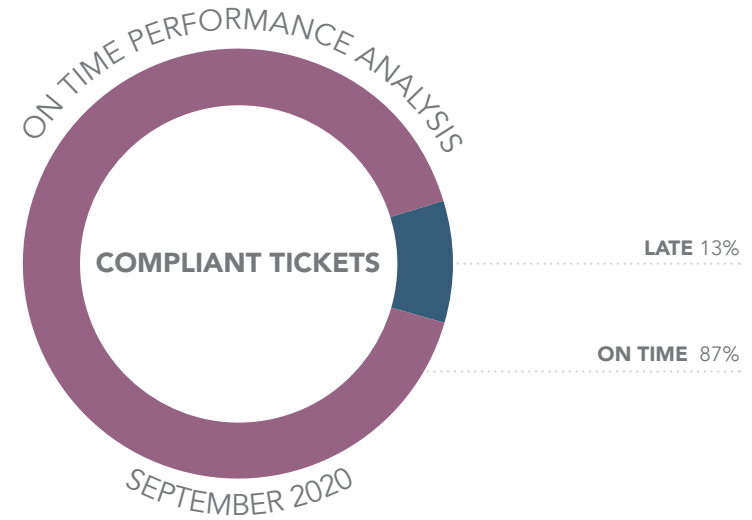
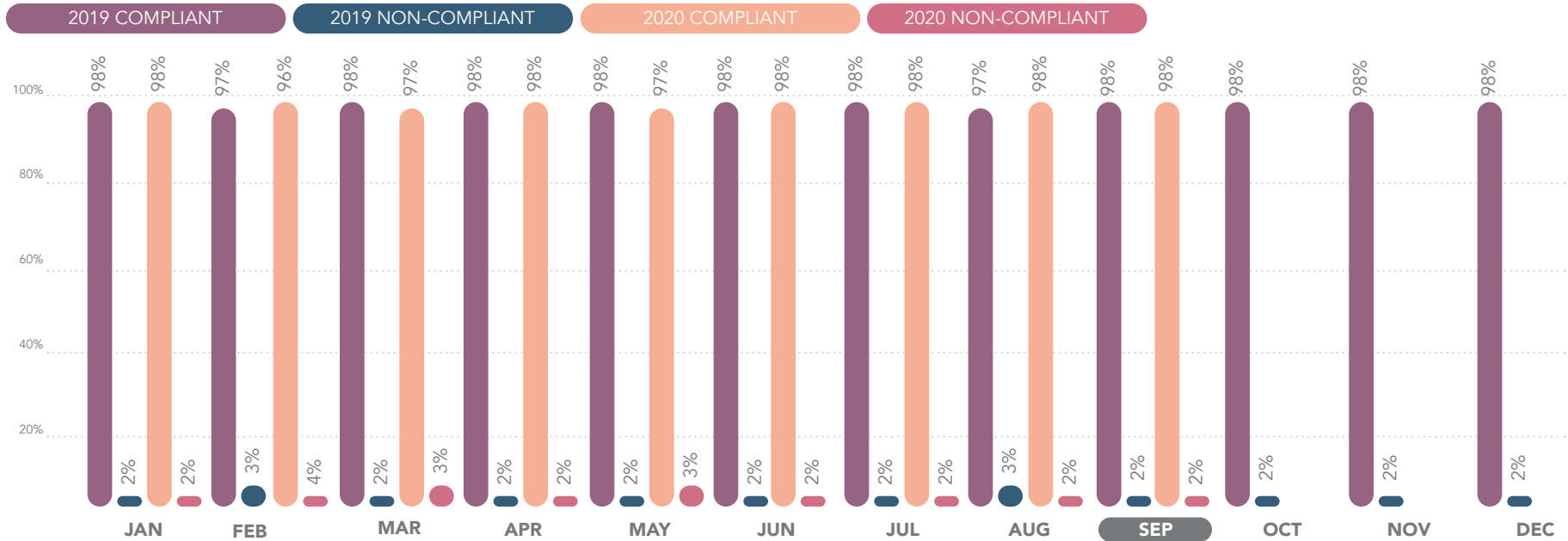


The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within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



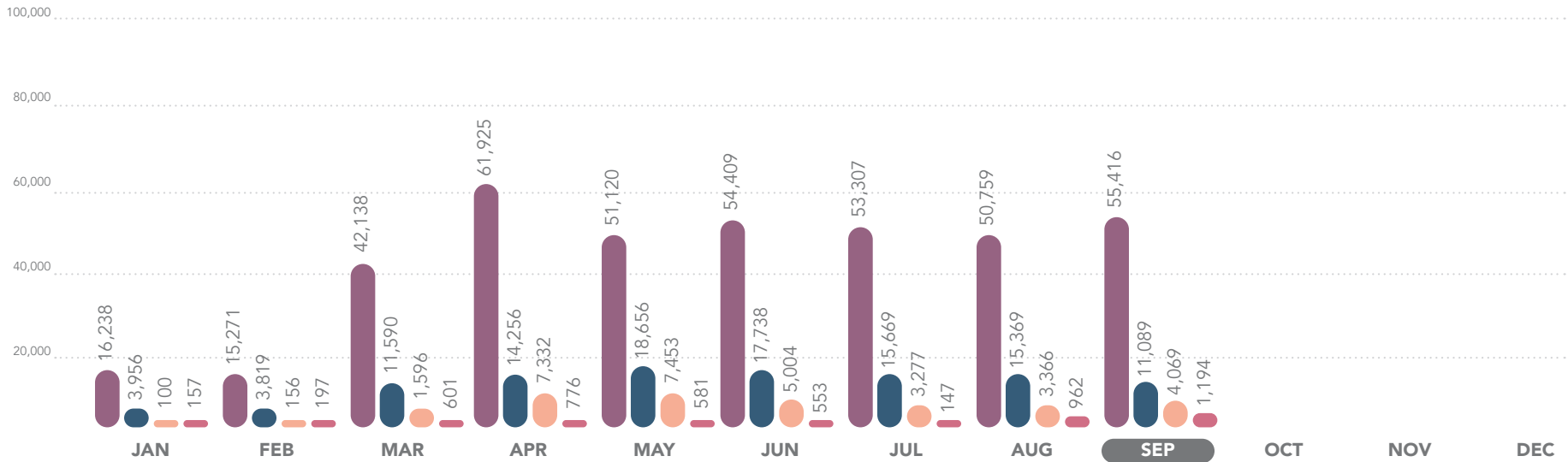
### POSITIVE RESPONSE COMPLIANCE



ITIC, ITIC Lite, and ITIC Mobile activity all continue to grow, and make up a greater percentage of incoming locates. The YTD ITIC Lite total has more than doubled, indicating homeowners are embracing it. Phone In activity will continue to make up less of the total as more IOC users make the change to on-line ticket entry.

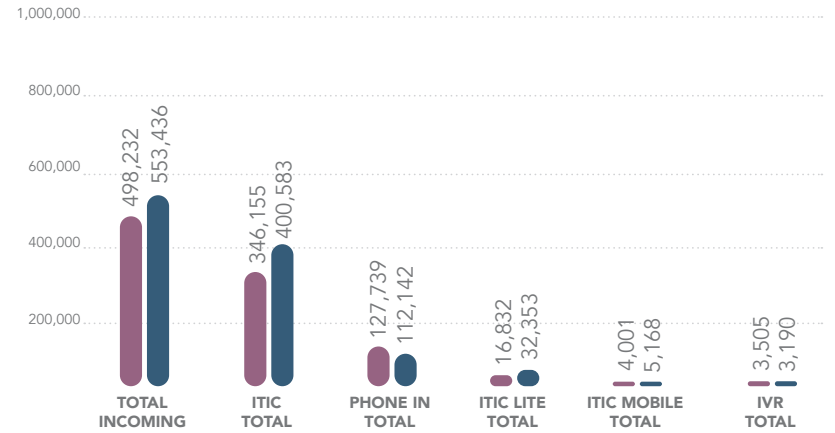
### MONTHLY ITIC ACTIVITY

ITIC    PHONE IN    ITIC LITE    ITIC MOBILE

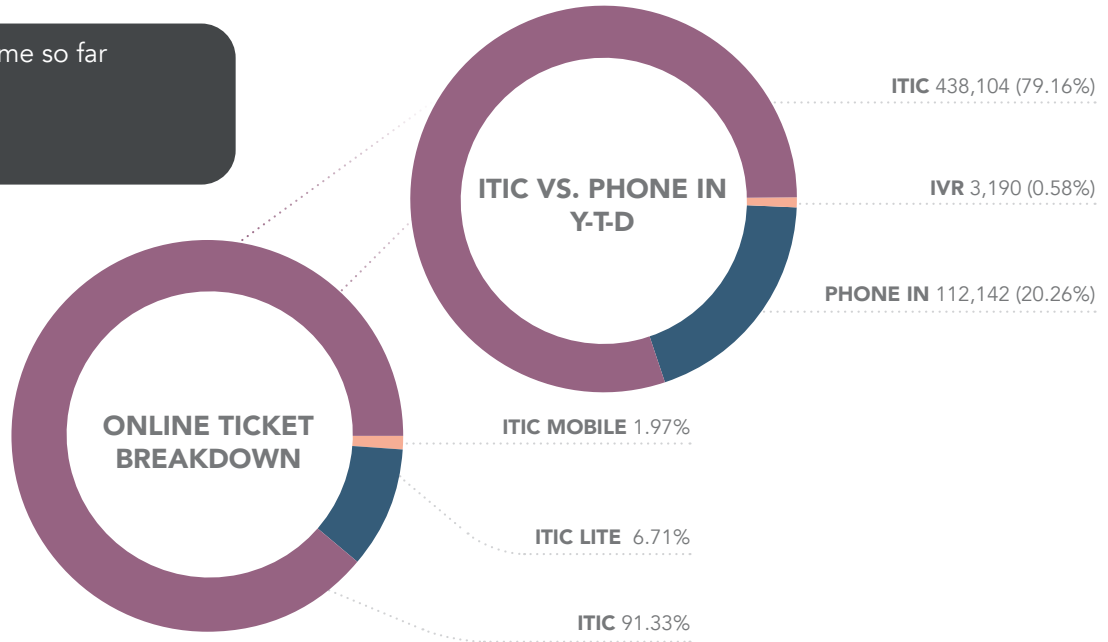


### ITIC ACTIVITY Y-T-D

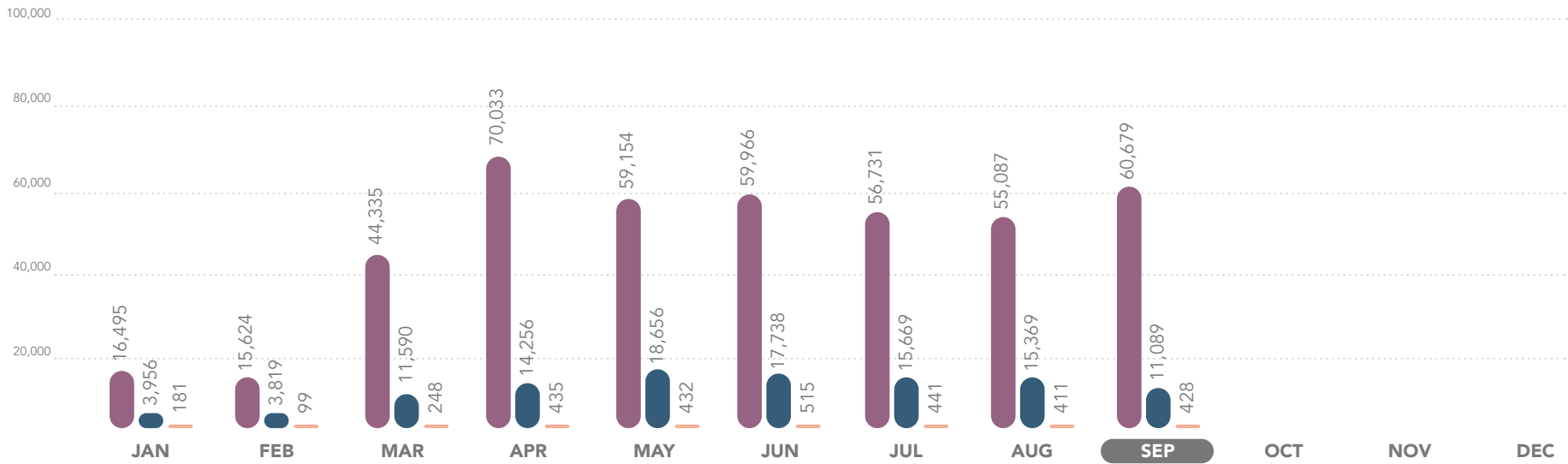
Y-T-D 2019    Y-T-D 2020



The number of tickets received through ITIC is nearly 80% of the total volume so far this year.

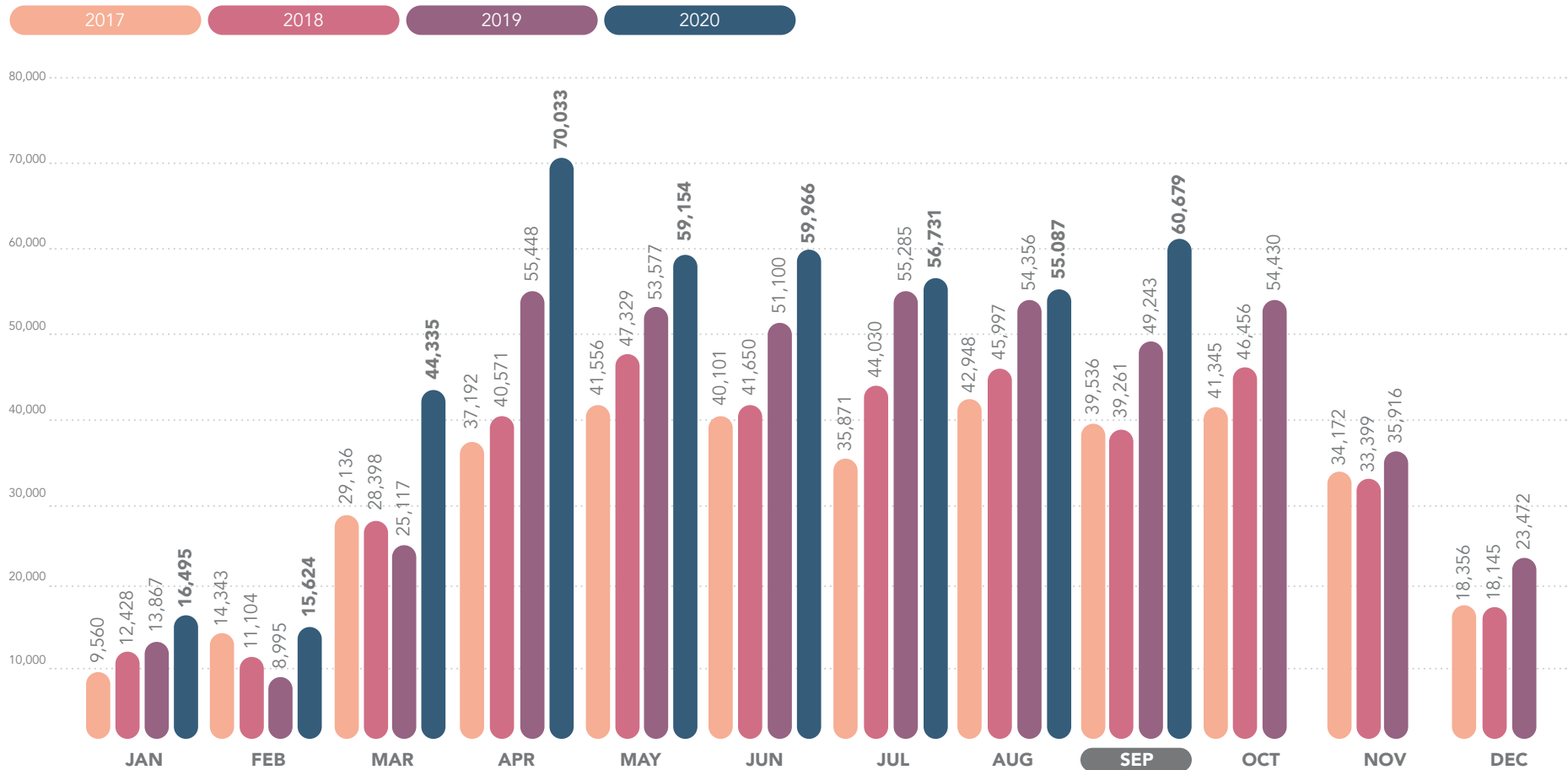


### ITIC VS. PHONE IN



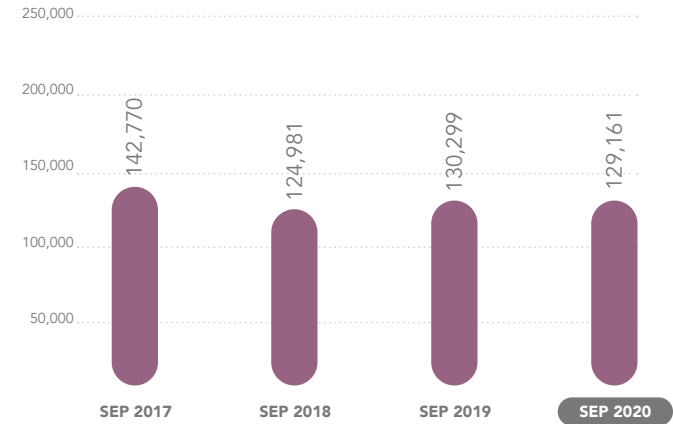
This chart tracks ITIC usage through the last few years.

### COMPARATIVE ITIC VOLUME

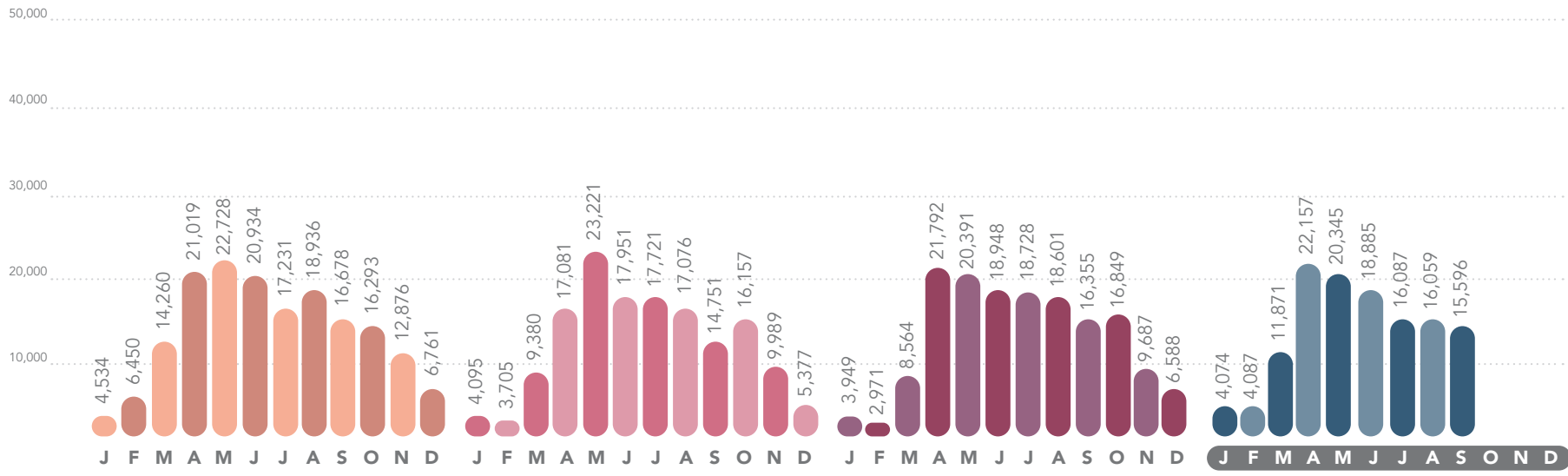


Total number of incoming phone calls is consistent with totals received in previous years.

### TOTAL INCOMING CALLS Y-T-D

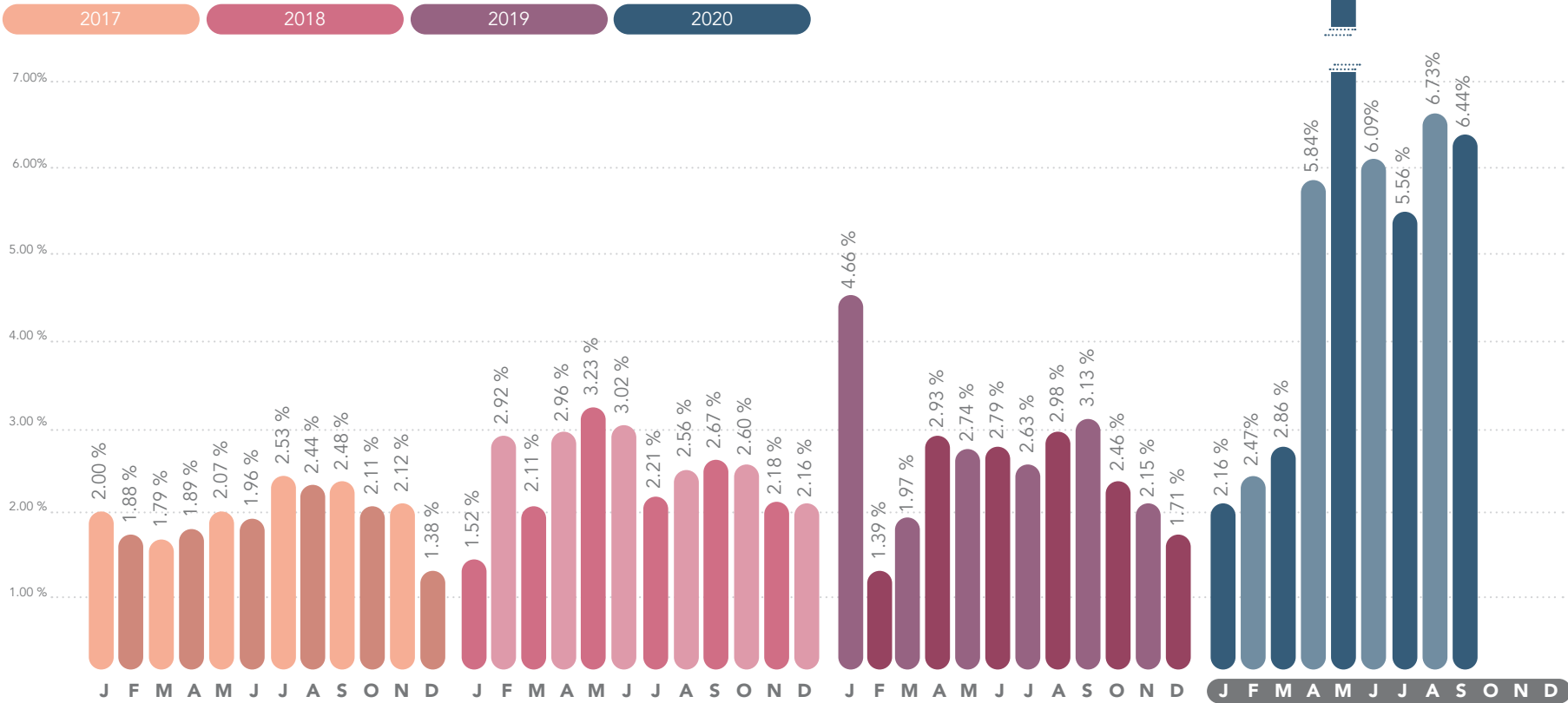


### TOTAL INCOMING CALLS



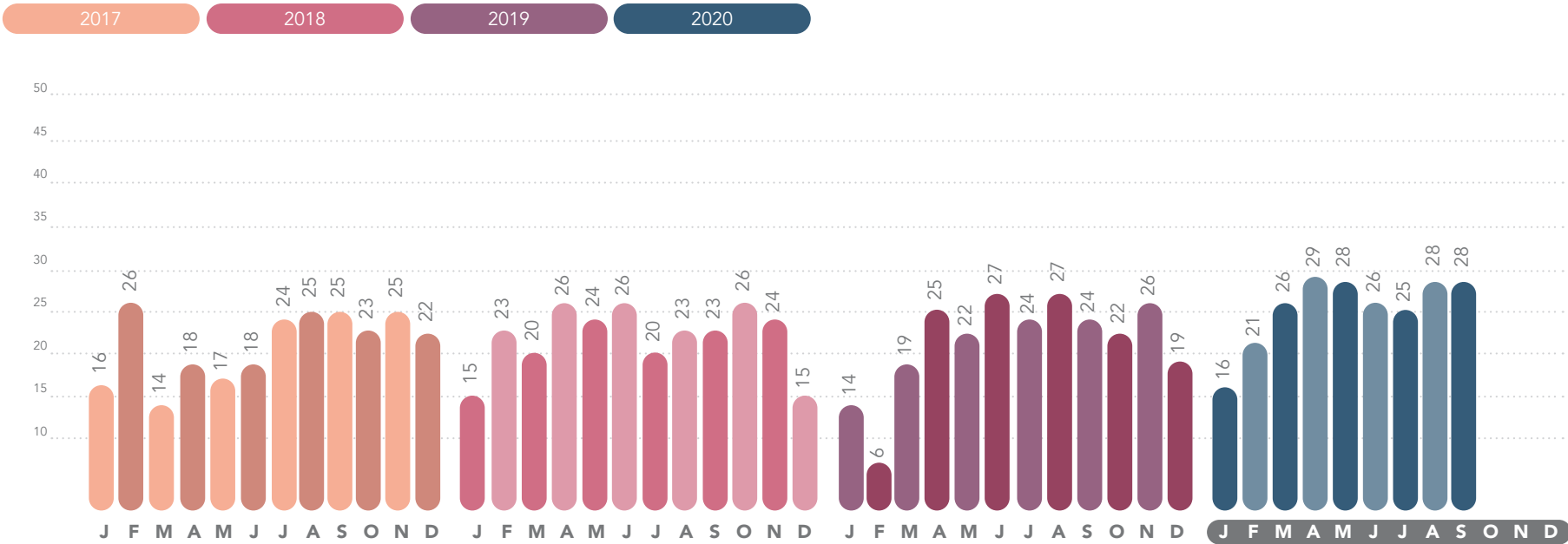
The January 2019 abandonment rate was the result of a series of prank calls received by the center throughout the month. Once we blocked the caller's phone number, the calls stopped, and you can see that the abandonment rate returned to near-historical levels. The current abandonment rate is occurring as a result of message that is being played for all callers encouraging them to use ITIC. Those that hang up after hearing the message count as abandoned calls. Due to the ongoing increase in ITIC usage, we assume many people are following the message's suggestion.

### CALLS ABANDONED

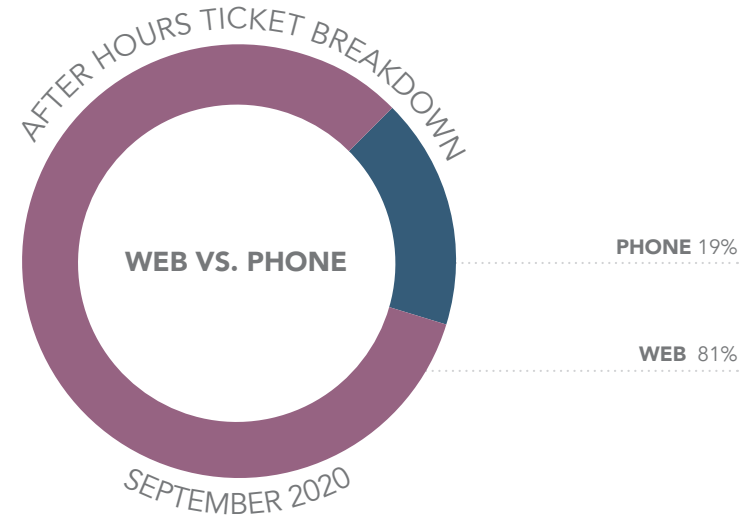


The average speed to answer is slightly higher than last year but still consistent with that experienced in preceding years.

### AVERAGE SPEED TO ANSWER

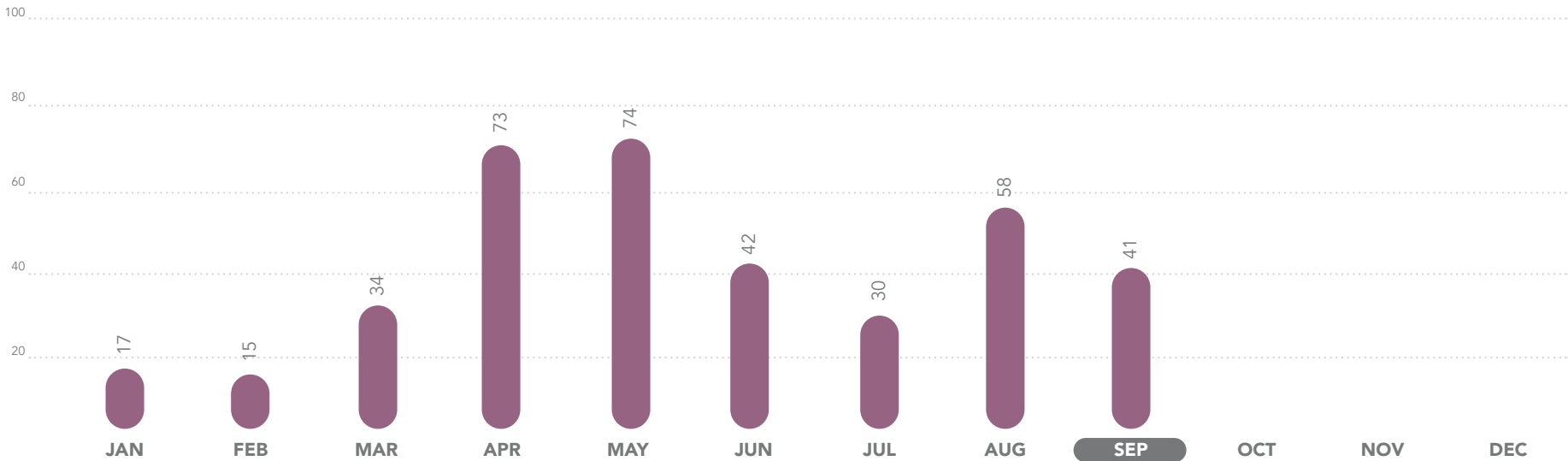


The chart below reflects the average speed (ASA) to answer during the after hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC. The increase in after hours ASA is primarily due to calls received from people who wanted to clarify positive response system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



### AVERAGE SPEED TO ANSWER AFTER HOURS

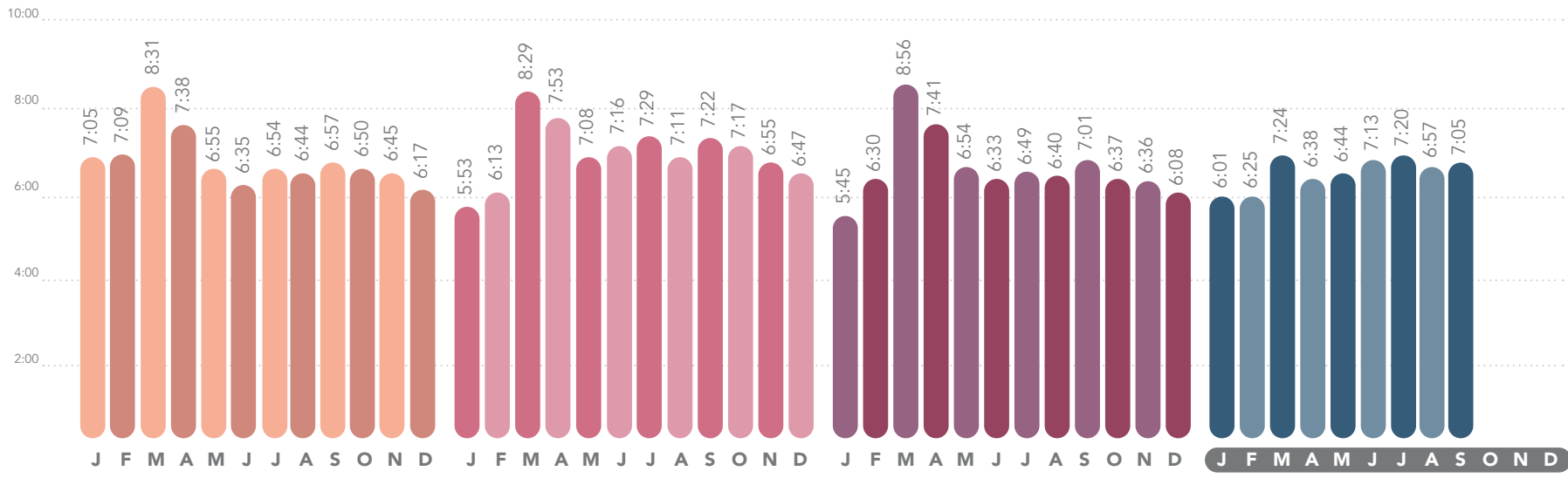
2020





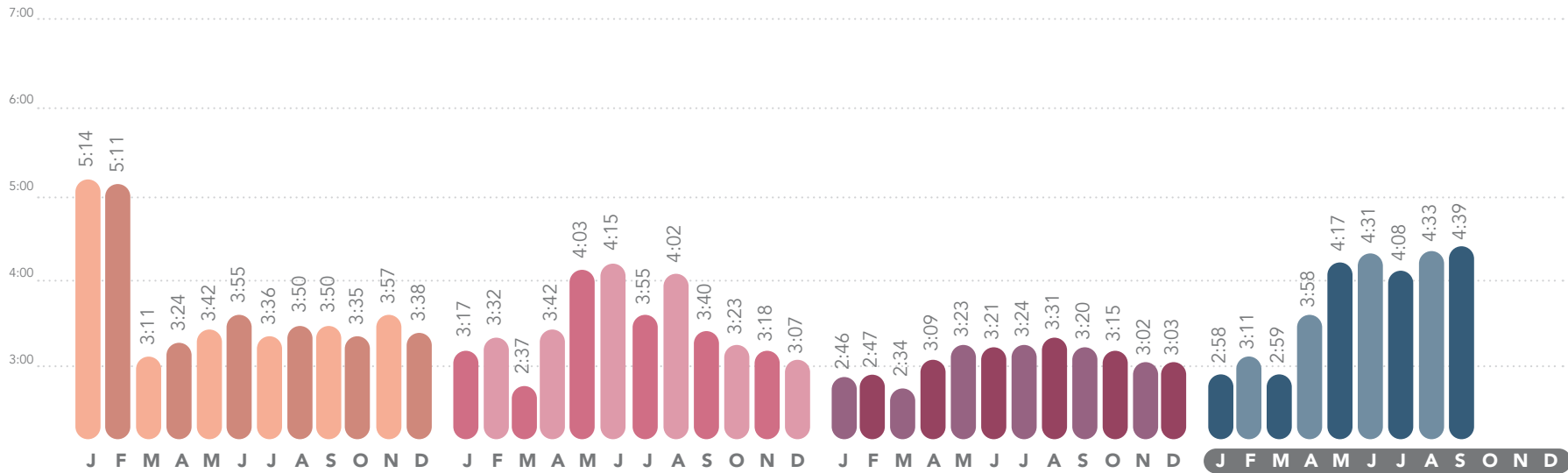
Average talk time is slightly higher than it was last year at this time.

### AVERAGE TALK TIME



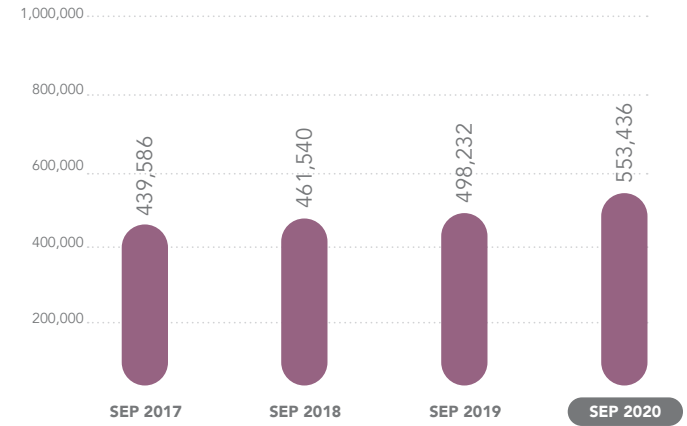
The average time per ticket for this month is higher than last year.

### AVERAGE TIME PER TICKET

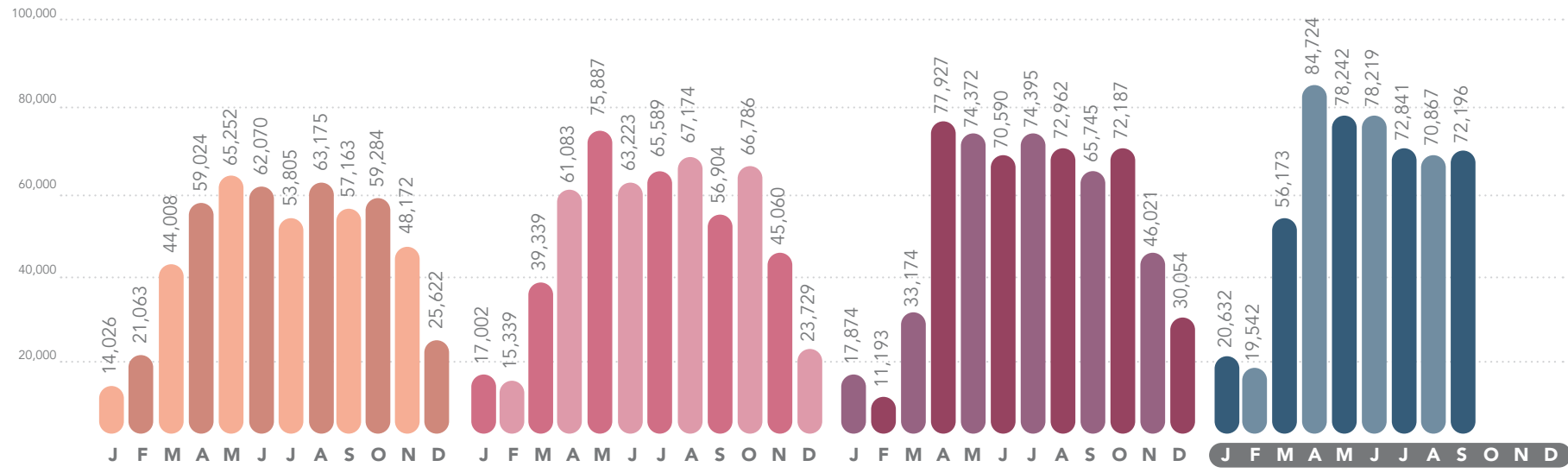


Ticket volume is significantly higher than the same period in 2019.

### INCOMING TICKET TOTALS Y-T-D

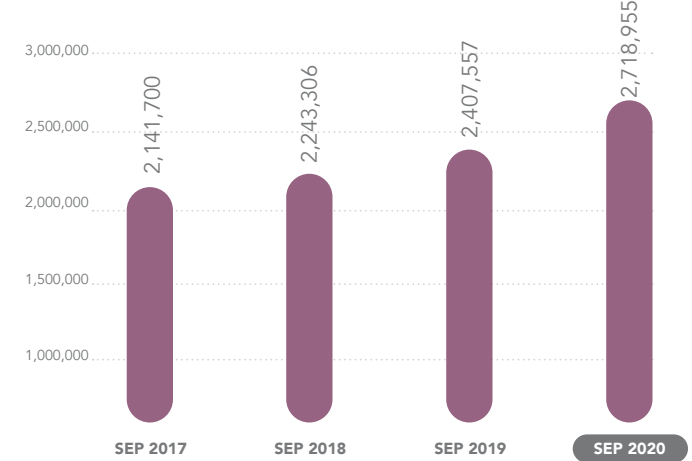


### INCOMING TICKET TOTALS

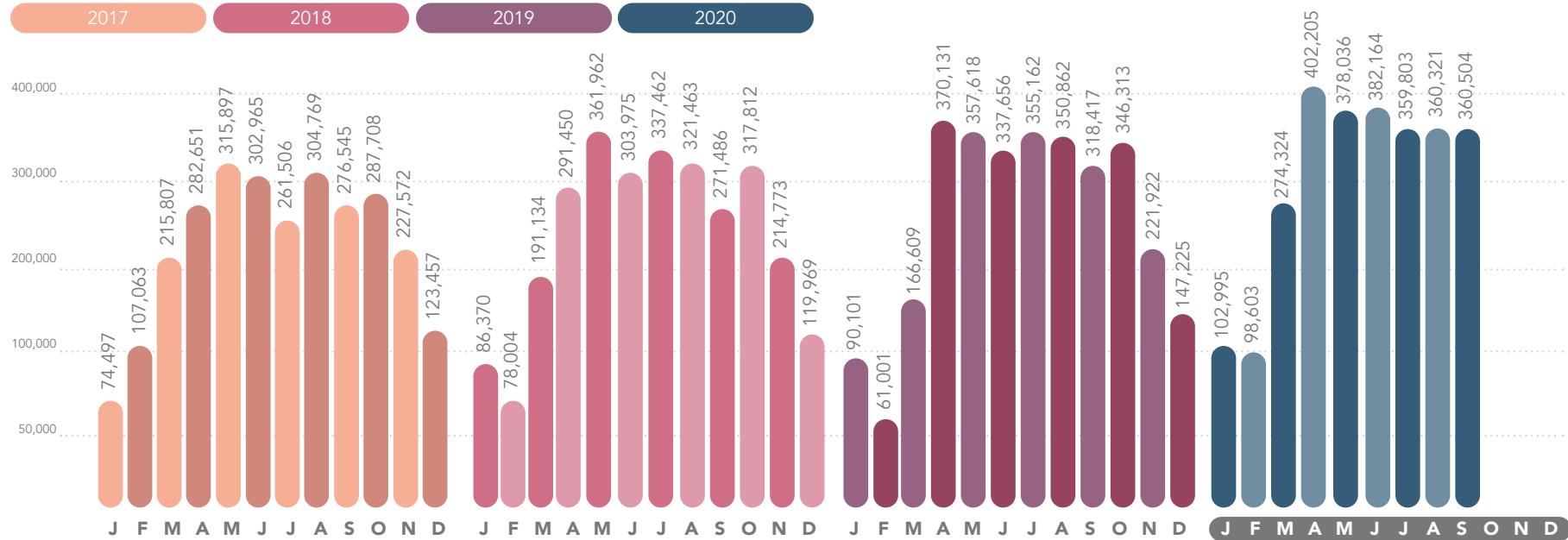


Outgoing ticket totals follow the pattern set by incoming tickets.

### OUTBOUND TICKET TOTALS Y-T-D

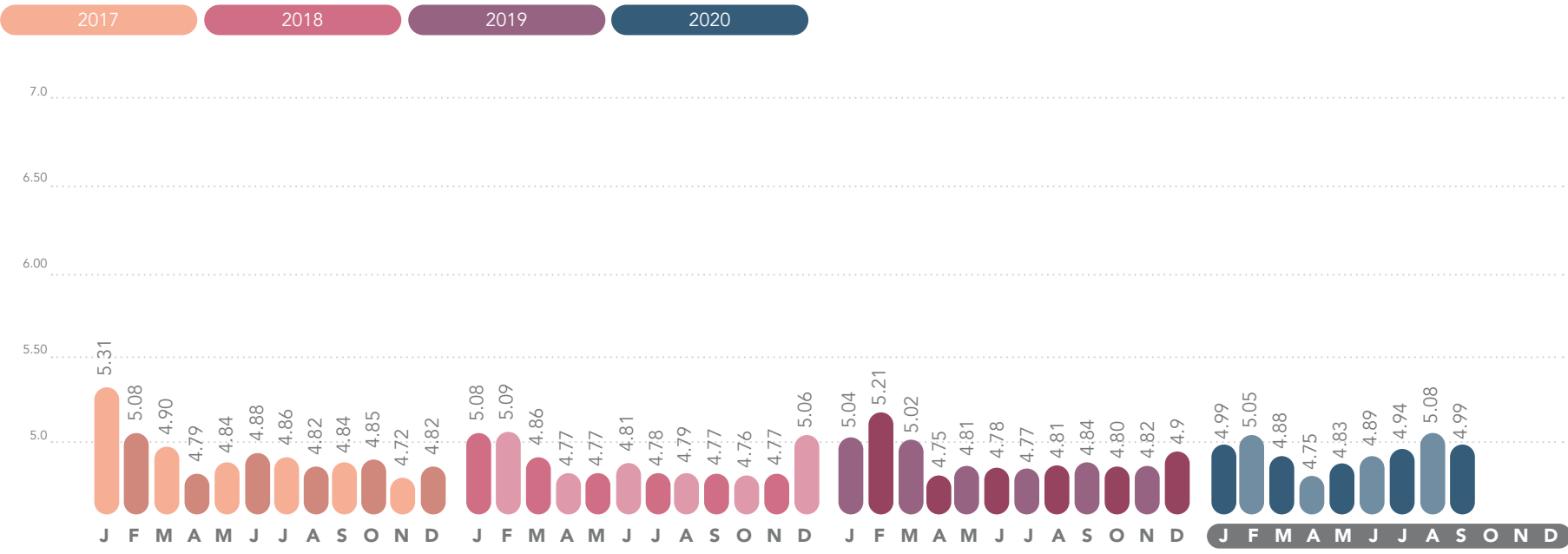


### OUTBOUND TICKET TOTALS



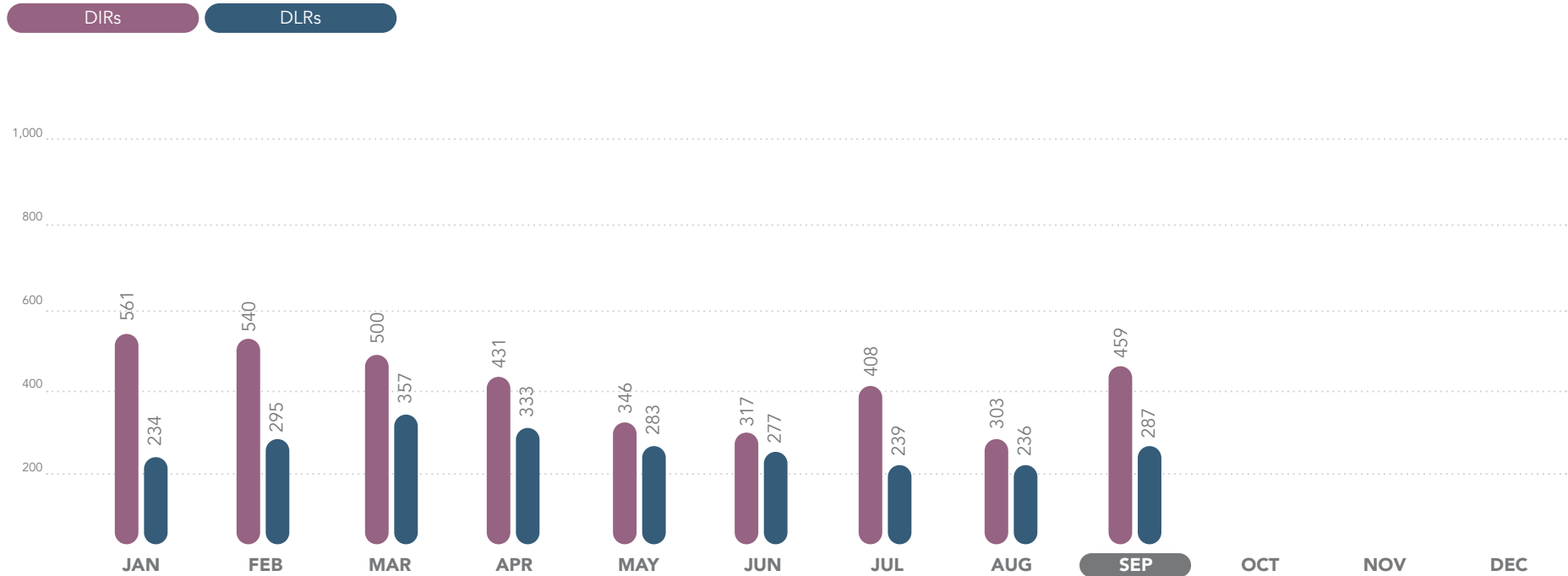
The in/out ratio has followed the historical pattern.

### IN/OUT RATIO

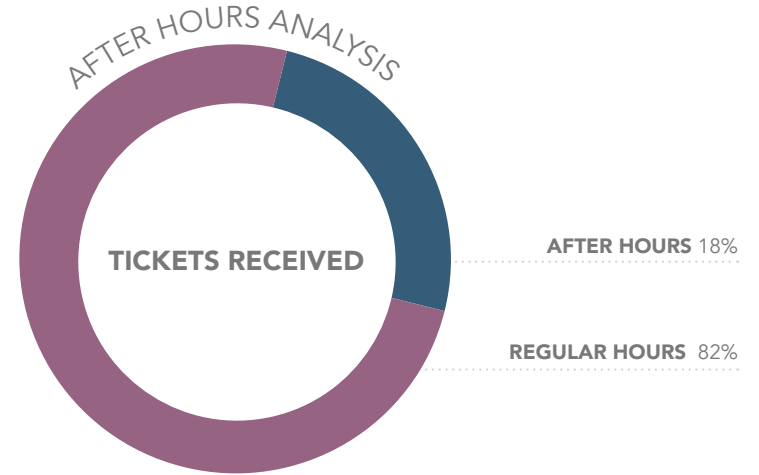


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

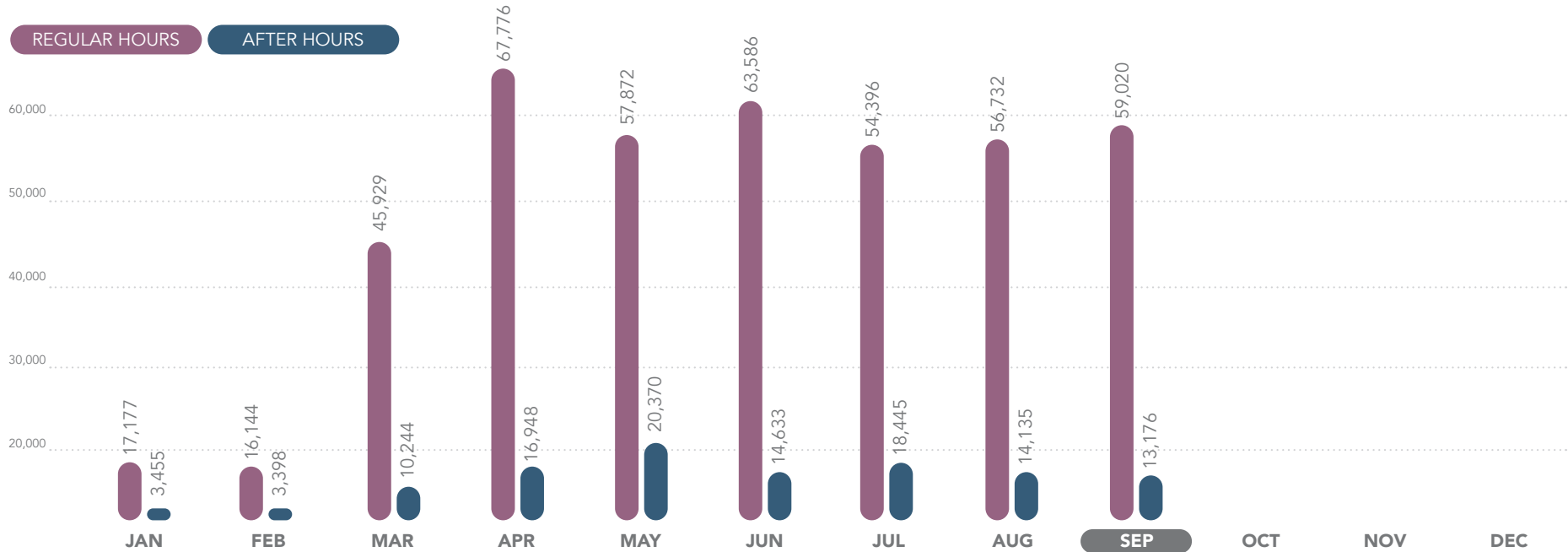
### DRS SYSTEM ACTIVITY



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

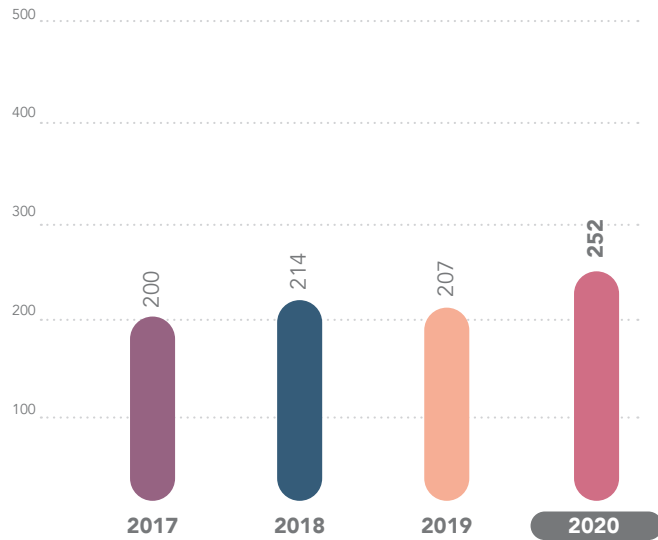


### TIME OF RECEIPT ANALYSIS

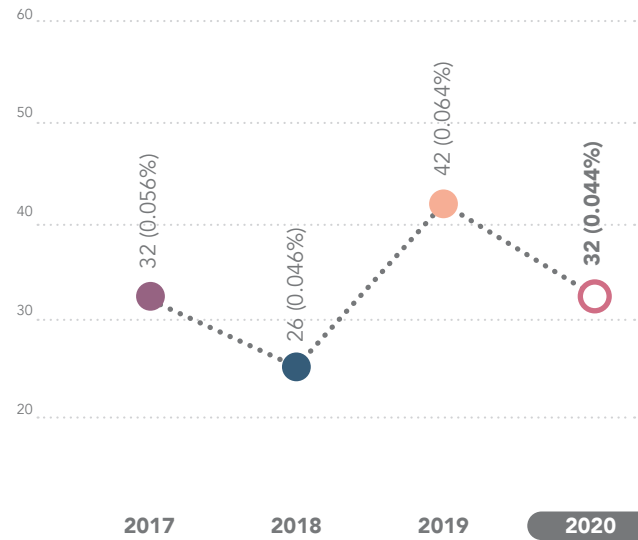


The total number of non-compliant tickets received is higher than 2019.

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



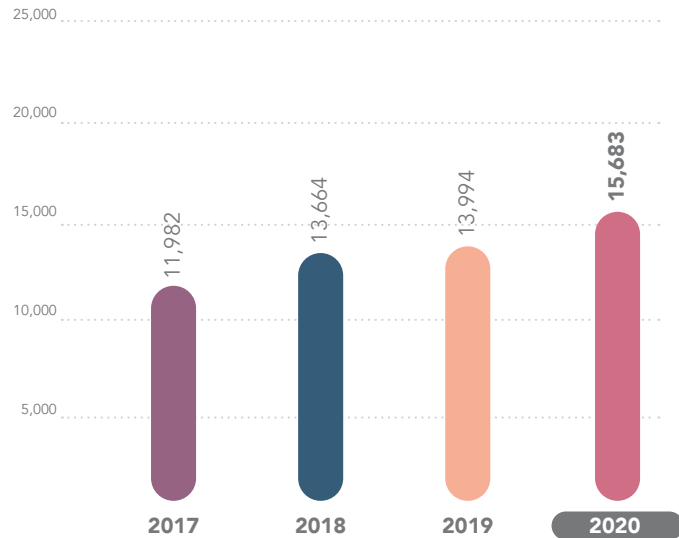
### NON-COMPLIANT TICKETS SEP



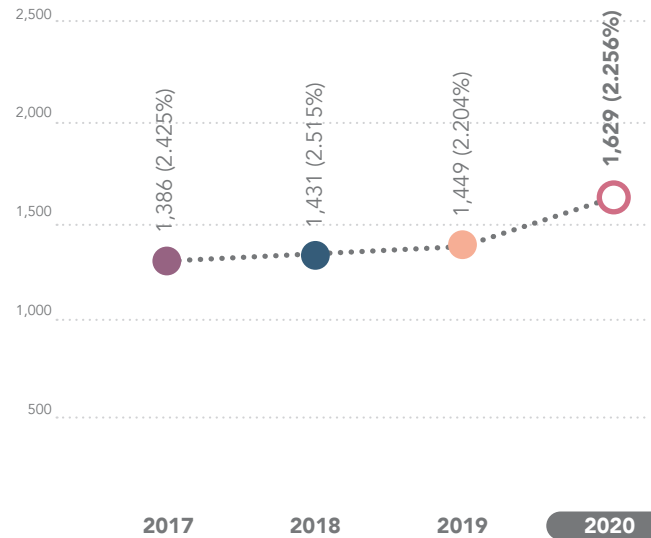


The total number of emergency tickets received Y-T-D and M-T-D is higher than in 2019.

### EMERGENCY TICKETS Y-T-D

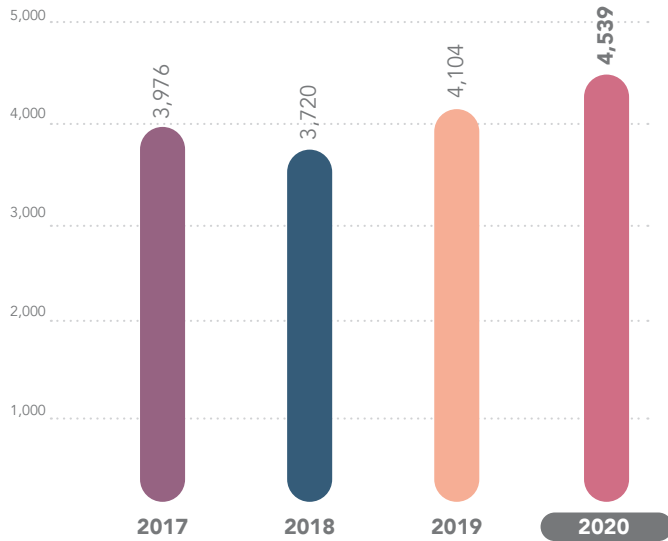


### EMERGENCY TICKETS SEP

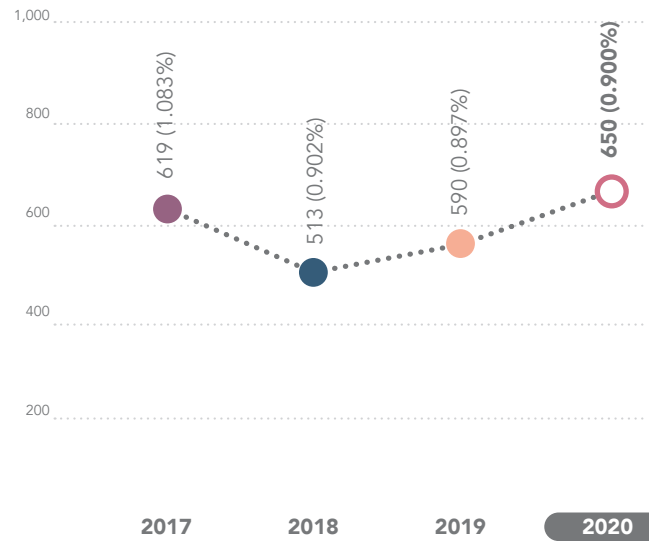


Both the monthly and Y-T-D total number of dig-in tickets is higher in 2020.

### DIG IN TICKETS Y-T-D

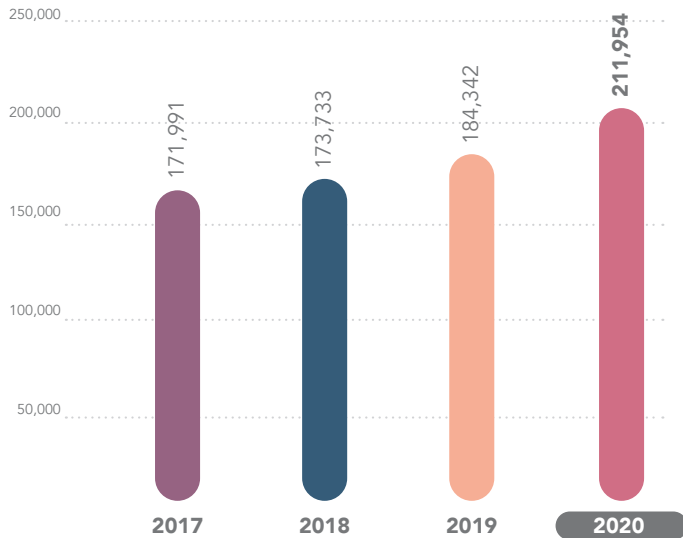


### DIG IN TICKETS SEP

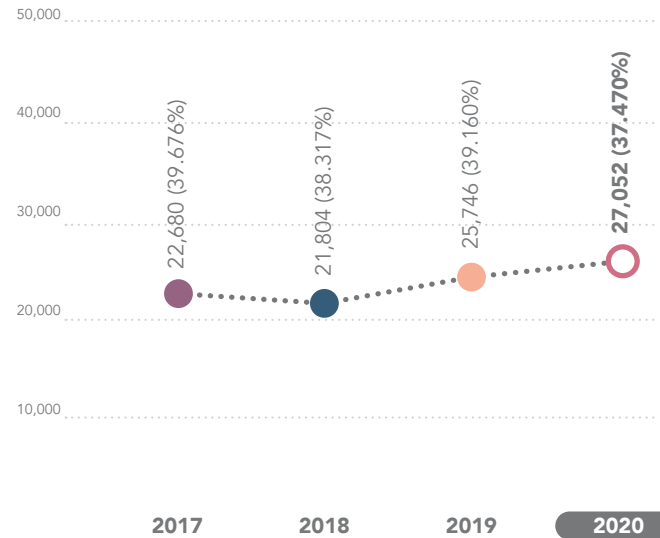


The total number of tickets where callers report the job is whitelined continues to exceed last year's levels.

### WHITELINED TICKETS Y-T-D

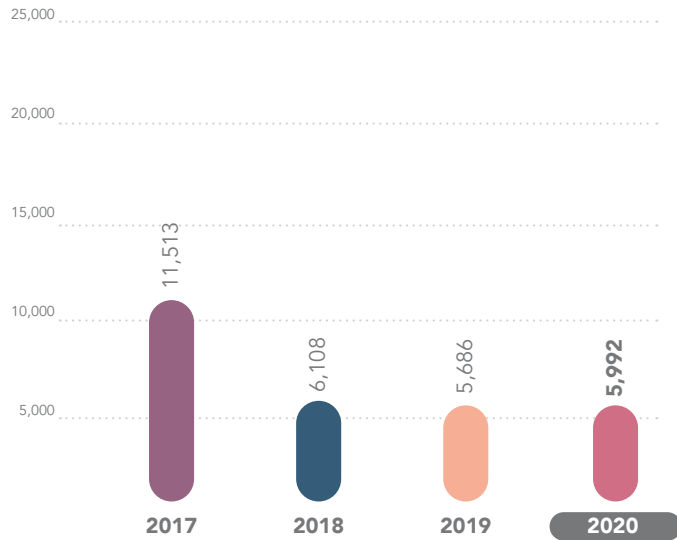


### WHITELINED TICKETS SEP

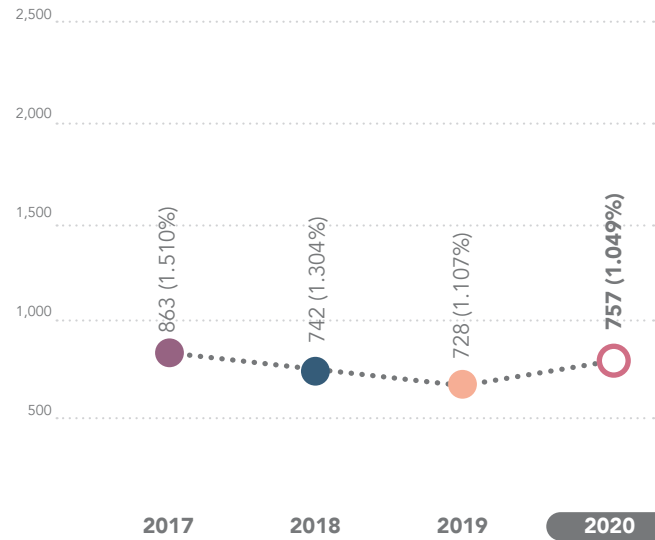


The Y-T-D number of tickets with GPS coordinates is only slightly higher than 2019 levels. This is most likely the result of the detailed mapping available through NextGen.

### TICKETS WITH GPS Y-T-D

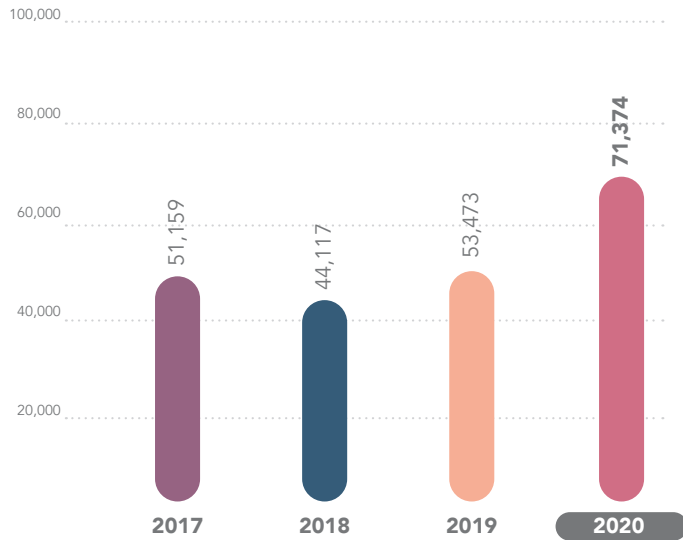


### TICKETS WITH GPS SEP

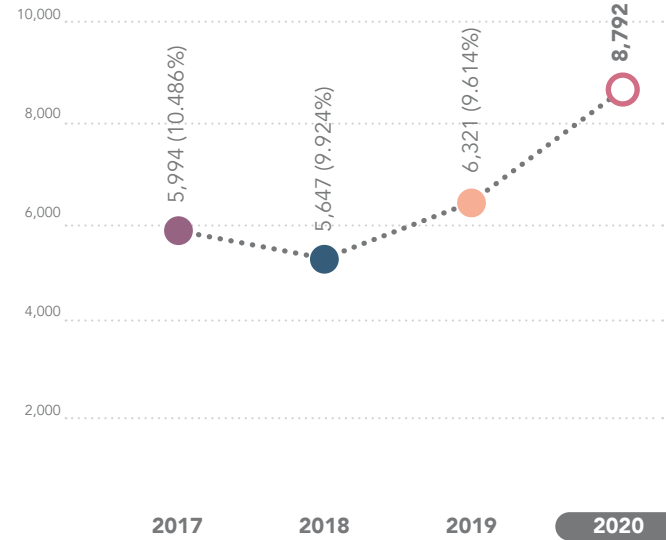


Overall homeowner ticket volume continues to rebound.

### HOMEOWNER TICKETS Y-T-D

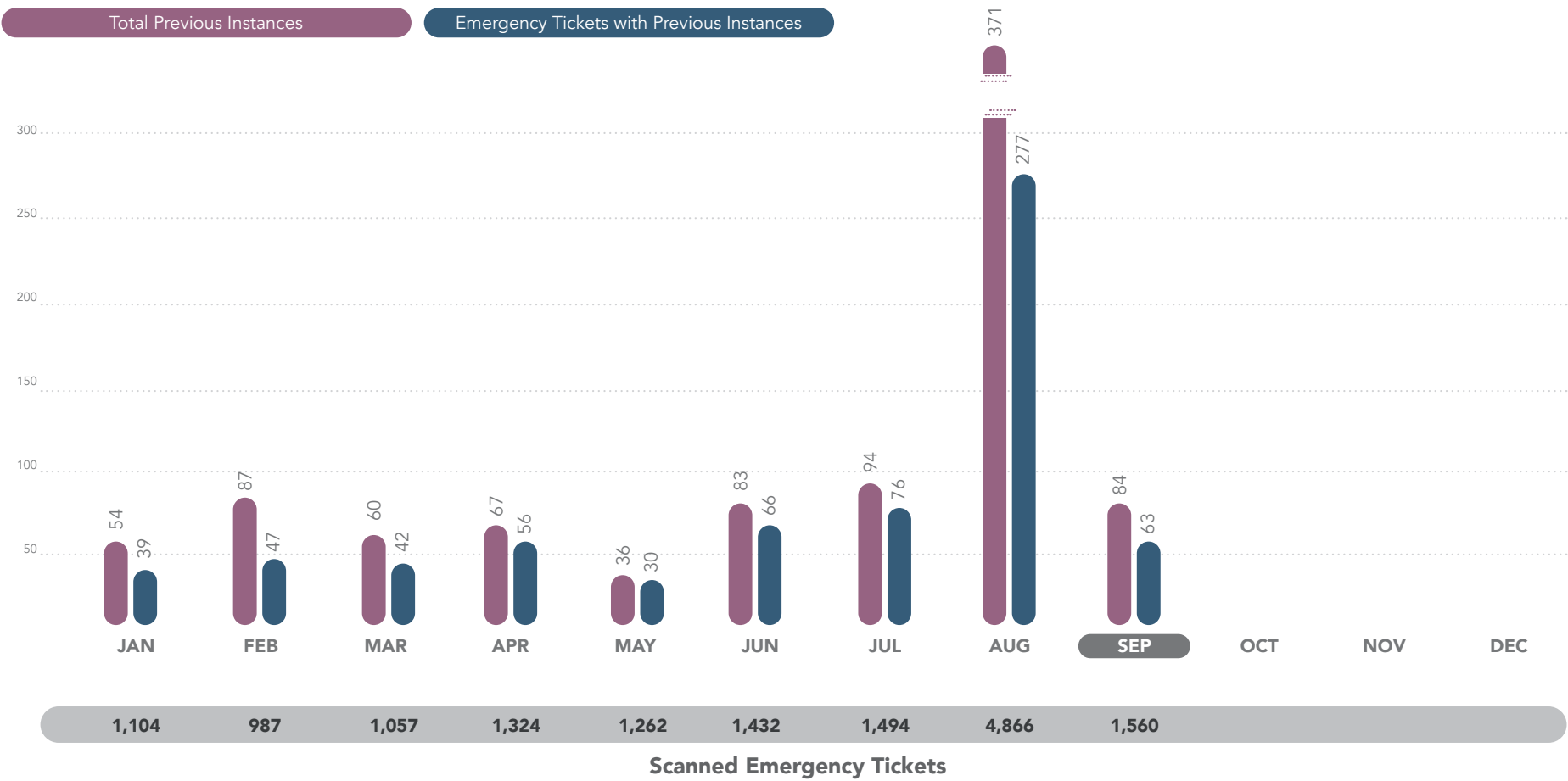


### HOMEOWNER TICKETS SEP



This chart shows the number of times that the same location of work has been found on repeated tickets. There was an interest in analyzing the data to see how many emergencies were actually repeated tickets. The data seems to indicate that the number of "repeated" tickets is a significant part of the emergency total.

### EMERGENCY TICKET SCAN



OCC's Creative Team performs work for it's customers at **no additional charge**. It's part of the added value that OCC's team brings when we go to work for you. This report will be updated quarterly when the Creative Team's Reports are prepared.

PROJECT NAME	HOURS WORKED
IAOC Dashboards	24:05
IAOC Micro Mike Rowe	15:00
IAOC Newsletter	27:30
IAOC Survey Monkey Account	3:45
IAOC Website Changes	7:15
Subtotal	77:35
Management Review (+15%)	11:38
<b>Grand Total with Review</b>	<b>89:13</b>

**CREATIVE HOURS - 2020**

