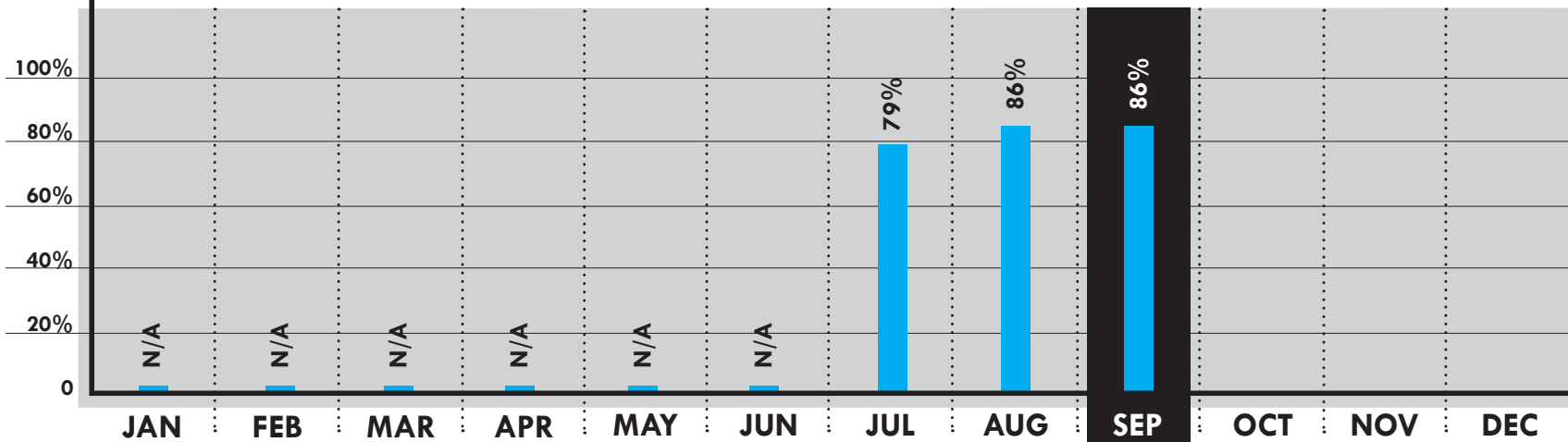


This month, we are adding a chart that reflects the percent of all delivered tickets that have been statused through the positive response system. We have included data since the system was activated. We look forward to any comments or questions!

**SEP**

### 2014 Positive Response Compliance



# IOWA ONE CALL DASHBOARD

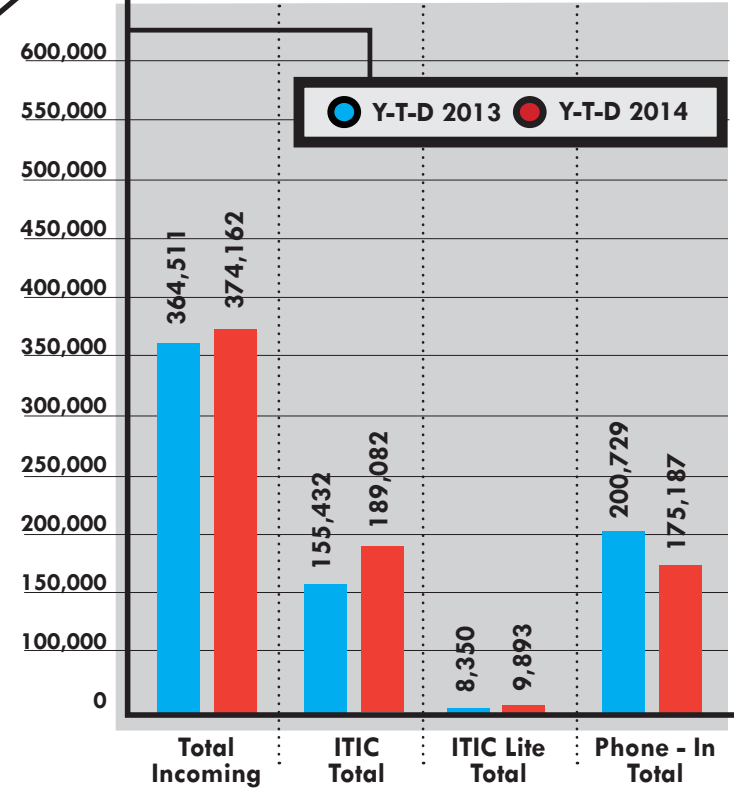
**SEP**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

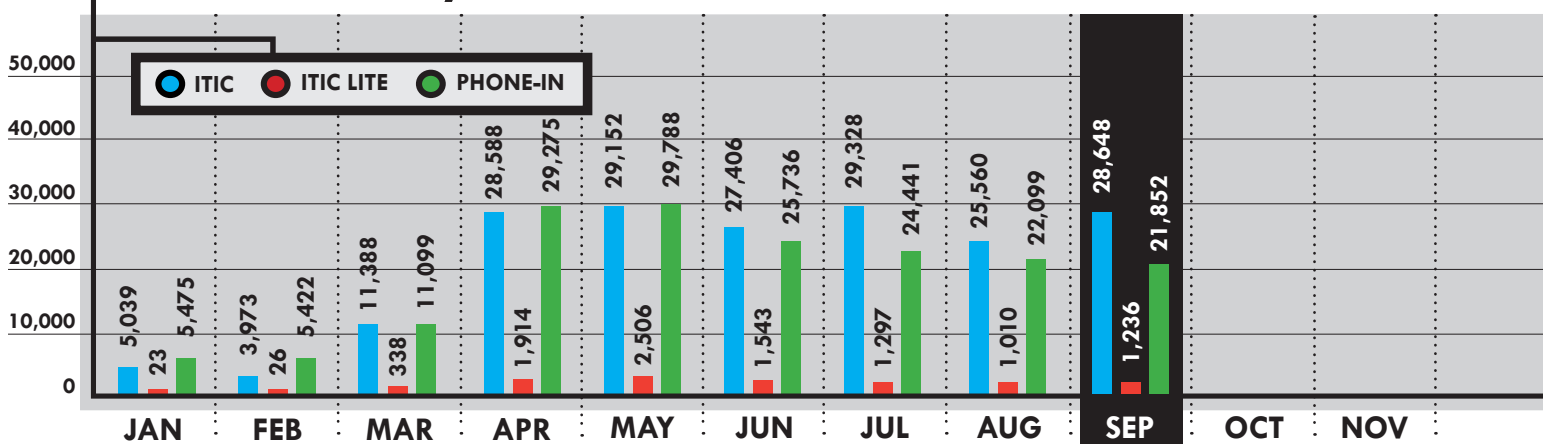
ITIC and ITIC Lite usage has remained strong throughout 2014. Overall incoming ticket volume is slightly higher than the same period in 2013, but phone in totals are down, showing that ITIC volume continues to grow into making up a significant portion of the total.

**SEP**

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



2014  
ITIC Activity (BY MONTH)



# IOWA ONE CALL DASHBOARD

**SEP**

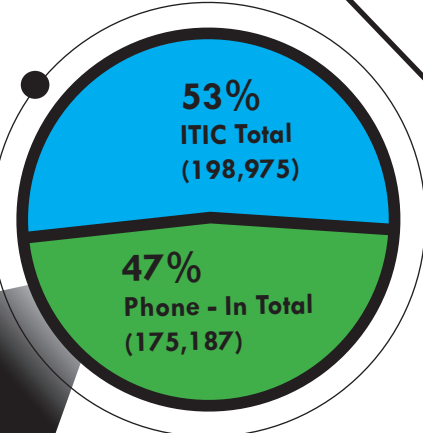
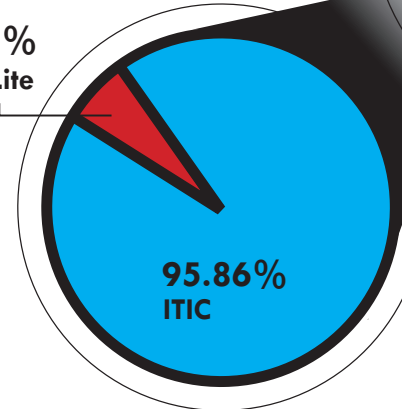
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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.

**SEP**

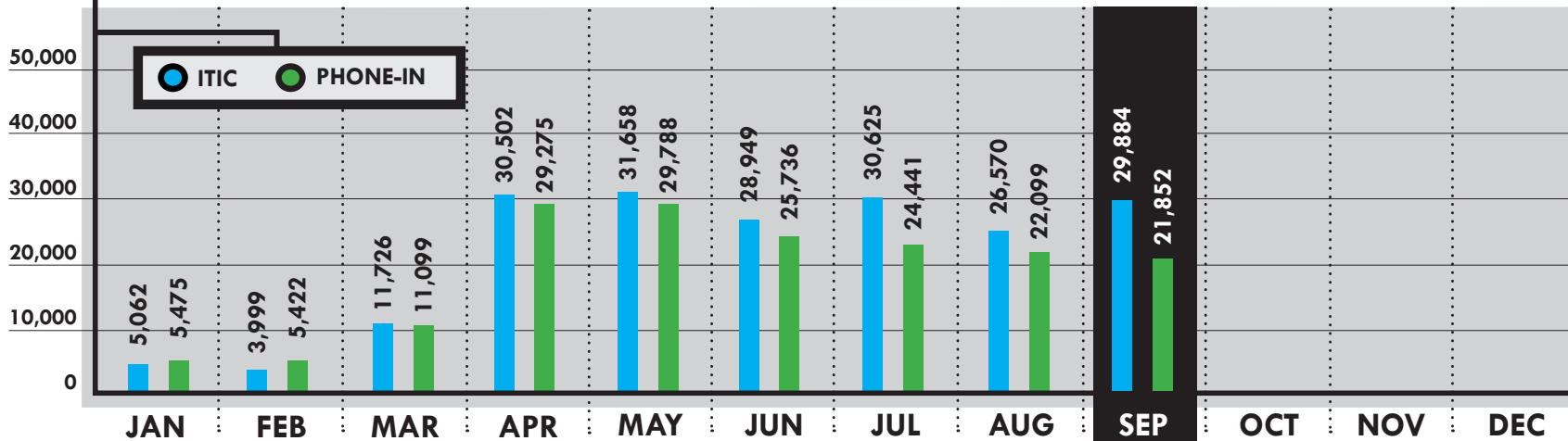
ITIC vs. Phone-In  
Percentage  
Y-T-D

4.14%  
ITIC Lite



Breakdown of Online  
Tickets in September 2014

## 2014 ITIC vs. Phone-In



# IOWA ONE CALL DASHBOARD

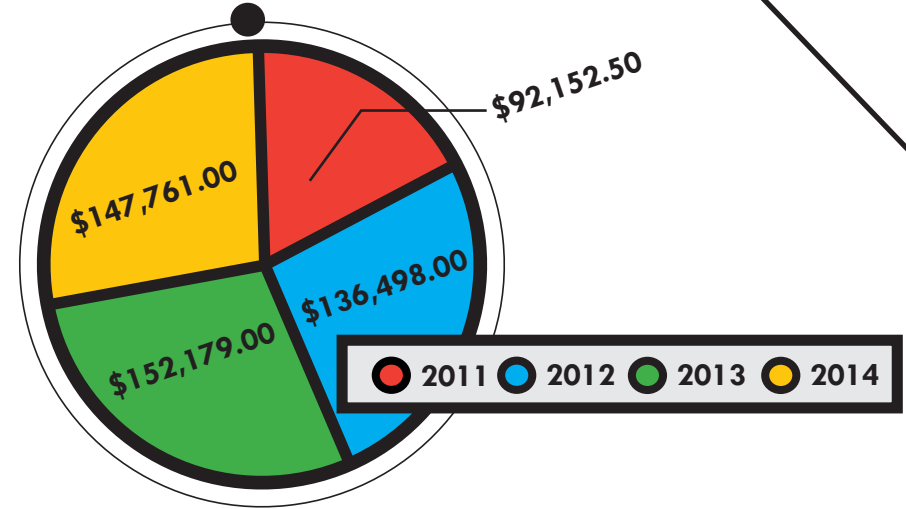
**SEP**

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.

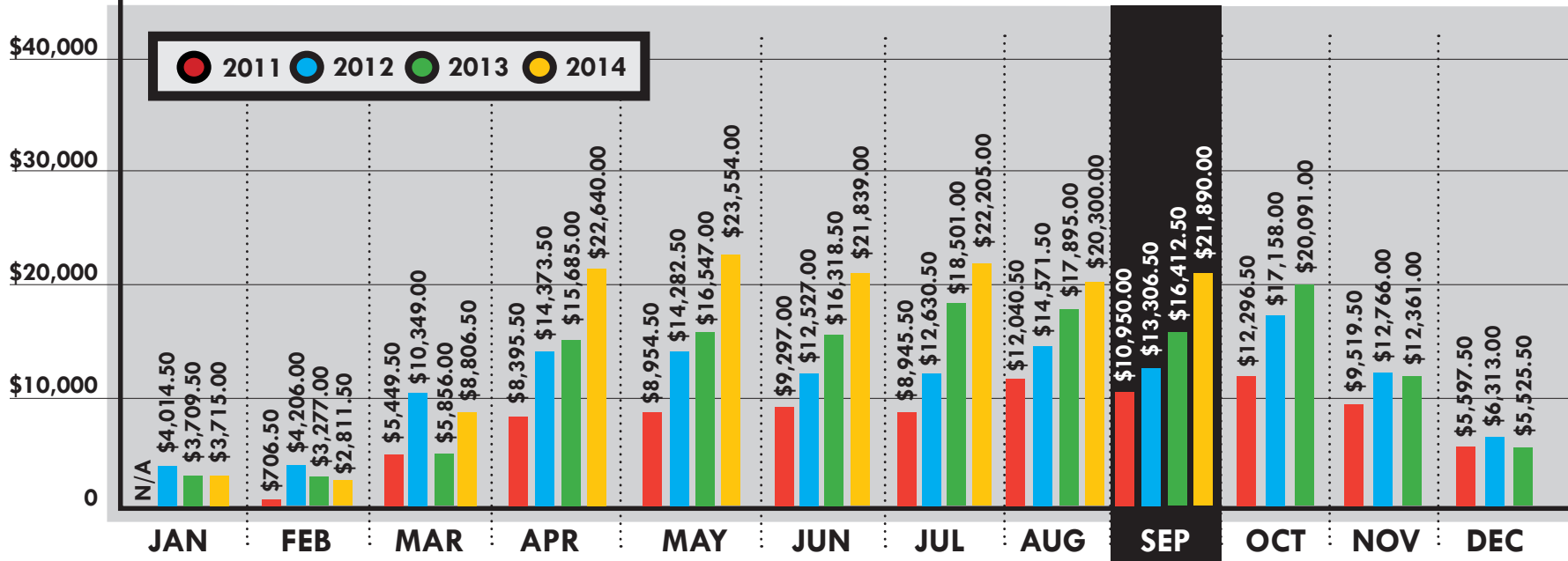
**SEP**

## Iowa One Call Total ITIC Discount



### 2011 - 2014

### ITIC Discount Summary



# IOWA ONE CALL DASHBOARD

**SEP**

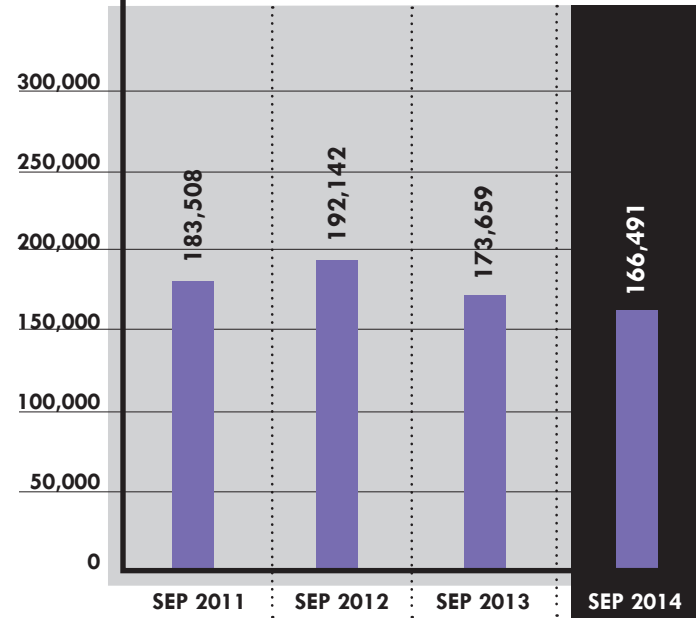
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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.

**SEP**

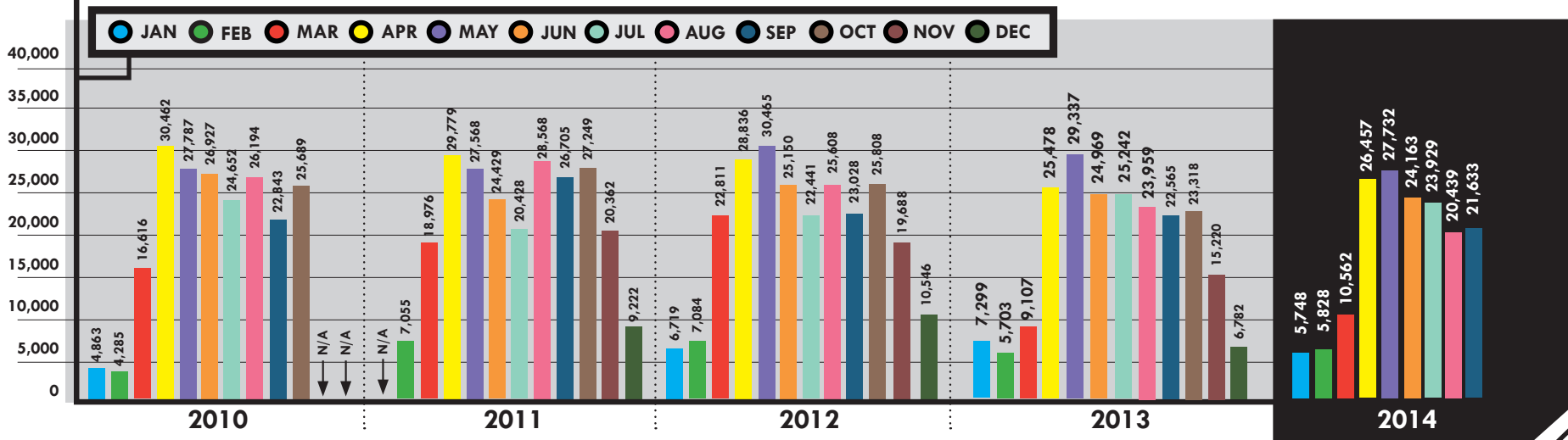
2011 - 2014

**Total Incoming Calls (Y-T-D)**



2010 - 2014

**Total Incoming Calls (BY MONTH)**



# IOWA ONE CALL DASHBOARD

**SEP**

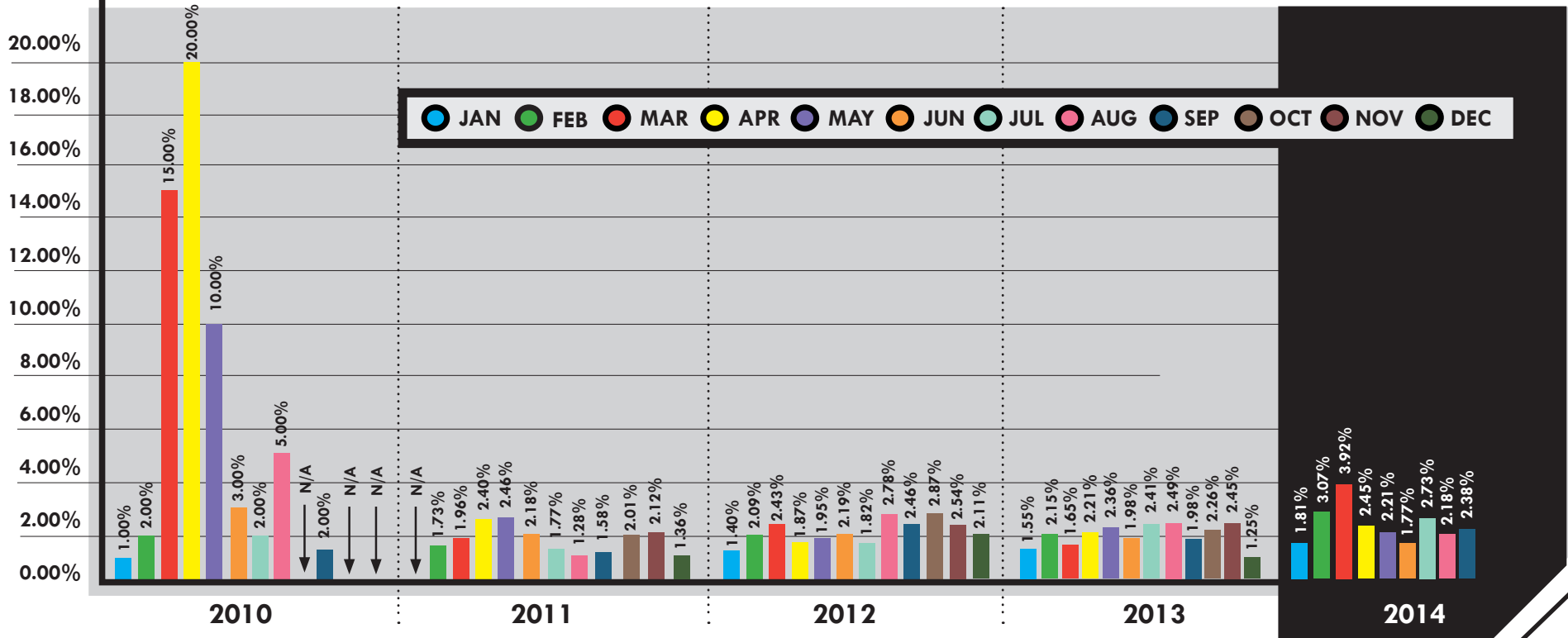
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

**SEP**

2010 - 2014

## ● Calls Abandoned (BY MONTH)



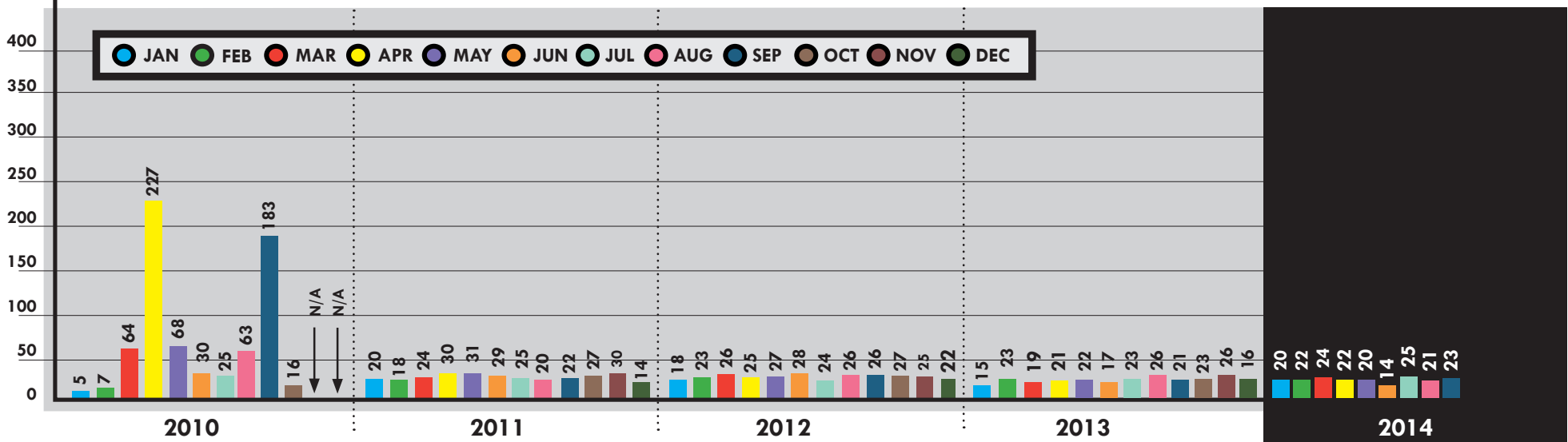
# IOWA ONE CALL DASHBOARD

**SEP**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

2010 - 2014

## Average Speed to Answer (BY MONTH)



**SEP**

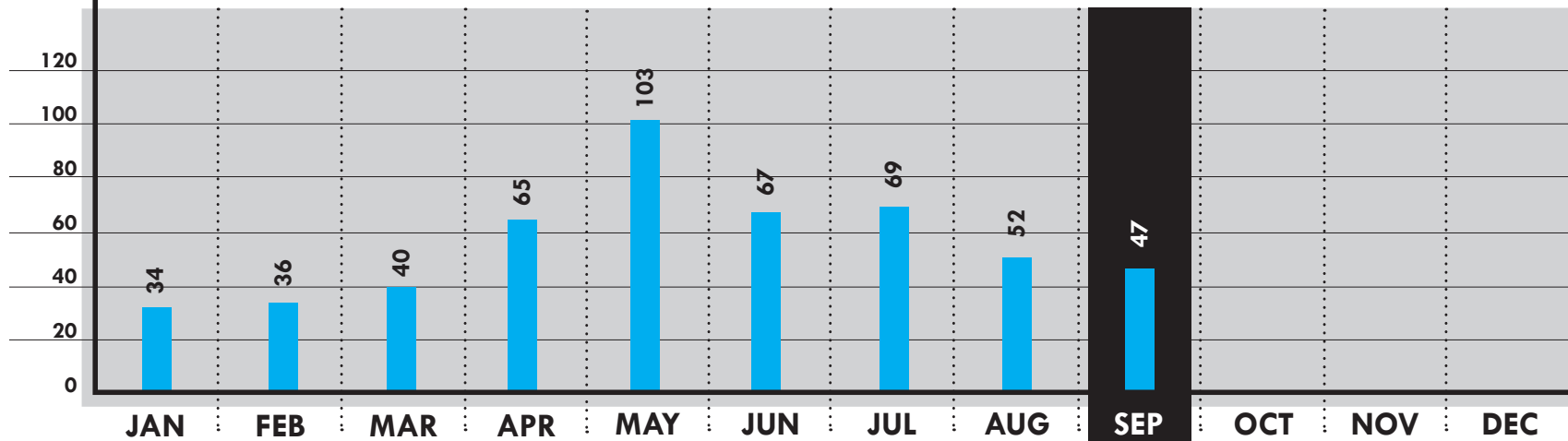
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

**SEP**

2014

**Average Speed to Answer After Hours Service**



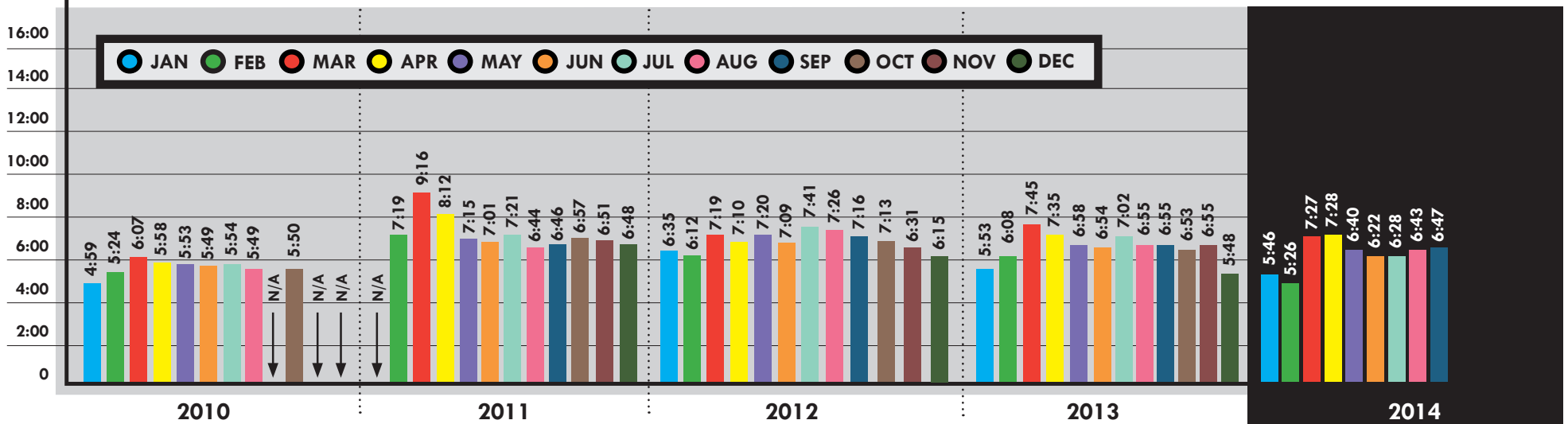


Average talk time continues to remain low. We are pleased to be able to maintain this level of performance even after having added new staff and instituting ITIC screening of all callers.

**SEP**

**2010 - 2014**

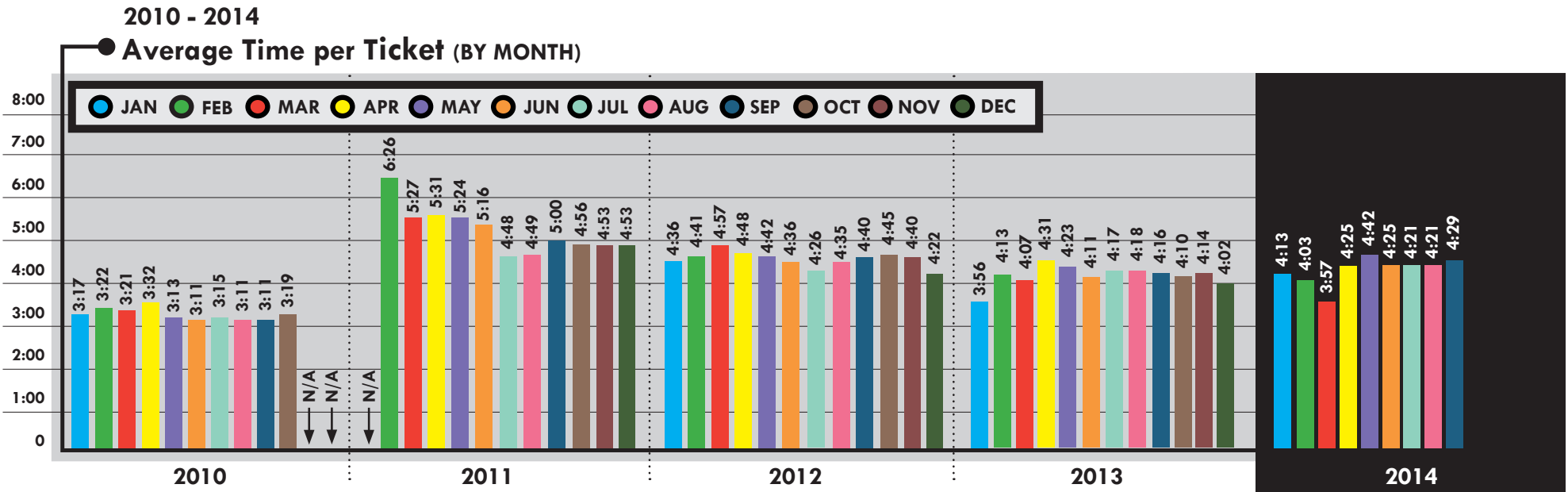
**Average Talk Time (BY MONTH)**



# IOWA ONE CALL DASHBOARD

**SEP**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL



The average time per ticket is still well within historical levels despite CSR efforts to popularize ITIC use among callers.

**SEP**

# IOWA ONE CALL DASHBOARD

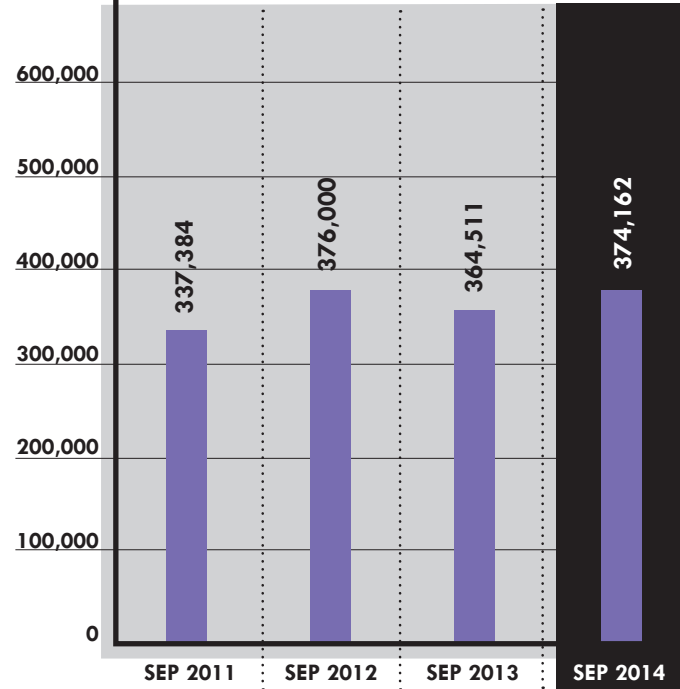
**SEP**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

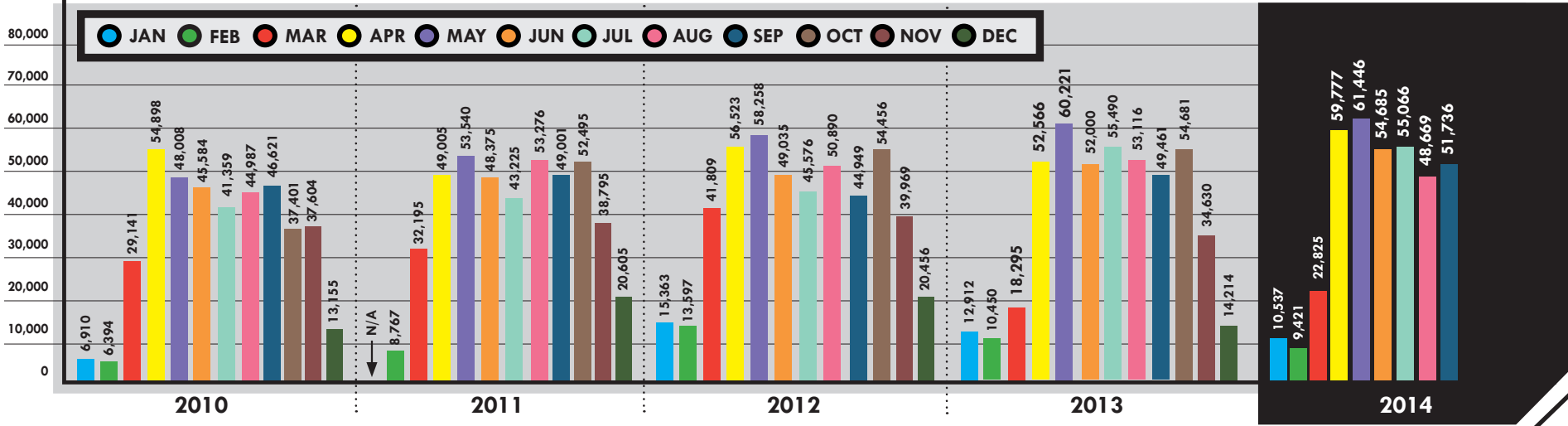
Incoming ticket volume continues to exceed the total volume for the same period in 2013.

**SEP**

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



2010 - 2014  
Incoming Ticket Totals (BY MONTH)



# IOWA ONE CALL DASHBOARD

**SEP**

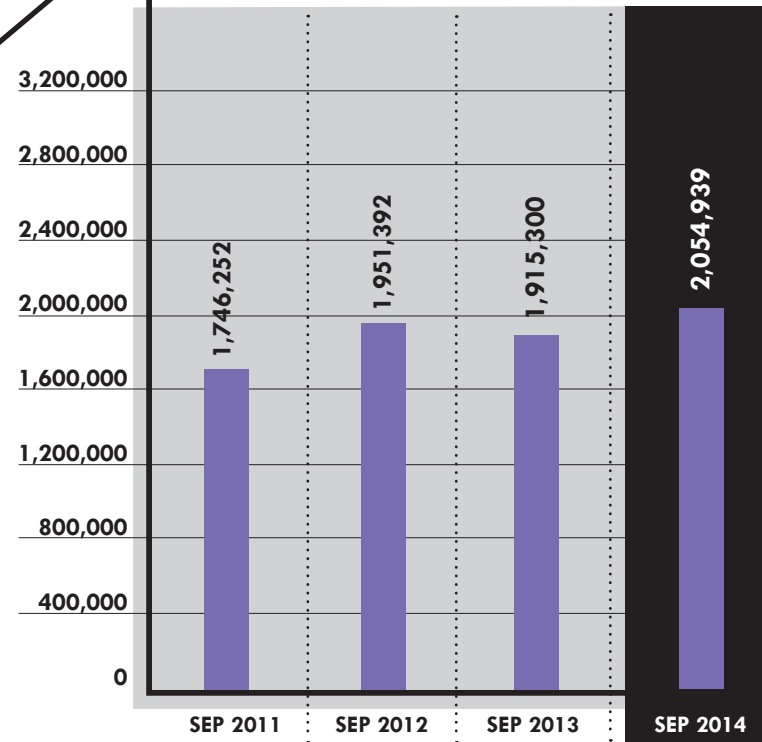
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Outgoing ticket totals followed the pattern set by incoming tickets.

**SEP**

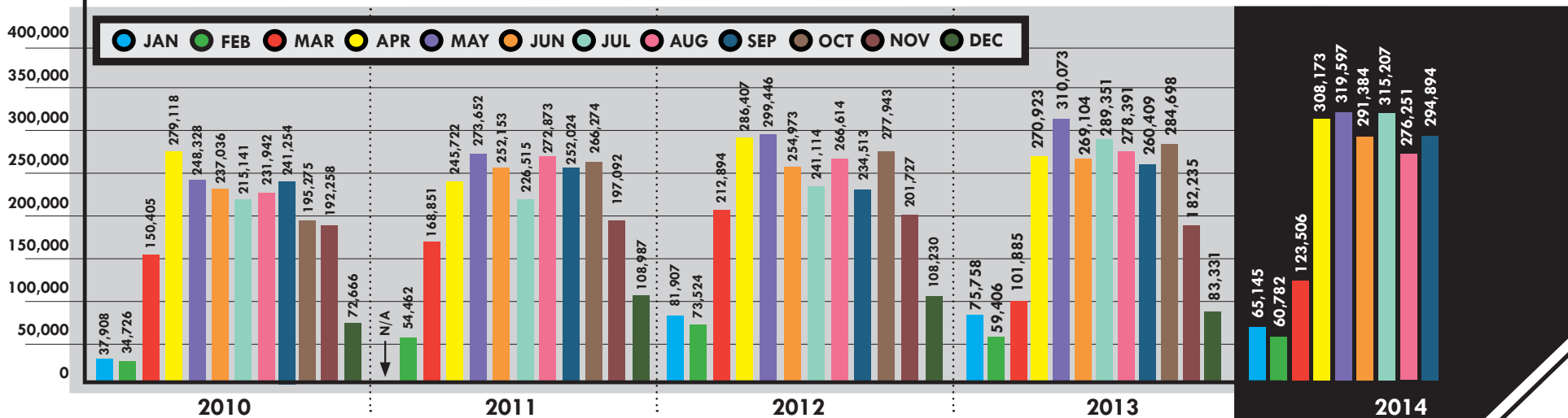
2011 - 2014

● Outbound Ticket Totals (Y-T-D)



2010 - 2014

● Outbound Ticket Totals (BY MONTH)



# IOWA ONE CALL DASHBOARD

**SEP**

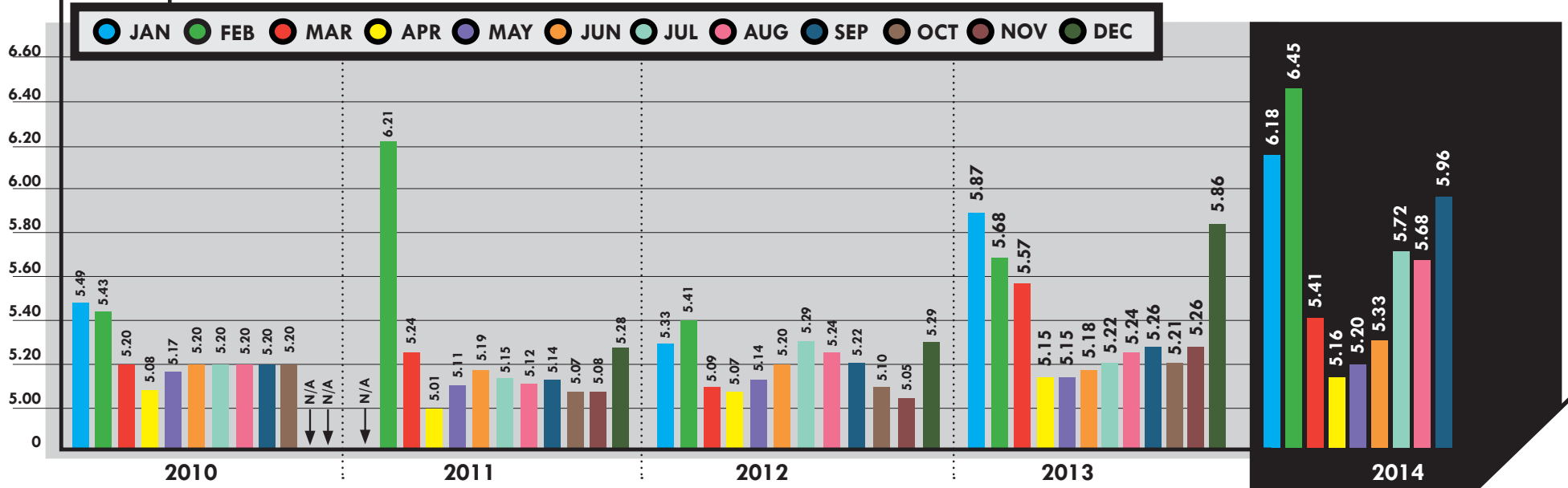
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

**SEP**

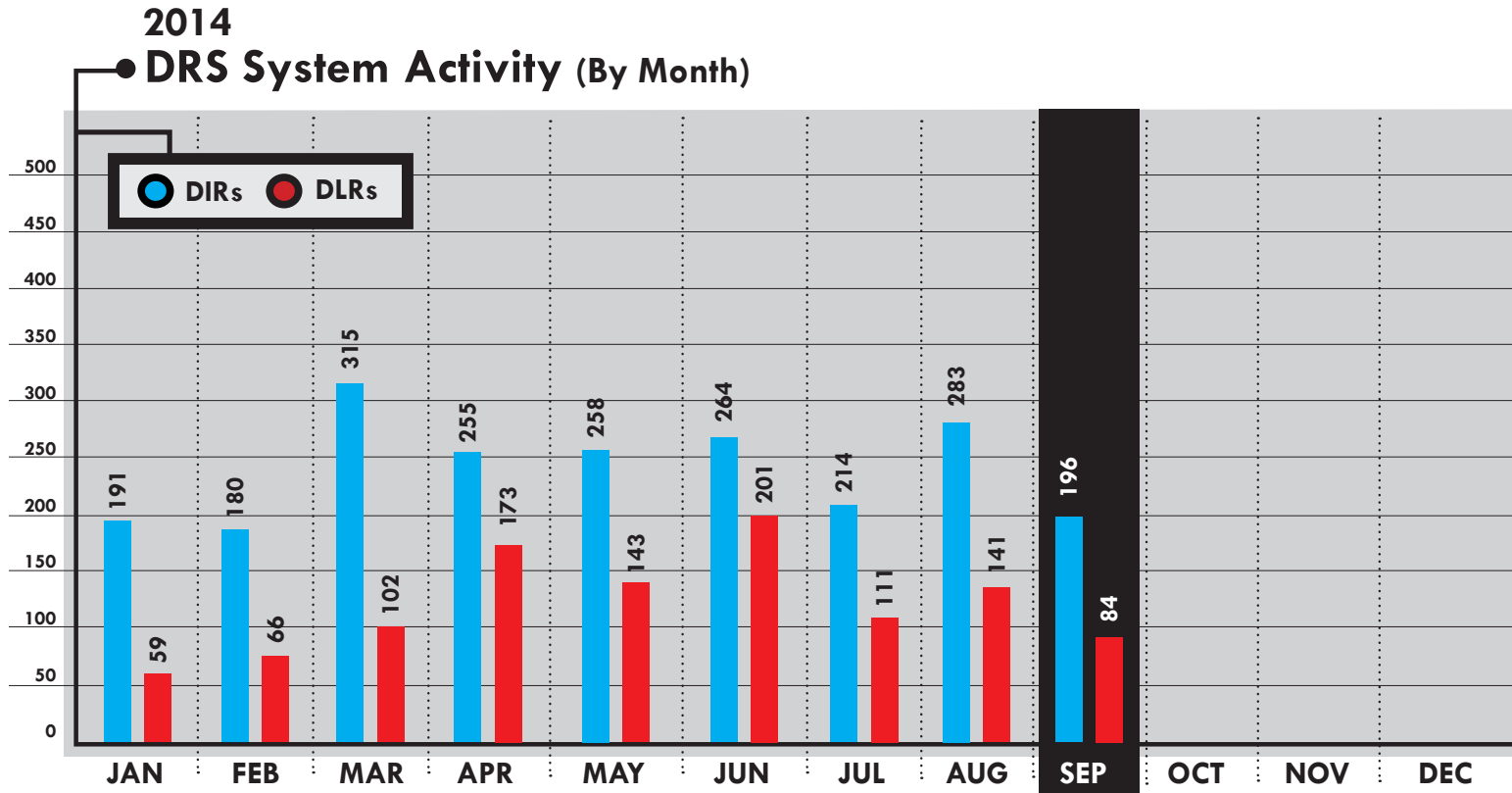
2010 - 2014

● 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.

SEP



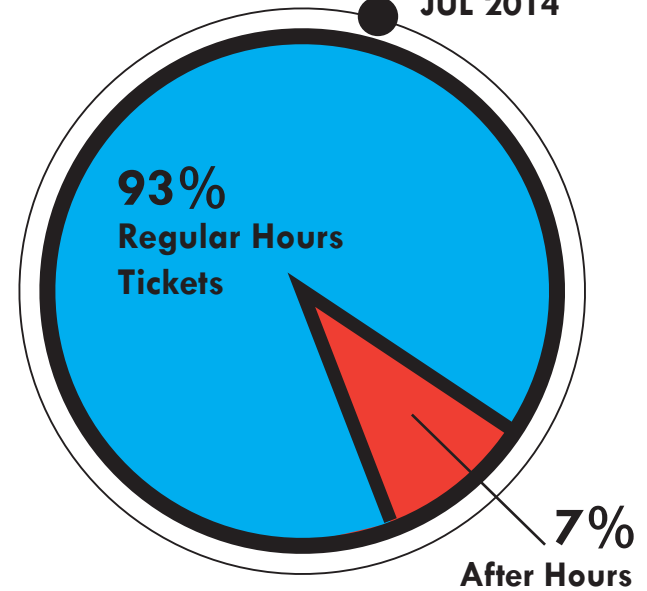
**SEP**

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.

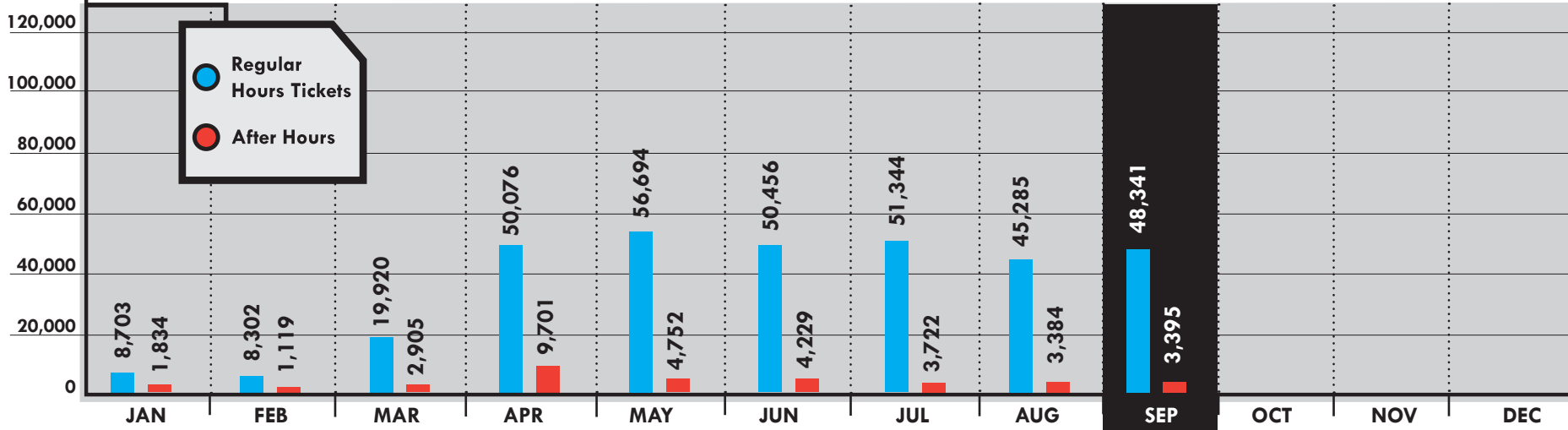
**SEP**

**After Hours Analysis  
JUL 2014**



**2014**

**Time of Receipt Analysis (Year To Date)**

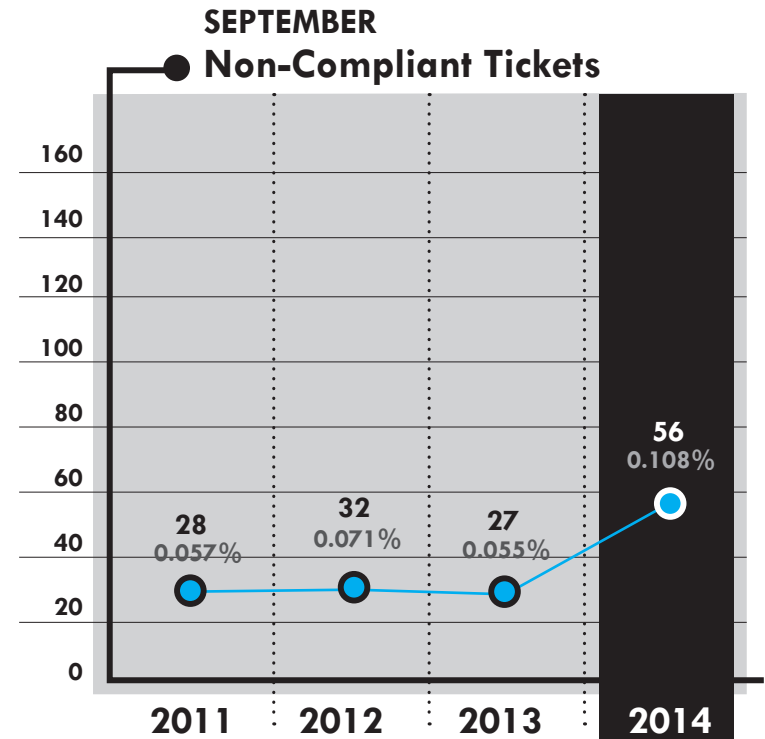
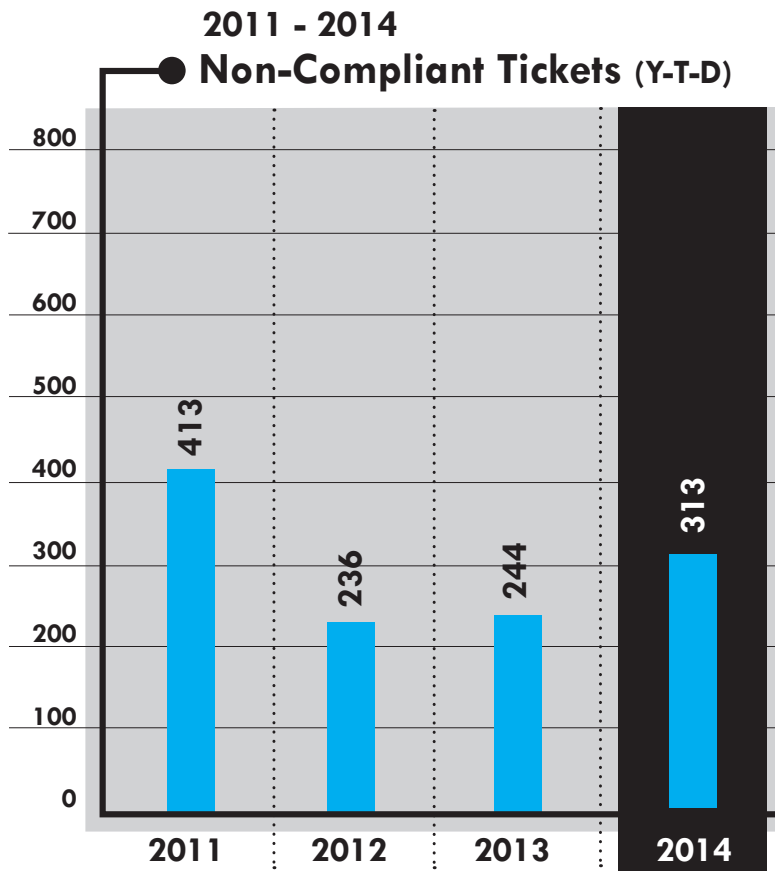


## SEP

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

The total number of non-compliant tickets is higher than it was in 2013.

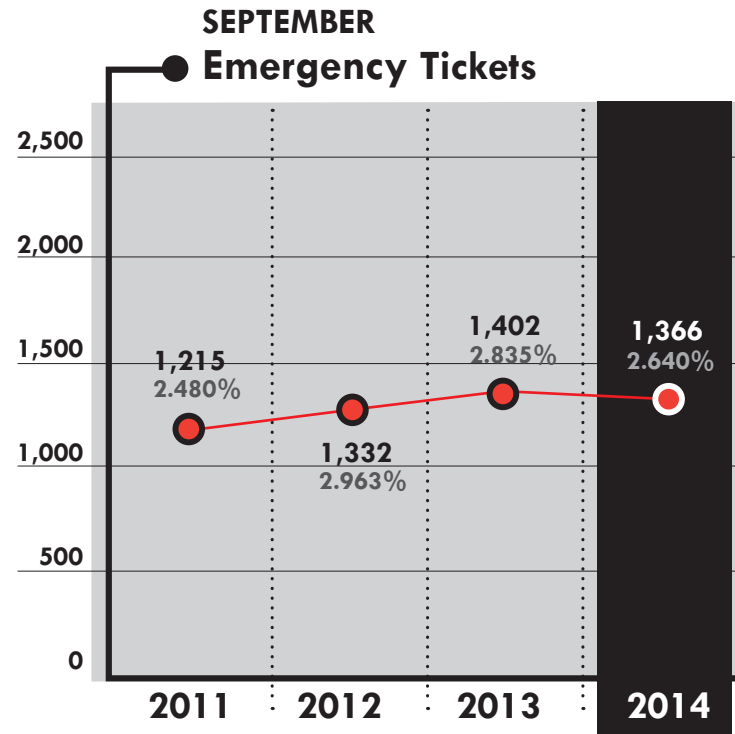
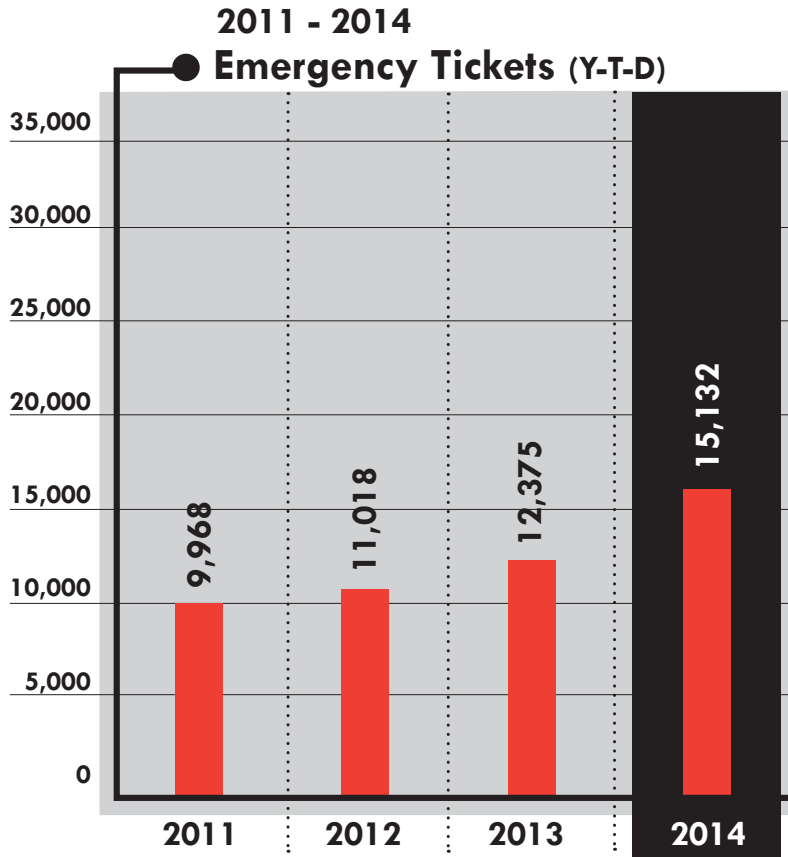
SEP





**SEP**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

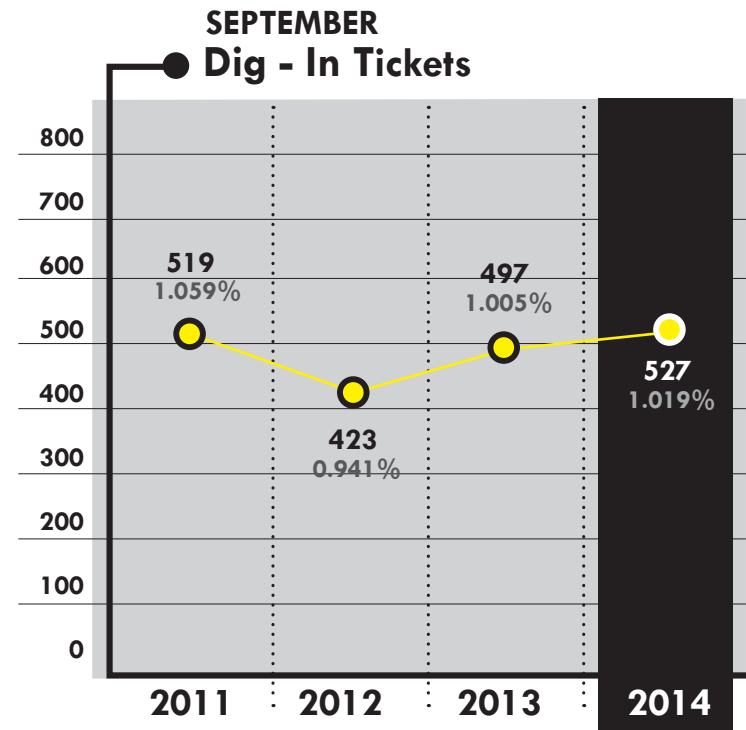
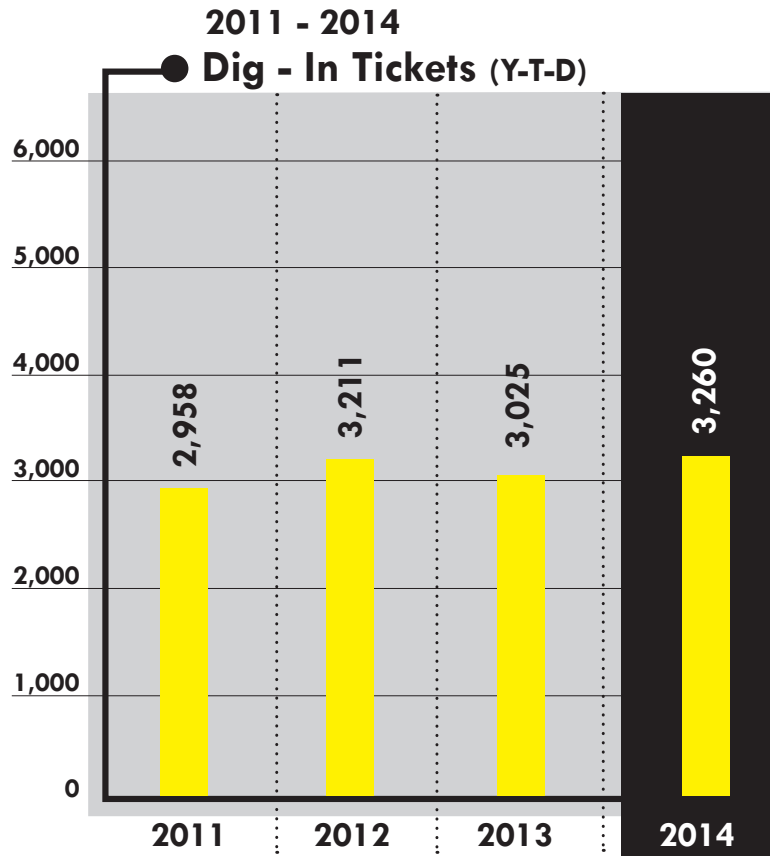


**SEP**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

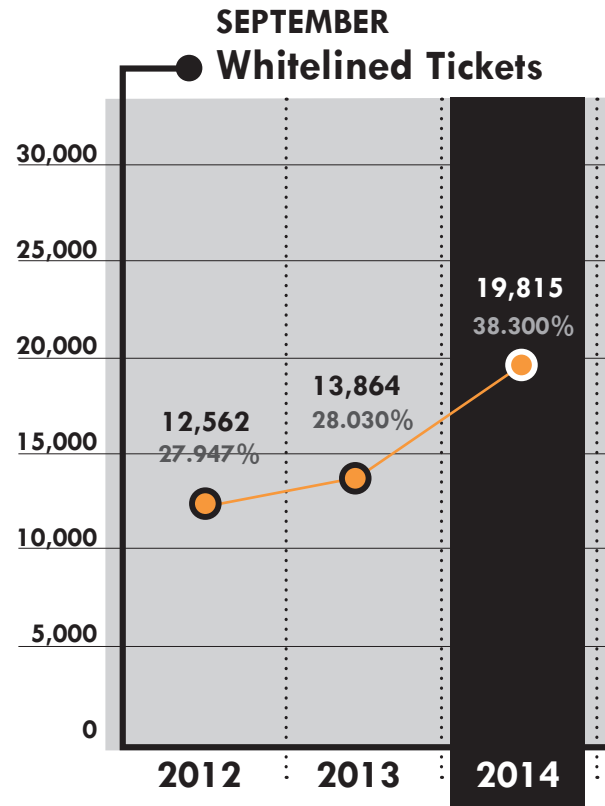
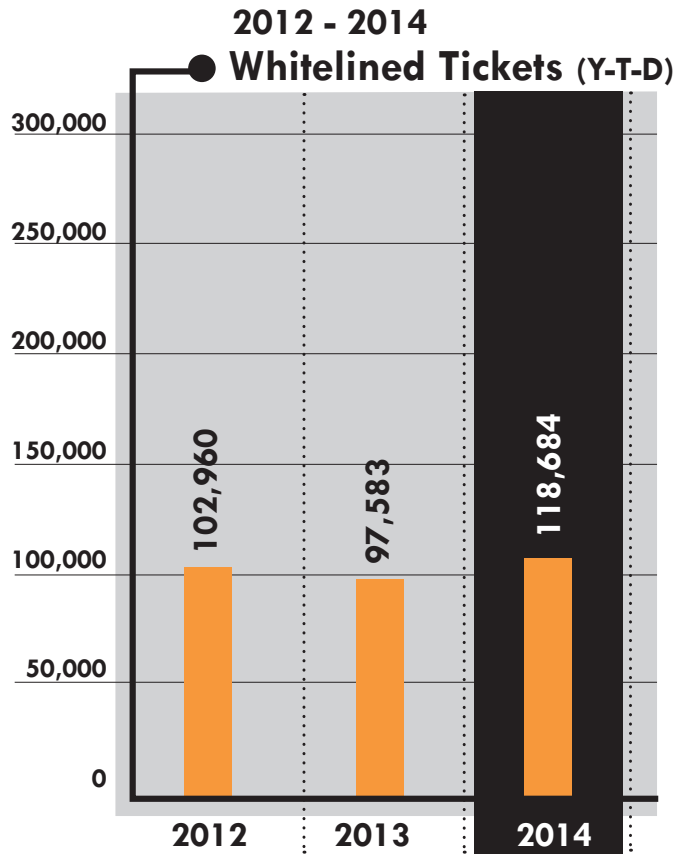
The number of dig-in tickets remains slightly higher in 2014 than in 2013.

**SEP**



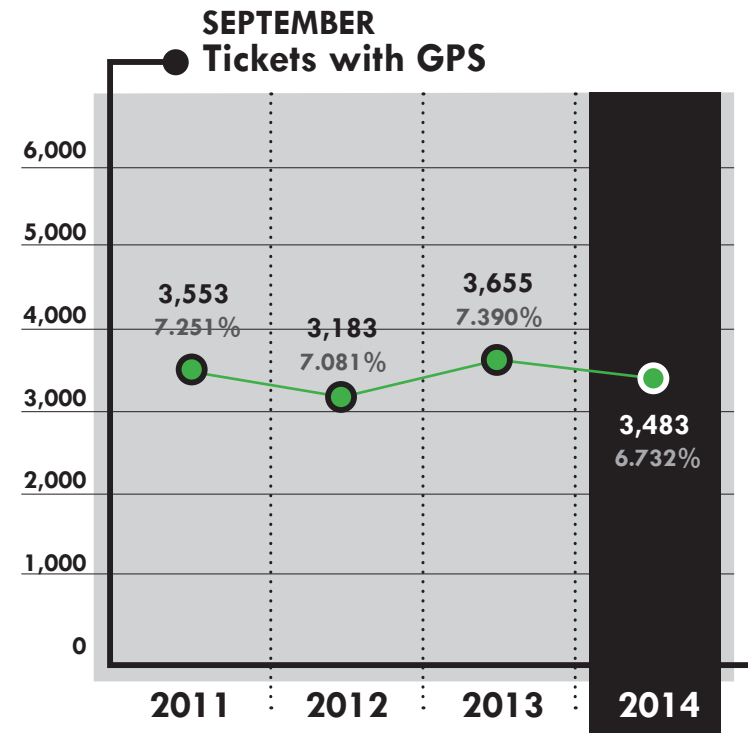
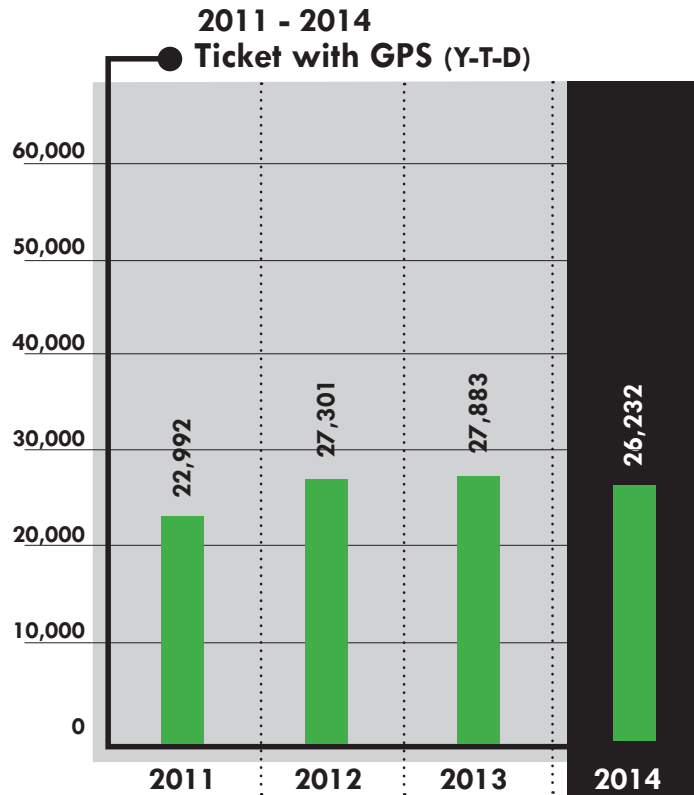
**SEP**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL



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

SEP



## SEP

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

