

IOWA ONE CALL DASHBOARD

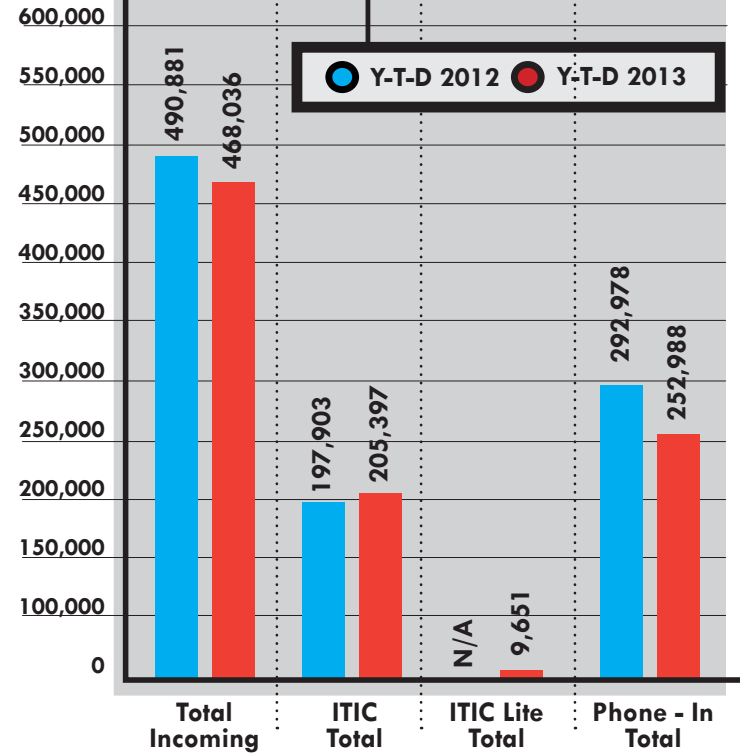
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

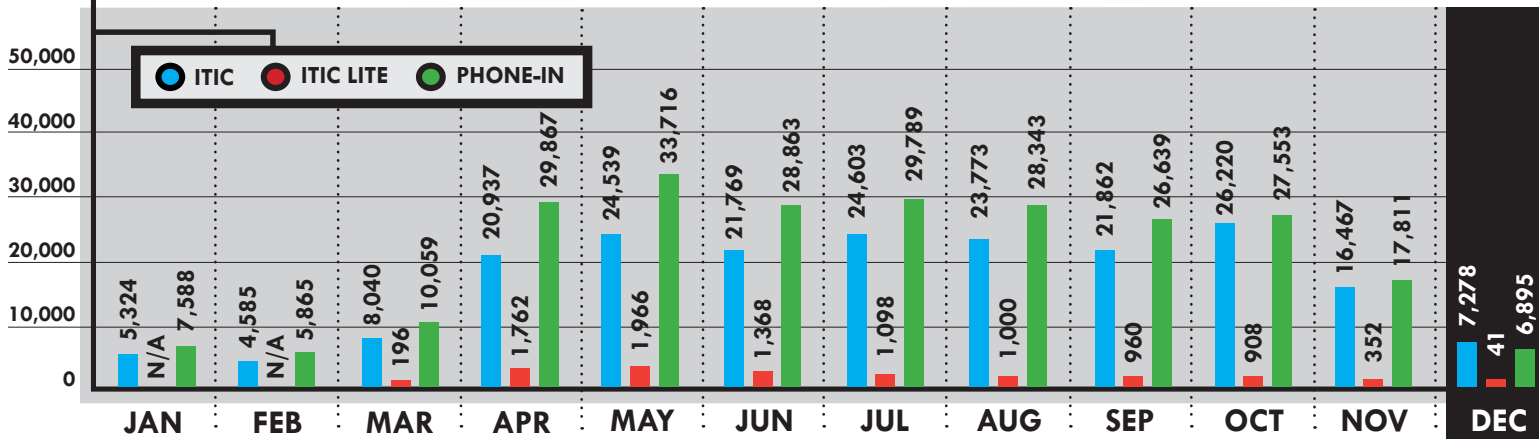
ITIC usage was very strong throughout 2013. Both the actual number of ITIC tickets received and the overall percentage of ITIC tickets processed exceeded 2012 levels.

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



2013
ITIC Activity (BY MONTH)



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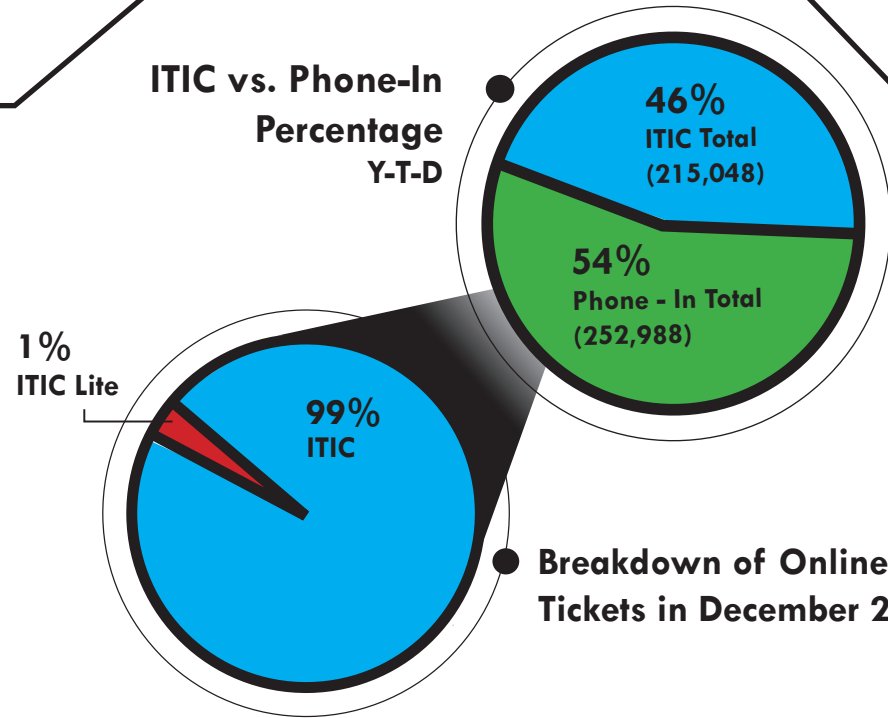
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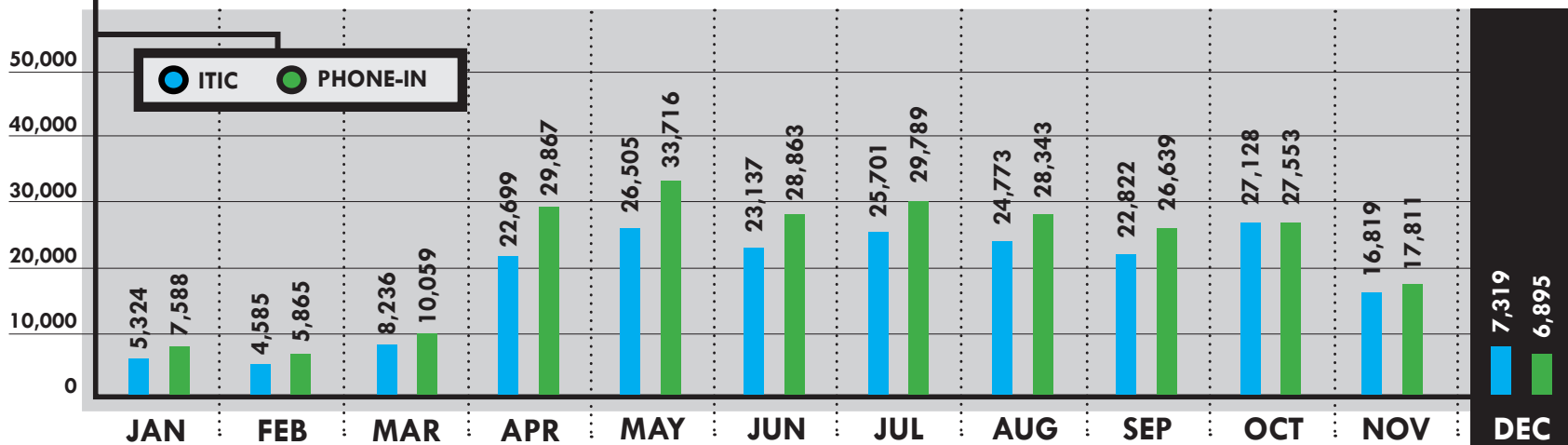
The ITIC percentage grew again in 2013. Fully 46% of the total incoming ticket volume was submitted through ITIC. ITIC Lite usage accounted for 1% of all Internet tickets received in 2013.

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



2013
ITIC vs. Phone-In



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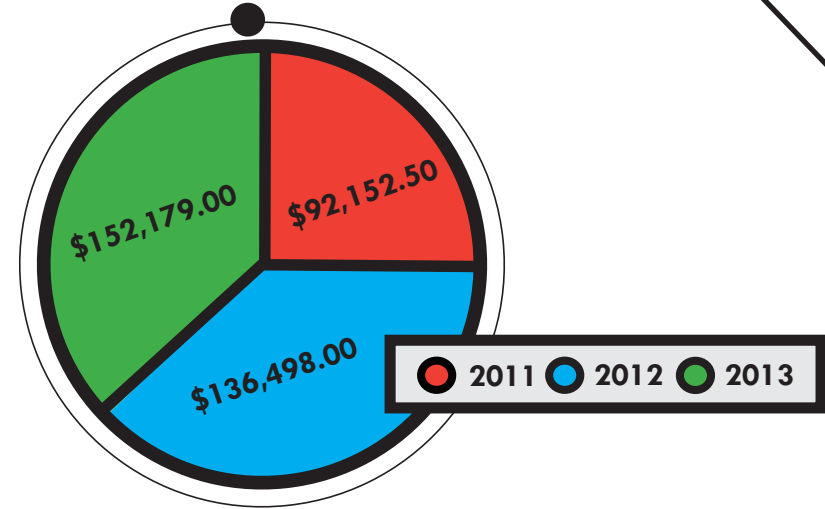
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ITIC savings in 2013 exceeded the entire amount realized in 2012. It's easy to see that every ITIC ticket counts!

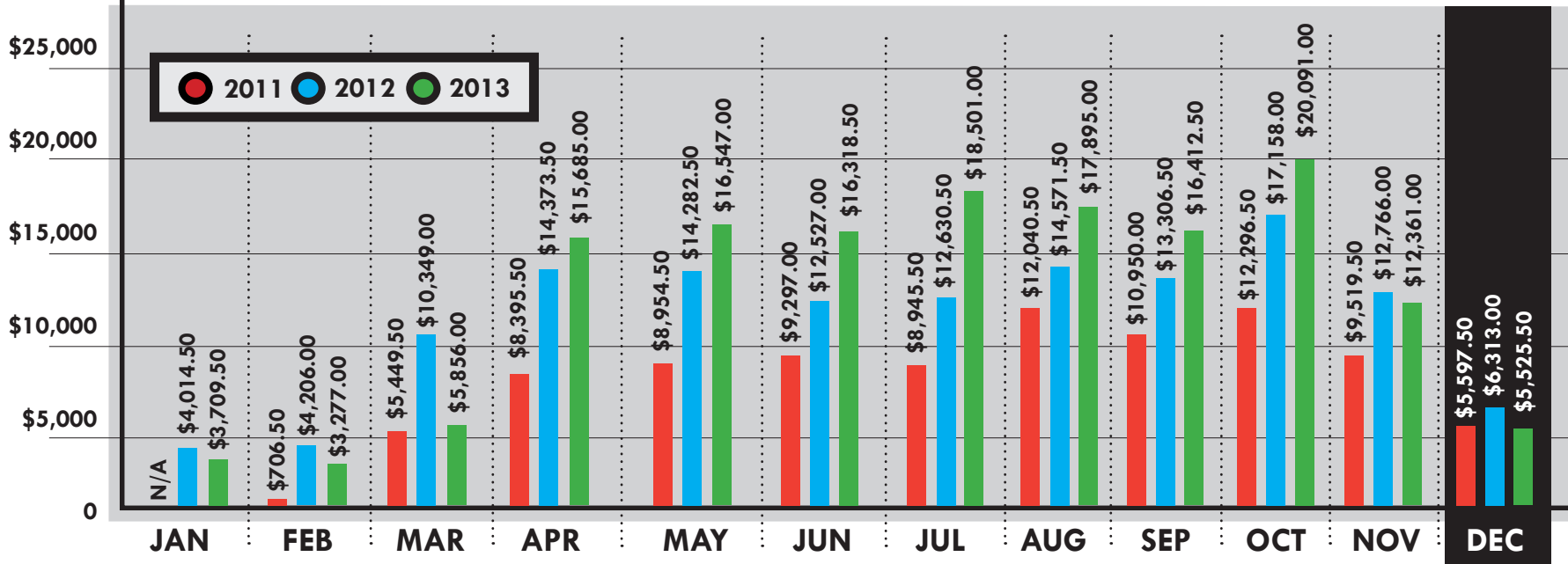
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Iowa One Call Total ITIC Discount



2011 - 2013

ITIC Discount Summary



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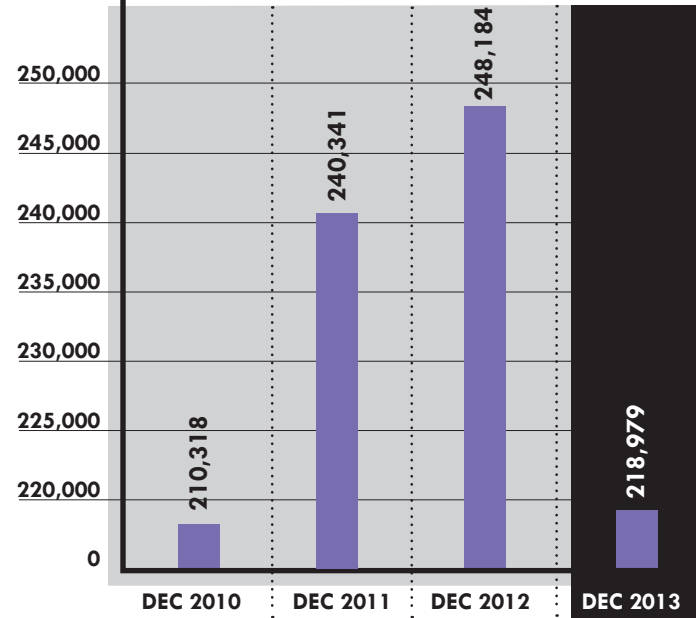
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Incoming call volume was lower in 2013 than in 2012. Although reduced ticket volume in 2013 could account for some of this, its worth noting that some decrease in incoming calls is normal due to higher ITIC participation in 2013.

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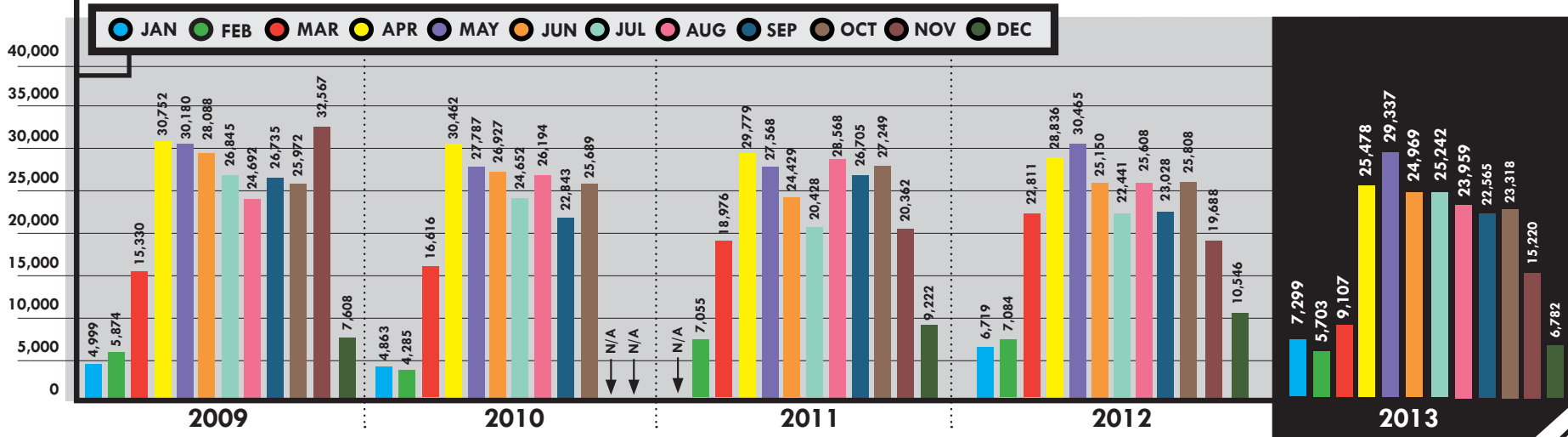
2010 - 2013

Total Incoming Calls (Y-T-D)



2009 - 2013

Total Incoming Calls (BY MONTH)

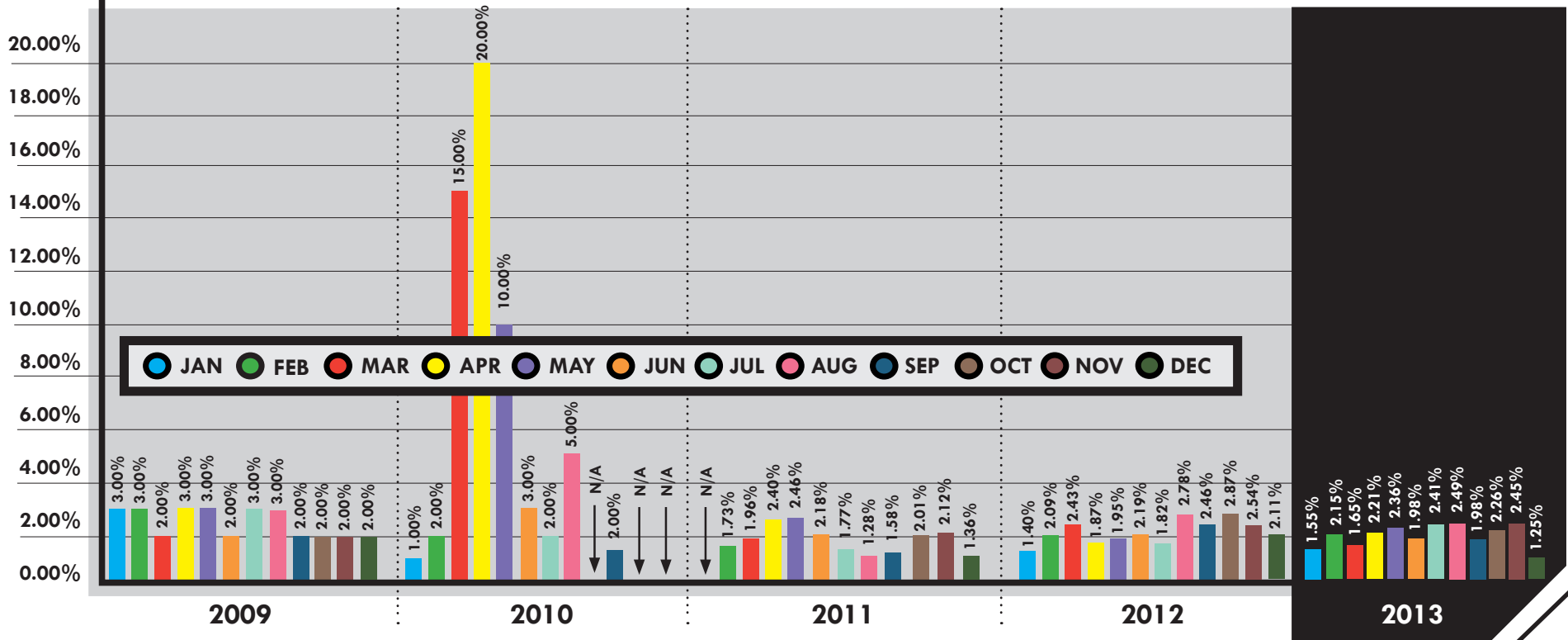


The abandonment rate, like the Average Speed to answer, remains within contract and historical levels and have improved over 2012.

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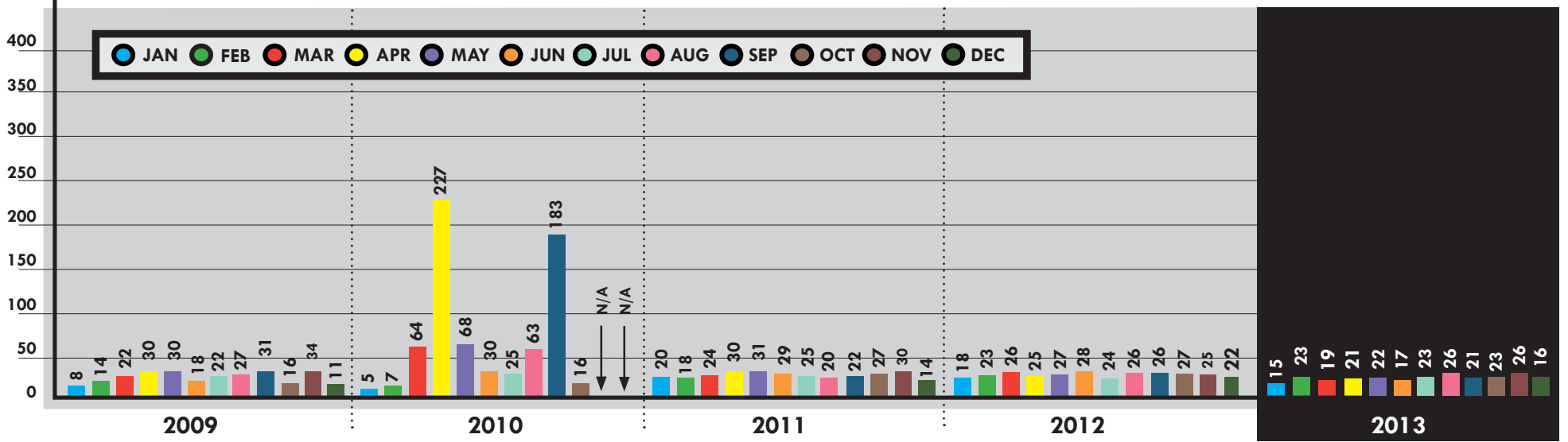
2009 - 2013

● Calls Abandoned (BY MONTH)



2009 - 2013

Average Speed to Answer (BY MONTH)

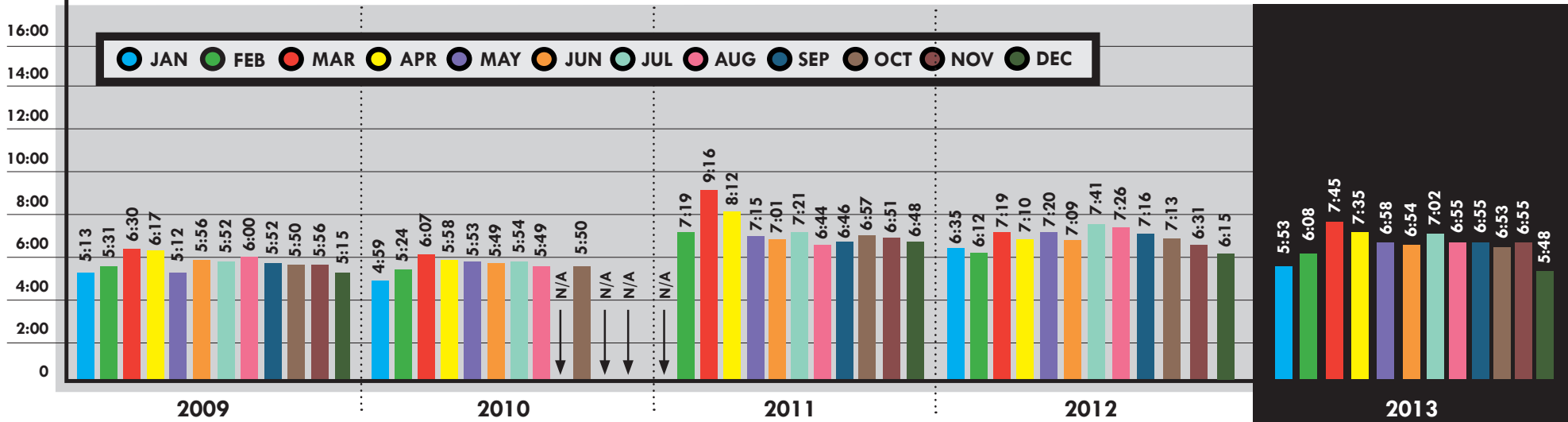


The average talk time is largely lower than 2012 levels.

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2009 - 2013

Average Talk Time (BY MONTH)



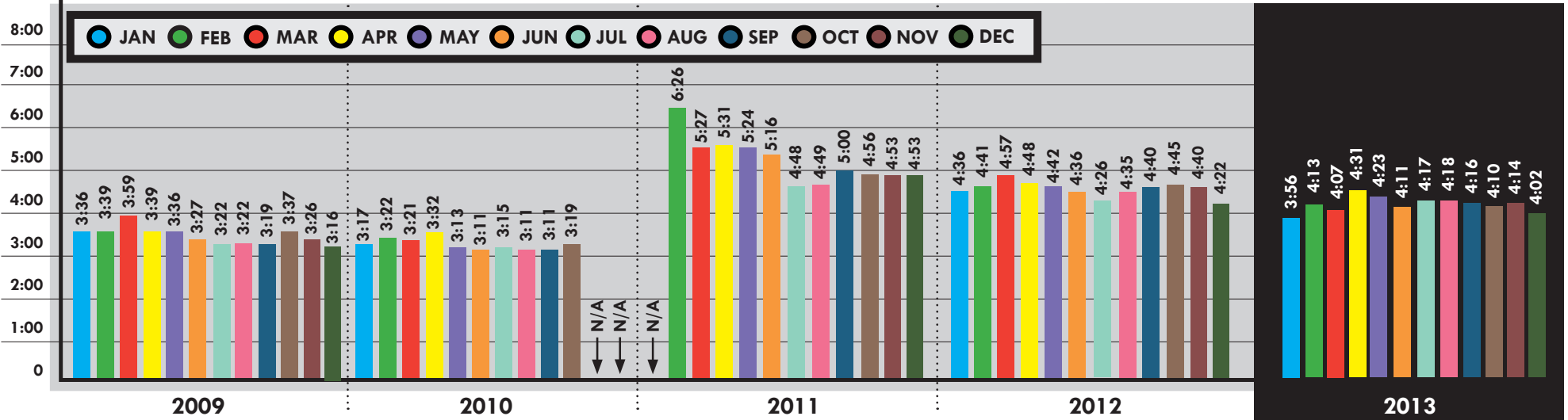
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2009 - 2013

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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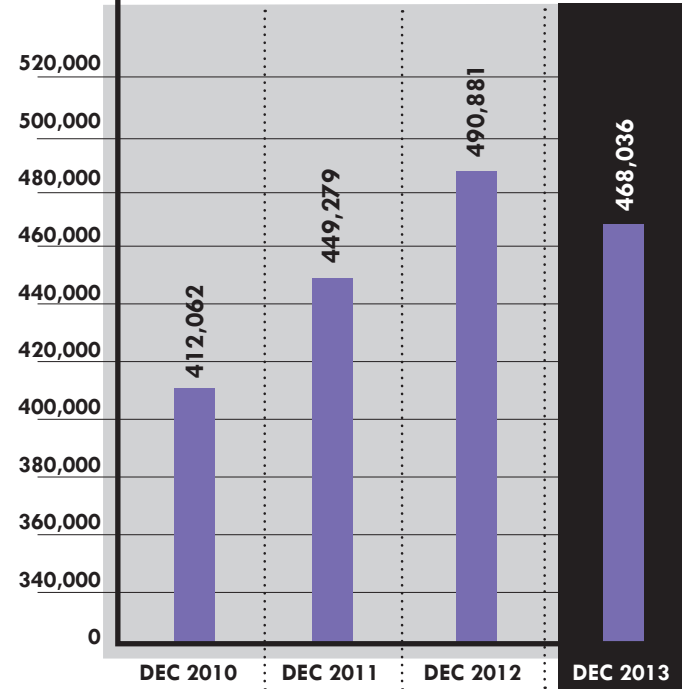
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Incoming ticket volume in 2013 was below 2012 levels.

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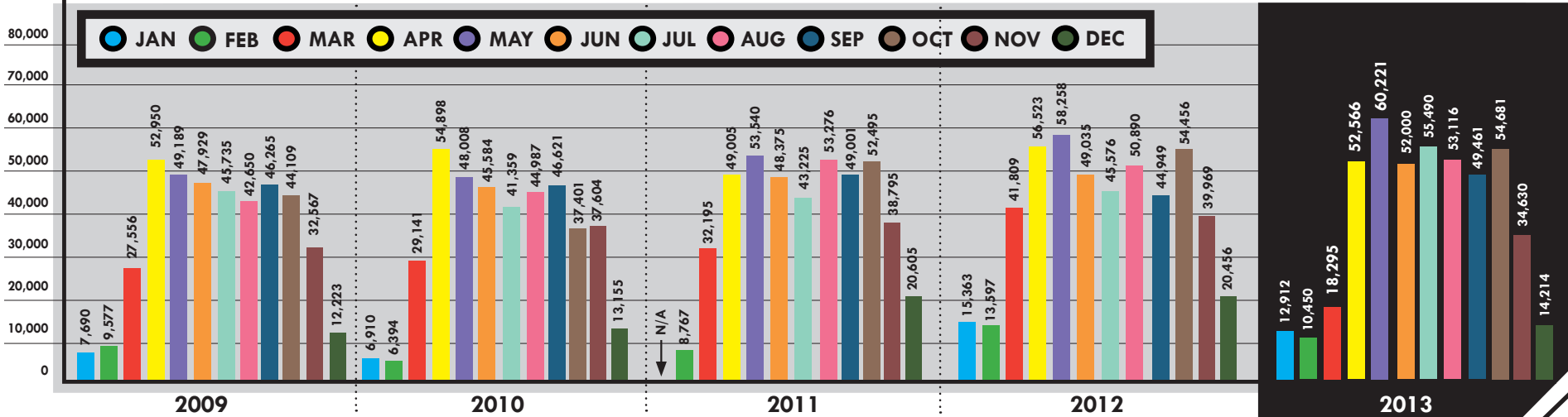
2010 - 2013

● Incoming Ticket Totals (Y-T-D)



2009 - 2013

● Incoming Ticket Totals (BY MONTH)



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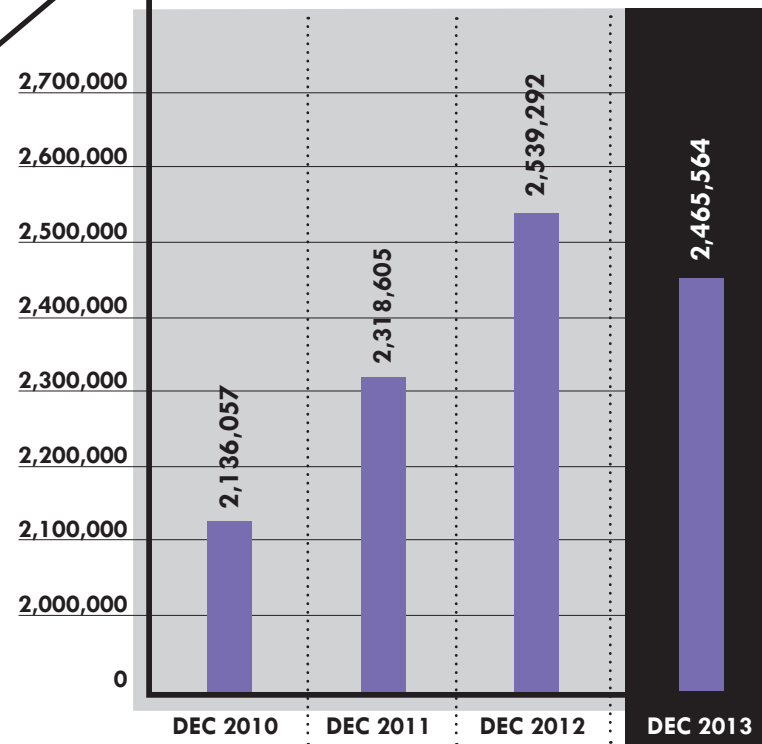
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Outgoing ticket totals followed the pattern set by incoming tickets.

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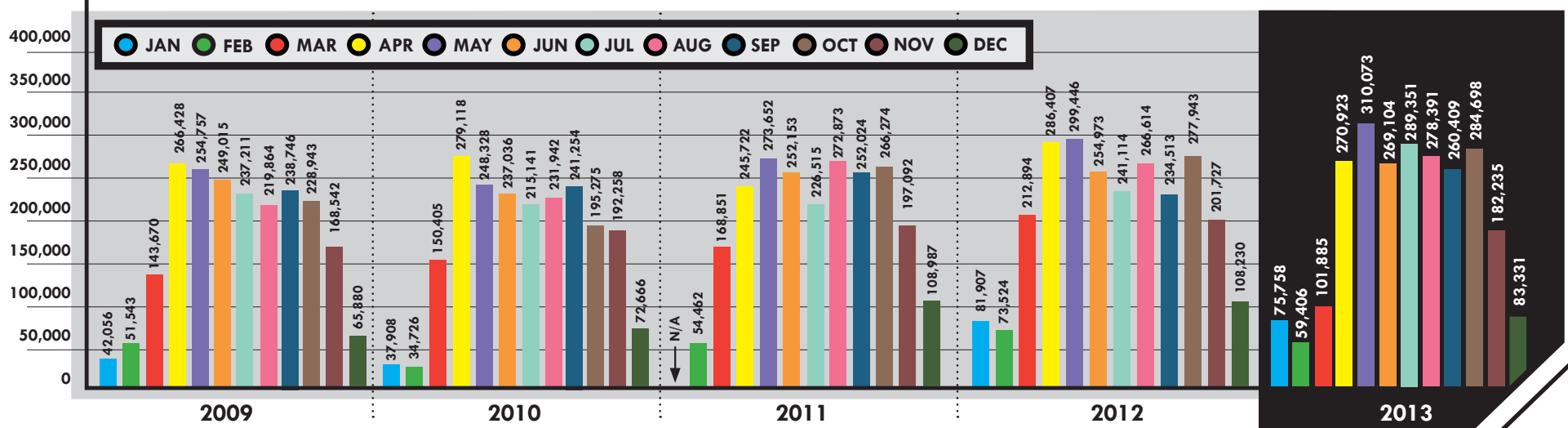
2010 - 2013

● Outbound Ticket Totals (Y-T-D)



2009 - 2013

● Outbound Ticket Totals (BY MONTH)



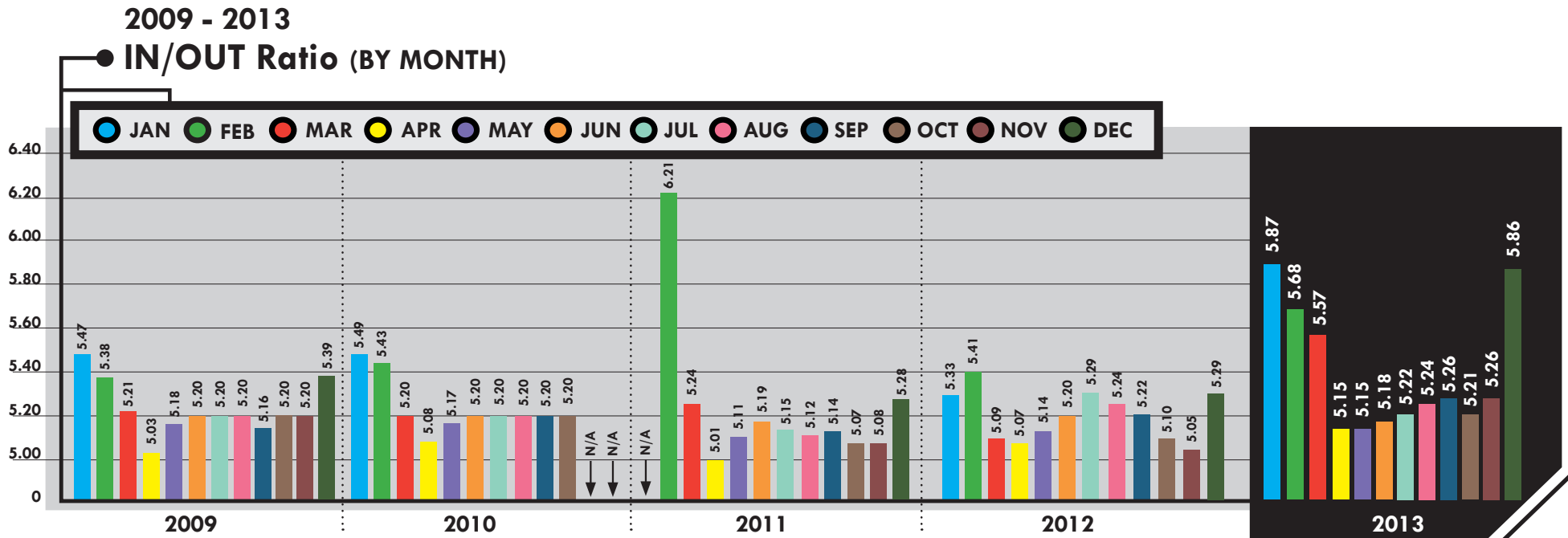
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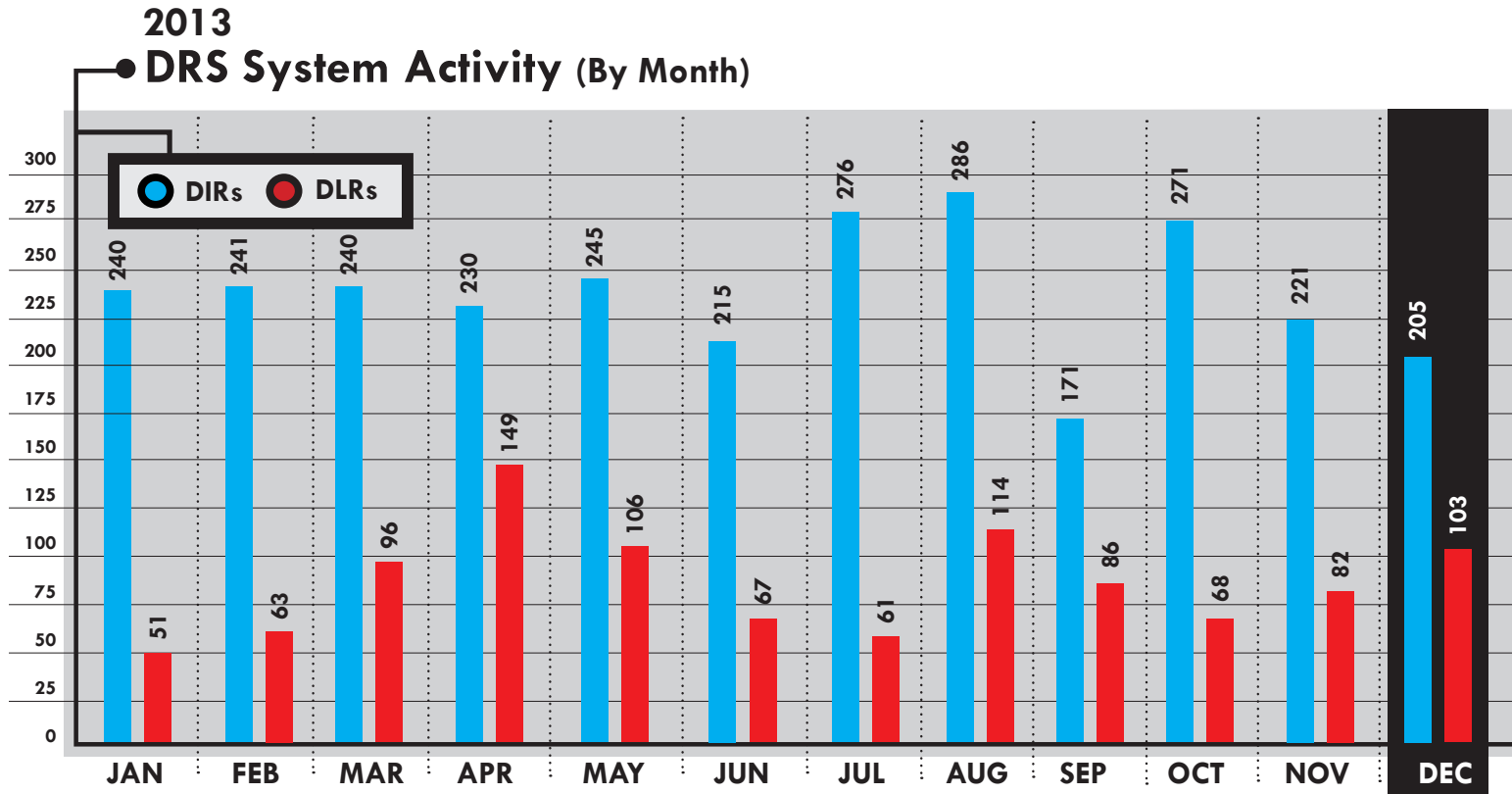
The in/out ratio has declined significantly since the beginning of the year and has remained similar to the levels experienced in 2012.

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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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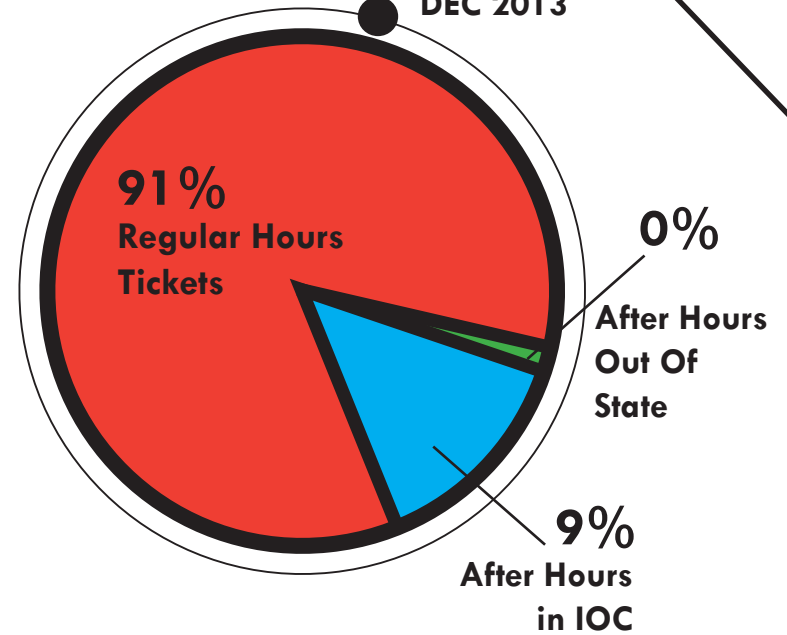
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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.

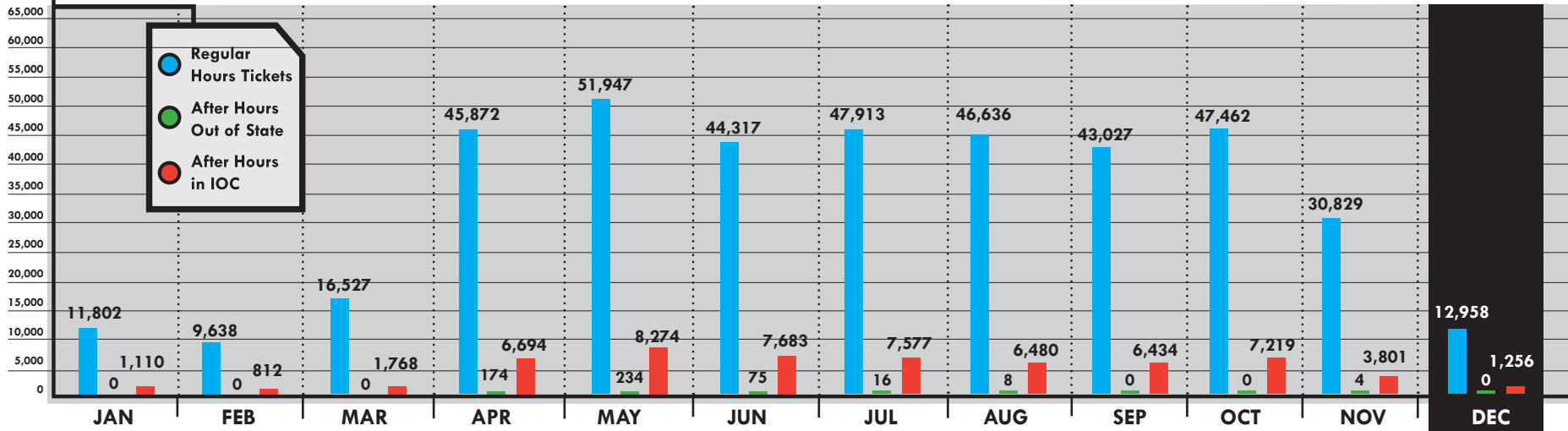
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**After Hours Analysis
DEC 2013**



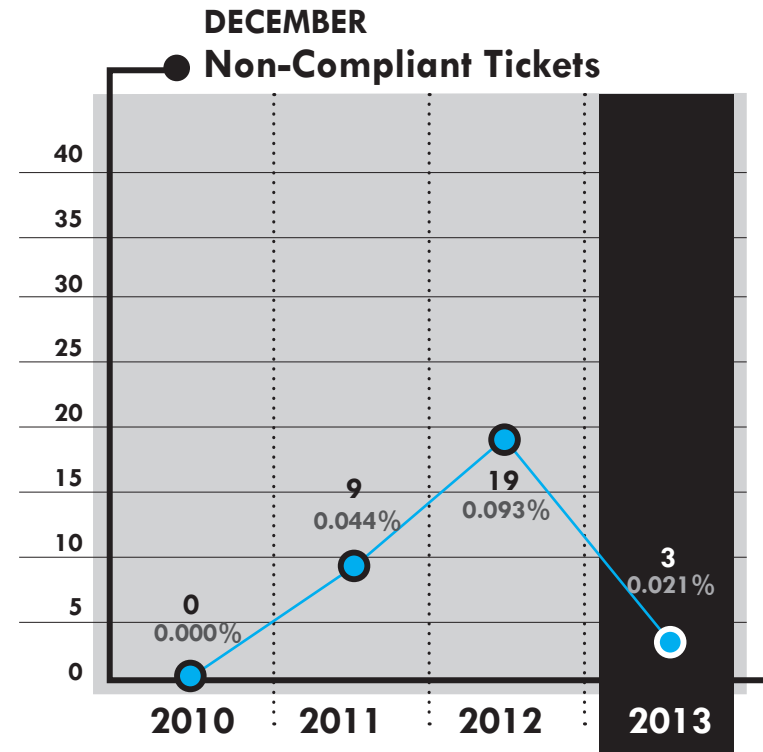
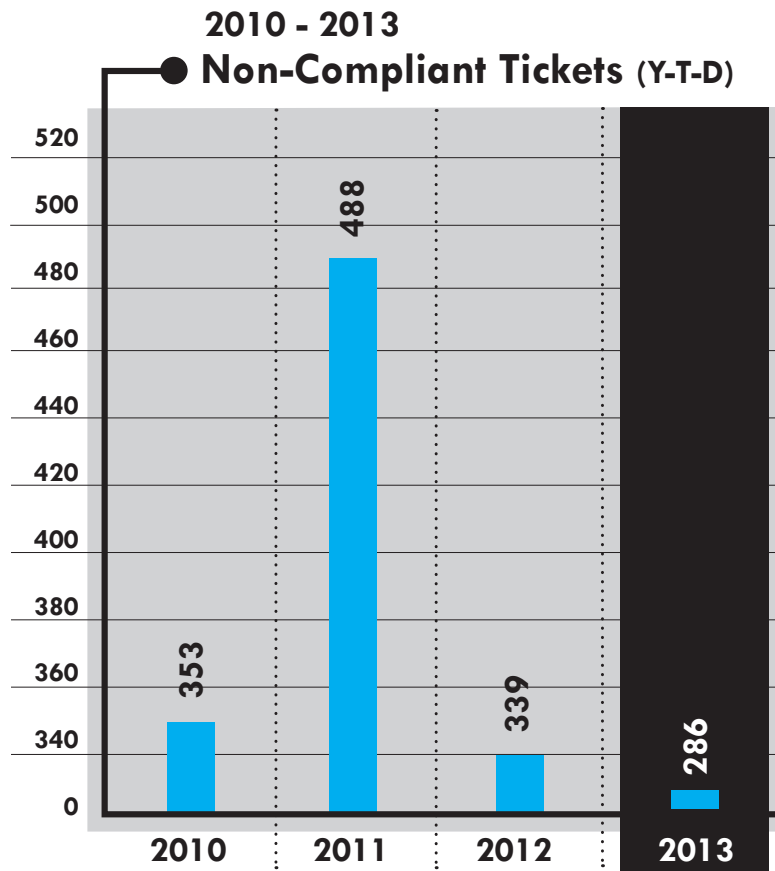
2013

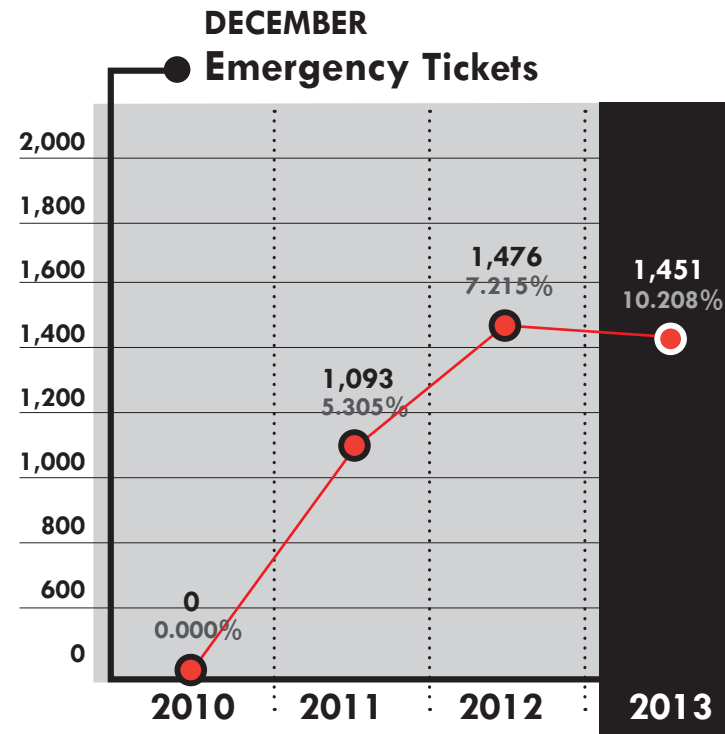
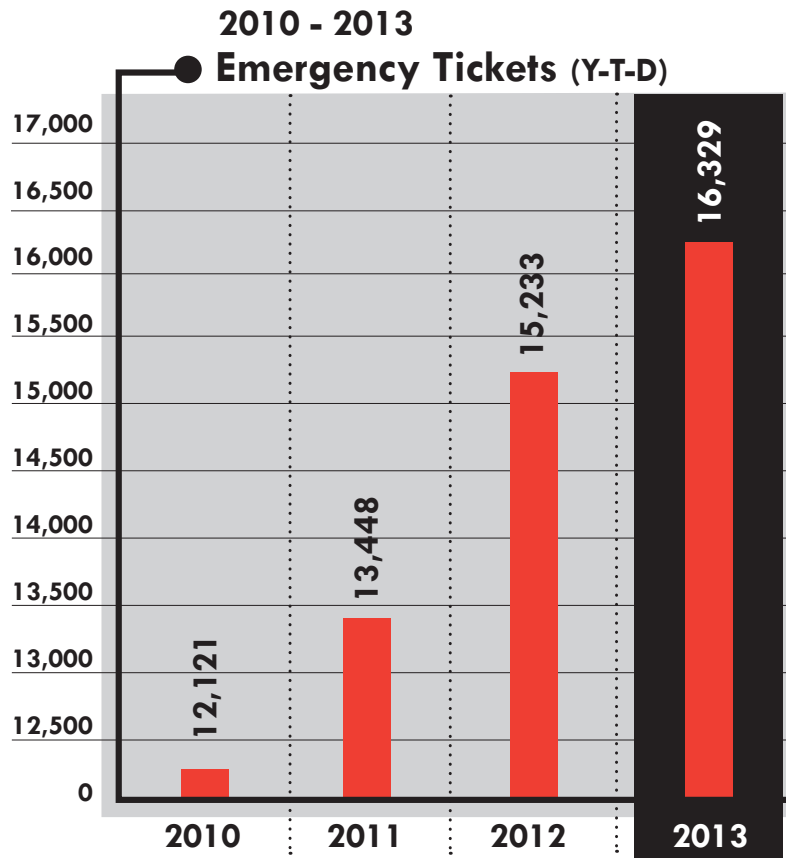
Time of Receipt Analysis (Year To Date)



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

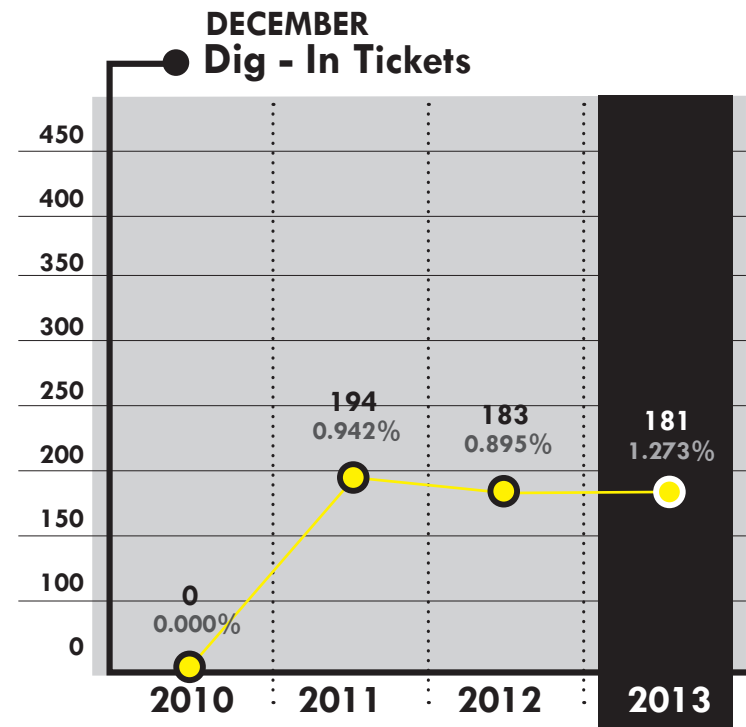
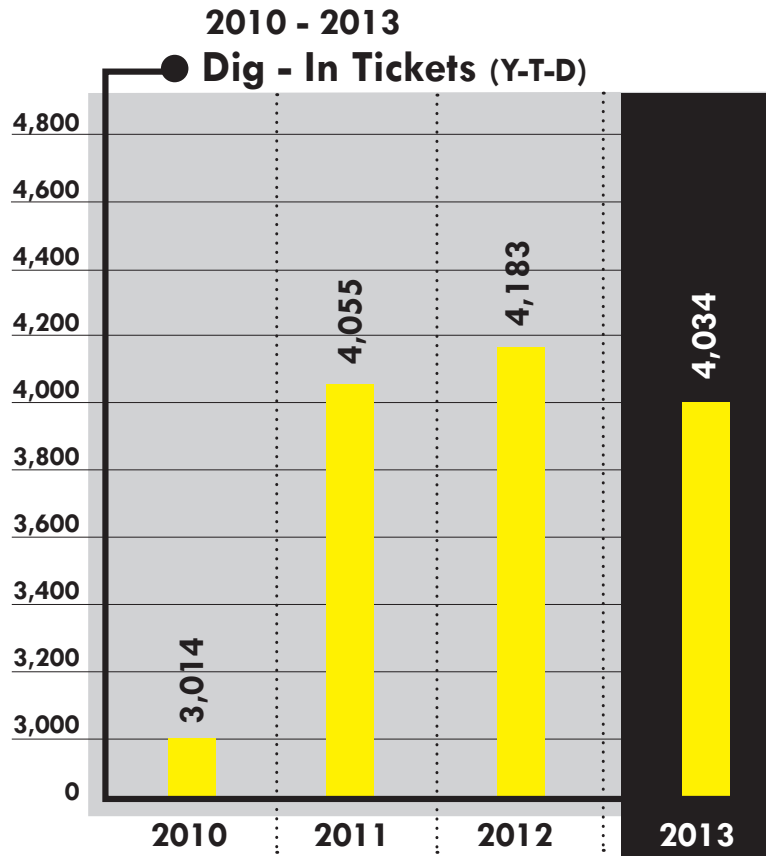
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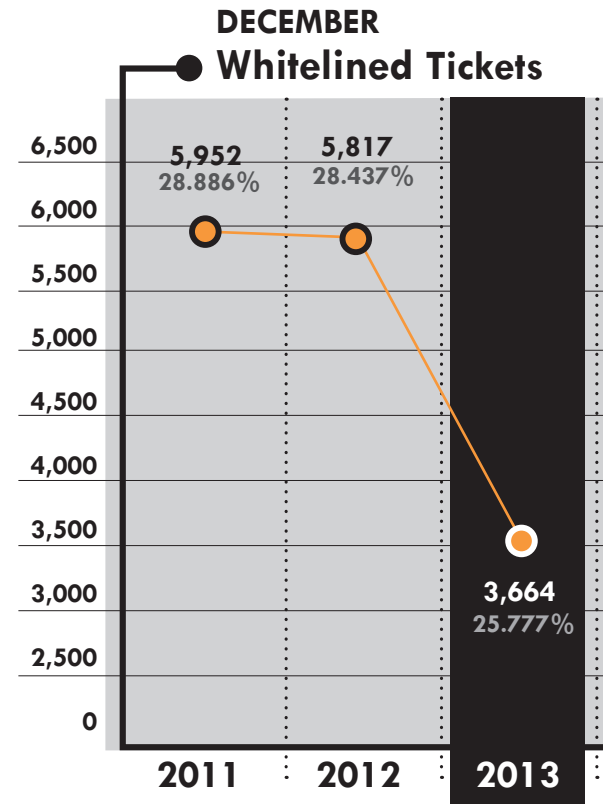
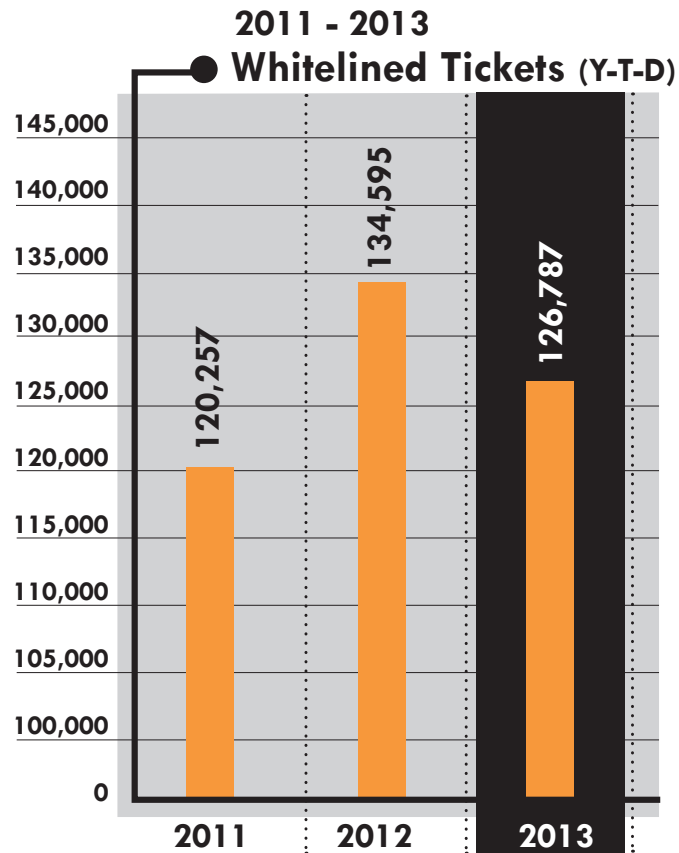




The percentage of dig-in tickets decreased in December and the total number finished below 2012 totals.

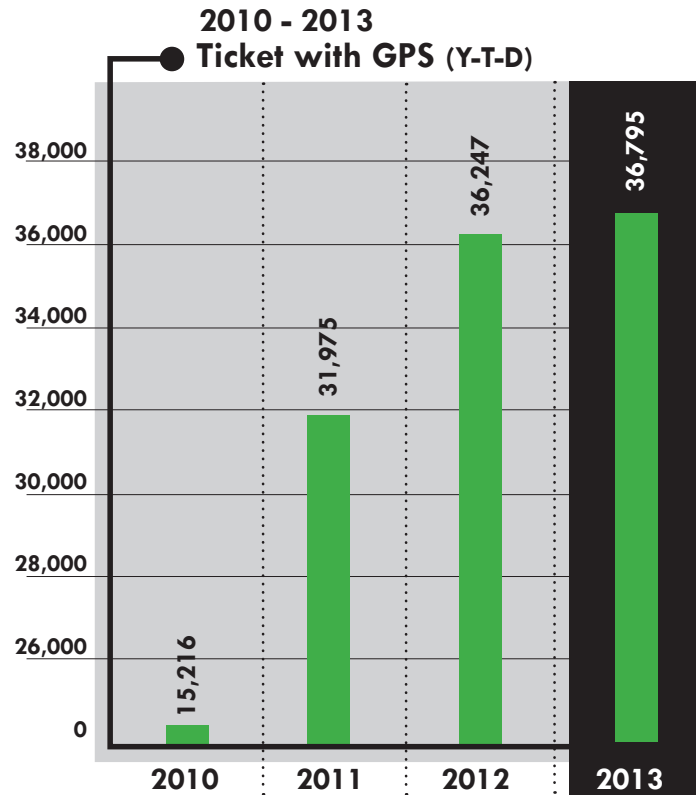
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The overall number of tickets with GPS coordinates was slightly higher in 2013 than in 2012.

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