

GOPHER STATE ONE CALL

This time and every time.



Gopher State One Call Damage Prevention 2018

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gopherstateonecall.org

2017 Ticket Summary



2016 Tickets – 787,593

2017 Tickets – 818,217 (3.9% increase)

2017 Daily High (May 30th) – 6,544 tickets

Online Ticket Submission – 71.1% (4.7% increase)

Normal	684,793
Emergency	14,260
Meet	20,443

Owner Inquiry	626
Non-Excavation	8,051
Eng/PreCon Meet	232
Boundary Survey	7,769
Update: refresh marks or extend life	82,043

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Ticket Processing

- ITIC
- ITIC Mobile
- Telephone
- GSOC App



Minnesota State Law Chapter 216D Ticket Types

Excavation Tickets:

- Routine
- Meet
- Emergency

Non-excavation Tickets:

- Owner Inquiry
- Non-excavation
- Engineering/Pre-con Meet
- Boundary Survey



Ticket Etiquette and Reminders

Handbook pages 50-53

Excavation Tickets (Normal, Meet, Emergency) require true intent to excavate

- GSOC discourages filing tickets much larger than excavation area
- Continual updates to tickets without excavation taking place consumes valuable locator resources
- Example – multi block project over extended period of time
- GSOC suggests the use of meet tickets for complex projects



Use the correct tool when mapping an electronic excavation ticket

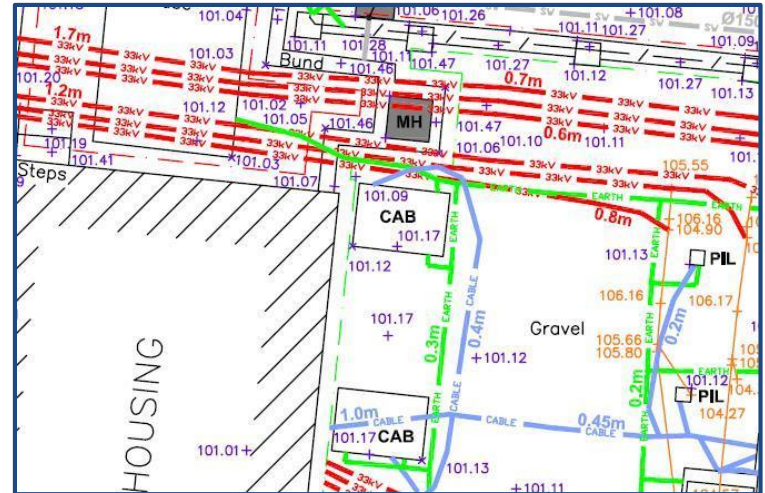
- Parcel – work is being done at an address
- Circle – for a single location(s) or intersection
- Route – work is being done in a ROW, or for a service line following a white flagged or marked route
- Polygon – use only when no other tool is applicable
- Confirm marking instructions are completely contained by mapped area

Use of proper mapping tools will help facility operators respond with locates or maps more accurately and quickly



Non-excavation Ticket

- 8,051 tickets in 2017
- Requests plans, maps or locates
- Engineers and designers - consider submitting a single request for an entire project rather than multiple tickets.
- Facility Operators – consider honoring requests for field locates (operator can decide whether to mark or provide maps)
- Use an Engineering/Pre-Con Meet Ticket to meet at proposed excavation site and share information



Ticket Etiquette and Reminders contd.



- Boundary survey tickets can only be submitted by a Minnesota licensed land surveyor and only in connection with the performance of a boundary survey
- Consider the use of an Engineering/Pre-con Meet ticket due to project complexity, size or configuration. Or contact the facility operator directly to arrange a mutually agreeable time

REMINDER: Per APWA standards, PINK is only to be used for Boundary Survey marks. Proposed excavation is to be marked in WHITE

2018 Updates and Improvements



What's
new?

- Additional contact phone numbers on ticket
 - Marking Concerns
 - Damages
 - Customer Service
- Proposed capability for Ticket Start Time extension
- New user interface for web based ticketing



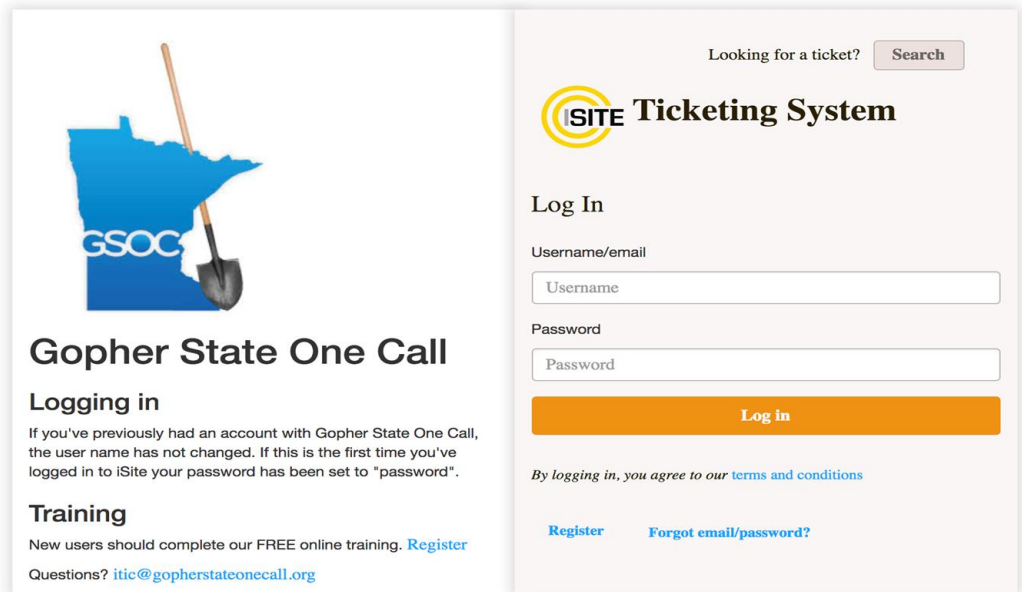
Extend Ticket Start Time

- Initiated by Facility Operator/Locator
- Proposed maximum of additional 24 hours
- Excavator will receive email notification – Agree, Disagree, or adjust extension
- An excavator can deny request or take no action which will require all facility operators to respond by original start date and time
- An excavator agreeing with or adjusting extension will produce a new start date and time – ticket number and information will stay the same
- Allows facility operators/locators to remain in compliance with state statute



Web Based Ticketing

- Excavator feedback and testing
- More streamlined, intuitive product
- Functionality and tools will remain the same – new “look and feel”
- GSOC will run both versions for introductory period



The screenshot displays the GSOC website interface. On the left, there is a logo featuring a blue map of Minnesota with a shovel and the text "GSOC". Below the logo, the heading "Gopher State One Call" is followed by a "Logging in" section. This section includes a note about account continuity and a "Training" section with a link to "Register" and an email address "itic@gopherstateonecall.org". On the right, the "iSITE Ticketing System" header is present, along with a search bar. Below this is a "Log In" section with input fields for "Username/email" and "Password", and an orange "Log in" button. At the bottom of the login section, there is a link to "terms and conditions".

Looking for a ticket?

iSITE Ticketing System

Log In

Username/email

Password

Log in

By logging in, you agree to our [terms and conditions](#)

[Register](#) [Forgot email/password?](#)

Training
New users should complete our FREE online training. [Register](#)
Questions? itic@gopherstateonecall.org




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GOPHER STATE ONE CALL


This time and every time.




My Tickets




Notification Map




Admin




Reports




User settings




Messages




Help and support




Log out



Chat



Email



Phone

Create Job Ticket

1 Mark location

2 Write instructions

3 Review & submit

Job A


+ Add another job


Find the job location and mark the excavation area with the drawing tools.


1110 Centre Pointe Curve, Mendota Heights, MN 55120, US


or

Locate by...


 Google map


 Call center map


 Satellite


 drawing tool


Select the type of work planned


**Hole excavation**
Planting trees, placing holes, etc

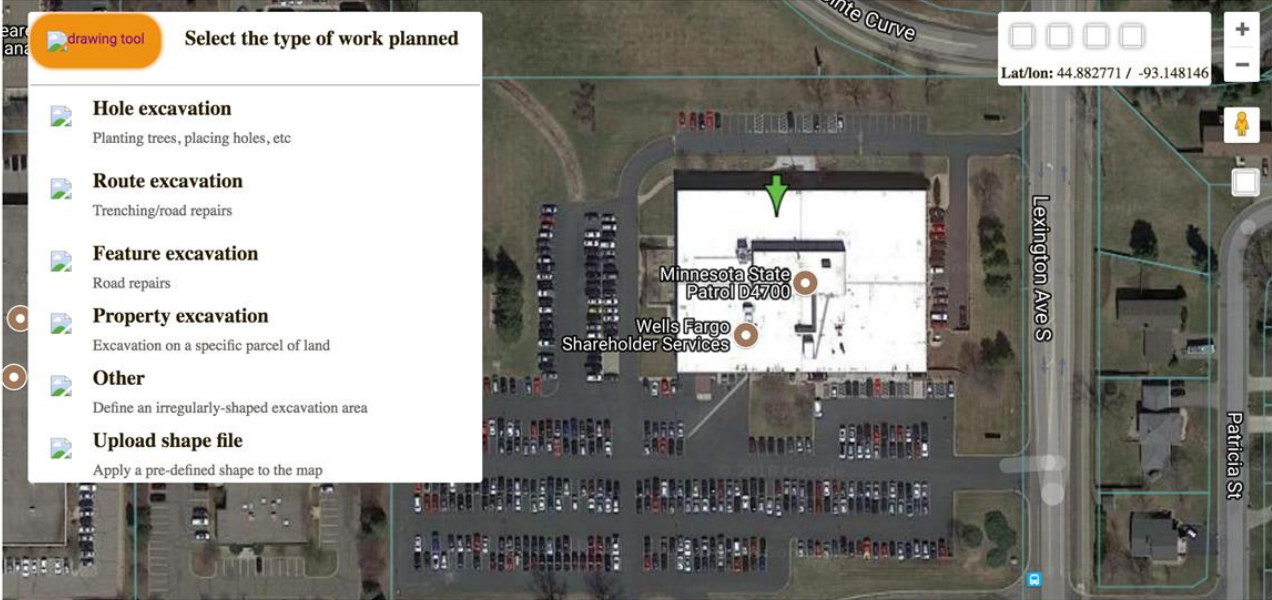
**Route excavation**
Trenching/road repairs

**Feature excavation**
Road repairs


**Property excavation**
Excavation on a specific parcel of land

**Other**
Define an irregularly-shaped excavation area

**Upload shape file**
Apply a pre-defined shape to the map



Lat/lon: 44.882771 / -93.148146



Cancel

Next



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White Markings



- Required for all Proposed Excavation by Minnesota State Statute 216D
- Reports of “Area marked with white” on ticket – no white marks in the field
- It is the excavator’s **responsibility** to mark the area in white prior to filing ticket



To Summarize...

- Remember the different ticket types and choose the one best suited for your excavation or design project
- Excavation Tickets (routine, meet, emergency) require a true intent to excavate – avoid updating tickets where work will not be occurring
- Use the correct tool when mapping your web based ticket
- Facility Operators should consider performing field markings for Non-excavation Tickets
- **Pink** is only to be used as boundary survey markings – proposed excavation is required to be marked in white
- Remember the Extend Start Time option as well as the new web-based ticketing interface are coming in 2018!
- Dig Safe!



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Thank you!

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