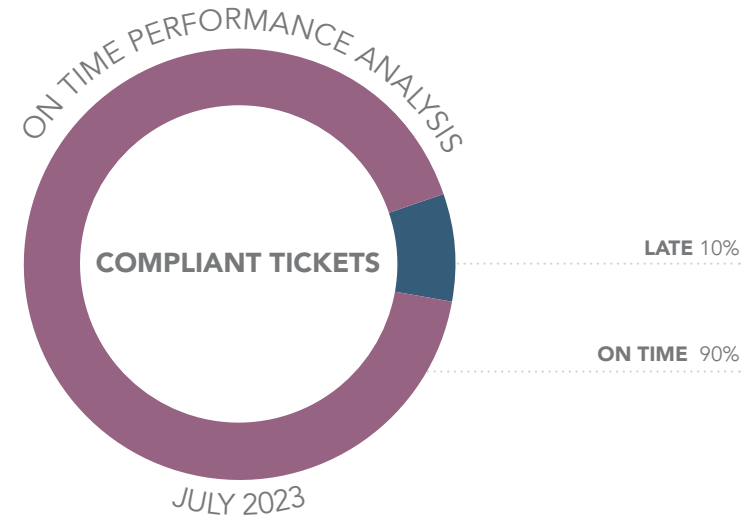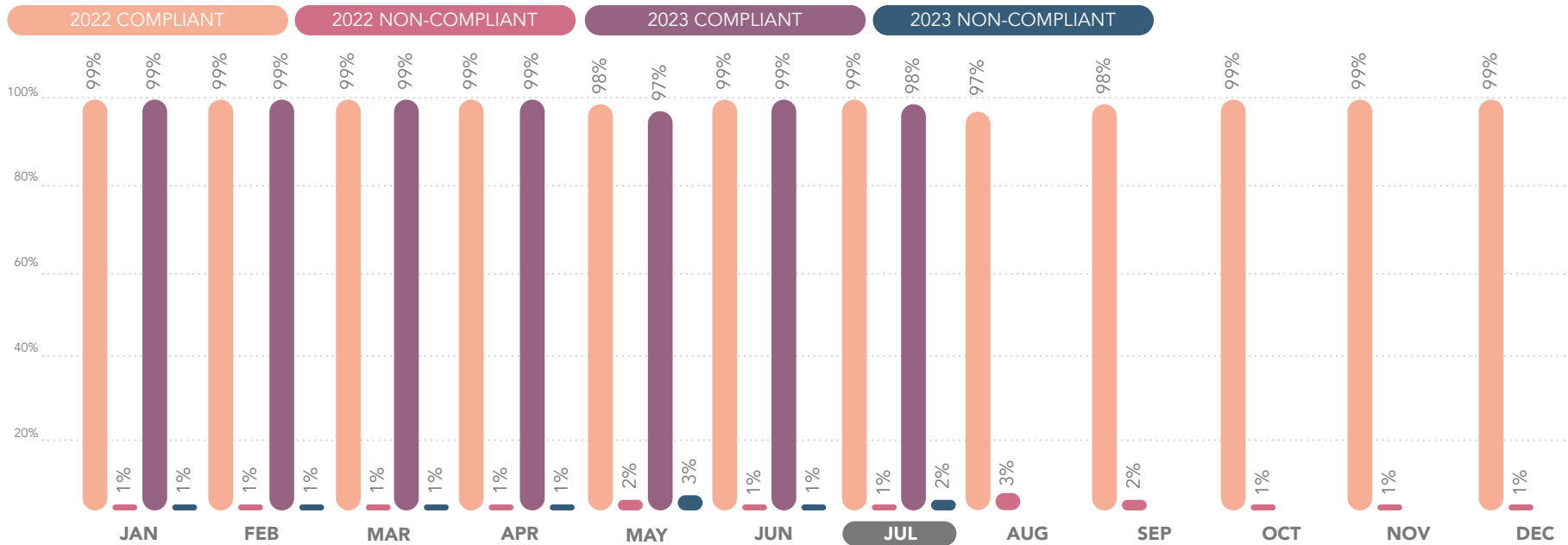The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within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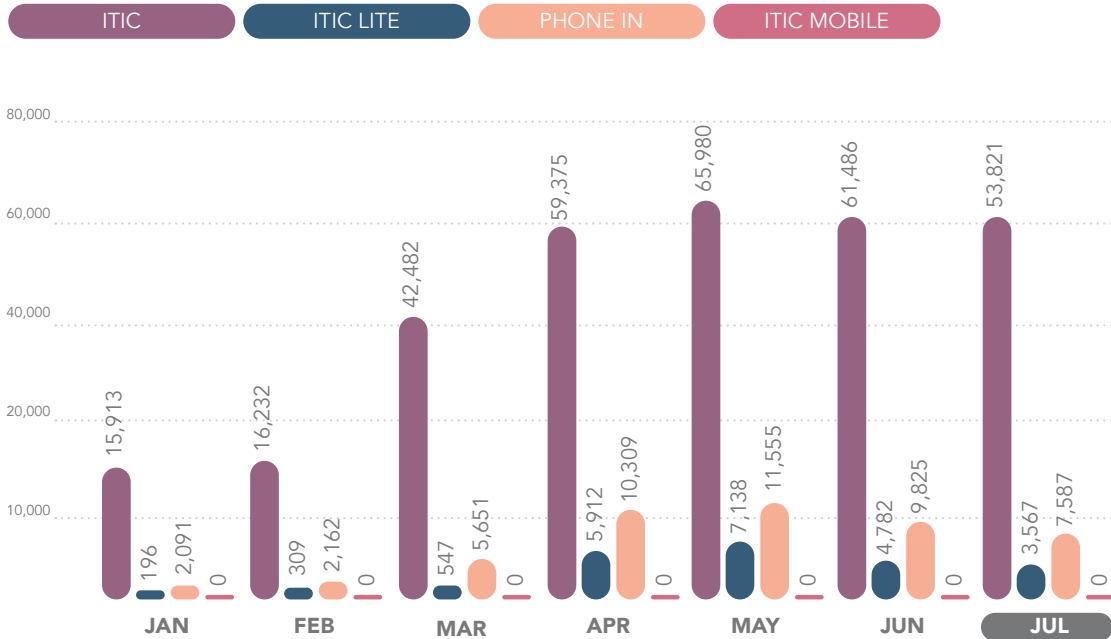
ON TIME PERFORMANCE ANALYSIS

COMPLIANT TICKETS

LATE 10%

ON TIME 90%

JULY 2023

POSITIVE RESPONSE COMPLIANCE

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

JAN 99% / 99% · 1% / 1%
FEB 99% / 99% · 1% / 1%
MAR 99% / 99% · 1% / 1%
APR 99% / 99% · 1% / 1%
MAY 98% / 97% · 2% / 3%
JUN 99% / 99% · 1% / 1%
JUL 99% / 98% · 1% / 2%
AUG 97% · 3%
SEP 98% · 2%
OCT 99% · 1%
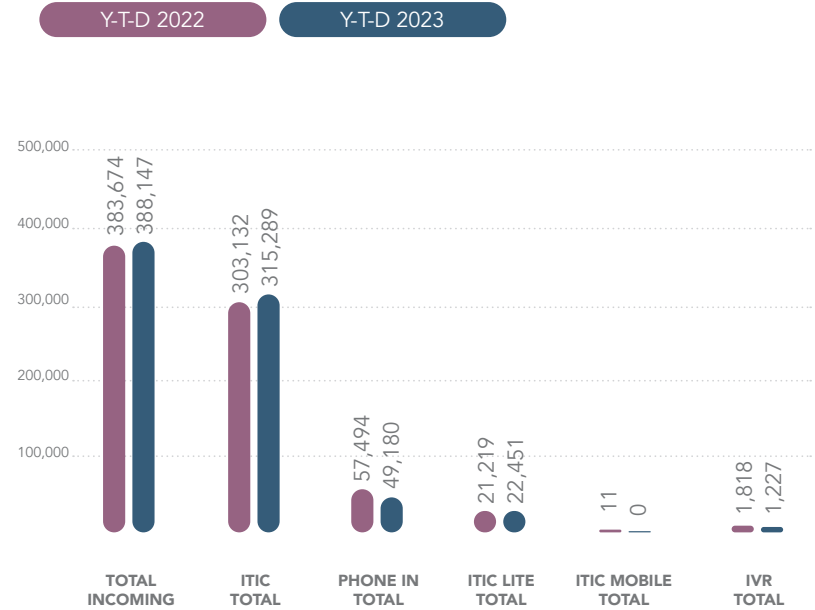**NOV** 99% · 1%
DEC 99% · 1%

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. Volumes are beginning to edge up over last year.
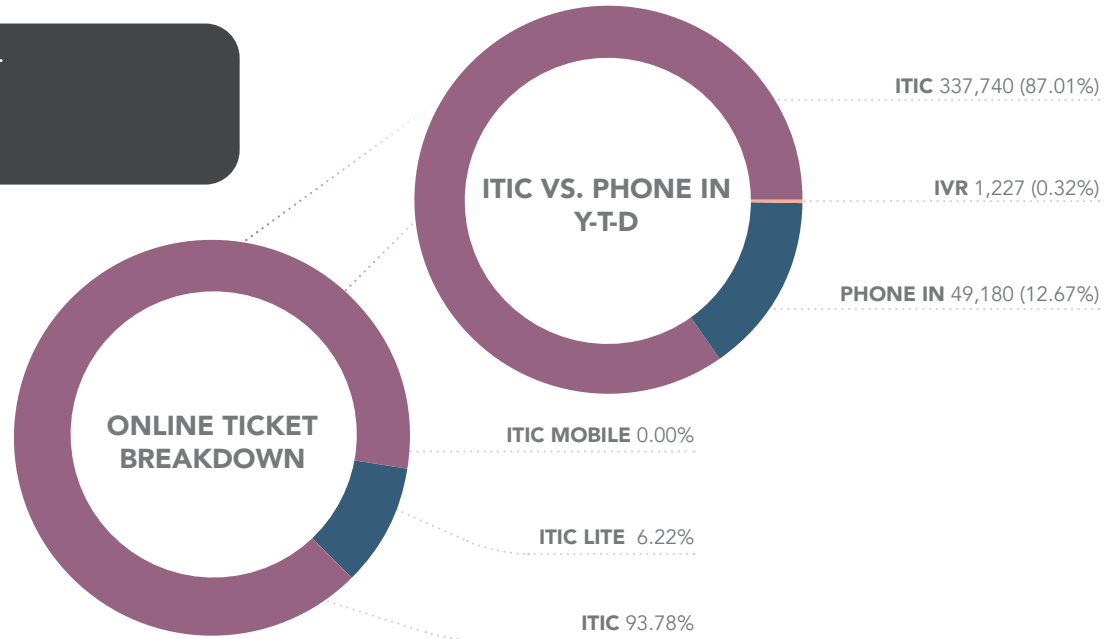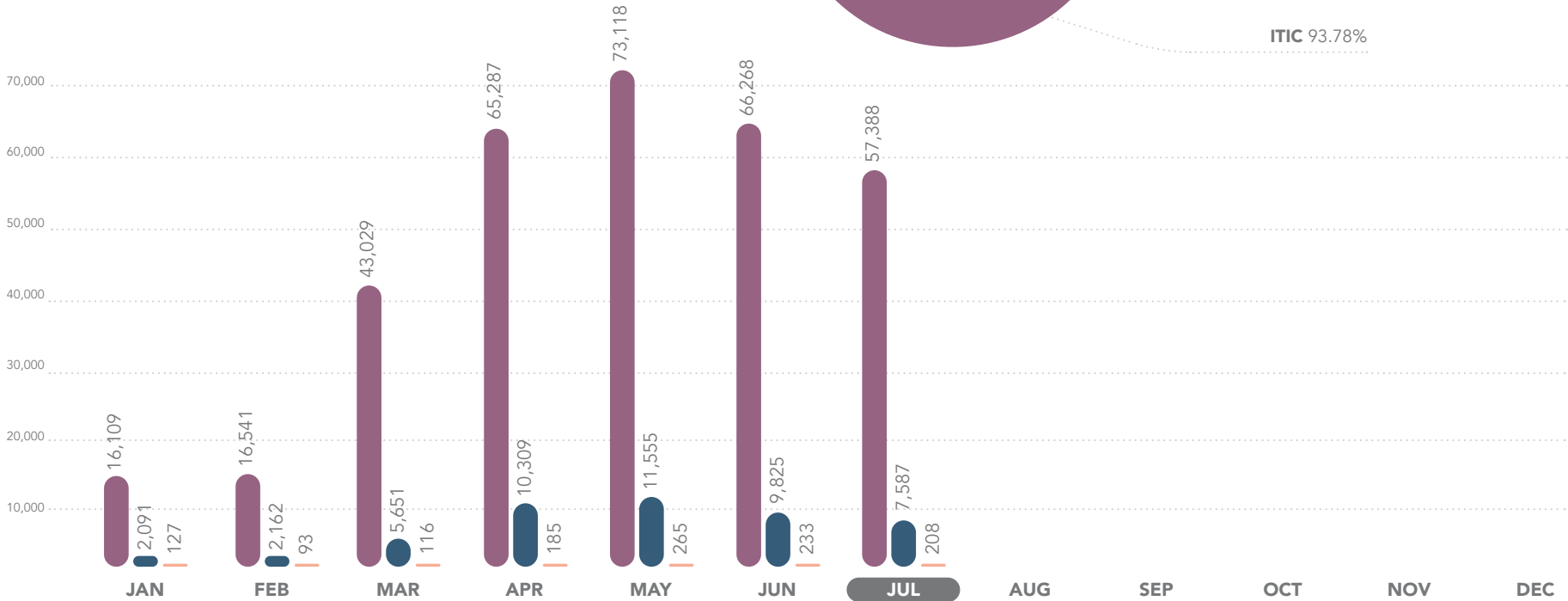
ITIC ACTIVITY Y-T-D

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	383,674	303,132	57,494	21,219	11	1,818
Y-T-D 2023	388,147	315,289	49,180	22,451	0	1,227

MONTHLY ITIC ACTIVITY

ITIC   ITIC LITE   PHONE IN   ITIC MOBILE

	ITIC	ITIC LITE	PHONE IN	ITIC MOBILE
JAN	15,913	196	2,091	0
FEB	16,232	309	2,162	0
MAR	42,482	547	5,651	0
APR	59,375	5,912	10,309	0
MAY	65,980	7,138	11,555	0
JUN	61,486	4,782	9,825	0
JUL	53,821	3,567	7,587	0
AUG				
SEP				
OCT				
NOV				
DEC				

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

ITIC VS. PHONE IN Y-T-D

ITIC 337,740 (87.01%)
IVR 1,227 (0.32%)
PHONE IN 49,180 (12.67%)

ONLINE TICKET BREAKDOWN

ITIC MOBILE 0.00%
ITIC LITE 6.22%
ITIC 93.78%

ITIC VS. PHONE IN

- ITIC
- PHONE IN
- IVR

Month	ITIC	PHONE IN	IVR
JAN	16,109	2,091	127
FEB	16,541	2,162	93
MAR	43,029	5,651	116
APR	65,287	10,309	185
MAY	73,118	11,555	265
JUN	66,268	9,825	233
JUL	57,388	7,587	208
AUG			
SEP			
OCT			
NOV			
DEC			

This chart tracks ITIC usage through the last few years.

COMPARATIVE ITIC VOLUME

Legend: 2020 | 2021 | 2022 | 2023

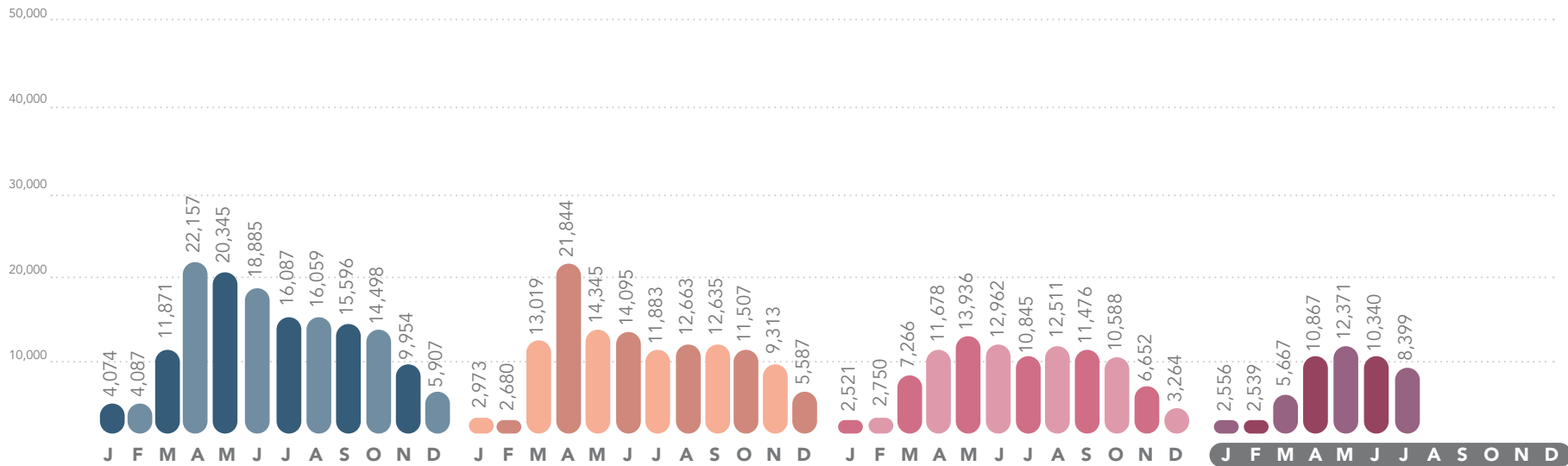| Month	2020	2021	2022	2023
JAN	16,495	17,432	13,386	16,109
FEB	15,624	10,751	14,933	16,541
MAR	44,335	45,193	42,549	43,029
APR	70,033	66,625	61,436	65,287
MAY	59,154	60,588	67,121	73,118
JUN	59,966	65,821	67,393	66,268
JUL	56,731	56,658	57,544	57,388
AUG	55,087	59,843	64,969	
SEP	60,679	61,922	60,274	
OCT	59,727	57,666	61,096	
NOV	42,997	51,881	42,940	
DEC	27,783	33,565	19,832	
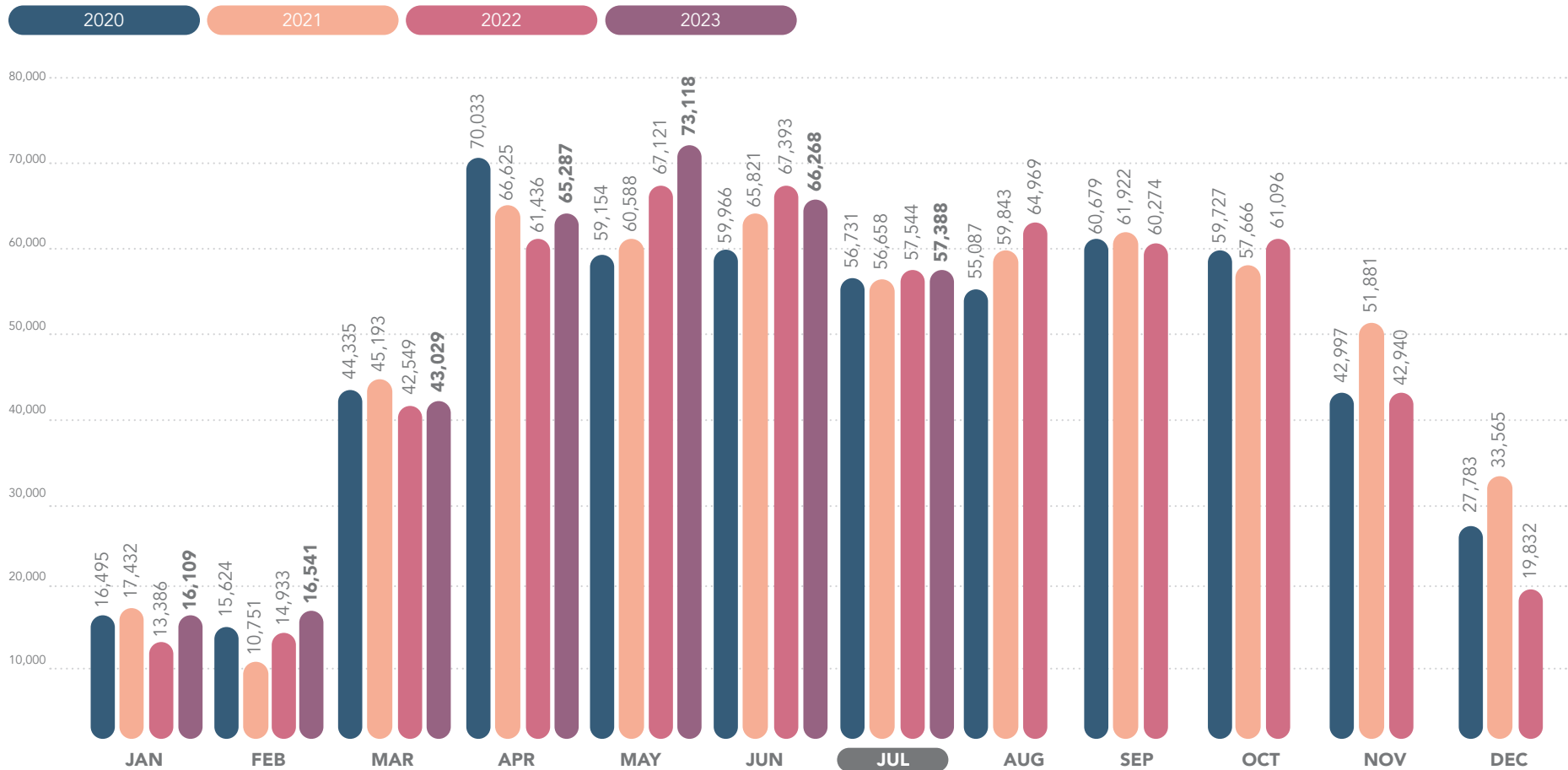
Total current month number of incoming phone calls continues the trend of fewer phone calls due to the increased use of ITIC.
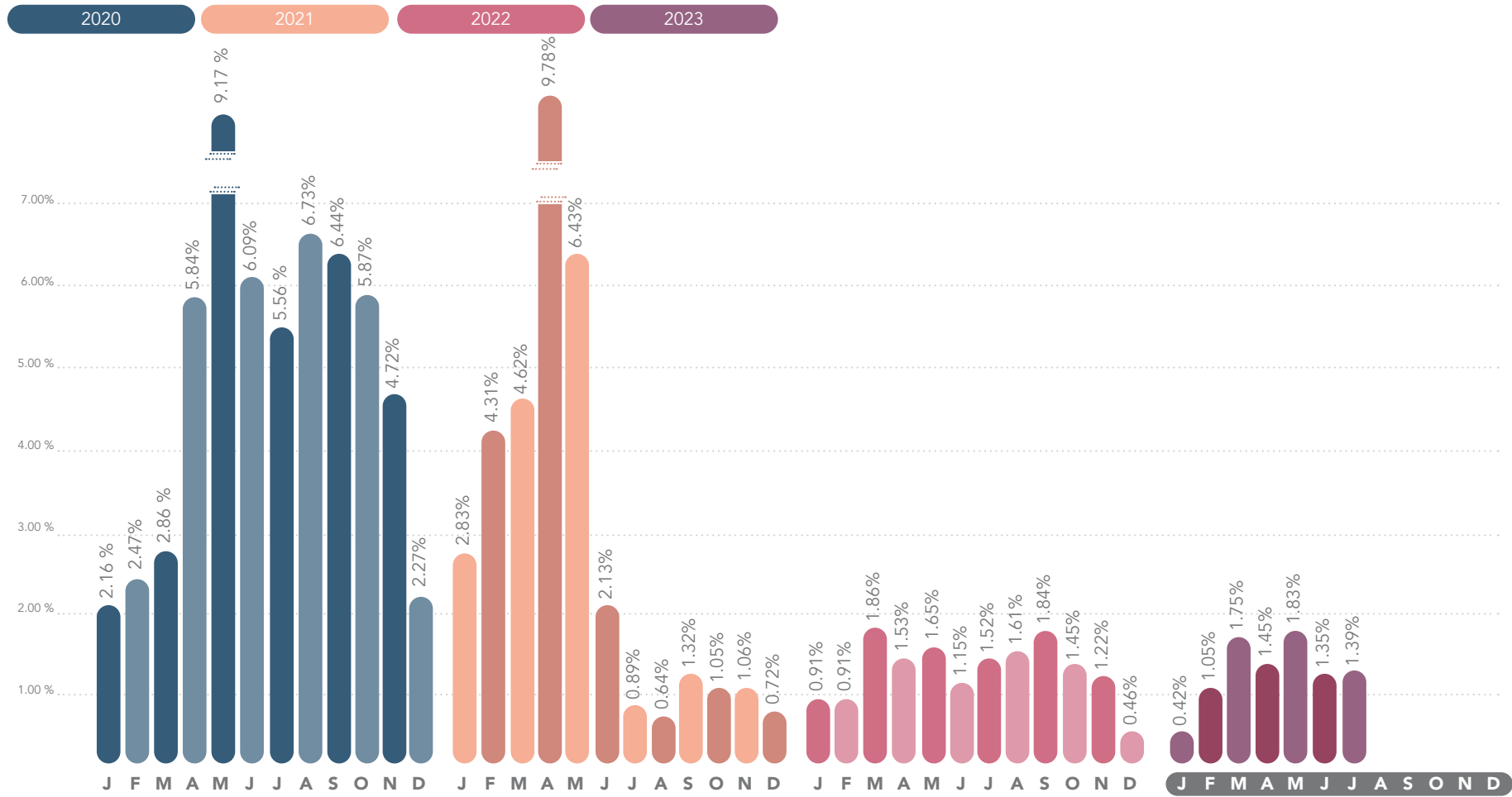
TOTAL INCOMING CALLS Y-T-D

JUL 2020	JUL 2021	JUL 2022	JUL 2023
97,506	80,839	61,958	52,739

TOTAL INCOMING CALLS

2020 **2021** **2022** **2023**

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 · 14,345 · 14,095 · 11,883 · 12,663 · 12,635 · 11,507 · 9,313 · 5,587

2022 (J F M A M J J A S O N D): 2,521 · 2,750 · 7,266 · 11,678 · 13,936 · 12,962 · 10,845 · 12,511 · 11,476 · 10,588 · 6,652 · 3,264

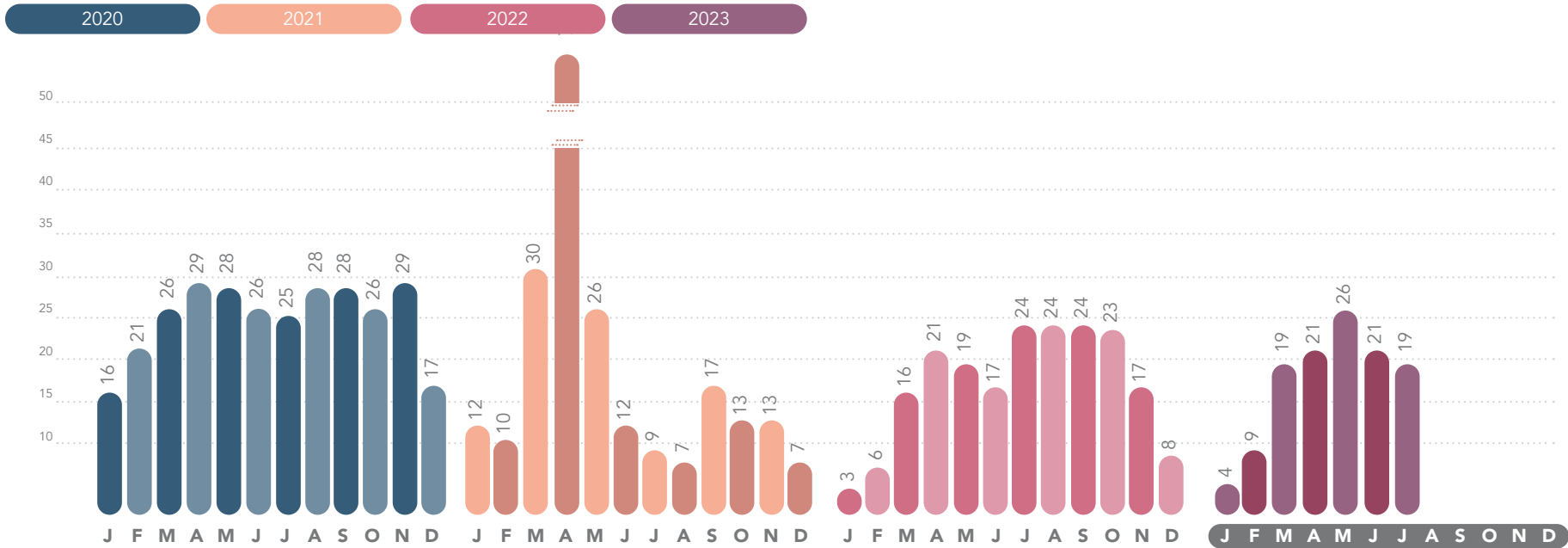2023 (J F M A M J J A S O N D): 2,556 · 2,539 · 5,667 · 10,867 · 12,371 · 10,340 · 8,399

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: 2020 | 2021 | 2022 | 2023

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–D): 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 (J–D): 0.91%, 0.91%, 1.86%, 1.53%, 1.65%, 1.15%, 1.52%, 1.61%, 1.84%, 1.45%, 1.22%, 0.46%

2023 (J–): 0.42%, 1.05%, 1.75%, 1.45%, 1.83%, 1.35%, 1.39%

The average speed to answer is lower than last year.

AVERAGE SPEED TO ANSWER
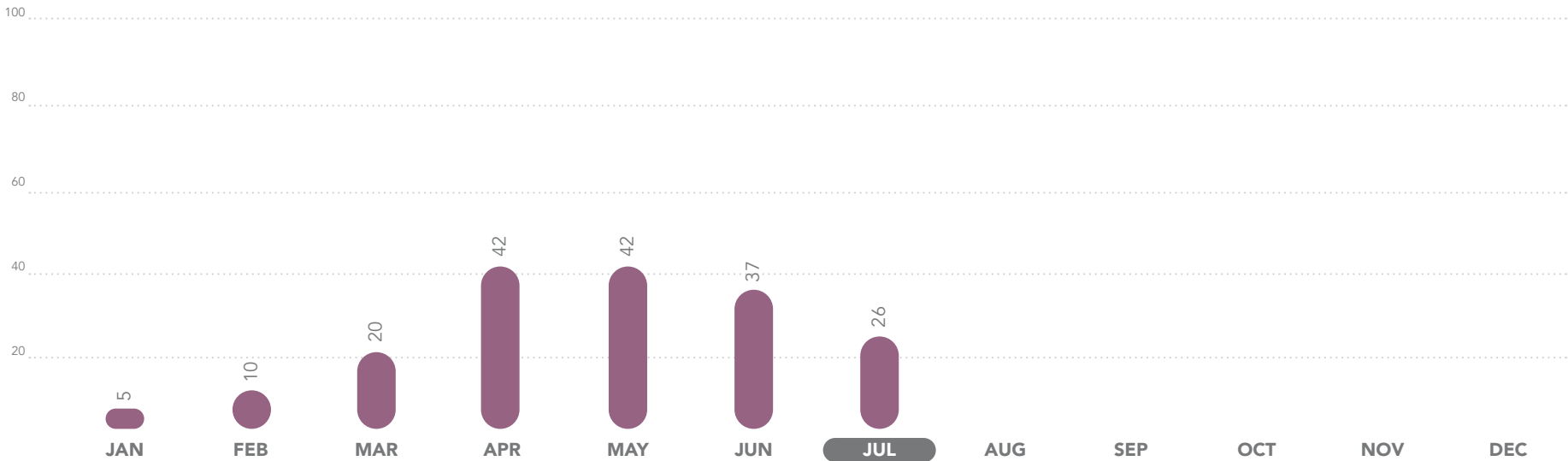
2020   2021   2022   2023

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.
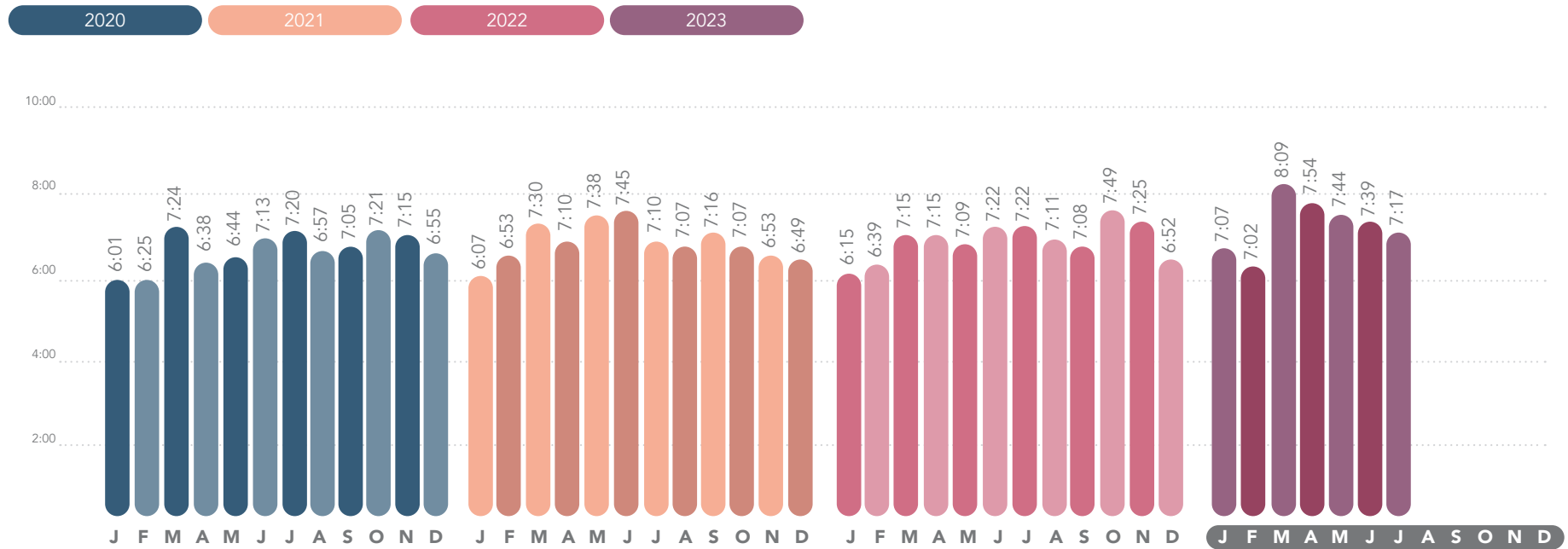
AFTER HOURS TICKET BREAKDOWN

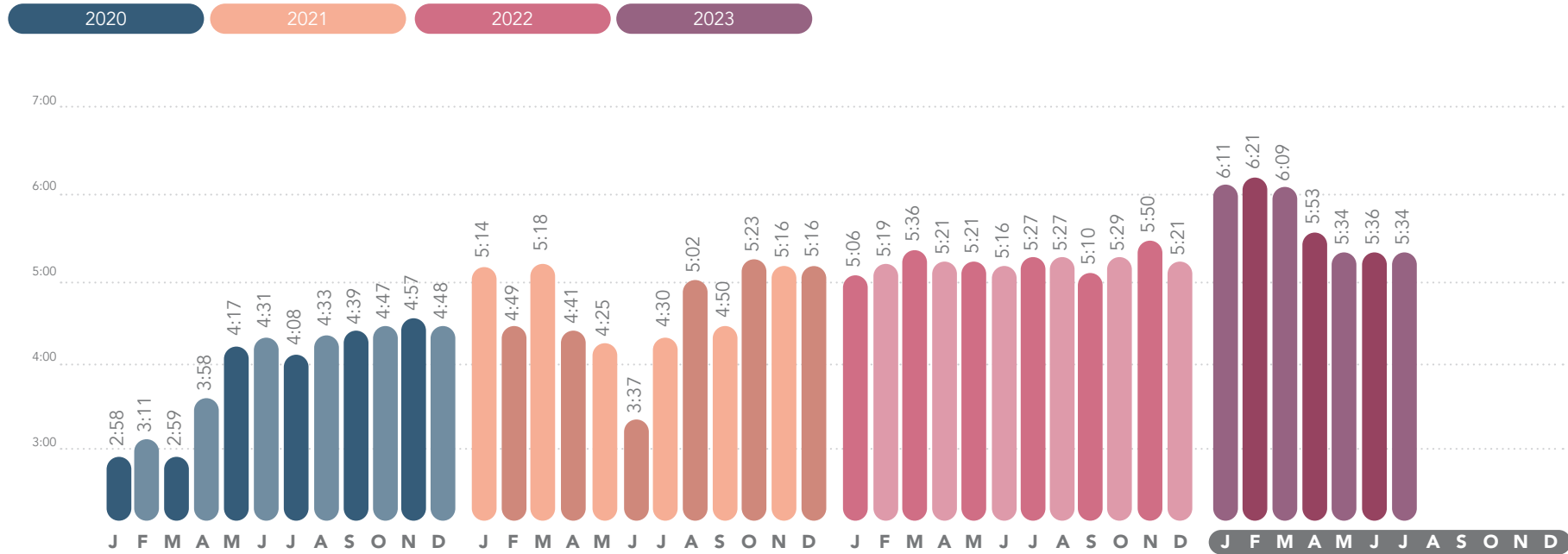WEB VS. PHONE

PHONE 8%

WEB 92%

JULY 2023
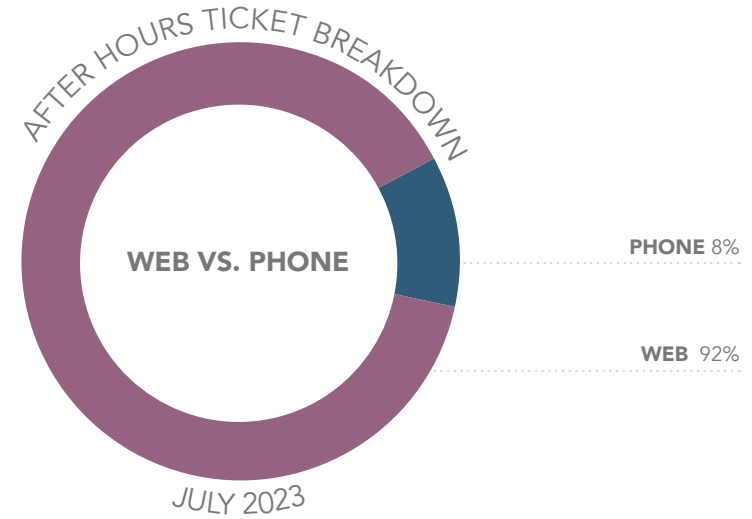
AVERAGE SPEED TO ANSWER AFTER HOURS

2023

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2023	5	10	20	42	42	37	26					

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

AVERAGE TALK TIME

| 2020 | 2021 | 2022 | 2023 |

10:00

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 A 7:15 M 7:09 J 7:22 J 7:22 A 7:11 S 7:08 O 7:49 N 7:25 D 6:52

2023: J 7:07 F 7:02 M 8:09 A 7:54 M 7:44 J 7:39 J 7:17

8:00

6:00

4:00

2:00

The average time per ticket has steadily increased. We believe this increase parallels two other trends: 1) the ever-increasing number of ITIC users, which tend to be the most knowledgeable, prepared, and experienced callers; and, 2) the amount of additional talk time required to handle the increasing number of complaints about on-time performance-related locating issues. These two factors have combined to increase average talk time.
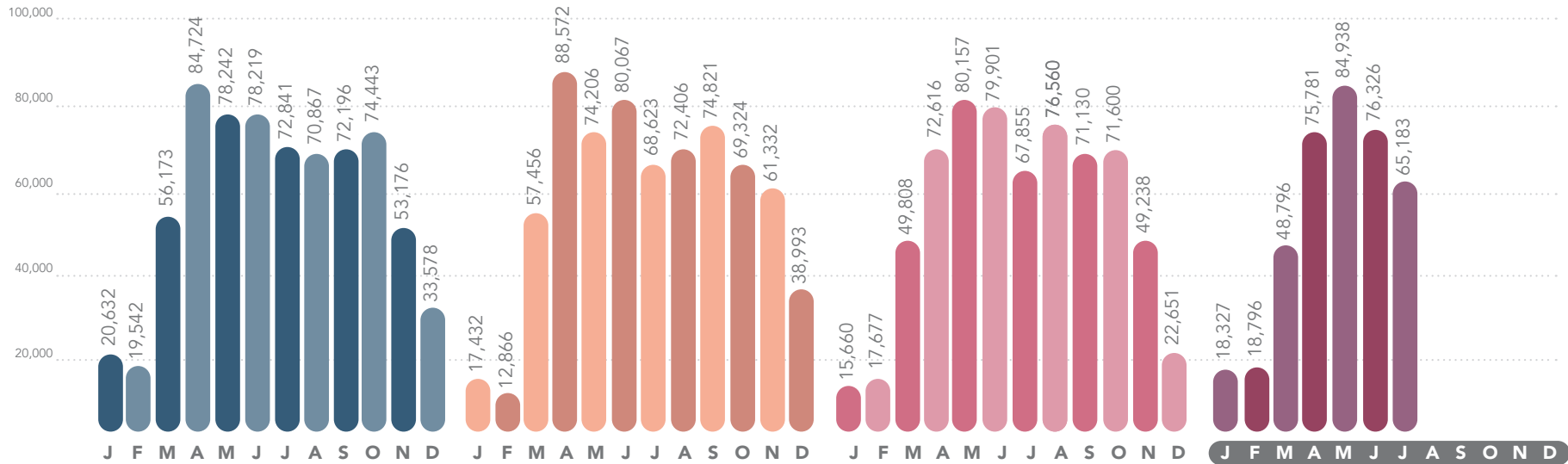
AVERAGE TIME PER TICKET

| 2020 | 2021 | 2022 | 2023 |

Bar chart "Average Time Per Ticket" by month (J F M A M J J A S O N D) for each year:

2020: 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: 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: 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: 6:11, 6:21, 6:09, 5:53, 5:34, 5:36, 5:34

Monthly ticket volume was lower than last year while YTD ticket volume remains higher.

INCOMING TICKET TOTALS Y-T-D

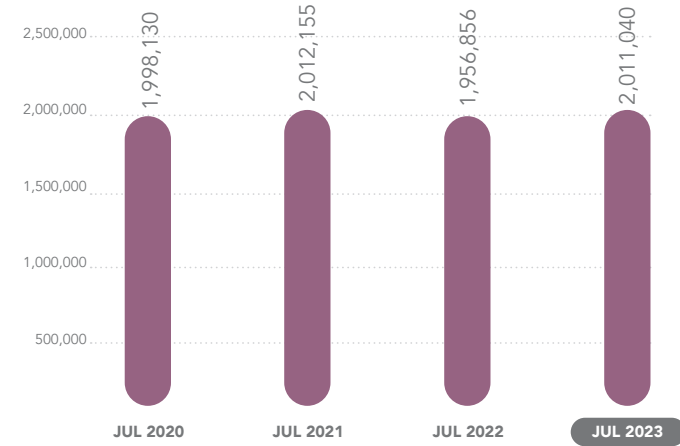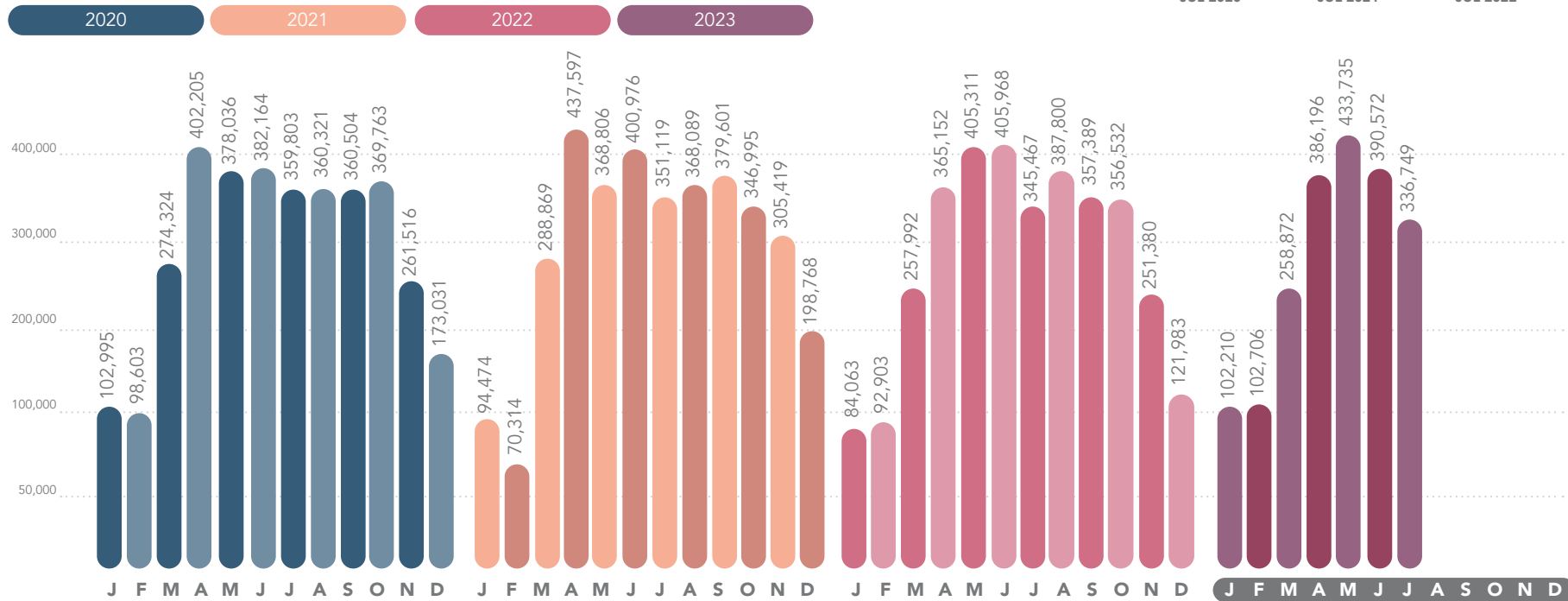| JUL 2020	JUL 2021	JUL 2022	JUL 2023
410,373	399,222	383,674	388,147

INCOMING TICKET TOTALS

Legend: 2020 | 2021 | 2022 | 2023

2020 (J–D): 20,632 | 19,542 | 56,173 | 84,724 | 78,242 | 78,219 | 72,841 | 70,867 | 72,196 | 74,443 | 53,176 | 33,578

2021 (J–D): 17,432 | 12,866 | 57,456 | 88,572 | 74,206 | 80,067 | 68,623 | 72,406 | 74,821 | 69,324 | 61,332 | 38,993

2022 (J–D): 15,660 | 17,677 | 49,808 | 72,616 | 80,157 | 79,901 | 67,855 | 76,560 | 71,130 | 71,600 | 49,238 | 22,651

2023 (J–): 18,327 | 18,796 | 48,796 | 75,781 | 84,938 | 76,326 | 65,183
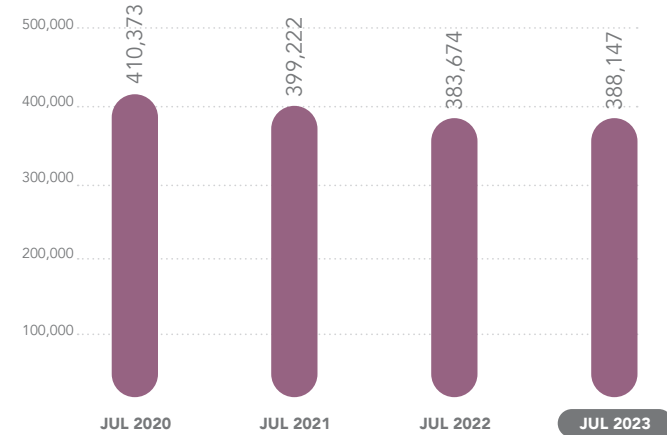
Outgoing ticket totals follow the pattern set by incoming tickets.

OUTBOUND TICKET TOTALS Y-T-D

	JUL 2020	JUL 2021	JUL 2022	JUL 2023
	1,998,130	2,012,155	1,956,856	2,011,040

OUTBOUND TICKET TOTALS

Legend: 2020 | 2021 | 2022 | 2023

2020 (J F M A M J J A S O N 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 F M A M J J A S O N 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 F M A M J J A S O N 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 F M A M J J A S O N D): 102,210 · 102,706 · 258,872 · 386,196 · 433,735 · 390,572 · 336,749

The in/out ratio has followed the historical pattern.

IN/OUT RATIO

2020   2021   2022   2023
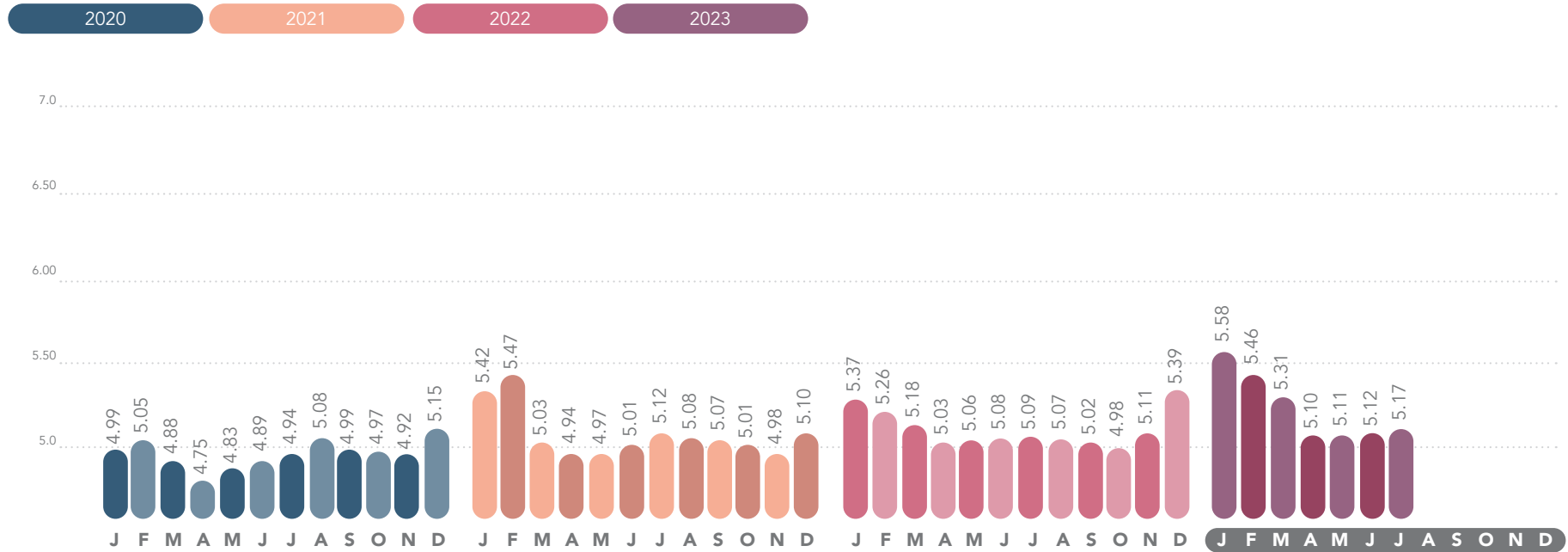
Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.
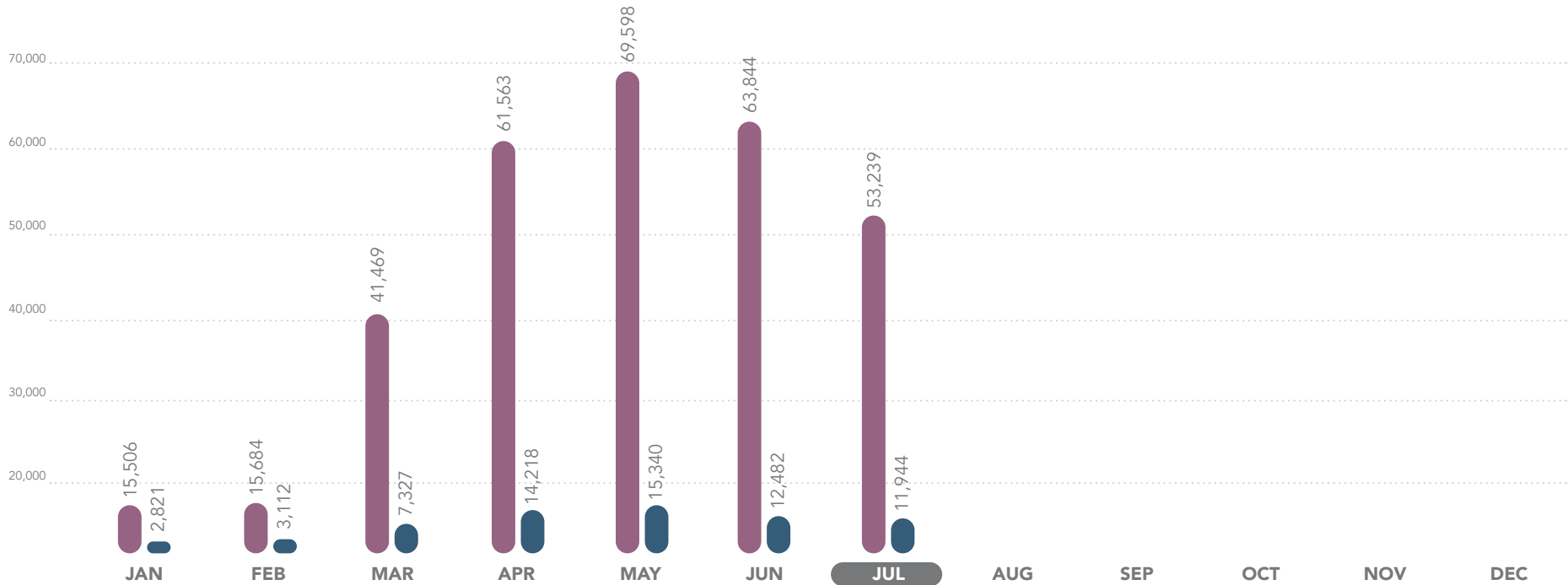
DRS SYSTEM ACTIVITY

DIRs **DLRs**

Month	DIRs	DLRs
JAN	431	202
FEB	428	181
MAR	432	496
APR	327	283
MAY	354	267
JUN	426	348
JUL	279	201
AUG		
SEP		
OCT		
NOV		
DEC		
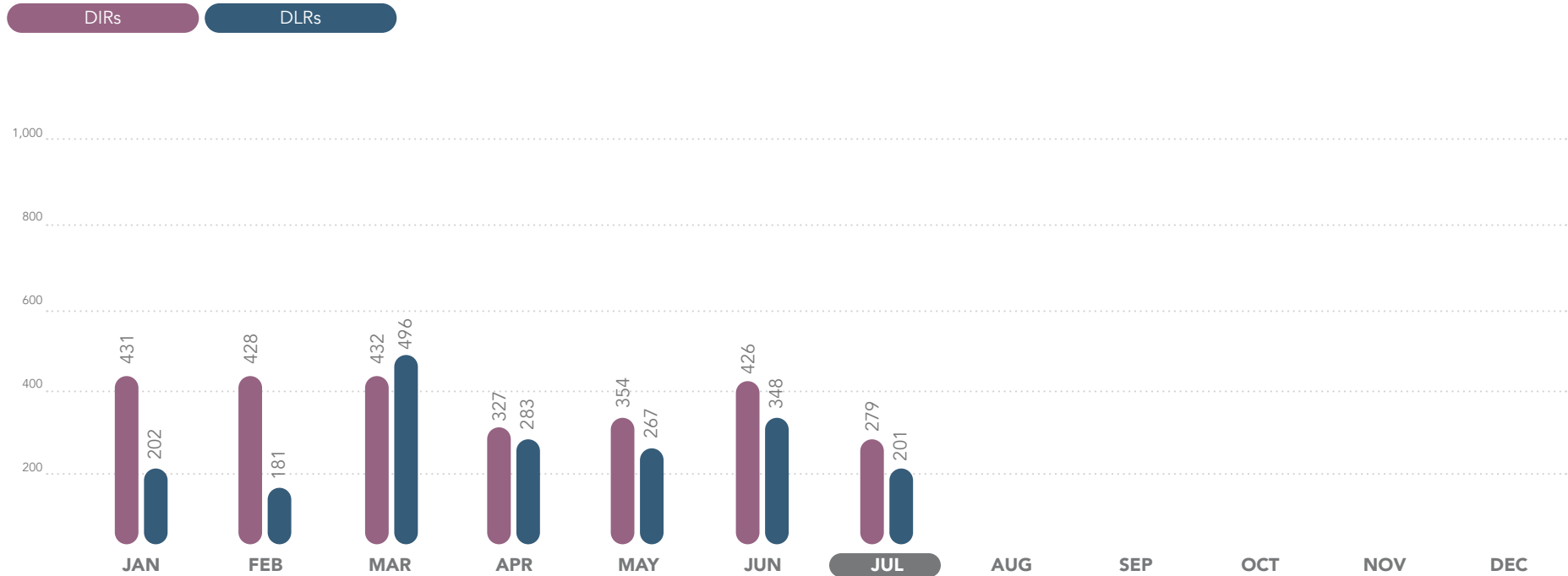
The charts on this page provide a breakdown showing the time of day that incoming tickets were received.

AFTER HOURS ANALYSIS

TICKETS RECEIVED

AFTER HOURS 18%
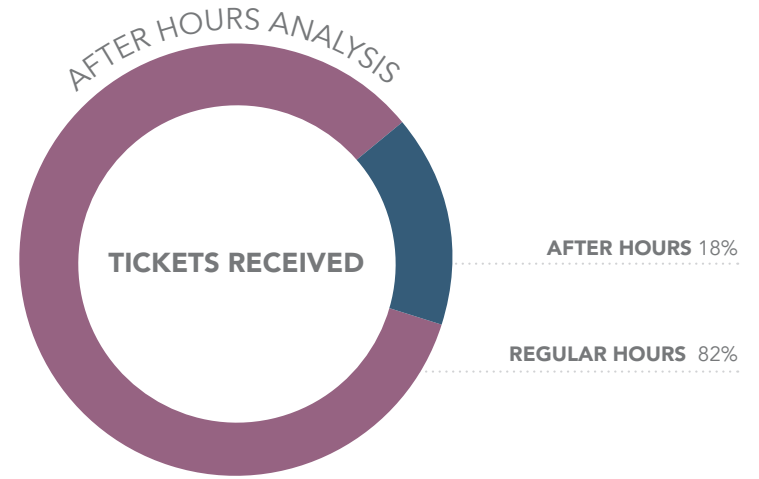
REGULAR HOURS 82%

TIME OF RECEIPT ANALYSIS

REGULAR HOURS   AFTER HOURS

Month	Regular Hours	After Hours
JAN	15,506	2,821
FEB	15,684	3,112
MAR	41,469	7,327
APR	61,563	14,218
MAY	69,598	15,340
JUN	63,844	12,482
JUL	53,239	11,944
AUG		
SEP		
OCT		
NOV		
DEC		

The number of non-compliant tickets is lower than 2022 monthly totals and slightly lower than 2022 YTD totals.

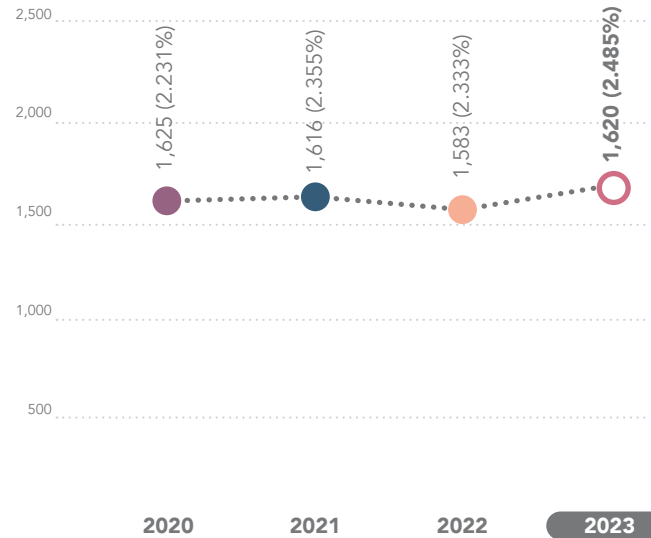## NON-COMPLIANT TICKETS
Y-T-D
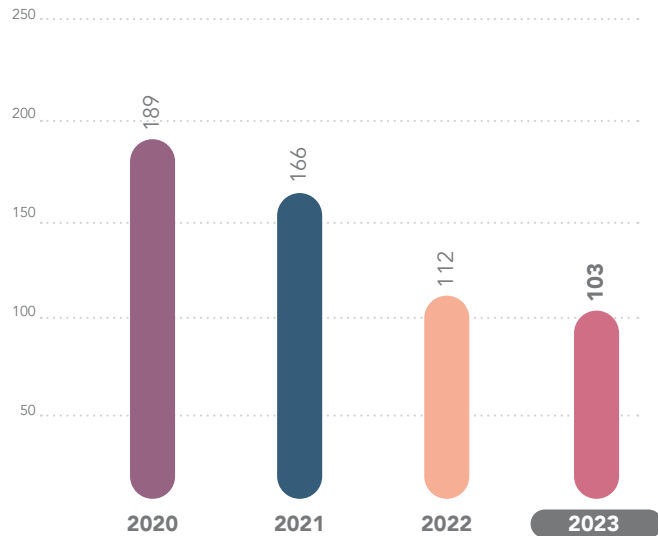
NON-COMPLIANT TICKETS
JULY
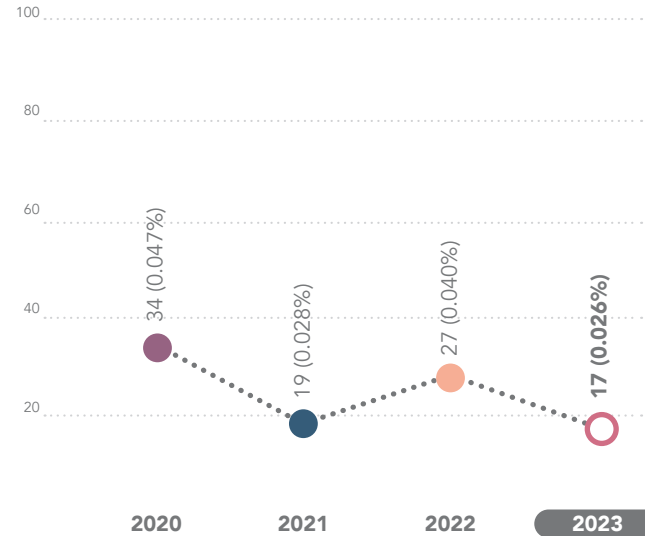
The MTD and YTD total number of emergencies is higher than 2022.
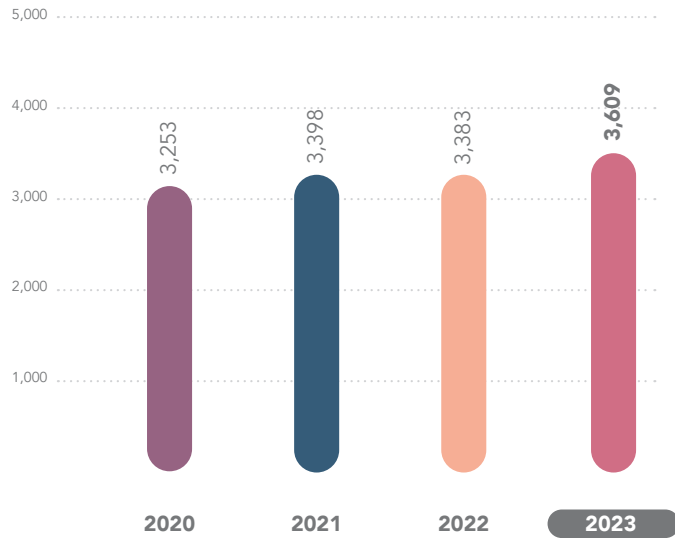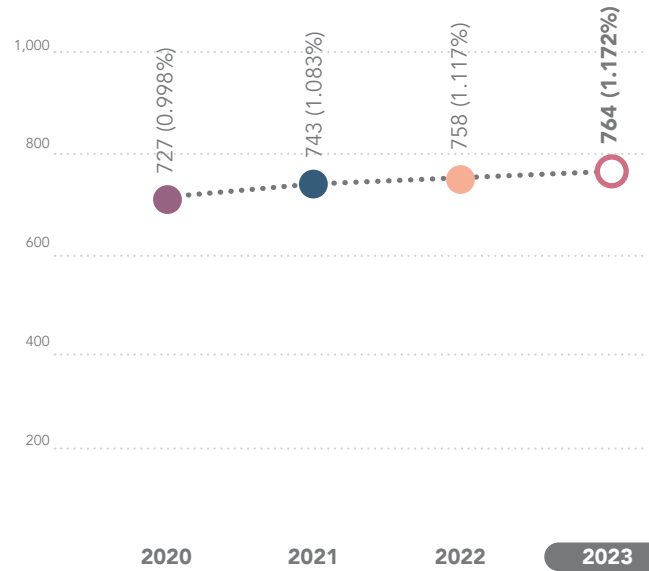
EMERGENCY TICKETS
Y-T-D

Year	Tickets
2020	9,002
2021	9,947
2022	10,470
2023	10,671

EMERGENCY TICKETS
JULY

Year	Tickets
2020	1,625 (2.231%)
2021	1,616 (2.355%)
2022	1,583 (2.333%)
2023	1,620 (2.485%)

IOWA 811 ONE CALLsm
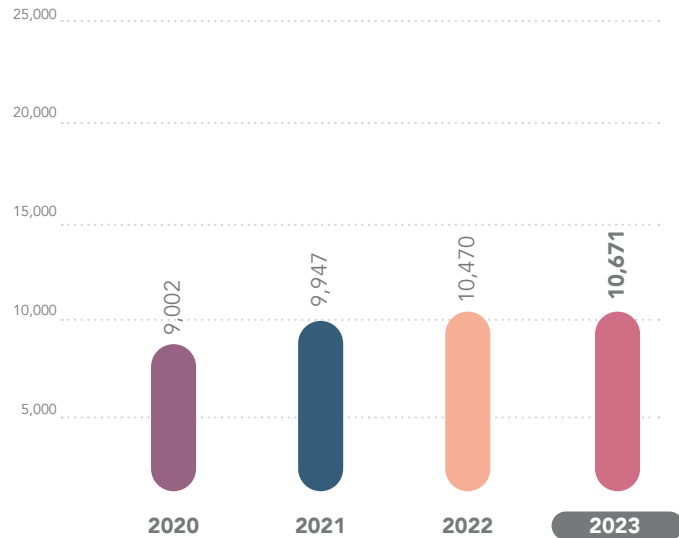
The number of dig-in tickets YTD is higher than 2022 and MTD is also slightly higher than last June.
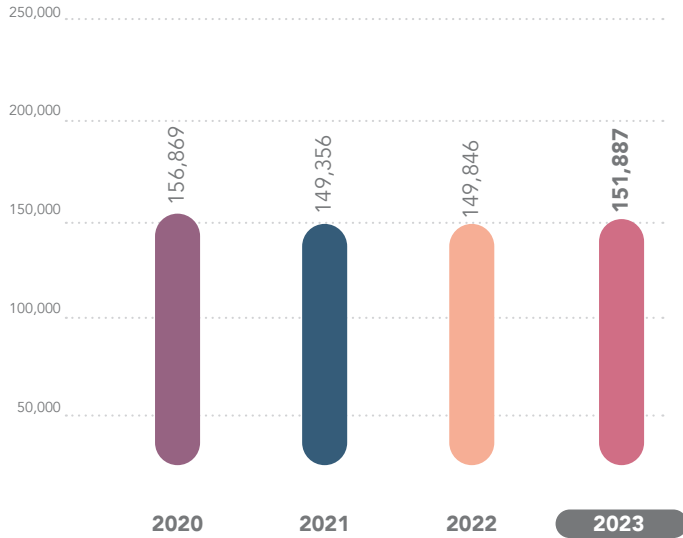
DIG IN TICKETS
Y-T-D

2020	2021	2022	2023
3,253	3,398	3,383	3,609

DIG IN TICKETS
JULY

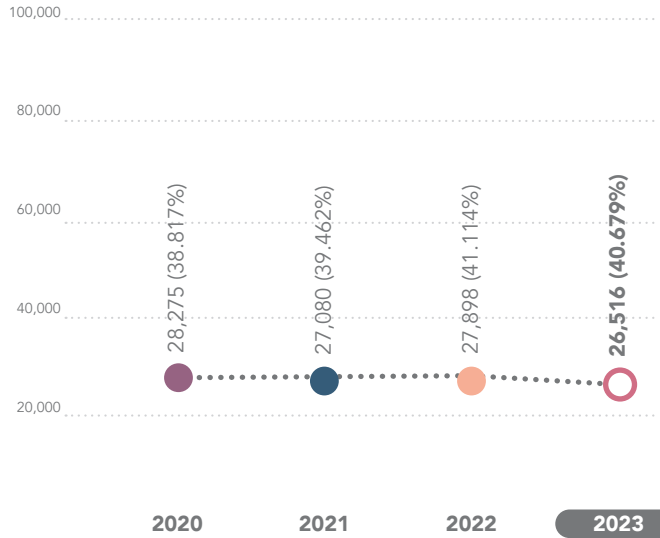| 2020	2021	2022	2023
727 (0.998%)	743 (1.083%)	758 (1.117%)	764 (1.172%)

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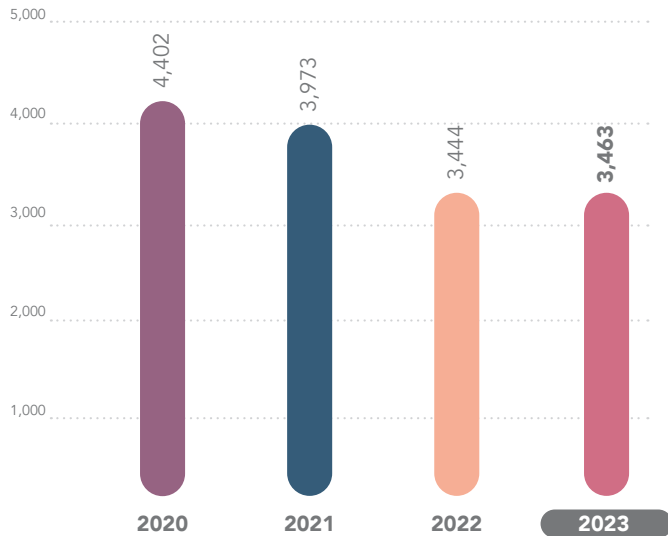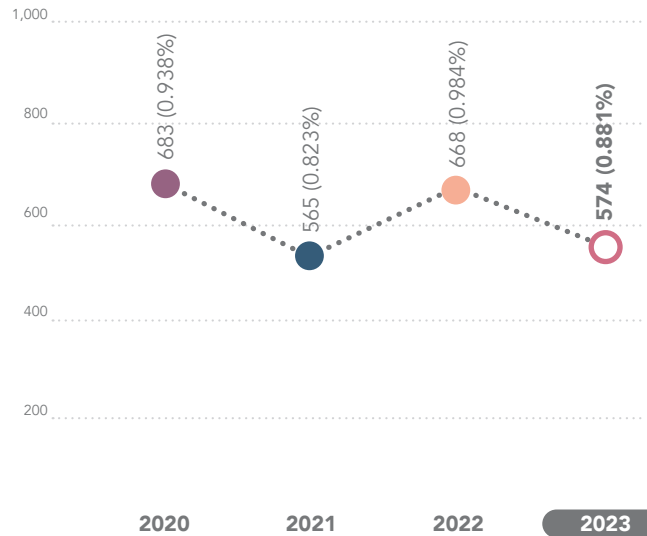
WHITELINED TICKETS
Y-T-D

2020	2021	2022	2023
156,869	149,356	149,846	151,887

WHITELINED TICKETS
JULY

2020	2021	2022	2023
28,275 (38.817%)	27,080 (39.462%)	27,898 (41.114%)	26,516 (40.679%)

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

TICKETS WITH GPS
Y-T-D

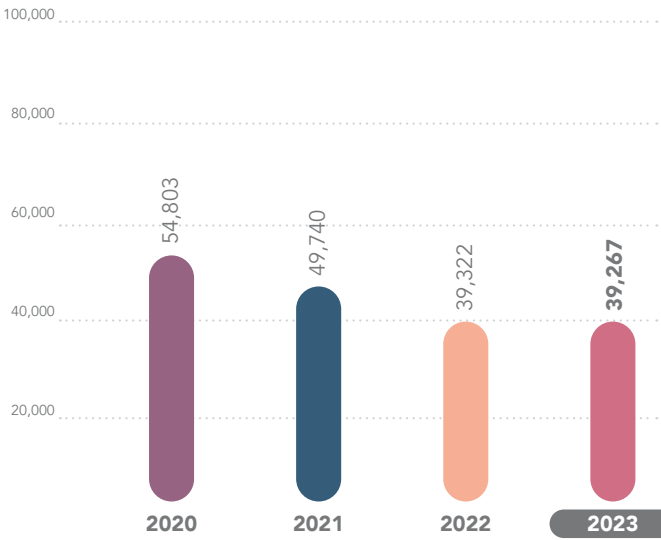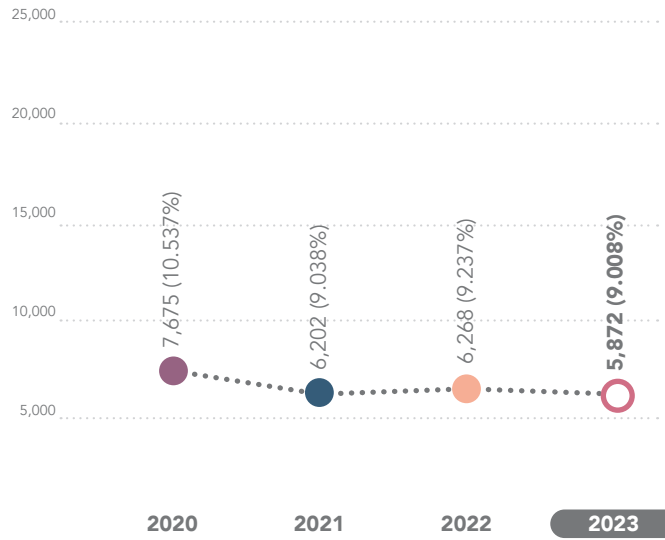| Year	Value
2020	4,402
2021	3,973
2022	3,444
2023	3,463

TICKETS WITH GPS
JULY

Year	Value
2020	683 (0.938%)
2021	565 (0.823%)
2022	668 (0.984%)
2023	574 (0.881%)

Homeowner ticket volume is lower annually and monthly than last year.

HOMEOWNER TICKETS
Y-T-D

Year	Value
2020	54,803
2021	49,740
2022	39,322
2023	39,267

HOMEOWNER TICKETS
JULY

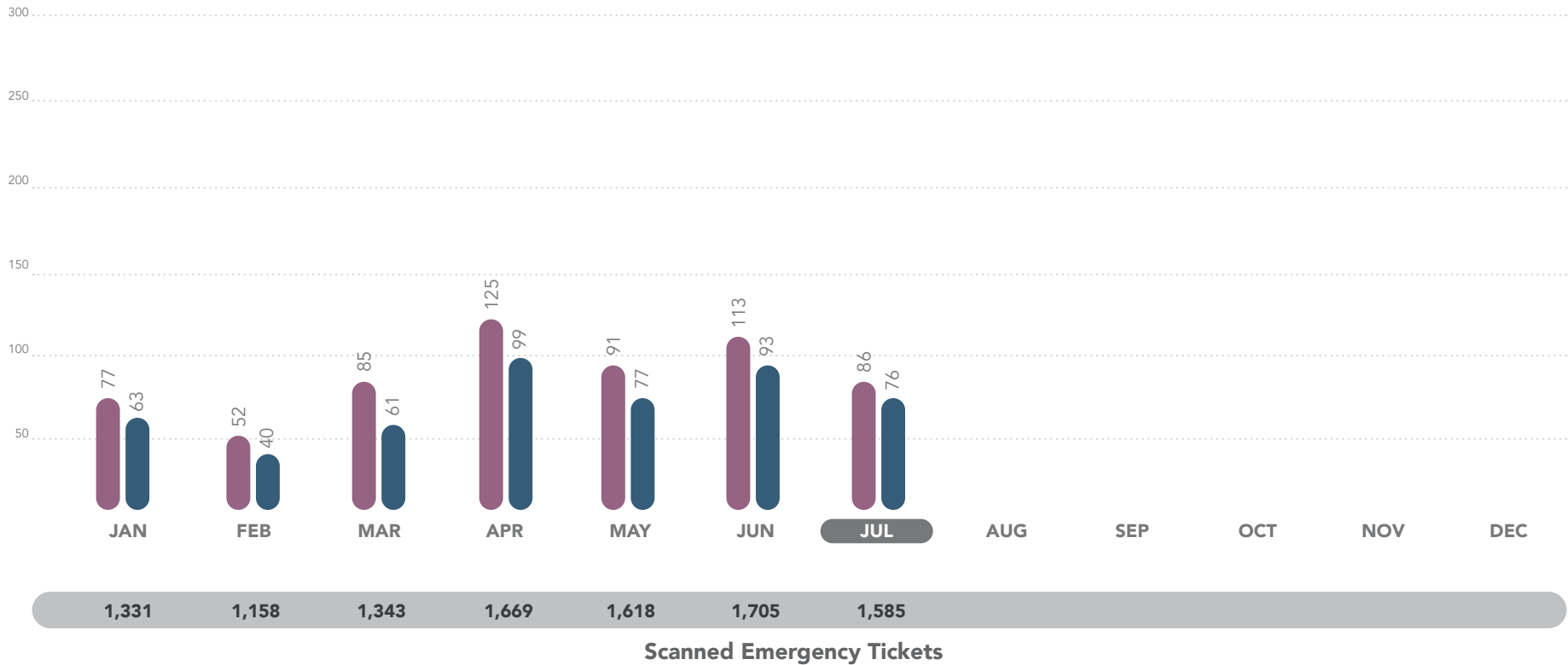| Year	Value
2020	7,675 (10.537%)
2021	6,202 (9.038%)
2022	6,268 (9.237%)
2023	5,872 (9.008%)

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
77 / 63	52 / 40	85 / 61	125 / 99	91 / 77	113 / 93	86 / 76

| 1,331 | 1,158 | 1,343 | 1,669 | 1,618 | 1,705 | 1,585 |

Scanned Emergency Tickets

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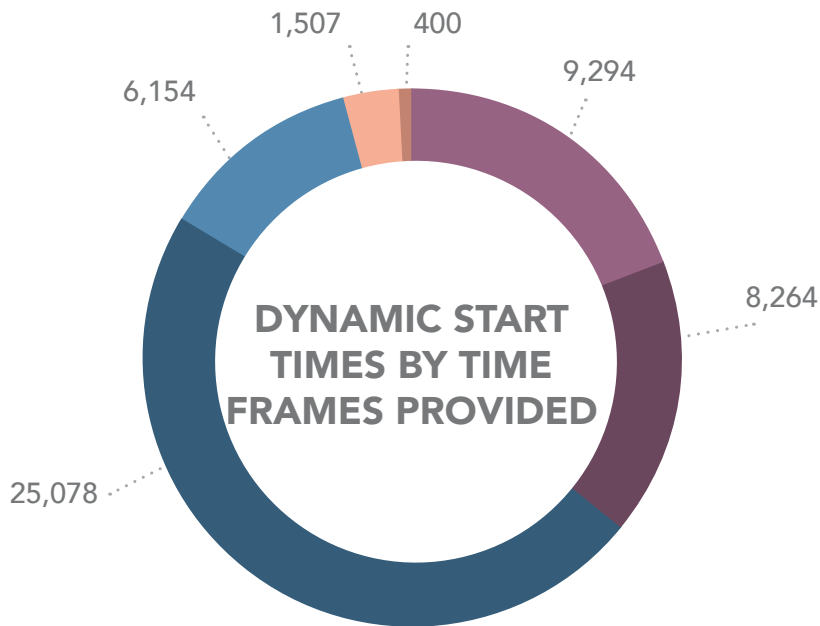These numbers are from all counties in Iowa, and reflect only those tickets that were:

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

Legend:
- <2 Business Hours
- 2-4 Business Hours
- 4-9 Business Hours
- 1-3 Business Days
- 3-7 Business Days
- >7 Business Days

**Business hours are M-F 8am-5pm, excluding holidays.
A "Business Day" is defined as 9 Business hours.**

DYNAMIC START TIMES BY TIME FRAMES PROVIDED

- 1,507
- 400
- 9,294
- 6,154
- 8,264
- 25,078

COMPLIANT TICKET BREAKDOWN

Dynamic Start Time Tickets from Mon - Friday: 50,697
Total Compliant Tickets: 59,422

(10,000 — 20,000 — 30,000 — 40,000 — 50,000 — 60,000 — 70,000 — 80,000)