

IOWA ONE CALL DASHBOARD

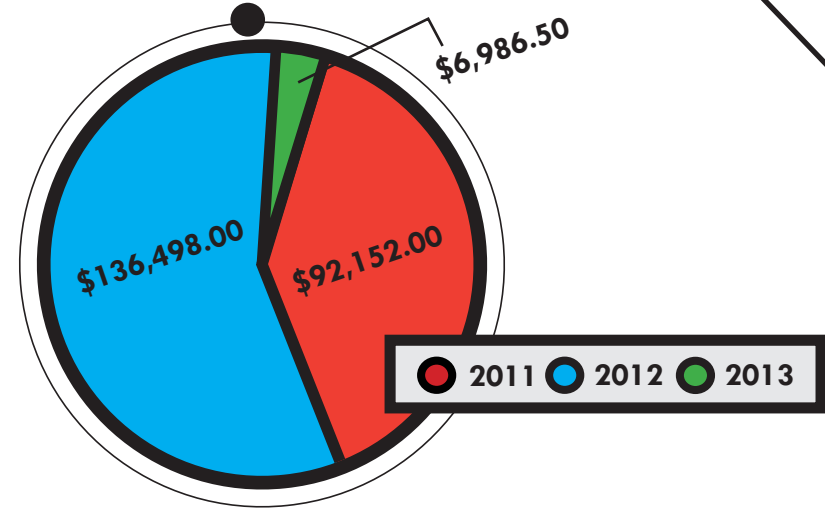
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

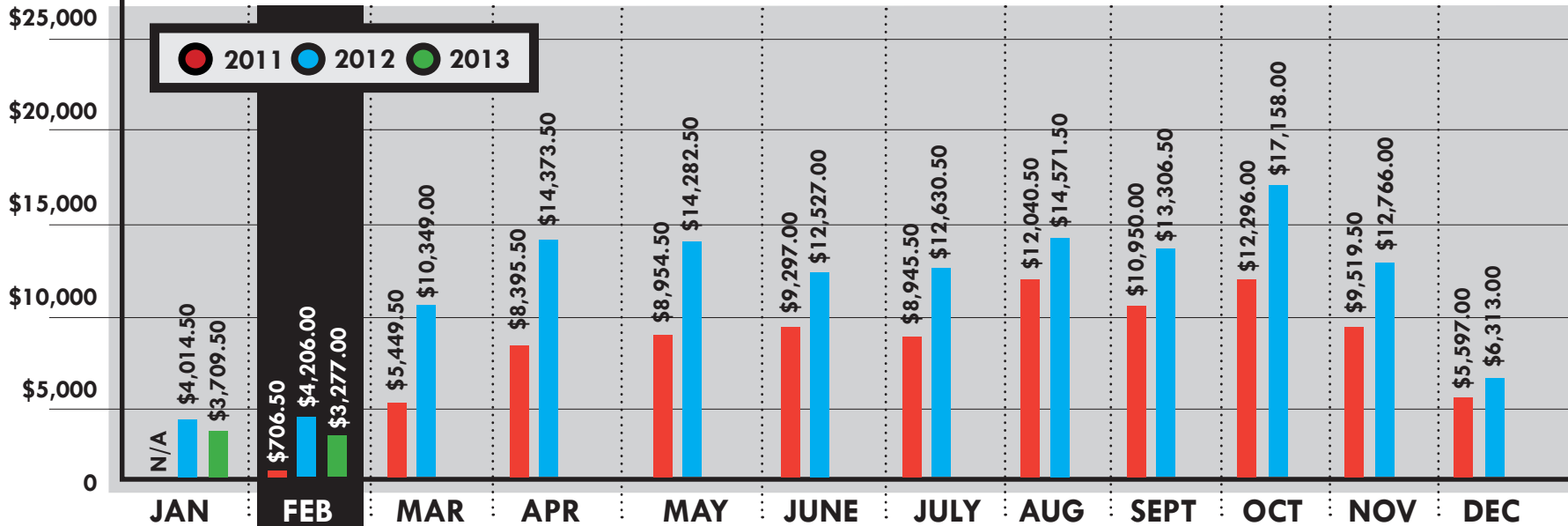
Last month, we introduced a new chart containing information on the value of the ITIC discount that is a part of the agreement between OCC and IOC. It's easy to see how each and every ITIC ticket entered helps reduce the overall cost of operation.

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Iowa One Call Total ITIC Discount



2011 - 2013 ITIC Discount Summary



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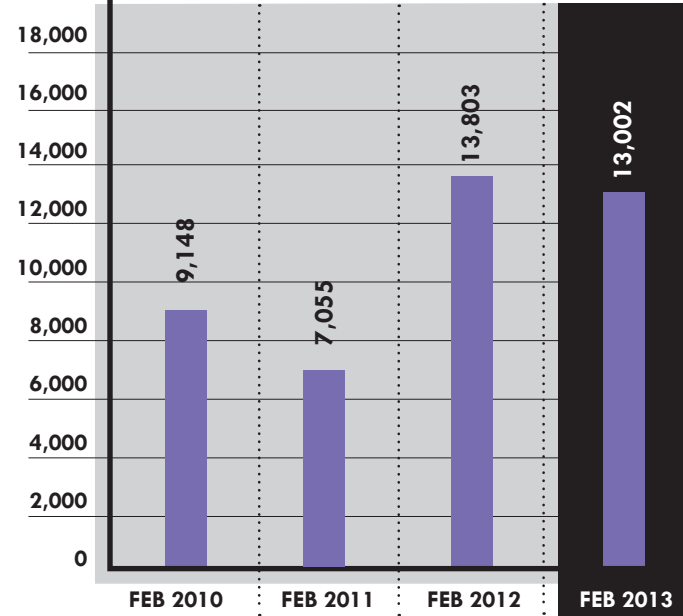
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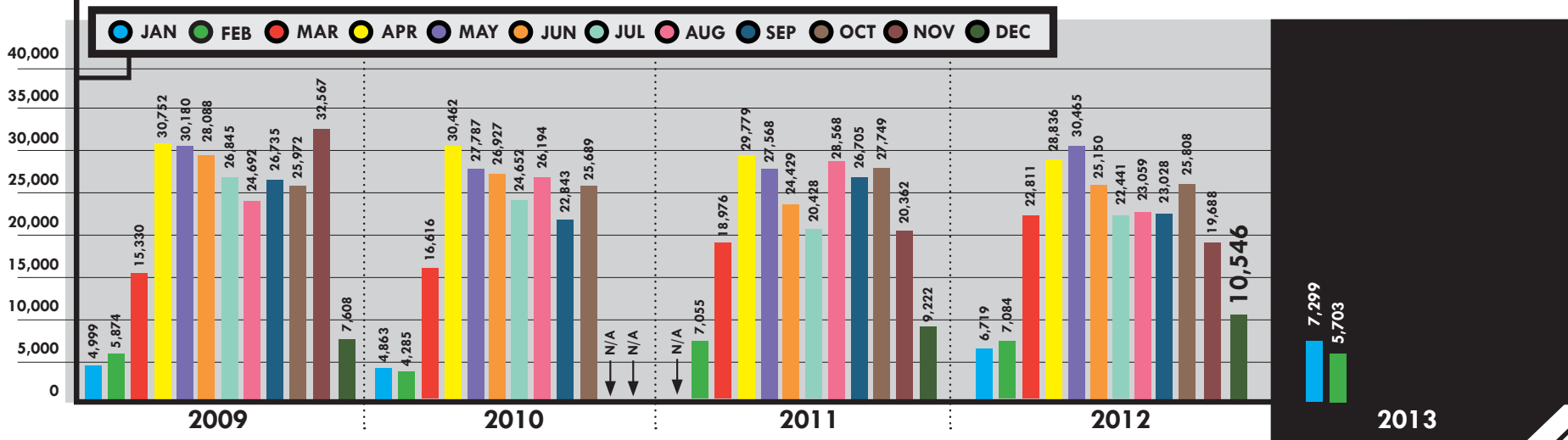
February 2013 call volume is slightly lower than it was in February 2012.

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2010 - 2013
Total Incoming Calls (Y-T-D)



2009 - 2013
Total Incoming Calls (BY MONTH)



IOWA ONE CALL DASHBOARD

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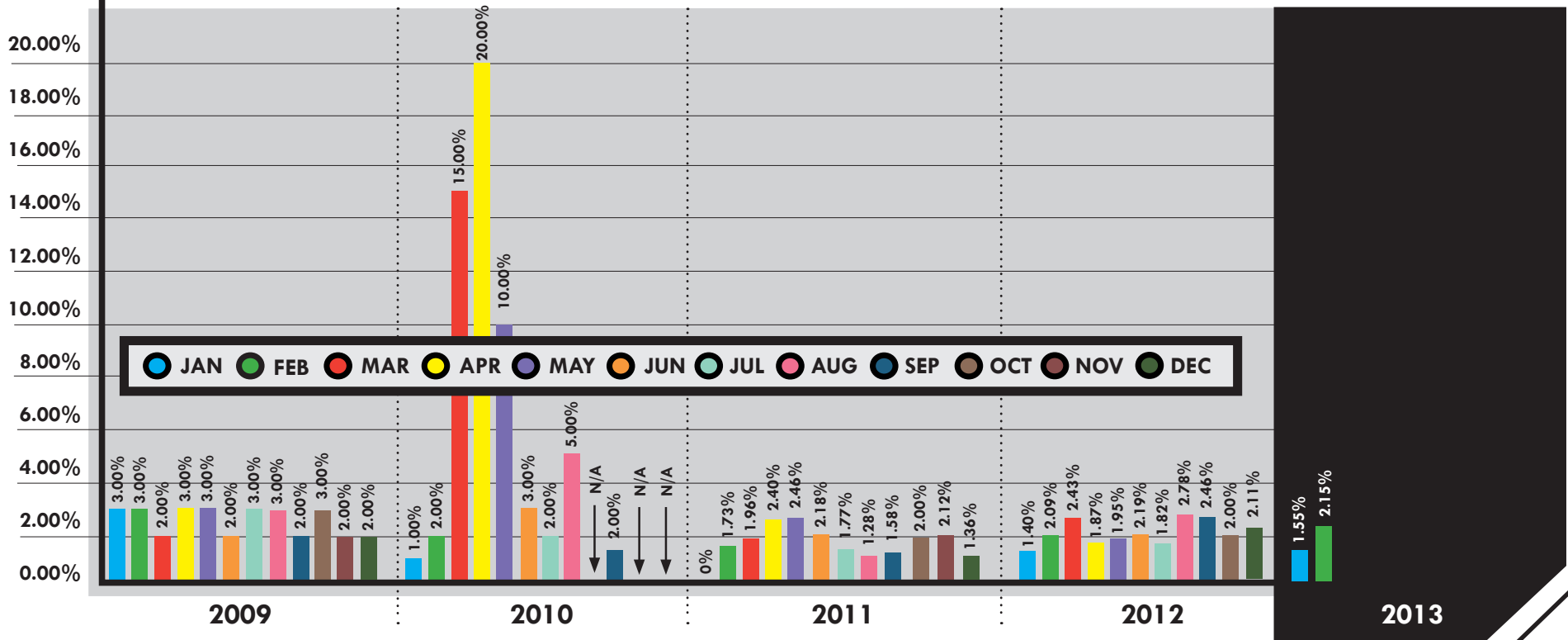
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Abandonment rates continue to be low, consistent with historical experience and, along with the Average Speed to answer, within contract levels.

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2009 - 2013

● Calls Abandoned (BY MONTH)

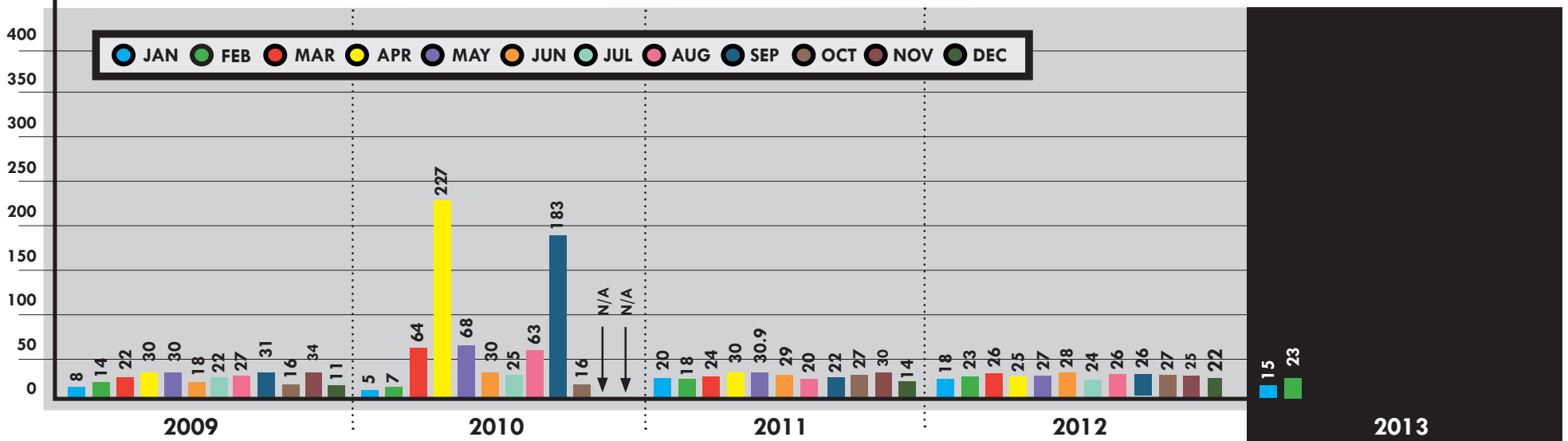


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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2009 - 2013

Average Speed to Answer (BY MONTH)



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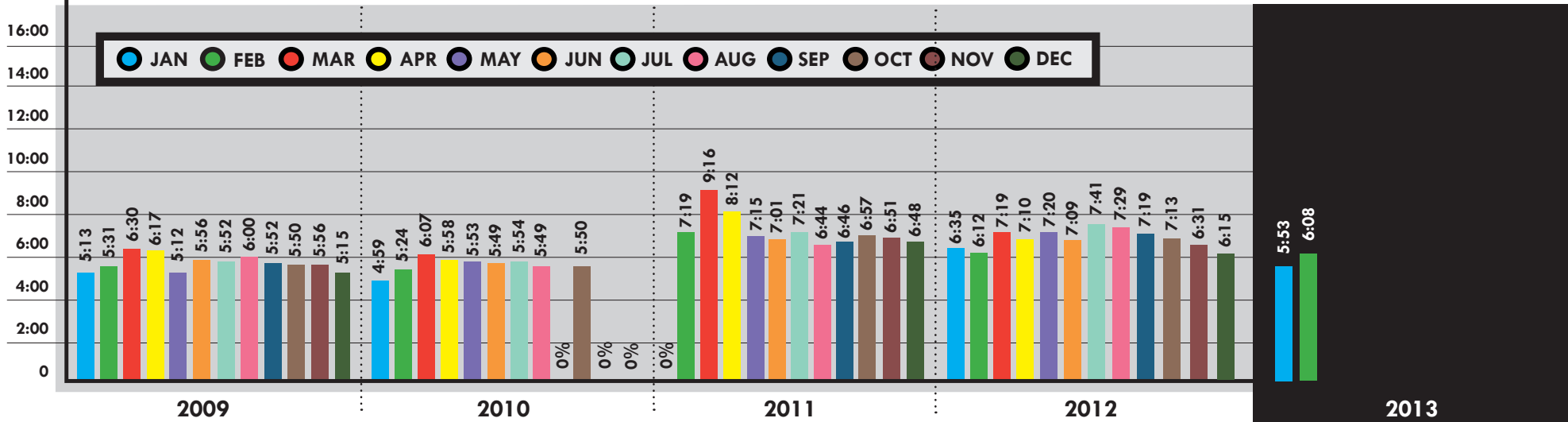
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

The average talk time is lower than February 2012 and is reflective of overall efforts to reduce this metric.

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2009 - 2013

Average Talk Time (BY MONTH)

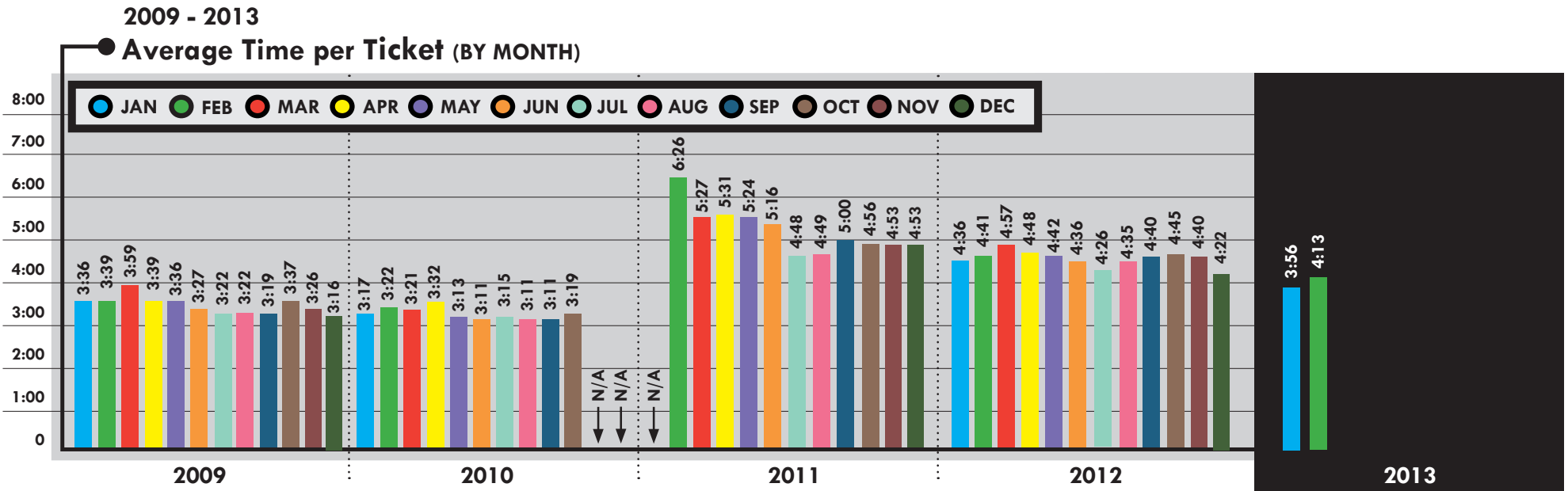




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YOUR MONTHLY UPDATE FOR IOWA ONE CALL



Time per ticket continues to reflect our efforts to reduce results for this metric.

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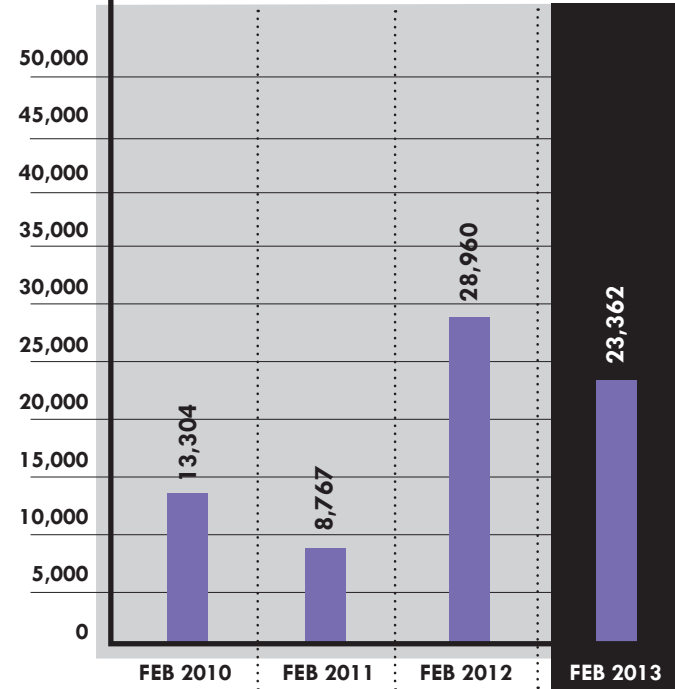
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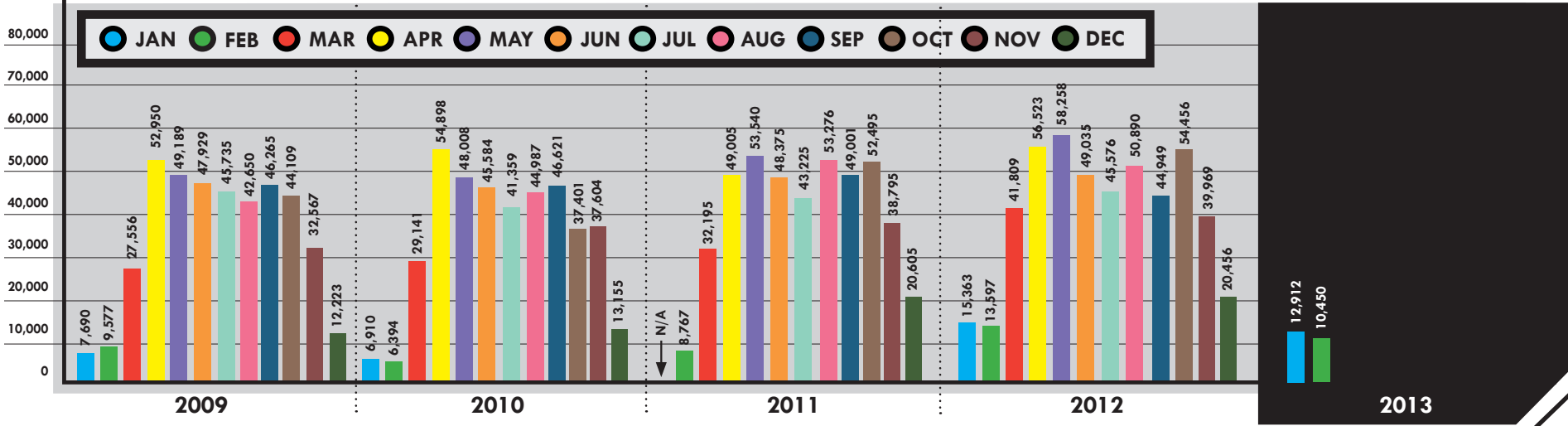
Ticket volume continues to be lower in 2013 than it was in 2012. We believe this decline is most likely due to weather in 2013.

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



2009 - 2013
Incoming Ticket Totals (BY MONTH)



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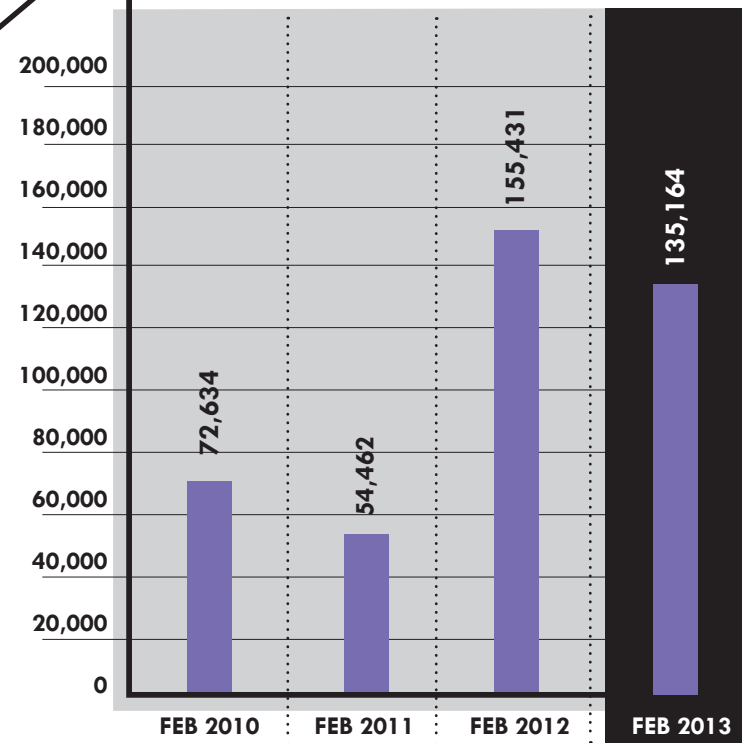
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As noted in the comments on Incoming Tickets 2013 is off to a slightly slower start than 2012.

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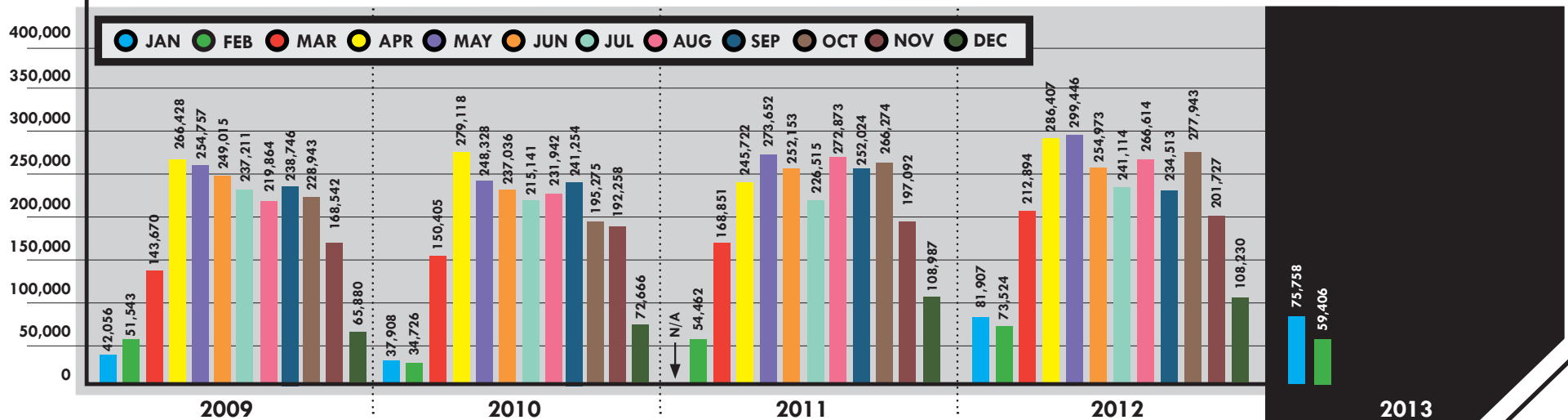
2010 - 2013

● Outbound Ticket Totals (Y-T-D)



2009 - 2013

● Outbound Ticket Totals (BY MONTH)



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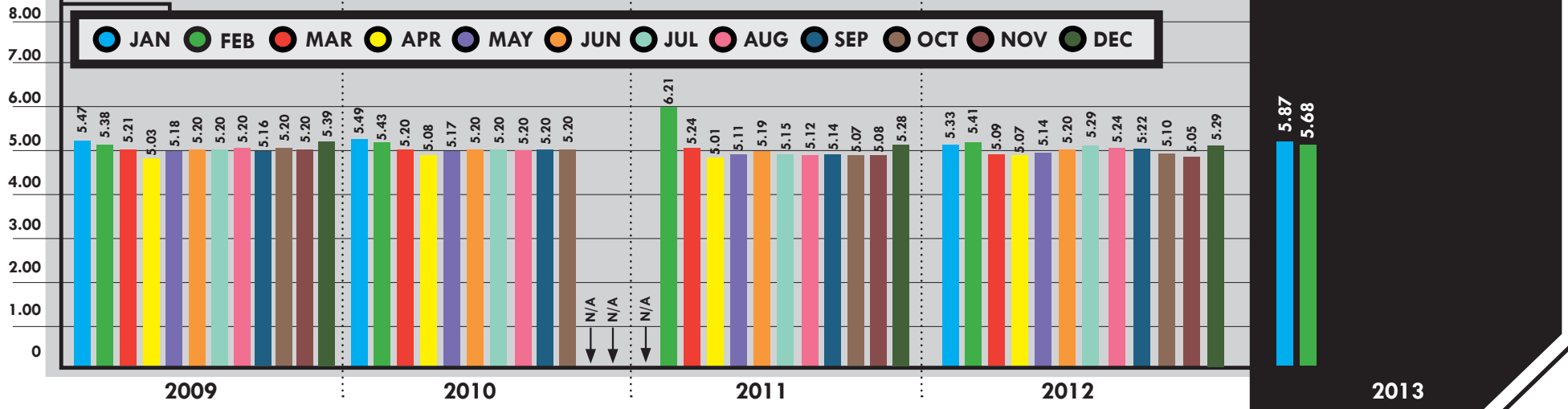
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The in/out ratio is slightly higher than it was last year for the same period. One reason may be the number of tiling and meet tickets received during the month.

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2009 - 2013

IN/OUT Ratio (BY MONTH)



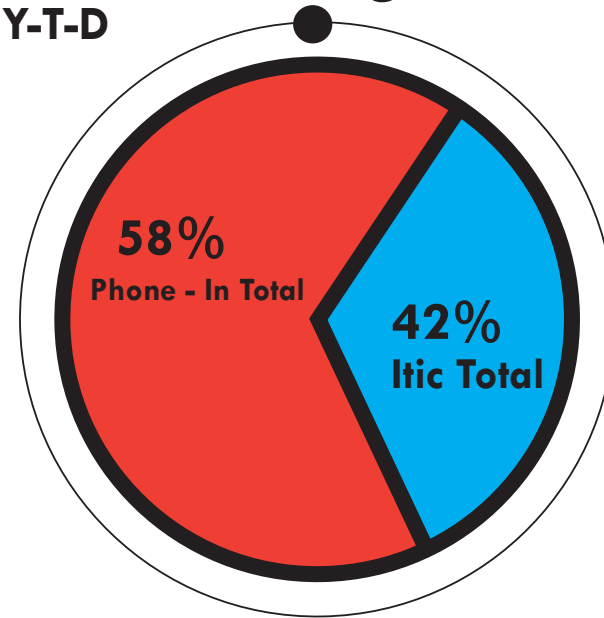
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2013 has started with a high ITIC percentage. For two months in a row, ITIC volume has exceeded forty percent of the total. The fact that the ITIC percentage has increased and call volume has decreased demonstrates its continued popularity and growth.

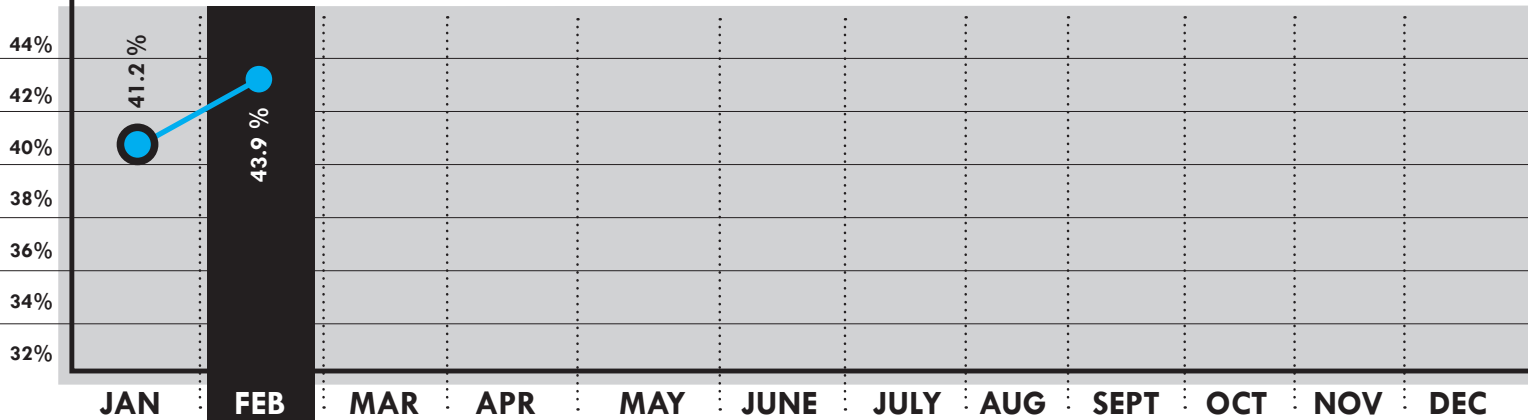
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**ITIC Percentage
Y-T-D**



2013

ITIC Percentage (BY MONTH)



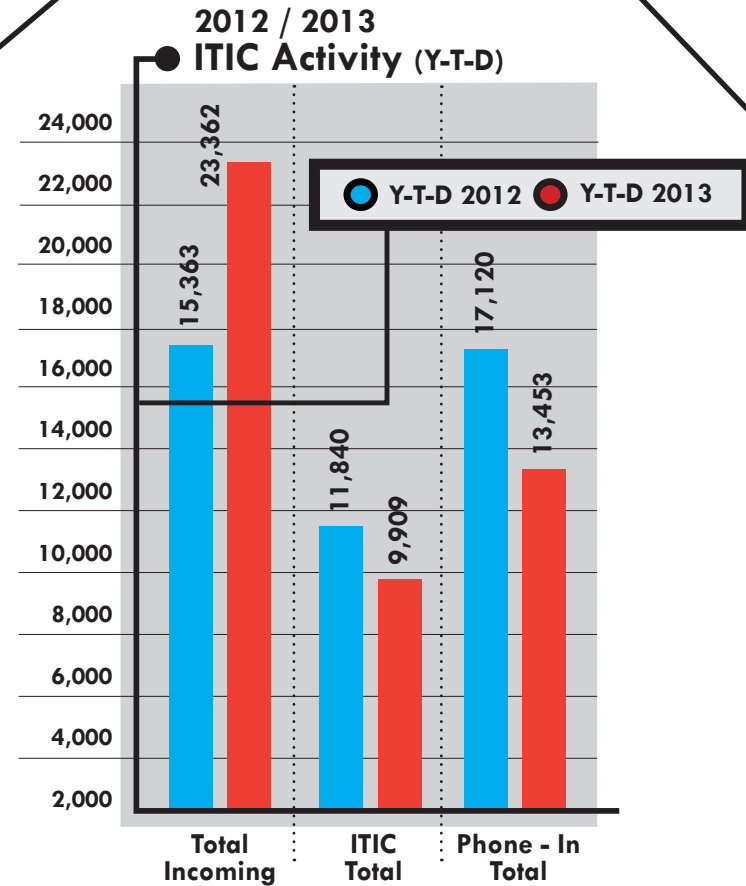
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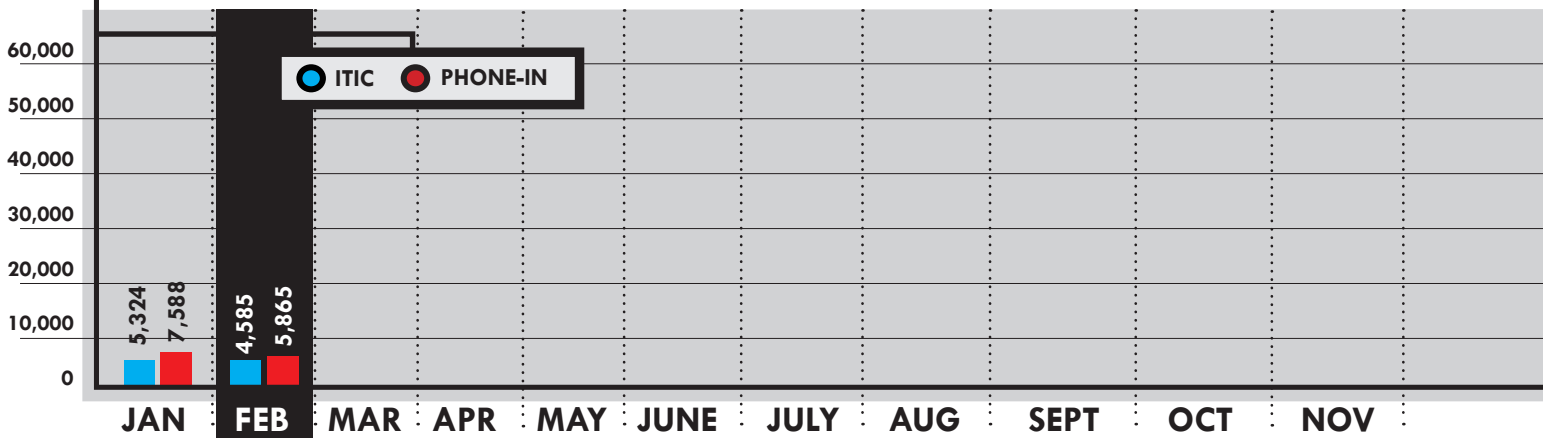
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

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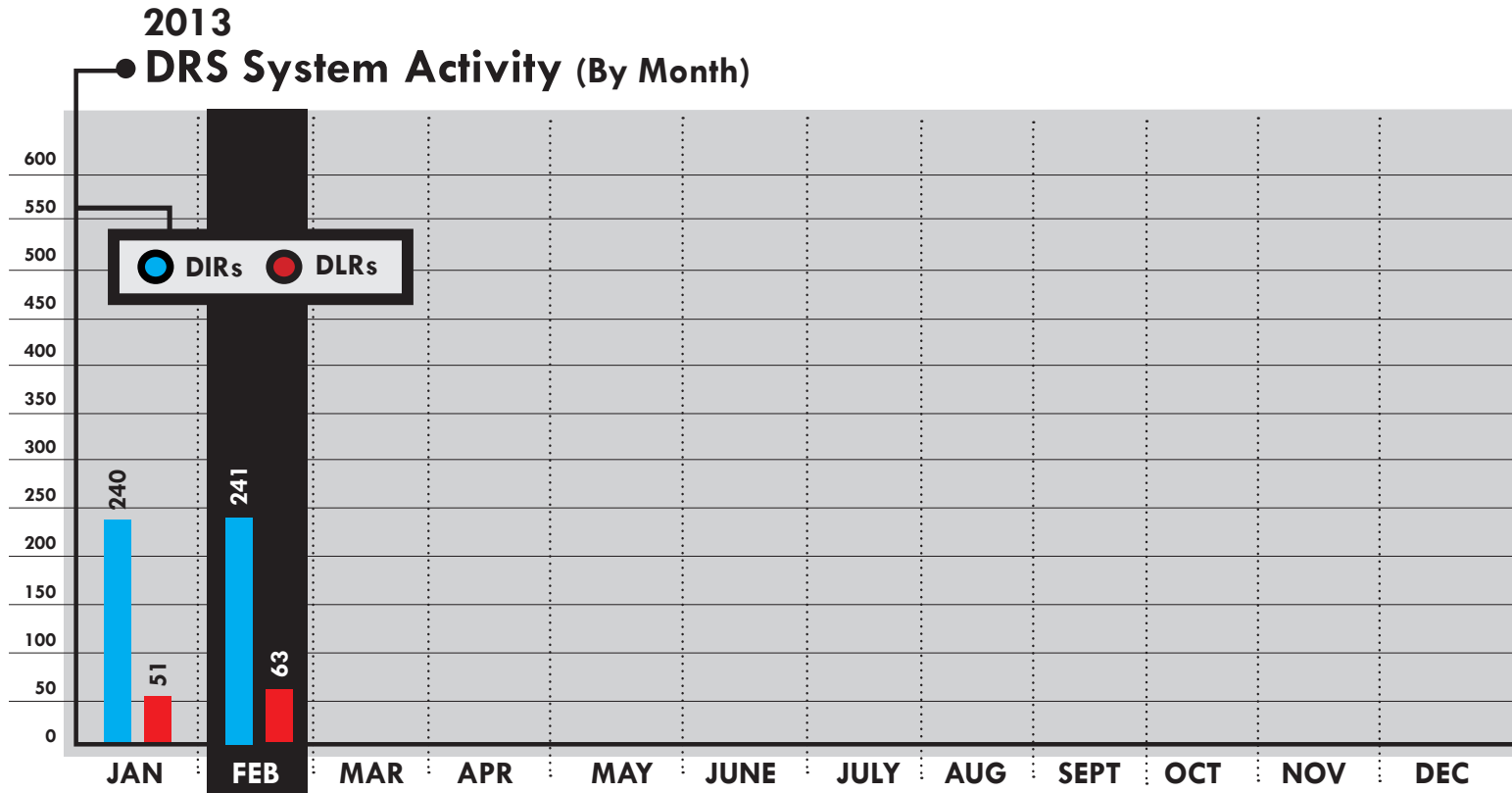


2013 ITIC Activity (BY MONTH)



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.

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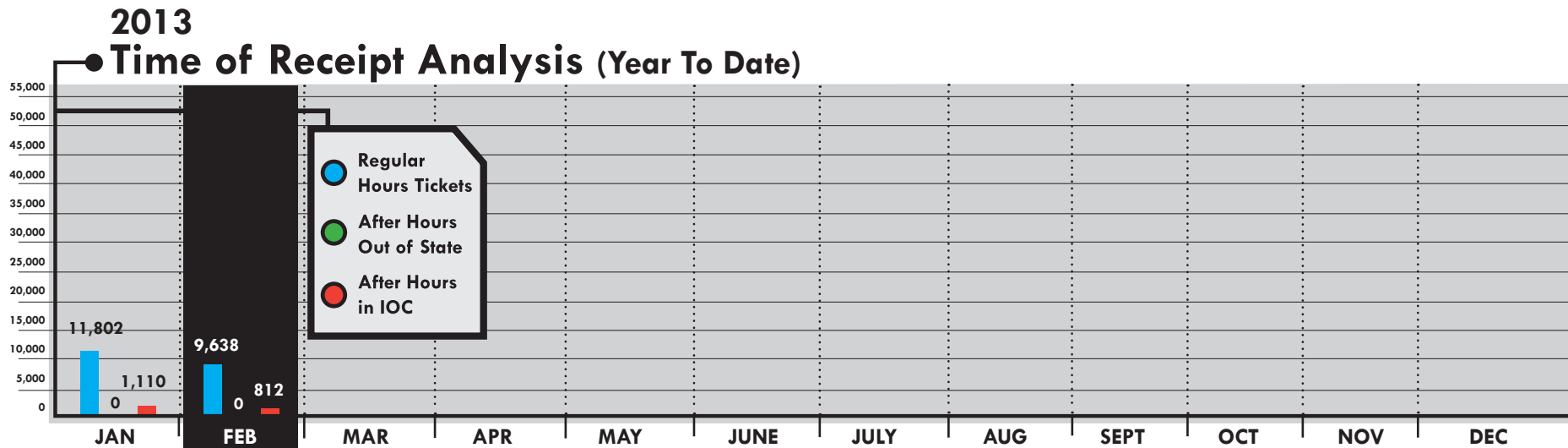
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In the charts on this page, we have provided a breakdown showing the time of day and location where incoming tickets were received.

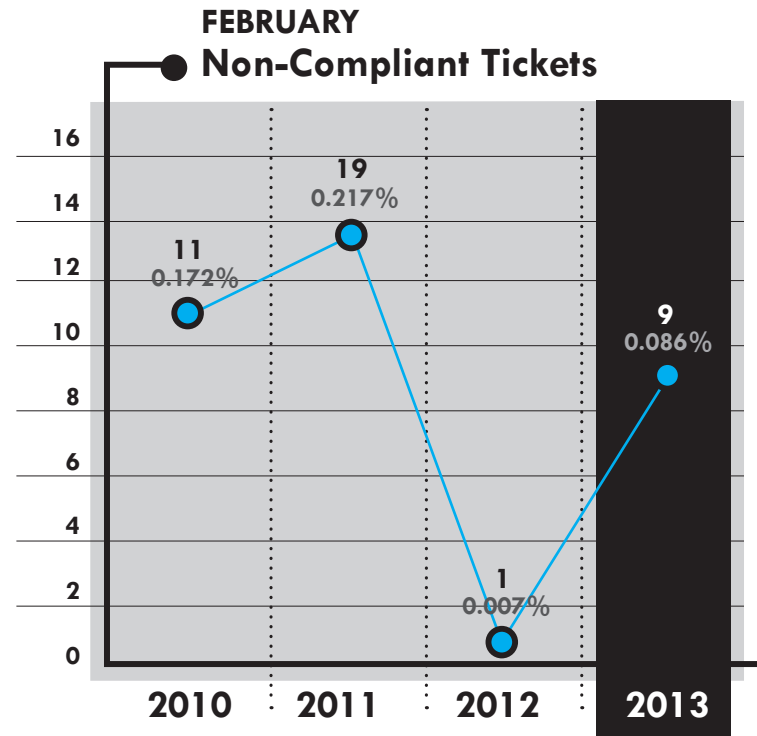
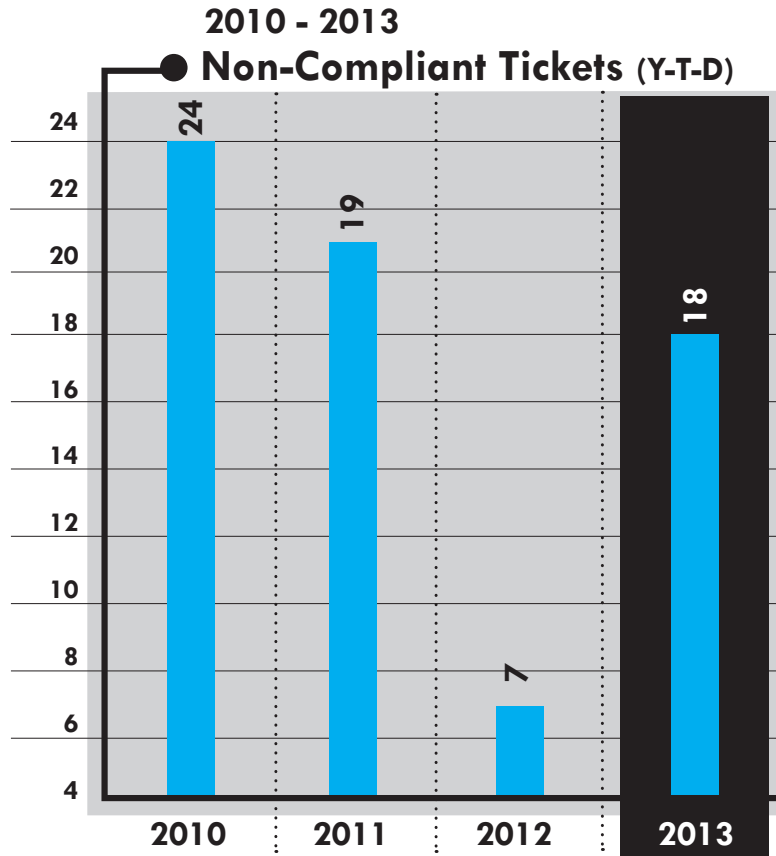
The pie chart breaks the number of after-hours tickets received into the percentage of those received by phone and ITIC.

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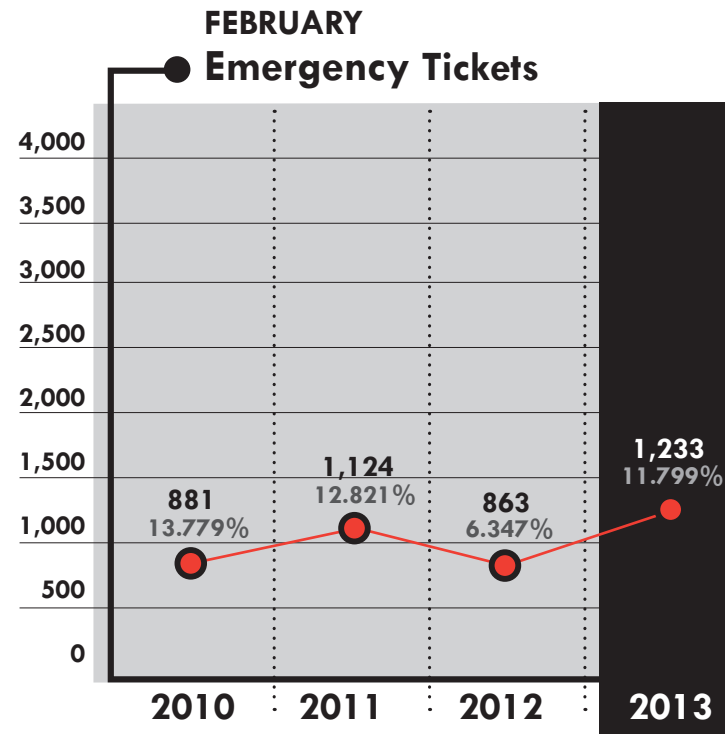
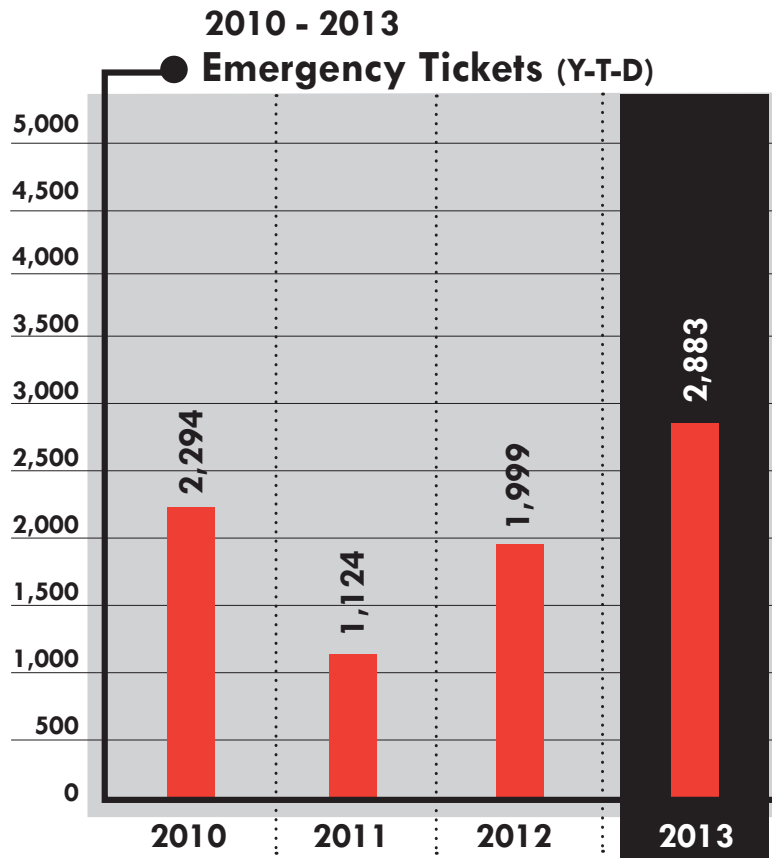
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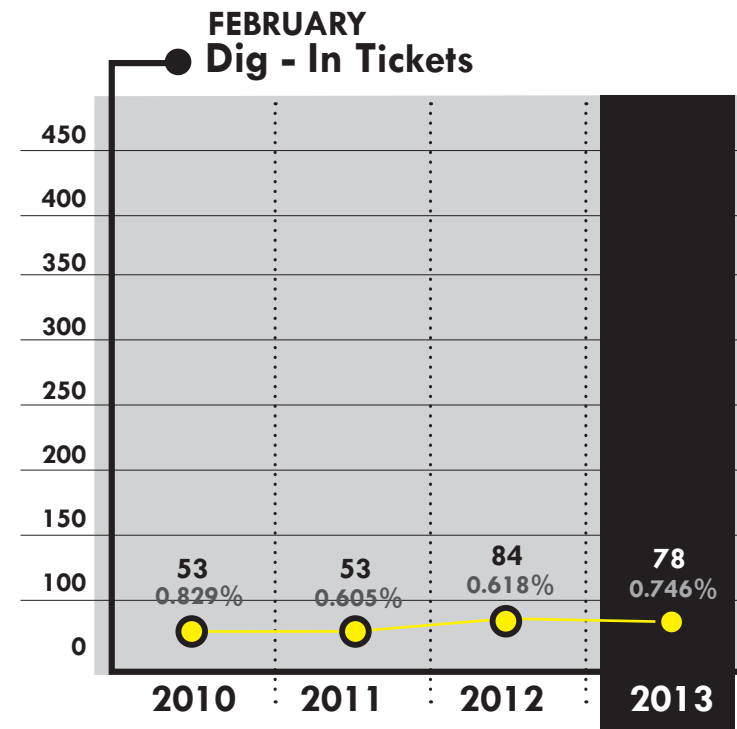
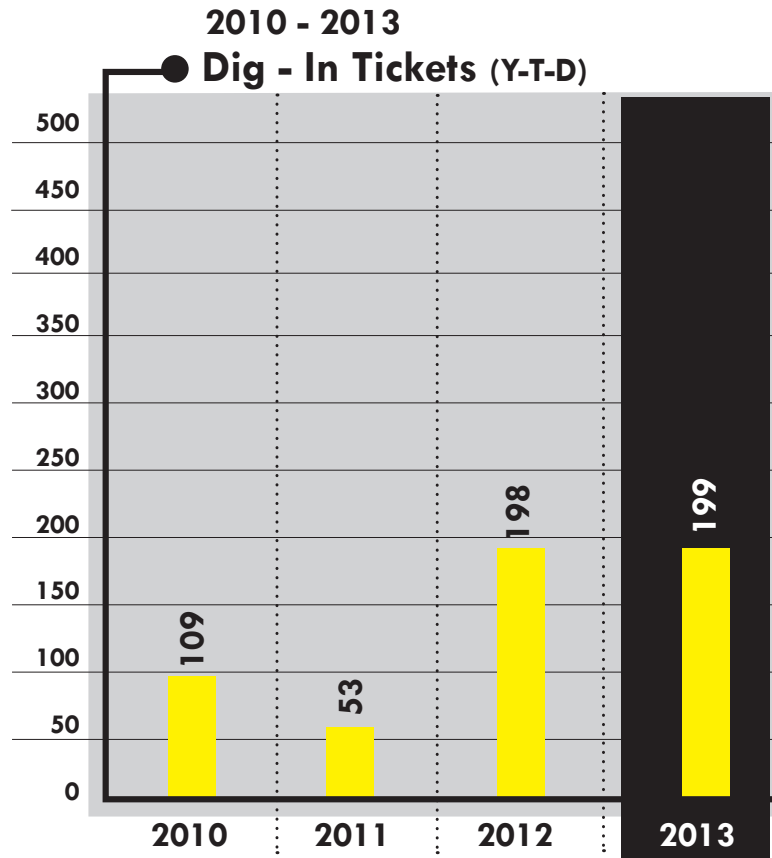
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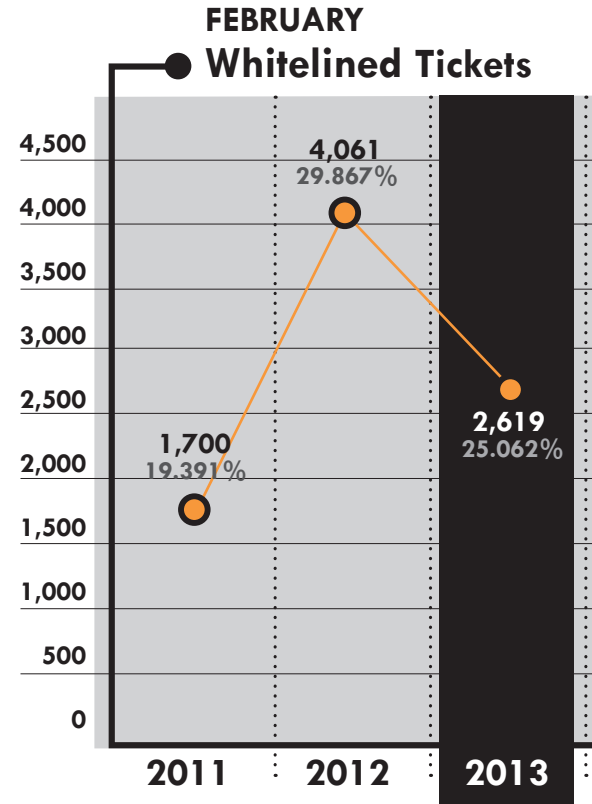
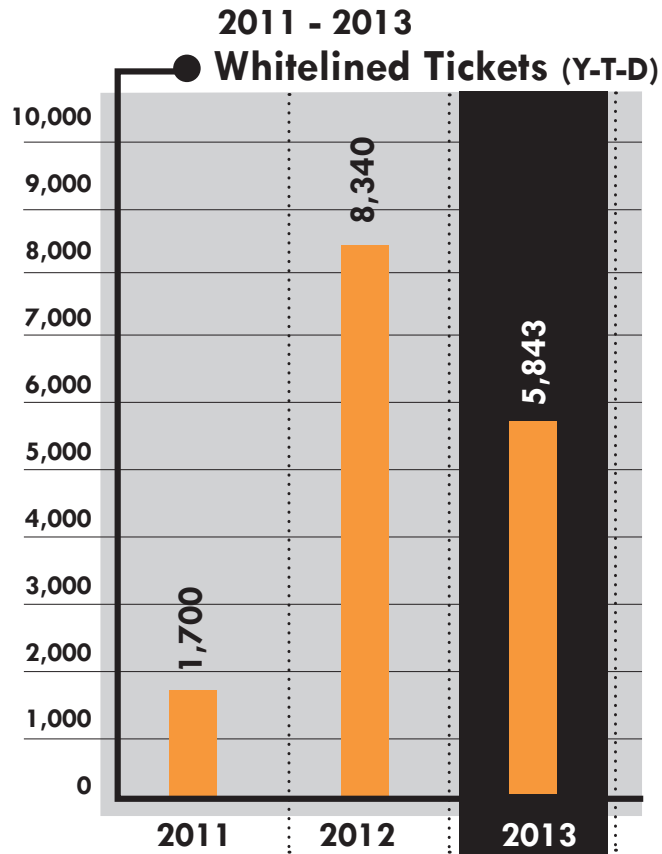
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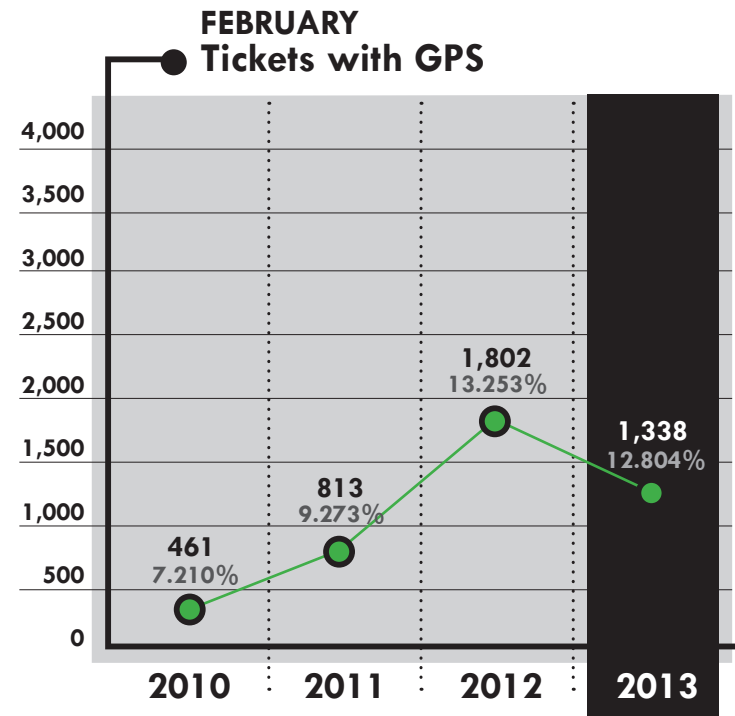
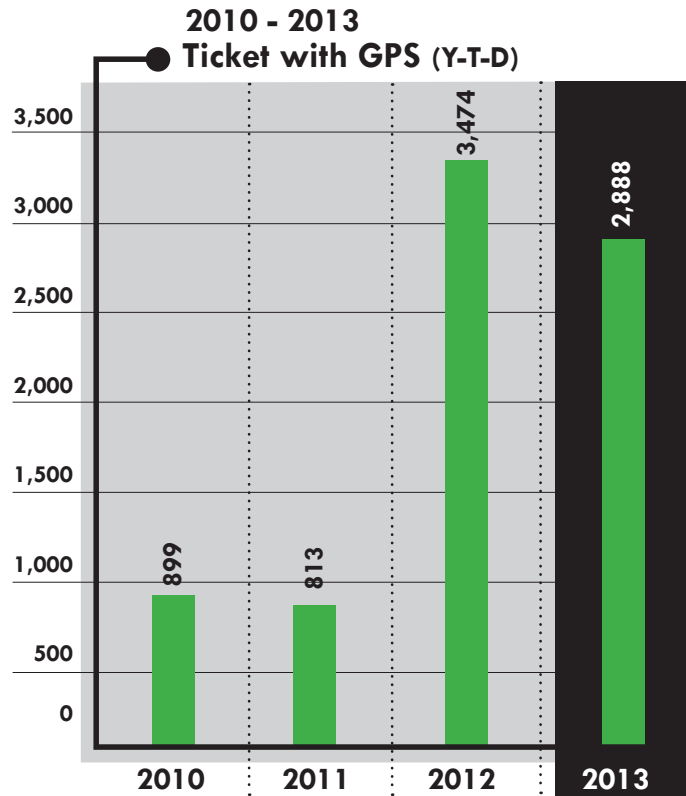
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