



A complete guide to using the ITIC system

With

Lone Star Notification Center

One Call Concepts, Inc.

Assistance is available Monday thru Friday between the hours of 8am-5pm
by calling (713) 432-0365 or by sending an e-mail request to
darla_lonestar@msn.com

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Introduction

ITIC is an online application developed by One Call Concepts for use by Lone Star Notification Center (LSNC), through which underground facility owners and contractors may file new routine locate requests and updates. You can also view an existing locate request.

The following pages will explain the process you must follow to file a locate request with LSNC using ITIC. This document will also discuss the various terms and features you will need to be familiar with before using ITIC.

NOTE: This manual ONLY covers policies and procedures for Texas ITIC. For policies and procedures for ITIC in other states, please consult that state's ITIC manual. This manual also covers both mapping and text-only versions of ITIC. Text-only users can skip Section 4 entirely.

Requirements

In order to file a locate request using ITIC with mapping, you must attend a training session with an ITIC specialist. A “text-only” version of ITIC is also available and does not require the user to attend formal training. For more information or a schedule of training sessions, send an e-mail to darla_lonestar@msn.com or call 713-432-0365.

The following is a list of system requirements – an approved operating system and web browser, Internet access, a valid e-mail address, Java and a color monitor.

- **Operating System** - The most compatible operating systems are Windows XP, Windows Vista, Windows 7, and OS 10. ITIC may function properly under older operating systems, but using the above-mentioned systems will help ensure proper access to enter locate requests.
- **Web Browser** – ITIC works best with Microsoft Internet Explorer 7.0 or higher, Firefox version 1.5.0 or higher, or Safari 3 or higher.
- **E-mail address** – Any valid e-mail address, for registration, login and support purposes.
- **Java** - You will need to download and install the latest version of Java 2 Runtime Environment plug in. For more information, and to check to see if Java is already installed on your computer, see section 6 on page 28.
- **Color monitor** – This is important for mapping purposes. Streets, TRSQ grid lines, railroads, lakes, etc. are all different colors, and having a color monitor will enable you to see all of those feature differences so your location will be easier to find.

Section 1 - Logging In to ITIC

- Go to www.lsnconecall.com.
- On the left side of the home page click directly on the “ITIC” link.
- On the ITIC page, click on the “ITIC Login” button.
- At the ITIC login/Registration Screen (refer to Figure 1.1) enter your e-mail address and password in the respective fields. Then, check I agree to “Terms and Conditions”, if you agree to the terms, and click the Login button (you can read the Terms on the login screen).
- If you forget your password, enter your email address and click on the link “Forget your password?” to have your password emailed to you.
- Assistance is available Monday thru Friday between the hours of 8am-5pm by calling 713-432-0365 or sending an e-mail request to darla_lonestar@msn.com.

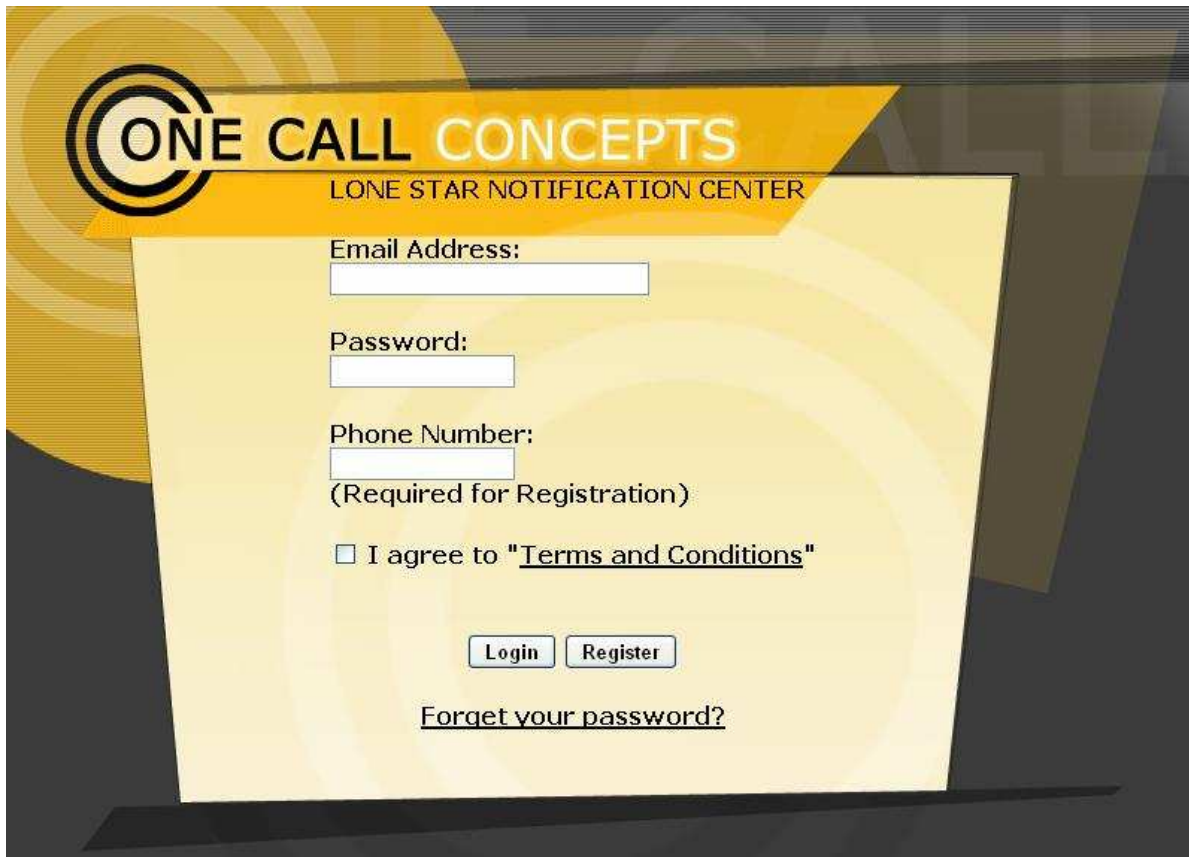


Figure 1.1 ITIC Login Screen

Section 2 – The Locate Request Form

Submit a Locate Request

In this section you will learn how to submit a locate request using ITIC. New routine locates and updates that provide at least 48 hours notice, excluding weekends and holidays, but are no more than 14 calendar days in advance may be processed using ITIC. Begin by clicking “Submit a Locate Request” from the ITIC main menu to proceed to the first page of the locate request form, which is shown in Figure 2.1.

LOCATE REQUEST FORM

TICKET INFORMATION

Time of Call:

CONTACT INFORMATION

*Phone No () - Ext Caller ID:

Last Called

*Contact:

Company:

*Address: *Street:

*City: *State: *Zip: -

*Code:

Fax No: -

*Alt. Contact:

Phone No: -

Contact Email:

Best Time:

EXCAVATION INFORMATION

*Explosives: *Digging Deeper than 16 inches? *Duration

*Type of Work

Work Being Done For

*County: *State:

Fields marked with an asterisk () must be entered.*




Figure 2.1 ITIC Locate Request Form – Page 1

ITIC Field Definitions

All fields on the request that are marked with an asterisk (*) are required. Data must be entered into these fields before you will be able to release the ticket.

Ticket Information

Time of Call

This field cannot be modified. It displays the time in which the locate request was started.

Contact Information

These fields are used to identify the person filling the request.

This section should populate automatically. If the Contact Information fields are incorrect or do not auto-fill, you may continue your current locate request by manually entering your contact information. You can request a permanent correction to this information by sending an e-mail request to darla_lonestar@msn.com. Remember to include the caller ID and login in the e-mail.

Phone No, Ext., Caller ID, Last Called

Enter the ten-digit telephone number and extension of the ITIC user in the phone number field. This is used by the call center or facility operators in case additional information is required. The caller ID is used as a key to activate computer databases, which can automatically populate all the fields through the “BEST TIME” field. The “LAST CALLED” field cannot be modified. It displays the time and day the last locate through Lone Star Notification Center (LSNC) was made.

NOTE: Phone Number and Caller ID fields are grayed-out and cannot be changed by the ITIC user. You must call LSNC to make those changes.

Contact

The first and last name of the ITIC user entering the information should appear in this field. It is necessary that only the user entering the locate request appears in the Contact field. You must use a person’s name as Contact – “Dispatcher” or “Administrator” are not acceptable Contact names.

Company

The company name of the ITIC user.

Address, Street, City, State, Zip Code

The mailing address of the ITIC user’s company is recorded in order to enable the computer to store this information in a mailing list database. This mailing list can be utilized to notify excavators of information pertaining to LSNC.

Code

This is a hard-coded field – ITIC users cannot enter any data here.

Fax No

Enter a ten-digit fax number, if available. The member utilities may respond to a locate request via fax to this number.

Alternate Contact Name and Phone No

Enter the name and number of the person who is able to answer any questions the utilities and/or locators may have. Locate requests can often be expedited when the person or field contact supervising the work can be reached directly. We strongly encourage that an alternative 10-digit number such as a cellular phone, pager, etc. be provided so that it can be passed on to the utilities.

E-mail Address

This field will populate automatically with the email address associated with the user's login.

Excavation Information

These fields are used to identify specifics about the type of work and where the work is taking place.

Explosives

Select "Y" if there will be explosives involved in the excavation or "N" if there will not be explosives involved.

Digging Deeper than 16 inches?

Select "Y" if your excavation will be deeper than 16 inches below the surface, or select "N" if not.

Duration

Enter the approximate length of time the work will take to complete.

Type of Work

Field locators need to know the specific reason for excavation rather than the work method. For example, "installation of sanitary sewer and water laterals" is much more helpful than "digging for a sewer line." "Digging", "Excavation", and "Trenching" are not valid types of work. Please be as specific as possible when describing the work you are doing. See Attachment A, Box Chart, for further information.

Work Being Done For

Enter who the work is being done for. The customer's name, your company name, or general contractor's name is sufficient.

County, State

Applies to the county and state in which the work will take place.

Button Definitions

Next Page

The next series of questions will appear after clicking this prompt. This may only be used if all of the required fields (marked with red asterisks) have been filled in.

Cancel

This option will lead you back to the main menu.

Display Help

Under this option will be a list of various help topics.

IMPORTANT! DO NOT CLICK THE 'BACK' AND 'FORWARD' BUTTONS AT THE TOP OF YOUR BROWSER (i.e. AOL, INTERNET EXPLORER etc.). ALL OF YOUR INFORMATION ALREADY ENTERED WILL BE DELETED! USE THE BUTTONS AT THE BOTTOM OF THE 'LOCATE REQUEST FORM'.

After completing page one accurately and completely, click on "Next Page" to advance to page 2 (figure 2.2).

LOCATE REQUEST FORM

Time of Call:

*County: *State:

*City/Place:

*Address:

*Street:

*Intersecting Street:

*Marking Instructions:

Remarks

Remarks

Coord Type:

Lat/North: Lon/East: Zone:

*Map Page: Grids:


A minimum of 2 full working days notice is required

*Ticket Type

*Work To Begin Date: at :

Fields marked with an asterisk () must be entered.*

Leave A Message



Live Help Offline

Figure 2.2 ITIC Locate Request Form - Page 2

Ticket Information

Time of Call

This field cannot be modified. It displays the time in which the locate request started.

Location Information

County, State

The county and state will automatically carry over from the previous page.

City/Place

Select the city or township where the work is taking place using the drop-down menu.

Address

Enter the numerical portion of the address in this field. For example, if the address is 101 Miller Ave, enter 101 in the address field. If there is no physical address, this field must be filled with a "0". **NOTE: Lettered addresses, fractioned addresses, multiple addresses, i.e. 101A, 101 through 108, or 101½ Miller Ave will need to be inserted in the Marking Instructions field of the locate request form. Only whole numbers may be used in the address field, as the map search engines will not be able to find letters or fractions. This is a typical scenario for apartment complexes, town homes, duplexes, or multi-family dwellings.**

NOTE: You MUST leave the address field blank on the ticket if work is not all taking place at the address noted in the address field. You can still reference addresses (e.g., as a reference point for the beginning of a worksite) in the Location of Work field on the ticket.

The screenshot shows a web form with the following fields and values:

- *City/Place: HOUSTON CITY (dropdown menu)
- *Address: 101
- *Street: MAIN AVE E
- *Intersecting Street: 1ST ST
- *Marking Instructions: ADDRESS IS 101D MAIN AVE E. MARK WITHIN WHITE PAINTED AREA LOCATED ON E SIDE OF BUILDING.

Fig 2.3 ITIC Address Entry - Lettered Address

Street

Enter the street in which the digging will take place or along. This is known as the "dig street". In the event the street is not named, or is unknown, enter either "unnamed" or "unknown" into this field. If the dig street is an alleyway connecting two known roads, enter "alley" in the street field. The name of the street that intersects with the alley nearest to the actual dig site should be entered in the Intersecting Street field. *Do not use punctuation* (i.e. do not enter: N. 2nd St., enter: N 2nd St). **A separate ticket must be processed for each street the work will take place on. Marking Instructions and driving directions will need to be precise.**

*City/Place:	NORTHEAST HARRIS DIVISION
*Address:	
*Street:	UNNAMED GRAVEL RD
*Intersecting Street:	UNKNOWN RD
*Marking Instructions:	FROM US HWY 6, GO N APPROX 1000FT ON FM 343, THEN GO E APPROX 2000FT ON UNKNOWN RD, THEN GO N APPROX 500FT ON UNNAMED GRAVEL RD TO WHITE FLAG ON E SIDE OF RD. MARK 10FT RADIUS OF FLAG.

Fig 2.4 Unnamed Roads with Driving Directions from Nearest Major Intersection

NOTE: Using the approved abbreviations will aid ITIC in searching for your streets. If you are having difficulty in finding streets, try using the abbreviated name for the street suffix.

The following are accepted street name abbreviations for highways:

STATE HWY 5 US HWY 5 I-5 (Interstate) FM 535

Tip: Spelling the word “county”, ie: COUNTY HWY 5 or COUNTY RD 5, will normally speed the mapping process.

Following are the **ONLY** accepted abbreviations for street name modifiers other than highways. If you do not know the abbreviation, spell it out.

Avenue – AVE	Boulevard – BLVD	Business – BUS	Expressway – EXPY
Circle – CIR	Court – CT	Drive – DR	Traffic way – TFWY
Highway – HWY	Interstate – I (I-70)	Lane – LN or LA	Terrace – TER
Parkway – PKWY	Place – PL	Road – RD	Street – ST

Intersecting Street

In this field, enter the name of the street that intersects the dig street ***closest*** to where the work will take place. This should be the ***nearest*** intersecting street, not necessarily a major intersection.

NOTE: Do not insert AKA’s (also known as) in either the street or intersecting street fields. Example: MAIN ST/US HWY 14. ITIC maps will not be able to find streets entered in this manner. Insert the AKA street into the “Remarks” field of the locate request form (US HWY 14 AKA MAIN ST).

Marking Instructions

This field is used to describe the area of the excavation site to be marked (located) and/or to give driving directions to the work site. This field must contain enough information for the utility locators to find the site, and understand what to locate (mark) once on site. Additional marking instructions information is available in Section 3 and Attachment A.

Remarks

This is a multi-purpose field that may be used for providing the facility operators/locators with information pertinent to a specific locate request. Requesting paint and flags, describing specific landmarks, and comments/remarks should be entered in this field.

Latitude/Longitude

Complete instructions regarding the use of latitude/longitude coordinates are described on Attachment B.

NOTE TO MAPPING USERS ONLY: Although the lat/long coordinates will show as one particular point centered in your map (as in “X” marks the spot), the ITIC user must still confirm the entire area of actual excavation and map accordingly. You must provide distance and direction to verify the mapped (polygon) area of excavation when necessary, as locators may not have GPS units.

Map Page and Grid

Populate the map page and grid field with Keymap information. The page field will be the page number, and the grid field will be the corresponding letter pertaining to the work site. For more information, please contact Darla at 713-432-0365 or email darla_lonestar@msn.com.

Ticket Type

This is currently set to Routine and cannot be changed. Remember, only updates and routine locate requests can be processed via ITIC. For more information on requesting an update, see Section 7.

Work to Begin Date

These fields will default to the two working day notice (a minimum of 48 hours not including weekends or holidays) required by state law. These fields may be modified but will *not* allow a start time/date less than the two working days notice, or more than 14 calendar days in advance of the request.

Button Definitions

View Map - Allows users to view the map as well as draw the excavation polygon.

Suspend Ticket - Allows users to suspend a locate request if more information is needed to process the locate request, or if there are difficulties mapping the excavation area. If you choose to suspend your locate request, you will have to **call LSNC at 800-669-8344 by 5pm on the day the locate request is suspended** (Monday through Friday) to complete your locate request with an operator or it will be voided.

Previous Page – Returns to the last page that was viewed.

Cancel - You can use this button to cancel out of the current locate request and return to the One Call Concepts main menu.

Display Help - Opens a dialog box containing definitions of fields and buttons within the request form and map.

Section 3 – Marking Instructions and Driving Directions

Marking Instructions

Use this field to enter a description of the excavation site that needs to be marked (located), give driving directions to the work site, and to describe where *excavation* will take place. It is absolutely essential to enter enough information to permit the utility locators to find the site, and understand what area needs to be marked (located) once they have arrived on site. If this information is vague or unclear, the ticket will be voided.

Without accurate and complete information, it is impossible for the locator to determine the correct area that must be located or to be sure they have marked the entire dig site. Once the “due date” is passed and you arrive on site, verify that the entire dig site has been marked or cleared (positive response) before you begin excavating.

Marking Instructions for Routine Locates

After entering any necessary driving directions (see page 13 on entering driving directions), please describe the specific marking instructions for your job site. All marking instructions define where the actual excavation will occur, and should begin with the word “MARK” to distinguish them from other descriptive information you may have already entered. Locaters will mark the area described following the word “mark”.

NOTE: It is suggested to pre-mark the area of proposed excavation with white marks, unless it can be shown that to do so is impractical.

If the job site has a specific address, marking instructions should identify where the work will take place.

Examples:

- MARK WITHIN THE WHITE PAINTED AREA IN THE REAR OF THE PROPERTY FROM THE HOUSE TO THE REAR EASEMENT.
- MARK WITHIN THE WHITE MARKED AREA IN THE NW CORNER OF LOT.
- MARK 5FT EITHER SIDE OF WHITE FLAGGED ROUTE IN FRONT OF PROPERTY FROM HOUSE GOING N APPROX 100FT TO EDGE OF ROAD.
- MARK A 20FT RADIUS OF THE POLE MARKED WITH WHITE PAINT IN THE REAR OF THE PROPERTY.
- MARK THE ENTIRE ALLEY ON W SIDE OF PROPERTY, FOR WIDTH OF THE AREA BETWEEN WHITE FLAGS
- MARK AREA WITHIN FOUR WHITE PAINTED ARROWS ON E SIDE OF LOT.

Rural lots can be very large, so whenever possible refrain from using “MARK THE ENTIRE LOT”. Try to be specific in the marking instructions and pre-mark the digging area (using white marks to avoid confusion with the colored utility markings). If the excavation area is staked or marked in any way, enter this information in the marking instructions area. If the work will be

within in the road right of ways, marking instructions should specifically identify where the work will take place.

Examples:

- MARK WITHIN WHITE PAINTED AREA ON 1ST ST FROM CURB TO CURB, FROM MAIN ST GOING N FOR 200 FT.
- MARK FROM CENTER OF ROAD GOING E TO FRONT LOT LINE FOR WIDTH OF WHITE FLAGGED ROUTE.
- MARK WITHIN WHITE LATH AREA IN ENTIRE EAST ROAD RIGHT OF WAY OF PAYNE AVE FROM SIMS ST GOING N TO MAGNOLIA ST

If the work is not at a specific address, lot, or job site, marking instructions should describe the extent of the job.

Examples:

- MARK 20FT W OF WHITE CENTERLINE OF JEFFERSON ST FROM 2ND ST GOING N FOR 1 BLOCK TO 3RD ST.
- MARK WHITE LATH AREA IN THE S RIGHT OF WAY OF 2ND ST FROM ROCK RD GOING W FOR 200FT.
- FROM ROCK RD GO E APPROXIMATELY 500FT TO 401 2ND ST. MARK 10FT EITHER SIDE OF WHITE FLAGGED ROUTE IN N RIGHT OF WAY OF 2ND ST FROM ADDRESS GOING E FOR 200FT.

Abbreviations may be used when describing the location of work or driving directions, but it is important that consistent use of the approved street modifiers (page 10), directional identifiers, and units of measurement as described as follows are used:

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

The **ONLY** fields throughout the ticket where punctuation is acceptable are in the Marking Instructions and Remarks fields. The only punctuation approved for use is periods and commas.

Driving Directions

Address available

With a numbered address and the excavation inside the city limits, driving directions are not always required. **However**, if the address is relatively new the prudent and careful excavator may wish to provide driving directions so that locators can avoid possible delays in the mark-out process.

No address, or if the “dig” street or intersecting street is an unnamed or unknown road

If the dig street and/or the intersecting street are unnamed/unknown, driving directions to the job site are required. Begin your description at a **SPECIFIC STARTING POINT** (*i.e.*, named intersection, named road/hwy). Driving directions from a city’s “limit” should only be used as a last resort. **NOTE**: DO NOT use RIGHT or LEFT as part of your directions; these are relative points of view. Compass points are necessary when describing directions (N, S, E, W, NW, NE, SW, SE).

If the project is not associated with a street address, please provide the following:

1. The road name the work site is on or nearest to. (dig street, whether named or unnamed);
2. The side of the road (N, S, E or W) the work will be done on;
3. The nearest intersecting street to the dig street, (whether named or unnamed) closest to the work site; and
4. A measurable distance and compass direction to the site from the nearest identifiable, (or: “major”) intersecting streets or roads.

Your driving directions can then be formatted according to the following model:

FROM (NEAREST INTERSECTING STREET) GO (N-S-E-W) ON (DIG STREET) APPROXIMATELY (DISTANCE IN FT, YARDS OR MILES) TO THE DIG SITE ON (N-S-E-W) SIDE OF ROAD).

Example

(Dig) STREET: E 22ND ST

INTERSECTING STREET: N ROCK RD

LOCATION OF WORK: FROM N **ROCK RD** GO N ON E 22nd ST APPROXIMATELY **300FT** TO WHITE FLAGGED DIG SITE ON **W** SIDE OF ROAD.

Remember – driving directions should be entered BEFORE marking instructions. Picture describing the area to locators – you need to drive them to the worksite first before they can mark your area for you.

Summary

Once the ticket information has been completely entered, review it for accuracy. (**Again, DO NOT use punctuation in the Street or Intersecting Street fields**) Then, click “VIEW MAP” (if you’re a mapping ITIC user) or “SUBMIT TICKET” (if you’re a text-only ITIC user) at the bottom of the screen. This will either bring up the mapping application or the Utility Notification screen. If VIEW MAP was selected, the computer will start a search for the address or intersection that was provided.

Section 4 – Using the Map (Mapping Users ONLY)

How to Map a Locate Request

In this section, you will learn in detail how to use the mapping application to draw the excavation polygon. **NOTE:** If you are a text-only ITIC user, meaning you do not view the map when processing locate requests, you can skip to Section 5.

The **entire** proposed area of excavation must be located within the polygon to notify member utility companies. It is important to do this correctly to avoid over-notification and/or under-notification of member utility companies.

Utility Members that are notified **DO NOT** receive a copy of the map with the ticket information; therefore, it is necessary to be as accurate as possible when drawing the excavation polygon.

Locating the Correct Area

Search by Address

If you provide a numerical address for the excavation site, the computer's first search is according to that address. If ITIC finds the address it will highlight a range on the street in yellow (Figure 4.1). Check the following information to verify that you have found the correct location of work:

- The street name is spelled correctly.
- The address is within or near the address range provided (if applicable).
- The nearest intersecting street provided IS the closest street to the correct area.
- The polygon is located within the Map, Page and Grid (if provided).

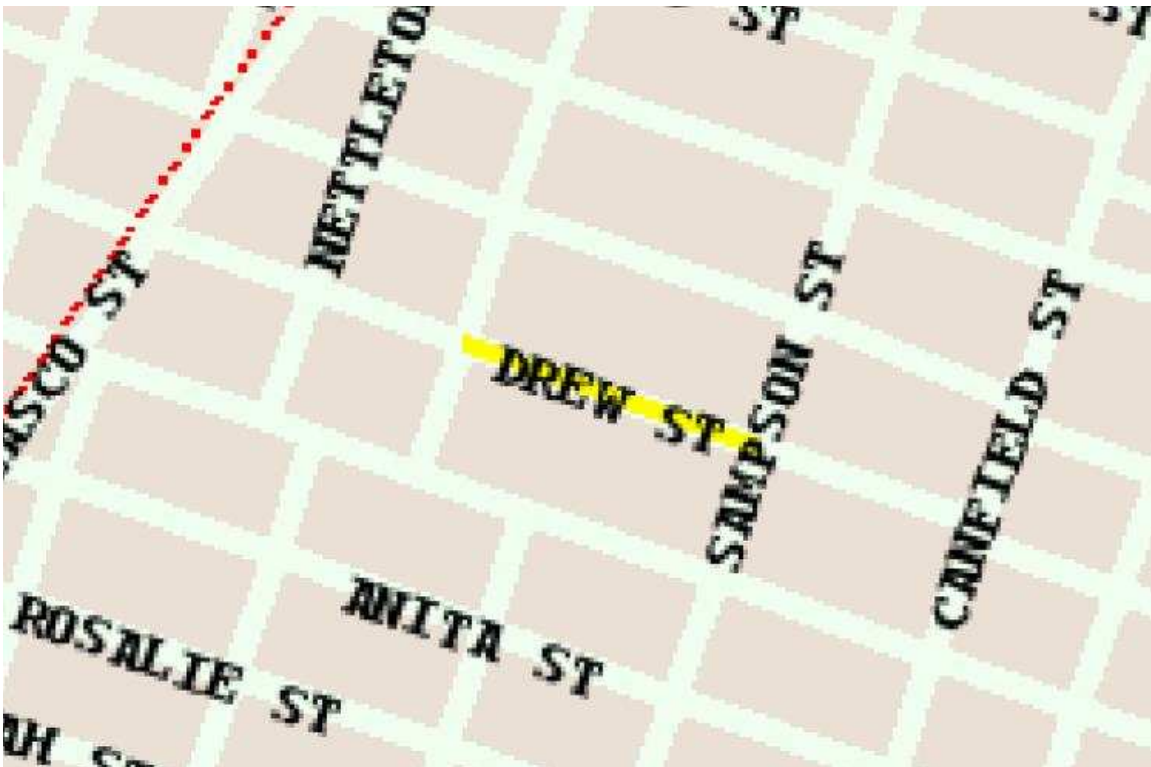


Figure 4.1 Address Range/Search “hit”

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 or just the number to expedite the map search. This will make your search a little faster and more effective.

If you have provided an address that is not found by the computer, a Matching Streets dialog box will appear displaying a list of address ranges for the selected street (figure 4.2). Find and double-click on the range that encompasses the address of the excavation area and confirm the correct location is displayed on the map. If the address range is not available in the list, searching by the intersection may get you to the general area.

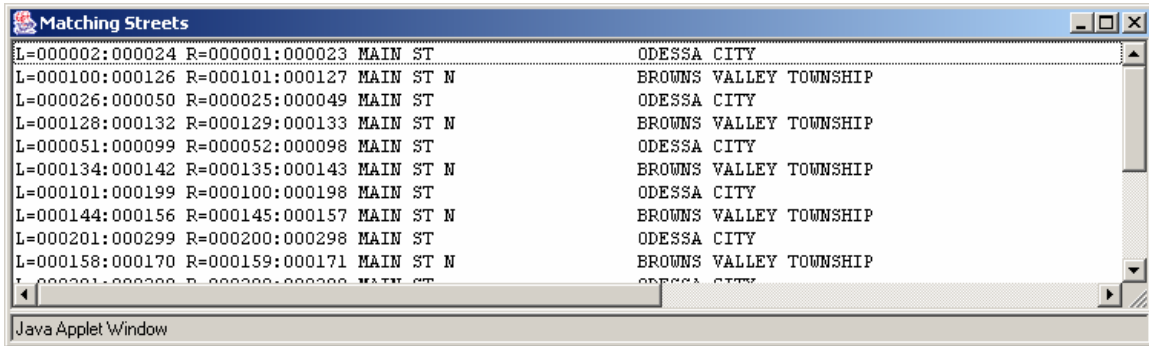


Figure 4.2 ITIC Matching Streets Address Range Box

Search by Intersection

If you have defined the work site by two intersecting streets, the intersection will be displayed in the center of the map (provided it has been found by ITIC). Draw the polygon to include the entire excavation area. If ITIC does not find the intersection, use a map (i.e. paper map, plat book, Gallup, Wunnenberg, etc.) or search by Map, Page, and Grid or Lat/Lon to find the excavation area. Apply this information to find the work site in the ITIC map. The intersection may not appear on the map if the work is being done on newer roads.

Search by Latitude/Longitude

NOTE: Although the coordinates (Lat/Long) will show one particular point on the map, the ITIC user must still confirm the area of excavation and map accordingly. A Lat/Long coordinate represents one particular spot on a map, as in “X marks the spot”. Determine the entire excavation area using that “spot” as a point of reference. You must provide distance and direction when necessary, as facility locators may not have GPS units, and do not receive a copy of the ITIC map. **For complete instructions on how to search by lat/long coordinates, see Attachment B.**

Search by Map Page and Grid

Another method used to search for the excavation area is by map page and grid. You may search for the map page and grid using the “Grid Search” button located on the upper right-hand side of the map screen. After the grid search is completed, proceed by narrowing the polygon as much as possible by drawing a polygon to encompass the excavation area.

NOTE: first try to find the excavation area using the address and/or intersection information.

ITIC Mapping Definitions

Location Information Fields

These fields will automatically populate the data entered from “Location Information.” The data in these fields *can* be overwritten, but *please note*:

VERY IMPORTANT: ANY CHANGES made in Location Information fields, (see Figure 4.5) while in the mapping application, WILL NOT be sent to the member companies. Therefore, you MUST change the information on the locate request itself, by clicking on “cancel lookup”. This will return you to page 2 of the locate request form. Enter the correct Location Information, then click on “view map”.

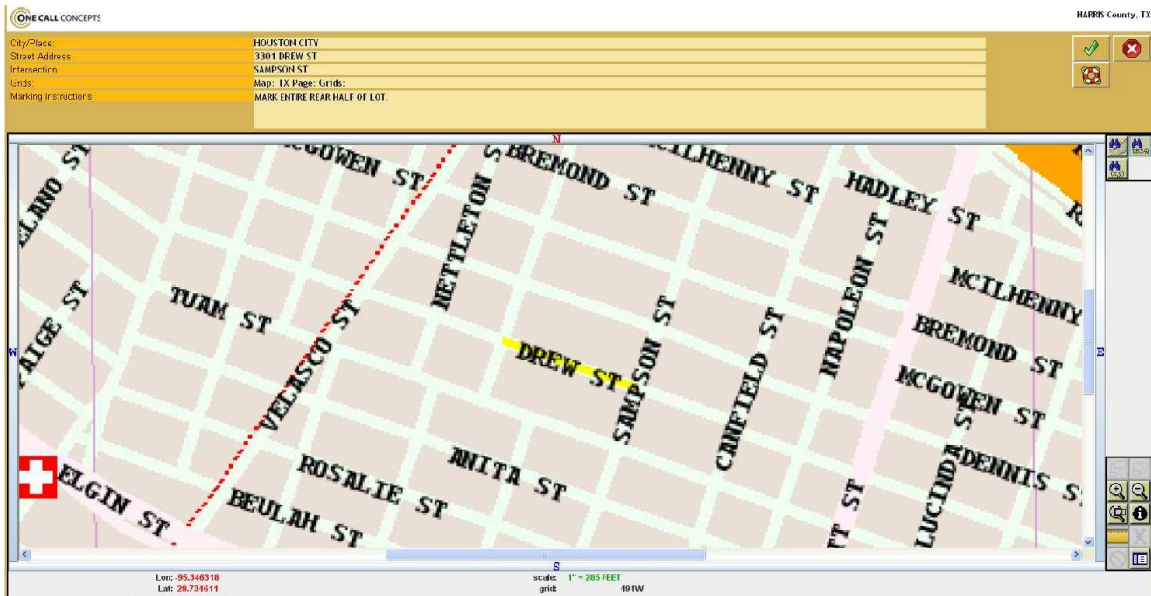


Fig 4.3 Location Information Dialogue Box & Mapping Function Icons on Address Search



Approve Polygon - Use this function after you have drawn the polygon to encompass the entire excavation area. It approves the polygon and picks up any utilities affected in that area.



Cancel Lookup - Cancels the map lookup and takes you back to the second page of the locate request.



Display Help - This function will display a list of help options for the mapping application.



Street Search - To use this function, click on the “Street Search” button and the specific streets will again be searched.



Grid Search - This will allow users to search for map page and grid (if provided).



Latitude/longitude - (x,y) Coordinate search. This function will allow users to search for a lat/long point.



Zoom In – Gives greater detail to the map and less area of map.



Zoom Out – Gives less detail to the map and greater area of map.



Zoom Region - This feature allows you to select a specific area on the map to zoom in on. To use this function, click on the “Zoom Region” button. Click and release on the map, drag the mouse, and you should see a yellow rectangle form. Highlight the area you would like to zoom in on and click the mouse again.



Identify Feature - This tool can help identify any roads, highways, rivers, lakes, creeks or areas on the map that may not show a name. A box will be displayed showing the name, address range (if applicable), and the township or city in which it is located and any aliases the street may have. Sometimes zooming in on the map will make the names more visible. **NOTE:** This button will be grayed-out if a polygon is visible on the map. Simply delete the polygon to use the Identify Feature tool.



Measurement Tool – This button allows you to measure distances in the map (i.e. between streets or features). You can measure distances between points you draw in the map, and you can also view the total distance of all lines drawn in the map with this tool.



Delete Point - This function deletes the previous vertex of the polygon while it is still being drawn.



Clear Polygon - Use this function to clear the entire polygon drawn and then begin to draw a new one.

Modify Polygon

To edit an existing polygon, either Map Tools or ITIC-user generated, follow these instructions:

- Click and hold the “left or right mouse“ inside any vertex circle (point) of the polygon .
- “Drag” the vertex to a new area on the map.
- Release the mouse to set the new point.

Repeat these steps until you have re-shaped the polygon to encompass the entire excavation area.

Location Identifier Panel (Bottom of ITIC map page)

This panel provides the ITIC user with a “real-time” location position within the area on the map. As the “pointer arrow” is moved within the screen, lat/long positions and city/place locations will be identified and will constantly track the position of the tip of the “pointer arrow”. Used in conjunction with the “Location Information” box at the top of the map, this will help verify the correct location of work.

The “distance” indicator is automatically activated when the first “click” of the polygon drawing begins. It tracks the total length of the individual “clicks” when drawing the polygon, as well as the distance between individual “clicks.” This tool is particularly useful when mapping excavation areas occurring within rights of way.

Drawing the Polygon

To begin drawing a polygon, click on the map where you would like to start. Do not hold the mouse button down, simply click and release. Drag the mouse to the next vertex (circle) point, and click (and release) to establish the next vertex. Follow the same procedure to encompass the entire area of excavation. To close the polygon, simply click within the circle of your first point of the polygon.

NOTE: When drawing a polygon, if possible, draw it using a block-to-block scenario. For example, see figure 4.5. It is very important to draw the block-to-block area large enough to cover the entire dig-site.

Knowing which direction (N, S, E or W) from the road the excavation area is located will assist you in drawing an accurate polygon. If you are unsure which side of the road the dig-site is located, redraw the polygon to encompass both sides of the road by extending the polygon one block in either direction. The polygon should be drawn large enough to include the entire excavation area. Once you have drawn an accurate polygon, submit your locate request by selecting the “Approve Polygon” button.

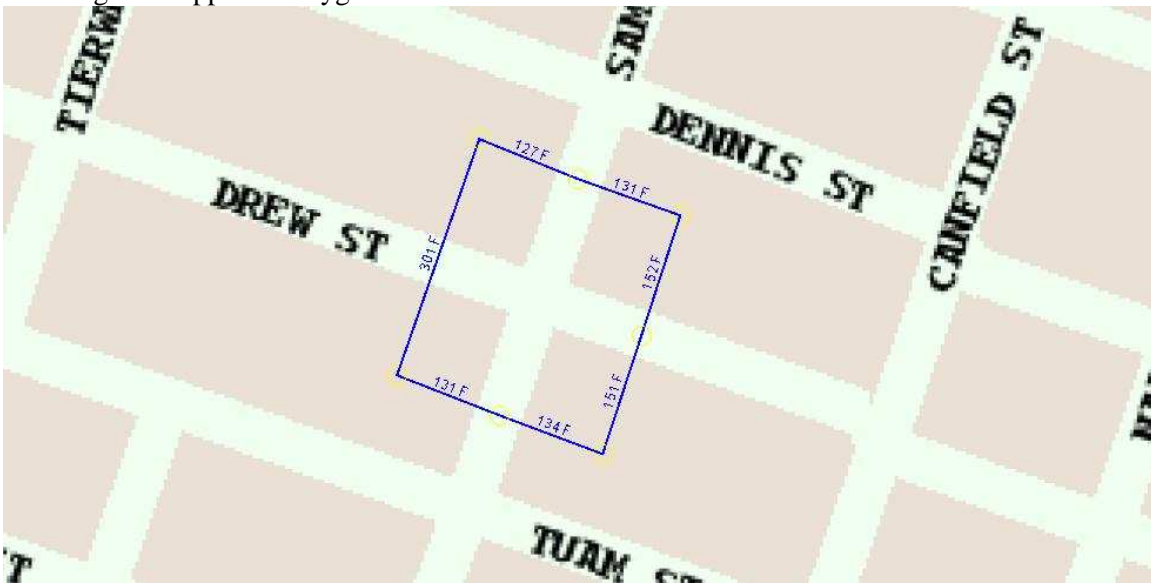


Figure 4.4 Mapping 100FT Radius of Entire Intersection

NOTE: LSNC has determined the current maximum and minimum polygon size. You will receive a warning if the polygon is too large or small. In addition, if you believe the work will take place in the ROW draw your polygon at least 100 feet in to the ROW. For example, see figure 4.4.

Notes for mapping rural areas with ITIC

In rural areas it's helpful if you know approximately how far and in what direction from the intersection the digging will occur. Some areas have box numbers for addresses and ITIC will not be able to bring up an address range. Measure the correct distance from the intersection and be sure to draw a large enough area to encompass the *entire* area. It helps to know how far you will be digging from the road and which side of the road the work will take place to narrow the site down and get a more accurate polygon. If the side of road is unknown, be sure to cover the same distance on both sides of the road.

Also, when no address is provided and the worksite is a specified or approximate distance from the provided intersection, it is important to NOT draw your polygon to include the intersection, if work is not being done at the intersection. In that case, you should draw your polygon to cover ONLY the digging area, rather than including the intersection.

ITIC Live Help

We are pleased to announce ITIC Live Help at Lone Star Notification Center. It allows ITIC users to access a chat session with one of our ITIC staff to ask questions and/or receive help with entering locate requests via ITIC. Click on this button, located on the bottom of the 1st and 2nd pages of the ITIC Locate Request form:



ITIC Live Help is normally available between the hours of 7AM and 5PM Monday through Friday. If no one is able to help you via ITIC Live Help, the above icon will change to reflect that. You can still click on the icon to leave a message with our ITIC staff.

Mapping examples

The next few pages will detail mapping examples for use with ITIC. Most of your locate request polygons should be drawn according to the following examples. If you have any questions on how to draw your excavation polygon accurately and completely, please call 713-432-0365 or e-mail darla_lonestar@msn.com.

Address: 118 Washington St

Intersecting Street: First St

Location of Work: Mark within white marked area throughout entire lot. (Site is E of First St and on N side of Washington St)

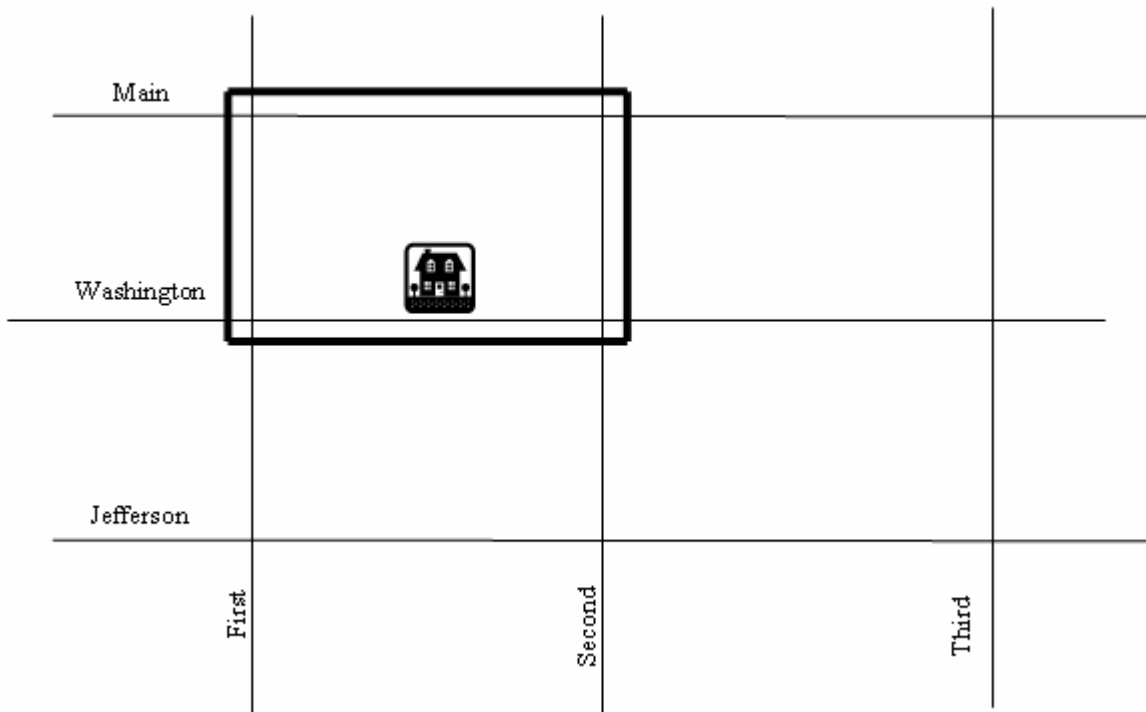


Figure 4.5 Block-to-Block Polygon

Address: 118 Washington St
Intersecting Street: Second St
Location of Work: Mark within the white marked areas on entire lot and both sides of street. (Site is W of Second St and on N side of Washington St)

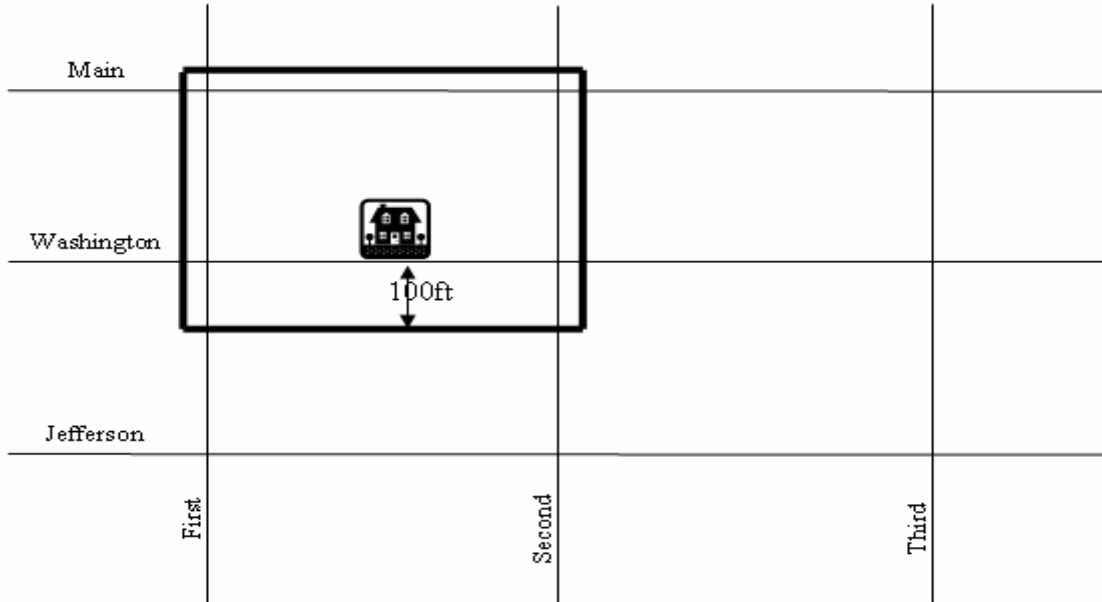


Figure 4.6 Mapping the private property and entire ROW (both sides of St)

Address: 118 Washington St
Intersecting Street: Second St
Location of Work: Mark 10ft radius of each of 20 white painted X-marks throughout entire property. (Site is W of Second St on unknown side of Washington St.)

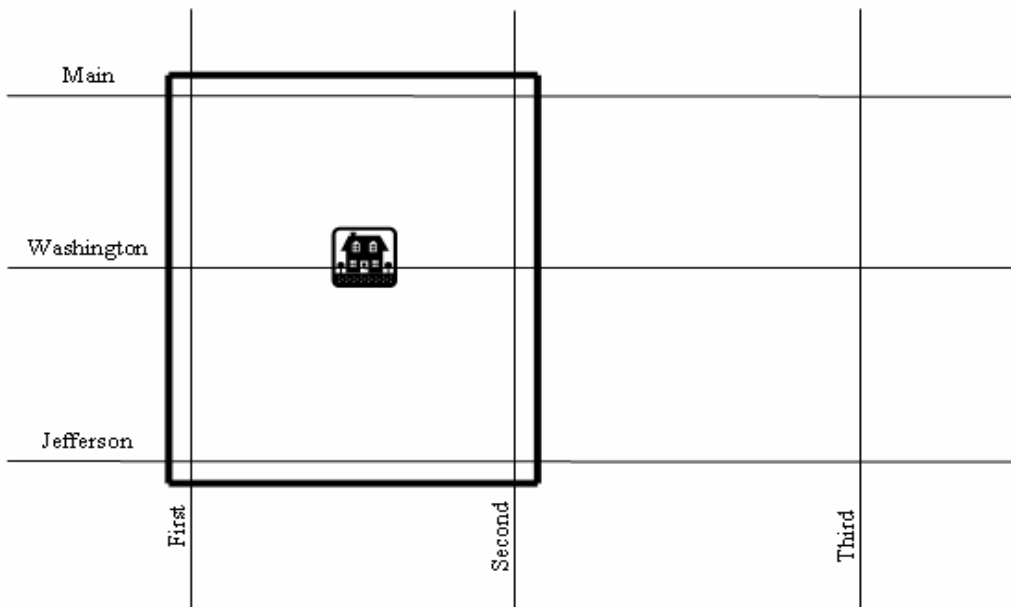


Figure 4.7 Mapping Entire Property, Unknown Side of Road

Street: Washington St
Intersecting Street: Second St
Location of Work: Mark 5ft radius of white stake in NE corner of intersection.

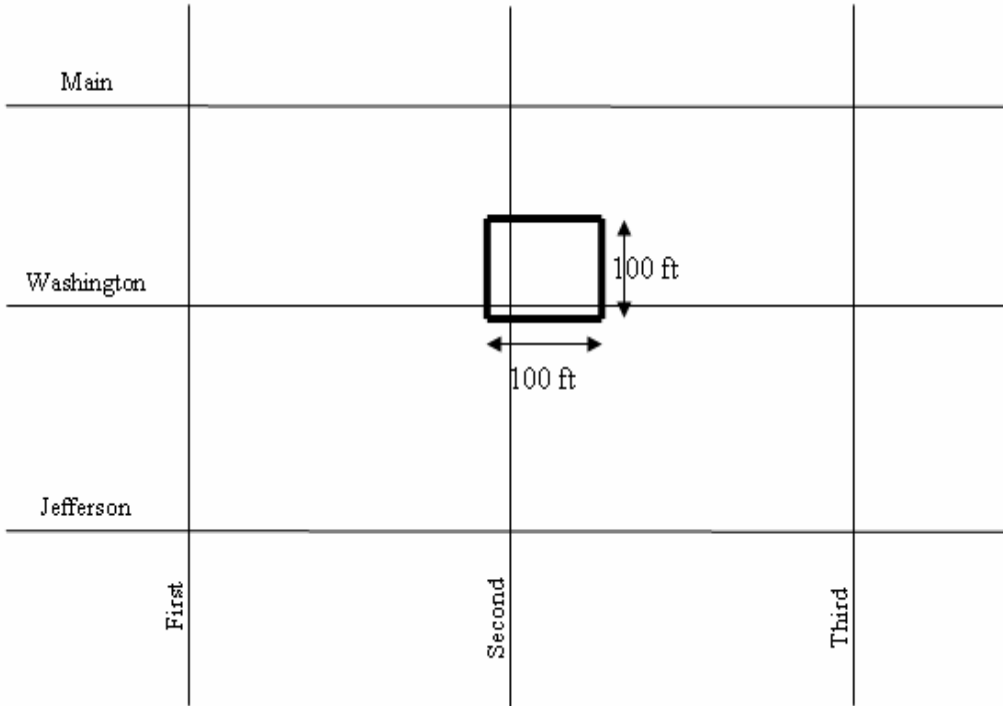


Figure 4.8 Mapping Stake in NE Corner of Intersection (All work within ROW only)

Street: Washington St
Intersecting Street: First St
Location of Work: Mark within white painted area in S road right-of-way of Washington St from First St going E for 600ft.

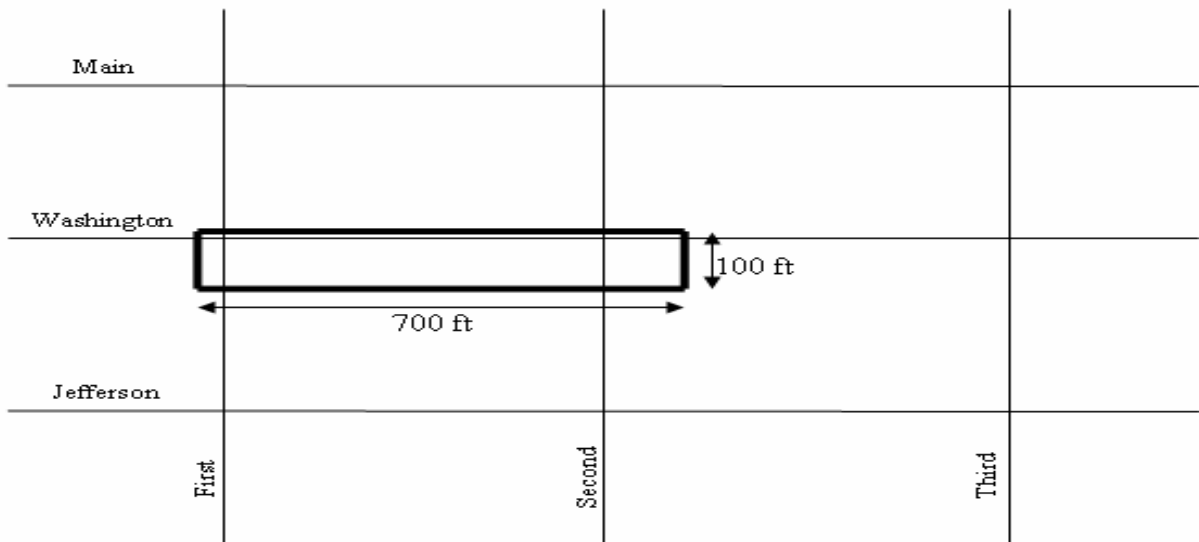


Figure 4.9 Mapping from Intersection

Address: 407 Hwy A
 Intersecting Street: County Road 105
 Location of Work: From County Road 105 go W on Hwy A approximately 600ft to site on N side of rd. Mark within white flagged area in front of lot.

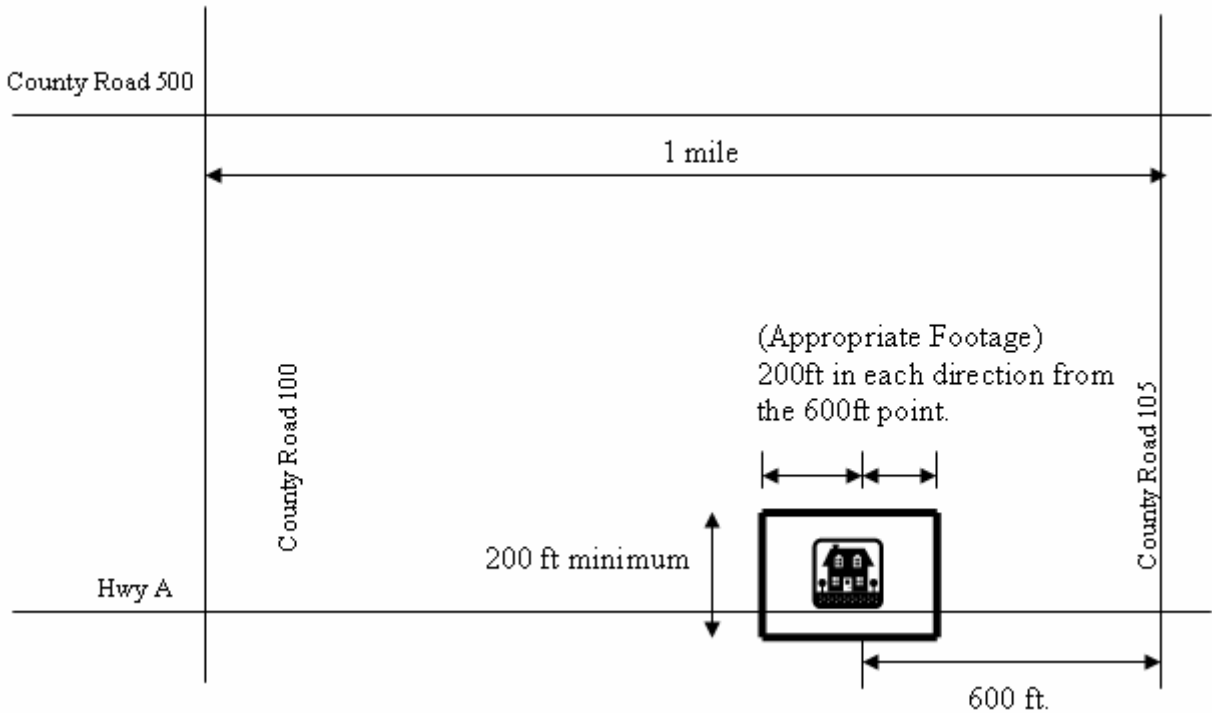


Figure 4.10 Driving Directions & Mapping Entire Front of Property

Section 5 – The Final Steps of the Locate Request

Utility Notification List

MAPPING USERS ONLY: After you have mapped the excavation area accurately and selected “Approve Polygon”, a new “printer-friendly” screen will appear containing the “Utility Notification List” for your excavation area. **Remember that how the polygon is drawn affects which underground facility operators are (or are not) notified.** This screen shows a listing of district codes associated with the underground facility operators’ names and their contact telephone number(s), which you may use as needed.

UTILITY NOTIFICATION LIST		
District	Company	Phone Number
CPTEN01	CENTERPOINT ENERGY ELECTR	(713) 207-5463
CPTEN02	CENTERPOINT ENERGY GAS	(713) 207-5463
# of Districts: 2		
<input type="button" value="Submit Ticket"/> <input type="button" value="Suspend Ticket"/> <input type="button" value="Cancel"/> <input type="button" value="Back"/>		

Figure 5.1 Utility Notification List

At this point you can submit, suspend or cancel the ticket by choosing one of the options at the bottom of the utility notification list page. If you cannot complete your ITIC locate request at the present time, click "Suspend Ticket." This will put your current ITIC locate request in a "suspend" or "holding" file pending further processing. Please be aware, if you suspend a ticket, you must call LSNC by 5pm on the day the locate request is suspended (Monday through Friday only) to complete your locate request or it will be voided. If you choose to "Cancel" your locate request, you will return to the ITIC main menu. Clicking "Back" will bring you back to the 2nd page of the locate request form.

Submitting Your Locate Request

If you are ready to complete your current ITIC locate request, click on "Submit Ticket." The ticket will bring up a new screen that explains the ticket will then be placed into review at the call center and then sent to the affected utilities if all the necessary data is included. A copy of the ticket will then be sent to the e-mail address provided.

If you have multiple tickets in the same geographical area and the marking instructions, etc. are the same, click the "New Ticket" button and you can create a new ticket using information previously input by you. Clicking on the "Finished" button will send you back to the main menu.

Congratulations! You have successfully processed your locate request.

MAPPING USERS ONLY: After you have completed 40 error-free tickets in a row, your ticket number will immediately follow after you click the "Submit Ticket" button. Once you have completed 40 error-free tickets, the call center no longer reviews your tickets on a regular basis, but occasionally will "spot-check" tickets in the system. Therefore, it is very important for you to be just as accurate on your first ticket as you are on your 500th ticket.

Losing a Ticket

If you lose a ticket, or if you have any questions or comments regarding ITIC please e-mail us at darla_lonestar@msn.com. Please feel free to call LSNC at (713) 432-0365 Monday through Friday 8am-5pm for further clarification of these instructions or for further assistance.

Section 6 - Java

Java 2 Runtime Plug-In

One of the primary requirements necessary to use ITIC to its fullest capacity is to download and install the Java 2 Runtime Environment plug-in. Currently, ITIC works best with Java version 1.6.0 or better. The Java plug-in enables you to view and use the map. Without Sun Java, you will not be able to map with ITIC.



» [What is Java?](#) » [Do I have Java?](#) » [Need Help?](#)

To check for Java, and to install and run Java: Access the internet and type this address in the address field of your browser: <http://java.com>. At the top of Java's home page is a link entitled "Free Java Download" (see above graphic). Below that button there is a link that asks "Do I have Java?" Clicking that will take you to a page that will tell you if you have Java installed, and what version it is. If you need to install Java, click the "Free Java Download" button to begin downloading and installing Java. Scroll down further on that page to see detailed installation instructions. After Java 2 has finished downloading you are ready to map with ITIC!

Section 7 – Viewing and Updating Locate Requests

How to View and Update Locate Requests

In this section you will learn how to view and update existing locate request tickets using ITIC.

After logging in and accepting the agreement, the ITIC main menu with corresponding identifier commands will be displayed on your screen. To enable any of the functions, click on the respective identifier you need. Clicking on “Cancel” in any of these identifiers will take you back to the ITIC main menu.

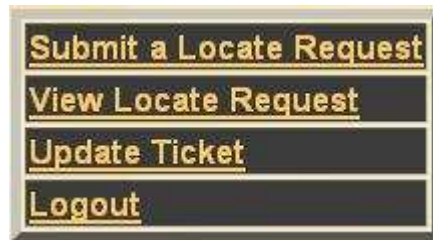


Fig 7.1 ITIC Main Menu

View A Locate Request

Enter the ticket number for the ticket you wish to view in the “Message Number” field and click the “Search” button. This will allow you to view the ticket *without* viewing the map. You can also print the ticket at this point. Clicking on “Cancel” will take you back to the ITIC main menu. When done, you can hit “Backspace” on the keyboard or click the “Back” button on the browser toolbar. (This is the only time the “Back” button is okay to use.)

A screenshot of the View Ticket Module. It has a yellow background. At the top, the text "View Ticket" is displayed in a large, bold, red font. Below this, there are two input fields: "Message Number:" followed by a white text box, and "Rev Number:" followed by another white text box. At the bottom of the module, there are two yellow buttons: "Search" and "Cancel".

Fig 7.2 View Ticket Module

Update a Locate Request

To update a ticket, choose Update Ticket from the ITIC main menu.



The screenshot shows a web form titled "Update Ticket" in a large, bold, red font. Below the title, there are two input fields. The first is labeled "Message Number:" and contains the text "34102394". The second is labeled "Rev Number:" and is currently empty. At the bottom of the form, there are two buttons: "Search" and "Cancel".

The Update function can ONLY be used to request a re-mark or refreshing of marks that have gone missing or have become obliterated at the excavation site. Only the original ITIC user and/or his/her company will be able to update their preciousely filed locate request via ITIC. The Location of Work (Marking Instructions) field cannot be altered in any way, and no mapping will be required, as there are no changes in the actual excavation area. Only the Remarks, Type of Work, and Work to Begin Date/Time fields may be modified as needed.

Enter the ticket number for the ticket you wish to update in the Message Number field. The previously filed ticket will be displayed. After verifying that there are NO changes to the "Marking Instructions" field, type the reason of the update in the REMARKS field of the locate request form. You may also click the default search button for remarks, scroll to the update comment in the drop-down menu, and select it, if available. New or changed contact information and/or phone numbers may be entered in the REMARKS field, as needed.

ITIC will automatically default to the minimum 48 hours (excluding weekends & holidays) period allowed the facility operators to respond (this time may be extended out to a maximum of 14 calendar days by the ITIC user, if so desired). Then, click on "Submit Ticket". A list of the same facility operators originally notified will appear on the utility page along with contact numbers. A new LSNC ticket will be issued and a new 14 calendar day period will begin from the Work to Begin Date/Time field listed on the ticket.

Remember – if you have any questions or concerns about ITIC or the process of submitting a locate request online, please call Darla at 713-432-0365 or email darla_lonestar@msn.com.

ATTACHMENT 'A' Driving Directions Tips and Formats

DRIVING DIRECTIONS (DD) FORMAT FOR ITIC PROFESSIONALS

ARE DRIVING DIRECTIONS (DD) NECESSARY? (With physical address, not necessarily required.) *May be helpful to locators to “drive” them to a new address or site whether in city or remote township areas.*

DD with **NO** physical address? Is work beginning **AT** the intersection? If **YES**, 1st word in “Marking Instructions” is “**Mark**”. Example: **MARK white painted area in E road right of way of Main St FROM 1ST St going N for 400ft.**

DD with **NO** physical address? Is work beginning **AT** the intersection? If **NO**, 1st word in Marking Directions is “**From**”. Example: **FROM 1st St go N on Main St approx 500ft to white stake on E side of RD. MARK 20ft radius of stake.**

Basic DD Format: FROM (nearest intersecting Street) GO (N,S,E,W) ON (Dig Street) approximately (distance) to Dig Site ON (N,S,E,W) side of road.

ATTACHMENT 'B' How to Enter and Use Latitude/Longitude

IMPORTANT: Even if lat/long coordinates are provided, ALL necessary information is still required on the ticket! These fields should be filled out when using lat/long coordinates:

Coord Type: **Lat/North:** **Lon/East:** **Zone:** (leave blank)

Follow these simple steps to ensure correct and accurate results:

1. Determine if the projection is NAD 27 or NAD 83
(If the lat/long is Datum WGS84, don't panic, it's the same as NAD 83)
2. Determine whether the coordinates are in degrees and decimal degrees *or* degrees, minutes, and seconds.

Degrees and decimal degrees should be entered as follows:

Lat/North: 38.03546 Lon/East: -94.32124

Degrees, minutes and seconds should be entered as follows:

Lat/North: 38 01 34 Lon/East: -94 30 16

The seconds field may contain a decimal.

Example: Lat/N: 38 01 34 Lon/E: -94 30 16.4

NOTE: If an ITIC user does not know which type of projection or type of coordinate is provided, enter the coordinates in the REMARKS field and map the work area accordingly. You will not be able to complete the lat/long search.

3. Enter the digit that corresponds with the correct lat/long provided or type F2 for a list to choose from.

1 = NAD27 DEC Lat/Lon coordinates – decimal form
2 = NAD83 DEC Lat/Lon coordinates – decimal form
3 = NAD27 DMS Lat/Lon coordinates – degrees, minutes, seconds
4 = NAD83 DMS Lat/Lon coordinates – degrees, minutes, seconds
4. Enter all coordinates exactly as provided with a single exception of entering a “-“ before the longitude, or you'll be in China. (We're W of the Prime Meridian, longitude measures E, therefore, we need to make it negative).
5. Continue your search as normal. ITIC will search the lat/long first, then the address, intersection, etc.

Although the coordinates will show one particular point on the map, you must still confirm the area of excavation and mark accordingly. Keep in mind a lat/long coordinate represents only one particular spot on the map, like an X. Determine the entire excavation area using that “spot” as a point of reference. *The ITIC user must have distance and directions when necessary, as the locators may not have GPS machines.*



LONE STAR
NOTIFICATION CENTER

Call (800) 669-8344 or (713) 223-4567 Before You Dig!

Lone Star Notification Center's ITIC "CHEAT SHEET"

A QUICK GUIDE TO SOME OF THE MORE COMMONLY-ASKED QUESTIONS ABOUT ITIC

Q: Why is LOGOUT the only option I have after logging in?

A: If logging out is the only option showing after logging in, then you have not been completely registered through LSNC. You must call or email LSNC to complete your registration.

Q: Why can't I submit a non-excavation locate (boundary survey or design) or a short notice or emergency locate request?

A: Currently, ITIC tickets can be done if the locate is a new routine ticket, or update. All other ticket types must be called into LSNC at 800-669-8344 or 713-223-4567.

Q: I lost or can't remember my password—how do I get it again?

A: Enter your email address on the ITIC login screen, and hit the "Forgot Your Password?" link on the bottom of the login screen. (See page 4)

Q: What if the computer doesn't find the address or streets I enter?

A: First, check to see that all street and intersecting streets are spelled correctly, contain no punctuation, and correct abbreviations are used (see sidebar and page 10). You can search for other streets while in the map by hitting the Street Search button. You can also search for Keymap grids (if they were provided) by hitting the Grid Search button. Remember, changing the streets/grids while in the map DO NOT change the streets/grids that are sent to the utilities.

Q: What if my excavation area is larger than what the computer is letting me map?

A: You will need to suspend the ticket and call LSNC at 800-669-8344 or 713-223-4567 to finish the locate with an operator before 5PM that day. You may also choose to break the project down into smaller map-able areas by doing multiple tickets in that area.

Q: What if I'm working on or near the county line and on both sides of the road?

A: If working along a county line road a ticket must be done for both counties and/or states to cover both sides of the road.

Q: I am receiving an "Invalid Map/Grid Coordinate" error when I hit View Map. Why am I receiving that?

A: This is because you are not entering map page and grid in the way in which ITIC accepts. If providing multiple grids, separate them with a comma. If providing multiple pages, put the additional pages in the REMARKS field.

(Print this page out and post in a visible area!)

ABBREVIATIONS YOU SHOULD USE IN ITIC:
(see page 10 for more)

Street – ST
Avenue – AVE
Boulevard – BLVD
Drive – DR
Place – PL
Lane – LN
Terrace – TER
Parkway – PKWY
Highway – HWY
Interstate – I (I-35)

Remember, NEVER use punctuation in street fields!



Any questions? Contact:
Darla Hoffpauir

Phone: 713-432-0365
Fax: 800-999-2344

E-mail: darla_lonestar@msn.com