

# IOWA ONE CALL DASHBOARD

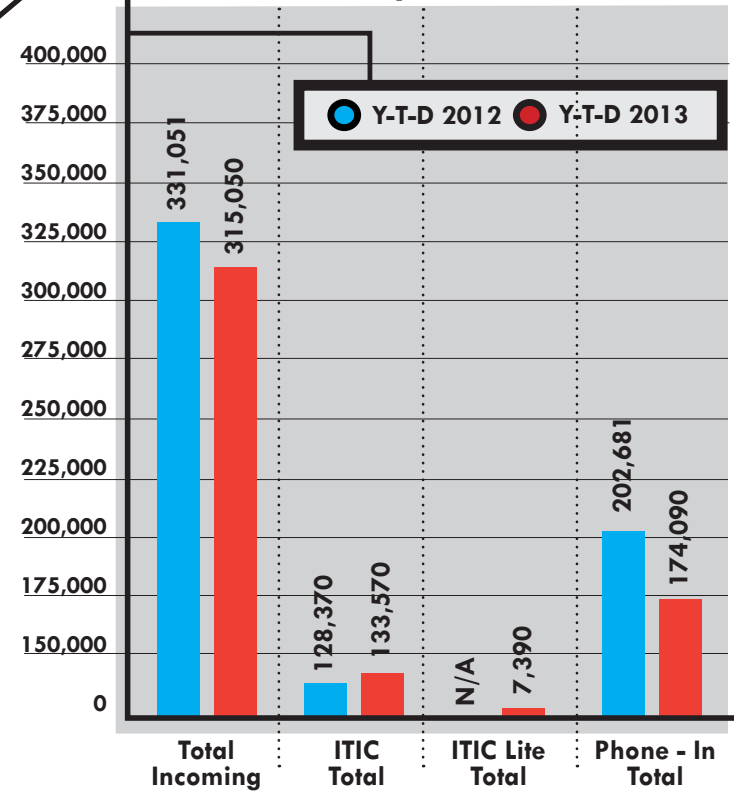
**AUG**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

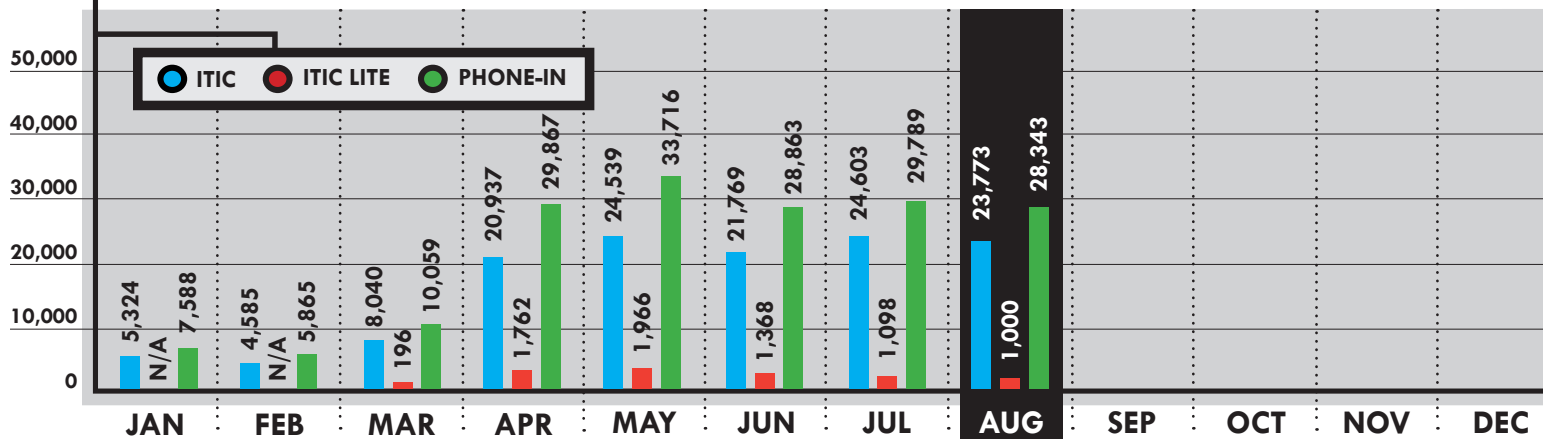
ITIC usage remains strong in 2013. Evidence of this can be seen in that ITIC usage now exceeds 2012 levels even though overall incoming ticket volume is lower.

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



2013  
ITIC Activity (BY MONTH)



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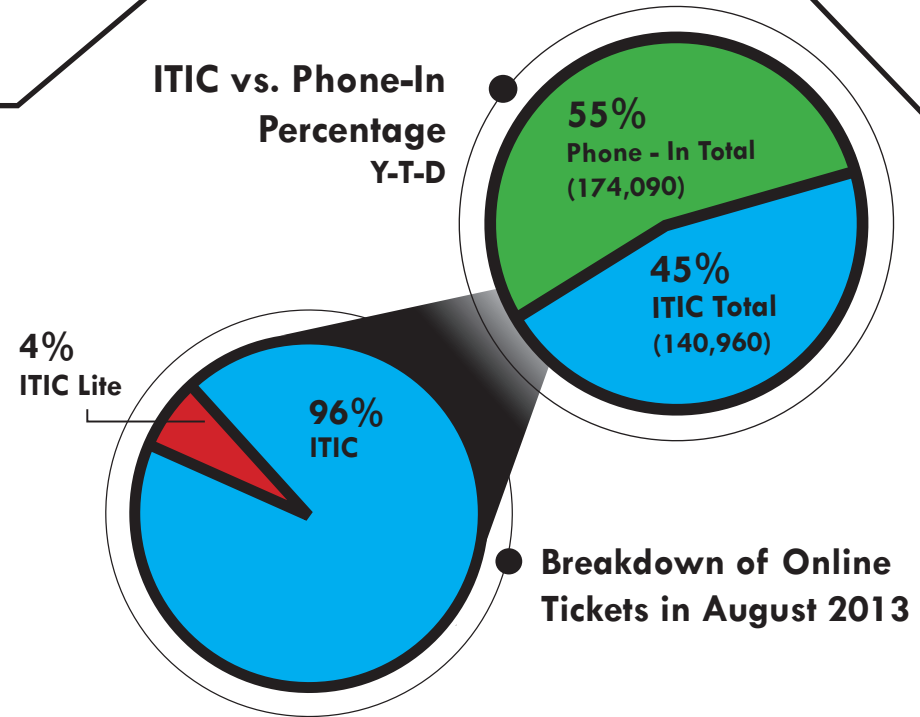
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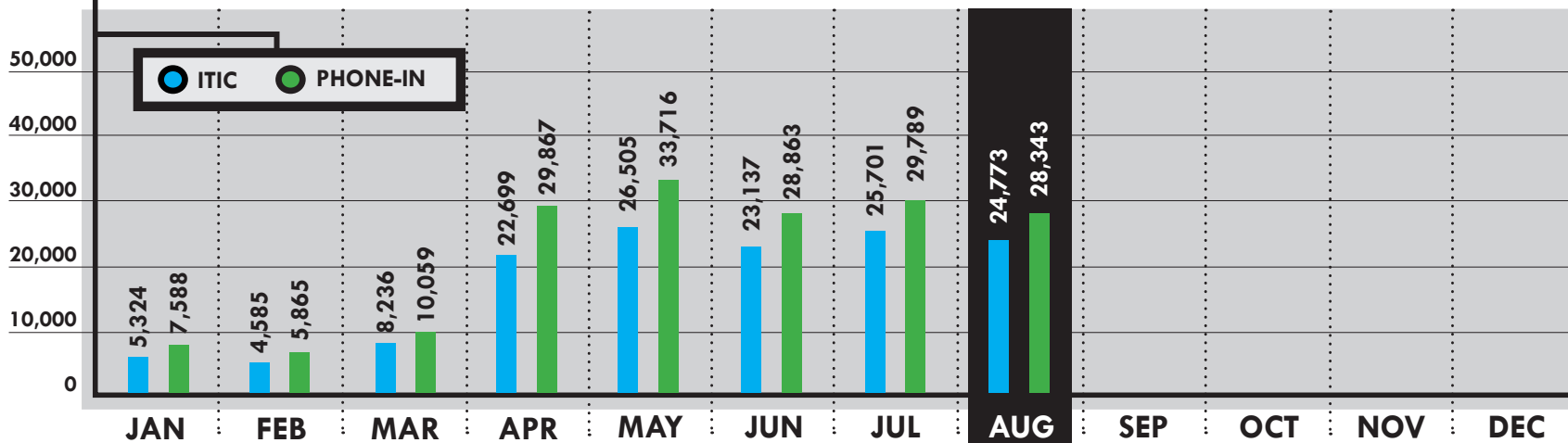
Your ITIC percentage continues to hold strong in 2013. More than 40% of the total incoming ticket volume has been submitted through ITIC. ITIC Lite usage remains steady and accounts for 4% of all Internet tickets received in August.

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



## 2013 ITIC vs. Phone-In



# IOWA ONE CALL DASHBOARD

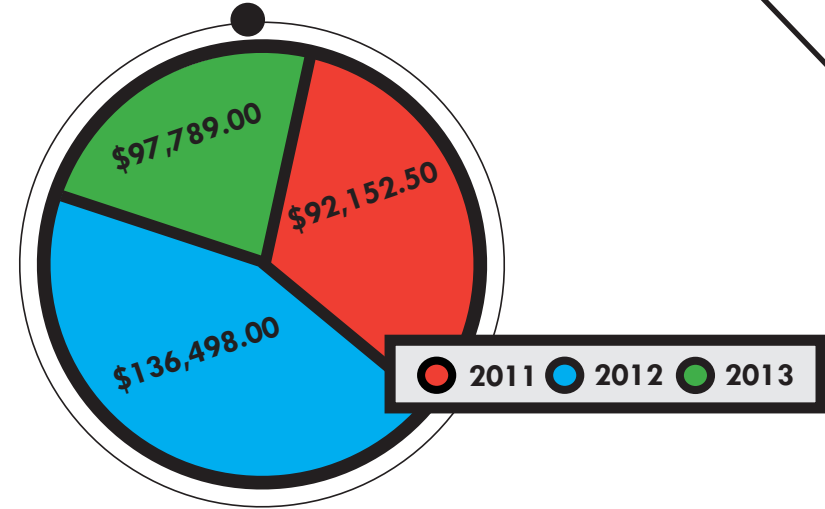
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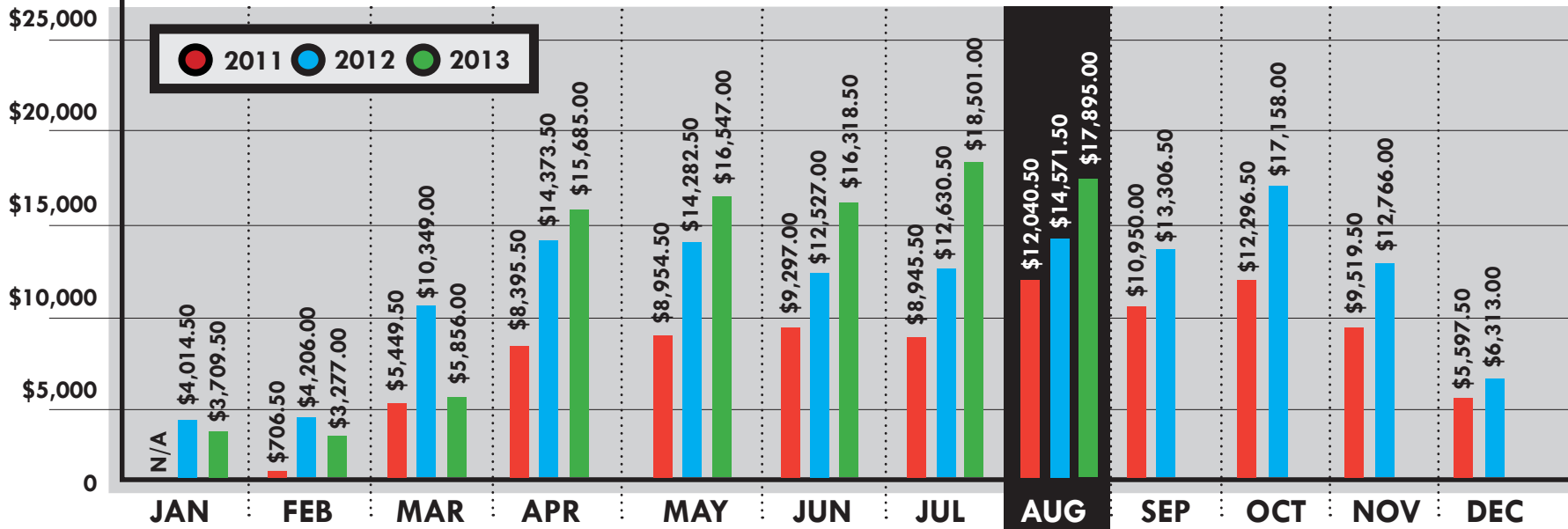
In January, we introduced a new chart containing information on the value of the ITIC discount that is a part of the agreement between OCC and IOC. It's easy to see how each and every ITIC ticket entered helps IOC's reduce the overall cost of operation.

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## Iowa One Call Total ITIC Discount



## 2011 - 2013 ITIC Discount Summary



# IOWA ONE CALL DASHBOARD

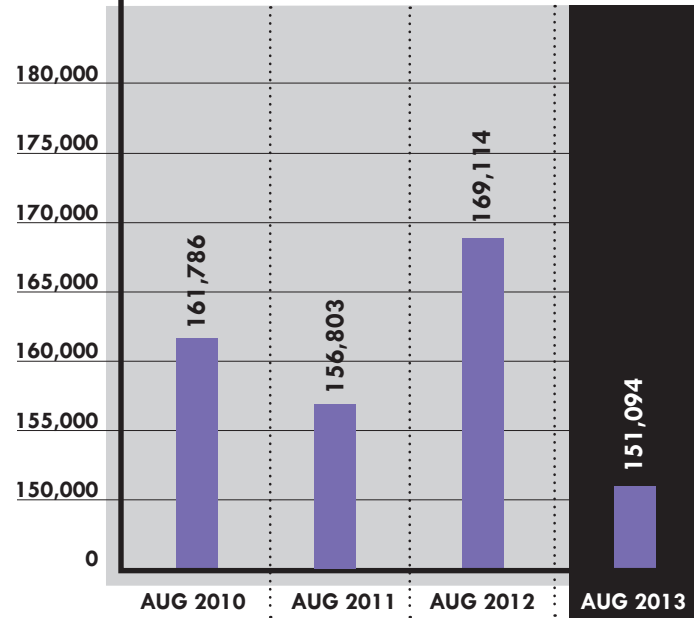
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

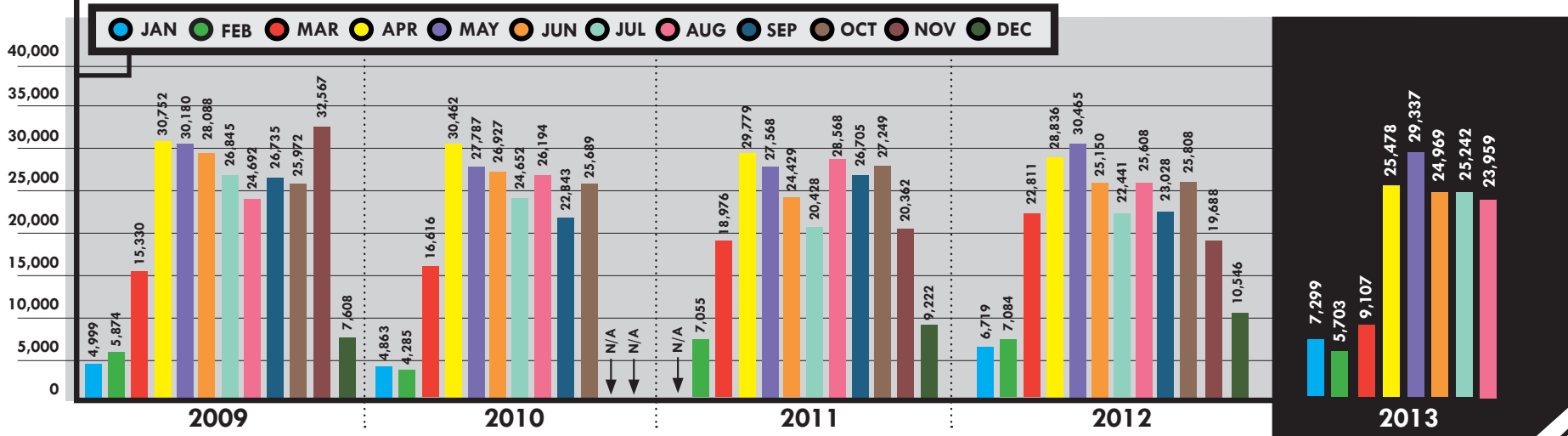
Comparative call volume from 2013 to 2012 still remains lower overall. August 2013 call volume is significantly lower than it was in 2012, further suggesting high ITIC participation in 2013.

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



2009 - 2013  
Total Incoming Calls (BY MONTH)

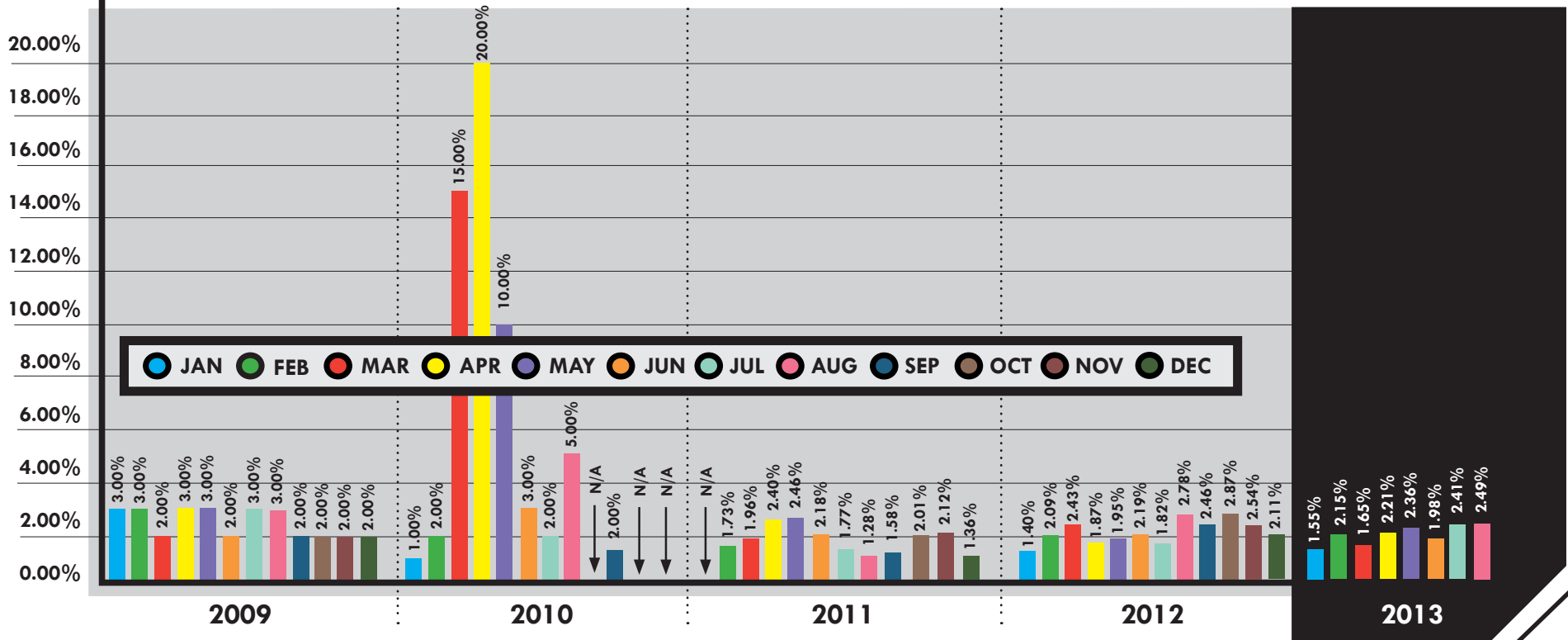


The abandonment rate, like the Average Speed to answer, remains within contract and historical levels.

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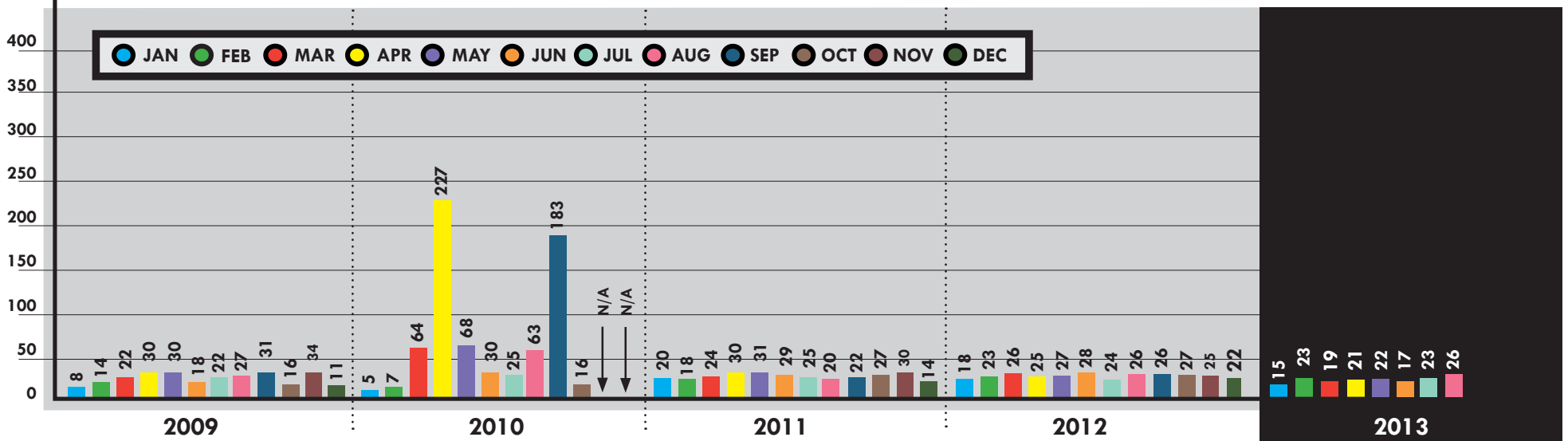
**2009 - 2013**

**● Calls Abandoned (BY MONTH)**



2009 - 2013

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

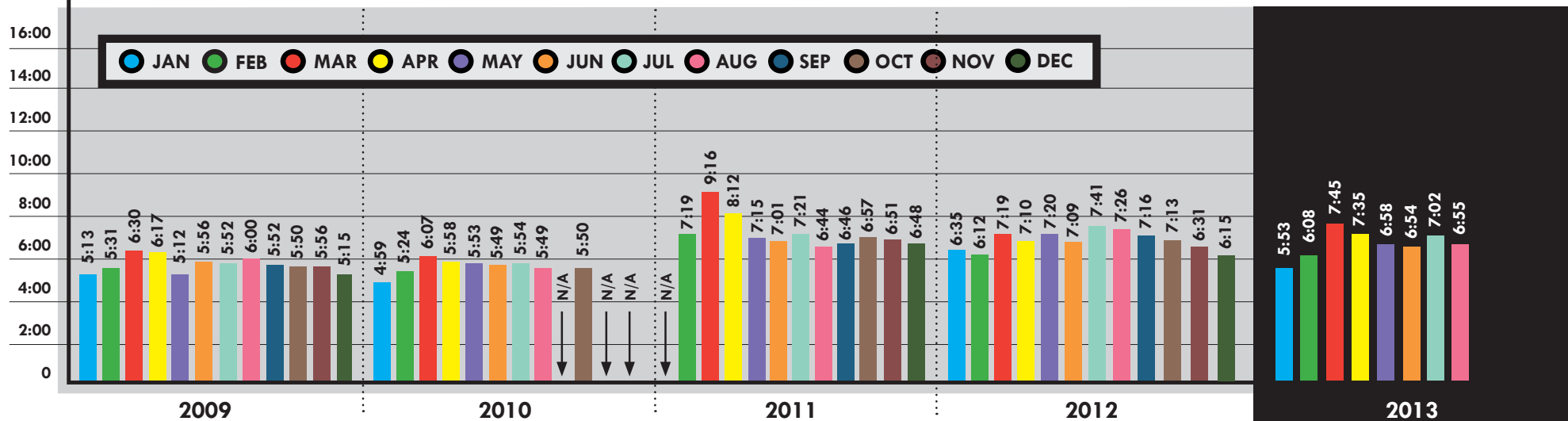


The average talk time continues to remain lower than 2012 levels.

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### 2009 - 2013

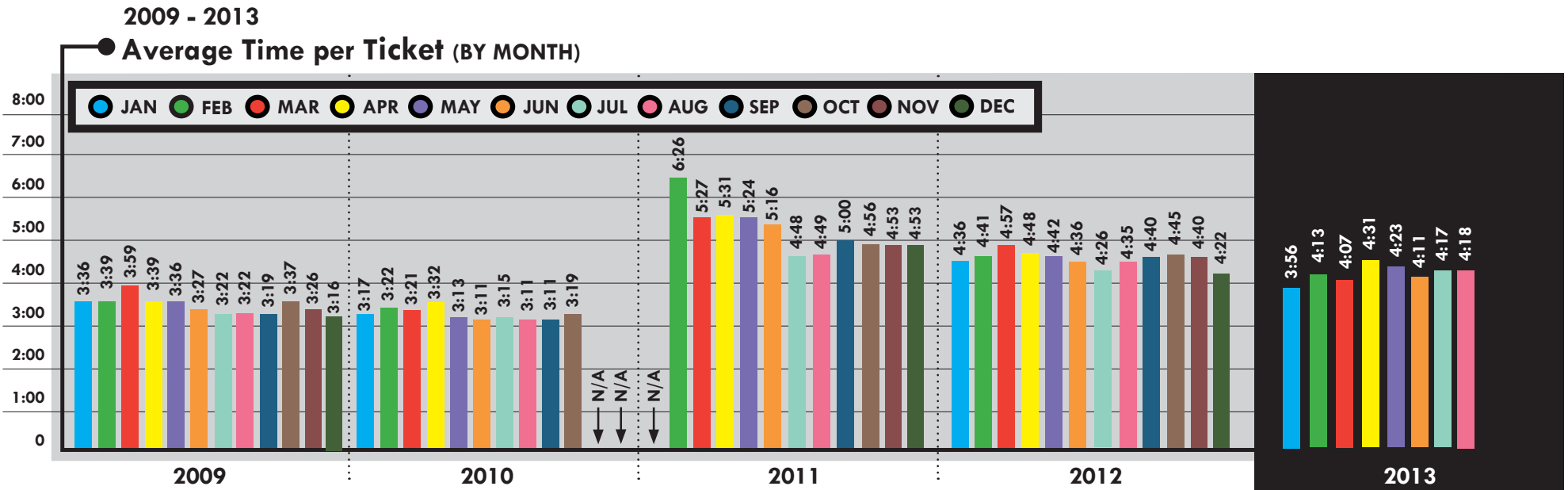
#### Average Talk Time (BY MONTH)



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Time per ticket remains lower than it was in 2012.

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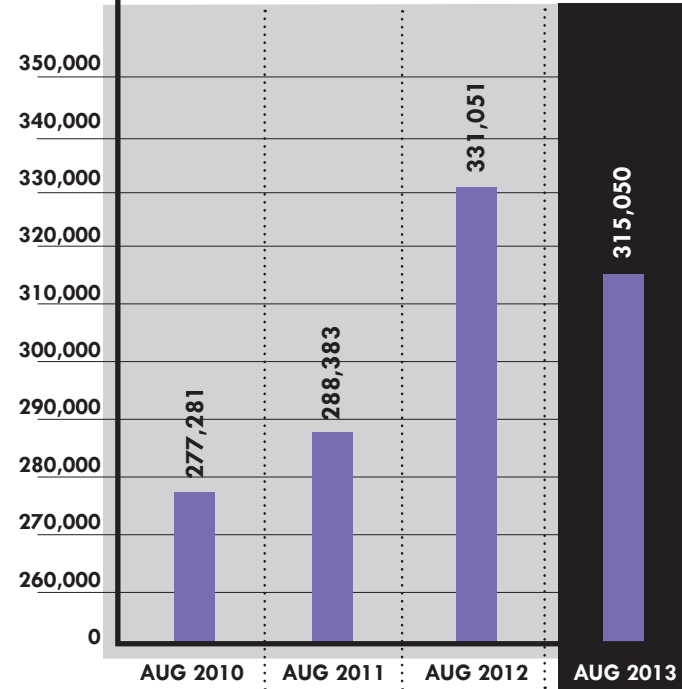
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

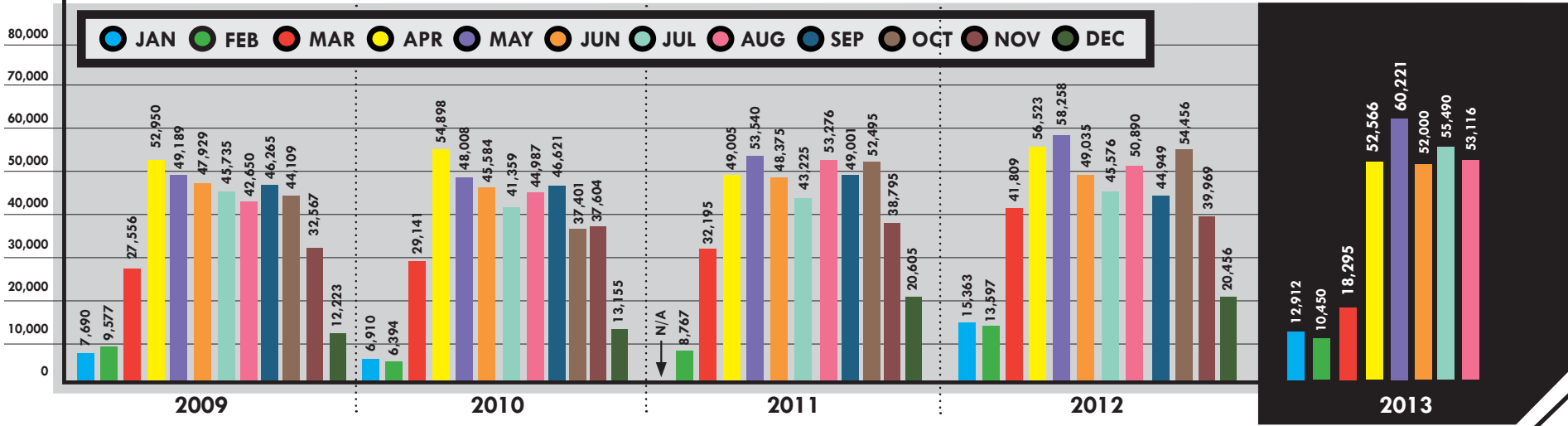
The total incoming ticket volumes remain below 2012 levels. Monthly incoming ticket volume was higher than 2012 for only the third month thus far this year.

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



2009 - 2013  
Incoming Ticket Totals (BY MONTH)



# IOWA ONE CALL DASHBOARD

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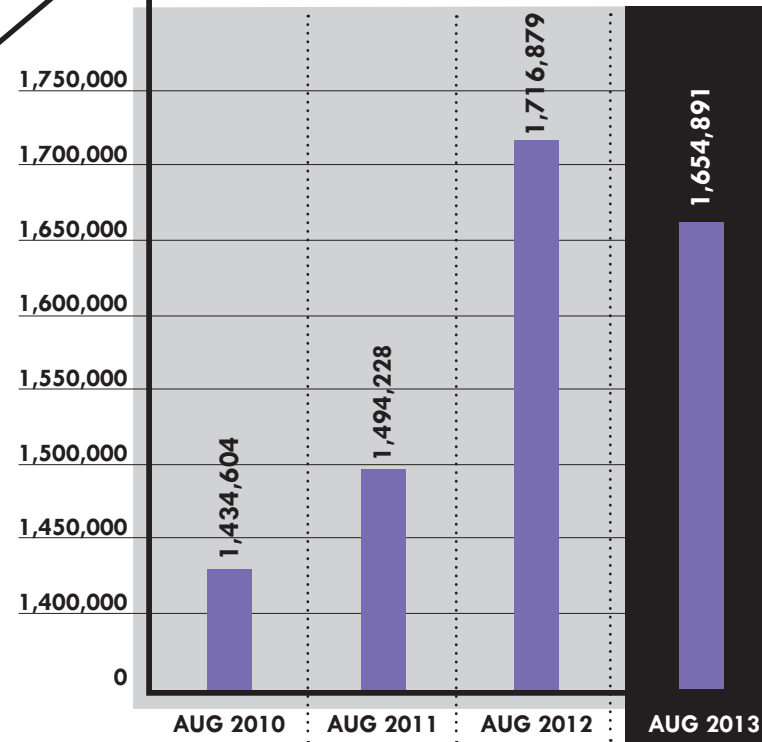
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Outgoing ticket totals follow the pattern set by incoming tickets.

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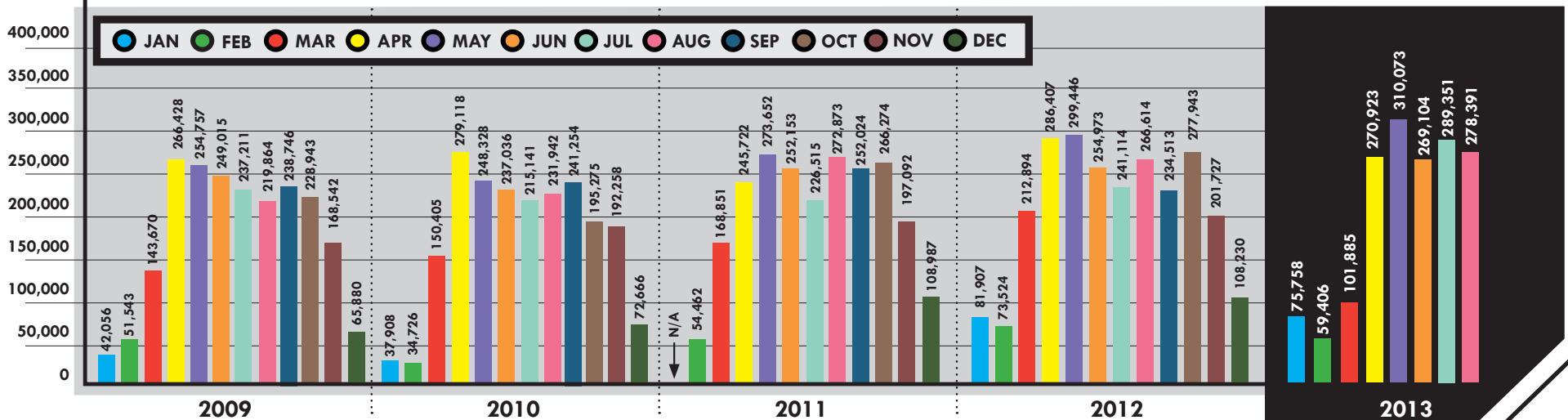
2010 - 2013

● Outbound Ticket Totals (Y-T-D)



2009 - 2013

● Outbound Ticket Totals (BY MONTH)



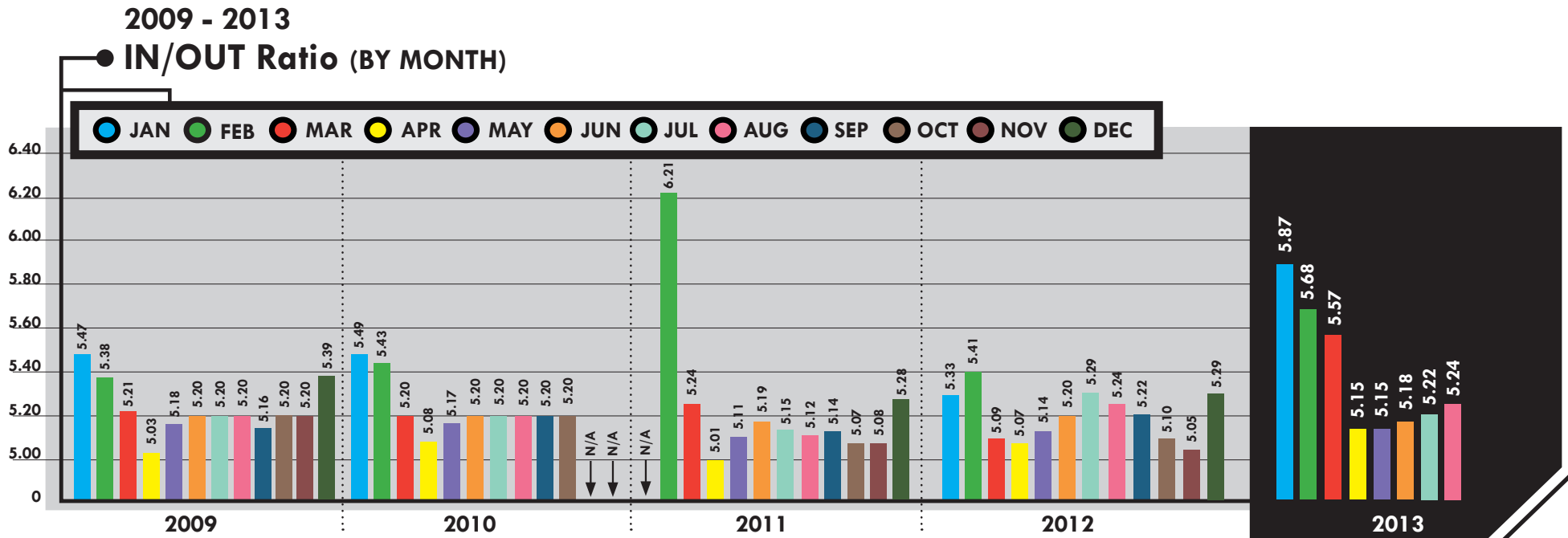
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

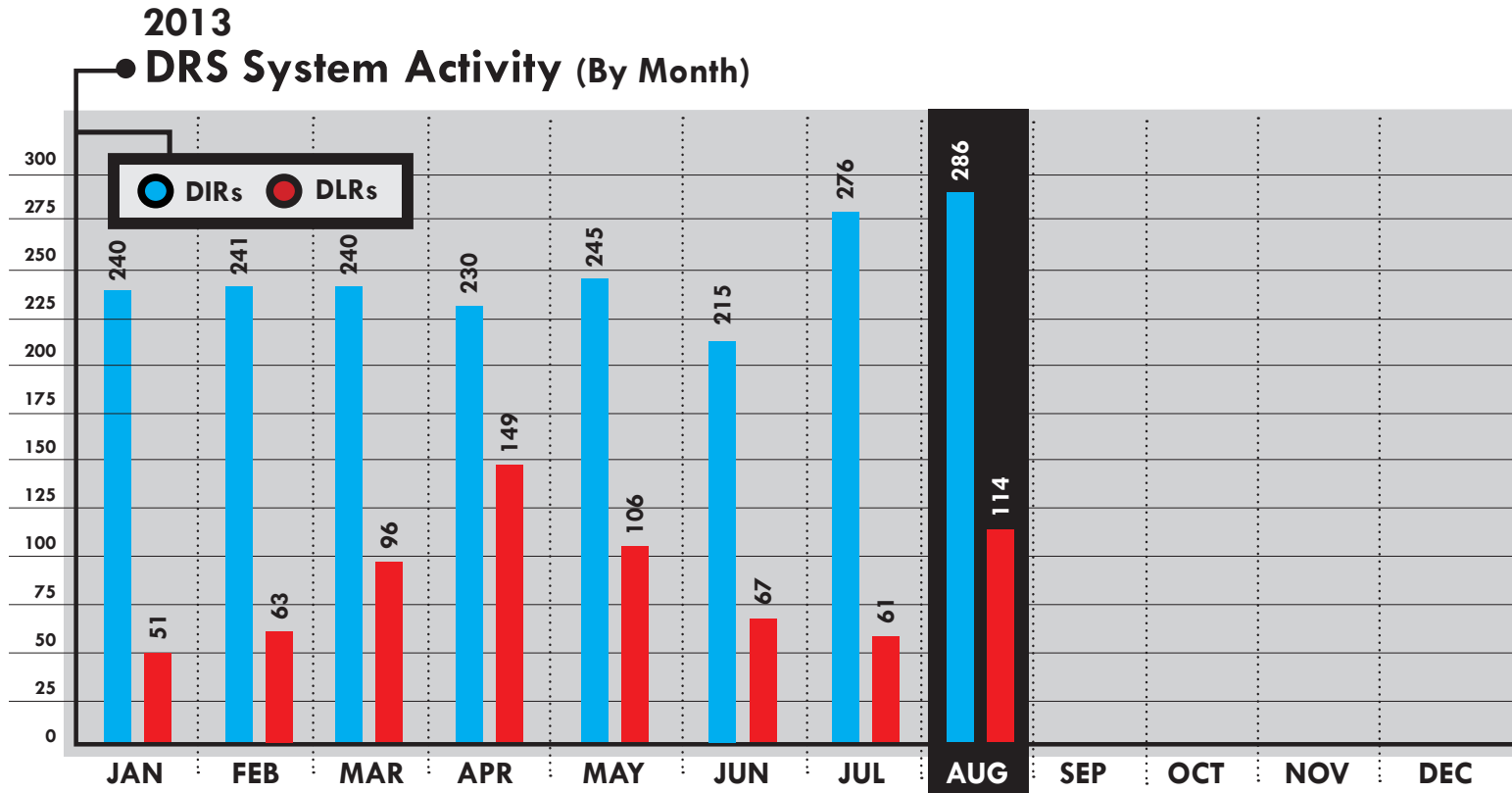
The in/out ratio has declined significantly since the beginning of the year and has remained similar to that experienced in 2012.

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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.

**AUG**



**AUG**

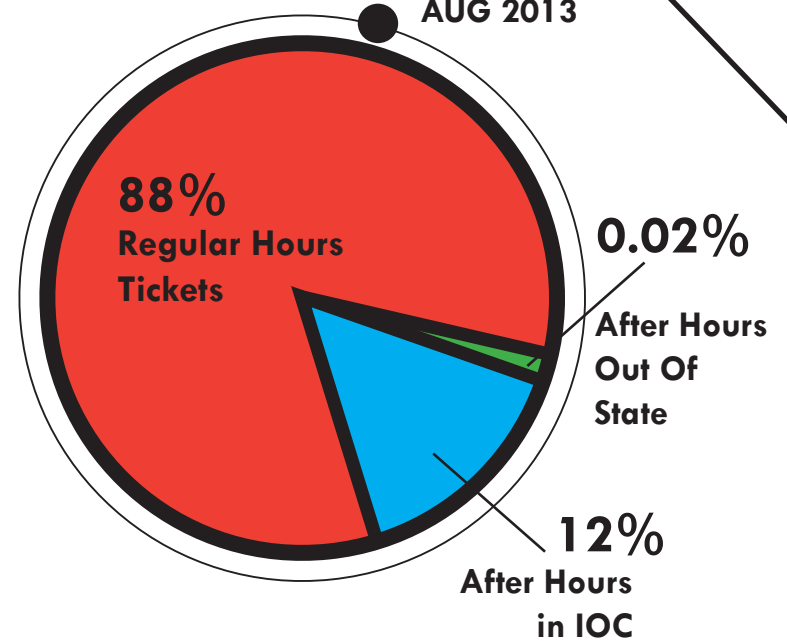
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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.

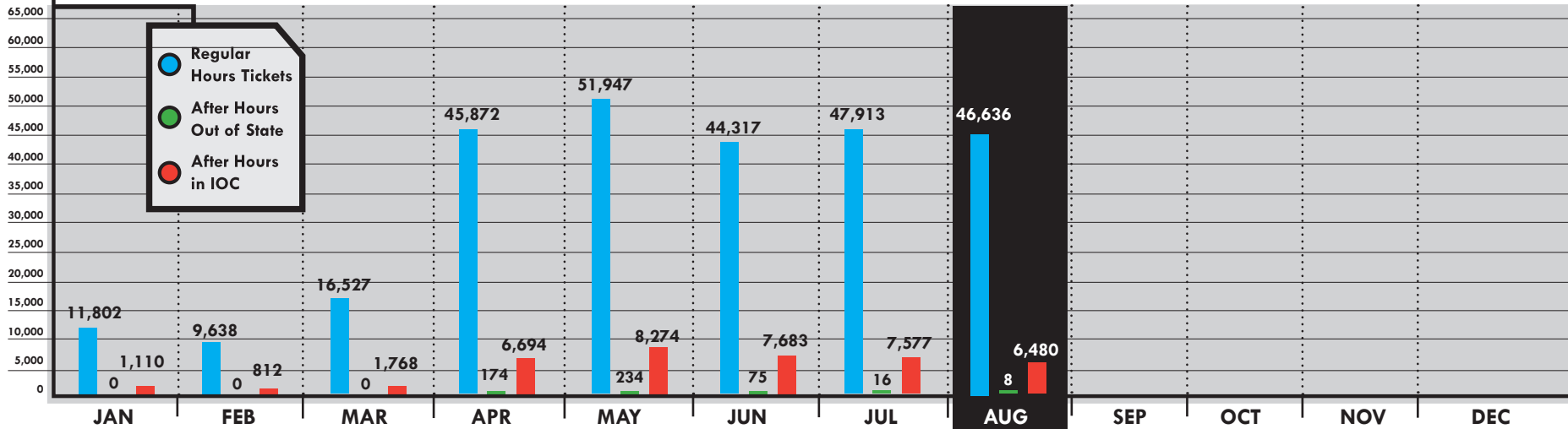
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**After Hours Analysis  
AUG 2013**



**2013**

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

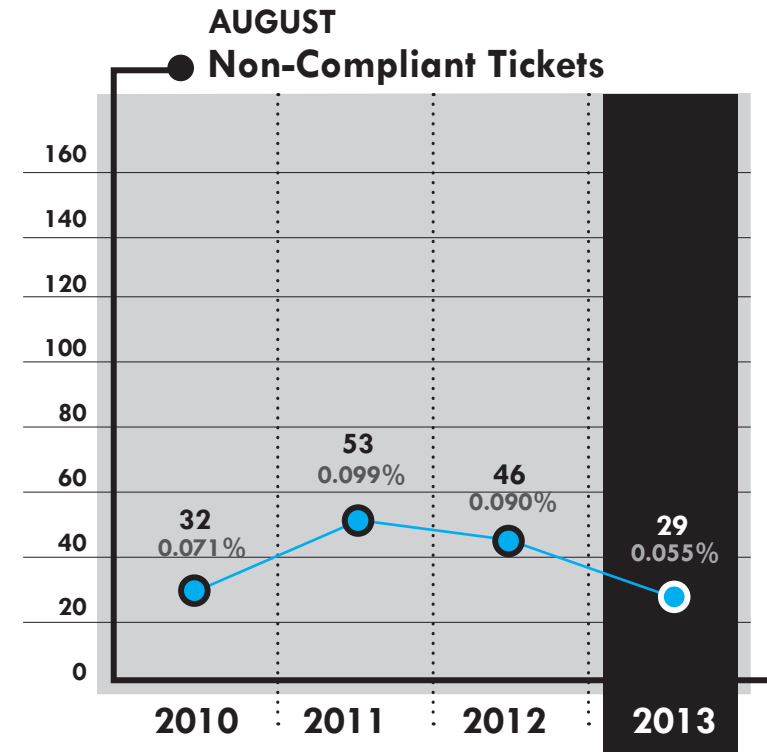
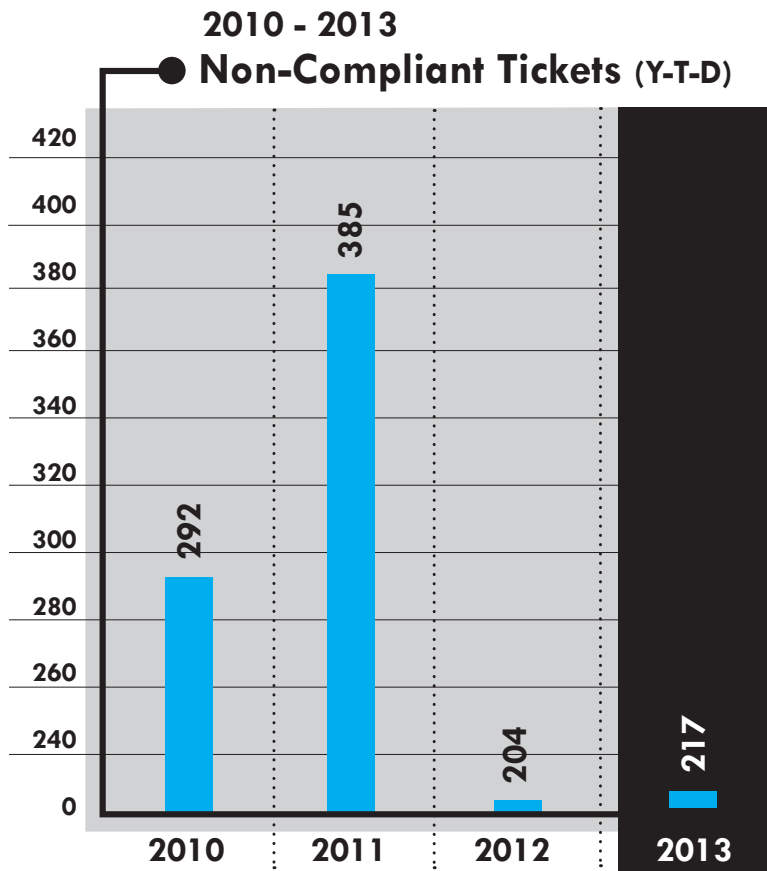


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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

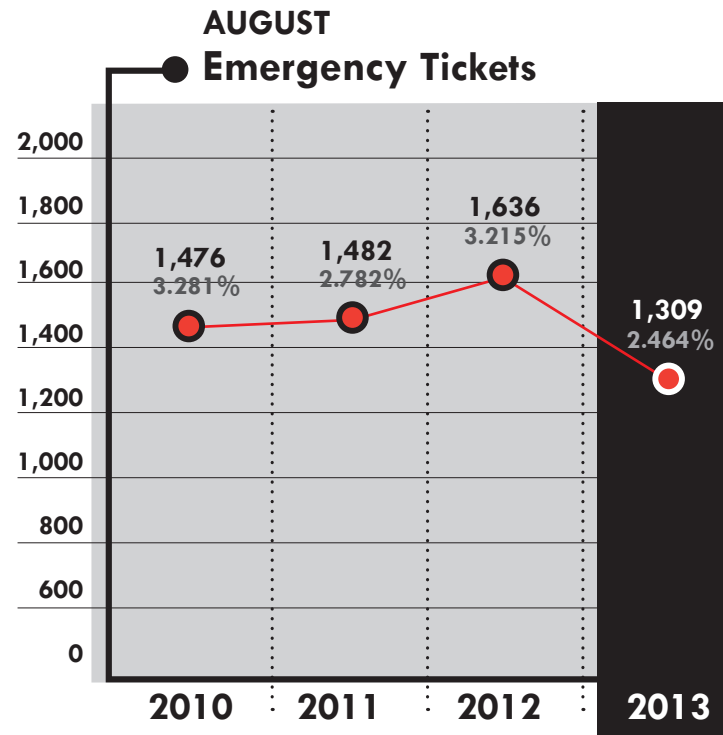
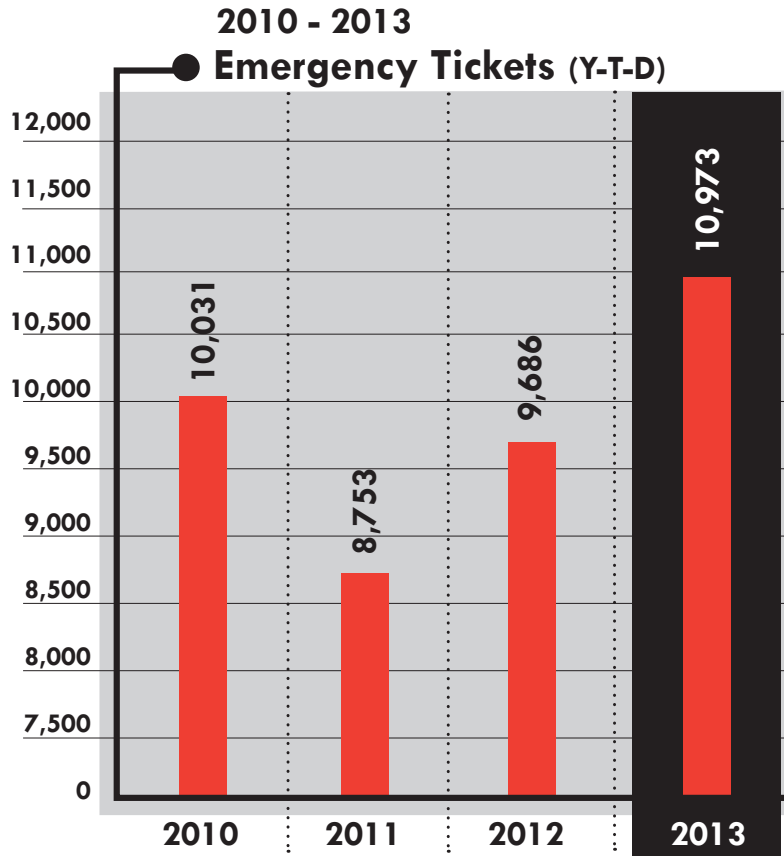
The number of non-compliant tickets is only slightly higher than it was in the preceding year.

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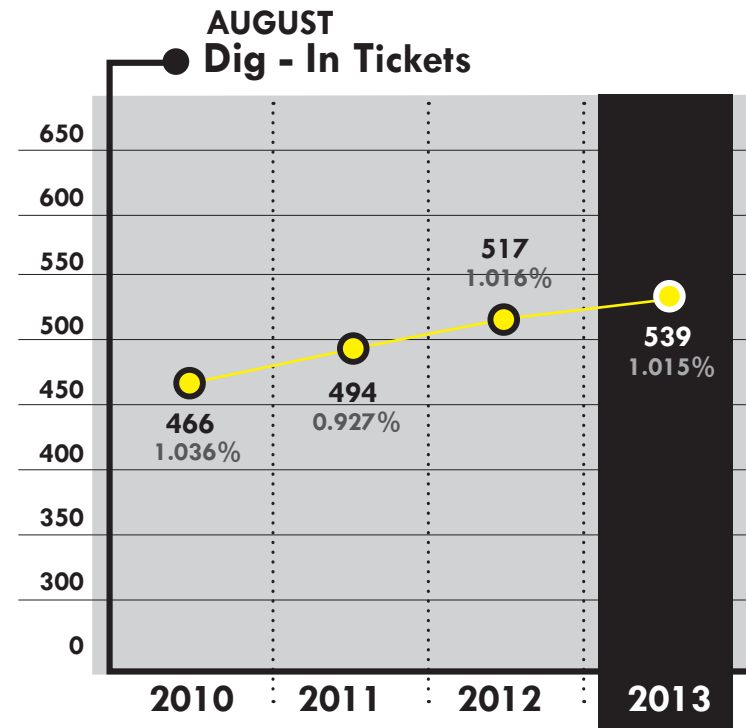
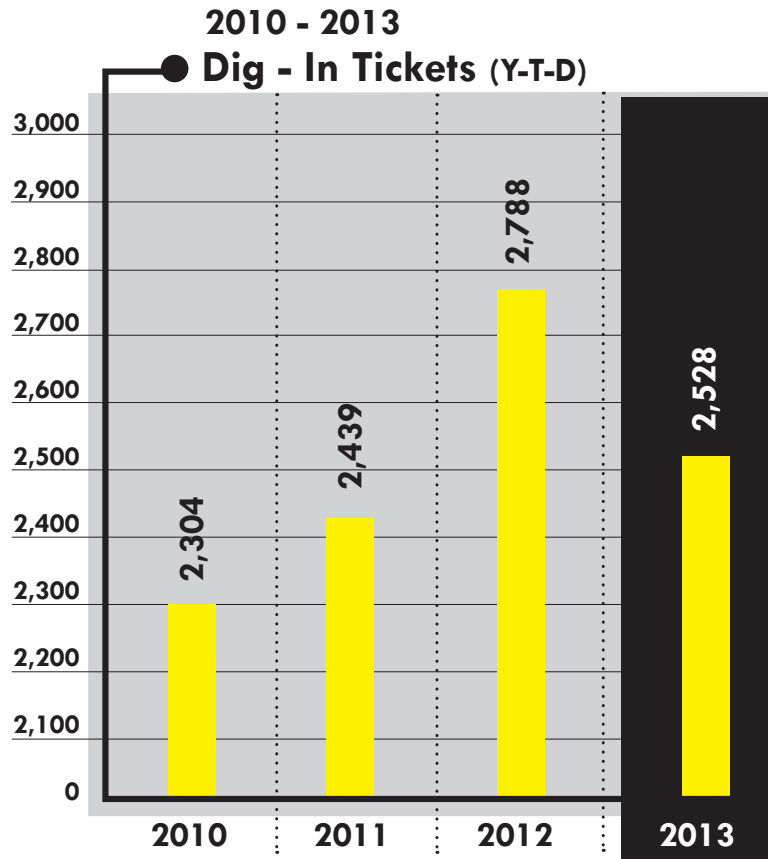
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The percentage of dig-in tickets dropped in August but the total number continues to remain lower than in 2012.

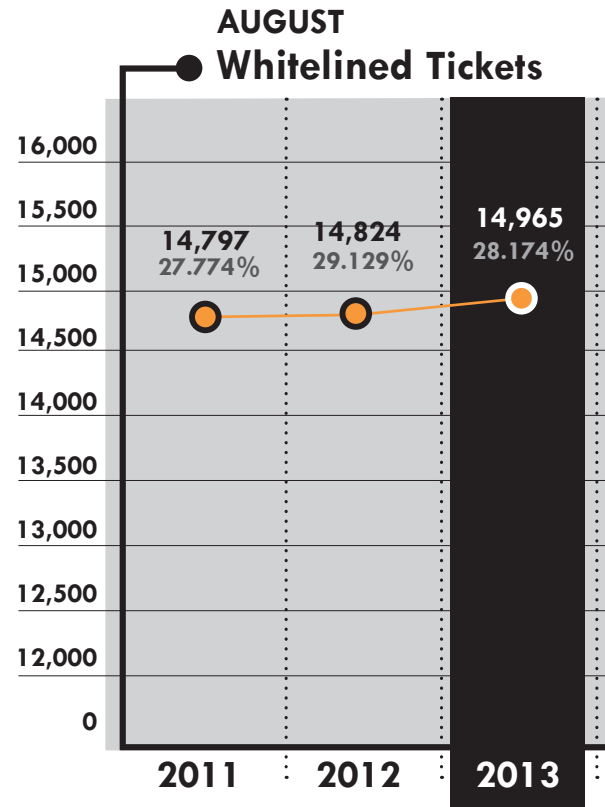
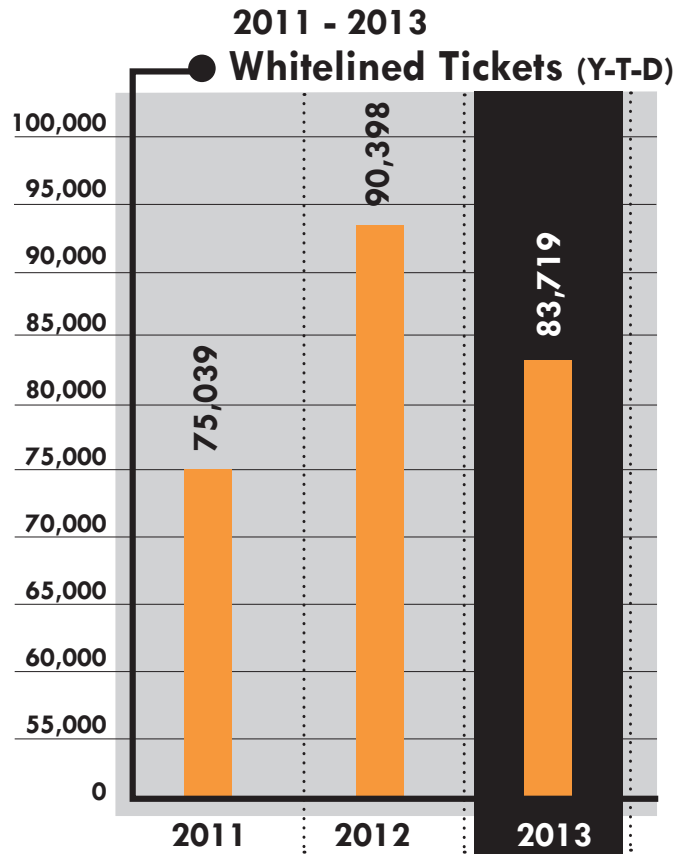
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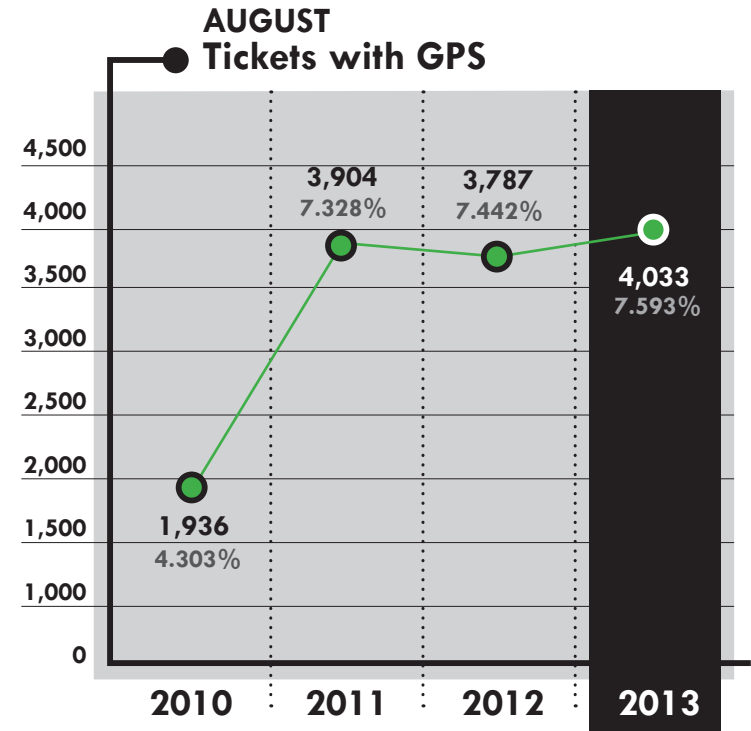
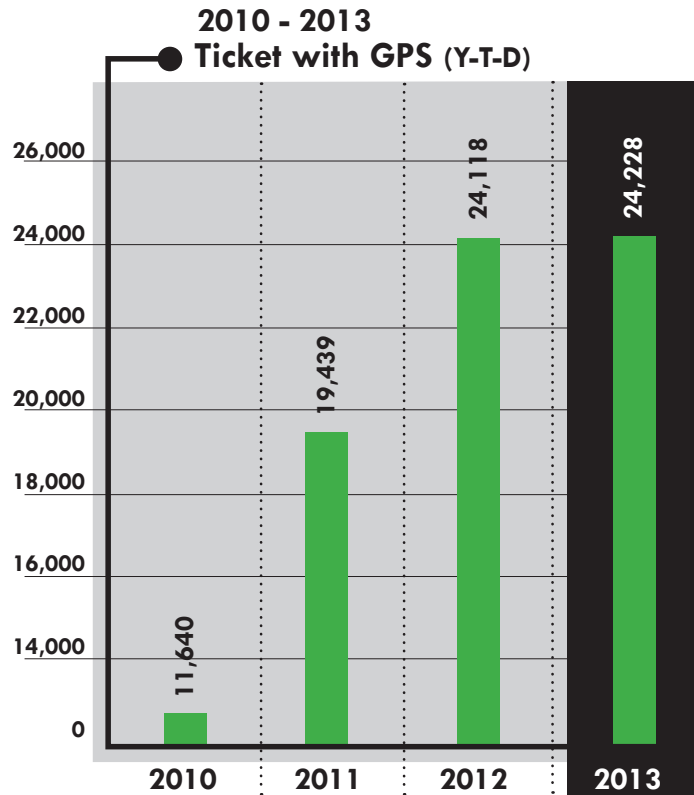


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The percentage of tickets bearing GPS coordinates increased again in August. The overall number of tickets with GPS coordinates is still slightly ahead of 2012.

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