ITIC USER MANUAL

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

HAWAII ONE CALL

UPDATED APR 18 2013
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*
# TABLE OF CONTENTS

**INTRODUCTION** 01  
**TABLE OF CONTENTS** 02  
**LIVE CHAT** 03  

## SUBMIT A LOCATE REQUEST

<table>
<thead>
<tr>
<th>Step</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>READY</td>
<td>04</td>
</tr>
<tr>
<td>GET SET</td>
<td>05</td>
</tr>
<tr>
<td>GO</td>
<td>05</td>
</tr>
<tr>
<td>ITIC USER INFORMATION</td>
<td>06</td>
</tr>
<tr>
<td>EXCAVATOR INFORMATION</td>
<td>06</td>
</tr>
<tr>
<td>STEP 1: Onsite Contact Information</td>
<td>07</td>
</tr>
<tr>
<td>STEP 2: Excavation Information</td>
<td>07</td>
</tr>
<tr>
<td>PROFILES</td>
<td>08 - 09</td>
</tr>
<tr>
<td>STEP 3: Location Information</td>
<td>10 - 17</td>
</tr>
<tr>
<td>STEP 4: Start Date Information</td>
<td></td>
</tr>
<tr>
<td>WORK TO BEGIN DATE</td>
<td>18</td>
</tr>
<tr>
<td>SUBMITTING YOUR LOCATE REQUEST</td>
<td>19 - 20</td>
</tr>
<tr>
<td>UTILITY NOTIFICATION LIST</td>
<td>21</td>
</tr>
</tbody>
</table>

## POST - SUBMITTING A LOCATE REQUEST

<table>
<thead>
<tr>
<th>Step</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>UPDATE TICKET/VIEW A LOCATE REQUEST</td>
<td>22</td>
</tr>
<tr>
<td>TICKET SEARCH</td>
<td>23</td>
</tr>
</tbody>
</table>

## HELP PAGES/APPENDIX

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPROVED ABBREVIATION LIST</td>
<td>A1</td>
</tr>
<tr>
<td>DISTANCES AND MEASUREMENTS</td>
<td>A2</td>
</tr>
</tbody>
</table>
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.
Click the "Hawaii" button found at the top of the Utility Notification Center homepage [www.callbeforeyoudig.org].

On the next page, click "Contractors" button. You will be re-directed to the Hawaii One Call ITIC Login Page.

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 locate requests.

GO!
Click “Submit a Locate Request”

NEED HELP?
Click on the ‘Chat Live’ icon at the top of any page to chat with an ITIC operator while you are processing your locate requests. Hours: Mon - Fri 8a - 5p

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

The ITIC system will not allow you to enter special characters such as * \ ~ ‘ or “ . %
SUBMIT A LOCATE REQUEST

**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.

User Name
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.]

![Contact Information](image)

Step 1:  **Contact Information**

Alt Contact: JAKE CHAMBERS

Phone No: 555-555-5544

STEP 2: Excavation Information

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

![Excavation Information](image)

Step 2:  **Excavation Information**

Type of Work: [Dropdown]

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

Permit
If you have a permit for your excavation enter the permit number here. **All necessary permits must be obtained prior to excavation.**

Explosives
If you are using explosives during the excavation select Y for yes, otherwise select N for no.

Area Marked In White
If your excavation area has been outlined in white flags or paint, select Y for yes, otherwise select N for no.

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

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

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

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

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

**ALL FIELDS ARE OPTIONAL**

Click **SUBMIT** when complete.
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.

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

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

Click SUBMIT to save changes/additions.

Click DELETE to delete the selected profile.

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
SUBMIT A LOCATE REQUEST

STEP 3: Location Information

Island
Choose the island on which work will take place.

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.

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.

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.**

*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!

**ADDRESS TIP**
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.
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’.

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
- Parkway – PKWY
- Place – PL
- Street – ST
- Terrace – TER
- Trail – TRL

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**.

**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.

**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.

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

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

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

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

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

Note: Regardless of which method you use to describe your work area, be sure to enter the name of the road that work is actually taking place on in the “Street Name” field. If work is taking place on an unnamed road, 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.
**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.

**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.

East - E    Miles - Mi
Feet - F    North - N
Inches - IN  Northwest - NW
Zone

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 12.74000

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

**Zone** will auto-fill for certain format types
STEP 3: Location Information - Continued

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.

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

NEED HELP?
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Hours:
Mon - Fri 8a - 5p
STEP 4: START DATE INFORMATION

Ticket Type
This field will default to “ROUTINE” (Only 5 business-day notice tickets can be processed via ITIC)

Work to Begin Date
These fields will default to the 5 working day notice required by state law. These fields may be modified but will not allow a start time/date less than the 5 working days notice, or more than 28 calendar days in advance of the request.

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

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

Once you are satisfied with the information on the locate request and you have selected a start date/time, click “Next Step”.

At this point, you will be presented with either the ITIC Map Tools Screen or a Submission Confirmation screen, depending on whether the site location was found during an automatic search.

If the ITIC Map Tools Screen is unable to find the exact match for the address, street, and city, the ticket will automatically be sent to the call center to be mapped by an operator based on the information provided on the ticket.

**REMEMBER:** If you click “cancel,” you will lose all information previously entered for the locate request you are currently working on.

**ITIC Map Tools Screen**

If the system finds the site location, the following box (Right) will appear over the mapping application. Read the directions entirely before continuing. Once the box is closed, it can be viewed again by clicking **Display Help** in the top right corner of the map.
Remember it is very important that the entire excavation area be included within the red box.

You may use the Change Shape and Change Size buttons to alter the shape and/or size of the Red Polygon until it completely encompasses your work area.

If the red box is in the correct location and you are able to cover the entire dig area, click the Submit Ticket button and you will be presented with the Utility Notification screen. [Next Page]

Click the Review Ticket button if the box cannot be altered to contain the entire dig site. This will submit the ticket for review at the call center.
At this point, clicking “Next Step” will submit your request directly to the utilities shown on the Utility Notification List.

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 page of the request.

**ATTENTION:**

The call center will send you a confirmation copy of your completed locate request. Please note that it is *your responsibility* to verify that ALL information is accurate upon the receipt of a completed request. There is a link located on confirmation email. Click this link and view the map one more time to ensure the entire excavation area is included within the polygon drawn. REMEMBER: Tickets submitted to review after 5pm will be reviewed the next business day. If you find any errors, call **1-800-424-5555** 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 cancel the original request if the start date/time has not passed.

Enter the reason for the update in the **Remarks** field (“update per needs remarks,” “update per expanded work area,” etc…)

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 21).

**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 cursor 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.

Users can also search for tickets through the Utility Notification Center website at www.callbeforeyoudig.org. Click on the NTMS link on the lower-right side of the homepage.
### 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.

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Abbreviation</th>
<th>Abbreviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Above - ABV</td>
<td>Mile - MI</td>
<td>Trail - TRL</td>
</tr>
<tr>
<td>Address - ADD</td>
<td>Mile Post - MP</td>
<td>Transformer - TRANS</td>
</tr>
<tr>
<td>Alternate - ALT</td>
<td>Mount - MT</td>
<td>Underground - UG</td>
</tr>
<tr>
<td>Approximately - APX</td>
<td>Mountain - MTN</td>
<td>Update - UPDT</td>
</tr>
<tr>
<td>As Soon As Possible - ASAP</td>
<td>North - N</td>
<td>Utility - UTIL</td>
</tr>
<tr>
<td>Avenue - AVE</td>
<td>Parkway - PKWY</td>
<td>West - W</td>
</tr>
<tr>
<td>Between - BTWN</td>
<td>Pedestal - PED</td>
<td></td>
</tr>
<tr>
<td>Block - BLK</td>
<td>Place - PL</td>
<td></td>
</tr>
<tr>
<td>Boulevard - BLVD</td>
<td>Property - PROP</td>
<td></td>
</tr>
<tr>
<td>Building - BLDG</td>
<td>Railroad - RR</td>
<td></td>
</tr>
<tr>
<td>Cable TV - CATV</td>
<td>Remove - REMV</td>
<td></td>
</tr>
<tr>
<td>Circle - CIR</td>
<td>Repair - REPR</td>
<td></td>
</tr>
<tr>
<td>Construction - CONST</td>
<td>Replace - REPL</td>
<td></td>
</tr>
<tr>
<td>Court - CT</td>
<td>Right of Way - R.O.W.</td>
<td></td>
</tr>
<tr>
<td>Development - DEV</td>
<td>Saint - ST</td>
<td></td>
</tr>
<tr>
<td>Drive - DR</td>
<td>Service - SRVC</td>
<td></td>
</tr>
<tr>
<td>East - E</td>
<td>South - S</td>
<td></td>
</tr>
<tr>
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<td>Square - SQ</td>
<td></td>
</tr>
<tr>
<td>Feet - FT</td>
<td>Street - ST</td>
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</tr>
<tr>
<td>Highway - HWY</td>
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<td></td>
</tr>
<tr>
<td>Inch - IN</td>
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<td></td>
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<tr>
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<td>Terminal - TERM</td>
<td></td>
</tr>
<tr>
<td>Interstate - I</td>
<td>Terrace - TER</td>
<td></td>
</tr>
</tbody>
</table>
### Distances and Measurements

<table>
<thead>
<tr>
<th>Fraction of a Mile</th>
<th>Equivalent in Miles</th>
<th>Equivalent in Feet</th>
</tr>
</thead>
<tbody>
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