

INTERNET TICKET PROCESSING

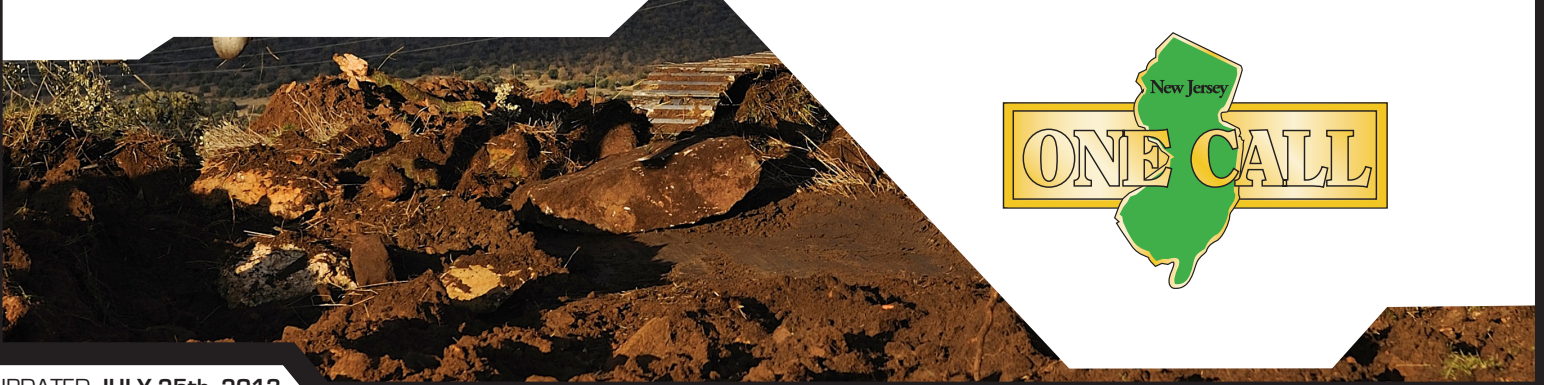
ITIC

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 Mark Out
Requests on-line.





WELCOME, USER!

Welcome to ITIC!

You will find a comprehensive step-by-step guide for processing your mark out 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 mark out 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 mark out 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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SUBMIT A MARK OUT REQUEST

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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 mark out request, so you get help the moment you most need it. Our ITIC experts will assist you immediately while you continue working on your mark out 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 mark out 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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ITIC LIVE HELP

Live Help

ONE CALL CONCEPTS
When safety is on the line.

Powered by: Crafty Systems

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

Name

Question

You are Currently not Chatting...

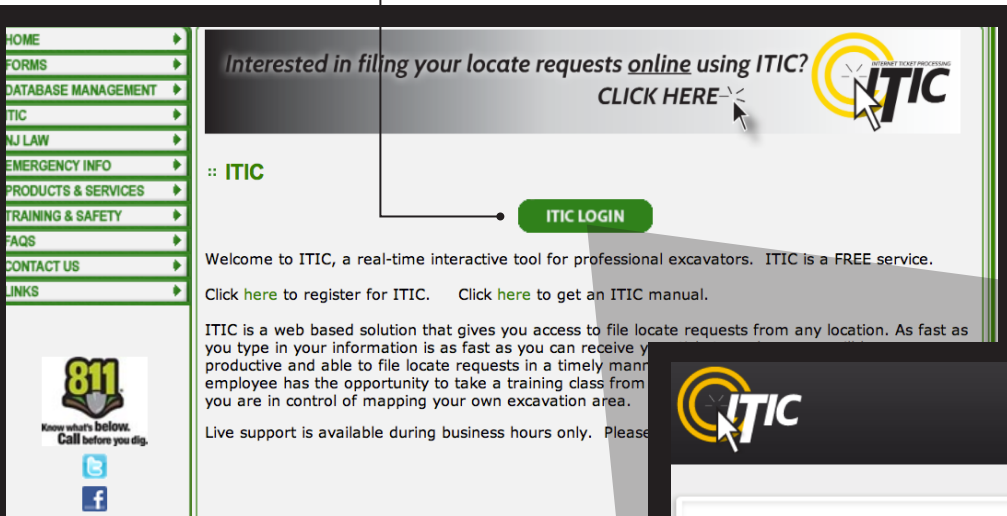




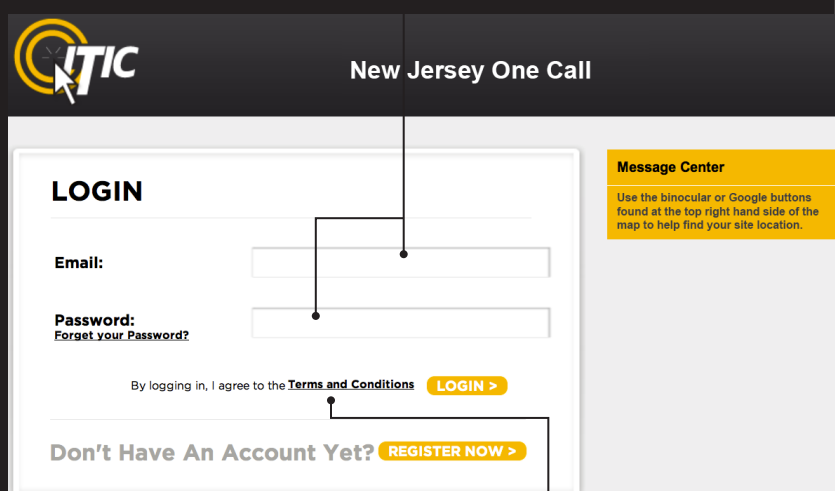
READY

First, navigate to the **New Jersey One Call** home page (www.nj1-call.org). Then click the link labeled ITIC.

On the next page, click the **ITIC Login** button. This will bring you to the ITIC login screen.



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.



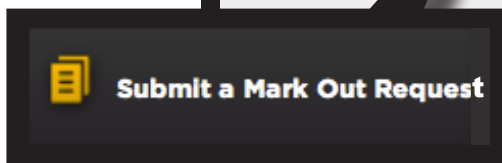
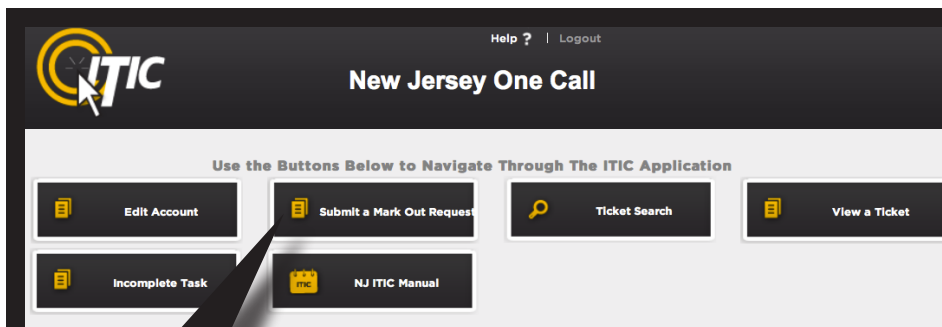
The **ITIC Main Menu** appears upon login.

GET SET

In this section you will learn to prepare **ROUTINE** mark out requests.

GO!

Click **“Submit a Mark Out Request”**

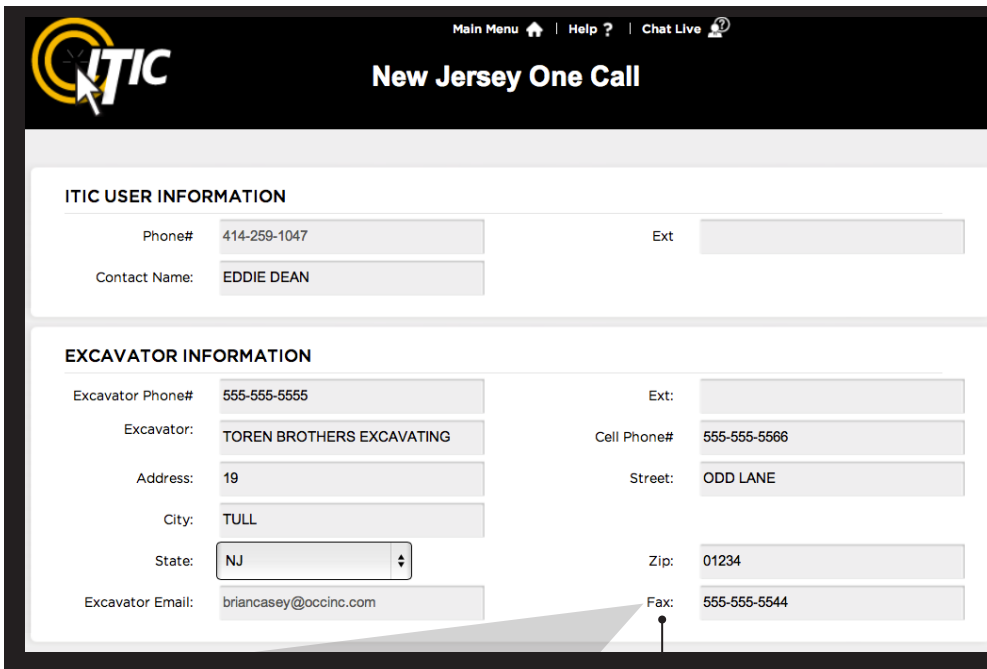


NEED HELP?

Click on the ‘Chat Live’ icon at the top of any page to chat with an ITIC operator while you are processing your mark out 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 ". %

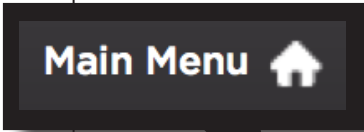


ITIC USER INFORMATION

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.

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: Excavation Information

Type of Work

Use the drop-down menu to choose a type of work that best describes the purpose of your excavation.

Working For Phone # & Extension

Enter the phone number for whom the work is being done.

Working For Company

Enter the name of the individual or company that you are doing the work for.

Contact

Enter the name of a contact person with the company that you are doing the work for.

Mailing Address

Enter the mailing address of the company that you are doing the work for (This will not necessarily be the address of the worksite).



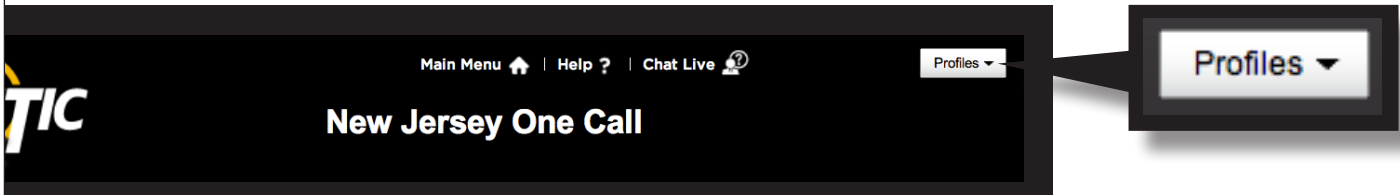
IMPORTANT! Do not use the 'BACK' or 'FORWARD' buttons of your web browser (Internet Explorer, Firefox, Safari, etc...). **Any information already entered will be DELETED.** Please use the buttons at the bottom of the form.



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 Mark Out Request process.

Profiles are located at the top of the **second page** of the mark out 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 a profile for a specific **type of work**, a **regular client**, or a **specific municipality**.

Work Profile Information

Profile Name:

Excavation Information

Type of Work:

Working For Company:

Location Information

County:

Municipality:

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 mark out request. The fields on the mark out request form will auto-fill with the information you entered for that specific profile when you choose it from the drop-down list.

Main Menu | Help ? | Chat Live

Profiles ▾
Create Job Profile
Edit Job Profile
NEW FENCE

Step 1: Excavation Information

Type of Work: INSTALL FENCE

Working for Phone#

Working For Company: GOODMAN INC.

Contact:

Address:

City:

Ext:

Street:

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 mark out requests.



Hours:
Mon - Fri 8a - 5p

Edit & Delete

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

Chat Live

Profiles ▾
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

DELETE CANCEL SUBMIT >

Main Menu | Help ? | Chat Live

ITIC New Jersey One Call

Work Profile Information
Profile Name:

Excavation Information
Type of Work:
Working For Company:

Municipality:

DELETE CANCEL SUBMIT >



STEP 2: 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. The city **MUST** be the correct municipality for where the work is taking place.

IMPORTANT: Please remember to select the municipality name for the actual physical location where the digging will be performed. Mailing addresses and local names are not acceptable. Only those names that appear in the drop-down menu are allowed.

Step 2: Location Information

County: HUDSON

Municipality: JERSEY CITY

FROM Address: 85

Street Name: ASTOR PL

TO Address: 95

1st Intersection: CRESCENT AVE

2nd Intersection:

FROM Address

Enter the number of the address where the work will take place. If you are filing a ticket for work on multiple addresses, enter the number of the **FIRST** (beginning) address in the address range. If there is no physical address, leave this field blank.

TO Address

If you are filing a ticket for work on multiple addresses, enter the number of the **LAST** (ending) address in the address range. Otherwise, leave this field blank.

Street Name *

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

ADDRESS TIP

Use keyword searches!

Start typing in the Street name (ex. 'car') to generate a list of street name options. Select from the **drop-down lists** whenever possible but **only** if correct.

* Indicates a required field. You must fill out this field before completing the ticket.

Street Name: CAR|

- CARBON PL
- CARBON ST
- CARLTON AVE
- CARROL AVE
- CARTERET AVE

Community:



STEP 2: Location Information - Continued

1st Intersection *

Enter the name of the street that intersects the dig street **closest** to where the work will take place. This may not necessarily be a major intersection. Be sure to enter a **street name** here.

2nd Intersection

Enter the name of a second street that intersects the dig street at the opposite end of the block. The dig site should be located between the 1st and 2nd intersections. This may not necessarily be a major intersection.

Step 2: **Location Information**

County: <input type="text" value="HUDSON"/>	Municipality: <input type="text" value="JERSEY CITY"/>
FROM Address: <input type="text" value="85"/>	TO Address: <input type="text" value="95"/>
Street Name: <input type="text" value="ASTOR PL"/>	1st Intersection: <input type="text" value="CRESCENT AVE"/>
Community: <input type="text"/>	2nd Intersection: <input type="text"/>
Block: <input type="text"/>	Posted: <input type="text"/>
Lot #: <input type="text"/>	#Areas Marked: <input type="text" value="0"/>
Area Marked in White: <input type="text" value="N"/>	Exclusively\ nCurb to Curb: <input type="text" value="N"/>
Any Work Between Curbs: <input type="text" value="Y"/>	Work Depth: <input type="text" value="4"/> <input type="text" value="FT"/>
Any Work Within 50ft of RR: <input type="text" value="N"/>	Extent of Work: <input type="text" value="CURB TO CURB. CURB TO ENTIRE PROPERTY."/>

Community

Provide the local subdivision name or other community name.

Lot

Enter the lot number of the worksite.

Block

Enter the block number of the worksite.

Posted

Use the drop-down menu to indicate whether or not the Lot & Block information is posted at the worksite. Select 'Y' for 'yes,' 'N' for 'no,' or 'UNK' for 'unknown.'



* Indicates a required field. You must fill out this field before completing the ticket.



STEP 2: Location Information - Continued

Area Marked in White *

Use the drop-down menu to indicate whether or not the excavation area has been pre-marked in white paint or flags. Select 'Y' for 'yes,' or 'N' for 'no.'

Areas Marked

If you answered 'Y' for "Area Marked in White," enter how many separate areas are marked.

Step 2: **Location Information**

<p>County: <input type="text" value="HUDSON"/></p> <p>FROM Address: <input type="text" value="85"/></p> <p>Street Name: <input type="text" value="ASTOR PL"/></p> <p>Community: <input type="text"/></p> <p>Block: <input type="text"/> Lot #: <input type="text"/></p> <p>Area Marked in White: <input type="text" value="N"/></p> <p>Any Work Between Curbs: <input type="text" value="Y"/></p> <p>Any Work Within 50ft of RR: <input type="text" value="N"/></p> <p>Extent of Work: <input type="text" value="CURB TO CURB. CURB TO ENTIRE PROPERTY."/></p>	<p>Municipality: <input type="text" value="JERSEY CITY"/></p> <p>TO Address: <input type="text" value="95"/></p> <p>1st Intersection: <input type="text" value="CRESCENT AVE"/></p> <p>2nd Intersection: <input type="text"/></p> <p>Posted: <input type="text"/></p> <p>#Areas Marked: <input type="text" value="0"/></p> <p>Exclusively\nCurb to Curb: <input type="text" value="N"/></p> <p>Work Depth: <input type="text" value="4"/> <input type="text" value="FT"/></p>
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Any Work Between Curbs *

Use the drop-down menu to indicate whether or not any excavation will take place in the street, between curbs. Select 'Y' for 'yes,' or 'N' for 'no.'

Exclusively\n Curb to Curb *

Use the drop-down menu to indicate whether or not **ALL** excavation will take place in the street, between curbs. Select 'Y' for 'yes,' or 'N' for 'no.'

Any Work Within 50ft of RR *

Use the drop-down menu to indicate whether or not any excavation will take place within 50ft of the railroad. Select 'Y' for 'yes,' or 'N' for 'no.'

Work Depth *

Enter the maximum depth of the excavation in feet.



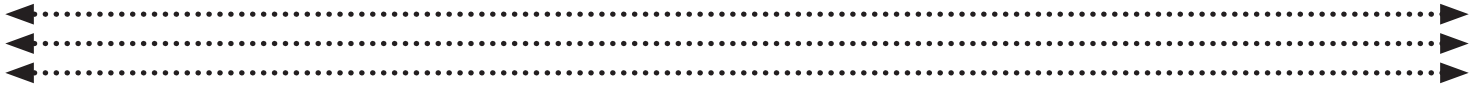
* Indicates a required field. You must fill out this field before completing the ticket.



STEP 2: Location Information - Continued

Extent of Work

The Extent of Work field will contain your description of the work area. When you reach this field, you will be presented with one of three possible **Extent of Work** pages (depending on how you answered previous questions in the Location Information section). This page will contain a checklist with a series of options for you to describe your worksite. Activate all check boxes that apply to your worksite, and leave all others inactive ('unchecked').



Extent of Work for Numbered Address

If the dig location is at an address, the “Extent of Work for Numbered Address” window will appear:

Create Address Marking Instructions

- CURB to entire property (with Address/Posted Block & Lot)
- CURB to CURB
- In Median Only.
- C/L of street to FT behind CURB
- CURB to FT behind CURB
- CURB to FT behind opposite CURB
- Begin FT behind CURB and extend FT
- Perimeter: FT of perimeter of
- Radius: FT of radius of
- Located FT behind CURB
- Corner Lot: Working on Both Streets.
- Consecutive Addressing: CONSECUTIVE ALL

(Curb, Edge of Pavement, Shoulder) to Entire Property

Instructs the locator to mark from the curb, edge of pavement or shoulder (whichever is selected) in front of the address(es) and the entire property of the address(es).

(Curb, Edge of Pavement, Shoulder) to (Curb, Edge of Pavement, Shoulder)

Instructs the locator to mark the area between the curb, edge of pavement or shoulders of the dig street in front of the address(es) provided.

C/L of Street to __ (FT, IN, YD) Behind (Curb, Edge of Pavement, Shoulder)

Informs the locator to mark out from the centerline of the street to __ number of feet, inches, or yards behind the curb, edge of pavement or shoulder at the address(es) provided.



STEP 2: Location Information - Continued

(Curb, Edge of Pavement, Shoulder) to ___ (FT, IN, YD) Behind (Curb, Edge of Pavement, Shoulder)

Instructs the locator to mark the location in front of the provided address(es) from the curb, edge of pavement or shoulder to ___ number of feet, inches, or yards behind the curb, edge of pavement or shoulder.

(Curb, Edge of Pavement, Shoulder) to ___ (FT, IN, YD) Behind Opposite (Curb, Edge of Pavement, Shoulder)

Instructs the locator to mark the location in front of the provided address(es) from the curb, edge of pavement or shoulder to ___ number of feet, inches, or yards behind the opposite curb, edge of pavement or shoulder (please note: in order for this option to be selected, there must be another box selected that indicates excavation will take place somewhere between the curb and the address that is provided).

Begin ___ (FT, IN, YD) Behind (Curb, Edge of Pavement, Shoulder) And Extend ___ (FT, IN, YD)

Instructs the locator to begin marking at a point ___ number of feet, inches, or yards behind the curb, edge of pavement or shoulder of the dig address(es) and extend to ___ number of feet, inches, or yards.

___ (FT, IN, YD) of Perimeter of _____

Instructs the locator to mark out ___ number of feet, inches, or yards in all directions from the perimeter of a building/structure.

Create Address Marking Instructions

CURB to entire property (with Address/Posted Block & Lot)
 CURB to CURB
 In Median Only.
 C/L of street to [] FT behind CURB
 CURB to [] FT behind CURB
 CURB to [] FT behind opposite CURB
 Begin [] FT behind CURB and extend [] FT
 Perimeter: [] FT of perimeter of []
 Radius: [] FT of radius of []
 Located [] FT behind CURB
 Corner Lot: Working on Both Streets.
 Consecutive Addressing: CONSECUTIVE ALL

___ (FT, IN, YD) Radius of _____ (Pole, Ped, Other)

Instructs the locator to mark a radius of an object (such as a pole, pedestal, stake, or flag). Note: in order to use this option, you must provide information as to the specific location of the object (see below).

→ Located ___ (FT, IN, YD) Behind (Curb, Edge of Pavement, Shoulder)

Informs the locator of the location of the object in relation to the curb, edge of pavement, or shoulder. Used in conjunction with the previous option, “ ___ (FT, IN, YD) Radius of _____ (Pole, Ped, Other)” (see above).



STEP 2: Location Information - Continued

Corner Lot: Working on Both Streets

Informs the locator that the worksite is on a corner lot, and the marking instructions apply to both streets.

Consecutive Addressing

This option will appear when multiple addresses are listed on the ticket. This is used to specify which of the addresses located between the FROM Address and TO Address will need mark outs. Choose one of the following:

- **Consecutive All** indicates ALL addresses located between the FROM Address and TO Address need to be marked out.
- **Consecutive Even** indicates all EVEN addresses located between the FROM Address and TO Address need to be marked out.
- **Consecutive Odd** indicates all ODD addresses located between the FROM Address and TO Address need to be marked out.
- **Side By Side** indicates the addresses listed in the FROM Address and TO Address are side by side [adjacent].
- **One building** indicates the addresses listed in the FROM Address and TO Address are one building.

Create Address Marking Instructions

CURB to entire property (with Address/Posted Block & Lot)

CURB to CURB

In Median Only.

C/L of street to FT behind CURB

CURB to FT behind CURB

CURB to FT behind opposite CURB

Begin FT behind CURB and extend FT

Perimeter: FT of perimeter of

Radius: FT of radius of

Located FT behind CURB

Corner Lot: Working on Both Streets.

Consecutive Addressing: CONSECUTIVE ALL

Additional Location Information

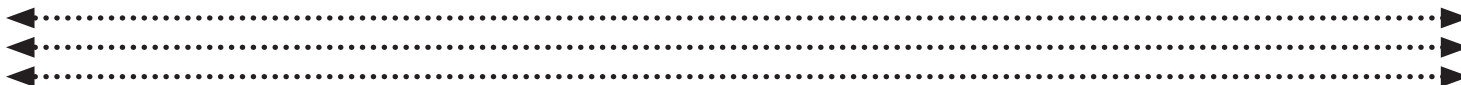
[Continue](#)

Additional Location Information

This section is reserved for any additional marking instructions. Please ONLY include information that cannot be selected with the other options.



STEP 2: Location Information - Continued



Extent of Work for Zero/No Address

If there is no address associated with the worksite, the “Zero/No Address” window will appear. There are several sections to this window. You will first need to determine which of the following sections fit your work area, then choose the corresponding page window.

Your options are:

- NOT ONLY AT INTERSECTIONS (Page 1)
- BOTH AT INTERSECTION AND AWAY FROM INTERSECTION (Page 2)
- INTERSECTION ONLY (Page 3)



Not Only At Intersections (Page 1)

If there is not an address to the dig location and excavation will NOT ONLY be at the listed intersection, check one of the following selections in the “Not Only At Intersections” section.

Create Zero/No Address Marking Instructions

Page One | Page Two | Page Three | Page Four | Page Five

LOCATE INFO - NOT ONLY AT INTERSECTIONS: Fill in Footage, Street(s), Direction(s)

M/O of intersection at

M/O entire length of from C/L of to C/L of

Including intersection(s)

And in all directions of C/L of intersection(s)

And Extends from C/L of

M/O street from of C/L of

To of C/L of

M/O at mile marker extending and

M/O from mile marker to mile marker

M/O (N, S, E, W) Of Intersection At

Instructs the locator to mark out at a location in the specified compass direction from the intersection.



STEP 2: Location Information - Continued

Create Zero/No Address Marking Instructions

Page One | Page Two | Page Three | Page Four | Page Five

LOCATE INFO - NOT ONLY AT INTERSECTIONS: Fill in Footage, Street(s), Direction(s)

M/O of intersection at

M/O entire length of from C/L of to C/L of

Including intersection(s)

And FT in all directions of C/L of intersection(s)

And Extends FT from C/L of

M/O street from FT of C/L of

To FT of C/L of

M/O at mile marker extending FT and FT

M/O from mile marker to mile marker

Continue

M/O Entire Length of _____ From C/L of _____ to C/L of _____

Instructs the locator to mark out the entire length of a street from the centerline of one street to the centerline of another street.

Including (ALL, BOTH) Intersection(s)

Instructs the locator to include all or both intersections.

And __ (FT, IN, YD) in All Directions of C/L of Intersection(s)

Instructs the locator to continue marking out __ number of feet, inches, or yards in all directions from the centerline of the intersection(s). *** This may not exceed 500 feet.**

And Extends __ (FT, IN, YD) From C/L of _____

Instructs the locator to extend the mark outs __ number of feet, inches, or yards from the centerline of a street.

M/O Street _____ From __ (FT, IN, YD) (N, S, E, W) of C/L of _____

Instructs the locator to mark out a street from __ number of feet, inches, or yards in a specified compass direction from the centerline of another street.

To __ (FT, IN, YD) (N, S, E, W) of C/L of _____

Instructs the locator to continue to mark out to __ number of feet, inches, or yards in a specified compass direction from the centerline of another street.

M/O At Mile Marker _____ Extending __ (FT, IN, YD) (N, S, E, W) and __ (FT, IN, YD) (N, S, E, W)

Instructs the locator to mark from a specific mile marker on Garden State Parkway, NJ Turnpike, or Atlantic City Expressway __ number of feet, inches, or yards in a specified compass direction.

M/O From Mile Marker _____ to Mile Marker _____

Instructs the locator to mark from one mile marker on Garden State Parkway, NJ Turnpike, or Atlantic City Expressway to another designated mile marker on the same highway.



STEP 2: Location Information - Continued

Both At Intersection and Away From Intersection (Page 2)

If there is not an address to the dig location and the excavation will take place AT the intersection listed in the body of the ticket as well as AWAY from the intersection, use the **“Both At Intersection and Away From Intersection”** section.

Create Zero/No Address Marking Instructions

Page One | Page Two | Page Three | Page Four | Page Five

LOCATE INFO - BOTH AT INTERSECTION AND AWAY FROM INTERSECTION

M/O begins at C/L of intersection and extends

FT N

FT N

N for FT on

N for FT on

N for FT on

N for FT on

N to

M/O located FT N from C/L of intersection

M/O begins FT N from C/L of intersection

and extends FT N

M/O BEHIND located

FT BEHIND N CURB

extending FT N

and FT BEHIND N CURB

extending FT N

CURB to FT BEHIND N CURB

and CURB to FT BEHIND N CURB

M/O Begins at C/L of Intersection and Extends

Instructs the locator to start mark outs at the centerline of the intersection provided and will extend accordingly.

__ (FT, IN, YD) __ (N, S, E, W)

Instructs the locator to extend mark outs in __ number of feet, inches, or yards in the specified compass direction.

__ (N, S, E, W) For __ (FT, IN, YD) On _____

Instructs the locator to continue in the specified compass direction for __ number of feet, inches, or yards on the street listed.

__ (N, S, E, W) to _____

Instructs the locator to continue marking out their facilities in the specified compass direction to a specific point.



STEP 2: Location Information - Continued

M/O Located __ (FT, IN, YD) (N, S, E, W) From C/L of Intersection

Instructs the locator to mark out at a location __ number of feet, inches, or yards in the specified compass direction from the centerline of the intersection.

M/O Begins __ (FT, IN, YD) (N, S, E, W) From C/L of Intersection

Instructs the locator to mark out their facilities starting at a point __ number of feet, inches, or yards in the specified compass direction from the centerline of a the intersection.

And Extends __ (FT, IN, YD) (N, S, E, W)

Instructs the locator to extend __ number of feet, inches, or yards in the specified compass direction from the starting point.

Create Zero/No Address Marking Instructions

[Page One](#) | [Page Two](#) | [Page Three](#) | [Page Four](#) | [Page Five](#)

LOCATE INFO - BOTH AT INTERSECTION AND AWAY FROM INTERSECTION

M/O begins at C/L of intersection and extends

FT N

FT N

N for FT on

N for FT on

N for FT on

N for FT on

N to

M/O located FT N from C/L of intersection

M/O begins FT N from C/L of intersection

and extends FT N

M/O BEHIND located

FT BEHIND N CURB

extending FT N

and FT BEHIND N CURB

extending FT N

CURB to FT BEHIND N CURB

and CURB to FT BEHIND N CURB

M/O Behind, Along, At or Under _____ Located

Instructs the locator to mark out behind, along, at or under the specified object (such as a boardwalk, trail, etc.).

__ (FT, IN, YD,) (Behind, Along, At or Under) (N, S, E, W) (Curb, Edge of Pavement, Shoulder)

Instructs the locator to mark out __ number of feet, inches, or yards behind, along, at or under the object listed in the previous option, going in the specified compass direction from the curb, edge of pavement or shoulder.

Extending __ (FT, IN, YD) (N, S, E, W)

instructs the locator to mark out extending __ number of feet, inches, or yards in the specified compass direction.



STEP 2: Location Information - Continued

And __ (FT, IN, YD) (Behind, Along, At or Under) (N, S, E, W) (Curb, Edge of Pavement, Shoulder)

Instructs the locator to continue marking out __ number of feet, inches, or yards behind, along, at or under the specified compass direction from the curb, edge of pavement or shoulder.

Extending __ (FT, IN, YD) (N, S, E, W)

Instructs the locator to mark out extending __ number of feet, inches, or yards in the specified compass direction.

(Curb, Edge of Pavement, Shoulder) to __ (FT, IN, YD) (Behind, Along, At or Under) (N, S, E, W, All, Both) (Curb, Edge of Pavement, Shoulder)

Instructs the locator to mark out from the curb, edge of pavement or shoulder __ number of feet, inches, or yards behind, along, at or under the specified compass direction, all or both curb, edge of pavement or shoulder.

Create Zero/No Address Marking Instructions

Page One | Page Two | Page Three | Page Four | Page Five

LOCATE INFO - BOTH AT INTERSECTION AND AWAY FROM INTERSECTION

M/O begins at C/L of intersection and extends

FT N

FT N

N for FT on

N for FT on

N for FT on

N for FT on

N to

M/O located FT N from C/L of intersection

M/O begins FT N from C/L of intersection

and extends FT N

M/O BEHIND located

FT BEHIND N CURB

extending FT N

and FT BEHIND N CURB

extending FT N

CURB to FT BEHIND N CURB

and CURB to FT BEHIND N CURB

Continue



STEP 2: Location Information - Continued



Intersection Only (Page 3)

If there is not an address to the dig location and the excavation will take place AT the intersection listed in the body of the ticket utilize the “Intersection Only” section.

Create Zero/No Address Marking Instructions

[Page One](#) | [Page Two](#) | [Page Three](#) | [Page Four](#) | [Page Five](#)

LOCATE INFO - INTERSECTION ONLY

Markout located at intersection(s)

Markout corners , , corner(s) of intersection(s)

M/O entire intersection to

[Continue](#)

Markout Located At Intersection(s)

Informs the locator mark outs will be at the listed intersection.

Markout Corners (N, S, E, W, NE, NW, SE, SW, All, Both, The) Corner(s) of Intersection(s)

Instructs the locator to mark out their facilities at the specified corner(s) of the intersection(s).

M/O Entire Intersection to _____

Instructs the locator to mark out the entire intersection to a specified point.



Area To Be Marked (Page 4)

After indicating where the excavation site is located you must check the appropriate boxes for the “Area to be Marked” section.

Create Zero/No Address Marking Instructions

[Page One](#) | [Page Two](#) | [Page Three](#) | [Page Four](#) | [Page Five](#)

AREA TO BE MARKED - Select One or More

CURB behind CURB

CURB to CURB

In Median Only.

Perimeter: of perimeter of

Radius: of radius of

Located behind CURB

(Curb, Edge of Pavement, Shoulder) to __ (FT, IN, YD) Behind (N, S, E, W, All, Both) (Curb, Edge of Pavement, Shoulder)

Instructs the locator to mark their facilities from the curb, edge of pavement or shoulder __ number of feet, inches, or yards behind the specified curb, edge of pavement or shoulder.



STEP 2: Location Information - Continued

(Curb, Edge of Pavement, Shoulder) to (Curb, Edge of Pavement, Shoulder)

Instructs the locator to mark out the area between the curb, edge of pavement or shoulder of the dig street.

Create Zero/No Address Marking Instructions

Page One | Page Two | Page Three | Page Four | Page Five

AREA TO BE MARKED - Select One or More

CURB [dropdown] FT [dropdown] behind N [dropdown] CURB [dropdown]
 CURB [dropdown] to CURB [dropdown]
 In Median Only.
 Perimeter: [dropdown] FT [dropdown] of perimeter of [dropdown]
 Radius: [dropdown] FT [dropdown] of radius of [dropdown]
 Located [dropdown] FT [dropdown] behind N [dropdown] CURB [dropdown]

Continue

Perimeter: __ (FT, IN, YD) Perimeter of _____

Instructs the locator to mark __ number of feet, inches, or yards in all directions from the perimeter of a building/structure.

Radius: __ (FT, IN, YD) Radius of _____

Instructs the locator to mark a radius of __ number of feet, inches, or yards of an object (such as a pole, pedestal, stake, or flag).

Located __ (FT, IN, YD) (N, S, E, W, All, Both) of (Curb, Edge of Pavement, Shoulder)

Informs the locator of the number of feet, inches, or yards the dig site is located from of the specified curb, edge of pavement or shoulder.



Additional Location Information (Page 5)

This section is reserved for any additional marking instructions. Please ONLY include information that cannot be selected with the other options.

Create Zero/No Address Marking Instructions

Page One | Page Two | Page Three | Page Four | Page Five

Additional Location Information

Continue



STEP 2: Location Information - Continued



White Marks

If the area is marked in white, you will need to indicate where the white marks are located in relation to the address or intersection, and if the white marks are labeled.

If there is an address listed, simply indicate where on the property the white marks are located by checking the appropriate boxes.

Create Address Marking Instructions

Area(s) marked in white located Front Rear Left Right of property In Street in front of Address
 Are the White Marks Labeled How are they labeled?

Additional Location Information

Continue

Create Zero/No Address Marking Instructions

Page One or Page Two) and Page Three

White Marks Located From C/L of Intersection on Side(s) of Road
 From Curb
 And Extends(s)
 And
 White Marks Located From C/L of Intersection in Road
 And Extends(s)
 And
 White Marks Begin at C/L of Intersection and Extends

 For On
 For On
 For On
 For On
 To
 White Marks Located At Intersections(s)
 White Marks Corners: Corner(s) of Intersection(s)

Continue

If there is no address listed on the ticket, you will need to indicate where the white marks are located in relation to the intersection. This procedure is very similar to entering marking instructions for a 'Zero/No Address' markout request [pg 16].



STEP 2: Location Information - Continued

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 **Location information is required** if Lat/Lon coordinates are entered.

Coord Type:

Lat/North:

Zone:

Lon/East:

4: **Map It**

Requested Location: CROWN ST at VICTORIA ST HOUST

- Coord Type: NAD27 DEC : LAT/LON DECIMAL
- Lat/North: NAD27 DM : GPS DD MM.MMMMM
- Map: NAD27 DMS : LAT/LON DMS
- Comments: NAD27 SPCS: STATE PLANE: FEET
- NAD27 UTM : METERS
- NAD83 DEC : LAT/LON DECIMAL
- NAD83 DM : GPS DD MM.MMMMM
- NAD83 DMS : LAT/LON DMS
- NAD83 SPCS: STATE PLANE: FEET
- NAD83 UTM : METERS

Select the correct **coordinate type** from the drop-down menu.

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.MMMMM):**
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



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 3: 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: New Jersey One Call participants do **NOT** see the map. The map & polygon are used to determine which participants will receive the ticket.

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

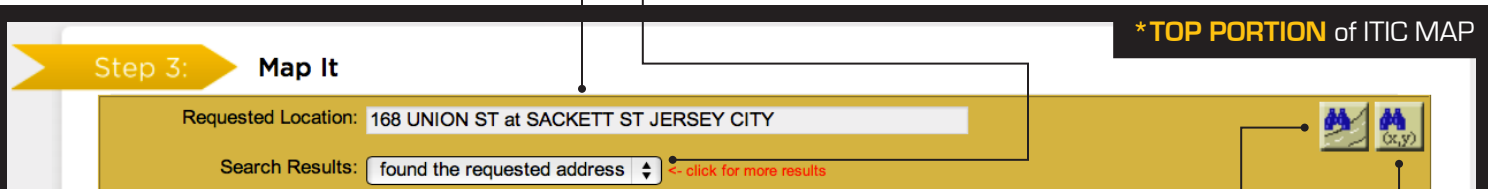
THE MAP

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 29 for more details)

Lat/Lon Search

Use this button to manually search for Lat/Lon coordinates. (See page 30 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 3: MAP IT - THE MAP Continued

View

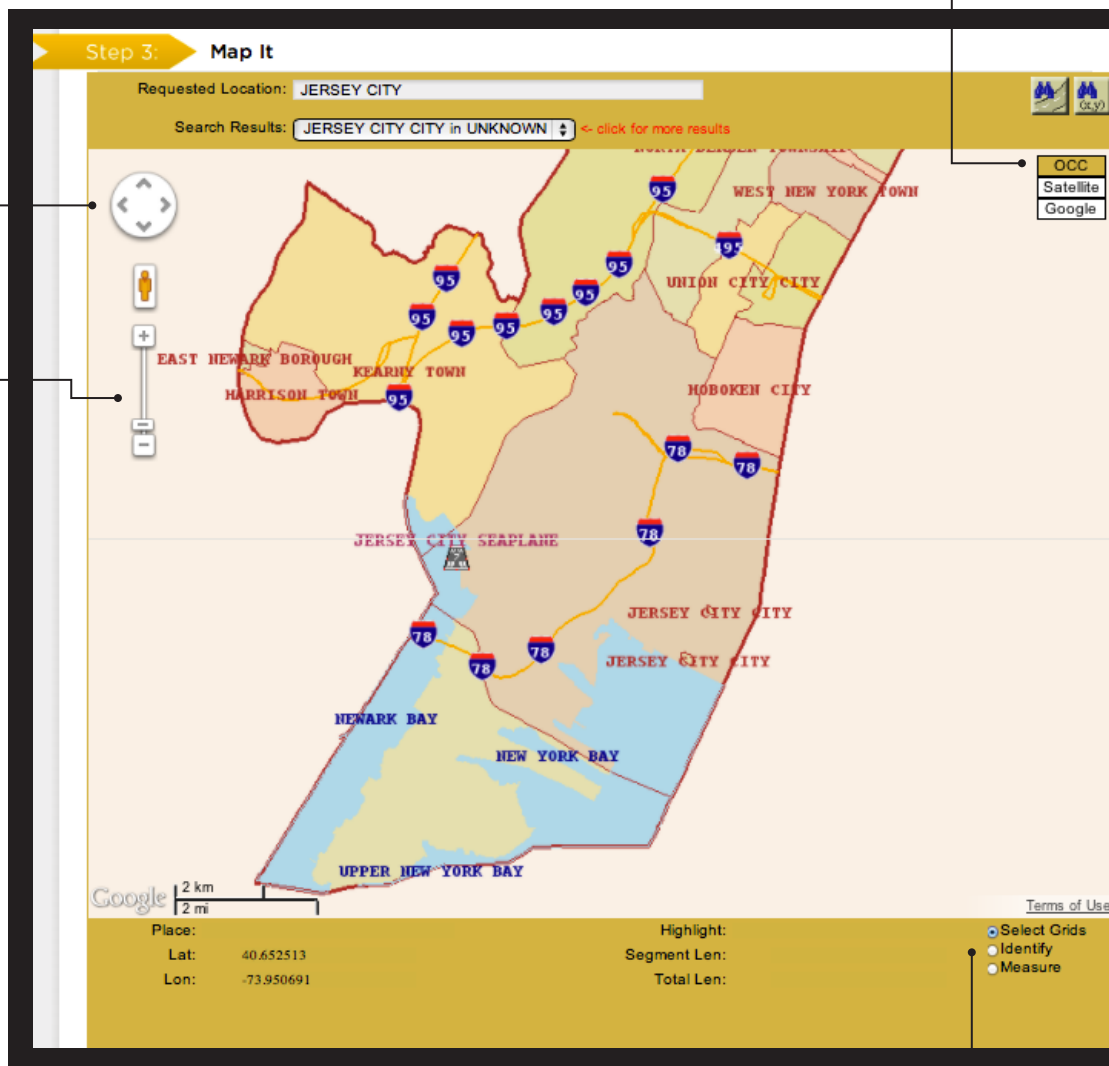
Change the image of the map to the **OCC map view** (pictured), **Satellite view** (See page 33 for example), or **Google map view**. (See page 31 for example)

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 3: 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 3: 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 3: Map It

Requested Location: LIVINGSTON AVE at SANDFORD ST NEW BRUNSWICK

Search Results: found the intersection of LIVINGSTON AVE and SANDFORD ST

Place: NEW BRUNSWICK CITY
 Lat: 40.486611
 Lon: -74.450232

Highlight:
 Segment Len:
 Total Len:

Select Grids
 Identify
 Measure



STEP 3: 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	<input type="text" value="35"/>
Street	<input type="text" value="BROAD ST"/>
Cross Street	<input type="text" value="RECKLESS PL"/>
City/Place	<input type="text" value="RED BANK"/>

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 3: 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

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

Lat

Lng

NAD 27 NAD 83

Search Clear



STEP 3: MAP IT - FINDING THE CORRECT LOCATION ON THE MAP Continued

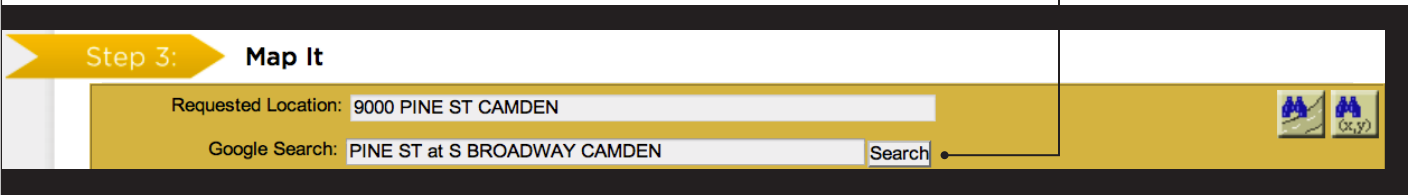
Manual Google Map Search

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.

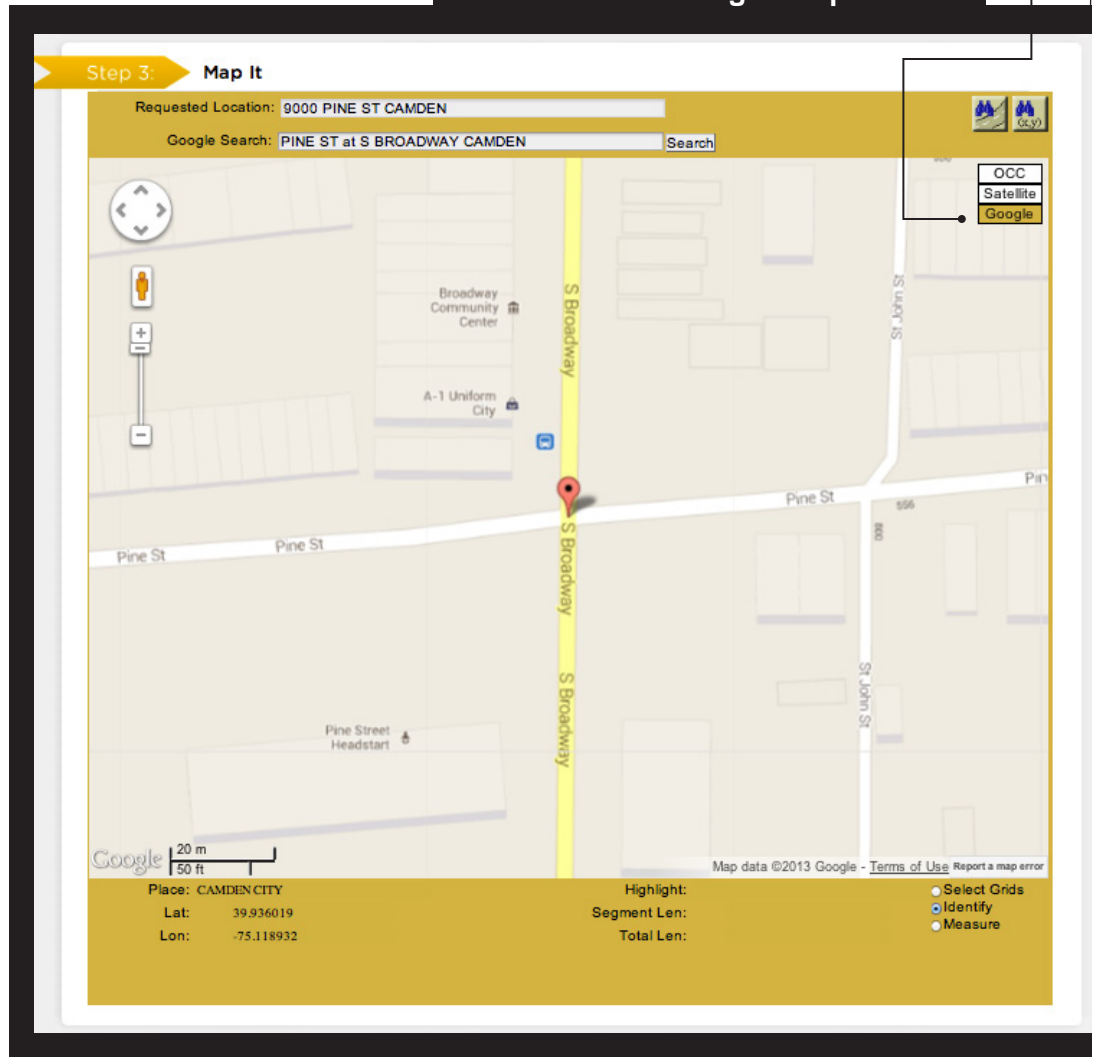
To search a different intersection, remove the address, street and intersecting street, and leave the city. Then enter the new intersection preceding the city in the format shown below:



MAP: Manual Google Map Search

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

See guidelines for **selecting grids on the map** on (pg 32).





STEP 3: MAP IT - Continued

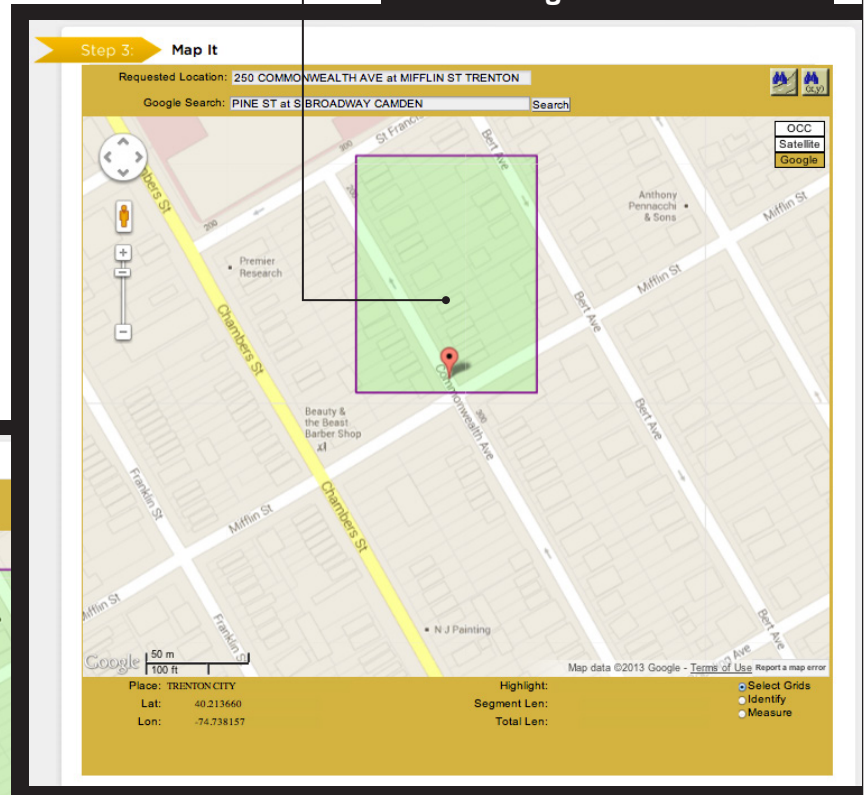
GRIDS

Selecting Grids

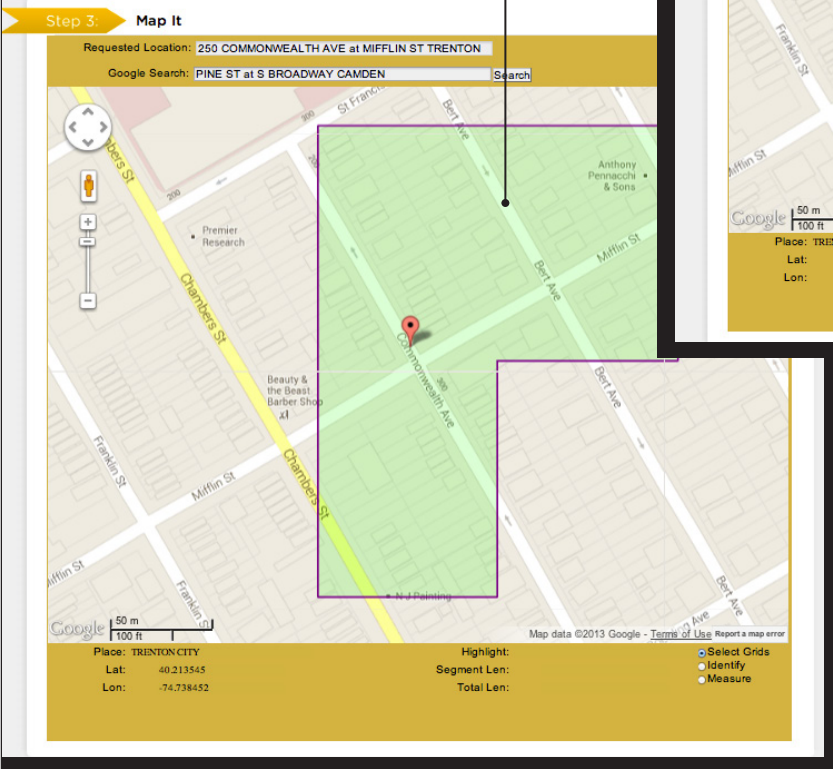
To map your excavation area, you will need to select existing grids to encompass your entire worksite. First, choose the 'Select Grids' tool located in the lower right corner of the map. Then simply click on the area of your excavation. The grid you have selected will be highlighted in green. Continue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





STEP 3: MAP IT - GRIDS Continued

Measuring to a specific point

You can use the 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 the 'Total Length' indicator at the bottom of the map. Once you have measured the appropriate distance, click "Select Grids" and select grids 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 **Extent of Work**, correct the distance in the **Extent of Work**.

Using the "Satellite" Option to Verify the Location

If you wish to see an aerial view of the site location, click on the "satellite" view button after selecting your grids on the OCC or Google map. The Satellite view can help you verify that the selected grids are large enough and have been placed in the correct location. **To make changes, simply click on the grids you have selected to 'un-select' them, and choose new grid(s).**

Step 3:
Map It

Requested Location: 30 VAN DYKE AVE at JERSEY AVE NEW BRUNSWICK

Search Results: found the requested address

OCC
Satellite
Google

Place: NEW BRUNSWICK CITY

Lat: 40.478624

Lon: -74.466192

Highlight:

Segment Len:

Total Len:

- Select Grids
- Identify
- Measure



STEP 4: START DATE INFORMATION

Ticket Type

This field will default to "ROUTINE" (Only 3 business-day notice tickets can be processed via ITIC).

Step 4: Start Date Information

Ticket Type:

Work To Begin Date:

At: :

Expire:

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

< GO BACK CANCEL NEXT STEP > SUSPEND >

Work to Begin Date

These fields will default to the minimum start date and time required by state law on Routine tickets. The three full working day notice period does not include the day the request is made, so the start time will be **12:15am** on the **fourth business day**. This date and time may be modified, but will not allow a start date/time that is earlier than the three working day notice, or later than a 10 working 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".

SUSPENDING A TICKET

Suspend

At this point you may also elect to suspend the ticket. Clicking 'Suspend' will place the ticket in the suspend file, where it will remain until the end of the current business day.



Tickets sent to review after 8pm ET 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 MARK OUT 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, 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. Clicking ‘Suspend’ will place the ticket in the suspend file, where it will remain until the end of the current business day.

UTILITY NOTIFICATION SCREEN

District	Company	City
BAN	VERIZON	ENGLISHTOWN
CNB	CITY OF NEW BRUNSWICK WATER	NEW BRUNSWICK
NBT	NORTH BRUNSWICK TOWNSHIP D.P.W	NORTH BRUNSWICK
MCI	MCI	CARY
P29	PUBLIC SERVICE ELECTRIC & GAS	SOMERSET

of Districts: 5

You must notify any other underground facility operators directly.

< GO BACK

CANCEL

NEXT STEP >

SUSPEND >

If you are ready to submit your ITIC mark out 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 mark out 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. If you find any errors, call **(800) 272-1000** 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. It includes an “incomplete task identifier” to help you find your unfinished ticket. See the **Incomplete Task Section (pg 36)**

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



INCOMPLETE TASK

An **'Incomplete Task'** is used to resubmit incomplete (voided) tickets online without retyping the information. The call center provides an explanation of the issue involved and assigns an Incomplete Task ID Number when returning a ticket.

Click the **"Incomplete Task"** button at the **ITIC Main Menu** screen (pg 05). Enter the Incomplete Task Identifier Number. Click **"Search"** to open the ticket.

Review the comments from the center before making any changes to the ticket. Verify all of the information on the ticket. Do **NOT** change information that does not need to be changed and remember to **remove all Void notes from the ticket**.

Click **"Next Step"** once you are satisfied the information is correct. **NOTE:** The "Incomplete Task" process will be repeated until the ticket is submitted free of identifiable errors.

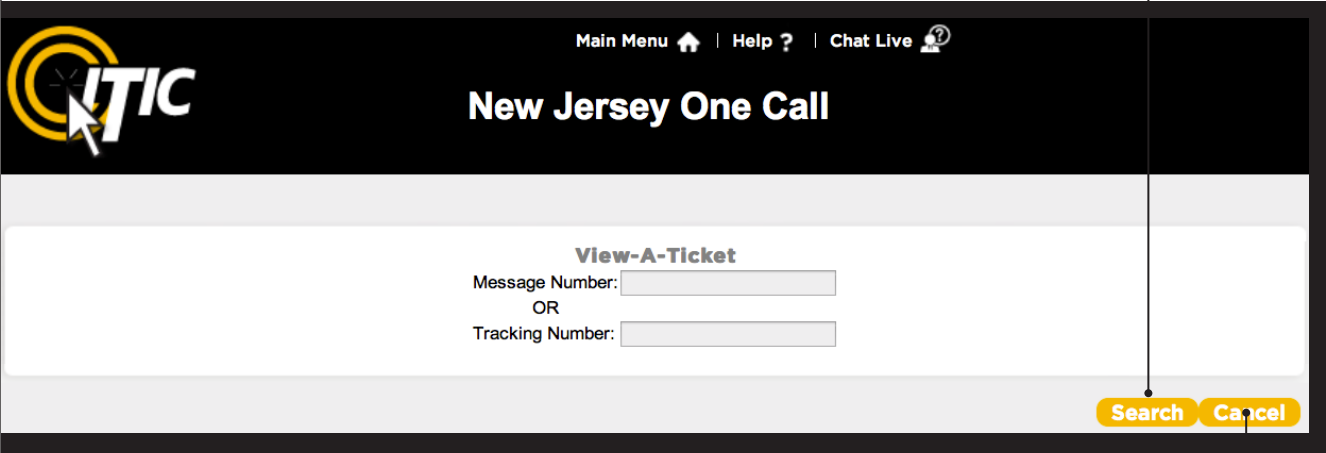




VIEW A TICKET

Log into ITIC and click “**View a Ticket**” on the **ITIC Main Menu**.

Enter the ticket number in the **Message Number** field, or the tracking number in the **Tracking Number** field, then click the **Search** button. You will only be able to view tickets that were submitted by your company.



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





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 mark out requests.



Hours:
Mon - Fri 8a - 5p