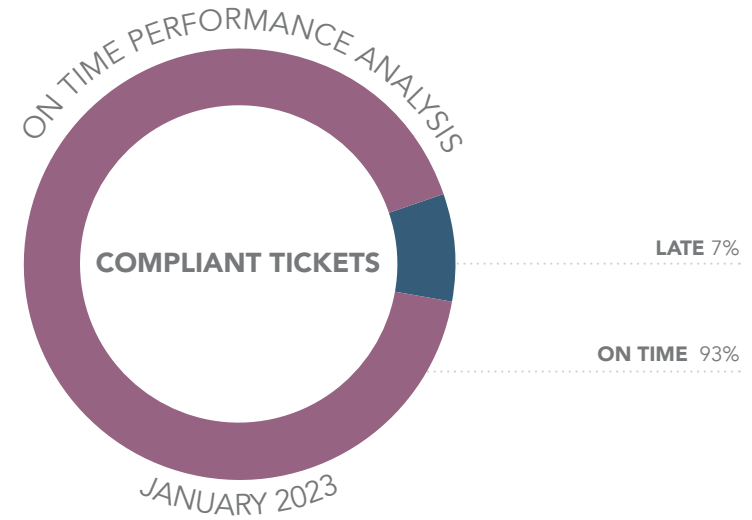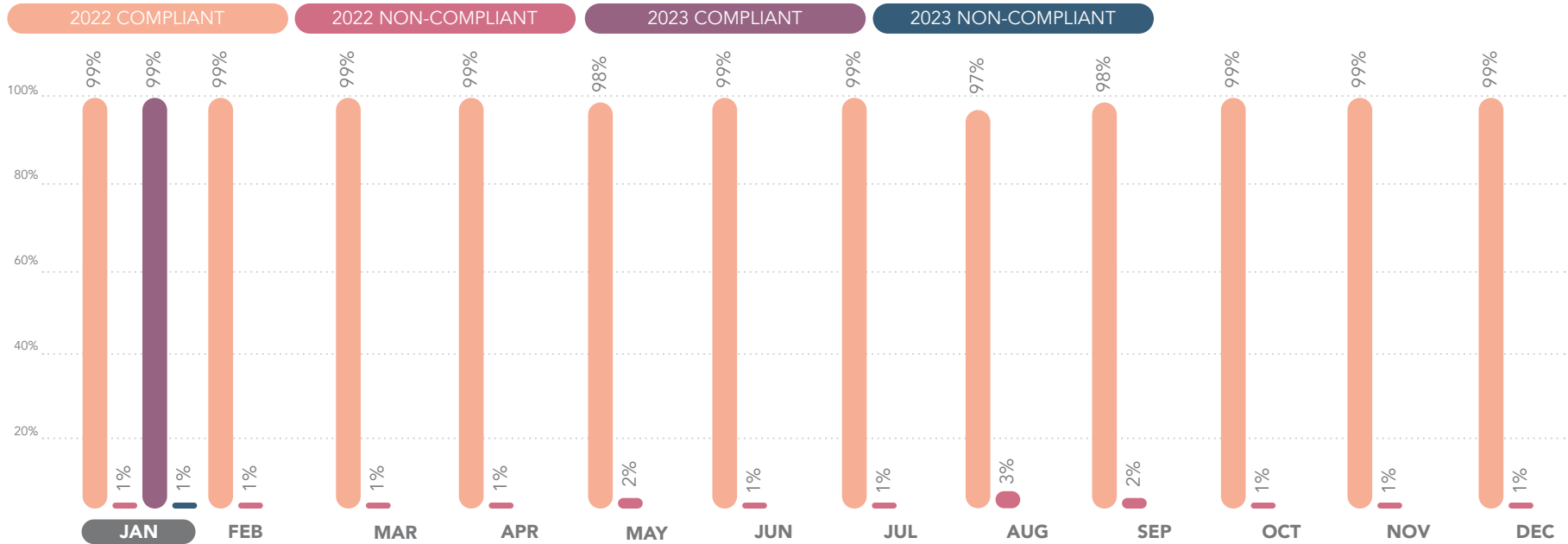The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within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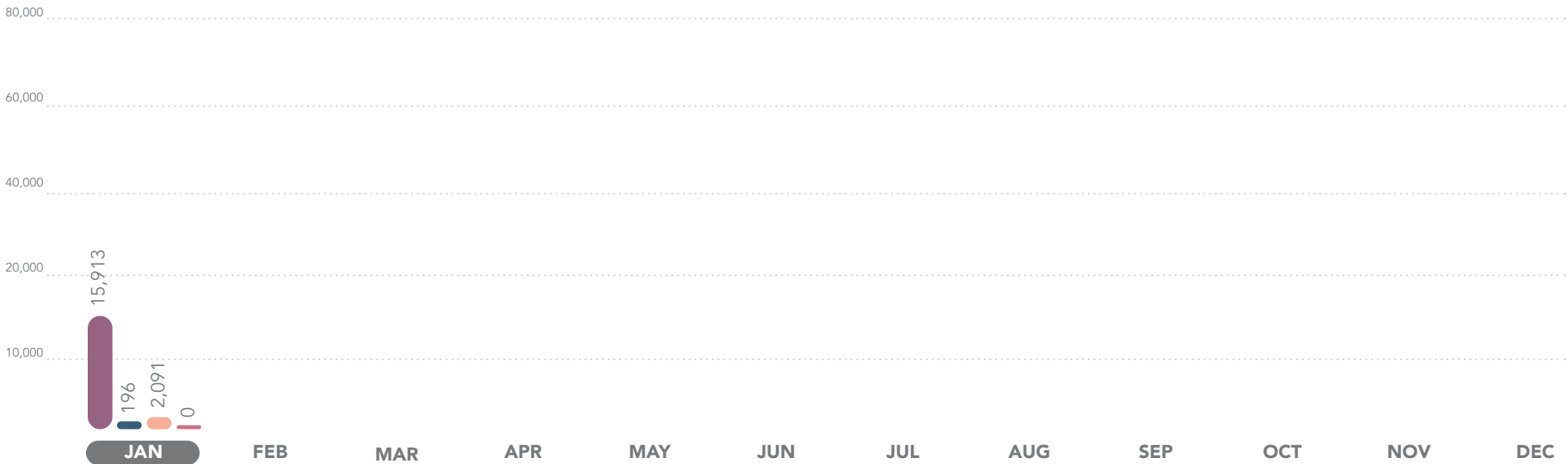
ON TIME PERFORMANCE ANALYSIS

COMPLIANT TICKETS

LATE 7%

ON TIME 93%

JANUARY 2023

POSITIVE RESPONSE COMPLIANCE

- 2022 COMPLIANT
- 2022 NON-COMPLIANT
- 2023 COMPLIANT
- 2023 NON-COMPLIANT

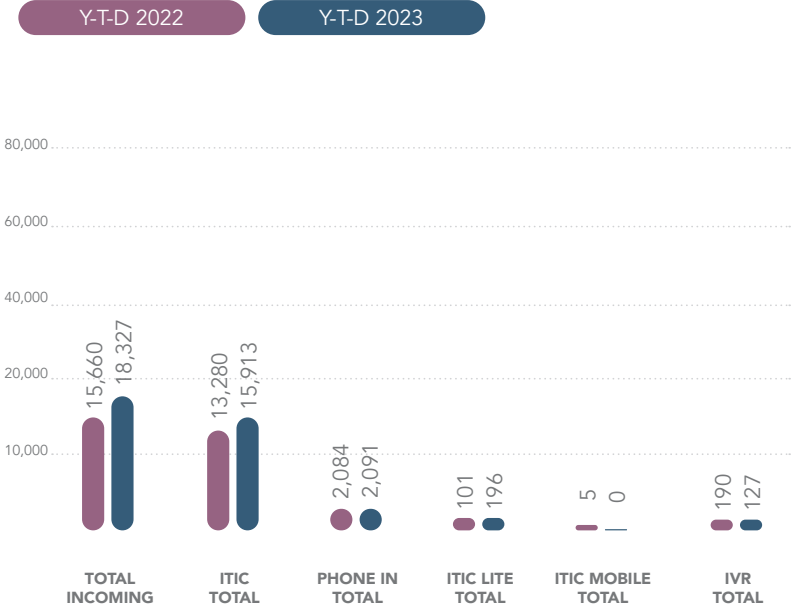| Month	2022/2023 Compliant	Non-Compliant
JAN	99%	1%
FEB	99%	1%
MAR	99%	1%
APR	99%	1%
MAY	98%	2%
JUN	99%	1%
JUL	99%	1%
AUG	97%	3%
SEP	98%	2%
OCT	99%	1%
NOV	99%	1%
DEC	99%	1%

IOWA 811 ONE CALL SM

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.
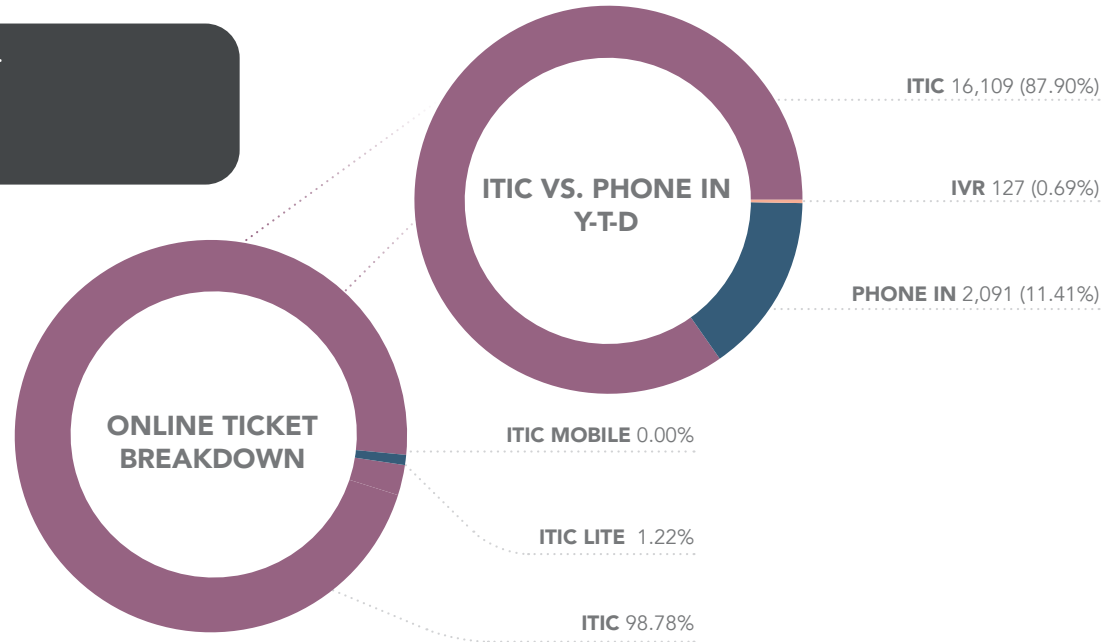
ITIC ACTIVITY Y-T-D

Y-T-D 2022   Y-T-D 2023

	TOTAL INCOMING	ITIC TOTAL	PHONE IN TOTAL	ITIC LITE TOTAL	ITIC MOBILE TOTAL	IVR TOTAL
Y-T-D 2022	15,660	13,280	2,084	101	5	190
Y-T-D 2023	18,327	15,913	2,091	196	0	127

MONTHLY ITIC ACTIVITY

ITIC   ITIC LITE   PHONE IN   ITIC MOBILE

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
ITIC	15,913											
ITIC LITE	196											
PHONE IN	2,091											
ITIC MOBILE	0											

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

ITIC VS. PHONE IN Y-T-D

ITIC 16,109 (87.90%)

IVR 127 (0.69%)

PHONE IN 2,091 (11.41%)

ONLINE TICKET BREAKDOWN

ITIC MOBILE 0.00%

ITIC LITE 1.22%

ITIC 98.78%

ITIC VS. PHONE IN

ITIC   PHONE IN   IVR

50,000

40,000

30,000

20,000

16,109

10,000

2,091   127

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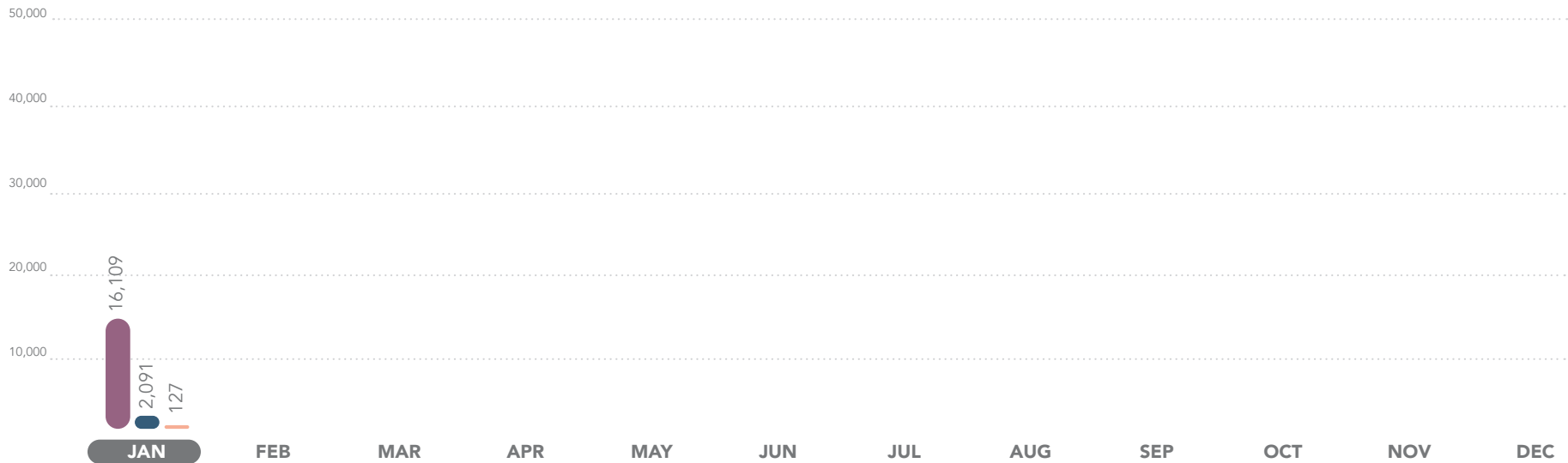
This chart tracks ITIC usage through the last few years.

COMPARATIVE ITIC VOLUME

Legend: 2020, 2021, 2022, 2023

JAN
- 2020: 16,495
- 2021: 17,432
- 2022: 13,386
- 2023: 16,109

FEB
- 2020: 15,624
- 2021: 10,751
- 2022: 14,933

MAR
- 2020: 44,335
- 2021: 45,193
- 2022: 42,549

APR
- 2020: 70,033
- 2021: 66,625
- 2022: 61,436

MAY
- 2020: 59,154
- 2021: 60,588
- 2022: 67,121

JUN
- 2020: 59,966
- 2021: 65,821
- 2022: 67,393

JUL
- 2020: 56,731
- 2021: 56,658
- 2022: 57,544

AUG
- 2020: 55,087
- 2021: 59,843
- 2022: 64,969

SEP
- 2020: 60,679
- 2021: 61,922
- 2022: 60,274

OCT
- 2020: 59,727
- 2021: 57,666
- 2022: 61,096

NOV
- 2020: 42,997
- 2021: 51,881
- 2022: 42,940

DEC
- 2020: 27,783
- 2021: 33,565
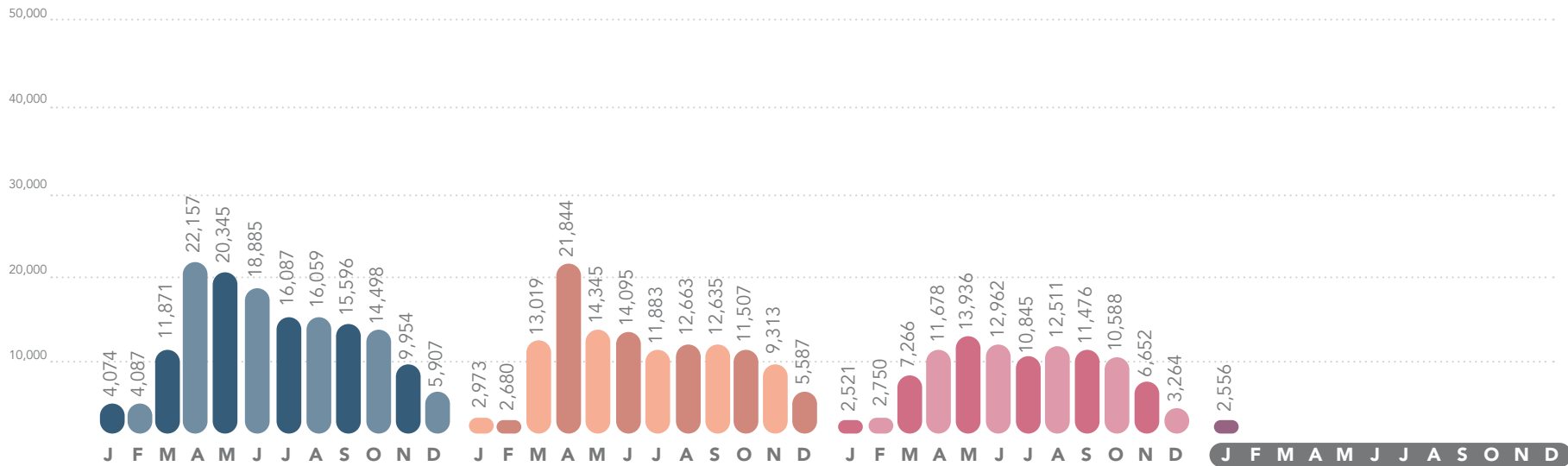- 2022: 19,832

IOWA ONE CALL 811 SM

Total current month number of incoming phone calls continues the trend of fewer phone calls due to the increased use of ITIC.
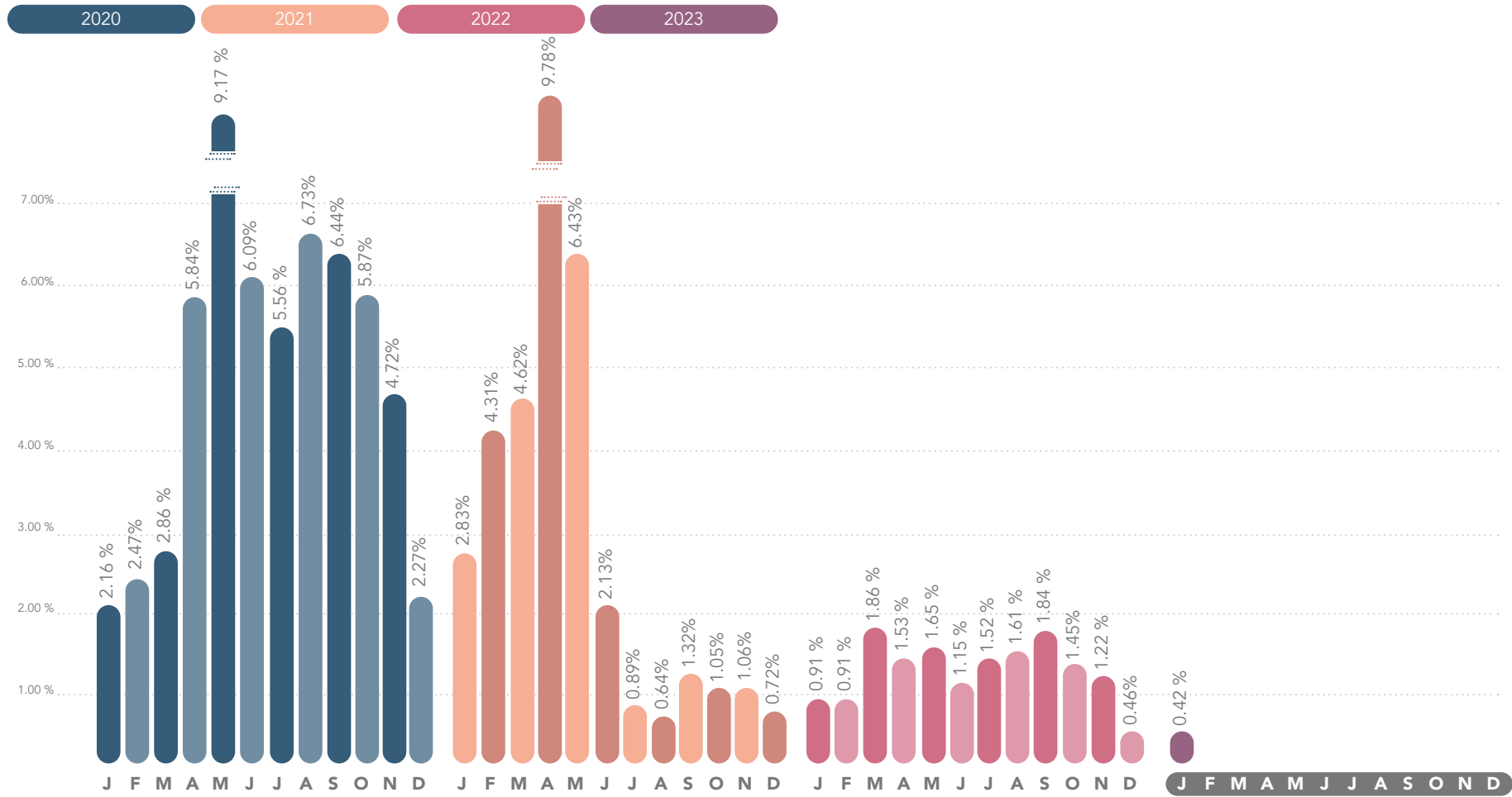
TOTAL INCOMING CALLS Y-T-D

4,074	2,973	2,521	2,556
JAN 2020	JAN 2021	JAN 2022	JAN 2023

TOTAL INCOMING CALLS

2020	2021	2022	2023

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 · A 11,678 · M 13,936 · J 12,962 · J 10,845 · A 12,511 · S 11,476 · O 10,588 · N 6,652 · D 3,264

2023: J 2,556
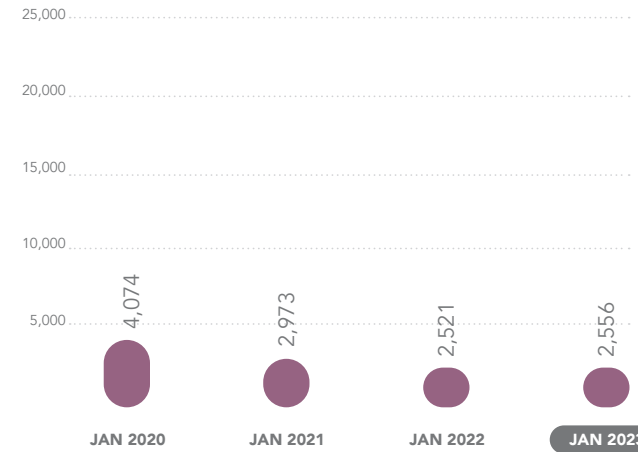
The January 2019 abandonment rate was the result of a series of prank calls received by the center throughout the month. Once we blocked the caller's phone number, the calls stopped, and you can see that the abandonment rate returned to near-historical levels. The higher abandonment rates occur as a 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.
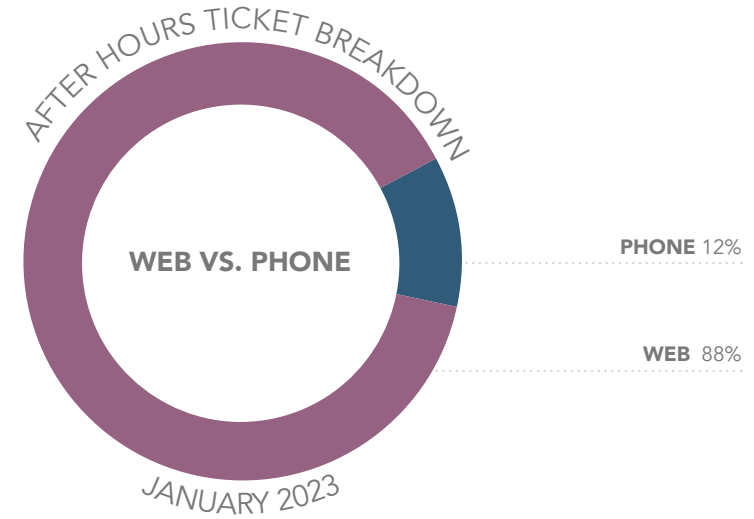
CALLS ABANDONED

| 2020 | 2021 | 2022 | 2023 |

2020: J 2.16%, F 2.47%, M 2.86%, A 5.84%, M 9.17%, J 6.09%, J 5.56%, A 6.73%, S 6.44%, O 5.87%, N 4.72%, D 2.27%

2021: J 2.83%, F 4.31%, M 4.62%, A 9.78%, M 6.43%, J 2.13%, J 0.89%, A 0.64%, S 1.32%, O 1.05%, N 1.06%, D 0.72%

2022: J 0.91%, F 0.91%, M 1.86%, A 1.53%, M 1.65%, J 1.15%, J 1.52%, A 1.61%, S 1.84%, O 1.45%, N 1.22%, D 0.46%

2023: J 0.42%

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

AVERAGE SPEED TO ANSWER

Legend: 2020 | 2021 | 2022 | 2023
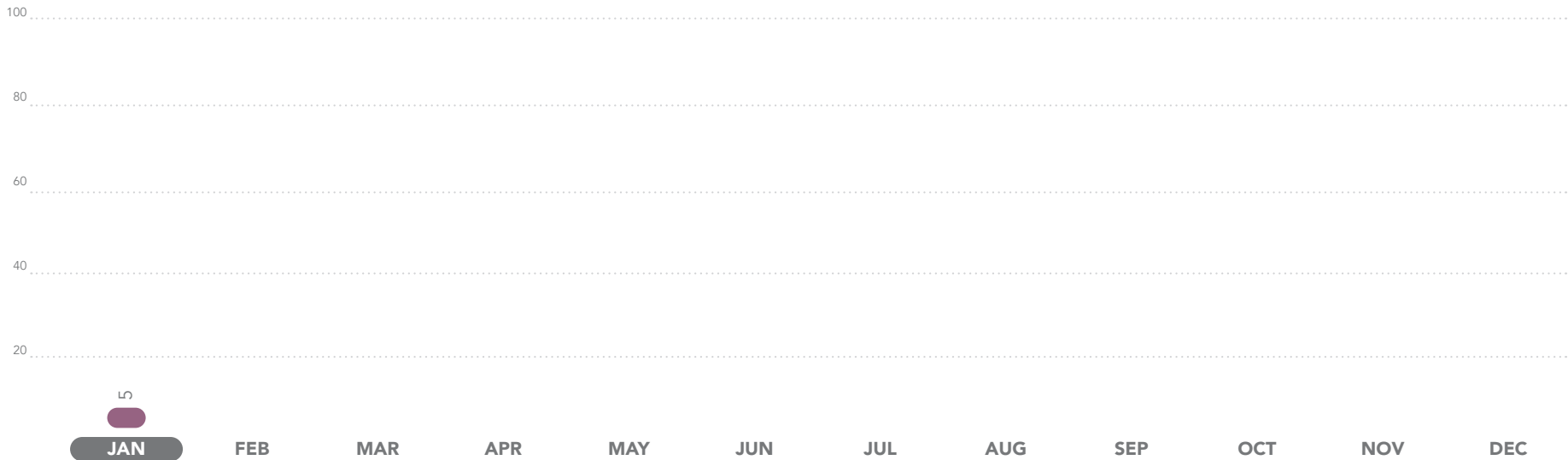
IOWA 811 ONE CALLSM
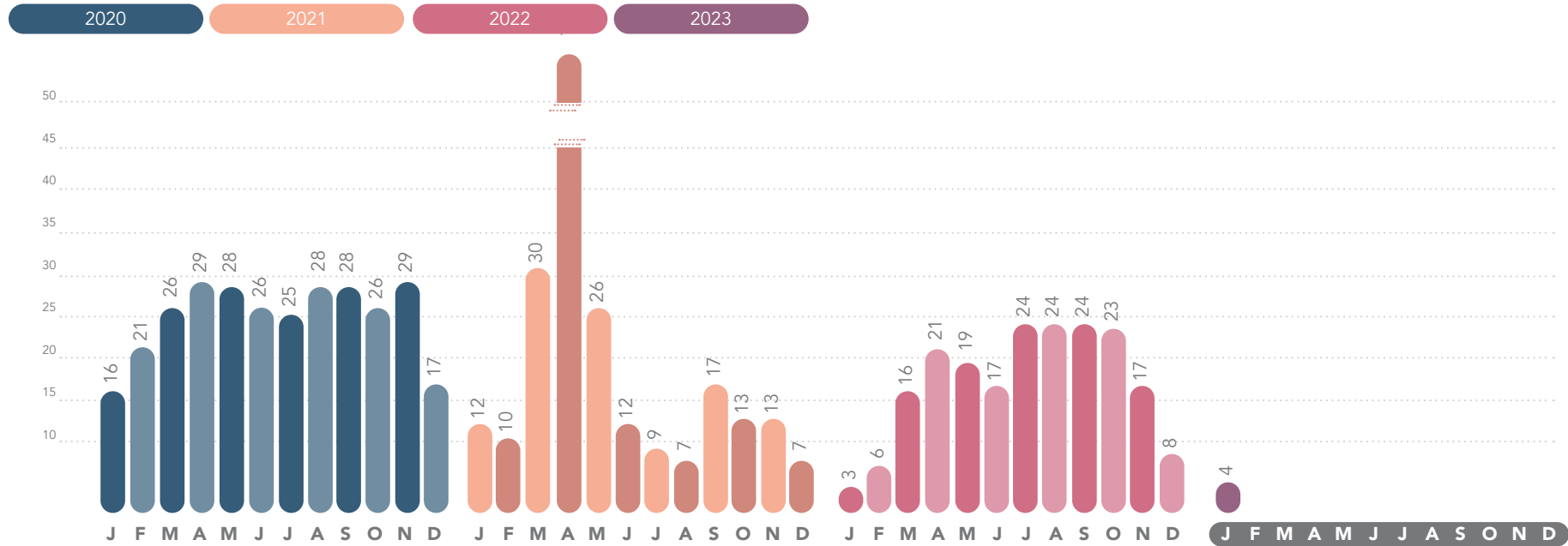
The chart below reflects the average speed (ASA) to answer during the after hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC.
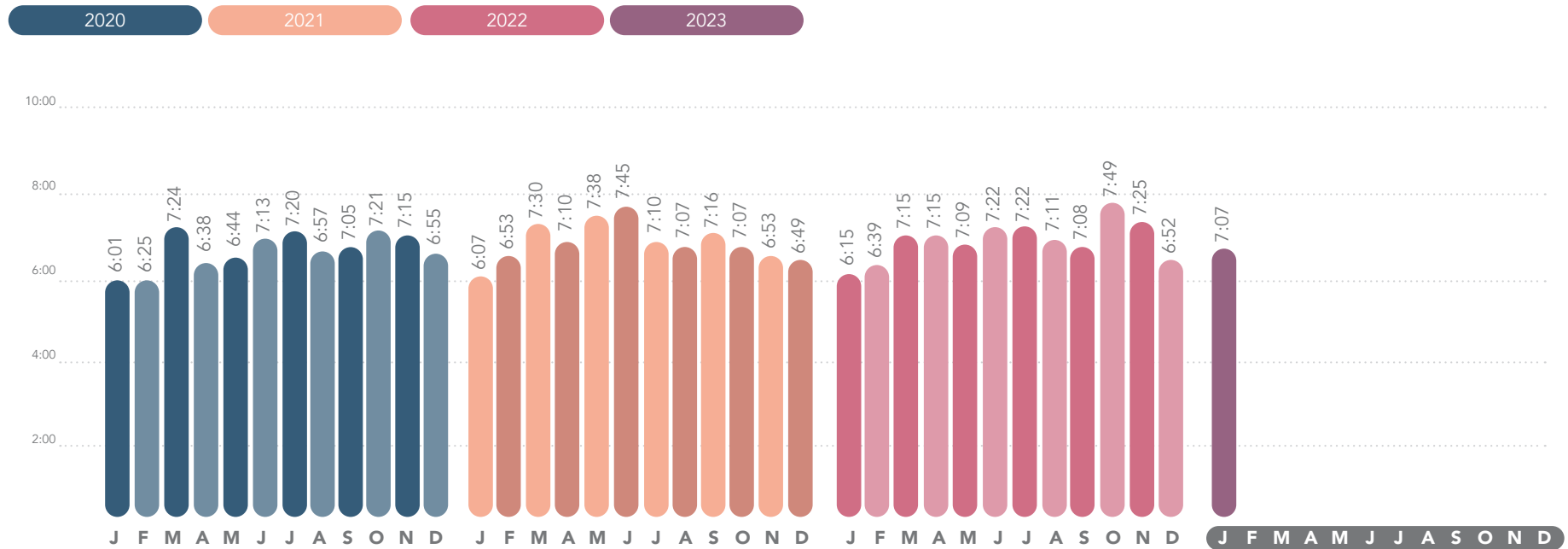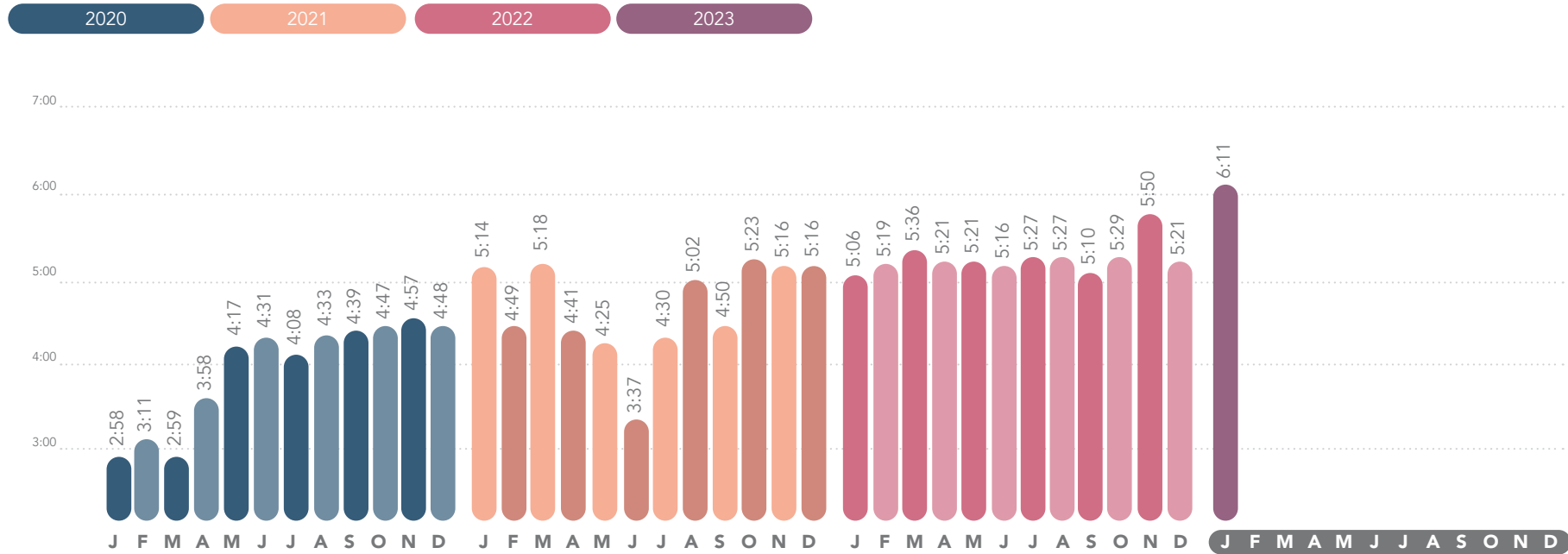
AFTER HOURS TICKET BREAKDOWN

WEB VS. PHONE

PHONE 12%

WEB 88%

JANUARY 2023

AVERAGE SPEED TO ANSWER AFTER HOURS

2023

100											
80											
60											
40											
20											
5											
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC

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

AVERAGE TALK TIME

2020 | 2021 | 2022 | 2023

2020 (J–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–D): 6:07, 6:53, 7:30, 7:10, 7:38, 7:45, 7:10, 7:07, 7:16, 7:07, 6:53, 6:49

2022 (J–D): 6:15, 6:39, 7:15, 7:15, 7:09, 7:22, 7:22, 7:11, 7:08, 7:49, 7:25, 6:52

2023 (J): 7:07

The average time per ticket was higher than last year.

AVERAGE TIME PER TICKET

- 2020
- 2021
- 2022
- 2023

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–D): 5:06, 5:19, 5:36, 5:21, 5:21, 5:16, 5:27, 5:27, 5:10, 5:29, 5:50, 5:21

2023 (J): 6:11

Monthly and YTD ticket volume was higher than 2022 levels.

INCOMING TICKET TOTALS Y-T-D

JAN 2020	JAN 2021	JAN 2022	JAN 2023
20,632	17,432	15,660	18,327

INCOMING TICKET TOTALS

2020 **2021** **2022** **2023**
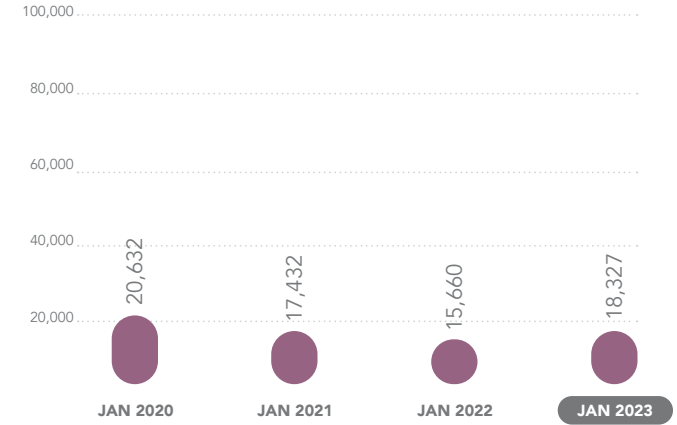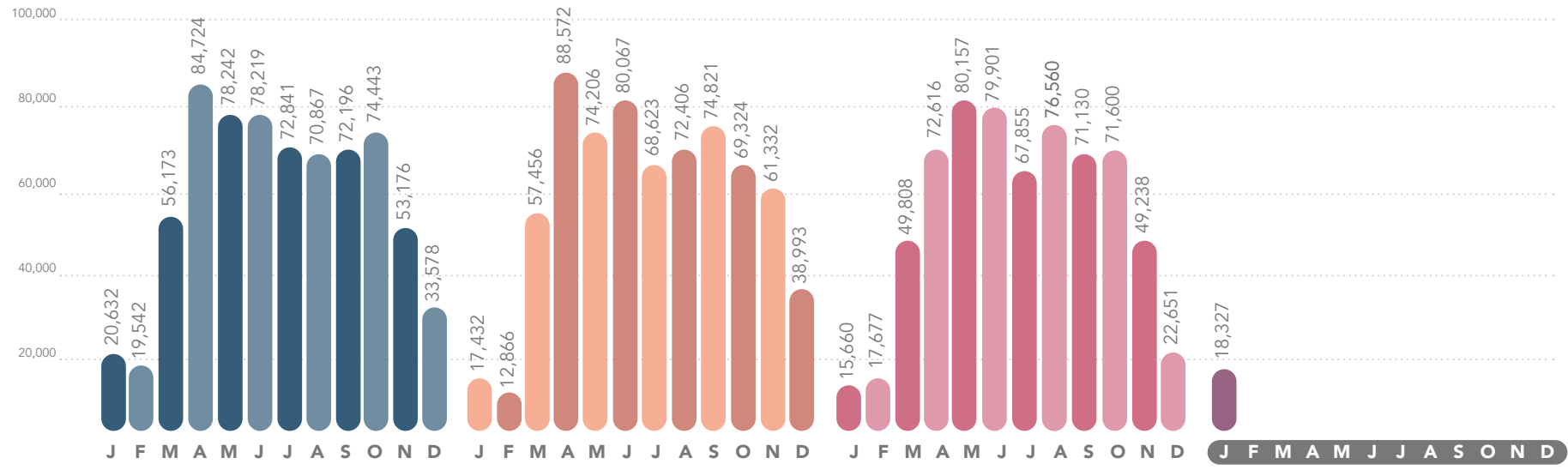
Outgoing ticket totals follow the pattern set by incoming tickets. January's outbound volume is significantly higher than last year.
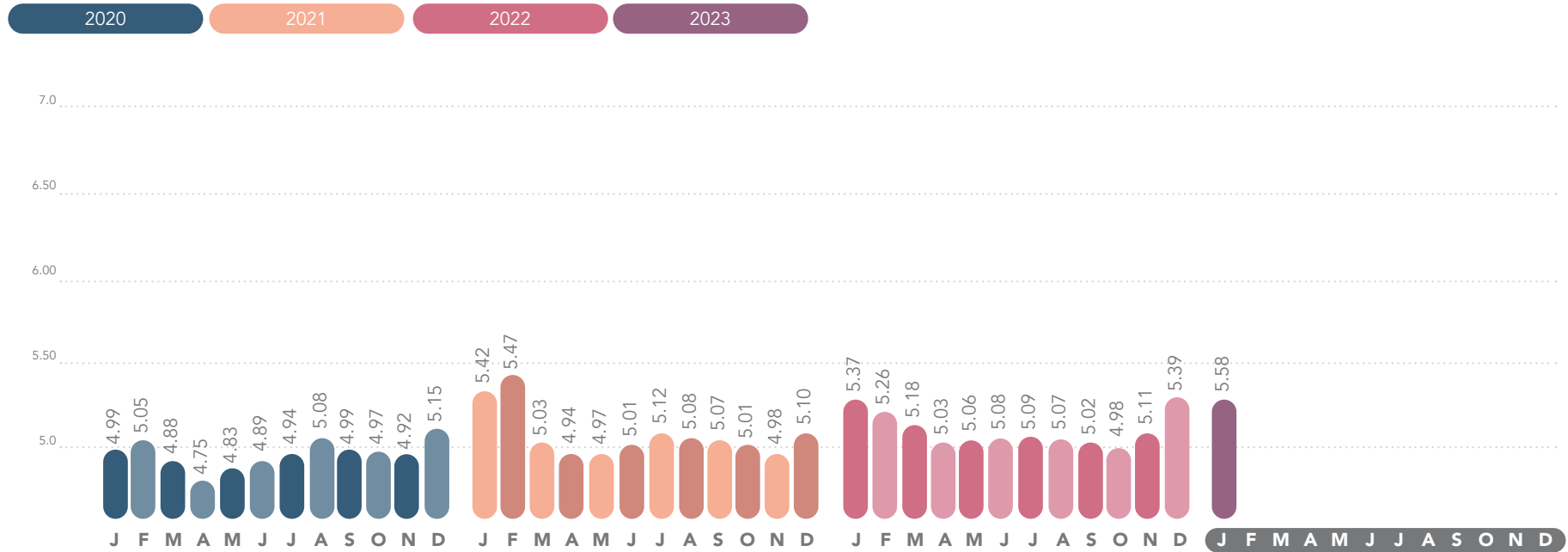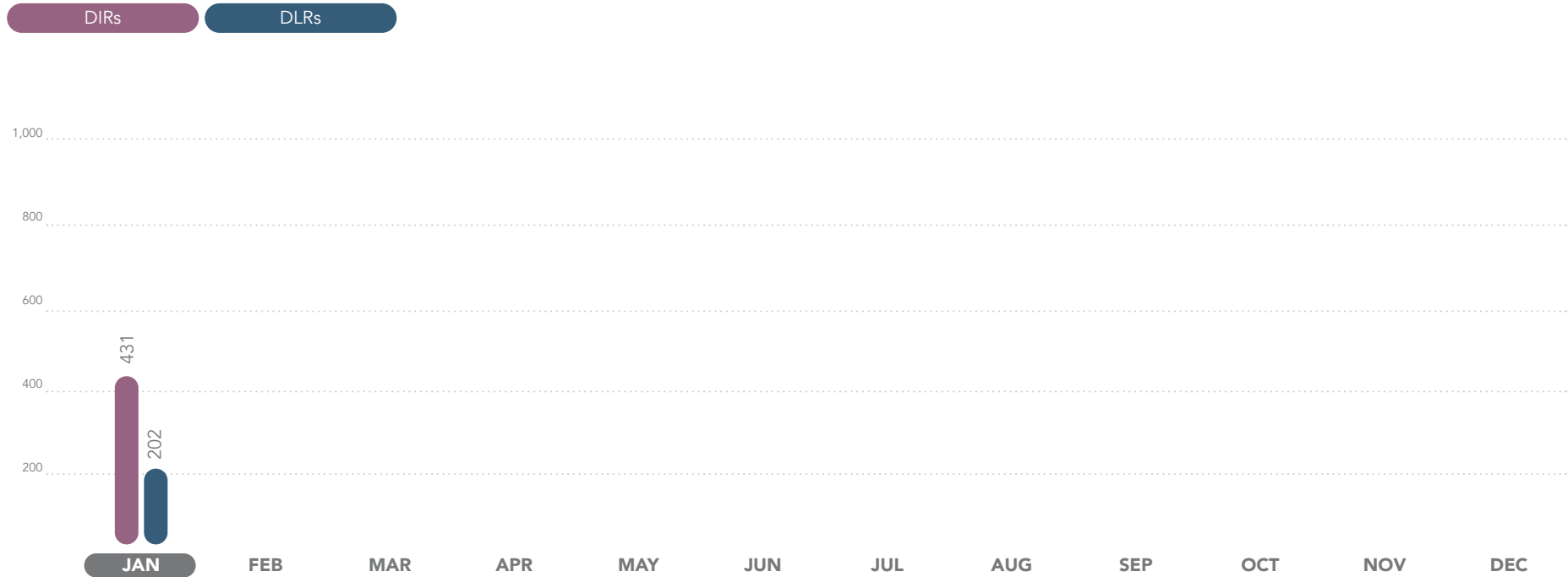
OUTBOUND TICKET TOTALS Y-T-D

YTD values:
- JAN 2020: 102,995
- JAN 2021: 94,474
- JAN 2022: 84,063
- JAN 2023: 102,210

OUTBOUND TICKET TOTALS

Legend: 2020 | 2021 | 2022 | 2023

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–D): 94,474 · 70,314 · 288,869 · 437,597 · 368,806 · 400,976 · 351,119 · 368,089 · 379,601 · 346,995 · 305,419 · 198,768

2022 (J–D): 84,063 · 92,903 · 257,992 · 365,152 · 405,311 · 405,968 · 345,467 · 387,800 · 357,389 · 356,532 · 251,380 · 121,983

2023 (J): 102,210

The in/out ratio has followed the historical pattern.

IN/OUT RATIO

| 2020 | 2021 | 2022 | 2023 |

Bar chart — In/Out Ratio by month for 2020, 2021, 2022, 2023.

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–D): 5.37, 5.26, 5.18, 5.03, 5.06, 5.08, 5.09, 5.07, 5.02, 4.98, 5.11, 5.39

2023 (J): 5.58

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

Bar chart showing DRS System Activity by month. JAN: DIRs = 431, DLRs = 202. FEB through DEC: no data.

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 15%
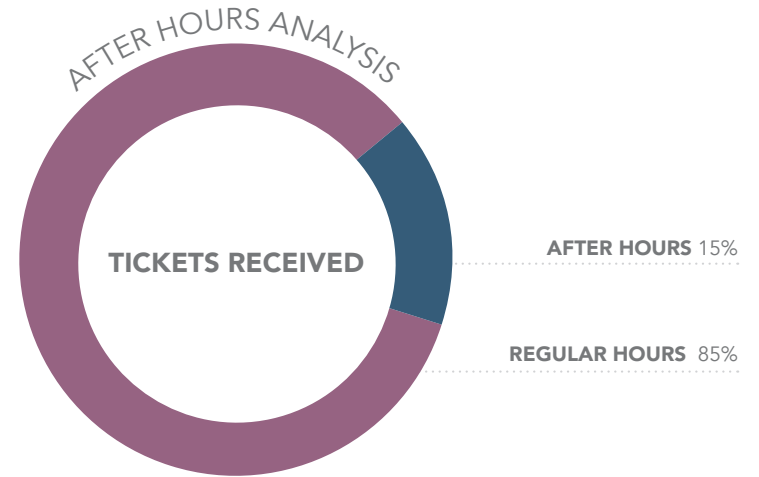
REGULAR HOURS 85%

TIME OF RECEIPT ANALYSIS

REGULAR HOURS   AFTER HOURS

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Regular Hours	15,506											
After Hours	2,821											
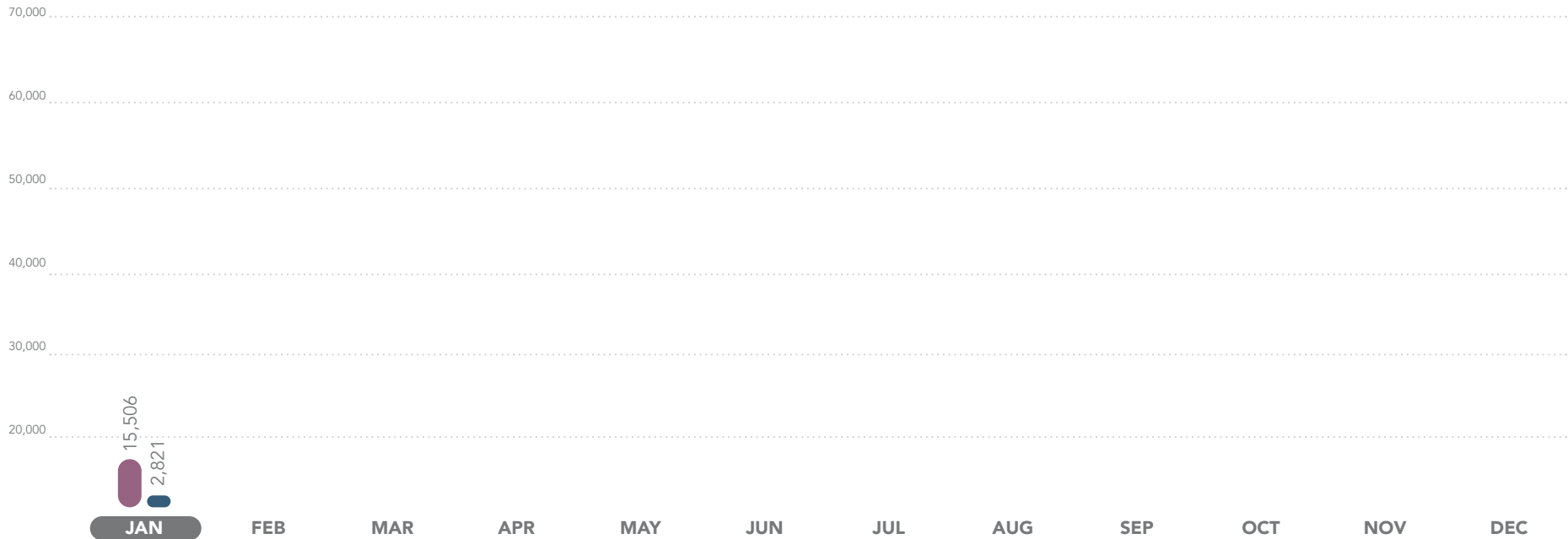
The number of non-compliant tickets is lower than 2022 monthly totals and 2022 YTD totals.

NON-COMPLIANT TICKETS
Y-T-D

2020	2021	2022	2023
6	4	2	0

NON-COMPLIANT TICKETS
JAN

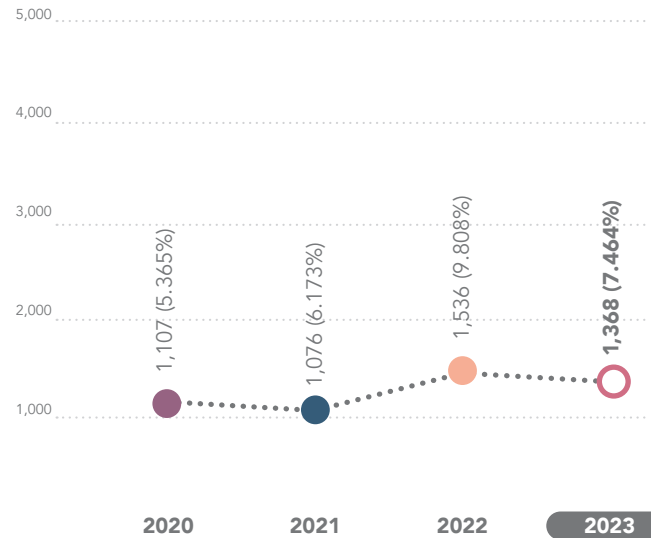| 2020	2021	2022	2023
6 (0.029%)	4 (0.023%)	2 (0.013%)	0 (0.000%)
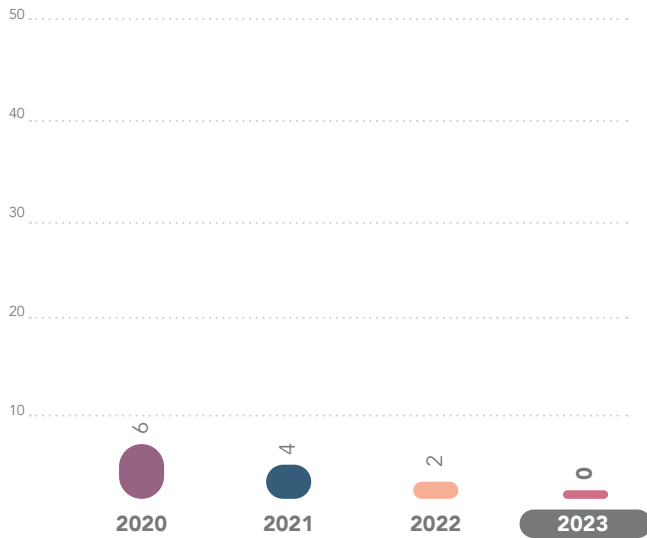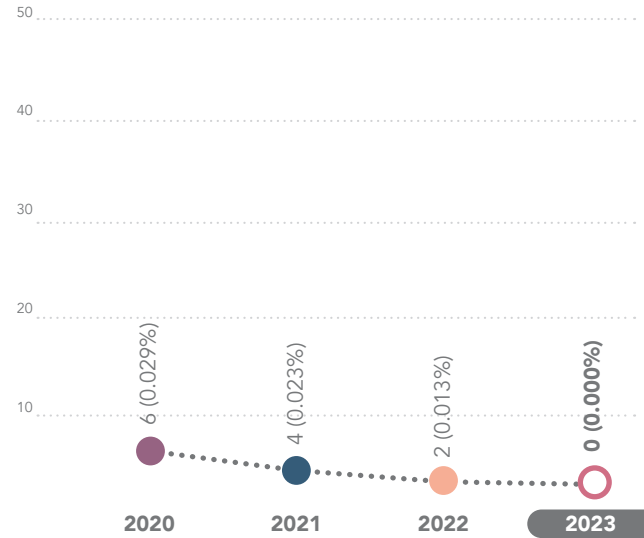
The MTD total number of emergencies is lower and YTD number of emergency tickets received is higher than 2022.
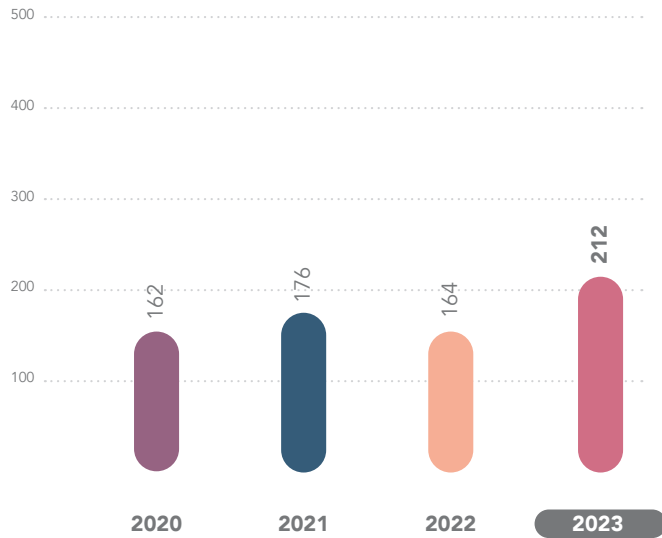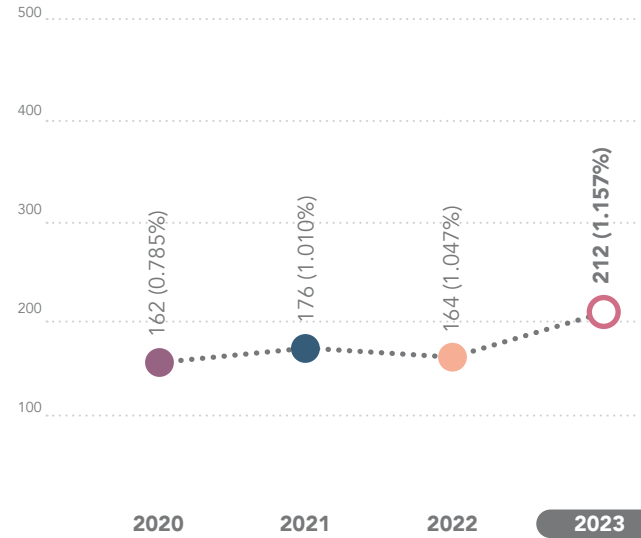
EMERGENCY TICKETS
Y-T-D

Year	Value
2020	1,107
2021	1,076
2022	1,535
2023	1,368

EMERGENCY TICKETS
JAN

Year	Value
2020	1,107 (5.365%)
2021	1,076 (6.173%)
2022	1,536 (9.808%)
2023	1,368 (7.464%)
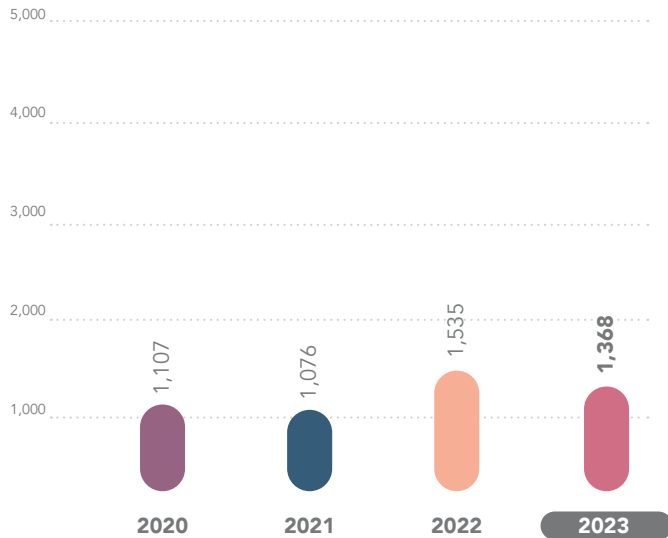
The number of dig-in tickets YTD and MTD is higher this month than 2022.

DIG IN TICKETS
Y-T-D

- 2020: 162
- 2021: 176
- 2022: 164
- 2023: 212

DIG IN TICKETS
JAN

- 2020: 162 (0.785%)
- 2021: 176 (1.010%)
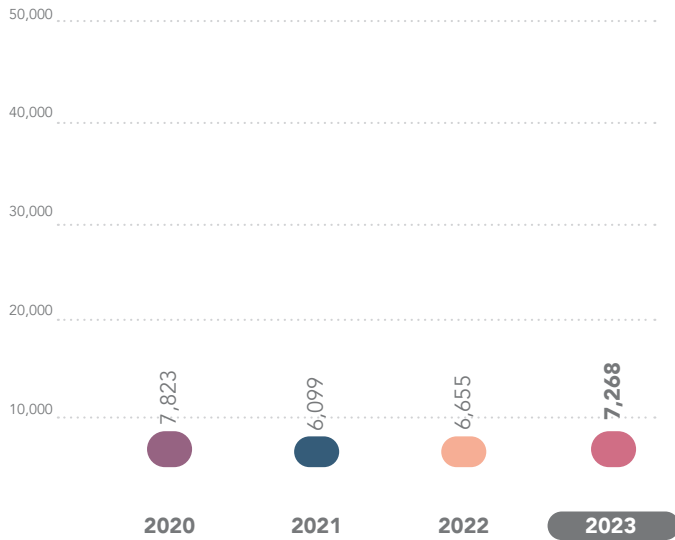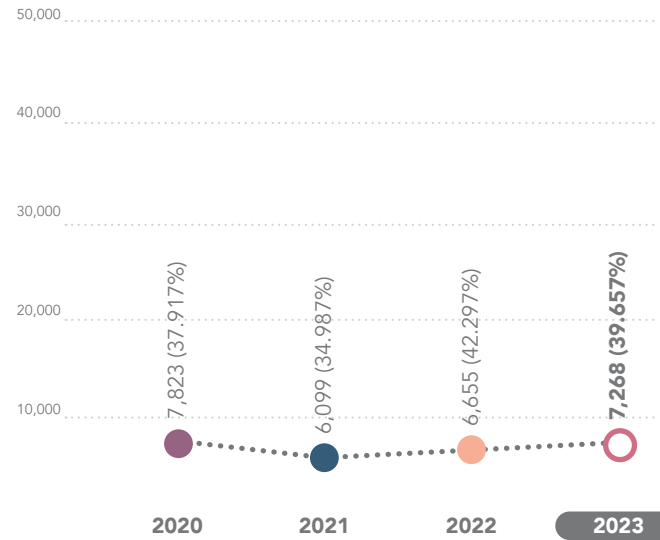- 2022: 164 (1.047%)
- 2023: 212 (1.157%)

IOWA 811 ONE CALL SM

The YTD number of tickets where callers report the job is whitelined is higher both YTD and MTD than last year.
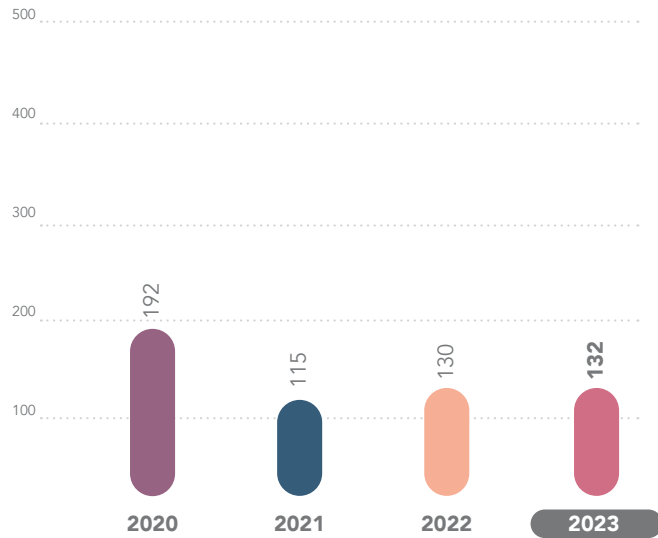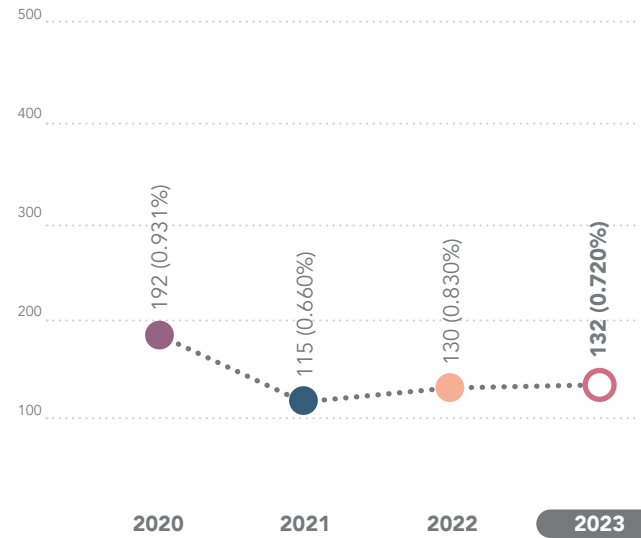
WHITELINED TICKETS
Y-T-D

2020	2021	2022	2023
7,823	6,099	6,655	7,268

WHITELINED TICKETS
JAN

2020	2021	2022	2023
7,823 (37.917%)	6,099 (34.987%)	6,655 (42.297%)	7,268 (39.657%)

The number of tickets with GPS coordinates is slightly higher annually and monthly than 2022.

TICKETS WITH GPS
Y-T-D

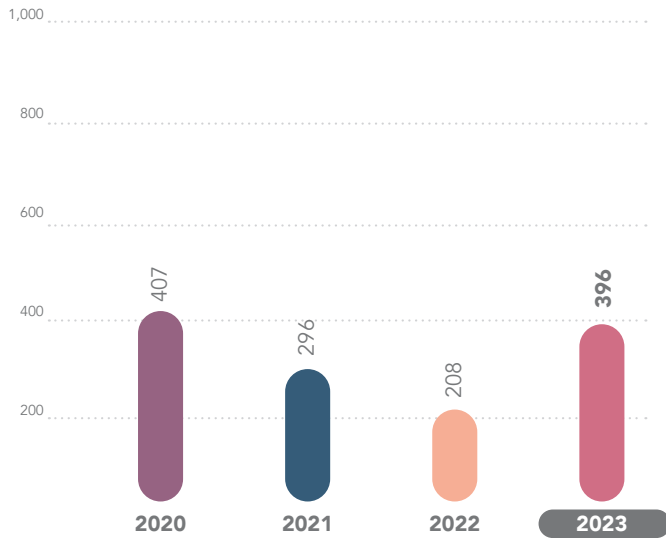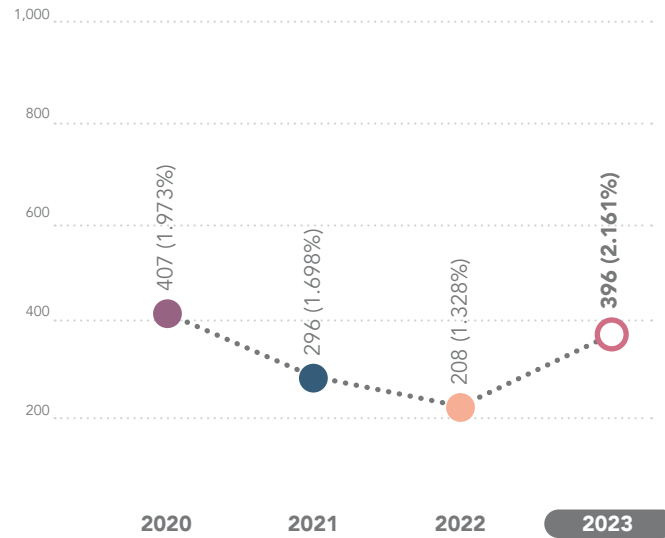| 2020	2021	2022	2023
192	115	130	132

TICKETS WITH GPS
JAN

2020	2021	2022	2023
192 (0.931%)	115 (0.660%)	130 (0.830%)	132 (0.720%)

Homeowner ticket volume is higher both annually and monthly than 2022.

HOMEOWNER TICKETS
Y-T-D

	2020	2021	2022	2023
	407	296	208	396

HOMEOWNER TICKETS
JAN

| 2020	2021	2022	2023
407 (1.973%)	296 (1.698%)	208 (1.328%)	396 (2.161%)

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

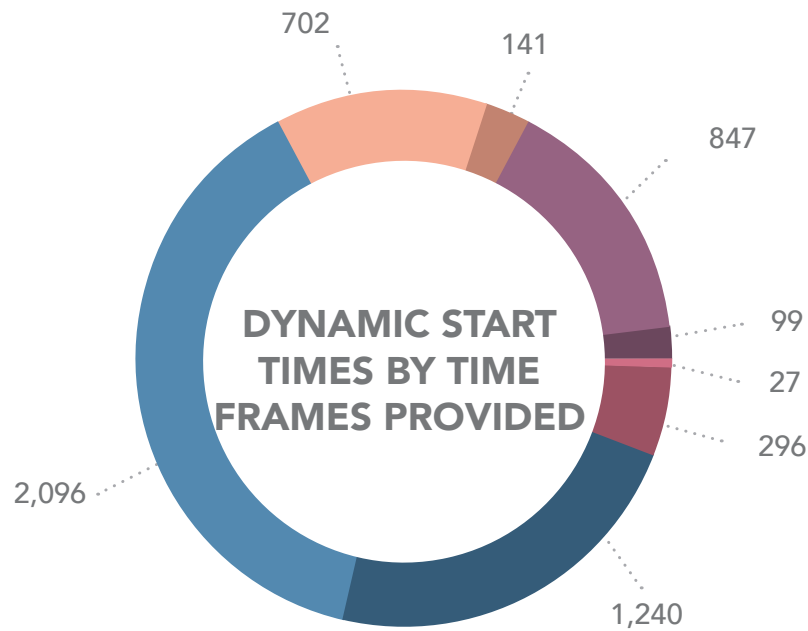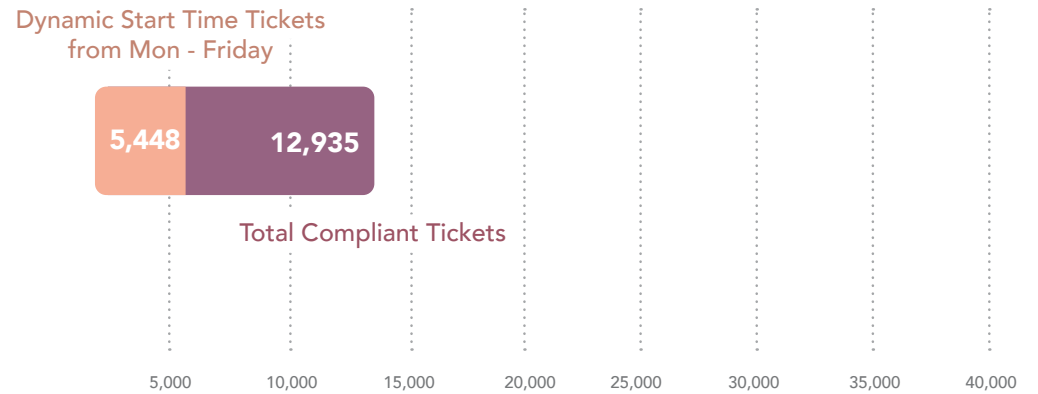|	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Total Previous Instances	77											
Emergency Tickets with Previous Instances	63											
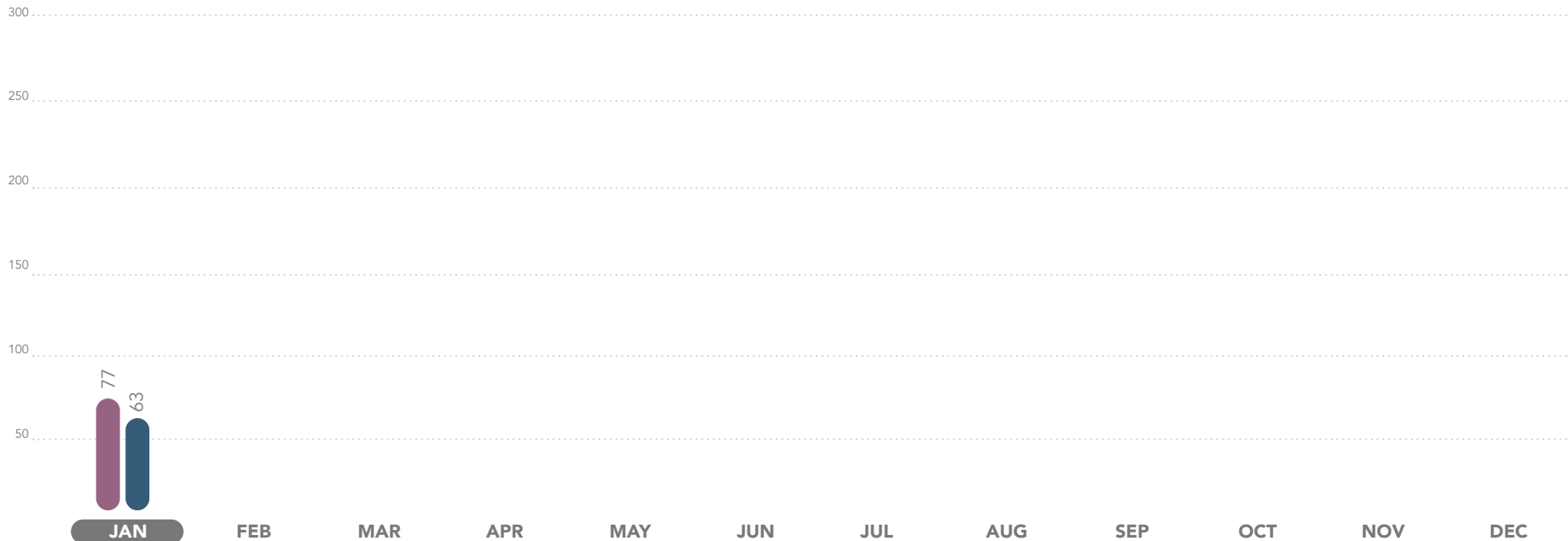
1,331

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

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 TIME FRAMES PROVIDED

- 702
- 141
- 847
- 99
- 27
- 296
- 1,240
- 2,096

COMPLIANT TICKET BREAKDOWN

Dynamic Start Time Tickets from Mon - Friday: 5,448

Total Compliant Tickets: 12,935

(Scale: 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	29:30
IAOC ESAP Meetings	26:25
IAOC ITICnxt	95:30
IAOC Newsletter	20:45
IAOC Strategic Plan	8:15
IAOC Website Changes	170:00
Subtotal	350:25
Management Review (+15%)	52:34
Grand Total with Review	**402:59**

CREATIVE HOURS - 2022

Bar chart showing: Q1 = 224, Q2 = 105, Q3 = 93, Q4 = 403