

IOWA ONE CALL DASHBOARD

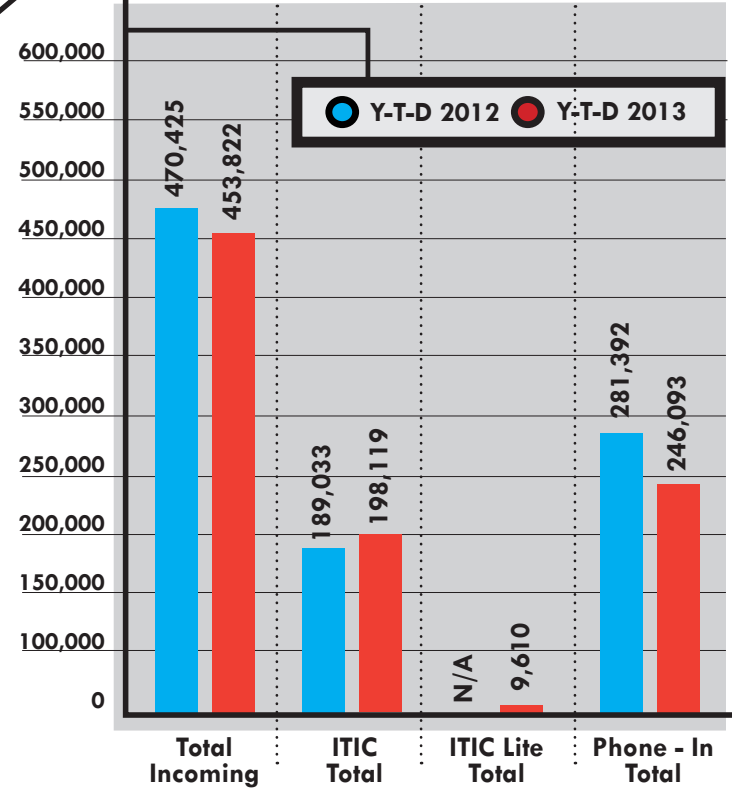
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

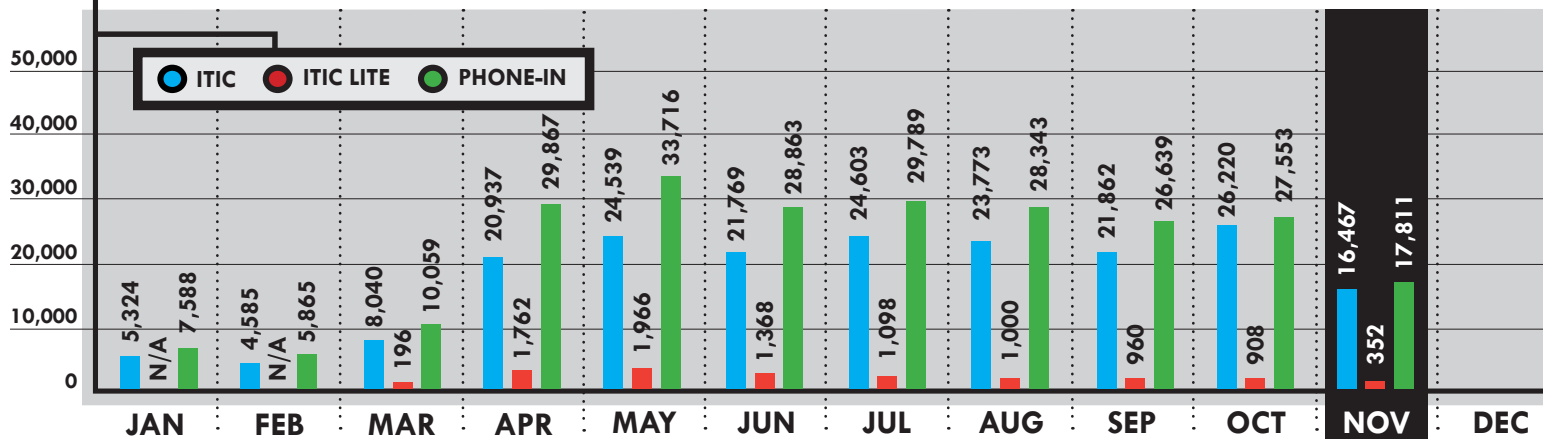
ITIC usage remains strong in 2013. Both the actual number of ITIC tickets received and the overall percentage of ITIC tickets processed will exceed 2012 levels.

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



2013
ITIC Activity (BY MONTH)



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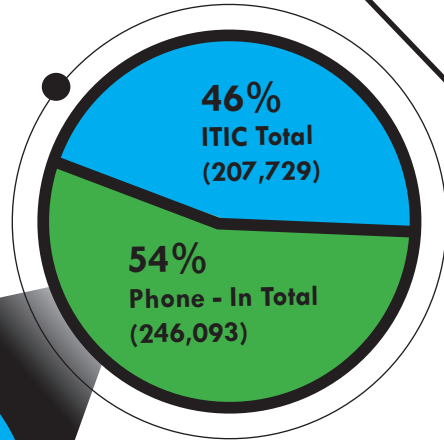
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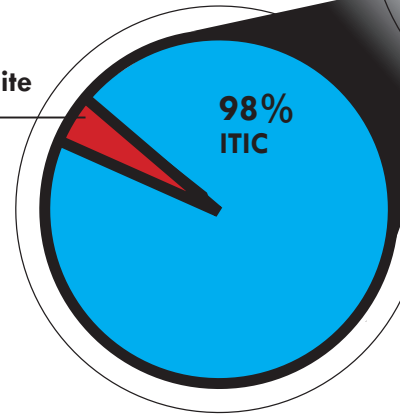
The ITIC percentage continues to hold strong in 2013. Fully 45% of the total incoming ticket volume has been submitted through ITIC. ITIC Lite usage remains steady and still accounts for 2% of all Internet tickets received in November.

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

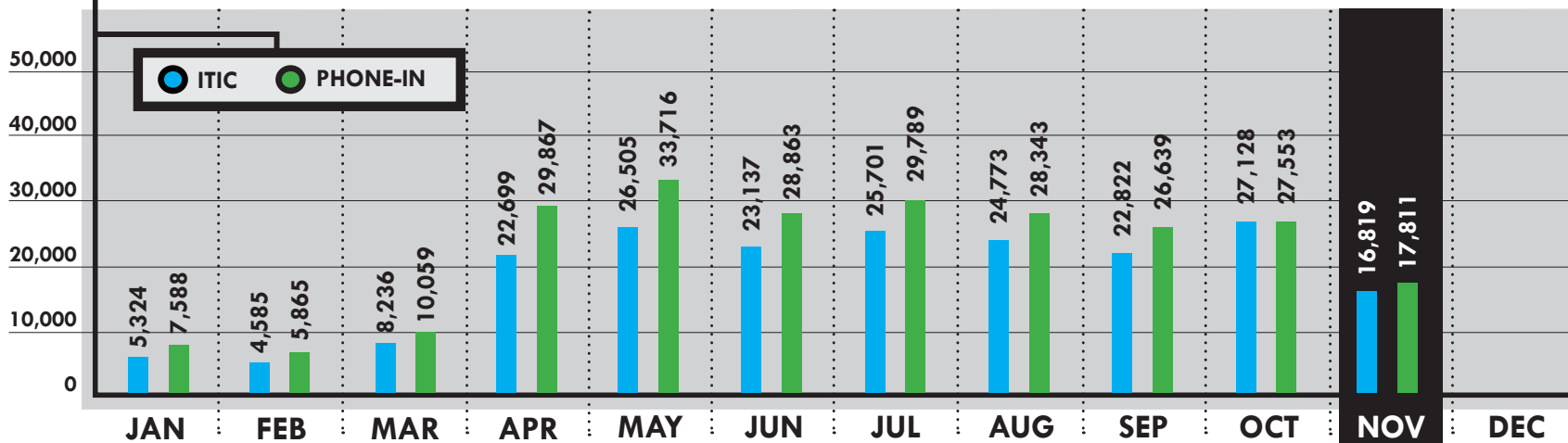


2% ITIC Lite



Breakdown of Online Tickets in November 2013

2013 ITIC vs. Phone-In



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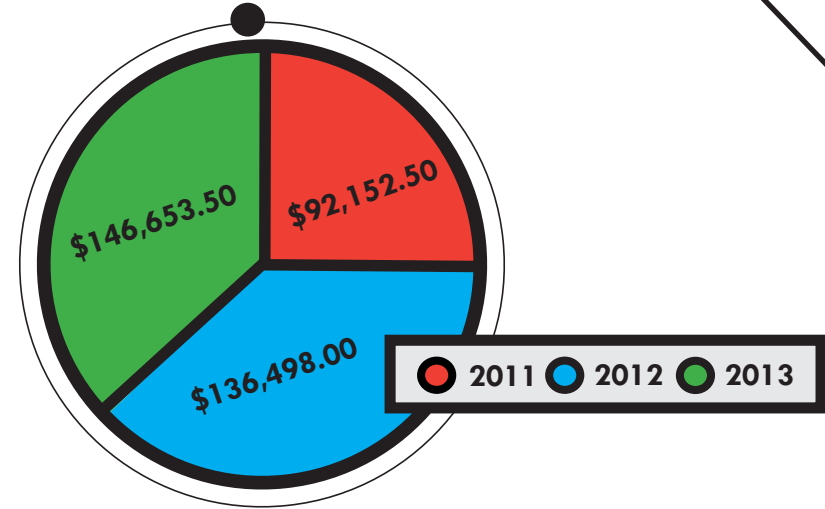
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ITIC savings year-to-date in 2013 have now exceeded the entire amount realized in 2012. The amount shown at left for 2012 is the total savings for the year, while the amount shown for 2013 is the year to date savings. Every ITIC ticket counts!

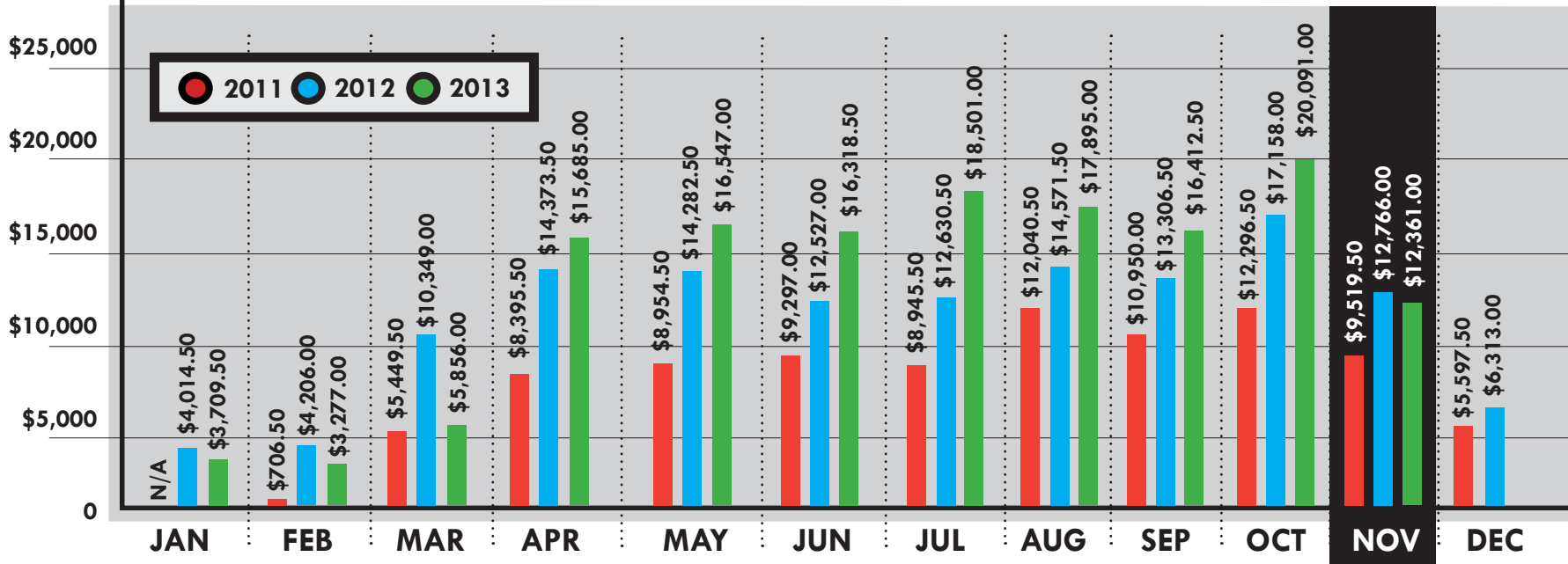
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Iowa One Call Total ITIC Discount



2011 - 2013

ITIC Discount Summary



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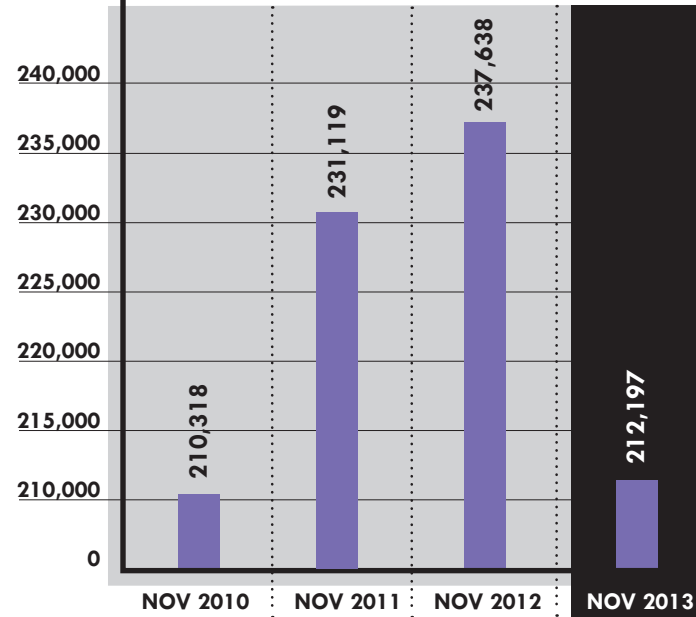
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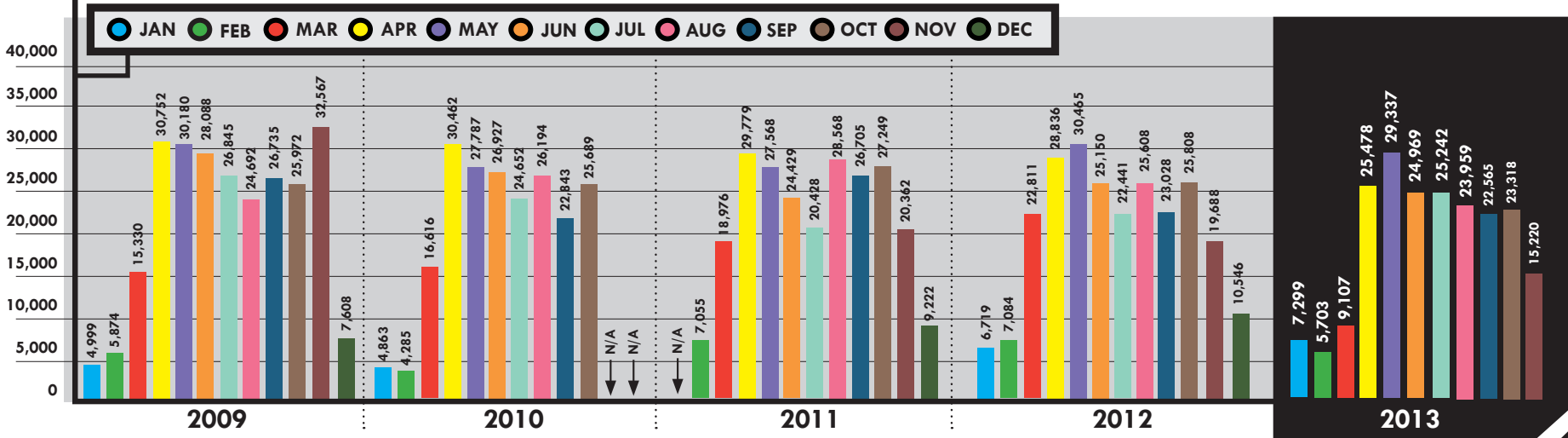
Comparative call volume from 2013 to 2012 still remains lower overall. The number of calls received in November 2013 is significantly lower than it was in 2012. Some decrease in incoming calls is normal due to higher ITIC participation in 2013.

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



2009 - 2013
Total Incoming Calls (BY MONTH)



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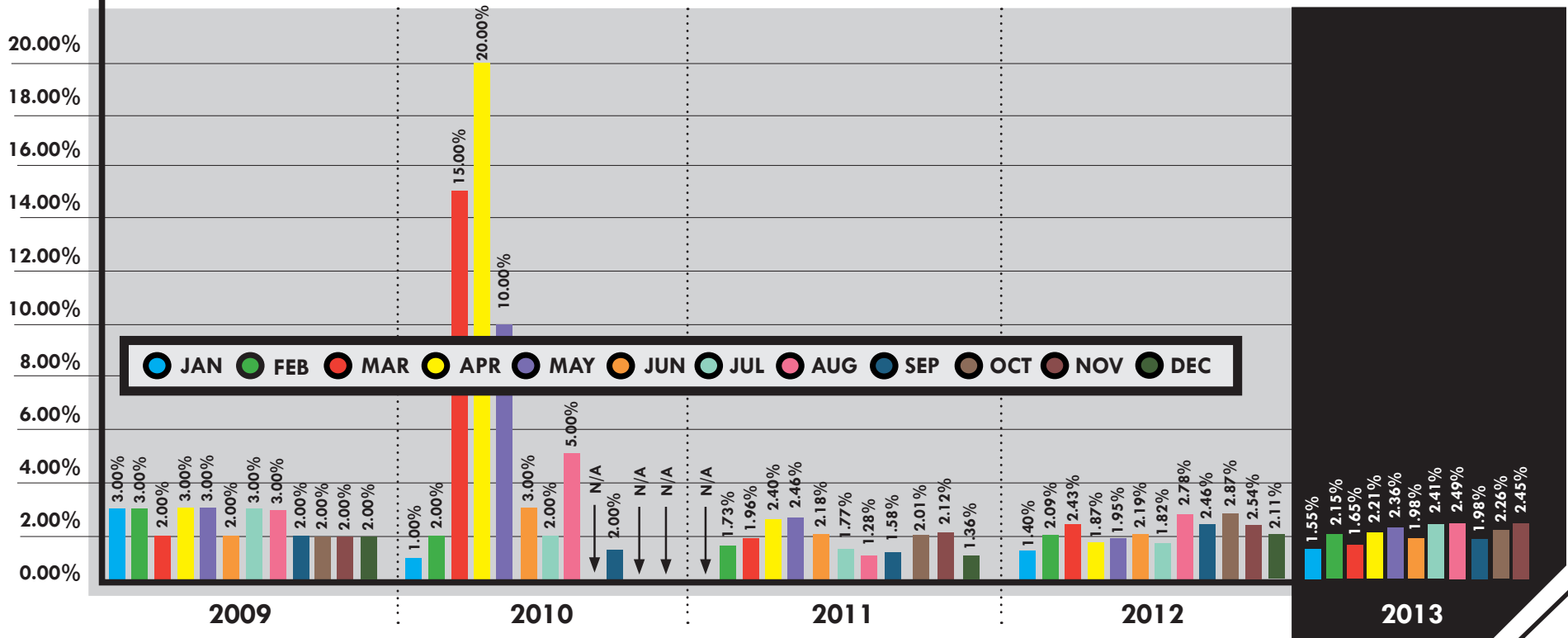
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The abandonment rate, like the Average Speed to answer, remains within contract and historical levels and have improved over 2012.

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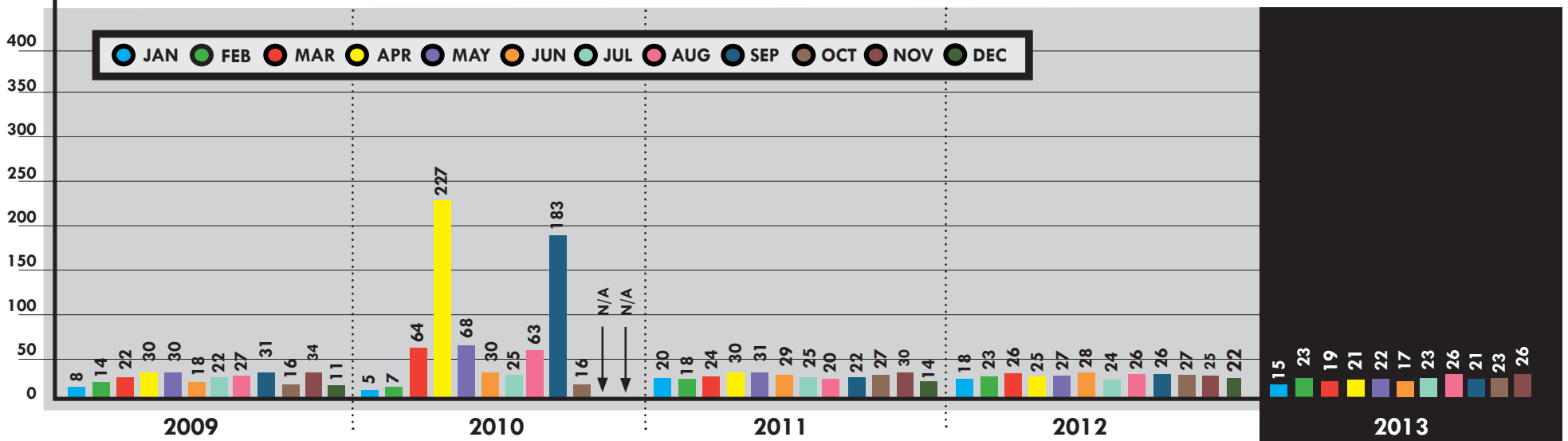
2009 - 2013

● Calls Abandoned (BY MONTH)



2009 - 2013

Average Speed to Answer (BY MONTH)

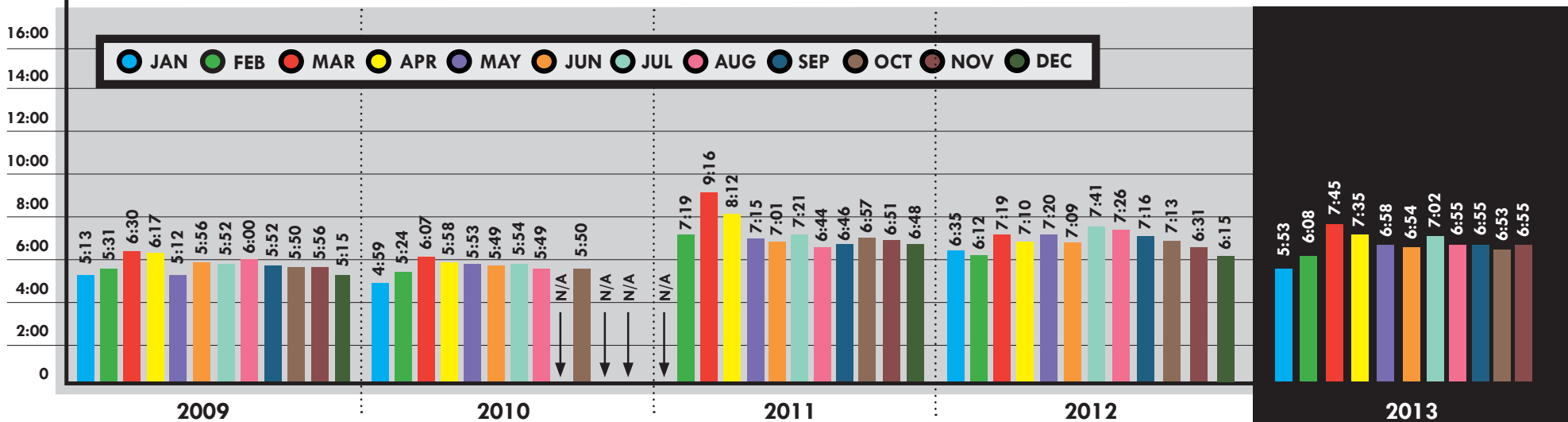


The average talk time is largely lower than 2012 levels.

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2009 - 2013

Average Talk Time (BY MONTH)



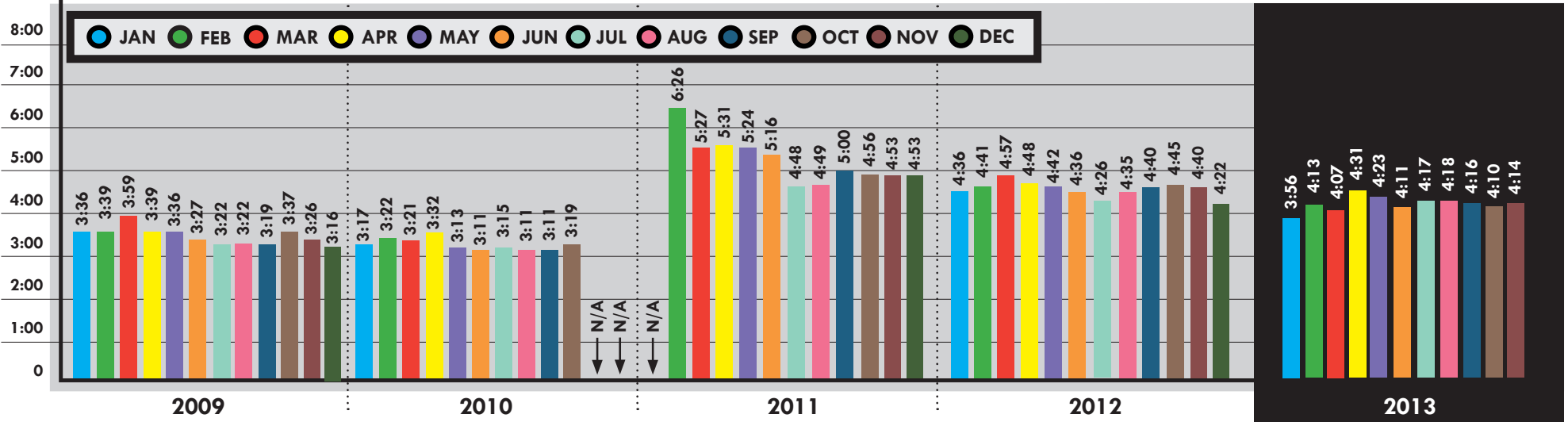
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2009 - 2013

Average Time per Ticket (BY MONTH)



Average time per ticket is improved over 2012 levels. The staff made this improvement while continuing to market ITIC to callers.

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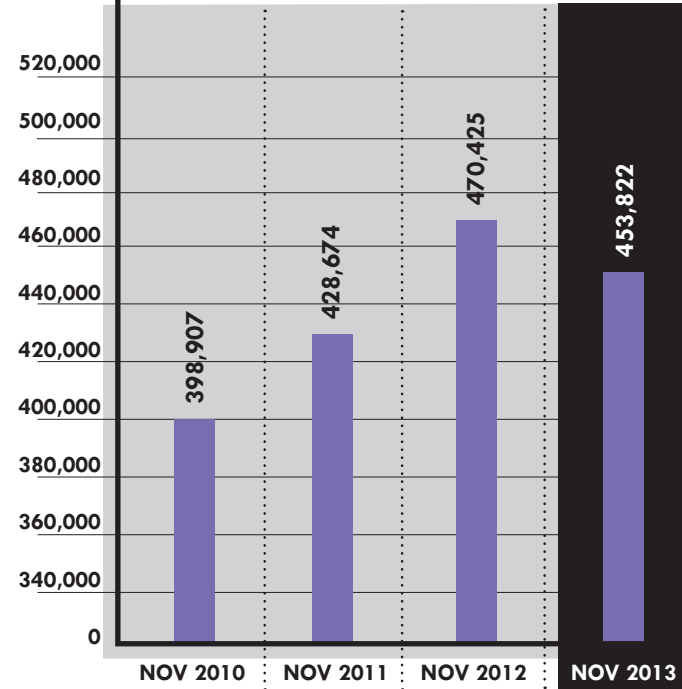
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The total incoming ticket volumes is still below 2012 levels. November incoming ticket volume was lower 2013 than 2012.

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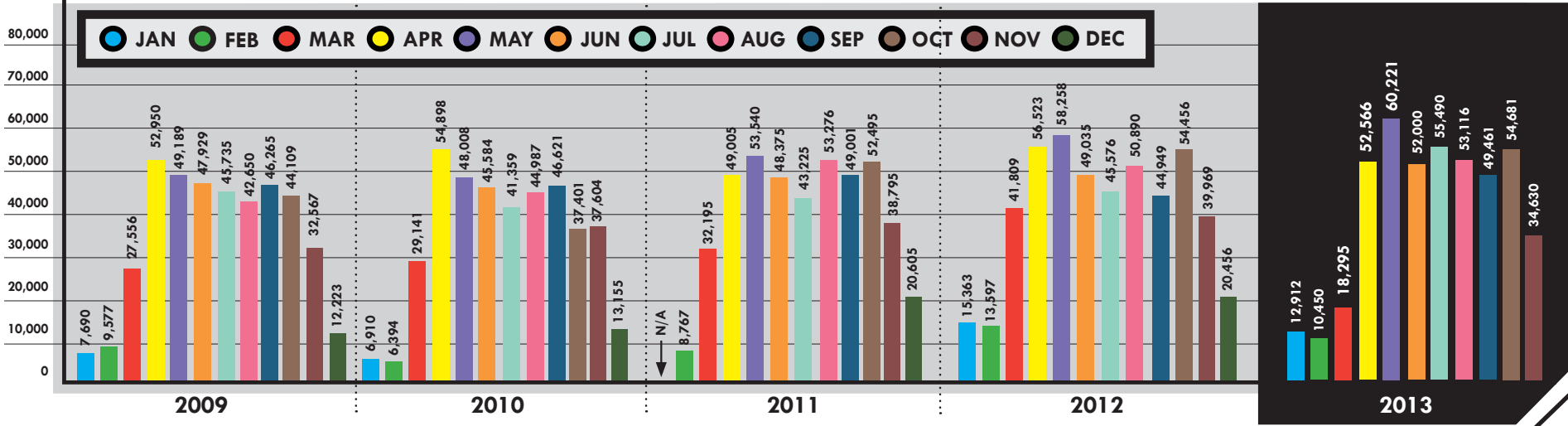
2010 - 2013

Incoming Ticket Totals (Y-T-D)



2009 - 2013

Incoming Ticket Totals (BY MONTH)



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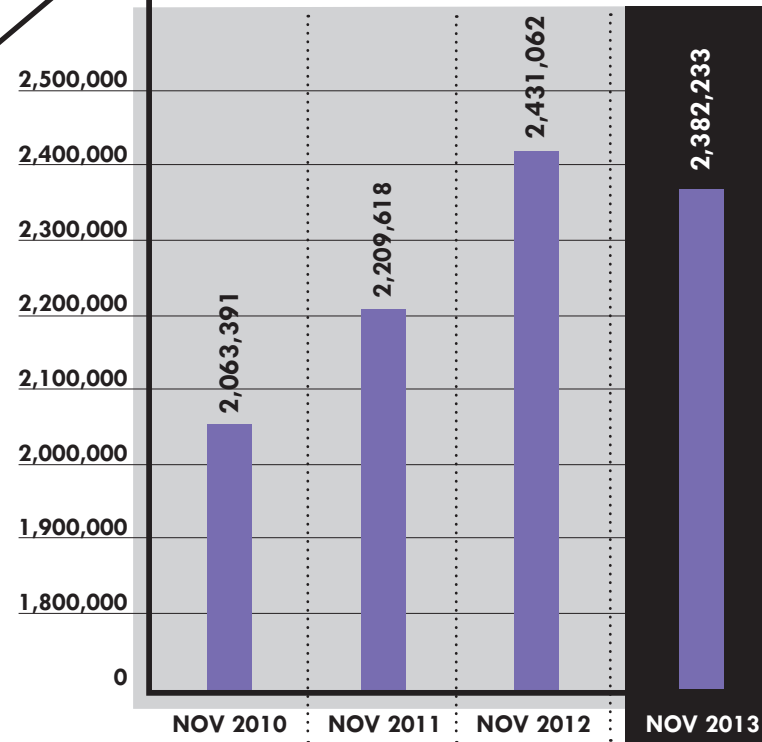
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Outgoing ticket totals follow the pattern set by incoming tickets.

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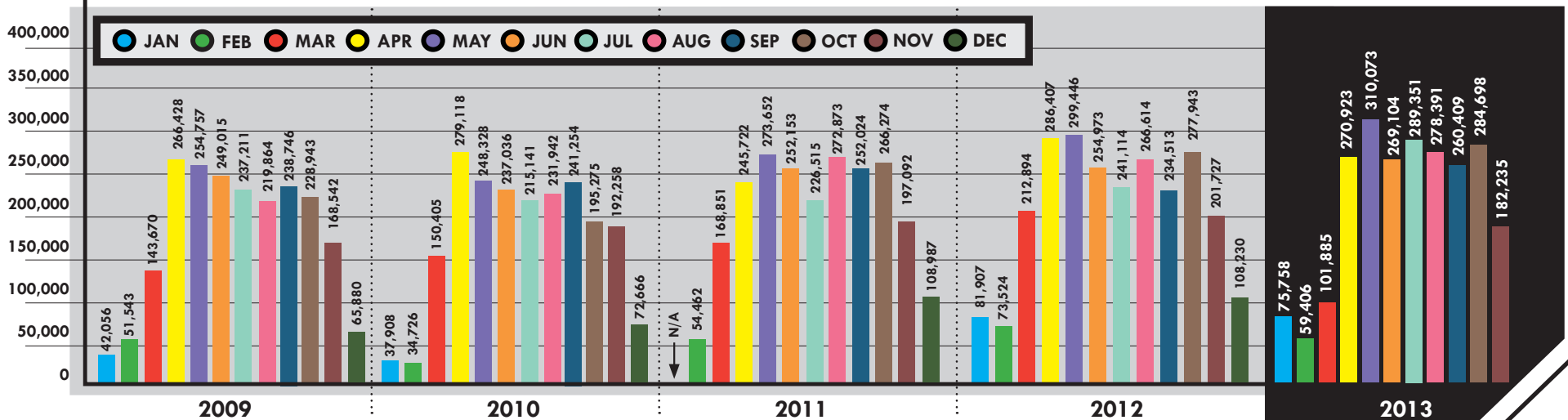
2010 - 2013

● Outbound Ticket Totals (Y-T-D)



2009 - 2013

● Outbound Ticket Totals (BY MONTH)



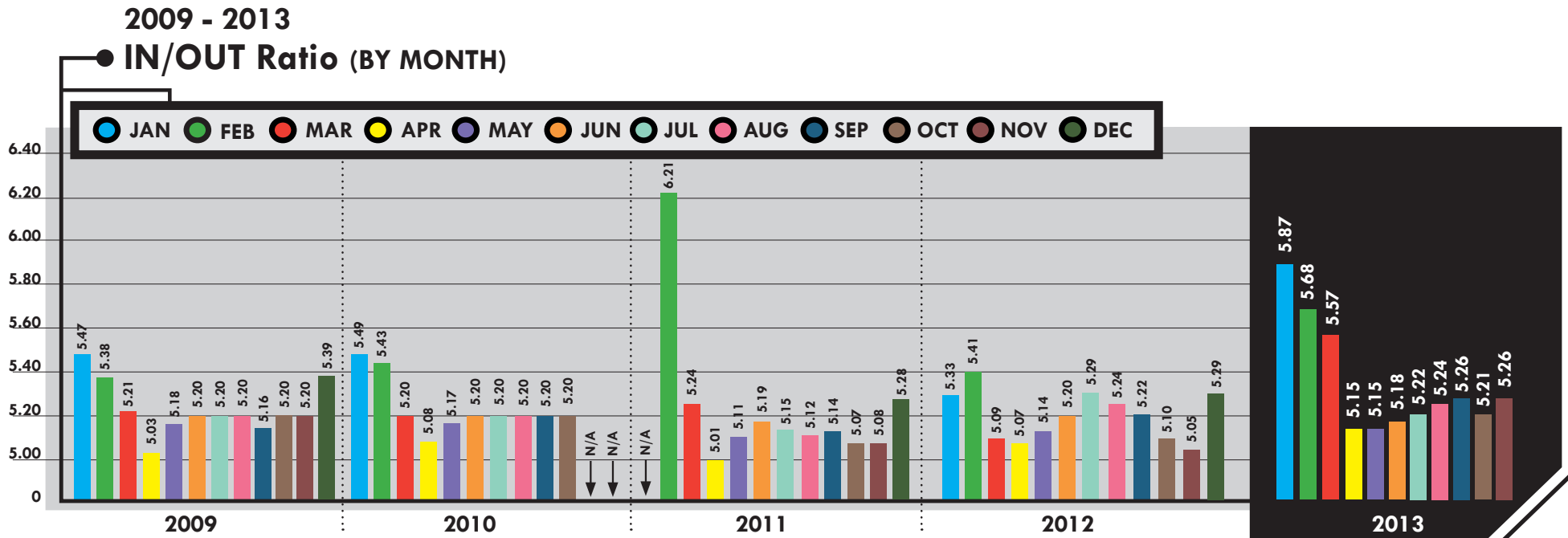
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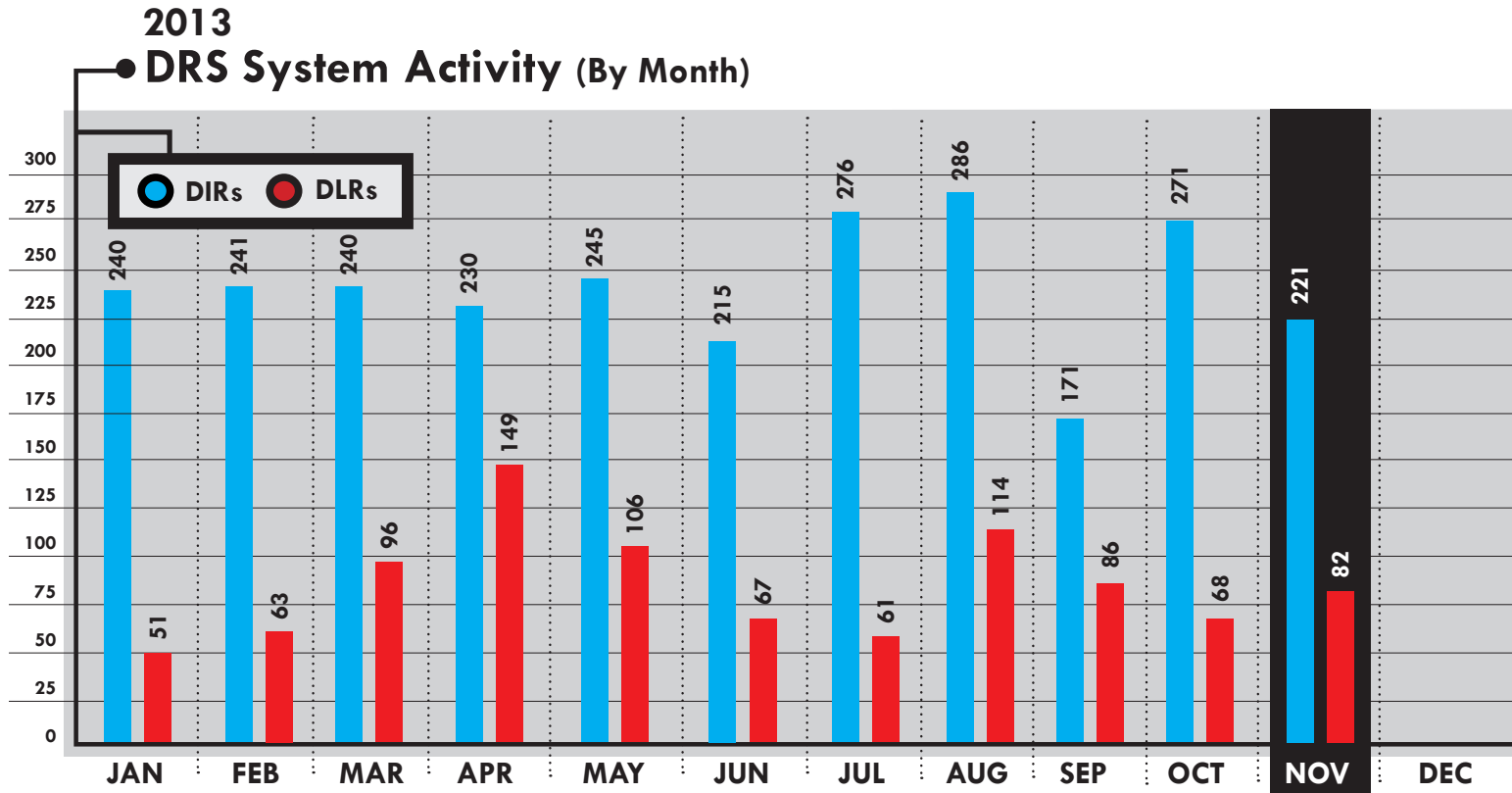
The in/out ratio has declined significantly since the beginning of the year and has remained similar to the levels experienced in 2012.

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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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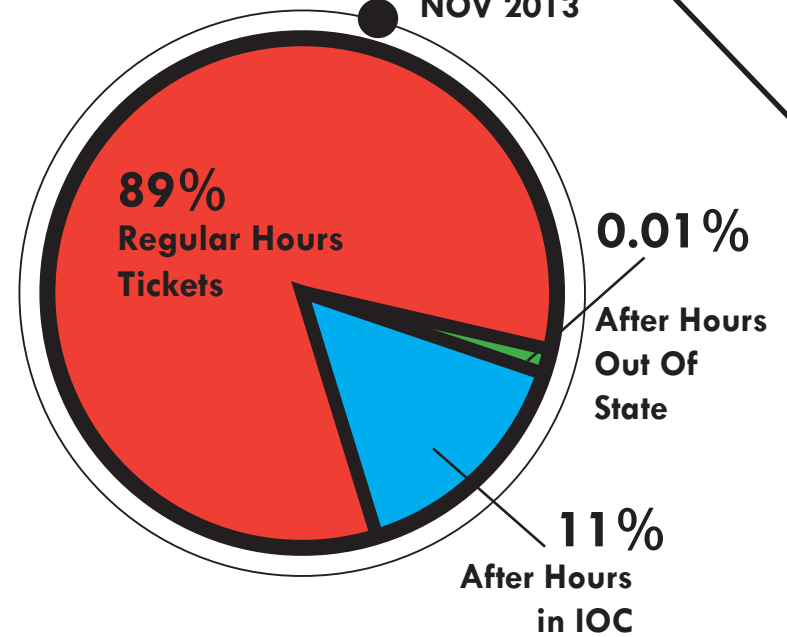


In the charts on this page, we have provided a breakdown showing the time of day and location where incoming tickets were received.

The pie chart breaks the number of after-hours tickets received into the percentage of those received by phone and ITIC.

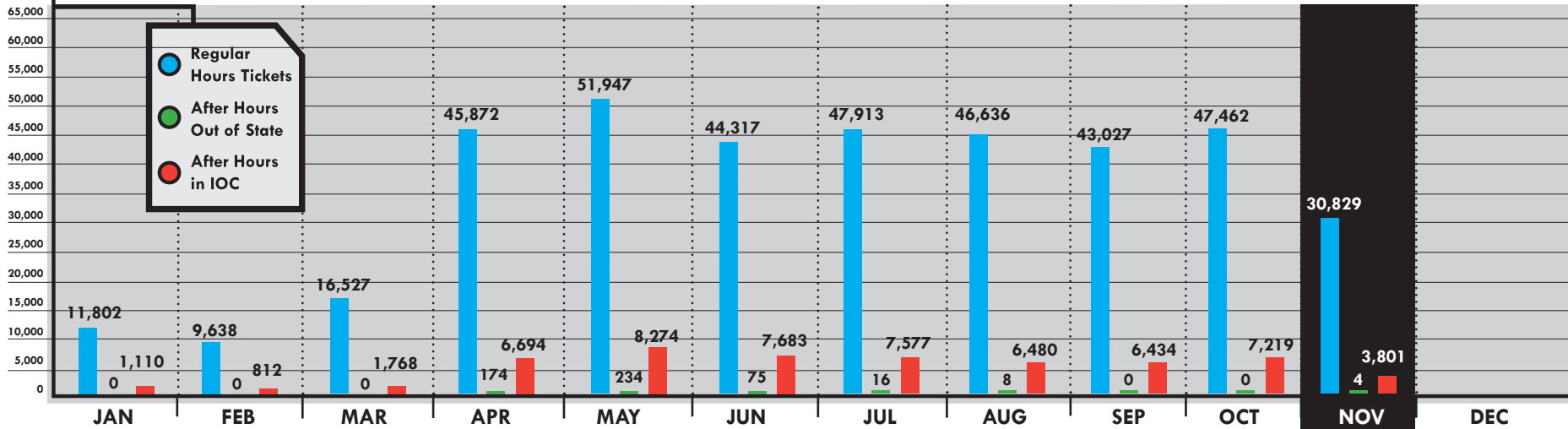
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After Hours Analysis NOV 2013



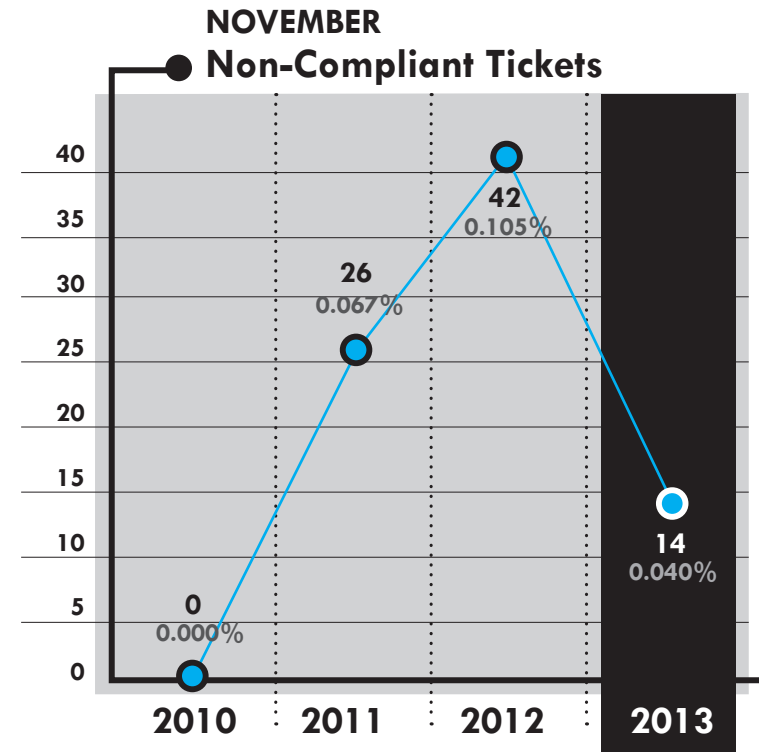
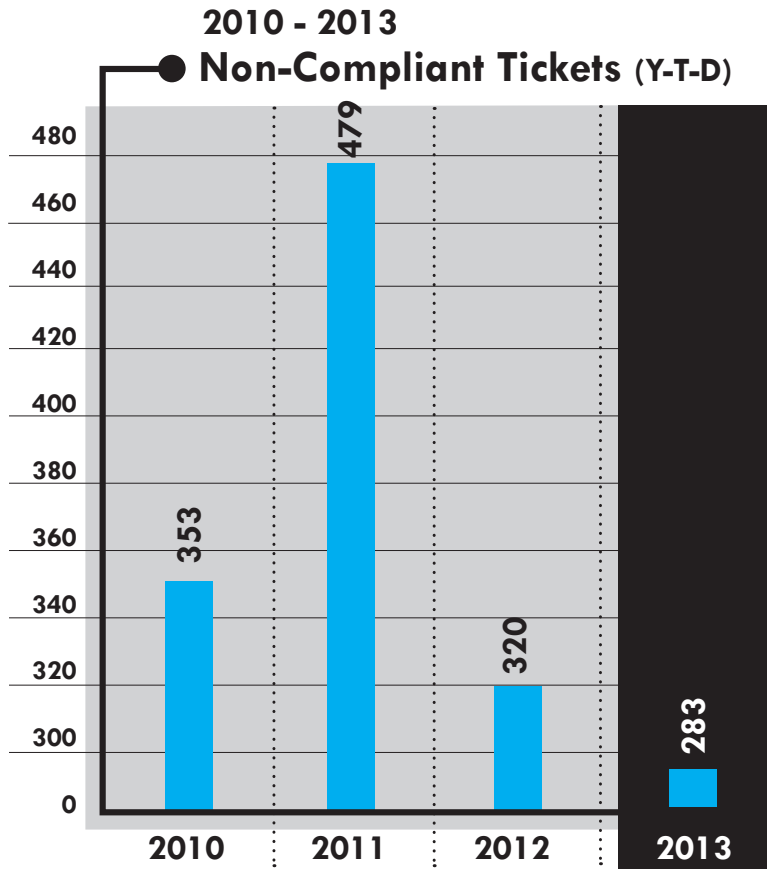
2013

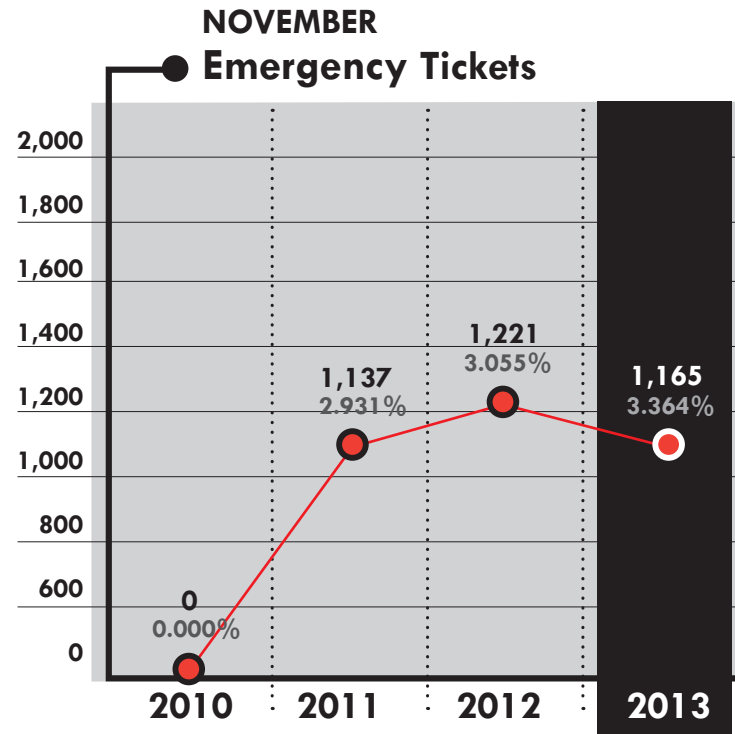
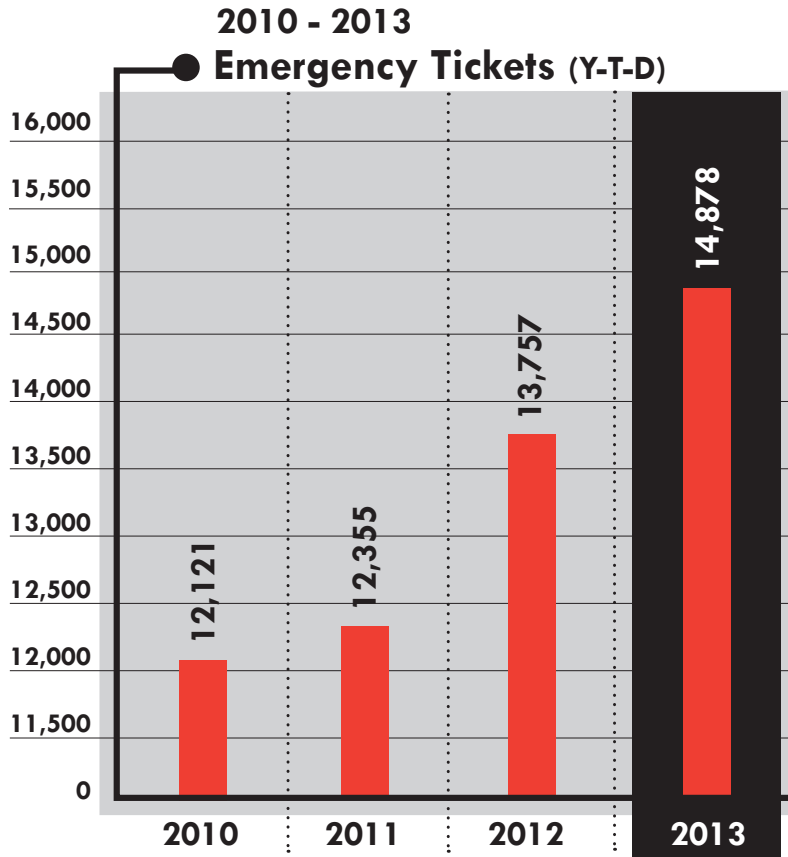
Time of Receipt Analysis (Year To Date)



The total number of non-compliant tickets is lower both for the month and the year-to-date total.

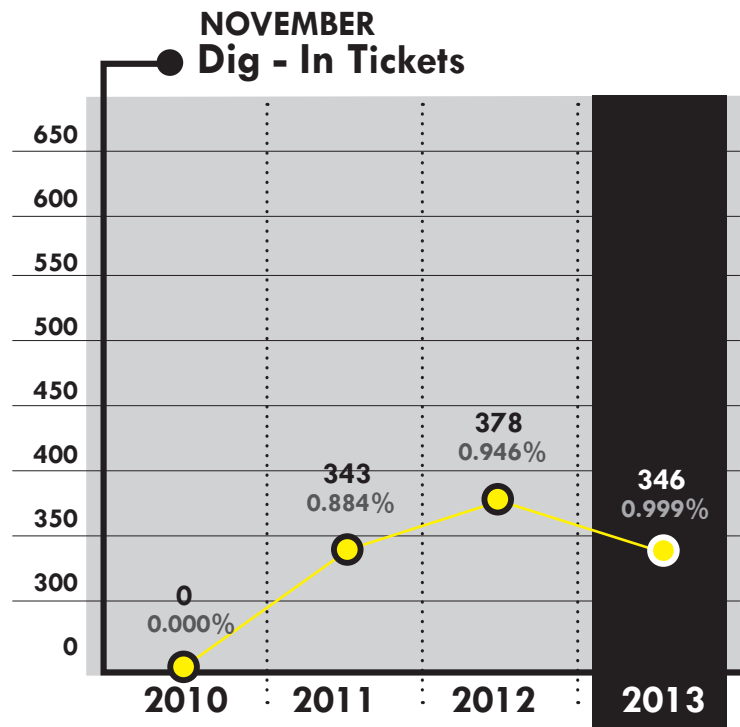
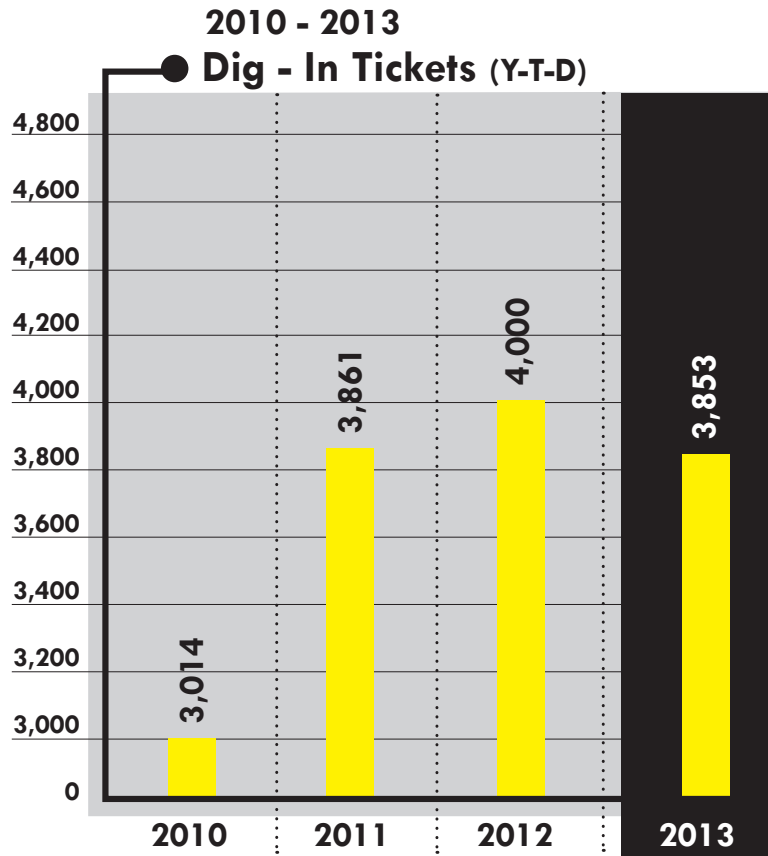
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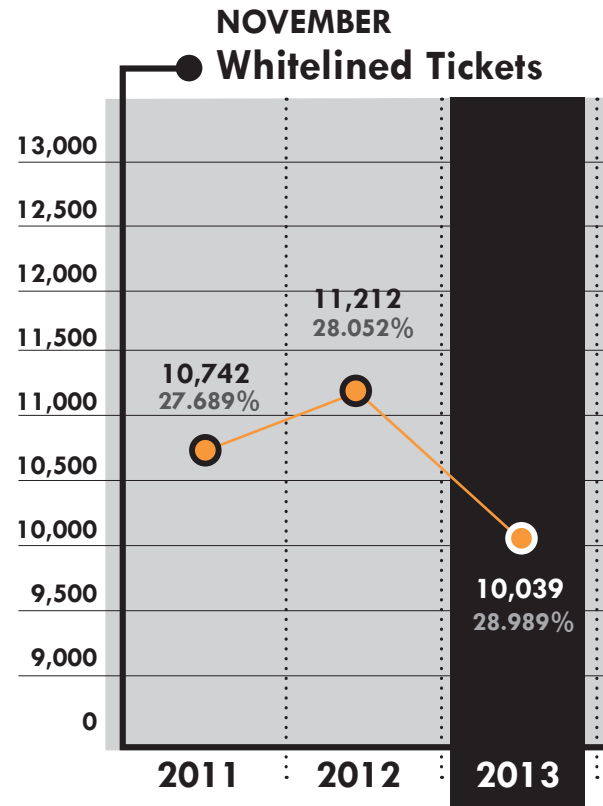
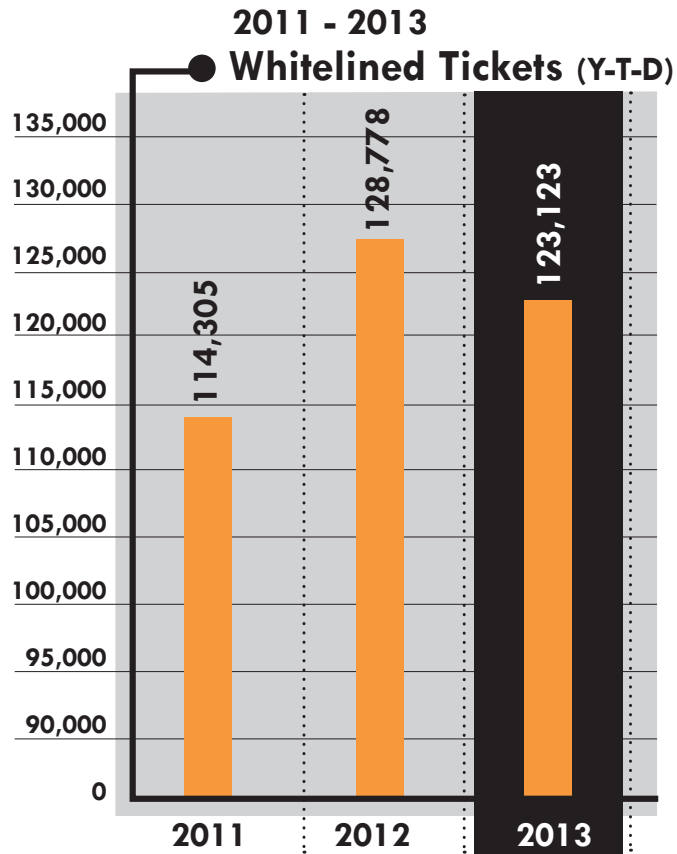
The percentage of dig-in tickets decreased in November and the total YTD number continues to remain lower than in 2012.

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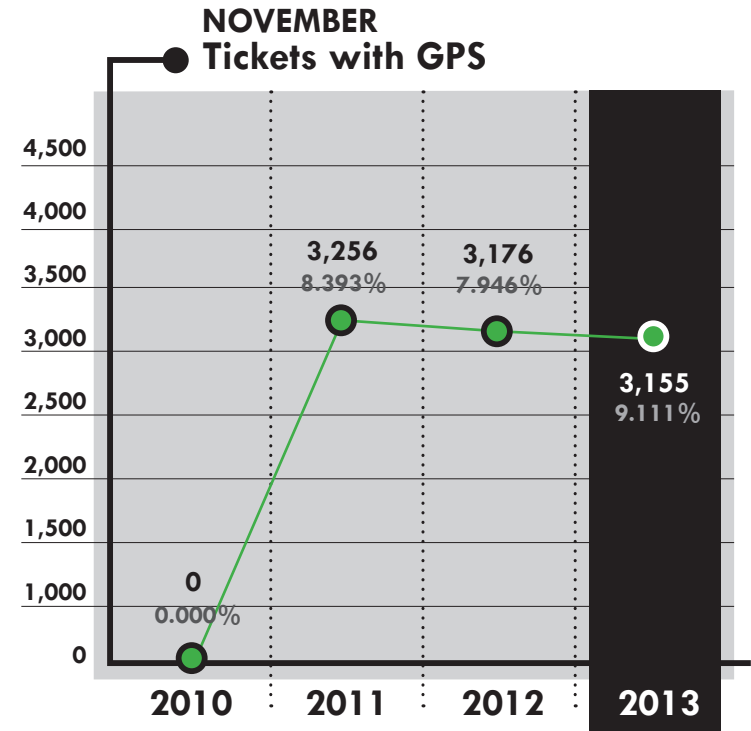
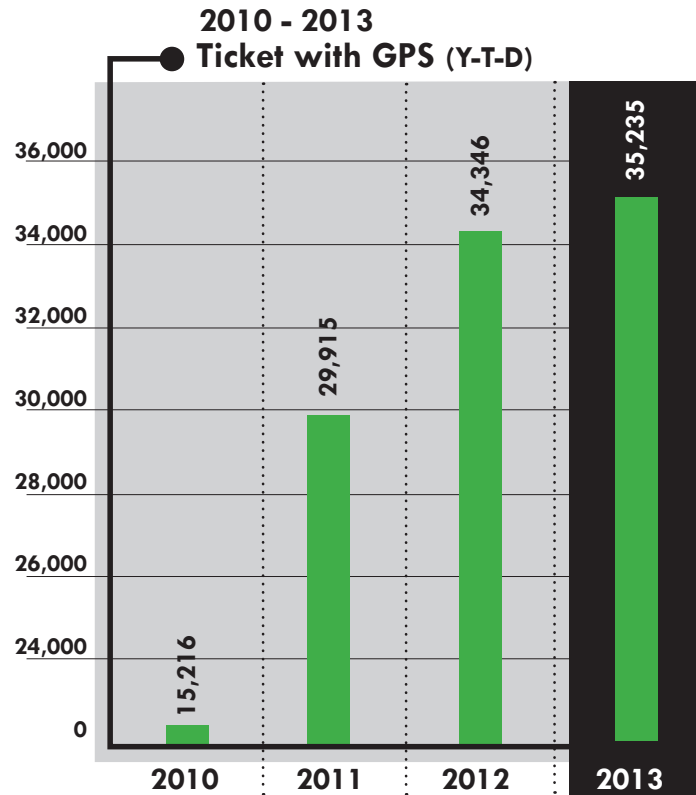
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The percentage of tickets bearing GPS coordinates remained about the same in October. The overall number of tickets with GPS coordinates remains slightly ahead of 2012.

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