

**IOWA 811**

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# Excavator

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# WHAT'S UP BELOW



## UNDERGROUND FACILITY EXCAVATION MEETING

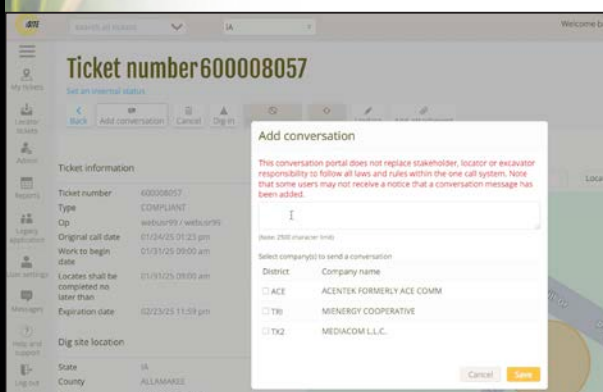
Effective July 1, 2024, several amendments to the Iowa One Call law (Iowa Code chapter 480) were enacted, including two that required Iowa One Call (IOC) to develop and introduce new communication methods. "Ticket Talk" is a new two-way communication system enabling users to initiate and respond to text-based messages through the digital version of each locate ticket. Additionally, a new ticket status code, "lack of response by the excavator," has been introduced to allow locators to report to IOC when they are unable to complete a location service due to the excavator's lack of response.

### Two-Way Communication

Launched on February 24 of this year, "Ticket Talk" is a text-based communication process provided via the electronic ticketing system as an option that enables all users listed on a ticket ("locate ticket") to initiate and respond to messages via the message conversation field. While this option does not replace the required notice process, it does offer a supplemental enhancement to the overall communications between excavators, locators, and operators.

Excavating and contractor advocates have long sought a two-way communication process that would allow them to respond to ticket-based messages left by locators, such as those related to an "agreed-to marking schedule" status. However, the online ticketing system has never offered this feature due to concerns about how users might perceive and misuse it. The primary concern was that introducing a text-based option could lead users to prioritize it over the required communication process. There was a fear that users would view the text-based feature as the main method of interaction rather than a supplemental tool, potentially compromising the effectiveness of the system. To avoid this, designers deliberately chose not to make the text-based process a prominent feature.

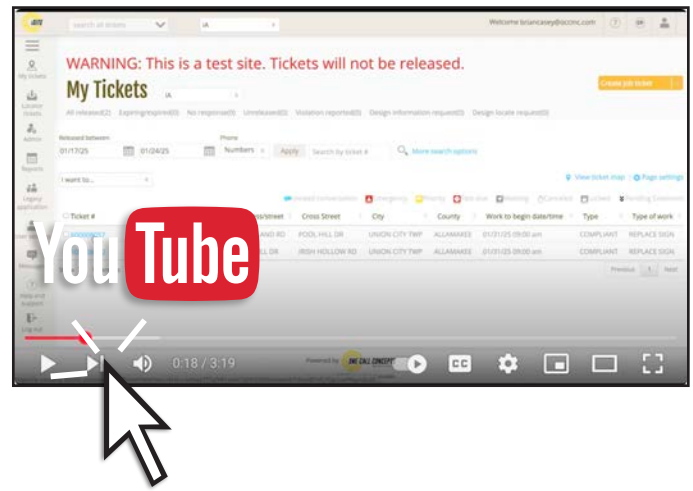
During the 2024 Iowa Legislative Session, stakeholders from Iowa's excavating, locating, utilities, and other sectors met multiple times to review and refine House File 2581, initially introduced by a third party to extend the required forty-eight-hour advance notification period. The discussions led to several amendments, including the addition of a two-way communication process to be provided by the notification center for all users.



### Ticket Talk Features

Ticket Talk is integrated into the existing electronic ticketing system and accessible through the digital copy of each ticket that the IOC notification center sends to users for verification or summary. It can also be accessed via the "search for a ticket" function on the homepage of the Iowa One Call website. Each digital ticket now includes an "Add Conversation" button, allowing users to send messages up to 2,500 characters.

Excavators can access the relevant ticket through the “My Tickets” page by selecting one or more operators listed on the ticket. Once submitted, the excavator’s message will appear on the digital ticket and be stored in the conversation log. The “Conversation History” button enables all users to view the complete message thread. Locators and excavators can respond to each other’s messages using the same “Add Conversation” process. All users listed on the ticket will receive notification alerts when new or unread messages are available. Here is a link to [view the Ticket Talk tutorial video](#).



It’s important to understand that Ticket Talk does not replace the required notice process and is intended to be used for enhancing communications. It cannot be used to:

- Amend, modify, or change the scope of the planned excavation
- Initiate a nonresponse notice
- Cancel a ticket
- Request a “relocate”
- Request a locate of any kind (regular, emergency, joint meet, standby, etc.)

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
01/24/25 01:39 pm	Message Added	TX2	MEDIACOM L.L.C.	la-test		Facility depth in are Show More
01/24/25 01:28 pm	Message Added			briancasey@occinc.com	TX2	Depth markings undlea Show More

Showing 1 to 2 of 2 entries Previous 1 Next

When used correctly to facilitate mutual agreement between the excavator and the locator, the Ticket Talk messaging system can be utilized to establish a mutually agreed-upon marking schedule, allowing for an extension of the locating and marking service beyond the required 48-hour period. If an excavator does not respond to a locator’s message requesting an extension, no agreement can be reached, and the locator is not permitted to status the ticket as “agreed to marking schedule.”

### **New Ticket Status: “Lack of Response by the Excavator”**

The IOC notification center introduced a new status code for legislative compliance with one of the recently enacted requirements mandating locators to notify the IOC notification center if the locating and marking service cannot be completed within the required 48-hour period due to a lack of response from the excavator. The “lack of response by the excavator” status code established a process for locators to provide the required notice.

A locator may not use this code to status a ticket when an excavator fails to respond to the locator’s request for an extension to complete the locating and marking service beyond the required 48-hour period. This status code should only be used for reporting purposes (to notify the IOC notification center) when the locating and marking service cannot be completed within the required 48-hour period due to an excavator’s failure to respond to the locator.

Locators are required to complete the locating and marking within the 48-hour period. If, within that period, the locator still needs additional information/action from the excavator or if the excavator failed to pre-mark (“white-line”) the proposed excavation area, the ticket may be marked as “Not Marked/ Inadequate Information.” However, the locator must attempt to contact the excavator to complete the locating and marking within the 48-hour period. If the excavator fails to respond, the locator can change the status code to “lack of response by the excavator” for reporting purposes. Locators should use this status code right before the 48-hour period concludes, as the excavator may still respond within that time frame.

It’s important that excavators understand the mandatory requirement to provide a telephone contact number on each notice (ticket) and ensure they are available to answer the phone throughout the excavation. Failure to do so may result in noncompliance with code requirements. Failure to respond to a locator may delay locating and marking services, which could delay the excavation. If an excavator’s failure to respond to a locator’s legitimate request/need for additional information

or required action causes a locating delay beyond the 48-hour period, the excavator could be noncompliant with the code if excavation proceeds without the required locate markings.

In summary, the implementation of Ticket Talk and the new ticket status code for “lack of response by the excavator” was mandated by recent legislative amendments to Iowa Code chapter 480. In compliance with these mandates, Iowa One Call developed and implemented the systems to facilitate the required communication improvements. These updates represent a significant step forward in fostering clear, timely communication, ultimately contributing to safer and more compliant excavation practices across Iowa.



# LOOKING AHEAD IOC AT THE PRINCIPAL CHARITY CLASSIC



Iowa One Call is excited to once again sponsor and participate in the Principal Charity Classic! This year we will serve as the official ball mark sponsor with custom Iowa One Call flags. In addition, we will have a booth set up at the Fan Village where attendees can stop by to pick up free merchandise and learn more about safe digging practices.

We're also teaming up for another special giveaway during the event—stay tuned for more details on how you can participate! Be sure to visit us at the Principal Charity Classic this year and follow us on social media for updates. We look forward to seeing you there!

## NEW BOARD MEMBERS



**Cody W. Feagins (kinetic)** is a seasoned telecommunications professional with over two decades of experience in the industry. He began his career in underground construction, which provided him with a solid foundation in the technical and operational aspects of telecommunications. Cody transitioned into network operations as a central office technician and has successfully advanced to his current role as operations manager for South Central Iowa. In this capacity, he oversees the management of 53 exchanges, ensuring that both residential and business customers receive top-tier service.

Cody is dedicated to delivering high-quality service through excellent communication and building strong relationships with clients and colleagues alike. His commitment to quality service is a testament to his leadership and strategic vision in the telecommunications industry.

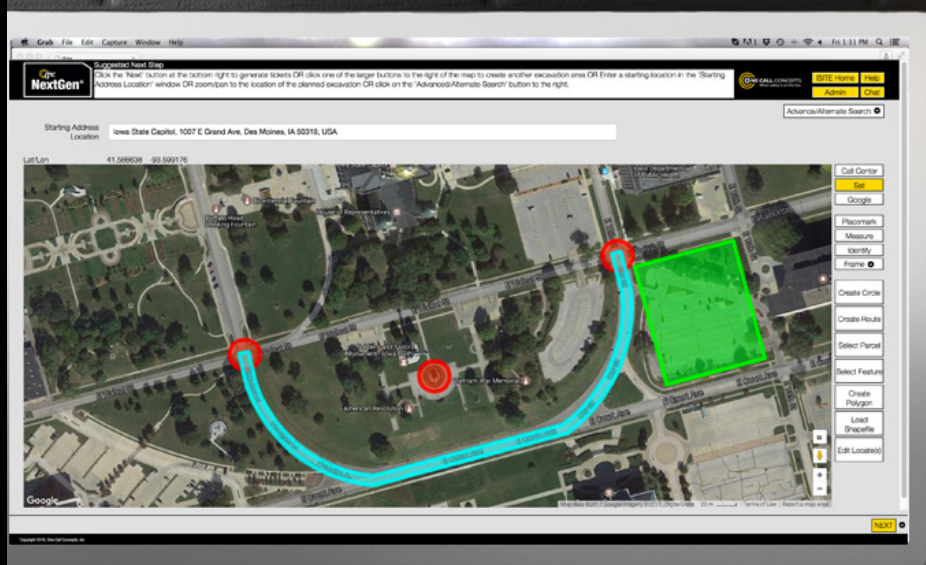
He holds an associate's degree in telecommunications technology from DMACC and a bachelor's degree in business management from William Penn University.

Outside of his professional life, Cody enjoys spending time outdoors with his family.

**Matthew Hansen** is a senior manager of customer operations at Alliant Energy where he is responsible for electric and gas employees in western Iowa. Having worked in the utility industry for 18 years, Matthew has experience with design and construction of distribution facilities as well as experience in utility scale wind and solar assets. He holds an associate's degree in architectural and construction technology from Hawkeye Community College.



# TIPS FOR MAPPING PRECISELY AND ACCURATELY



CHECK OUT THE NEXTGEN ONLINE TICKETING TUTORIAL [HERE!](#)

Use the right tool for the job – ITIC NextGen offers a diverse array of mapping options to fit every scenario.

2. Don't over-map – ITIC NextGen builds the locate request from the mapping. Over-mapping a work area can result in wasted time and resources.

3. Double-check your work – use the different map views and/or Google street view to help ensure you've mapped accurately and completely.



# 2025 IOWA EXCAVATION SAFETY AWARENESS WEBINAR

On March 21, 2025, Iowa One Call hosted an Iowa Excavation Safety Awareness Webinar, bringing together industry professionals from across the state for an engaging and informative session. Held online via Zoom, the webinar provided updates to over 840 registered attendees on excavation safety regulations and reviewed advancements in the online ticketing system.

## What Was Covered:

Our lineup of topics was designed to ensure that attendees left with a clear understanding of key developments in the industry:

- **New Legislative Amendments & Iowa One Call Protocols:** We reviewed recent changes and how they impact excavation procedures across the state.
- **“Ticket Talk” Two-Way Communication System:** A step-by-step tutorial on the latest communication tool designed to streamline interactions between locators, excavators, and facility operators.
- **Electronic White-Lining:** A guide to proper implementation and how it enhances accuracy in marking underground facilities.
- **Enforcement Overview:** A discussion on the evolving role of the Iowa Utilities Commission (IUC) and recent actions taken by the Iowa Attorney General’s Office to improve compliance.

In addition, the presentation featured two video segments:

- **“Ticket Talk” Tutorial –** A detailed walkthrough of the system, produced by OCC.
- **Attorney General Update with Jake Larson –** A comprehensive breakdown of recent enforcement efforts, produced in-house by the Iowa One Call (IOC) administrative team.

The webinar also featured an interactive Q&A session, where we received a significant number of insightful questions from attendees. And of course, no event is complete without a bit of fun—there was a prize drawing where several attendees won credit to our online gift store!

## Top 5 Cities Represented by Attendees

City	Attendees
Urbandale	60
Cedar Rapids	43
Waukee	39
Omaha	28
Sioux City	25

## Traffic and Conversion



## Watch the Webinar Recording

If you missed the webinar or want to revisit any of the discussion points, the [full recording is available](#) on the Iowa One Call website and on our YouTube page.

## Save the Date: 2026 Iowa Excavation Safety Summit

As a reminder, we’re already gearing up for our next big event! Mark your calendars for the [Iowa Excavation Safety Summit](#), happening on January 29, 2026, at the Jacobson Center at the Iowa State Fairgrounds here in Des Moines. We look forward to seeing you there for another opportunity to connect, learn, and advance safety in our industry.

Thank you to everyone who participated in the webinar. Your commitment to excavation safety makes a difference every day!

# 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 ('whitelining')
- ▼ 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



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.



# CAPTURING THE SPIRIT OF IOWA

## NATIONAL SAFE DIGGING MONTH CALENDAR CONTEST

In celebration of National Safe Digging Month, Iowa One Call is hosting a calendar photo contest. Starting April 1, 2025, photographers across Iowa are invited to showcase the state's unique beauty by submitting their best images.

### PHOTO THEMES

- Submissions should capture Iowa's landscapes, landmarks, culture, or traditions

### HOW TO PARTICIPATE

- Submit one high-resolution (JPEG or PNG) photo in landscape orientation to [iowaonecall.com/calendar-photo-contest](https://iowaonecall.com/calendar-photo-contest).

### SUBMISSION REQUIREMENTS & ELIGIBILITY

- Open to both amateur and professional photographers
- Must be residents of Iowa
- Photos must be taken in Iowa
- The submission form will require:
  - Name and/or professional social media handles (optional)
  - Email
  - Phone number
  - County where the photo was taken
- Submission deadline is April 25, 2025  
(No photos generated using artificial intelligence (AI) may be submitted.)

### PRIZES AND RECOGNITION

- Twelve (12) photos will be chosen by a panel of judges
- Winning photos will be featured in the official 2026 Iowa One Call calendar
- Each winning photographer will receive a \$50 Amazon gift card
- Winners will be notified via email by May 1, 2025

### USAGE RIGHTS:

Iowa One Call may use winning and non-winning photos in various promotional materials, attributing photographers when possible. Optionally, winners' professional social media handles will be tagged with photos in the calendar and/or on the Iowa One Call social media account.

### TERMS AND CONDITIONS:

Iowa One Call reserves the right to disqualify any photo that does not comply with the rules and guidelines.

Submitted photos should not infringe upon any copyrights, trademarks, or intellectual property rights.

Stay updated on the contest by following Iowa One Call on [Facebook](#), [Instagram](#), [LinkedIn](#), and [X](#). For any questions, contact [communications.ioc@gmail.com](mailto:communications.ioc@gmail.com). We look forward to seeing Iowa through your lens!



# IN THE NEWS



*Local Excavation and Safety News From Around the Web*



## April is National Safe Digging Month!

[members.iamu.org](http://members.iamu.org)

Each April, the industry recognizes National Safe Digging Month (NSDM), raising awareness about safe digging practices among the public and professionals nationwide. Throughout the month, campaigns and activities highlight the importance of contacting 811 before digging.

### What to do:

- **Contact 811:** Call 811 or use the online service a few business days before starting any digging project.
- **Wait for markings:** Allow the utility companies time to mark the area where you plan to dig.
- **Respect the markings:** Carefully dig around the marked lines and avoid damaging them.

[\[Learn More\]](#)

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



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

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