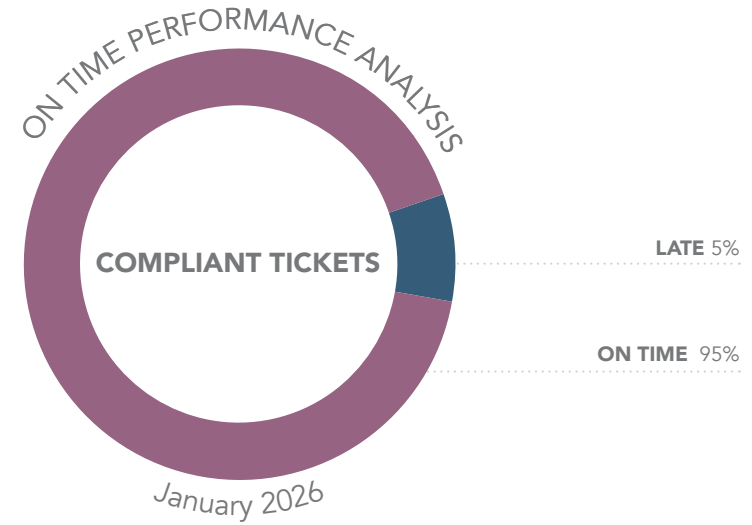
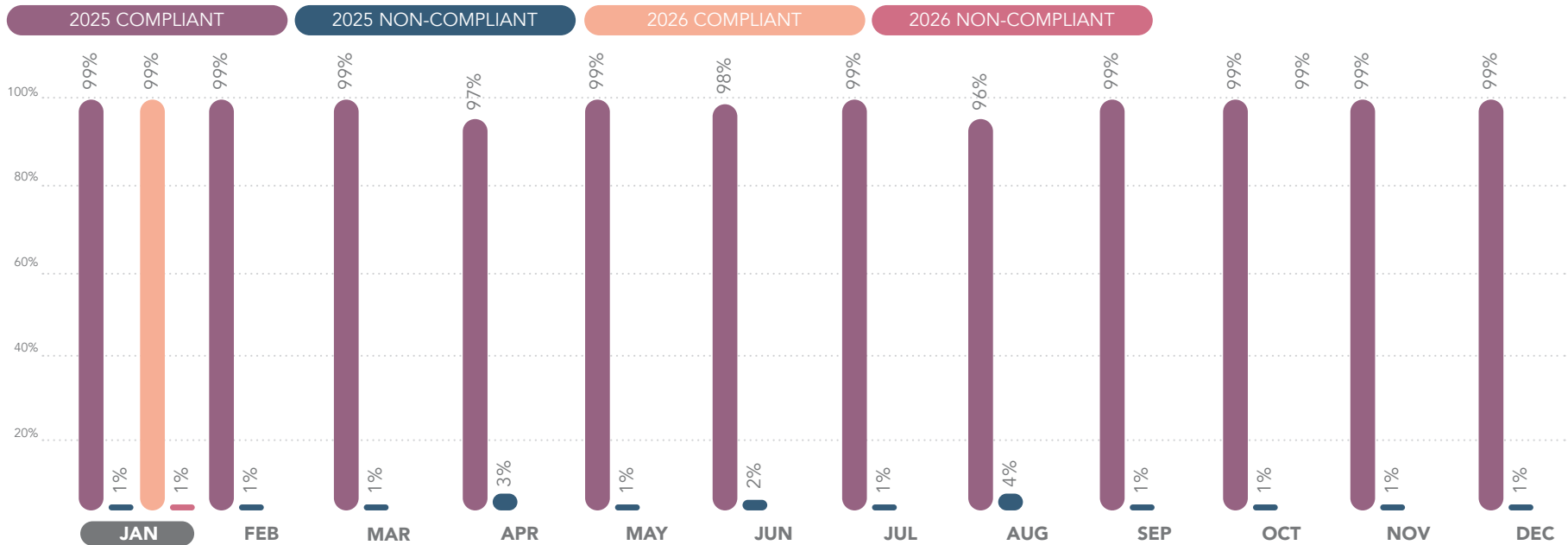


The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within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



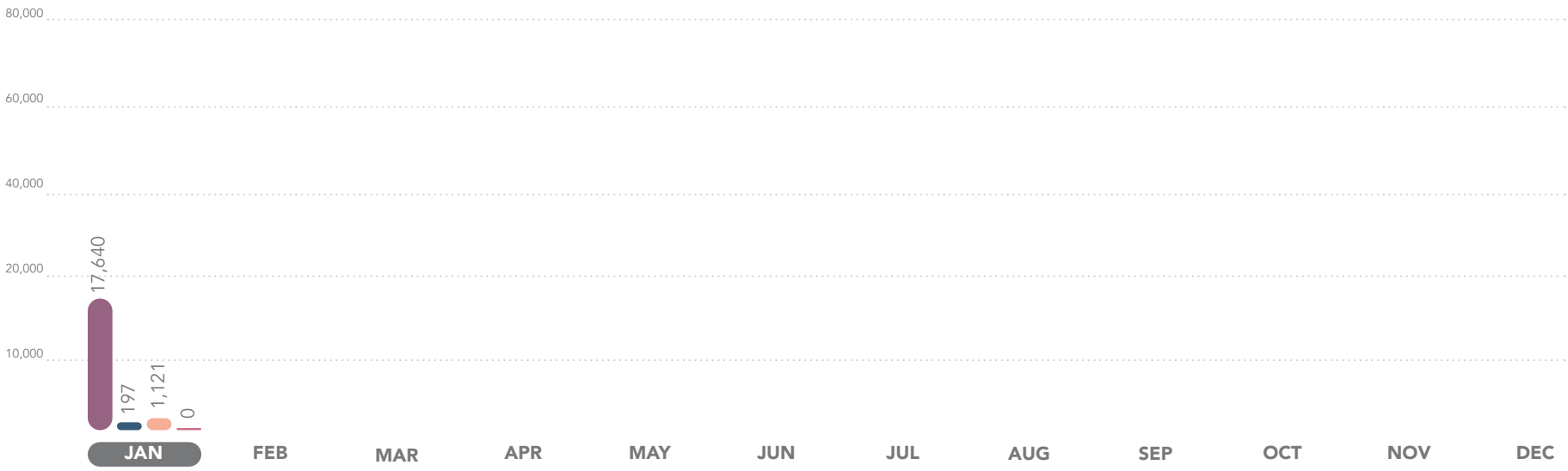
## POSITIVE RESPONSE COMPLIANCE



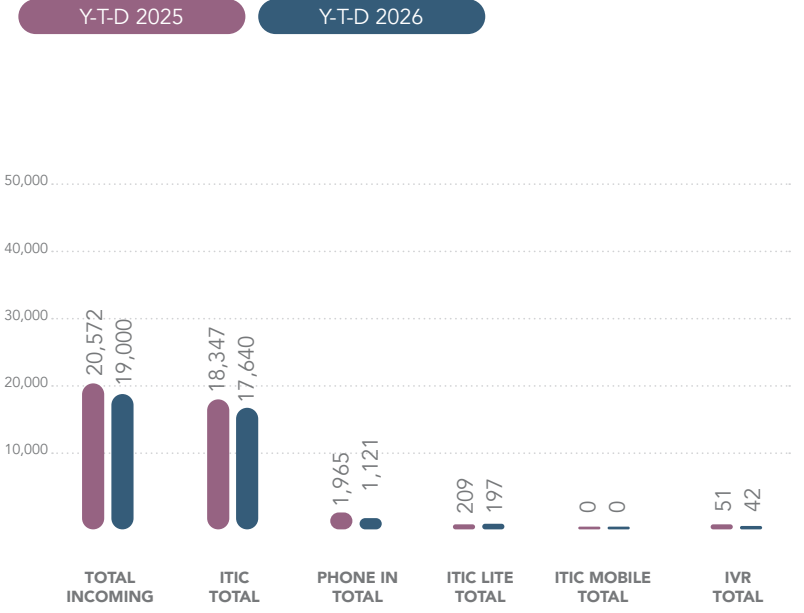
ITIC, ITIC Lite, and ITIC Mobile activity all continue to grow, and make up a greater percentage of incoming locates. Phone In activity will continue to make up a smaller portion of the total as more IOC users make the change to on-line ticket entry. Total incoming volume is now slightly ahead of last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

## MONTHLY ITIC ACTIVITY

ITIC    ITIC LITE    PHONE IN    ITIC MOBILE

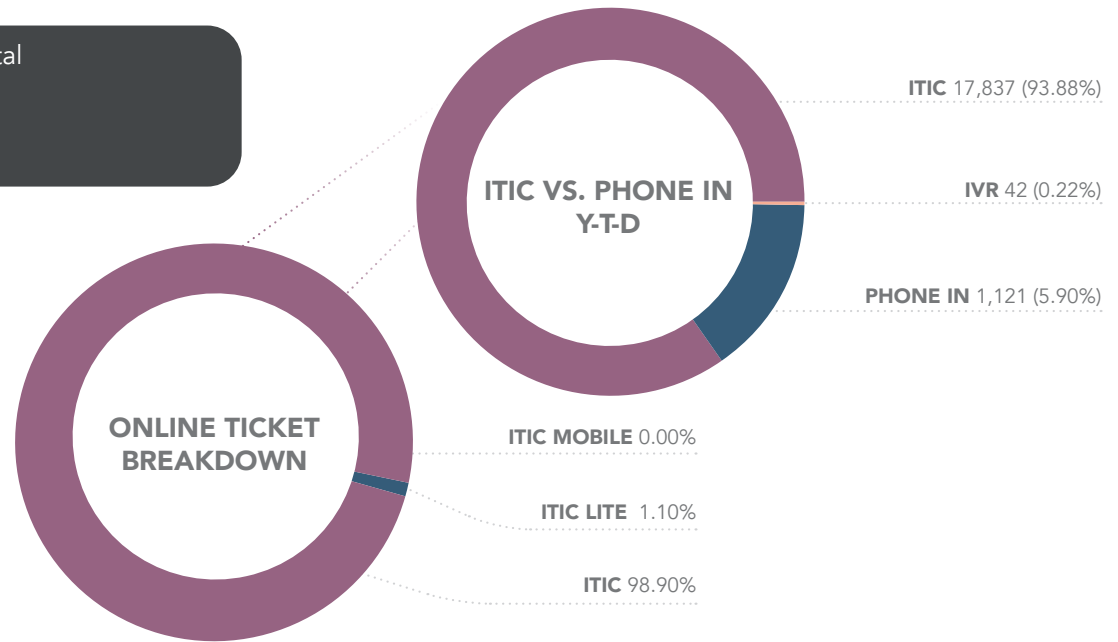
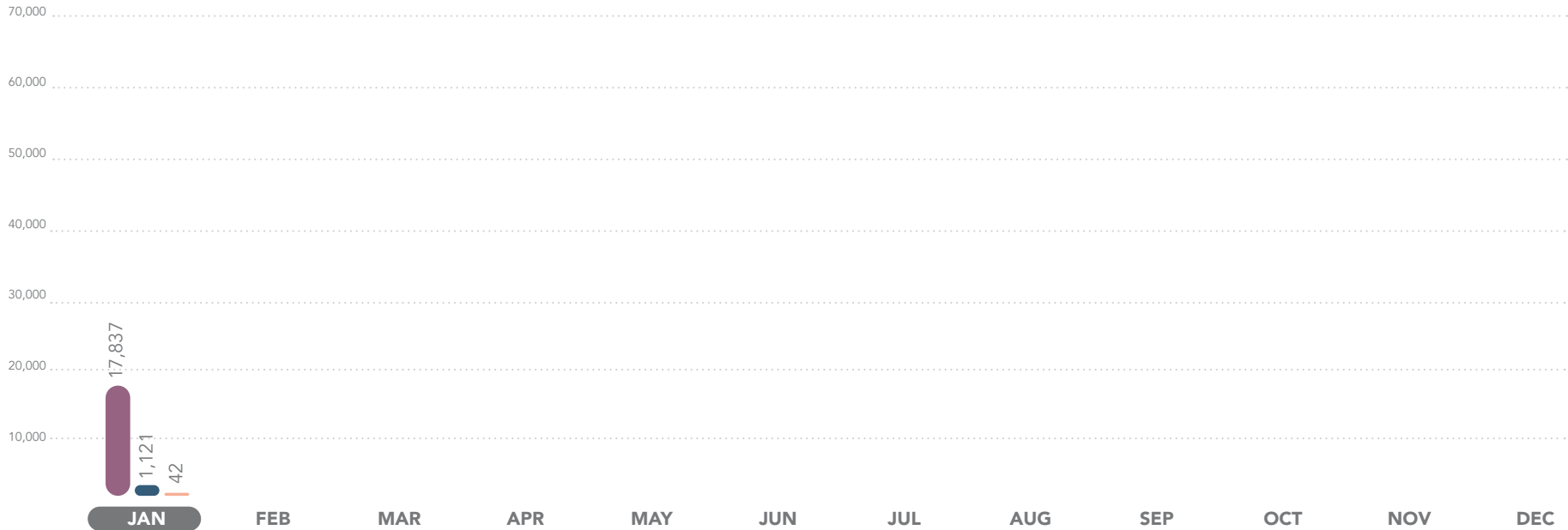


## ITIC ACTIVITY Y-T-D



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

## ITIC VS. PHONE IN



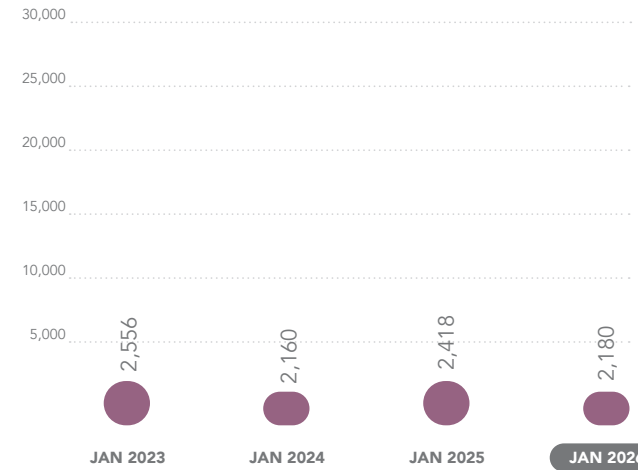
This chart tracks ITIC usage through the last few years.

## COMPARATIVE ITIC VOLUME

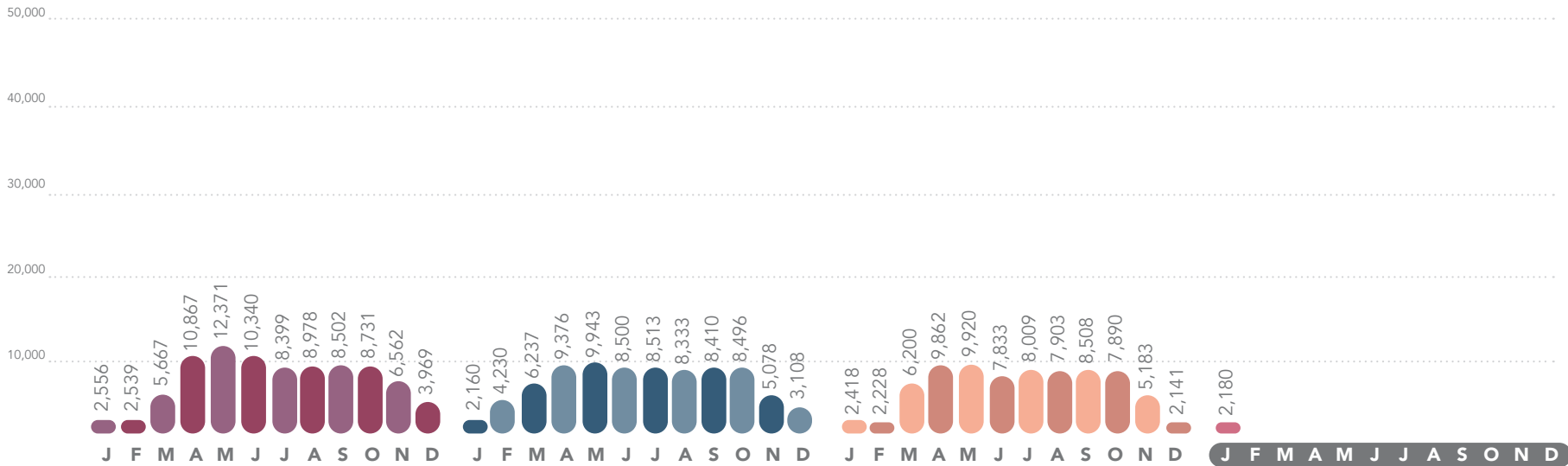


Total number of incoming phone calls year to date is slightly lower than 2025 even as the overall number of tickets submitted on line continues to grow.

### TOTAL INCOMING CALLS Y-T-D

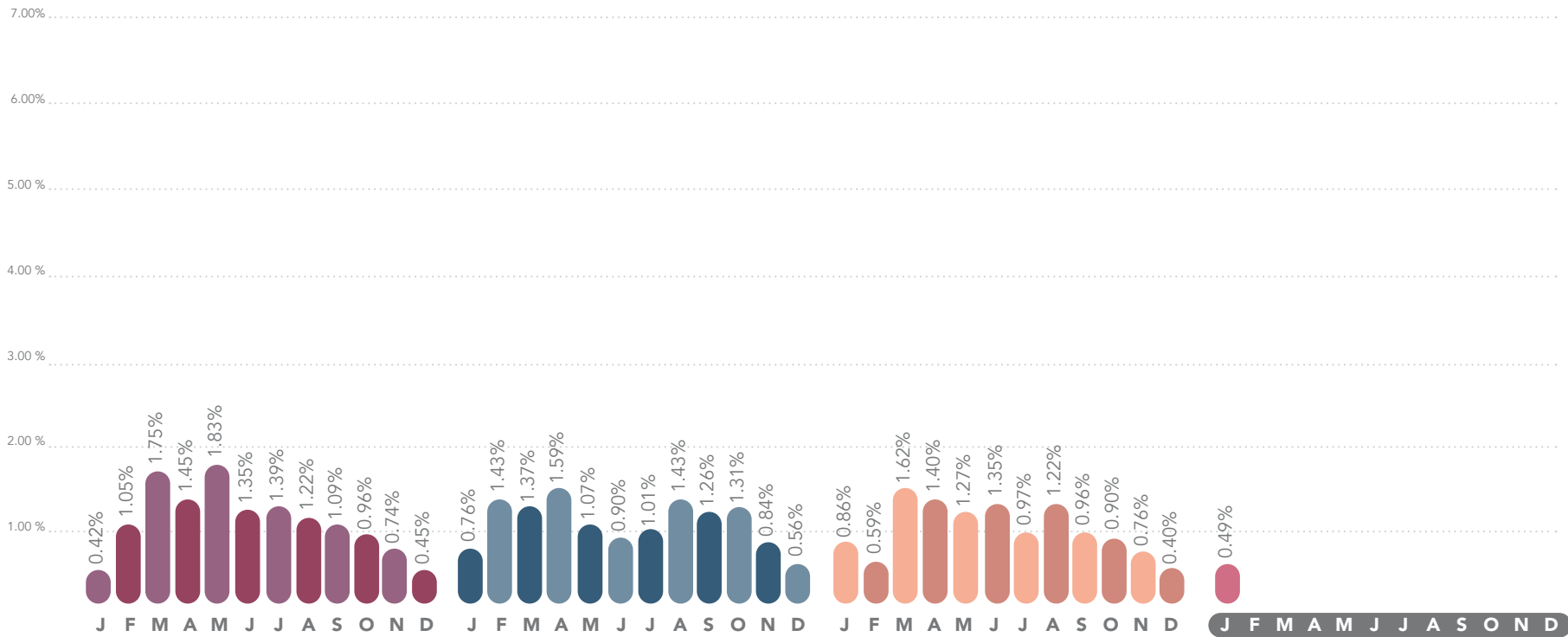


### TOTAL INCOMING CALLS



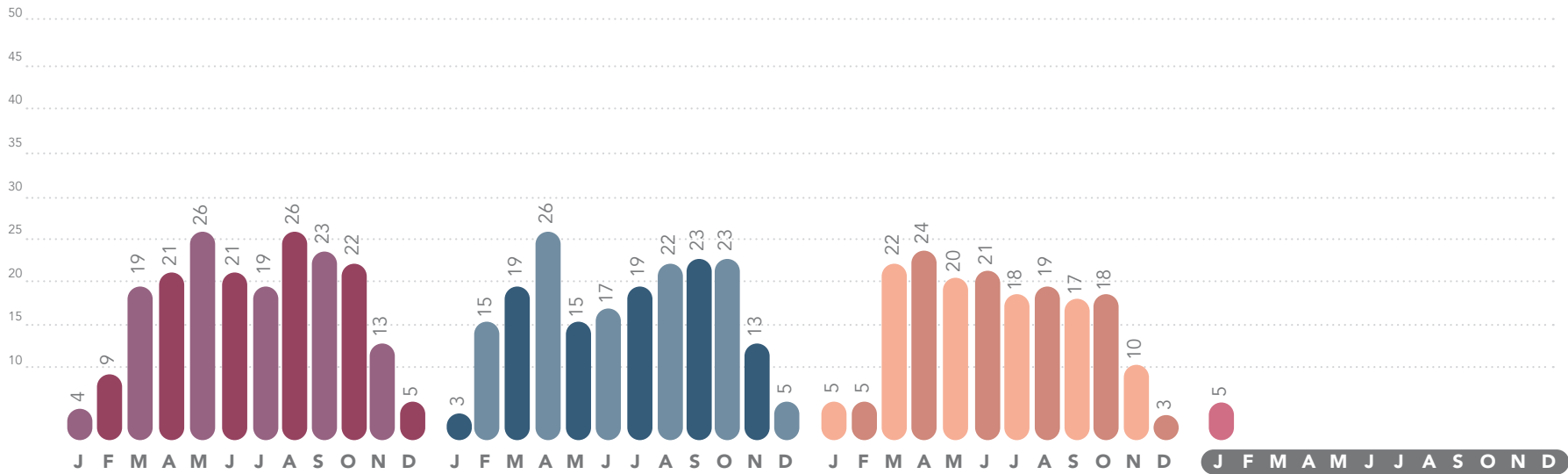
The percentage of Abandoned Calls is lower than in 2025.

## CALLS ABANDONED

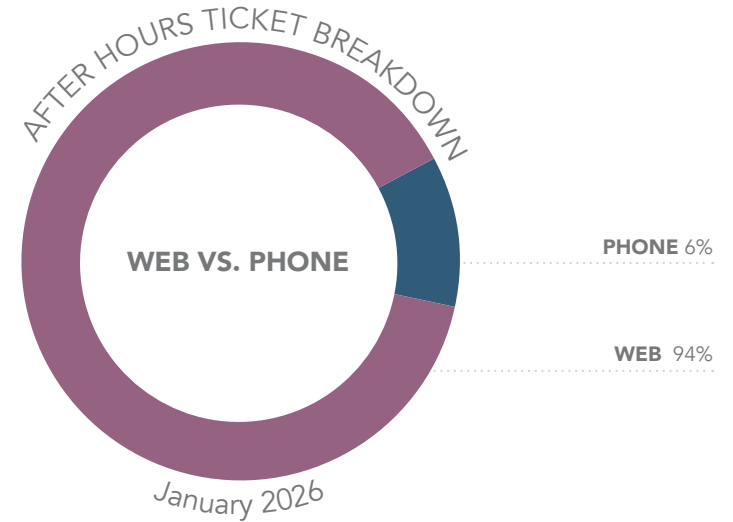


The average speed to answer is the same as last year for this period.

### AVERAGE SPEED TO ANSWER

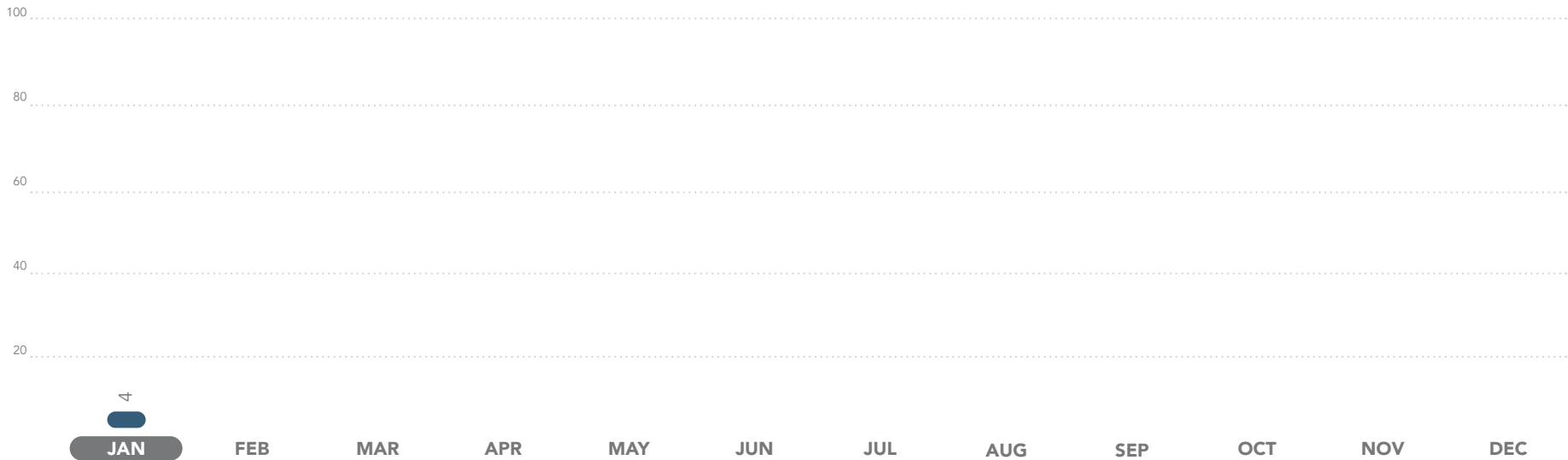


The chart below reflects the average speed (ASA) to answer during the after hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC.



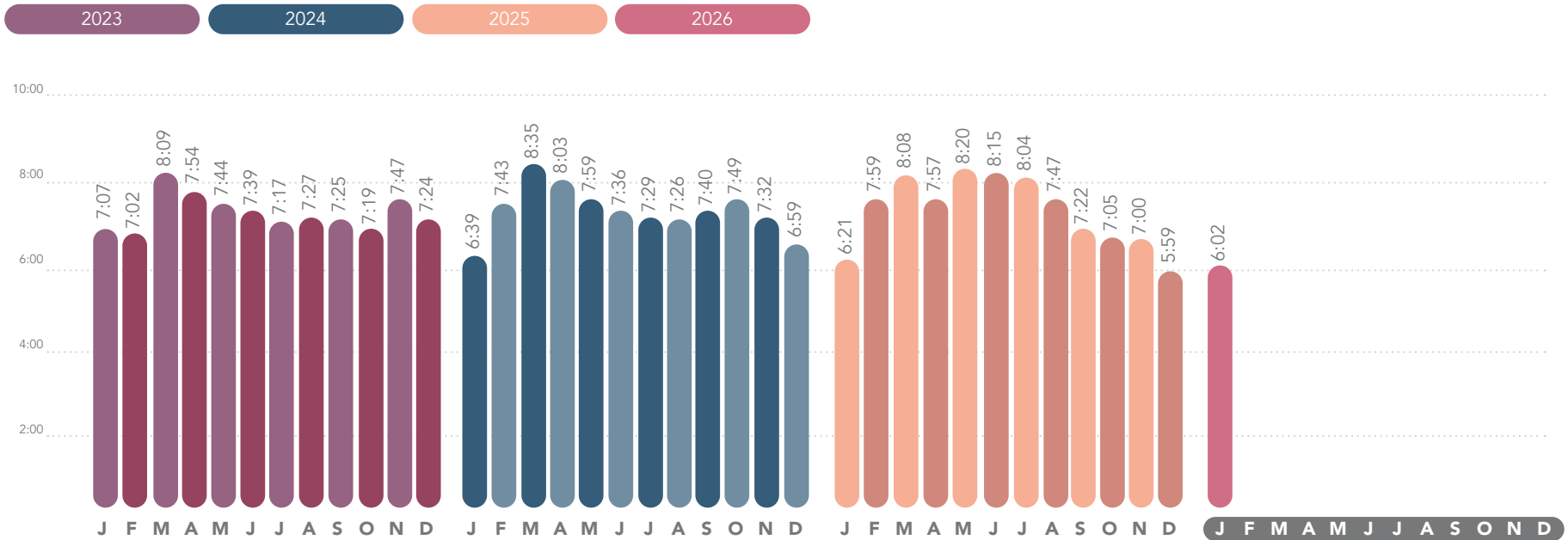
## AVERAGE SPEED TO ANSWER AFTER HOURS

2026



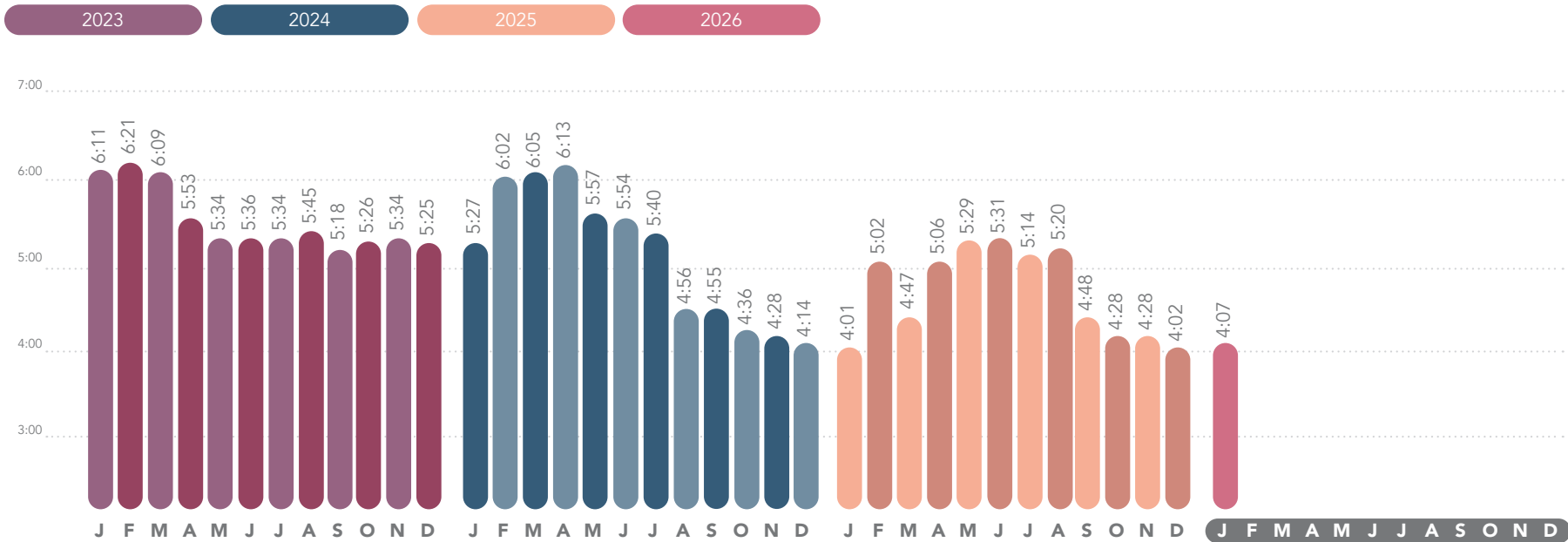
Average talk time is lower than it was last year.

## AVERAGE TALK TIME



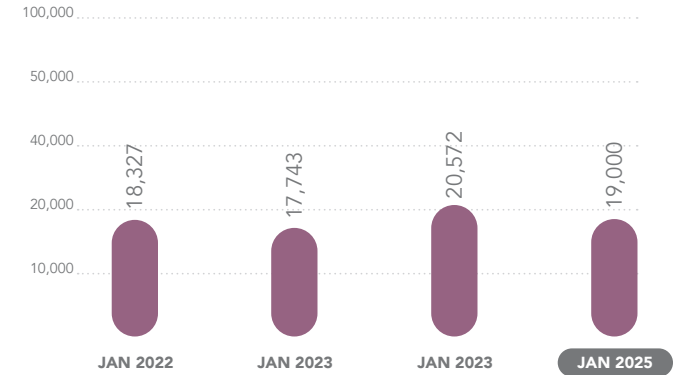
The average time per ticket is slightly higher than it was last year.

## AVERAGE TIME PER TICKET



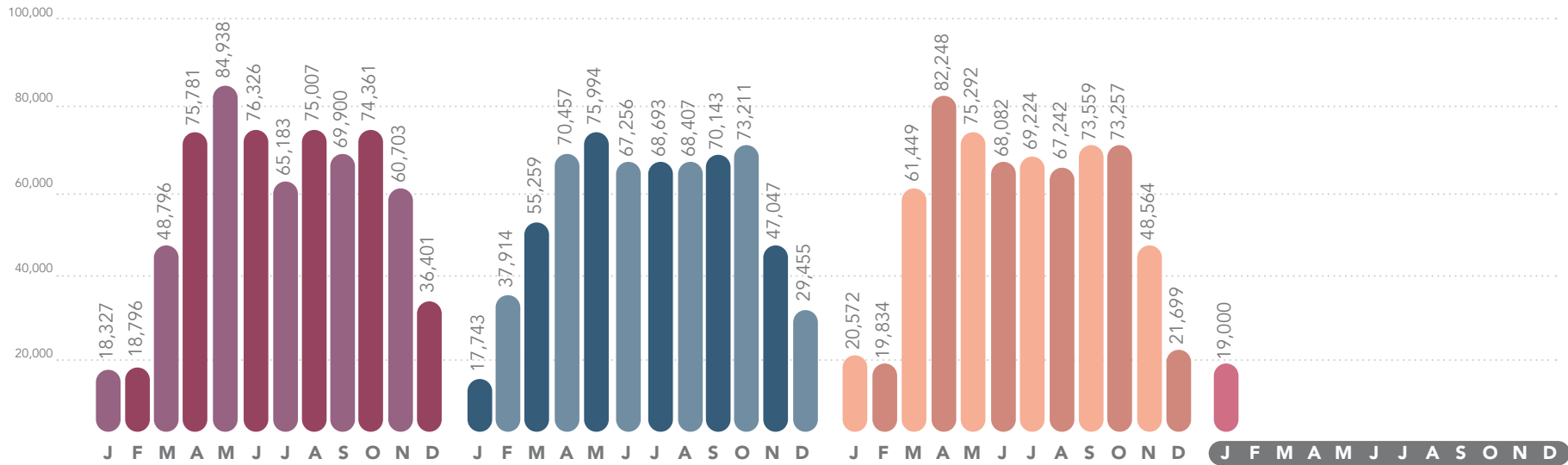
YTD and MTD incoming ticket volume is slightly lower than last year.

### INCOMING TICKET TOTALS Y-T-D



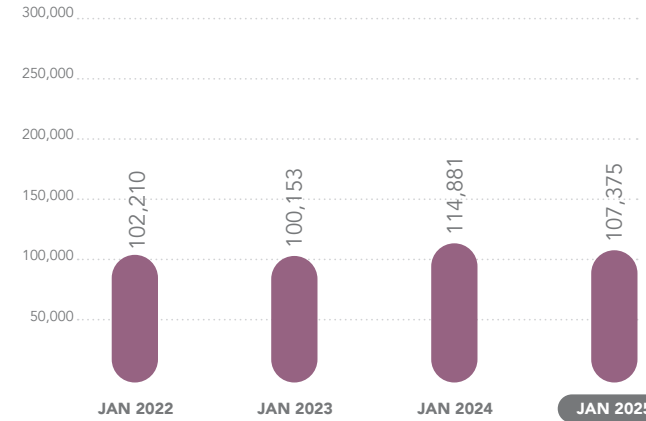
### INCOMING TICKET TOTALS

2023 2024 2025 2026

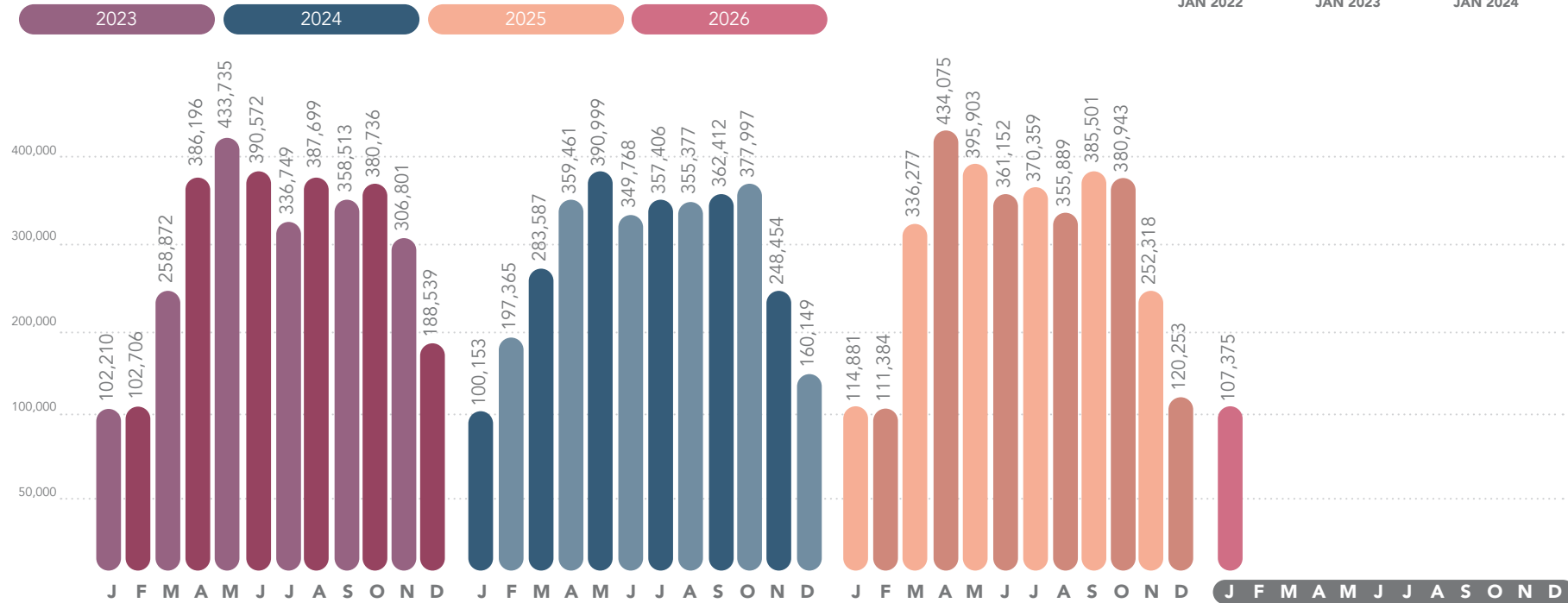


Both YTD and MTD outbound ticket totals are lower than last year.

### OUTBOUND TICKET TOTALS Y-T-D

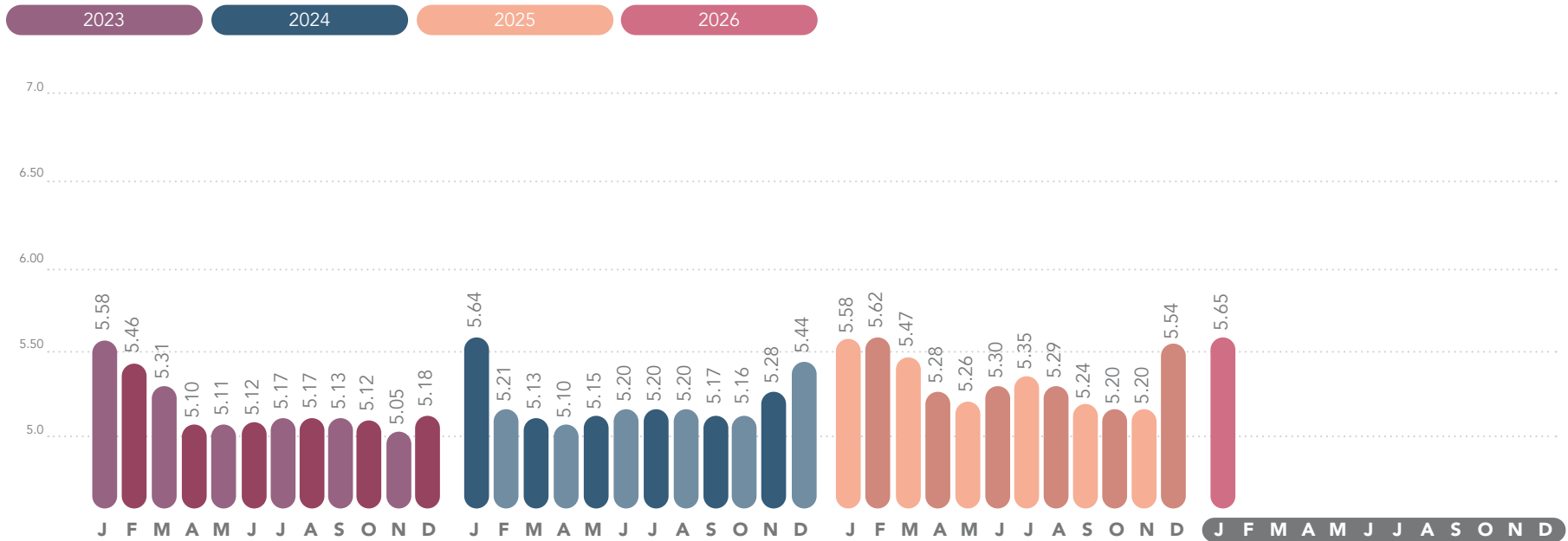


### OUTBOUND TICKET TOTALS



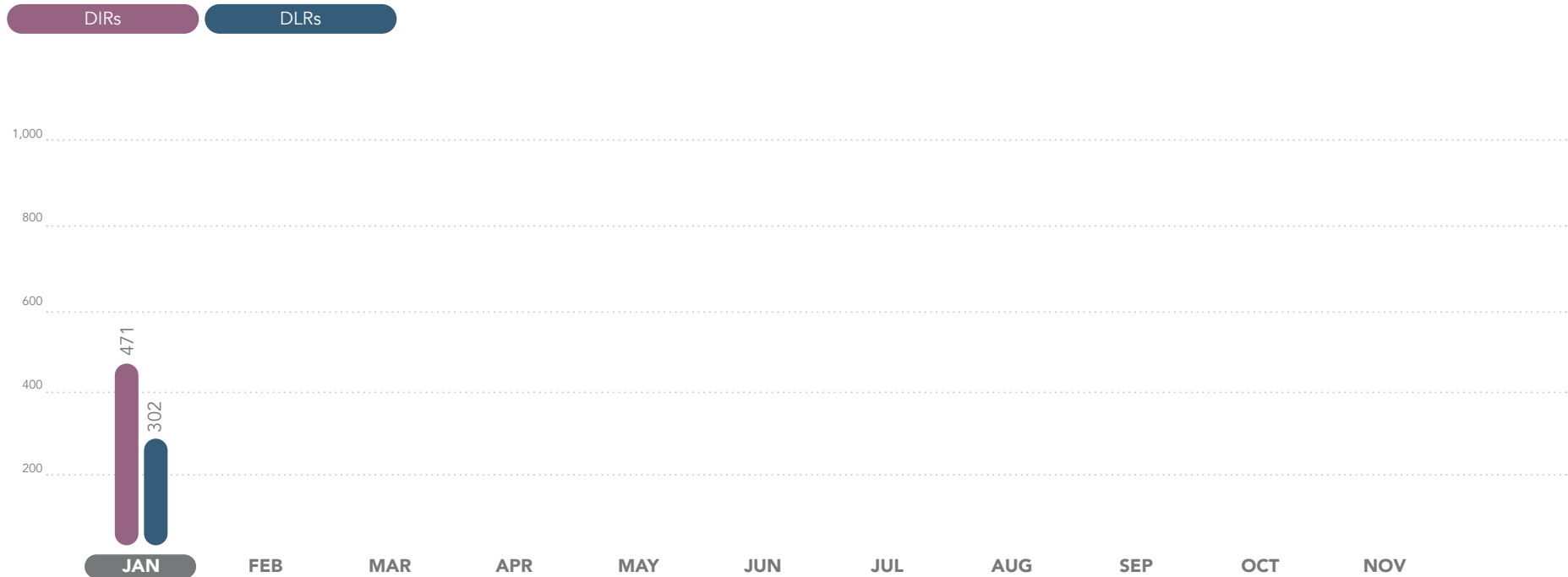
The in/out ratio has followed the historical pattern.

## IN/OUT RATIO

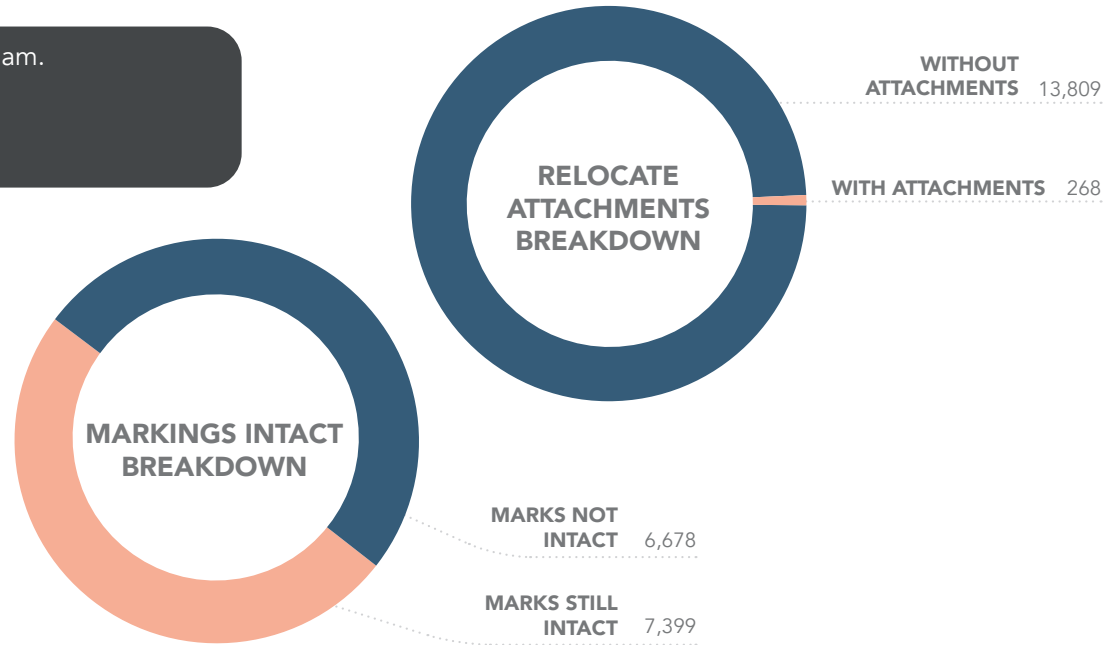


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

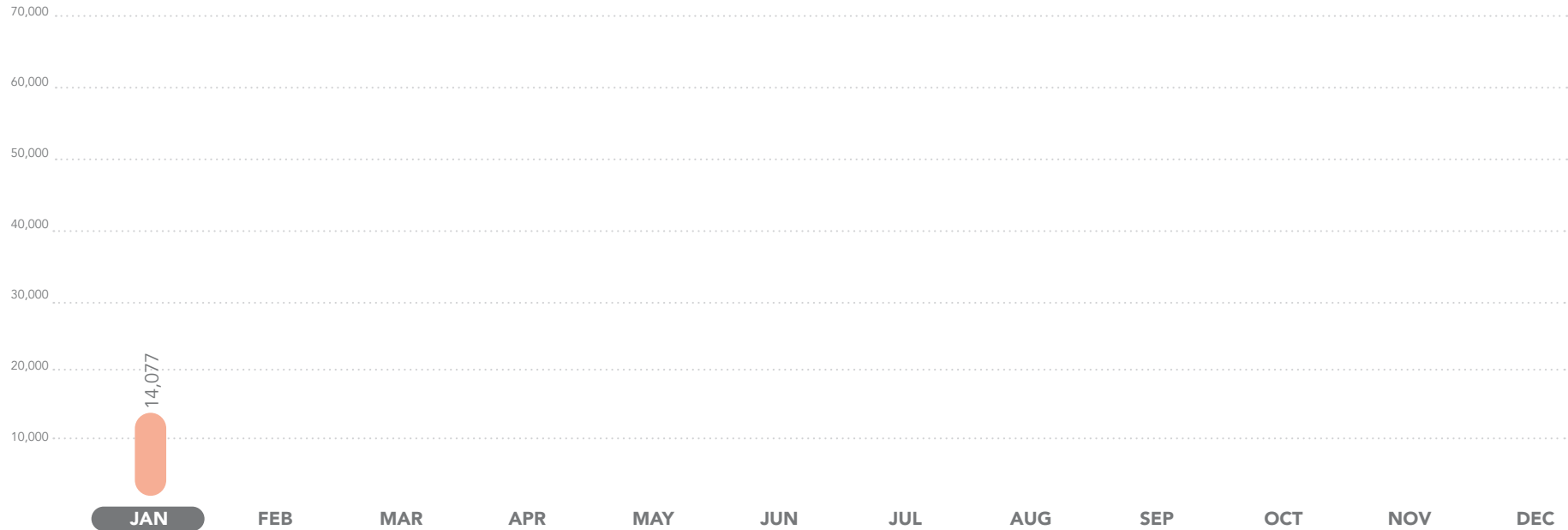
## DRS SYSTEM ACTIVITY



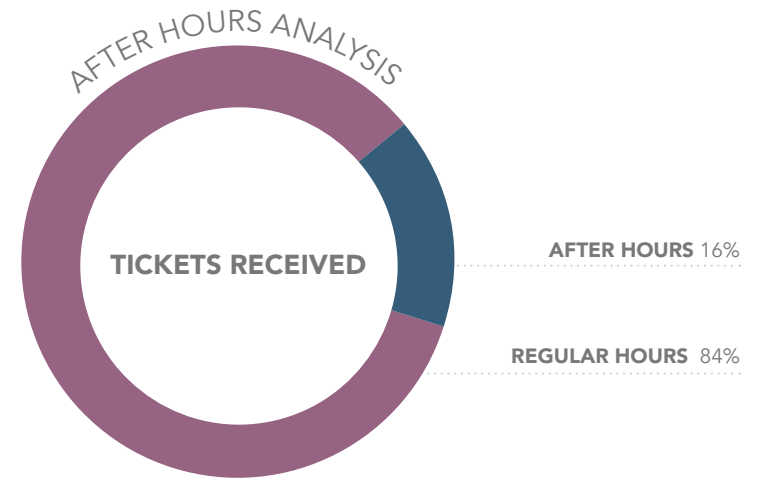
Iowa One Call instituted the new Relocate feature on March 4th, 2024 at 7am.



## Total Relocate Tickets



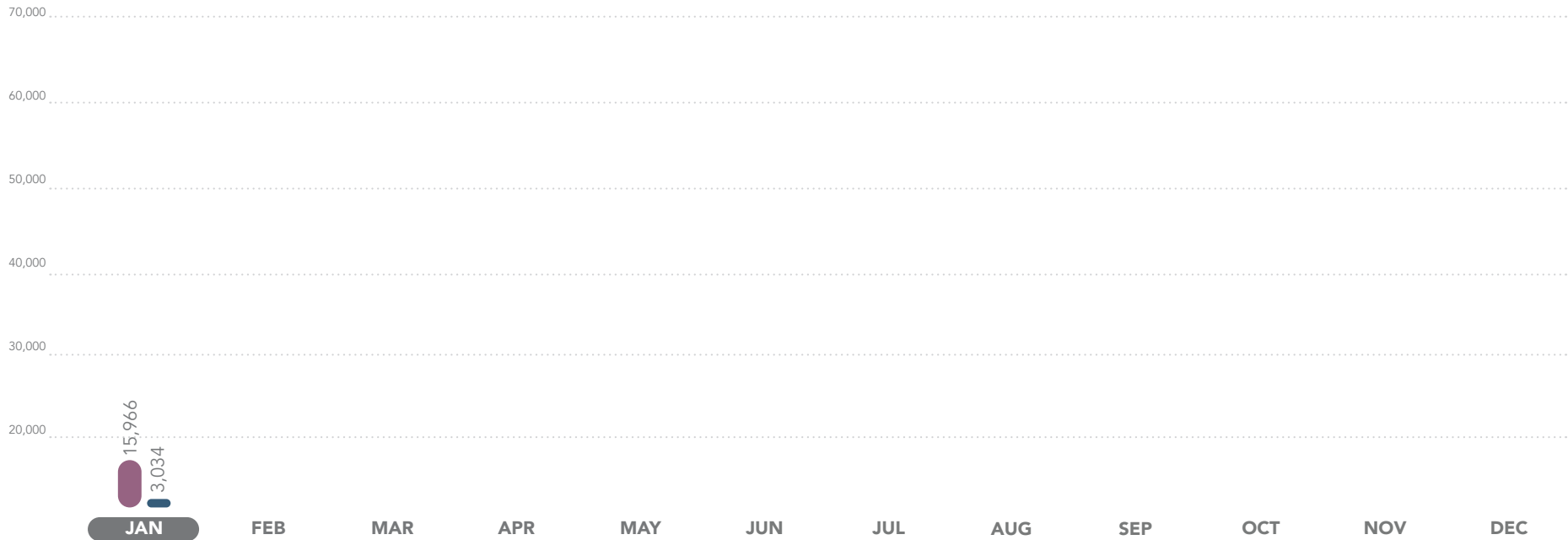
The charts on this page provide a breakdown showing the time of day that incoming tickets were received.



## TIME OF RECEIPT ANALYSIS

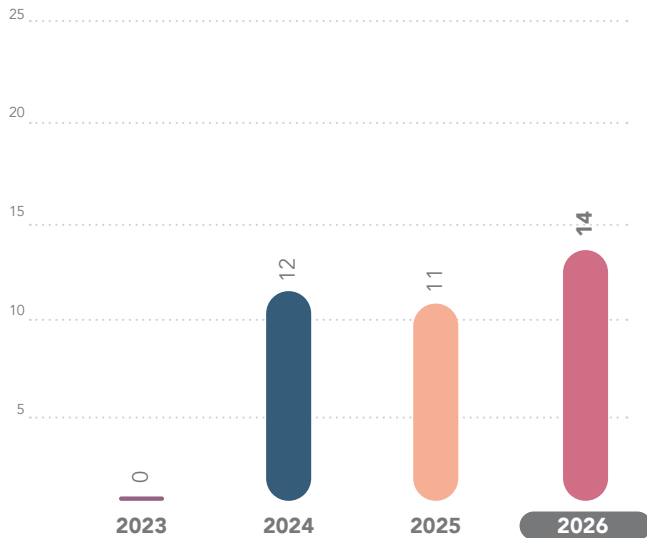
REGULAR HOURS

AFTER HOURS

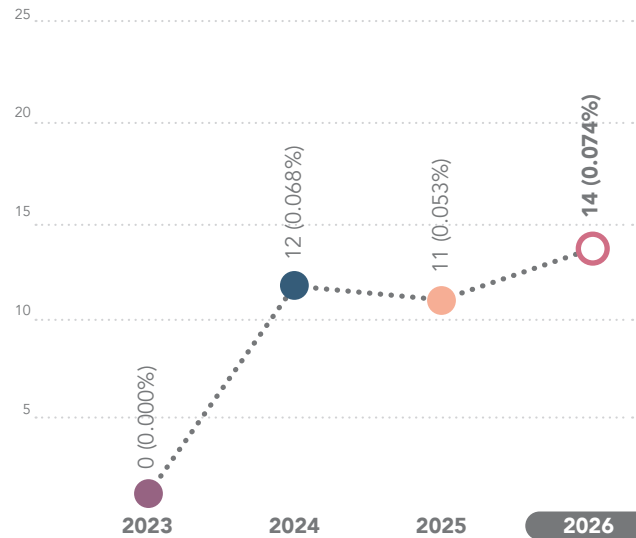


Both the YTD and MTD total number of non-compliant tickets are higher than 2025.

## NON-COMPLIANT TICKETS Y-T-D

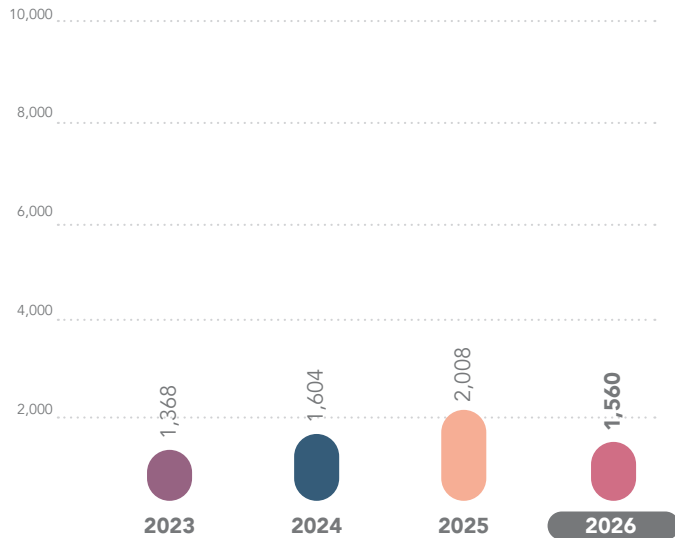


## NON-COMPLIANT TICKETS JAN

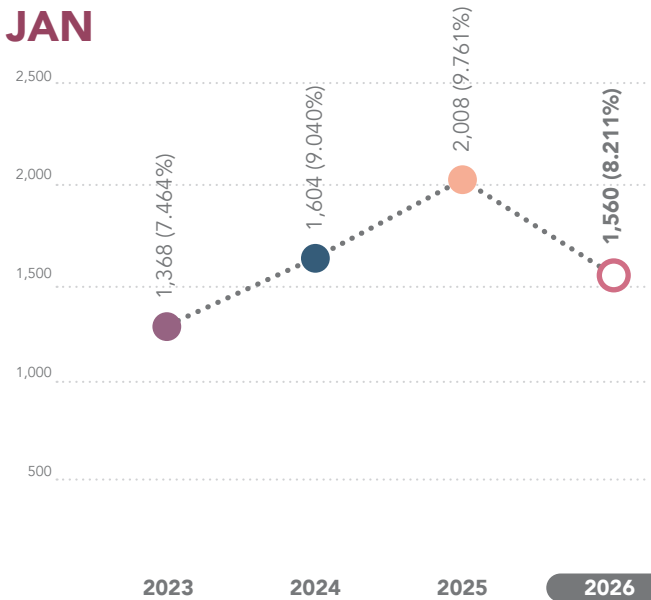


The number of emergencies is lower YTD and MTD when compared to 2025.

### EMERGENCY TICKETS Y-T-D

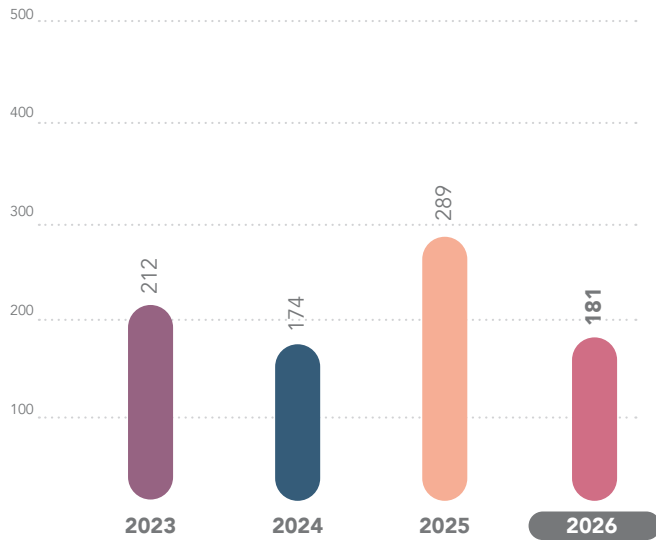


### EMERGENCY TICKETS JAN

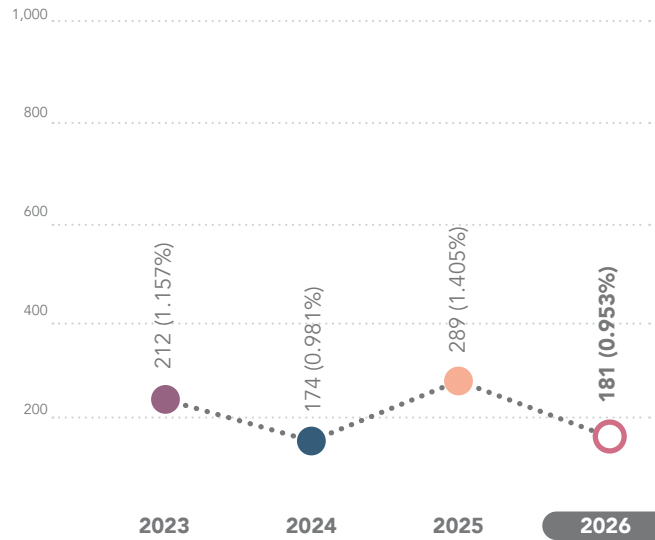


The number of dig-in tickets is lower MTD and YTD than 2025.

### DIG IN TICKETS Y-T-D

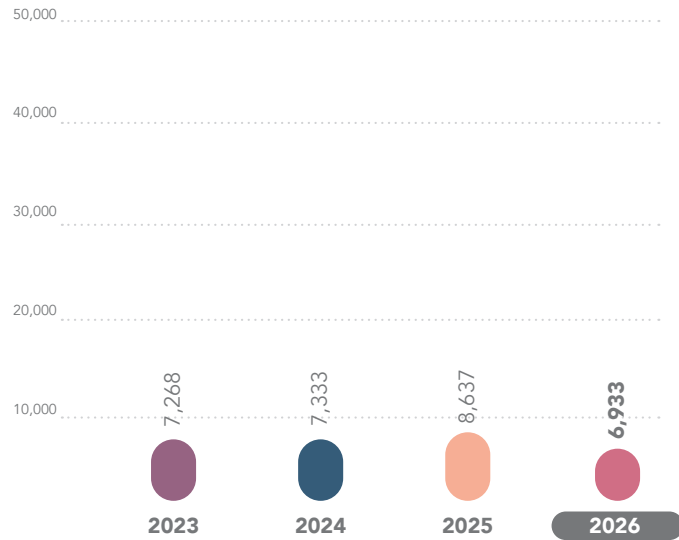


### DIG IN TICKETS JAN

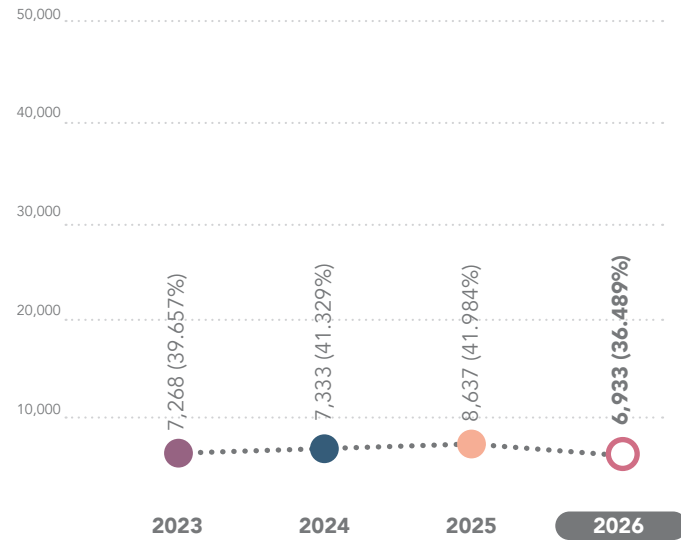


Both the YTD total and MTD number of whitelined tickets is lower than 2025.

## WHITELINED TICKETS Y-T-D

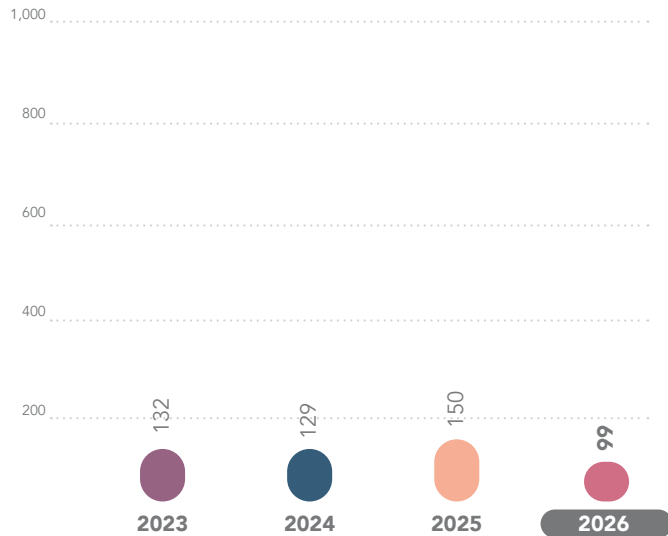


## WHITELINED TICKETS JAN

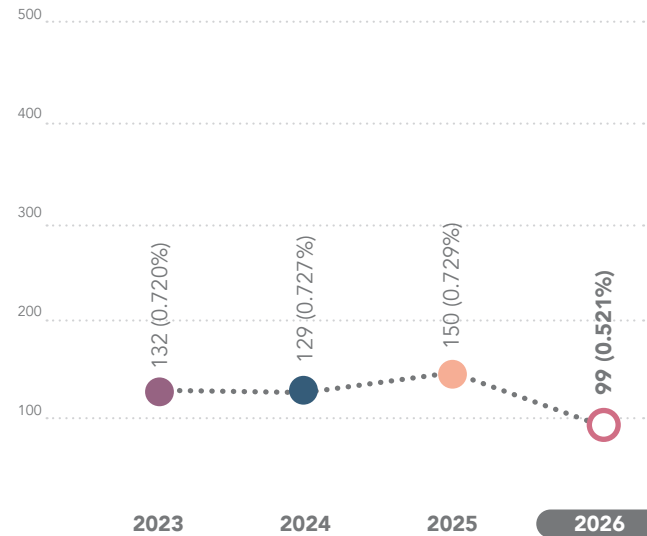


The MTD and YTD number of tickets with GPS coordinates are both slightly lower than 2025.

### TICKETS WITH GPS Y-T-D

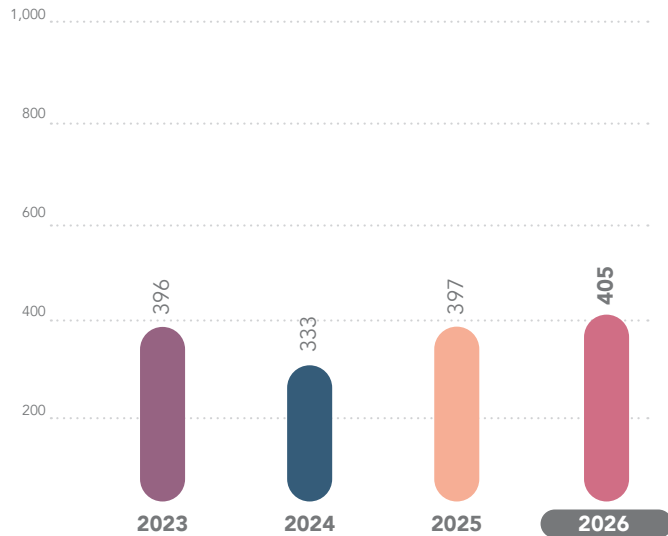


### TICKETS WITH GPS JAN

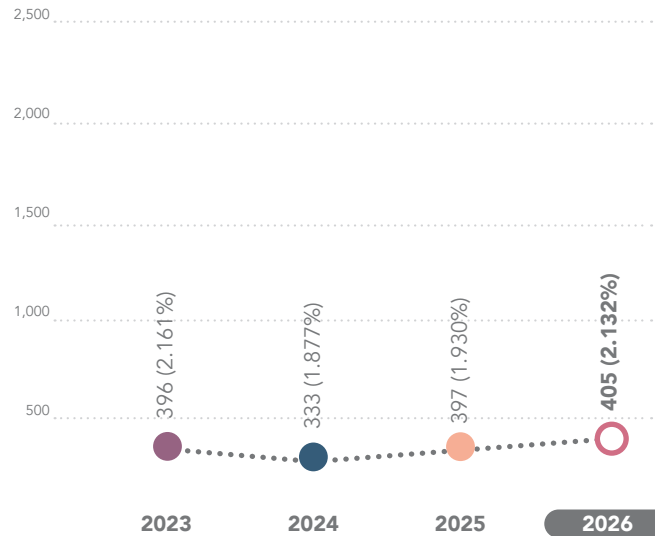


MTD and YTD homeowner ticket volume is slightly higher than in 2025.

## HOMEOWNER TICKETS Y-T-D



## HOMEOWNER TICKETS JAN

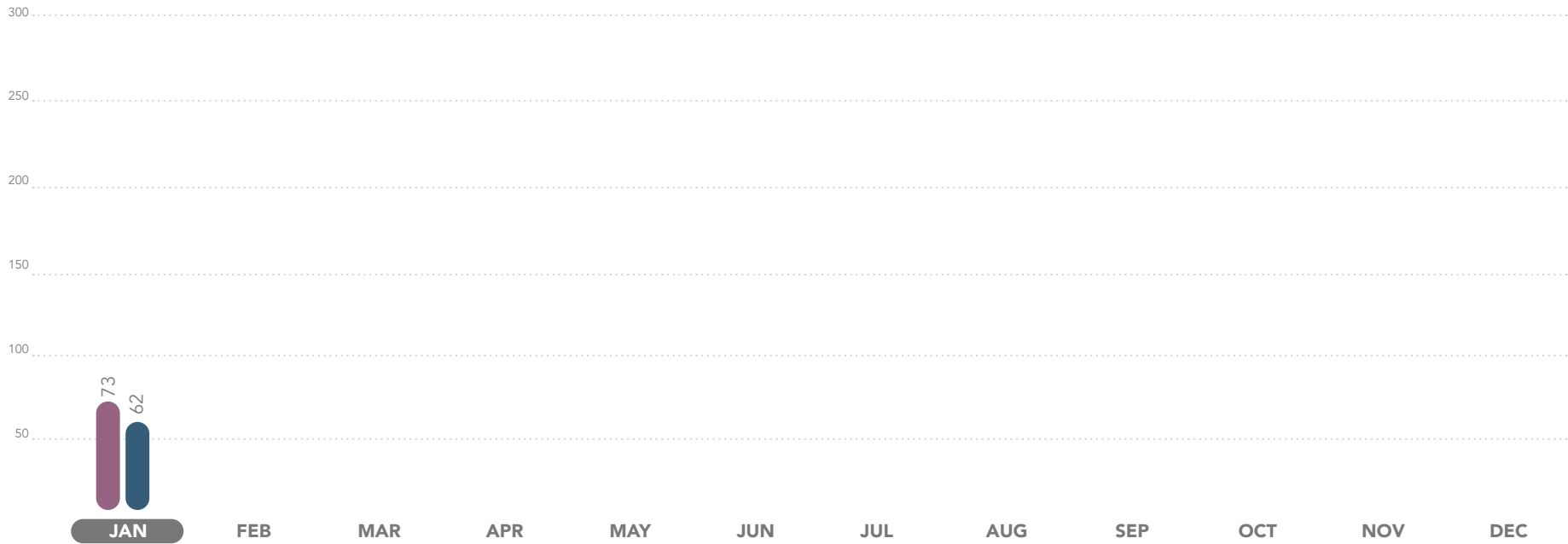


This chart shows the number of times that the same location of work has been found on repeated tickets. There was an interest in analyzing the data to see how many emergencies were actually repeated tickets. The data seems to indicate that the number of "repeated" tickets is a significant part of the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

## EMERGENCY TICKET SCAN

Total Previous Instances

Emergency Tickets with Previous Instances

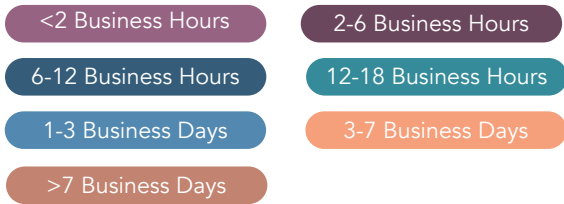


1,554

Scanned Emergency Tickets

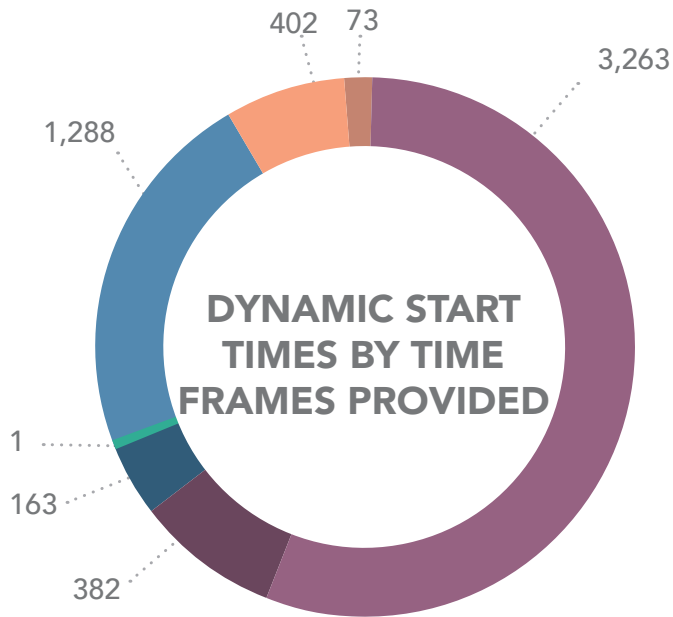
The center implemented the Dynamic Start Date Pilot Program January 5, 2022. These numbers are from all counties in Iowa, and reflect only those tickets that were:

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

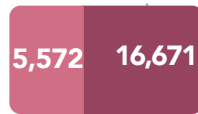


Hours/Days calculated as calendar hours/days, Monday through Friday excluding Holidays

### COMPLIANT TICKET BREAKDOWN



Dynamic Start Time Tickets from Mon - Friday



Total Compliant Tickets

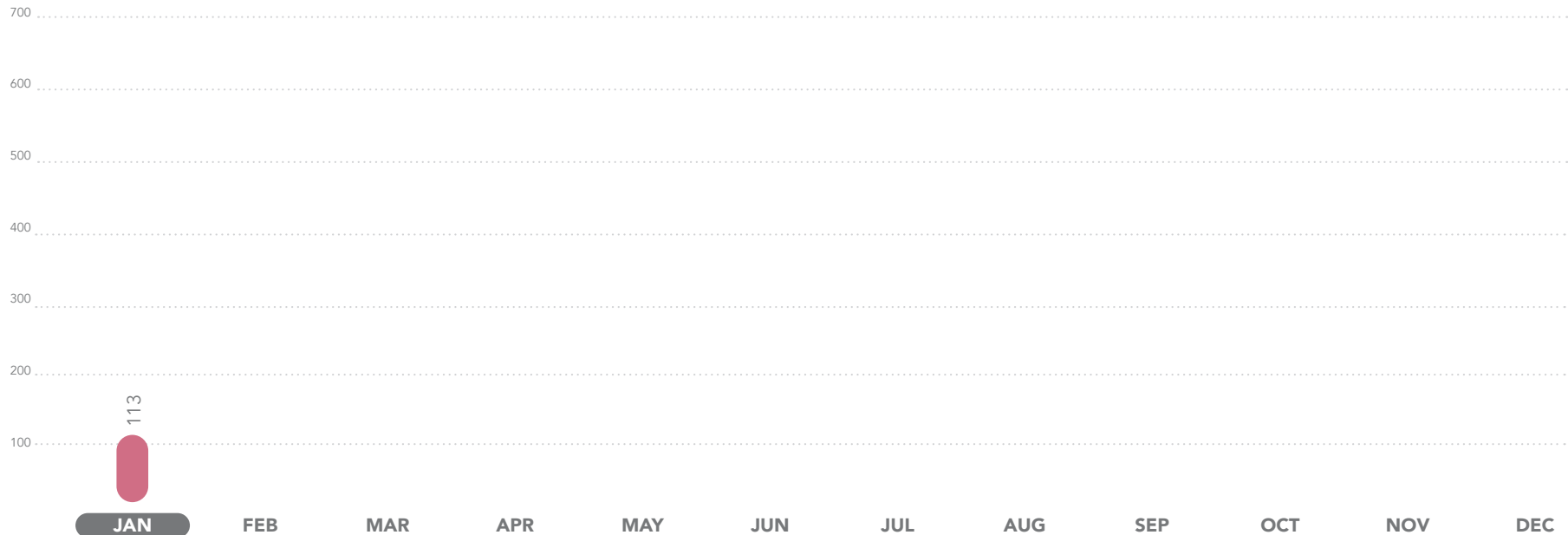
10,000 20,000 30,000 40,000 50,000 60,000 70,000 80,000 90,000 100,000

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

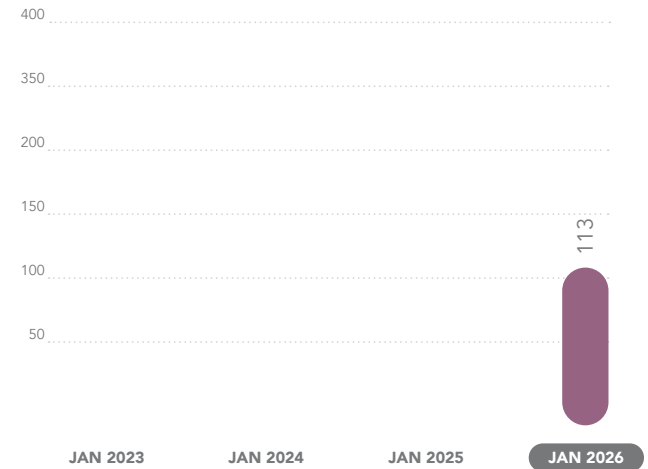
The date filter in the report is based on when the ticket was created, not when the messages were sent. For example, if Ticket 3 was created on March 30 but the conversations happened in April, those April conversations will still show up in the March report because the ticket itself was created in March.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

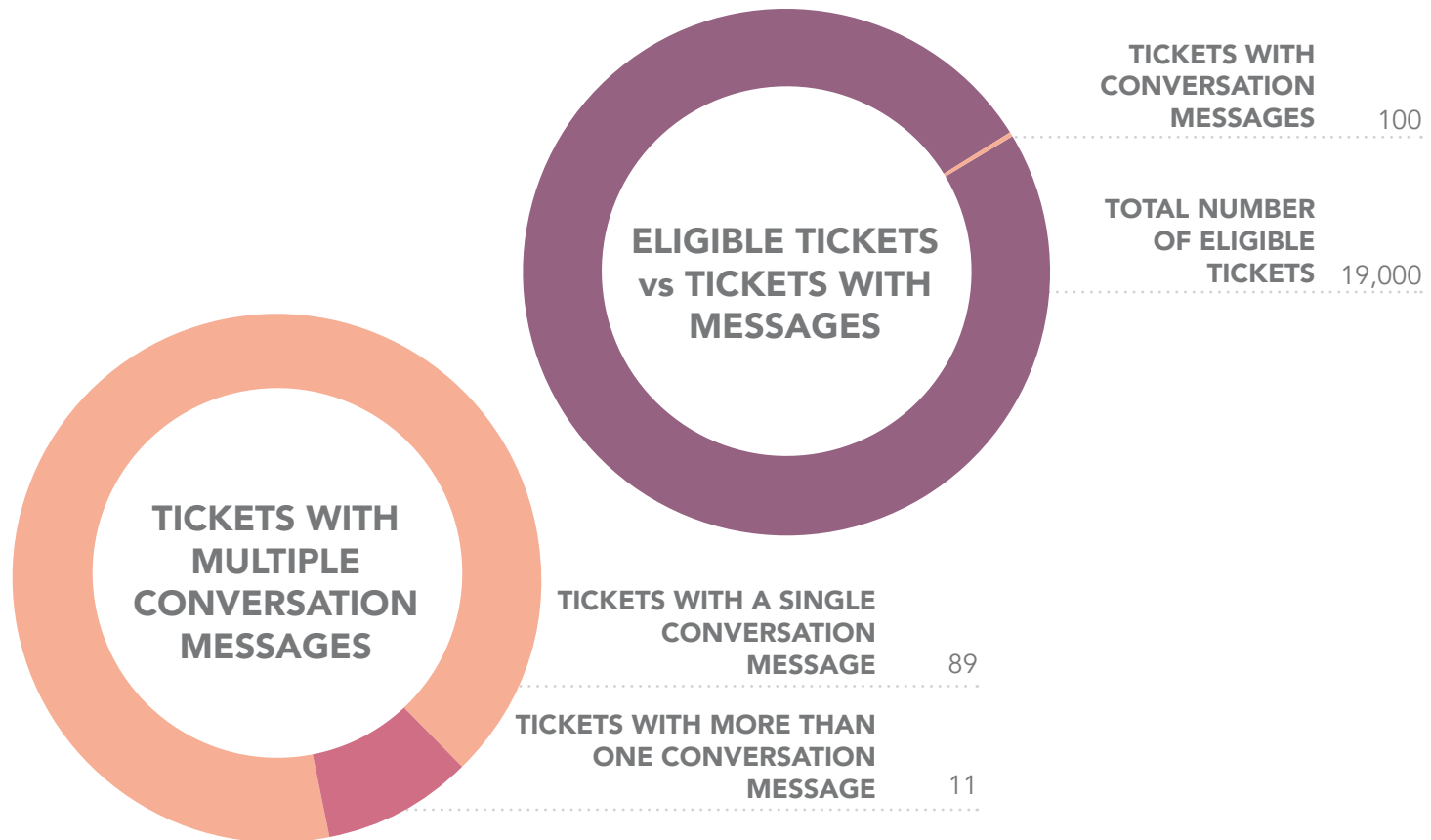
## Total Number of Ticket Talk Conversation Messages



## 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.



OCC's Systems Division is constantly at work modifying existing and developing new software. The list on this page identifies changes that took place during 2025. We will continue supplying this information during 2026.

## Iowa – 2025 Major Deliveries & System Changes

- Rebrand Dig-In to Damage
- Implement Ticket Talk
- Open Ticket Dashboard
- Mobile App Release
- Activation of new Non-Response process
- Ongoing Parcel updates
- Joint Meet Ticket workflow improvements
- Increased compliance and improved handling of compliant tickets
- Locator Tickets enhancements
- Upgrade attachment upload process
- Enabled search for ticket attachments
- Retirement of the NextGen platform

## Ongoing Operational & Technical Enhancements (Throughout 2025)

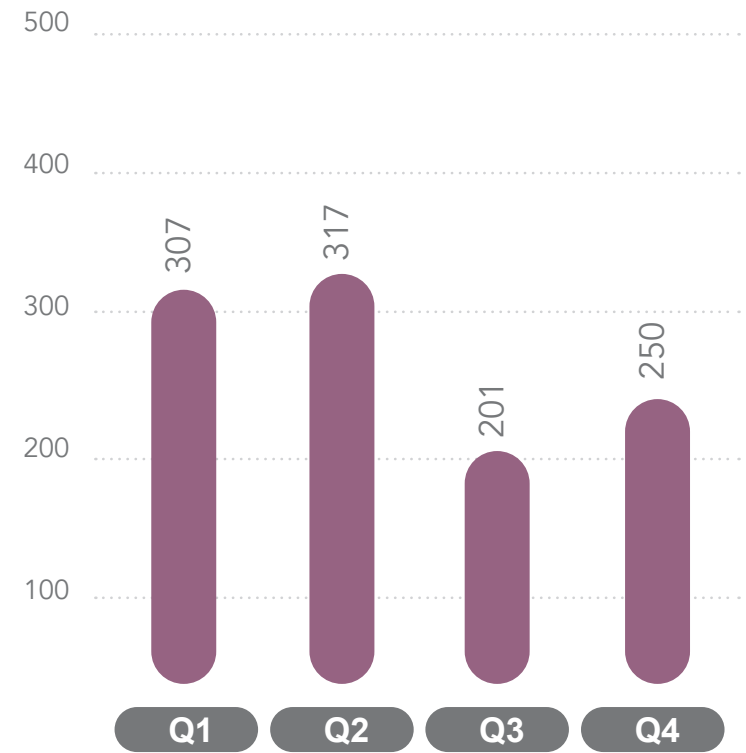
In addition to major visible releases, several critical behind-the-scenes improvements were delivered:

- PunchPhone enhancements to:
  - Improve caller experience
  - Increase CSR efficiency
- iVerify suite updates to:
  - Strengthen discrepancy detection
  - Improve risk identification
- Reduced turnaround time for map updates (e.g., reflecting new neighborhood features)
- Security & infrastructure improvements
- Ongoing maintenance and upgrades focused on data and asset security

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	26:00
IAOC Excavation Safety Summit 2026	138:35
IAOC General Admin	3:30
IAOC Newsletter	30:00
IAOC Social Media	12:15
IAOC Strategic Plan 2026	3:00
IAOC Website Changes	4:00
Subtotal	217:20:00
Management Review (+15%)	32:36:00
<b>Grand Total with Review</b>	<b>249:56:00</b>

## CREATIVE HOURS - 2025





Iowa One Call 2025 Creative Hours.xlsx  
2025 Summary

<b>Quarter</b>	<b>Hours</b>
First Quarter	306:45:45
Second Quarter	316:32:15
Third Quarter	200:57:45
Fourth Quarter	<b>517:30:00</b>
<b>Grand Total</b>	<b>1341:45:45</b>



Iowa One Call 2025 Creative Hours.xlsx  
 First Quarter Detail

<b>Task name</b>	<b>Time spent</b>
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
<b>Subtotal</b>	<b>266:45:00</b>
<b>Management Review (+15%)</b>	<b>40:00:45</b>
<b>Grand Total with Review</b>	<b>306:45:45</b>



Iowa One Call 2025 Creative Hours.xlsx  
Second Quarter Detail

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



Iowa One Call 2025 Creative Hours.xlsx  
Third Quarter Detail

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



Iowa One Call 2025 Creative Hours.xlsx  
Fourth Quarter Detail

<b>Project Name</b>	<b>Hours Worked</b>
IAOC Dashboards	26:00
IAOC Excavation Safety Summit 2026	138:35
IAOC General Admin	3:30
IAOC Newsletter	30:00
IAOC Social media	12:15
IAOC Strategic Plan 2026	3:00
IAOC Website Changes	4:00
<b>Subtotal</b>	<b>217:20:00</b>
<b>Management Review (+15%)</b>	<b>32:36:00</b>
<b>Grand Total with Review</b>	<b>249:56:00</b>