

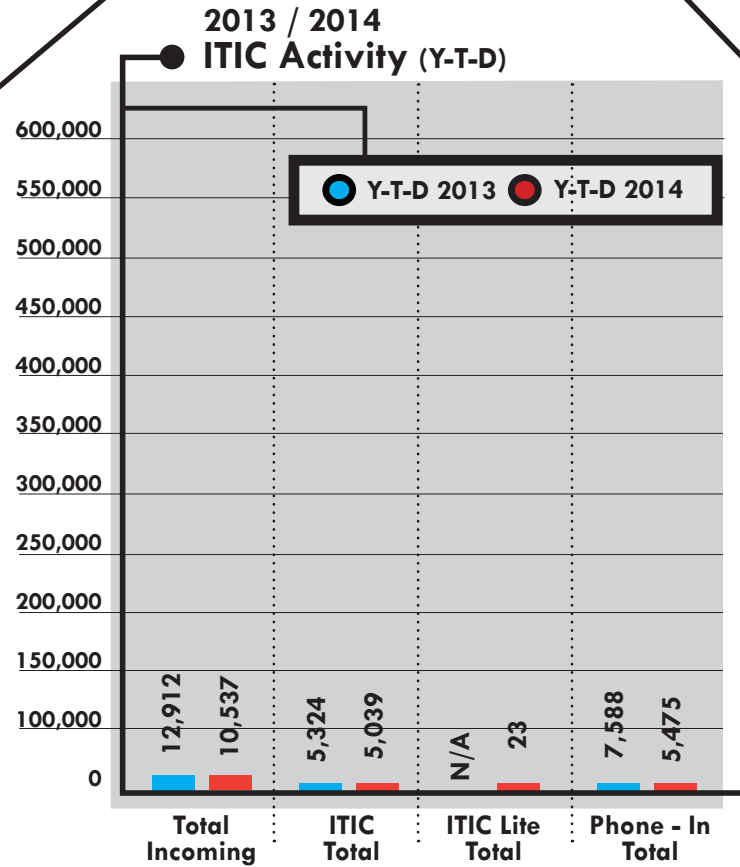
IOWA ONE CALL DASHBOARD

JAN

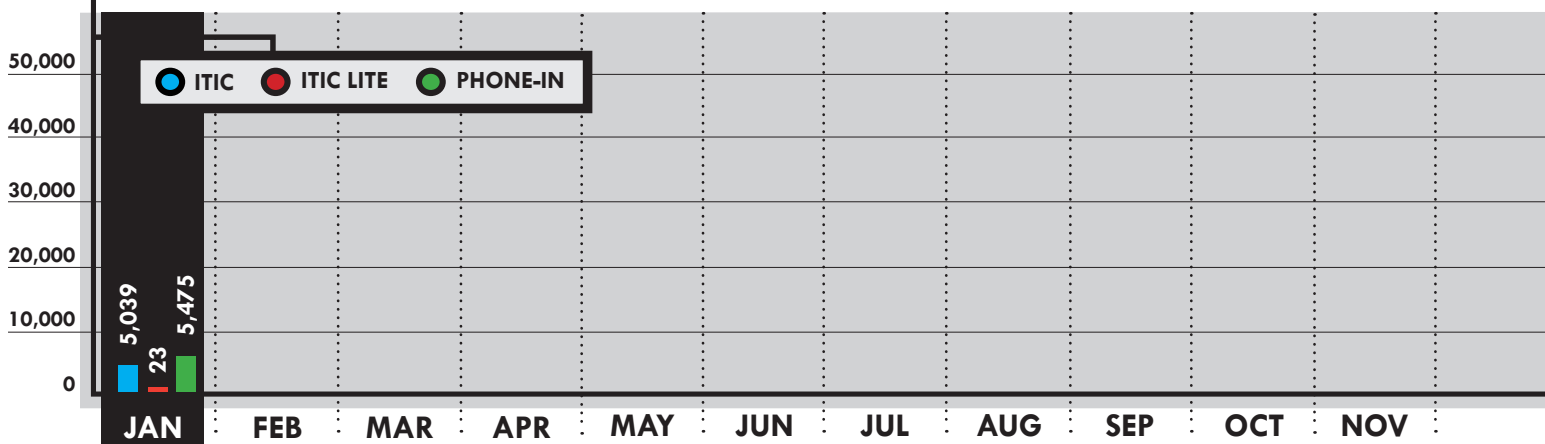
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

ITIC usage is starting strong in 2014. Although overall ticket volume is down from the same period in 2013, ITIC volume made up nearly fifty percent of the total.

JAN



2014 ITIC Activity (BY MONTH)



IOWA ONE CALL DASHBOARD

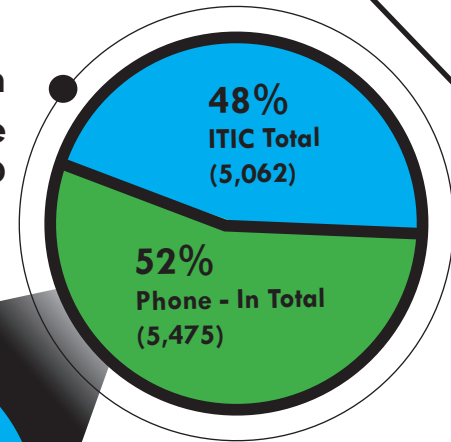
JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

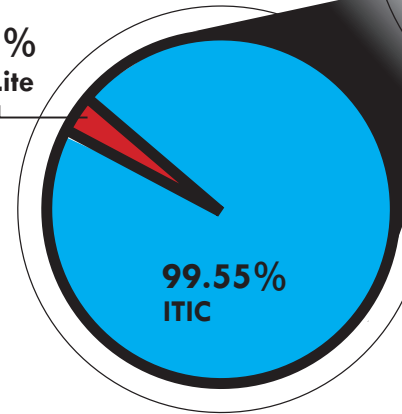
Even in the depth of January's winter, casual excavators and homeowners are using ITIC Lite.

JAN

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

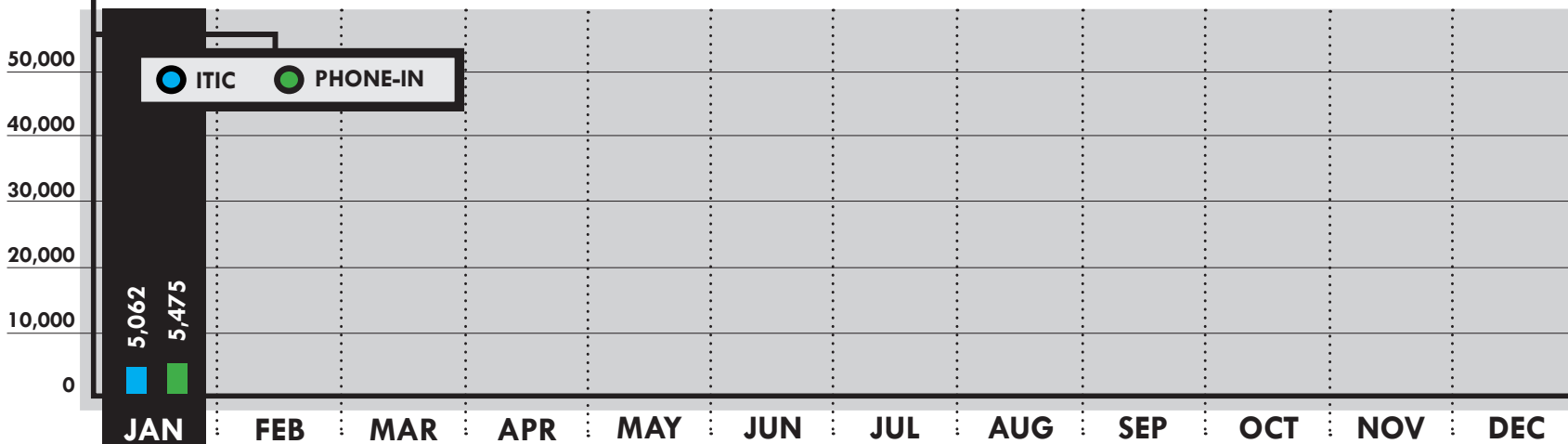


0.45%
ITIC Lite



Breakdown of Online
Tickets in January 2014

2014
ITIC vs. Phone-In



IOWA ONE CALL DASHBOARD

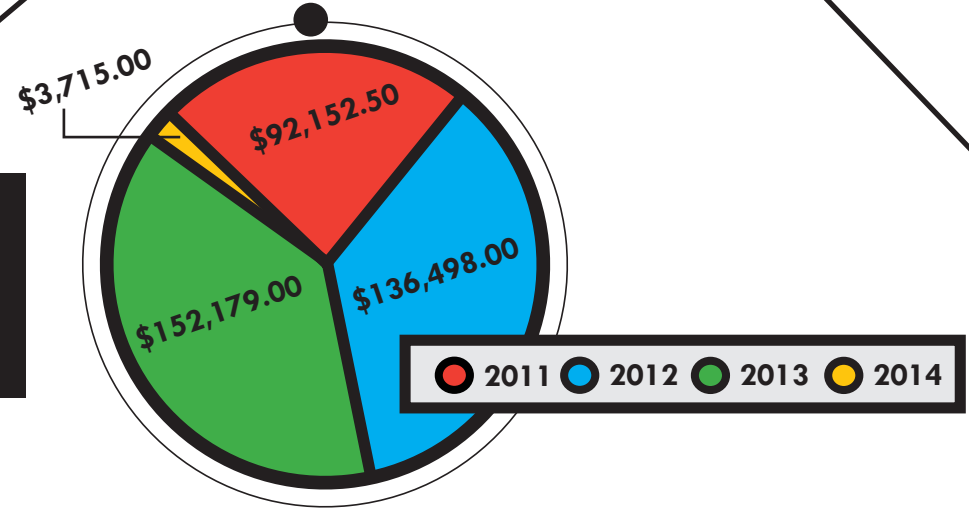
JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

We will continue to track your ITIC savings during 2014. We expect it will grow again as it has in the two preceding years.

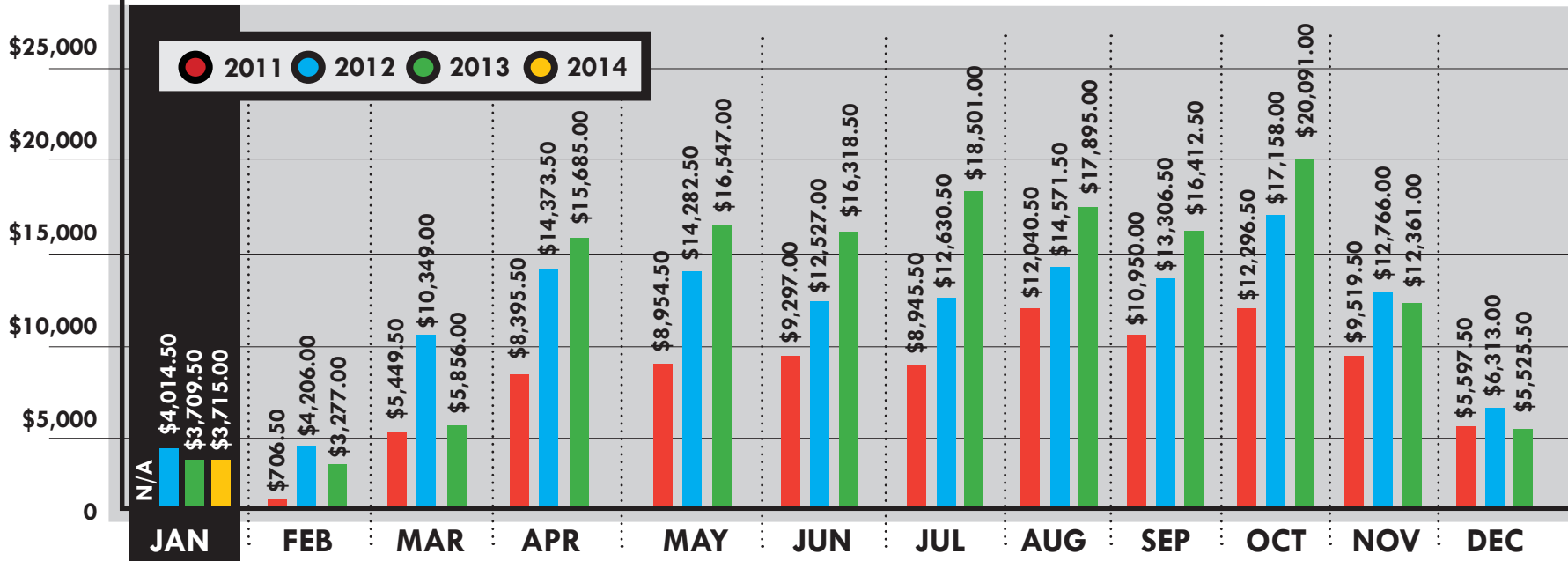
JAN

Iowa One Call Total ITIC Discount



2011 - 2014

ITIC Discount Summary



IOWA ONE CALL DASHBOARD

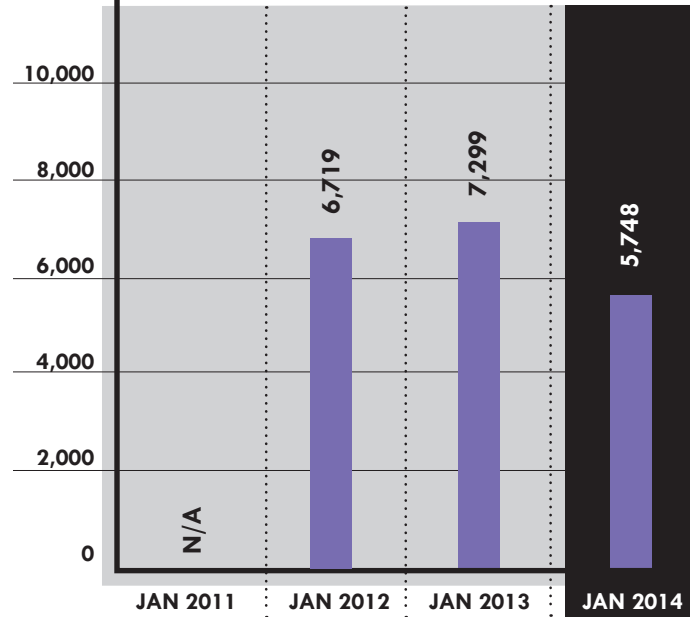
JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

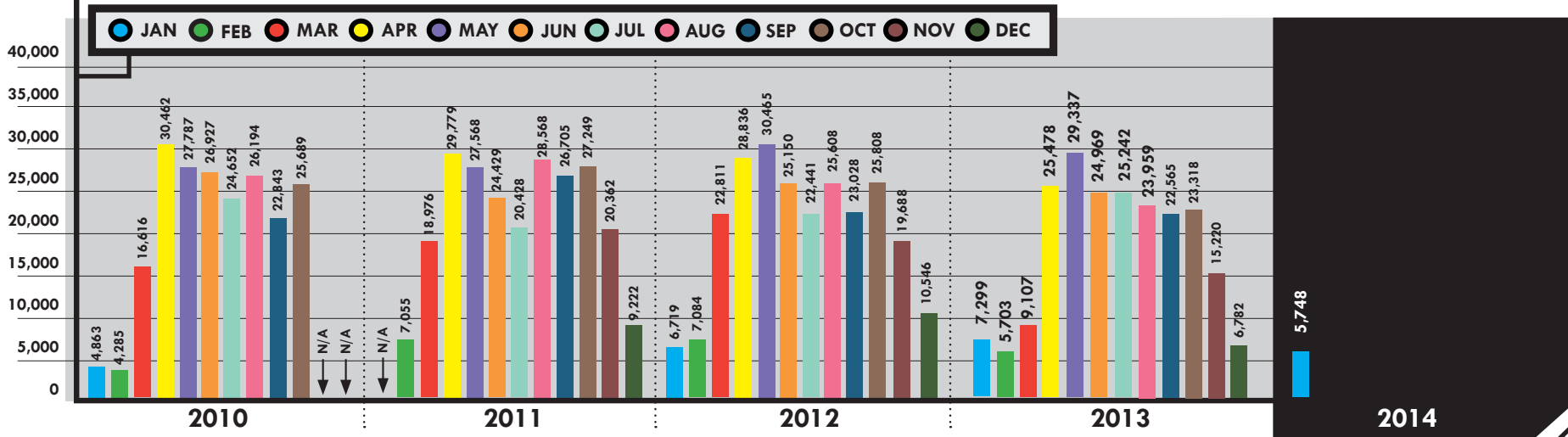
2014 has the lowest number of incoming calls since 2010. This is in part due to the degree of ITIC usage by Iowa's excavators.

JAN

2011 - 2014
Total Incoming Calls (Y-T-D)



2010 - 2014
Total Incoming Calls (BY MONTH)



IOWA ONE CALL DASHBOARD

JAN

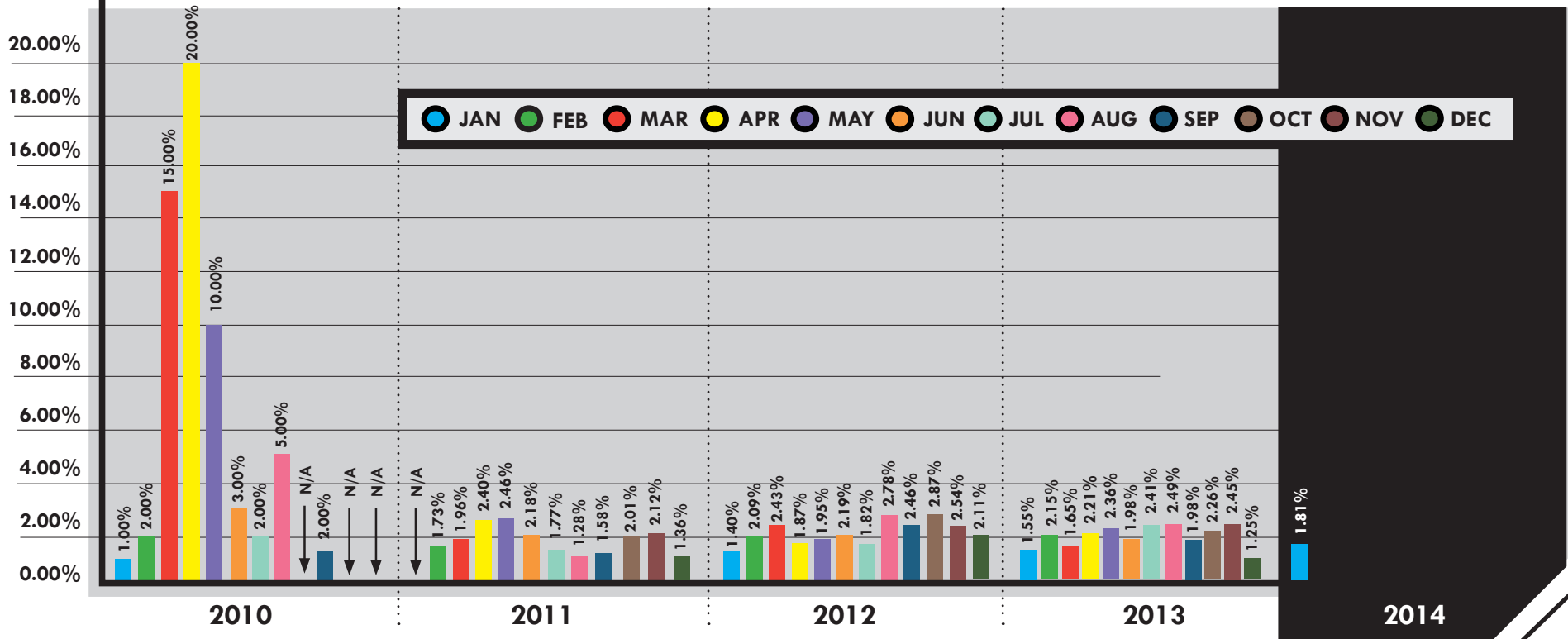
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

JAN

2010 - 2014

● Calls Abandoned (BY MONTH)



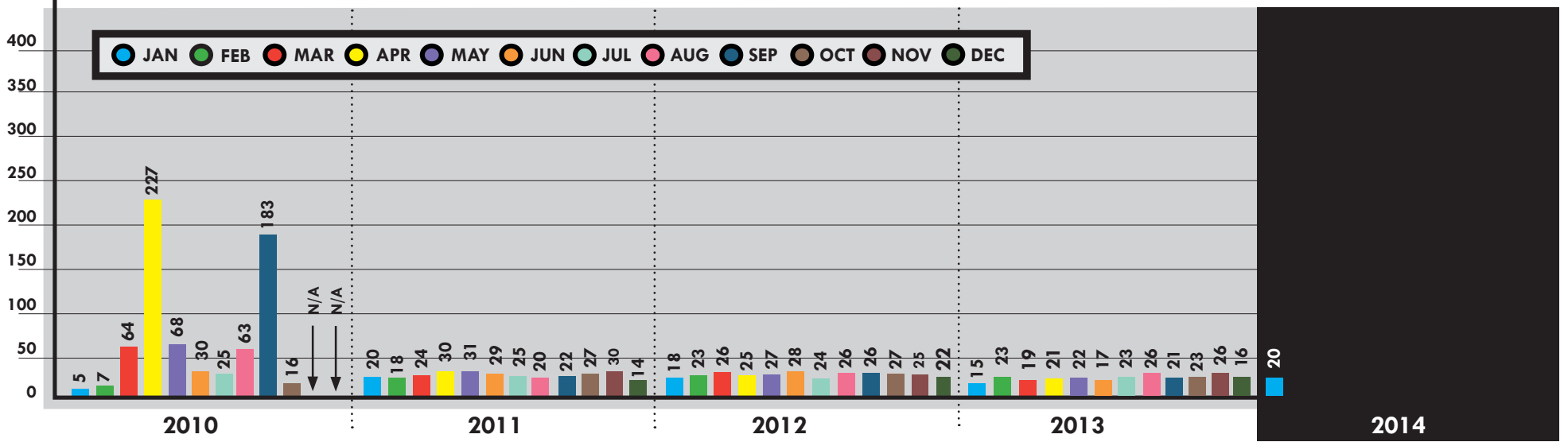
IOWA ONE CALL DASHBOARD

JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2010 - 2014

Average Speed to Answer (BY MONTH)

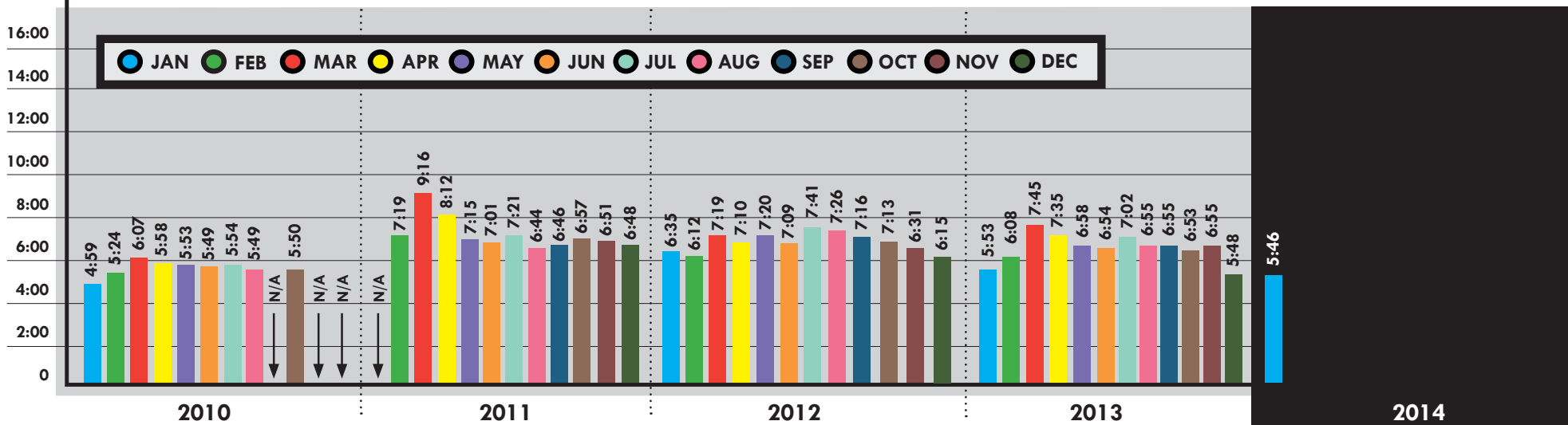


2014 has begun with the lowest time average talk time since OCC began operating the center in 2011.

JAN

2010 - 2014

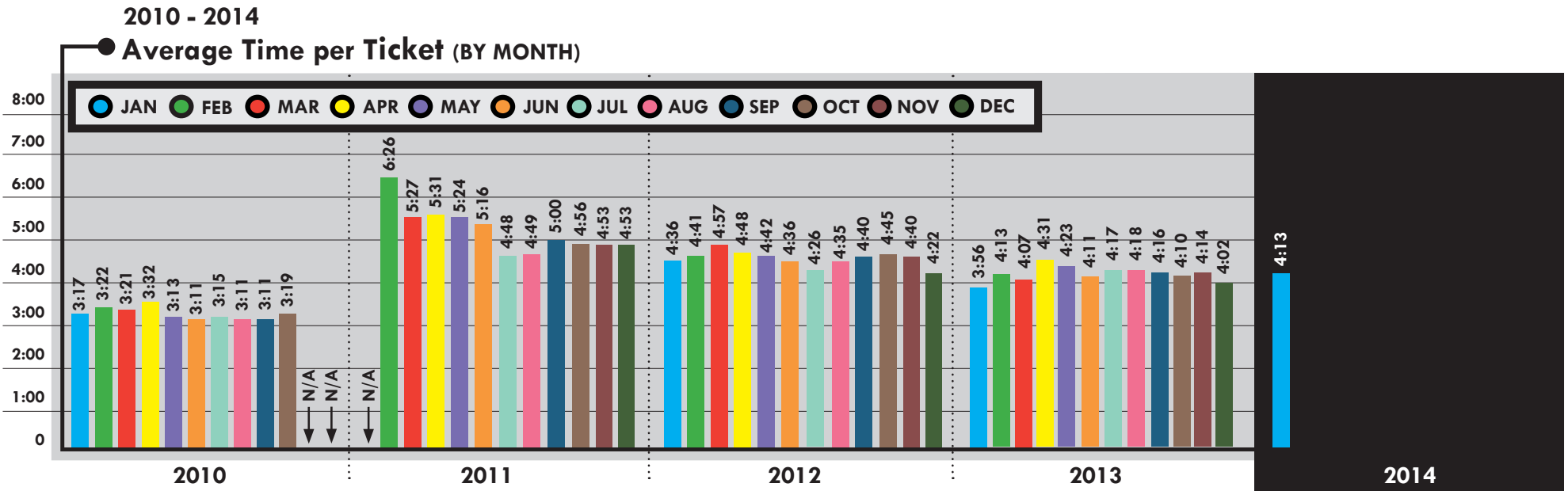
Average Talk Time (BY MONTH)



IOWA ONE CALL DASHBOARD

JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL



The average time per ticket in January 2014 is one of the lowest for this period since OCC began operating the center.

JAN

IOWA ONE CALL DASHBOARD

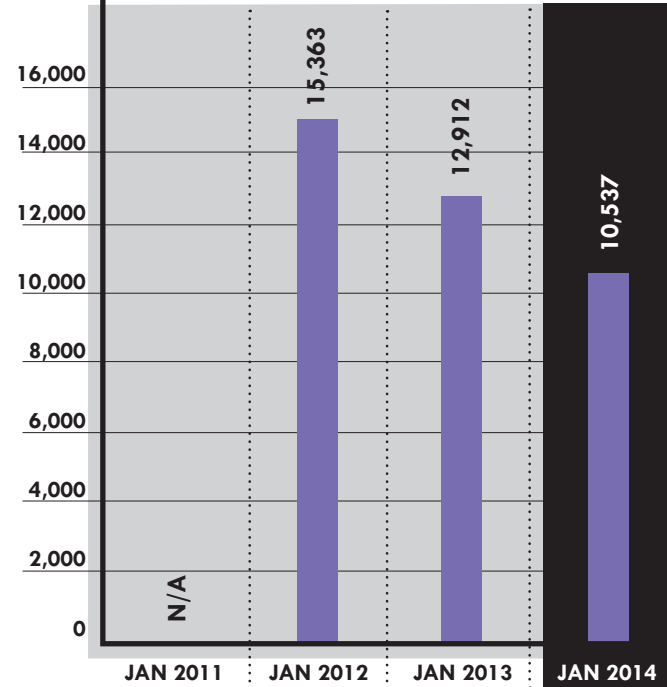
JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

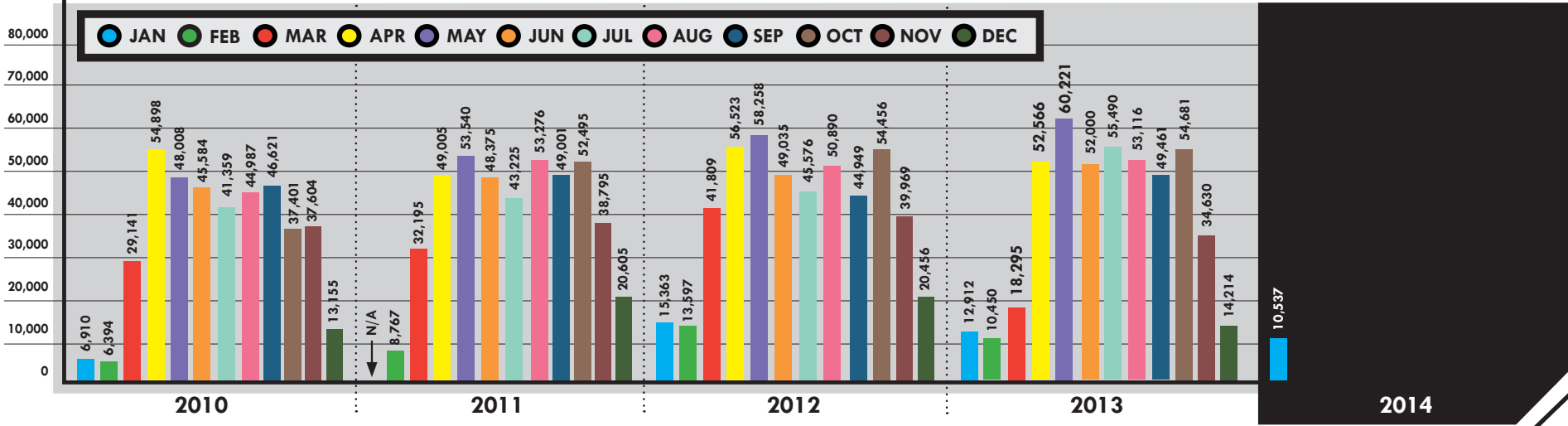
January 2014 incoming ticket volume is the lowest since OCC began operating the center. This could be in large part due to the severe weather experienced this month.

JAN

2011 - 2014 Incoming Ticket Totals (Y-T-D)



2010 - 2014 Incoming Ticket Totals (BY MONTH)



JAN

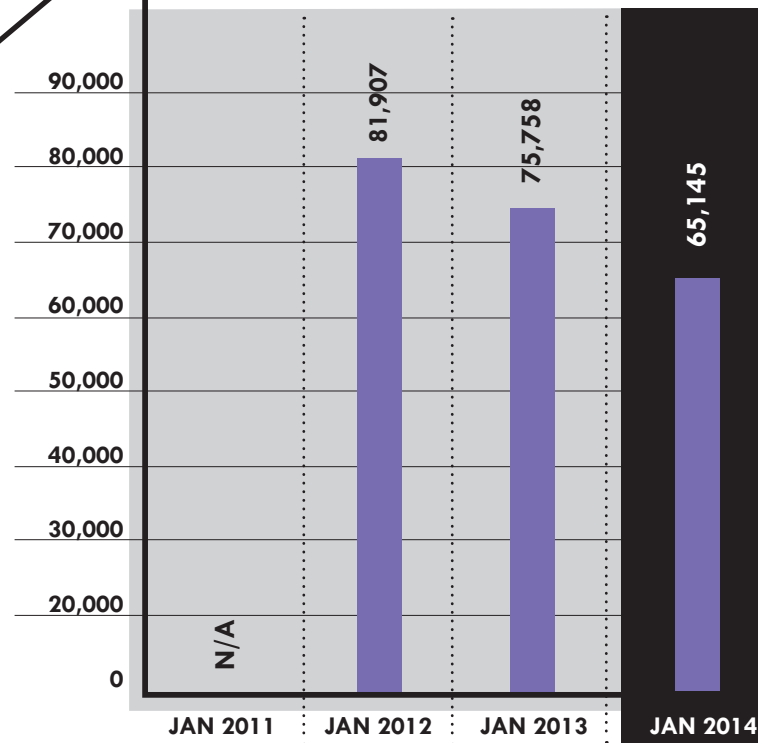
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Outgoing ticket totals followed the pattern set by incoming tickets.

JAN

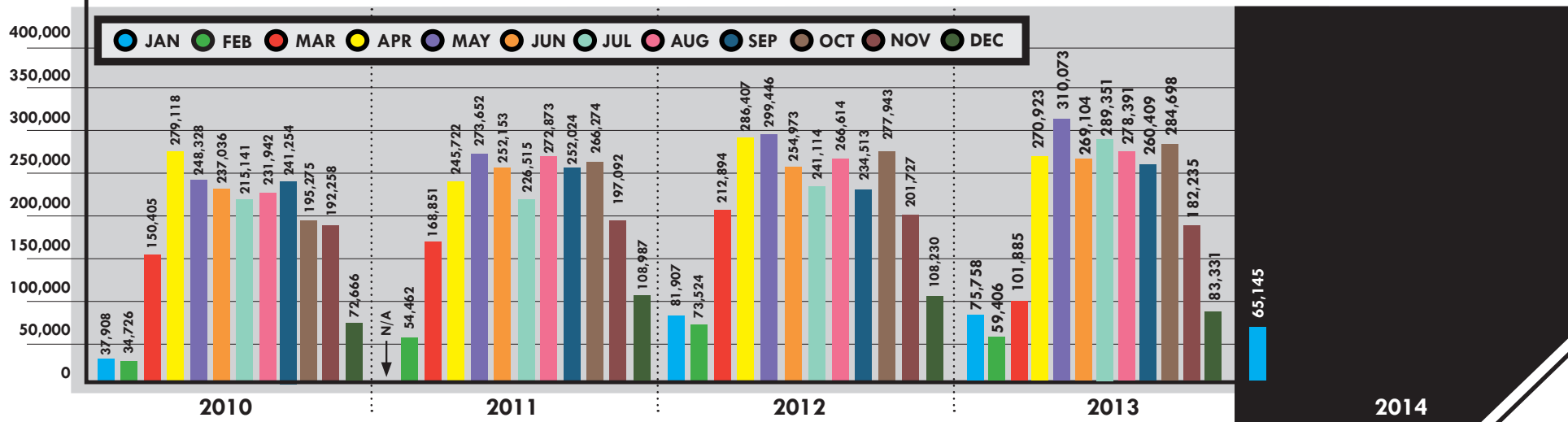
2011 - 2014

● **Outbound Ticket Totals (Y-T-D)**



2010 - 2014

● **Outbound Ticket Totals (BY MONTH)**



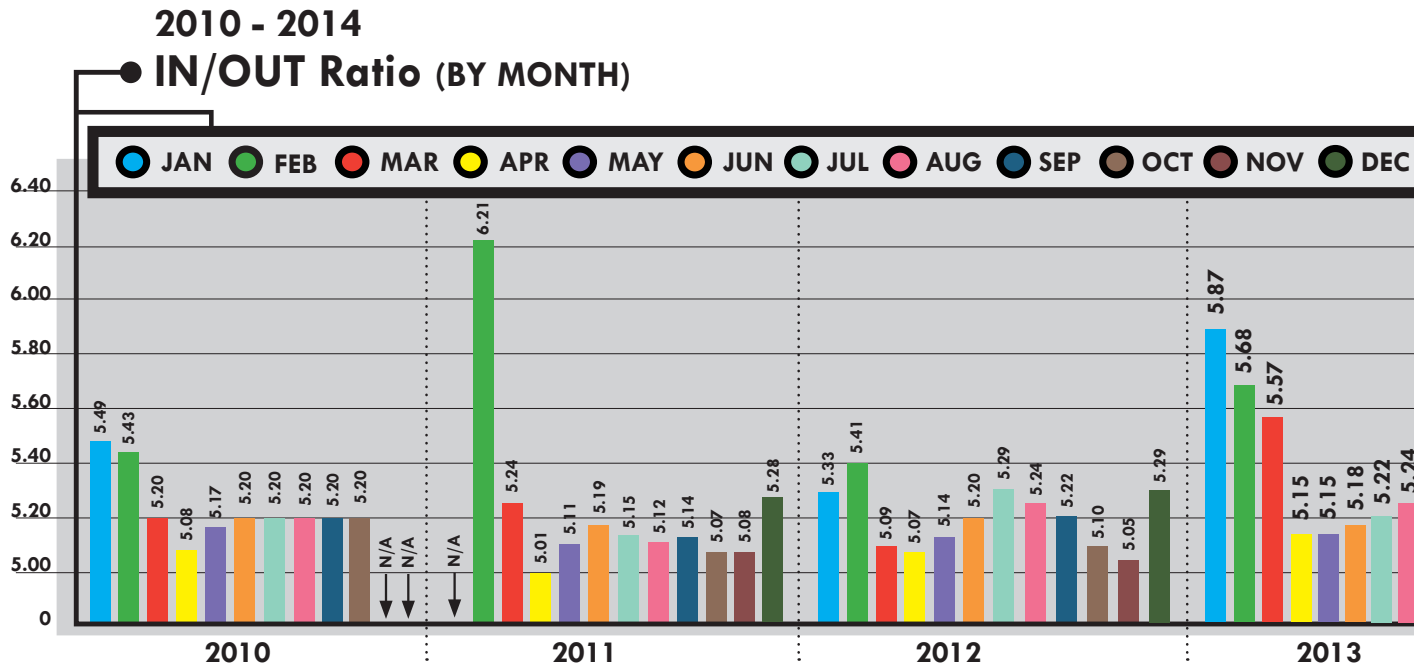
IOWA ONE CALL DASHBOARD

JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

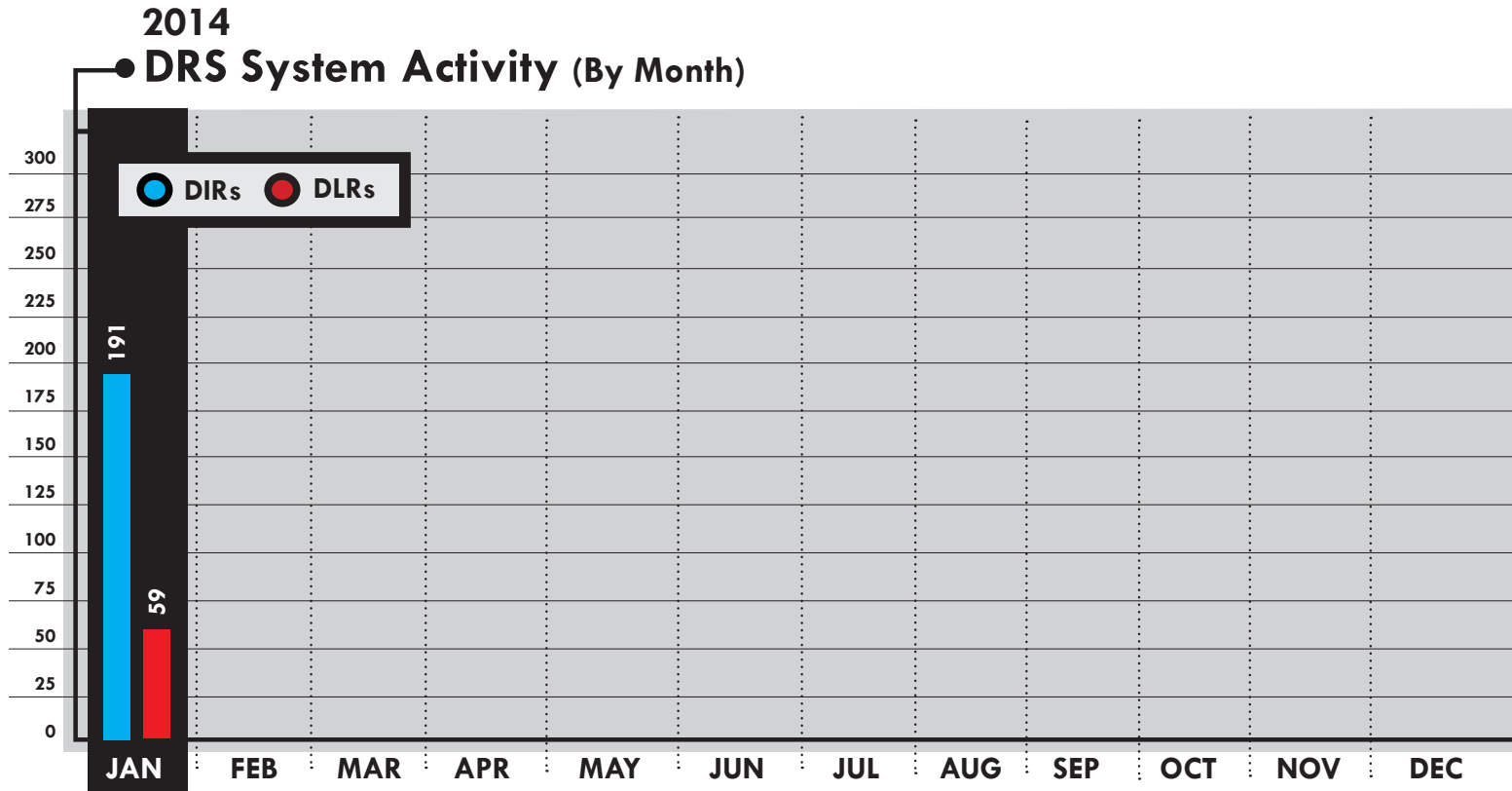
The in/out ratio has remained similar to historical levels.

JAN



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.

JAN



JAN

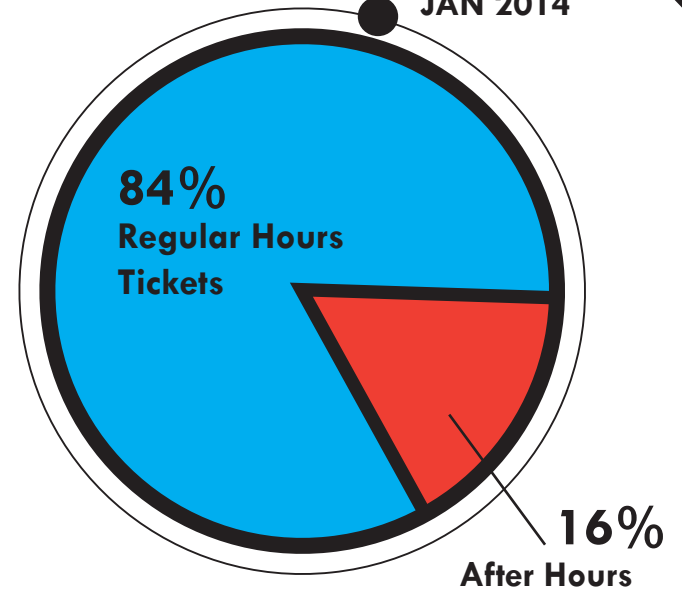
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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.

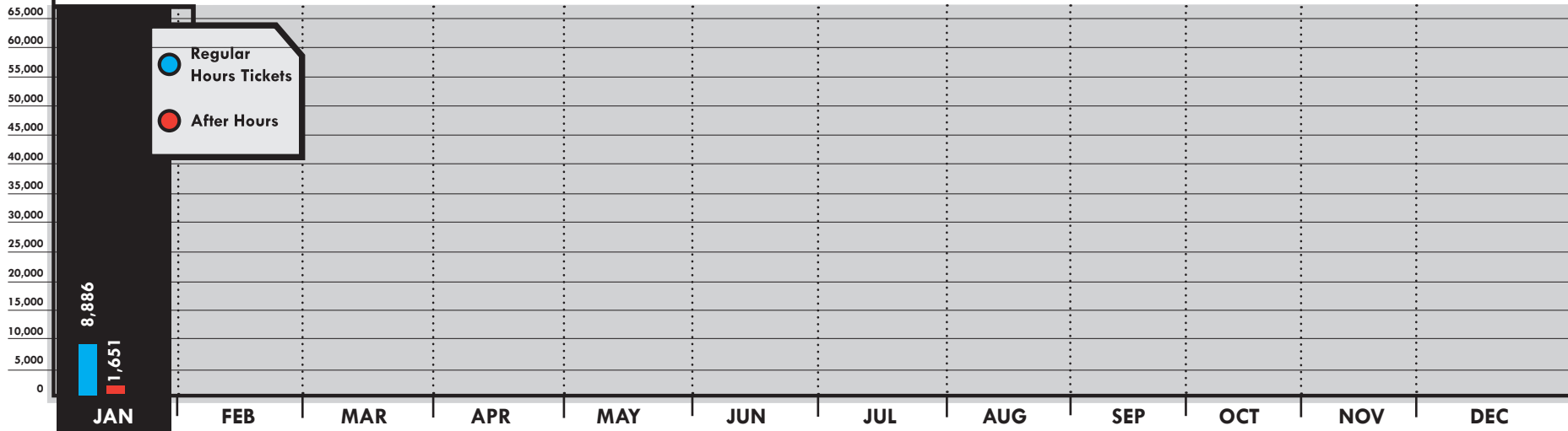
JAN

After Hours Analysis
JAN 2014



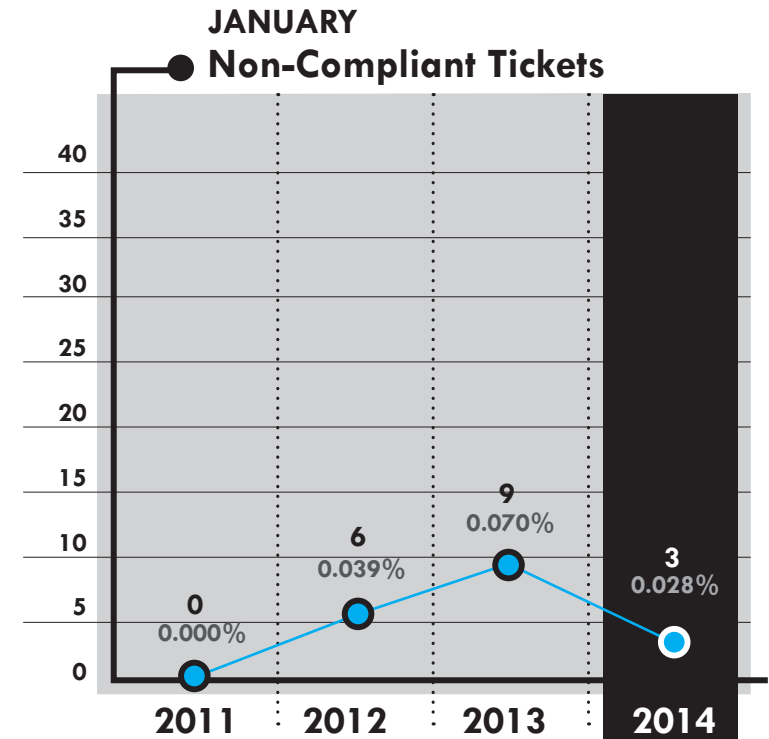
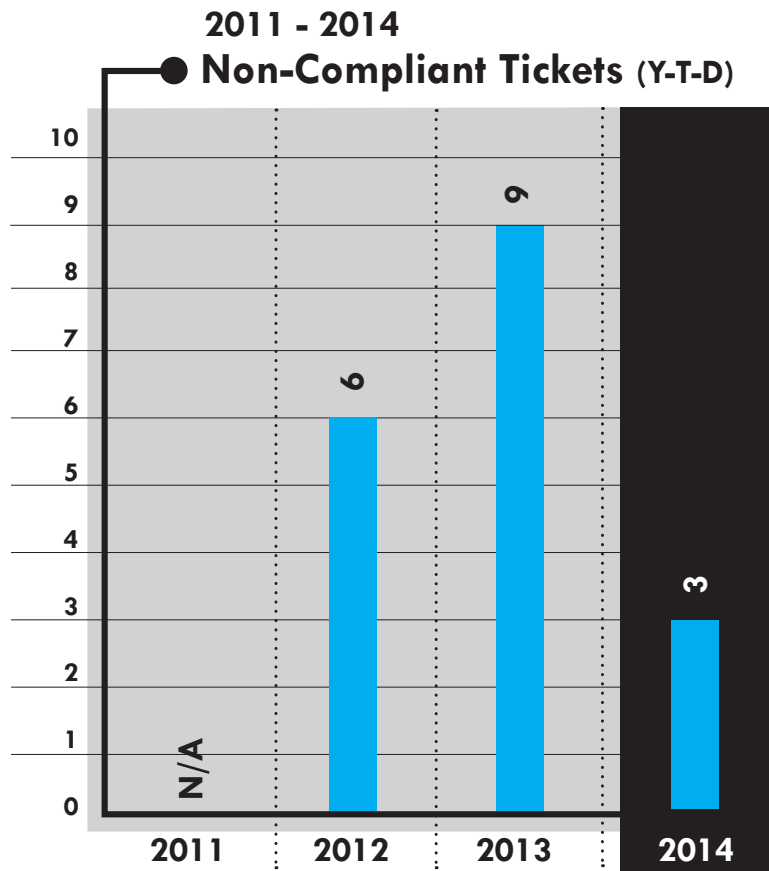
2014

Time of Receipt Analysis (Year To Date)



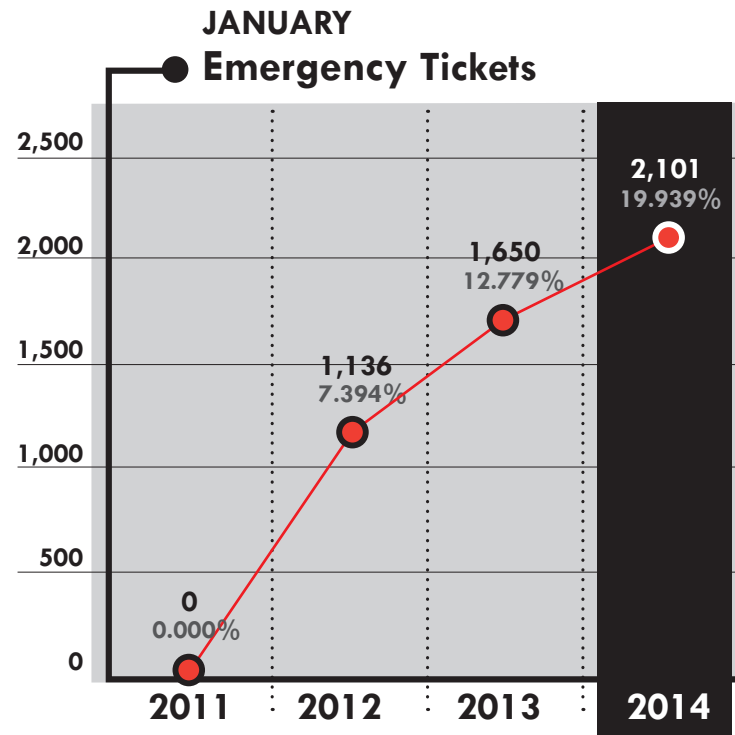
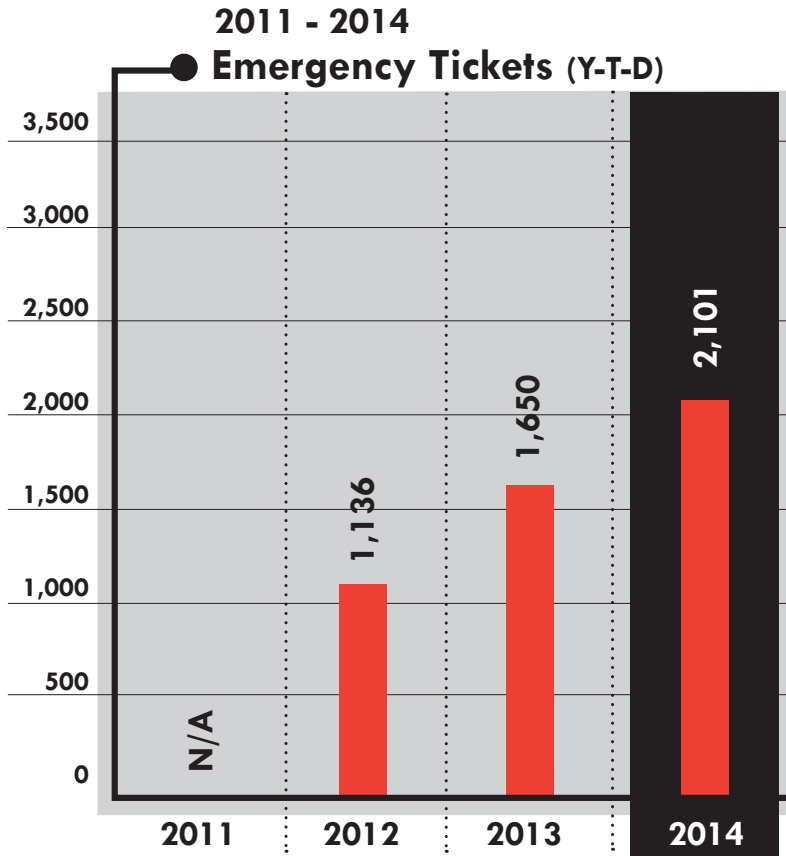
2014 begins with a lower total number of than in previous years.

JAN



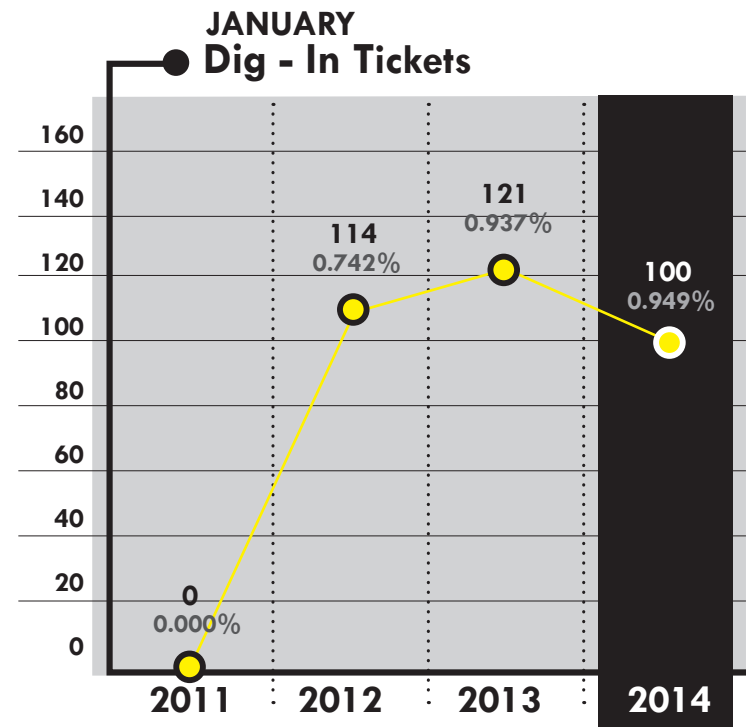
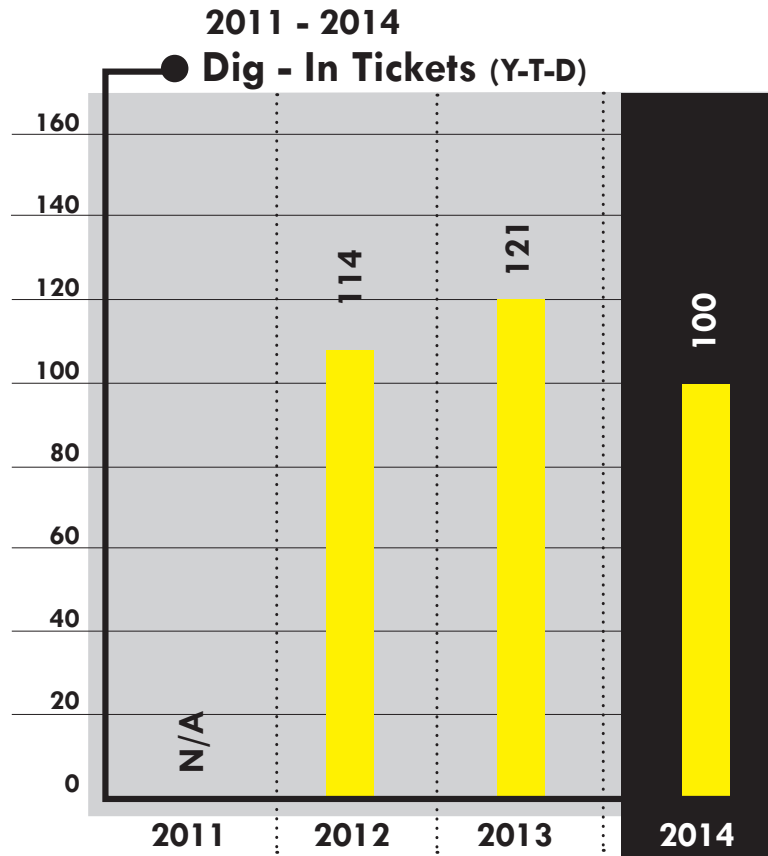
JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL



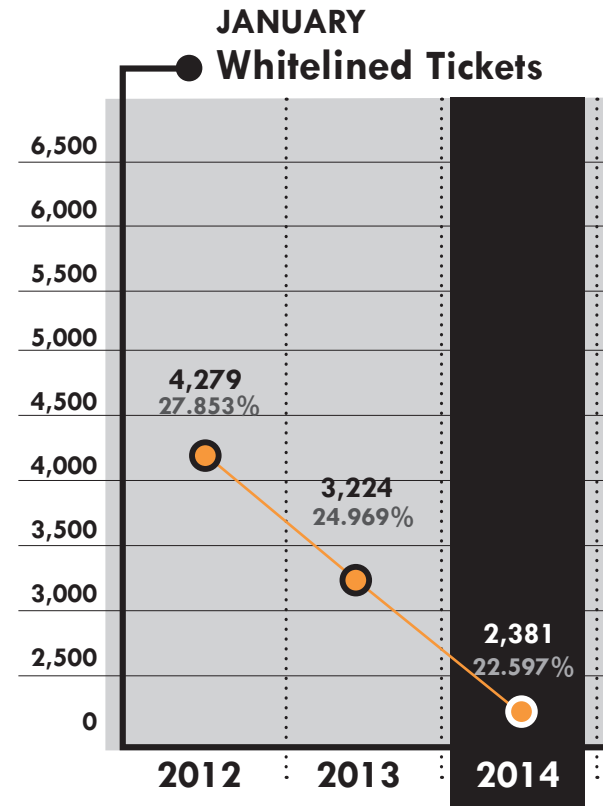
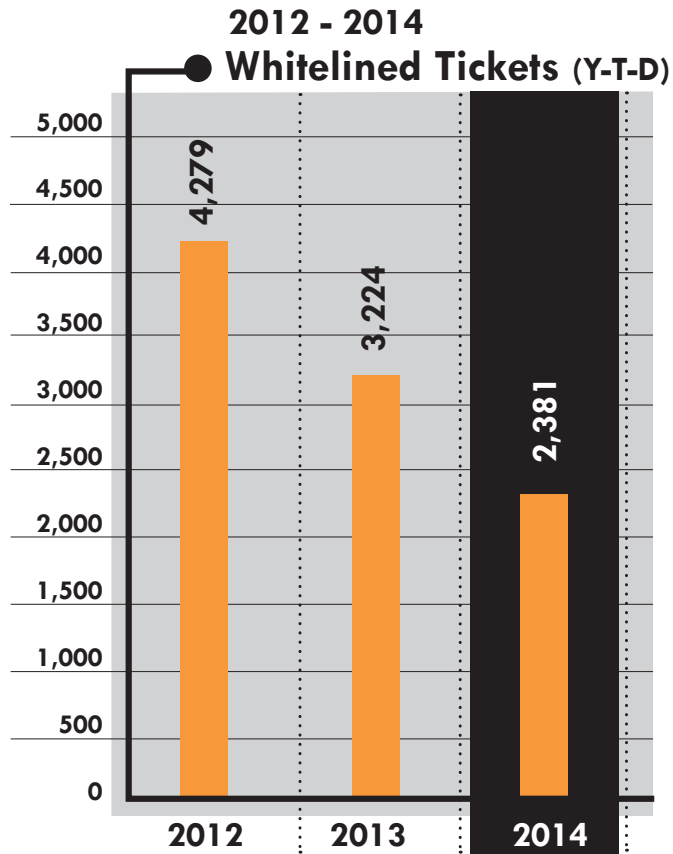
Dig-ins continue the downward trend begun in 2013. January has the lowest number of dig-ins since OCC began record keeping.

JAN



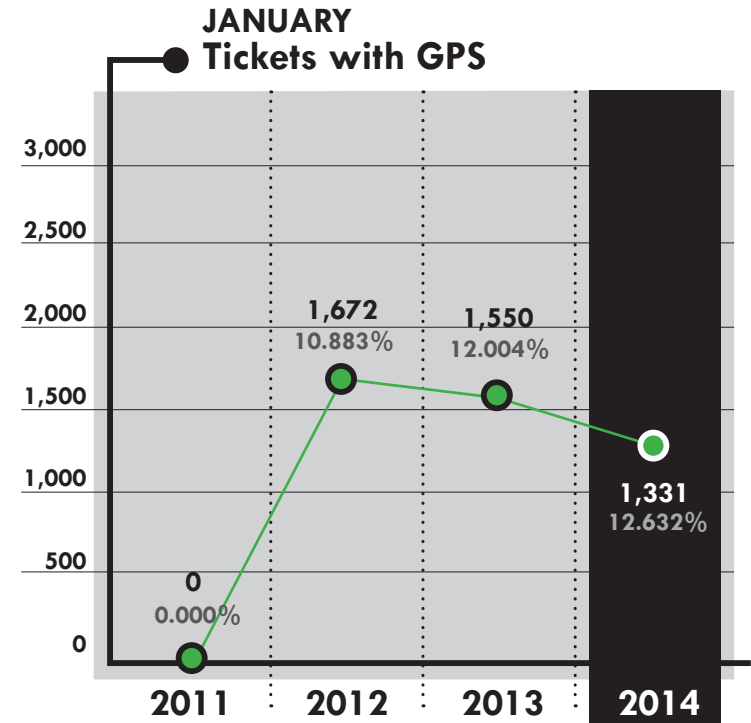
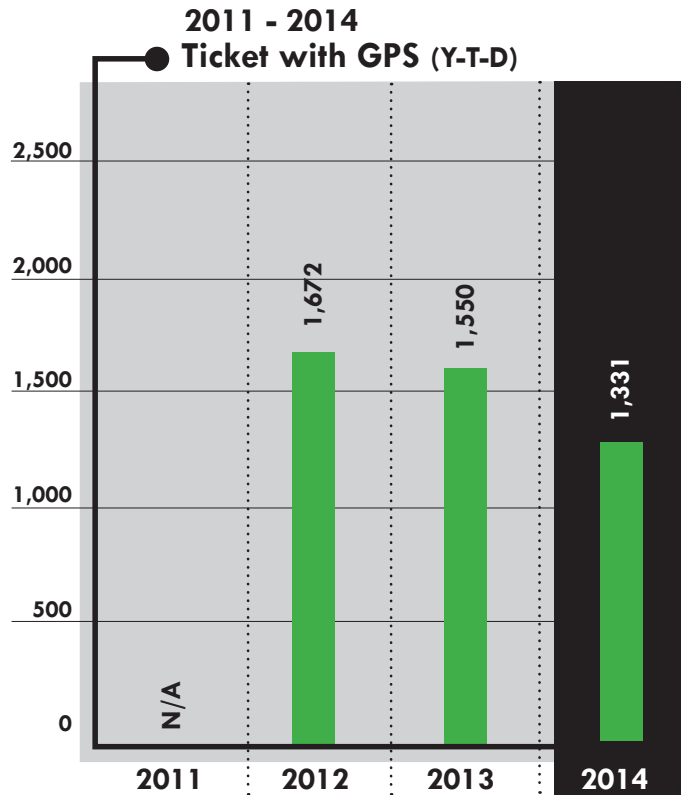
JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL



The overall percentage of tickets with GPS coordinates is slightly higher in 2014 than in 2013.

JAN



JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

