

ANNUAL REPORT

2025



JANUARY 1, 2025 - DECEMBER 31, 2025

As 2026 kicks off, we at GSOC wanted to send our best wishes for the new year.

We had a busy 2025. Over the past year, we introduced ticket management and design tools, and managed the implementation of electronic white lining. We also saw new legal requirements take effect, including the collection of geospatial location information for newly built and newly abandoned facilities, as well as a safety training certification for Fiber installers, which both took effect January 1, 2026.

GSOC has worked hard to ensure we are prepared for these changes. In November, we launched automated marking instructions for the Radius, Street, Property Excavation, and Route tools in ITIC. These tools can help improve the speed and accuracy of ticket submissions. This launch also helped set the stage for electronic white lining: starting January 1, 2026, excavators are now able to provide electronic or digital marks if they provide the same information as physical marks. Read more about this on our recently launched new website at www.gopherstateonecall.org.

In 2025, ticket volume was down roughly .1%, to 912,290 tickets. Ticket volumes were down over 2024 in the earlier months of the year, even over the summer and into the fall, and down in total at the end of 2025. GSOC expects ticket growth of 3.04% in 2026.

Meanwhile, the percentage of tickets filed online increased again to 86.3%, up .8% over last year. We continue to encourage users to file tickets online; online tickets are more efficient for both users and the notification center than a traditional called-in ticket.

In 2025, GSOC continued our work to implement software that allows underground mapping information to appear directly on a locate request. This fall, GSOC finalized implementation of Site X-Ray, powered by FuzionView. This new feature will allow facility operators to securely provide information on their underground assets to excavators and locators connected to the ticket. In

2026, GSOC will work with key pioneer partners to utilize and refine the system and continue reaching out to operators interested in participating across the state.

GSOC staff presented at more than 30 Damage Prevention meetings in spring 2025 and gave presentations to interested companies and partners throughout the state.

GSOC was represented at numerous events throughout the state to increase public awareness of the “call 811 before you dig” message, including the Minneapolis



Home + Garden Show, Northern Green, Farm Fest, and the Minnesota State Fair. GSOC invested in print, radio, and digital media advertising, including through the Star Tribune, KFAN, Linder Farm Network, Saint Paul Saints, and Gopher Sports. In the metro, you may have seen our ad on buses and light rail trains featuring GSOC’s own gopher!

GSOC also supported the Locate Rodeo and 811 5K Run/Walk, organized by the Minnesota Common Ground Alliance, as well as DIGIN Midwest’s Day of the Dozers. Thank you to the volunteers who supported these efforts.

In 2026, we will continue to provide the latest information and education to Minnesotans on damage prevention and safety, and to continuously improve the notification system. Finally, thank you again to Minnesota’s excavators, facility operators, and contract locators for working together to connect Minnesota for safe digging.

Have a safe year!



Kelly Connolly

Chief Operations Officer

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PURPOSE AND VALUES

GSOC 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

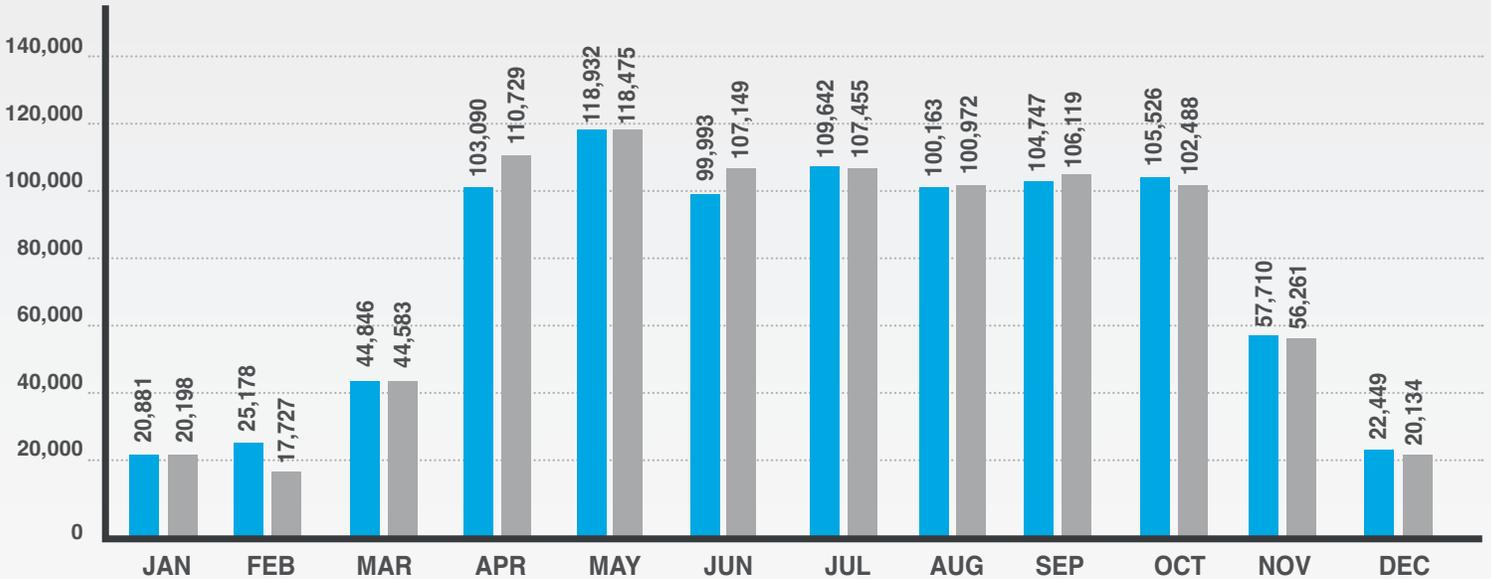
COLLABORATIVE

2025 BY THE NUMBERS

Incoming Ticket Volume

2024

2025



Online Ticket Requests	86.3%
Normal Tickets	799,878
Emergency Tickets	16,012
Boundary Survey Tickets	7,595
Meet Tickets	25,637
Owner Inquiry	360
Non-Excavation Tickets	10,909
Engineering/Pre-Con Meet	433
Update to Refresh Marks or Extend Life	51,079
Extended Start Time	387
Homeowner Tickets (Included in Normal Ticket Count)	74,818
7-County Metro	50.02%
Greater MN	49.98%

912,290
Total Tickets for 2025

0.1%
Increase Over 2024

3.04% in 2026
Projected Growth in Ticket Volume

Homeowner-Submitted Tickets

74,818 or **8.2%**
Total Tickets of Total Tickets

48%
Submitted Online

50.02%
Submitted from Seven-County Metro

49.98%
Submitted from Greater MN

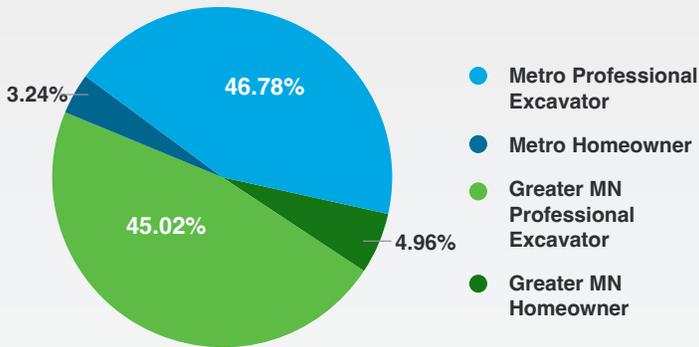
Web-Submitted Tickets

86.3%
Total Tickets Submitted Online

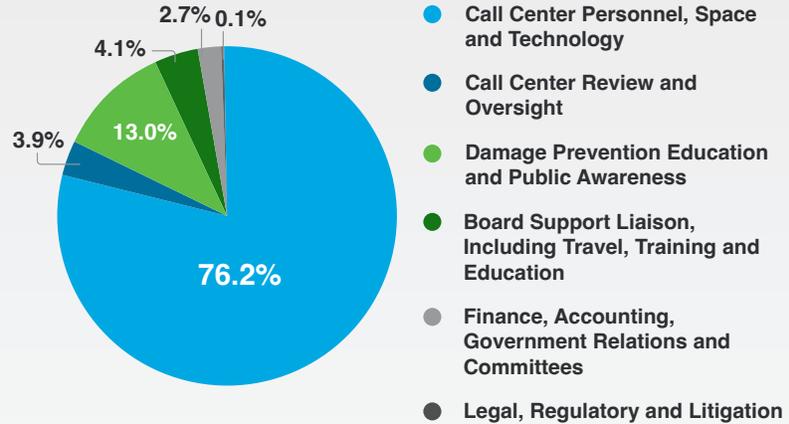
0.8% Increase Over Prior Year

OPERATIONS

2025 GREATER MN AND METRO TICKET PERCENTAGES



2025 CALL CENTER EXPENSES



2025 Top Social Media Posts



MEDIA CAMPAIGNS

Over
100
million
Total
Impressions

BOARD OF DIRECTORS

- Keith Novy**
CHAIR/PRESIDENT
Providing perspective from the Natural Gas Distribution Industry
- Ward Westphal**
VICE CHAIR
Providing perspective from the Excavation Industry
- Joe Thill**
SECRETARY
Providing perspective from the Telecommunications Industry
- Dave Hunstad**
CHAIR EMERITUS
Providing perspective from Municipalities Providing Utility Services

- Brian D. Connolly, P.E.**
TREASURER
Providing perspective from the Engineering Industry and Water and Sewer Services
- Patrick Warden**
ASSISTANT TREASURER
Providing perspective from the Landscaping Industry
- Jon Wolfram**
STATE FIRE MARSHAL
Director, Minnesota Office of Pipeline Safety
- Kris Anderson**
Providing perspective from the Telecommunications Industry

- Tom Hoffman**
Providing perspective from the Rural Electric Providers
- Phil Lesnar**
Providing perspective from the Excavation Industry
- Jason Ponciano**
VANGUARD UTILITY PARTNERS
Providing perspective from the Locate Industry of Greater Minnesota
- Sam Richert**
XCEL ENERGY
Providing perspective from the Energy Distribution Industry

- Mark Sellin**
SELLIN BROTHERS, INC.
Providing perspective from Excavation Industry of Greater Minnesota
- Ben Wallace**
USIC
Providing perspective from the Locate Industry
- Jeff Murray**
Providing perspective from the Pipeline Industry



WHAT'S IN STORE FOR 2026

IN 2026, GEOSPATIAL LOCATION INFORMATION REQUIREMENT GOES INTO EFFECT

As of January 1, 2026, facility operators with 10,000 or more customers must use “geospatial location information or an equivalent technology to develop as-built drawings of newly installed or newly abandoned facilities if exposed in the excavation area.”

For utility companies with fewer than 10,000 customers during the calendar year of 2025, the implementation period begins on Jan. 1, 2027.

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; and the number of utility damages by cause. Registered facility operators can access some of this information through GSOC. For more information, visit www.gopherstateonecall.org.

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