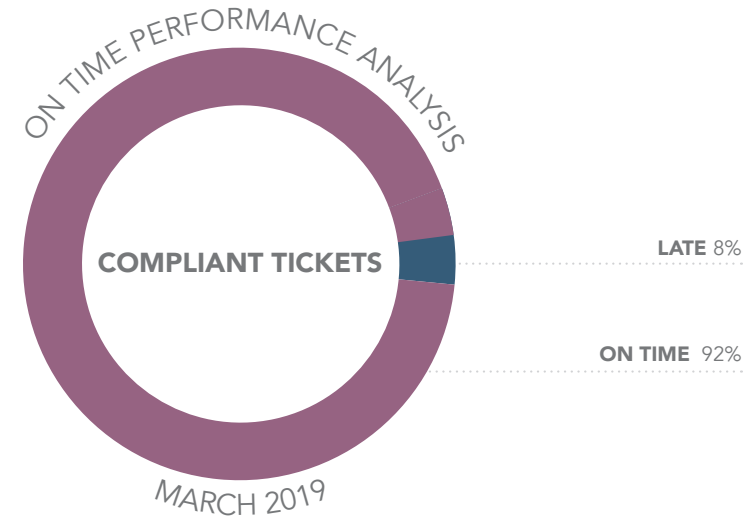


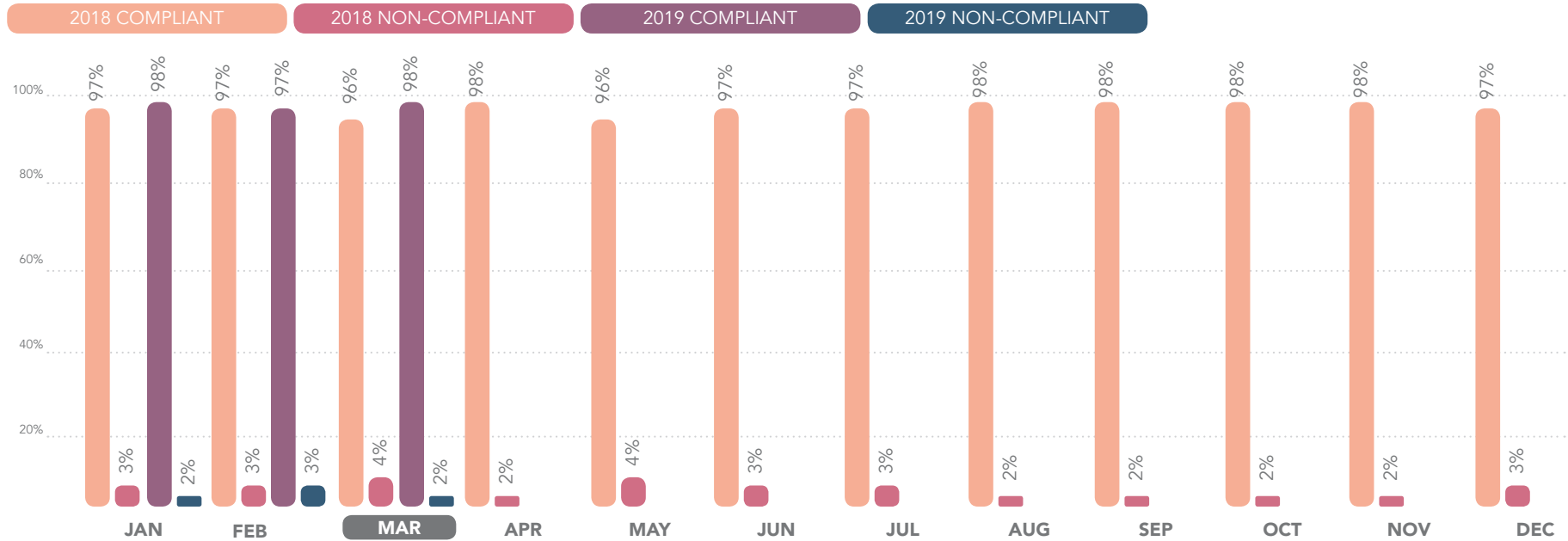
NOTE: At the January meeting, the Board requested an additional measurement be added to the Dashboard. An updated graphic will be added soon. The data for the report is as follows:

Scanned Emergency Tickets for March, 2019: 1,494  
 Emergency Tickets with previous requests: 51  
 Total tickets with previous requests: 67

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.



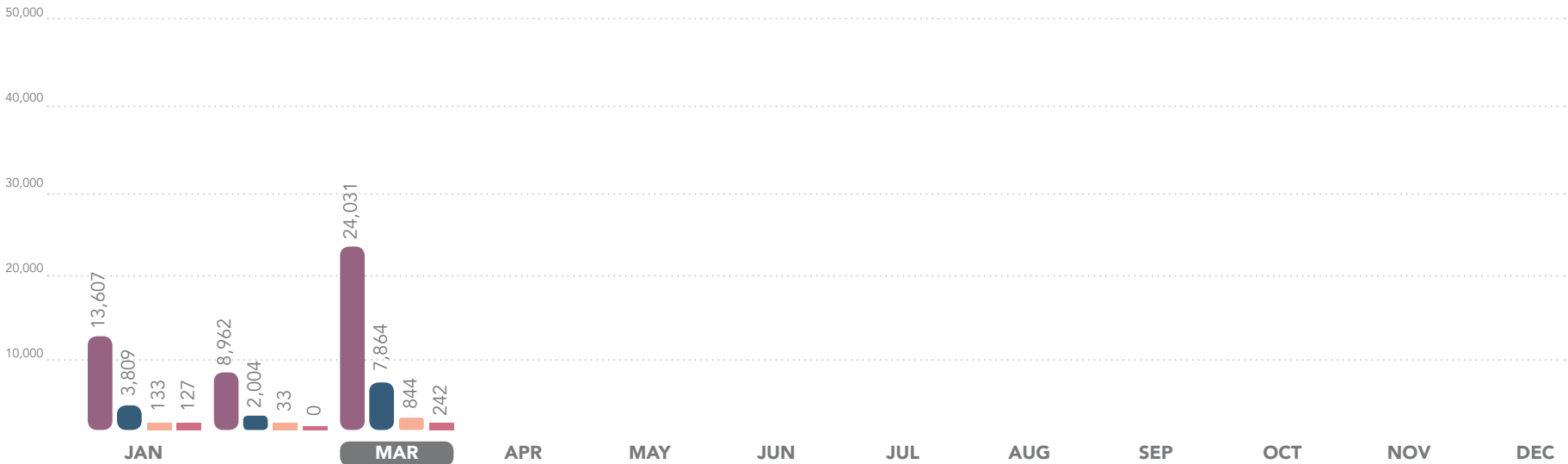
### POSITIVE RESPONSE COMPLIANCE



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. Overall volume is lower than 2018, largely due to weather conditions.

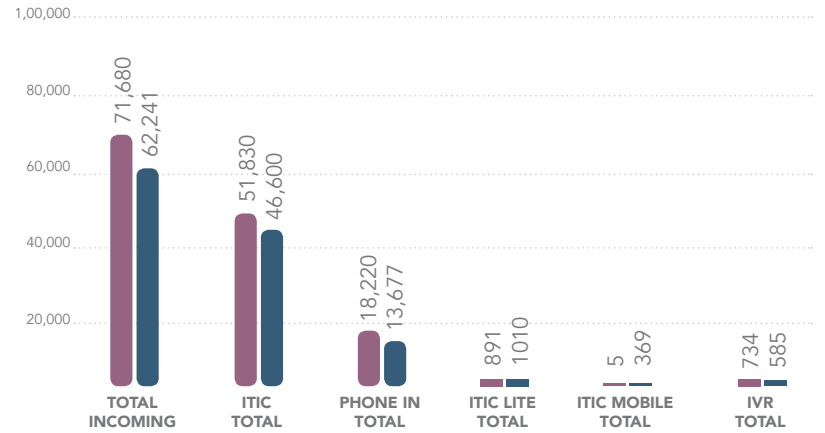
### MONTHLY ITIC ACTIVITY

ITIC    PHONE IN    ITIC LITE    ITIC MOBILE

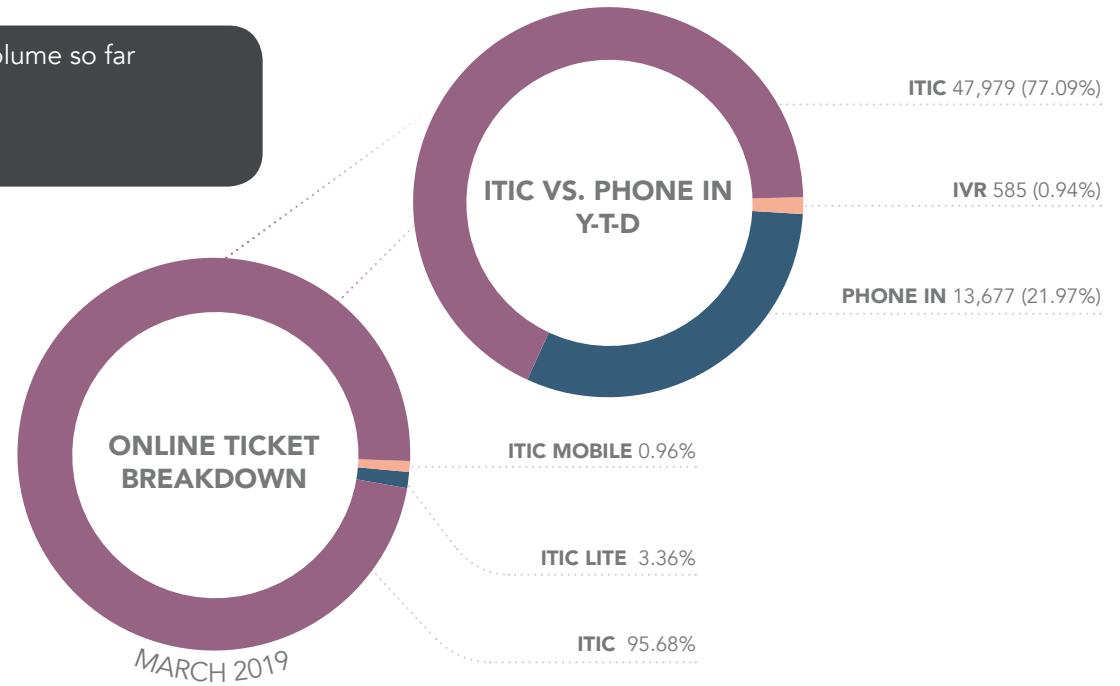


### ITIC ACTIVITY Y-T-D

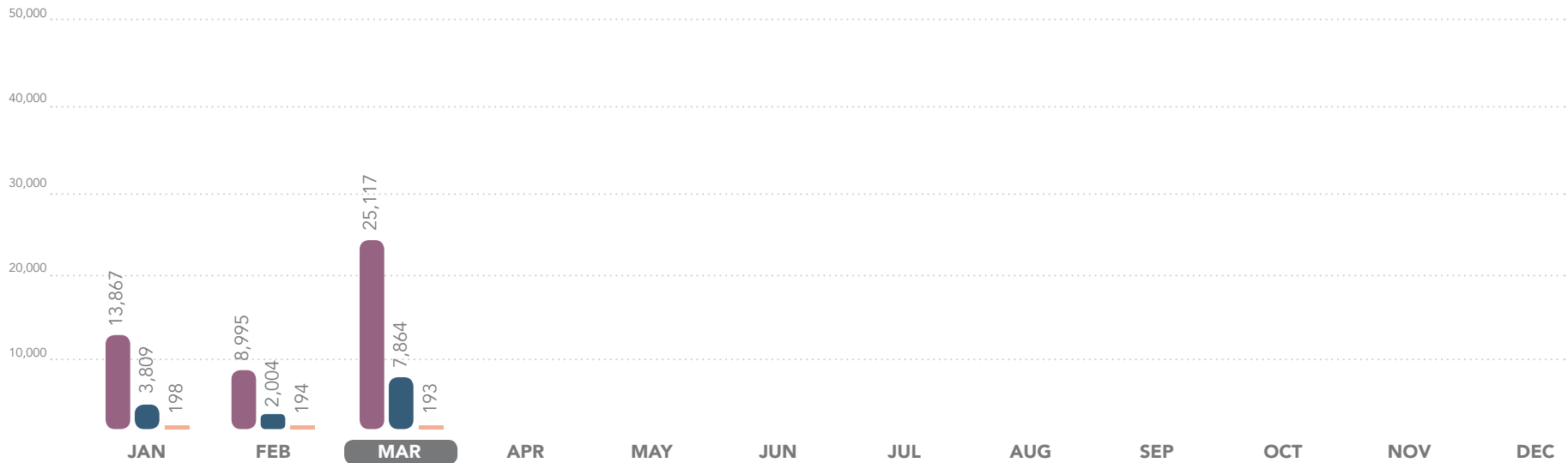
Y-T-D 2018    Y-T-D 2019



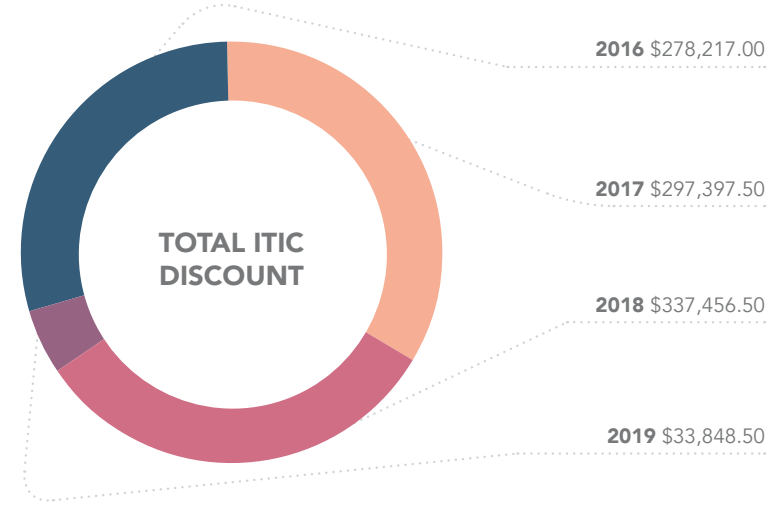
The number of tickets received through ITIC exceeds 77% of the total volume so far this year.



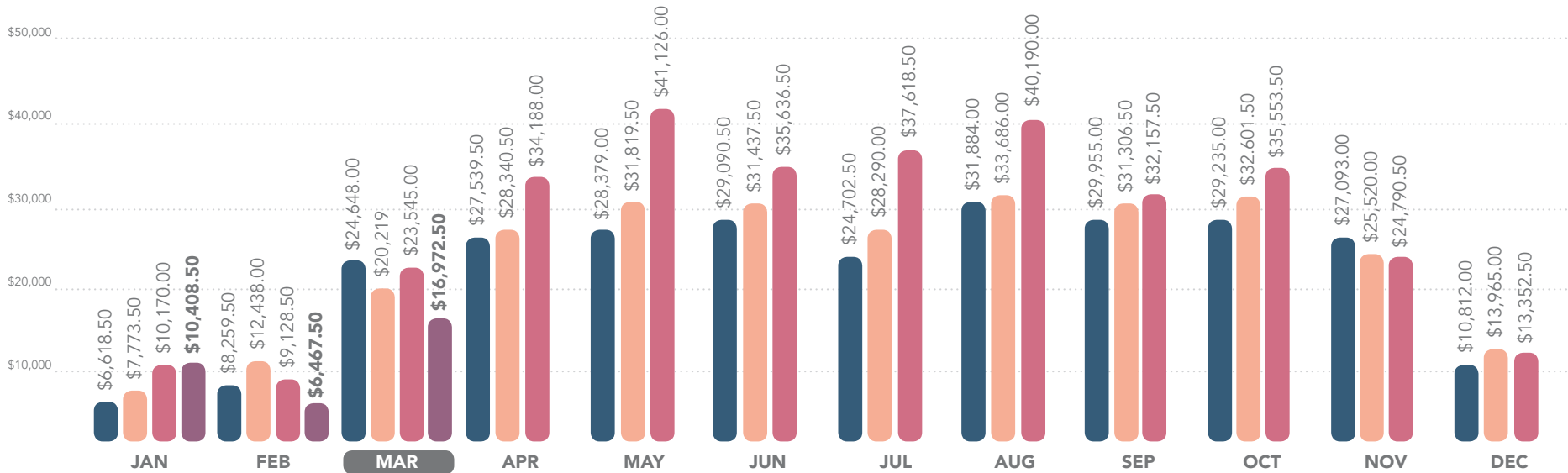
## ITIC VS. PHONE IN



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.

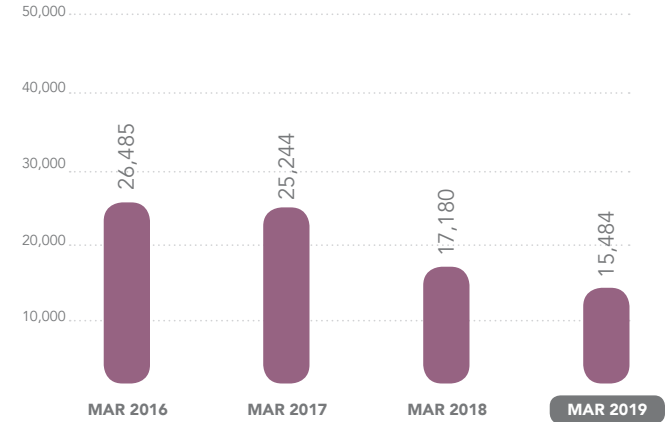


## ITIC DISCOUNT SUMMARY

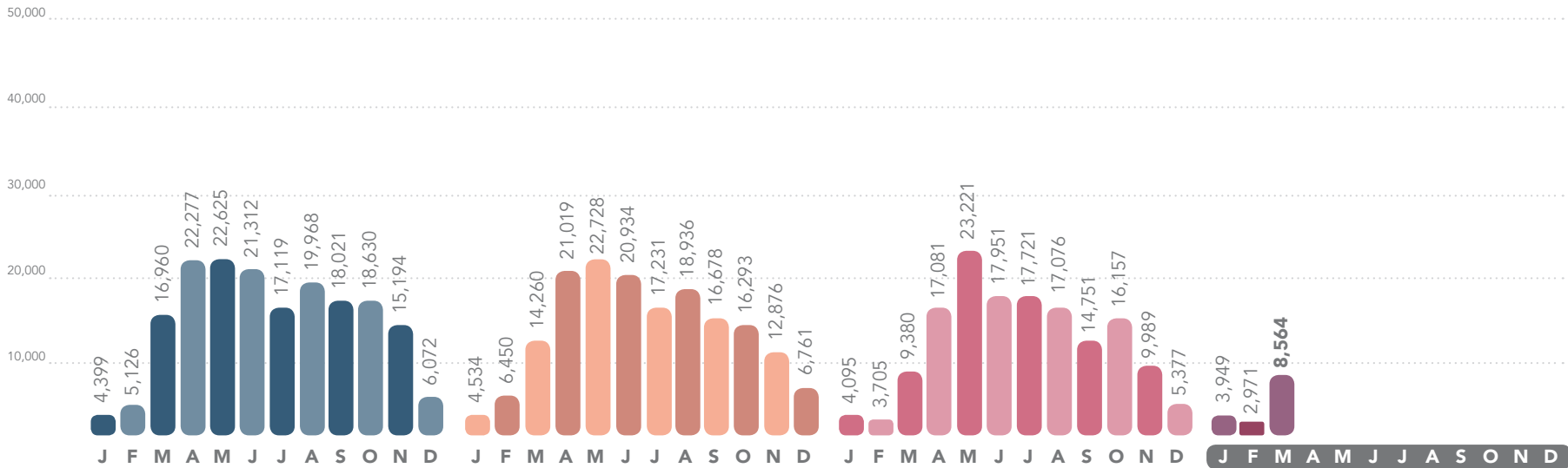


The number of phone calls received by the center continues to decline as ITIC usage grows.

### TOTAL INCOMING CALLS Y-T-D

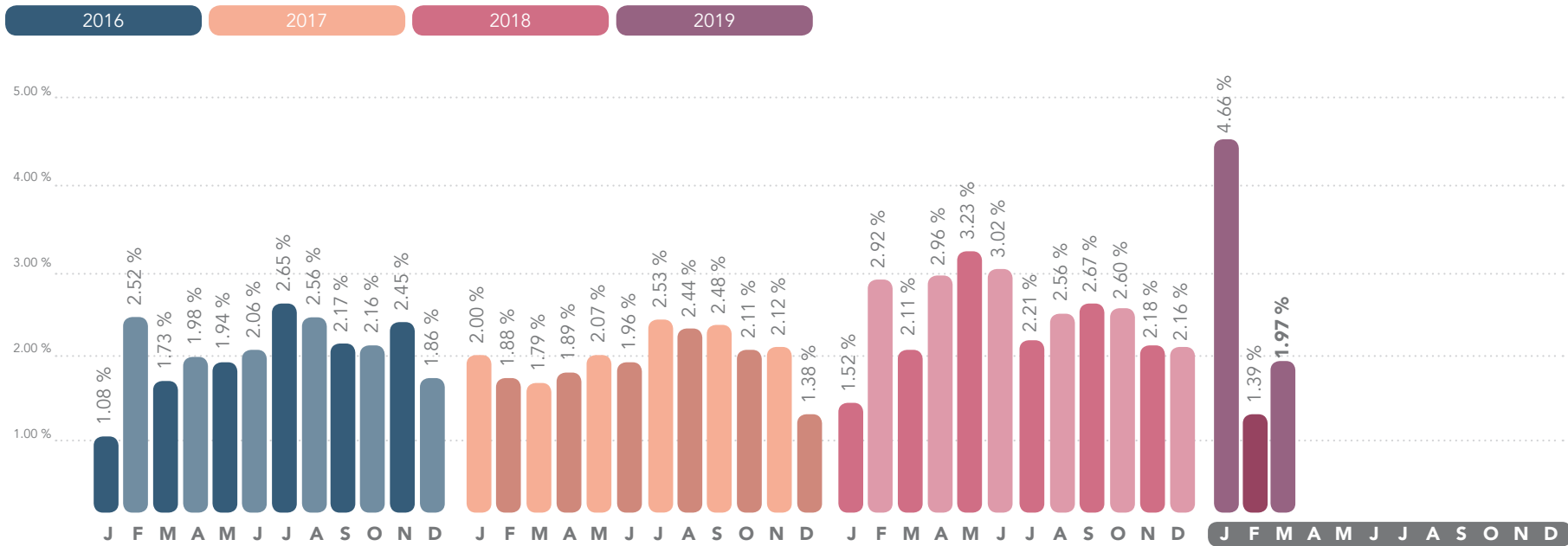


### TOTAL INCOMING CALLS



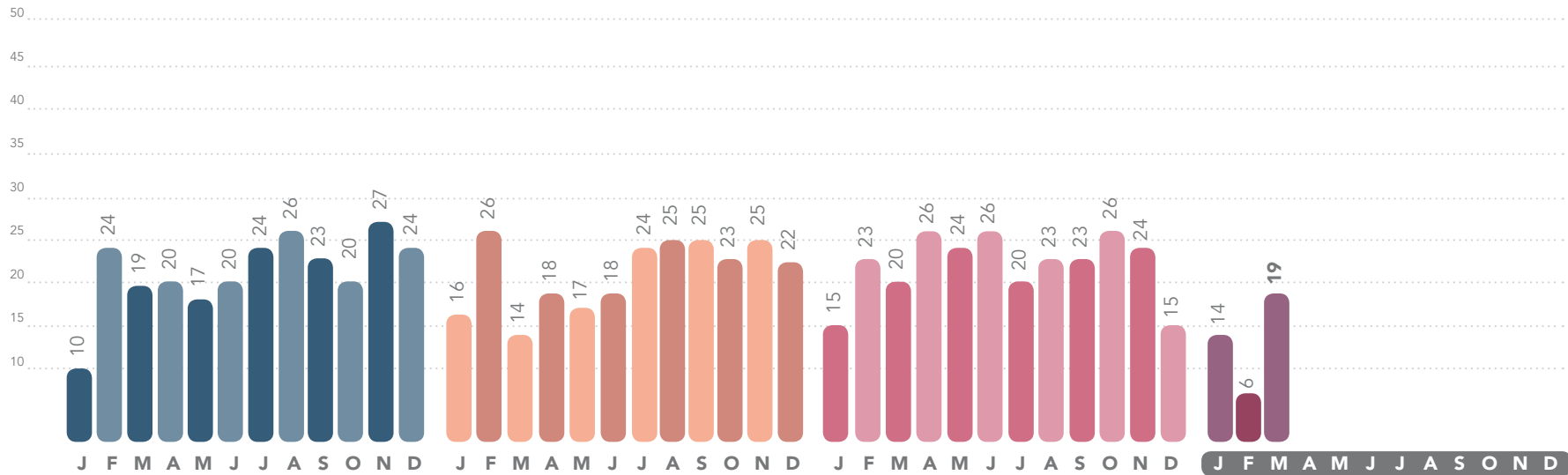
January's abandonment rate was the result of a series of prank calls received by the center throughout the month. Once we blocked the caller's phone number, the calls stopped, and you can see that the abandonment rate returned to historical levels.

### CALLS ABANDONED

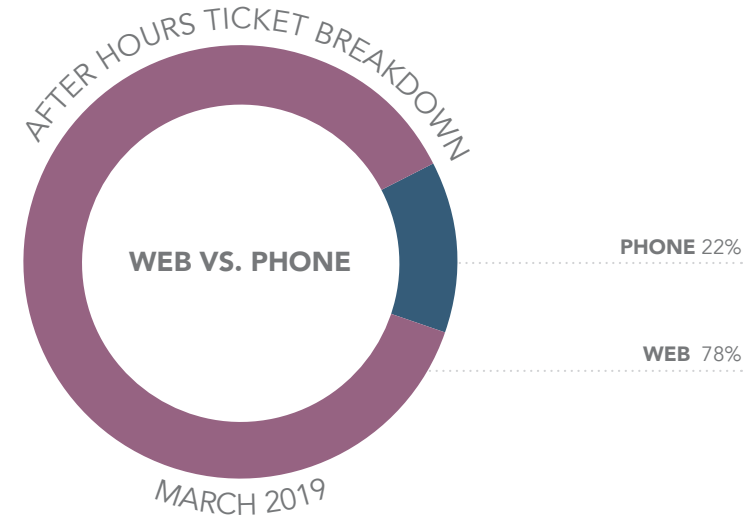


The average speed to answer is about the same as it was last year.

### AVERAGE SPEED TO ANSWER

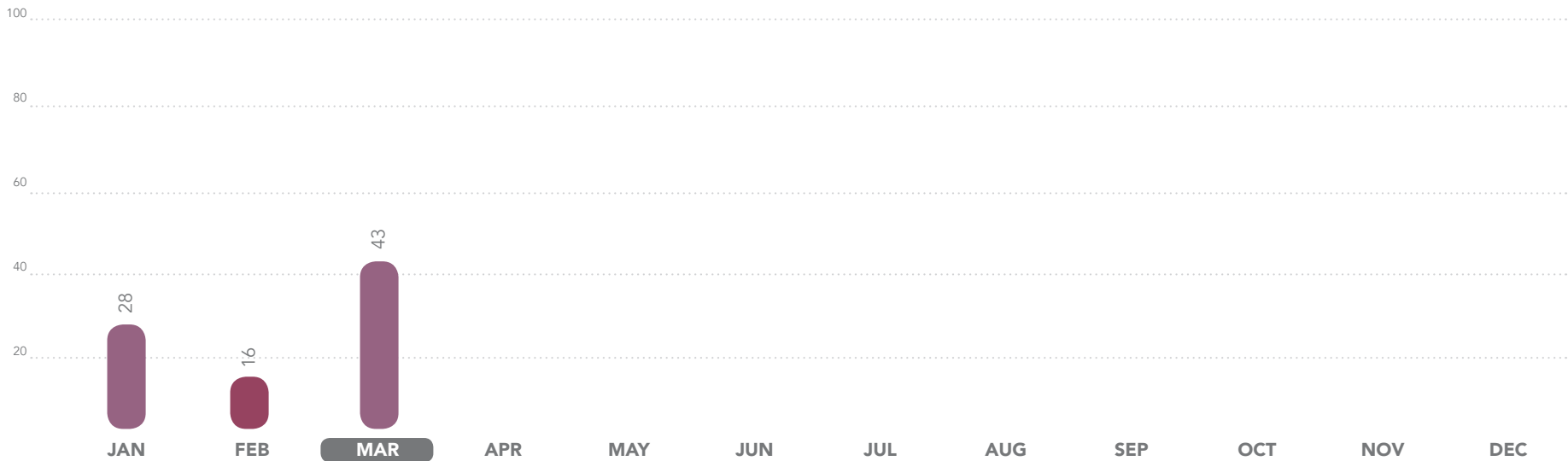


The chart below reflects the average speed (ASA) to answer during the after hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC.



### AVERAGE SPEED TO ANSWER AFTER HOURS

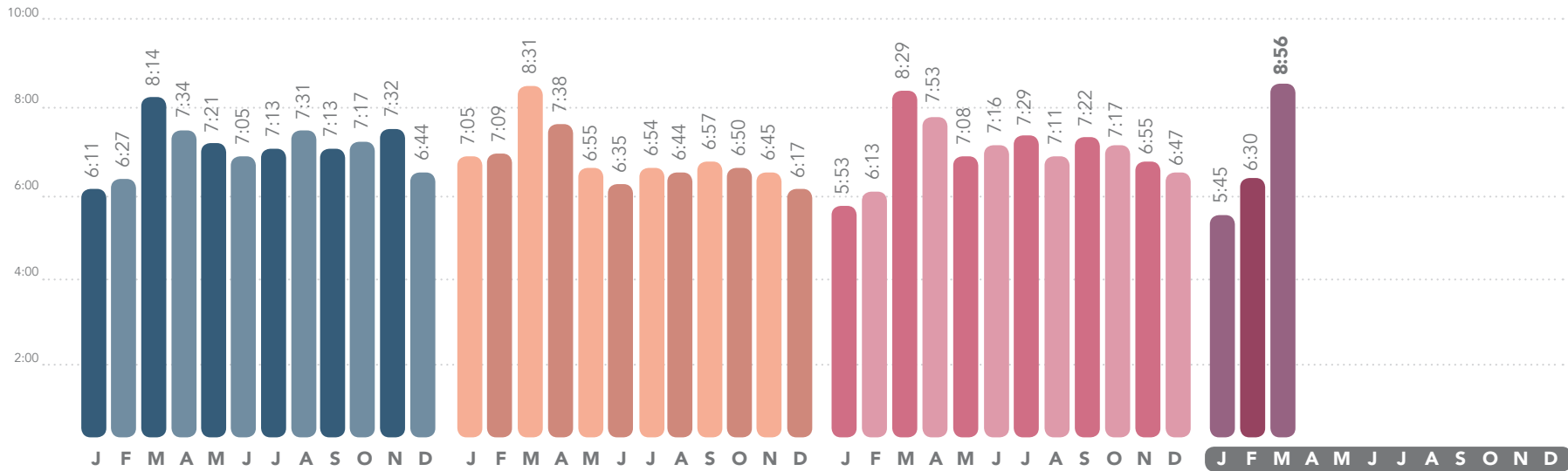
2019





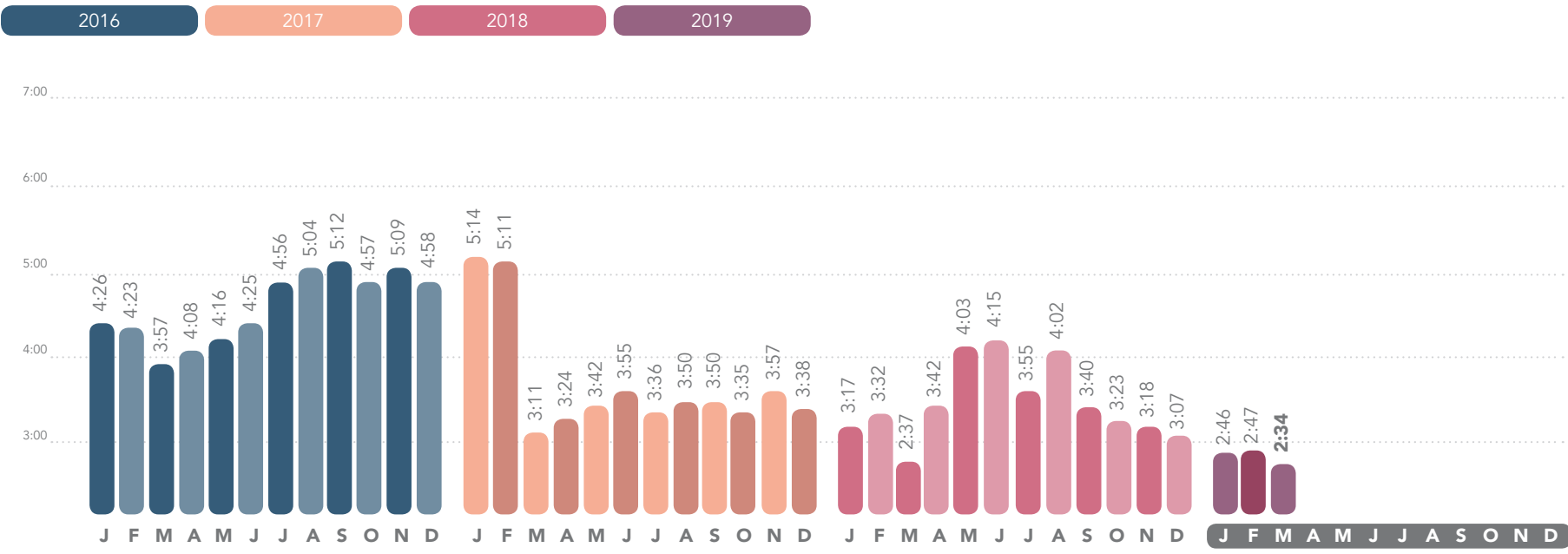
Average talk time is consistent with the previous year's measure.

### AVERAGE TALK TIME



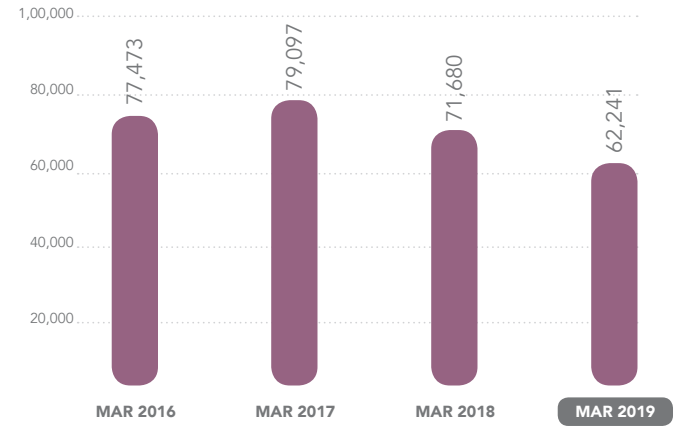
The average time per ticket for this month is lower than last year but consistent overall with that which has been historically experienced.

### AVERAGE TIME PER TICKET

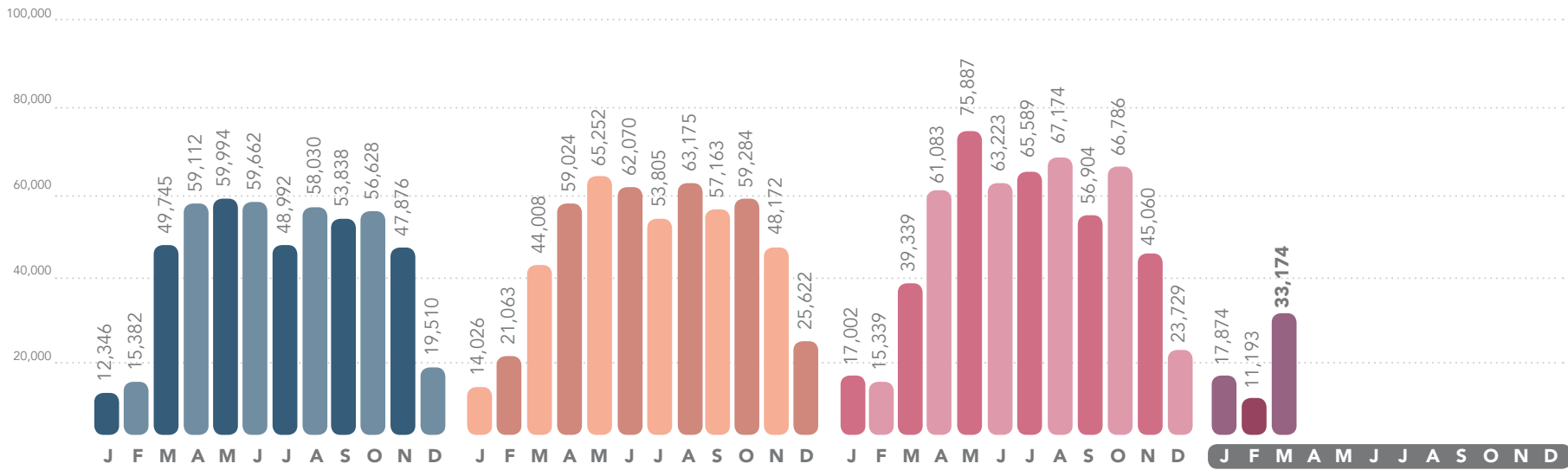


2019 March ticket volume is slightly lower than last 2018.

### INCOMING TICKET TOTALS Y-T-D

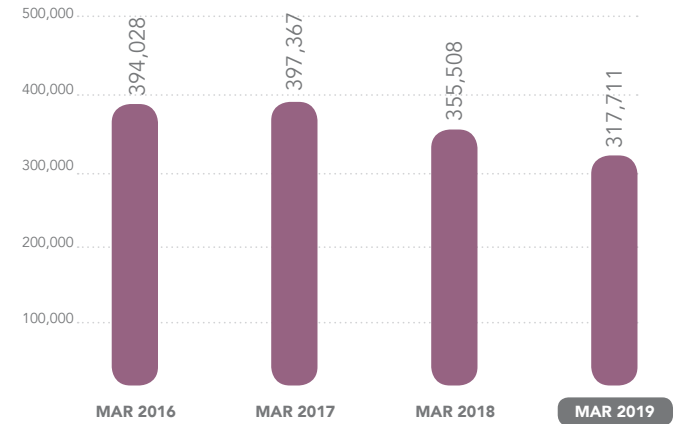


### INCOMING TICKET TOTALS

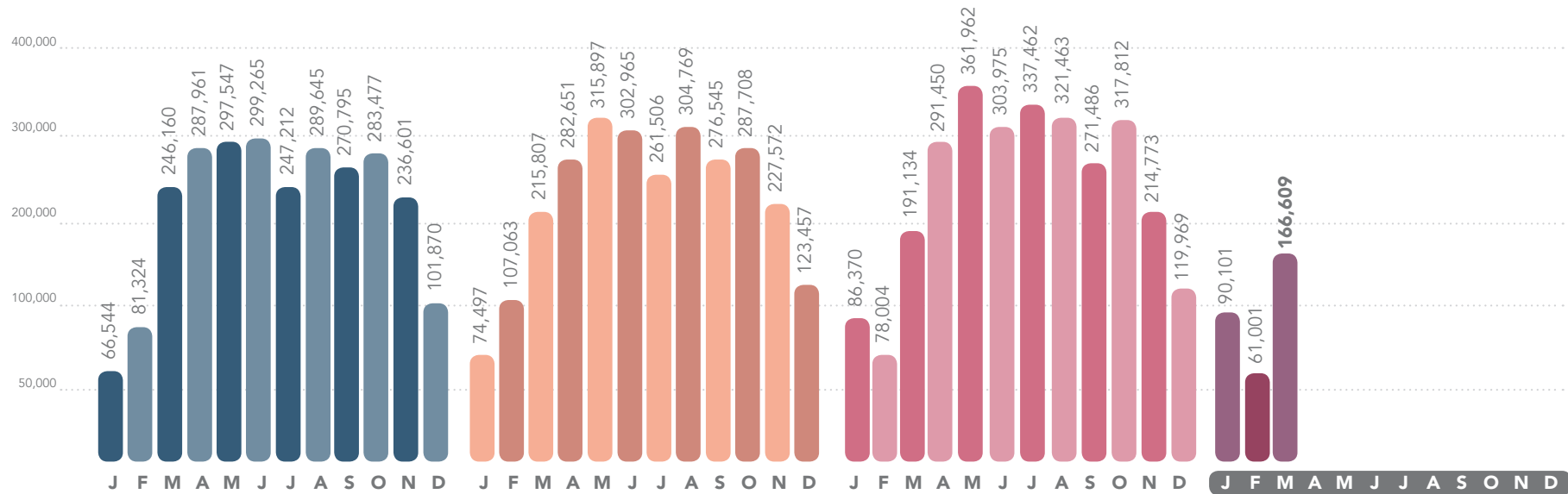


Outgoing ticket totals follow the pattern set by incoming tickets.

### OUTBOUND TICKET TOTALS Y-T-D

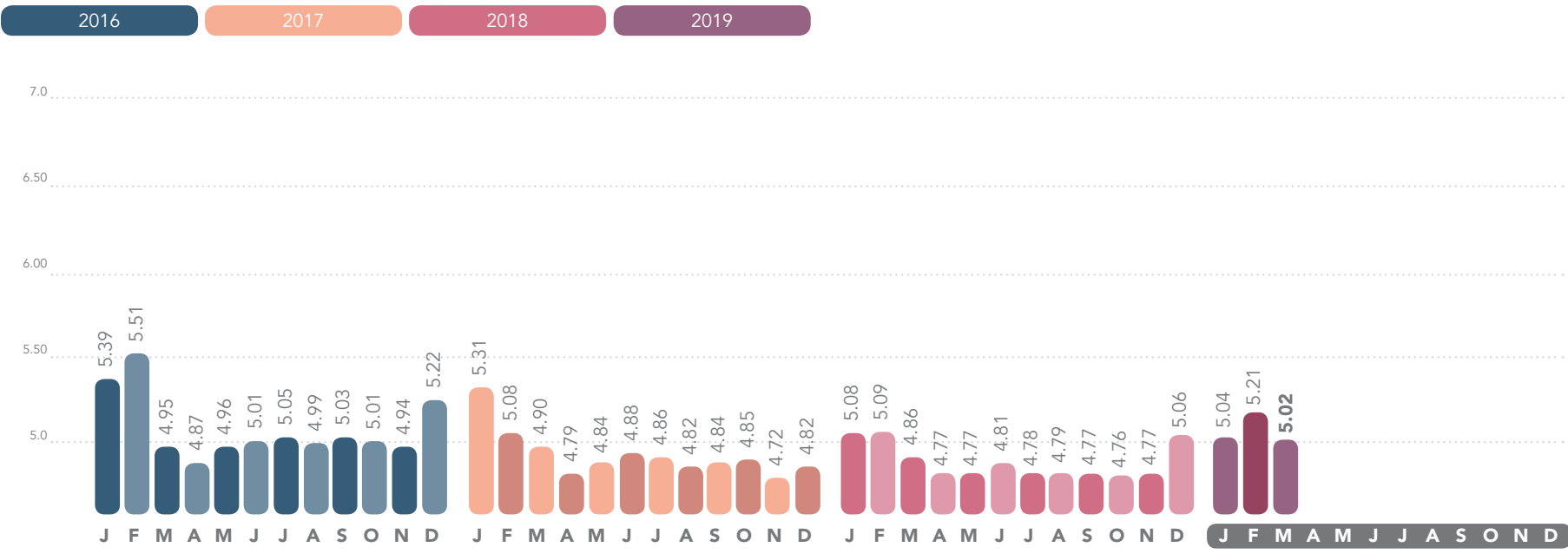


### OUTBOUND TICKET TOTALS



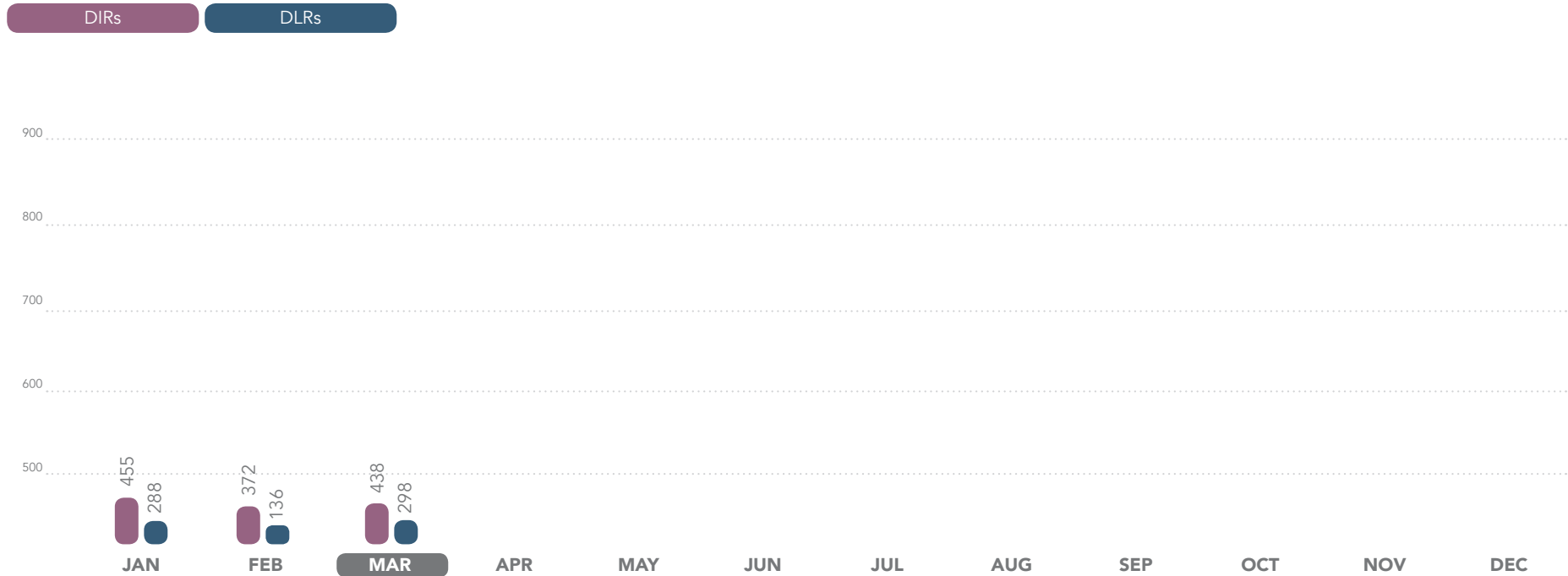
The in/out ratio has followed the historical pattern.

### IN/OUT RATIO

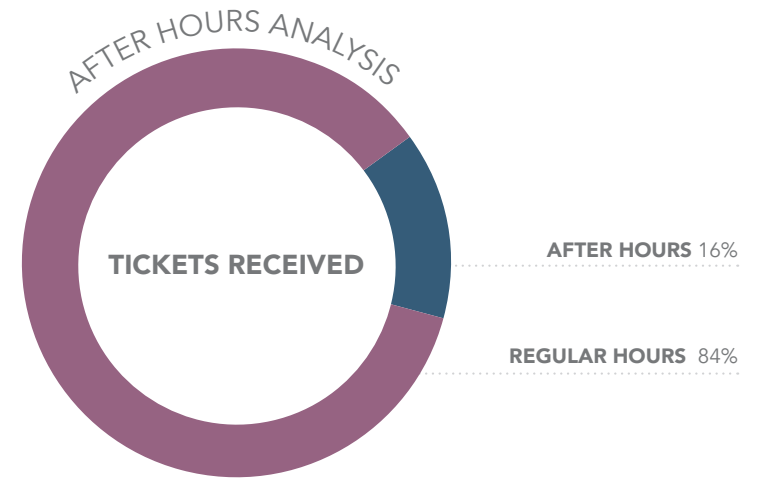


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was activated.

### DRS SYSTEM ACTIVITY



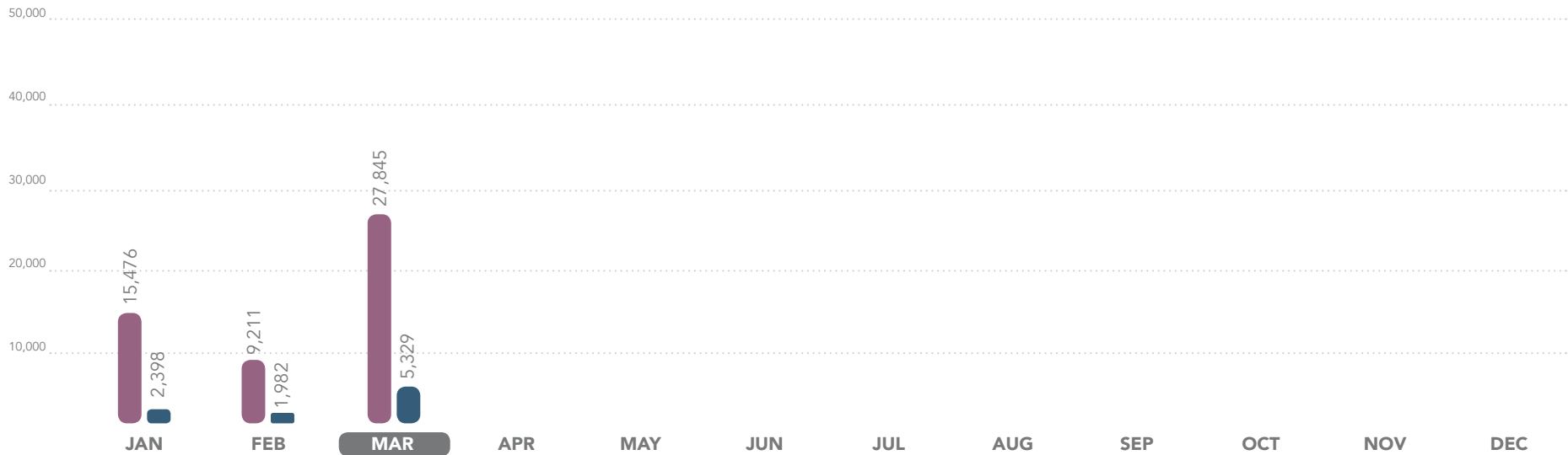
The charts on this page provide a breakdown showing the time of day that incoming tickets were received.



### TIME OF RECEIPT ANALYSIS

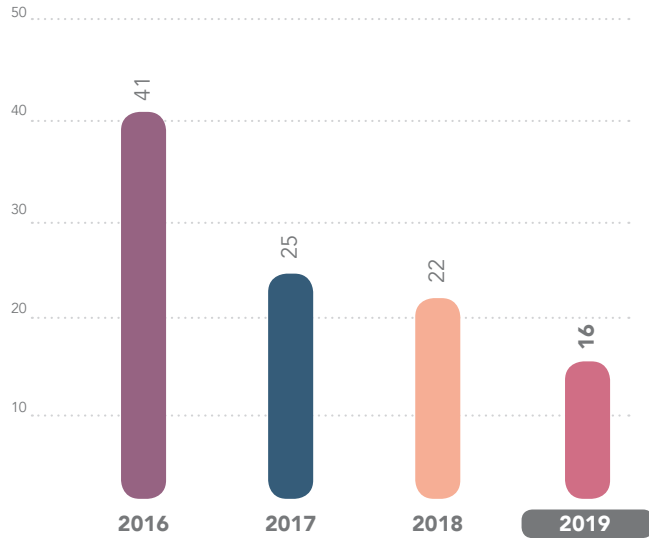
REGULAR HOURS

AFTER HOURS

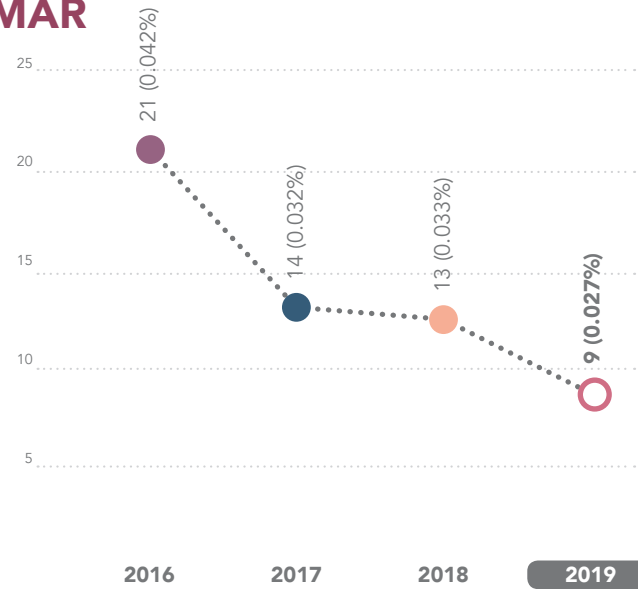


The total number of non-compliant tickets received is only slightly lower than 2018.

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



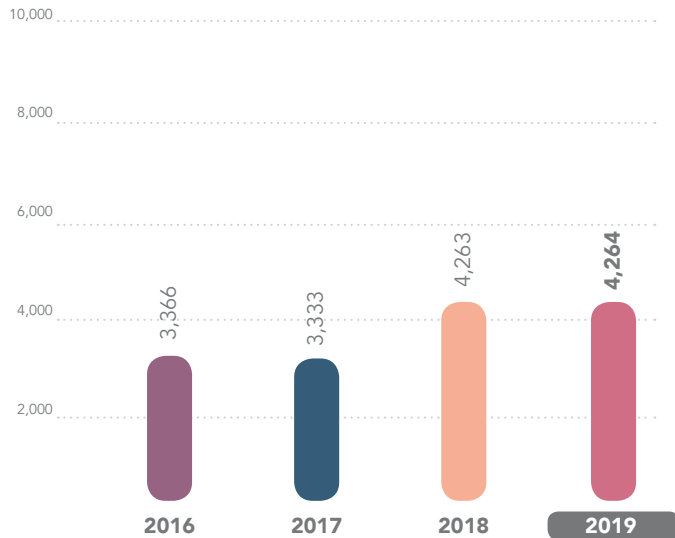
### NON-COMPLIANT TICKETS MAR



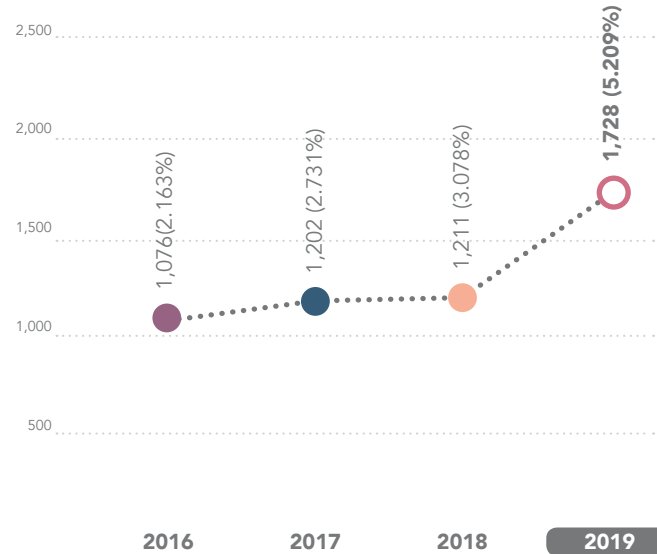


The total number of emergency tickets received Y-T-D is now nearly the same as 2018. The monthly total is higher. The monthly increase could be due to severe weather experienced in March.

### EMERGENCY TICKETS Y-T-D

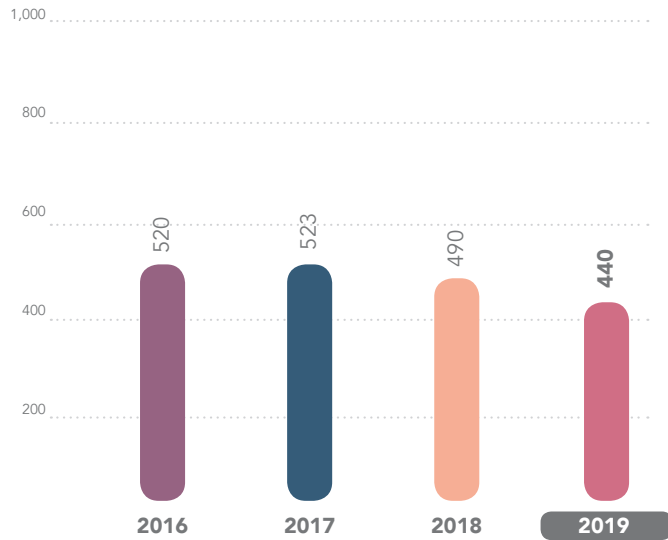


### EMERGENCY TICKETS MAR

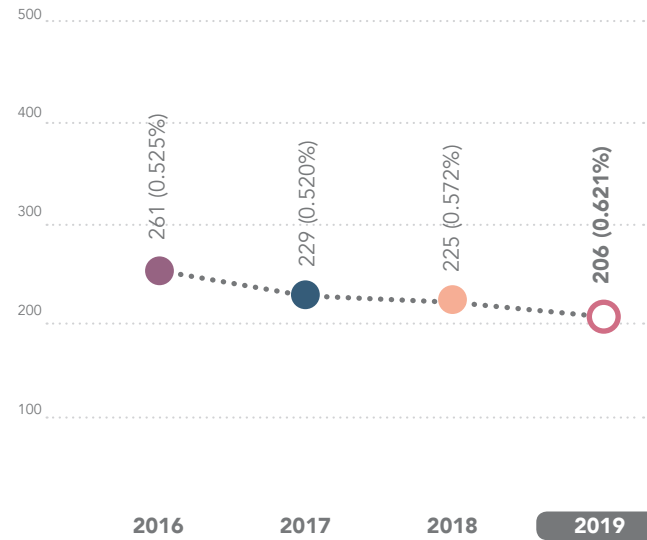


The Y-T-D total number of dig-in tickets is slightly lower in 2019 than in 2018.

### DIG IN TICKETS Y-T-D

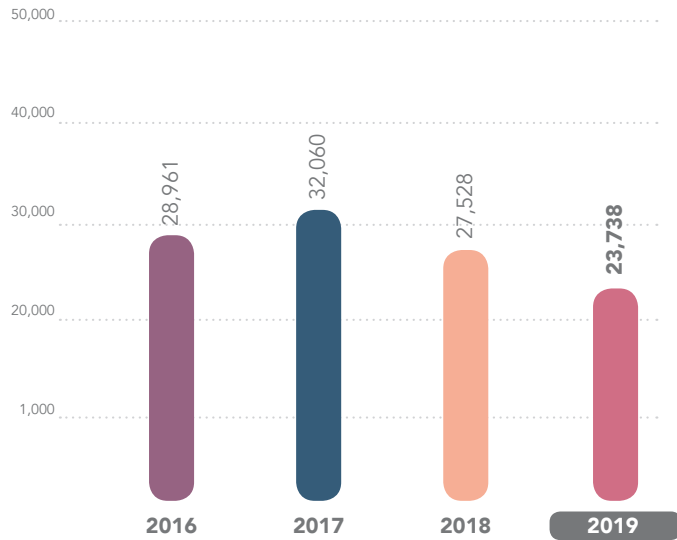


### DIG IN TICKETS MAR

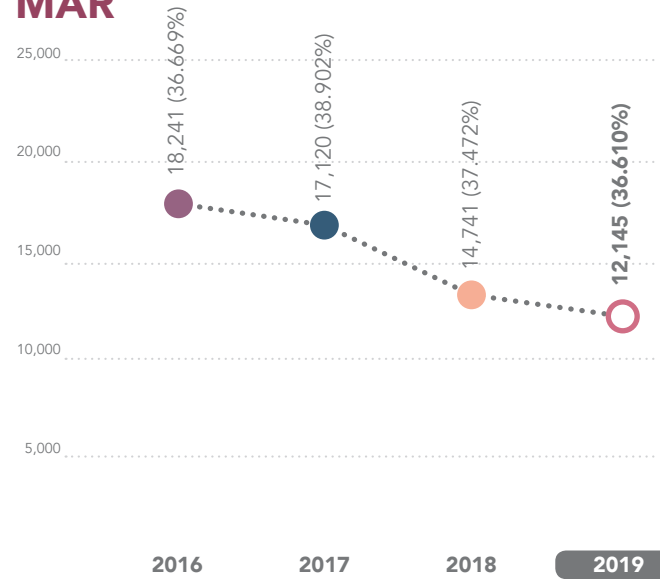


The Y-T-D total number of tickets where callers report the job is whitelined has decreased over last year's levels.

### WHITELINED TICKETS Y-T-D

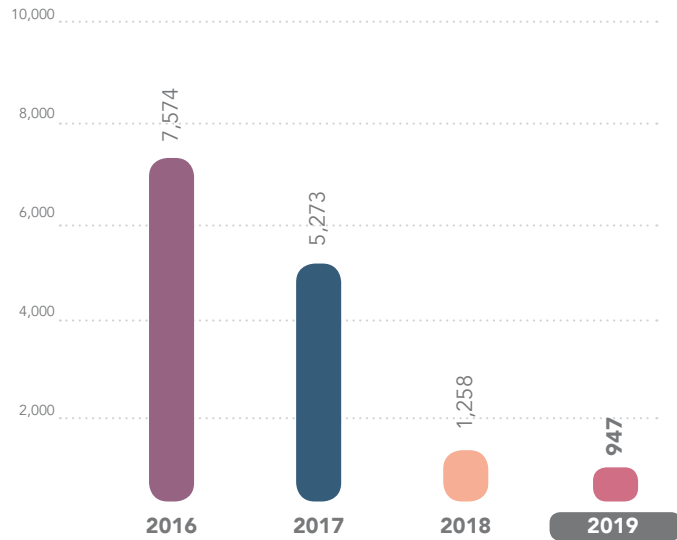


### WHITELINED TICKETS MAR

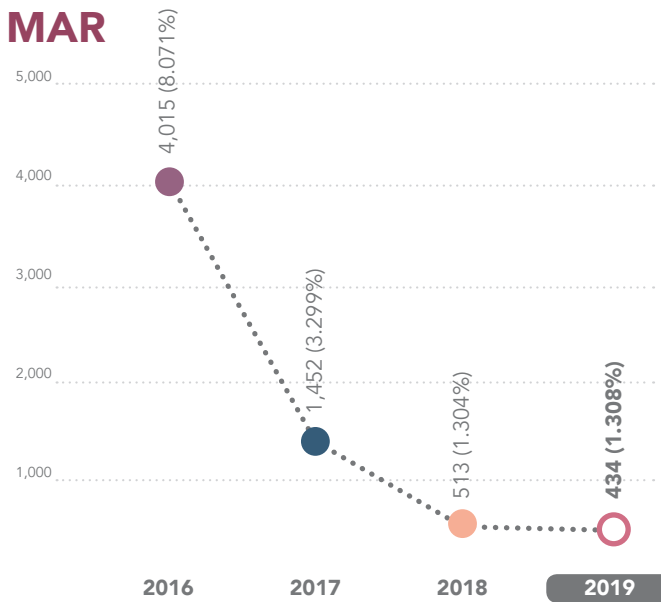


The overall number of tickets with GPS coordinates is significantly lower in 2019 than it was in 2018. This may be a result of the detailed mapping available through NextGen.

### TICKETS WITH GPS Y-T-D

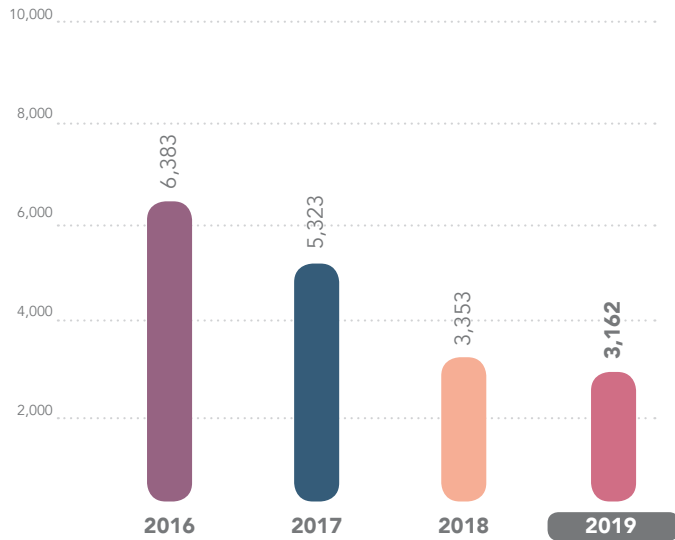


### TICKETS WITH GPS MAR



Overall homeowner ticket volume is lower than it was in 2018. March's volume could have been affected by the severe weather this month.

### HOMEOWNER TICKETS Y-T-D



### HOMEOWNER TICKETS MAR

