

IOWA 811

ONE CALL

The Official Newsletter of Iowa One Call

Vol. 33, No. 1.

Excavator

QUARTERLY



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WHAT'S UP BELOW



UNDERGROUND FACILITY EXCAVATION MEETING

On December 13, 2024, the Iowa Utilities Commission (IUC) hosted the mandatory **Underground Facility Excavation Meeting** in Des Moines, Iowa, in accordance with the state's legislative requirements under Iowa Code Chapter 480. This event brought together industry stakeholders from across the state, both in person and online, to collaborate and discuss key issues related to improving underground facility locating and excavation efficiency, addressing operational challenges, and forecasting large-scale projects that affect locating resources and timely performance.

This meeting was especially noteworthy as it was the first convened under the amendments to Chapter 480, which came into effect on July 1, 2024. The new law mandates that the IUC, formerly known as the Iowa Utilities Board (IUB), would hold this meeting before the end of the 2024 to facilitate collaboration on issues and opportunities in Iowa's underground facility locating and excavation sectors.

The meeting featured presentations from industry leaders, offering insights into the current state and projected trends in underground excavating and facility locating and highlighting the need for strategic forecasting to plan for large-scale excavation projects, such as the many expansive fiber optic overbuilds across the state.

Ben Booth, Iowa One Call (IOC), outlined how recent amendments to Chapter 480 impacted the IOC notification process, including new compliance requirements. He also discussed the upcoming "two-way communication" process, set for rollout in February 2025, which will allow excavators and locators to send and respond to messages via a new online platform.

Greg Loeb, the Iowa Department of Management, discussed the state's broadband grant programs and broadband expansion initiatives, which provide monetary assistance for some of the planned and future broadband projects.

Deanne Popp, Iowa Department of Transportation (IDOT), shared details on major transportation-related excavation projects planned for the near future, including the "five-year program" for highway and bridge projects, a review of excavation project maps by district, and a three-year period trending comparison.

David Kamp, City of Des Moines, provided insight into the city's planned 2025 projects, including the projected need for underground facility locating services. He discussed the similar nature typical of city right-of-way projects, emphasizing the importance of communication across regions for effective coordination and forecasting.

Dustin Miller, CWL Group, represented the Developers Council of the Home Builder's Association (HBA) of Greater Des Moines and outlined new development projects for 2025, including those by HBA, the Master Builders of Iowa, and the Developers Council (DevCo). He also discussed projected locate service needs for 2025 and typical annual locating requirements.

The meeting also addressed key issues affecting underground facility locating efficiency, which directly impacts excavation schedules and – in worst-case scenarios – excavator safety. The challenges discussed included:

- **Large fiber overbuilds**, driven by the need for and rapid expansion of broadband networks, are causing challenges statewide. These projects often begin with little notice, creating challenges for utilities and locating contractors in forecasting and coordinating personnel needs. The situation is worsened when multiple communications companies, each with competing priorities and strategies to outpace rivals, plan their own unique overbuilds.
- **Improved communication** with communications companies was a key focus of the meeting. The emphasis was on enhancing the forecasting methods of utilities and locators to determine the timing and locations of major fiber overbuilds, the arrival of out-of-state contracting crews for excavations, the scope of planned installations, and the estimated daily progress in terms of installation footage.
- **Continued Collaboration** among Iowa's underground facility operators, excavators, locators, and stakeholders is essential to address operational challenges and identify effective measures to improve efficiency. The goal is to develop strategic partnerships that enhance project efficiency, ensure personnel safety, protect utilities infrastructure, and maximize productivity for all parties involved.

The Underground Facility Excavation Meeting, which was convened December 13, 2024, has fulfilled the requirement outlined in the amended Iowa Code Chapter 480. Additional stakeholder meetings of a similar nature may be scheduled annually or at any time throughout the year, based on the needs and goals of the interested parties.



A YEAR OF GIVING WITH IOWA ONE CALL

Over the years, Iowa One Call has had the pleasure of hosting community giveaways and offering participants a chance to win many different prizes. In 2025, we're taking things a step further and making it truly a year of giving.

At Iowa One Call, we believe in the power of a strong community. We know our mission wouldn't be possible without the incredible people who engage with and support our efforts every day. That's why, throughout 2025, we'll be focusing on connecting with you through various initiatives and giveaways designed to show our appreciation.

Stay tuned to our social media channels for updates and opportunities to participate. While we don't want to spoil too many surprises, you can expect exciting things around key times of the year, including Safe Digging Month in April, the Iowa State Fair in August, and the holiday season. And, of course, there will be more along the way!

We'd love for you to join us on this journey. Follow us on social media to stay in the loop, and keep an eye out for announcements and details. Your support means everything to us, and we can't wait to share this year of giving with you.

Here's to a happy and safe 2025!

DIGGING DEEPER

TICKET TALK: THE NEW TWO-WAY COMMUNICATION SYSTEM

Ticket Talk, the new two-way communication system, is currently being developed at the notification center to comply with Iowa Code chapter 480 (effective July 1, 2024) and will set a new standard for ticket transmission. It aims to improve communication between excavators, locators, and operators, ensuring smoother operations and greater efficiency.

Core Features of the Two-Way Communication Process

The two-way communication system establishes a centralized repository for ticket-related messaging. This repository ensures:

- **Complete Conversation History:** Users can access a full history of messages associated with any locate request. This feature ensures accountability and offers a clear audit trail.
- **Unread Message Alerts:** Conversations with new or unread messages are highlighted, keeping users informed in real time.
- **Message Transmission Management:** The center acts as a hub to collect, process, and distribute messages alongside locate requests. The center can also control public access to conversations using established portals.

The screenshot displays the Ticket Talk software interface. On the left, a sidebar contains navigation options like 'Reports', 'Legacy application', 'User settings', 'Messages', and 'Help and support'. The main area shows a list of tickets with columns for 'Ticket #', 'Orig Call', 'Begin', and 'Street'. Below the list, there are sections for 'Excavation information' and 'Members notified'. A 'Conversation history' window is open, showing a list of messages with columns for 'Date', 'Type', 'District', 'Company', 'Username', 'Sent to', and 'Notes'.

Ticket #	Orig Call	Begin	Street
250210180	2025/01/21 08:50 am	2025/01/24 06:00 am	2204 LAFAYETTE RDG
250230073	2025/01/23 07:43 am	2025/02/05 09:00 am	1247 POOL HILL DR
250230084	2025/01/23 07:40 am	2025/01/28 06:00 am	501 ROSSVILLE RD
250230155	2025/01/23 08:28 am	2025/01/28 07:00 am	308 9TH ST SW
600008052	2025/01/24 01:04 pm	2025/01/31 09:00 am	POOL HILL DR
600008057	2025/01/24 01:25 pm	2025/01/31 09:00 am	WHEATLAND RD

Excavation information	
Type of work	REPLACE SIGN
Work being done for	IA/DOT
Area marked in white	Yes
Blasting	No
Trenching	No
Boring	No
Plowing	No
Backhoe	No
Other equipment	Yes
Duration	1 DAY

Members notified		
ACE	ACENTEX FORMERLY ACE COMM	Not yet responded - Excavator has selected dynamic start option
TRI	MIENERGY COOPERATIVE	Not yet responded - Excavator has selected dynamic start option
TX2	MEDIACOM L.L.C.	Not yet responded - Excavator has selected dynamic start option

Conversation history						
01/24/25 01:39 pm	Message Added	TX2	MEDIACOM L.L.C.	la-test		Facility depth in are Show More
01/24/25 01:28 pm	Message Added			briancasey@occinc.com	TX2	Depth markings undea Show More

Operational Guidelines and Messaging Features

The system's design prioritizes clarity, security, and control. Key operational guidelines include:

- **Immutable Messaging:** Users can add but not edit or delete messages. This restriction maintains the integrity of communication records.
- **Flexible Messaging Durations:** Messages can be added until:
 - The ticket's due date and time
 - The ticket's expiration and locking date
 - Indefinitely, as determined by the center
- **Character and Message Limits:** Each message has a 2,500-character maximum with no cap on the number of messages in a conversation.
- **Bad Actor Restrictions:** Users flagged as "bad actors" may have messaging privileges disabled while retaining viewing access.

Enhanced Ticket Integration

To streamline operations, the system introduces the new "Conversation Message Added" (CMA) ticket type. Notable attributes include:

- Inclusion in daily audits for transparency
- Billing capabilities for conversation messages
- Integration of an interactive link on tickets, enabling access to the full ticket, map, and conversation history
- Visibility of the most recent message in the ticket's "Remarks" field

Fw: Ticket: 600008057

Excavation Type:	Trenching:	N	Boring:	N	Plowing:	N
	Backhoe:	N	Blasting:	N	Other:	Y
Type of Work:	Marked in White:	Y	Duration:	1 DAY		
Extent of Work:	REPLACE SIGN					

MARKING INSTRUCTIONS: MARK A 30 FT RADIUS AROUND THE SIGN - SE CORNER OF INTERSECTION.

GOOGLE DRIVING DIRECTIONS: FROM THE INTERSECTION OF WHEATLAND RD AND POOL HILL DR, HEAD SOUTH ON WHEATLAND RD FOR 55 FT HEAD ESE FOR 34 FT TO THE SIGN.

Remarks:

Conversation Message Added: From ia-test: Facility depth in area ranges from 2-6 ft. To review this message, [click here](#) to see the conversation.

Caller Information

Excavator:	ONE CALL CONCEPTS	BTC:	AM: PM: Y AFTER 5:00:
Address:	123 TEST ST; DAVENPORT, IA 52802	Type:	CONTRACTOR
Phone:	651-468-9747	Phone:	651-468-9747
Email:	briancasey@occinc.com	Fax:	
Work For:	IA/DOT	Alt Phone:	555-555-5555
Caller:	BRIAN CASEY		
Contact:	JAKE CHAMBERS		

Location Information

Number of Excavation Locations: 1

Below are the farthest NW and SE coordinates of the Excavation Polygon(s). Please use "Link to Tkt" to access all points.

Poly 1: NW Lat:	43.4969701	Lon:	-91.3866311	SE Lat:	43.4968059	Lon:	-91.3864047
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Interoperability with Third-Party Software

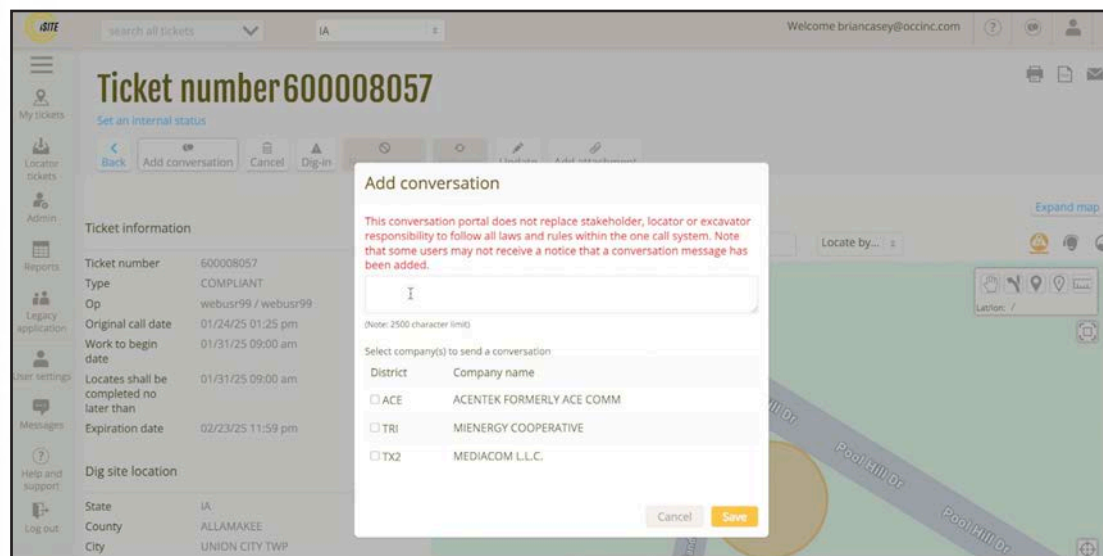
To foster inclusivity and ease of use, a new web protocol is being developed to interface with various third-party transmitting software. This feature ensures:

- Compatibility across diverse software systems for seamless message transmission
- Operators and contractors can synchronize their transmitting tools with the center's system
- Efficient positive response status sharing for all notices

User Interaction Simplified

Adding messages is straightforward:

- Users initiate conversations by selecting the “Add Conversation” button in Ticket Check. In cases of restricted access, the button will be disabled.
- Excavators can notify specific facility operators or all listed operators on a ticket, ensuring relevant stakeholders are promptly informed.
- New message notifications are flagged with icons on the interface, allowing users to quickly identify updates.



A Look Ahead

With its user-centric design, the two-way communication system is poised to optimize ticket management communication. By enabling efficient and transparent messaging, it serves as a vital tool for improving collaboration among stakeholders.

The new two-way communication system is expected to be available by the end of February 2025, offering a timely solution to the ever-growing need for streamlined communication.

INTRODUCING THE Safe Excavator App



State laws pertaining to excavation (or digging) vary – and finding the specific information you're looking for quickly can be a challenge.

The **Safe Excavator App** makes it easy to find state-specific excavation information including the following requirements or events:

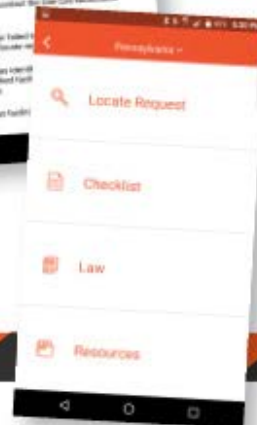
- ▼ Advance notice or wait time
- ▼ Pre-marking ('whitelining')
- ▼ 811 ticket information
- ▼ Names of local enforcement agencies and 811 call centers, also connecting you electronically to submit a locate request
- ▼ Includes safe digging tips + checklist

PLEASE CONTACT
Lindsay Sander
713.208.0273
LNS@SanderResources.com
WITH ANY QUESTIONS.


**National
Excavator
Initiative**
Safety always.

FREE to download in the App store (Apple) and Google Play (Android)

Search "safe excavator" or "safeexcavator" and look for the orange shovel



As simple as...
1...2...3!

- 1 Select a state
- 2 Pick an activity
- 3 Research your topic

www.safeexcavator.com



Know what's below.
811 before you dig.

The National Excavator Initiative is an effort to raise the awareness of a critically important program: 811.

Contacting 811 before digging is the single most critical action an excavator can take to help ensure their health and safety are protected, while at the same time preventing financial harm and environmental impact.

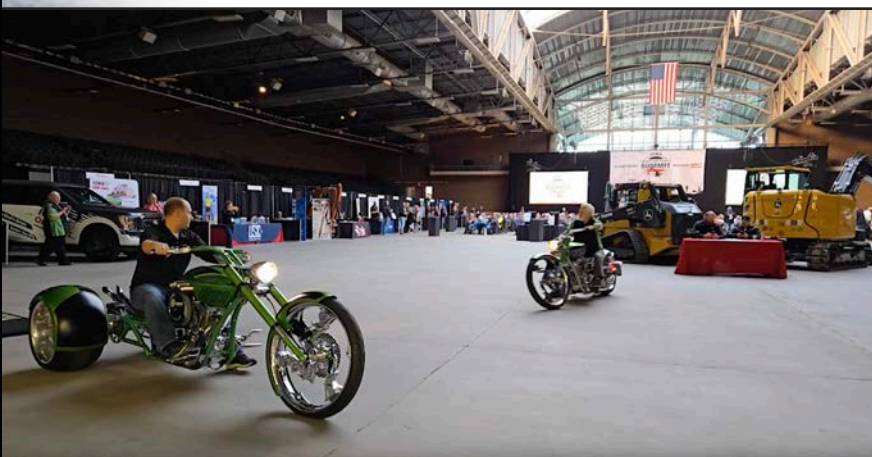


2024 IOWA EXCAVATION SAFETY SUMMIT

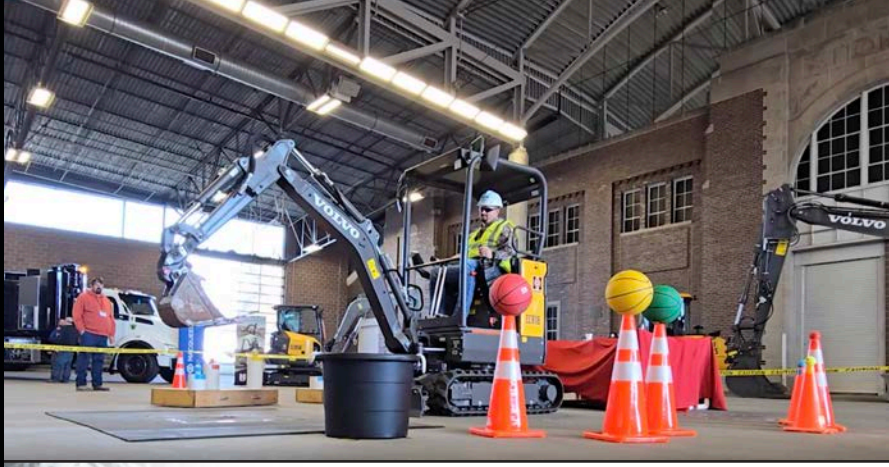
Last November, Iowa One Call hosted the inaugural [Iowa Excavation Safety Summit](#) at the Iowa State Fairgrounds in Des Moines. The goal for the summit was to consolidate Excavation Safety and Awareness Program (ESAP) outreach efforts – promoting excavation safety to industry workers and organizations – with an invested interest in the state of Iowa. From exhibitors and sponsors to general attendees, the summit attracted 523 industry workers from across the state, exceeding its original goal of 500.



Representing over 200 organizations, attendees had the opportunity to engage with a diverse lineup of speakers who shared personal stories and critical insights on industry safety standards. Among these was Eric Giguere, whose touching story of surviving a workplace accident highlighted the importance of prioritizing safety in every task. Another notable speaker, Mark Woodward, director of training and Safety for Sellenriek Construction, emphasized the necessity of recognizing potential dangers and fostering a culture of safety through ongoing education. His message resonated strongly: informed workers are better equipped to prevent injuries and ensure a safer workplace.



Key updates were provided by Iowa One Call President Tom Sailer, Assistant Iowa Attorney General Jake Larson, Ryan Faber of the Iowa Utilities Commission, and Iowa One Call's own Ben Booth. And adding a touch of entertainment, Iowa One Call's advertisement personality, Risky Ronnie, took the stage with his bass guitar, engaging the audience with a fun and interactive segment.



The summit also featured a variety of activities and opportunities for attendees to win prizes. Throughout the show there were raffle drawings awarding gift cards, tools, and other accessories. There was also a mock “Who Wants to Be a Millionaire?” game show where contestants had to answer industry related questions for their chance to win

up to \$1,000. And while all of this was going on, there was the excavator rodeo where pros tested their skills and traversing a series of tasks with a mini excavator to for their chance to win the cash prizes awarded to the top three performers.



To top it all off, a segment was held to present awards for both Excavator and Locator of the Year. Excavator of the Year was awarded to Erich Gamm with West Union Trenching and Locator of the Year was awarded to Matt Knox with USIC. These awards were presented and represent excellence and dedication to safety in their respective fields.

EXCAVATOR OF THE YEAR



ERICH GAMM
WEST UNION TRENCHING

LOCATOR OF THE YEAR



MATT KNOX
USIC



Iowa One Call extends a heartfelt thank you to all attendees, sponsors, exhibitors, and staff for making the first ever Iowa Excavation Safety Summit a SUCCESS! Excitement is already building for the next summit, which will be held at the Iowa State Fairgrounds again on January 29, 2026.



IOWA ONE CALL EXCAVATION SAFETY AWARENESS WEBINAR ON MARCH 21, 2025

Since there will be no summit held in 2025, Iowa One Call will be hosting an Excavation Safety Awareness Webinar on March 21, 2025. This one-hour webinar is for all of the state’s excavators, locators, and other utility stakeholders, and will include:

- A review of the 2024 amendments to Iowa Code Chapter 480, focusing on the changes to excavator and locator responsibilities
- An introduction to the new two-way communication process offered to both locators and excavators through ITIC, IOC’s ticket management system
- An interactive Q&A session that allows attendees to ask experts questions
- Prize drawings – all attendees will be automatically entered to win!

Register via Eventbrite now to secure your spot!



Few tickets left

Friday, March 21

2025 Iowa Excavator Safety Awareness Webinar

Iowa One Call



By Iowa One Call · 88 followers

Lots of repeat customers

Follow

Date and time

Friday, March 21 · 8 - 9am CDT

Virtual Attendance

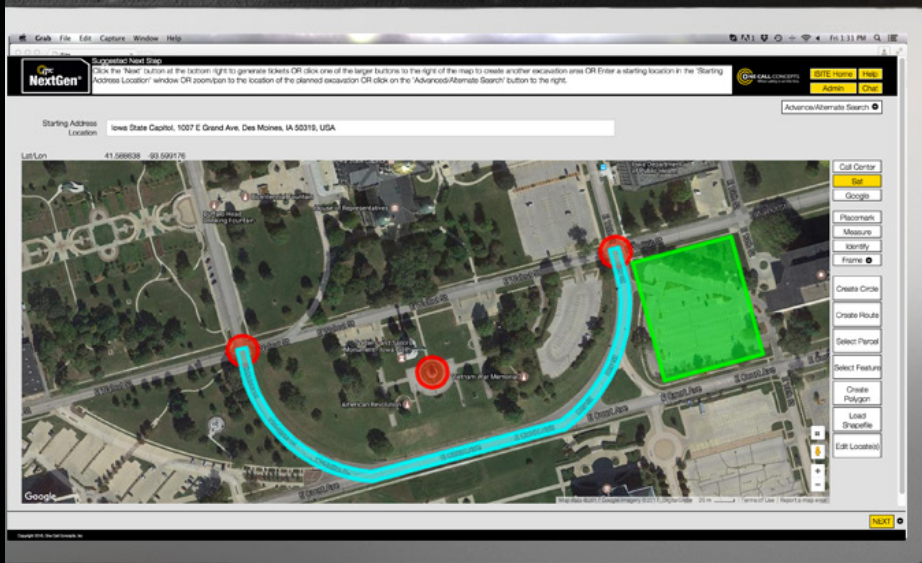
1

Free

1 Remaining

Reserve a spot

TIPS FOR MAPPING PRECISELY AND ACCURATELY



CHECK OUT THE NEXTGEN ONLINE TICKETING TUTORIAL [HERE!](#)

Use the right tool for the job – ITIC NextGen offers a diverse array of mapping options to fit every scenario.

2. Don't over-map – ITIC NextGen builds the locate request from the mapping. Over-mapping a work area can result in wasted time and resources.

3. Double-check your work – use the different map views and/or Google street view to help ensure you've mapped accurately and completely.



RISKY RONNIE: LET THE ADVENTURES CONTINUE

Two years ago, Iowa One Call made a bold move in partnering with an unforgettable character: Risky Ronnie. This partnership quickly became a runaway success, capturing attention across the internet, highways, and living rooms. Now, Iowa One Call is thrilled to announce that Risky Ronnie isn't going anywhere. In fact, he's here to stay – and the adventures are just getting started!

When Risky Ronnie first appeared in Iowa One Call's advertisements, he was a breath of fresh air (and slightly unpredictable). From his hilarious mishaps on the internet to his eye-catching billboards, Ronnie has been everywhere – but it's his commercials that have truly stolen the show. In 2024, Risky Ronnie earned the Gold and "Best in Show" awards at the local American Advertising Federation (AAF) awards. And to top it off, he even snagged a nomination for a 2024 Upper Midwest Emmy award. Not bad for a guy with a pet raccoon, huh?

Ronnie isn't known for making the best life decisions. Over the years, we've seen him get scammed on the internet, walk his mischievous pet raccoon Rocco, venture into the wilderness (unprepared), and create his own hot sauce that may or may not be safe for consumption...

Through it all, Ronnie has become a beloved figure in Iowa One Call's outreach efforts, reminding everyone of the importance of safety and preparation. His quirky charm and relatable missteps make his message all the more impactful.

As we head into 2025, there's plenty more in store for Ronnie. Be sure to stay tuned. You never know where Ronnie's next adventure will land him... maybe even be right in your own backyard!



CLICK  BEFORE YOU DIG
IOWA 
ONE CALL



IN THE NEWS



Local Excavation and Safety News From Around the Web



2024 Iowa Excavation Safety Summit Recap Video

iowasafetysummit.com

Thank you to all of our attendees, sponsors, exhibitors, and volunteers for making the 2024 Iowa Excavation Safety Summit a great success! Stay tuned for information about the next summit.

[\[Watch the Video\]](#)

Iowa One Call Excavation Safety Awareness Webinar on March 21, 2025

www.eventbrite.com

Calling all excavators, locators, and other utility stakeholders – you're invited to join us for a FREE Excavator Safety Awareness Webinar on Friday, March 21 from 8 to 9 a.m. on Zoom. Register now to secure your spot – you won't want to miss this important webinar! [\[Register Today\]](#)

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ONE CALL



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