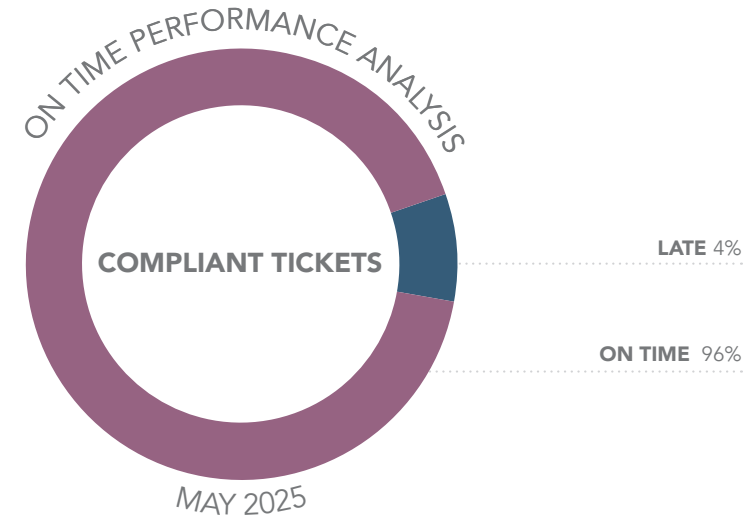
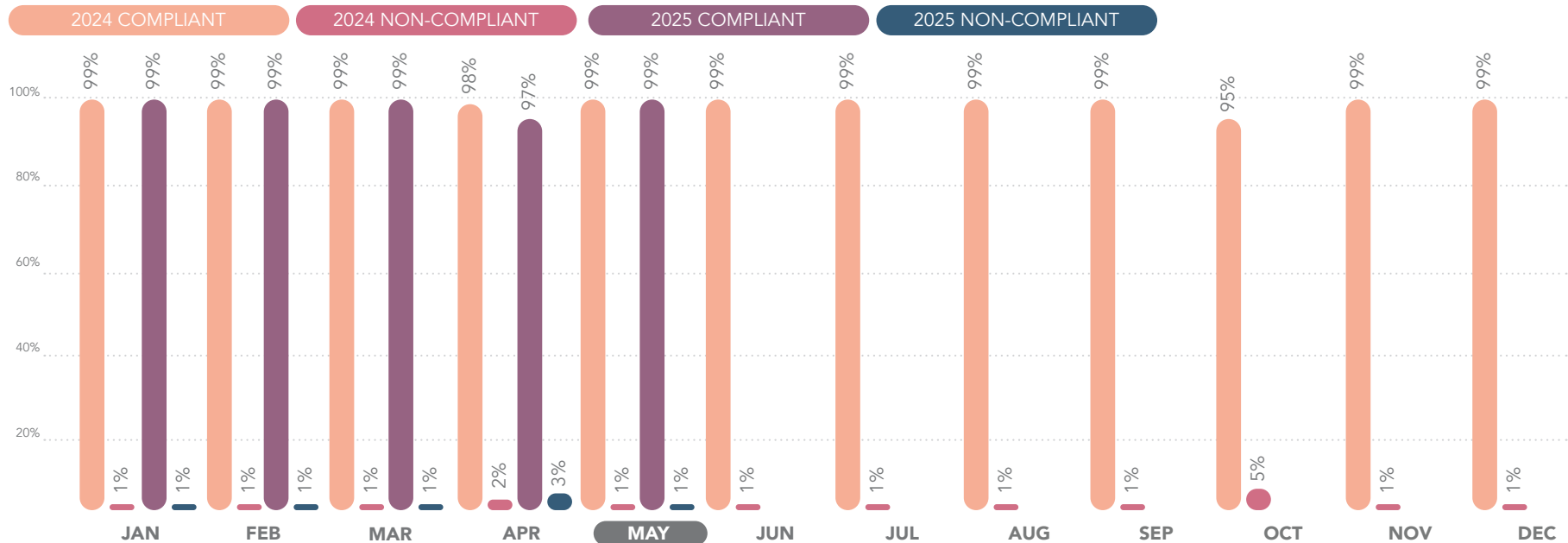


The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within the time frame established by state law.



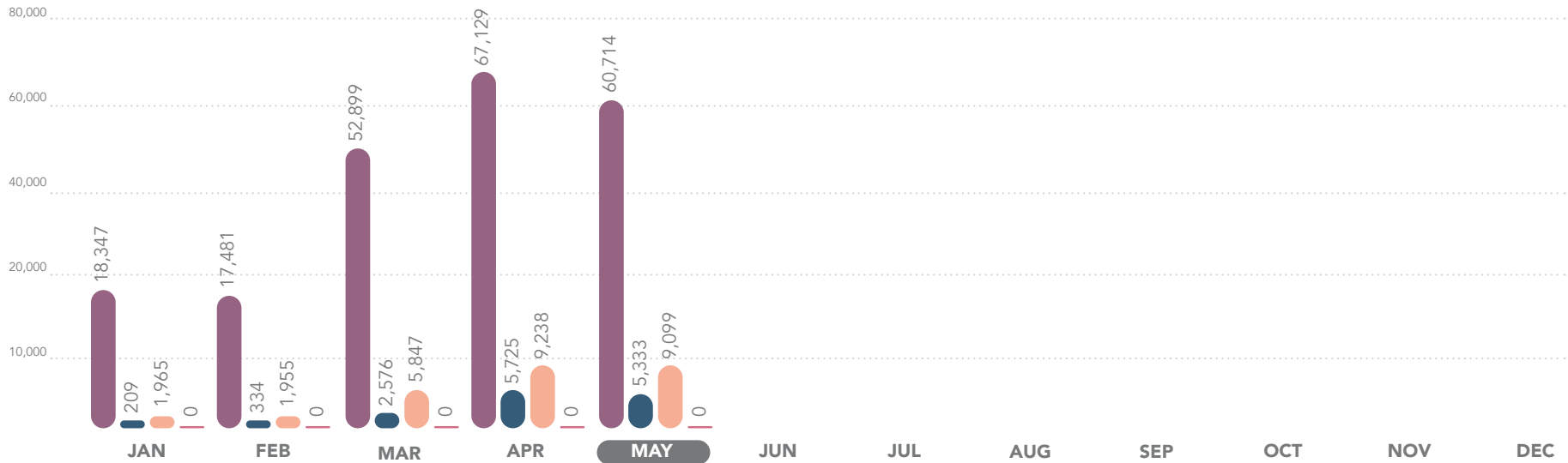
POSITIVE RESPONSE COMPLIANCE



ITIC, ITIC Lite, and ITIC Mobile activity all continue to grow, and make up a greater percentage of incoming locates. Phone In activity will continue to make up a smaller portion of the total as more IOC users make the change to on-line ticket entry. Total incoming volume is now slightly ahead of last year's levels.

MONTHLY ITIC ACTIVITY

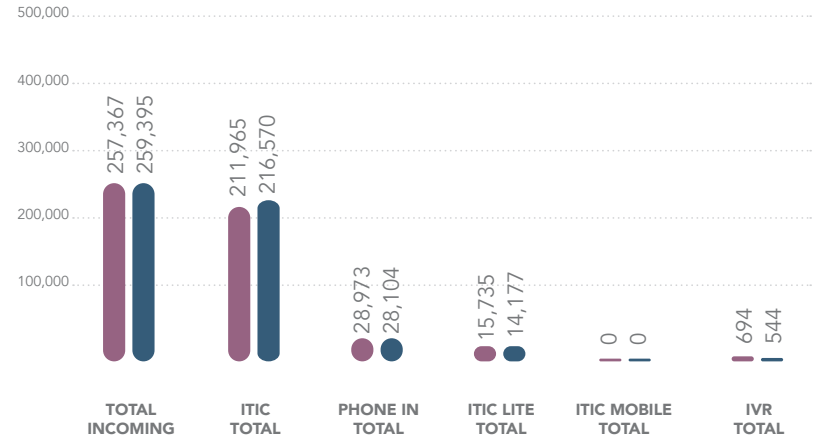
ITIC ITIC LITE PHONE IN ITIC MOBILE



ITIC ACTIVITY Y-T-D

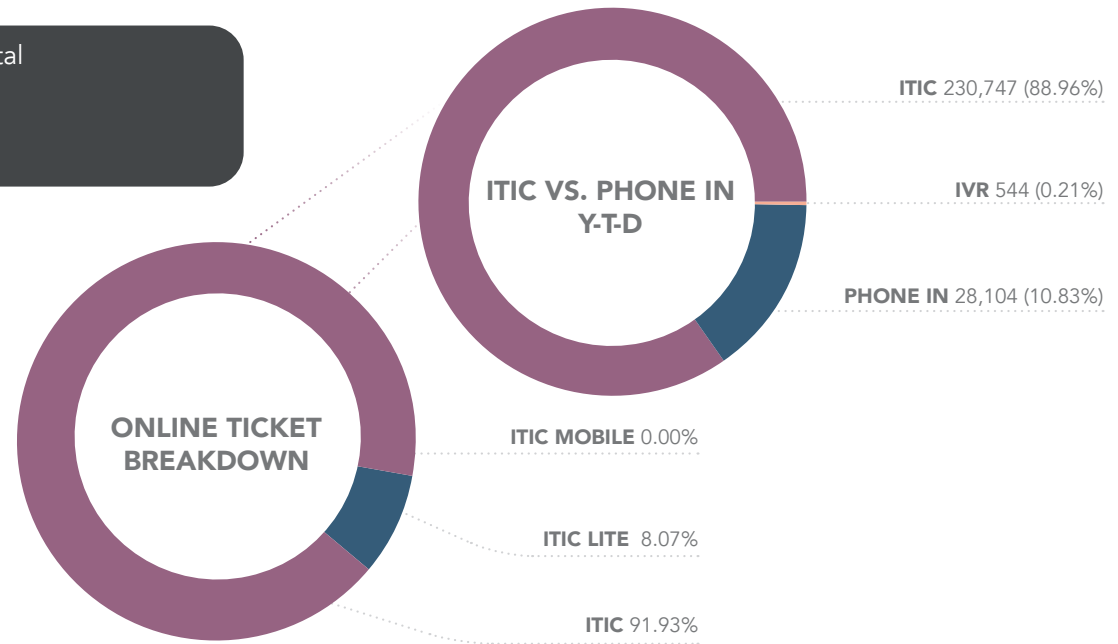
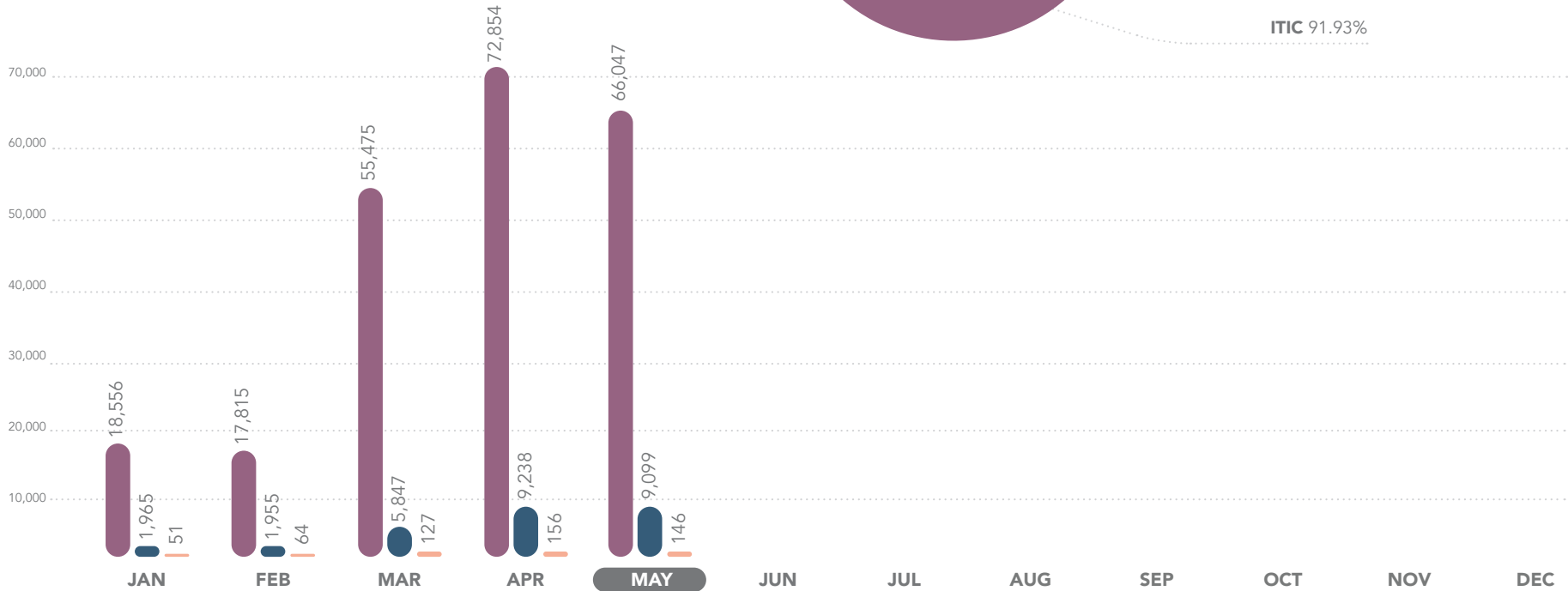
Y-T-D 2024

Y-T-D 2025



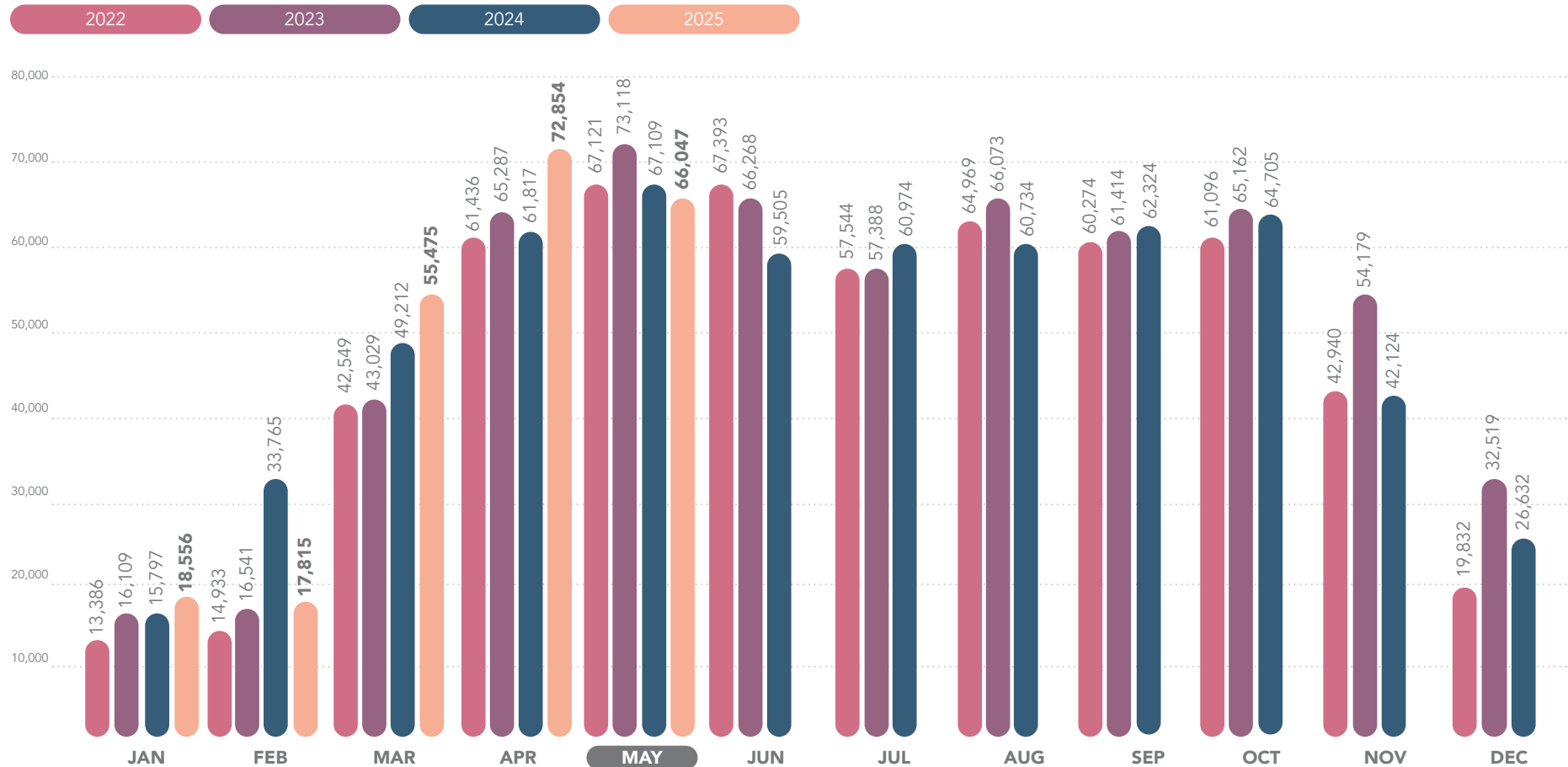
The number of tickets received through ITIC is nearly 90 percent of the total incoming volume.

ITIC VS. PHONE IN



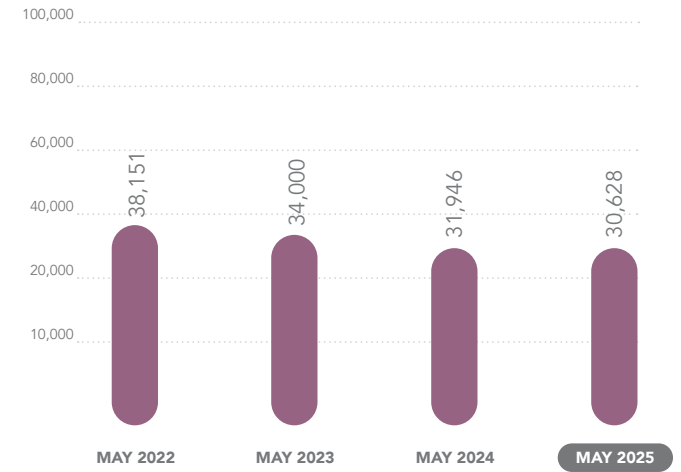
This chart tracks ITIC usage through the last few years.

COMPARATIVE ITIC VOLUME

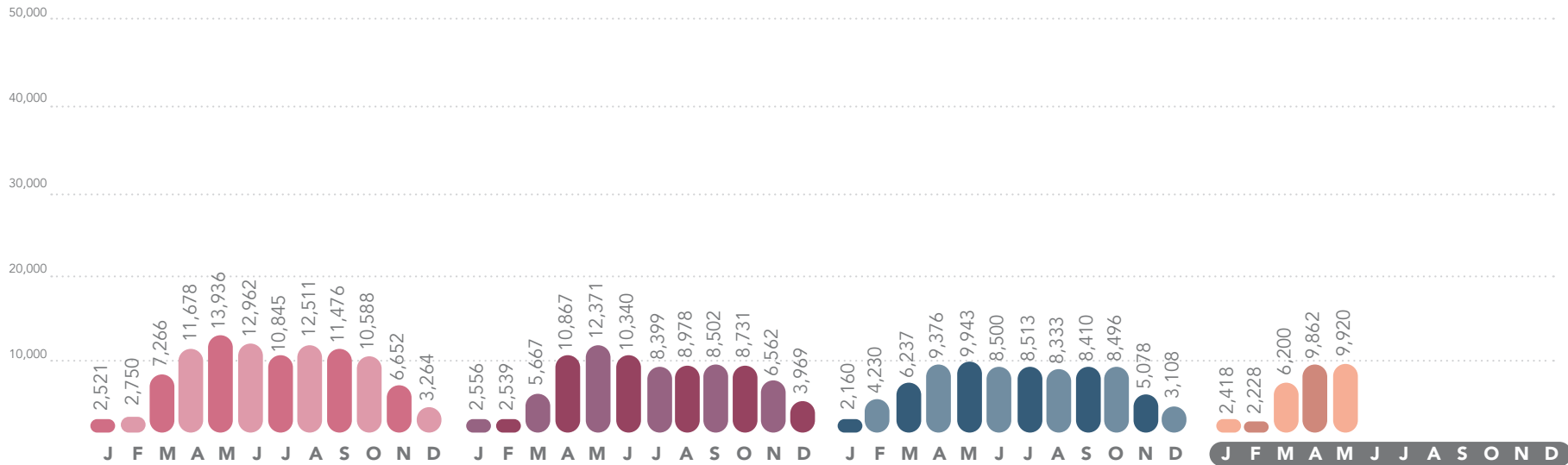


Total current month number of incoming phone calls is slightly lower than this month in 2024 even as the overall number of tickets submitted on line continues to grow.

TOTAL INCOMING CALLS Y-T-D

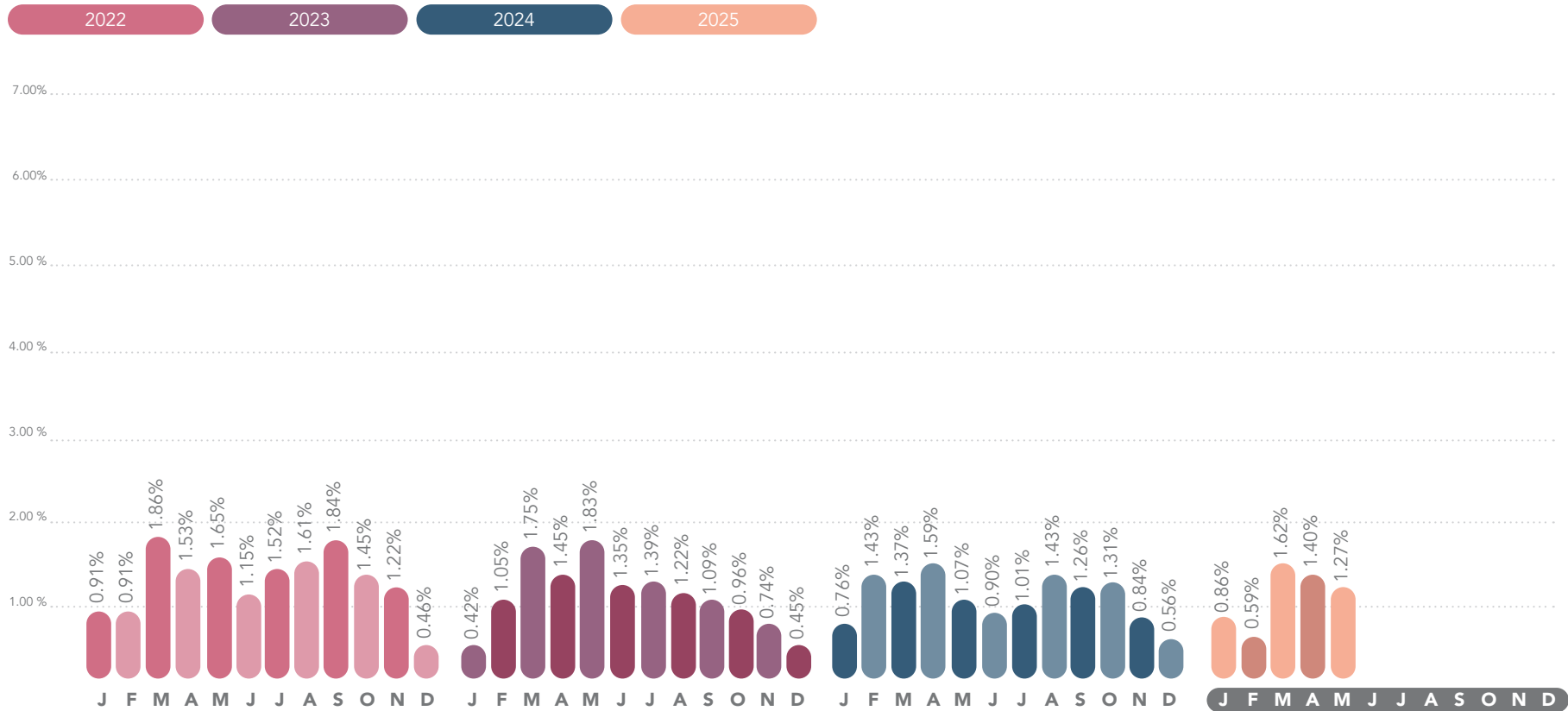


TOTAL INCOMING CALLS



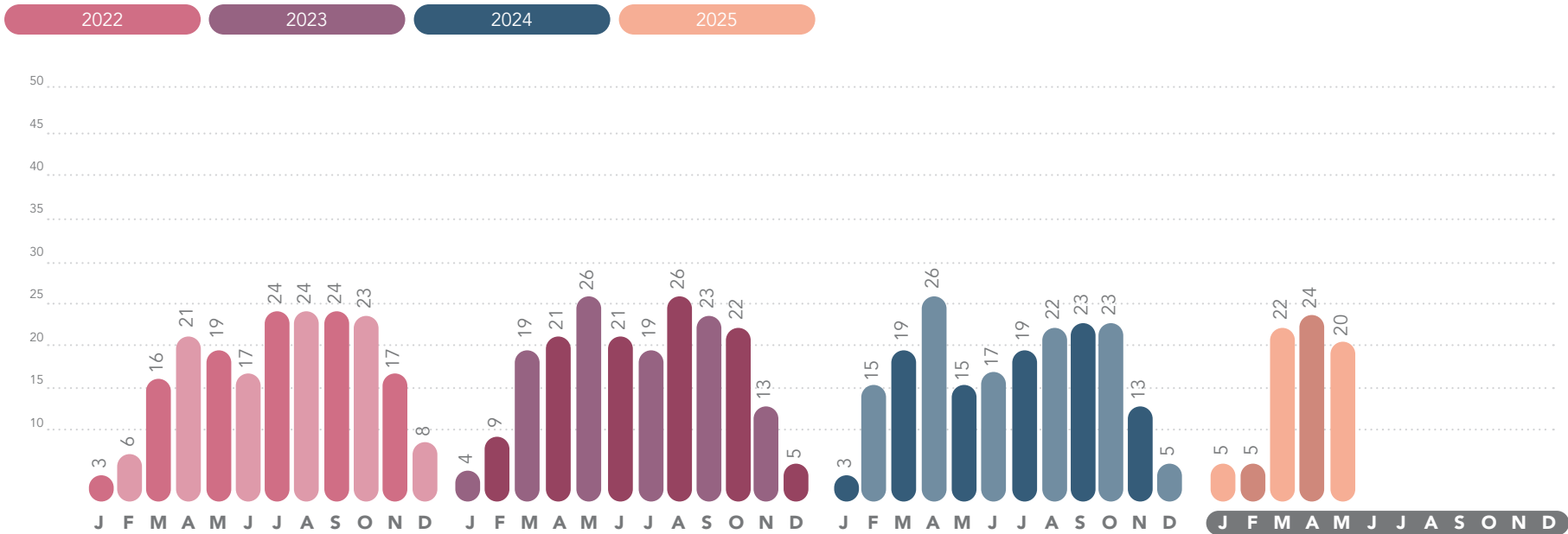
The percentage of Abandoned Calls is slightly higher this month than April 2024.

CALLS ABANDONED

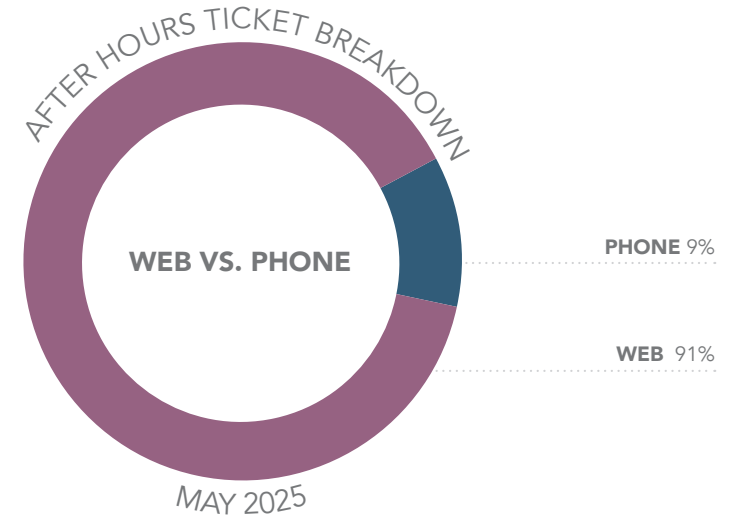


The average speed to answer is slightly higher than last year for this period.

AVERAGE SPEED TO ANSWER

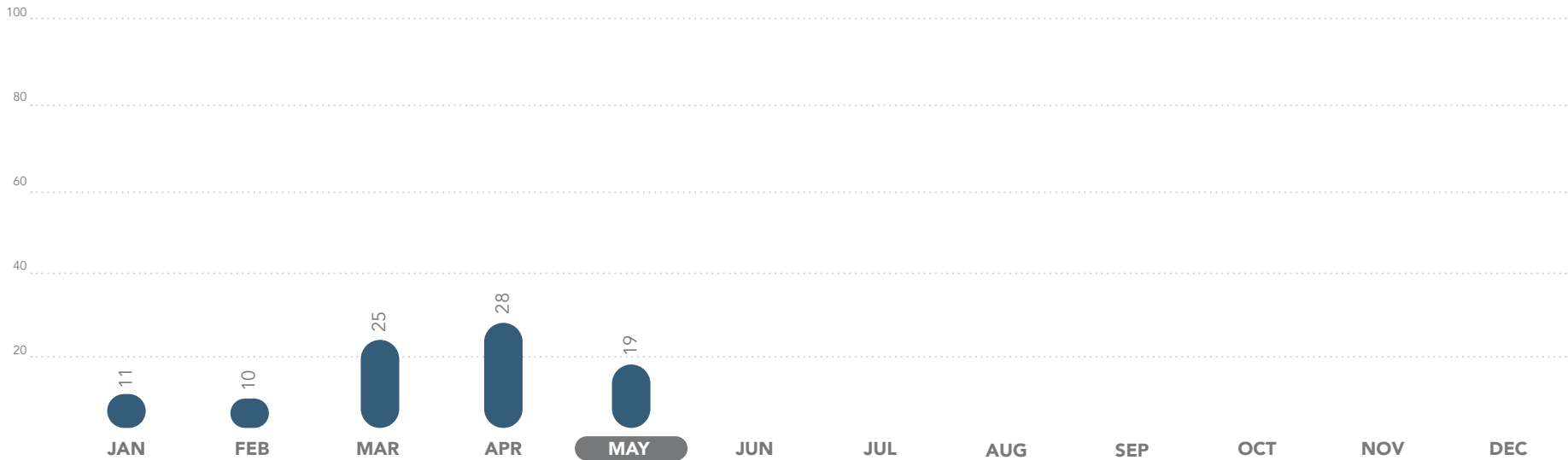


The chart below reflects the average speed (ASA) to answer during the after hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC.



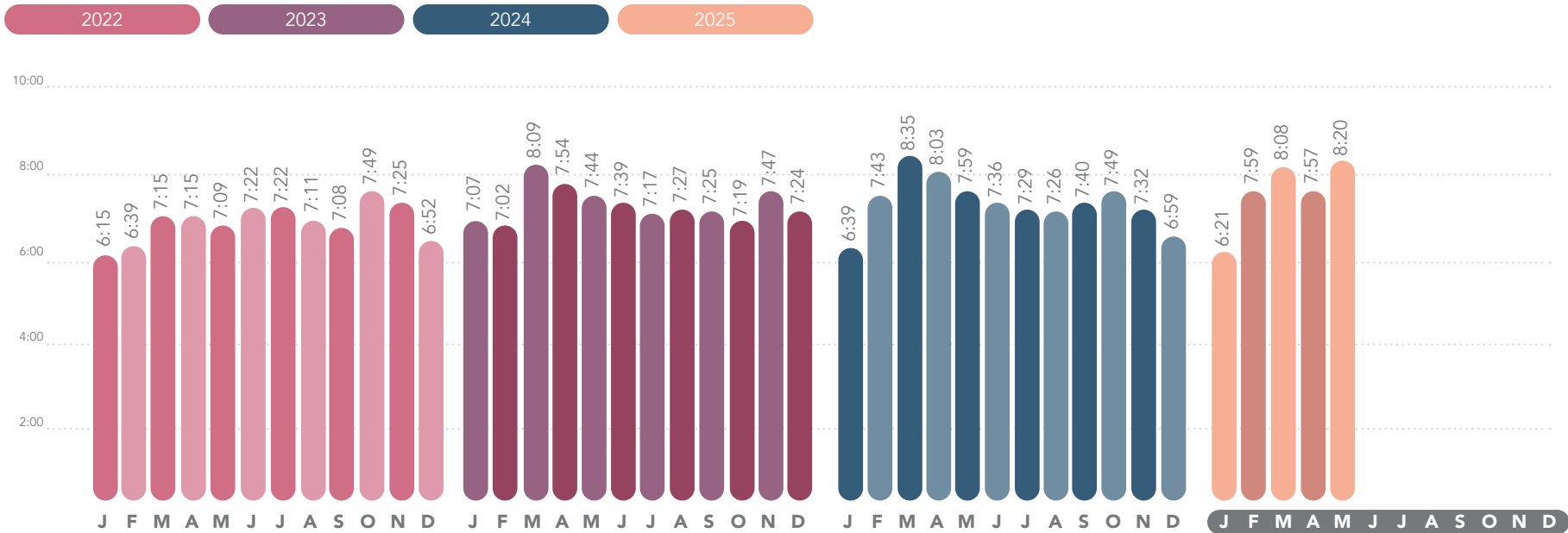
AVERAGE SPEED TO ANSWER AFTER HOURS

2025



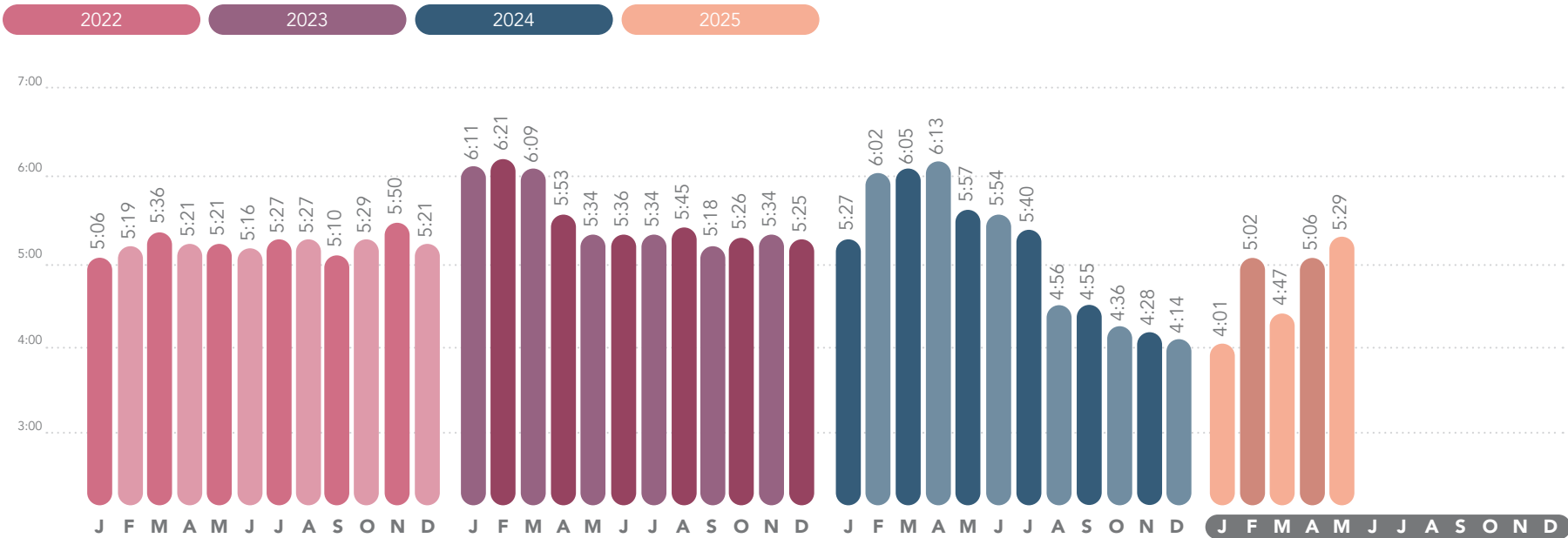
Average talk time is slightly higher than it was last year at this time.

AVERAGE TALK TIME



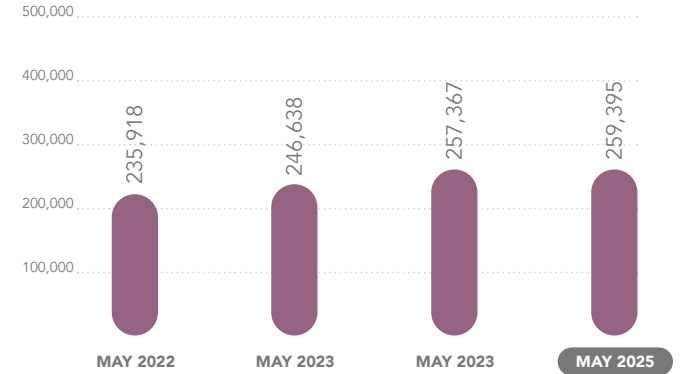
The average time per ticket is significantly lower than it was last May.

AVERAGE TIME PER TICKET

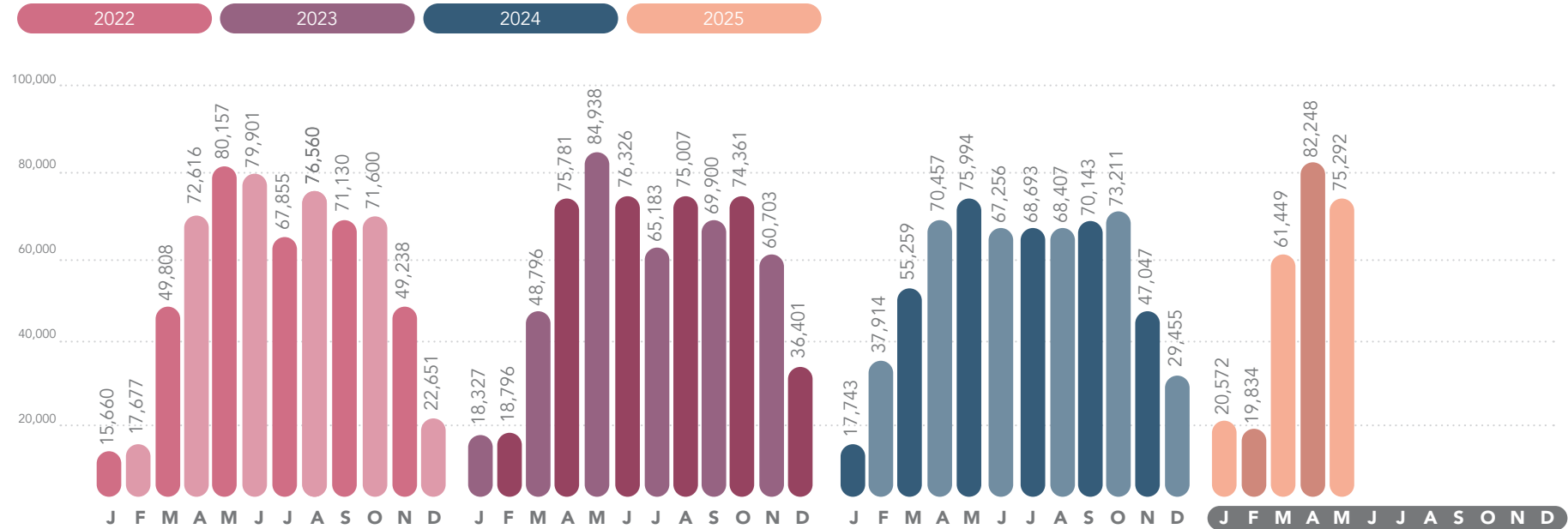


While monthly incoming ticket volume is slightly lower than last year, YTD incoming volume is slightly higher than last year for this period.

INCOMING TICKET TOTALS Y-T-D

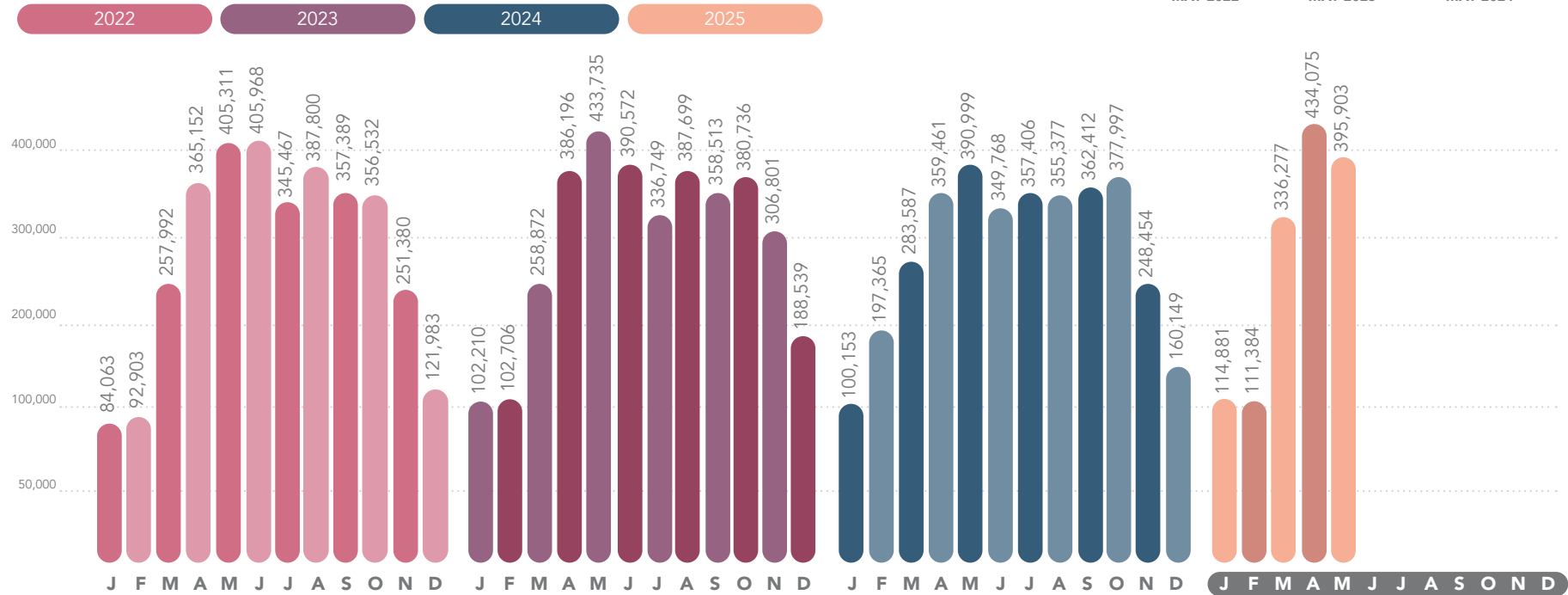


INCOMING TICKET TOTALS

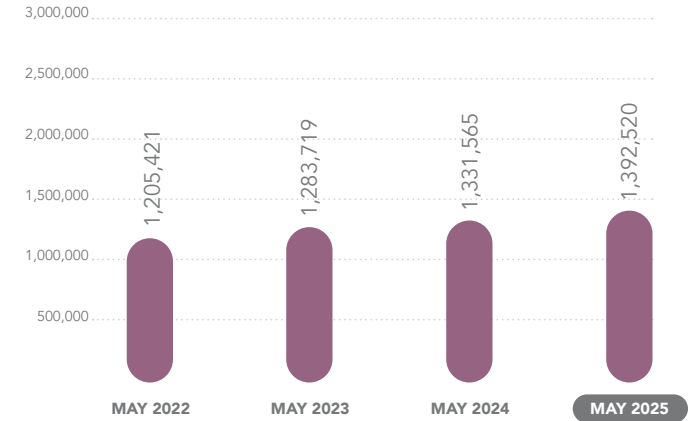


Outgoing ticket totals follow the pattern set by incoming tickets.

OUTBOUND TICKET TOTALS

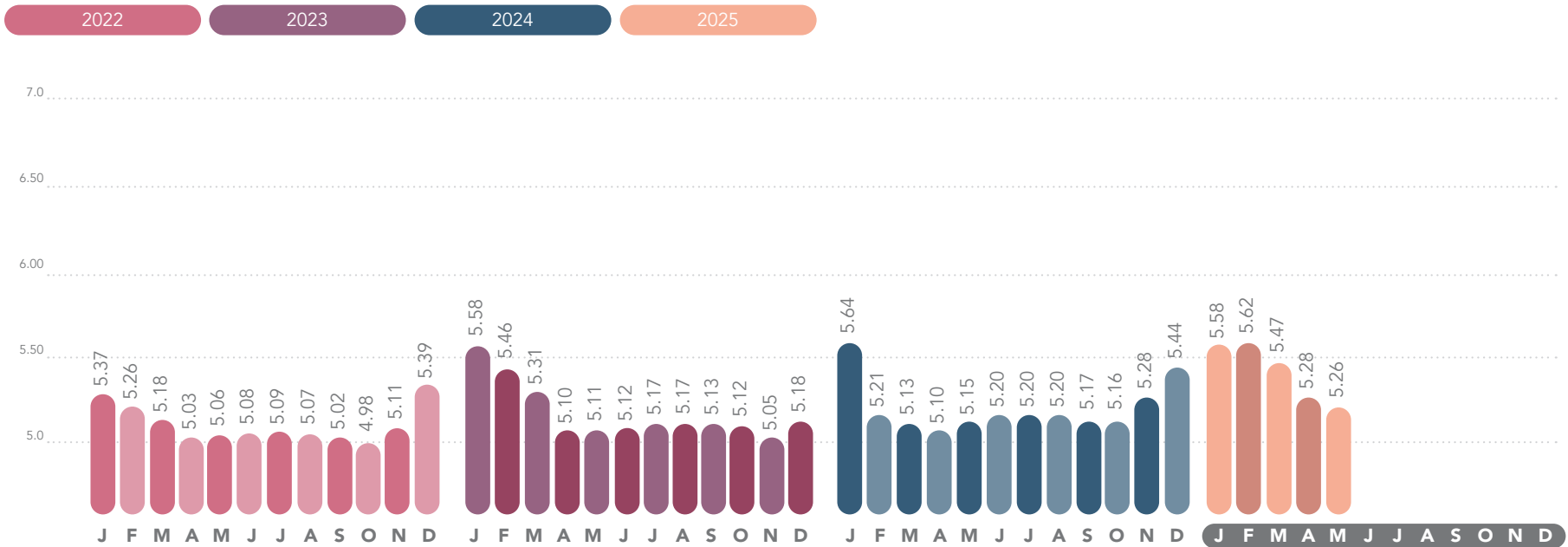


OUTBOUND TICKET TOTALS Y-T-D



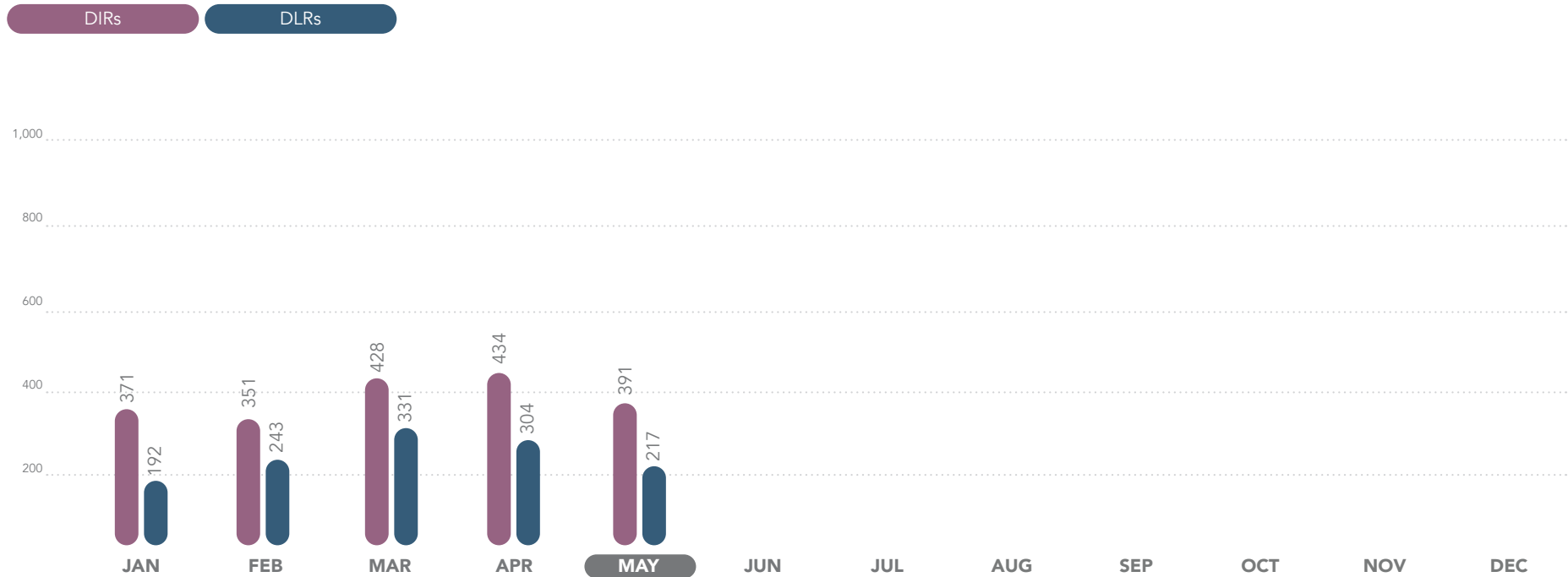
The in/out ratio has followed the historical pattern.

IN/OUT RATIO

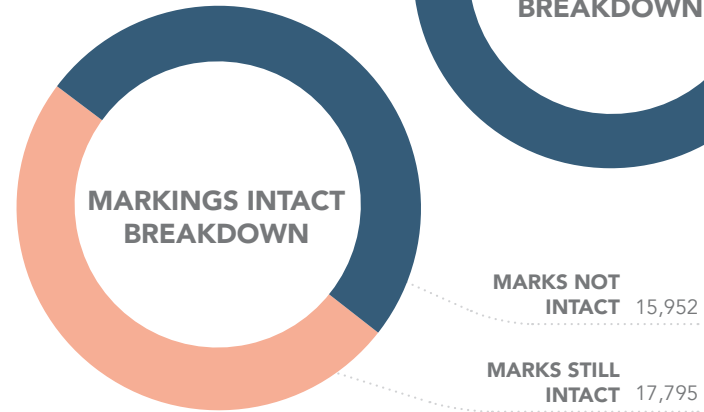
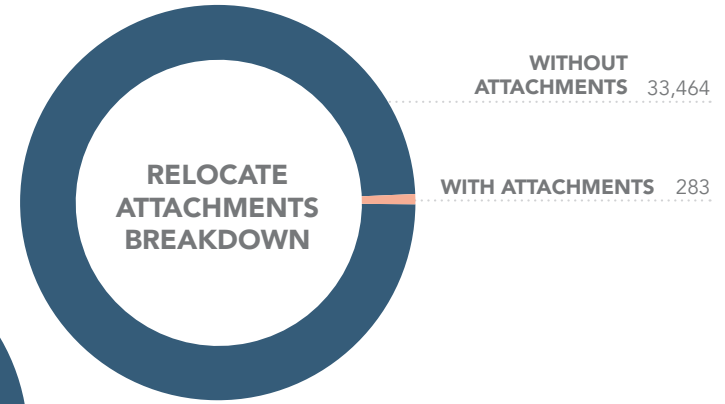


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

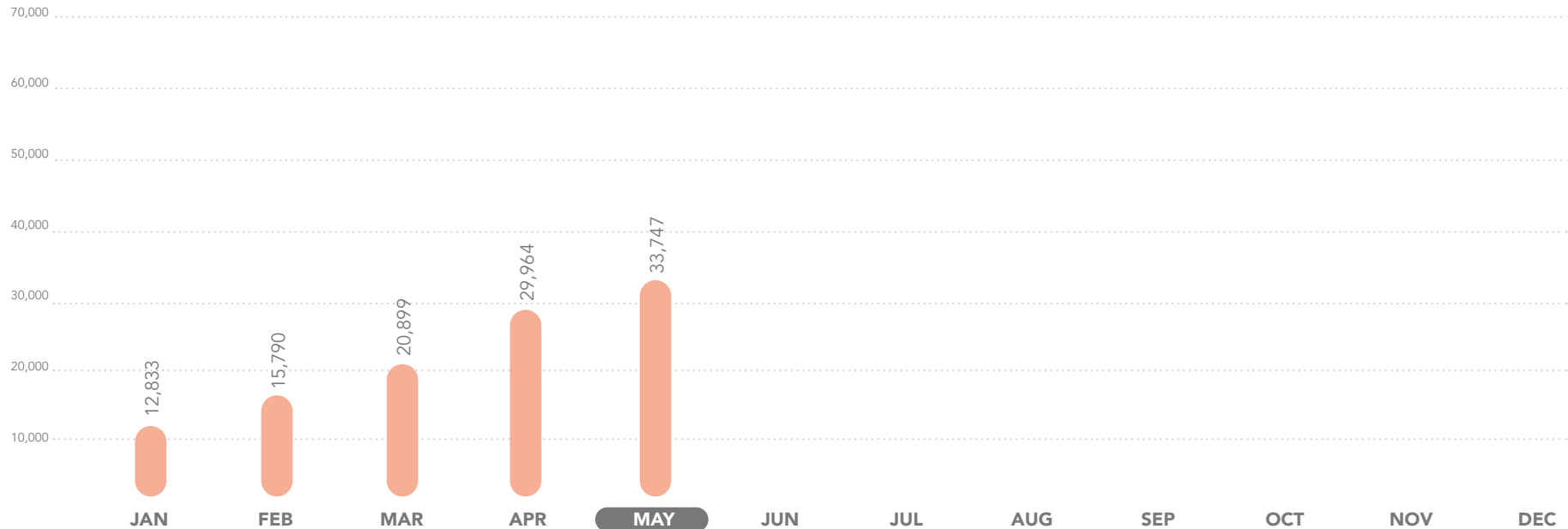
DRS SYSTEM ACTIVITY



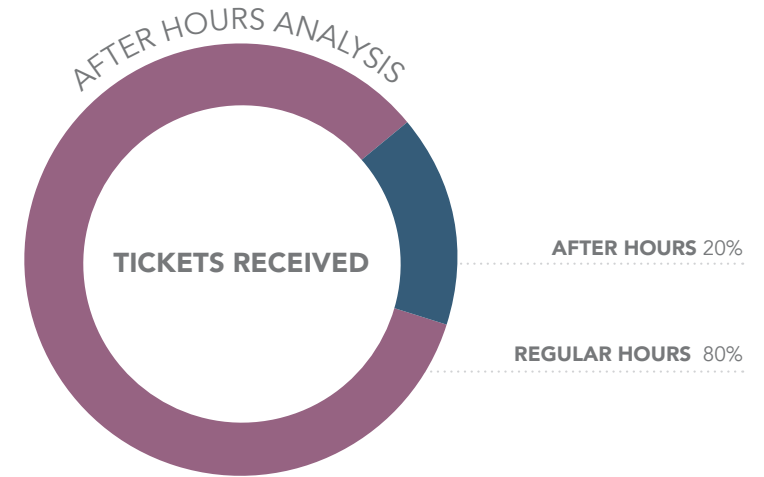
Iowa One Call instituted the new Relocate feature on March 4th, 2024 at 7am.



Total Relocate Tickets



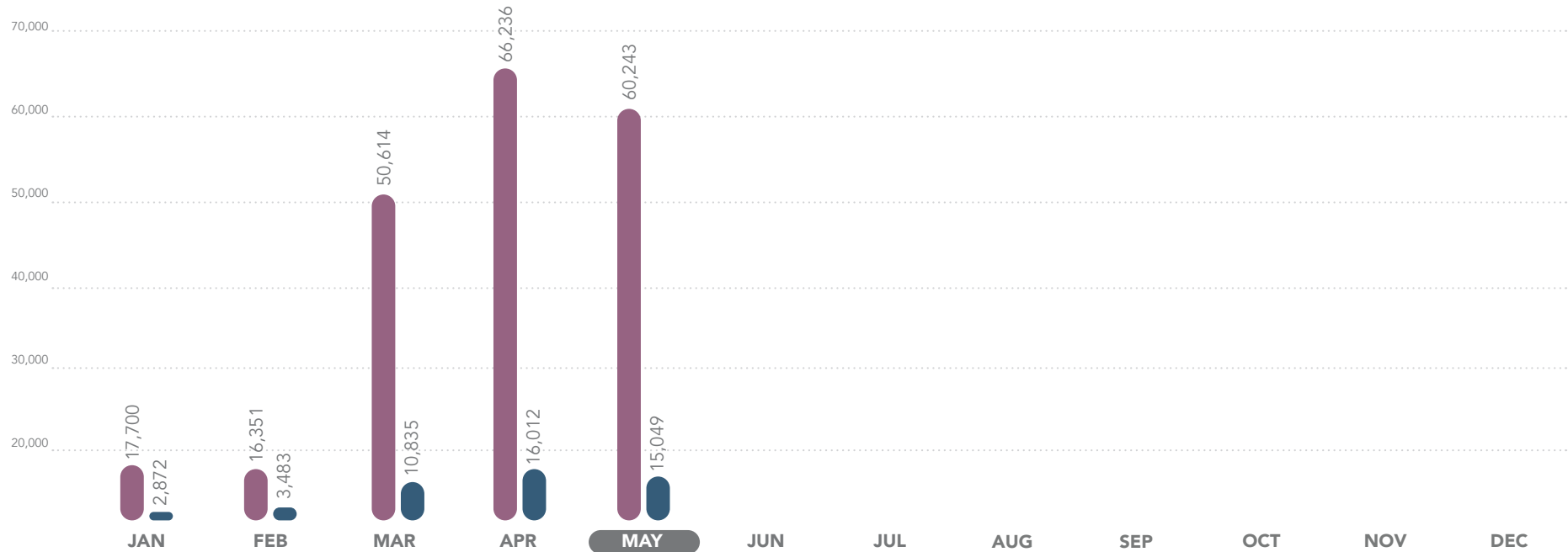
The charts on this page provide a breakdown showing the time of day that incoming tickets were received.



TIME OF RECEIPT ANALYSIS

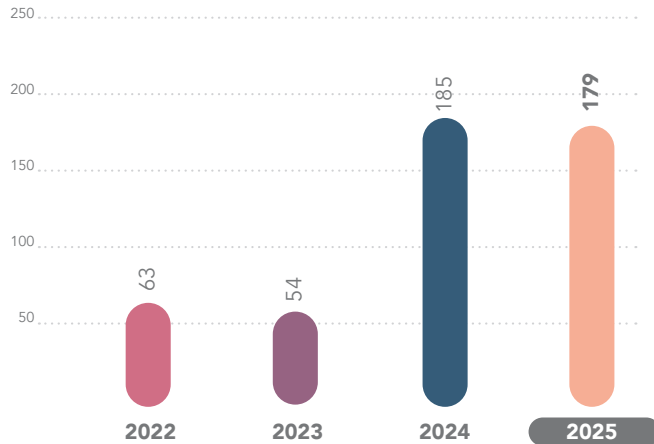
REGULAR HOURS

AFTER HOURS

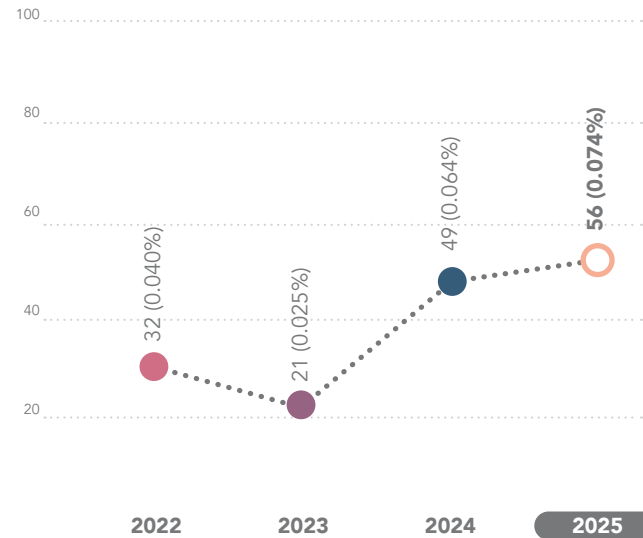


The YTD total number of non-compliant tickets is slightly lower than 2024 and MTD is slightly higher.

NON-COMPLIANT TICKETS Y-T-D

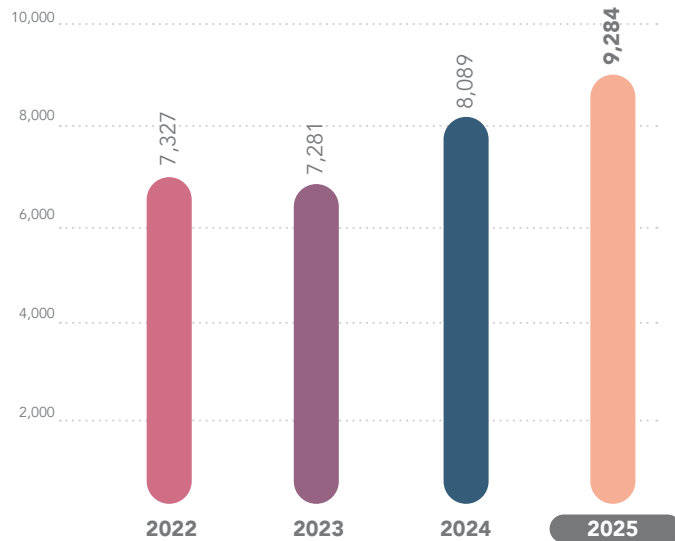


NON-COMPLIANT TICKETS MAY

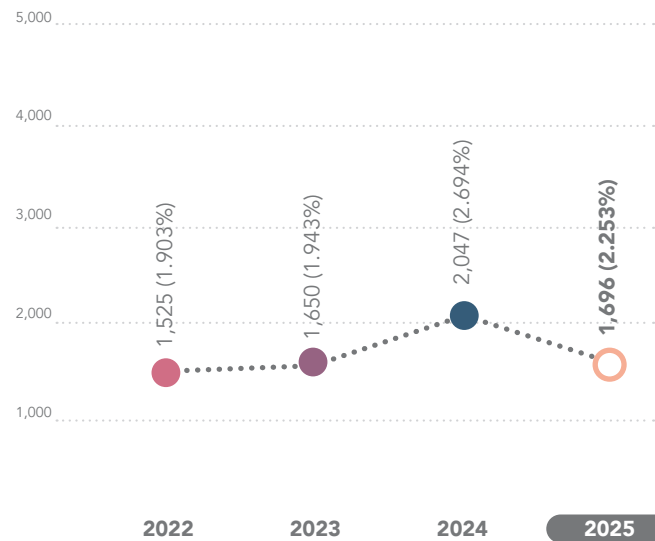


The number of emergencies is higher YTD but lower MTD when compared to 2024.

EMERGENCY TICKETS Y-T-D

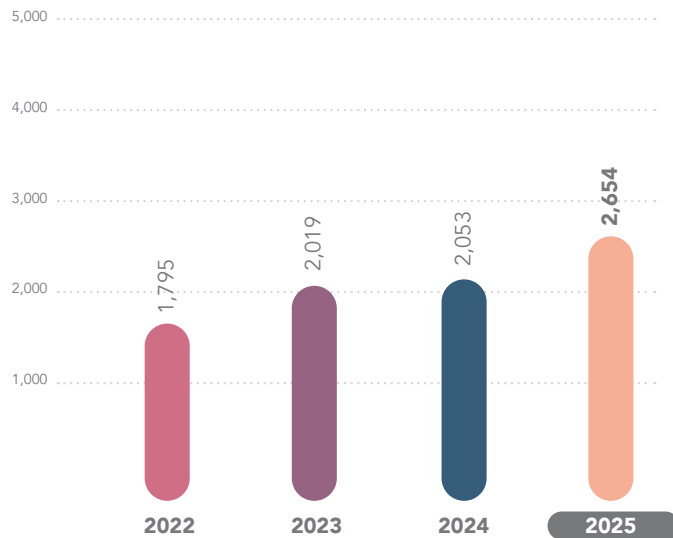


EMERGENCY TICKETS MAY

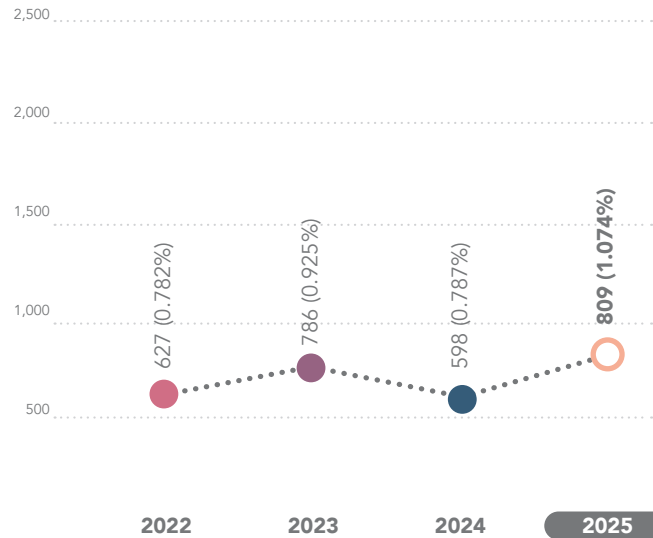


The number of dig-in tickets is higher both MTD and YTD than last year.

DIG IN TICKETS Y-T-D

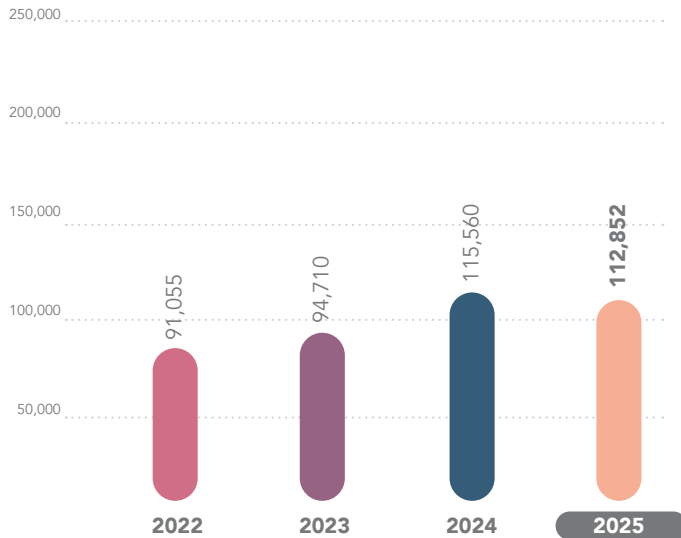


DIG IN TICKETS MAY

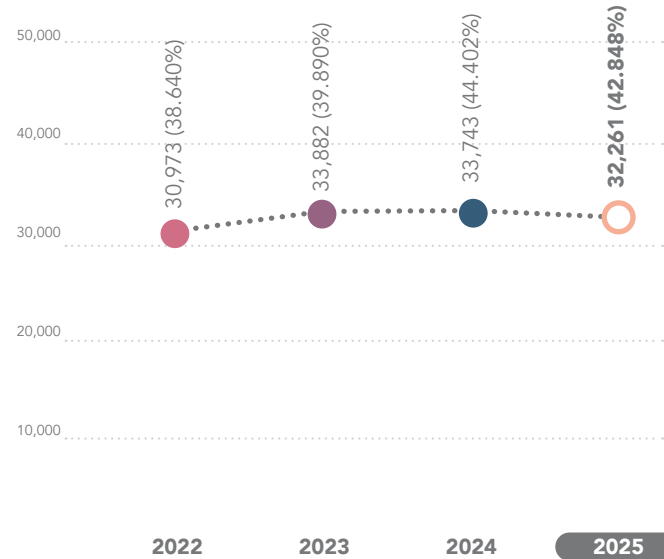


Both YTD and MTD total number of tickets where callers report the job is whitelined is slightly lower than 2024.

WHITELINED TICKETS Y-T-D

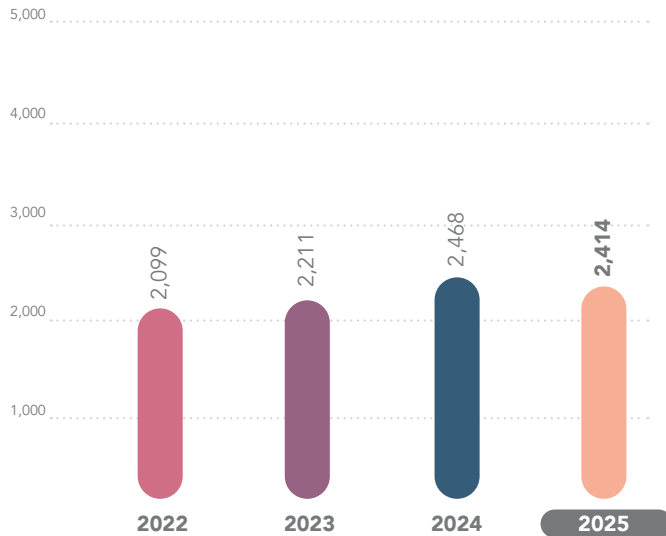


WHITELINED TICKETS MAY

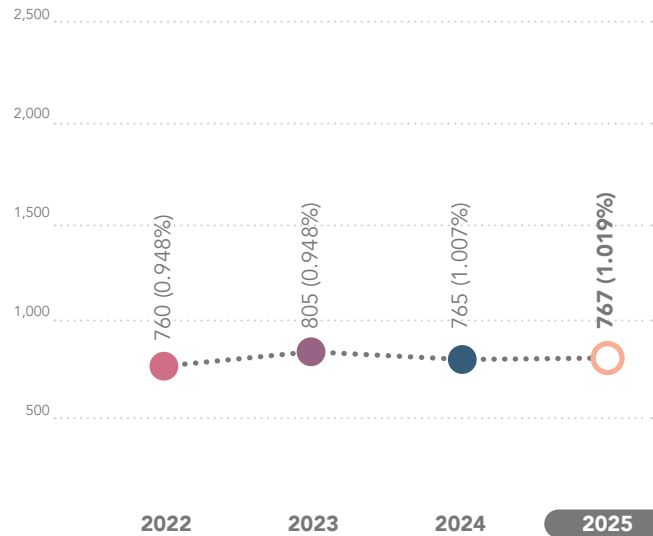


The MTD number of tickets with GPS coordinates is slightly higher while the YTD number of tickets with GPS coordinates remains slightly lower than 2024.

TICKETS WITH GPS Y-T-D

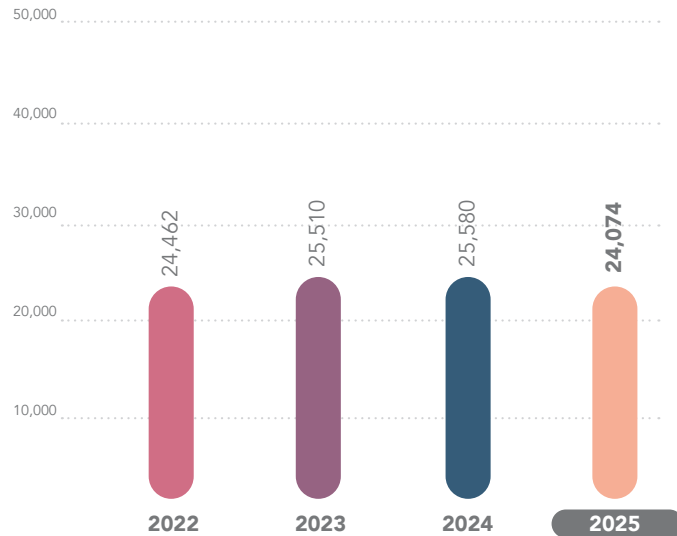


TICKETS WITH GPS MAY

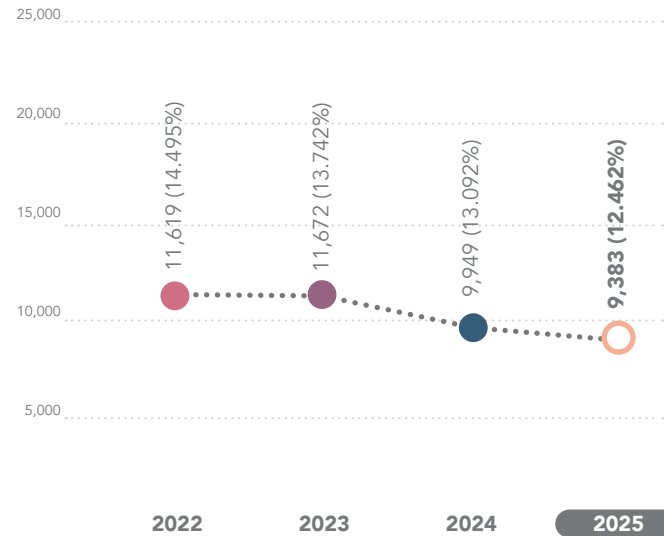


MTD and YTD homeowner ticket volume is lower than in 2024.

HOMEOWNER TICKETS Y-T-D



HOMEOWNER TICKETS MAY

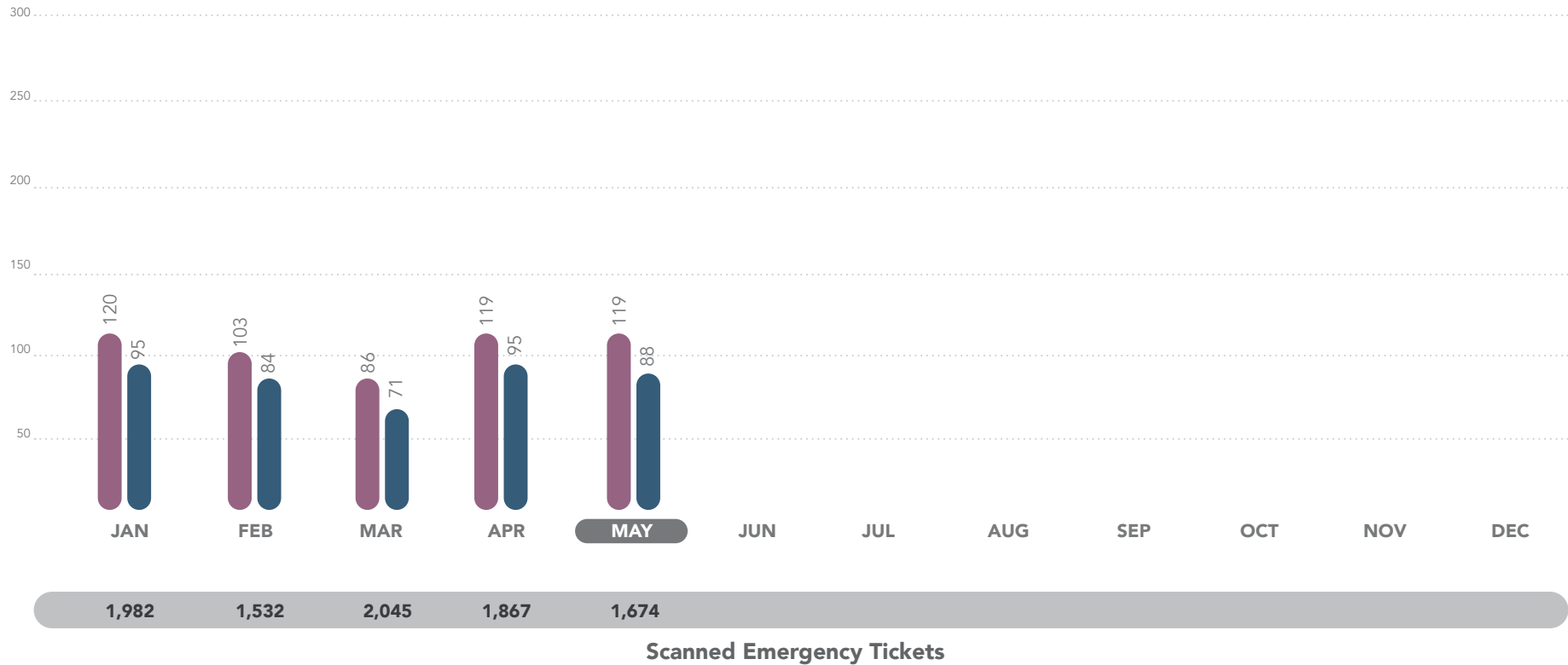


This chart shows the number of times that the same location of work has been found on repeated tickets. There was an interest in analyzing the data to see how many emergencies were actually repeated tickets. The data seems to indicate that the number of "repeated" tickets is a significant part of the emergency total.

EMERGENCY TICKET SCAN

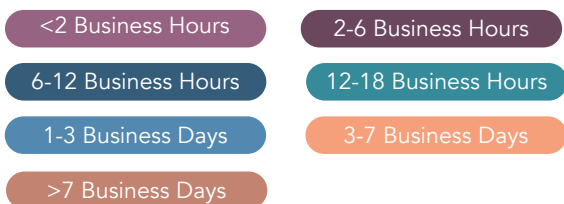
Total Previous Instances

Emergency Tickets with Previous Instances

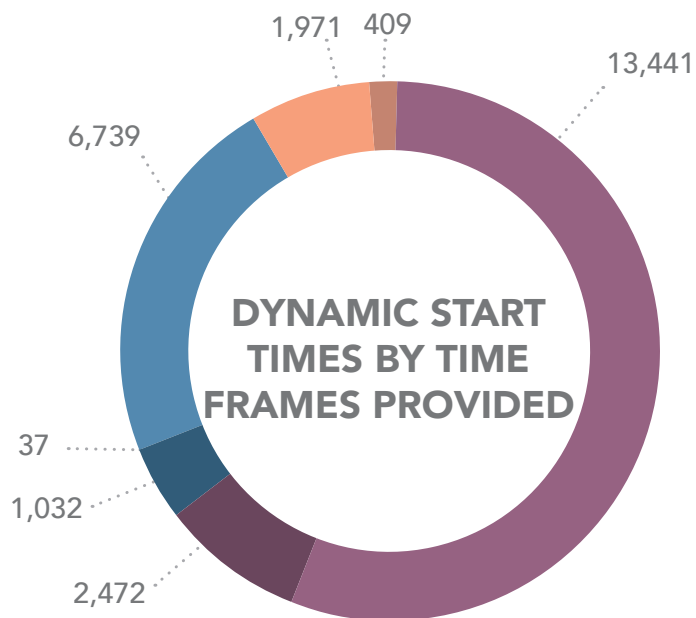


The center implemented the Dynamic Start Date Pilot Program January 5, 2022. These numbers are from all counties in Iowa, and reflect only those tickets that were:

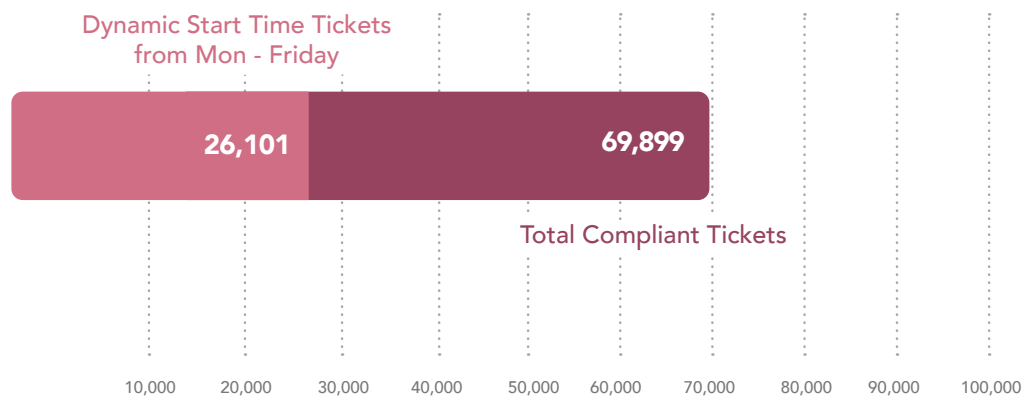
- a) Compliant-type tickets
- b) Filed Monday through Friday
- c) Provided more than 30 minutes additional time to locate



Hours/Days calculated as calendar hours/days, Monday through Friday excluding Holidays

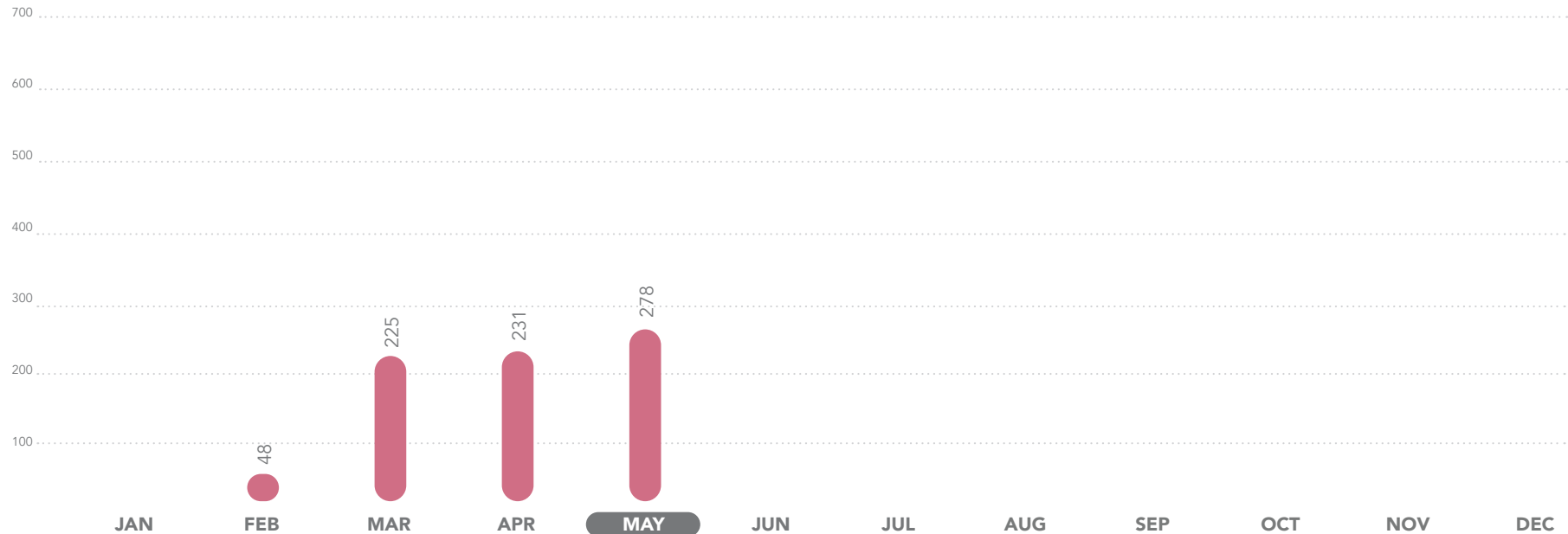


COMPLIANT TICKET BREAKDOWN

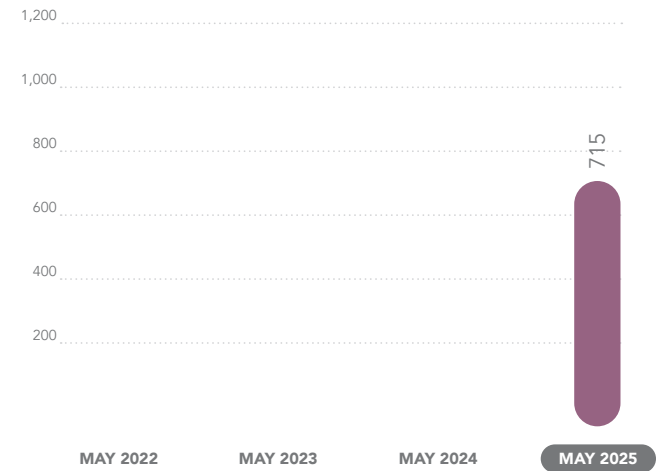


Iowa One Call instituted the new Ticket Talk feature on February 24th, 2025 at 8am.

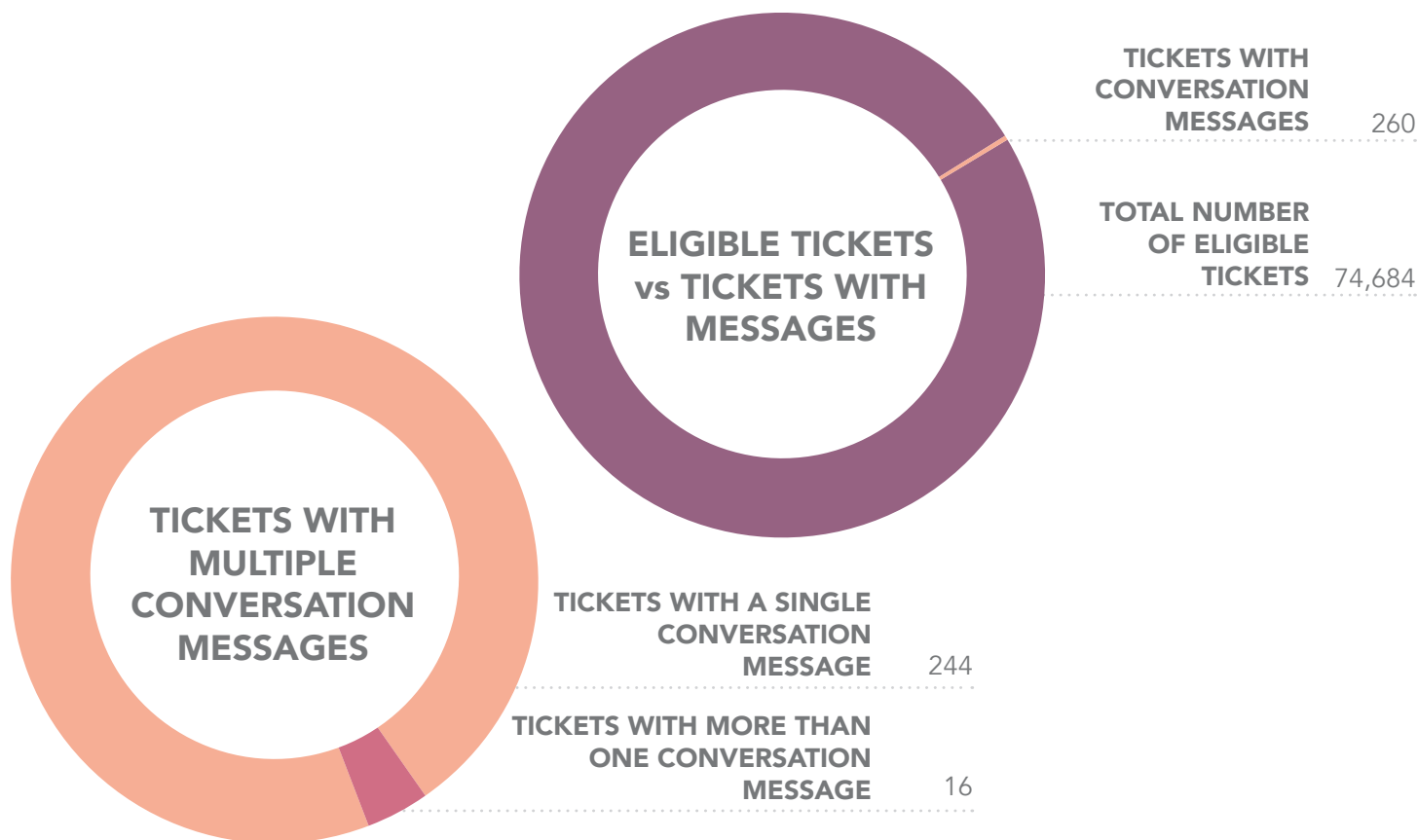
Total Number of Ticket Talk Conversation Messages



TOTAL NUMBER OF TICKET TALK CONVERSATION MESSAGES Y-T-D



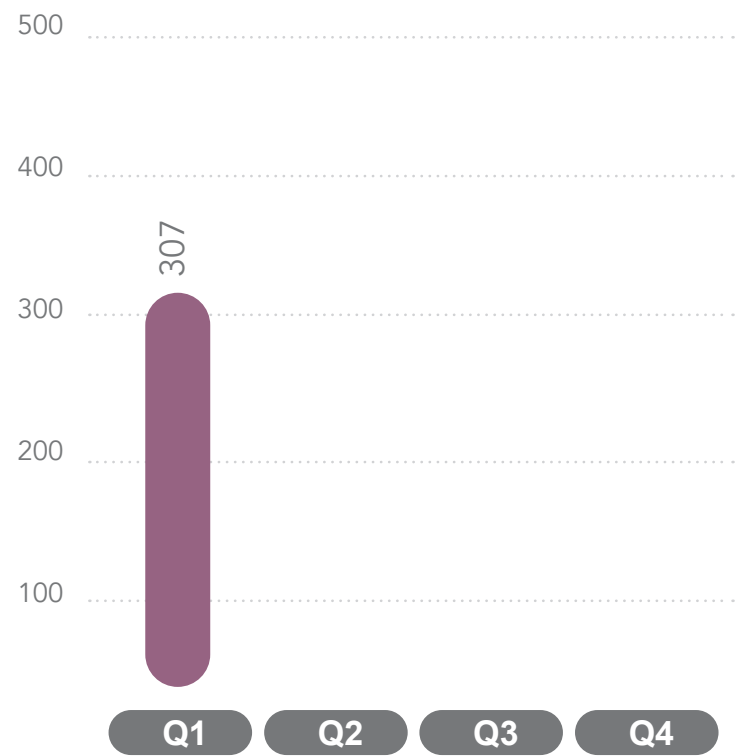
Iowa One Call instituted the new Ticket Talk feature on February 24th, 2025 at 8am.



OCC's Creative Team performs work for its customers at **no additional charge**. It's part of the added value that OCC's team brings when we go to work for you. This report will be updated quarterly when the Creative Team's Reports are prepared.

PROJECT NAME	HOURS WORKED
IAOC Dashboards	50:45
IAOC Ex Safety Awareness Webinar 2025 Teams Mtg	32:30
IAOC Excavation Safety Summit 2024	9:45
IAOC Excavation Safety Summit 2026	7:15
IAOC General Admin	0:45
IAOC ITICnxt	58:15
IAOC Newsletter Q1	27:45
IAOC Newsletter Q2	16:30
IAOC Social Media	43:30
IAOC Two Way Ticket Talk	1:30
IAOC Website Changes	18:15
Subtotal	266:45:00
Management Review (+15%)	40:00:45
Grand Total with Review	306:45:45

CREATIVE HOURS - 2024





Iowa One Call 2025 Creative Hours.xlsx
2025 Summary

Quarter	Hours
First Quarter	306:45:45
Second Quarter	
Third Quarter	
Fourth Quarter	
Grand Total	306:45:45



Iowa One Call 2025 Creative Hours.xlsx
First Quarter Detail

Task name	Time spent
IAOC Dashboards	50:45
IAOC Ex Safety Awareness Webinar 2025 Teams Mtg	32:30
IAOC Excavation Safety Summit 2024	9:45
IAOC Excavation Safety Summit 2026	7:15
IAOC General Admin	0:45
IAOC ITICnxt	58:15
IAOC Newsletter Q1	27:45
IAOC Newsletter Q2	16:30
IAOC Social media	43:30
IAOC Two way ticket talk	1:30
IAOC Website Changes	18:15
Subtotal	266:45:00
Management Review (+15%)	40:00:45
Grand Total with Review	306:45:45