



ANNUAL REPORT

2024



JANUARY 1, 2024 - DECEMBER 31, 2024

Greetings from Gopher State One Call!

I wanted to take a minute to introduce myself. My name is Kelly Connolly, and I took on the role of Chief Operations Officer for GSO in August of last year, succeeding Barb Cederberg. On behalf of myself and the GSO Board of Directors, we wish Barb congratulations on her retirement!

Last year was one for the books for GSO. Ticket volume was up nearly 5 percent to 913,157 in 2024, no doubt due to last year's mild winter. These volumes were up significantly from January through April, a little down over May and June, and resumed a pace for the rest of the year on par with 2023. The percentage of tickets filed online via the ITIC increased again this year, climbing to 85.5 percent, a 0.5 percent increase over 2023. Thanks to all the online ticket submitters for helping GSO to run more efficiently! It takes less resources on average to process an online ticket than to process a called in ticket.

Last year, we saw several major changes to Minnesota Statute 216D, including:

- Wait times now begin at 12:01 a.m. the day after the ticket request is filed.
- Meet tickets are required for projects 1 mile or more in length.
- Facility operators must provide a combination of stakes, flags, or whiskers to complement paint markings.
- White marking the area of excavation is now required with no exceptions. The state also took a step toward allowing digital white lining, if the information is the same as a physical mark, beginning in January 2026.
- Activities must begin before the expiration of the ticket.
- Preliminary design and pre-construction meetings must include the project scope and timeline, and facility operators must attend. Affected contractors must also attend pre-construction meetings. The utility quality level definition was updated to reflect current standards.
- Starting in 2026, facility operators with 10,000 or more customers must use geospatial location information (or equivalent technology) to develop as-built drawings of newly installed or newly abandoned facilities if exposed in the excavation area. For operators with fewer than 10,000 customers in 2025, implementation begins in 2027.
- Facility operators must report quarterly to the Minnesota Office of Pipeline Safety.

For more information on these 216D changes, please visit www.gopherstateonecall.org.

In 2024, we continued our work to advance technology and innovations in the industry and connect them to the one call system. More than 100 municipalities participated in the GPS-enabled locator pilot project, providing much-needed GIS technology for small towns across the state. In addition, GSO will see the fruition of the underground mapping project with the implementation in 2025 of FuzionView through the ITIC system, allowing customers to view up-to-date data on the location of underground facilities from participating operators.

This year, our work continues to provide the latest information and education to Minnesotans on damage prevention and safety. Our team will be out and about across the state this Spring presenting at damage prevention meetings and working to continuously improve the system to ensure Minnesota is connected for safe digging.

Public awareness efforts continued throughout the state by representing GSO at numerous events like the Minneapolis Home + Garden Show, Northern Green, Farm Fest, and the Minnesota State Fair. GSO invested in print, radio, and digital media advertising, including the Star Tribune, FOX 9, KARE 11, Linder Farm Network, as well as with the Saint Paul Saints and the Minnesota Twins, Timberwolves, and Vikings.

GSO also supported the great events organized by the Minnesota Common Ground Alliance, including the Locate Rodeo, 811 5K Run/Walk, and the Minnesota Utility Contractors Association's Day of the Dozers. Thank you to the volunteers who supported these efforts.

As always, we appreciate your attention to damage prevention and the safety of Minnesota communities.

Please reach out to me with any comments on how GSO can make the notification process better serve you.

Have a safe year!
Best regards,



Kelly Connolly

Chief Operations Officer

651-681-7307

kelly.connolly@gopherstateonecall.org

PURPOSE AND VALUES

GSO 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



PURPOSE

Connecting Minnesota for safe digging

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

- Listen to all points of view
- Assemble stakeholders to find solutions

- Leverage diverse input to make smart decisions

TRUSTWORTHY

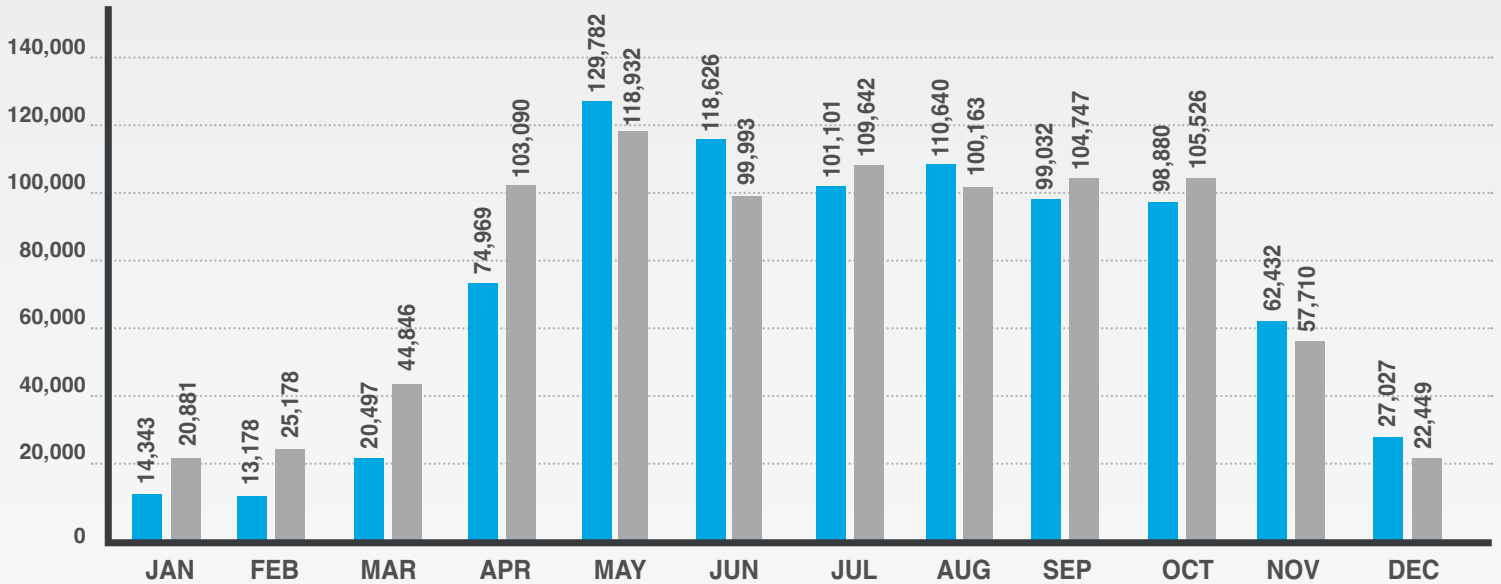
COLLABORATIVE

2024 BY THE NUMBERS

Incoming Ticket Volume

2023


2024



Electronic Ticket Requests via the Internet	85.5%
Normal Tickets	802,936
Emergency Tickets	14,595
Boundary Survey Tickets	6,996
Meet Tickets	21,582
Owner Inquiry	275
Non-excavation Tickets	10,571
Engineering/Pre-con Meet	273
Update to Refresh Marks or Extend Life	55,708
Extended Start Time	221
Homeowner Tickets (Included in Normal Ticket Count)	77,934
7-County Metro	47.16%
Greater MN	52.84%



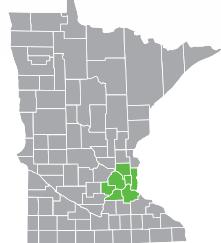
913,157
Total tickets for 2024

4.9% 
Increase over 2023

5.9% in 2025
Projected Growth in Ticket Volume

Homeowner-submitted Tickets

77,934 Total Tickets or **8.53%** of Total Tickets




51% Submitted Online


47.16% Submitted from Seven-county Metro

52.84% Submitted from Greater MN

Web-submitted Tickets

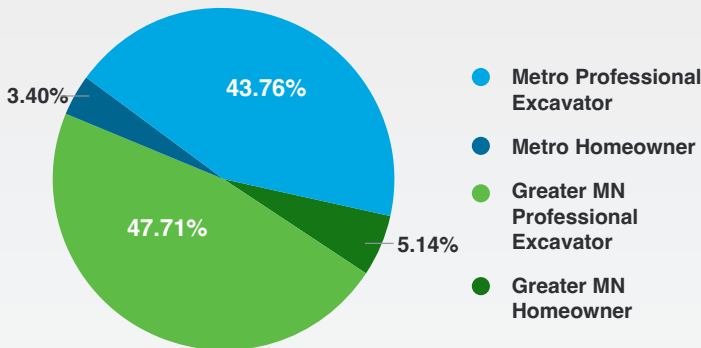


85.5% Total Tickets Submitted Online

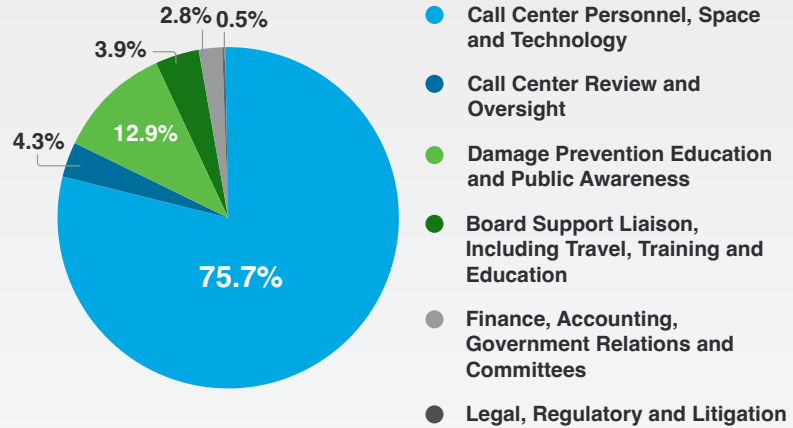
0.5% Increase Over Prior Year 

GSOC FINANCIAL INFORMATION

2024 GREATER MN AND METRO TICKET PERCENTAGES



2024 CALL CENTER EXPENSES



2024 Top Social Media Posts

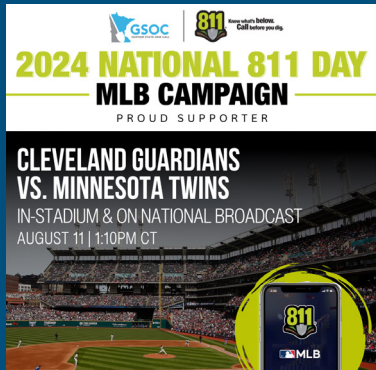


MEDIA CAMPAIGNS



Bring Me The News. StarTribune

Over 100 million Total Impressions



2025 811 5K RUN/WALK

Join us for the 2025 811 Run, August 9, 2025, at Bde Maka Ska in Minneapolis!

For more info, visit www.mncga.com



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Daniel Krier
STATE FIRE MARSHAL
Director, Minnesota Office of Pipeline Safety

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Providing perspective from the Energy Distribution Industry

Mark Sellin
SELLIN BROTHERS, INC.
Providing perspective from Excavation Industry Greater Minnesota

Ben Wallace
USIC
Providing perspective from the Locate Industry



WHAT'S IN STORE FOR 2025

2025
Projected Growth
in Ticket Volume

5.9%

GROWTH

GSOC is forecasting a 5.9% growth in incoming ticket volume for 2025. While incoming ticket volume is expected to decline in the early months of 2025 due to expected increases in inflation, as well as expected interest rate hike, One Call Notification activity is expected to increase in mid-2025 as economic activity picks up steam.



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NEW 216D MEET TICKET REQUIREMENTS

As of August 1, 2024, a Meet Ticket is required for any project that is 1 mile or more in length. This includes any portions of a project that are connected, the combination of which **meets or exceeds** that 1-mile requirement. This requirement is intended to alleviate the stress on facility operators and locators to avoid multiple tickets and visits for one project.

The Meet Ticket requires a meeting to take place on site to discuss proposed excavation, schedule locates and share information. The meeting must take place at least 48 hours after the request, the affected facility operator must attend, reschedule, or reach a mutual agreement that the Meet is not required. Excavation start time must be **at least** 48 hours after the meeting and both periods exclude weekends and holidays.

An excavator and facility operator must submit documentation for each on-site Meet (or agreement that a Meet is not required) with GSOC through the ticket system. Visit www.gopherstateonecall.org for more information.

MNOPS REPORTING DATA AVAILABLE IN ITIC

Minnesota facility operators receiving 5,000 notifications or more during the previous year must now provide a report to the Minnesota Office of Pipeline Safety (MNOPS) each quarter. This report must include the number of notification requests by type, the percentages of notifications marked on-time as well as the number of utility damages that occurred by cause.

Registered facility operators can access some of this information through GSOC. For more information, visit www.gopherstateonecall.org.

UTILIZE MY TICKET ANALYTICS

GSOC provided users with the ability to view high-level ticket data analytics. Users are able to view historical ticket data by county, type of ticket, and date range. Facility operators and excavators are able to view and analyze their specific ticket data by start date and time on the ticket for the data submitted to GSOC Positive Response. This is a critical tool in analyzing data and enhancing damage prevention efforts throughout the state. For more information, visit www.gopherstateonecall.org.

Chief Operations Officer

Kelly Connolly

651-681-7307

kelly.connolly@gopherstateonecall.org

General Manager

Tammy Gardner

651-681-5700

tammy.gardner@gopherstateonecall.org