

# IOWA ONE CALL DASHBOARD

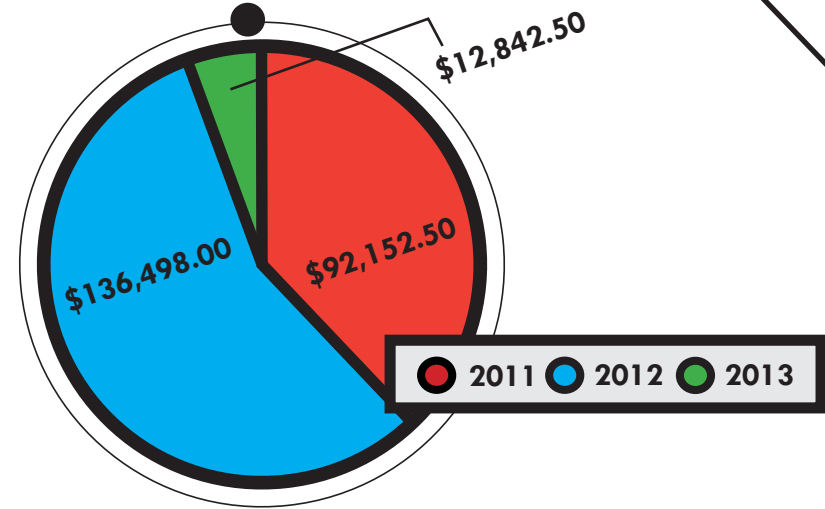
**MAR**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

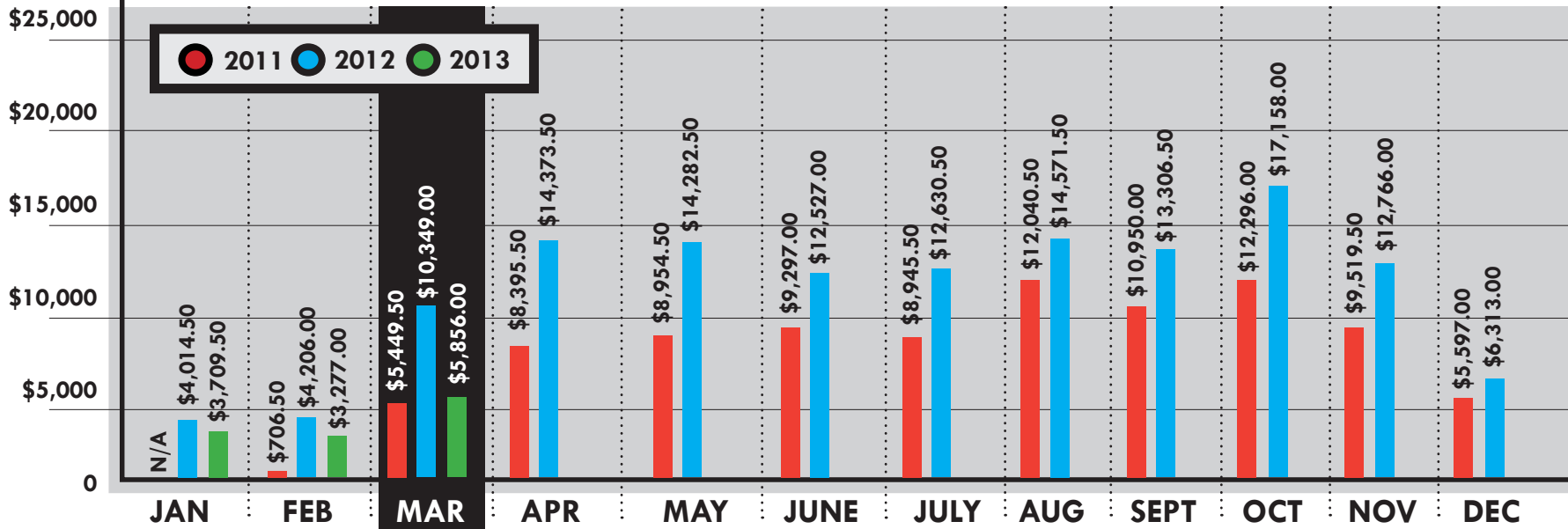
In January, we introduced a new chart containing information on the value of the ITIC discount that is a part of the agreement between OCC and IOC. It's easy to see how each and every ITIC ticket entered helps reduce the overall cost of operation.

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## Iowa One Call Total ITIC Discount



## 2011 - 2013 ITIC Discount Summary



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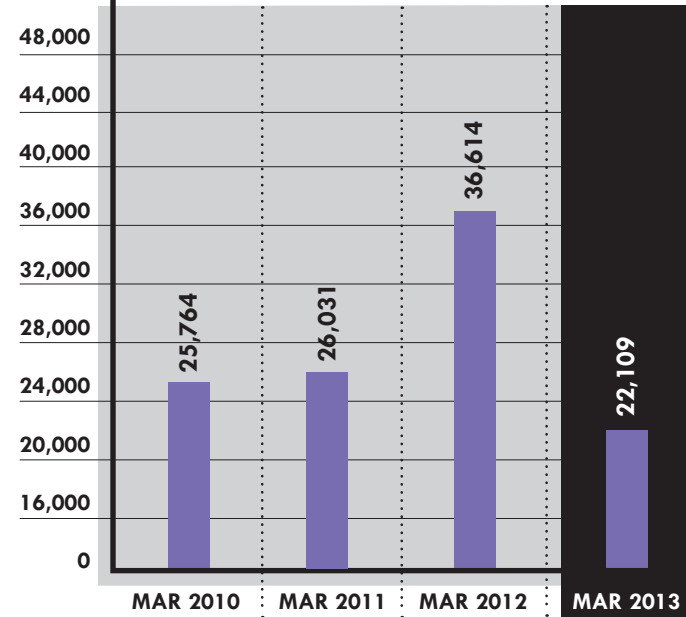
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

March 2013 call volume is again lower than it was in March 2012. This is most likely attributable to a) comparatively harsher wintry conditions experienced in 2013; and, b) increased use of ITIC.

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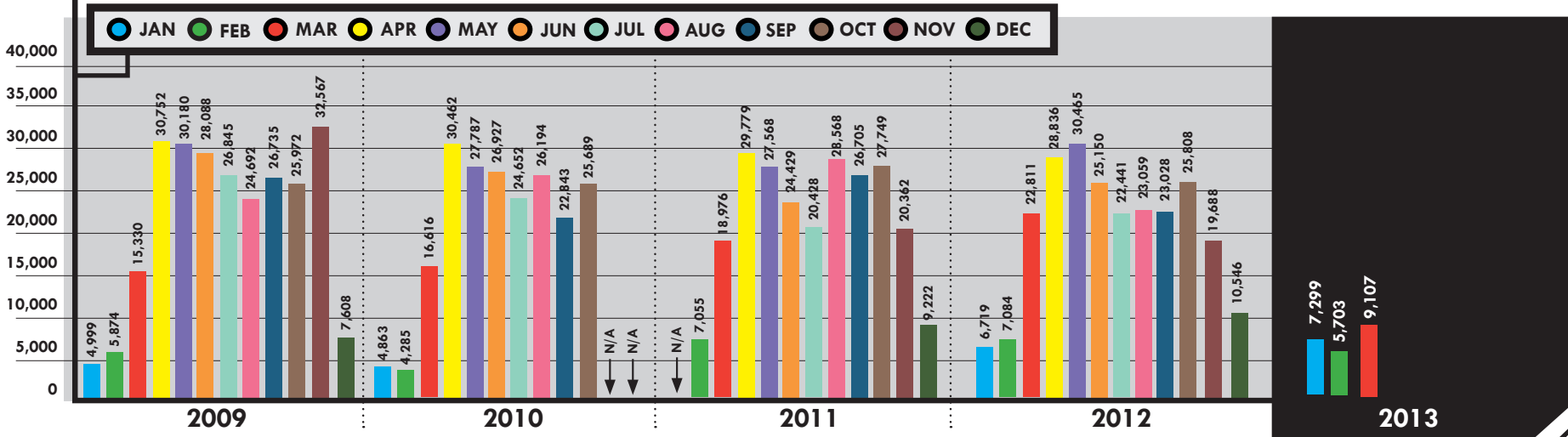
2010 - 2013

Total Incoming Calls (Y-T-D)



2009 - 2013

Total Incoming Calls (BY MONTH)

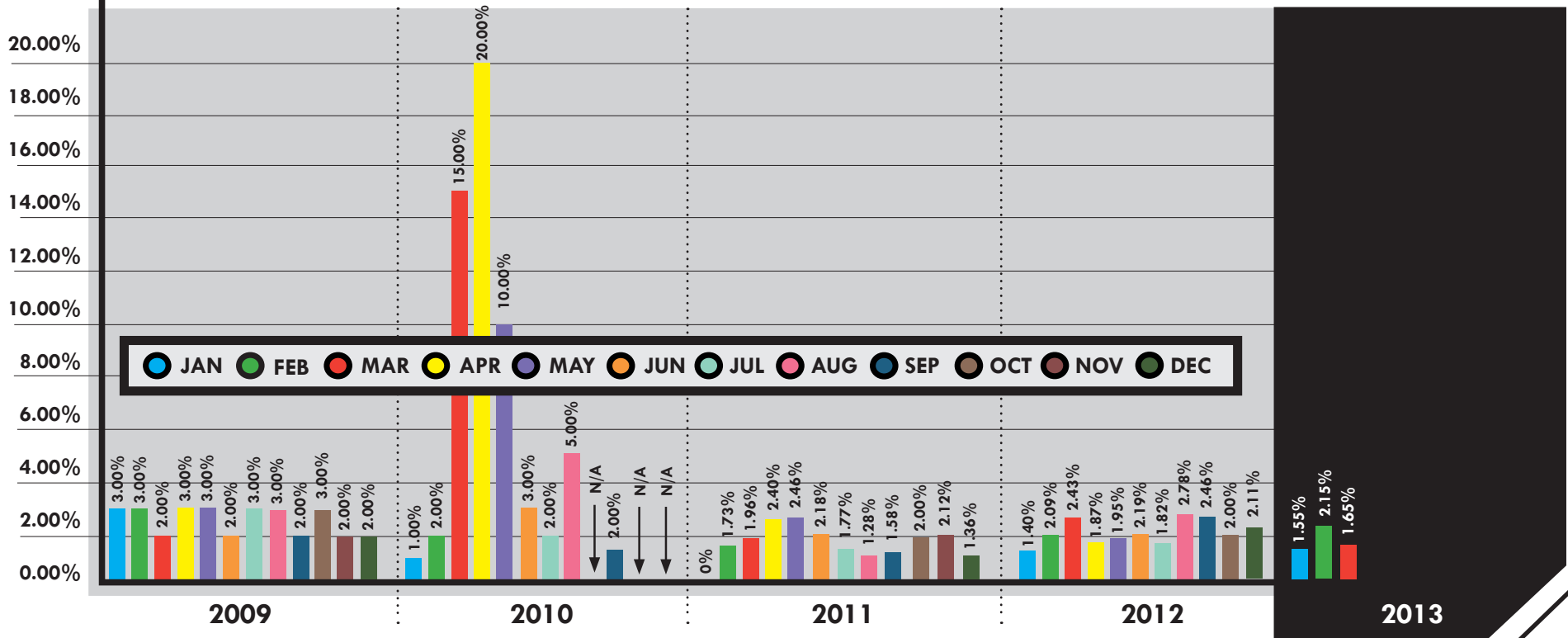


Abandonment rates continue to be low, consistent with historical experience and, along with the Average Speed to answer, within contract levels.

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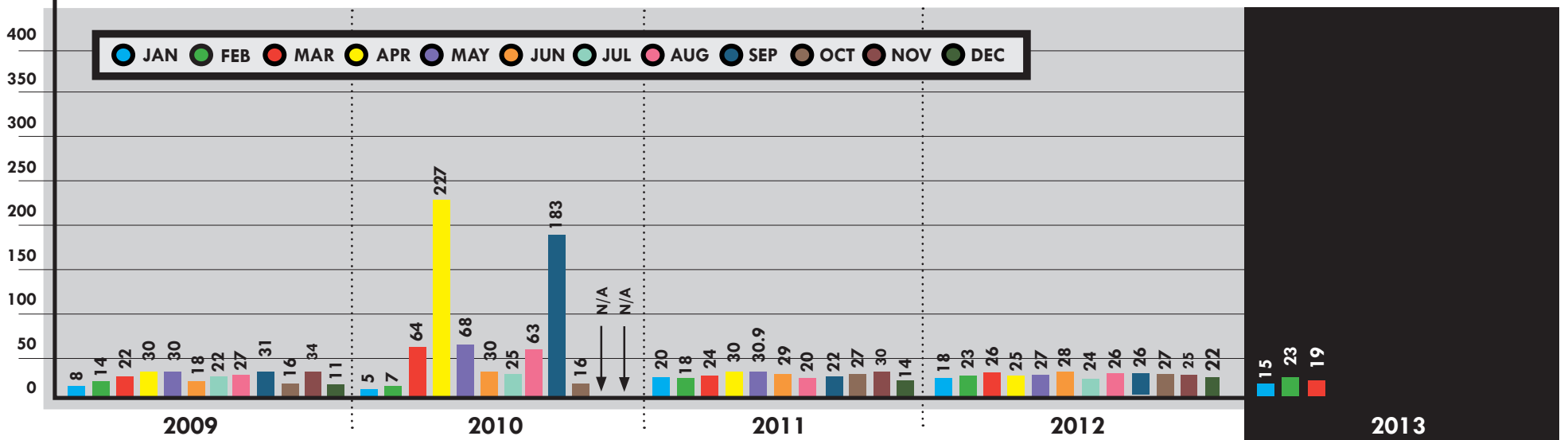
### 2009 - 2013

#### ● Calls Abandoned (BY MONTH)



2009 - 2013

### Average Speed to Answer (BY MONTH)

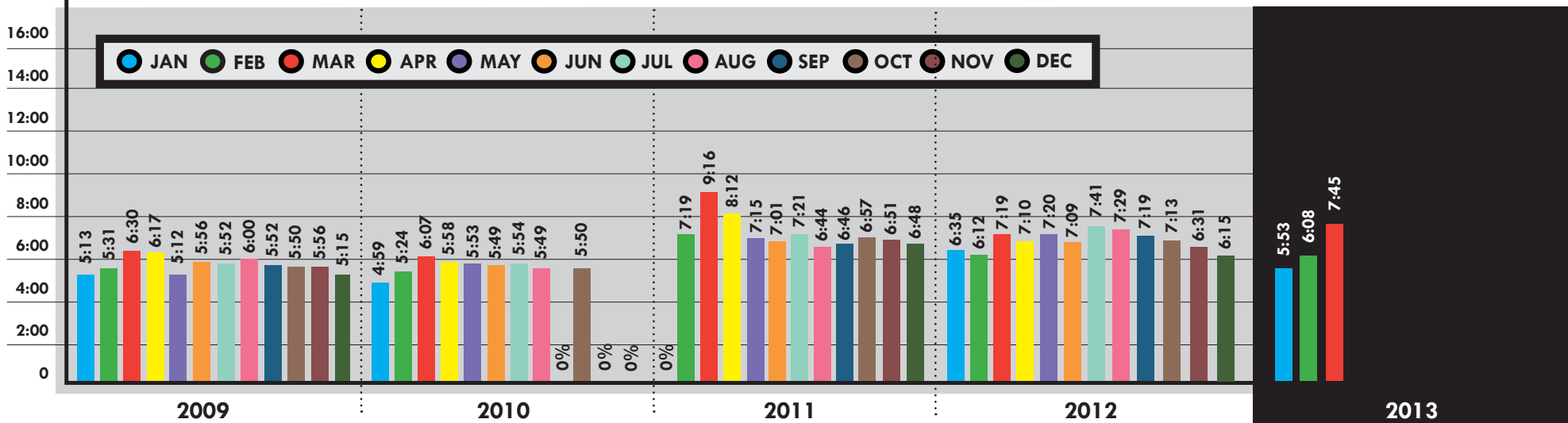


The average talk time is higher than March 2012 because we are now obtaining additional information from callers who have yet to start using ITIC. Additionally, a large group of new hires joined our staff in March.

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**2009 - 2013**

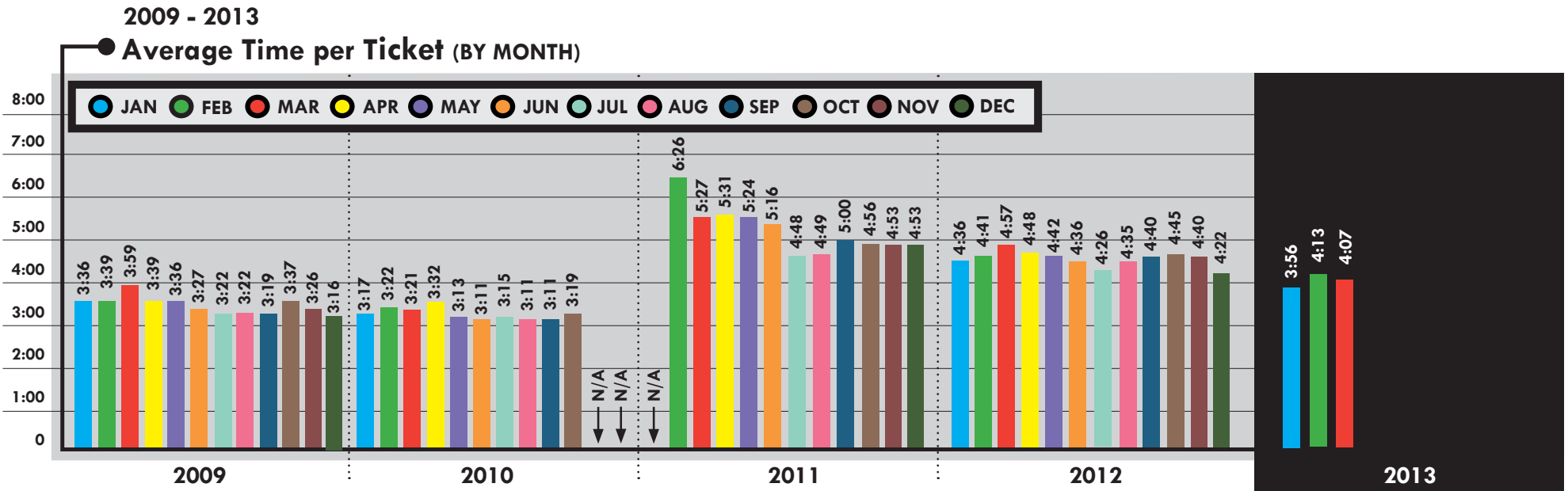
**Average Talk Time (BY MONTH)**



# IOWA ONE CALL DASHBOARD

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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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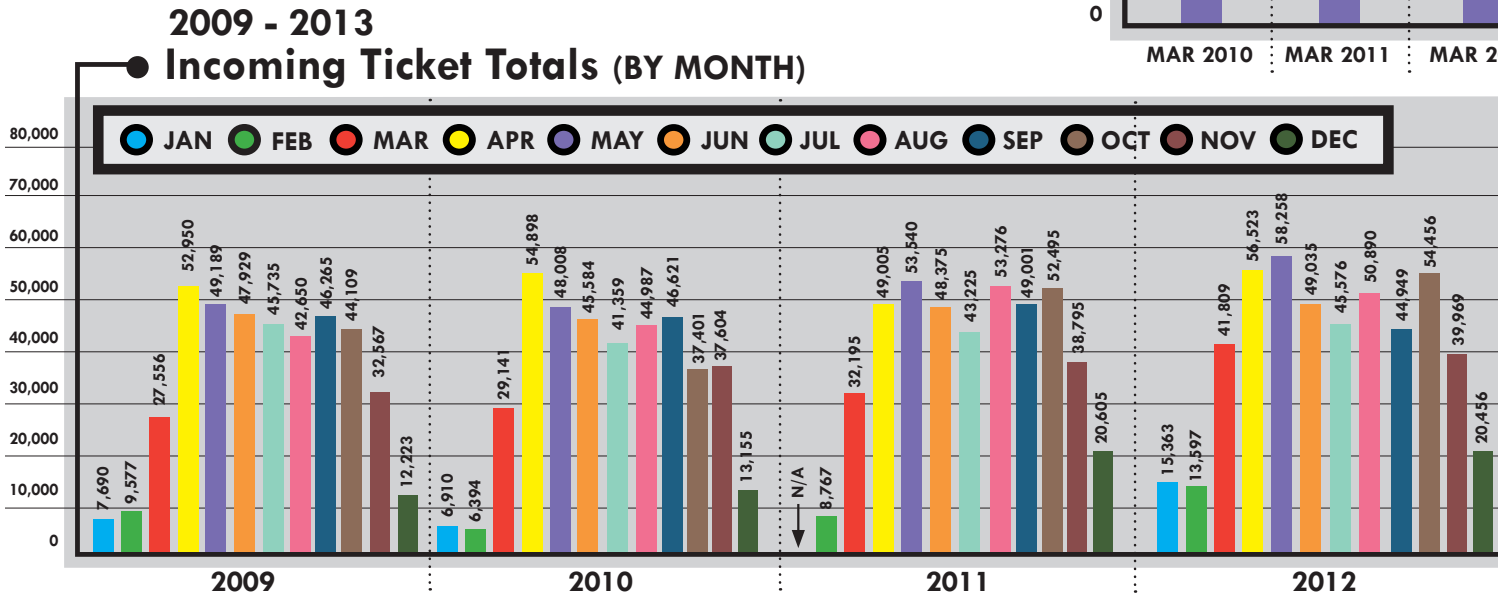
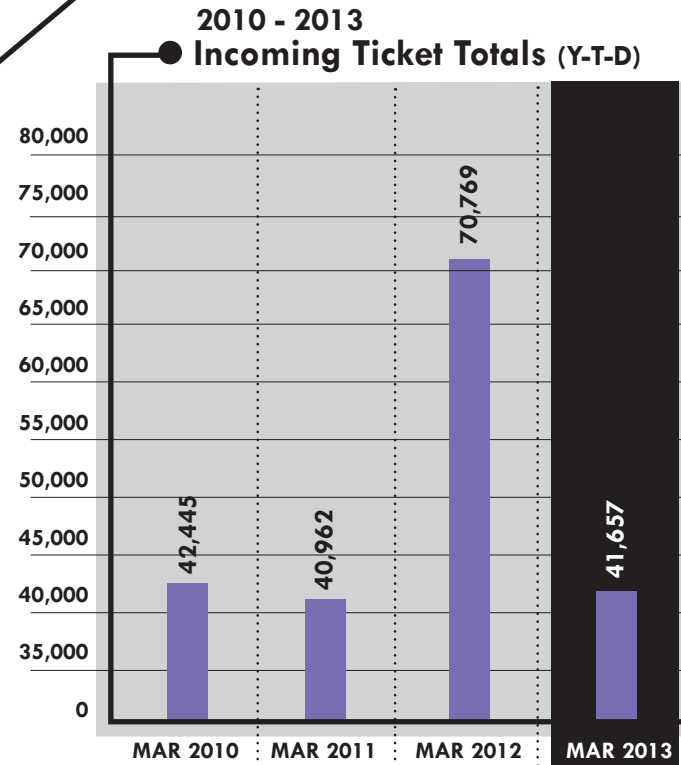
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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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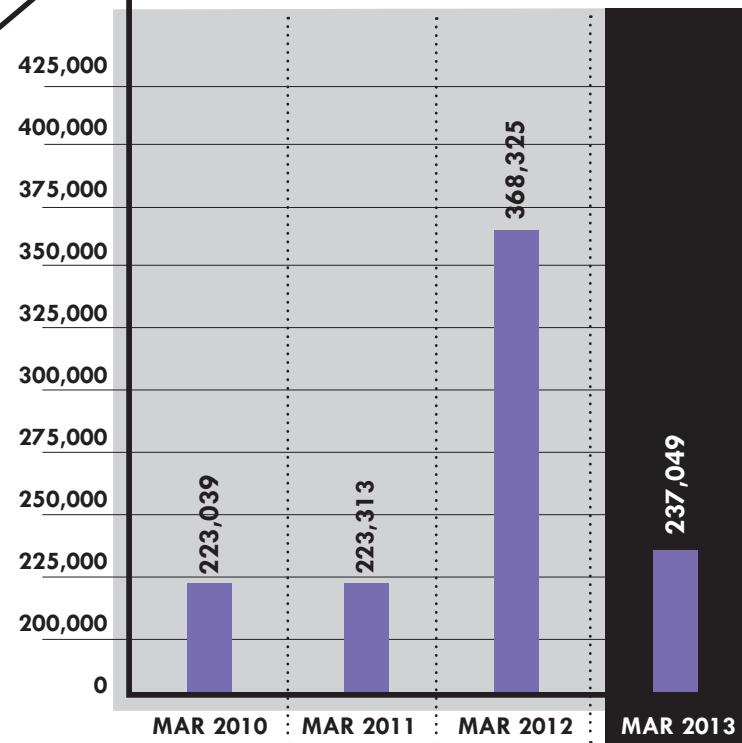
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

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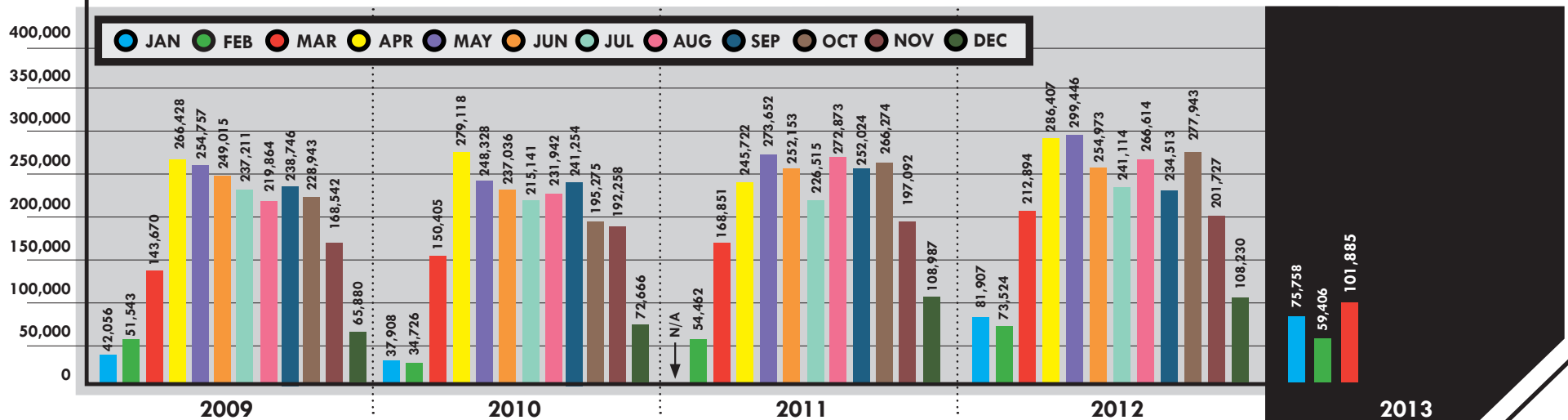
2010 - 2013

● Outbound Ticket Totals (Y-T-D)



2009 - 2013

● Outbound Ticket Totals (BY MONTH)





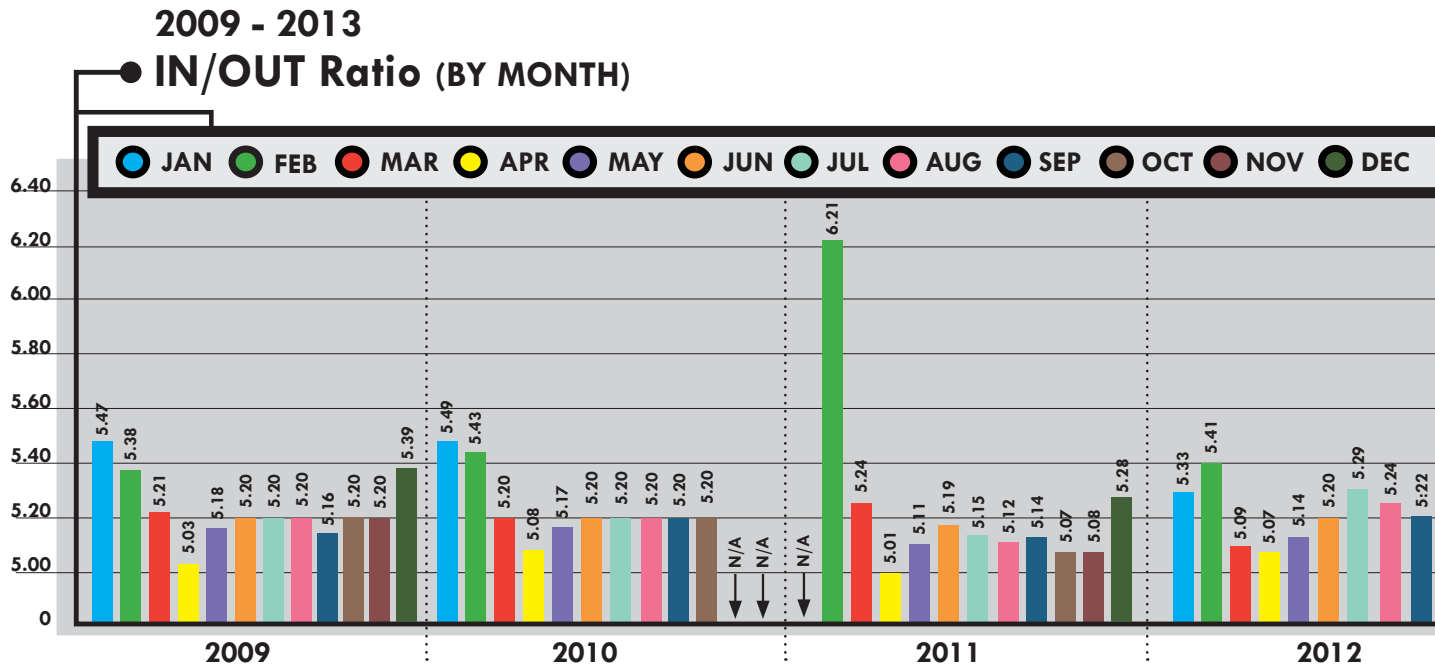
# IOWA ONE CALL DASHBOARD

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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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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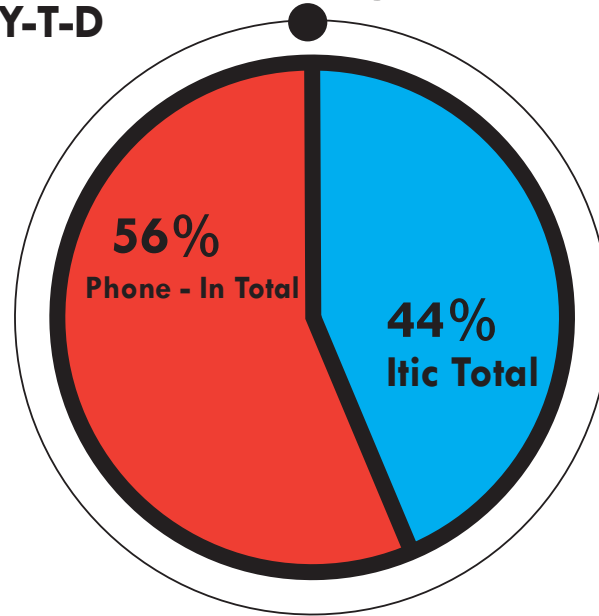
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2013 has started with a high ITIC percentage. For three months in a row, ITIC volume has exceeded forty percent of the total. 2013 is off to a great start for ITIC.

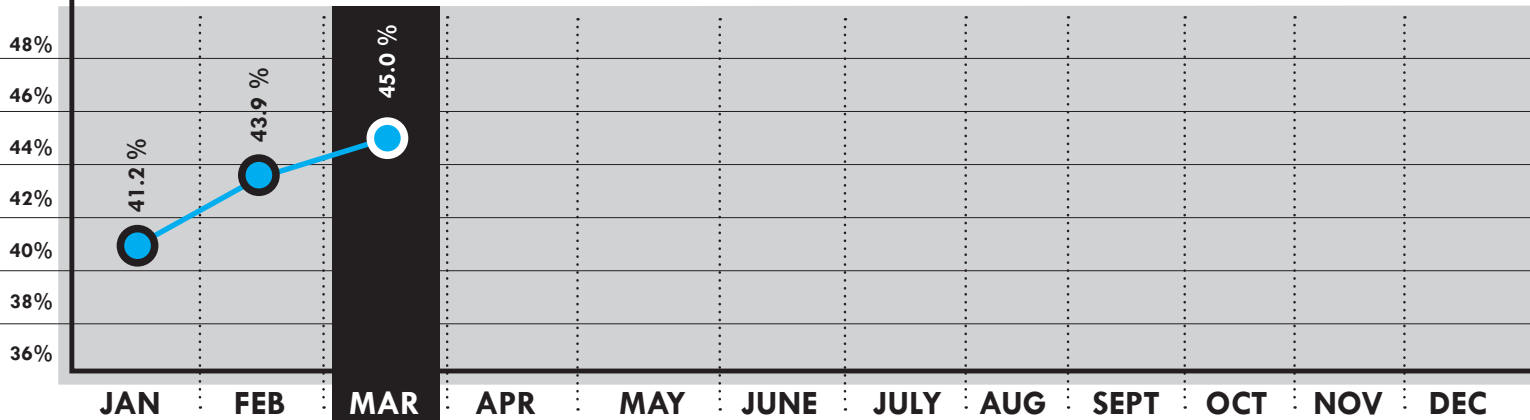
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**ITIC Percentage  
Y-T-D**



**2013**

**ITIC Percentage (BY MONTH)**



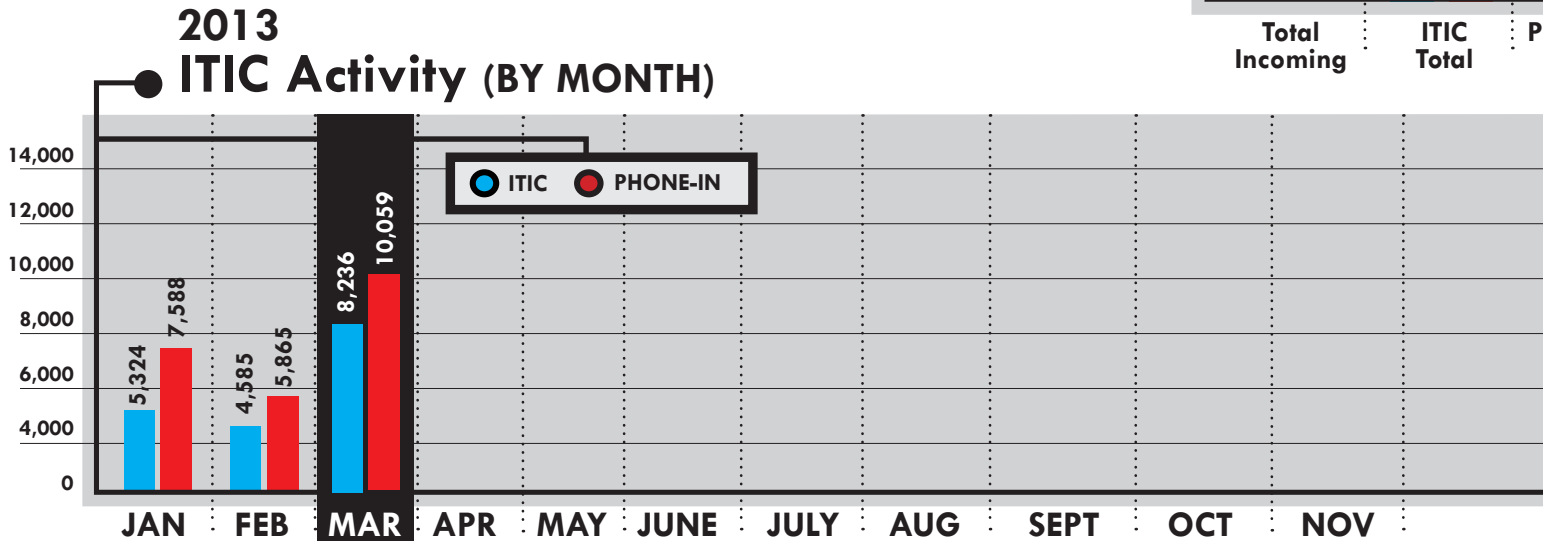
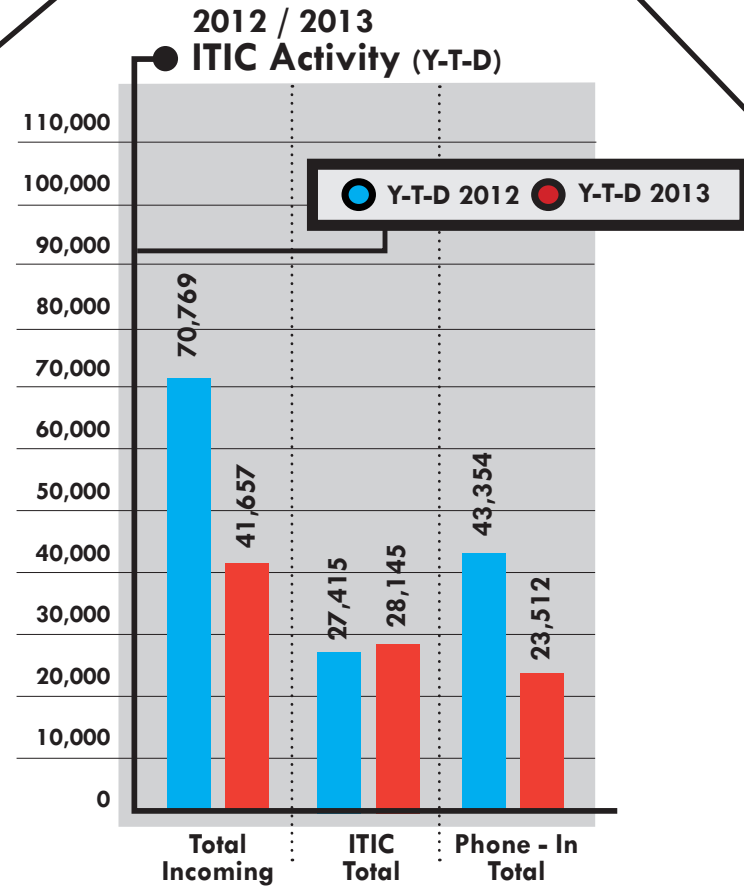
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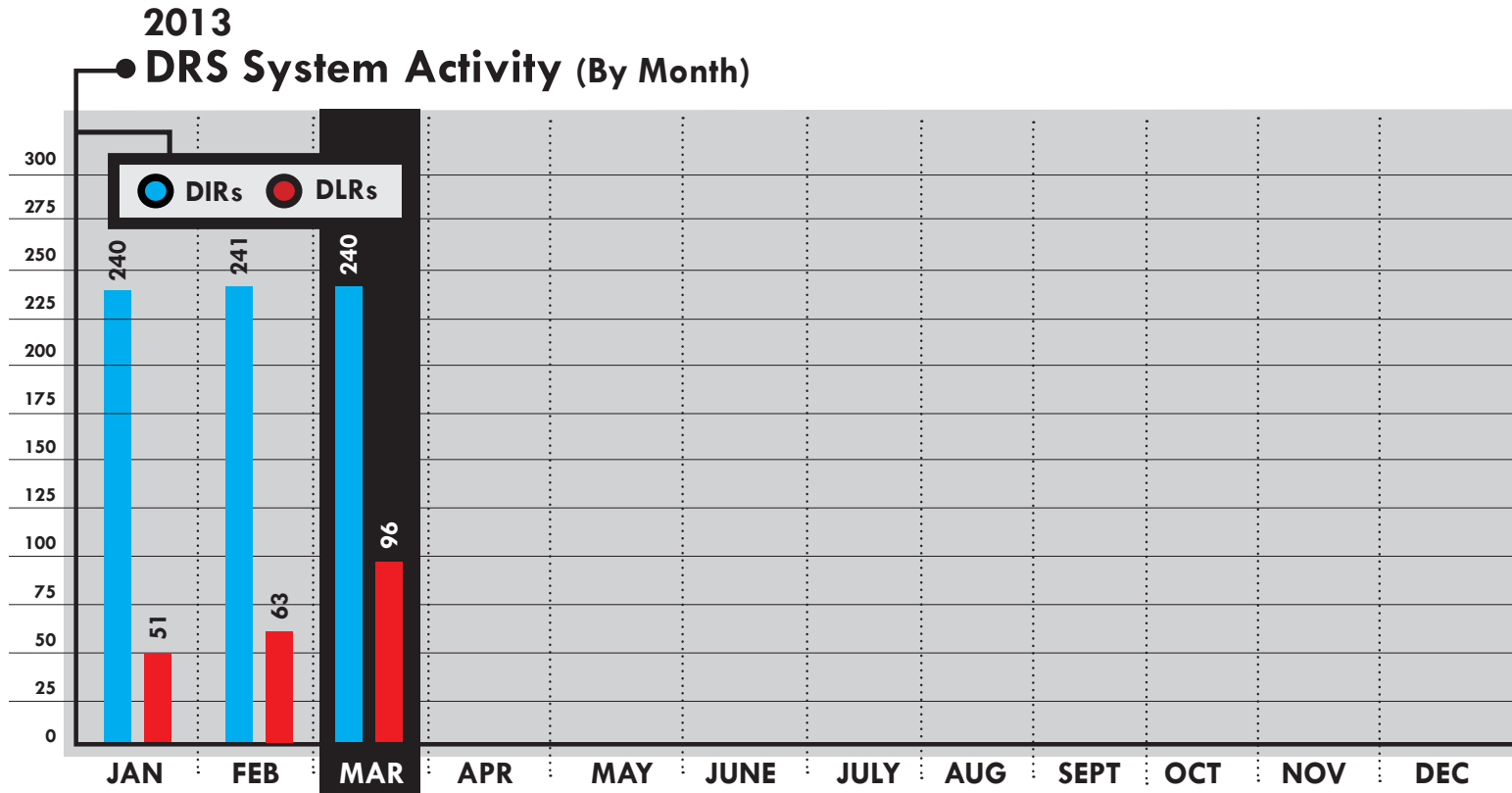
ITIC usage has started out strong in 2013. We hope it indicates what the rest of the year will hold.

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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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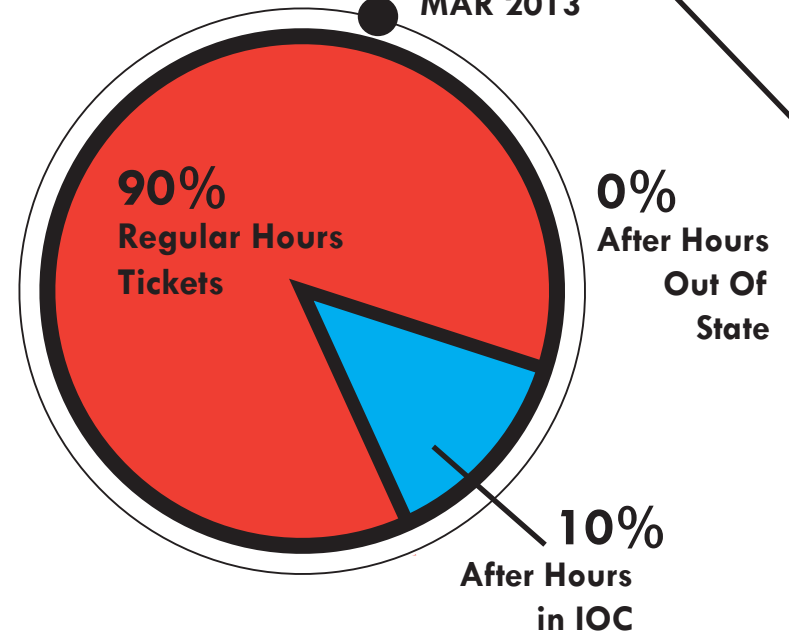
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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.

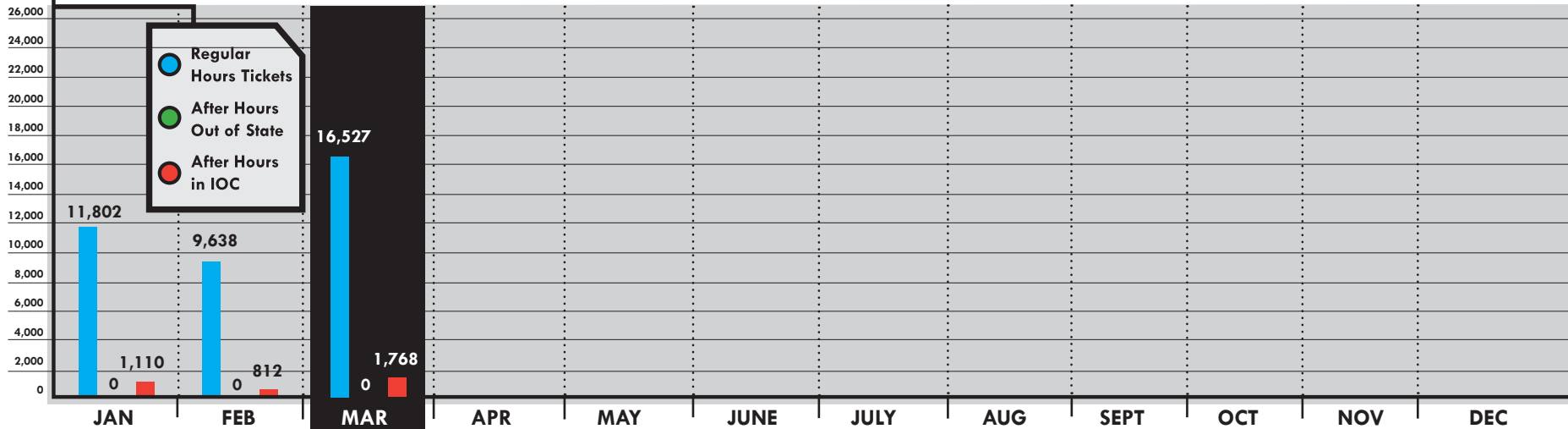
**MAR**

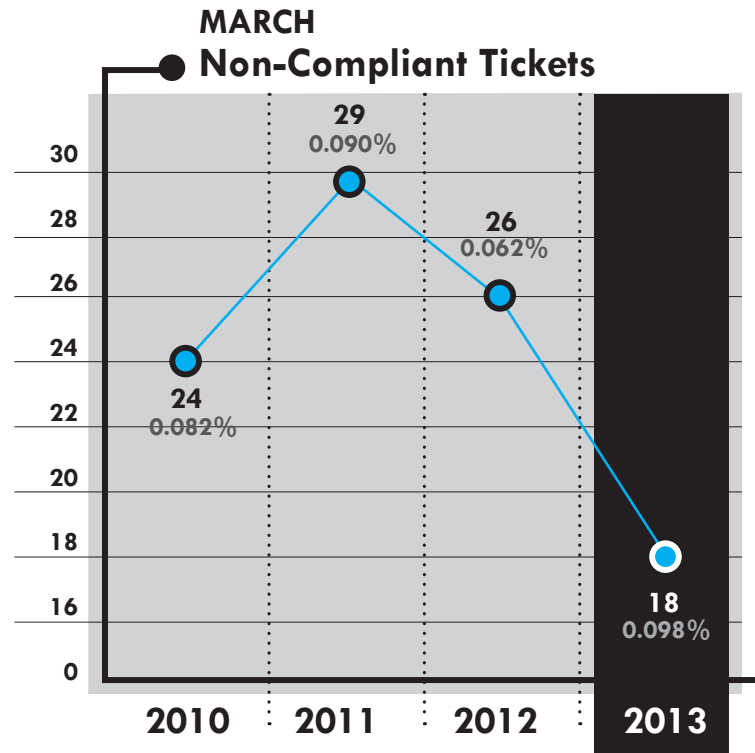
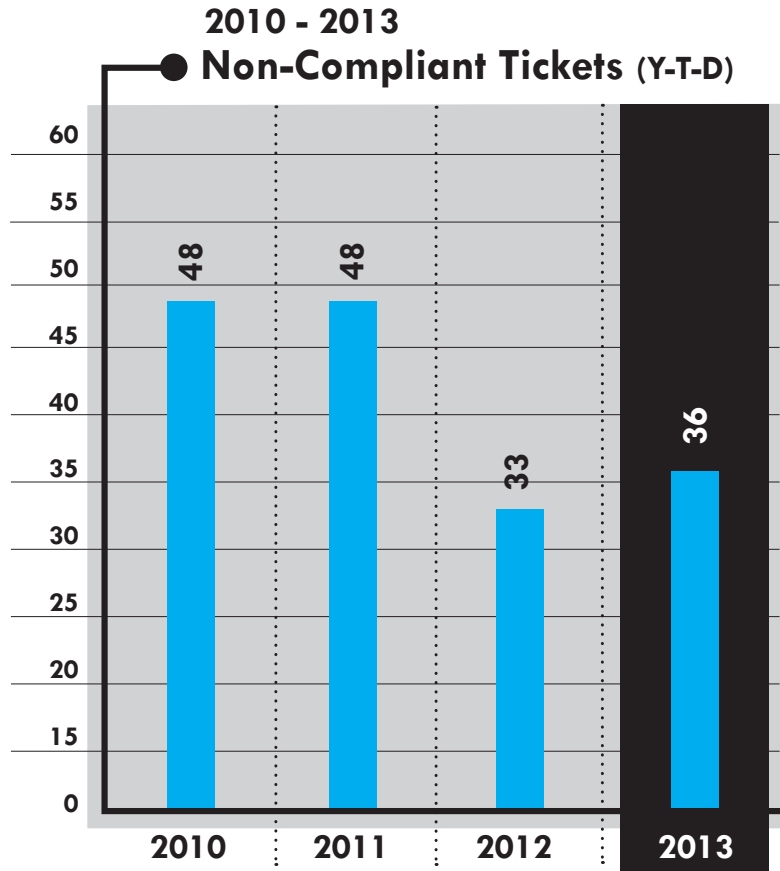
**After Hours Analysis  
MAR 2013**



**2013**

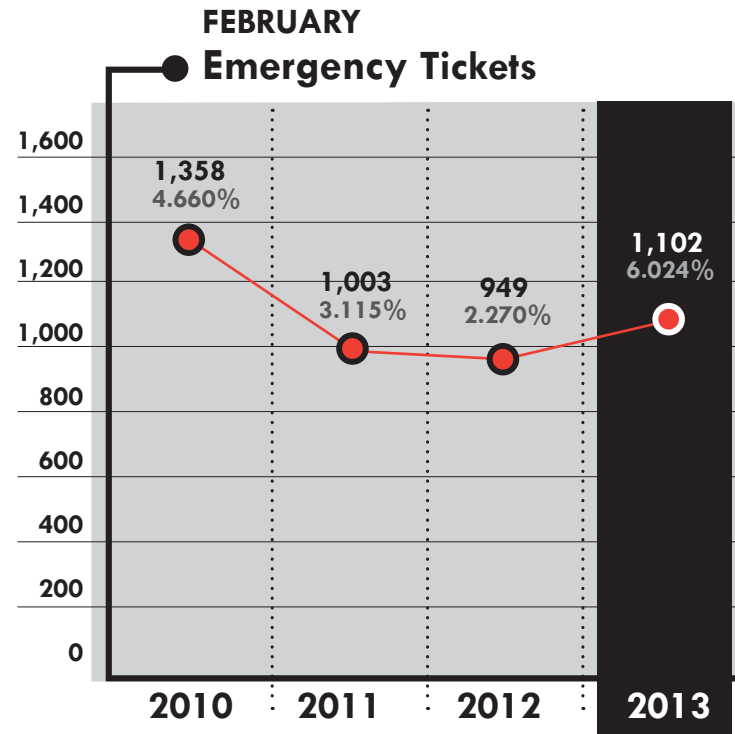
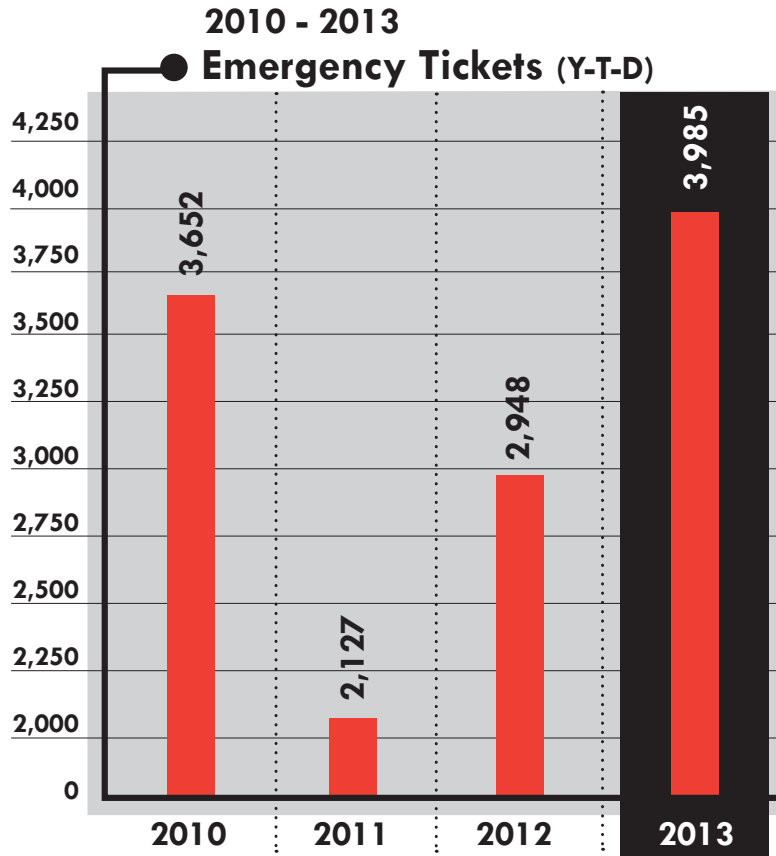
**Time of Receipt Analysis (Year To Date)**

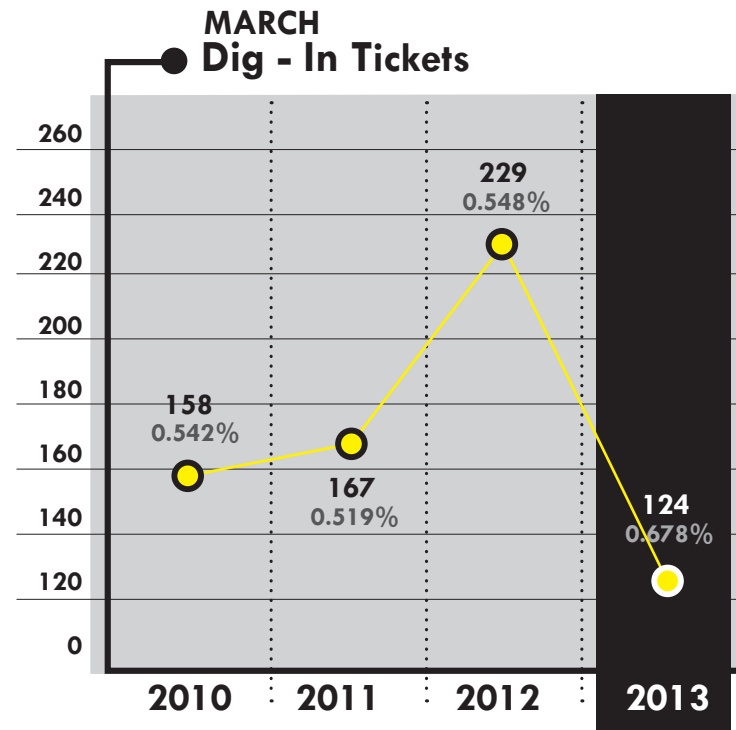
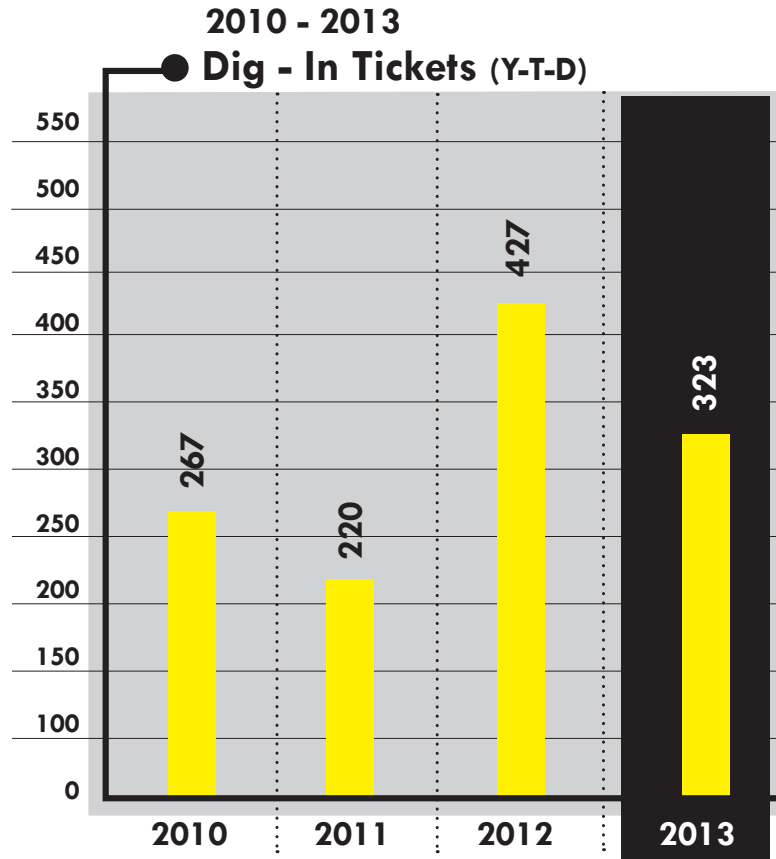




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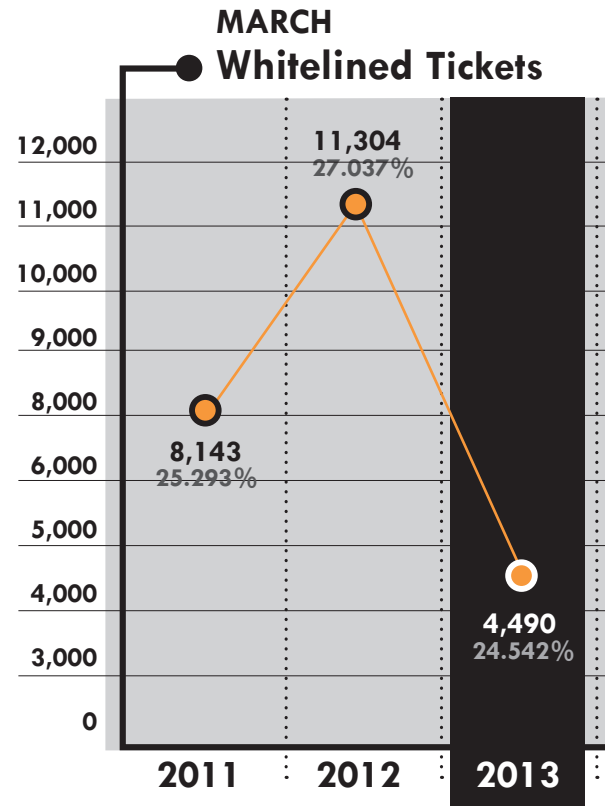
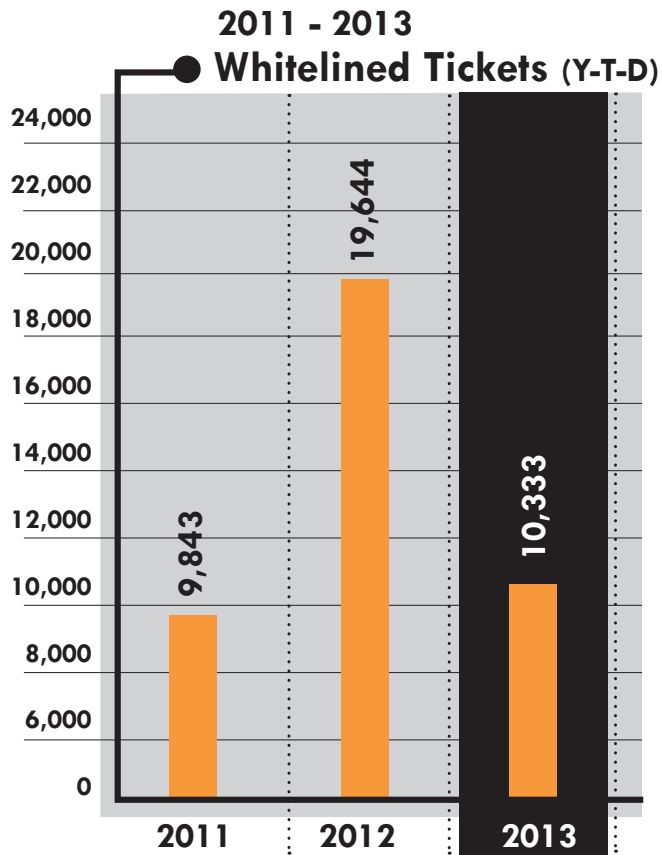


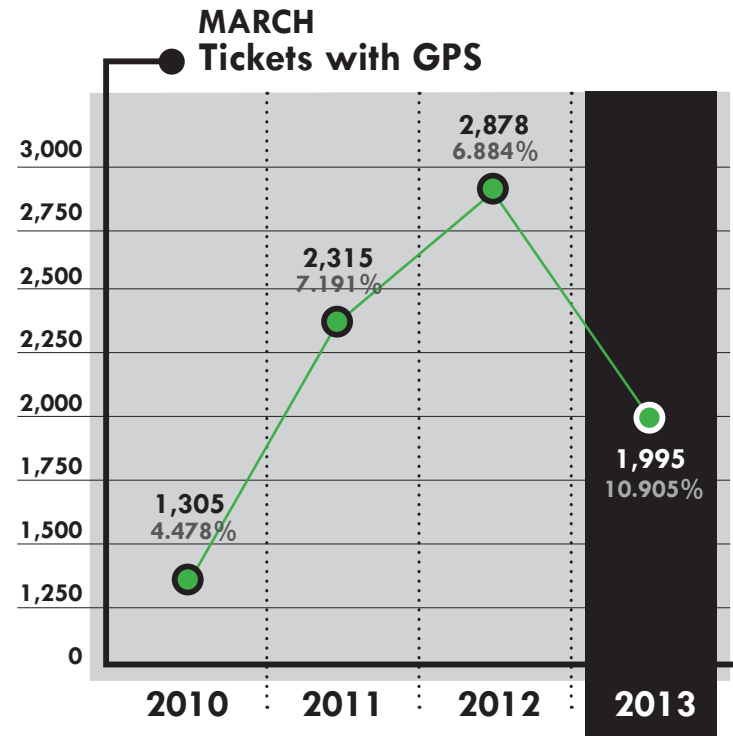
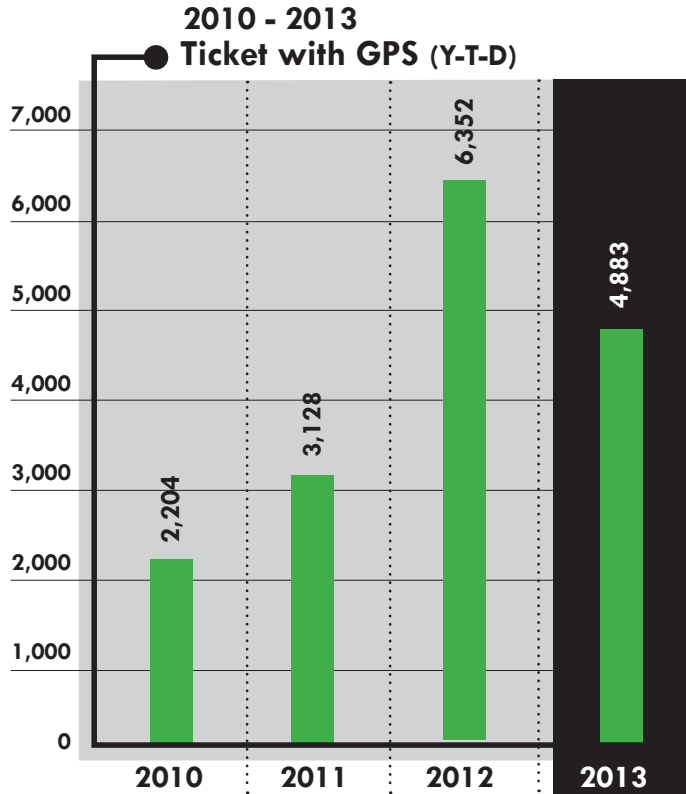




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