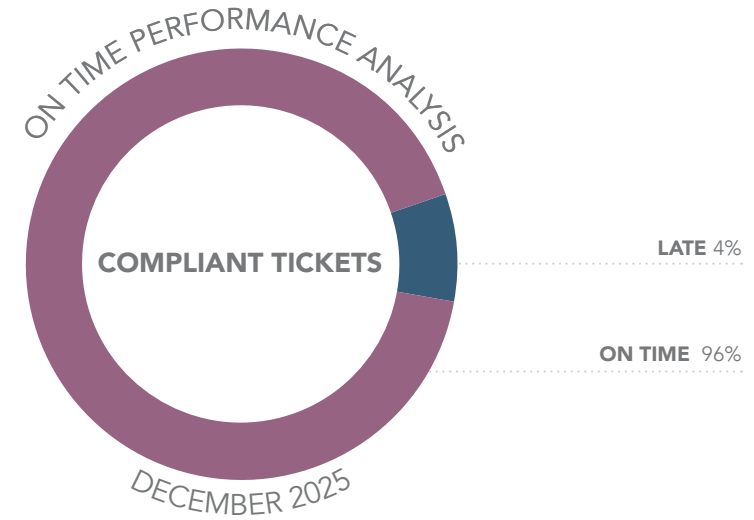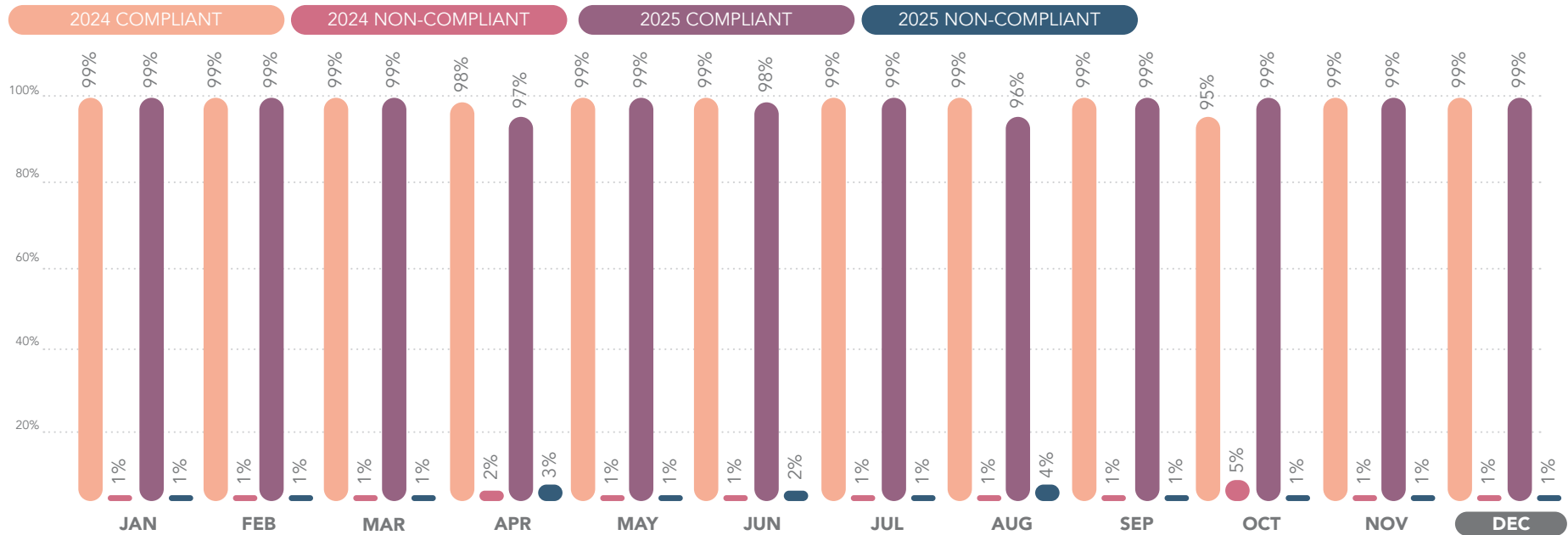The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within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

ON TIME PERFORMANCE ANALYSIS

COMPLIANT TICKETS

DECEMBER 2025

LATE 4%

ON TIME 96%

POSITIVE RESPONSE COMPLIANCE

- 2024 COMPLIANT
- 2024 NON-COMPLIANT
- 2025 COMPLIANT
- 2025 NON-COMPLIANT

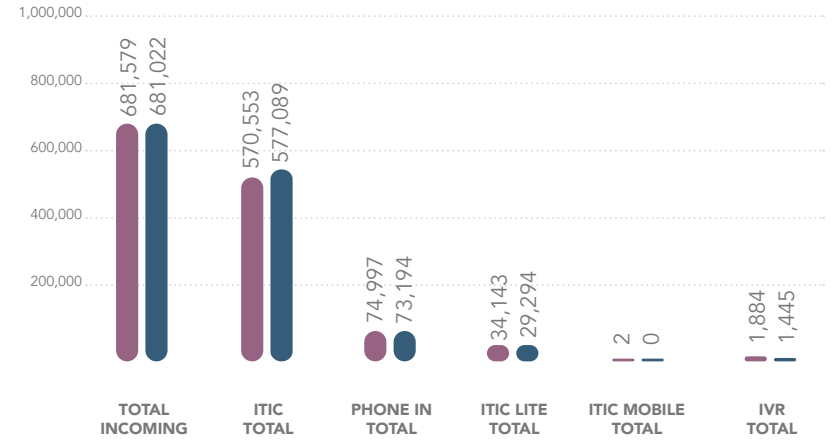| Month	2024 Compliant	2025 Compliant	2024 Non-Compliant	2025 Non-Compliant
JAN	99%	99%	1%	1%
FEB	99%	99%	1%	1%
MAR	99%	99%	1%	1%
APR	98%	97%	2%	3%
MAY	99%	99%	1%	1%
JUN	99%	98%	1%	2%
JUL	99%	99%	1%	1%
AUG	99%	96%	1%	4%
SEP	99%	99%	1%	1%
OCT	95%	99%	5%	1%
NOV	99%	99%	1%	1%
DEC	99%	99%	1%	1%

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 a smaller portion of the total as more IOC users make the change to on-line ticket entry. Total incoming volume is now slightly ahead of last year's levels.
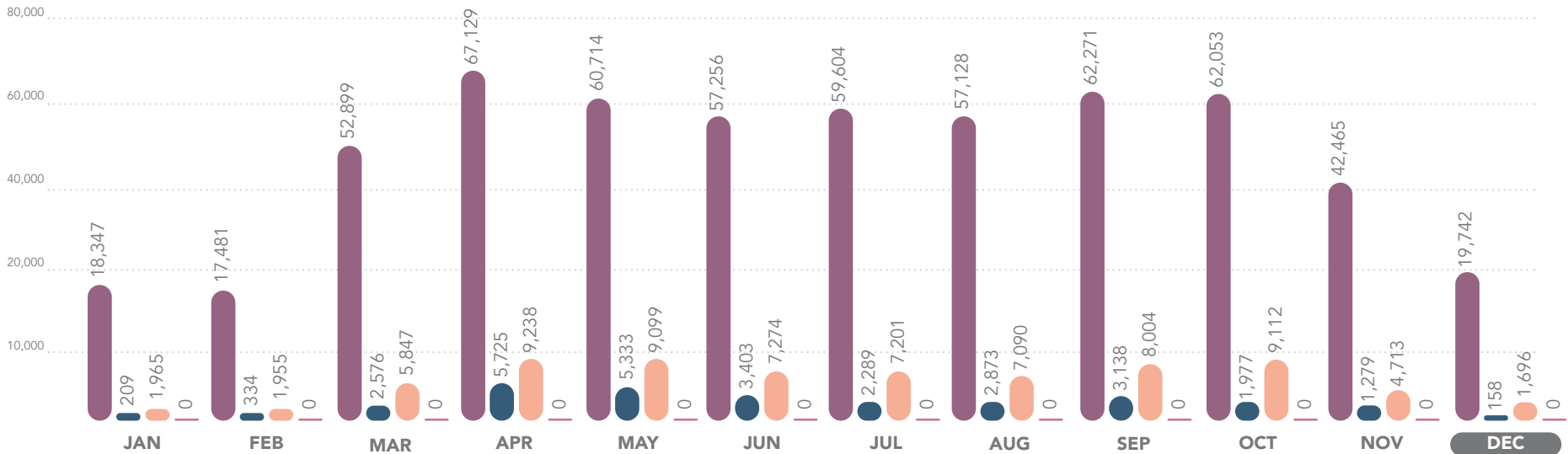
ITIC ACTIVITY Y-T-D

Legend: Y-T-D 2024 | Y-T-D 2025

	Y-T-D 2024	Y-T-D 2025
TOTAL INCOMING	681,579	681,022
ITIC TOTAL	570,553	577,089
PHONE IN TOTAL	74,997	73,194
ITIC LITE TOTAL	34,143	29,294
ITIC MOBILE TOTAL	2	0
IVR TOTAL	1,884	1,445

MONTHLY ITIC ACTIVITY

Legend: ITIC | ITIC LITE | PHONE IN | ITIC MOBILE

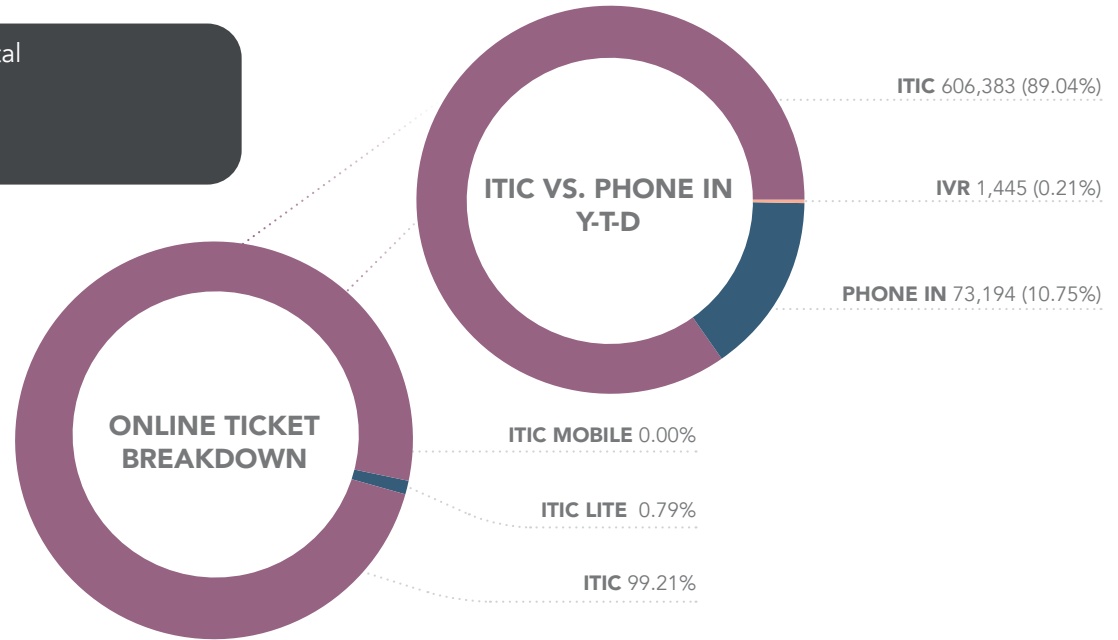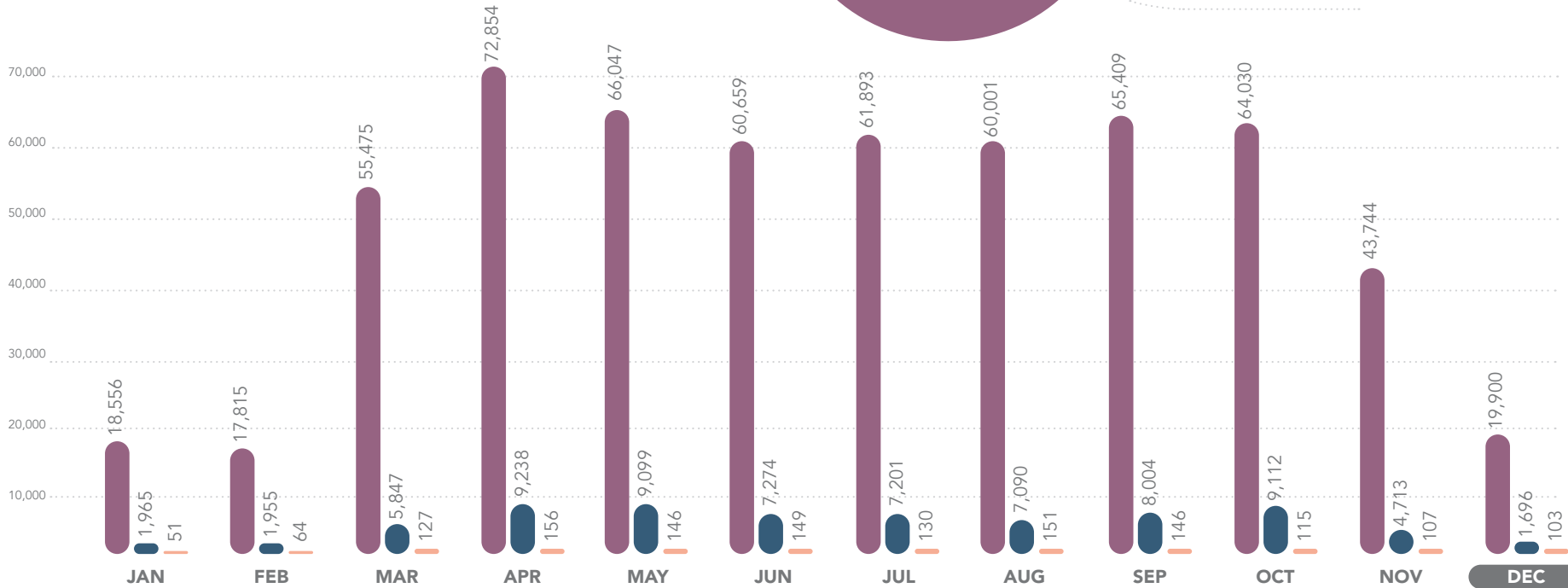| Month	ITIC	ITIC LITE	PHONE IN	ITIC MOBILE
JAN	18,347	209	1,965	0
FEB	17,481	334	1,955	0
MAR	52,899	2,576	5,847	0
APR	67,129	5,725	9,238	0
MAY	60,714	5,333	9,099	0
JUN	57,256	3,403	7,274	0
JUL	59,604	2,289	7,201	0
AUG	57,128	2,873	7,090	0
SEP	62,271	3,138	8,004	0
OCT	62,053	1,977	9,112	0
NOV	42,465	1,279	4,713	0
DEC	19,742	158	1,696	0

The number of tickets received through ITIC is nearly 90 percent of the total incoming volume.

ITIC VS. PHONE IN Y-T-D

ITIC 606,383 (89.04%)
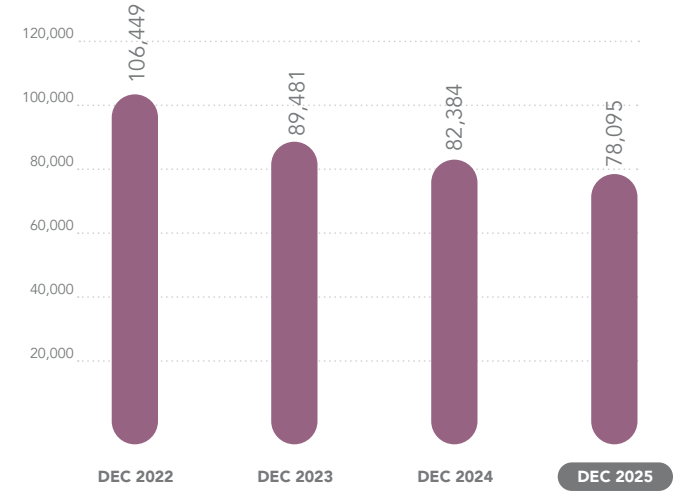IVR 1,445 (0.21%)
PHONE IN 73,194 (10.75%)

ONLINE TICKET BREAKDOWN

ITIC MOBILE 0.00%
ITIC LITE 0.79%
ITIC 99.21%

ITIC VS. PHONE IN

- ITIC
- PHONE IN
- IVR

Month	ITIC	PHONE IN	IVR
JAN	18,556	1,965	51
FEB	17,815	1,955	64
MAR	55,475	5,847	127
APR	72,854	9,238	156
MAY	66,047	9,099	146
JUN	60,659	7,274	149
JUL	61,893	7,201	130
AUG	60,001	7,090	151
SEP	65,409	8,004	146
OCT	64,030	9,112	115
NOV	43,744	4,713	107
DEC	19,900	1,696	103

This chart tracks ITIC usage through the last few years.

COMPARATIVE ITIC VOLUME

Legend: 2022 | 2023 | 2024 | 2025

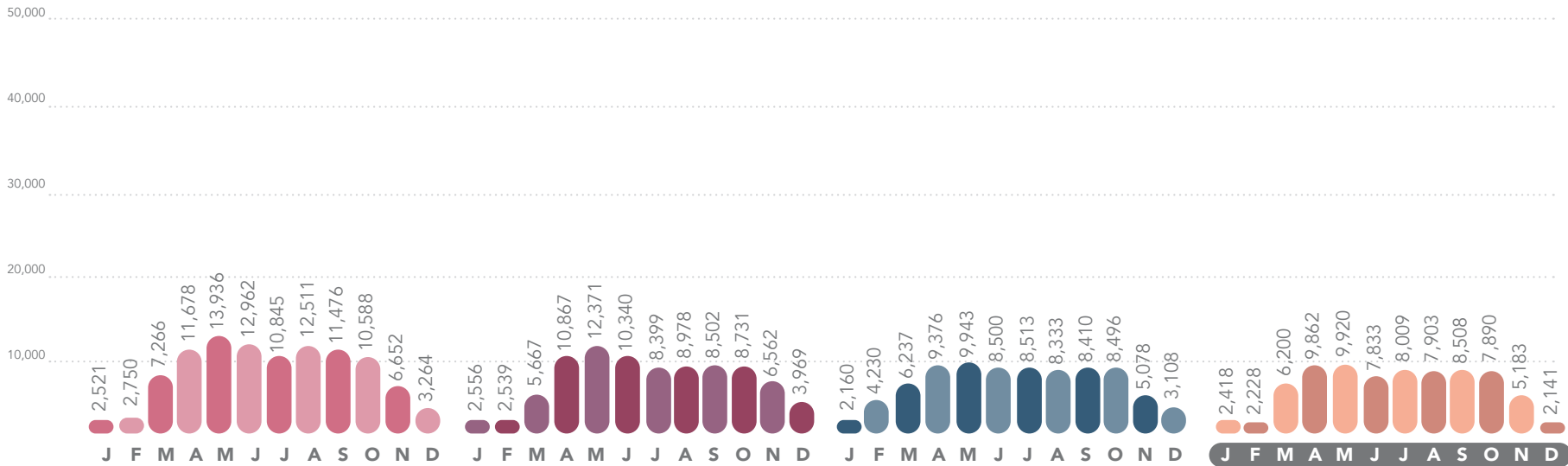| Month	2022	2023	2024	2025
JAN	13,386	16,109	15,797	**18,556**
FEB	14,933	16,541	33,765	**17,815**
MAR	42,549	43,029	49,212	**55,475**
APR	61,436	65,287	61,817	**72,854**
MAY	67,121	73,118	67,109	**66,047**
JUN	67,393	66,268	59,505	**60,659**
JUL	57,544	57,388	60,974	**61,893**
AUG	64,969	66,073	60,734	**60,001**
SEP	60,274	61,414	62,324	**65,409**
OCT	61,096	65,162	64,705	**64,030**
NOV	42,940	54,179	42,124	**43,744**
DEC	19,832	32,519	26,632	**19,900**

IOWA 811 ONE CALL SM

Total number of incoming phone calls year to date is slightly lower than 2024 even as the overall number of tickets submitted on line continues to grow.
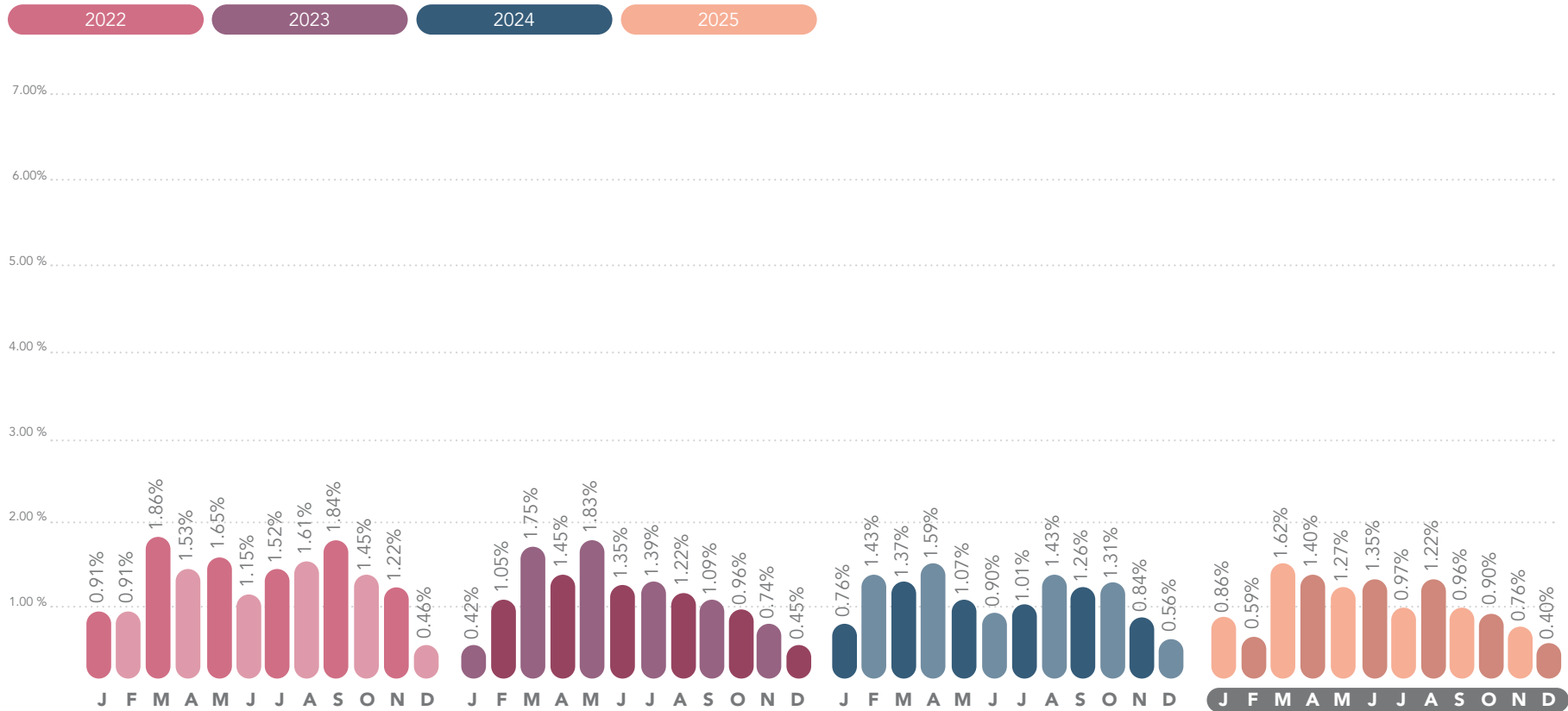
TOTAL INCOMING CALLS Y-T-D

|	
DEC 2022	106,449
DEC 2023	89,481
DEC 2024	82,384
DEC 2025	78,095

TOTAL INCOMING CALLS

Legend: 2022 | 2023 | 2024 | 2025

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 | F 4,230 | M 6,237 | A 9,376 | M 9,943 | J 8,500 | J 8,513 | A 8,333 | S 8,410 | O 8,496 | N 5,078 | D 3,108

2025: J 2,418 | F 2,228 | M 6,200 | A 9,862 | M 9,920 | J 7,833 | J 8,009 | A 7,903 | S 8,508 | O 7,890 | N 5,183 | D 2,141

The percentage of Abandoned Calls is again lower in December, making it six months in a row.

CALLS ABANDONED

2022   2023   2024   2025

Chart data — Calls Abandoned by month (J F M A M J J A S O N D):

2022: 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: 0.42%, 1.05%, 1.75%, 1.45%, 1.83%, 1.35%, 1.39%, 1.22%, 1.09%, 0.96%, 0.74%, 0.45%

2024: 0.76%, 1.43%, 1.37%, 1.59%, 1.07%, 0.90%, 1.01%, 1.43%, 1.26%, 1.31%, 0.84%, 0.56%

2025: 0.86%, 0.59%, 1.62%, 1.40%, 1.27%, 1.35%, 0.97%, 1.22%, 0.96%, 0.90%, 0.76%, 0.40%

The average speed to answer is slightly lower than last year for this period, meaning it has dropped lower than last year for the last six months.

AVERAGE SPEED TO ANSWER

2022   2023   2024   2025
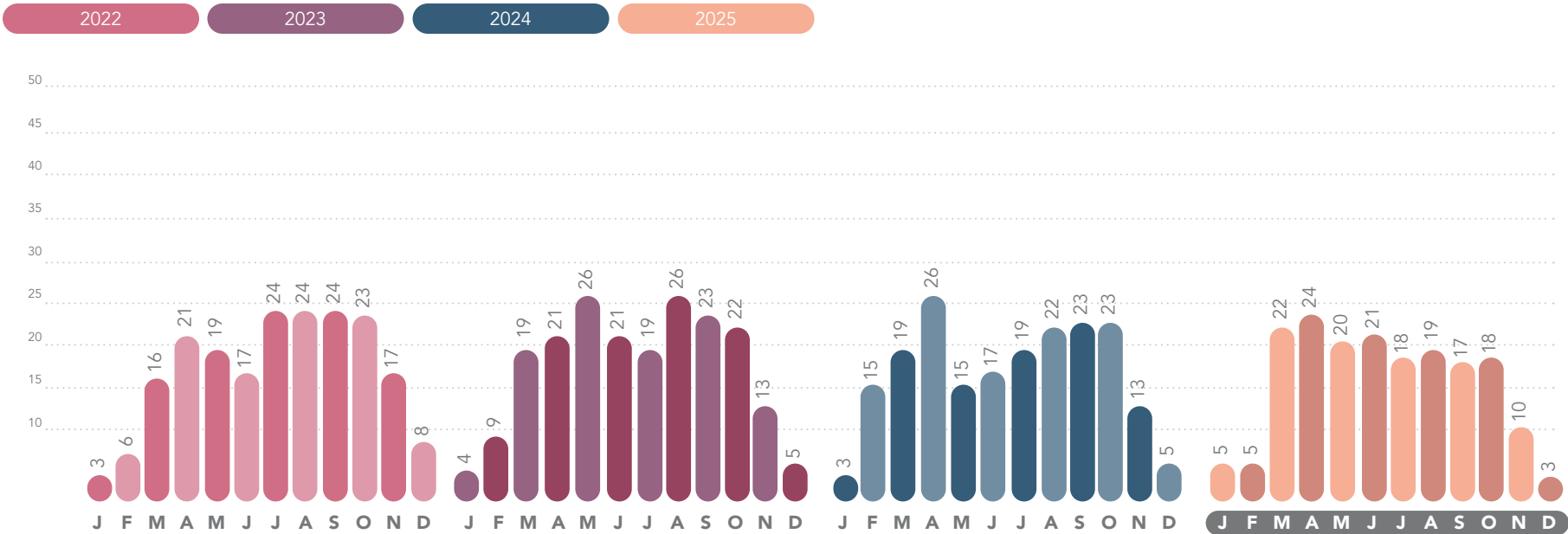
The chart below reflects the average speed (ASA) to answer during the after hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC.
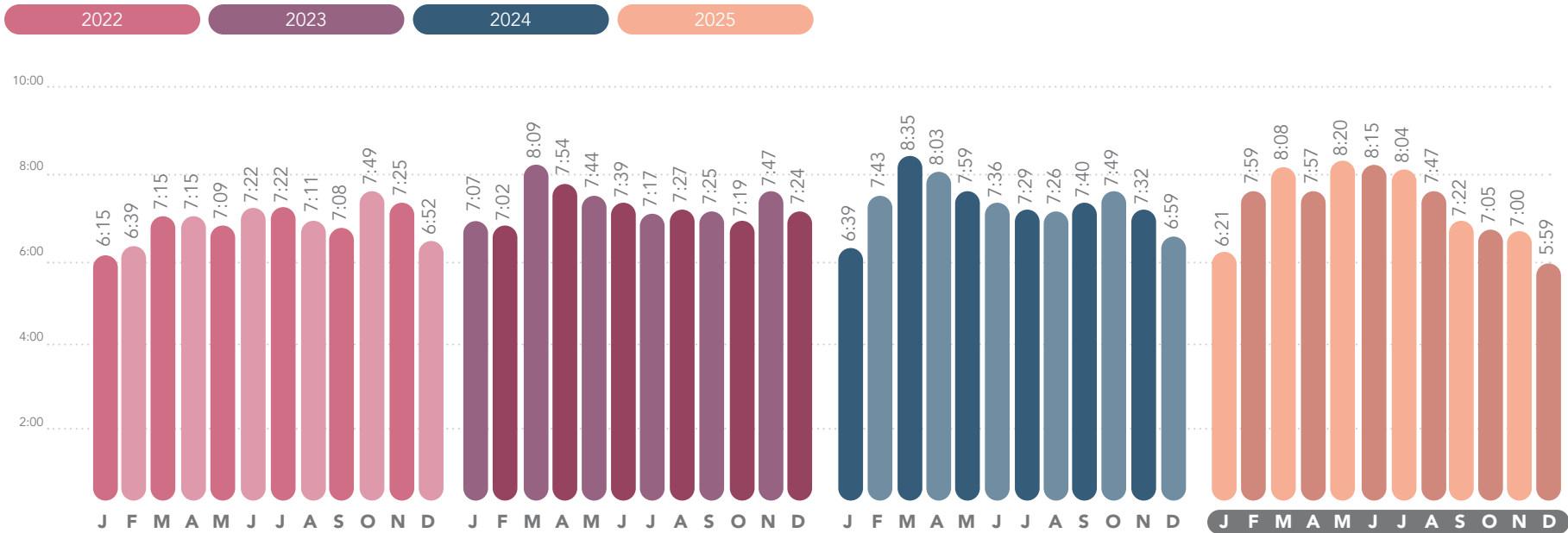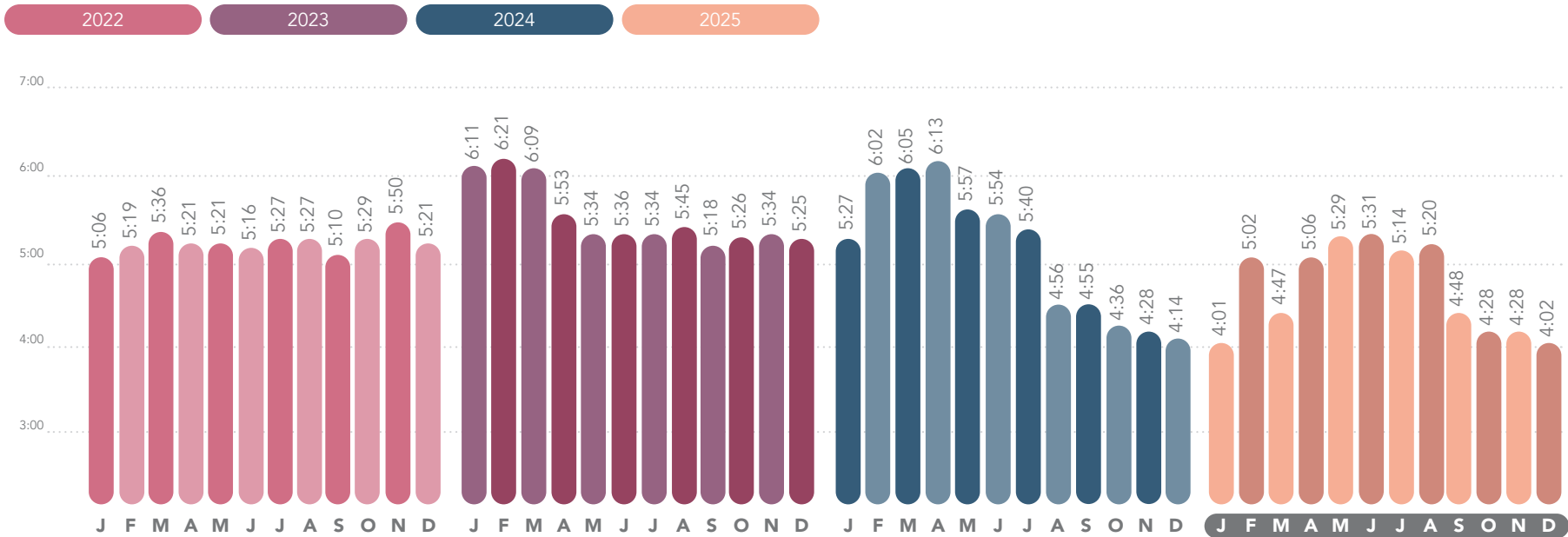
AFTER HOURS TICKET BREAKDOWN

WEB VS. PHONE

PHONE 6%

WEB 94%

DECEMBER 2025
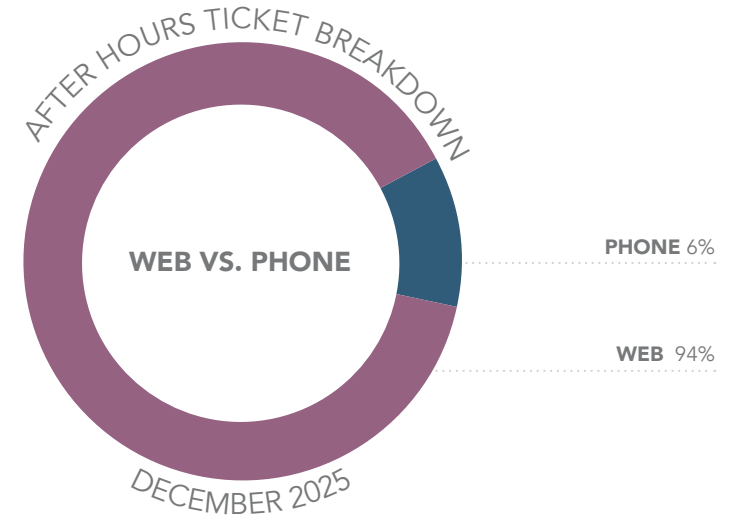
AVERAGE SPEED TO ANSWER AFTER HOURS

2025

Month	Value
JAN	11
FEB	10
MAR	25
APR	28
MAY	19
JUN	15
JUL	13
AUG	20
SEP	17
OCT	16
NOV	20
DEC	6
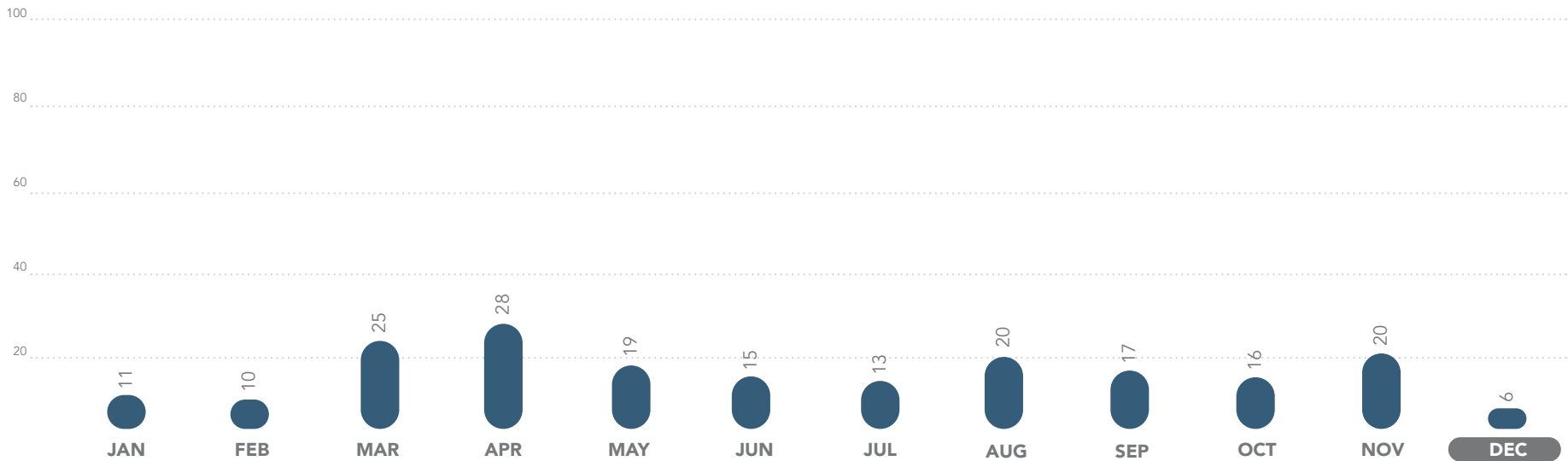
Average talk time is lower than it was last year for the fourth month in a row.

AVERAGE TALK TIME

2022 **2023** **2024** **2025**

Average talk time bar chart. Values by month:

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, A 7:27, S 7:25, O 7:19, N 7:47, D 7:24

2024: J 6:39, F 7:43, M 8:35, A 8:03, M 7:59, J 7:36, J 7:29, A 7:26, S 7:40, O 7:49, N 7:32, D 6:59

2025: J 6:21, F 7:59, M 8:08, A 7:57, M 8:20, J 8:15, J 8:04, A 7:47, S 7:22, O 7:05, N 7:00, D 5:59

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

AVERAGE TIME PER TICKET

Legend: 2022, 2023, 2024, 2025

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–D): 6:11, 6:21, 6:09, 5:53, 5:34, 5:36, 5:34, 5:45, 5:18, 5:26, 5:34, 5:25

2024 (J–D): 5:27, 6:02, 6:05, 6:13, 5:57, 5:54, 5:40, 4:56, 4:55, 4:36, 4:28, 4:14

2025 (J–D): 4:01, 5:02, 4:47, 5:06, 5:29, 5:31, 5:14, 5:20, 4:48, 4:28, 4:28, 4:02

YTD and MTD incoming ticket volume is slightly lower than last year.

INCOMING TICKET TOTALS Y-T-D

DEC 2022	DEC 2023	DEC 2023	DEC 2025
674,853	704,519	681,579	681,022

INCOMING TICKET TOTALS

Legend: 2022 · 2023 · 2024 · 2025

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 · 18,796 · 48,796 · 75,781 · 84,938 · 76,326 · 65,183 · 75,007 · 69,900 · 74,361 · 60,703 · 36,401

2024 (J–D): 17,743 · 37,914 · 55,259 · 70,457 · 75,994 · 67,256 · 68,693 · 68,407 · 70,143 · 73,211 · 47,047 · 29,455

2025 (J–D): 20,572 · 19,834 · 61,449 · 82,248 · 75,292 · 68,082 · 69,224 · 67,242 · 73,559 · 73,257 · 48,564 · 21,699

The YTD outbound ticket total is higher than last year, while the MTD total is lower.
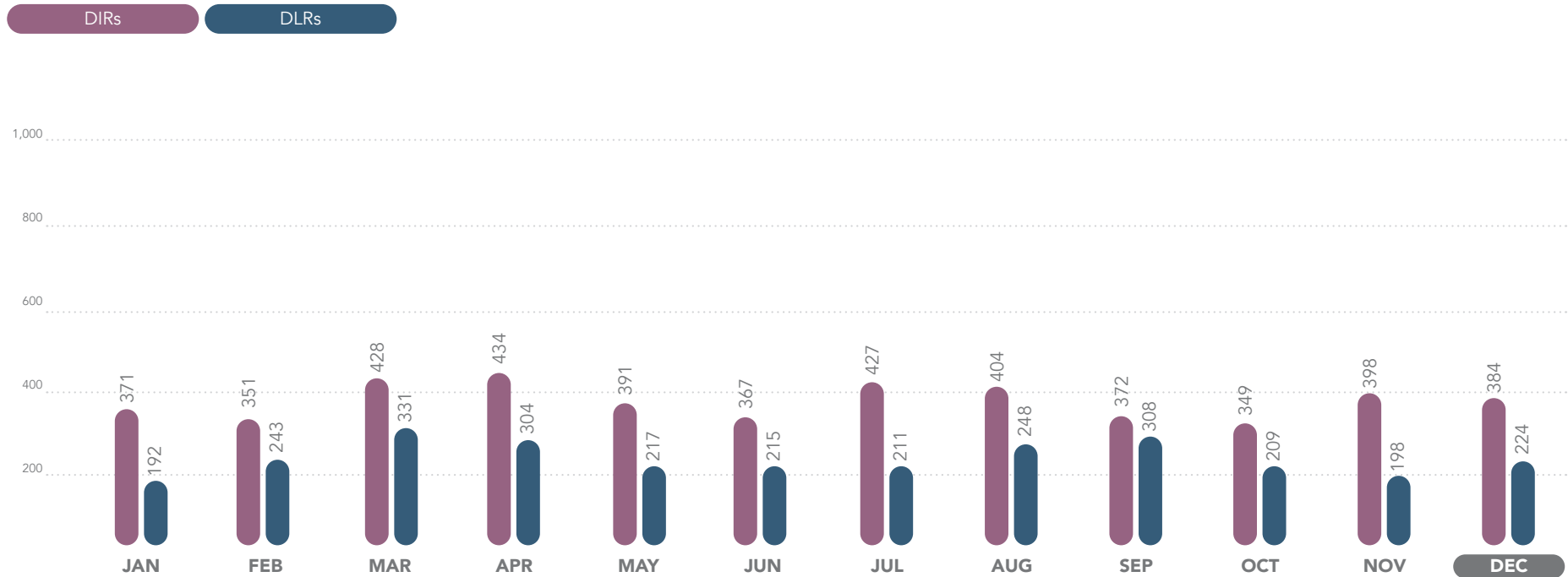
OUTBOUND TICKET TOTALS Y-T-D

DEC 2022	DEC 2023	DEC 2024	DEC 2025
3,431,940	3,633,328	3,543,128	3,618,935

OUTBOUND TICKET TOTALS

2022 **2023** **2024** **2025**

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–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–D): 100,153; 197,365; 283,587; 359,461; 390,999; 349,768; 357,406; 355,377; 362,412; 377,997; 248,454; 160,149

2025 (J–D): 114,881; 111,384; 336,277; 434,075; 395,903; 361,152; 370,359; 355,889; 385,501; 380,943; 252,318; 120,253

The in/out ratio has followed the historical pattern.

IN/OUT RATIO

2022 **2023** **2024** **2025**

2022
J	F	M	A	M	J	J	A	S	O	N	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	F	M	A	M	J	J	A	S	O	N	D
5.58	5.46	5.31	5.10	5.11	5.12	5.17	5.17	5.13	5.12	5.05	5.18

2024
J	F	M	A	M	J	J	A	S	O	N	D
5.64	5.21	5.13	5.10	5.15	5.20	5.20	5.20	5.17	5.16	5.28	5.44

2025
J	F	M	A	M	J	J	A	S	O	N	D
5.58	5.62	5.47	5.28	5.26	5.30	5.35	5.29	5.24	5.20	5.20	5.54
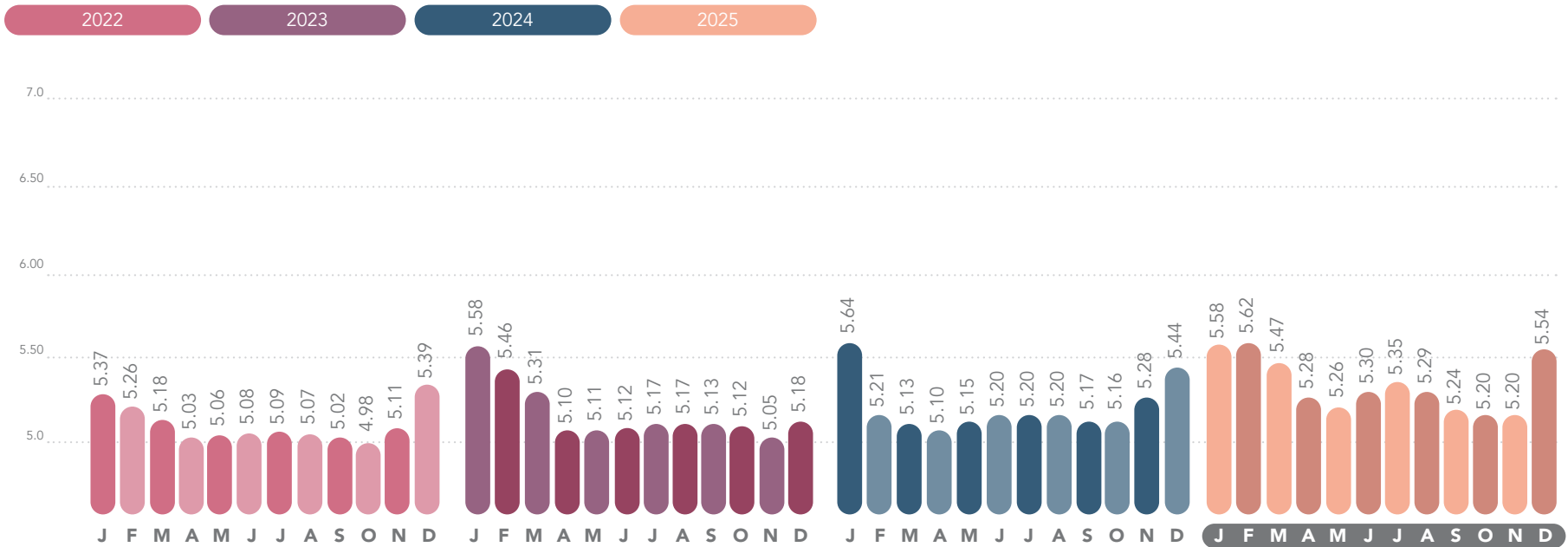
Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

DRS SYSTEM ACTIVITY

DIRs   DLRs

Month	DIRs	DLRs
JAN	371	192
FEB	351	243
MAR	428	331
APR	434	304
MAY	391	217
JUN	367	215
JUL	427	211
AUG	404	248
SEP	372	308
OCT	349	209
NOV	398	198
DEC	384	224

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

RELOCATE ATTACHMENTS BREAKDOWN

WITHOUT ATTACHMENTS 28,188

WITH ATTACHMENTS 405

MARKINGS INTACT BREAKDOWN

MARKS NOT INTACT 12,433

MARKS STILL INTACT 16,160

Total Relocate Tickets

Month	Tickets
JAN	12,833
FEB	15,790
MAR	20,899
APR	29,964
MAY	33,747
JUN	35,190
JUL	43,382
AUG	37,896
SEP	36,061
OCT	39,192
NOV	27,806
DEC	28,593
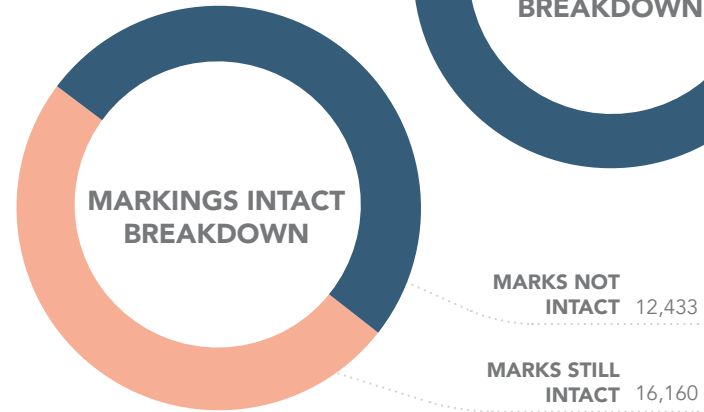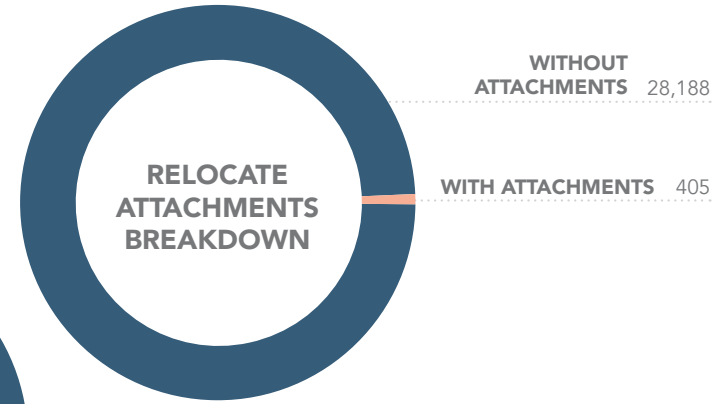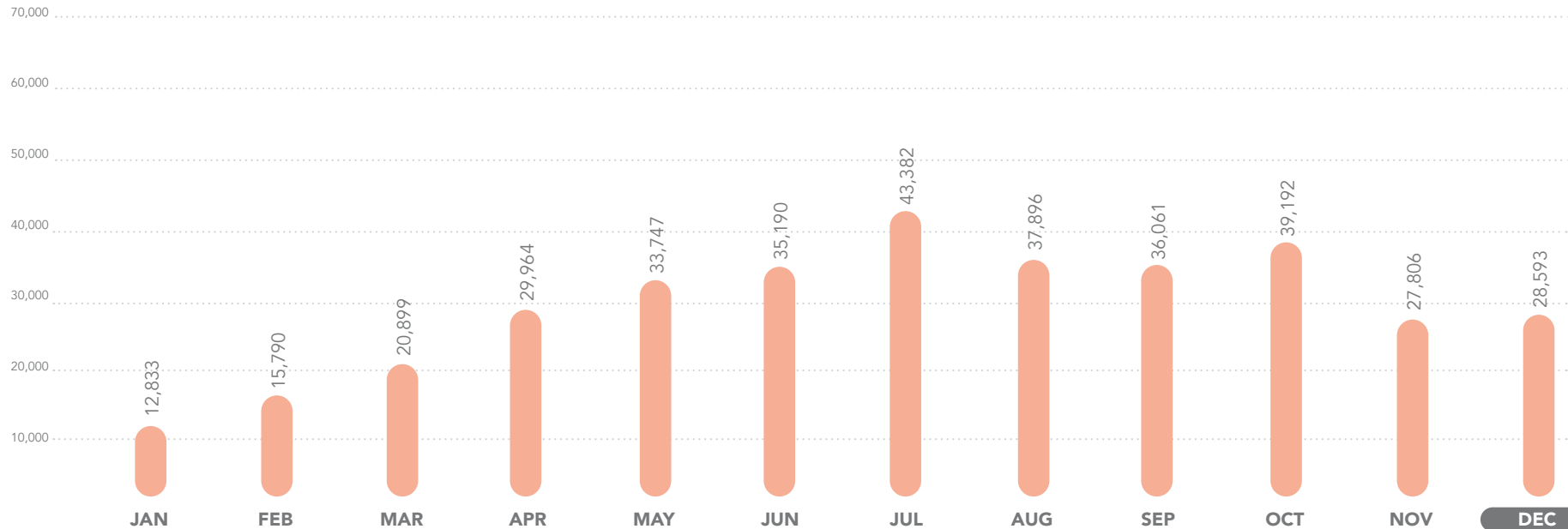
The charts on this page provide a breakdown showing the time of day that incoming tickets were received.

AFTER HOURS ANALYSIS

TICKETS RECEIVED

AFTER HOURS 13%
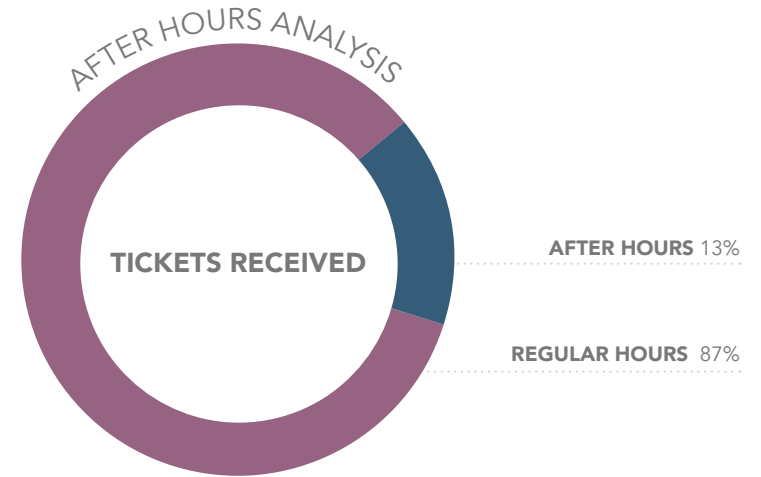
REGULAR HOURS 87%

TIME OF RECEIPT ANALYSIS

REGULAR HOURS   AFTER HOURS

Month	Regular Hours	After Hours
JAN	17,700	2,872
FEB	16,351	3,483
MAR	50,614	10,835
APR	66,236	16,012
MAY	60,243	15,049
JUN	55,236	12,846
JUL	55,973	13,251
AUG	54,374	12,868
SEP	59,898	13,661
OCT	60,237	13,020
NOV	36,950	11,614
DEC	18,954	2,745

IOWA 811
ONE CALL SM
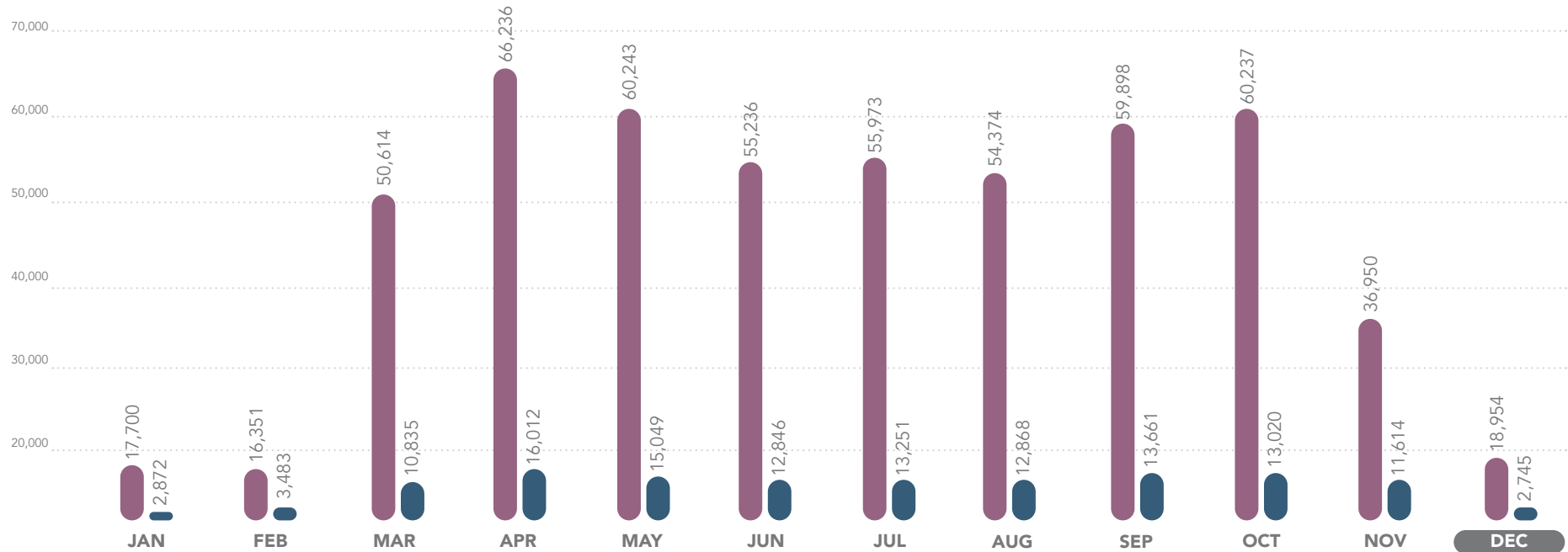
Both the YTD and MTD total number of non-compliant tickets are lower than 2024.

NON-COMPLIANT TICKETS
Y-T-D

Year	Value
2022	174
2023	193
2024	661
2025	557

NON-COMPLIANT TICKETS
DECEMBER

Year	Value
2022	5 (0.022%)
2023	10 (0.027%)
2024	33 (0.112%)
2025	14 (0.065%)
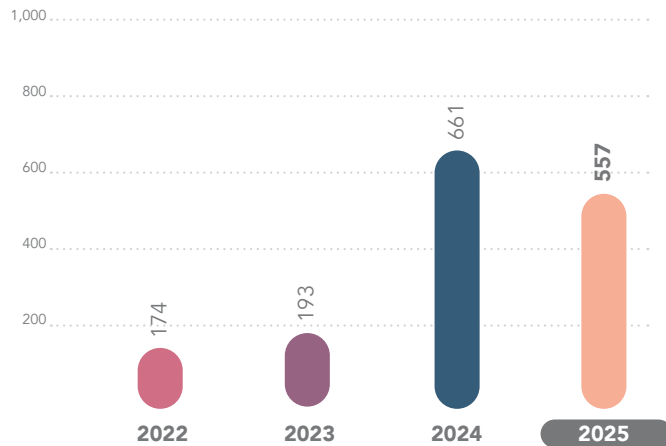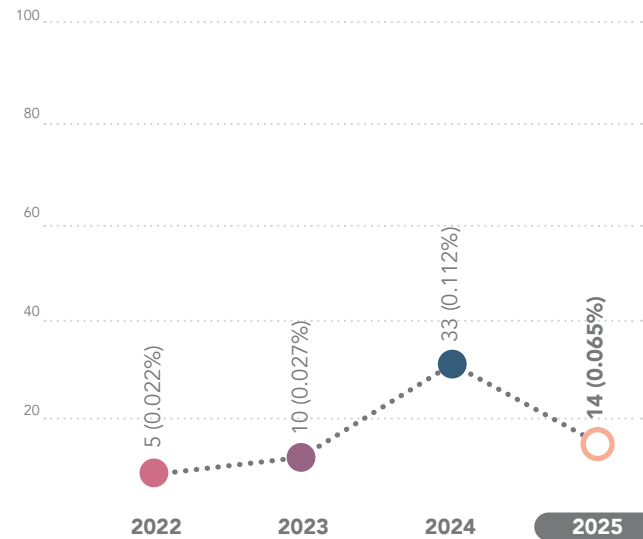
The number of emergencies is higher YTD and lower MTD when compared to 2024.

EMERGENCY TICKETS
Y-T-D

Year	Value
2022	18,809
2023	19,169
2024	20,482
2025	21,656
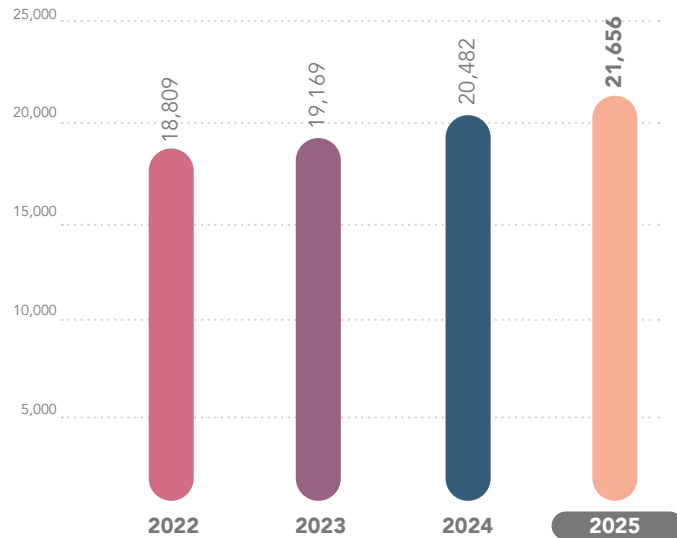
EMERGENCY TICKETS
DECEMBER

Year	Value
2022	1,635 (7.218%)
2023	1,487 (4.085%)
2024	1,636 (5.554%)
2025	1,531 (7.056%)
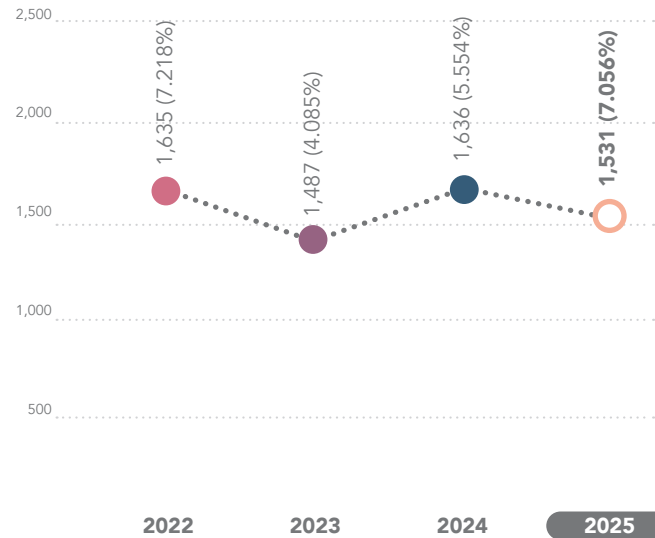
The number of dig-in tickets is lower MTD and slightly lower than YTD 2024.

DIG IN TICKETS
Y-T-D

10,000
8,000
6,000
4,000
2,000

6,731 — 2022
6,970 — 2023
7,542 — 2024
7,333 — 2025

DIG IN TICKETS
DECEMBER

1,200
1,000
800
600
400

278 (1.227%) — 2022
404 (1.110%) — 2023
370 (1.256%) — 2024
229 (1.055%) — 2025
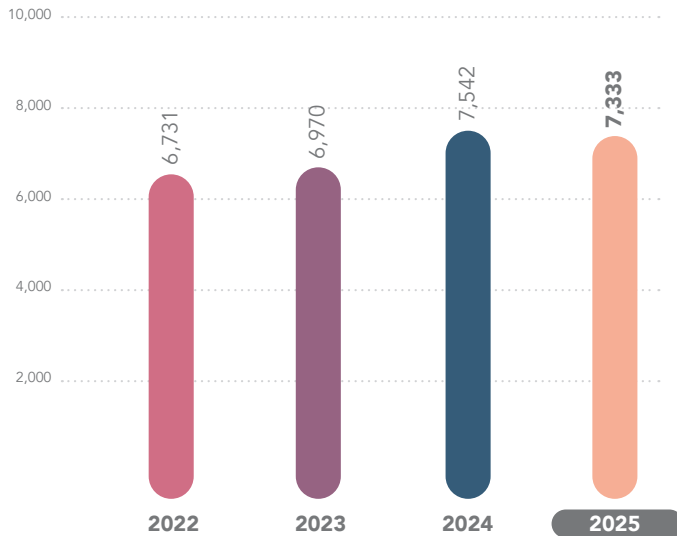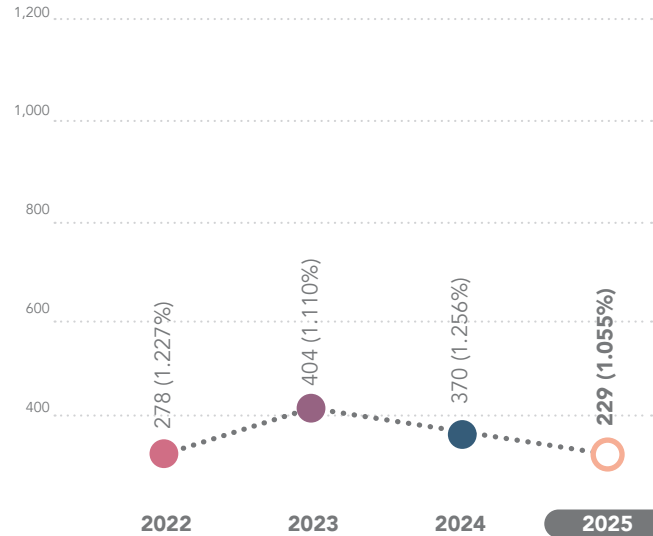
Both the YTD total and MTD number of whitelined tickets is lower than 2024.

WHITELINED TICKETS
Y-T-D

Year	Value
2022	265,285
2023	294,937
2024	299,053
2025	288,750
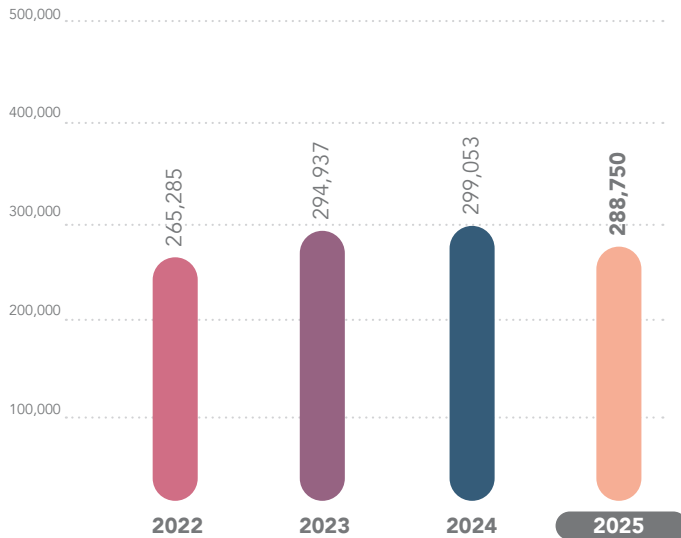
WHITELINED TICKETS
DECEMBER

Year	Value
2022	8,740 (38.585%)
2023	16,424 (45.120%)
2024	12,125 (41.164%)
2025	6,897 (31.785%)

IOWA 811 ONE CALL SM
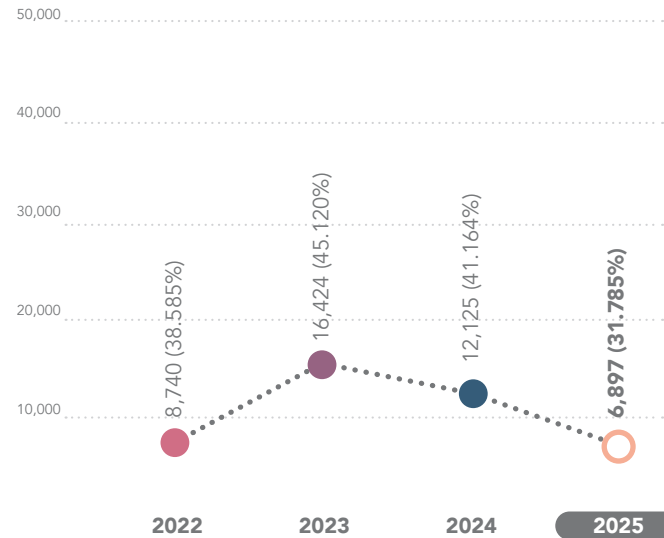
The MTD and YTD number of tickets with GPS coordinates are both slightly lower than 2024.
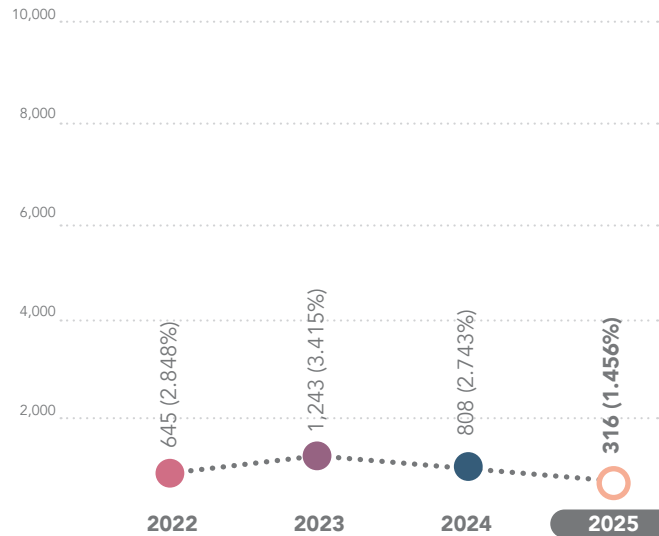
TICKETS WITH GPS
Y-T-D

Year	Value
2022	6,015
2023	6,268
2024	6,337
2025	5,875
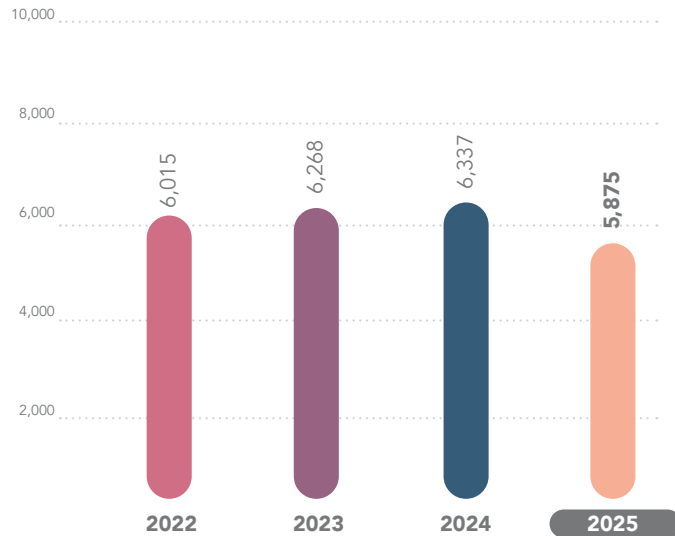
TICKETS WITH GPS
DECEMBER

Year	Value
2022	170 (0.751%)
2023	269 (0.739%)
2024	227 (0.771%)
2025	105 (0.484%)

IOWA 811 ONE CALL SM
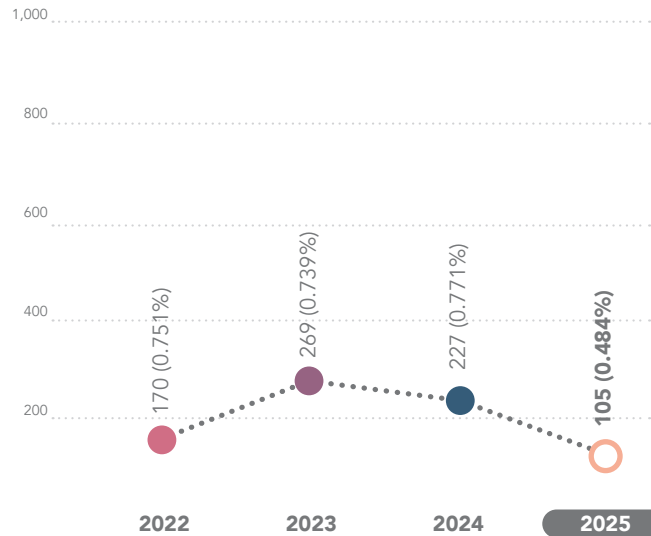
MTD and YTD homeowner ticket volume is lower than in 2024.

HOMEOWNER TICKETS
Y-T-D

Year	Tickets
2022	62,297
2023	62,017
2024	58,292
2025	54,702
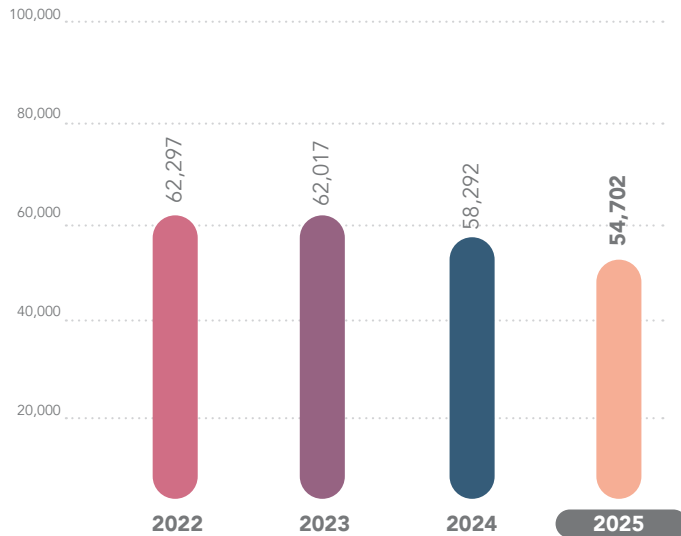
HOMEOWNER TICKETS
DECEMBER

Year	Tickets
2022	645 (2.848%)
2023	1,243 (3.415%)
2024	808 (2.743%)
2025	316 (1.456%)

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.
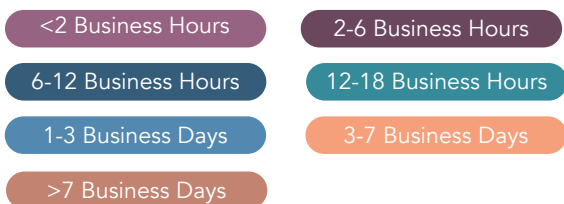
EMERGENCY TICKET SCAN

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

Month	Total Previous Instances	Emergency Tickets with Previous Instances
JAN	120	95
FEB	103	84
MAR	86	71
APR	119	95
MAY	119	88
JUN	173	97
JUL	161	134
AUG	155	113
SEP	111	92
OCT	129	92
NOV	122	89
DEC	120	92

Scanned Emergency Tickets

| JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1,982	1,532	2,045	1,867	1,674	1,752	2,269	1,921	1,738	1,669	1,420	1,527
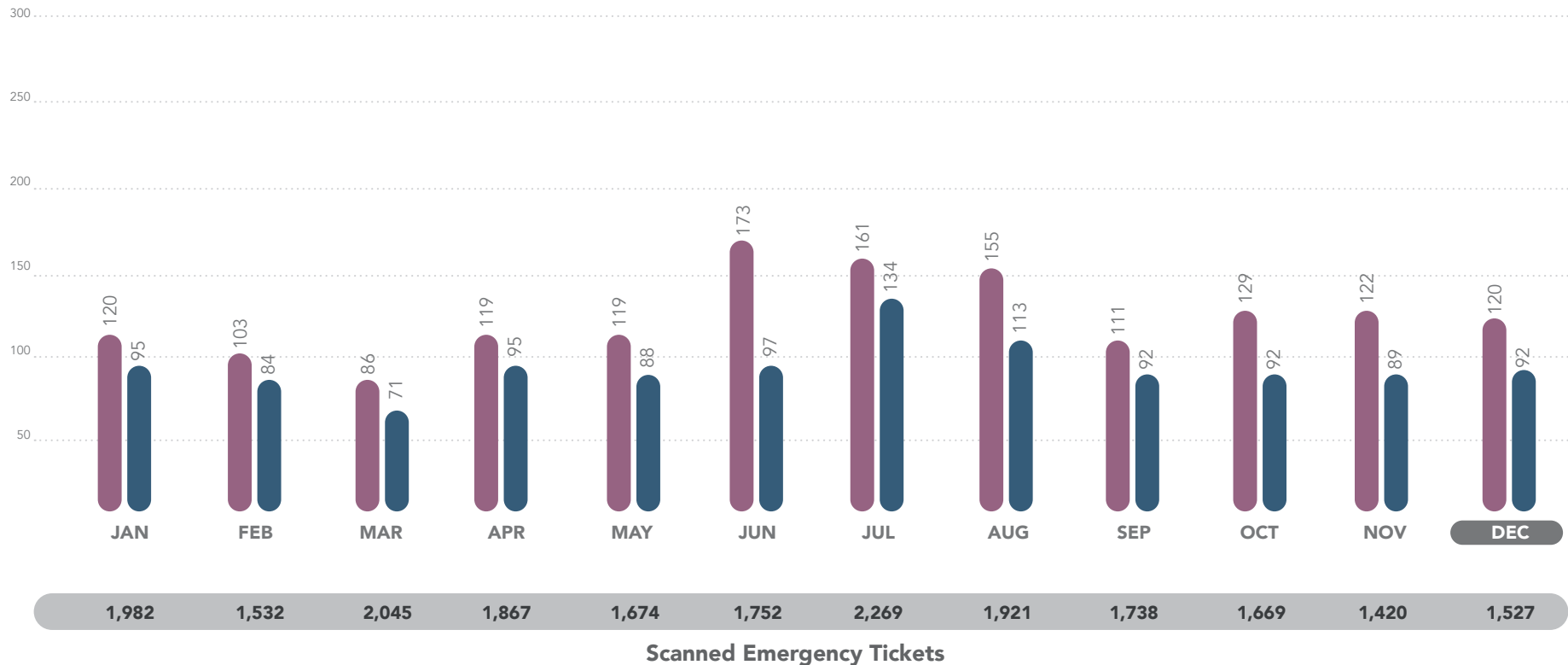
The center implemented the Dynamic Start Date Pilot Program January 5, 2022.
These numbers are from all counties in Iowa, and reflect only those tickets that were:

a) Compliant-type tickets

b) Filed Monday through Friday

c) Provided more than 30 minutes additional time to locate

<2 Business Hours 2-6 Business Hours

6-12 Business Hours 12-18 Business Hours

1-3 Business Days 3-7 Business Days

>7 Business Days

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

COMPLIANT TICKET BREAKDOWN

DYNAMIC START TIMES BY TIME FRAMES PROVIDED

514   80

1,673

3,326

2

117

413
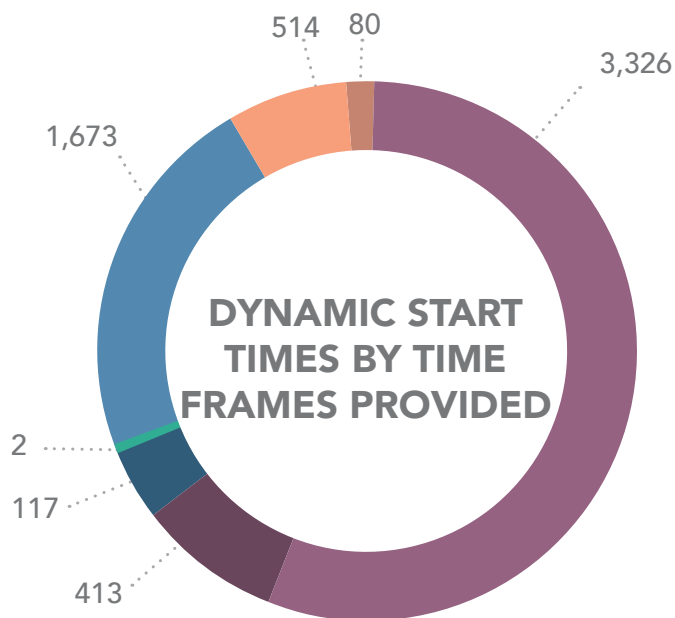
Dynamic Start Time Tickets from Mon - Friday

6,125   18,588

Total Compliant Tickets

10,000 20,000 30,000 40,000 50,000 60,000 70,000 80,000 90,000 100,000

IOWA 811 ONE CALL SM

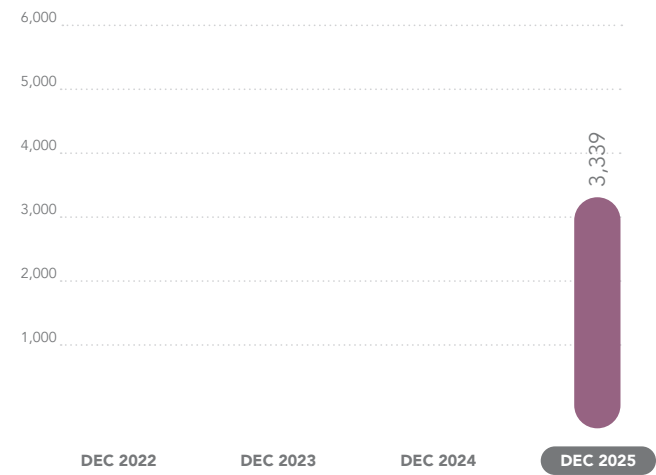Iowa One Call instituted the new Ticket Talk feature on February 24th, 2025 at 8am.

The date filter in the report is based on when the ticket was created, not when the messages were sent. For example, if Ticket 3 was created on March 30 but the conversations happened in April, those April conversations will still show up in the March report because the ticket itself was created in March. The same goes if the conversation continues into May.

In short, the report pulls in all conversation activity tied to tickets created within the date range you enter.
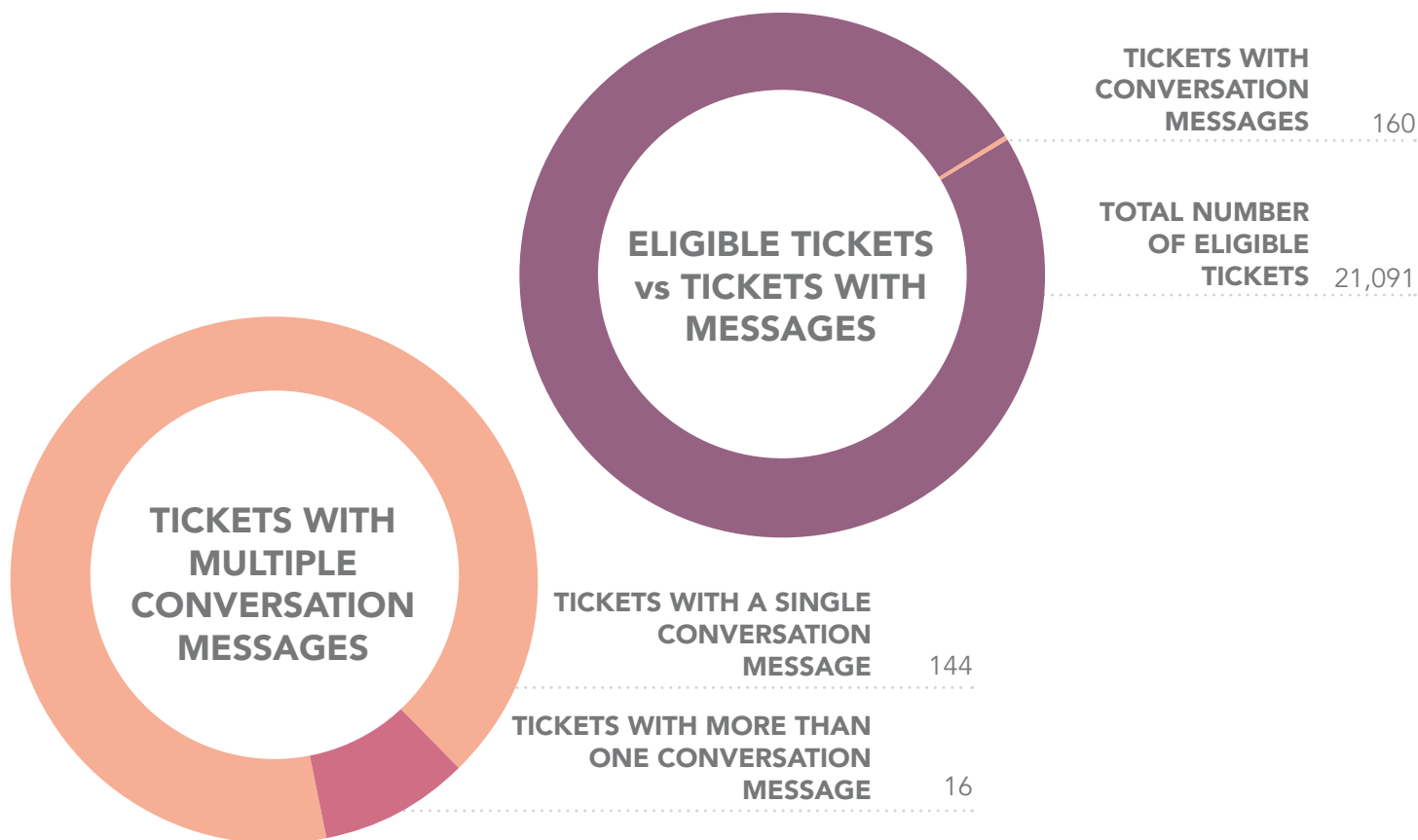
TOTAL NUMBER OF TICKET TALK CONVERSATION MESSAGES Y-T-D
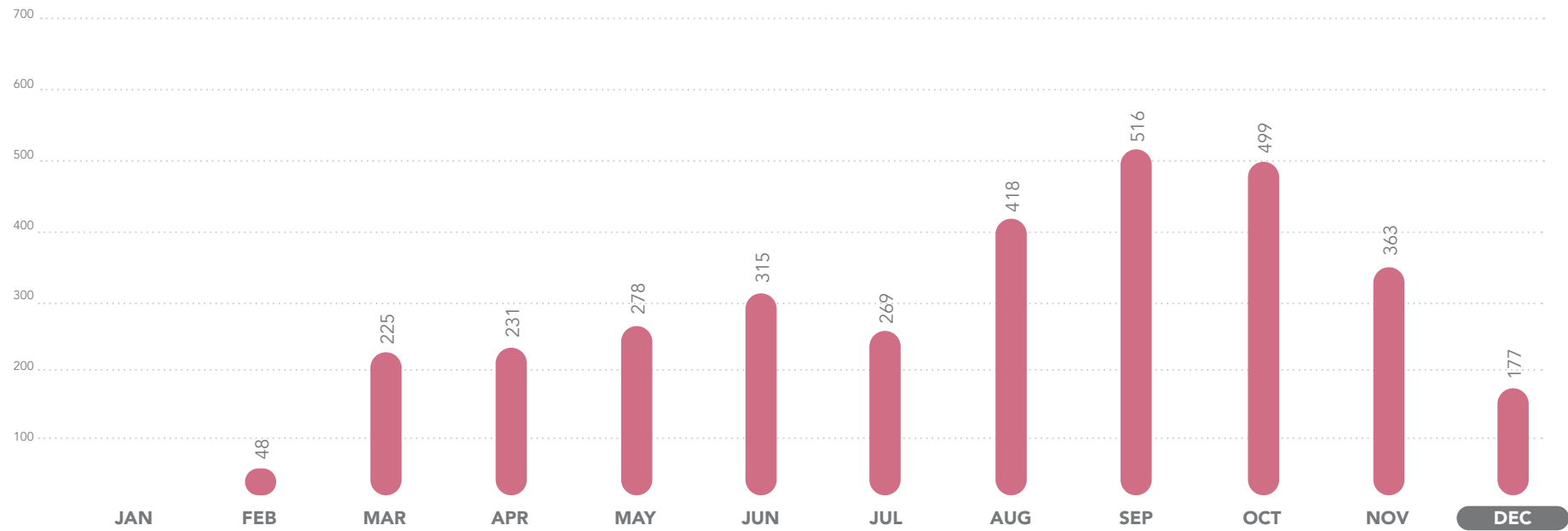
DEC 2022	DEC 2023	DEC 2024	DEC 2025
			3,339

Total Number of Ticket Talk Conversation Messages

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
	48	225	231	278	315	269	418	516	499	363	177

Iowa One Call instituted the new Ticket Talk feature on February 24th, 2025 at 8am.

ELIGIBLE TICKETS vs TICKETS WITH MESSAGES

TICKETS WITH CONVERSATION MESSAGES   160

TOTAL NUMBER OF ELIGIBLE TICKETS   21,091

TICKETS WITH MULTIPLE CONVERSATION MESSAGES

TICKETS WITH A SINGLE CONVERSATION MESSAGE   144

TICKETS WITH MORE THAN ONE CONVERSATION MESSAGE   16

OCC's Systems Division is constantly at work modifying existing and developing new software. The list on this page identifies changes that took place during 2025. We will continue supplying this information during 2026.

Iowa – 2025 Major Deliveries & System Changes

- Rebrand Dig-In to Damage

- Implement Ticket Talk

- Open Ticket Dashboard

- Mobile App Release

- Activation of new Non-Response process

- Ongoing Parcel updates

- Joint Meet Ticket workflow improvements

- Increased compliance and improved handling of compliant tickets

- Locator Tickets enhancements

- Upgrade attachment upload process

- Enabled search for ticket attachments

- Retirement of the NextGen platform

Ongoing Operational & Technical Enhancements (Throughout 2025)

In addition to major visible releases, several critical behind-the-scenes improvements were delivered:

- PunchPhone enhancements to:

  - Improve caller experience
  - Increase CSR efficiency

- iVerify suite updates to:

  - Strengthen discrepancy detection
  - Improve risk identification

- Reduced turnaround time for map updates (e.g., reflecting new neighborhood features)

- Security & infrastructure improvements

- Ongoing maintenance and upgrades focused on data and asset security