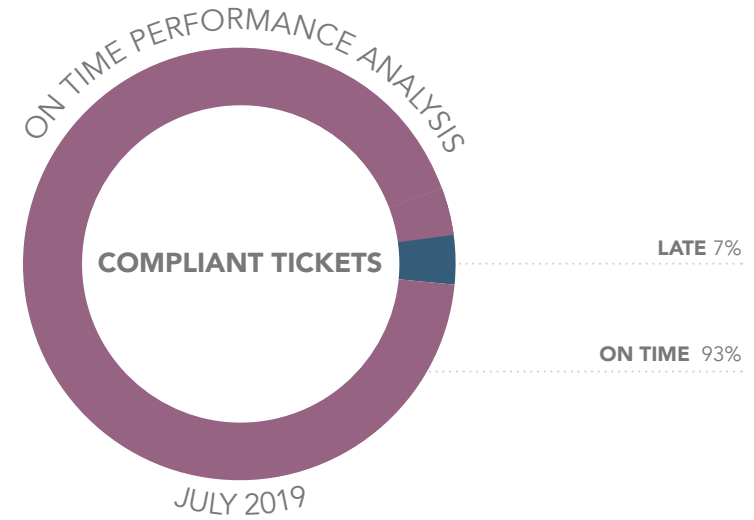
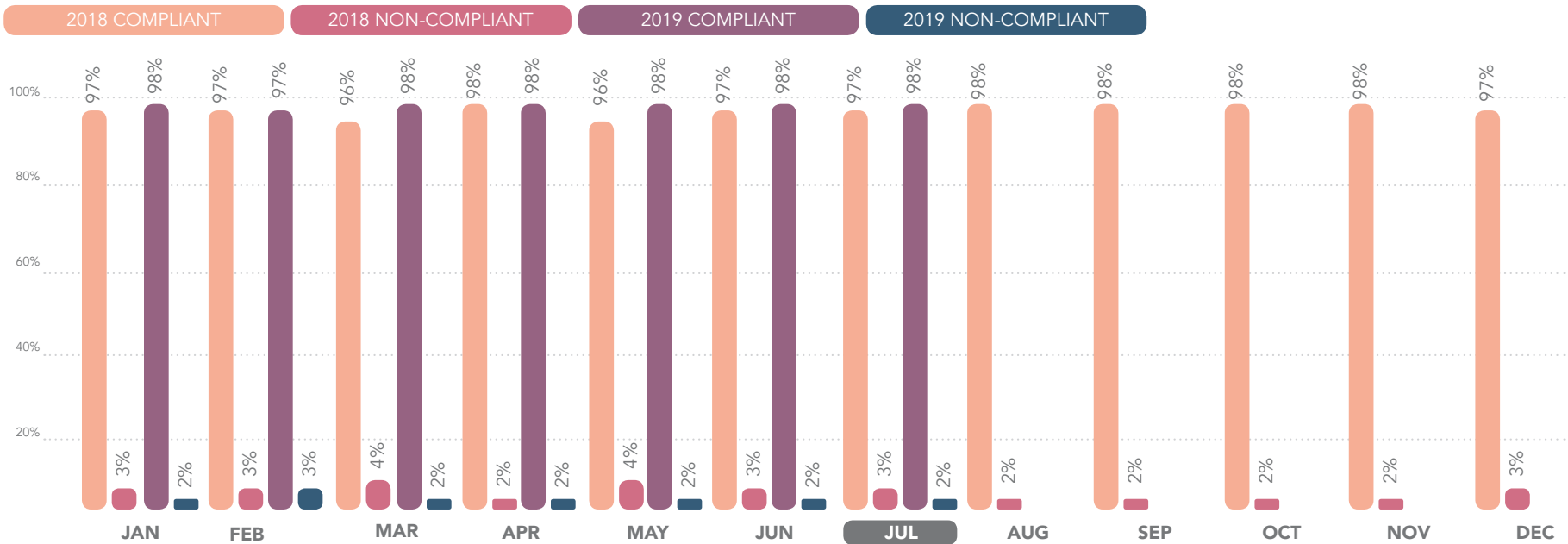


The bar graph below shows the percentage of all tickets to which operators have responded in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within the time frame established by state law.

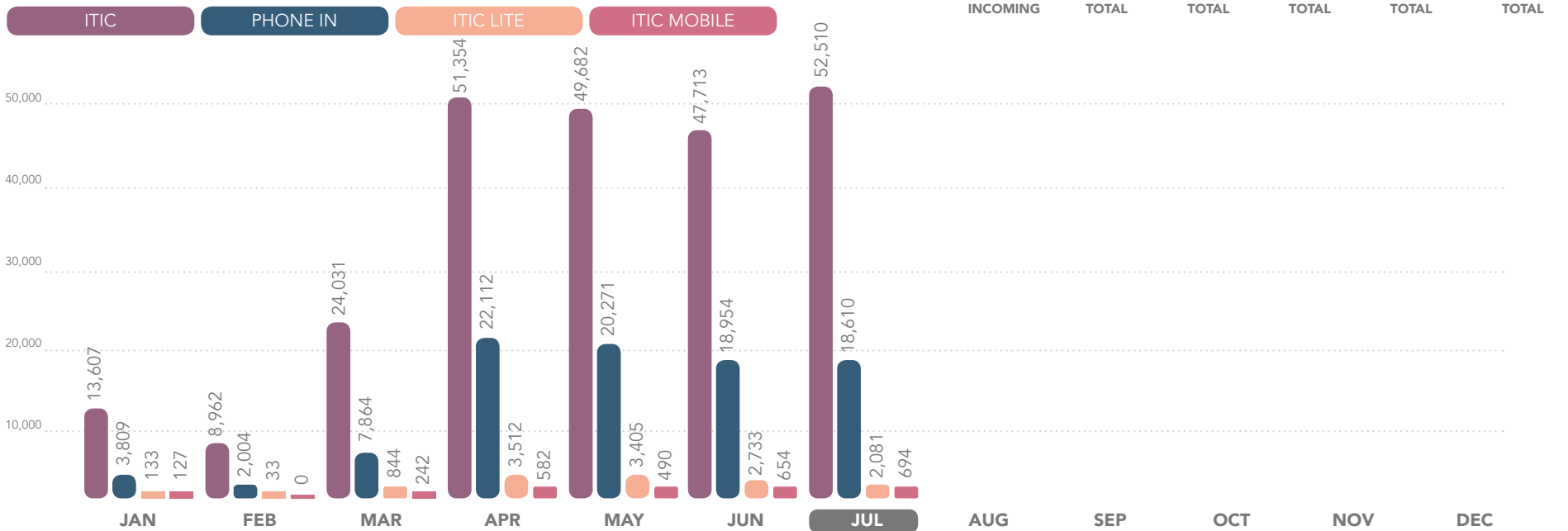


POSITIVE RESPONSE COMPLIANCE

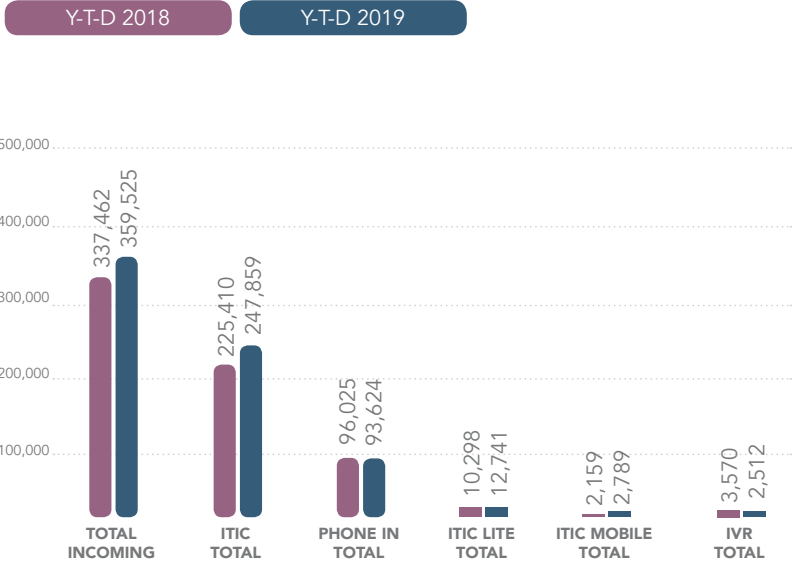


ITIC, ITIC Lite and ITIC Mobile activity all continue to grow, making up a greater percentage of incoming locates than ever. Phone In volume continues to drop as more IOC users make the change to on-line ticket entry. As the volume suggests, Spring has arrived!

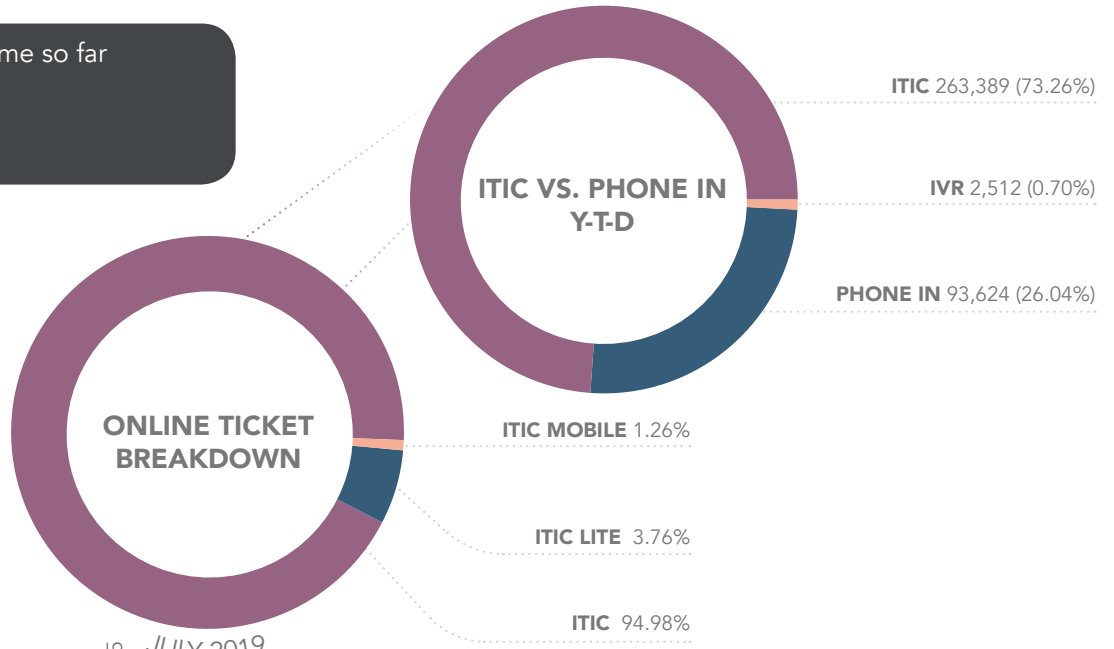
MONTHLY ITIC ACTIVITY



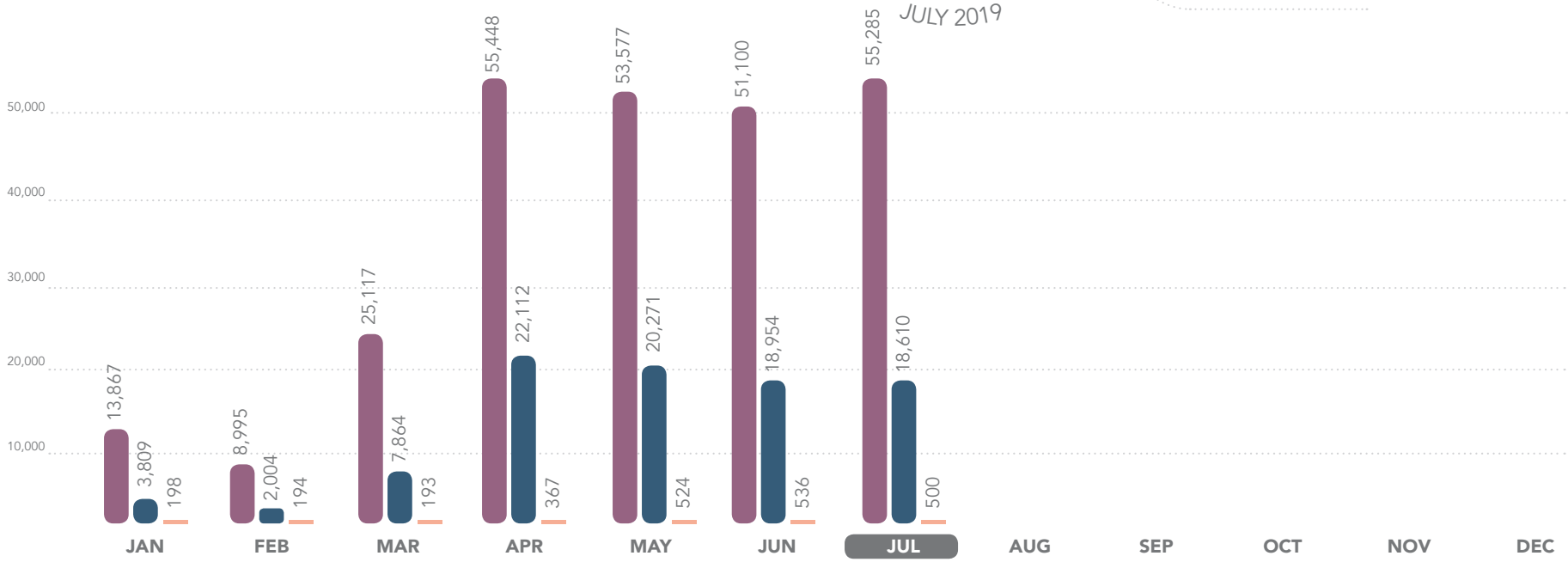
ITIC ACTIVITY Y-T-D



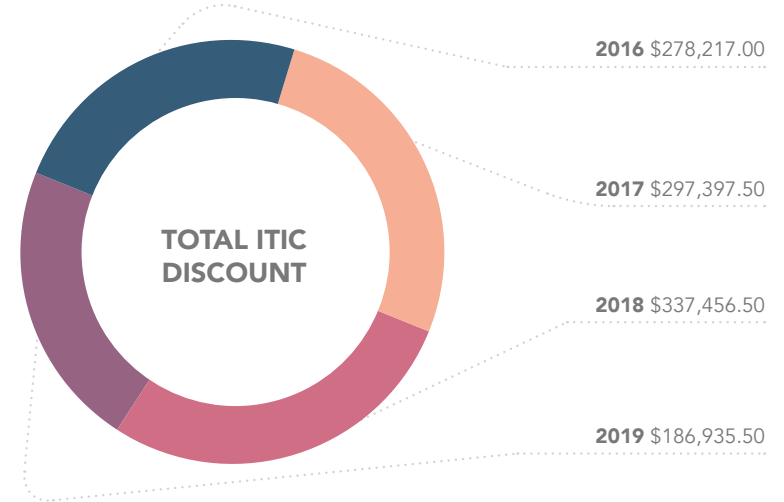
The number of tickets received through ITIC is nearly 73% of the total volume so far this year.



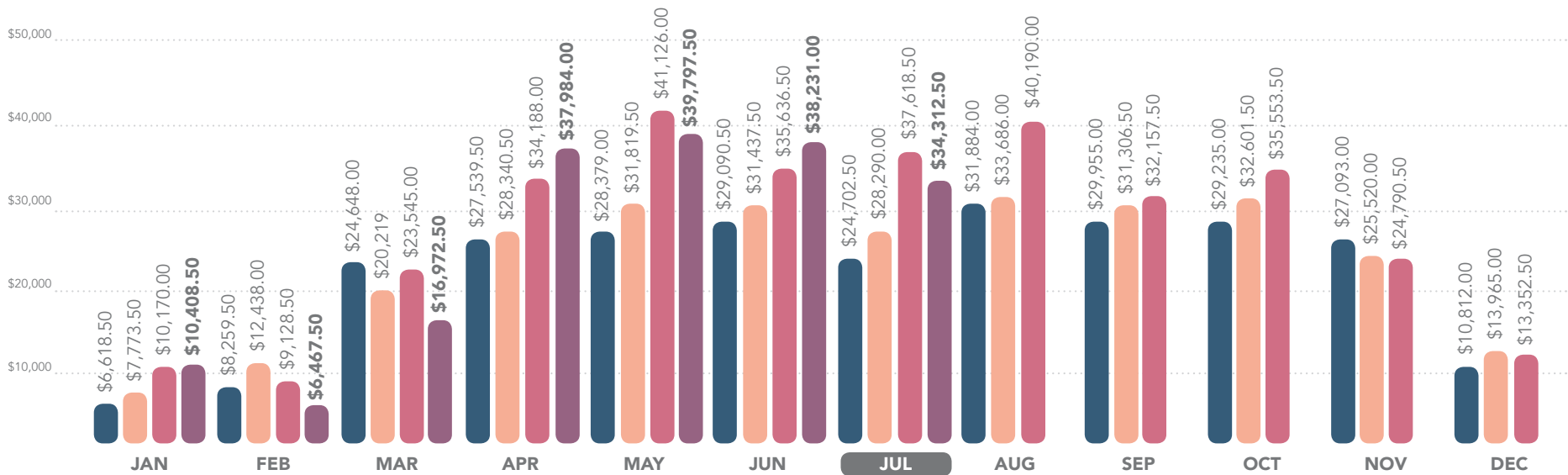
ITIC VS. PHONE IN



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.

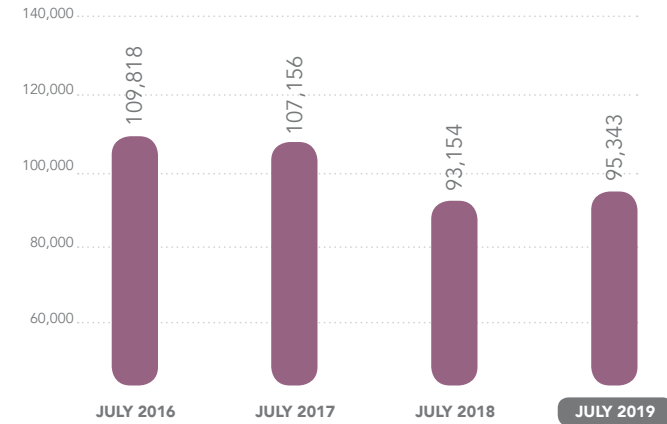


ITIC DISCOUNT SUMMARY

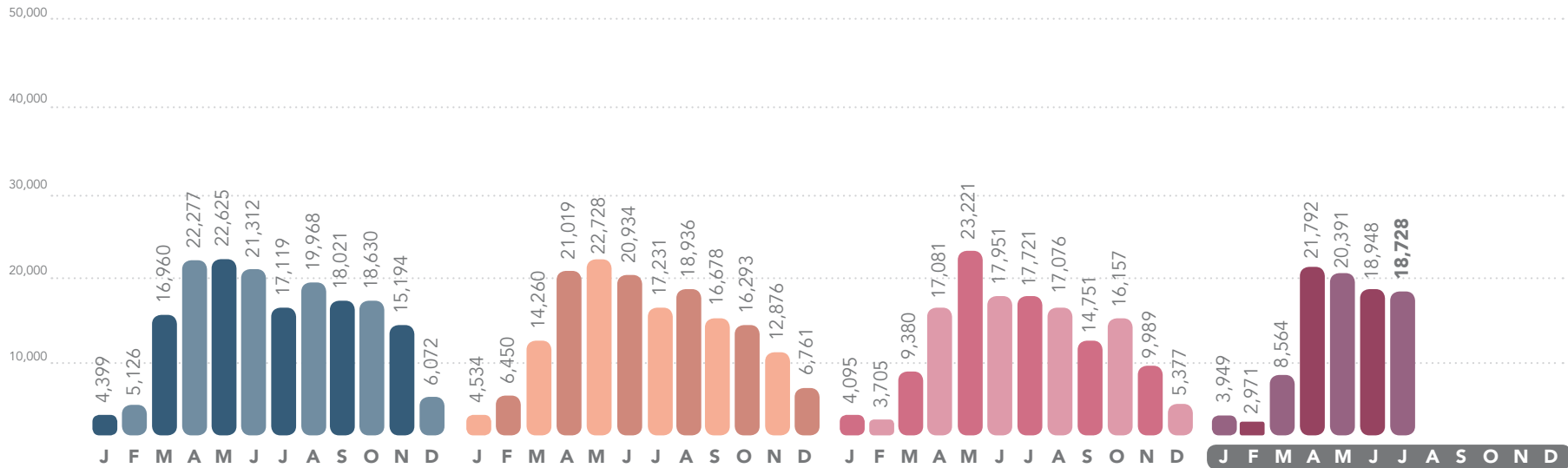


The number of phone calls received by the center continues to decline as ITIC usage grows.

TOTAL INCOMING CALLS Y-T-D

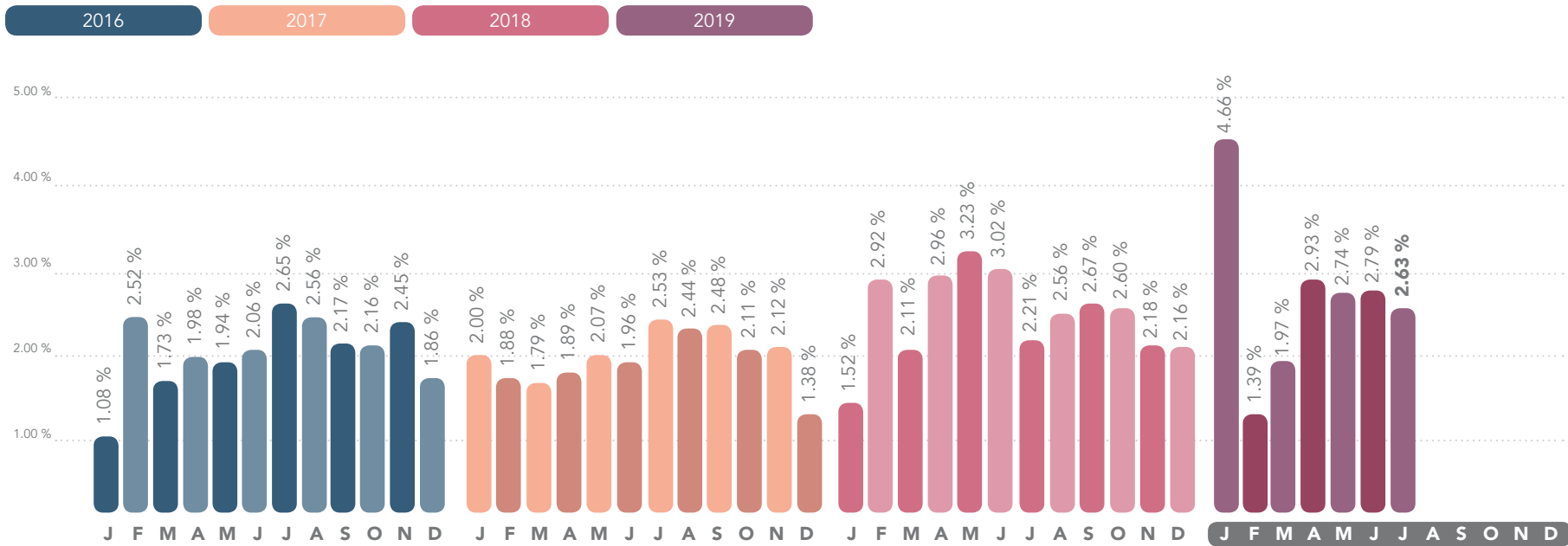


TOTAL INCOMING CALLS



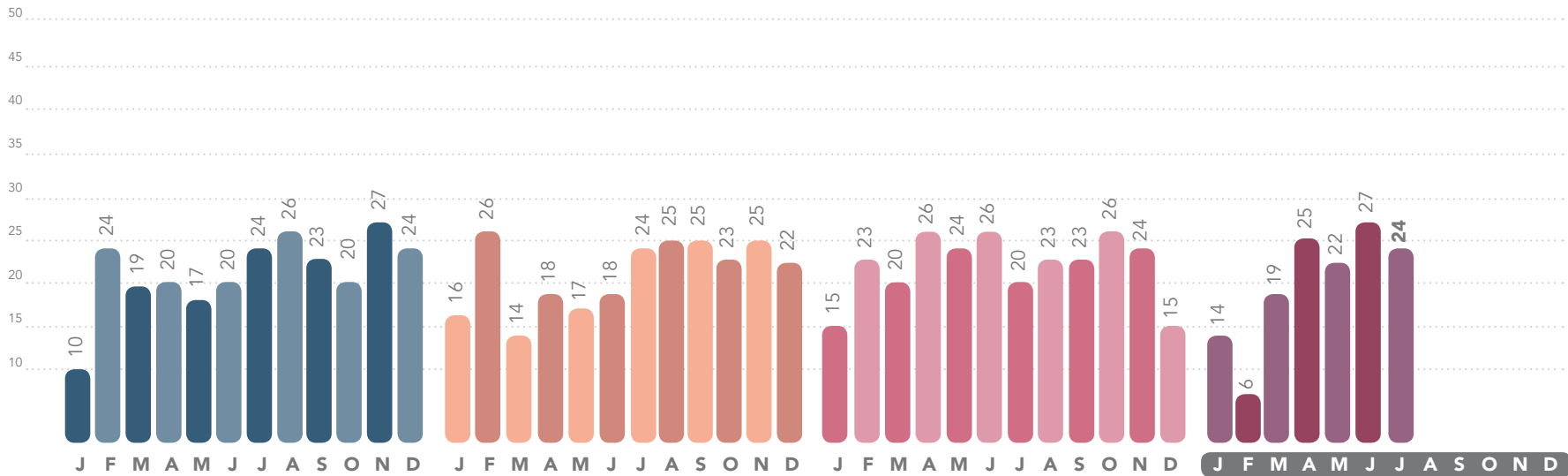
January's abandonment rate was the result of a series of prank calls received by the center throughout the month. Once we blocked the caller's phone number, the calls stopped, and you can see that the abandonment rate returned to historical levels.

CALLS ABANDONED

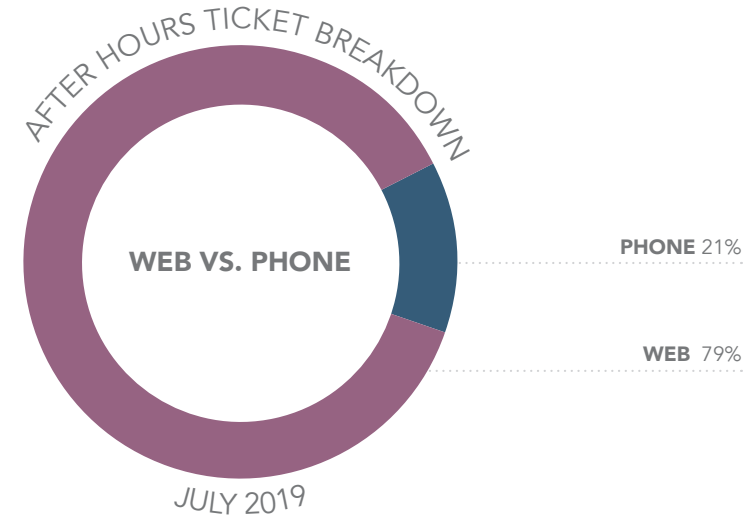


The average speed to answer remains consistent with preceding years.

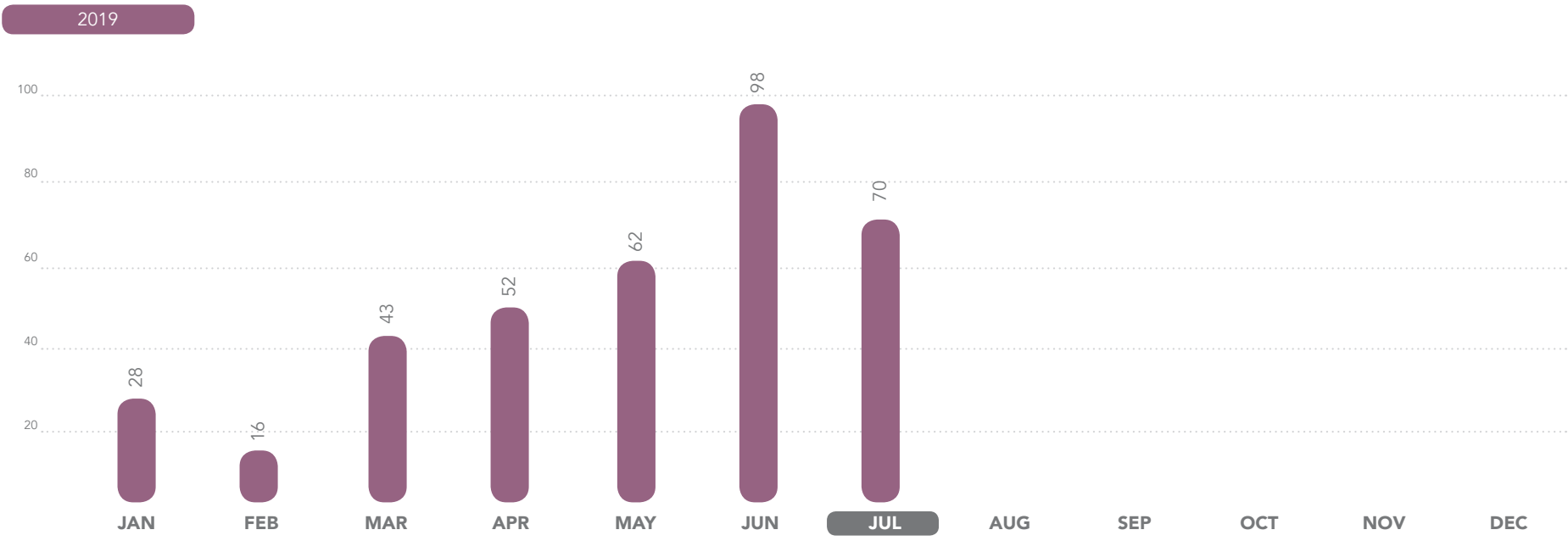
AVERAGE SPEED TO ANSWER



The chart below reflects the average speed (ASA) to answer during the after hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC. The increase in after hours ASA was primarily due to calls received from excavators who wanted to talk about how best to get their jobs rescheduled or marked as a result of the flooding. This increased both talk and hold time for non-emergency calls. The Dashboard also shows a significant increase in dig in tickets (page 18), which are treated as emergency calls and given top priority over routine calls. Routine calls will hold longer when more emergency calls are queued because they are treated with priority. Homeowner calls also increased in June (page 21). Homeowner calls take longer on average to process, for a variety of reasons. Homeowners also call after-hours, when they arrive home from work. Handling an increased volume of Homeowner calls after hours will also drive up hold time.

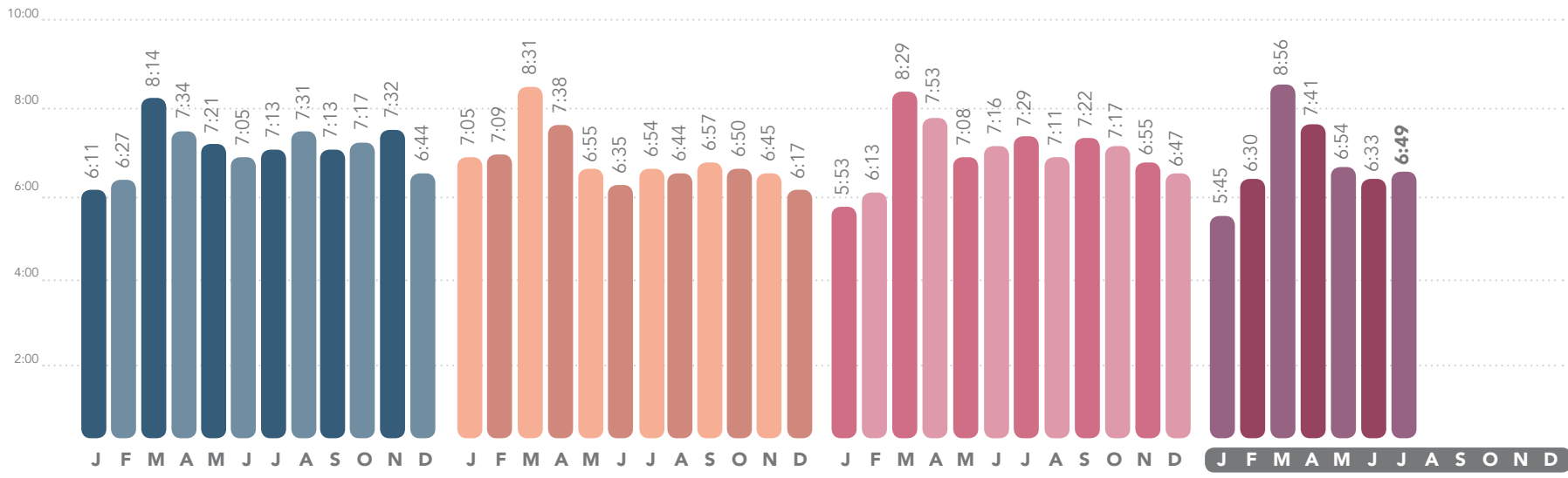


AVERAGE SPEED TO ANSWER AFTER HOURS



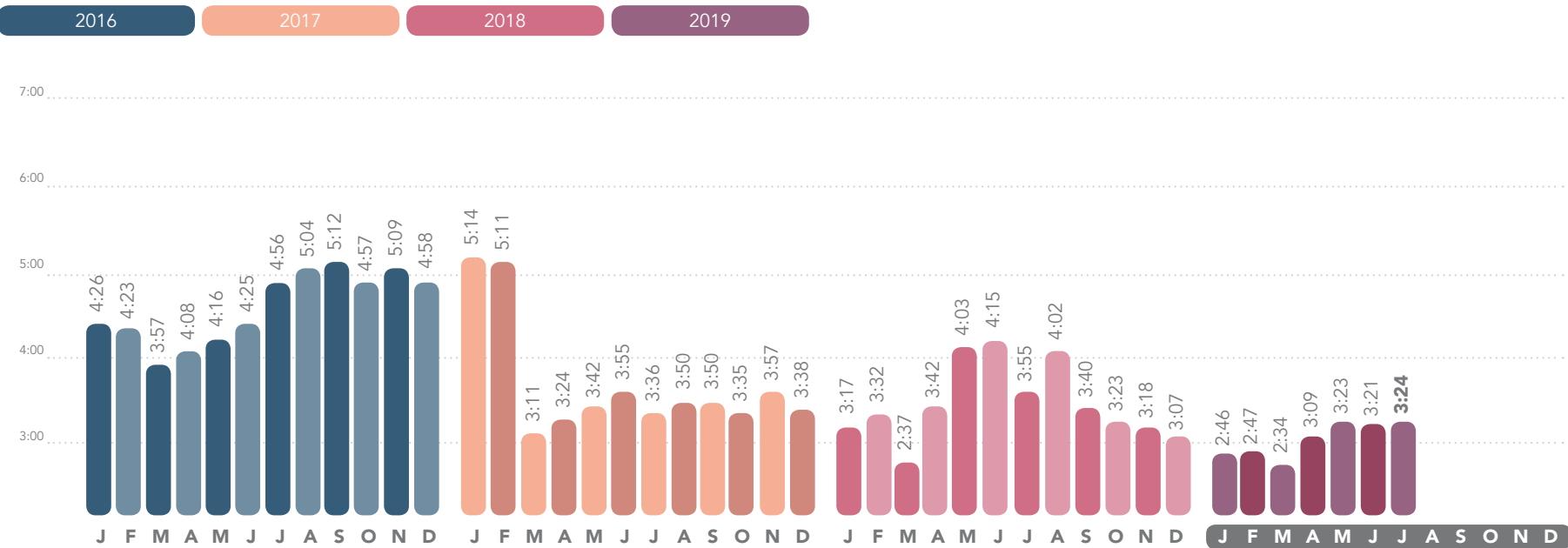
Average talk time is lower than it was last year at this time.

AVERAGE TALK TIME



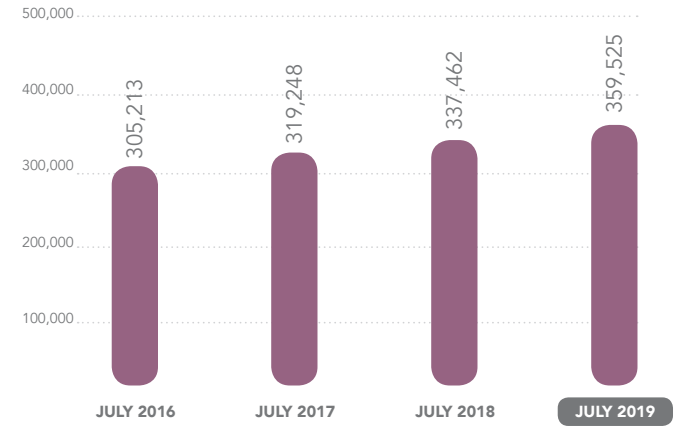
The average time per ticket for this month is lower than last year but consistent overall with that which has been historically experienced.

AVERAGE TIME PER TICKET

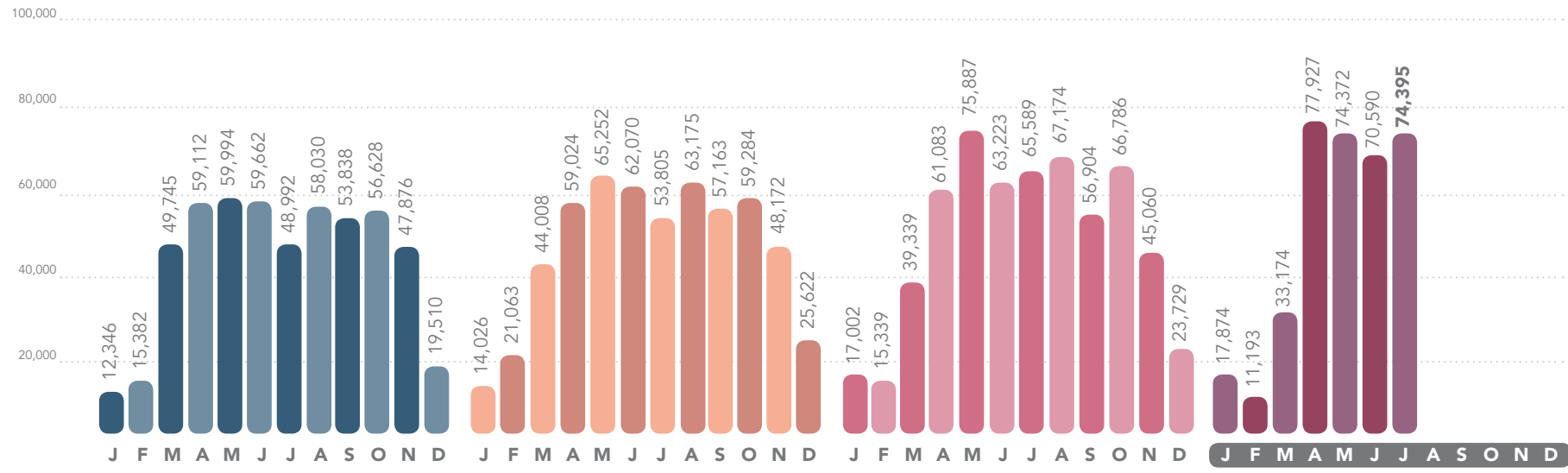


June 2019 ticket volume is higher than June 2018.

INCOMING TICKET TOTALS Y-T-D

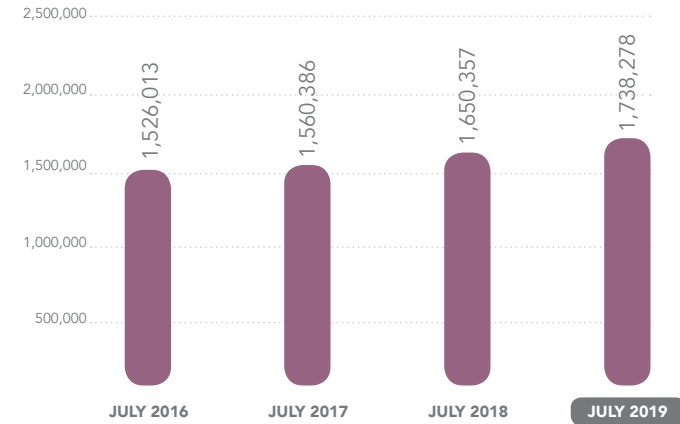


INCOMING TICKET TOTALS

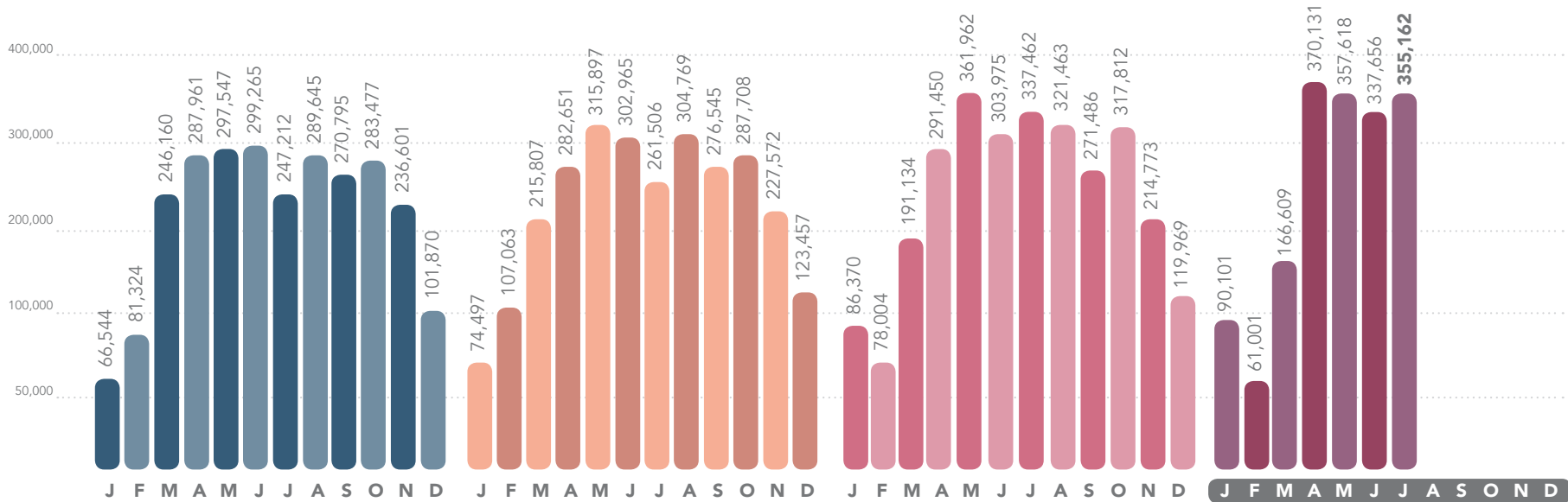


Outgoing ticket totals follow the pattern set by incoming tickets.

OUTBOUND TICKET TOTALS Y-T-D

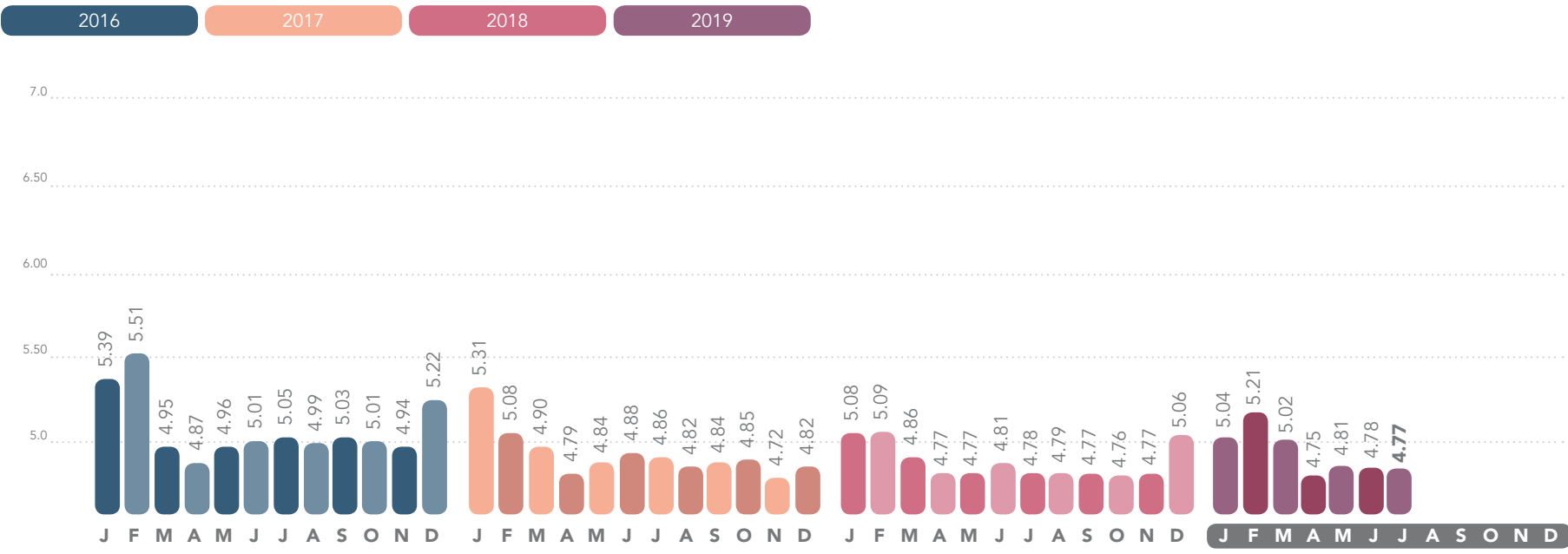


OUTBOUND TICKET TOTALS



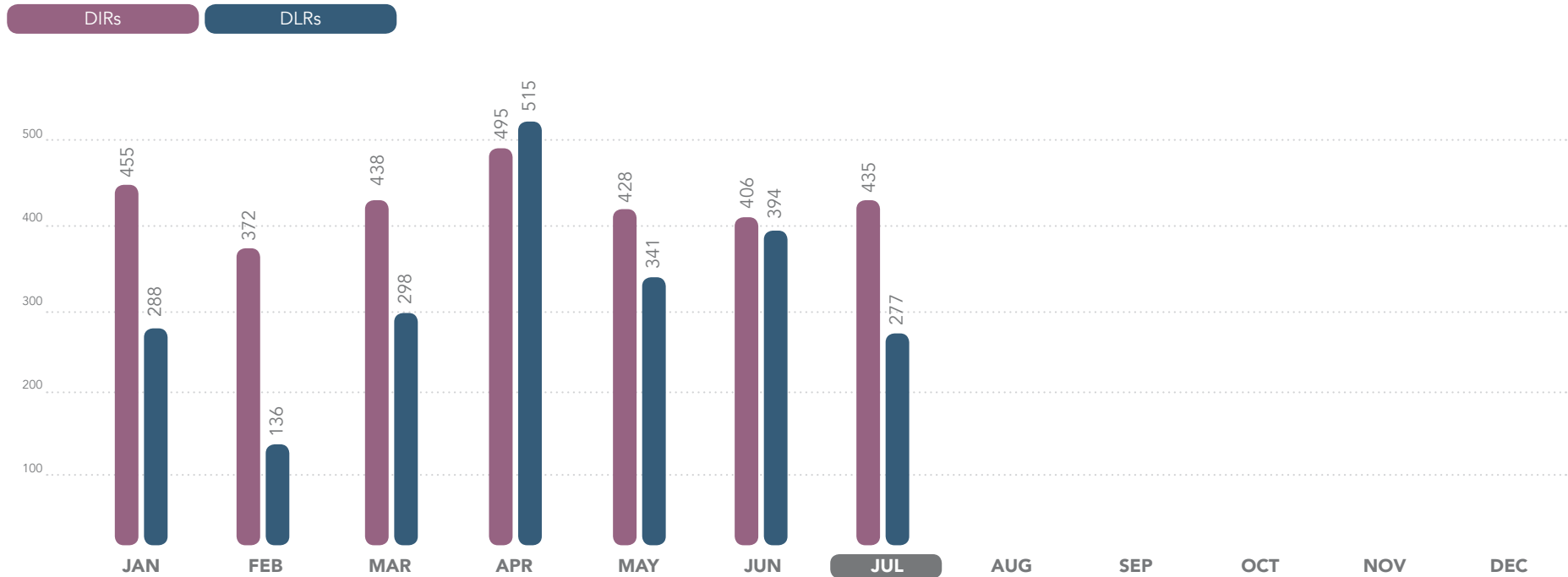
The in/out ratio has followed the historical pattern.

IN/OUT RATIO

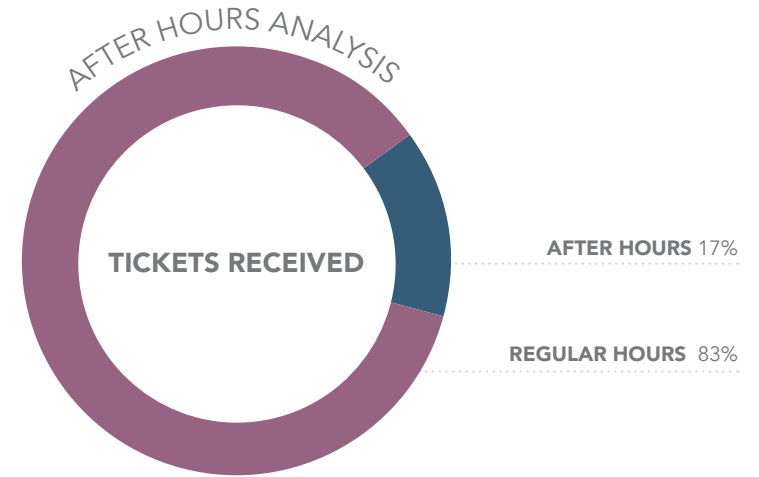


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

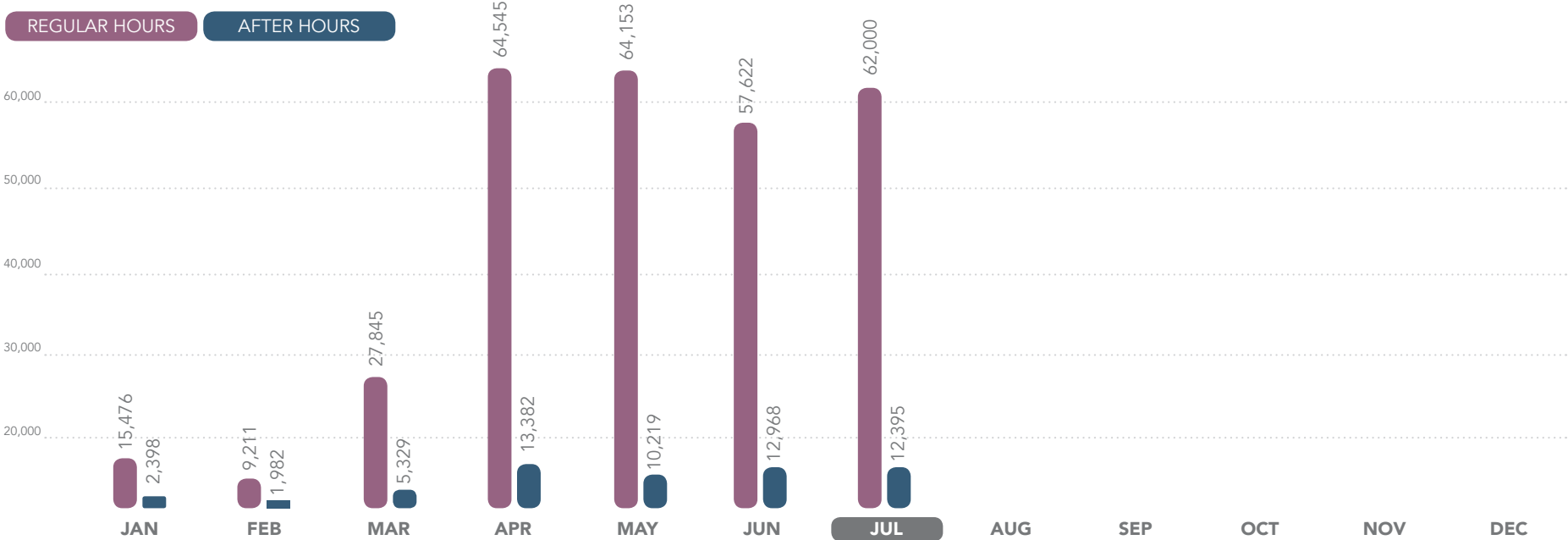
DRS SYSTEM ACTIVITY



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

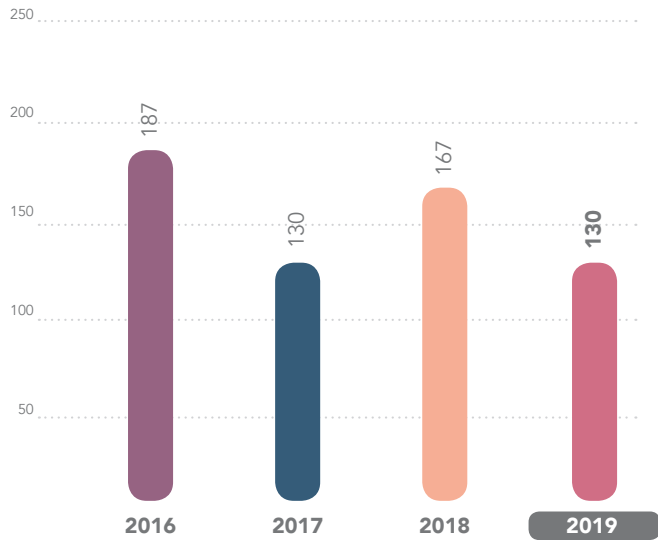


TIME OF RECEIPT ANALYSIS

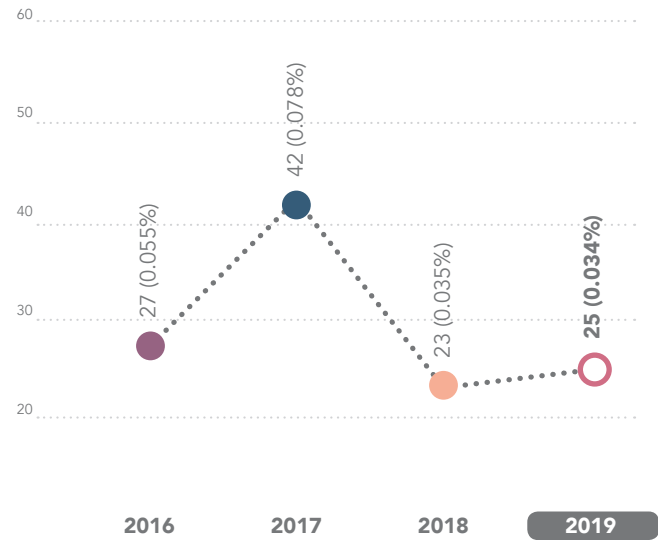


The total number of non-compliant tickets received is lower than 2018.

NON-COMPLIANT TICKETS Y-T-D

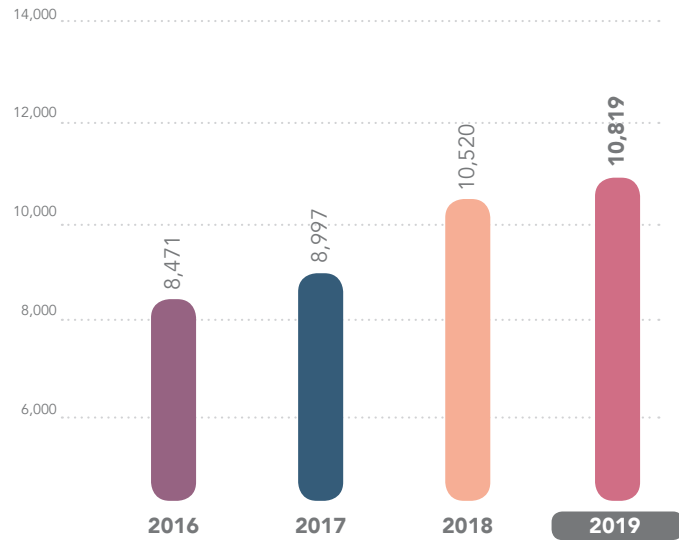


NON-COMPLIANT TICKETS JULY

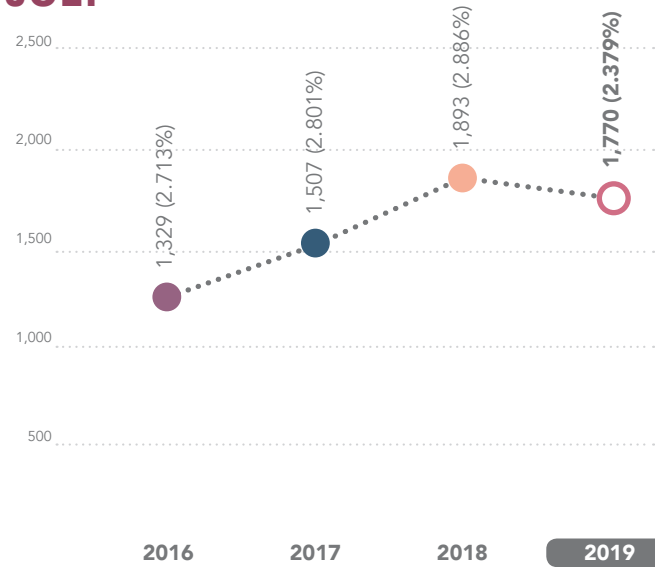


The total number of emergency tickets received Y-T-D is higher than in 2018. The monthly total is also higher.

EMERGENCY TICKETS Y-T-D

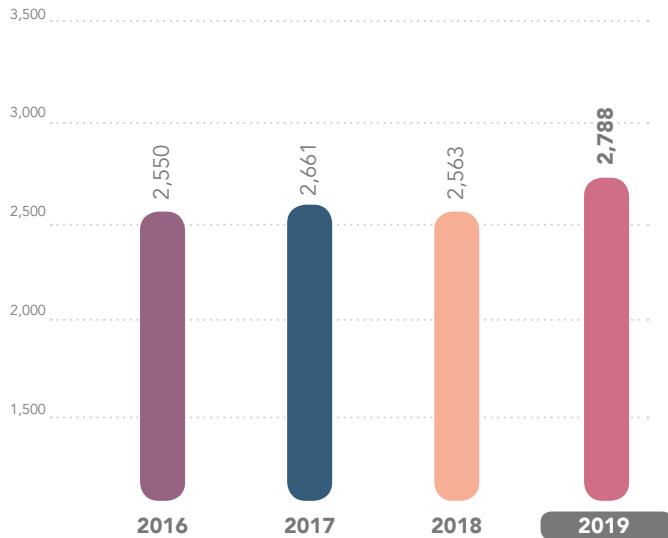


EMERGENCY TICKETS JULY

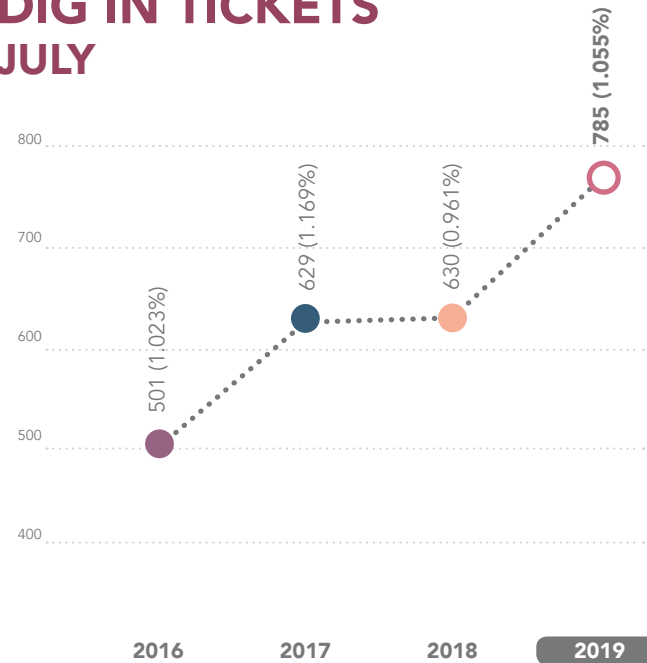


The Y-T-D total number of dig-in tickets is higher in 2019 as it was in 2018.

DIG IN TICKETS Y-T-D

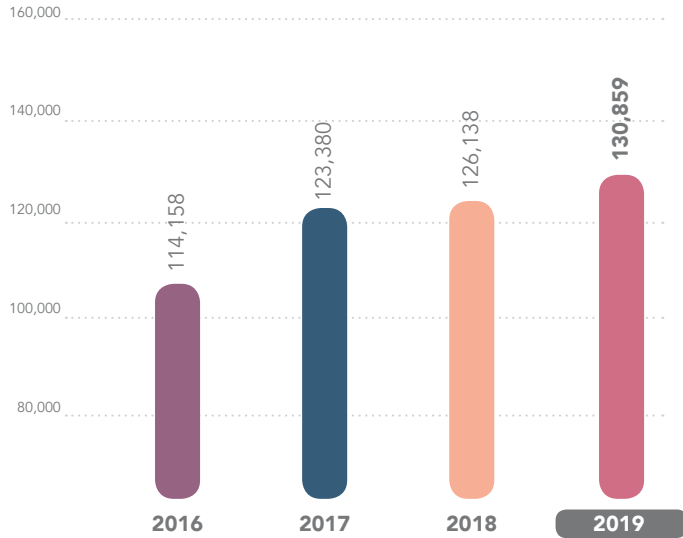


DIG IN TICKETS JULY

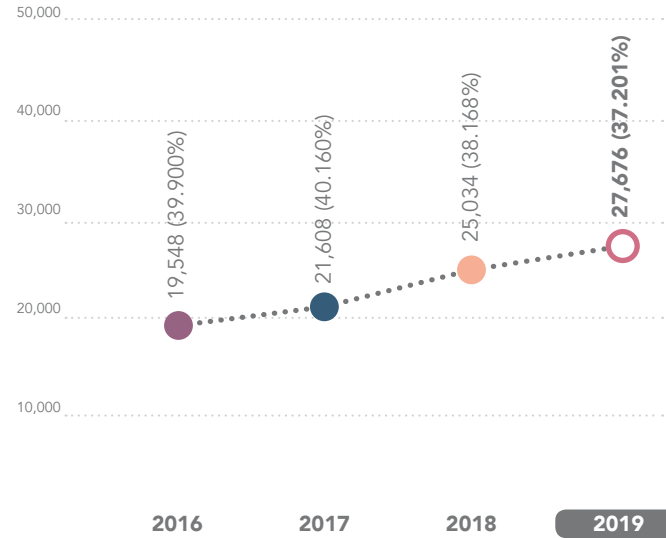


The Y-T-D total number of tickets where callers report the job is whitelined is now slightly higher than last year's levels.

WHITELINED TICKETS Y-T-D

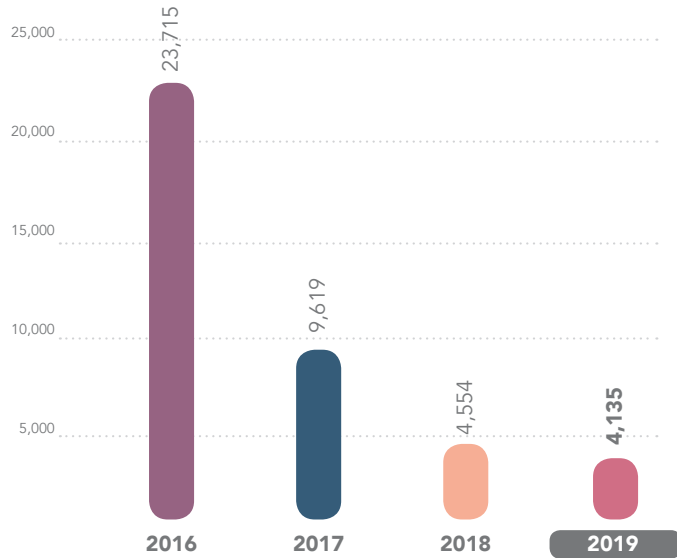


WHITELINED TICKETS JULY

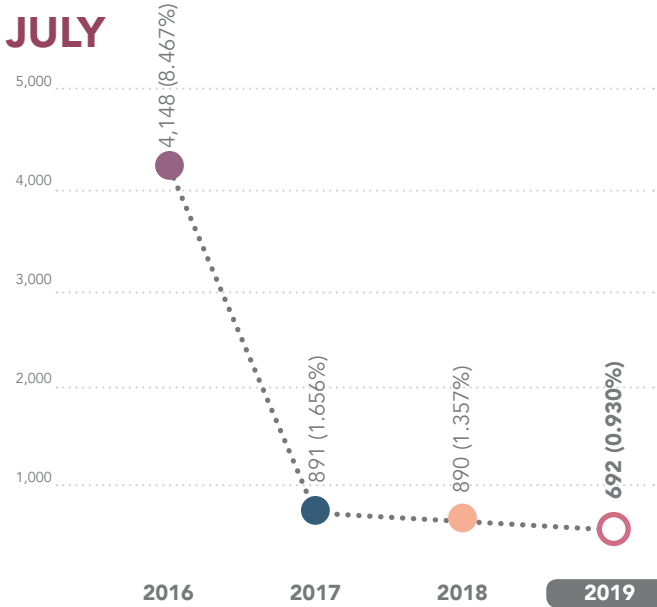


The Y-T-D number of tickets with GPS coordinates is lower in 2019 than it was in 2018. This may be a result of the detailed mapping available through NextGen.

TICKETS WITH GPS Y-T-D

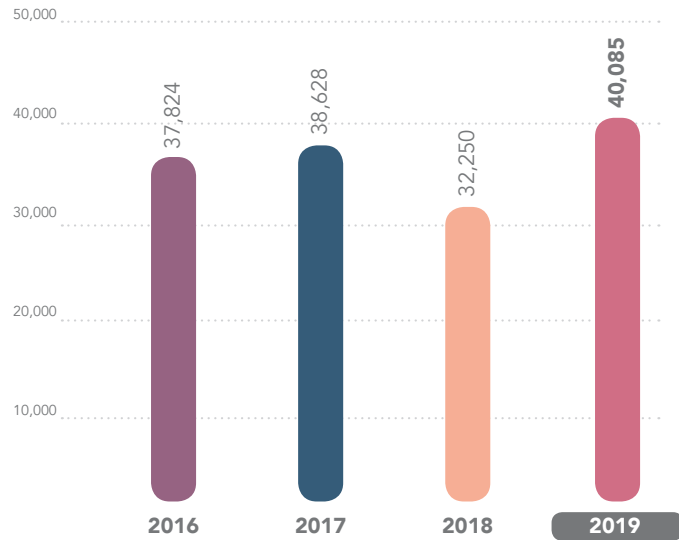


TICKETS WITH GPS JULY



Overall homeowner ticket volume has rebounded since last month. Both Y-T-D and monthly numbers are now ahead of last year's.

HOMEOWNER TICKETS Y-T-D



HOMEOWNER TICKETS JULY

