



DASHBOARD

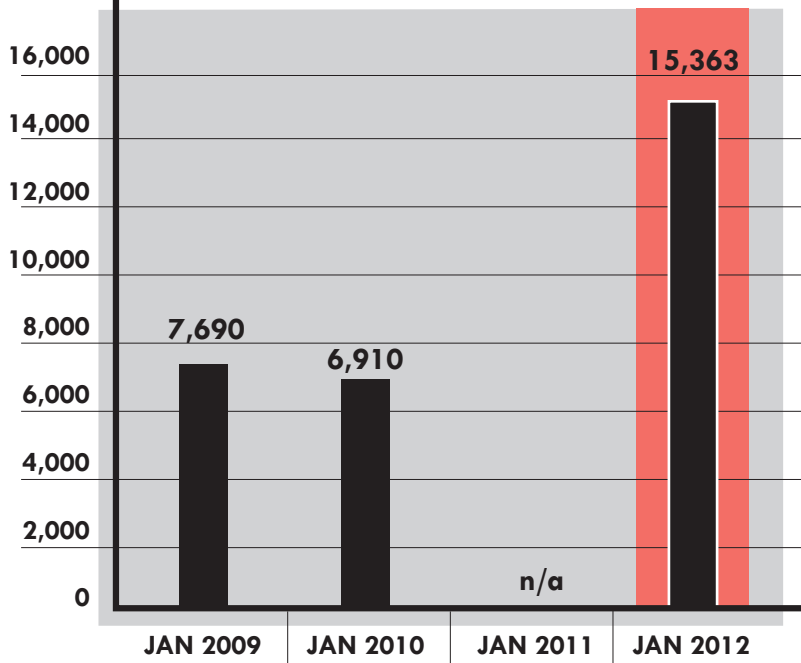
JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

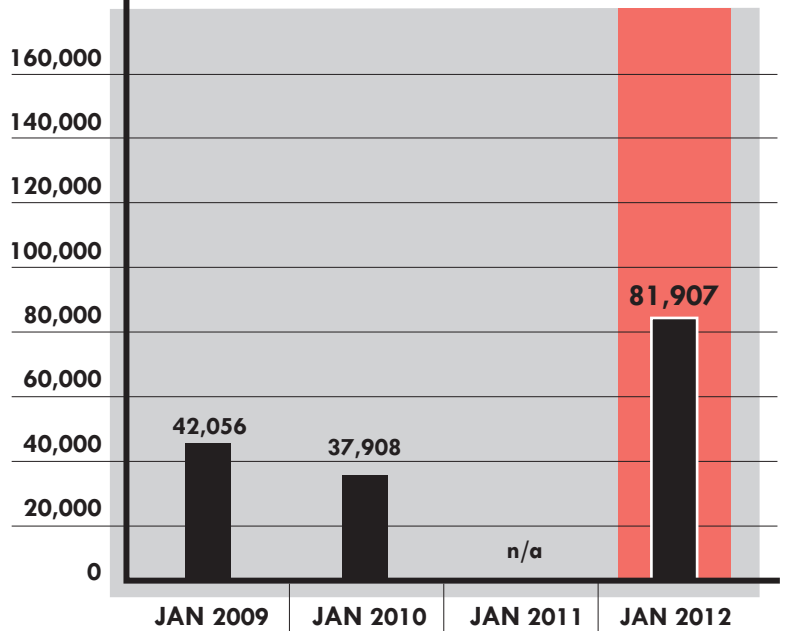
We have no statistical information from January 2011. That makes it difficult to try and draw any conclusions from comparative data. It does seem to be safe to say that the mild winter has definitely caused an uptick in ticket activity.

JAN

Tickets IN (JAN 2009 - 2012)



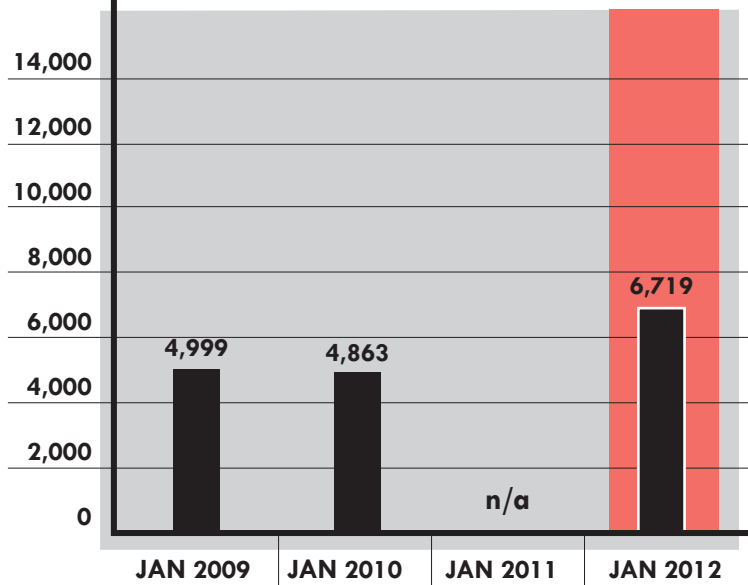
Tickets OUT (JAN 2009 - 2012)



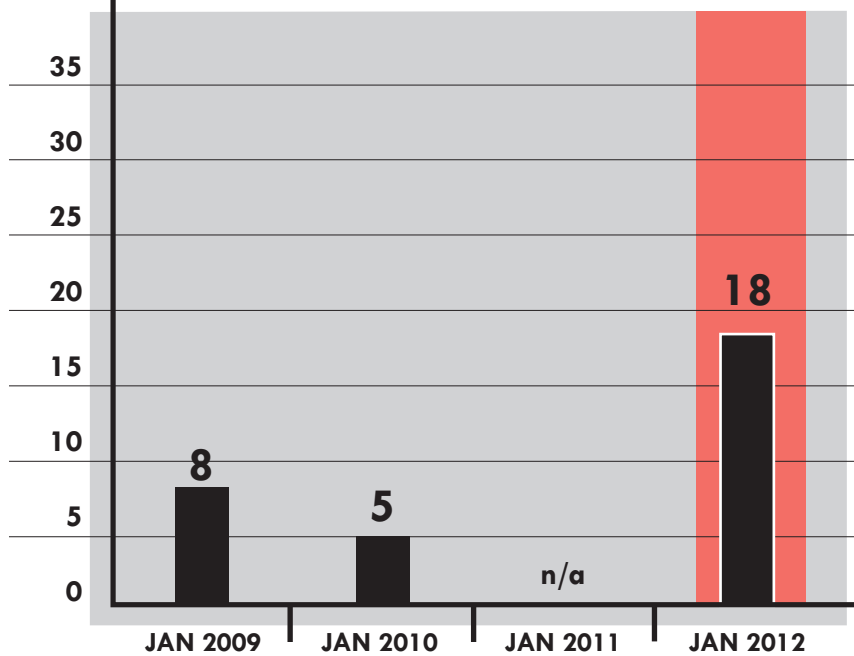
With a call volume that is nearly 2,000 calls higher than the last recorded period (2010), it is not unusual that the average speed to answer has also risen by nearly the same proportion.

JAN

● Calls In (JAN 2009 - 2012)



● Average Seconds To Answer (ASA) (JAN 2009 - 2012)





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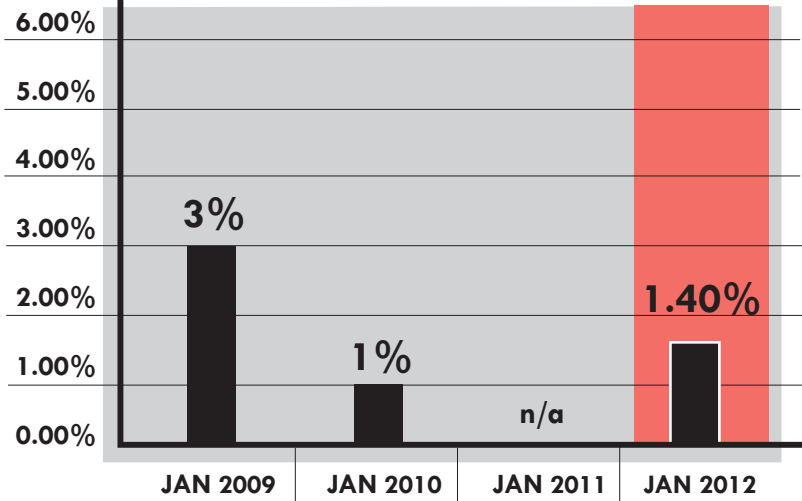
JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

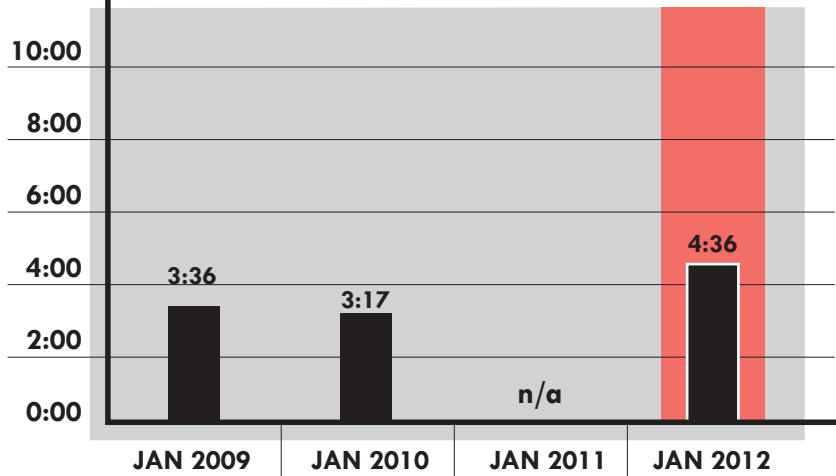
The Percent Abandoned is a measure of the percentage of all calls that are terminated before they reach a live answer.

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Percent Abandoned (JAN 2009 - 2012)



Average Time per Ticket (JAN 2009 - 2012)





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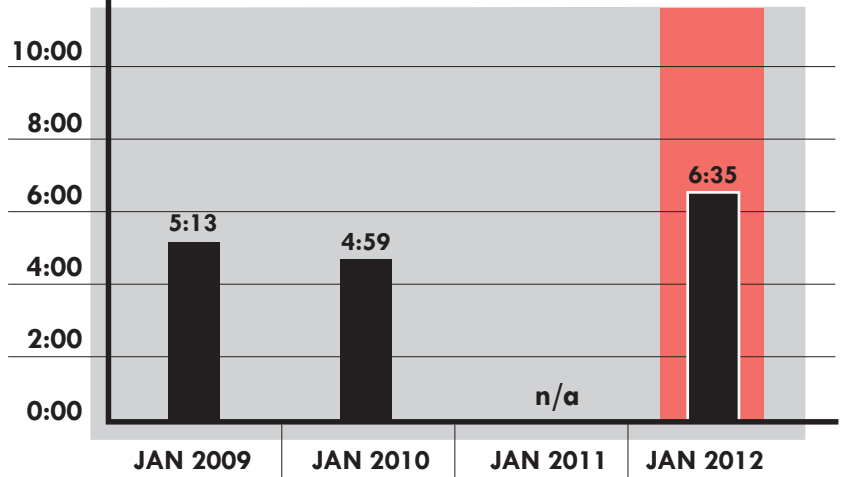
JAN

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

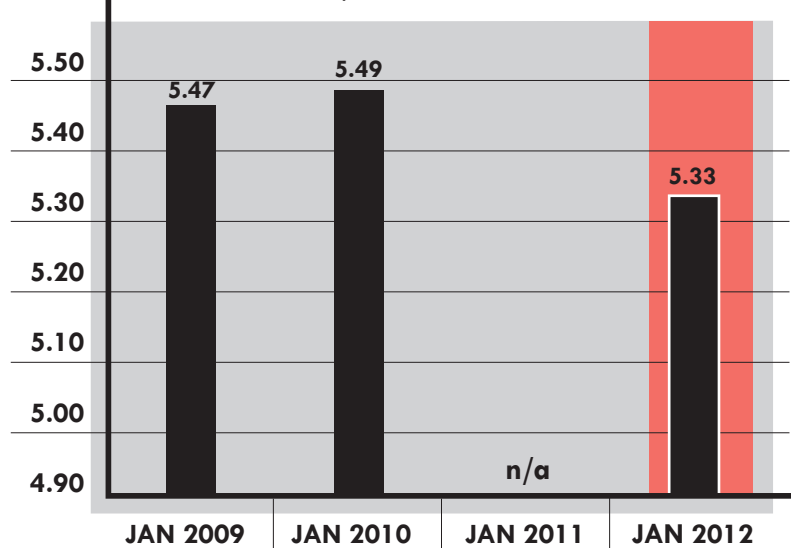
The Average Talk Time is the measurement of the average call duration, excluding any hold time. This measure should continue to decline as a result of this and other improvements that will be made.

JAN

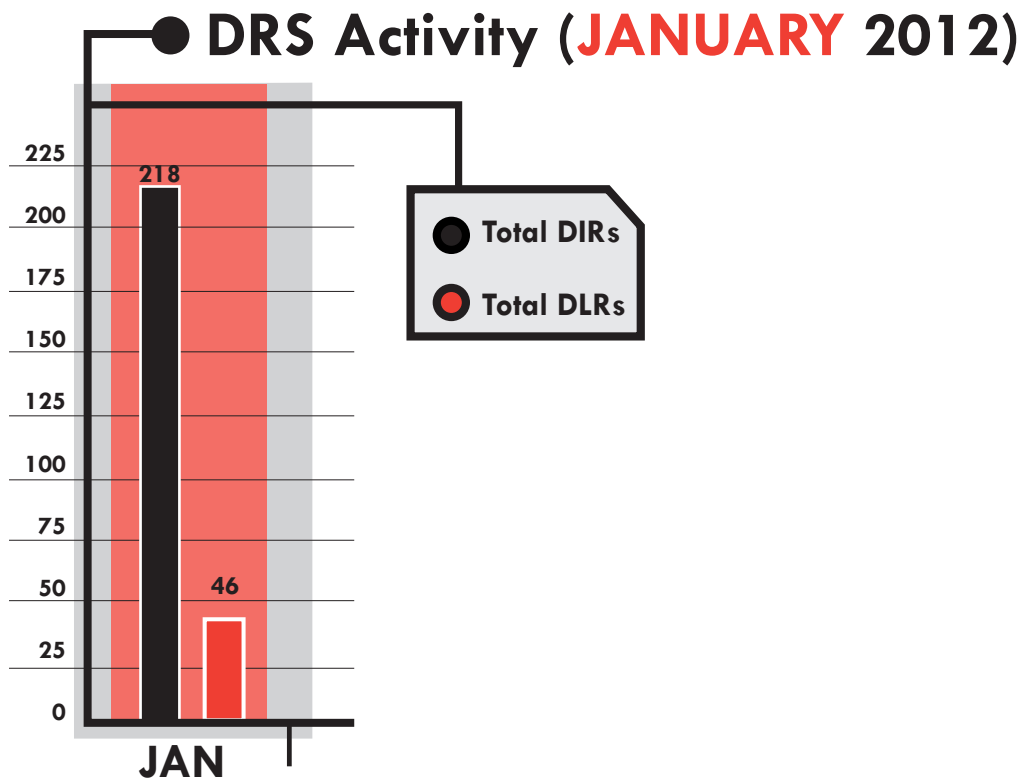
Average Talk Time (JAN 2009 - 2012)



Ratio IN/OUT (JAN 2009 - 2012)



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

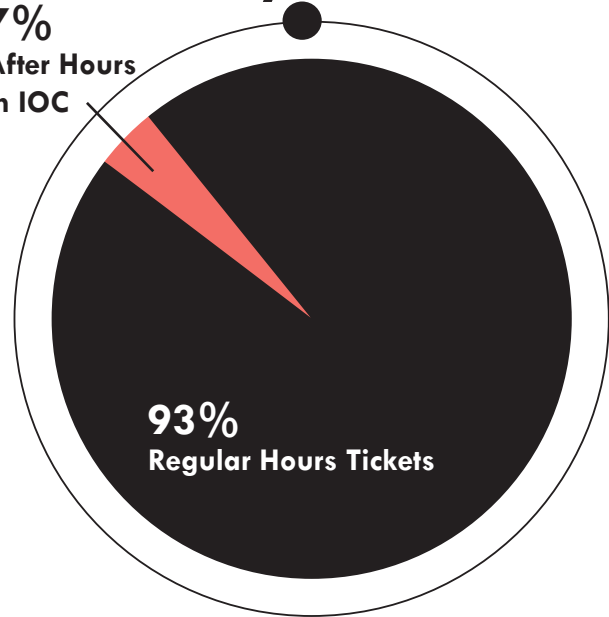
After Hours Analysis - January

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

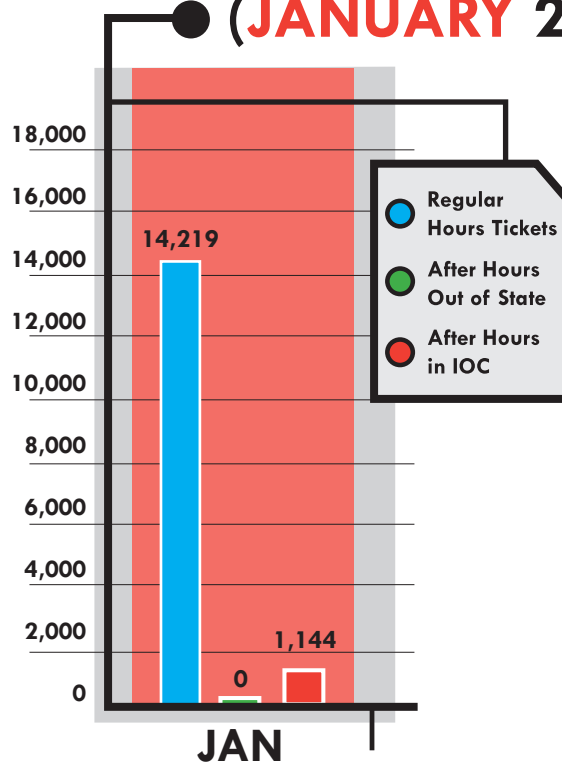
The pie chart breaks the number of after-hours tickets received into the percentage of those received by phone and ITIC.

JAN

7%
After Hours
in IOC



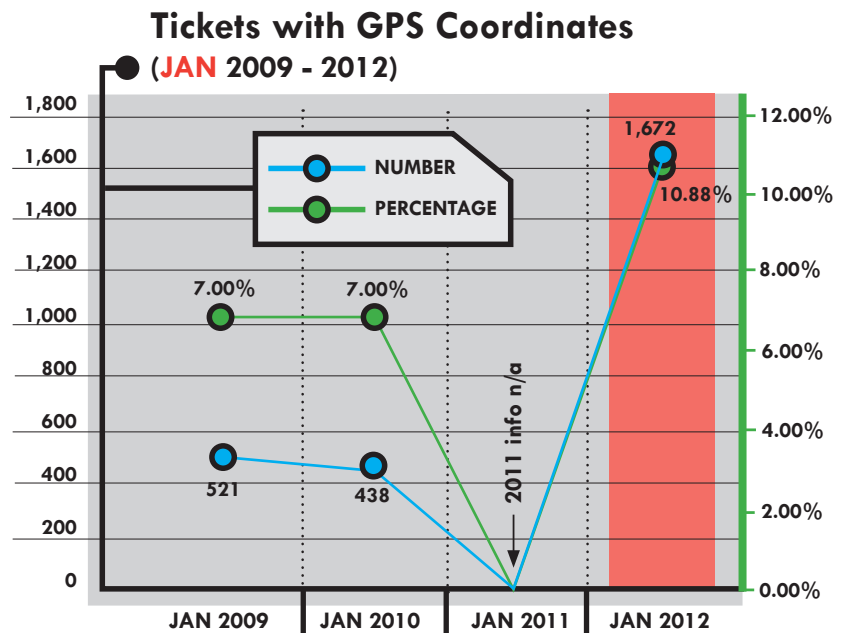
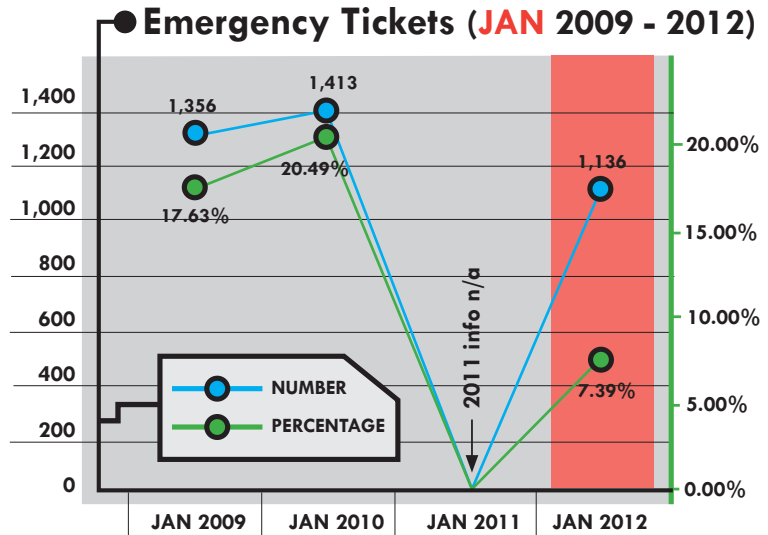
Time of Receipt Analysis (JANUARY 2012)



When a caller indicates that the excavation area has been marked with white stakes or paint, the ticket is said to be "white lined".

The bottom chart depicts the number and percentage of tickets the center has received which include GPS coordinates.

JAN

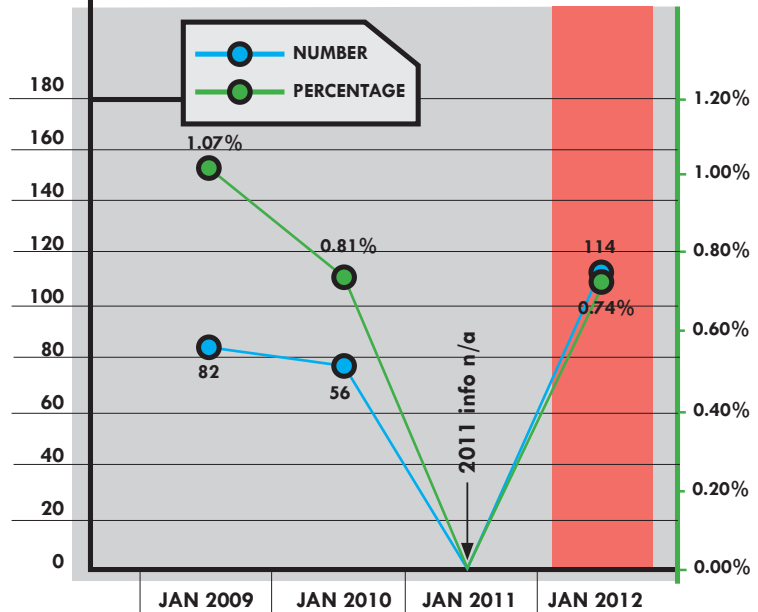


The top chart shows the number and percentage of tickets the center receives in which the excavator indicates a buried line has been struck.

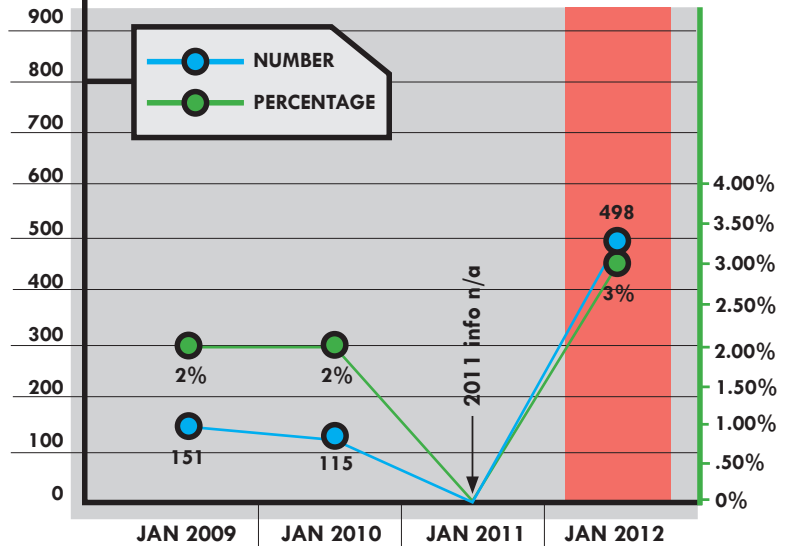
The bottom chart details the number and overall percentage of tickets that originate with homeowners.

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Dig-In Tickets (JAN 2009 - 2012)



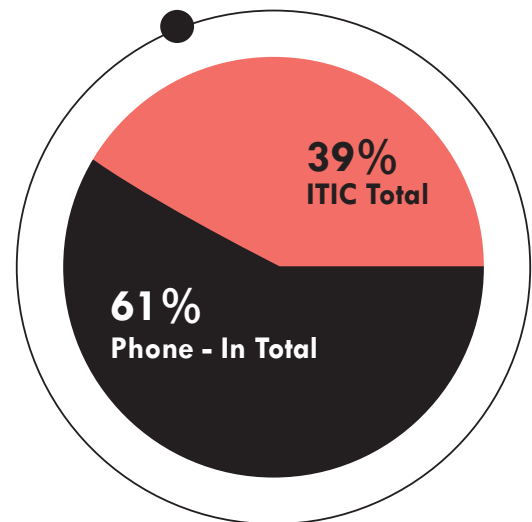
Homeowner Tickets (JAN 2009 - 2012)



The center took nearly 40% of its tickets via ITIC again in January. We think this is a good indicator that the center is well on its way to meeting the Board's goal of receiving 50% of the Center's ticket volume by the end of 2012. We will be presenting the SOTA committee with ideas about accepting other ticket types via ITIC. This is anticipated to have a positive affect on your ITIC percentage.

JAN

Year To Date
Itic Usage %



Itic Activity By Month

(**JANUARY 2012**)

