

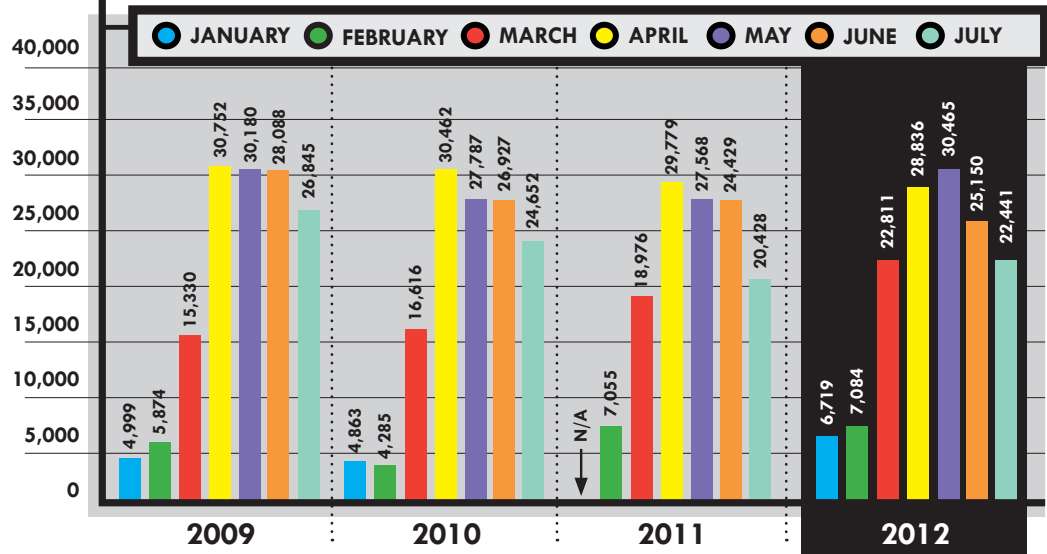
This month, we continue the new look for the Dashboard. We hope it provides ample insight - please feel free to suggest changes because we want the report to be meaningful to you.

Both call and ticket volumes continue to exceed 2011 levels.

JULY

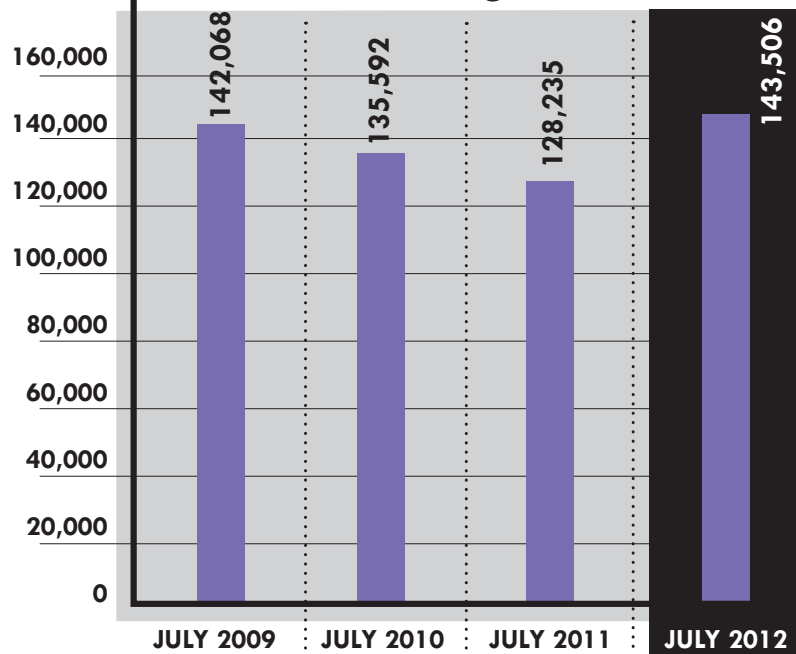
2009 - 2012

Total Incoming Calls (BY MONTH)



2009 - 2012

Total Incoming Calls (Y-T-D)

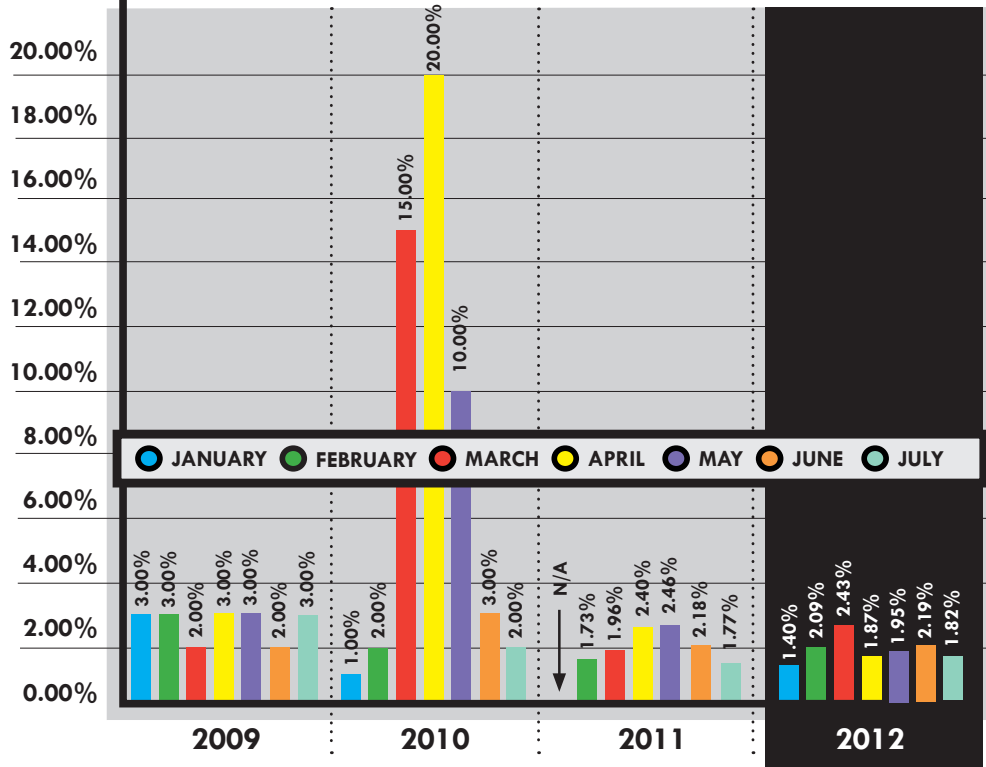


Abandonment rates continue to be low and the Average Speed to Answer remains within contract levels.

JULY

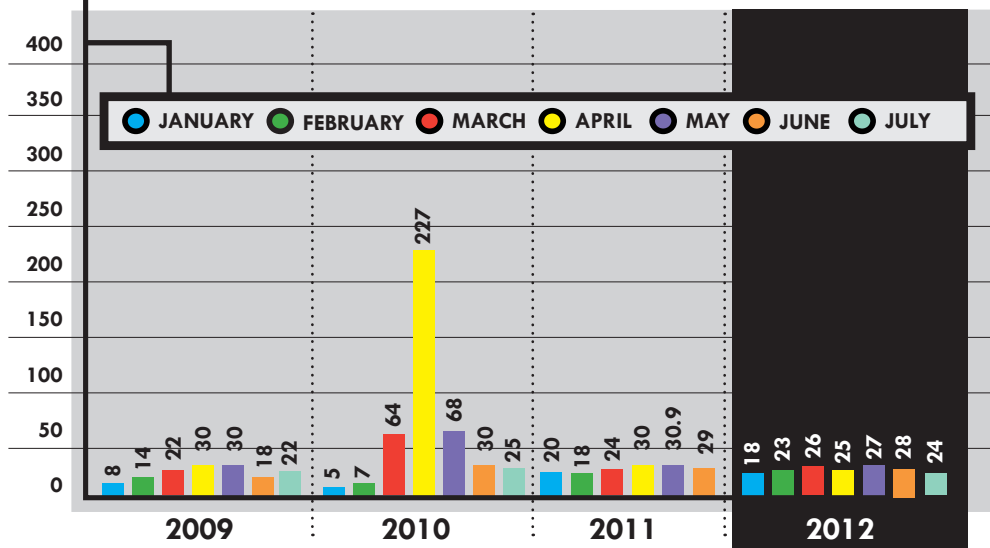
2009 - 2012

● Calls Abandoned (BY MONTH)



2009 - 2012

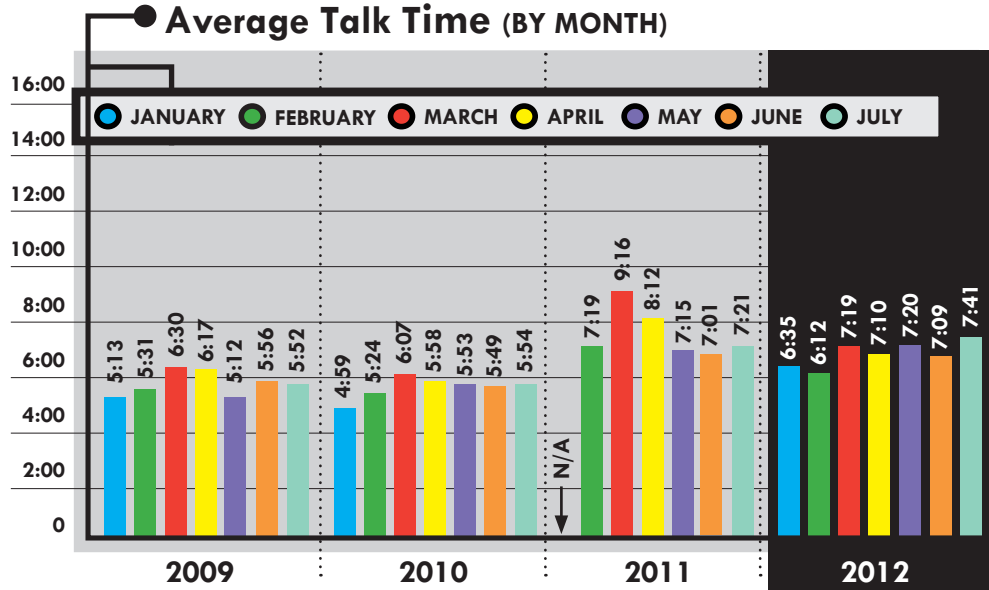
● Average Speed to Answer (BY MONTH)



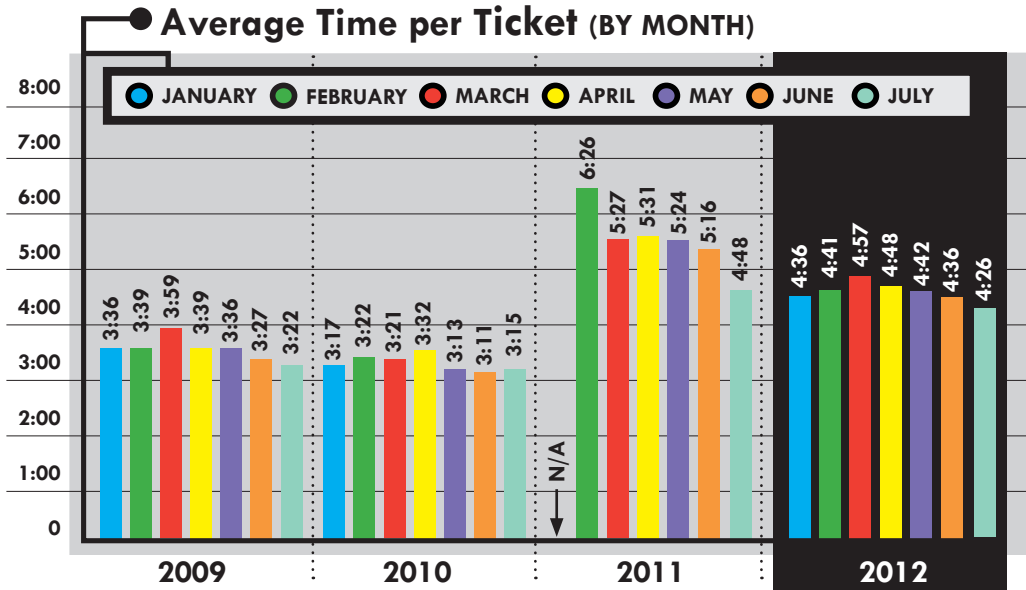
The average talk time has again risen. We believe this is largely attributable to the types of callers that have contributed to the increased call volume. Because ticket volume is growing faster than call volume, we assume the those experienced callers that have shifted to ITIC are replaced by less experienced callers, thus affecting performance.

JULY

2009 - 2012



2009 - 2012

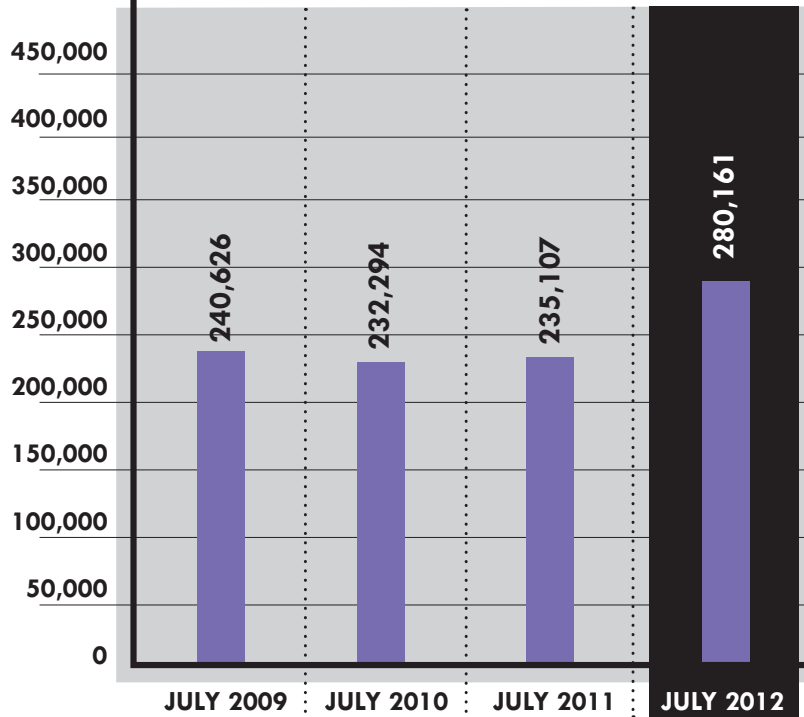


As it did last month, call volume and ticket volume increased by nearly the same amount over last month, indicating that non-ITIC users account for the additional tickets.

JULY

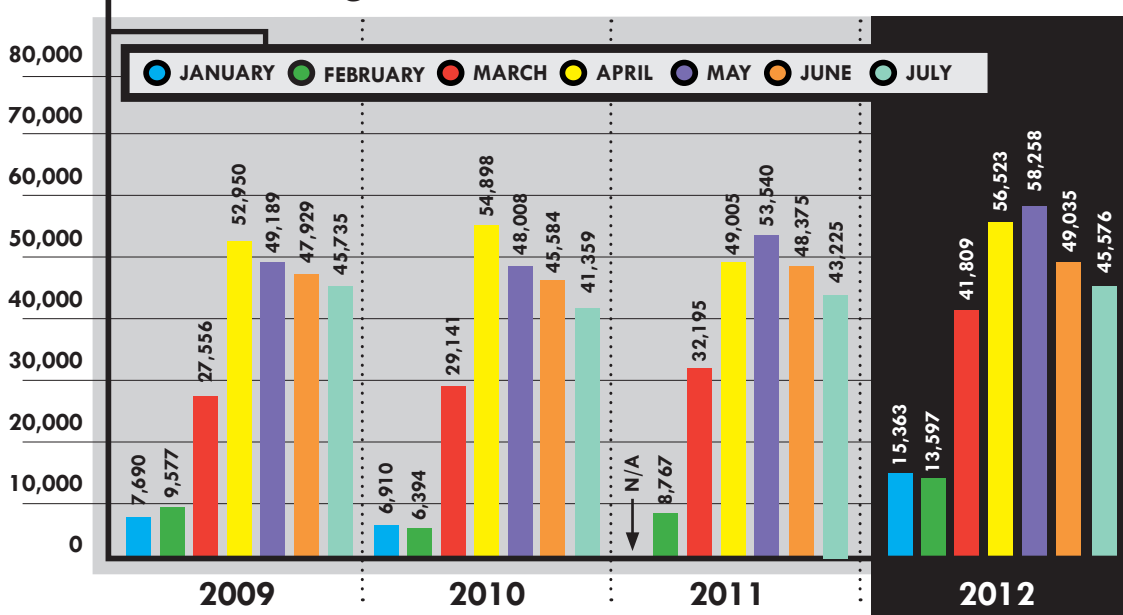
2009 - 2012

Incoming Ticket Totals (Y-T-D)



2009 - 2012

Incoming Ticket Totals (BY MONTH)

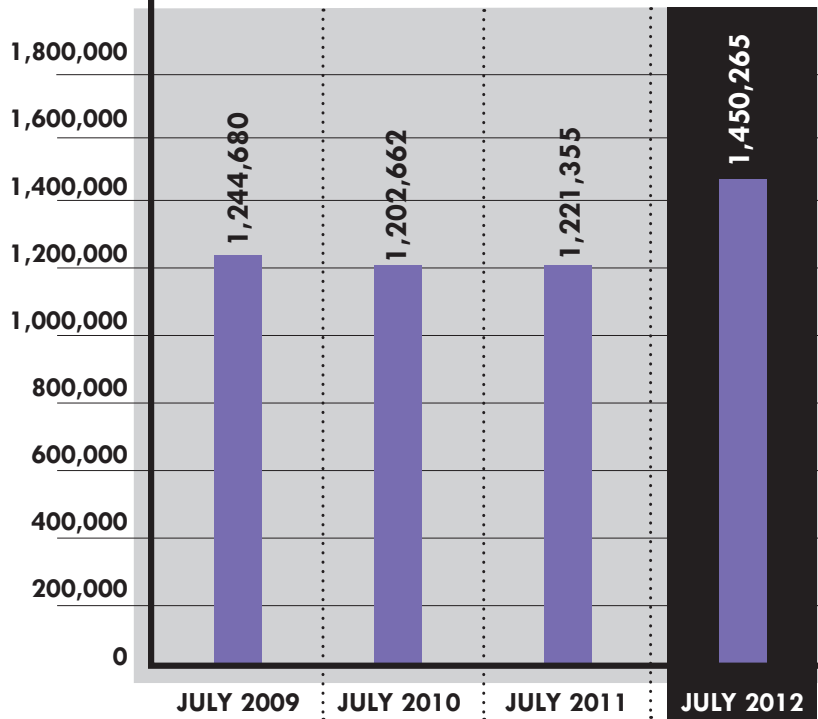


2012 continues to be a record year for ticket volume. Outbound ticket volume will approach 1.75 million by the end of August.

JULY

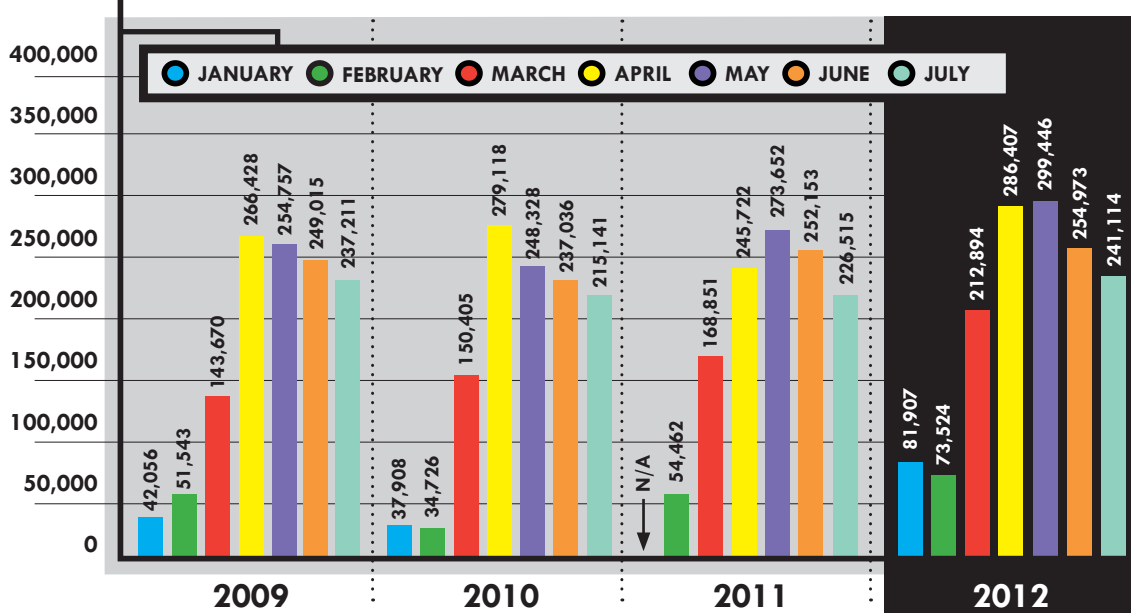
2009 - 2012

Outbound Ticket Totals (Y-T-D)



2009 - 2012

Outbound Ticket Totals (BY MONTH)

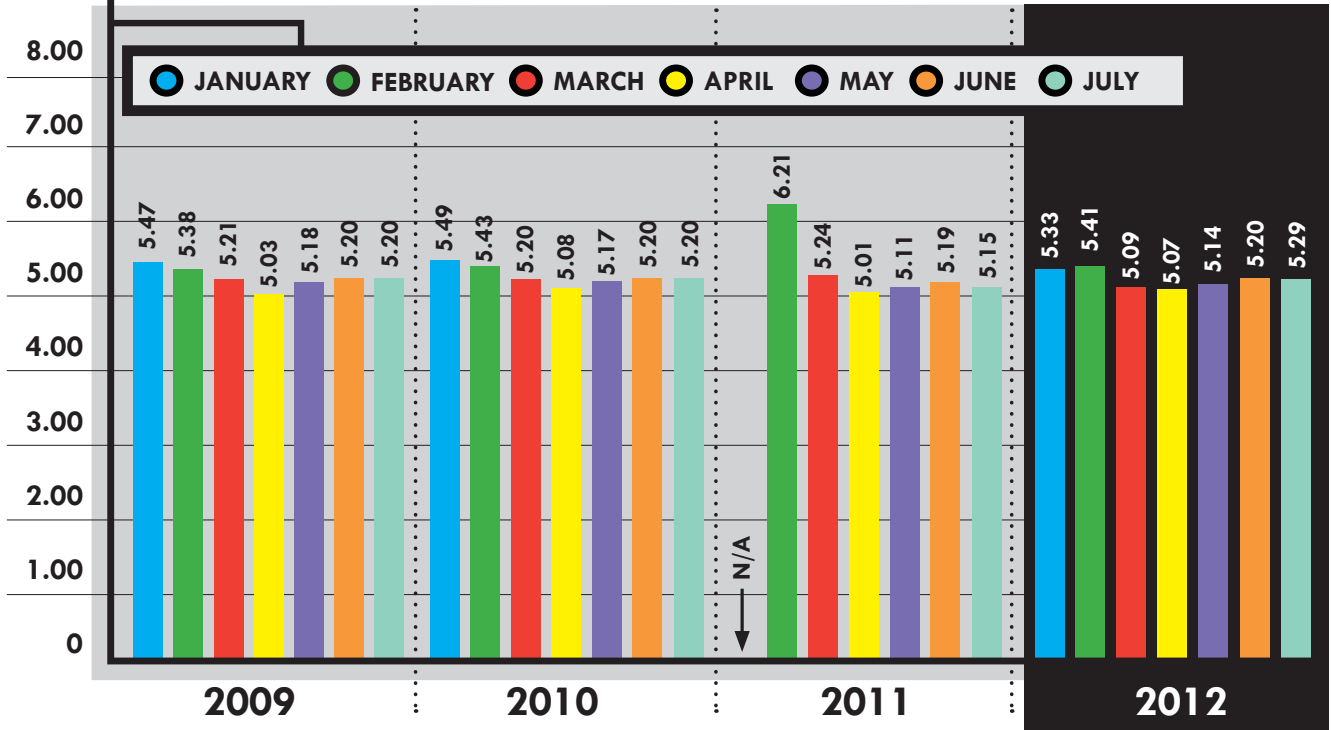


The in/out ratio remains well within the levels it has been since cutting over in February 2011.

JULY

2009 - 2012

IN/OUT Ratio (BY MONTH)



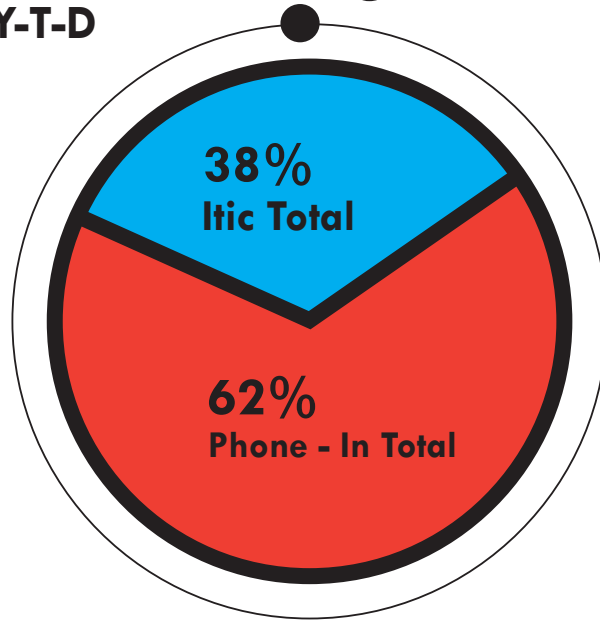
JULY

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

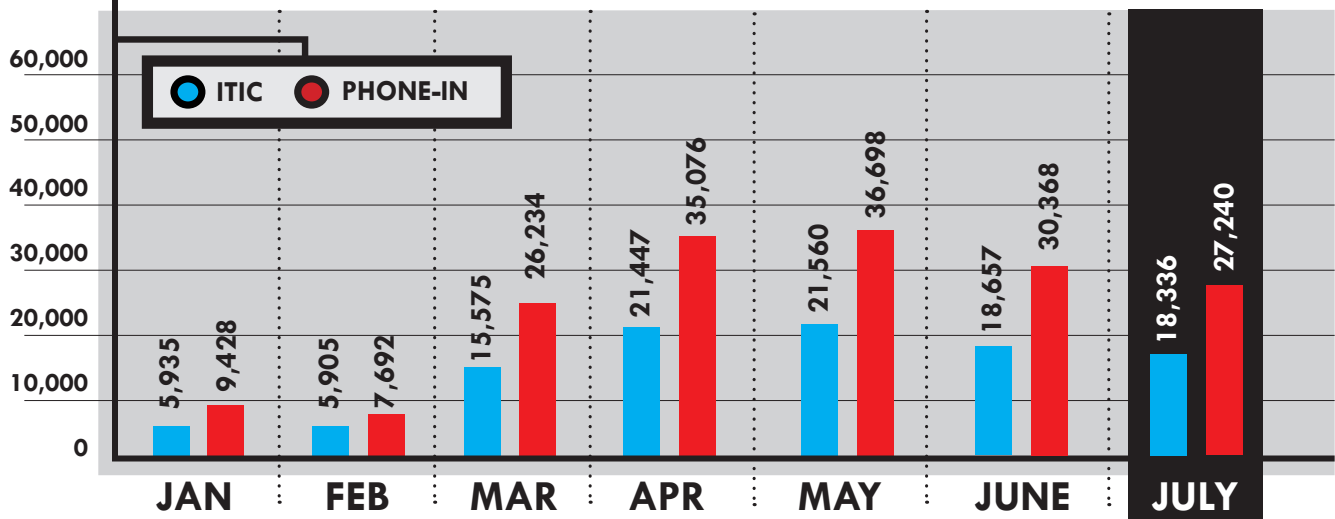
JULY

ITIC Percentage Y-T-D



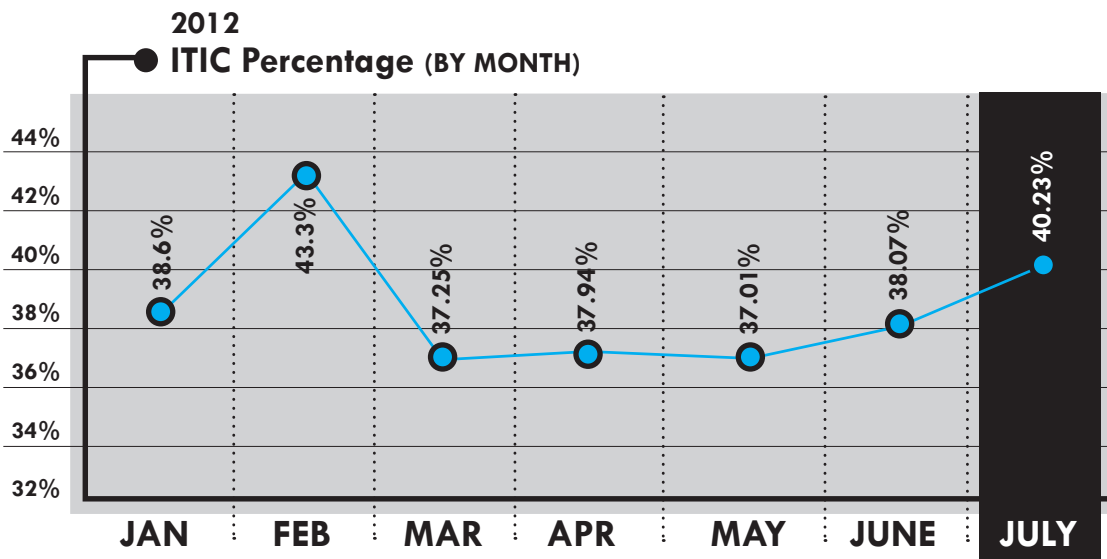
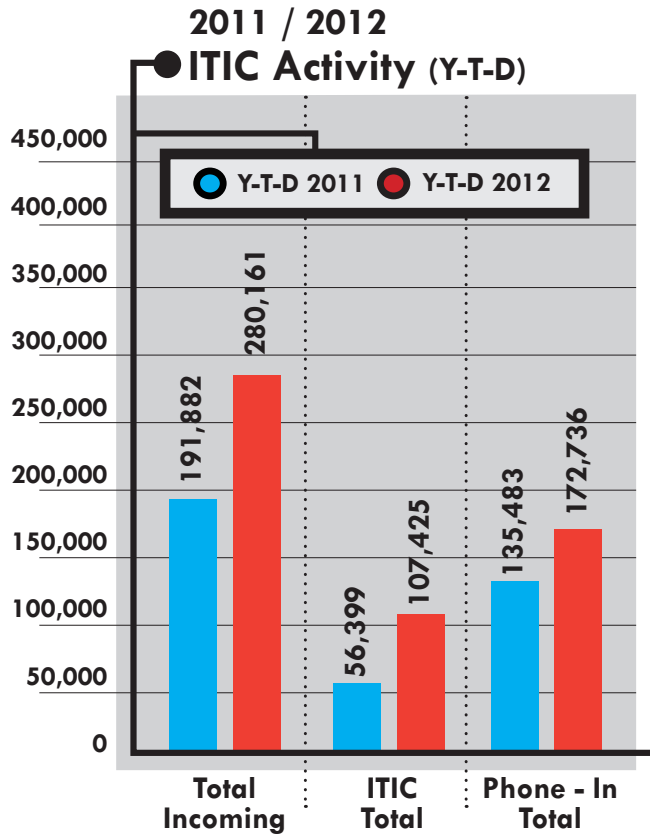
2012

ITIC Activity (BY MONTH)

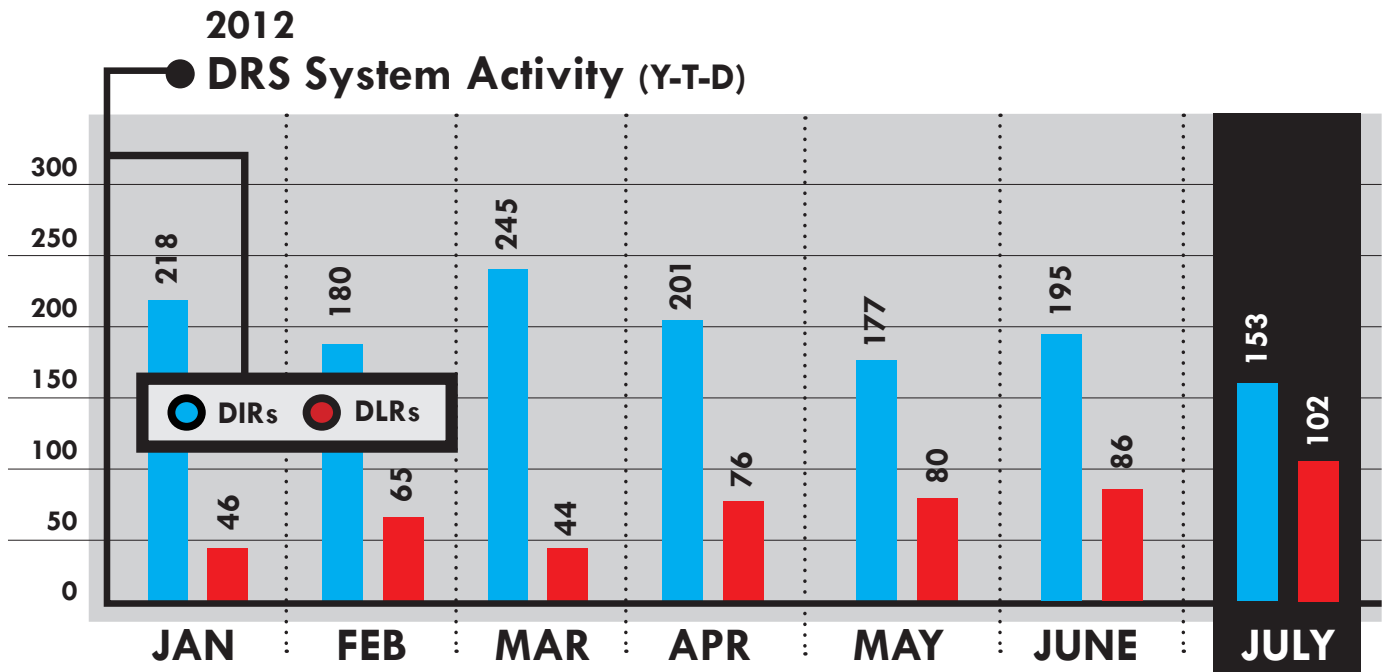


ITIC usage continues to remain strong in 2012, ticking up two percentage points in July.

JULY



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.

JULY



DASHBOARD

JULY

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

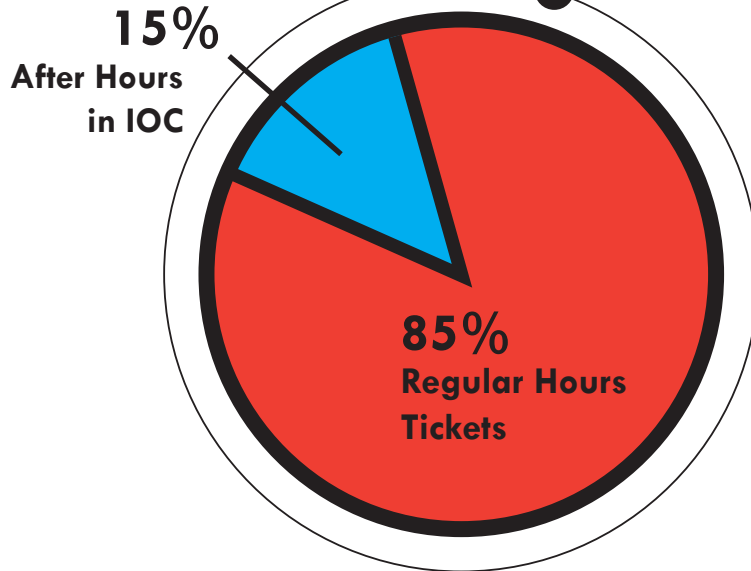
After Hours Analysis

JULY 2012

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

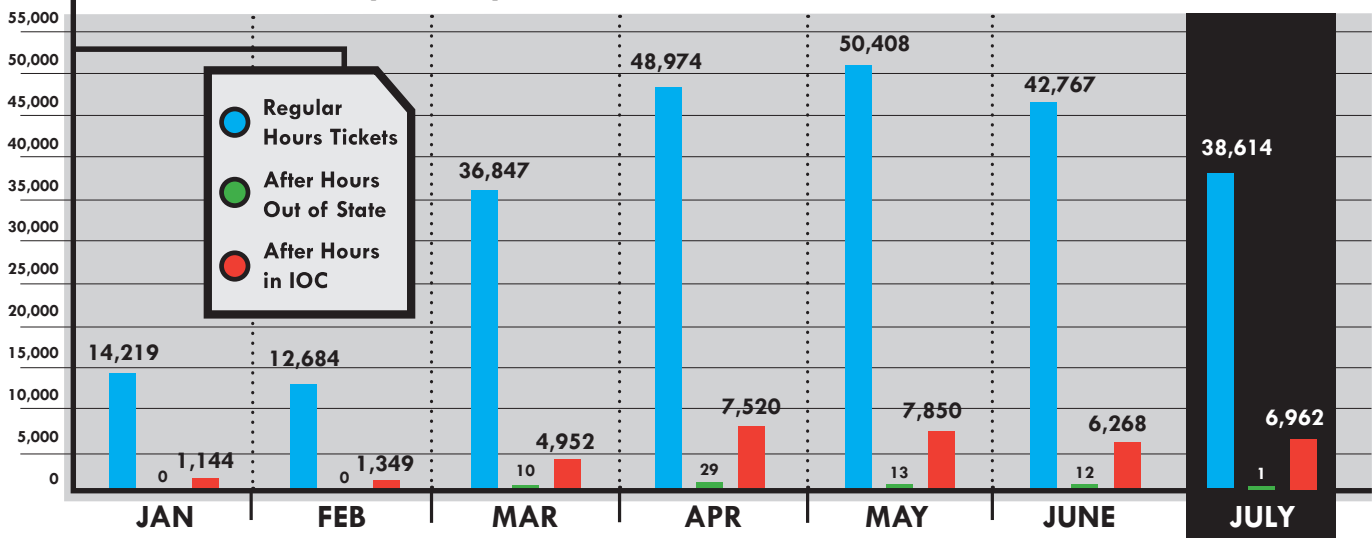
The pie chart breaks the number of after-hours tickets received into the percentage of those received by phone and ITIC.

JULY



2012

Time of Receipt Analysis (BY MONTH)





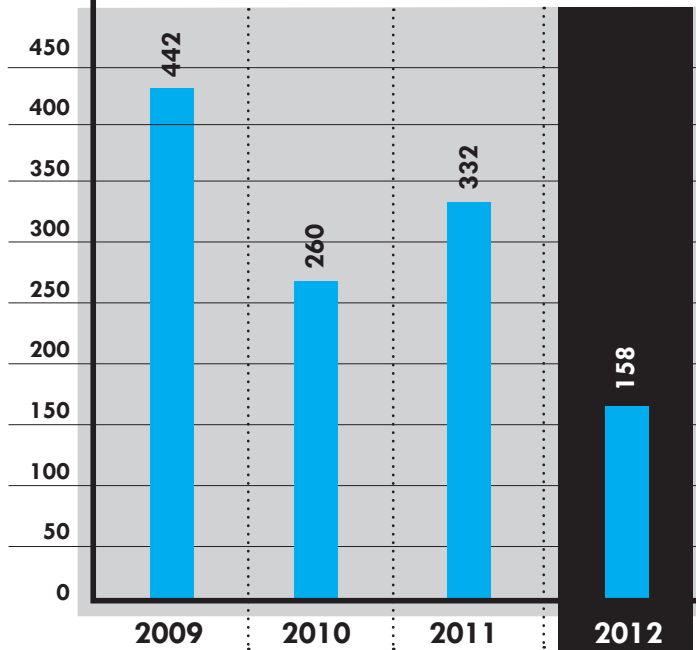
DASHBOARD

JULY

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

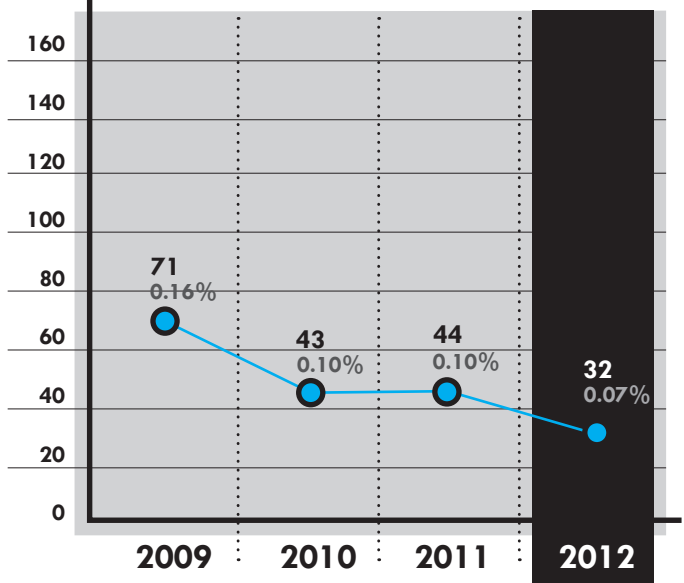
2009 - 2012

● Non-Compliant Tickets (Y-T-D)



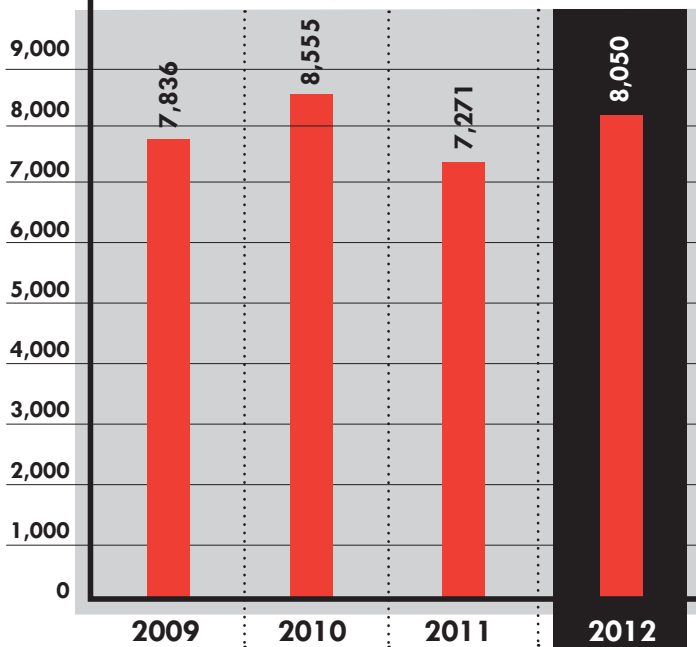
JULY

● Non-Compliant Tickets



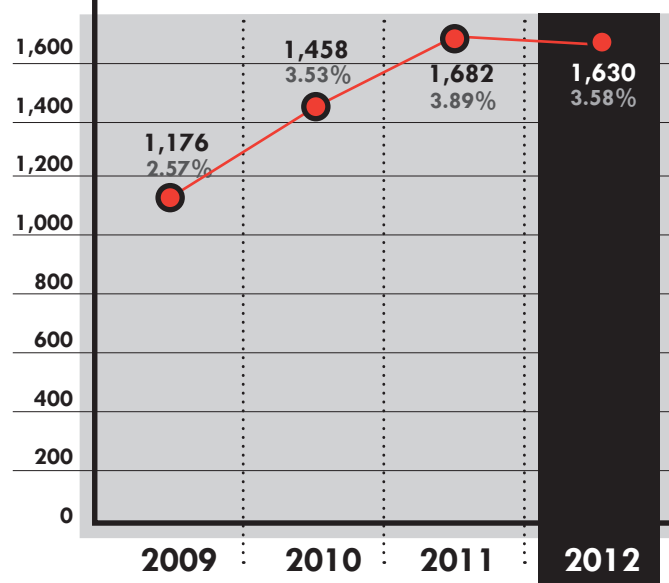
2009 - 2012

● Emergency Tickets (Y-T-D)



JULY

● Emergency Tickets



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



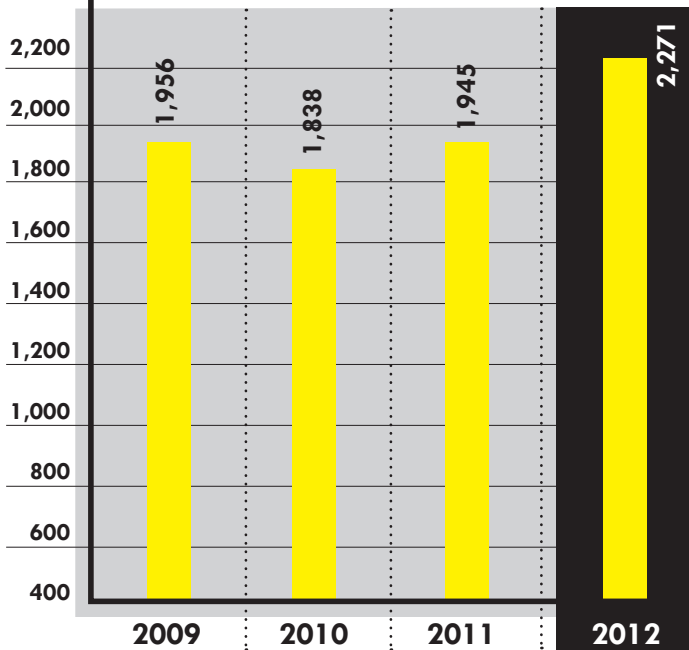
DASHBOARD

JULY

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

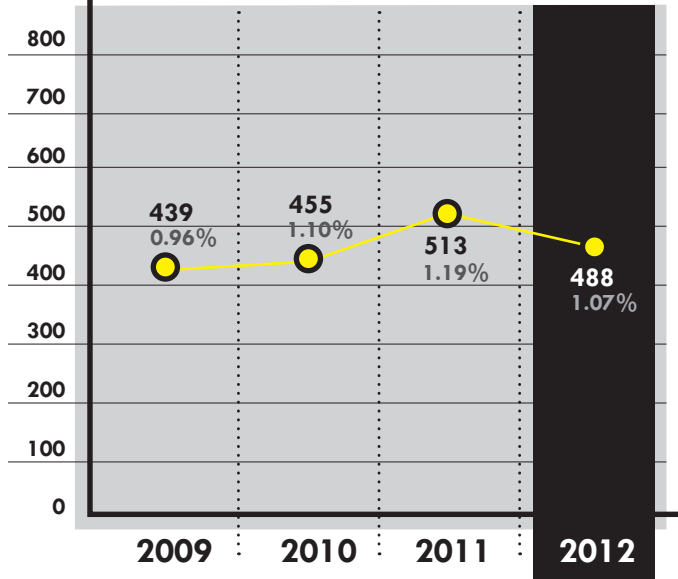
2009 - 2012

● Dig - In Tickets (Y-T-D)



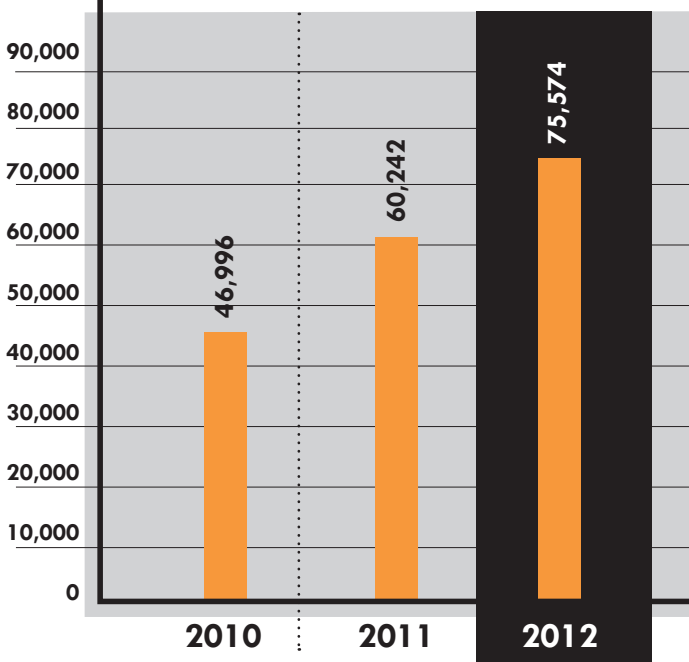
JULY

● Dig - In Tickets



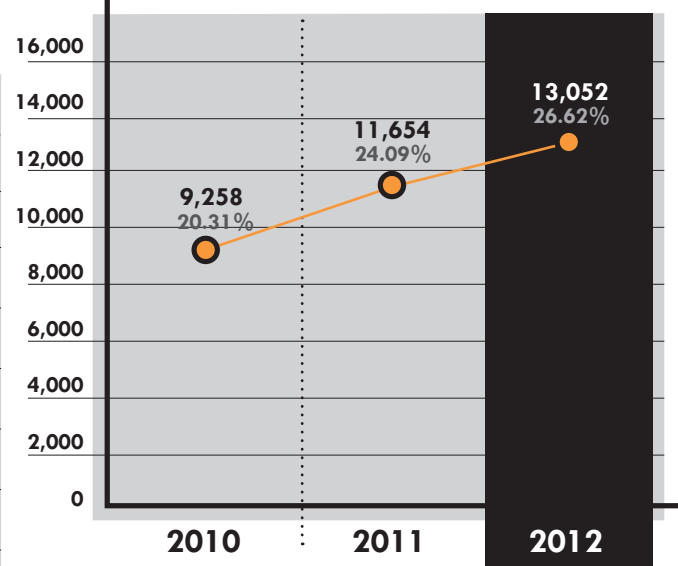
2010 - 2012

● Whitelined Tickets (Y-T-D)



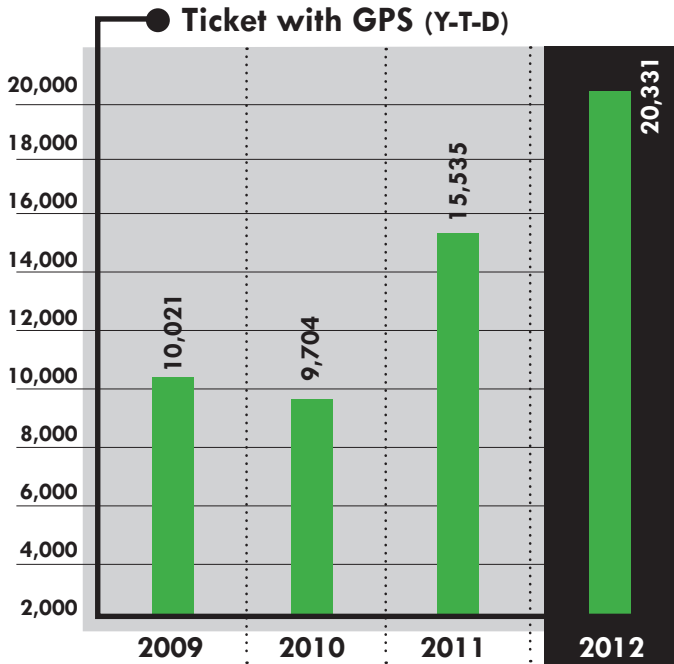
JULY

● Whitelined Tickets

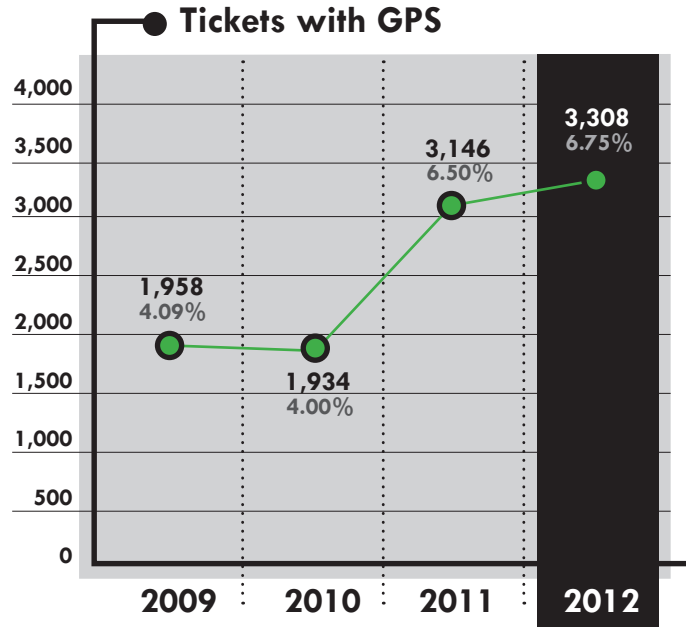


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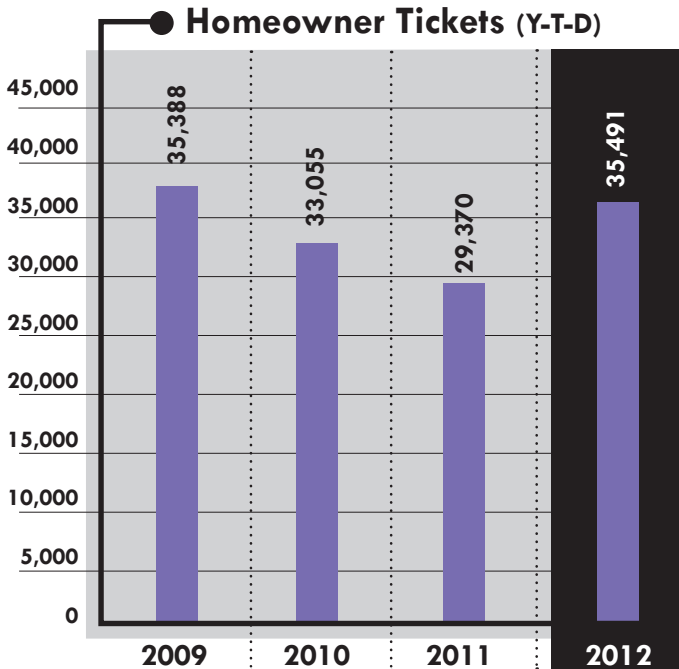
2009 - 2012



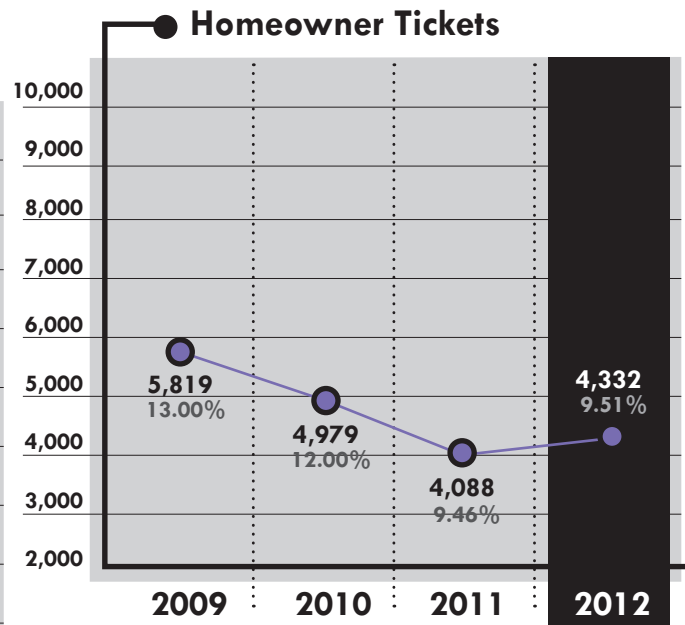
JULY



2009 - 2012



JULY



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