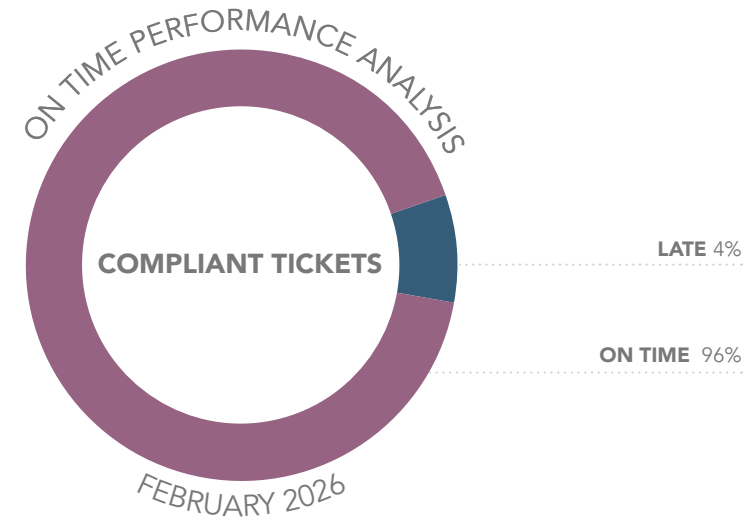
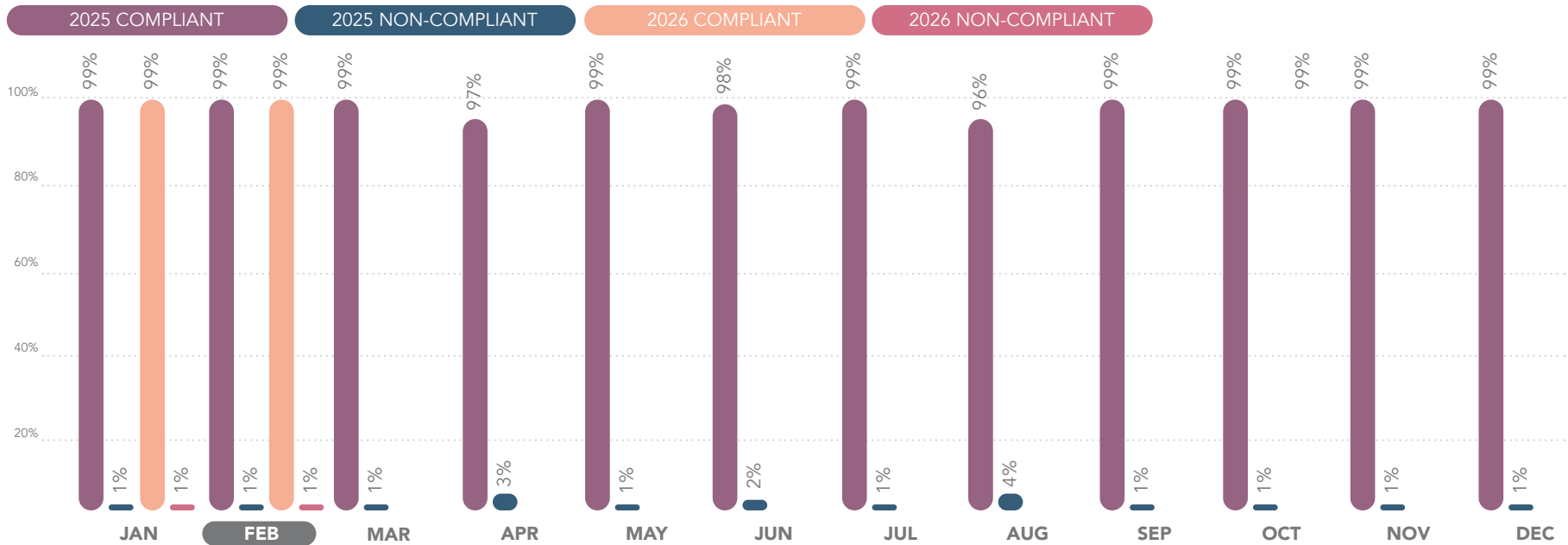


The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within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



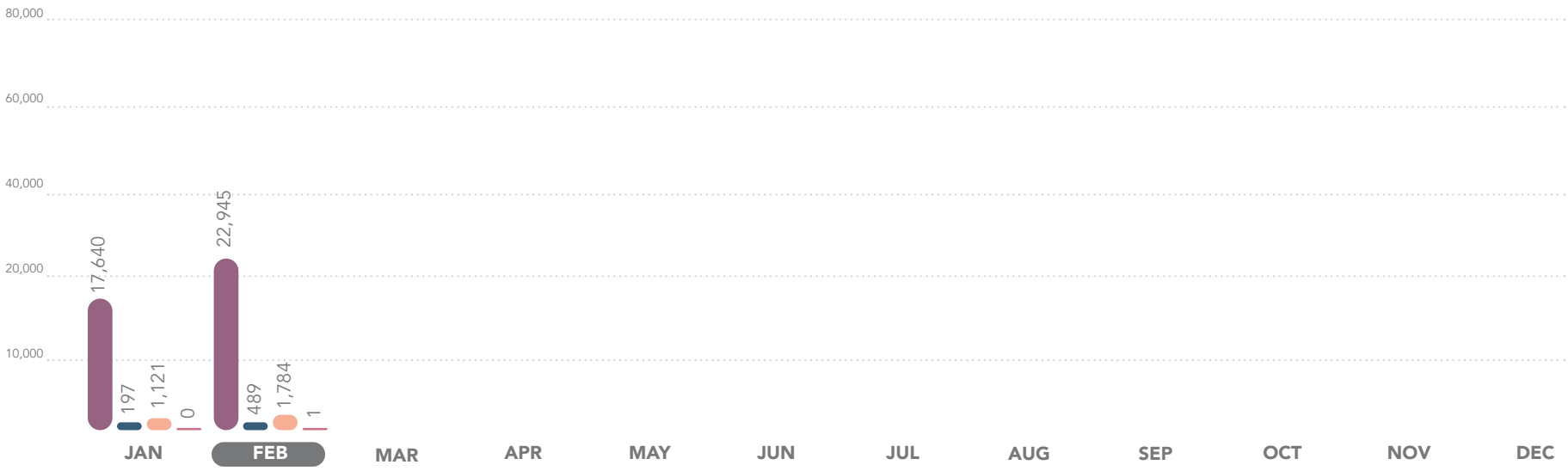
### POSITIVE RESPONSE COMPLIANCE



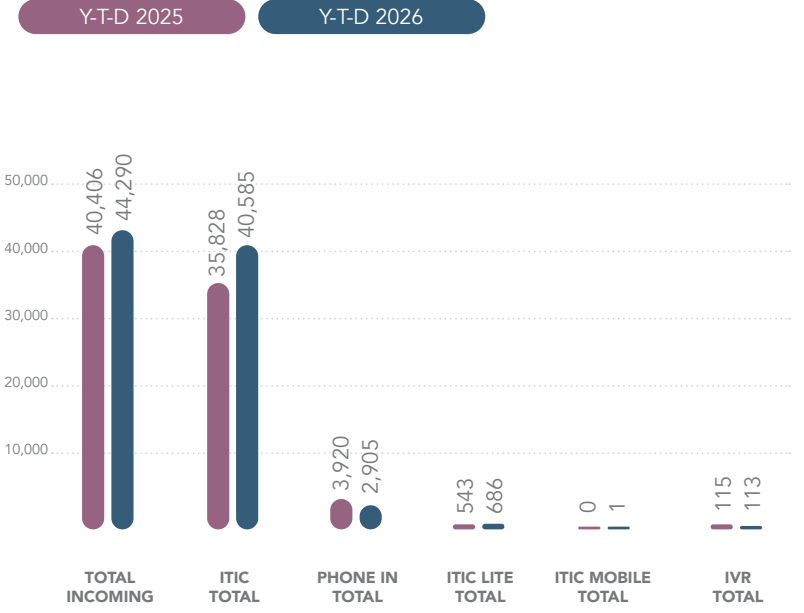
ITIC, ITIC Lite, and ITIC Mobile activity all continue to grow, and make up a greater percentage of incoming locates. Phone In activity will continue to make up a smaller portion of the total as more IOC users make the change to on-line ticket entry. Total incoming volume is now ahead of last year's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

### MONTHLY ITIC ACTIVITY

ITIC    ITIC LITE    PHONE IN    ITIC MOBILE

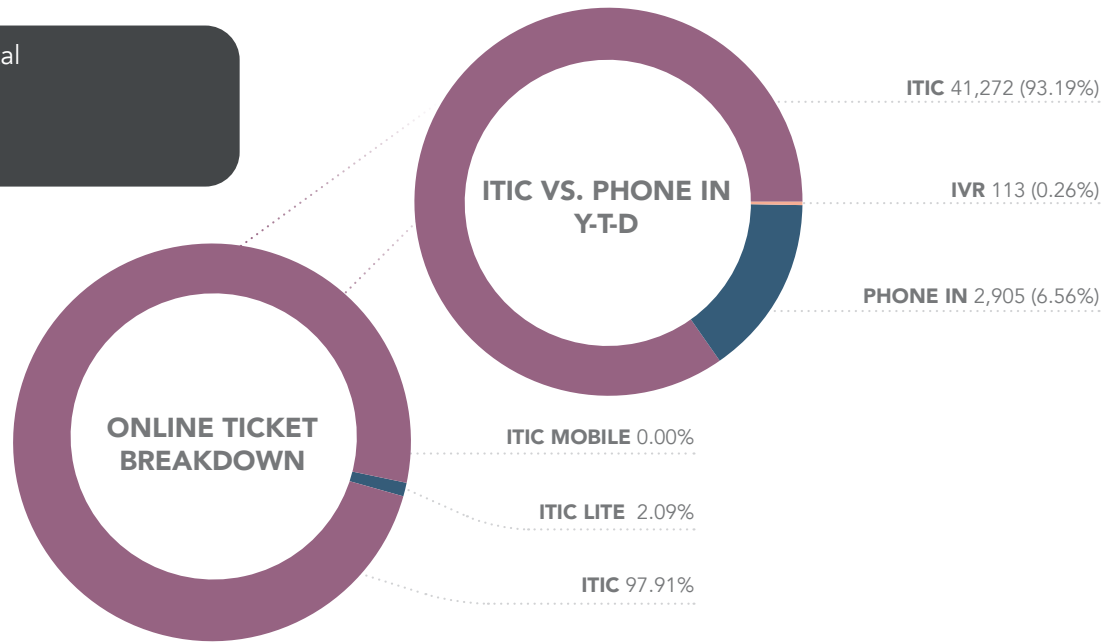


### ITIC ACTIVITY Y-T-D



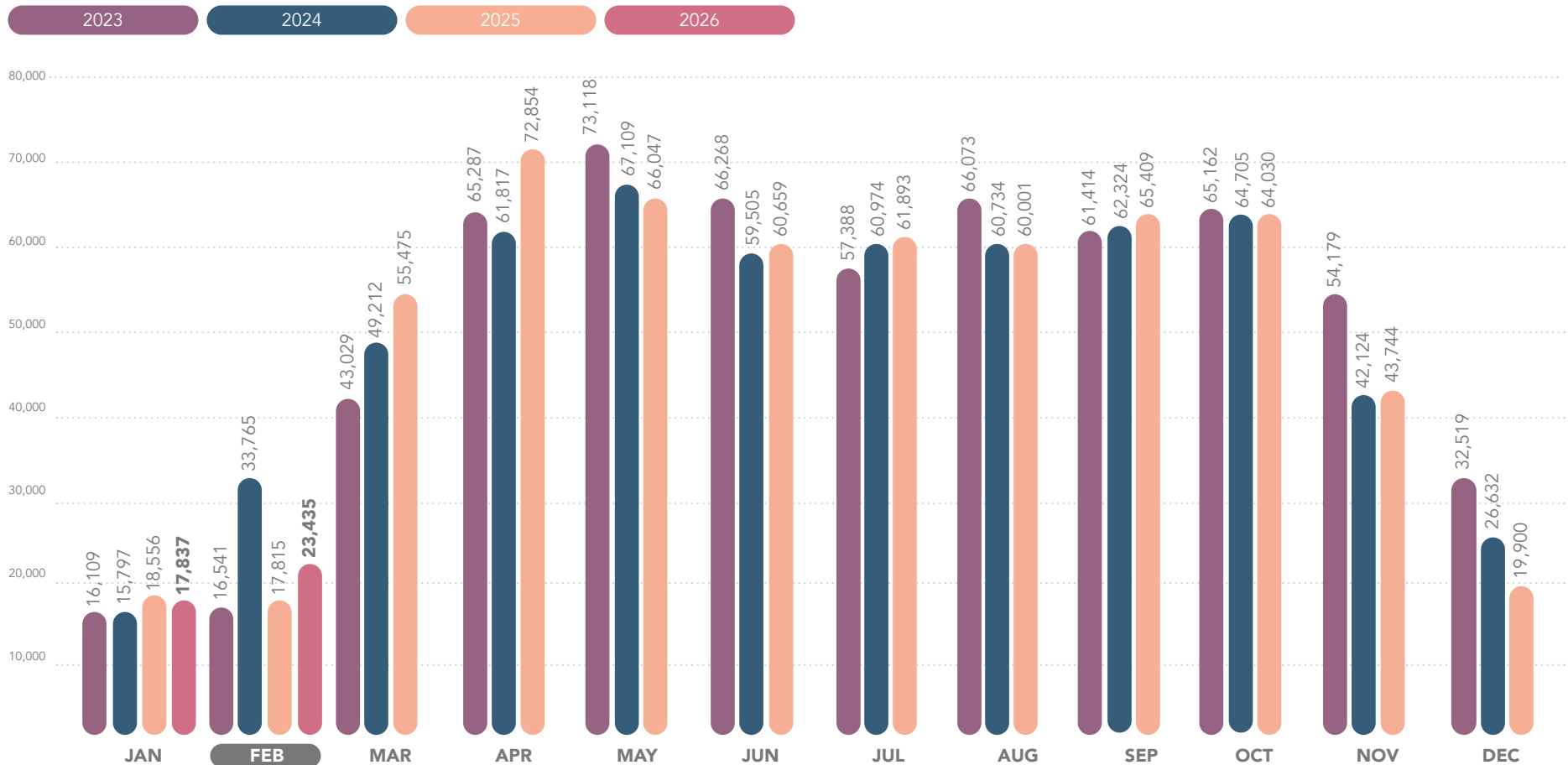
The number of tickets received through ITIC exceeds 90 percent of the total incoming volume.

## ITIC VS. PHONE IN



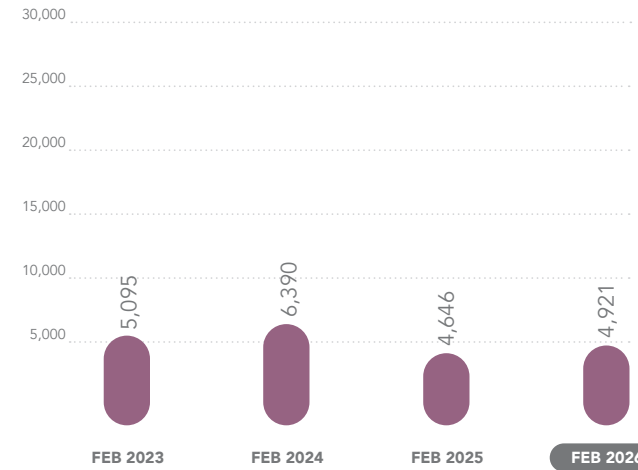
This chart tracks ITIC usage through the last few years.

## COMPARATIVE ITIC VOLUME

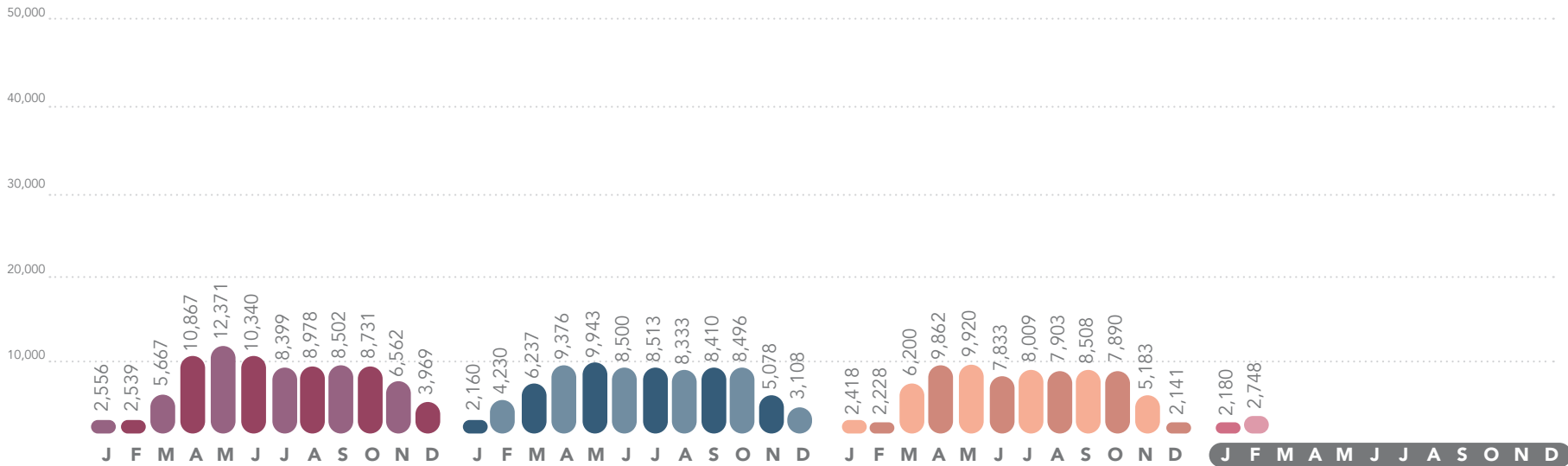


Total number of incoming phone calls year to date is slightly higher than 2025 even as the overall number of tickets submitted on line continues to grow.

### TOTAL INCOMING CALLS Y-T-D

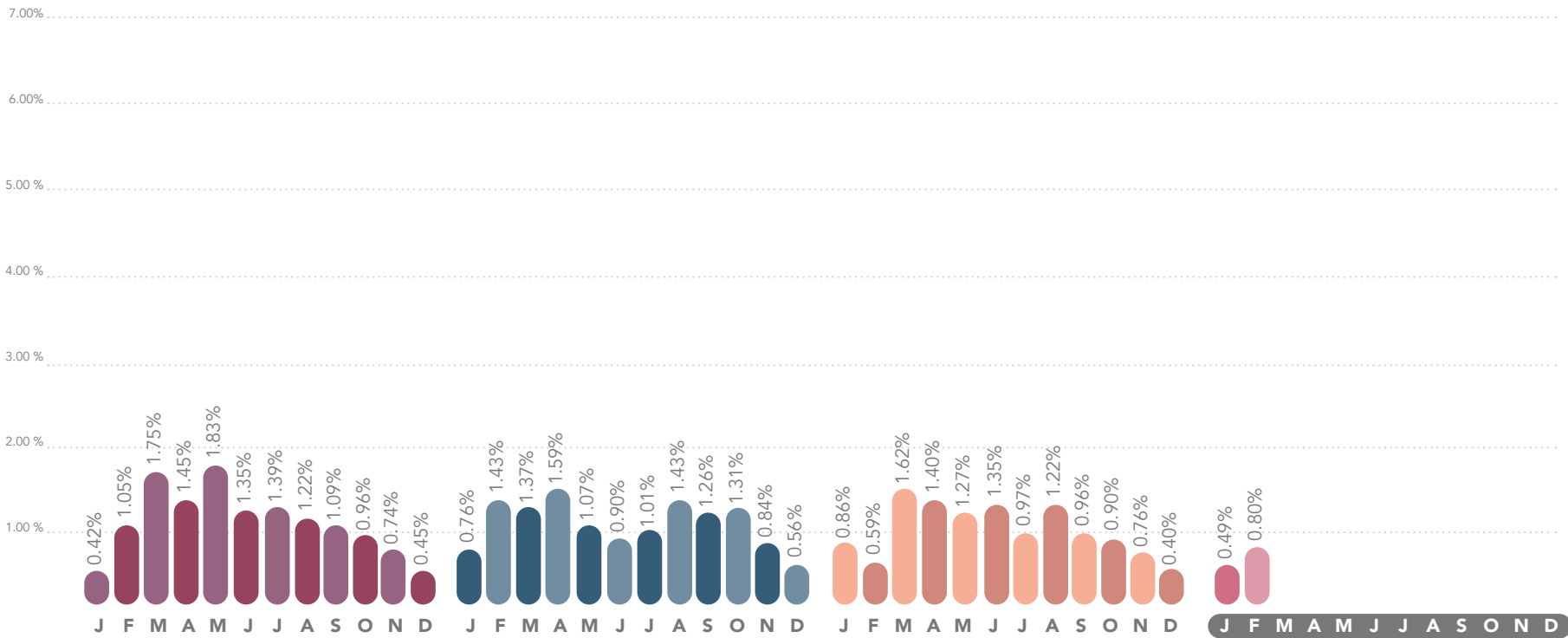


### TOTAL INCOMING CALLS



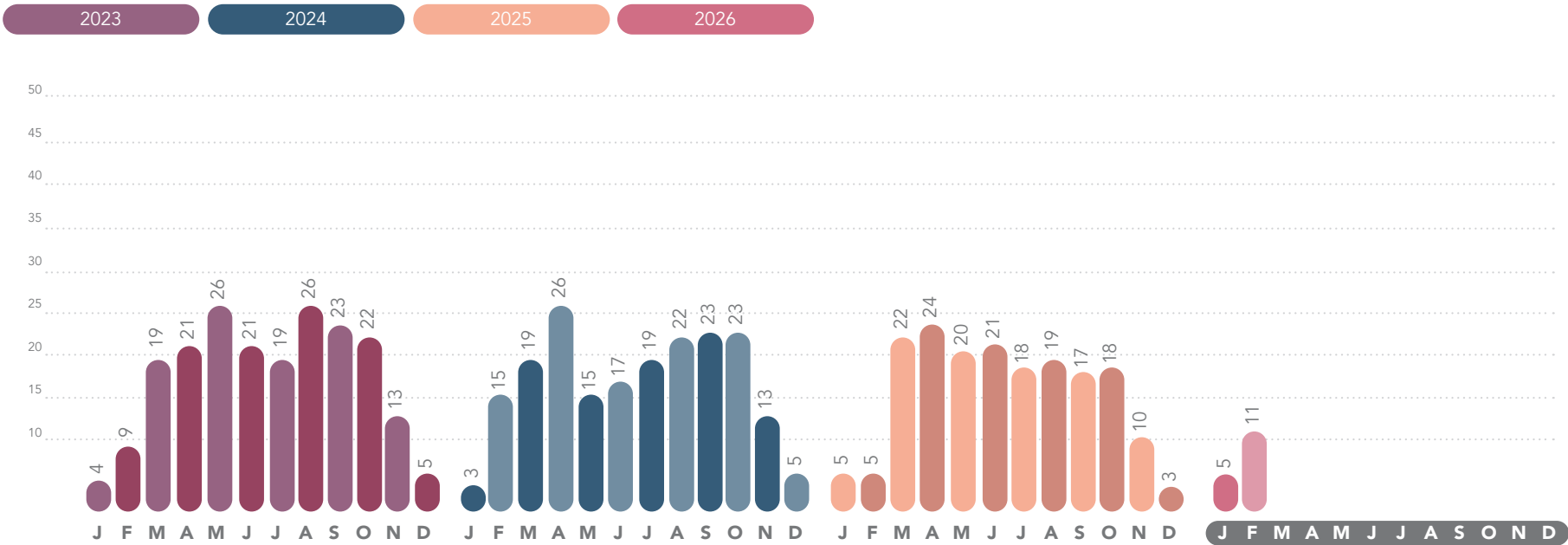
The percentage of Abandoned Calls is slightly higher than last year.

### CALLS ABANDONED

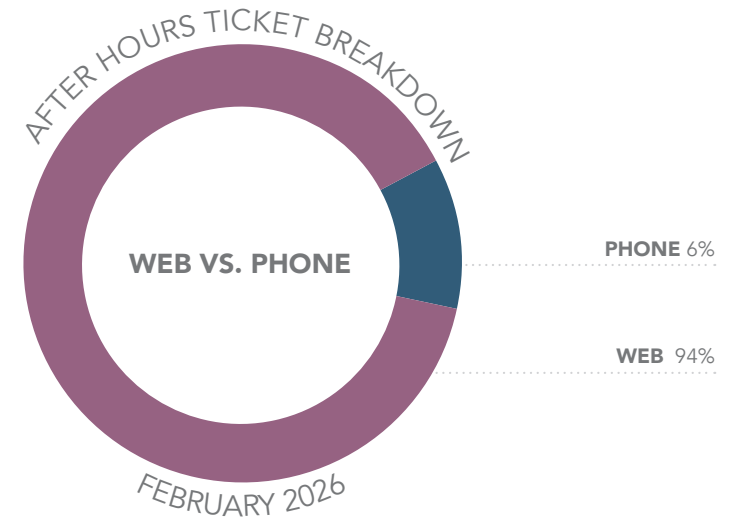


The average speed to answer is slightly higher than last year for this period.

### AVERAGE SPEED TO ANSWER

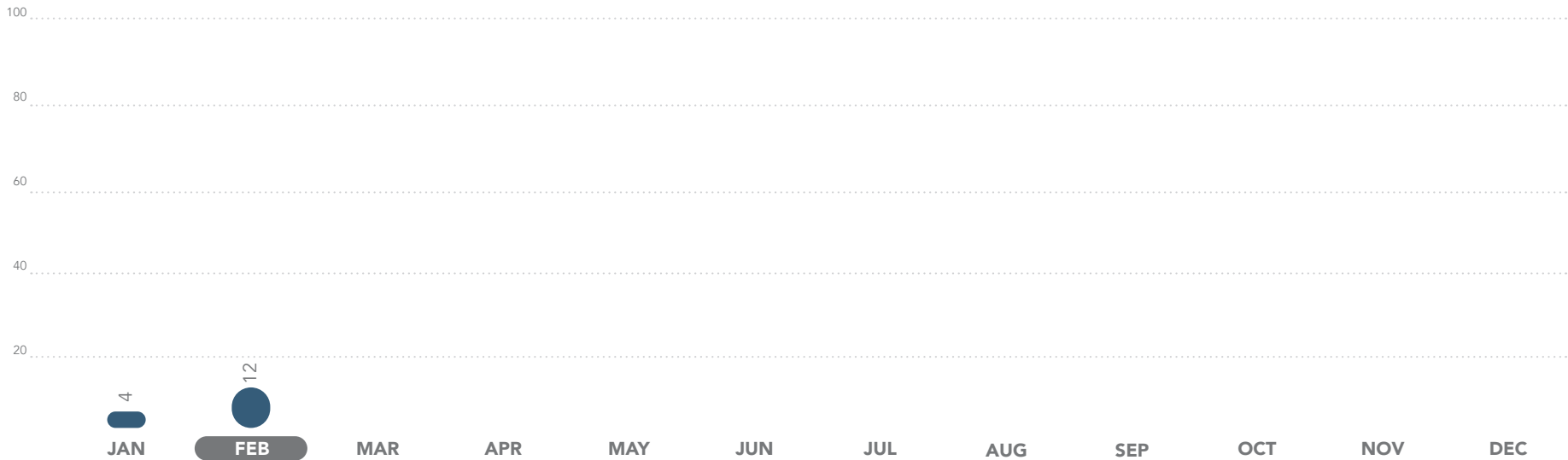


The chart below reflects the average speed (ASA) to answer during the after hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC.



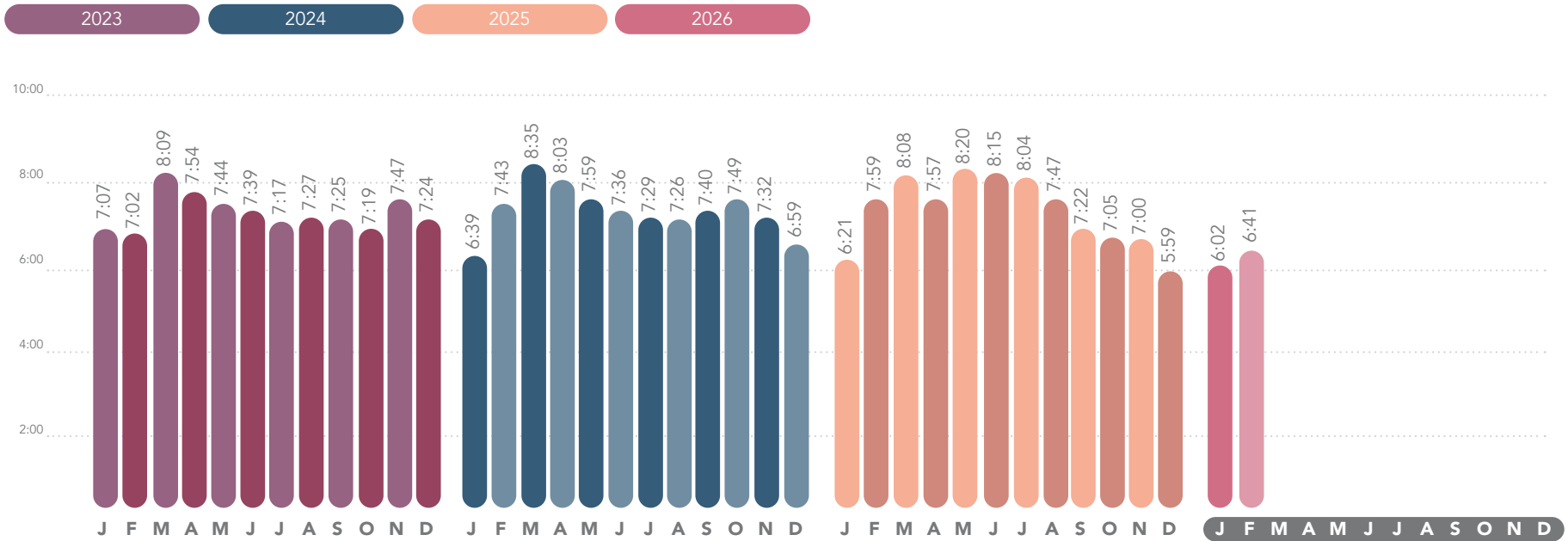
### AVERAGE SPEED TO ANSWER AFTER HOURS

2026



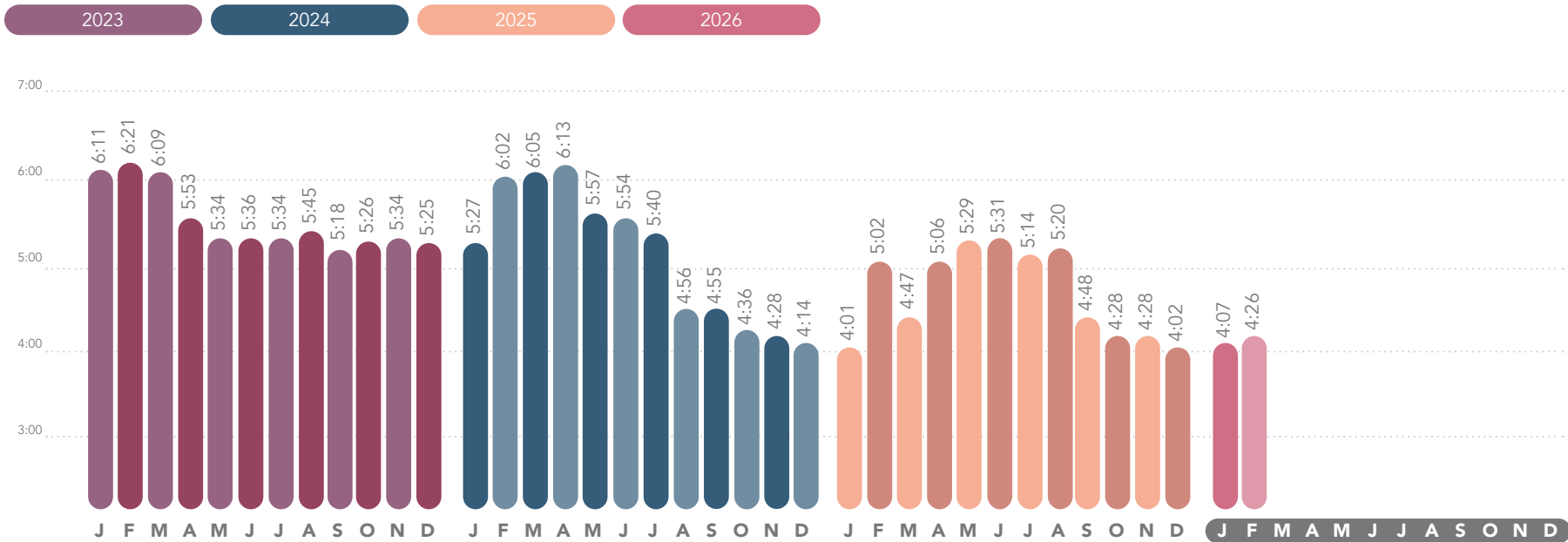
Average talk time remains lower than it was last year.

### AVERAGE TALK TIME



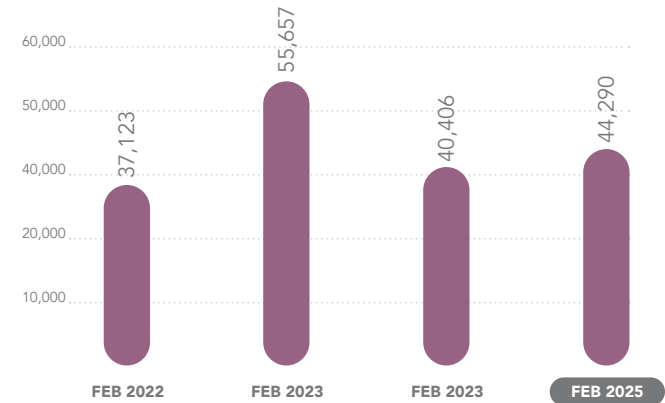
The average time per ticket is lower than it was last year.

### AVERAGE TIME PER TICKET

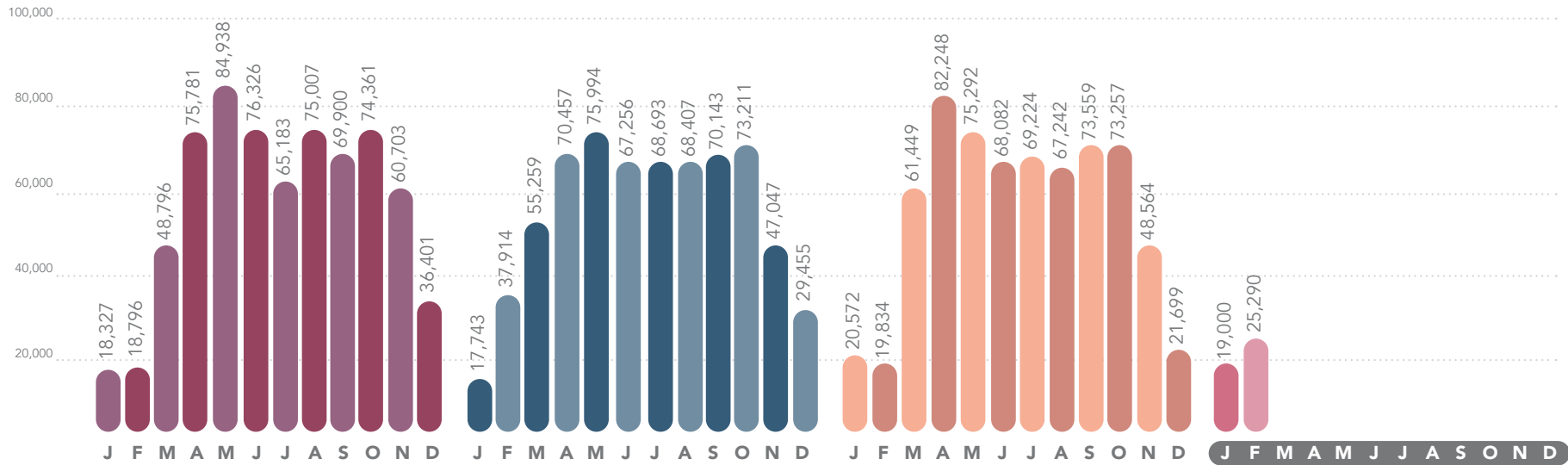


YTD and MTD incoming ticket volume is higher than last year.

### INCOMING TICKET TOTALS Y-T-D

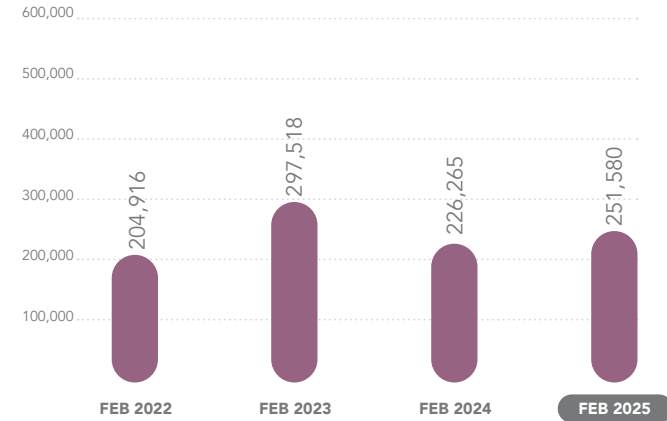


### INCOMING TICKET TOTALS

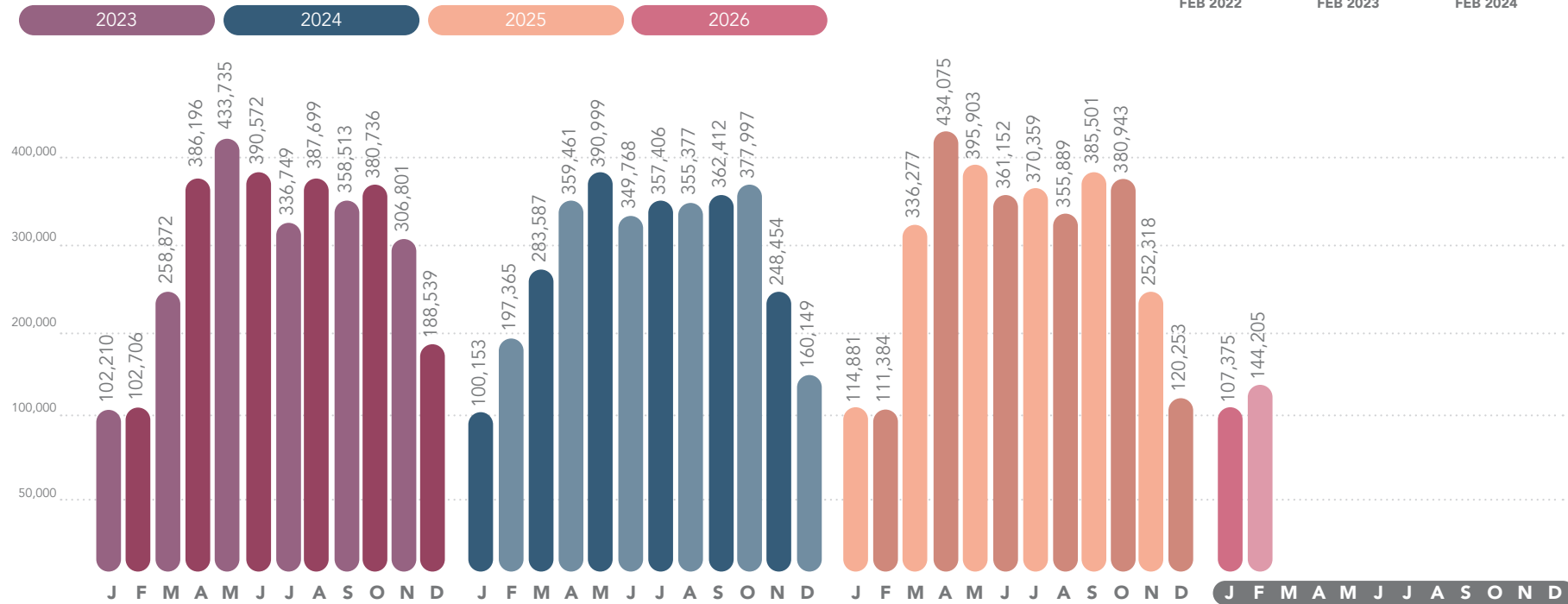


The YTD and MTD outbound ticket totals are higher than last year, while the MTD total is lower.

### OUTBOUND TICKET TOTALS Y-T-D

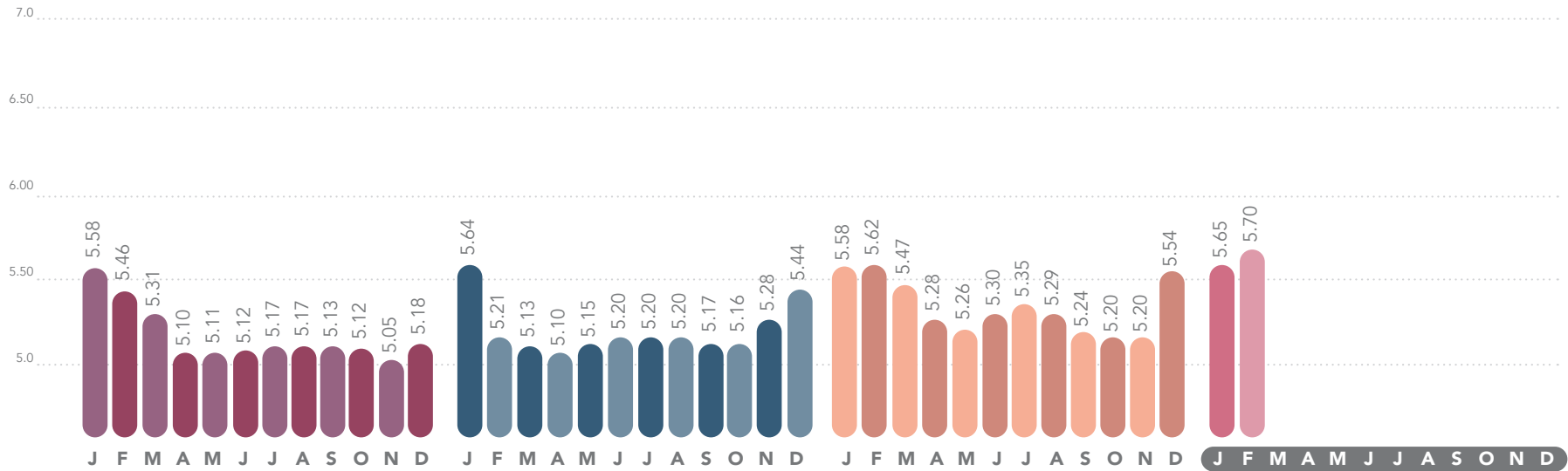


### OUTBOUND TICKET TOTALS



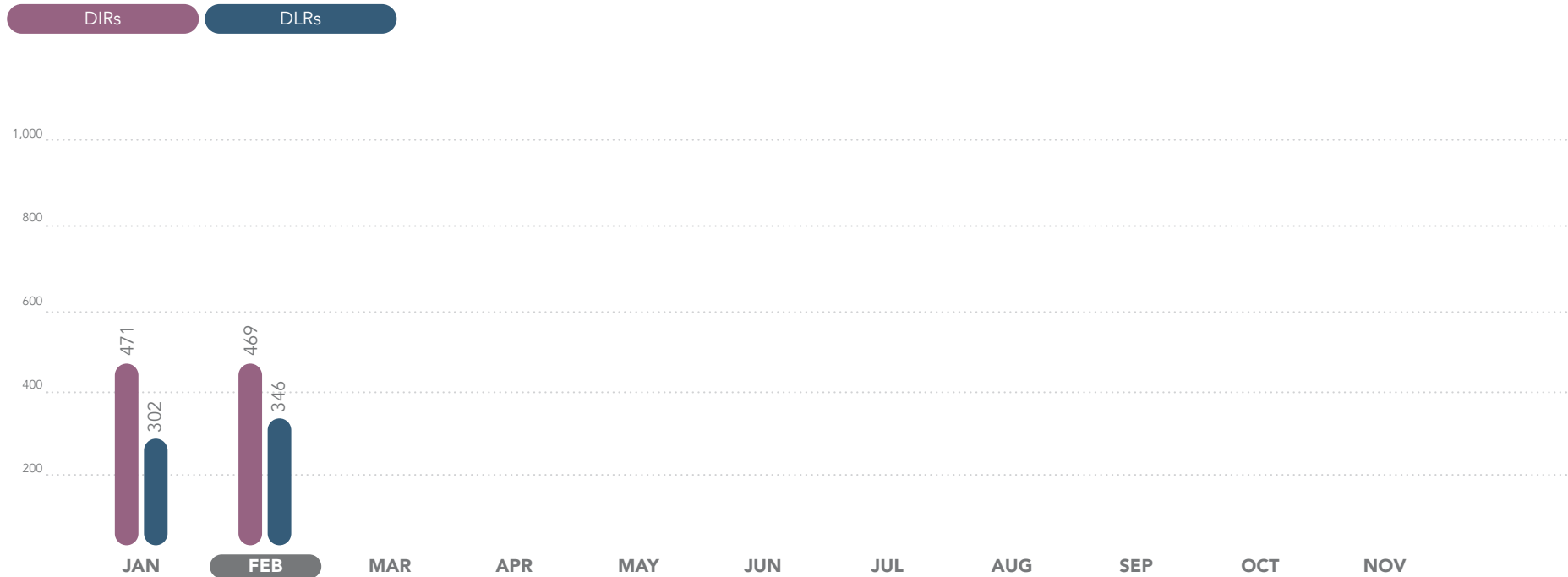
The in/out ratio has followed the historical pattern.

### IN/OUT RATIO

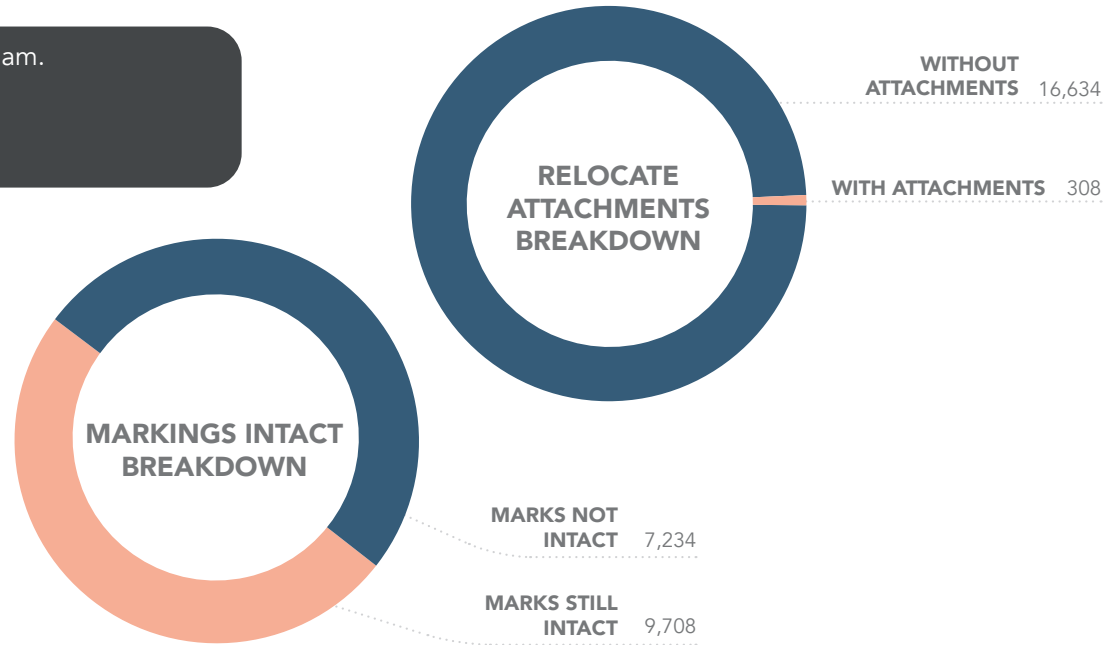


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

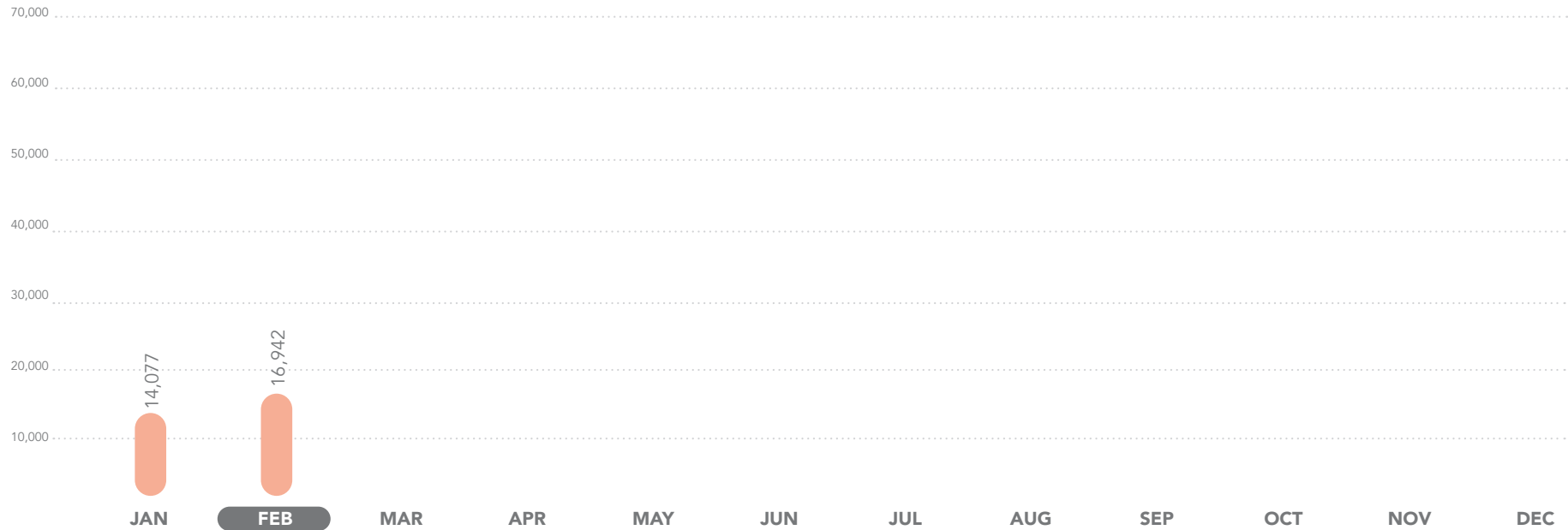
### DRS SYSTEM ACTIVITY



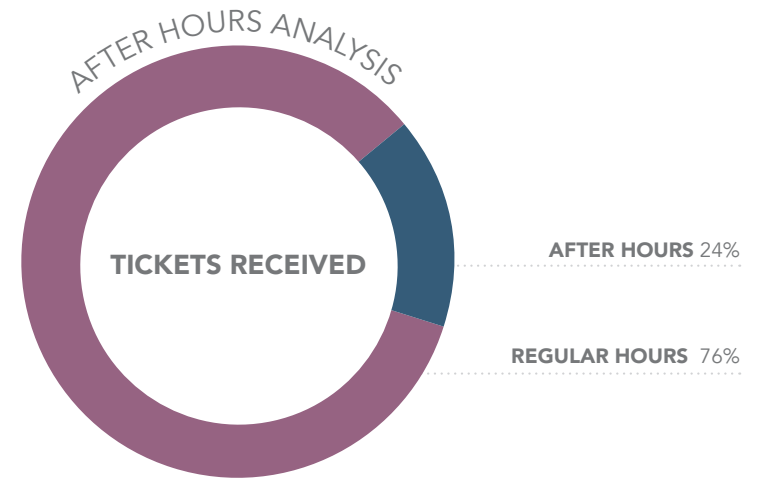
Iowa One Call instituted the new Relocate feature on March 4th, 2024 at 7am.



### Total Relocate Tickets



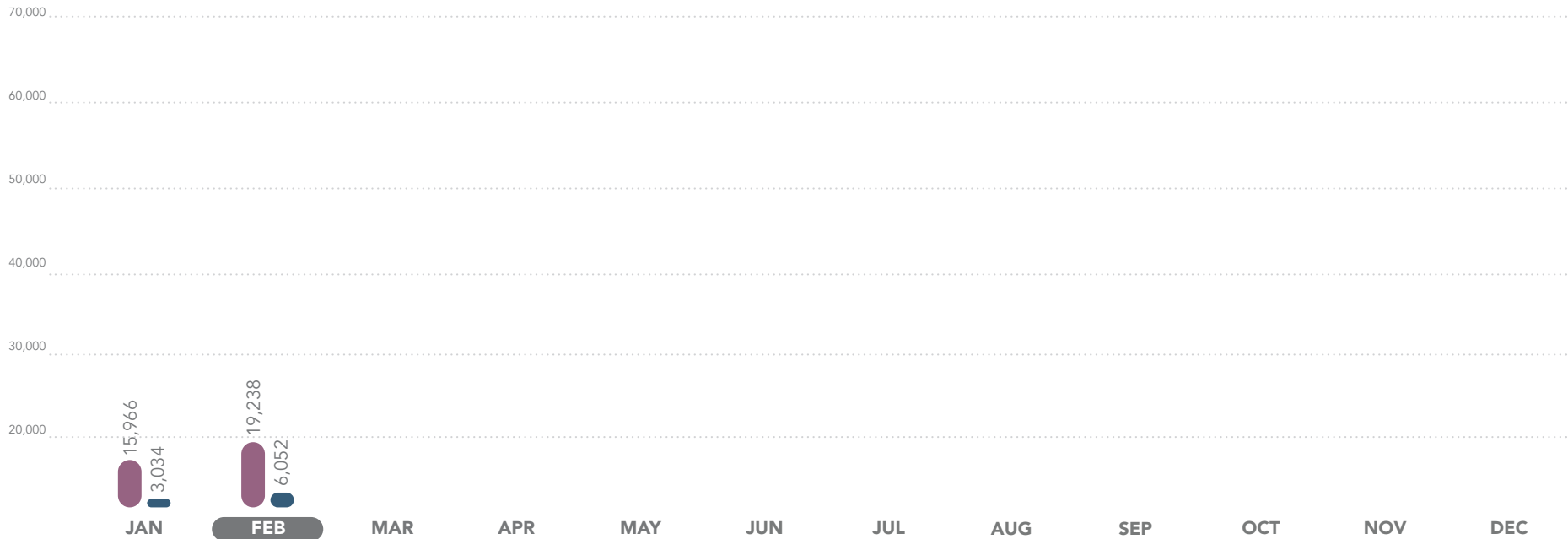
The charts on this page provide a breakdown showing the time of day that incoming tickets were received.



### TIME OF RECEIPT ANALYSIS

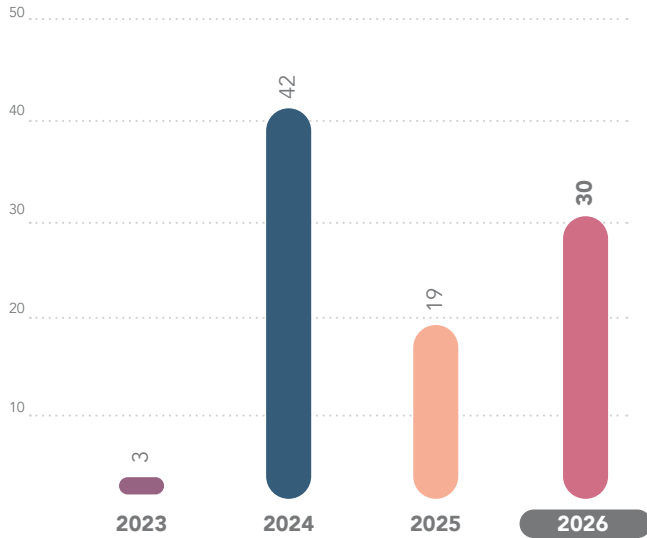
REGULAR HOURS

AFTER HOURS

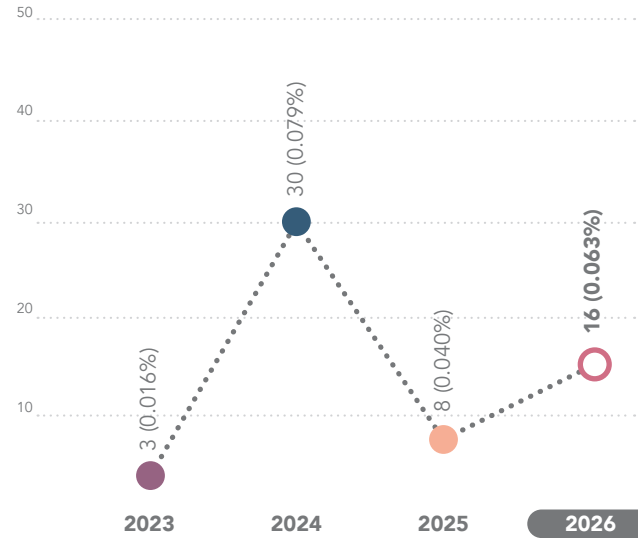


Both the YTD and MTD total number of non-compliant tickets are higher than 2025.

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

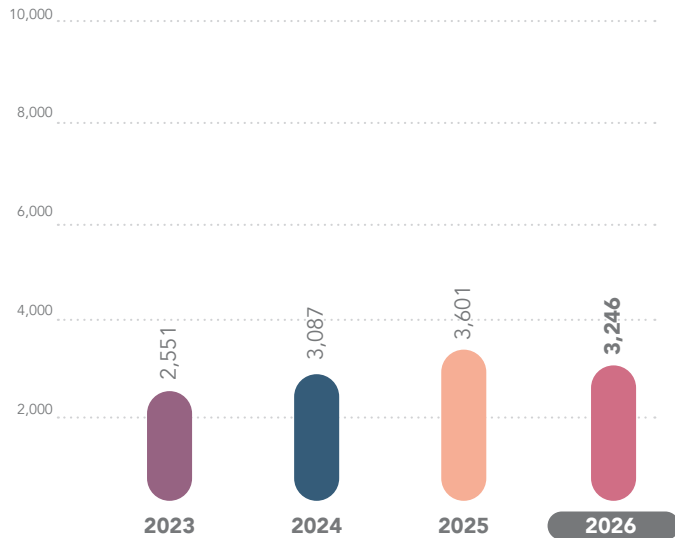


### NON-COMPLIANT TICKETS FEB

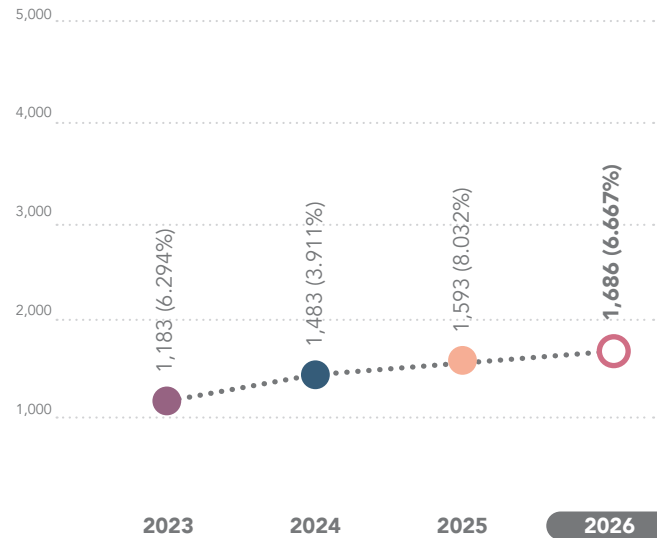


The number of emergencies is higher MTD and lower YTD when compared to last year.

### EMERGENCY TICKETS Y-T-D

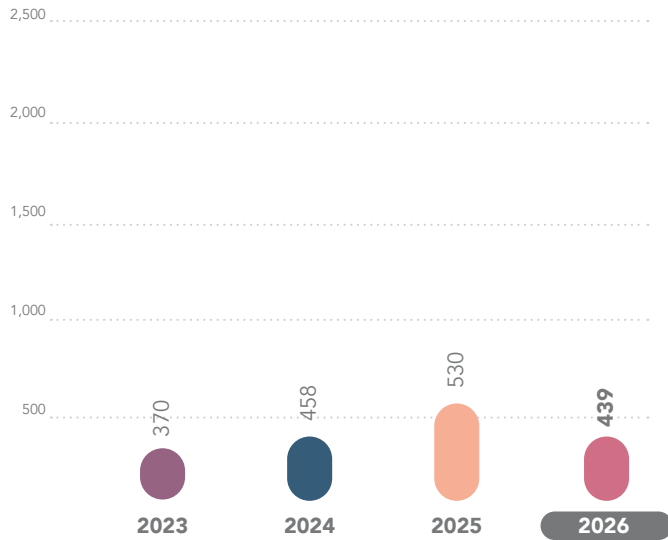


### EMERGENCY TICKETS FEB

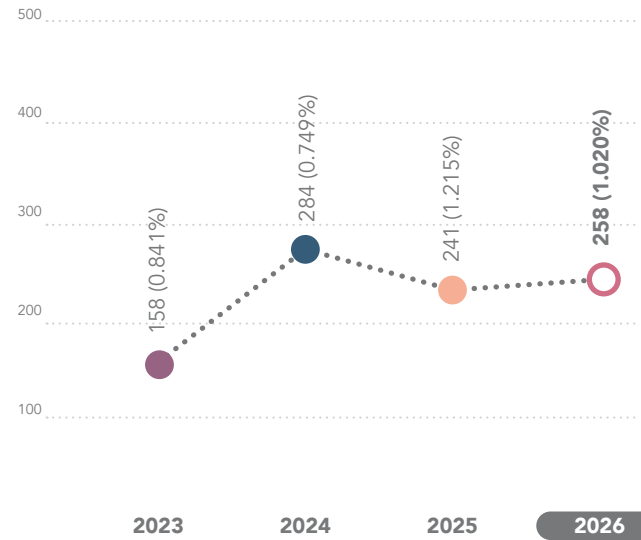


The number of dig-in tickets is lower YTD and slightly higher MTD than 2025.

### DIG IN TICKETS Y-T-D

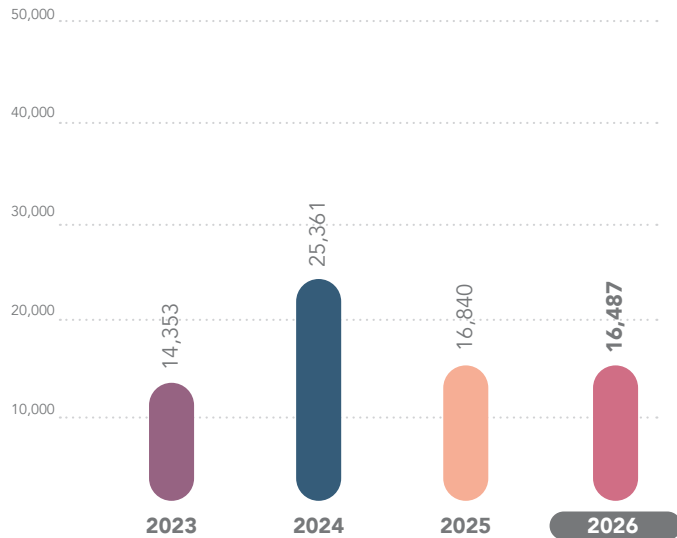


### DIG IN TICKETS FEB

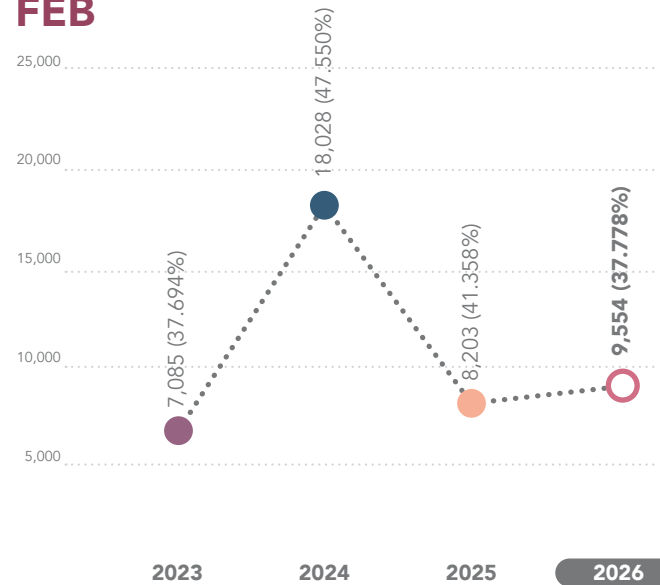


While the YTD total is slightly lower, the MTD number of whitelined tickets is higher than last year.

### WHITELINED TICKETS Y-T-D

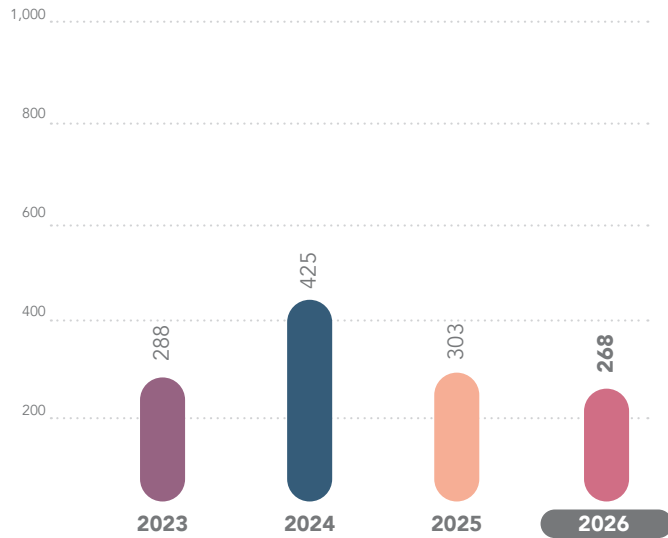


### WHITELINED TICKETS FEB

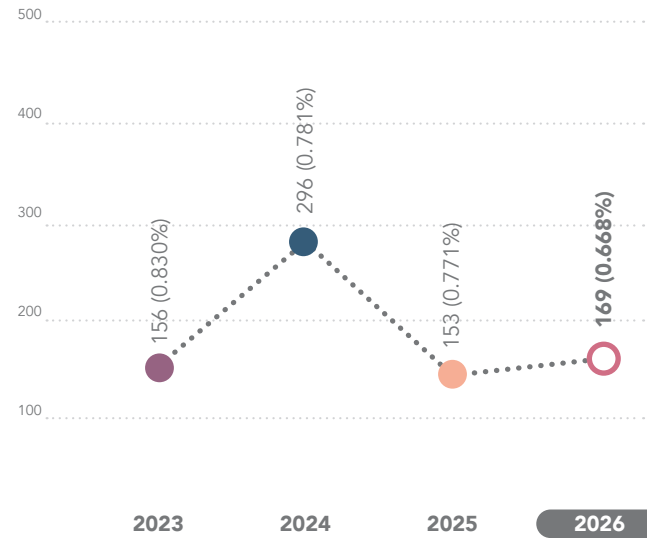


The YTD total of tickets with GPS coordinates is lower while the MTD total is slightly higher than last year

### TICKETS WITH GPS Y-T-D

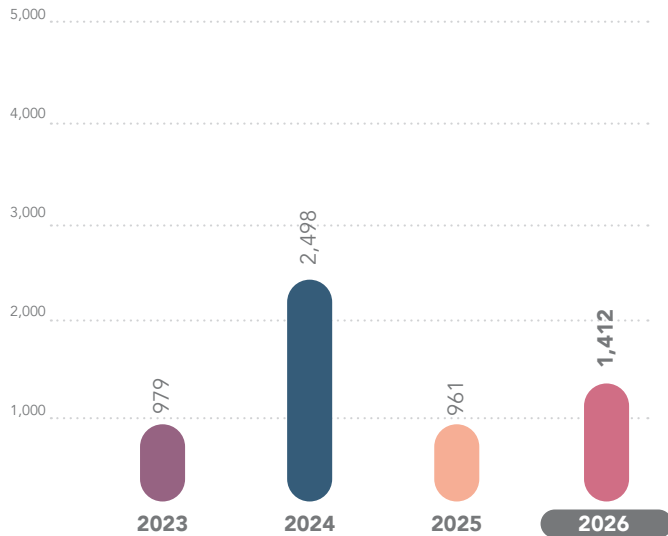


### TICKETS WITH GPS FEB

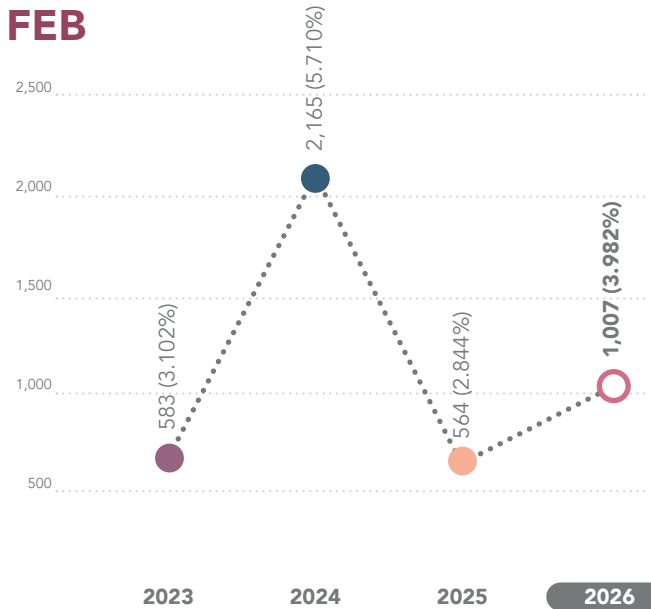


MTD and YTD homeowner ticket volume is higher than in 2025.

### HOMEOWNER TICKETS Y-T-D



### HOMEOWNER TICKETS FEB

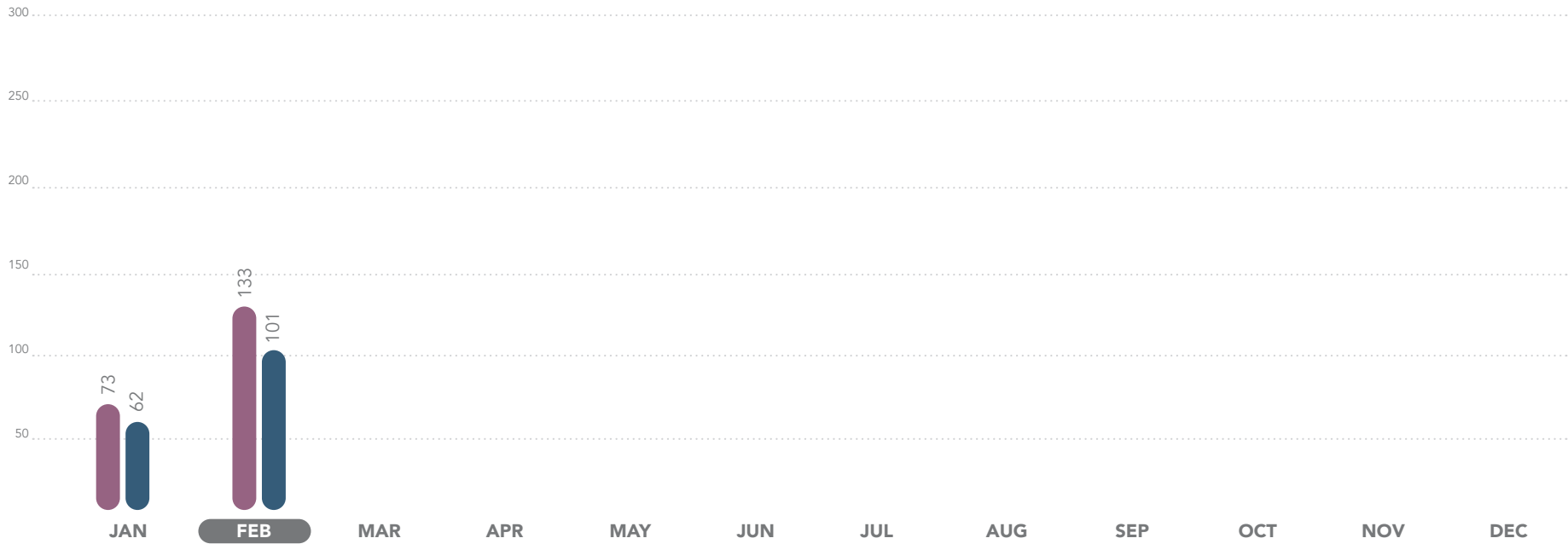


This chart shows the number of times that the same location of work has been found on repeated tickets. There was an interest in analyzing the data to see how many emergencies were actually repeated tickets. The data seems to indicate that the number of "repeated" tickets is a significant part of the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

### EMERGENCY TICKET SCAN

Total Previous Instances

Emergency Tickets with Previous Instances



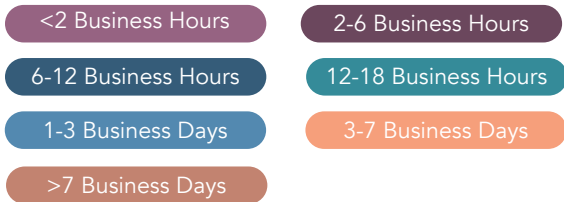
1,554

1,685

Scanned Emergency Tickets

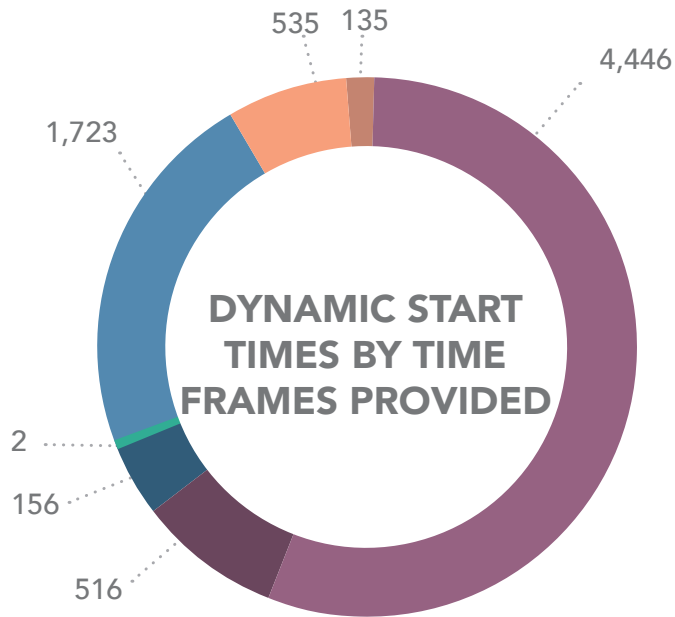
The center implemented the Dynamic Start Date Pilot Program January 5, 2022. These numbers are from all counties in Iowa, and reflect only those tickets that were:

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

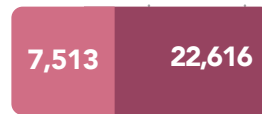


Hours/Days calculated as calendar hours/days, Monday through Friday excluding Holidays

### COMPLIANT TICKET BREAKDOWN



Dynamic Start Time Tickets from Mon - Friday



Total Compliant Tickets

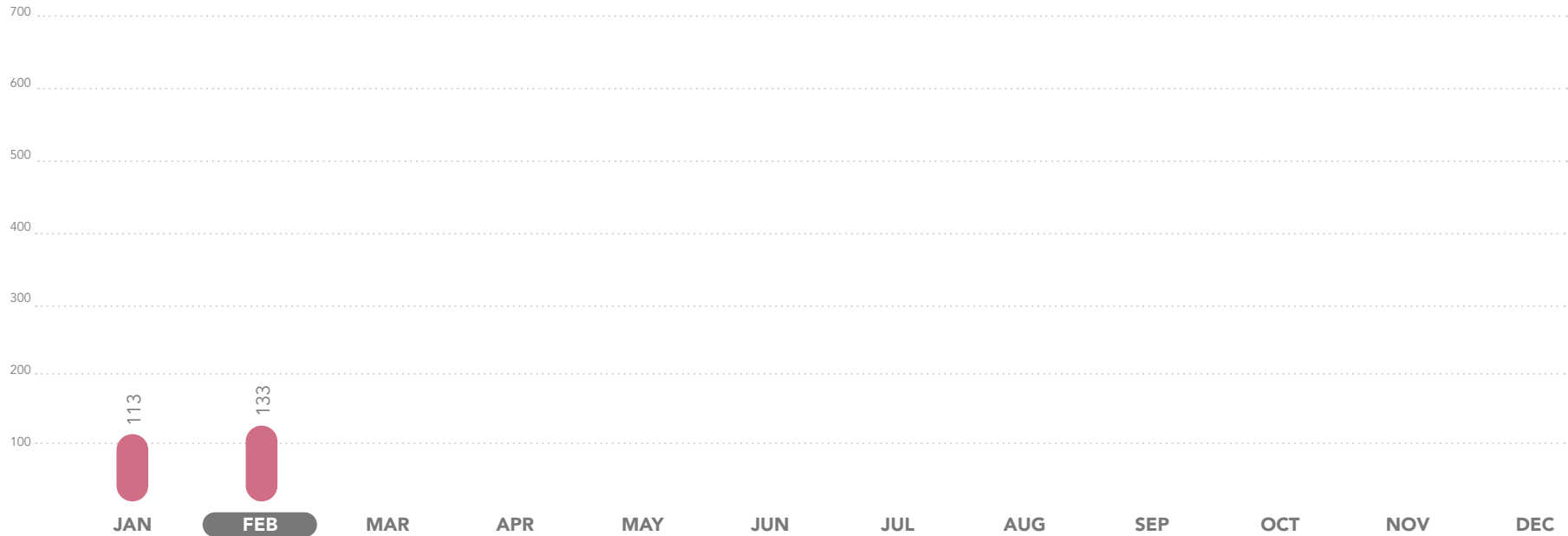
10,000 20,000 30,000 40,000 50,000 60,000 70,000 80,000 90,000 100,000

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

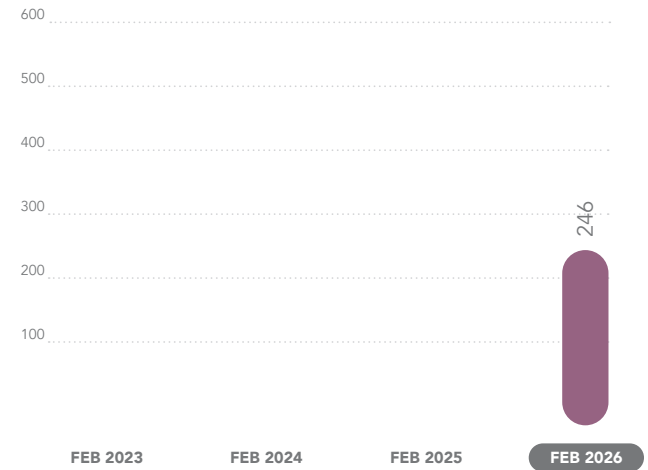
The date filter in the report is based on when the ticket was created, not when the messages were sent. For example, if Ticket 3 was created on March 30 but the conversations happened in April, those April conversations will still show up in the March report because the ticket itself was created in March.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

