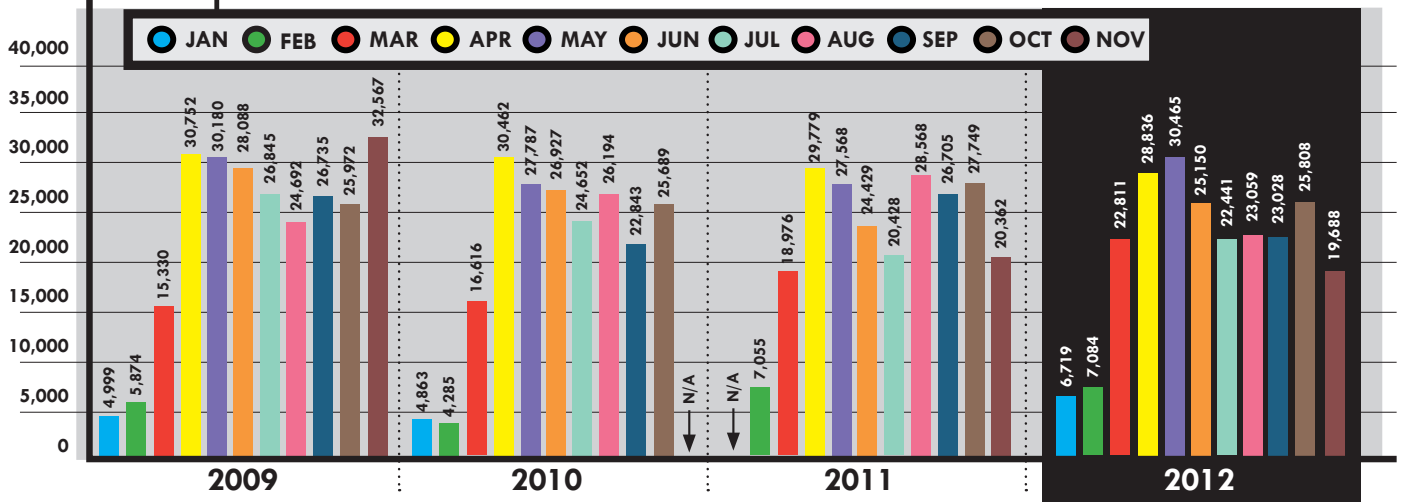


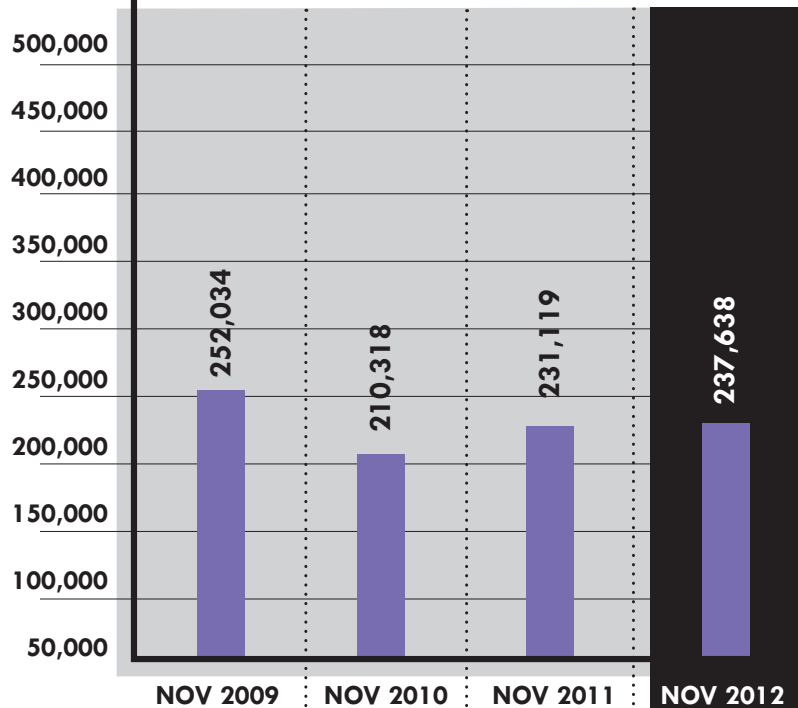
2009 - 2012

Total Incoming Calls (BY MONTH)



2009 - 2012

Total Incoming Calls (Y-T-D)



November 2012's total calls are slightly less than last year's monthly totals, but year-to-date call volume is still at a record level.

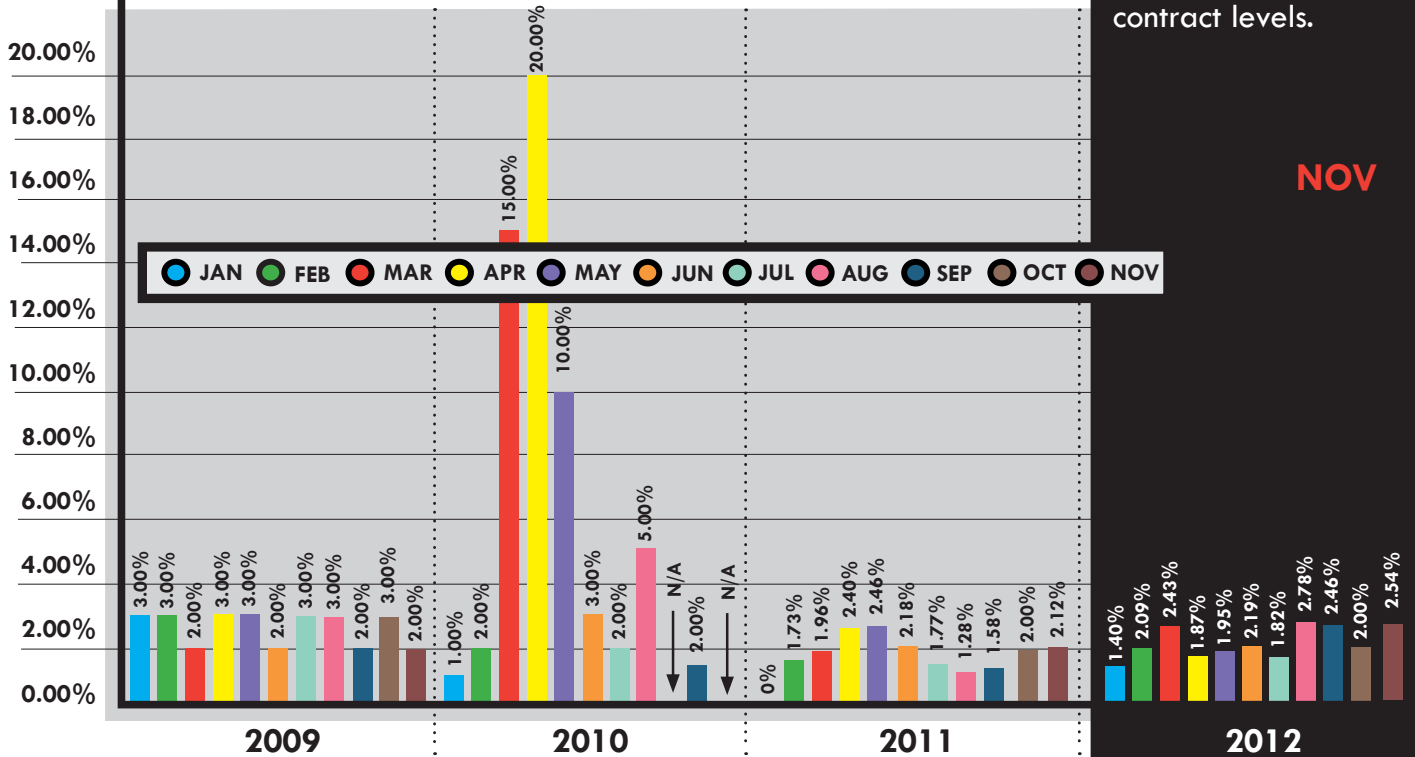
NOV

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

NOV

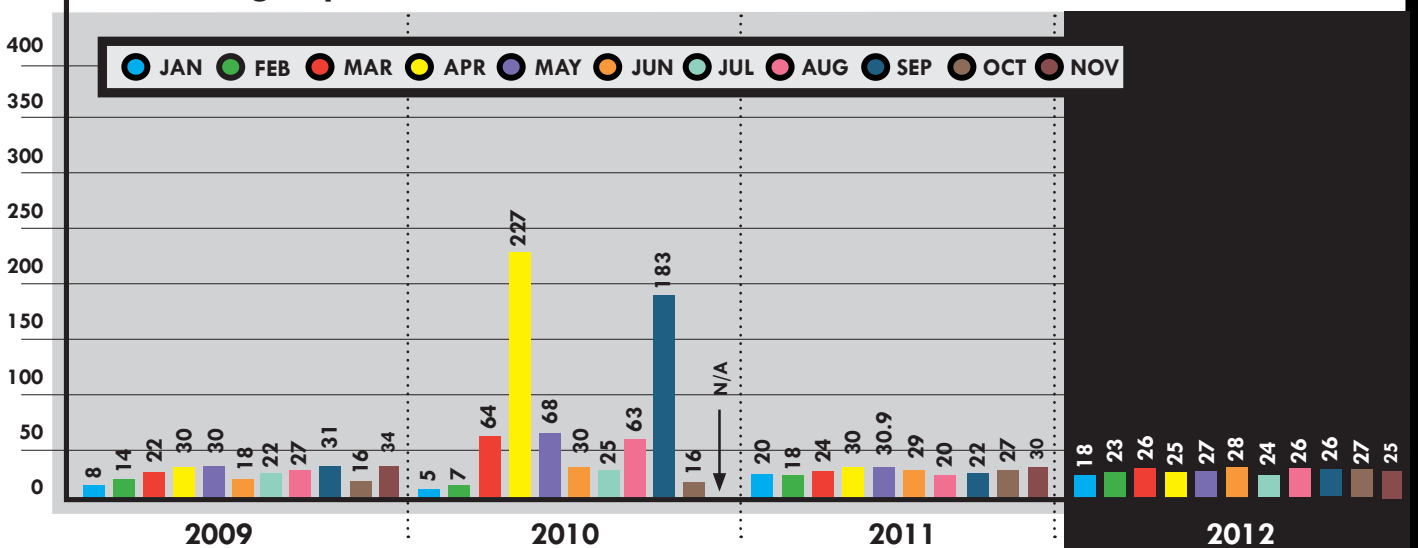
2009 - 2012

Calls Abandoned (BY MONTH)



2009 - 2012

Average Speed to Answer (BY MONTH)





DASHBOARD

NOV

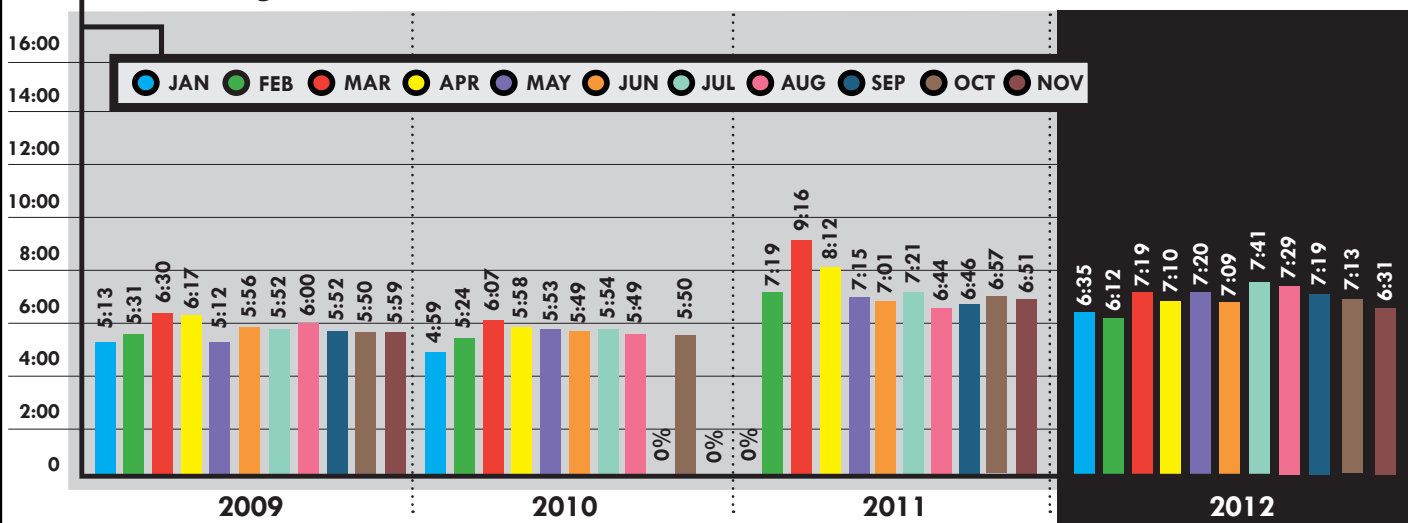
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

NOV

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

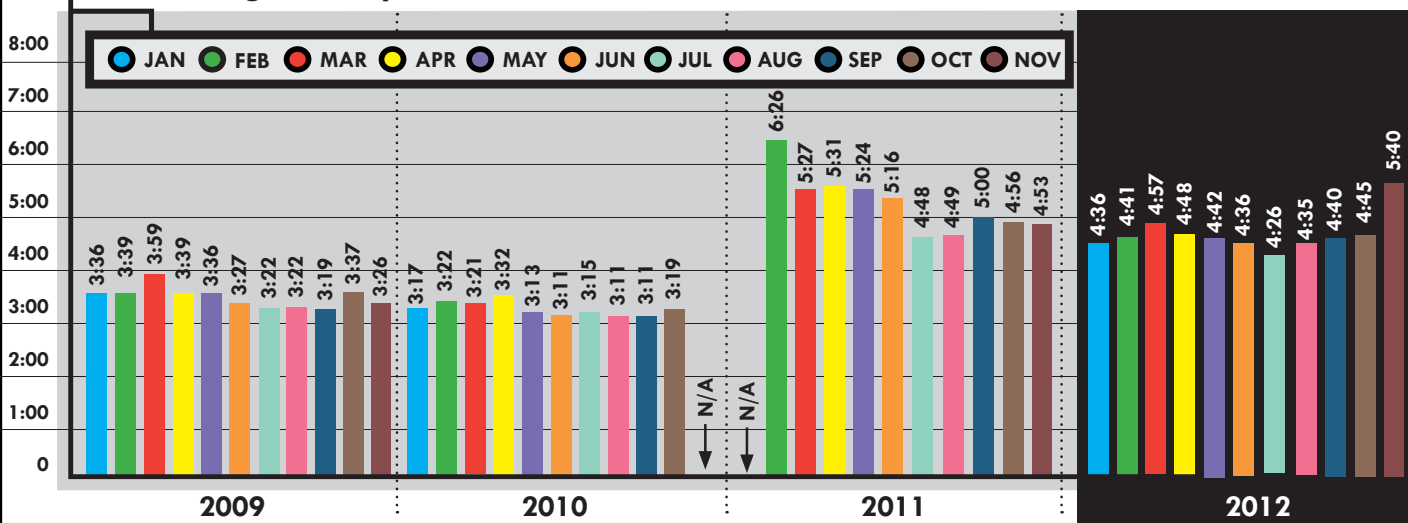
2009 - 2012

● Average Talk Time (BY MONTH)



2009 - 2012

● Average Time per Ticket (BY MONTH)

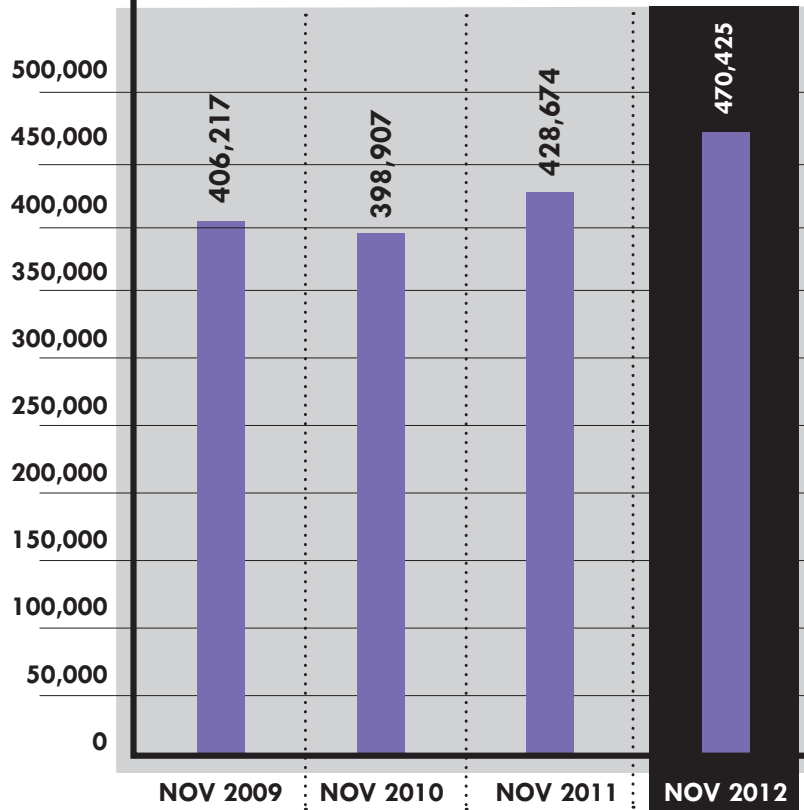


Comparing the increase in incoming tickets and incoming calls still indicates there is sustained growth in the use of ITIC during 2012.

NOV

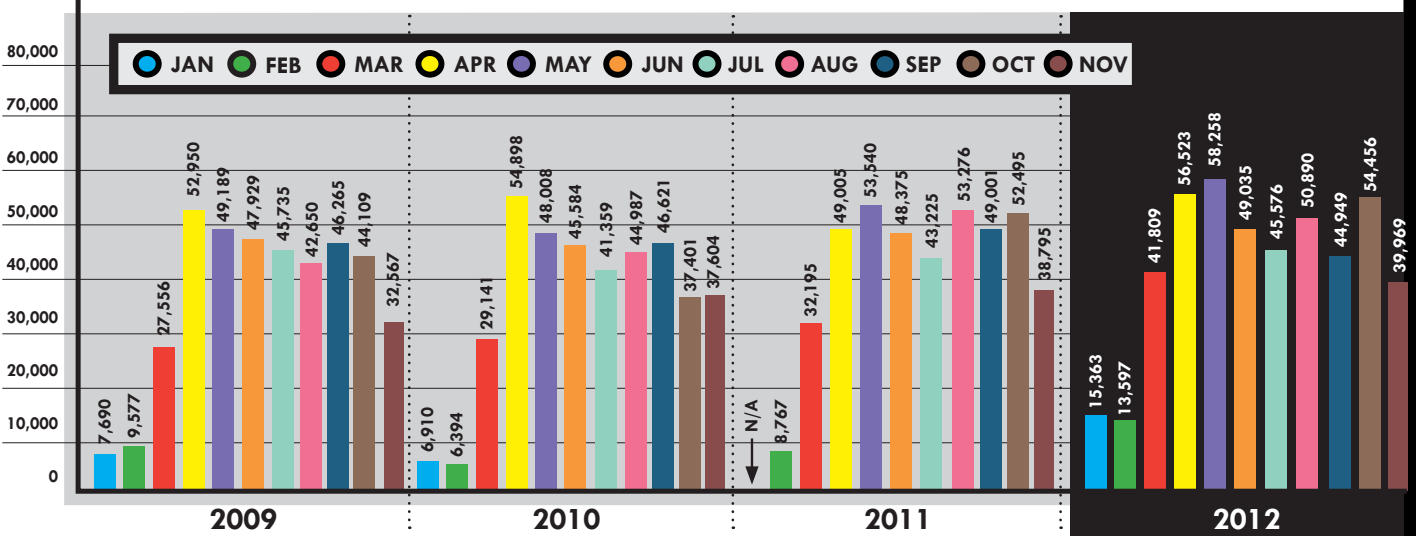
2009 - 2012

Incoming Ticket Totals (Y-T-D)



2009 - 2012

Incoming Ticket Totals (BY MONTH)

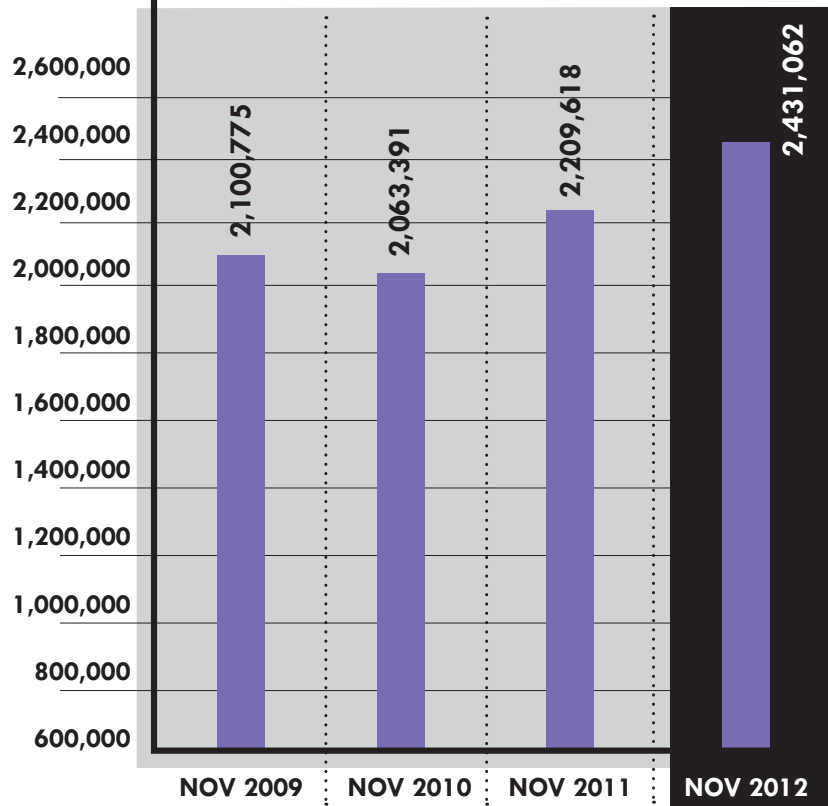


2012 continues to be a record year for ticket volume.

NOV

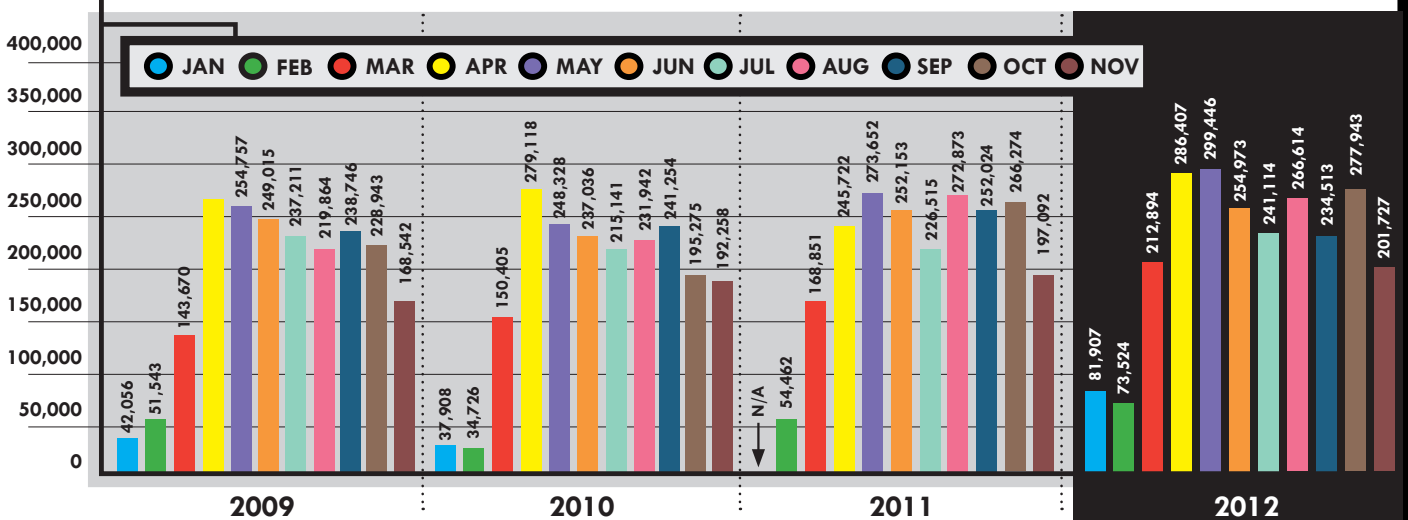
2009 - 2012

● Outbound Ticket Totals (Y-T-D)



2009 - 2012

● Outbound Ticket Totals (BY MONTH)



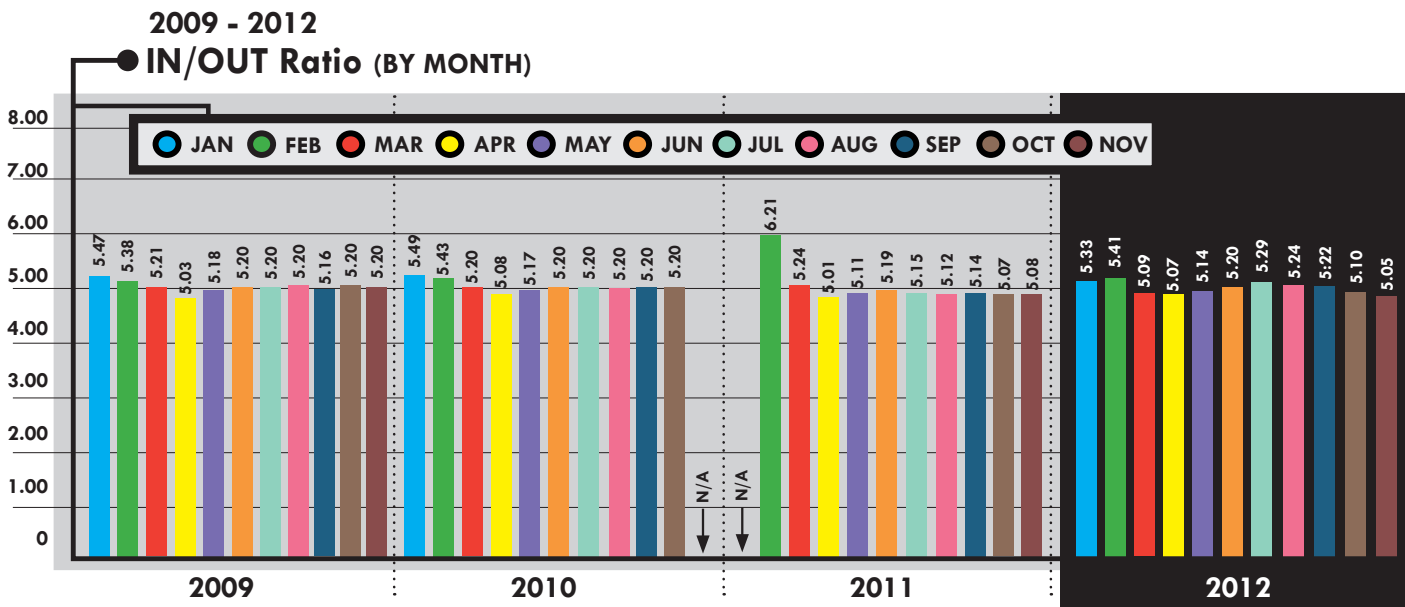
IOWA ONE CALL DASHBOARD

NOV

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. Just as last year, it appears to have fallen slightly over the last two months. This could reflect the change in composition of the calling base from “fair weather” to “year round” excavators.

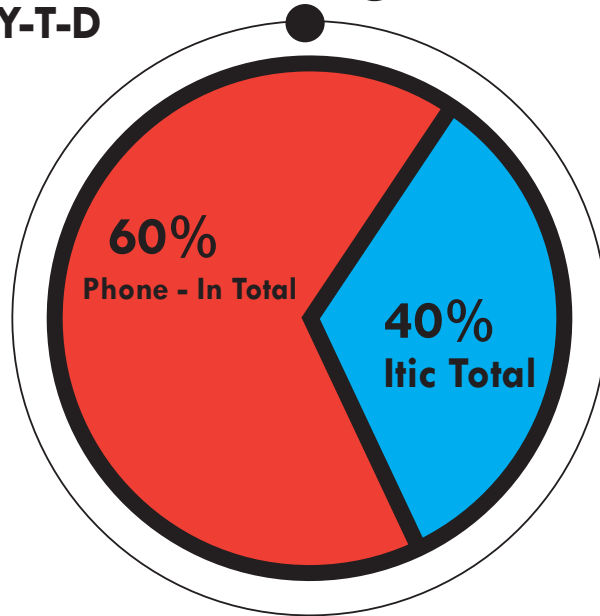
NOV



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

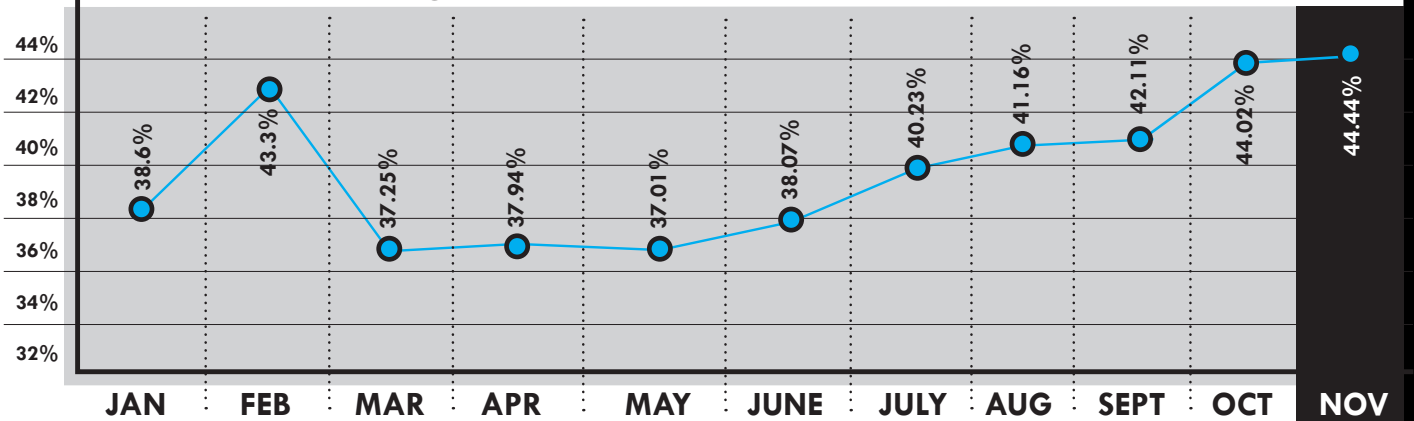
NOV

ITIC Percentage Y-T-D



2012

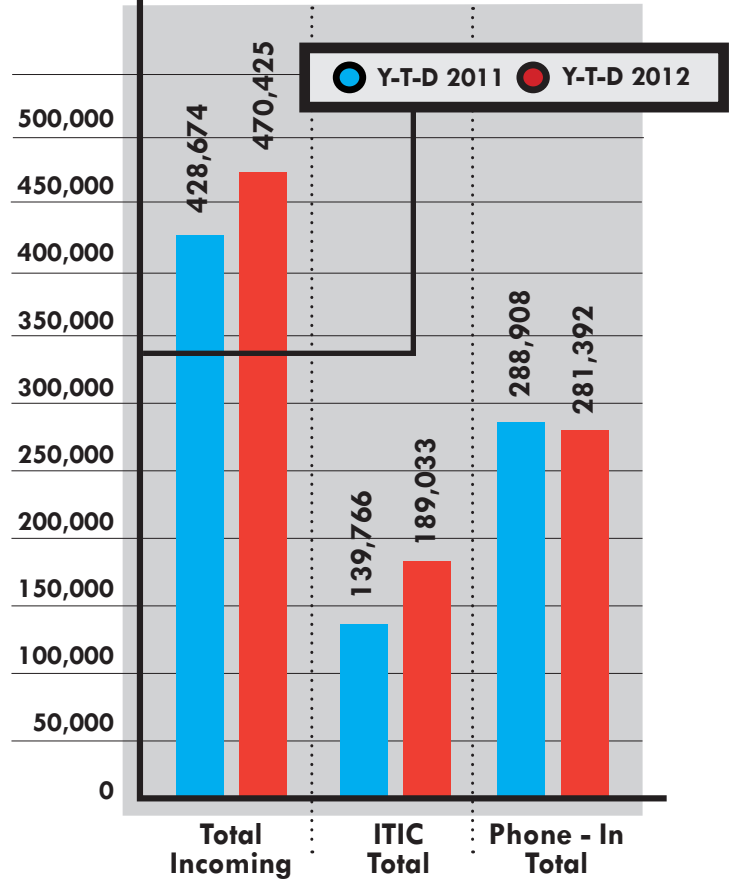
ITIC Percentage (BY MONTH)



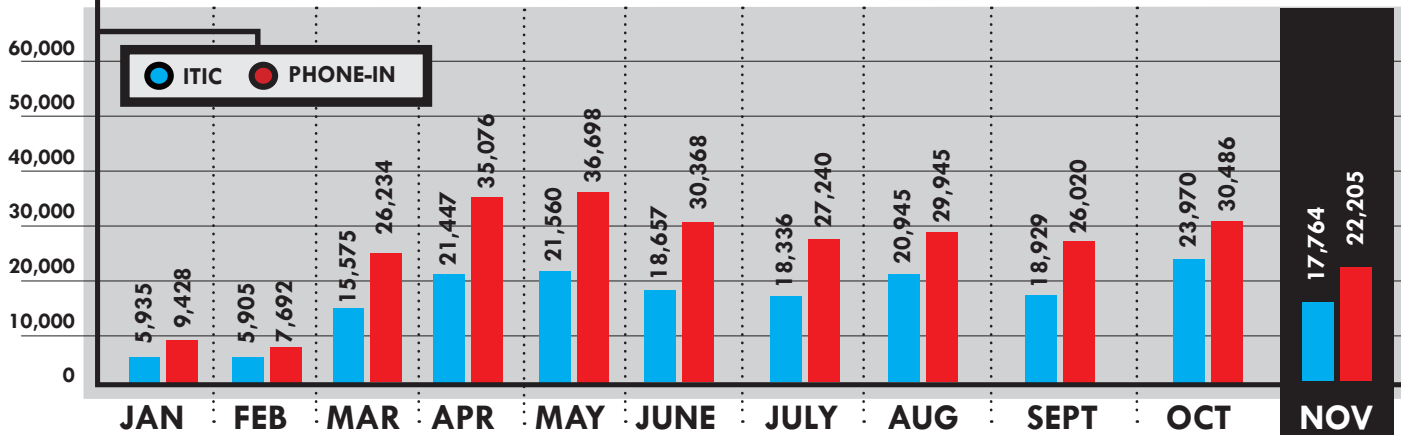
ITIC usage continues to remain strong in 2012. It has increased as a percentage of the total for every month since May.

NOV

2011 / 2012
● ITIC Activity (Y-T-D)



2012
● ITIC Activity (BY MONTH)





DASHBOARD

NOV

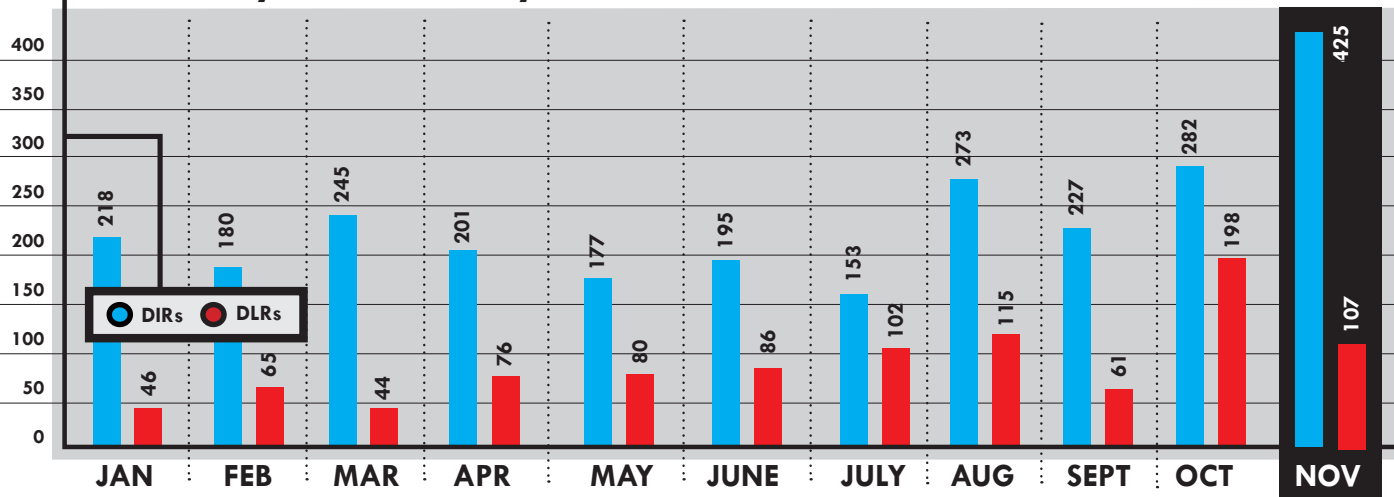
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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.

NOV

2012

DRS System Activity (By Month)



NOV

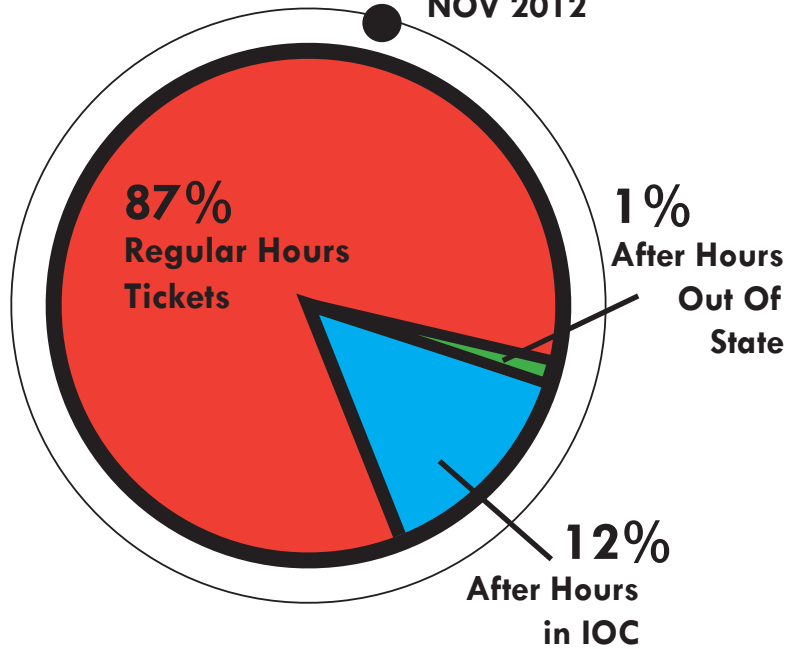
YOUR MONTHLY UPDATE FOR IOWA ONE CALL

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

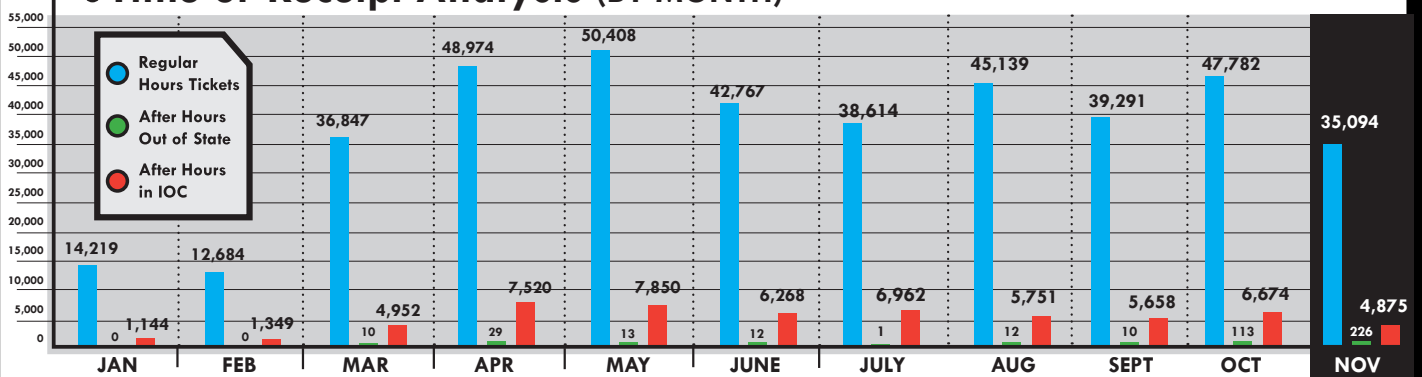
The pie chart breaks the number of after-hours tickets received into the percentage of those received by phone and ITIC.

NOV

**After Hours Analysis
NOV 2012**



**2012
Time of Receipt Analysis (BY MONTH)**





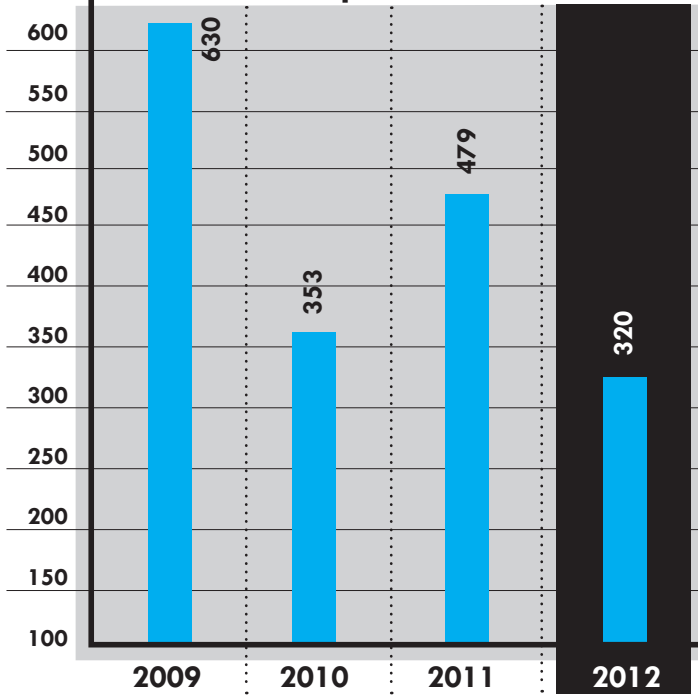
DASHBOARD

NOV

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

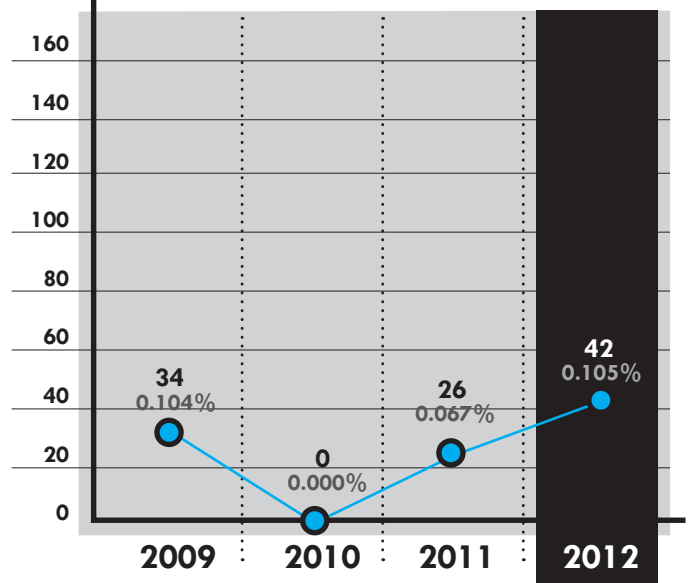
2009 - 2012

● Non-Compliant Tickets (Y-T-D)



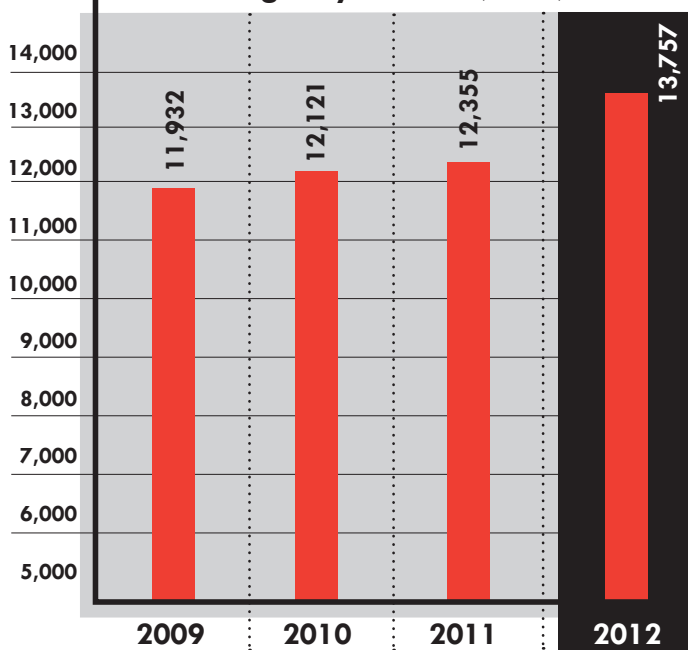
NOVEMBER

● Non-Compliant Tickets



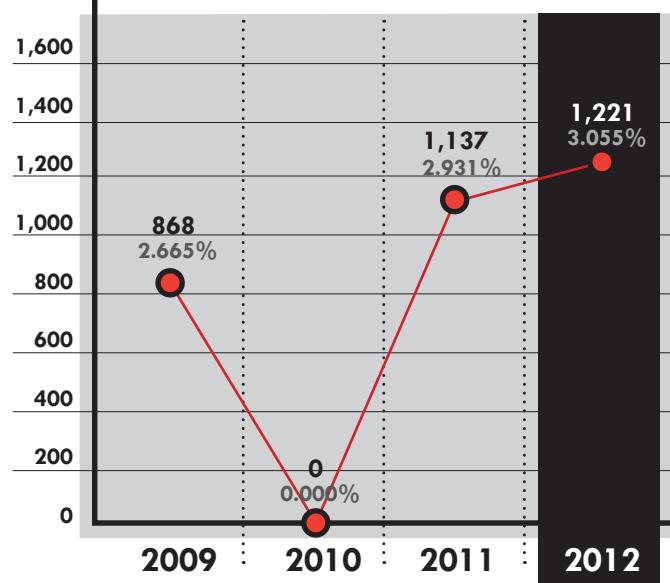
2009 - 2012

● Emergency Tickets (Y-T-D)



NOVEMBER

● Emergency Tickets



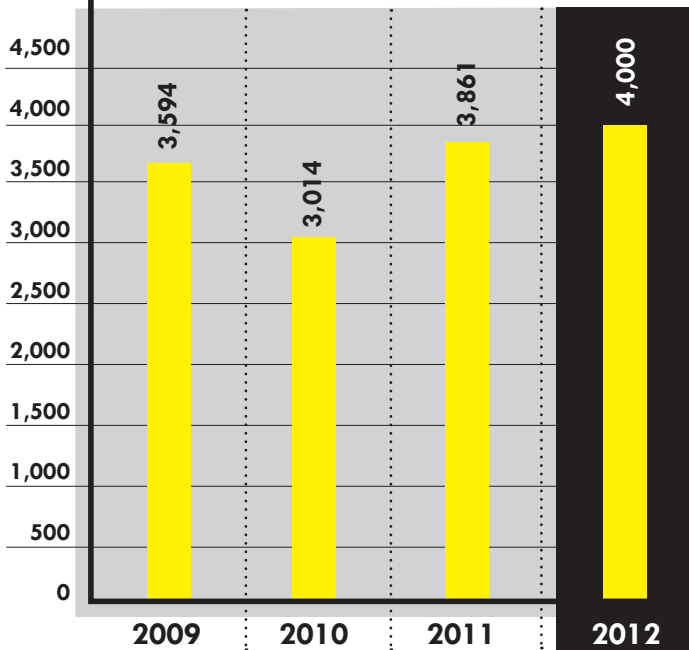
NOTE: all statistics provided on pages 11 - 13 are derived from incoming tickets.

NOV

YOUR MONTHLY UPDATE FOR IOWA ONE CALL

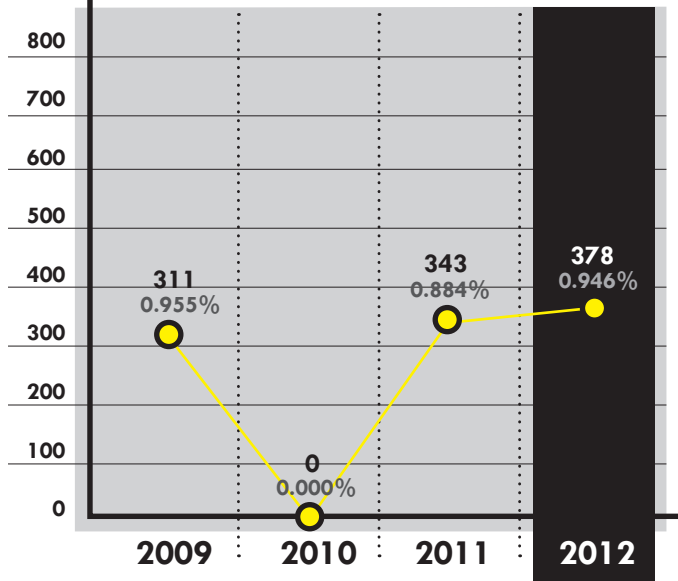
2009 - 2012

● Dig - In Tickets (Y-T-D)



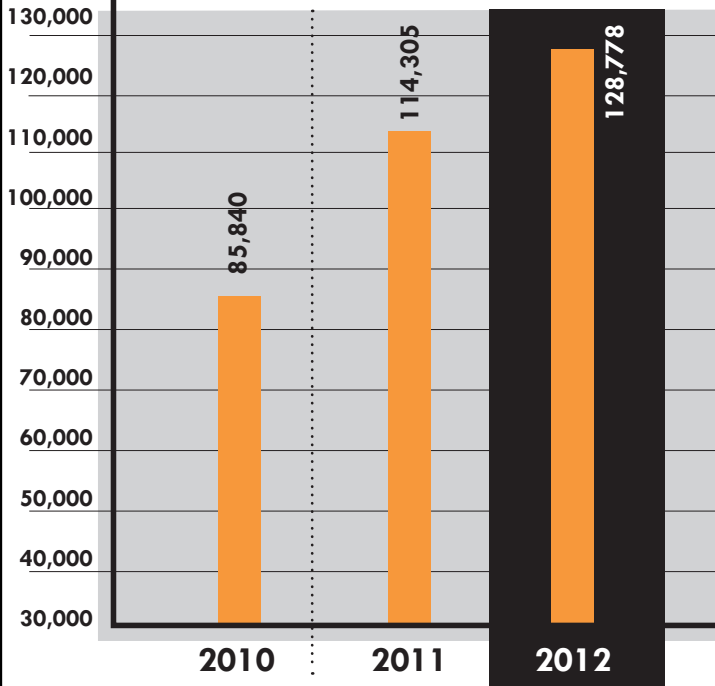
NOVEMBER

● Dig - In Tickets



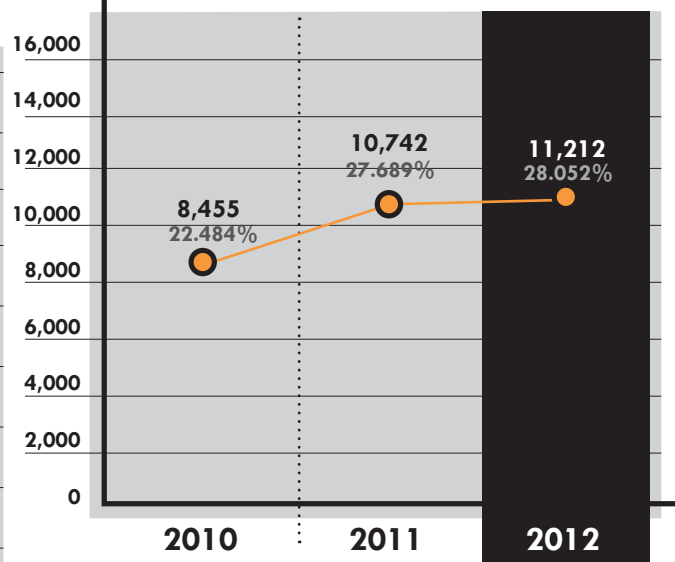
2010 - 2012

● Whitelined Tickets (Y-T-D)



NOVEMBER

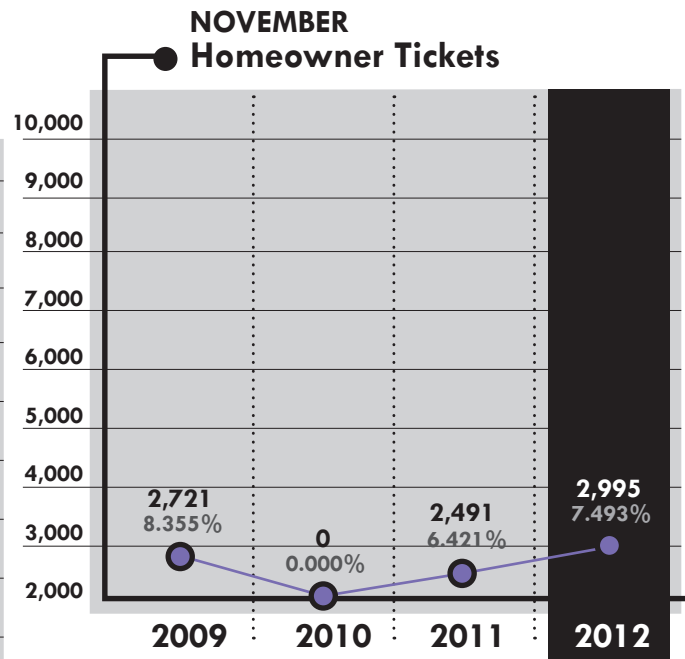
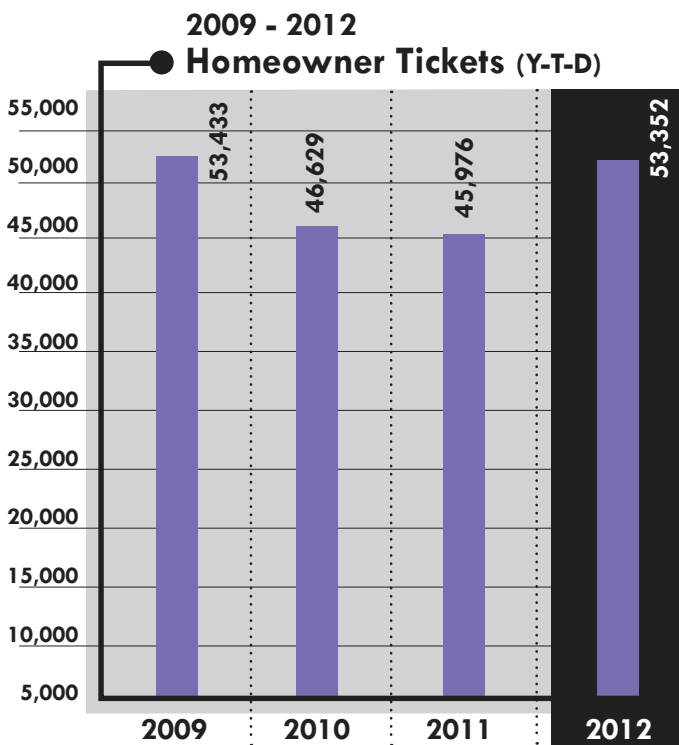
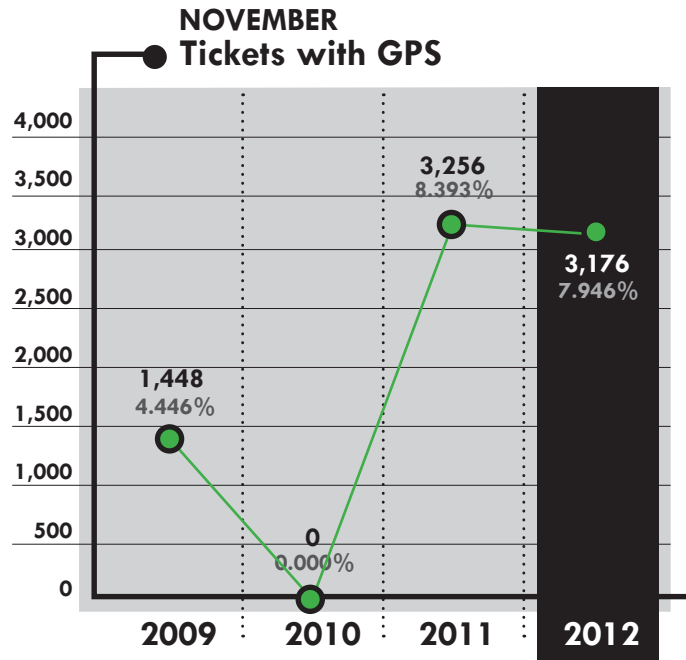
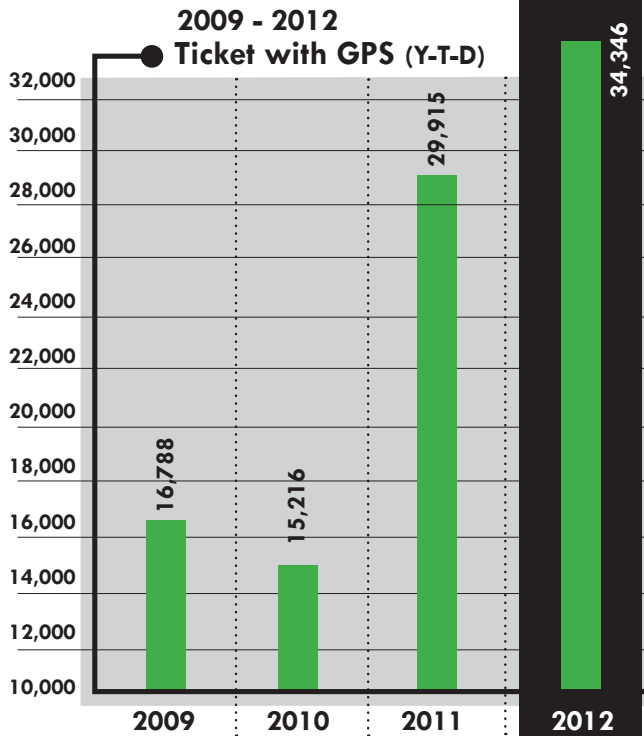
● Whitelined Tickets



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

NOV

YOUR MONTHLY UPDATE FOR IOWA ONE CALL



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