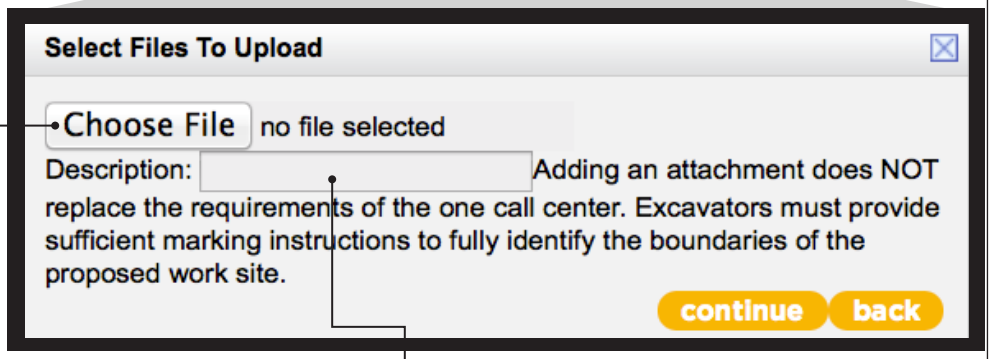
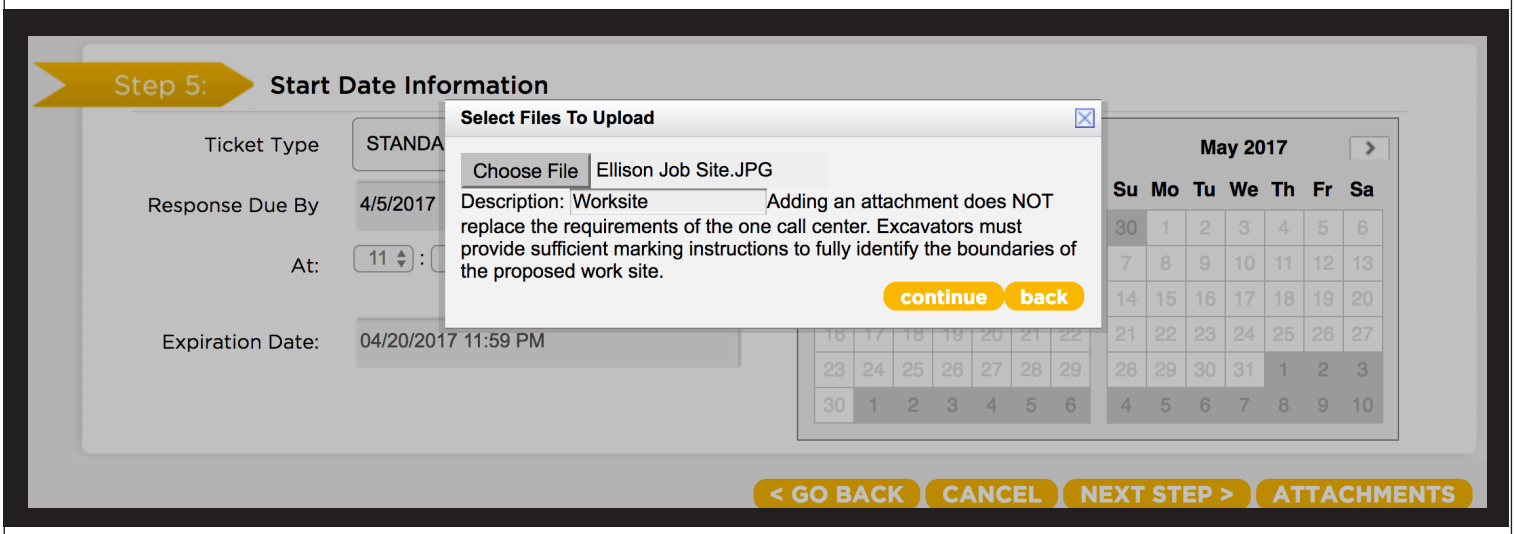


UPLOAD FILE(S)

You can attach one or more files (image, text, shape, etc.) to your locate request by clicking on the **Attachments** button.



This will bring up a menu that will allow you to choose files directly from your current computer by clicking the **Choose Files** button.



You can also enter a brief description of the attachment in the **Description** field. Member utilities who receive their tickets electronically can then access the file(s) via a URL link in the ticket information.