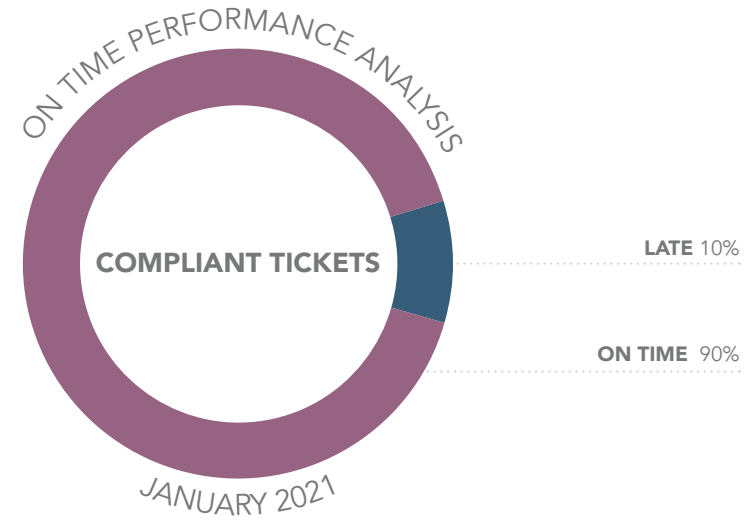
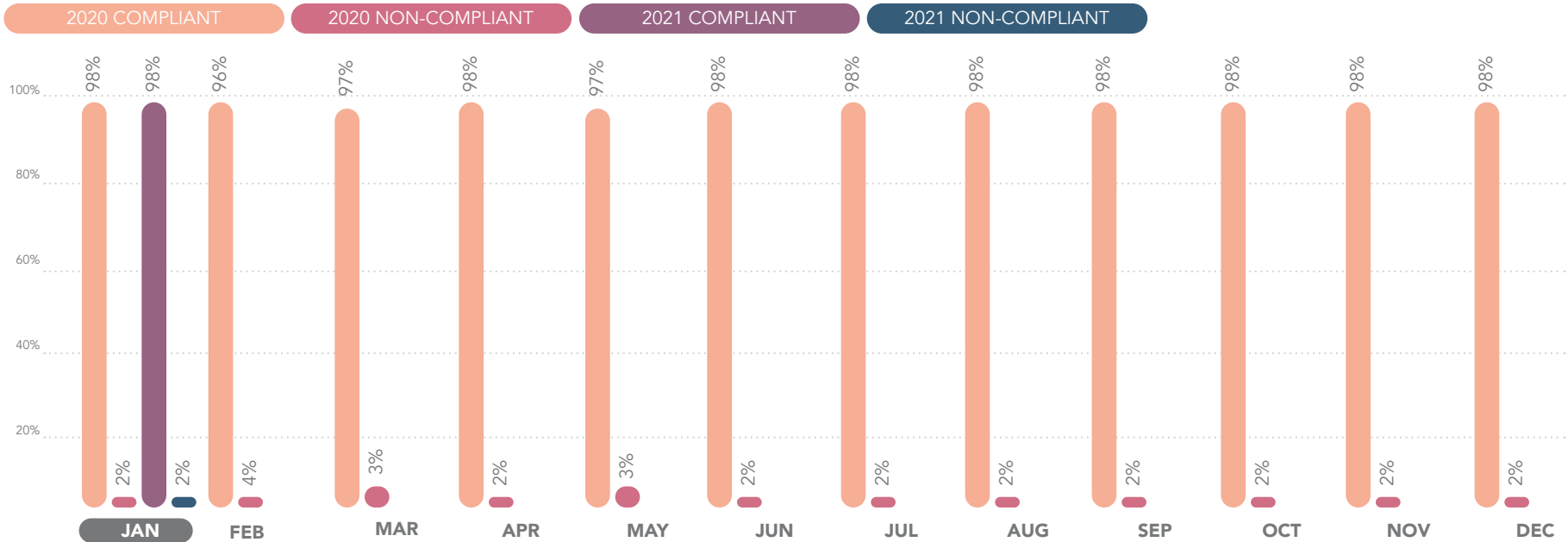


The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within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



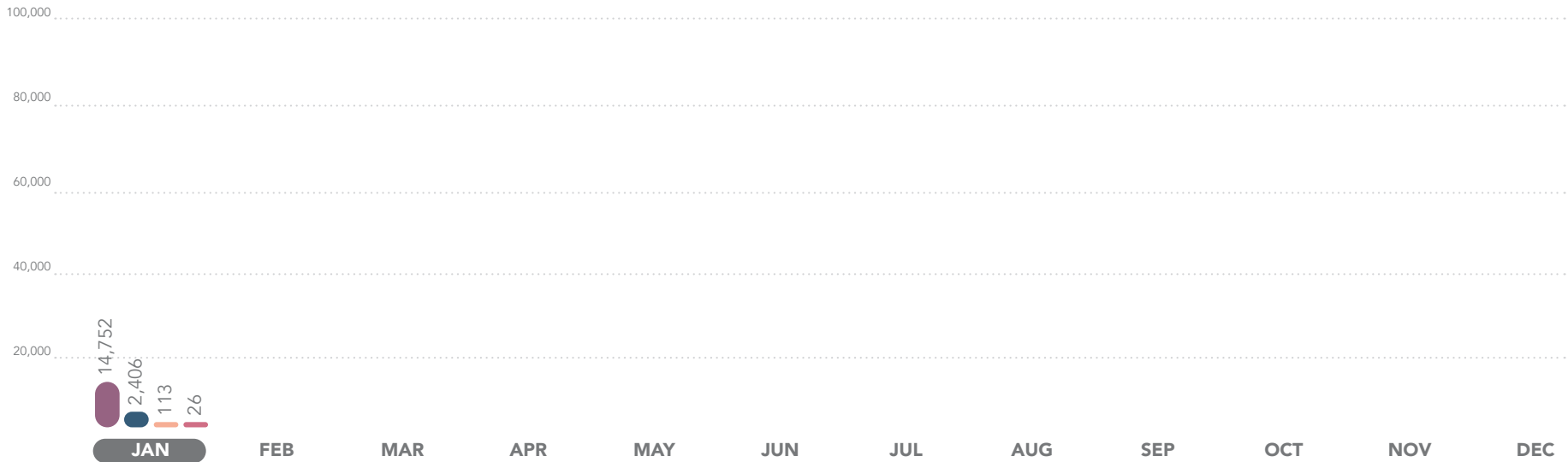
POSITIVE RESPONSE COMPLIANCE



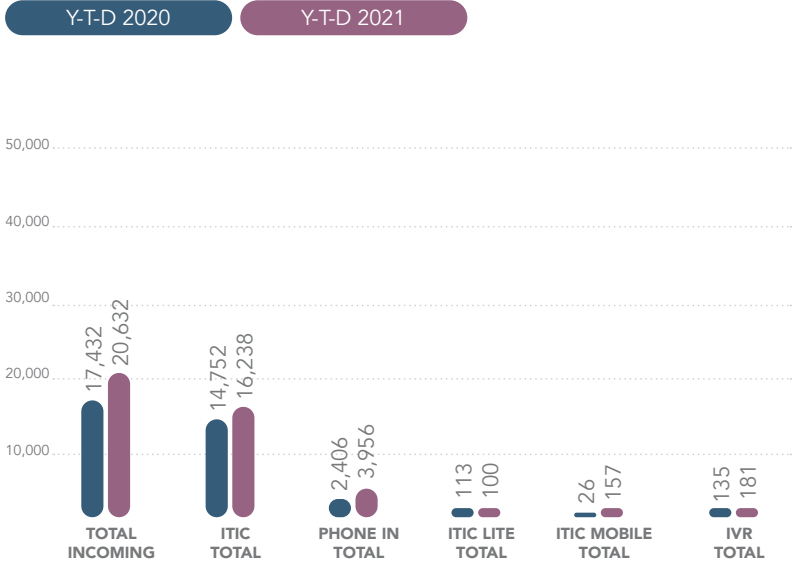
ITIC, ITIC Lite, and ITIC Mobile activity all continue to grow, and make up a greater percentage of incoming locates. The YTD ITIC Lite total has nearly doubled, indicating homeowners are embracing it. Phone In activity will continue to make up less of the total as more IOC users make the change to on-line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

MONTHLY ITIC ACTIVITY

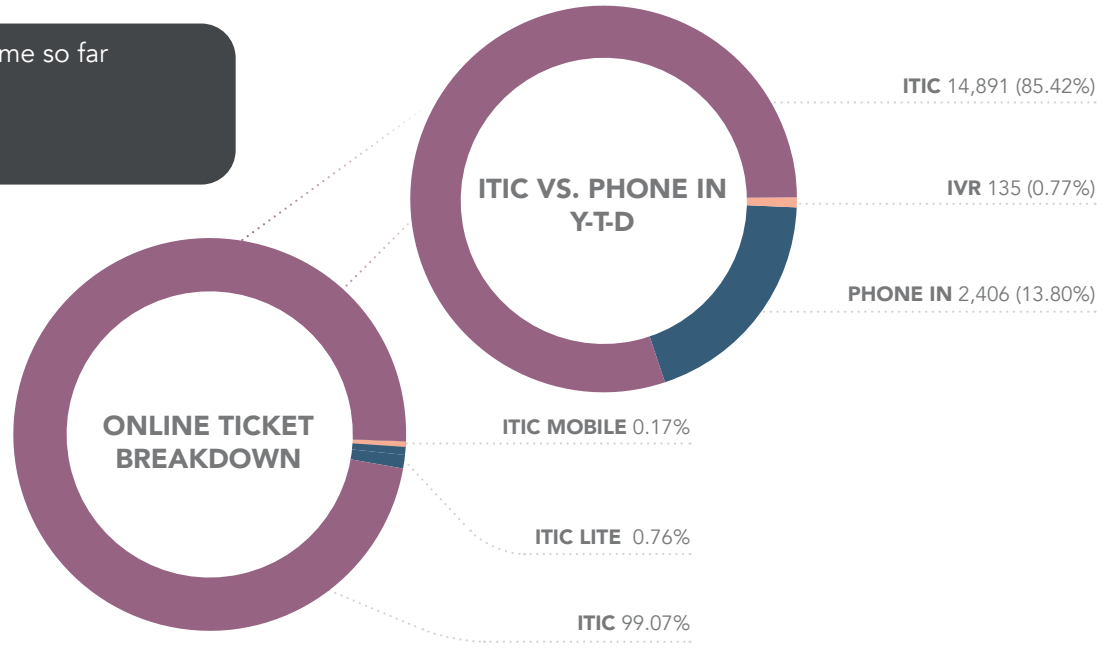
ITIC PHONE IN ITIC LITE ITIC MOBILE



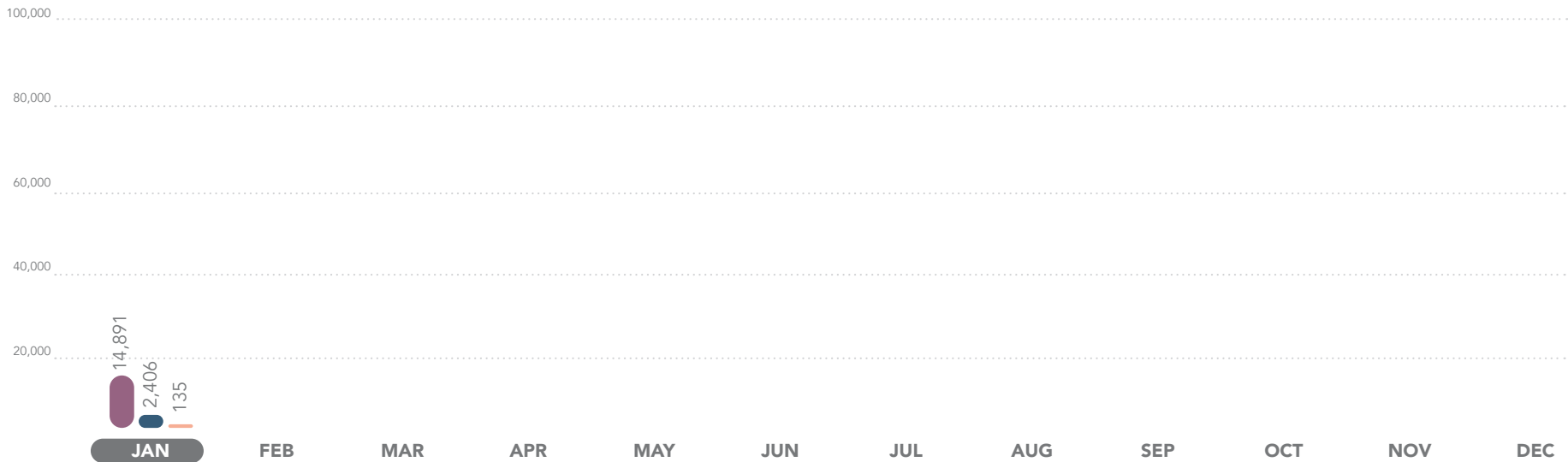
ITIC ACTIVITY Y-T-D



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

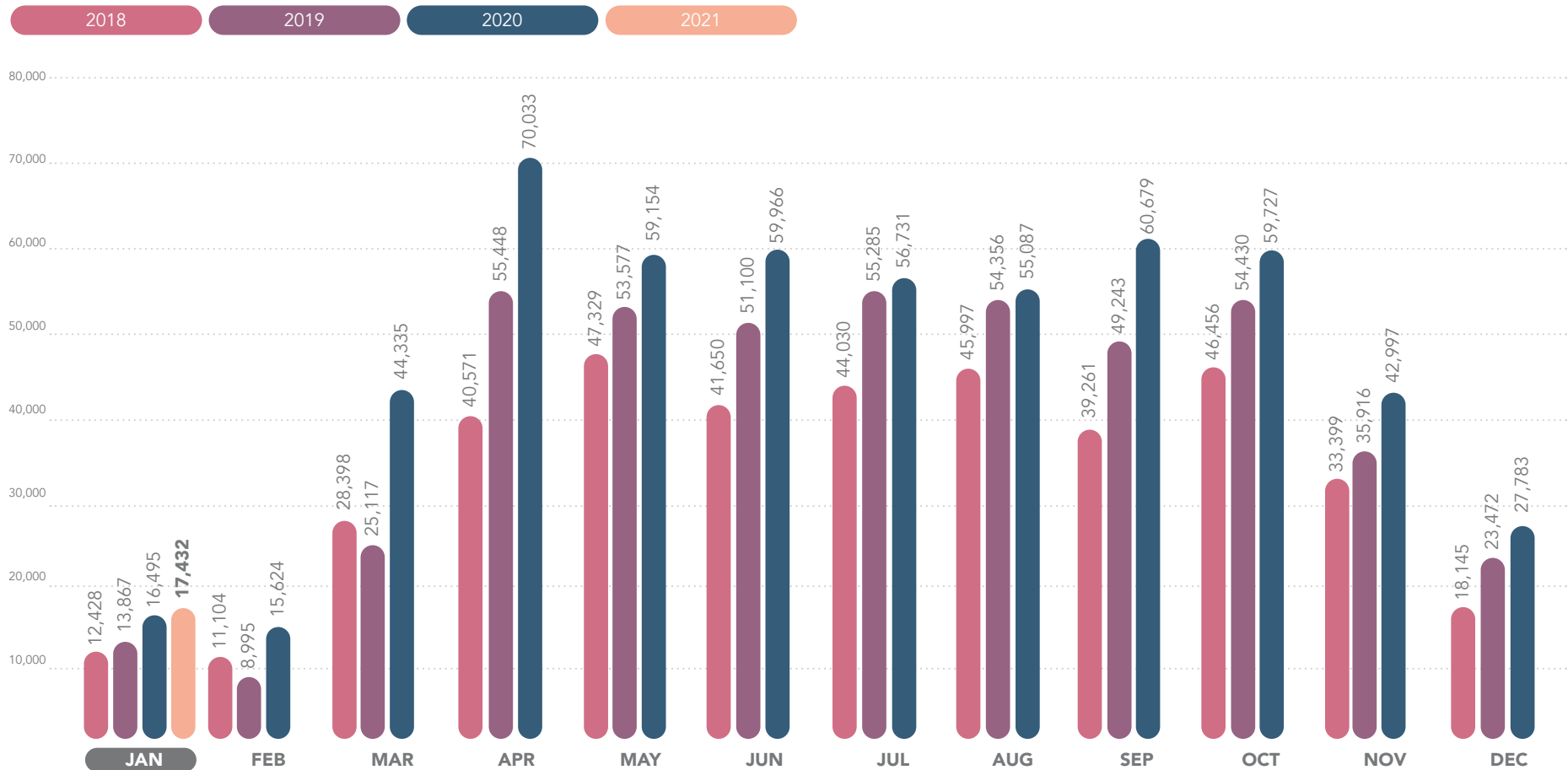


ITIC VS. PHONE IN



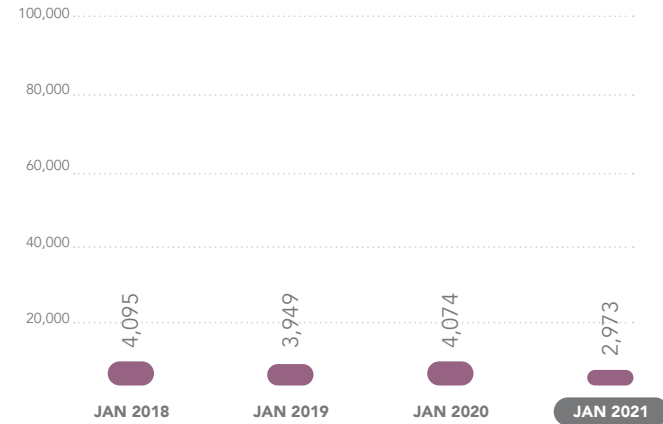
This chart tracks ITIC usage through the last few years.

COMPARATIVE ITIC VOLUME

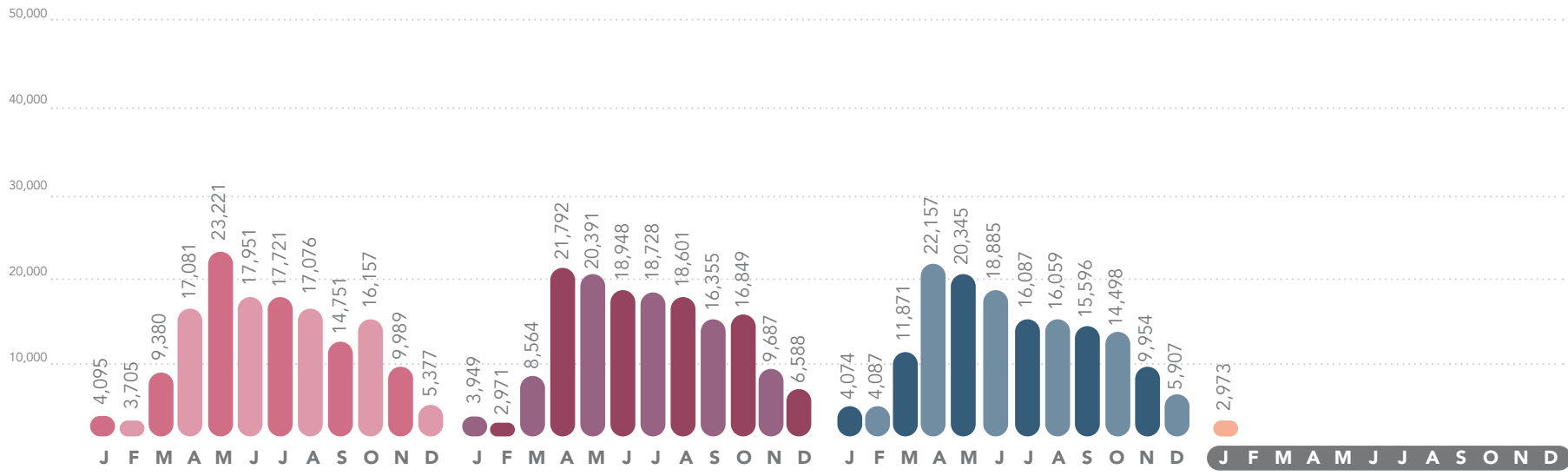


Total number of incoming phone calls is significantly lower than last year and consistent with totals received in the two previous years.

TOTAL INCOMING CALLS Y-T-D

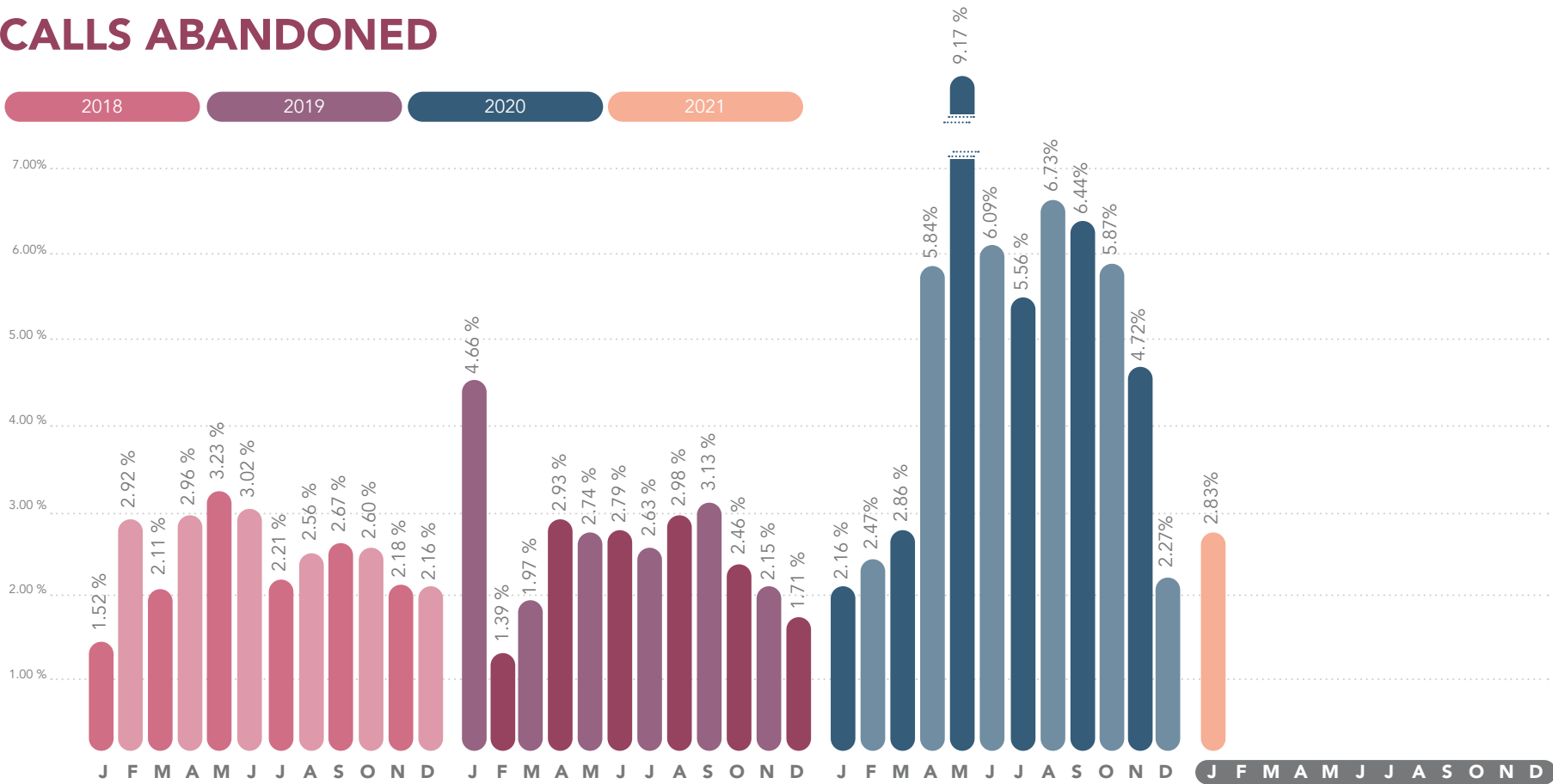


TOTAL INCOMING CALLS



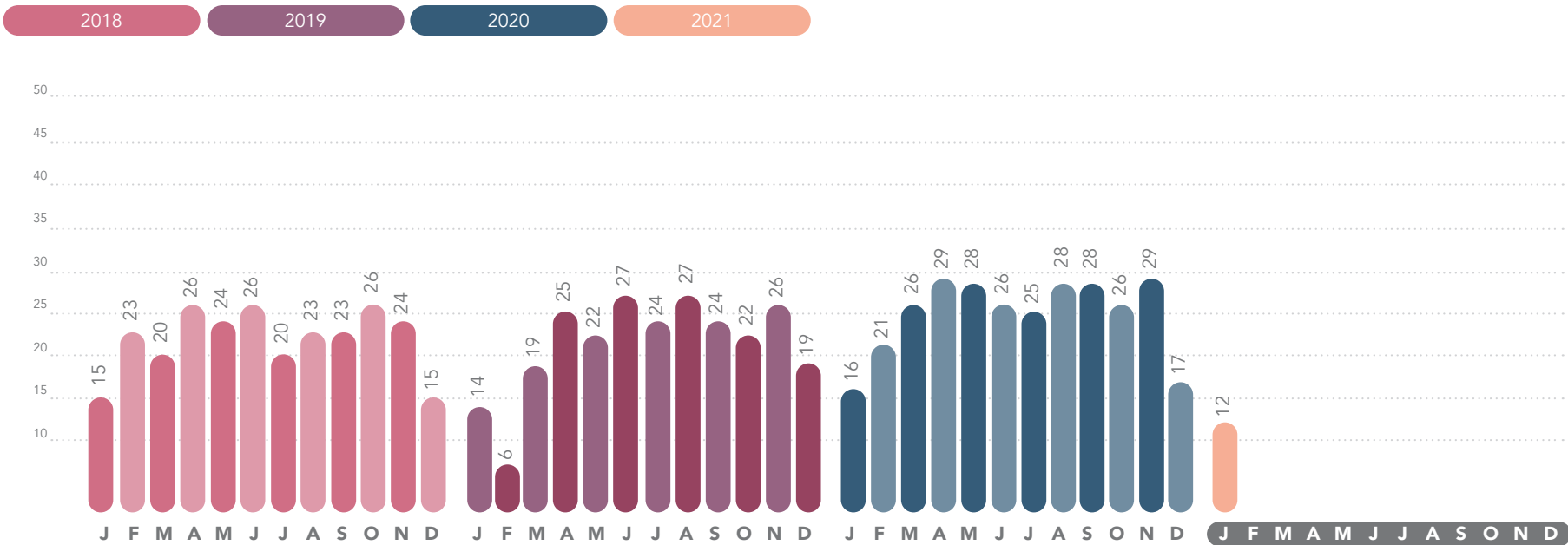
The January 2019 abandonment rate was the result of a series of prank calls received by the center throughout the month. Once we blocked the caller's phone number, the calls stopped, and you can see that the abandonment rate returned to near-historical levels. The current abandonment rate is occurring 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

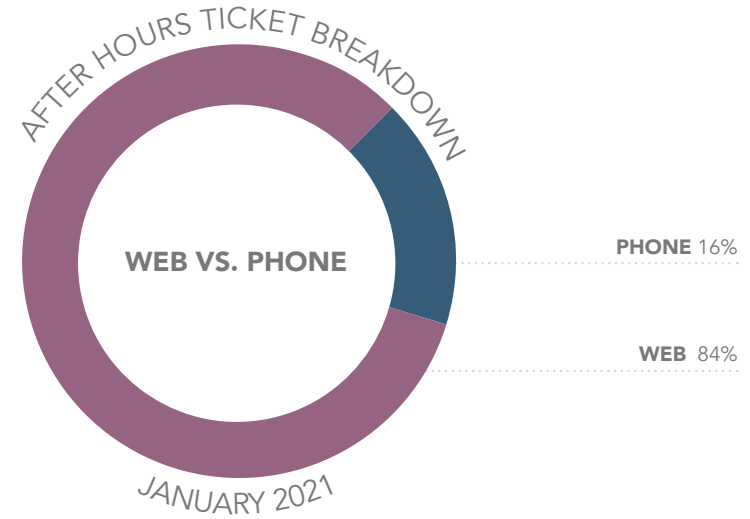


The average speed to answer is slightly lower than last year and consistent with that experienced in preceding years.

AVERAGE SPEED TO ANSWER

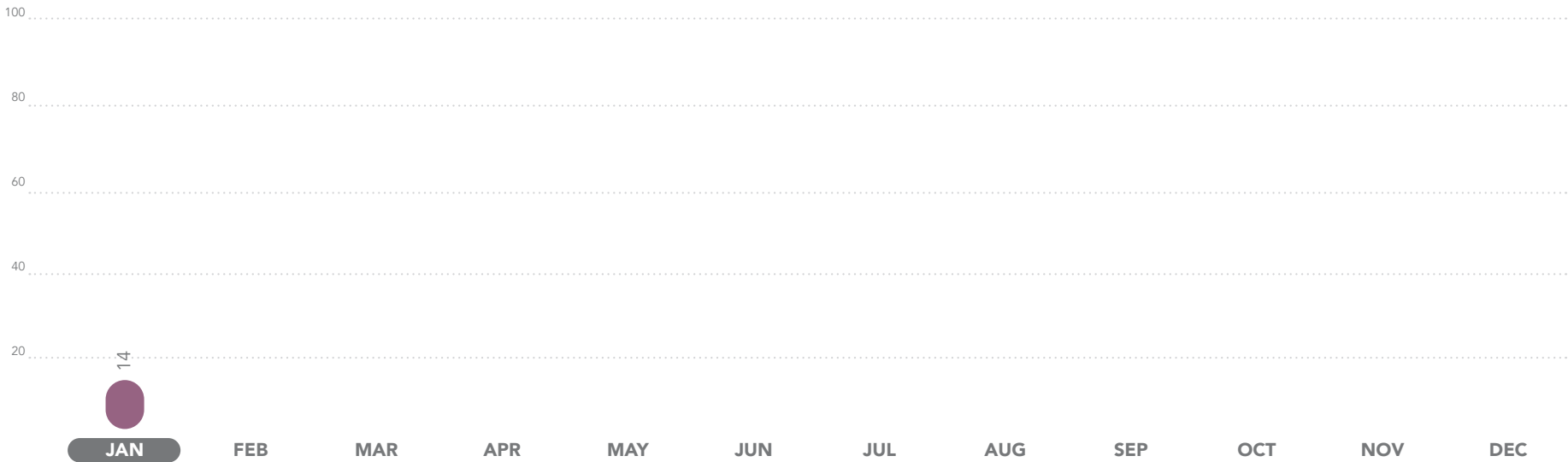


The chart below reflects the average speed (ASA) to answer during the after hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC.



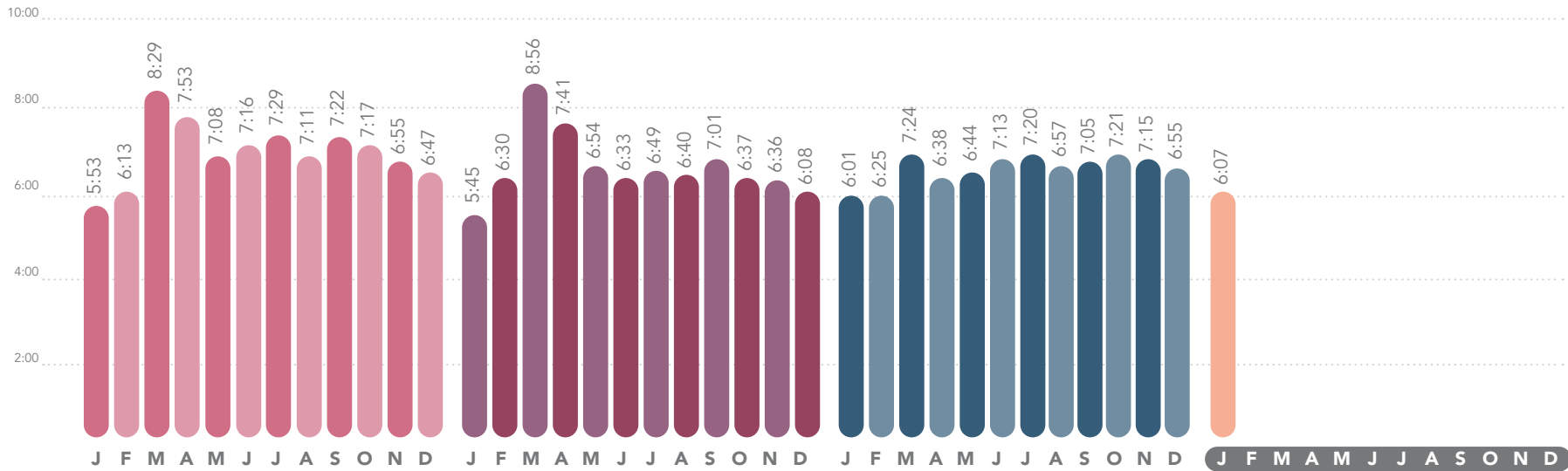
AVERAGE SPEED TO ANSWER AFTER HOURS

2021



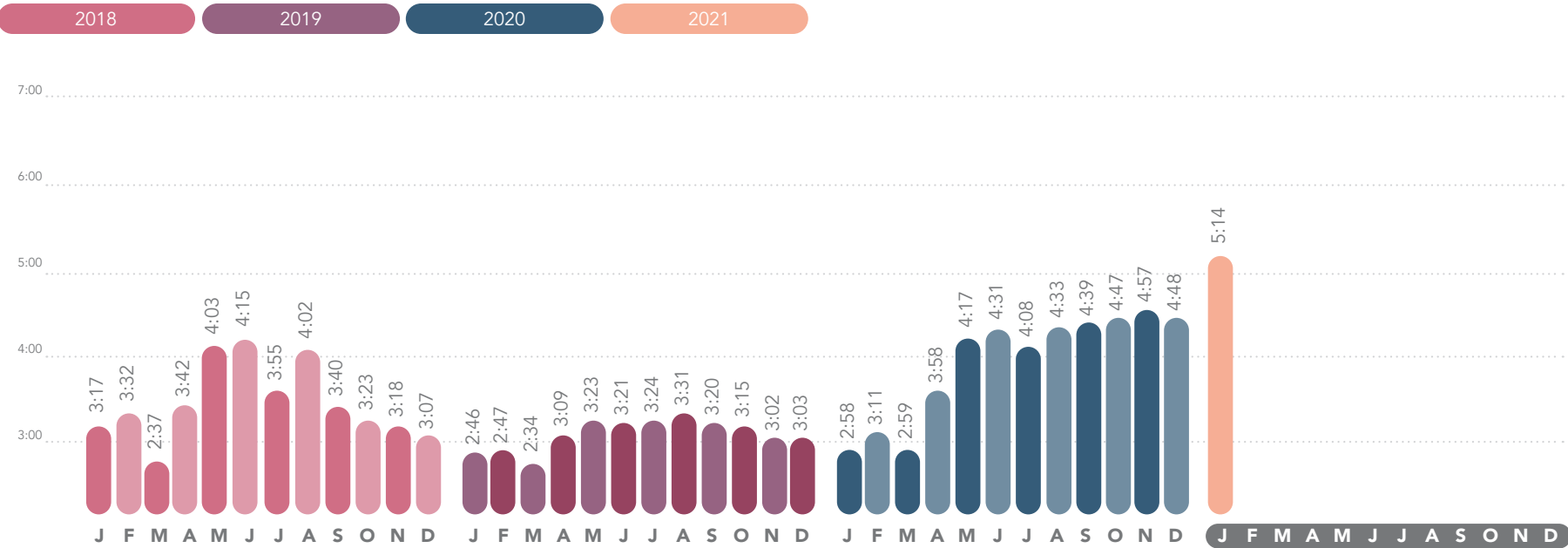
Average talk time is slightly higher than it was last year at this time.

AVERAGE TALK TIME



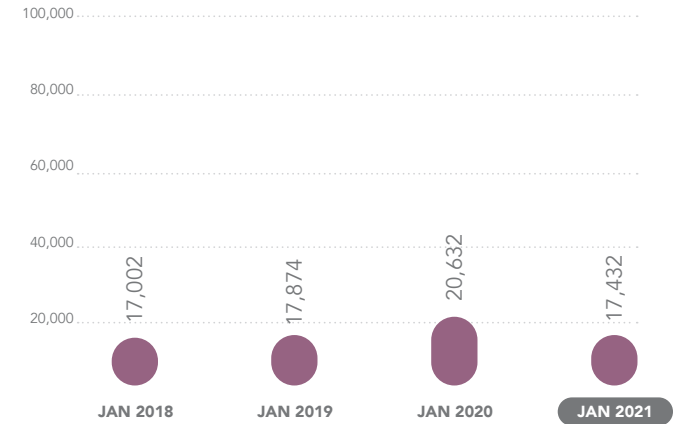
The average time per ticket for this month is higher than last year. This is attributable to the number of CSRs that are currently working as part of a supervised training class. We anticipate these numbers will drop as time passes.

AVERAGE TIME PER TICKET

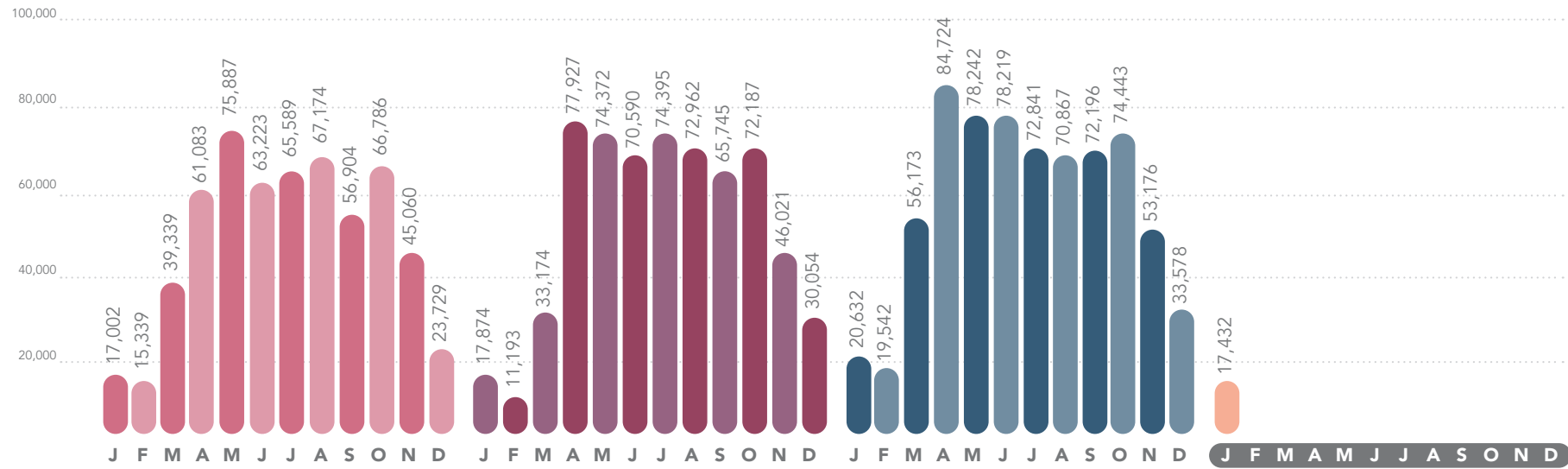


January ticket volume is lower than January 2020.

INCOMING TICKET TOTALS Y-T-D

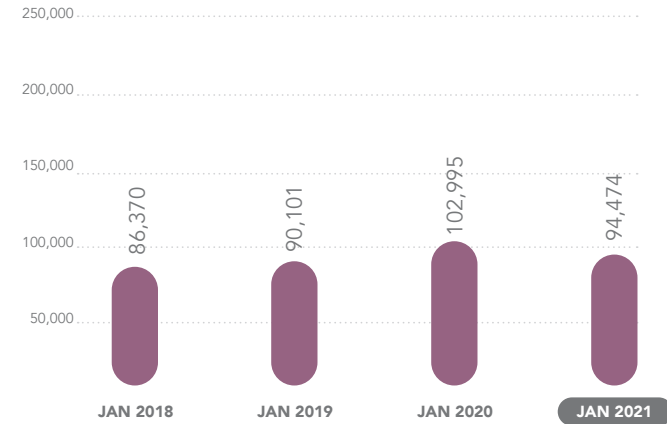


INCOMING TICKET TOTALS

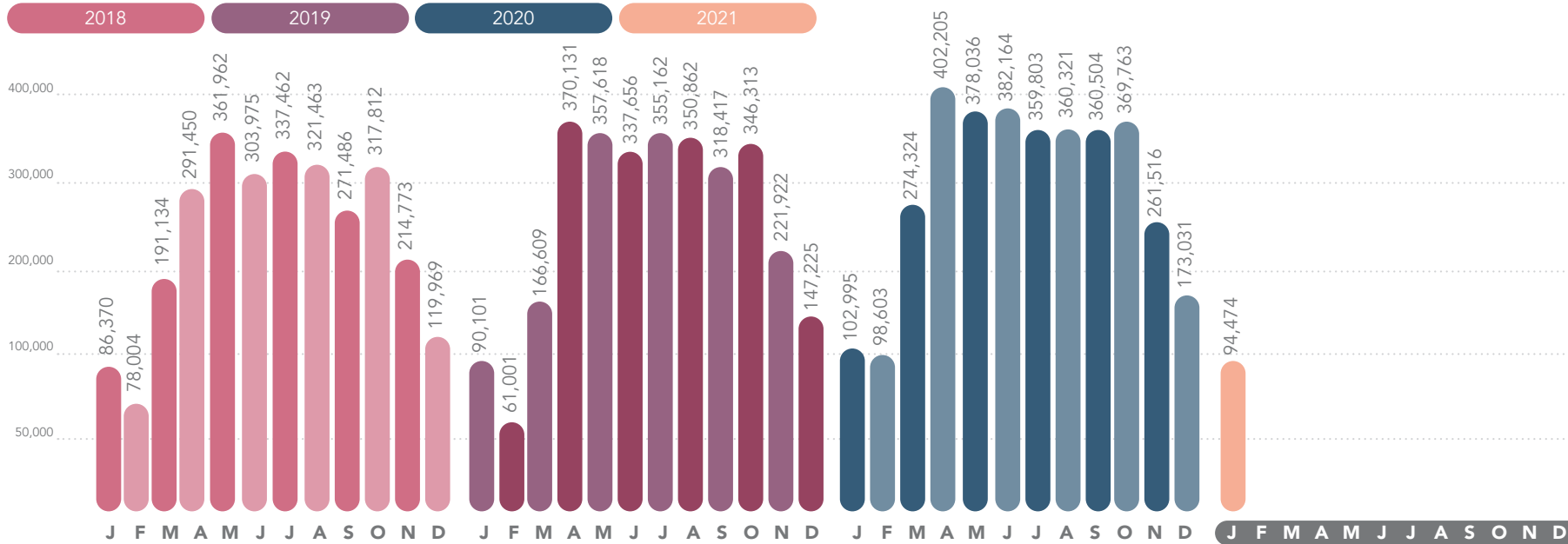


Outgoing ticket totals follow the pattern set by incoming tickets.

OUTBOUND TICKET TOTALS Y-T-D

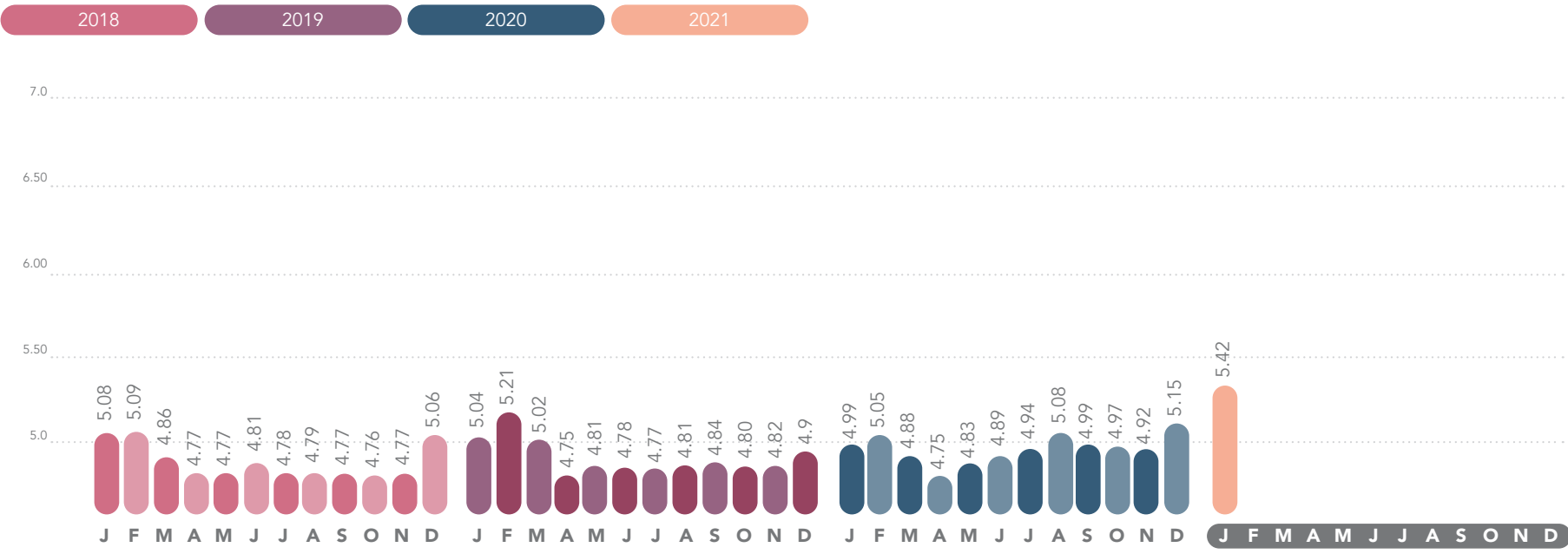


OUTBOUND TICKET TOTALS



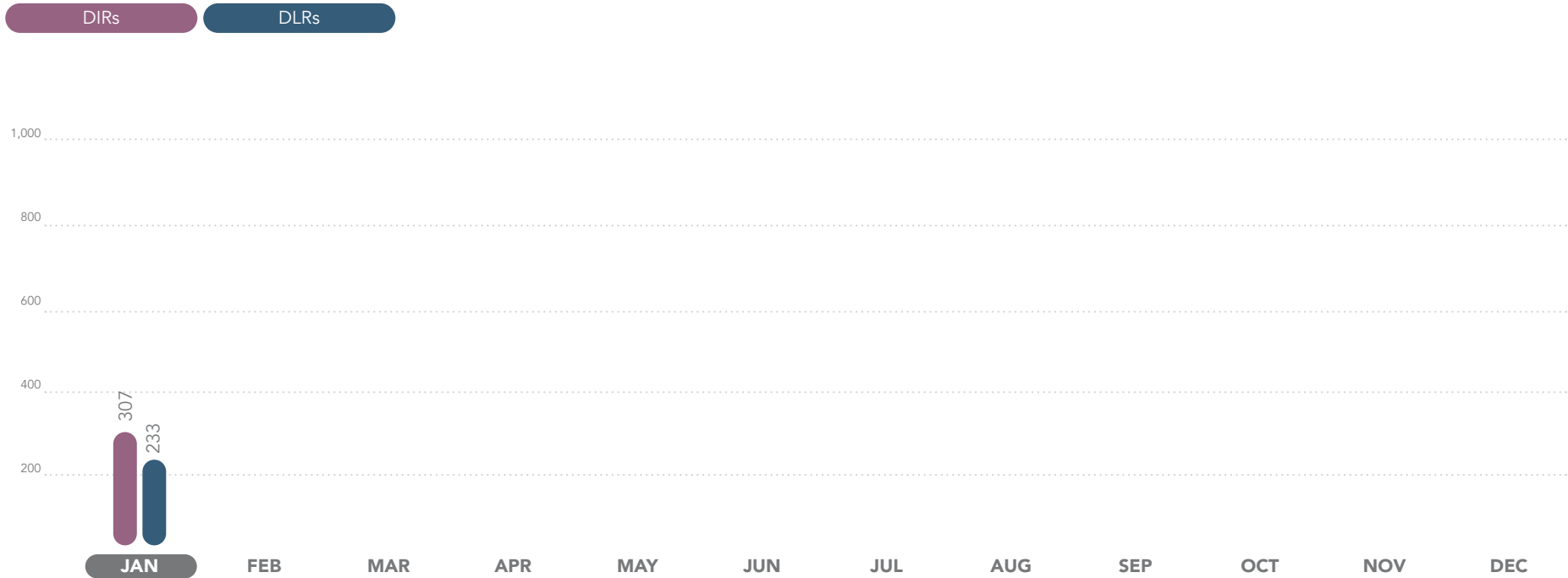
The in/out ratio has followed the historical pattern.

IN/OUT RATIO

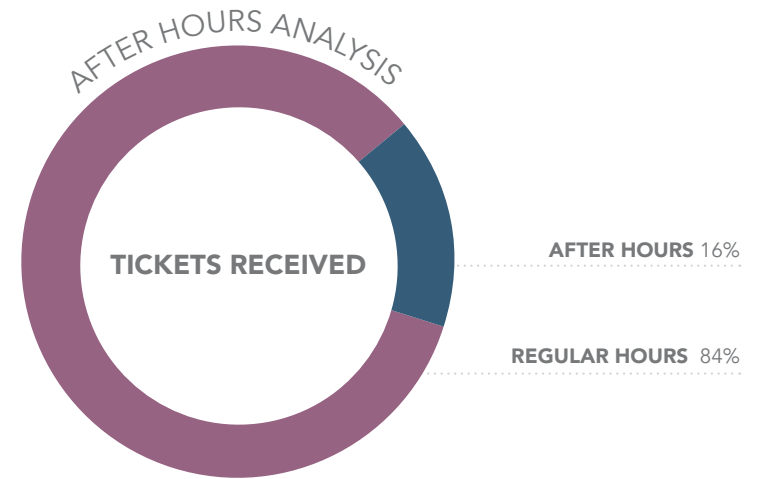


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

DRS SYSTEM ACTIVITY



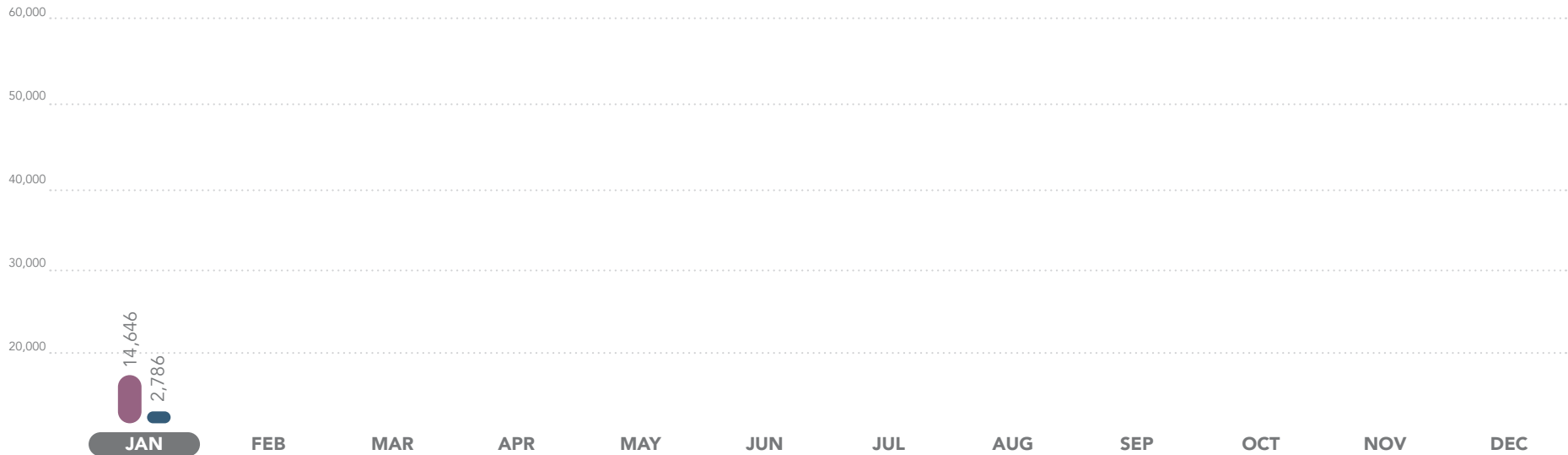
The charts on this page provide a breakdown showing the time of day that incoming tickets were received.



TIME OF RECEIPT ANALYSIS

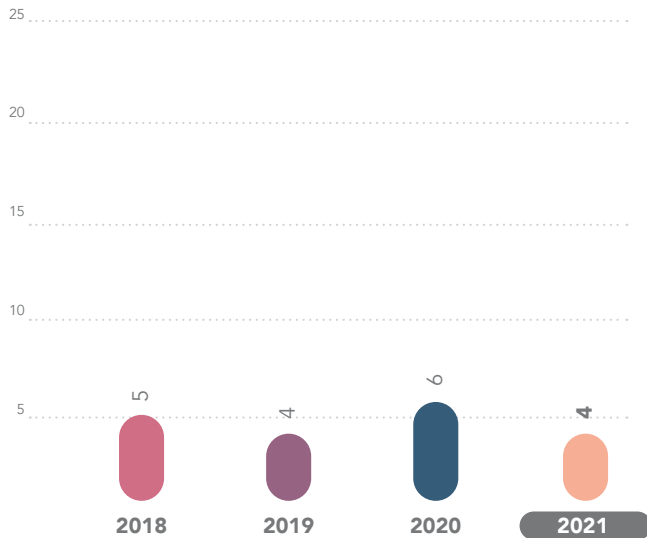
REGULAR HOURS

AFTER HOURS

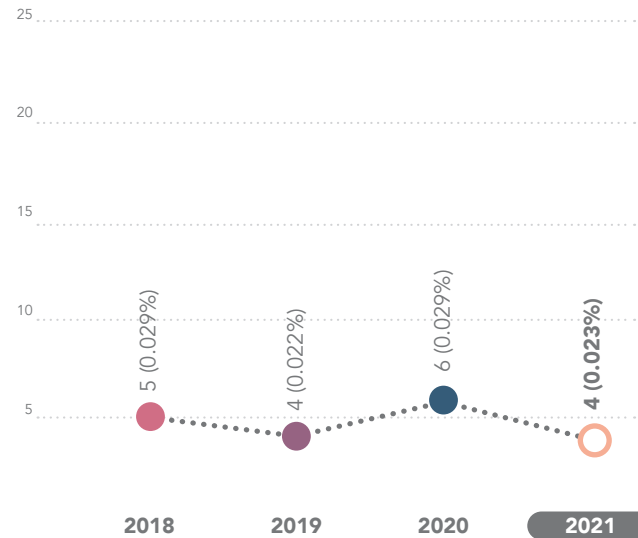


The number of MTD and YTD non-compliant tickets received is lower than 2020.

NON-COMPLIANT TICKETS Y-T-D

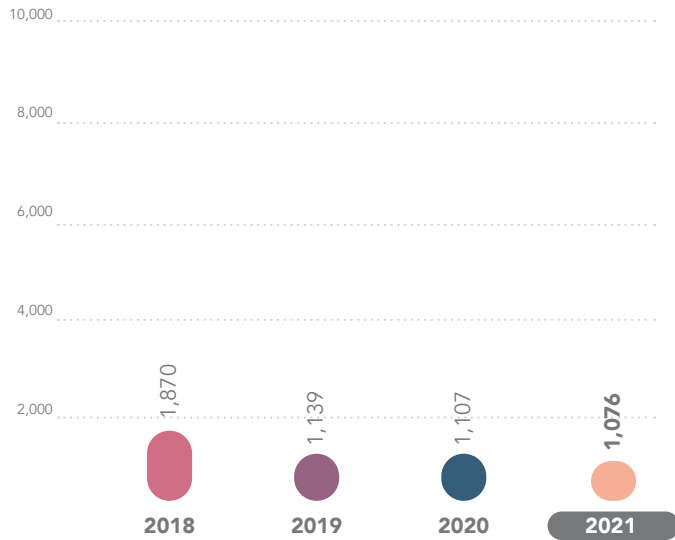


NON-COMPLIANT TICKETS DEC

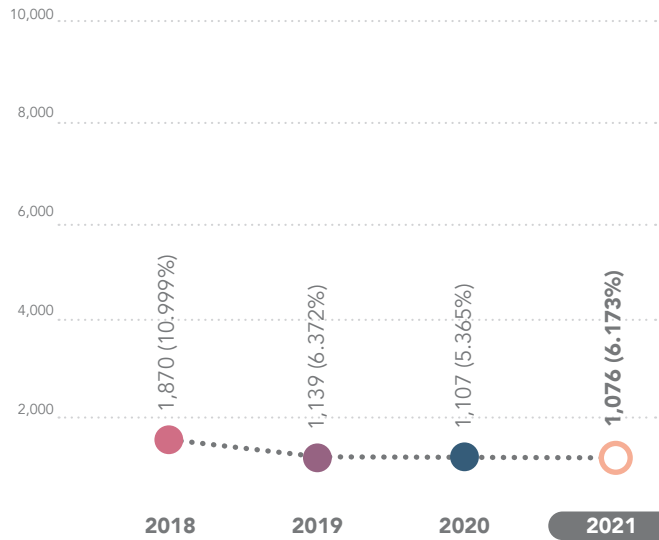


The total number of emergency tickets received M-T-D and Y-T-D is nearly the same as last year.

EMERGENCY TICKETS Y-T-D

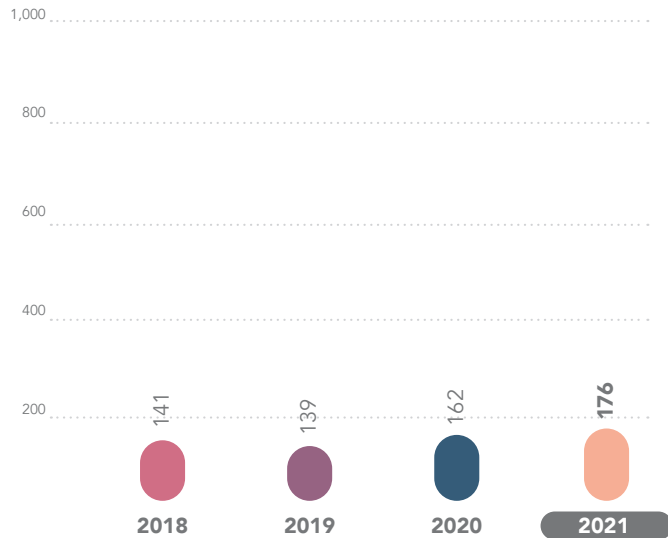


EMERGENCY TICKETS DEC

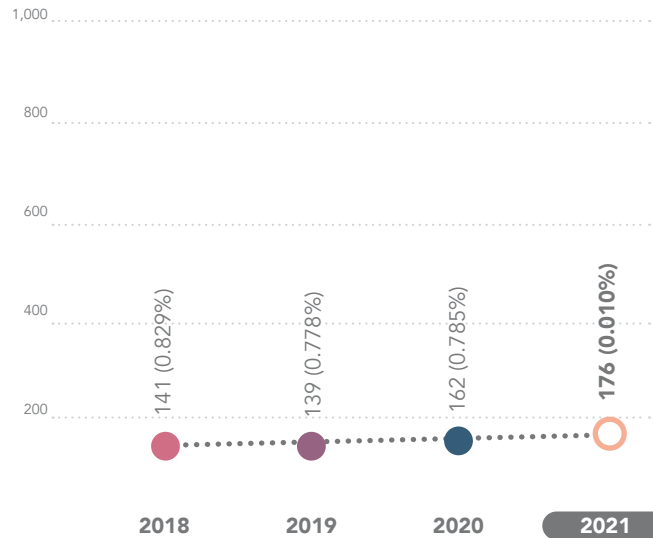


Both the monthly and annual total of dig-in tickets is higher in 2021 than in 2020.

DIG IN TICKETS Y-T-D

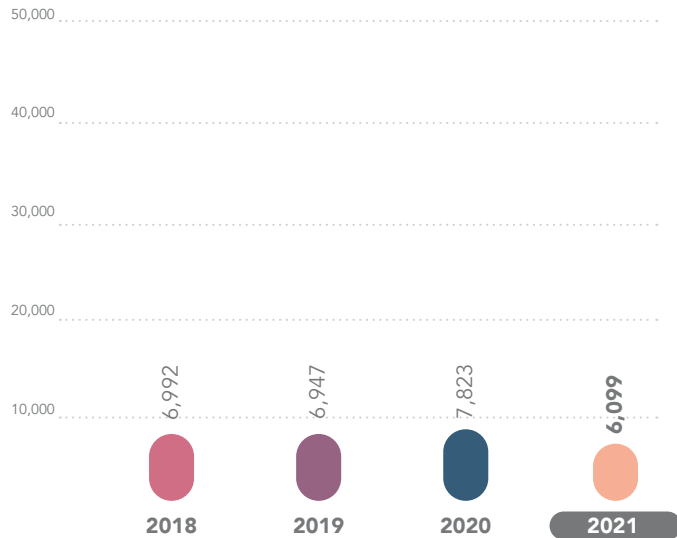


DIG IN TICKETS DEC

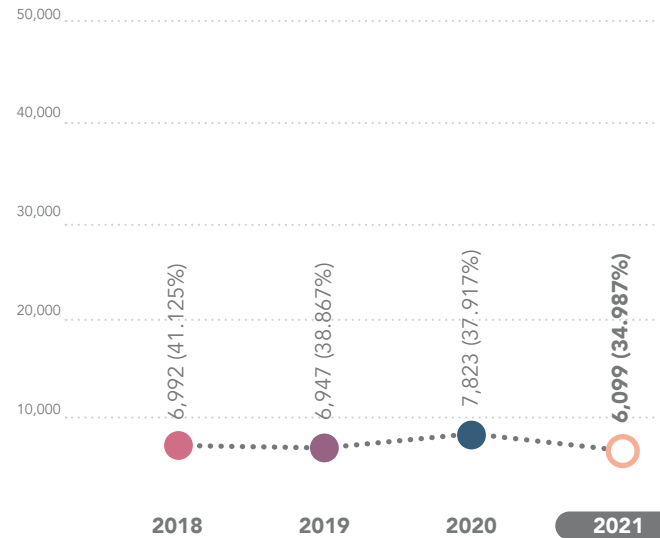


The total number of tickets where callers report the job is whitelined is lower than last year's levels.

WHITELINED TICKETS Y-T-D

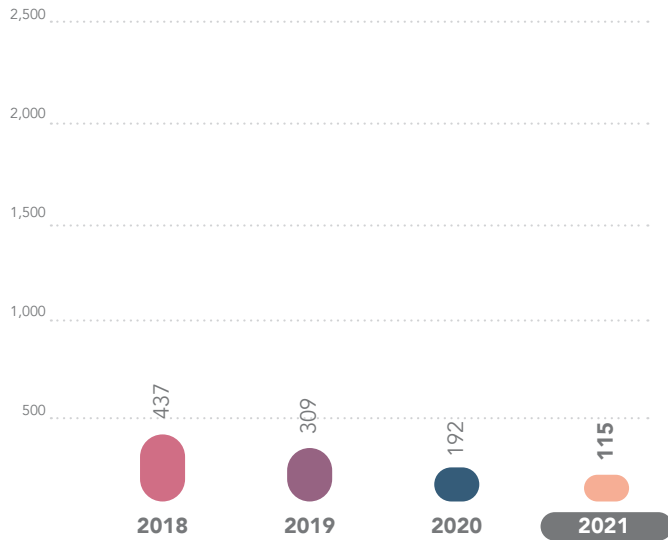


WHITELINED TICKETS DEC

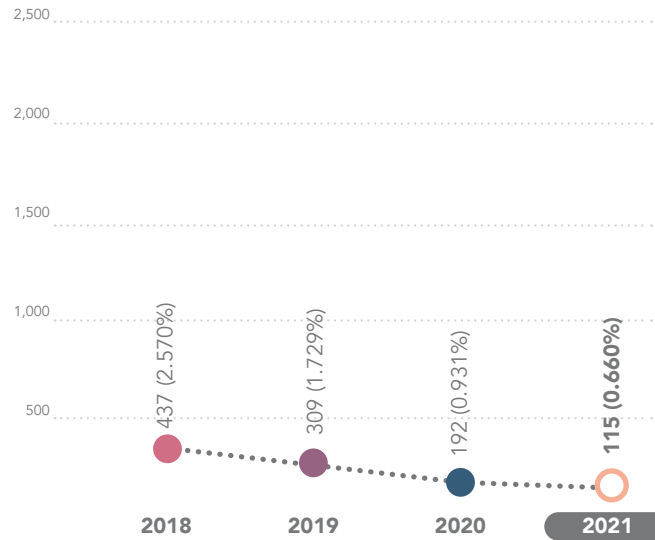


The Y-T-D number of tickets with GPS coordinates is lower than 2020 levels. This is most likely the result of the detailed mapping available through NextGen.

TICKETS WITH GPS Y-T-D

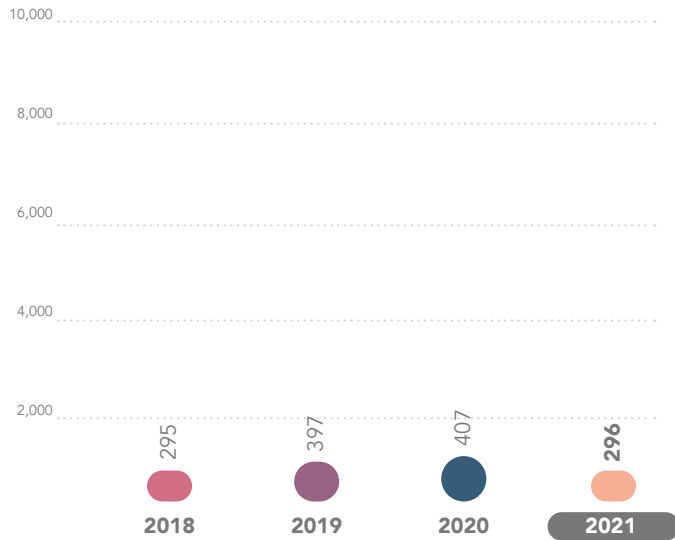


TICKETS WITH GPS DEC

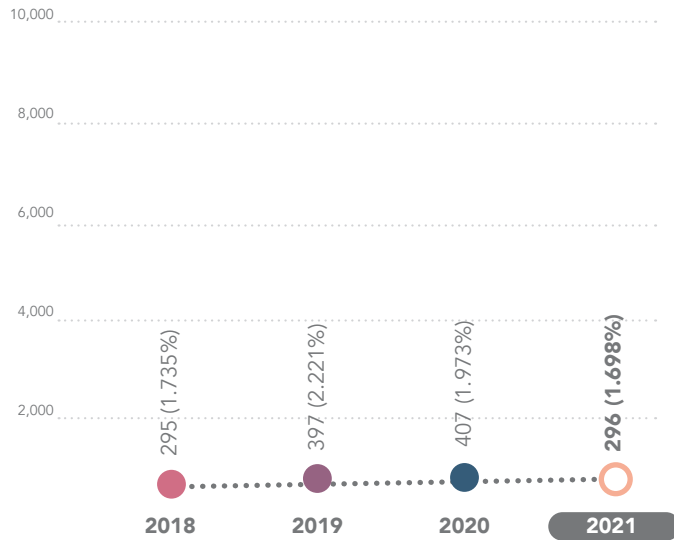


Overall homeowner ticket volume is lower than 2020.

HOMEOWNER TICKETS Y-T-D



HOMEOWNER TICKETS DEC

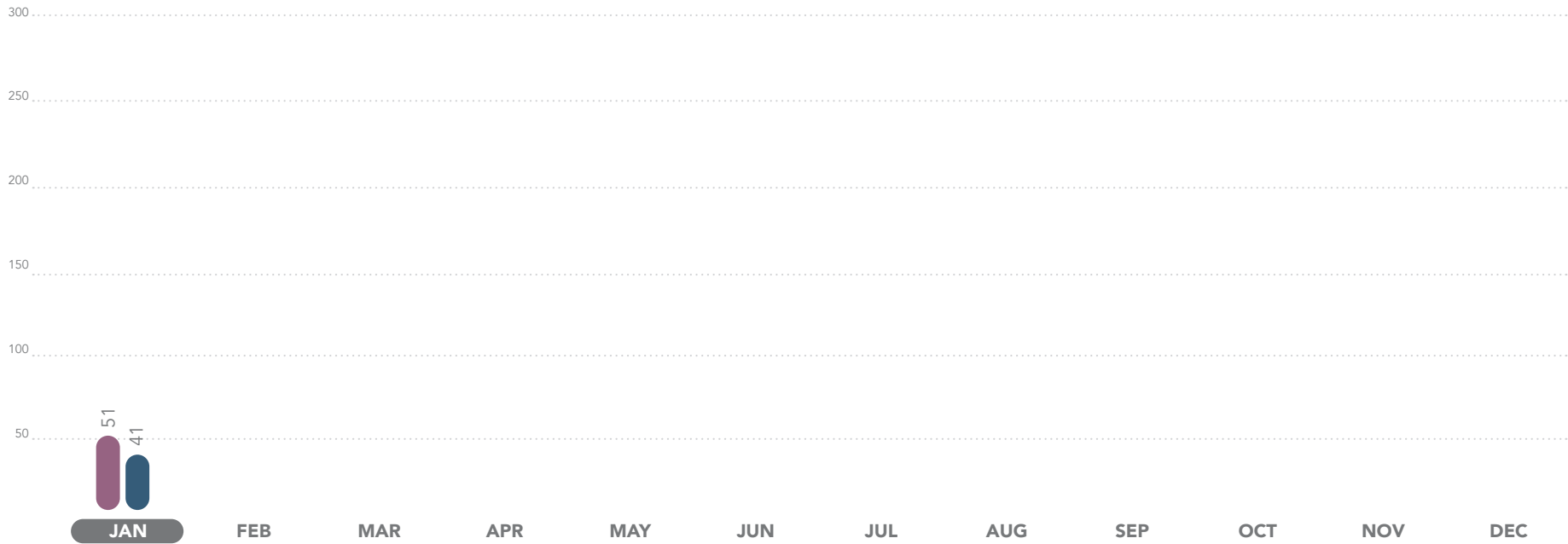


This chart shows the number of times that the same location of work has been found on repeated tickets. There was an interest in analyzing the data to see how many emergencies were actually repeated tickets. The data seems to indicate that the number of "repeated" tickets is a significant part of the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

EMERGENCY TICKET SCAN

Total Previous Instances

Emergency Tickets with Previous Instances



1,102

Scanned Emergency Tickets

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	28:50
IAOC ESAP Program	95:00
IAOC Micro Mike Rowe	4:00
IAOC Newsletter	32:45
IAOC Survey Monkey Account	3:45
IAOC Website Changes	14:30
Subtotal	178:50
Management Review (+15%)	26:49
Grand Total with Review	205:39

CREATIVE HOURS - 2020

