

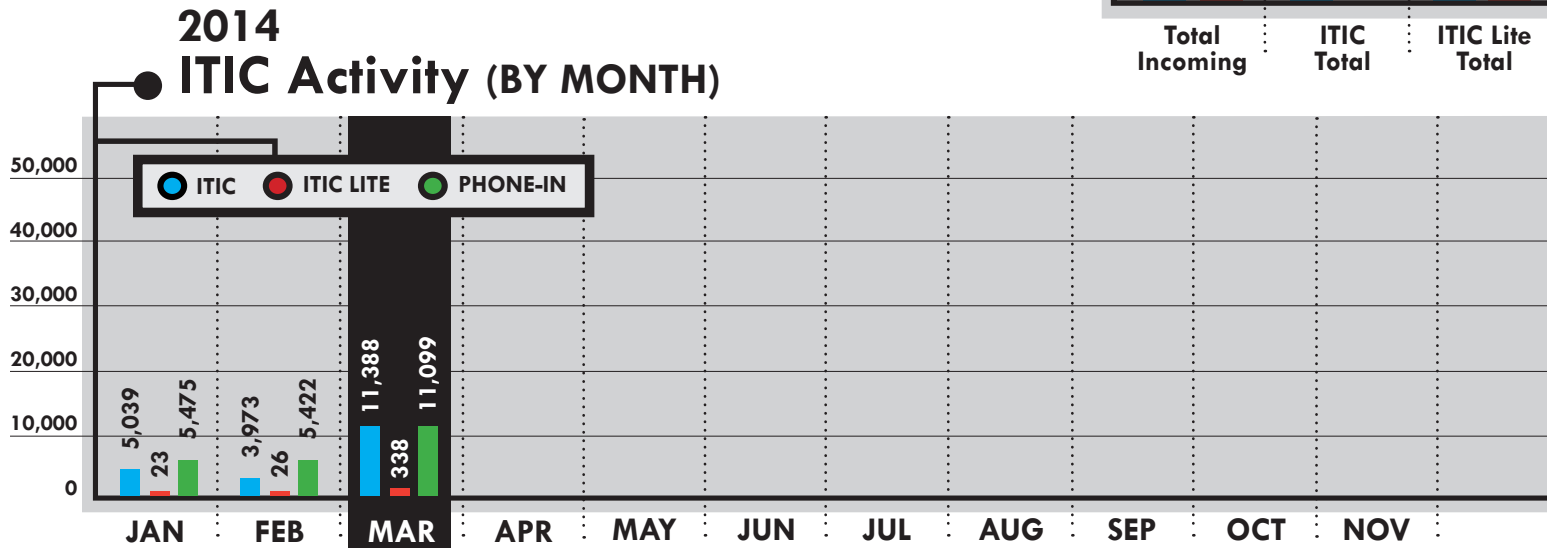
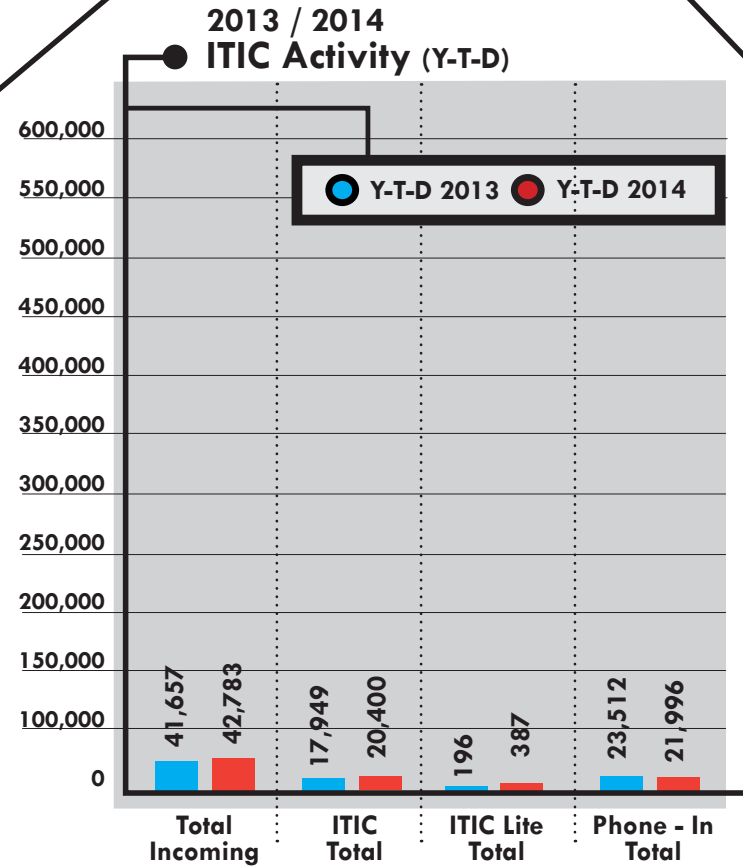
IOWA ONE CALL DASHBOARD

MAR

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

ITIC usage has remained strong during the first quarter of 2014. ITIC Lite volume is nearly double for the same period in 2013. Overall incoming ticket volume is up slightly from the same period in 2013, and ITIC volume continues to make up a significant portion of the total.

MAR



IOWA ONE CALL DASHBOARD

MAR

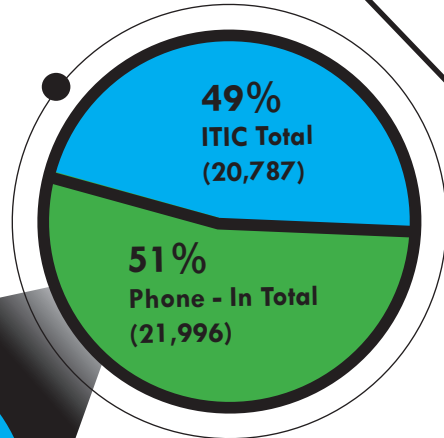
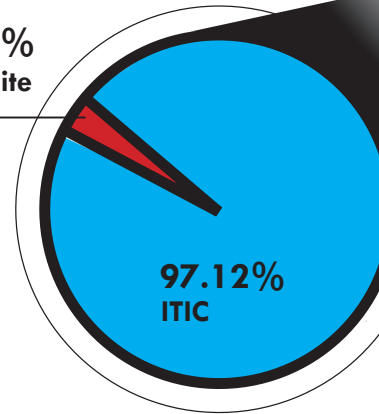
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Casual excavators and homeowners continue to use ITIC Lite in March.

MAR

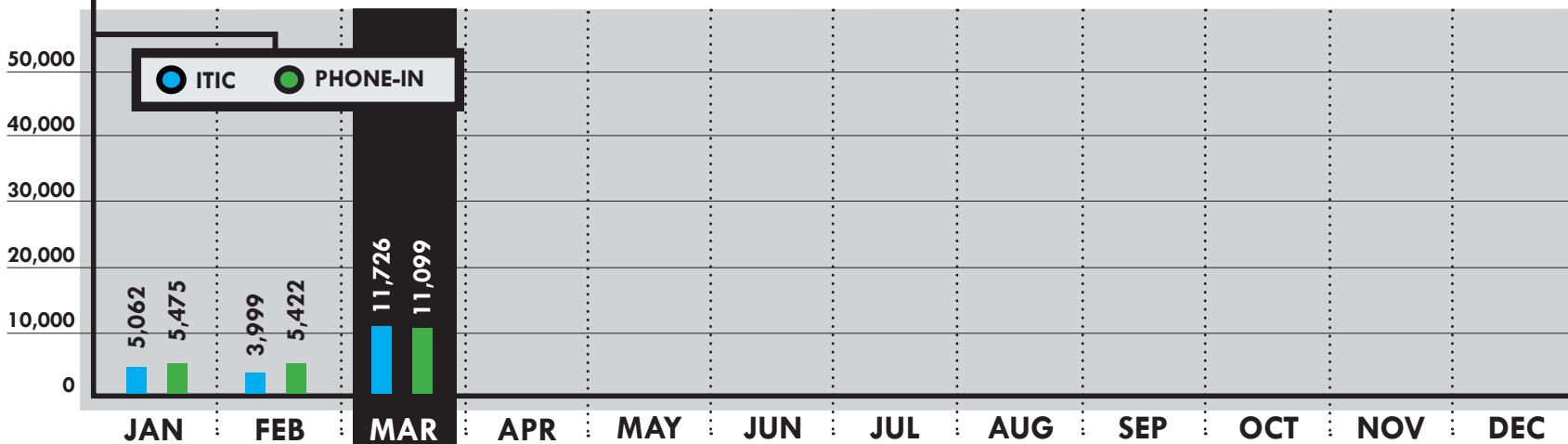
ITIC vs. Phone-In
Percentage
Y-T-D

2.88%
ITIC Lite



Breakdown of Online
Tickets in March 2014

2014
ITIC vs. Phone-In



IOWA ONE CALL DASHBOARD

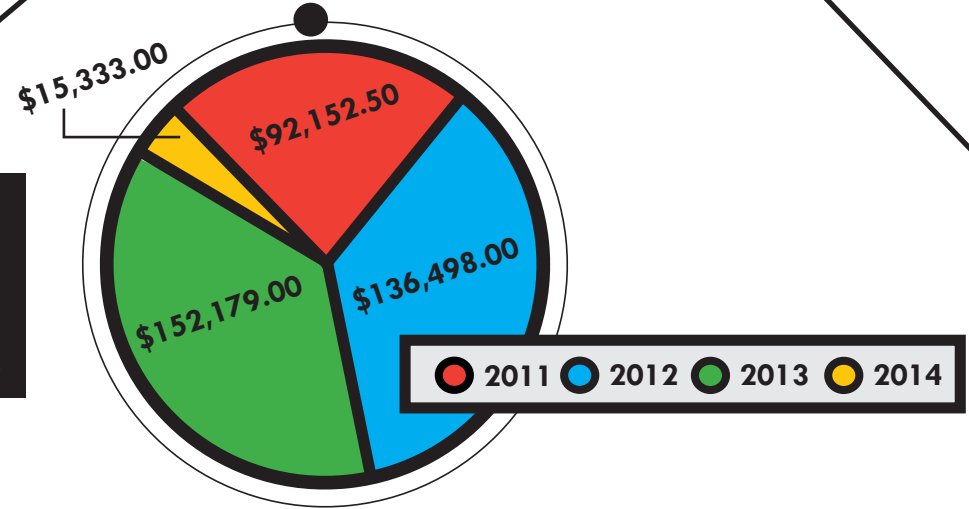
MAR

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.

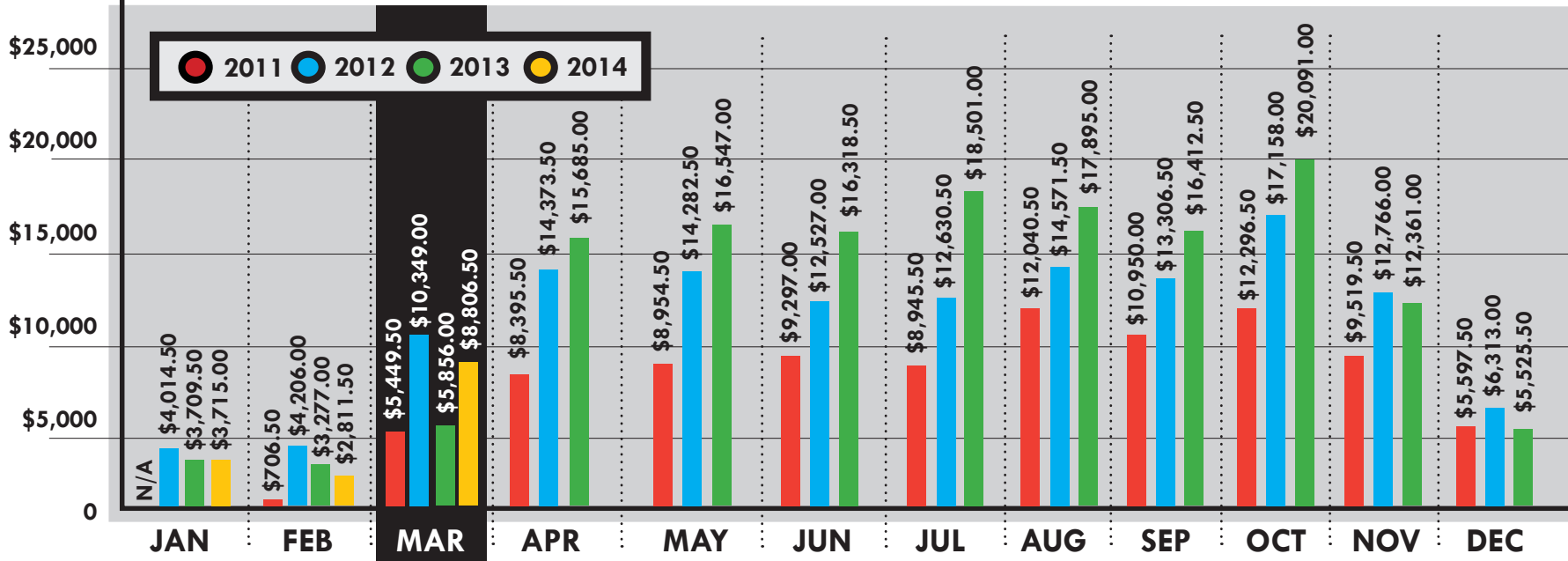
MAR

Iowa One Call Total ITIC Discount



2011 - 2014

ITIC Discount Summary



IOWA ONE CALL DASHBOARD

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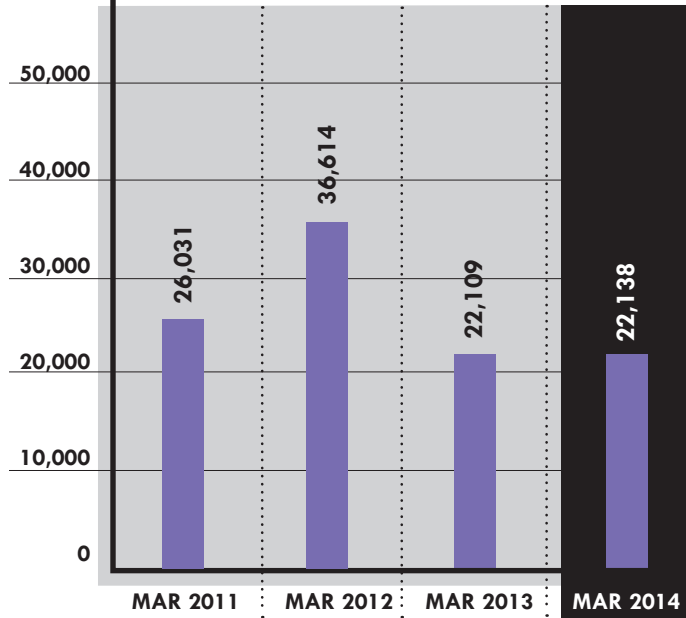
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2014 has the second 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.

MAR

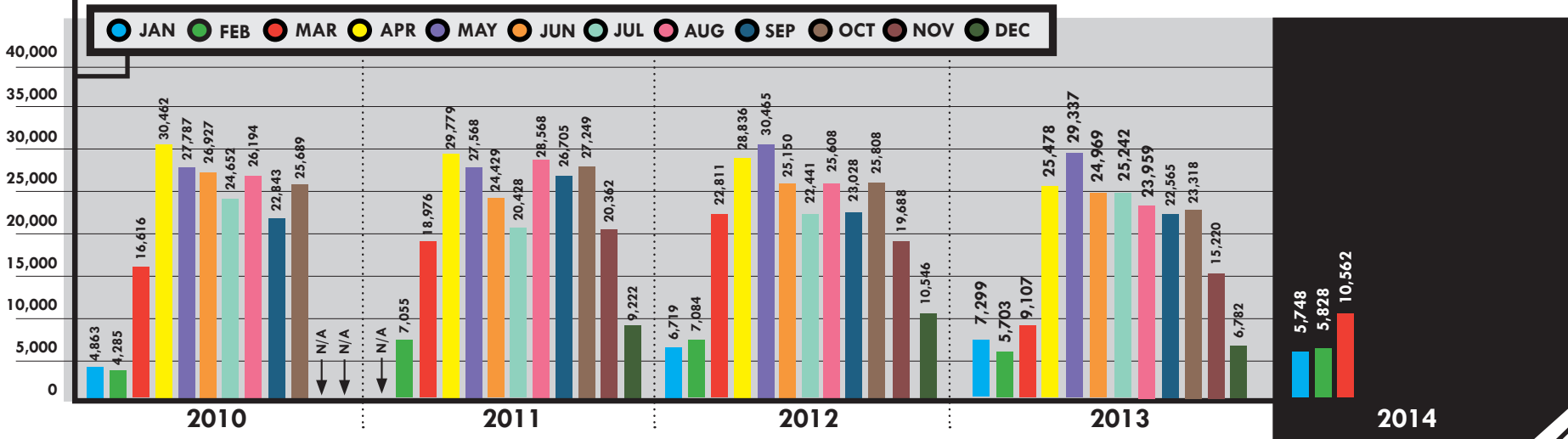
2011 - 2014

Total Incoming Calls (Y-T-D)



2010 - 2014

Total Incoming Calls (BY MONTH)



IOWA ONE CALL DASHBOARD

MAR

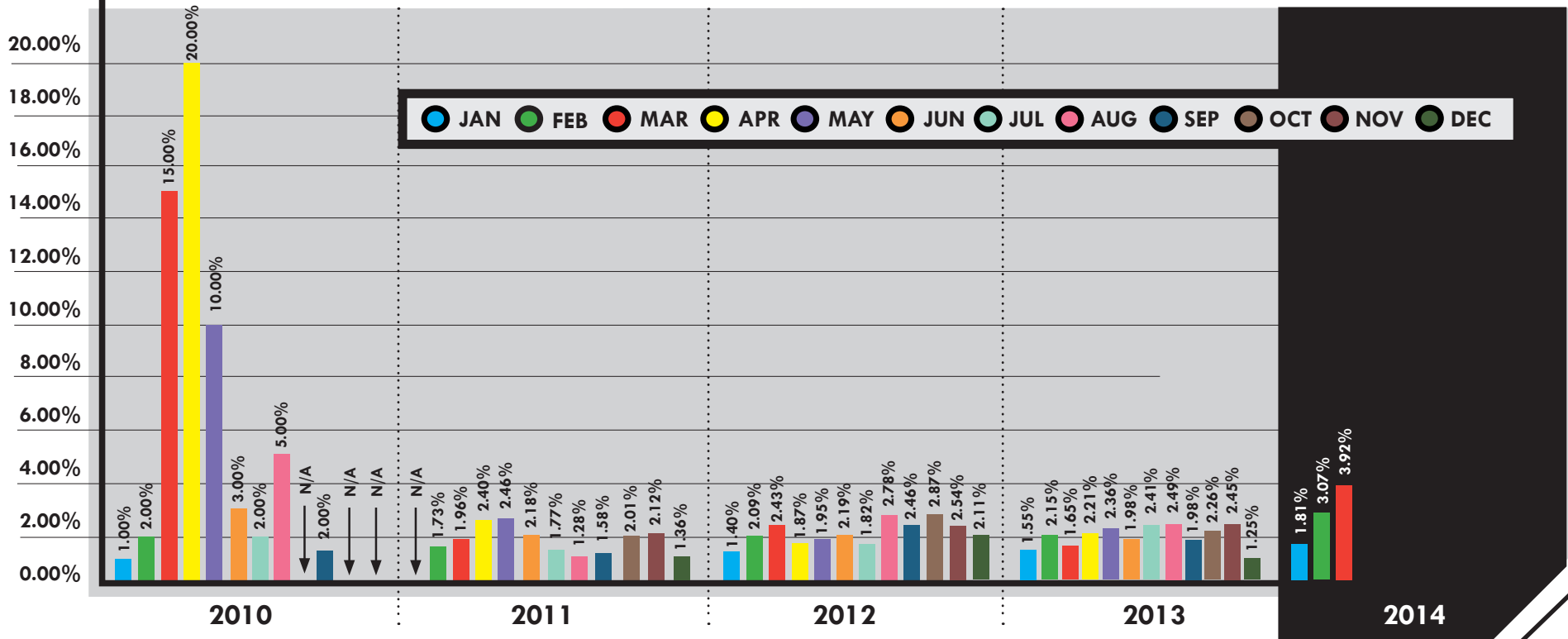
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

The abandonment rate, like the Average Speed to answer, remains within contract and historical levels despite the onset of favorable spring weather.

MAR

2010 - 2014

● Calls Abandoned (BY MONTH)

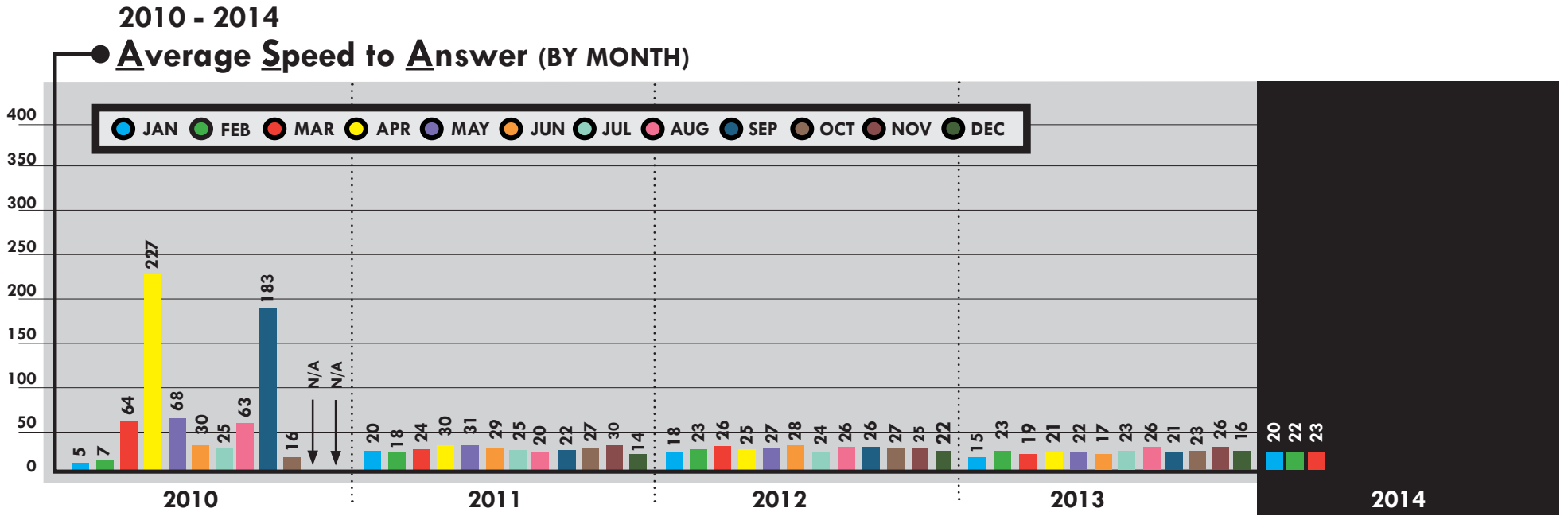




IOWA ONE CALL DASHBOARD

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YOUR MONTHLY UPDATE FOR IOWA ONE CALL



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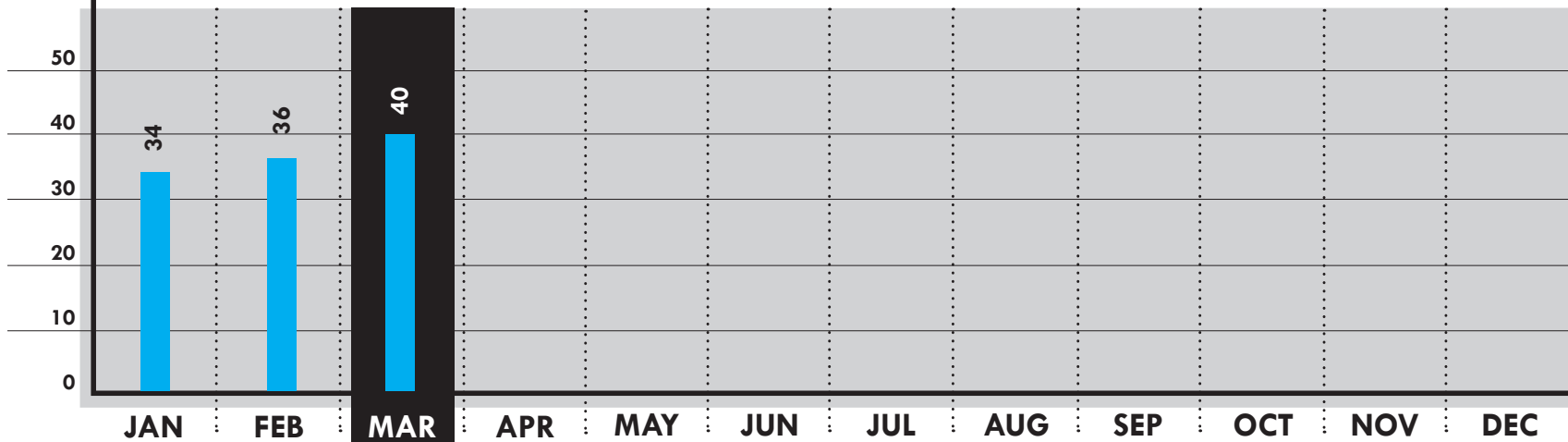
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

The chart below reflects the average speed to answer during the after hours period.

MAR

2014

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

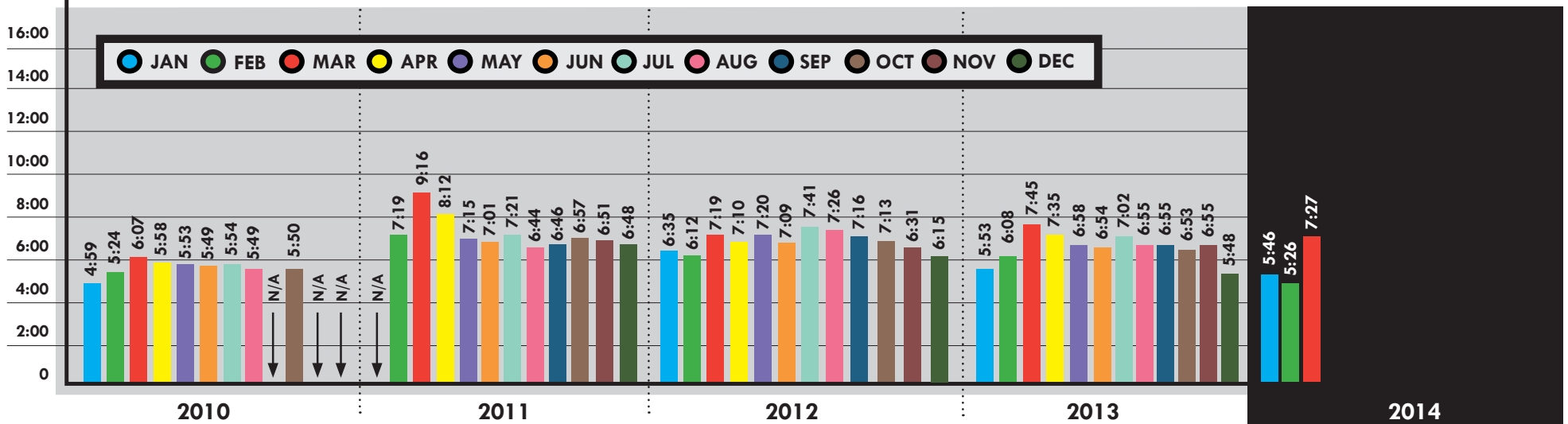


2014 continues to have the lowest time average talk time since OCC began operating the center in 2011. We are pleased to be able to maintain this level of performance even after having added new staff and instituting ITIC screening of all callers.

MAR

2010 - 2014

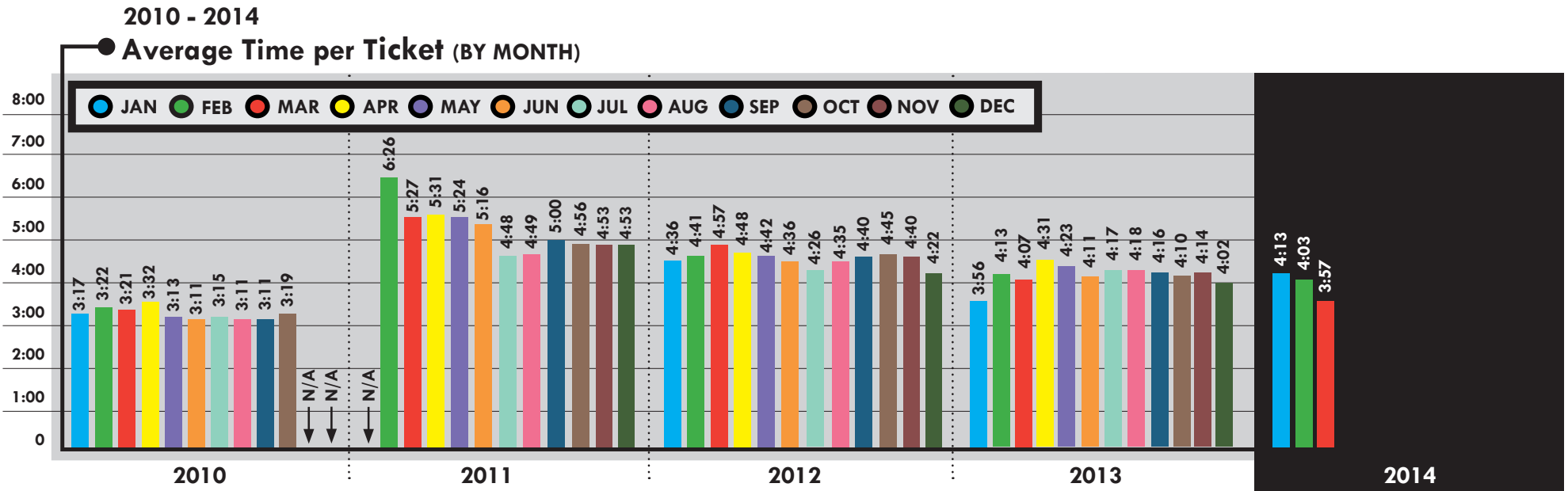
Average Talk Time (BY MONTH)



IOWA ONE CALL DASHBOARD

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YOUR MONTHLY UPDATE FOR IOWA ONE CALL



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

MAR

IOWA ONE CALL DASHBOARD

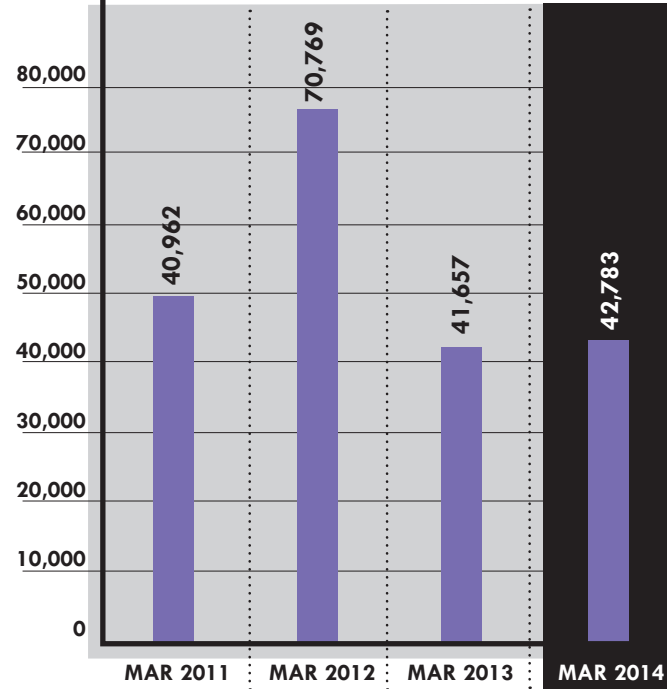
MAR

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

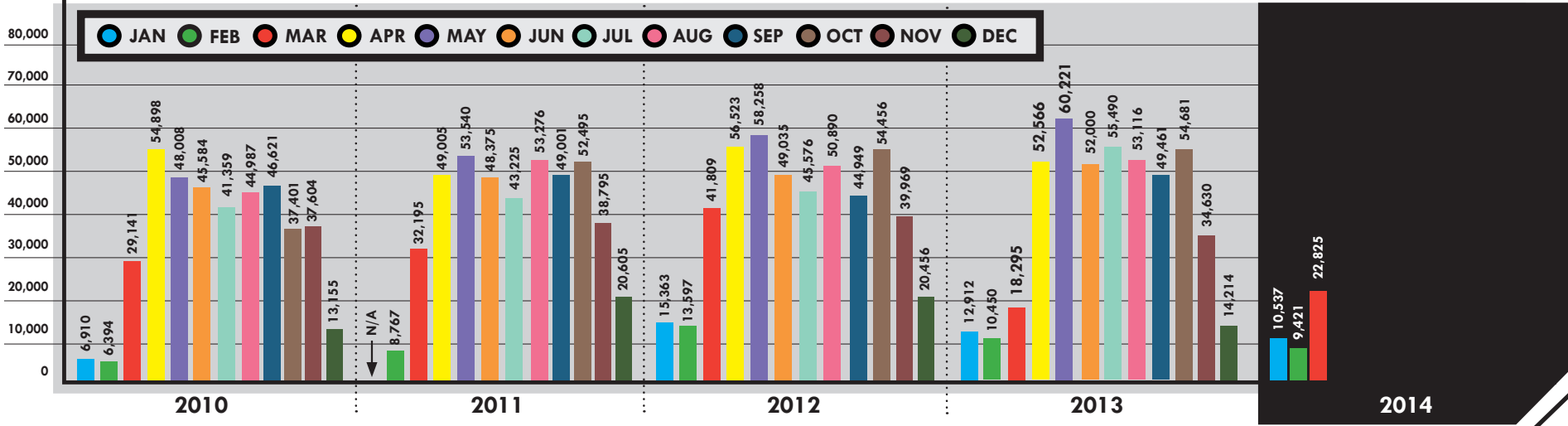
March 2014 incoming ticket volume has picked up. We believe there is some pent up demand for service due to the harsh winter weather which may have suppressed activity.

MAR

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



2010 - 2014 Incoming Ticket Totals (BY MONTH)



IOWA ONE CALL DASHBOARD

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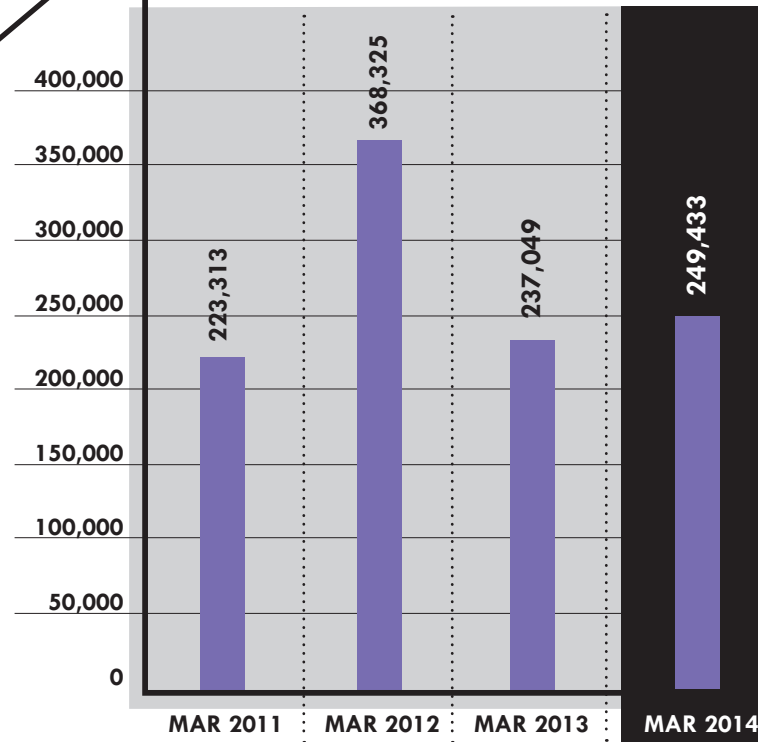
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Outgoing ticket totals followed the pattern set by incoming tickets.

MAR

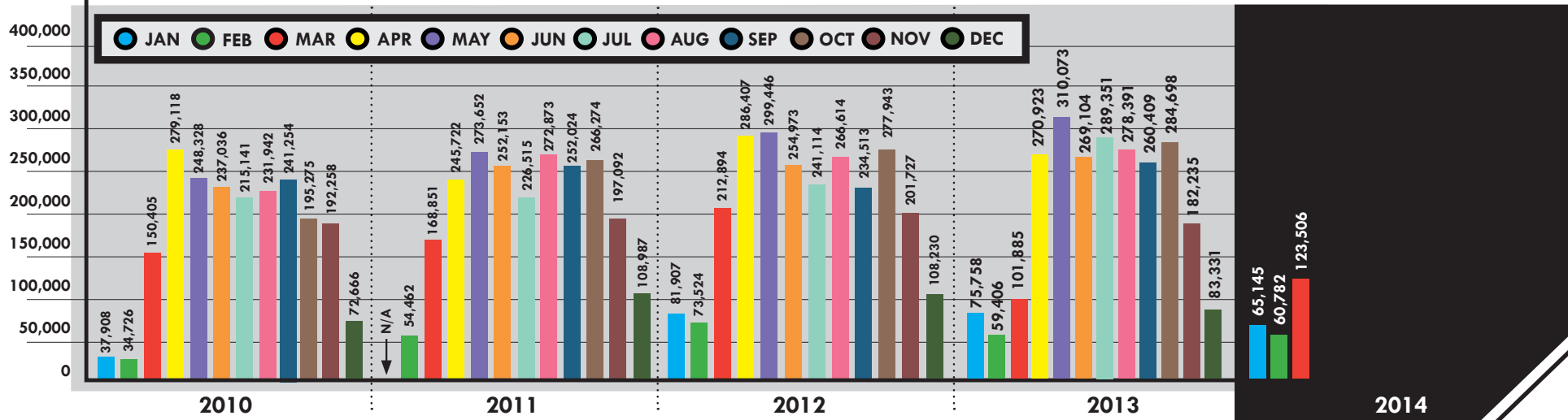
2011 - 2014

● Outbound Ticket Totals (Y-T-D)



2010 - 2014

● Outbound Ticket Totals (BY MONTH)



IOWA ONE CALL DASHBOARD

MAR

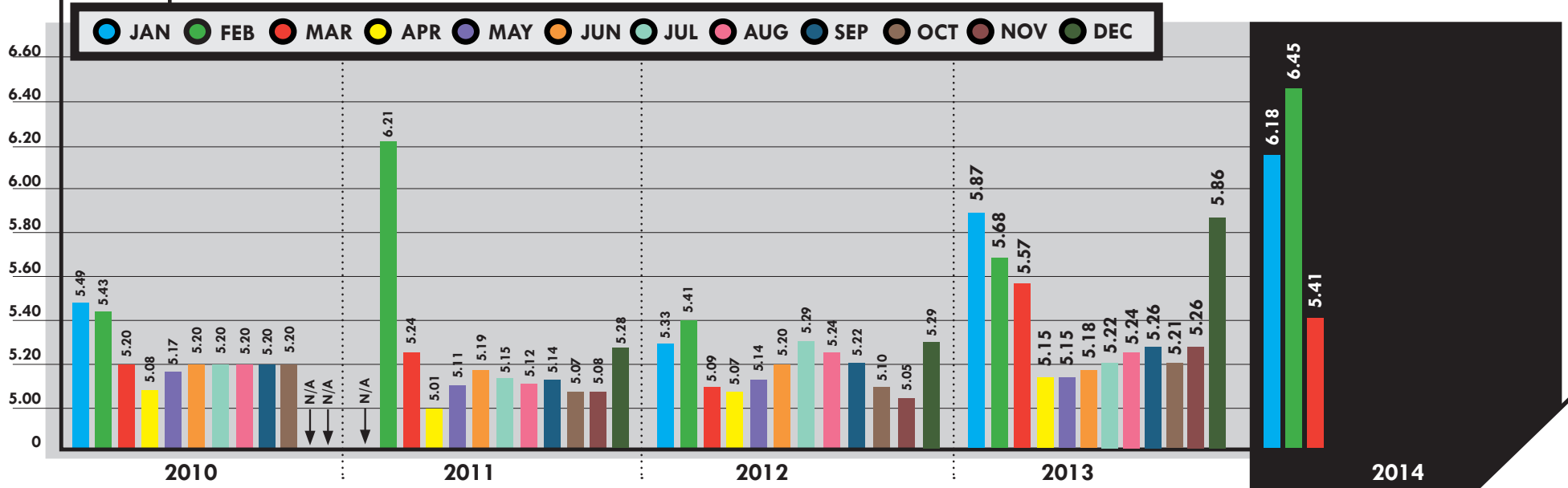
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

MAR

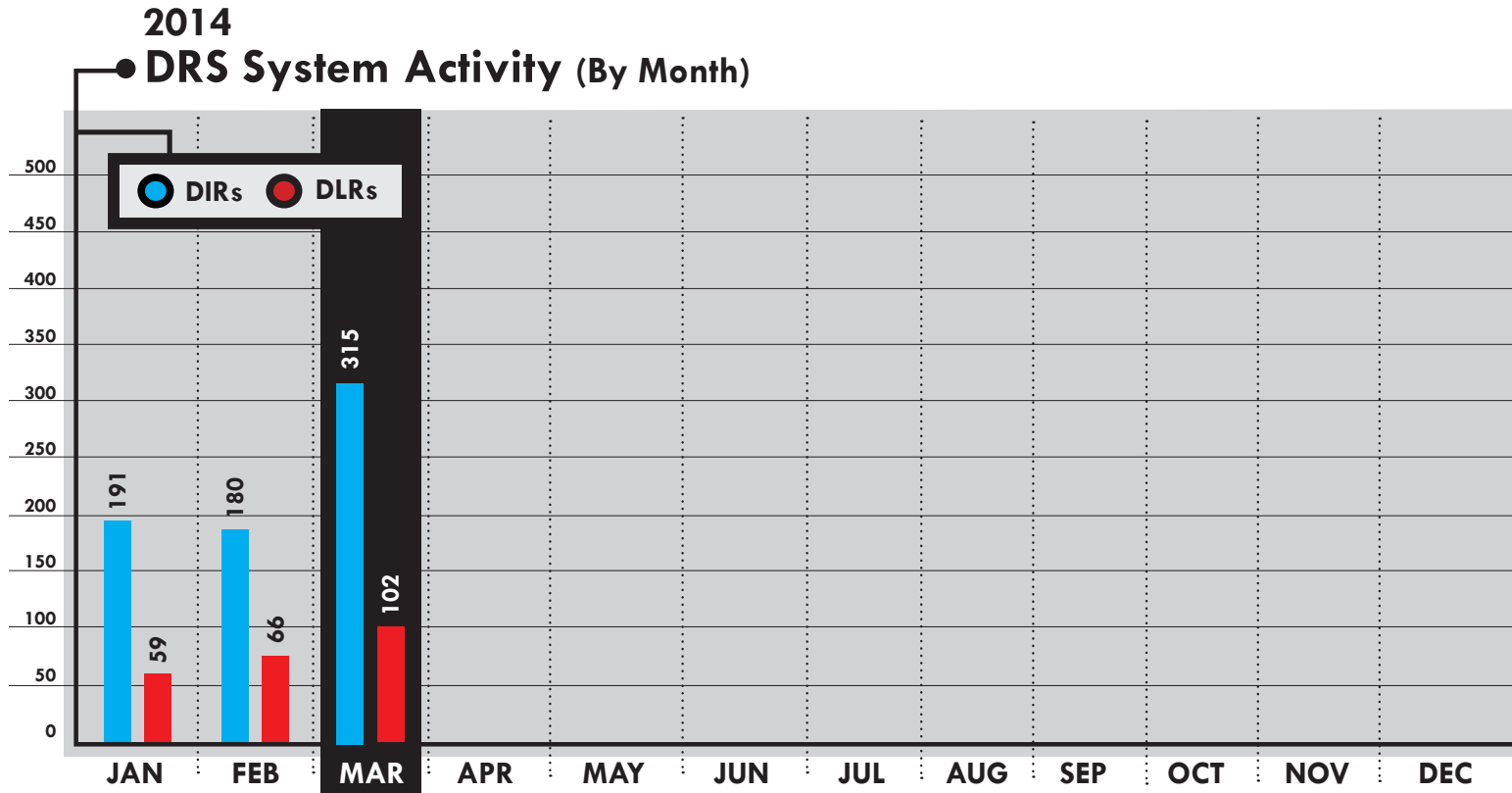
2010 - 2014

● 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.

MAR



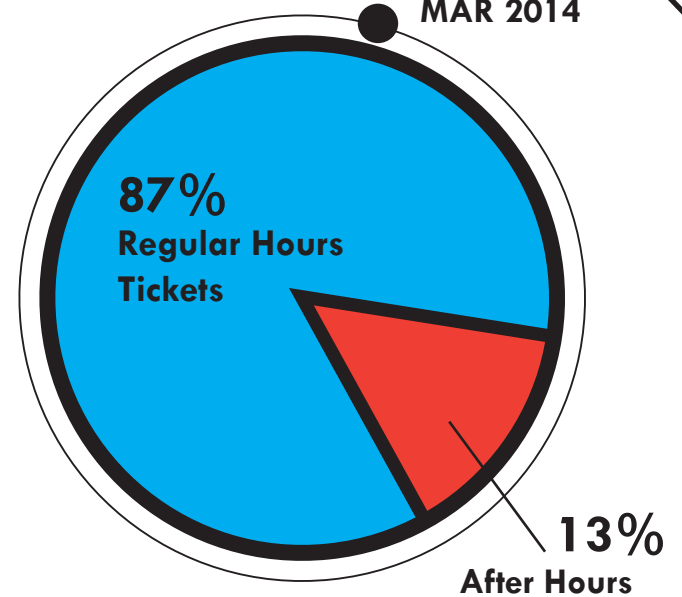
MAR

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.

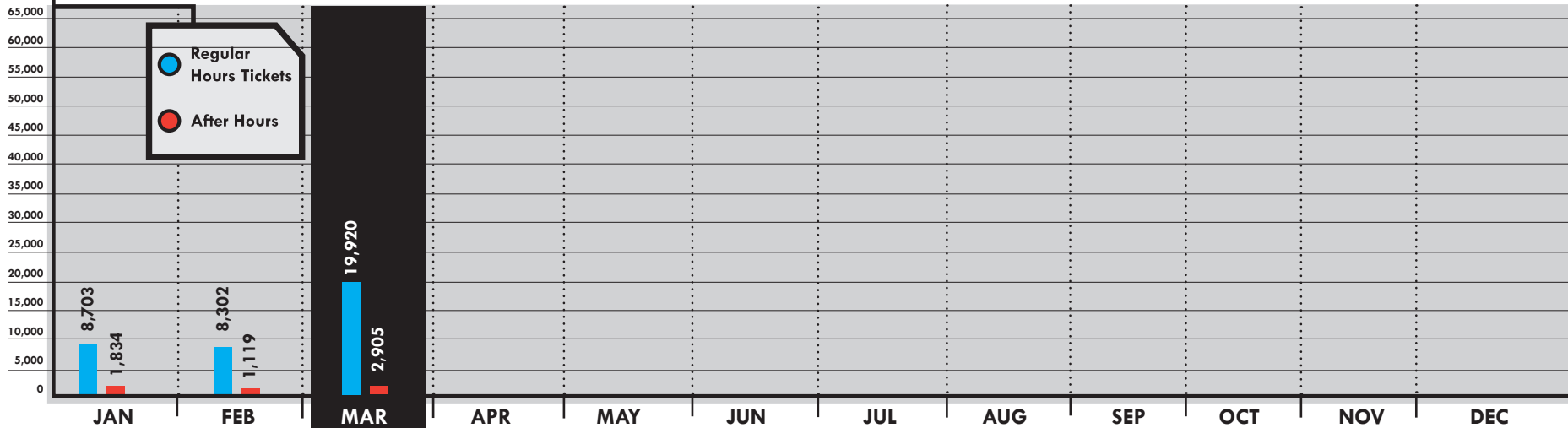
MAR

After Hours Analysis
MAR 2014



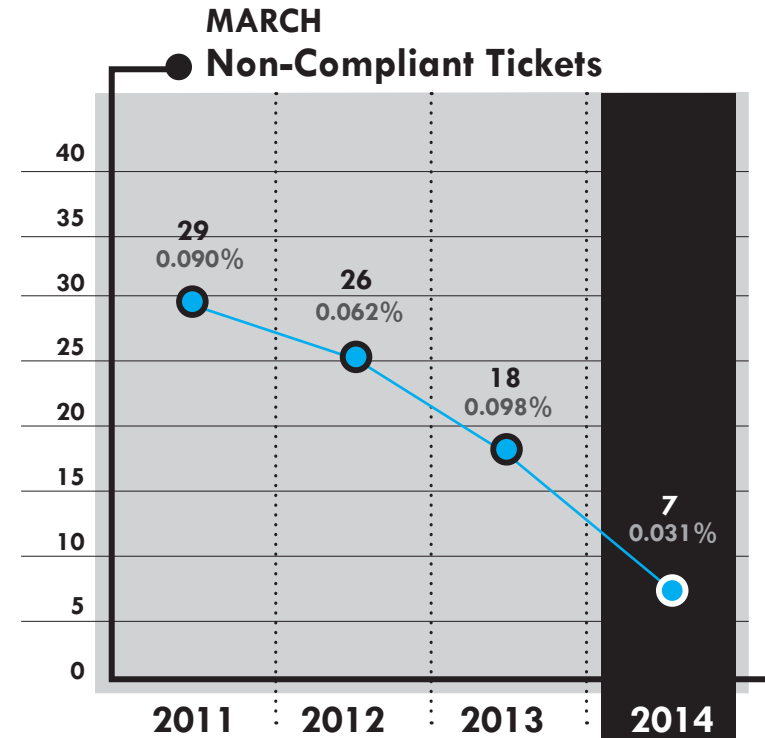
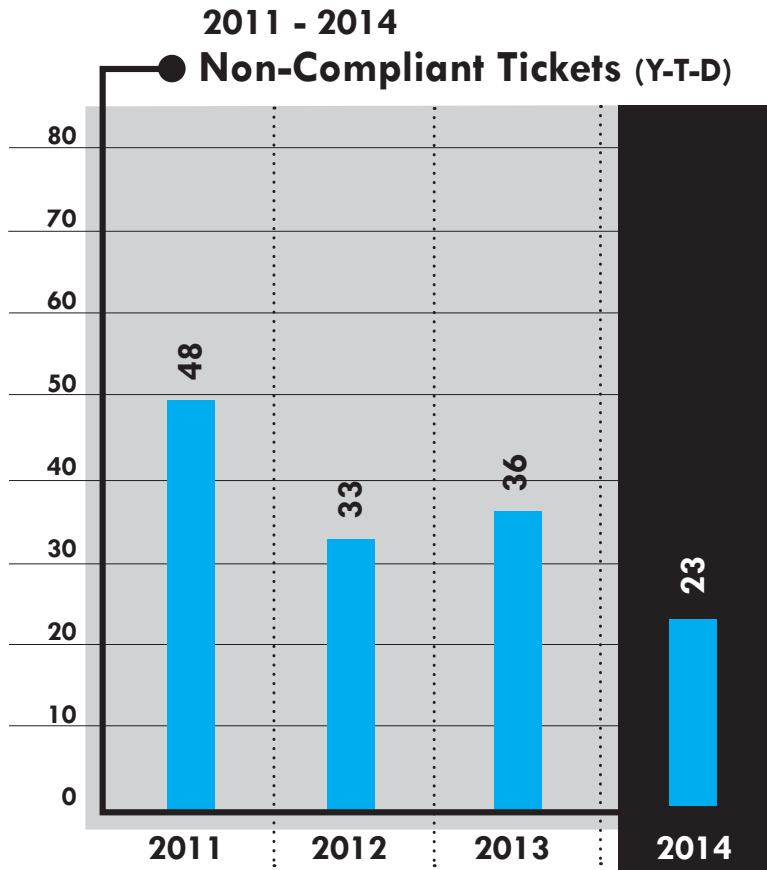
2014

Time of Receipt Analysis (Year To Date)



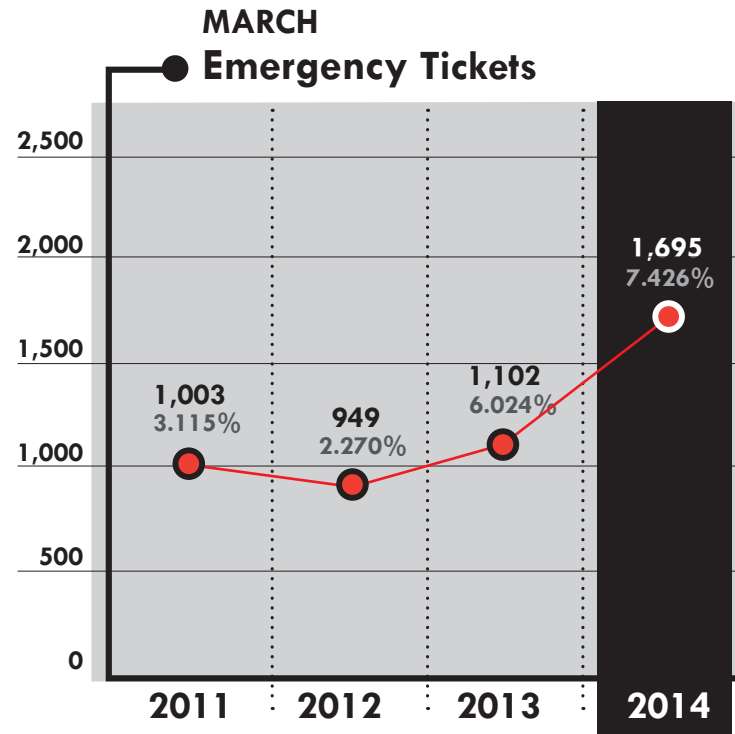
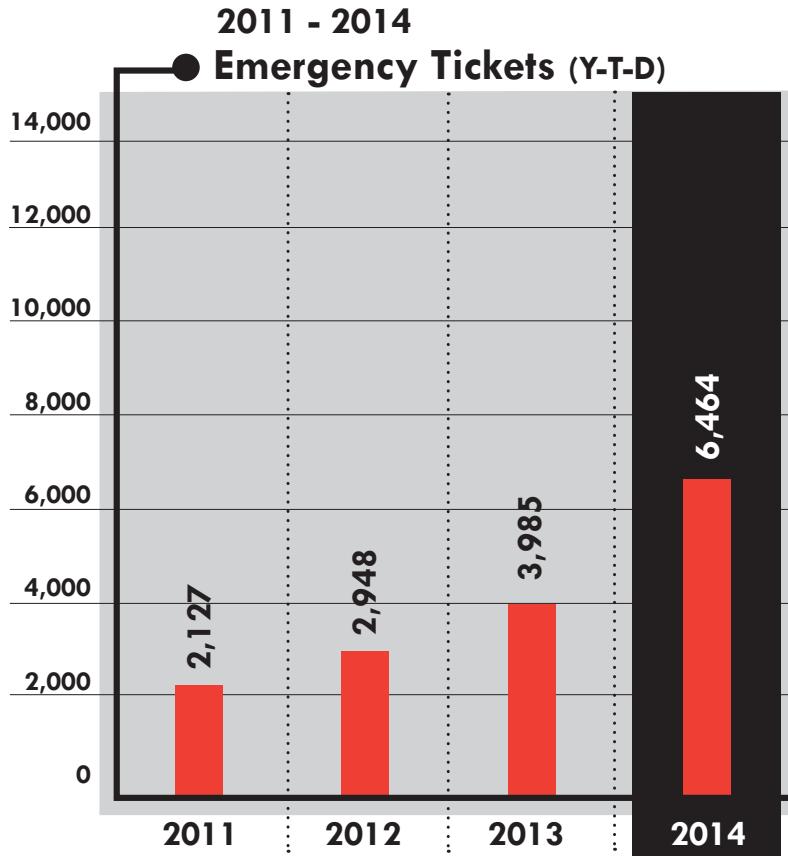
March 2014 has a lower total number of non-compliant tickets than in previous years.

MAR



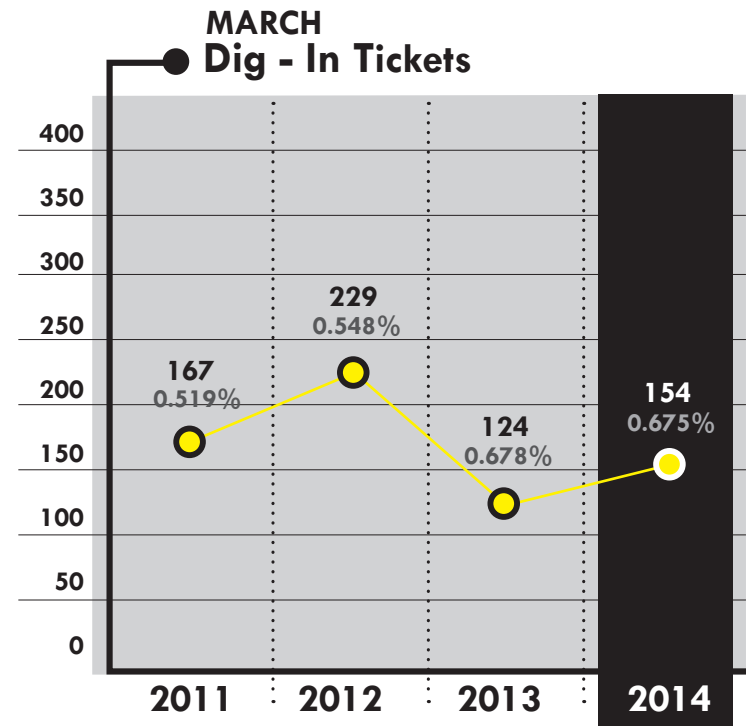
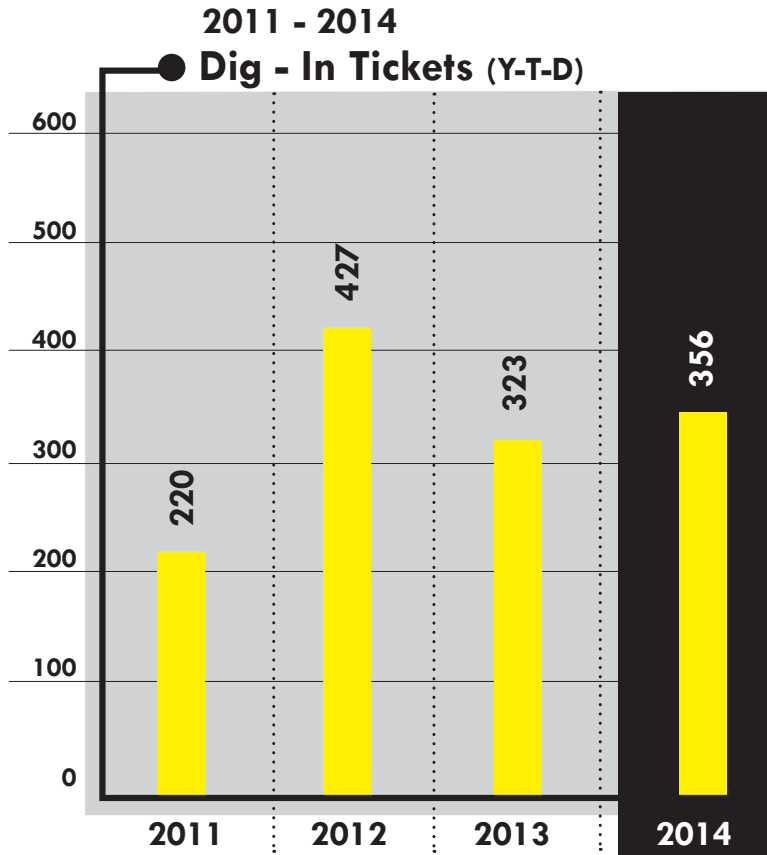
MAR

YOUR MONTHLY UPDATE FOR IOWA ONE CALL



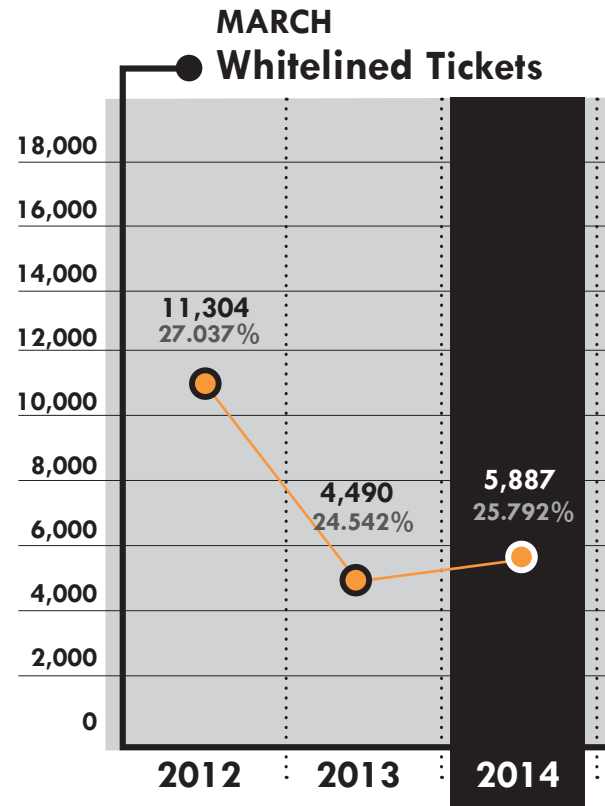
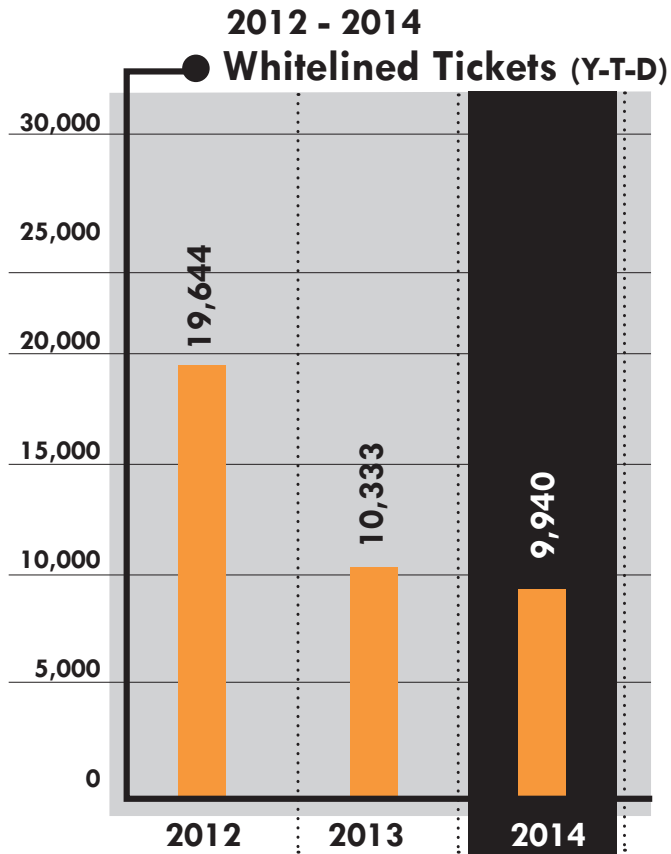
Dig-ins continue to maintain at levels consistent with previous years.

MAR



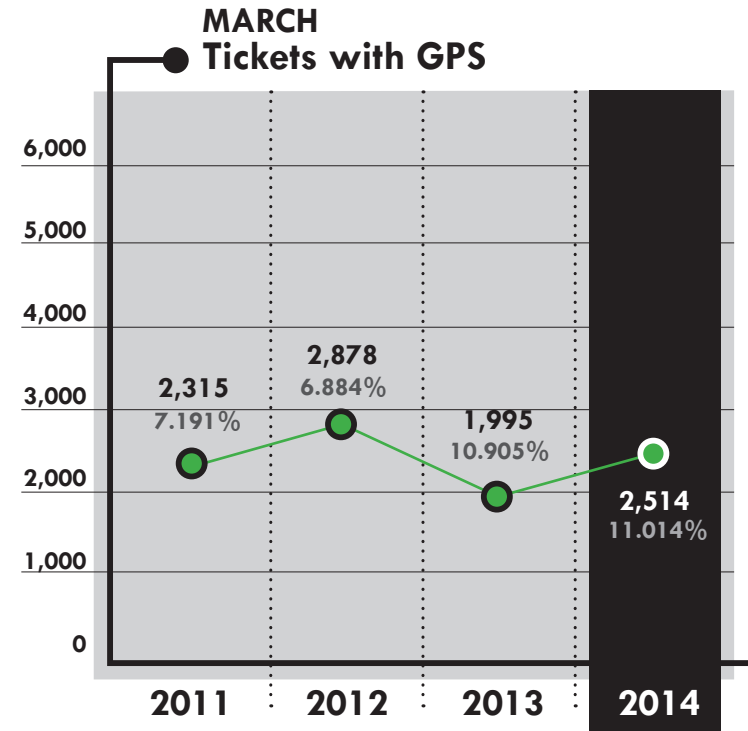
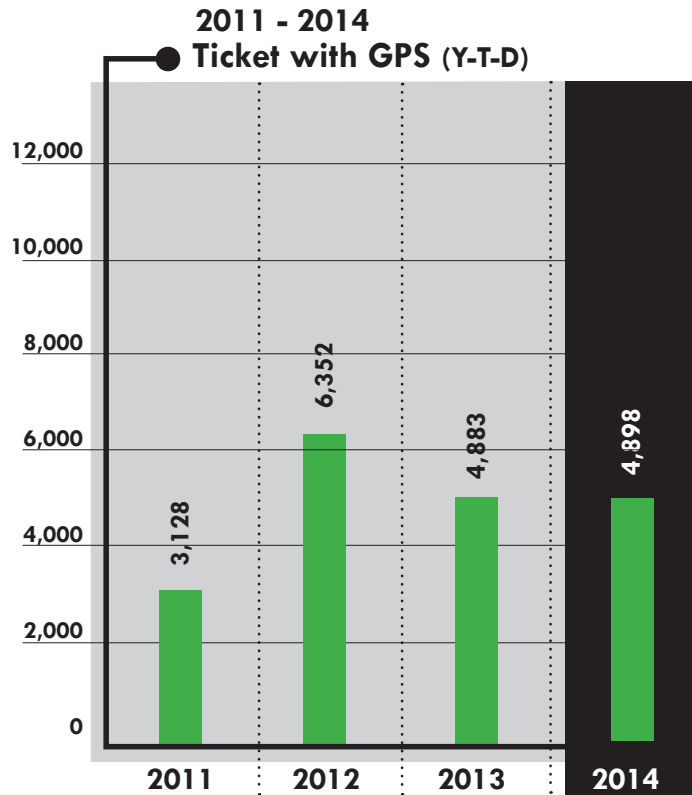
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL



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

MAR



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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

