Welcome to the Excavator Safety Guide, Minnesota edition! 2016 brings a number of changes to Gopher State One Call (GSOC) that will provide excavators with new and easy to use technology for excavation ticket processing. These changes are intended to keep the basic goal of damage prevention in clear focus. See the custom pages in this guide for important information about both the new electronic ticket system and basic facts that 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 Call 811? Don’t Forget, Farmers!
- The Process for Safe Excavation
- What Doesn’t Get Marked: Private Lines
- Get the Scoop on the GSOC Team

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, you may be simply installing a new mail box 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.

Excavator Responsibilities - Know the Basics!

- **PLAN FOR YOUR EXCAVATION**: You are required to use white markings to define the entire area where excavation will occur, unless it can be shown it is not practical. 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.

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.

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.

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

Locate requests are the most common type of request processed at GSOC. This type of ticket must be requested by the excavator at least 48 hours (excluding 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.

- **LOCATE REQUEST**: Use this for standard excavation projects.

**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.

**FILE LOCATE REQUEST**: Begin online using ITIC, over the phone by calling GSOC, or from a mobile device using ITIC Mobile, you can file a locate request.

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.

When a call is placed to a one call center, there is less than a 1% chance for the underground excavation to result in damage.
Gopher State One Call (GSOC) offers a comprehensive suite of products that will provide you with the capability to manage many of your interactions with GSOC.

ITIC OVERVIEW – The Next Generation of Electronic Ticket Processing

Gopher State One Call’s ITIC system allows you to map the entire work site using a visually driven, fully interactive interface.

Mapping the Work Site is the First Step

The system includes a number of new mapping tools that offer precision and flexibility, while providing a user-friendly mapping experience. You 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, you may draw a free-hand polygon.

Submitting Locate Requests

When you finish mapping your work site(s), the software 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, enter precise marking instructions for the area where facility operators are requested to mark the location of their facilities, 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.

Locator Ticket Management (LTM) allows for precise control over the management, assignment, and tracking of your incoming locate requests.

IMAP is an online application that allows underground facility operators to view, add, modify and delete notification polygons from their active database. Here’s a brief rundown of how IMAP helps ensure Facility Operators are notified quickly and accurately.

1) After logging into the IMAP system, the facility operator can view the NOTIFICATION AREA POLYGONS in the base map showing the notification areas of a particular facility. This allows the underground facility operator to be notified when work is being done near this notification area.

2) New NOTIFICATION AREA POLYGONS may be added to the database maps. With this new information, when excavation is being done near the newly added facility, the facility operator is directly informed.

For Excavators

Excavator Ticket Management (ETM) is an online archive of your tickets. When you file a locate request, GSOC sends you an email confirmation. A link to your ticket appears on the email and will connect you to all of your locate requests. ETM lets you do several things:

• Click the Ticket List button to view a list of your tickets and filter your ticket list in a number of ways.
• Use the Ticket Action buttons to View Utility Status, file a Relocate request, Add Attachments, and other ticket actions.
• Leave comments for later reference and add excavator statuses in the Excavator Information section.
• Use the Interactive Map to view the ticket’s original mapping.

Ticket information updated in real-time. Edits to tickets or active work areas, emergencies, or any other information will generally update to the server every few minutes.

For Facility Operators

Locator Ticket Management (LTM) allows for precise control over the management, assignment, and tracking of your incoming locate requests.

All records are hosted and displayed online for easy access.

Extensive data-viewing and tracking capabilities.

Update ticket status for positive response compliance, view multiple tickets in the map, see individual excavation polygons with district information, create reports based on user defined statistics. You can attach relevant pictures or files to specific tickets.

Assign locators to specific tasks and follow their progress.

Delegate work to locators on a ticket-by-ticket basis, or you can schedule an entire work route for locators to follow for the day.

Automatically distribute tickets based on user-defined criteria.

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

Gopher State One Call’s ITIC system allows you to map the entire work site using a visually driven, fully interactive interface.
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 to GSOC to request a locate ticket.

AGRICULTURAL EXCAVATION
GSOC asks anyone excavating on a farm or in other agricultural settings to take extra precaution and understand when they should reach out to GSOC. You are conducting "excavation" within the meaning of Minnesota Statutes Chapter §216D whenever you disturb 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/private-facility-locators.

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. Private locating services will mark these for a fee.

Did You Know?
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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/contract-locators-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/how-gsoc-works/private-facility-intro for more information about protecting private facilities.

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Not Everything Gets Marked When You Call

The contact information for a number of locating companies who will locate privately owned underground facilities on your property can be found in the industry directory at www.gopherstateonecall.org/private-facility-locators.

CALL GSOC TO FILE A LOCATE REQUEST:
Twin Cities Metro: (651)454-0002 Greater MN Area: (800)252-1166
www.gopherstateonecall.org

OR GO ONLINE:
www.gopherstateonecall.org/private-facility-locators

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

Carol Jernigan, Executive Director
Gopher State One Call
www.gopherstateonecall.org
Privacy Policy
Terms and Conditions
About Us
Contact Us
Customer Service: 1-877-GO-ONE-Call (1-877-466-6322)
Gopher State One Call is a non-profit organization that serves as a public service program for protecting private underground facilities located on residential and commercial properties.

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Meet the GSOC Team

Barbara M. Cederberg, Chief Operations Officer

(651)681-7307
barbara.cederberg@gopherstateonecall.org

Barbara joined Gopher State One Call (GSOC) in January 2015 as Chief Operations Officer (COO). In this role Barb is responsible for GSOC’s duties pertaining to public safety as the one call excavation notification center under Minnesota Statutes Chapter §216D. Barb has extensive executive leadership experience in both large and small companies. She has a passion for safety and is excited to continue her safety advocacy and enhance GSOC’s services, improve the ease of use of GSOC’s systems and work with excavators, public facility operators and the public to enhance underground safety in Minnesota.

Estelle Richard, Public Relations and Marketing Specialist

(651)681-7303
estelle.richard@gopherstateonecall.org

Estelle Richard began her position as the Marketing and Public Relations Specialist with Gopher State One Call in July 2012. In this role, she has extended GSOC’s public safety message outreach throughout Minnesota and the Midwest and has built lasting relationships with GSOC’s stakeholders. Estelle is excited to continue her career as an advocate for safety with Gopher State One Call.

Kimberly Boyd, General Manager

(651)681-5700
kim.boyd@gopherstateonecall.org

Kimberly Boyd began her career in the one call industry in 2000 when she was hired as a front-line Customer Service Representative at the call center for Missouri One Call System. Three years later, she was promoted to the position of ITIC Coordinator for One Call Concepts, Inc. (OCC). She has been involved in the many upgrades and enhancements made to ITIC in the last 12 years. OCC began serving Nebraska811 in 2012 and Kim was an integral part of that transition and continued partnership.

Kim was promoted to the General Manager’s position while serving as OCC’s National ITIC Coordinator. In this role, she assisted OCC-operated notification centers across the country in administering, managing and promoting ITIC. Having relocated to Minnesota Kim is excited to be working with GSOC’s stakeholders.

To File a Locate Request:

Customer Support
(651)681-7326

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<tr>
<th>Location</th>
<th>Phone</th>
<th>Website</th>
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