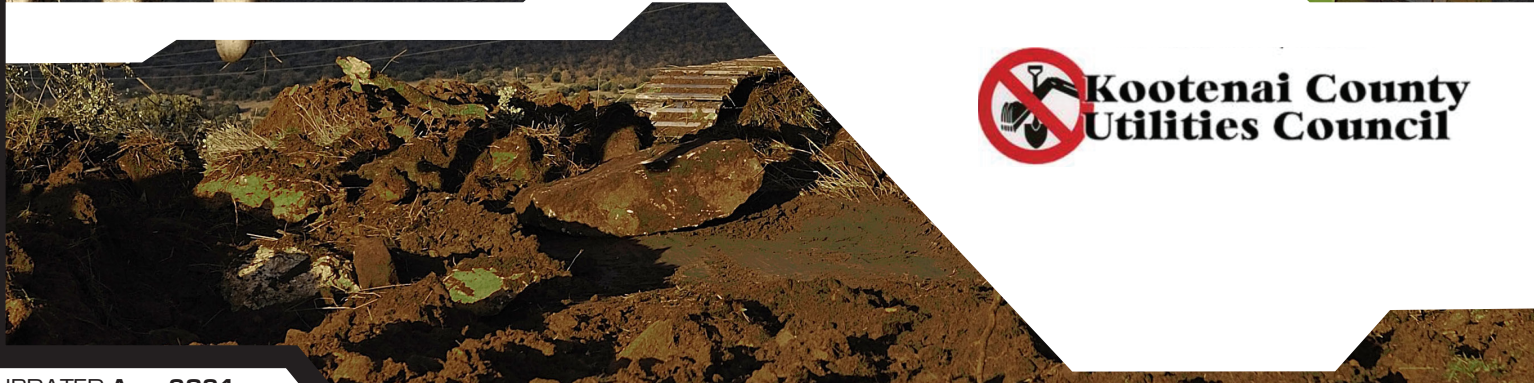


## ITIC USER MANUAL

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



**Kootenai County  
Utilities Council**



## 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**

**Note:** Screenshot examples presented in this manual depict areas in Washington State. In the coming months this manual will be updated to reflect locations in Kootenai County, Idaho.





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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.



## ITIC LIVE HELP

Live Help!

ONE CALL CONCEPTS  
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

Go to <https://id.itic.occinc.com> to access the login screen. You may want to bookmark the page for easy access in the future.

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.

## 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**



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

05



The ITIC Main Menu appears upon login.

## GET SET

In this section you will learn to prepare locate requests.

## GO!

Click "Submit a Locate Request"

Use the Buttons Below to Navigate Through The ITIC Application

Edit Account Submit a Locate Request View Locate Request Update Ticket

Duplicate a Dig

ITIC USER INFORMATION

Phone No: 555-555-5555 Ext:

Contact: EDDIE DEAN Best Time:

EXCAVATOR INFORMATION

Company: TOREN BROTHERS CONSTRUCTION

Address: 19 Street: ODD LANE

City: TULL

State: ID Zip: 98765

Email Address: EDDIE@TORENBROS.COM Fax No: 555-555-5566

CANCEL NEXT STEP >

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

## Help on Contact Fax Phone

Fax number for the excavator if available. Utilities may respond using this fax number.

Index Back Forward Close



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.

Main Menu 

### Contact

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

## 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: Contact Information

### Alternate Contact and Phone Number

Enter the name and cell phone number of the person primarily responsible for conducting or managing the excavation process. **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.]

**NOTE:** See **PROFILES** section (page 8) to **auto-fill** your routinely used information

### Step 1: Contact Information

Alt. Contact: JAKE CHAMBERS

Phone No: 555-555-5544

## 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:** Install Sign, Install Secondary Electric, Repair Gas Service...

### Work Being Done For

Enter the name of the person, company, or organization the work is being done for.

### Step 2: Excavation Information

Type of Work:

Work Being Done For

Type of Work:

install

Work Being Done For

INSTALL CATV MAINLINE  
INSTALL CATV SERVICE  
INSTALL ELEC PRIMARY  
INSTALL ELEC SERVICE



**Use keyword searches!** Type keywords (install, water, backhoe, etc.) to generate a list of options. Make a selection from the **dropdown list** whenever possible





## 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 ▼

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**, a **regular customer**, etc...

You can also create profiles for specific **counties** or **cities** that you work in, or even save **marking instructions** that are commonly used.

#### Work Profile Information

Profile Name:

#### Contact Information

Alt. Contact:

Phone No:

#### Excavation Information

Type of Work:

Work Being Done For

#### Location Information

County:

City/Place:

Location of Work:

### ALL FIELDS ARE OPTIONAL

Click **SUBMIT** when complete.

CANCEL SUBMIT >



## 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.

The screenshot shows the ITIC web interface with the following elements:

- Header: ITIC logo, Main Menu, Help, Chat Live, and a Profiles dropdown menu.
- Step 1: Contact Information
  - Alt. Contact: JAKE CHAMBERS
  - Phone No: 555-555-5544
- Step 2: Excavation Information
  - Type of Work: [Dropdown menu]
  - Work Being Done For: [Text input field]
- Buttons at the bottom: < GO BACK, CANCEL, NEXT STEP >

## 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.

The screenshot shows the ITIC web interface with the 'NEW FENCE' dropdown menu open, displaying the following options:

- Create Job Profile
- Edit Job Profile
- NEW FENCE

## Edit

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

## Submit

Click **SUBMIT** to save changes/additions

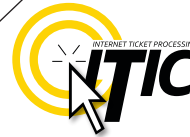
## Delete

Click **DELETE** to delete the selected profile

The screenshot shows the ITIC web interface with the following sections:

- Work Profile Information
  - Profile Name: [Text input field]
- Contact Information
  - Alt. Contact: [Text input field]
  - Phone No: [Text input field]
- Excavation Information
  - Type of Work: [Text input field]
  - Work Being Done For: [Text input field]
- Location Information
  - County: [Text input field]
  - City/Place: [Text input field]
  - Location of Work: [Text input field]
- Buttons at the bottom: DELETE, CANCEL, SUBMIT >





## 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.

**Step 3: Location Information**

County:

City/Place:

House #:

### House # [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 you are referencing multiple addresses to describe your dig site, only enter one address in the House # field, and reference the rest of the addresses in the Location Of Work field.

**Step 3: Location Information**

County:

City/Place:

House #:

Street Name:

Closest Cross Street:

Location of Work:

## 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 Name

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.

### Closest Cross 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. **This information is required if there is no address listed for the worksite.**

Step 3:
Location Information

County:	<input type="text"/>	City/Place:	<input type="text"/>
House #:	<input type="text"/>		
Street Name:	<input type="text"/>	Closest Cross Street:	<input type="text"/>
Location of Work:	<input type="text"/>		
Coord Type:	<input type="text"/>	Zone:	<input type="text"/>
Lat/North:	<input type="text"/>	Lon/East:	<input type="text"/>
Township:(Ex:27S)	<input type="text"/>	Range:	<input type="text"/>
S-Q:	<input type="text"/>		
Remarks:	<input type="text"/>		

search

## ADDRESS TIP

### Use keyword searches!

Start typing in the Street name (ex. 'ch') 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 Name:	sh
Location of Work:	SHAFFER AVE S E SHELBY ST S SHELL ST S SHELTON 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 **Location of Work** 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 Location of Work field.**

#### For Instance:

In the Location 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 **Location of Work** field.

#### For Instance:

In the Location 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:

House #:

Street Name:

Location of Work:

Coord Type:

Lat/North:

Township:(Ex:27S)

Remarks:

## 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 is a list of suggested 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  
Route – RT  
Street, – ST  
Terrace – TER  
Trail – TR

## 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

### Location 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 **Location 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.**

Step 3:

Location Information

County:

House #:

Street Name:

Closest C

Location of Work:

Coord Type:

Lat/North:

**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 name 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.

Step 3:

Location Information

County:

KING

City/Place:

SEATTLE

House #:

2801

Street Name:

WESTERN AVE

Closest Cross Street:

CLAY ST

Location of Work:

Mark Entire Lot

Coord Type:

Zone:

Lat/North:

Lon/East:

Township:(Ex:27S)

Range:

S-Q:

Remarks:

Remarks:



**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 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 Name" 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 Closest Cross Street field.



## STEP 3: Location Information - Continued

### Large & Multi-Address Worksites

If your worksite involves property on multiple addresses, you must file a separate ticket for each work site. In other words, if you are installing 15 different sewer laterals at 15 adjacent addresses, you must file 15 separate tickets.

### Continuous Dig

Some large excavation projects (such as utility main line installation) can be completed on a single ticket. In order to fit onto one ticket, the work area must be a continuous excavation, must be confined to a single county, and must not extend onto the property of multiple addresses.

Example: "Mark entire road right of way of Elm St, from Murphy Ave going S for ½ mile to Smith St, then mark entire rd right of way of Smith St going W for 500ft to Westgate Lane, then mark entire rd right of way of Westgate Lane going N for 1 mile."

### Route Work

Non-continuous route type work can be included on a single ticket if the work is on either side of the street, and if the sites are not more than 750ft apart. If the work area skips from street to street, it is not a route type ticket and must be split into multiple tickets. Common examples of route type work include installing poles, planting trees, installing signs, etc.

Example: "Mark a 10ft radius of the 1st, 2nd, 4th, 6th and 7th power poles located s of Bear Creek Road and n of Anne Lane, on the w side of 27th St. There are 8 poles at this location. The poles to be replaced are marked with orange flagging. Total length of work site approx 1600ft."

**IMPORTANT:** There is no such thing as a "Blanket Ticket." If you are a subcontractor and you are excavating, protect yourself and your company by filing a locate request. A general contractor's ticket does not apply to anyone except the general contractor. Similarly, a property owner's ticket does not protect a professional excavator from liability. You can easily reproduce another contractor's ticket by using the 'Duplicate A Ticket' button at the main menu screen. See Page 30 for more details.



**REMINDER:** Driving directions must include approximate distance and direction (N, S, E, W, NE, SW, etc.).



## STEP 3: Location Information - Continued



Use **ONLY** the following approved abbreviations when formatting the location of work or driving directions. Tickets formatting with abbreviations other than those shown will be returned to the user for correction.

Feet – FT	Inches – IN	Miles – MI	Yards – YDS
East – E	North – N	South – S	West – W
Northeast – NE	Northwest – NW	Southeast – SE	Southwest – SW

### Coord Type, Lat/North, Lon/East, Zone

These fields are used to enter Lat/Lon coordinates and require a specific format to obtain accurate results. **This information is not required.**

\*All **necessary information is required** if Lat/Lon coordinates are entered.

Select the correct **coordinate type** from the drop-down menu. (If you do not know which format your coordinates are in, enter the coordinates back in the **Location Description** field.)

Enter the **Lat/Lon coordinates** in the **Lat/North** and **Lon/East** fields for each format type as follows:

• **Decimal (DD.DDDDD):**  
Lat/North: 40.56000 Lon/East: -92.709722

• **Degrees, minutes and decimal minutes (DD MM.MMMM):**  
Lat/North: 38 34.885833 Lon/East: -92 12.474000

• **Degrees, minutes and seconds (DD MM SS.SS):**  
Lat/North: 40 33 36 Lon/East: -92 42 35

• **State Plane Coordinate-Feet (SPCS):**  
Lat/North: 1721245.57 Lon/East: 441728.68

• **State Plane Coordinate-Meters (SPCS):**  
Lat/North: 524647.84 Lon/East: 482239.34

• **UTM should be entered as follows:**  
Lat/North: 4489955.24 Lon/East: 524574.44

**Zone will auto-fill for certain format types**





## STEP 3: Location Information - Continued

### Township, Range and Section (TRSQ)

These fields are used to enter Township, Range and Section-Quarter Information (TRSQ). You will need to enter the information in the correct format for accurate results. This information is not required.

Do not enter zero before any Township, Range or Section-Quarter number. If on any locate the excavation site travels into a different township or range, please put the first set of TRSQ information in the TRSQ fields, then put the second set of TRSQ information in the Location of work field. [Be sure to clearly separate any additional information from the marking instructions]

For example:

T: 27S	R: 2E	S-Q: 3-NE-NW
T: 26S	R: 1W	S-Q: 2-NE-NW, 11-SE-SW
T: 7S	R: 38W	S-Q: 1
T: 34S	R: 20E	S-Q: 4, 5, 6

Township:(Ex:27S)	25N	Range:	4E	S-Q:	16-SE
Remarks:	DO NOT MARK ON ANY PAVED OR PERMANENT SURFACES				
<b>search</b>					

### Remarks

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 remarks.

AREA WILL BE MARKED IN WHITE  
 BEST INFORMATION AVAILABLE  
 BEWARE OF DOG -- KNOCK ON DOOR FOR ACCESS  
 CALL CENTER NOTE: NEC EMERGENCY FOR CALLERS COMPANY  
 CALLER GAVE LATITUDE AND LONGITUDE  
 CALLER GAVE THOMAS GUIDE PAGE  
 CALLER GAVE TOWNSHIP, RANGE, SECTION INFO  
 CALLER GAVE TRSQ. FAX-A-LOCATE ENTERED THROUGH ITIC

Cancel Select

**IMPORTANT: Do not list marking instructions in the Remarks field. All marking instructions must be listed in the Location 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 draw the excavation polygon.



**REMINDER:** The map & polygon are used to determine which member utilities will receive the ticket. Kootenai County One Call members may or may not review the map.

The map will automatically search by the address, intersection, TRSQ or Lat/Lon 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)

**\*TOP PORTION of ITIC MAP**

Step 4: Map It

Requested Location: 990 MCCORMICK ST NE at PINE AVE NE OLYMPIA

Search Results: found the requested address [click for more results](#)

Icons: [Map] [TRSQ] [Lat/Lon]

#### Street/Address Search

Use this button to manually search for a specific address, street, intersection, and/or city. (See page 22 for more details)

#### TRSQ

Use this button to manually search for Township, Range and Section-Quarter. (See page 23 for more details)

#### Lat/Lon Search

Use this button to manually search for Lat/Lon coordinates. (See page 23 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.

**NEED HELP?**

Hours: Mon - Fri  
8a - 5p



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



## STEP 4: MAP IT - THE MAP Continued

### 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.]

### Change Shape/Size

Used to change the shape & size of the default polygons.

### 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

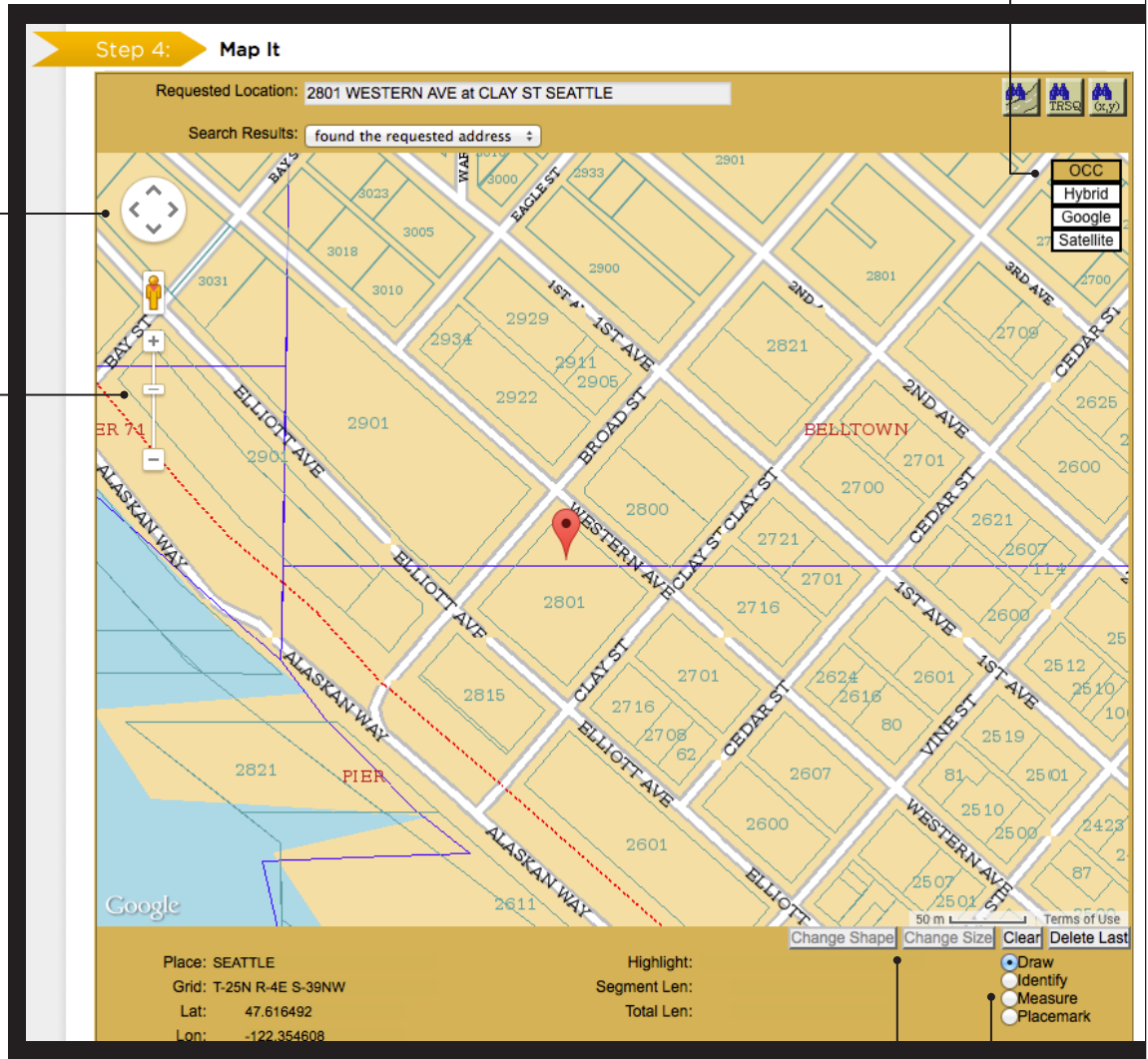
Use this function to measure the distance between points on the map. Using this tool regularly ensures proper coverage of excavation areas and confirms distances along roads.

### 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.

### View

Change the image of the map to the OCC map view (pictured), **Hybrid** View (See page 26 for example) **Satellite** view (See page 26 for example), or **Google** map view. (See page 24 for example)





## 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

Requested Location: 16 W HARRISON ST at 1ST AVE W SEATTLE

Search Results: found the requested address

Place: SEATTLE

Grid: T-25N R-3E S-38SE

Lat: 47.621445

Lon: -122.356957

Highlight:

Segment Len:

Total Len:

Change Shape

Change Size

Clear

Delete Last

Draw

Identify

Measure

Placemark





## 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: WESTLAKE AVE at OLIVE WAY SEATTLE

Search Results: WESTLAKE AVE OLIVE WAY in SEATTLE

<- click for more results

1927

1923

1921

1913

414

1904

405

1624

1618

400

1900

601

1807

600

500

505

500

523

4TH AVE

5TH AVE

6TH AVE

OLIVE WAY

WESTLAKE AVE

STEWART ST

WESTLAKE STA ACRD

WESTLAKE STA ACRD

Google

20 m

Terms of Use

Change Shape

Change Size

Clear

Delete Last

Crow

Identify

Measure

Placemark

Place: SEATTLE

Grid: T-25N R-4E S-40NW

Lat: 47.611856

Lon: -122.336041

Highlight:

Segment Len:

Total Len:





## 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.

### Street Search

Addr	620
Street	BELMONT AVE
Cross Street	E ROY ST
City/Place	SEATTLE

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.

**NEED HELP?** Hours: Mon - Fri  
8a - 5p



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.



## 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.

### TRSQ

ITIC will automatically search accurate Township, Range & Section ¼ [TRSQ] information provided on the ticket.

If you wish to do a manual TRSQ search, click the "TRSQ" button.

Enter the TRSQ in the correct format. The grid will appear in the center of the screen, if it is found within the county you have provided.

### 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 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:

Requested Location: 27000 DEXTER ST at HARRISON AVE SEATTLE

Google Search: DEXTER ST at John st SEATTLE

Search

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

Guidelines for **drawing a polygon** on page (25)

\*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.

### 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



### MAP: Manual Google Map Search

Step 4: Map It

Requested Location: 27000 DEXTER ST at HARRISON AVE SEATTLE

Google Search: DEXTER ST at John st SEATTLE

Search

Place: SEATTLE

Grid: T-25N R-4E S-38SE

Lat: 47.618734

Lon: -122.343340

Highlight:

Segment Len:

Total Len:

Draw

Identify

Measure

Placemark



## 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.)

- ☒ Draw
- ☐ Identify
- ☐ Measure
- ☐ Placemark

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.

### POLYGON POINTERS

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

- Always 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.**

Step 4: Map It

Requested Location: 500 SE IRELAND ST at SE 6TH AVE OAK HARBOR

Search Results: found the requested address <- click for more results

SE 4TH AVE

SE 6TH AVE

SE 8TH AVE

SE GLENCOE ST

SE IRELAND ST

SE JEROME ST

OCC

Hybrid

Google

Satellite

SE 8TH AVE 50 m L

Change Shape

Change Size

Clear

Delete Last

Place: OAK HARBOR

Grid: T-32N R-1E S-38NW

Lat: 48.295029

Lon: -122.646217

Highlight:

Segment Len: 206.01 ft

Total Len: 1256.70 ft

Draw

Identify

Measure

Placemark

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.

### 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 Description, correct the distance in the Location description.*

### 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.

### 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 in the correct location and large enough to cover your work area. If you need to make changes, click the "clear" button and redraw the polygon.

#### Hybrid View

Step 4: Map It

Requested Location: 500 SE IRELAND ST at SE 6TH AVE OAK HARBOR

Search Results: found the requested address < click for more results

Place: OAK HARBOR  
Grid: T-32N R-1E S-38NW  
Lat: 48.294379  
Lon: -122.645123

Highlight:  
Enclosed Area: 214193.85 sq ft  
Total Len: 1976.88 ft

Change Shape Change Size Clear Delete Last

Draw  
Identify  
Measure  
Placemark

#### Satellite View

500 SE IRELAND ST at SE 6TH AVE OAK HARBOR

Search

Highlight:  
Enclosed Area: 214193.85 sq ft  
Total Len: 1976.88 ft

Change Shape Change Size Clear Delete Last

Draw  
Identify  
Measure  
Placemark



**STEP 5: TICKET TYPE****Step 5: Start Date Information**

Ticket Type

STANDARD

Work To Begin Date:

November 20, 2012

At:

12

:

15

AM

November 2012							December 2012						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3	25	26	27	28	29	30	1
4	5	6	7	8	9	10	2	3	4	5	6	7	8
11	12	13	14	15	16	17	9	10	11	12	13	14	15
18	19	20	21	22	23	24	16	17	18	19	20	21	22
25	26	27	28	29	30	1	23	24	25	26	27	28	29
2	3	4	5	6	7	8	30	31	1	2	3	4	5

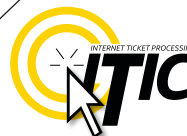
**Ticket Type**

There is one type of ticket available through ITIC. It is:

- **Standard Ticket** – This ticket type is for routine tickets. Your ticket will automatically default to this ticket type. Additional ticket headers will be available after a training and certification process.



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



## STEP 5: START DATE INFORMATION

### Work to Begin Date

These fields will default to the Routine start date and time required by state law. The two working day notice period does not include the day the request is made, so the start time will be 12:00 am on the third business day.

This date and time may be modified, but will not allow a start date/time that is earlier than the two working day notice, or later than a 10 business day notice.

Note: altering the start date & time does not change the date/time when a utility is required to have marks completed.



If your ticket goes to the call center for review, the 'start date and time' reflects the time the ticket is actually released from the call center. Tickets sent to review after 5pm are subject to be reviewed the next business day.

### Step 5: Start Date Information

Ticket Type

STANDARD

Work To Begin Date:

November 20, 2012

At:

12

: 15

AM

November 2012							December 2012						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3	25	26	27	28	29	30	1
4	5	6	7	8	9	10	2	3	4	5	6	7	8
11	12	13	14	15	16	17	9	10	11	12	13	14	15
18	19	20	21	22	23	24	16	17	18	19	20	21	22
25	26	27	28	29	30	1	23	24	25	26	27	28	29
2	3	4	5	6	7	8	30	31	1	2	3	4	5

&lt; GO BACK

CANCEL

NEXT STEP &gt;

SUSPEND &gt;

**DID YOU KNOW?** You can upload relevant files and attach them to your locate requests. See page A6 for more information.

**NOTE:** Altering the work to begin date & time does not change when utilities are required to have their marks completed.



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



## 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 excavation polygon is drawn. 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.

### UNDERGROUND FACILITY OPERATORS LIST

District	Company	Phone Number
CC7700	COMCAST CABLE	(253) 864-4383
KCMTRO01	KING CNTY METRO SEWER	(206) 684-1671
LEVL301	LEVEL 3 COMMUNICATIONS	(720) 888-6482
METRAN01	METRO TRANSIT	(206) 263-6580
MTRMED01	ZAYO FNA ABOVE NET	(443) 403-2037

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

< GO BACK CANCEL NEXT STEP >

### 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 **800-428-4950** to correct the ticket.

If a ticket you have submitted for review lacks required information or contains errors, we will attempt to contact you through the information you have provided on the ticket. If we are unable to reach you by close of business, your ticket will be voided, and will not be sent to the utilities. You will receive a notification of the your voided ticket(s) via email or voice message.

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.**



## UPDATE TICKET

Use **Update Ticket** to make changes to an existing ticket, or to renew markings on an existing ticket.

Click the **“Update Ticket”** button at the **ITIC Main Menu** screen (pg 05).

Enter the ticket number in the **Message Number** field, then click the Search button.

NOTE: updating a ticket will

## TO BE DETERMINED

remarks,” “update per expanded work area,” etc...]

Search Cancel

Verify all information on the ticket. Once you have completed all necessary changes, re-map the entire area of excavation.

Click **“Next Step”** to advance to the **Utility Notification Screen** (pg 30).

## VIEW A LOCATE REQUEST

To view a ticket, click the **“View a Locate Request”** button on the **Main Menu** (pg 05).

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**.



## TICKET SEARCH

To search for an existing ticket **without** a ticket number, simply click on the **"Ticket Search"** button found on the **Main Menu** (pg 05).

If you wish to search for your tickets, enter your name or Caller ID number (or both. Entering fewer search fields will return more results. Enter the county that is on the ticket and set the **"Start Date/End Date"** to the time frame in which you processed the ticket.

Then Click **"Search"**.

ITIC will display a list of tickets meeting the criteria you entered. Click on the ticket number to open the ticket for viewing or printing. You can broaden your search to ALL tickets by not choosing a county, or you can narrow your search by entering a street or house number. **(For Instance: enter "101" in the address field or "Main" in the Street field.)**

**Pan Map** – Allows you to 'grab' the map with the curser and move it.

**Draw Polygon** – Allows you to map out an area, which can then be evaluated using the **Search** button. This will show you a list of tickets that fall within the area mapped.

**Clear Polygon** – Clears your currently drawn polygon.

**Map Help Popup** – Will display a list of helpful notes.

\* Will accept partial entry.

Return to Menu
Search

<b>Ticket Information</b> Ticket Number: <input type="text"/> Header: <input type="text"/>		Start Date: <input type="text" value="Feb"/> <input type="text" value="21"/> <input type="text" value="2013"/> End Date: <input type="text" value="Mar"/> <input type="text" value="21"/> <input type="text" value="2013"/>
<b>Caller Information</b> Contact Name: <input type="text"/> Caller ID: <input type="text"/> Company: <input type="text"/> Fax: <input type="text"/> Email: <input type="text"/>		
<b>Excavation Information</b> Type Of Work: <input type="text"/> Work Done For: <input type="text"/> Explosives: <input type="text"/>		
<b>Location Information</b> County: <input type="text" value="Any County"/> City: <input type="text"/> Township: <input type="text"/> Range: <input type="text"/> Section: <input type="text"/> House Number: <input type="text"/> Street: <input type="text"/> Location: <input type="text"/> Intersecting Street: <input type="text"/> Remarks: <input type="text"/>		
<b>Interactive Map</b> Search Map: <input type="text"/>		
<div> <span>Pan Map</span> <span>Draw Polygon</span> <span>Clear Polygon</span> <span>Map Help Popup</span> </div>		
District Codes: <input type="text"/> (* for all Districts, or comma separated list of District Codes)		
<span>Search</span>		





## 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.**

Also Known As – AKA	Parkway – PKWY
Approximately – APPX or APPROX	Pedestal – PED
Avenue – AVE	Place – PL
Between – BTWN	Property – PROP
Boulevard – BLVD	Railroad – RR
Building – BLDG	Right of Way – R/W
Business – BUS	Road – RD
Cable Television – CATV	Street – ST
Circle – CIR	Subdivision – SUBDIV
Construction – CONSTR	Telephone – TEL
Court – CT	Terrace – TER
Drive – DR	Traffic Way – TFWY
Electric – ELEC	Underground – UG
Excavate/Excavator – EXCAV	
Expressway – EXPY	
Foot – FT	
Highway – HWY	
Inches – IN	
Information – INFO	
Intersection – INTER	
Interstate – I (I 70)	
Lane – LN	
Mile – MI	

### 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

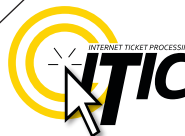
1 MILE	=	1760 YARDS=	5280 FEET
--------	---	-------------	-----------

### 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





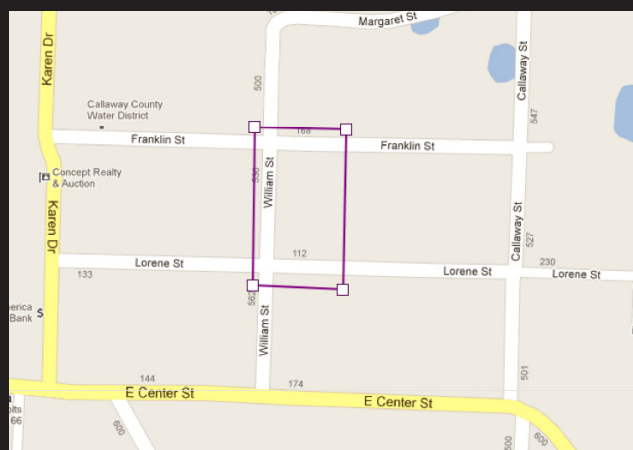
## GOOGLE - POSITIONAL SHIFT EXAMPLE

When drawing the excavation polygon on the **Google map**, click the **"OCC"** button to verify the polygon on the ITIC map before submitting.

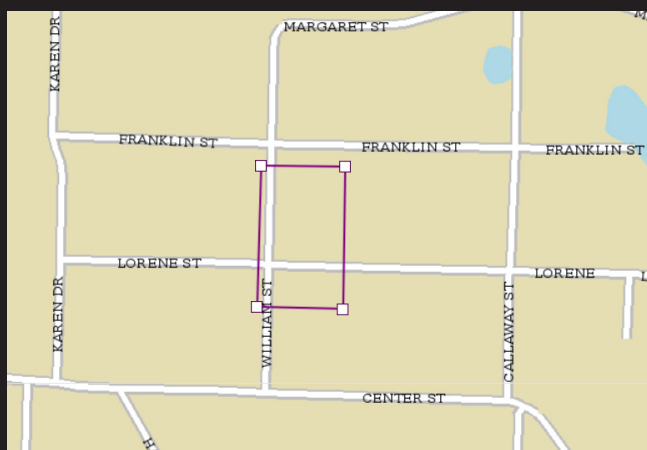
The polygon alignment may be **different** between the two maps.

In this example the work area is located on the E side of William St, between Franklin St and Lorene St.

Polygon - **GOOGLE MAP**



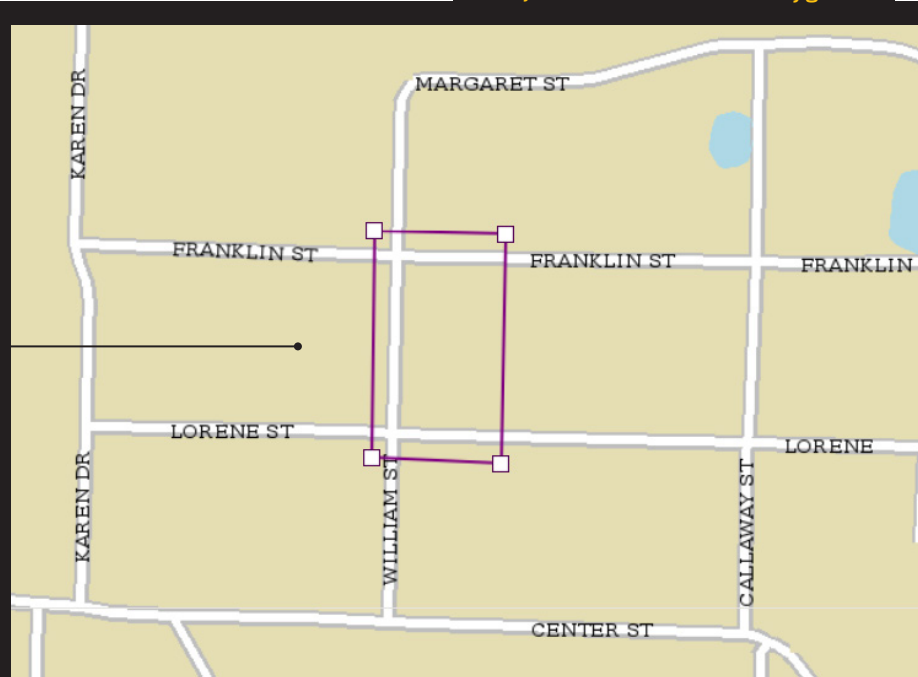
Polygon - **OCC MAP**



You must adjust or modify the polygon to cover the **entire excavation area** as it is depicted on the OCC map.

[The OCC map is the map that determines which utilities will be notified.]

Adjusted **CORRECT** Polygon

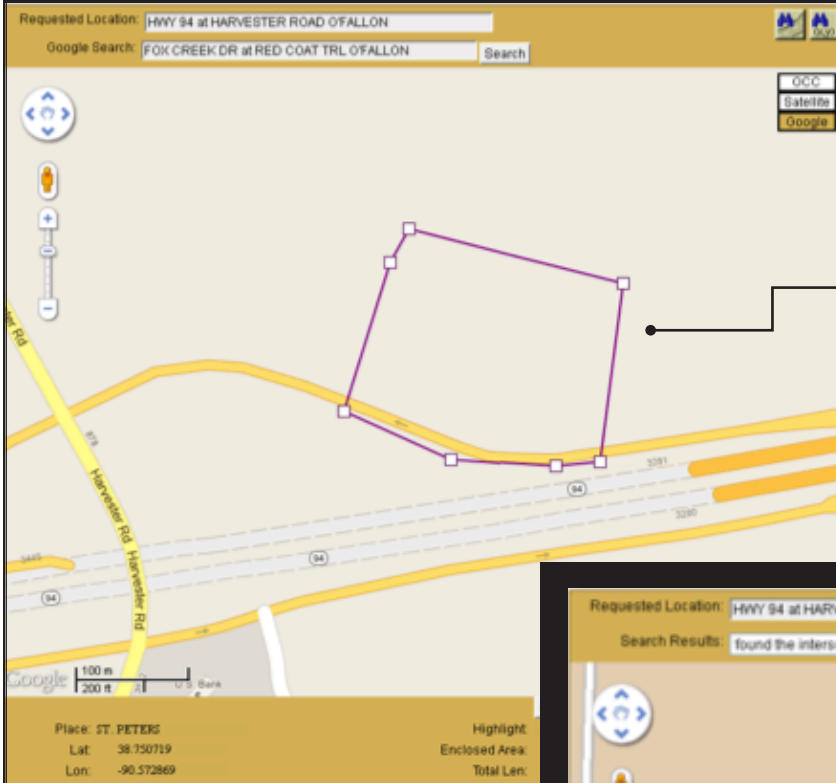




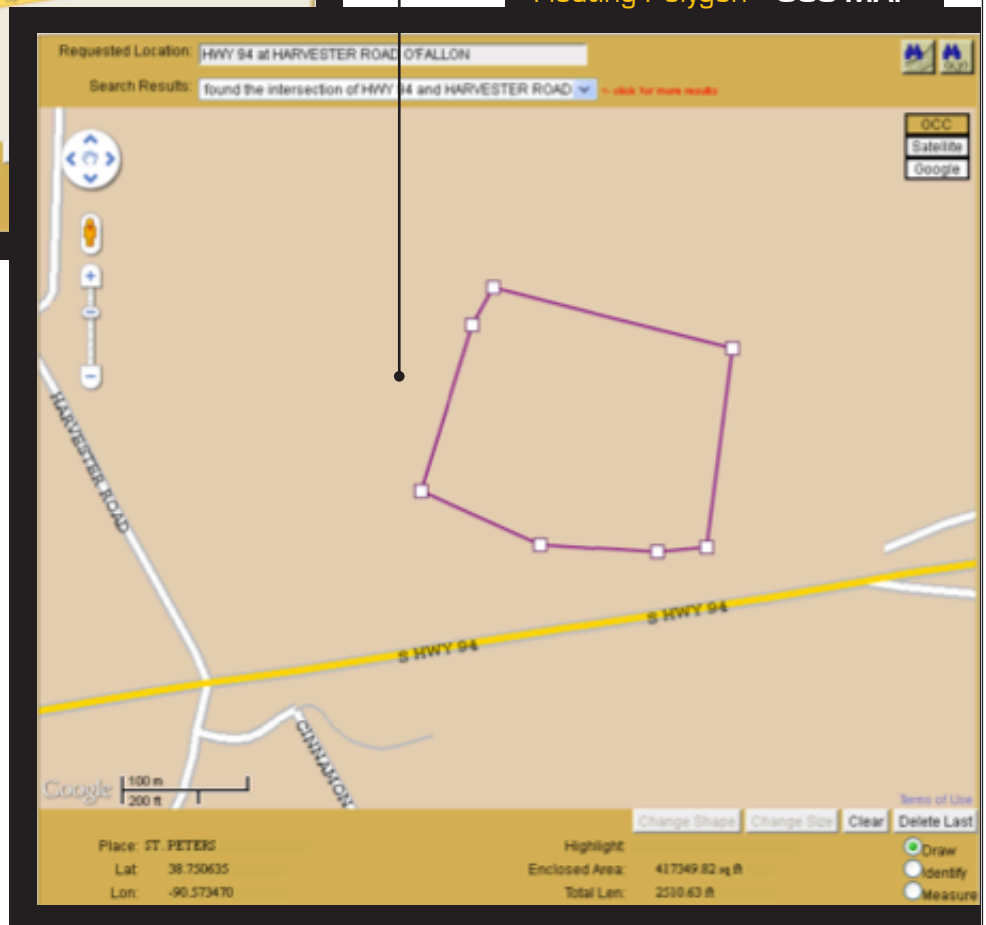
## GOOGLE - FLOATING POLYGON EXAMPLE

When drawing the excavation polygon on the **Google map**, click the “OCC” button to verify the polygon on the ITIC map before submitting. If the area on the **Google map** is **not** on the OCC map, it will appear as a ‘floating polygon’ - if it appears in the correct area - it is acceptable.

Polygon - GOOGLE MAP



'Floating Polygon' - OCC MAP



## 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**



## 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 200ft. Driving directions should be given as follows: •

"From the intersection of Kriner Rd and Van Belle Rd, travel west on Van Belle Rd approximately 375ft to the unnamed creek. Travel north following the creek 250ft. At this point, locate in creek and 10ft on both sides of creek going north for 200ft." ←



## 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**





## UPLOAD FILE(S)

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

**Step 5: Start Date Information**

Ticket Type: STANDARD

Work To Begin Date: November 20, 2012

At: 12 : 15 AM

November 2012							December 2012						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3	25	26	27	28	29	30	1
4	5	6	7	8	9	10	2	3	4	5	6	7	8
11	12	13	14	15	16	17	9	10	11	12	13	14	15
18	19	20	21	22	23	24	16	17	18	19	20	21	22
25	26	27	28	29	30	1	23	24	25	26	27	28	29
2	3	4	5	6	7	8	30	31	1	2	3	4	5

< GO BACK CANCEL NEXT STEP > SUSPEND >

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

**Select Files To Upload**

Choose File no file selected

Description:

continue back

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.

**Step 5: Start Date Information**

Ticket Type: STANDARD

Work To Begin Date: October 1, 2012

At: 12 : 15 AM

**Select Files To Upload**

Choose File Dearborn Job.jpg

Description: Work Site the supporting documents do not replace the need for complete and accurate marking instructions and there is no guarantee that the member facilities will be able to access the files prior to locating.

continue back

November 2014						
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

< GO BACK CANCEL NEXT STEP > ATTACHMENTS