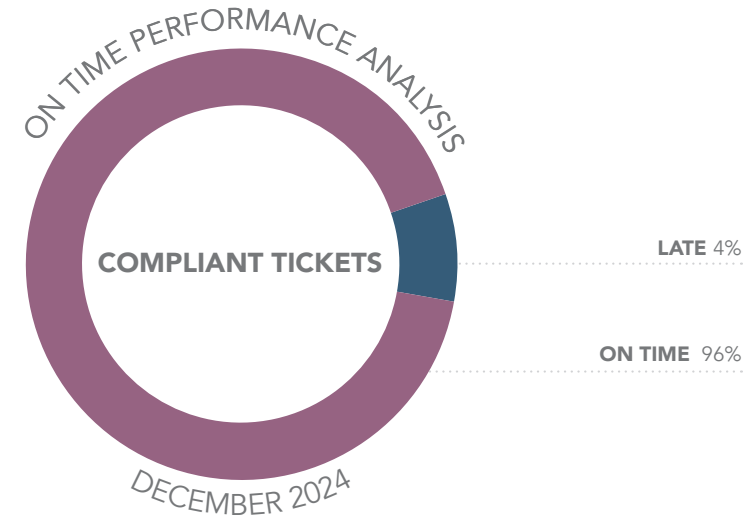
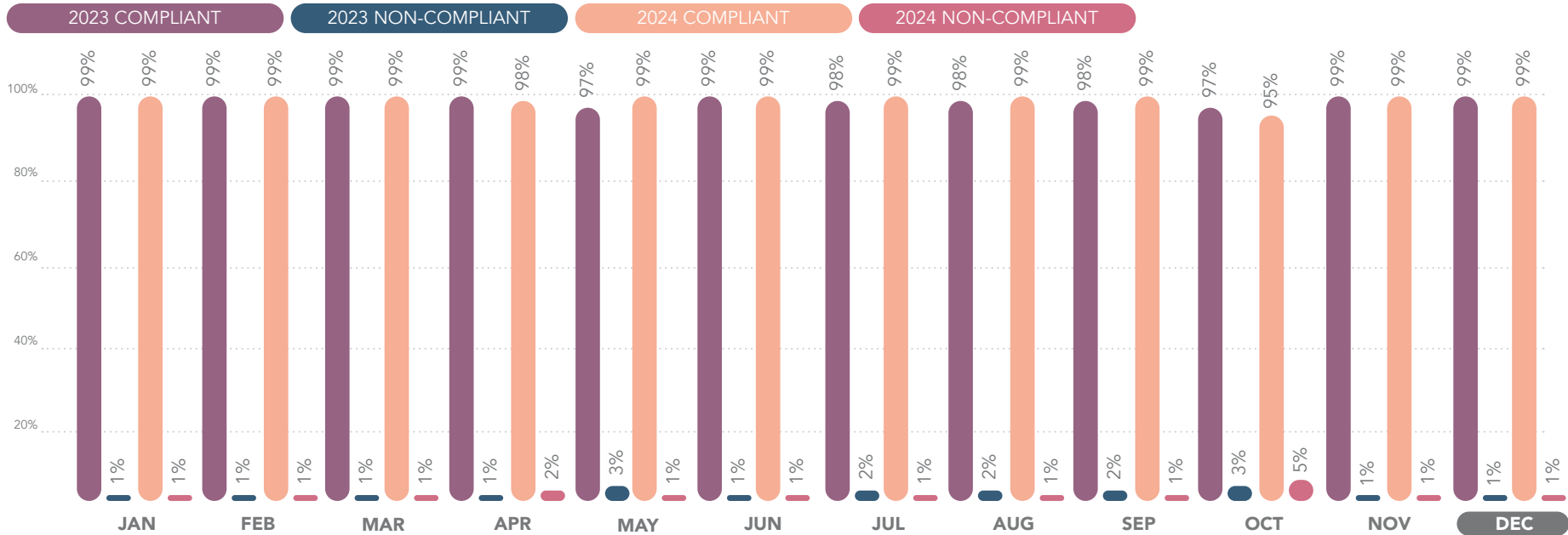


The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within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



### POSITIVE RESPONSE COMPLIANCE

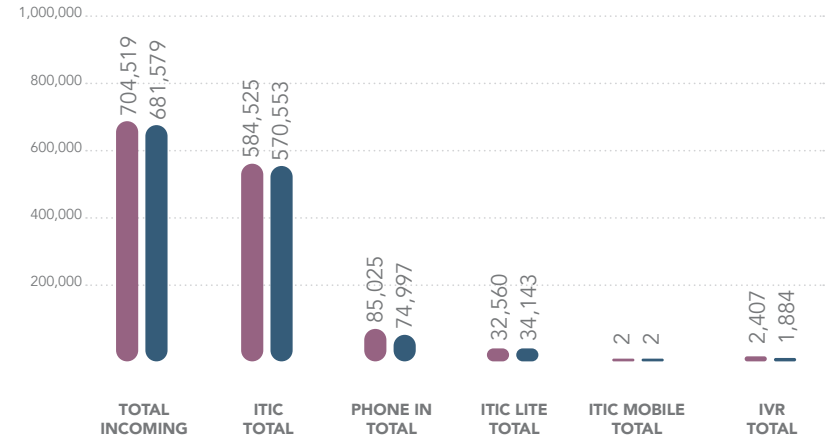


ITIC, ITIC Lite, and ITIC Mobile activity all continue to grow, and make up a greater percentage of incoming locates. Phone In activity will continue to make up a smaller portion of the total as more IOC users make the change to on-line ticket entry. Volume is slightly lower compared to last year.

### ITIC ACTIVITY Y-T-D

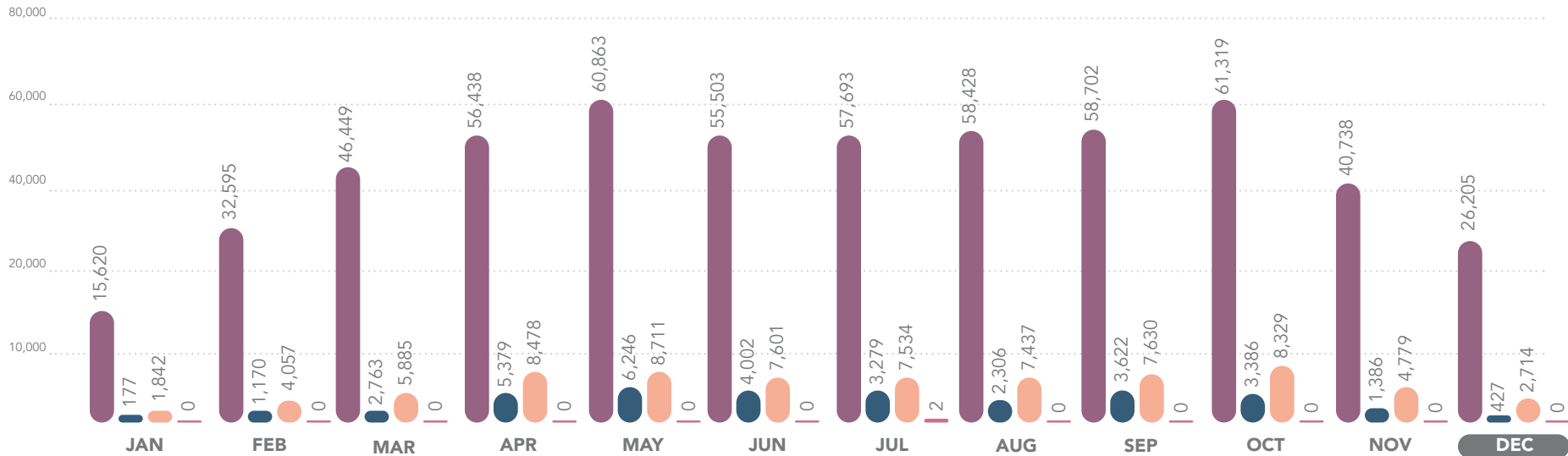
Y-T-D 2023

Y-T-D 2024

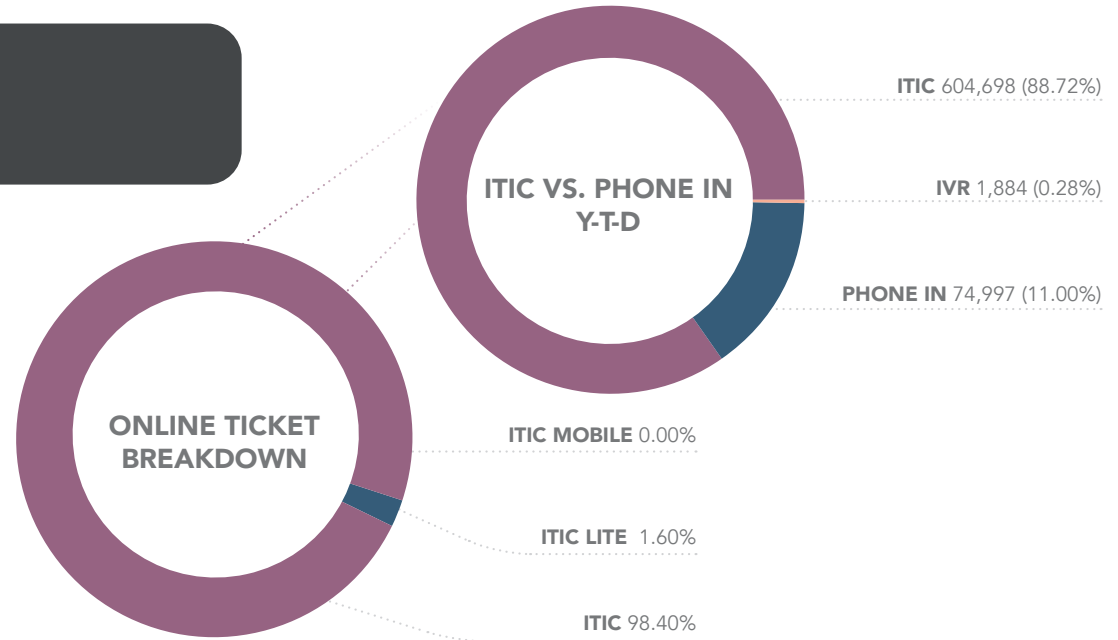


### MONTHLY ITIC ACTIVITY

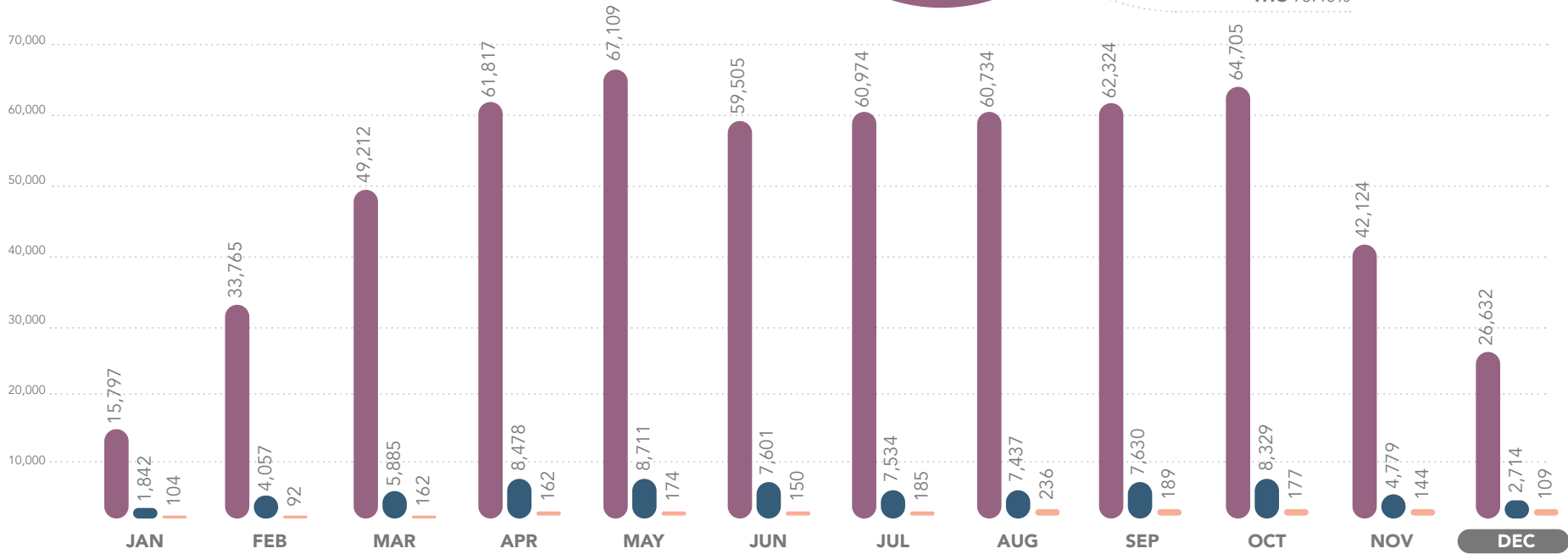
ITIC ITIC LITE PHONE IN ITIC MOBILE



The number of tickets received through ITIC is nearly 90 percent.

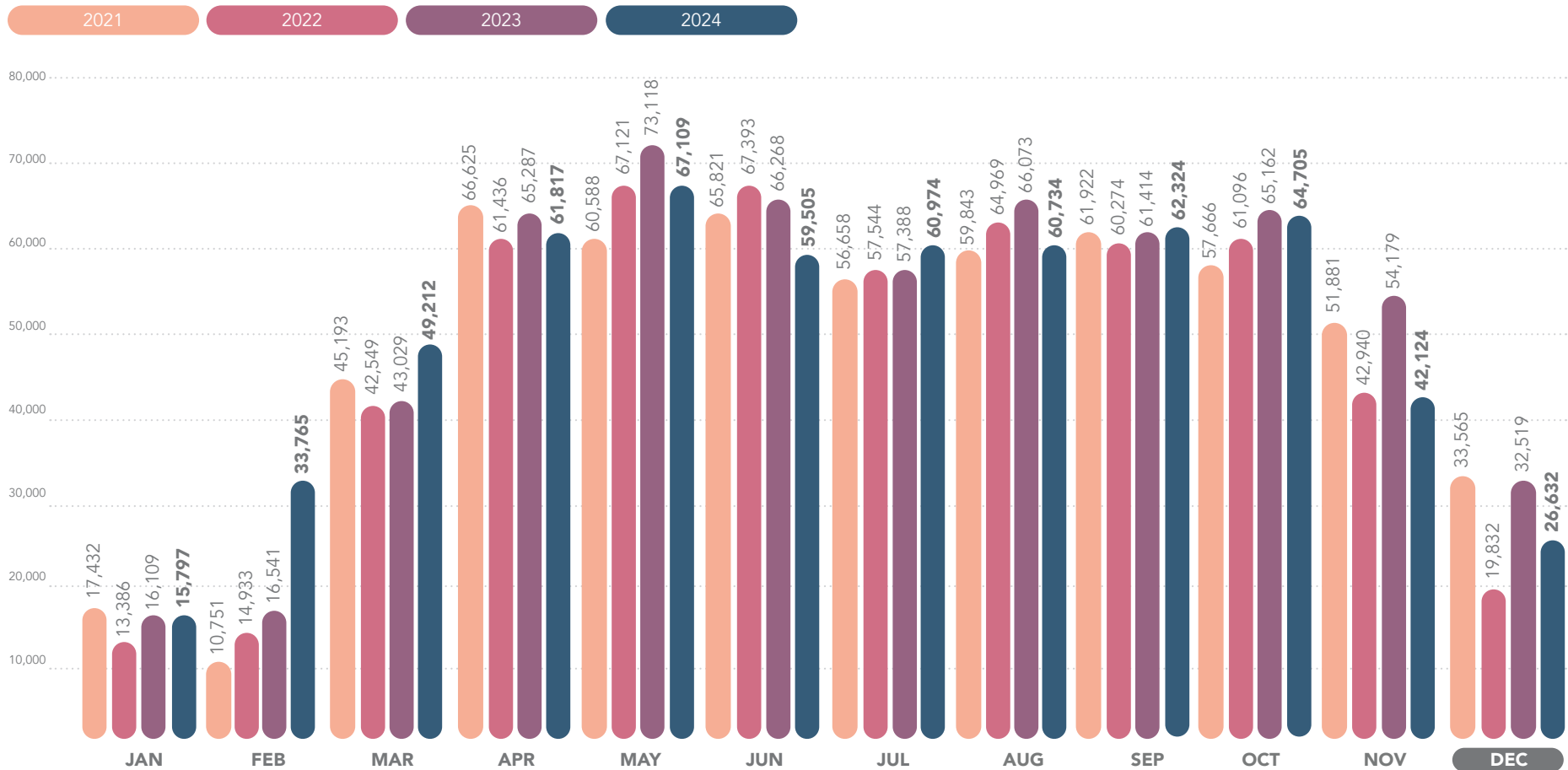


### ITIC VS. PHONE IN



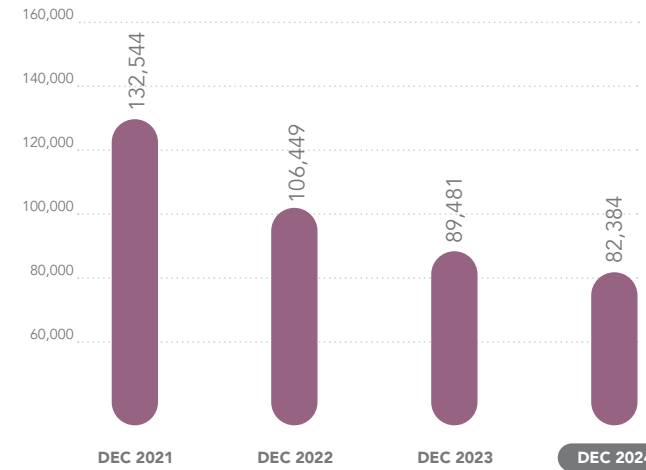
This chart tracks ITIC usage through the last few years.

### COMPARATIVE ITIC VOLUME



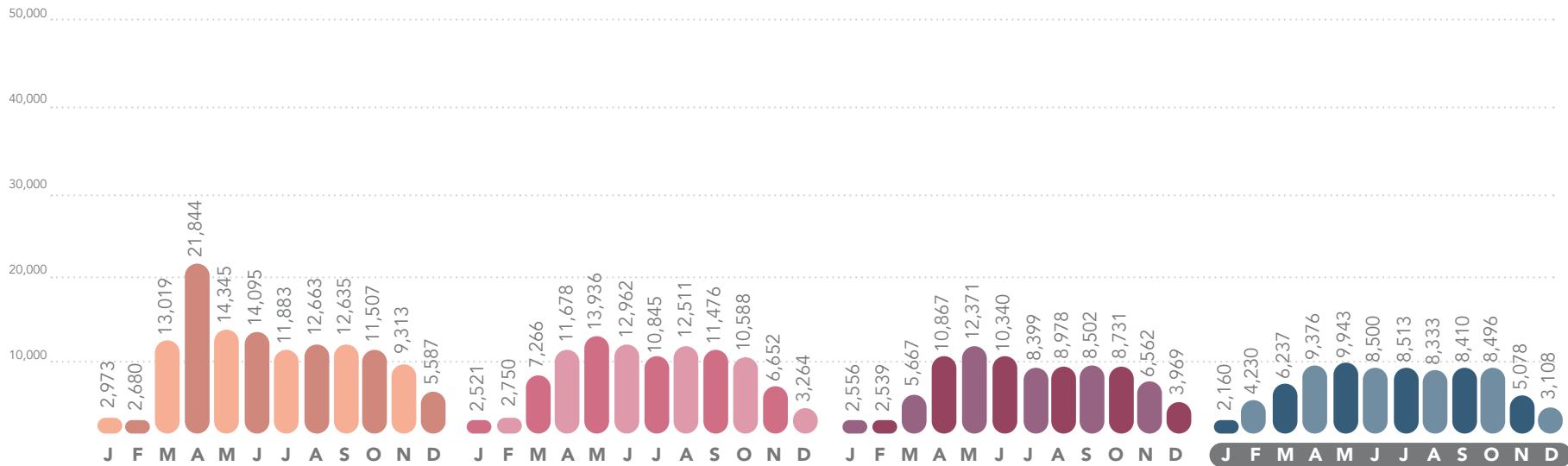
Total current month number of incoming phone calls is lower this month over 2023 even as the overall number of tickets submitted on line continues to grow.

### TOTAL INCOMING CALLS Y-T-D



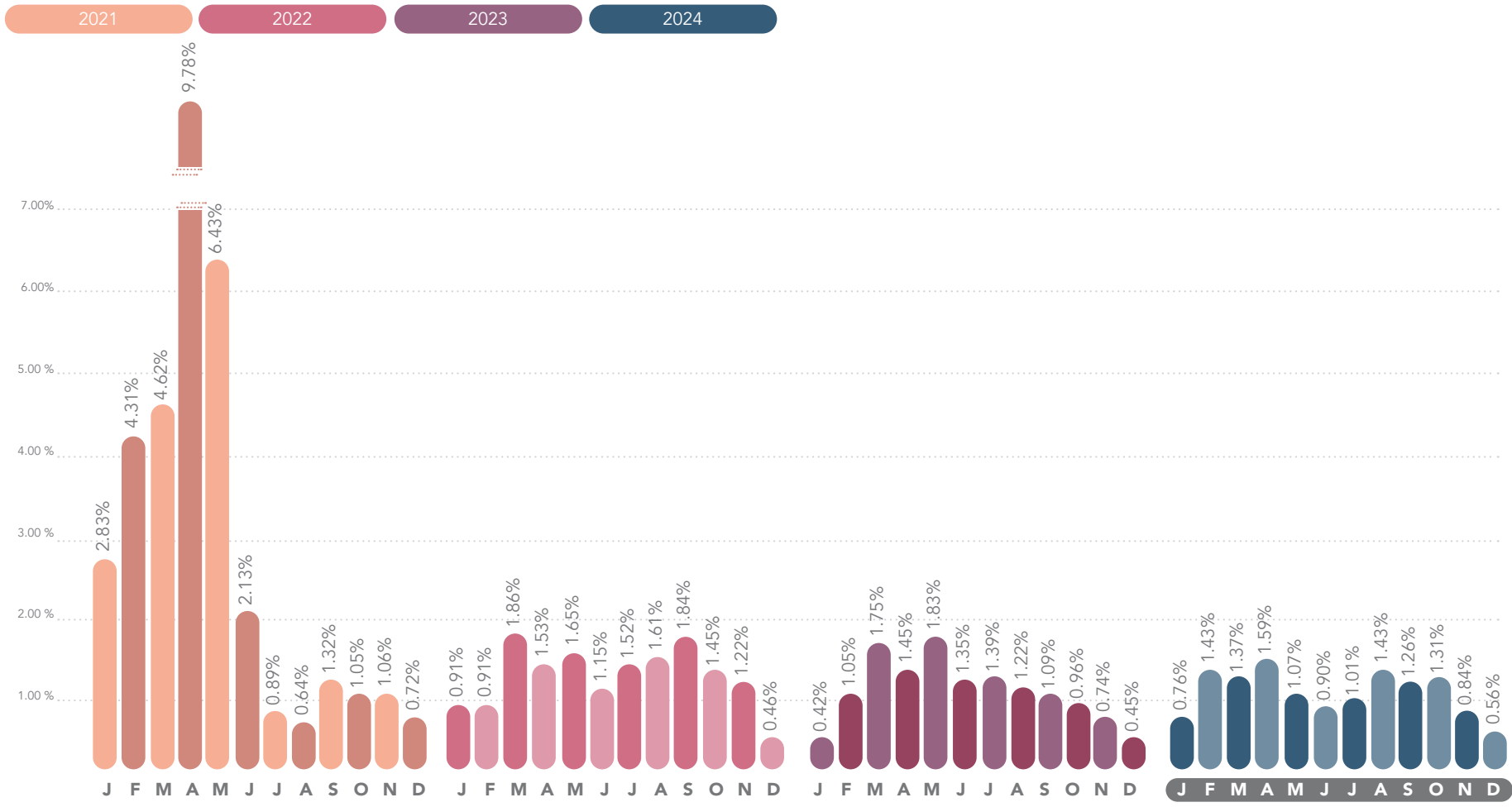
### TOTAL INCOMING CALLS

2021 2022 2023 2024



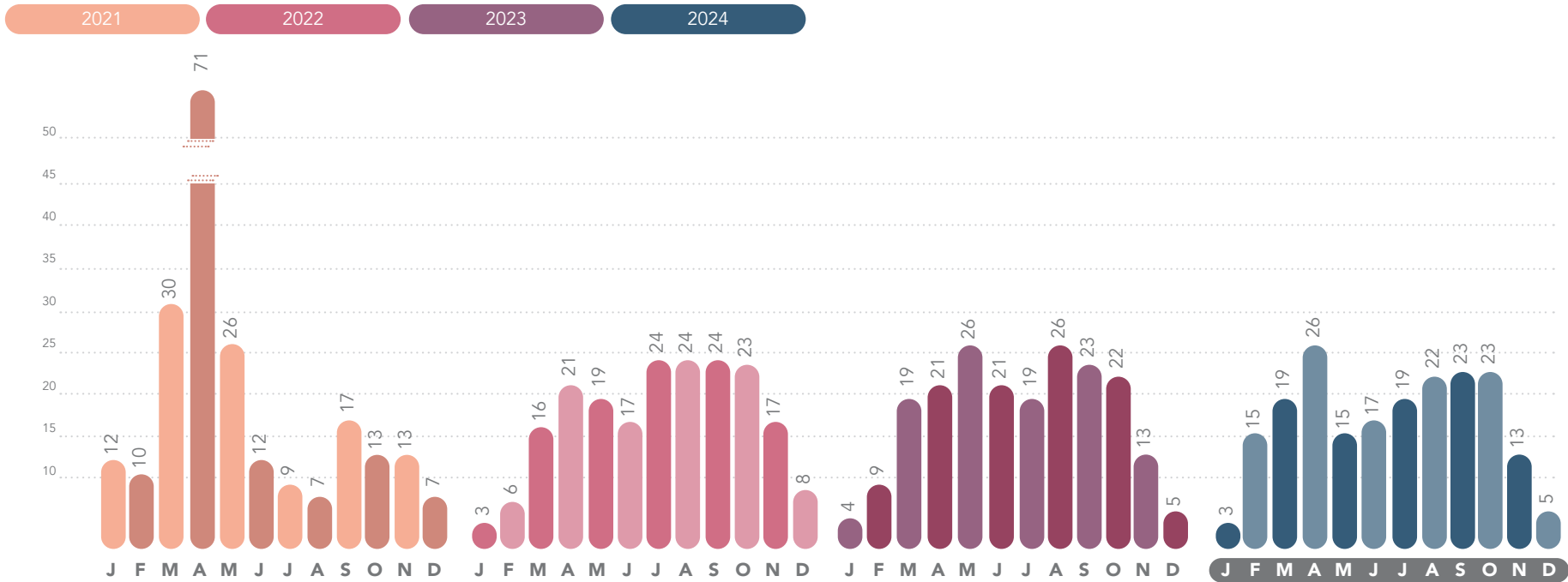
The percentage of Abandoned Calls is slightly higher this month than last December.

### CALLS ABANDONED

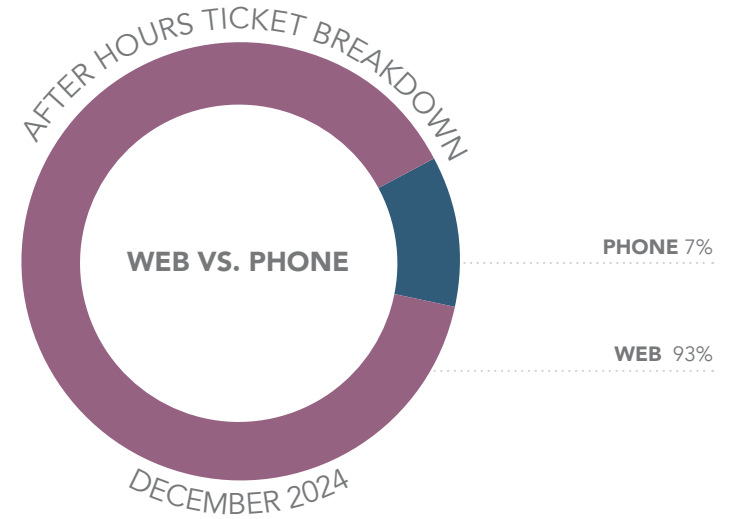


The average speed to answer is the same as last year for this period (second month in a row!).

### AVERAGE SPEED TO ANSWER

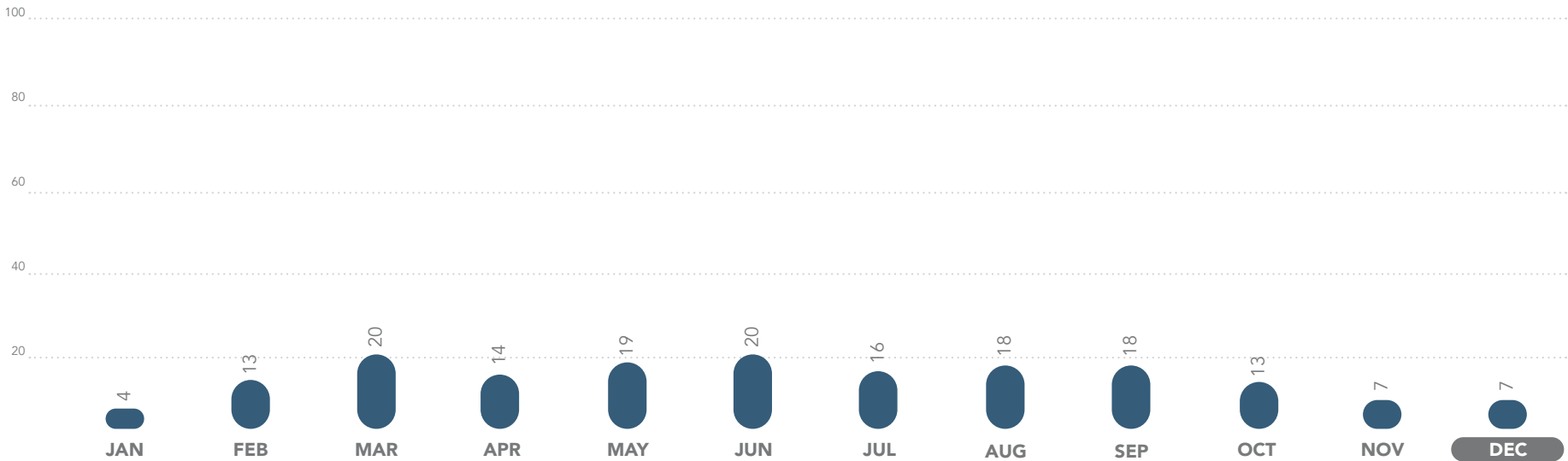


The chart below reflects the average speed (ASA) to answer during the after hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC.



### AVERAGE SPEED TO ANSWER AFTER HOURS

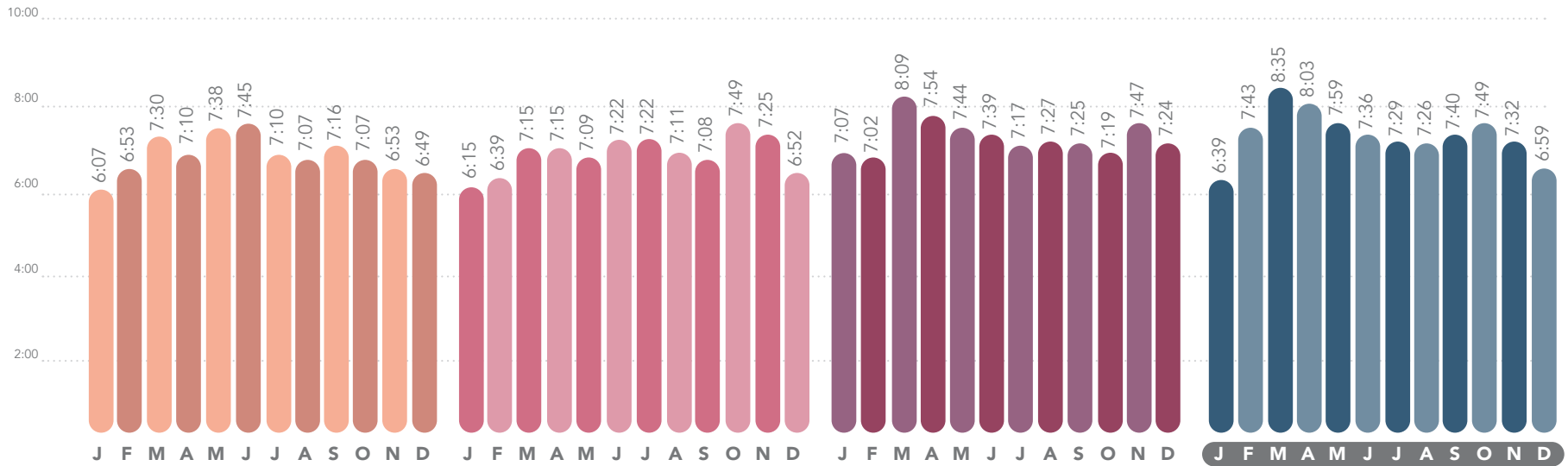
2024





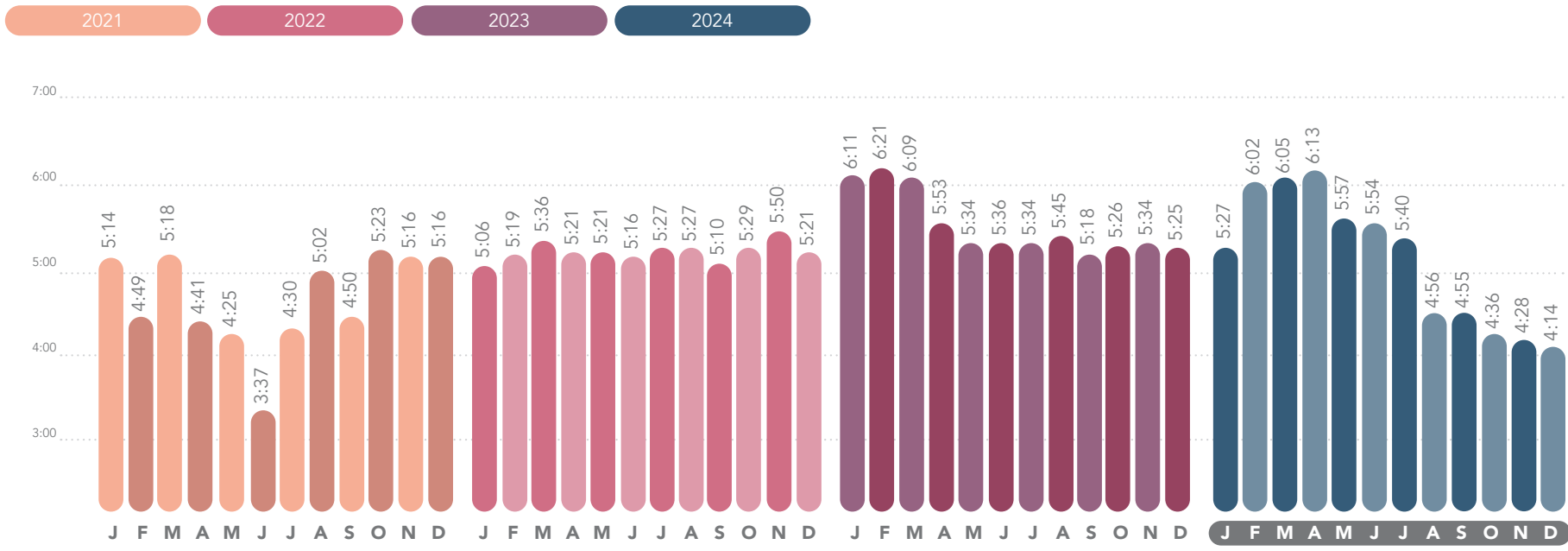
Average talk time is lower than it was last year at this time.

### AVERAGE TALK TIME



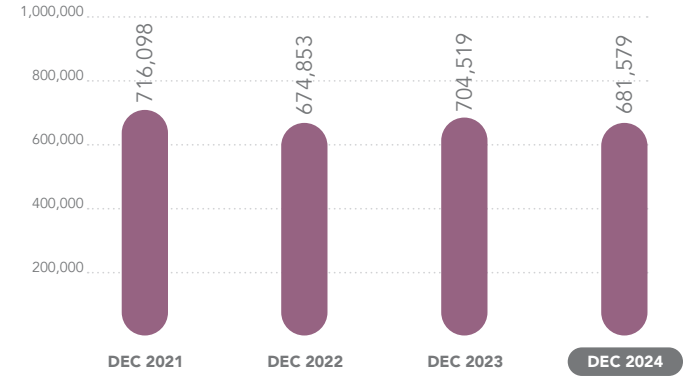
The average time per ticket is significantly lower than it was last December.

### AVERAGE TIME PER TICKET

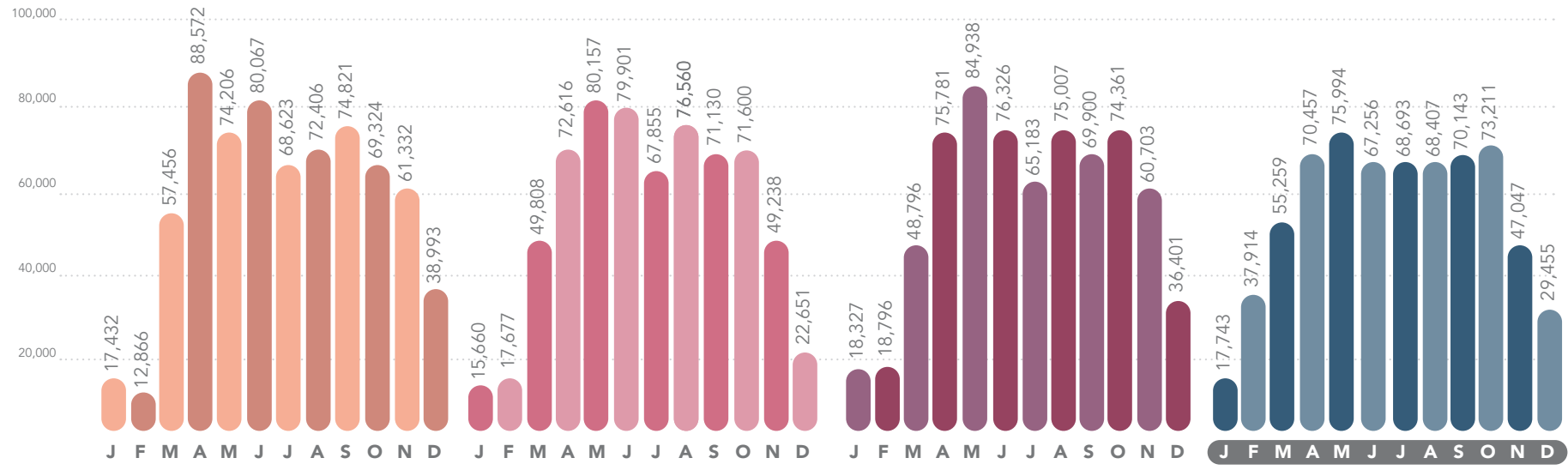


Both monthly ticket volume and YTD incoming volume are lower than last year for this period.

### INCOMING TICKET TOTALS Y-T-D

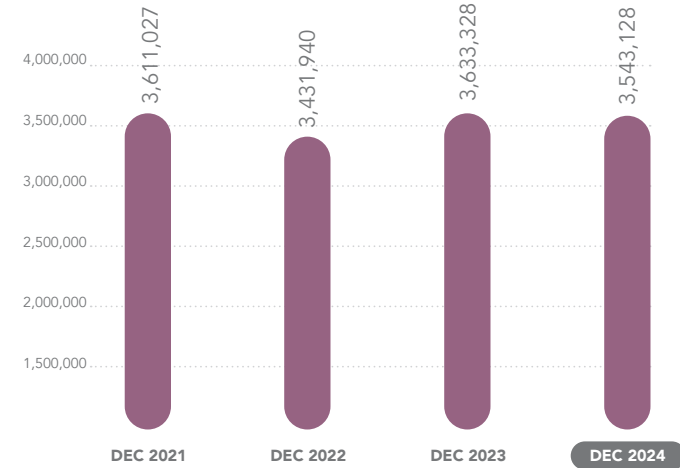


### INCOMING TICKET TOTALS



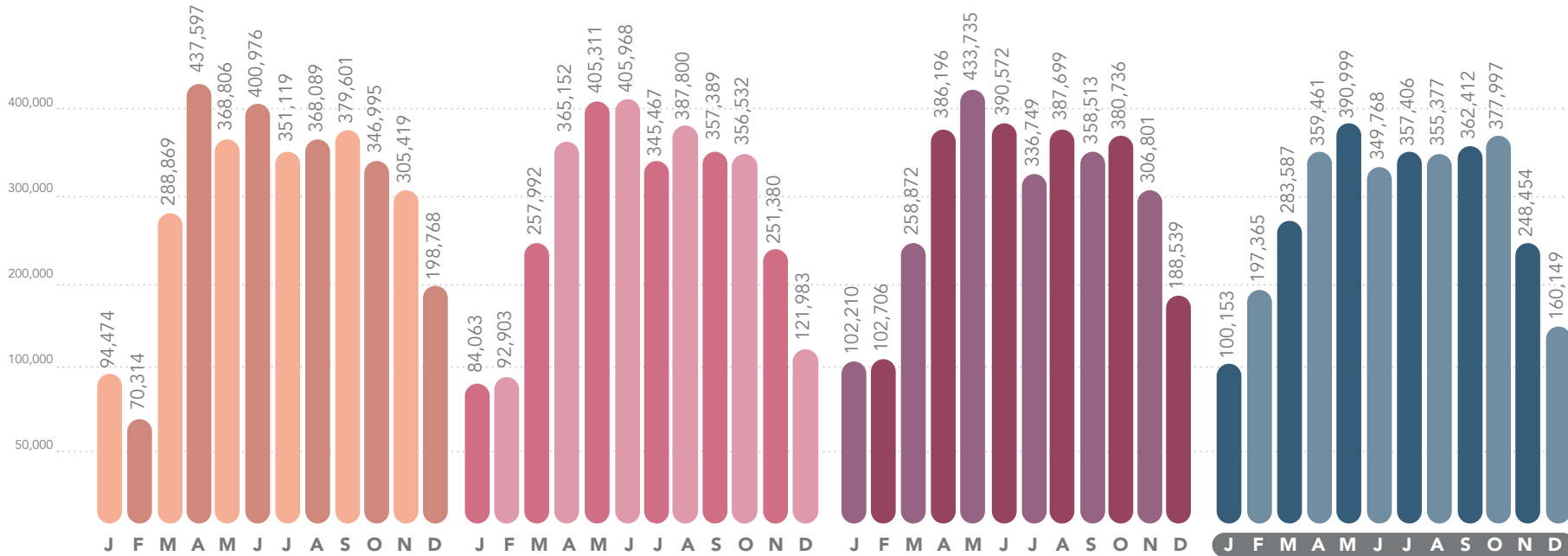
Outgoing ticket totals follow the pattern set by incoming tickets.

### OUTBOUND TICKET TOTALS Y-T-D



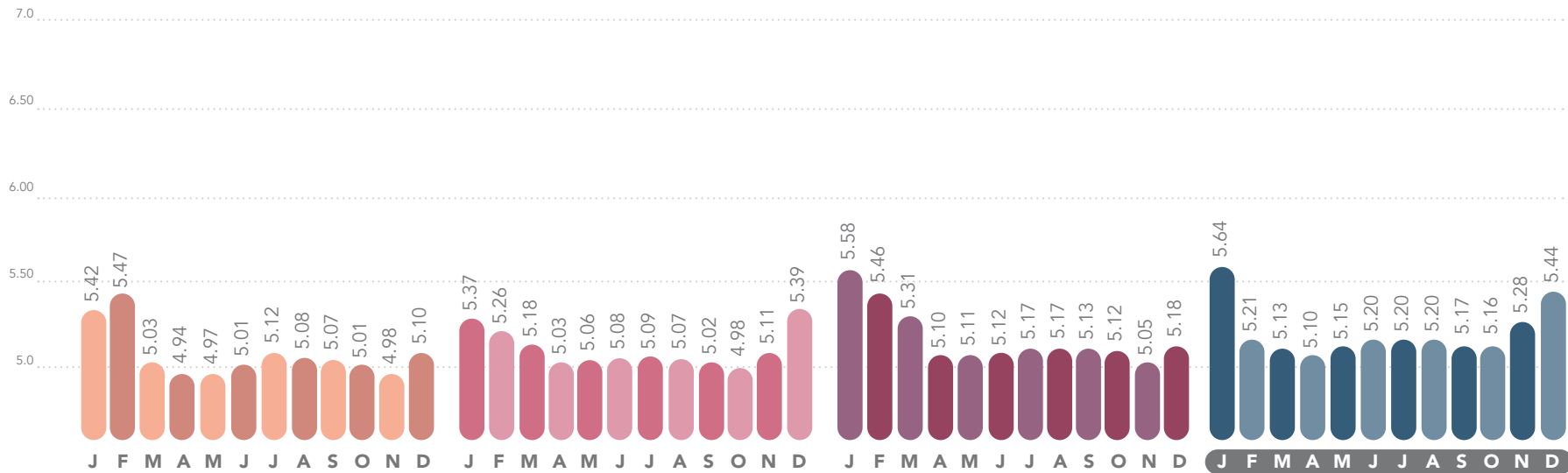
### OUTBOUND TICKET TOTALS

2021 2022 2023 2024



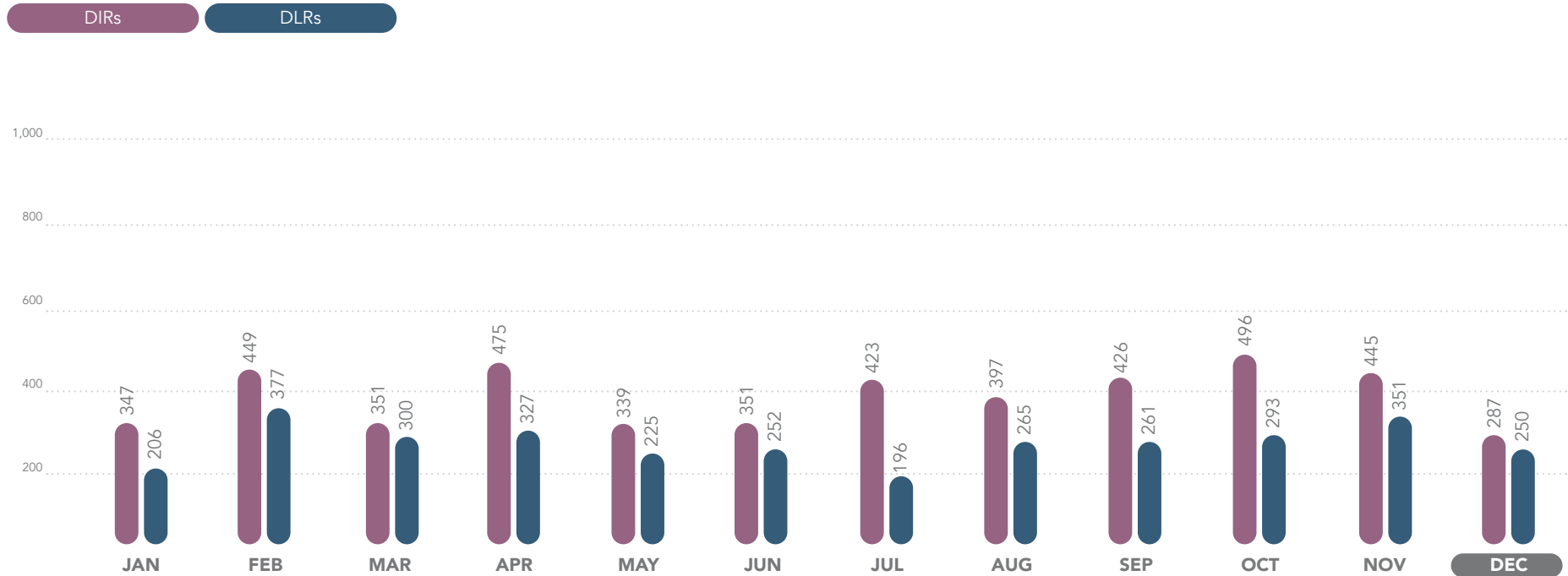
The in/out ratio has followed the historical pattern.

### IN/OUT RATIO

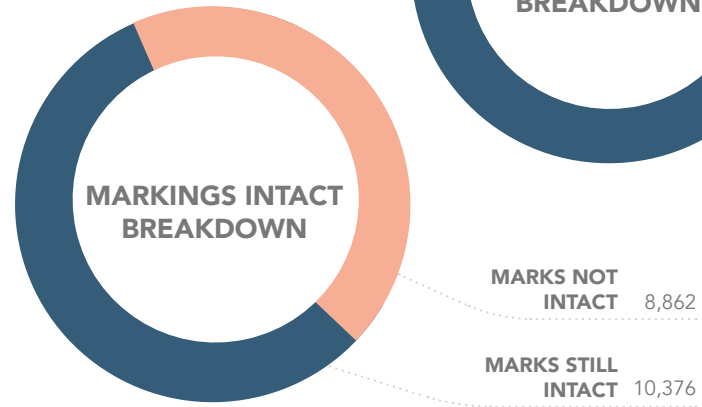
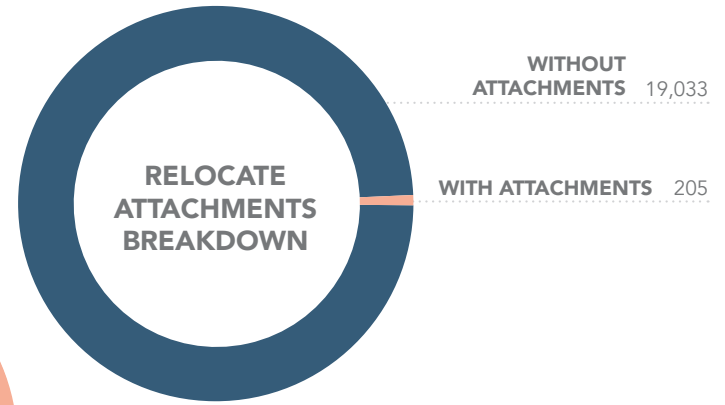


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

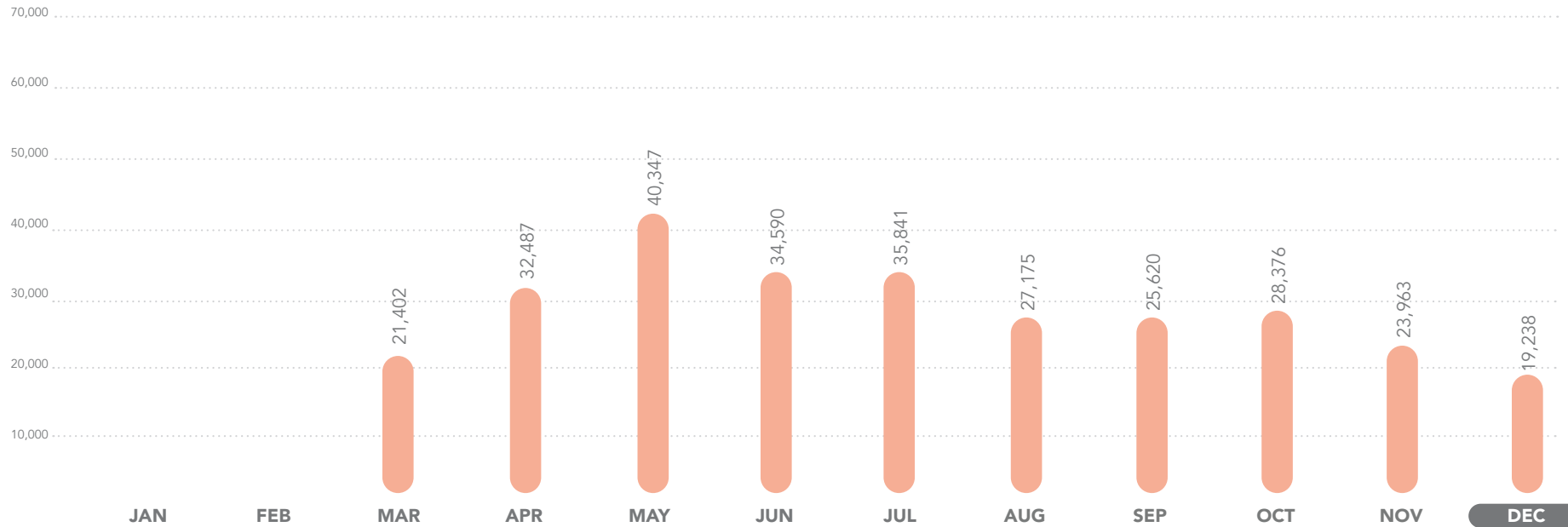
## DRS SYSTEM ACTIVITY



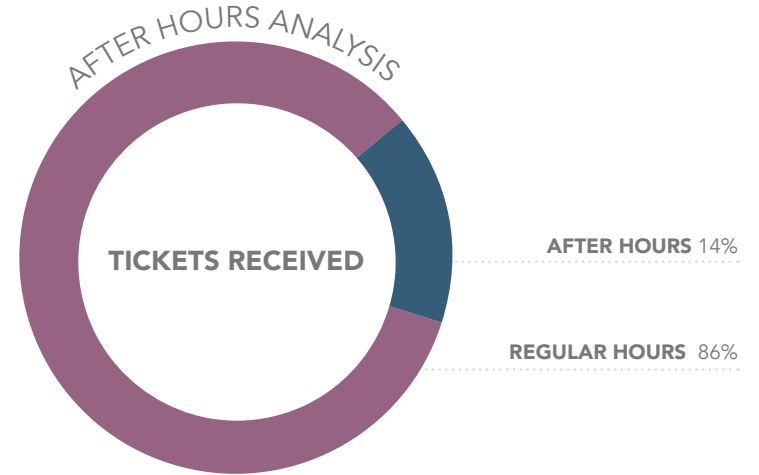
Iowa One Call instituted the new Relocate feature on March 4th, 2024 at 7am.



### Total Relocate Tickets



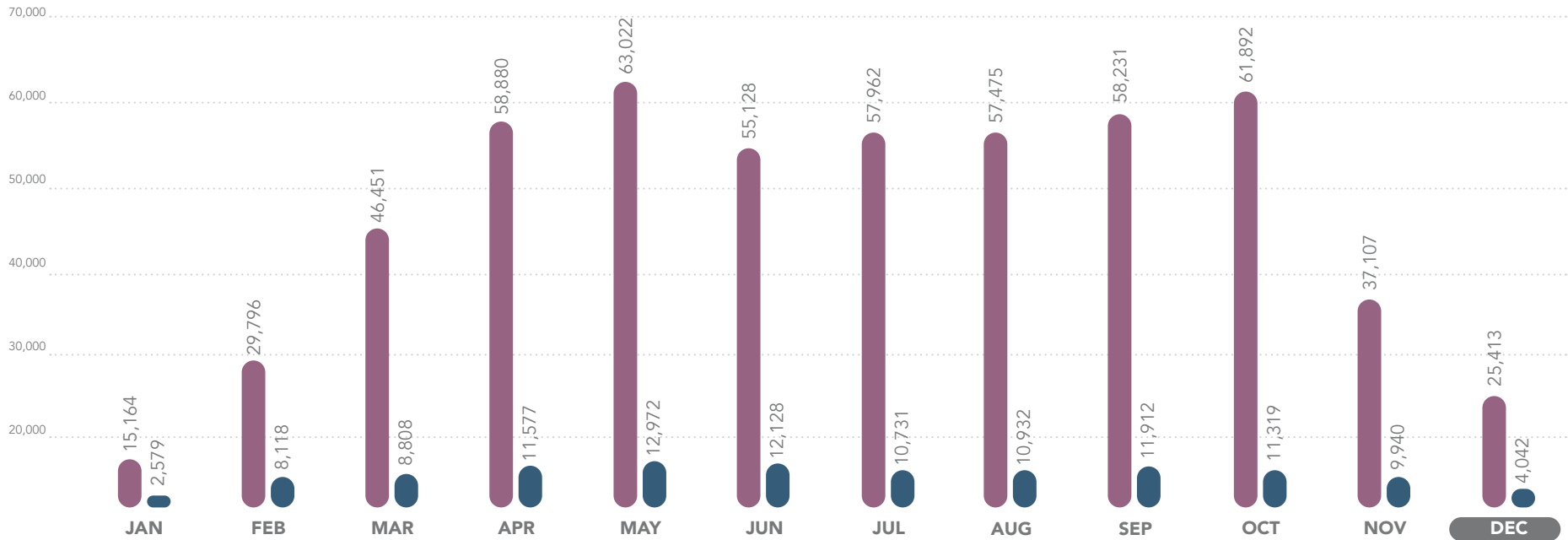
The charts on this page provide a breakdown showing the time of day that incoming tickets were received.



### TIME OF RECEIPT ANALYSIS

REGULAR HOURS

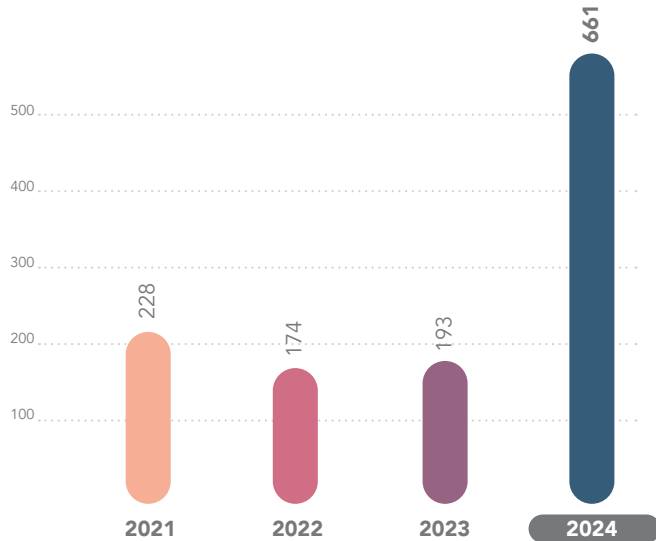
AFTER HOURS



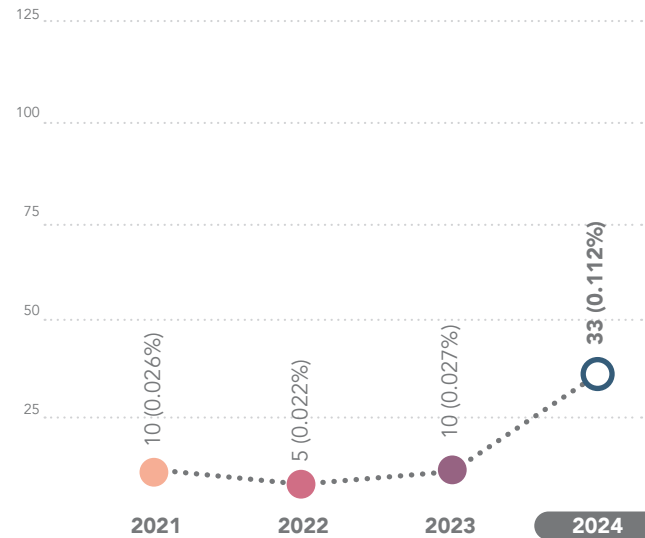


The number of non-compliant tickets is higher than 2023 both MTD and YTD.

### NON-COMPLIANT TICKETS Y-T-D

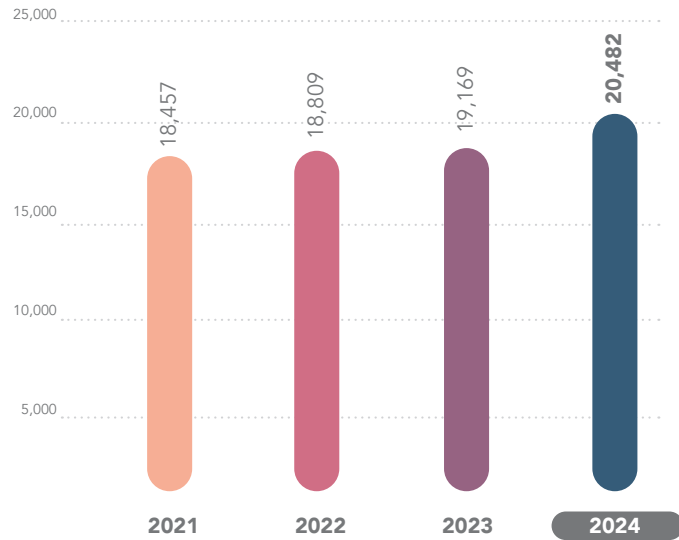


### NON-COMPLIANT TICKETS DECEMBER

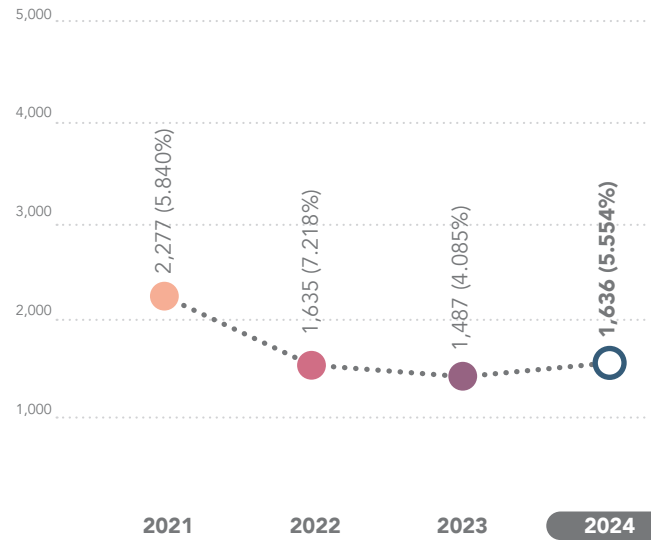


The MTD number of emergencies is higher than 2023 both MTD and YTD.

### EMERGENCY TICKETS Y-T-D

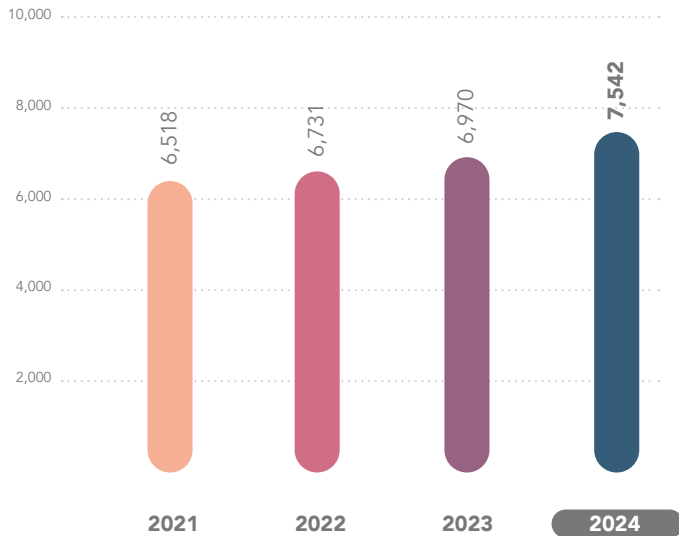


### EMERGENCY TICKETS DECEMBER

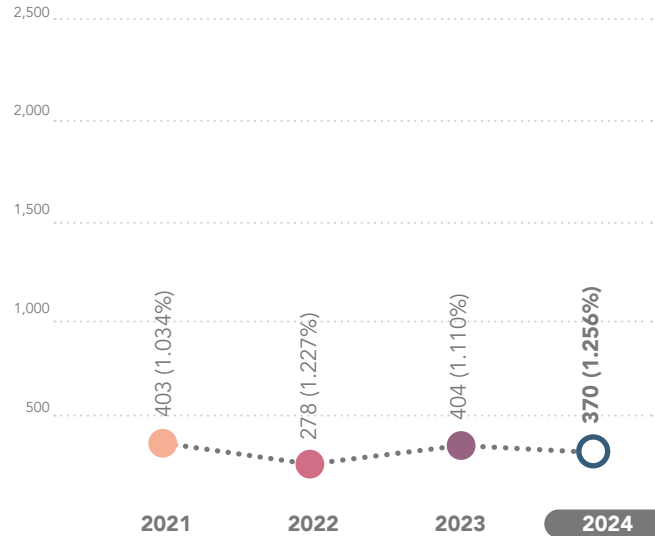


The number of dig-in tickets MTD is lower than last year while the YTD total remains higher.

### DIG IN TICKETS Y-T-D

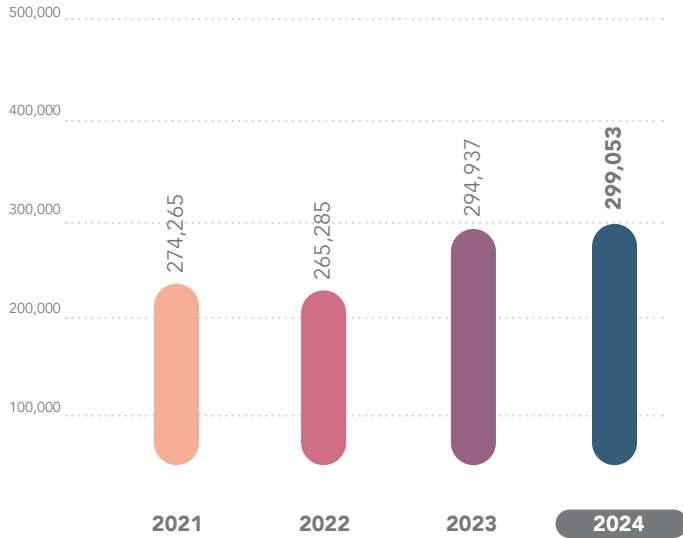


### DIG IN TICKETS DECEMBER

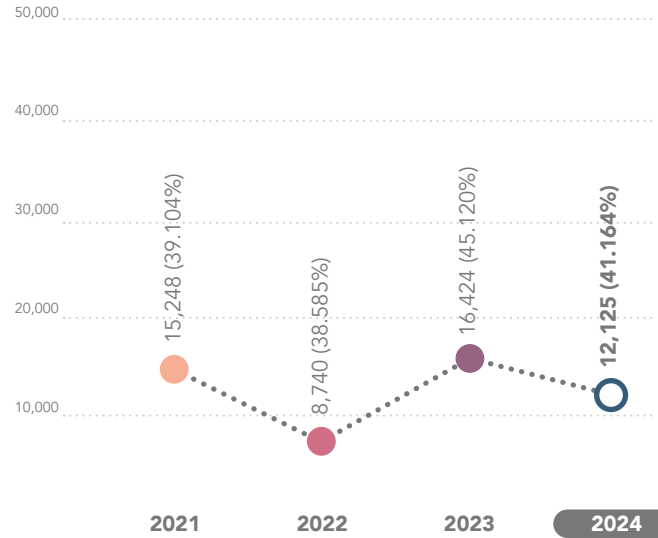


The YTD number of tickets where callers report the job is whitelined is higher YTD but lower MTD than 2023.

### WHITELINED TICKETS Y-T-D

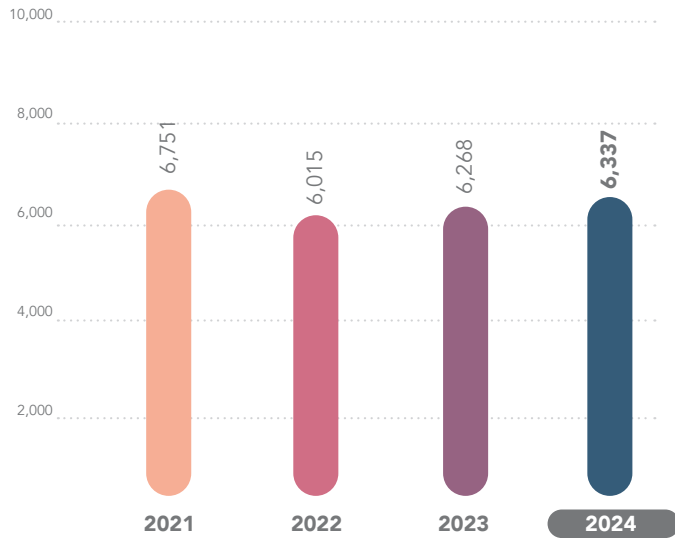


### WHITELINED TICKETS DECEMBER

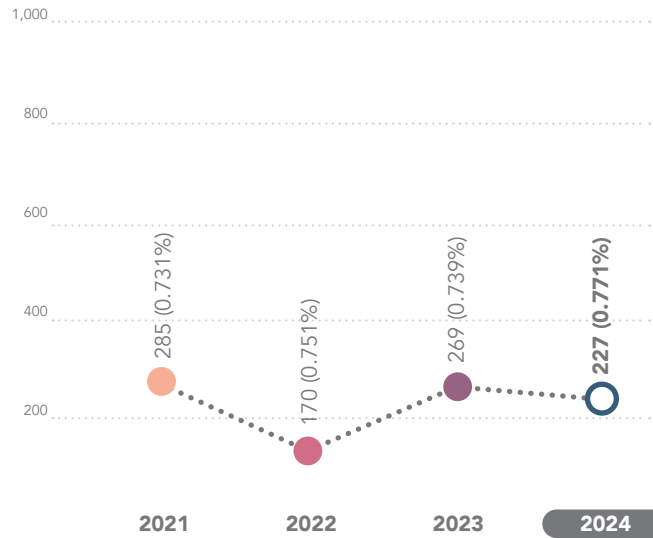


The YTD number of tickets with GPS coordinates is higher than 2023, while the MTD number is lower.

### TICKETS WITH GPS Y-T-D

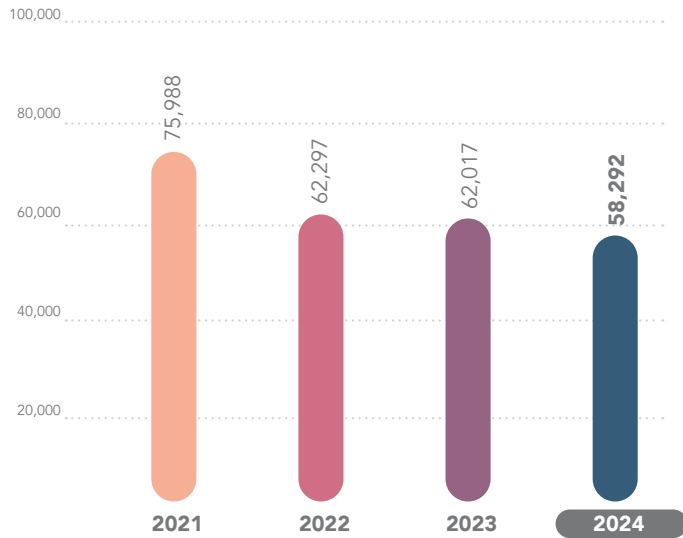


### TICKETS WITH GPS DECEMBER

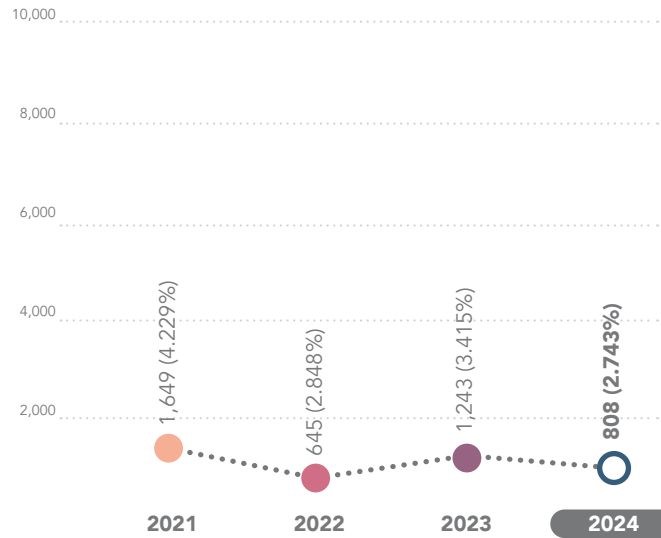


YTD and MTD homeowner ticket volume is lower than 2023.

### HOMEOWNER TICKETS Y-T-D



### HOMEOWNER TICKETS DECEMBER

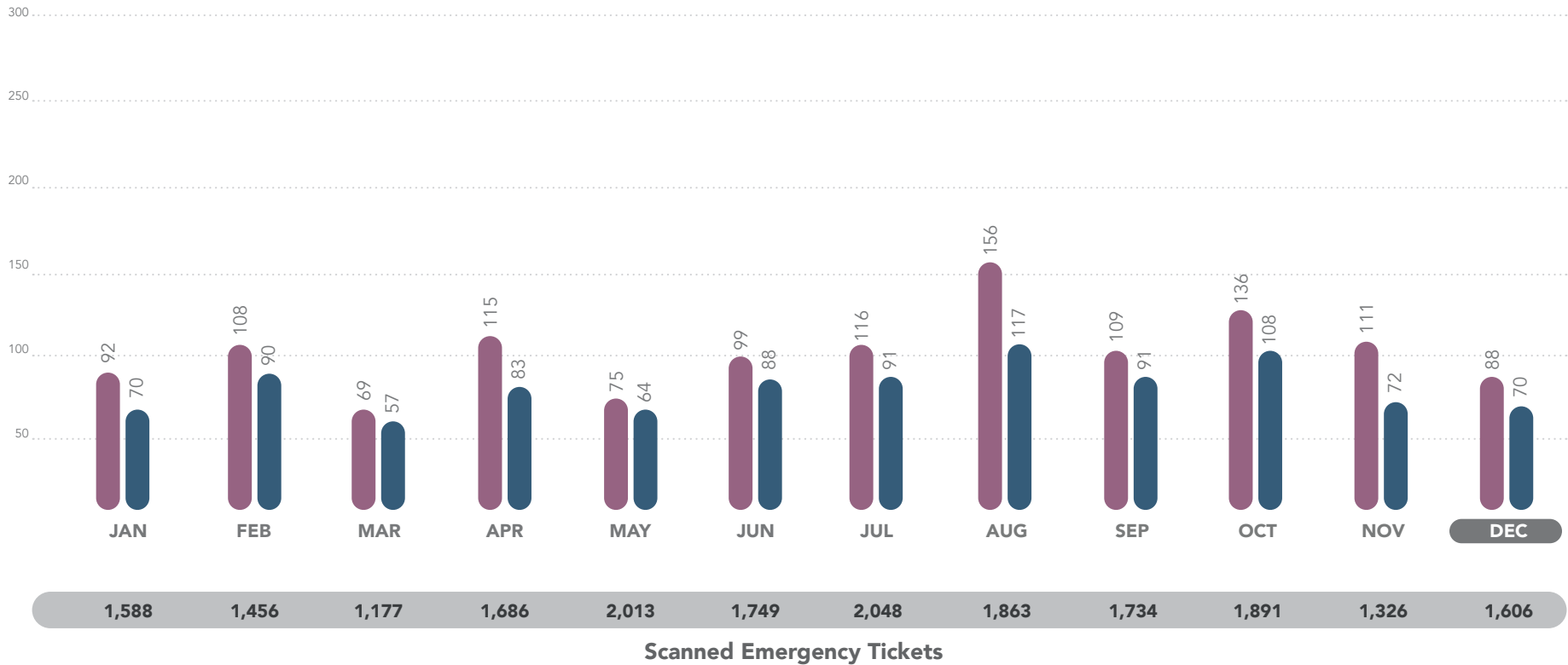


This chart shows the number of times that the same location of work has been found on repeated tickets. There was an interest in analyzing the data to see how many emergencies were actually repeated tickets. The data seems to indicate that the number of "repeated" tickets is a significant part of the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

### EMERGENCY TICKET SCAN

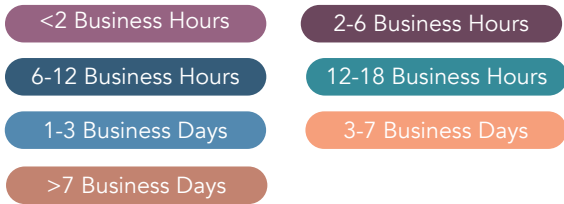
Total Previous Instances

Emergency Tickets with Previous Instances

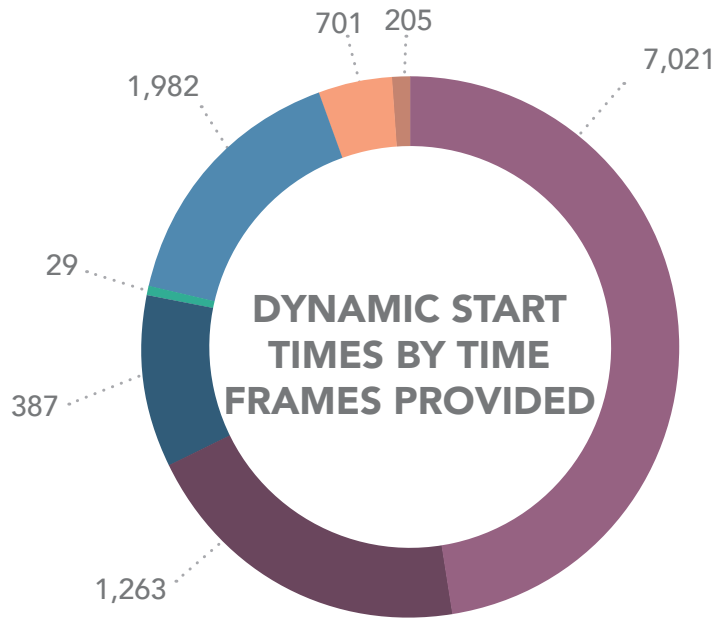


The center implemented the Dynamic Start Date Pilot Program January 5, 2022. These numbers are from all counties in Iowa, and reflect only those tickets that were:

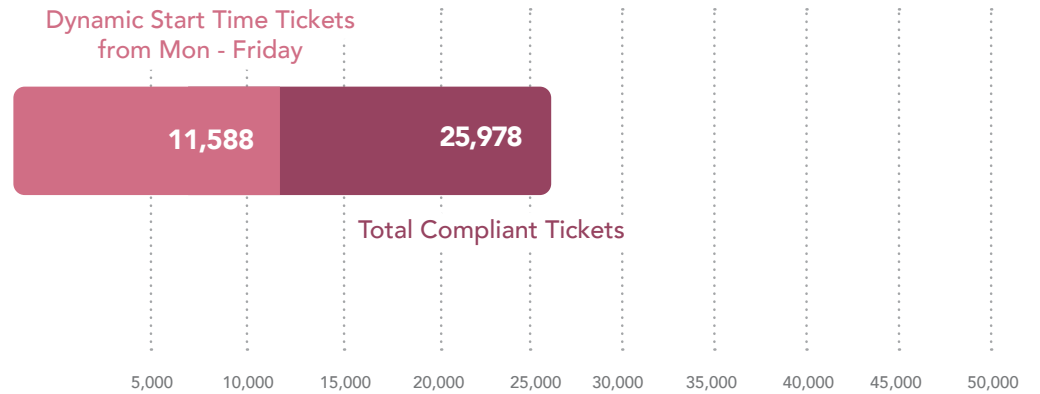
- a) Compliant-type tickets
- b) Filed Monday through Friday
- c) Provided more than 30 minutes additional time to locate



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



### COMPLIANT TICKET BREAKDOWN

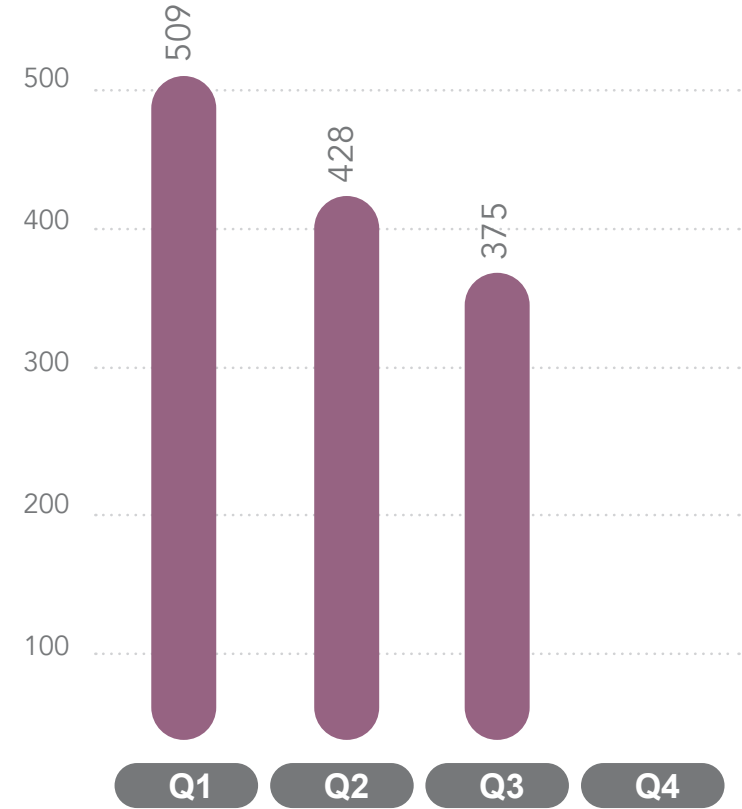




OCC's Creative Team performs work for its customers at **no additional charge**. It's part of the added value that OCC's team brings when we go to work for you. This report will be updated quarterly when the Creative Team's Reports are prepared.

PROJECT NAME	HOURS WORKED
IAOC Dashboards	28:55
IAOC Excavation Safety Summit 2024	220:25
IAOC ITICnxt	27:20
IAOC Law Changes	21:15
IAOC Newsletter	14:30
IAOC Social media	7:00
IAOC Website Changes	6:00
Subtotal	325:25:00
Management Review (+15%)	48:48:45
<b>Grand Total with Review</b>	<b>374:13:45</b>

**CREATIVE HOURS - 2024**





Iowa One Call 2024 Creative Hours.xlsx  
2024 Summary

<b>Quarter</b>	<b>Hours</b>
First Quarter	509:09:45
Second Quarter	427:59:30
Third Quarter	<b>374:13:45</b>
Fourth Quarter	
<b>Grand Total</b>	<b>1311:23:00</b>



Iowa One Call 2024 Creative Hours.xlsx  
First Quarter Detail

<b>Project Name</b>	<b>Hours Worked</b>
<b>IAOC Dashboards</b>	<b>41:45</b>
<b>IAOC Escalated NR</b>	<b>16:30</b>
<b>IAOC Interactive Ticket Dashboard Email</b>	<b>5:45</b>
<b>IAOC Iowa Excavation Safety Summit 2024</b>	<b>74:15</b>
<b>IAOC ITICnxt</b>	<b>279:45</b>
<b>IAOC New Relocate Feature Coming</b>	<b>12:15</b>
<b>IAOC Newsletter</b>	<b>9:15</b>
<b>IAOC Overflow CSR Training Flow Chart</b>	<b>0:15</b>
<b>IAOC Website Changes</b>	<b>3:00</b>
<b>Subtotal</b>	<b>442:45:00</b>
<b>Management Review (+15%)</b>	<b>66:24:45</b>
<b>Grand Total with Review</b>	<b>509:09:45</b>



Iowa One Call 2024 Creative Hours.xlsx  
Second Quarter Detail

<b>Task name</b>	<b>Time spent</b>
<b>IAOC Dashboards</b>	<b>39:45</b>
<b>IAOC Iowa Excavation Safety Summit 2024</b>	<b>55:00</b>
<b>IAOC ITICnxt</b>	<b>171:40</b>
<b>IAOC Law Changes</b>	<b>71:00</b>
<b>IAOC Newsletter</b>	<b>28:00</b>
<b>IAOC Website Changes</b>	<b>6:45</b>
<b>Subtotal</b>	<b>372:10:00</b>
<b>Management Review (+15%)</b>	<b>55:49:30</b>
<b>Grand Total with Review</b>	<b>427:59:30</b>



Iowa One Call 2024 Creative Hours.xlsx  
Third Quarter Detail

<b>Task name</b>	<b>Time spent</b>
<b>IAOC Dashboards</b>	<b>28:55</b>
<b>IAOC Iowa Excavation Safety Summit 2024</b>	<b>220:25</b>
<b>IAOC ITICnxt</b>	<b>27:20</b>
<b>IAOC Law Changes</b>	<b>21:15</b>
<b>IAOC Newsletter</b>	<b>14:30</b>
<b>IAOC Social media</b>	<b>7:00</b>
<b>IAOC Website Changes</b>	<b>6:00</b>
<b>Subtotal</b>	<b>325:25:00</b>
<b>Management Review (+15%)</b>	<b>48:48:45</b>
<b>Grand Total with Review</b>	<b>374:13:45</b>