

IOWA ONE CALL DASHBOARD

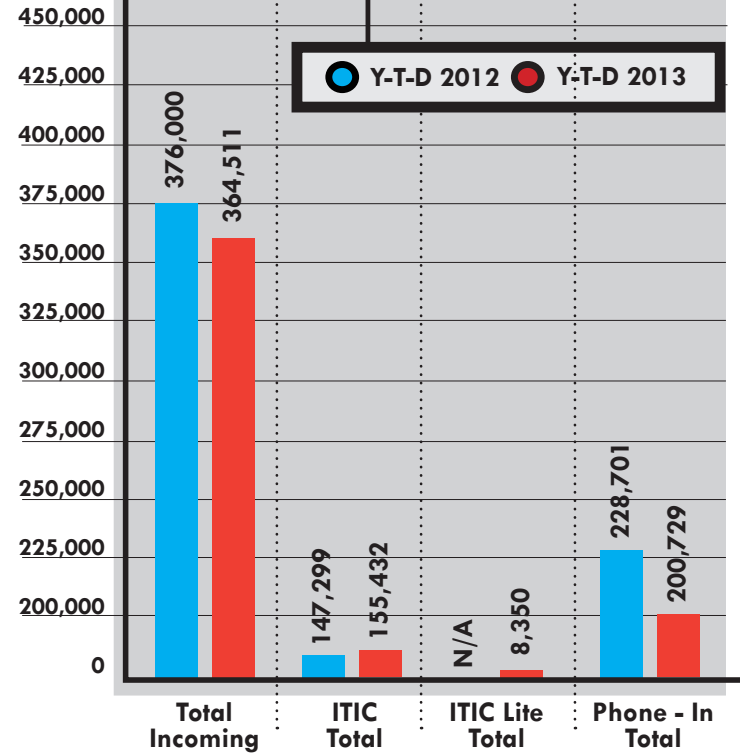
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

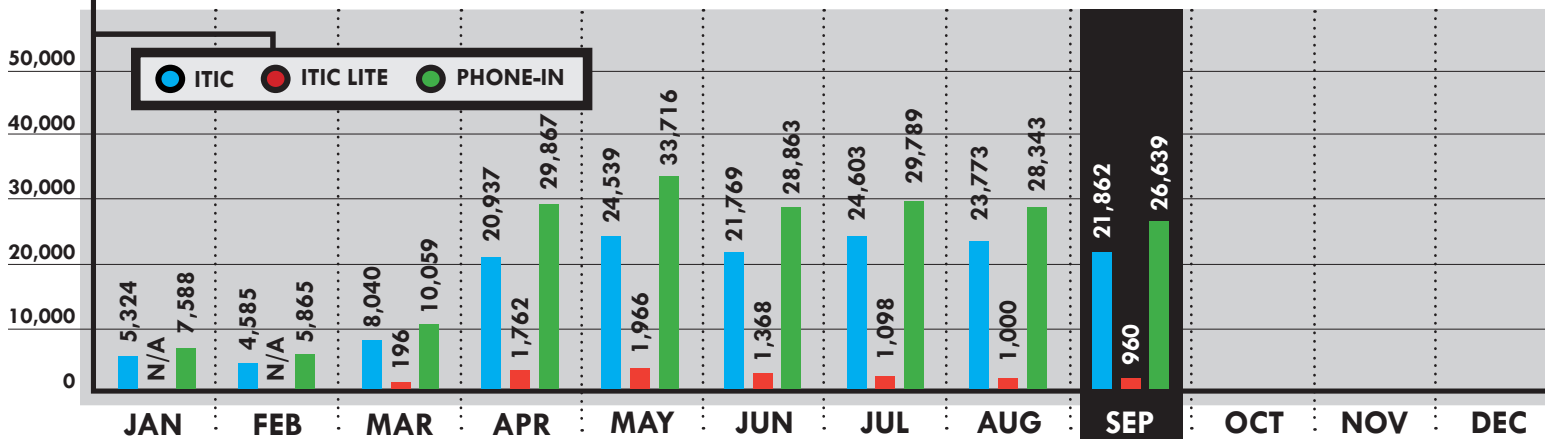
ITIC usage remains strong in 2013. Evidence of this can be seen in that continued ITIC usage now exceeds 2012 levels even though overall incoming ticket volume is lower.

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



2013
ITIC Activity (BY MONTH)



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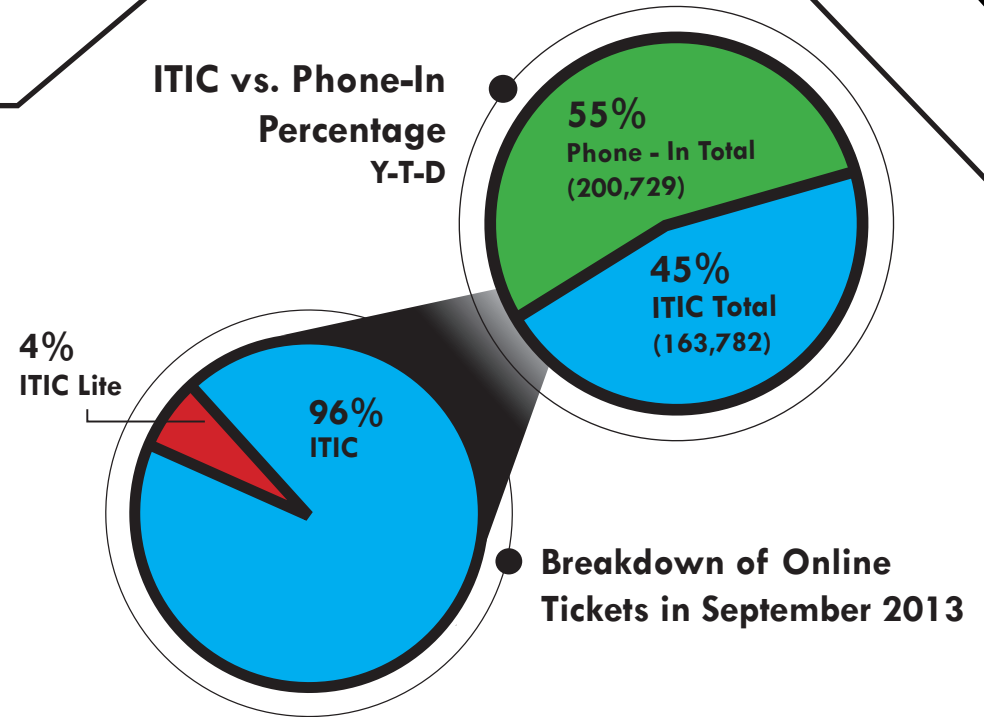
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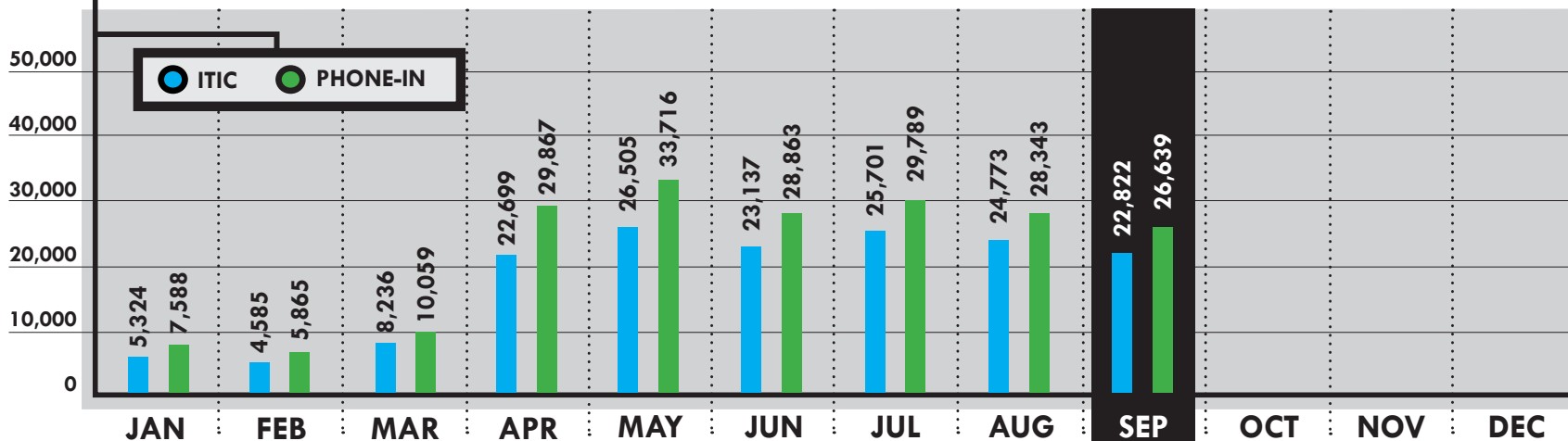
The ITIC percentage continues to hold strong in 2013. Fully 45% of the total incoming ticket volume has been submitted through ITIC. ITIC Lite usage remains steady and again accounts for 4% of all Internet tickets received in September.

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



2013 ITIC vs. Phone-In



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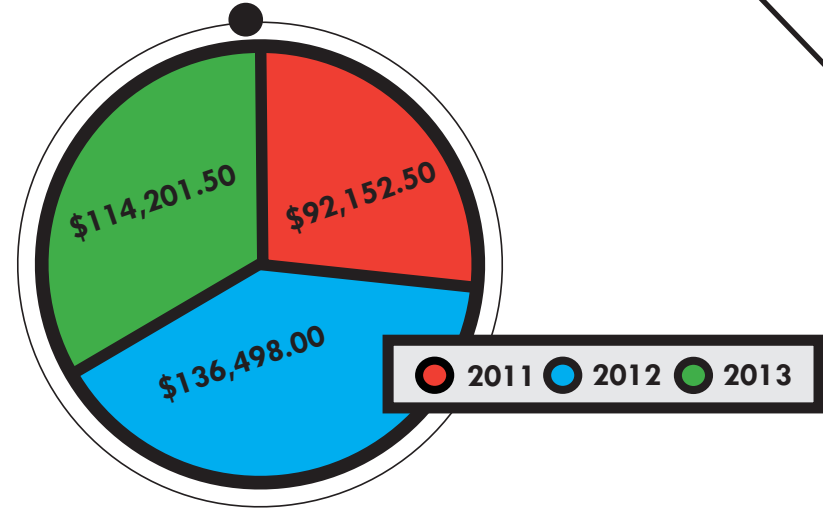
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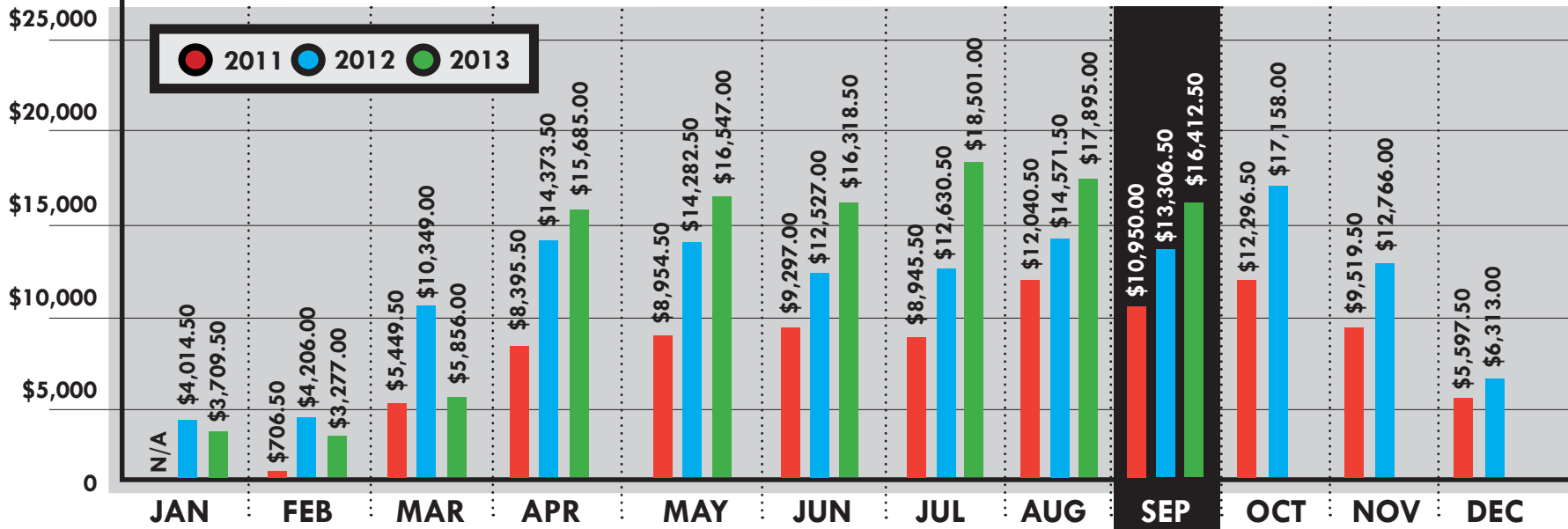
Overall ITIC savings in 2013 will most likely exceed those realized in 2012.

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Iowa One Call Total ITIC Discount



2011 - 2013 ITIC Discount Summary



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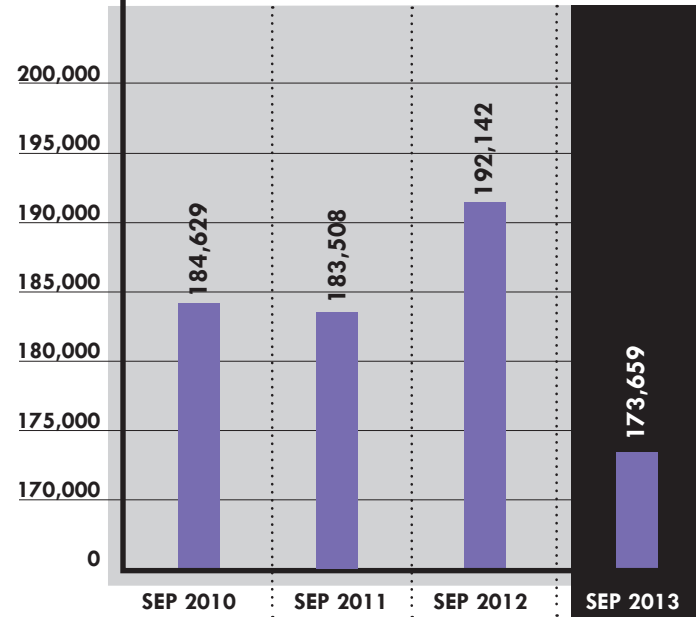
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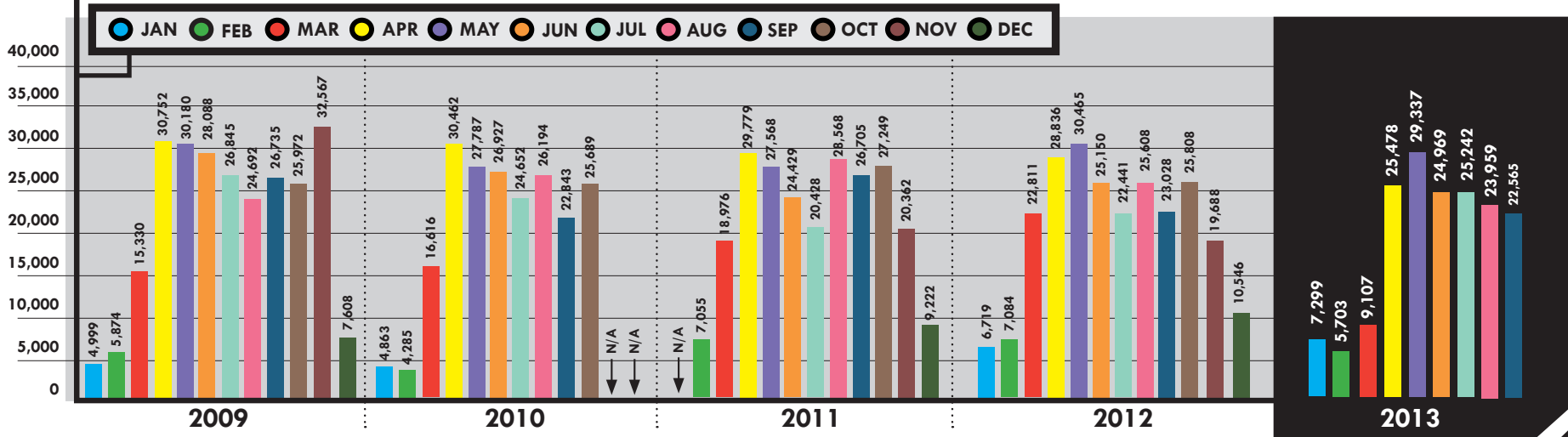
Comparative call volume from 2013 to 2012 still remains lower overall. September 2013 call volume is significantly lower than it was in 2012, due to higher ITIC participation in 2013.

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



2009 - 2013
Total Incoming Calls (BY MONTH)

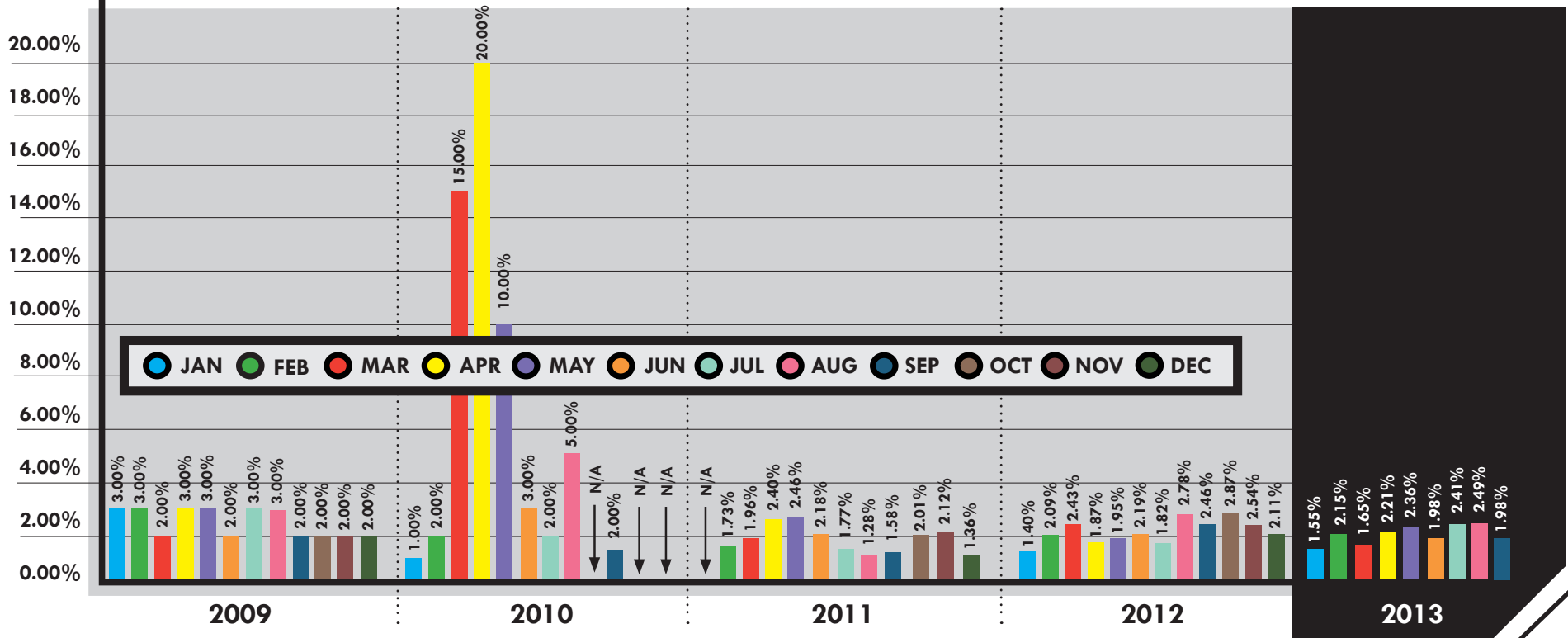


The abandonment rate, like the Average Speed to answer, remains within contract and historical levels.

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2009 - 2013

● Calls Abandoned (BY MONTH)

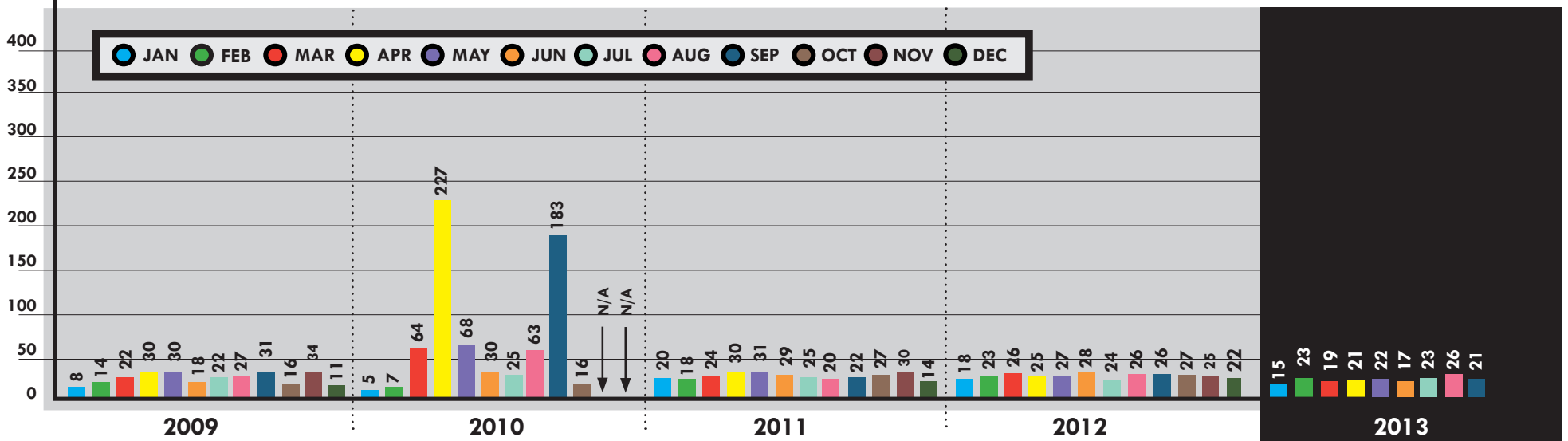


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2009 - 2013

Average Speed to Answer (BY MONTH)

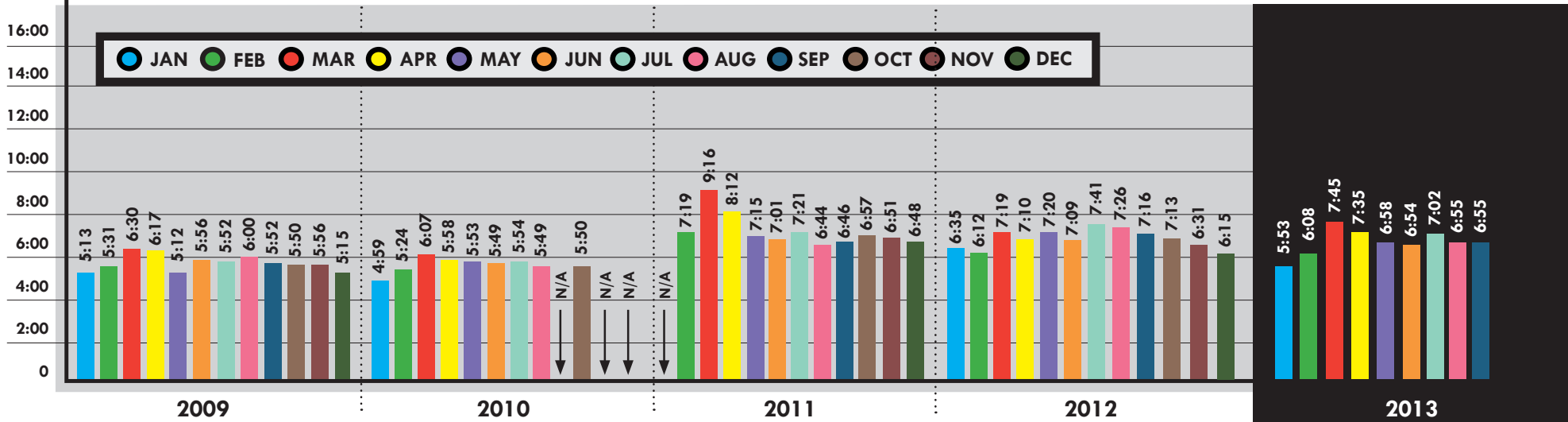


The average talk time continues to remain lower than 2012 levels.

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2009 - 2013

Average Talk Time (BY MONTH)



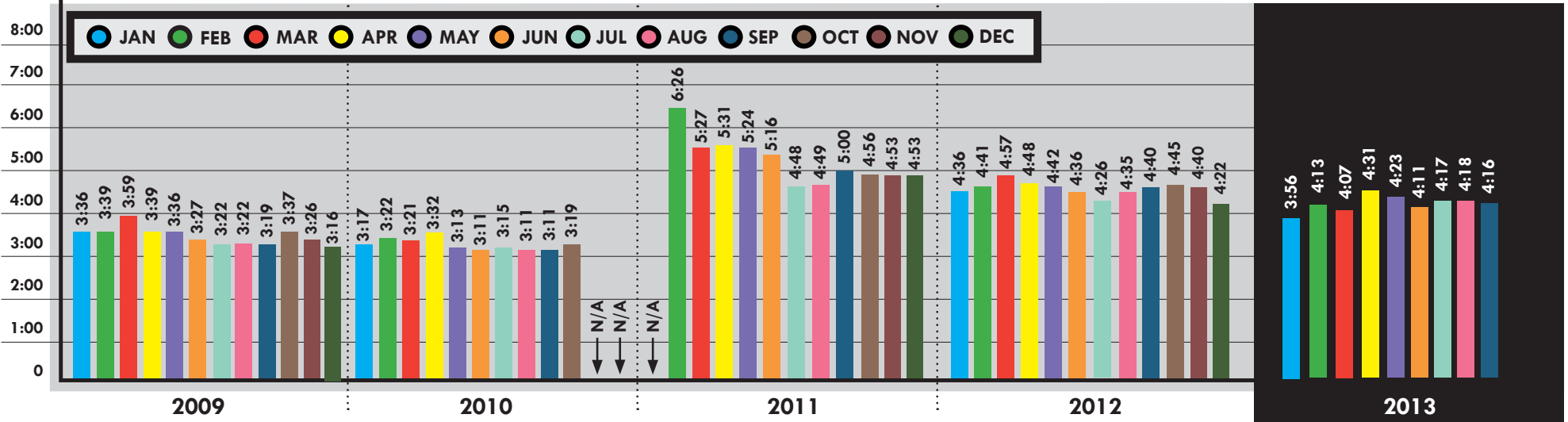
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2009 - 2013

Average Time per Ticket (BY MONTH)



Time per ticket remains lower than it was in 2012.

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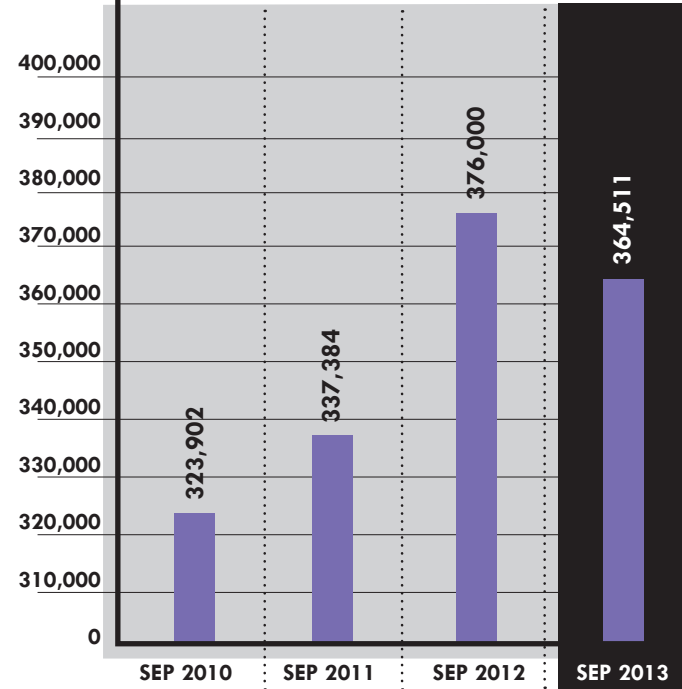
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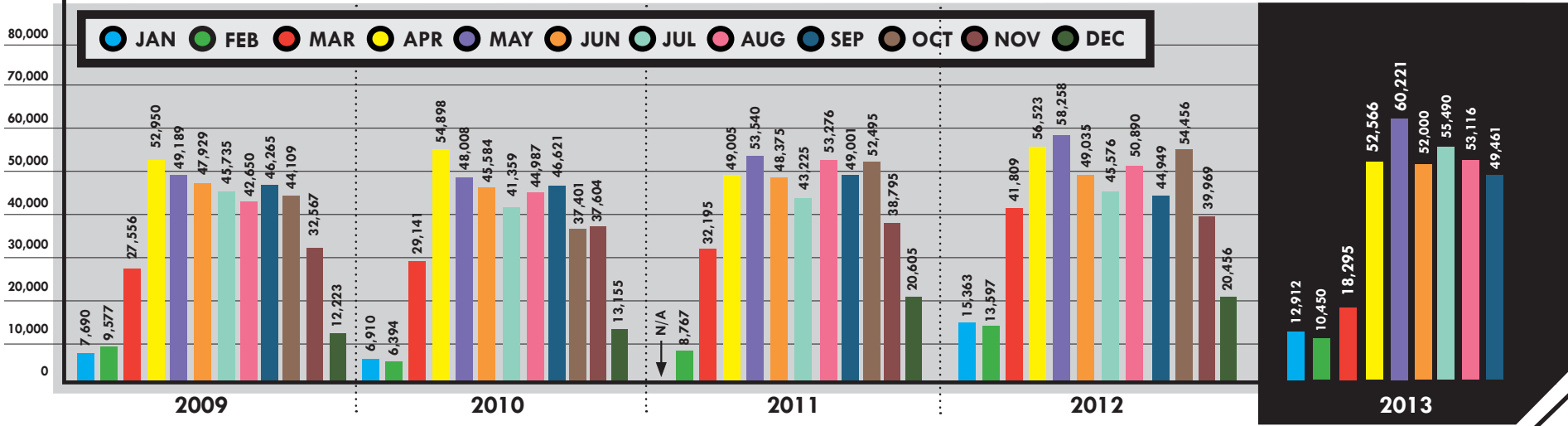
The total incoming ticket volumes remain below 2012 levels. Monthly incoming ticket volume was again lower than 2012 after an increase in the two preceding months.

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



2009 - 2013
Incoming Ticket Totals (BY MONTH)



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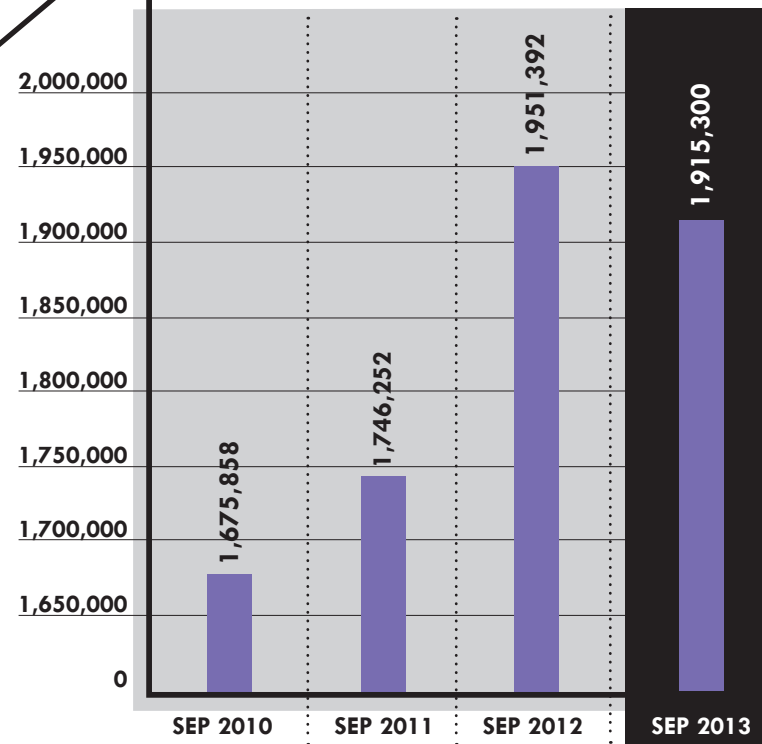
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Outgoing ticket totals follow the pattern set by incoming tickets.

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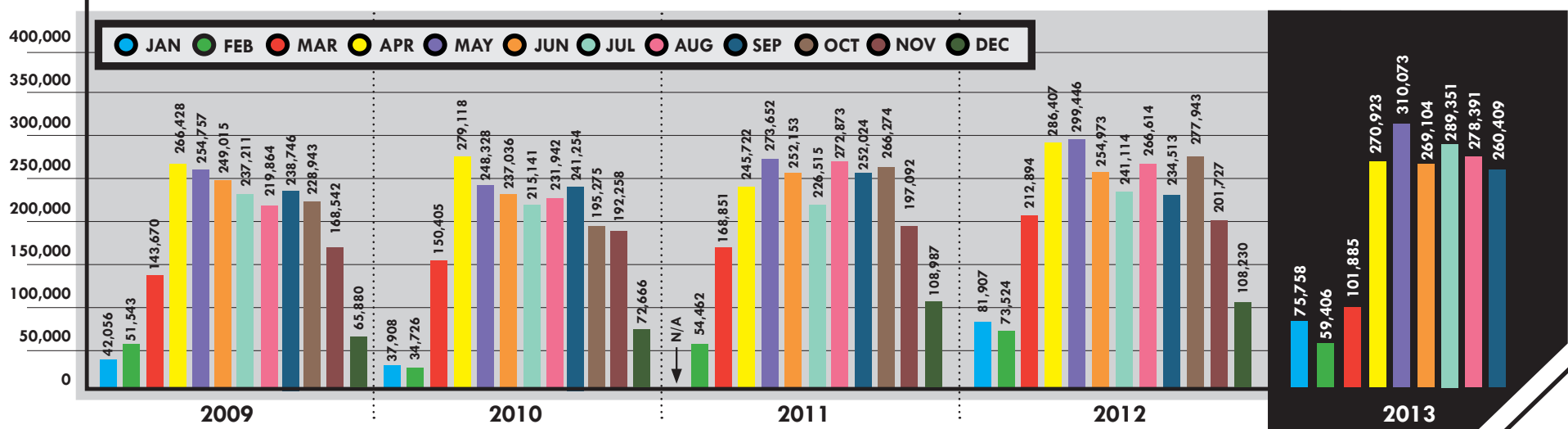
2010 - 2013

● Outbound Ticket Totals (Y-T-D)



2009 - 2013

● Outbound Ticket Totals (BY MONTH)



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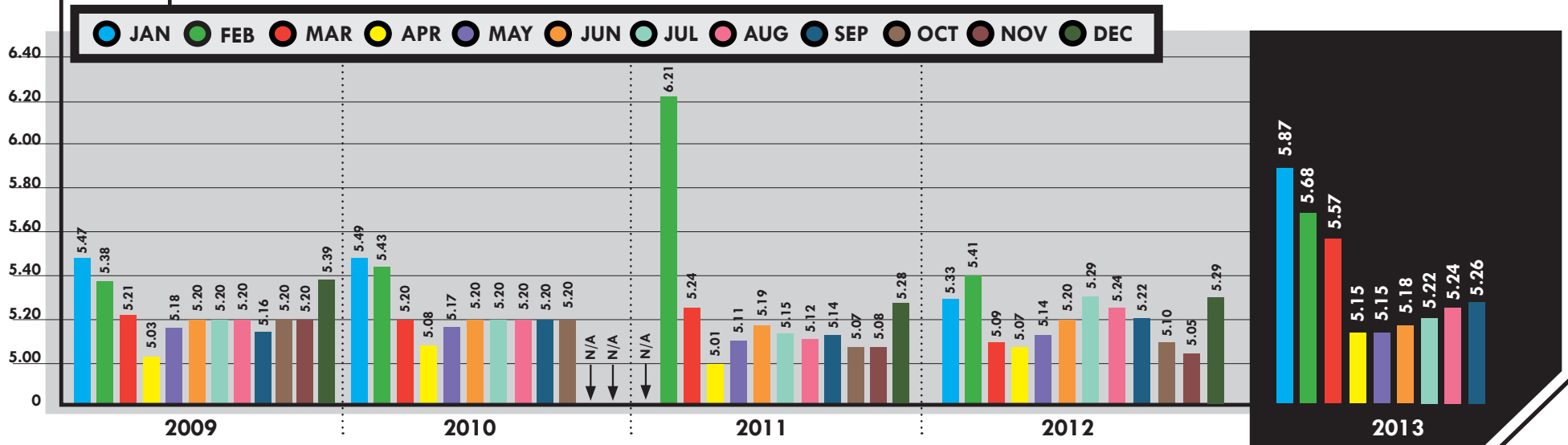
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The in/out ratio has declined significantly since the beginning of the year and has remained similar to that experienced in 2012.

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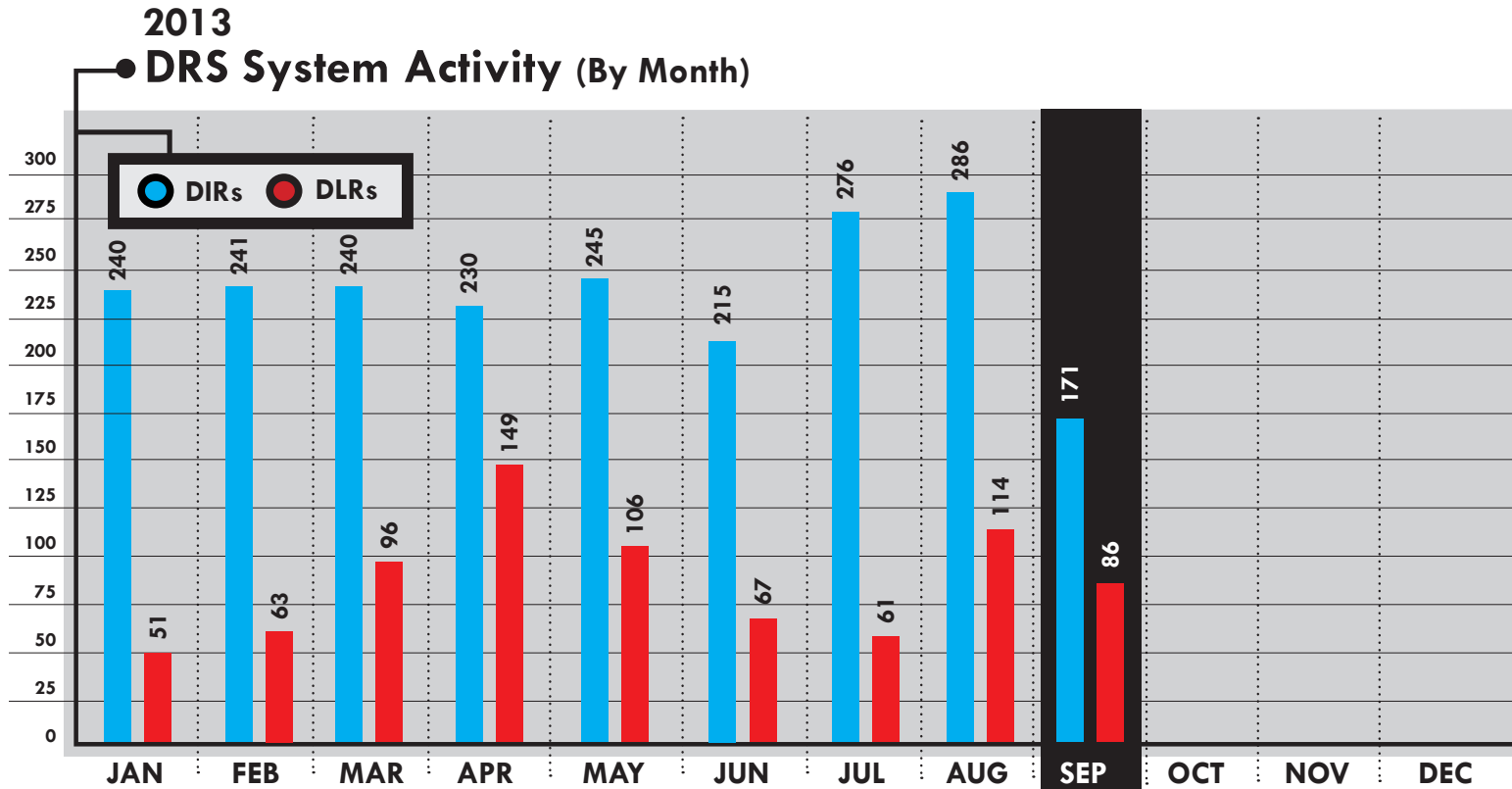
2009 - 2013

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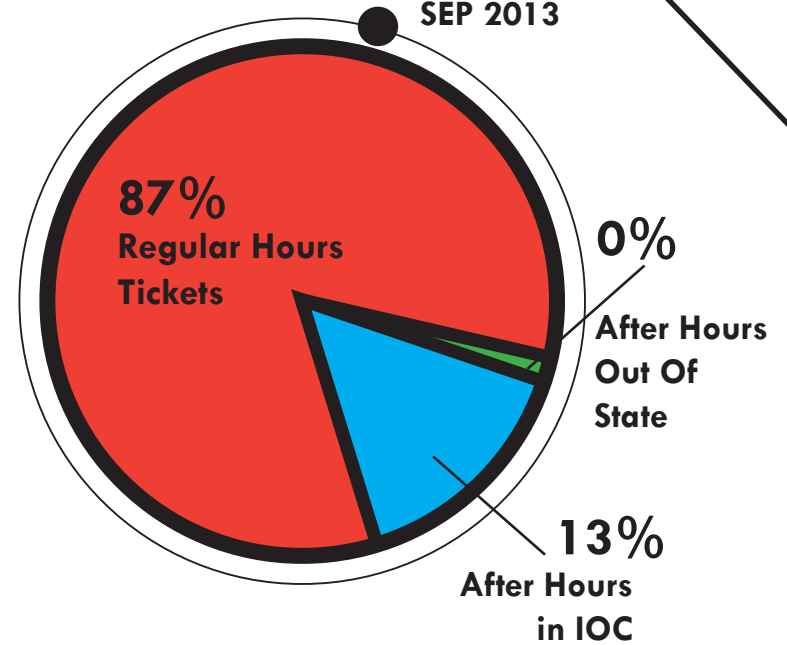
In the charts on this page, we have provided a breakdown showing the time of day and location where incoming tickets were received.

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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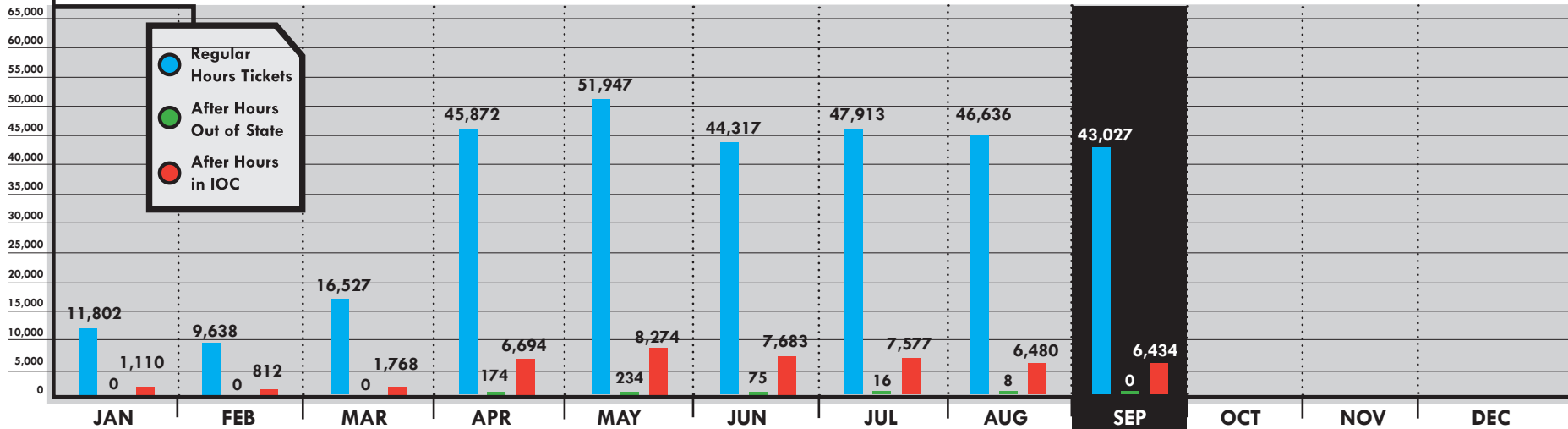
After Hours Analysis

SEP 2013



2013

Time of Receipt Analysis (Year To Date)

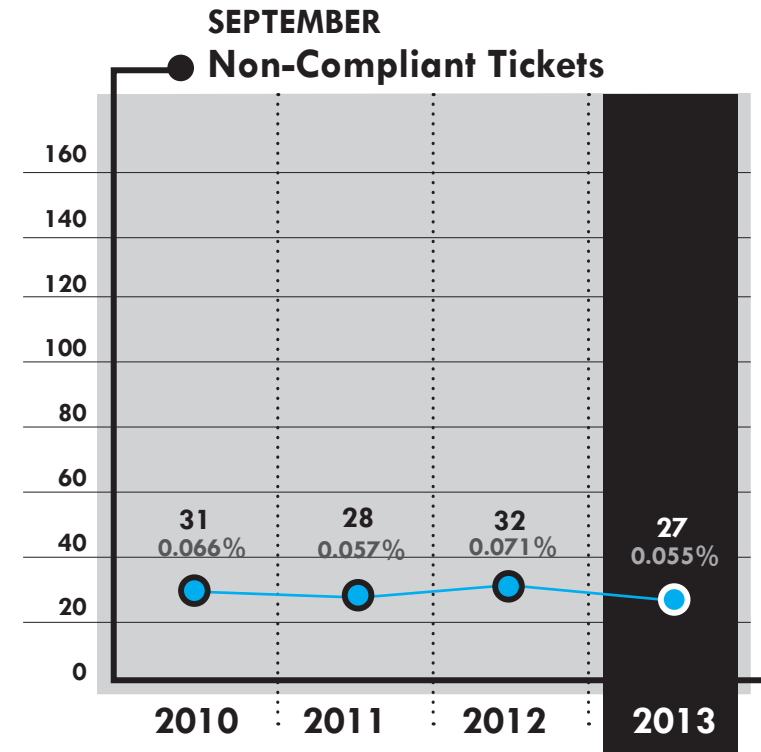
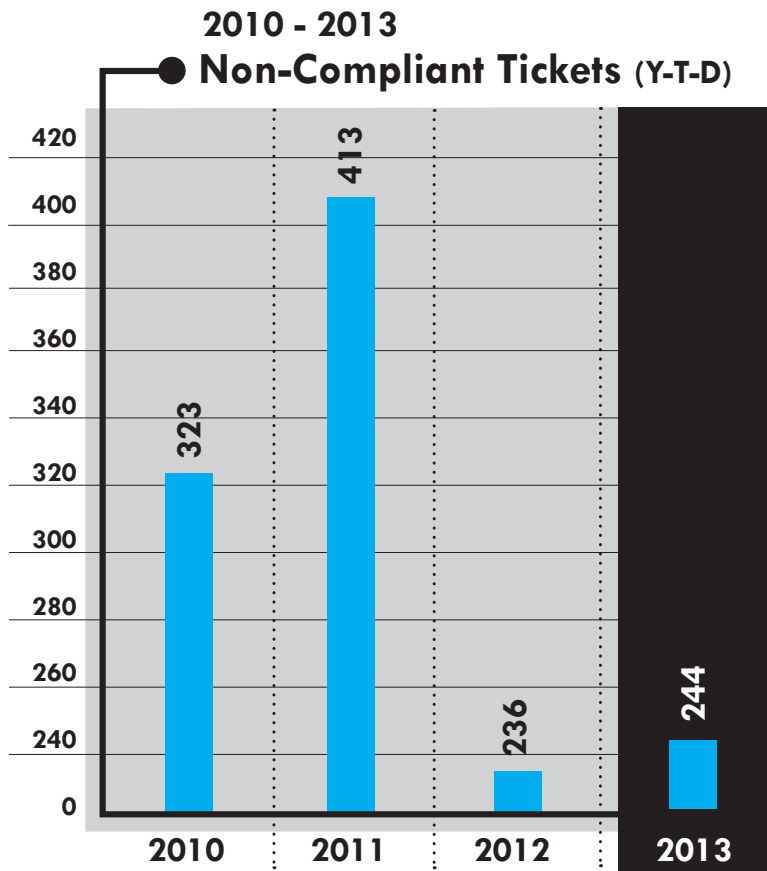


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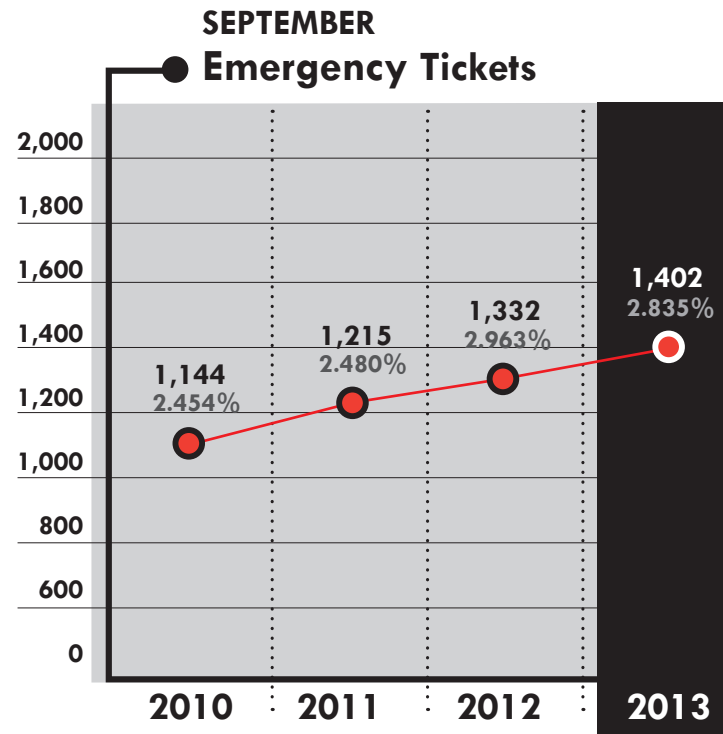
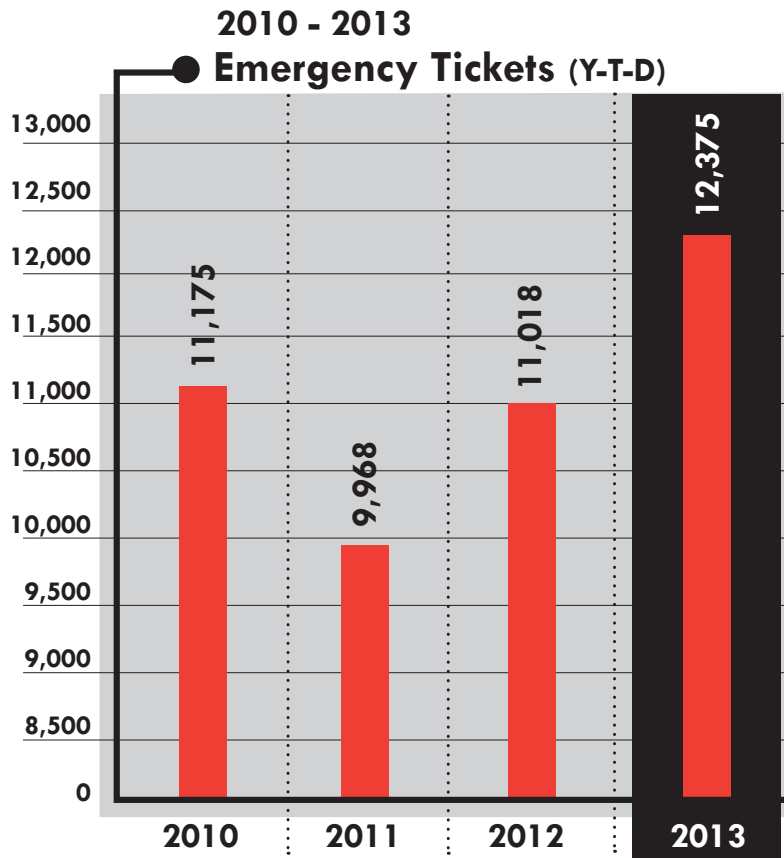
The total number of non-compliant tickets is only slightly higher than it was in the preceding year while the monthly number is lower.

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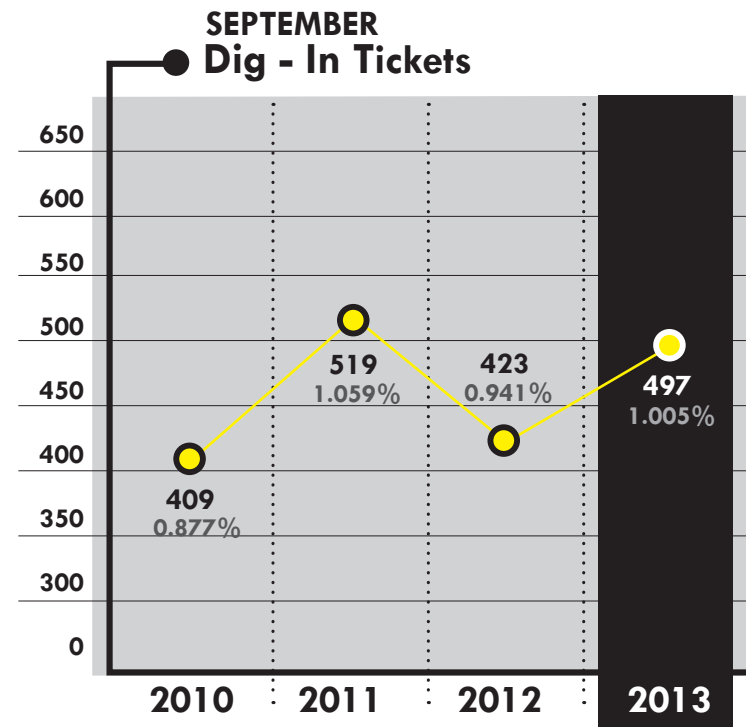
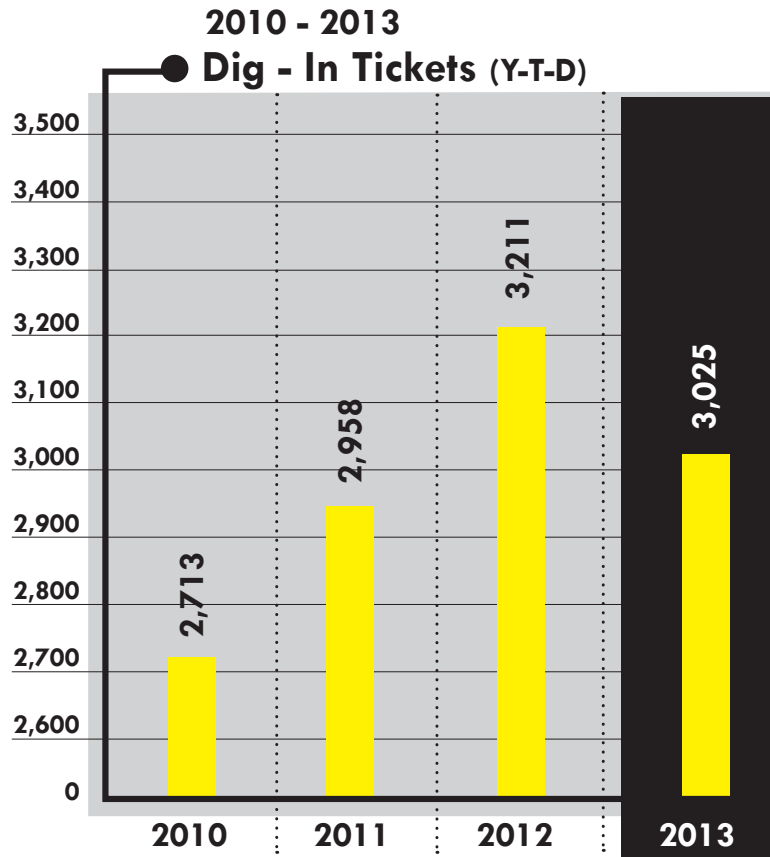
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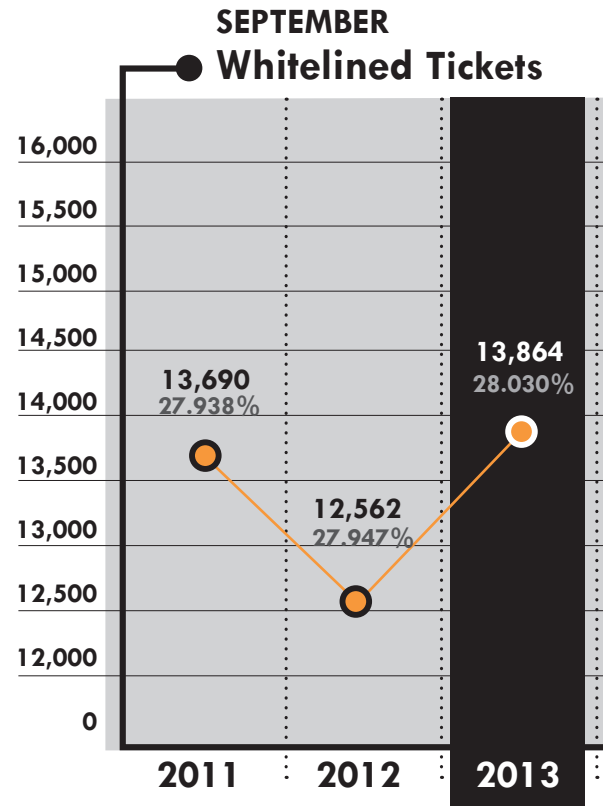
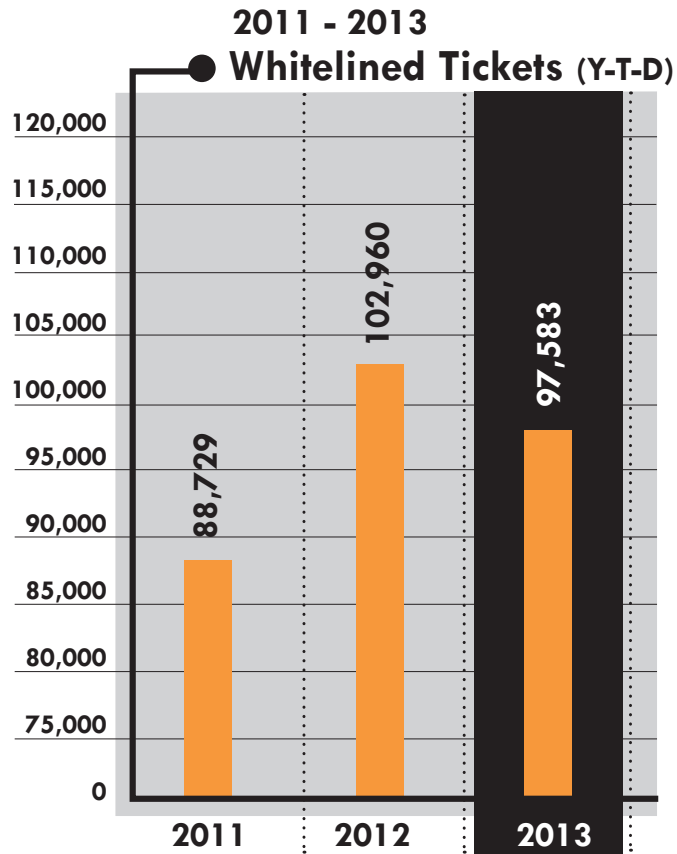
The percentage of dig-in tickets increase in September but the total YTD number continues to remain lower than in 2012.

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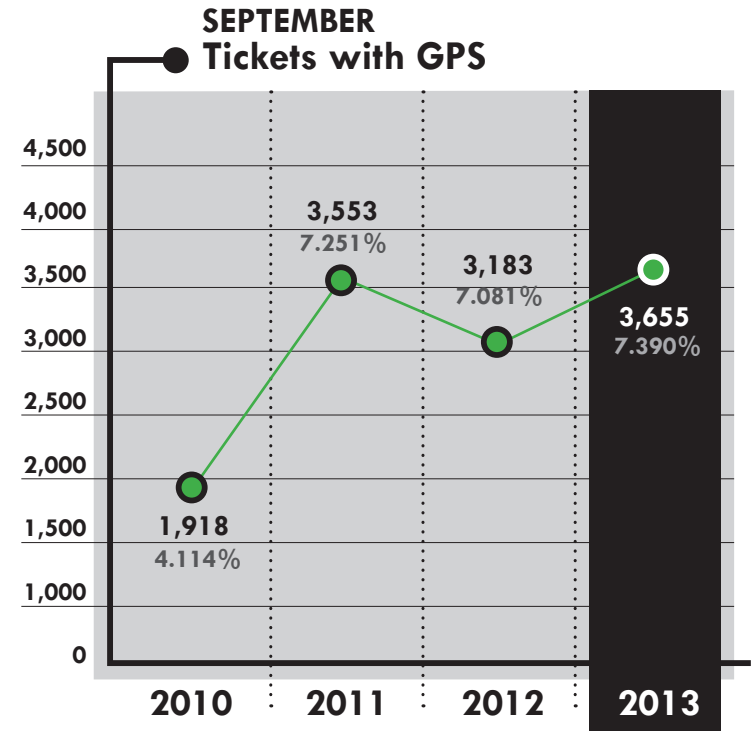
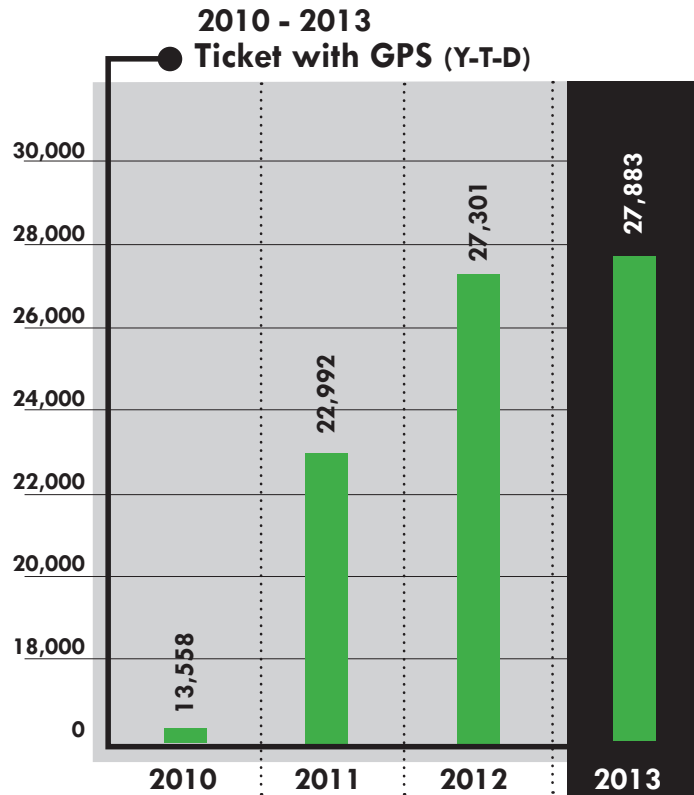
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The percentage of tickets bearing GPS coordinates increased again in September. The overall number of tickets with GPS coordinates remains slightly ahead of 2012.

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