

# IOWA ONE CALL DASHBOARD

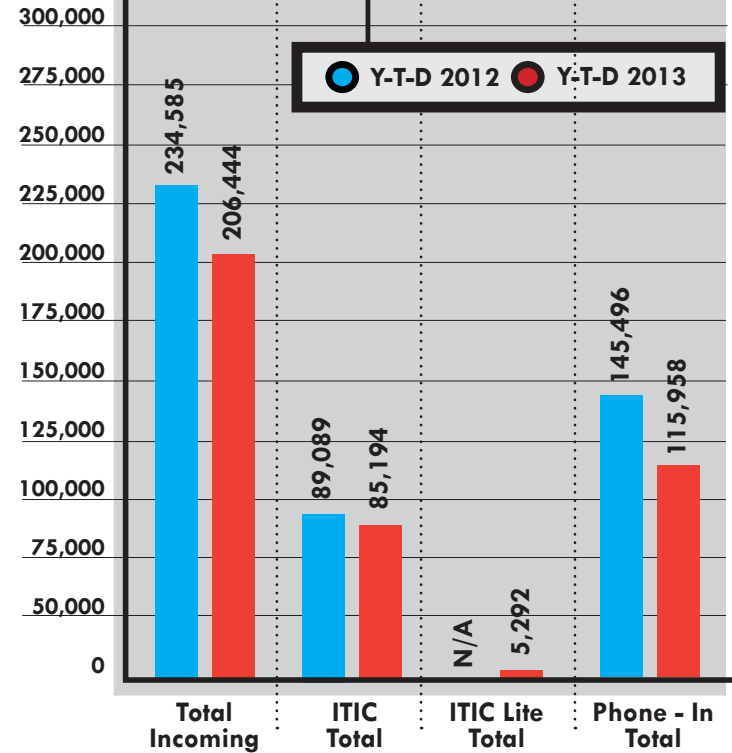
## JUN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

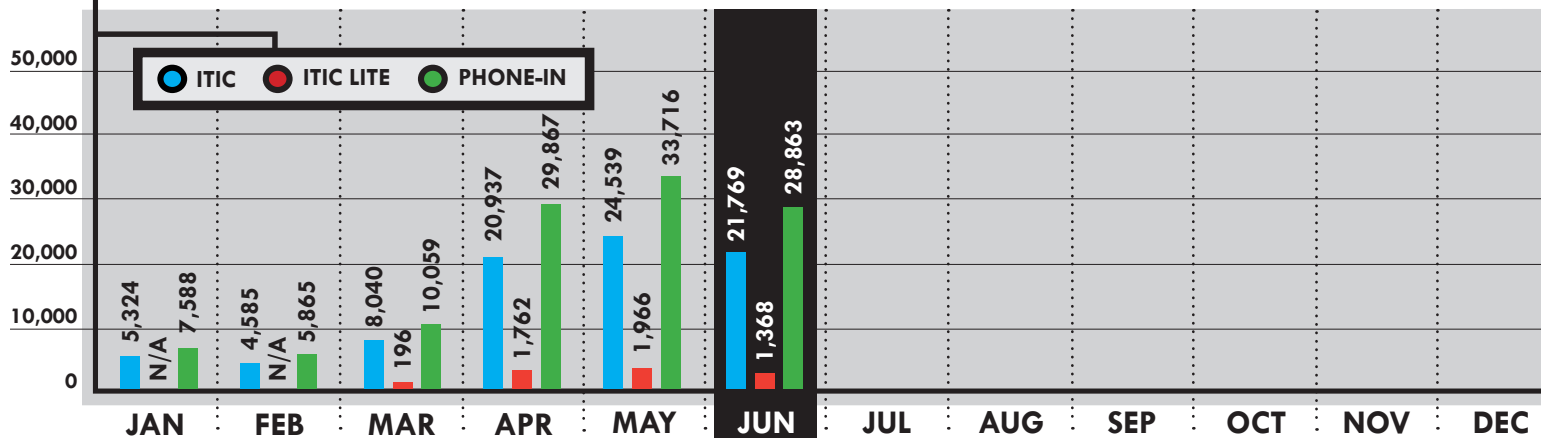
ITIC usage has continued to grow during the first half of 2013. Evidence of this can be seen in that ITIC usage remains higher than 2012 levels even though overall incoming ticket volume is lower.

## JUN

### 2012 / 2013 ITIC Activity (Y-T-D)



### 2013 ITIC Activity (BY MONTH)



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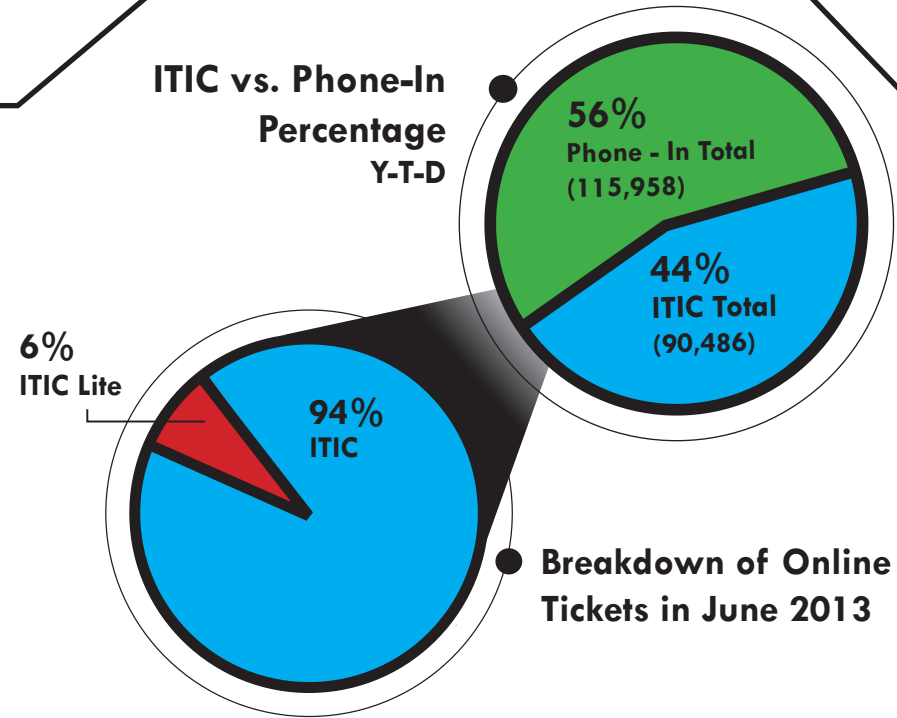
**JUN**

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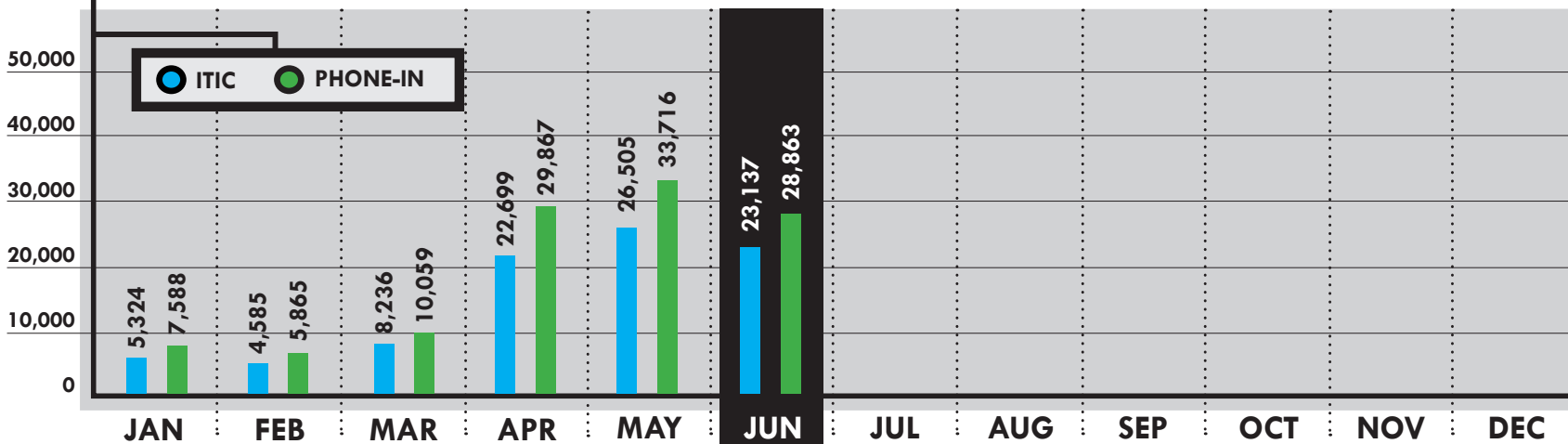
Your ITIC percentage continues strong in 2013. More than 40% of the total incoming ticket volume has been submitted through ITIC. ITIC Lite usage remains strong and accounts for 6% of all Internet tickets received in June.

**JUN**

ITIC vs. Phone-In  
Percentage  
Y-T-D



2013  
ITIC vs. Phone-In



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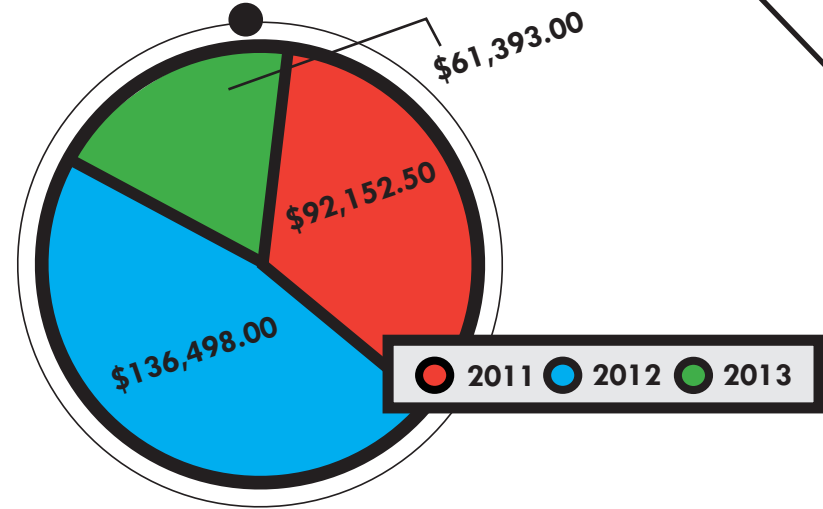
**JUN**

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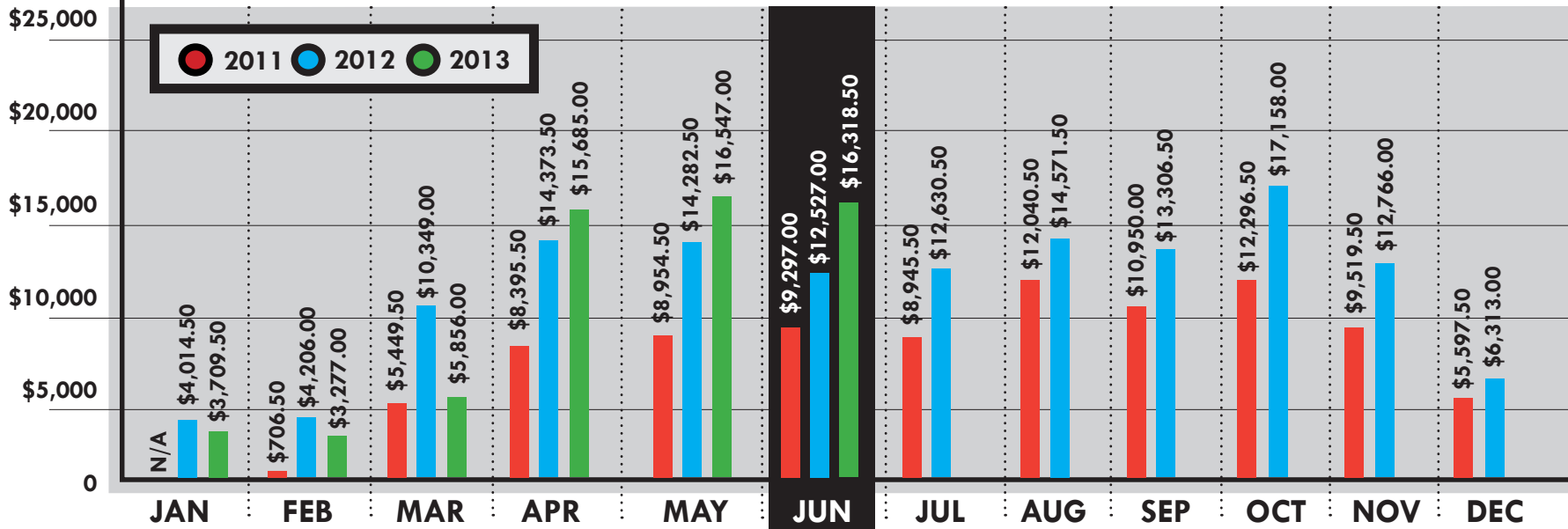
In January, we introduced a new chart containing information on the value of the ITIC discount that is a part of the agreement between OCC and IOC. It's easy to see how each and every ITIC ticket entered helps IOC's reduce the overall cost of operation.

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## Iowa One Call Total ITIC Discount



## 2011 - 2013 ITIC Discount Summary



# IOWA ONE CALL DASHBOARD

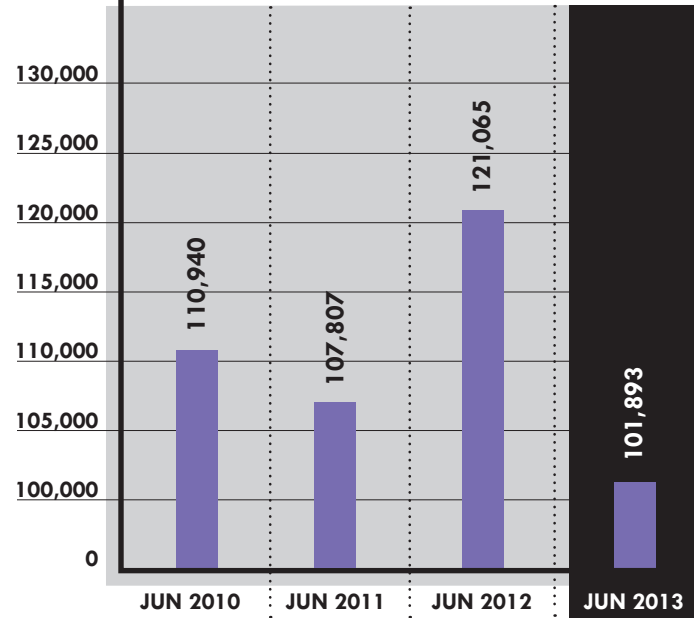
## JUN

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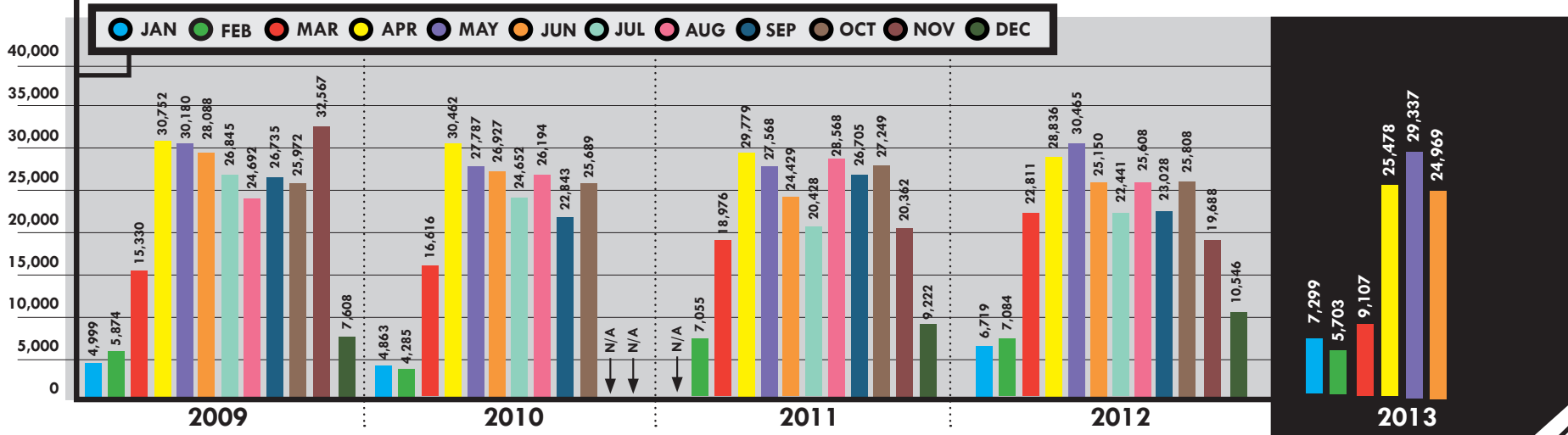
Comparative call volume from 2013 to 2012 still remains lower overall. June 2013 call volume is significantly lower than it was in 2012.

## JUN

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



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



# IOWA ONE CALL DASHBOARD

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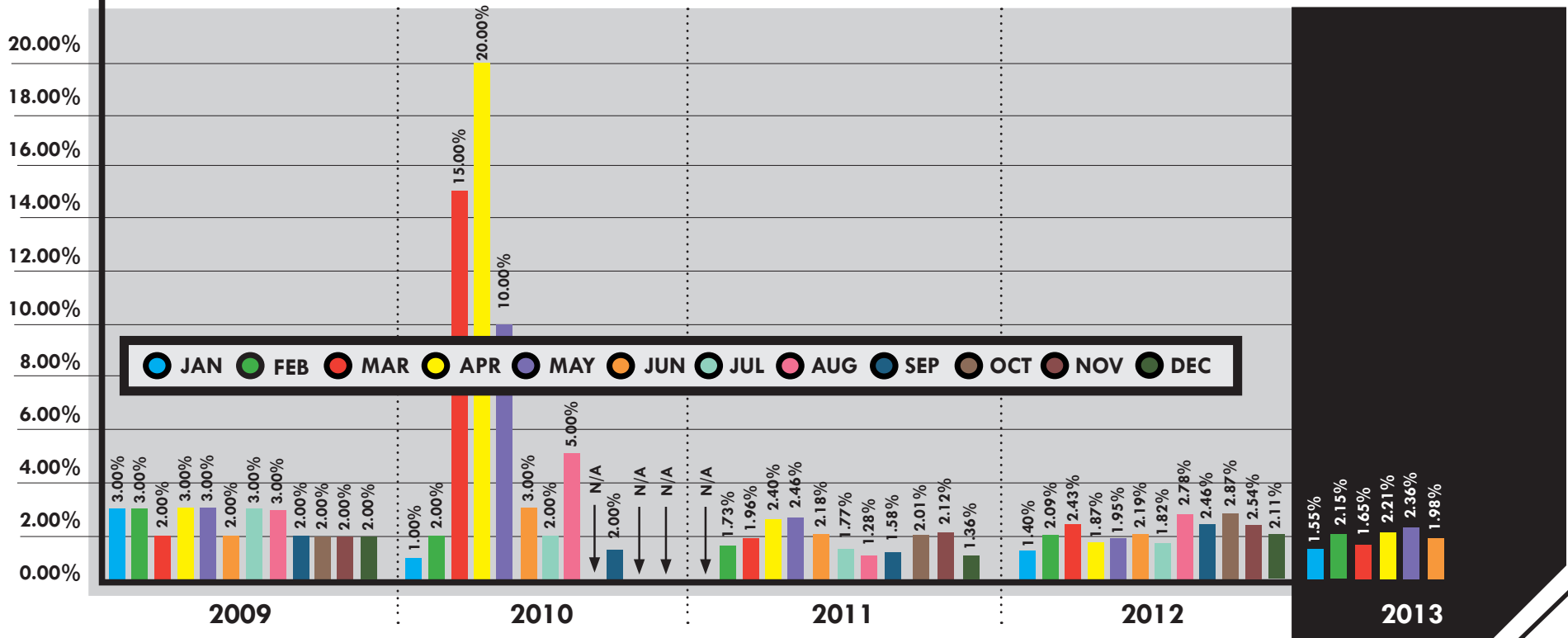
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

The abandonment rate is lower than it was for the same time in 2012, and, along with the Average Speed to answer, within contract levels.

**JUN**

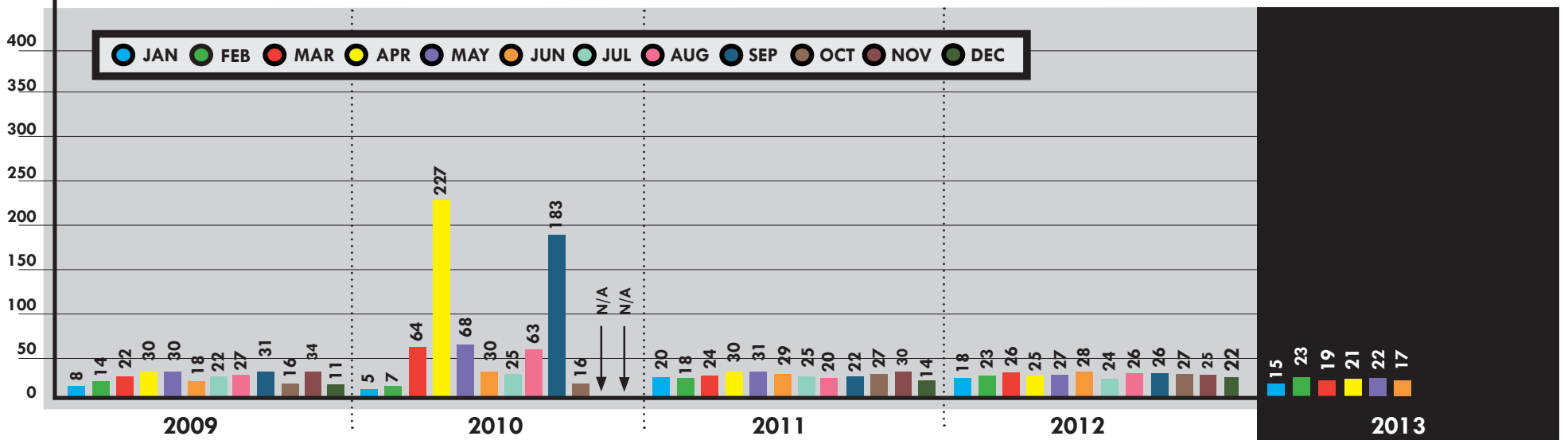
2009 - 2013

## ● Calls Abandoned (BY MONTH)



2009 - 2013

**Average Speed to Answer (BY MONTH)**

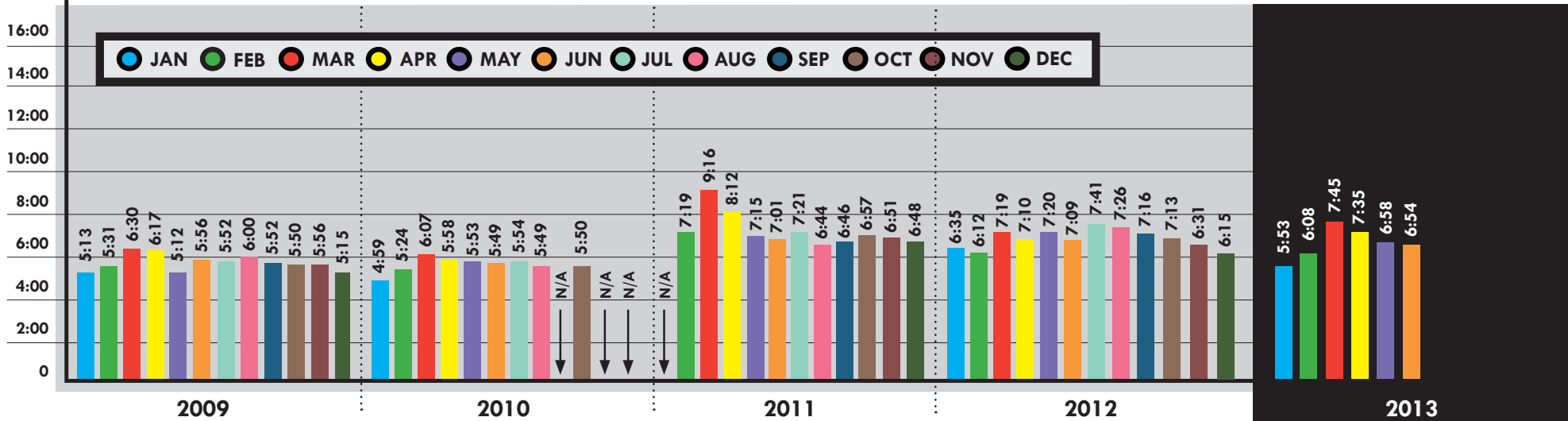


The average talk time continues to decline as we had expected it would. This is the natural result of new team members becoming accustomed to the call taking procedures. It has now dropped below 2012 levels and we expect this level of performance to continue.

**JUN**

## 2009 - 2013

### Average Talk Time (BY MONTH)



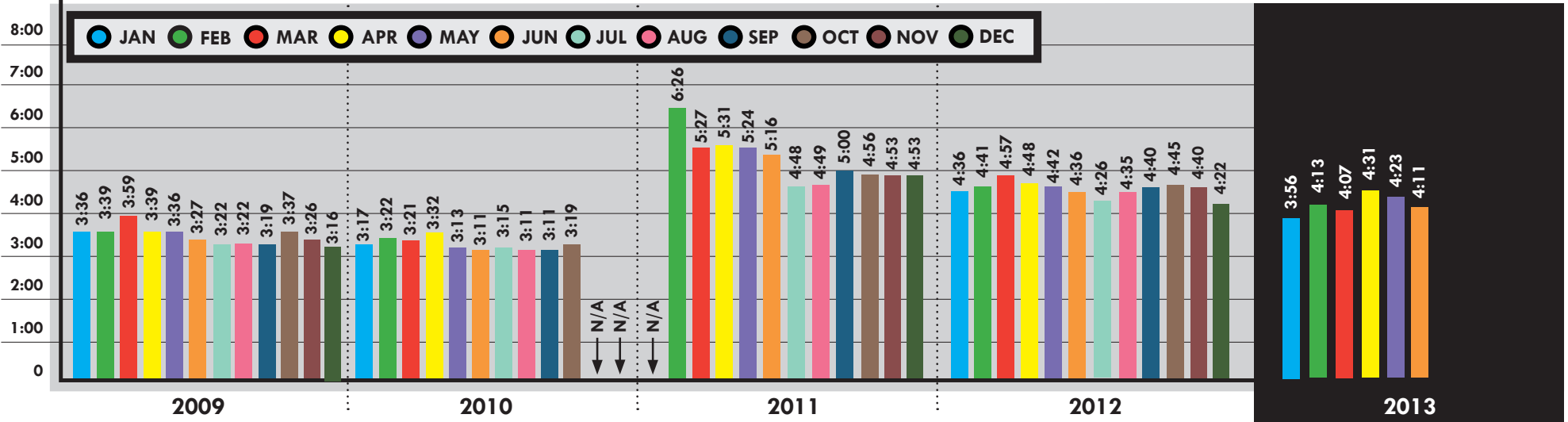
# IOWA ONE CALL DASHBOARD

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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2009 - 2013

Average Time per Ticket (BY MONTH)



Time per ticket remains lower than it was in 2012.

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# IOWA ONE CALL DASHBOARD

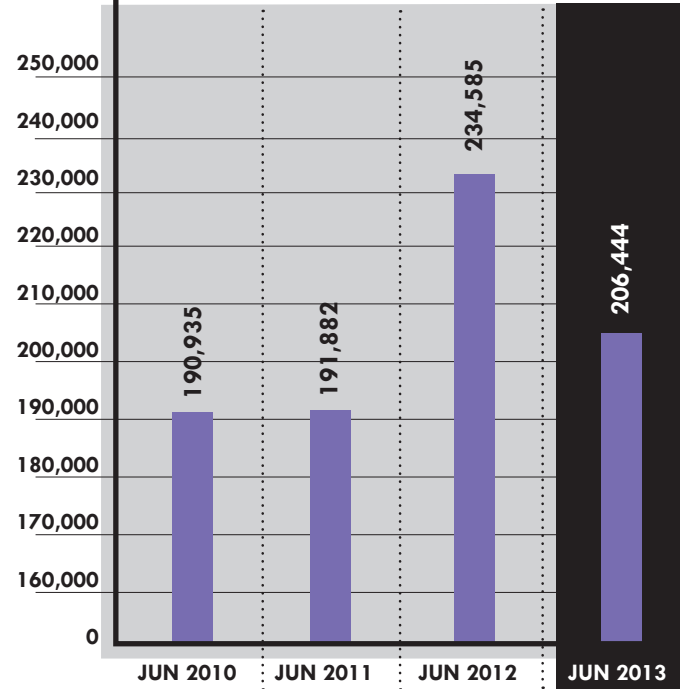
**JUN**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

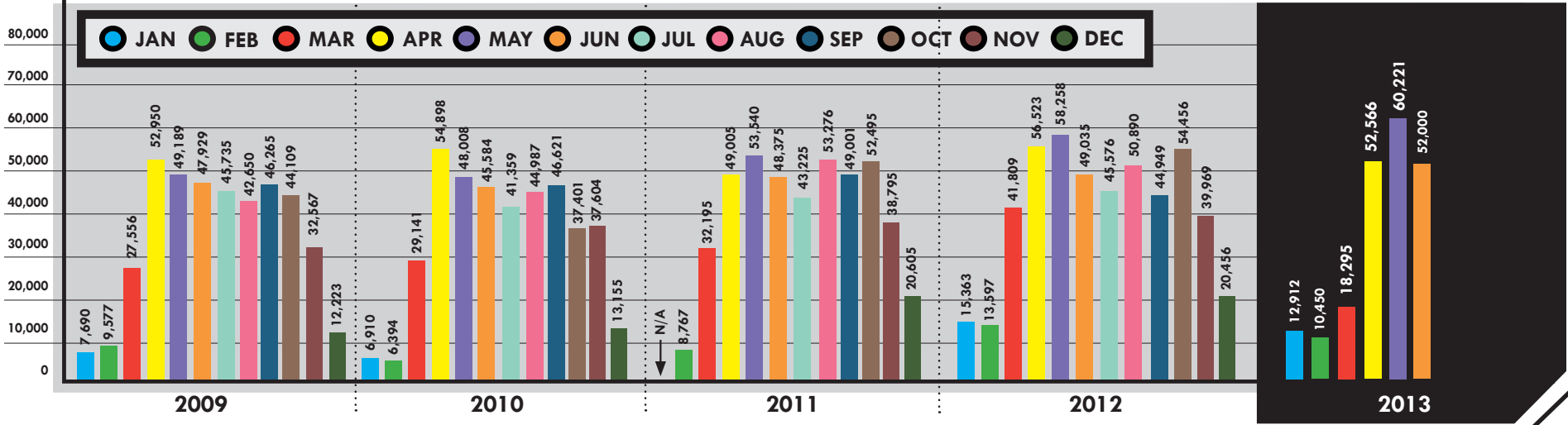
This incoming ticket volumes, have again fallen below 2012 levels. If this trend continues, it is likely that 2013 ticket volume will be lower than that experienced in 2012.

**JUN**

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



2009 - 2013  
Incoming Ticket Totals (BY MONTH)



# IOWA ONE CALL DASHBOARD

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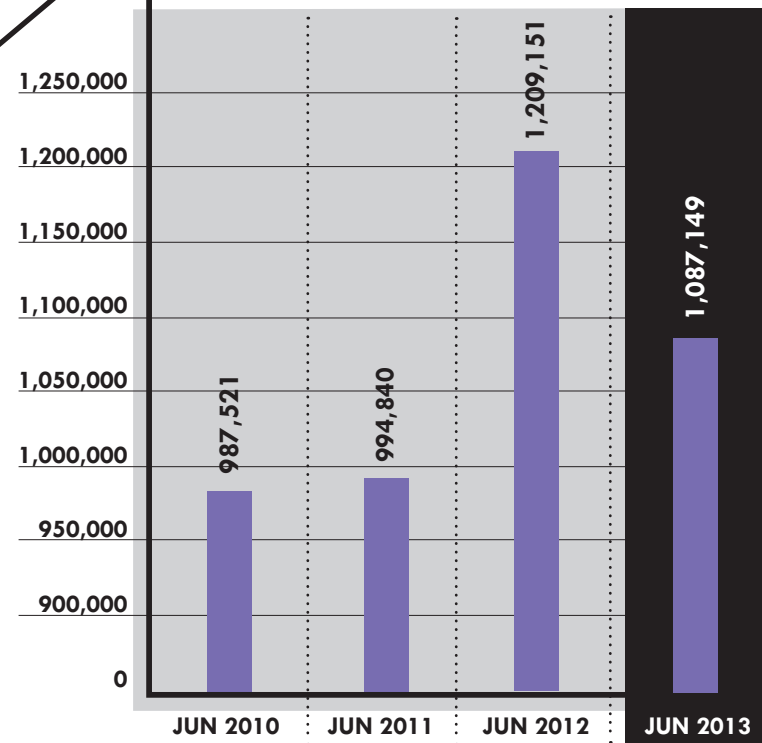
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Outgoing ticket totals follow the pattern set by incoming tickets.

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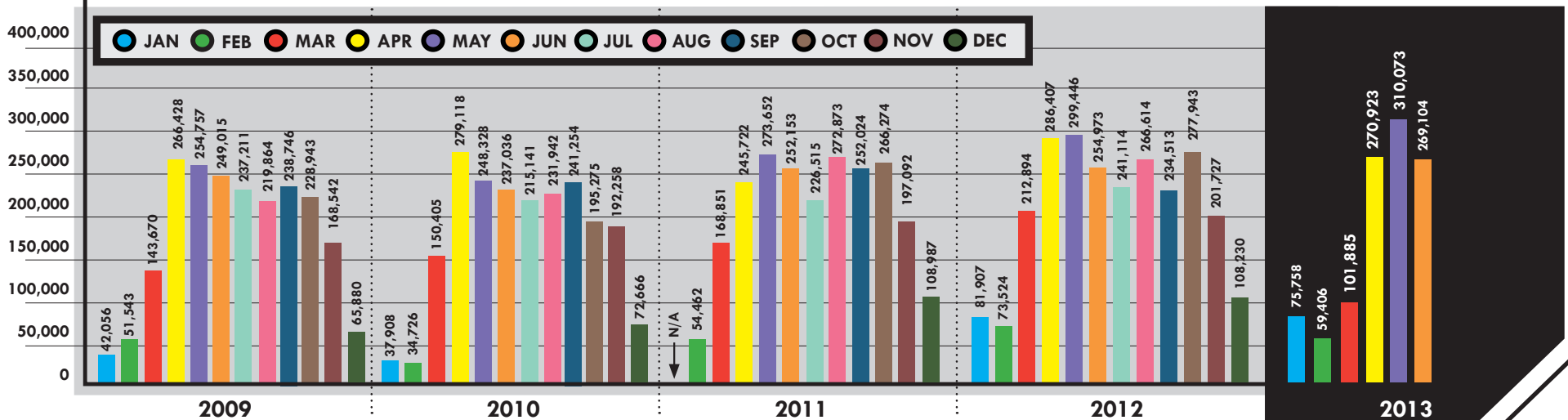
2010 - 2013

● Outbound Ticket Totals (Y-T-D)



2009 - 2013

● Outbound Ticket Totals (BY MONTH)



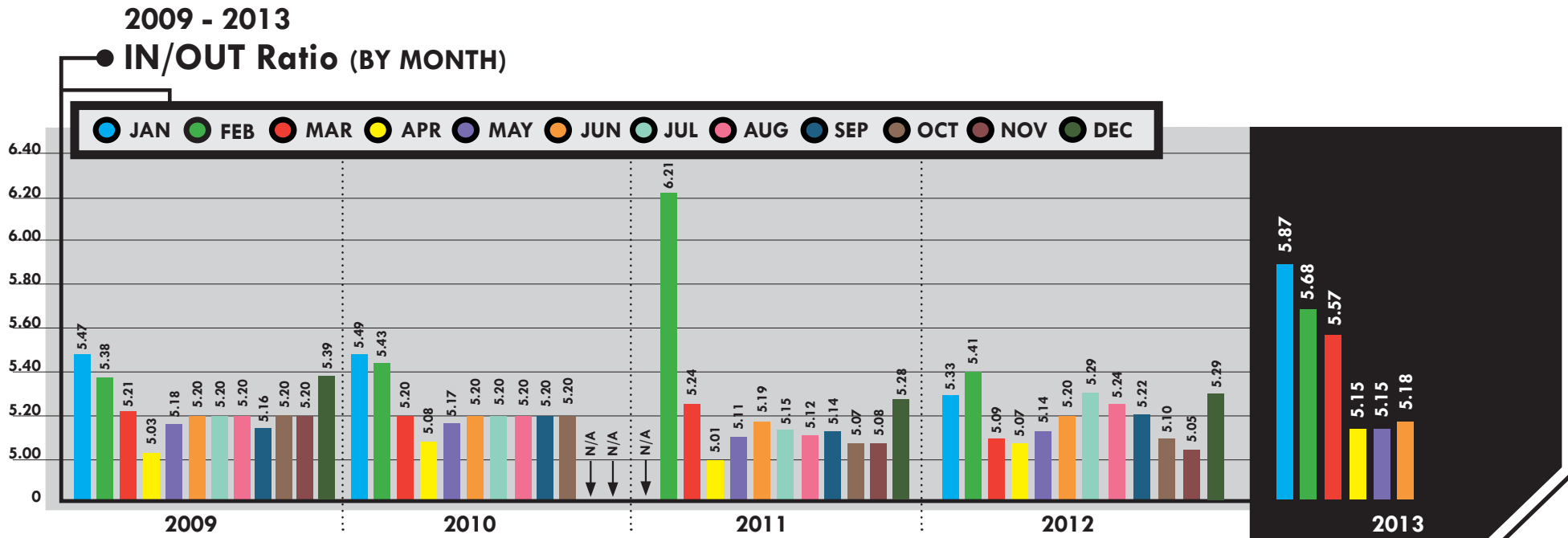
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

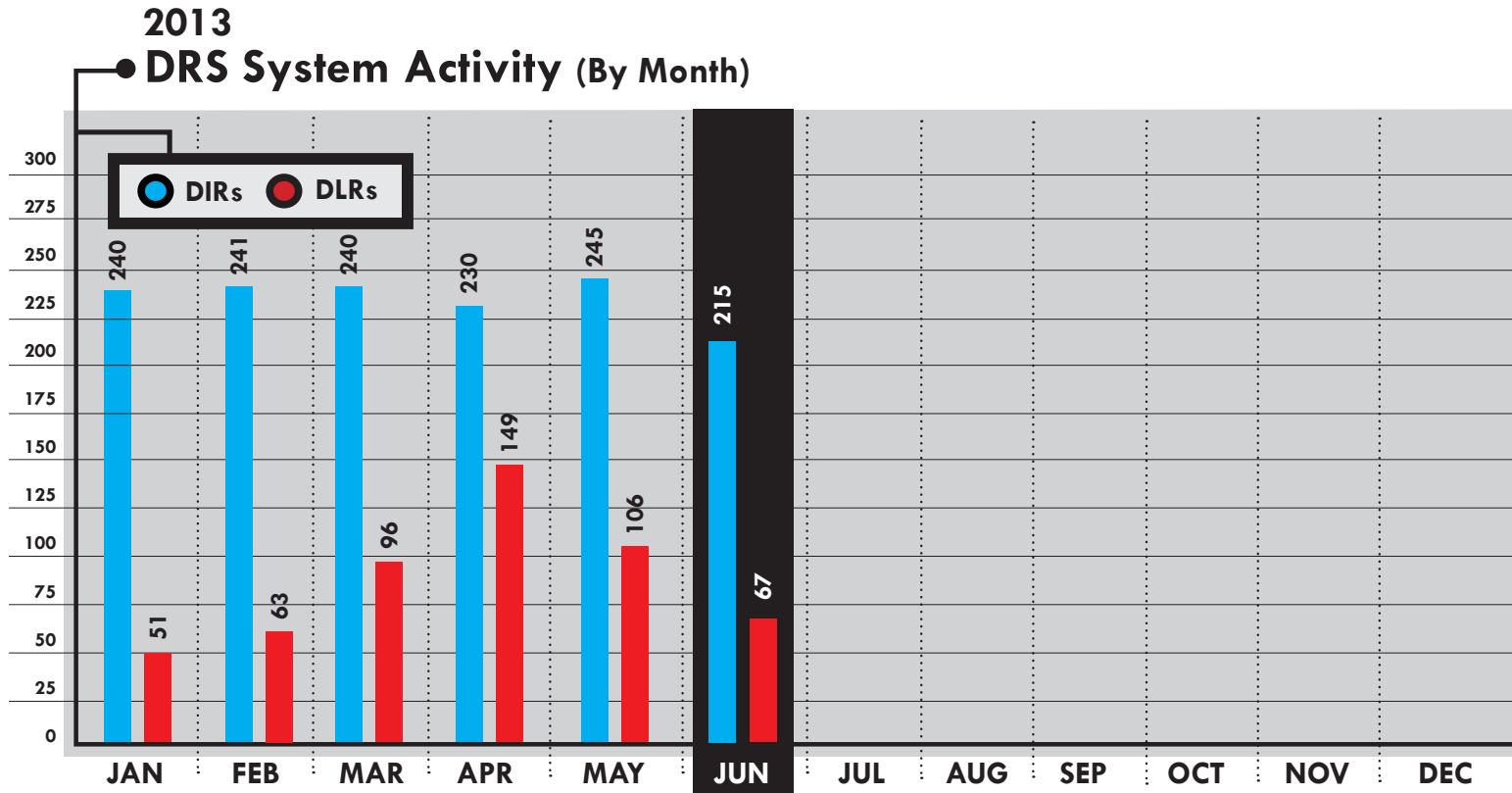
The in/out ratio has declined significantly since the beginning of the year and is very close to that experienced in 2012.

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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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**JUN**

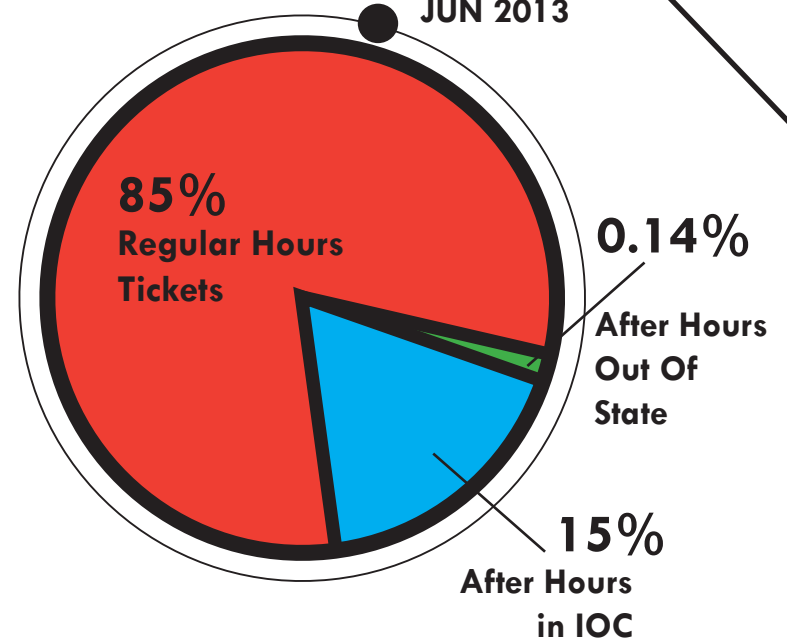
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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.

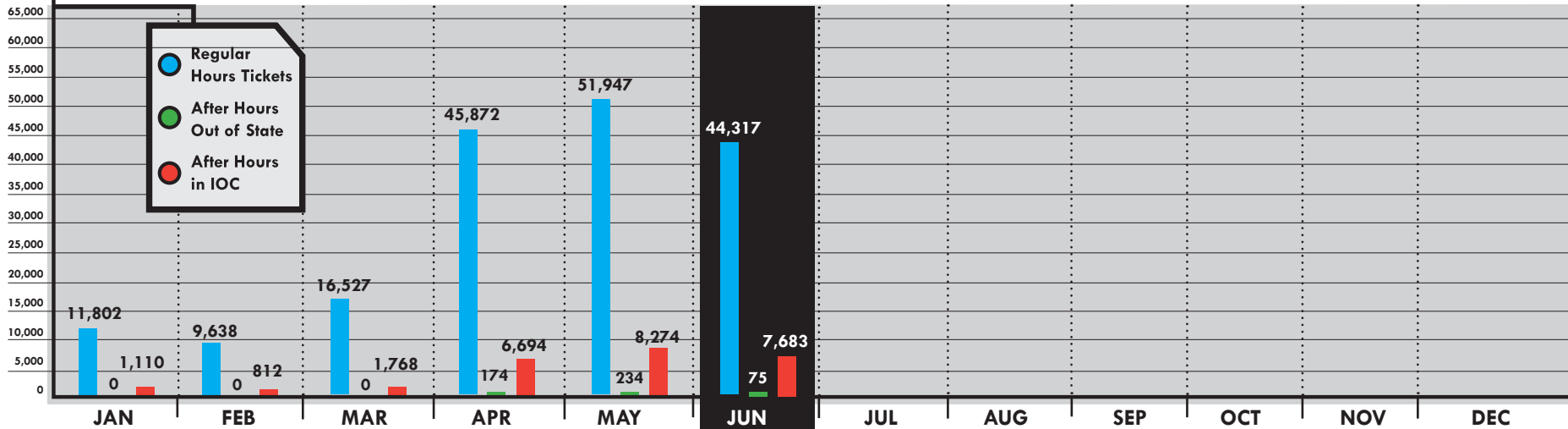
**JUN**

**After Hours Analysis JUN 2013**



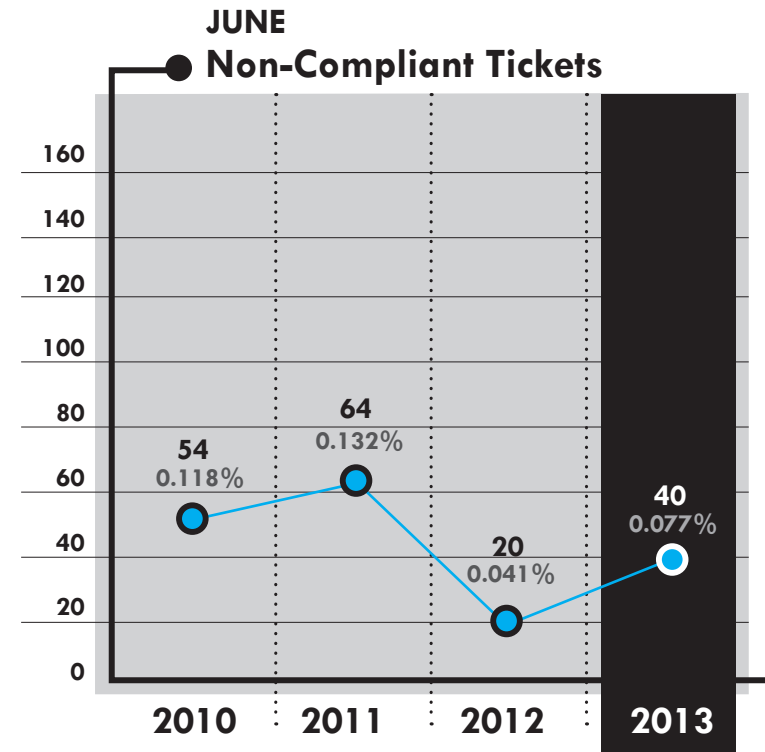
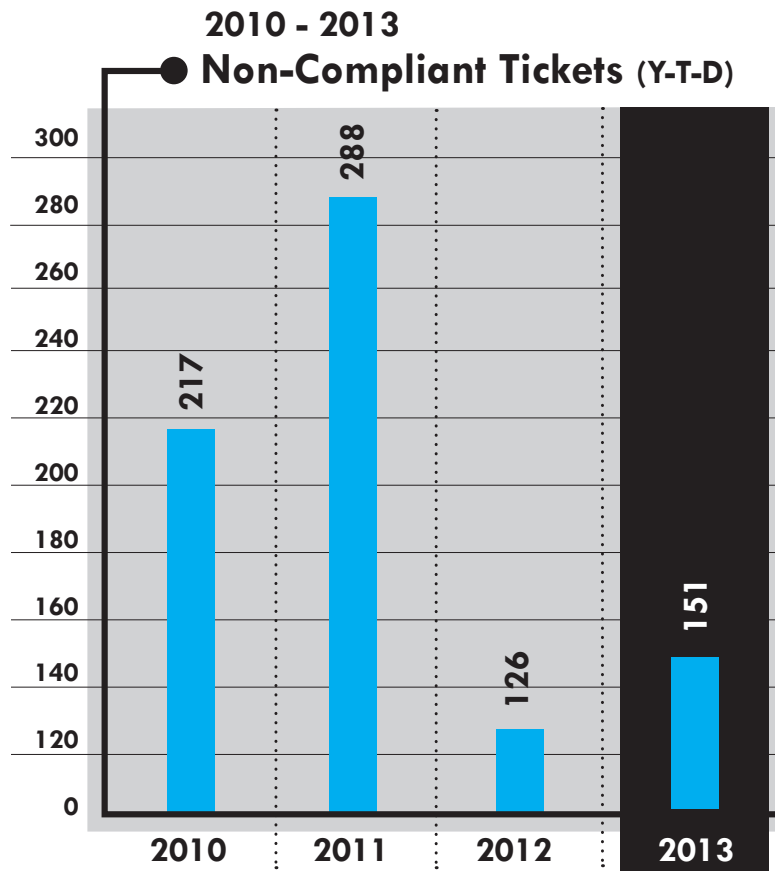
**2013**

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



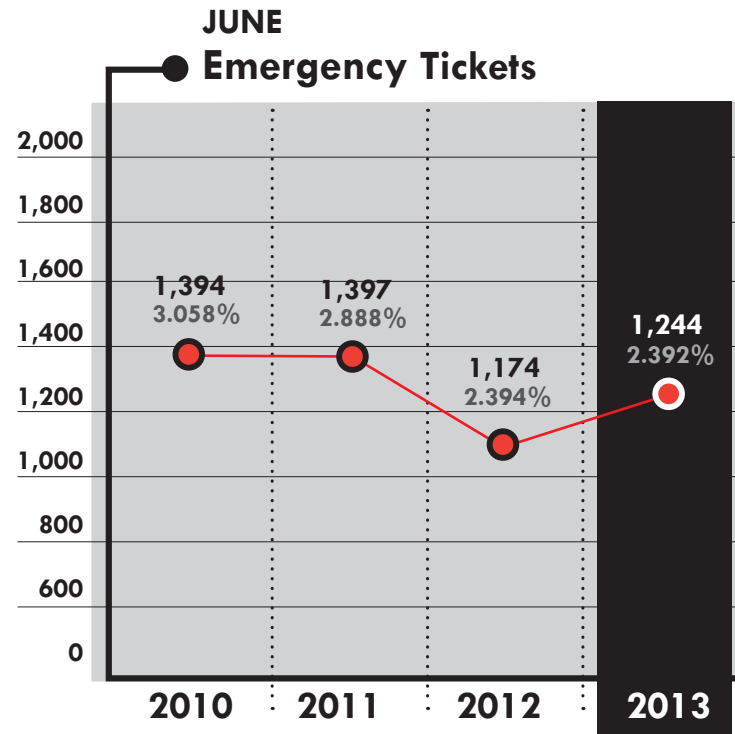
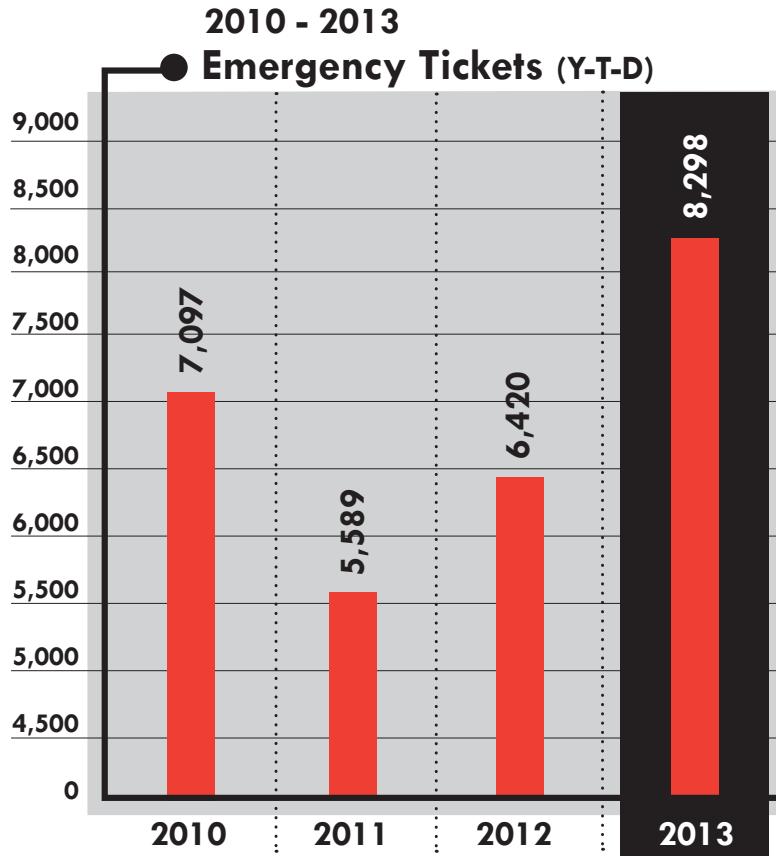
The number of non-compliant tickets remains significantly below historical levels. The reasons for this decrease are unclear, but we suspect most find it a welcome change.

JUN



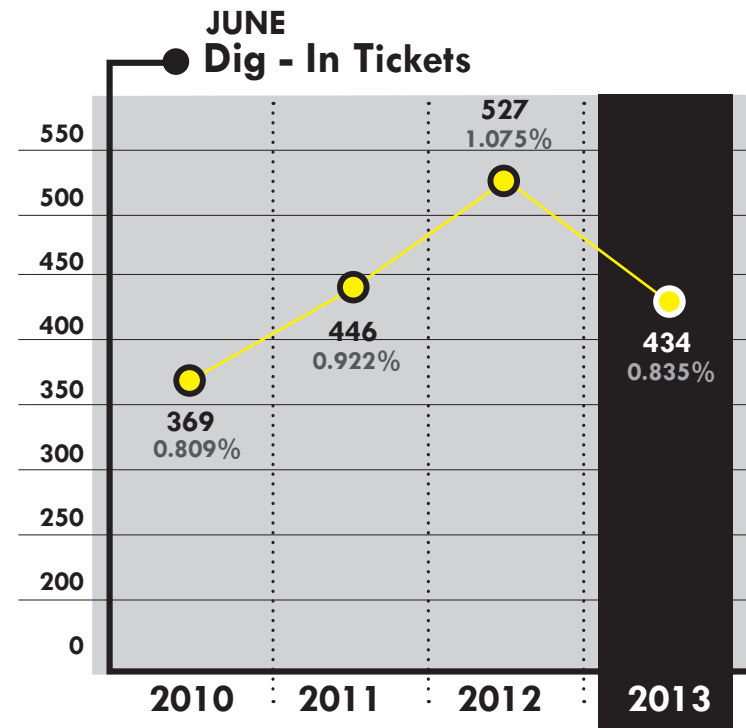
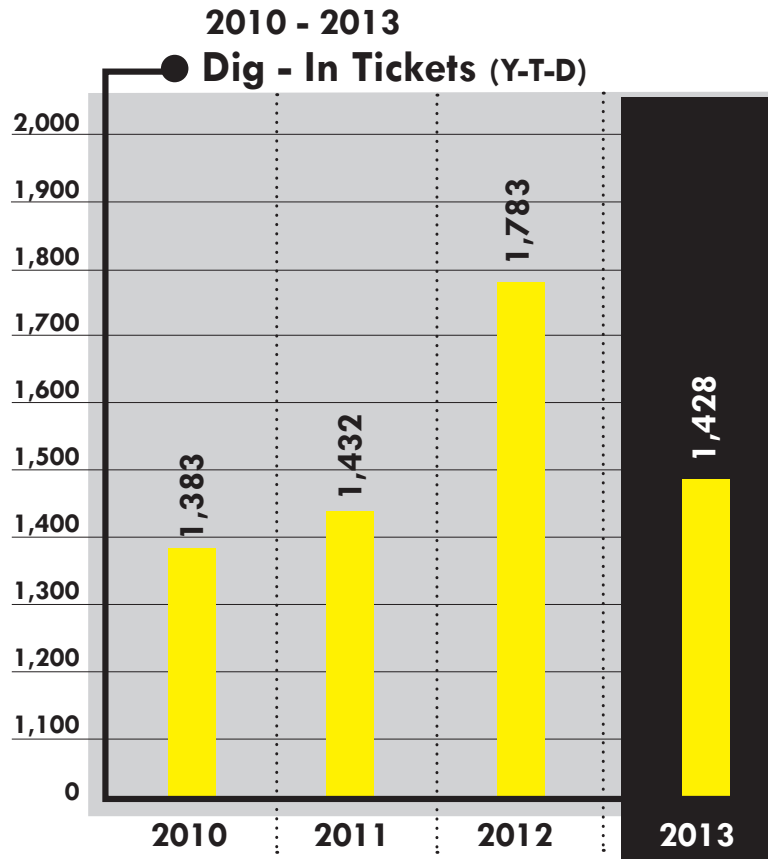
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The number of dig-in tickets is once again lower than in 2012.

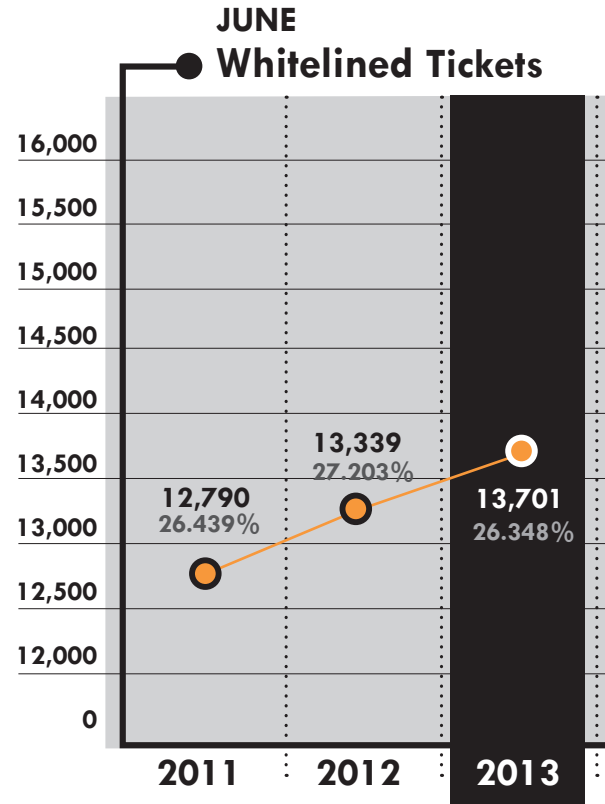
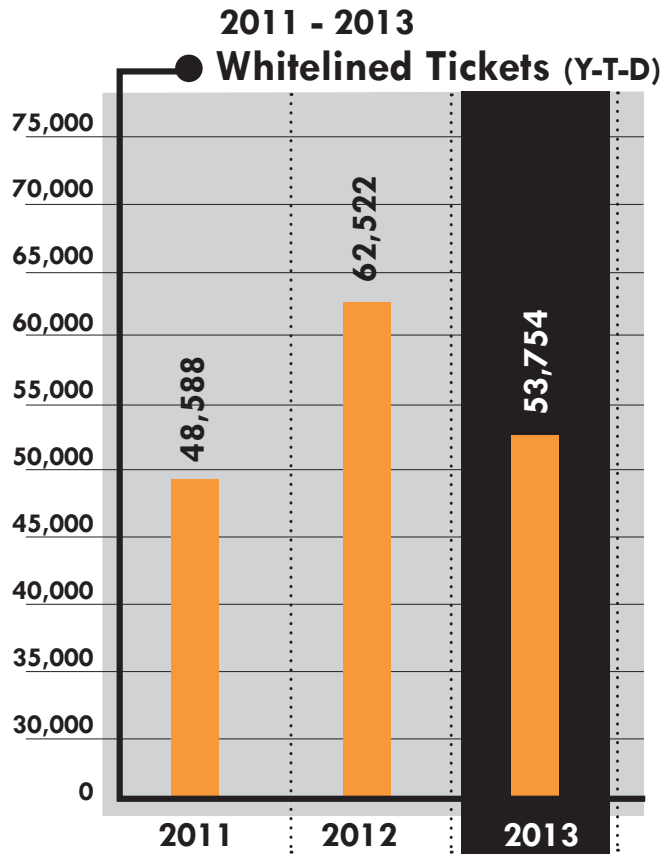
**JUN**





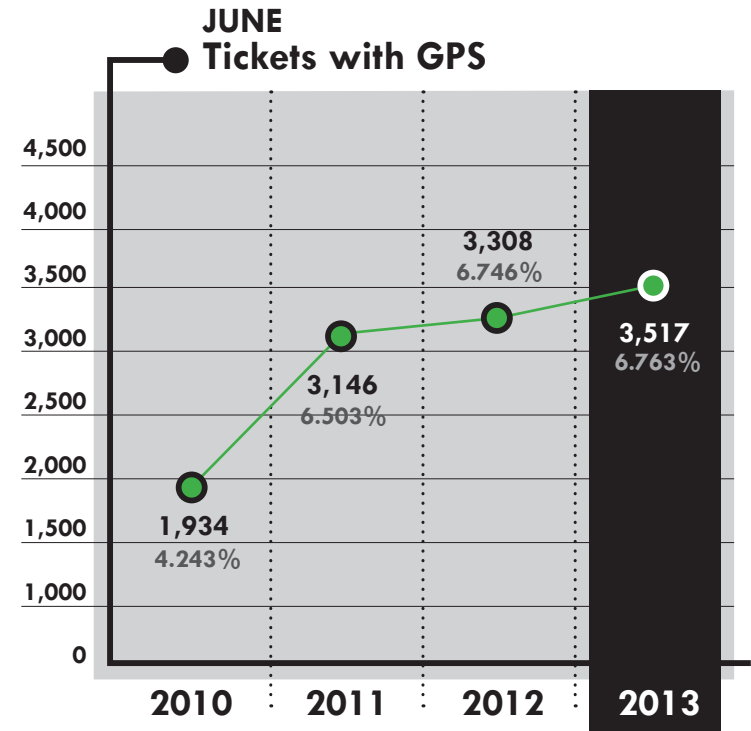
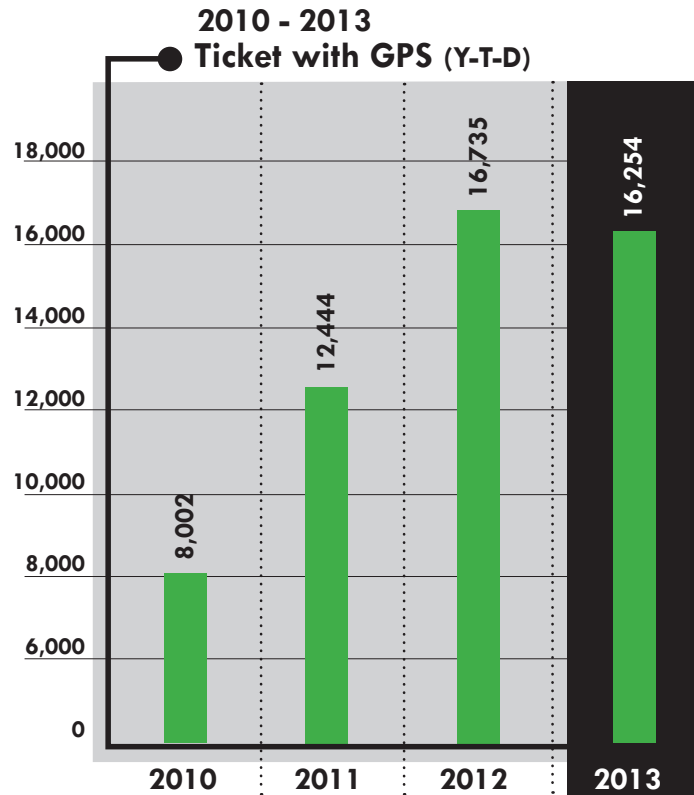
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The percentage of tickets bearing GPS coordinates continues to increase even though overall ticket volume is lower. We suspect this is due as much to increased awareness among excavators as it is ease of use in the call center and on ITIC.

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