



Contacting Gopher State One Call is easy.
Click or call before you dig. www.gopherstateonecall.org

Twin Cities Metro: (651) 454-0002

Greater MN Area: (800) 252-1166

GET THE



GSOC

DIRT

WHAT YOU NEED TO KNOW NOW ABOUT EXCAVATION SAFETY

Welcome to the Minnesota Excavator Safety Guide!

This guide provides brief and helpful information on how to utilize the GSOC system to click or call before you dig, including the process of safe excavation, types of tickets, excavator responsibilities, information for facility owners, and information on what is and is not marked. In addition, this guide demonstrates how to use GSOC's ITIC system to file a ticket request online. This information will help you dig safely in Minnesota, this time and every time.

Inside You'll Find:

- An Overview of GSOC's Technology Suite
- Who Should Contact 811? Don't Forget, Farmers!
- The Process for Safe Excavation
- What Doesn't Get Marked: Private Lines
- Get *the Scoop* on the GSOC Team



SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.

Gopher State One Call is the nonprofit corporation formed in 1987 by the enacting of Minnesota Statutes Chapter 216D. GSOC ensures the safety of all Minnesotans by receiving notices of intent to excavate from any person engaged in excavation activity and notifying underground facility operators who have requested notification in the areas of excavation.



The Process for Safe Excavation

Don't assume you know what's below. Protect yourself and those around you. Use GSOC this time and every time.

Whether you are a professional excavator or homeowner, in accordance with Minnesota State law, you must contact Gopher State One Call (GSOC) before starting any excavation project if you are using any machine-powered equipment of any kind, or explosives. If you are installing a new mailbox or planting a tree, whatever the project may be, contacting GSOC before starting your project may allow you to avoid costly damages to underground facilities.

File a Locate Request

File a locate request online using ITIC, over the phone by calling GSOC, or from a mobile device using ITIC Mobile.

Specific information about the work site and the surrounding area, as well as marking instructions for the work site must be provided. Other information can also be included.

Contact GSOC...

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Or go online at
www.gopherstateonecall.org

GSOC processes the provided information, and the area gets mapped out using specialized software that detects possible conflicts with underground utilities.

GSOC then contacts each underground facility operator in the excavation area identified in the locate request.

The underground facility operators that requested notification in the excavation area dispatch locators to the described excavation site.

Excavation



To practice safe excavation, always hand dig within the tolerance zone (see next page).

Remember to wait 48 hours, starting at 12:01 a.m. the day after the ticket is filed (and excluding holidays and weekends).

Check facility operator response using positive response on ITIC and inspect the work site for marks. Contact the facility operator if you have questions regarding their marks. Do not begin excavation until all facilities have been marked or cleared the area.

Locators use specialized equipment to determine the underground utilities in the excavation area. They locate and mark the horizontal location of underground facilities within the excavation site with different colored flags and paint that correspond to the specific underground facility.



Ticket Types



Minnesota Leverages Locating Activity to Improve Facility Maps

In an effort to leverage high locating demand to improve facility maps and ultimately make locating more efficient, GSOC launched an innovative pilot program to provide GPS-enabled utility locating devices to municipalities and other stakeholders. Participants have reported significant improvements, including **50% reductions** in field time for engineers and the ability for public works departments to produce more accurate maps while performing locates.

- The Common Ground Alliance's (CGA) annual DIRT report provides a summary and analysis of the events submitted into CGA's Damage Information Reporting Tool (DIRT) for the year 2023.



Locate Request

Use this for standard excavation projects.

Locate requests are the most common type of request. An excavator must request this type of ticket at least 48 hours (excluding the day of submission, weekends, and holidays), and up to 14 calendar days, from the planned start of excavation. The ticket is valid for 14 calendar days from the start date and time stated on the ticket, unless the locate markings become obscured or obliterated.

Emergency

As defined by Minnesota Statute Chapter 216D.01 subdivision 3, emergency locates are used for "a condition that poses a clear and immediate danger to life or health, or a significant loss of property."

GSOC reminds you to first call 911 whenever there is a release of flammable, toxic or corrosive gas or liquid, or a dangerous situation is created. Next, contact the facility operator involved in the emergency, then contact GSOC.

Meet

A Meet ticket is required for locate requests that involve excavation of one mile or more in length, or any combination of notices provided for adjacent geographic sections that, when combined, meet or exceed 1 mile.

- The Meet must take place at least 48 hours after the request is made, and the excavation start time must be at least 48 hours after the meeting.
- Facility operators must attend the meeting, contact the excavator before the Meet and reschedule if needed, or reach a mutual agreement that the Meet is not required.
- Documentation regarding the meeting, or the agreement a Meet is not required, must be provided to GSOC.

Excavator Responsibilities

Know the Basics

WHITE	Area of Proposed Excavation	ORANGE	Communication, CATV, Fiber
PINK	Temporary Survey Markings	BLUE	Water
RED	Electric	PURPLE	Reclaimed Water, Irrigation
YELLOW	Gas, Oil, Steam, Propane	GREEN	Sewer

Plan for your excavation

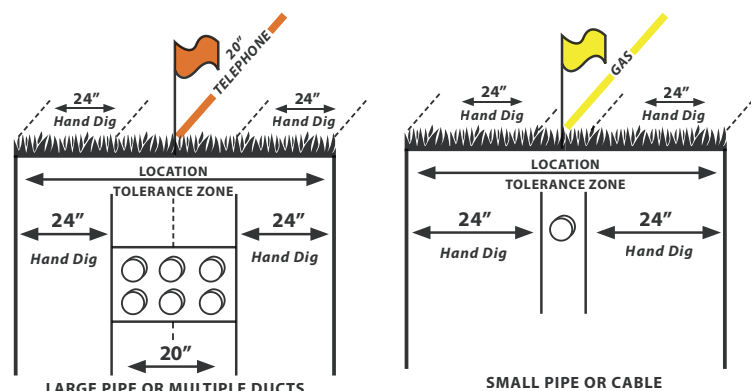
White markings to define the entire area of excavation are required. Include a safety buffer when marking the area.

Notify GSOC

All Minnesota excavators, including homeowners and farmers, are responsible for notifying GSOC of their proposed excavations so facility operators with underground facilities near the excavation site can be informed of pending excavation.

- Always use the correct work type on your ticket
- Check for accuracy of the information on your ticket

- Always check the status of your ticket before you excavate
- Hand dig within the Tolerance Zone



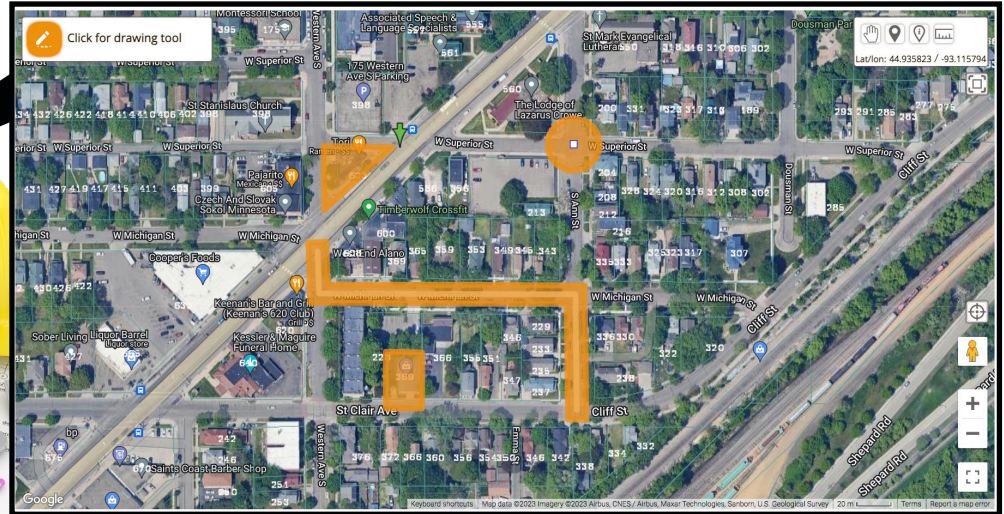


ITICnxt OVERVIEW



The Next Generation of Electronic Ticket Processing

Gopher State One Call's ITICnxt system allows the user to map their entire work site using a visually driven, fully interactive interface.



Create Job Ticket

1 Mark location 2 Write instructions 3 Review & submit

☐ Apply information to all tickets for the selected job

Job A - ticket 1/4 ☐ Job A - ticket 2/4 ☐ Job A - ticket 3/4 ☐ Job A - ticket 4/4 ☐

Complete required fields. Verify accuracy of ticket details and map before submitting.

Ticket type: Normal ticket

Location information

* Indicates required field

City/place * County *

Street number

Street name *

Cross street *

Township Range

S-Q

Mapping the Work Site Is the First Step

GSOC's ITIC system provides mapping tools that offer precision and flexibility, while providing a user-friendly mapping experience. Users can create routes with custom widths, circles with varying radii, and select parcels based on parcel data. If none of these tools fit the work site, users may draw a polygon.

Submitting Locate Requests

When the user finishes mapping their work site(s), ITICnxt splits the work site(s) up into as many tickets as necessary, based on GSOC's established rules. Before submitting the locate

ticket requests, users must complete all required fields and verify all information, including the mapped work site(s). Facility owner notifications will be based upon the notification policies as set by Gopher State One Call.

My Tickets OVERVIEW

Allowing Excavators to Organize, Manage and Track Locate Requests

When you file a locate request ticket with Gopher State One Call, ITIC sends a ticket confirmation to the email that is registered with your GSOC account. MapLink appears on the email and will connect you with important information about locate requests with a single click. A list of your tickets defaulted for the last seven days will appear under your My Tickets screen. You can use the options to change the date range or filter your tickets in many ways.

- Records Hosted and Displayed Online for Easy Access

- Upload, Update, Post
- Stay Informed and Up to Date

- Convenience and Flexibility
- Real-Time Ticket Information Updates

IMAP OVERVIEW



Helping to Ensure Facility Operators are Notified Quickly and Accurately

Gopher State One Call's IMAP system is an online application that allows underground facility operators to view, add, modify, and delete notification polygons from their active database.

1) A Notification Area Polygon is Added

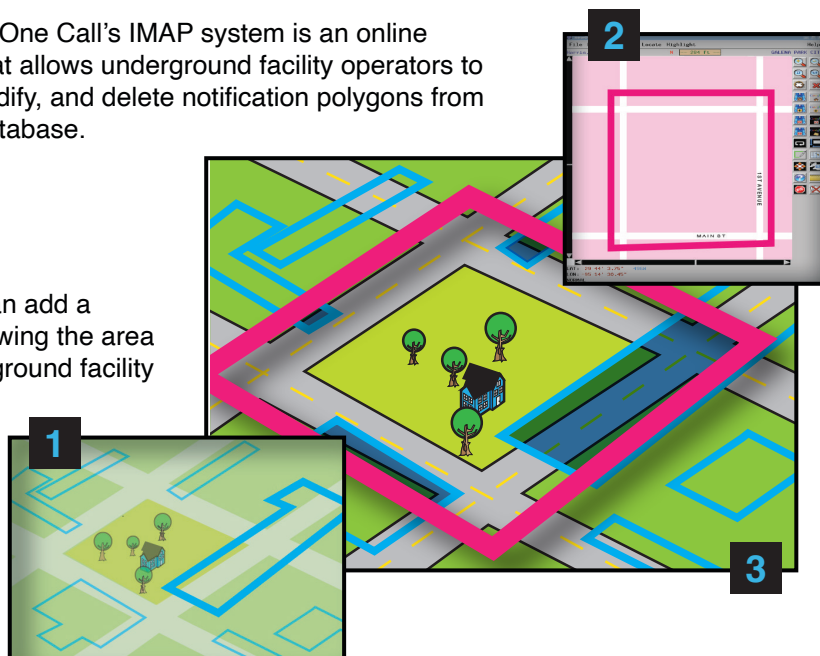
After logging into the IMAP system, the facility operator can add a **NOTIFICATION AREA POLYGON** into the base map showing the area of notification of a particular facility. This allows the underground facility operator to be notified when work is being done nearby.

2) An Excavation Polygon is Created

The new **NOTIFICATION AREA POLYGON** is saved to the base map. Now, when an **EXCAVATION POLYGON** is drawn near the newly added notification area, the facility operator is directly informed.

3) The Facility Operator is Notified

Here, you can see the **EXCAVATION POLYGON** covers a portion of the new database polygon that was added by the facility operator. Now that the facility operator has successfully added the **NOTIFICATION AREA POLYGON** to the map, the facility operator will automatically be notified of excavation in the area.



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

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

Locator Tickets											
All Tickets (24) Open Emergency (18) Unassigned (4) Past due (2)											
Released between: 02/17/21 to 02/22/21 District: Filter by: All Tickets in Production Apply More search options											
Want To: View ticket map Print all tickets Page settings											
Ticket #	Header	Orig Call	Begin	Street	City	Emergency	Priority	Due date	Company	District	Status
C210480001	EMERGENCY	2021/02/17 02:31 am	2021/02/17 02:45 am	2970 CO RD 92	MINNETRISTA	HENNERIN	SCS ENERGY	TTMOO001			Unmarked-no existing operator
C210480002	EMERGENCY	2021/02/18 04:59 am	2021/02/18 05:05 am	SILVER BELL RD	EAGAN	DAKOTA	VALLEY-RICH	TTMOO001			Unmarked-no existing operator
C210480028	BOUNDARY SURVEY	2021/02/18 03:23 pm	2021/02/24 03:45 pm	PONY FARM RD	SOUTH HARBOR TWP	MILLE LACS	WIDGETH	TEST03			Clear/No conflict
C210480029	BOUNDARY SURVEY	2021/02/18 03:23 pm	2021/02/24 03:45 pm	PONY FARM RD	ONAMIA	MILLE LACS	WIDGETH	TEST03			Clear/No conflict
C210500186	UPDATE	2021/02/19 08:25 am	2021/02/24 08:00 am	STATE HWY 65	VERDON TWP	ATKIN	PRECISION PIPELINE	TEST03			Clear/No conflict
C210500187	UPDATE	2021/02/19 08:25 am	2021/02/24 08:00 am	US HWY 159	NORTHWEST ATKIN UT	ATKIN	PRECISION PIPELINE	TEST03			Clear/No conflict
C210500188	UPDATE	2021/02/19 08:25 am	2021/02/24 08:00 am	US HWY 159	MACVILLE TWP	ATKIN	PRECISION PIPELINE	TEST03			Clear/No conflict
C210500189	UPDATE	2021/02/19 08:25 am	2021/02/24 08:00 am	US HWY 159	VERDON TWP	ATKIN	PRECISION PIPELINE	TEST03			Clear/No conflict
C210500190	UPDATE	2021/02/19 08:25 am	2021/02/24 08:00 am	T-537	CORNISH TWP	ATKIN	PRECISION PIPELINE	TEST03			Clear/No conflict
C210500191	UPDATE	2021/02/19 08:25 am	2021/02/24 08:00 am	T-537	CORNISH TWP	ATKIN	PRECISION PIPELINE	TEST03			Clear/No conflict

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.



Who Should Call GSOC?

How the Law Applies to You

Common activities that are done on the farm or work site that involve excavation require a free call or online submission to GSOC to request a locate ticket.

Agricultural Excavation

Filing a locate request is required for any excavation in Minnesota, including on farms or in other agricultural settings. An excavation is defined in Minnesota law as any disturbance of the soil by any mechanical or hydraulic means (except for ordinary planting, cultivation, plowing, or harvesting 18" deep or less).

In an agricultural setting the following types of work are not exempt and require contacting GSOC:

- Fencing
- Well drilling
- Burying a wire, pipe or anything else
- Digging a foundation
- Setting a pole
- Cultivating, plowing or any field activity to a depth greater than 18"
- Installing drain tile
- Installing or extending a farm tap
- Any contouring, grading or changing of the land

In addition, please keep in mind that underground facilities may be present on a farm or agricultural property that are not located by underground facility operators. These private facilities that are not located by underground facility operators should be located by either the owner of the property or the party conducting the excavation. For more information, visit www.gopherstateonecall.org/ticketing.

FARMERS



EXCAVATORS



Examples of Commercial Excavation

- Putting in a fence
- Adding drainage
- Grading
- Trenching
- Dredging
- Site development work

HOMEOWNERS



Examples of Homeowner Excavation

- Putting in a fence
- Installing a sprinkler system
- Putting up a basketball hoop
- Adding a mailbox
- Planting a tree
- Landscaping

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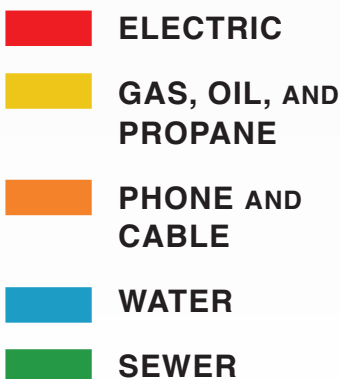
Greater MN Area: (800) 252-1166

Did You Know?

Not Everything Gets Marked When You Contact GSOC



HOMEOWNERS: Tell your excavator about any private underground lines you know of.



Private underground facilities, such as private utility lines and private distribution networks, do not get marked by facility operators. When a property owner or tenant has any type of private underground facility, they are responsible to locate those facilities or hire someone to locate them.

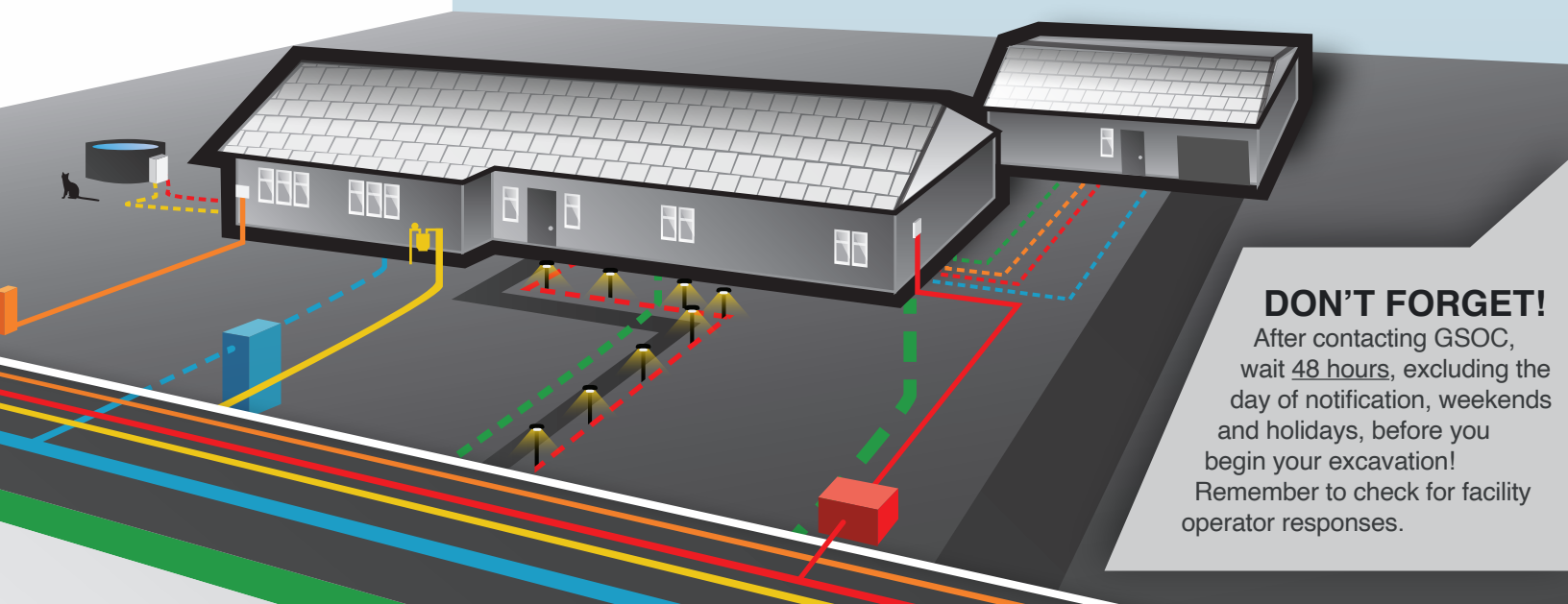
Customer-owned lines usually include any that serve outbuildings, hot tubs, security lighting, pools and natural gas grills.

The free locating service available through Gopher State One Call (GSOC) applies **ONLY** to public facility operators. The diagram below shows a variety of utilities, some owned by the utility and some by the homeowner.

Those utilities marked by dotted lines are typically owned by the property owner. Those lines will NOT be marked by contacting GSOC. Private locating services will mark these for a fee.

For information on private locating companies

www.gopherstateonecall.org/resources/industry-directory



DON'T FORGET!

After contacting GSOC, wait 48 hours, excluding the day of notification, weekends and holidays, before you begin your excavation! Remember to check for facility operator responses.

If private facilities are suspected, the excavator should:

- Physically inspect the jobsite.
- Ask the property owner.
- See what equipment or power may serve out buildings.
- Contact the original installer of the facilities for any maps of the lines.
- Excavate with caution and be aware of any warning signs of underground facilities.
- Visit www.gopherstateonecall.org/resources/industry-directory for information on private locating companies.

If you are installing private facilities, consider doing the following:

- Prepare maps of any new underground facilities.
- Bury tracer wire with the new facilities.
- Use above ground markers or signs to indicate the buried facilities.
- Visit www.gopherstateonecall.org/ticketing for more information about protecting private facilities.

Meet the GSOC Team

The GSOC team is on a mission to increase public safety while decreasing underground facility damage and monetary loss. We are committed to serving all the stakeholders of Gopher State One Call (GSOC). Please contact us if we can be of assistance to you.



Kelly Connolly

Chief Operations Officer

(651) 681-7307

kelly.connolly@gopherstateonecall.org

Kelly Connolly is the Chief Operations Officer of Gopher State One Call, also known as Call Before You Dig or 811, the sole excavation notification center for the State of Minnesota. Kelly brings nearly 15 years of experience in building nonprofit organizations with specific

involvement in building consensus among varied stakeholder groups and working on safety-related issues. She also has a background as a communications professional with extensive experience in media relations, strategic planning and operations, and public policy.



Olivia Phillips

Senior Marketing and Public Awareness Specialist

(763) 232-4876

olivia.phillips@gopherstateonecall.org

Olivia Phillips began her position as Marketing and Public Awareness Specialist in February 2019. In this role she extends GSOC's public safety message outreach throughout the state of Minnesota and has built trusted relationships with key stakeholders.



Tammy Gardner

General Manager

(651) 681-5700

tammy.gardner@gopherstateonecall.org

Tammy started with the one call industry in 1998 when she was hired as a customer service representative for the Ontario One Call Center. She was quickly promoted to lead operator, and then to supervisor when One Call Concepts took over operational responsibility of the center

in 1999. Not long after in 2000, Tammy transferred to the Minnesota center and was promoted to office manager, where she oversaw the operation of Gopher State One Call, North Dakota One Call, and the Lone Star Notification Center (Texas).

Throughout her career with OCC, Tammy has also been heavily involved with assisting in various operational transitions, including bringing the Missouri 811 and New York 811 centers online. In 2015, OCC was awarded the Gopher State One Call contract. Tammy played a key role in the startup of the center and returned to her role as the center's office manager. In 2021, Tammy took on her current role as general manager for the Gopher State One Call center.

PURPOSE AND VALUES

GSOC has developed the following Purpose and Values that describe all that we do to serve the Minnesota underground safety stakeholders.

CORE VALUES

Safety Driven

- Always put safety first
- Generate awareness of safe digging processes through education and outreach
- Assure process accuracy

Industry Leader

- Lead the way with technology
- Create a superior user experience
- Responsiveness is our daily standard

Trustworthy

- Provide consistent, quality service
- Maintain unbiased and ethical operations
- Be accountable and transparent to our stakeholders

Collaborative

- Listen to all points of view
- Assemble stakeholders to find solutions
- Leverage diverse input to make smart decisions

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