...or go online at
www.gopherstateonecall.org

Get the Dirt

GSOC

WHAT YOU NEED TO KNOW **NOW** ABOUT
EXCAVATION SAFETY

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

811
Know what's below.
Call before you dig.

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

DIRT
Damage Information Reporting Tool

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.

File Locate Request

Beginning online using ITIC, over the phone by calling GSOC, or from a mobile device using ITIC Mobile, you can file a locate request.

Call GSOC...
Greater MN Area:
(800)252-1166

Twin Cities Metro:
(651)454-0002

Or go online at
www.gopher
stateonecall
.org

Excavation

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

Remember to wait 48 hours (excluding holidays and weekends) after submitting the locate request. 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.

FILING LOCATE REQUESTS:
HOW IT WORKS

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.

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.

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

LOCATE REQUEST

Use this for standard excavation projects.

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.

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

Use this ticket type to request the facility operator to physically meet at the excavation site.

A meet should only be requested when it is difficult to precisely define the location of the excavation site in a routine locate request. The use of white markings to clearly identify the excavation area can generally be used to avoid the time and cost of a meet.

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.
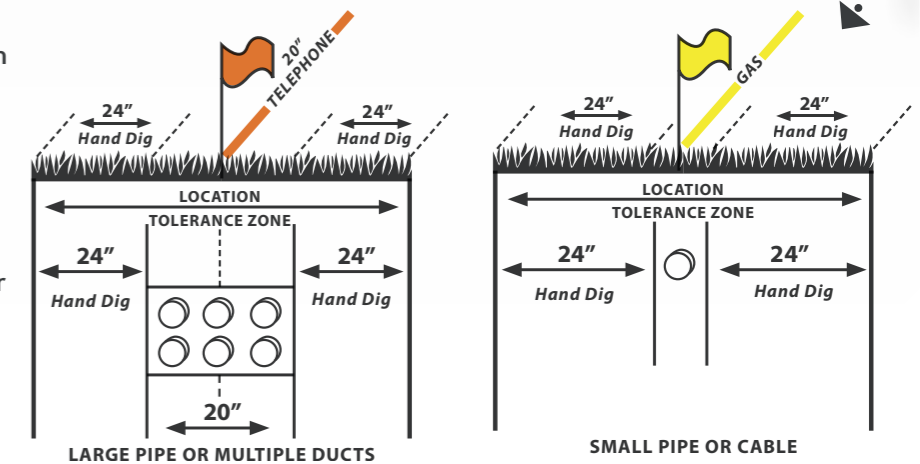
▶ **ALWAYS USE THE CORRECT WORK TYPE ON YOUR TICKET**

▶ **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**

811
Know what's **below.**
Call *before you dig.*

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

LARGE PIPE OR MULTIPLE DUCTS
TELEPHONE — 20" — LOCATION TOLERANCE ZONE — 24" Hand Dig — 20" — 24" Hand Dig

SMALL PIPE OR CABLE
GAS — LOCATION TOLERANCE ZONE — 24" Hand Dig — 24" Hand Dig

Log in to GSOC'S iSite

From gopherstateonecall.org click on "My Ticket" and log in to iSite using your current login info to get started!

ISITE IS READY TO HELP
LOGIN TO BEGIN
USERNAME
PASSWORD
LOGIN

ITIC   IMAP   LOCATOR TICKET MANAGEMENT   EXCAVATOR TICKET MANAGEMENT

FOR EXCAVATORS

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.

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.

FOR FACILITY OPERATORS

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.

3) Here, you can see the **NOTIFICATION AREA 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.

Map interface, showing a **NOTIFICATION AREA POLYGON** being drawn.
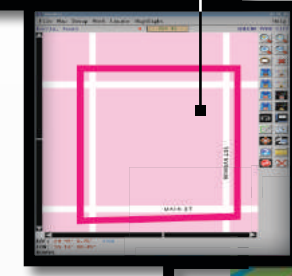
Exisiting database polygons already installed.
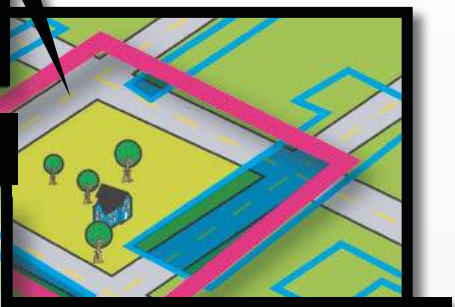
New polygon being added to database by the facility operator.

Locator Ticket Management (LTM) allows for precise control over the management, assignment, and tracking of your incoming locate requests.
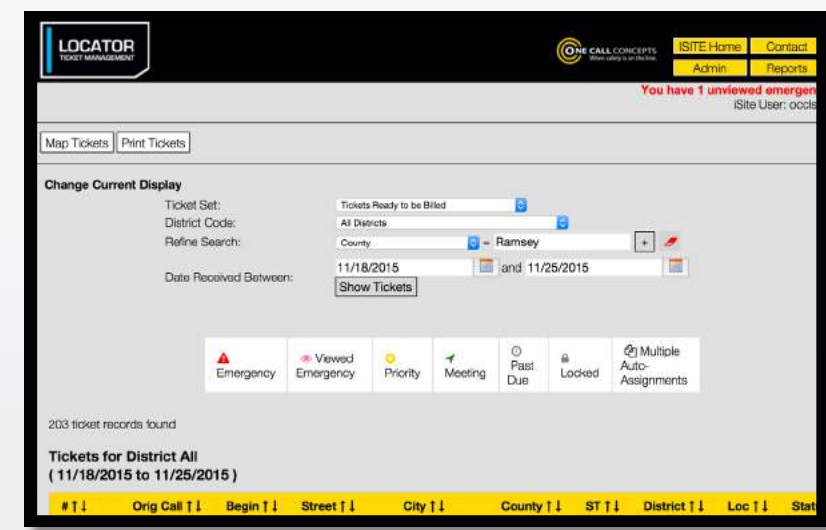
All records are hosted and displayed online for easy access.

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.

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.

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.**

Farmers ◀ ◀ ◀ ◀

Excavators and homeowners need to call! Below are just a few of the examples of when you should call GSOC.

▶ ▶ ▶ ▶ Excavators

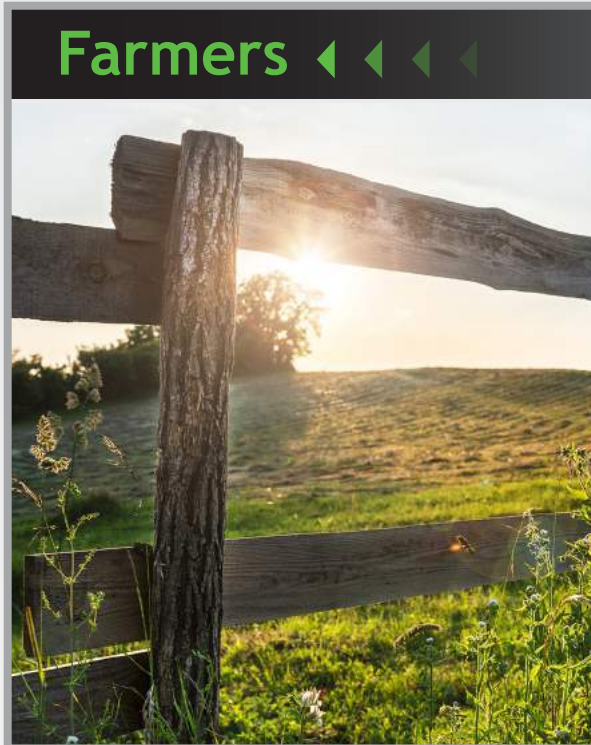### EXAMPLES OF COMMERCIAL EXCAVATION

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

Homeowners ◀ ◀ ◀ ◀

EXAMPLES OF HOMEOWNER EXCAVATION

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

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

Did You Know?

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.**

Not Everything Gets Marked When You Call

- ELECTRIC
- GAS, OIL, AND PROPANE
- PHONE AND CABLE
- WATER
- SEWER

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.
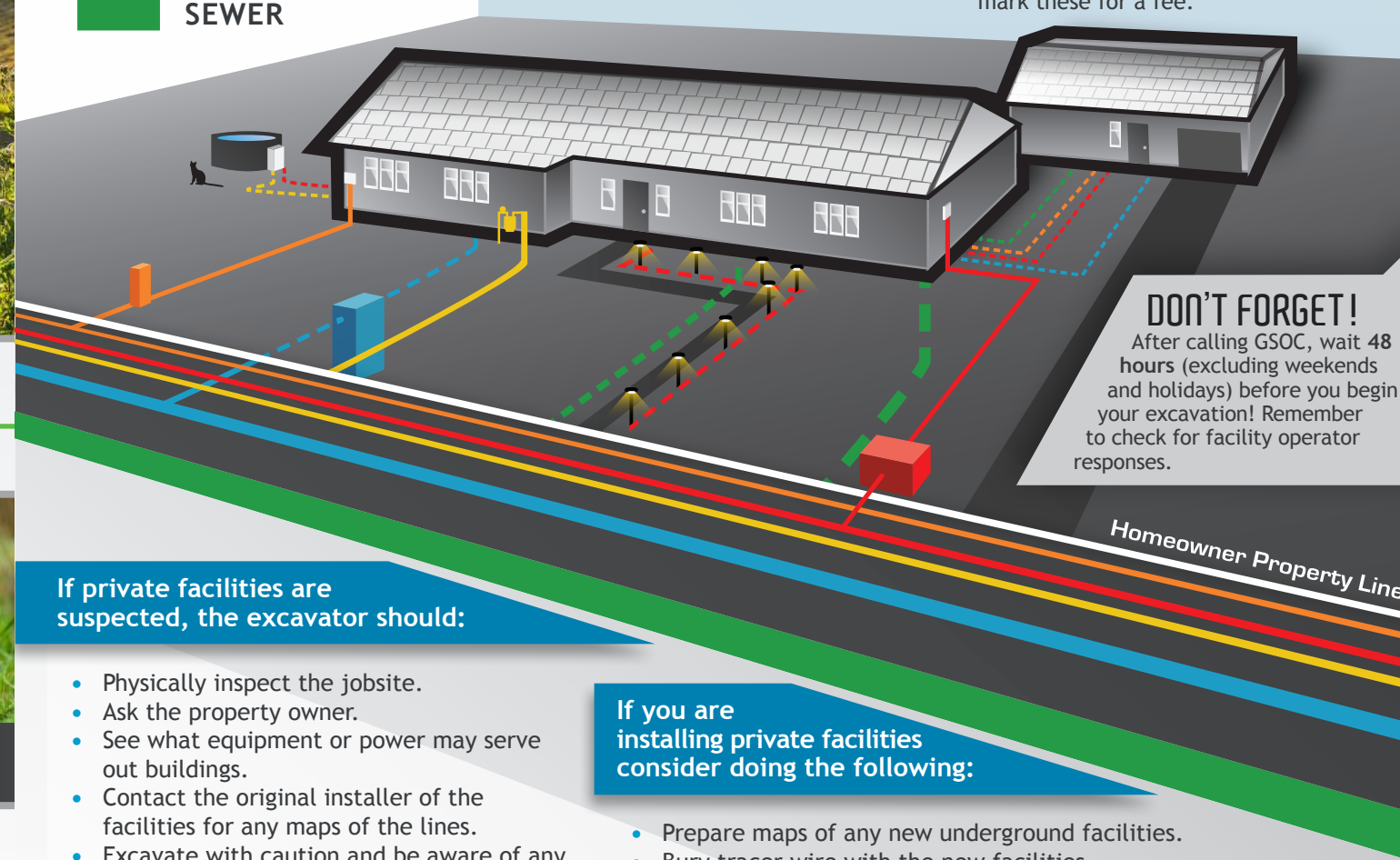
DON'T FORGET!
After calling GSOC, wait **48 hours** (excluding weekends and holidays) before you begin your excavation! Remember to check for facility operator responses.

Homeowner Property Line

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.

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

Meet the GSOC Team

With a combined 20 years in Damage Prevention experience, 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.

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:

Twin Cities Metro	651-454-0002
Greater MN Area	800-252-1166
Emergency	866-640-3637
Or you can go online at	www.gopherstateonecall.org

www.facebook.com/gopherstateonecall   www.twitter.com/gopheronecall

Customer Support
(651)681-7326

1110 Centre Pointe Curve Suite 100
Mendota Heights, MN 55120

customersupport@gopherstateonecall.org
www.gopherstateonecall.org