INTERNET TICKET PROCESSING

ITIC

ONE CALL CONCEPTS
Celebrating 30 years of service.
When safety is on the line.

ITIC **USER MANUAL**

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

Kansas 811

Know what's below.
Call 811 before you dig.
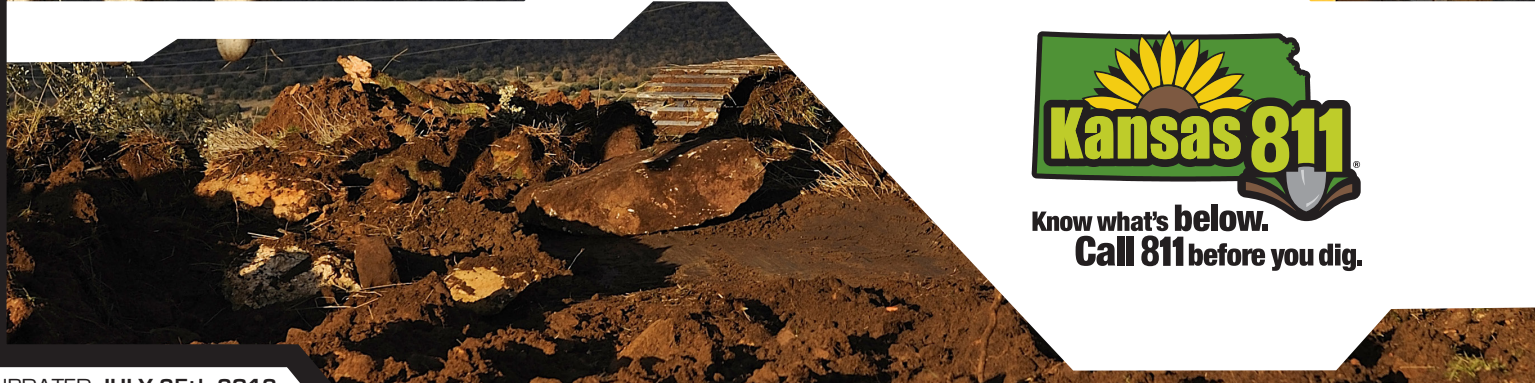
ITIC
INTERNET TICKET PROCESSING

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**

30
ONE CALL CONCEPTS
Celebrating 30 years of service.
When safety is on the line.

Kansas 811
Know what's **below.**
Call 811 before you dig.

30
ONE CALL CONCEPTS
Celebrating 30 years of service.
When safety is on the line.

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 themself 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.

Celebrating 30 years of service.
3 ONE CALL CONCEPTS
When safety is on the line.

ITIC LIVE HELP

Live Help!

ONE CALL CONCEPTS
When safety is on the line.

Powered By: **Crafty Syntax**

Live Help!

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

Name   John Doe
Question
Can you tell me how to set up multiple ITIC accounts for my company?

SEND

You are Currently not Chatting...
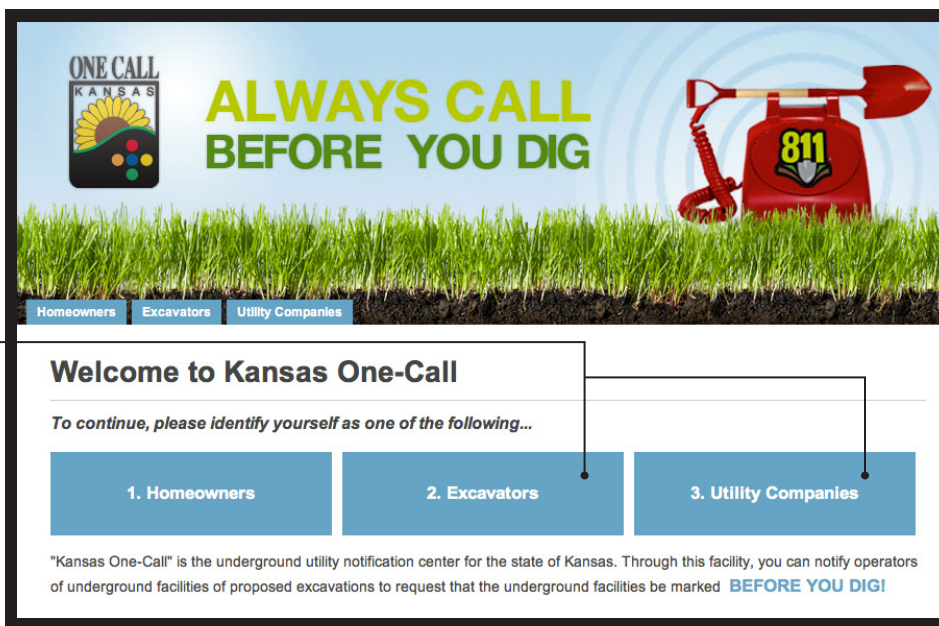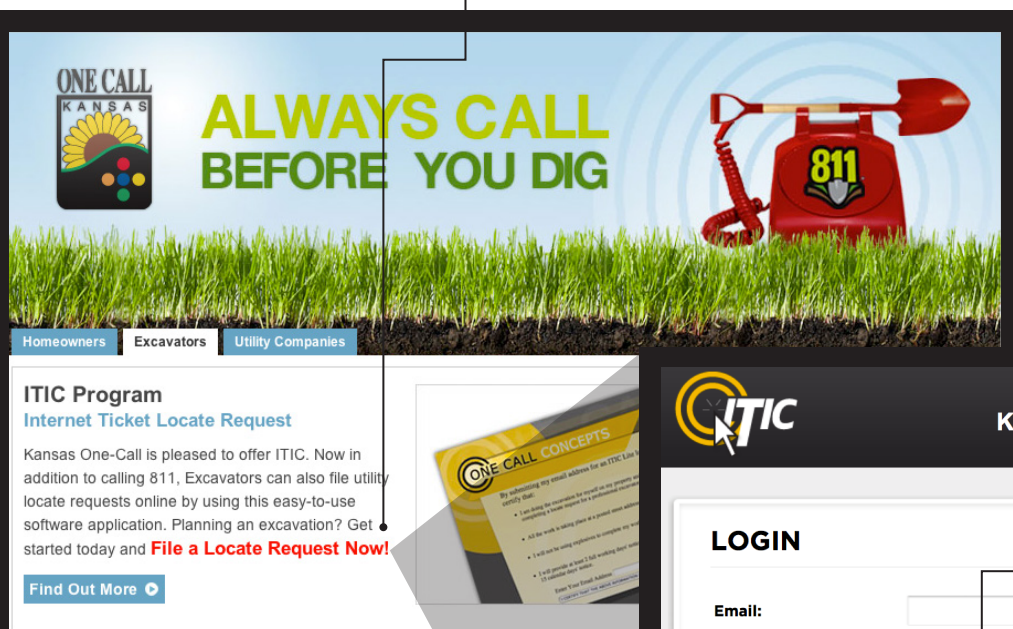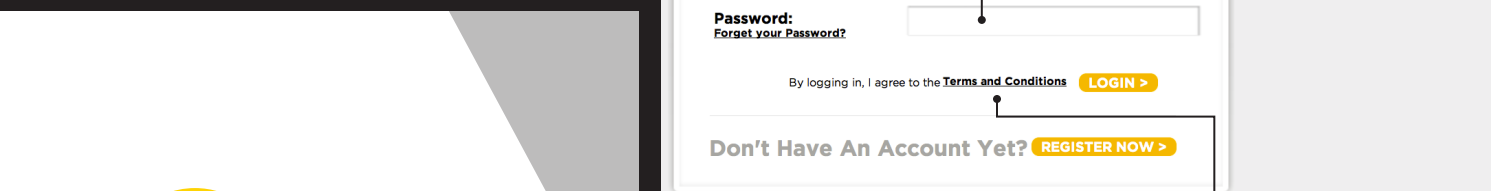
READY

First, navigate to the Kansas One Call home page (www.kansasonecall.com). Then identify yourself by clicking on 'Excavator' or 'Utility,' whichever is appropriate.

ALWAYS CALL BEFORE YOU DIG

Homeowners | Excavators | Utility Companies

Welcome to Kansas One-Call

To continue, please identify yourself as one of the following...

| 1. Homeowners | 2. Excavators | 3. Utility Companies |

"Kansas One-Call" is the underground utility notification center for the state of Kansas. Through this facility, you can notify operators of underground facilities of proposed excavations to request that the underground facilities be marked **BEFORE YOU DIG!**

On the next page, click '**File a Locate Request Now!**'

ALWAYS CALL BEFORE YOU DIG

Homeowners | Excavators | Utility Companies

ITIC Program
Internet Ticket Locate Request

Kansas One-Call is pleased to offer ITIC. Now in addition to calling 811, Excavators can also file utility locate requests online by using this easy-to-use software application. Planning an excavation? Get started today and **File a Locate Request Now!**

Find Out More ▶

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.

ITIC
Kansas One Call

LOGIN

HELPFUL MAP TIPS

Use the binocular or Google buttons found at the top right hand side of the map to help find your site location.

Questions? Chat Live Now

Email:

Password:
Forget your Password?

By logging in, I agree to the Terms and Conditions   LOGIN >

Don't Have An Account Yet? REGISTER NOW >

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

ITIC
INTERNET TICKET PROCESSING

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

GET SET

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

GO!

Click **"Submit a Locate Request"**

ITIC

Help ? | Chat Live | Logout

Kansas One Call

Use the Buttons Below to Navigate Through The ITIC Application

Edit Account	Submit a Locate Request	Update Ticket	Incomplete Task
Ticket Search	KS ITIC Manual		

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

ITIC

Main Menu | Help ? | Chat Live

Kansas One Call

ITIC USER INFORMATION

Phone No:	316-555-5555	Ext	
Contact:	JOHN DOE		

EXCAVATOR INFORMATION

Company:	JOE'S BACKHOE SERVICE		
Address:	111	Street:	1ST ST
City:	MULVANE		
State:	KS	Zip:	67781
Email Address:	briancasey@occinc.com	Fax Number:	316-555-5544

CANCEL   NEXT STEP >

Help on *Contact Fax Phone*

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

Index   Back   Forward   Close

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

FYI

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

ITIC USER INFORMATION

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

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

Main Menu 🏠

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

Main Menu 🏠 | Help ? | Chat Live 💬

Kansas One Call

ITIC USER INFORMATION

Phone No:	316-555-5555
Contact:	JOHN DOE

Ext

EXCAVATOR INFORMATION

Company:	JOE'S BACKHOE SERVICE		
Address:	111	Street:	1ST ST
City:	MULVANE		
State:	KS	Zip:	67781
Email Address:	briancasey@occinc.com	Fax Number:	316-555-5544

CANCEL | **NEXT STEP >**

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.

FYI

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.

ITIC INTERNET TICKET PROCESSING

STEP 1: Alternate Contact Information

Alternate Contact and Alternate Phone

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

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

Step 1: **Onsite Contact Information**

Alt. Contact: STEVE SMITH   Phone No: 555-555-5566

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**: Installing Sign, Installing Secondary Electric, Repair Gas Service...

Step 2: **Excavation Information**

Type of Work:
Work Being Done For
Duration
Trenchless Excavation: ?

Step 2: **Excavation Information**

Type of Work: install
- INSTALLATION OF CATV DROPS
- INSTALLATION OF DECK
- INSTALLATION OF FENCE
- INSTALLATION OF NEW GAS SERVICE
- INSTALLATION OF UNDERGROUND ELECTRIC SERVICE
- INSTALLATION OF UNDERGROUND SPRINKLER SYSTEM
- INSTALLING GAS MAIN
- INSTALLING SANITARY SEWER AND WATER LATERALS
- INSTALLING SANITARY SEWER LATERAL
- INSTALLING SENTRICON
- INSTALLING U/G TELEPHONE SERVICE
- INSTALLING WATER MAIN
- INSTALLING WATER SERVICE LINE

STEP >

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

STEP 2: Excavation Information - Continued...

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

Duration
Enter the amount of time anticipated to complete the excavation.
(I.e. 1 day, 1 week, 10 days, etc.).

Step 2: Excavation Information

Type of Work:

Work Being Done For

Duration

Trenchless Excavation: ?

Explosives:

< GO BACK   CANCEL   NEXT STEP >

Trenchless Excavation
Trenchless Excavation is sub-surface horizontal excavation activity conducted parallel to the surface of the earth. As its name implies, it does not use trenching or vertical digging as the primary means of excavation. It includes, but is not limited to directional drilling, horizontal boring, tunneling, auguring, pushing, ramming or geo-probing below ground that is not readily visible from the surface. Select Y for yes, N for no.

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

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

PROFILES

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

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

Create Job Profile

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

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

You can create profiles for a **specific foreman/contact**, or **type of work** which may always include the same **duration, marking instructions, etc.**

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

ALL FIELDS ARE OPTIONAL

Click **SUBMIT** when complete.

PROFILES - Continued

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

Main Menu 🏠 | Help ? | Chat Live 💬 | INSTALL FENCE ▾

Create Job Profile
Edit Job Profile
INSTALL FENCE

Kansas One Call

Step 1: Onsite Contact Information

Alt. Contact: STEVE SMITH   Phone No: 555-555-5566

Step 2: Excavation Information

Type of Work: INSTALLATION OF FENCE

Work Being Done For: JIMMY HOMEOWNER

Duration: 1 DAY

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.

| Help ? | Chat Live 💬 | INSTALL FENCE ▾

Create Job Profile
Edit Job Profile
INSTALL FENCE

Call

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 >**

Work Profile Information

Profile Name:

Onsite Contact Information

Alt. Contact: Phone No:

Excavation Information

Duration:

Trenchless Excavation: Explosives:

_____nation

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 the work area involves multiple addresses, leave this field blank, and reference the addresses in the Location of Work field.

Step 3: Location Information

County: [WYANDOTTE   ▲▼]

City/Place: [KANSAS CITY   ]

House #: [   ]

Street Name: [MINNESOTA AVE   ]

Closest Cross Street: [N 82ND ST   ]

Location of Work: [MARK ENTIRE ROAD RIGHT OF WAY OF MINNESOTA AVE FOR WIDTH OF ADDRESSES 8101, 8103, AND 8105 MINNESOTA AVE.]

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

ITIC
INTERNET TICKET PROCESSING

STEP 3: Location Information - Continued

Multiple Worksites

If you are working on multiple worksites, you must file a separate ticket for each work site. In other words, if you are installing 15 different sewer laterals at 15 different addresses, you must file 15 separate tickets, since they are not part of one continuous dig.

Continuous Dig

Many major projects (such as utility main line construction or pole line installation) can be completed on one ticket. In order to file a large work area on a single ticket, the job/worksite must match the following criteria:

- **All work is taking place in one county**
- **All (excavation) work can be completed within the normal 15 calendar day window**
- **All work is a continuous excavation***
- **All work is on a single road***
- **No work extends beyond 1 mile in length.***

*Exceptions are as follows:

• If the type of work involves road signs, it is considered a 'continuous dig' in this context, so you may do multiple sign installations/replacements on a single ticket, as long as it meets the other criteria (single road, 1 mile maximum, etc.)

• If the type of work involves pole work, it is also considered a 'continuous dig' in this context, so you may do multiple pole installations/replacements on a single ticket, as long as it meets the other criteria (see above). Additionally, the maximum length for a ticket of this type is 1 1/8 mile (instead of 1 mile as with other types of work)

• If the type of work involves a **Main** utility line (water main, gas main, etc.) you may file a **single ticket** even if the work turns down another road. **Remember - the other conditions still apply**

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.

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

ITIC
INTERNET TICKET PROCESSING

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:	▲▼	City/Place:	
House #:			
Street Name:		Closest Cross Street:	
Location of Work:			
Coord Type:	▲▼	Zone:	
Lat/North:		Lon/East:	
Township:	Range:	S-Q:	
Caller Provided TRSQ:	▲▼		

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: ch

N CHEROKEE ST
S CHEROKEE ST
CHESTER AVE
CHESTER CT
CHEYENNE AVE

Location of Work:

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:

Caller Provided TRSQ:

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

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	**Traffic way – TFWY**
Highway – HWY	**Interstate – I** (I 70)
Lane – LN	**Terrace – TER**
Parkway – PKWY	**Place – PL**
Road – RD	**Street – ST**

ITIC
INTERNET TICKET PROCESSING

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:	WYANDOTTE
House #:	8101
Street Name:	MINNESOTA AVE

City/Place: KANSAS CITY

Closest Cross Street: N 82ND ST

Location of Work: MARK FROM FRONT CORNERS OF HOUSE TO REAR LOT LINE, FOR WIDTH OF LOT.

Coord Type: Zone:

Lat/North: Lon/East:

Township: Range: S-Q:

Caller Provided TRSQ: N

FYI

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

STEP 3: Location Information - Continued

Work Taking Place (or Starting) At an Intersection

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

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

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

Step 3:	**Location Information**		
County:	WYANDOTTE	City/Place:	KANSAS CITY
House #:			
Street Name:	MINNESOTA AVE	Closest Cross Street:	N 82ND ST
Location of Work:	MARK 100FT RADIUS OF ABOVE INTERSECTION.		
Coord Type:		Zone:	
Lat/North:		Lon/East:	
Township:	Range:	S-Q:	
Caller Provided TRSQ:	N		

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

FYI

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.

Coord Type:

Lat/North:

Zone:

Lon/East:

S-Q:

NAD27 DEC : LAT/LON DECIMAL
NAD27 DM : GPS DD MM.MMMMM
NAD27 DMS : LAT/LON DMS
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. (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

Zone will auto-fill for certain format types

• **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

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: Range: S-Q:

Caller Provided TRSQ:

Caller Provided TRSQ

Enter Y if you provided Township Range and Section-Quarter on this locate. Enter N if you did not provide this information.

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

ITIC
INTERNET TICKET PROCESSING

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: Not all KOC members see the map. The map & polygon are used to determine which member utilities will receive the ticket.

The map will automatically search by the address, intersection, 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: 8100 W 22ND ST N at N ROCK RD WICHITA

Search Results: 8100 W 22ND ST N, WICHITA   <- click for more results

Street/Address Search

Use this button to manually search for a specific address, street, intersection, and/or city. (see page 23 for more details)

TRSQ

Use this button to manually search for Township, Range and Section-Quarter

Lat/Lon Search

Use this button to manually search for Lat/Lon coordinates.

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.]
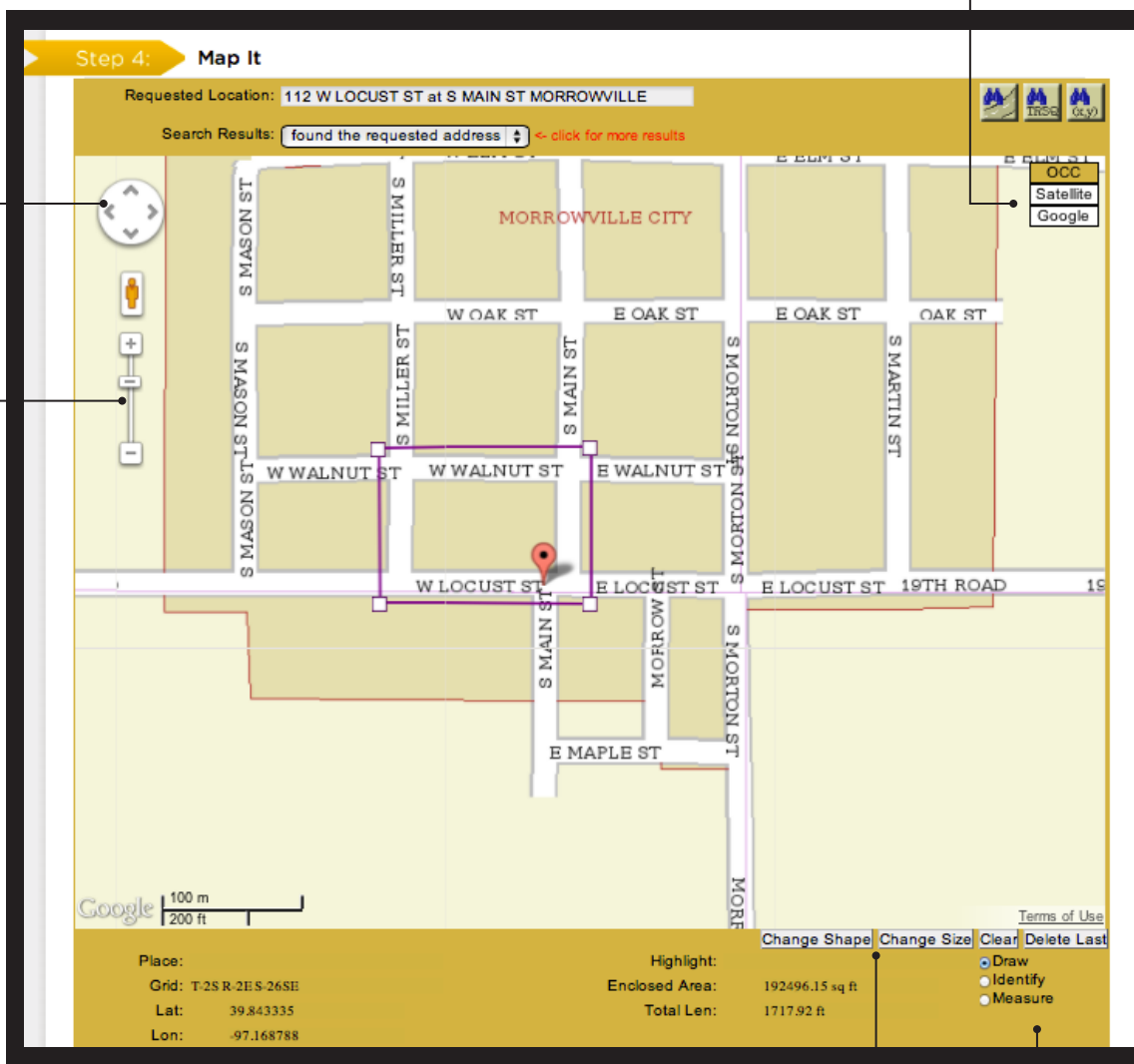
View
Change the image of the map to the **OCC map view** (pictured), **Satellite view** (See page 28 for example), or **Google map view**. (See page 25 for example)

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.]

Step 4: Map It

Requested Location: 112 W LOCUST ST at S MAIN ST MORROWVILLE

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

OCC
Satellite
Google

MORROWVILLE CITY

W ELM ST / E ELM ST
S MASON ST / S MILLER ST
W OAK ST / E OAK ST / E OAK ST / OAK ST
S MASON ST / S MILLER ST / S MAIN ST / S MORTON ST / S MARTIN ST
W WALNUT ST / W WALNUT ST / E WALNUT ST
W LOCUST ST / E LOCUST ST / E LOCUST ST / 19TH ROAD
S MAIN ST / MORROW ST / S MORTON ST
E MAPLE ST

Google | 100 m / 200 ft

Terms of Use

Change Shape | Change Size | Clear | Delete Last

Place:
Grid: T-2S R-2E S-26SE
Lat: 39.843335
Lon: -97.168788

Highlight:
Enclosed Area: 192496.15 sq ft
Total Len: 1717.92 ft

○ Draw
○ Identify
○ Measure

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.
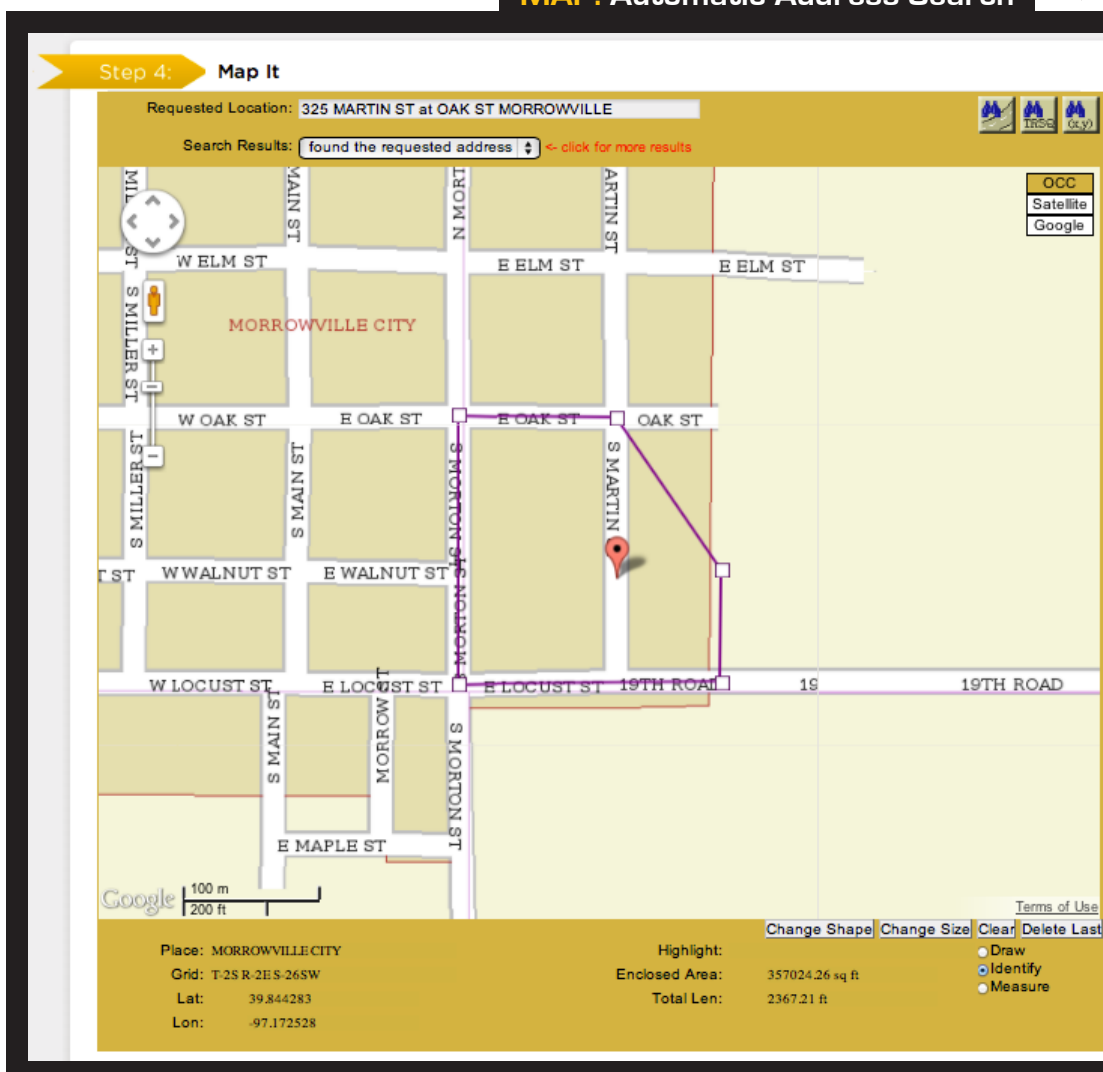
ITIC
INTERNET TICKET PROCESSING

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, the map displays a polygon already drawn (default polygon). 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 provided is the city the polygon is located in.
→ The Search Results drop down for multiple matching options.

MAP: Automatic Address Search

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

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, the map displays a default polygon on the intersection.
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 provided is the city the polygon is located in.
→ The Search Results drop down for multiple matching options.

MAP: Automatic Intersection Search

ITIC
INTERNET TICKET PROCESSING

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	250
Street	LOCUST ST
Cross Street	MAIN ST
City/Place	MORROWVILLE

[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.**

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

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.

ITIC
INTERNET TICKET PROCESSING

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

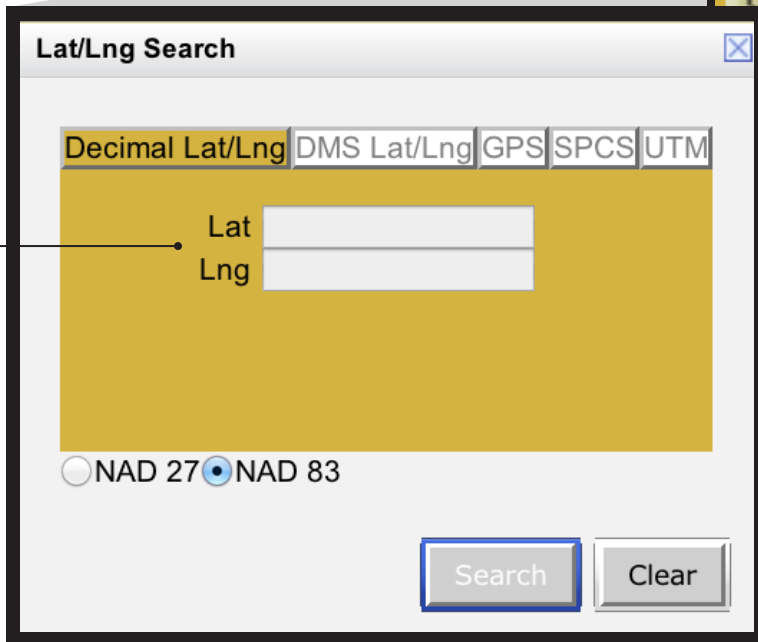**Search by Latitude/Longitude**
ITIC will automatically search accurate coordinates provided on the ticket.
If you wish to do a manual Lat/Lon search **click the "Lat/Lon Search" button**.

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

Lat/Lng Search

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

Lat
Lng
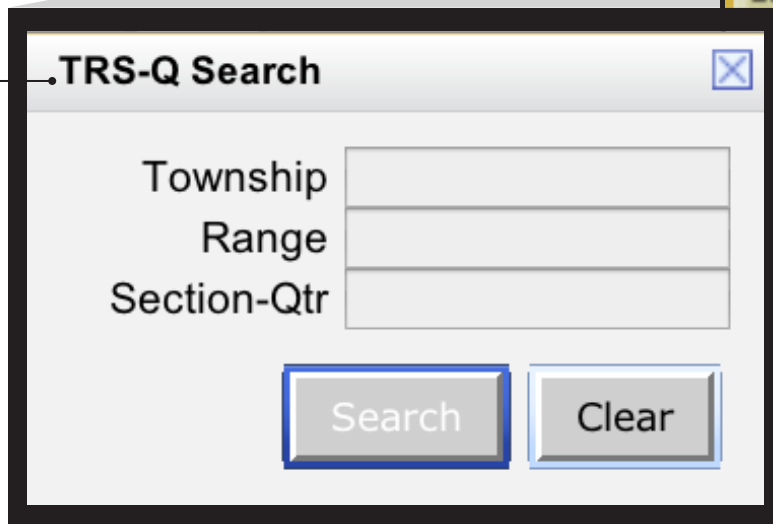
○ NAD 27 ● NAD 83

Search   Clear

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.

TRS-Q Search

Township
Range
Section-Qtr

Search   Clear

ITIC
INTERNET TICKET PROCESSING

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: 309 FREMONT AVE at 3RD ST WINONA

Google Search: FREMONT AVE at FRONT ST WINONA   Search

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

Guidelines for **drawing a polygon** on page (27)

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

MAP: Manual Google Map Search

Step 4:   Map It

Requested Location: 309 FREMONT AVE at 3RD ST WINONA

Google Search: FREMONT AVE at FRONT ST WINONA   Search

OCC
Satellite
Google

Place: WINONA CITY
Grid: T-11S R-35W S-31NE
Lat: 39.062391
Lon: -101.242042

Highlight:
Segment Len: 459.57 ft
Total Len: 1505.75 ft

○ Draw
○ Identify
○ Measure

Google   100 m
200 ft

Map data ©2012 Google - Terms of Use Report a map error
Change Shape   Change Size   Clear   Delete Last

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

**ITIC** — INTERNET TICKET PROCESSING

STEP 4: MAP IT - Continued

POLYGONS

Using Default Polygons

Default polygons are displayed only if an exact match for an address is found during the automatic search.

In counties **without** parcel data, the polygon may appear block to block off one side of the road or along the section of road that includes the address range.

In counties with parcel data, there will also be a place mark displayed on the on the exact parcel, or along the road at the approximate location of the parcel.
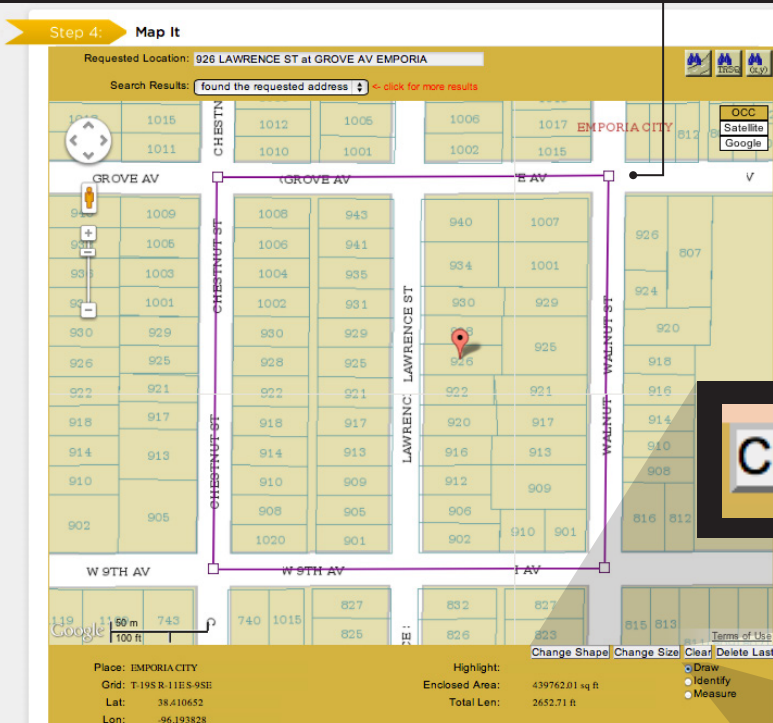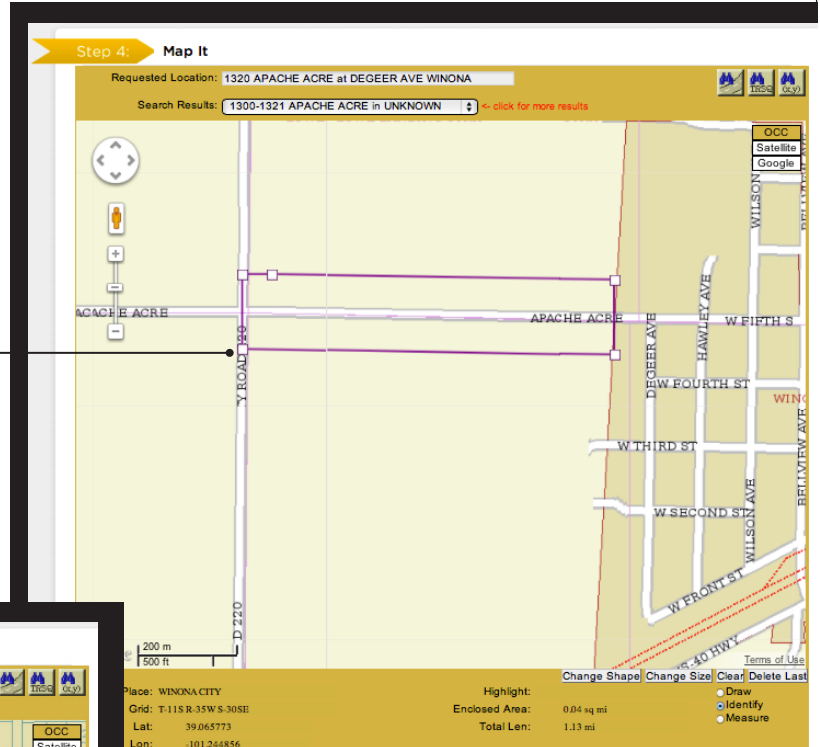
Use the **"Change Shape"** and **"Change Size"** buttons to toggle through various shapes and sizes to find a polygon that completely covers the entire area of excavation.

Change Shape   Change Size

If the entire area of excavation **CANNOT** be included within one of the default polygons, click the **"Clear"** button and hand draw the polygon.

Clear

FYI

CAUTION: Default polygons **only represent** an area where ITIC thinks the site is located.

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; you'll move the map. **Click and release** to make points as you go.)

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

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

Draw
Identify
Measure
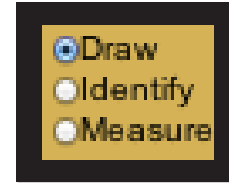
Step 4: **Map It**

Requested Location: 405 WILSON AVE WINONA

Search Results: found the requested address

OCC
Satellite
Google

W SIXTH ST
WILSON AVE
E FIFTH ST
W FIFTH ST
DEGEER AVE
HAWLEY AVE
BELLVIEW AVE
MILES AVE
W FOURTH ST
E FOURTH ST
WINONA CITY
DEGEE
WILSON A
FREEMONT AVE
W THIRD ST
E THIRD ST
VIEW AVE
E FR
Terms of Use
Change Shape Change Size Clear Delete Last
Draw
Identify
Measure

Place: WINONA CITY
Grid: T-11S R-35W S-30SE
Lat: 39.063607
Lon: -101.245253

Highlight:
Segment Len: 544.67 ft
Total Len: 1533.71 ft

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 desciption.

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" Option to Verify the Location

If you wish to see an aerial view of the site location, click on the "satellite" view button after drawing the polygon on the OCC or Google map. The Satellite view can help you verify that the polygon is large enough and has been placed in the correct location. Make changes by clicking the "clear" button and redrawing the polygon.

STEP 5: START DATE INFORMATION

Ticket Type

This field will default to "**STANDARD**" (Only 2 business-day notice tickets can be processed via ITIC)

Step 5:	Start Date Information		November 2012							December 2012						
Ticket Type	STANDARD	**<**	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
Work To Begin Date:	November 20, 2012		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
At:	12 : 15 AM		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 >**

Work to Begin Date

These fields will default to the minimum start date and time required by state law on Standard tickets. The two working day notice period does not include the day the request is made, so the start time will be **12:15am** 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 15 calender 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.

SUSPEND >

FYI
Tickets sent to review after 9pm CT Monday - Friday and all tickets received on weekends and holidays will be processed as though it was received on the following business day.

UTILITY NOTIFICATION LIST / SUBMITTING YOUR LOCATE REQUEST

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

The list of utilities notified is based on the location where the 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 a 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

Tier 1 Members to be Notified by KOC

District	Company	Phone Number
ATMOLA02	ATMOS ENERGY	(913) 254-6348
ATT301	ATT DISTRIBUTION	(866) 861-7678
BPU01	KC BPU-ELECTRIC DEPT	(913) 573-9575
BPU02	KC BPU-WATER DEPT	(913) 334-5701
# of Districts: 4		

< GO BACK   CANCEL   NEXT STEP >   SUSPEND >

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

ATTENTION:
The call center will send you a confirmation copy of your completed locate request. Please note that it is **your responsibility** to verify that ALL information is accurate upon the receipt of a completed request. There is a link located on confirmation email. Click this link and view the map one more time to ensure the entire excavation area is included within the polygon drawn. REMEMBER: Tickets submitted to review after 9pm will be reviewed the next business day. If you find any errors, call **800-344-7233** 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 31)**

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.**

INCOMPLETE TASK

An '**Incomplete Task**' is used to resubmit incomplete (returned) 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.

INCOMPLETE TASK

Identifier Number:

This function is used to correct an ITIC that was returned.

Continue   Cancel

Click the "Incomplete Task" button at the **ITIC main menu screen (pg 05),** and enter the Incomplete Task Identifier Number. Click **"Continue"** 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. **Remove all void notes from the Location Description field.**

Re-map the area of excavation after completing the requested changes. **Please take extra care with this step if your ticket was returned due to a mapping problem.**

Click **"Next Step"** once you are satisfied mapping is correct. The **"Utility Notification List"** will appear (pg 31). Click **"Next Step"** again to submit your ticket for review. **NOTE: The "Incomplete Task" process will be repeated until the ticket is submitted free of identifiable errors.**

Incomplete Task - Sample

Incomplete Task Correction Description

CORRECTION REQUIRED: VOIDED: ==DO NOT SHOW THIS AREA IN COLE COUNTY. PLEASE VERIFY COUNTY==

Remove all call center void notes from Location Description field.

Step 3:   **Location Information**

County:	COLE	
City:	JEFFERSON CITY	City Limits: Y
Address:	211	Dig Street: DIX ROAD
Nearest Intersecting Street:	W MAIN ST	Another Intersecting Street:
Location Description:	MARK ENTIRE PROPERTY.	
Coord Type:		Zone:
Lat/North:		Lon/East:
Other:		

ITIC — INTERNET TICKET PROCESSING
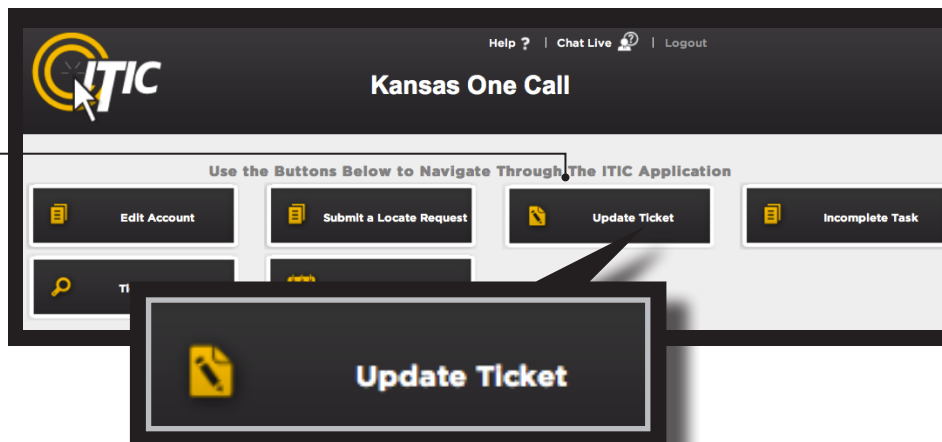
UPDATE TICKET

Use Update Ticket to renew markings on an existing ticket.

Click the "Update Ticket" button at the **ITIC Main Menu screen** (pg 05)

Enter the ticket number to update in the "Ticket Number" field.
Note: updating a ticket will cancel the original request if the start date/time has not passed

Verify all information on the ticket.

Click "**Next Step**" to advance to the **Utility Notification Screen** (pg 30)

Once the ticket is completely processed, you should receive an email copy of the ticket at the address listed on the request.

Help ? | Chat Live | Logout

Kansas One Call

Use the Buttons Below to Navigate Through The ITIC Application

| Edit Account | Submit a Locate Request | Update Ticket | Incomplete Task |

Update Ticket

FYI Double check the "caller name" and make sure it is yours. It's important to be able to contact you directly if someone has questions about your locate. If we need to contact you about the ticket, we need to be able to ask for the right person.

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

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.

Please do not run a single search for more than 3 months at a time
* Will accept partial entry.

Return to Menu   Search

Ticket Information
Ticket Number: _____   Start Date: Oct / 7 / 2012
Header: _____   End Date: Nov / 7 / 2012
Update Counter: _____

Contact Information
Contact Name *: _____   Contact Phone: _____
Caller ID: 777

Excavator Information
Company*: _____
Fax: _____
Email*: _____

Excavation Information
Type Of Work*: _____
Work Done For*: _____   Duration*: _____
Trenchless Excavation: ___   Explosives: ___

Location Information
County:
Any County
ALLEN
ANDERSON
ATCHISON
BARBER

City:*: _____
Township: _____
Range: _____
Section: _____
House Number: _____   TRSQ Provided: ___
Street*: _____   Intersecting Street*: _____
Location*: _____   Remarks*: _____

Interactive Map
Search Map: [Enter Street, Address, or City]
Pan Map   Draw Polygon   Clear Polygon   Map Help Popup

Districts Notified
District Code: *_____

Enter an email address in order to receive a copy of the search results
_____

Search

ITIC
INTERNET TICKET PROCESSING

Kansas 811
Know what's below.
Call 811 before you dig.

SUGGESTED
ABBREVIATION **LIST**

The following is a list of suggested abbreviations. **Please spell out the complete word when time and space are available.**

Also known as **– AKA**

Approximately **– APPX or APPROX**

Between **– BTWN**

Building **– BLDG**

Cable Television **– CATV**

Construction **– CONSTR**

Electric **– ELEC**

Excavate/Excavator **– EXCAV**

Foot **– FT**

Highway **– HWY**

Inches **– IN**

Information **- INFO**

Intersection **- INTER**

Mile **- MI**

Pedestal **- PED**

Property **- PROP**

Railroad **- RR**

Right of Way **– R/W**

Subdivision **- SUBDIV**

Telephone **- TEL**

Underground **- UG**

**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**

Avenue **– AVE**

Circle **– CIR**

Highway **– HWY**

Parkway **– PKWY**

Boulevard **– BLVD**

Court **– CT**

Interstate **– I (I 70)**

Place **– PL**

Business **– BUS**

Drive **– DR**

Lane **– LN**

Road **– RD**

Expressway **– EXPY**

Traffic way **– TFWY**

Terrace **– TER**

Street **– ST**

ITIC
INTERNET TICKET PROCESSING

Kansas 811
Know what's **below.**
Ca**l** 811 before you dig.

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

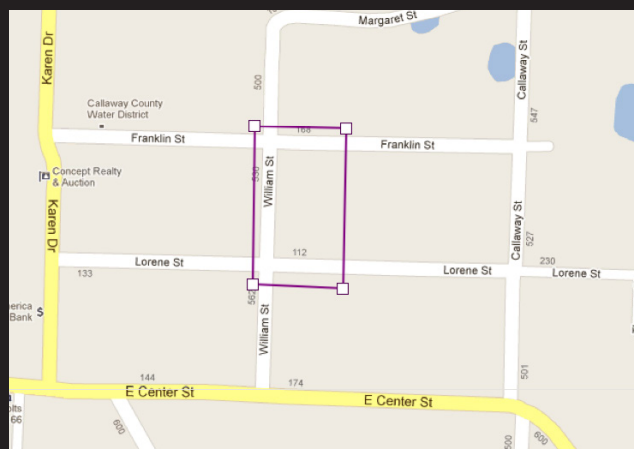ITIC
INTERNET TICKET PROCESSING

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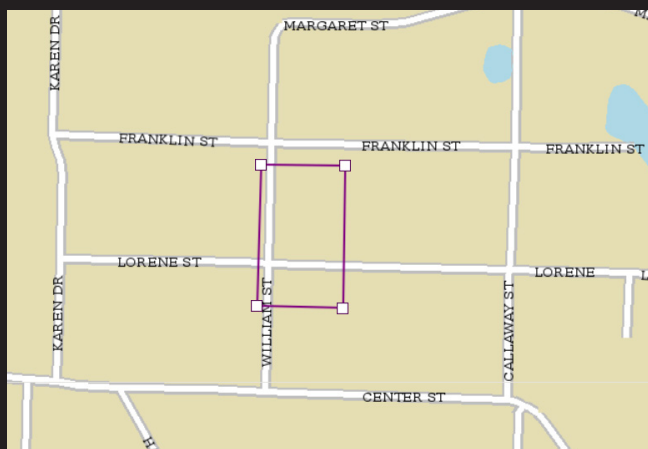
The polygon alignment may be **different** between the two maps.

In this example the work area is located on the E side of William St, between Franklin St and Lorene St. **For help see page 27.**
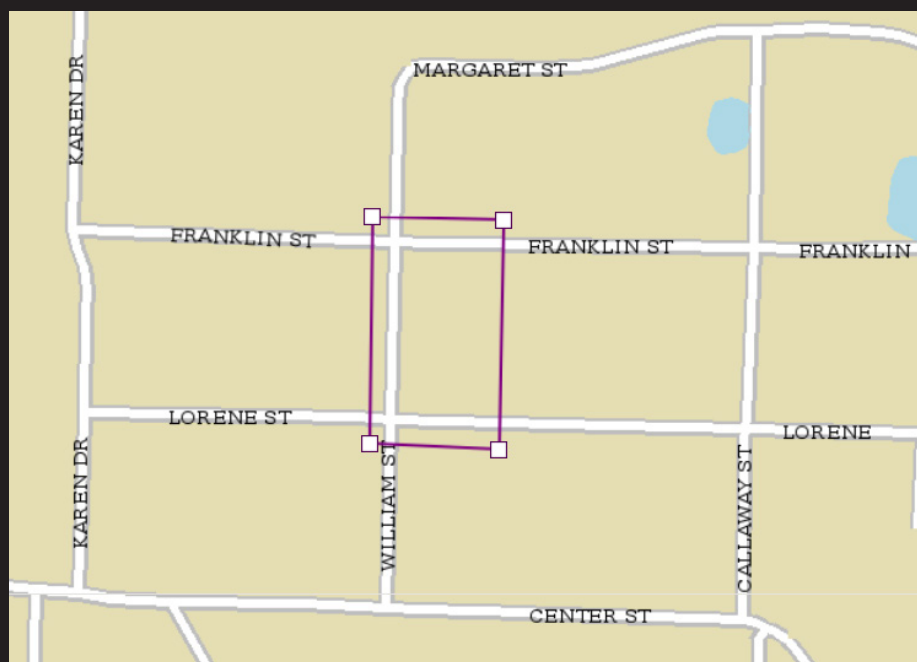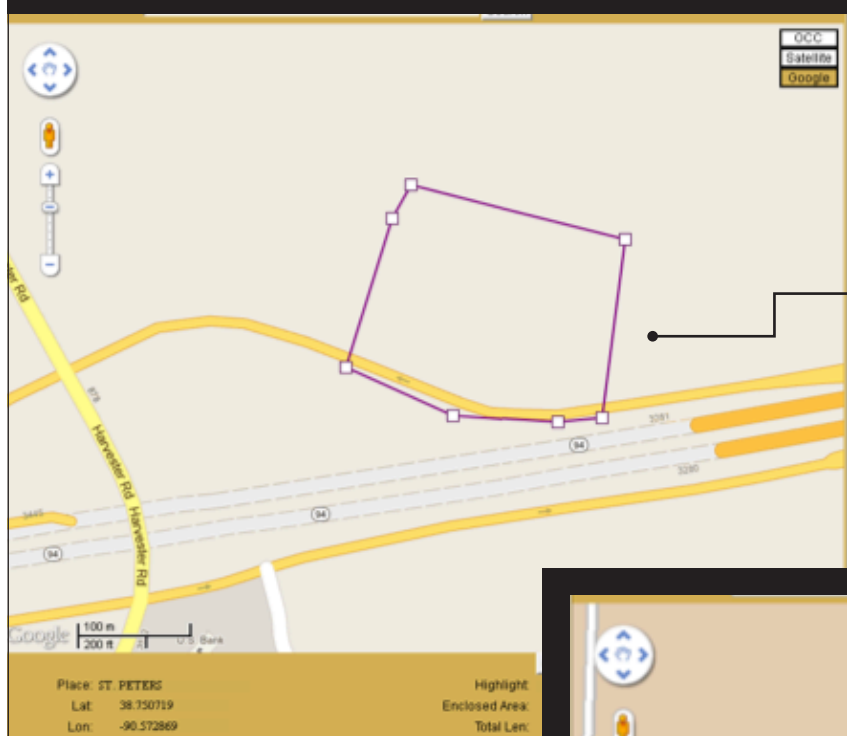
Polygon - **GOOGLE MAP**

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.)
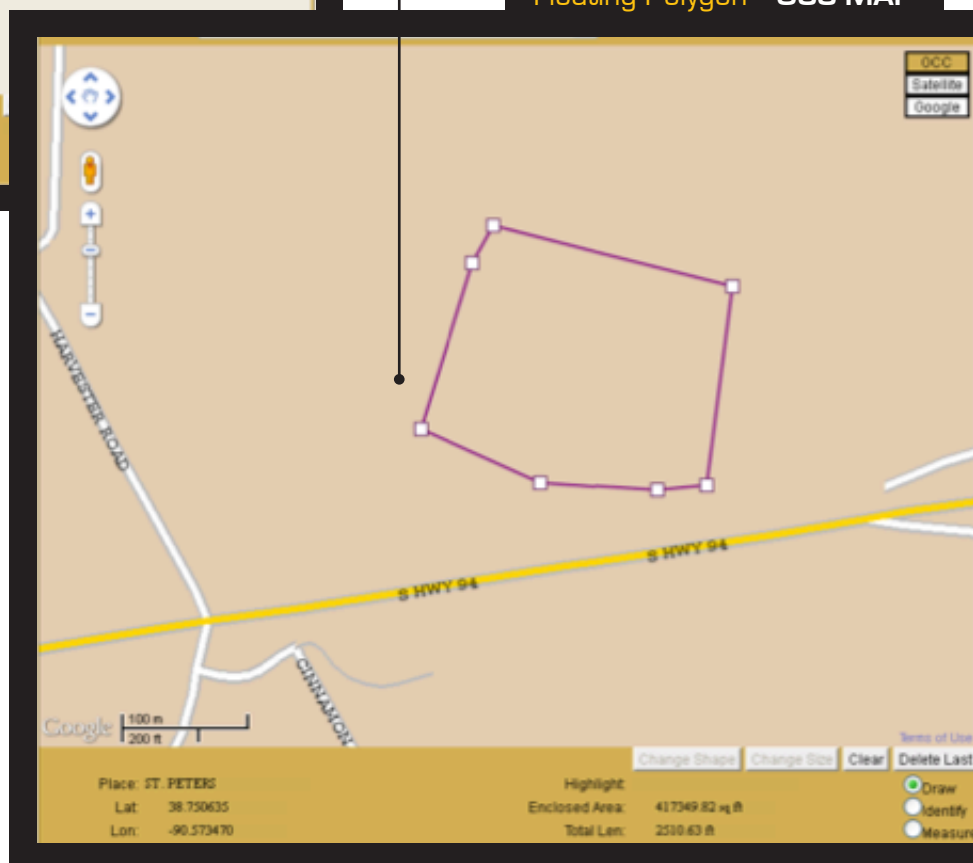
Adjusted CORRECT Polygon

ITIC
INTERNET TICKET PROCESSING

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**

Place: ST. PETERS   Highlight:
Lat: 38.750719   Enclosed Area:
Lon: -90.572869   Total Len:

'Floating Polygon' - **OCC MAP**

Place: ST. PETERS   Highlight:
Lat: 38.750635   Enclosed Area: 417349.82 sq ft
Lon: -90.573470   Total Len: 2510.63 ft
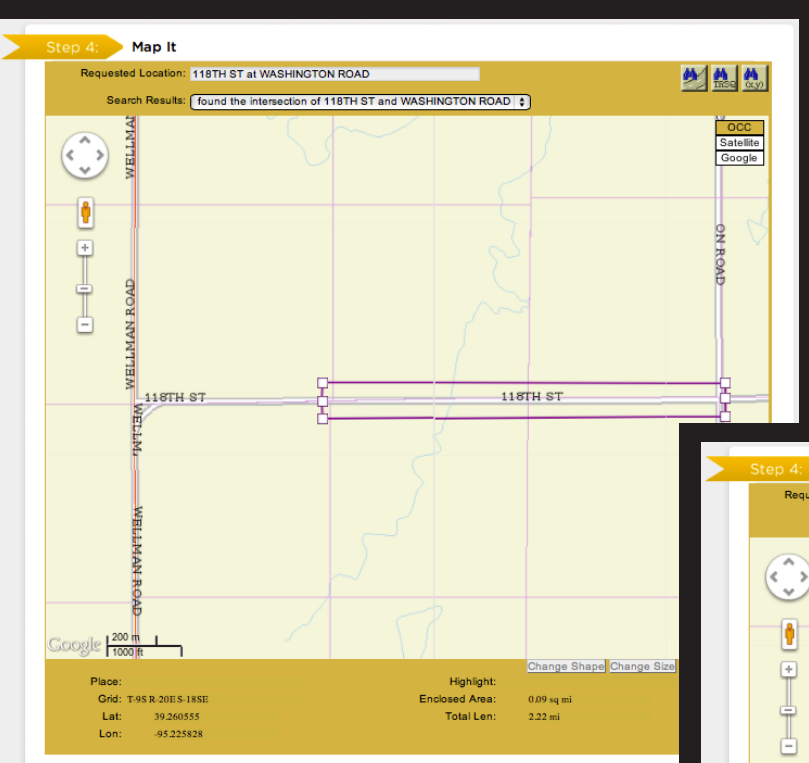
JOB LIMITS FOR: WORK ON/ALONG THE ROAD EXAMPLES

Example

In the following example, work extends 50ft from edge of curb on both sides of 118th st, from Washington road going west to Wellman Road. The distance is 1½ miles, so the work area must be split into at least 2 tickets.
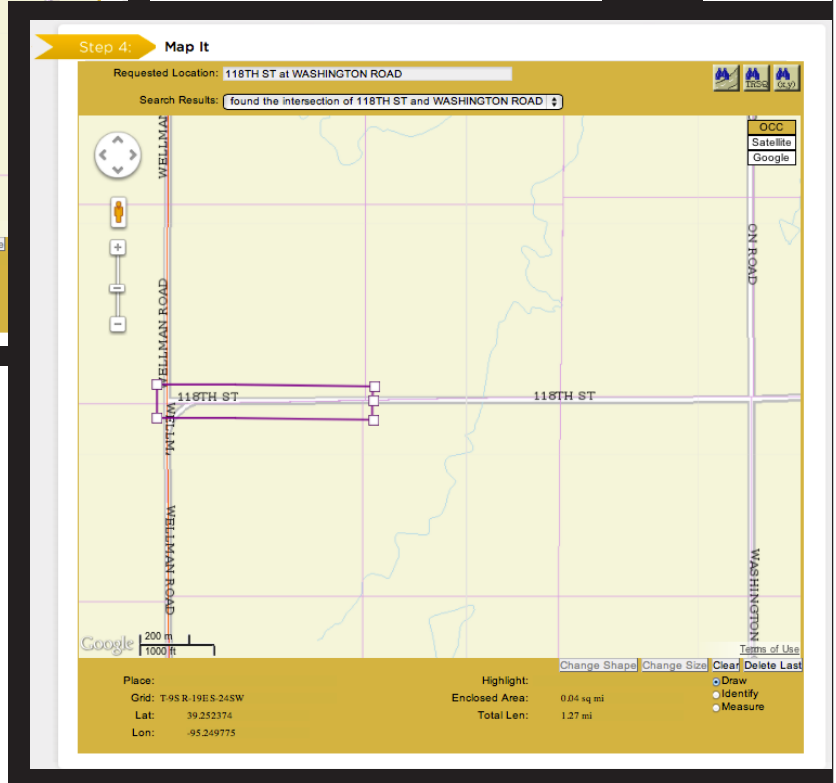
"Starting at Washington Road and going 1 mile west."

1

"Starting 1 mile west of Washington Road and continuing ½ mile to Wellman Road."

2

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

Another option for the 2nd ticket would be starting the location of work description at the intersection of 118th Street and Wellman Road, and continue east ½ mile to meet up with the 1st ticket.

ITIC
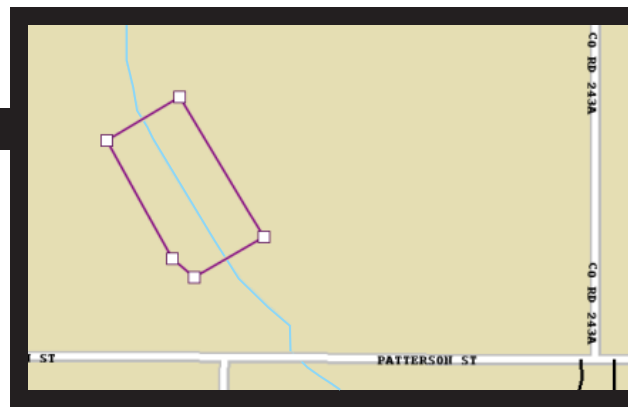INTERNET TICKET PROCESSING

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 CO RD 243A and Patterson St, travel west on Patterson St approximately 875ft to the unnamed creek. Travel north following the creek 450ft. 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