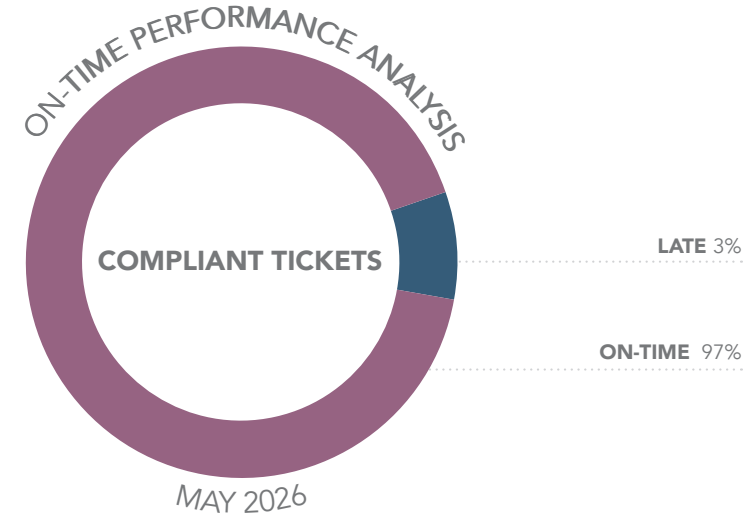
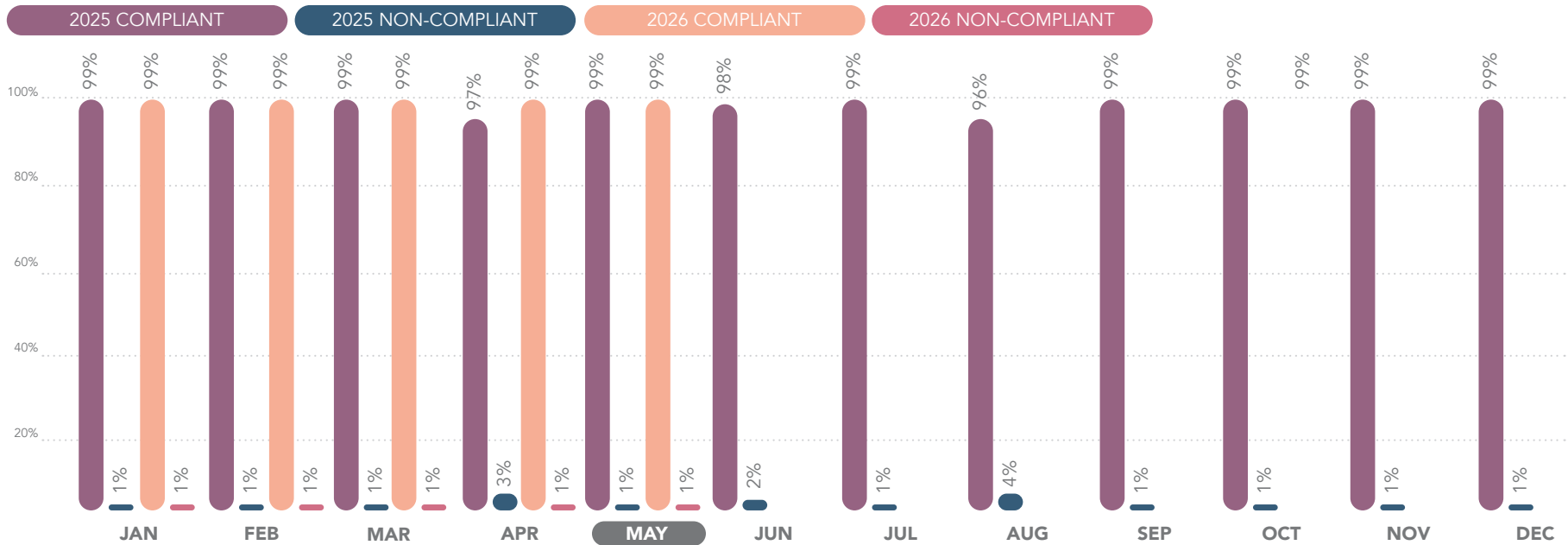


The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within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



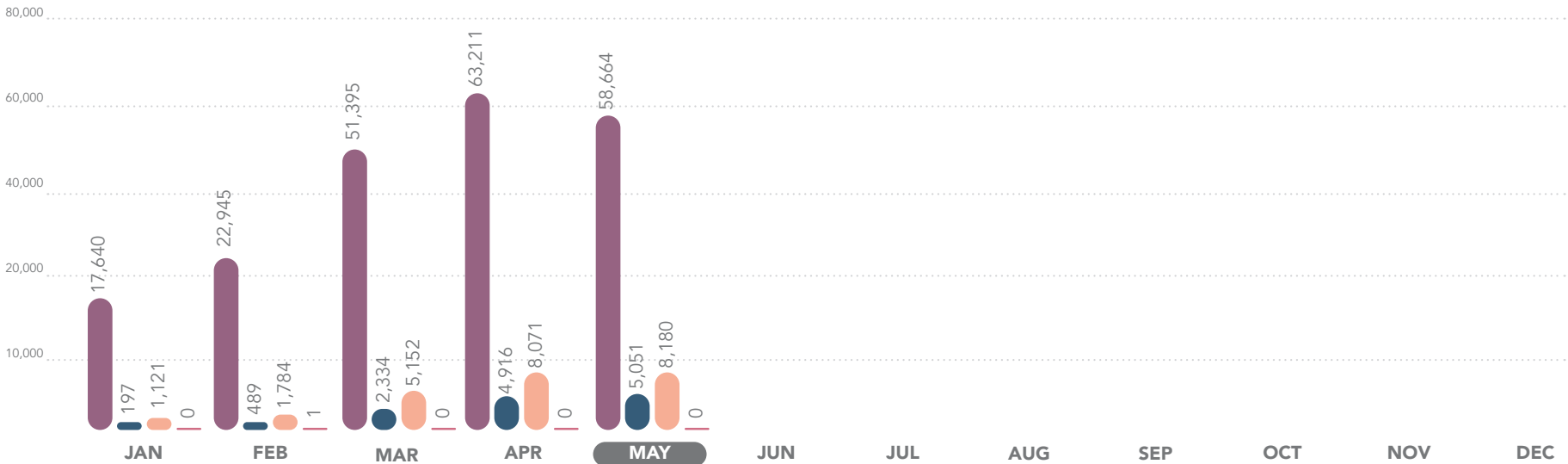
## POSITIVE RESPONSE COMPLIANCE



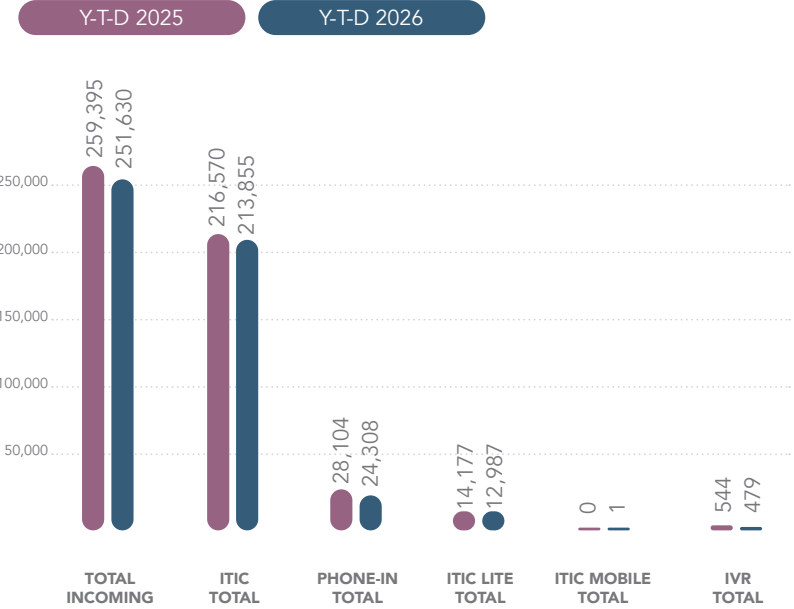
ITIC, ITIC Lite, and ITIC Mobile activity all continue to grow and make up a greater percentage of incoming locates. Phone-in activity will continue to make up a smaller portion of the total as more IOC users make the change to online ticket entry. Total incoming volume is nearly ahead of last year's levels.

## MONTHLY ITIC ACTIVITY

ITIC    ITIC LITE    PHONE-IN    ITIC MOBILE

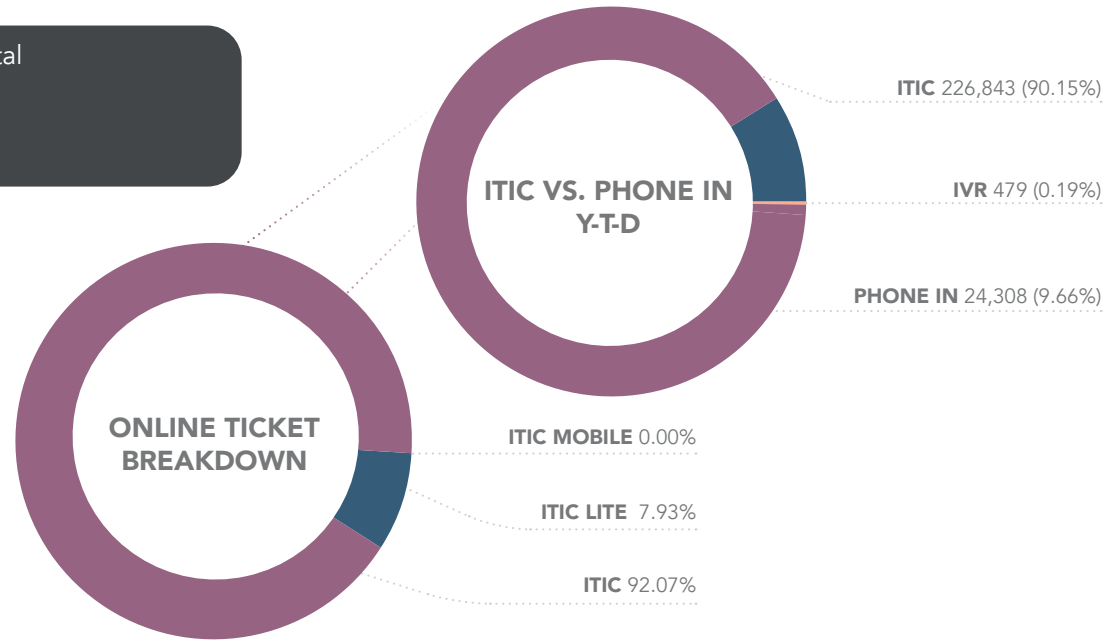
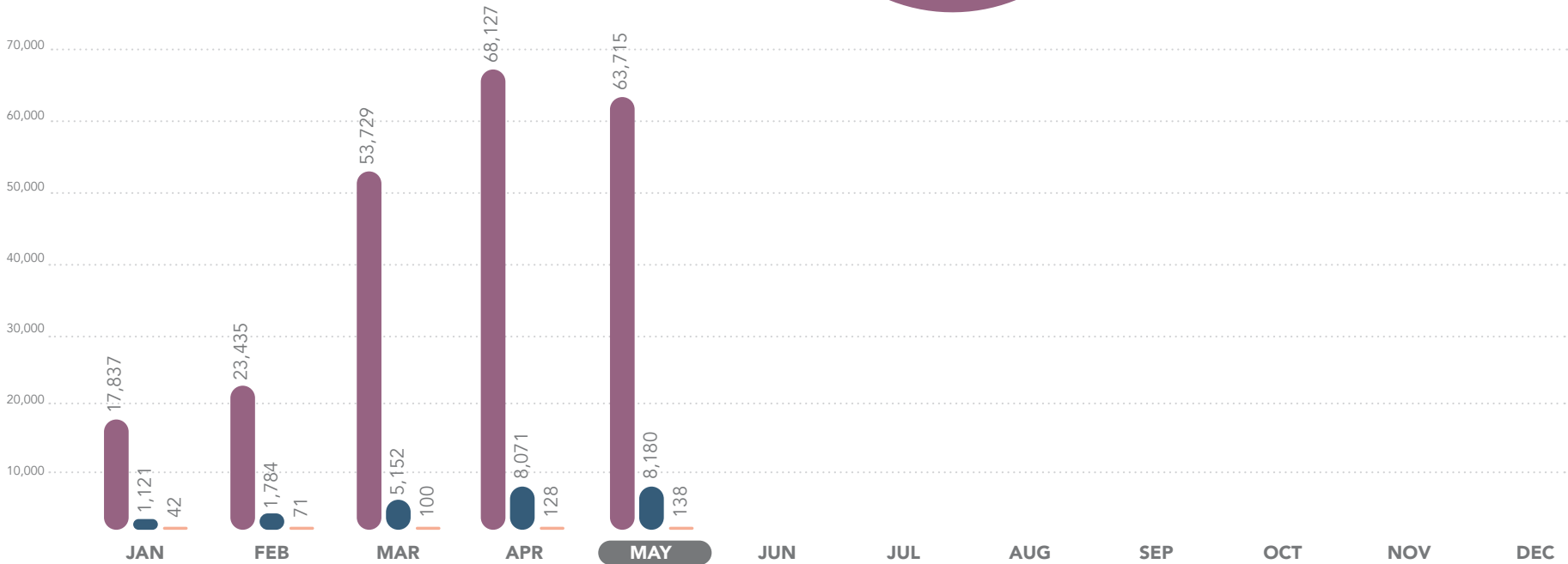


## ITIC ACTIVITY Y-T-D



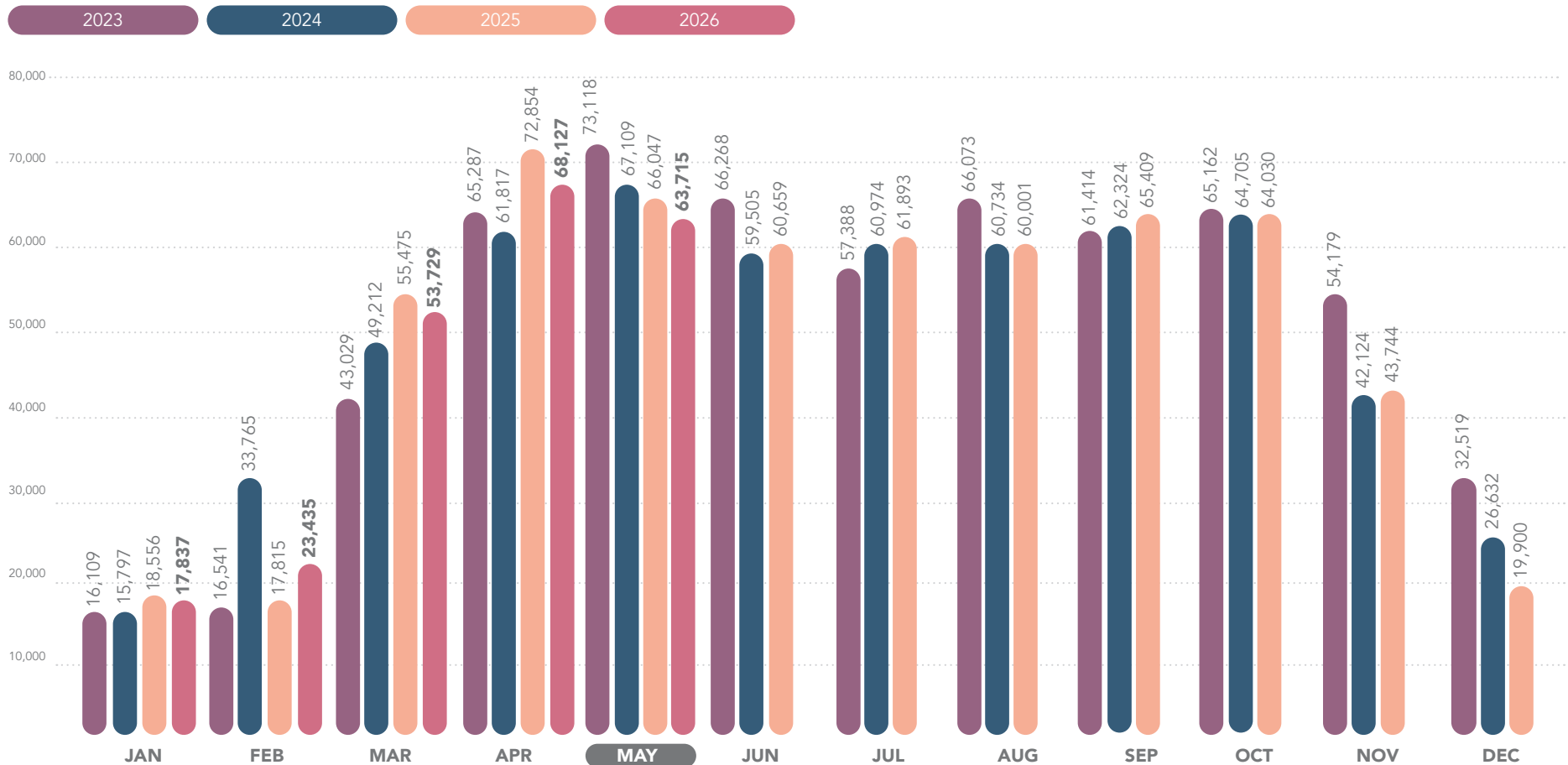
The number of tickets received through ITIC exceeds 90 percent of the total incoming volume.

## ITIC VS. PHONE IN



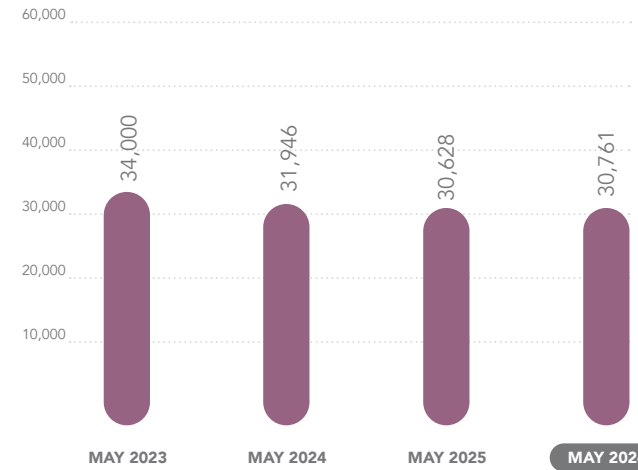
This chart tracks ITIC usage through the last few years.

## COMPARATIVE ITIC VOLUME

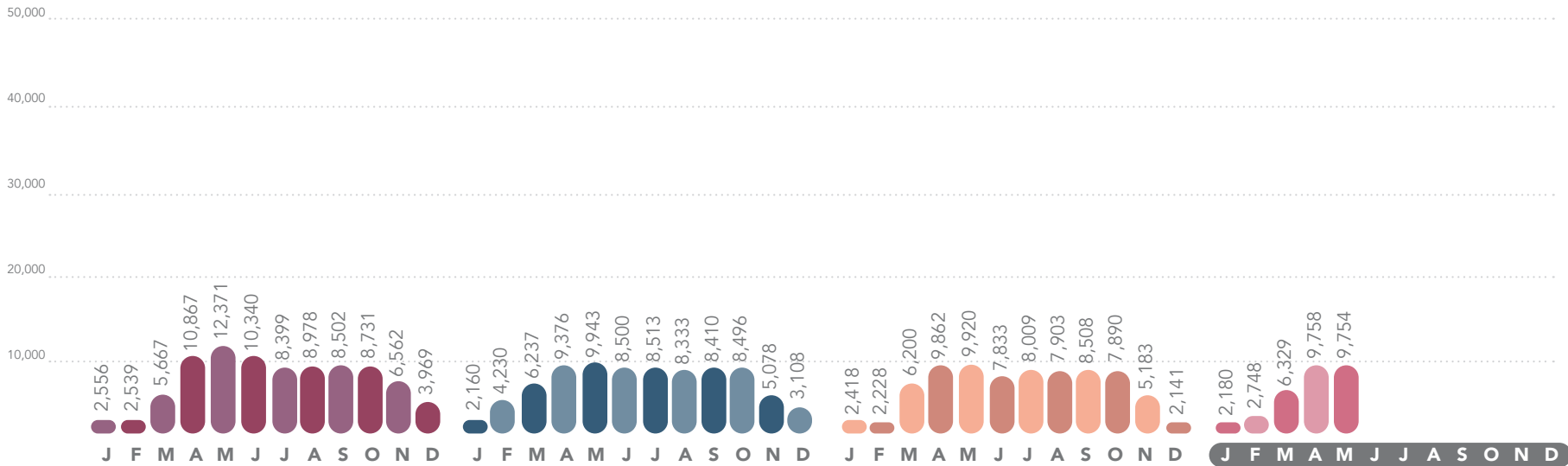


Total number of incoming phone calls YTD is slightly higher than 2025, even as the overall number of tickets submitted online continues to grow.

### TOTAL INCOMING CALLS Y-T-D

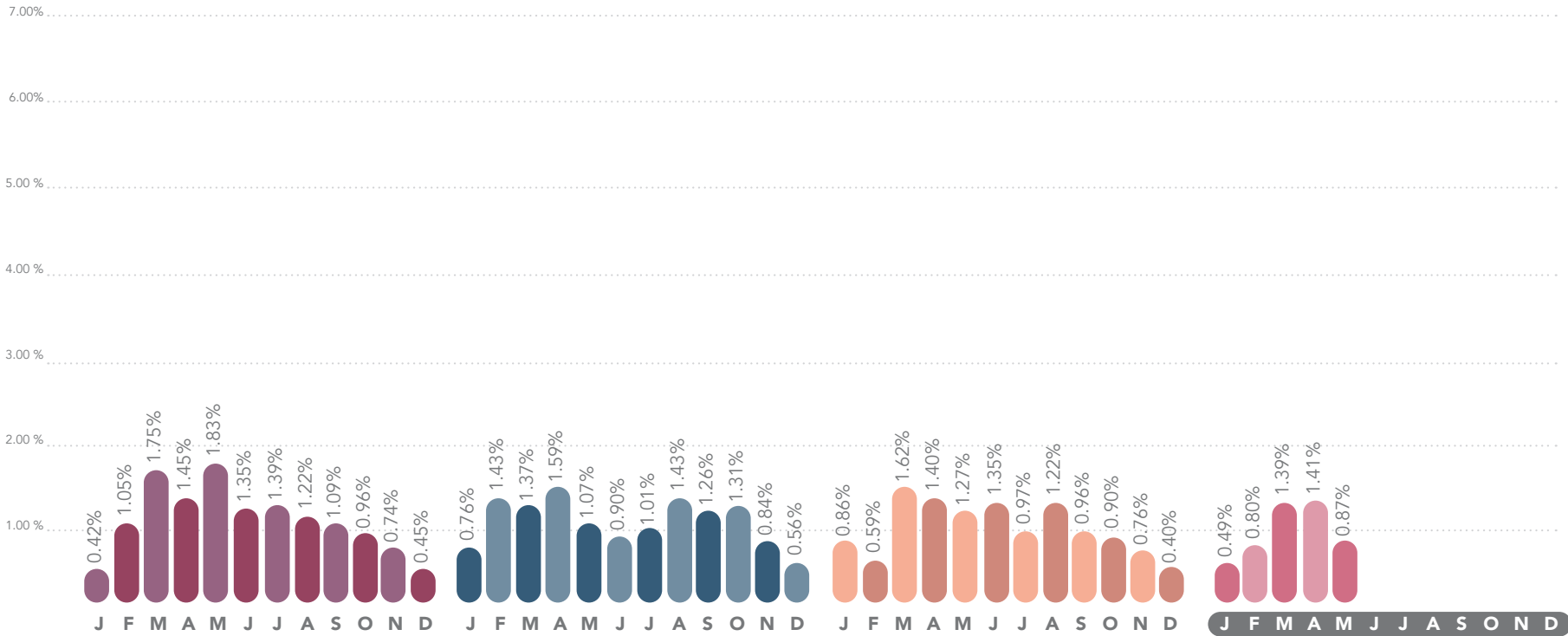


### TOTAL INCOMING CALLS



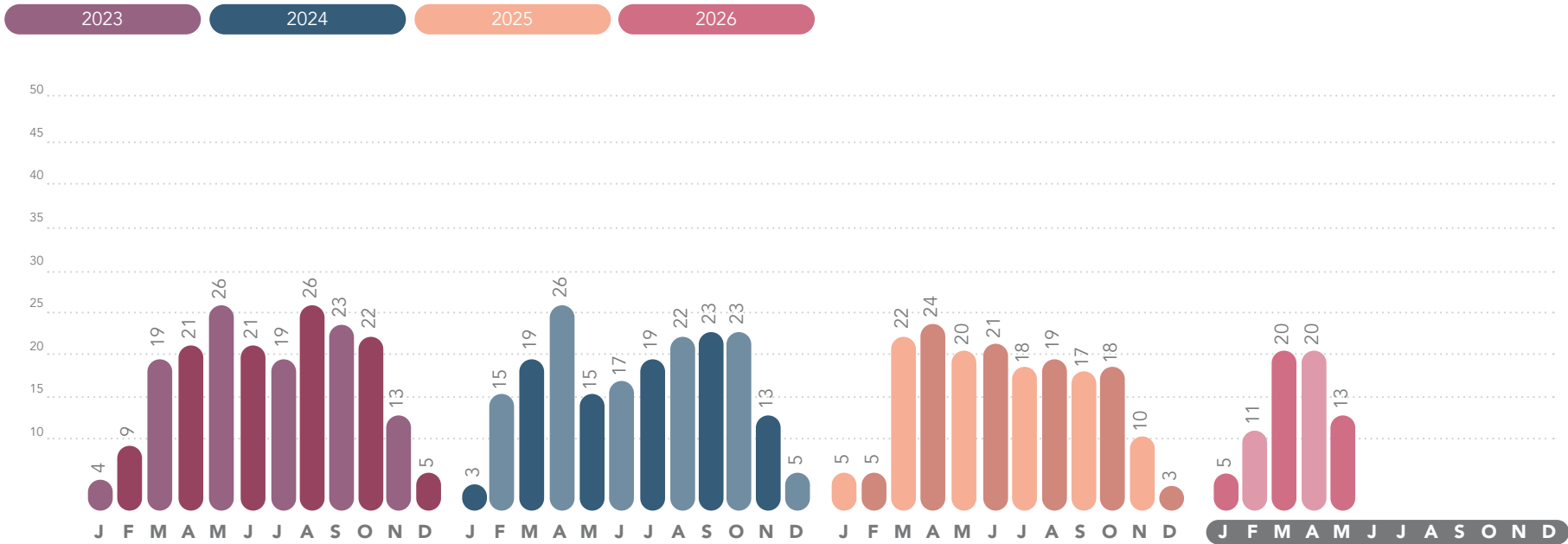
The percentage of abandoned calls is lower than last year.

## CALLS ABANDONED

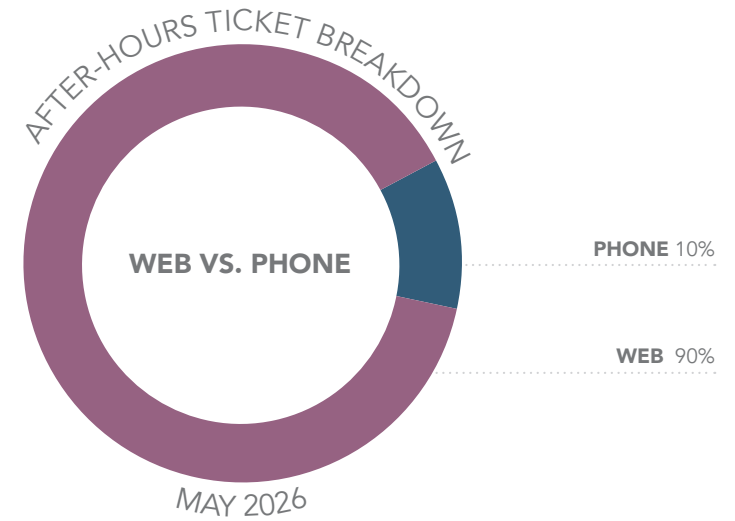


The average speed to answer is lower than last year for this period.

### AVERAGE SPEED TO ANSWER

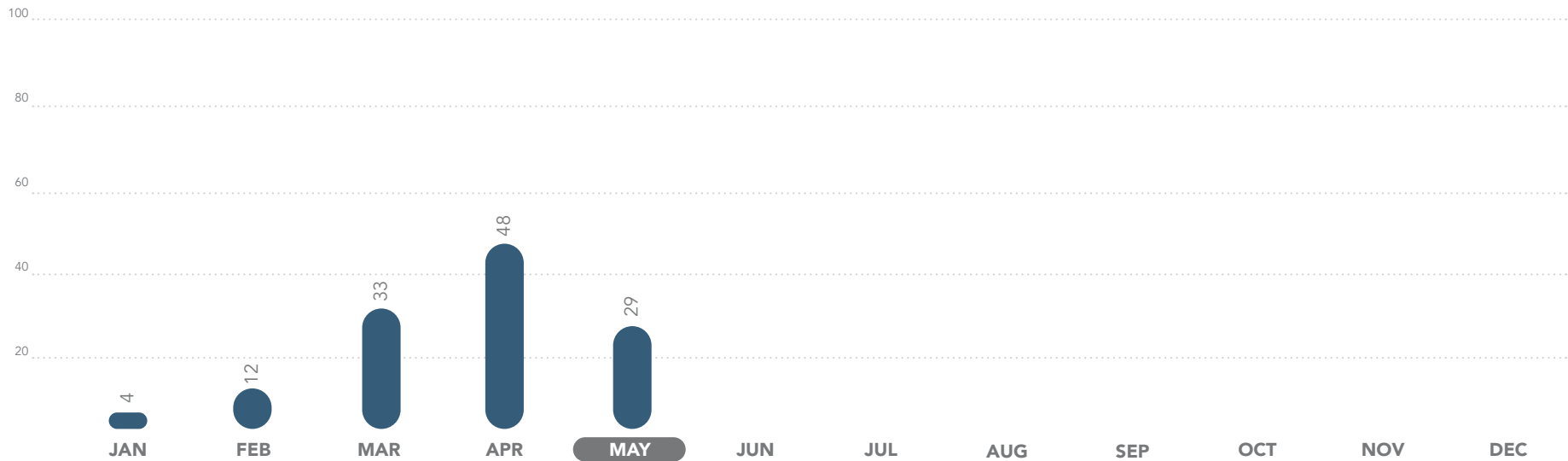


The chart below reflects the average speed to answer (ASA) during the after-hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC.



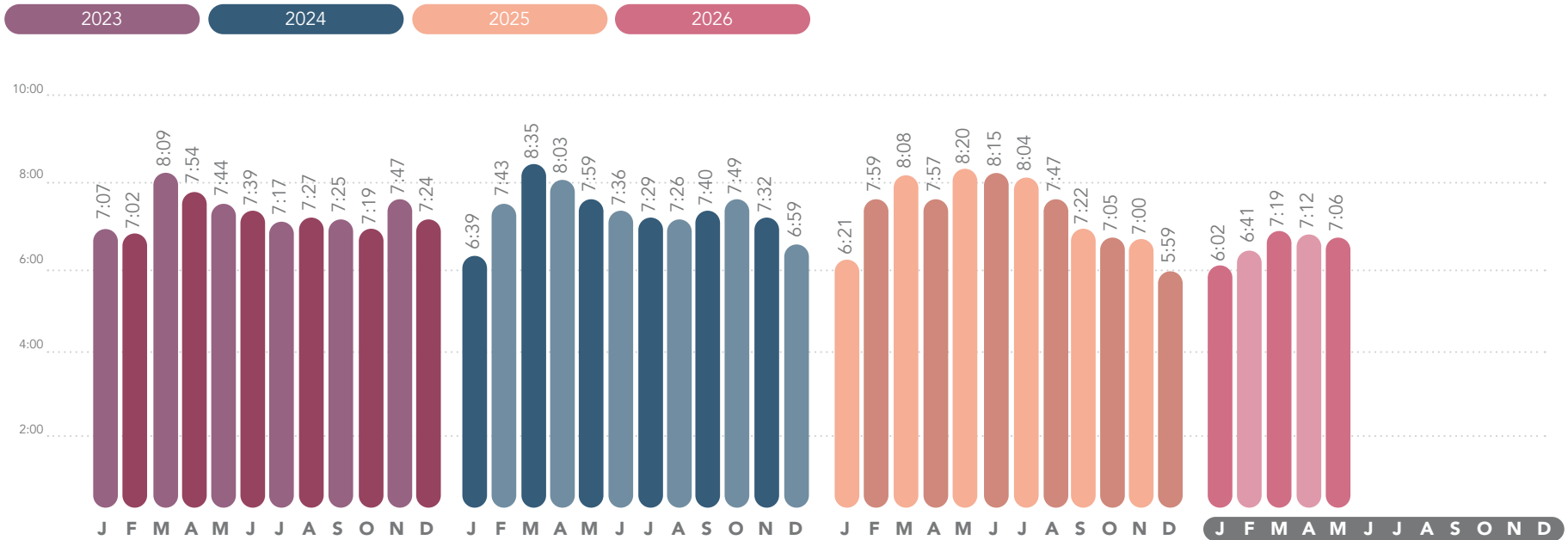
## AVERAGE SPEED TO ANSWER AFTER HOURS

2026



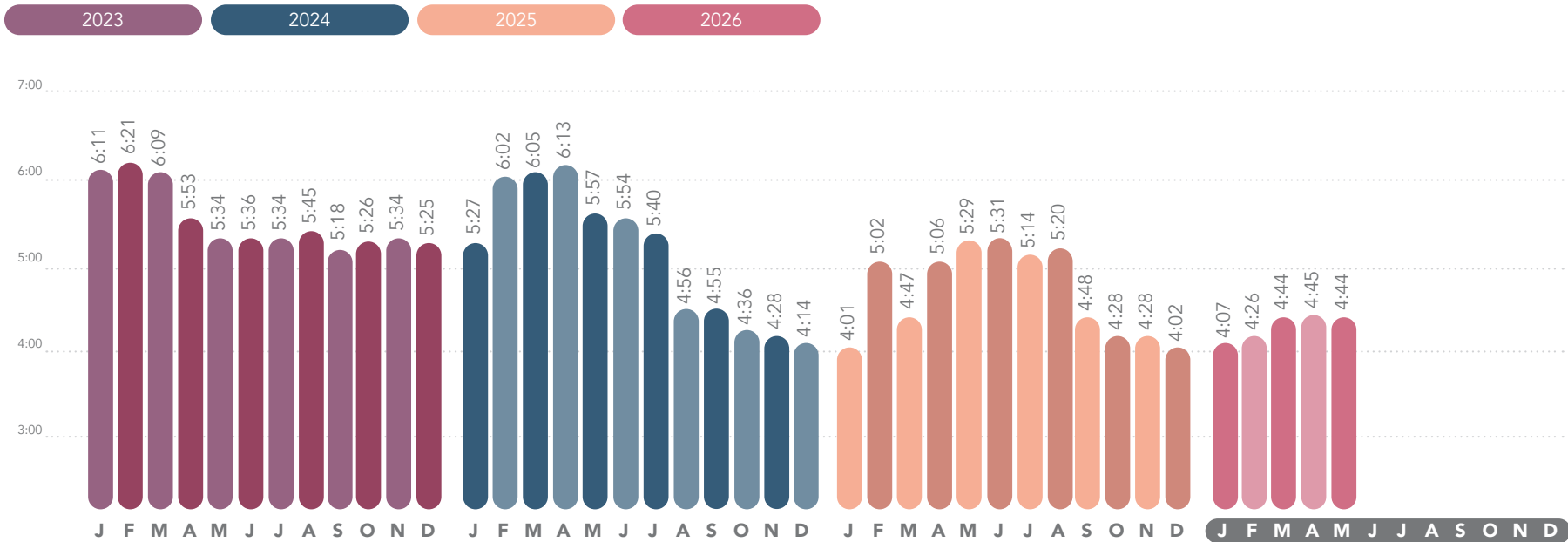
Average talk time remains lower than it was last year.

## AVERAGE TALK TIME



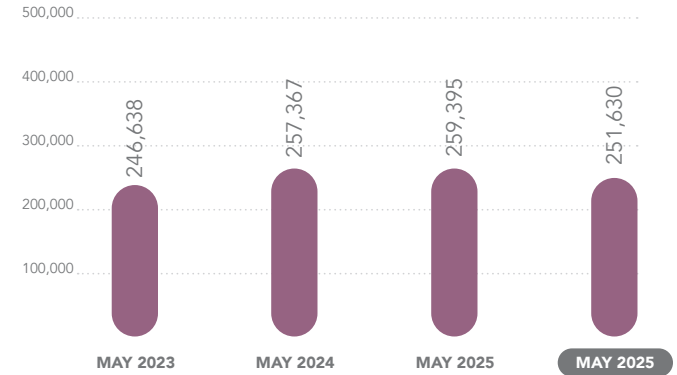
The average time per ticket is lower than it was last year.

## AVERAGE TIME PER TICKET

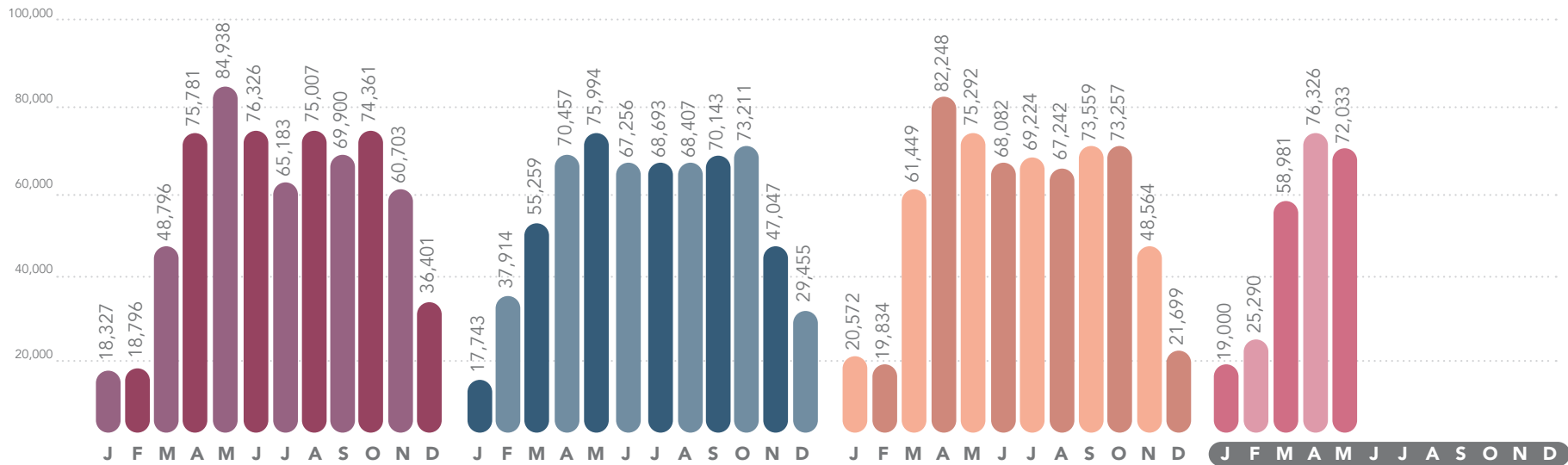


YTD and MTD incoming ticket totals are slightly lower than last year.

### INCOMING TICKET TOTALS Y-T-D

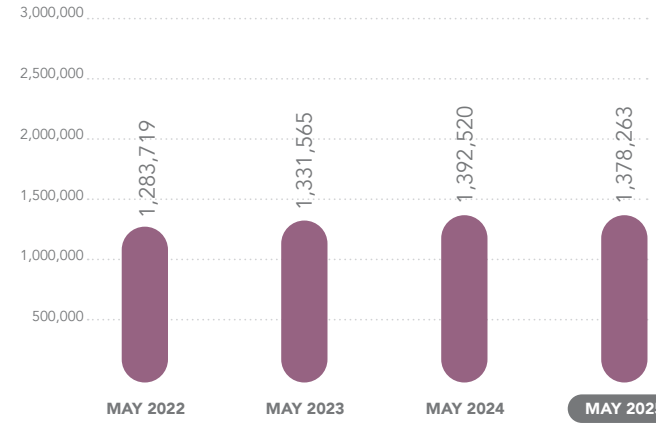


### INCOMING TICKET TOTALS

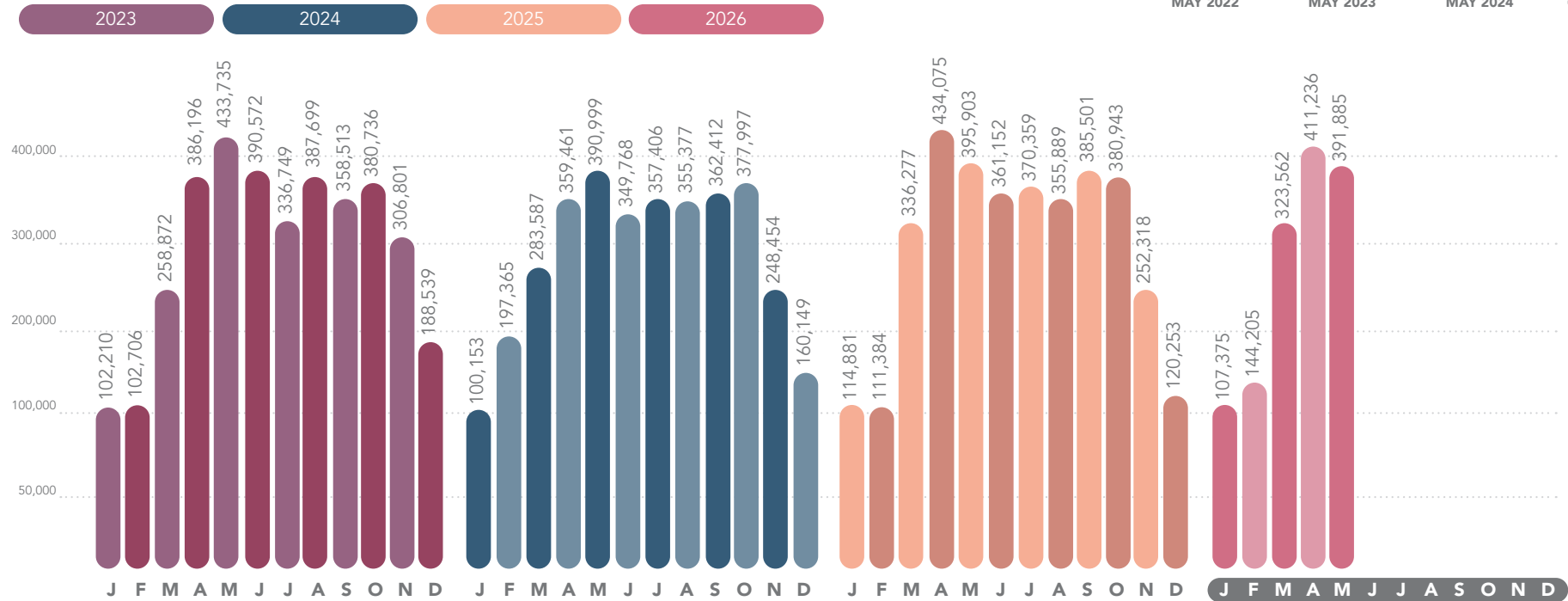


The YTD and MTD outbound ticket totals are slightly lower than last year.

### OUTBOUND TICKET TOTALS Y-T-D

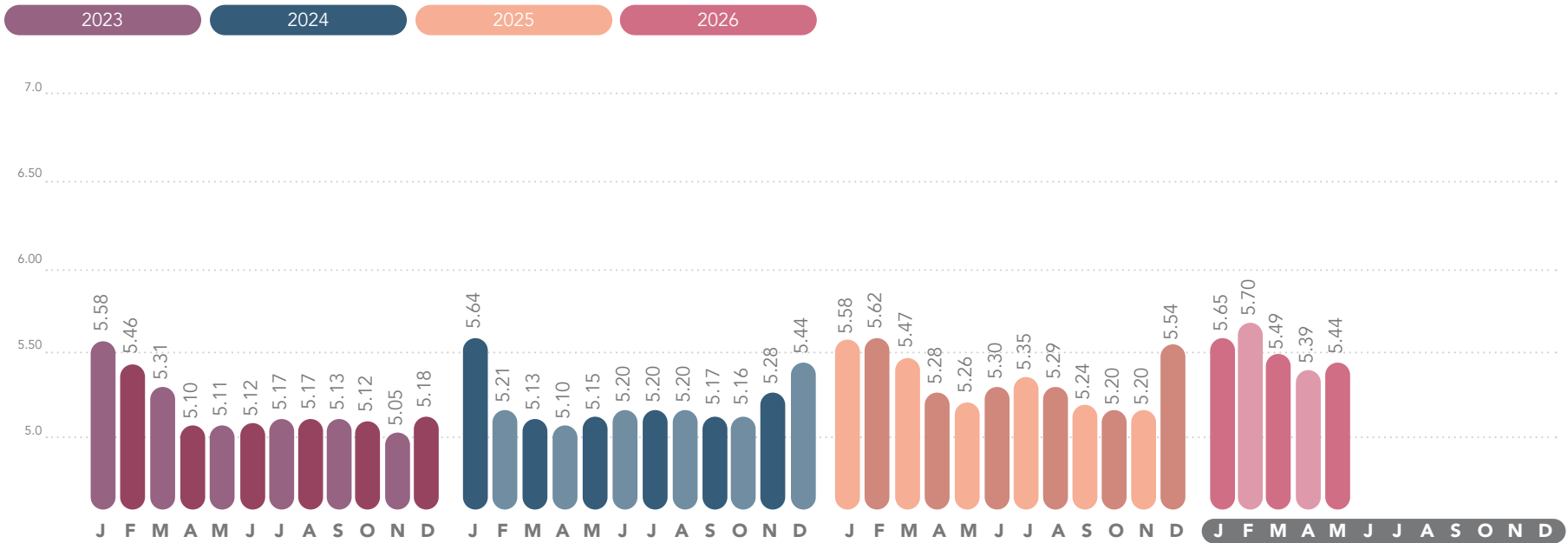


### OUTBOUND TICKET TOTALS



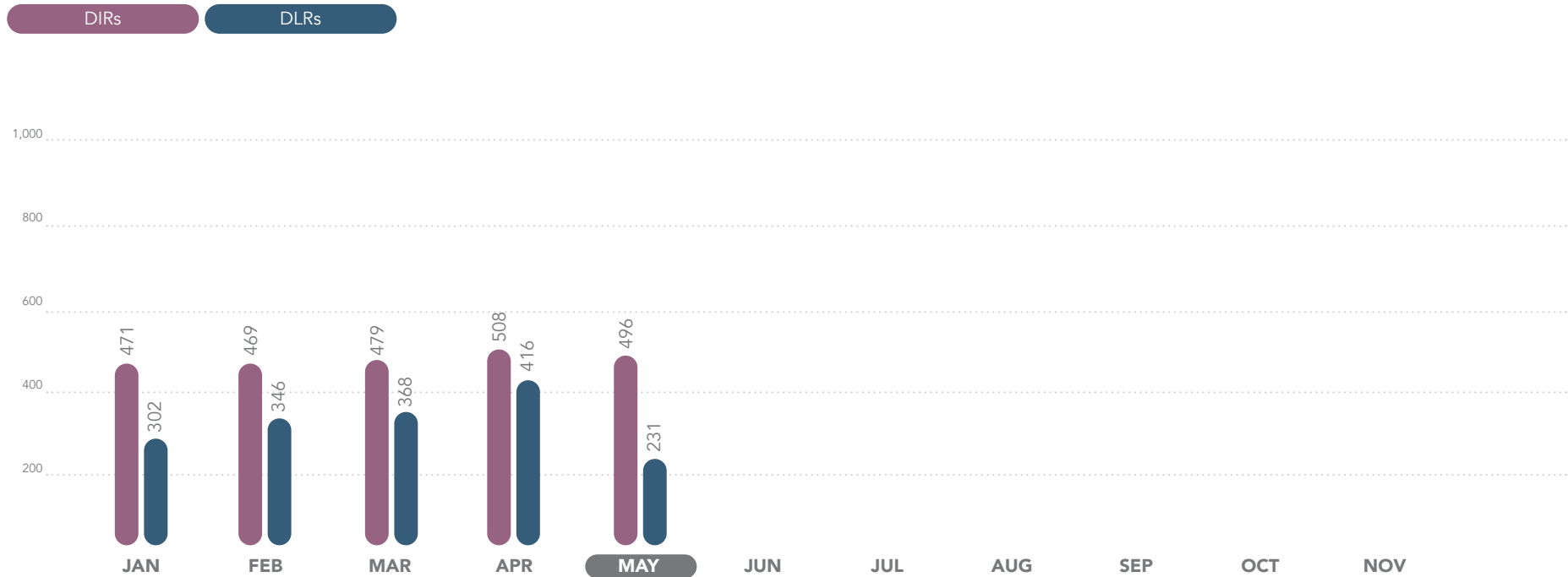
The in/out ratio has followed the historical pattern.

## IN/OUT RATIO

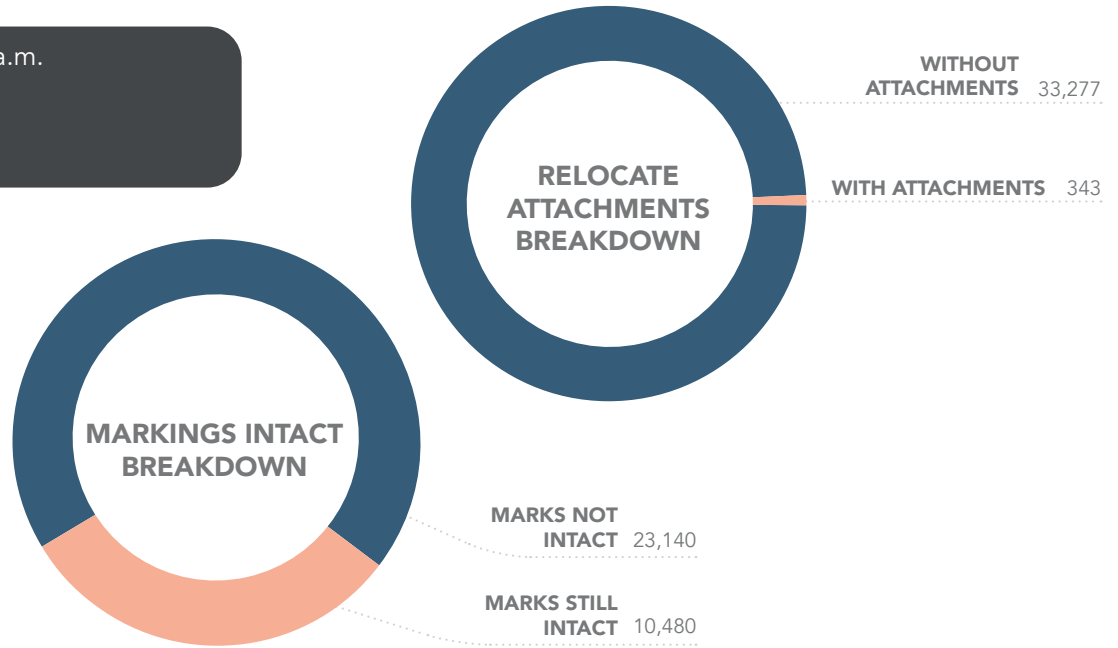


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

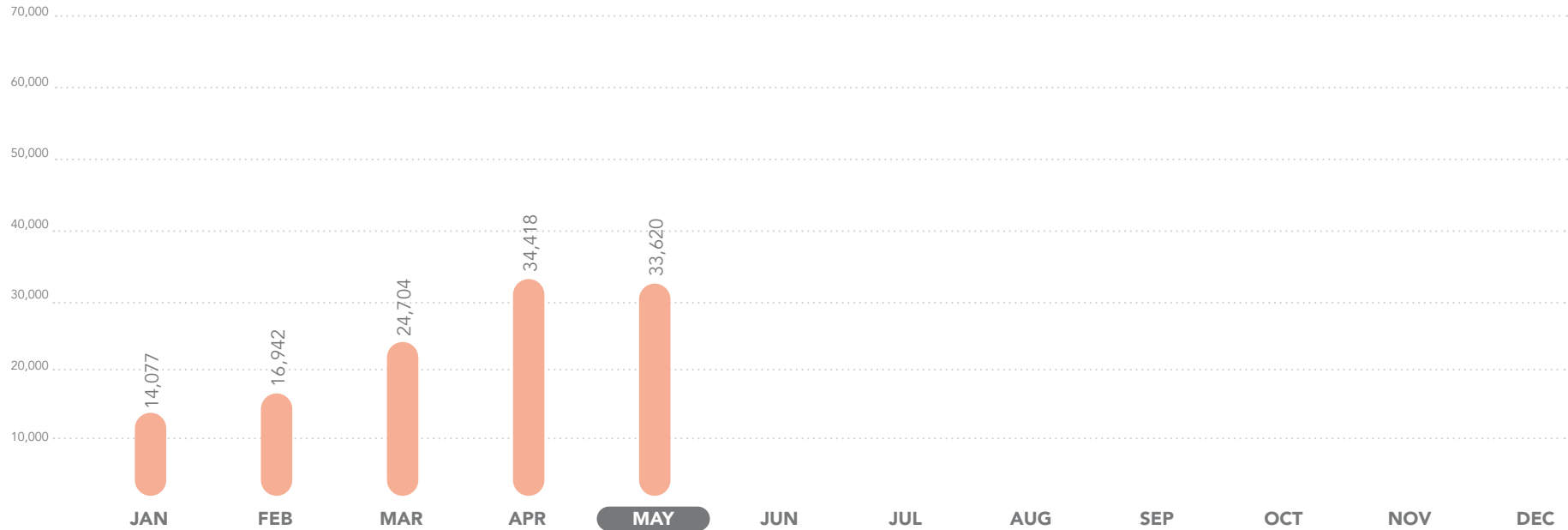
## DRS SYSTEM ACTIVITY



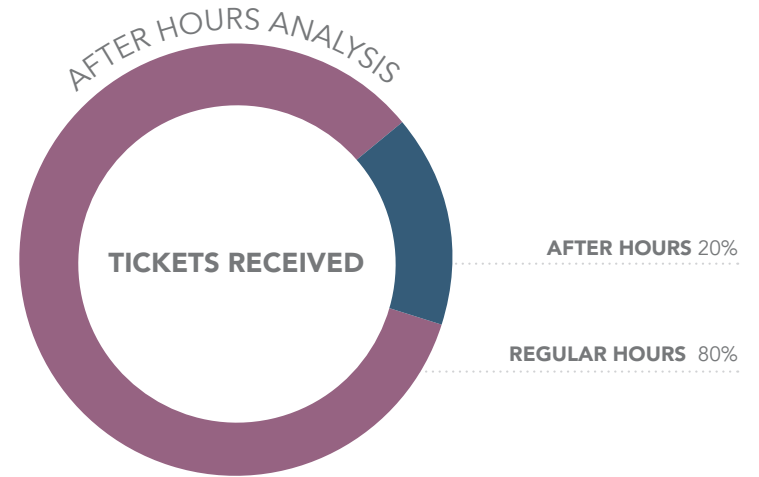
Iowa One Call instituted the new Relocate feature on March 4, 2024, at 7 a.m.



## Total Relocate Tickets



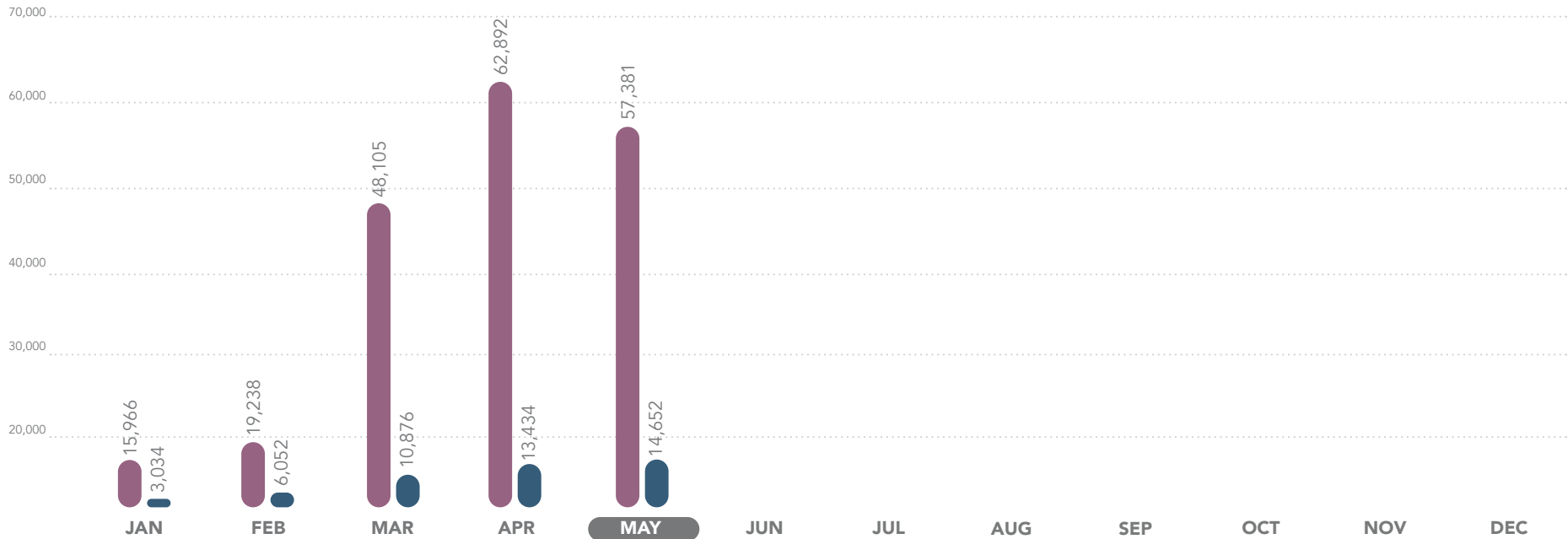
The charts on this page provide a breakdown showing the time of day that incoming tickets were received.



### TIME OF RECEIPT ANALYSIS

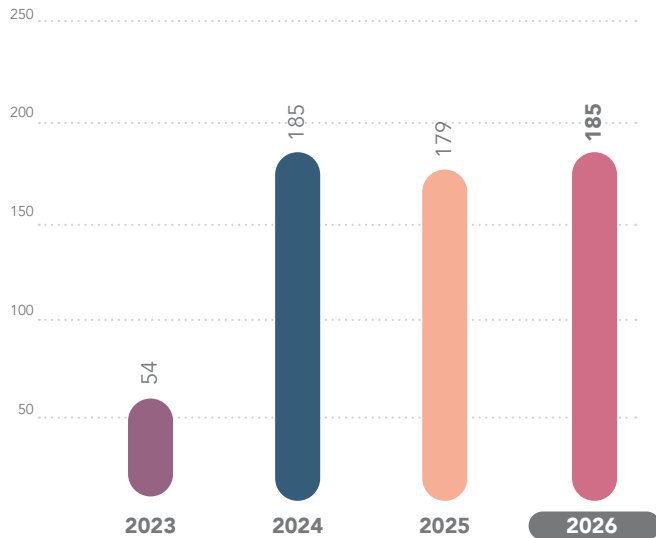
REGULAR HOURS

AFTER HOURS

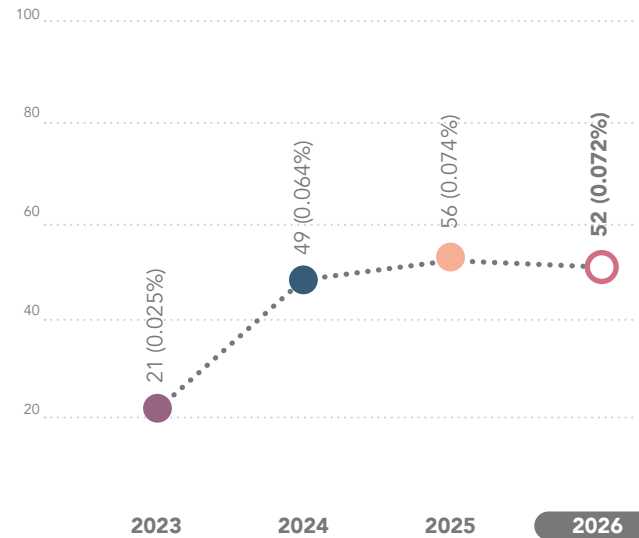


The YTD total number of non-compliant tickets is slightly higher than 2025 and the MTD total number is slightly lower.

## NON-COMPLIANT TICKETS Y-T-D

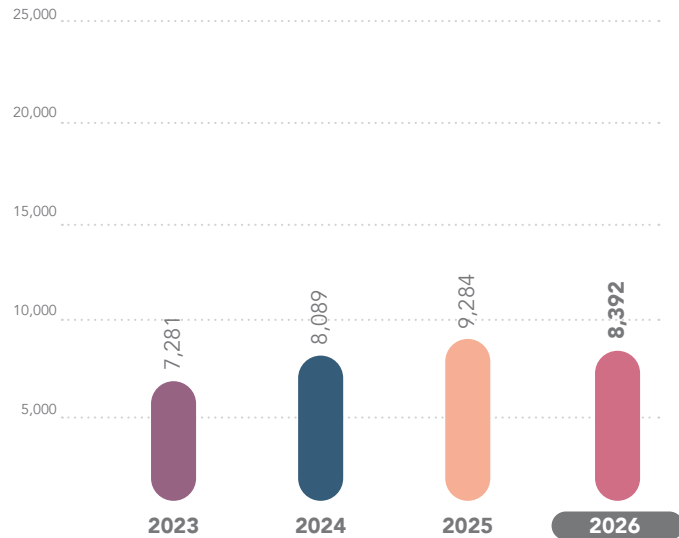


## NON-COMPLIANT TICKETS MAY

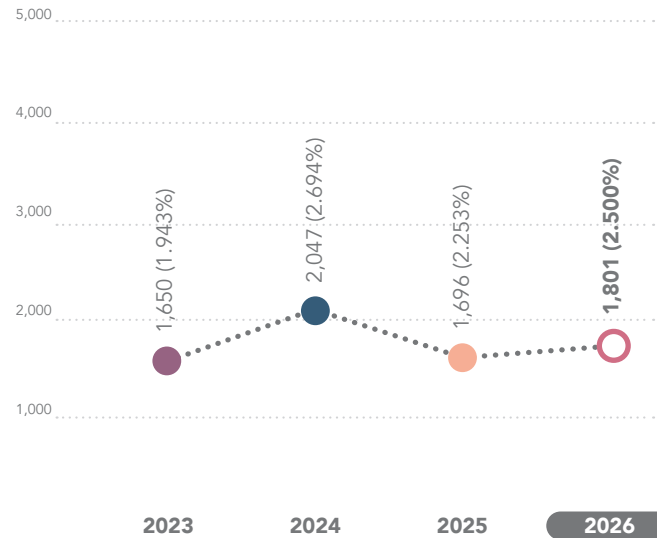


Compared to last year, the number of emergency tickets is higher MTD and lower YTD.

### EMERGENCY TICKETS Y-T-D

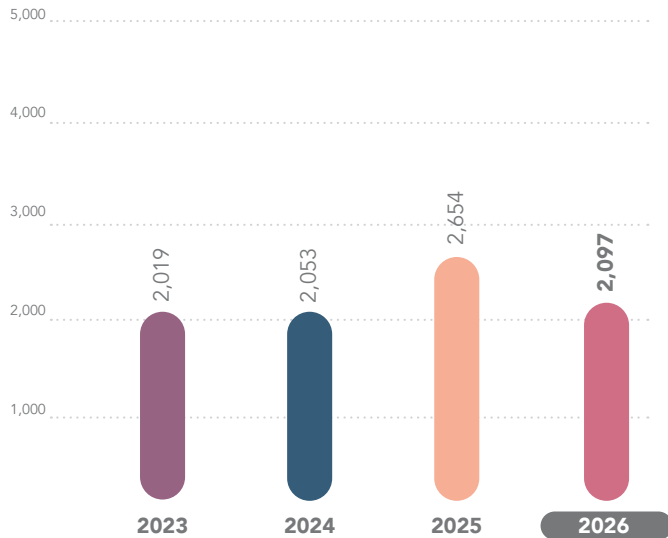


### EMERGENCY TICKETS MAY

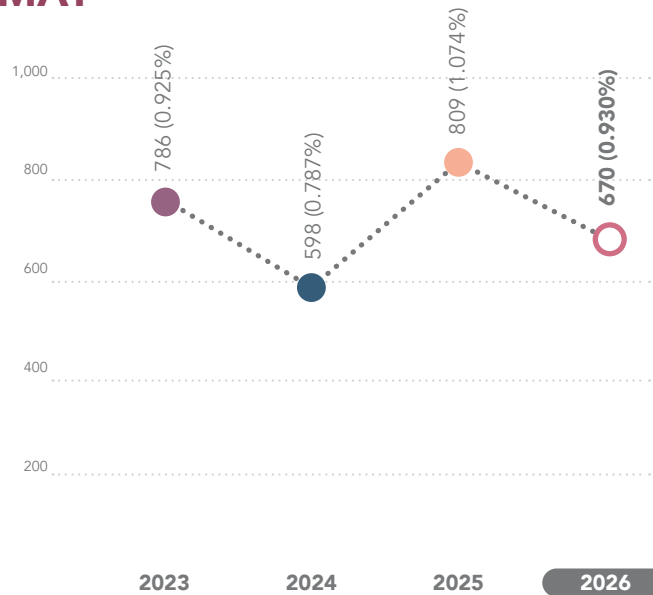


The number of dig-in tickets is lower both YTD and MTD compared to 2025.

### DIG-IN TICKETS Y-T-D

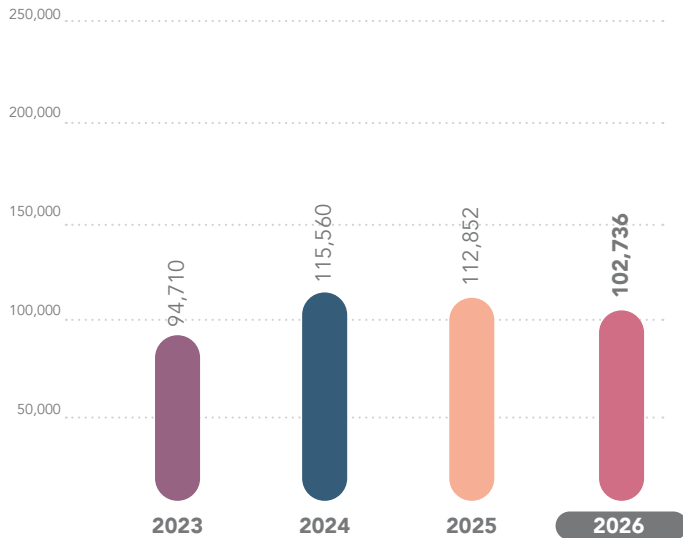


### DIG-IN TICKETS MAY

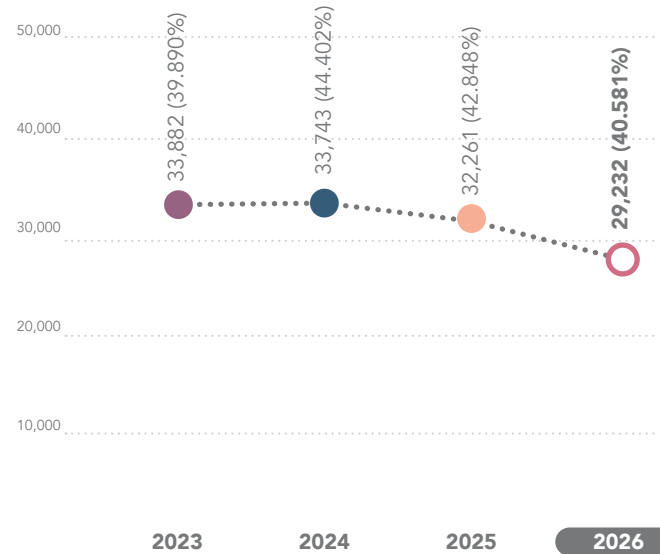


Both the YTD and MTD totals of whitelined tickets are slightly lower than last year.

### WHITELINED TICKETS Y-T-D

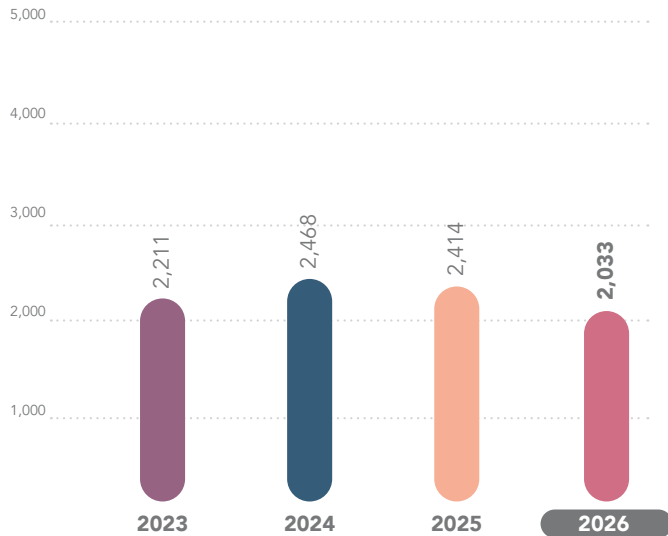


### WHITELINED TICKETS MAY

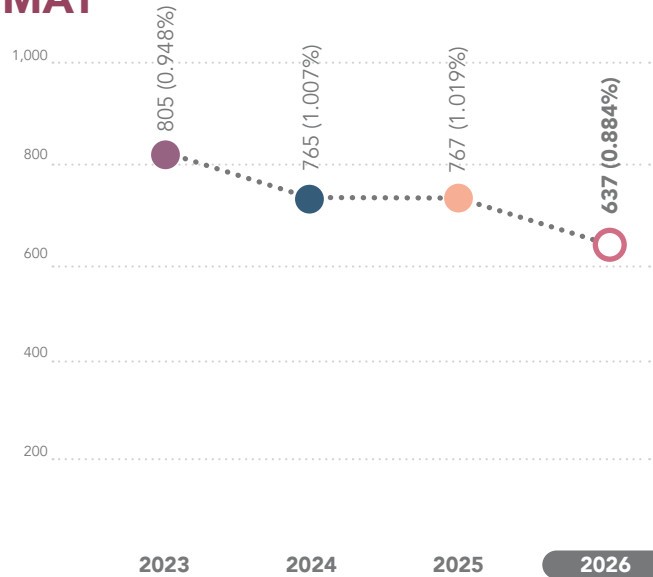


Both the YTD and MTD totals of tickets with GPS coordinates are lower than last year.

### TICKETS WITH GPS Y-T-D

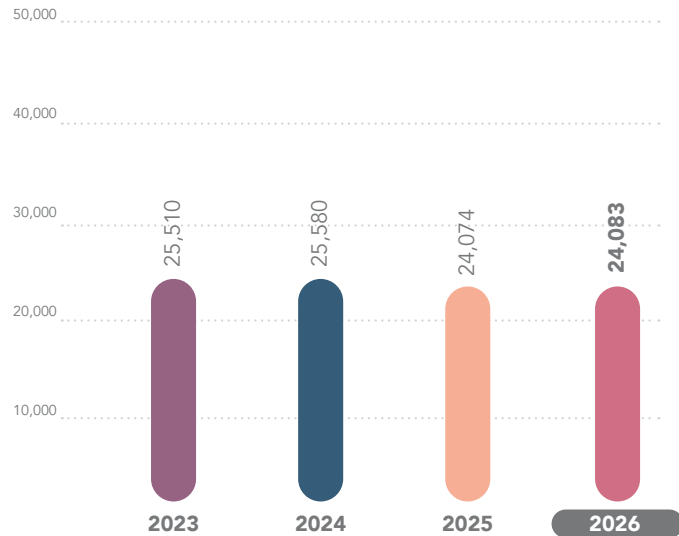


### TICKETS WITH GPS MAY

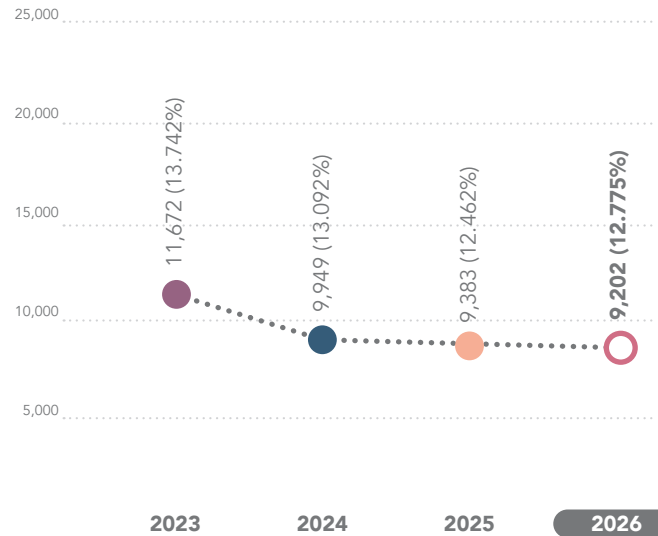


Compared to 2025, the YTD homeowner ticket volume is higher and MTD volume is lower.

### HOMEOWNER TICKETS Y-T-D



### HOMEOWNER TICKETS MAY

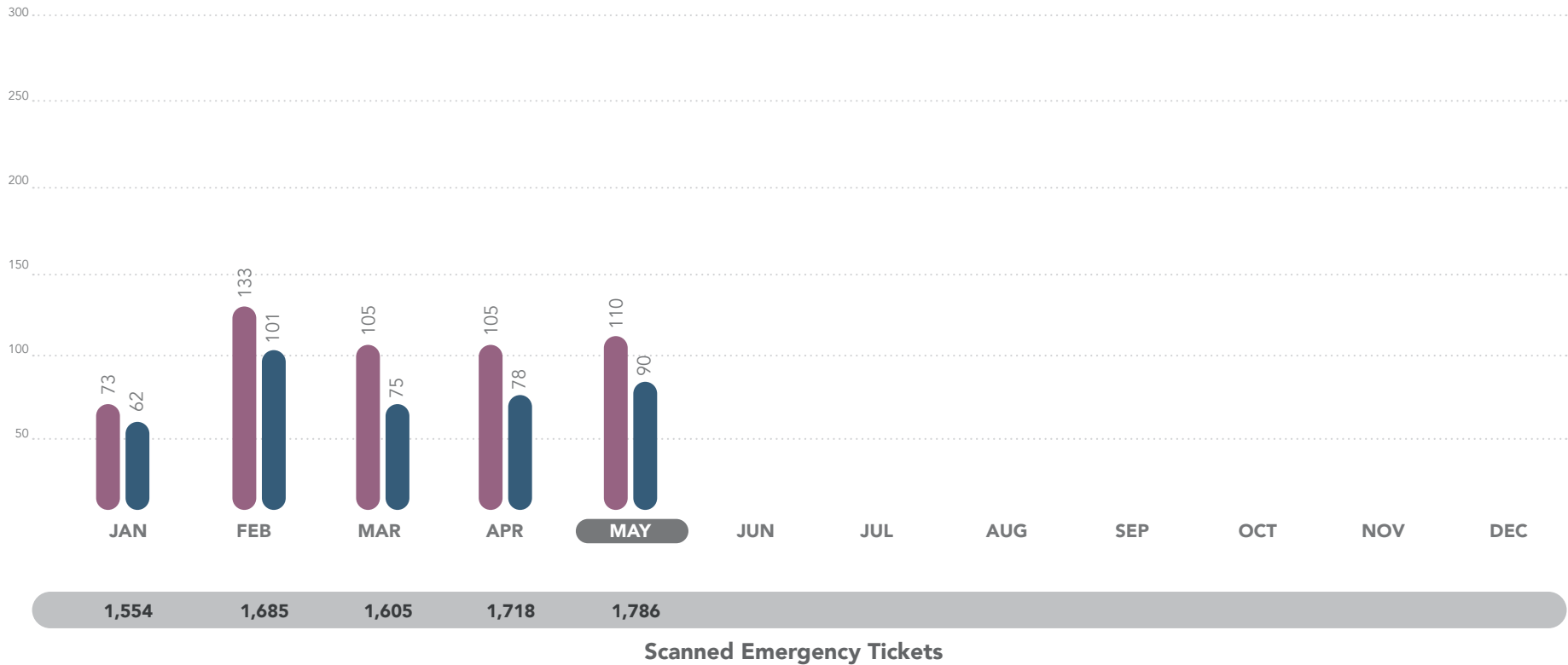


This chart shows the number of times that the same location of work has been found on repeated tickets. There was an interest in analyzing the data to see how many emergencies were actually repeated tickets. The data seems to indicate that the number of "repeated" tickets is a significant part of the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

### EMERGENCY TICKET SCAN

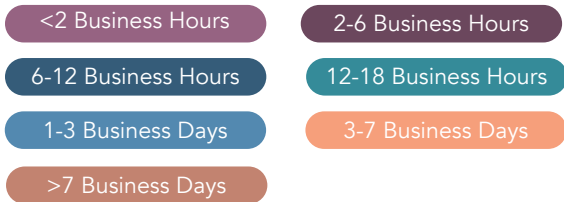
Total Previous Instances

Emergency Tickets with Previous Instances

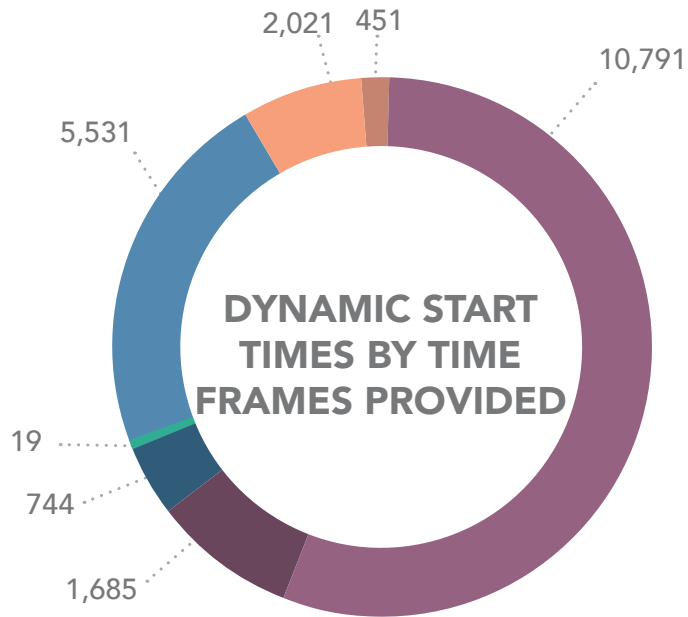


The center implemented the Dynamic Start Date Pilot Program on January 5, 2022. These numbers are from all counties in Iowa and reflect only those tickets that were:

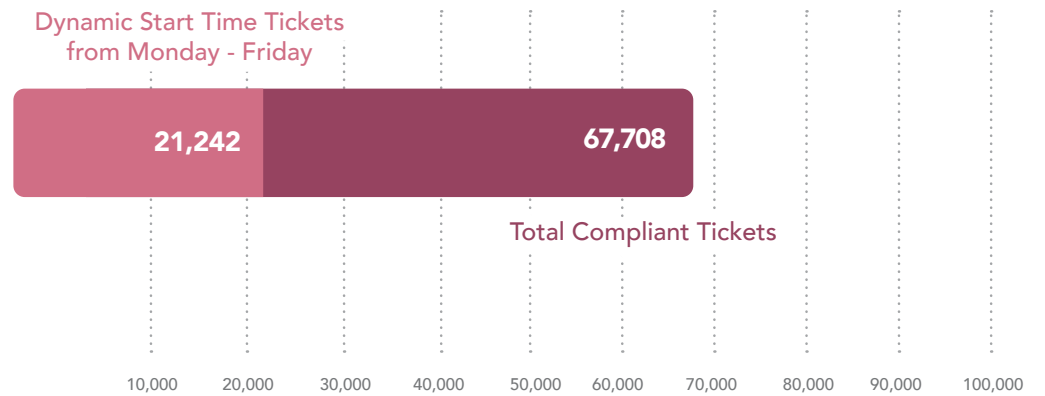
- a) Compliant-type tickets
- b) Filed Monday through Friday
- c) Provided more than 30 minutes additional time to locate



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



### COMPLIANT TICKET BREAKDOWN

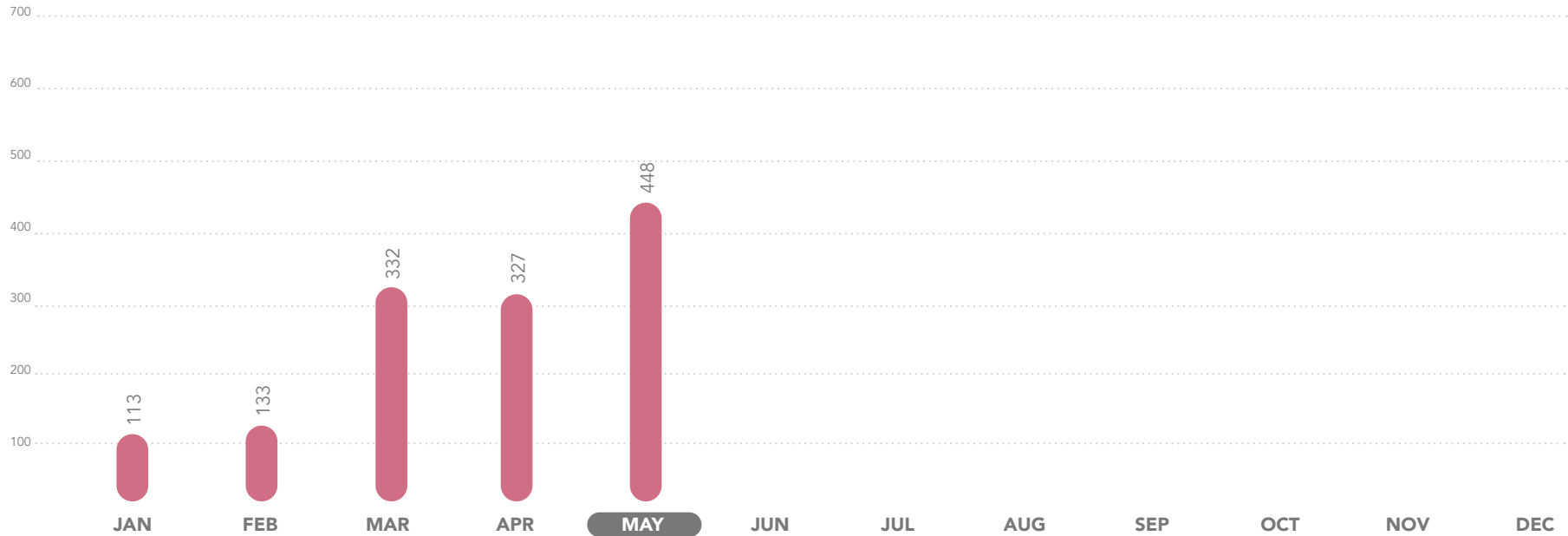


Iowa One Call instituted the new Ticket Talk feature on February 24, 2025, at 8 a.m.

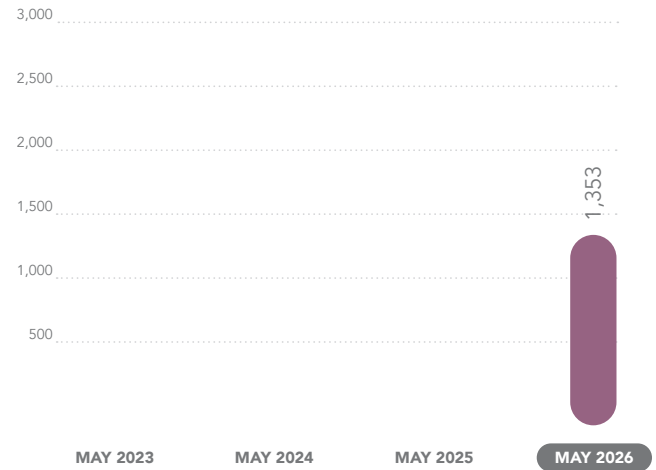
The date filter in the report is based on when the ticket was created, not when the messages were sent. For example, if Ticket 3 was created on March 30 but the conversations happened in April, those April conversations will still show up in the March report because the ticket itself was created in March.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

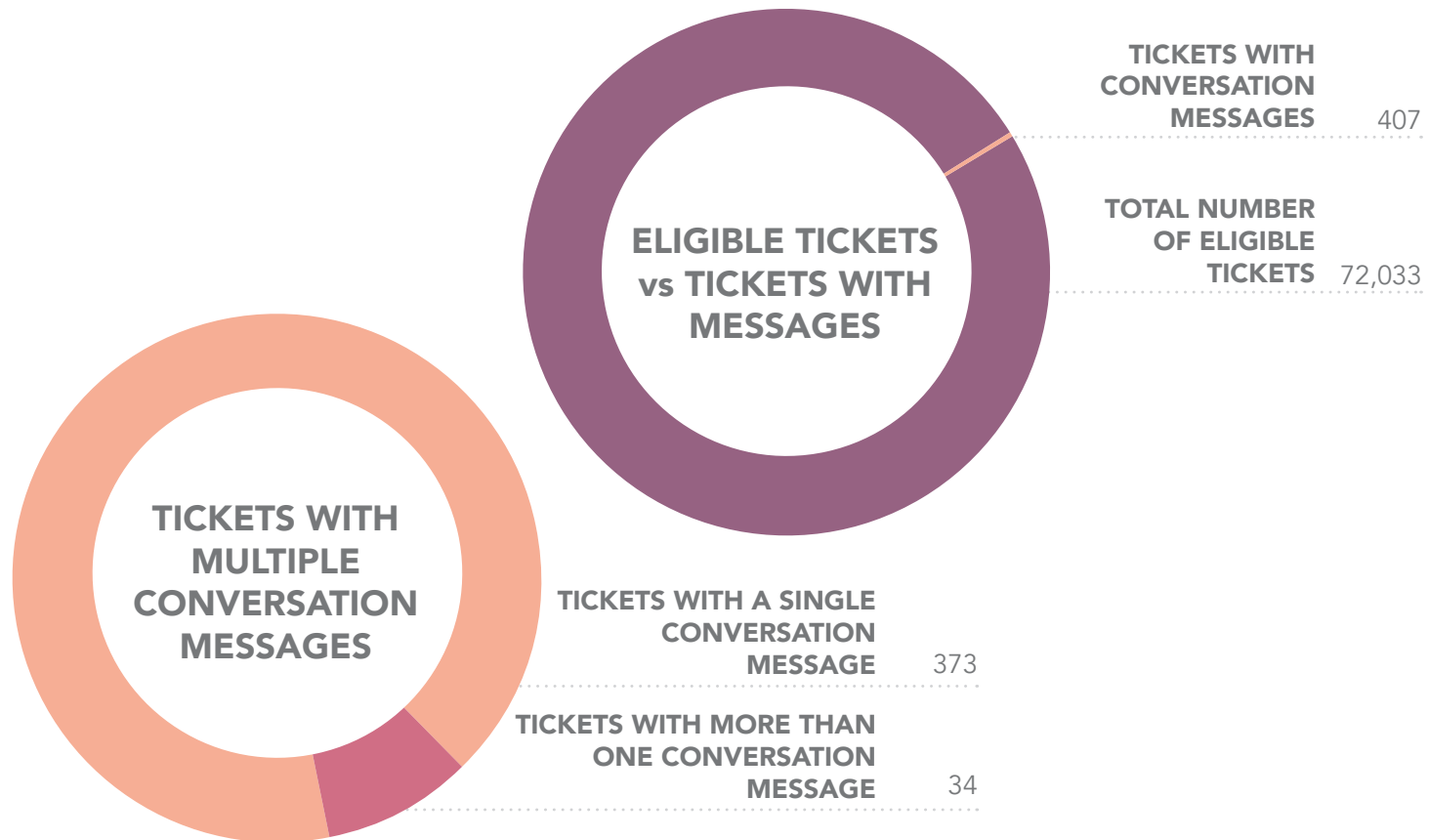
### Total Number of Ticket Talk Conversation Messages



### TOTAL NUMBER OF TICKET TALK CONVERSATION MESSAGES Y-T-D



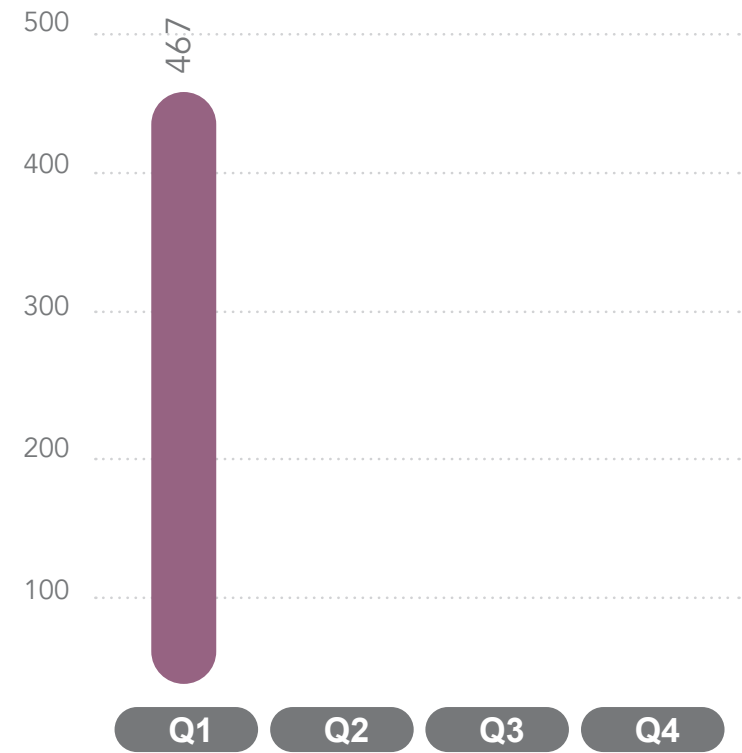
Iowa One Call instituted the new Ticket Talk feature on February 24, 2025, at 8 a.m.



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	57:30
IAOC Excavation Safety Summit 2026	283:20
IAOC Excavation Safety Summit 2027	2:00
IAOC Newsletter	21:30
IAOC Social Media	18:45
IAOC Strategic Plan 2026	19:15
IAOC Website Changes	3:30
Subtotal	405:50:00
Management Review (+15%)	60:52:30
<b>Grand Total with Review</b>	<b>466:42:30</b>

## CREATIVE HOURS - 2026





Iowa One Call 2026 Creative Hours.xlsx  
2026 Summary

<b>Quarter</b>	<b>Hours</b>
First Quarter	<b>466:42:30</b>
Second Quarter	
Third Quarter	
Fourth Quarter	
<b>Grand Total</b>	<b>466:42:30</b>



Iowa One Call 2026 Creative Hours.xlsx  
First Quarter Detail

<b>Project Name</b>	<b>Hours Worked</b>
<b>IAOC Dashboards</b>	<b>57:30</b>
<b>IAOC Excavation Safety Summit 2026</b>	<b>283:20</b>
<b>IAOC Excavation Safety Summit 2027</b>	<b>2:00</b>
<b>IAOC Newsletter</b>	<b>21:30</b>
<b>IAOC Social media</b>	<b>18:45</b>
<b>IAOC Strategic Plan 2026</b>	<b>19:15</b>
<b>IAOC Website Changes</b>	<b>3:30</b>
<b>Subtotal</b>	<b>405:50:00</b>
<b>Management Review (+15%)</b>	<b>60:52:30</b>
<b>Grand Total with Review</b>	<b>466:42:30</b>