

**IOWA 811**

**ONE CALL** SM

The Official Newsletter of Iowa One Call

**Vol. 33, No. 3**

# Excavator

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# WHAT'S UP BELOW

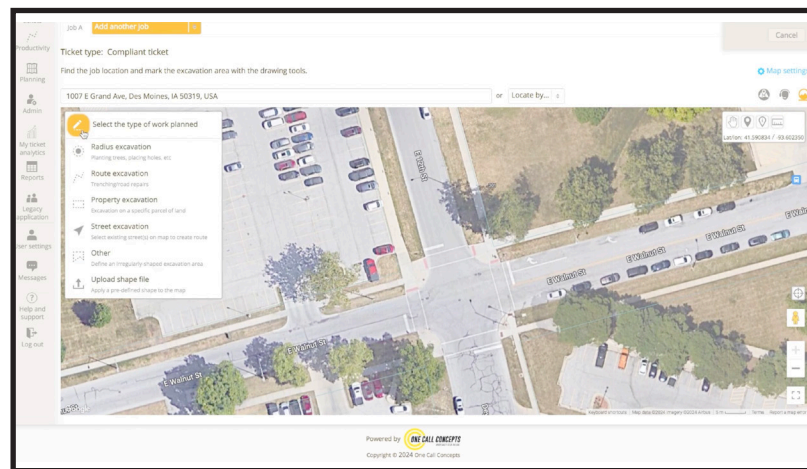


## ITICNXT: MORE THAN A TICKET SUBMISSION TOOL

Most excavators and stakeholders know Iowa One Call (IOC)'s online ticketing system – ITIC NextGen – as the fastest and most efficient way to submit locate requests. In fact, 87% of all tickets submitted to Iowa One Call (IOC) are processed online. But many users may not realize that it also serves as a powerful resource for managing and tracking those tickets, featuring tools that can help save time, improve accuracy, and support legal compliance. Because of this, we're excited to announce that IOC has entered a new era in online ticketing as NextGen retired on August 15. Iowa One Call's online ticketing system has been enhanced to ITICnxt as of that date.

### PRECISION MAPPING BUILT IN

The ITICnxt system includes an advanced mapping interface that features GIS-based mapping, Google Earth overlays, county parcel data, TIGER GIS data, and satellite imagery. These tools allow users to generate real-world maps that clearly and precisely show where a planned excavation will take place. Users can also select from multiple mapping tools to draw digital shapes (polygons) around the proposed excavation area – a process that, if done properly, can serve as virtual white lining to meet code requirements for pre-marking. This online ticketing process eliminates the need to call the center and verbally explain the location of a planned excavation to an operator who may be unfamiliar with the area. Instead, users can apply their own local knowledge directly within the interactive mapping interface, ensuring greater accuracy and detail when identifying the proposed dig site.



Additionally, the more complete and precise a ticket is when submitted, the more likely it is that the locating and marking process will be completed without delay. Vague or incomplete tickets may be returned with a status of “not marked/ inaccurate information,” requiring the excavator to provide additional information or physical pre-marking (“white lining”) at the proposed excavation area as required per Iowa Code chapter 480.4(1)(e).

## ACCESS TO TICKET HISTORY

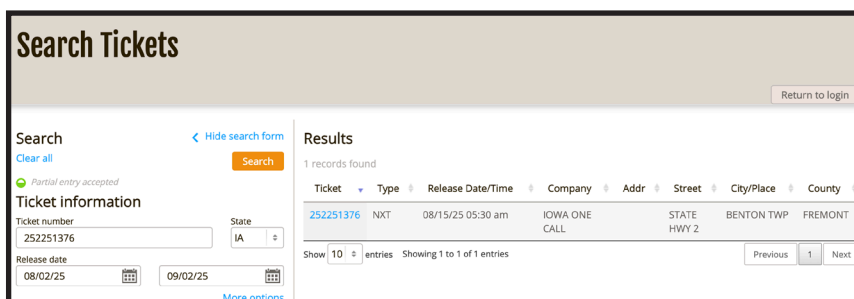
Every notice of proposed excavation (“locate request”) submitted through the system is stored in a secure database for seven years. This comprehensive ticket repository maintains a complete, time-stamped record of:

- All user-provided data (caller, excavator, location, contact info, etc.)
- The digital map of the planned excavation area submitted by the user
- The written description of the planned excavation area submitted by the user
- All of the utility operators notified
- The locate status responses from each notified operator/locator
- Timestamps showing when and how each operator/locator responded
- Any comments or notes added by the user

Users can verify precisely when a locate status was submitted and whether it was received within the required 48-hour timeline. The system’s default status is “not yet responded,” which remains until the operator/locator enters an updated status – e.g., “marked,” “cleared,” “standby required,” “agreed to marking schedule,” or “not marked, inaccurate information.”

This information can be accessed via the **“Ticket History”** link provided on all digital tickets. Tickets themselves can be retrieved using the **“Search for a Ticket”** function within the system. Users can also query ticket records by ticket number, address, excavator, operator, or by using the mapping tools to draw a polygon around the geographic address or area in question.

It’s a valuable tool for verifying locating and marking status, managing projects, and reviewing locate responses – especially when dealing with disputes, compliance checks, or incident investigations.



Ticket	Type	Release Date/Time	Company	Addr	Street	City/Place	County
252251376	NXT	08/15/25 05:30 am	IOWA ONE CALL	STATE HWY 2	BENTON TWP	FREMONT	

## “SEARCH FOR A TICKET” FUNCTION

From the Iowa One Call website homepage, users can access the “Search for a Ticket” portal to look up any ticket or locate request. This feature is not only useful for managing one’s own tickets, but also for checking whether excavations are taking place nearby. It’s an easy way to determine the reason for locate marks in a given area.

## INTRODUCING TICKET TALK

A newer feature within ITICnxt is **Ticket Talk**, a built-in messaging system that allows excavators, locators, and operators to exchange text-based messages tied directly to each ticket. This two-way communication tool provides an optional method for excavators and operators/locators to exchange information, ask questions, clarify details, and correspond with each other to enhance the communications process.

Key points about Ticket Talk:

- Messages are visible to all users listed on a ticket
- Message threads are retained for seven years
- New messages and unread messages/threads are clearly flagged
- Messages can’t be edited or deleted once submitted

- An excavator can send a message to one or multiple operators
- Operators can reply within the same thread
- Operators can initiate a message thread which excavators can respond to

### Ticket Talk does not replace the required process.

It's important to note that Ticket Talk does not replace the legal notice process. It cannot be used to change the scope of work, cancel a ticket, request a locate, or submit a new notice. However, it can be used to clarify details, coordinate schedules (if both parties agree), or add context to a ticket in progress.

**Ticket actions**

**Ticket information**

Ticket number: 252251376

Updated by: 252270913

Type: COMPLAINT

Revision: 2

Op: velbur99 / acthrise

Original call date: 08/13/25 10:24 am

Work to begin date: 08/18/25 06:00 am

Locate shall be completed no later than: 08/18/25 06:00 am

Expiration date: 09/12/25 11:59 pm

**Dig site location**

State: IA

County: FREMONT

City: BENTON TWP

City limits: No

Address: STATE HWY 2

Work to be on or along: DKE RD

Area to be marked: MARKING INSTRUCTIONS: MARK A 150 FT RADIUS AROUND ...

**Remarks**

Township: BENTON TWP

Section: 30

Qtr section: SW

Coordinates for each locate:

Polygon 1: 40.6772363, -95.8214813 40.6772326, -95.8214881 40.6771727, -95.8214679 40.6771248, -95.8214992 40.6770769, -95.8215386, ...

**Excavation information**

**Caller information**

**Conversation history**

This conversation portal does not replace stakeholder, locator or excavator responsibility to follow all laws and rules within the one call system. Note that some users may not receive a notice that a conversation message has been added.

Date	Type	District	Company	Username	Sent to	Notes
08/13/25 11:58 am	Message Added	TEST02	ONE CALL CONCEPTS TEST CODE	christinw@occinc.com	christinw@occinc.com	Test
08/13/25 11:07 am	Message Added	TEST01	ONE CALL CONCEPTS TEST CODE	christinw@occinc.com	christinw@occinc.com	Message Example Ticke <a href="#">Show More</a>
08/13/25 10:35 am	Message Added			christinw@occinc.com	TEST01	Message Example Ticke <a href="#">Show More</a>


Showing 1 to 3 of 3 entries

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## ACCESSING ITICNXT

With the shift from ITIC NextGen to ITICnxt, the platform has continued to evolve as a comprehensive resource for excavators, locators, operators, and other stakeholders. If you aren't using its full range of features, now is a good time to explore what's available. **If you'd like to learn more about ITICnxt, please email [ialead@occinc.com](mailto:ialead@occinc.com) for training.**

As always, to submit tickets, search for past notices, or use the Ticket Talk feature, visit the [Iowa One Call homepage](#) and head to the "Submit and Manage Tickets" section. From there, users can access the tools appropriate for professional excavators or homeowners, or access search functions.



Ticket Talk "two-way" communication is now available to all Iowa One Call Users! See how it works [here](#).

NextGen, the legacy version of ITIC, will be retired on Aug 15. If you haven't already switched to the newest version (ITICnxt), please email [ialead@occinc.com](mailto:ialead@occinc.com) for training.

**Save the Date: Iowa Excavation Safety Summit**

**January 29, 2026**

Visit the official summit website for the latest information:

[SAFETY SUMMIT WEBSITE](#)

**Submit & Manage Tickets**

Contacting Iowa One Call is easy! Simply click one of the buttons below to submit your ticket information quickly and efficiently. You can also search to view the status and Positive Response of a ticket.

EXCAVATORS CLICK HERE

HOMEOWNERS CLICK HERE

SEARCH FOR A TICKET

DESIGN PROFESSIONALS





# WHY IS MY YARD MARKED IF I DIDN'T CALL FOR A LOCATE?

You've stepped outside and noticed colored paint lines or utility flags in your yard. You didn't request a locate, so you're probably wondering why. While you already know Iowa One Call is the system used to prevent damage to underground utilities, it's still understandable to feel confused when markings appear unexpectedly on your property. So, what's going on?

## COMMON REASONS FOR UNEXPECTED UTILITY MARKINGS

Even if you didn't personally submit a locate request, there are several reasons your yard might be marked:

- **Municipal or Utility Work:** Your city, county, or a public utility may be planning maintenance or upgrades – such as water main replacements, storm sewer work, or road reconstruction – that include work on or adjacent to your property.
- **Fiber Overbuild Projects:** High-speed internet expansion is happening across Iowa, often through “fiber overbuilds.” These projects can involve contractors marking areas within utility easements or public right-of-ways that run through or along residential properties.
- **Grid Overlap:** Sometimes, the area described on a locate ticket extends beyond the precise work site. This “over-gridding” can cause markings to appear in neighboring yards, even when the excavation will happen next door or nearby.
- **Ticket Errors:** Though rare, a locate ticket may include an incorrect address or poorly defined dig area, which can lead to markings being placed on the wrong property.

## WHAT IS AN EASEMENT, AND WHY DOES IT MATTER?

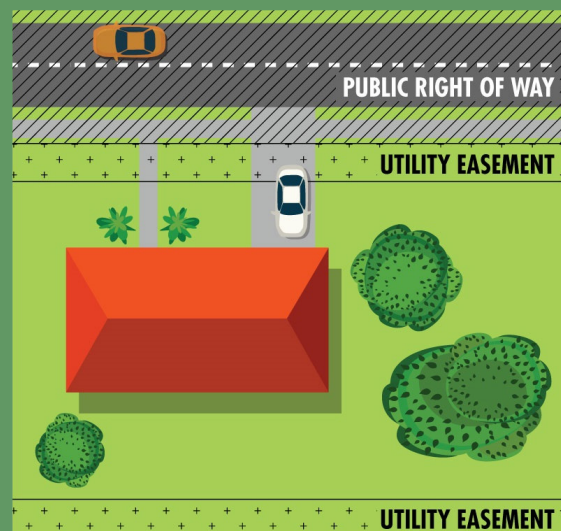
Many property owners are surprised to learn that utility lines may legally exist on portions of their land. This is due to **utility easements** – designated areas where utility providers have the legal right to access, maintain, or install infrastructure.

Easements often run along:

- The front or rear edges of your property
- Side yards or alleyways
- Shared access corridors in neighborhoods

Although the land is part of your property, **easements limit what you can do in those areas**, and they grant utility companies the right to enter and work there without needing further permission.

If your yard is marked, it may be because utilities are accessing lines within an easement, even if the actual work isn't happening on your house or driveway.



## STILL HAVE QUESTIONS?

We understand that seeing unexpected flags or paint in your yard can be concerning. If you'd like more information about a locate on your property or have questions about utility easements, we encourage you to reach out. We're here to help clarify and make sure you feel informed and confident about what's happening in your neighborhood.

Visit [iowaonecall.com](http://iowaonecall.com) or contact our team – we're happy to assist.

# INTRODUCING THE Safe Excavator App

State laws pertaining to excavation (or digging) vary – and finding the specific information you're looking for quickly can be a challenge.

The **Safe Excavator App** makes it easy to find state-specific excavation information including the following requirements or events:

- ▼ Advance notice or wait time
- ▼ Pre-marking ('whitelineing')
- ▼ 811 ticket information
- ▼ Names of local enforcement agencies and 811 call centers, also connecting you electronically to submit a locate request
- ▼ Includes safe digging tips + checklist

PLEASE CONTACT  
**Lindsay Sander**  
713.208.0273  
LNS@SanderResources.com  
WITH ANY QUESTIONS.

**National  
Excavator  
Initiative**  
*Safety always.*

FREE to download in the App store (Apple) and Google Play (Android)

Search "safe excavator" or "safeexcavator" and look for the orange shovel

Google play

Available on the App Store

As simple as...  
**1...2...3!**

- 1 Select a state
- 2 Pick an activity
- 3 Research your topic



[www.safeexcavator.com](http://www.safeexcavator.com)



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

The National Excavator Initiative is an effort to raise the awareness of a critically important program: 811.

Contacting 811 before digging is the single most critical action an excavator can take to help ensure their health and safety are protected, while at the same time preventing financial harm and environmental impact.





# SPRING AND SUMMER HIGHLIGHTS: WHAT HAS IOWA ONE CALL BEEN UP TO LATELY?

We wanted to take a moment to share some of the exciting things Iowa One Call has been a part of over the past several months. From statewide photo contests to community events, it's been a productive season full of connection and creativity.

## Celebrating National Safe Digging Month with a Statewide Photo Contest

April was National Safe Digging Month and to help raise awareness in a fun and engaging way, Iowa One Call hosted a photo contest inviting Iowans to showcase the beauty of our great state. The response was incredible with over 100 photo entries submitted!

Twelve stunning photos were selected to be featured in our upcoming 2026 Iowa One Call calendar, which is already in production and set to be released in early January 2026. We're excited to highlight the diverse landscapes and communities that make Iowa such a special place to live and work.



Want to check out the winning photos? You can view them all here: [Calendar Photo Contest Recap](#). Thank you to ALL participants – Iowa pride is real and as strong as ever!



## Partnering with the Principal Charity Classic

From May 30 to June 1, Iowa One Call sponsored and participated in this year's Principal Charity Classic – Iowa's annual PGA Tour Champions golf tournament and charitable event that brings pros, businesses, and families together to support Iowa kids.

Throughout the three-day event, attendees had the chance to score Iowa One Call apparel at our booth, including branded hats, golf polos, and golf balls – just by snapping a photo with our very own Risky Ronnie cutout. Participants could then post their photos to their Instagram or Facebook stories and tag Iowa One Call and the Principal Charity Classic for a chance to win a gift card to Top Golf. There were nearly 40 entries!

Thank you to everyone who stopped by the booth, took a photo, and helped spread the important message

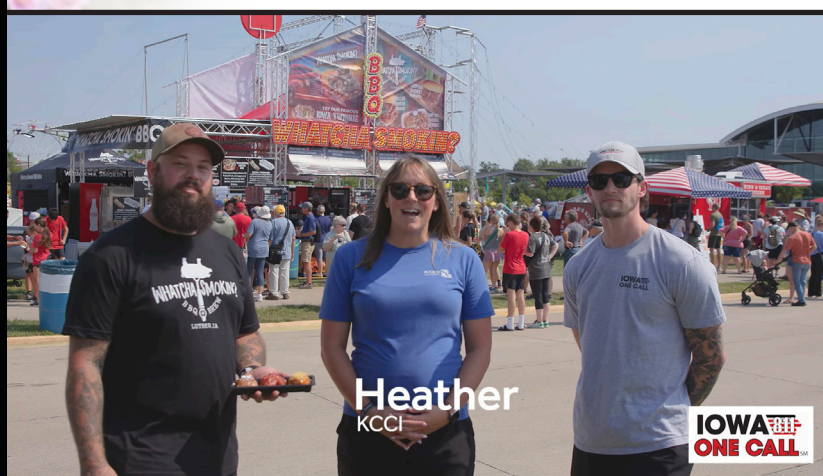
to dig safe – we loved seeing your creativity and enthusiasm! And of course, a big thank you to our wonderful partners at the Principal Charity Classic for hosting such a fantastic event. We're already looking forward to what next year brings!



## Iowa One Call at the Iowa State Fair

The Iowa State Fair remains one of the most beloved traditions in the state – and it's only getting bigger! In 2024, the fair welcomed a record-breaking 1,182,682 visitors, surpassing the previous attendance record by over 48,000. That incredible turnout gave Iowa One Call a chance to connect with more lowans than ever, in a way only the fair can deliver.

We looked to build on that momentum in 2025, which boasted a total of 1,160,121 total visitors. From August 7 to 17, Iowa One Call was back at the fairgrounds. Set up inside the Varied Industries Building, fairgoers could stop by to pick up exclusive Iowa One Call promotional items – some of which are only available at the fair! And of course, many photos were snapped with the always-popular Risky Ronnie cutout.



We also once again partnered with KCCI to bring you behind the scenes fair content and hosted a collaborative segment at the MidAmerican Energy Stage, where we held interactive giveaways every weekday. It was a great way to enjoy the fair, connect with our team, and maybe even walk away with some prizes!



Thank you again to all the fairgoers who stopped by our booth and to everyone who joined in on the giveaways at the MidAmerican Energy stage. Nothing brings us closer as a community quite like the Fair, and this year was no exception. Here's to keeping the message of safe digging front and center and to another record-breaking year at the Iowa State Fair!



IowaStateFair





# RETIRING BOARD MEMBERS

This year, Iowa One Call bids farewell to three long-serving board members whose dedication, insight, and service have left a lasting mark on both our organization and the state of Iowa.

- **Tom Sailer** – Alliant Energy
- **Greg Grey** – Retired
- **Randy Brown** – Mediacom

Each of these individuals volunteered their time and expertise for many years, helping shape the direction and mission of Iowa One Call. Their work wasn't just about meetings and decisions – it was about protecting Iowans, strengthening our presence across the state, and advancing safe digging practices for the good of every community.

Their leadership and commitment have played a vital role in making Iowa One Call what it is today and while we're sad to see them step down, we're incredibly grateful for the time, care, and energy they've poured into this organization.

To our retiring board members: thank you for your years of voluntary service, your leadership, and your unwavering support of Iowa One Call's mission. We wish you the very best in your next chapter, and we'll always consider you part of the Iowa One Call family.



## LOOKING AHEAD



### 2026 IOWA EXCAVATION SAFETY SUMMIT

We're happy to announce that planning for the 2026 Iowa Excavation Safety Summit is well underway!

The summit will take place on January 29, 2026, at the Jacobsen Center on the Iowa State Fairgrounds – the same great location as last year, but with even more in store. You can expect things to be bigger and better this time around.

This annual summit is all about bringing together industry professionals, utility partners, and safety advocates from across the state of Iowa with a mission to share knowledge, highlight best practices, and explore the latest advancements in excavation safety. It's an opportunity to connect with others who are committed to keeping Iowans and our underground infrastructure safe.

Registration is now open for sponsors and exhibitors. For full details or to register, visit [iowasafetysummit.com](http://iowasafetysummit.com). If you have any questions or would like more information, feel free to reach out to Ricky at [ricky.bennett@netins.net](mailto:ricky.bennett@netins.net) or Ben at [benbooth@netins.net](mailto:benbooth@netins.net) directly – we'd love to hear from you!

Mark your calendars and stay safe out there!

# IN THE NEWS



**IOWA 811**  
**ONE CALL**<sup>SM</sup>

*Local Excavation and  
Safety News From  
Around the Web*



## **NUCA of Iowa Dozer Day 2025**

[iowa.dozerday.org](http://iowa.dozerday.org)

Dozer Day, hosted by the National Utility Contractors Association of Iowa, is a one-of-a-kind, family-friendly event that allows kids to hop into the driver's seat of real construction equipment—dozers, excavators, backhoes, and more—with professional operators guiding them! More than just fun—Dozer Day promotes careers in construction and raises money for charity!

**When:** September 20-21, 2025

**Where:** Iowa State Fairgrounds

For tickets and more info visit [iowa.dozerday.org](http://iowa.dozerday.org)!



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