

IOWA ONE CALL DASHBOARD

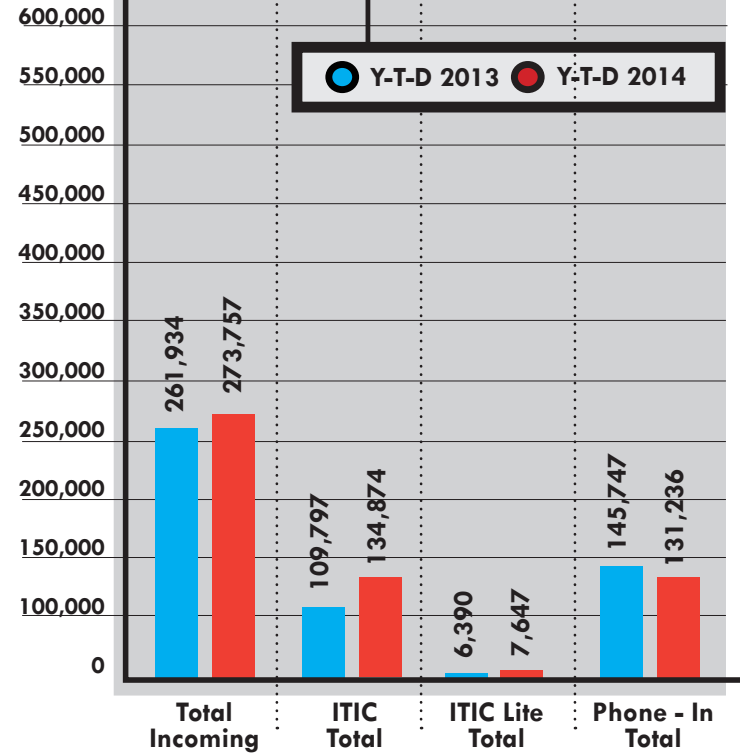
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

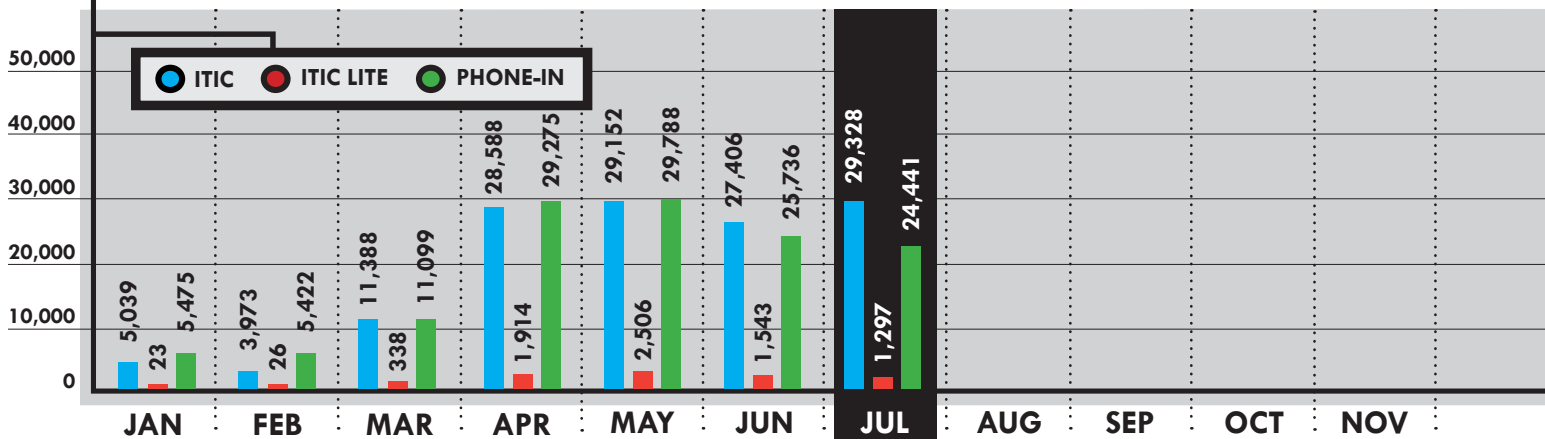
ITIC usage has remained strong during the first half of 2014. ITIC Lite volume is significantly higher for the same period in 2013. Overall incoming ticket volume is slightly higher than the same period in 2013, and ITIC volume continues to make up a significant portion of the total.

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2013 / 2014
ITIC Activity (Y-T-D)



2014
ITIC Activity (BY MONTH)



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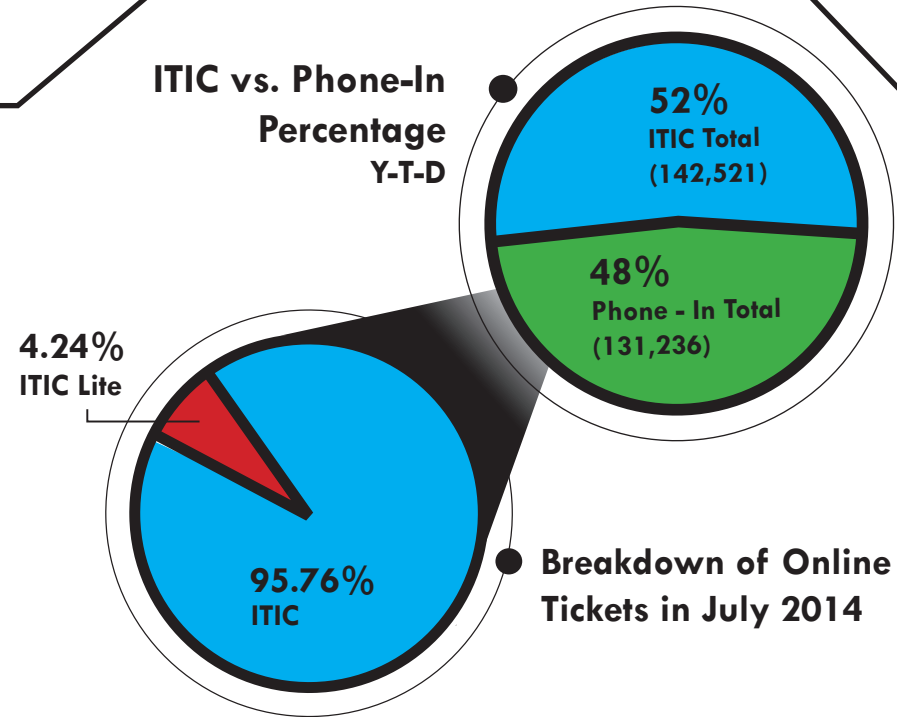
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

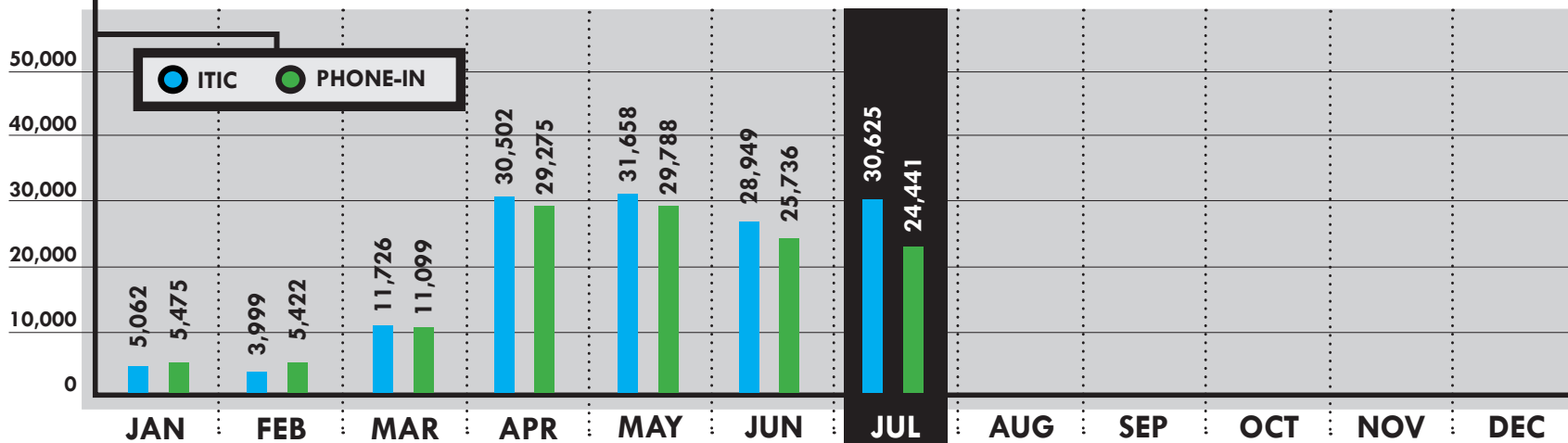
ITIC Lite makes up a growing portion of the overall ITIC volume. The number of tickets received through ITIC again exceeds 51% of the total volume.

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



2014
ITIC vs. Phone-In



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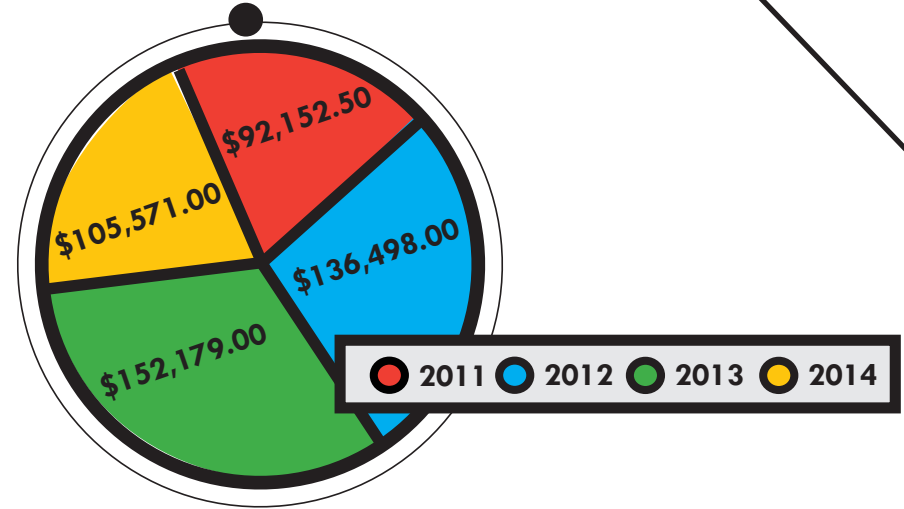
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

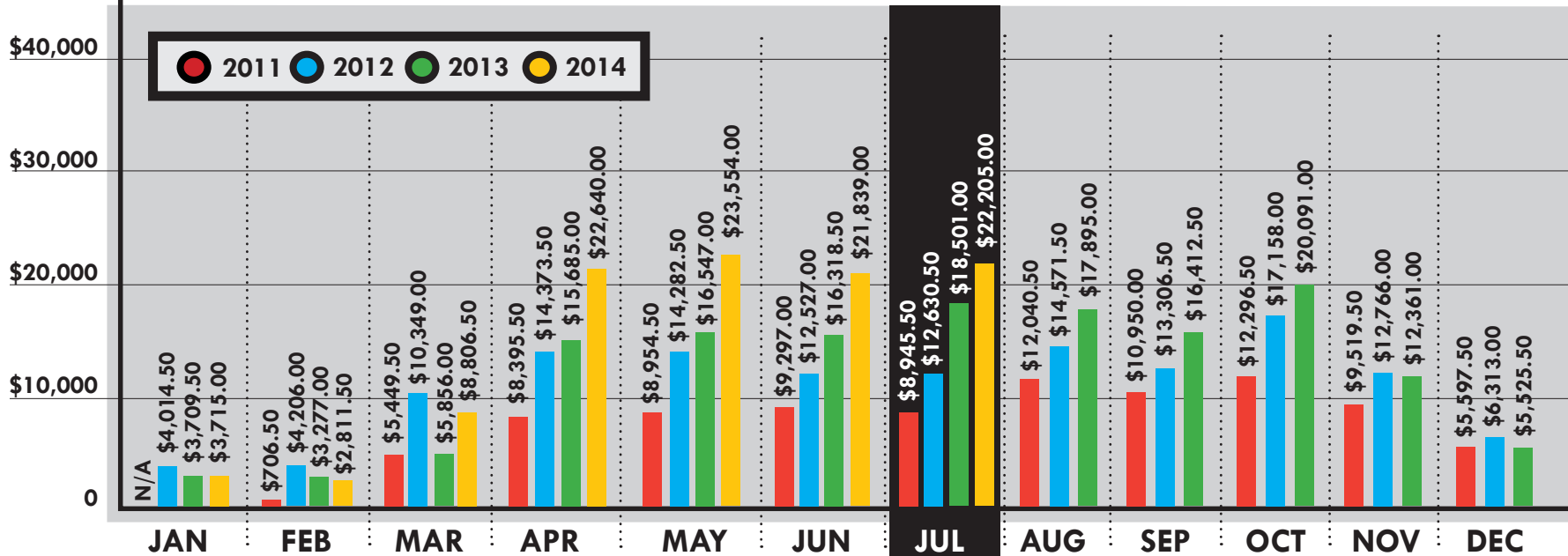
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Iowa One Call Total ITIC Discount



2011 - 2014

ITIC Discount Summary



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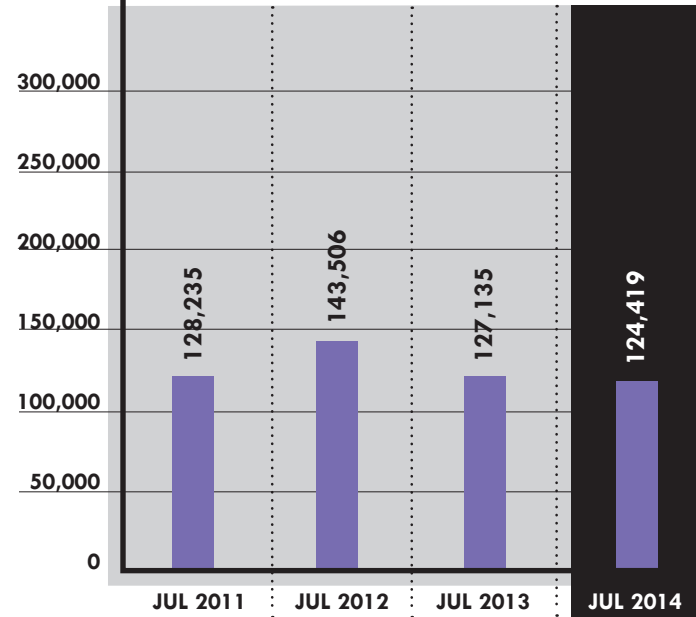
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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.

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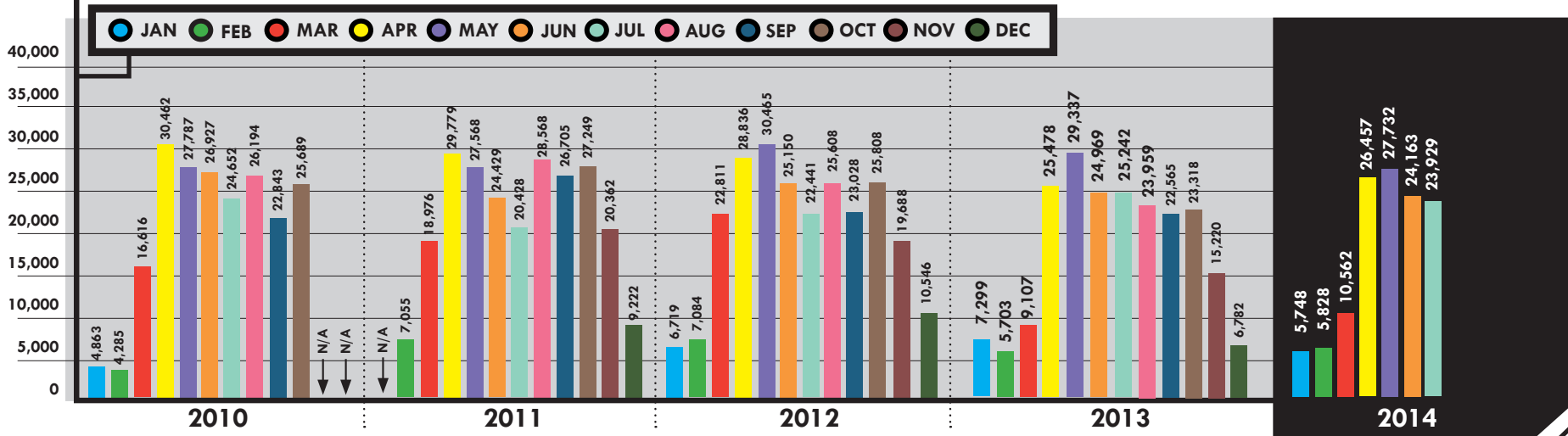
2011 - 2014

Total Incoming Calls (Y-T-D)



2010 - 2014

Total Incoming Calls (BY MONTH)



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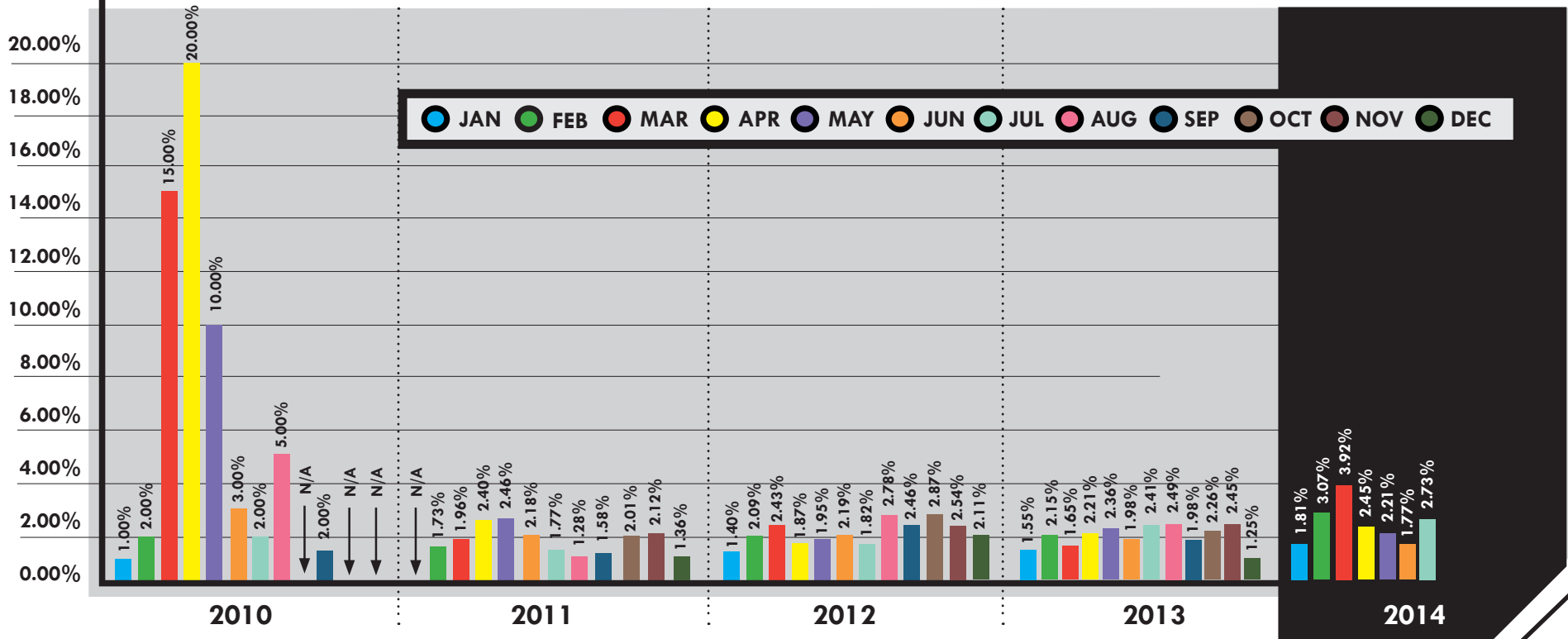
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

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2010 - 2014

● Calls Abandoned (BY MONTH)



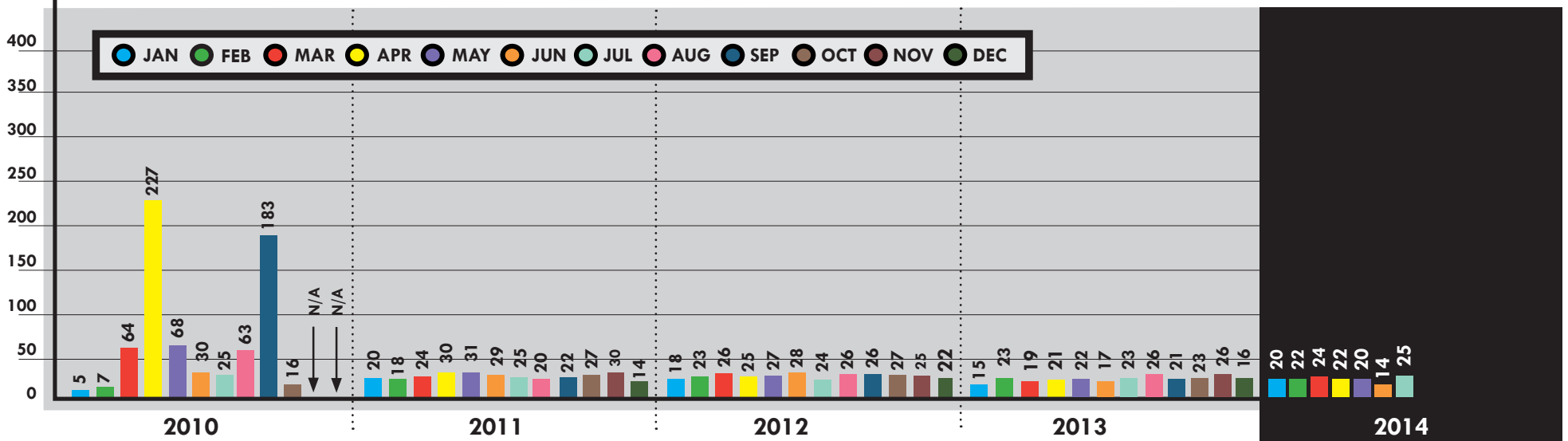
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2010 - 2014

Average Speed to Answer (BY MONTH)



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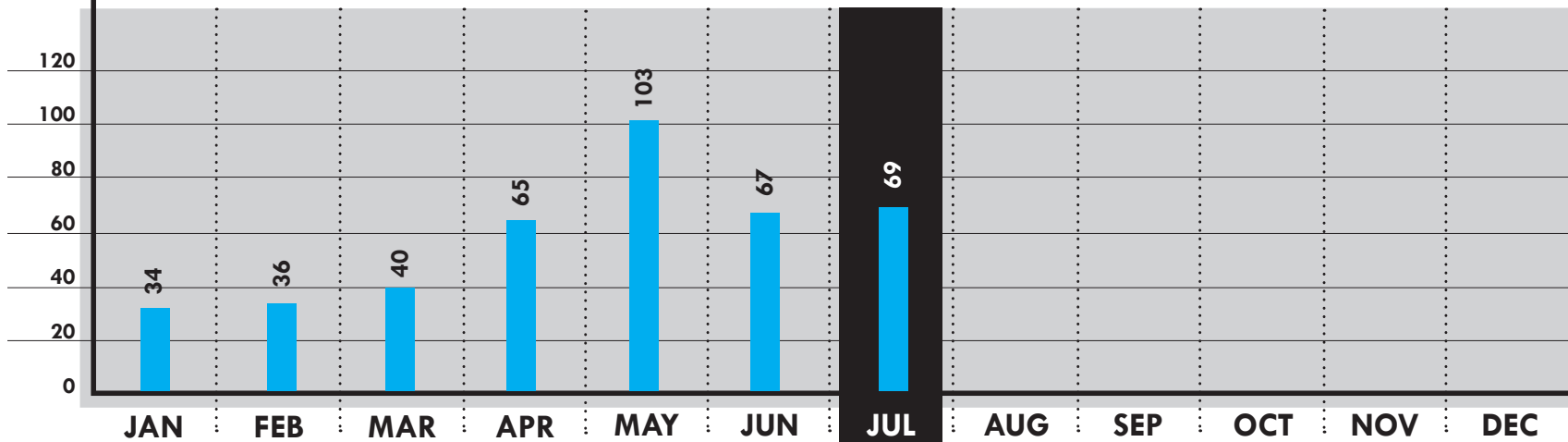
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

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2014

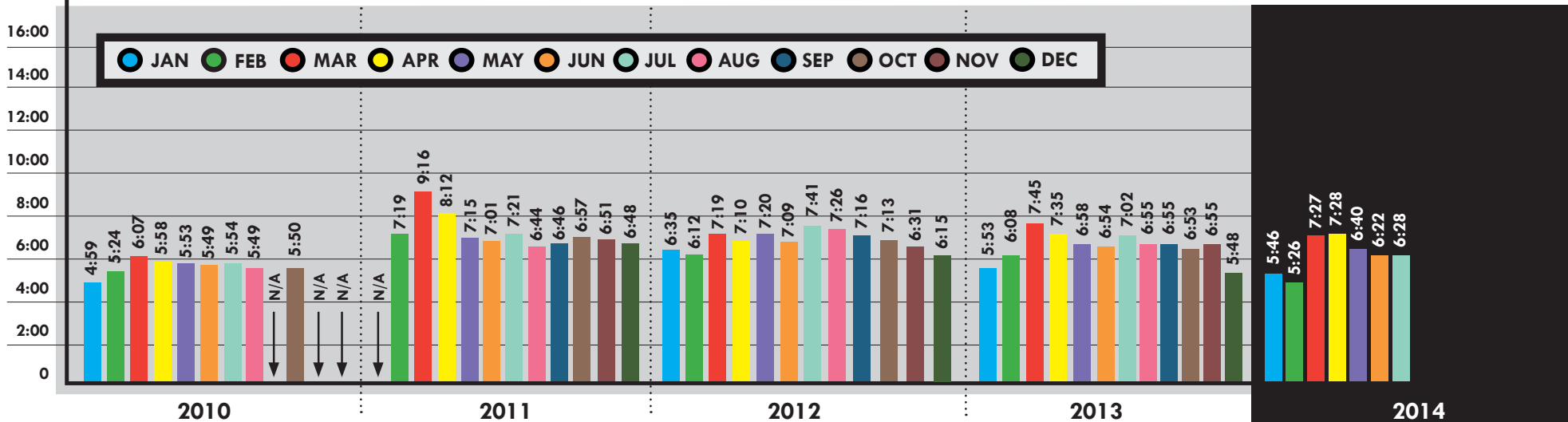
Average Speed to Answer After Hours Service



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.

2010 - 2014

Average Talk Time (BY MONTH)



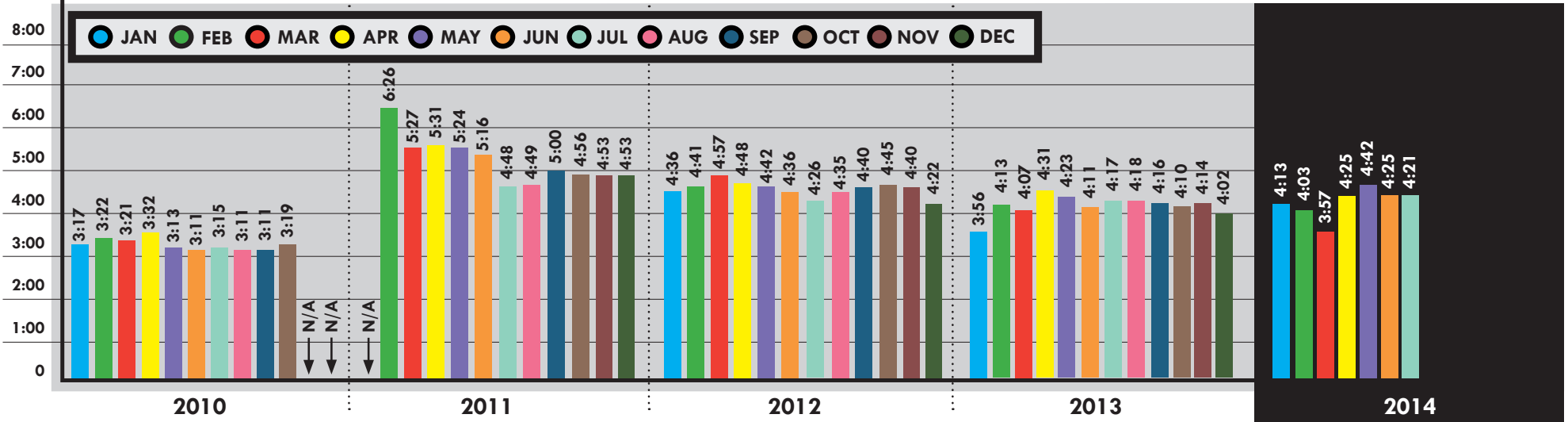
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2010 - 2014

Average Time per Ticket (BY MONTH)



The average time per ticket declined in June. We attribute this to newer staff's growing expertise in call processing.

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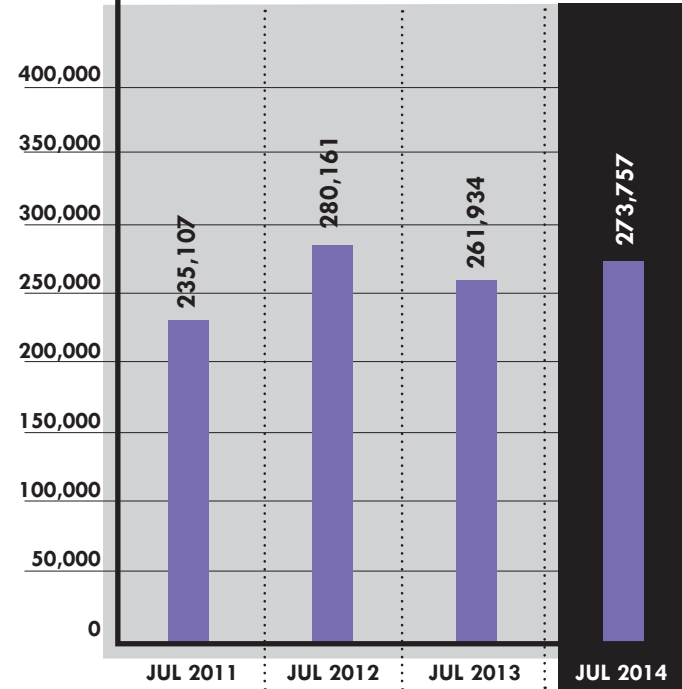
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

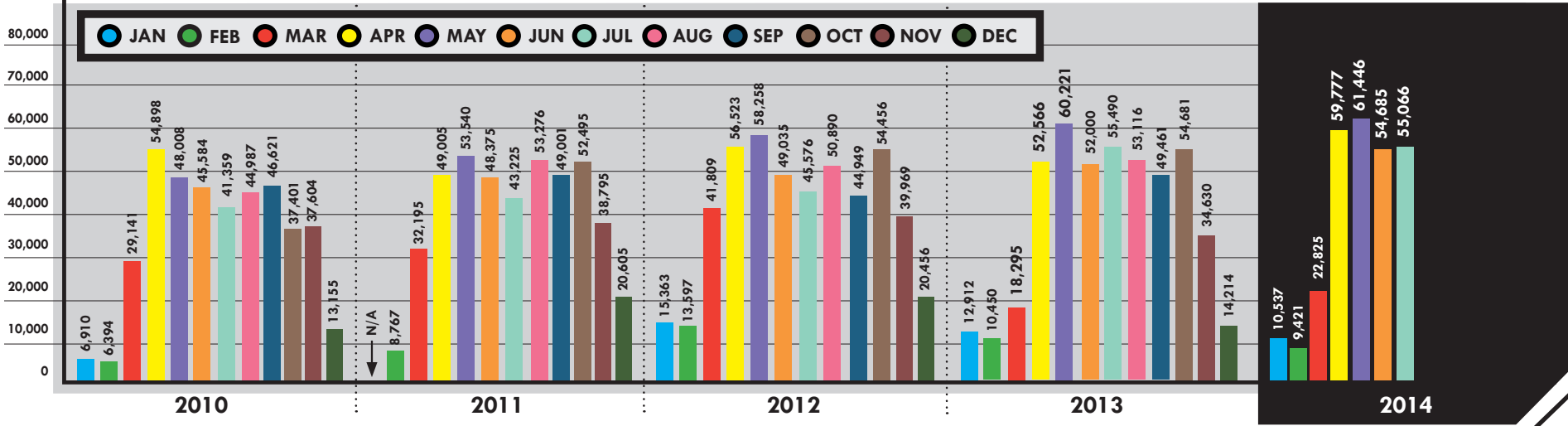
June 2014 incoming ticket volume continues to exceed the total volume for the same period in 2013. We believe we are past a point in time where the growth can be accounted for by pent-up demand.

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



2010 - 2014 Incoming Ticket Totals (BY MONTH)



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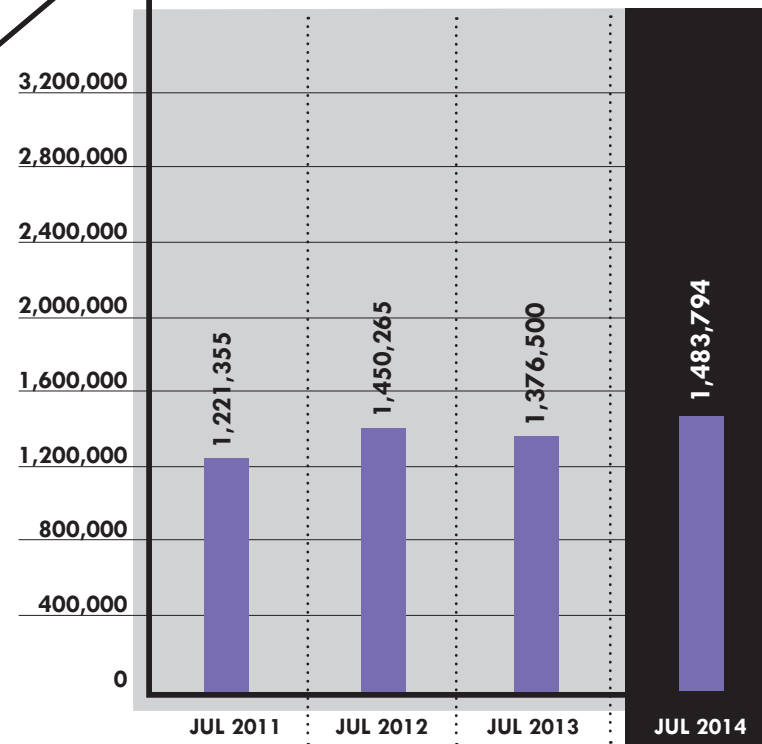
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Outgoing ticket totals followed the pattern set by incoming tickets.

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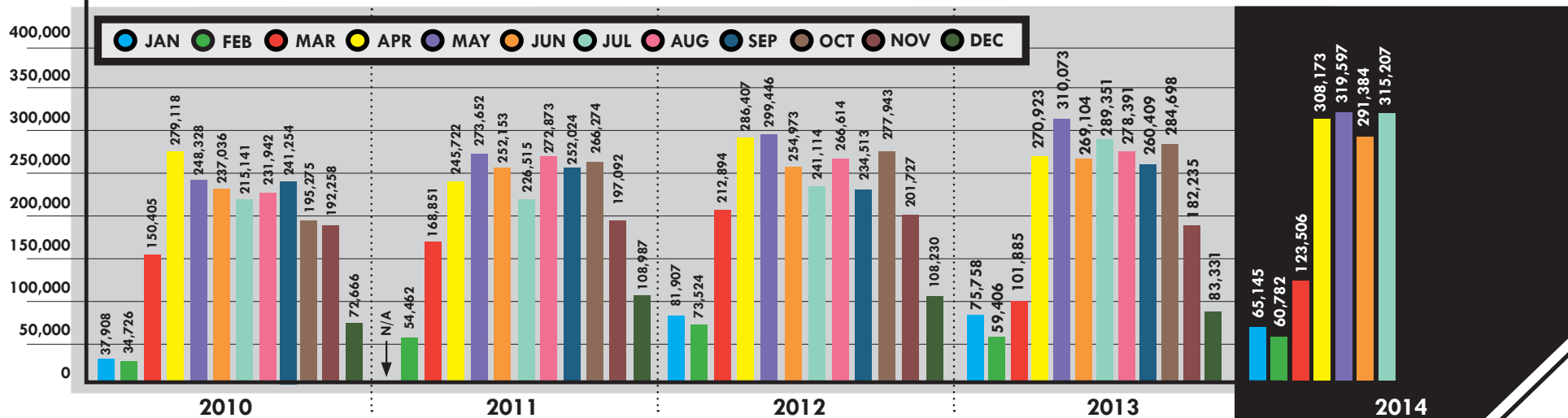
2011 - 2014

● Outbound Ticket Totals (Y-T-D)



2010 - 2014

● Outbound Ticket Totals (BY MONTH)



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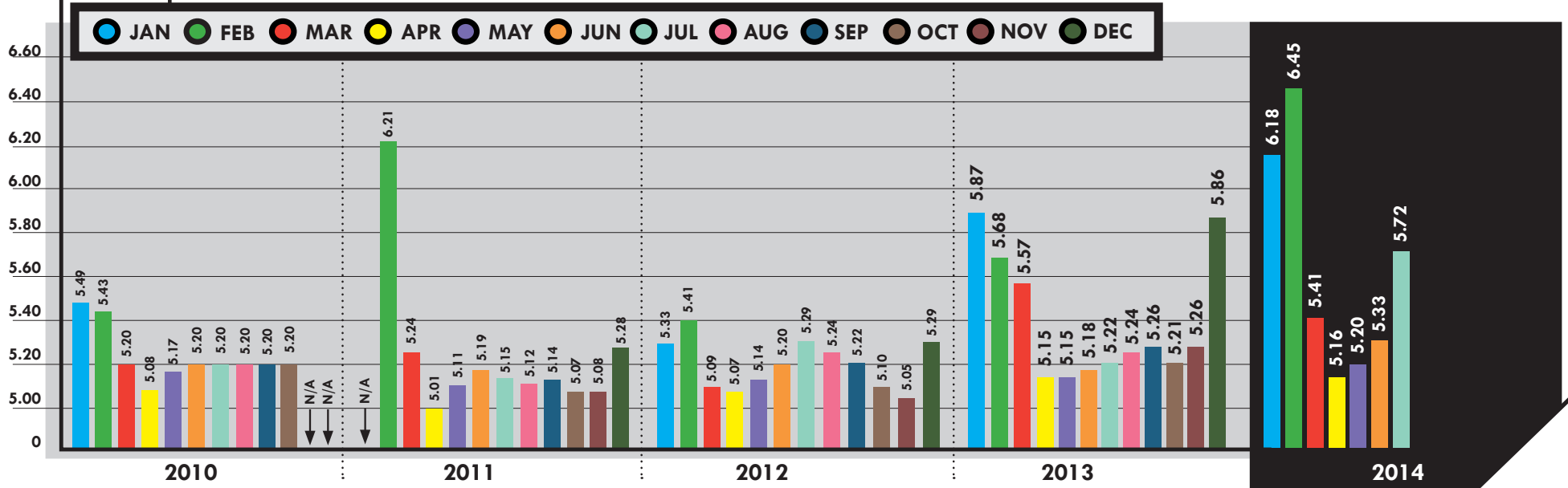
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

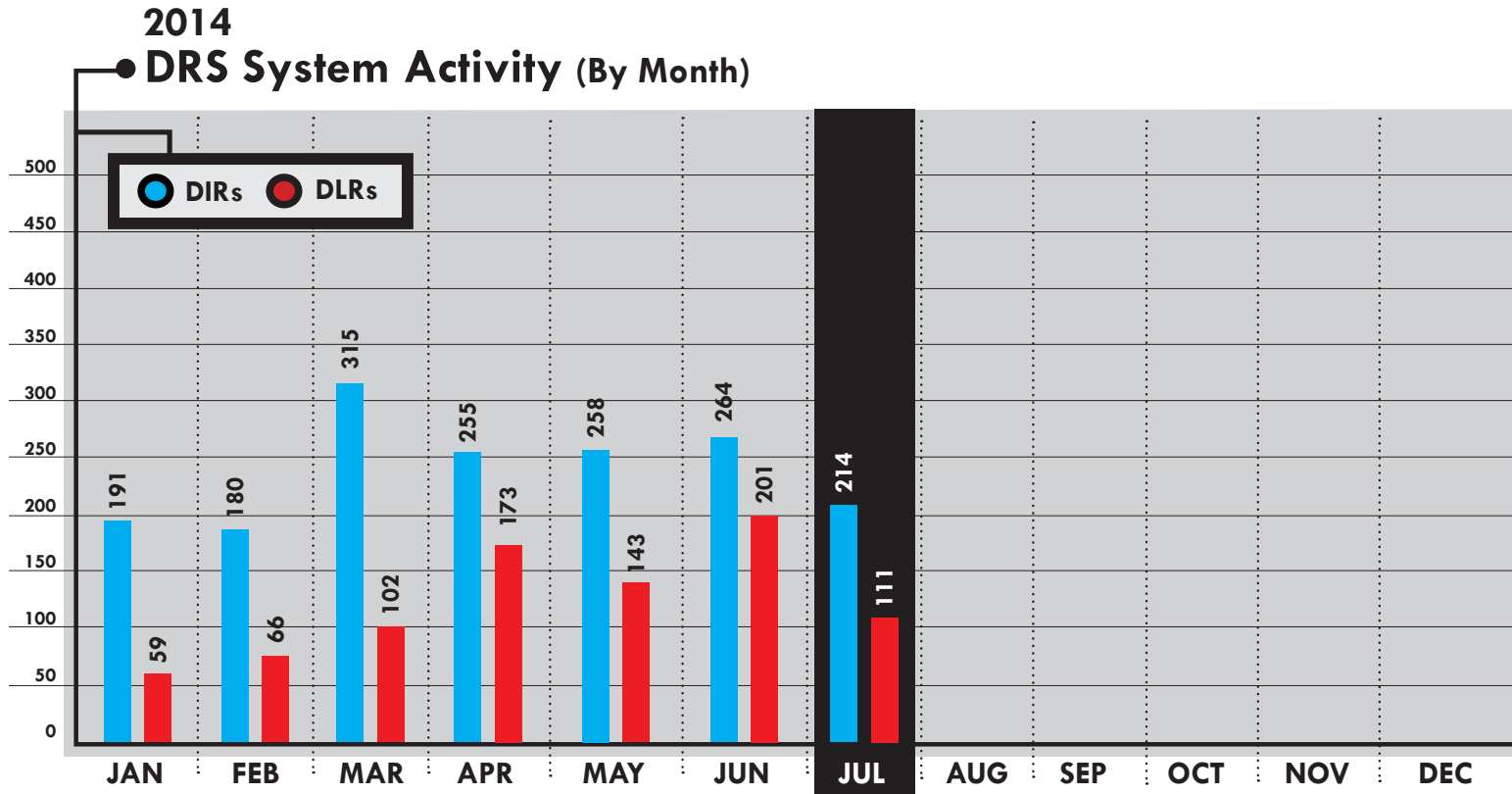
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2010 - 2014

● 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.



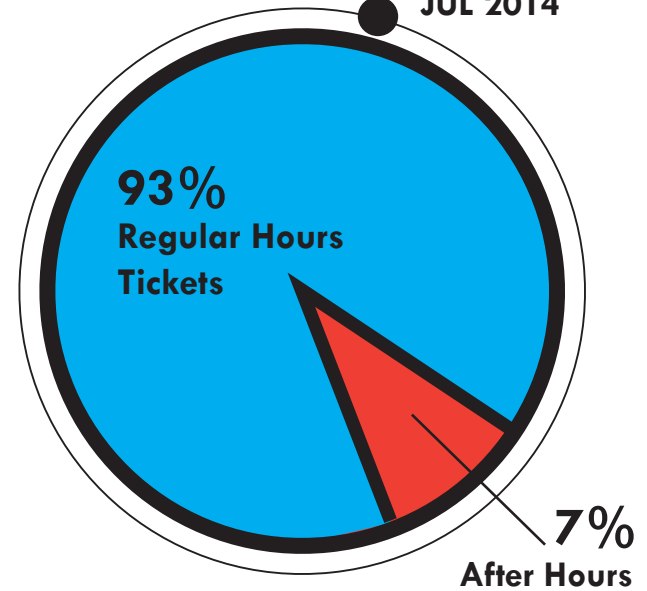
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

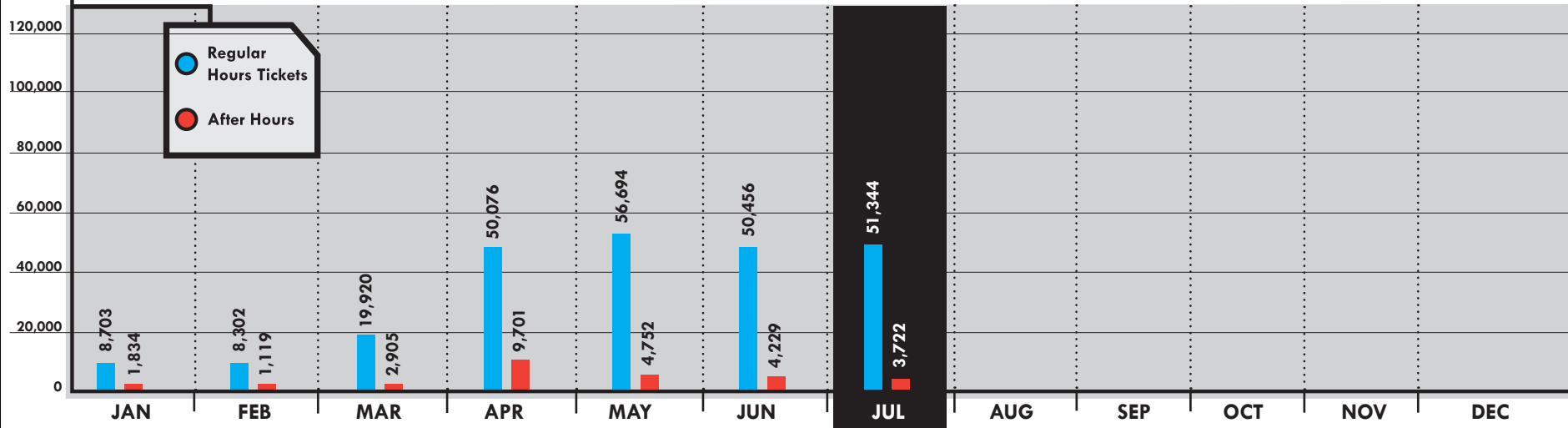
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**After Hours Analysis
JUL 2014**



2014

Time of Receipt Analysis (Year To Date)

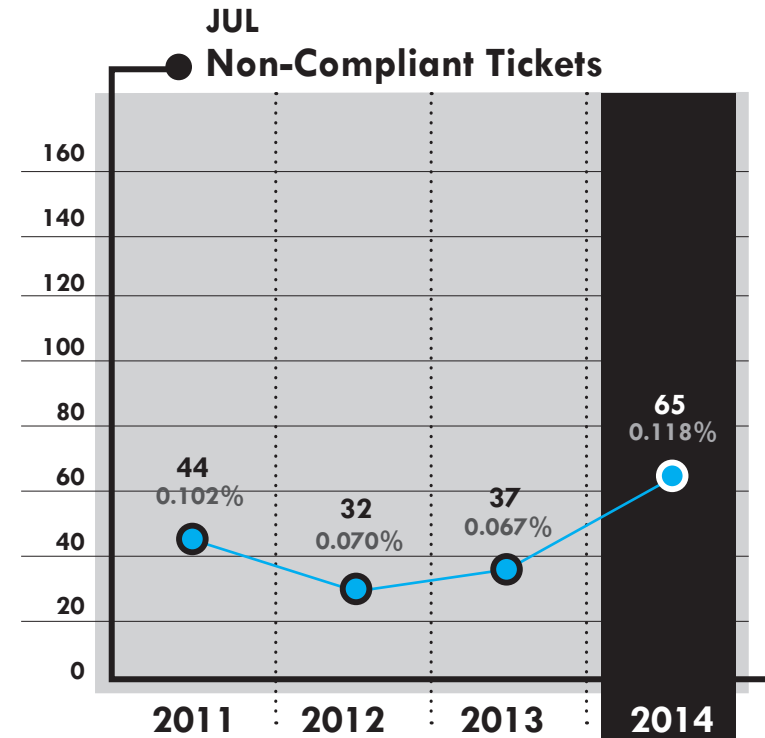
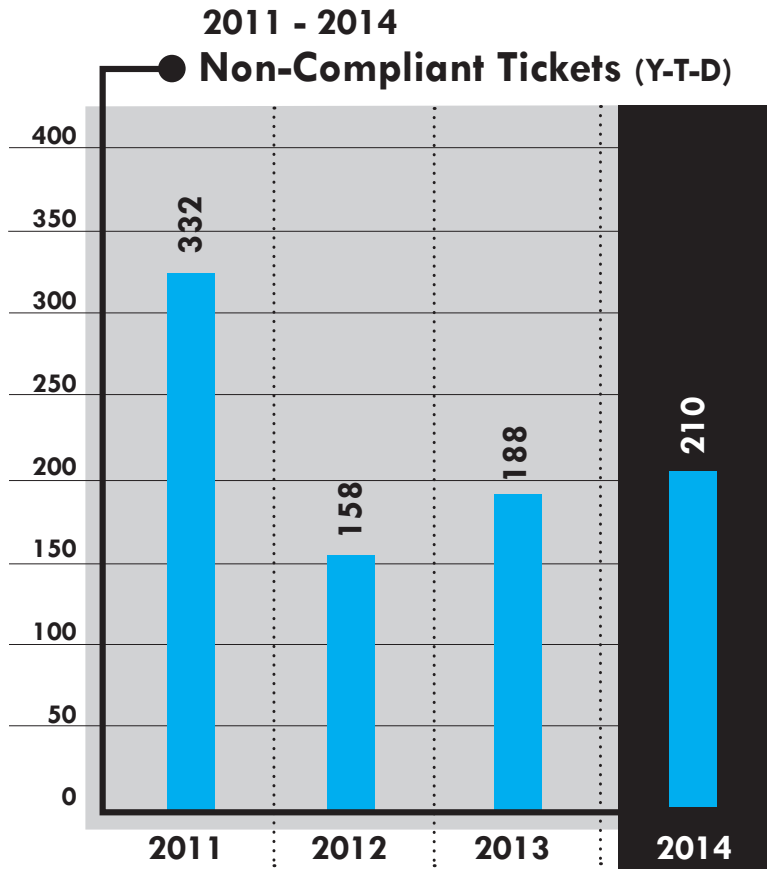


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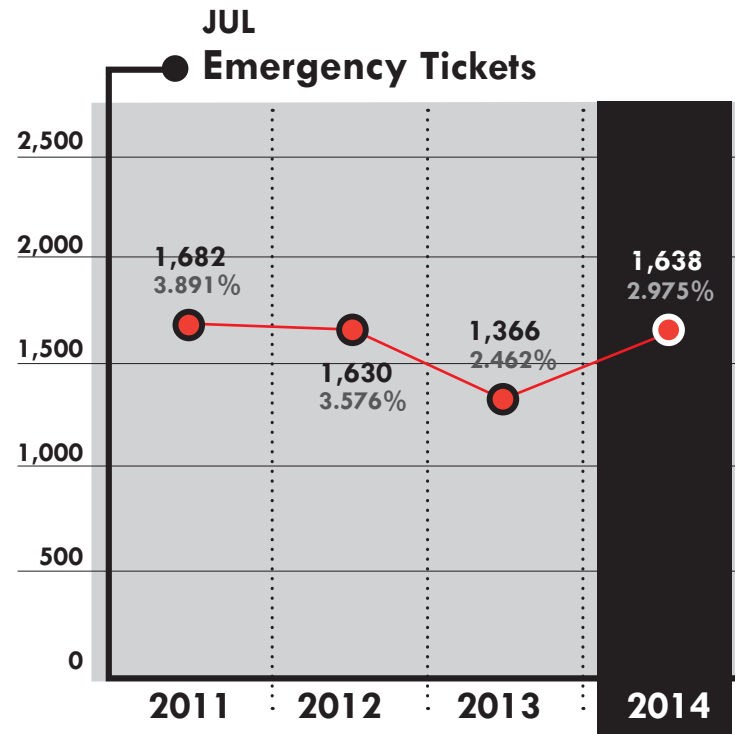
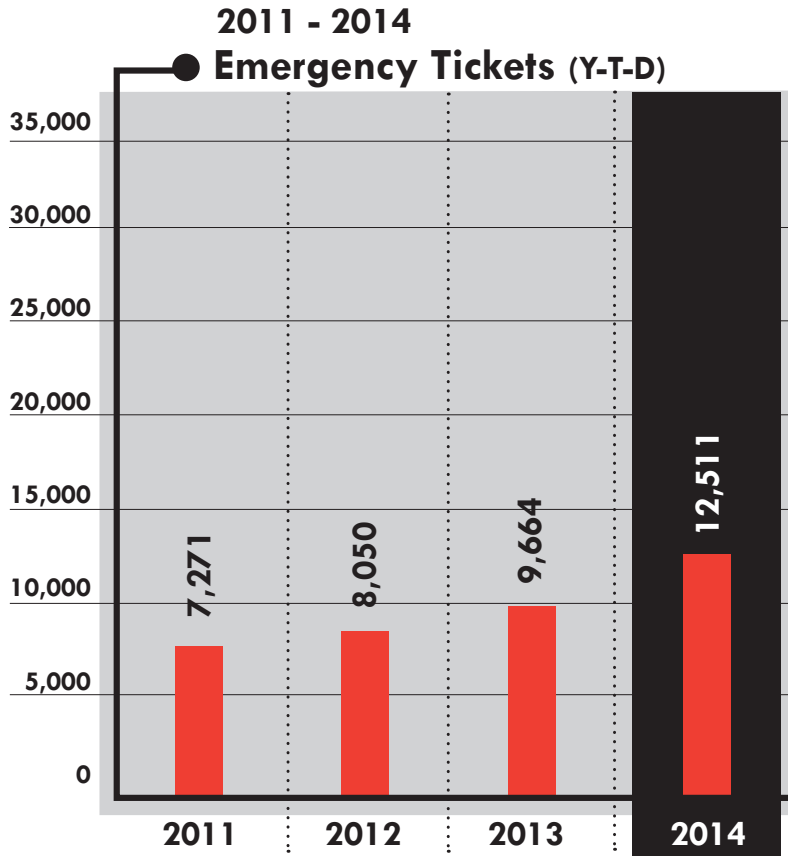
June 2014 has a lower total number of non-compliant tickets than in 2013.

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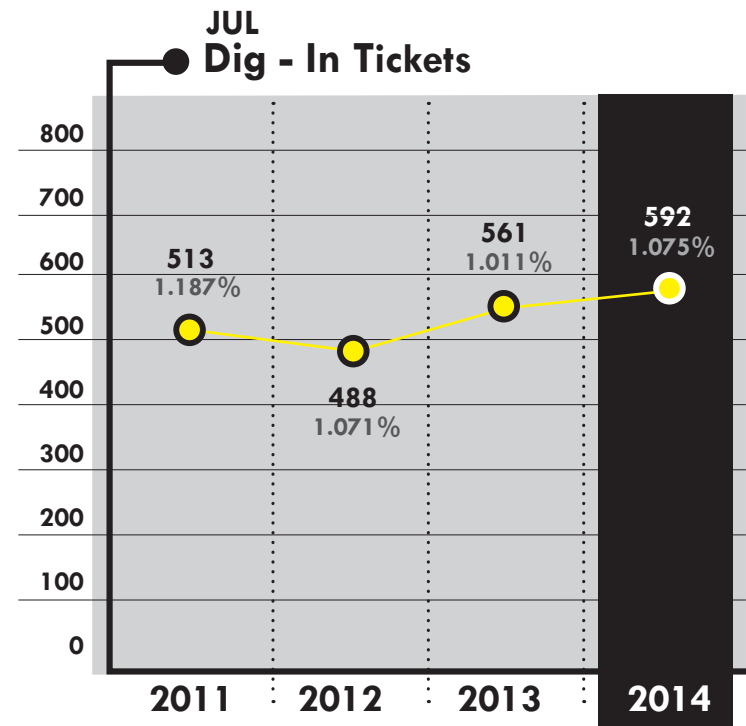
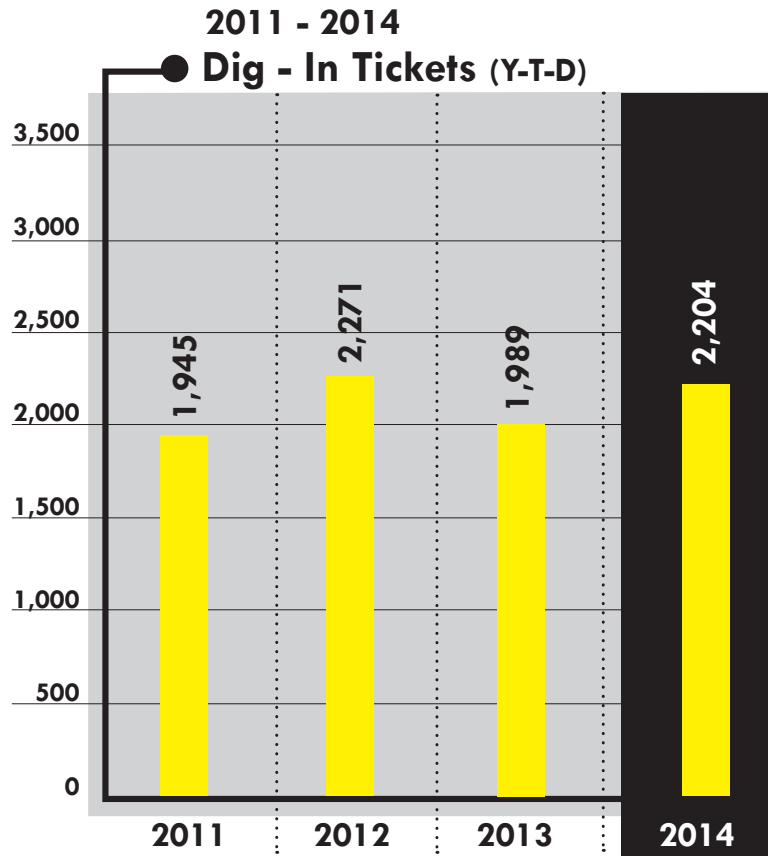


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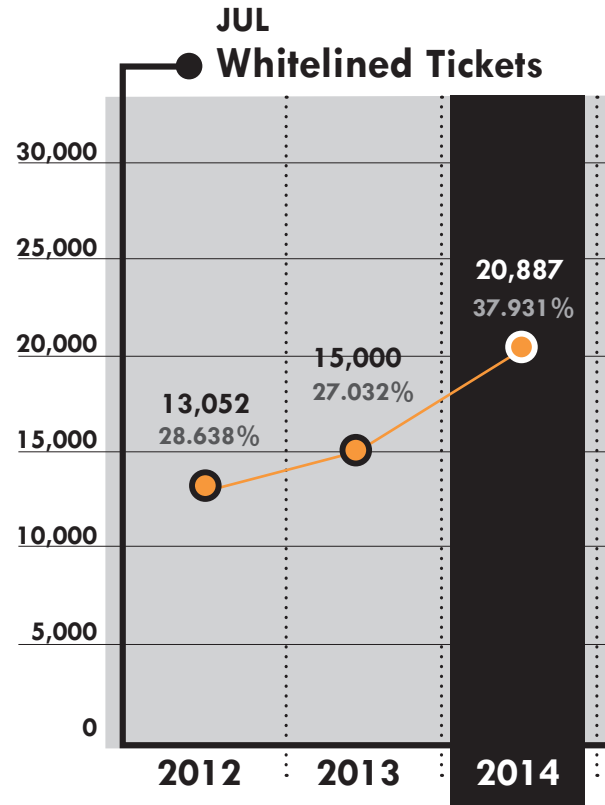
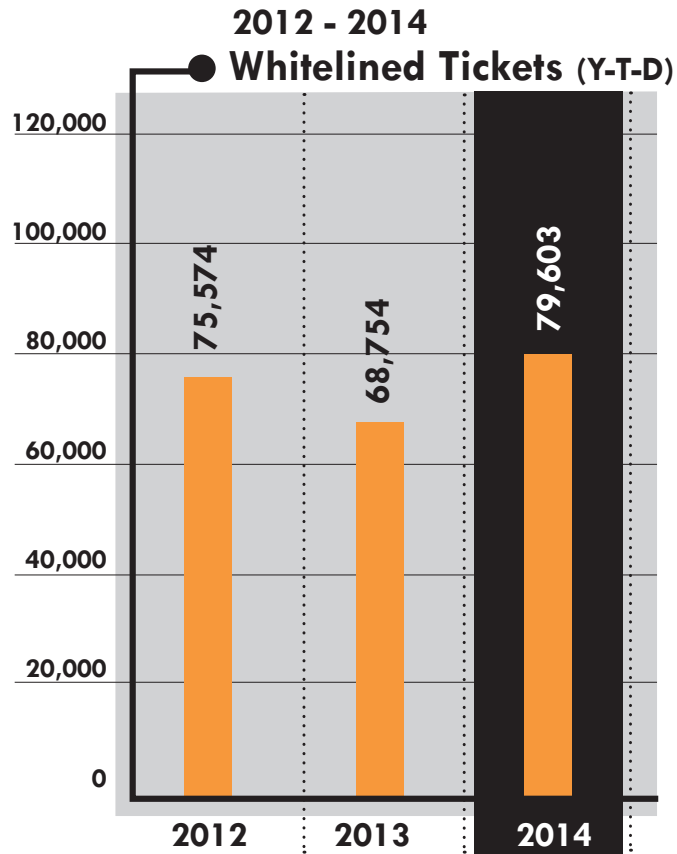
The number of dig-in tickets remains slightly higher in 2014 than in 2013.

JUL



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YOUR MONTHLY UPDATE FOR IOWA ONE CALL



The overall percentage of tickets with GPS coordinates is lower in June 2014 than it was in June 2013.

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