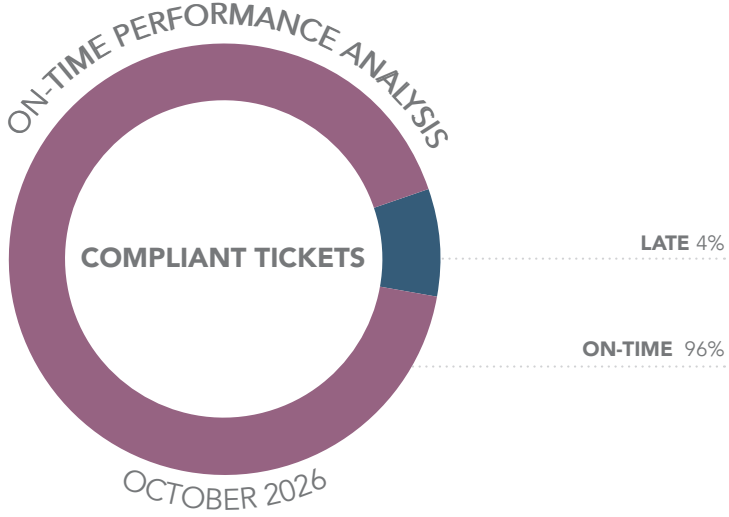
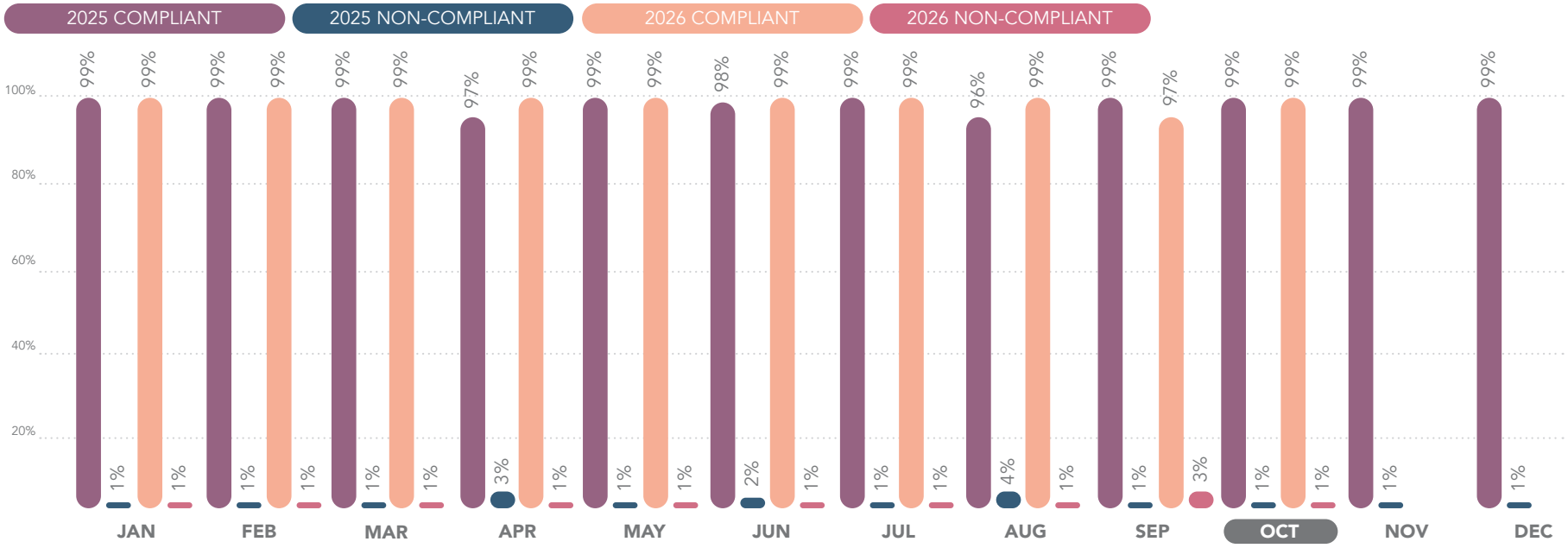
IOWA ONE CALL **DASHBOARD REPORT** OCTOBER 2026

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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.

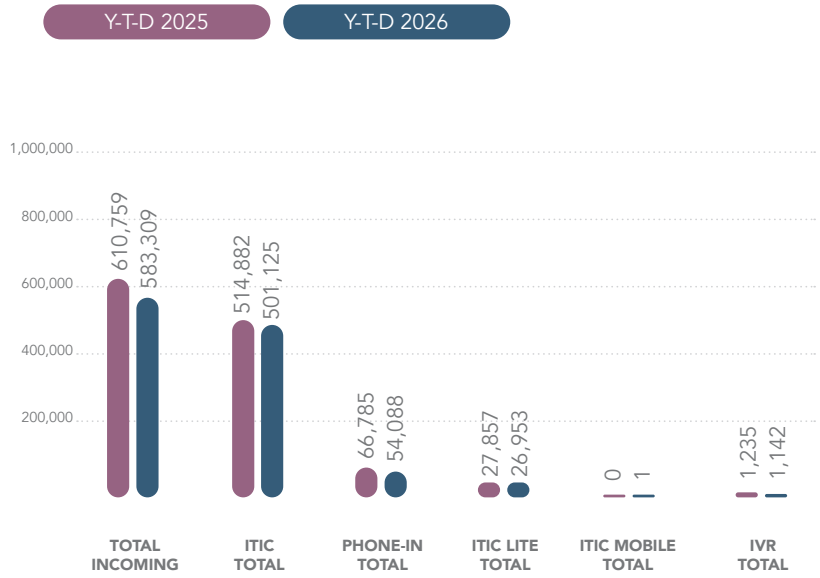


POSITIVE RESPONSE COMPLIANCE

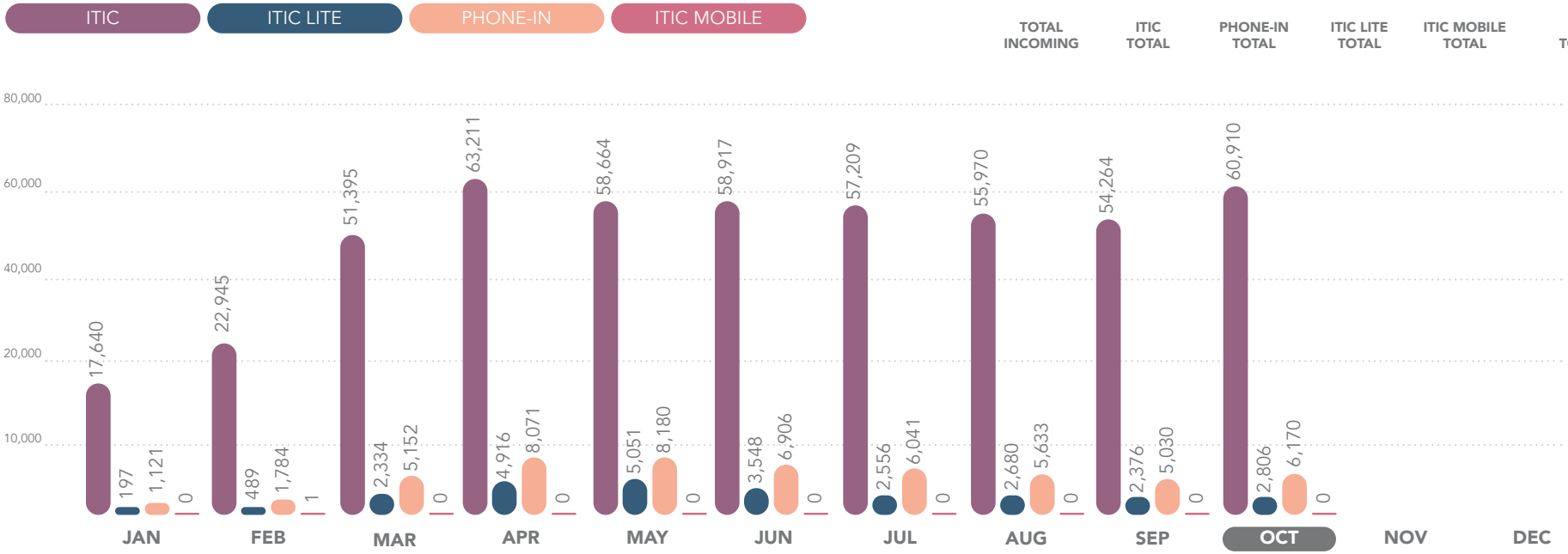


ITIC, ITIC Lite, and ITIC Mobile activity all continue to make up a greater percentage of incoming locates. Phone-in activity will continue to make up a smaller portion of the total as more IOC users make the change to online ticket entry. The monthly ITIC activity is up from last month.

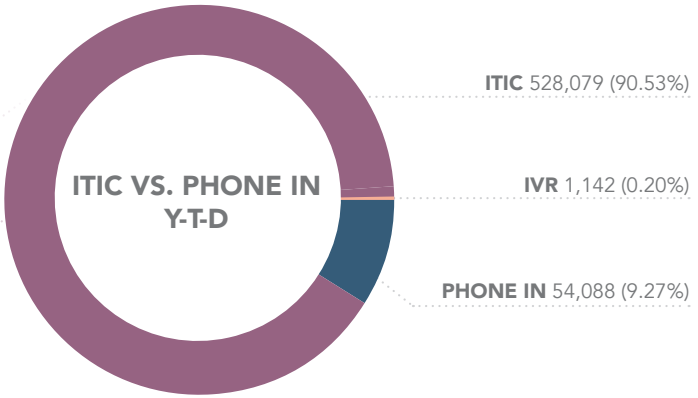
ITIC ACTIVITY Y-T-D

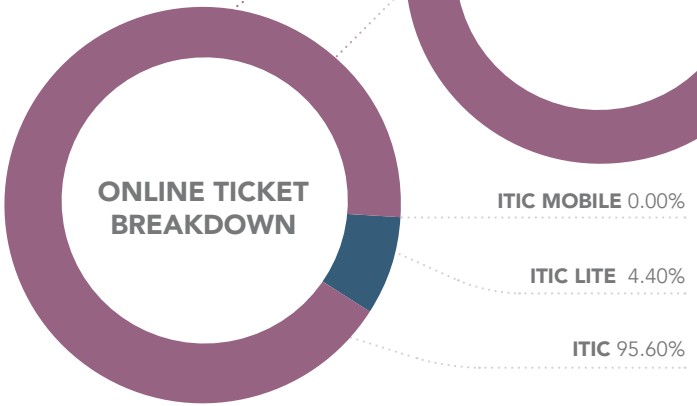


MONTHLY ITIC ACTIVITY

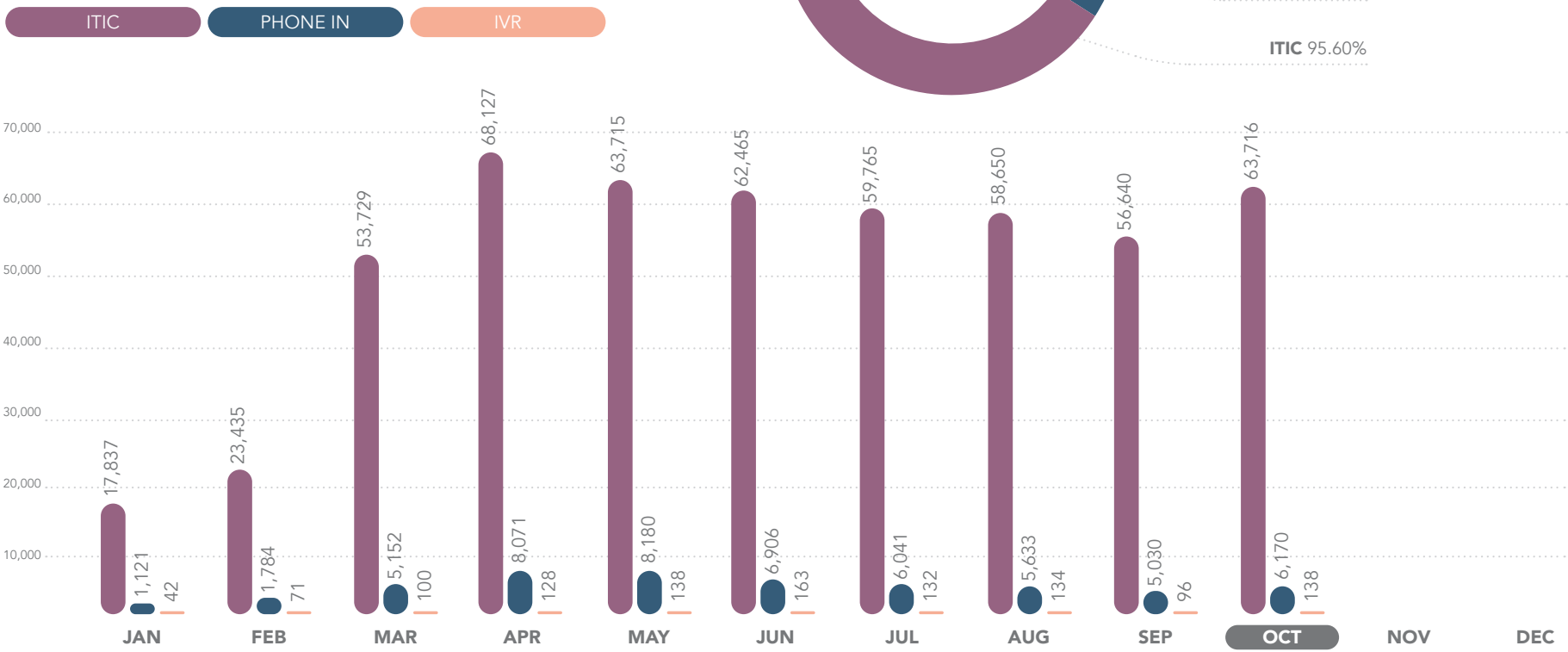


The number of tickets received through ITIC exceeds 90 percent of the total incoming volume.



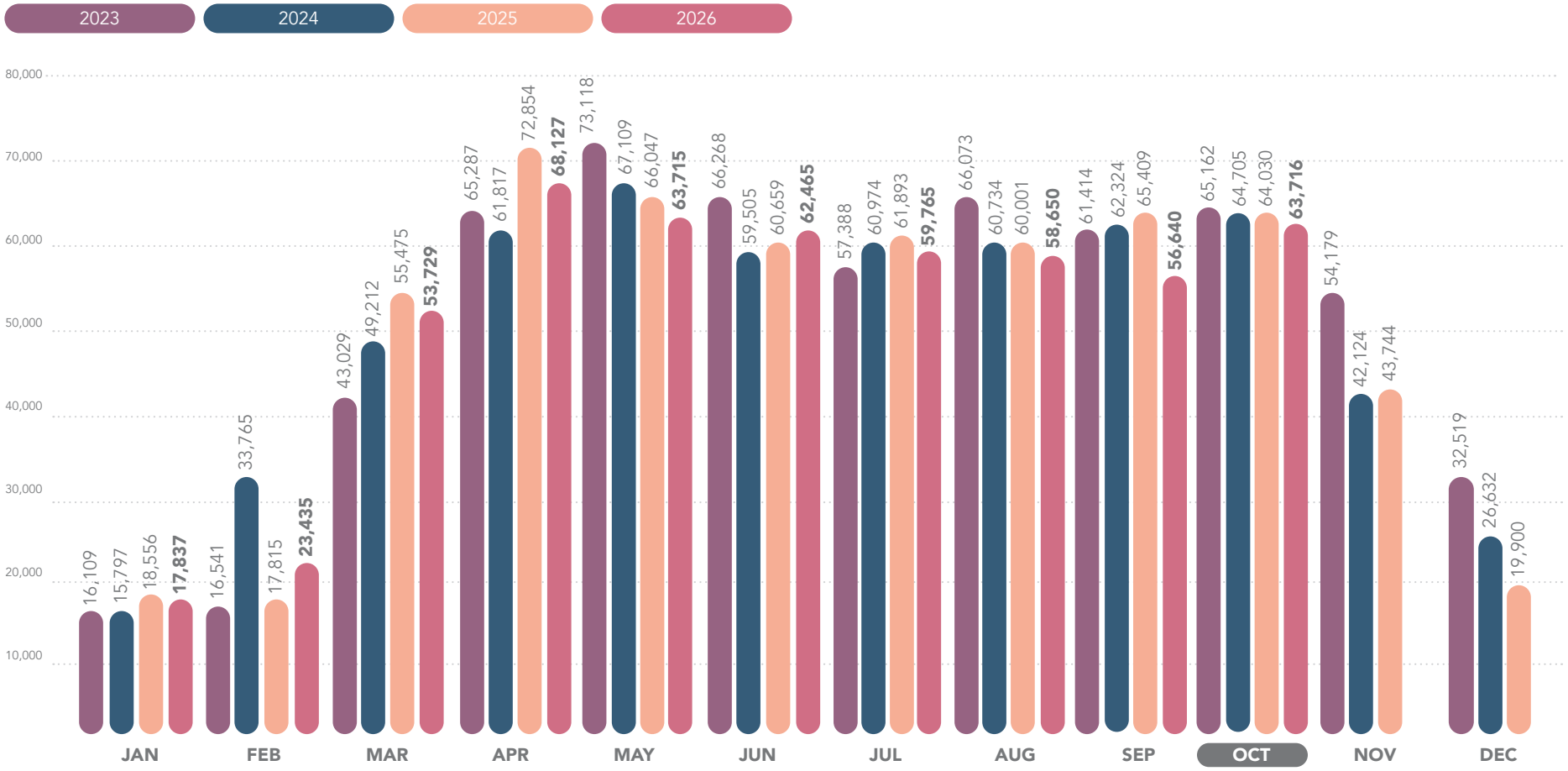


ITIC VS. PHONE IN



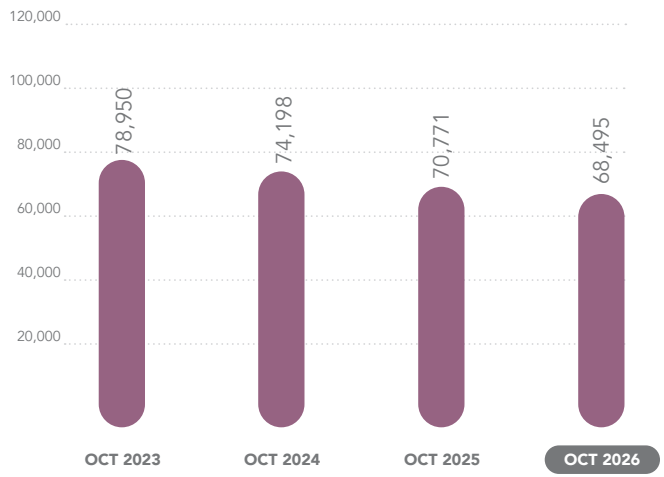
This chart tracks ITIC usage through the last few years.

COMPARATIVE ITIC VOLUME

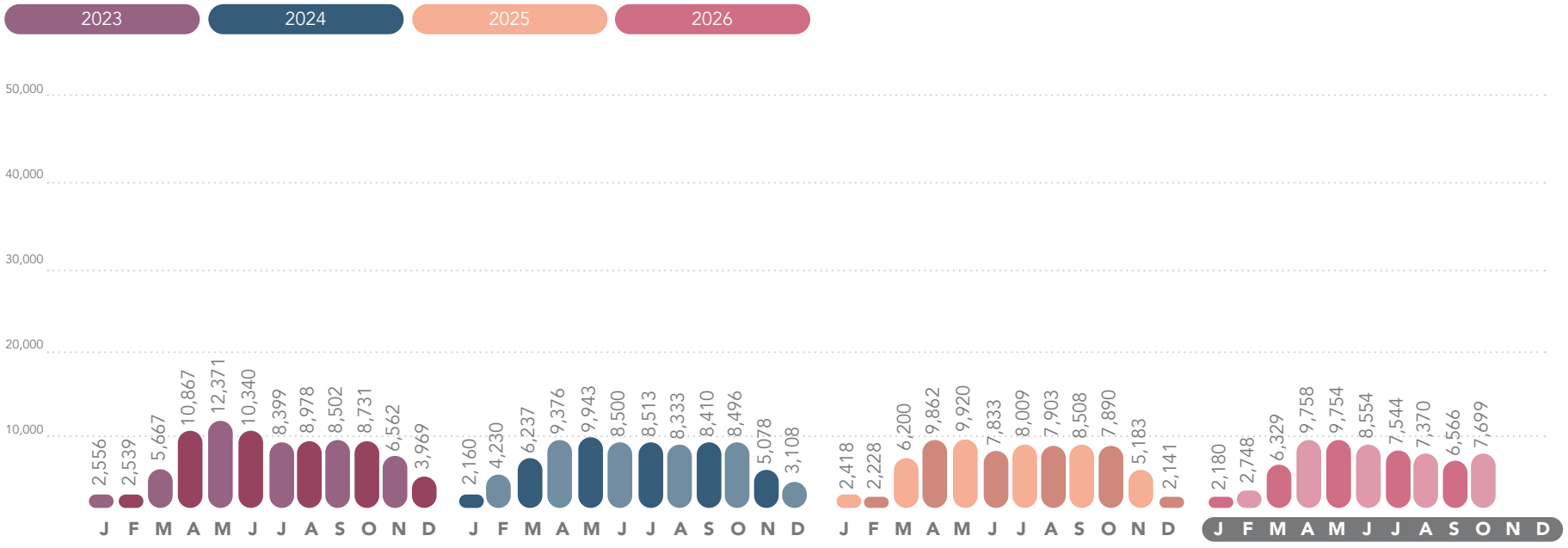


The total number of incoming phone calls YTD is slightly lower than 2025. The overall number of tickets submitted online continues to grow.

TOTAL INCOMING CALLS Y-T-D

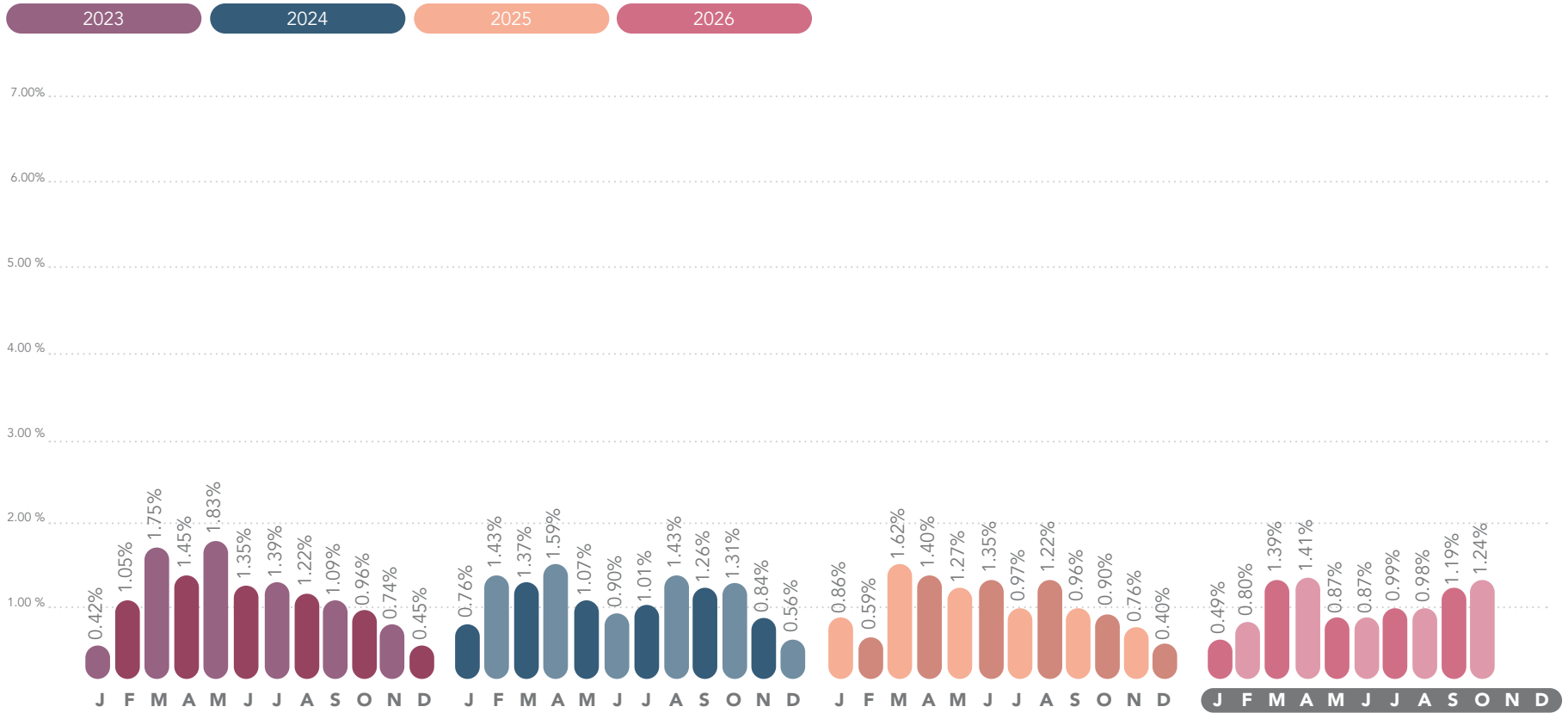


TOTAL INCOMING CALLS



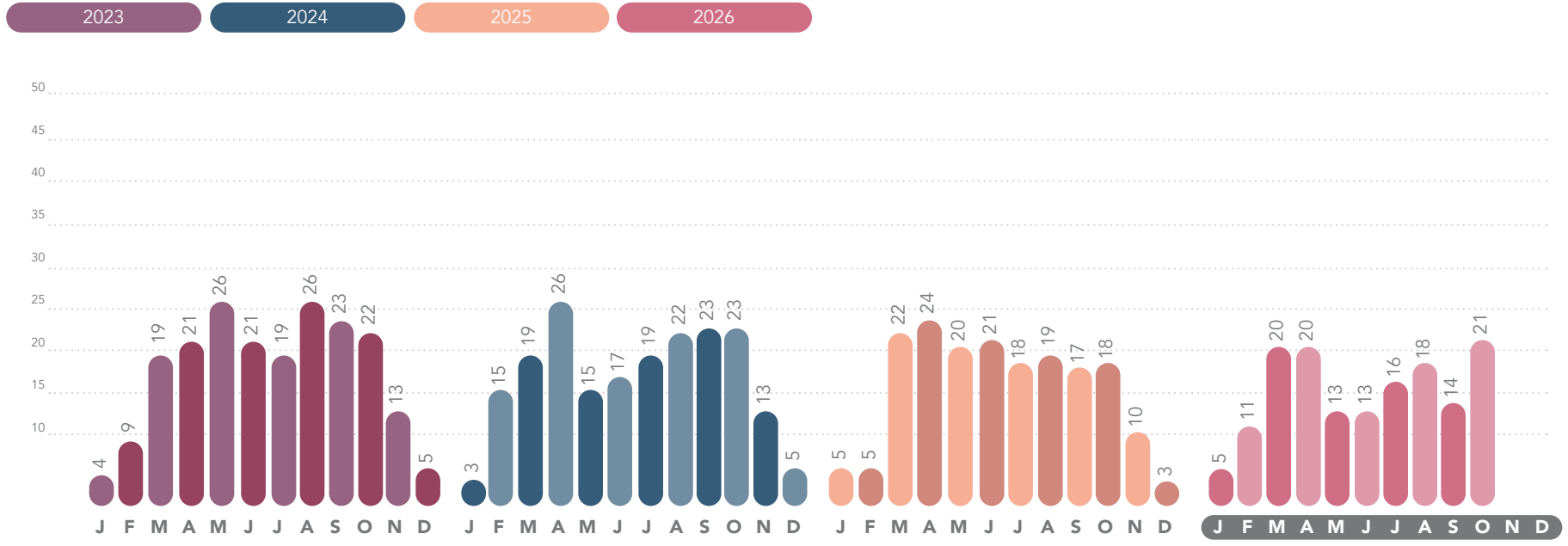
The percentage of abandoned calls is higher than this time last year.

CALLS ABANDONED

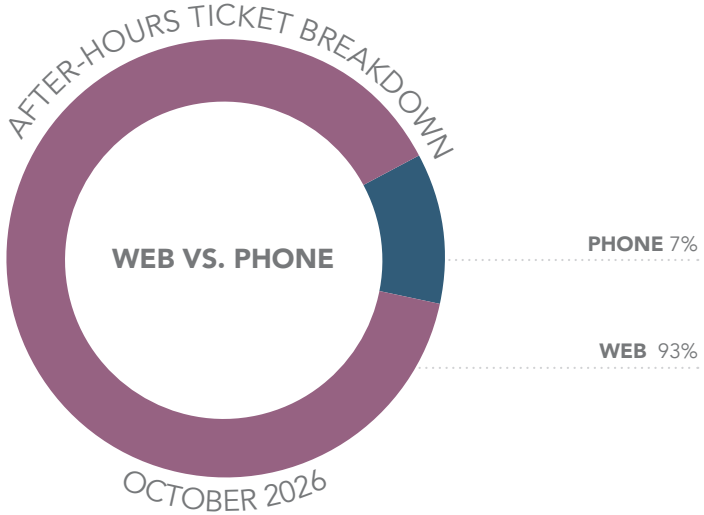


The average speed to answer is higher than last year for this period.

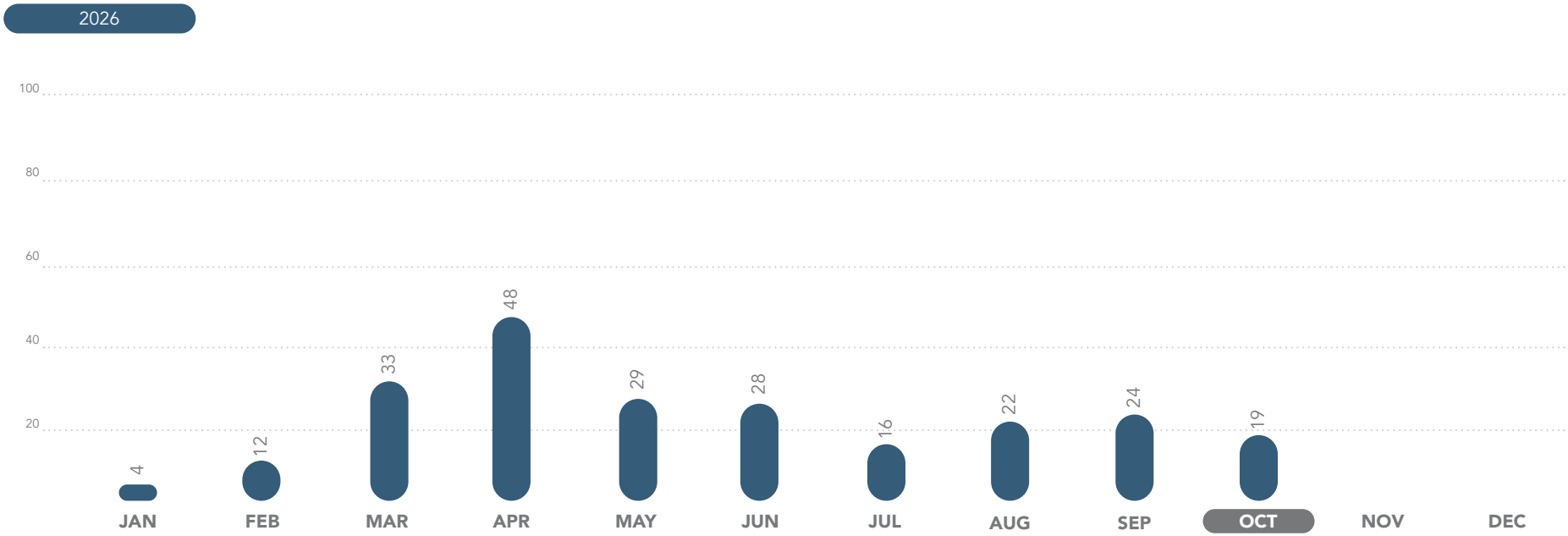
AVERAGE SPEED TO ANSWER



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.

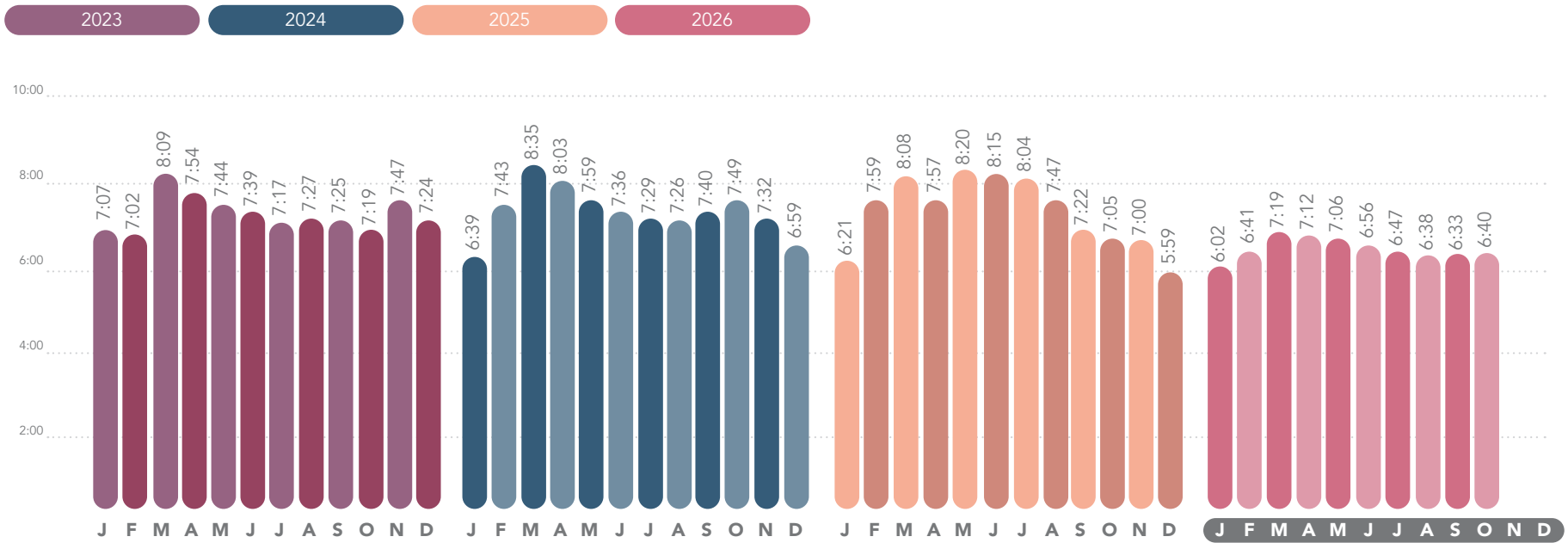


AVERAGE SPEED TO ANSWER AFTER HOURS



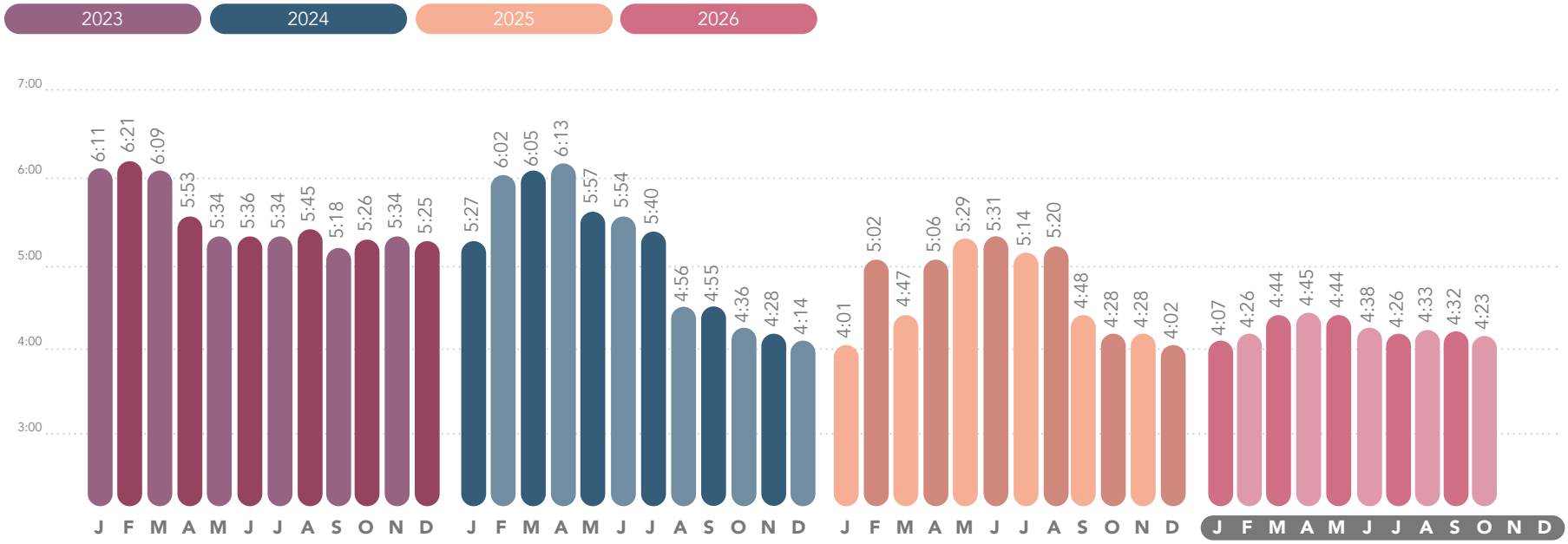
Average talk time remains lower than it was last year.

AVERAGE TALK TIME



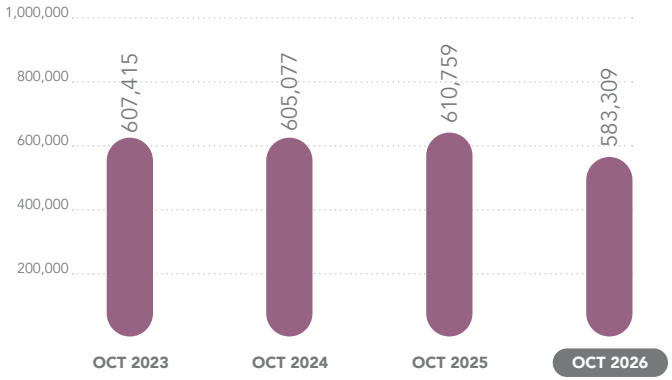
The average time per ticket is lower than it was last year.

AVERAGE TIME PER TICKET

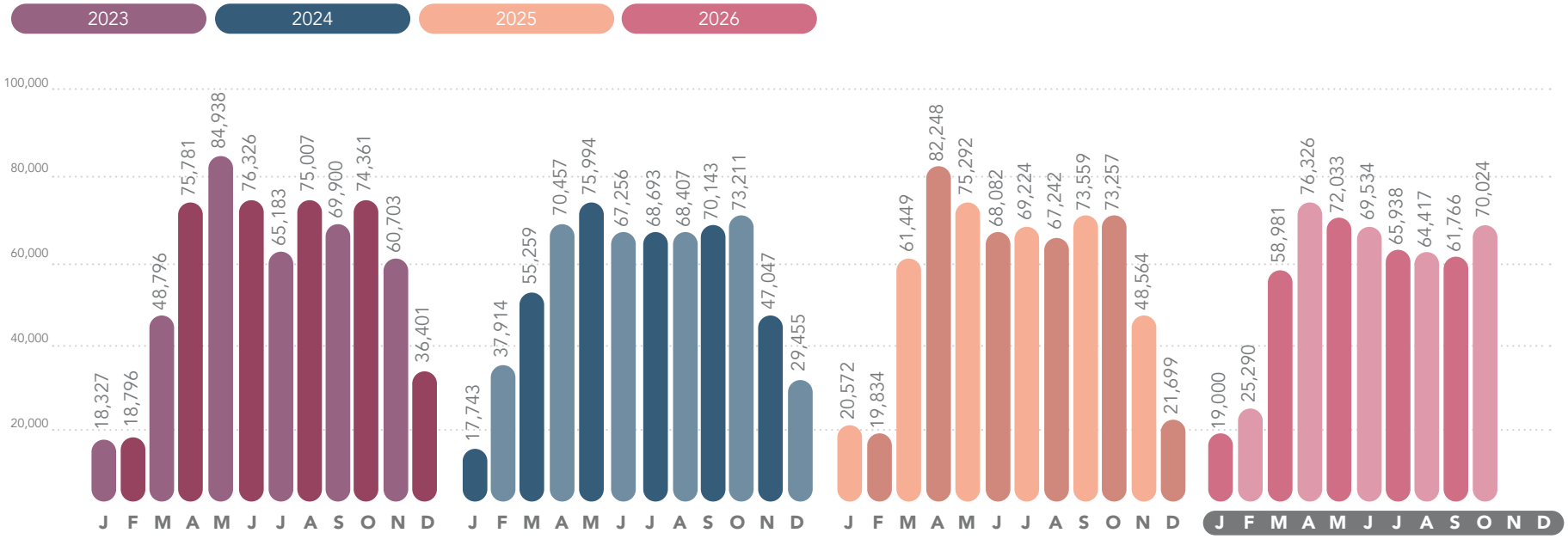


The MTD and YTD incoming ticket totals are lower than last year.

INCOMING TICKET TOTALS Y-T-D

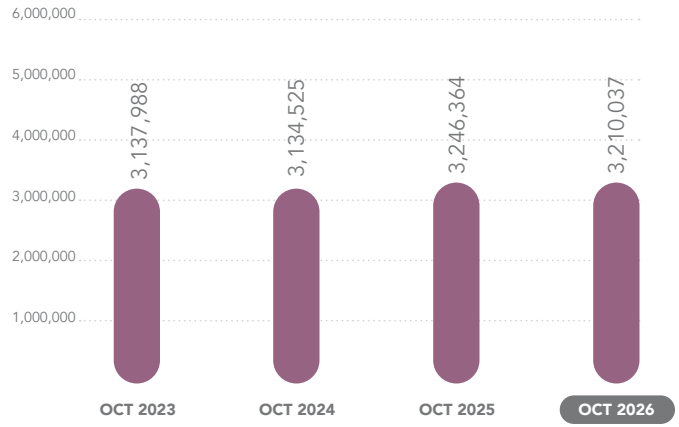


INCOMING TICKET TOTALS

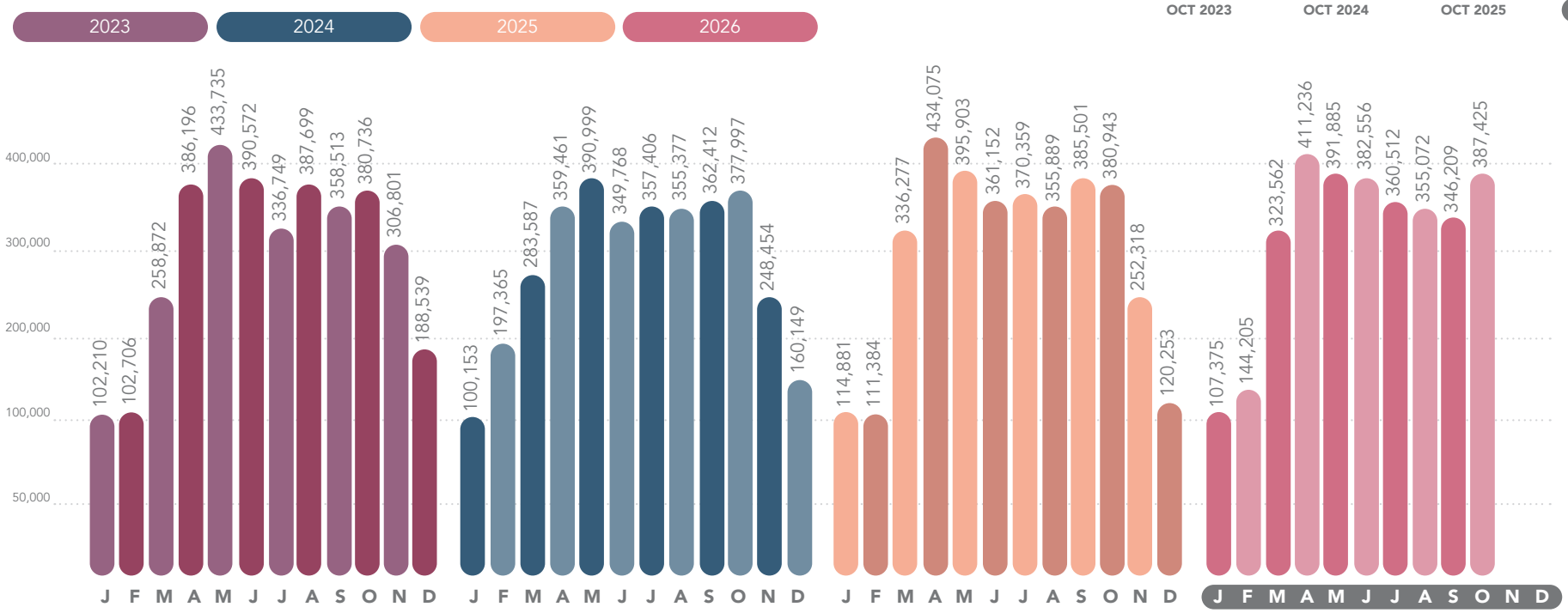


Compared to the same periods in 2025, the YTD outbound ticket total is lower, while the MTD total is higher.

OUTBOUND TICKET TOTALS Y-T-D

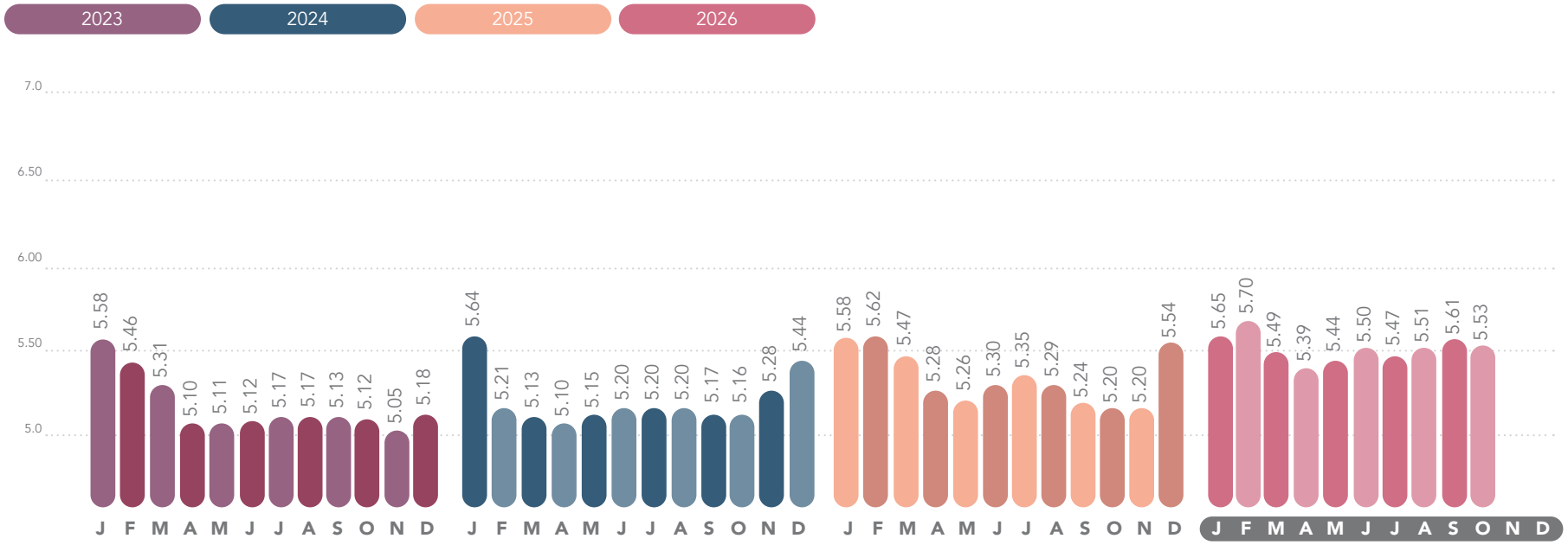


OUTBOUND TICKET TOTALS



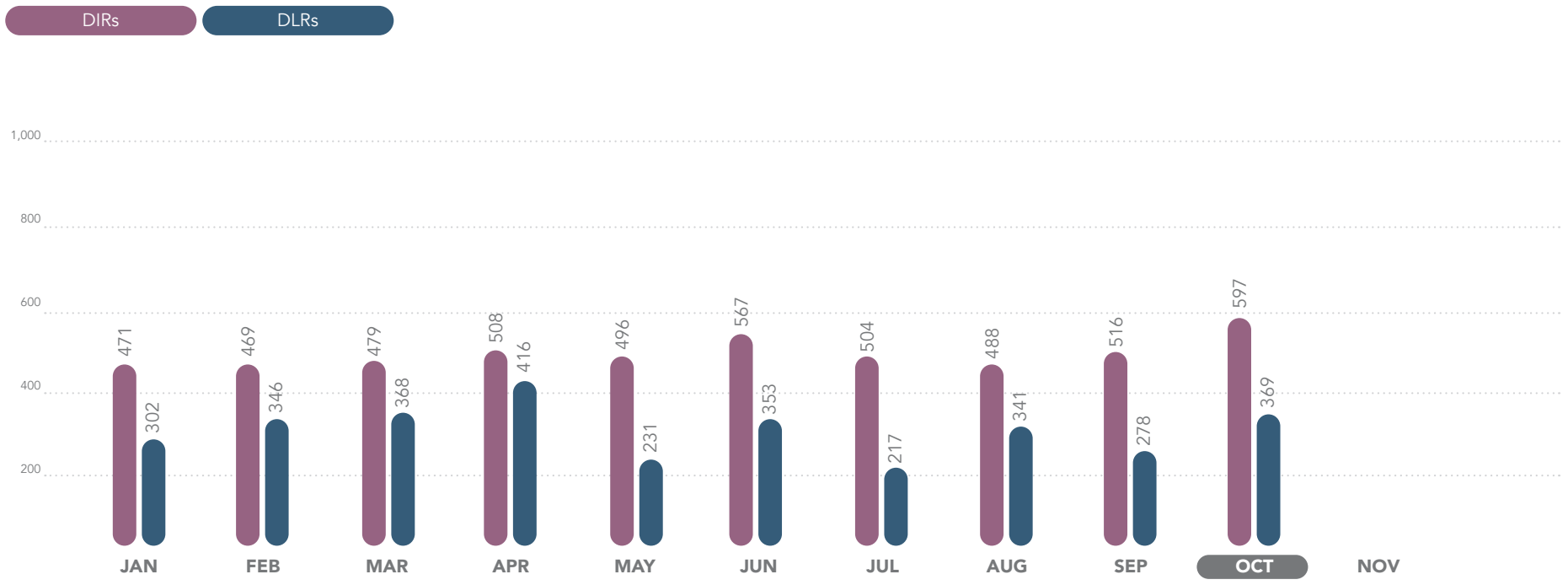
The in/out ratio has followed the historical pattern.

IN/OUT RATIO

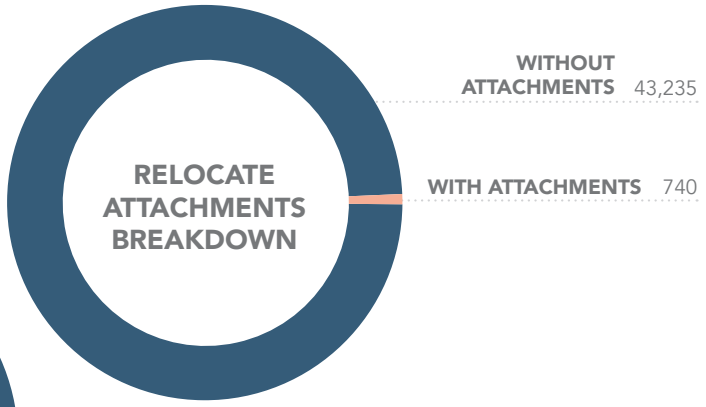


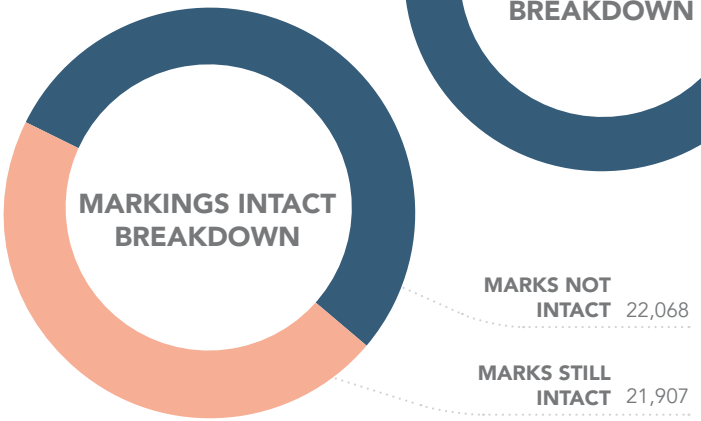
Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

DRS SYSTEM ACTIVITY

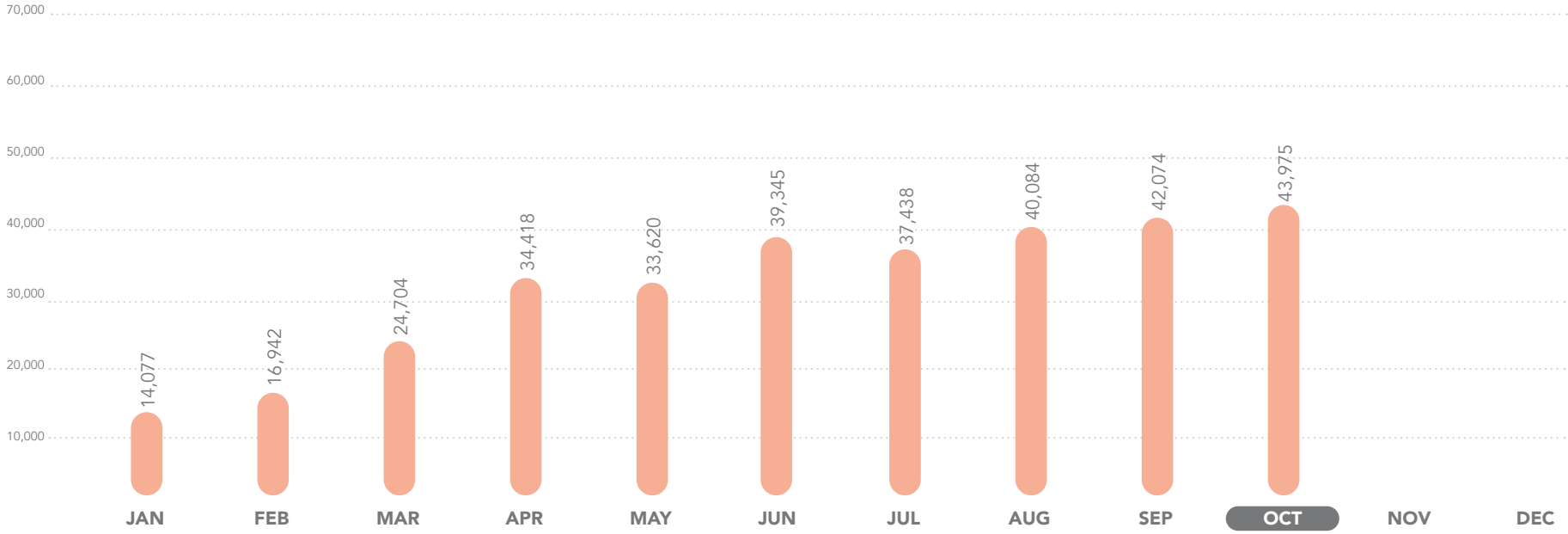


Iowa One Call instituted the new Relocate feature on March 4, 2024, at 7 a.m.

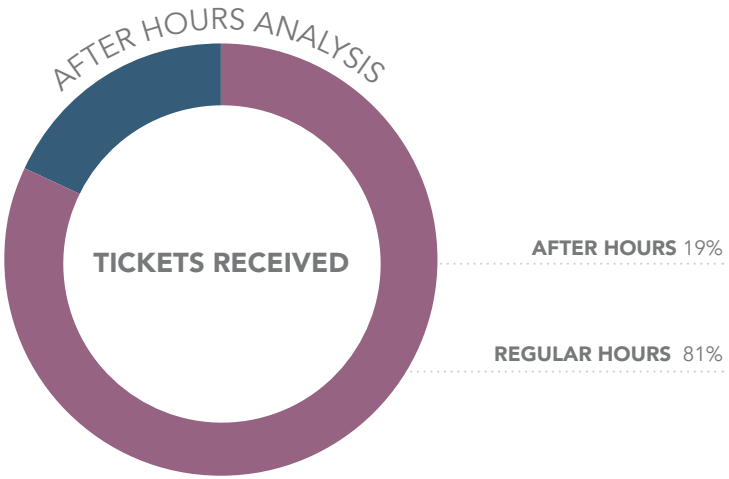




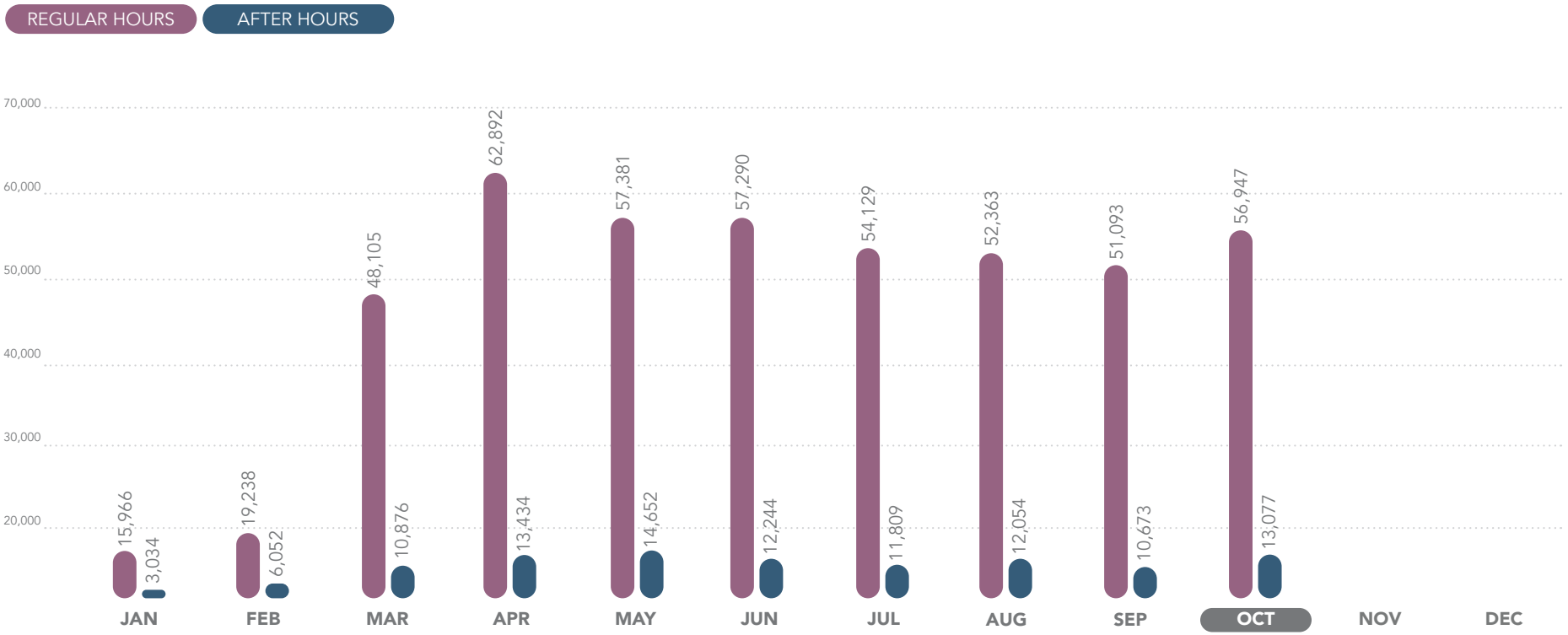
Total Relocate Tickets



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

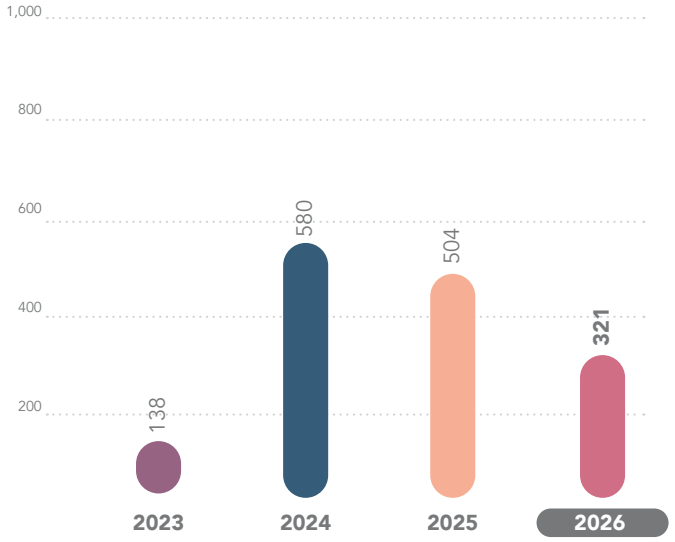


TIME OF RECEIPT ANALYSIS

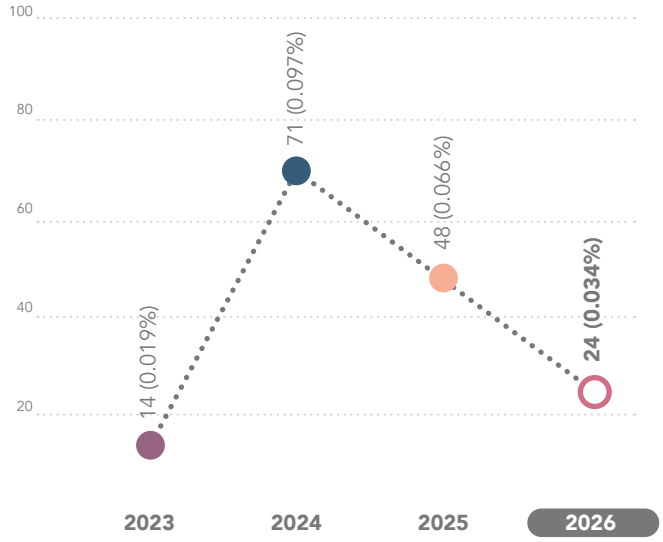


The both the YTD and MTD non-compliant ticket totals are lower than 2025.

NON-COMPLIANT TICKETS
Y-T-D

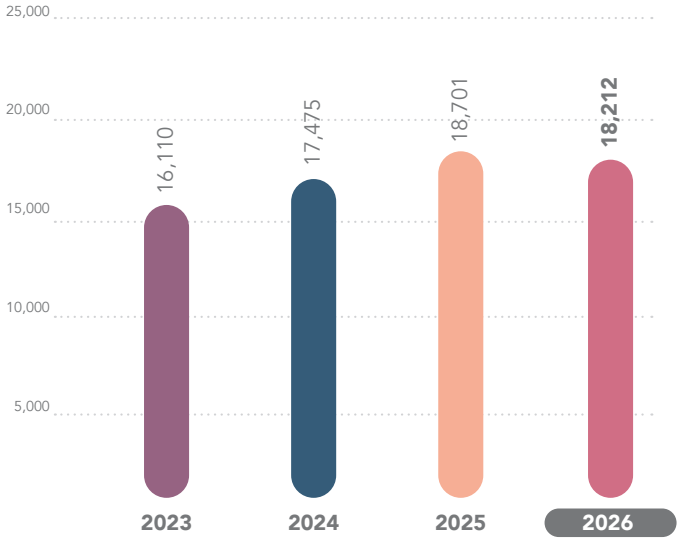


NON-COMPLIANT TICKETS
OCTOBER

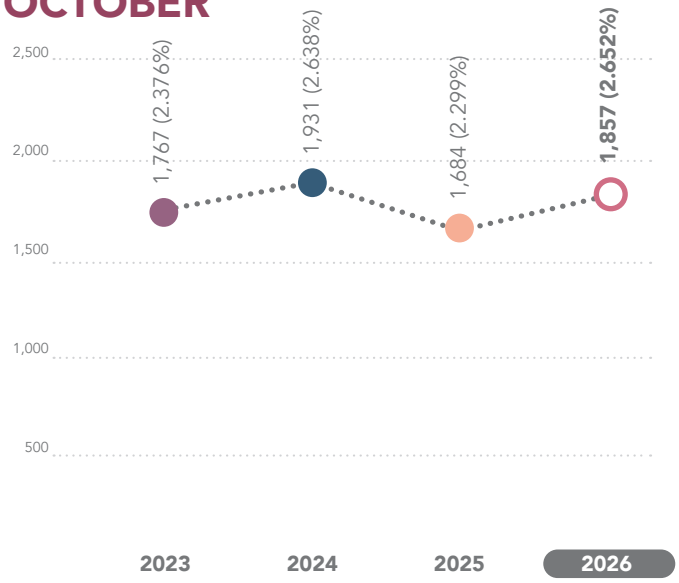


Compared to last year, the YTD total number of emergency tickets is lower, while the MTD total is higher.

EMERGENCY TICKETS
Y-T-D

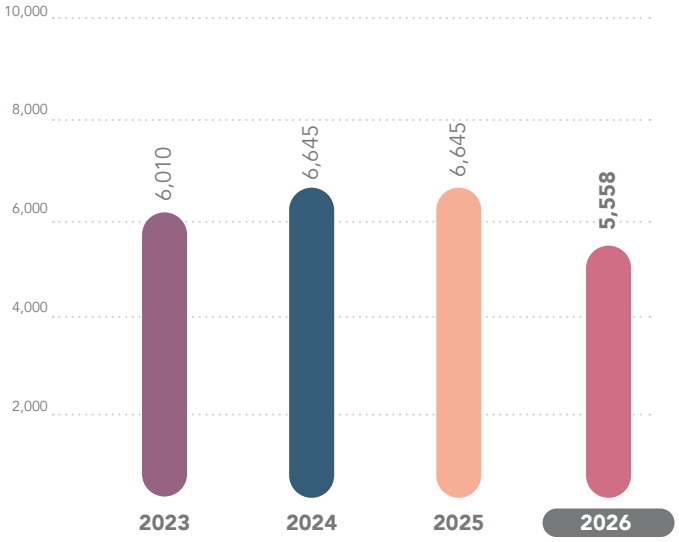


EMERGENCY TICKETS
OCTOBER

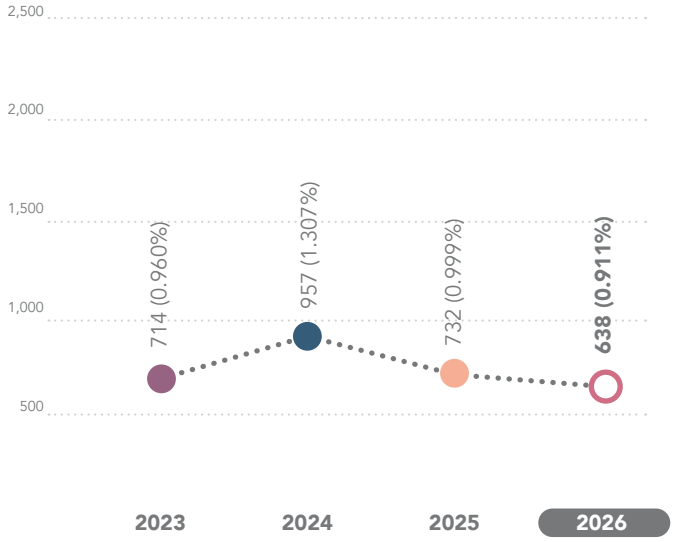


The number of dig-in tickets is lower both YTD and MTD compared to 2025.

DIG-IN TICKETS
Y-T-D

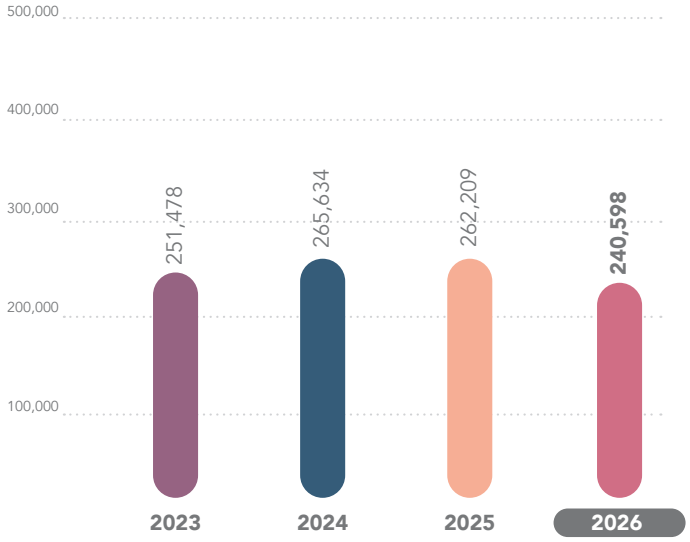


DIG-IN TICKETS
OCTOBER

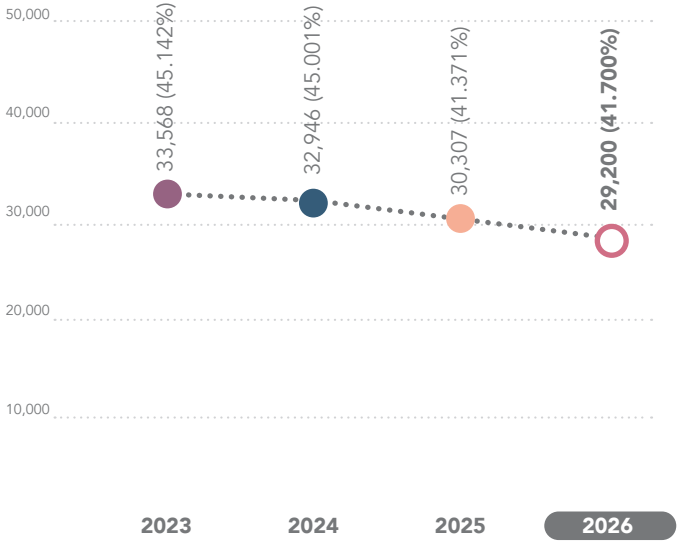


Both the YTD and MTD totals of whitelined tickets are lower than last year.

WHITELINED TICKETS
Y-T-D

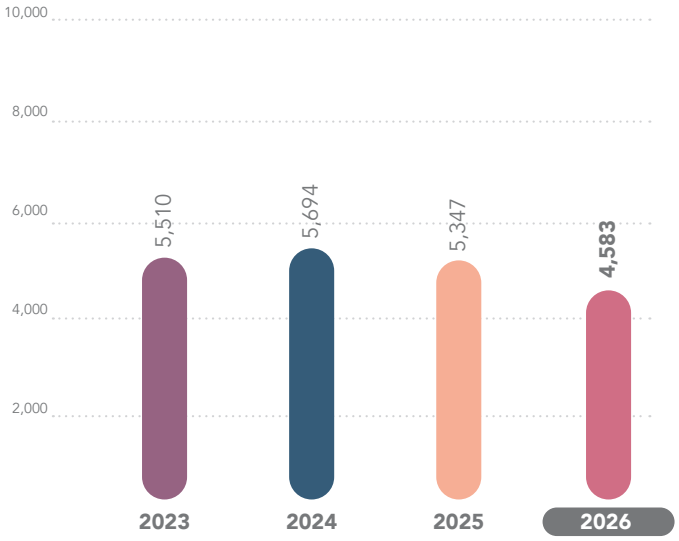


WHITELINED TICKETS
OCTOBER

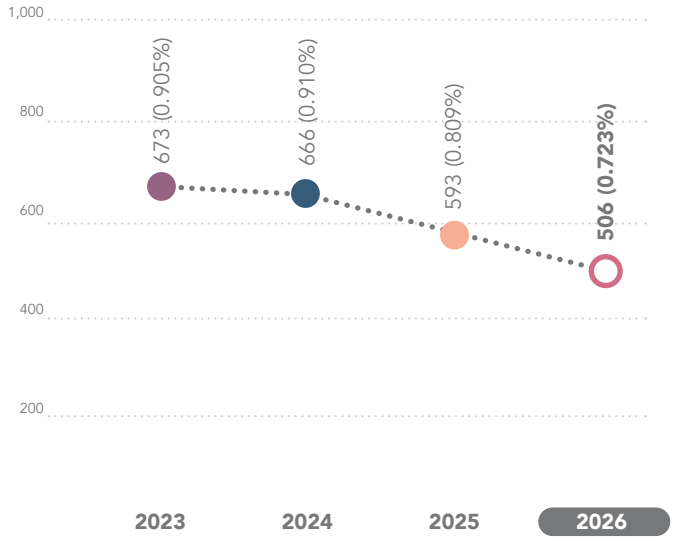


Both the YTD and MTD totals of tickets with GPS coordinates are lower than last year.

TICKETS WITH GPS
Y-T-D

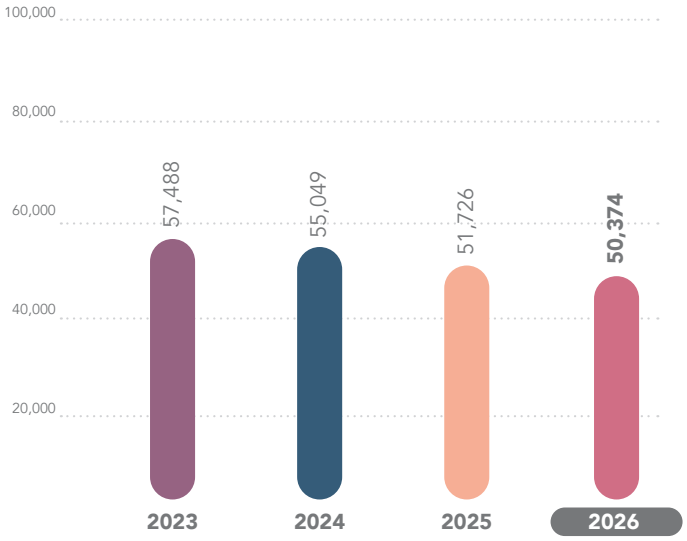


TICKETS WITH GPS
OCTOBER

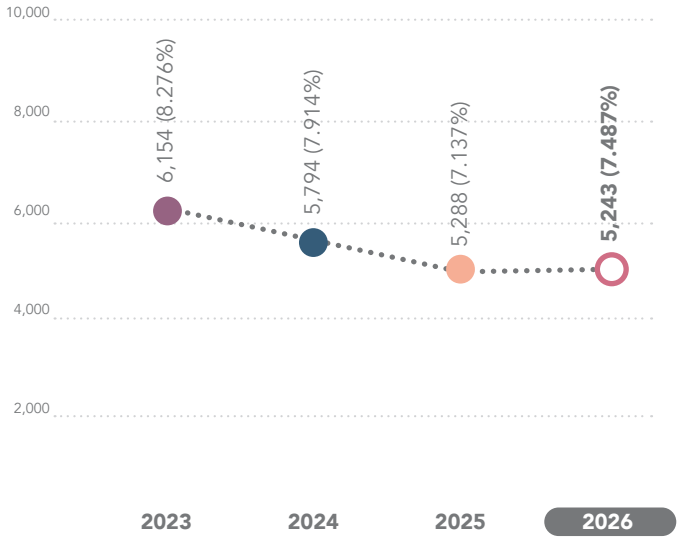


Compared to 2025, both the YTD and MTD homeowner ticket volumes are slightly lower.

HOMEOWNER TICKETS
Y-T-D

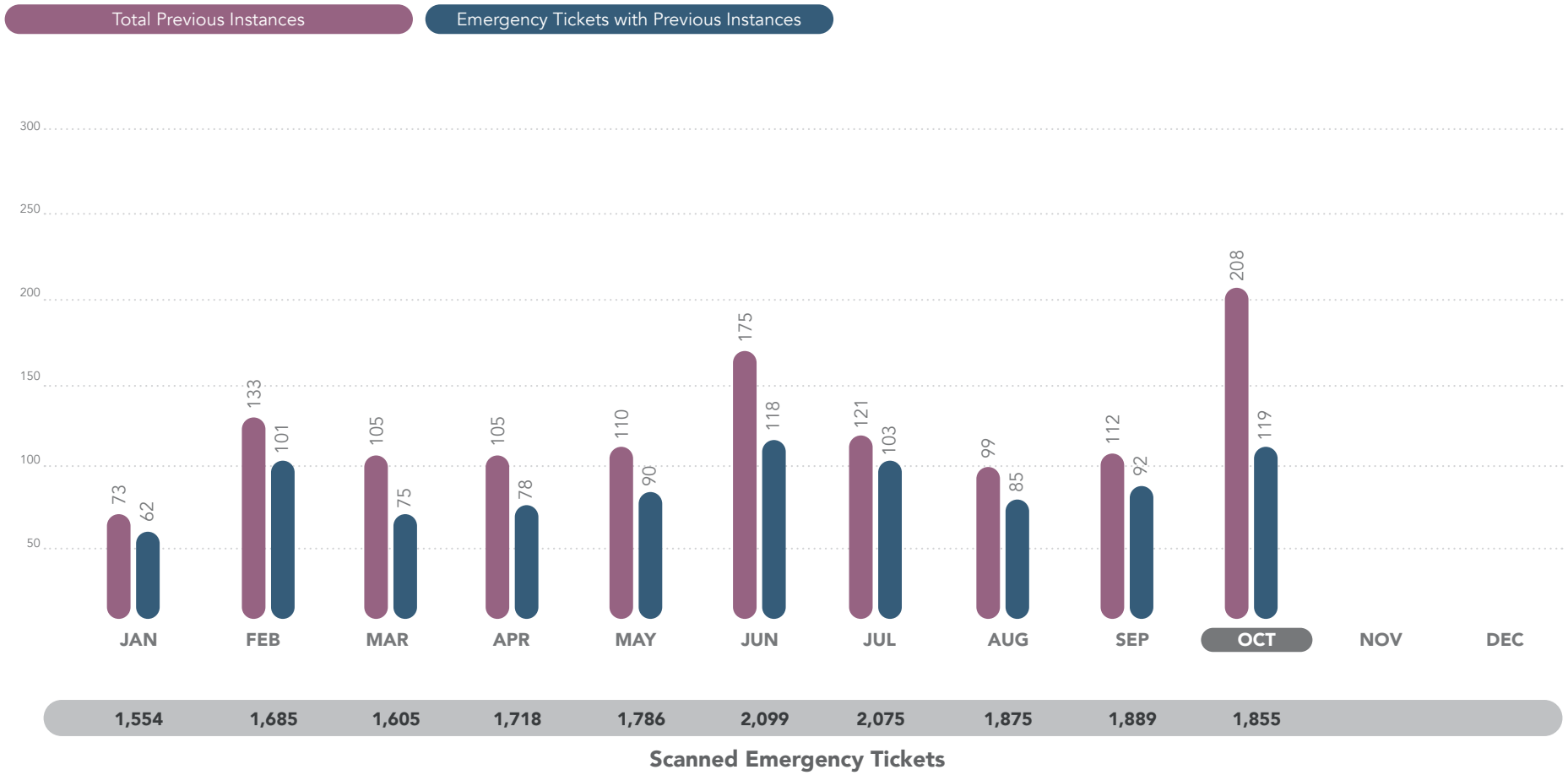


HOMEOWNER TICKETS
OCTOBER



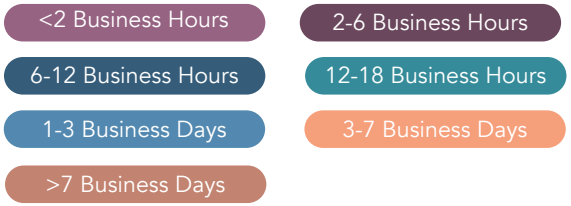
This chart shows the number of times that the same location of work has been found on repeated tickets. There was an interest in analyzing the data to see how many emergencies were actually repeated tickets. The data seems to indicate that the number of "repeated" tickets is a significant part of the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

EMERGENCY TICKET SCAN

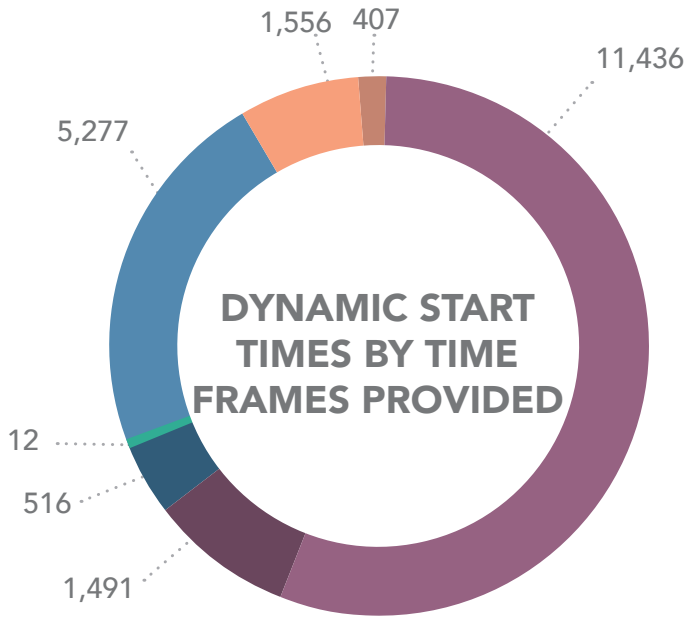


The center implemented the Dynamic Start Date Pilot Program on January 5, 2022.
These numbers are from all counties in Iowa and reflect only those tickets that were:

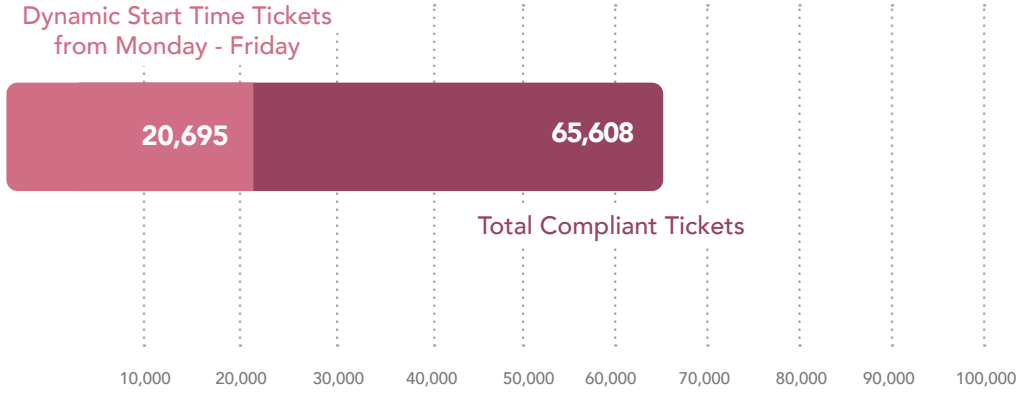
a) Compliant-type tickets
b) Filed Monday through Friday
c) Provided more than 30 minutes additional time to locate



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



COMPLIANT TICKET BREAKDOWN

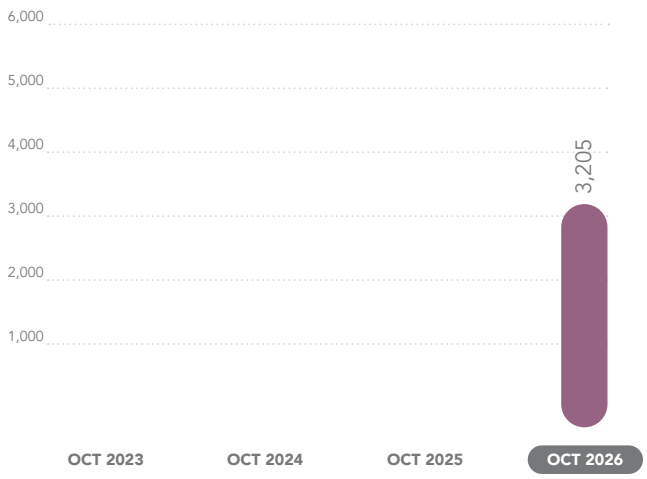


Iowa One Call instituted the new Ticket Talk feature on February 24, 2025, at 8 a.m.

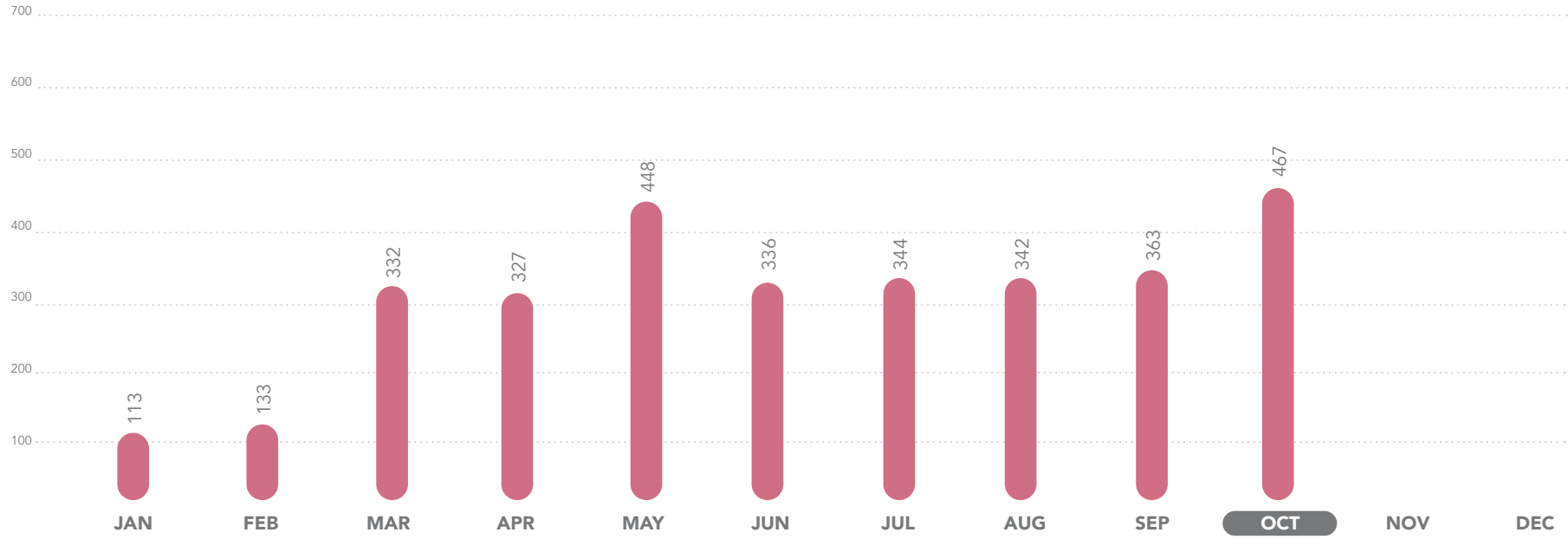
The date filter in the report is based on when the ticket was created, not when the messages were sent. For example, if Ticket 3 was created on March 30 but the conversations happened in April, those April conversations will still show up in the March report because the ticket itself was created in March.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

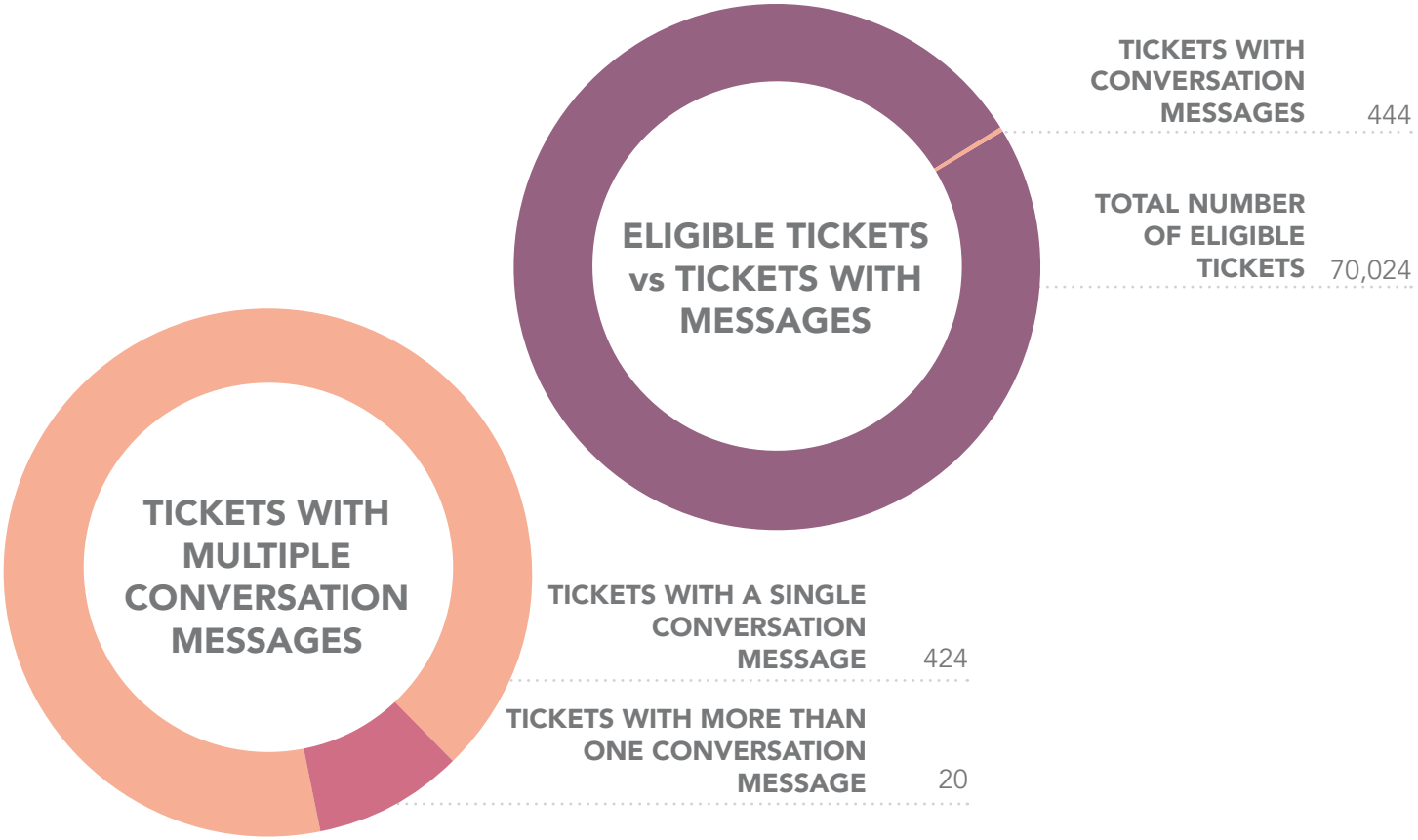
TOTAL NUMBER OF TICKET TALK CONVERSATION MESSAGES Y-T-D



Total Number of Ticket Talk Conversation Messages



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

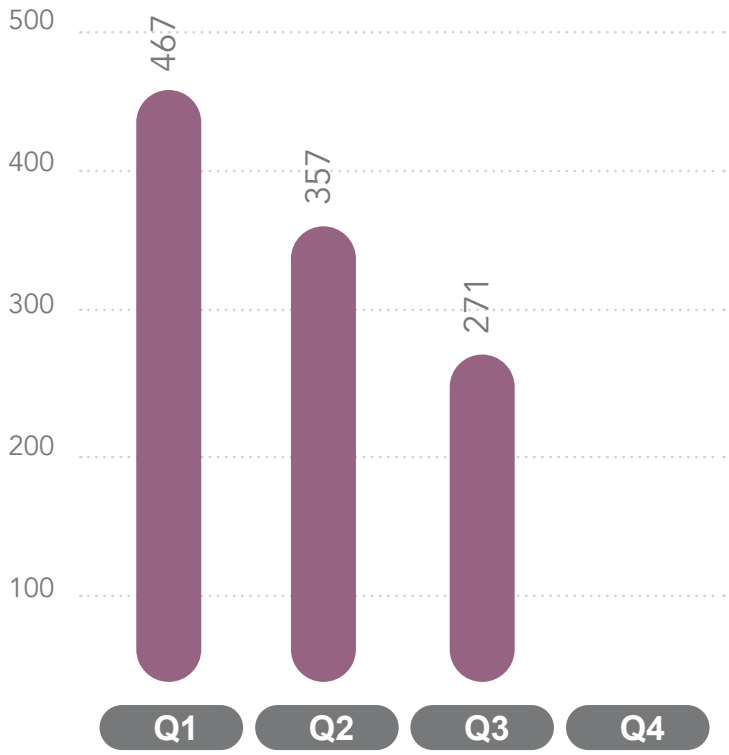


IOWA ONE CALL **CREATIVE HOURS** 3RD QUARTER DETAIL

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	40:30
IAOC Excavation Safety Summit 2027	100:45
IAOC General Admin	1:00
IAOC Newsletter	20:15
IAOC Social Media	17:30
IAOC Website Changes	55:45
Subtotal	235:45:00
Management Review (+15%)	35:21:45
Grand Total with Review	**271:06:45**

CREATIVE HOURS - 2026





Iowa One Call 2026 Creative Hours.xlsx

2026 Summary

Quarter	Hours
First Quarter	466:42:30
Second Quarter	356:53:00
Third Quarter	271:06:45
Fourth Quarter	
Grand Total	**1094:42:15**



Iowa One Call 2026 Creative Hours.xlsx

First Quarter Detail

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
Grand Total with Review	466:42:30



Second Quarter Detail
Iowa One Call 2026 Creative Hours.xlsx

Task name	Time spent
IAOC Dashboards	43:45
IAOC Excavation Safety Summit 2026	95:00
IAOC Excavation Safety Summit 2027	74:20
IAOC General Admin	4:30
IAOC Newsletter	46:45
IAOC Social media	29:00
IAOC Website Changes	17:00
Subtotal	310:20:00
Management Review (+15%)	46:33:00
Grand Total with Review	356:53:00



Iowa One Call 2026 Creative Hours.xlsx

Third Quarter Detail

Task name	Time spent
IAOC Dashboards	40:30
IAOC Excavation Safety Summit 2027	100:45
IAOC General Admin	1:00
IAOC Newsletter	20:15
IAOC Social media	17:30
IAOC Website Changes	55:45
Subtotal	235:45:00
Management Review (+15%)	35:21:45
Grand Total with Review	271:06:45