

# Locator Tickets OVERVIEW

## Allowing Locating Professionals to Organize, Manage, and Track Locate Requests

Gopher State One Call allows for precise control over the management, assignment, and tracking of your incoming locate requests.



## Records Hosted and Displayed Online for Easy Access

Locator tickets are stored online for quick, easy, and efficient retrieval and reporting.

## Respond, Record, Recall

Updating locate status for positive response compliance, logging data about site visits, and uploading photographs are some of the standard features available to fully document your work.

## Assign Locators to Specific Tasks and Follow Their Progress

Schedule an entire route for a locator to follow throughout the day or pair individual tickets with a locator as needed. Assignments are displayed on the map and listed in text form for easy follow up and review.

## Define Criteria for Automatic Work Assignments

You can designate specific, customized areas that will automatically assign locators as soon as the tickets are received.

## Real-Time Ticket Information Updates

Edits to tickets or active work areas, emergencies, or any other information will update to the server every few minutes - keeping everyone informed, on the same page, and up to speed.

Locator Tickets

▲ 1 unviewed emergency ticket

All tickets(24) Open Emergency(18) Unassigned(4) Past due(2)

Released between

District

Filter by

02/15/21

02/22/21

Districts

All Tickets in Production

Apply

More search options

I Want To...

View ticket map

Print all tickets

Page setting

24 records found

Emergency

Priority







Past due

Updated

Meeting

Canceled

Locked

Ticket #	Header	Orig Call	Begin	Street	City	County	Company	District	Locator	Status
<a href="#">210480001</a>   	EMERGENCY	2021/02/17 02:33 am	2021/02/17 02:45 am	2970 CO RD 92	MINNETRISTA	HENNEPIN	XCEL ENERGY	TTMOCIO1		Unmarked-no existing operator
<a href="#">210490006</a>   	EMERGENCY	2021/02/18 04:59 am	2021/02/18 05:00 am	SILVER BELL RD	EAGAN	DAKOTA	VALLEY-RICH	TTMOCIO1		Unmarked-no existing operator
<a href="#">210490828</a>	BOUNDARY SURVEY	2021/02/18 03:23 pm	2021/02/24 03:45 pm	PONY FARM RD	SOUTH HARBOR TWP	MILLE LACS	WIDSETH	TEST03		Clear/No conflict
<a href="#">210490829</a>	BOUNDARY SURVEY	2021/02/18 03:23 pm	2021/02/24 03:45 pm	PONY FARM RD	ONAMIA	MILLE LACS	WIDSETH	TEST03		Clear/No conflict
<a href="#">210500166</a>	UPDATE	2021/02/19 08:25 am	2021/02/24 08:00 am	STATE HWY 65	VERDON TWP	AITKIN	PRECISION PIPELINE	TEST03		Clear/No conflict
<a href="#">210500167</a>	UPDATE	2021/02/19 08:25 am	2021/02/24 08:00 am	US HWY 169	NORTHWEST AITKIN UT	AITKIN	PRECISION PIPELINE	TEST03		Clear/No conflict
<a href="#">210500168</a>	UPDATE	2021/02/19 08:25 am	2021/02/24 08:00 am	US HWY 169	MACVILLE TWP	AITKIN	PRECISION PIPELINE	TEST03		Clear/No conflict
<a href="#">210500169</a>	UPDATE	2021/02/19 08:25 am	2021/02/24 08:00 am	T-537	VERDON TWP	AITKIN	PRECISION PIPELINE	TEST03		Clear/No conflict
<a href="#">210500170</a>	UPDATE	2021/02/19 08:25 am	2021/02/24 08:00 am	T-537	CORNISH TWP	AITKIN	PRECISION PIPELINE	TEST03		Clear/No conflict
<a href="#">210500171</a>	UPDATE	2021/02/19 08:25 am	2021/02/24 08:00 am	T-537	CORNISH TWP	AITKIN	PRECISION PIPELINE	TEST03		Clear/No conflict

Show 10 entries

Showing 1 to 10 of 24 entries

Previous

1

2

3

Next

### Ticket#210490006

Status: Not yet responded  
Locator: Not Assigned

[Add attachment](#) [Change status/locator](#) [Request extend start time](#)

#### Ticket information

Ticket number: 210490006  
Original call date: 02/18/21 04:59 am  
Work to begin date: 02/18/21 05:00 am  
Expiration date: 03/04/21 05:00 am  
Type: EMERGENCY CALL  
Past work start: Y  
Locked: Y  
Past due time: Y

#### Excavator information

Company name: VALLEY-RICH  
Address: 147 JONATHAN CHASKA, MN 55318  
Company phone: 952-448-3002  
Caller: BOB RAUNER  
Phone: 952-448-3002  
Contact: BOB RAUNER  
Contact phone: 612-805-8001  
Email address: bob@valley-rich.com

#### Excavation information

Type of work: EMERGENCY REPAIR WATER MAIN  
Work being done for: CITY OF EAGAN  
Explosives: N  
R.O.W.: Y  
Tunnel/Bore: N  
Duration: 2 DAYS  
Area marked in white: N

#### Location information

State: MN  
County: DAKOTA  
City/place: EAGAN  
Address: SILVER BELL RD  
Address/street: HWY 13 E  
Intersecting street: HWY 13 E  
Job number: MARK SOFT RADIUS OF TRACKHOE THAT IS LOCATED APPROX...

#### Map

Search place or address:

Locate by:

Hide district polygons Expand map

Legend: GSOC Operator mapped polygon Facility Operator polygon

#### Ticket history

Date	Type	District	Display	Locator	User
02/18/21 05:15:03 am	Ticket Status-EMAIL				System
02/18/21 05:07:19 am	Ticket Created				System

Showing 1 to 2 of 2 entries

#### Facility operators notified

Status history

District	Company name	Utility Types	Marking concerns	Damage	Customer service	Status
ARVW001	ARVIG	TV,FO,TEL	218-346-5500	218-346-5500	218-346-8248	Marked (Marked fiber for scope)
ATT01	AT&T TRANSMISSION		713-660-2260	800-252-1133	713-660-2060	Clear/No conflict (AK)