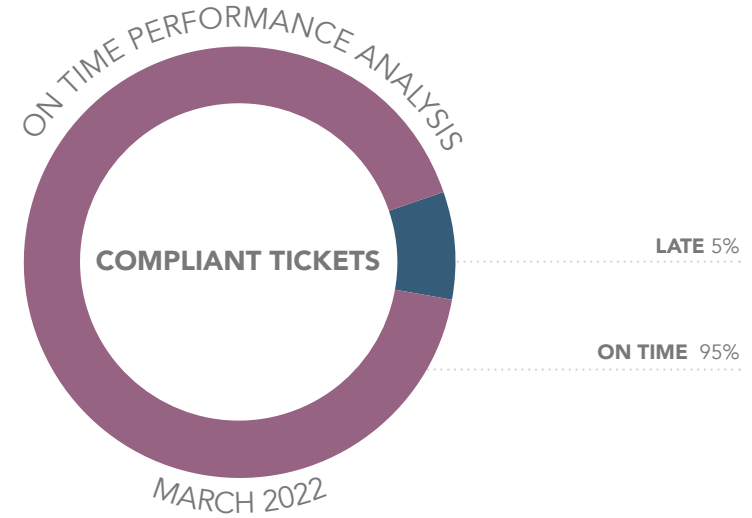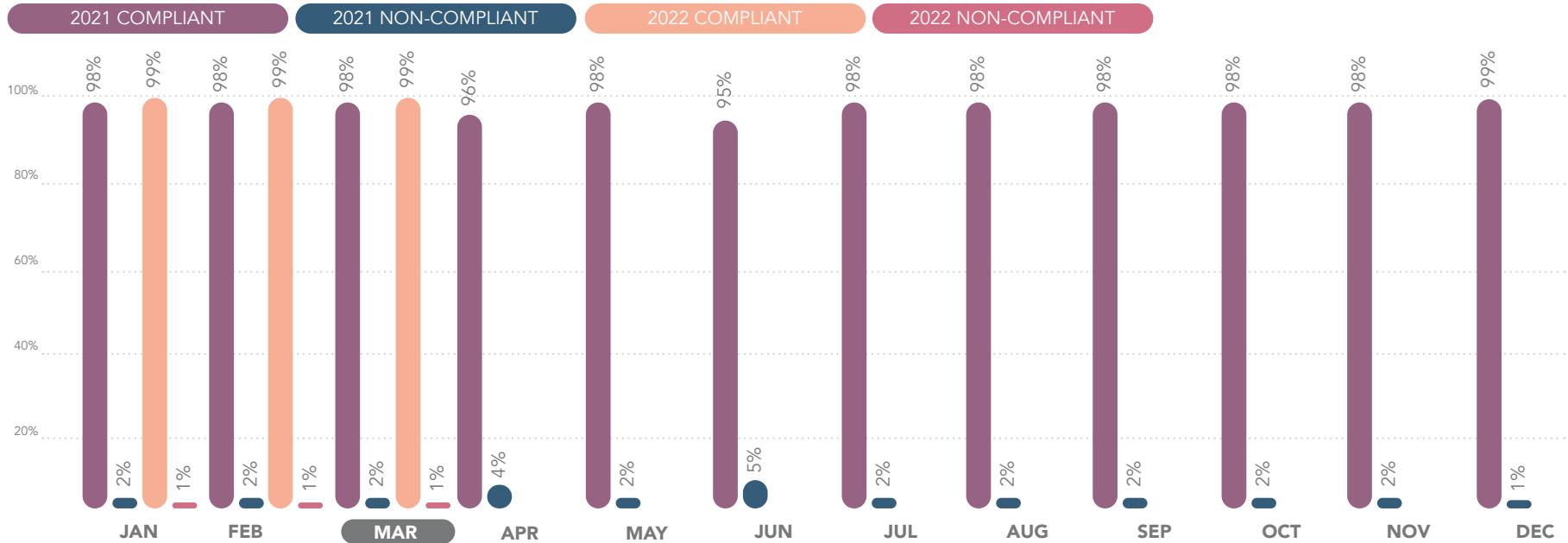The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within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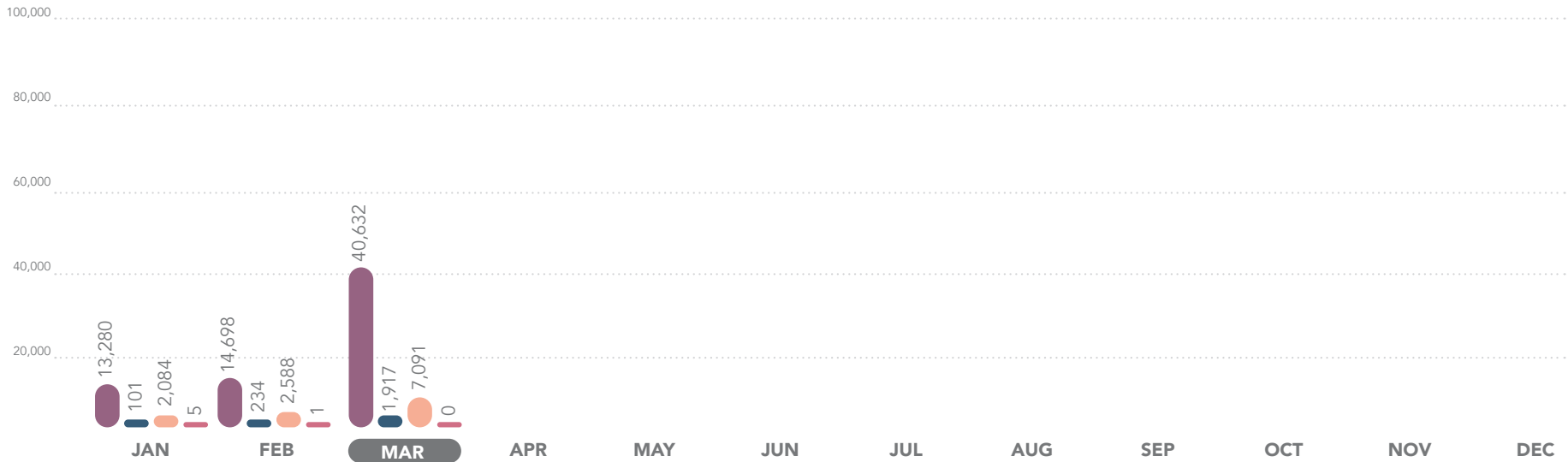
ON TIME PERFORMANCE ANALYSIS

COMPLIANT TICKETS

LATE 5%

ON TIME 95%

MARCH 2022

POSITIVE RESPONSE COMPLIANCE

| 2021 COMPLIANT | 2021 NON-COMPLIANT | 2022 COMPLIANT | 2022 NON-COMPLIANT |

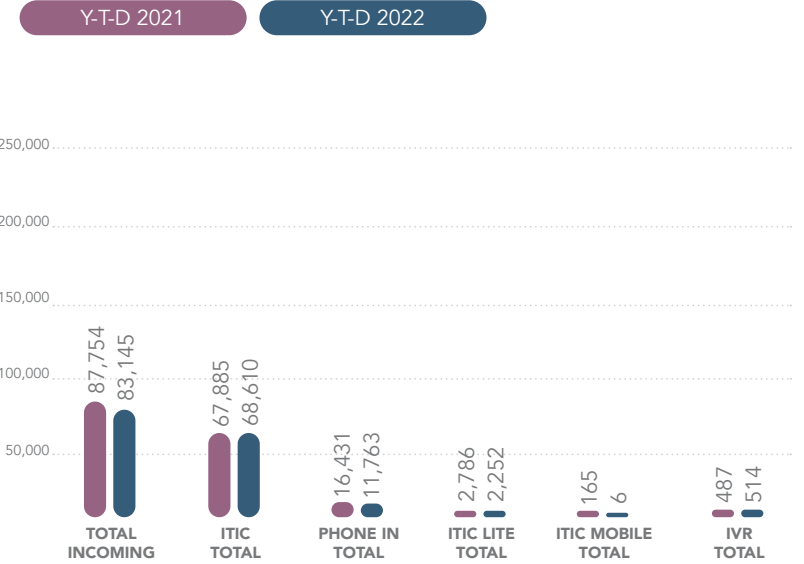| Month	2021 Compliant	2022 Compliant	2021 Non-Compliant	2022 Non-Compliant
JAN	98%	99%	2%	1%
FEB	98%	99%	2%	1%
MAR	98%	99%	2%	1%
APR	96%		4%	
MAY	98%		2%	
JUN	95%		5%	
JUL	98%		2%	
AUG	98%		2%	
SEP	98%		2%	
OCT	98%		2%	
NOV	98%		2%	
DEC	99%		1%	

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 less of the total as more IOC users make the change to on-line ticket entry. Total incoming YTD finished slightly higher than last year.

ITIC ACTIVITY Y-T-D

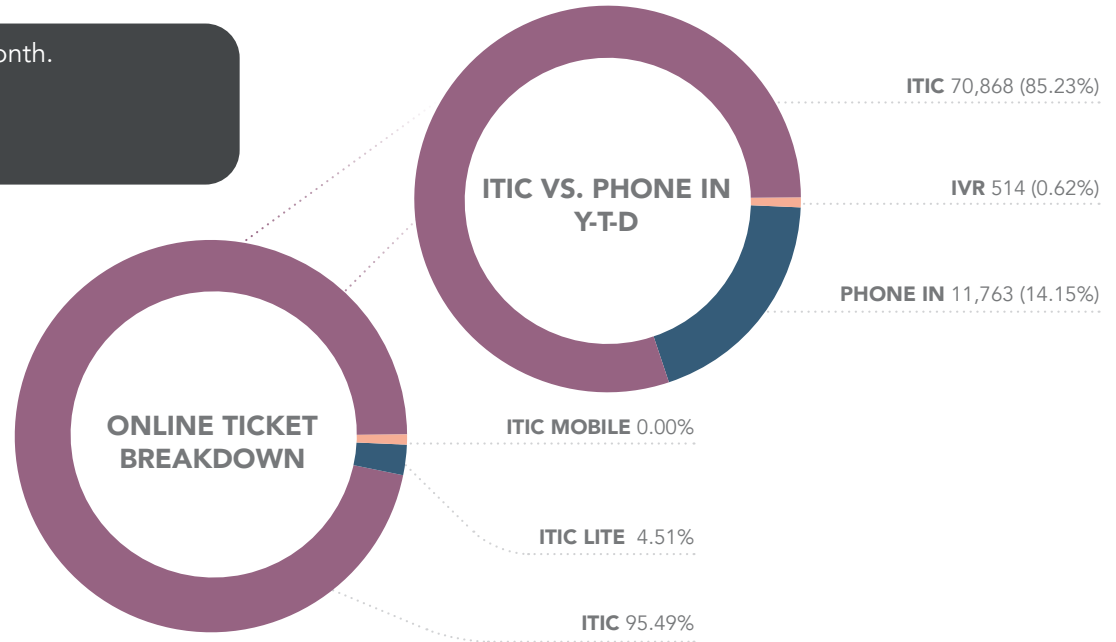Y-T-D 2021   Y-T-D 2022

	Y-T-D 2021	Y-T-D 2022
TOTAL INCOMING	87,754	83,145
ITIC TOTAL	67,885	68,610
PHONE IN TOTAL	16,431	11,763
ITIC LITE TOTAL	2,786	2,252
ITIC MOBILE TOTAL	165	6
IVR TOTAL	487	514

MONTHLY ITIC ACTIVITY

ITIC   PHONE IN   ITIC LITE   ITIC MOBILE

	ITIC	PHONE IN	ITIC LITE	ITIC MOBILE
JAN	13,280	101	2,084	5
FEB	14,698	234	2,588	1
MAR	40,632	1,917	7,091	0
APR				
MAY				
JUN				
JUL				
AUG				
SEP				
OCT				
NOV				
DEC				

The number of tickets received through ITIC is more than 85% YTD this month.

ITIC VS. PHONE IN Y-T-D

ITIC 70,868 (85.23%)

IVR 514 (0.62%)

PHONE IN 11,763 (14.15%)

ONLINE TICKET BREAKDOWN

ITIC MOBILE 0.00%

ITIC LITE 4.51%

ITIC 95.49%

ITIC VS. PHONE IN

- ITIC
- PHONE IN
- IVR

Month	ITIC	PHONE IN	IVR
JAN	13,386	2,084	190
FEB	14,933	2,588	156
MAR	42,549	7,091	168
APR			
MAY			
JUN			
JUL			
AUG			
SEP			
OCT			
NOV			
DEC			

100,000

80,000

60,000

40,000

20,000
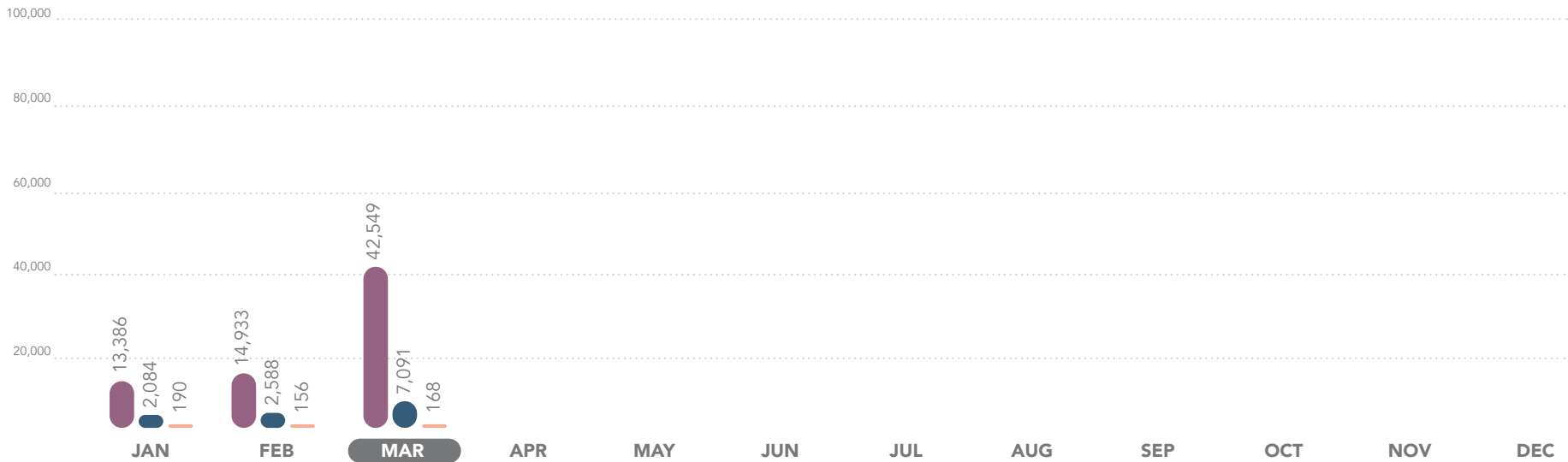
This chart tracks ITIC usage through the last few years.

COMPARATIVE ITIC VOLUME

Legend: 2019 | 2020 | 2021 | 2022

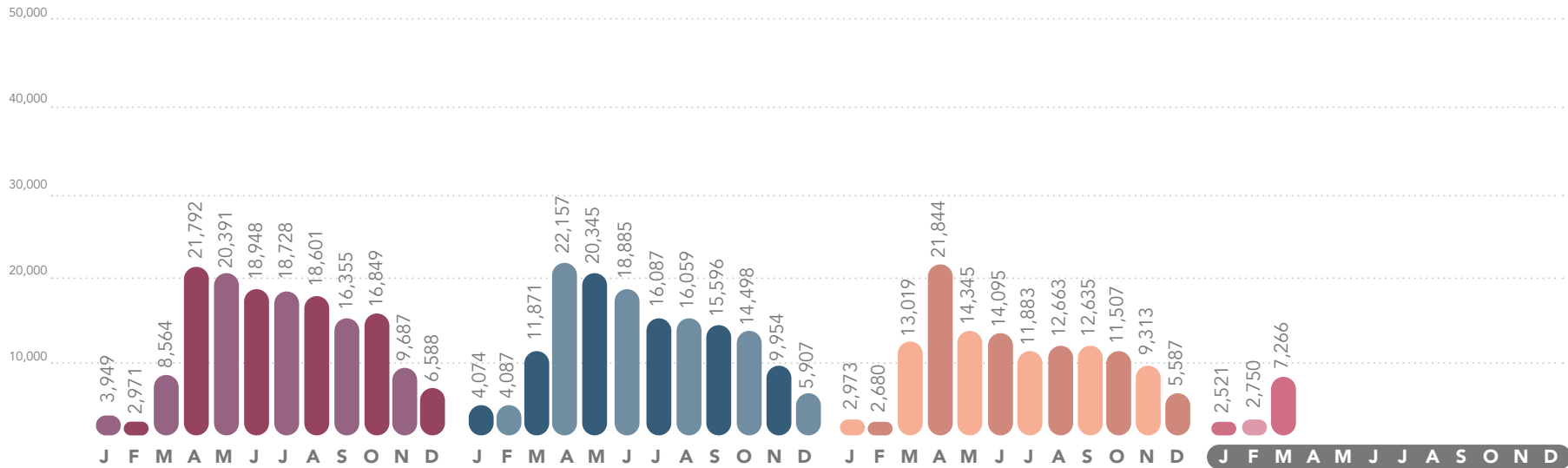| Month	2019	2020	2021	2022
JAN	13,867	16,495	17,432	13,386
FEB	8,995	15,624	10,751	14,933
MAR	25,117	44,335	45,193	42,549
APR	55,448	70,033	66,625	
MAY	53,577	59,154	60,588	
JUN	51,100	59,966	65,821	
JUL	55,285	56,731	56,658	
AUG	54,356	55,087	59,843	
SEP	49,243	60,679	61,922	
OCT	54,430	59,727	57,666	
NOV	35,916	42,997	51,881	
DEC	23,472	27,783	33,565	
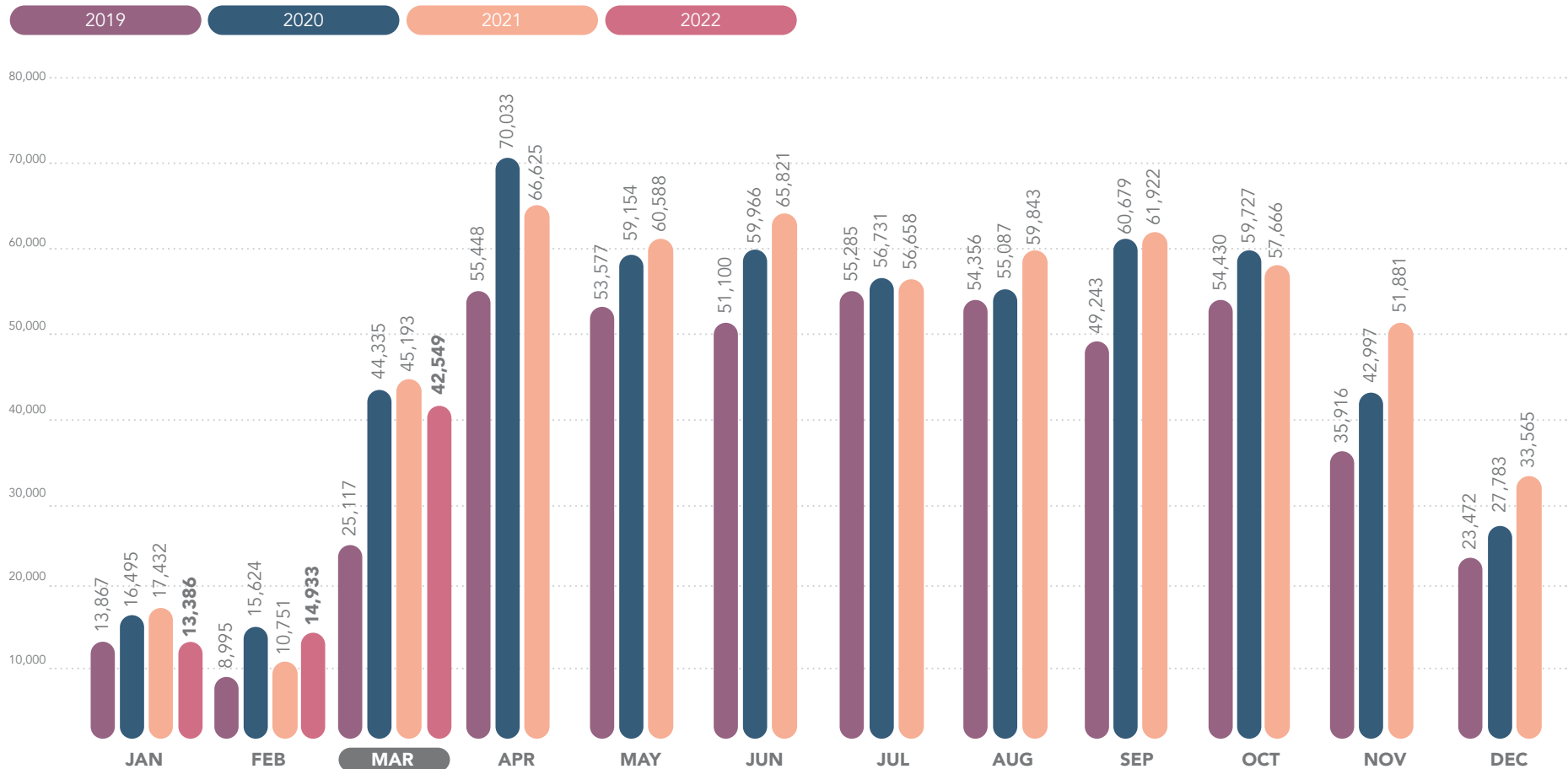
Total current month number of incoming phone calls is lower than last year when compared with totals received in previous years.
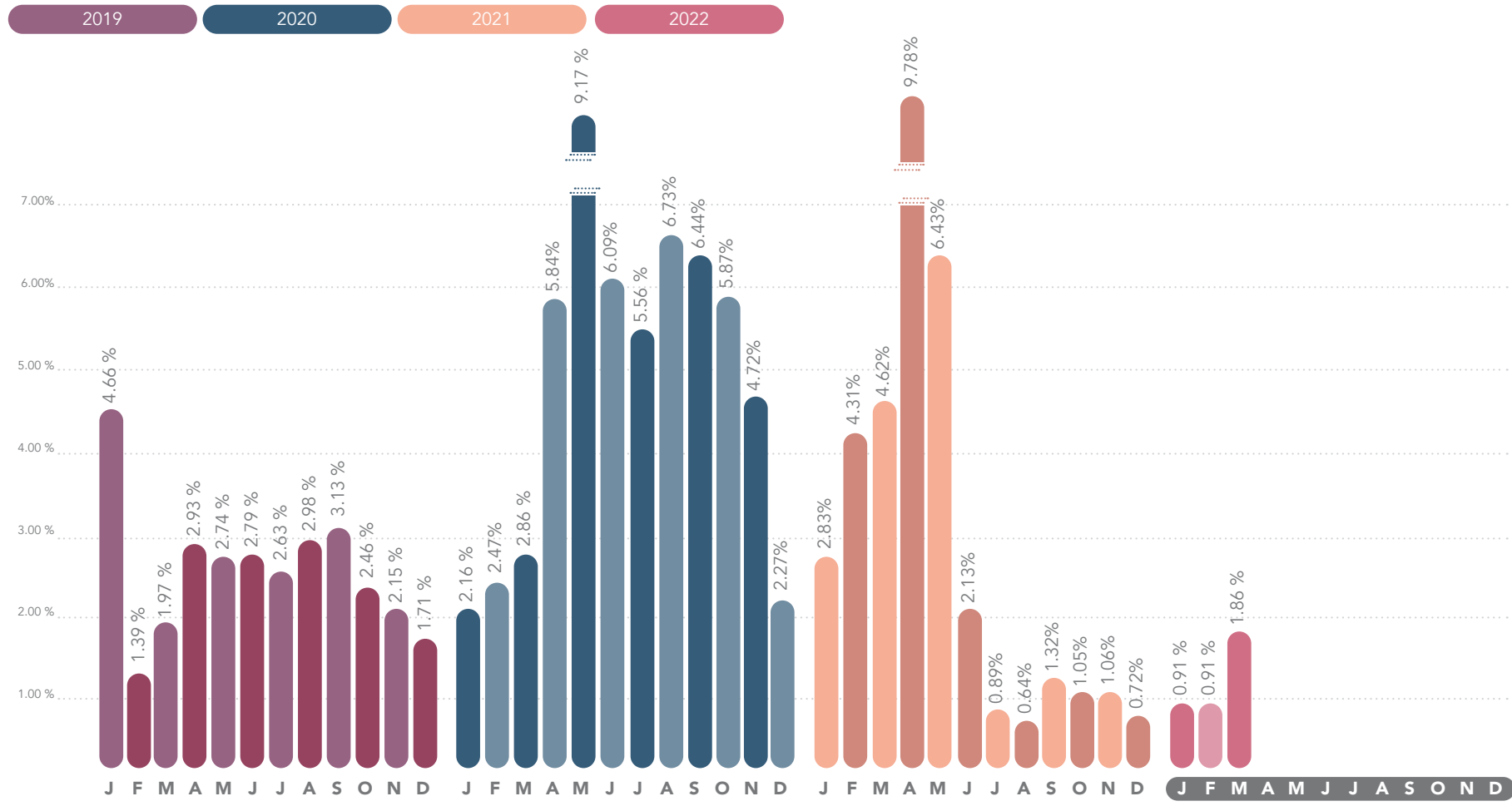
TOTAL INCOMING CALLS Y-T-D

15,484	20,032	18,672	12,537
MAR 2019	MAR 2020	MAR 2021	MAR 2022

TOTAL INCOMING CALLS

2019 **2020** **2021** **2022**

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

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

2021: J 2,973 | F 2,680 | M 13,019 | A 21,844 | M 14,345 | J 14,095 | J 11,883 | A 12,663 | S 12,635 | O 11,507 | N 9,313 | D 5,587

2022: J 2,521 | F 2,750 | M 7,266
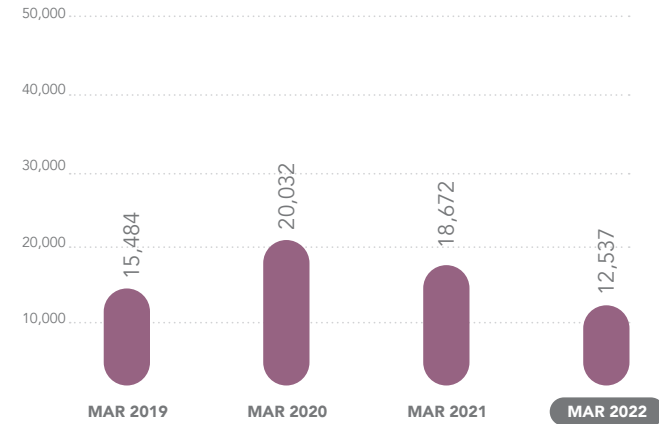
The January 2019 abandonment rate was the result of a series of prank calls received by the center throughout the month. Once we blocked the caller's phone number, the calls stopped, and you can see that the abandonment rate returned to near-historical levels. The higher abandonment rates occur as a 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: 2019 | 2020 | 2021 | 2022

Bar chart "Calls Abandoned" with monthly values (J F M A M J J A S O N D) for each year:

2019: 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: 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: 2.83%, 4.31%, 4.62%, 9.78%, 6.43%, 2.13%, 0.89%, 0.64%, 1.32%, 1.05%, 1.06%, 0.72%

2022: 0.91%, 0.91%, 1.86%

The average speed to answer is significantly lower than last year and consistent with the trend experienced in preceding years.

AVERAGE SPEED TO ANSWER
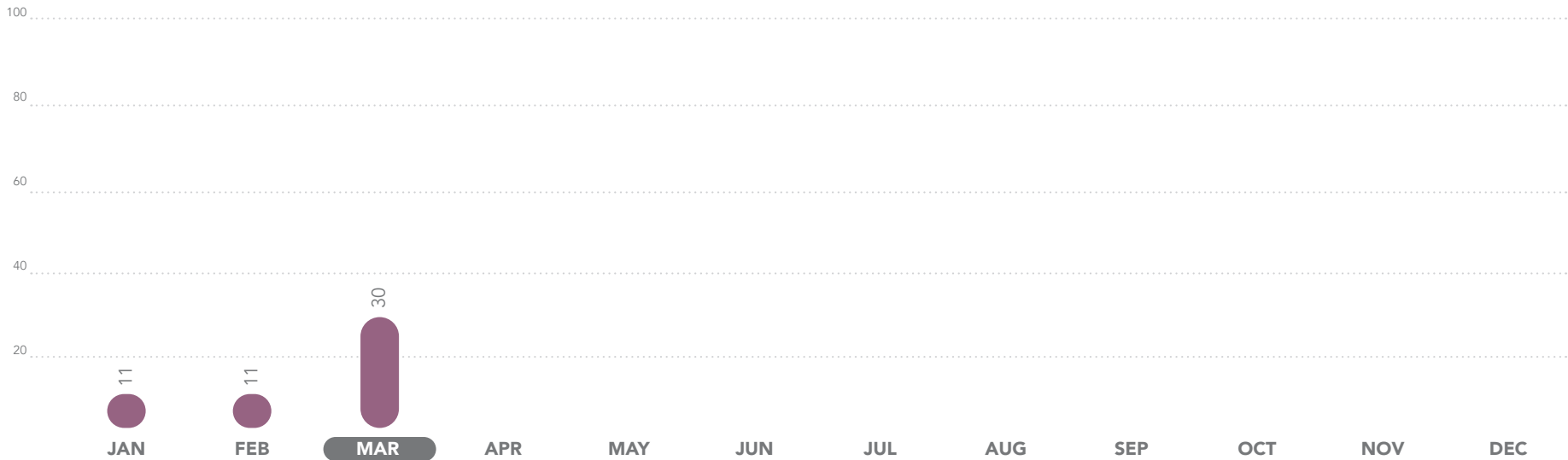
2019   **2020**   **2021**   **2022**
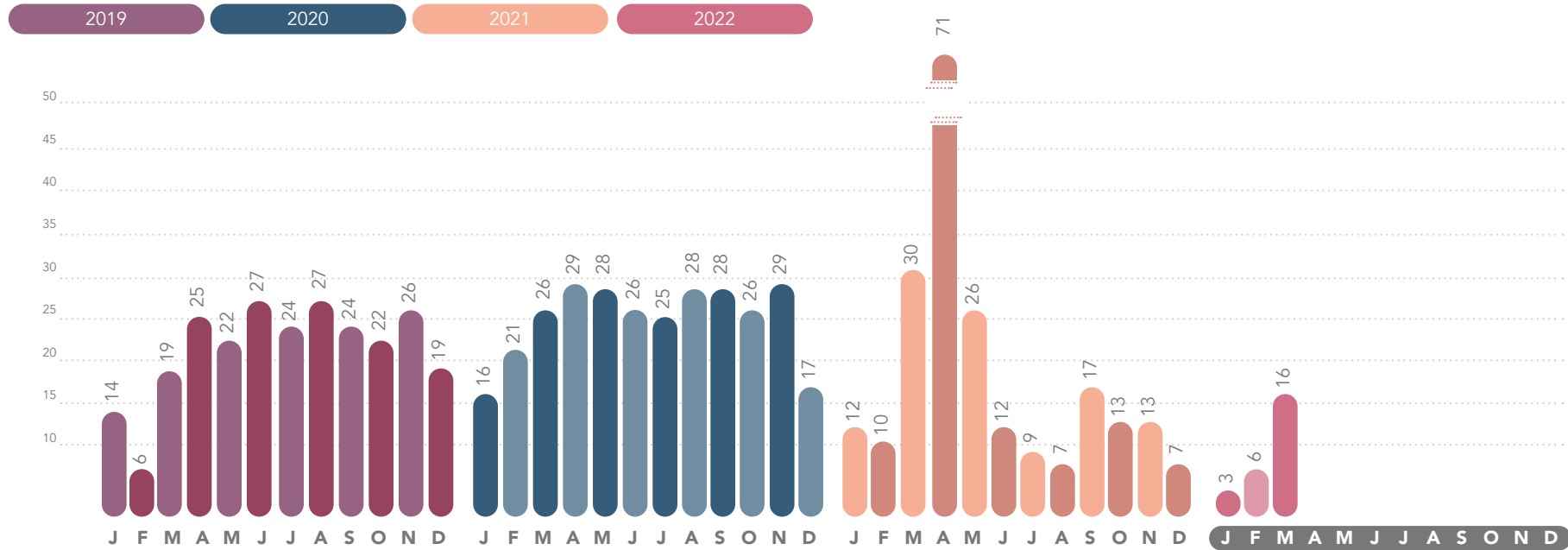
The chart below reflects the average speed (ASA) to answer during the after hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC.

AFTER HOURS TICKET BREAKDOWN

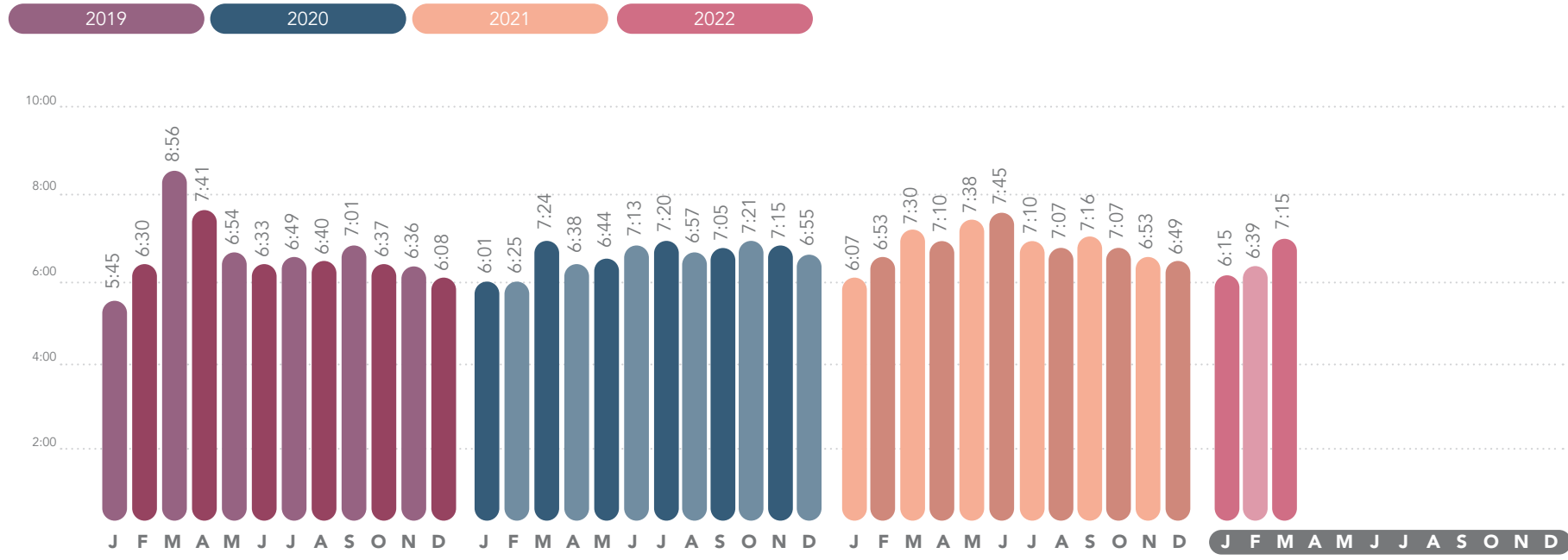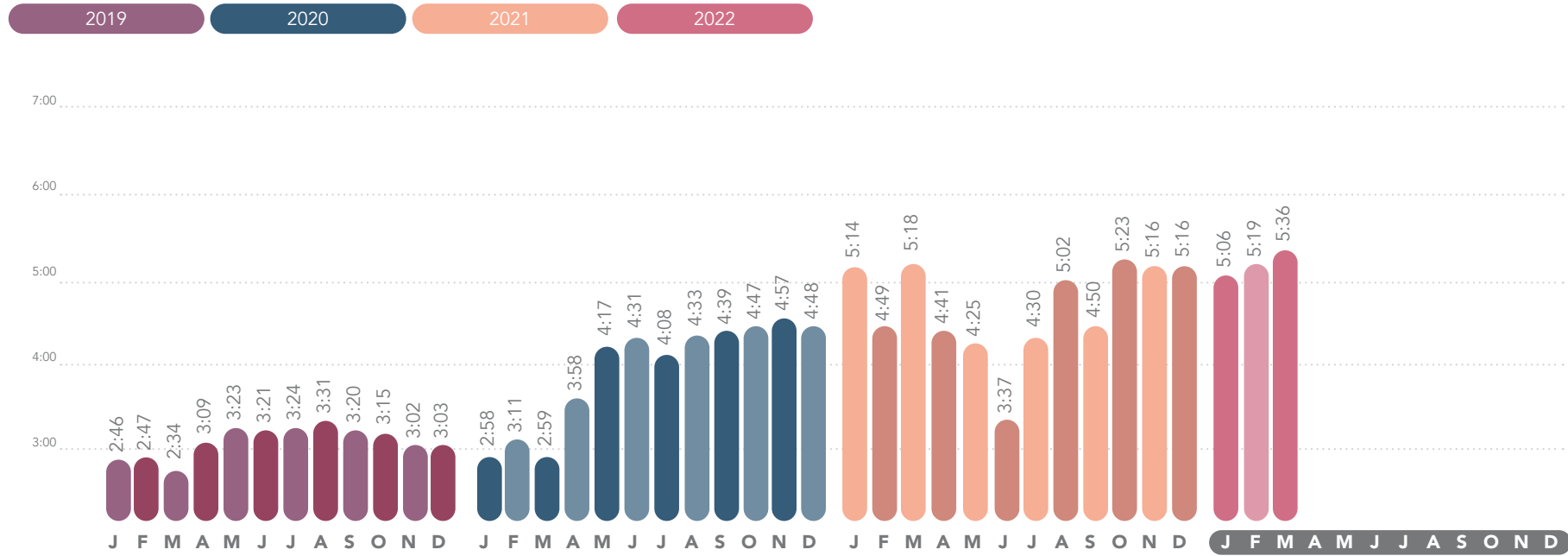**WEB VS. PHONE**

PHONE 11%

WEB 89%

MARCH 2022
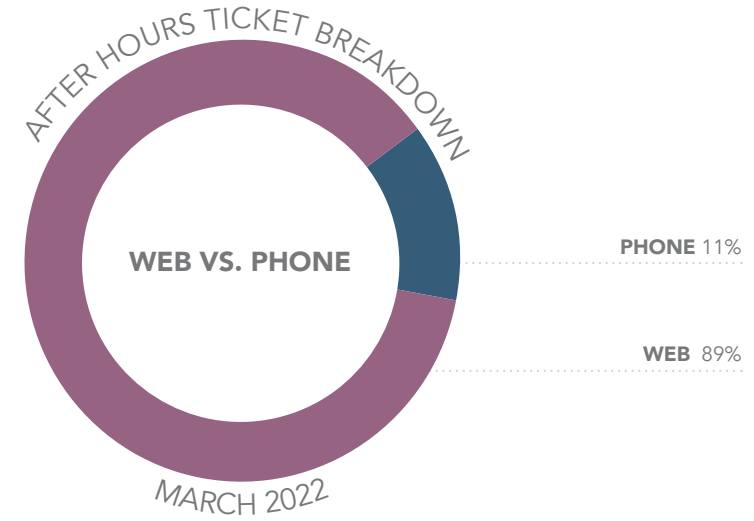
AVERAGE SPEED TO ANSWER AFTER HOURS

2022

Month	ASA
JAN	11
FEB	11
MAR	30
APR	
MAY	
JUN	
JUL	
AUG	
SEP	
OCT	
NOV	
DEC	

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

AVERAGE TALK TIME

| 2019 | 2020 | 2021 | 2022 |

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

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

2021: J 6:07, F 6:53, M 7:30, A 7:10, M 7:38, J 7:45, J 7:10, A 7:07, S 7:16, O 7:07, N 6:53, D 6:49

2022: J 6:15, F 6:39, M 7:15

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

AVERAGE TIME PER TICKET

2019	2020	2021	2022

Chart: Average time per ticket by month

2019 (J–D): 2:46, 2:47, 2:34, 3:09, 3:23, 3:21, 3:24, 3:31, 3:20, 3:15, 3:02, 3:03

2020 (J–D): 2:58, 3:11, 2:59, 3:58, 4:17, 4:31, 4:08, 4:33, 4:39, 4:47, 4:57, 4:48

2021 (J–D): 5:14, 4:49, 5:18, 4:41, 4:25, 3:37, 4:30, 5:02, 4:50, 5:23, 5:16, 5:16

2022 (J–M): 5:06, 5:19, 5:36

IOWA 811 ONE CALL SM

March ticket volume was lower than in 2021.

INCOMING TICKET TOTALS Y-T-D

MAR 2019	MAR 2020	MAR 2021	MAR 2022
62,241	96,347	87,754	83,145

INCOMING TICKET TOTALS

Legend: 2019 | 2020 | 2021 | 2022

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 — M 74,206 — J 80,067 — J 68,623 — A 72,406 — S 74,821 — O 69,324 — N 61,332 — D 38,993

2022: J 15,660 — F 17,677 — M 49,808

Outgoing ticket totals follow the pattern set by incoming tickets.

OUTBOUND TICKET TOTALS Y-T-D

	1,000,000
	800,000
	600,000
	400,000
	200,000

MAR 2019	MAR 2020	MAR 2021	MAR 2022
317,711	475,922	453,657	434,958
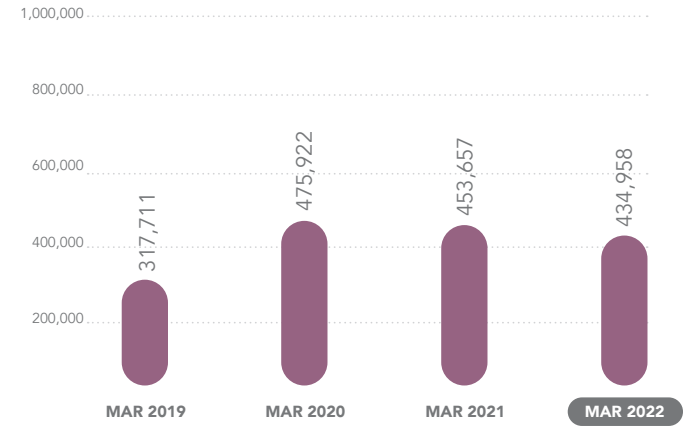
OUTBOUND TICKET TOTALS

2019 · **2020** · **2021** · **2022**

2019: J 90,101 · F 61,001 · M 166,609 · A 370,131 · M 357,618 · J 337,656 · J 355,162 · A 350,862 · S 318,417 · O 346,313 · N 221,922 · D 147,225

2020: J 102,995 · F 98,603 · M 274,324 · A 402,205 · M 378,036 · J 382,164 · J 359,803 · A 360,321 · S 360,504 · O 369,763 · N 261,516 · D 173,031

2021: J 94,474 · F 70,314 · M 288,869 · A 437,597 · M 368,806 · J 400,976 · J 351,119 · A 368,089 · S 379,601 · O 346,995 · N 305,419 · D 198,768

2022: J 84,063 · F 92,903 · M 257,992
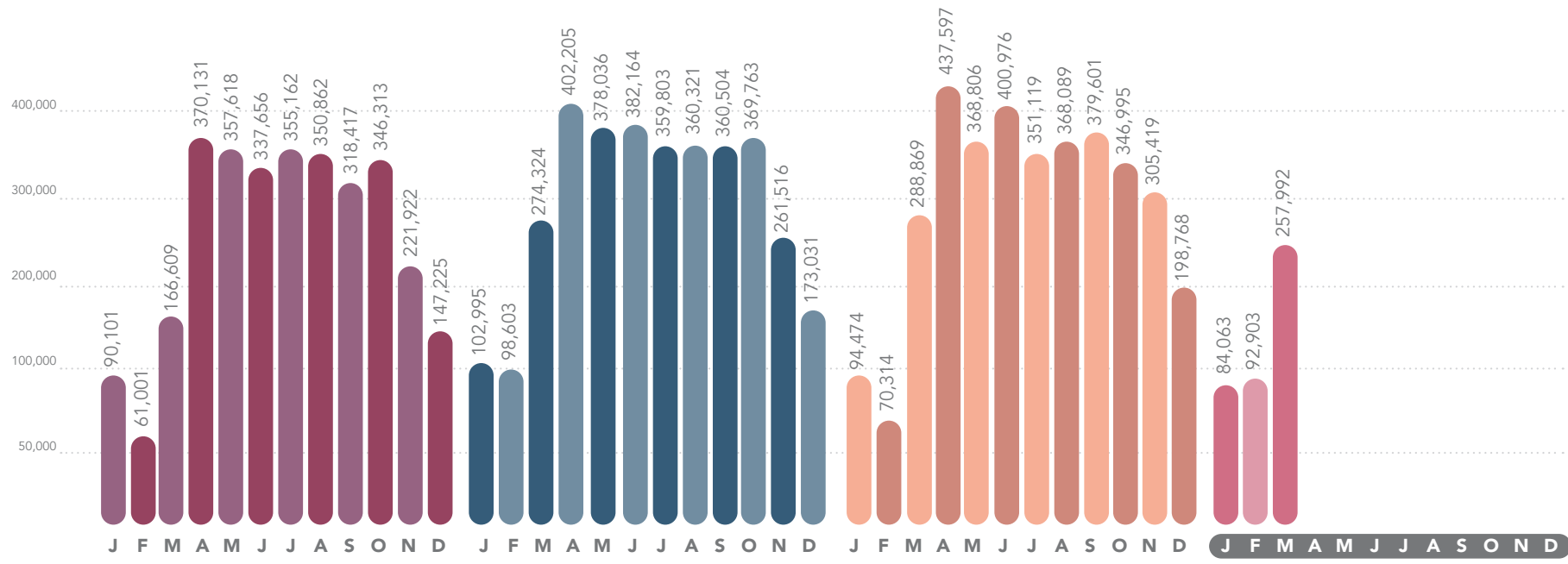
The in/out ratio has followed the historical pattern.

IN/OUT RATIO

2019   2020   2021   2022

Chart data:

2019 (J–D): 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 (J–D): 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 (J–D): 5.42, 5.47, 5.03, 4.94, 4.97, 5.01, 5.12, 5.08, 5.07, 5.01, 4.98, 5.10

2022 (J–M): 5.37, 5.26, 5.18
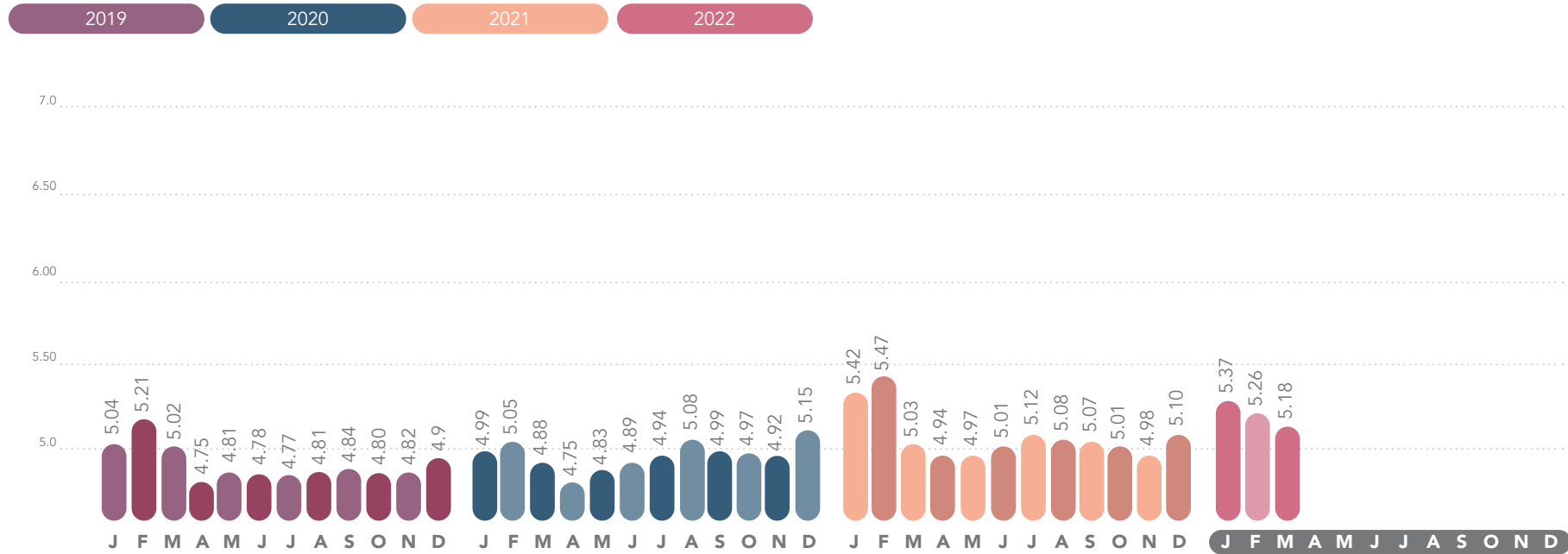
Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

DRS SYSTEM ACTIVITY

DIRs   DLRs

Month	DIRs	DLRs
JAN	357	232
FEB	511	164
MAR	510	385
APR		
MAY		
JUN		
JUL		
AUG		
SEP		
OCT		
NOV		
DEC		

IOWA 811 ONE CALL sm
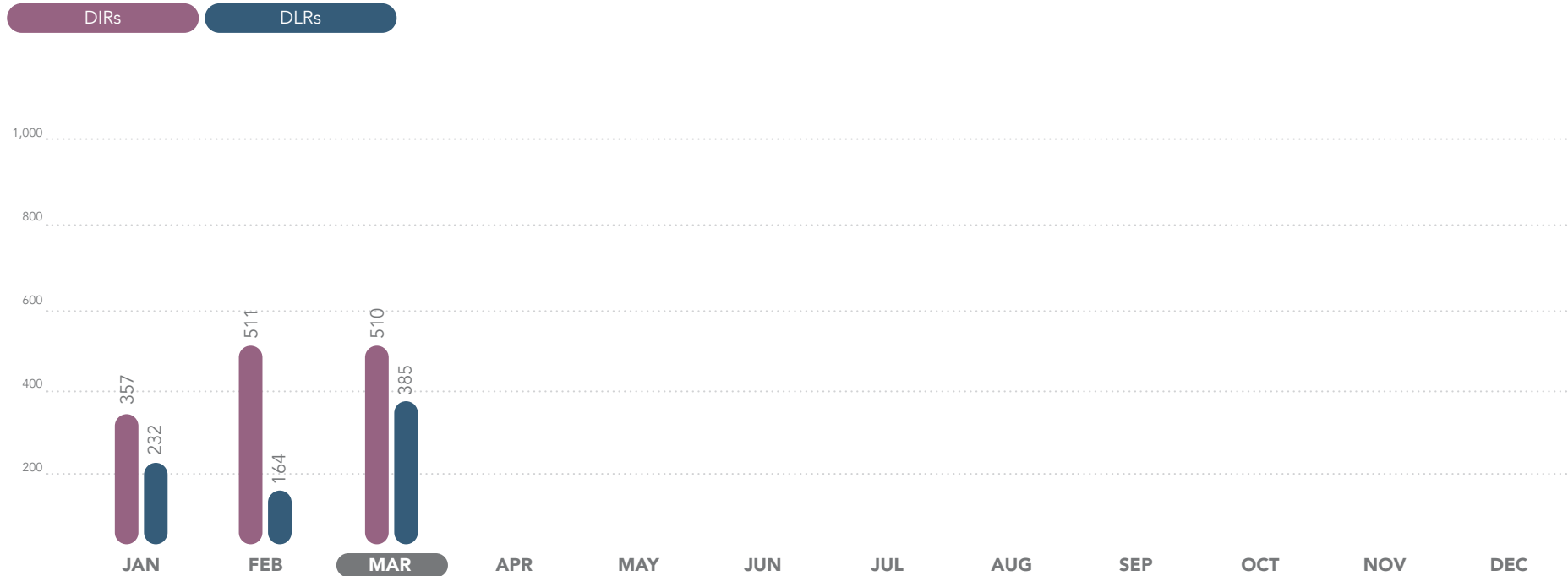
The charts on this page provide a breakdown showing the time of day that incoming tickets were received.

AFTER HOURS ANALYSIS

TICKETS RECEIVED

AFTER HOURS 14%
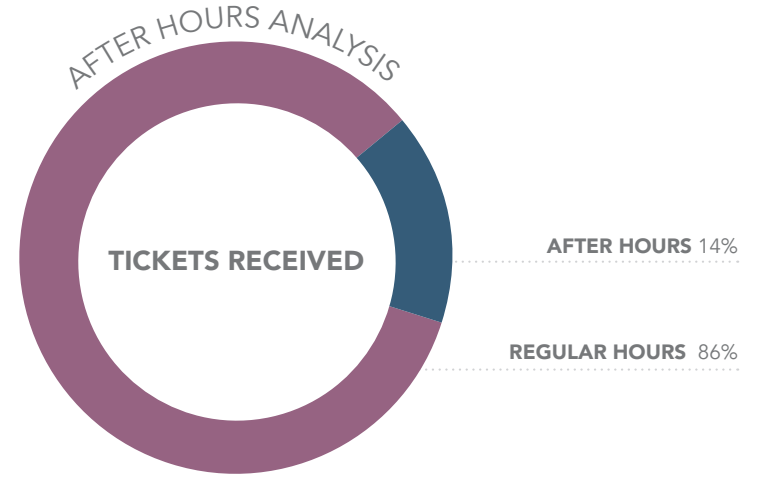
REGULAR HOURS 86%

TIME OF RECEIPT ANALYSIS

REGULAR HOURS   AFTER HOURS

Month	Regular Hours	After Hours
JAN	13,406	2,254
FEB	14,270	3,407
MAR	42,804	7,004
APR		
MAY		
JUN		
JUL		
AUG		
SEP		
OCT		
NOV		
DEC		
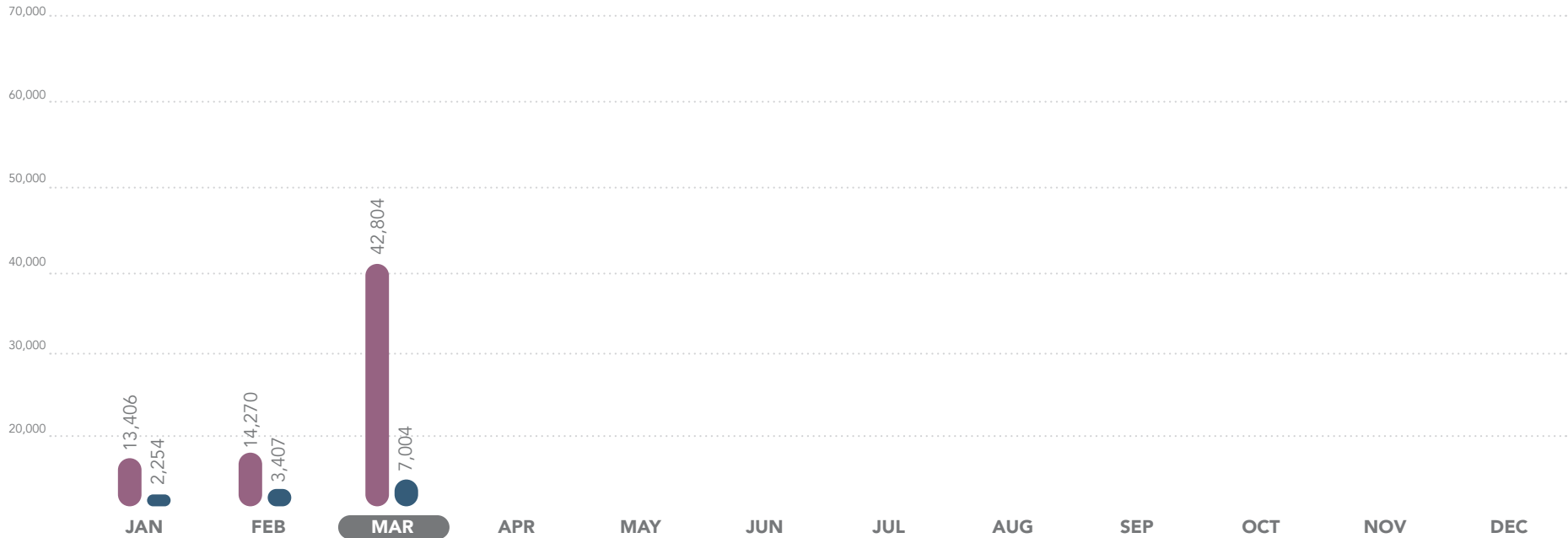
The number of MTD and YTD non-compliant tickets received is lower than 2021.

NON-COMPLIANT TICKETS
Y-T-D

Year	Value
2019	16
2020	36
2021	28
2022	15

NON-COMPLIANT TICKETS
MAR

Year	Value
2019	9 (0.027%)
2020	30 (0.053%)
2021	21 (0.037%)
2022	11 (0.022%)
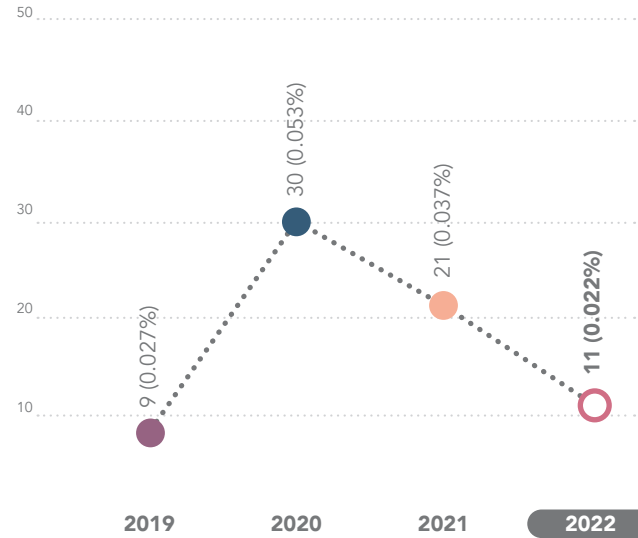
The YTD number of emergency tickets received was significantly higher r than 2021.

EMERGENCY TICKETS
Y-T-D

Year	Value
2019	4,264
2020	3,248
2021	3,994
2022	4,409

EMERGENCY TICKETS
MAR

Year	Value
2019	1,728 (5.209%)
2020	1,148 (2.044%)
2021	1,511 (2.630%)
2022	1,544 (3.100%)
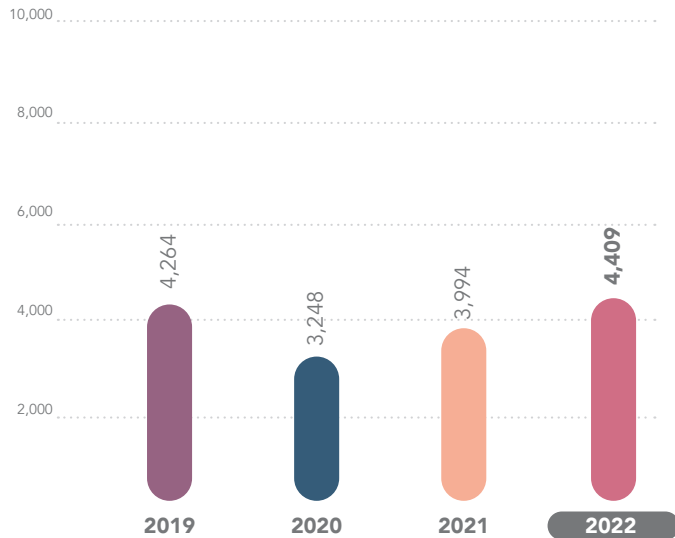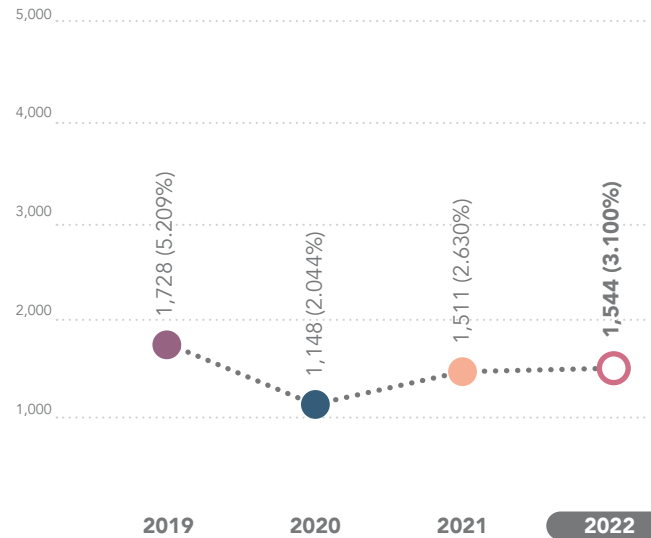
The number of dig-in tickets is higher in 2022 than in 2021.
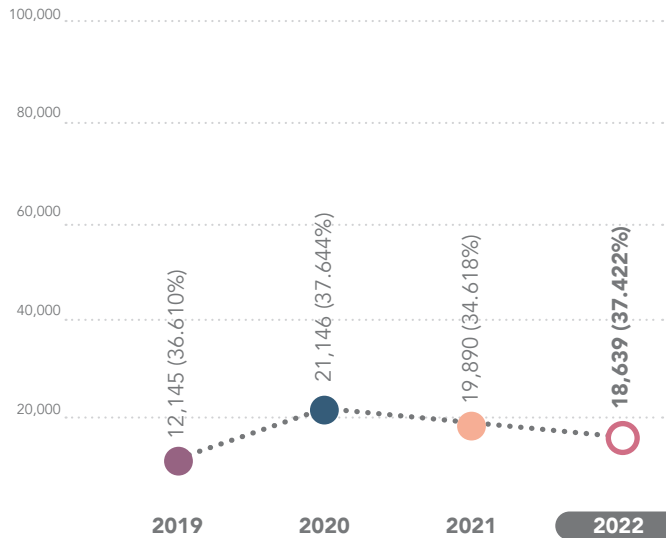
DIG IN TICKETS
Y-T-D
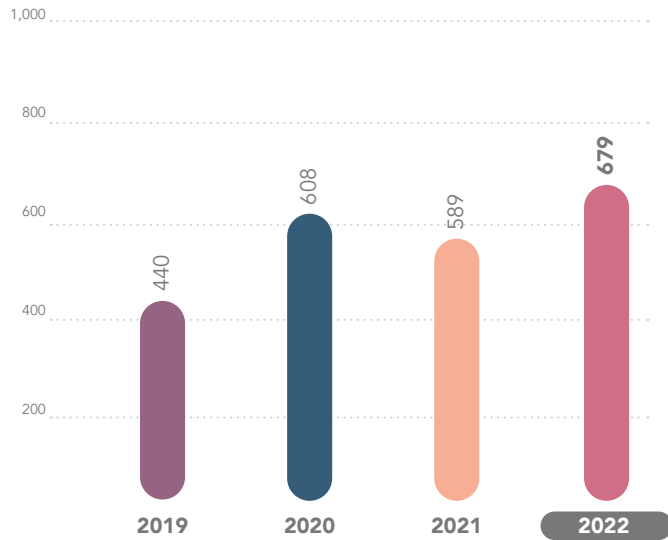
DIG IN TICKETS
MAR
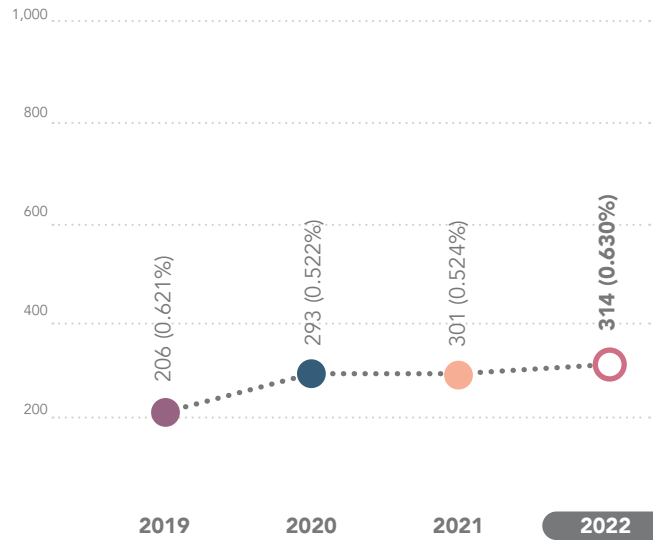
The YTD number of tickets where callers report the job is whitelined is higher than last year.
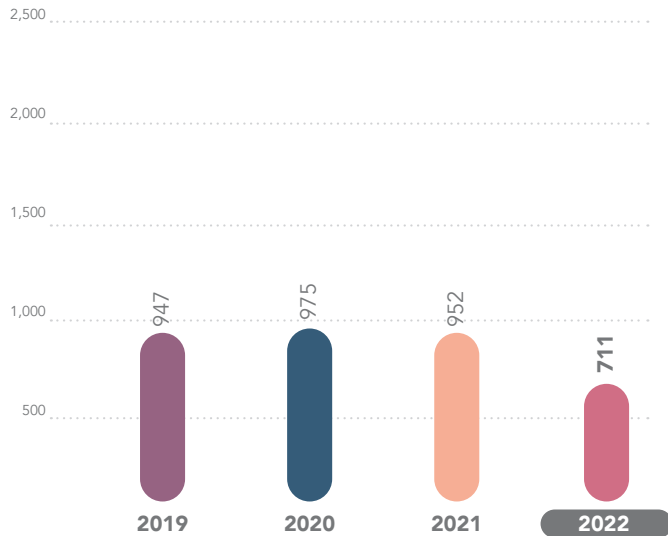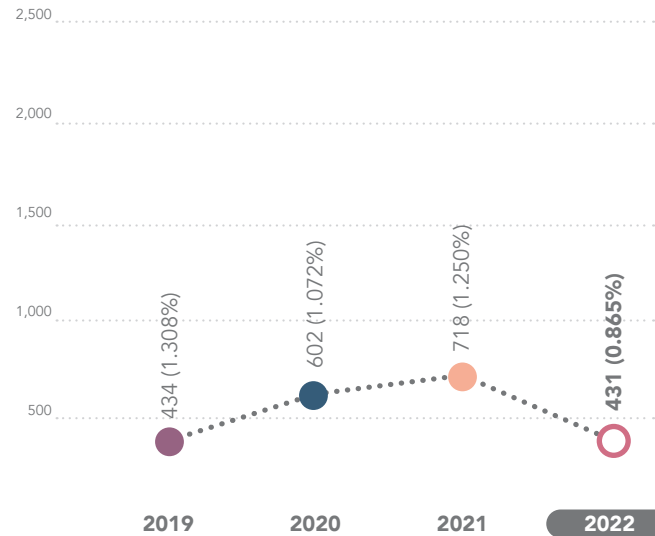
WHITELINED TICKETS
Y-T-D

100,000

80,000

60,000

40,000

20,000

- 2019: 23,738
- 2020: 36,594
- 2021: 30,337
- **2022**: 32,414

WHITELINED TICKETS
MAR

100,000

80,000

60,000

40,000

20,000

- 2019: 12,145 (36.610%)
- 2020: 21,146 (37.644%)
- 2021: 19,890 (34.618%)
- **2022**: 18,639 (37.422%)
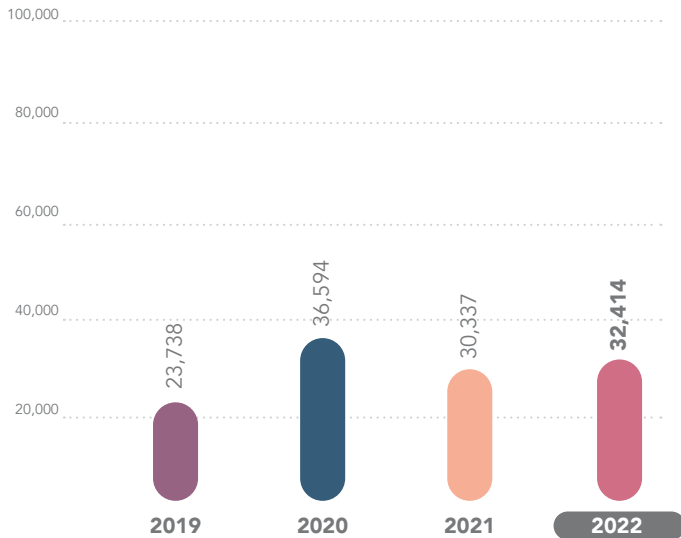
The number of tickets with GPS coordinates is lower than 2021.

TICKETS WITH GPS
Y-T-D

	2019	2020	2021	2022
	947	975	952	711

TICKETS WITH GPS
MAR

	2019	2020	2021	2022
	434 (1.308%)	602 (1.072%)	718 (1.250%)	431 (0.865%)

Homeowner ticket volume is lower than 2021.

HOMEOWNER TICKETS
Y-T-D

- 2019: 3,162
- 2020: 5,702
- 2021: 7,548
- **2022: 4,526**

HOMEOWNER TICKETS
MAR

- 2019: 2,637 (7.949%)
- 2020: 4,715 (8.394%)
- 2021: 7,072 (12.309%)
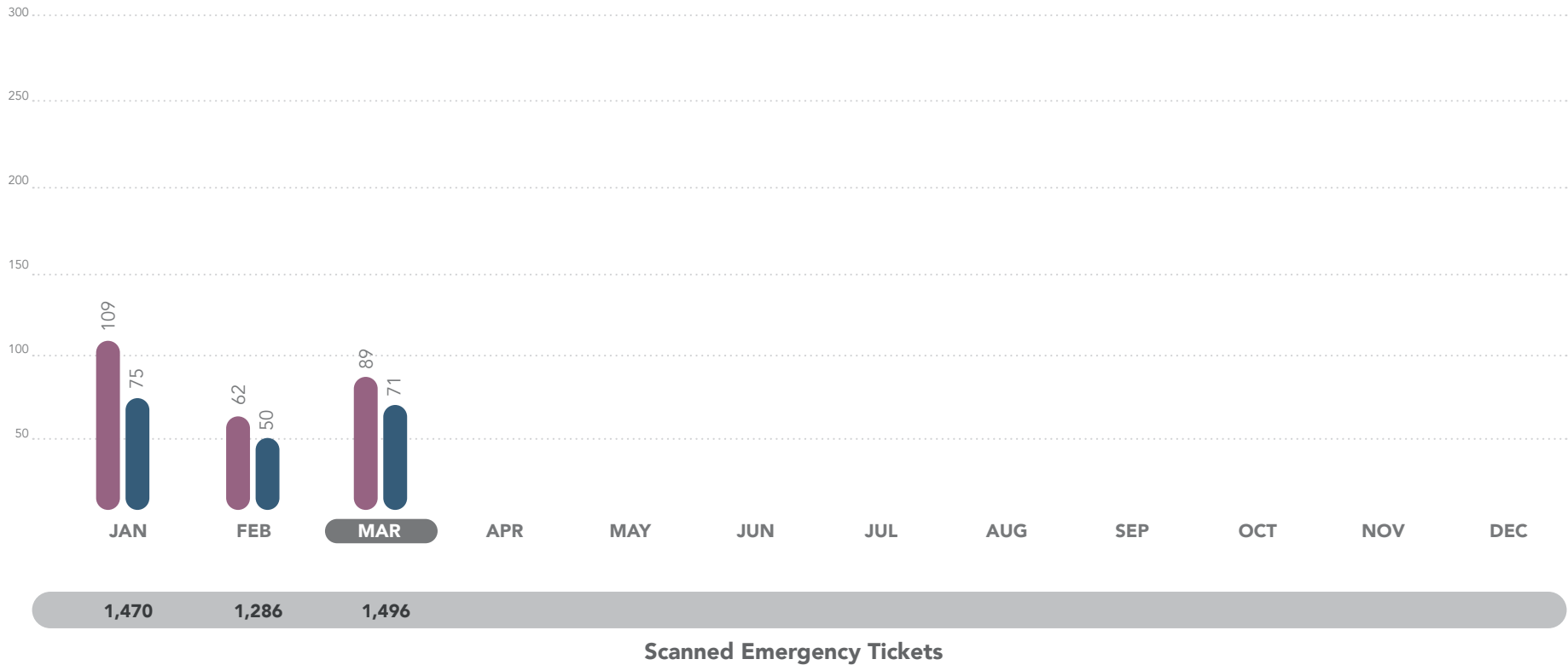- **2022: 3,844 (7.718%)**
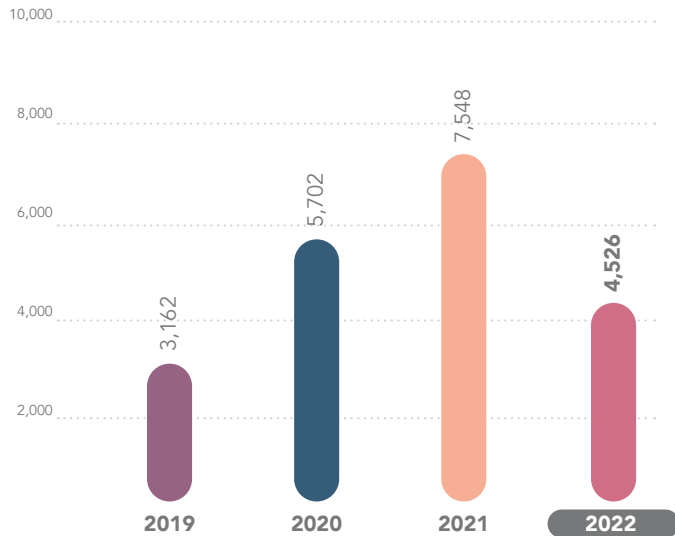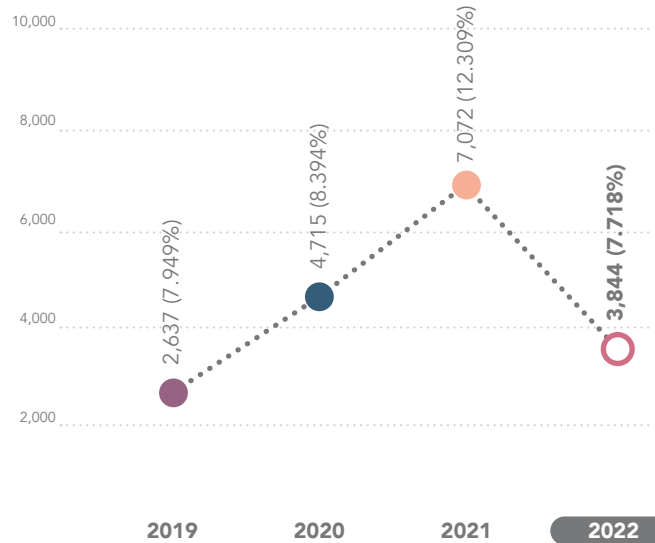
This chart shows the number of times that the same location of work has been found on repeated tickets. There was an interest in analyzing the data to see how many emergencies were actually repeated tickets. The data seems to indicate that the number of "repeated" tickets is a significant part of the emergency total.
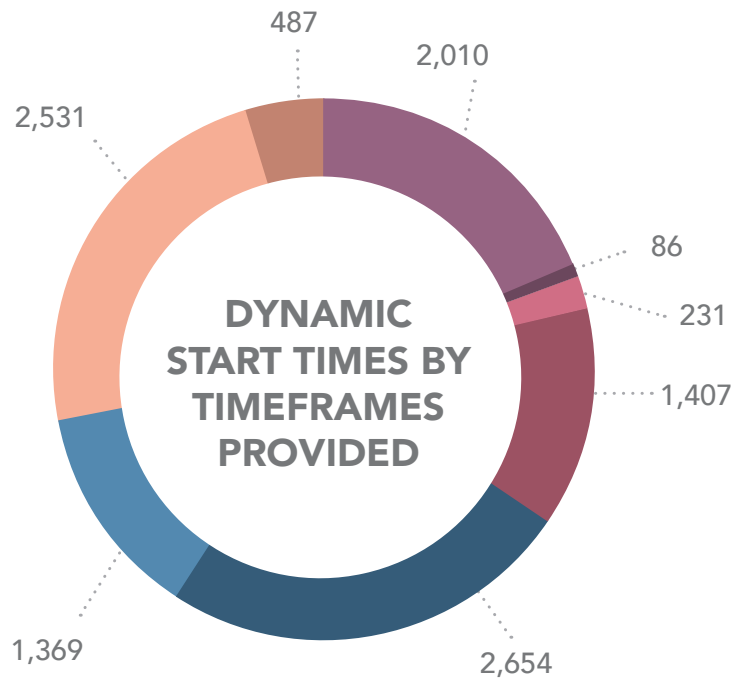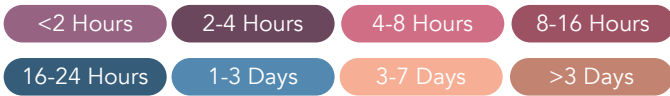
EMERGENCY TICKET SCAN

Total Previous Instances   **Emergency Tickets with Previous Instances**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Total Previous Instances	109	62	89									
Emergency Tickets with Previous Instances	75	50	71									

1,470	1,286	1,496

Scanned Emergency Tickets
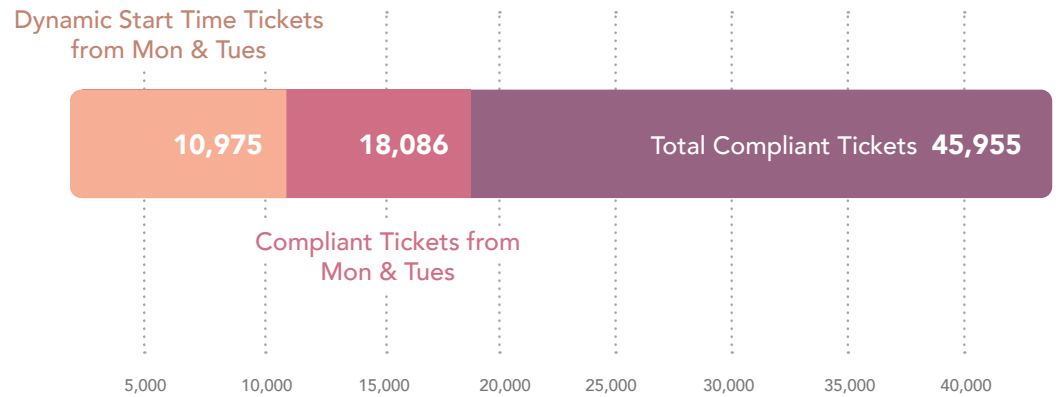
IOWA 811 ONE CALL ℠

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 on Mondays or Tuesdays

    c) Provided more than 30 minutes additional time to locate

Legend: <2 Hours | 2-4 Hours | 4-8 Hours | 8-16 Hours | 16-24 Hours | 1-3 Days | 3-7 Days | >3 Days

DYNAMIC START TIMES BY TIMEFRAMES PROVIDED

- 487
- 2,010
- 86
- 231
- 1,407
- 2,654
- 1,369
- 2,531

COMPLIANT TICKET BREAKDOWN

Dynamic Start Time Tickets from Mon & Tues: **10,975**

Compliant Tickets from Mon & Tues: **18,086**

Total Compliant Tickets: **45,955**

(Axis: 5,000 | 10,000 | 15,000 | 20,000 | 25,000 | 30,000 | 35,000 | 40,000)

IOWA 811 ONE CALL SM

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	21:50
IAOC ESAP Program	7:50
IAOC ITICnxt	80:00
IAOC Newsletter	32:50
IAOC Truck Wrap	35:15
IAOC Website Changes	70:45
Subtotal	248:30
Management Review (+15%)	37:16
Grand Total with Review	**285:46**

CREATIVE HOURS - 2021

Bar chart values: Q1 = 91, Q2 = 64, Q3 = 105, Q4 = 285