

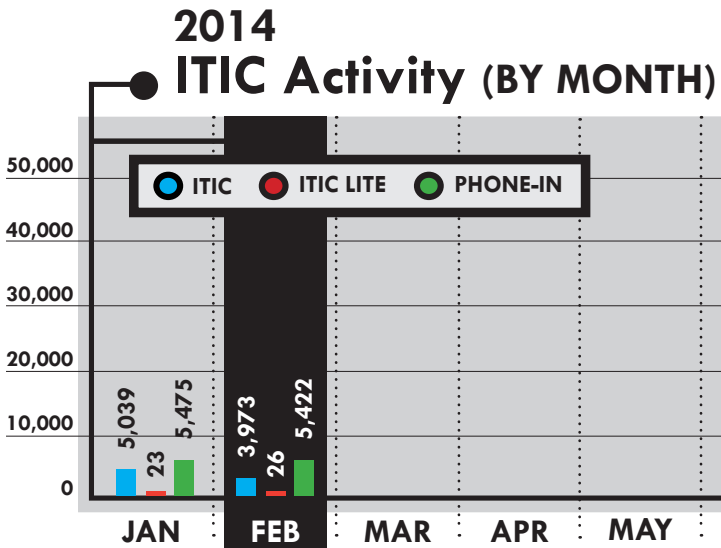
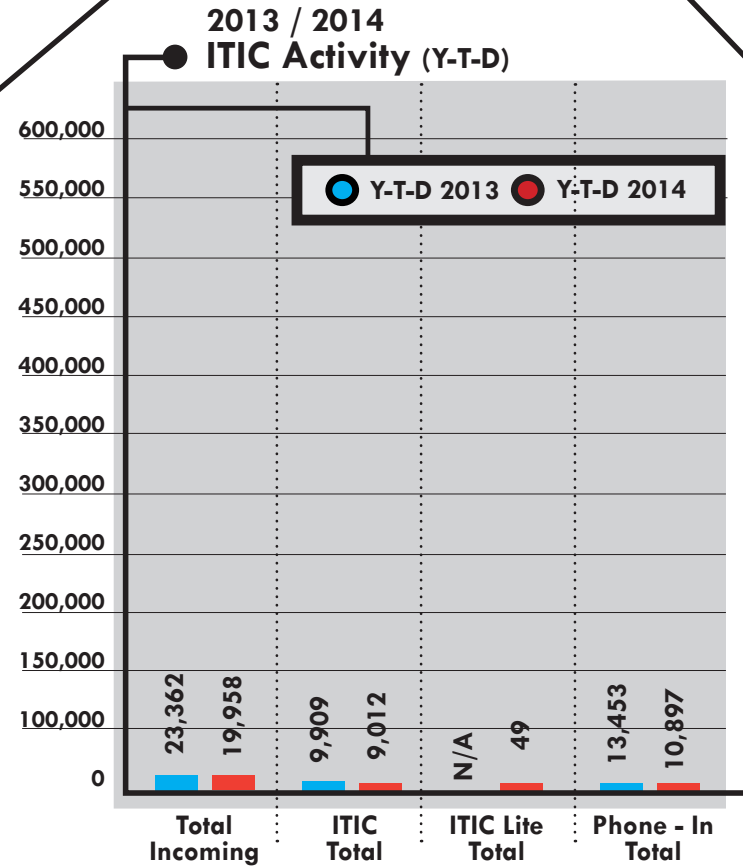
IOWA ONE CALL DASHBOARD

FEB

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 continues to make up a significant portion of the total.

FEB



IOWA ONE CALL DASHBOARD

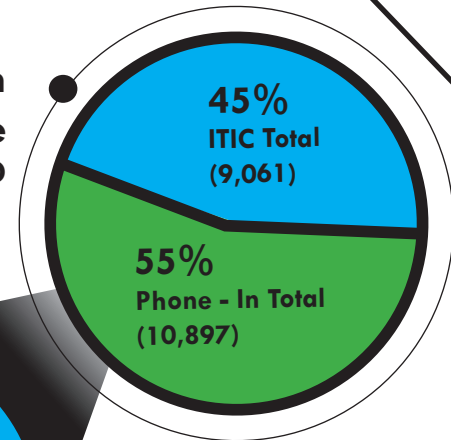
FEB

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

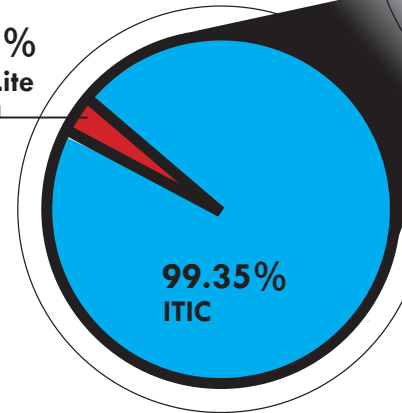
Casual excavators and homeowners are using ITIC Lite in spite of the harsh winter.

FEB

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

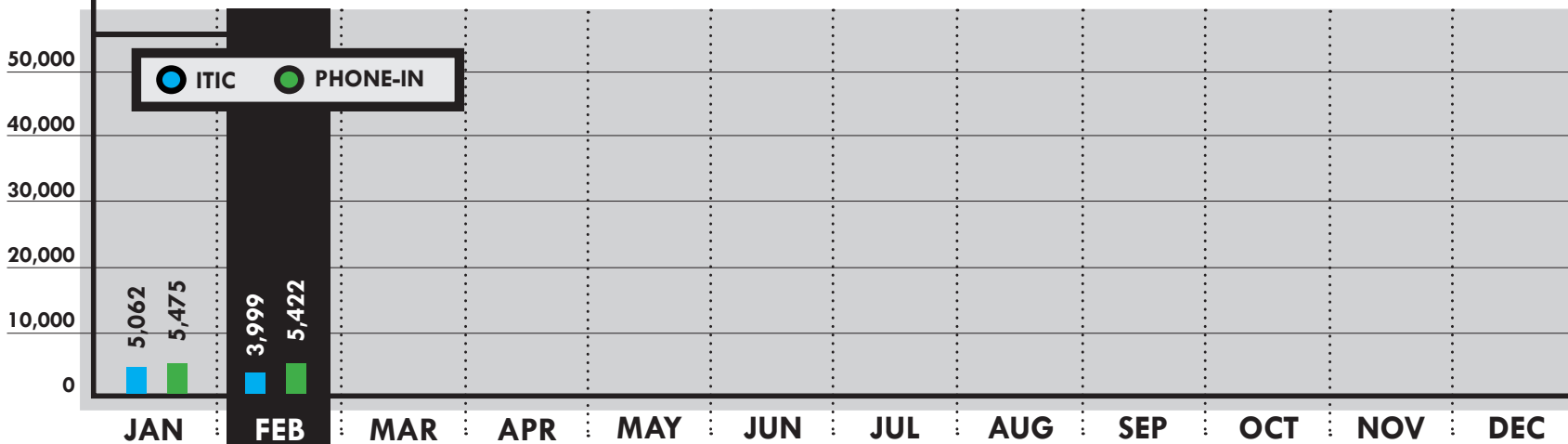


0.65%
ITIC Lite



Breakdown of Online
Tickets in February 2014

2014
ITIC vs. Phone-In



IOWA ONE CALL DASHBOARD

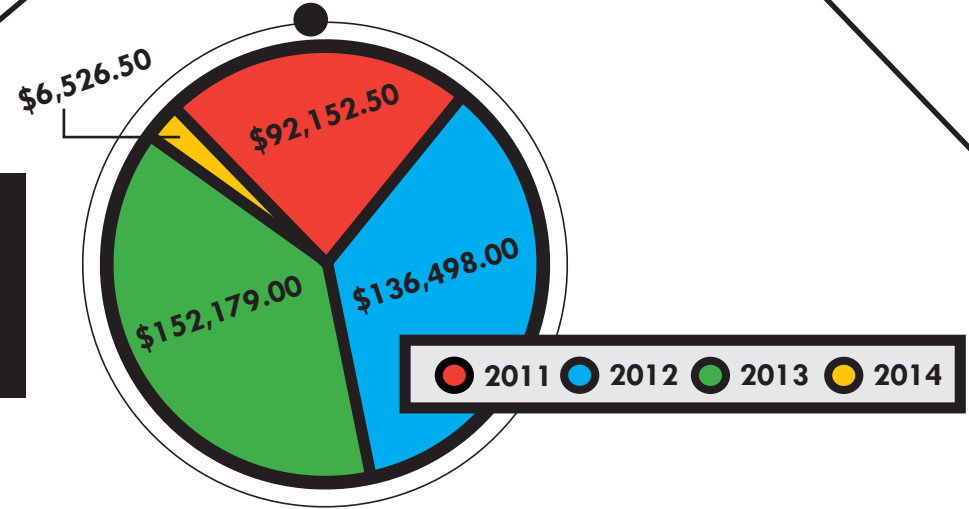
FEB

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.

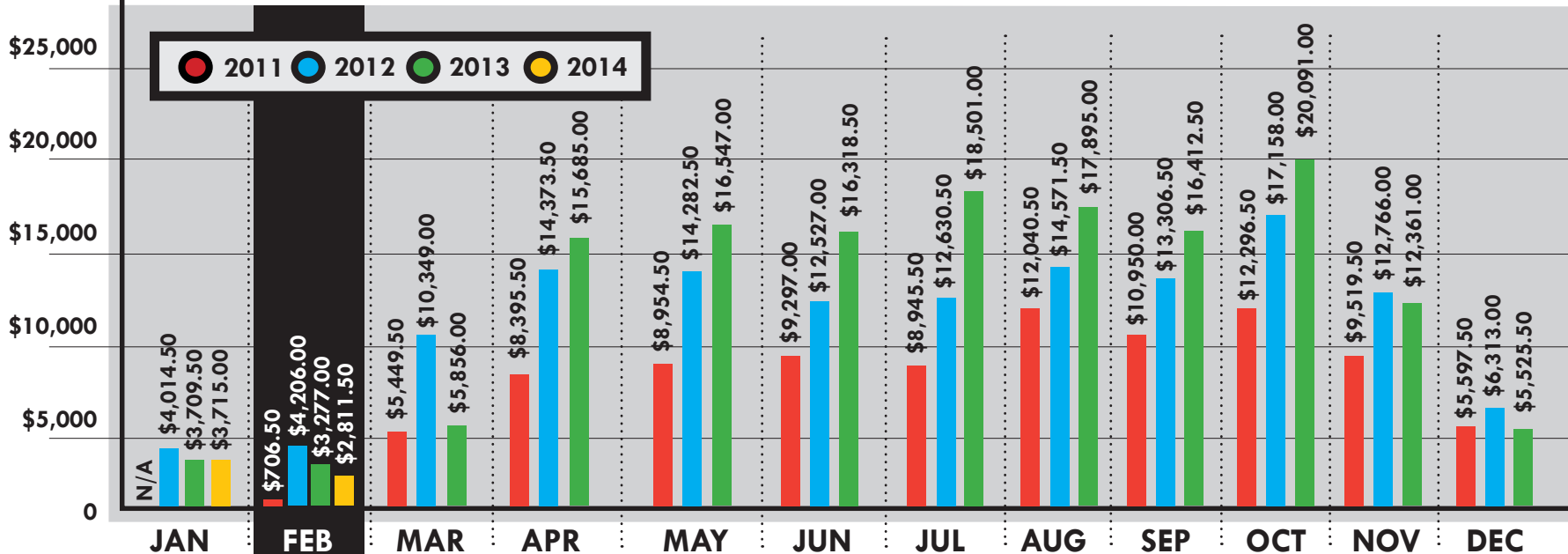
FEB

Iowa One Call Total ITIC Discount



2011 - 2014

ITIC Discount Summary



IOWA ONE CALL DASHBOARD

FEB

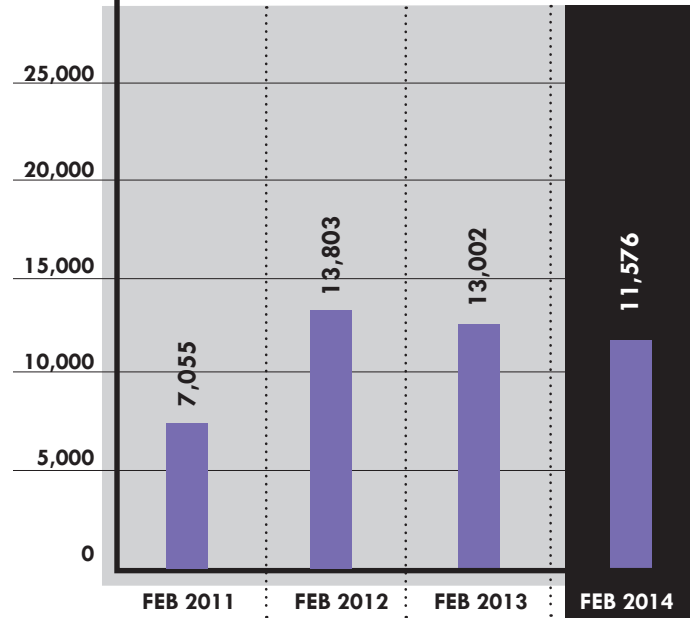
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2014 has the lowest number of incoming calls since 2010. Although the weather has played a role in keeping volume low, the high degree of ITIC usage by Iowa's excavators has reduced phone calls as well.

FEB

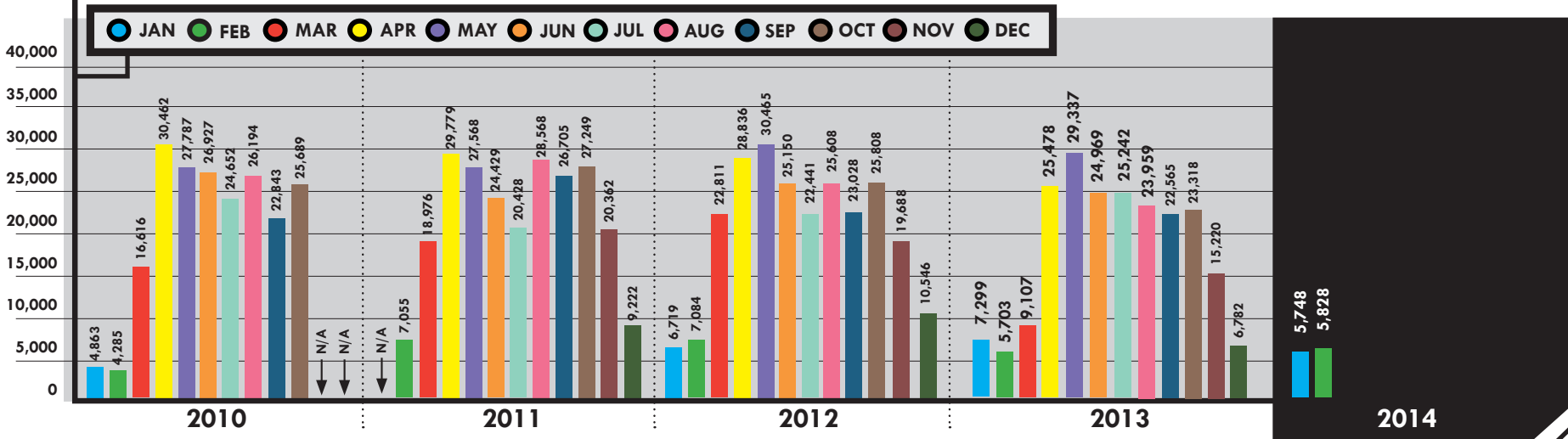
2011 - 2014

Total Incoming Calls (Y-T-D)



2010 - 2014

Total Incoming Calls (BY MONTH)



IOWA ONE CALL DASHBOARD

FEB

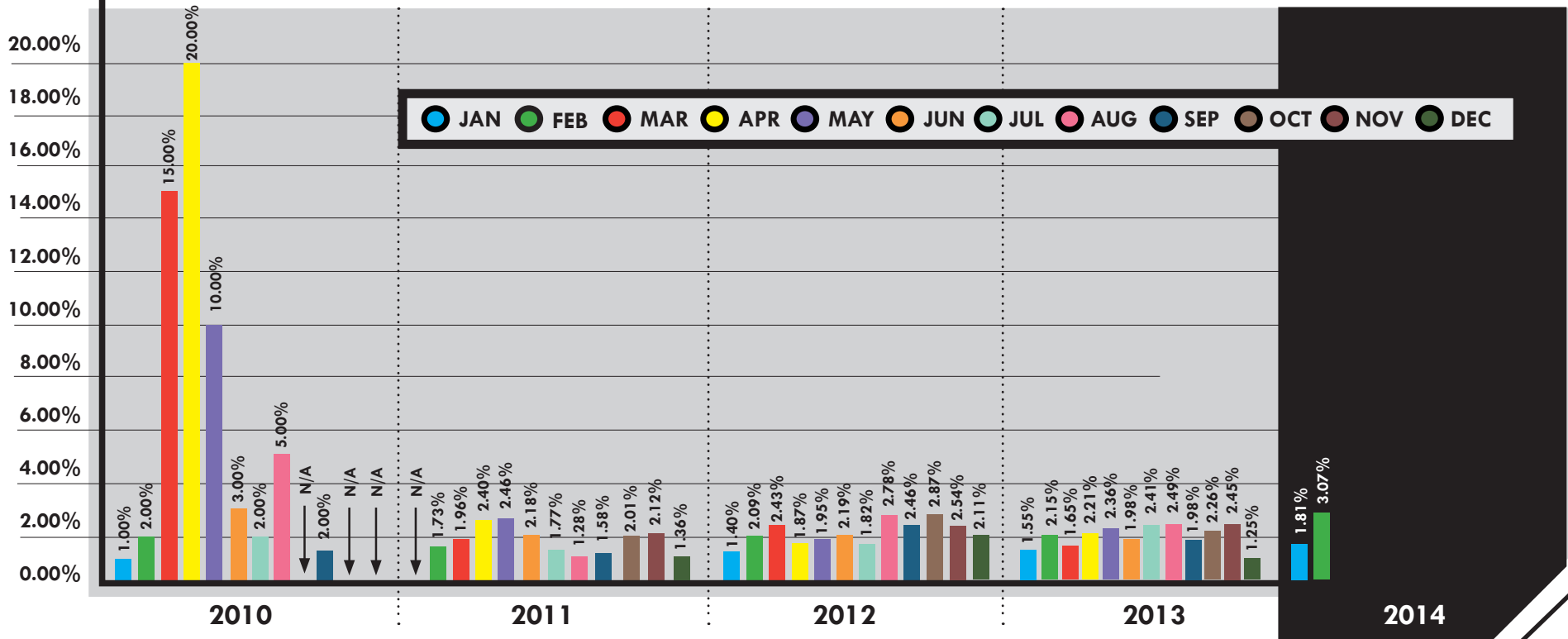
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

FEB

2010 - 2014

● Calls Abandoned (BY MONTH)





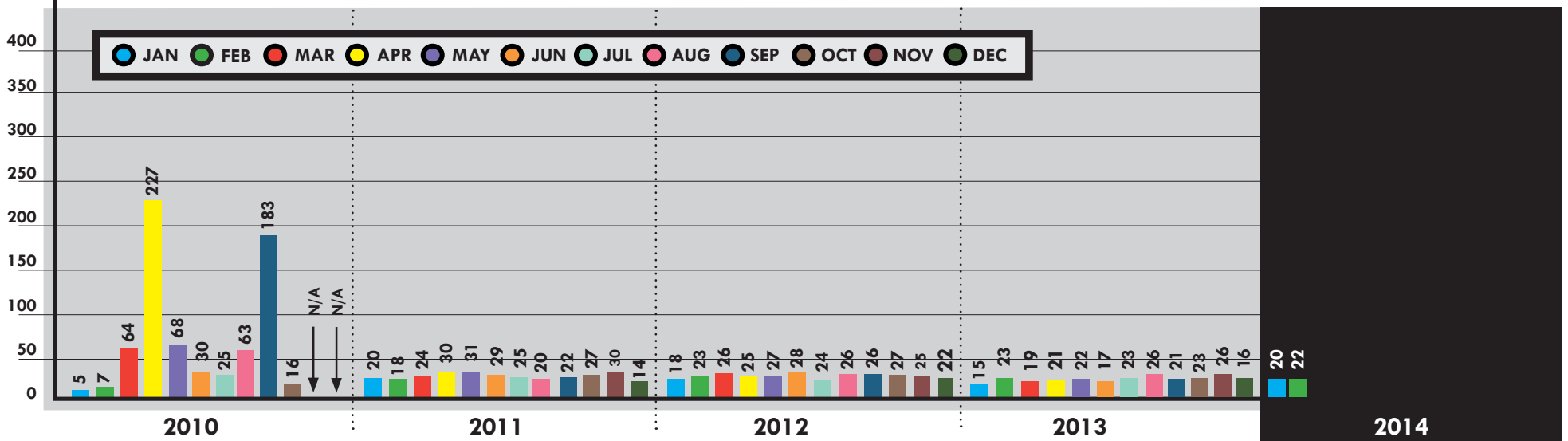
IOWA ONE CALL DASHBOARD

FEB

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2010 - 2014

Average Speed to Answer (BY MONTH)



FEB

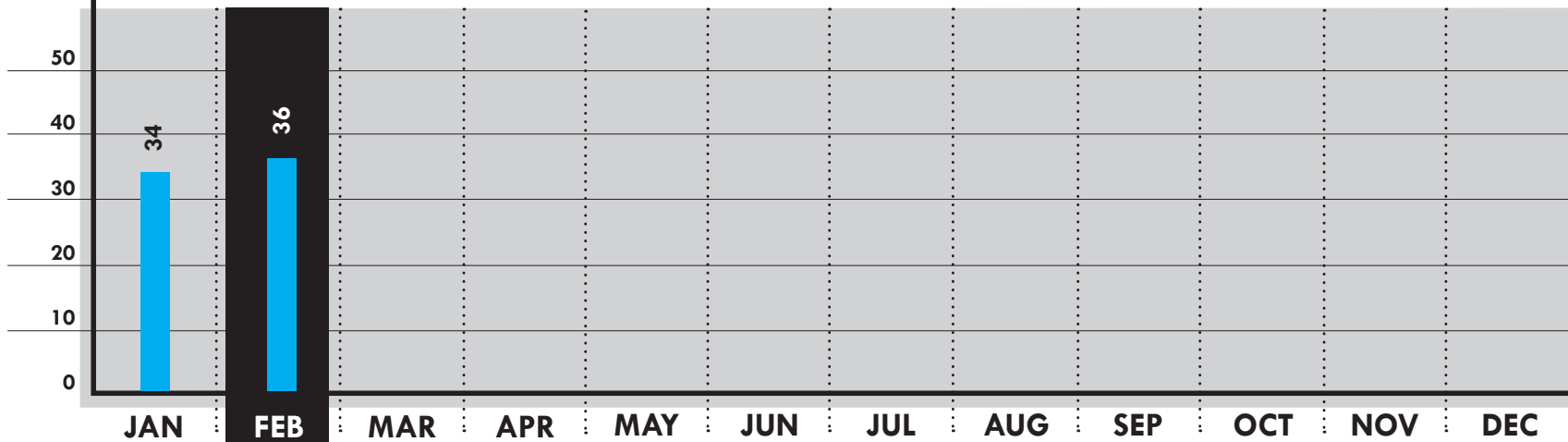
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Comments.

FEB

2014

● **Average Speed to Answer After Hours Service**



FEB

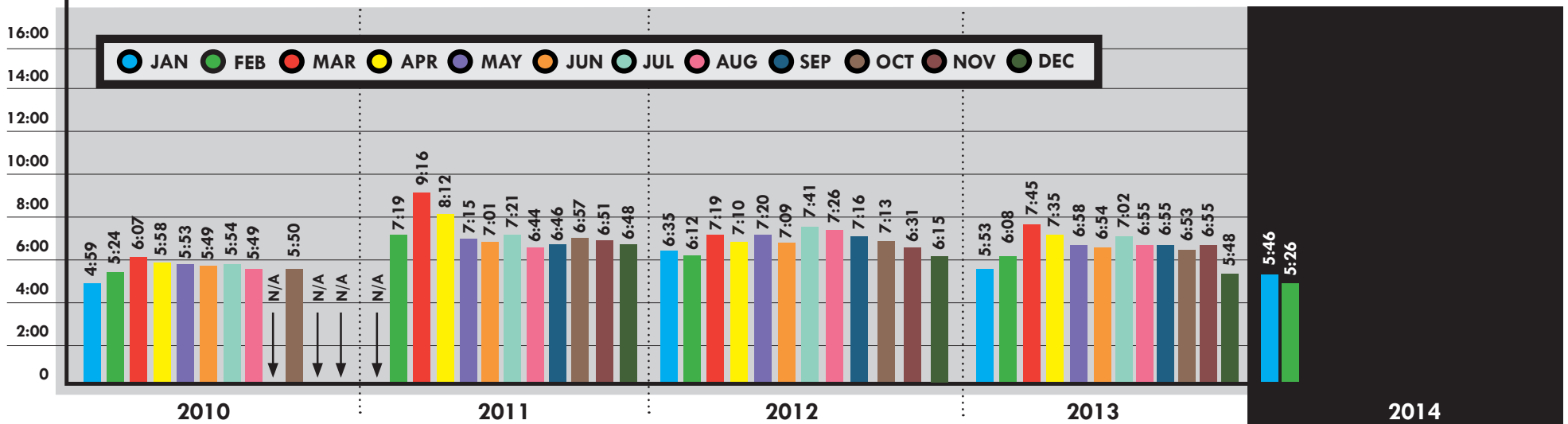
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2014 continues to have the lowest time average talk time since OCC began operating the center in 2011.

FEB

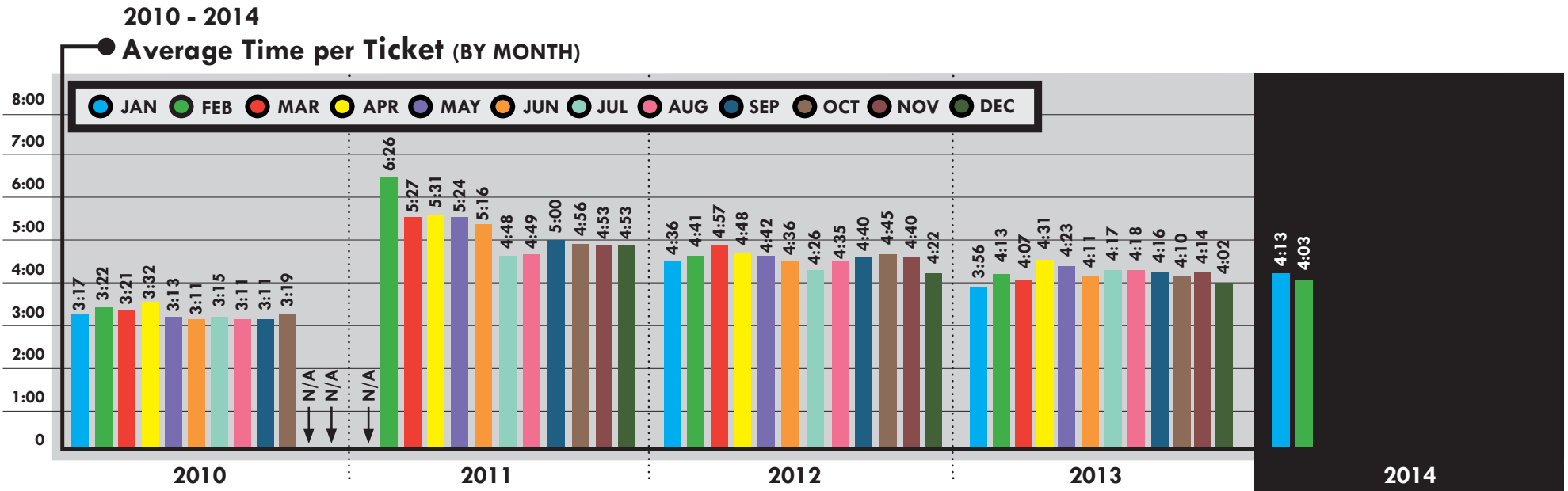
2010 - 2014

Average Talk Time (BY MONTH)



FEB

YOUR MONTHLY UPDATE FOR IOWA ONE CALL



The average time per ticket in February 2014 is at a record low.

FEB

IOWA ONE CALL DASHBOARD

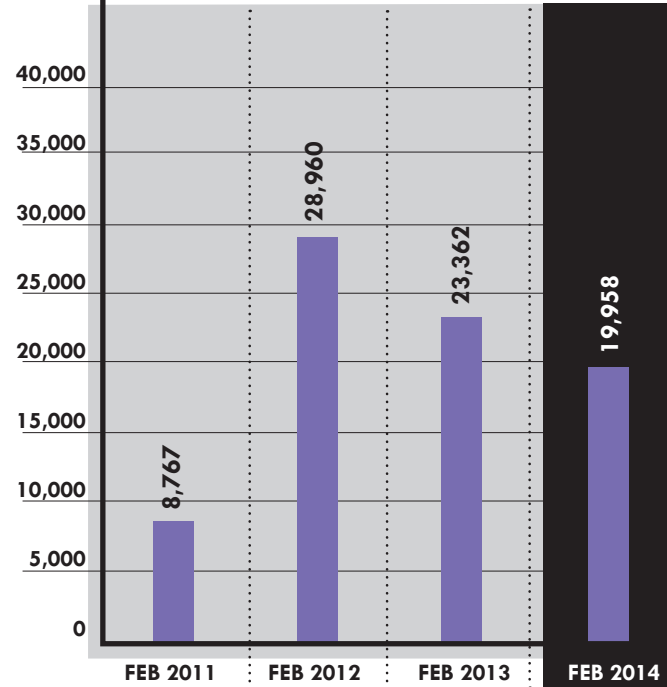
FEB

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

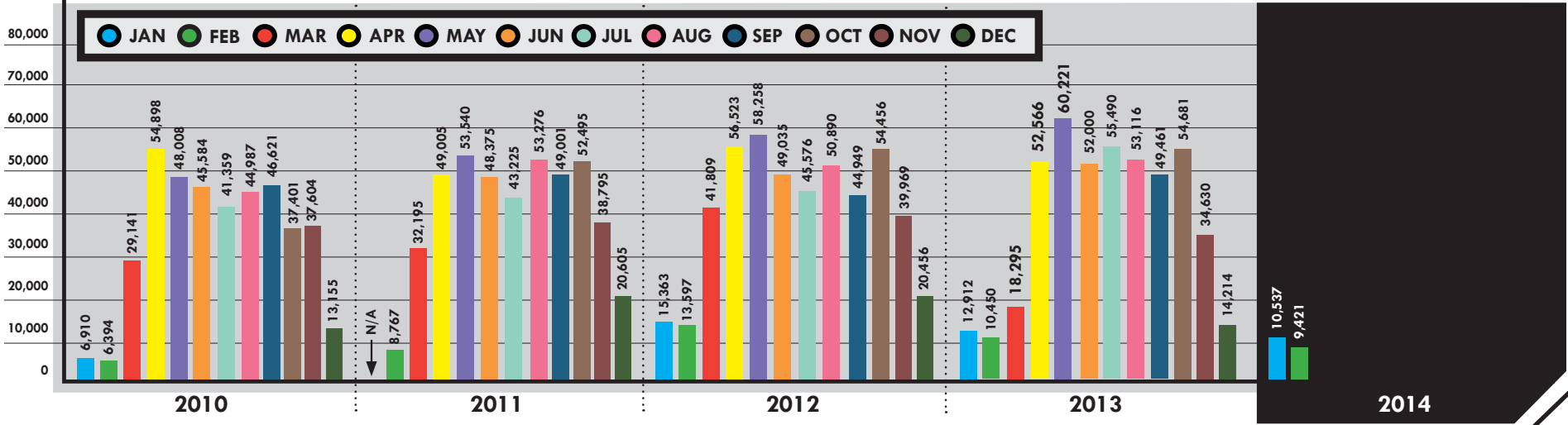
February 2014 incoming ticket volume is the lowest since OCC began operating the center. This could be in large part due to the severe weather experienced this month.

FEB

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



2010 - 2014 Incoming Ticket Totals (BY MONTH)



FEB

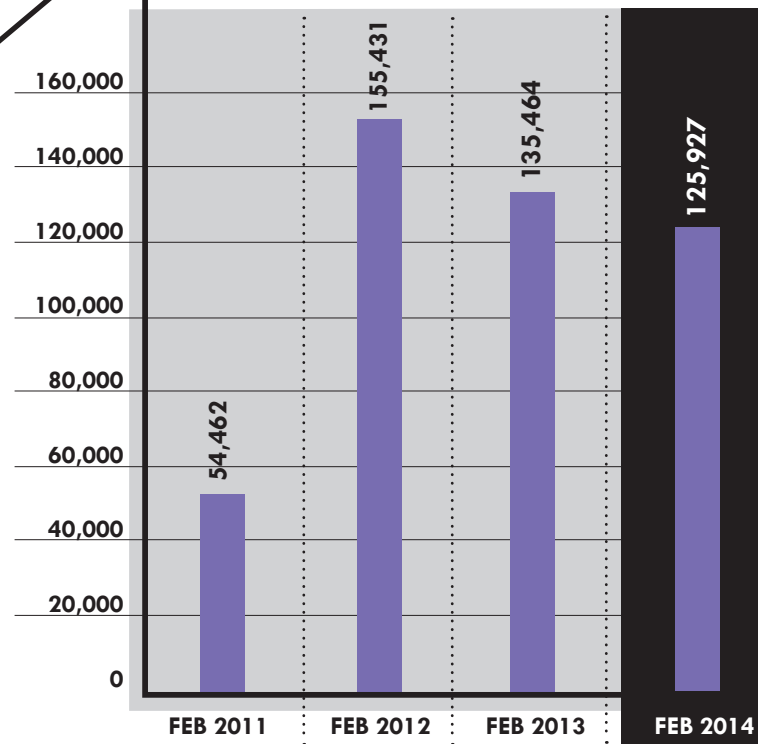
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Outgoing ticket totals followed the pattern set by incoming tickets.

FEB

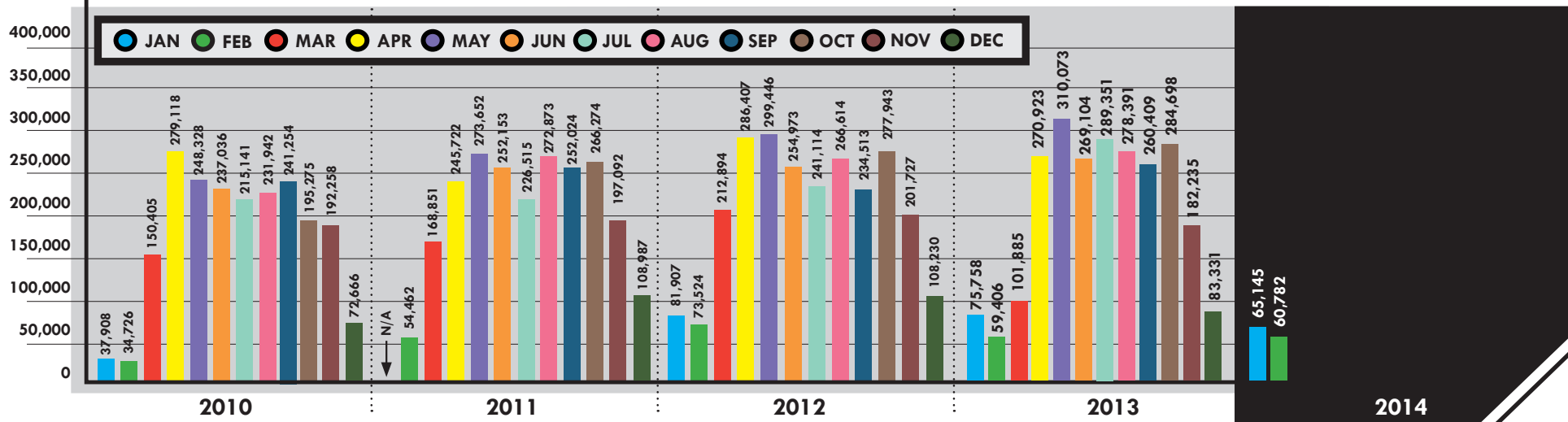
2011 - 2014

● Outbound Ticket Totals (Y-T-D)



2010 - 2014

● Outbound Ticket Totals (BY MONTH)



IOWA ONE CALL DASHBOARD

FEB

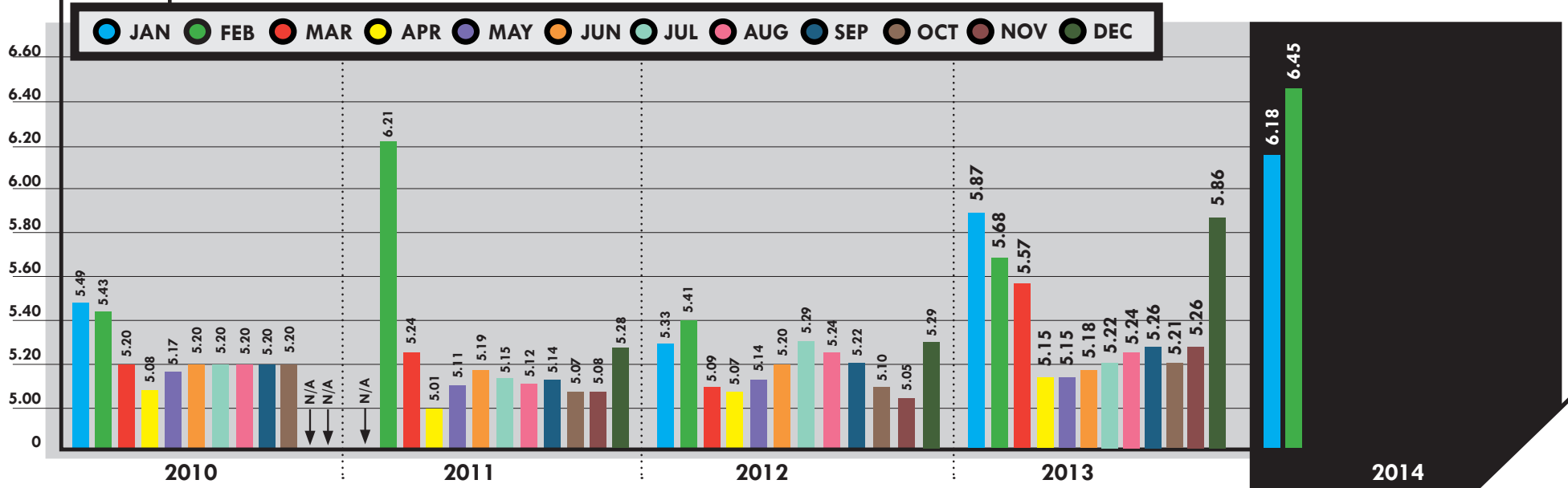
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

FEB

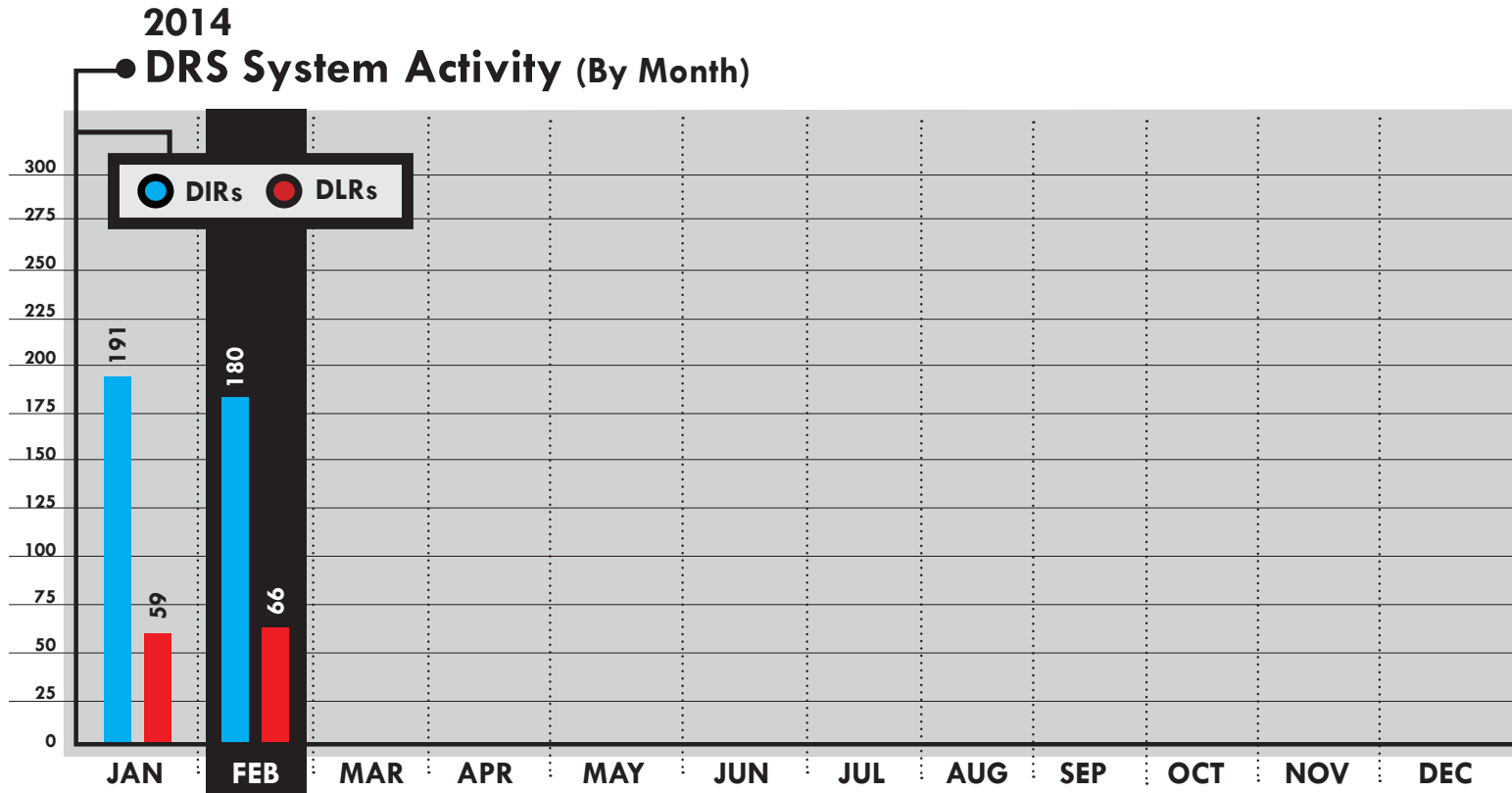
2010 - 2014

● 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.

FEB



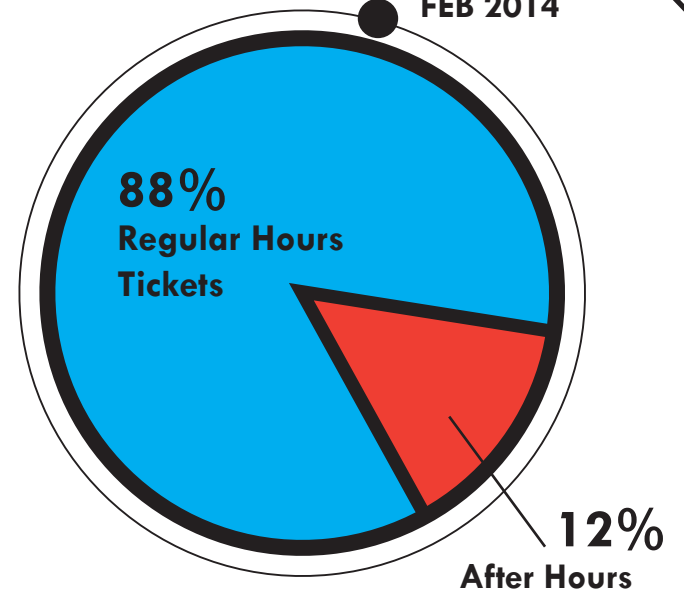
FEB

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

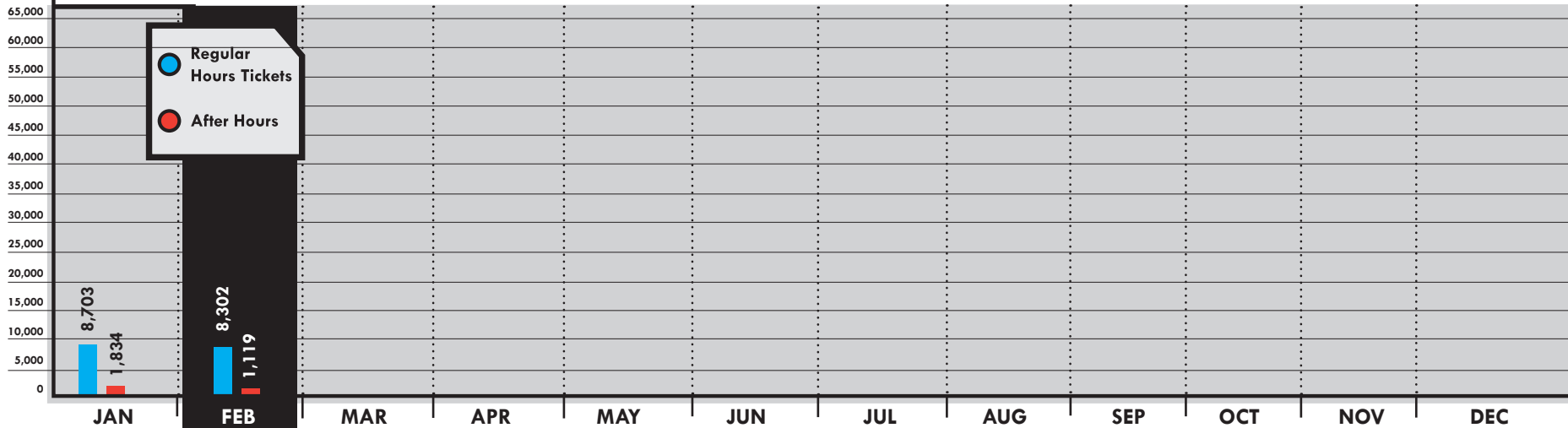
FEB

**After Hours Analysis
FEB 2014**



2014

Time of Receipt Analysis (Year To Date)

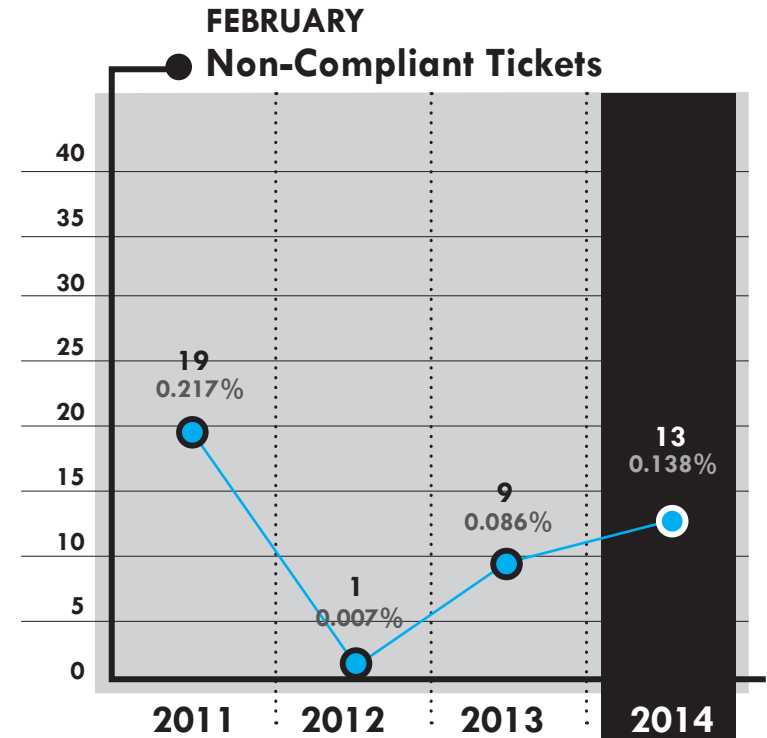
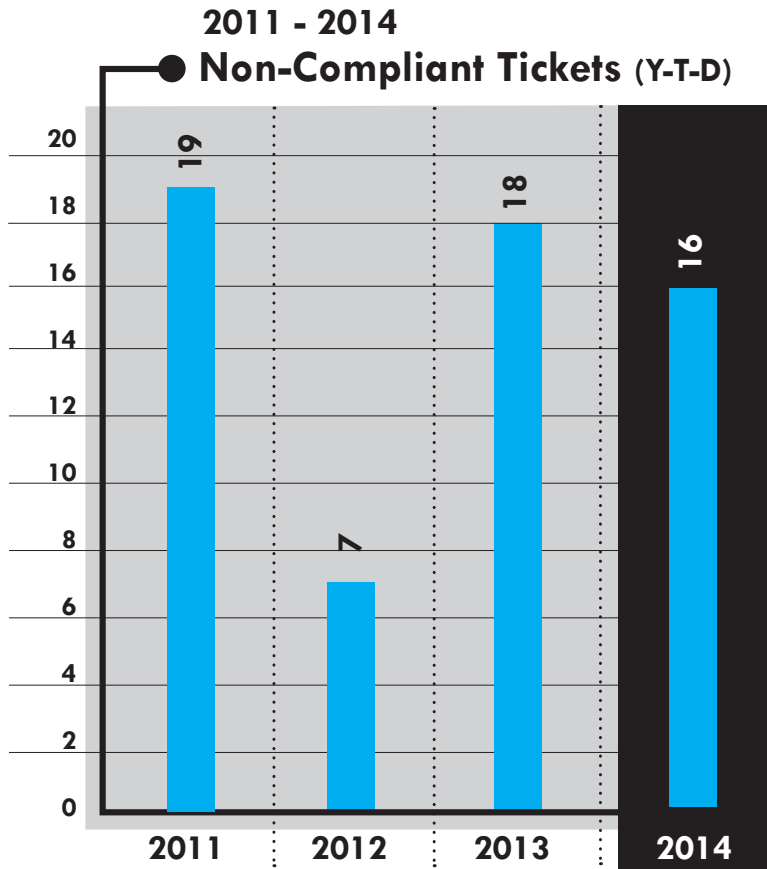


FEB

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

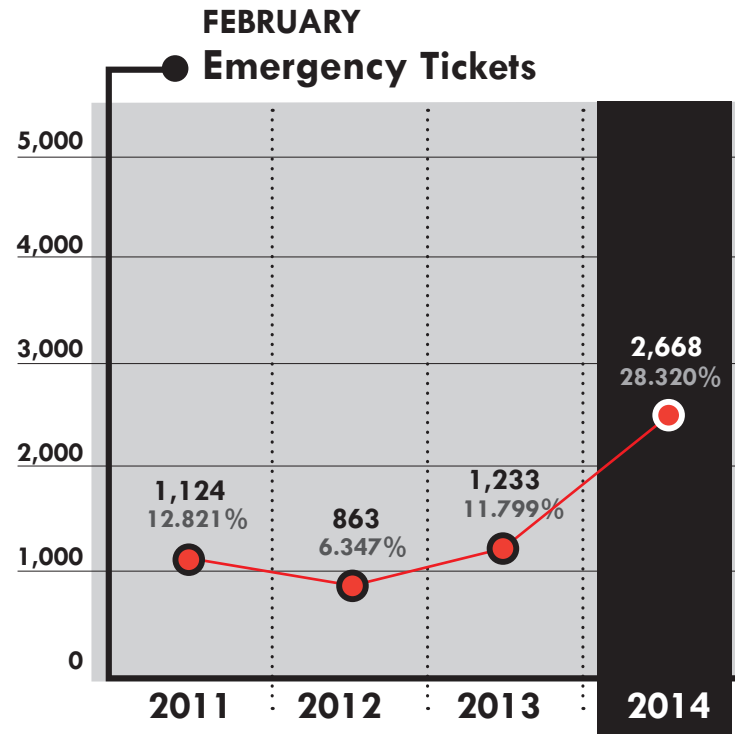
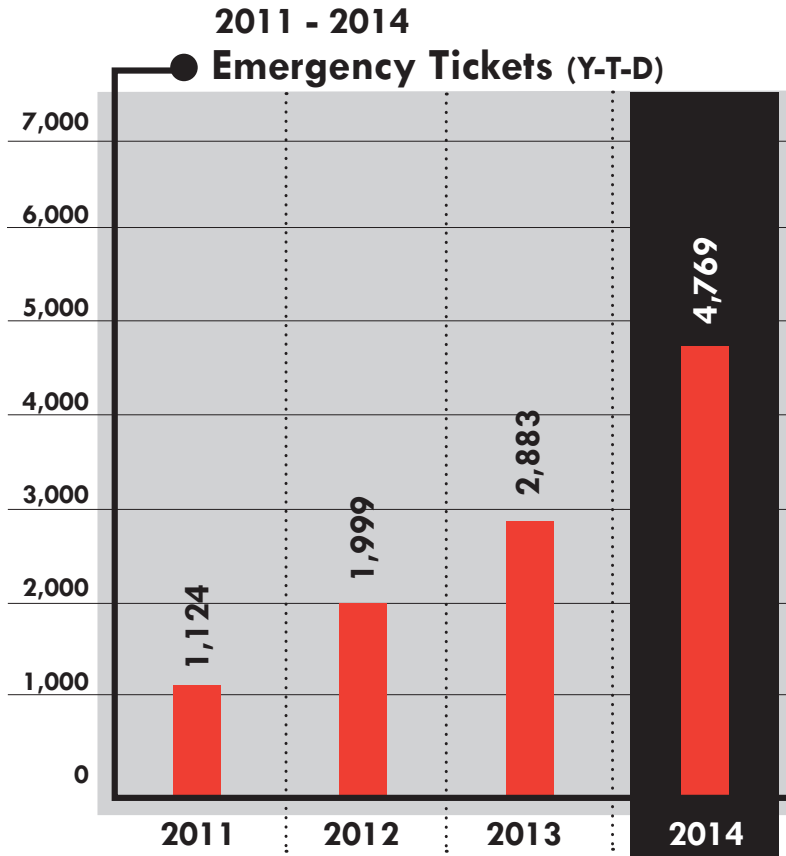
February 2014 has a higher total number of than in previous years.

FEB



FEB

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

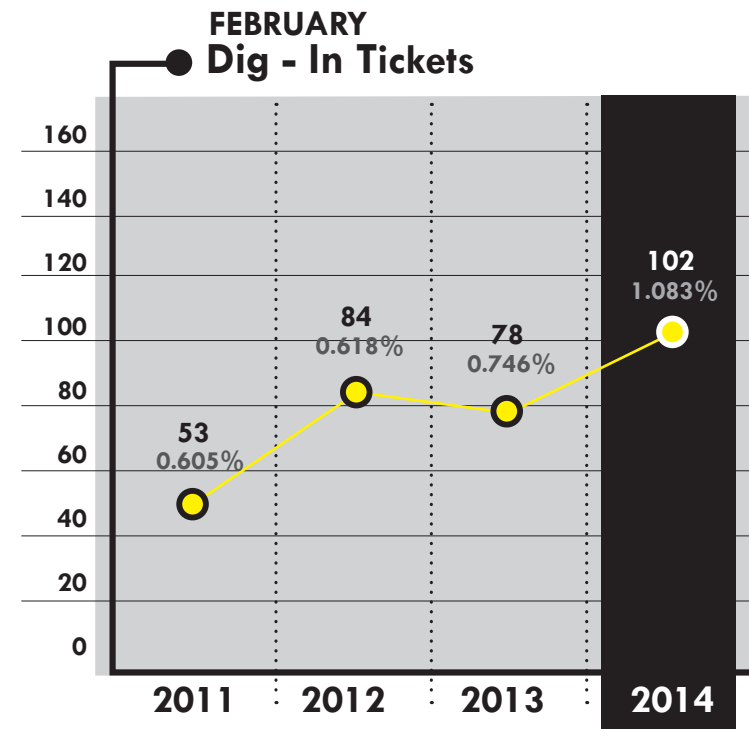
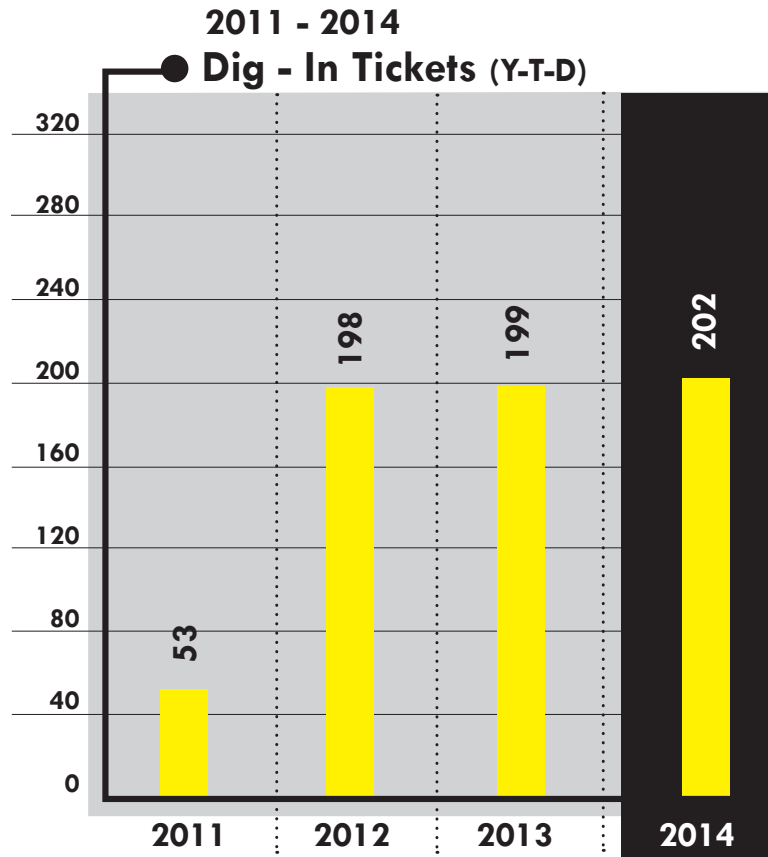


FEB

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

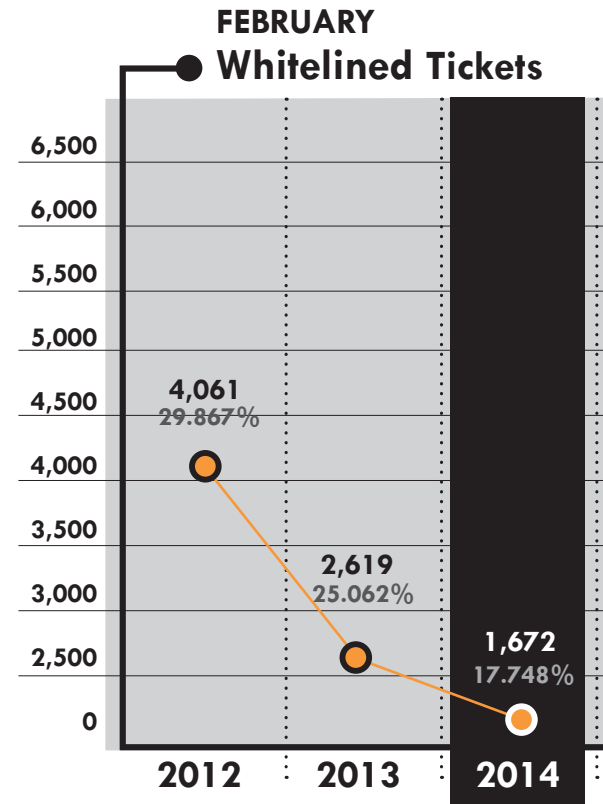
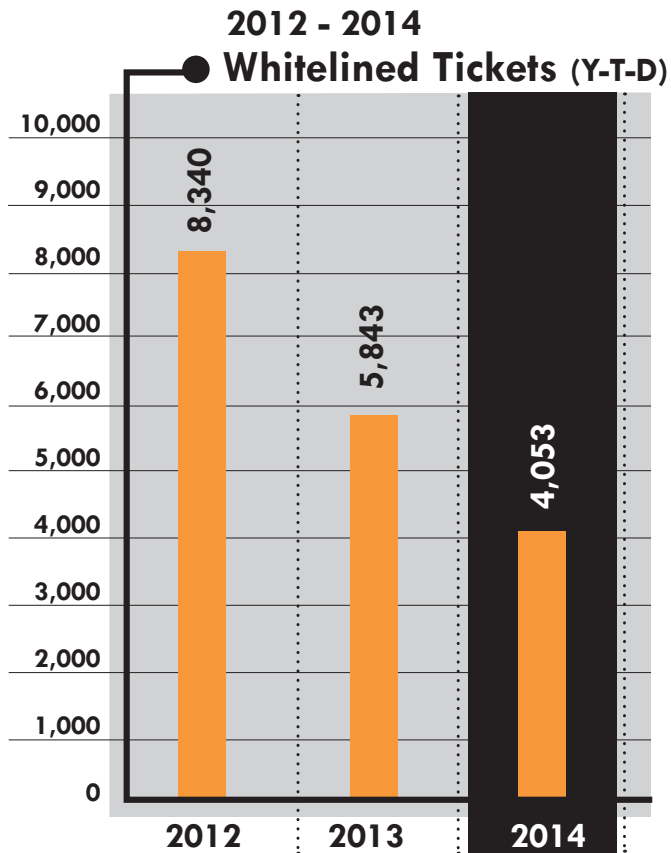
Dig-ins continue to maintain at levels consistent with previous years.

FEB



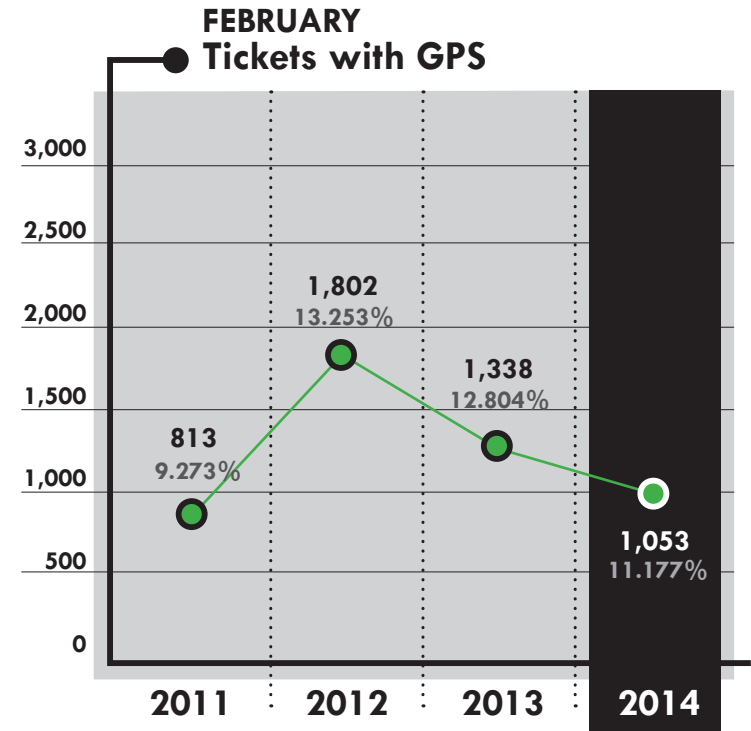
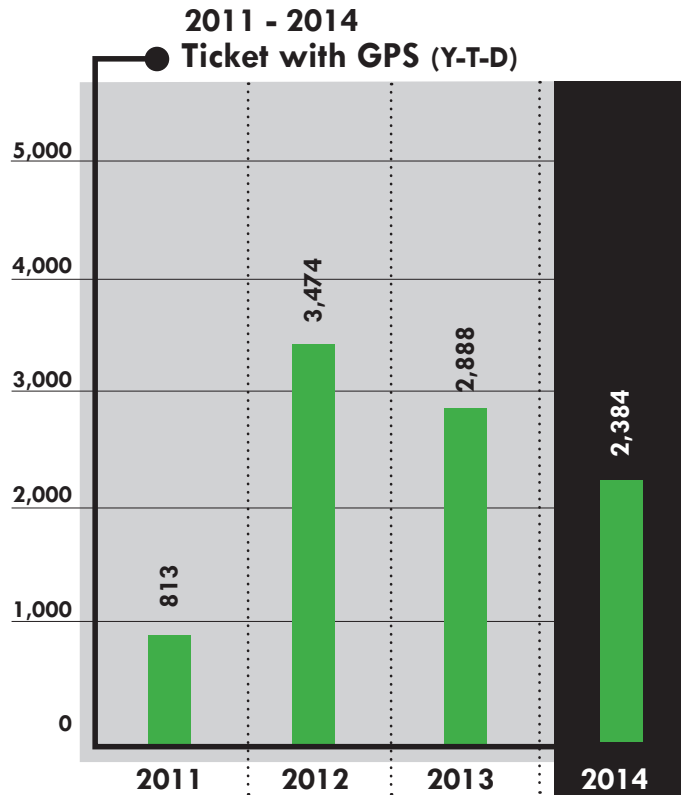
FEB

YOUR MONTHLY UPDATE FOR IOWA ONE CALL



The overall percentage of tickets with GPS coordinates is slightly less in February 2014 than it was in February 2013.

FEB



FEB

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

