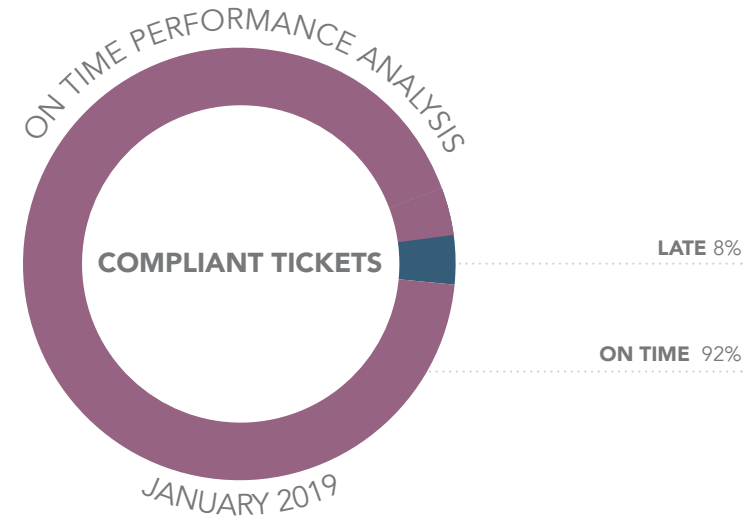


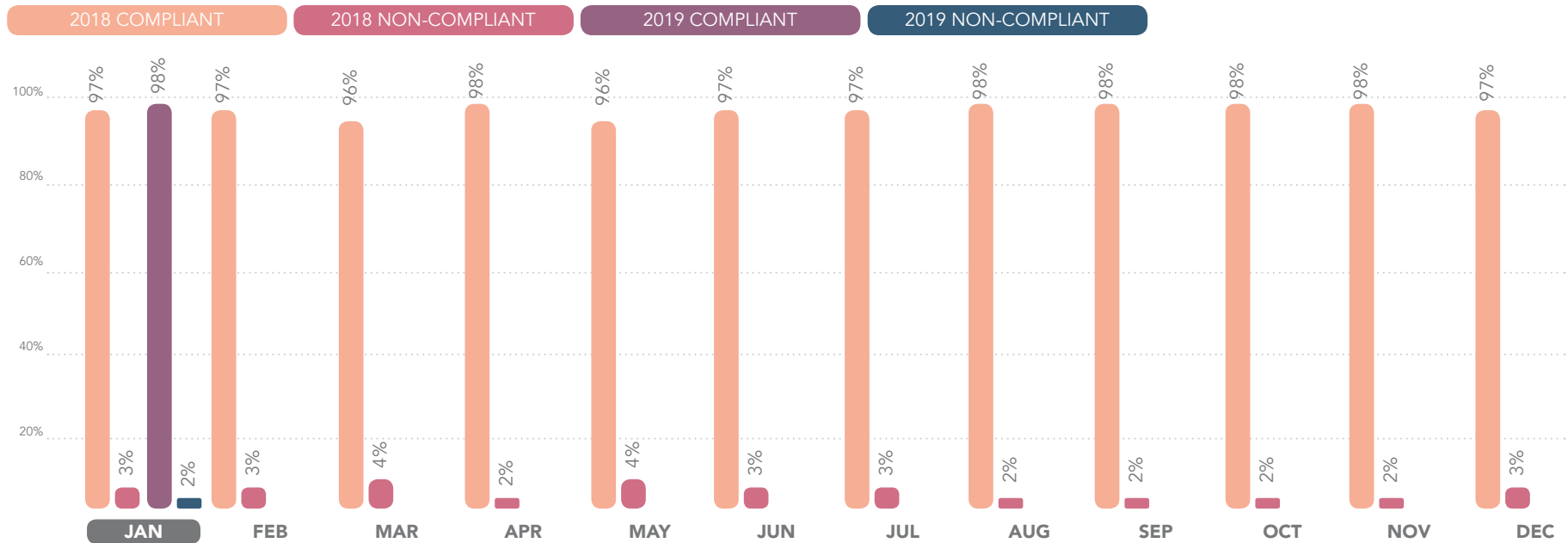
NOTE: At the January meeting, the Board requested an additional measurement be added to the Dashboard. An updated graphic will be added next month. The data for the report is as follows:

Scanned Emergency Tickets for January, 2019: 1,114
 Emergency Tickets with previous requests: 21
 Total tickets with previous requests: 24

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.



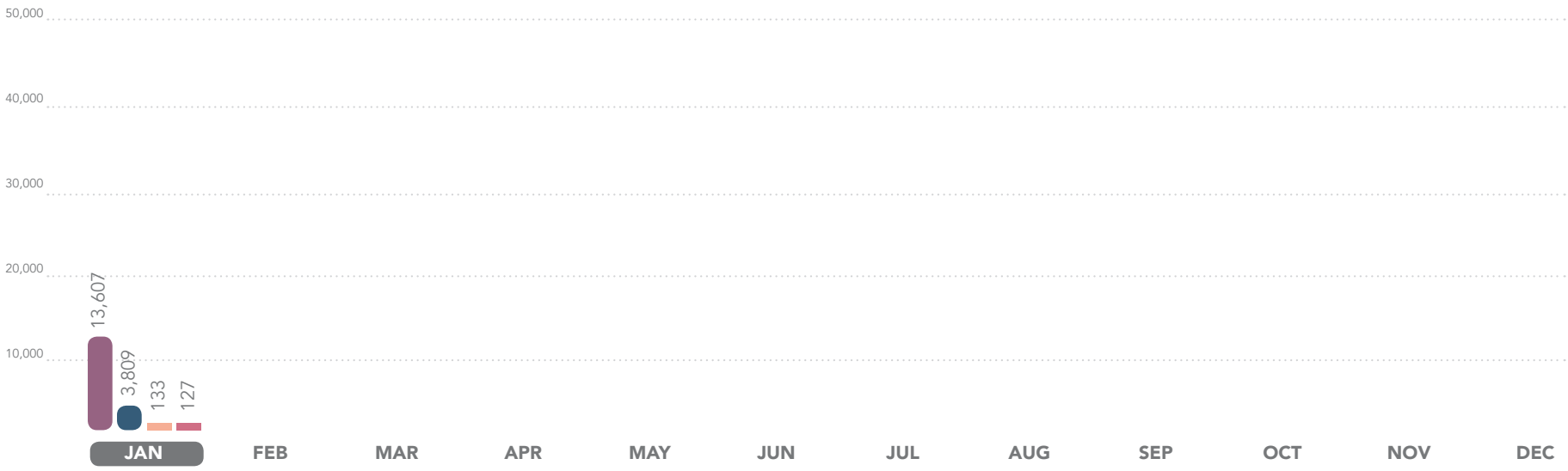
POSITIVE RESPONSE COMPLIANCE



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.

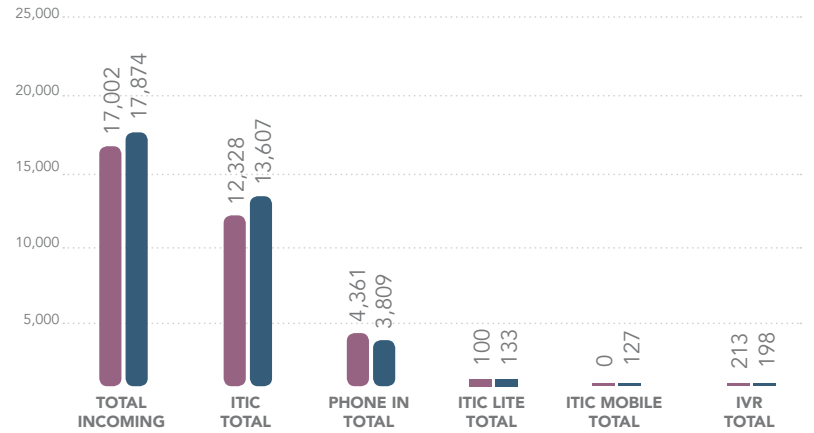
MONTHLY ITIC ACTIVITY

ITIC PHONE IN ITIC LITE ITIC MOBILE

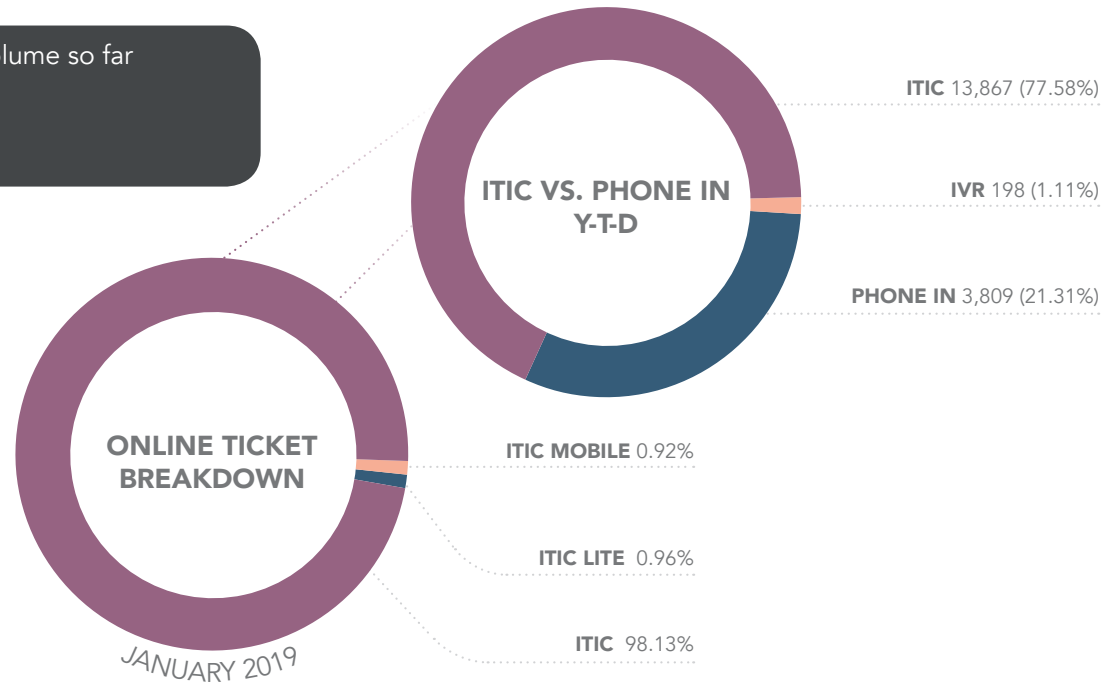


ITIC ACTIVITY Y-T-D

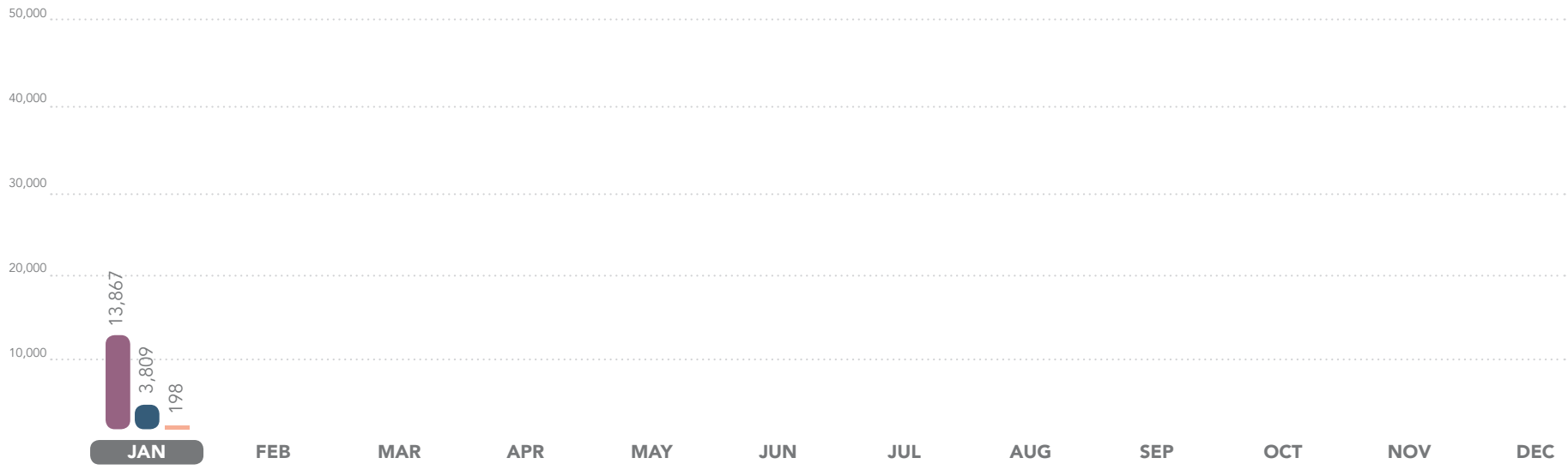
Y-T-D 2018 Y-T-D 2019



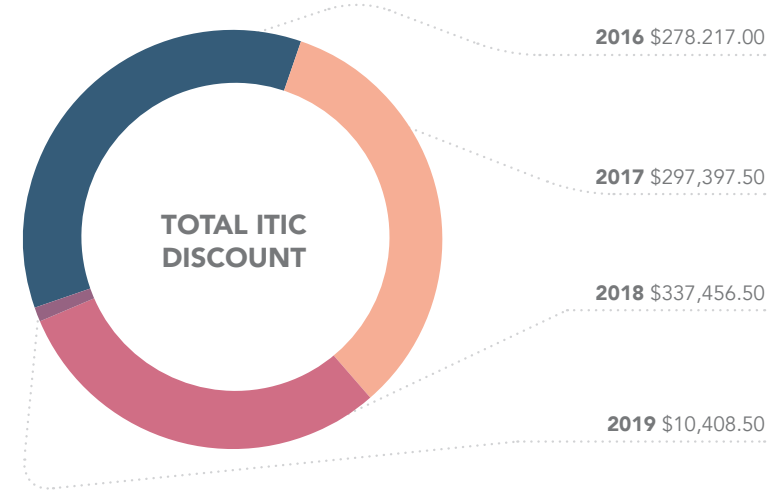
The number of tickets received through ITIC exceeds 77% of the total volume so far this year.



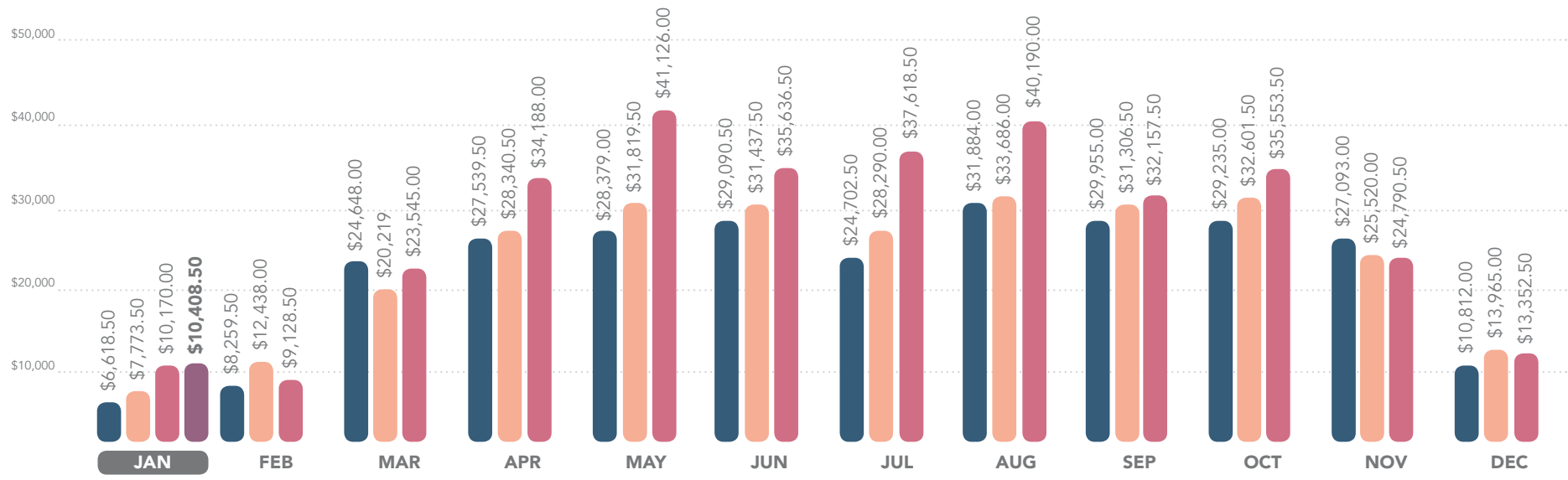
ITIC VS. PHONE IN



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.

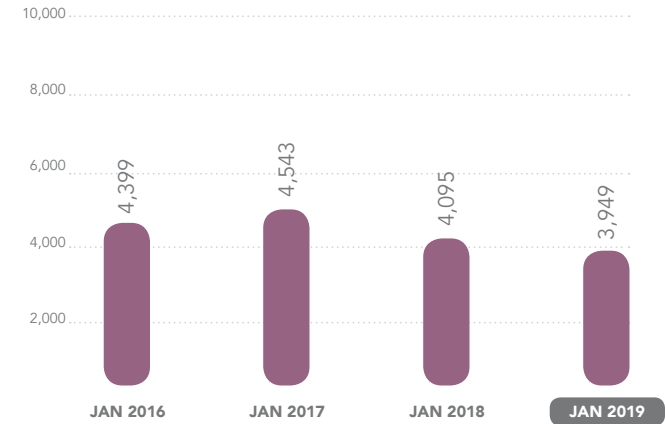


ITIC DISCOUNT SUMMARY

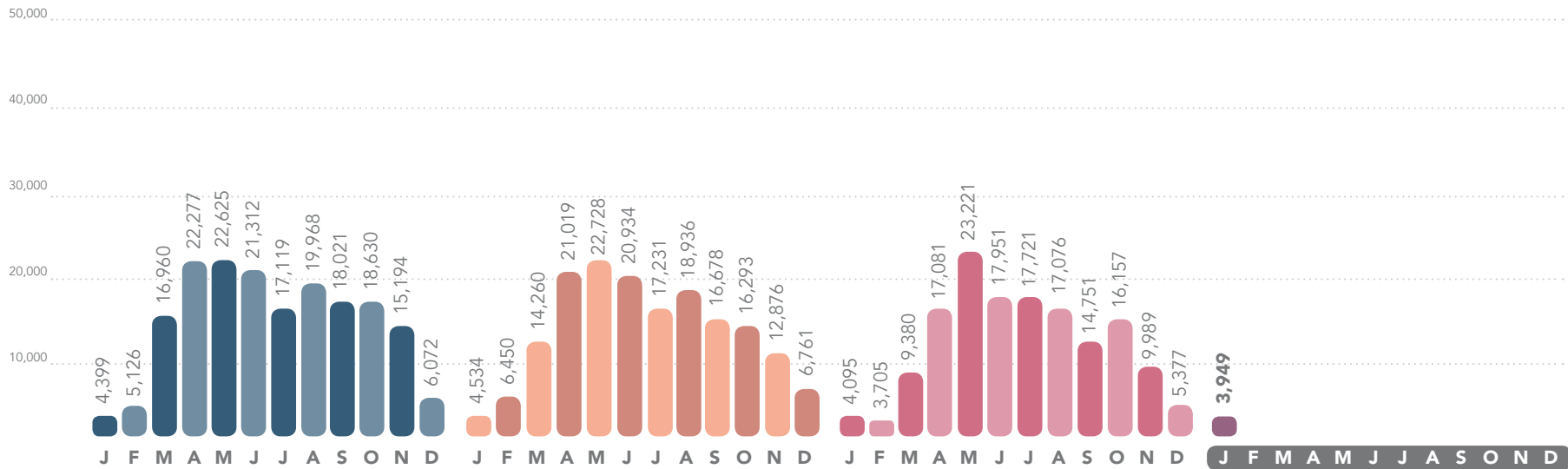


The number of phone calls received by the center continues to decline as ITIC usage grows.

TOTAL INCOMING CALLS Y-T-D

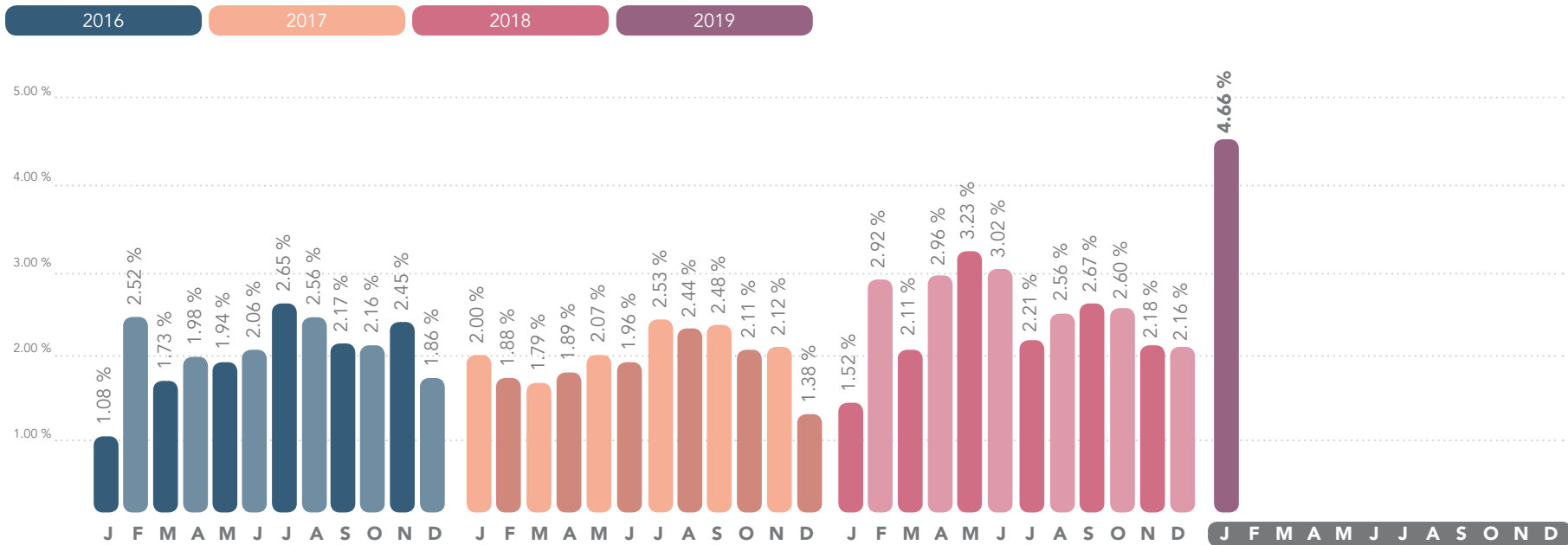


TOTAL INCOMING CALLS



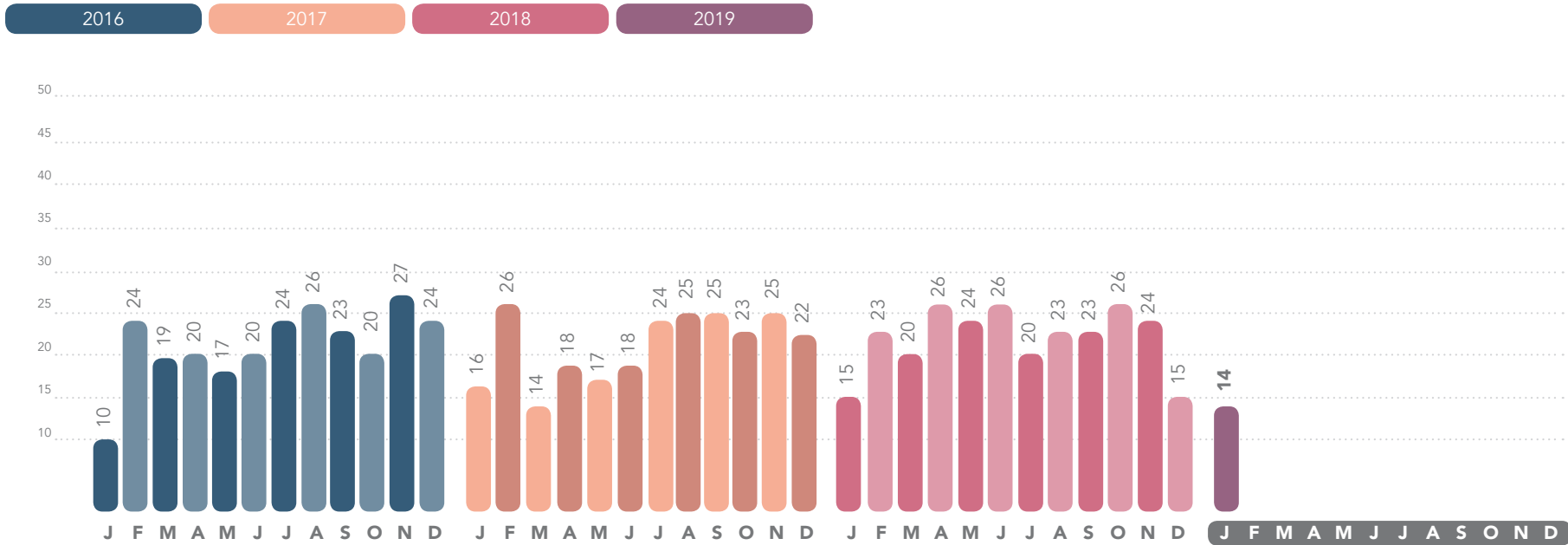
January's abandonment rate is the result of a series of prank calls received by the center throughout the month. Once we blocked the caller's phone number, the calls stopped.

CALLS ABANDONED

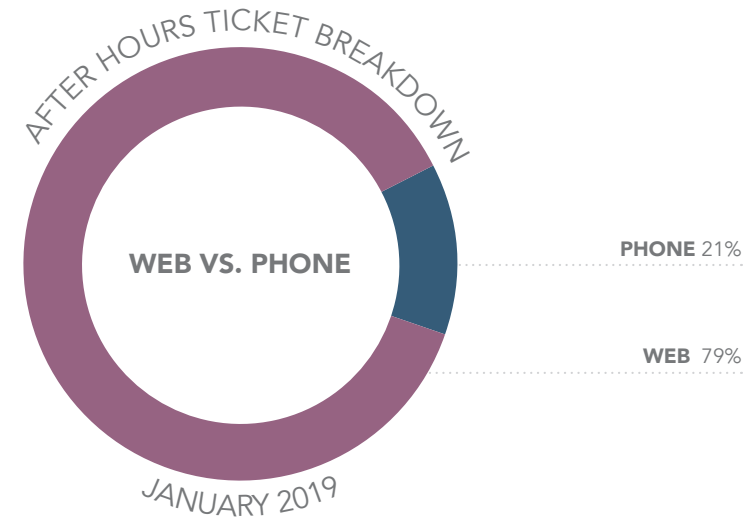


The average speed to answer is nearly the same as last year and it remains consistent with that which has been experienced during previous years.

AVERAGE SPEED TO ANSWER

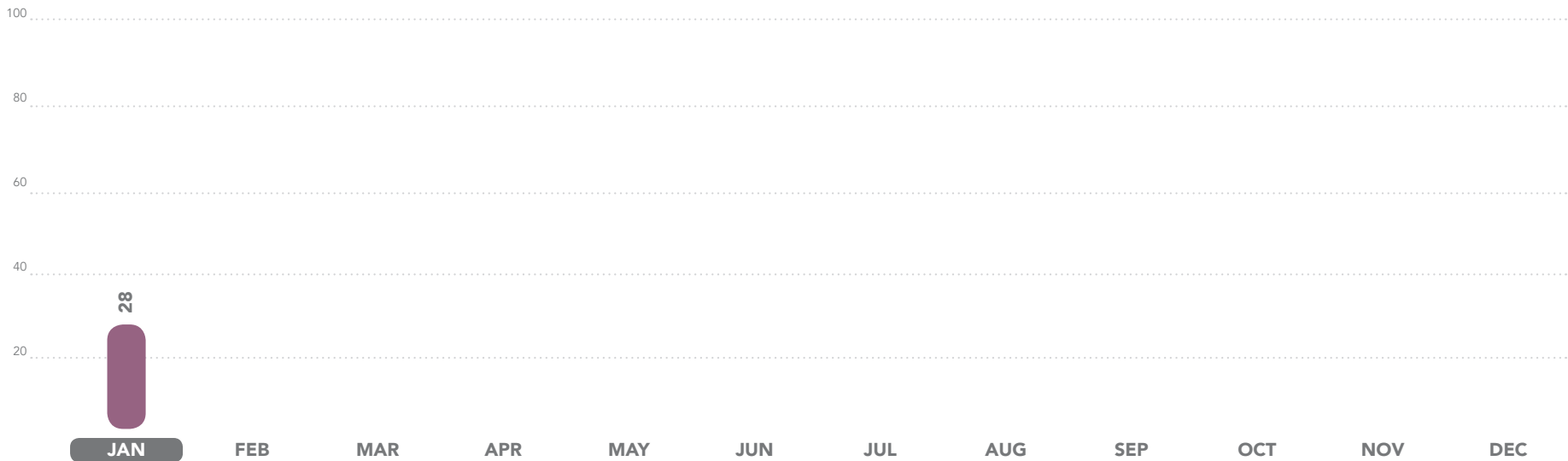


The chart below reflects the average speed (ASA) to answer during the after hours period.



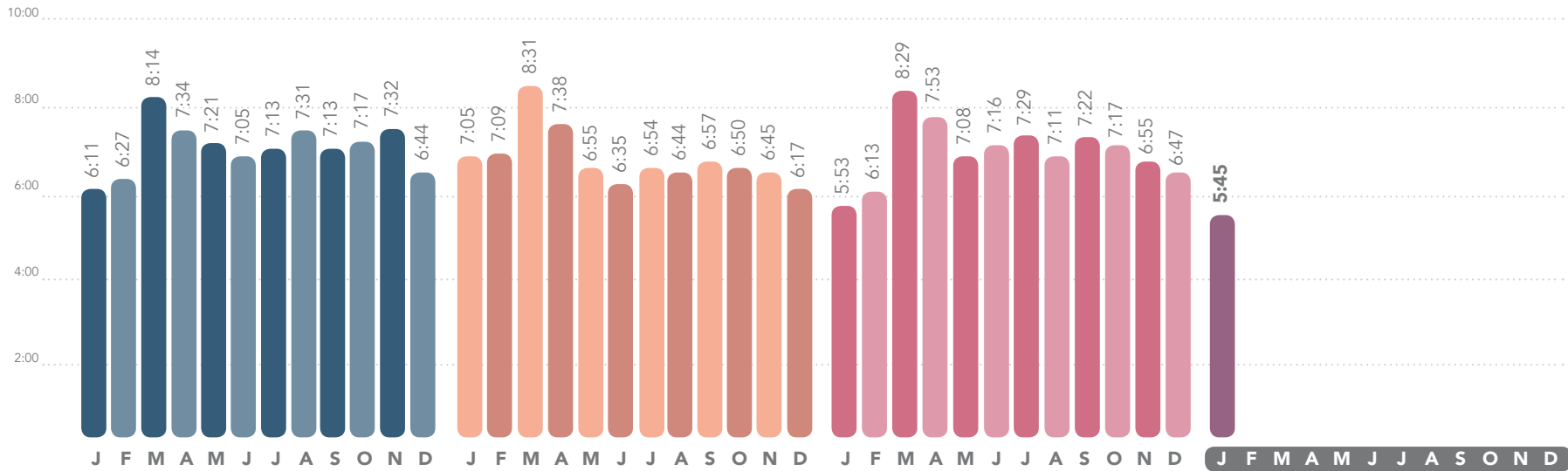
AVERAGE SPEED TO ANSWER AFTER HOURS

2019



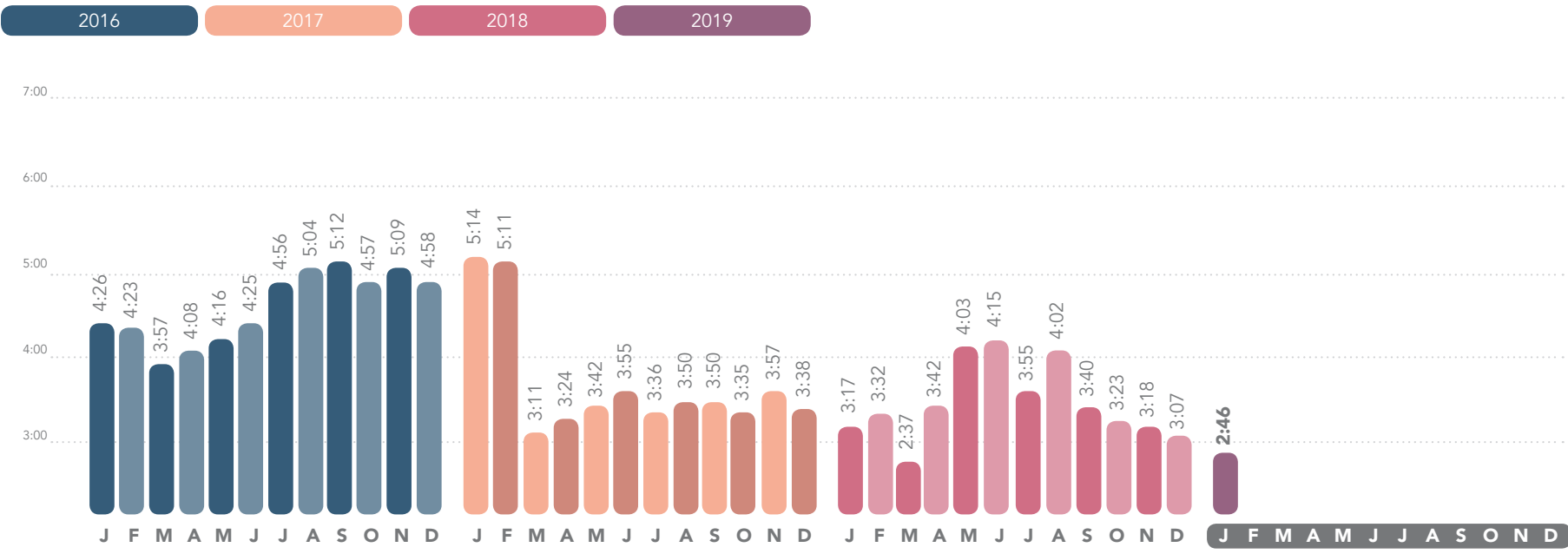
Average talk time is consistent with the previous year's measure.

AVERAGE TALK TIME



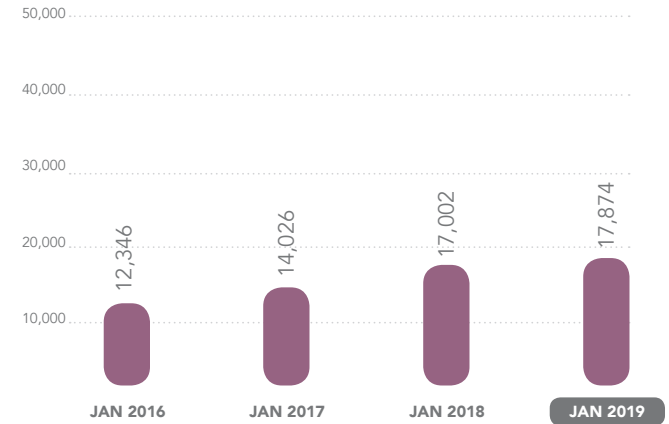
The average time per ticket for this month is lower than last year but consistent overall with that which has been historically experienced.

AVERAGE TIME PER TICKET

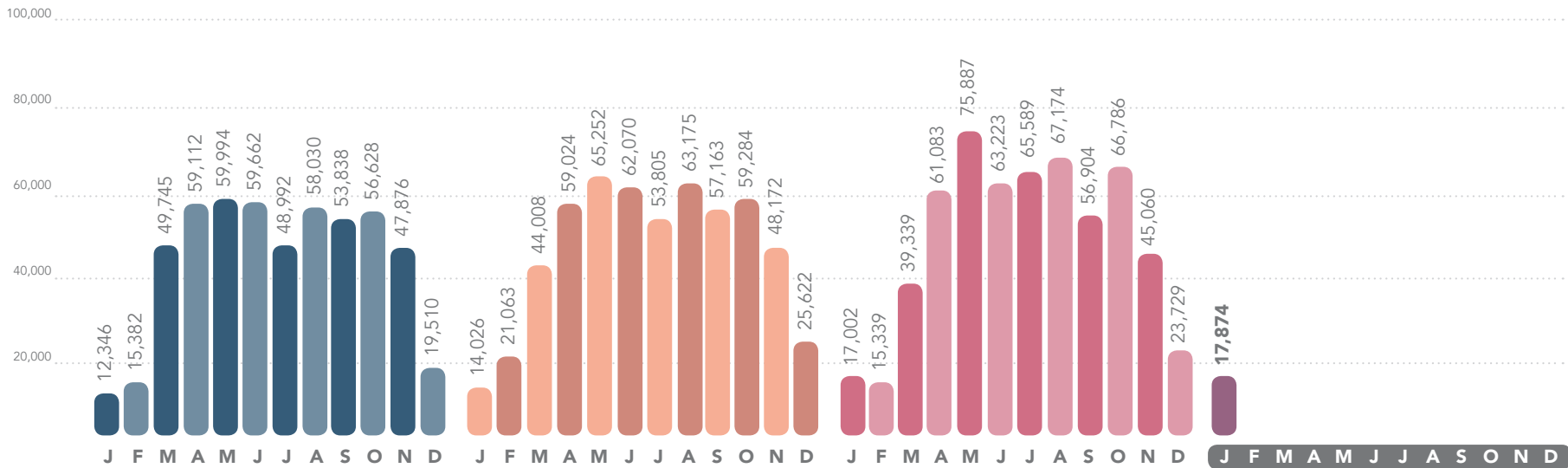


January's ticket volume is slightly higher than last year's.

INCOMING TICKET TOTALS Y-T-D

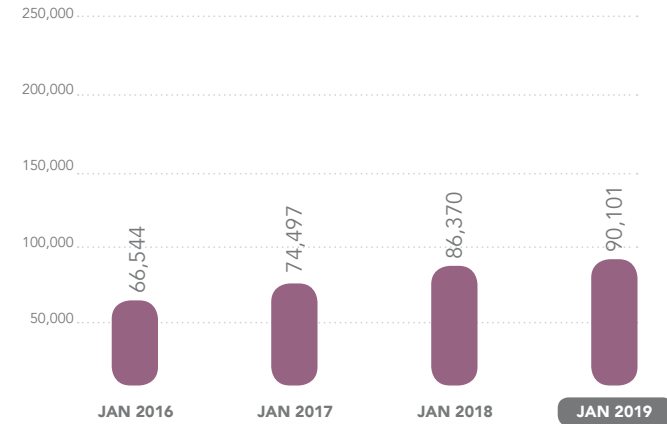


INCOMING TICKET TOTALS

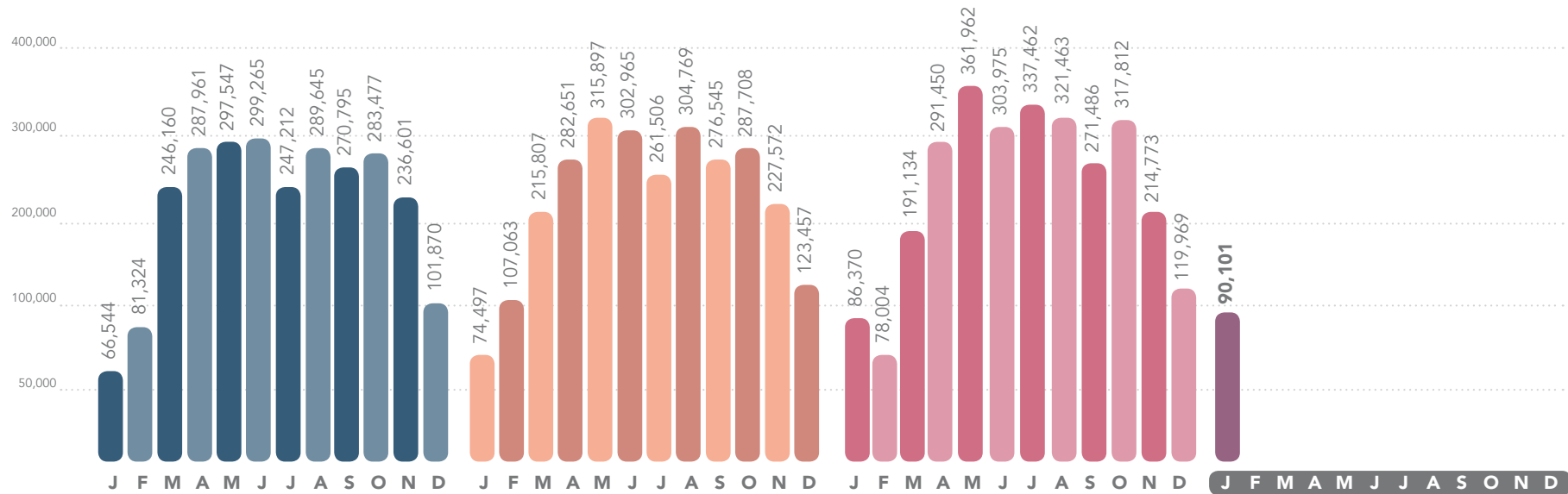


Outgoing ticket totals follow the pattern set by incoming tickets.

OUTBOUND TICKET TOTALS Y-T-D

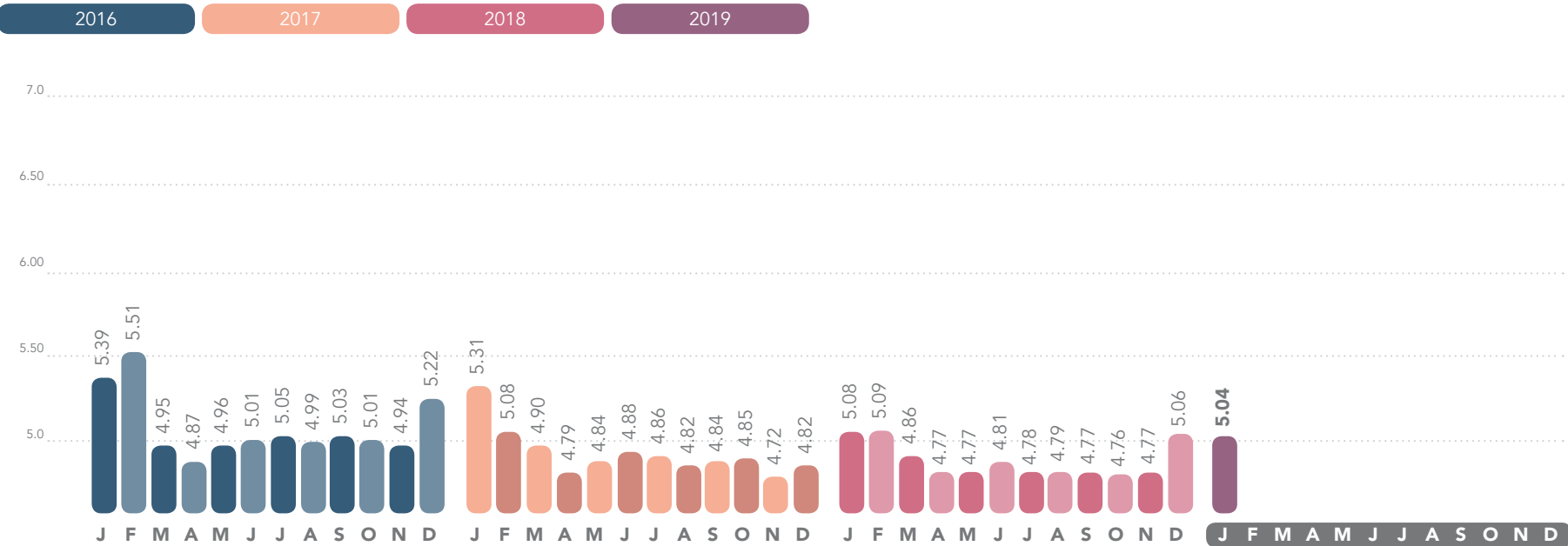


OUTBOUND TICKET TOTALS



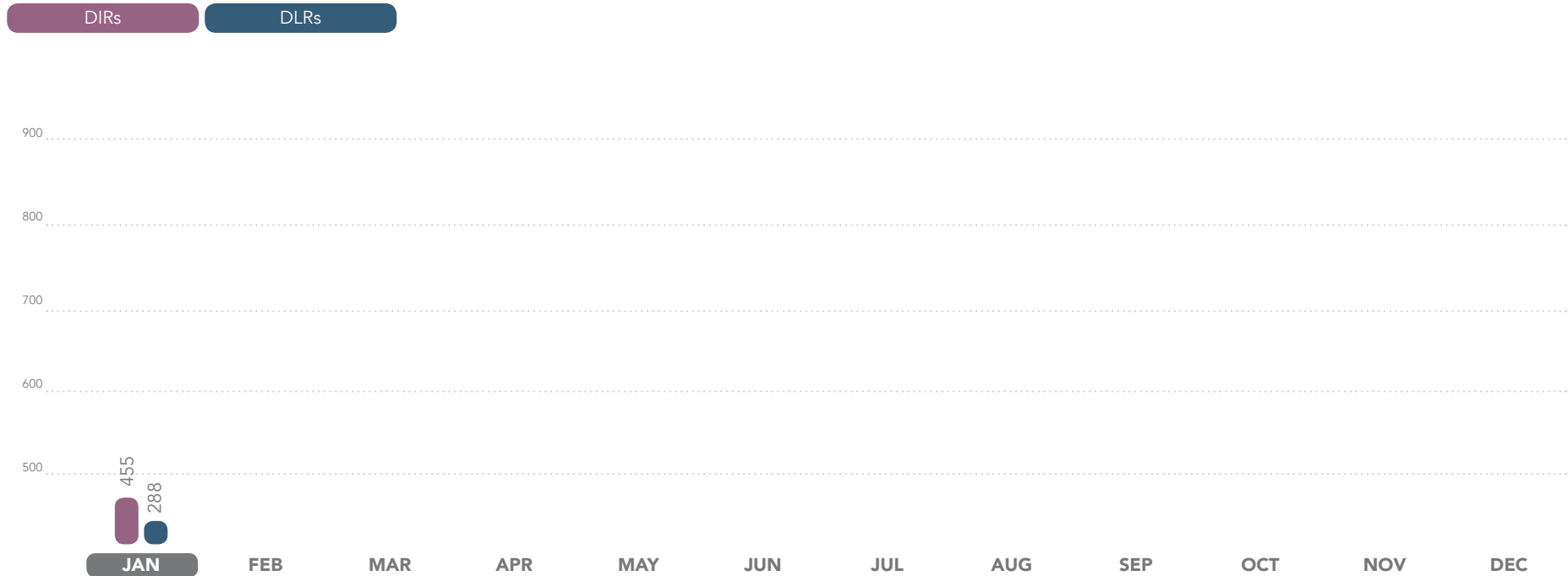
The in/out ratio has followed the historical pattern but the actual ratio is generally lower because facility operators have refined their databases.

IN/OUT RATIO

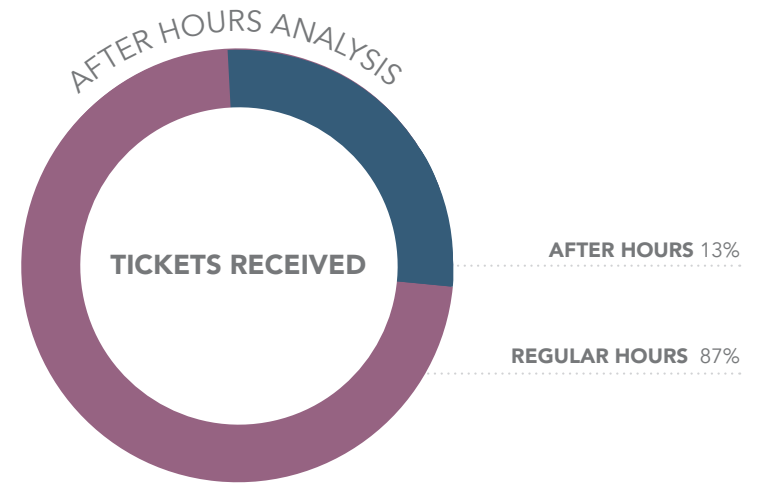


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was activated.

DRS SYSTEM ACTIVITY

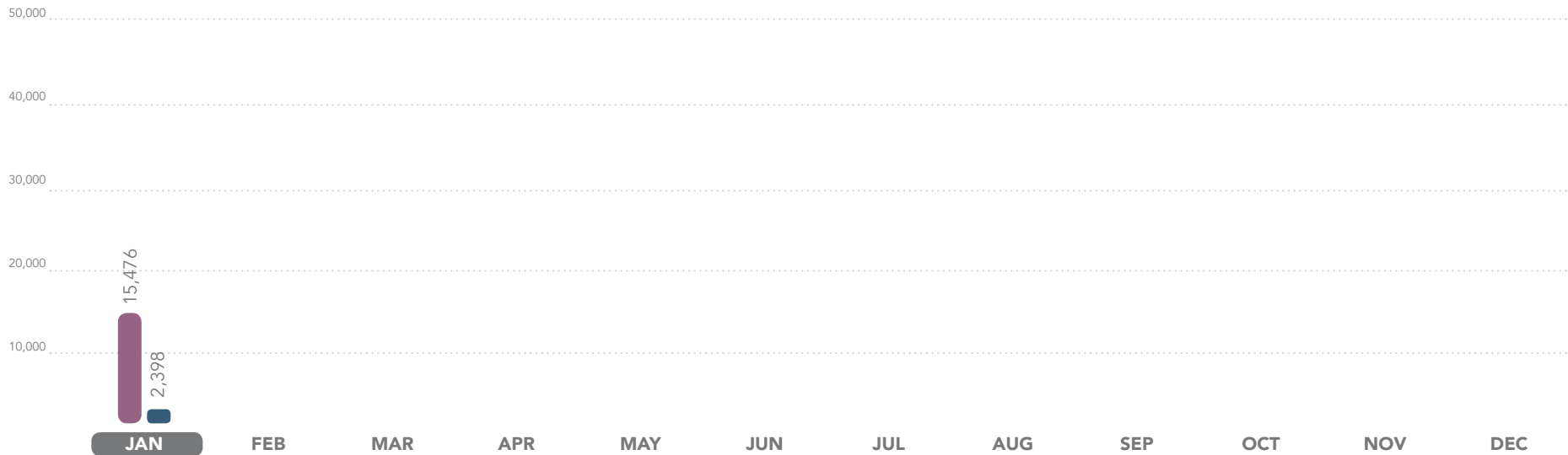


The charts on this page provide a breakdown showing the time of day that incoming tickets were received.



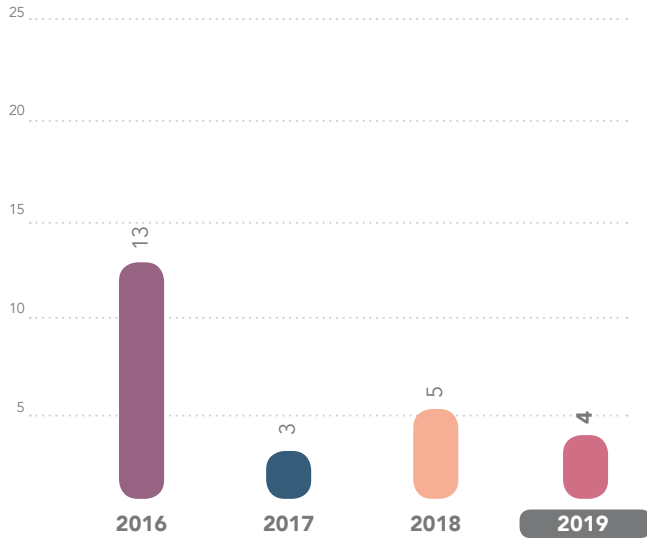
TIME OF RECEIPT ANALYSIS

REGULAR HOURS AFTER HOURS

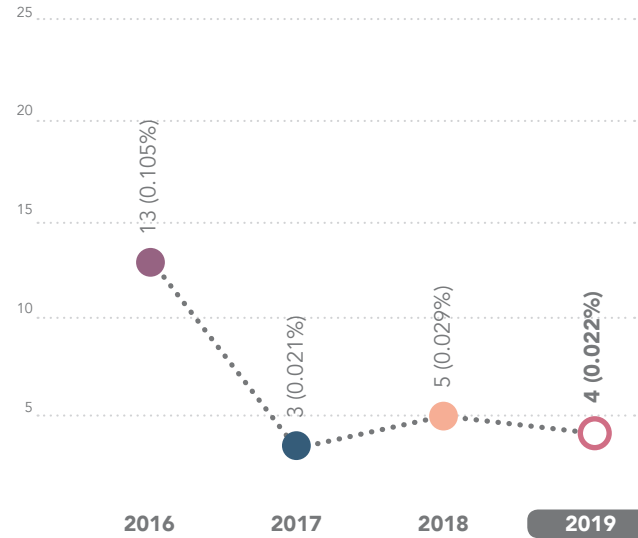


The total number of non-compliant tickets received is nearly the same as 2018.

NON-COMPLIANT TICKETS Y-T-D

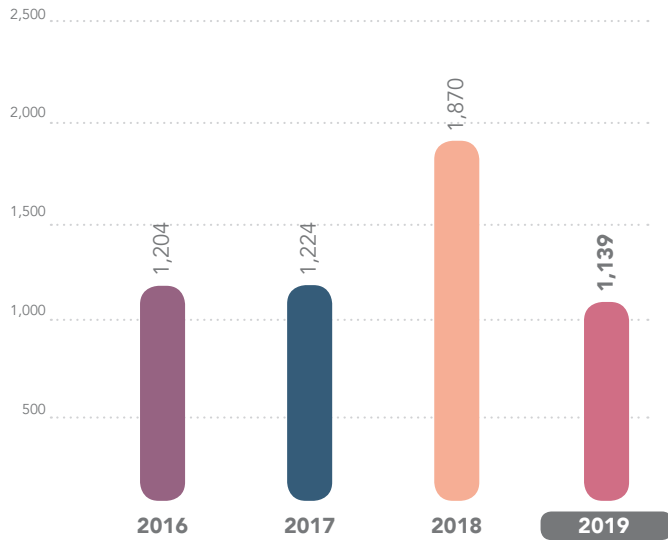


NON-COMPLIANT TICKETS JAN

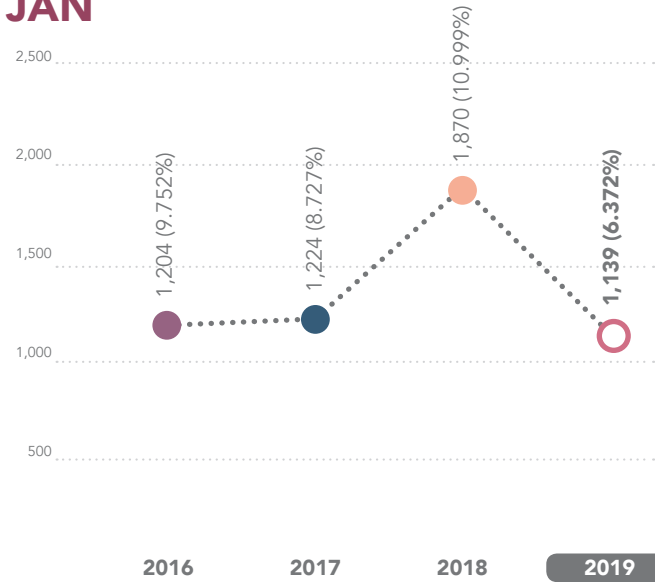


The total number of emergency tickets received is significantly lower than in 2018.

EMERGENCY TICKETS Y-T-D

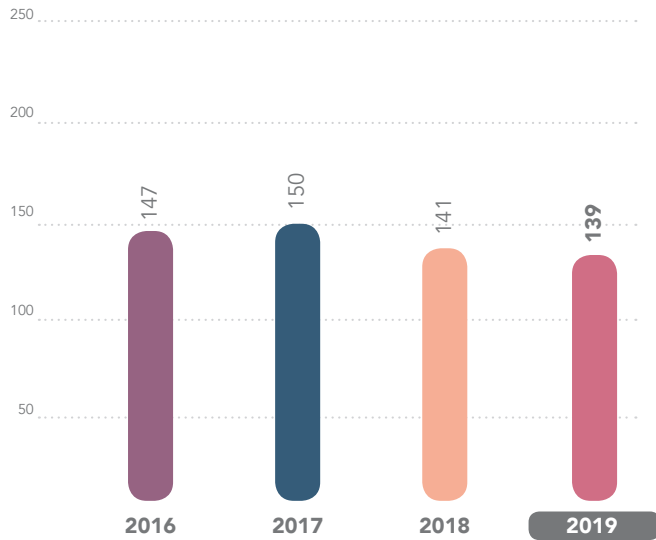


EMERGENCY TICKETS JAN

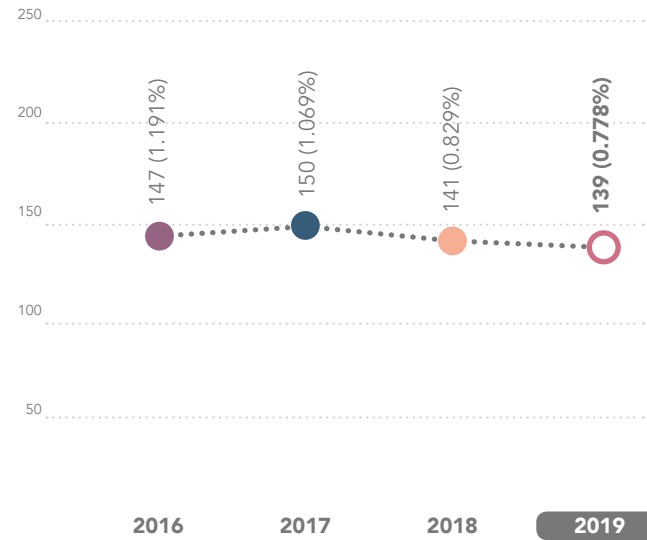


The Y-T-D total number of dig-in tickets is slightly lower in 2019 than in 2018.

DIG IN TICKETS Y-T-D

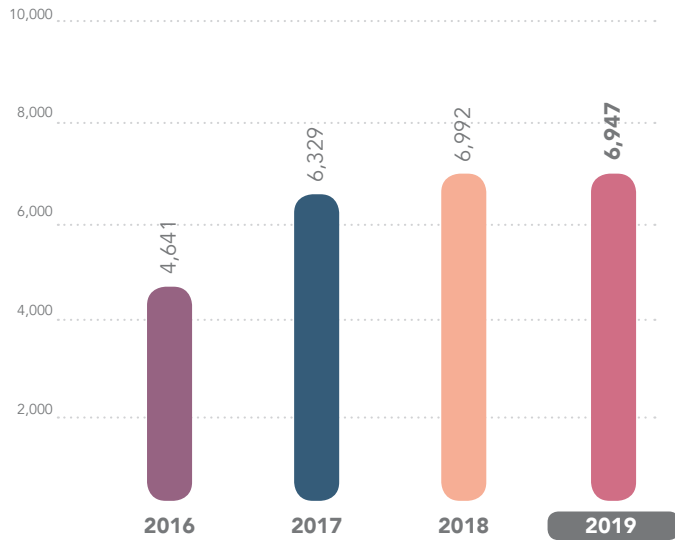


DIG IN TICKETS JAN

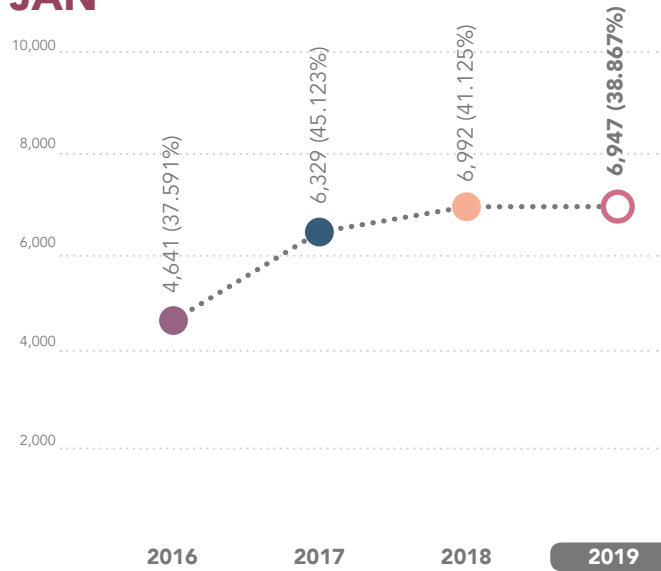


The Y-T-D total number of tickets where callers report the job is whitelined has decreased slightly over last year's levels.

WHITELINED TICKETS Y-T-D

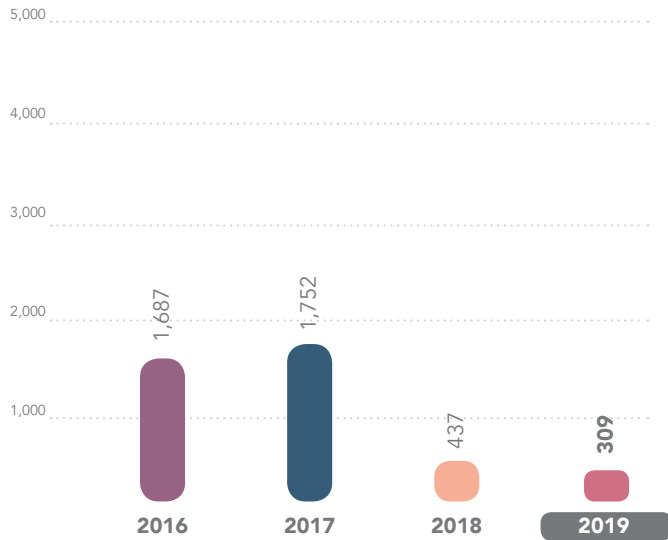


WHITELINED TICKETS JAN

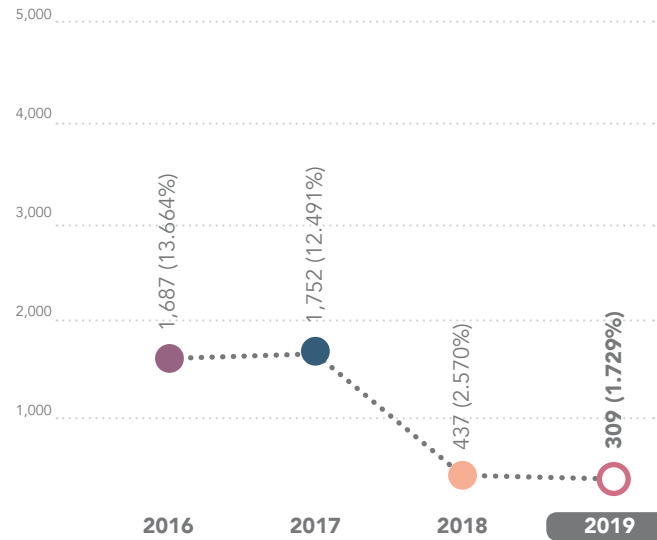


The overall number of tickets with GPS coordinates is significantly lower in 2019 than it was in 2018. This may be a result of the detailed mapping available through NextGen.

TICKETS WITH GPS Y-T-D

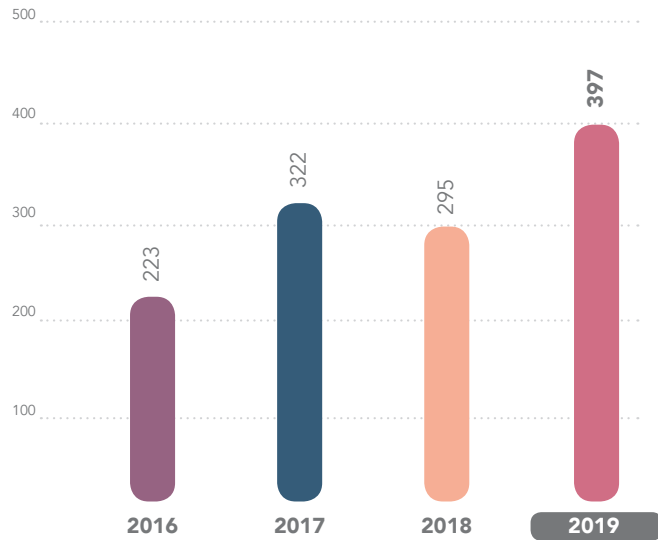


TICKETS WITH GPS JAN



Overall homeowner ticket volume is higher than it was in 2018.

HOMEOWNER TICKETS Y-T-D



HOMEOWNER TICKETS JAN

