



DASHBOARD

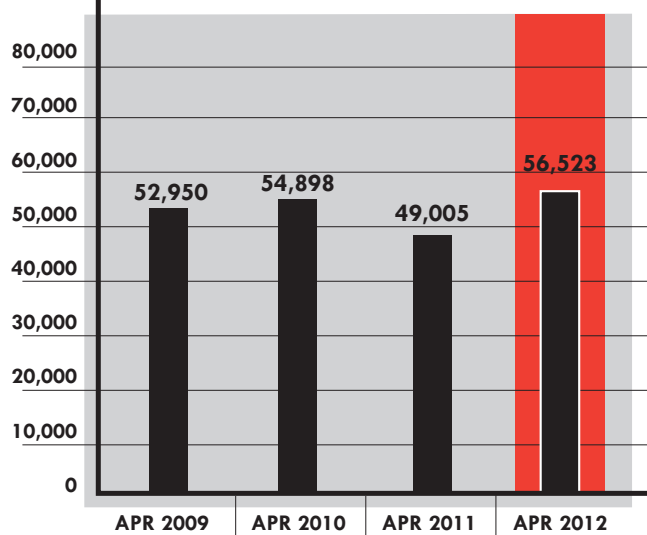
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

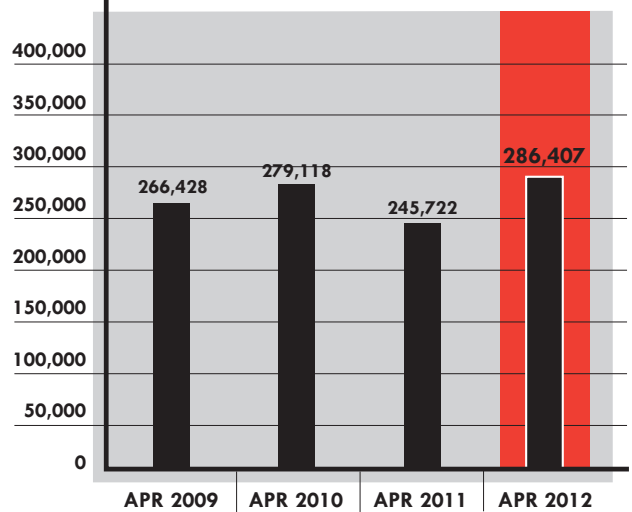
2012 incoming ticket volume continues to exceed 2011 levels. Its safe to say that the spring digging season had a little jump start, courtesy of Mother Nature.

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● Tickets IN (APR 2009 - 2012)

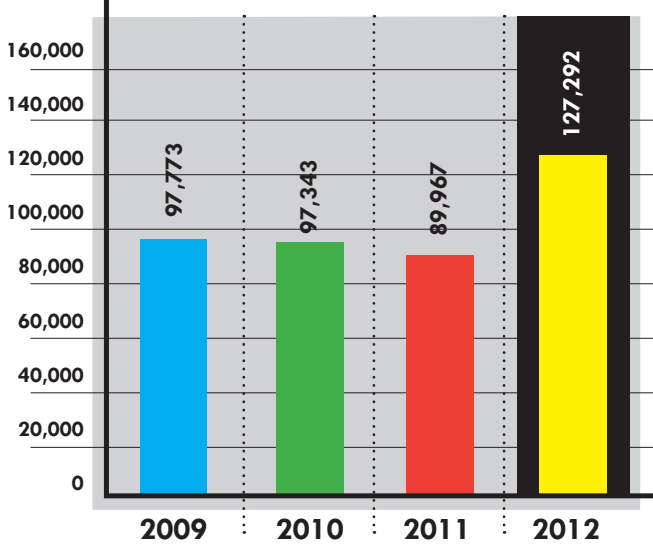


● Tickets OUT (APR 2009 - 2012)



(YEAR-TO-DATE 09-12)

● TOTAL INCOMING TICKETS



IOWA ONE CALL DASHBOARD

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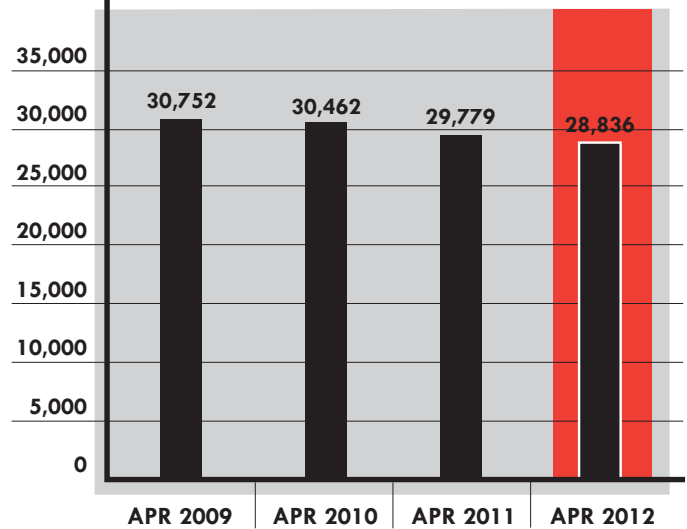
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

Ticket volume continues to outpace call volume, signalling a sustained increase in the growth of ITIC use among excavators.

Hold time remains within the limits specified by contract.

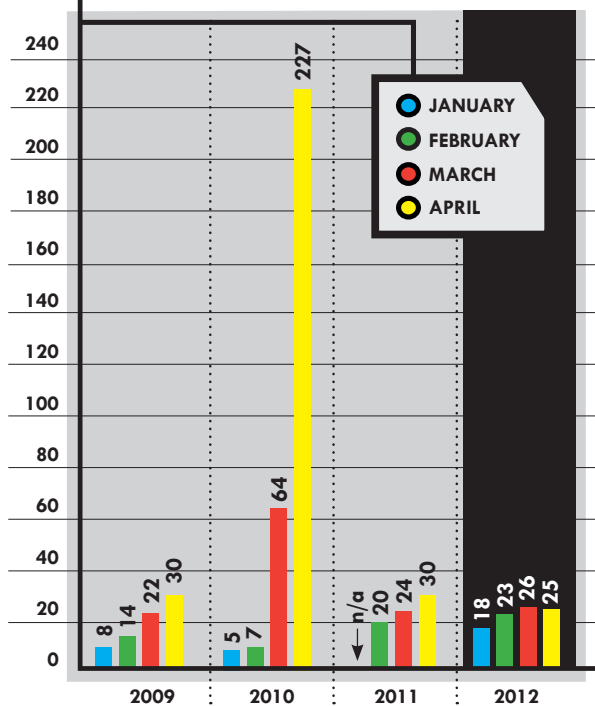
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● **Calls In (APR 2009 - 2012)**

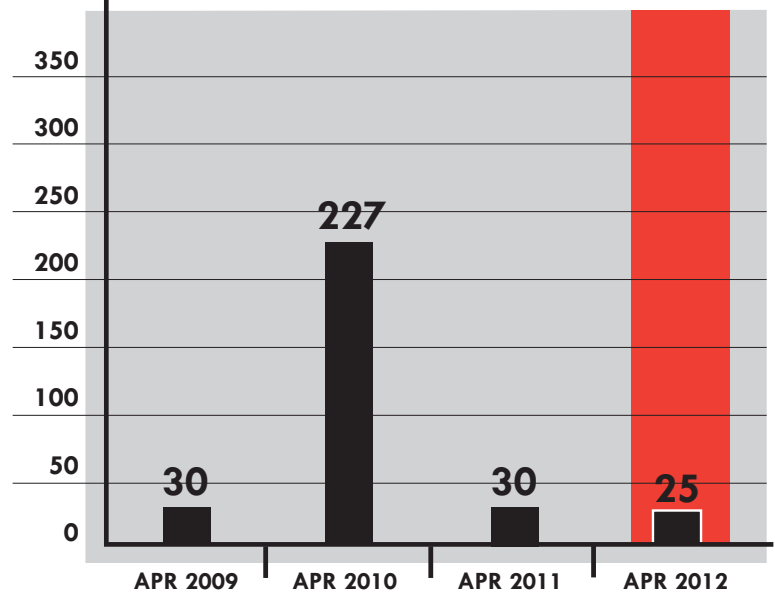


(Month-on-Month)

● **ASA**



● **Average Seconds To Answer ASA (APR 2009 - 2012)**



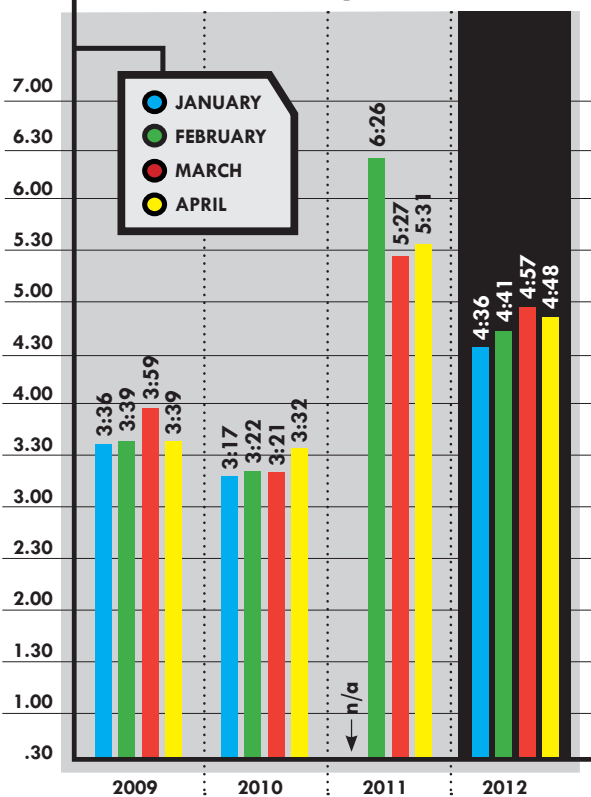
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

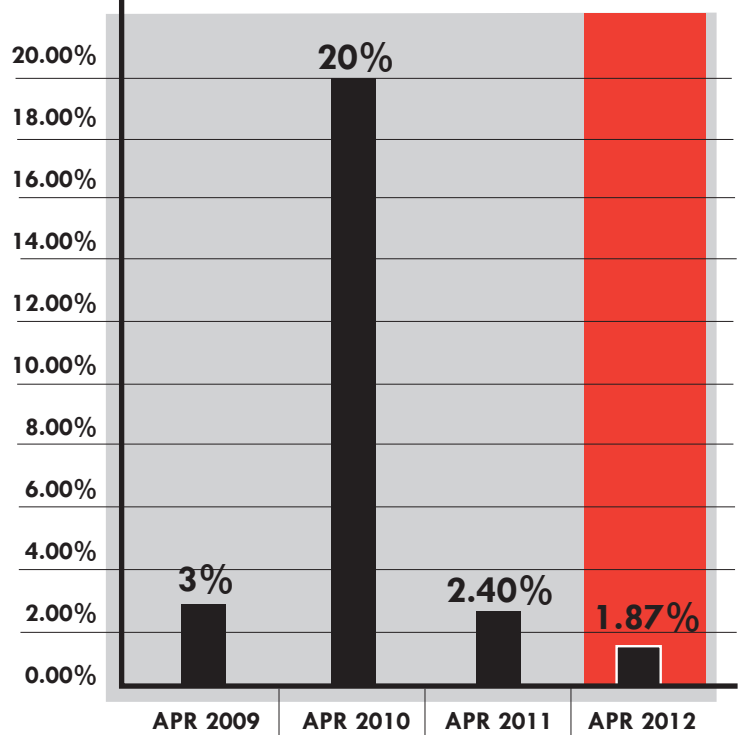
The Average Time per Ticket is much lower than it was last year during the same period.

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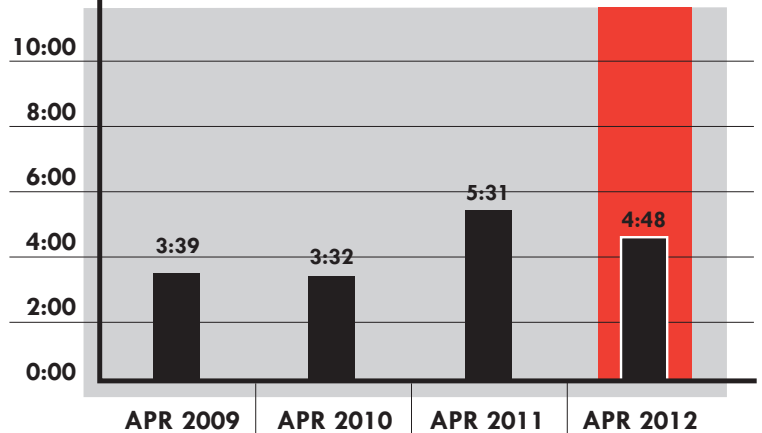
(Month-on-Month)
● **AVG TIME per TICKET**



Percent Abandoned
● (APR 2009 - 2012)



● **Average Time per Ticket**
(APR 2009 - 2012)





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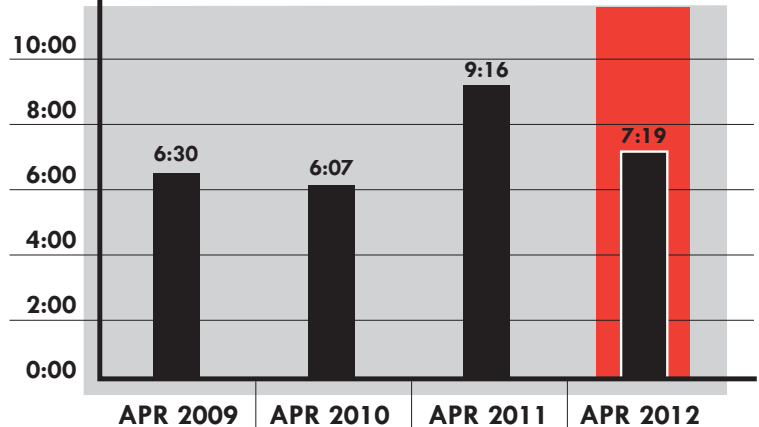
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

The Average Talk Time is the measurement of the average call duration, excluding any hold time. This measure should continue to decline as we introduce additional efficiencies into the call taking process.

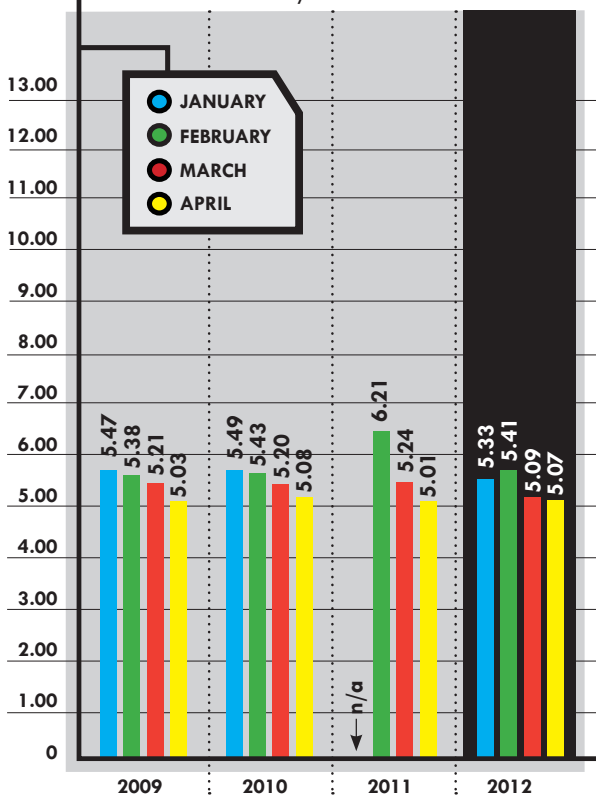
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Average Talk Time (APR 2009 - 2012)

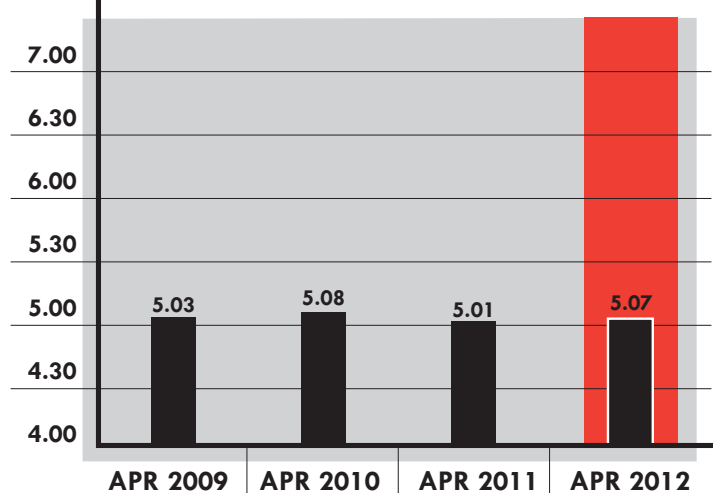


(Month-on-Month)

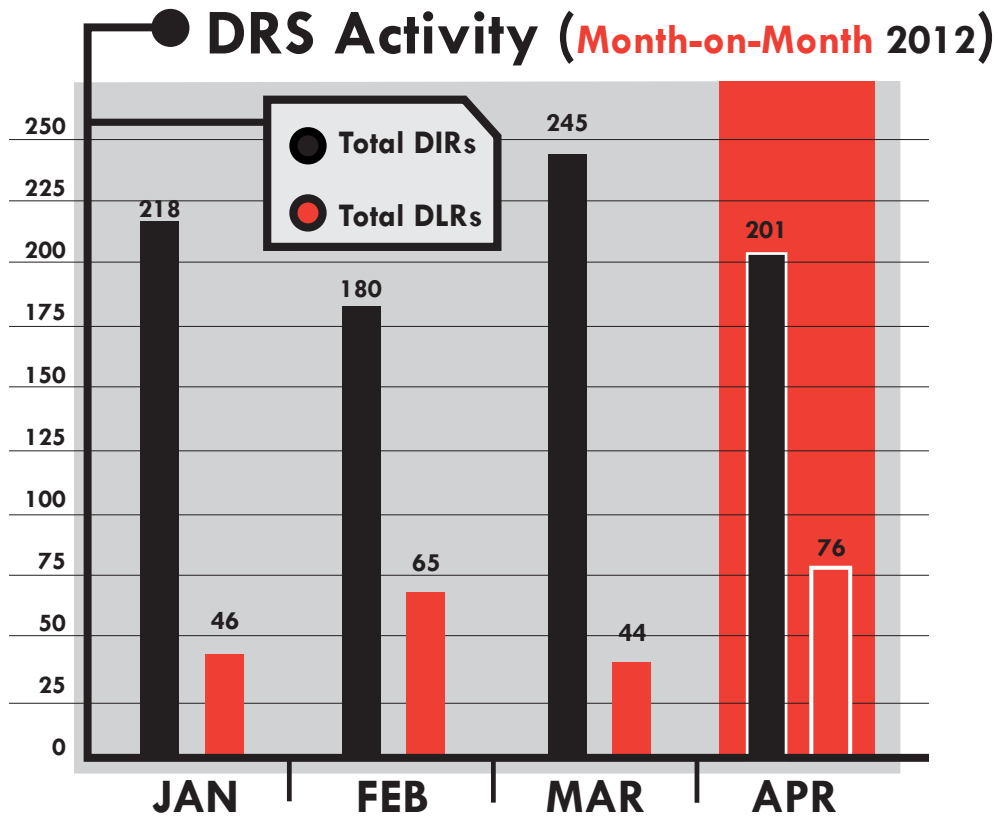
Ratio IN/OUT



Ratio IN/OUT (APR 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.



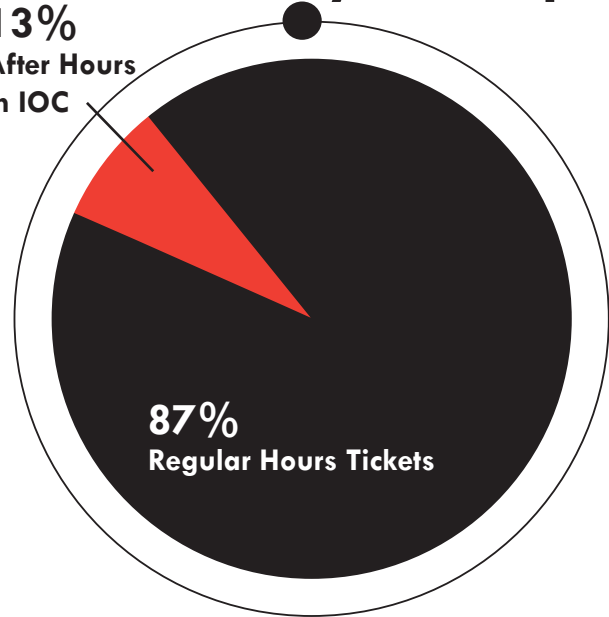
After Hours Analysis - April

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

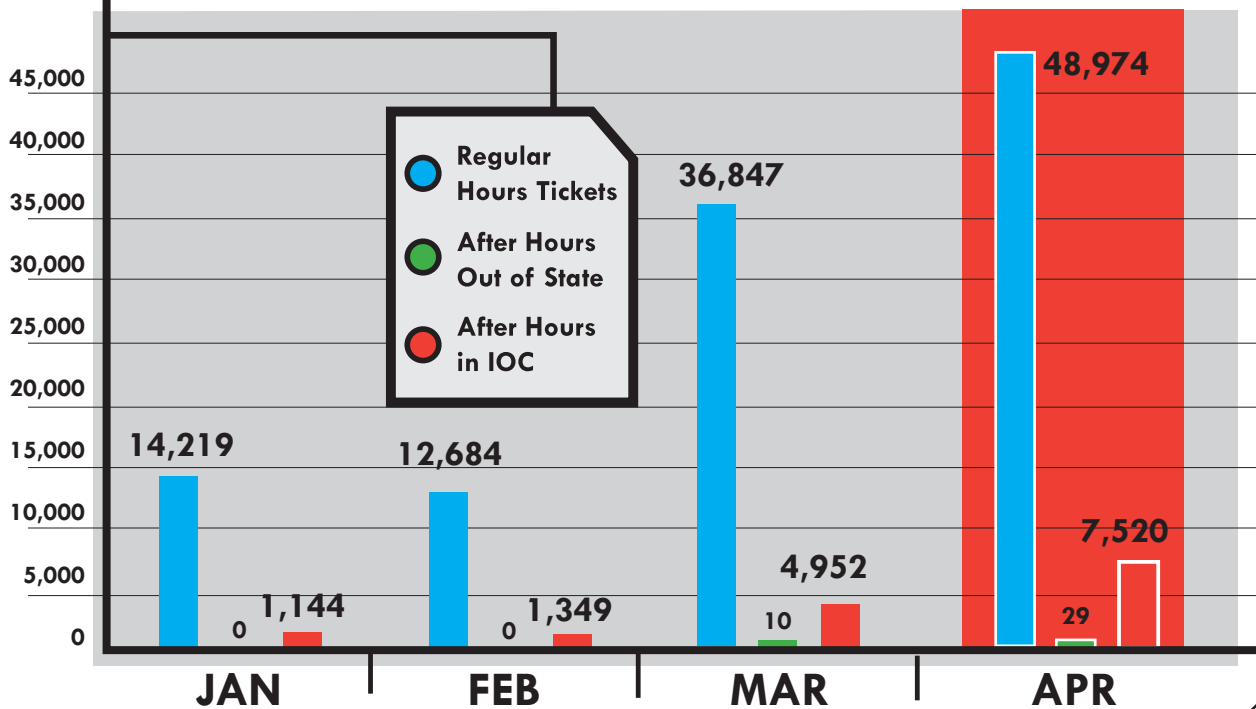
The pie chart breaks the number of after-hours tickets received into the percentage of those received by phone and ITIC.

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13%
After Hours
in IOC



Time of Receipt Analysis (MONTH-ON-MONTH 2012)

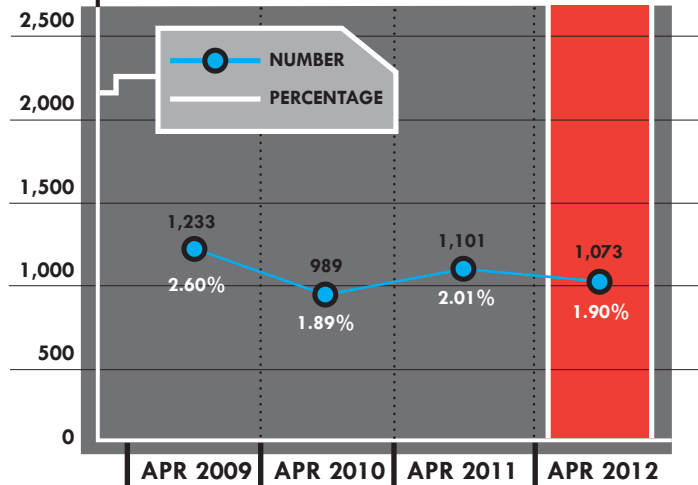


Comparatively fewer emergency tickets were received again in April 2012 than in April 2011.

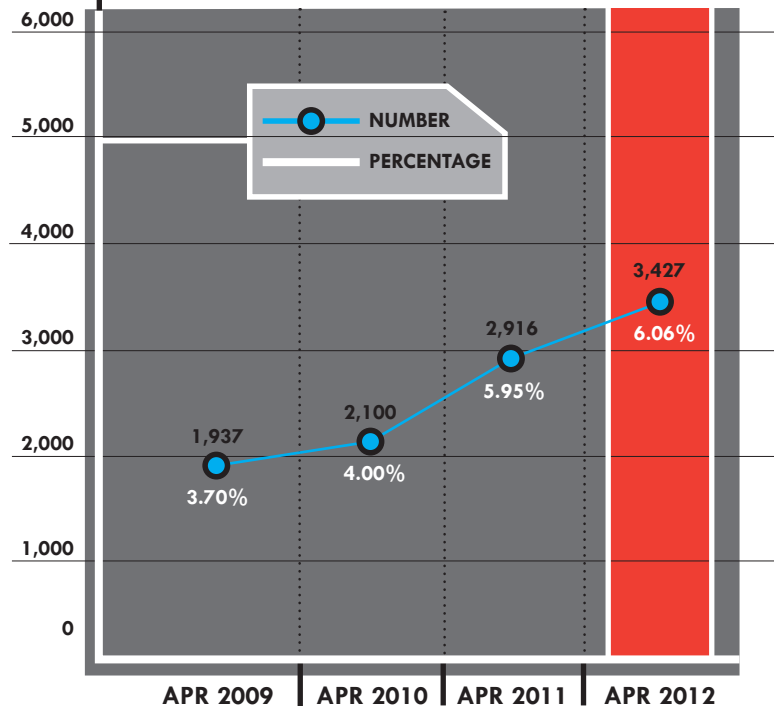
The bottom chart depicts the number and percentage of tickets the center has received which include GPS coordinates. The number of tickets received with GPS coordinates continues to increase.

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Emergency Tickets (APR 2009 - 2012)



Tickets with GPS Coordinates (APR 2009 - 2012)

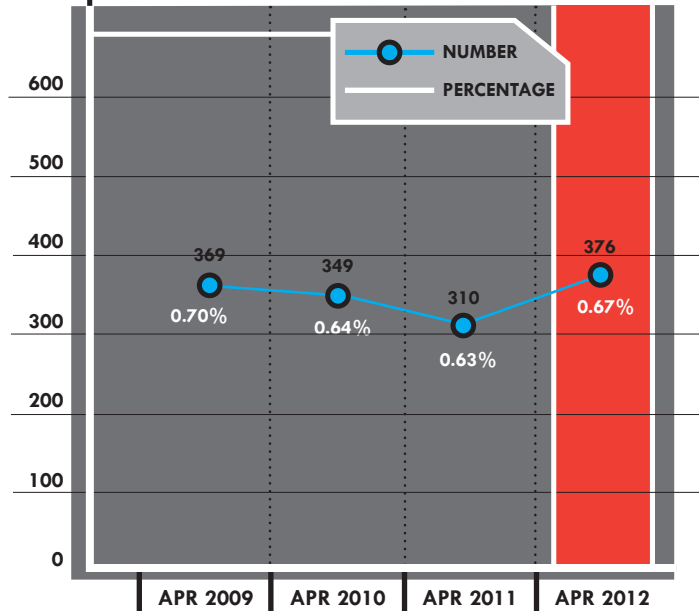


The top chart shows the number and percentage of tickets the center receives in which the excavator indicates a buried line has been struck.

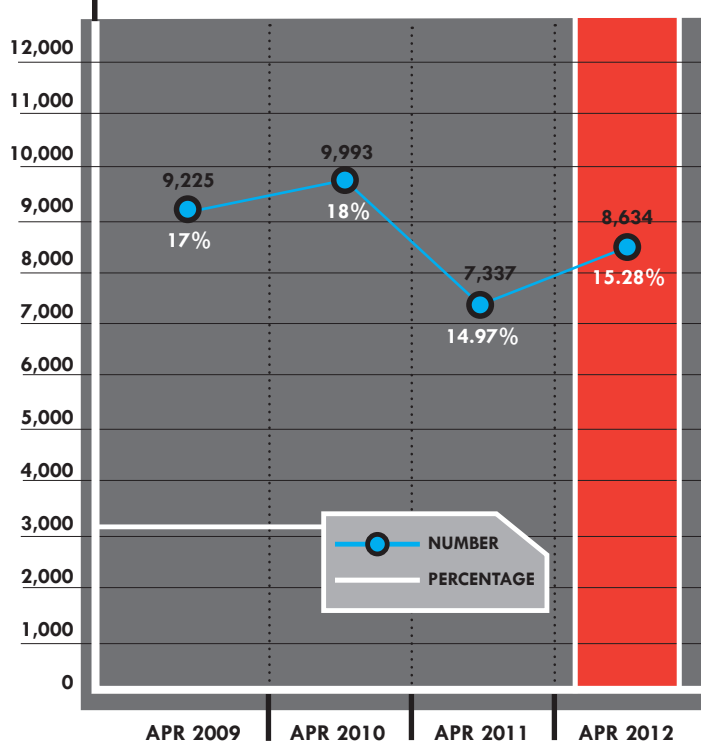
The bottom chart details the number and overall percentage of tickets that originate with homeowners.

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Dig-In Tickets (APR 2009 - 2012)



Homeowner Tickets (APR 2009 - 2012)



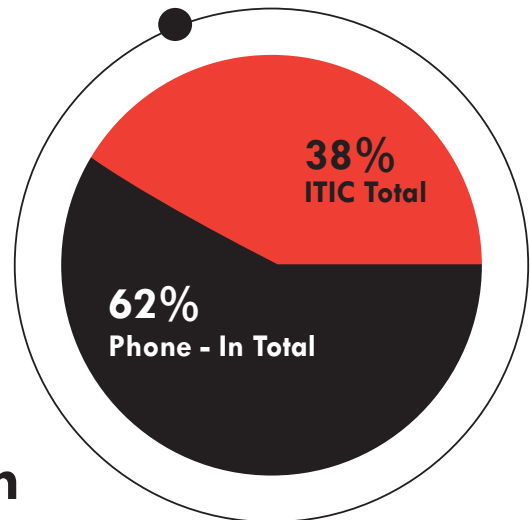
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YOUR MONTHLY UPDATE FOR IOWA ONE CALL

ITIC usage continues to remain strong in 2012. We look forward to introducing the new and improved version of ITIC which we believe will help attract new users and bring some older ones back into the fold.

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Year To Date
Itic Usage %



Itic Activity By Month

(Month-to-month 2012)

