

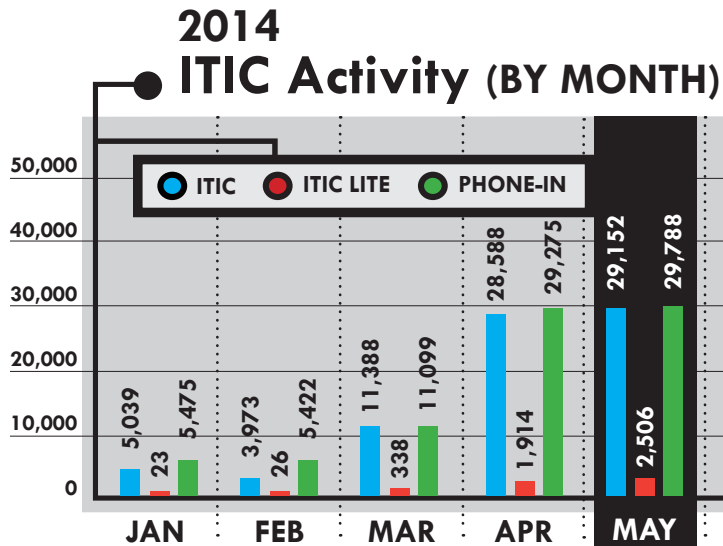
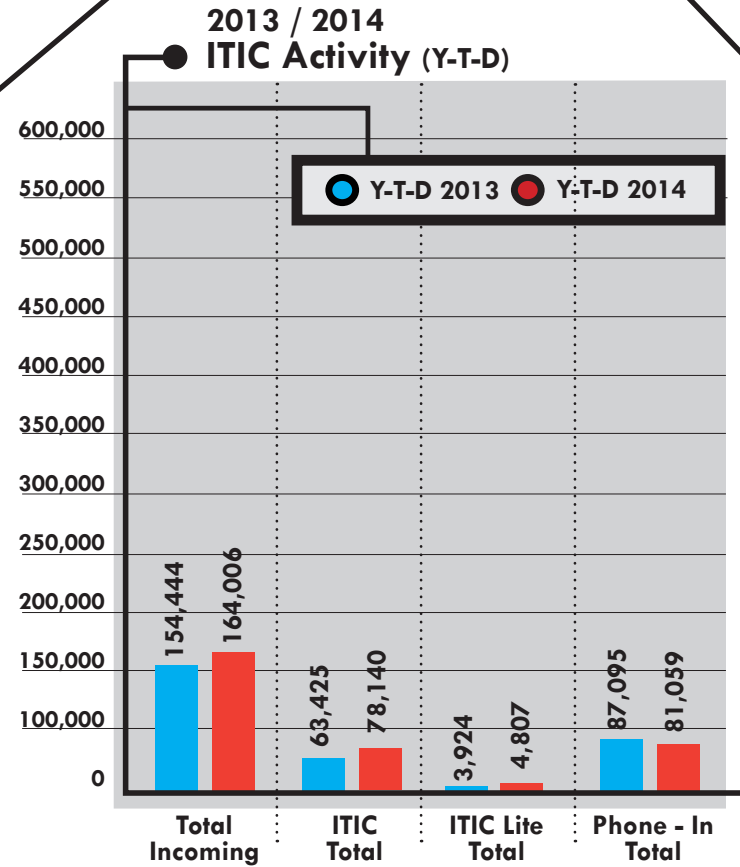
IOWA ONE CALL DASHBOARD

MAY

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.

MAY



IOWA ONE CALL DASHBOARD

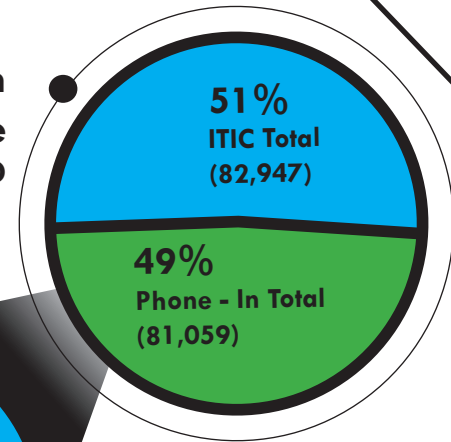
MAY

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

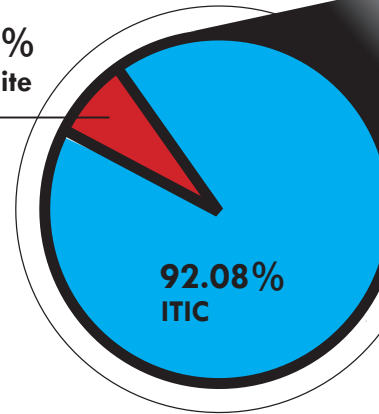
Casual excavators and homeowners continue to use ITIC Lite in May. The number of tickets received through ITIC again exceeds 51% of the total volume.

MAY

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

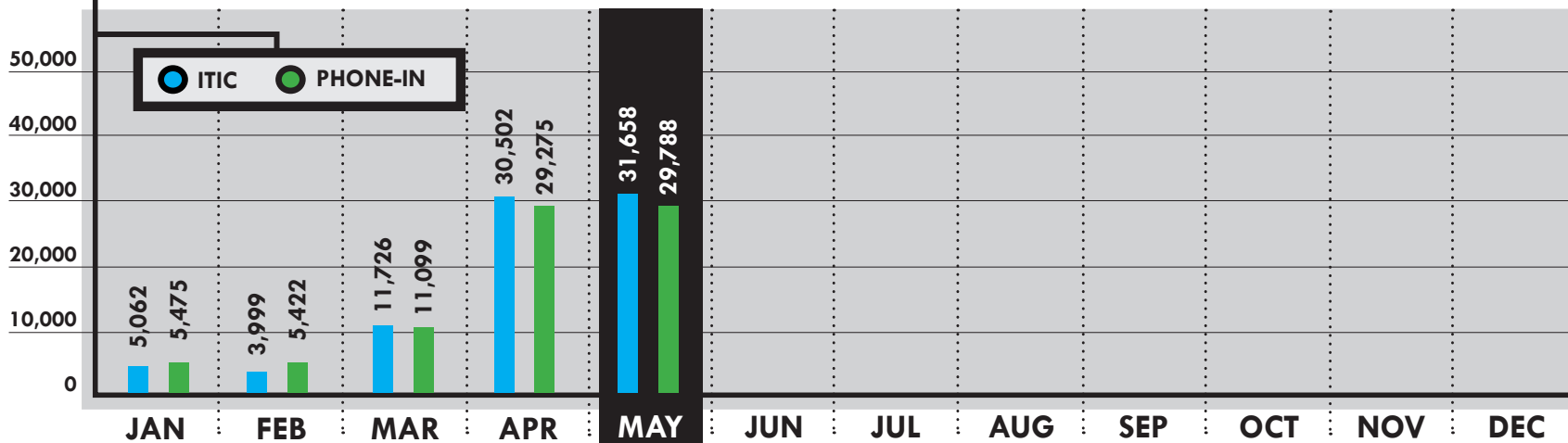


7.92%
ITIC Lite



Breakdown of Online
Tickets in May 2014

2014
ITIC vs. Phone-In



IOWA ONE CALL DASHBOARD

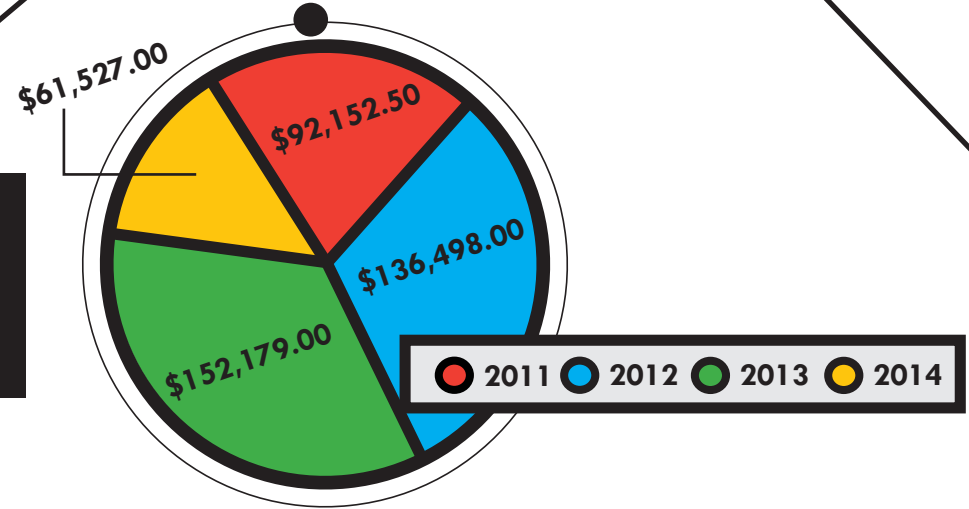
MAY

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.

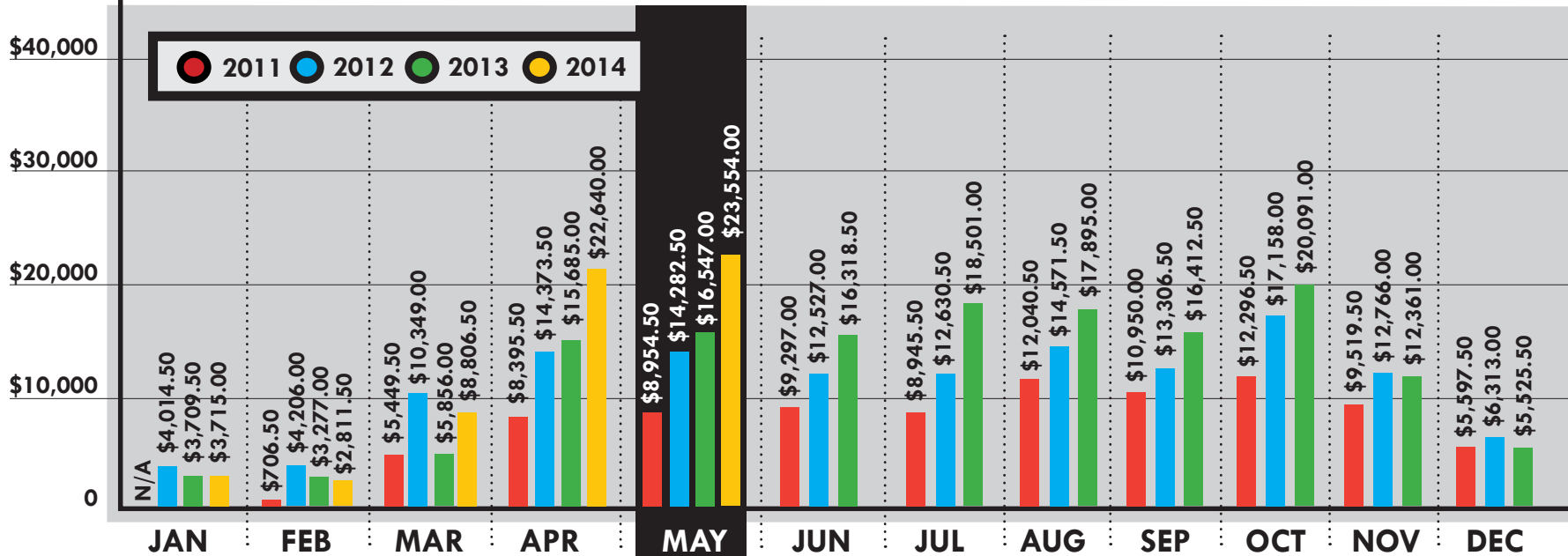
MAY

Iowa One Call Total ITIC Discount



2011 - 2014

ITIC Discount Summary



IOWA ONE CALL DASHBOARD

MAY

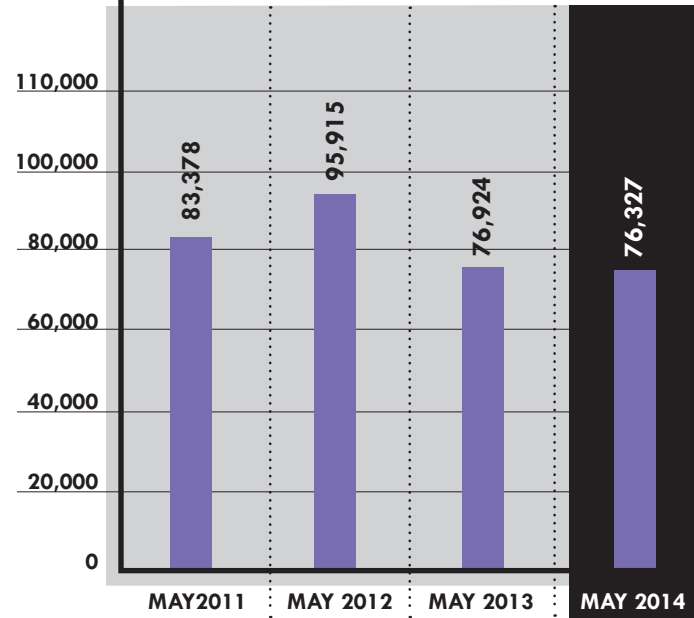
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Total incoming call volume continues to shift, but in trying to understand the calling pattern, we must also consider the growing number of tickets received through ITIC.

MAY

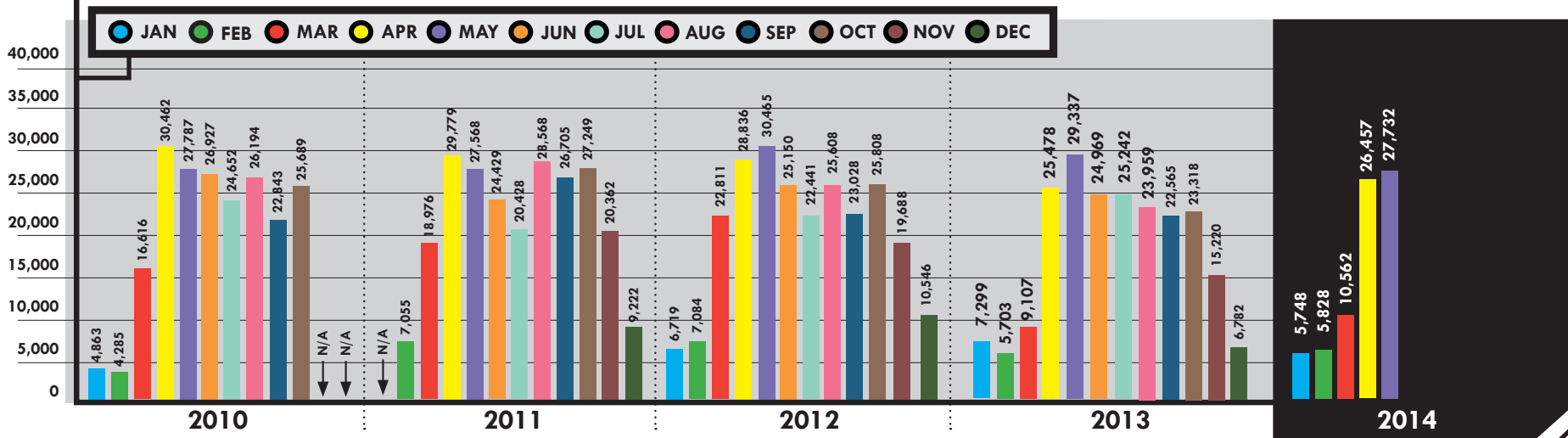
2011 - 2014

Total Incoming Calls (Y-T-D)



2010 - 2014

Total Incoming Calls (BY MONTH)



IOWA ONE CALL DASHBOARD

MAY

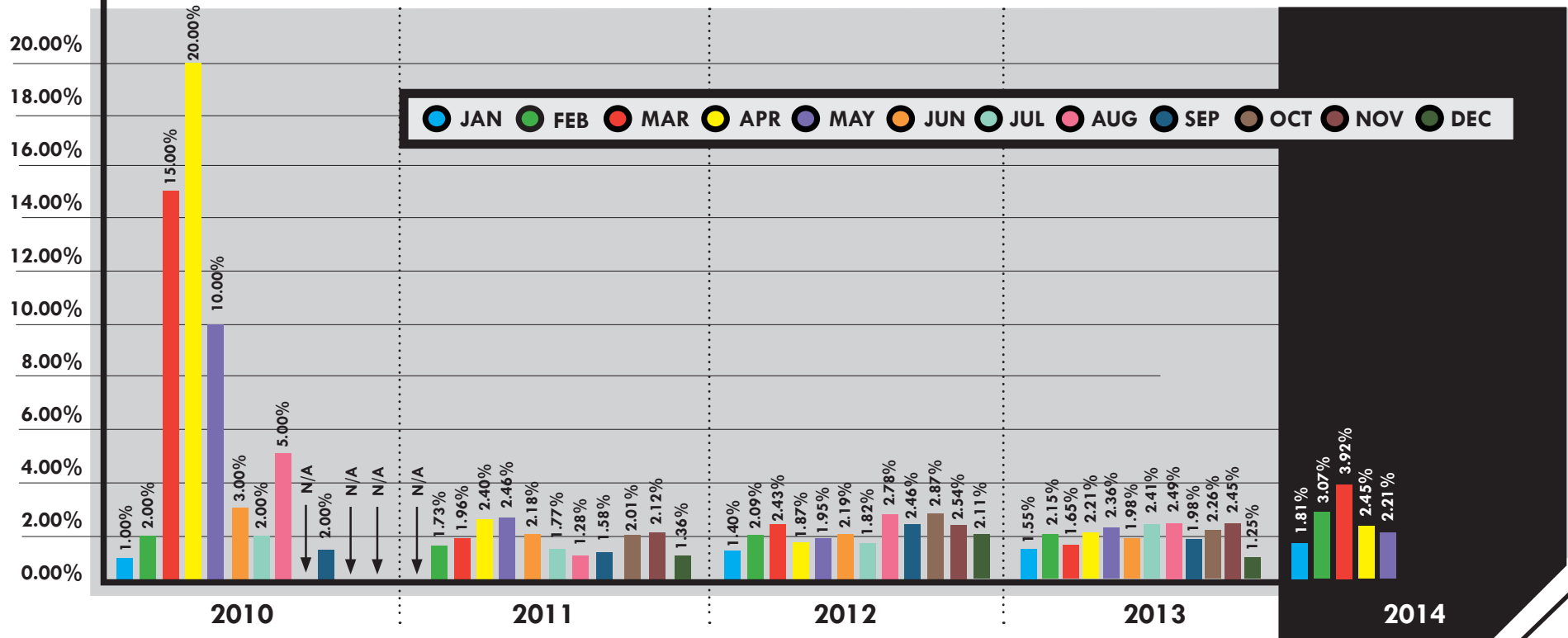
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

MAY

2010 - 2014

● Calls Abandoned (BY MONTH)



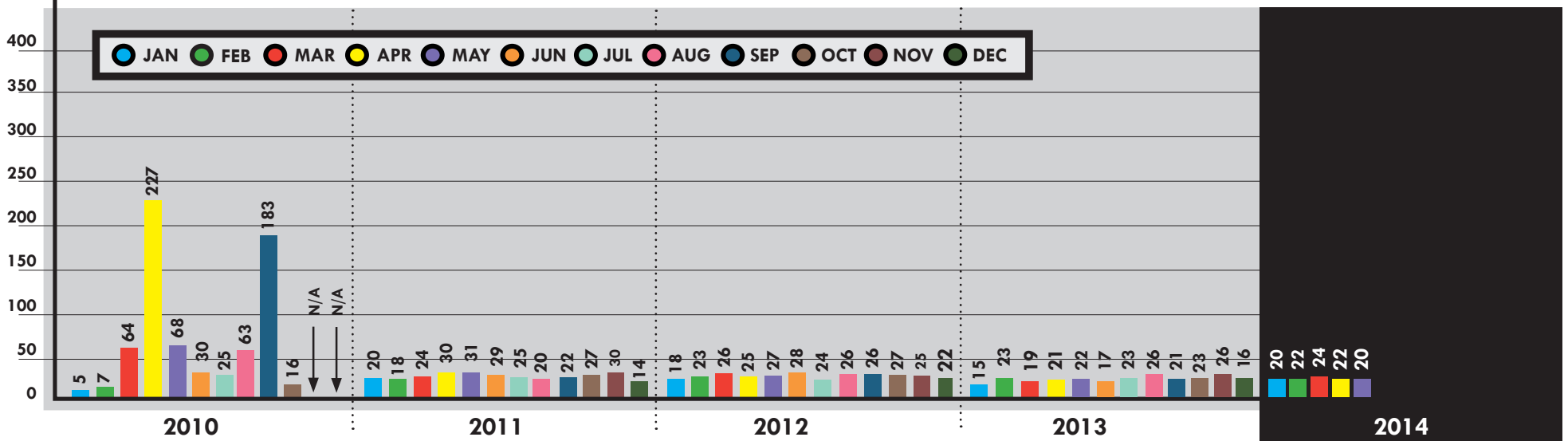
IOWA ONE CALL DASHBOARD

MAY

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2010 - 2014

Average Speed to Answer (BY MONTH)



MAY

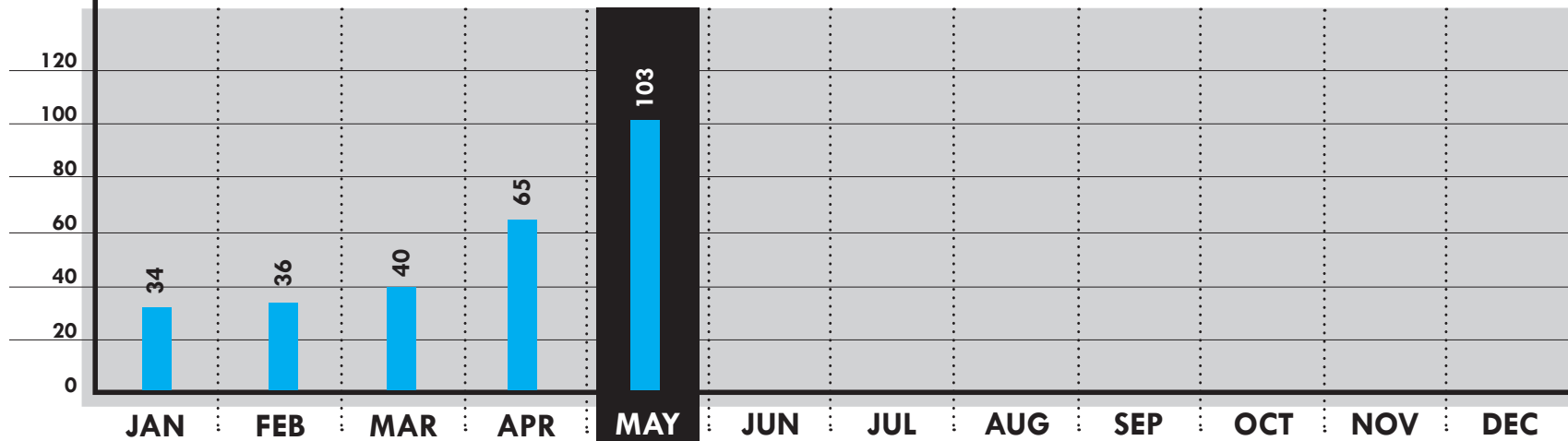
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

MAY

2014

Average Speed to Answer After Hours Service

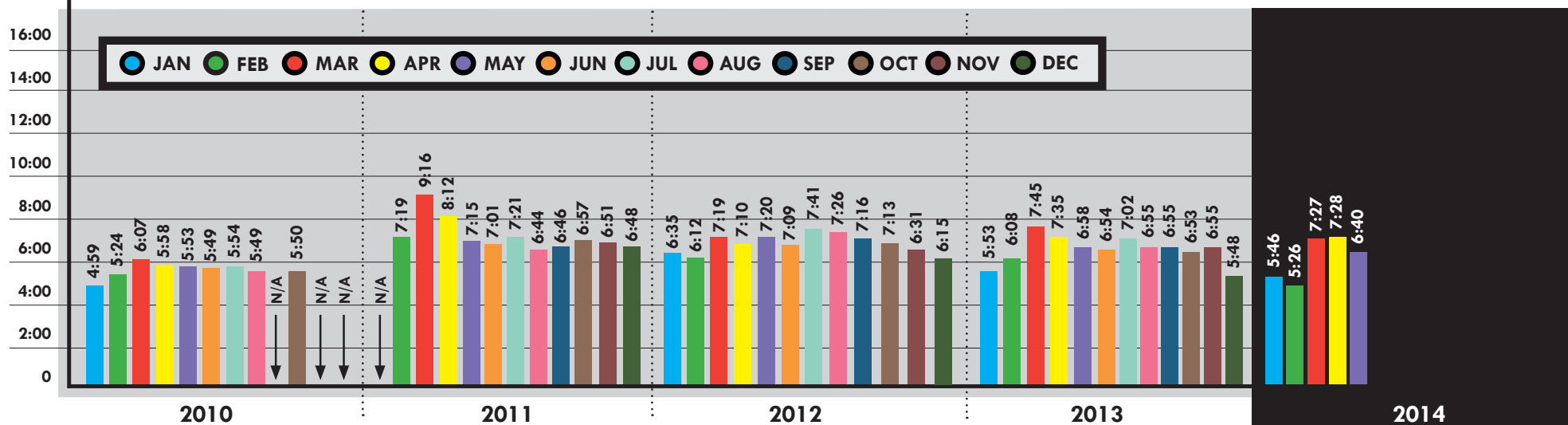


Average talk time continues to remain low. We are pleased to be able to maintain this level of performance even after having added new staff and instituting ITIC screening of all callers.

MAY

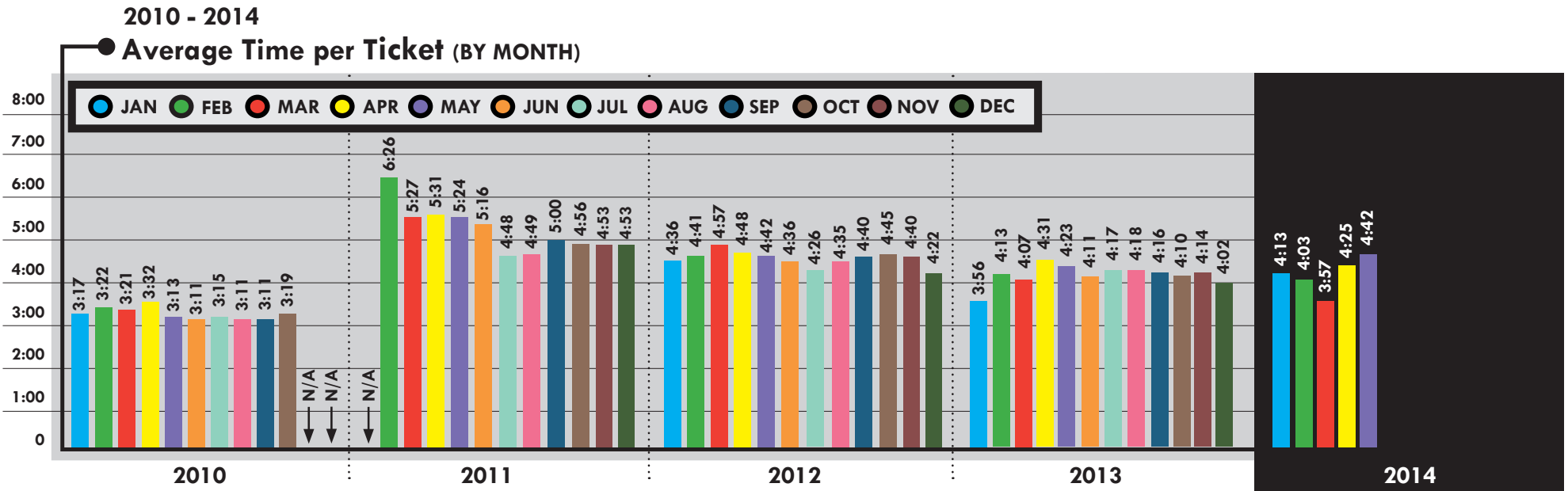
2010 - 2014

Average Talk Time (BY MONTH)



MAY

YOUR MONTHLY UPDATE FOR IOWA ONE CALL



The average time per ticket in May 2014 crept up slightly. There are two big factors that contribute to this: we continue to ask all callers about using ITIC and we receive many calls with questions about the new law.

MAY

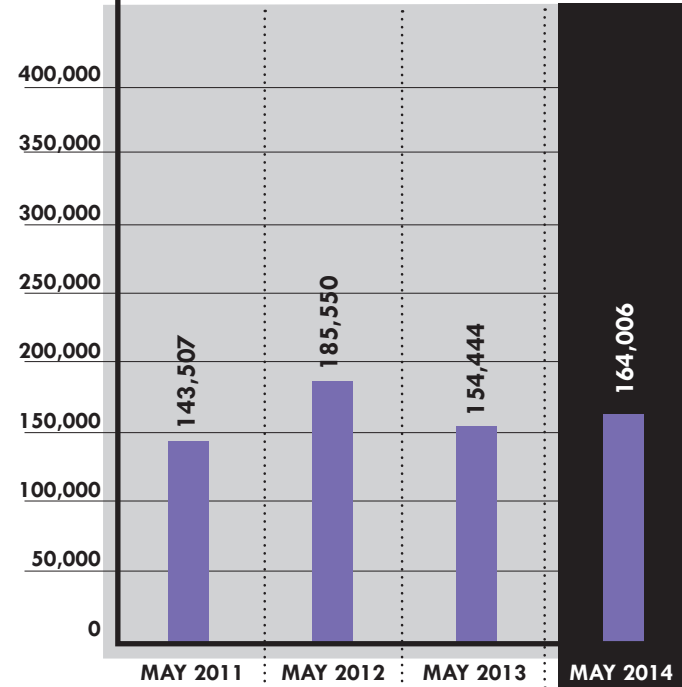
IOWA ONE CALL DASHBOARD

MAY

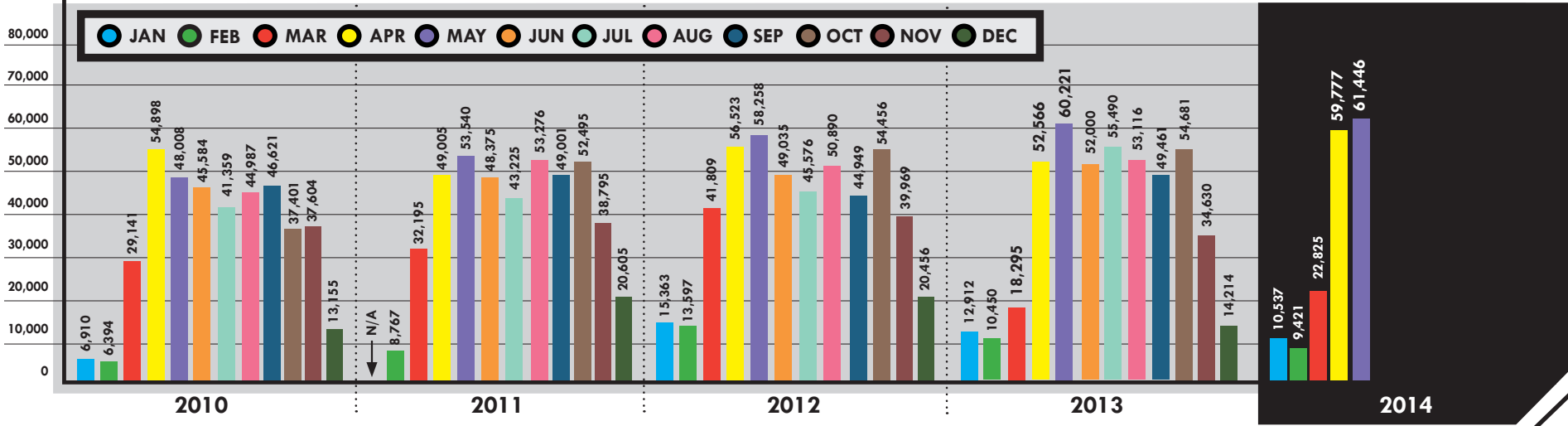
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

May 2014 incoming ticket volume has picked up. It continues to exceed the total volume for the same period in 2013. This further supports the idea that pent up demand for service due to the harsh winter weather may have previously suppressed activity. **MAY**

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



2010 - 2014
Incoming Ticket Totals (BY MONTH)



IOWA ONE CALL DASHBOARD

MAY

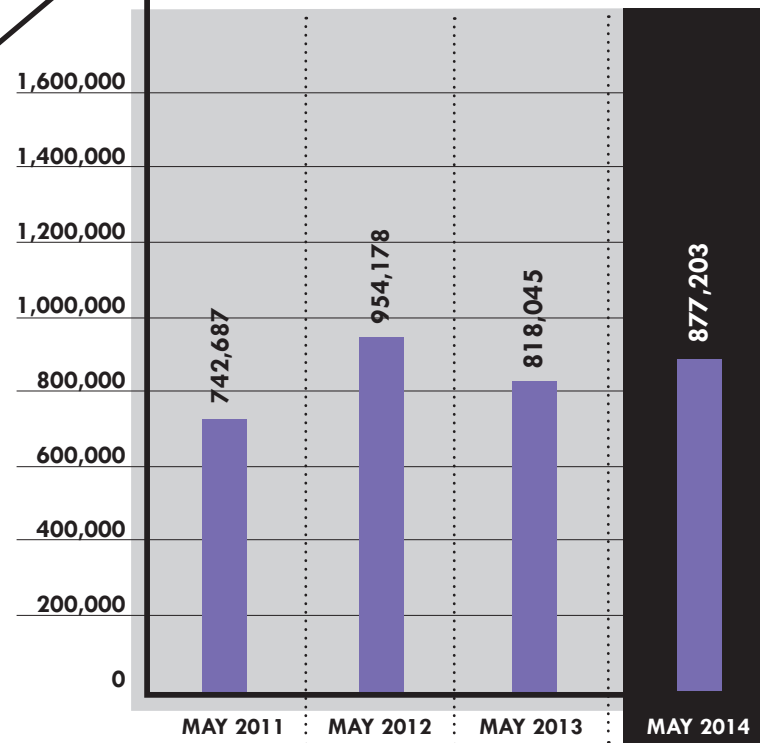
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Outgoing ticket totals followed the pattern set by incoming tickets.

MAY

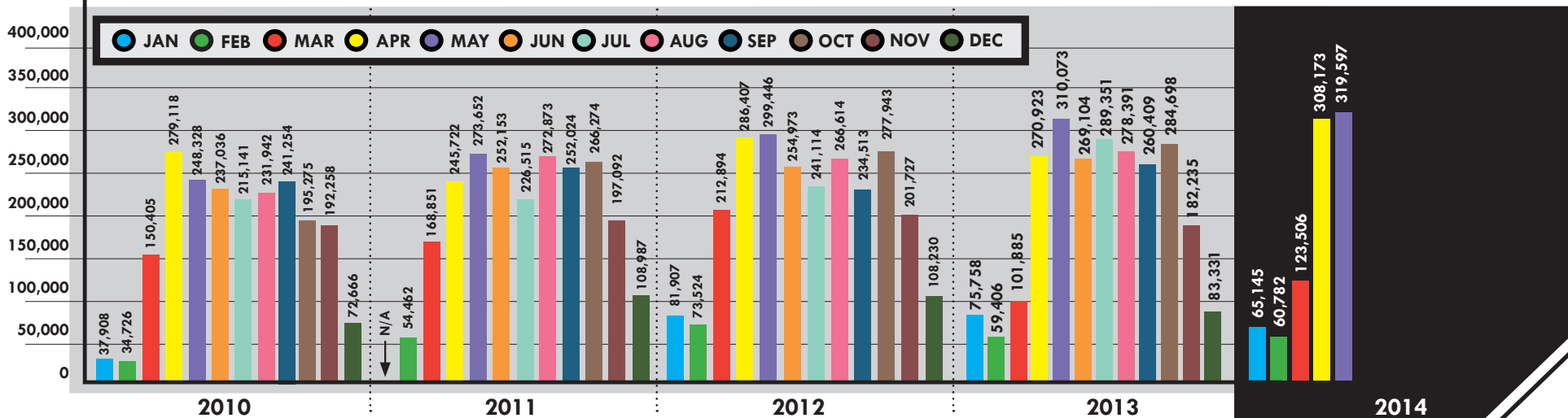
2011 - 2014

● Outbound Ticket Totals (Y-T-D)



2010 - 2014

● Outbound Ticket Totals (BY MONTH)



IOWA ONE CALL DASHBOARD

MAY

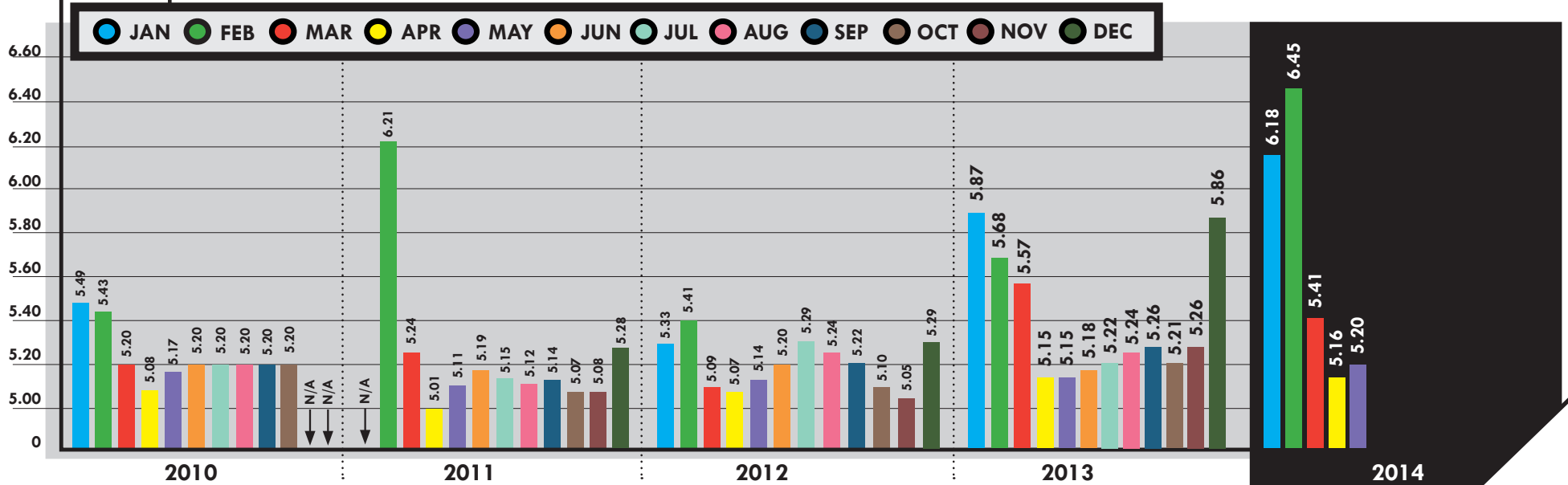
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

MAY

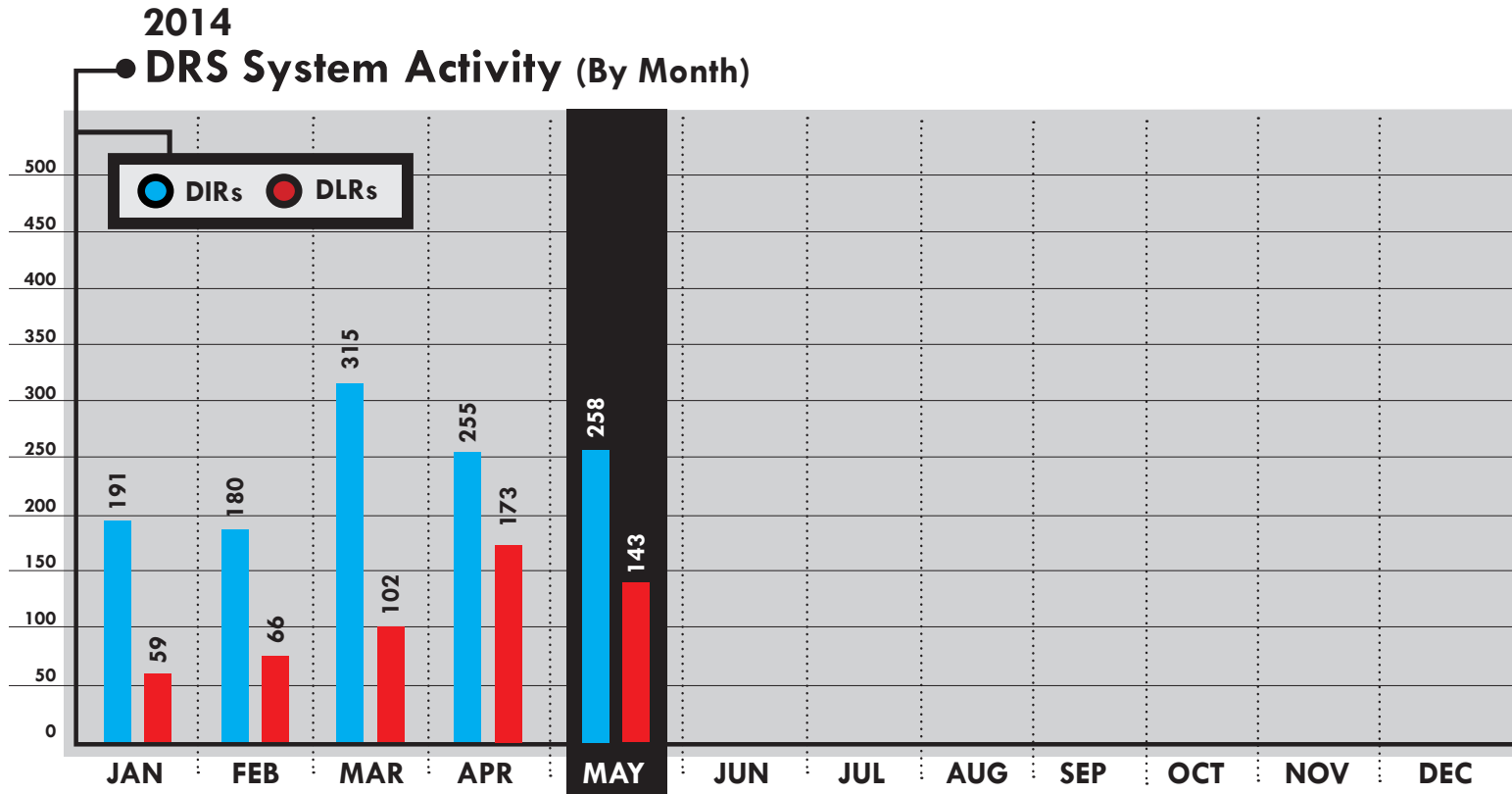
2010 - 2014

● 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.

MAY



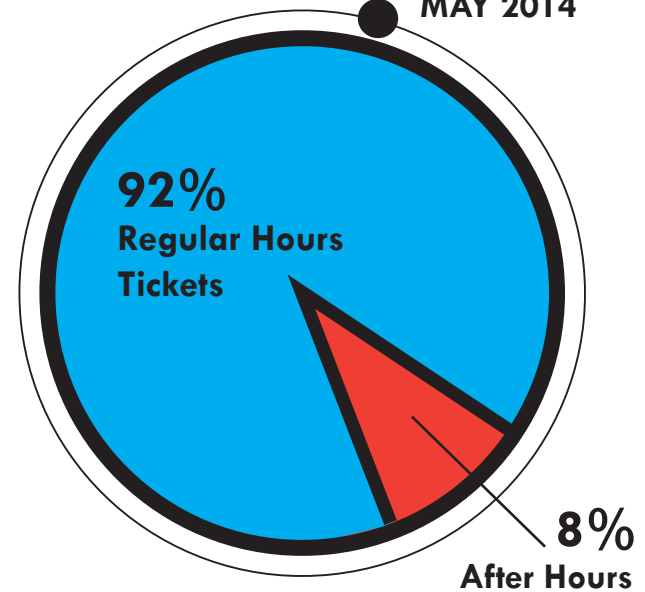
MAY

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.

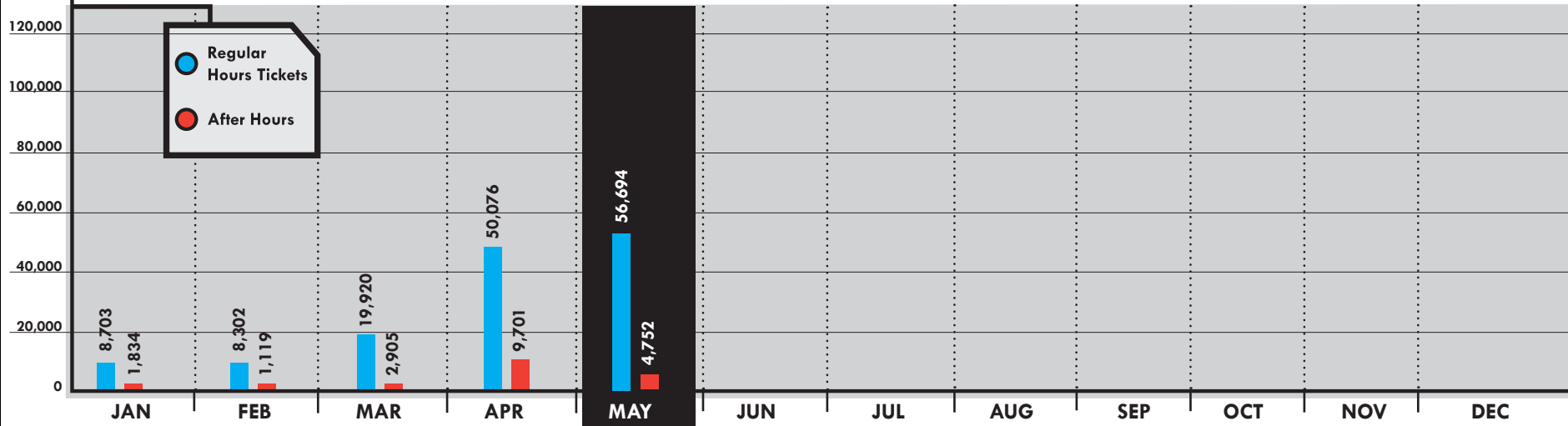
MAY

**After Hours Analysis
MAY 2014**



2014

Time of Receipt Analysis (Year To Date)

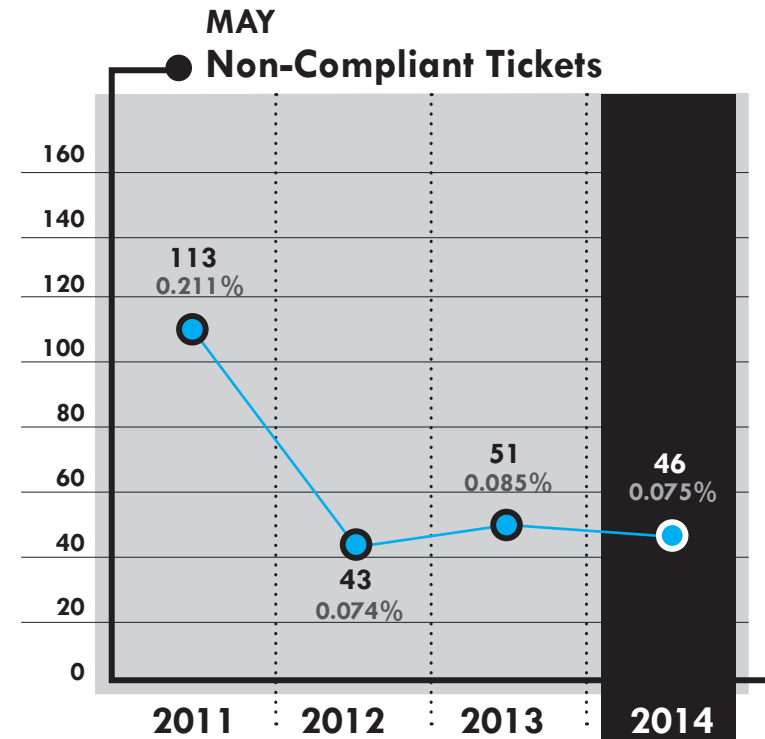
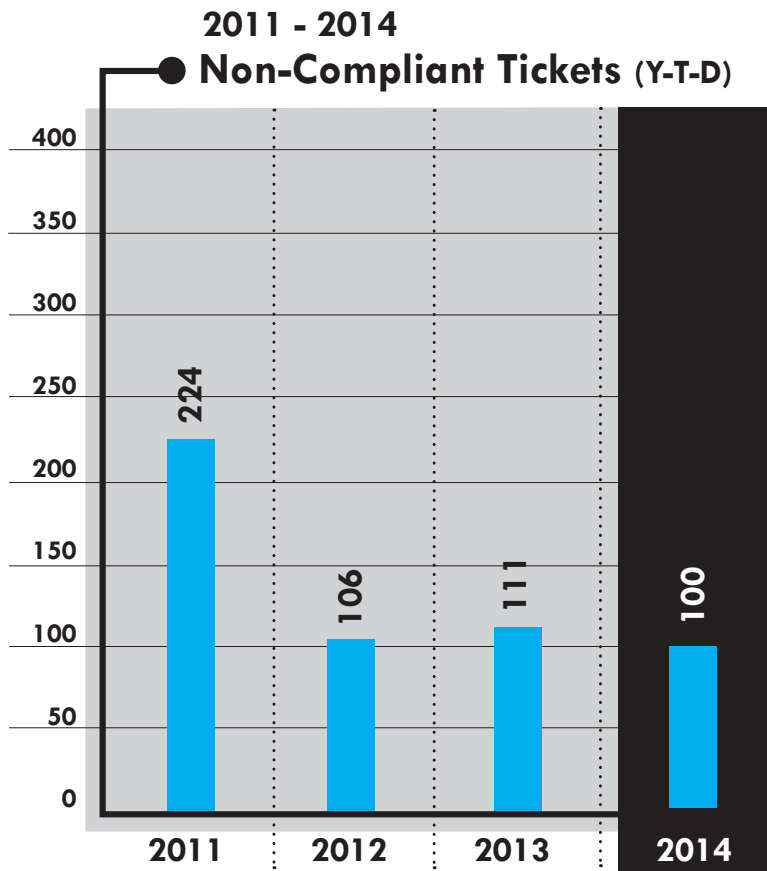


MAY

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

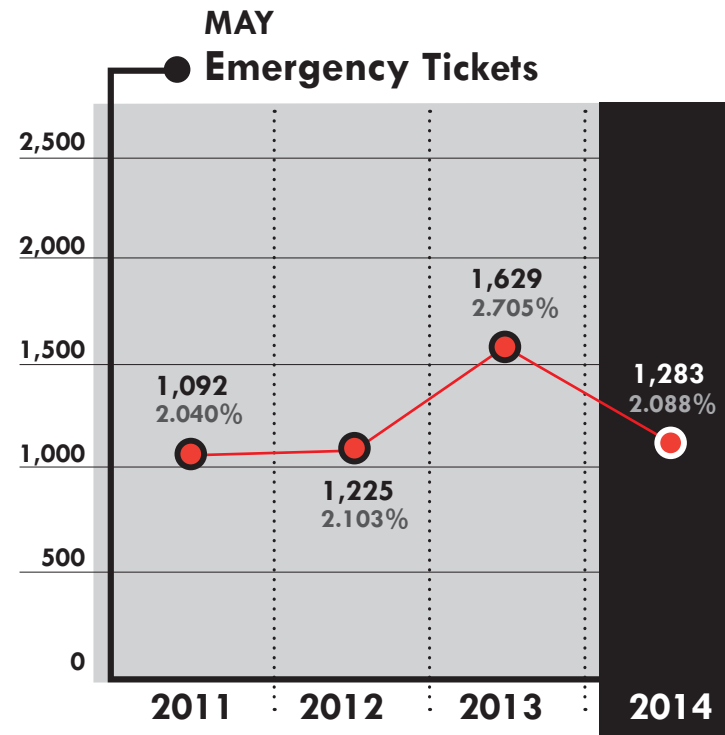
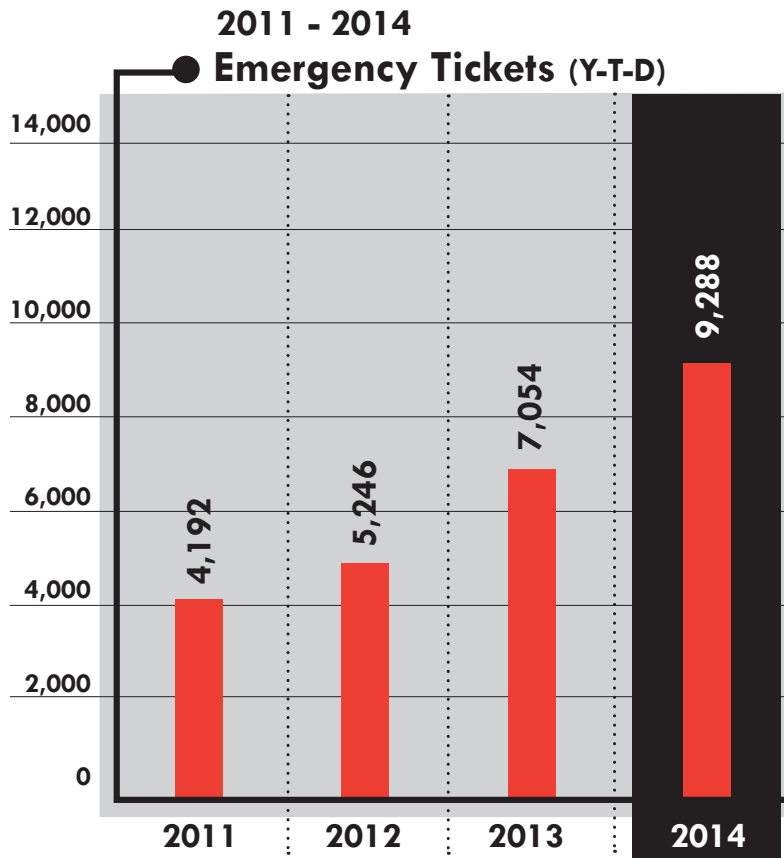
May 2014 has a lower total number of non-compliant tickets than in previous years.

MAY



MAY

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

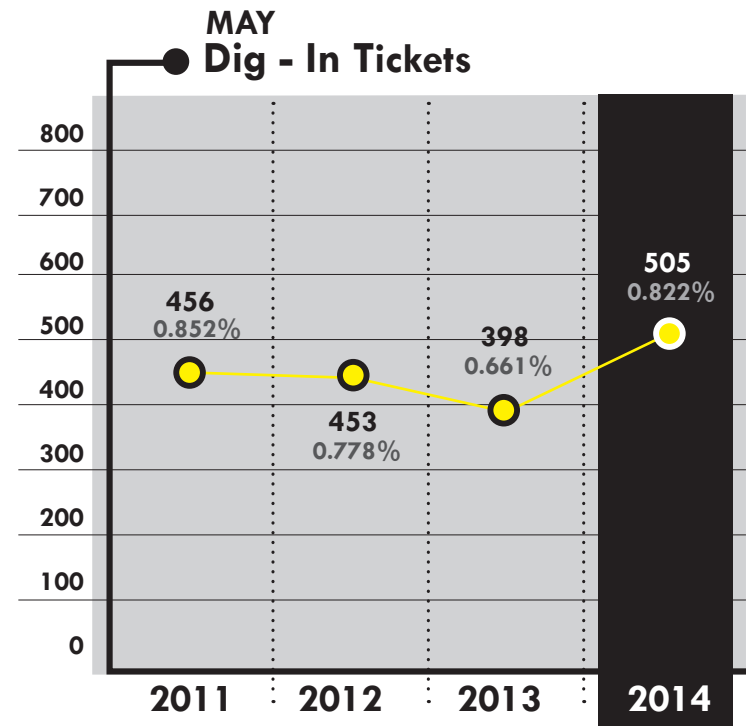
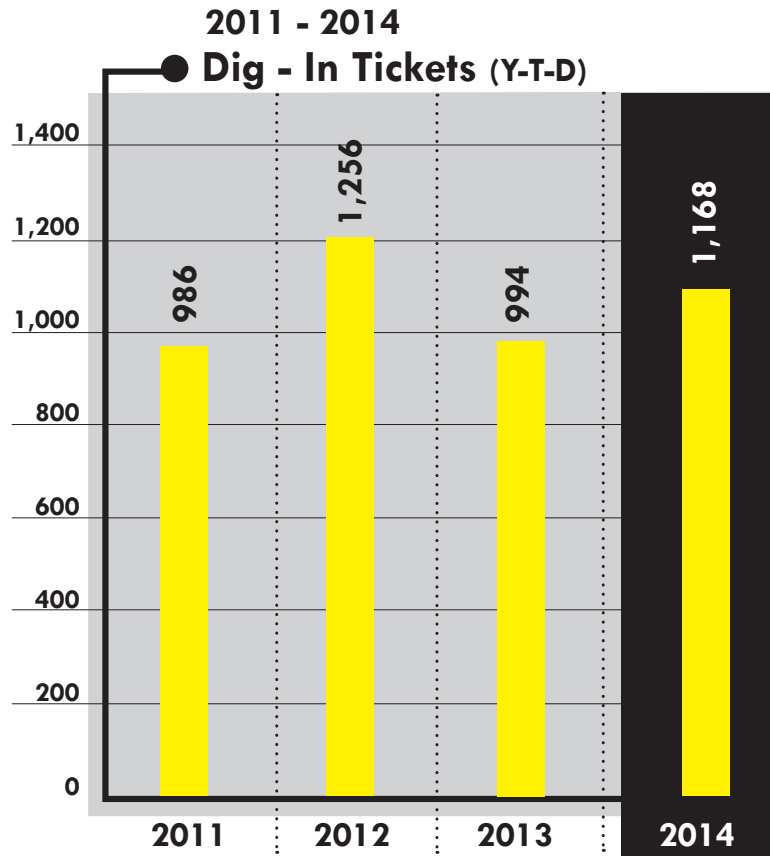


MAY

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

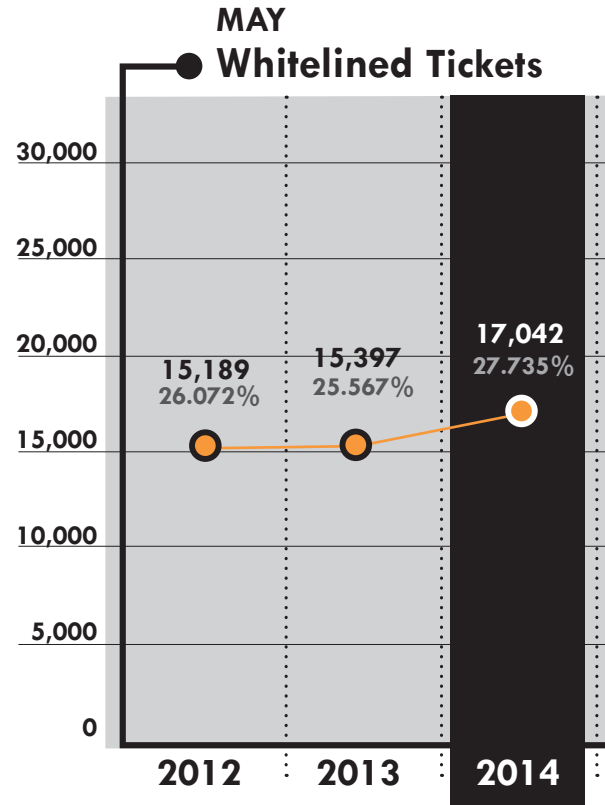
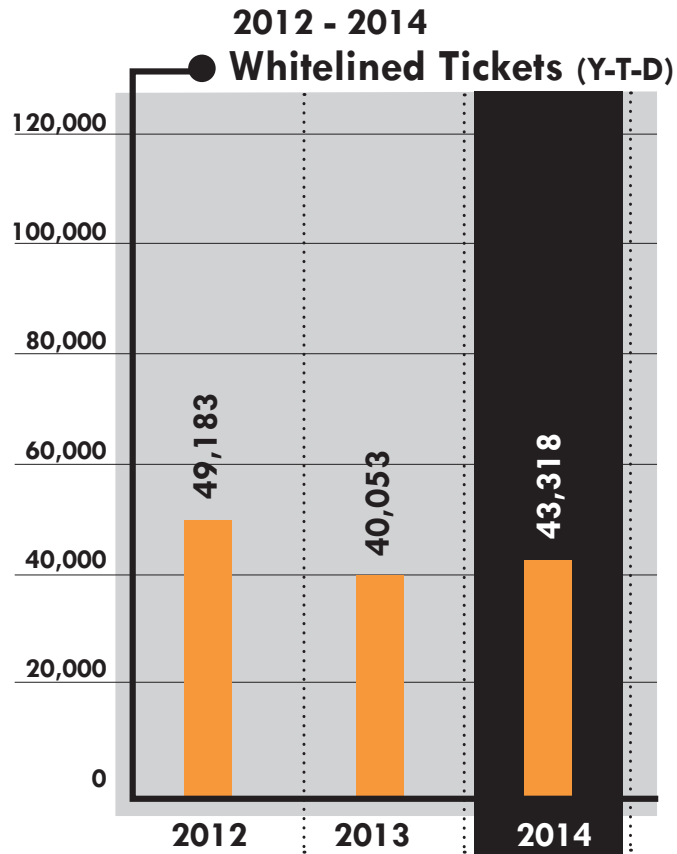
The increase in dig-ins may be a result of the higher activity due to the break in the weather.

MAY



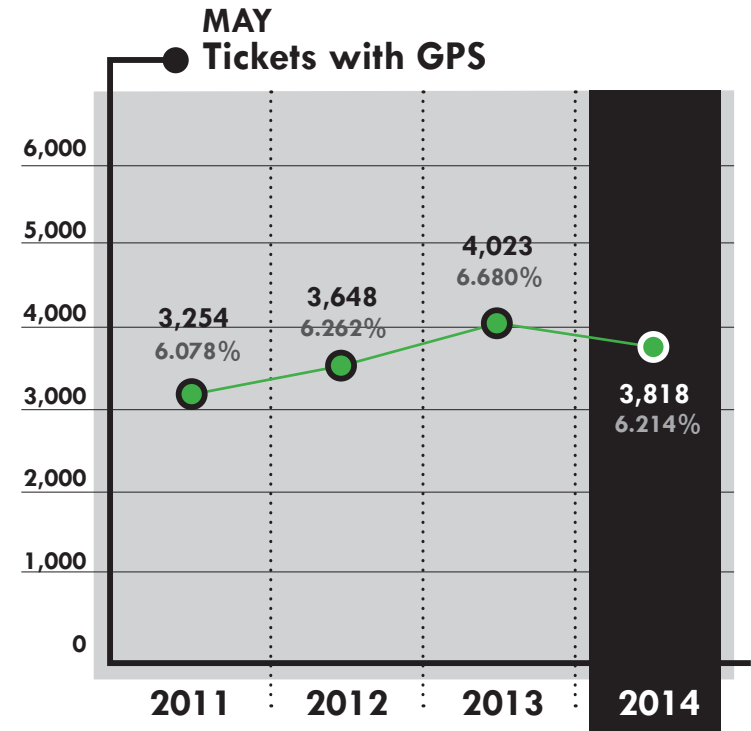
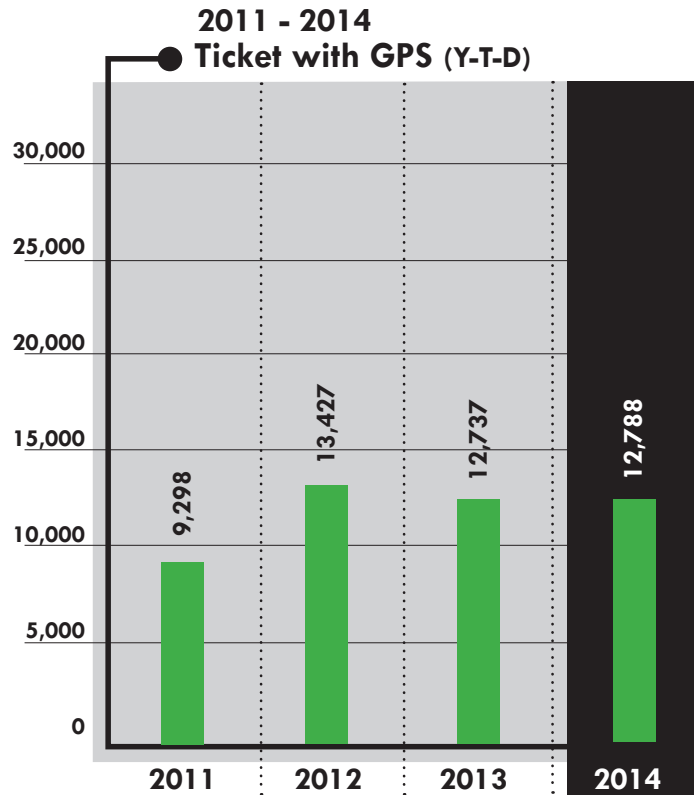
MAY

YOUR MONTHLY UPDATE FOR IOWA ONE CALL



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

MAY



MAY

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

