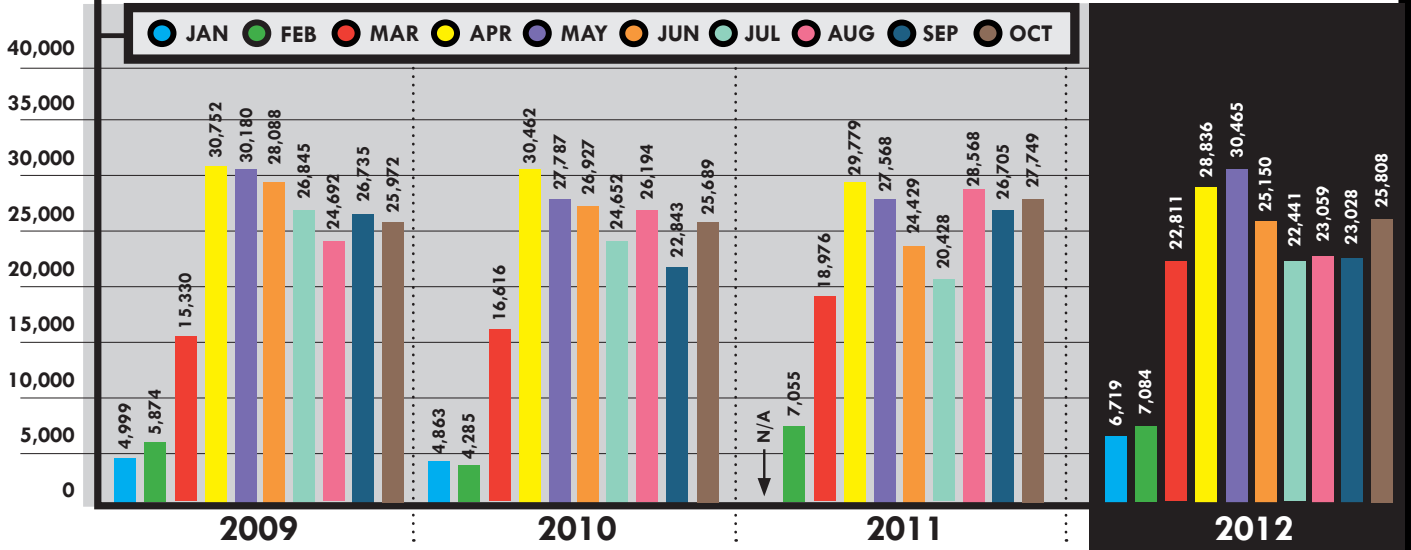


**2009 - 2012**

**Total Incoming Calls (BY MONTH)**

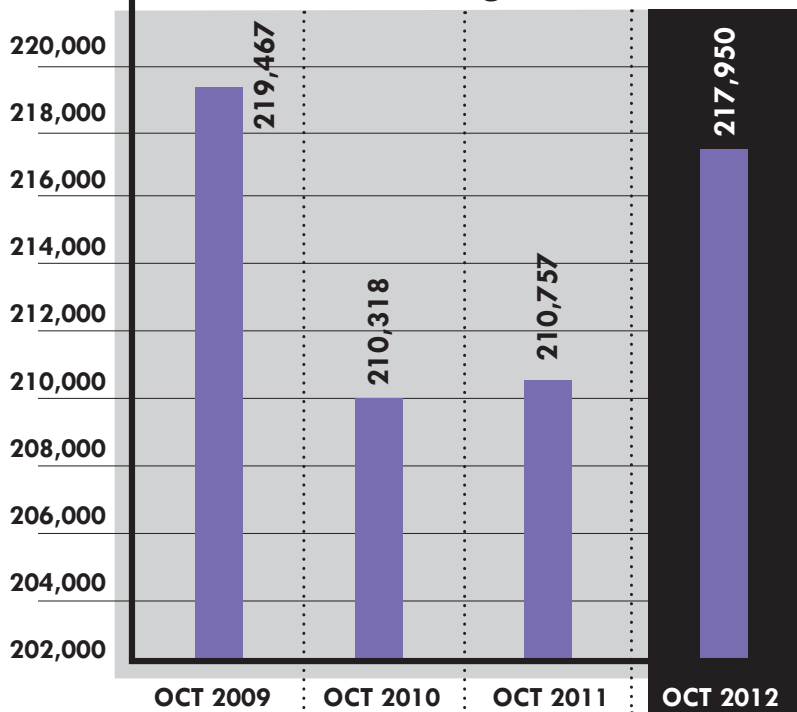


October 2012's total are slightly ahead of last year's monthly totals, and incoming and outgoing year-to-date volumes continue to exceed 2011 levels.

**OCT**

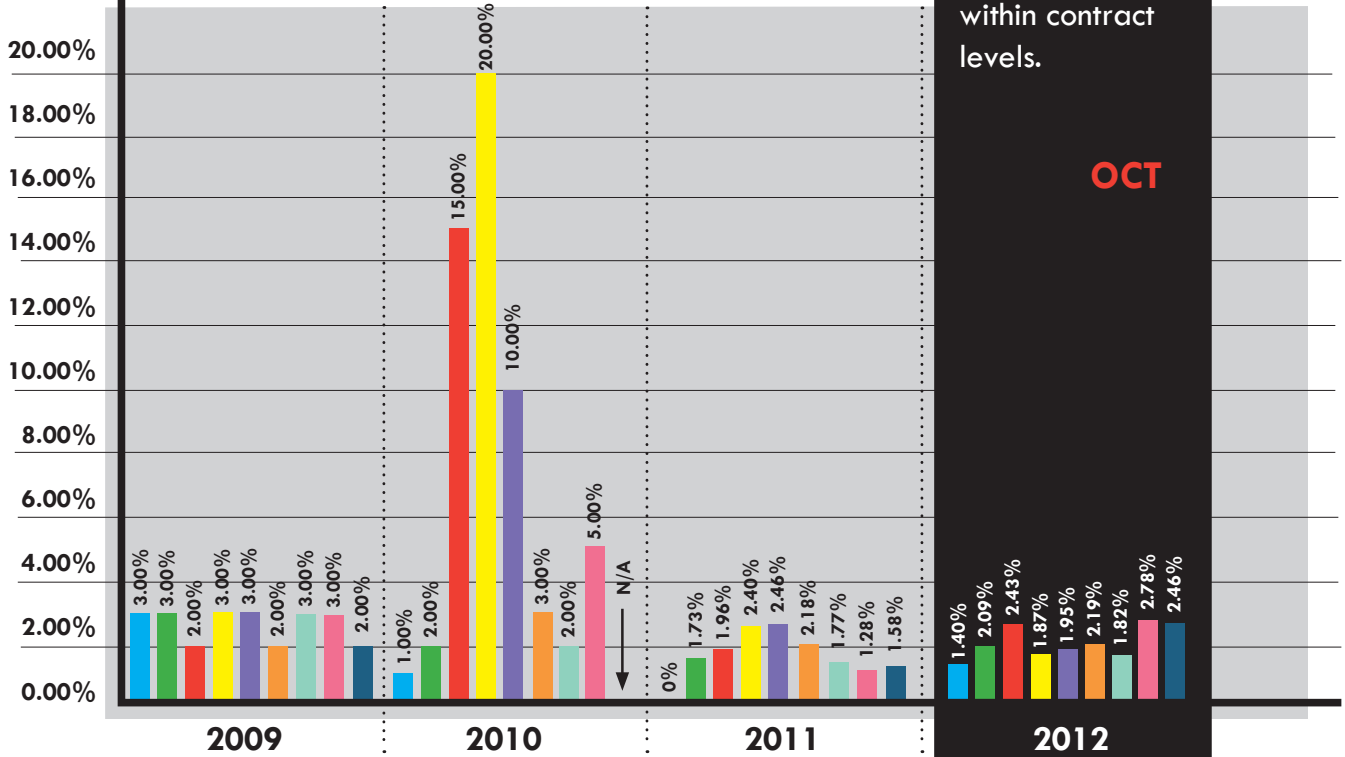
**2009 - 2012**

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



2009 - 2012

**Calls Abandoned (BY MONTH)**

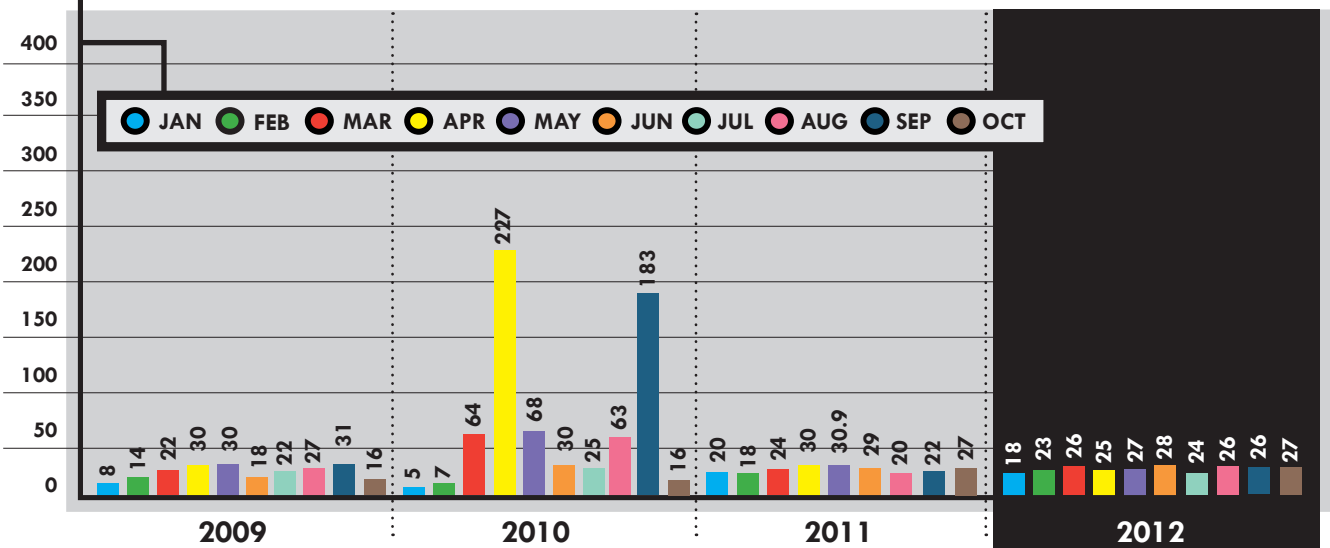


Abandonment rates continue to be low and the Average Speed to Answer remains within contract levels.

**OCT**

2009 - 2012

**Average Speed to Answer (BY MONTH)**





# DASHBOARD

**OCT**

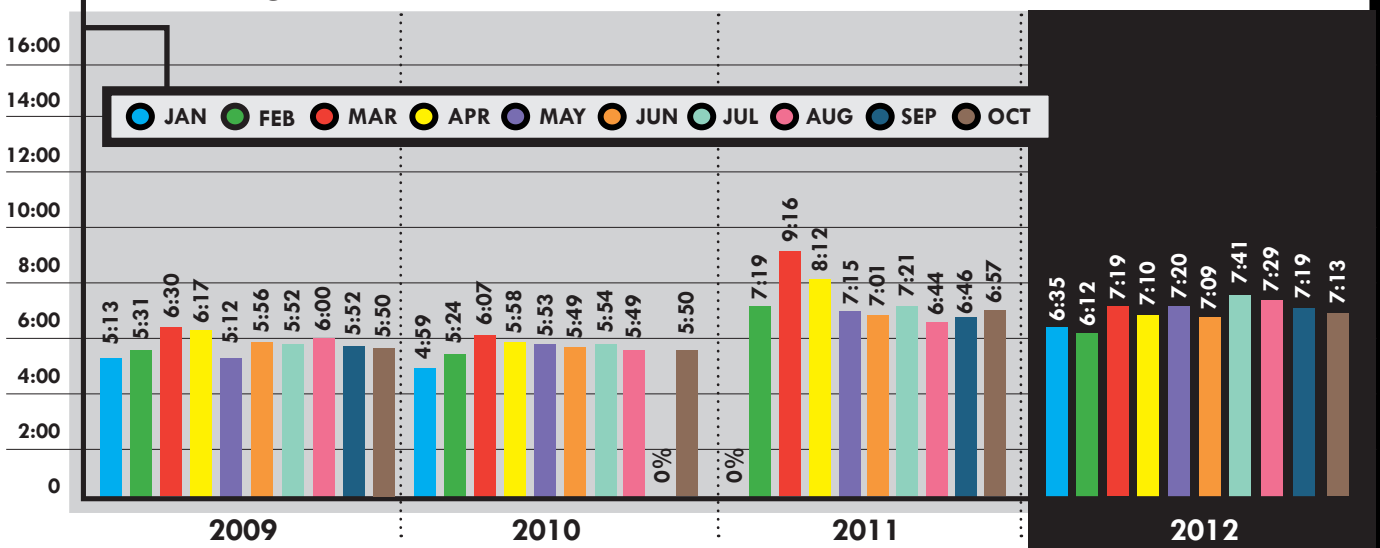
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

The average talk time has declined since July. This may reflect the change in balance of callers who are professional excavators and homeowners or one-time callers.

**OCT**

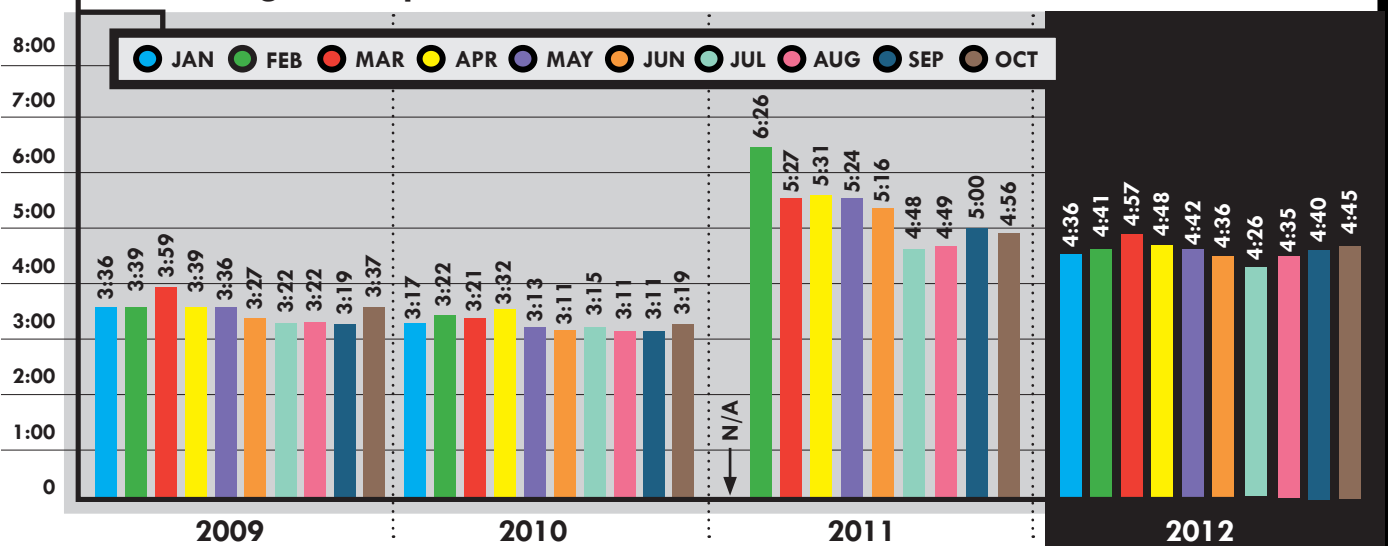
2009 - 2012

## Average Talk Time (BY MONTH)



2009 - 2012

## Average Time per Ticket (BY MONTH)

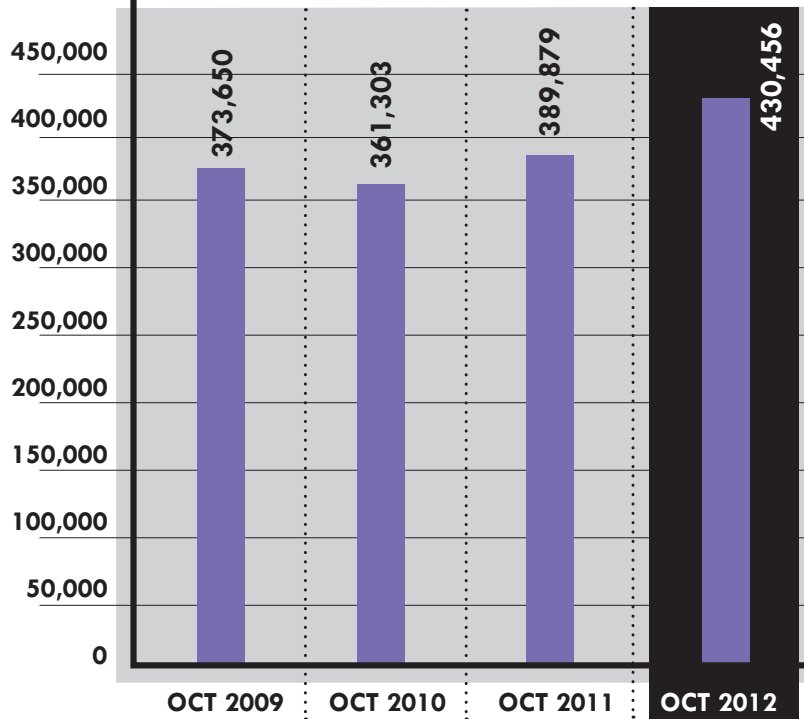


Comparing incoming tickets and incoming calls still indicates there is sustained growth in the use of ITIC during 2012.

OCT

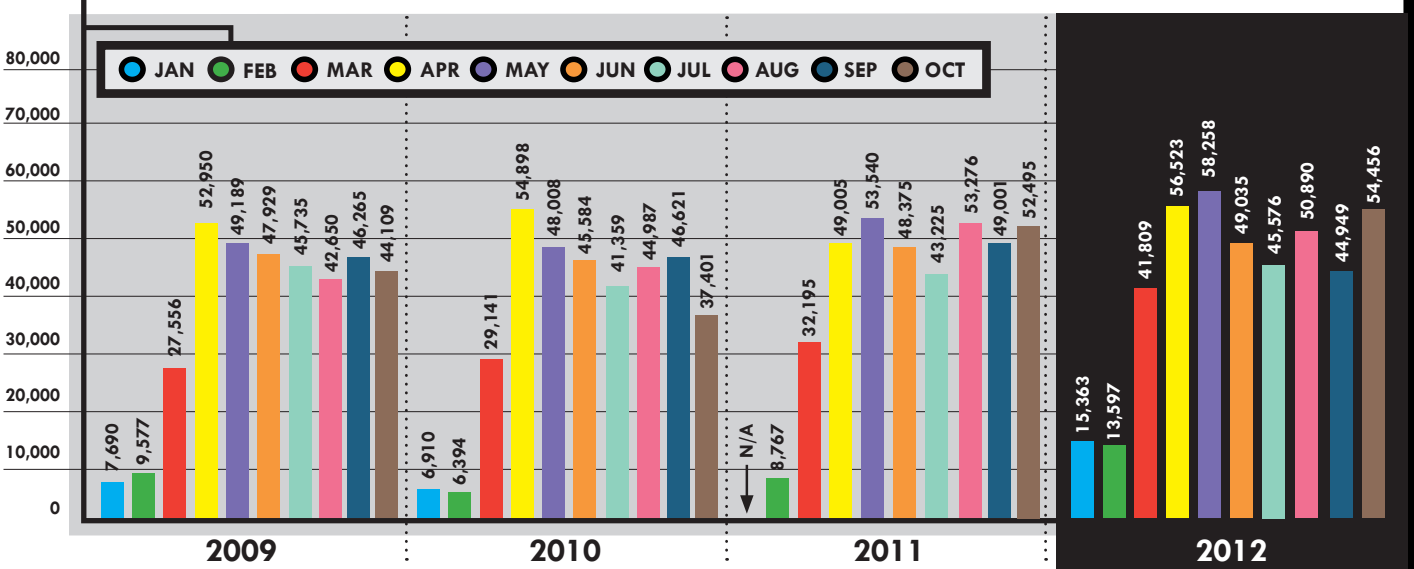
### 2009 - 2012

#### Incoming Ticket Totals (Y-T-D)



### 2009 - 2012

#### Incoming Ticket Totals (BY MONTH)

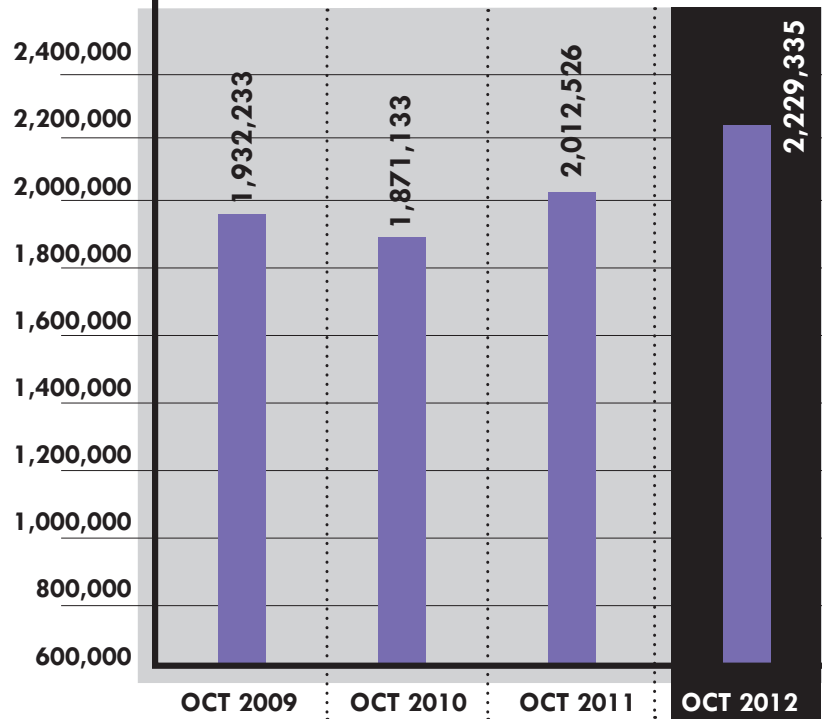


2012 continues to be a record year for ticket volume.

OCT

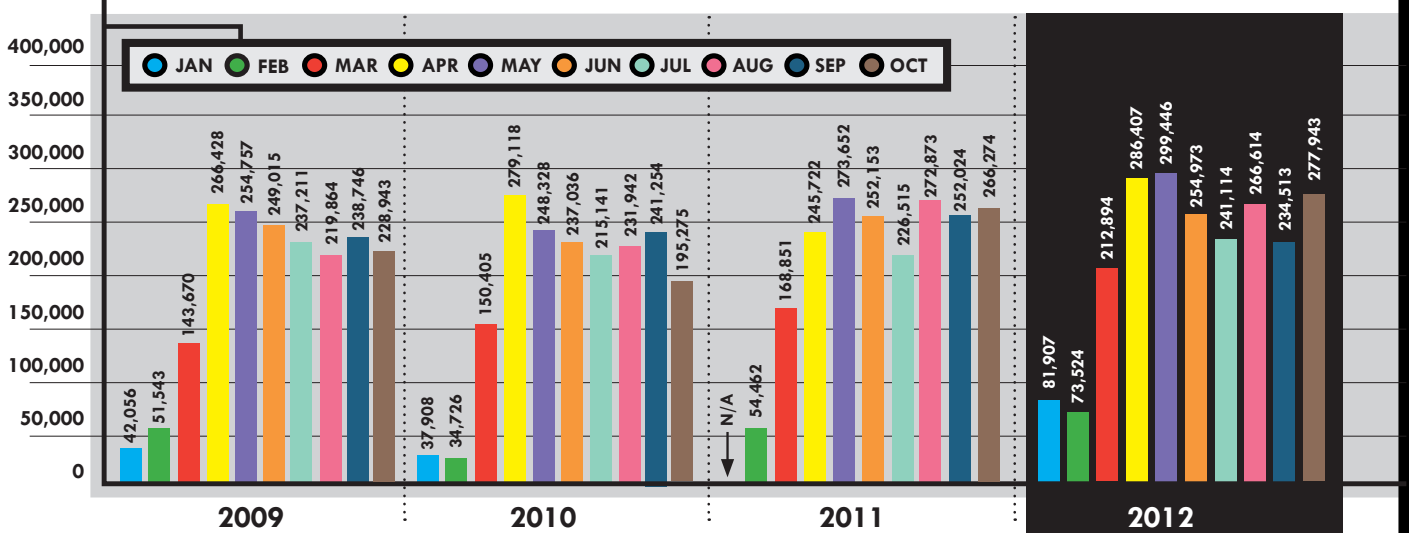
### 2009 - 2012

#### Outbound Ticket Totals (Y-T-D)



### 2009 - 2012

#### Outbound Ticket Totals (BY MONTH)





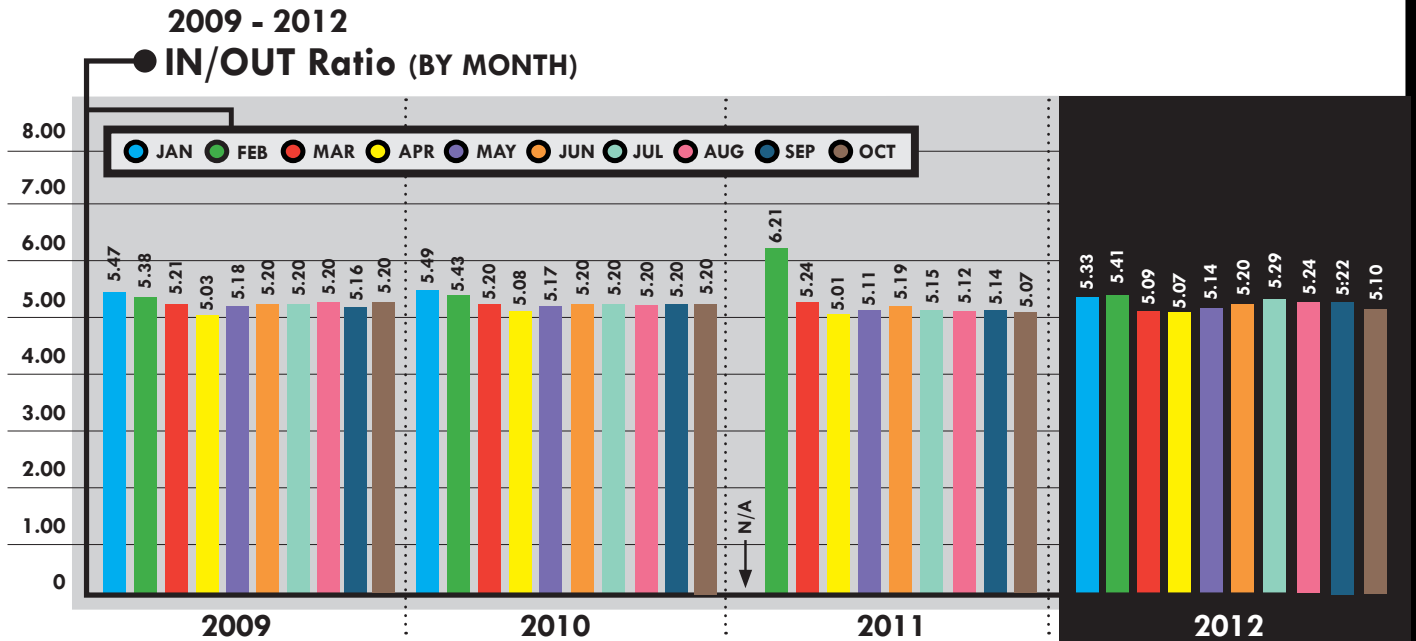
# IOWA ONE CALL DASHBOARD

**OCT**

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.

**OCT**





# DASHBOARD

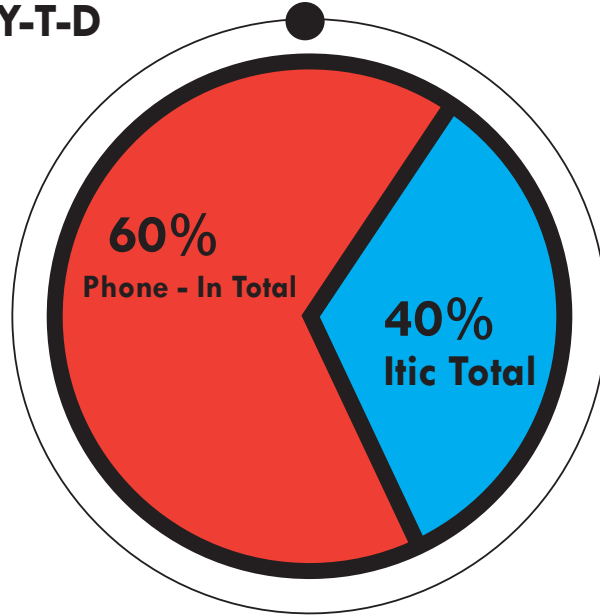
## OCT

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

The overall usage of ITIC continues to remain strong and exceeds 2011 levels. The center has had sustained usage in excess of 40% since July.

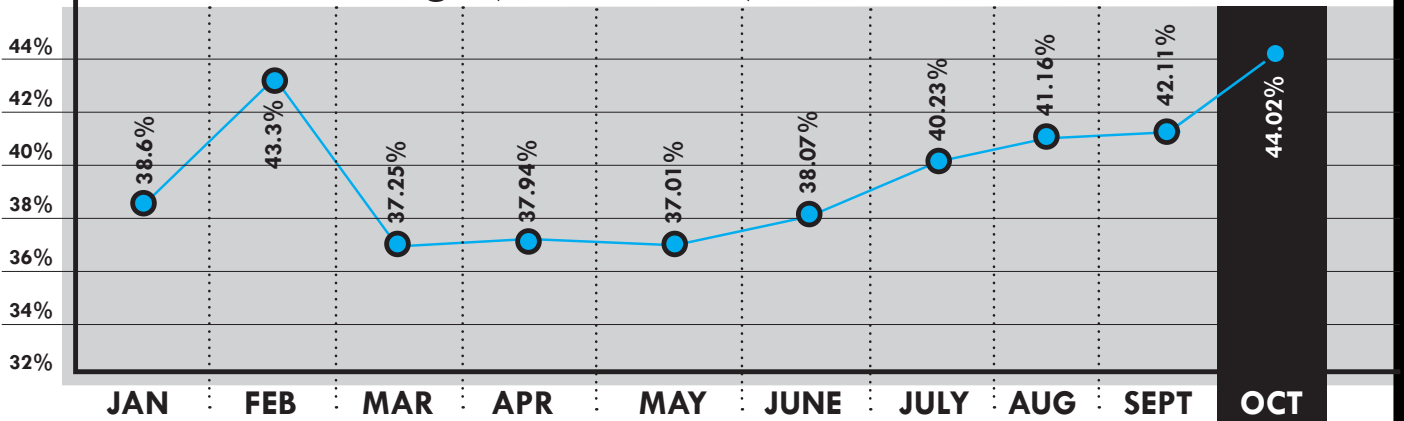
OCT

### ITIC Percentage Y-T-D



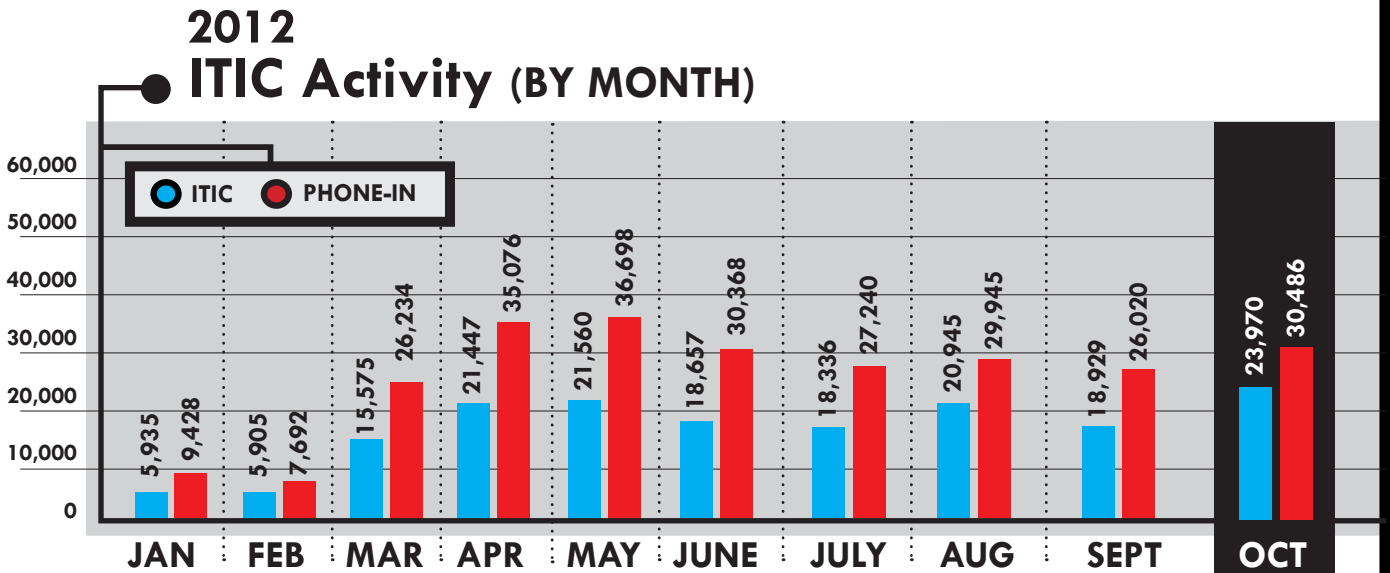
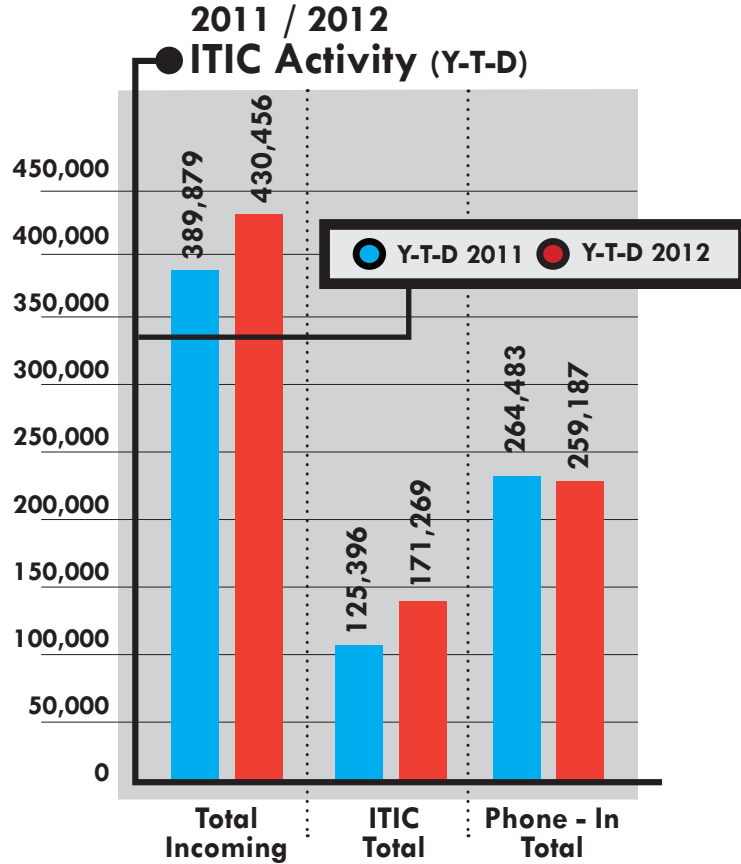
### 2012

### ITIC Percentage (BY MONTH)



ITIC usage continues to remain strong in 2012. It has increased every month since May.

OCT







# DASHBOARD

## OCT

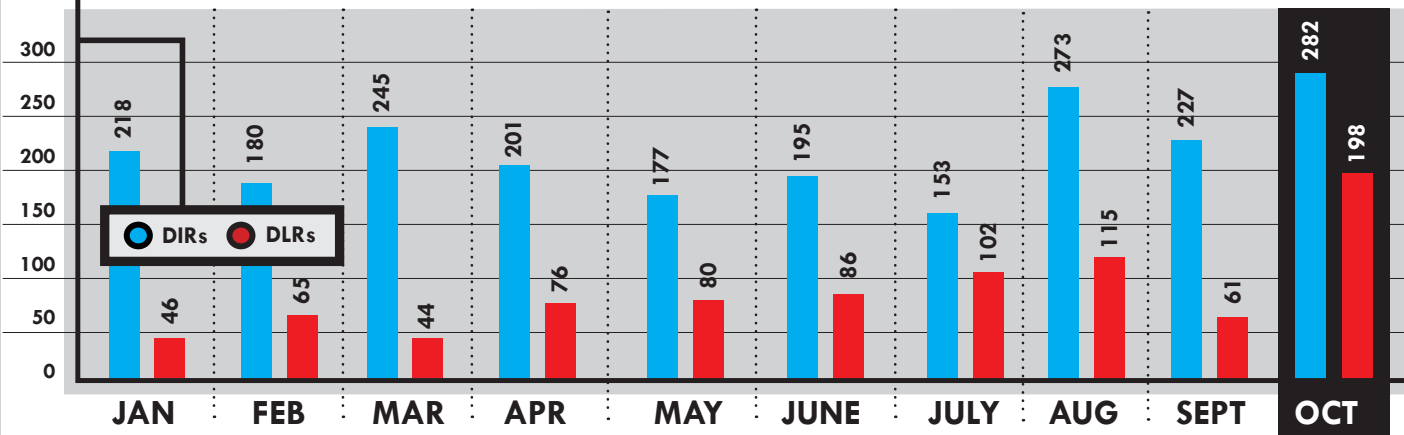
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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.

OCT

2012

### DRS System Activity (By Month)



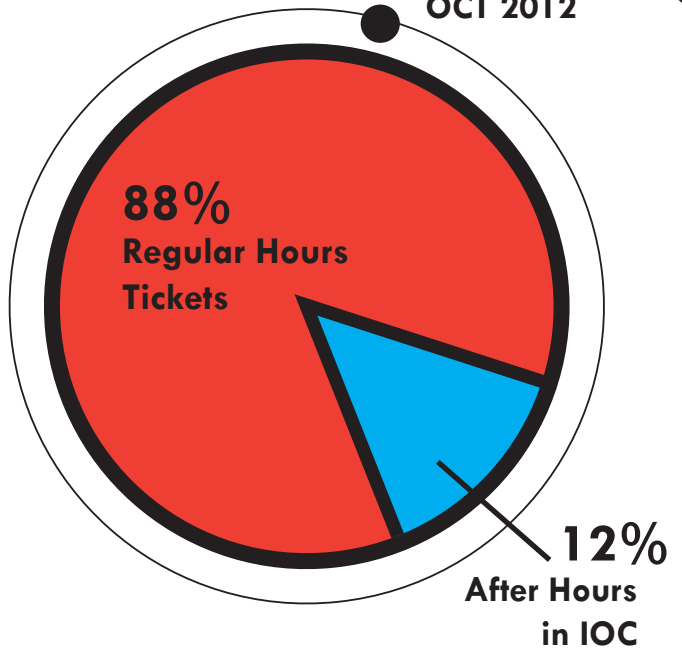


# DASHBOARD

**OCT**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

## After Hours Analysis OCT 2012



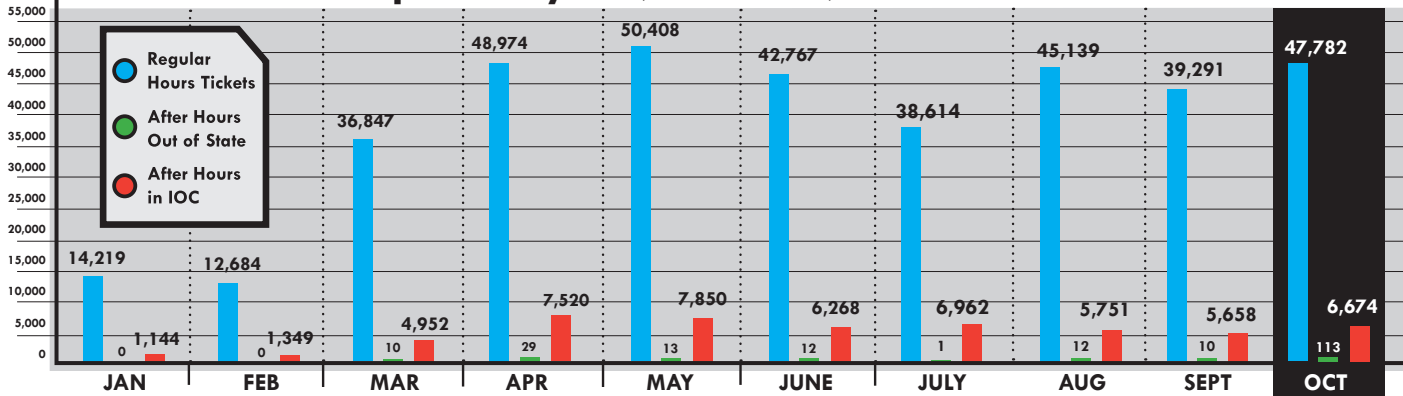
In the charts on this page, we have provided a breakdown showing the time of day and location where incoming tickets were received.

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

**OCT**

2012

### Time of Receipt Analysis (BY MONTH)





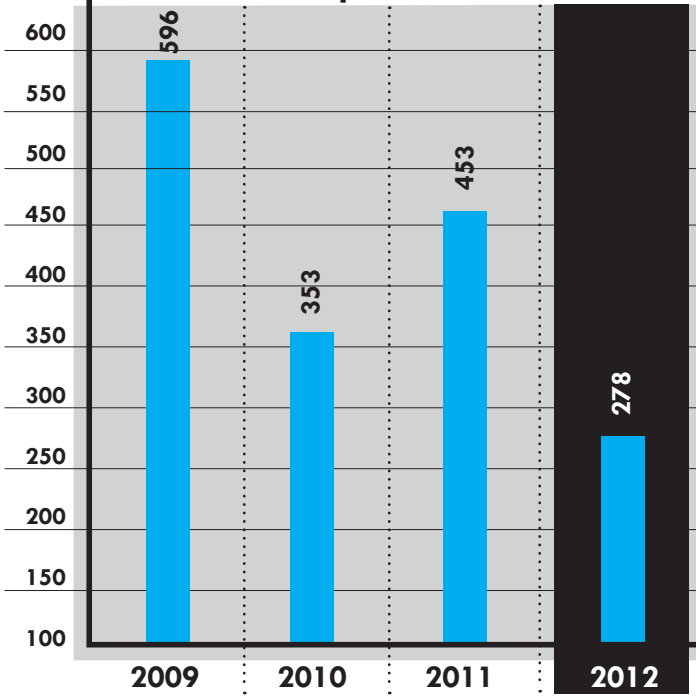
# DASHBOARD

**OCT**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

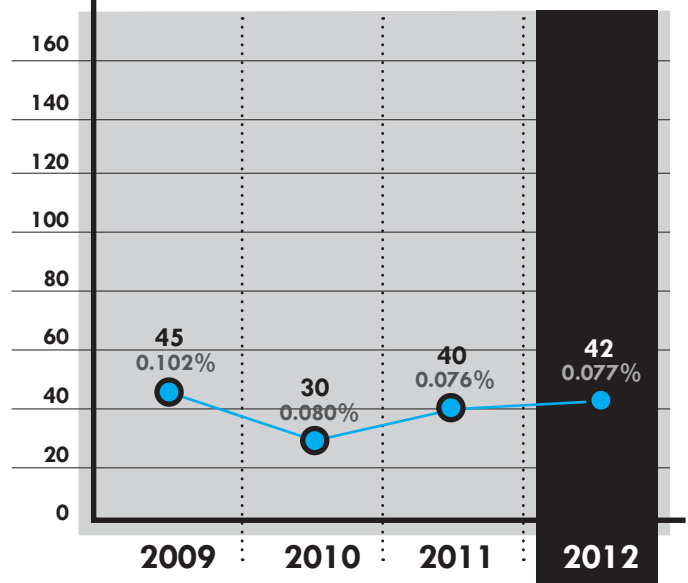
2009 - 2012

● Non-Compliant Tickets (Y-T-D)



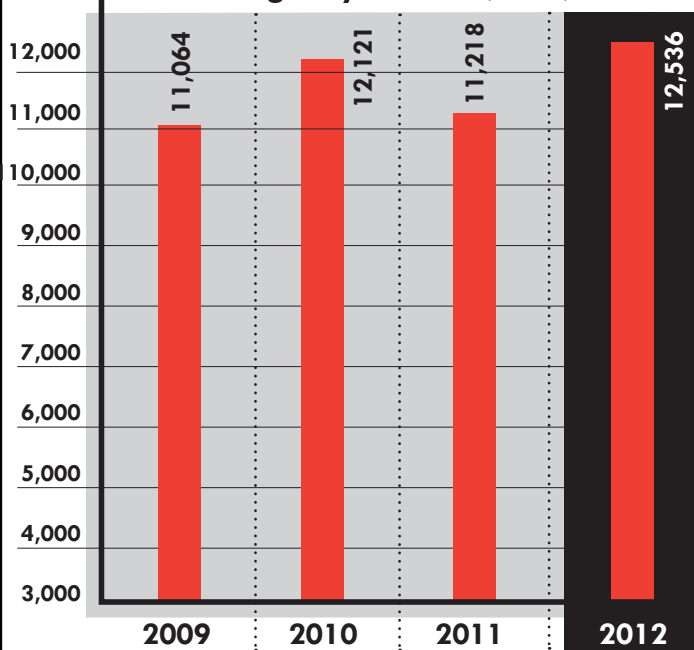
OCTOBER

● Non-Compliant Tickets



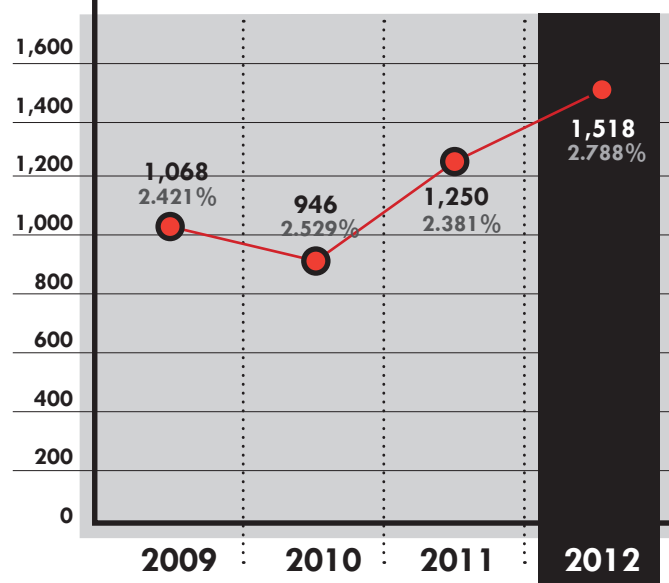
2009 - 2012

● Emergency Tickets (Y-T-D)



OCTOBER

● Emergency Tickets



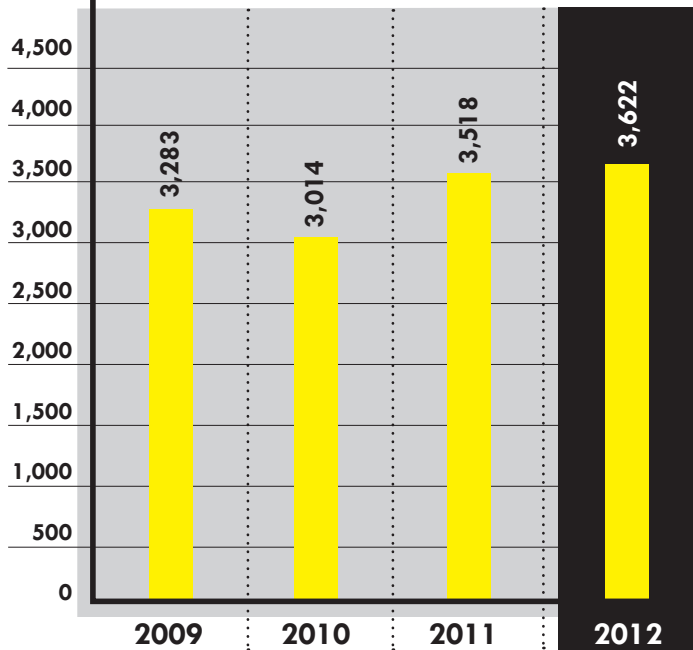
NOTE: all statistics provided on pages 11 - 13 are derived from incoming tickets.

**OCT**

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

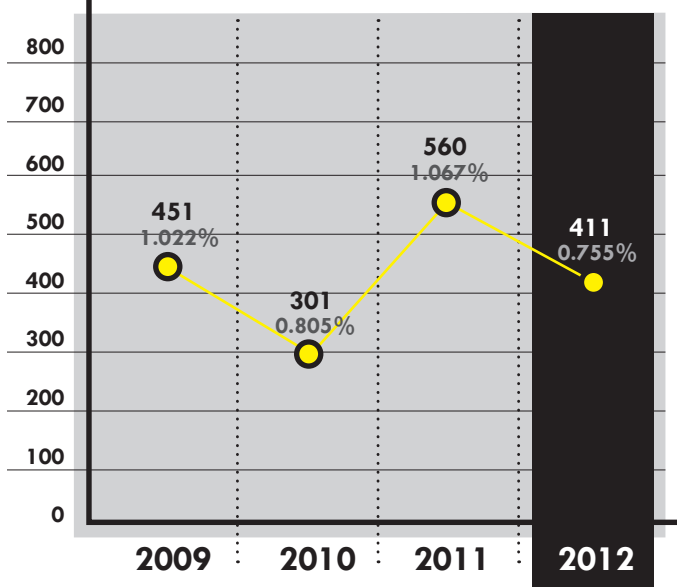
2009 - 2012

● Dig - In Tickets (Y-T-D)



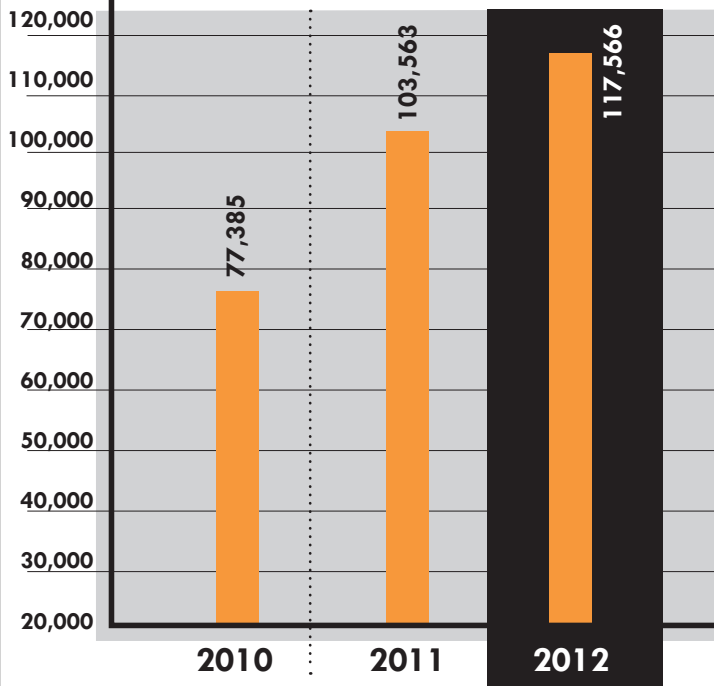
OCTOBER

● Dig - In Tickets



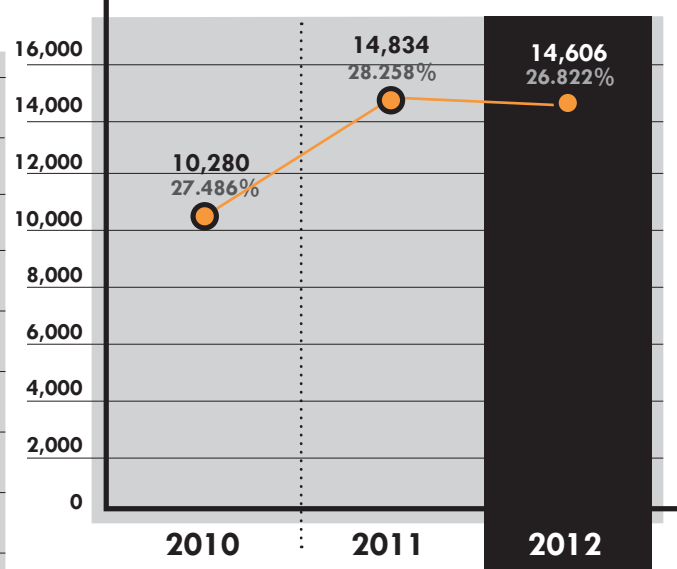
2010 - 2012

● Whitelined Tickets (Y-T-D)



OCTOBER

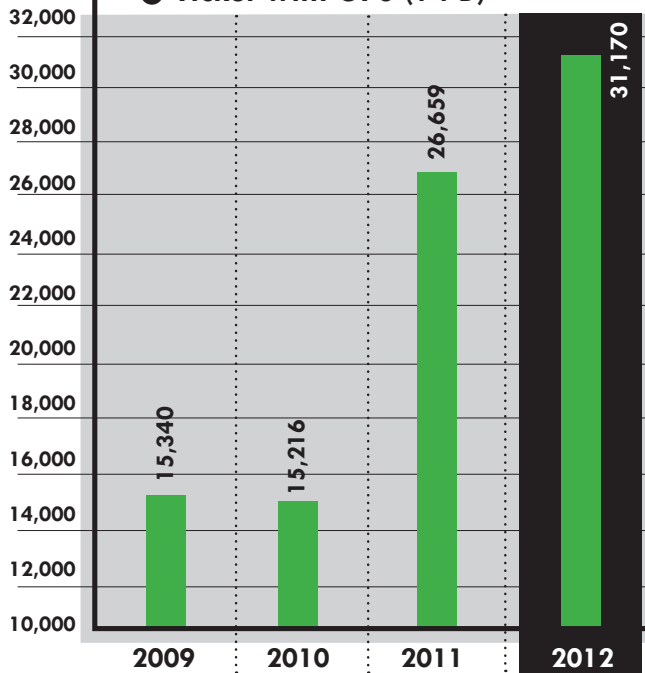
● Whitelined Tickets



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

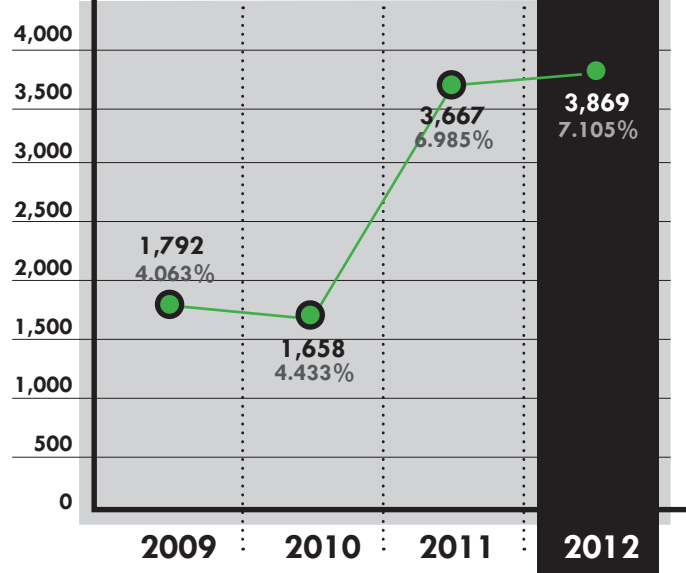
2009 - 2012

● Ticket with GPS (Y-T-D)



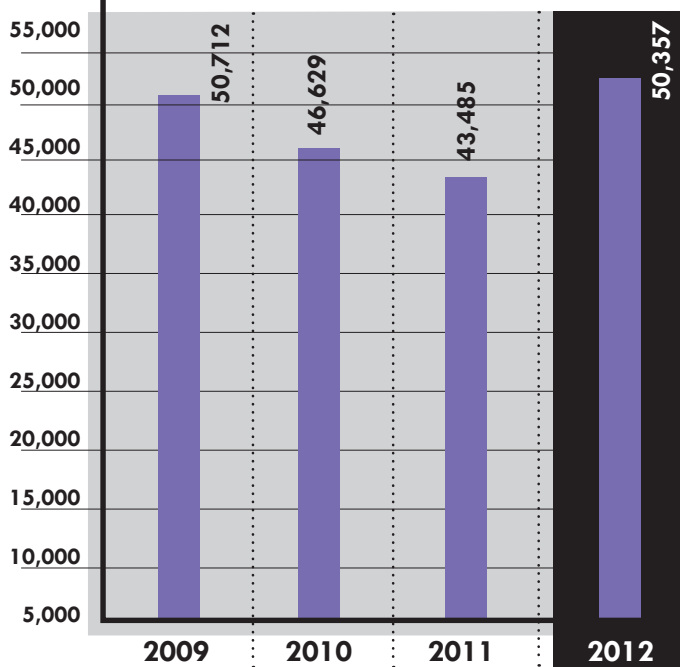
OCTOBER

● Tickets with GPS



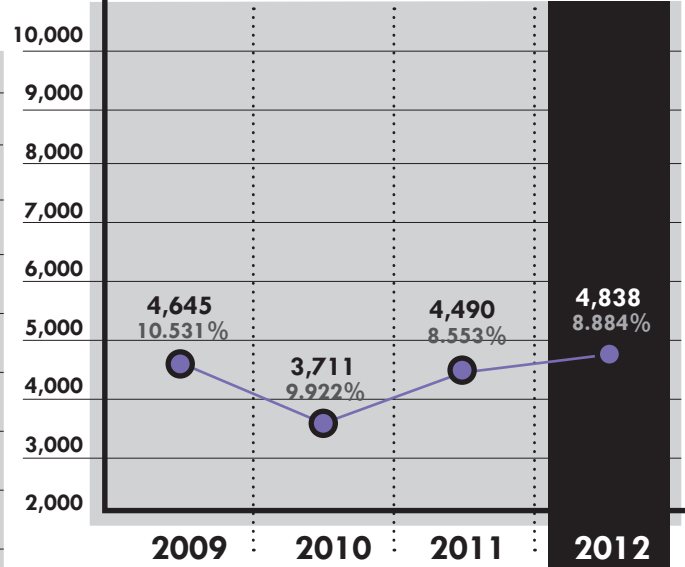
2009 - 2012

● Homeowner Tickets (Y-T-D)



OCTOBER

● Homeowner Tickets



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