

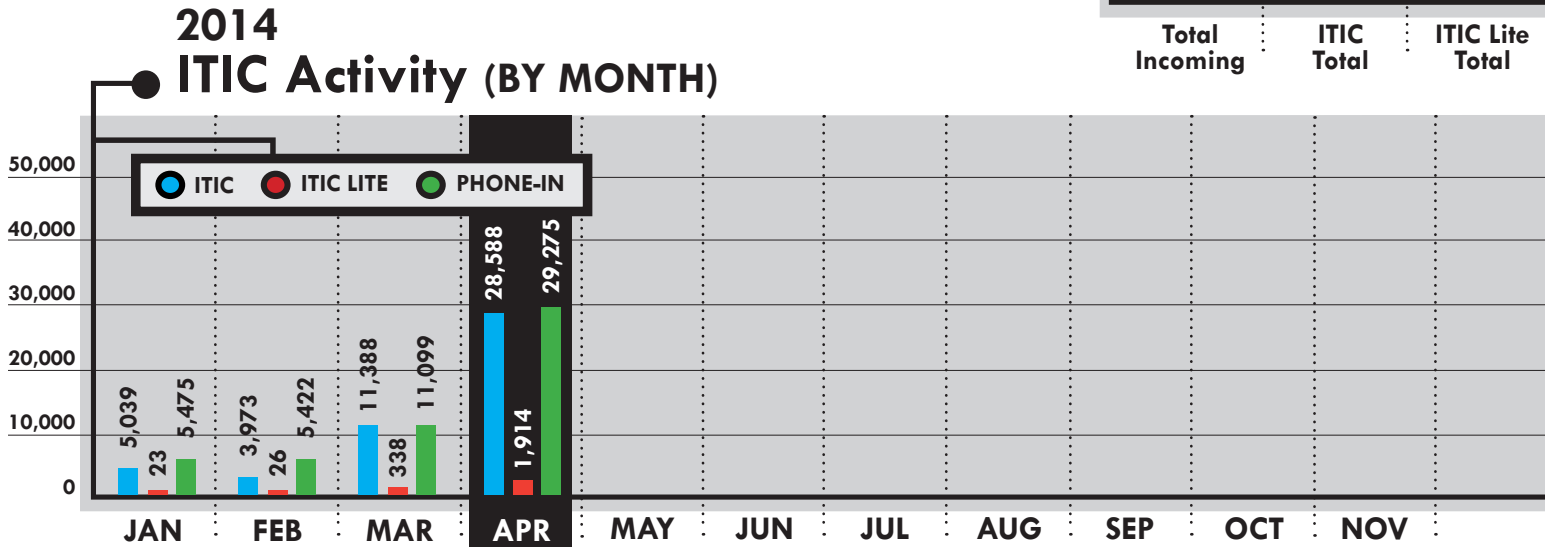
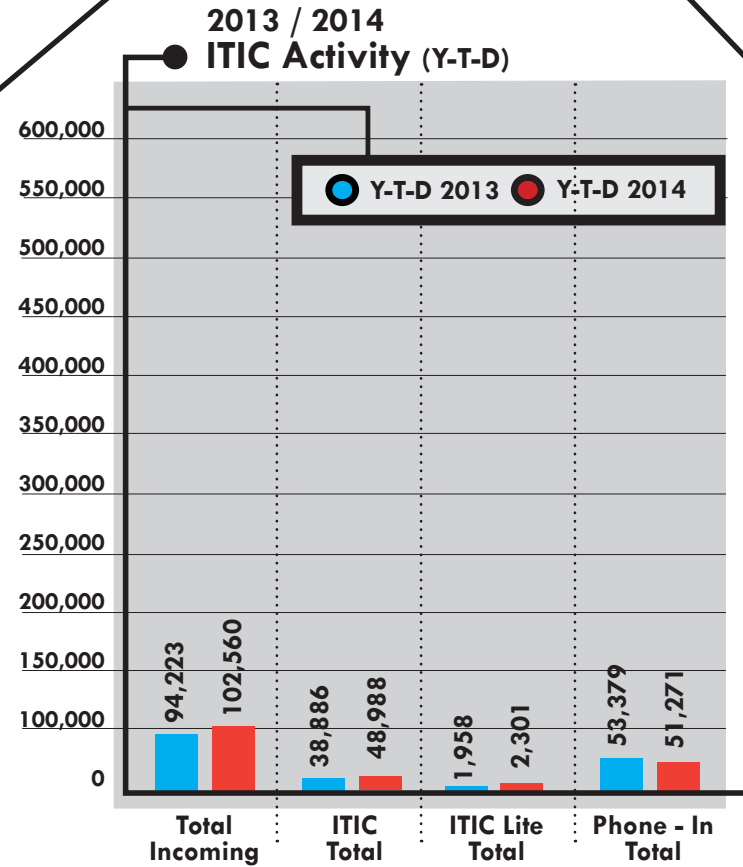
IOWA ONE CALL DASHBOARD

APR

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.

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IOWA ONE CALL DASHBOARD

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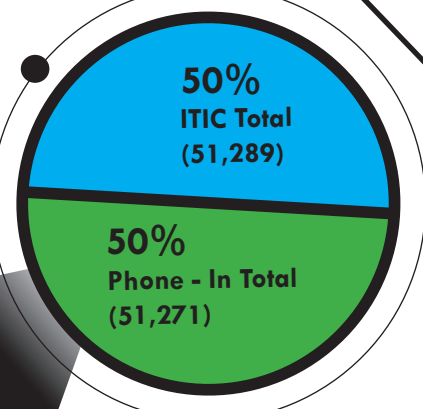
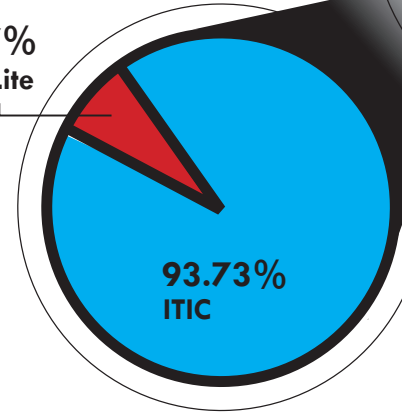
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

APR

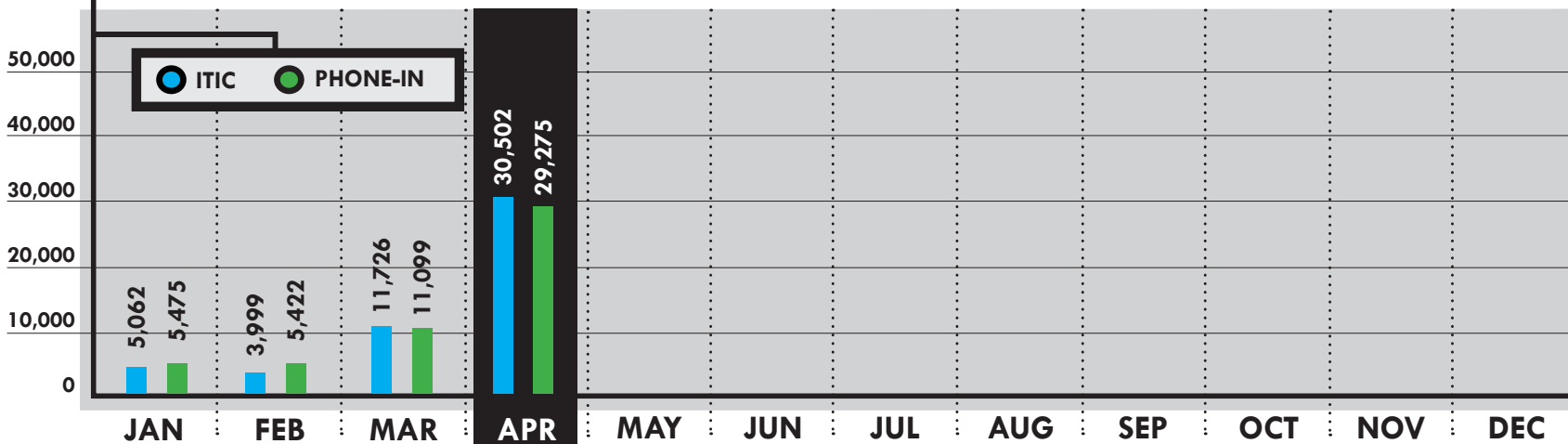
ITIC vs. Phone-In
Percentage
Y-T-D

6.27%
ITIC Lite



Breakdown of Online
Tickets in April 2014

2014 ITIC vs. Phone-In



IOWA ONE CALL DASHBOARD

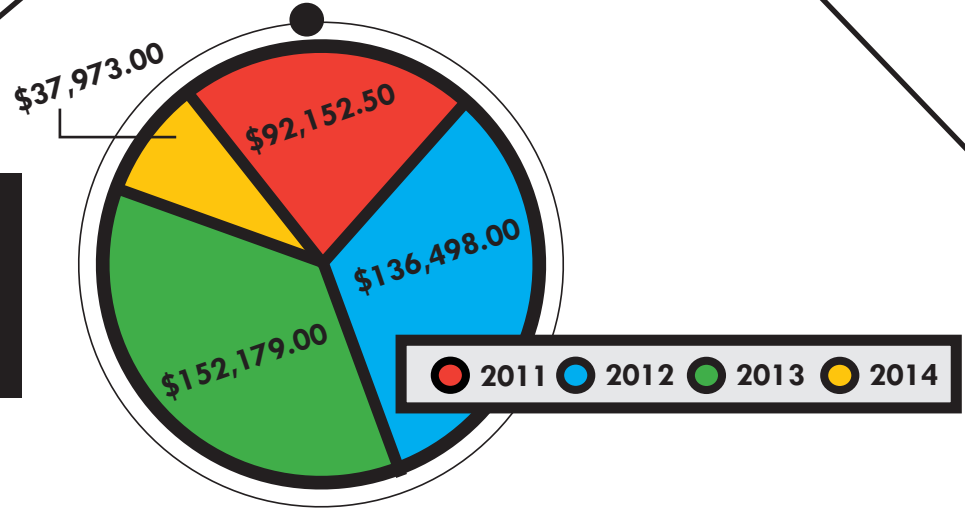
APR

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.

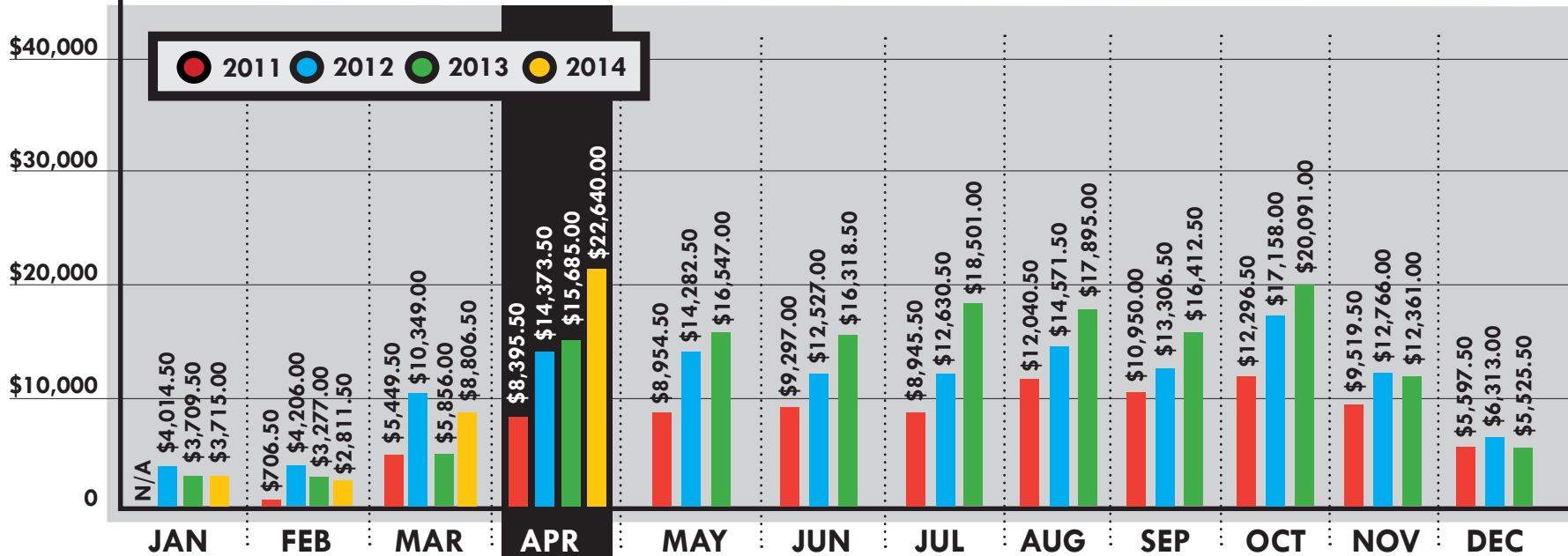
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Iowa One Call Total ITIC Discount



2011 - 2014

ITIC Discount Summary



IOWA ONE CALL DASHBOARD

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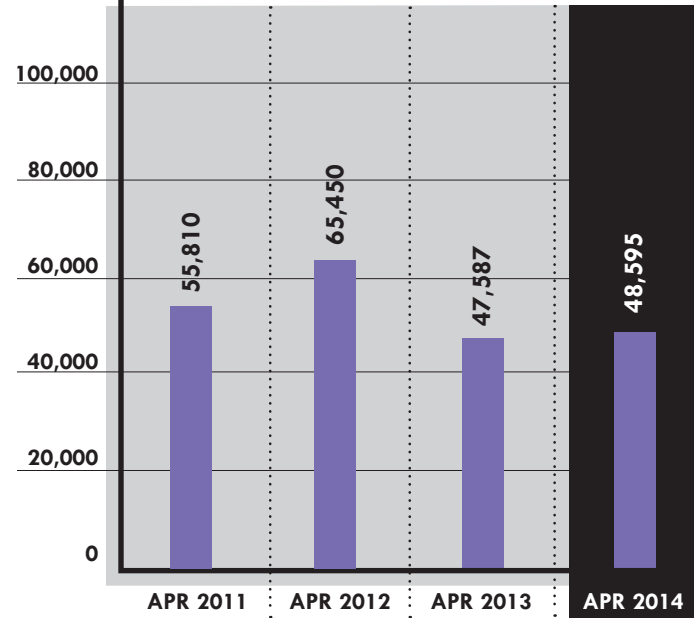
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2014 has rebounded with the onset of the spring thaw. Total incoming call volume now marginally exceeds 2013 call volume.

APR

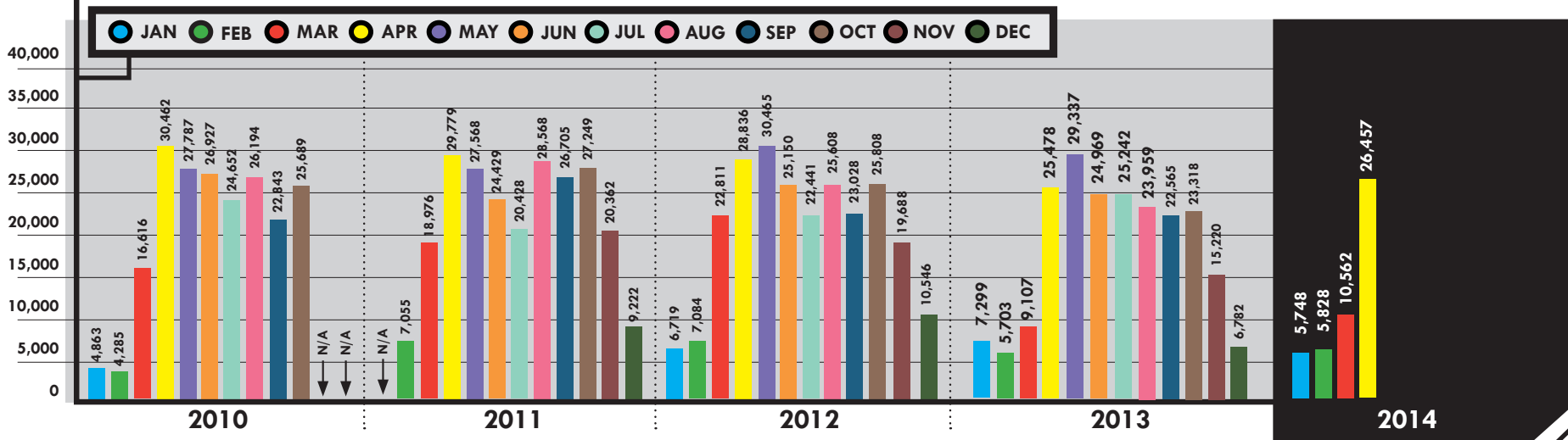
2011 - 2014

Total Incoming Calls (Y-T-D)



2010 - 2014

Total Incoming Calls (BY MONTH)



IOWA ONE CALL DASHBOARD

APR

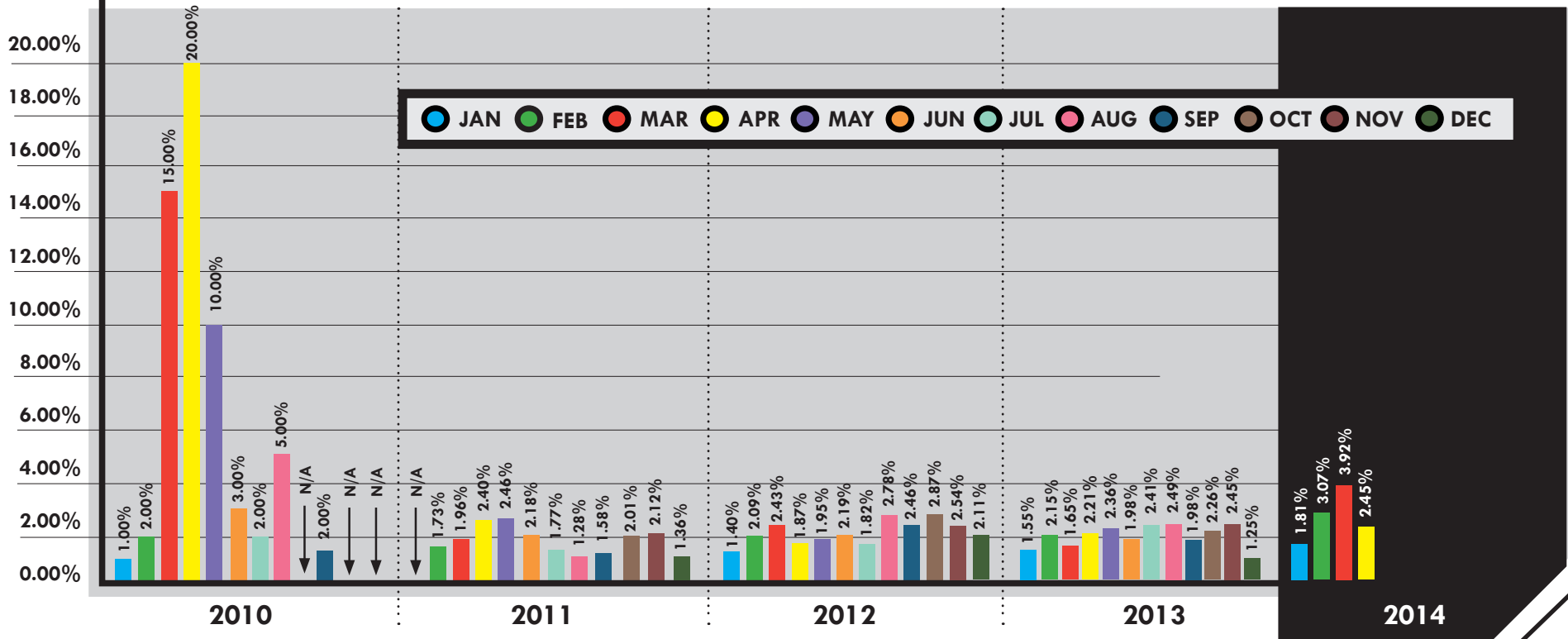
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

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2010 - 2014

● Calls Abandoned (BY MONTH)





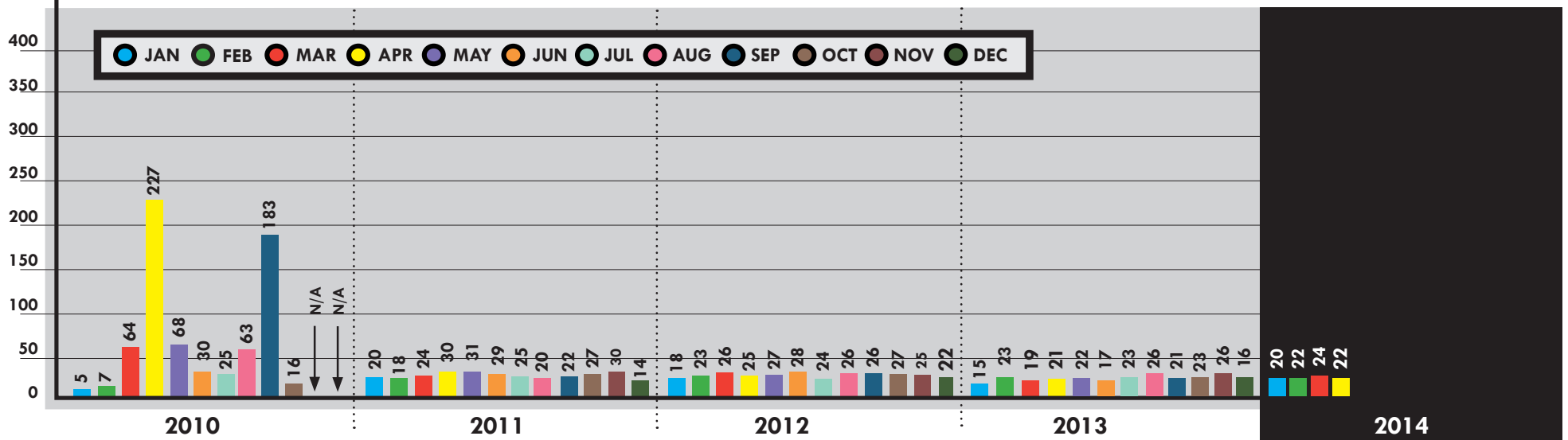
IOWA ONE CALL DASHBOARD

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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2010 - 2014

Average Speed to Answer (BY MONTH)



APR

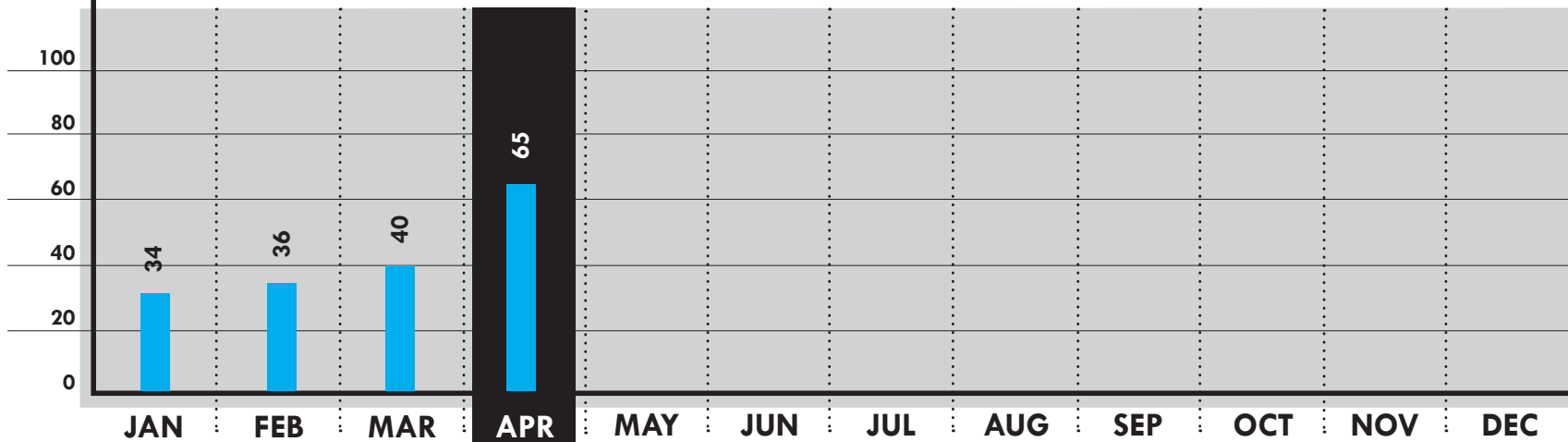
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

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2014

● Average Speed to Answer After Hours Service



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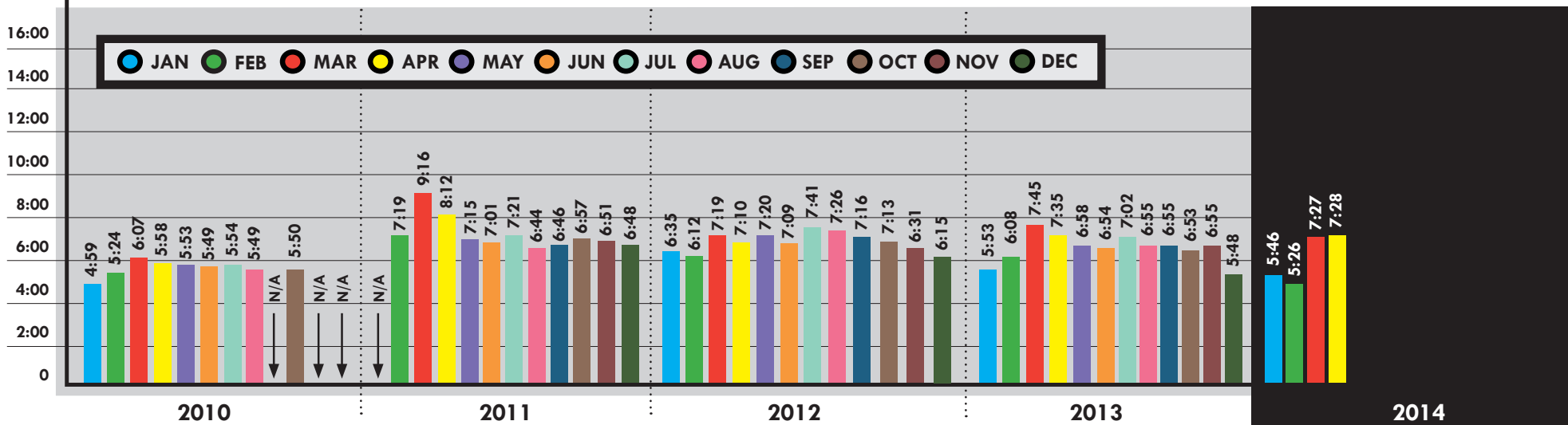
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Average talk time continues to remain low. 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.

APR

2010 - 2014

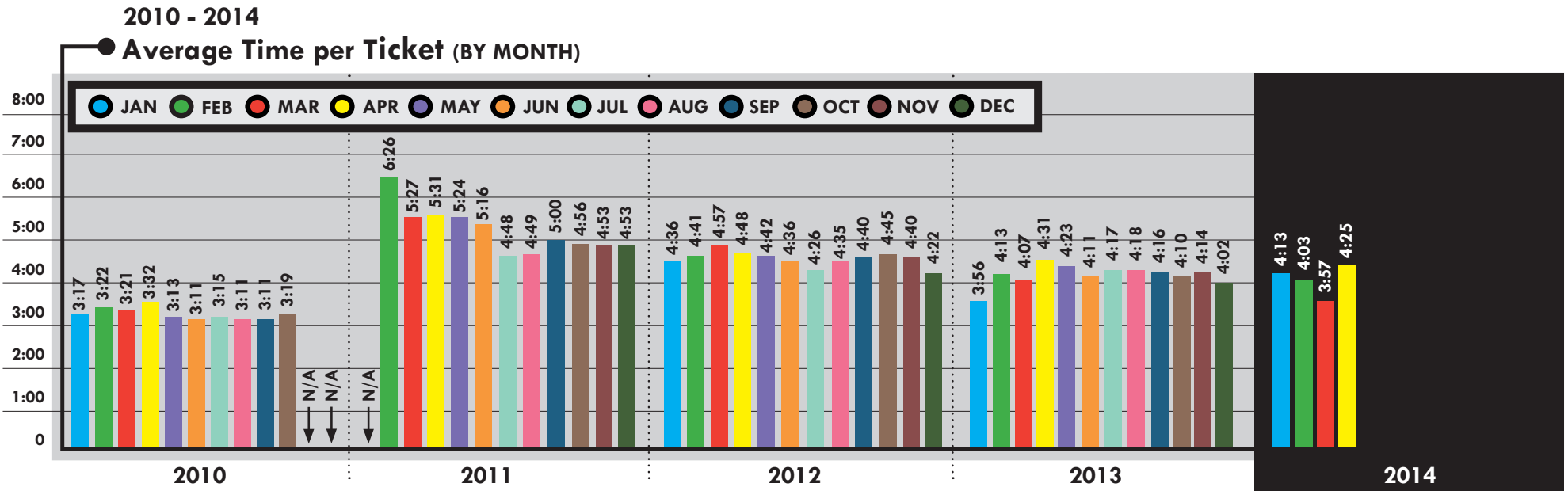
Average Talk Time (BY MONTH)



IOWA ONE CALL DASHBOARD

APR

YOUR MONTHLY UPDATE FOR IOWA ONE CALL



The average time per ticket in April 2014 continues to remain low.

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IOWA ONE CALL DASHBOARD

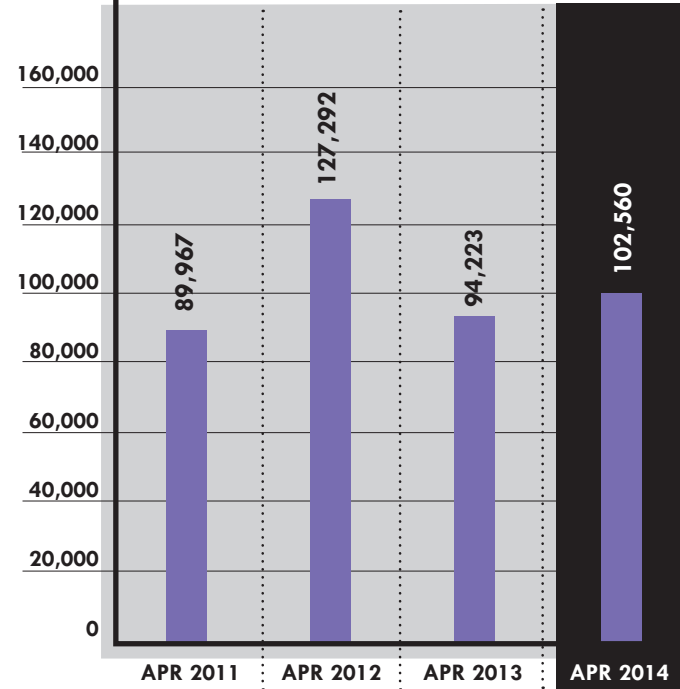
APR

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

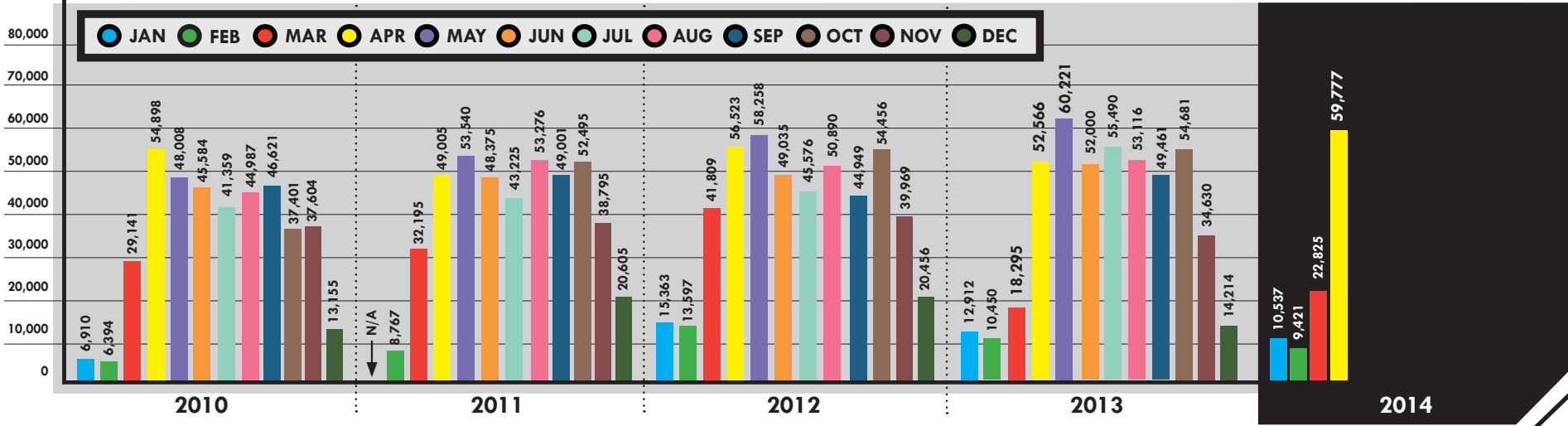
April 2014 incoming ticket volume has picked up. It now exceeds the total volume for the same period in 2013. Pent up demand for service due to the harsh winter weather may have previously suppressed activity.

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



2010 - 2014 Incoming Ticket Totals (BY MONTH)



IOWA ONE CALL DASHBOARD

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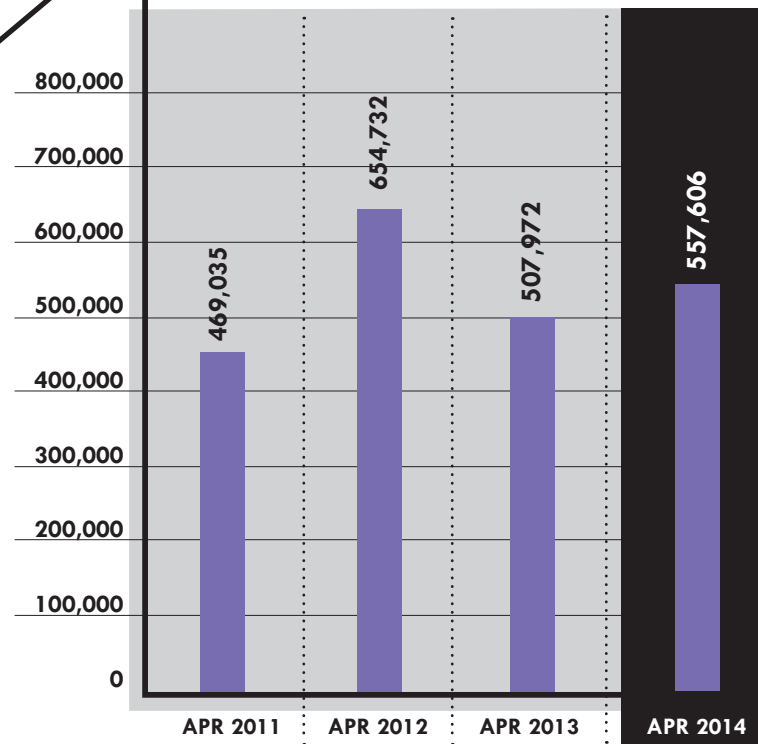
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Outgoing ticket totals followed the pattern set by incoming tickets.

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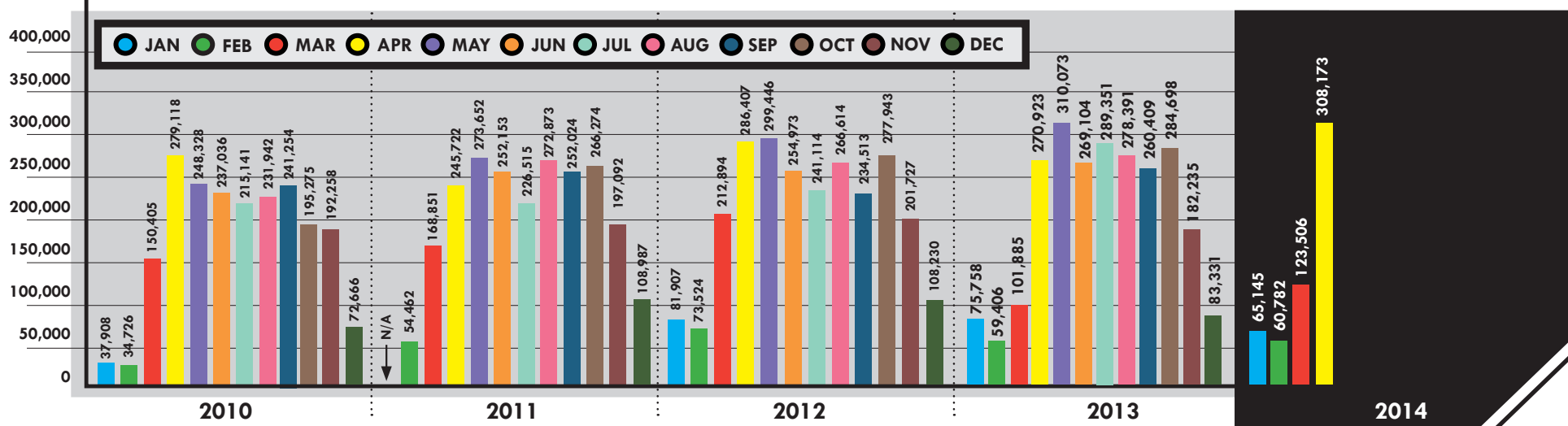
2011 - 2014

● Outbound Ticket Totals (Y-T-D)



2010 - 2014

● Outbound Ticket Totals (BY MONTH)



IOWA ONE CALL DASHBOARD

APR

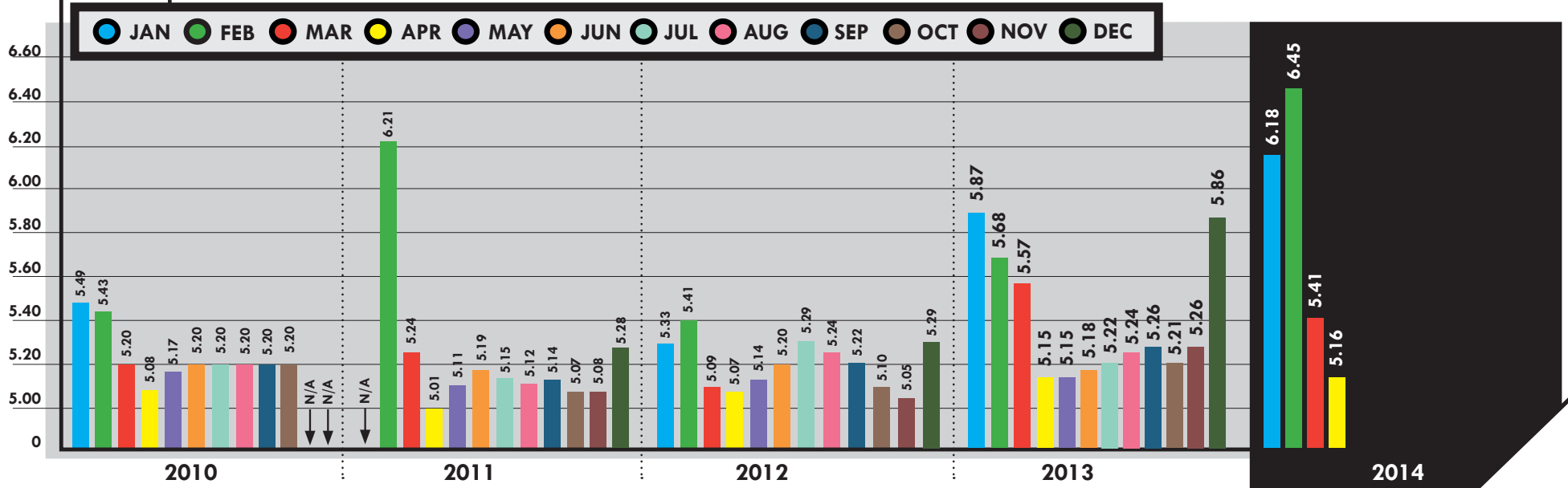
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

APR

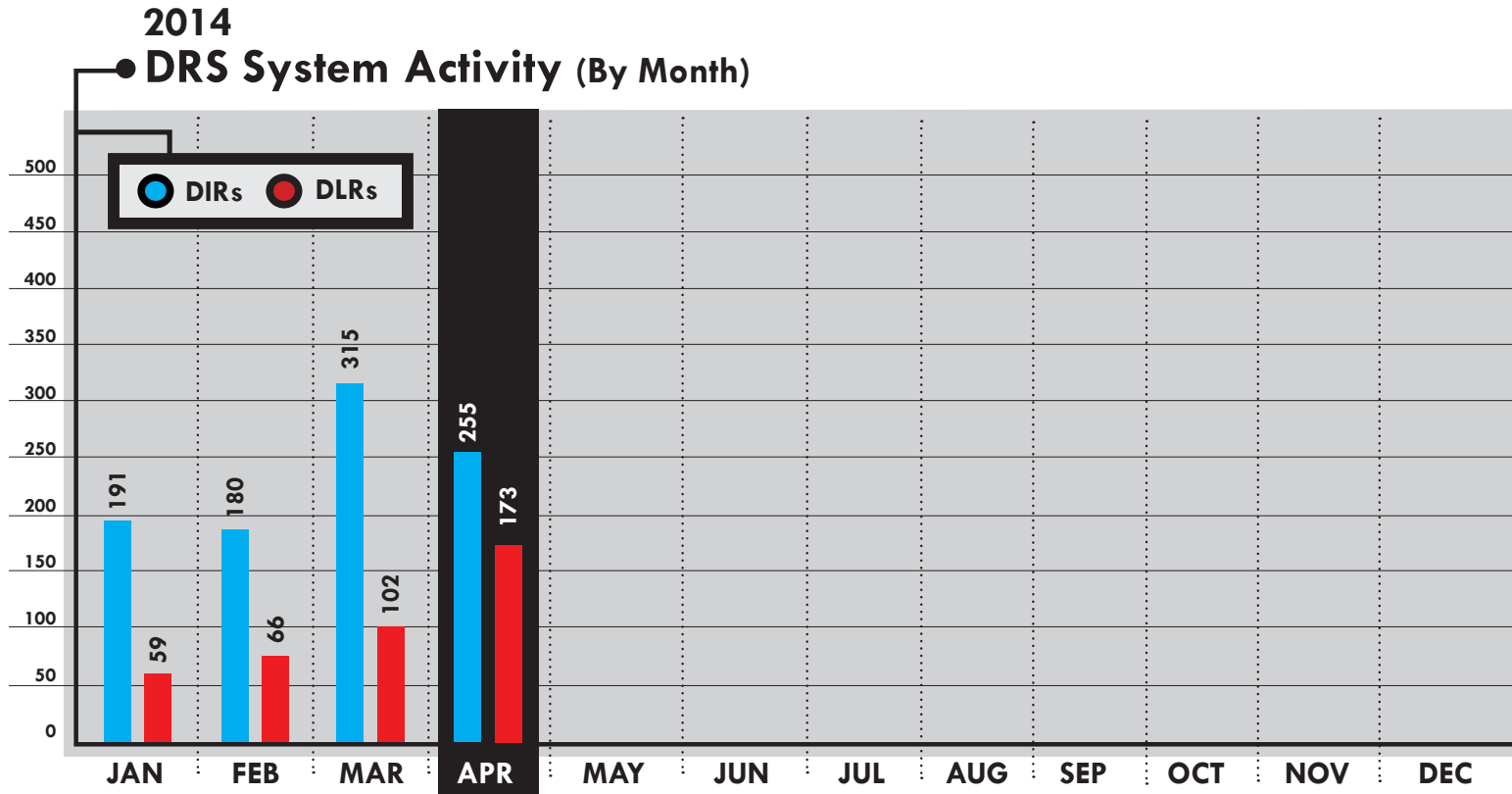
2010 - 2014

● 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.

APR



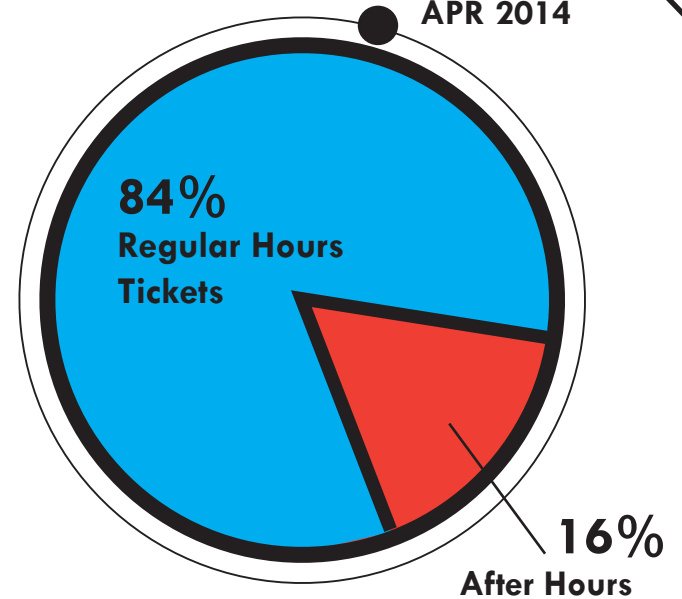
APR

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.

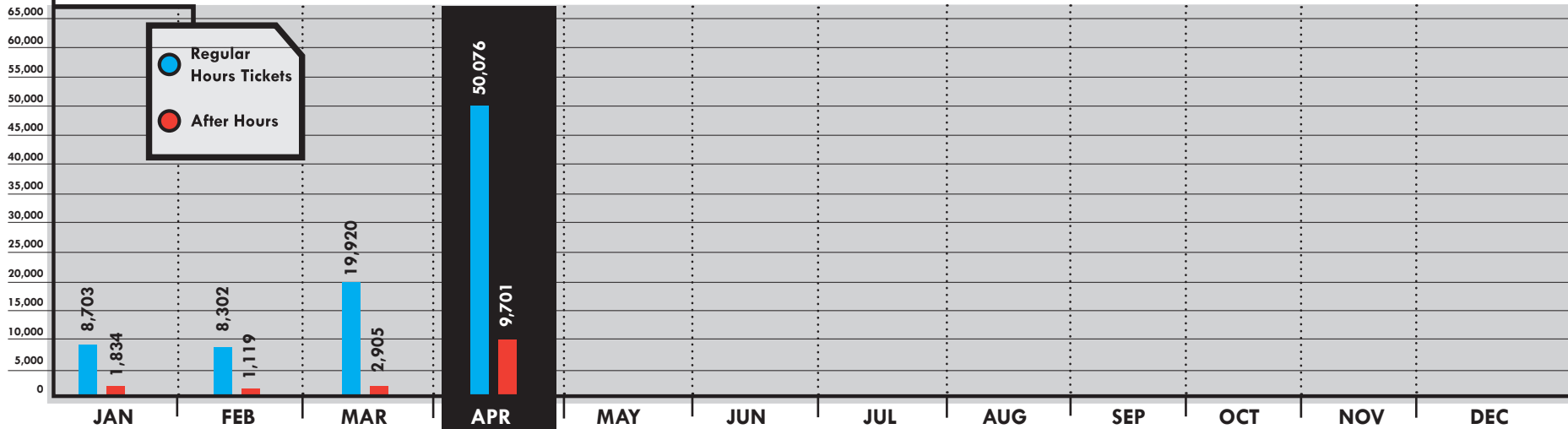
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**After Hours Analysis
APR 2014**



2014

Time of Receipt Analysis (Year To Date)

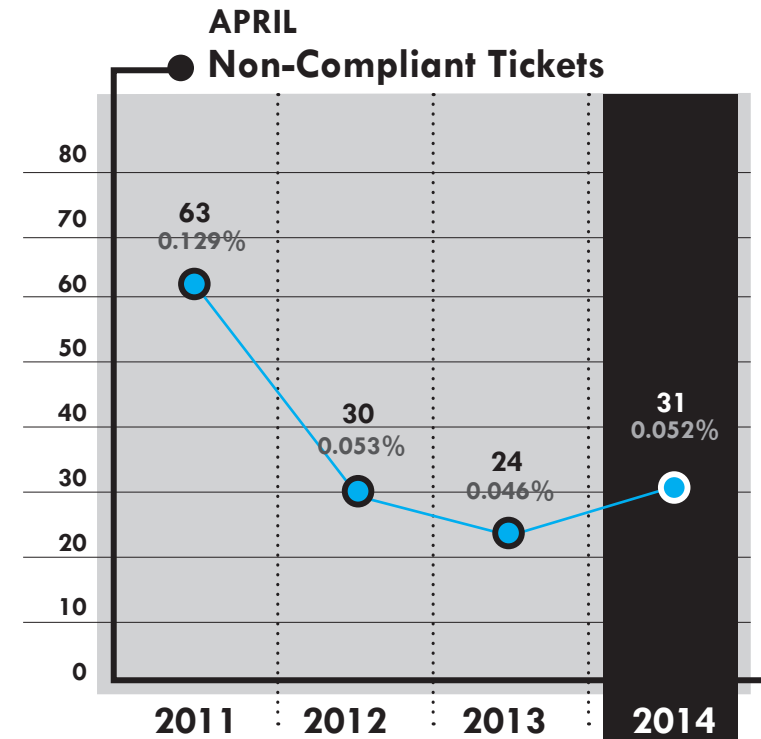
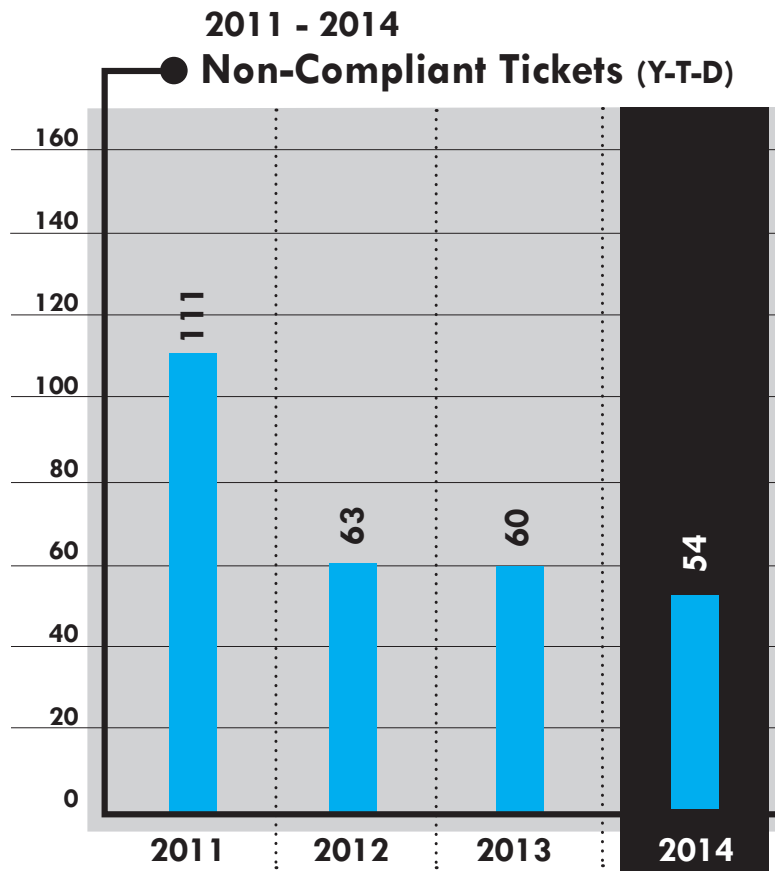


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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

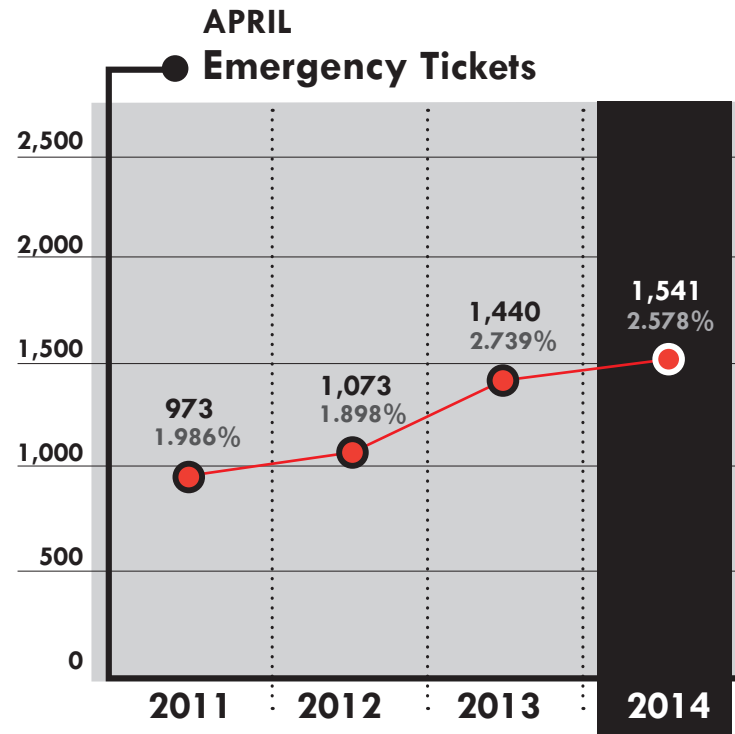
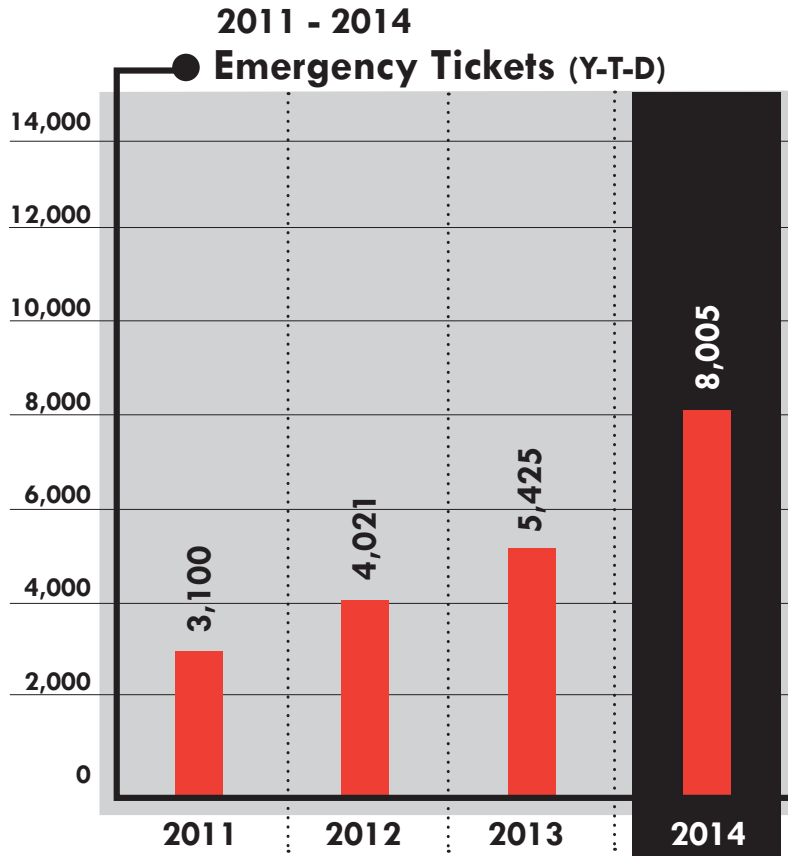
April 2014 has a lower total number of non-compliant tickets than in previous years.

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APR

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

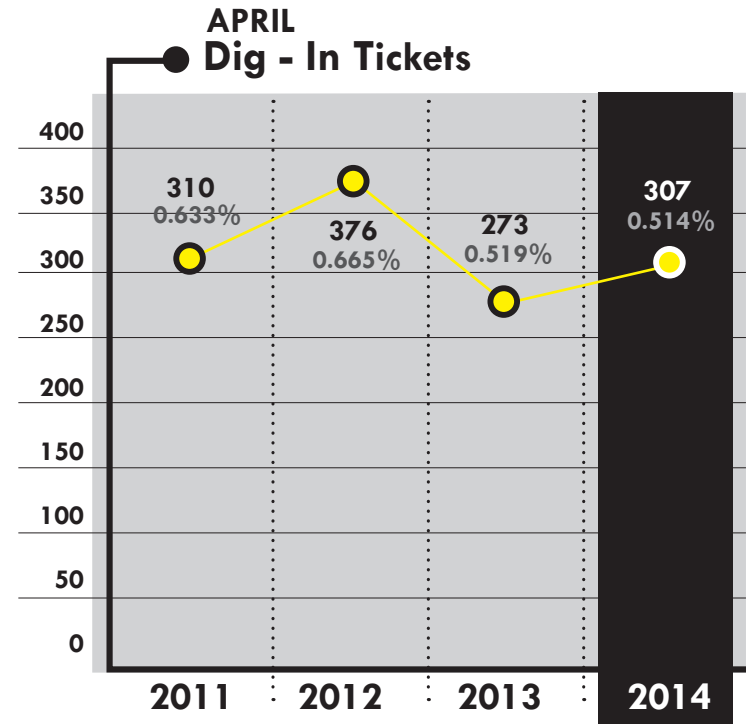
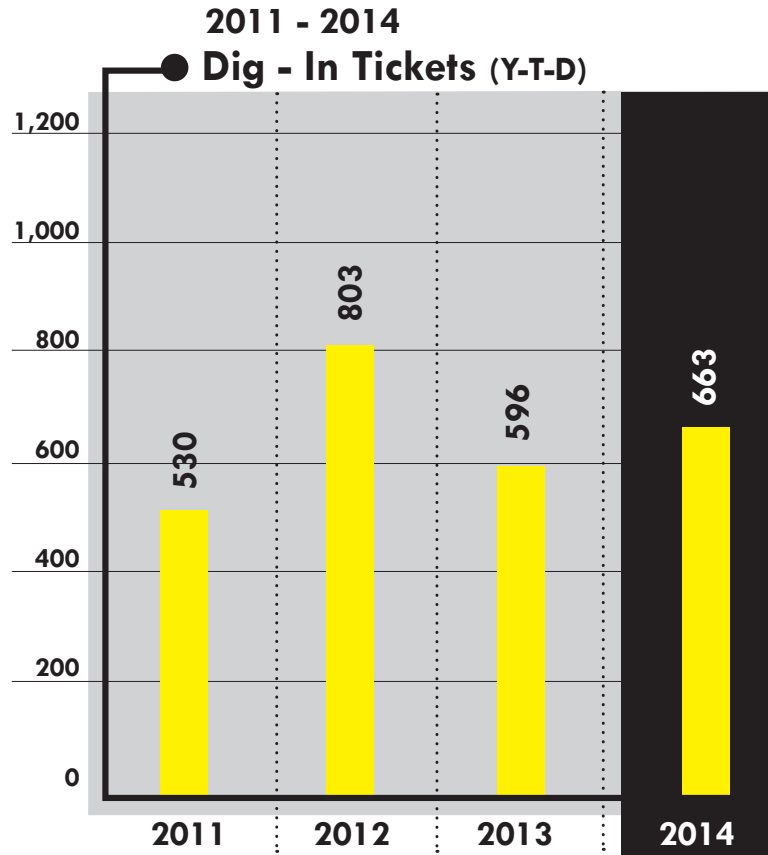


APR

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

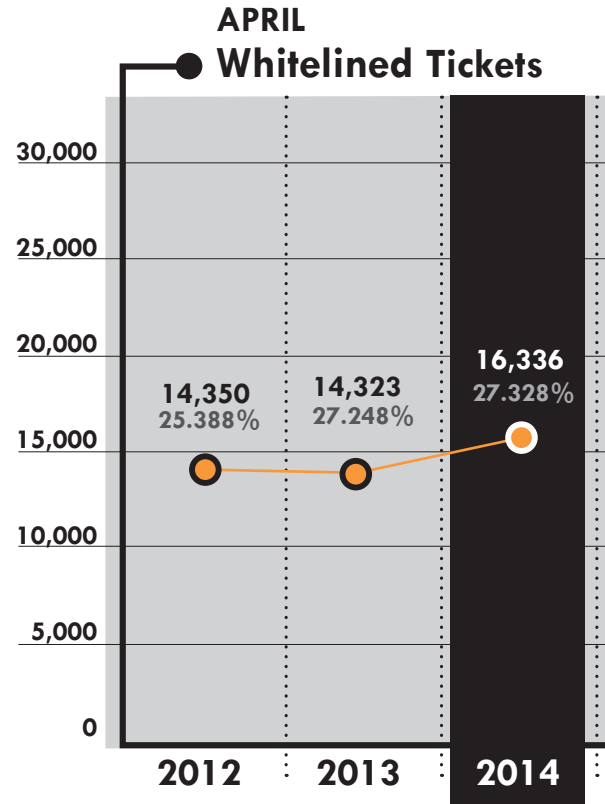
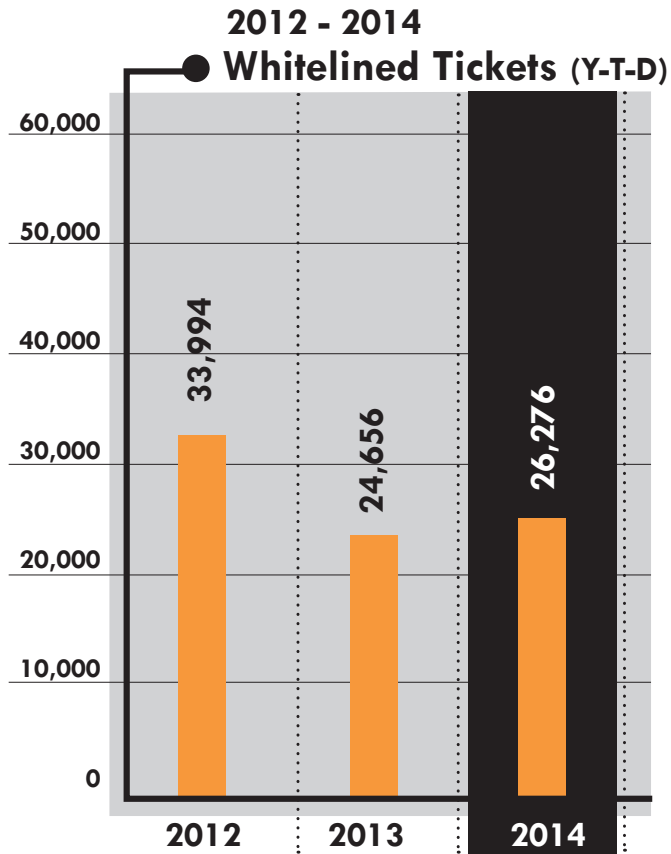
The increase in dig-ins may be a result of the higher activity due to the break in the weather.

APR



APR

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

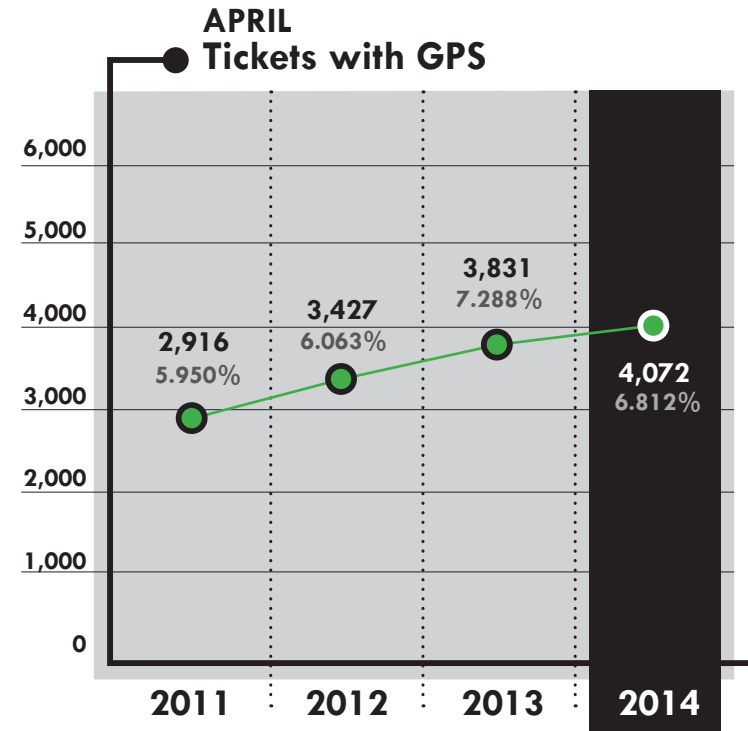
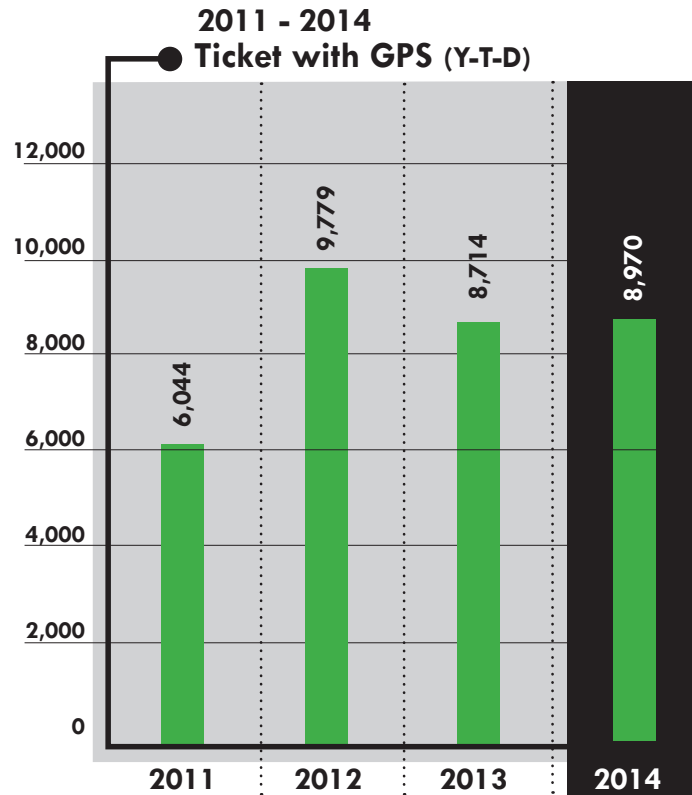


APR

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

APR



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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

