

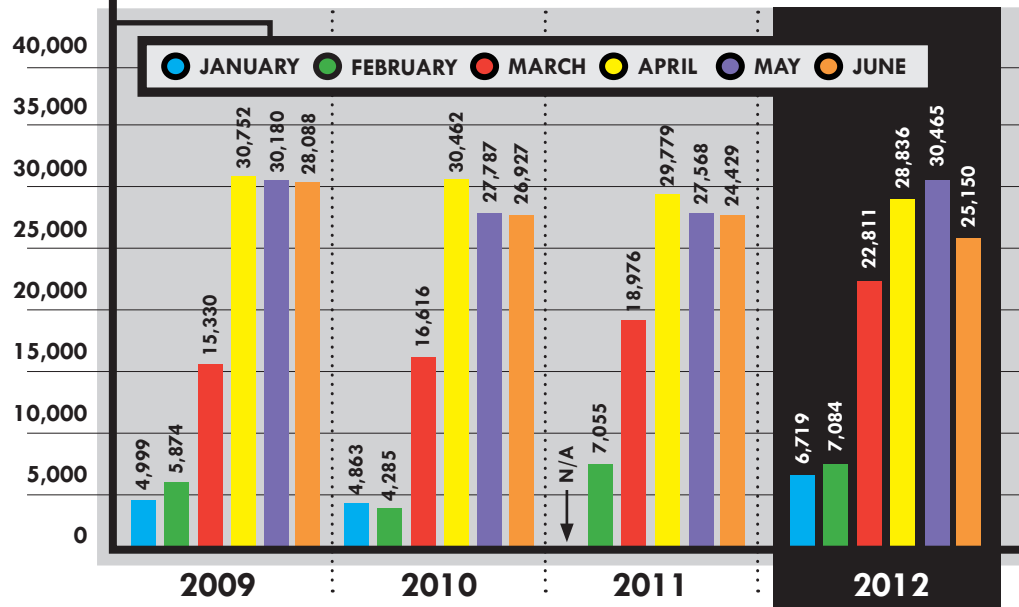
This month, we continue the new look for the Dashboard. We hope it provides ample insight - please feel free to suggest changes because we want the report to be meaningful to you.

Both call and ticket volume exceeded June 2011 levels.

JUNE

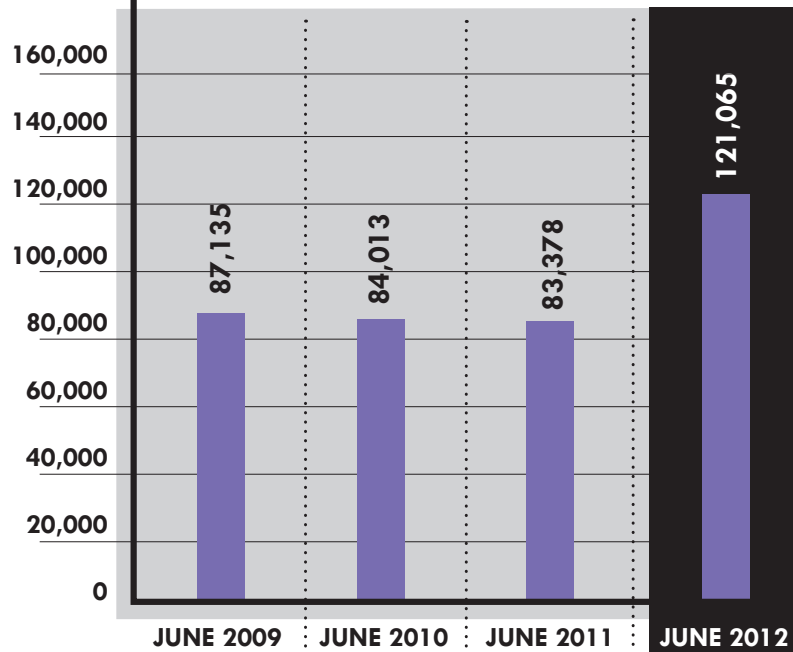
2009 - 2012

Total Incoming Calls (BY MONTH)



2009 - 2012

Total Incoming Calls (Y-T-D)

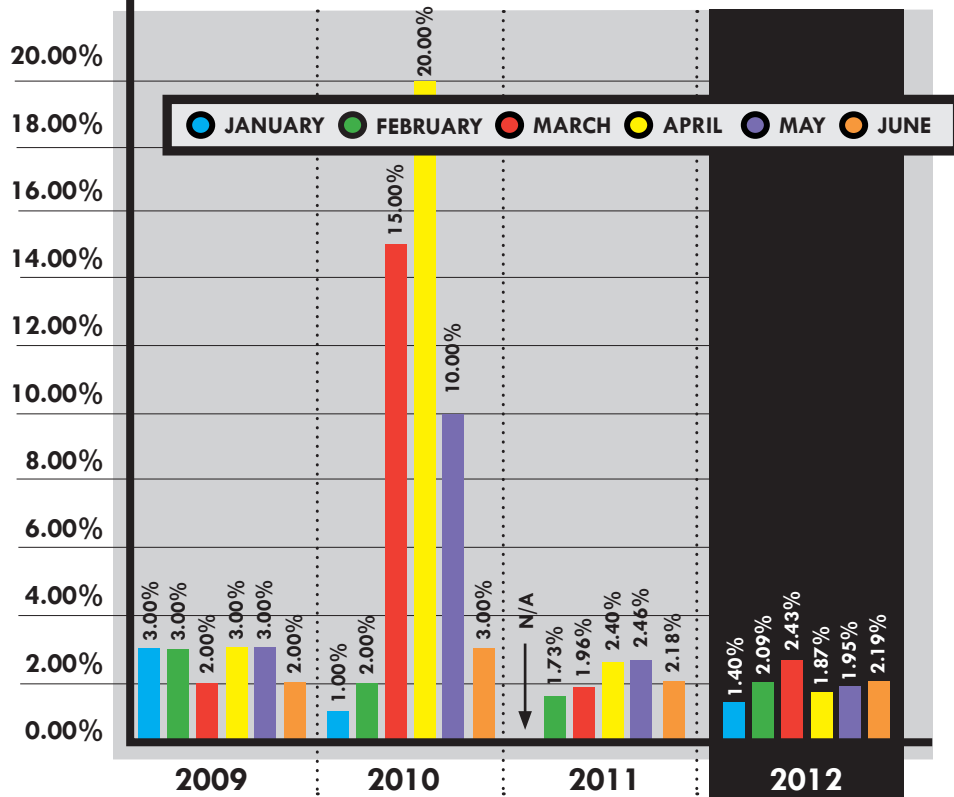


Abandonment rates continue to be low and the Average Speed to Answer remains within contract levels.

JUNE

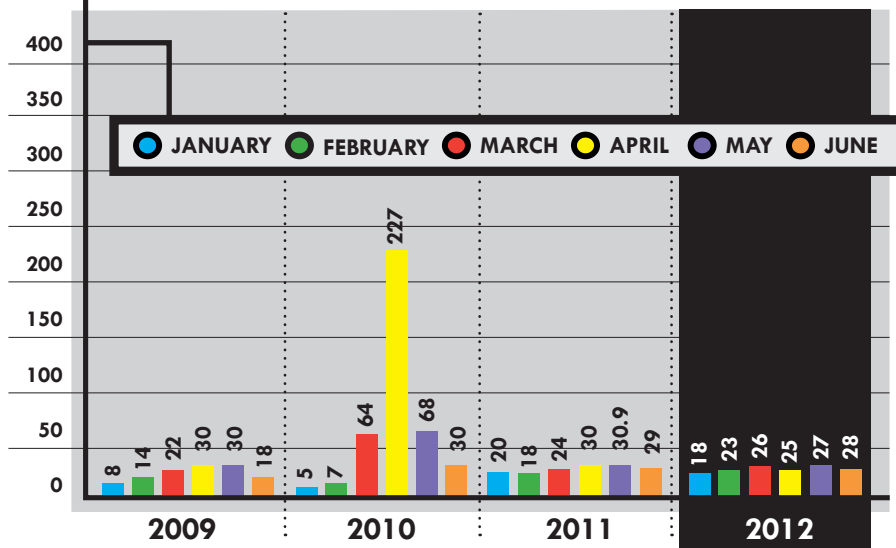
2009 - 2012

Calls Abandoned (BY MONTH)



2009 - 2012

Average Speed to Answer (BY MONTH)





DASHBOARD

JUNE

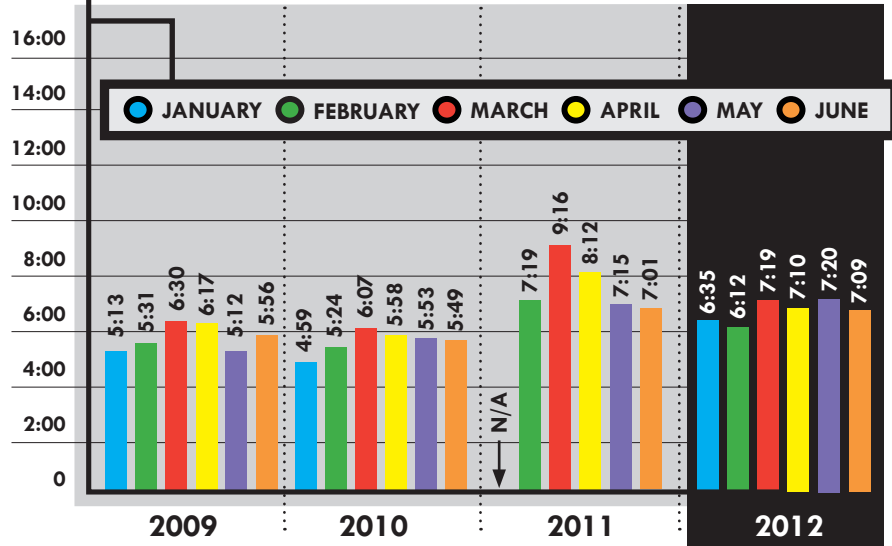
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

The average talk time has dropped eleven seconds, returning to April 2012 levels. The average time per ticket has dropped another six seconds, reducing it to the level it was in January 2012.

JUNE

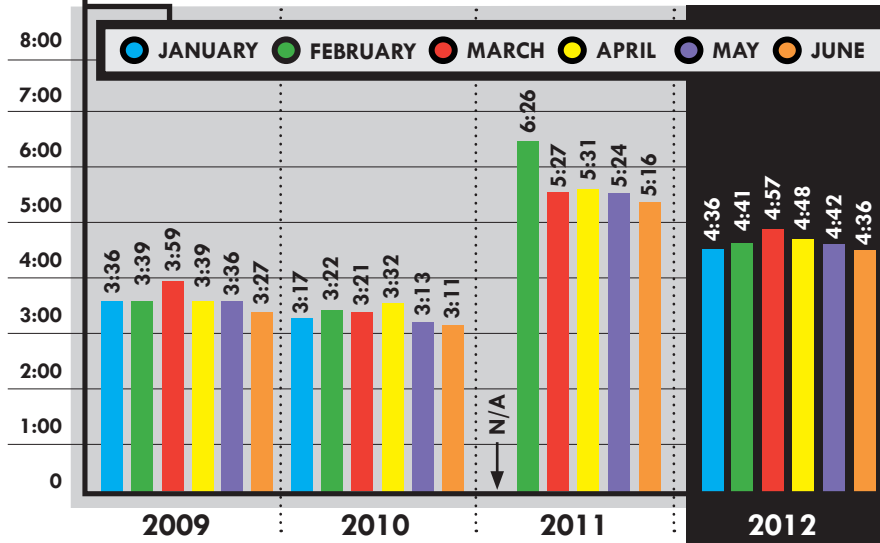
2009 - 2012

Average Talk Time (BY MONTH)



2009 - 2012

Average Time per Ticket (BY MONTH)

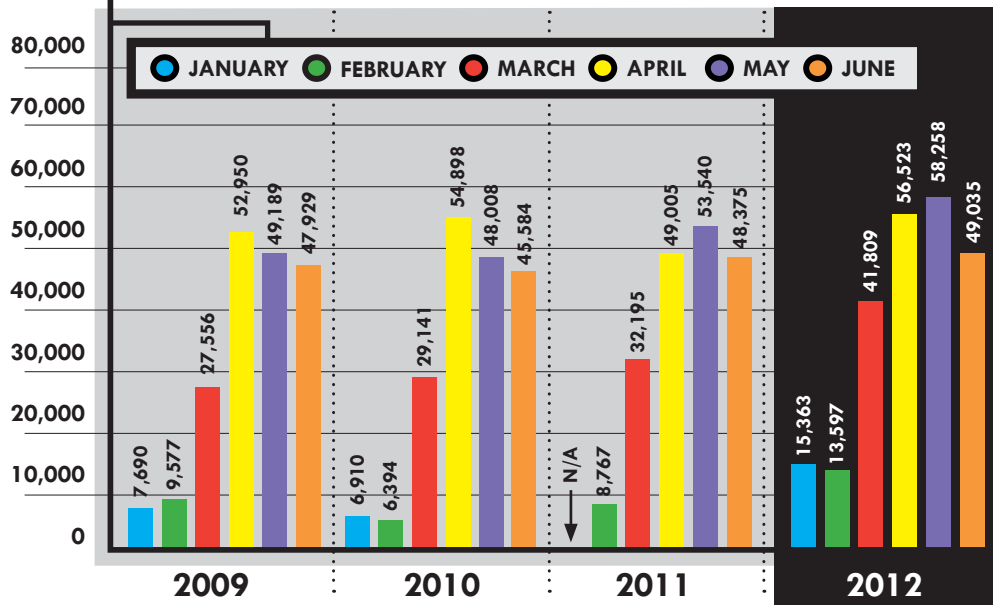


As it did last month, call volume and ticket volume increased by nearly the same amount over last month, indicating that non-ITIC users account for the additional tickets.

JUNE

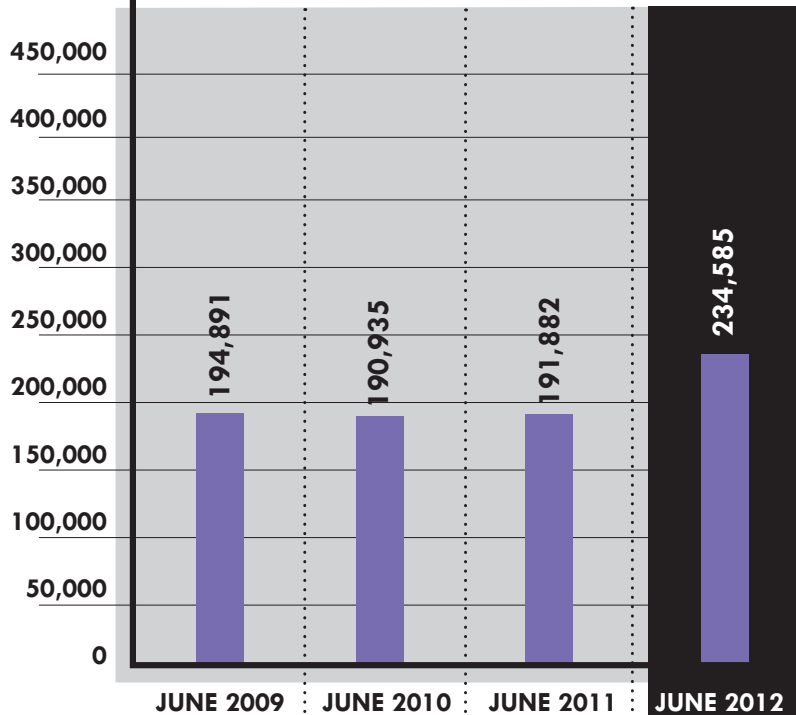
2009 - 2012

Incoming Ticket Totals (BY MONTH)



2009 - 2012

Incoming Ticket Totals (Y-T-D)

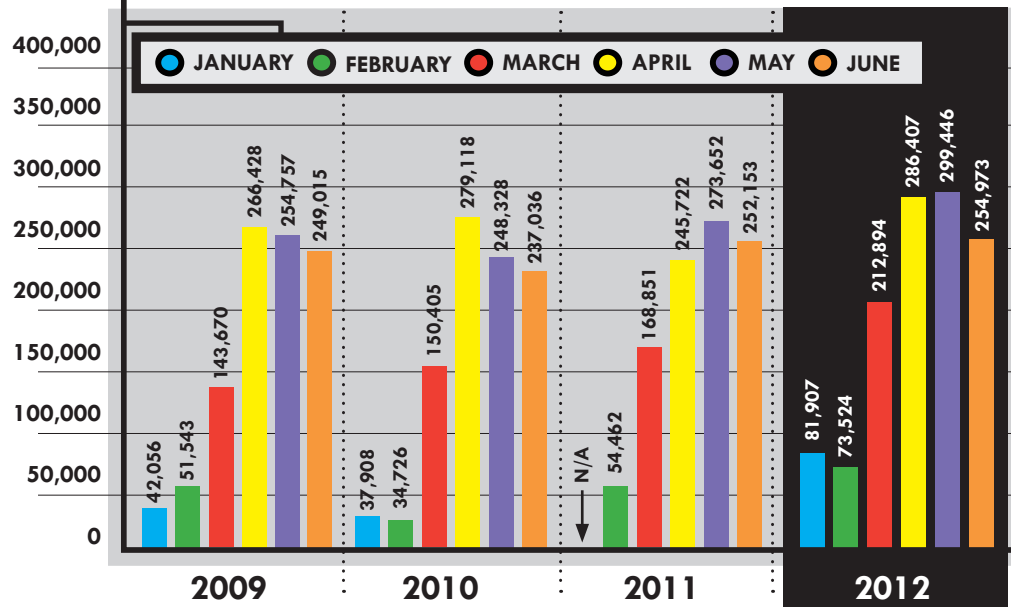


2012 continues to be a record year for ticket volume. Out bound ticket volume will approach 1.5 million by the end of July.

JUNE

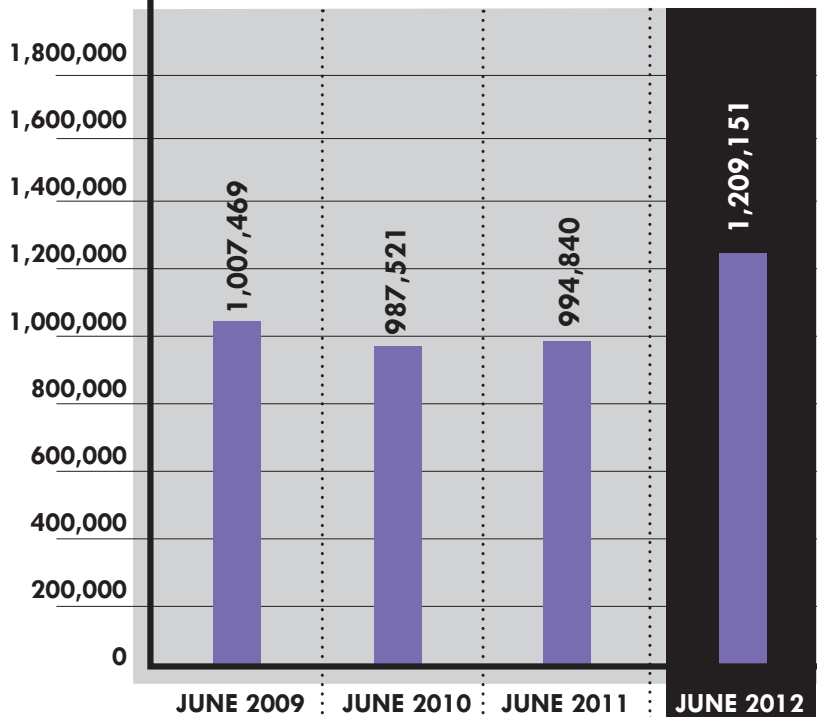
2009 - 2012

● Outbound Ticket Totals (BY MONTH)



2009 - 2012

● Outbound Ticket Totals (Y-T-D)





DASHBOARD

JUNE

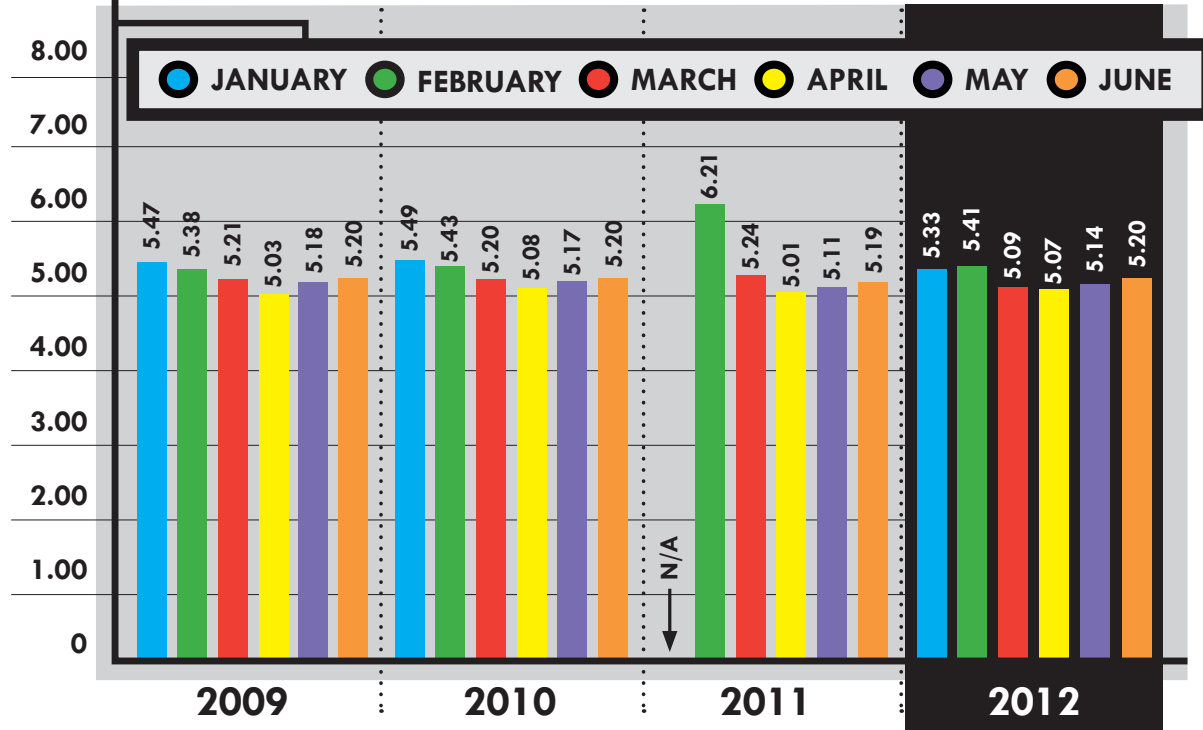
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

The in/out ratio remains well within the levels it has been since cutting over in February 2011.

JUNE

2009 - 2012

IN/OUT Ratio (BY MONTH)



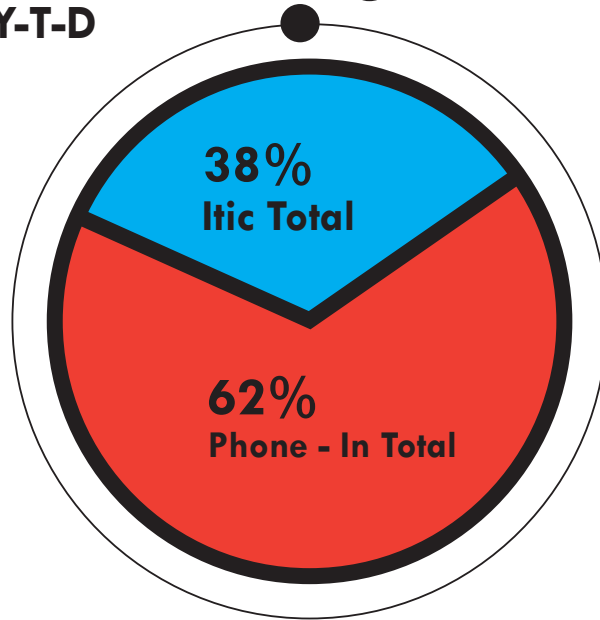
JUNE

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

The overall usage of ITIC continues to remain strong and exceeds 2011 levels.

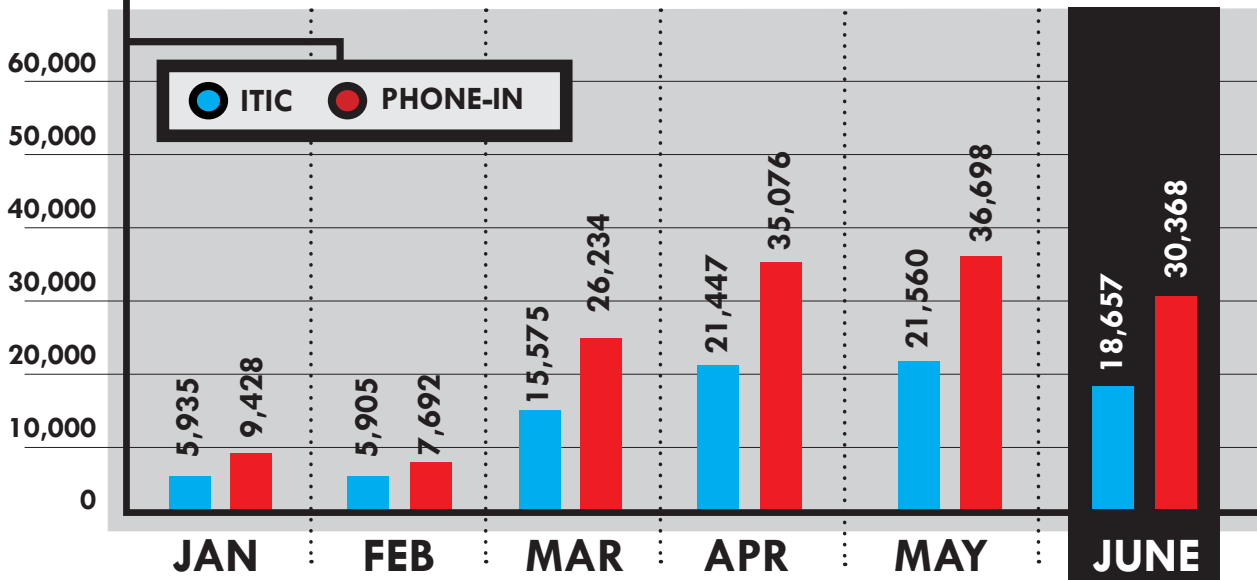
JUNE

ITIC Percentage Y-T-D



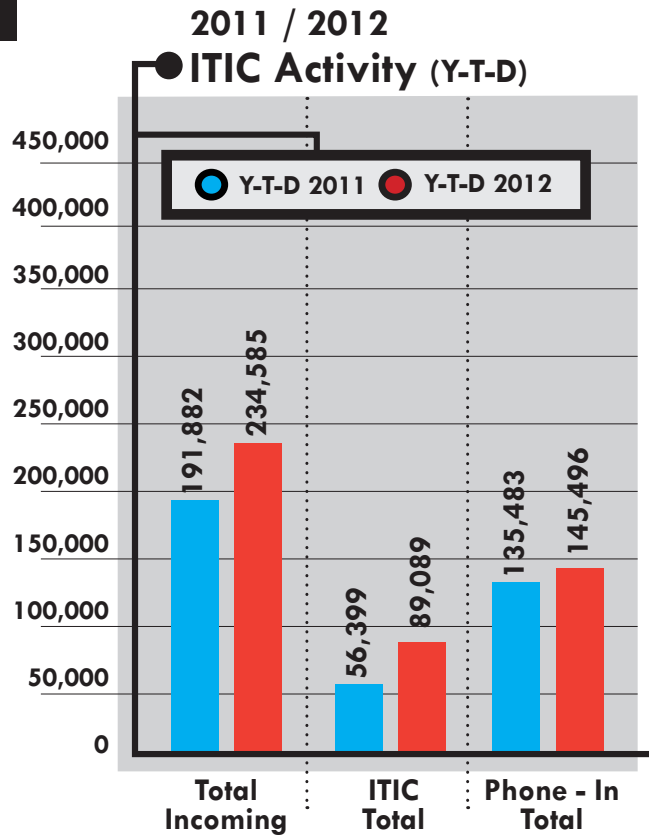
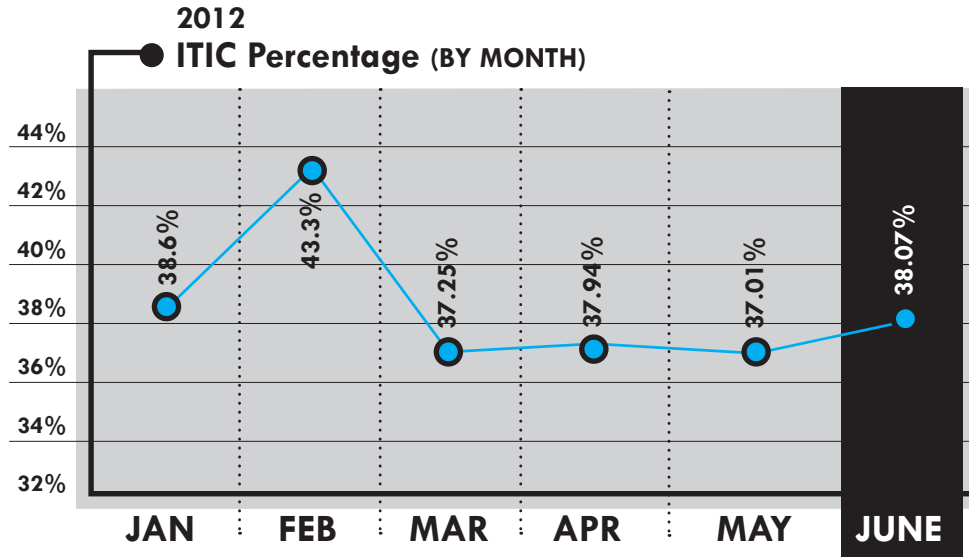
2012

ITIC Activity (BY MONTH)



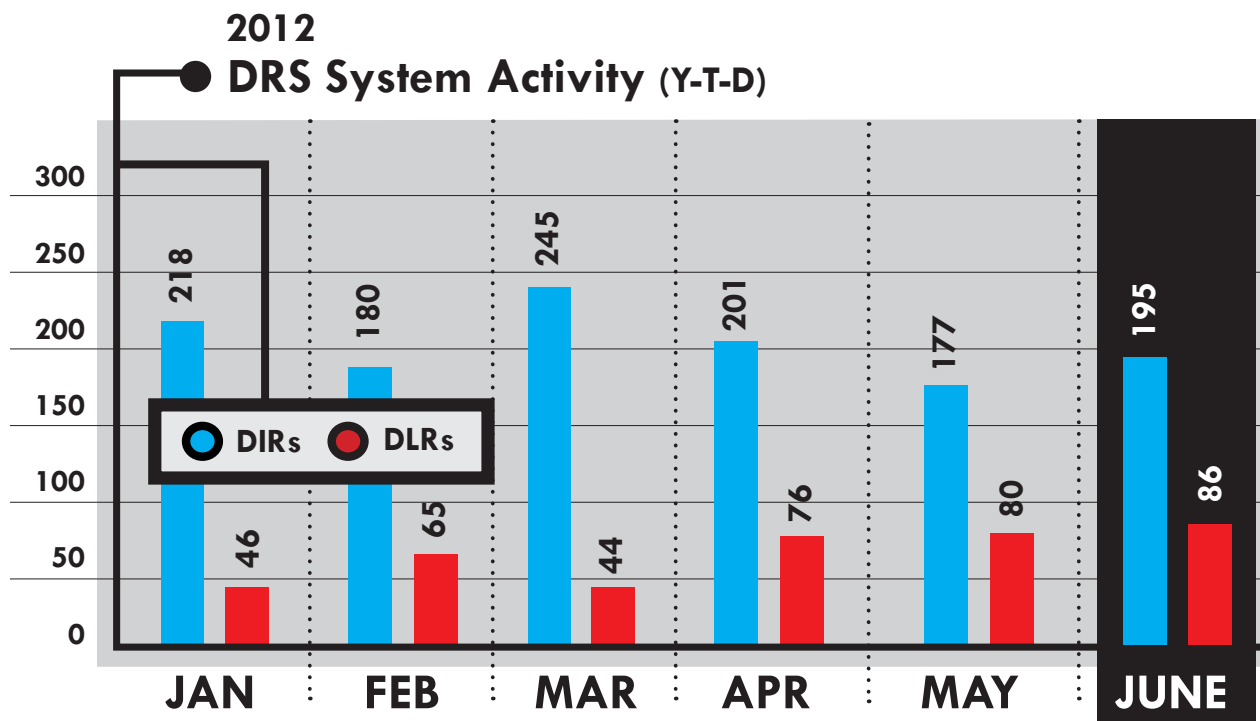
ITIC usage continues to remain strong in 2012, ticking up another percentage point in June.

JUNE



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.

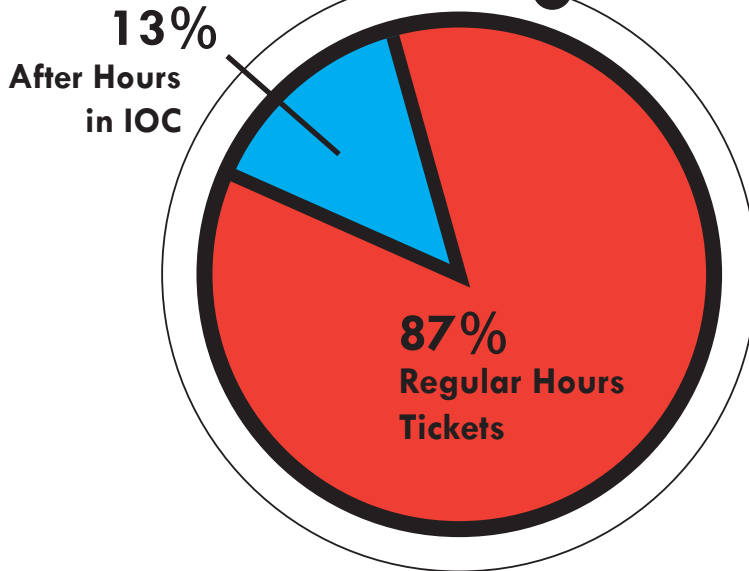
JUNE



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

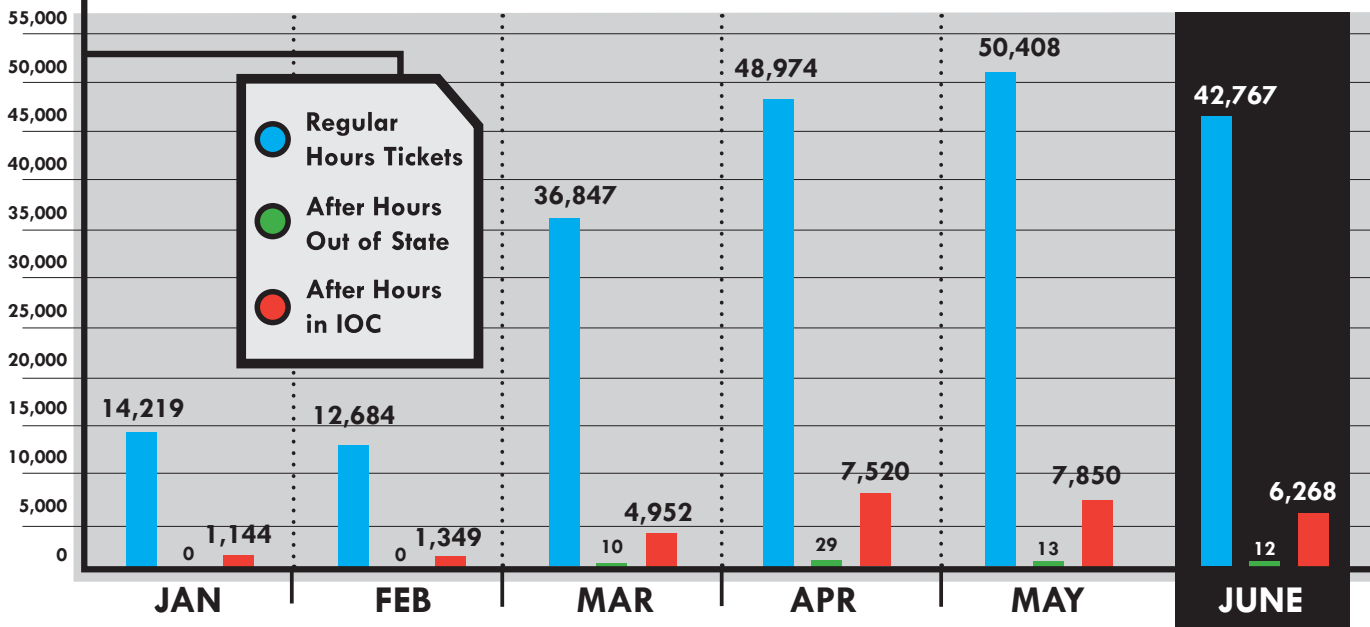
The pie chart breaks the number of after-hours tickets received into the percentage of those received by phone and ITIC.

JUNE



2012

Time of Receipt Analysis (BY MONTH)





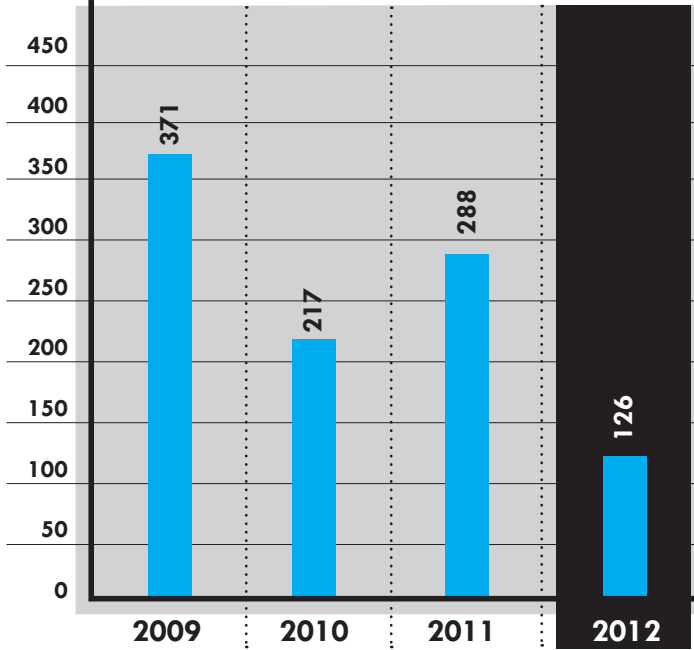
DASHBOARD

JUNE

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

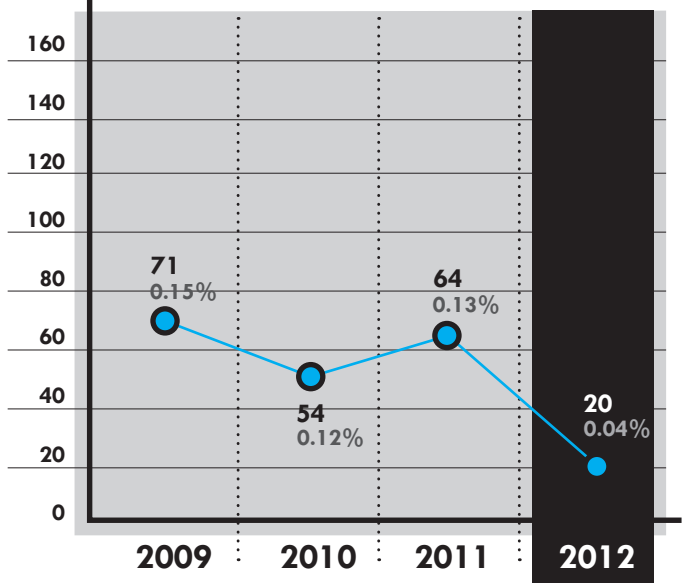
2009 - 2012

● Non-Compliant Tickets (Y-T-D)



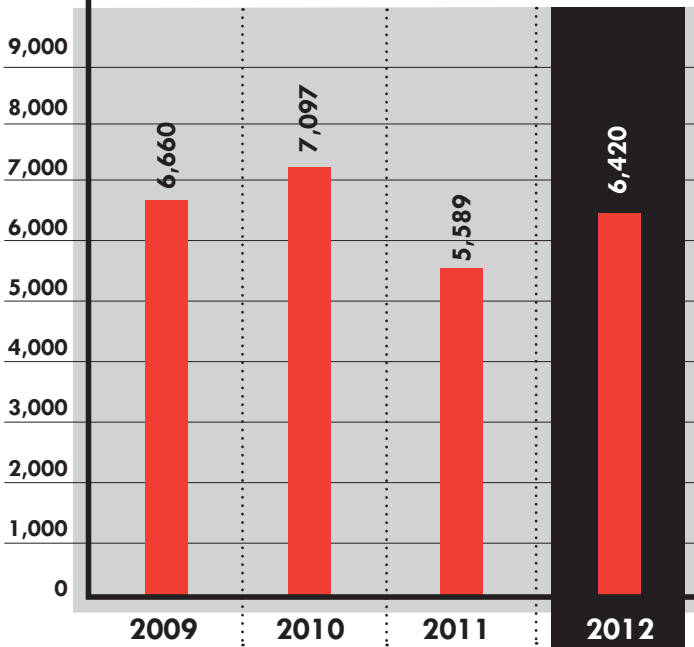
JUNE

● Non-Compliant Tickets



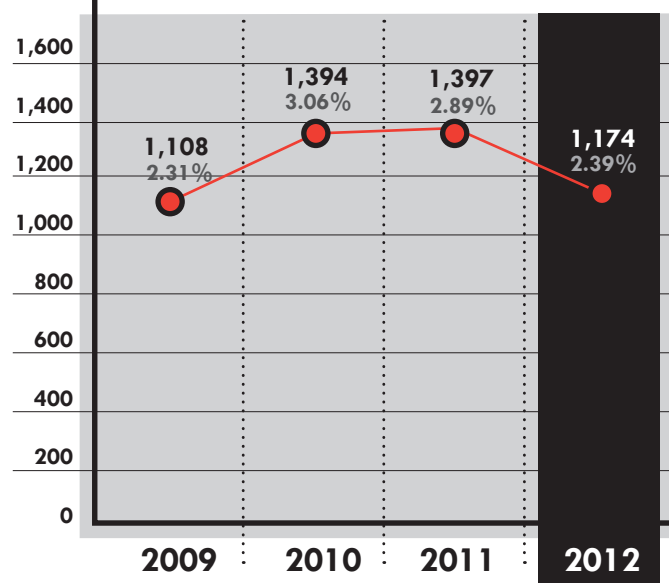
2009 - 2012

● Emergency Tickets (Y-T-D)



JUNE

● Emergency Tickets



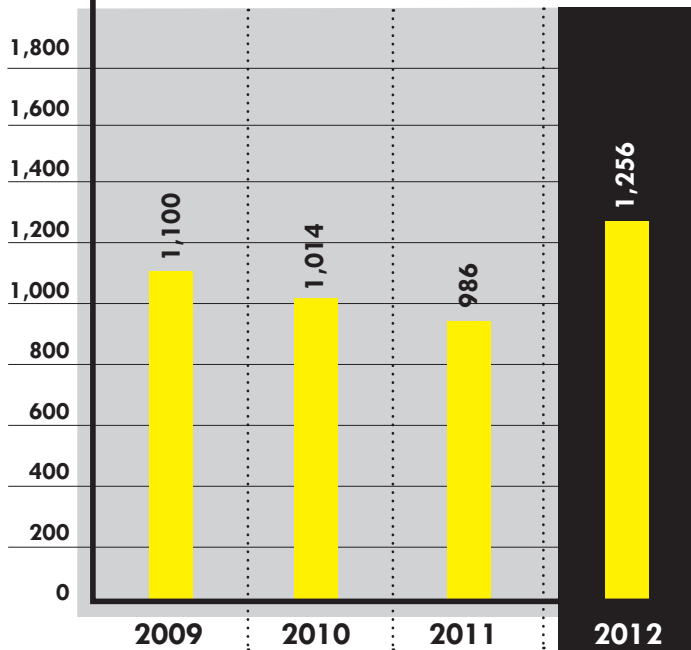
NOTE: all statistics provided on pages 11 - 13 are derived from incoming tickets.

JUNE

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

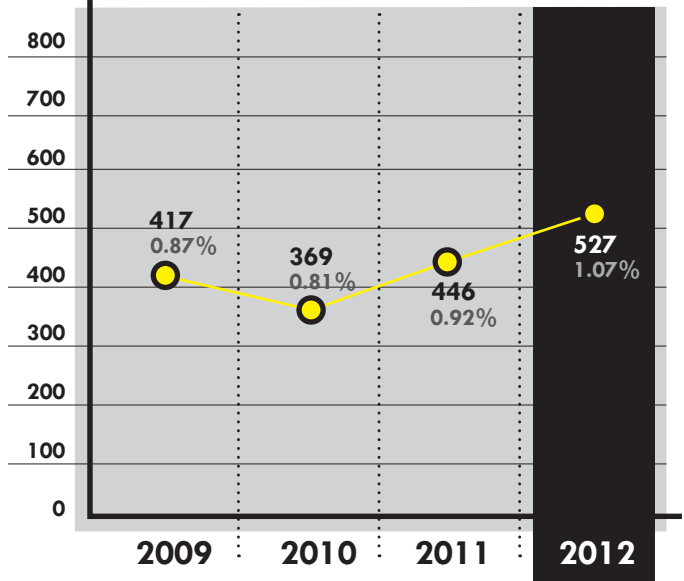
2009 - 2012

● Dig - In Tickets (Y-T-D)



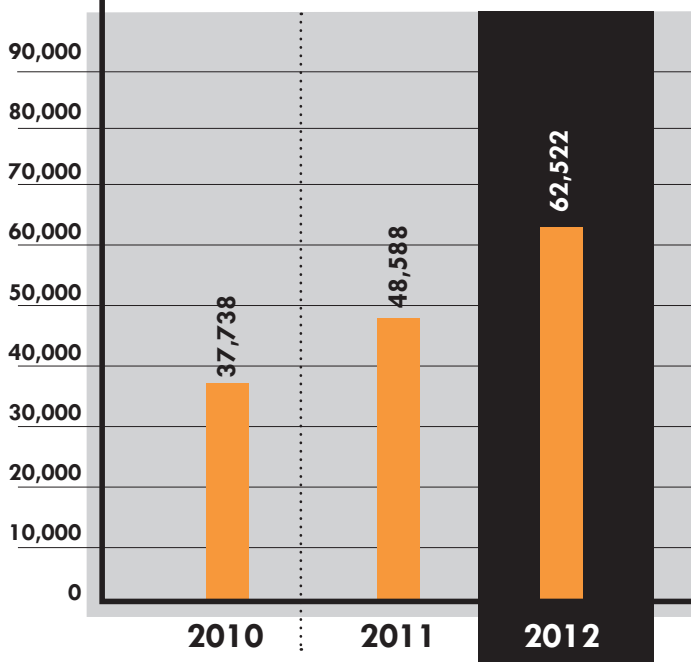
JUNE

● Dig - In Tickets



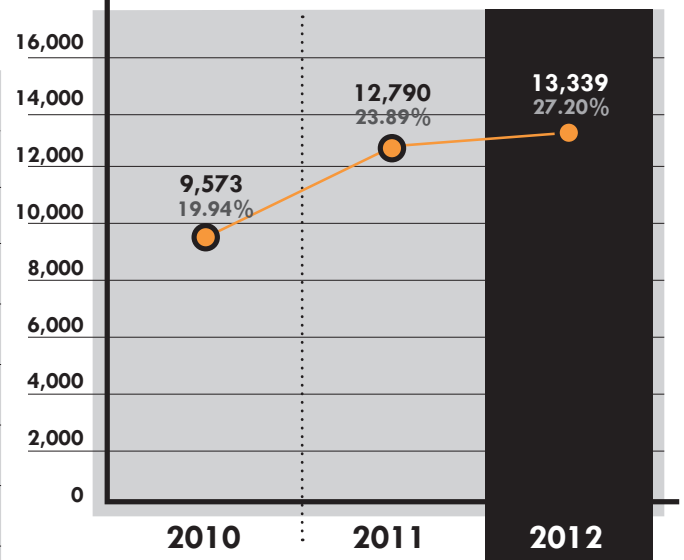
2010 - 2012

● Whitelined Tickets (Y-T-D)



JUNE

● Whitelined Tickets

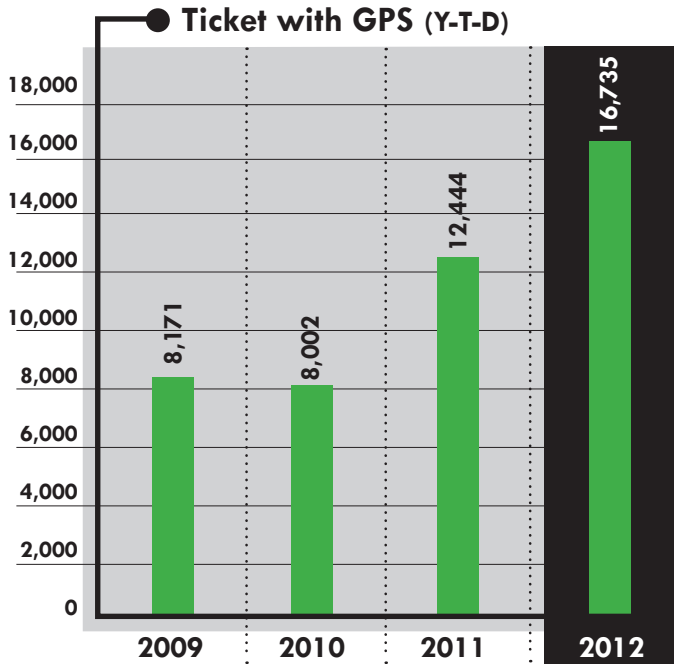


NOTE: all statistics provided on pages 11 - 13 are derived from incoming tickets.

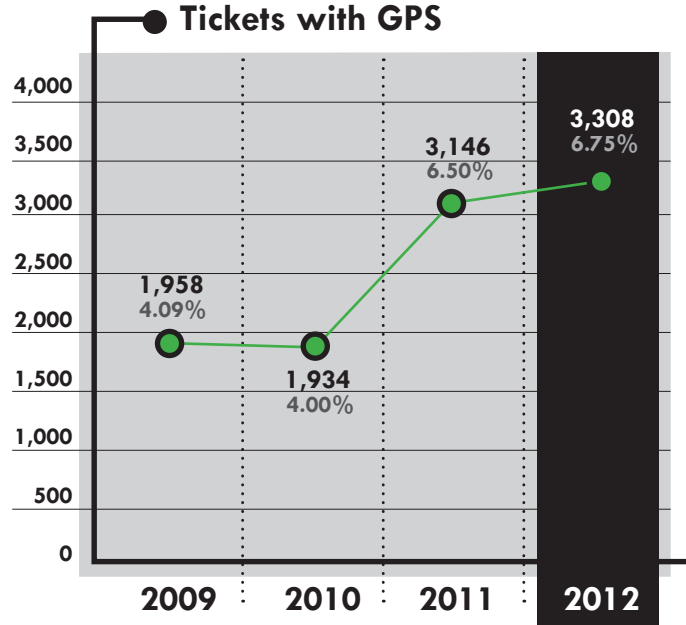
JUNE

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

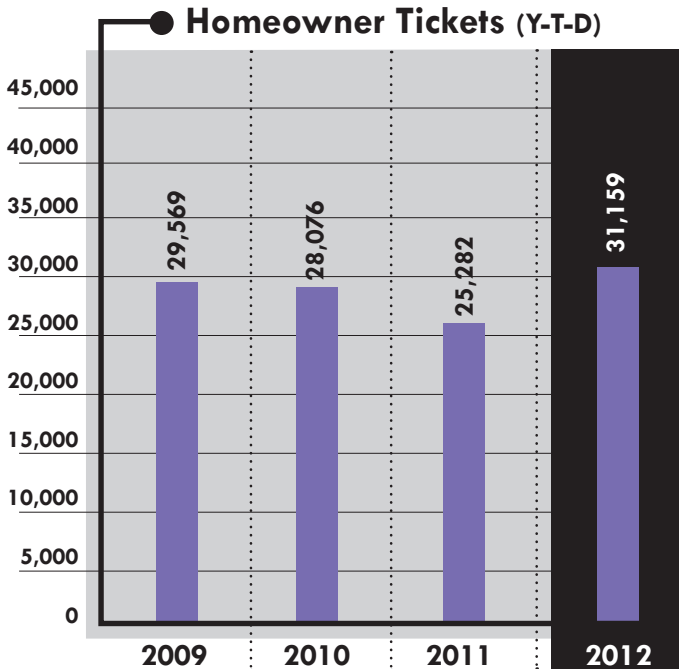
2009 - 2012



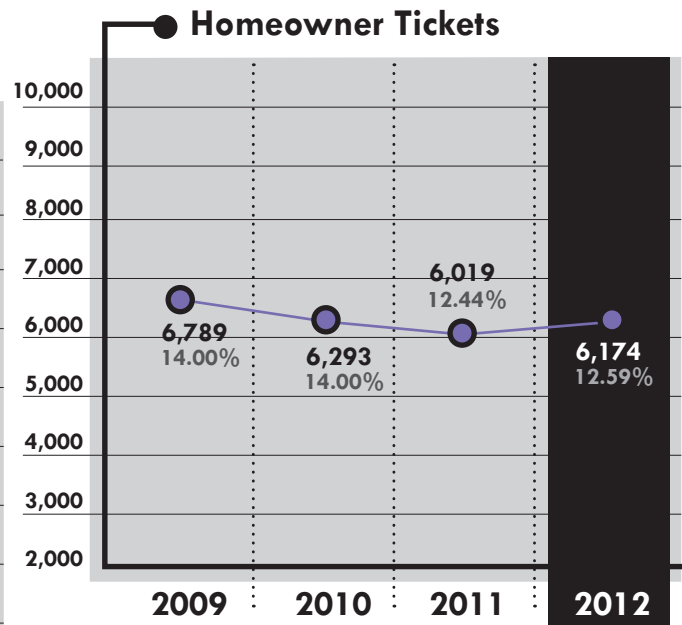
JUNE



2009 - 2012



JUNE



NOTE: all statistics provided on pages 11 - 13 are derived from incoming tickets.