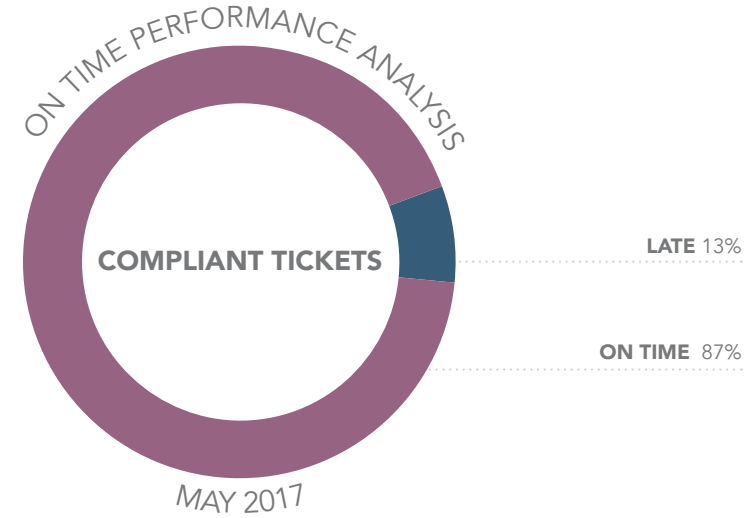
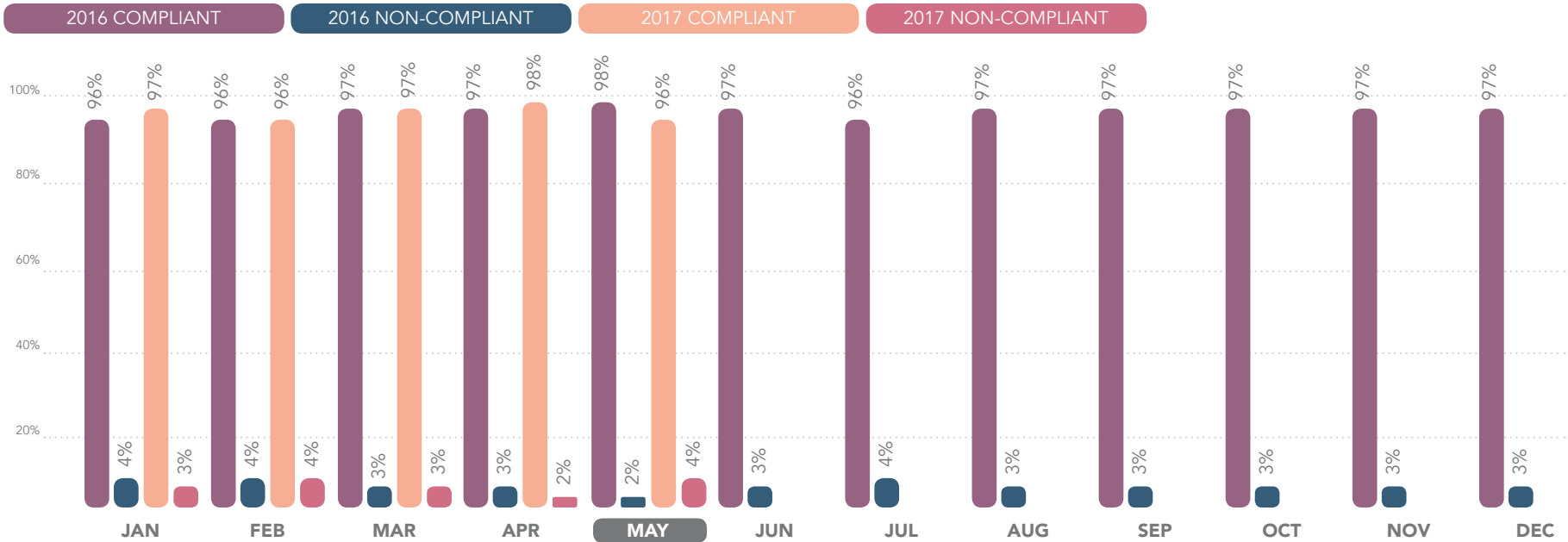


The bar graph shows the percentage of tickets to which operators have responded in compliance with state law. The pie chart shows the percentage of tickets to which operators have responded using an IOC status code within the time frame established by state law.



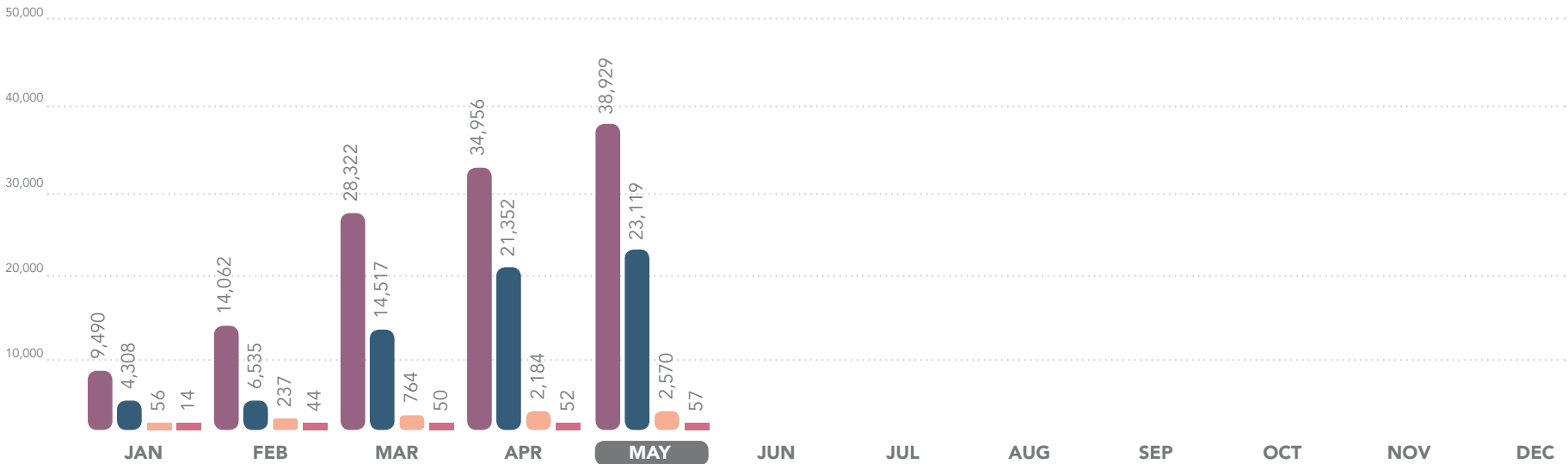
POSITIVE RESPONSE COMPLIANCE



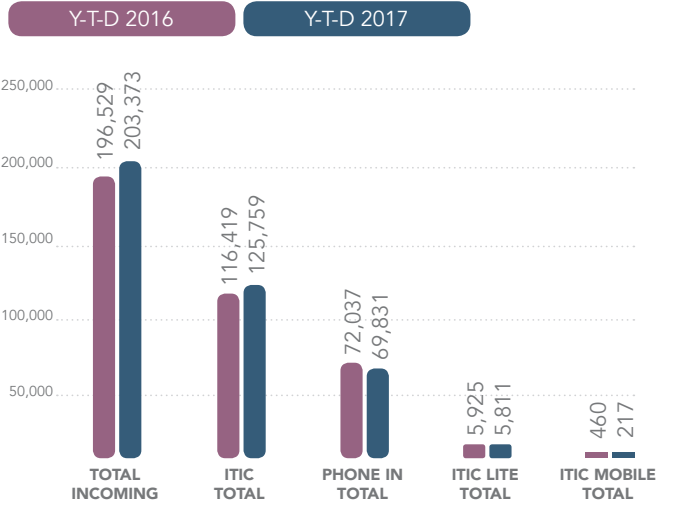
ITIC, ITIC Lite and ITIC Mobile activity continues to grow, making up a greater percentage of incoming locates than ever. Phone In volume continues to drop as more IOC users make the change to on-line ticket entry.

MONTHLY ITIC ACTIVITY

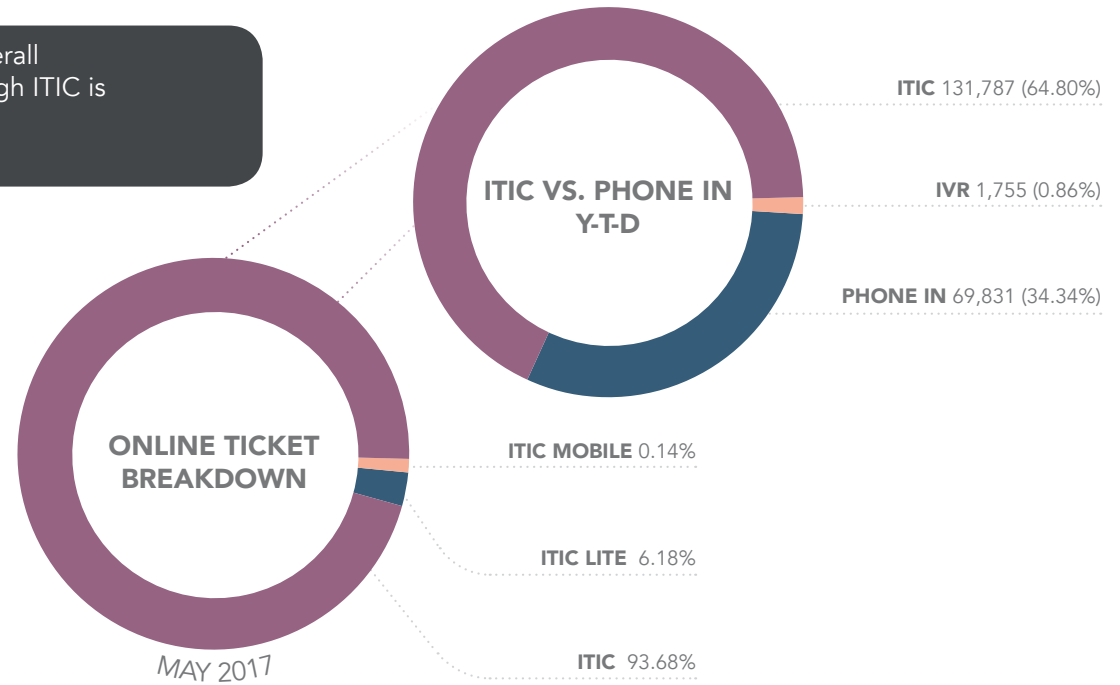
ITIC PHONE IN ITIC LITE ITIC MOBILE



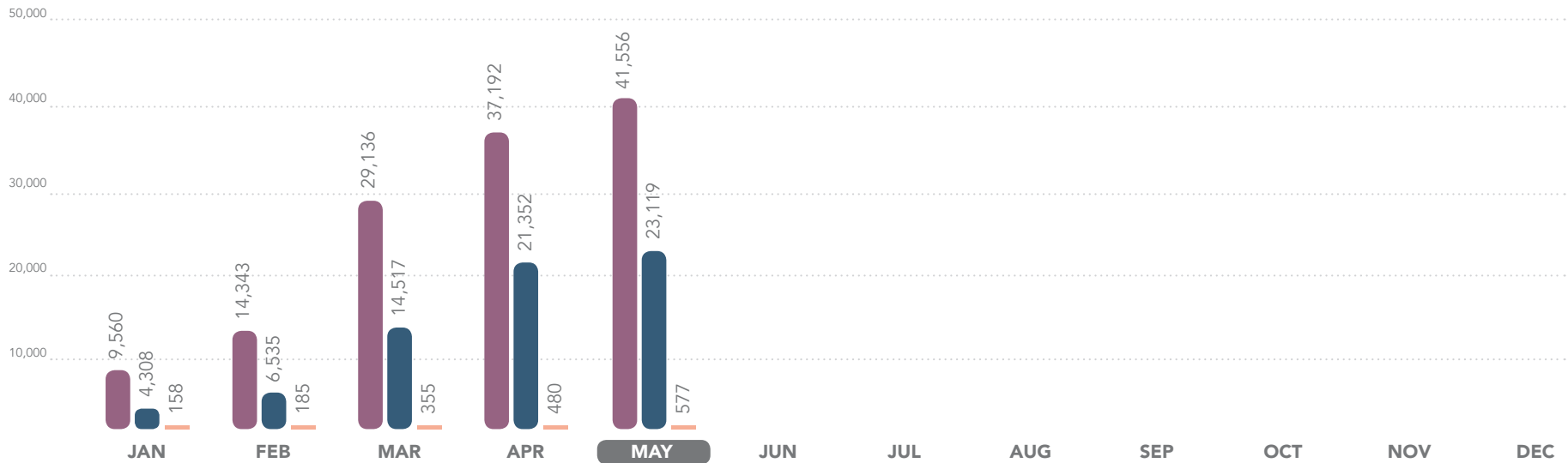
ITIC ACTIVITY Y-T-D



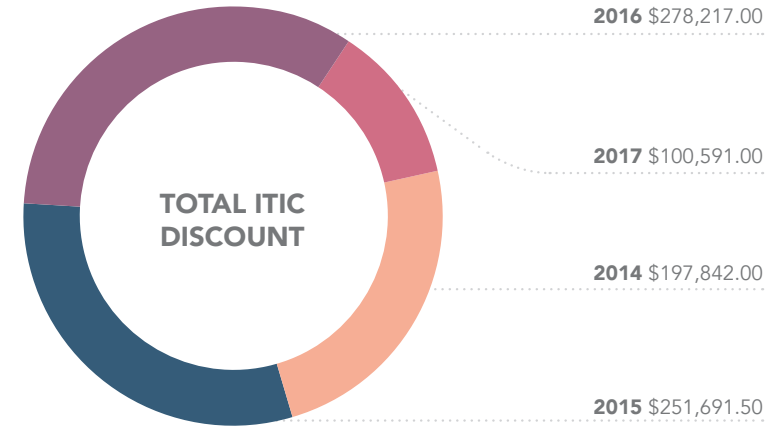
Tickets processed through the IVR make up a growing portion of the overall remotely processed ticket volume. The number of tickets received through ITIC is almost 65% of the total volume this year.



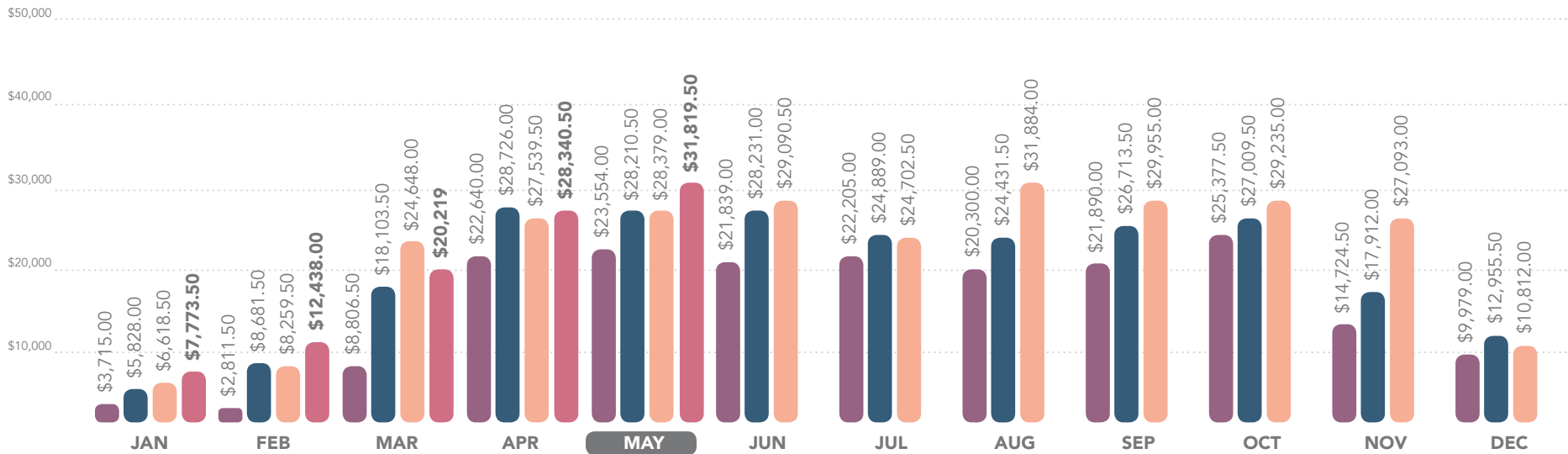
ITIC VS. PHONE IN



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.

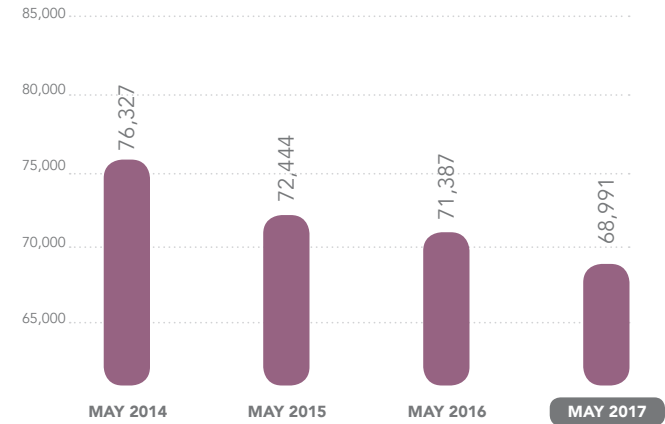


ITIC DISCOUNT SUMMARY

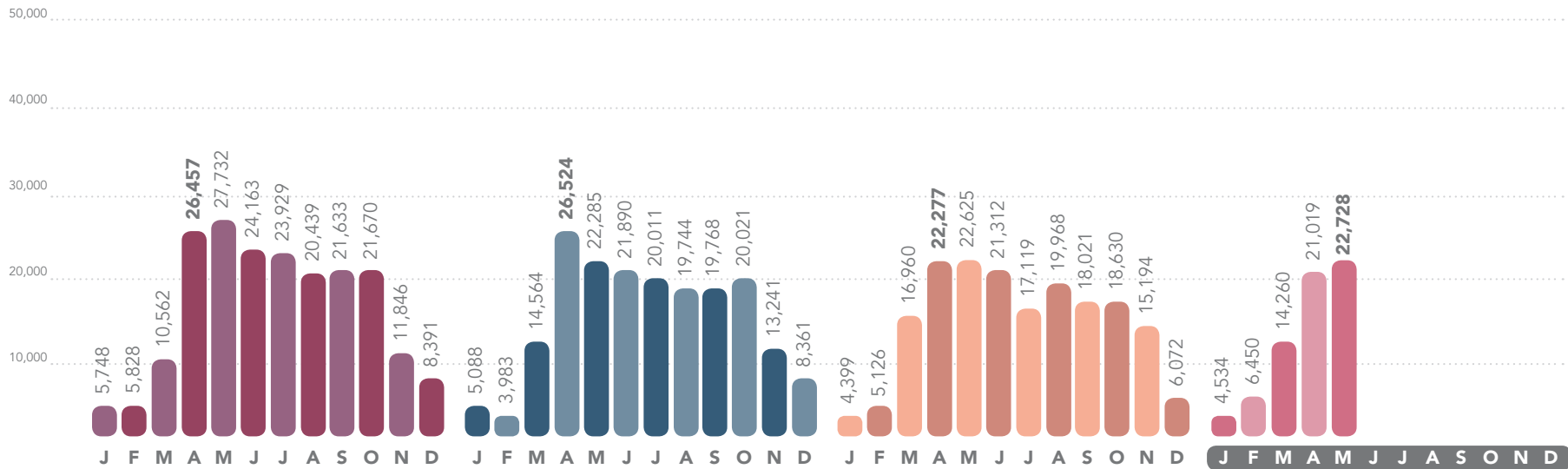


Fewer incoming calls were received this May than last, because the number of calls declines as ITIC usage grows.

TOTAL INCOMING CALLS Y-T-D

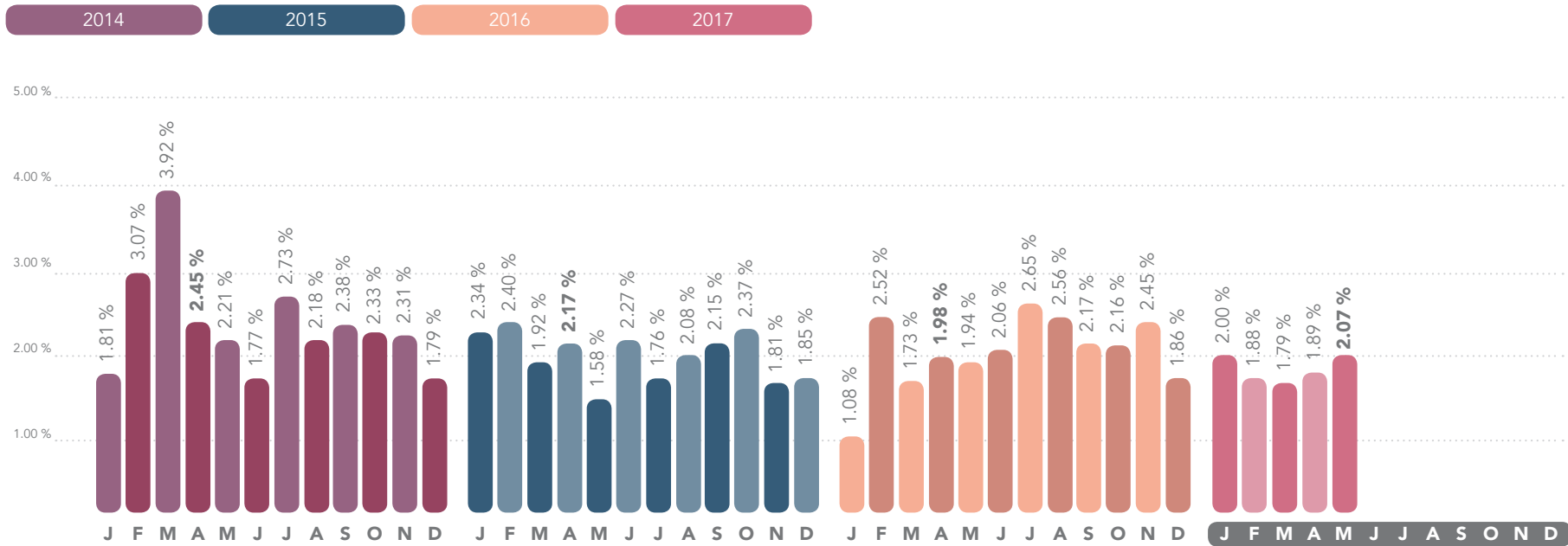


TOTAL INCOMING CALLS



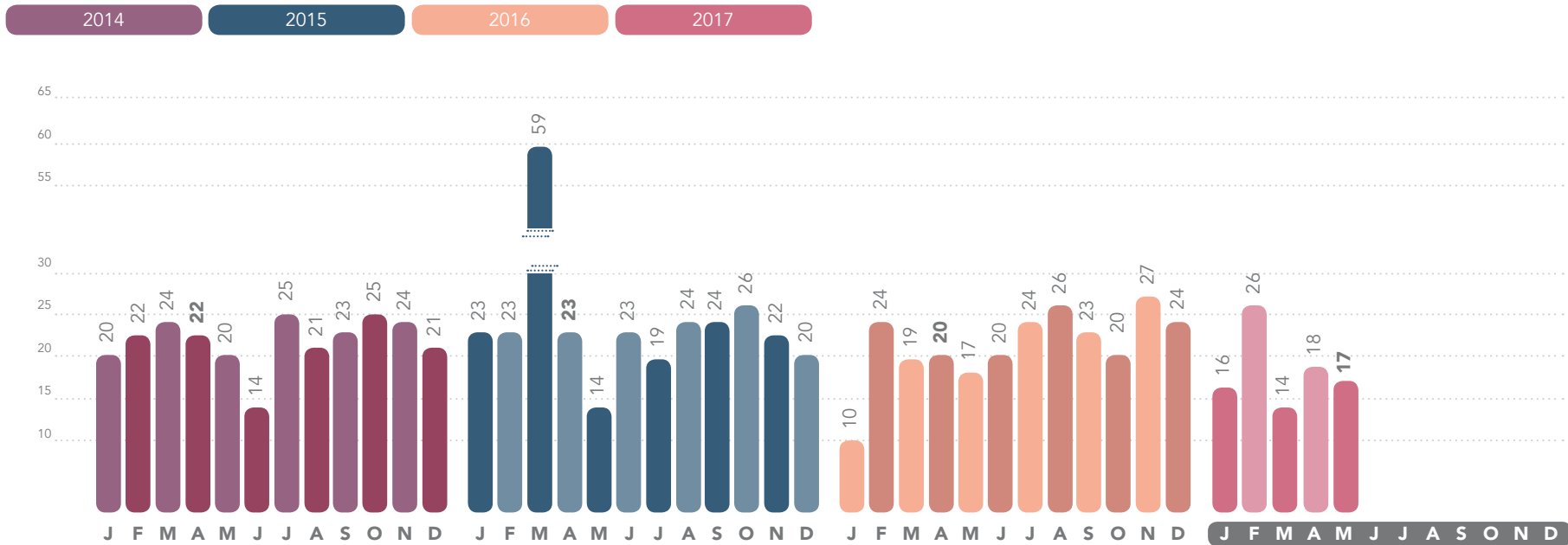
The abandonment rate is consistent with that which has been historically experienced.

CALLS ABANDONED



The average speed to answer is consistent with that which has been experienced during previous years.

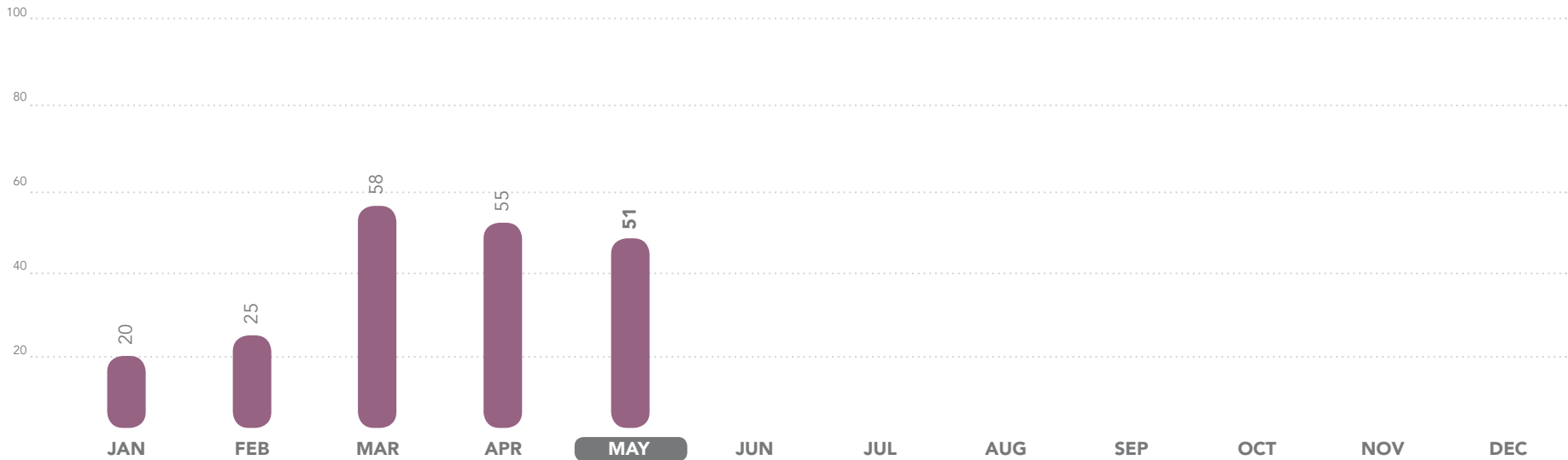
AVERAGE SPEED TO ANSWER



The chart below reflects the average speed to answer during the after hours period.

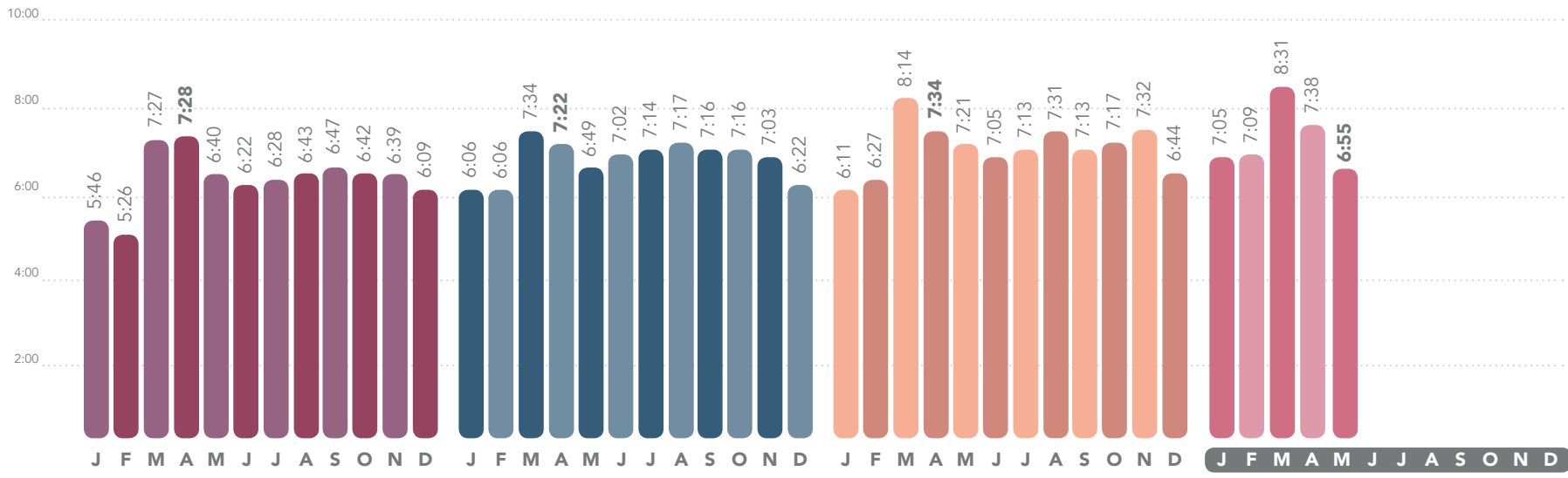
AVERAGE SPEED TO ANSWER AFTER HOURS

2017



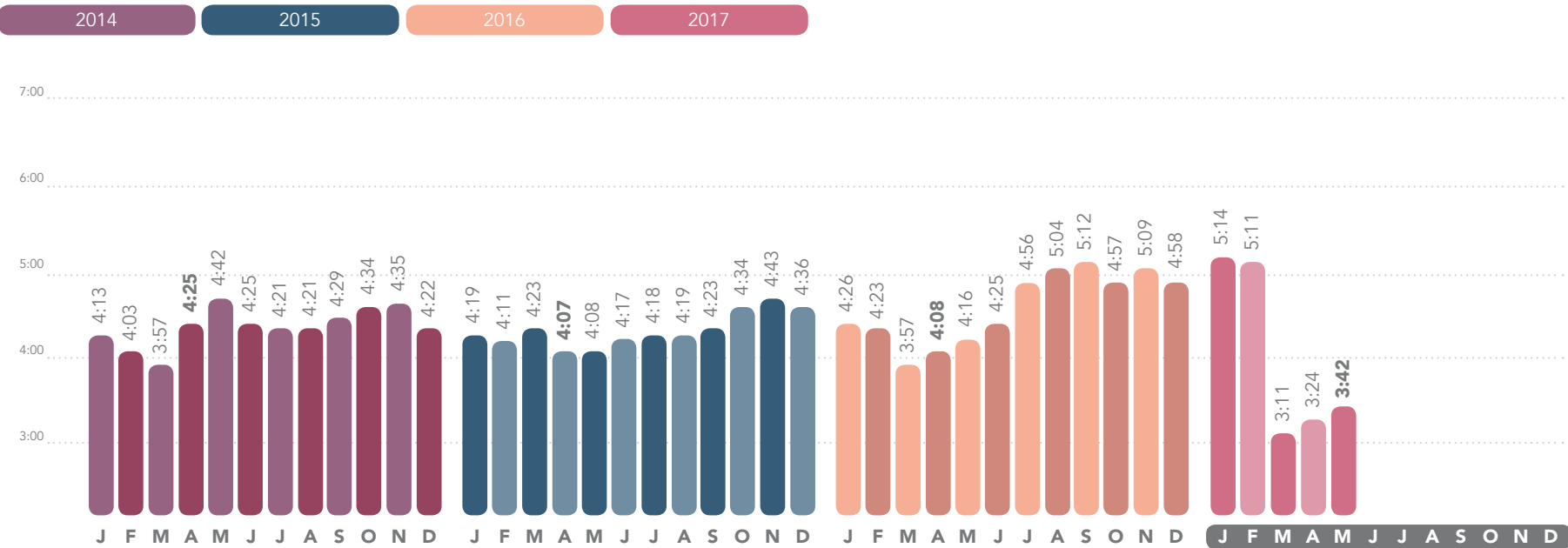
Average talk time is consistent with historical performance overall.

AVERAGE TALK TIME



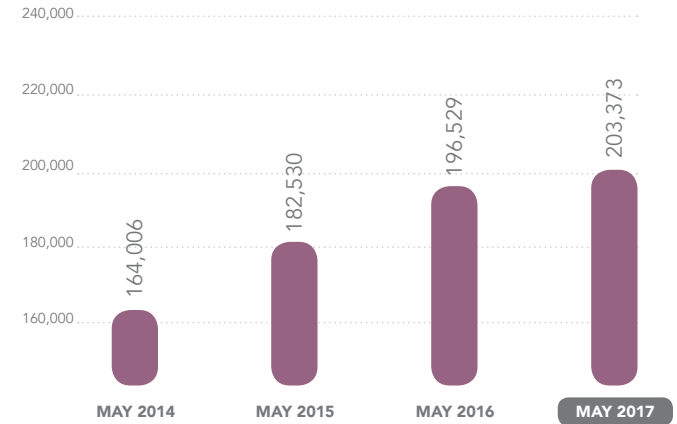
The average time per ticket for this month is slightly lower than what has been historically experienced.

AVERAGE TIME PER TICKET

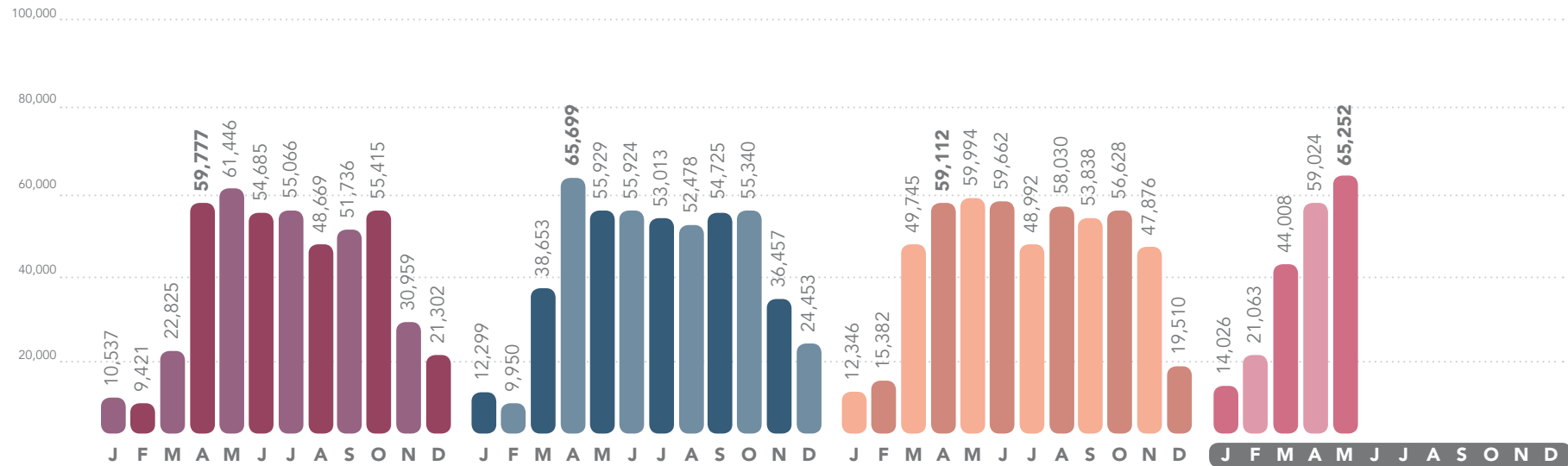


Total Incoming ticket volume for 2017 is higher than 2016.

INCOMING TICKET TOTALS Y-T-D

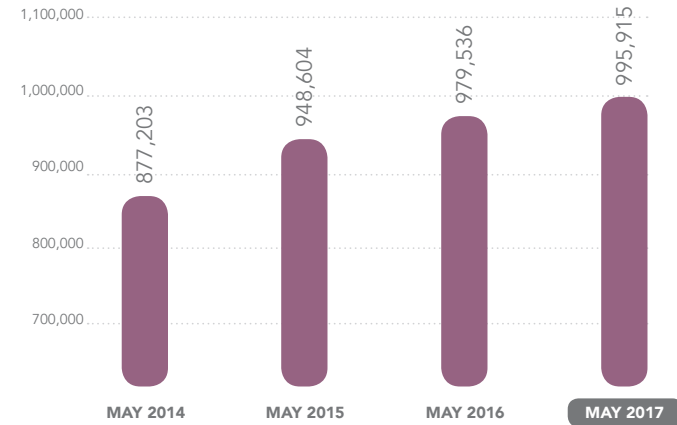


INCOMING TICKET TOTALS

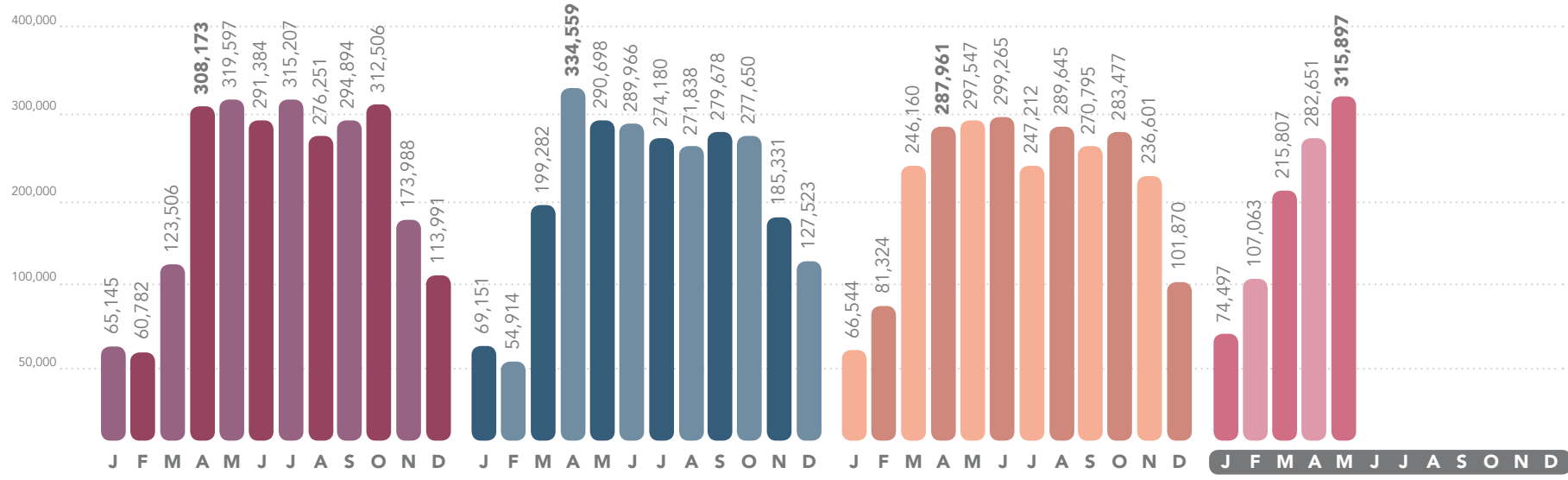


Outgoing ticket totals follow the pattern set by incoming tickets.

OUTBOUND TICKET TOTALS Y-T-D

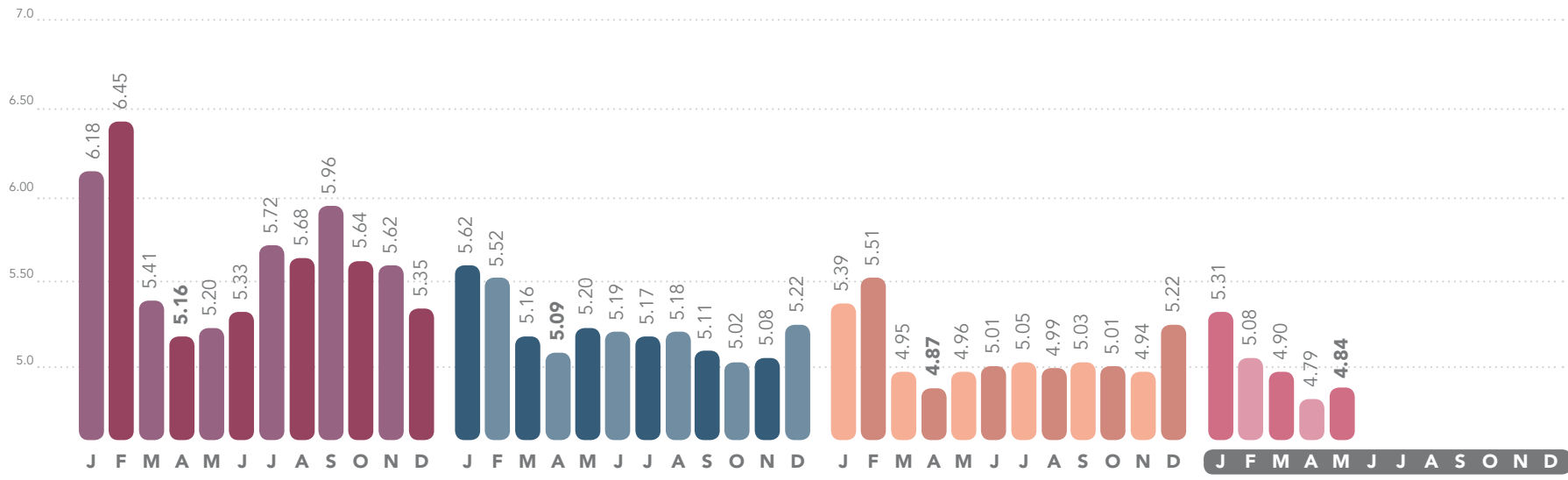


OUTBOUND TICKET TOTALS



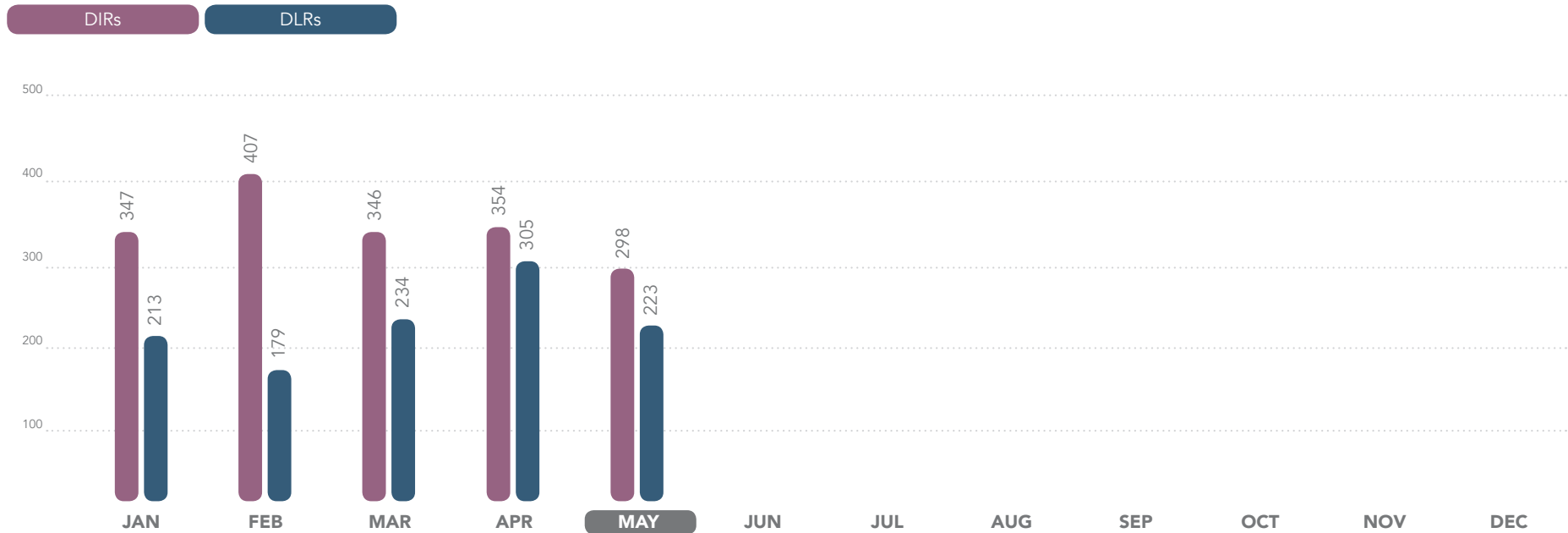
The in/out ratio is following the historical pattern for this time of year but the actual ratio is lower because facility operators have refined their databases.

IN/OUT RATIO

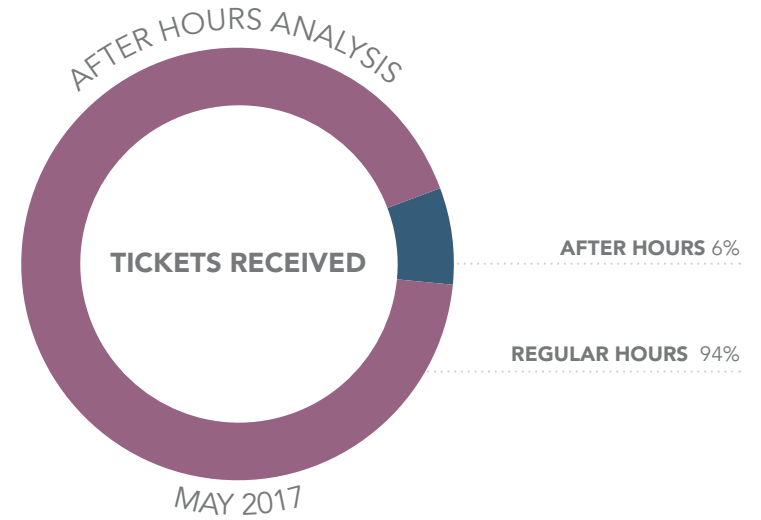


Design Request System (DRS) Activity shows the total number of Design Information Requests (DIRs) and Design Locate Requests (DLRs) placed in a given month. Activity in both areas has grown since the system was activated.

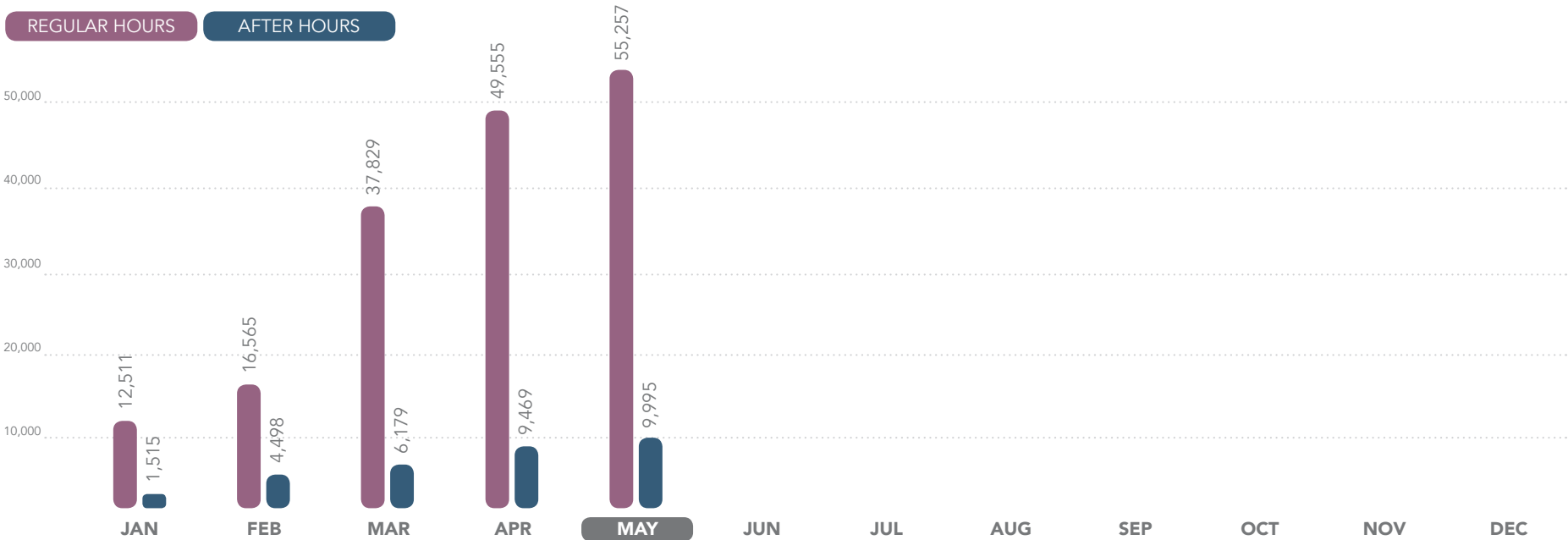
DRS SYSTEM ACTIVITY



In the charts on this page, we have provided a breakdown showing the time of day that incoming tickets were received.

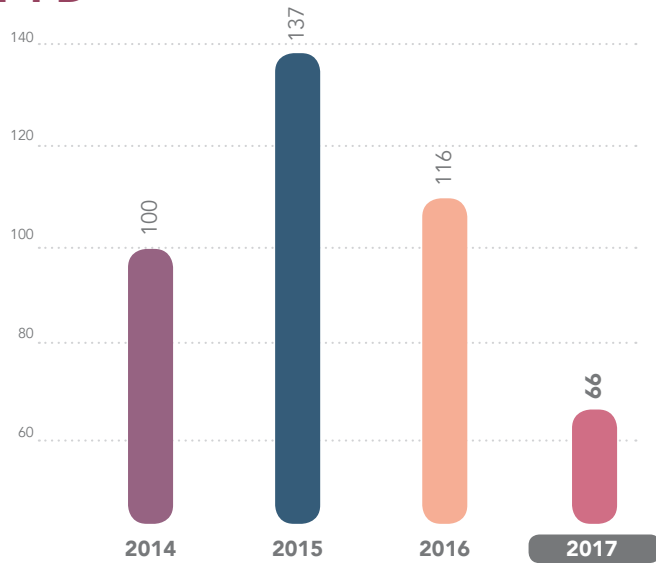


TIME OF RECEIPT ANALYSIS

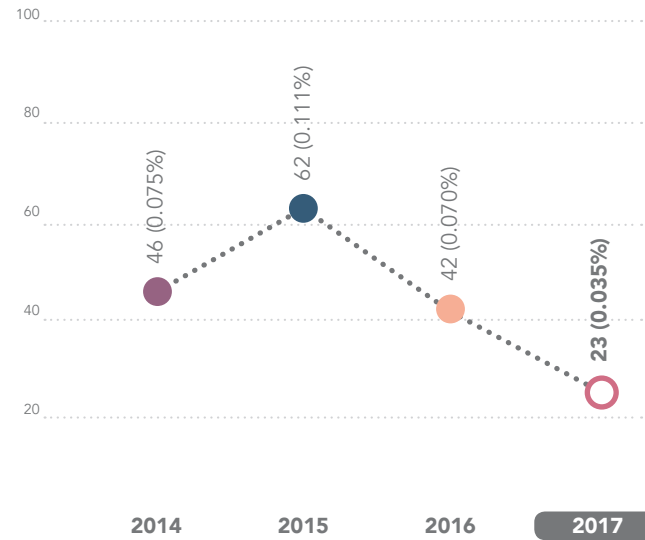


The total number and overall percentage of non-compliant tickets received is down from 2016.

NON-COMPLIANT TICKETS Y-T-D

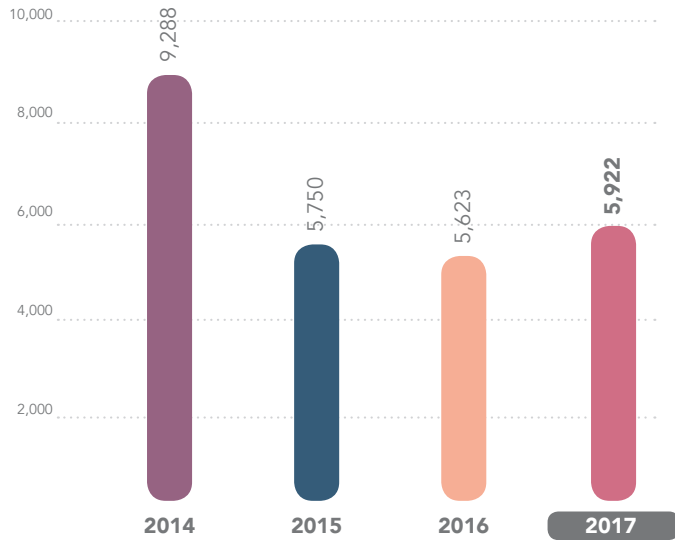


NON-COMPLIANT TICKETS MAY

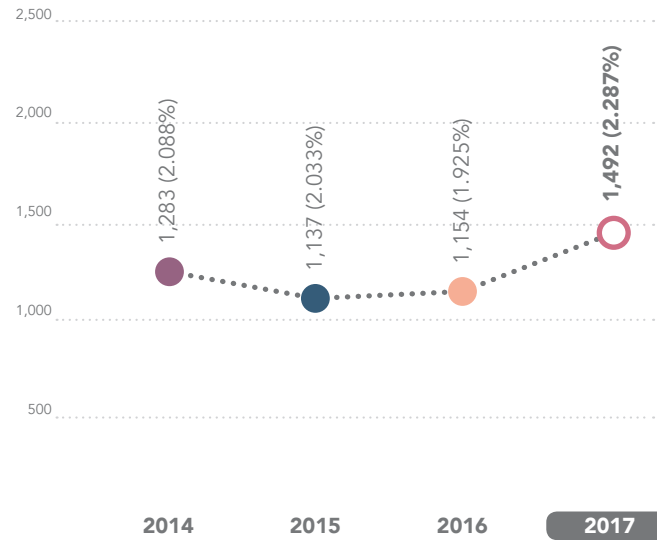


The total number and overall percentage of emergency tickets received is down slightly from 2016.

EMERGENCY TICKETS Y-T-D

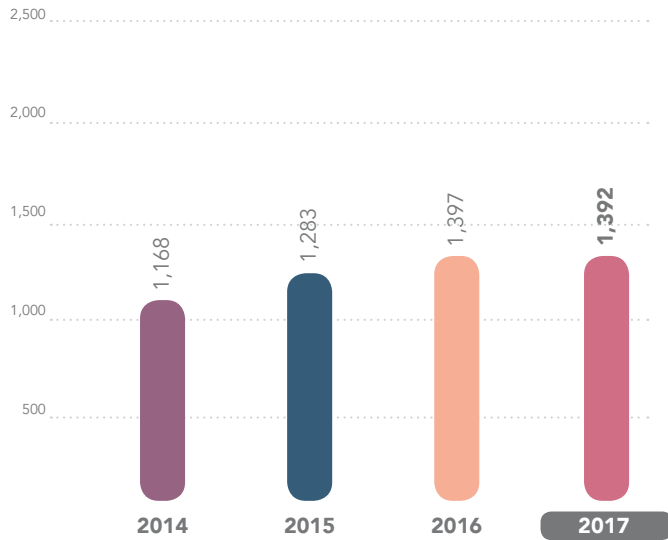


EMERGENCY TICKETS MAY

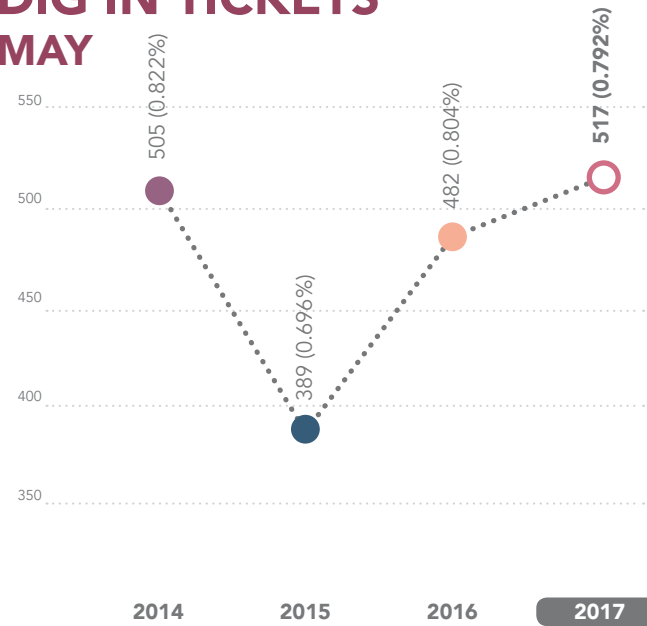


The Y-T-D total number of dig-in tickets is lower in 2017 than in 2016.

DIG IN TICKETS Y-T-D

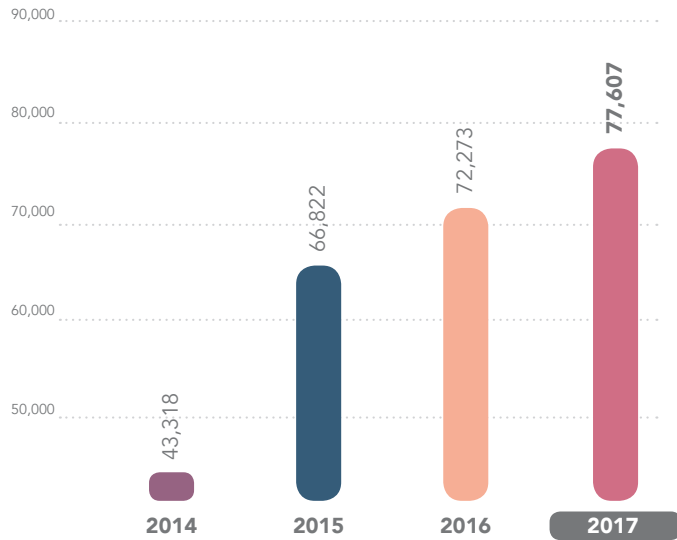


DIG IN TICKETS MAY

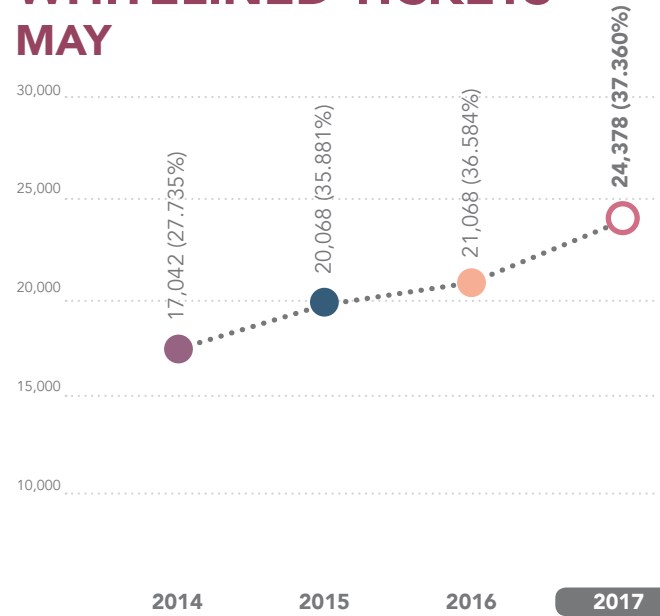


The Y-T-D total number of tickets where callers report the job is whitelined has increased over last year's levels.

WHITELINED TICKETS Y-T-D

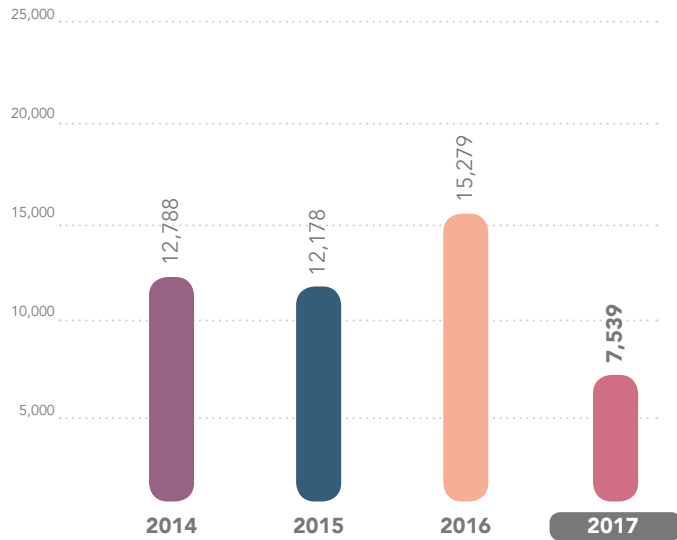


WHITELINED TICKETS MAY

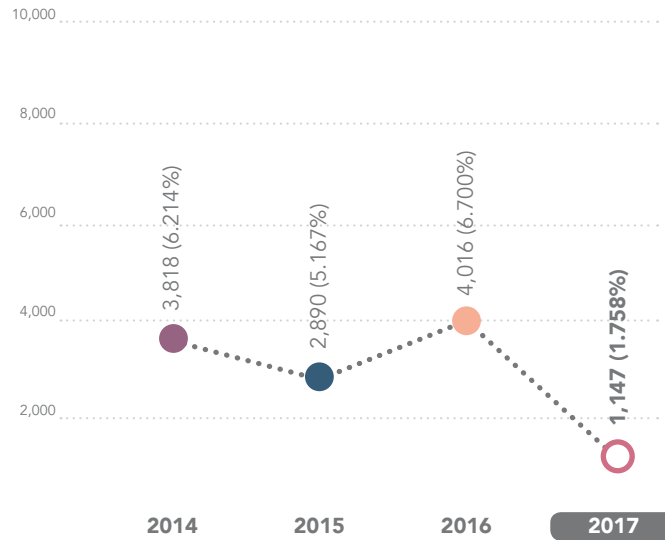


The overall number of tickets with GPS coordinates is lower for this period in 2017 than it was in 2016.

TICKETS WITH GPS Y-T-D

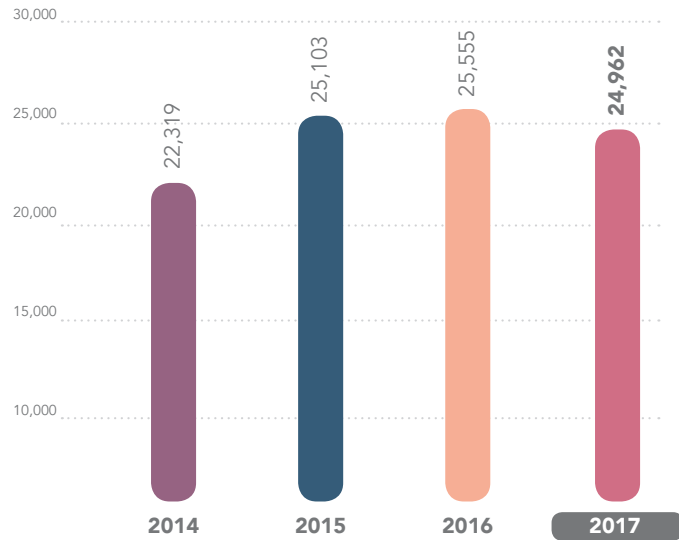


TICKETS WITH GPS MAY



Homeowner ticket volume is slightly higher than it was for this period in 2016.

HOMEOWNER TICKETS Y-T-D



HOMEOWNER TICKETS MAY

