

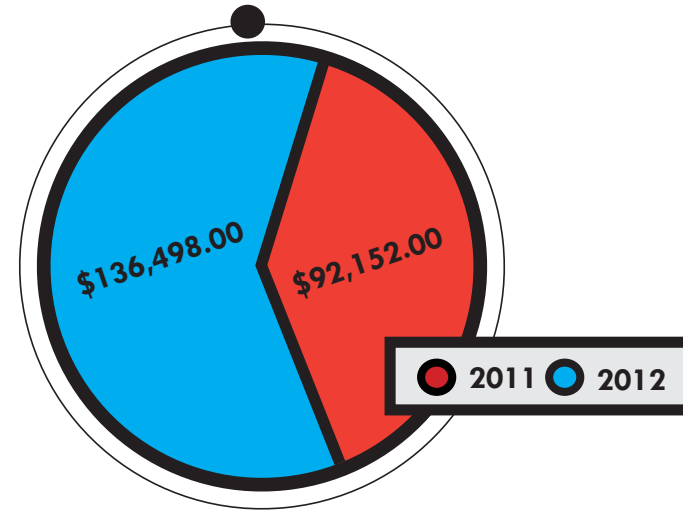
# IOWA ONE CALL DASHBOARD

**JAN**

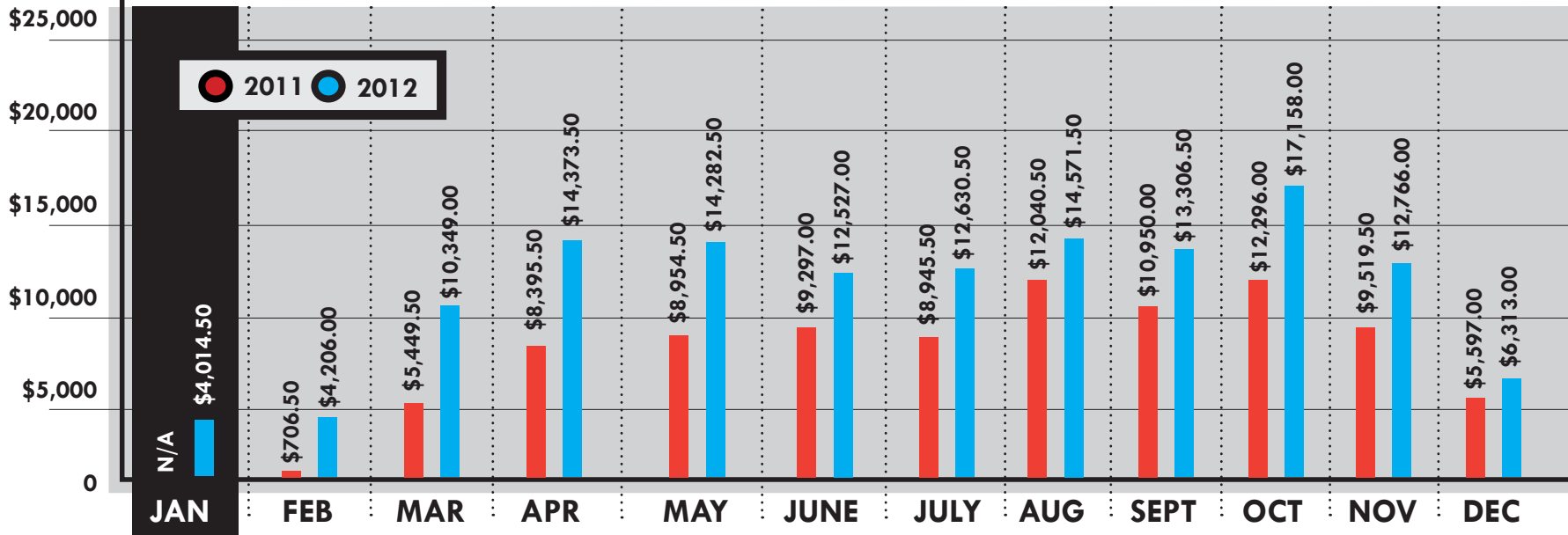
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

This month, we introduce a new chart that provides you with information on the value of the ITIC discount that is a part of the agreement between OCC and IOC. It's easy to see how every ITIC ticket entered helps to reduce the overall cost of operation.

## Iowa One Call Total ITIC Discount



## 2011 - 2012 ITIC Discount Summary



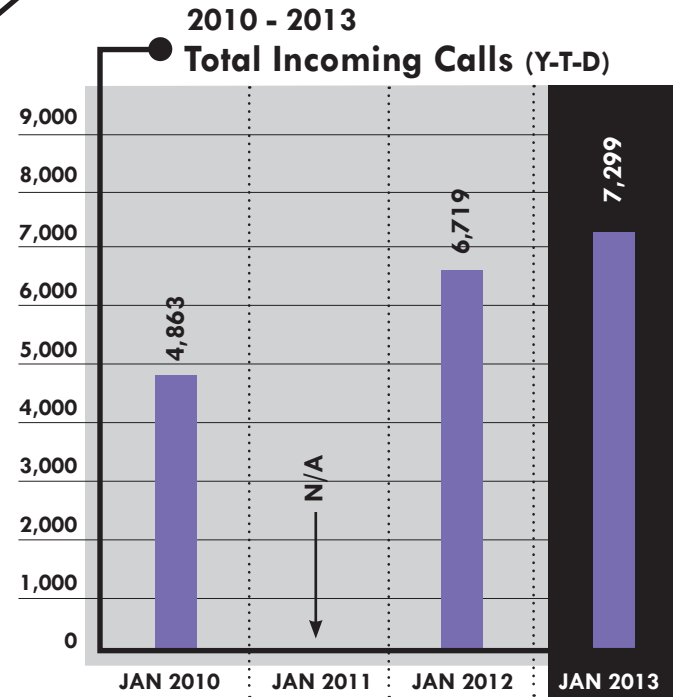
# IOWA ONE CALL DASHBOARD

**JAN**

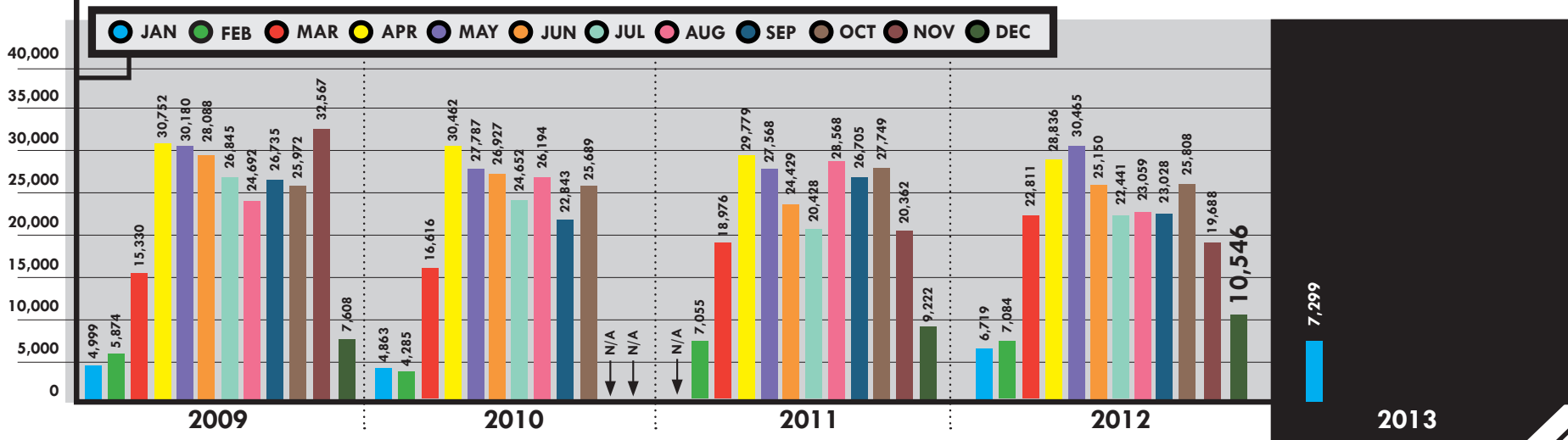
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

January 2013 call volume is slightly higher than it was in January 2012.

**JAN**



## 2009 - 2013 Total Incoming Calls (BY MONTH)



# IOWA ONE CALL DASHBOARD

**JAN**

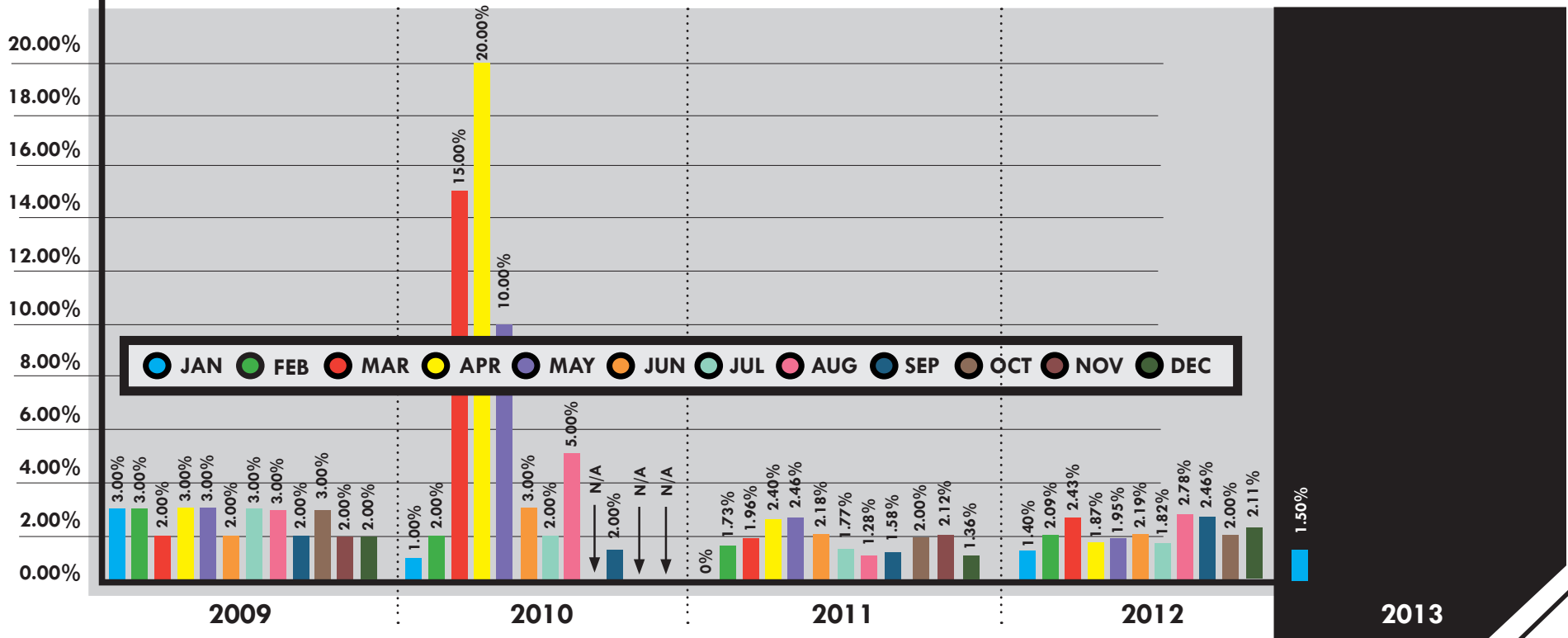
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Abandonment rates continue to be low and the Average Speed to Answer remains within contract levels.

**JAN**

2009 - 2013

## ● Calls Abandoned (BY MONTH)





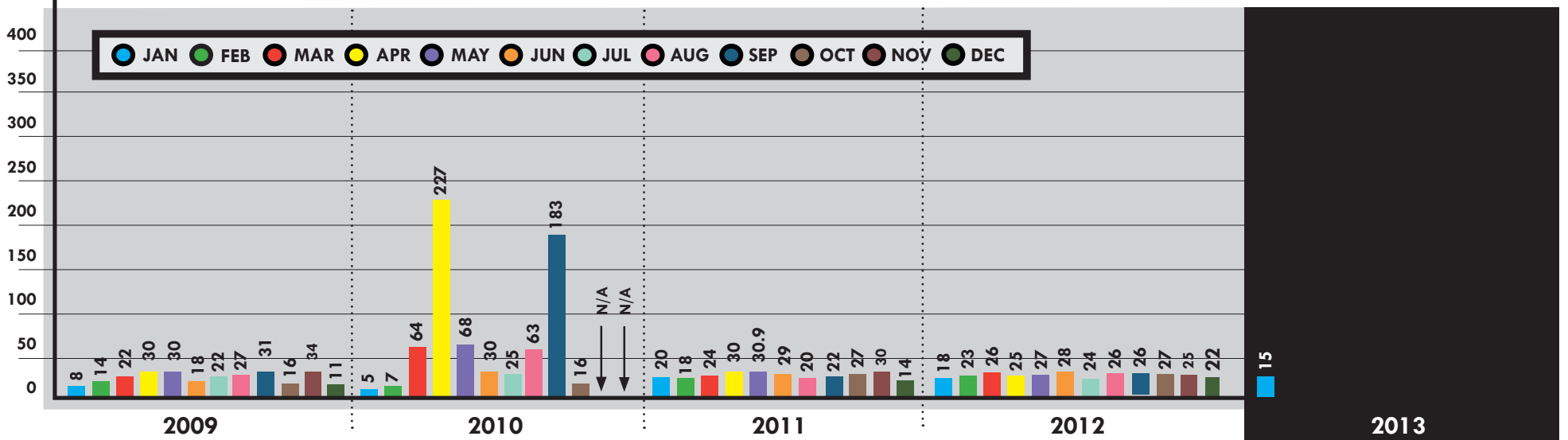
# IOWA ONE CALL DASHBOARD

## JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2009 - 2013

### Average Speed to Answer (BY MONTH)

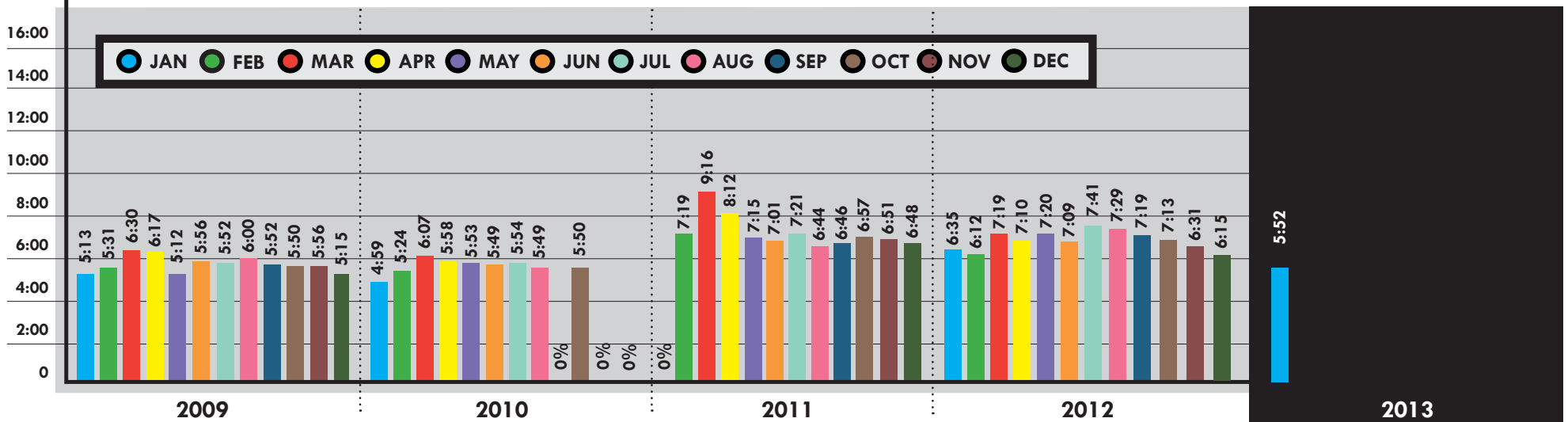


The average talk time has continued the decline started in July 2012. January's continued decline may reflect the fact the homeowner volume generally decreases during the winter months. The bulk of the calls come from the more-prepared professional excavator.

**JAN**

## 2009 - 2013

### Average Talk Time (BY MONTH)



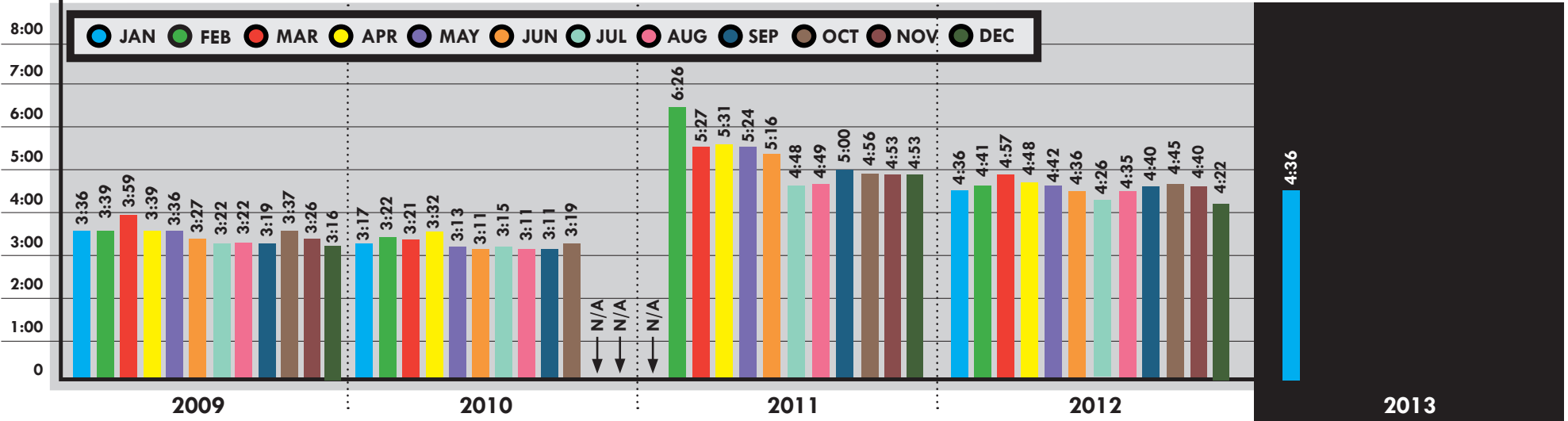
# IOWA ONE CALL DASHBOARD

## JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2009 - 2012

Average Time per Ticket (BY MONTH)



Ironically, the average time per ticket is the same as it was in January 2012.

JAN

# IOWA ONE CALL DASHBOARD

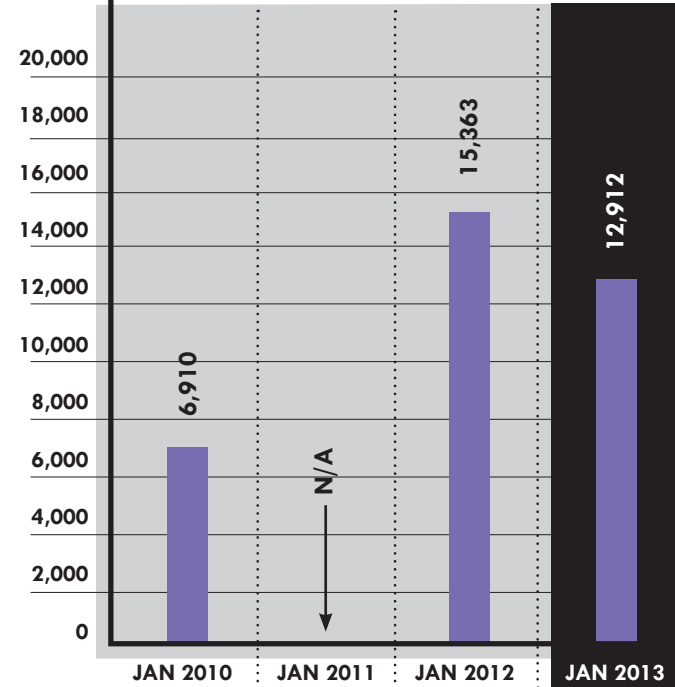
## JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

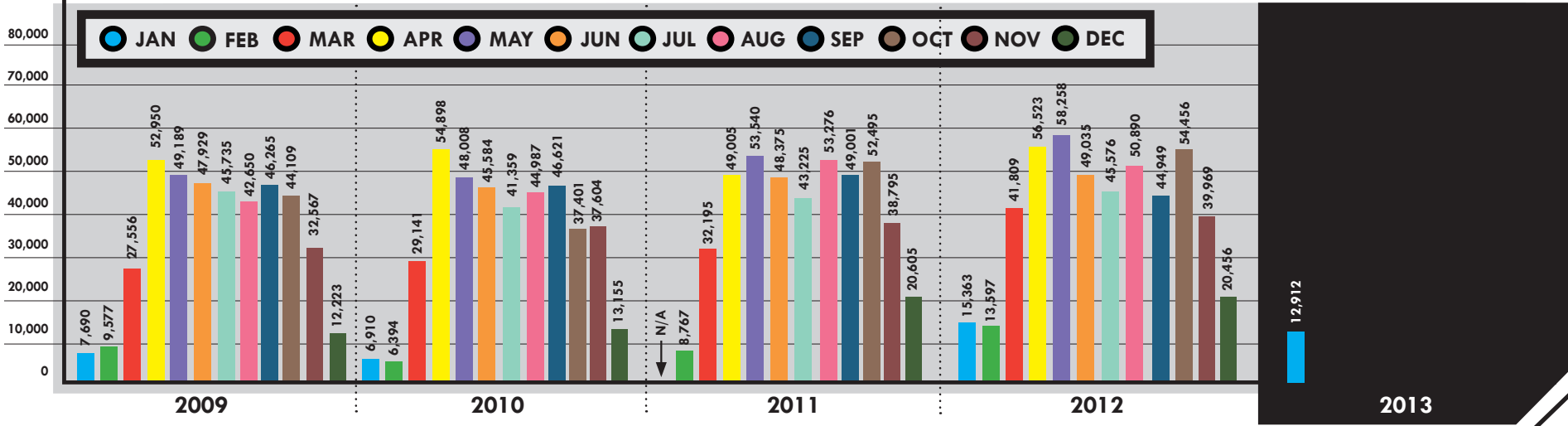
Ticket volume in January 2013 is lower than that experienced in January 2012. The weather in 2013 may account for the difference.

JAN

2010 - 2013  
Incoming Ticket Totals (Y-T-D)



2009 - 2012  
Incoming Ticket Totals (BY MONTH)



# IOWA ONE CALL DASHBOARD

## JAN

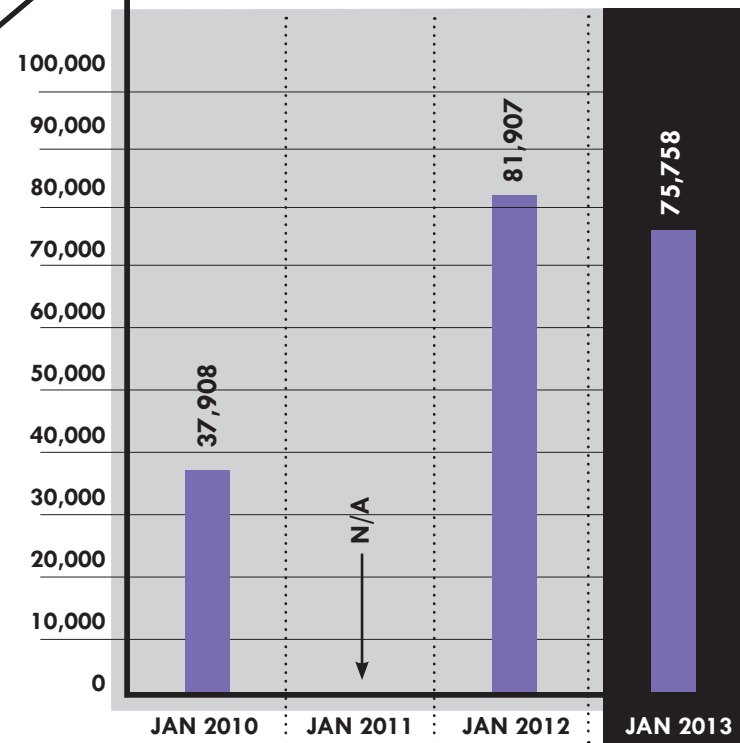
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2013 is off to a slightly slower start than 2012.

JAN

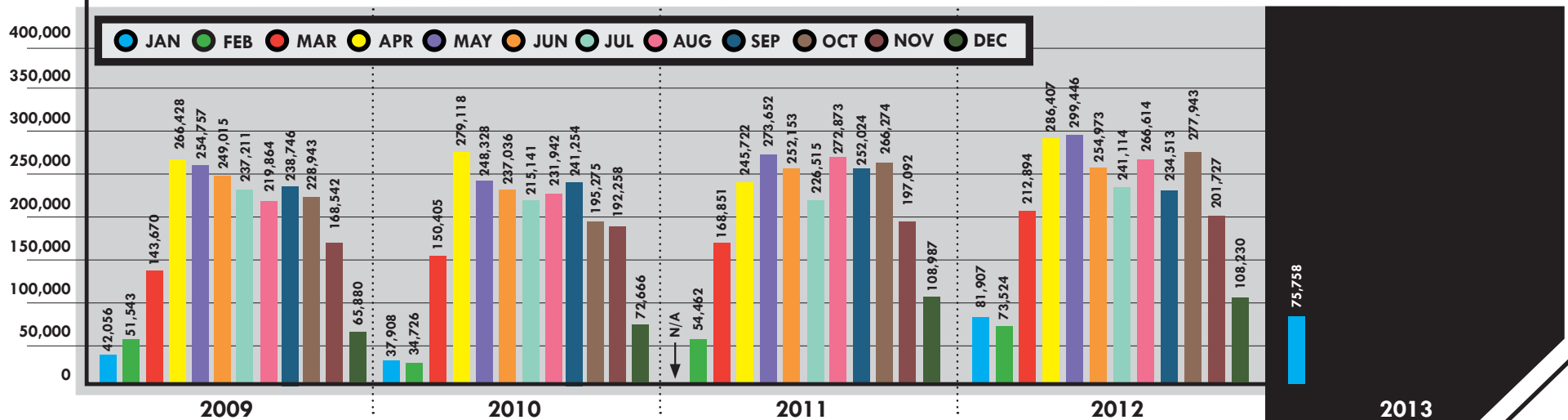
2010 - 2013

● Outbound Ticket Totals (Y-T-D)



2009 - 2013

● Outbound Ticket Totals (BY MONTH)







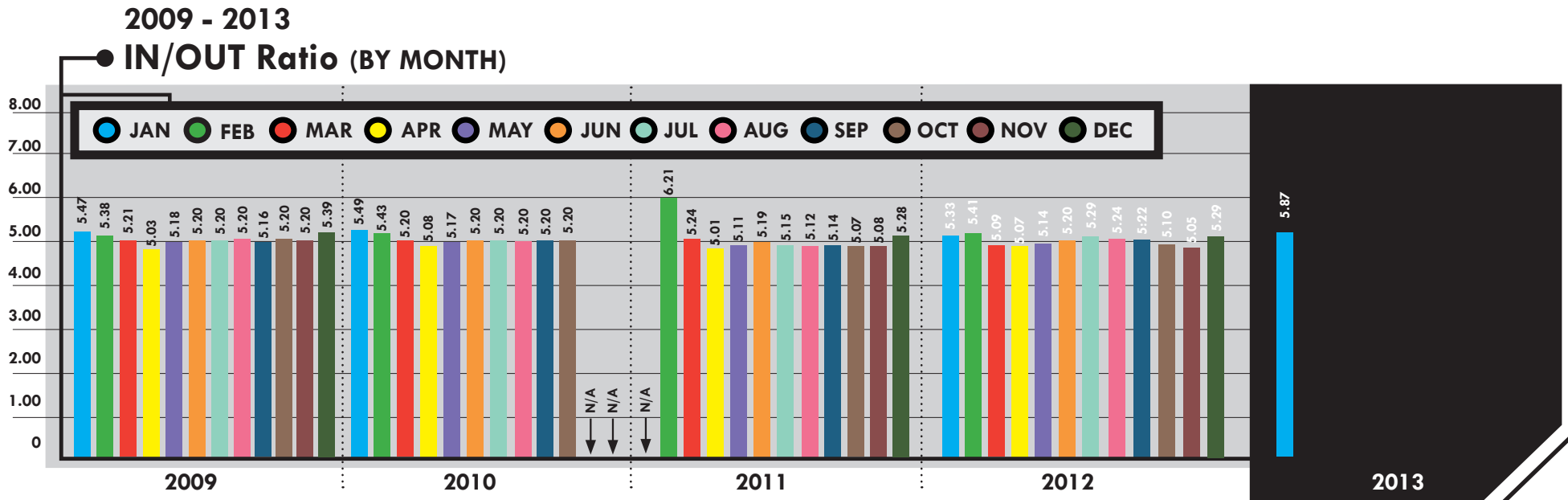
# IOWA ONE CALL DASHBOARD

## JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

The in/out ratio is slightly higher than it was last year for the same period.

JAN



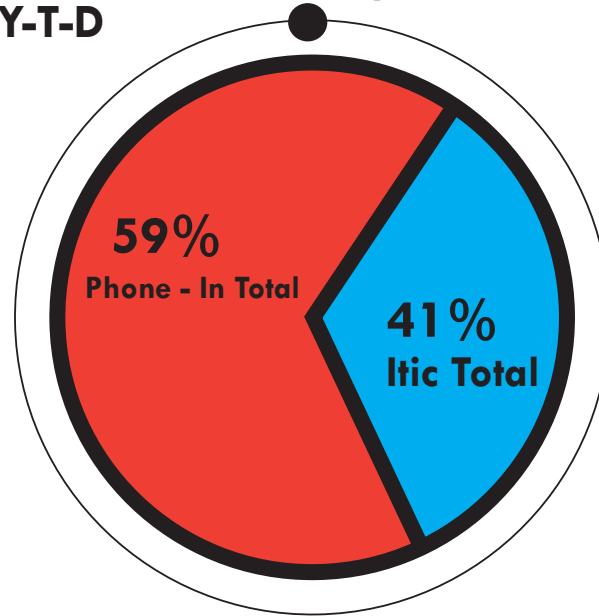
**JAN**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2013 has started with a high ITIC percentage. The fact that the ITIC percentage has increased and call volume has decreased demonstrates its continued popularity and growth.

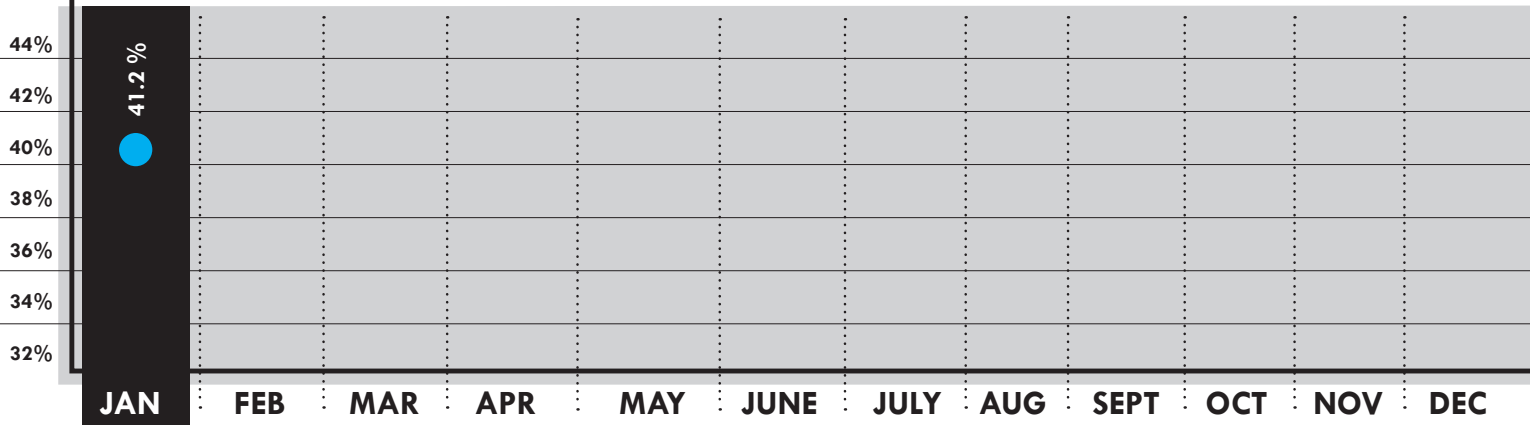
**JAN**

**ITIC Percentage  
Y-T-D**



**2013**

**ITIC Percentage (BY MONTH)**



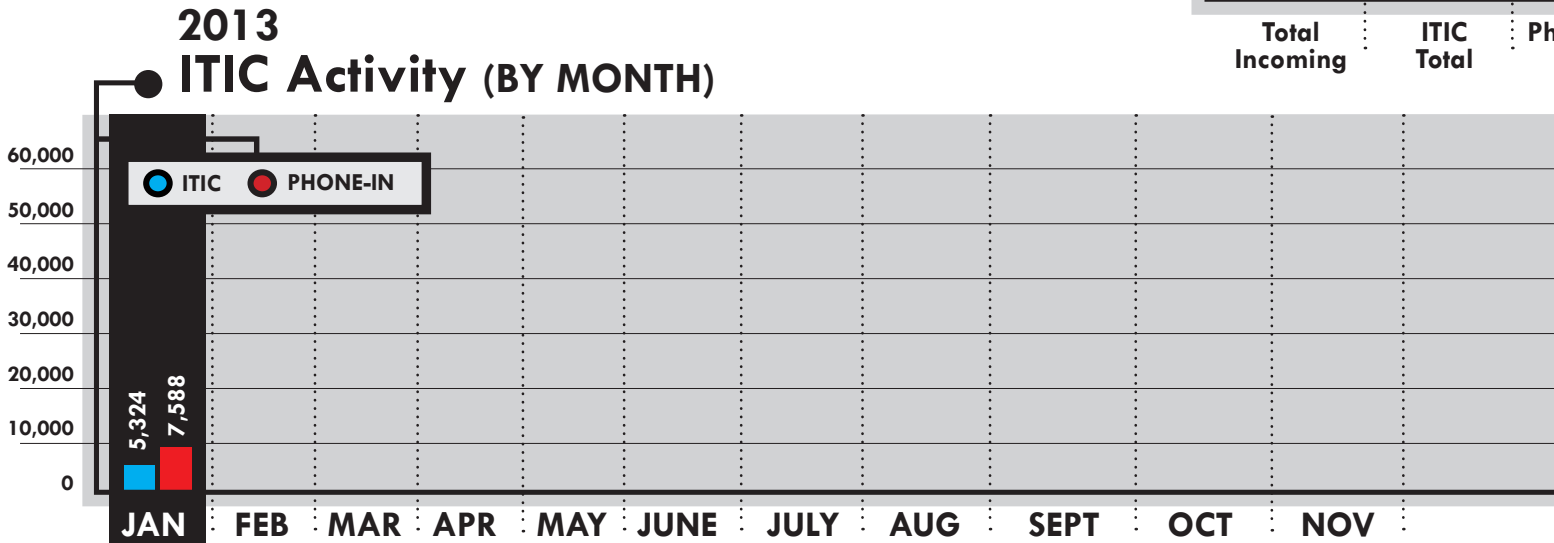
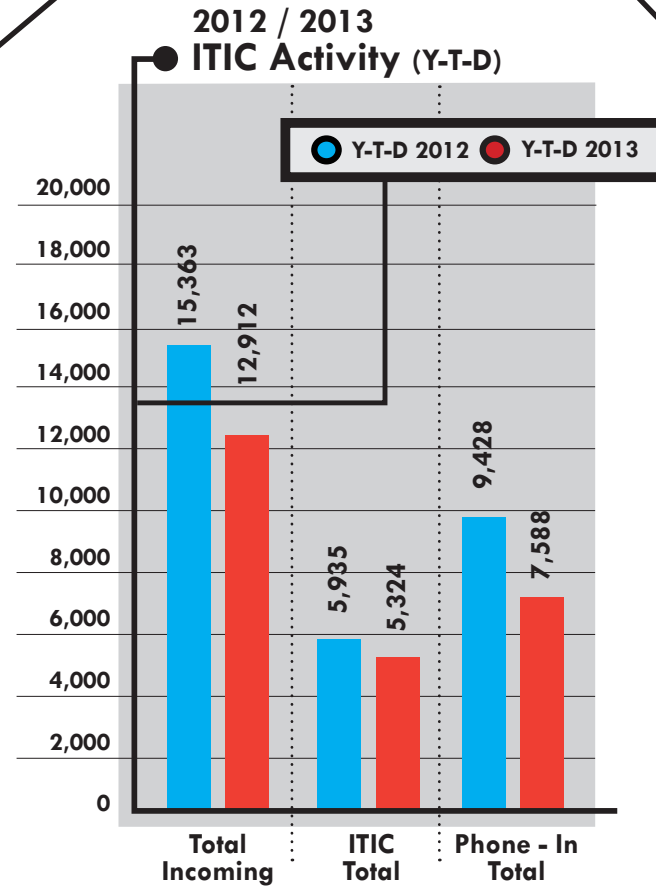
# IOWA ONE CALL DASHBOARD

**JAN**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

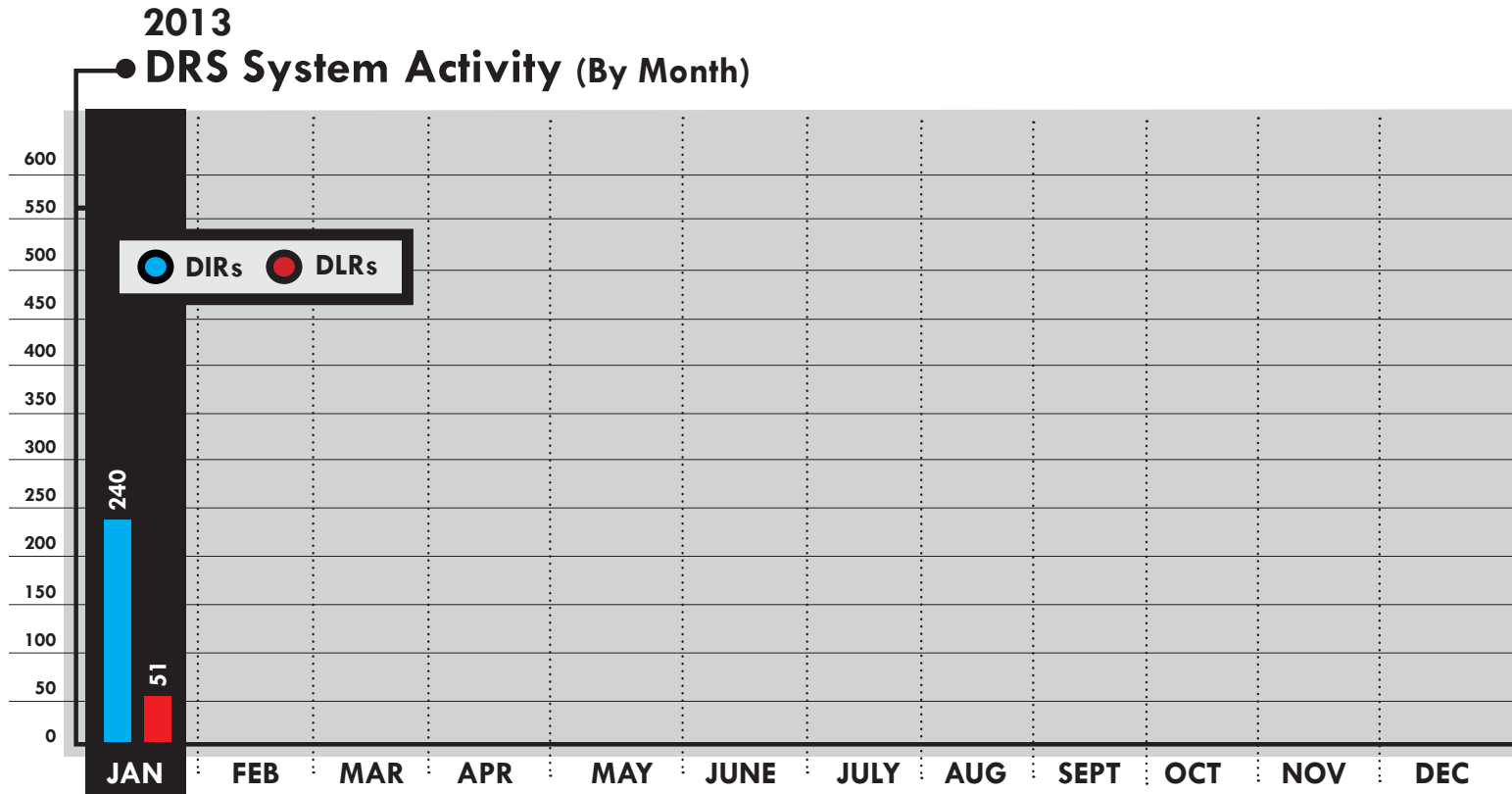
ITIC usage has started out strong in 2013. We hope it indicates what the rest of the year will hold.

**JAN**



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 activated.

**JAN**



## JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

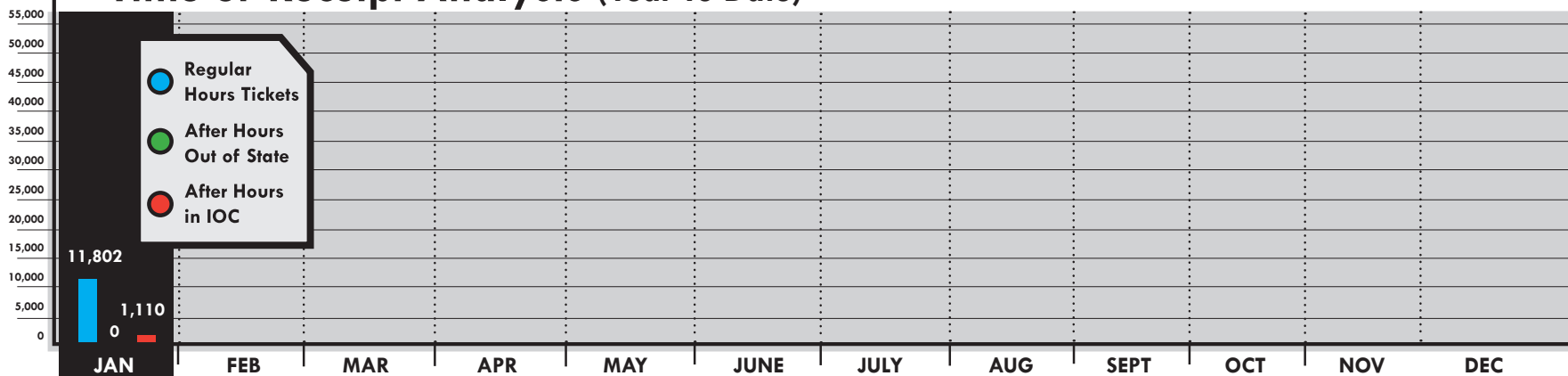
In the charts on this page, we have provided a breakdown showing the time of day and location where incoming tickets were received.

The pie chart breaks the number of after-hours tickets received into the percentage of those received by phone and ITIC.

JAN

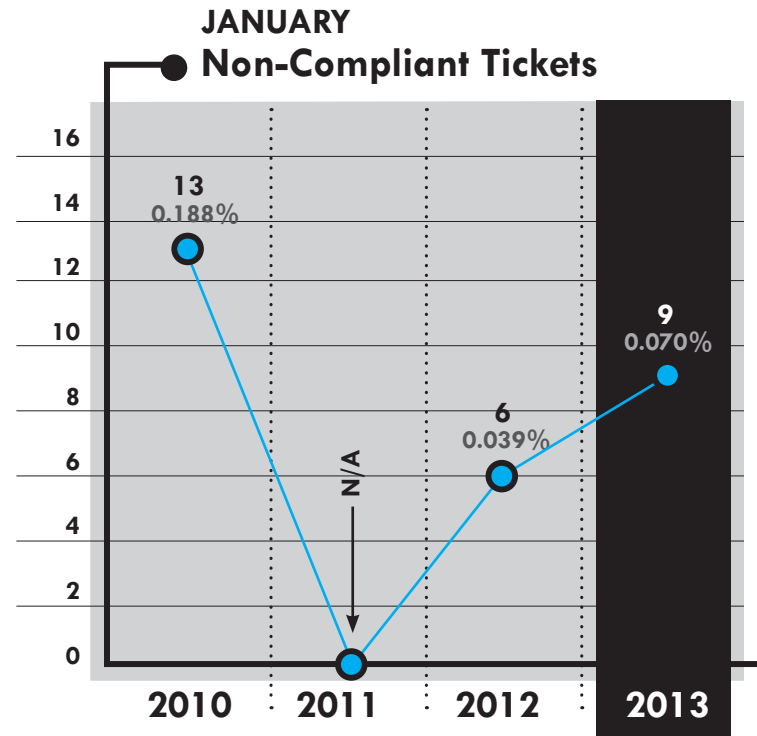
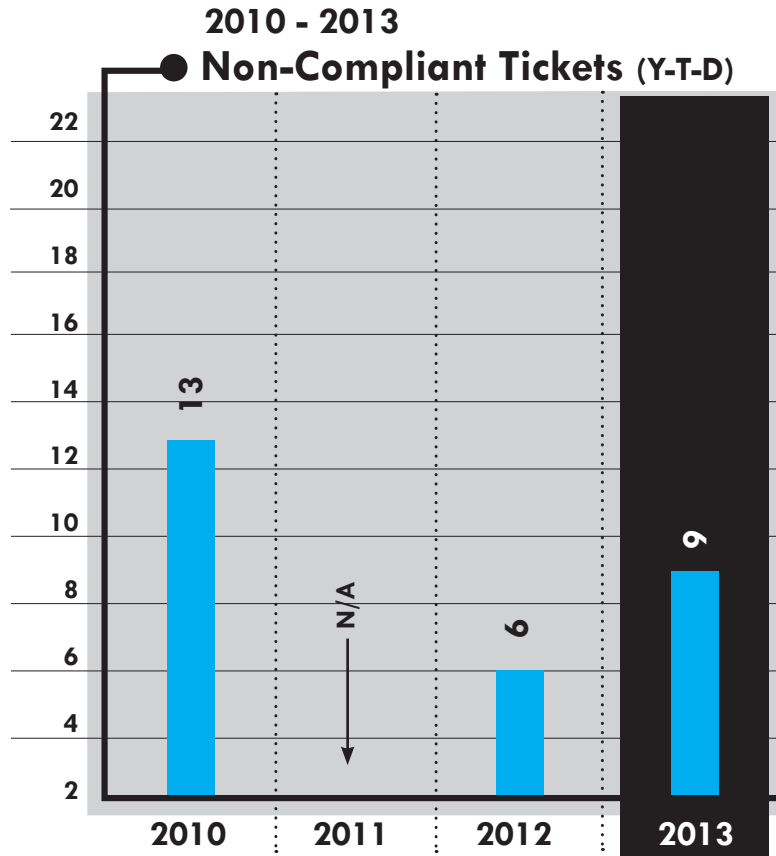
2013

### Time of Receipt Analysis (Year To Date)



## JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

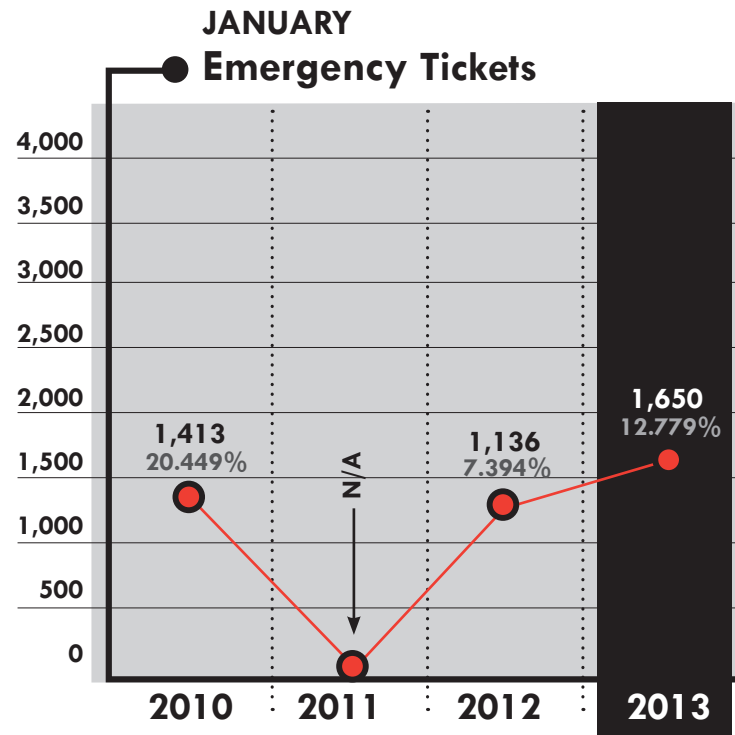
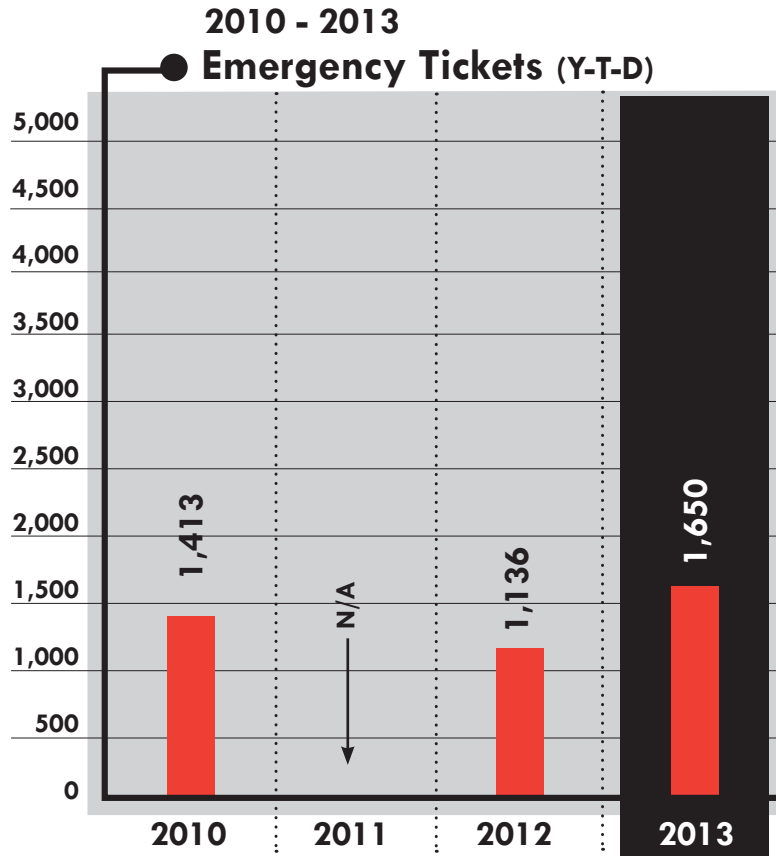




# IOWA ONE CALL DASHBOARD

## JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

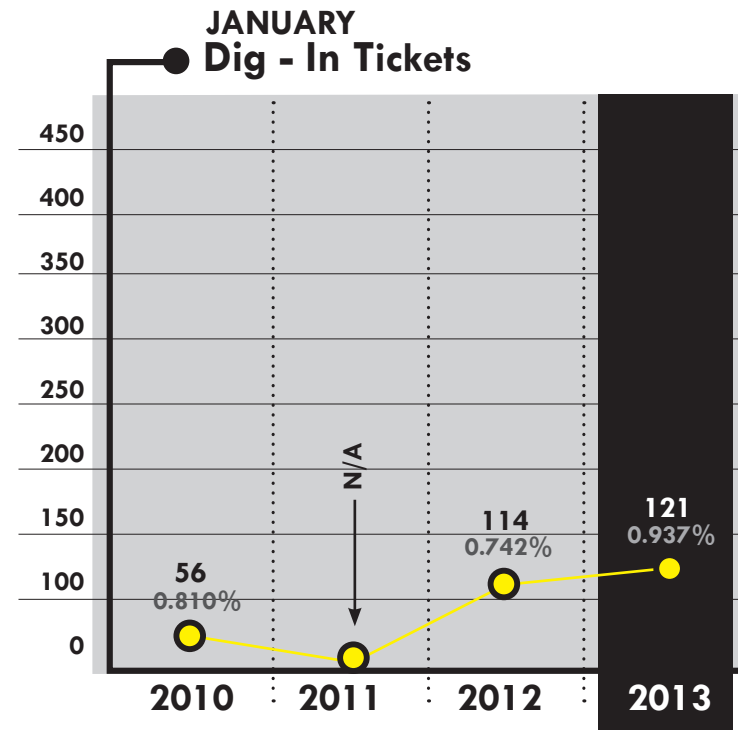
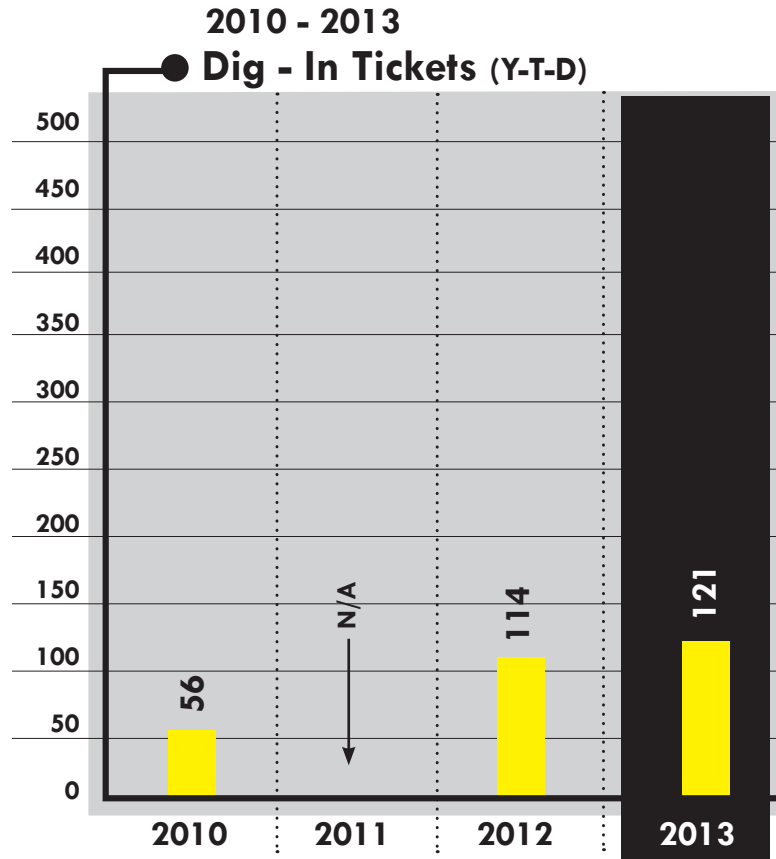




# IOWA ONE CALL DASHBOARD

## JAN

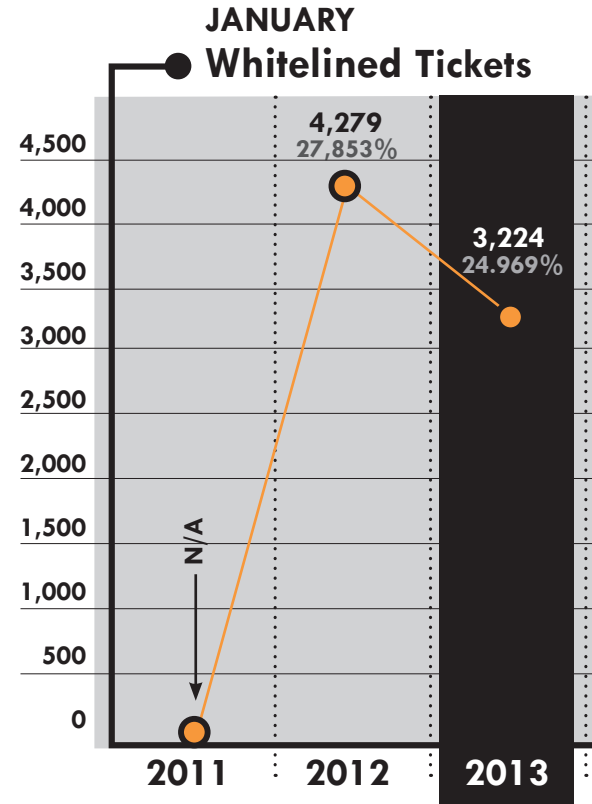
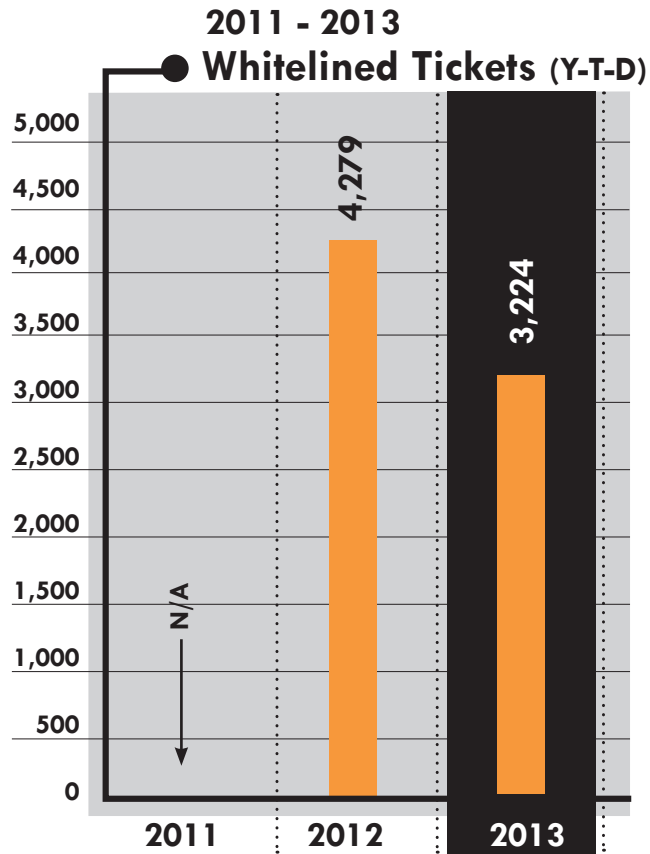
YOUR MONTHLY UPDATE FOR IOWA ONE CALL





**JAN**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

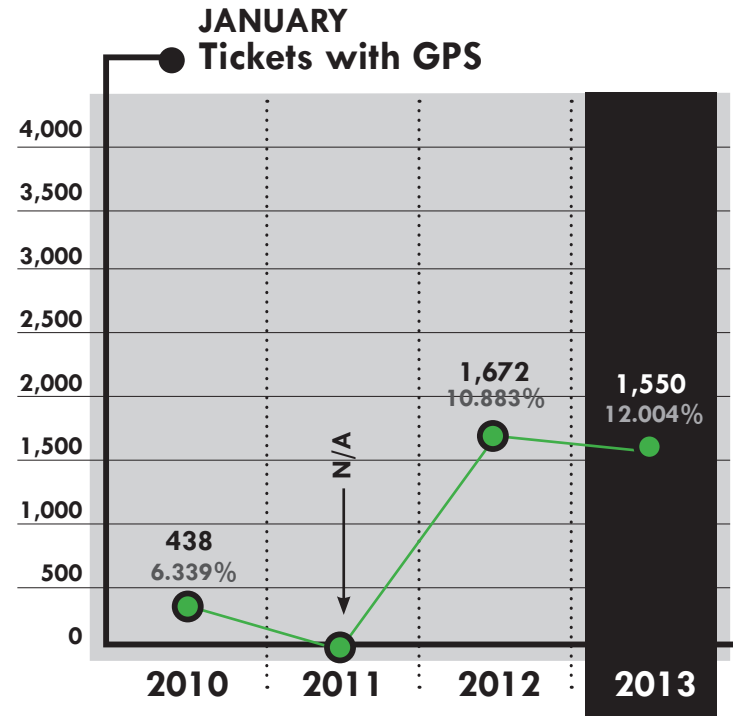
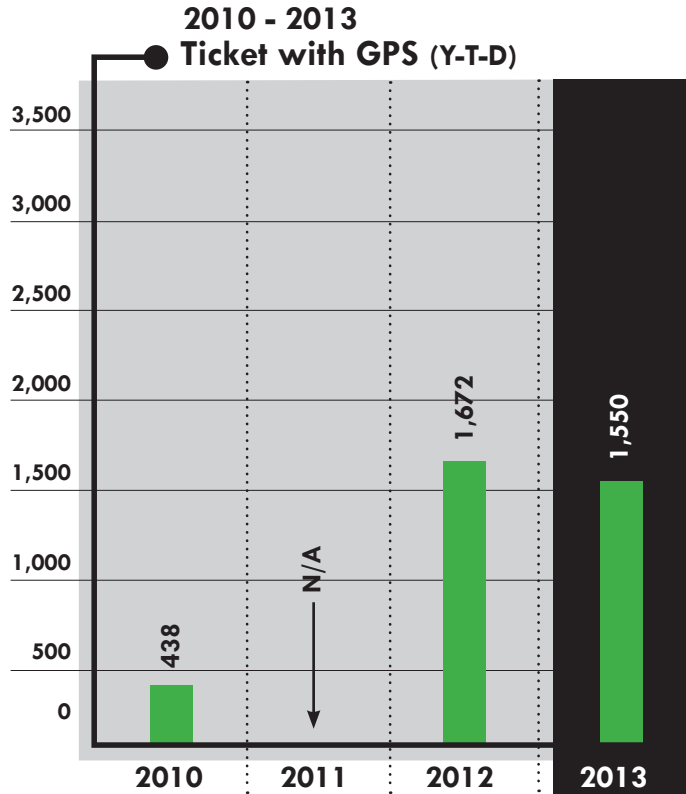




# IOWA ONE CALL DASHBOARD

## JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL



## JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

