

IOWA ONE CALL DASHBOARD

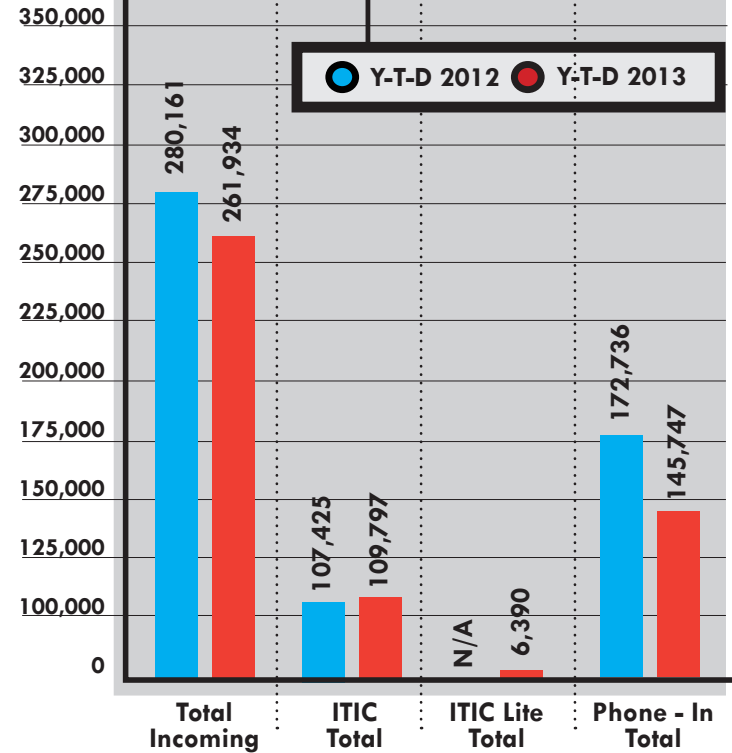
JUL

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

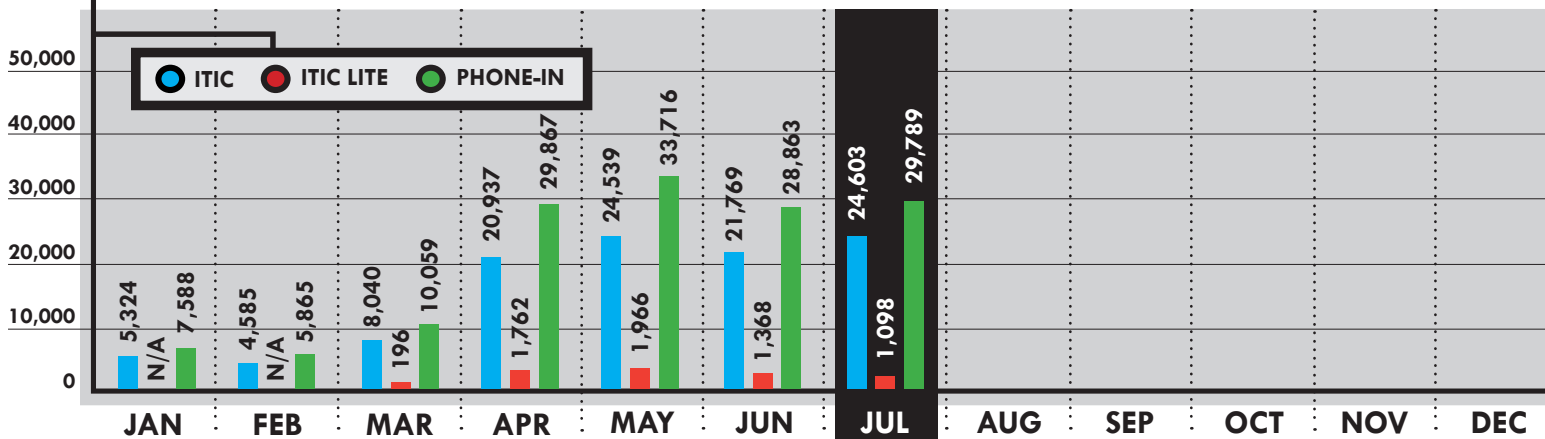
ITIC usage remains strong in 2013. Evidence of this can be seen in that ITIC usage remains higher than 2012 levels even though overall incoming ticket volume is lower.

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



2013
ITIC Activity (BY MONTH)



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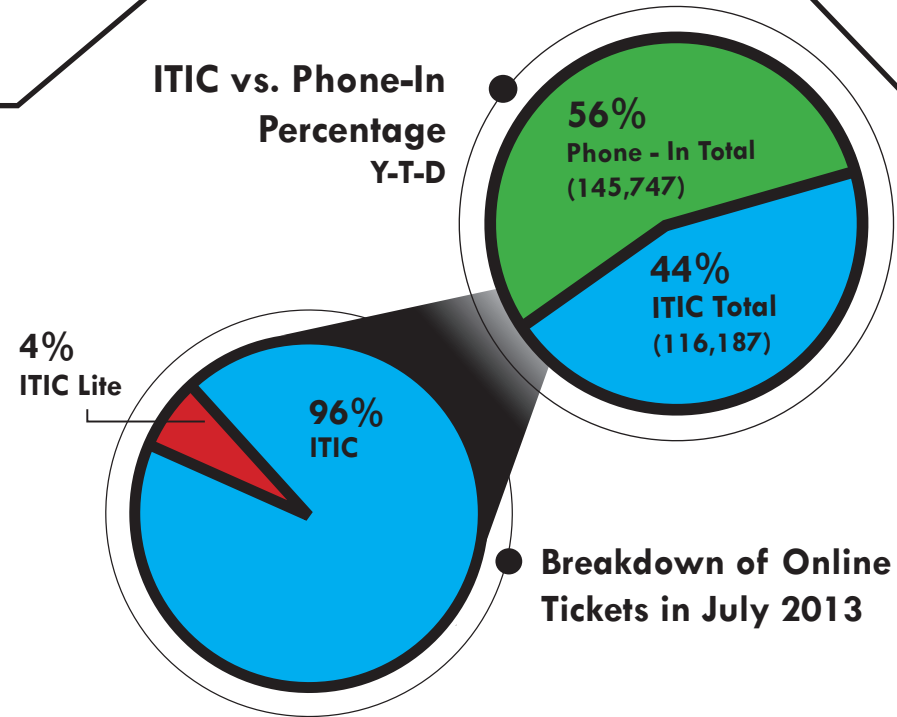
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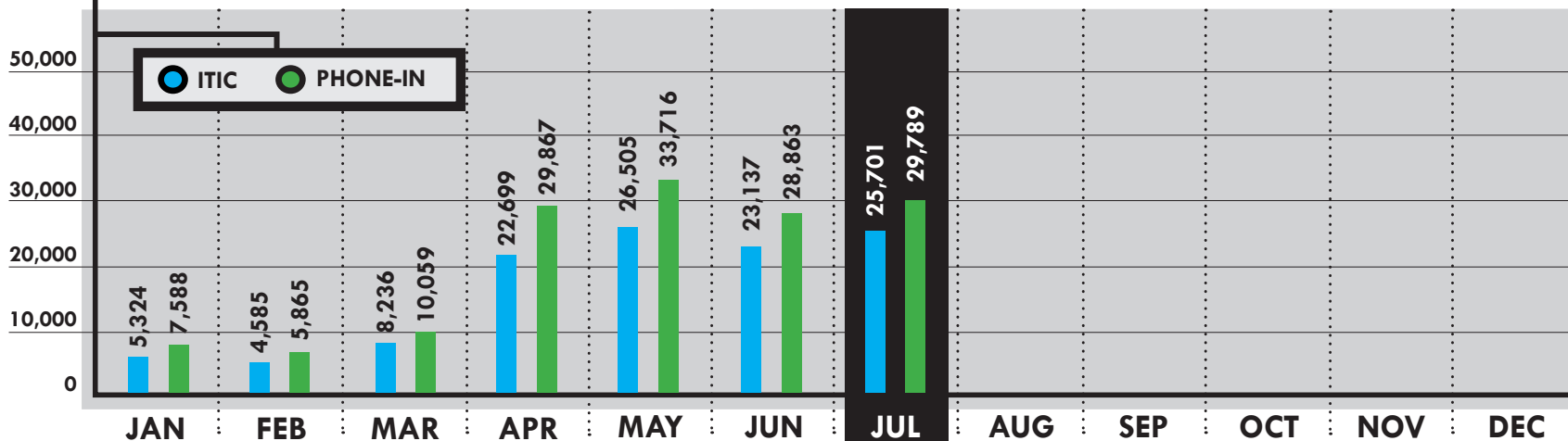
Your ITIC percentage continues strong in 2013. More than 40% of the total incoming ticket volume has been submitted through ITIC. ITIC Lite usage remains strong and accounts for 6% of all Internet tickets received in June.

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



2013
ITIC vs. Phone-In



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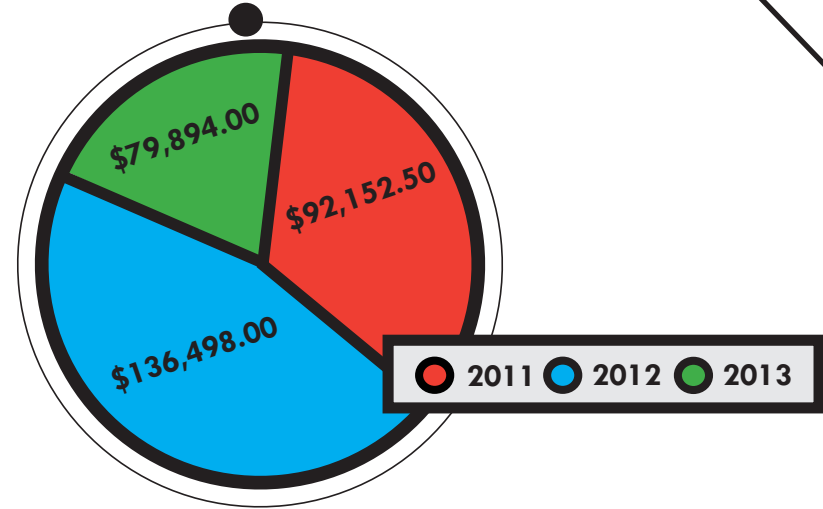
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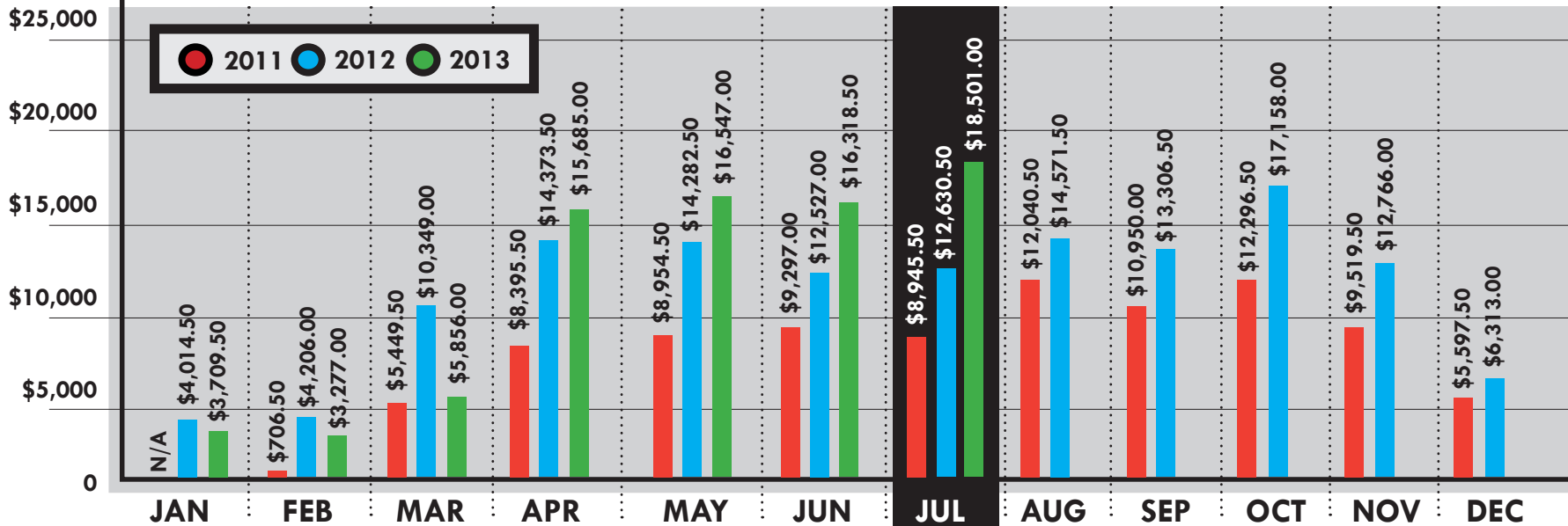
In January, we introduced a new chart containing information on the value of the ITIC discount that is a part of the agreement between OCC and IOC. It's easy to see how each and every ITIC ticket entered helps IOC's reduce the overall cost of operation.

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Iowa One Call Total ITIC Discount



2011 - 2013 ITIC Discount Summary



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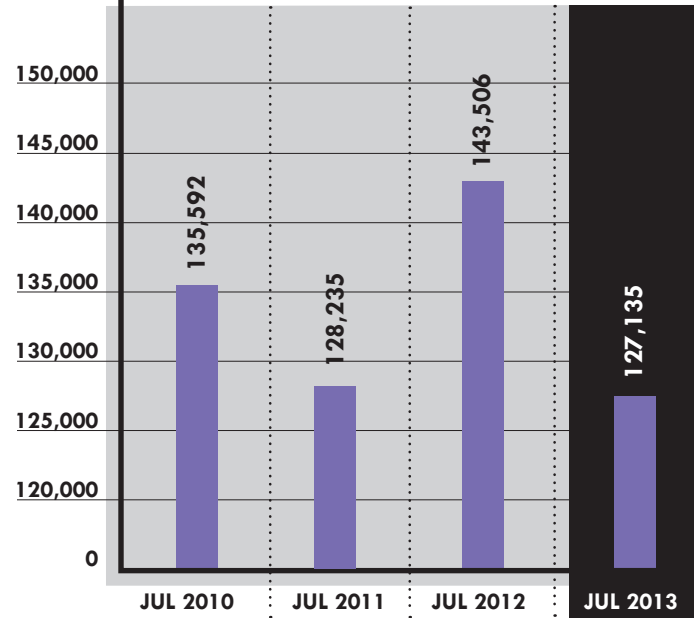
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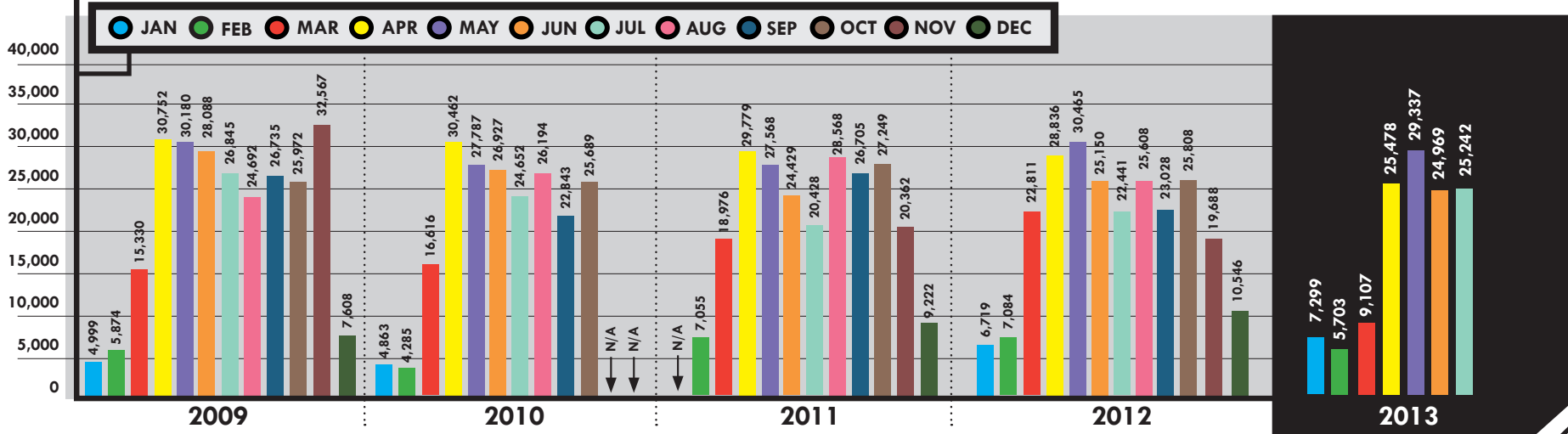
Comparative call volume from 2013 to 2012 still remains lower overall. July 2013 call volume is significantly lower than it was in 2012.

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



2009 - 2013
Total Incoming Calls (BY MONTH)



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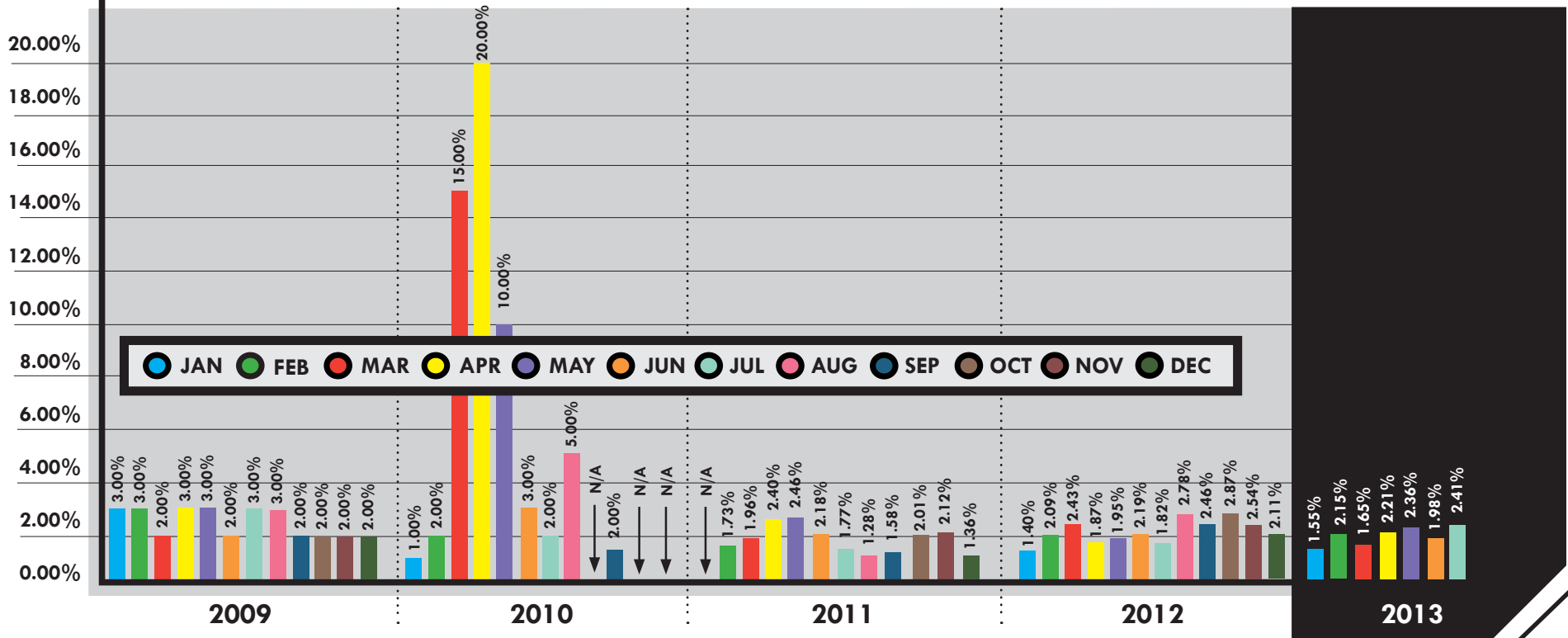
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

The abandonment rate, like the Average Speed to answer, remains within contract and historical levels.

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2009 - 2013

● Calls Abandoned (BY MONTH)

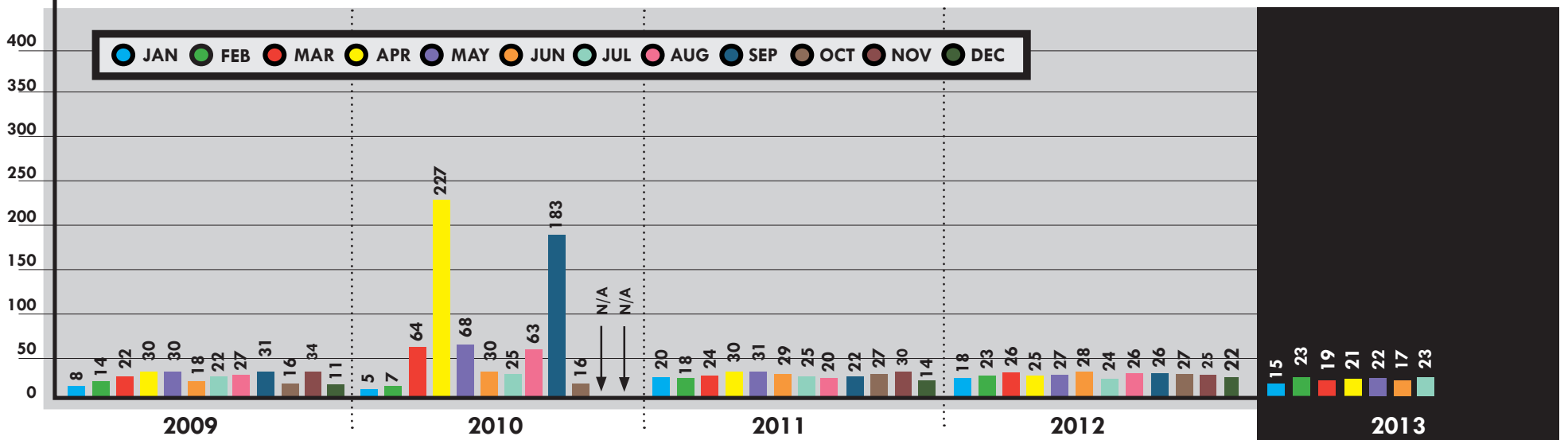


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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2009 - 2013

Average Speed to Answer (BY MONTH)

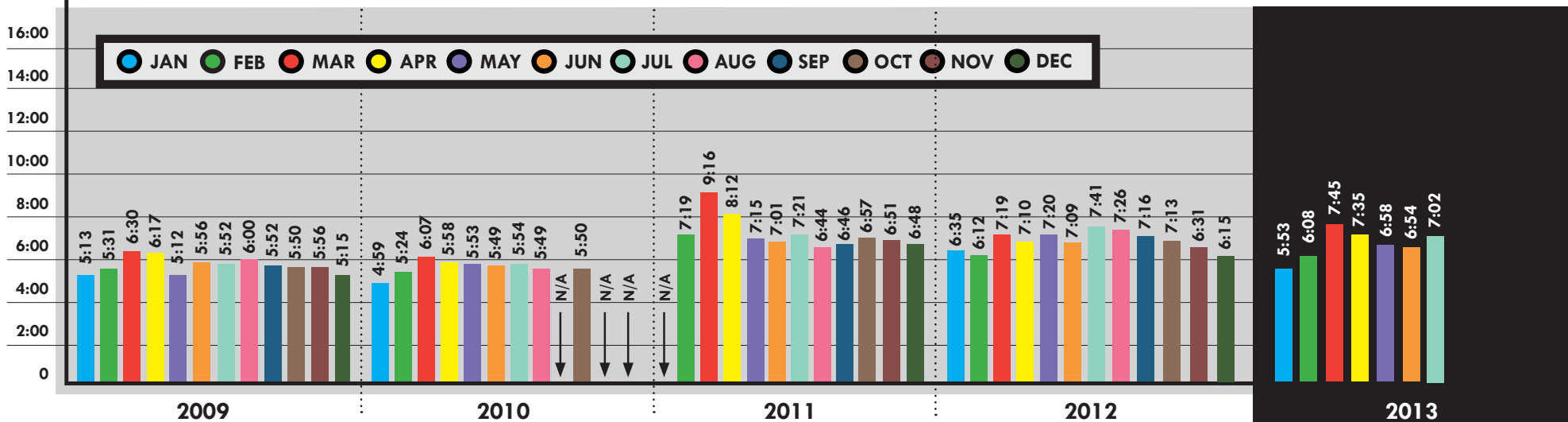


The average talk time continues to remain lower than 2012 levels. The slight up-tick this month is most likely attributable to two things: midsummer vacations by excavators, leaving less experienced staff to call in and a significant increase in the percentage of tickets filed by homeowners.

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2009 - 2013

Average Talk Time (BY MONTH)



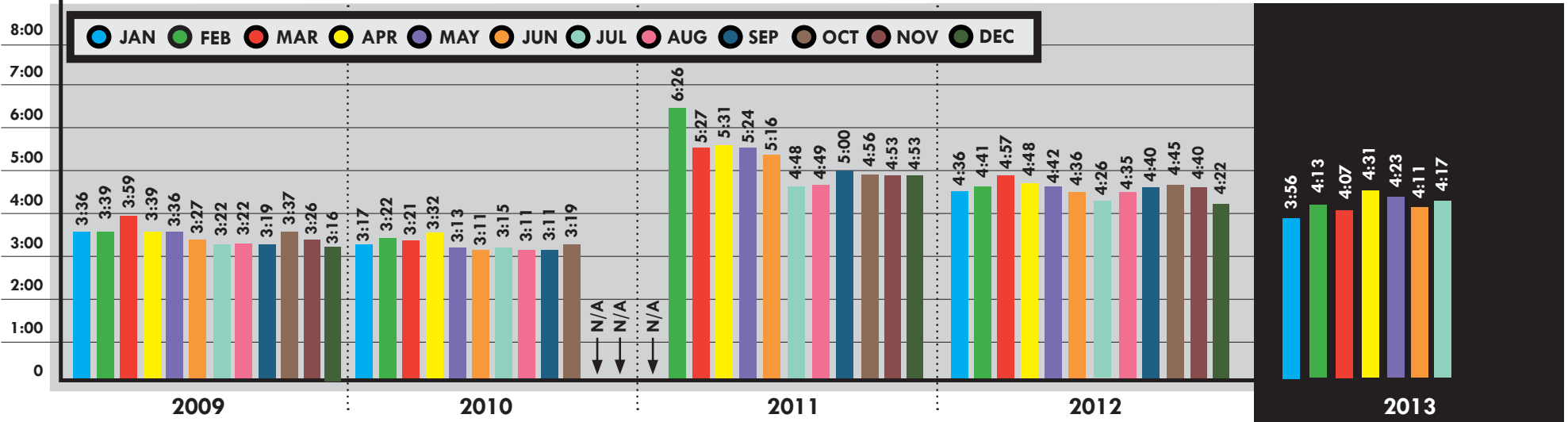
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2009 - 2013

Average Time per Ticket (BY MONTH)



Time per ticket remains lower than it was in 2012.

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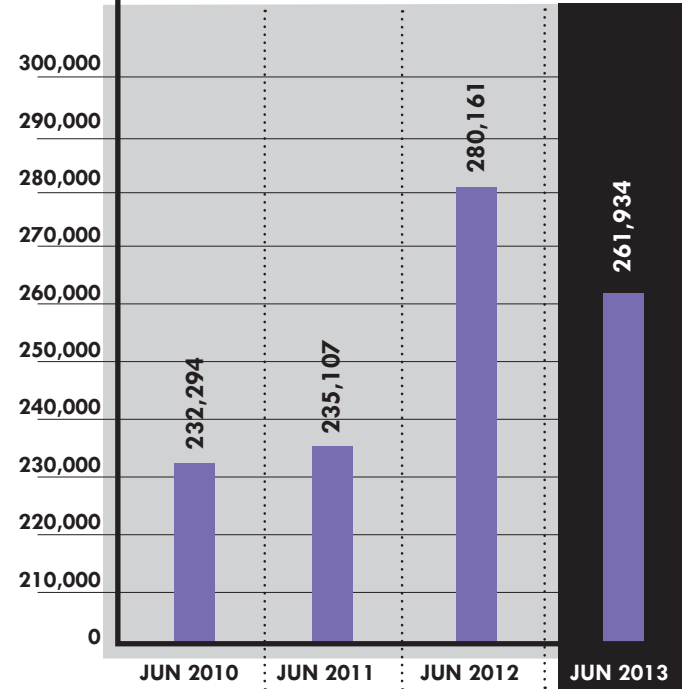
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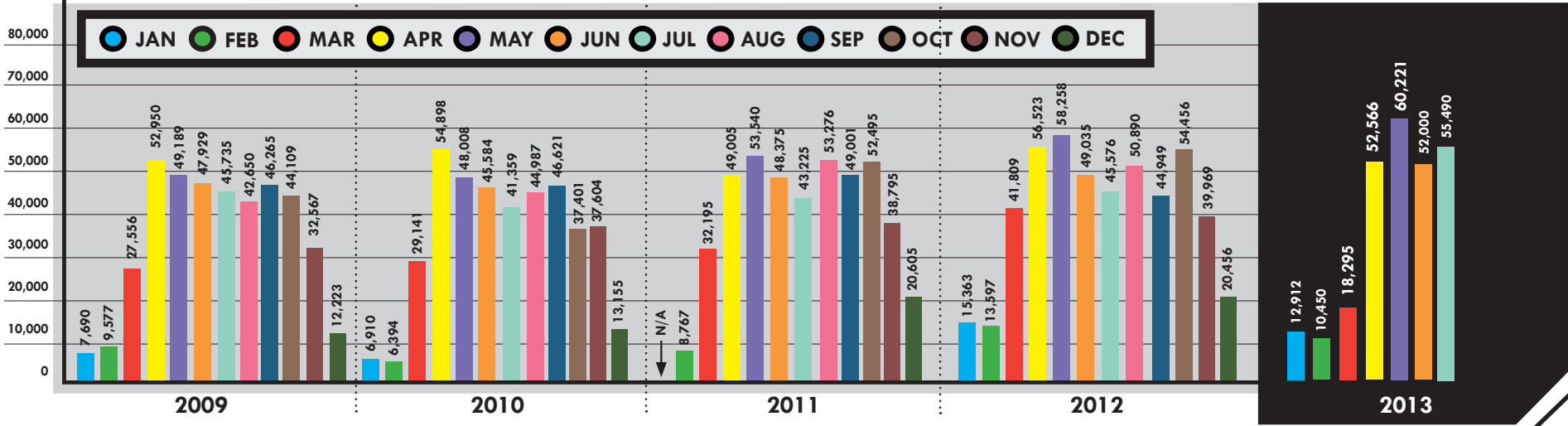
The incoming ticket volumes remain below 2012 levels. Unless there is a significant increase in volume during the remaining months of 2013, ticket volume will be lower than in 2012.

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



2009 - 2013
Incoming Ticket Totals (BY MONTH)



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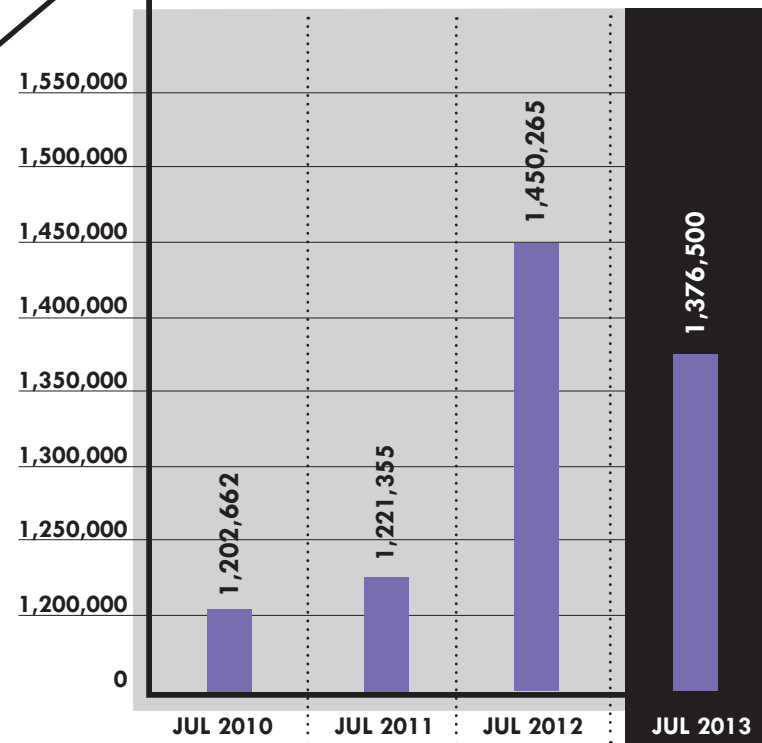
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Outgoing ticket totals follow the pattern set by incoming tickets.

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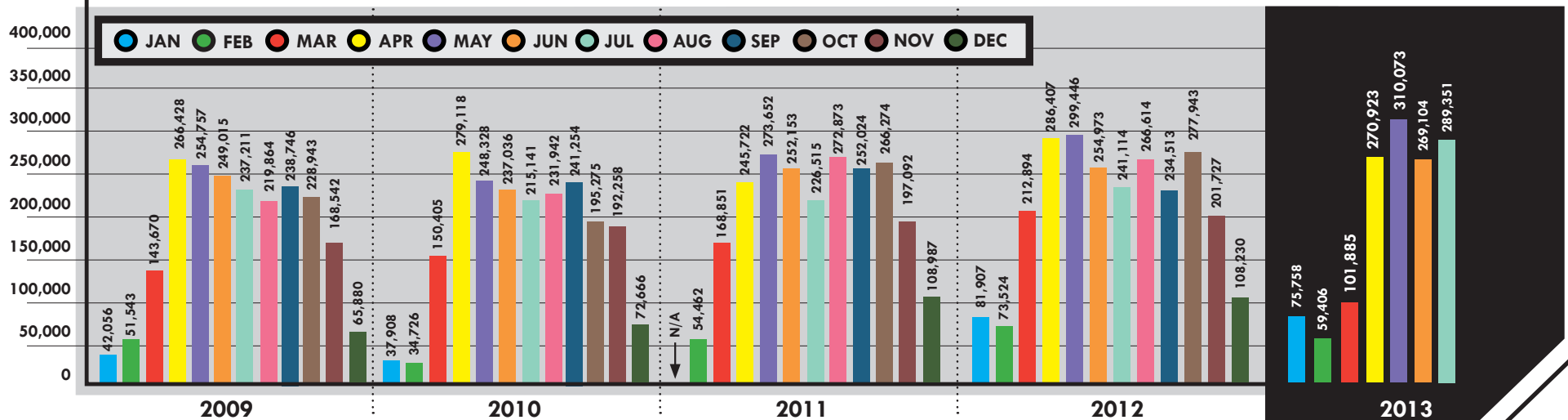
2010 - 2013

● Outbound Ticket Totals (Y-T-D)



2009 - 2013

● Outbound Ticket Totals (BY MONTH)



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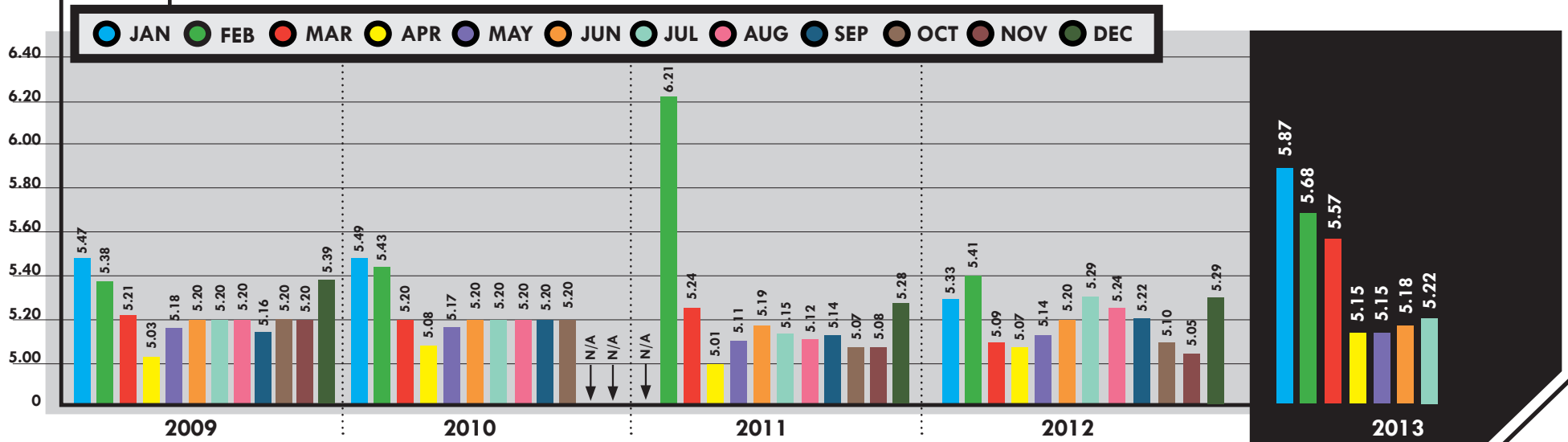
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The in/out ratio has declined significantly since the beginning of the year and has remained similar to that experienced in 2012.

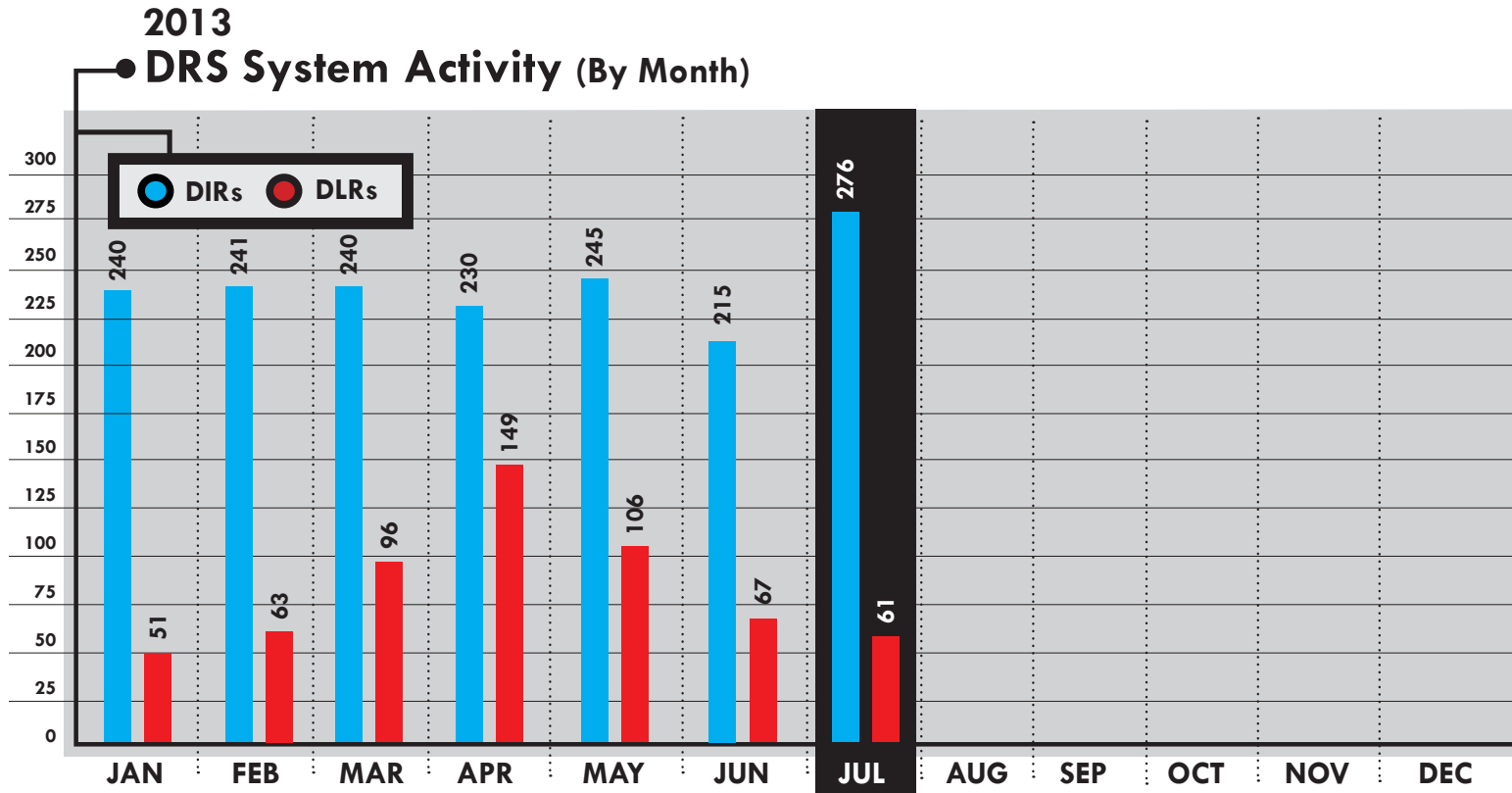
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2009 - 2013

● IN/OUT Ratio (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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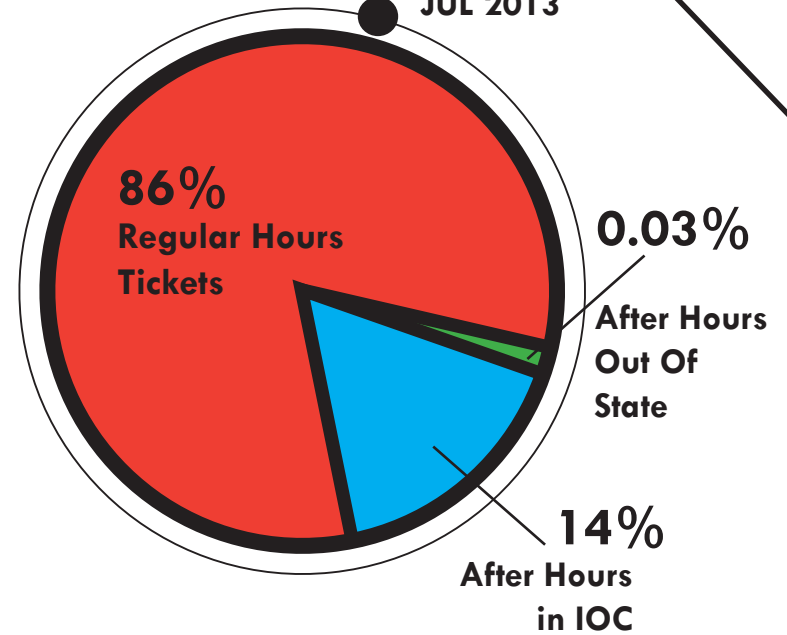
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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.

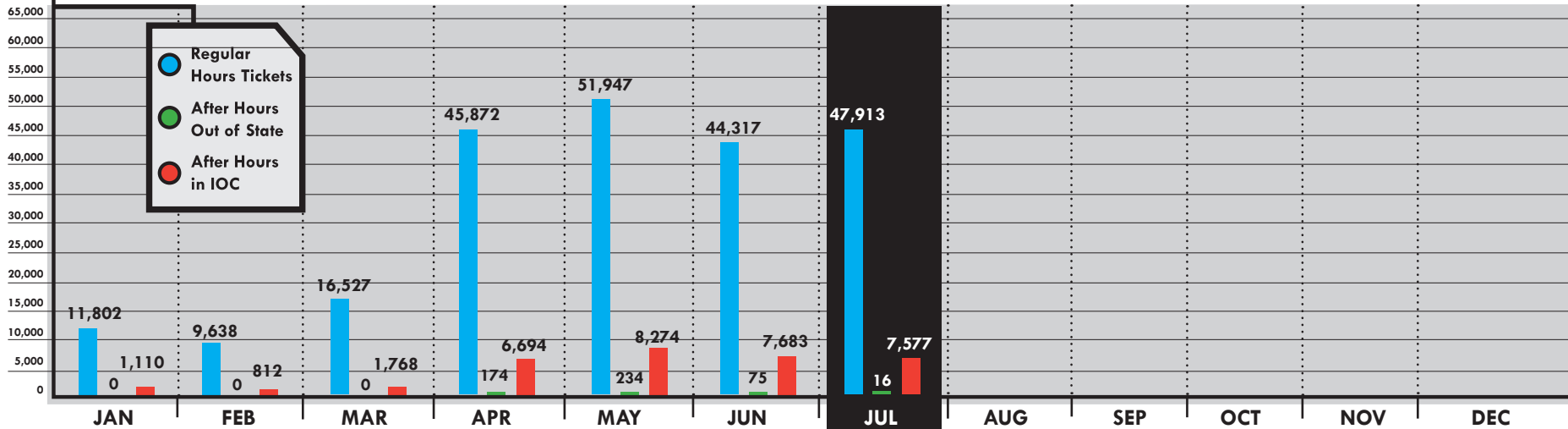
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After Hours Analysis JUL 2013



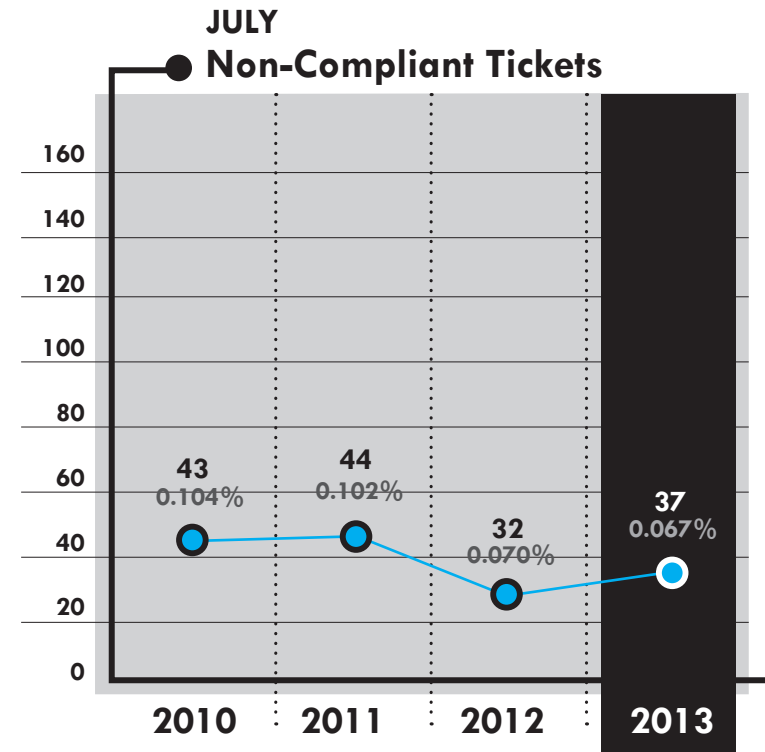
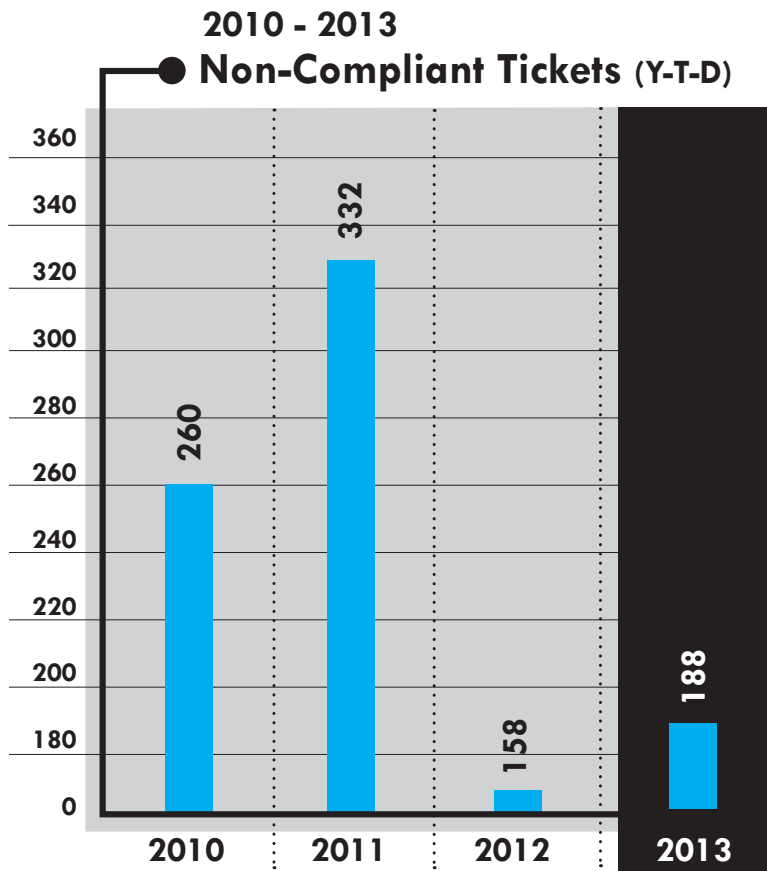
2013

Time of Receipt Analysis (Year To Date)



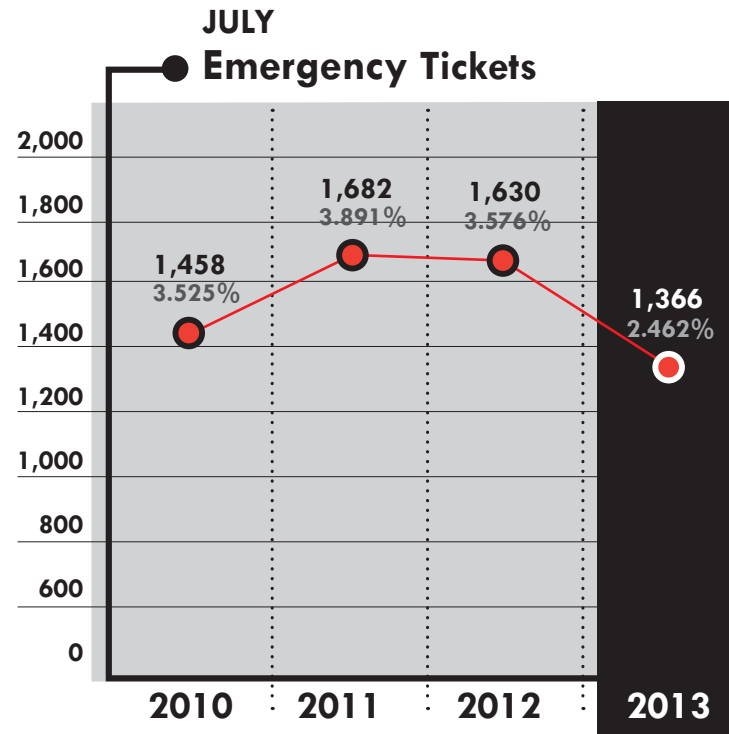
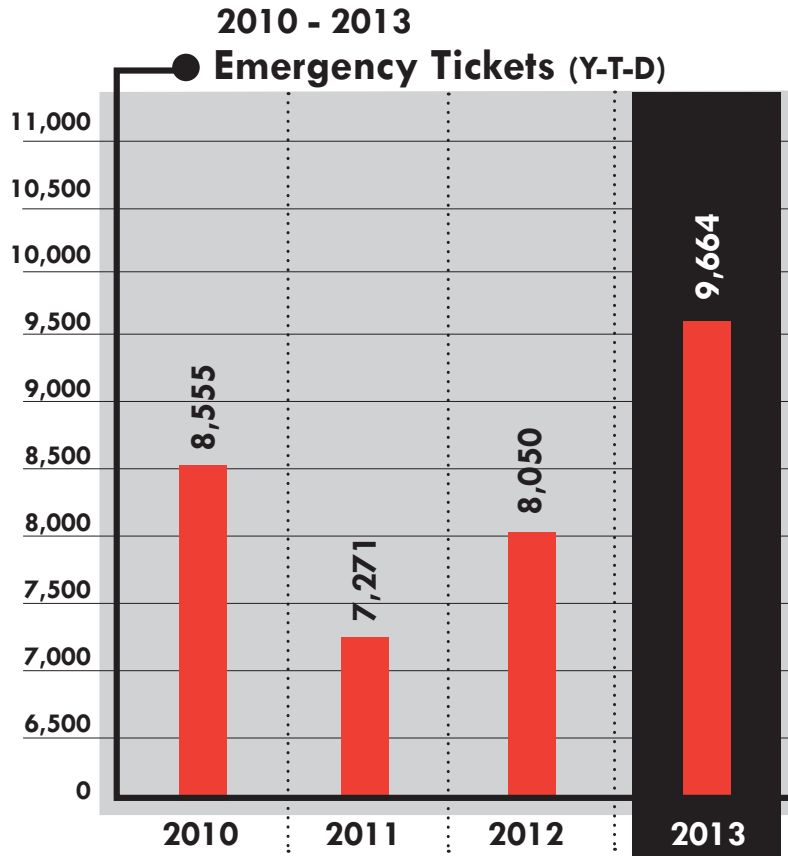
The number of non-compliant tickets rose slightly in July.

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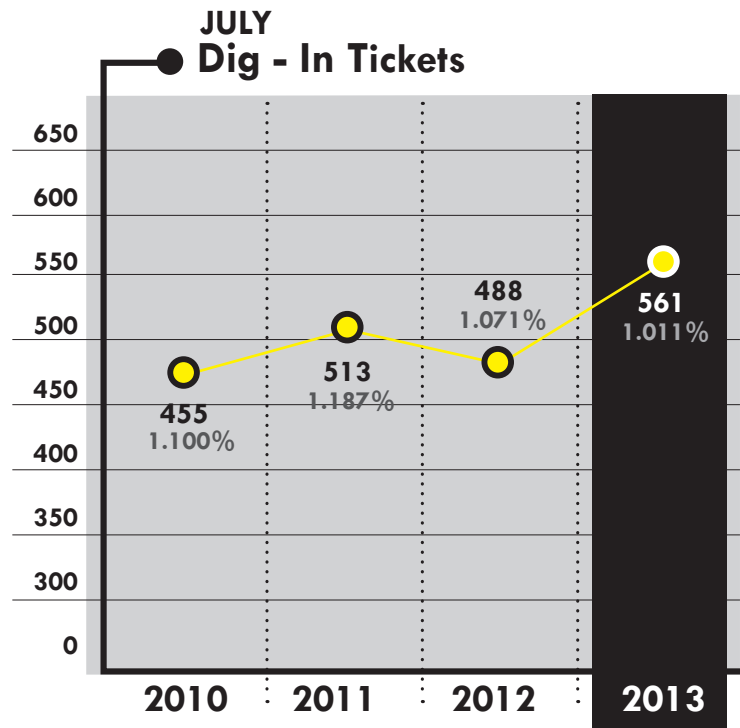
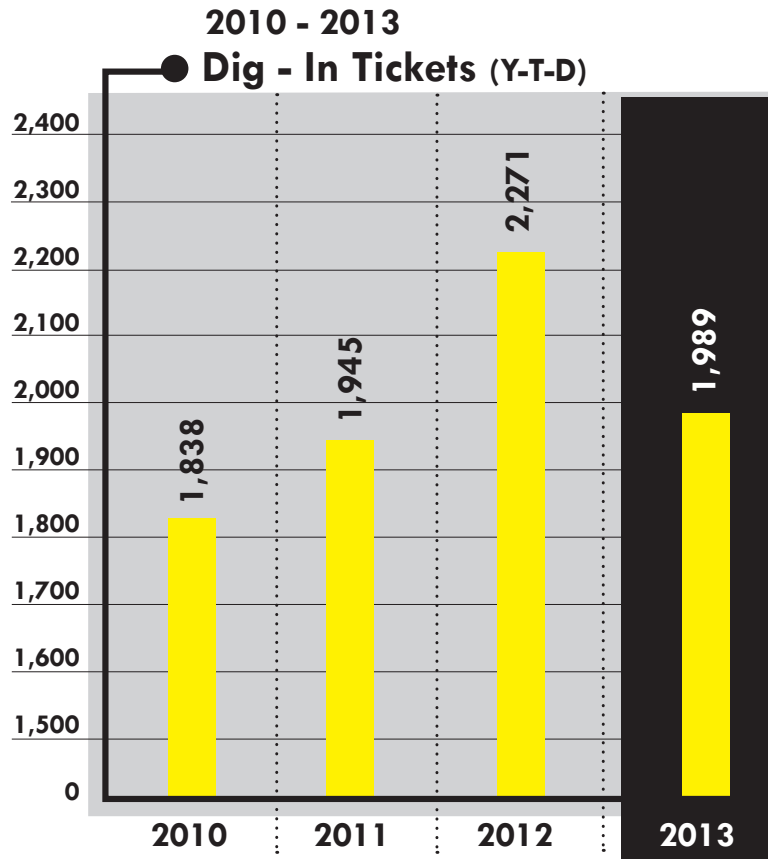


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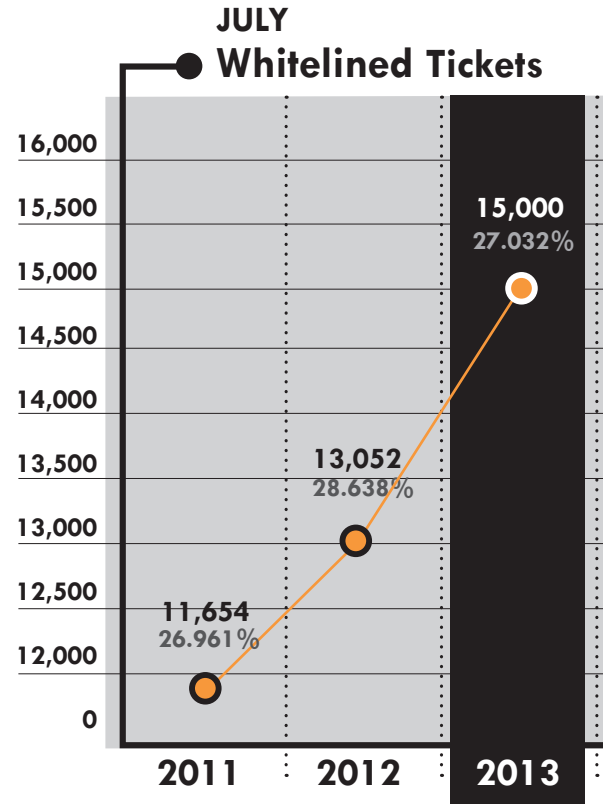
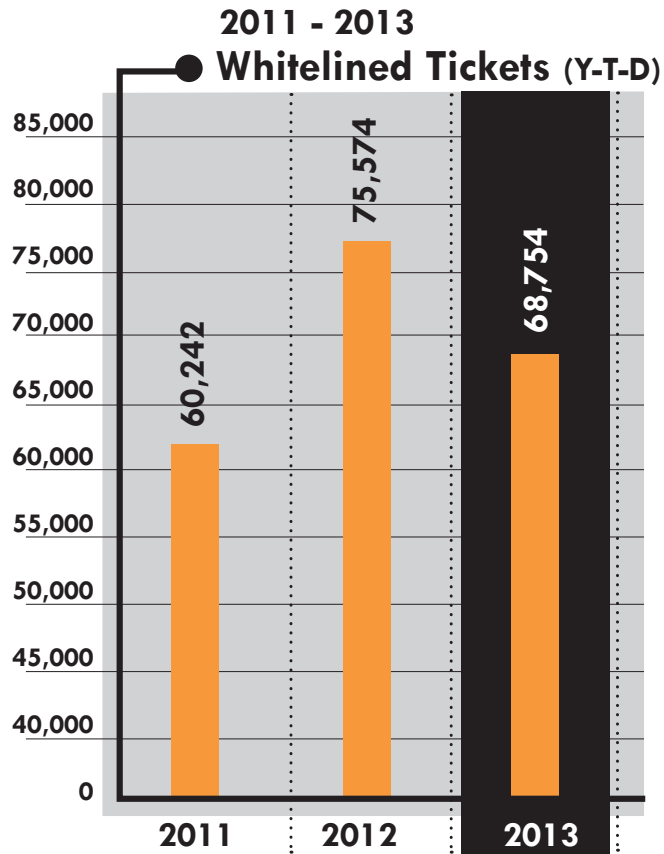
The number of dig-in tickets rose in July but the total remains lower than in 2012.

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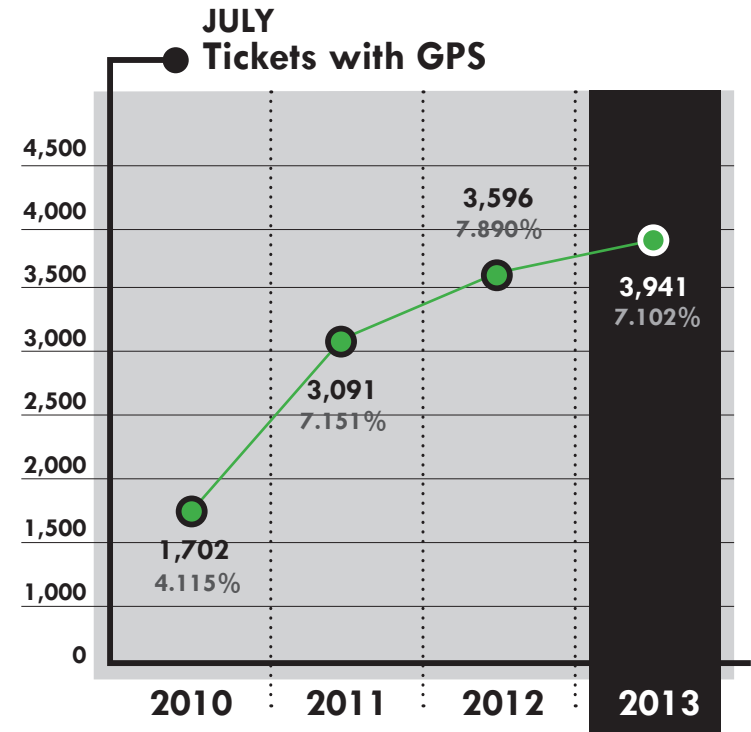
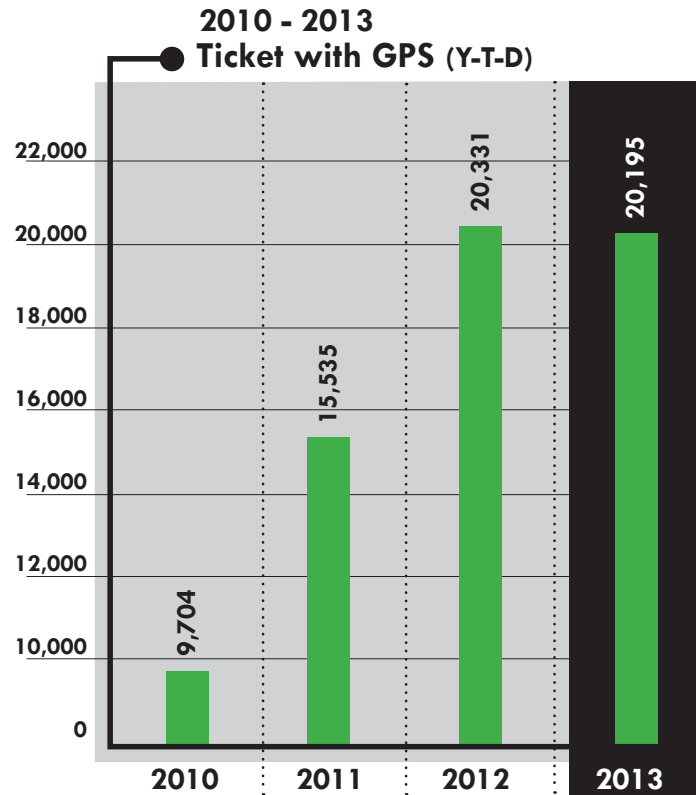
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The percentage of tickets bearing GPS coordinates dipped in July. This may have been affected by the increased percentage of tickets called in by homeowners.

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