

INTERNET TICKET PROCESSING

ITIC

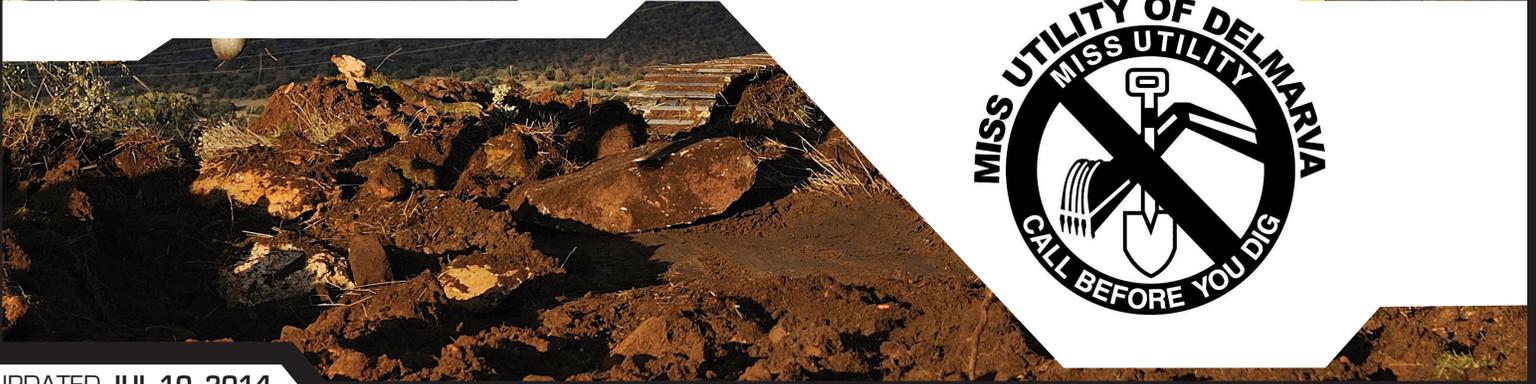
THIS MANUAL
PERTAINS TO THE
EASTERN SHORE
OF MARYLAND &
DELAWARE

30 Celebrating 30 years of service.
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.





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 page 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**

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ONE CALL CONCEPTS
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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.



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 When safety is on the line.

ITIC LIVE HELP

Live Help

ONE CALL CONCEPTS powered by Crafty Systems
 When safety is on the line.

Welcome to ITIC Live Help! Please Enter your name below in order to begin.

Name

Question

You are Currently not Chatting...





READY

First, navigate to the Miss Utility home page (www.missutility.net). Then click the link labeled "Eastern Shore Maryland & Delaware."

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

ected your state, look for the link 'Mapping Resources'.

IP ALERT: Do NOT use the newly redesigned county atlases published by ADC/Kappa Map Group that provide a new map number and grid system of; A-F, 1-8 (48 grid system). Appropriate utility members will NOT be notified of your ticket if you use this new map source.

A new county map book/atlas is much smaller than previous ADC county map books and each map number contains only 48 grids. At this time, the call center is only using the 130 grid county map book/atlas (A-K, 1-13) system. If you do not have a copy of the 130 grid system county atlas, please call Miss Utility to process and map your ticket. Call MD=800-282-8555 and MD=800-257-7777. Thank you.

o, any ticket processed prior to Oct. 1, 2010 cannot be updated. If you require an update ticket, please select SUBMIT A LOCATE REQUEST.

aware and Maryland owner-members use Ticket Check as their method of positive response for all tickets excluding Designer (DE and MD) and Meeting (DE only). Please visit <http://www.missutility.net/delaware/ticketcheck.asp> or <http://www.missutility.net/maryland/ticketcheck.asp> to learn more about Ticket Check.

TURN OFF THE PRESSES Miss Utility of Delmarva offers ITIC MAPPING. ITIC users now have an on line mapping resource at their figure. This new tool allows the user to verify their locate request coordinate(s) and make any necessary changes with one quick click. To learn more about this brand new feature, contact our ITIC Specialist at 410-782-2057.

you cannot provide an intersecting street, you MUST include driving directions on your ticket. This may result in a delay and/or incomplete markings.

te holidays are not used when calculating the ticket's work to begin date. For a list of holidays, visit www.missutility.net.

IMPORTANT: Your ticket may not be valid if the local telephone and power/electric utility member is not on the "Verification" list (screen 3). The page number and grid combination determines which member is notified. Incorrect data may prevent the proper utilities from being notified. Note: Although a single county map book is used for all counties, you must use the map book for the county you are working in. FYI: Baltimore uses the Baltimore map. Washington DC uses the Metro Washington map.

contact the Miss Utility Center if you have any questions.

CONTINUE

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.



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



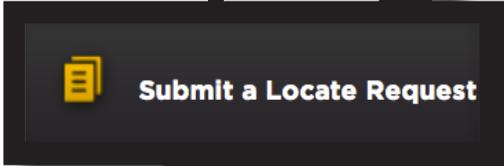
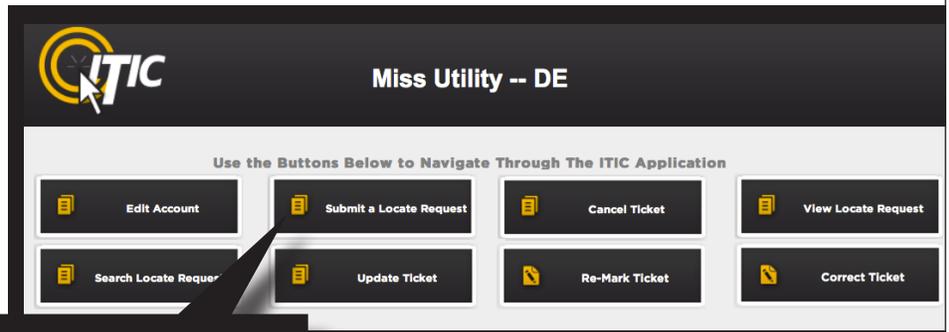
The ITIC Main Menu appears upon login.

GET SET

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

GO!

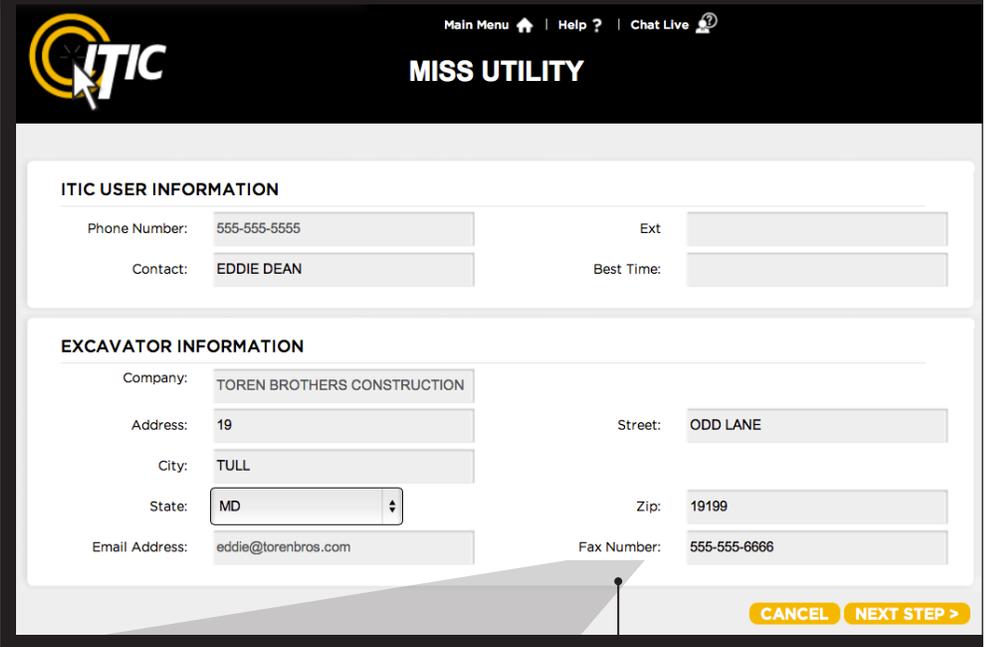
Click "Submit a Locate Request"



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**.



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

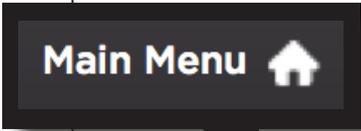


ITIC USER INFORMATION

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.

The screenshot shows the ITIC user information form. At the top left is the ITIC logo. To the right are navigation links: 'Main Menu' with a house icon, 'Help ?' with a question mark icon, and 'Chat Live' with a person icon. Below these is the heading 'MISS UTILITY'. The form is divided into two sections: 'ITIC USER INFORMATION' and 'EXCAVATOR INFORMATION'. The 'ITIC USER INFORMATION' section has fields for 'Phone Number' (555-555-5555), 'Ext', 'Contact' (EDDIE DEAN), and 'Best Time'. The 'EXCAVATOR INFORMATION' section has fields for 'Company' (TOREN BROTHERS CONSTRUCTION), 'Address' (19), 'City' (TULL), 'State' (MD), 'Street' (ODD LANE), 'Zip' (19199), 'Email Address' (eddie@torenbros.com), and 'Fax Number' (555-555-6666). At the bottom right are two buttons: 'CANCEL' and 'NEXT STEP >'. Lines connect the text instructions to the corresponding fields in the form.

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.

NOTE: See **PROFILES** section (page 09) to **auto-fill** your routinely used information

Step 1: Contact Information

Alt. Contact: Phone No:

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..."

Step 2: Excavation Information

Type of Work:

Work Being Done For:

Explosives:

Step 2: Excavation Information

Type of Work: INST |

- INST A FENCE
- INST CATV HSE DROPS
- INST CATV MAIN
- INST CATV SVC
- INST ELEC MAIN
- INST ELEC SVC
- INST GAS MAIN
- INST GAS SVC
- INST IG POOL
- INST SWR MAIN
- INST SWR SVC

NEXT S



Use keyword searches! Type keywords (inst, gas, 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.

Alt. Contact:	JAKE CHAMBERS	Phone No:	555-555-5544
Step 2: Excavation Information			
Type of Work	INST A FENCE		
Work Being Done For	JIMMY HOMEOWNER		
Explosives:	NO		
< GO BACK CANCEL NEXT STEP >			

Explosives

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

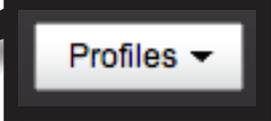
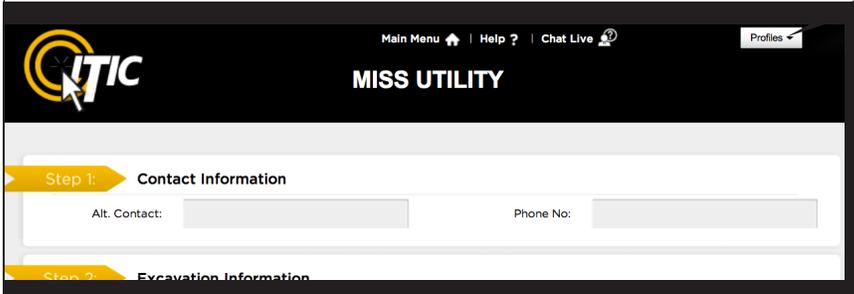


IMPORTANT! Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). **Any information already entered will be DELETED.** Please use the buttons at the bottom of the form.



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.

Work Profile Information

Profile Name:

Contact Information

Alt. Contact: Phone No:

Excavation Information

Type of Work:

Work Being Done For:

Explosives:

Location Information

County:

State:

City/Place:

Extent of Work:

CANCEL **SUBMIT >**

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. (Note: If you have selected **Kent** county, you will need to select a state manually.)

Step 3: Location Information

County: [dropdown] State: [dropdown]

City/Place: [text]

Address: [text]

Street: [text] Intersecting Street: [text]

LOCATE/MARK: [text]

Extent of Work: [text]

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

County: NEW CASTLE State: DE

City/Place: NEWARK Address:

Street: ALEXANDRIA DR Intersecting Street: CORNWALL DR

Extent of Work: MARK ENTIRE LOTS OF ADDRESSES 911, 915, AND 919 ALEXANDRIA DR.

Map Name: Map#: Grids:

COMMENTS

COMMENTS



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.

Step 3: Location Information

County:	NEW CASTLE	State:	DE
City/Place:	NEWARK	Address:	
Street:	ELKTON RD	Intersecting Street:	CHRYSLER AVE
Extent of Work:	MARK 50FT RADIUS OF THE NW CORNER OF ABOVE INTERSECTION.		
Map Name:	Map#:	Grids:	
COMMENTS	ELKTON RD AKA COUNTY HWY 2		search
COMMENTS			

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!

Street:	CA
TE ROW:	CABLE ST CADILLAC AVE CAIRNES LANE
Permit:	N CALHOUN ST

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'**

Step 3: Location Information

County:	QUEEN ANNES	State:	MD
City/Place:	CENTREVILLE	Address:	
Street:	S COMMERCE ST	Intersecting Street:	KIDWELL AVE
MD STATE ROW:	Y	MD Agency Controlling Property or State Road Right-Of-Way:	MDSHA - MD STATE HIGHWAY ADMIN
Permit:	SHA-2-AA-1234-56	Extent of Work: MARK 100FT RADIUS OF ABOVE INTERSECTION.	

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.

***Only relevant for work being done in Maryland. If a Delaware county has been selected, the field will not appear in Step 3.**

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



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

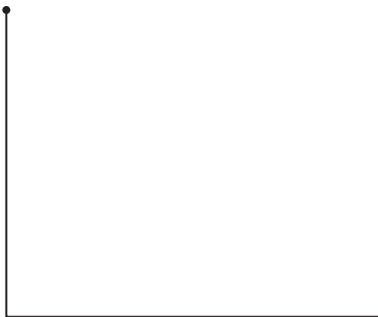
Work Taking Place (or Starting) At an Intersection

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.



Step 3: Location Information

County:	QUEEN ANNES	↓	State:	MD
City/Place:	CENTREVILLE		Address:	
Street:	S COMMERCE ST		Intersecting Street:	KIDWELL AVE
MD STATE ROW:	Y	↓	MD Agency Controlling Property or State Road Right-Of-Way:	MDSHA - MD ST
Permit:	SHA-2-AA-1234-56			
Extent of Work:	MARK 100FT RADIUS OF ABOVE INTERSECTION.			
Map Name:		Map#:		Grids:

COMMENTS

Work Taking Place (or Starting) At 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 of the 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

Step 3: Location Information

County:	NEW CASTLE	State:	DE
City/Place:	NEWARK	Address:	125
Street:	SUNSET ROAD	Intersecting Street:	TOWNSEND RD
Extent of Work:	MARK ENTIRE LOT.		
Map Name:	Map#:	Grids:	
COMMENTS	PLEASE DO NOT PAINT HARD SURFACES		search
COMMENTS			

Remarks

CALLER COULD NOT PROVIDE THE NEAREST INTER ST
CALLER REQUESTS BOTH FLAGS AND PAINT
CALLER REQUESTS CALLBACKS FROM ALL UTILITIES
WMS #

Cancel Select

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, intersection, or map grid 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 encompass the entire area of excavation by selecting grids on the map. The area you select will determine the utilities to be notified.**

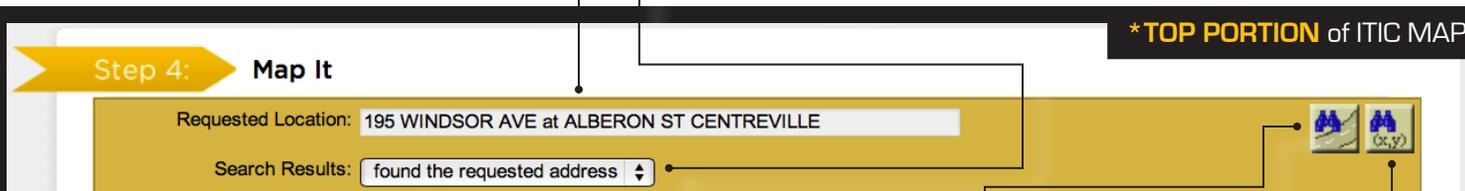
THE MAP

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 page 21 for more details]

Lat/Lon Search

Use this button to manually search for Lat/Lon coordinates. [See page 22 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), **Satellite view** (See page 25 for example), or **Google map view**. (See page 23 for example)

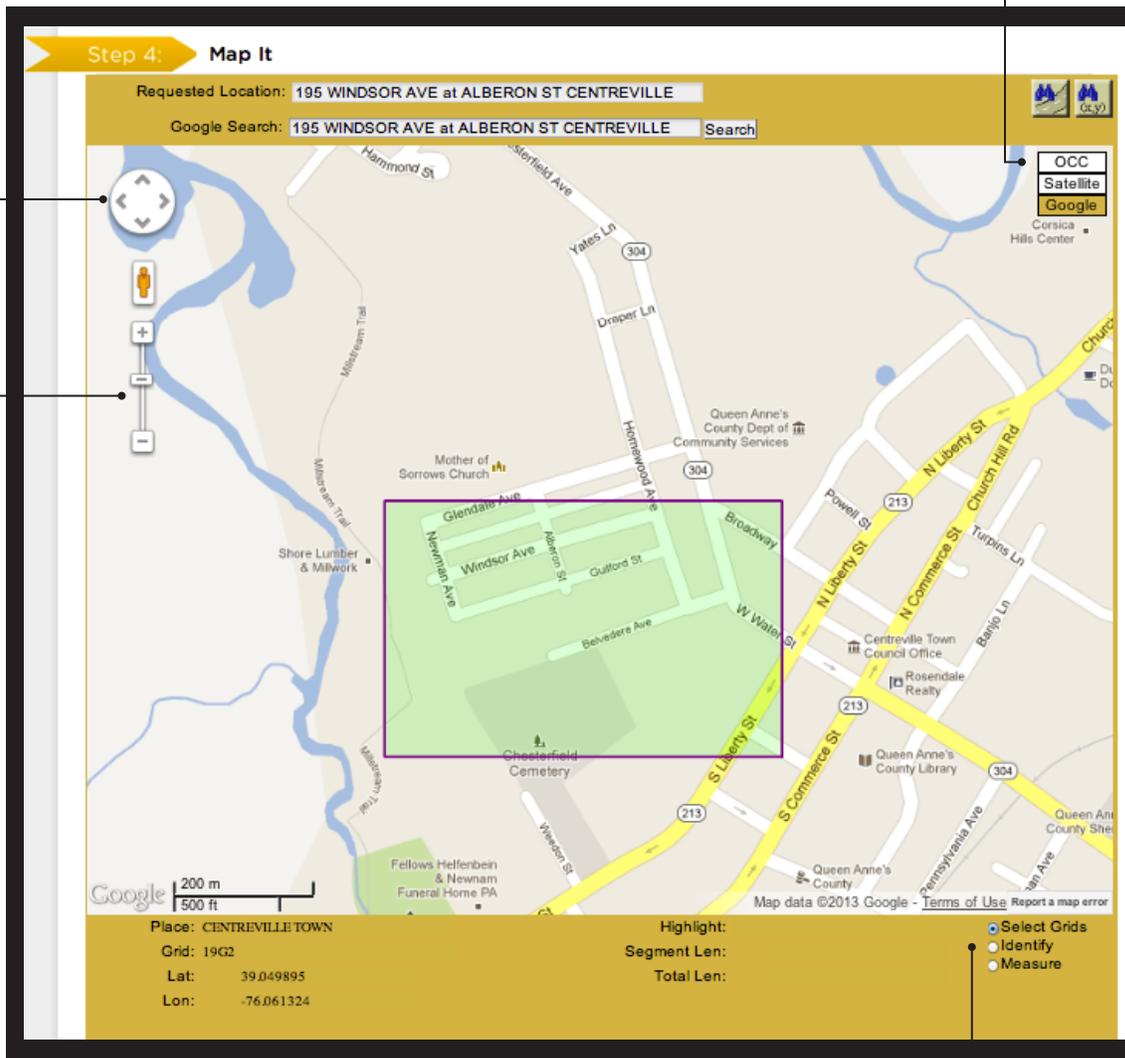
Directional Button

Click the directional button in the direction you would like the map to move. [You can also “grab” and move the map by holding down the left mouse button.]

Zoom 'In' & 'Out' Bar

Zoom in for more detail by clicking on the plus (+) sign or by dragging the marker up on the bar.

Zoom out for an increased overall view by clicking on the minus (-) sign or by dragging the marker down on the bar. [You can also zoom in and out by using the middle rolling button on your mouse when your mouse point is on the map.]



Select Grids

Use this function to select grids on the map and create an excavation polygon around 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.



STEP 4: MAP IT - Continued

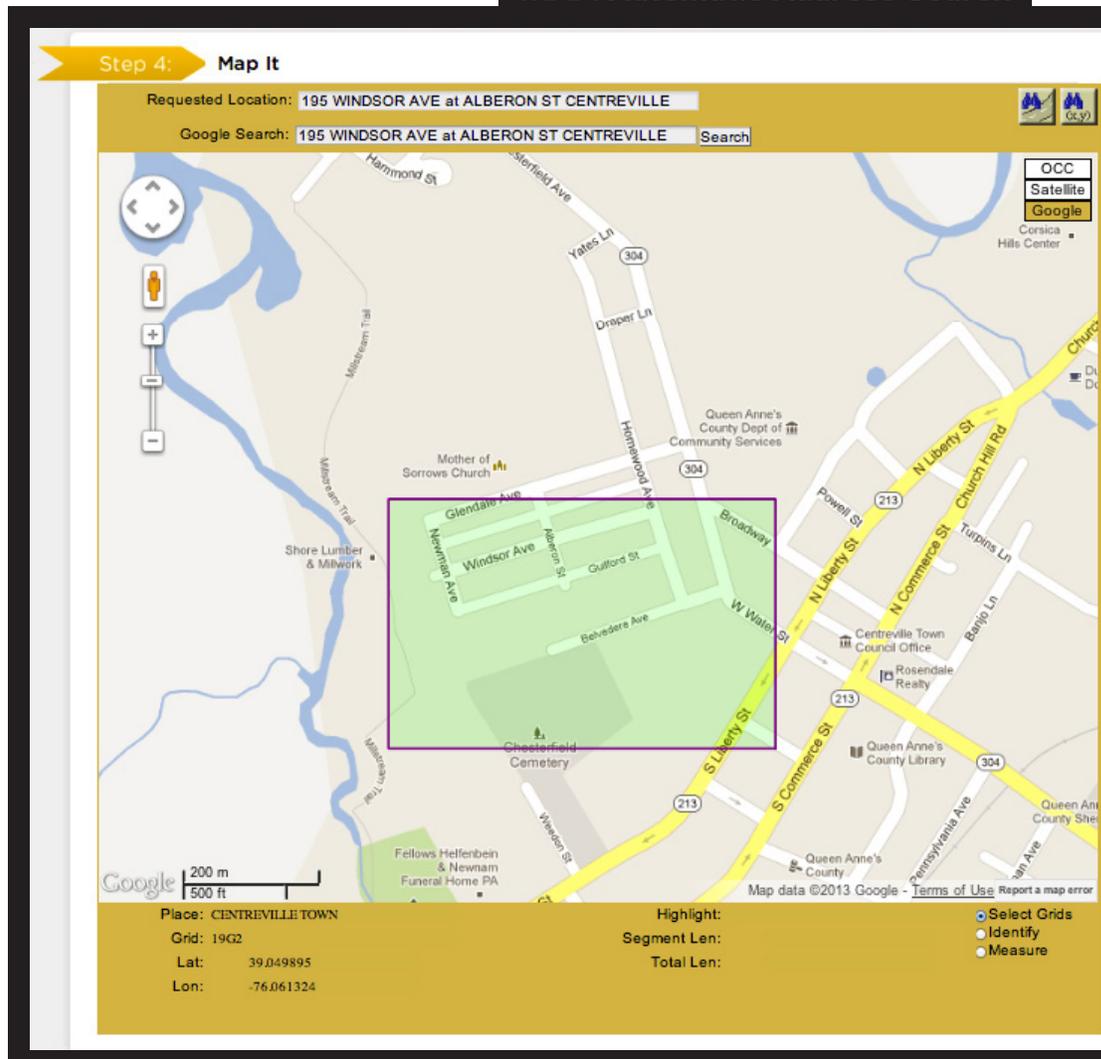
FINDING THE CORRECT LOCATION ON THE MAP

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

Requested Location: S LIBERTY ST at W WATER ST CENTREVILLE

Search Results: found the intersection of S LIBERTY ST and W WATER ST <- click for more results

Map showing streets: CHESTERFIELD AVE, BROADWAY, POBELL ST, N LIBERTY ST, W WATER ST, S LIBERTY ST, W COMMERCE ST, E WATER ST, BELVEDERE AVE, GJILFORD ST, HOMEWOOD AVE, LAYERS ROW, BANGTO LANE, BANGTO LANE, TURK ST, CHURCH.

Map controls: OCC, Satellite, Google, 100 m / 200 ft scale bar.

Metadata:
Place: CENTREVILLE TOWN
Grid: 19G2
Lat: 39.046783
Lon: -76.066096

Highlight:
Segment Len:
Total Len:

Map actions:
• Select Grids
• Identify
• Measure



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.

Addr	195
Street	WINDSOR AVE
Cross Street	ALBERON ST
City/Place	CENTREVILLE

Search Clear

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**.



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.

Lat/Lng Search [X]

Decimal Lat/Lng | DMS Lat/Lng | GPS | SPCS | UTM

Lat [input field]

Lng [input field]

NAD 27 NAD 83

[Search] [Clear]



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:

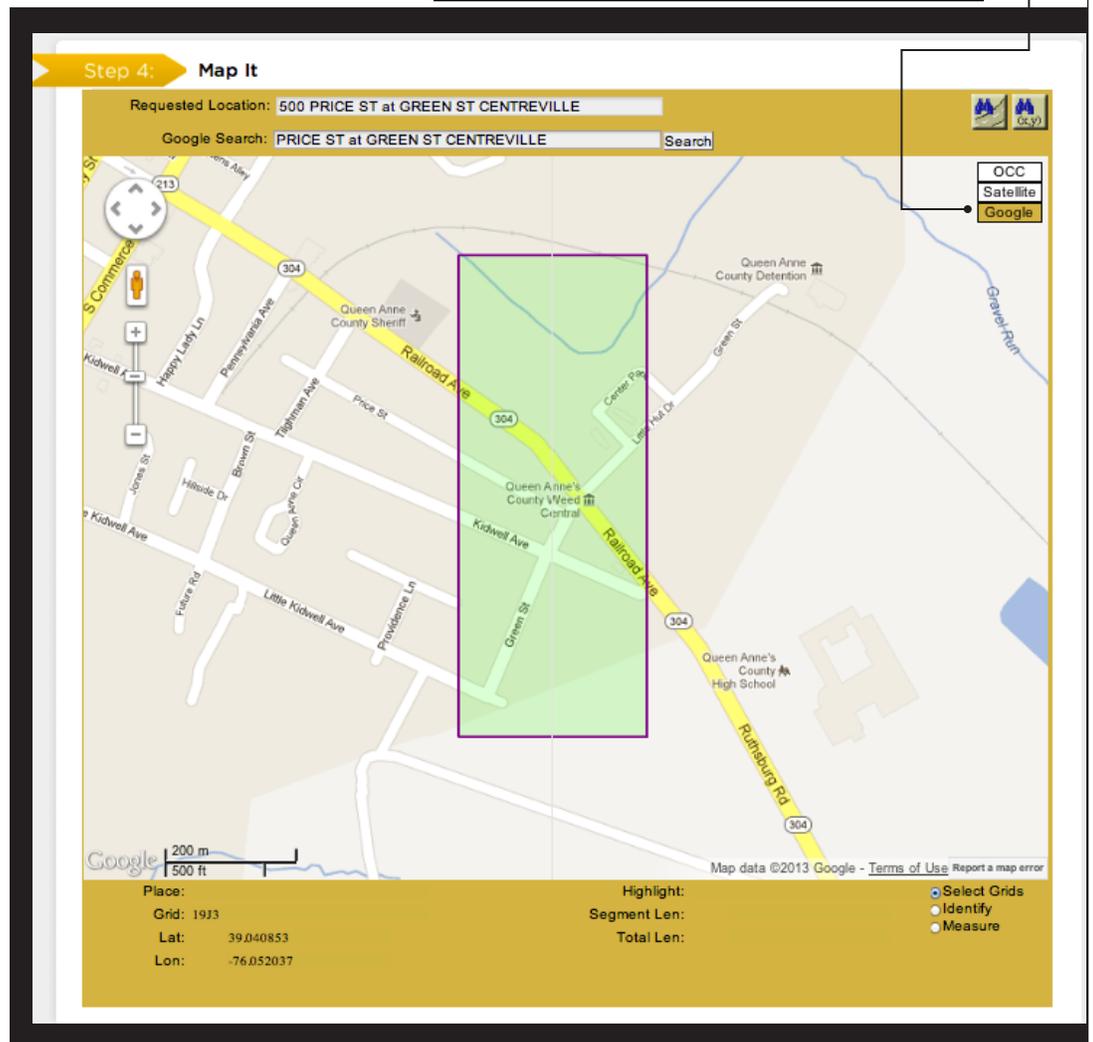


After the location is found, you can select grids on the Google map.

MAP: Manual Google Map Search

Guidelines for **selecting grids on the map** on (pg 24).

Note: You will not be able to select more than 2 grids for any single ticket.





STEP 4: MAP IT - Continued

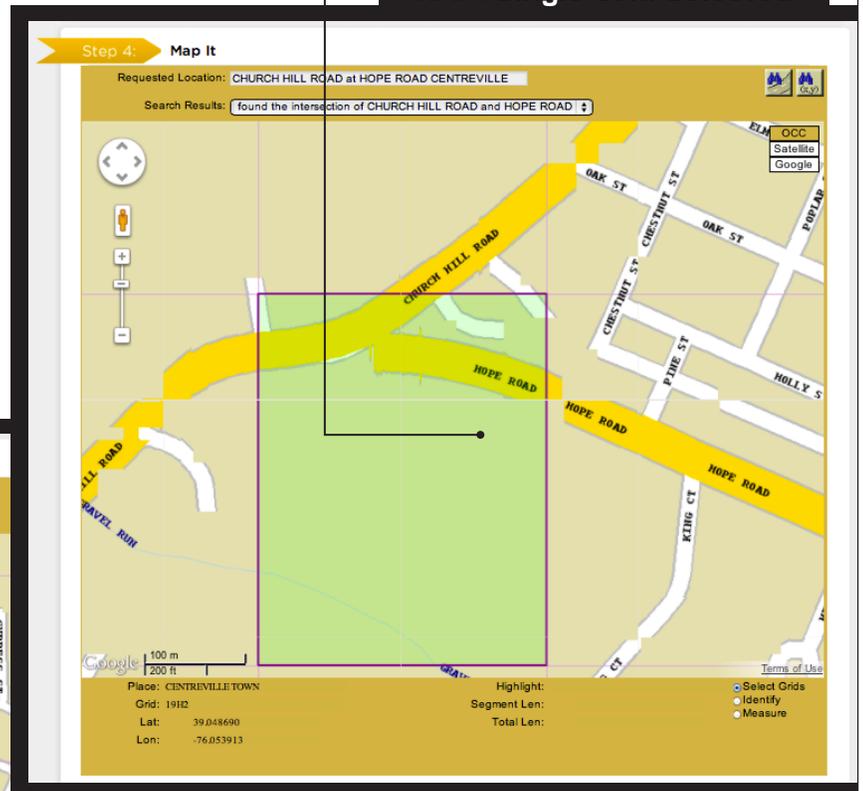
Grids

Selecting Grids

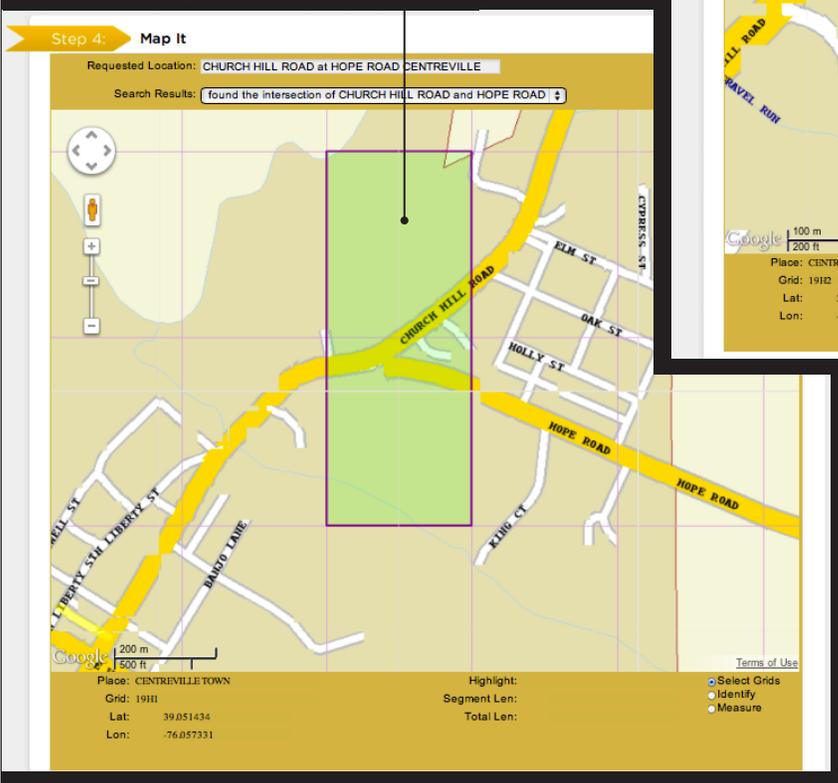
To map your excavation area, you will need to select existing grids to encompass your entire worksite. First, choose the 'Select Grids' tool located in the lower right corner of the map. Then simply click on the area of your excavation. The grid you have selected will be highlighted in green. Continue to select surrounding grids until you are certain your excavation area is completely encompassed.

To "unselect" a grid, simply click on it.

MAP: Single Grid Selected



MAP: Multiple Grids Selected



Note: You will not be able to select more than 2 grids for any single ticket.



STEP 5: START DATE INFORMATION

Step 5: Start Date Information

Ticket Type: STANDARD

Work To Begin Date: February 18, 2013

At: 11:59 PM

Expiration Date: 03/04/2013 11:59 PM

February 2013							March 2013						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2	24	25	26	27	28	1	2
3	4	5	6	7	8	9	3	4	5	6	7	8	9
10	11	12	13	14	15	16	10	11	12	13	14	15	16
17	18	19	20	21	22	23	17	18	19	20	21	22	23
24	25	26	27	28	1	2	24	25	26	27	28	29	30
3	4	5	6	7	8	9	31	1	2	3	4	5	6

< GO BACK CANCEL NEXT STEP >

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.
- 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 your work is part of the **One Maryland Broadband Network** project, choose the **OMBN** ticket type.
- 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).
- **(Delaware Only)** If you would like to meet with the locators use the **Meeting** Ticket Type. This should only be used for excavation projects that are too complex or difficult to describe through ITIC. See page A4 for instructions on filing Meeting tickets.
- **(Delaware Only)** If you would like utility information, but are not planning on excavating in the near future, choose the **Designer** Ticket Type. Designer tickets are for planning/informational purposes only, and have a work-to-begin date of 15 business days from the date of submission.

Step 5: Start Date Information

Ticket Type: STANDARD
 VERIZON FTTP
 VERIZON FIOS
 SHORT NOTICE
 INSUFFICIENT NOTICE
 OMBN

Work To Begin Date: [Date Picker]

At: [Time Picker]

Expiration Date: 03/20/2013 11:59 PM

PLEASE NOTE: If you are requesting markings prior to the standard 48-hour notice, MISS Utility cannot guarantee how or if the utilities respond.



STEP 5: START DATE INFORMATION

Work to Begin Date

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

Step 5: Start Date Information

Ticket Type: STANDARD

Work To Begin Date: February 18, 2013

At: 11 : 59 PM

Expiration Date: 03/04/2013 11:59 PM

February 2013							March 2013						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2	24	25	26	27	28	1	2
3	4	5	6	7	8	9	3	4	5	6	7	8	9
10	11	12	13	14	15	16	10	11	12	13	14	15	16
17	18	19	20	21	22	23	17	18	19	20	21	22	23
24	25	26	27	28	1	2	24	25	26	27	28	29	30
3	4	5	6	7	8	9	31	1	2	3	4	5	6

< GO BACK
CANCEL
NEXT STEP >

In Maryland:

The earliest available work to begin time will be 2 business days from the date the ticket was filed, at 11:59 pm. This date and time may be modified, but will not allow a start date/time that is earlier than the two working day notice, nor later than 12 calendar days from the date the ticket was filed.

In Delaware:

The earliest work to begin time will be 7:00 am on the third business day from the date the ticket was filed. This date and time may be modified, but will not allow a start date/time that is earlier than the standard notice, nor later than a 10 business day notice.

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



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, cancel, or suspend 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.

UTILITY NOTIFICATION SCREEN

District	Company	Phone Number
ABB01	ATLANTIC BROADBAND/WLOCC	(302) 856-9626
DPCV29	DELMARVA POWER-PREMIER	(800) 262-8600
TOCV01	TOWN OF CENTREVILLE	(410) 758-1180

of Districts: 3

< GO BACK CANCEL **NEXT STEP** >

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.

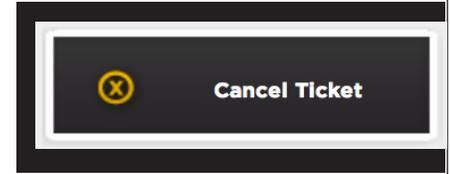
If a ticket you have submitted for review lacks required information or contains errors, we will send you an email. The email will contain additional instructions on how to correct your ticket.

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.



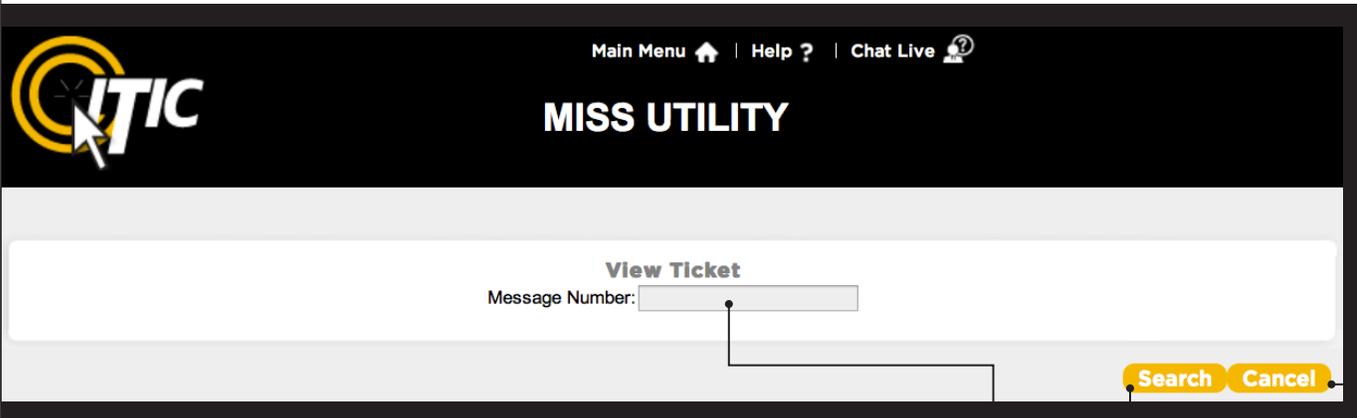
Select **"Cancel Ticket"** at the **ITIC main menu screen**, and enter the ticket number.

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 28).

Click **"Next Step"** on the **Utility Notification Screen** (pg 28) to complete the cancellation request.

NOTE: Cancellation 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 view in the **"Message Number"** field and click the **"Search"** button.

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

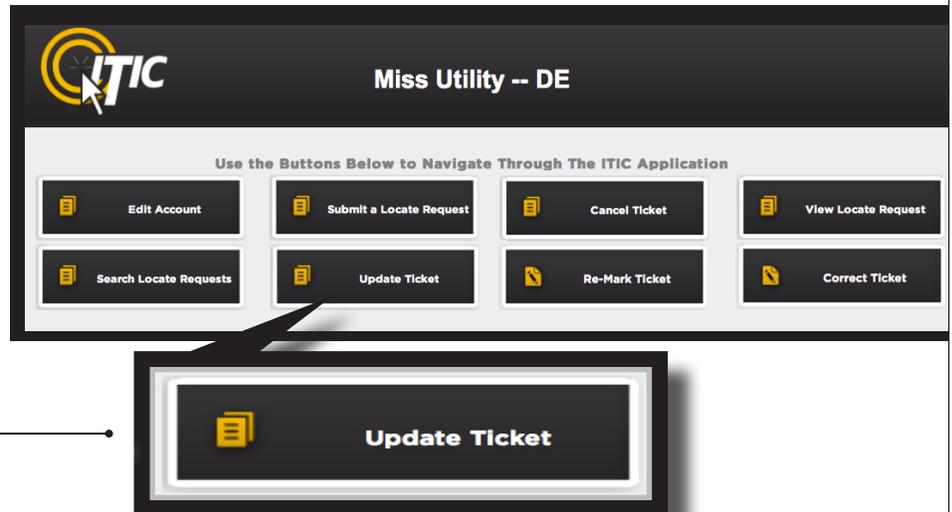


UPDATE TICKET

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 Delaware. 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 Delaware:

Miss Utility of Delmarva tickets are valid for 10 business days after the call date. Tickets must be updated by the 8th business day from the day after the call date if work will extend beyond 10 business days.

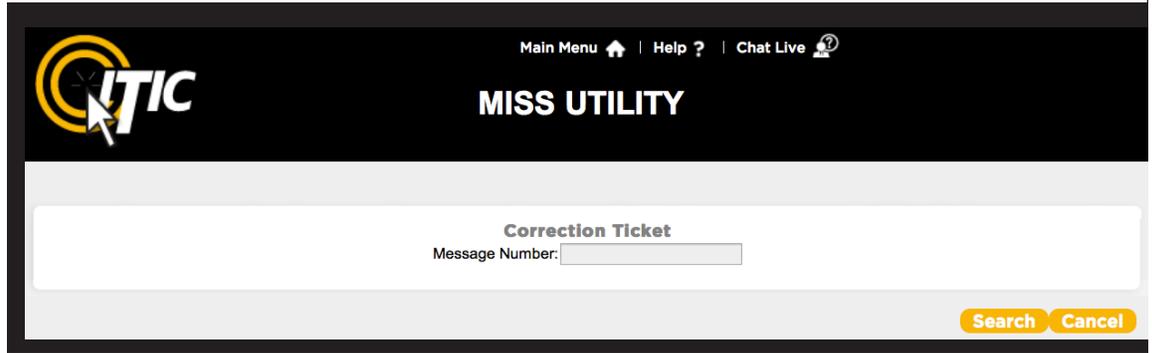
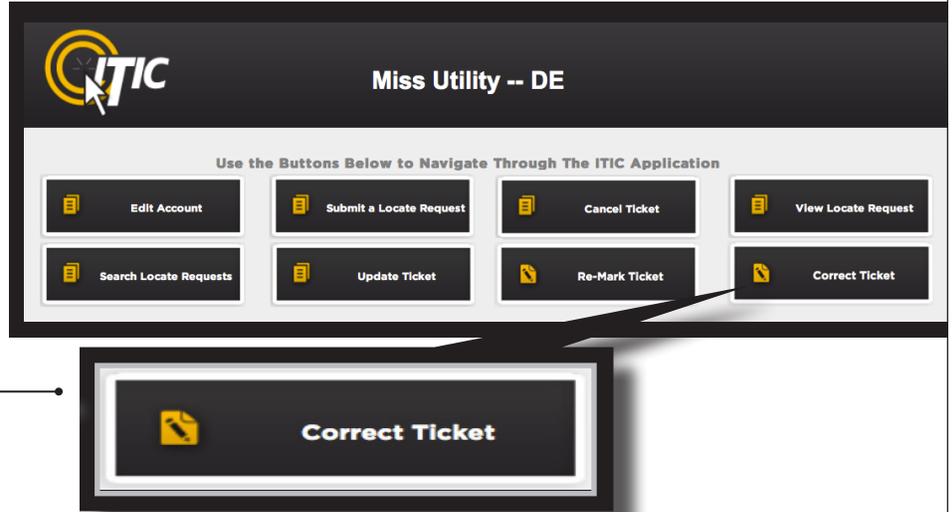


CORRECT TICKET

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.



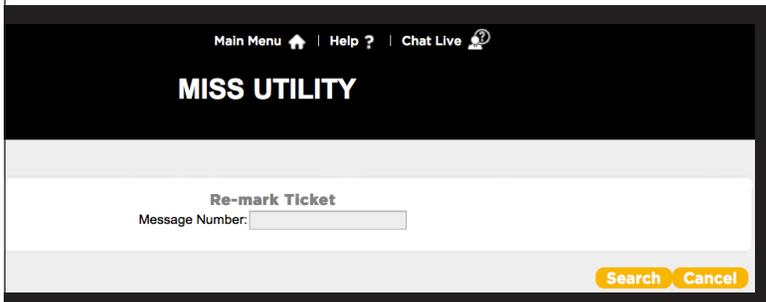
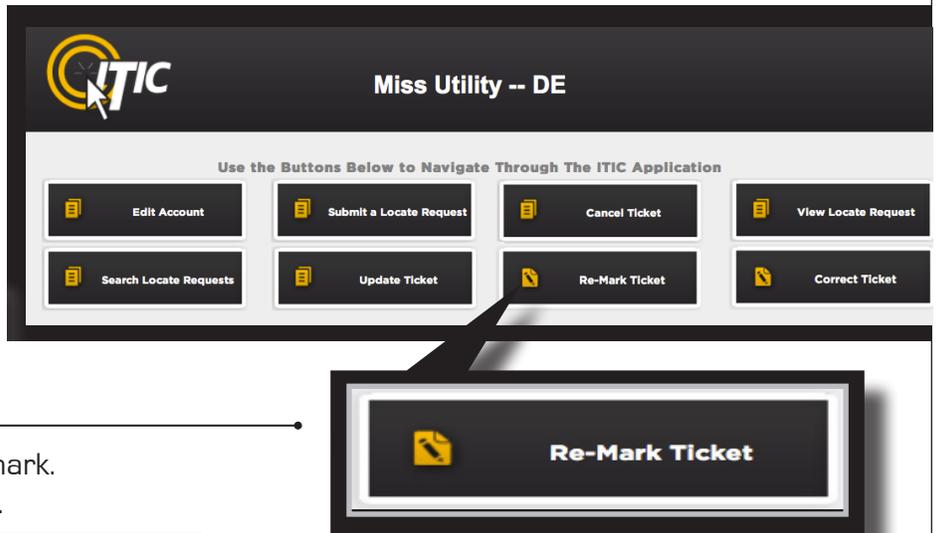
RE-MARK TICKET

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





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
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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 unnamed creek. Travel southeast following the creek for 1500ft. At this point, mark in creek and 10ft on both sides of creek going southeast for 600ft.”

Select the appropriate grids until you are **certain** your excavation area is **completely encompassed.**

To “unselect” a grid, simply click on it

The screenshot shows a Google Maps interface with a yellow highlighted path starting from the intersection of Swallow Falls Rd and Sines Cemetery Dr, traveling east on Swallow Falls Rd, then following a creek southeast. A purple box highlights a section of the creek. The map includes a grid overlay and various map controls. The interface shows 'Step 4: Map It' and 'Requested Location: SWALLOW FALLS RD at SINES CEMETERY RD BALTIM'. The Google Search bar contains 'SWALLOW FALLS RD at SINES CEMETERY RD BALTIM/Search'. The map shows 'Swallow Falls Rd', 'Sines Cemetery Dr', 'Swallow Falls School', 'William Taylor Sines Cemetery', and 'Swallow Falls Geopetal Store & Bishoff Bakery'. The map data is ©2013 Google. The interface includes a scale bar (200 m, 500 ft), a compass, and a search bar. The bottom right corner has a legend with 'Select Grids', 'Identify', and 'Measure' options.



MEETING TICKETS

Step 3: Location Information

County: State:

City/Place: Address:

Street: Intersecting Street:

Extent of Work:

Map Name: Map#: Grids:

COMMENTS:

COMMENTS:

A **Meeting** ticket is used to request an appointment with locators at the job site. Meeting requests should only be used when the work area is too complex to explain through normal methods. Meeting appointments should be scheduled two full working days from the time you file the ticket, between 9am and 3pm. include the meeting location on the ticket. To create a Meet Time request, follow the normal procedure for a **Standard** ticket, with three exceptions:

NOTE: Owner-members do not guarantee their response to this type of notice.

- The **Location of Work** field must include a specific place to meet, and a general description of the full extent of the work area [e.g. “meet at the above intersection for work to take place within a 200ft radius of above intersection,” “meet at the above address for work to take place in rear of property,” etc].
- In the **Comments** field, enter “Caller requests a meeting on (your requested meet date & time).”
- The Ticket Type must be changed to **Meeting**. This can be adjusted using the Ticket Type drop-down menu found in Step 5. (See pg 26)

NOTE: A meeting notice is not a locate request. If markings are needed a locate ticket should be processed with locate instructions.

Step 5: Start Date Information

Ticket Type:

Response Due By:

At: :

July 2013							August 2013						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6	28	29	30	31	1	2	3
7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31	1	2	3	25	26	27	28	29	30	31
4	5	6	7	8	9	10	1	2	3	4	5	6	7