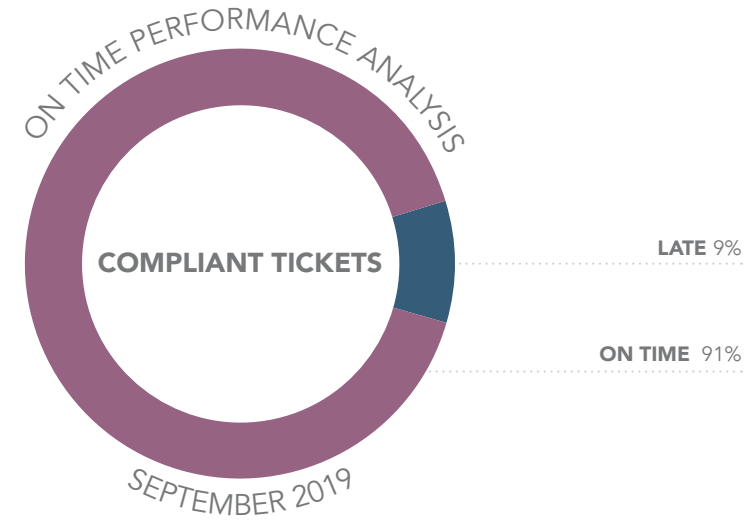
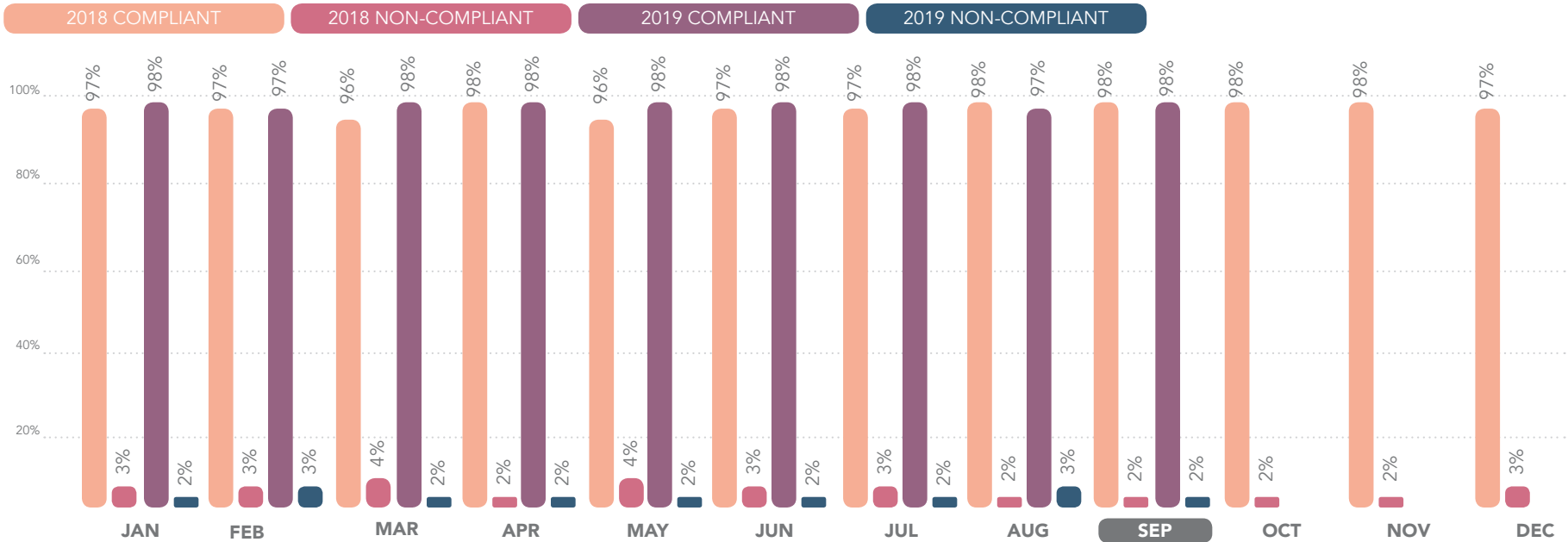


The bar graph below shows the percentage of all tickets to which operators have responded in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within the time frame established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

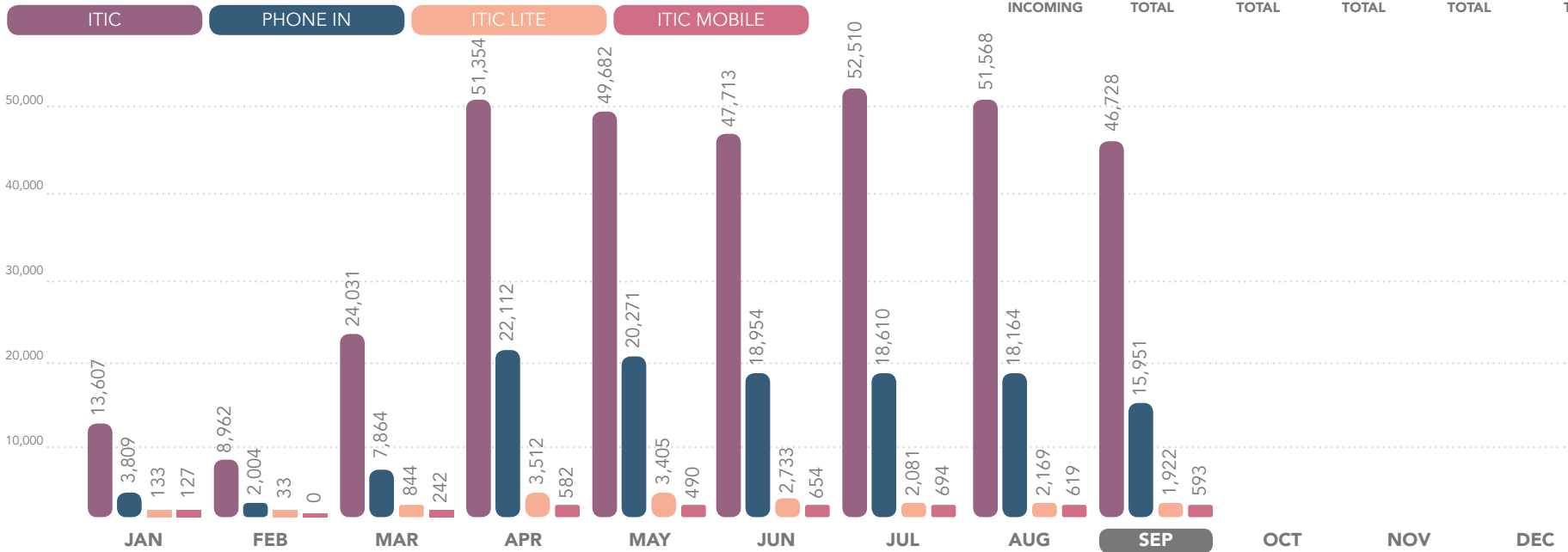


### POSITIVE RESPONSE COMPLIANCE

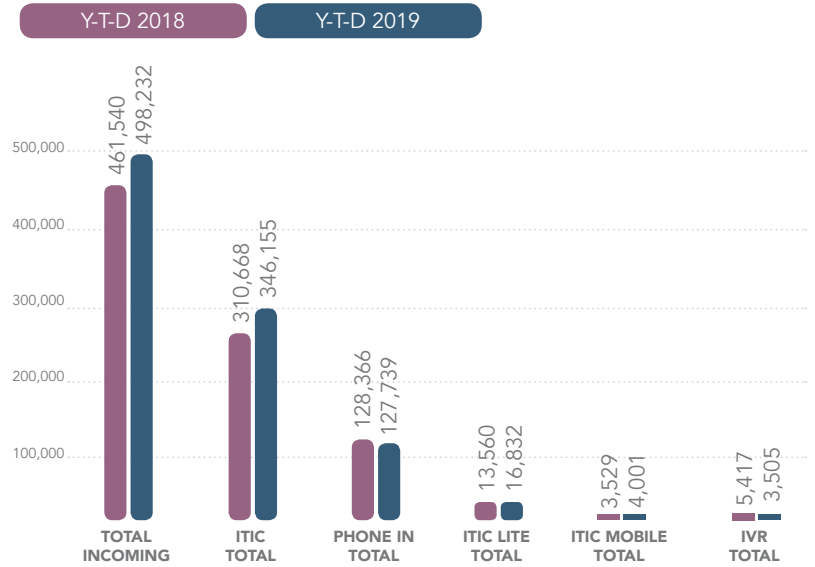


ITIC, ITIC Lite and ITIC Mobile activity all continue to grow, making up a greater percentage of incoming locates than ever. Phone In volume continues to drop as more IOC users make the change to on-line ticket entry.

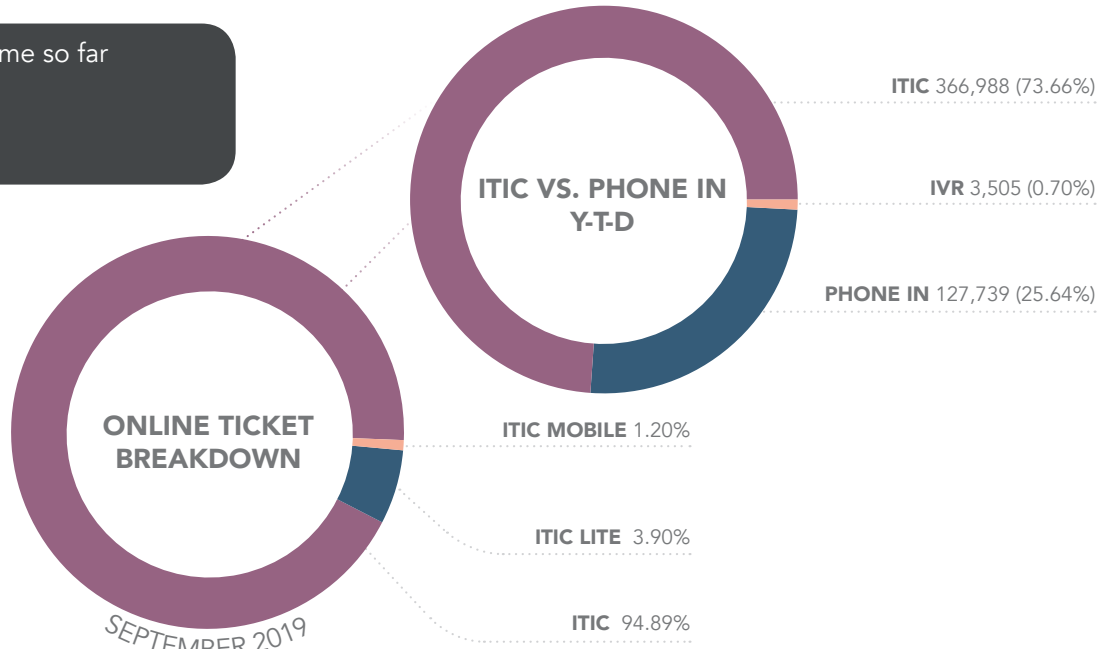
### MONTHLY ITIC ACTIVITY



### ITIC ACTIVITY Y-T-D

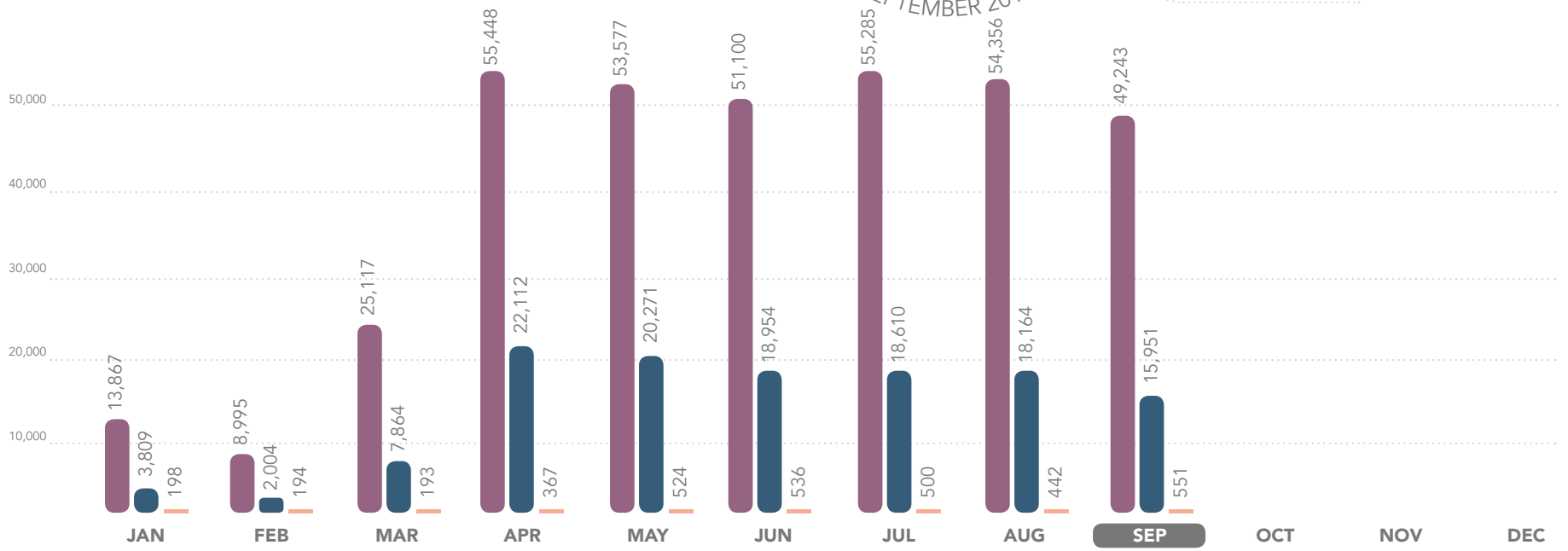


The number of tickets received through ITIC exceeds 73% of the total volume so far this year.

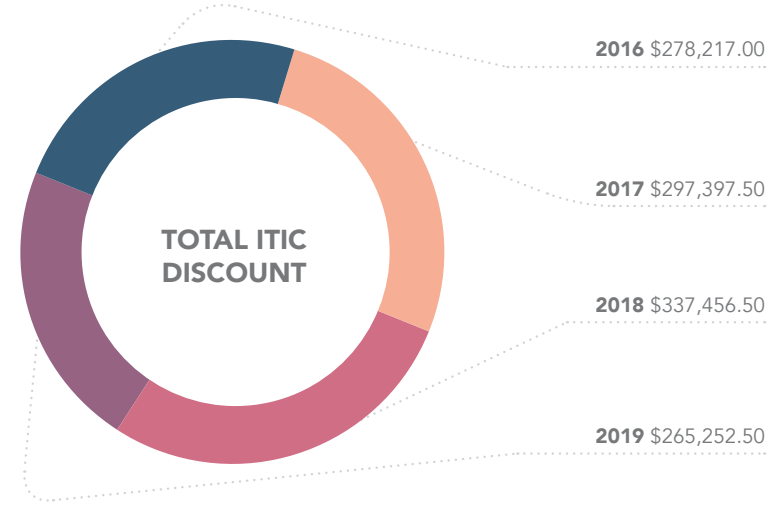


### ITIC VS. PHONE IN

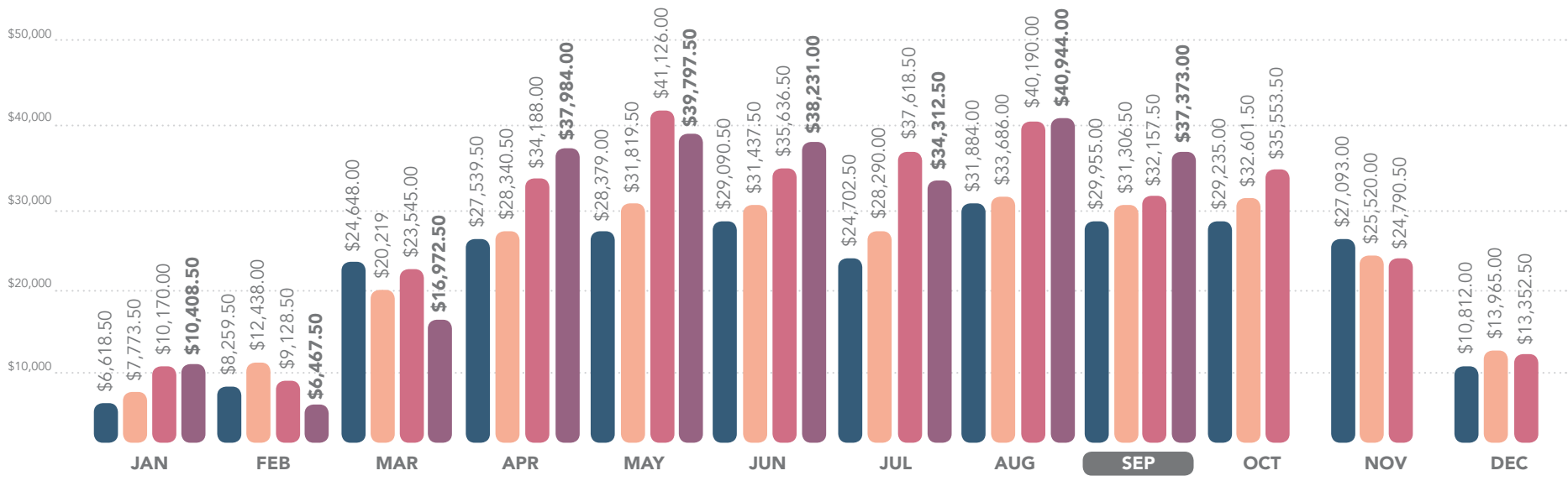
ITIC      PHONE IN      IVR



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.

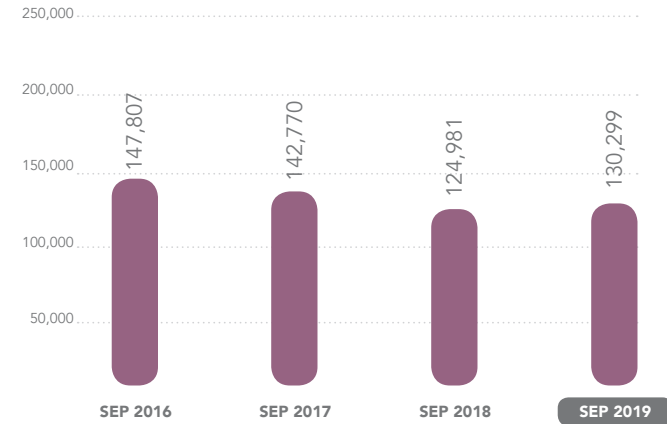


### ITIC DISCOUNT SUMMARY

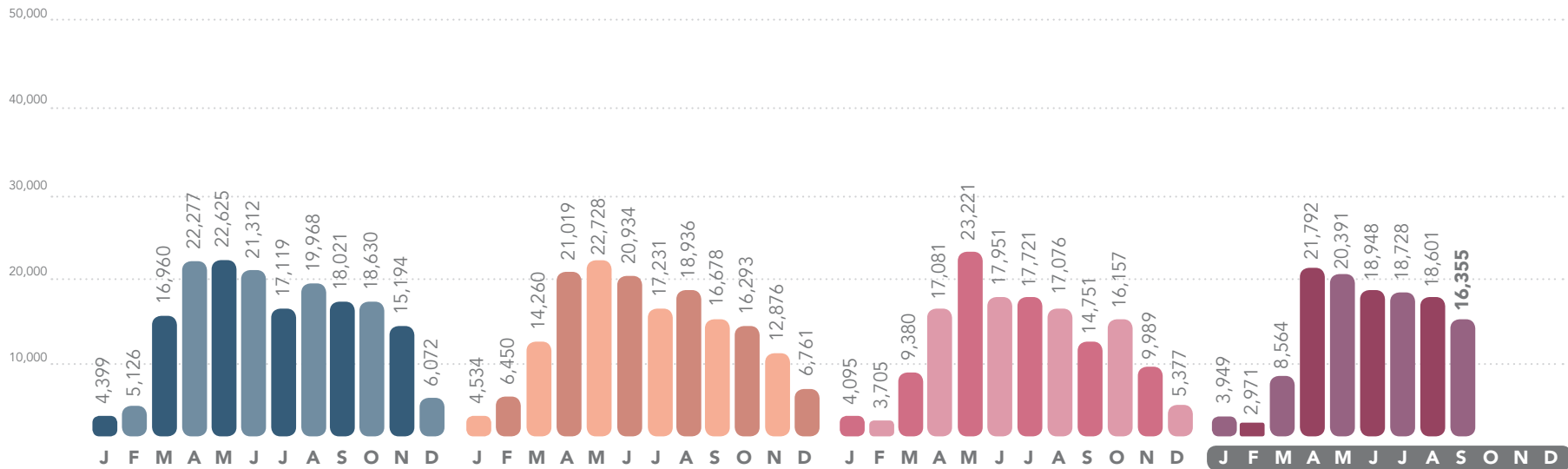


The number of phone calls received has grown year to date due to the number of inquiries called in regarding disputed messages (i.e. agreed to marking schedule).

### TOTAL INCOMING CALLS Y-T-D

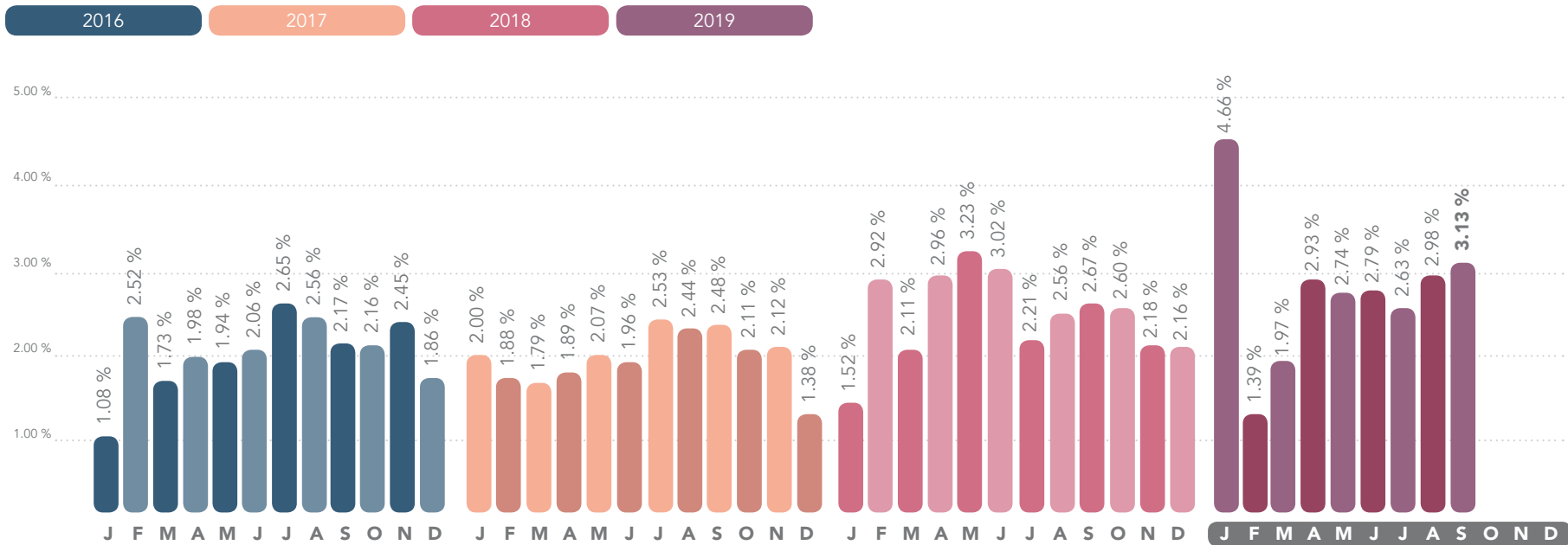


### TOTAL INCOMING CALLS



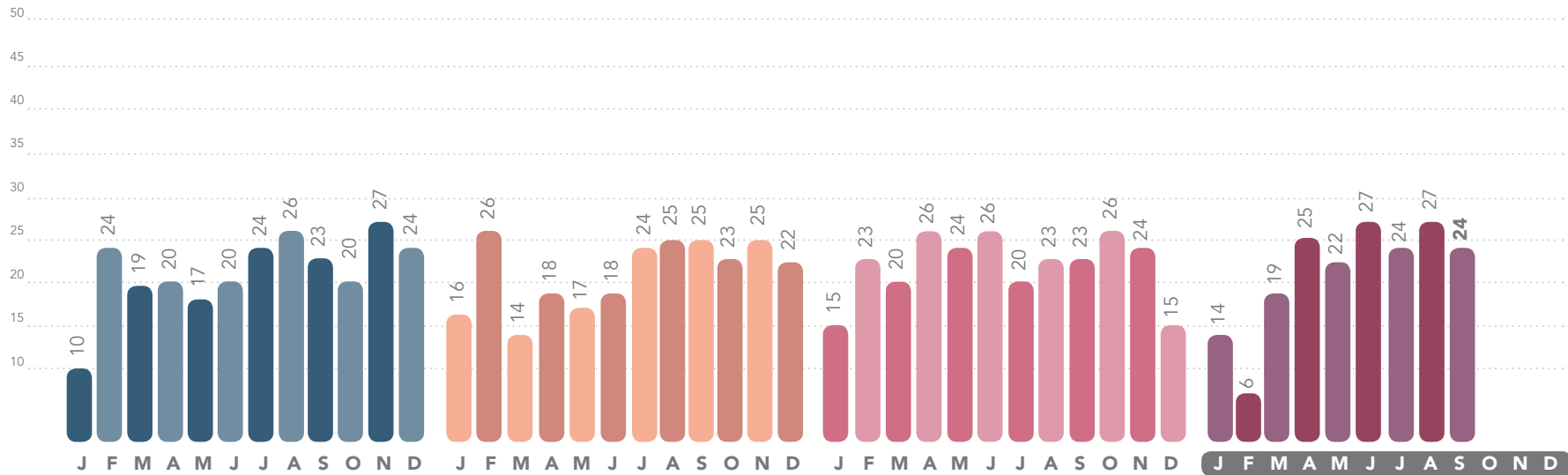
January's abandonment rate was the result of a series of prank calls received by the center throughout the month. Once we blocked the caller's phone number, the calls stopped, and you can see that the abandonment rate returned to near-historical levels.

### CALLS ABANDONED

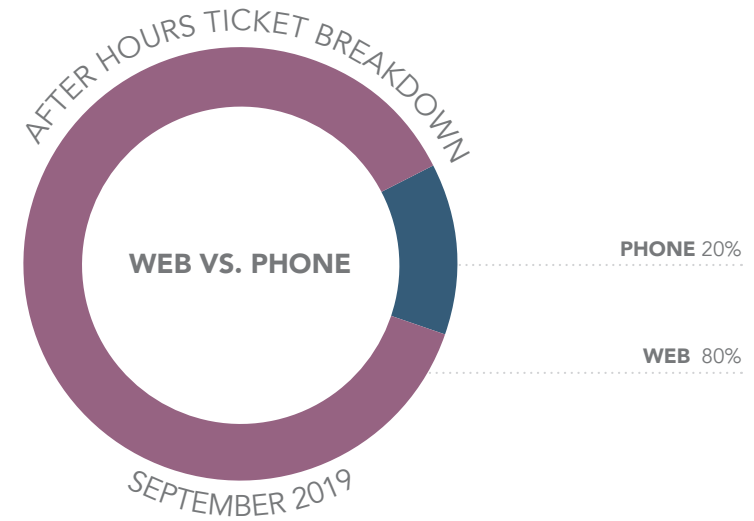


The average speed to answer remains consistent with that experienced in preceding years.

### AVERAGE SPEED TO ANSWER

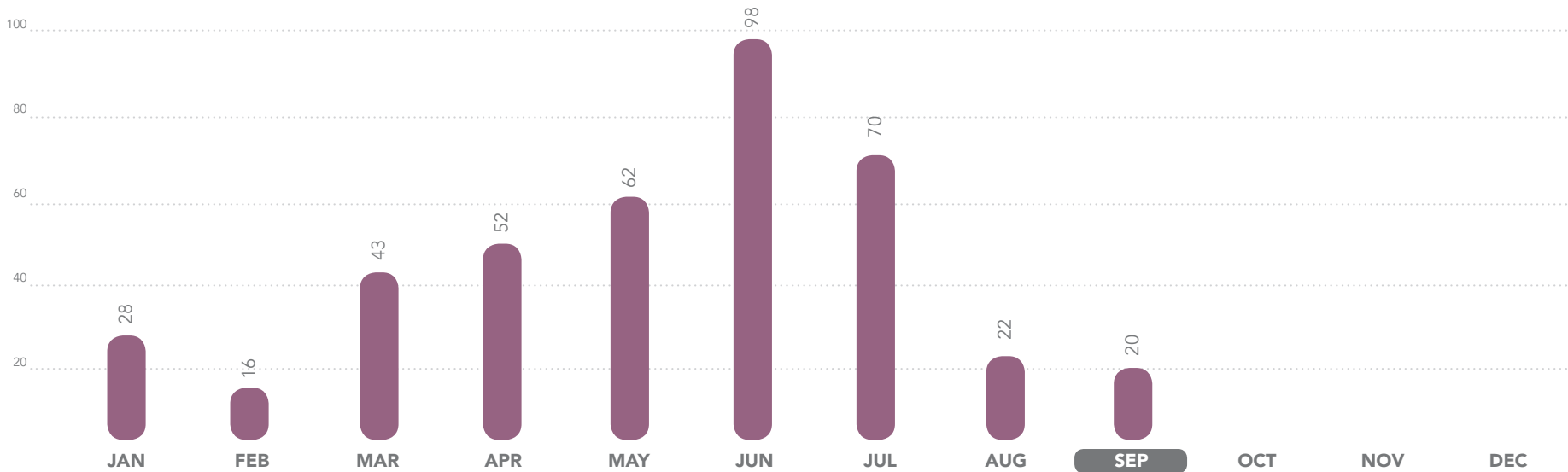


The chart below reflects the average speed (ASA) to answer during the after hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC. The increase in after hours ASA was primarily due to calls received from people who wanted to clarify positive response system status information. This increased both talk and hold time for non-emergency calls.



### AVERAGE SPEED TO ANSWER AFTER HOURS

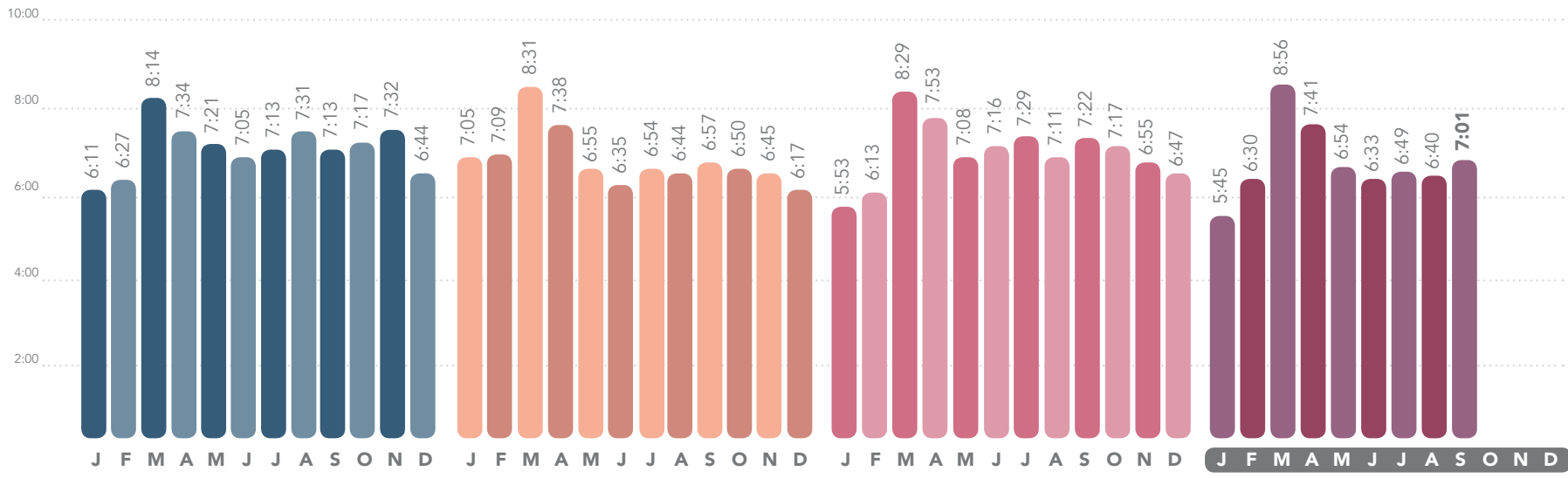
2019





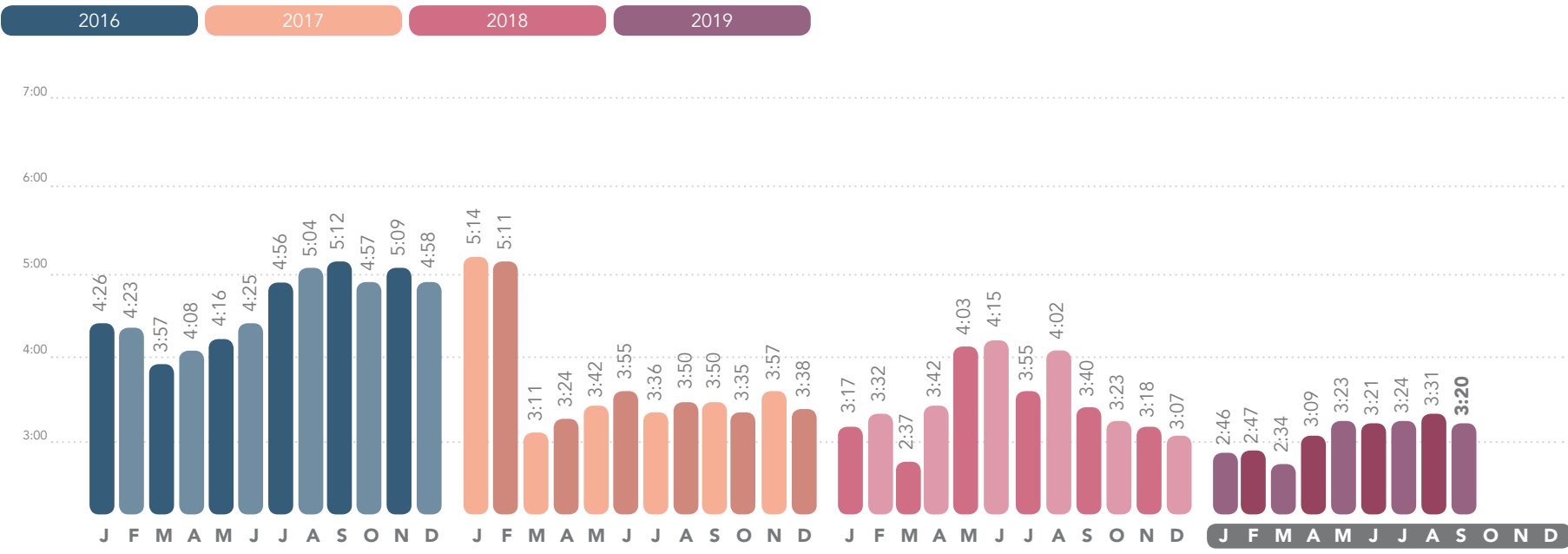
Average talk time is lower than it was last year at this time.

### AVERAGE TALK TIME



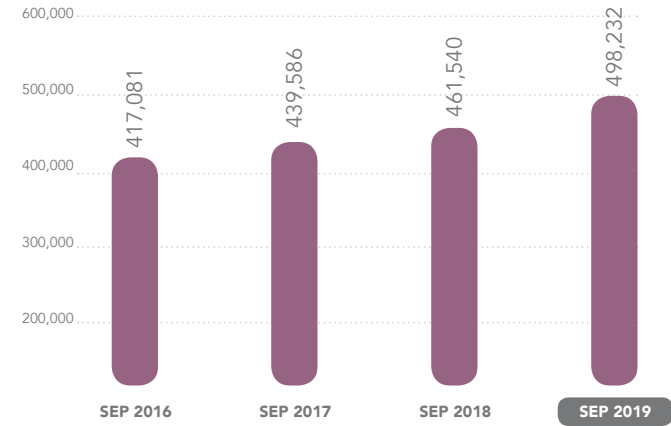
The average time per ticket for this month is lower than last year but consistent overall with that which has been historically experienced.

### AVERAGE TIME PER TICKET



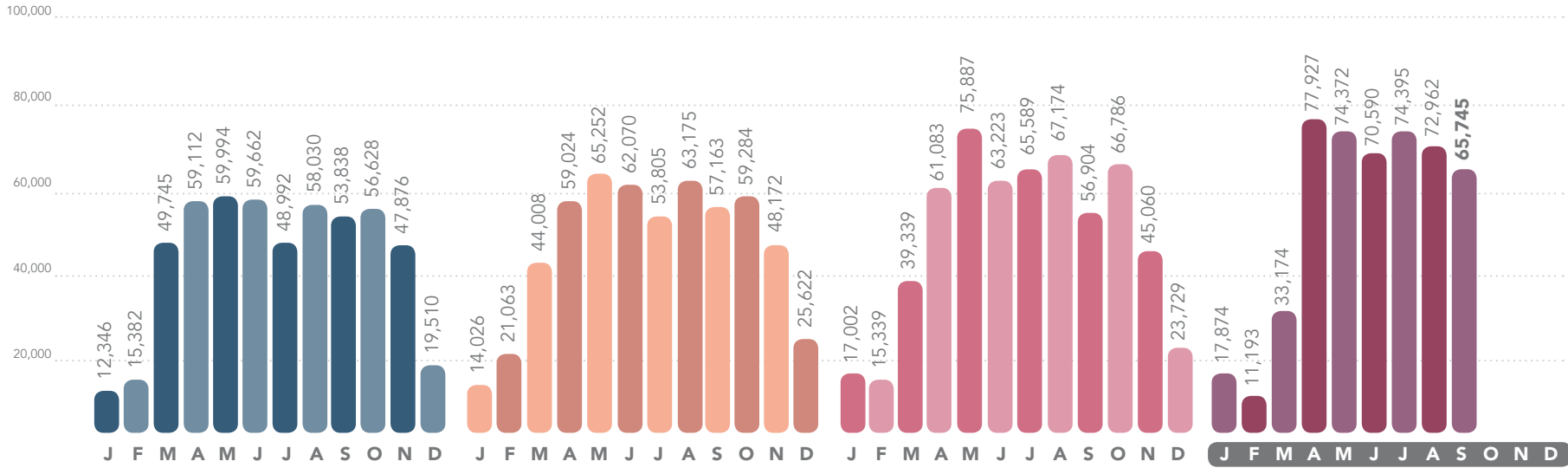
September 2019 ticket volume is significantly higher than September 2018.  
 Total emergencies : 1,368  
 Emergencies with previous instances: 85  
 Total tickets with previous instances: 204

### INCOMING TICKET TOTALS Y-T-D



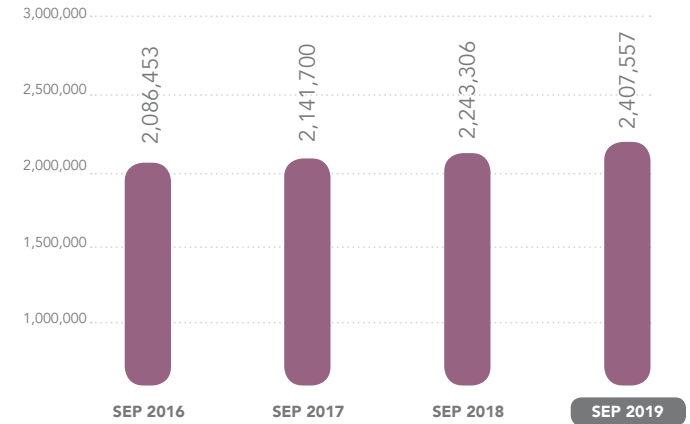
### INCOMING TICKET TOTALS

2016 2017 2018 2019

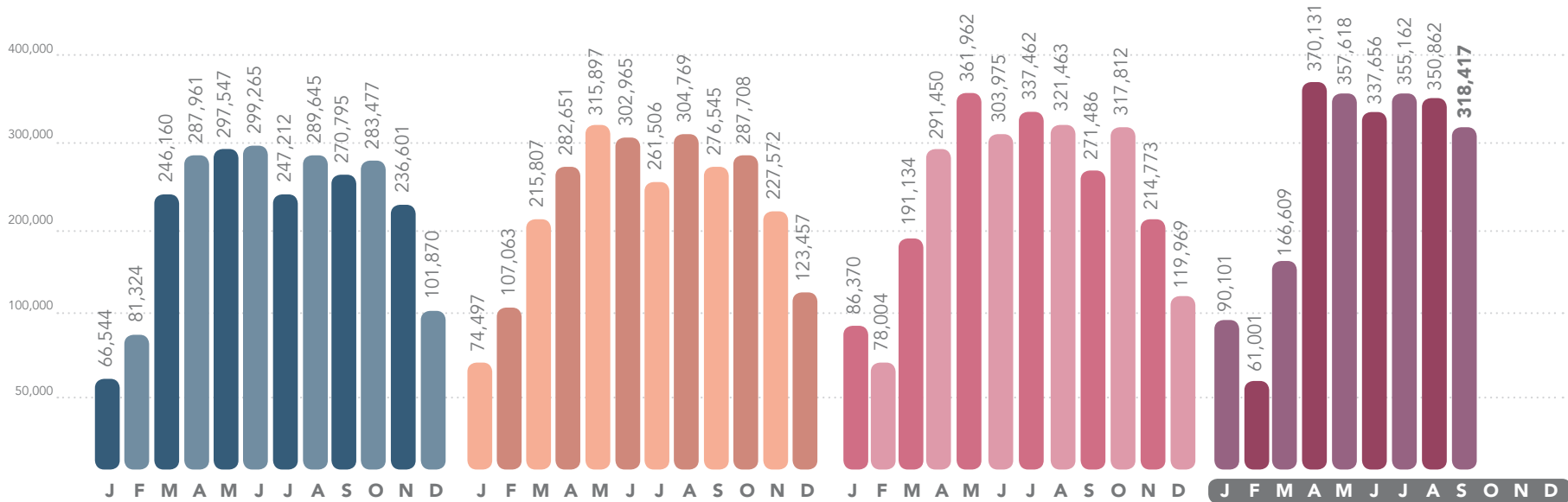


Outgoing ticket totals follow the pattern set by incoming tickets.

### OUTBOUND TICKET TOTALS Y-T-D

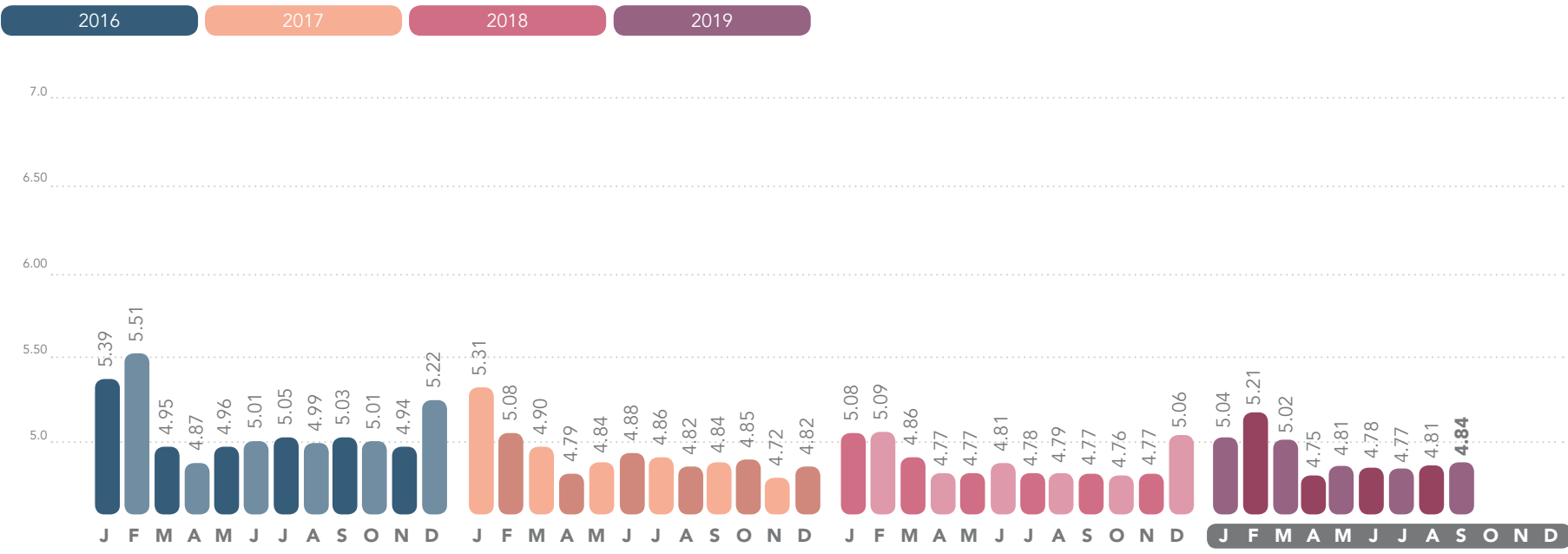


### OUTBOUND TICKET TOTALS



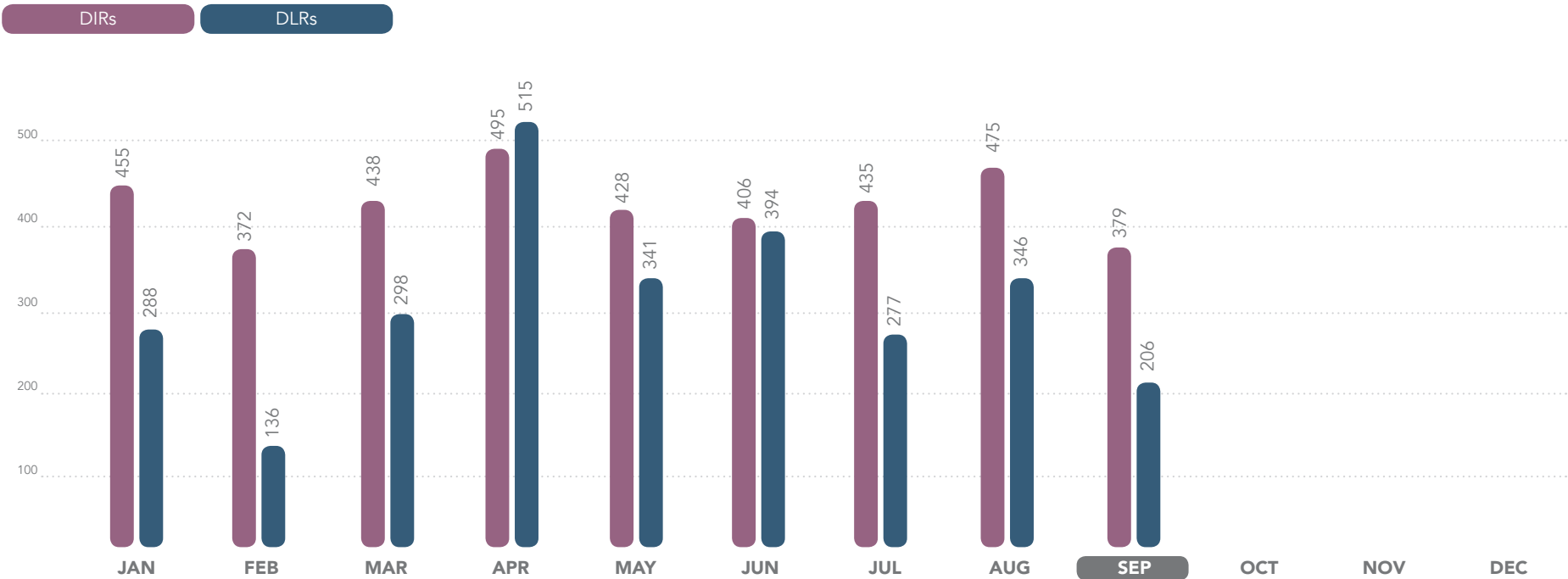
The in/out ratio has followed the historical pattern.

### IN/OUT RATIO

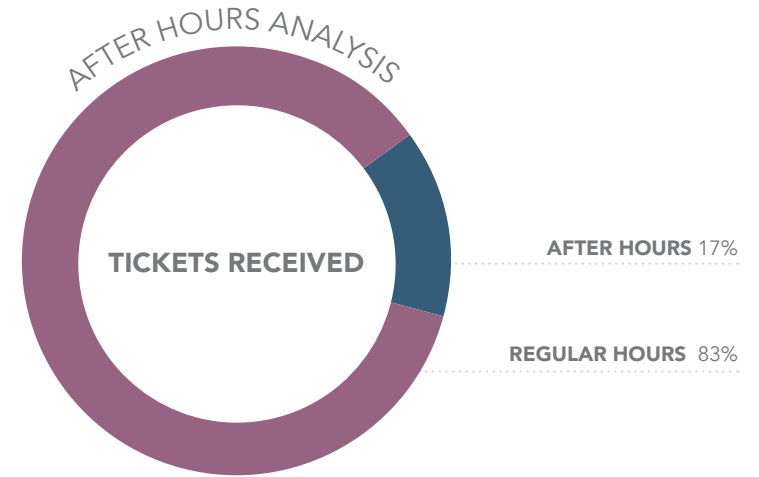


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

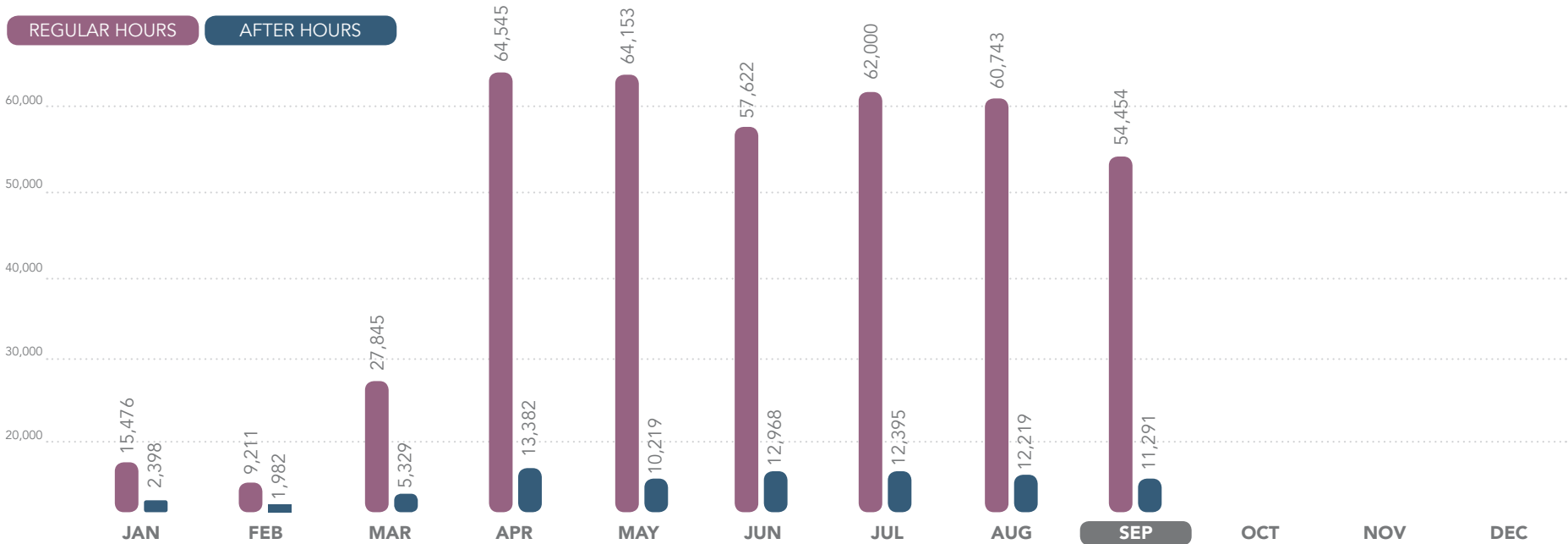
### DRS SYSTEM ACTIVITY



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

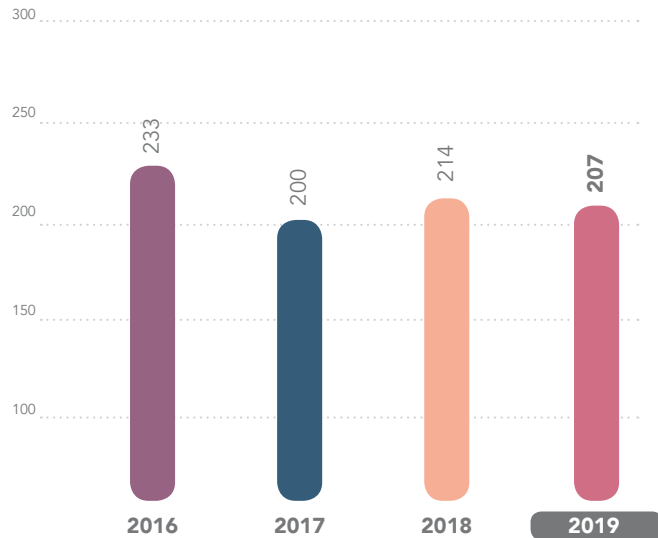


### TIME OF RECEIPT ANALYSIS

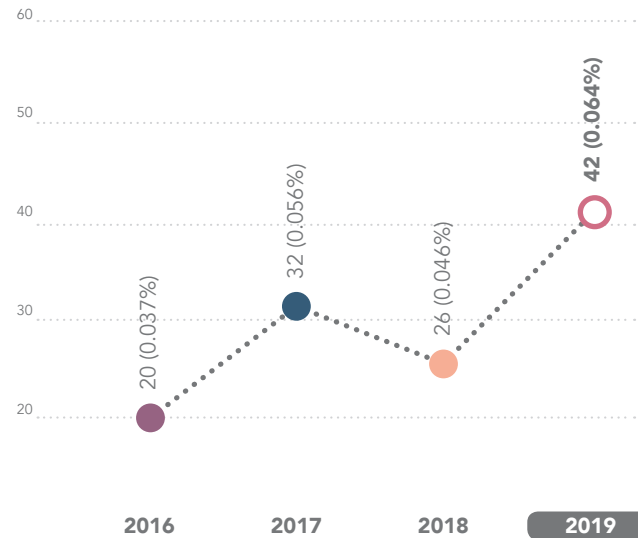


The total number of non-compliant tickets received is slightly lower than 2018.

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



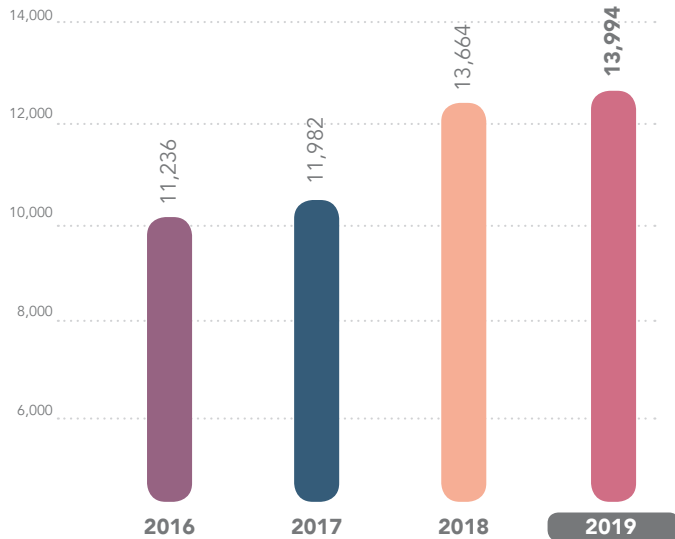
### NON-COMPLIANT TICKETS SEP



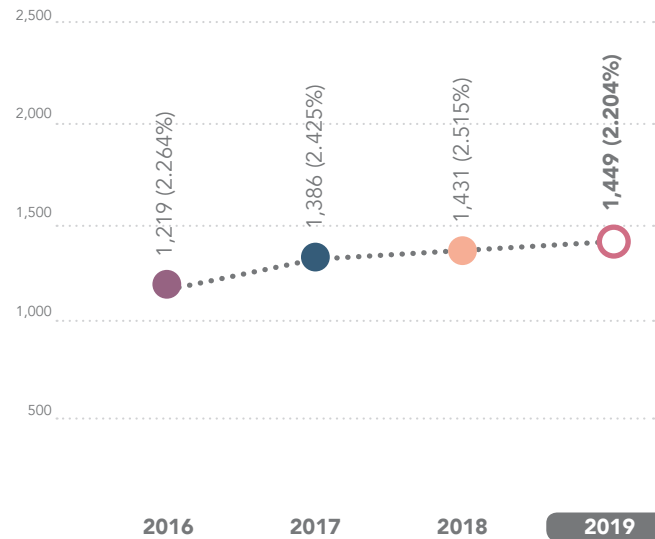


The total number of emergency tickets received Y-T-D is higher than in 2018. The monthly total is also higher.

### EMERGENCY TICKETS Y-T-D

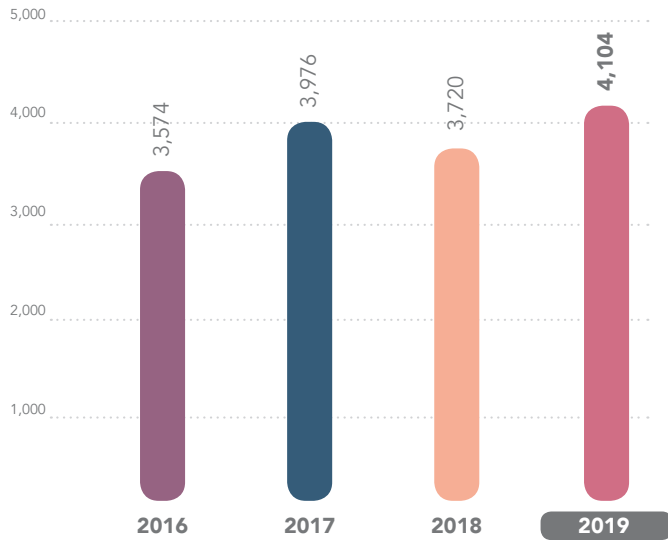


### EMERGENCY TICKETS SEP

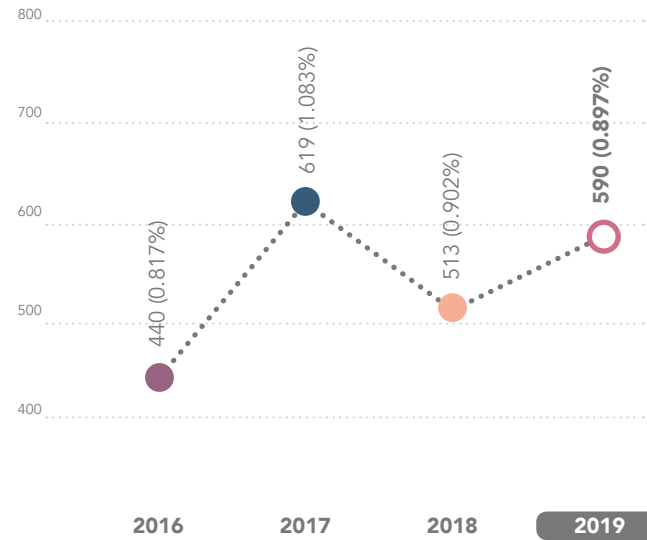


The Y-T-D total number of dig-in tickets is higher in 2019 as it was in 2018.

### DIG IN TICKETS Y-T-D

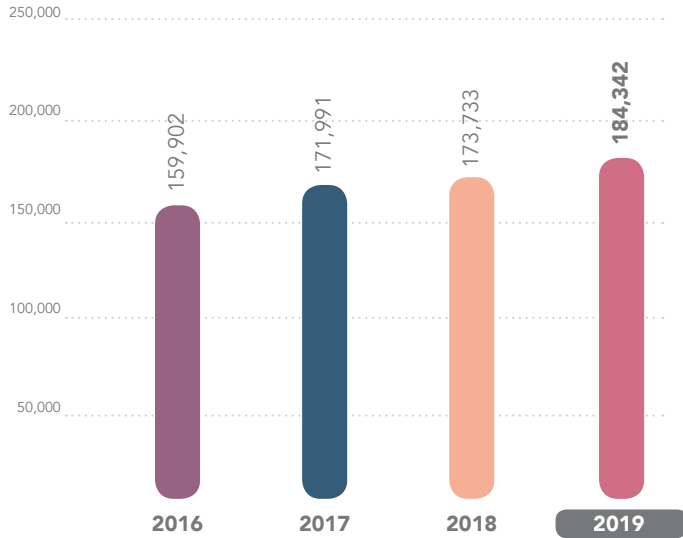


### DIG IN TICKETS SEP

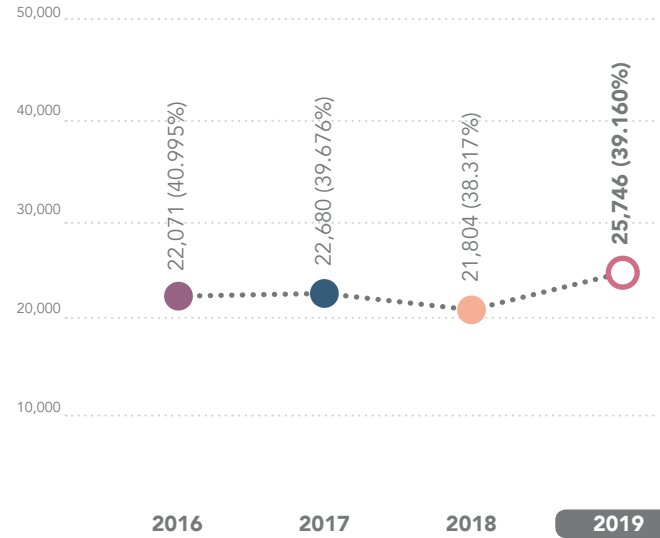


The Y-T-D total number of tickets where callers report the job is whitelined has increased over last year's levels.

### WHITELINED TICKETS Y-T-D

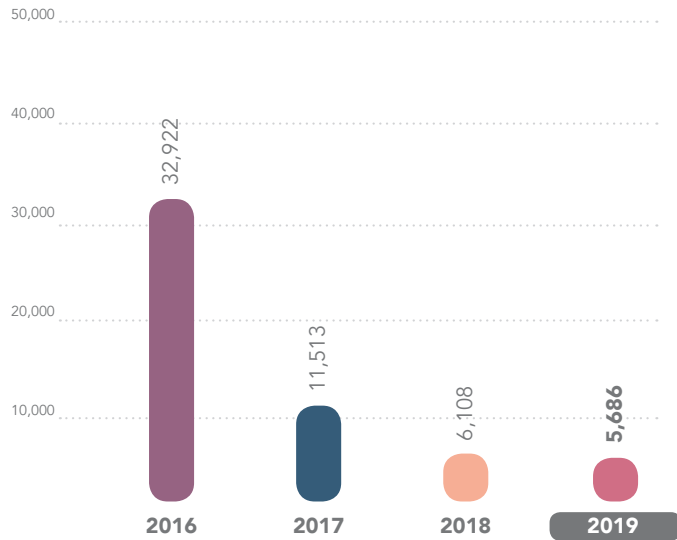


### WHITELINED TICKETS SEP

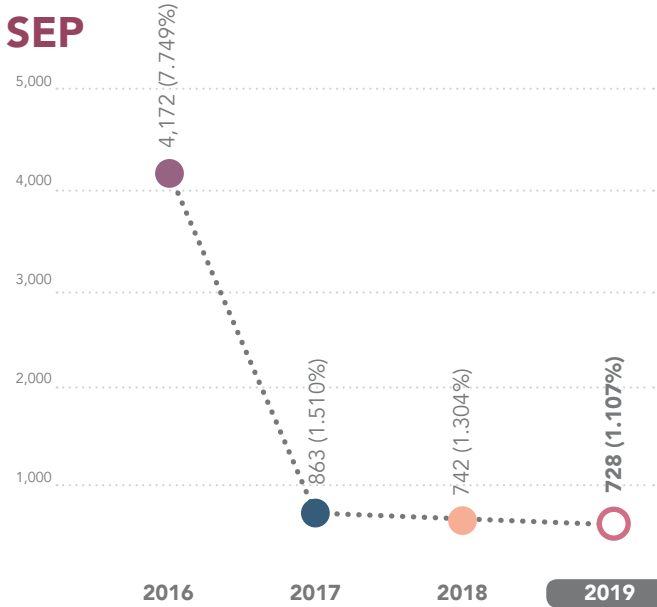


The Y-T-D number of tickets with GPS coordinates is lower in 2019 than it was in 2018. This may be a result of the detailed mapping available through NextGen.

### TICKETS WITH GPS Y-T-D

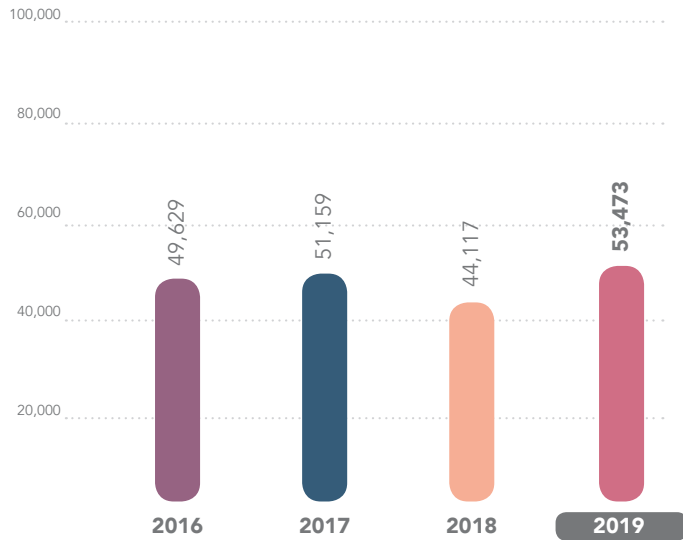


### TICKETS WITH GPS SEP



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

### HOMEOWNER TICKETS Y-T-D



### HOMEOWNER TICKETS SEP

