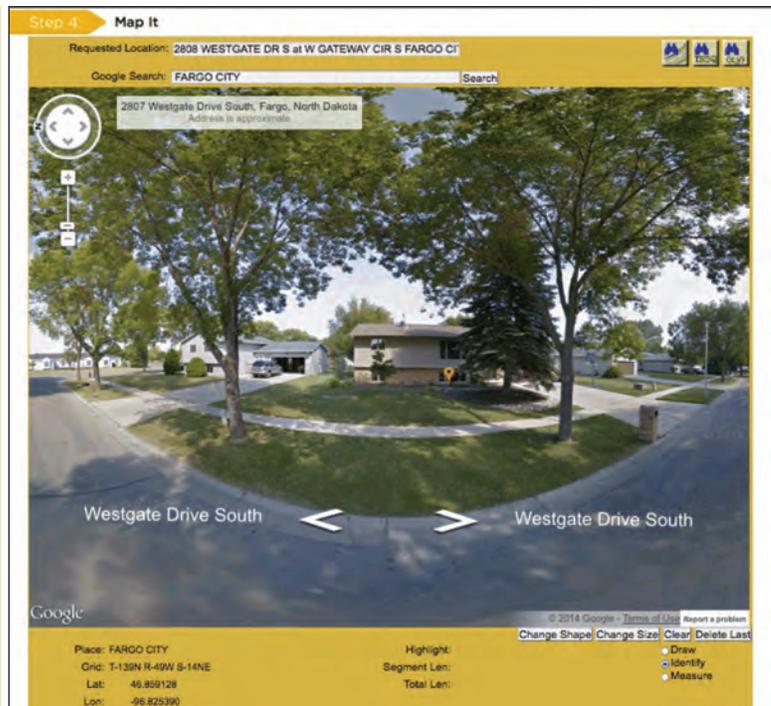


# Enroll in IMAP or ITIC with the Kansas Notification Center



Using ITIC to request a locate can be much like using Google Maps/Streetview. You can look at a current photo of an address, and then zoom out to the overhead view to trace a box around your area of excavation. This graphic is an actual screen grab from the program.

The 2013 Annual KRWA Conference in Wichita featured many insightful training sessions. That was last year. One of the sessions that was of great interest to me was “The Creation and Operation of the Kansas Notification Center”, presented by Leo Haynos, staff member at the Kansas Corporation Commission. The last half of the session allowed David Butler, a representative of One Call Concepts, to demonstrate how to properly enroll in and use the ITIC system for requesting locates via the Internet. David thoroughly explained how the system worked, how to get enrolled and demonstrated its capabilities. At the end of the session, David was inundated with questions and requests from the audience. I am the GIS Mapping Coordinator for KRWA and a member of the Kansas Underground Utility Notification Center Board of Directors, so I too was inundated with questions. There were so many comments and questions, in

fact, that I immediately decided to ask the KRWA Conference committee for another session at the 2014 Annual Conference.

On Thursday, March 27, 2014, at the Annual Conference, the “second half” of the original 2013 session was held. Once again, David Butler was presenting, and this time, he was demonstrating the new capabilities of the online locate request system. Also in attendance were Dawn Jester, One

Call Concepts General Manager, who fielded questions from the audience about specific instances and provided information about how to address various situations concerning locate requests and the process. At both of these sessions, I was surprised by the number of operators in Kansas who still do not know about the availability of online locate requests, or how they can get their utilities enrolled in the service. That is the reason for this article. A great number of people peruse this periodical in their spare time, their leisure time, or their on-the-clock time. So, I'm going to “spread the word” about online locate “whats” and “hows”.

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## What is ITIC/IMAP?

ITIC/IMAP is used as a utility management tool, just like facility GPS data. A system's GPS data for its infrastructure identifies the location of valves, meters, etc. It allows operators and managers to maintain records, plan

improvements or additions, take measurements and identify features, just to name a few benefits. ITIC allows operators and managers to maintain records, plan improvements or additions, measure and identify notification areas AROUND system features! The two systems will work in concert with each other to allow utility staff and management to better maintain the utility. Most notably, in ITIC, an authorized person can log in and create a notification boundary around system features to ensure notification while minimizing errant requests (and wasted tickets). And, as the system changes, the notification area can be changed to accommodate those changes. From a management's perspective, being able to control the notification area around infrastructure is crucial for minimizing expenses and using local staff time efficiently.

Record keeping is made easy with available “dashboard” tools on the ITIC Web site. Information about contractors, locate requests, emergencies, re-locates – essentially EVERYTHING that has to do with locating can be accessed via the

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ITIC/IMAP Web site. Those managers and operators who currently use the system are glad that they do, and frequently find new tools to assist them that they didn't know were available when they first enrolled. And staff at One Call Concepts are very quick to respond to requests for information or assistance. They routinely conduct remote, online, training sessions as well as provide telephone tech support. The ITIC/IMAP website is very efficient in providing information about utilities and excavations in their service areas.

“Calling in a locate” can be replaced with “requesting a locate online”. To me, having the ability to request a locate when it’s more convenient, on

my schedule with the chance to review it before submitting it is invaluable. Others would prefer to have the assistance of a Computer Service Representative (CSR) via the telephone. If I'm requesting a locate online, I have the ability to “draw a box” around the area of excavation that does not need to be described to me over the phone by someone who is located in Wichita, KS. If I am able to see the area involved, I can make it as accurate as possible without any question of misinterpretation. CSRs answer calls all day long. Some of those calls are quite challenging and are made by people who have never seen the area in which they intend to dig! At least, if the caller were to log in and make the request using ITIC, they could see an aerial view of the site. If they're digging a trench for a sewer line that goes to the easement behind the row of houses, they could see that they do not need a locate for the “entire property”. Most people are quite familiar and proficient with computer operating systems and/or Google maps on their computers and phones. Zooming in to an area and drawing a

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box is made quite simple by the programmers. And, even if it is not first-time-user-friendly, the training class that is required will ensure that users know how to use the system before they start requesting locates. Furthermore, if anyone forgets, hasn't used the system for a while, or are just simply having a bad day, tech support is always available to assist.

The "whats" and "whys" that I mentioned should help demonstrate that utility operators and managers ought to be using the online locate request and management system. A few more, from the kansasoncall.com Web site include:

- ◆ You will be able to file locate requests anywhere you have an internet hookup
- ◆ Now you are in control of mapping your own excavation area
- ◆ As fast as you type in your information is as fast as you can receive your requests in a timely manner

**And, even if it is not first-time-user-friendly, the training class that is required will ensure that users know how to use the system before they start requesting locates.**

- ◆ Easy to learn, easy to file – every employee has the opportunity to take a training class from our ITIC Training Specialists
- ◆ Options to view, re-transmit and print a ticket are available at any time of the day or week
- ◆ This is a FREE service

Similar to the two KRWA Conference sessions on this topic, I think there are many questions from readers about "how to sign up" or "get more information". And, the answer is simple. Call or email the Notification

Center. No one can "just start using the system", and no one should expect to. How to use the service requires training. Anyone wanting to use the service will need a user name and password. But, it's worth the thirty minutes of time it takes to enroll.

And, get to know the people at the Call Center. They are efficient and eager to help. If you ask them to help resolve a dispute or simply ask them for some assistance in "drawing a box", they have never taken long to provide answers. I encourage readers to take advantage of their expertise and efficiency.

In order to start using ITIC, either email the Notification Center at [ksitic@occinc.com](mailto:ksitic@occinc.com) or call at 316-687-2470. Tell them "KRWA sent you."

*Pete Koenig is GPS/GIS Mapping Coordinator at KRWA where he has been employed since 2004. He also has worked on KAN STEP projects and has been involved in other Association activities.*



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