



Do You Know Your Ticket Type?

By: Lareina Taing

If you are contacting Gopher State One Call (GSOC), chances are you are filing a standard locate request. Did you know that there are other types of locate requests available? These requests fall into one of two categories: Excavation and Non-Excavation ticket types¹.

Excavation Ticket Types:

- 1. Locate Request** - Standard locate requests apply to normal or routine excavations. The excavator must request these tickets at least 48 hours, excluding weekends and holidays, and up to 14 calendar days before beginning any digging. The ticket will remain valid for 14 calendar days from the start date and time previously defined.
- 2. Emergency Locate** - Emergency locate requests should only be filed in the event of a life/health-threatening situation or risk of property loss. Always call 911 first if there is a release of flammable, toxic, or corrosive gas, or when a dangerous situation arises. Secondly, notify the affected facility operator(s) and finally, contact GSOC to file an emergency locate to prevent further damage.
- 3. Meet Request** - Submit a meet request to let the facility operator know you need to meet with a locator at the excavation site. Request a meet only if the location of the excavation site is difficult to define. Remember that you can avoid the complexities of scheduling a meet by white lining your excavation area with white paint or flags.

Non-Excavation Ticket Types:

*No excavation whatsoever can be conducted on these types of tickets.

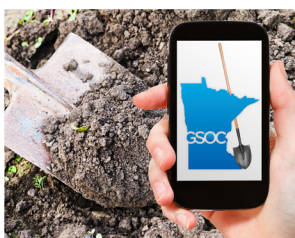
- 1. Owner Inquiry** - Engineers, architects, surveyors, planners, or a people soliciting bids who don't require field marks or a meeting at the proposed job site use these tickets to obtain a list of underground facility owners and contact phone numbers.
- 2. Non-Excavation Ticket** - Use this type of ticket to request facility markings onsite or a map of underground facilities during the design phase of a project. Under MN State Statute 216D.04, you must contact GSOC in many circumstances involving contract bid proposals or "plans for excavation". Engineers, architects, or people soliciting bids or entering into an excavation contract use this ticket to obtain the type, size, and general location of the facilities. Facility operators have 15 business days to provide the requested information.

3. Engineering/ Pre-Con Meet - Use this ticket type to meet with potentially affected facility operators during all design and preconstruction phases of an excavation project. Individuals requesting this type of ticket must wait a minimum of 15 business days.

4. Boundary Survey - Licensed land surveyors use this ticket type to request facility markings. Under the MN statute, underground facility operators have 96 hours to respond to a boundary survey request.

Regardless of the type of ticket being filed, GSOC is here to help you dig safely! Feel free to contact us with any questions, comments, and feedback.

Source¹: GSOC Handbook. Click [HERE](#) for more information.



Customer Support
(651)681-7326

To File a Locate Request:

811 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

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