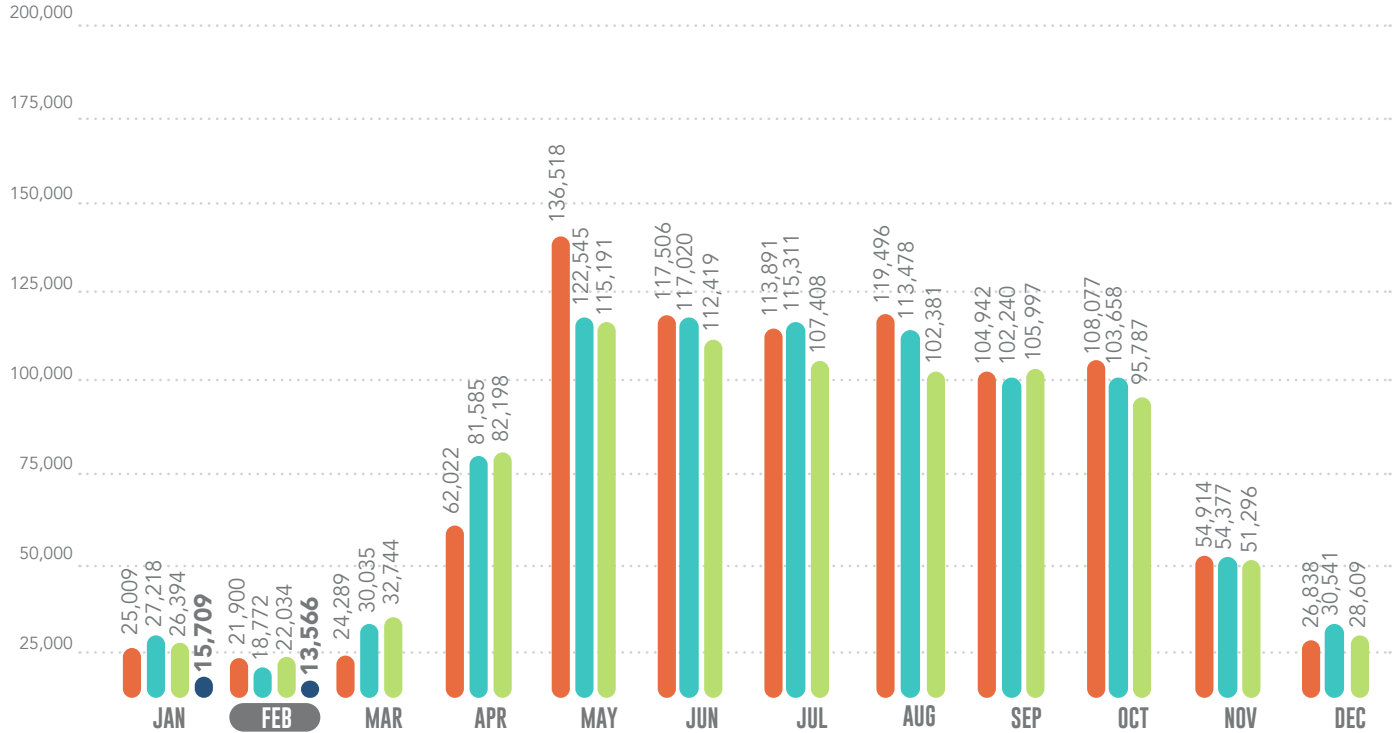


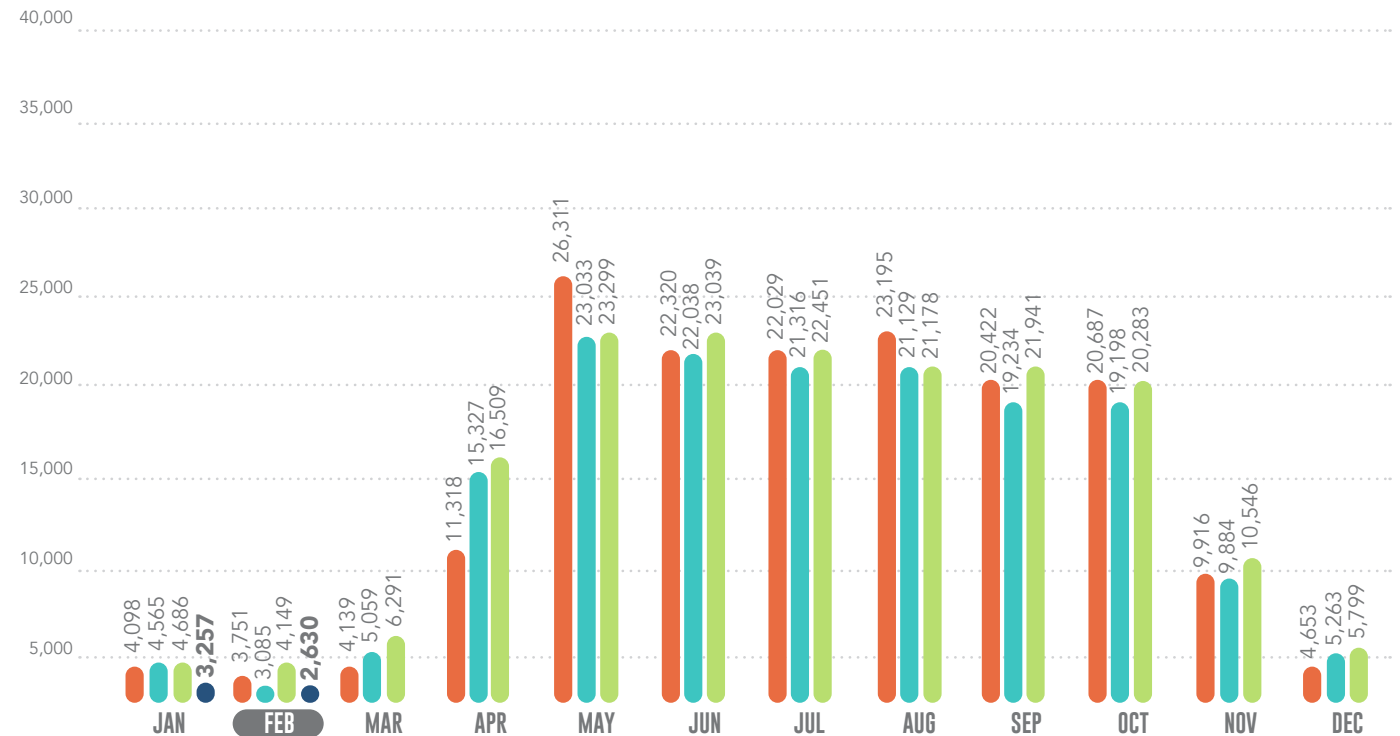
CHARGEABLE OUTBOUND TICKETS

2018 2019 2020 2021



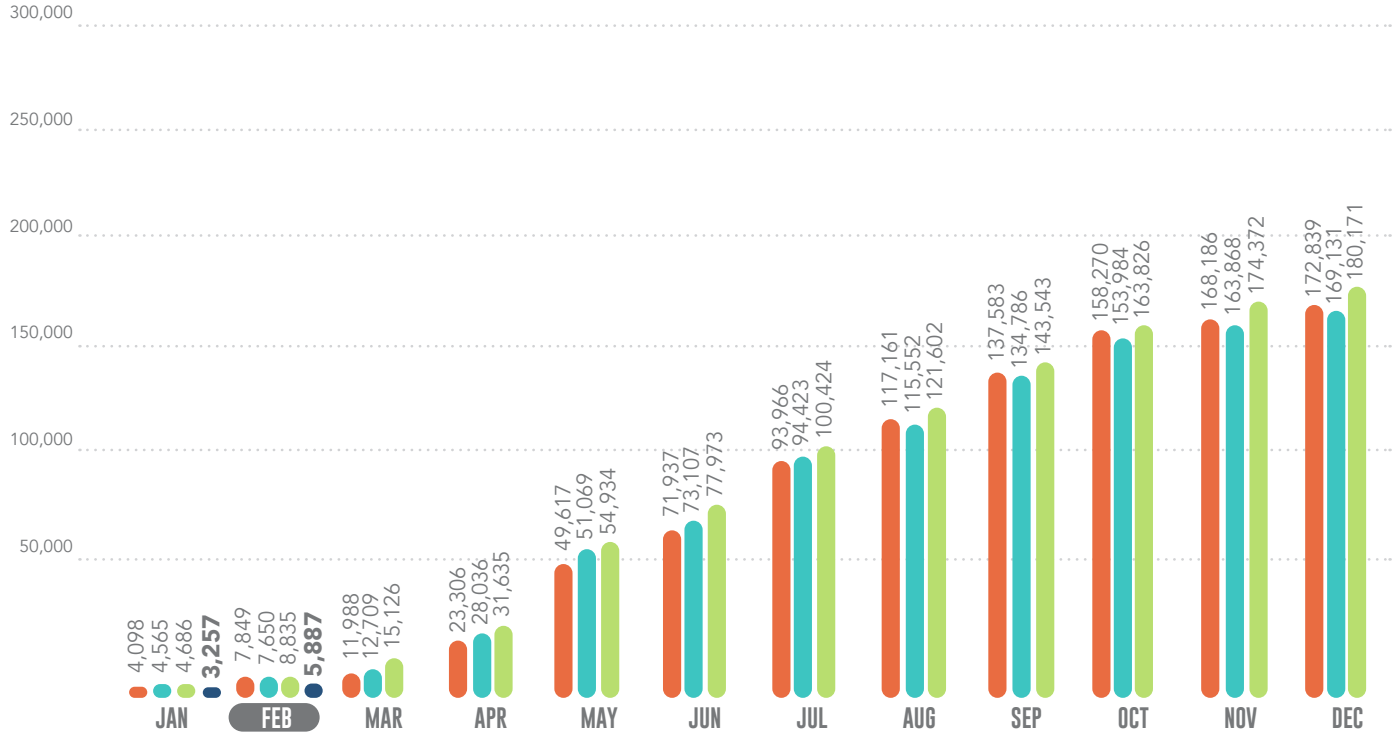
INCOMING TICKETS

2018 2019 2020 2021



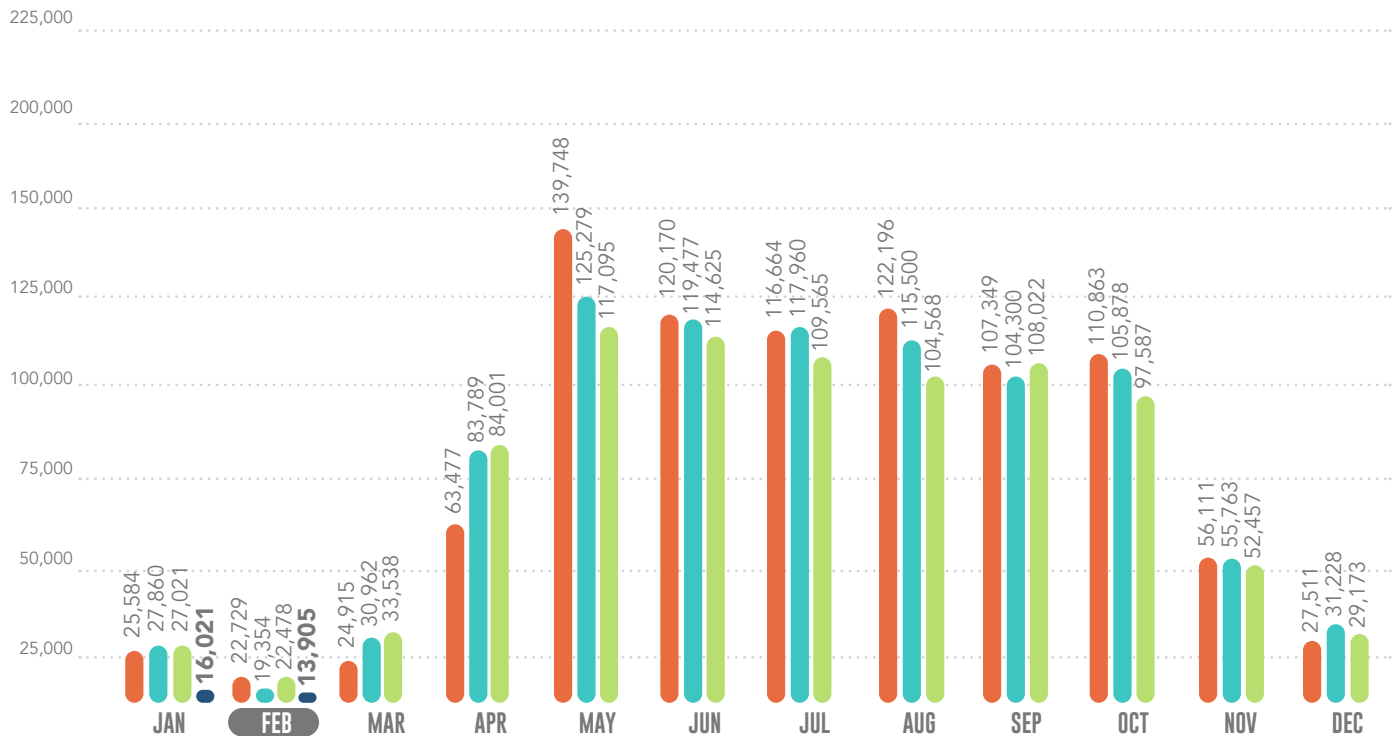
INCOMING TICKETS Y-T-D

2018 2019 2020 2021



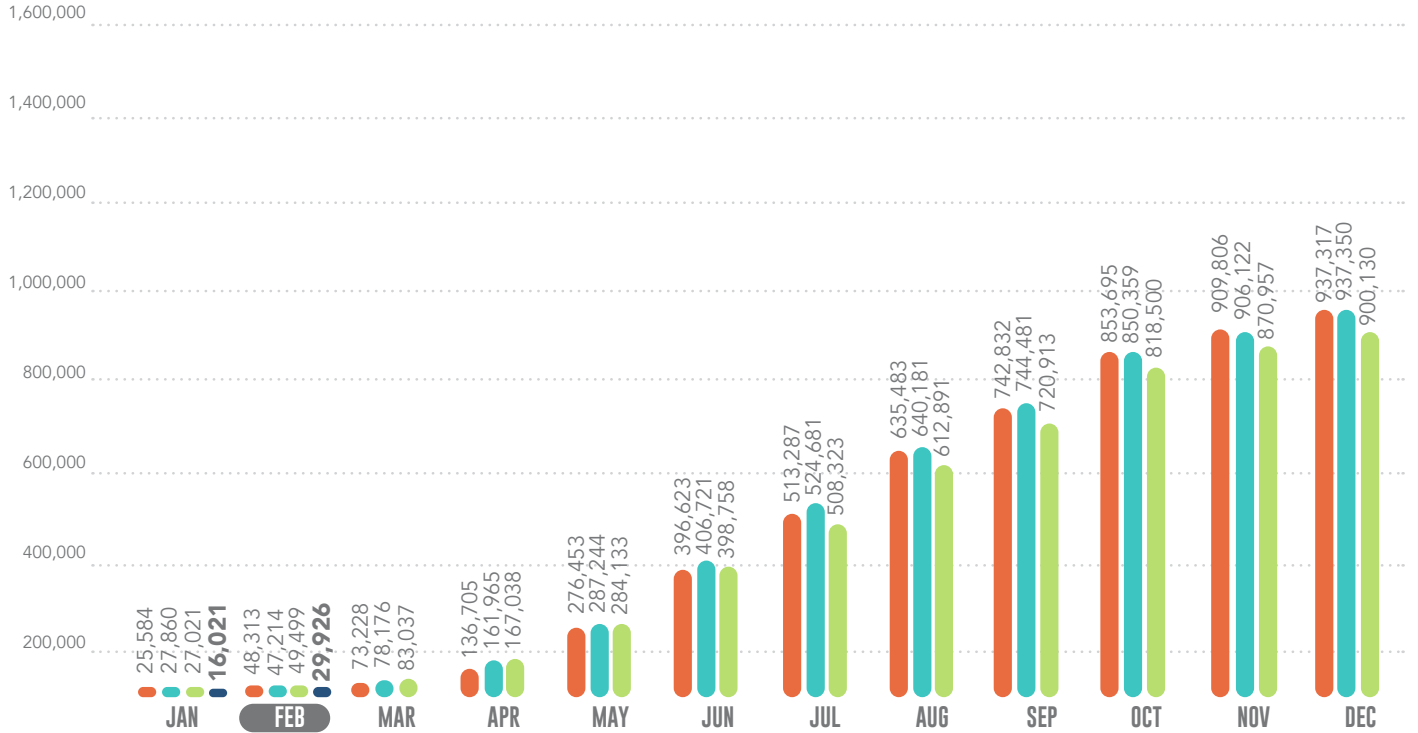
OUTGOING MESSAGES

2018 2019 2020 2021



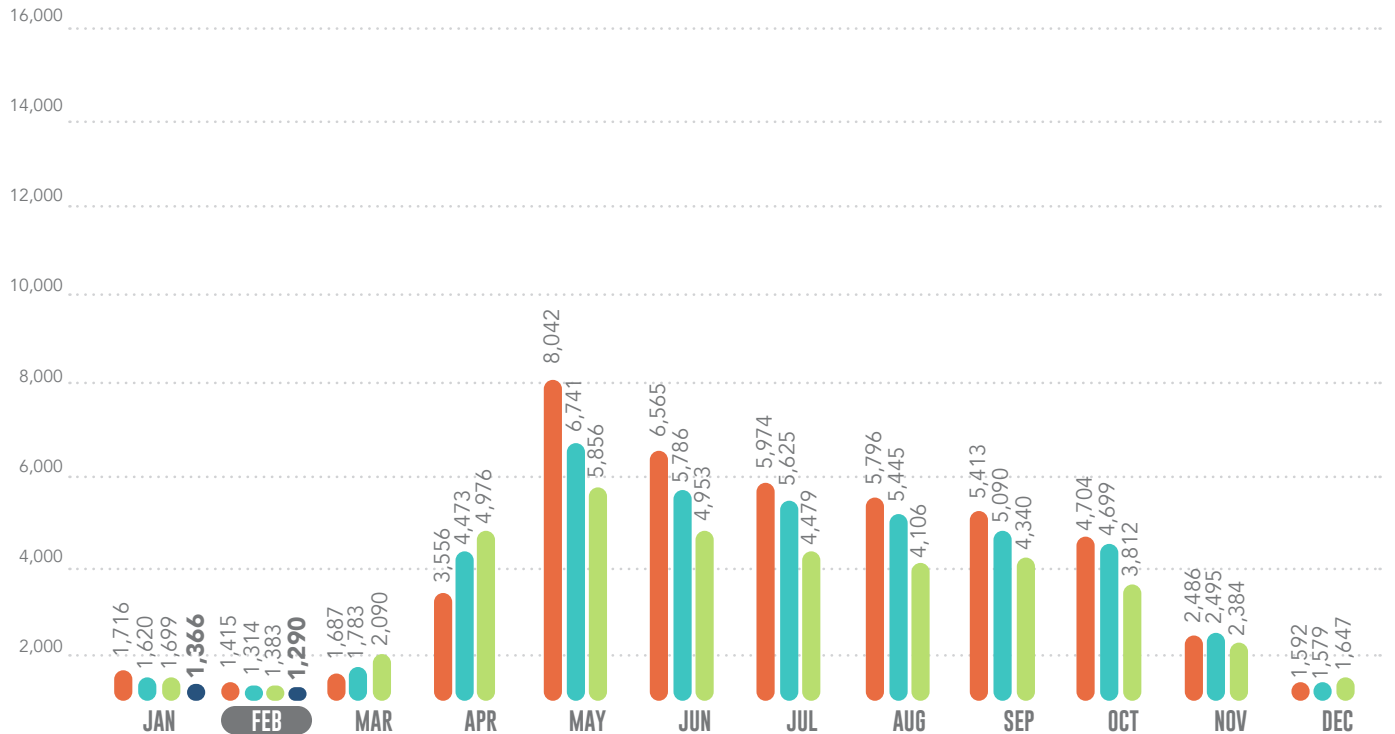
OUTGOING TICKETS Y-T-D

2018 2019 2020 2021



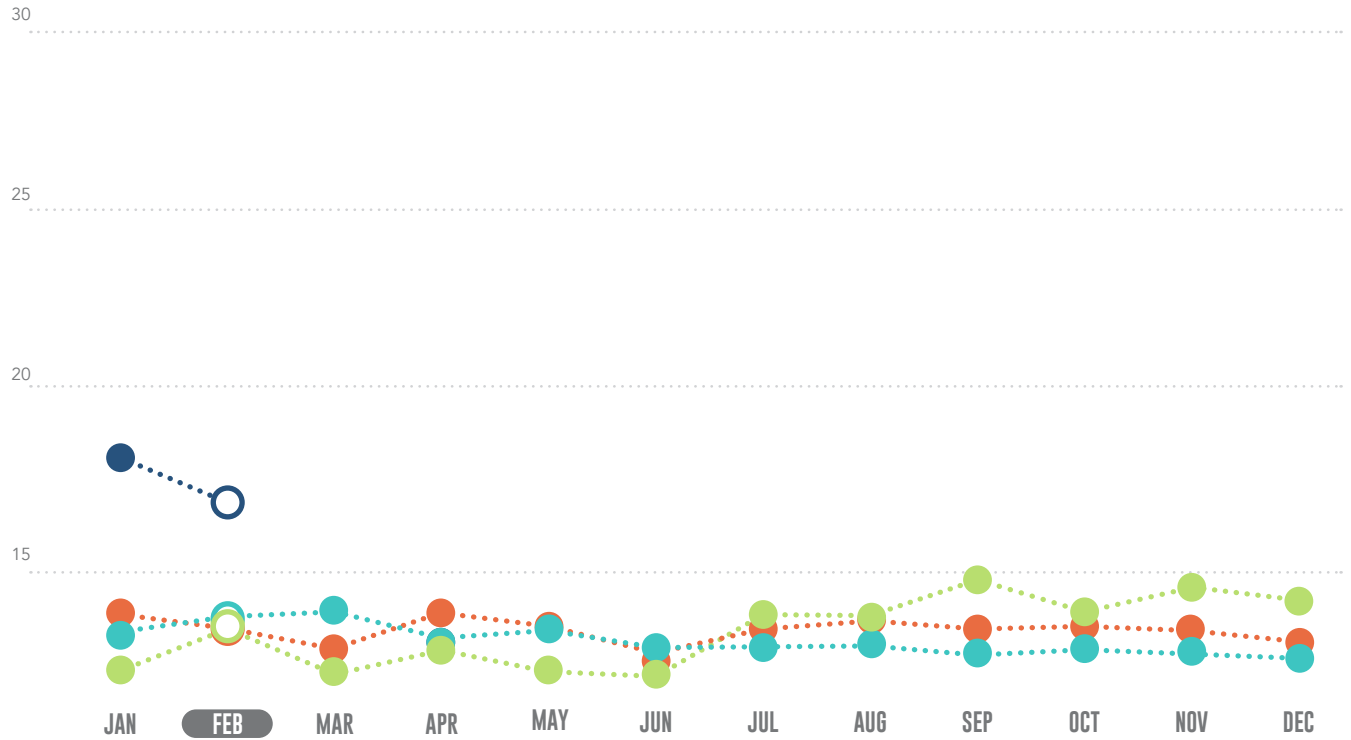
INCOMING CALLS

2018 2019 2020 2021



OPERATOR CALL VOLUMES

2018 2019 2020 2021

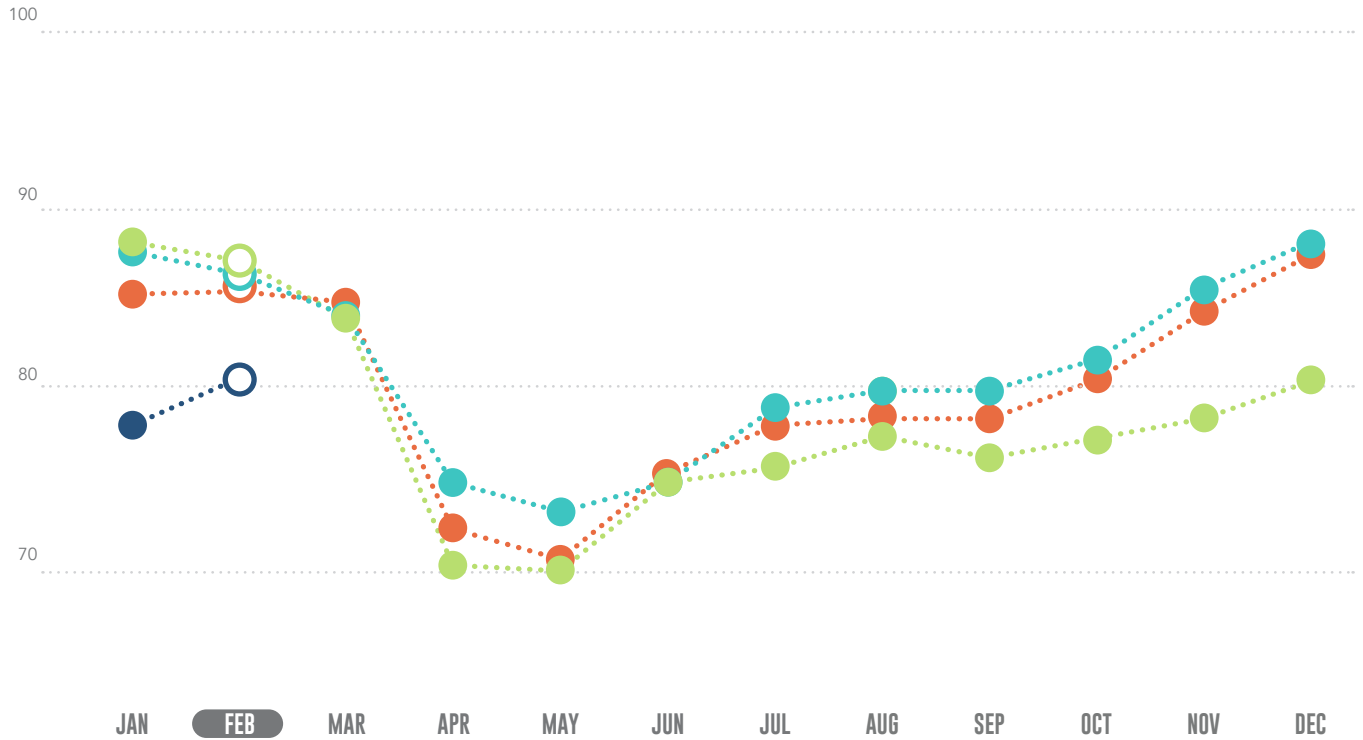


2018 2019 2020 2021

| | 2018 | 2019 | 2020 | 2021 |
|-----|-------|-------|-------|-------|
| JAN | 12.45 | 10.89 | 8.94 | 17.96 |
| FEB | 11.36 | 12.22 | 11.38 | 16.46 |
| MAR | 11.07 | 12.77 | 8.04 | |
| APR | 13.05 | 11.50 | 10.16 | |
| MAY | 11.65 | 11.79 | 9.77 | |
| JUN | 10.39 | 11.48 | 9.18 | |
| JUL | 12.13 | 10.40 | 13.95 | |
| AUG | 12.61 | 10.59 | 13.42 | |
| SEP | 11.89 | 10.25 | 14.95 | |
| OCT | 11.95 | 10.54 | 12.18 | |
| NOV | 11.33 | 9.57 | 14.17 | |
| DEC | 10.60 | 9.16 | 13.71 | |

EXCAVATOR CALL VOLUMES

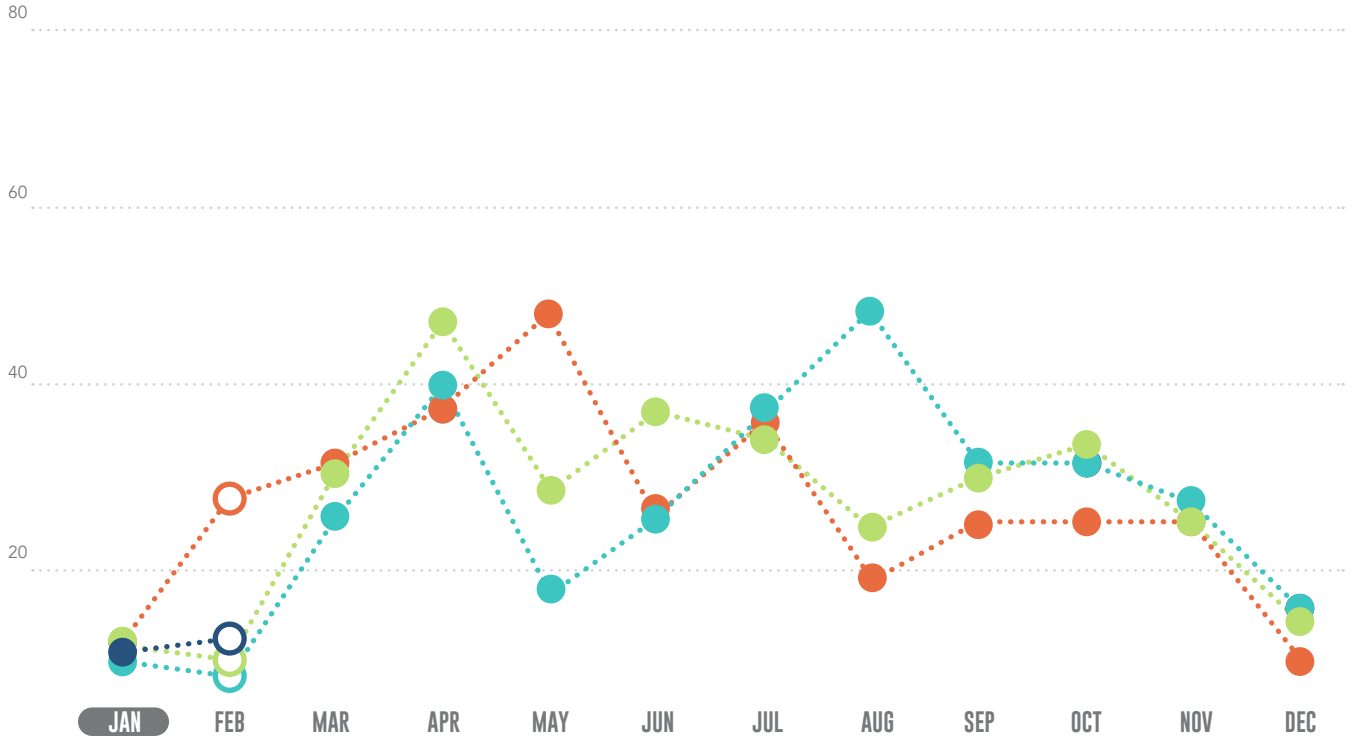
2018 2019 2020 2021



| | 2018 | 2019 | 2020 | 2021 |
|-----|-------|-------|-------|-------|
| JAN | 84.97 | 87.73 | 89.69 | 78.81 |
| FEB | 86.03 | 86.39 | 87.01 | 80.87 |
| MAR | 85.77 | 84.50 | 84.37 | |
| APR | 72.89 | 75.15 | 71.14 | |
| MAY | 71.30 | 72.98 | 70.72 | |
| JUN | 76.21 | 75.83 | 75.96 | |
| JUL | 77.05 | 78.50 | 75.47 | |
| AUG | 78.53 | 79.22 | 76.39 | |
| SEP | 78.13 | 79.96 | 74.02 | |
| OCT | 81.31 | 82.35 | 75.51 | |
| NOV | 84.80 | 86.05 | 78.10 | |
| DEC | 87.30 | 88.77 | 80.62 | |

AVERAGE HOLD TIME

2018 2019 2020 2021

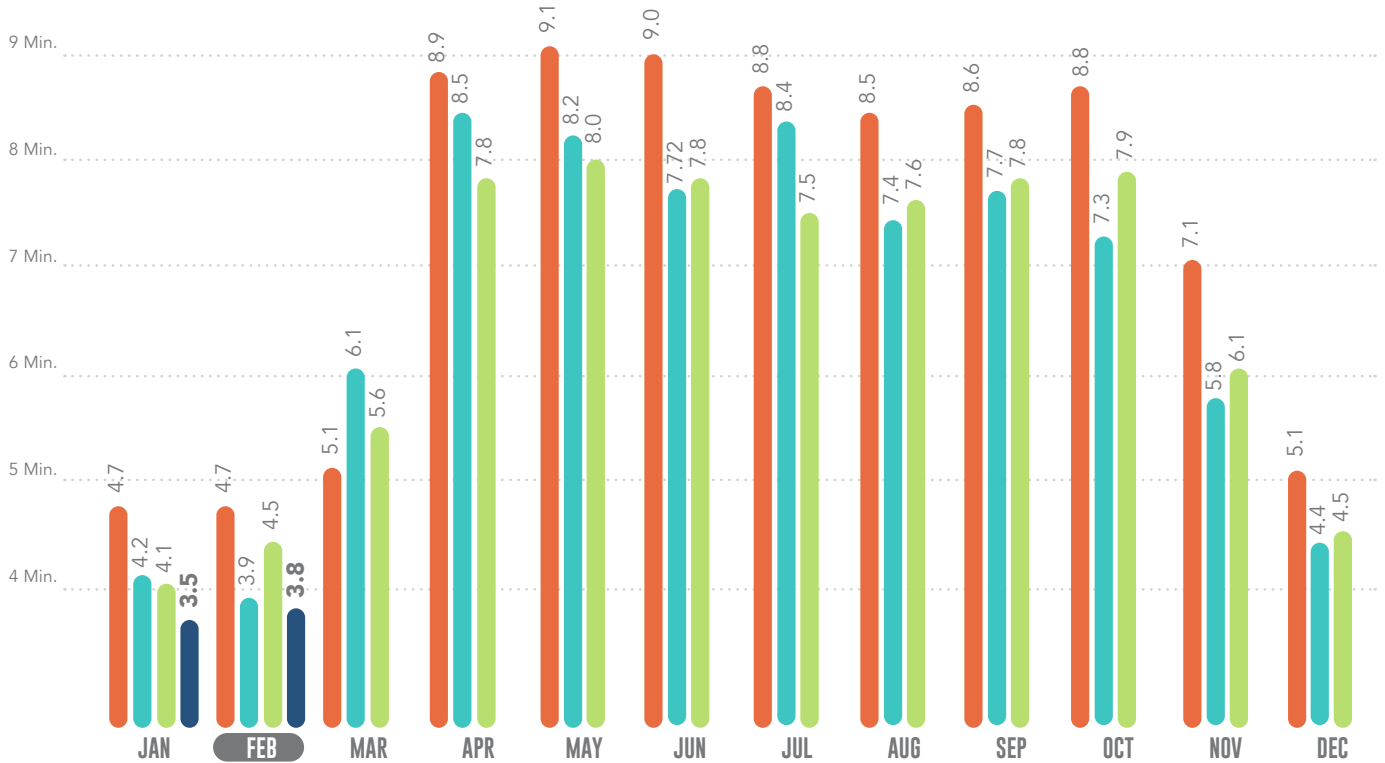


2018 2019 2020 2021

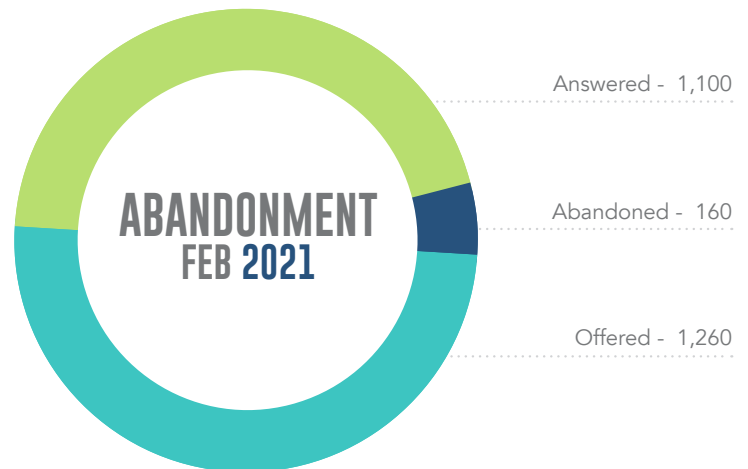
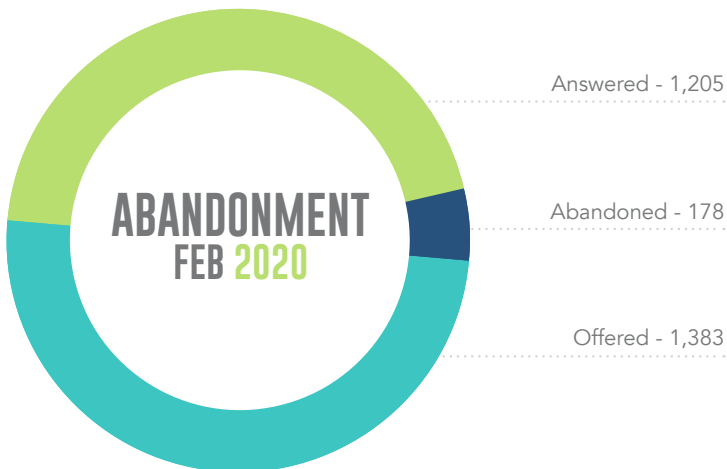
| | 2018 | 2019 | 2020 | 2021 |
|-----|------|------|------|------|
| JAN | 14 | 11 | 14 | 12 |
| FEB | 28 | 6 | 12 | 15 |
| MAR | 32 | 26 | 31 | |
| APR | 38 | 40 | 44 | |
| MAY | 46 | 19 | 29 | |
| JUN | 26 | 25 | 38 | |
| JUL | 37 | 38 | 36 | |
| AUG | 19 | 47 | 25 | |
| SEP | 26 | 32 | 29 | |
| OCT | 25 | 32 | 34 | |
| NOV | 25 | 28 | 25 | |
| DEC | 14 | 17 | 16 | |

AVERAGE PROCESSING TIMES

2018 2019 2020 2021

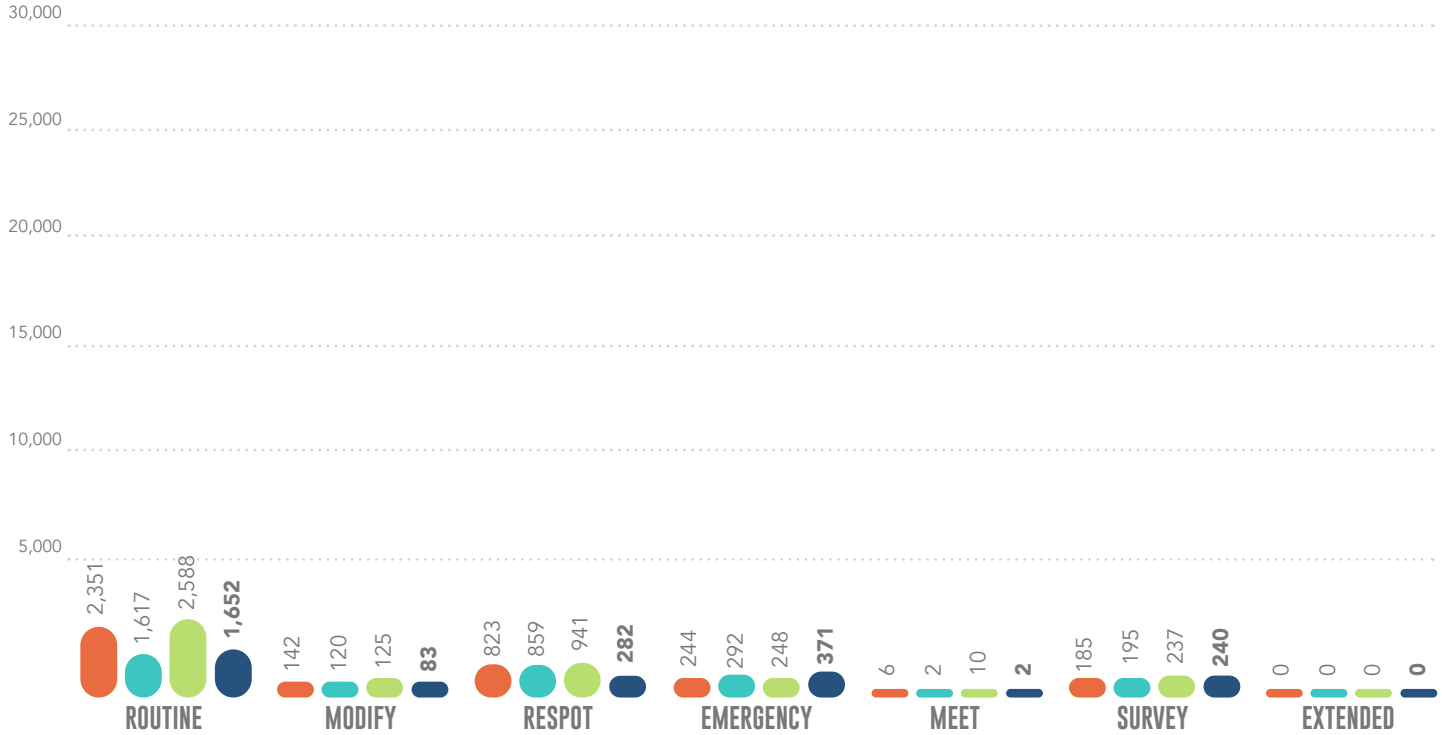


We included a voice message in early May 2020 that encouraged excavators to file locates online instead of by phone. This addition increased our abandoned calls for the month due to homeowners hanging up to finish their requests online (as seen in the increased ITIC percentage).



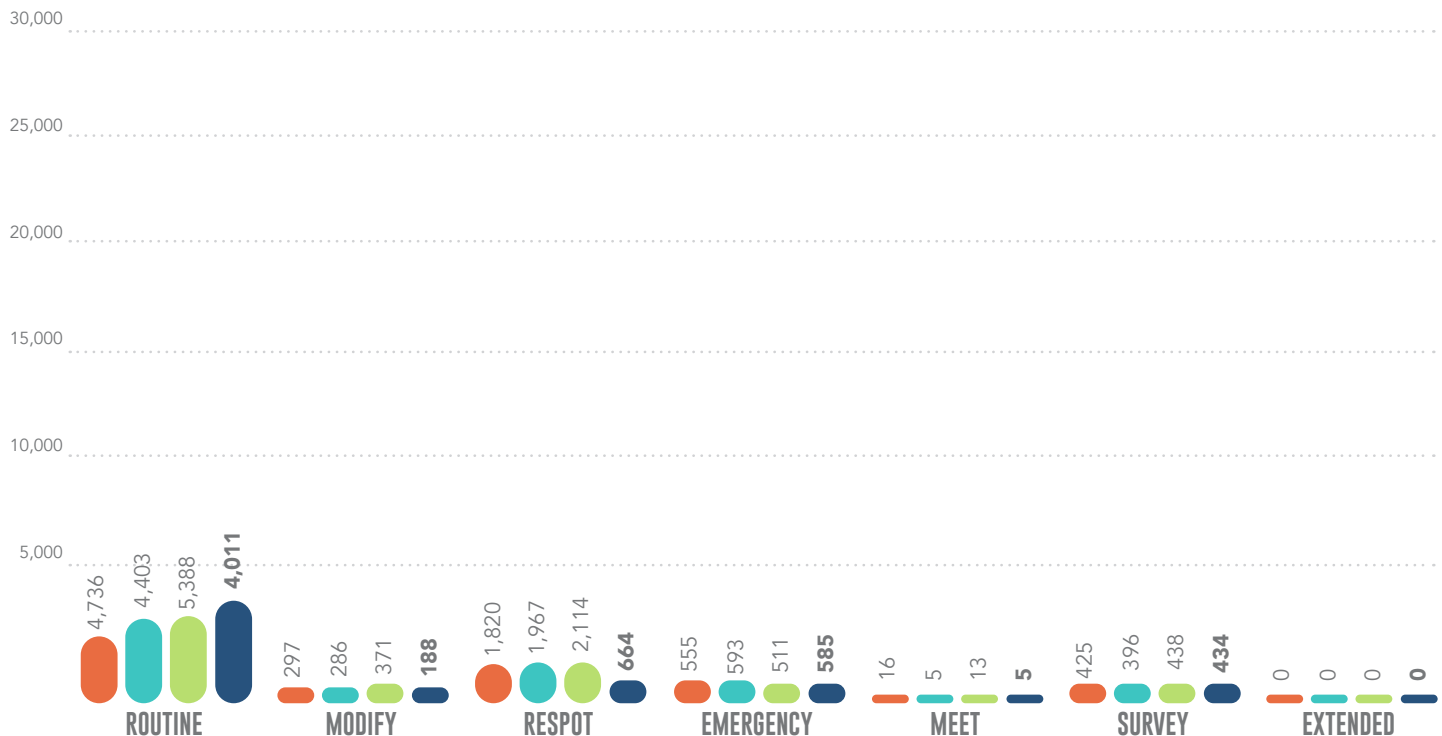
INCOMING TICKET TYPES FEB

2018 2019 2020 2021



INCOMING TICKETS TYPES FEB Y-T-D

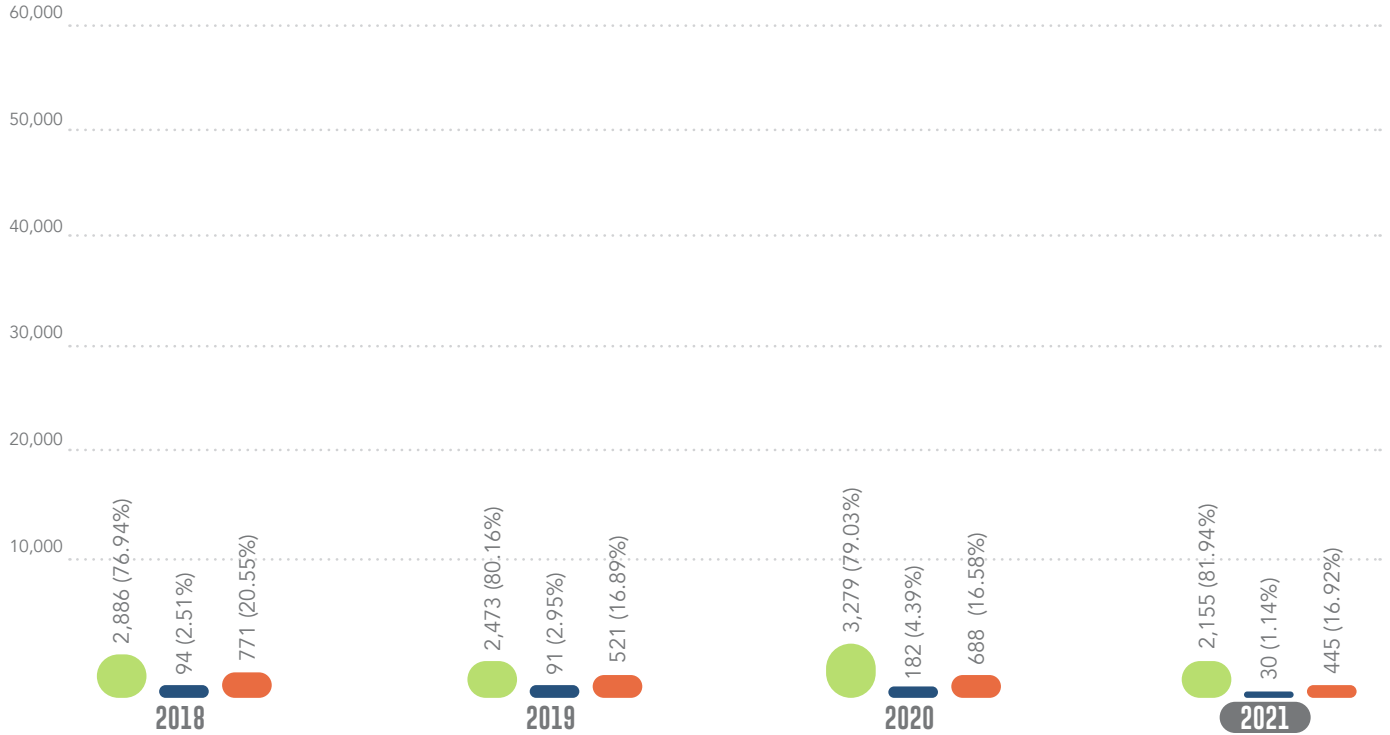
2018 2019 2020 2021



RECEIPT METHODS FEB

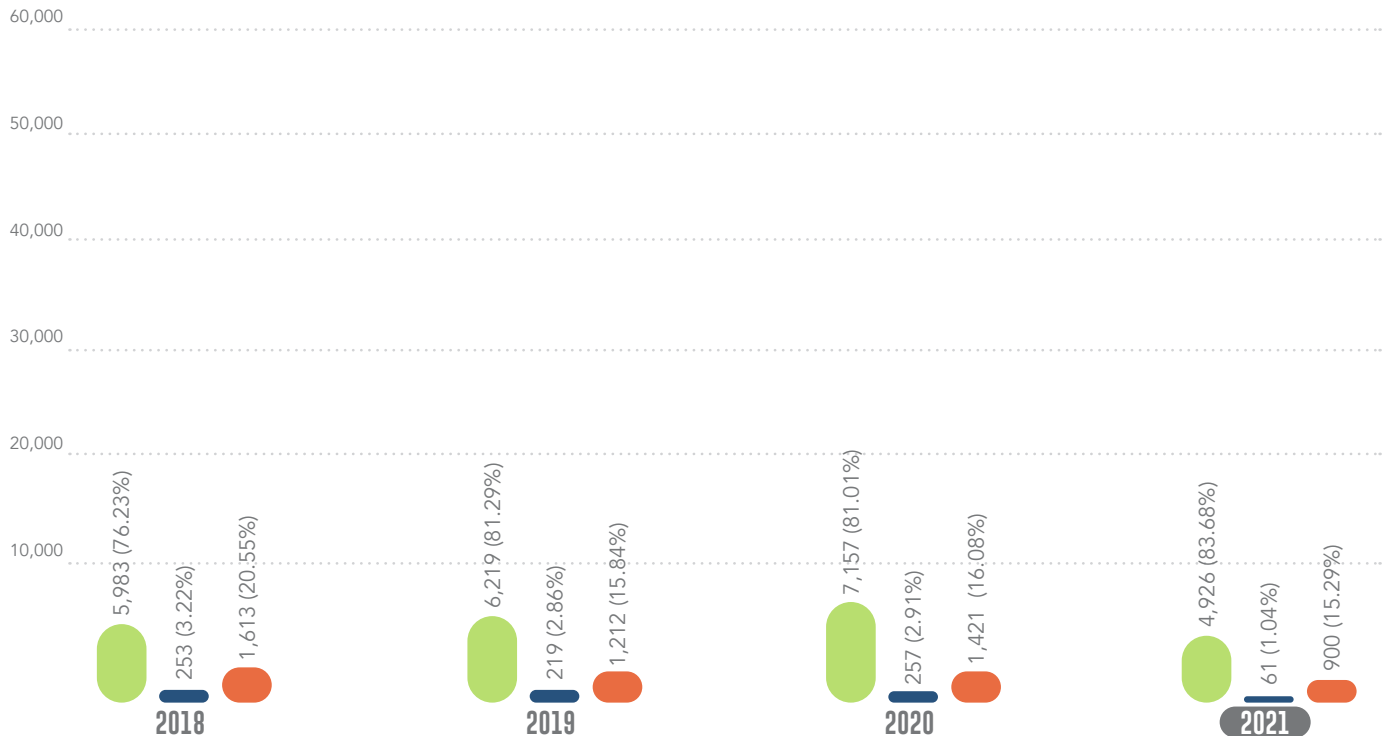
ITIC IVR OPERATOR

ITIC Mobile =0



RECEIPT METHODS FEB Y-T-D

ITIC IVR OPERATOR

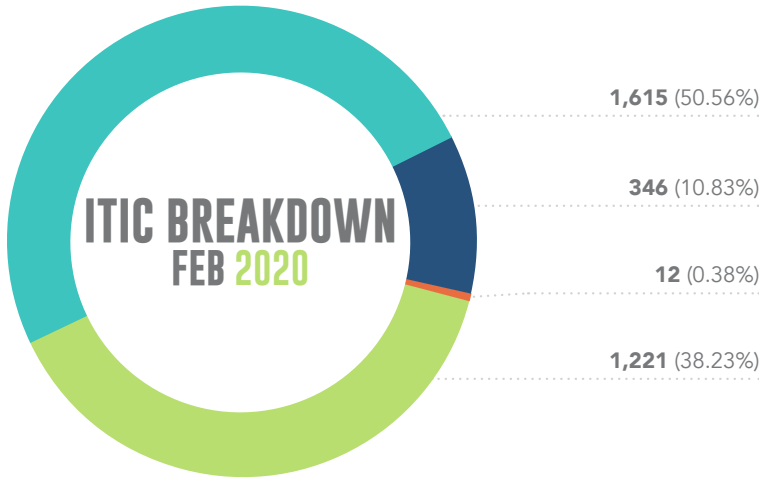


WEBUSER 5 (ON THEIR OWN)

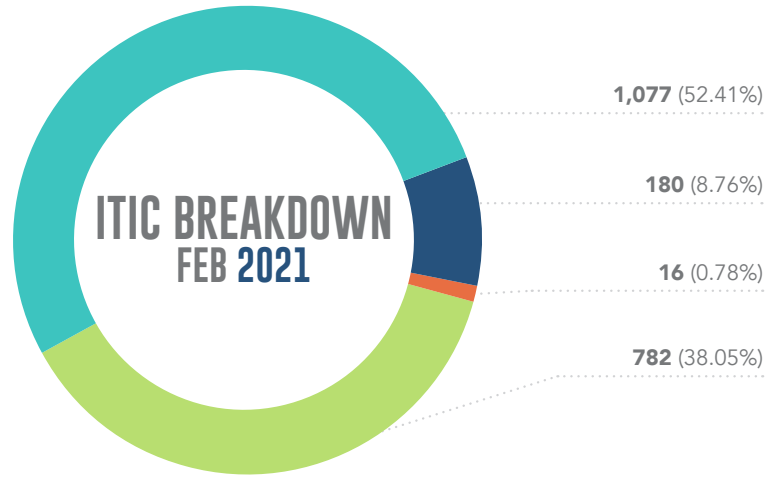
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC % - 79.03%



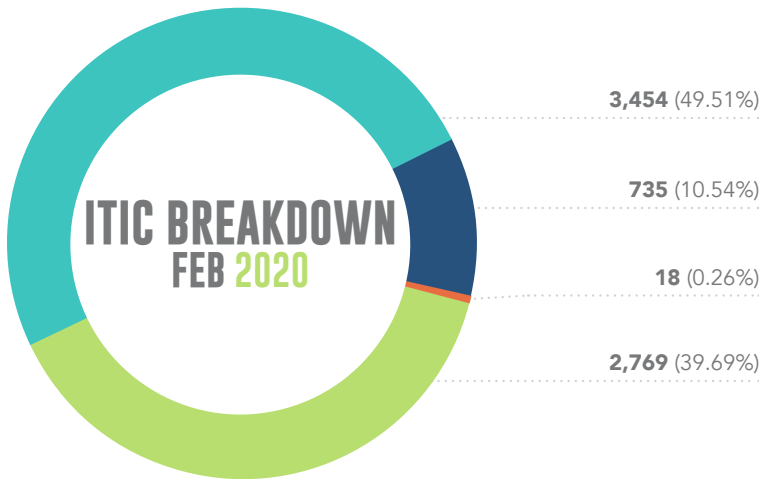
OVERALL ITIC % - 81.94%

WEBUSER 5 (ON THEIR OWN)

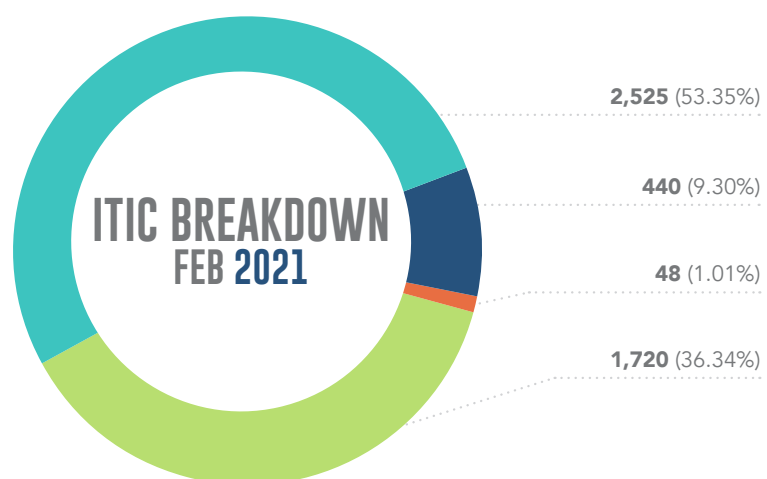
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)

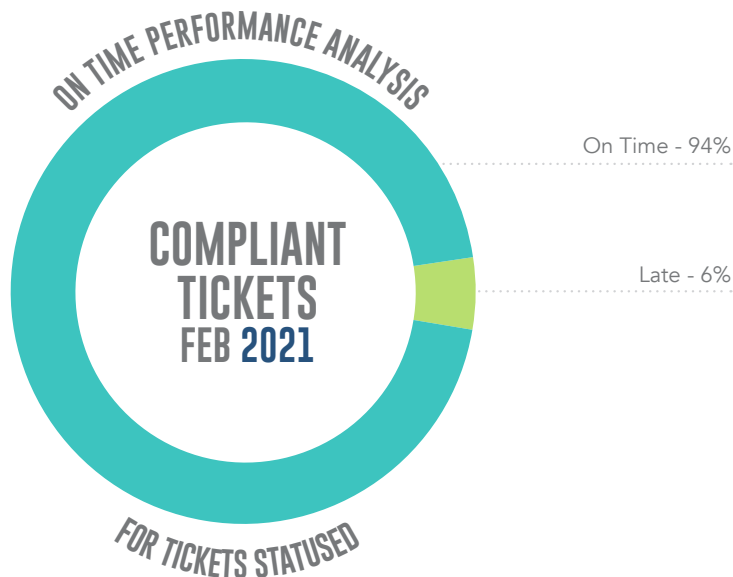
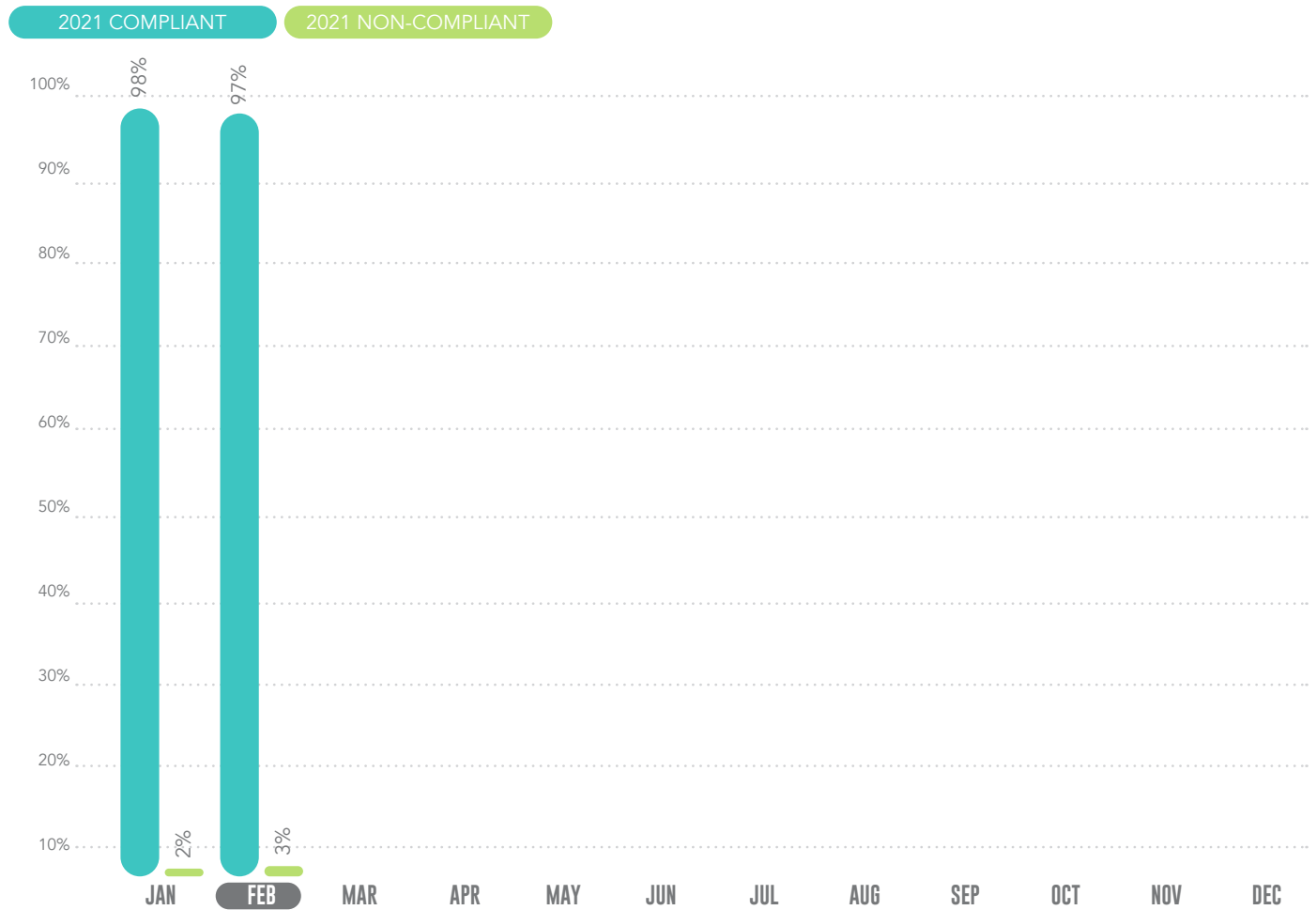


OVERALL ITIC % - 81.01%



OVERALL ITIC % - 83.68%

POSITIVE RESPONSE COMPLIANCE



CREATIVE HOURS - 4TH QUARTER DETAILS

| PROJECT NAME | HOURS WORKED |
|--------------------------------|--------------|
| NDOC Cooler | 1:00 |
| NDOC Dashboards | 25:45 |
| NDOC ITICnxt Launch | 24:00 |
| NDOC Social Media | 17:30 |
| NDOC Website Changes | 1:15 |
| Subtotal | 69:30 |
| Management Review (+15%) | 10:25 |
| Grand Total with Review | 79:55 |

CREATIVE HOURS - 2020

