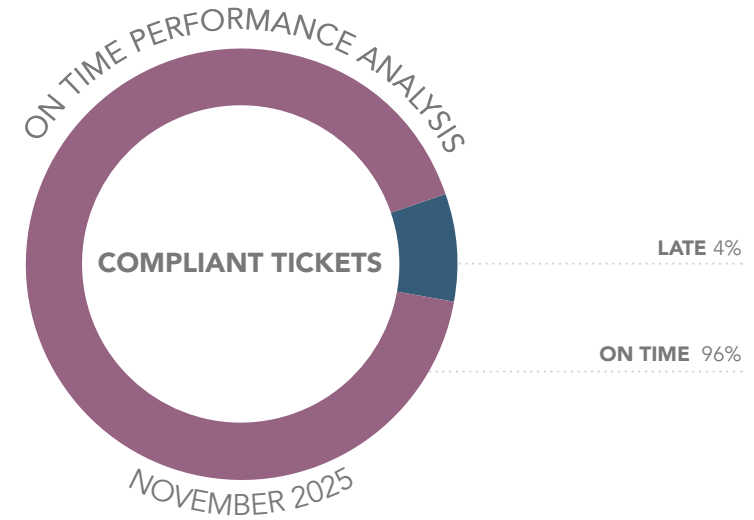
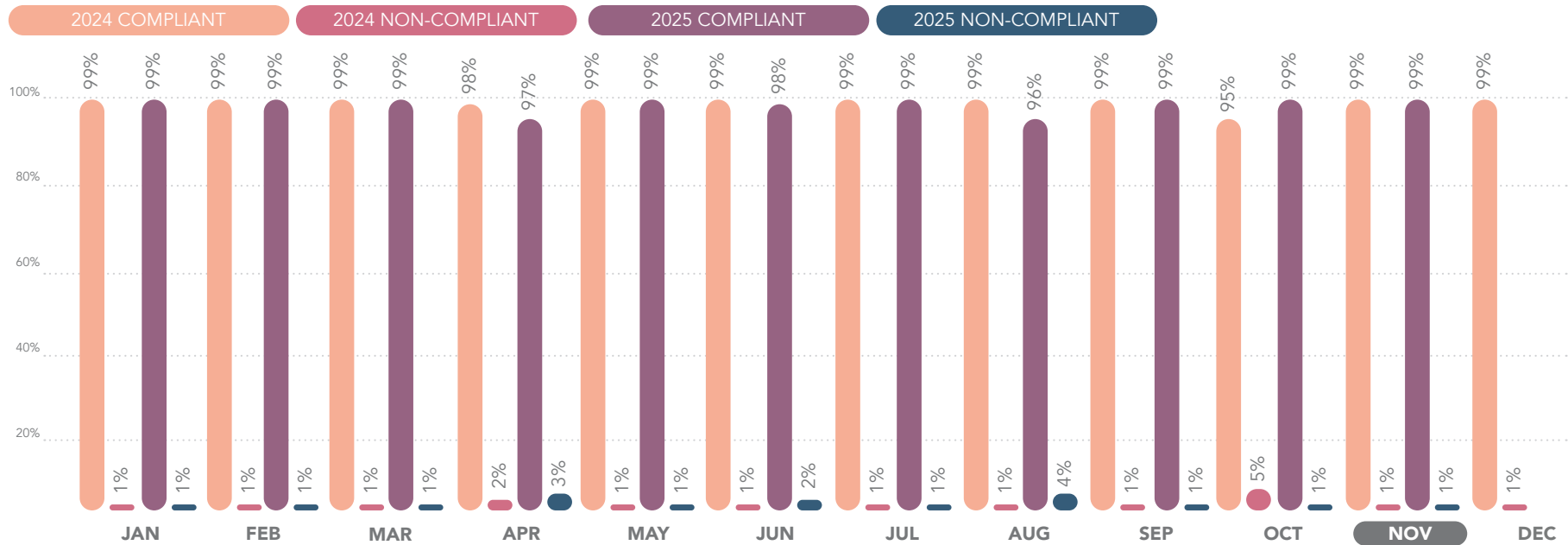


The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within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



## POSITIVE RESPONSE COMPLIANCE

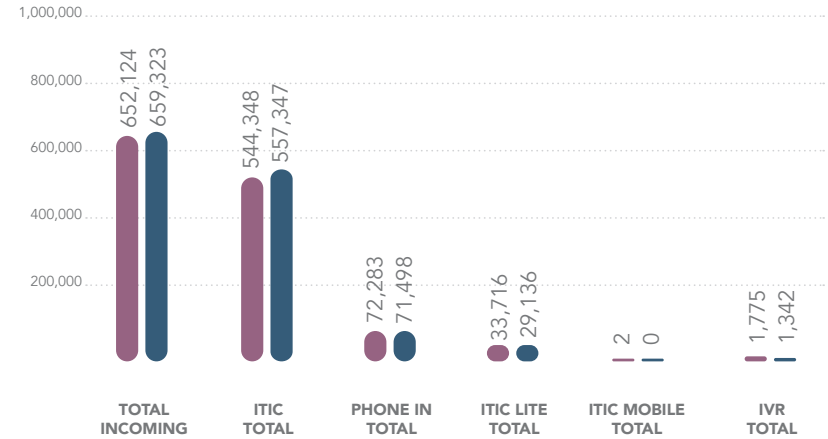


ITIC, ITIC Lite, and ITIC Mobile activity all continue to grow, and make up a greater percentage of incoming locates. Phone In activity will continue to make up a smaller portion of the total as more IOC users make the change to on-line ticket entry. Total incoming volume is now slightly ahead of last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

### ITIC ACTIVITY Y-T-D

Y-T-D 2024

Y-T-D 2025



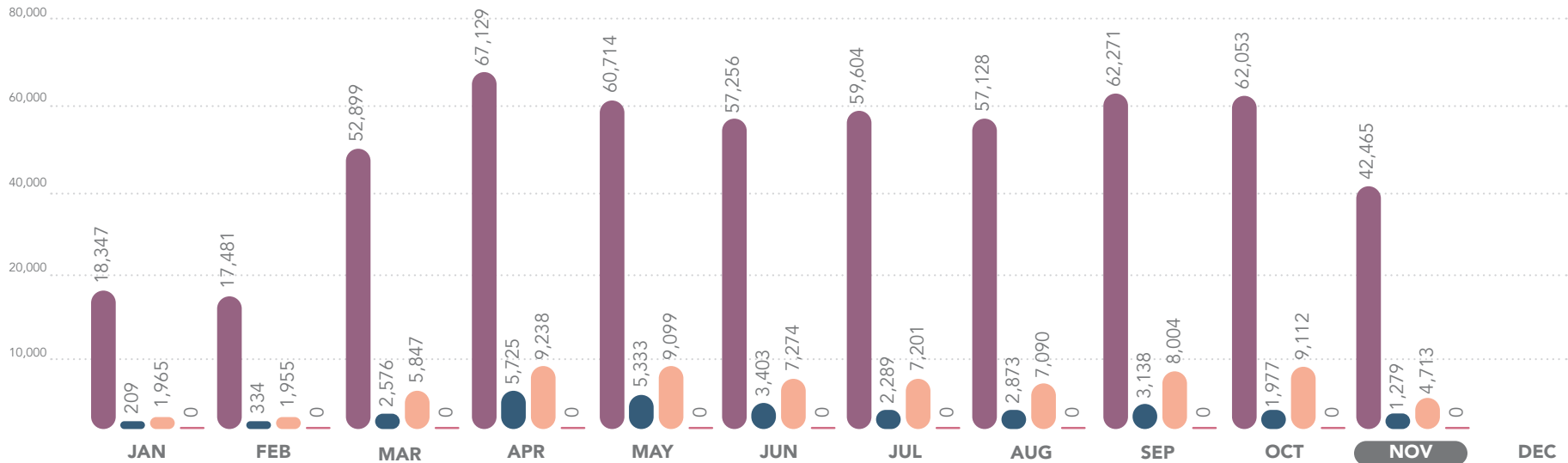
### MONTHLY ITIC ACTIVITY

ITIC

ITIC LITE

PHONE IN

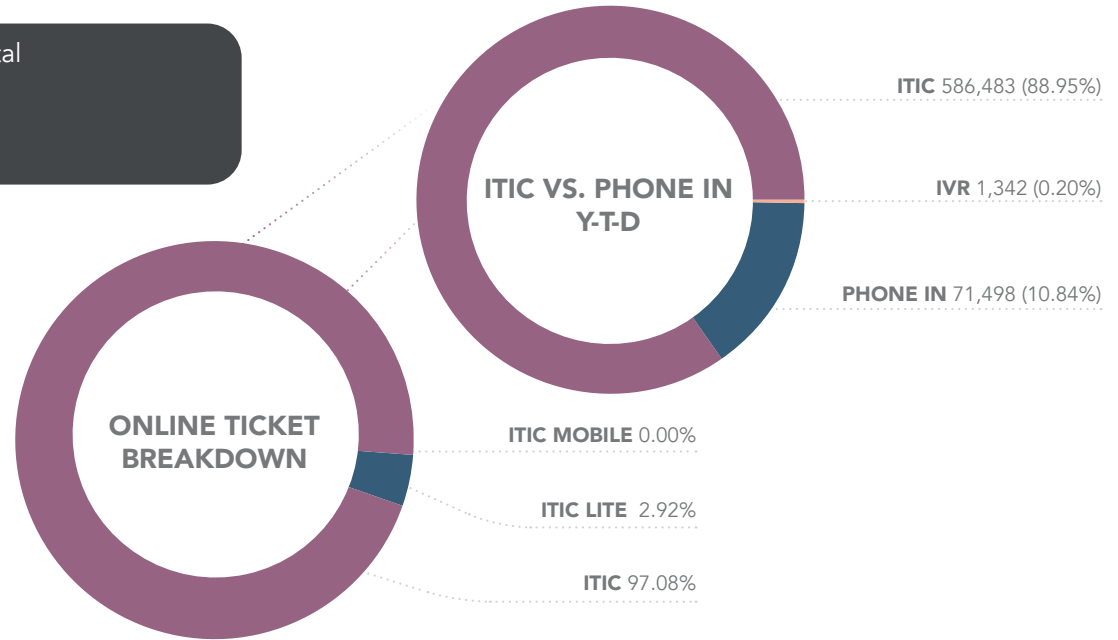
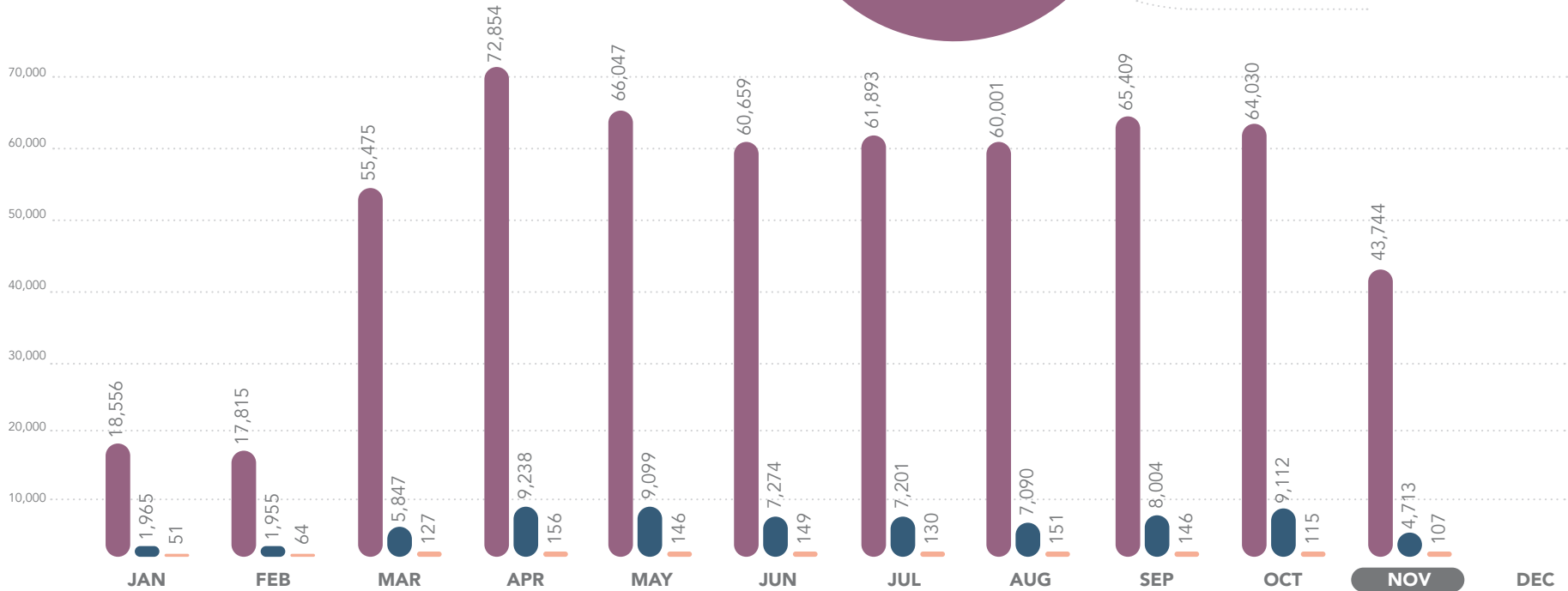
ITIC MOBILE



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

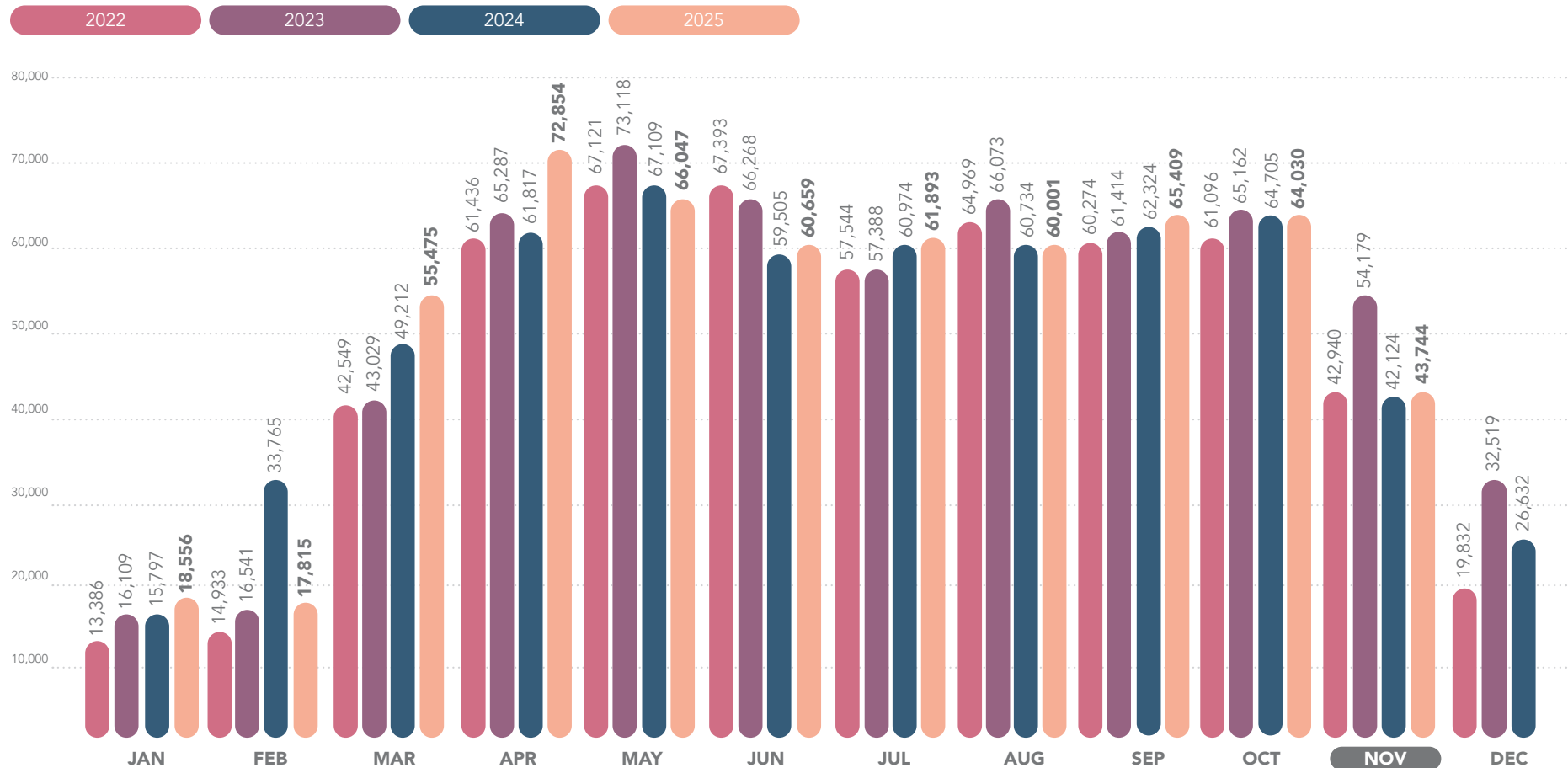
### ITIC VS. PHONE IN

ITIC PHONE IN IVR



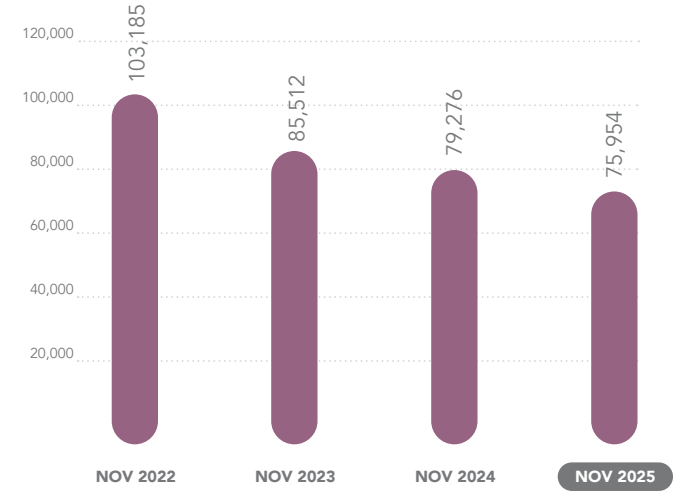
This chart tracks ITIC usage through the last few years.

### COMPARATIVE ITIC VOLUME

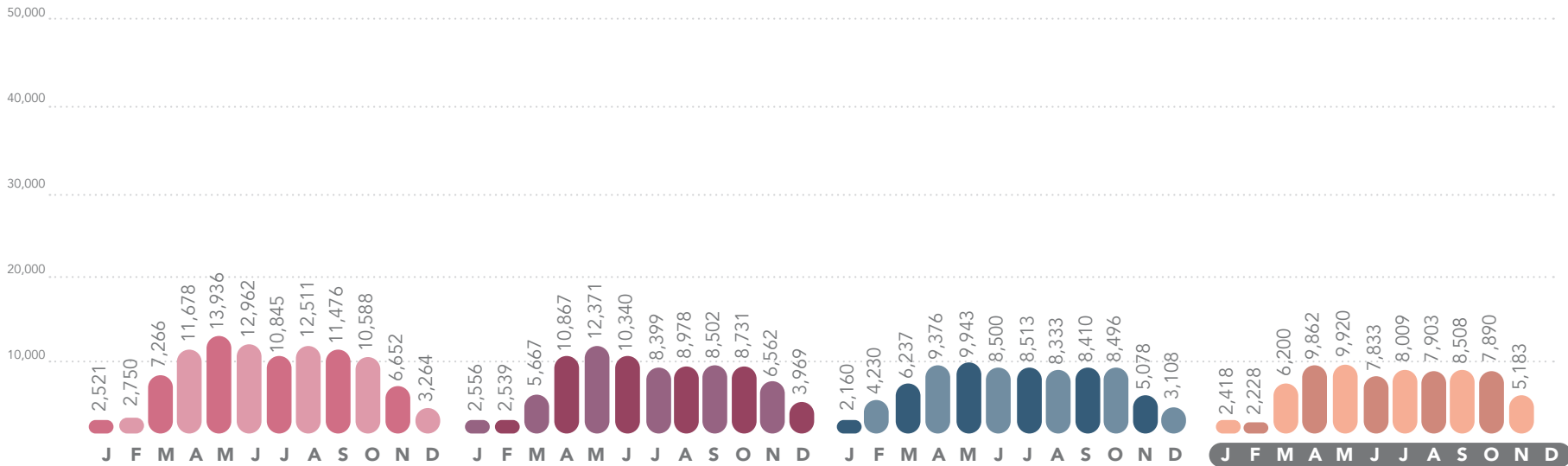


Total number of incoming phone calls year to date is slightly lower than 2024 even as the overall number of tickets submitted on line continues to grow.

### TOTAL INCOMING CALLS Y-T-D

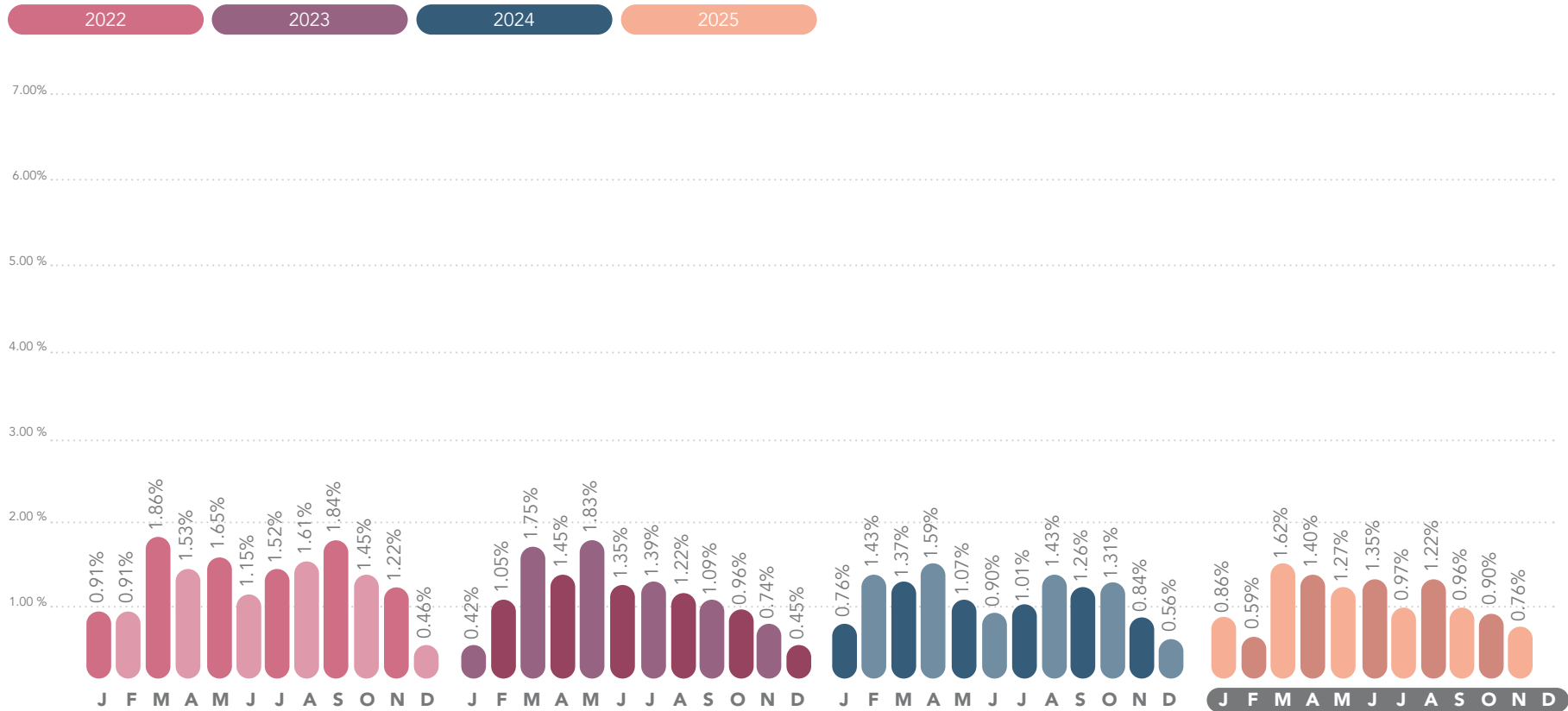


### TOTAL INCOMING CALLS



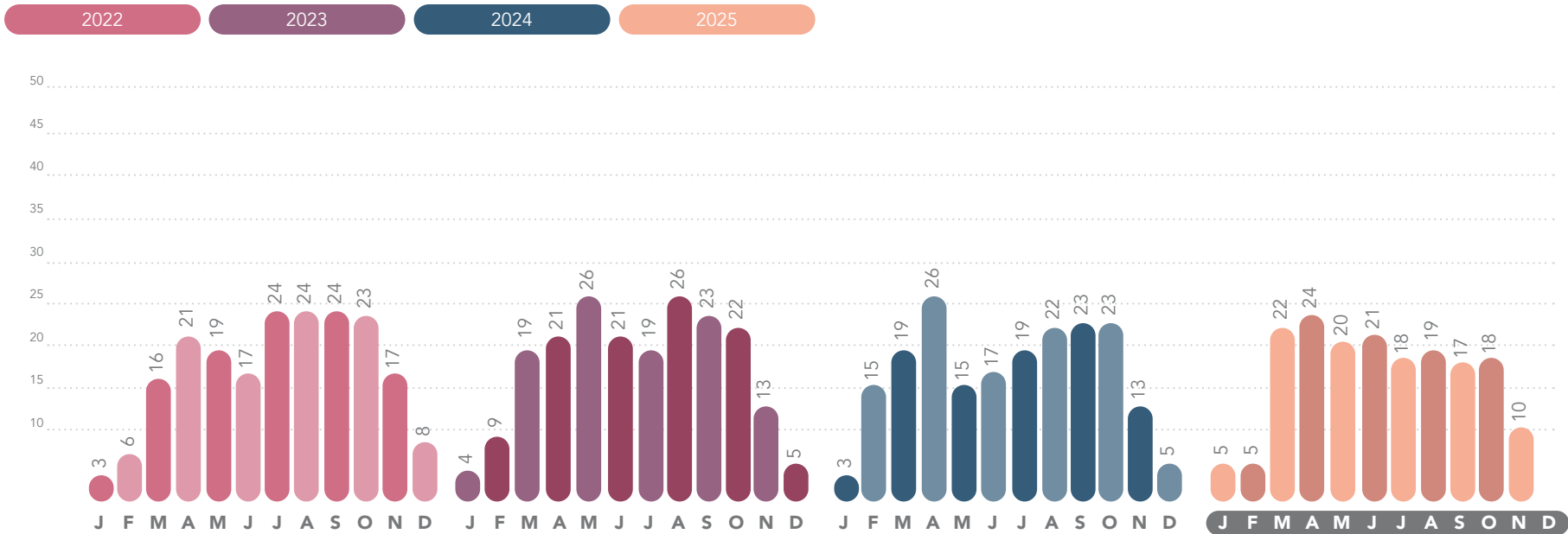
The percentage of Abandoned Calls is slightly lower this month than November 2024.

## CALLS ABANDONED

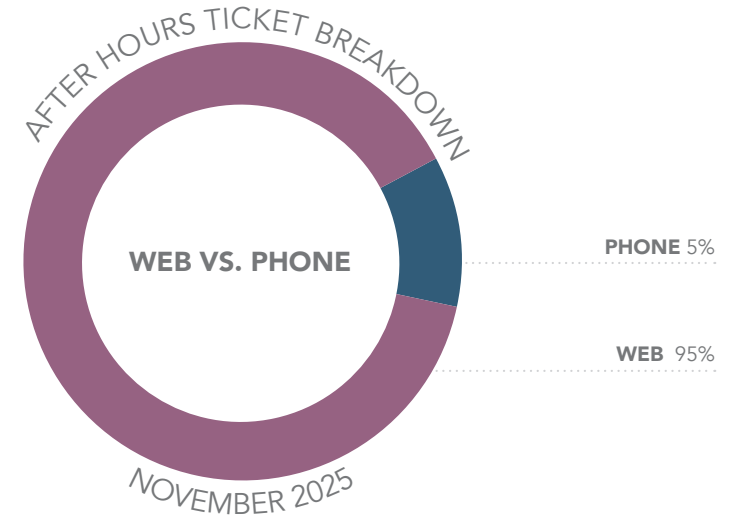


The average speed to answer is slightly lower than last year for this period.

### AVERAGE SPEED TO ANSWER

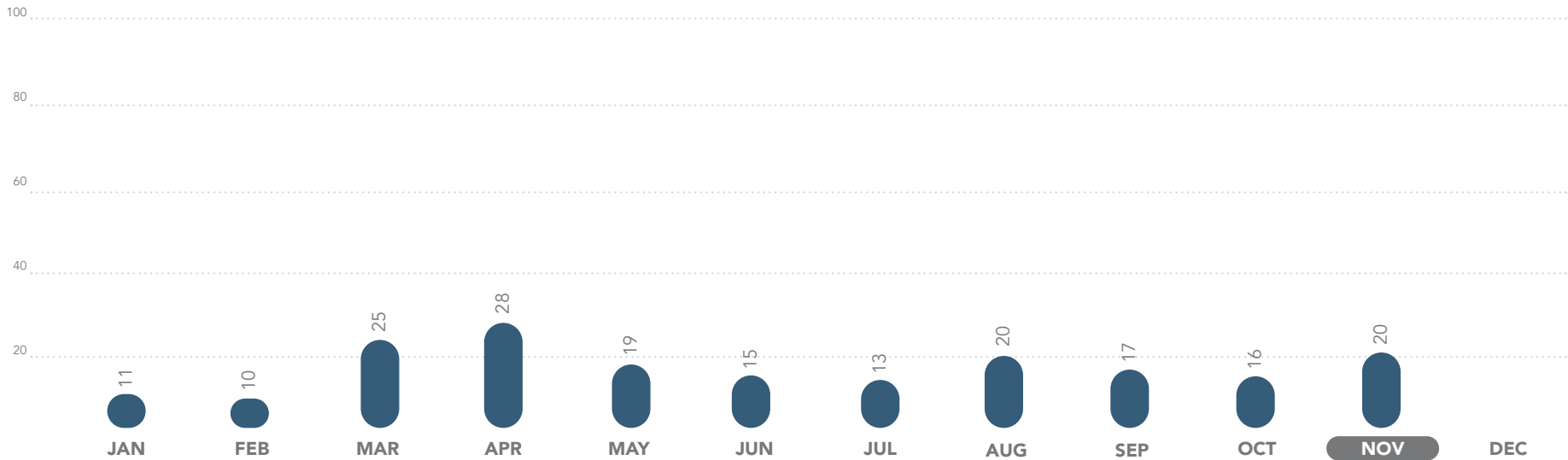


The chart below reflects the average speed (ASA) to answer during the after hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC.



## AVERAGE SPEED TO ANSWER AFTER HOURS

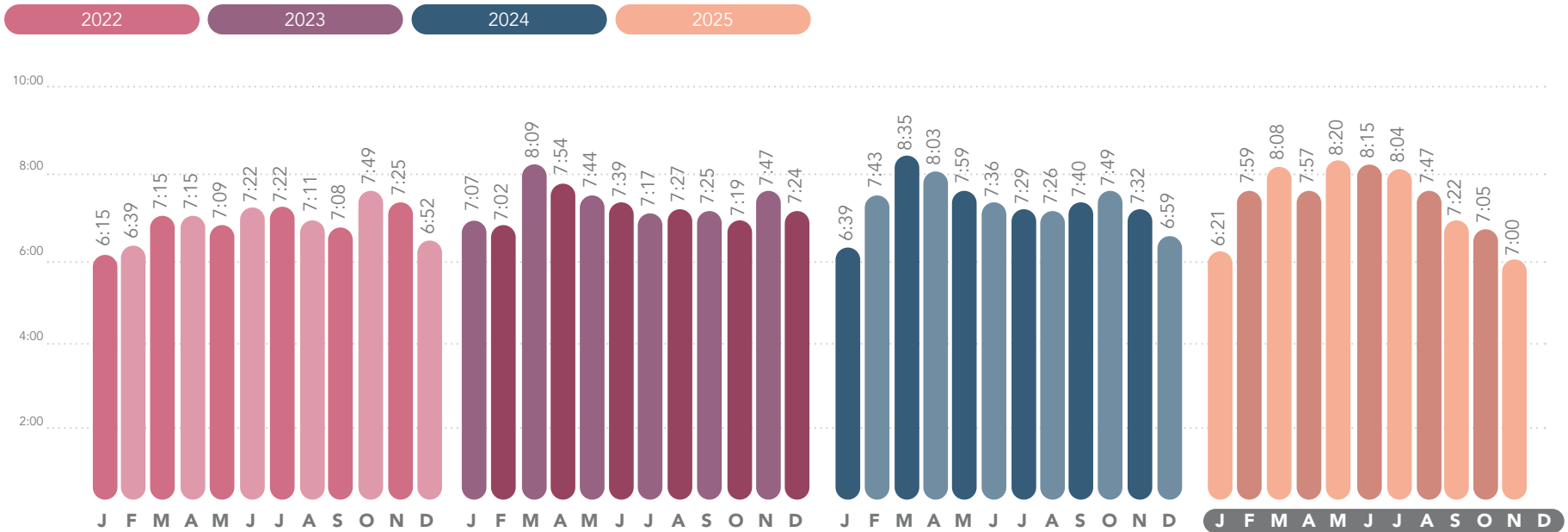
2025





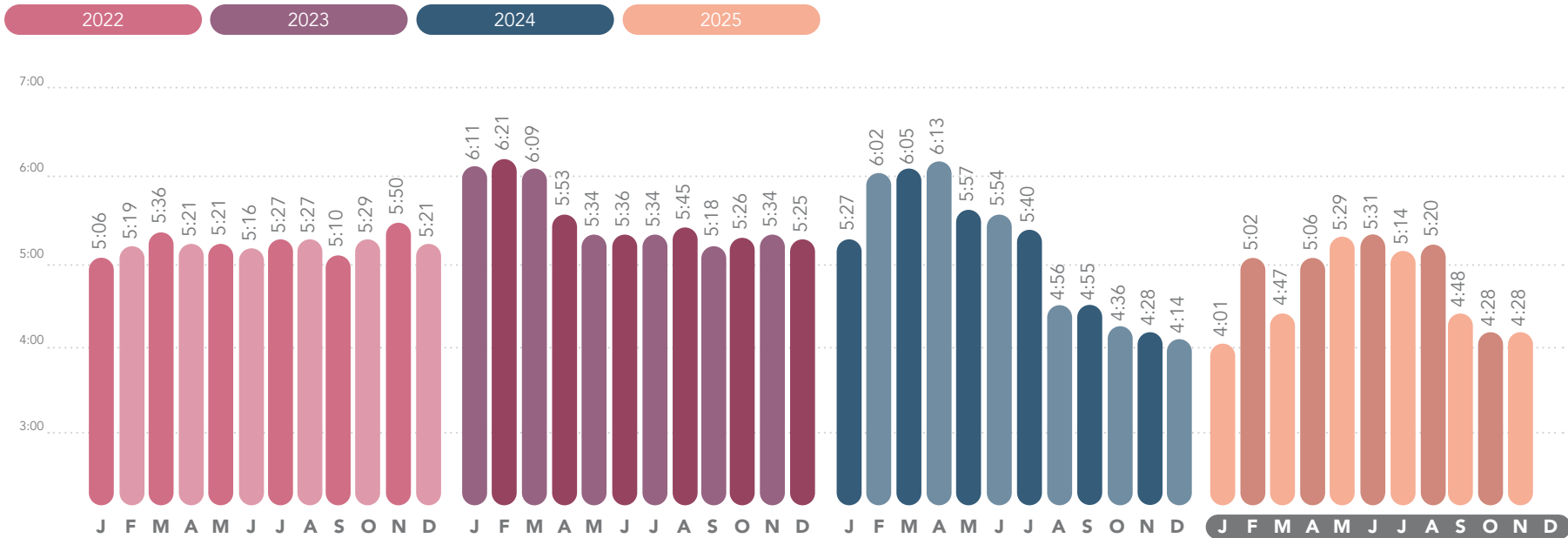
Average talk time is slightly higher than it was last year at this time.

### AVERAGE TALK TIME



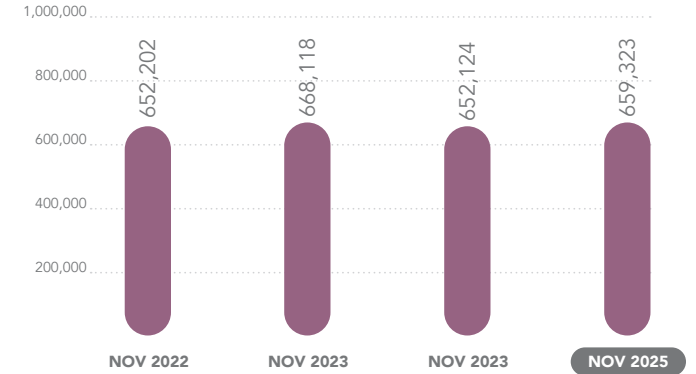
The average time per ticket is the same as it was last year.

## AVERAGE TIME PER TICKET

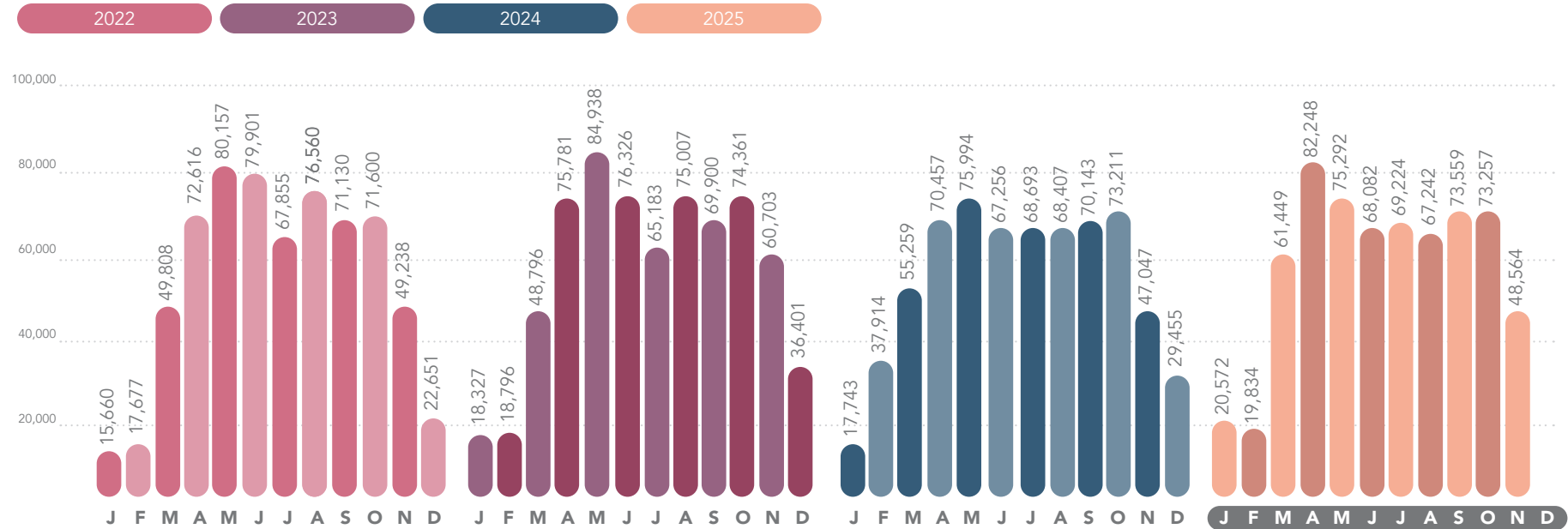


Both YTD and MTD incoming ticket volume are slightly higher than last year.

### INCOMING TICKET TOTALS Y-T-D

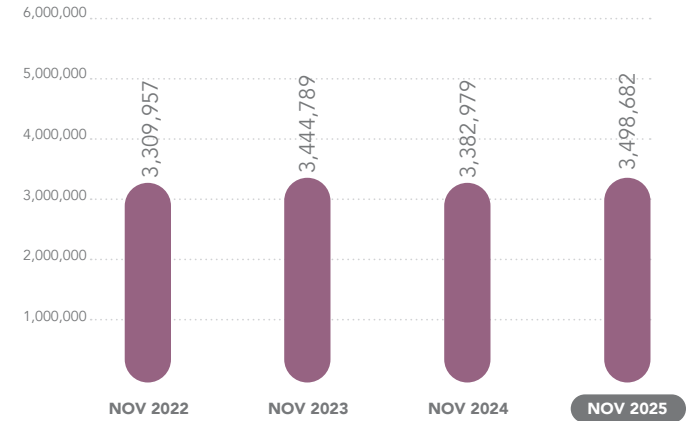


### INCOMING TICKET TOTALS

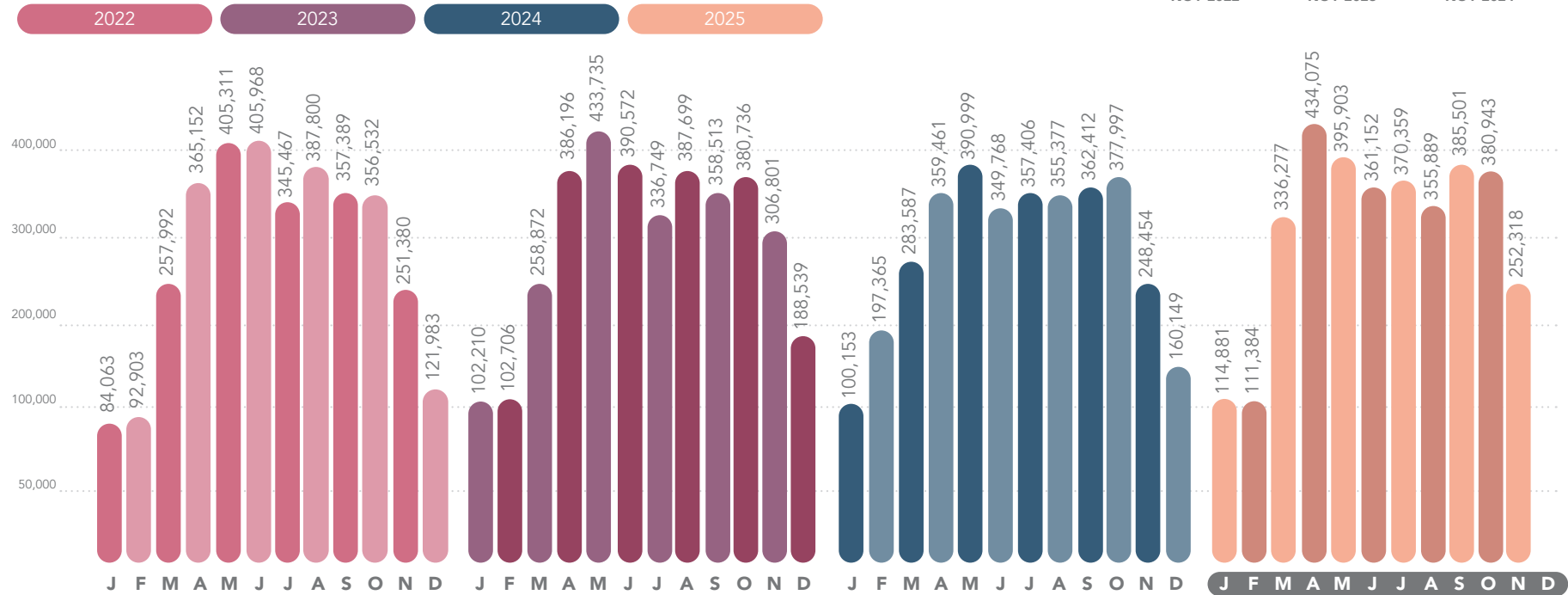


Outgoing ticket totals follow the pattern set by incoming tickets.

**OUTBOUND TICKET TOTALS Y-T-D**

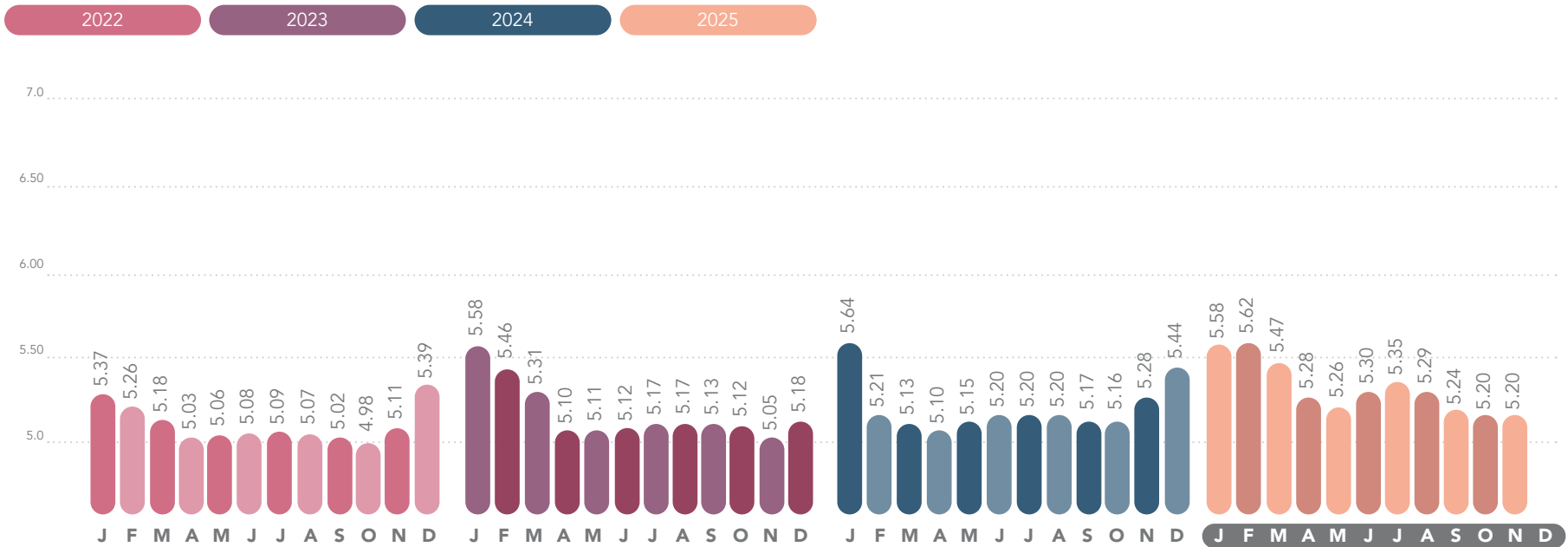


**OUTBOUND TICKET TOTALS**



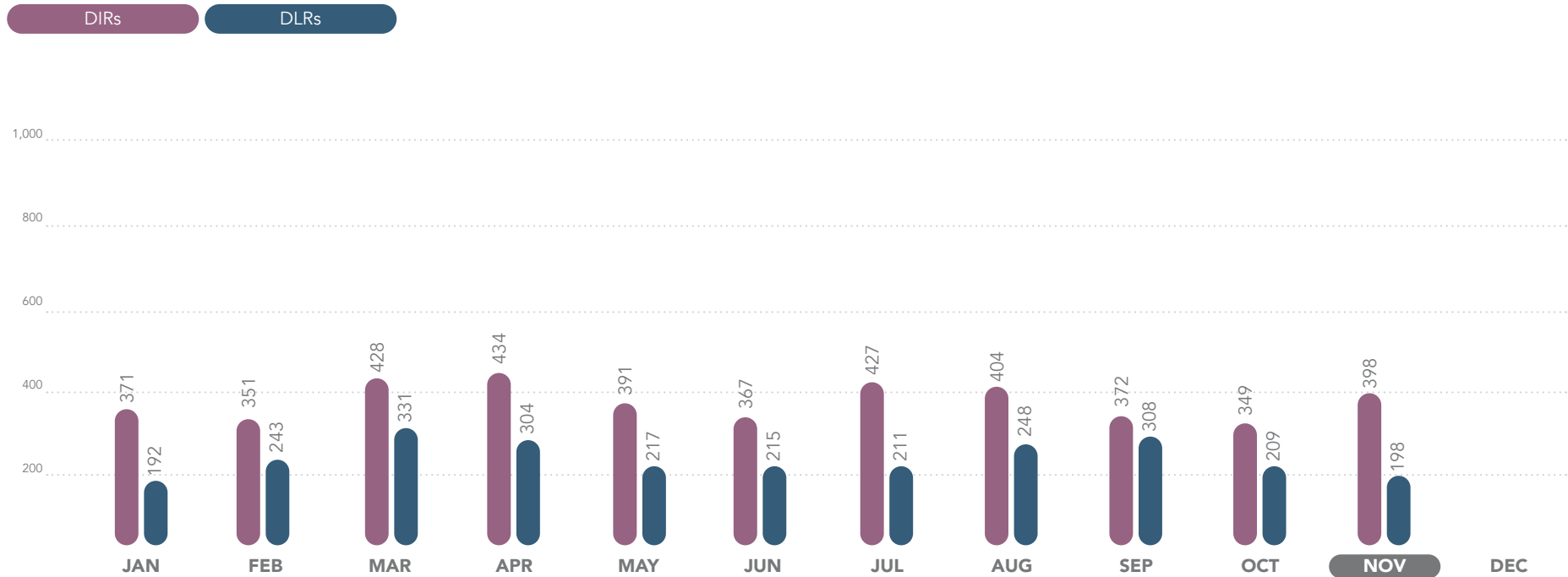
The in/out ratio has followed the historical pattern.

### IN/OUT RATIO

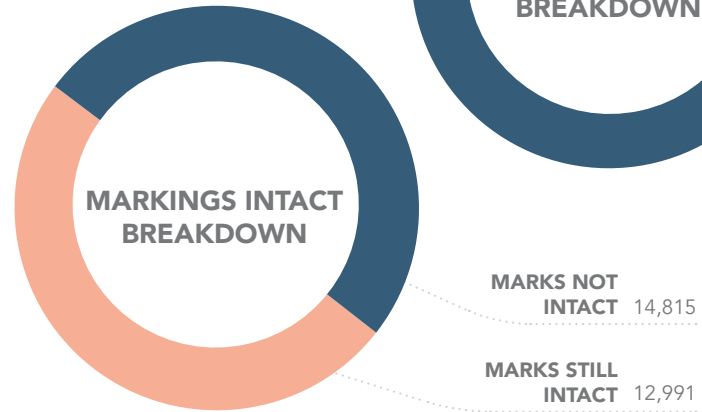
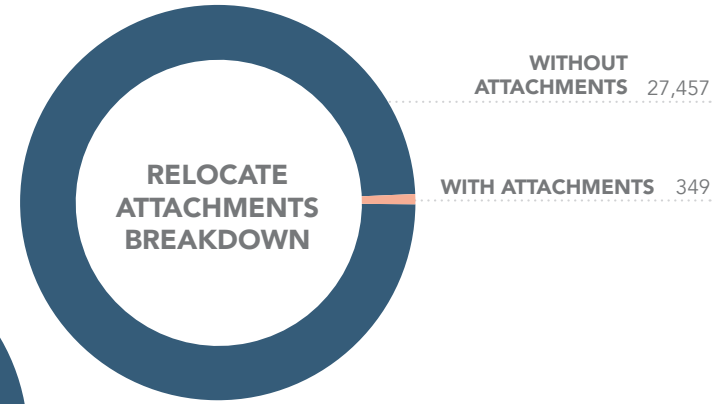


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

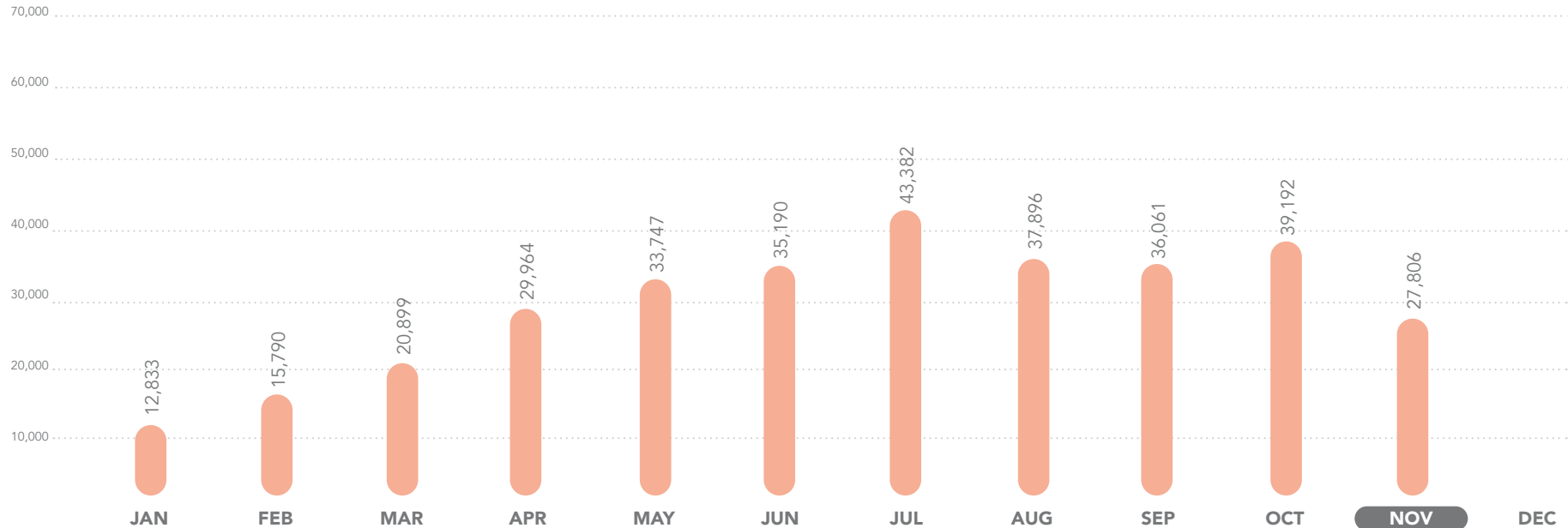
### DRS SYSTEM ACTIVITY



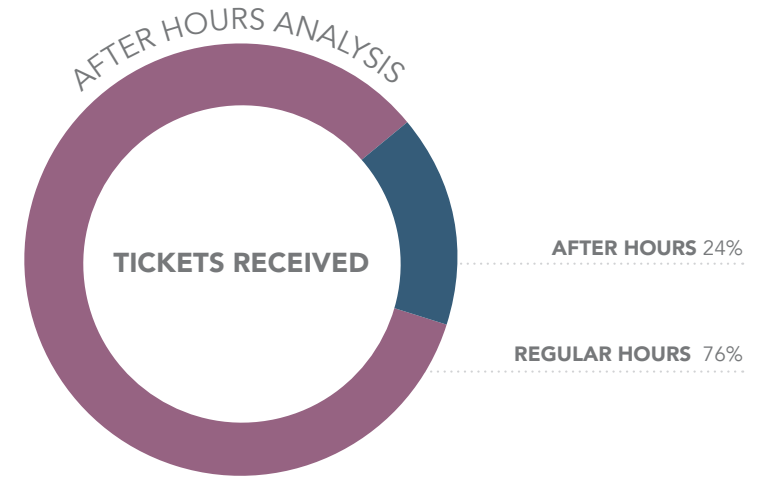
Iowa One Call instituted the new Relocate feature on March 4th, 2024 at 7am.



## Total Relocate Tickets



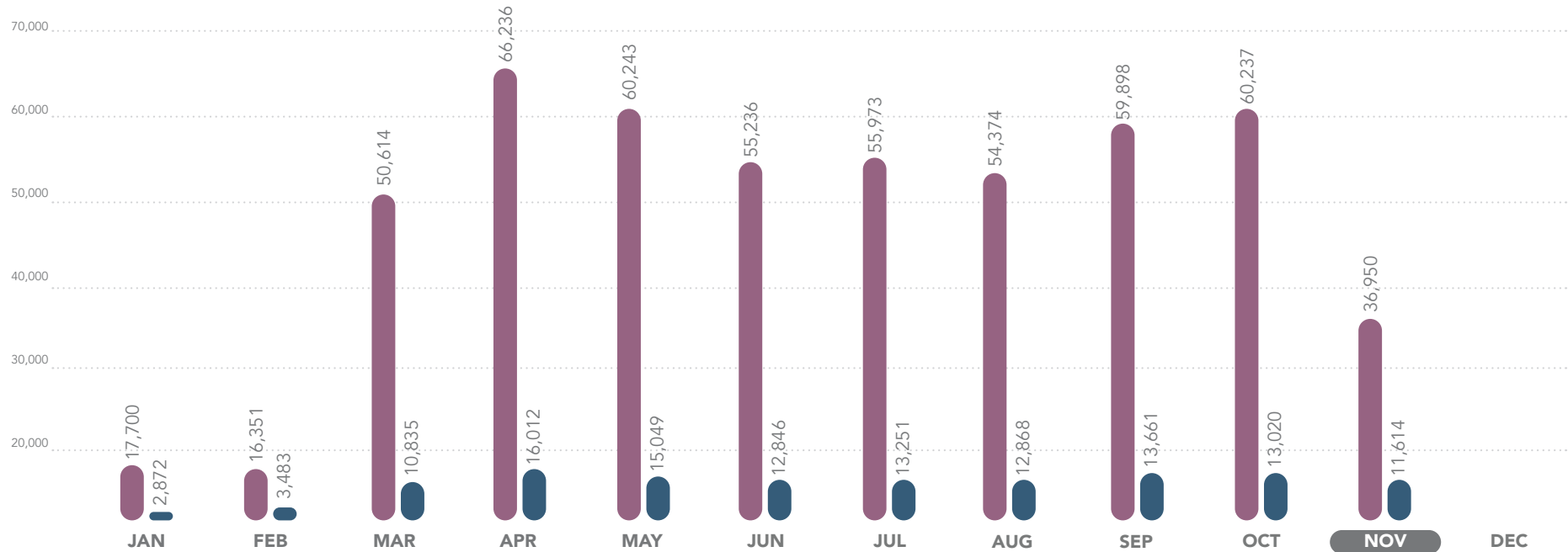
The charts on this page provide a breakdown showing the time of day that incoming tickets were received.



## TIME OF RECEIPT ANALYSIS

REGULAR HOURS

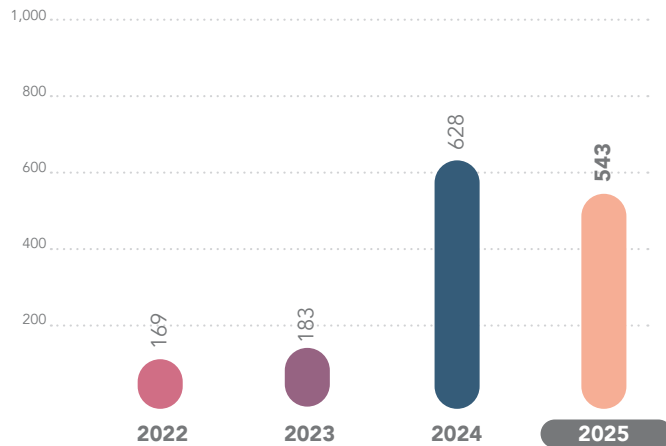
AFTER HOURS



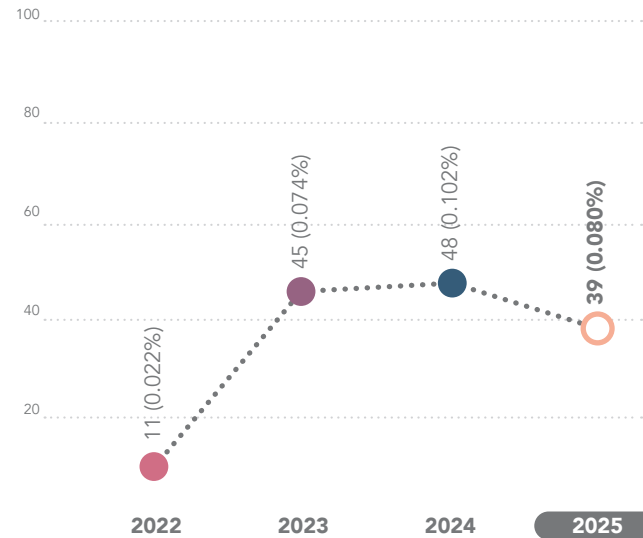


Both the YTD and MTD total number of non-compliant tickets is slightly lower than 2024.

### NON-COMPLIANT TICKETS Y-T-D

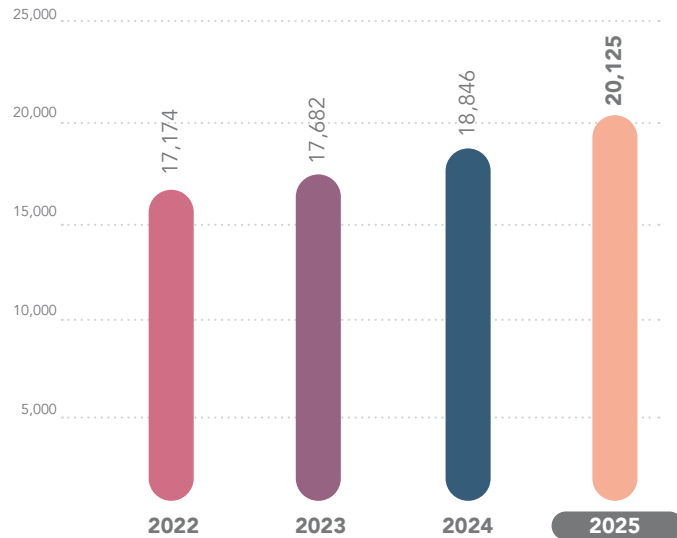


### NON-COMPLIANT TICKETS NOVEMBER

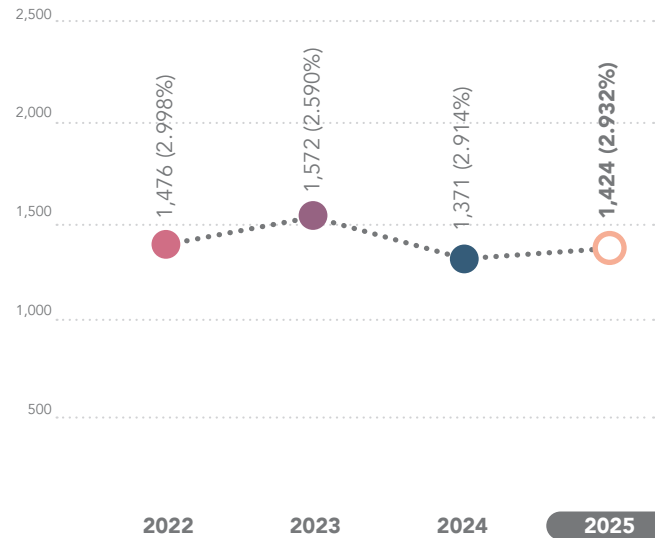


The number of emergencies is higher YTD and MTD when compared to 2024.

## EMERGENCY TICKETS Y-T-D

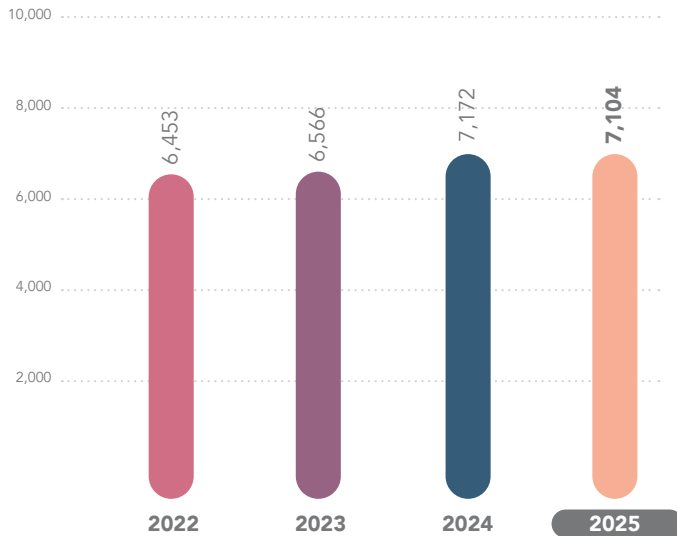


## EMERGENCY TICKETS NOVEMBER

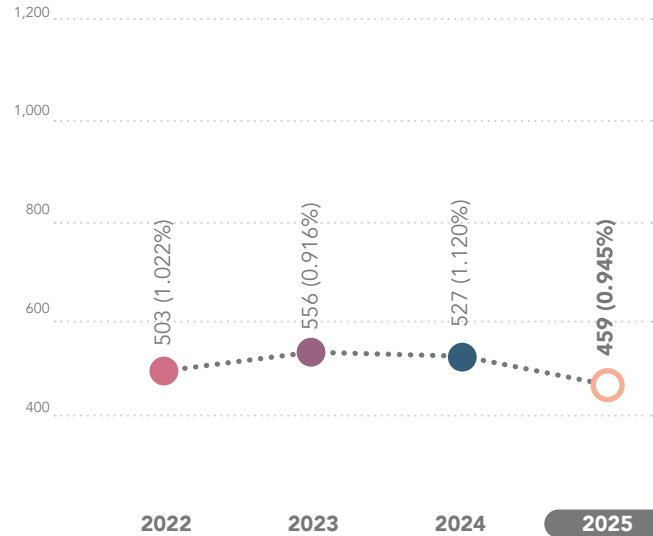


The number of dig-in tickets is slightly lower both MTD and YTD than 2024.

## DIG IN TICKETS Y-T-D

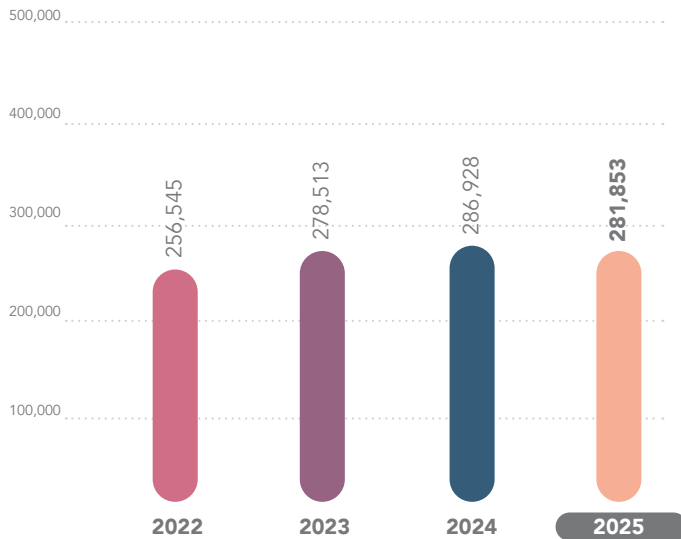


## DIG IN TICKETS NOVEMBER

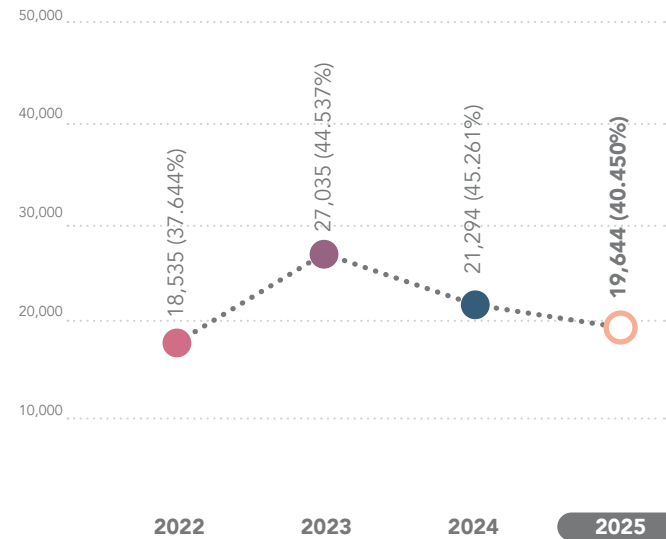


Both the YTD total and MTD number of whitelined tickets is lower than 2024.

## WHITELINED TICKETS Y-T-D

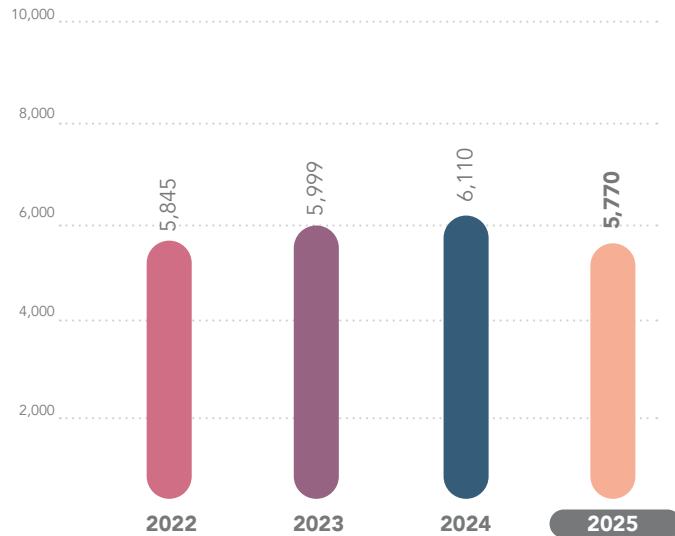


## WHITELINED TICKETS NOVEMBER

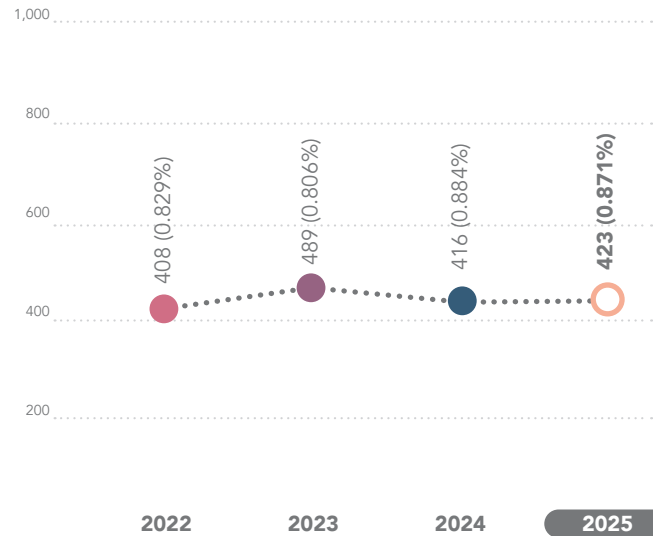


The MTD total of GPS tickets is slightly lower while the YTD total is slightly higher than 2024.

## TICKETS WITH GPS Y-T-D

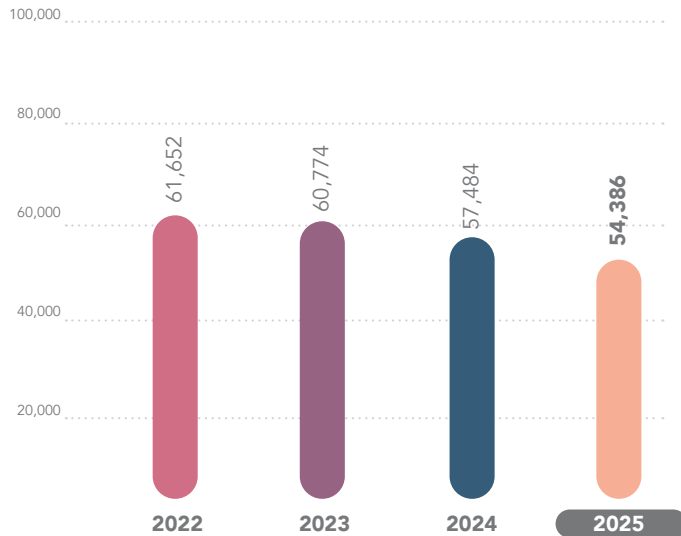


## TICKETS WITH GPS NOVEMBER

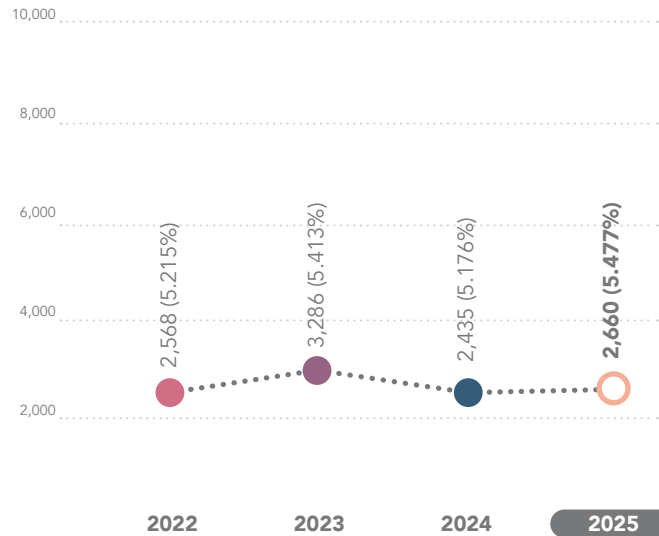


MTD homeowner total is slightly higher while the YTD total homeowner ticket volume is lower than in 2024.

## HOMEOWNER TICKETS Y-T-D



## HOMEOWNER TICKETS NOVEMBER

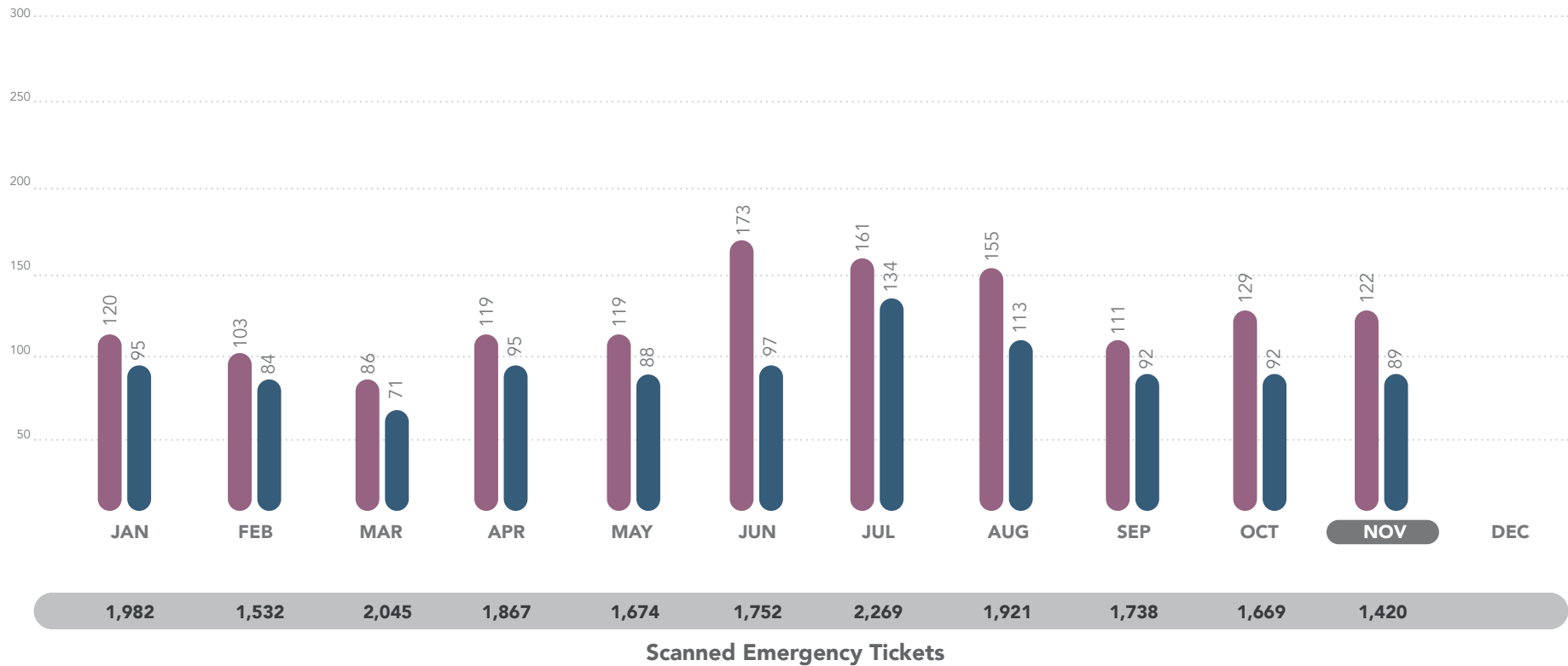


This chart shows the number of times that the same location of work has been found on repeated tickets. There was an interest in analyzing the data to see how many emergencies were actually repeated tickets. The data seems to indicate that the number of "repeated" tickets is a significant part of the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

### EMERGENCY TICKET SCAN

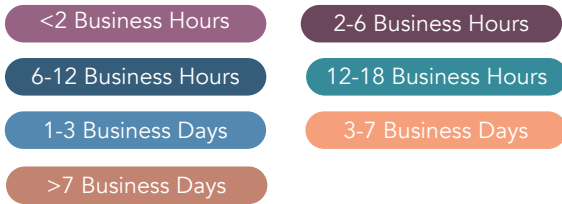
Total Previous Instances

Emergency Tickets with Previous Instances

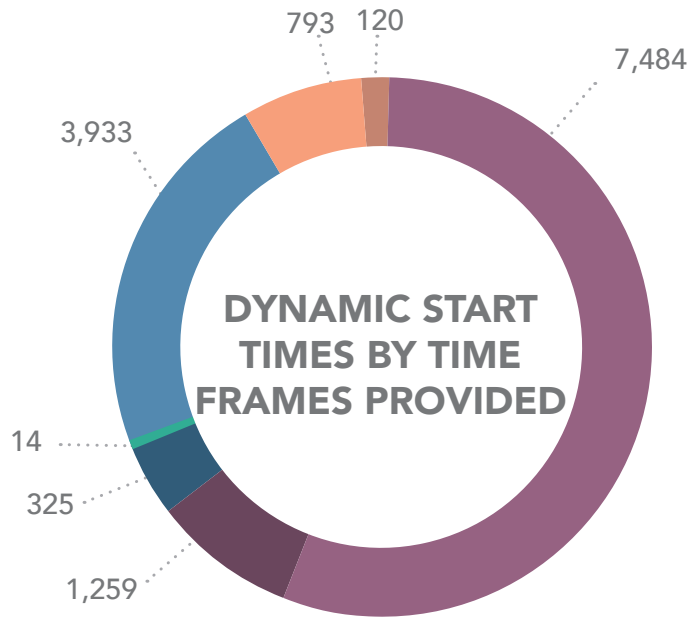


The center implemented the Dynamic Start Date Pilot Program January 5, 2022. These numbers are from all counties in Iowa, and reflect only those tickets that were:

- 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

Dynamic Start Time Tickets from Mon - Friday



Total Compliant Tickets

10,000 20,000 30,000 40,000 50,000 60,000 70,000 80,000 90,000 100,000

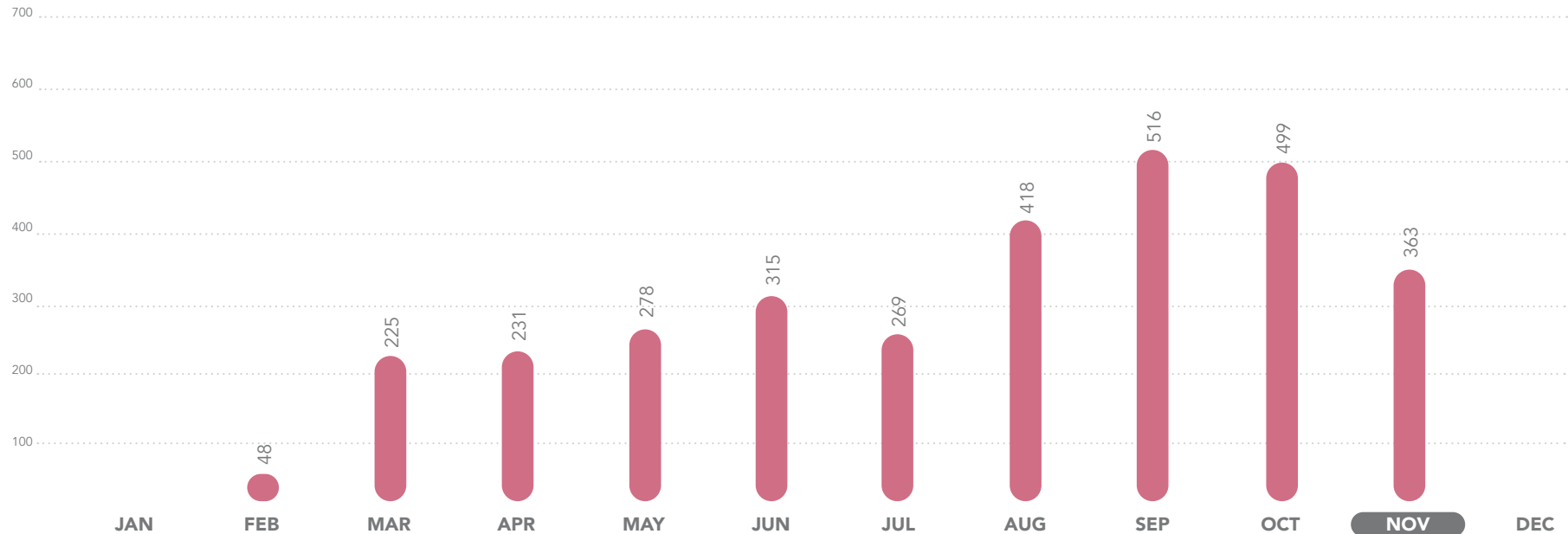


Iowa One Call instituted the new Ticket Talk feature on February 24th, 2025 at 8am.

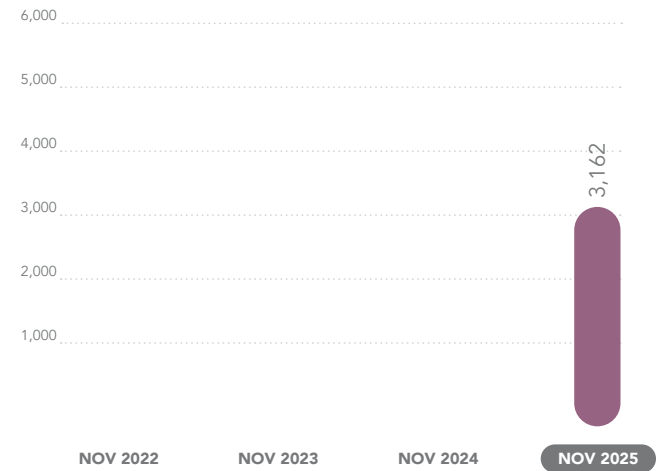
The date filter in the report is based on when the ticket was created, not when the messages were sent. For example, if Ticket 3 was created on March 30 but the conversations happened in April, those April conversations will still show up in the March report because the ticket itself was created in March. The same goes if the conversation continues into May.

In short, the report pulls in all conversation activity tied to tickets created within the date range you enter.

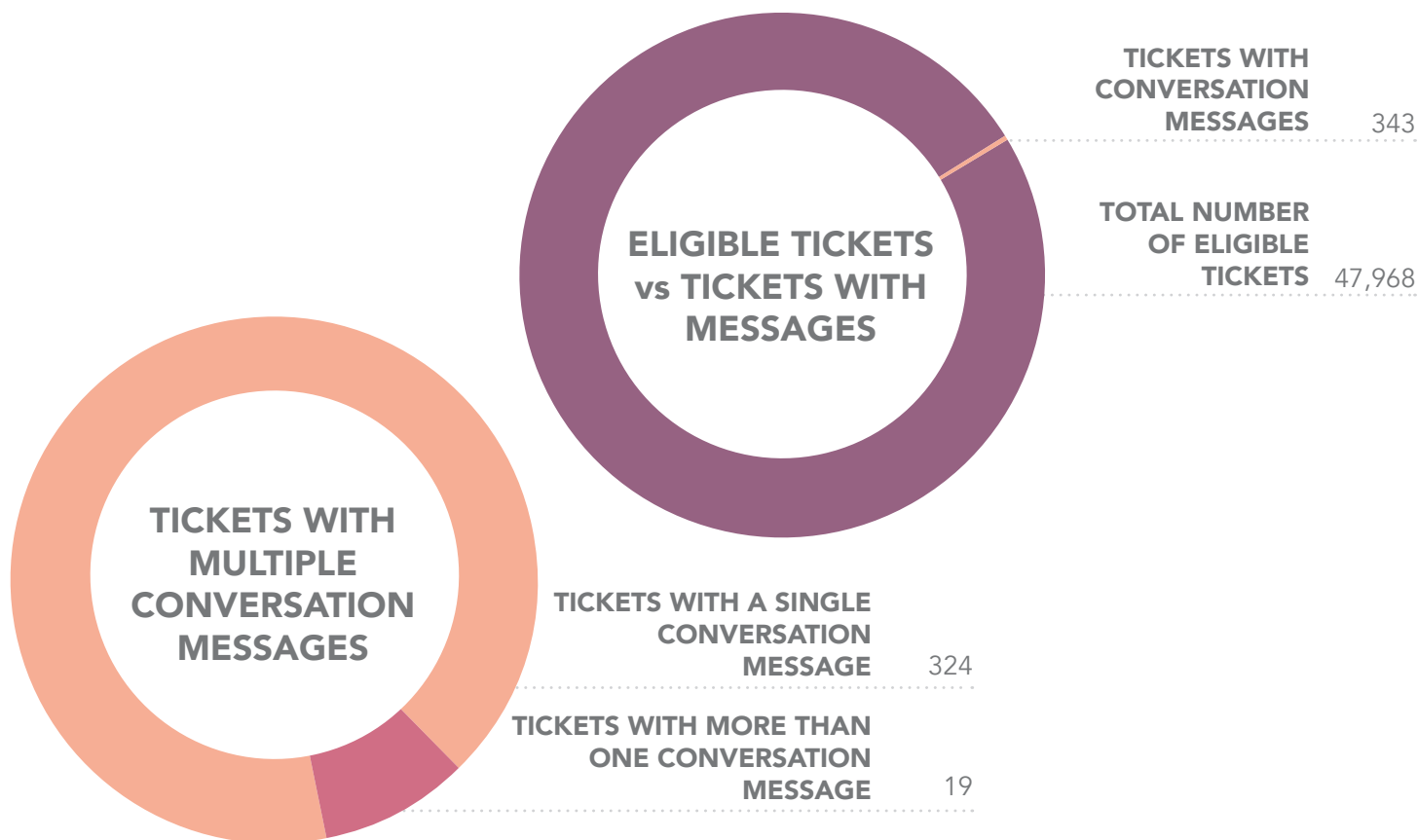
## Total Number of Ticket Talk Conversation Messages



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



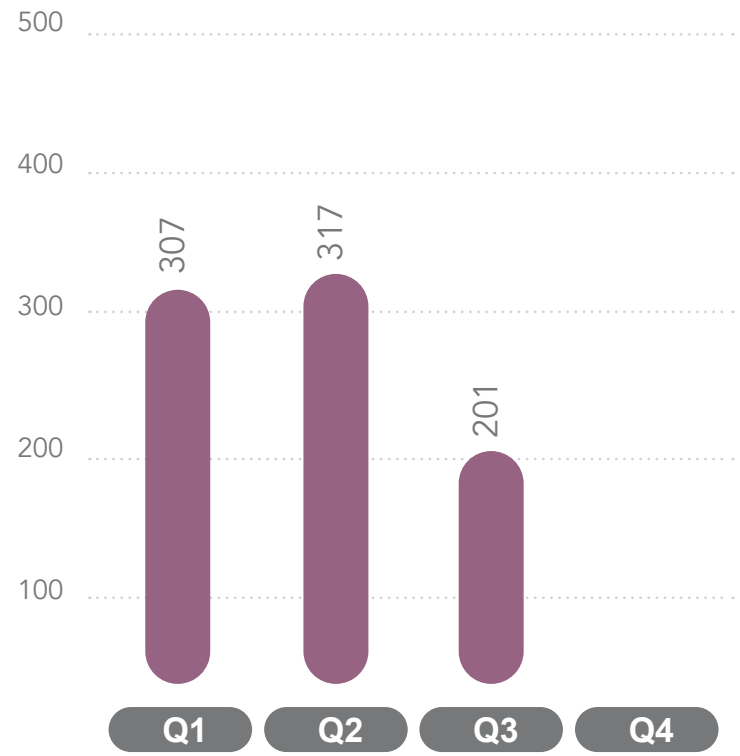
Iowa One Call instituted the new Ticket Talk feature on February 24th, 2025 at 8am.



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                    | 31:00            |
| IAOC Excavation Safety Summit 2026 | 54:40            |
| IAOC ITICnxt                       | 4:00             |
| IAOC New Logo                      | 1:05             |
| IAOC Newsletter                    | 61:45            |
| IAOC Social Media                  | 17:00            |
| IAOC Website Changes               | 5:15             |
| Subtotal                           | 174:45:00        |
| Management Review (+15%)           | 26:12:45         |
| <b>Grand Total with Review</b>     | <b>200:57:45</b> |

## CREATIVE HOURS - 2024





Iowa One Call 2025 Creative Hours.xlsx  
2025 Summary

| Quarter        | Hours     |
|----------------|-----------|
| First Quarter  | 306:45:45 |
| Second Quarter | 316:32:15 |
| Third Quarter  | 200:57:45 |
| Fourth Quarter |           |
| Grand Total    | 824:15:45 |



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  |



Iowa One Call 2025 Creative Hours.xlsx  
Second Quarter Detail

| Project Name                       | Hours Worked |
|------------------------------------|--------------|
| IAOC Dashboards                    | 45:45        |
| IAOC Excavation Safety Summit 2026 | 97:30        |
| IAOC ITICnxt                       | 72:15        |
| IAOC Newsletter                    | 16:45        |
| IAOC Social media                  | 39:30        |
| IAOC Website Changes               | 3:30         |
| Subtotal                           | 275:15:00    |
| Management Review (+15%)           | 41:17:15     |
| Grand Total with Review            | 316:32:15    |



Iowa One Call 2025 Creative Hours.xlsx  
Third Quarter Detail

| Project Name                       | Hours Worked |
|------------------------------------|--------------|
| IAOC Dashboards                    | 31:00        |
| IAOC Excavation Safety Summit 2026 | 54:40        |
| IAOC ITICnxt                       | 4:00         |
| IAOC New Logo                      | 1:05         |
| IAOC Newsletter                    | 61:45        |
| IAOC Social media                  | 17:00        |
| IAOC Website Changes               | 5:15         |
| Subtotal                           | 174:45:00    |
| Management Review (+15%)           | 26:12:45     |
| Grand Total with Review            | 200:57:45    |