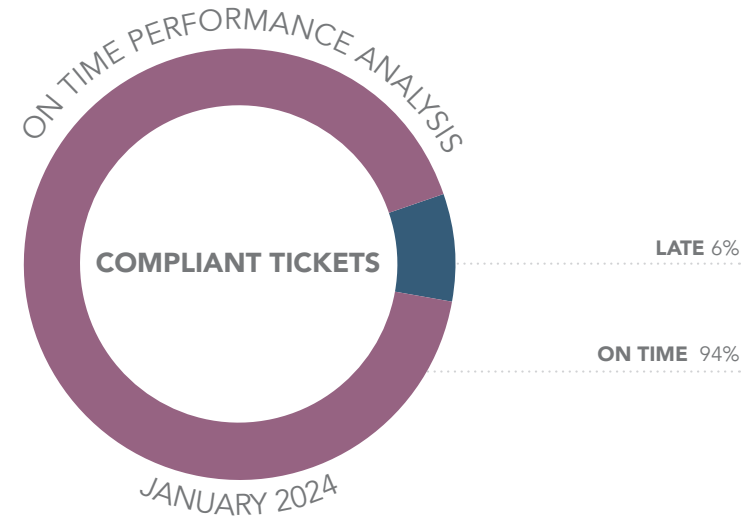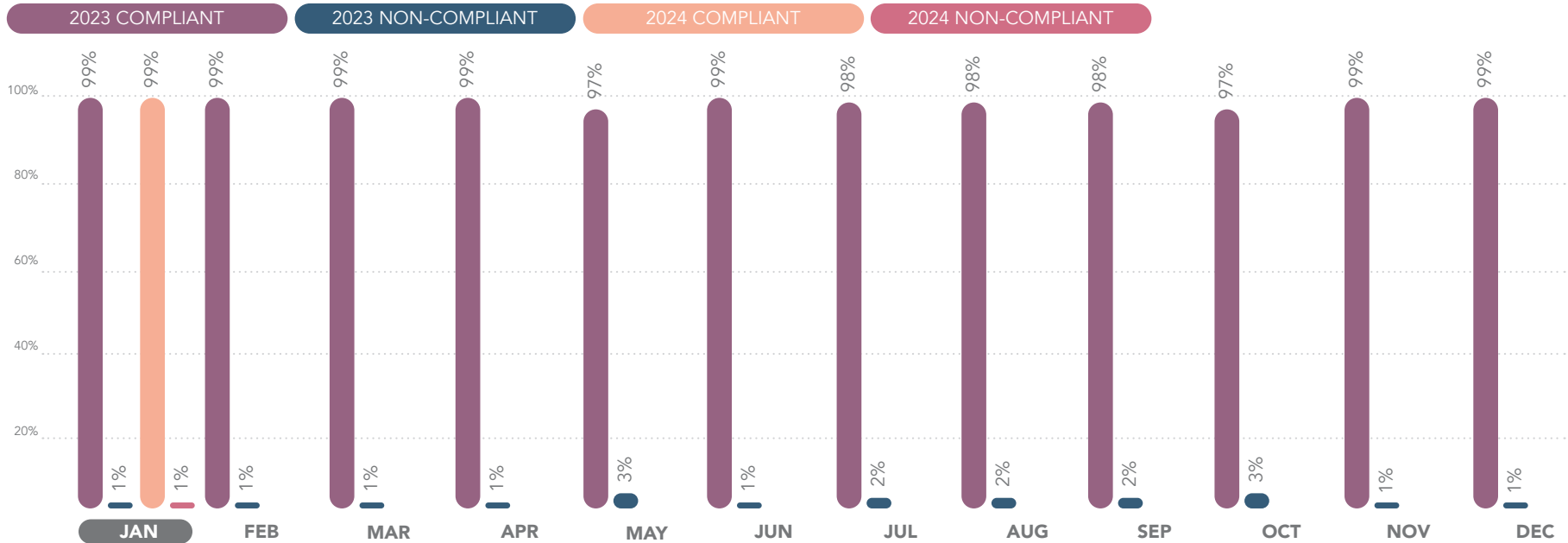The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within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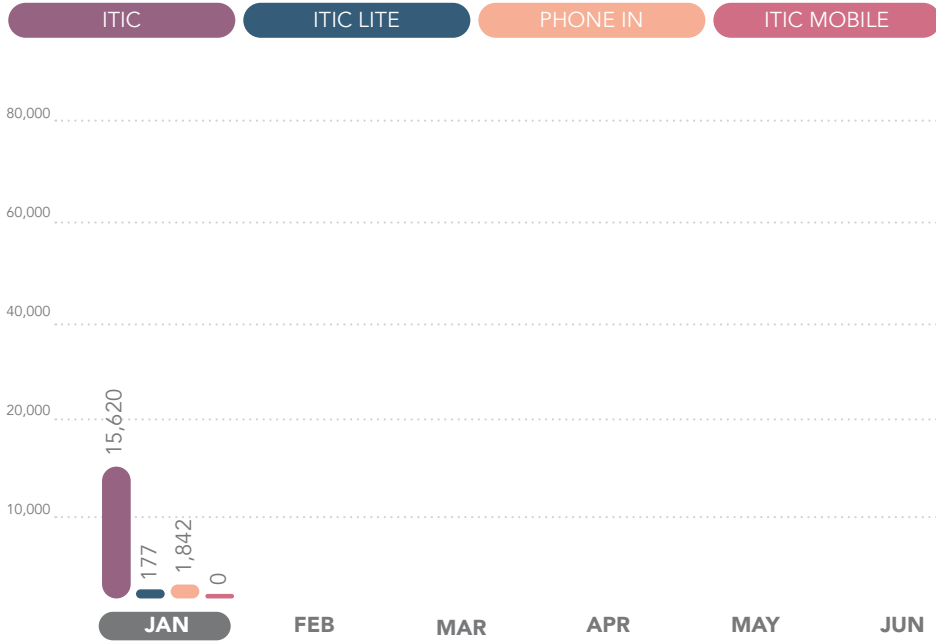
ON TIME PERFORMANCE ANALYSIS

COMPLIANT TICKETS

LATE 6%

ON TIME 94%

JANUARY 2024

POSITIVE RESPONSE COMPLIANCE

2023 COMPLIANT | 2023 NON-COMPLIANT | 2024 COMPLIANT | 2024 NON-COMPLIANT

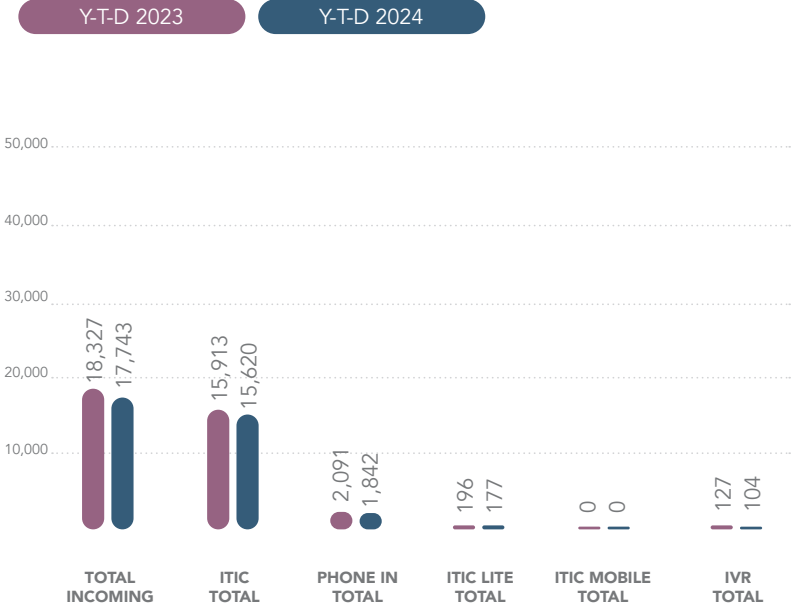| Month	Compliant	Non-Compliant
JAN	99% (2024: 99%)	1% (2024: 1%)
FEB	99%	1%
MAR	99%	1%
APR	99%	1%
MAY	97%	3%
JUN	99%	1%
JUL	98%	2%
AUG	98%	2%
SEP	98%	2%
OCT	97%	3%
NOV	99%	1%
DEC	99%	1%

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. Volume is up over last year.

ITIC ACTIVITY Y-T-D
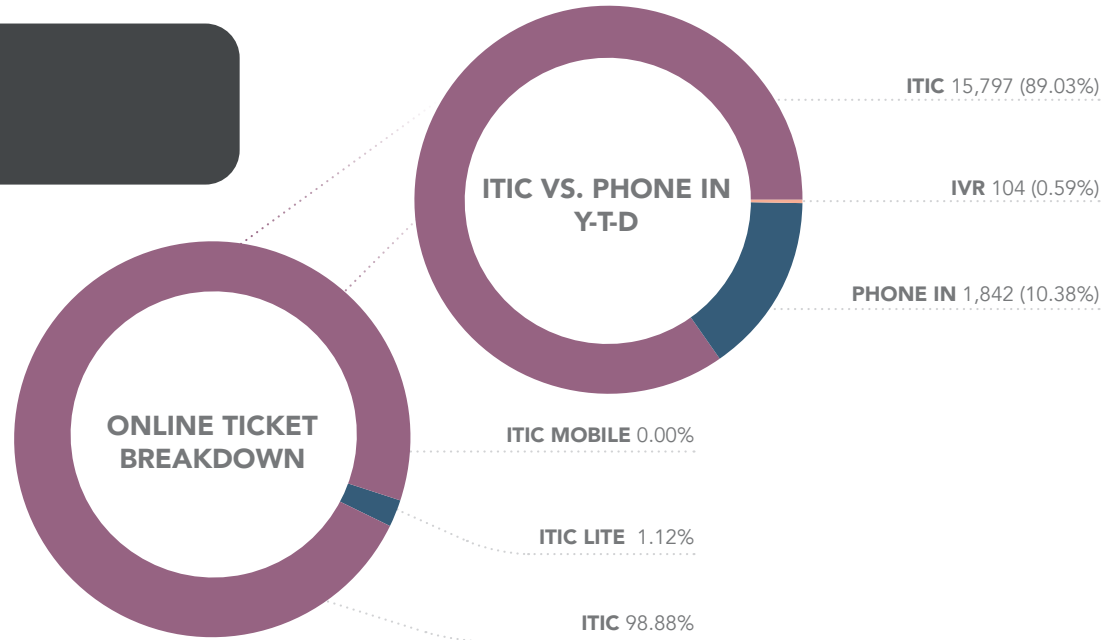
Y-T-D 2023   Y-T-D 2024

	TOTAL INCOMING	ITIC TOTAL	PHONE IN TOTAL	ITIC LITE TOTAL	ITIC MOBILE TOTAL	IVR TOTAL
Y-T-D 2023	18,327	15,913	2,091	196	0	127
Y-T-D 2024	17,743	15,620	1,842	177	0	104

MONTHLY ITIC ACTIVITY

ITIC   ITIC LITE   PHONE IN   ITIC MOBILE

JAN: ITIC 15,620; ITIC LITE 177; PHONE IN 1,842; ITIC MOBILE 0

FEB   MAR   APR   MAY   JUN   JUL   AUG   SEP   OCT   NOV   DEC

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

ITIC VS. PHONE IN Y-T-D

ITIC 15,797 (89.03%)

IVR 104 (0.59%)

PHONE IN 1,842 (10.38%)

ONLINE TICKET BREAKDOWN

ITIC MOBILE 0.00%

ITIC LITE 1.12%

ITIC 98.88%

ITIC VS. PHONE IN

ITIC   PHONE IN   IVR

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
70,000												
60,000												
50,000												
40,000												
30,000												
20,000												
10,000	15,797 / 1,842 / 104											
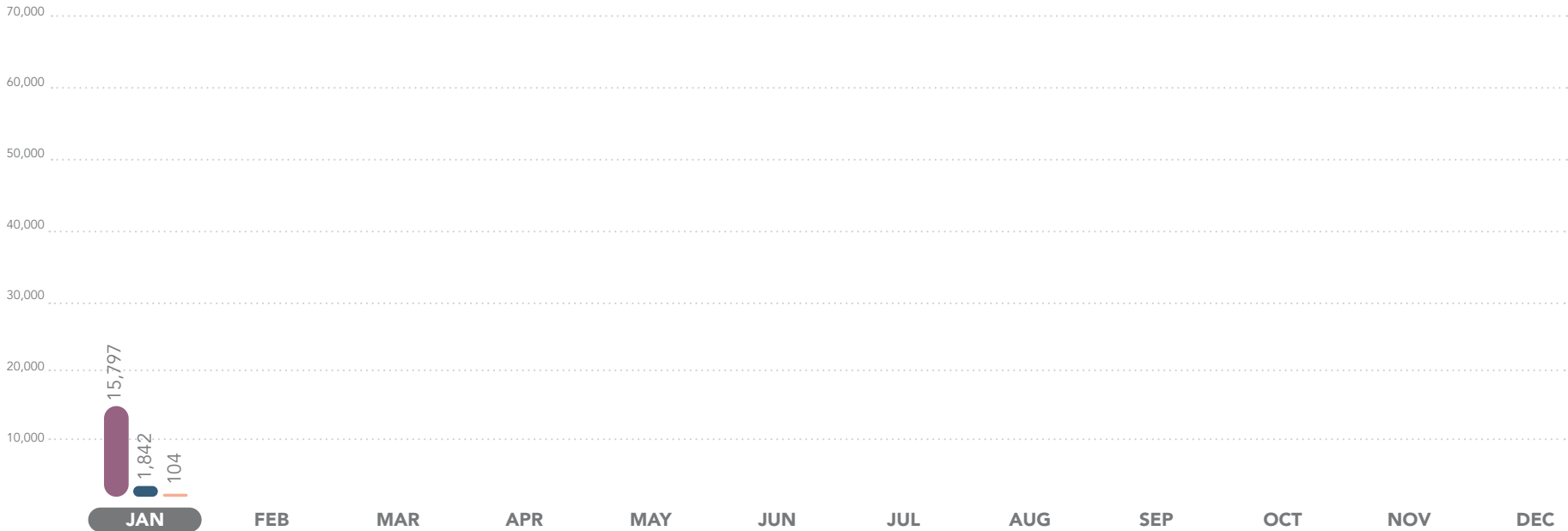
This chart tracks ITIC usage through the last few years.

COMPARATIVE ITIC VOLUME

Legend: 2021 | 2022 | 2023 | 2024

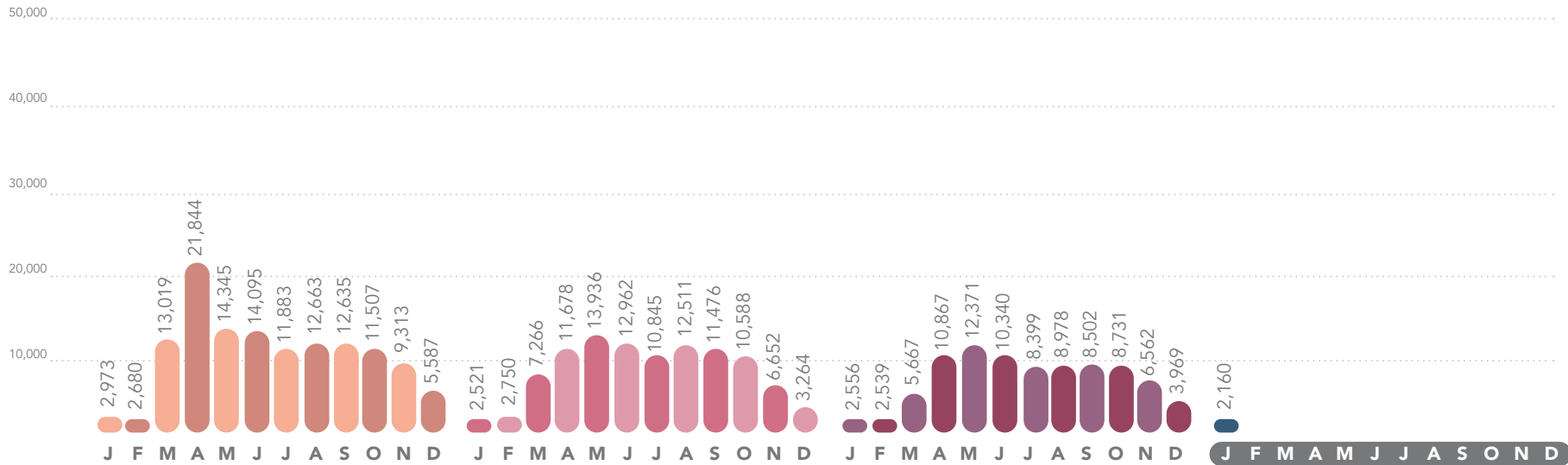| Month	2021	2022	2023	2024
JAN	17,432	13,386	16,109	15,797
FEB	10,751	14,933	16,541	
MAR	45,193	42,549	43,029	
APR	66,625	61,436	65,287	
MAY	60,588	67,121	73,118	
JUN	65,821	67,393	66,268	
JUL	56,658	57,544	57,388	
AUG	59,843	64,969	66,073	
SEP	61,922	60,274	61,414	
OCT	57,666	61,096	65,162	
NOV	51,881	42,940	54,179	
DEC	33,565	19,832	32,519	

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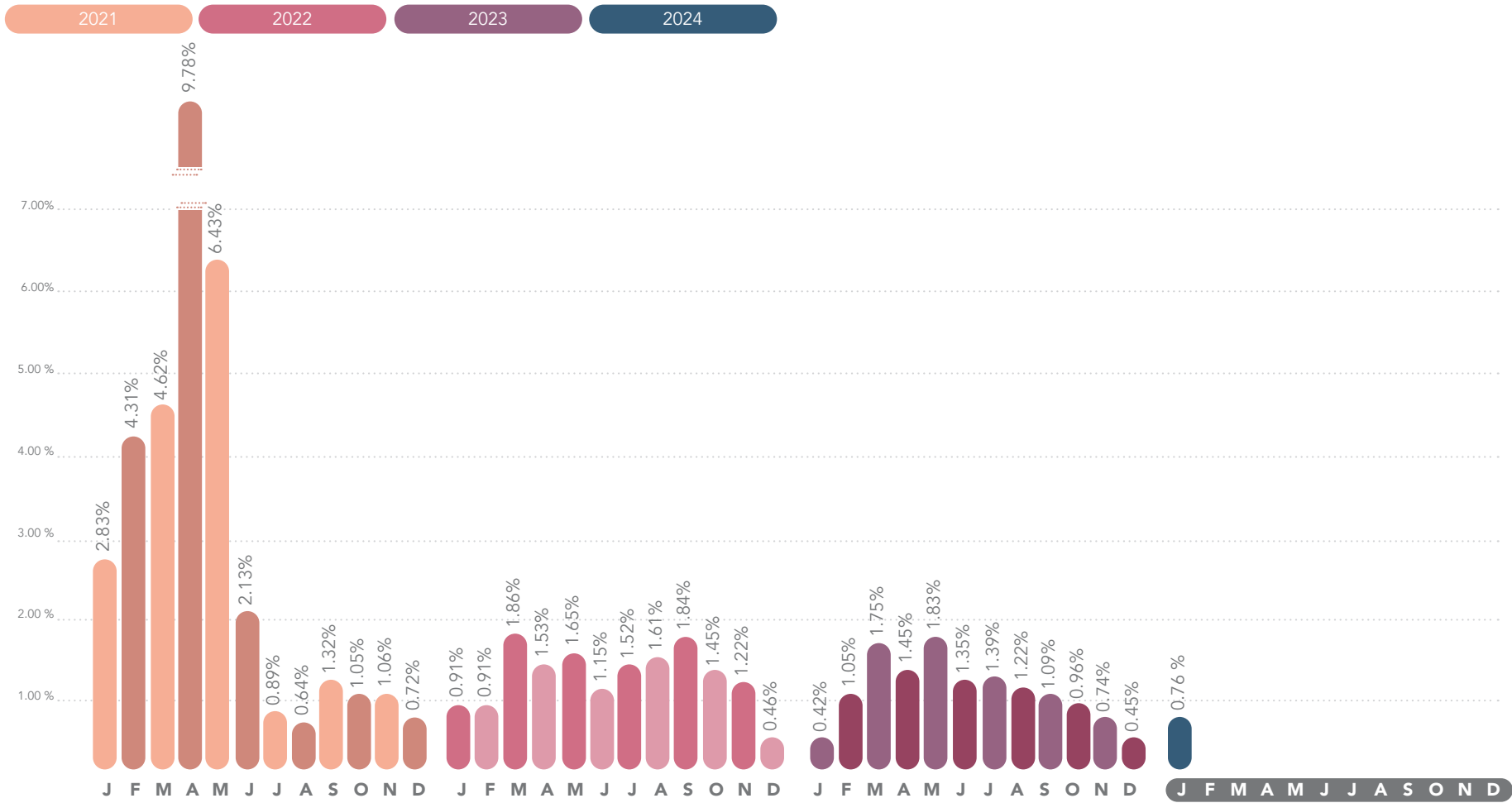
TOTAL INCOMING CALLS Y-T-D

	JAN 2021	JAN 2022	JAN 2023	JAN 2024
	2,973	2,521	2,556	2,160

TOTAL INCOMING CALLS

Legend: 2021 | 2022 | 2023 | 2024

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 · F 2,539 · M 5,667 · A 10,867 · M 12,371 · J 10,340 · J 8,399 · A 8,978 · S 8,502 · O 8,731 · N 6,562 · D 3,969
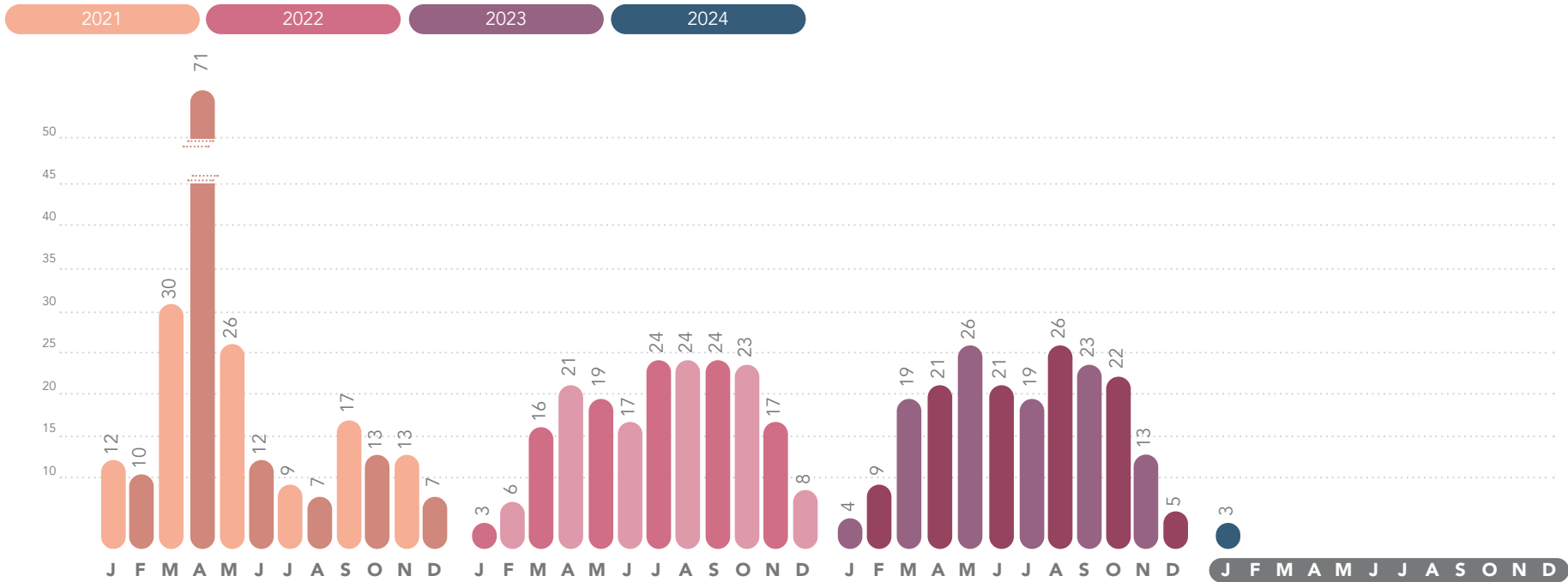
2024: J 2,160
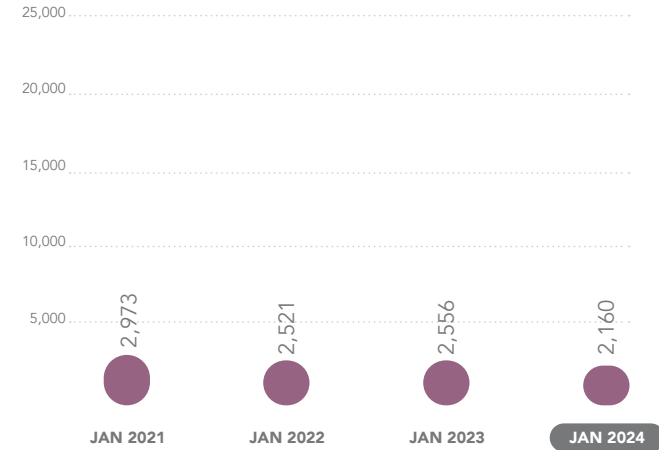
The January 2019 abandonment rate was the result of a series of prank calls received by the center throughout the month. Once we blocked the caller's phone number, the calls stopped, and you can see that the abandonment rate returned to near-historical levels. The higher abandonment rates occur as a 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

The average speed to answer is slightly lower than last year.
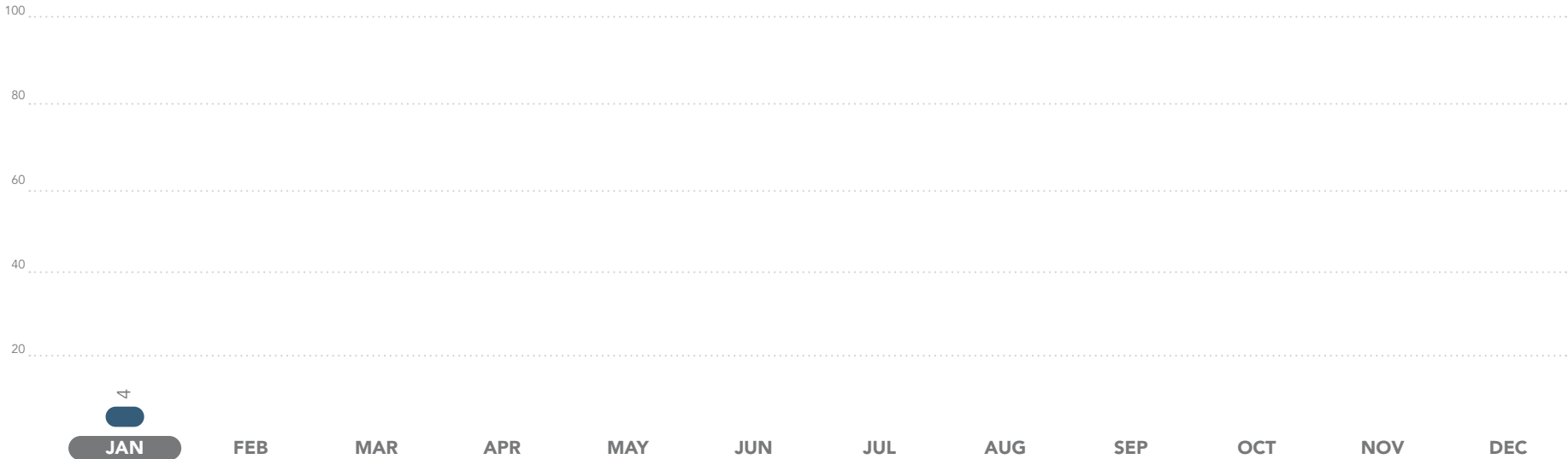
AVERAGE SPEED TO ANSWER

2021   2022   2023   2024

2021:
J	F	M	A	M	J	J	A	S	O	N	D
12	10	30	71	26	12	9	7	17	13	13	7

2022:
J	F	M	A	M	J	J	A	S	O	N	D
3	6	16	21	19	17	24	24	24	23	17	8

2023:
J	F	M	A	M	J	J	A	S	O	N	D
4	9	19	21	26	21	19	26	23	22	13	5

2024:
J	F	M	A	M	J	J	A	S	O	N	D
3											

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.
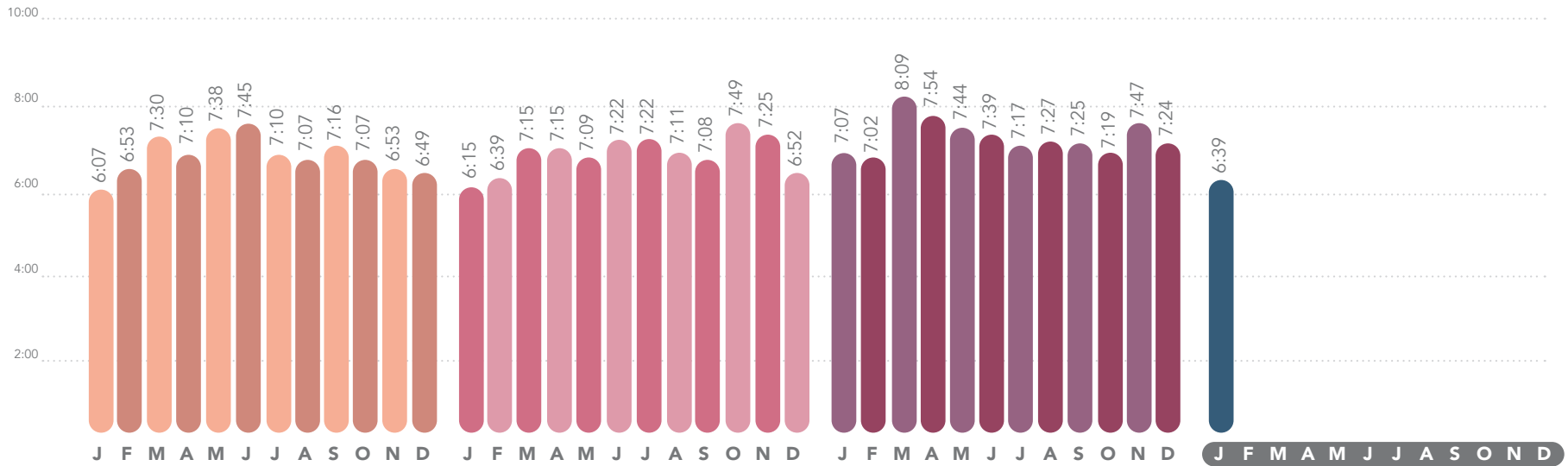
AFTER HOURS TICKET BREAKDOWN

WEB VS. PHONE
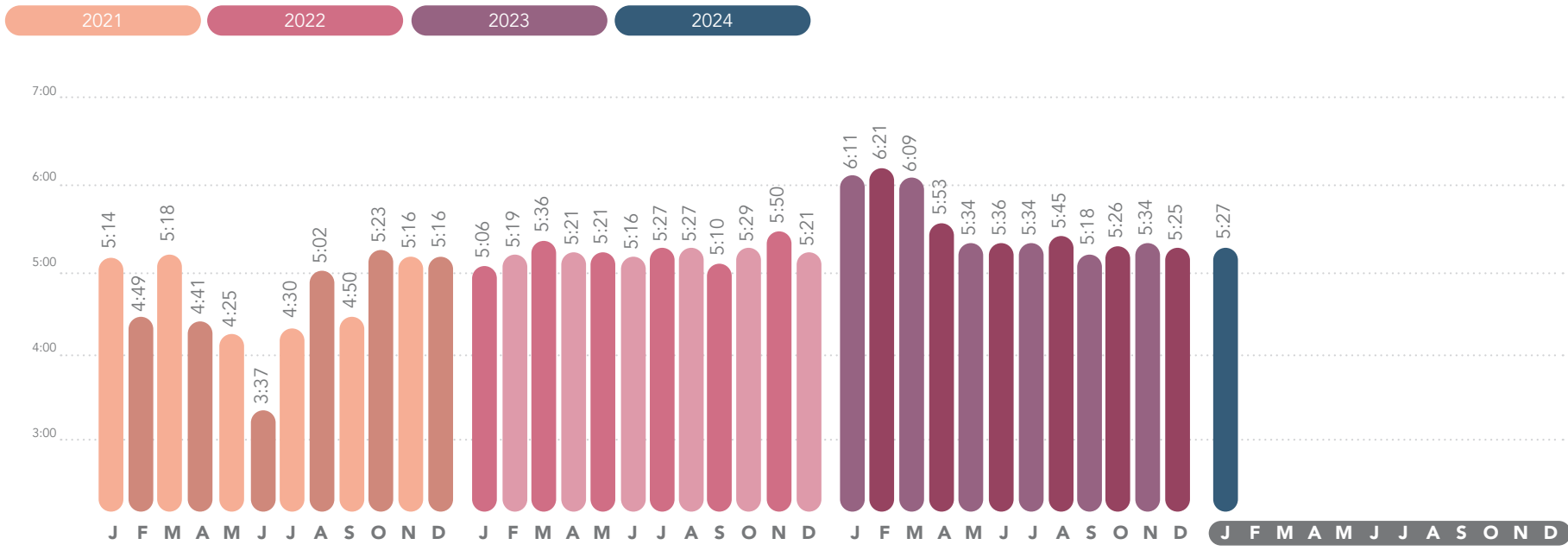
PHONE 8%

WEB 92%
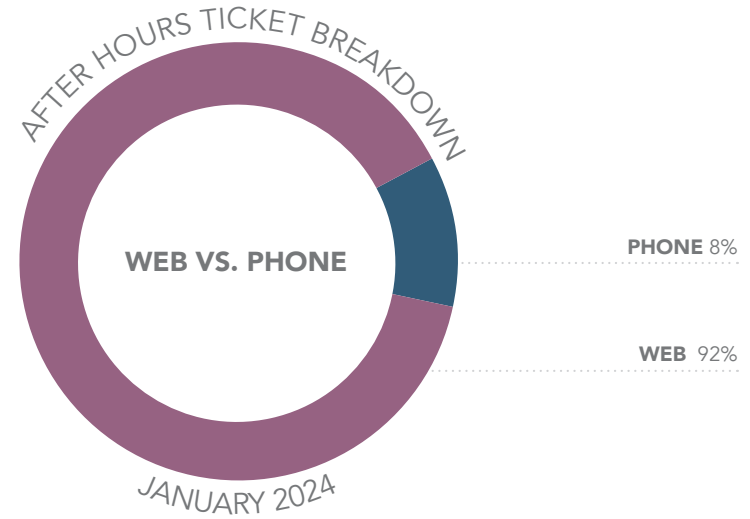
JANUARY 2024

AVERAGE SPEED TO ANSWER AFTER HOURS

2024

100

80

60

40

20

4

JAN   FEB   MAR   APR   MAY   JUN   JUL   AUG   SEP   OCT   NOV   DEC

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

AVERAGE TALK TIME

2021 **2022** **2023** **2024**

Bar chart of average talk time by month for 2021–2024.

2021 (J F M A M J J A S O N 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 F M A M J J A S O N 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 F M A M J J A S O N D): 7:07, 7:02, 8:09, 7:54, 7:44, 7:39, 7:17, 7:27, 7:25, 7:19, 7:47, 7:24

2024 (J): 6:39

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

AVERAGE TIME PER TICKET

2021	2022	2023	2024

Chart legend values (time per ticket by month):

2021: J 5:14, F 4:49, M 5:18, A 4:41, M 4:25, J 3:37, J 4:30, A 5:02, S 4:50, O 5:23, N 5:16, D 5:16

2022: J 5:06, F 5:19, M 5:36, A 5:21, M 5:21, J 5:16, J 5:27, A 5:27, S 5:10, O 5:29, N 5:50, D 5:21

2023: J 6:11, F 6:21, M 6:09, A 5:53, M 5:34, J 5:36, J 5:34, A 5:45, S 5:18, O 5:26, N 5:34, D 5:25

2024: J 5:27

IOWA ONE CALL ℠ 811

Monthly ticket volume was lower than last year.

INCOMING TICKET TOTALS Y-T-D

	JAN 2021	JAN 2022	JAN 2023	JAN 2024
	17,432	15,660	18,327	17,743

INCOMING TICKET TOTALS

Legend: 2021 | 2022 | 2023 | 2024

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–D): 18,327; 8,796; 48,796; 75,781; 84,938; 76,326; 65,183; 75,007; 69,900; 74,361; 60,703; 36,401

2024 (J): 17,743
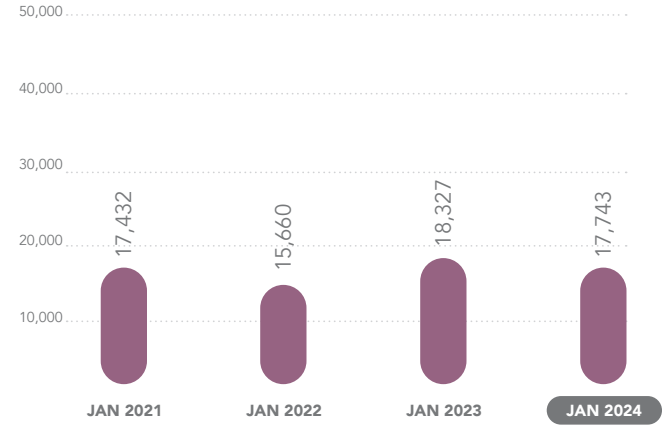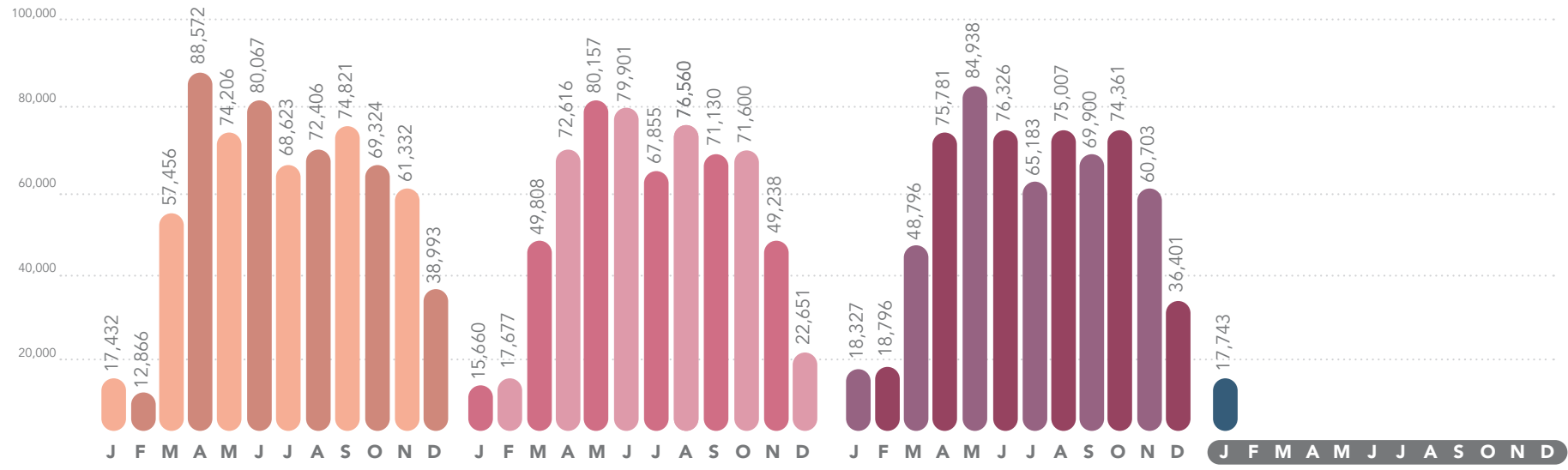
Outgoing ticket totals follow the pattern set by incoming tickets.

OUTBOUND TICKET TOTALS Y-T-D

	JAN 2021	JAN 2022	JAN 2023	JAN 2024
	94,474	84,063	102,210	100,153

OUTBOUND TICKET TOTALS

Legend: 2021 | 2022 | 2023 | 2024

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 | 387,699 | 358,513 | 380,736 | 306,801 | 188,539

2024 (J): 100,153

The in/out ratio has followed the historical pattern.

IN/OUT RATIO

2021	2022	2023	2024

2021: J 5.42, F 5.47, M 5.03, A 4.94, M 4.97, J 5.01, J 5.12, A 5.08, S 5.07, O 5.01, N 4.98, D 5.10

2022: J 5.37, F 5.26, M 5.18, A 5.03, M 5.06, J 5.08, J 5.09, A 5.07, S 5.02, O 4.98, N 5.11, D 5.39

2023: J 5.58, F 5.46, M 5.31, A 5.10, M 5.11, J 5.12, J 5.17, A 5.17, S 5.13, O 5.12, N 5.05, D 5.18

2024: J 5.64
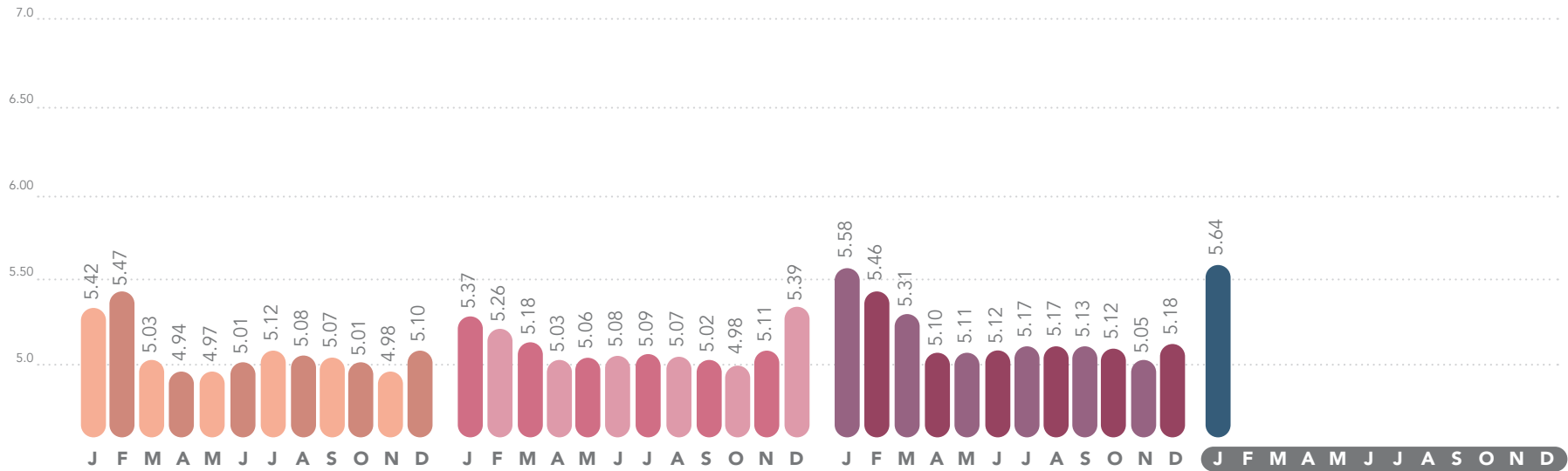
Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

DRS SYSTEM ACTIVITY

DIRs DLRs

JAN: 347, 206

JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC
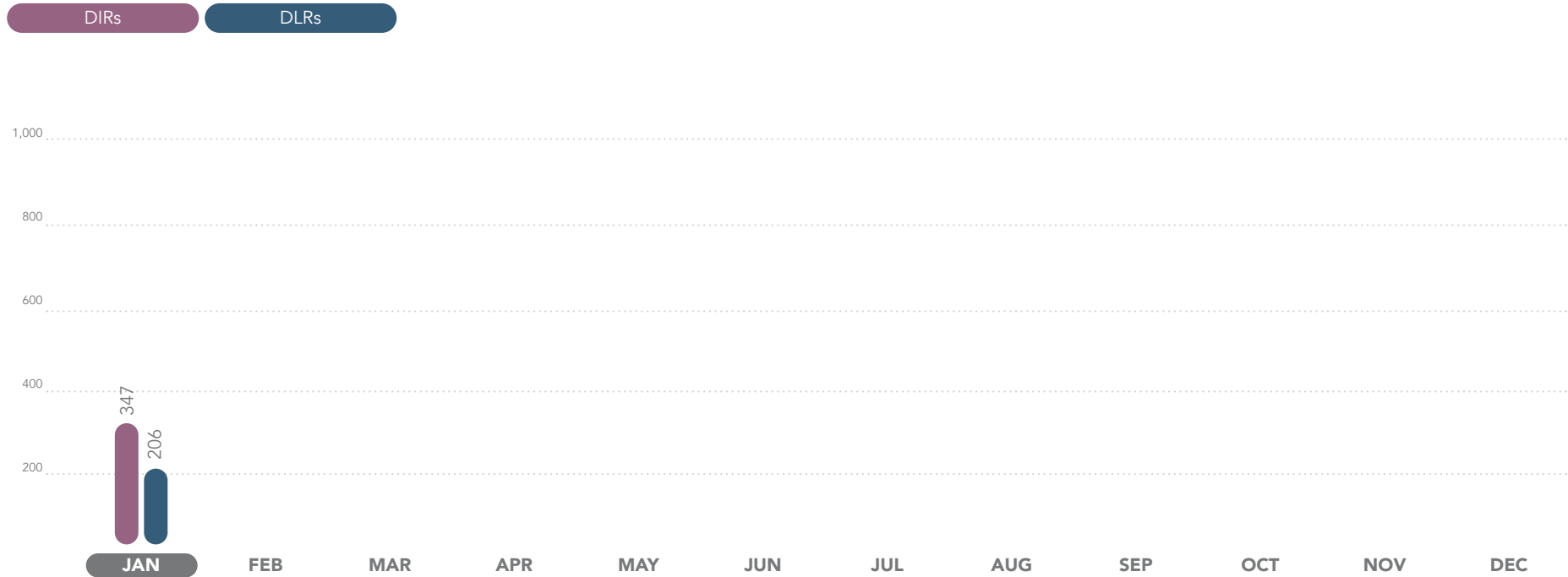
The charts on this page provide a breakdown showing the time of day that incoming tickets were received.

AFTER HOURS ANALYSIS

TICKETS RECEIVED

AFTER HOURS 15%
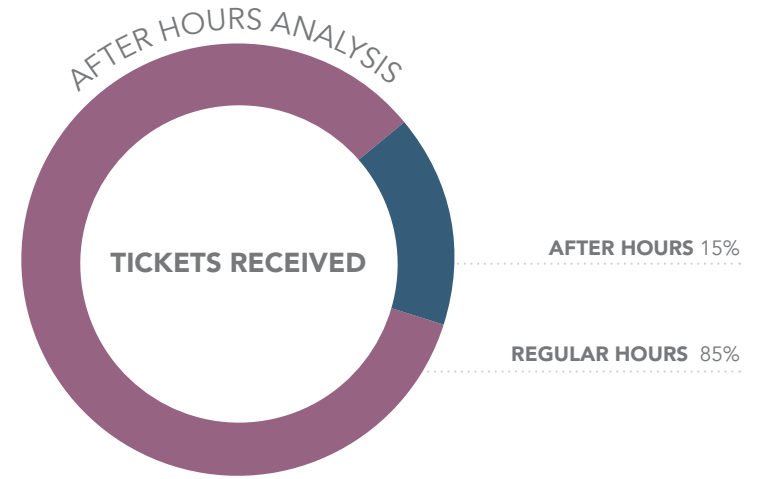
REGULAR HOURS 85%

TIME OF RECEIPT ANALYSIS

REGULAR HOURS   AFTER HOURS

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Regular Hours	15,164											
After Hours	2,579											
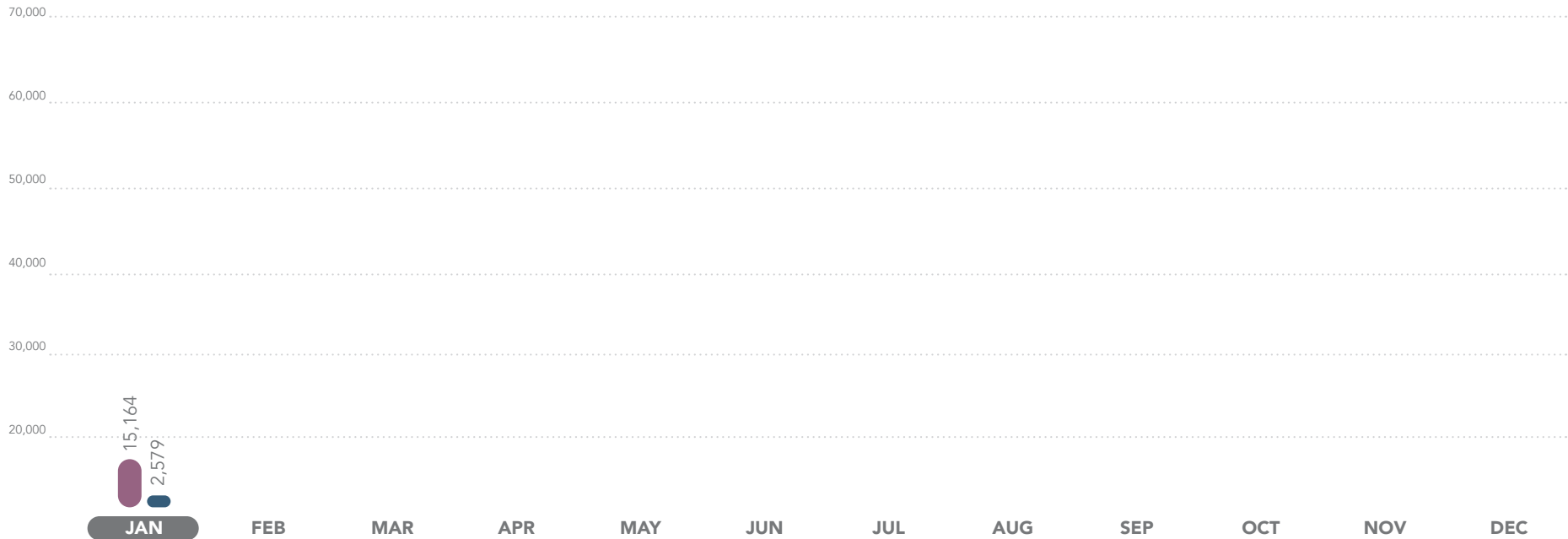
The number of non-compliant tickets is higher than 2023 monthly totals and 2023 YTD totals.

NON-COMPLIANT TICKETS
Y-T-D
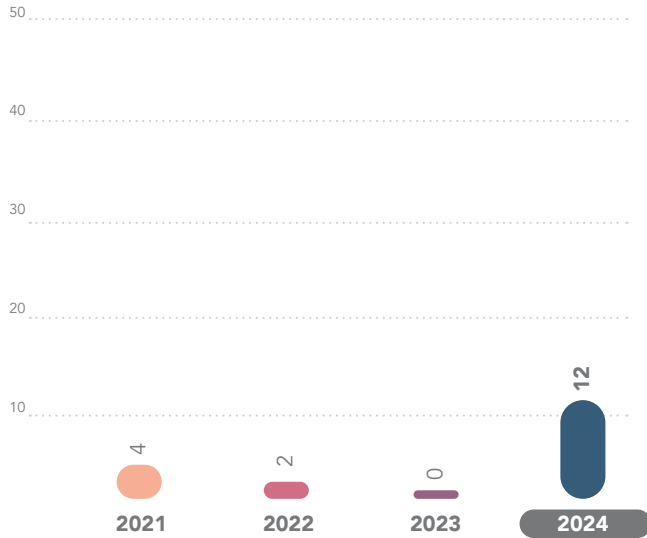
NON-COMPLIANT TICKETS
JANUARY
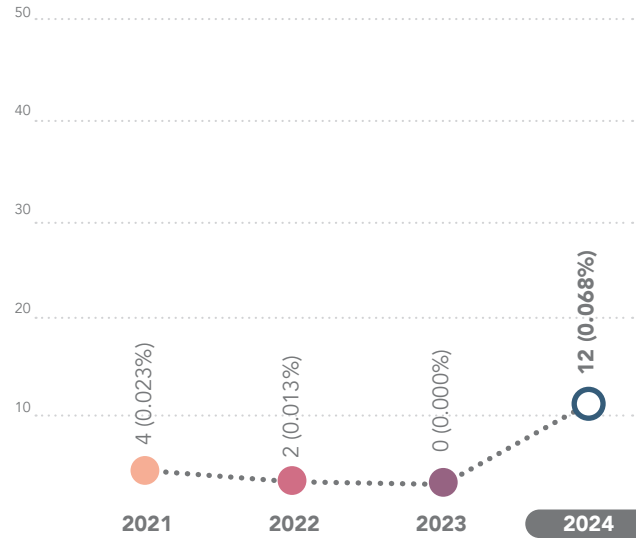
The MTD and YTD total number of emergencies is slightly higher than 2023.
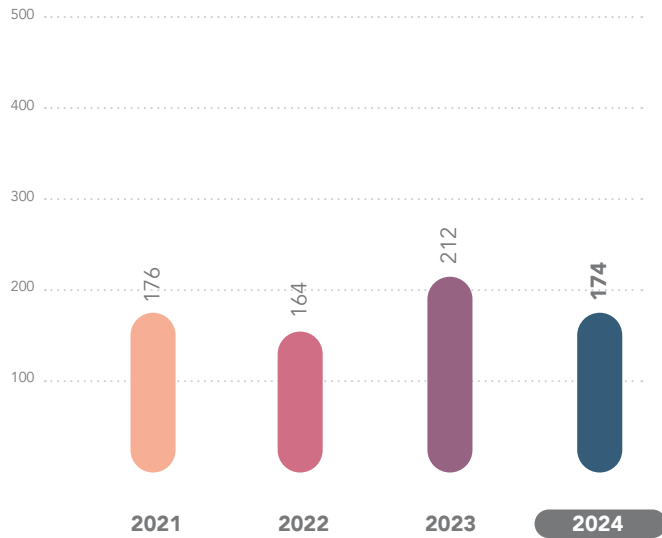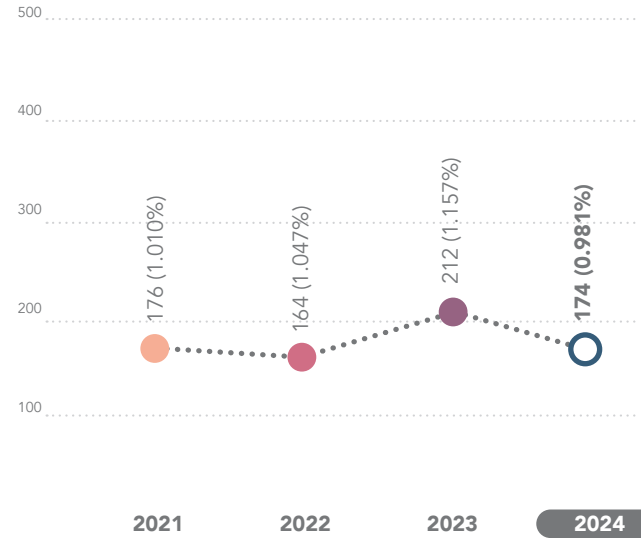
EMERGENCY TICKETS
Y-T-D

2021	2022	2023	2024
1,076	1,536	1,368	1,604
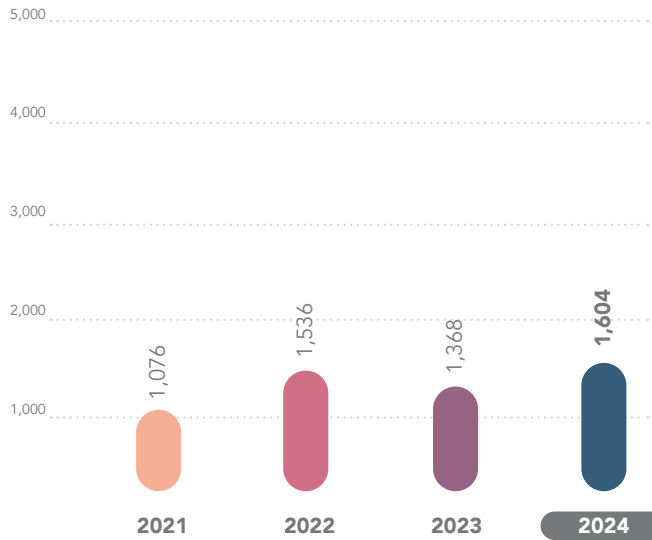
EMERGENCY TICKETS
JANUARY

2021	2022	2023	2024
1,076 (6.173%)	1,536 (9.808%)	1,368 (7.464%)	1,604 (9.040%)
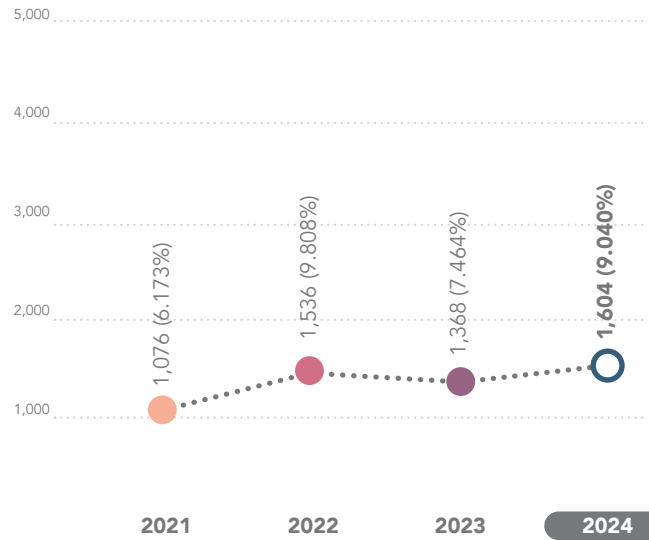
The number of dig-in tickets YTD and MTD is slightly lower than last year.

DIG IN TICKETS
Y-T-D

| 2021 | 2022 | 2023 | 2024 |

DIG IN TICKETS
JANUARY
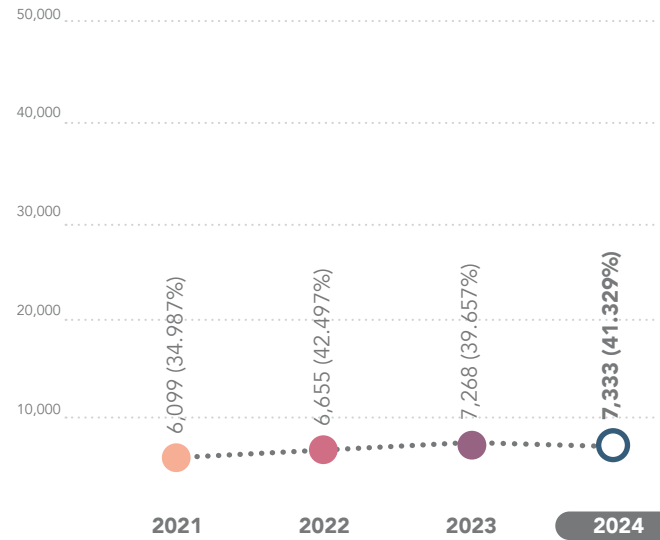

| 2021 | 2022 | 2023 | 2024 |

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

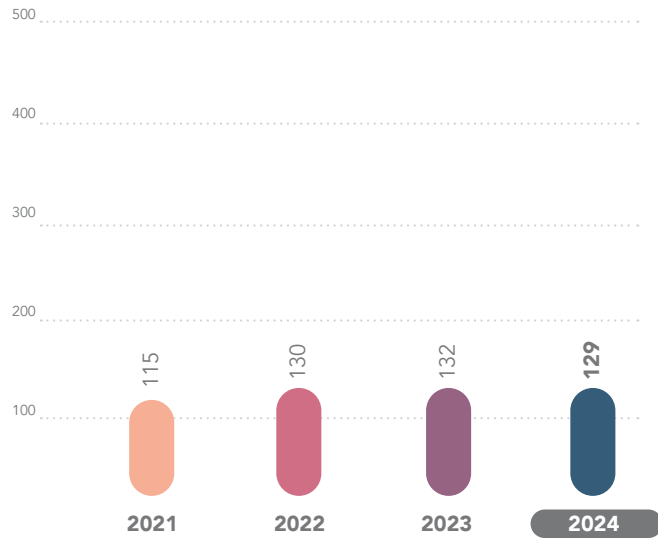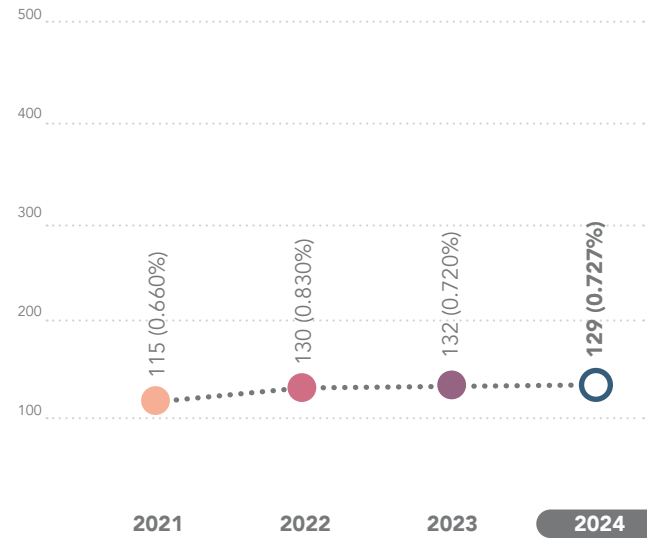50,000
40,000
30,000
20,000
10,000

6,099 — 2021
6,655 — 2022
7,268 — 2023
7,333 — 2024
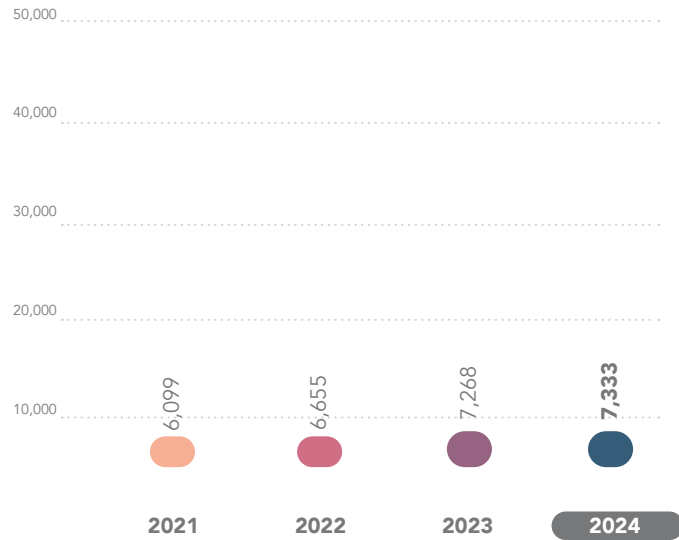
WHITELINED TICKETS
JANUARY

50,000
40,000
30,000
20,000
10,000

6,099 (34.987%) — 2021
6,655 (42.497%) — 2022
7,268 (39.657%) — 2023
7,333 (41.329%) — 2024

The number of tickets with GPS coordinates is slightly less than 2023.

TICKETS WITH GPS
Y-T-D

115	130	132	129
2021	2022	2023	2024

TICKETS WITH GPS
JANUARY

115 (0.660%)	130 (0.830%)	132 (0.720%)	129 (0.727%)
2021	2022	2023	2024

Homeowner ticket volume is slightly lower than what was experienced last year.

HOMEOWNER TICKETS
Y-T-D

Year	Value
2021	296
2022	208
2023	396
2024	333
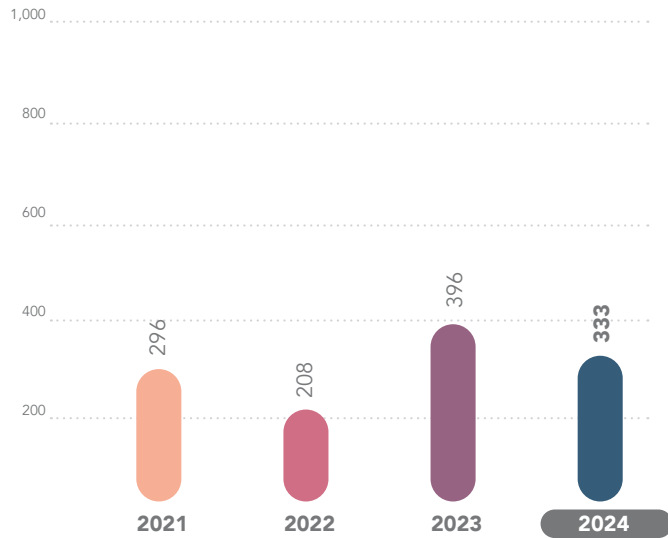
HOMEOWNER TICKETS
JANUARY

| Year	Value
2021	296 (1.698%)
2022	208 (1.328%)
2023	396 (2.161%)
2024	333 (1.877%)
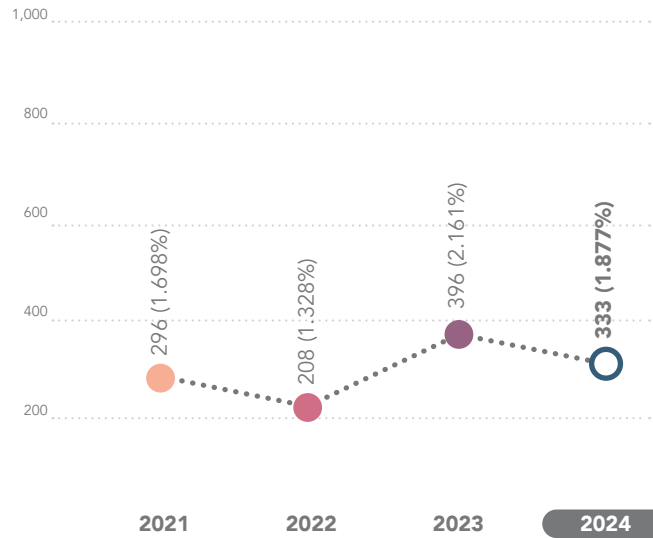
This chart shows the number of times that the same location of work has been found on repeated tickets. There was an interest in analyzing the data to see how many emergencies were actually repeated tickets. The data seems to indicate that the number of "repeated" tickets is a significant part of the emergency total.

EMERGENCY TICKET SCAN

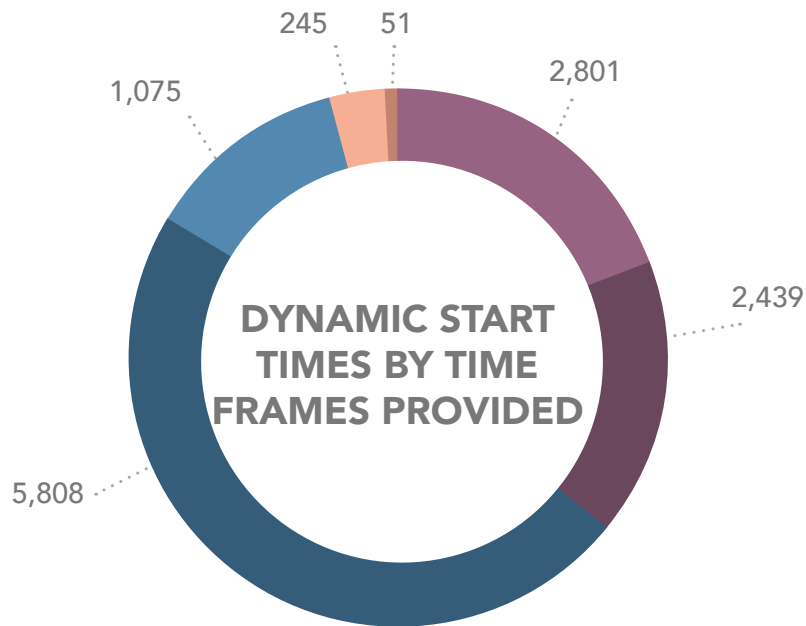**Total Previous Instances**   **Emergency Tickets with Previous Instances**

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Total Previous Instances	92											
Emergency Tickets with Previous Instances	70											
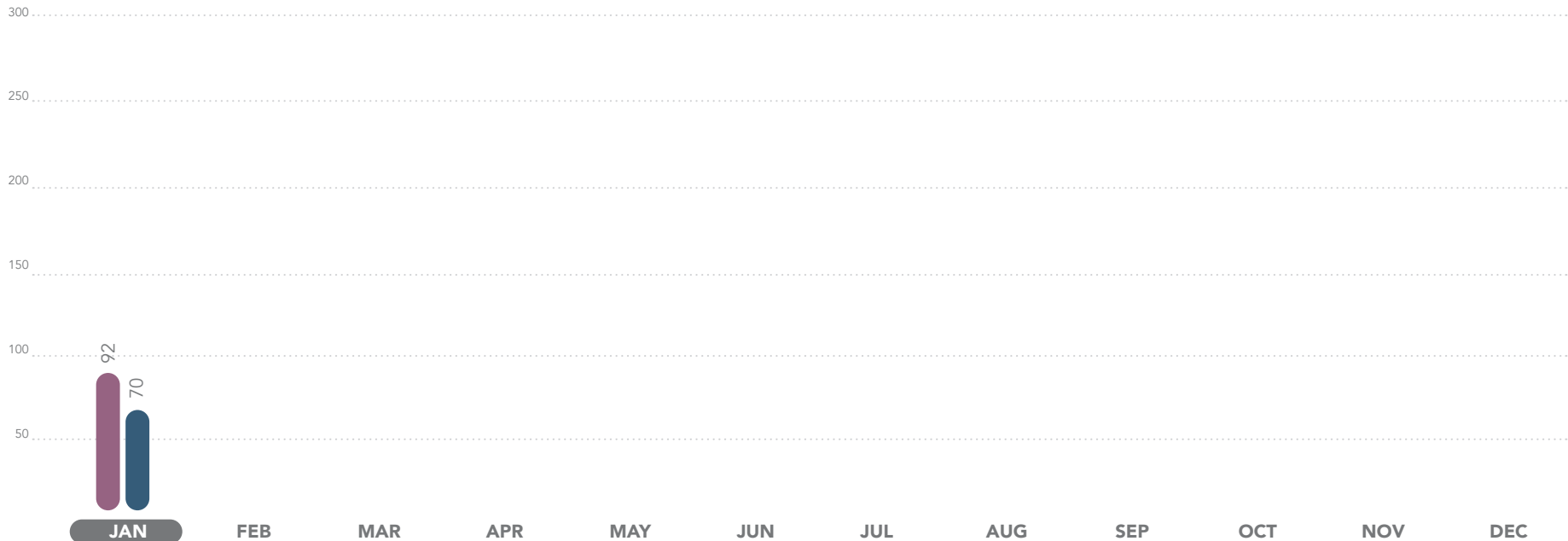
1,588

Scanned Emergency Tickets

IOWA 811 ONE CALL ℠

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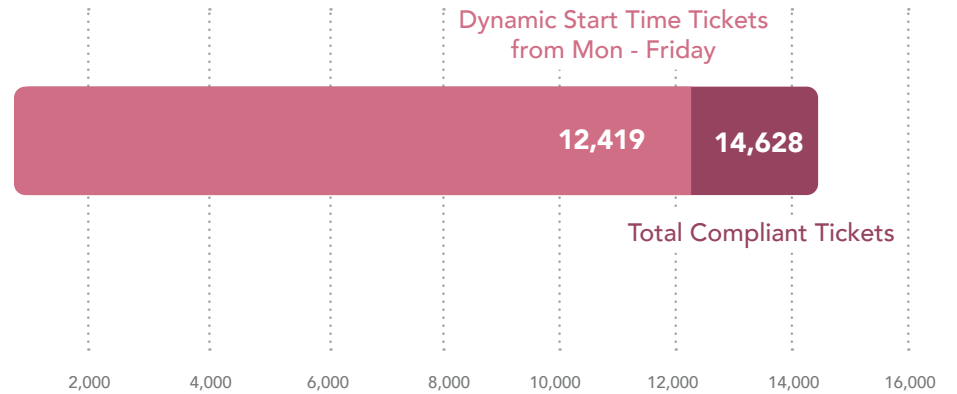These numbers are from all counties in Iowa, and reflect only those tickets that were:

a) Compliant-type tickets

b) Filed 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

- 245
- 51
- 2,801
- 2,439
- 1,075
- 5,808

COMPLIANT TICKET BREAKDOWN

Dynamic Start Time Tickets from Mon - Friday: 12,419

Total Compliant Tickets: 14,628

Axis: 2,000 4,000 6,000 8,000 10,000 12,000 14,000 16,000

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	28:45
IAOC Excavation Safety Summit 2024	148:40
IAOC ITICnxt	179:30
IAOC Social Media	5:00
IAOC Website Changes	2:00
Subtotal	363:55:00
Management Review (+15%)	54:35:15
Grand Total with Review	**418:30:15**

CREATIVE HOURS - 2023

Q1: 141
Q2: 163
Q3: 307
Q4: 419