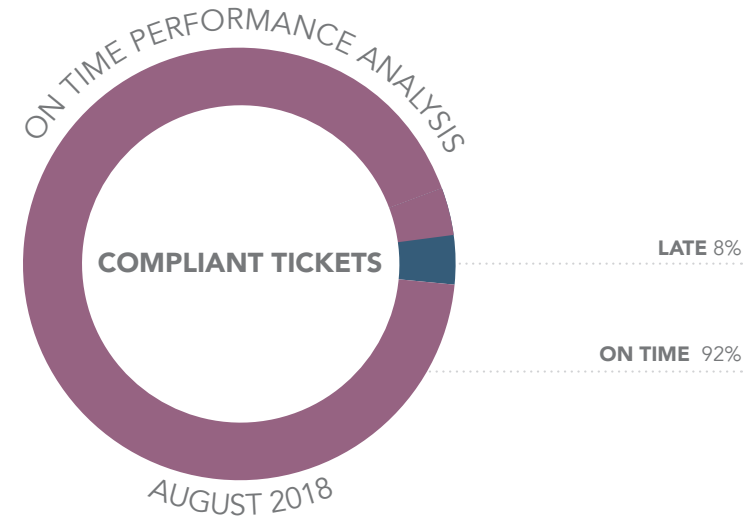
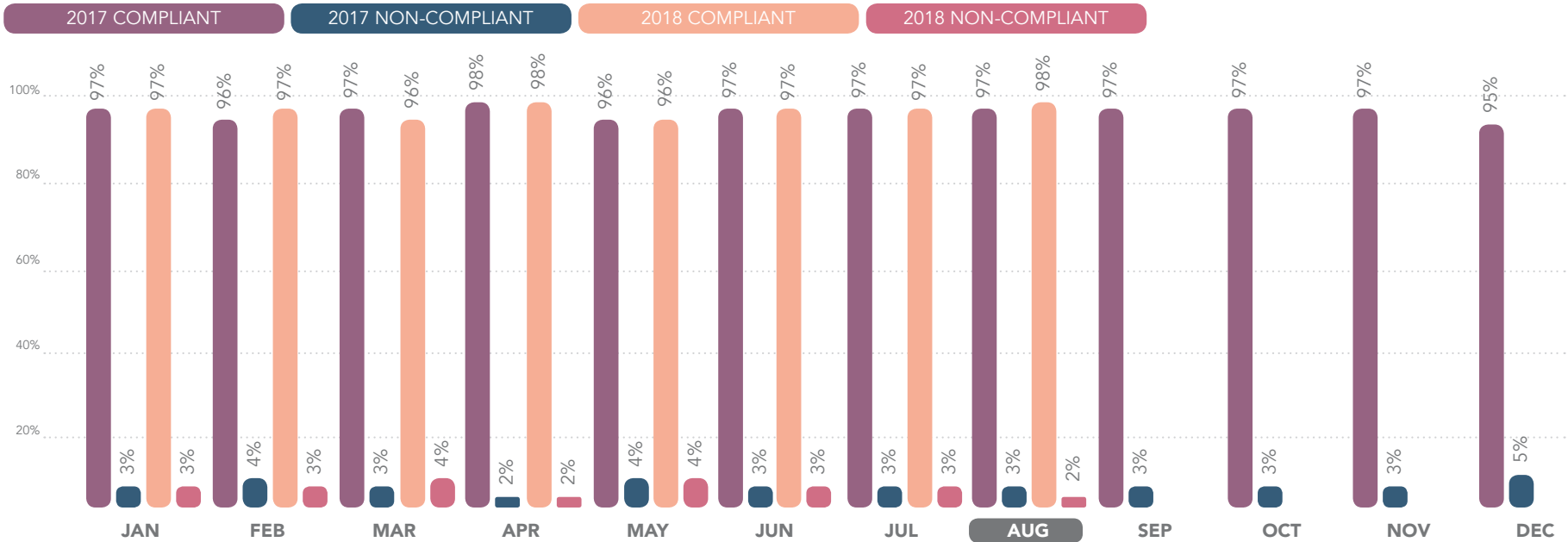


The bar graph shows the percentage of tickets to which operators have responded in compliance with state law. The pie chart shows the percentage of tickets to which operators have responded using an IOC status code within the time frame established by state law.

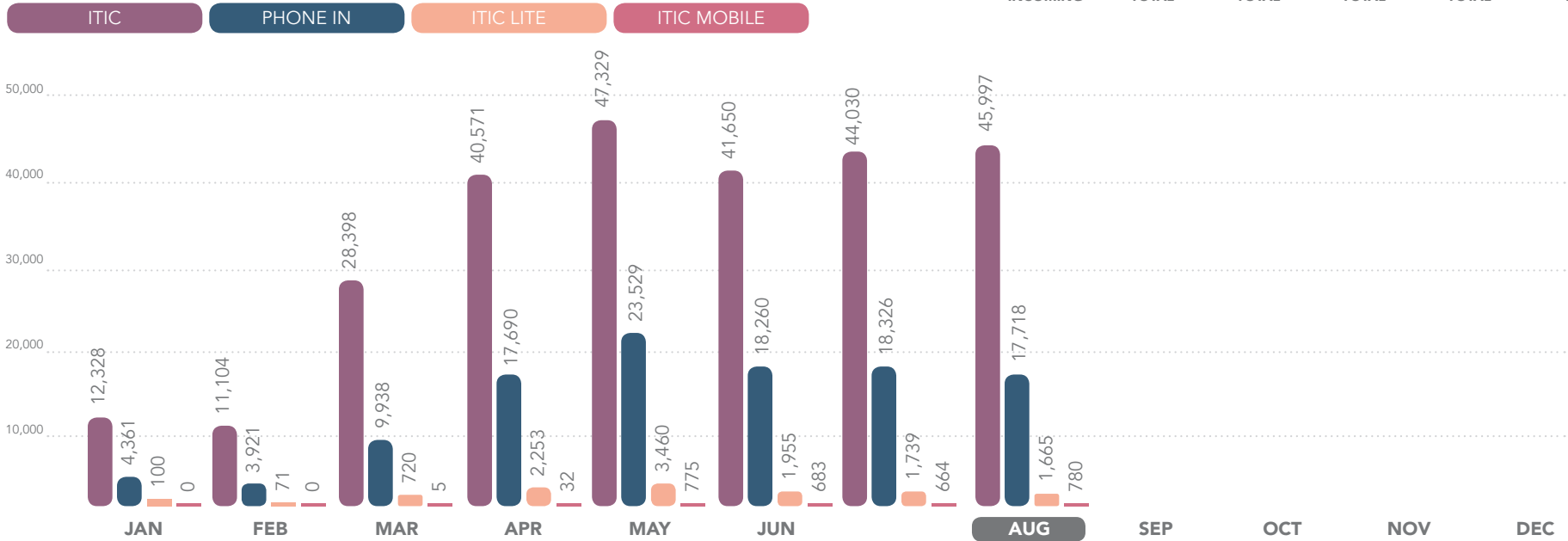


### POSITIVE RESPONSE COMPLIANCE

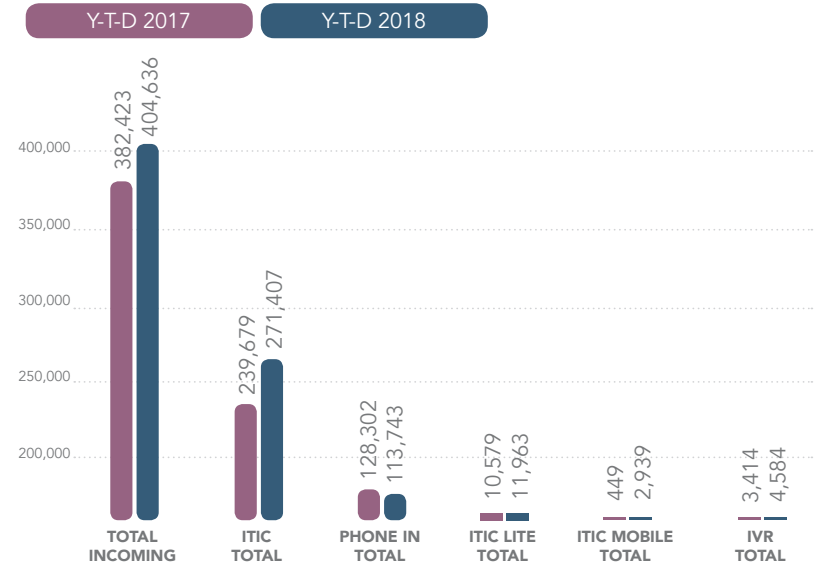


ITIC, ITIC Lite and ITIC Mobile activity all continue to grow, making up a greater percentage of incoming locates than ever. Phone In volume continues to drop as more IOC users make the change to on-line ticket entry. Overall volume for 2018 remains higher than 2017.

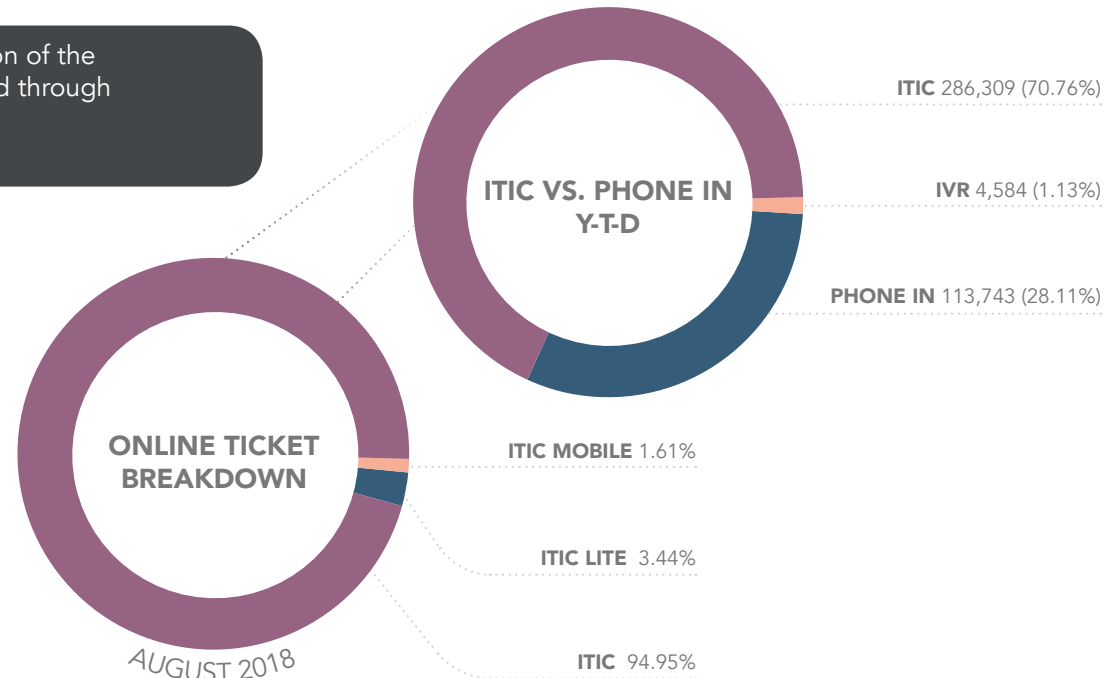
### MONTHLY ITIC ACTIVITY



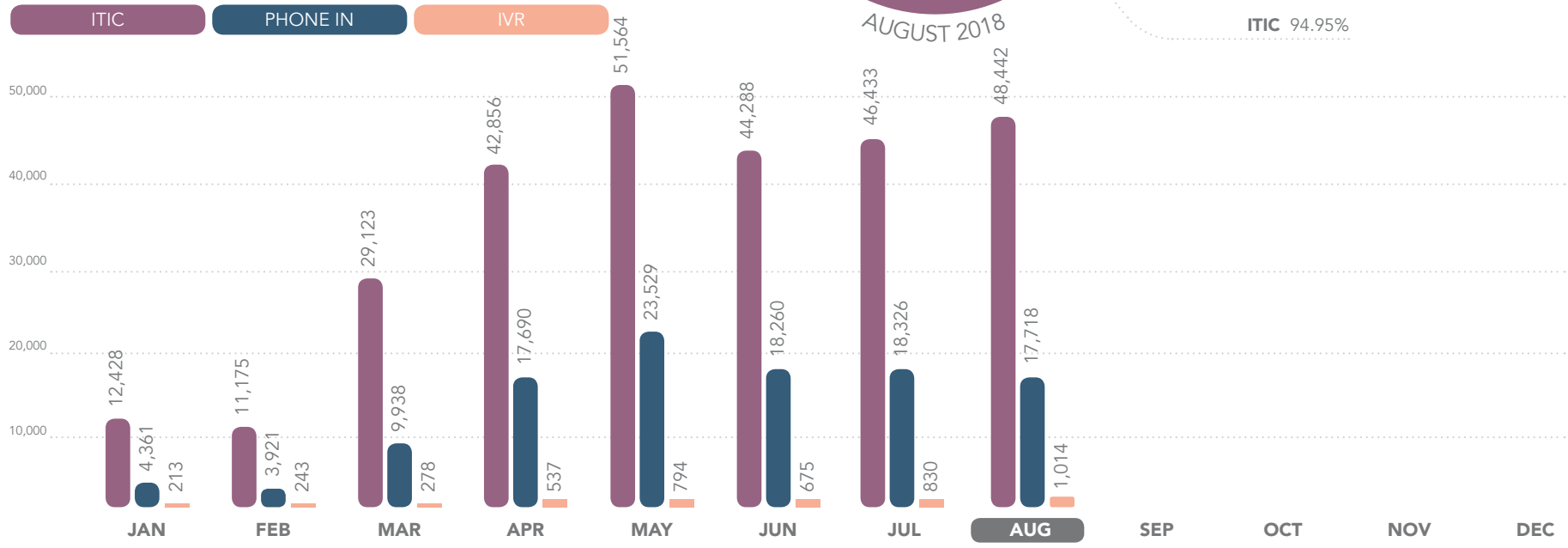
### ITIC ACTIVITY Y-T-D



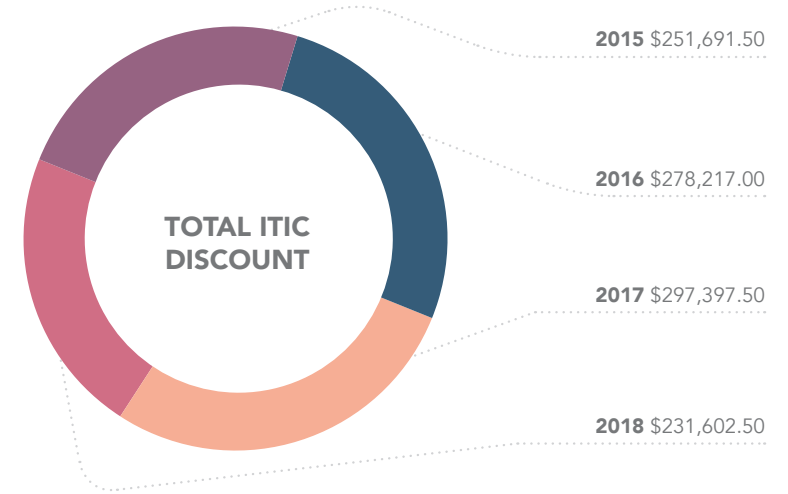
Tickets processed through the IVR continue to make up a growing portion of the overall remotely processed ticket volume. The number of tickets received through ITIC is nearly 71% of the total volume so far this year.



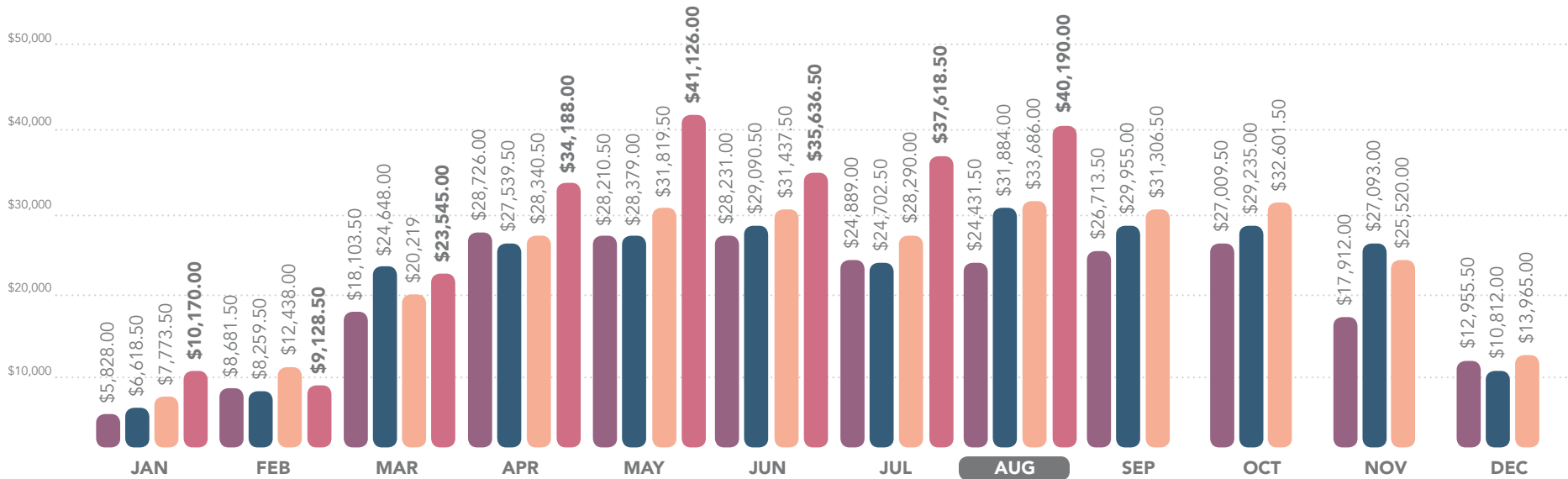
### ITIC VS. PHONE IN



The savings continue to grow! These charts have tracked your ITIC savings during the last few years. Its easy to see how ITIC usage helps reduce everyone's overall costs.

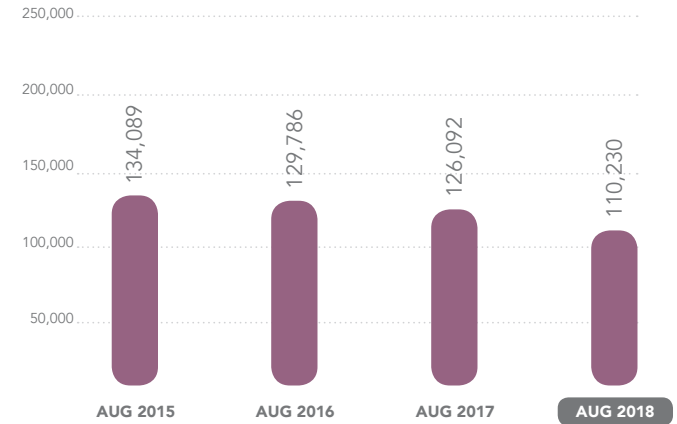


### ITIC DISCOUNT SUMMARY

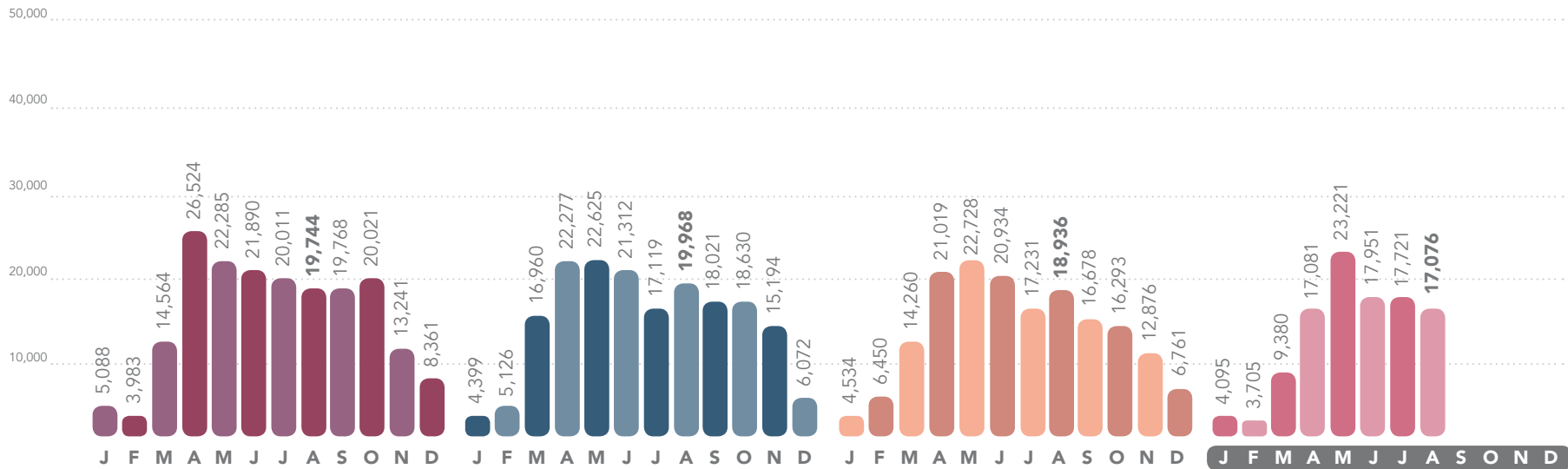


The number of phone calls received by the center continues to decline as ITIC usage grows.

### TOTAL INCOMING CALLS Y-T-D

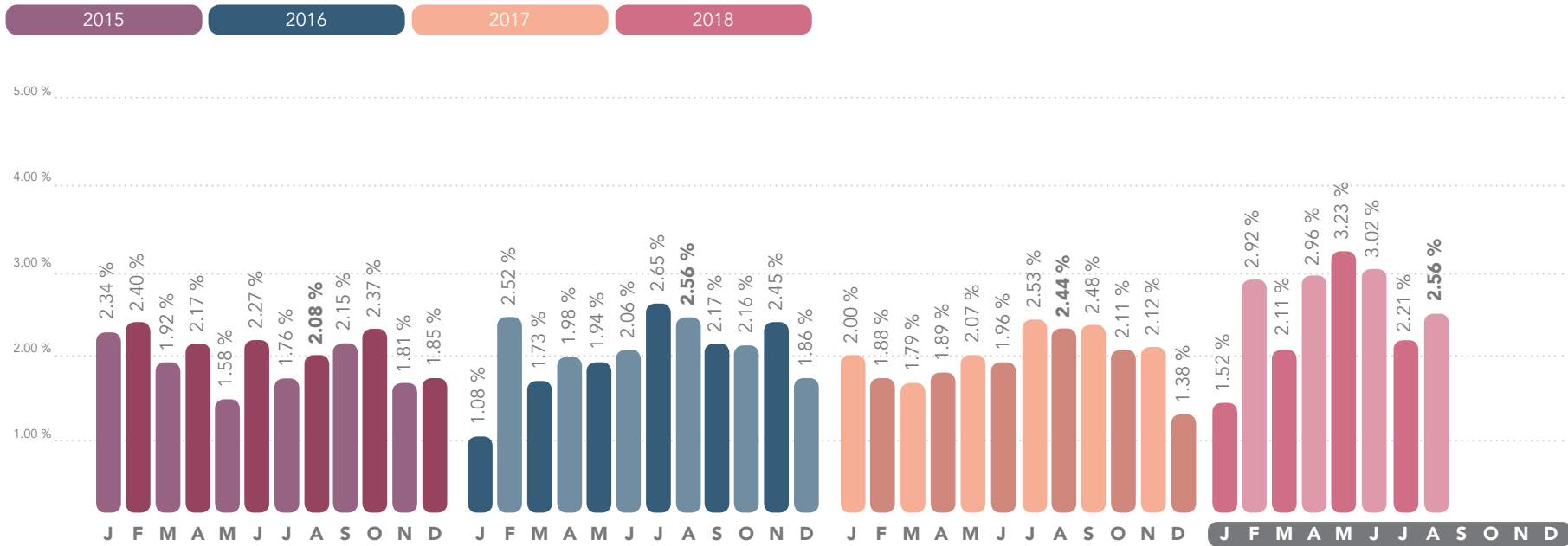


### TOTAL INCOMING CALLS



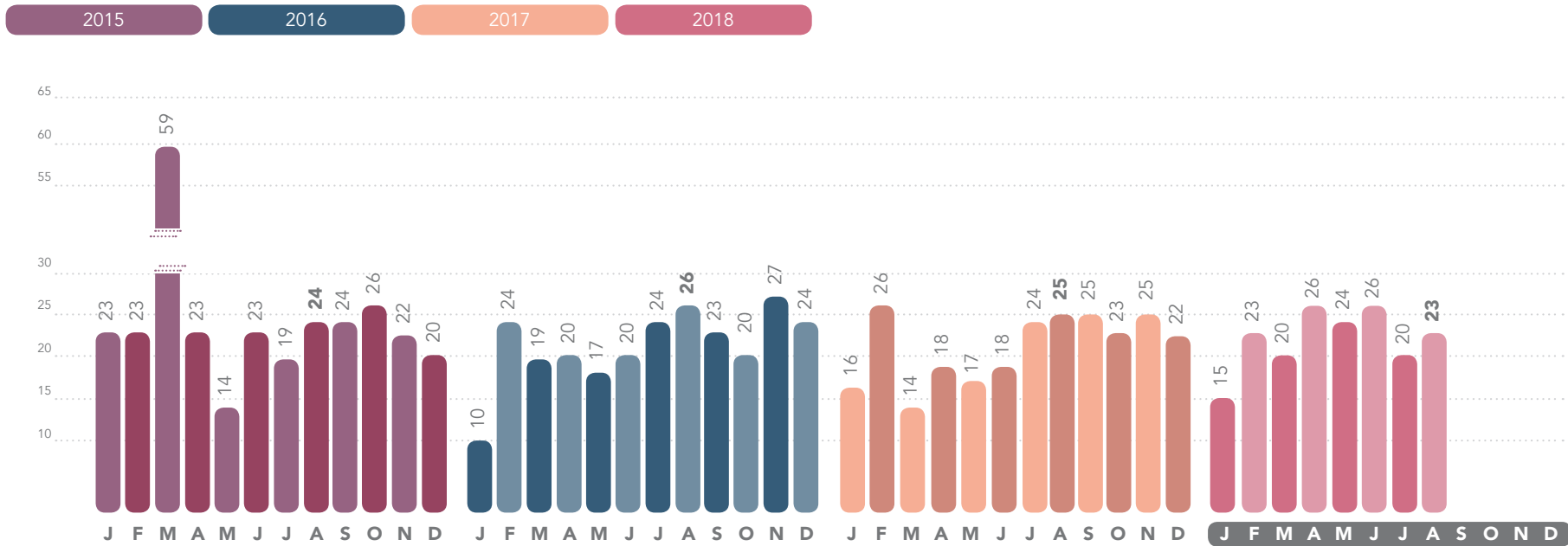
The abandonment rate for August is slightly higher than last year but consistent with that which has been historically experienced.

### CALLS ABANDONED

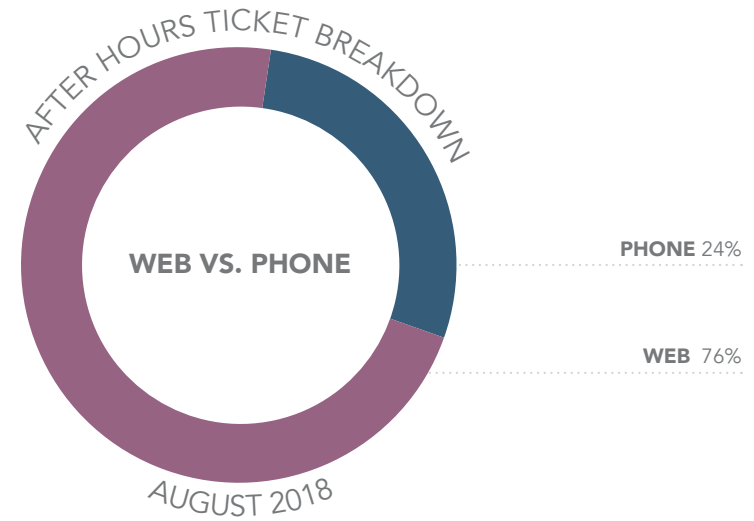


The average speed to answer is lower this August than last and it remains consistent with that which has been experienced during previous years.

### AVERAGE SPEED TO ANSWER

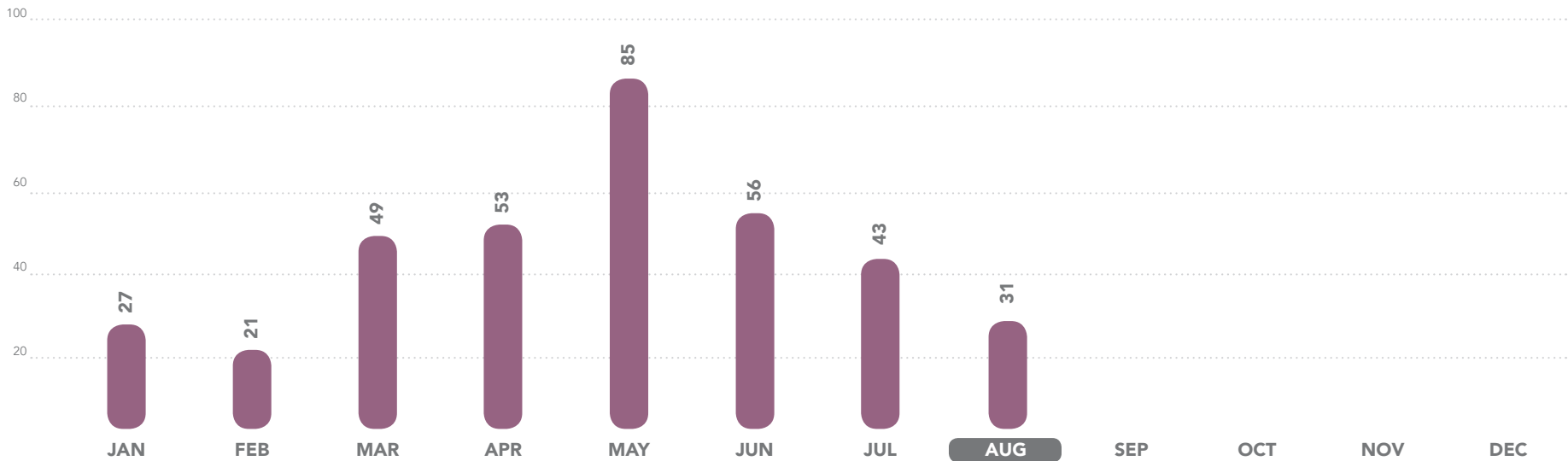


The chart below reflects the average speed (ASA) to answer during the after hours period. To date, the after hours ASA has been greatly affected by several things: the large increase in volume May 2018 over May 2017, a relatively recent increase in after-hours homeowner volume, and the increase in emergency tickets, all of driven the ASA up for after hours due to the pent-up volume.



## AVERAGE SPEED TO ANSWER AFTER HOURS

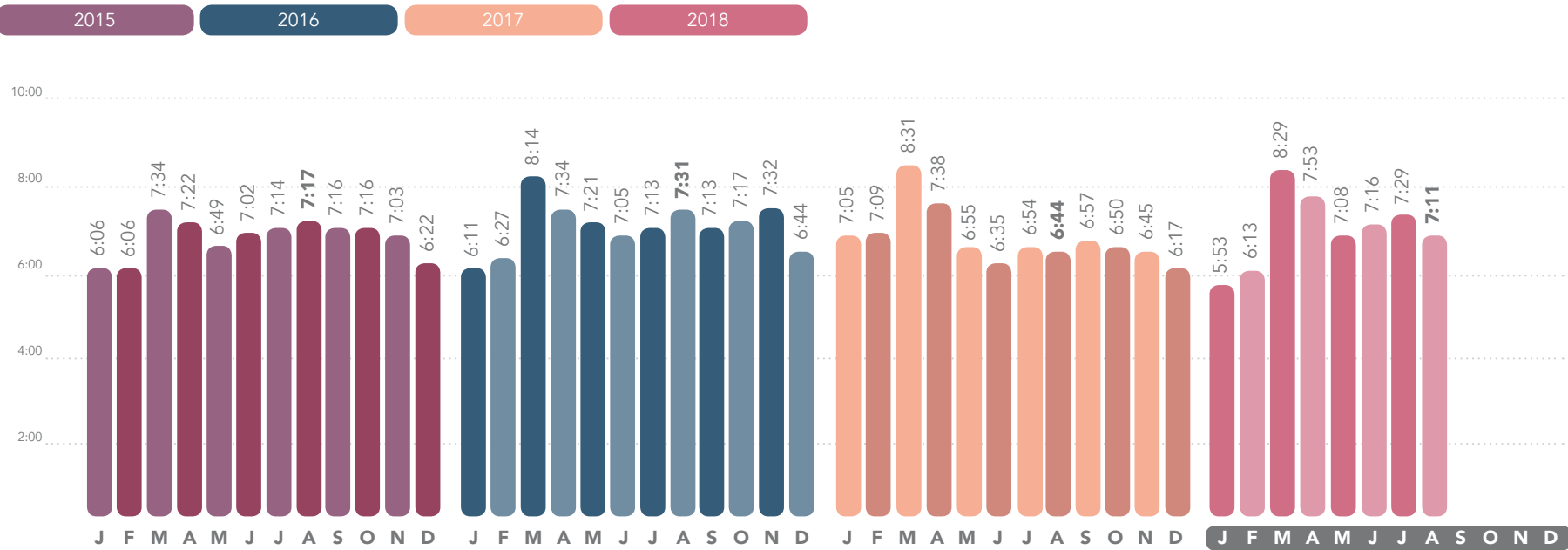
2018





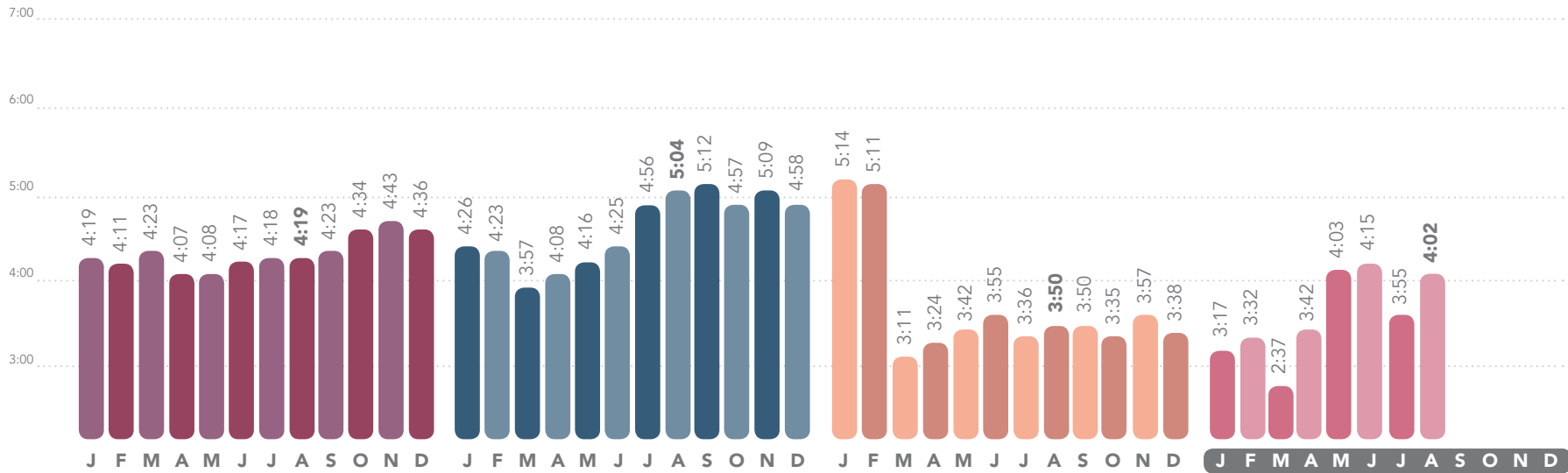
Average talk time remains higher than last year. CSRs are handling a significant number of questions from callers about information provided in response to tickets in the positive response system, causing a sustained increase in the overall average length of call

### AVERAGE TALK TIME



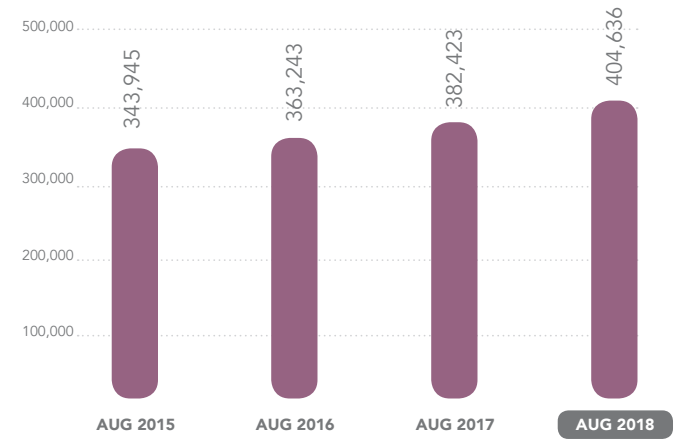
The average time per ticket for this month is slightly higher than last year but consistent overall with that which has been historically experienced.

### AVERAGE TIME PER TICKET

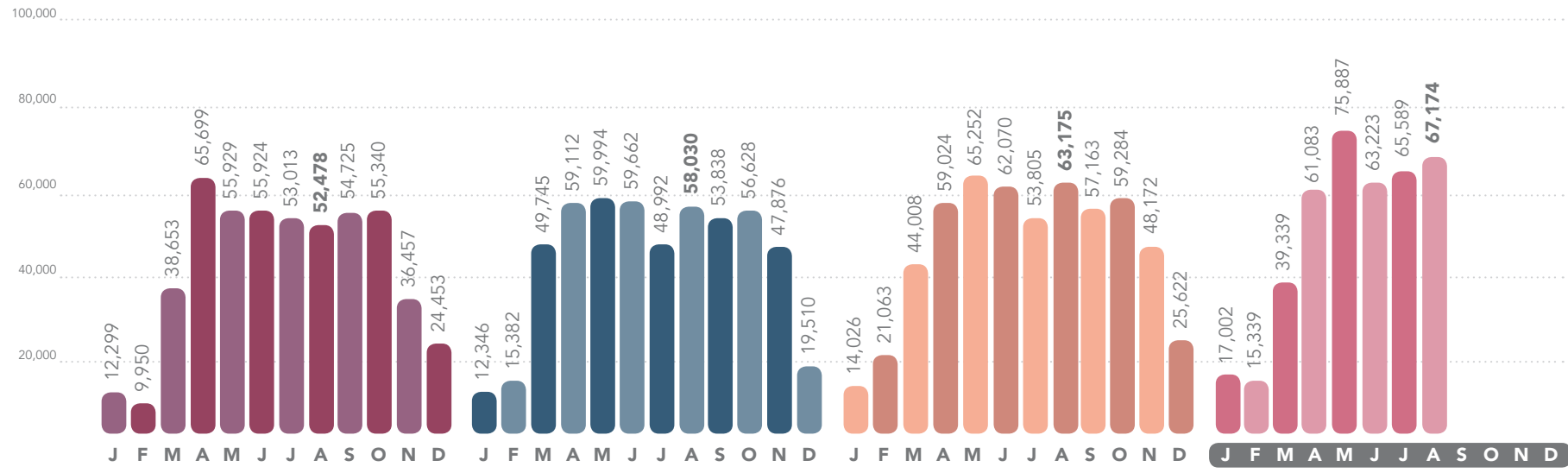


Both August ticket volume and total YTD incoming ticket volume for 2018 are now higher than 2017.

### INCOMING TICKET TOTALS Y-T-D

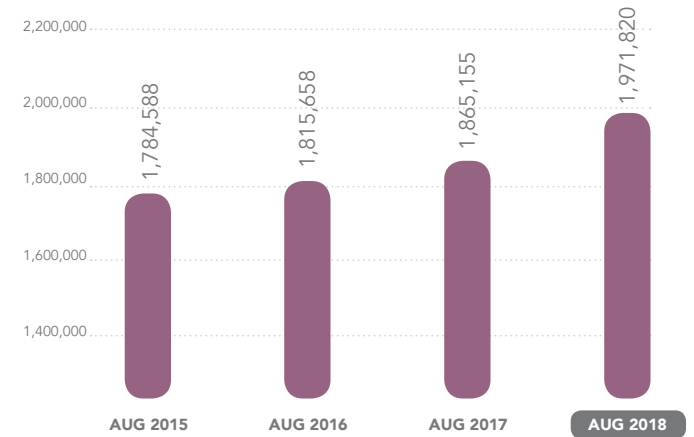


### INCOMING TICKET TOTALS

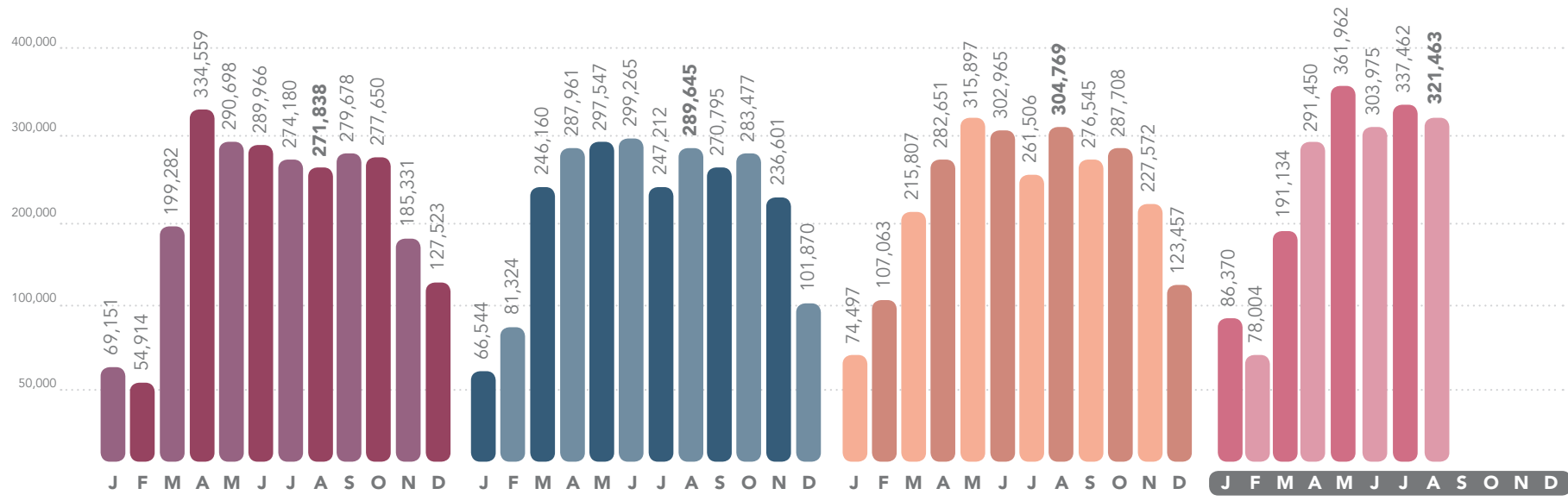


Outgoing ticket totals follow the pattern set by incoming tickets.

### OUTBOUND TICKET TOTALS Y-T-D

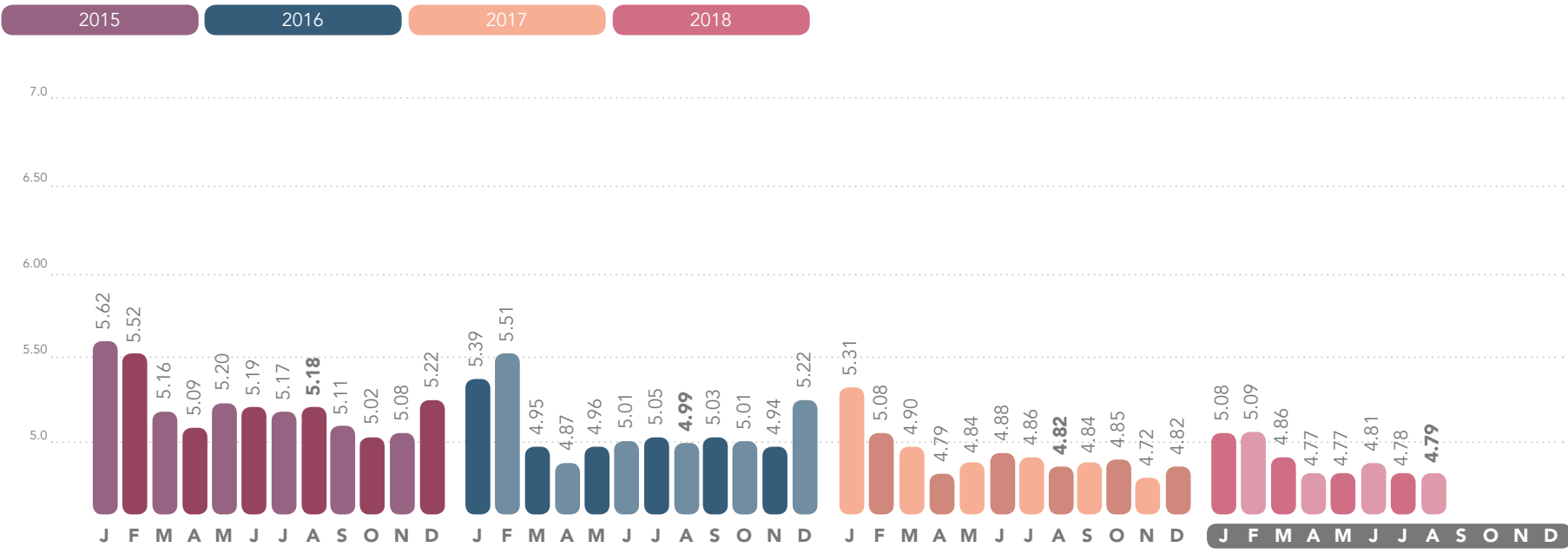


### OUTBOUND TICKET TOTALS



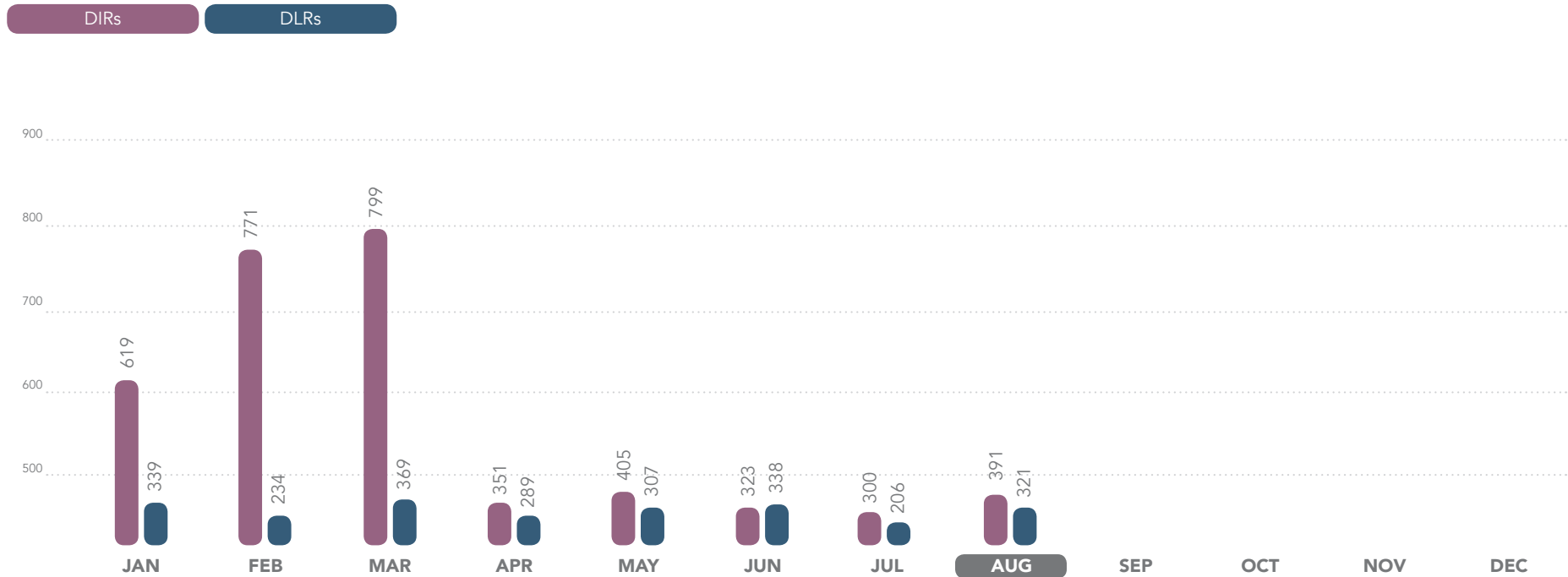
The in/out ratio has followed the historical pattern but the actual ratio is lower because facility operators have refined their databases.

### IN/OUT RATIO

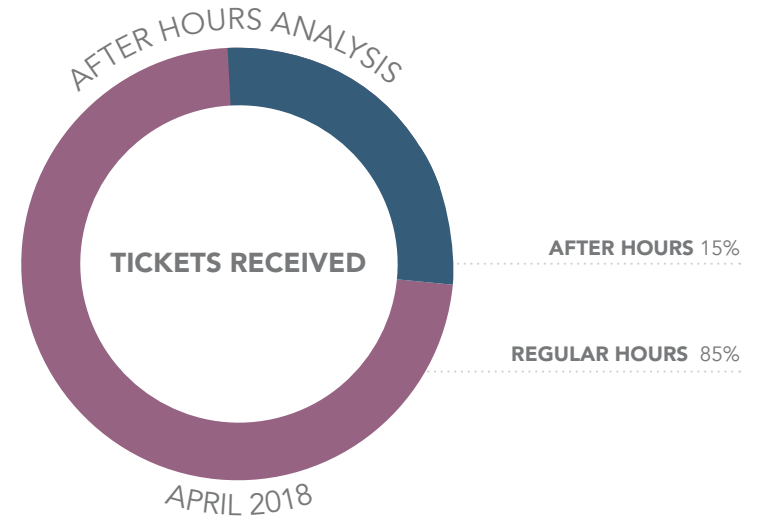


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was activated.

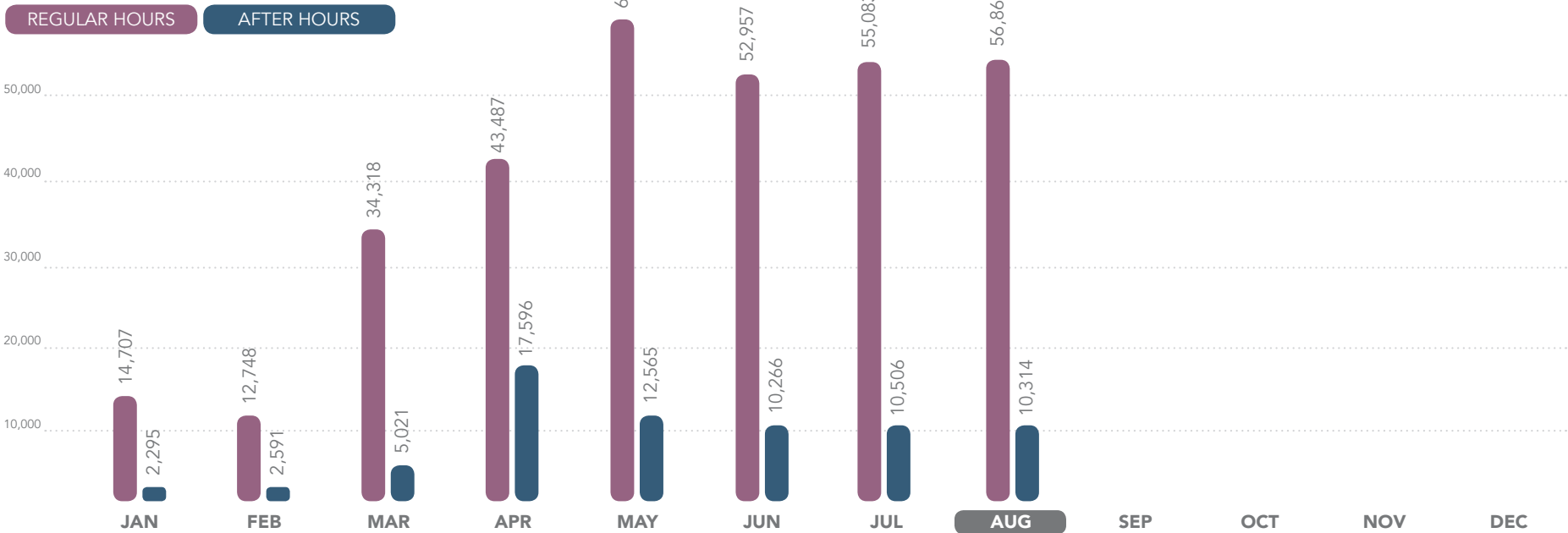
## DRS SYSTEM ACTIVITY



The charts on this page provide a breakdown showing the time of day that incoming tickets were received.

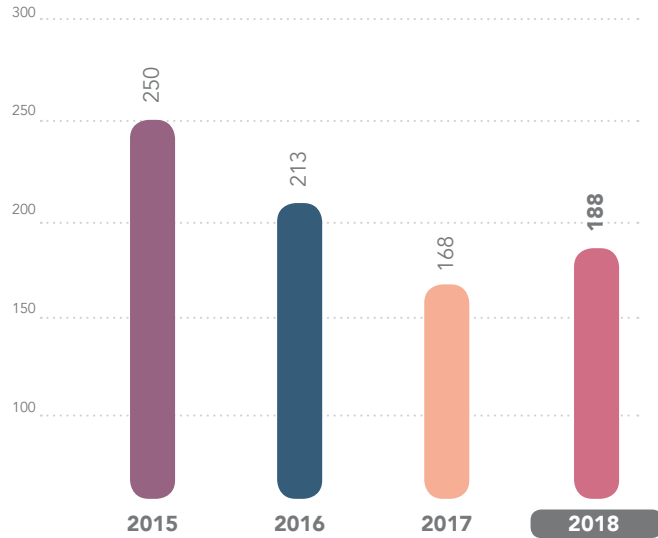


### TIME OF RECEIPT ANALYSIS

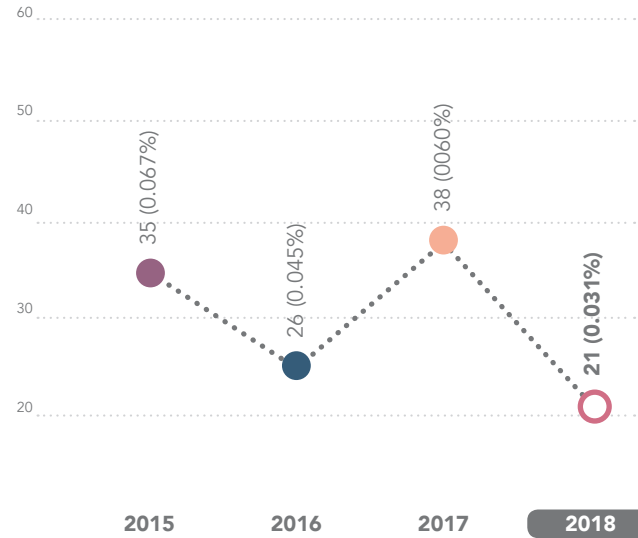


The total number of non-compliant tickets received is higher than in 2017.

### NON-COMPLIANT TICKETS Y-T-D



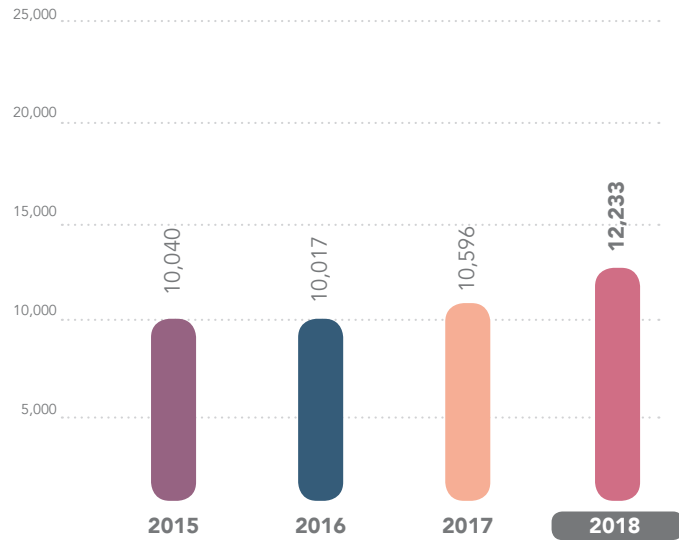
### NON-COMPLIANT TICKETS AUG



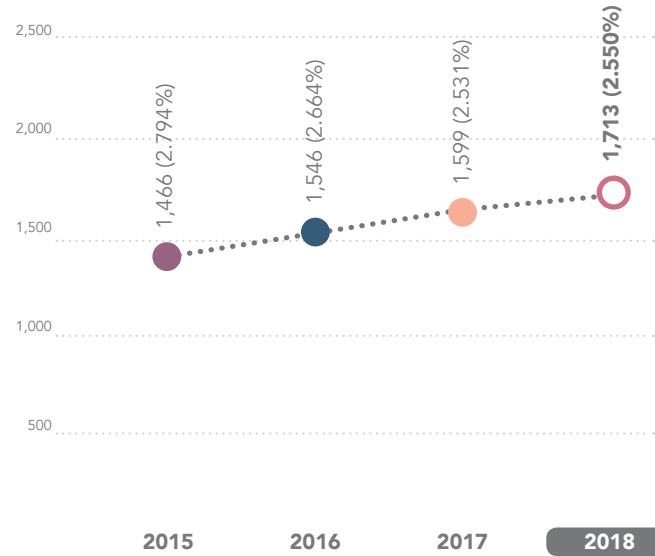


The total number and overall percentage of emergency tickets received is up significantly over 2017.

### EMERGENCY TICKETS Y-T-D

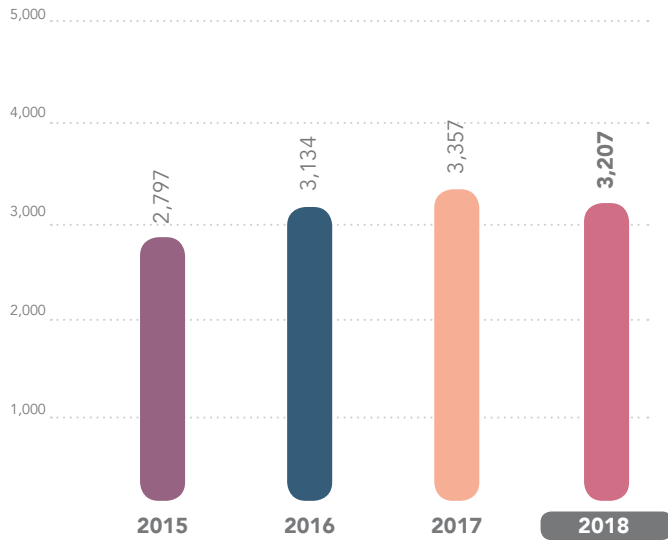


### EMERGENCY TICKETS AUG

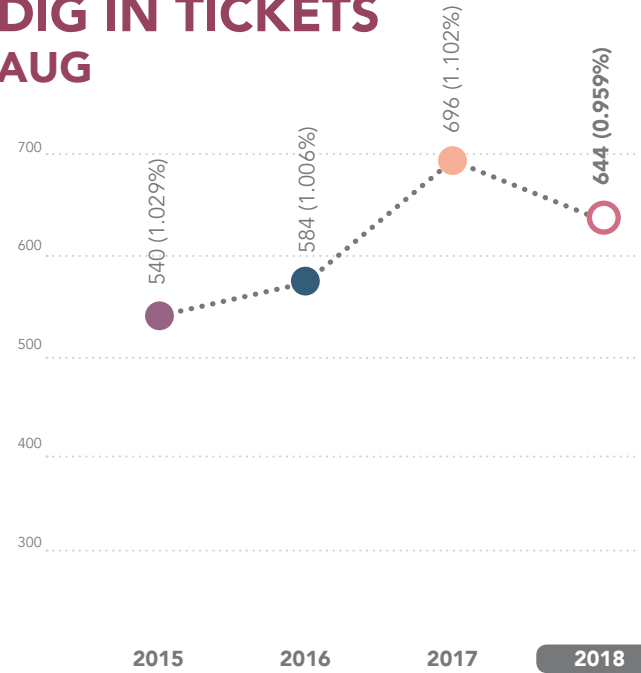


The Y-T-D total number of dig-in tickets is slightly lower in 2018 than in 2017.

### DIG IN TICKETS Y-T-D

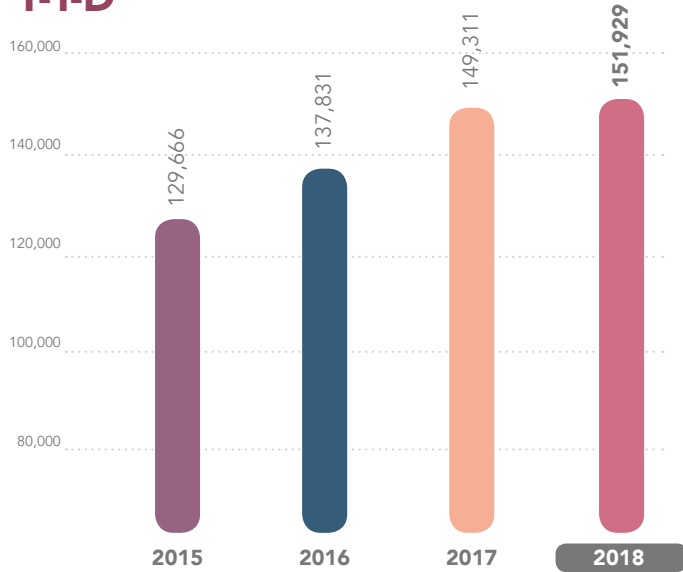


### DIG IN TICKETS AUG

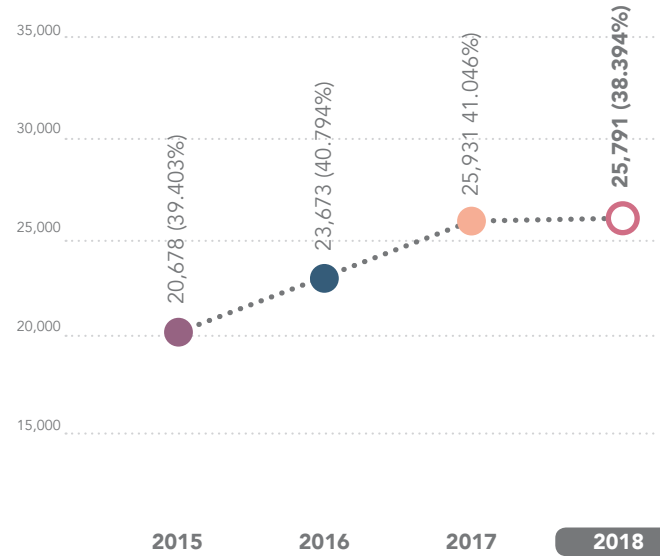


The Y-T-D total number of tickets where callers report the job is whitelined has increased over last year's levels.

### WHITELINED TICKETS Y-T-D

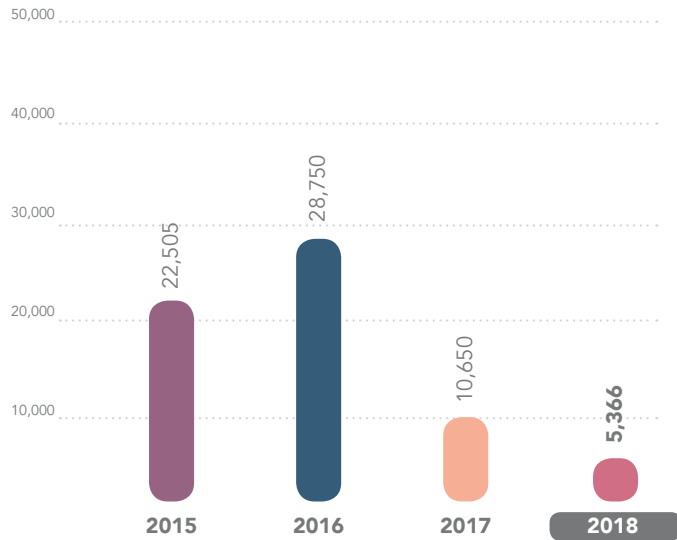


### WHITELINED TICKETS AUG

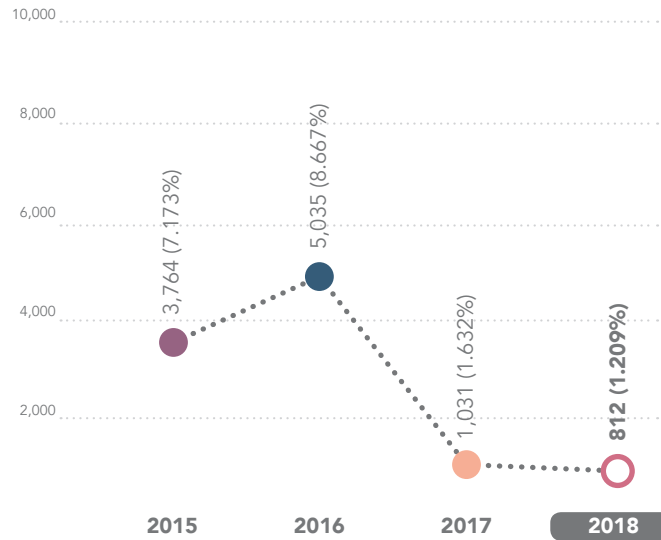


The overall number of tickets with GPS coordinates is significantly lower in 2018 than it was in 2017.

### TICKETS WITH GPS Y-T-D

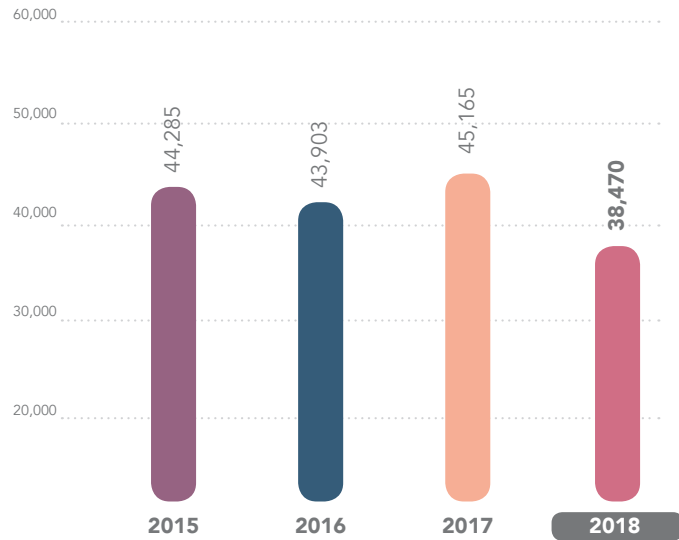


### TICKETS WITH GPS AUG



Overall homeowner ticket volume is lower than it was in 2017.

## HOMEOWNER TICKETS Y-T-D



## HOMEOWNER TICKETS AUG

