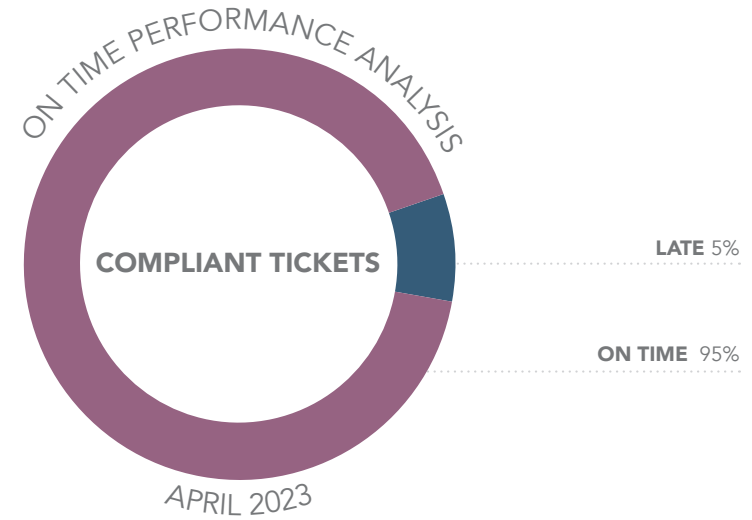
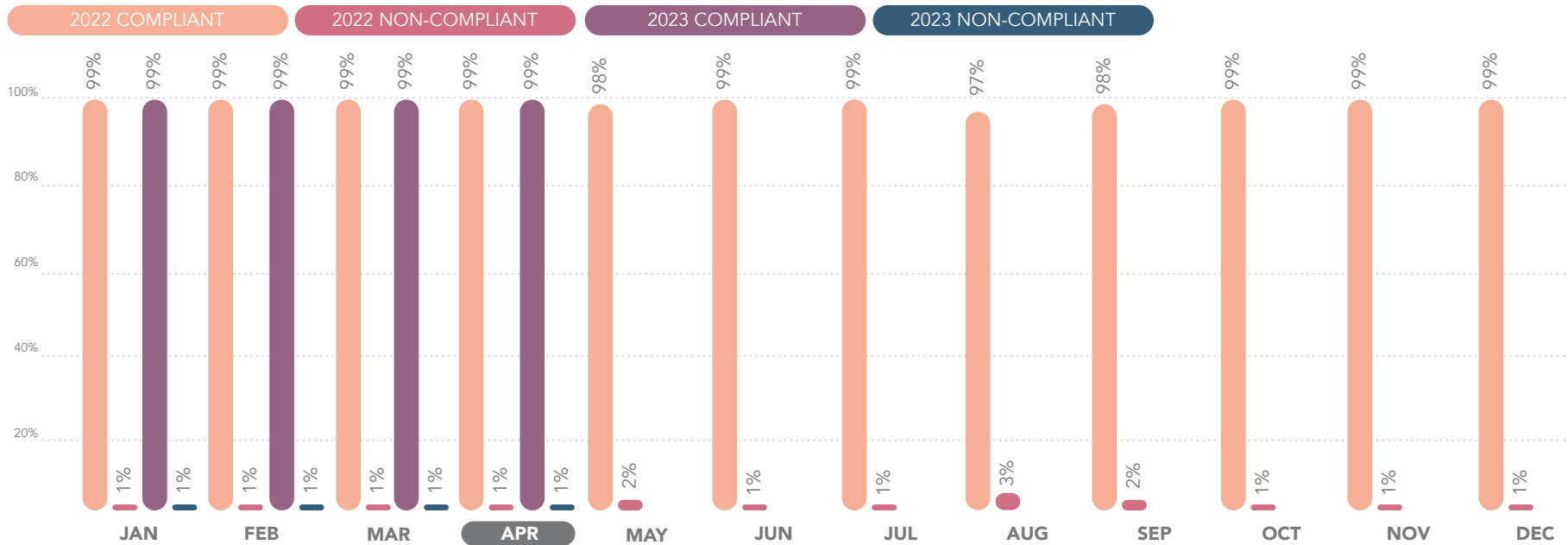


The bar graph below shows the percentage of all tickets to which operators have responded to the positive response system in compliance with state law, without regard to timeliness. The pie chart to the right shows the percentage of tickets to which operators have responded using an IOC status code within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



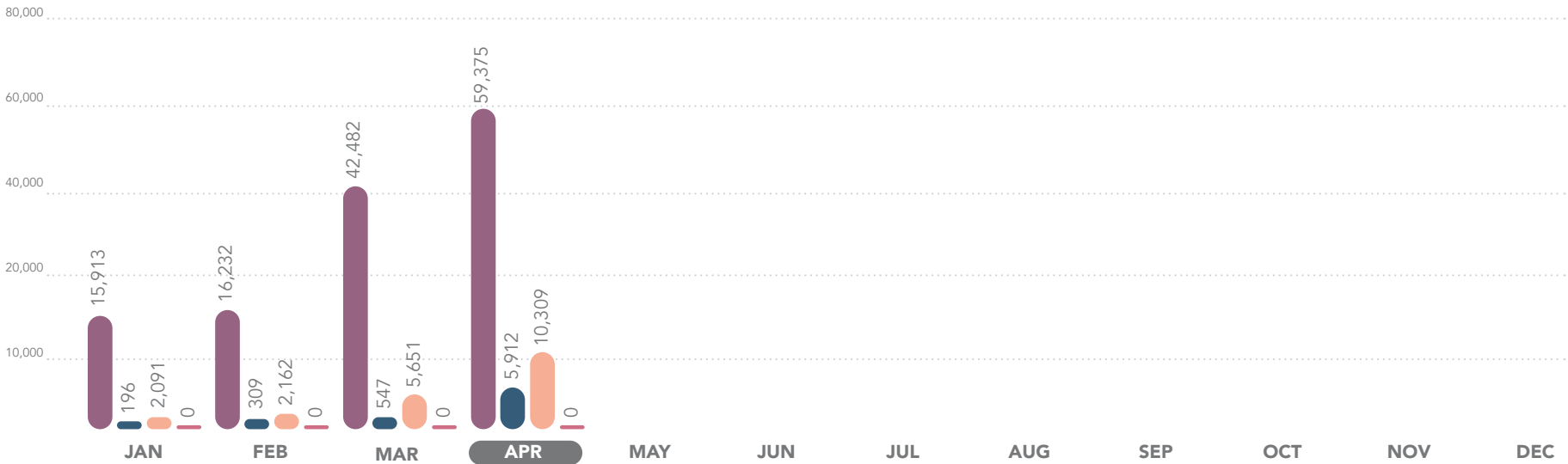
### POSITIVE RESPONSE COMPLIANCE



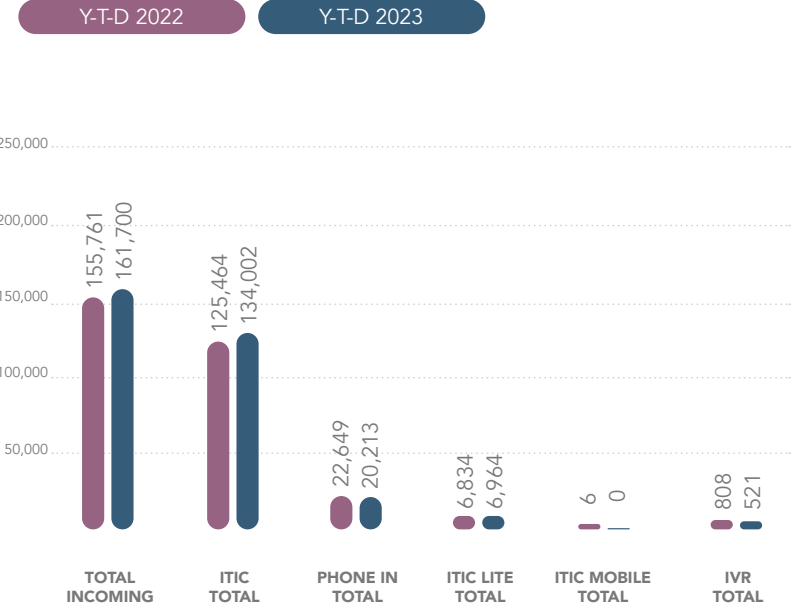
ITIC, ITIC Lite, and ITIC Mobile activity all continue to grow, and make up a greater percentage of incoming locates. Phone In activity will continue to make up less of the total as more IOC users make the change to on-line ticket entry.

### MONTHLY ITIC ACTIVITY

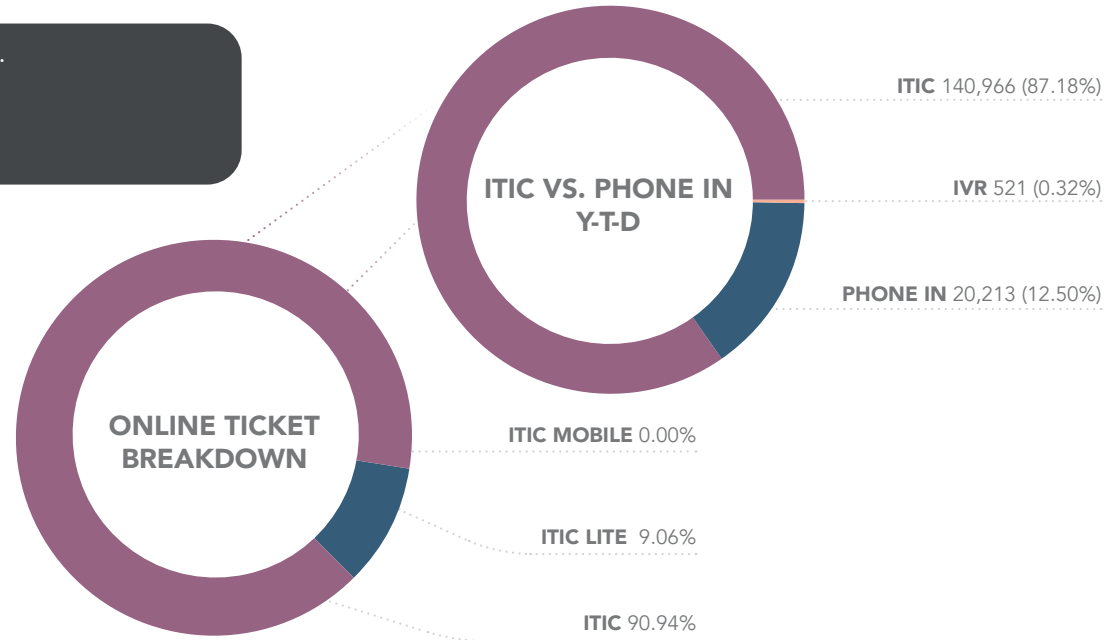
ITIC    ITIC LITE    PHONE IN    ITIC MOBILE



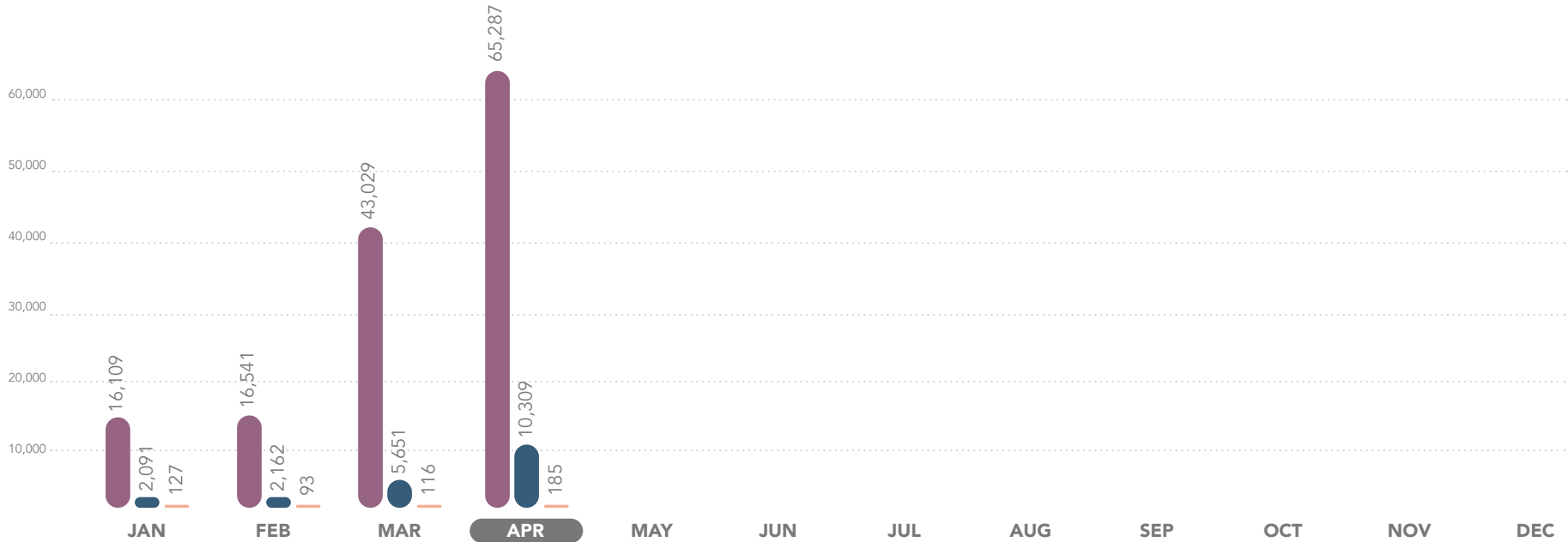
### ITIC ACTIVITY Y-T-D



The number of tickets received through ITIC is nearly 91% YTD this month.

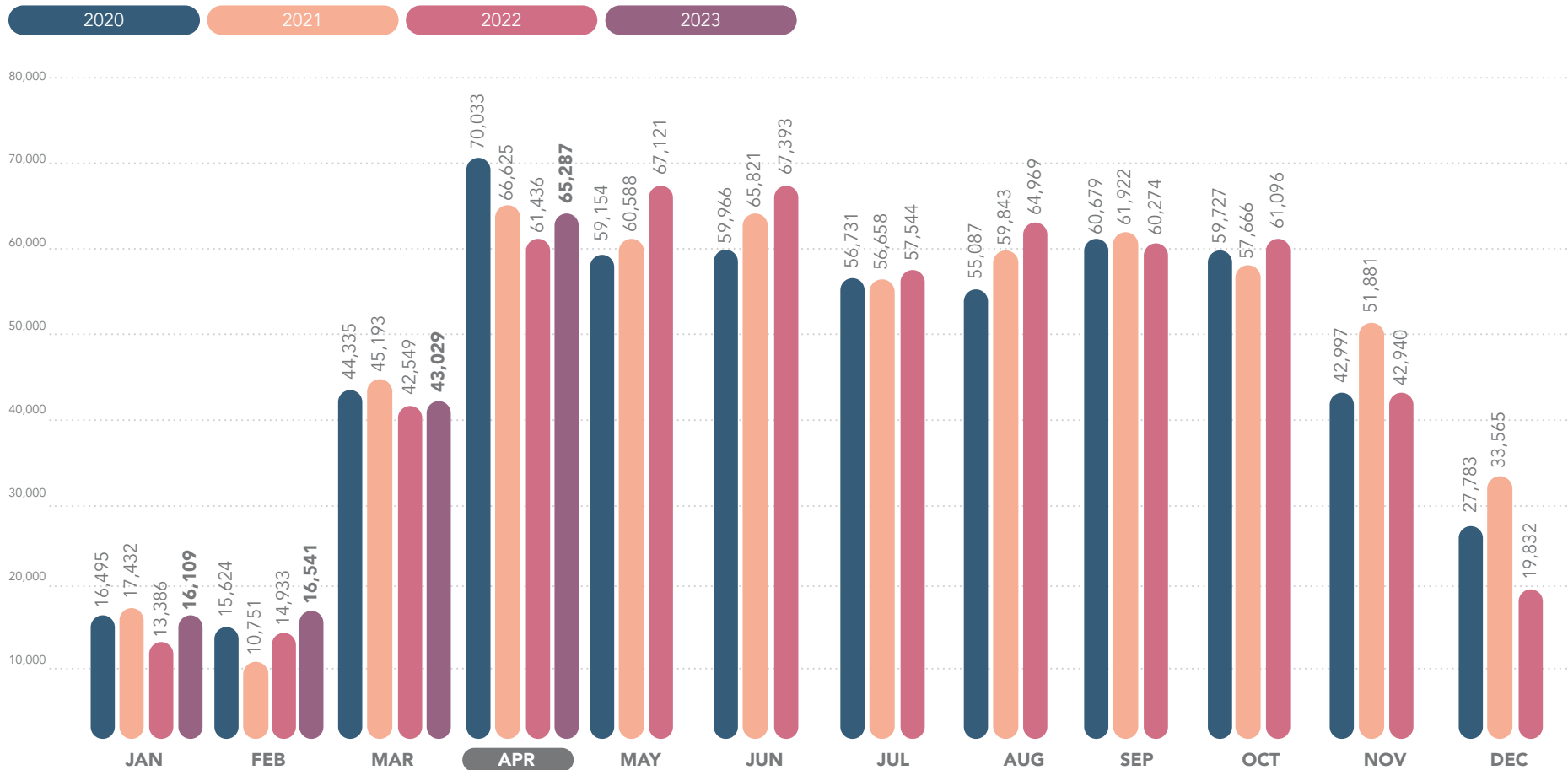


### ITIC VS. PHONE IN



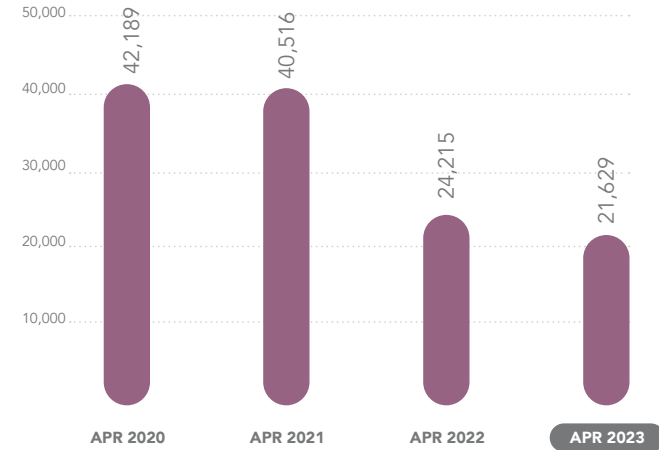
This chart tracks ITIC usage through the last few years.

### COMPARATIVE ITIC VOLUME

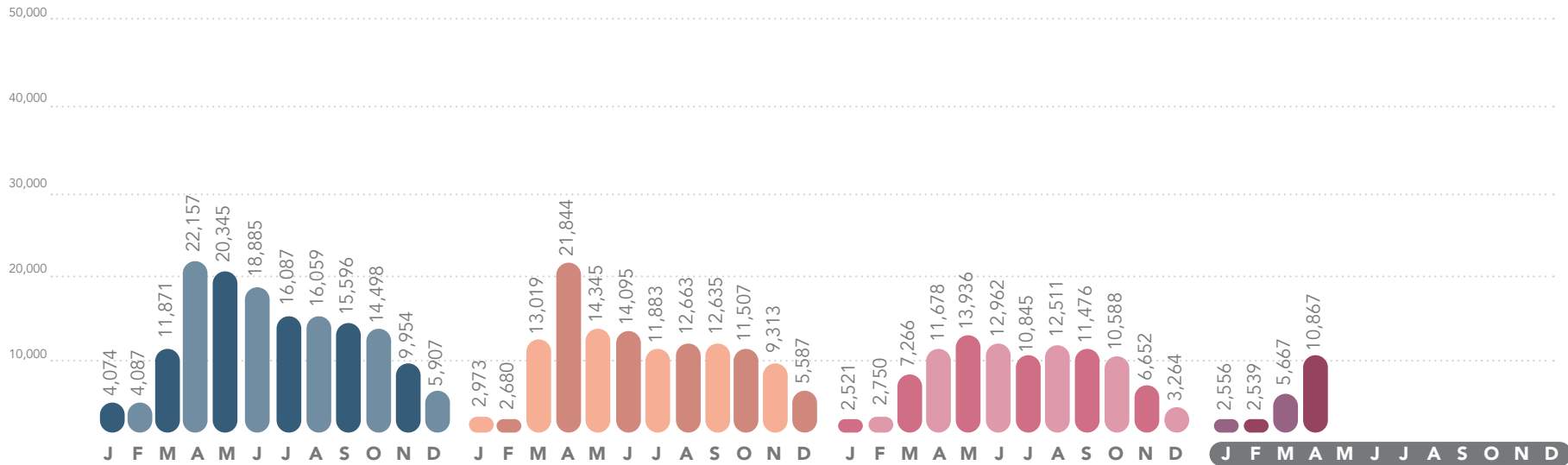


Total current month number of incoming phone calls continues the trend of fewer phone calls due to the increased use of ITIC.

### TOTAL INCOMING CALLS Y-T-D

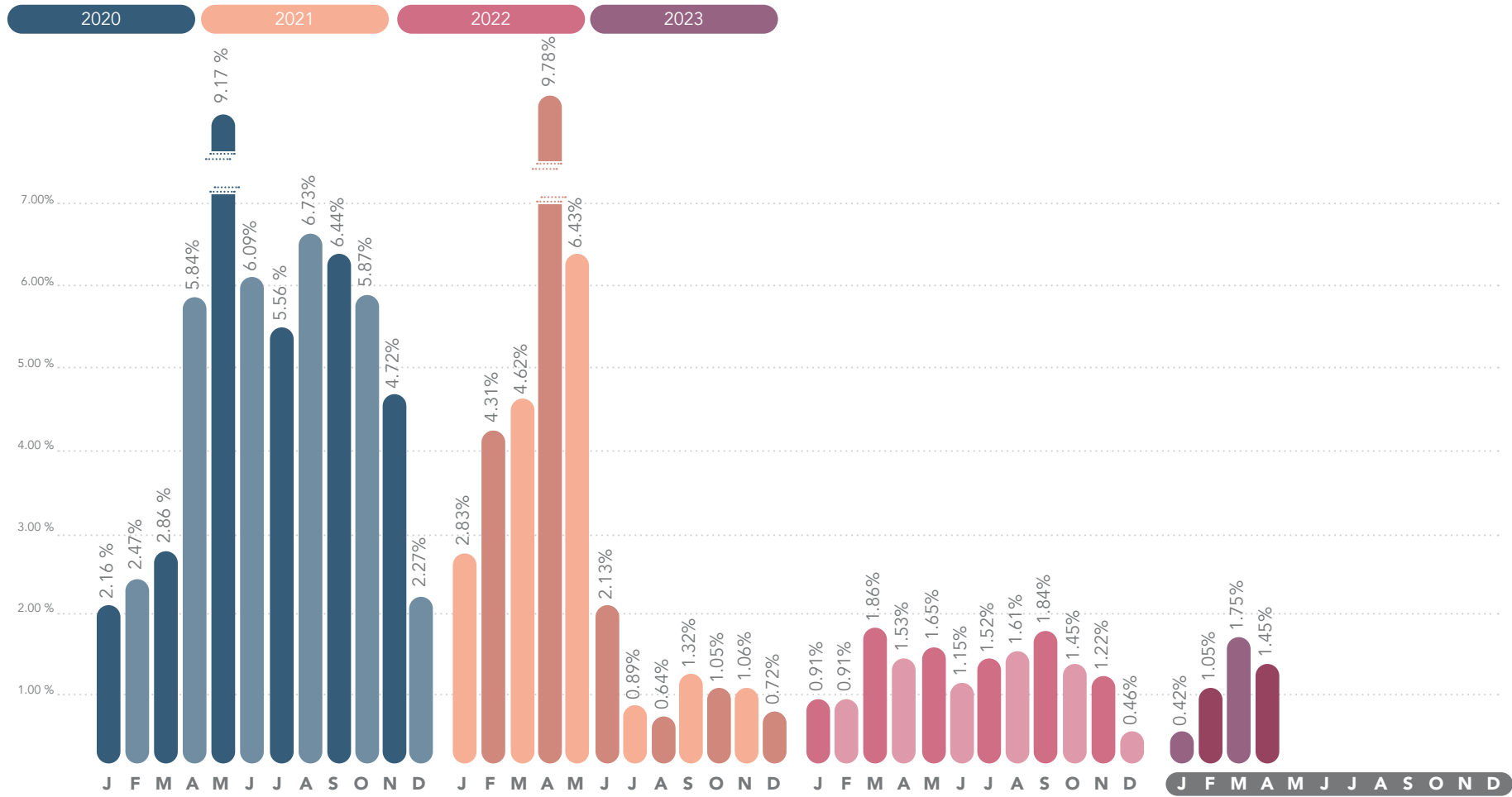


### TOTAL INCOMING CALLS



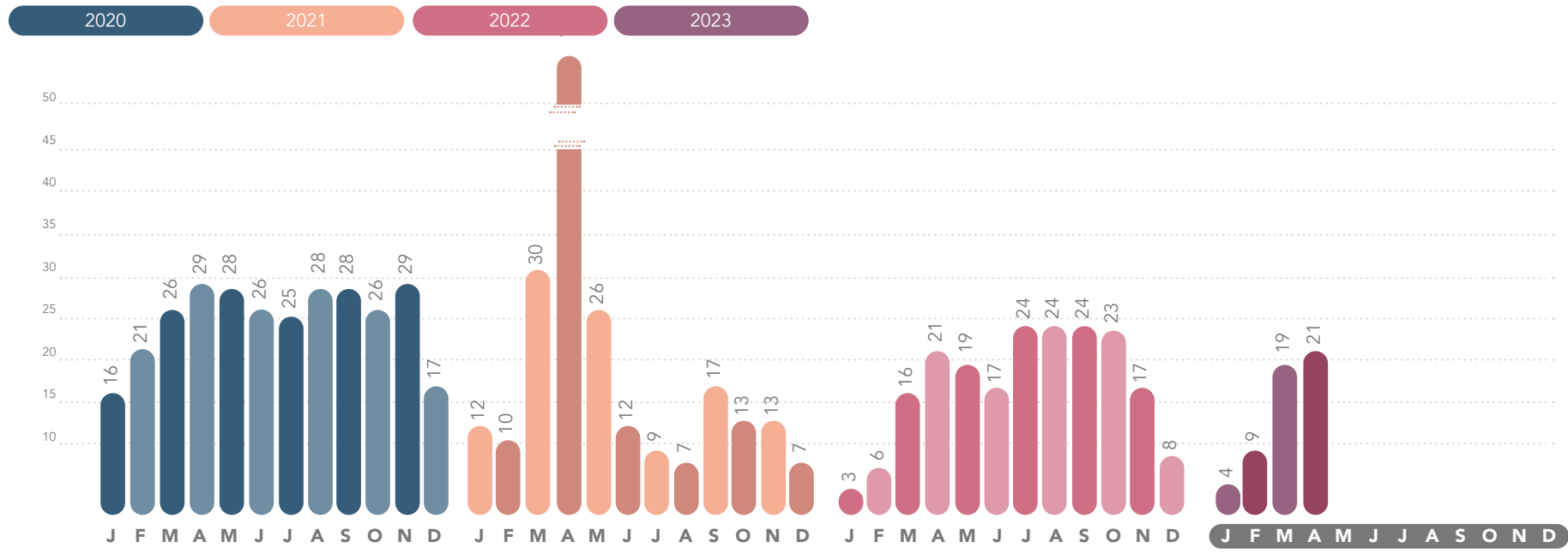
The January 2019 abandonment rate was the result of a series of prank calls received by the center throughout the month. Once we blocked the caller's phone number, the calls stopped, and you can see that the abandonment rate returned to near-historical levels. The higher abandonment rates occur as a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

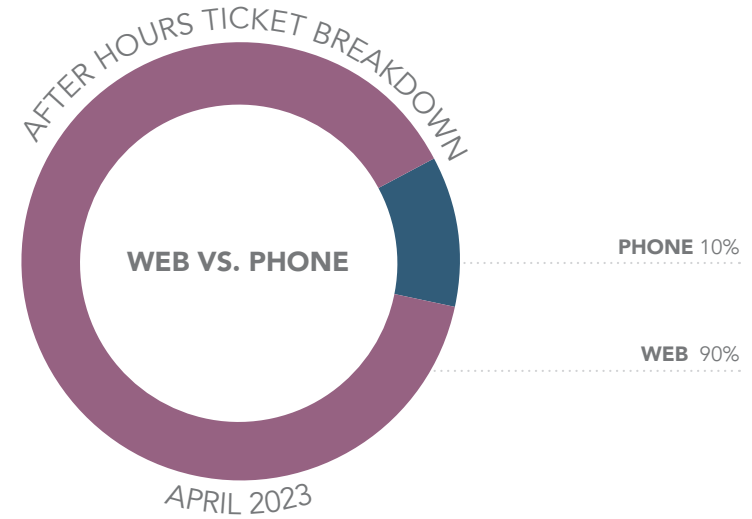


The average speed to answer is identical to last year.

### AVERAGE SPEED TO ANSWER

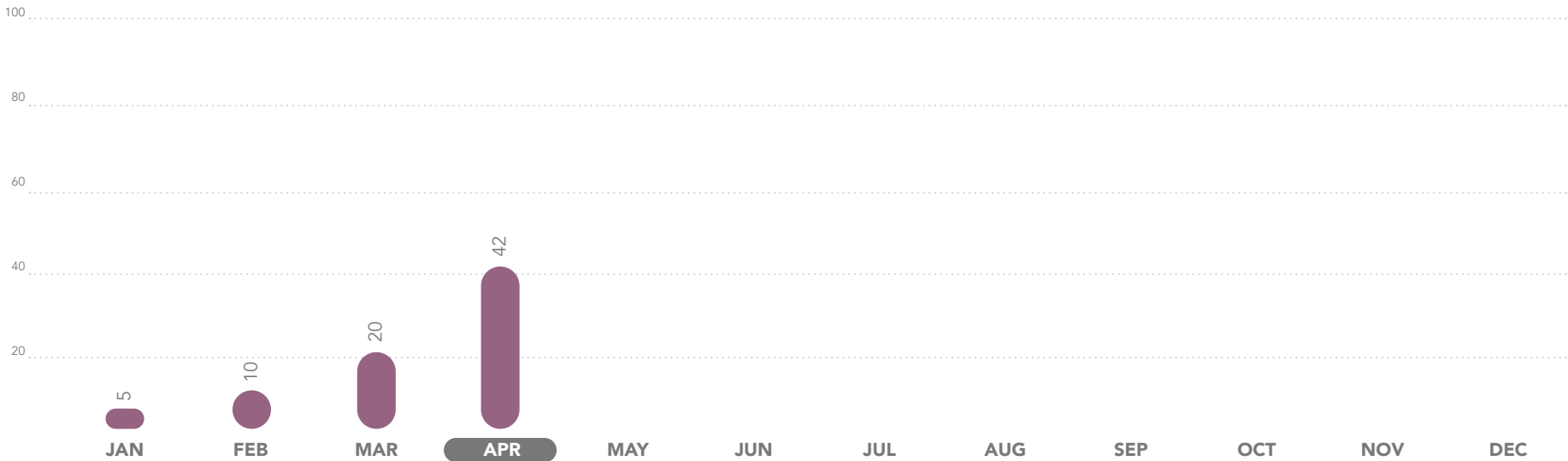


The chart below reflects the average speed (ASA) to answer during the after hours period. The chart to the right shows the breakdown of after-hours tickets between phone and ITIC.



### AVERAGE SPEED TO ANSWER AFTER HOURS

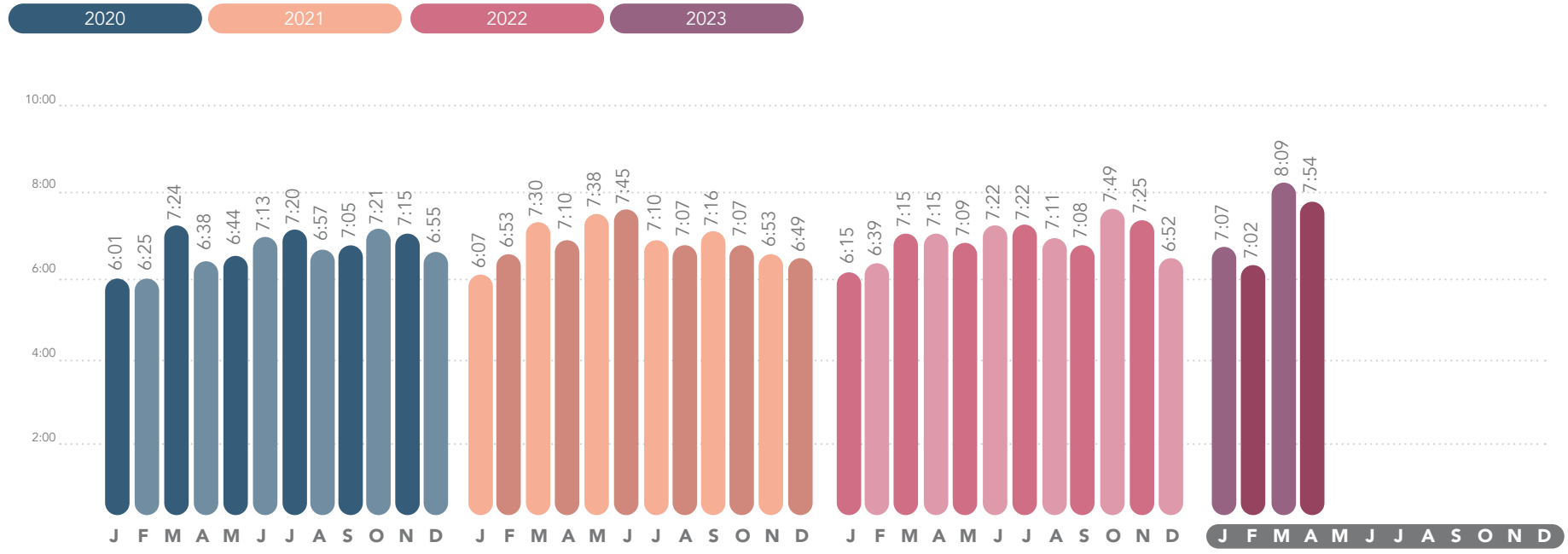
2023





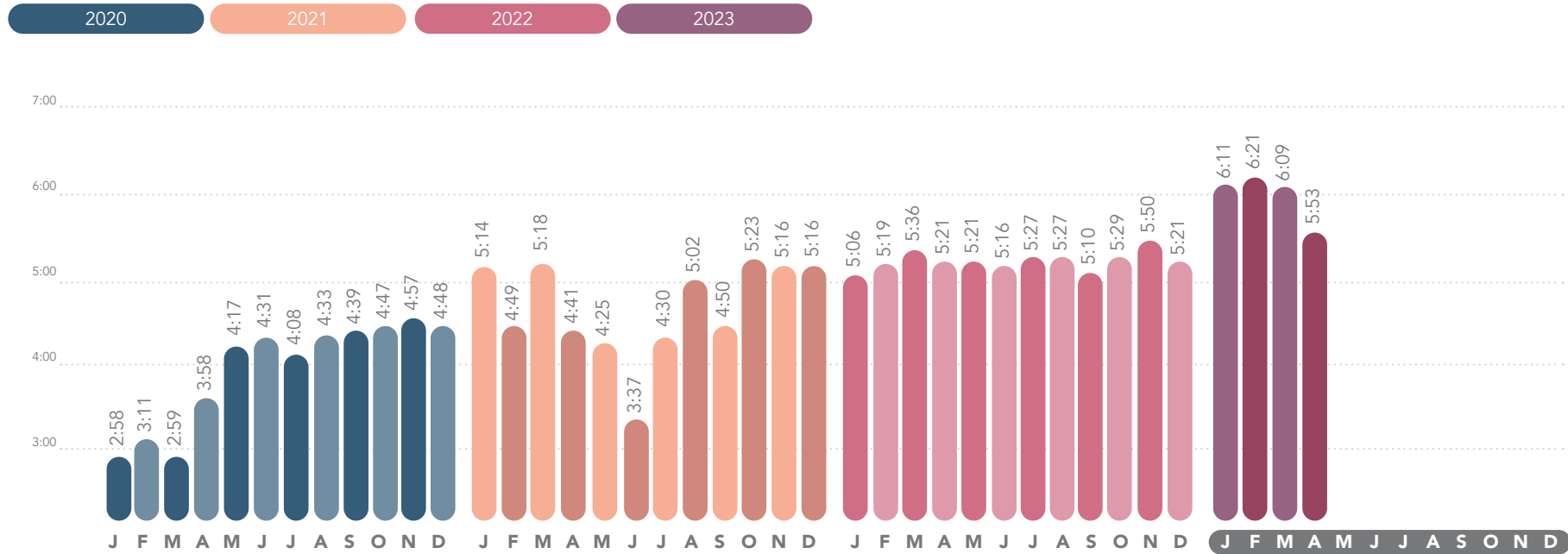
Average talk time is higher than it was last year at this time.

### AVERAGE TALK TIME



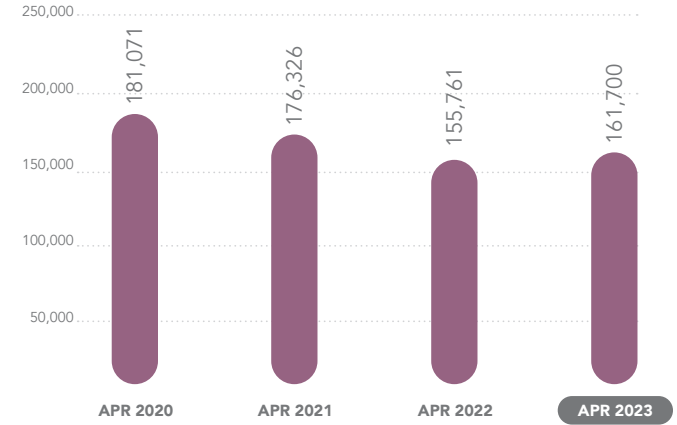
The average time per ticket was higher than last year.

### AVERAGE TIME PER TICKET

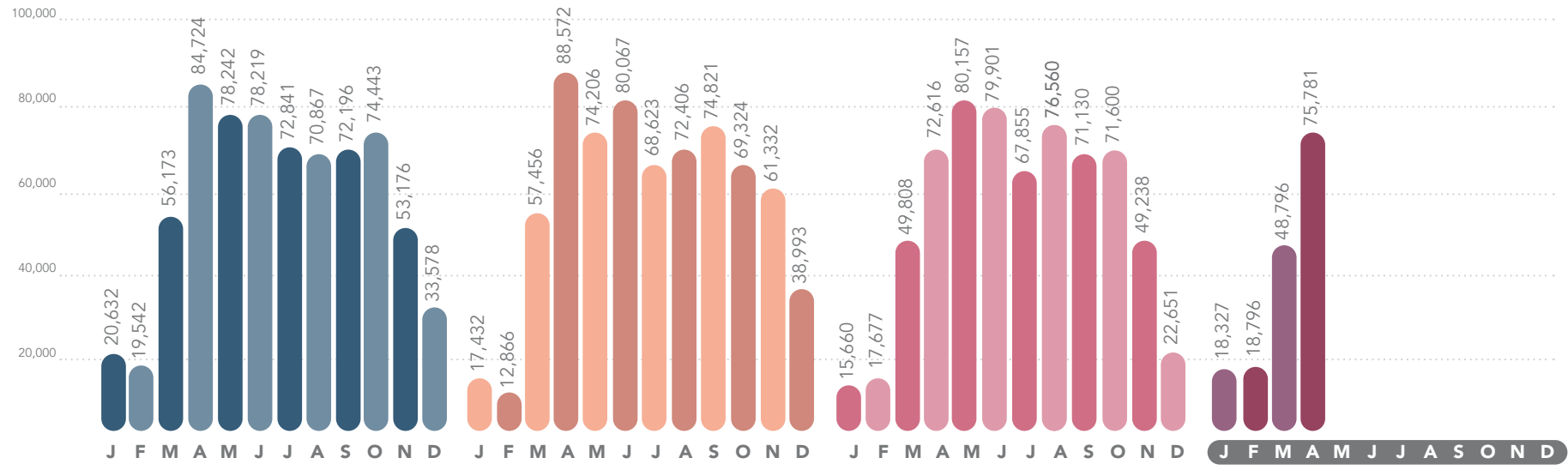


Monthly and YTD ticket volume was higher than 2022 levels.

### INCOMING TICKET TOTALS Y-T-D

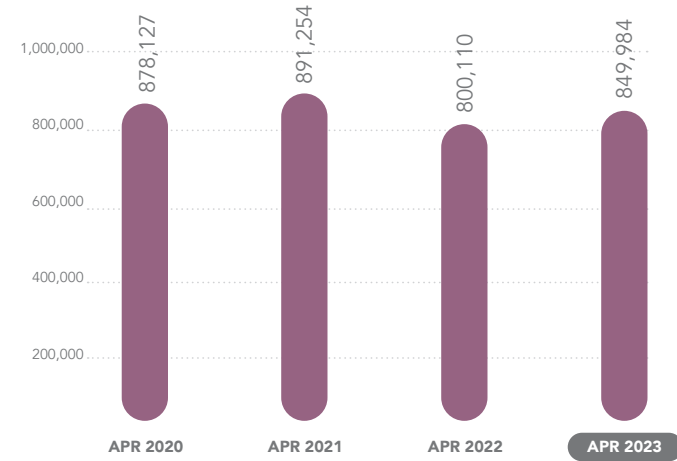


### INCOMING TICKET TOTALS

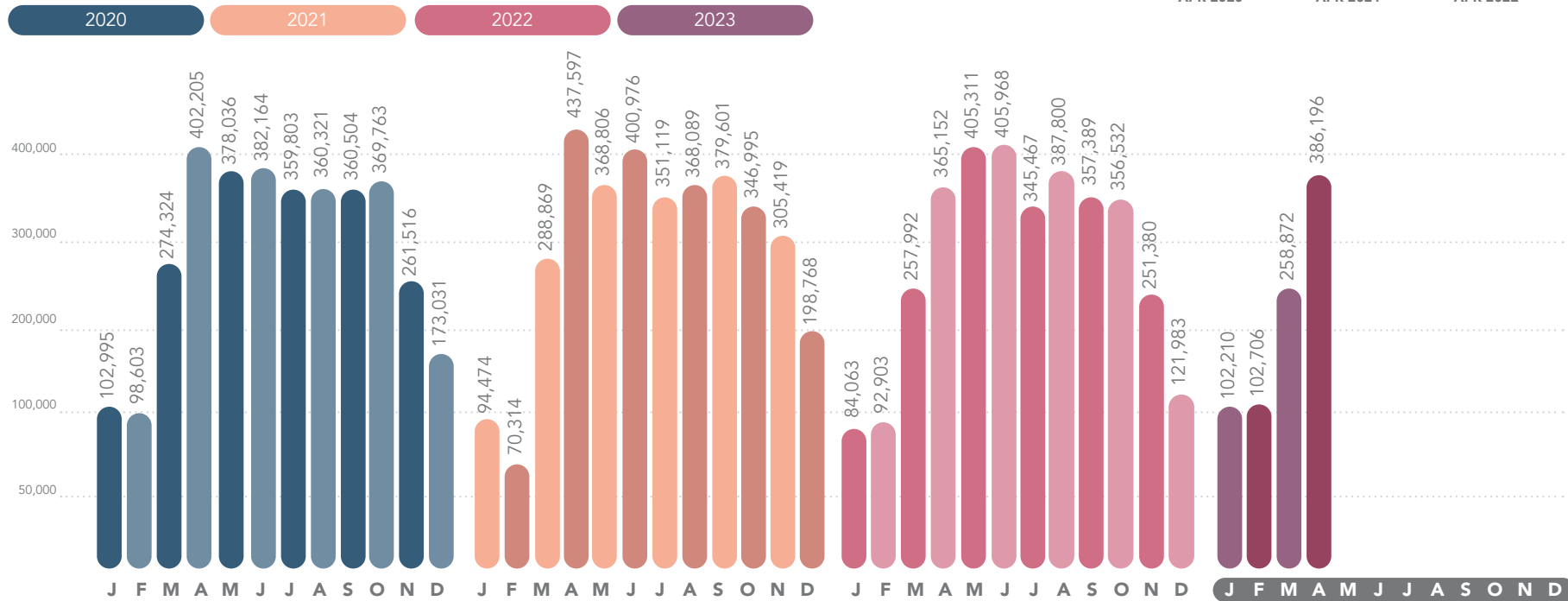


Outgoing ticket totals follow the pattern set by incoming tickets. April's outbound volume is significantly higher than last year.

### OUTBOUND TICKET TOTALS Y-T-D

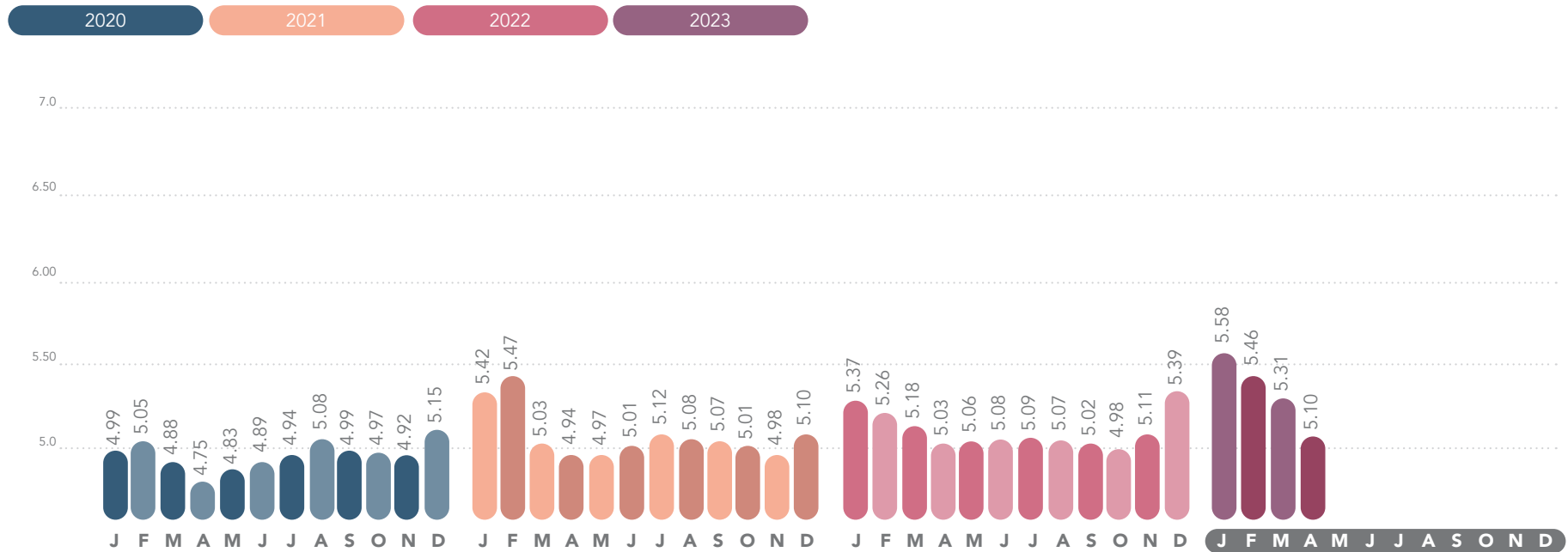


### OUTBOUND TICKET TOTALS



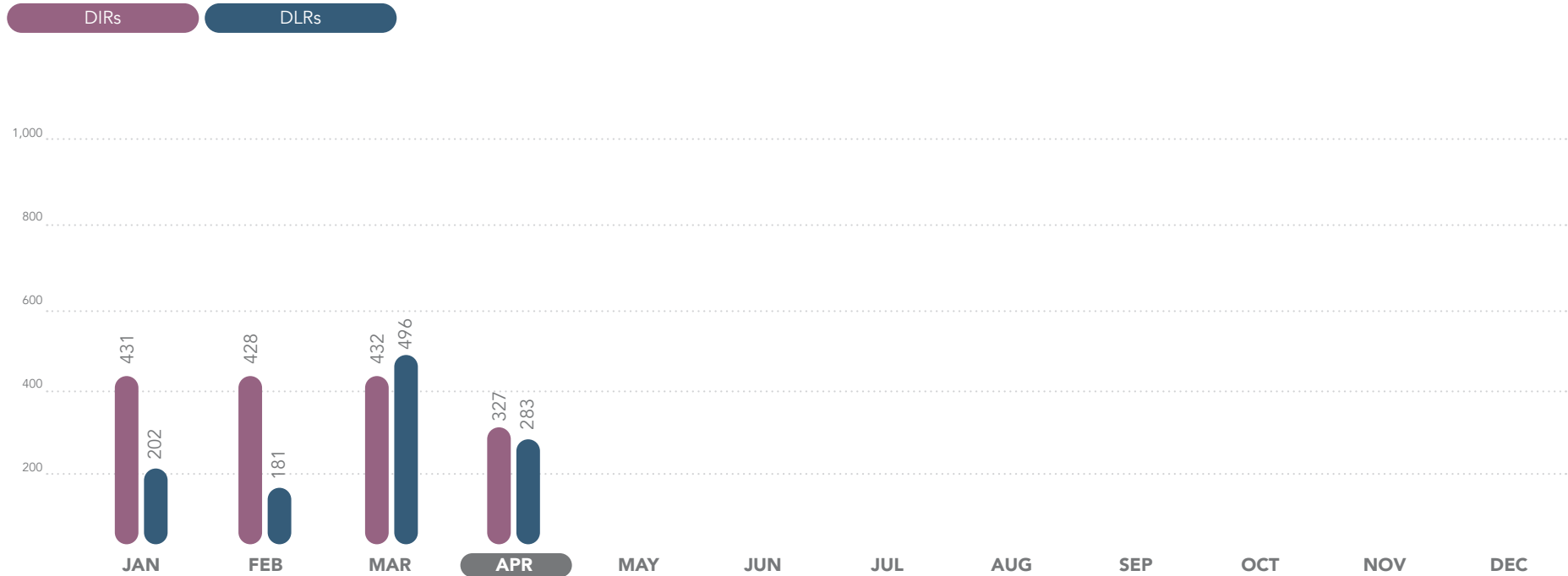
The in/out ratio has followed the historical pattern.

### IN/OUT RATIO

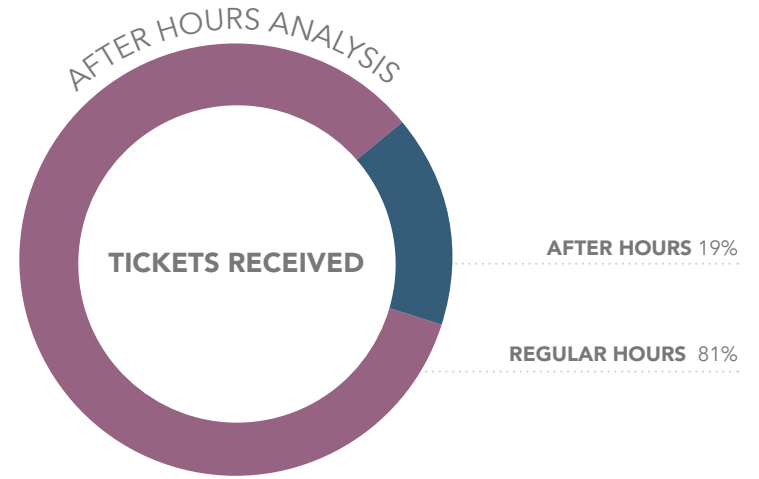


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was first activated.

### DRS SYSTEM ACTIVITY



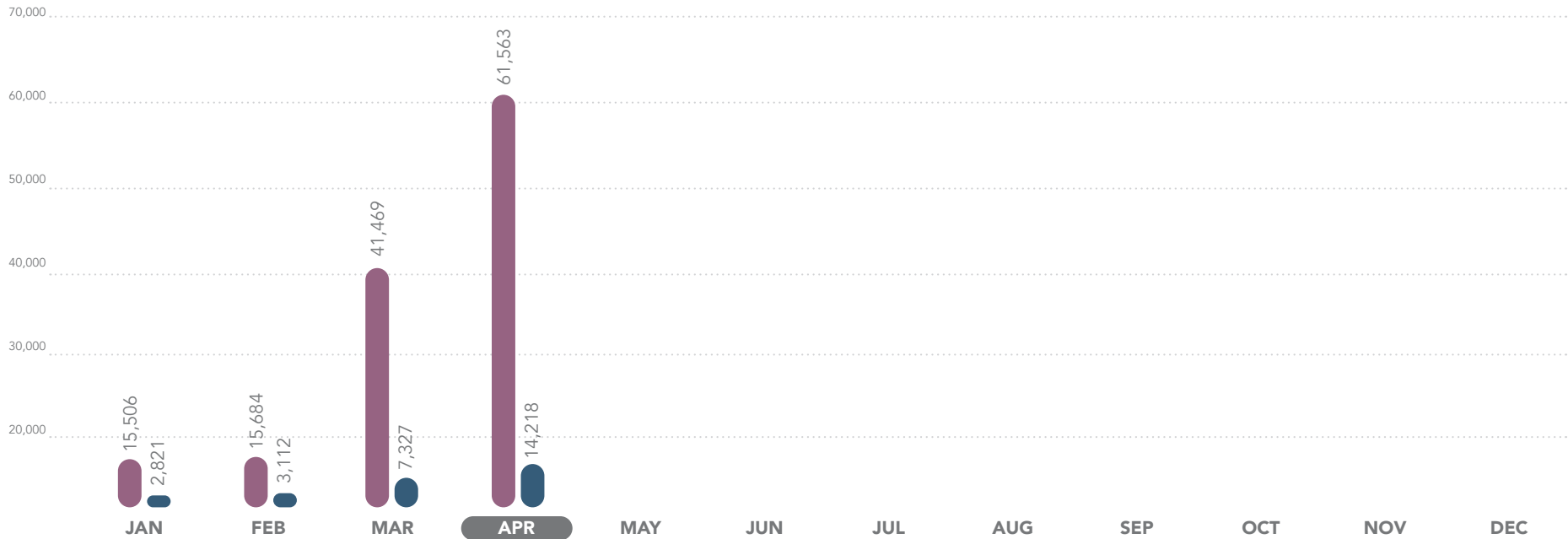
The charts on this page provide a breakdown showing the time of day that incoming tickets were received.



### TIME OF RECEIPT ANALYSIS

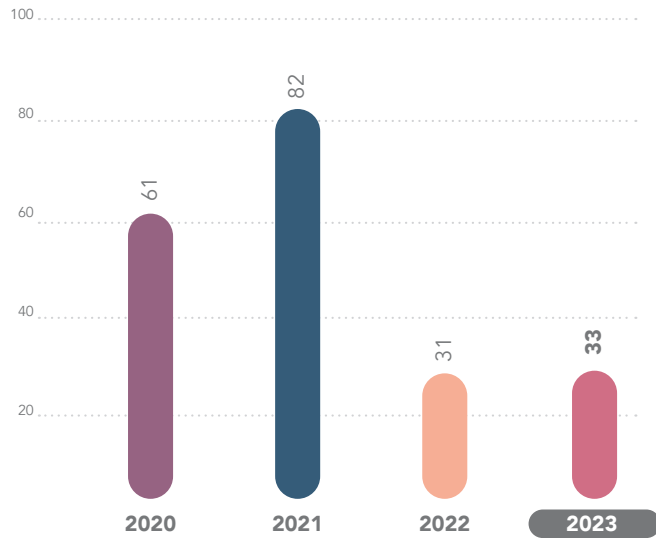
REGULAR HOURS

AFTER HOURS

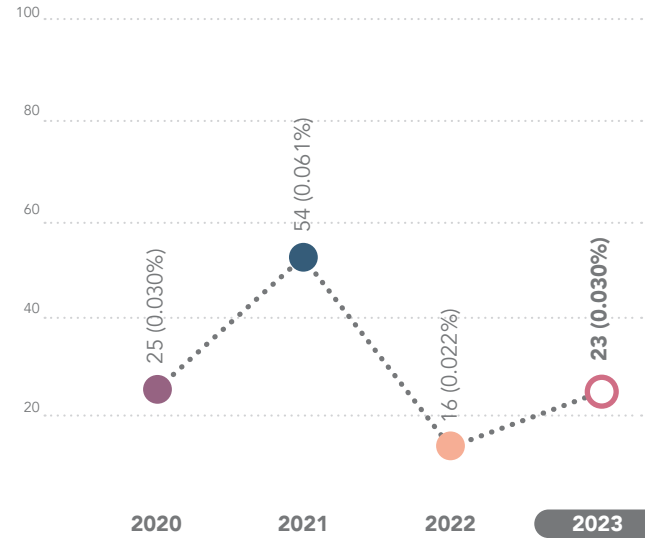


The number of non-compliant tickets is higher than 2022 monthly totals and 2022 YTD totals.

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



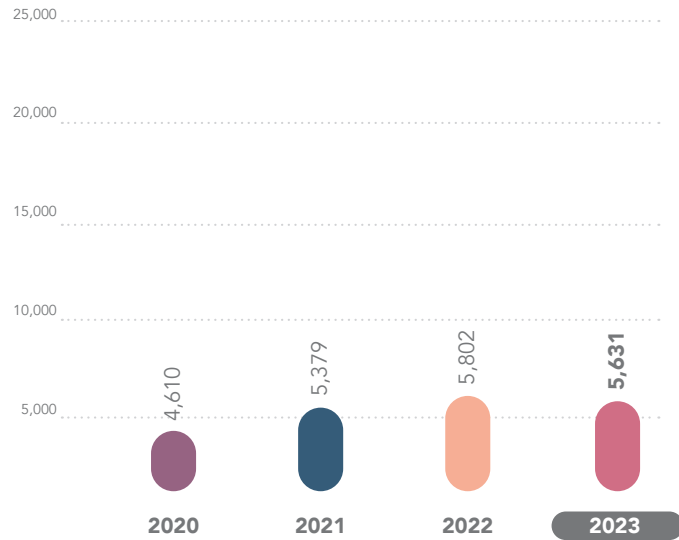
### NON-COMPLIANT TICKETS APR



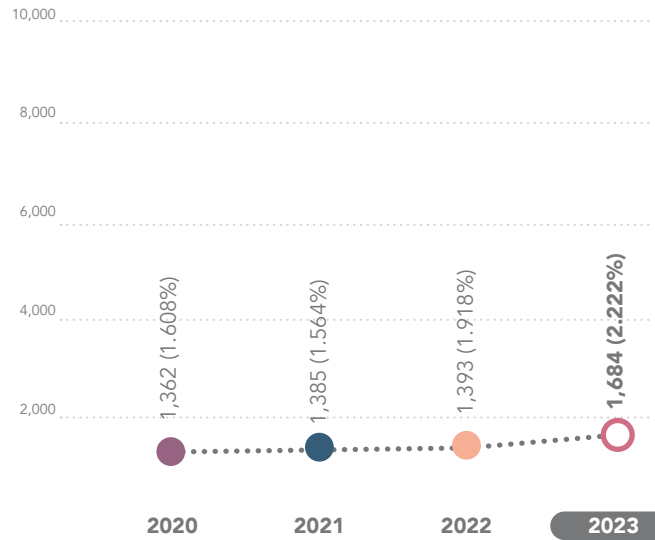


The MTD number of emergencies is higher than 2022, while the YTD total number of emergencies remains lower than 2022.

### EMERGENCY TICKETS Y-T-D

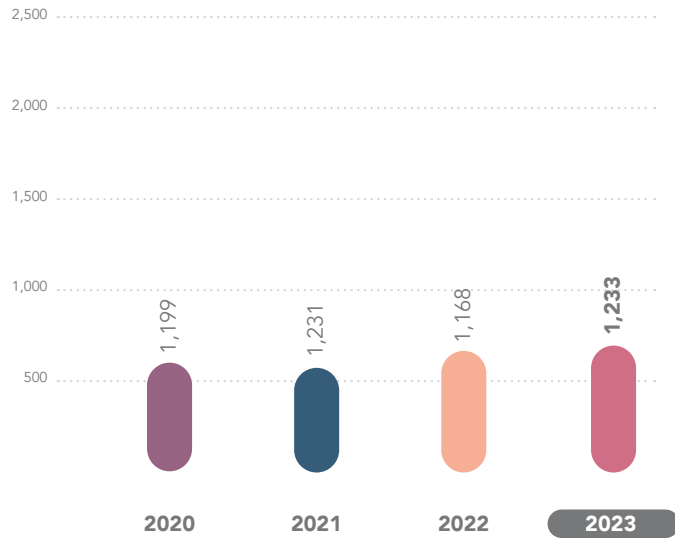


### EMERGENCY TICKETS APR

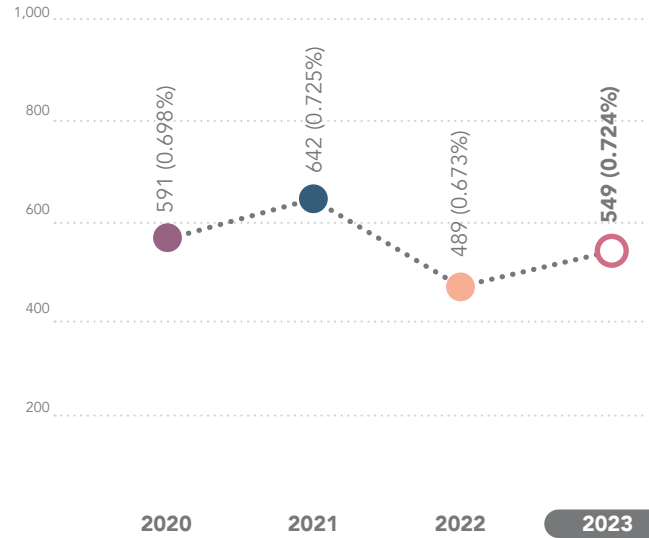


The number of dig-in tickets YTD and MTD is higher for the same period last year.

### DIG IN TICKETS Y-T-D

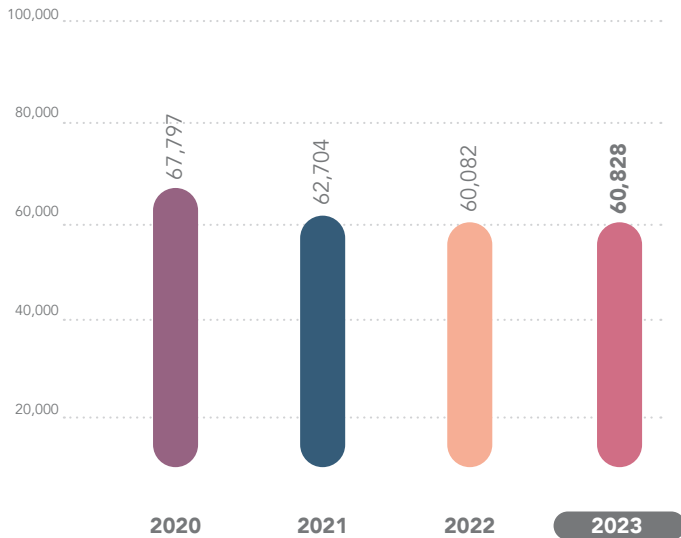


### DIG IN TICKETS APR

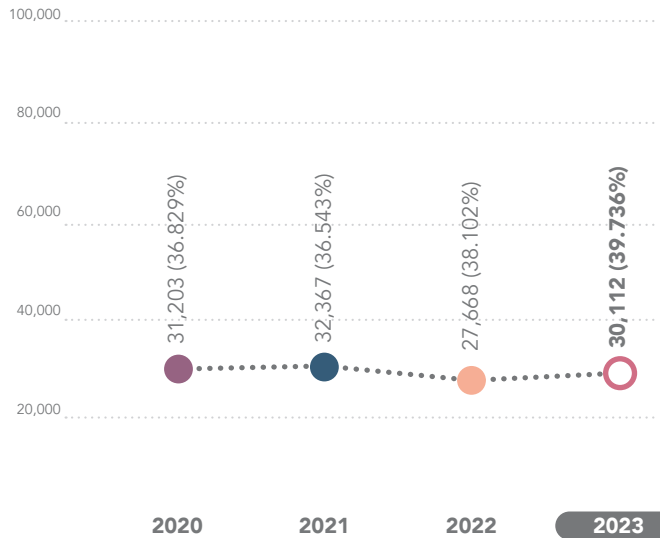


The YTD number of tickets where callers report the job is whitelined is higher than both YTD and MTD last year.

### WHITELINED TICKETS Y-T-D

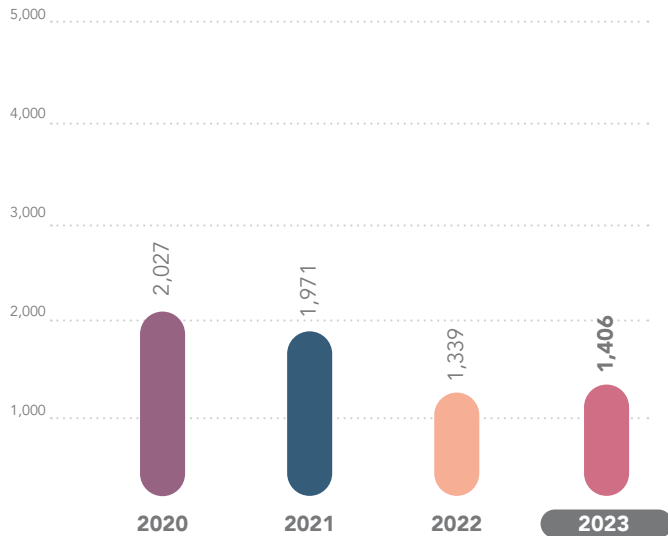


### WHITELINED TICKETS APR

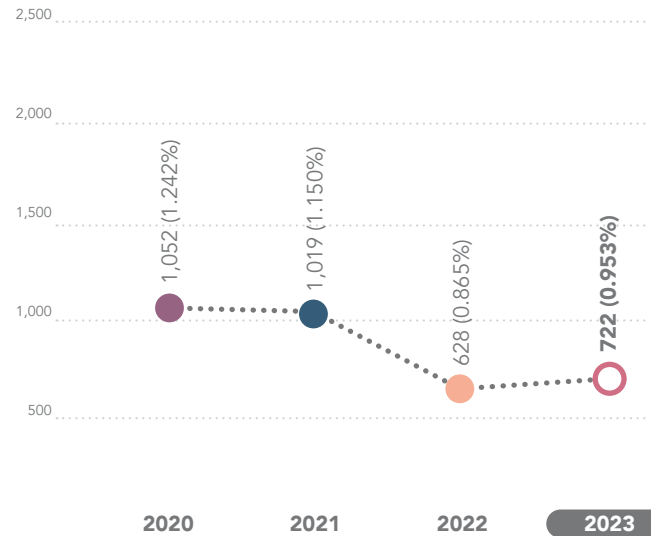


The number of tickets with GPS coordinates is slightly higher annually and monthly than 2022.

### TICKETS WITH GPS Y-T-D

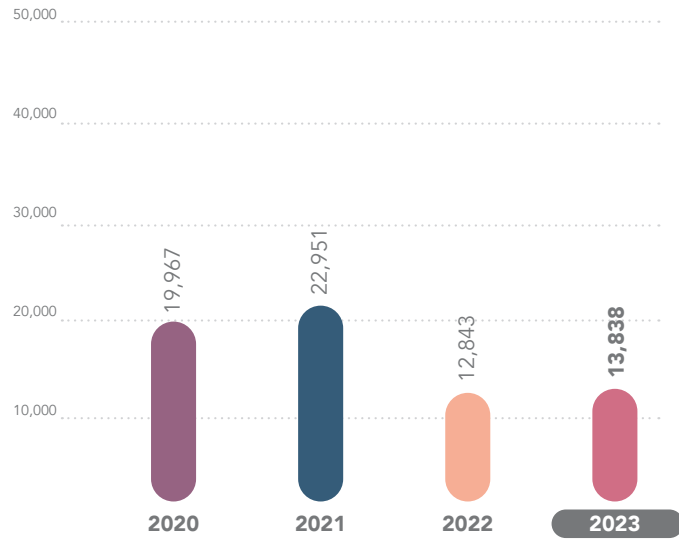


### TICKETS WITH GPS APR

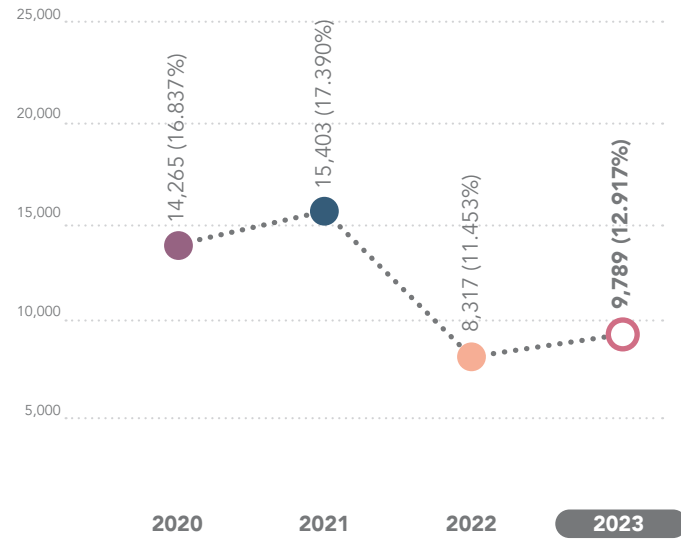


Homeowner ticket volume is higher both annually and monthly than 2022's totals.

### HOMEOWNER TICKETS Y-T-D



### HOMEOWNER TICKETS APR

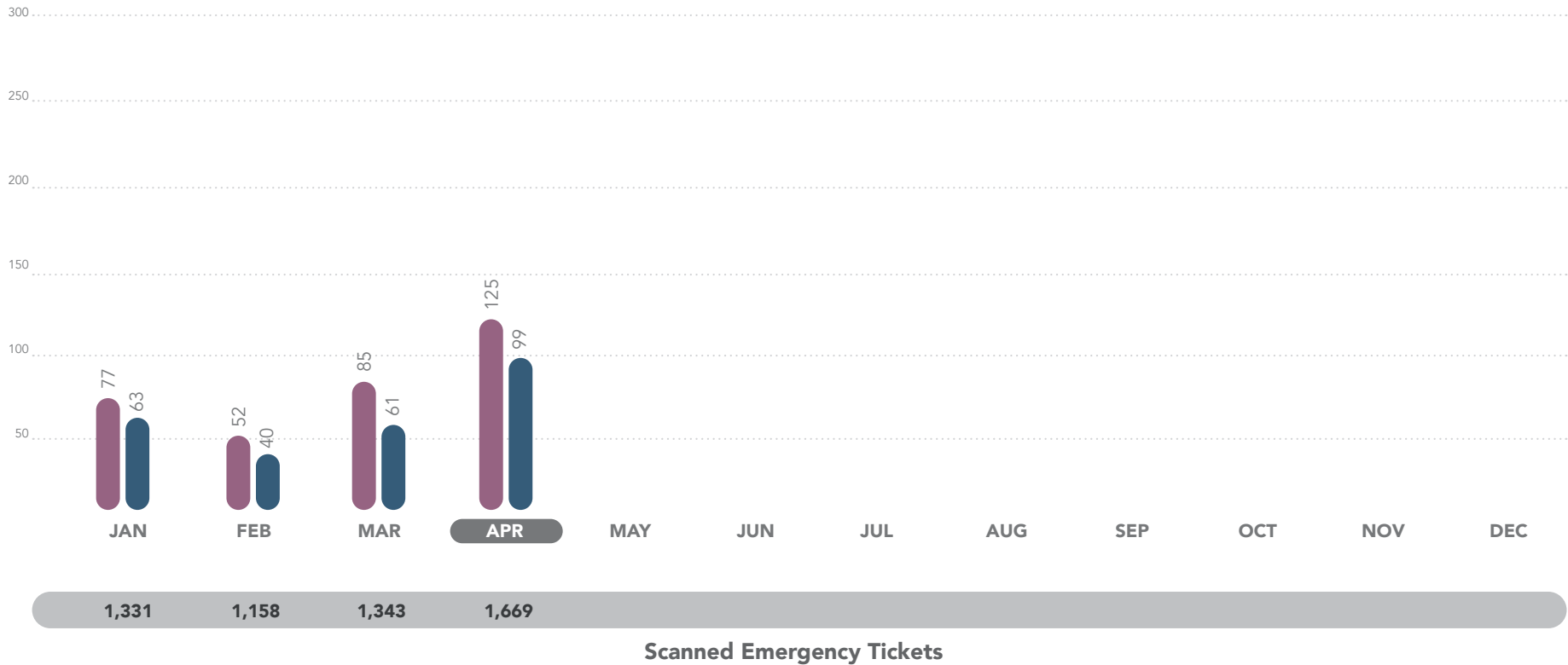


This chart shows the number of times that the same location of work has been found on repeated tickets. There was an interest in analyzing the data to see how many emergencies were actually repeated tickets. The data seems to indicate that the number of "repeated" tickets is a significant part of the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

## EMERGENCY TICKET SCAN

Total Previous Instances

Emergency Tickets with Previous Instances



OCC's Creative Team performs work for its 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	44:50
IAOC ITICnxt	50:00
IAOC Newsletter	17:10
IAOC Strategic Action Plan	7:15
IAOC Website Changes	3:00
Subtotal	122:15
Management Review (+15%)	18:20
<b>Grand Total with Review</b>	<b>140:35</b>

**CREATIVE HOURS - 2023**

