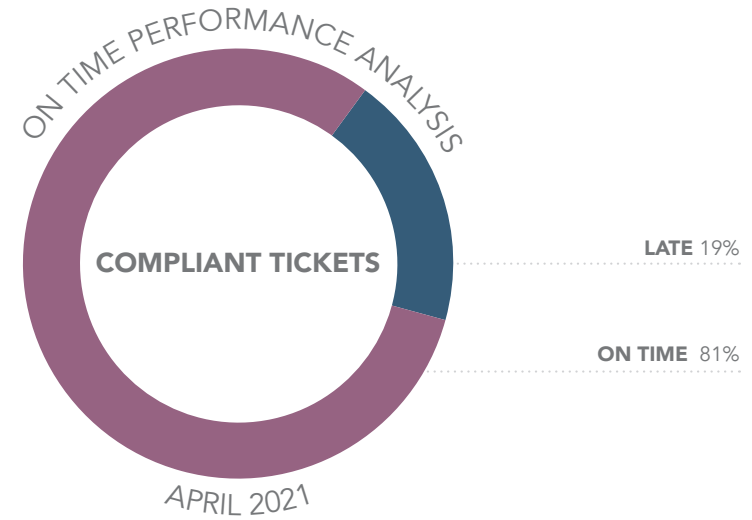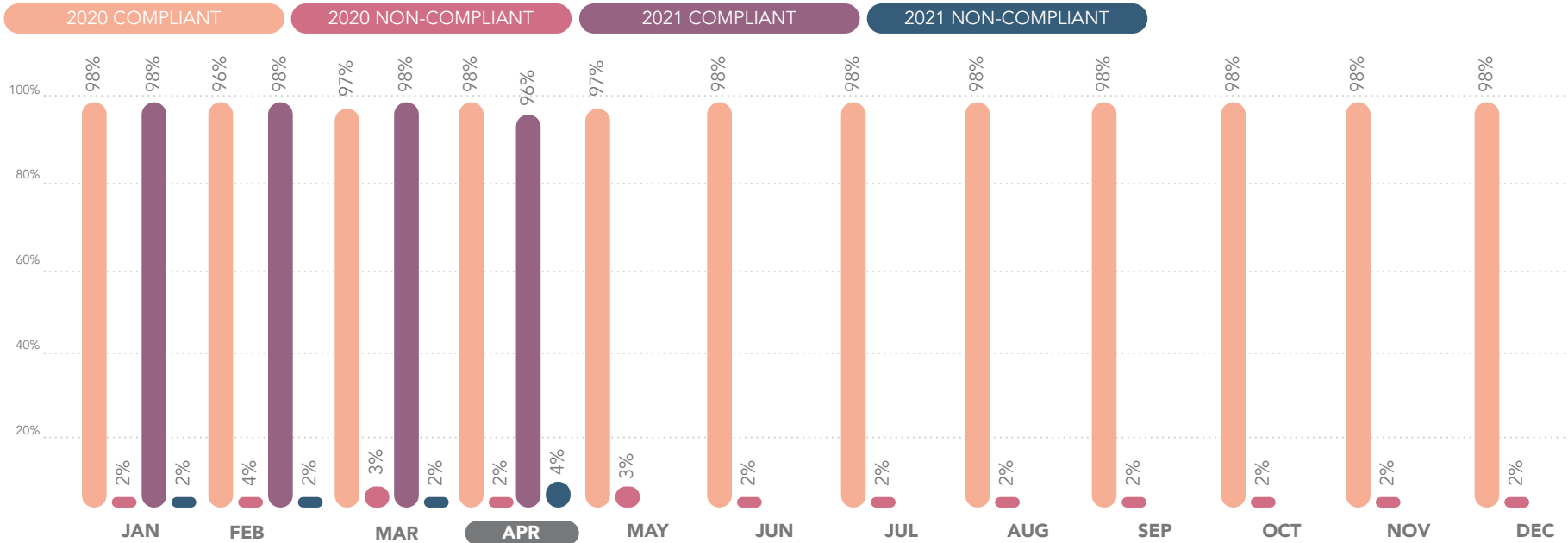The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within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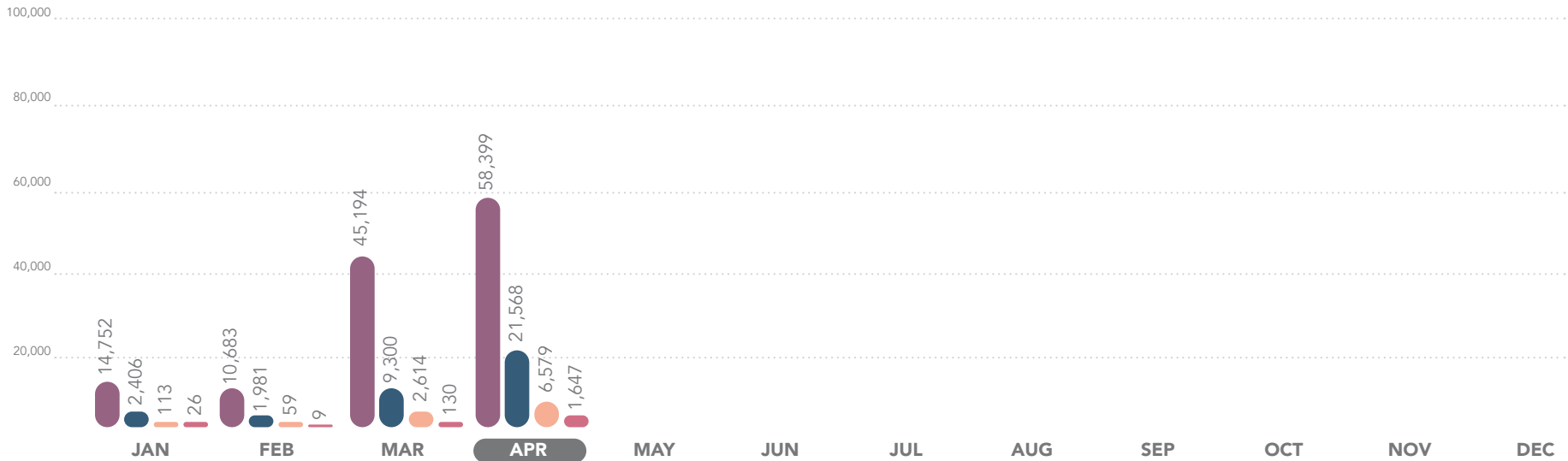
ON TIME PERFORMANCE ANALYSIS

COMPLIANT TICKETS

LATE 19%

ON TIME 81%

APRIL 2021

POSITIVE RESPONSE COMPLIANCE

| 2020 COMPLIANT | 2020 NON-COMPLIANT | 2021 COMPLIANT | 2021 NON-COMPLIANT |

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2020 COMPLIANT	98%	96%	97%	98%	97%	98%	98%	98%	98%	98%	98%	98%
2020 NON-COMPLIANT	2%	4%	3%	2%	3%	2%	2%	2%	2%	2%	2%	2%
2021 COMPLIANT	98%	98%	98%	96%								
2021 NON-COMPLIANT	2%	2%	2%	4%								

ITIC, ITIC Lite, and ITIC Mobile activity all continue to grow, and make up a greater percentage of incoming locates. The YTD ITIC Lite total has nearly doubled, indicating homeowners are embracing it. Phone In activity will continue to make up less of the total as more IOC users make the change to on-line ticket entry.
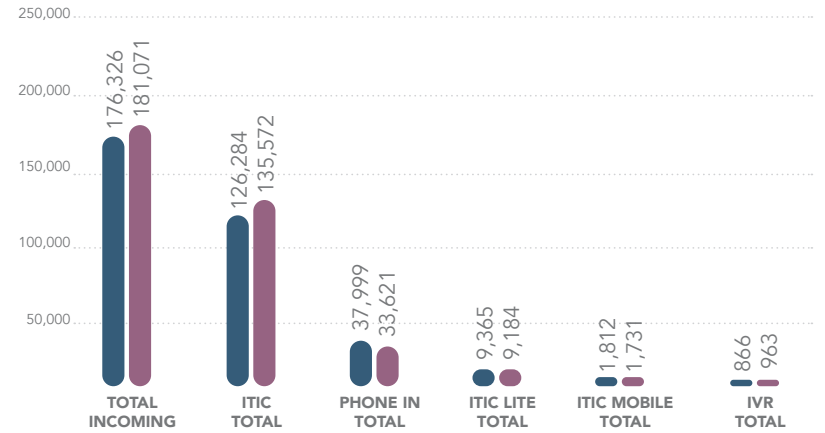
ITIC ACTIVITY Y-T-D

Y-T-D 2020   **Y-T-D 2021**

	TOTAL INCOMING	ITIC TOTAL	PHONE IN TOTAL	ITIC LITE TOTAL	ITIC MOBILE TOTAL	IVR TOTAL
Y-T-D 2020	176,326	126,284	37,999	9,365	1,812	866
Y-T-D 2021	181,071	135,572	33,621	9,184	1,731	963

MONTHLY ITIC ACTIVITY

ITIC   **PHONE IN**   **ITIC LITE**   **ITIC MOBILE**

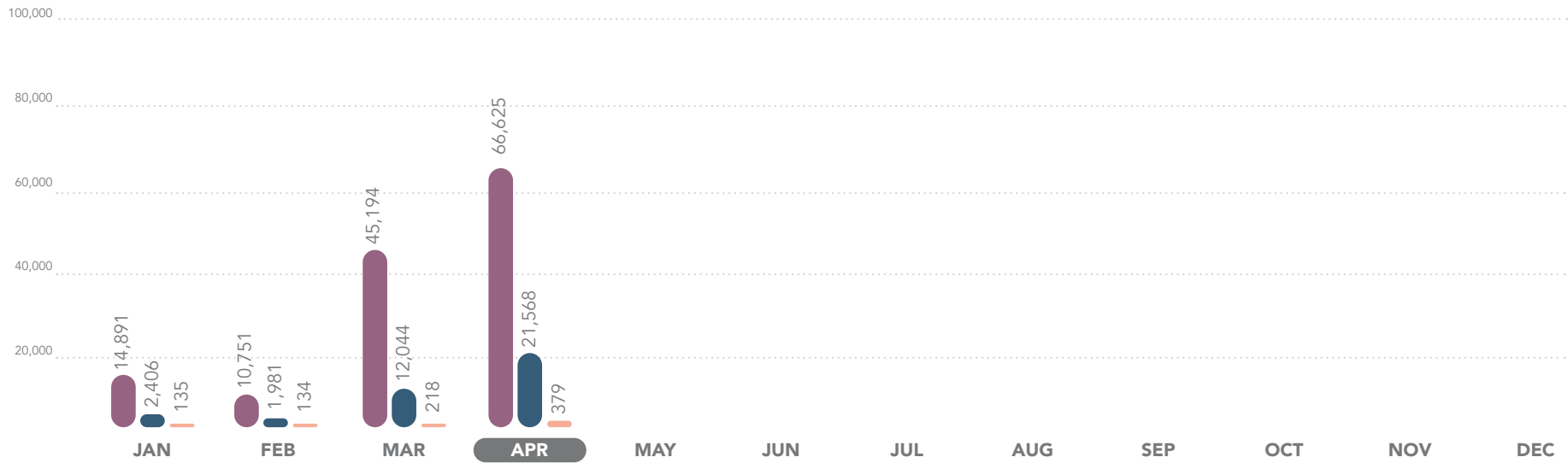|	ITIC	PHONE IN	ITIC LITE	ITIC MOBILE
JAN	14,752	2,406	113	26
FEB	10,683	1,981	59	9
MAR	45,194	9,300	2,614	130
APR	58,399	21,568	6,579	1,647
MAY				
JUN				
JUL				
AUG				
SEP				
OCT				
NOV				
DEC				

The number of tickets received through ITICi exceeds 75% of the total volume so far this year.

ITIC VS. PHONE IN Y-T-D

ITIC 137,461 (77.96%)
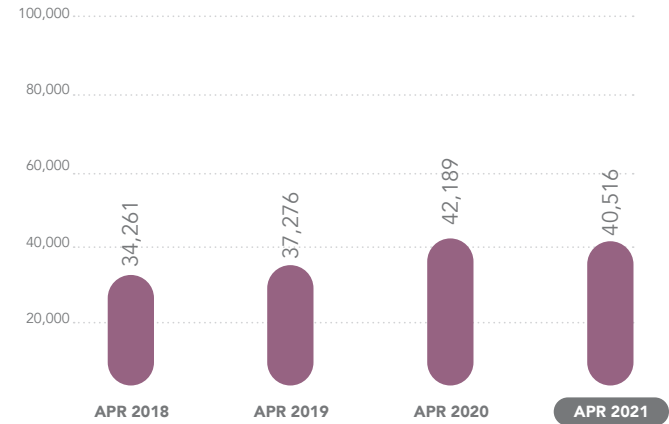
IVR 866 (0.49%)

PHONE IN 37,999 (21.55%)

ONLINE TICKET BREAKDOWN

ITIC MOBILE 2.47%

ITIC LITE 9.87%

ITIC 87.65%

ITIC VS. PHONE IN

ITIC | PHONE IN | IVR

	JAN	FEB	MAR	APR
ITIC	14,891	10,751	45,194	66,625
PHONE IN	2,406	1,981	12,044	21,568
IVR	135	134	218	379

JAN   FEB   MAR   APR   MAY   JUN   JUL   AUG   SEP   OCT   NOV   DEC
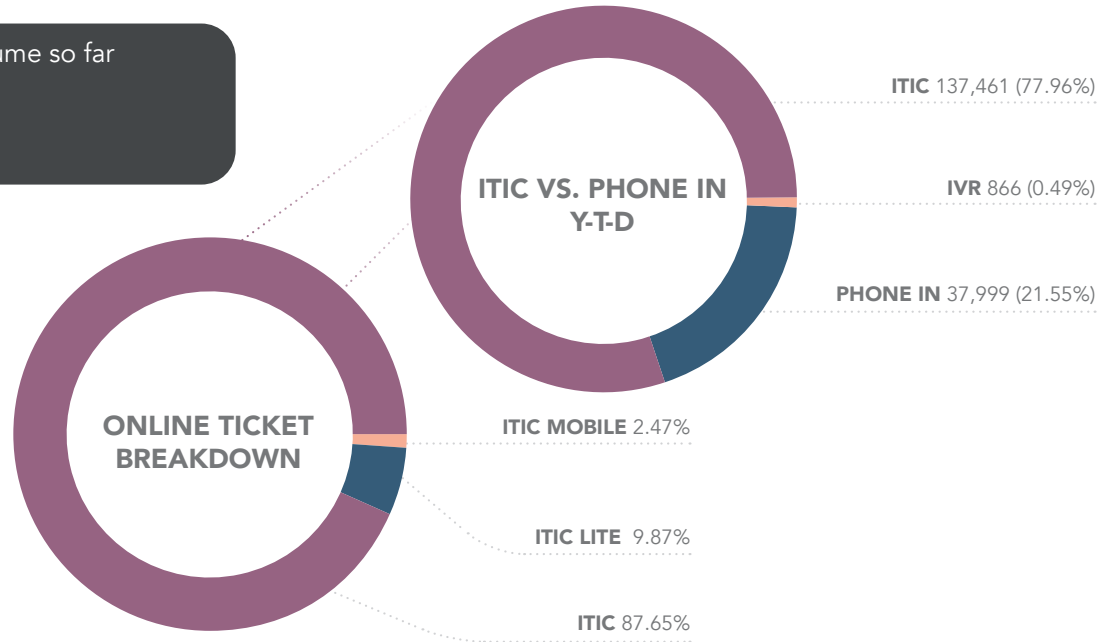
This chart tracks ITIC usage through the last few years.

COMPARATIVE ITIC VOLUME

Legend: 2018 | 2019 | 2020 | 2021

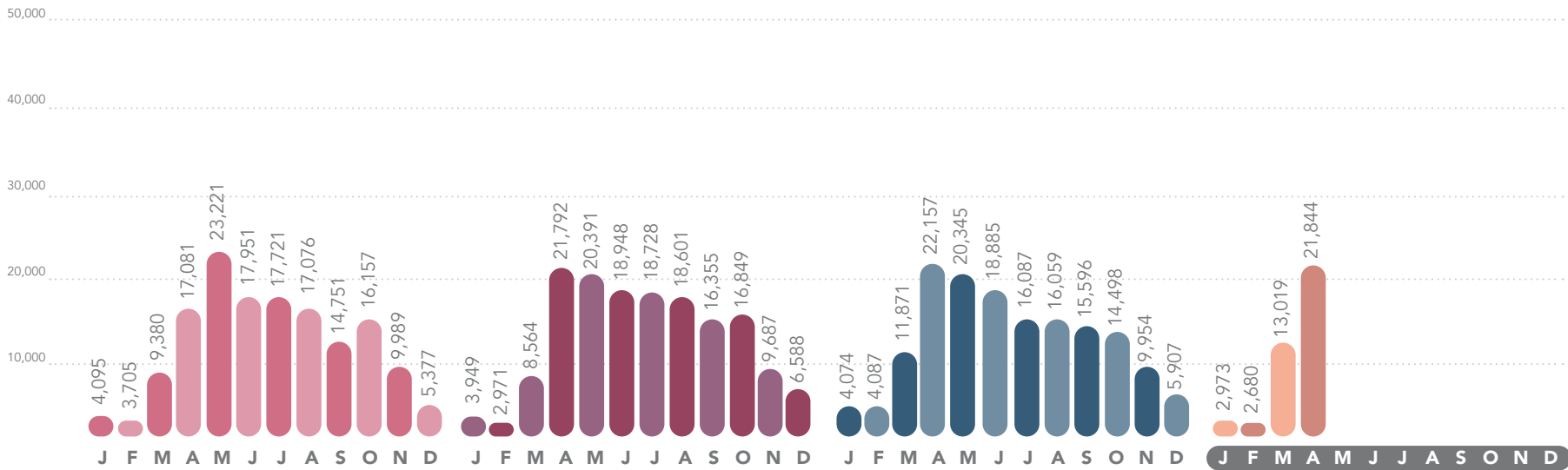| Month	2018	2019	2020	2021
JAN	12,428	13,867	16,495	17,432
FEB	11,104	8,995	15,624	10,751
MAR	28,398	25,117	44,335	45,194
APR	40,571	55,448	70,033	66,625
MAY	47,329	53,577	59,154	
JUN	41,650	51,100	59,966	
JUL	44,030	55,285	56,731	
AUG	45,997	54,356	55,087	
SEP	39,261	49,243	60,679	
OCT	46,456	54,430	59,727	
NOV	33,399	35,916	42,997	
DEC	18,145	23,472	27,783	

IOWA 811 ONE CALL SM
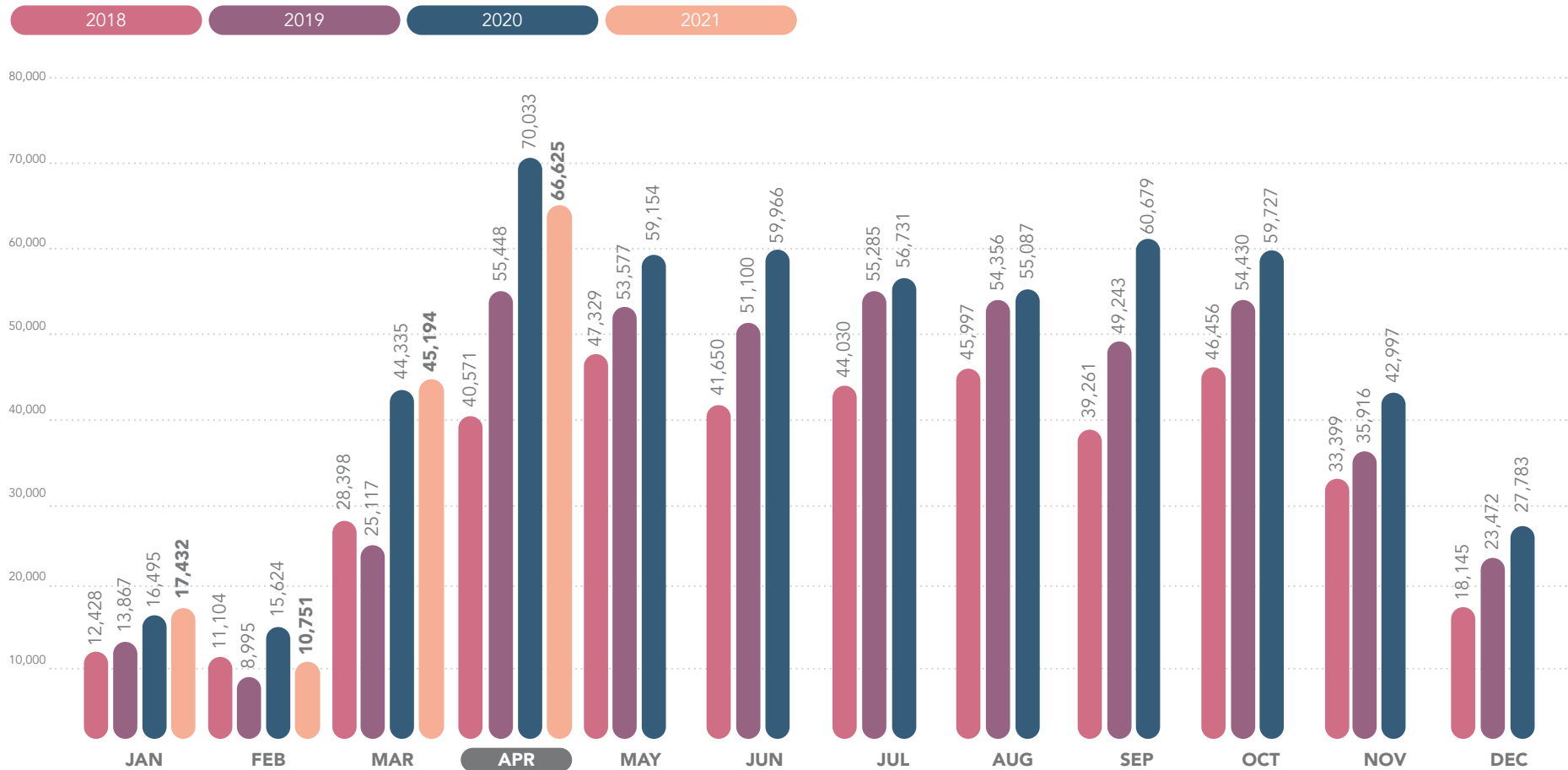
Total number of incoming phone calls is significantly lower than last year and consistent with totals received in the two previous years.
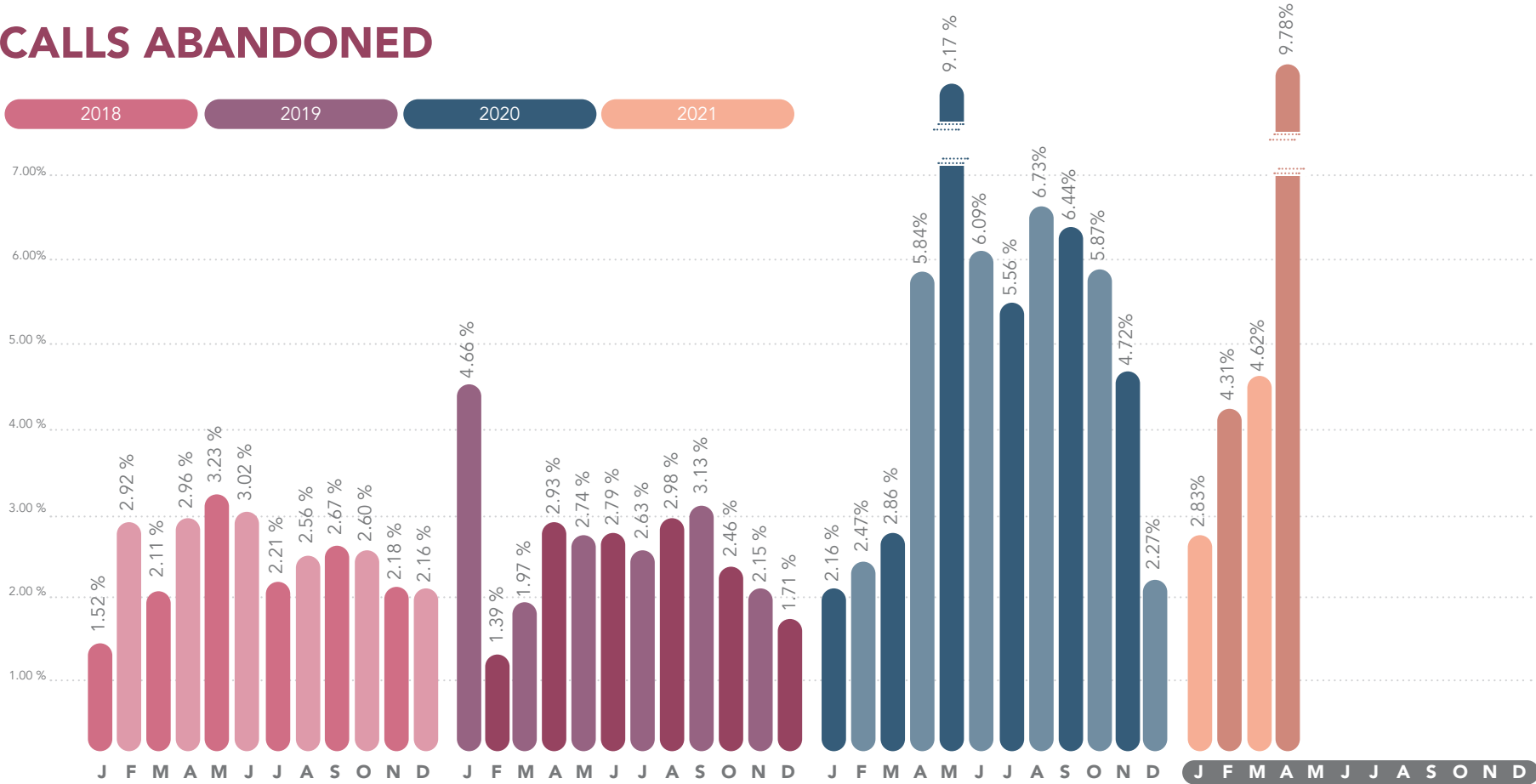
TOTAL INCOMING CALLS Y-T-D

APR 2018	APR 2019	APR 2020	APR 2021
34,261	37,276	42,189	40,516

TOTAL INCOMING CALLS

Legend: 2018 | 2019 | 2020 | 2021

2018 (J F M A M J J A S O N D):
4,095 | 3,705 | 9,380 | 17,081 | 23,221 | 17,951 | 17,721 | 17,076 | 14,751 | 16,157 | 9,989 | 5,377

2019 (J F M A M J J A S O N D):
3,949 | 2,971 | 8,564 | 21,792 | 20,391 | 18,948 | 18,728 | 18,601 | 16,355 | 16,849 | 9,687 | 6,588

2020 (J F M A M J J A S O N D):
4,074 | 4,087 | 11,871 | 22,157 | 20,345 | 18,885 | 16,087 | 16,059 | 15,596 | 14,498 | 9,954 | 5,907

2021 (J F M A M J J A S O N D):
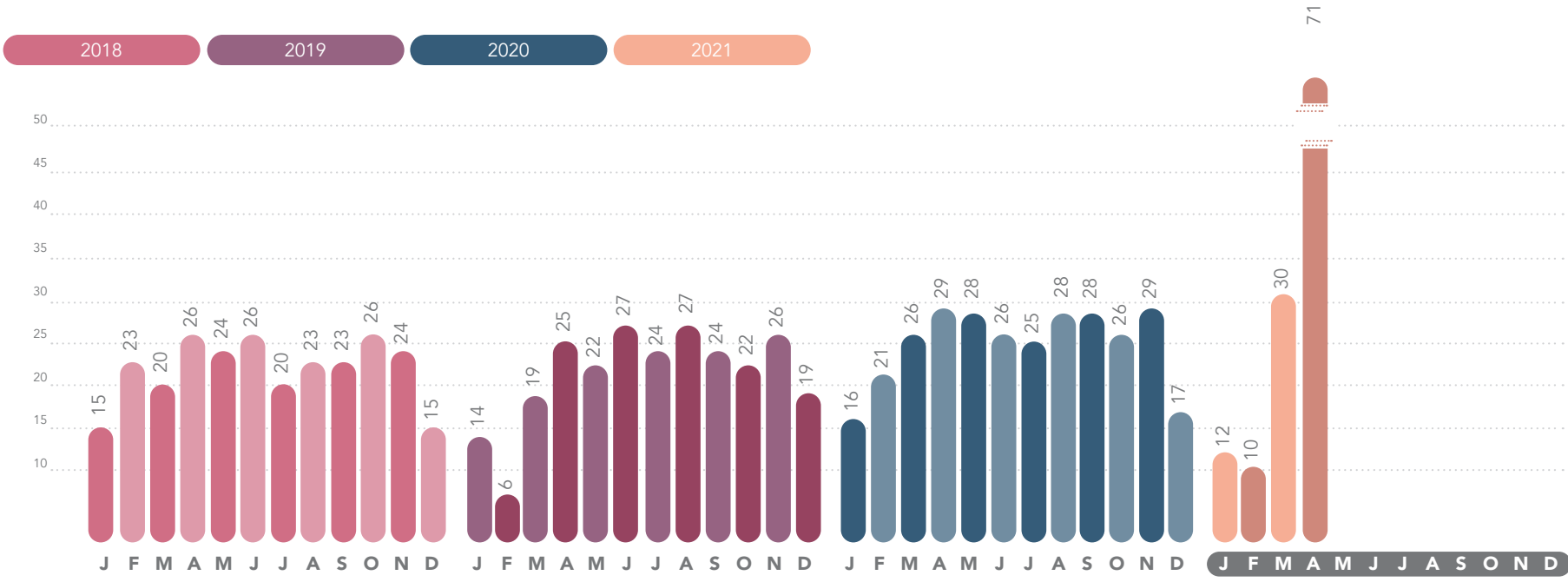2,973 | 2,680 | 13,019 | 21,844

The January 2019 abandonment rate was the result of a series of prank calls received by the center throughout the month. Once we blocked the caller's phone number, the calls stopped, and you can see that the abandonment rate returned to near-historical levels. The current abandonment rate is occurring as a result of message that is being played for all callers encouraging them to use ITIC. Those that hang up after hearing the message count as abandoned calls. Due to the ongoing increase in ITIC usage, we assume many people are following the message's suggestion.

CALLS ABANDONED

Legend: 2018 | 2019 | 2020 | 2021

2018 (J–D): 1.52%, 2.92%, 2.11%, 2.96%, 3.23%, 3.02%, 2.21%, 2.56%, 2.67%, 2.60%, 2.18%, 2.16%

2019 (J–D): 4.66%, 1.39%, 1.97%, 2.93%, 2.74%, 2.79%, 2.63%, 2.98%, 3.13%, 2.46%, 2.15%, 1.71%

2020 (J–D): 2.16%, 2.47%, 2.86%, 5.84%, 9.17%, 6.09%, 5.56%, 6.73%, 6.44%, 5.87%, 4.72%, 2.27%

2021 (J–M): 2.83%, 4.31%, 4.62%, 9.78%

The average speed to answer is higher than last year.

AVERAGE SPEED TO ANSWER

2018   2019   2020   2021

Month	2018	2019	2020	2021
J	15	14	16	12
F	23	6	21	10
M	20	19	26	30
A	26	25	29	71
M	24	22	28	
J	26	27	26	
J	20	24	25	
A	23	27	28	
S	23	24	28	
O	26	22	26	
N	24	26	29	
D	15	19	17	

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.
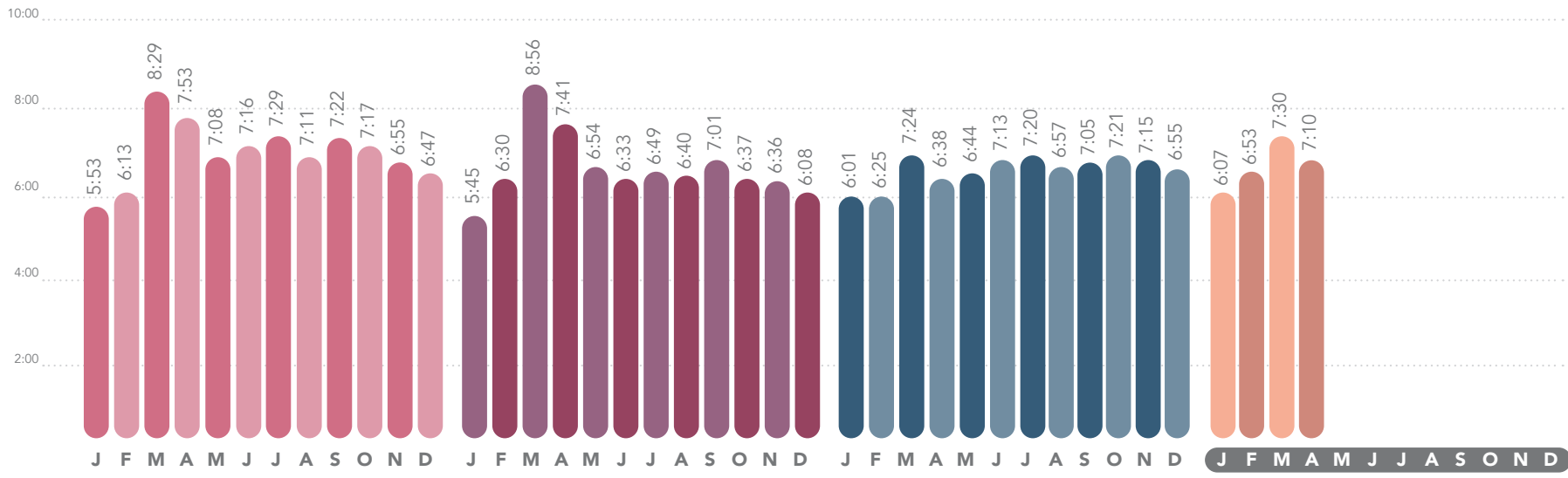
AFTER HOURS TICKET BREAKDOWN

WEB VS. PHONE

PHONE 18%

WEB 82%

APRIL 2021
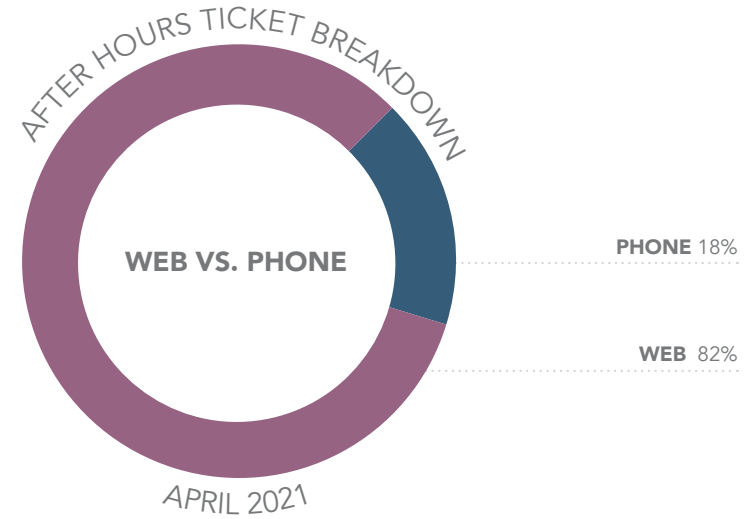
AVERAGE SPEED TO ANSWER AFTER HOURS

2021

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Value	14	19	77	56								
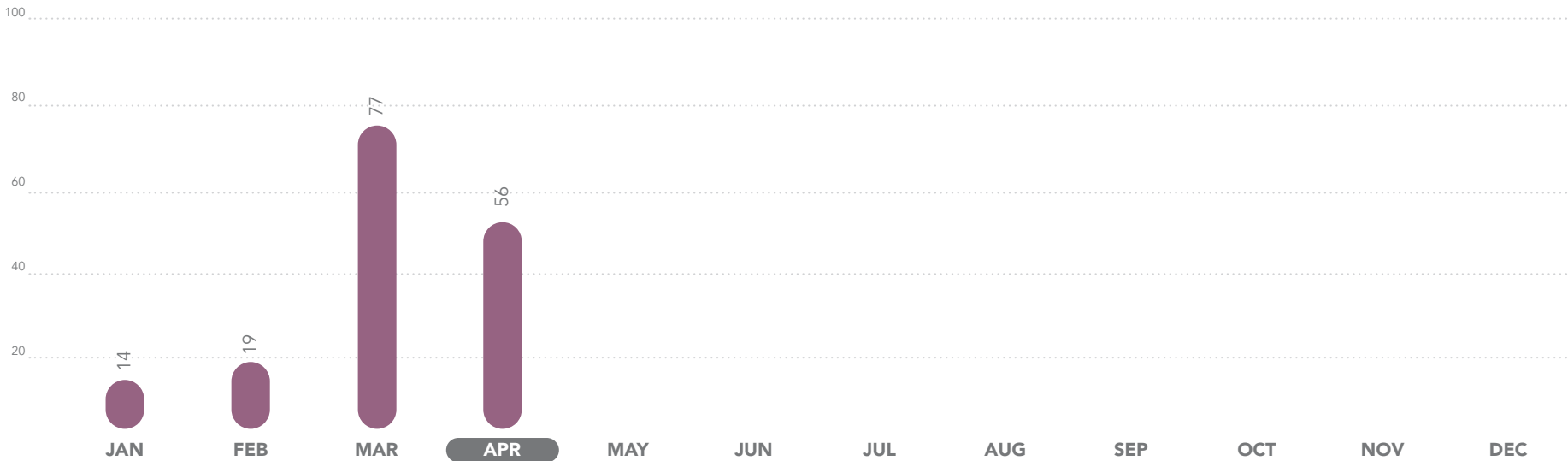
Average talk time is higher than it was last year at this time.

AVERAGE TALK TIME

2018 | 2019 | 2020 | 2021

Bar chart of average talk time by month for 2018, 2019, 2020, and 2021.

2018 (J F M A M J J A S O N D): 5:53, 6:13, 8:29, 7:53, 7:08, 7:16, 7:29, 7:11, 7:22, 7:17, 6:55, 6:47

2019 (J F M A M J J A S O N D): 5:45, 6:30, 8:56, 7:41, 6:54, 6:33, 6:49, 6:40, 7:01, 6:37, 6:36, 6:08

2020 (J F M A M J J A S O N D): 6:01, 6:25, 7:24, 6:38, 6:44, 7:13, 7:20, 6:57, 7:05, 7:21, 7:15, 6:55

2021 (J F M A): 6:07, 6:53, 7:30, 7:10

The average time per ticket for this month is higher than last year.

AVERAGE TIME PER TICKET

| 2018 | 2019 | 2020 | 2021 |
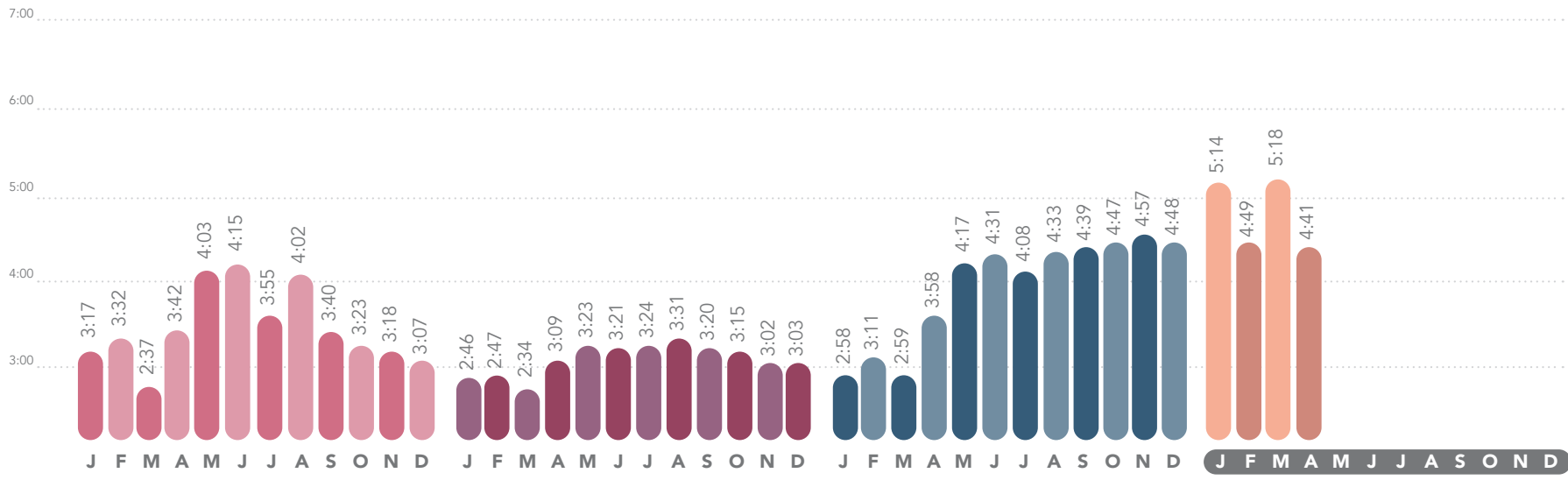
April ticket volume is significantly higher than April 2020.

INCOMING TICKET TOTALS Y-T-D

APR 2018	APR 2019	APR 2020	APR 2021
132,763	140,168	181,071	176,326

INCOMING TICKET TOTALS

2018 2019 2020 2021

2018: J 17,002 · F 15,339 · M 39,339 · A 61,083 · M 75,887 · J 63,223 · J 65,589 · A 67,174 · S 56,904 · O 66,786 · N 45,060 · D 23,729

2019: J 17,874 · F 11,193 · M 33,174 · A 77,927 · M 74,372 · J 70,590 · J 74,395 · A 72,962 · S 65,745 · O 72,187 · N 46,021 · D 30,054

2020: J 20,632 · F 19,542 · M 56,173 · A 84,724 · M 78,242 · J 78,219 · J 72,841 · A 70,867 · S 72,196 · O 74,443 · N 53,176 · D 33,578

2021: J 17,432 · F 12,866 · M 57,456 · A 88,572

Outgoing ticket totals follow the pattern set by incoming tickets.

OUTBOUND TICKET TOTALS Y-T-D

Year	Total
APR 2018	646,958
APR 2019	687,842
APR 2020	878,127
APR 2021	891,254

OUTBOUND TICKET TOTALS

Legend: 2018 | 2019 | 2020 | 2021

2018 (J–D): 86,370 · 78,004 · 191,134 · 291,450 · 361,962 · 303,975 · 337,462 · 321,463 · 271,486 · 317,812 · 214,773 · 119,969

2019 (J–D): 90,101 · 61,001 · 166,609 · 370,131 · 357,618 · 337,656 · 355,162 · 350,862 · 318,417 · 346,313 · 221,922 · 147,225

2020 (J–D): 102,995 · 98,603 · 274,324 · 402,205 · 378,036 · 382,164 · 359,803 · 360,321 · 360,504 · 369,763 · 261,516 · 173,031

2021 (J–A): 94,474 · 70,314 · 288,869 · 437,597

IOWA 811 ONE CALL sm

The in/out ratio has followed the historical pattern.

IN/OUT RATIO

2018   2019   2020   2021

Year	J	F	M	A	M	J	J	A	S	O	N	D
2018	5.08	5.09	4.86	4.77	4.77	4.81	4.78	4.79	4.77	4.76	4.77	5.06
2019	5.04	5.21	5.02	4.75	4.81	4.78	4.77	4.81	4.84	4.80	4.82	4.9
2020	4.99	5.05	4.88	4.75	4.83	4.89	4.94	5.08	4.99	4.97	4.92	5.15
2021	5.42	5.47	5.03	4.94								
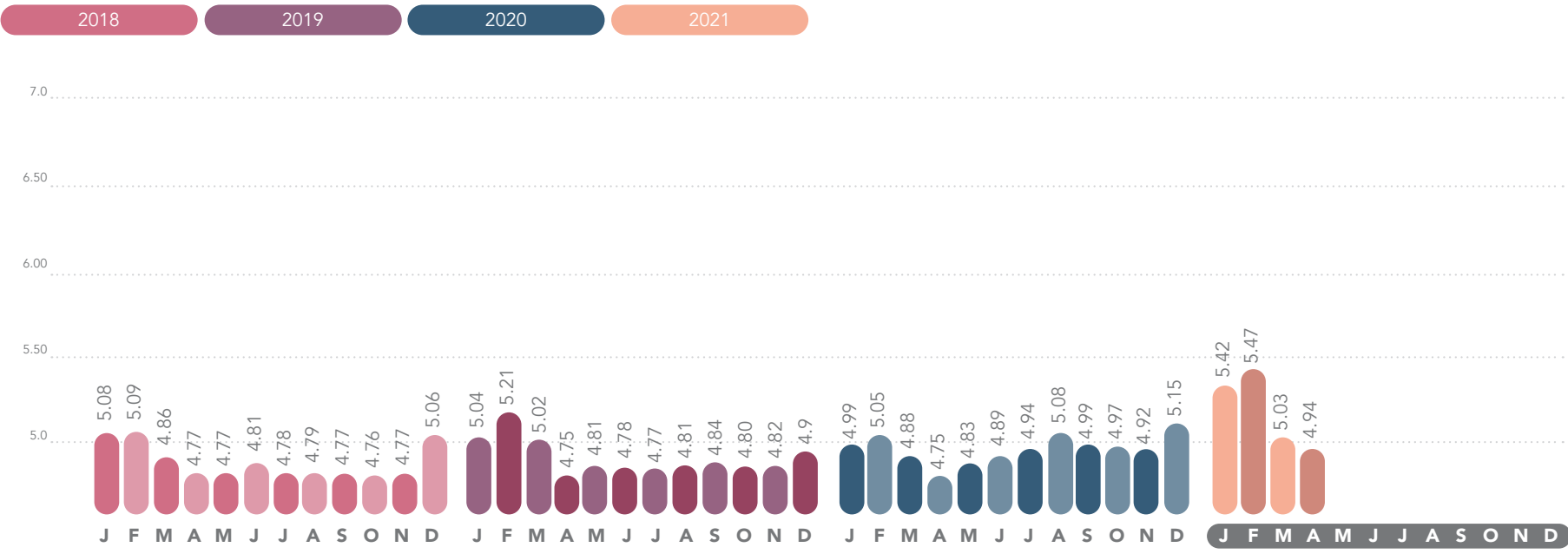
Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

DRS SYSTEM ACTIVITY

DIRs   DLRs

Month	DIRs	DLRs
JAN	307	233
FEB	335	119
MAR	500	329
APR	372	335
MAY		
JUN		
JUL		
AUG		
SEP		
OCT		
NOV		
DEC		
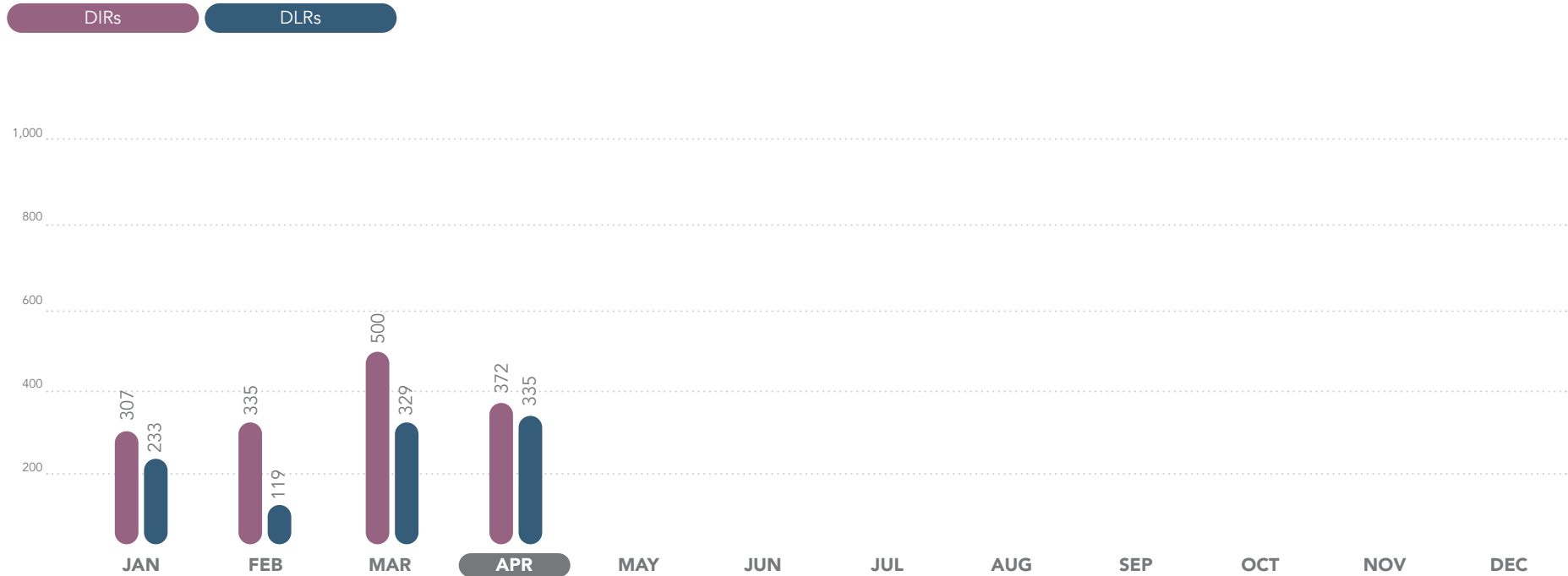
The charts on this page provide a breakdown showing the time of day that incoming tickets were received.

AFTER HOURS ANALYSIS

TICKETS RECEIVED

AFTER HOURS 19%

REGULAR HOURS 81%
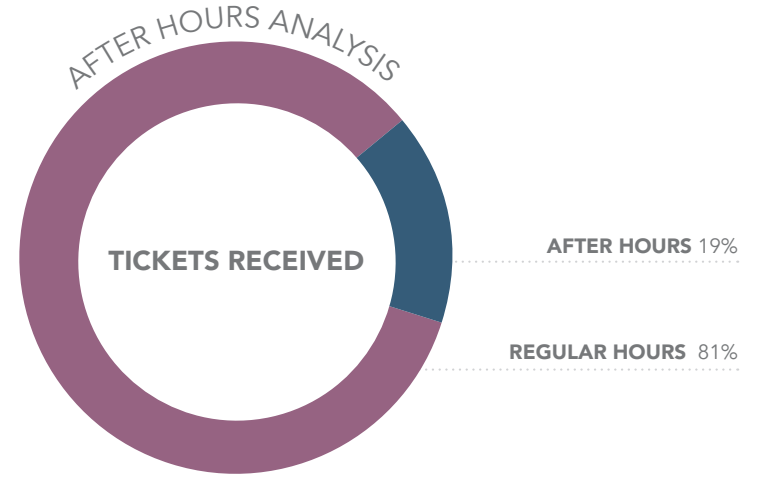
TIME OF RECEIPT ANALYSIS

REGULAR HOURS   **AFTER HOURS**

Month	Regular Hours	After Hours
JAN	14,646	2,786
FEB	10,891	1,975
MAR	48,057	9,399
APR	71,920	16,652
MAY		
JUN		
JUL		
AUG		
SEP		
OCT		
NOV		
DEC		
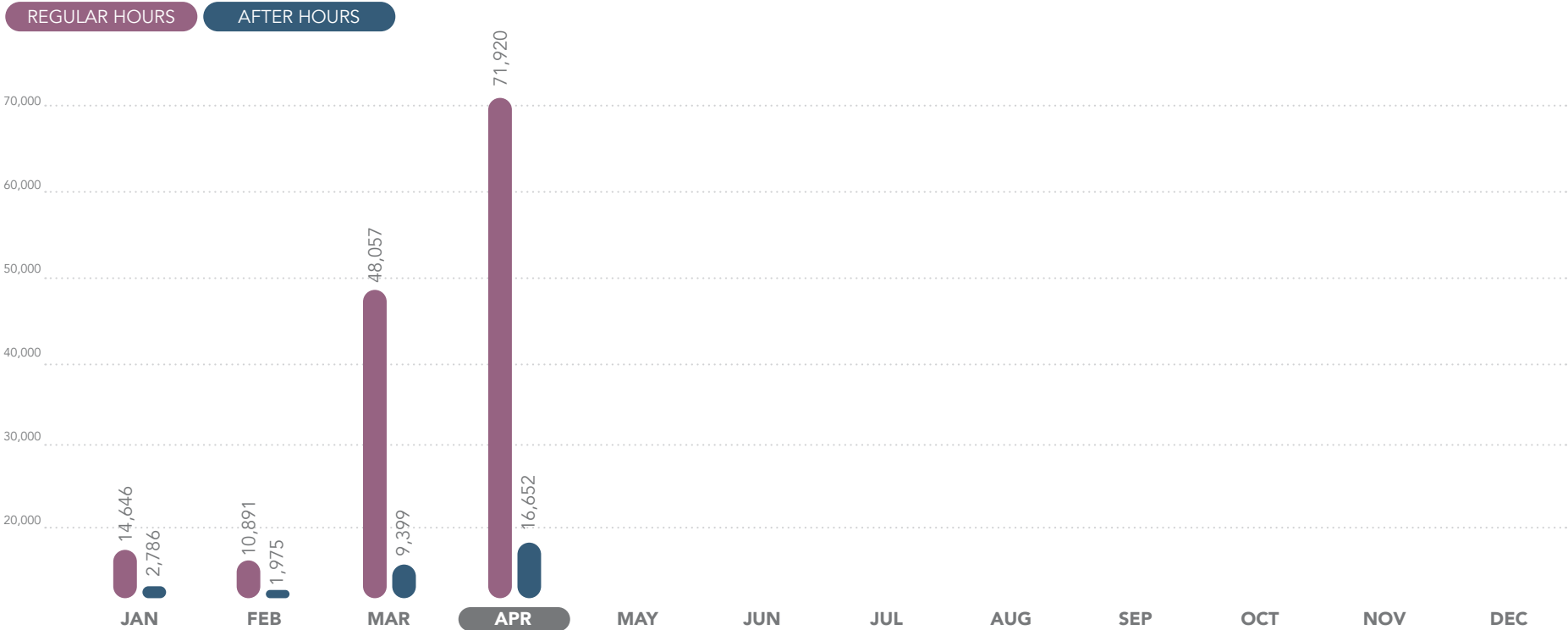
The number of MTD and YTD non-compliant tickets received is higher than 2020.

NON-COMPLIANT TICKETS
Y-T-D

- 2018: 52
- 2019: 40
- 2020: 61
- 2021: 82

NON-COMPLIANT TICKETS
APR

- 2018: 30 (0.049%)
- 2019: 24 (0.031%)
- 2020: 25 (0.030%)
- 2021: 54 (0.061%)
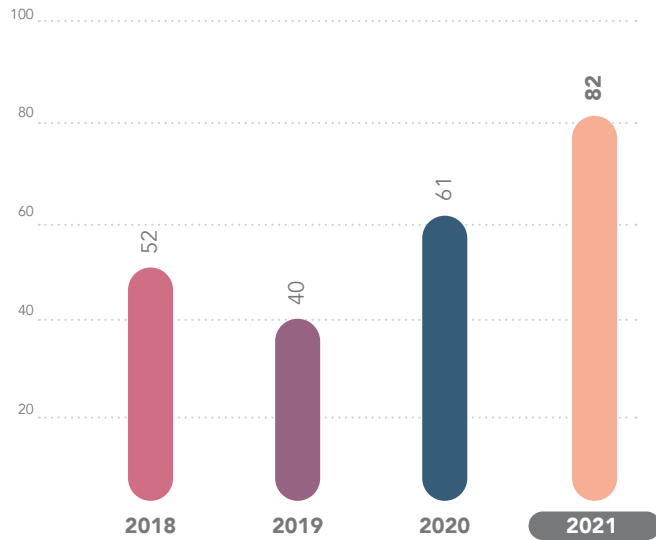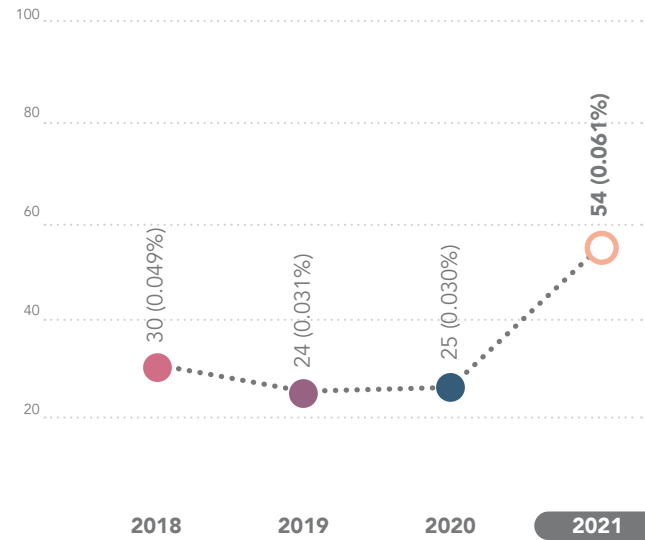
The total number of emergency tickets received M-T-D and Y-T-D is higher than the same period last year.
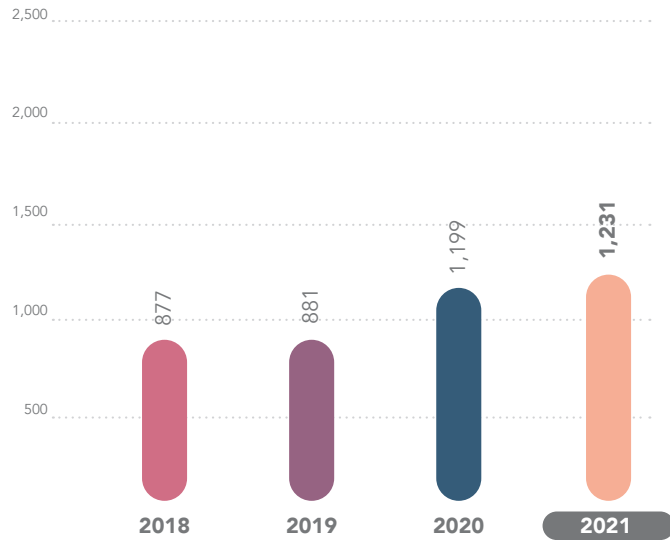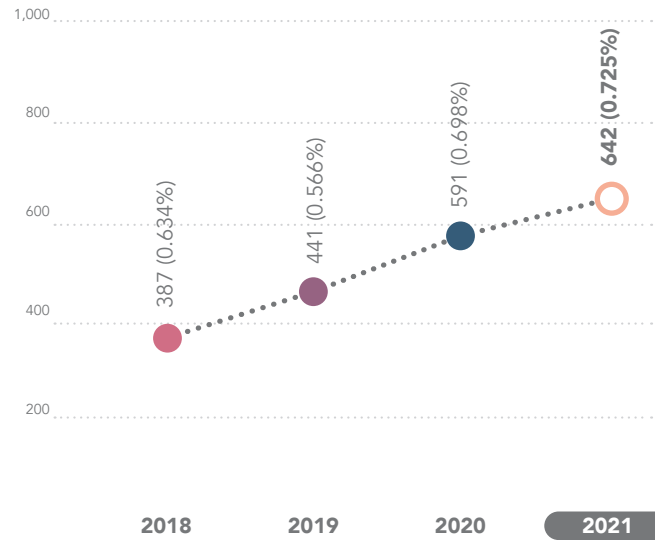
EMERGENCY TICKETS
Y-T-D

- 2018: 5,496
- 2019: 6,009
- 2020: 4,610
- 2021: 5,379

EMERGENCY TICKETS
APR

- 2018: 1,233 (2.019%)
- 2019: 1,745 (2.239%)
- 2020: 1,362 (1.608%)
- 2021: 1,385 (1.564%)
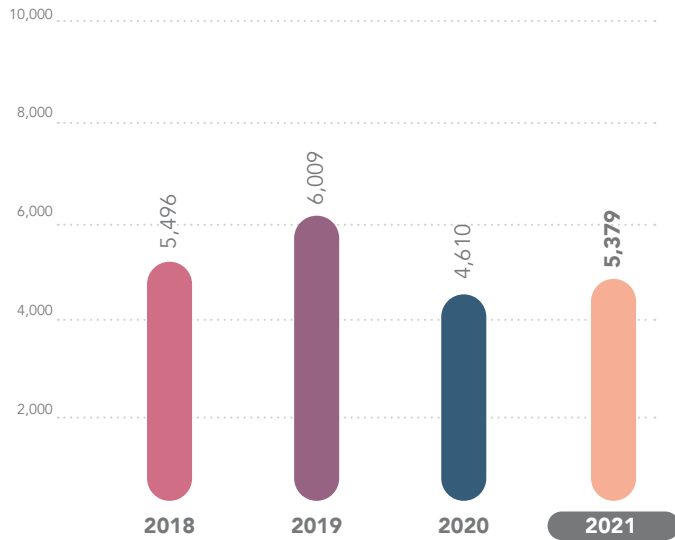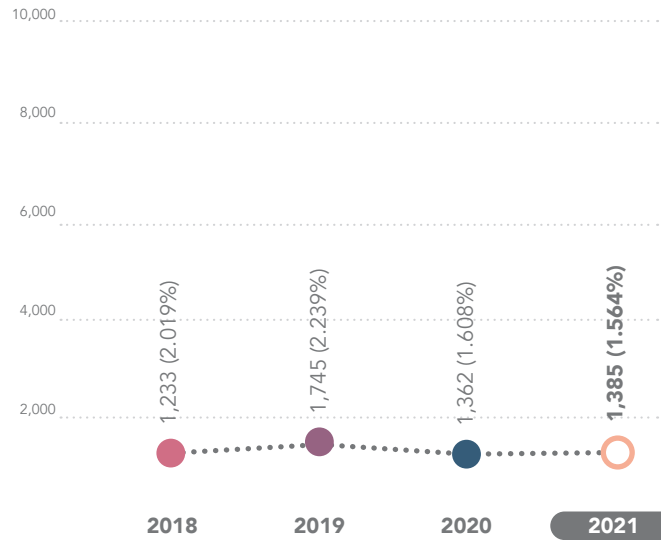
Both the monthly and annual total of dig-in tickets is lower in 2021 than in 2020.

DIG IN TICKETS
Y-T-D

Year	Value
2018	877
2019	881
2020	1,199
2021	1,231

DIG IN TICKETS
APR

Year	Value
2018	387 (0.634%)
2019	441 (0.566%)
2020	591 (0.698%)
2021	642 (0.725%)

The total number of tickets where callers report the job is whitelined is lower than last year's levels.
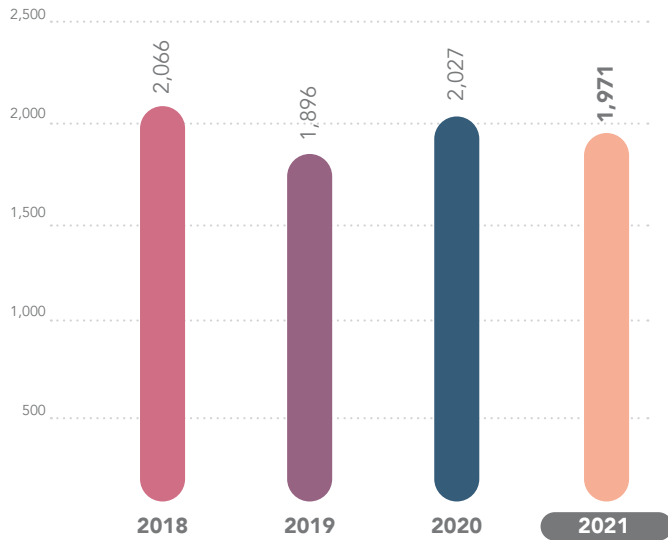
WHITELINED TICKETS
Y-T-D

Year	Value
2018	49,674
2019	50,588
2020	67,797
2021	62,704

WHITELINED TICKETS
APR

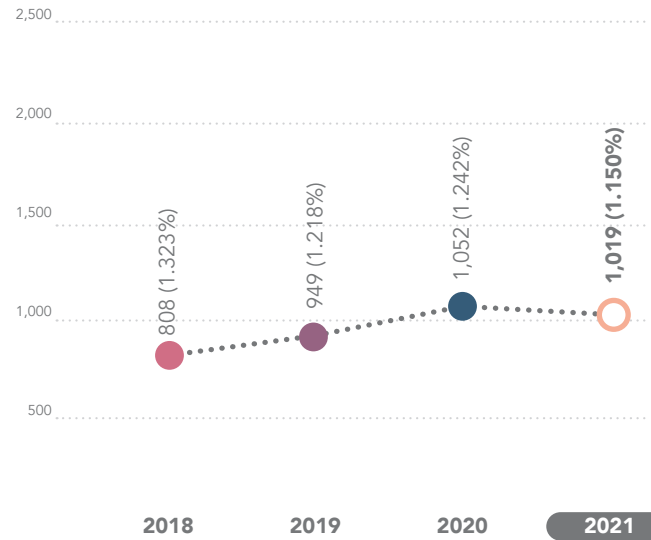| Year	Value
2018	22,146 (36.256%)
2019	26,850 (34.455%)
2020	31,203 (36.829%)
2021	32,367 (36.543%)
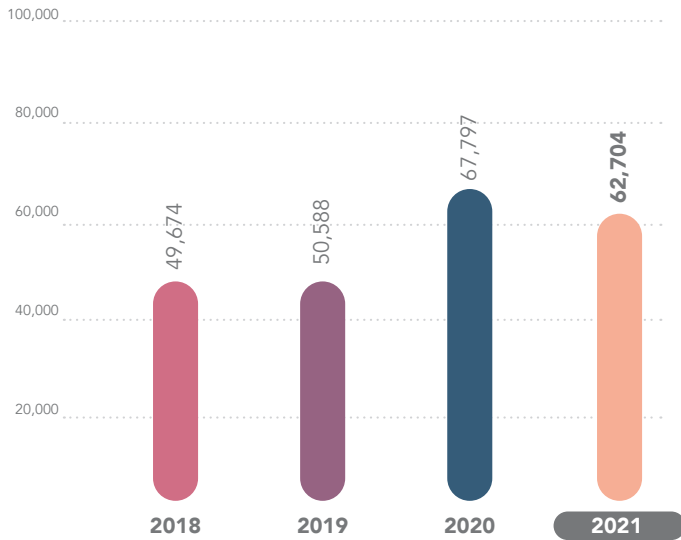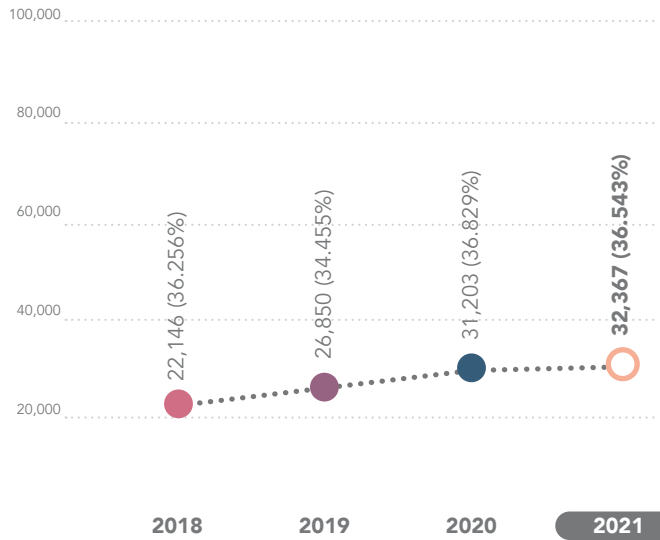
The Y-T-D number of tickets with GPS coordinates is lower than 2020 levels. This is most likely the result of the detailed mapping available through NextGen.
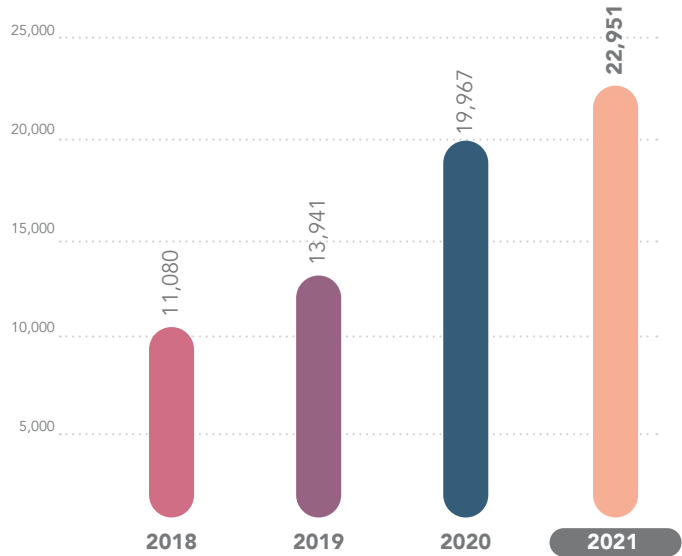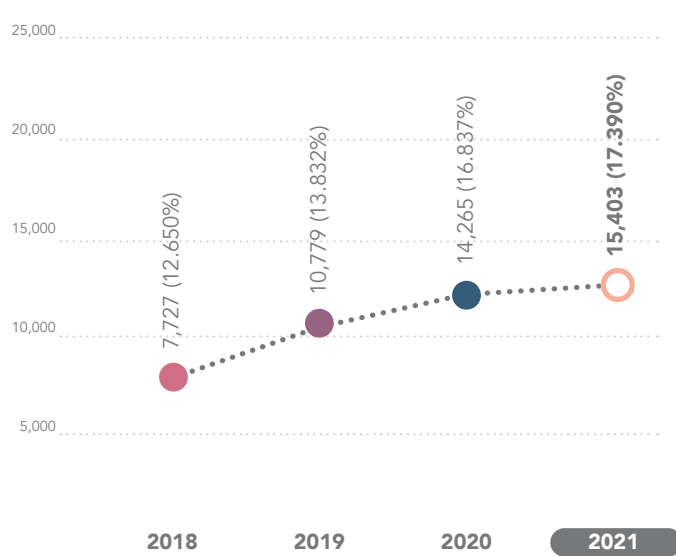
TICKETS WITH GPS
Y-T-D

- 2018: 2,066
- 2019: 1,896
- 2020: 2,027
- 2021: 1,971

TICKETS WITH GPS
APR

- 2018: 808 (1.323%)
- 2019: 949 (1.218%)
- 2020: 1,052 (1.242%)
- 2021: 1,019 (1.150%)

Overall homeowner ticket volume is higher than 2020.

HOMEOWNER TICKETS
Y-T-D

Year	Tickets
2018	11,080
2019	13,941
2020	19,967
2021	22,951

HOMEOWNER TICKETS
APR

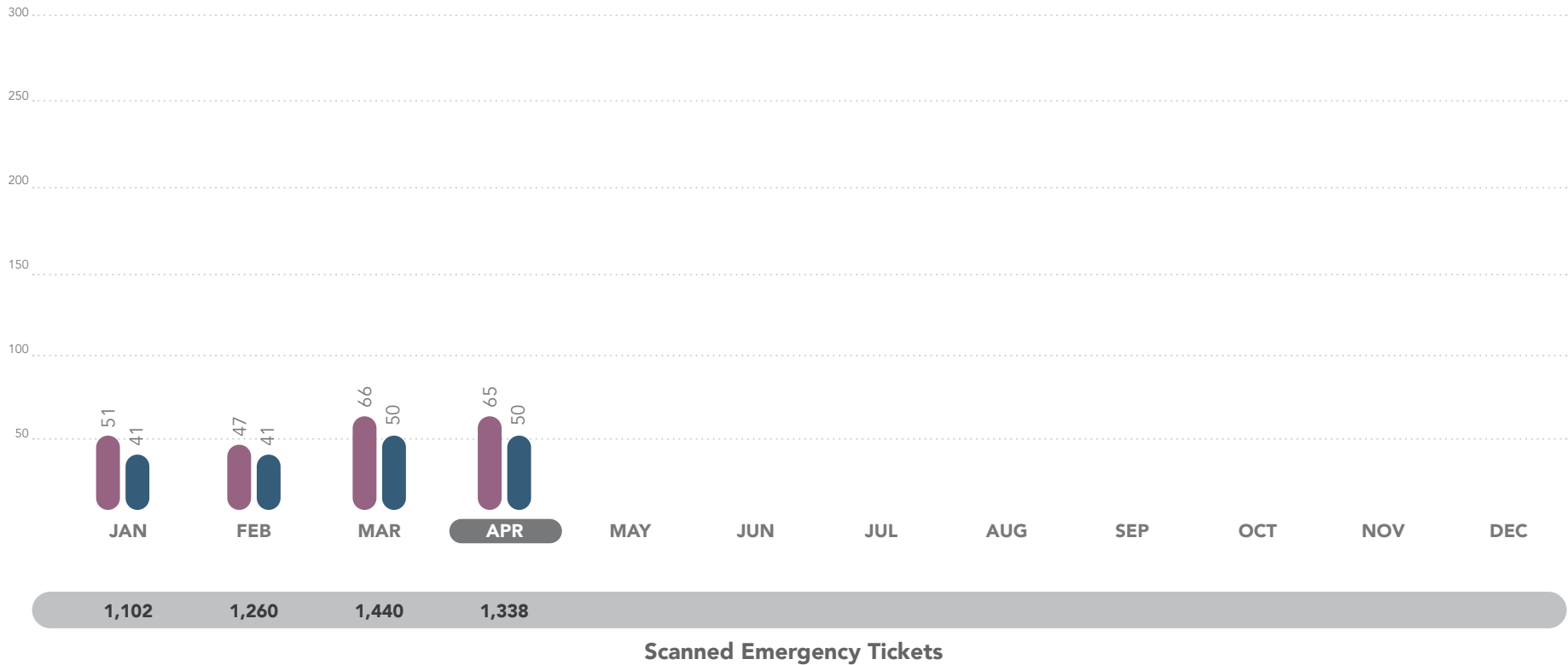| Year	Tickets (%)
2018	7,727 (12.650%)
2019	10,779 (13.832%)
2020	14,265 (16.837%)
2021	15,403 (17.390%)

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

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Total Previous Instances	51	47	66	65								
Emergency Tickets with Previous Instances	41	41	50	50								

1,102	1,260	1,440	1,338

Scanned Emergency Tickets

OCC's Creative Team performs work for it's 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	30:55
IAOC DRS Survey	1:30
IAOC ESAP Program	7:45
IAOC Micro Mike Rowe	4:15
IAOC Newsletter	4:30
IAOC Social Media	0:15
IAOC Survey and Eshot	4:15
IAOC Website Changes	14:50
Subtotal	68:15
Management Review (+15%)	10:14
Grand Total with Review	**78:29**

CREATIVE HOURS - 2021

Q1: 78 — Q2 — Q3 — Q4