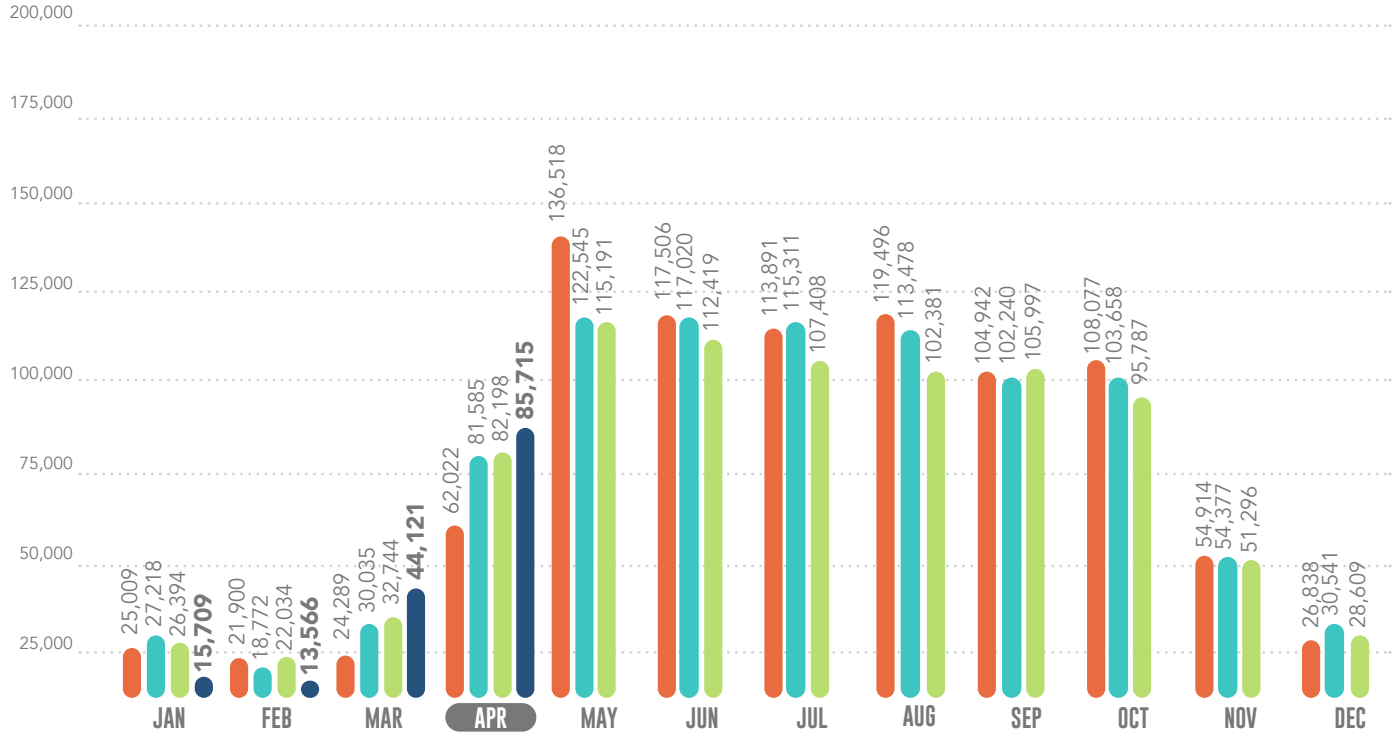


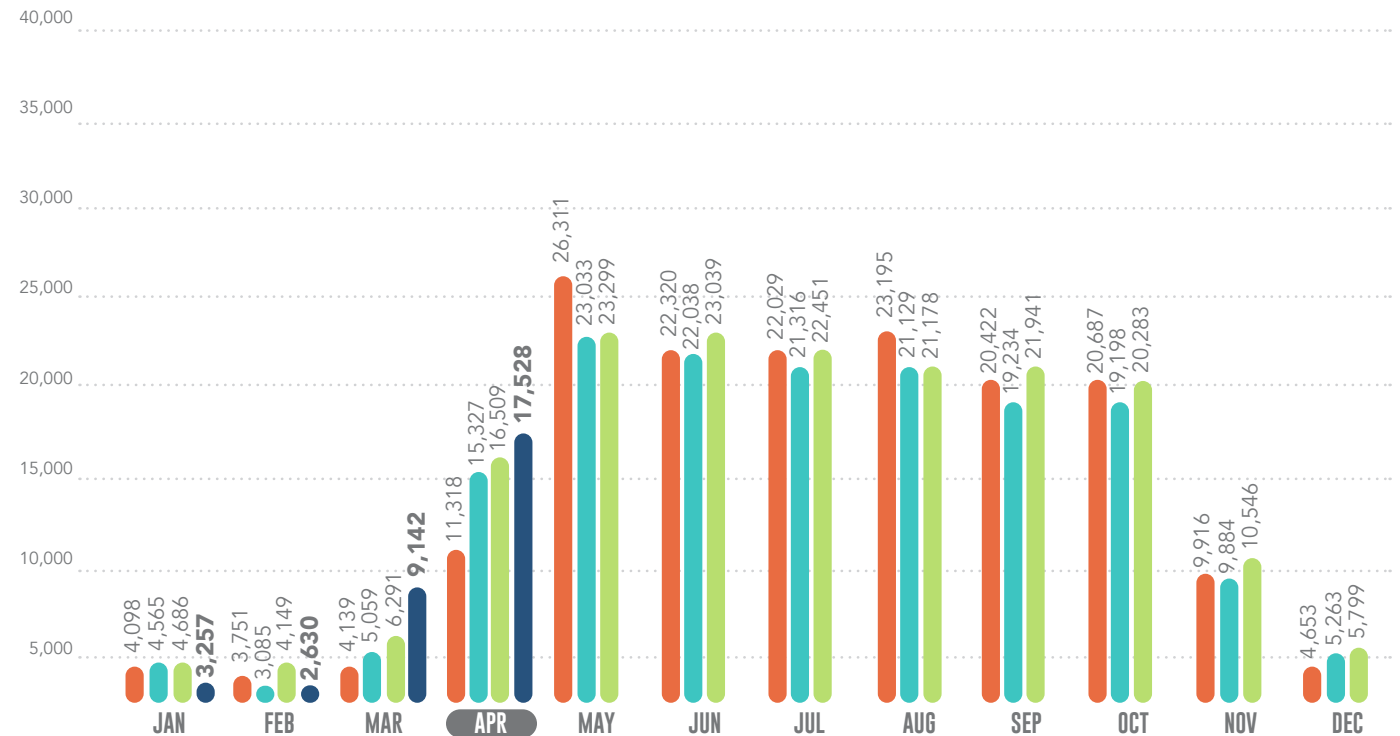
## CHARGEABLE OUTBOUND TICKETS

2018 2019 2020 2021



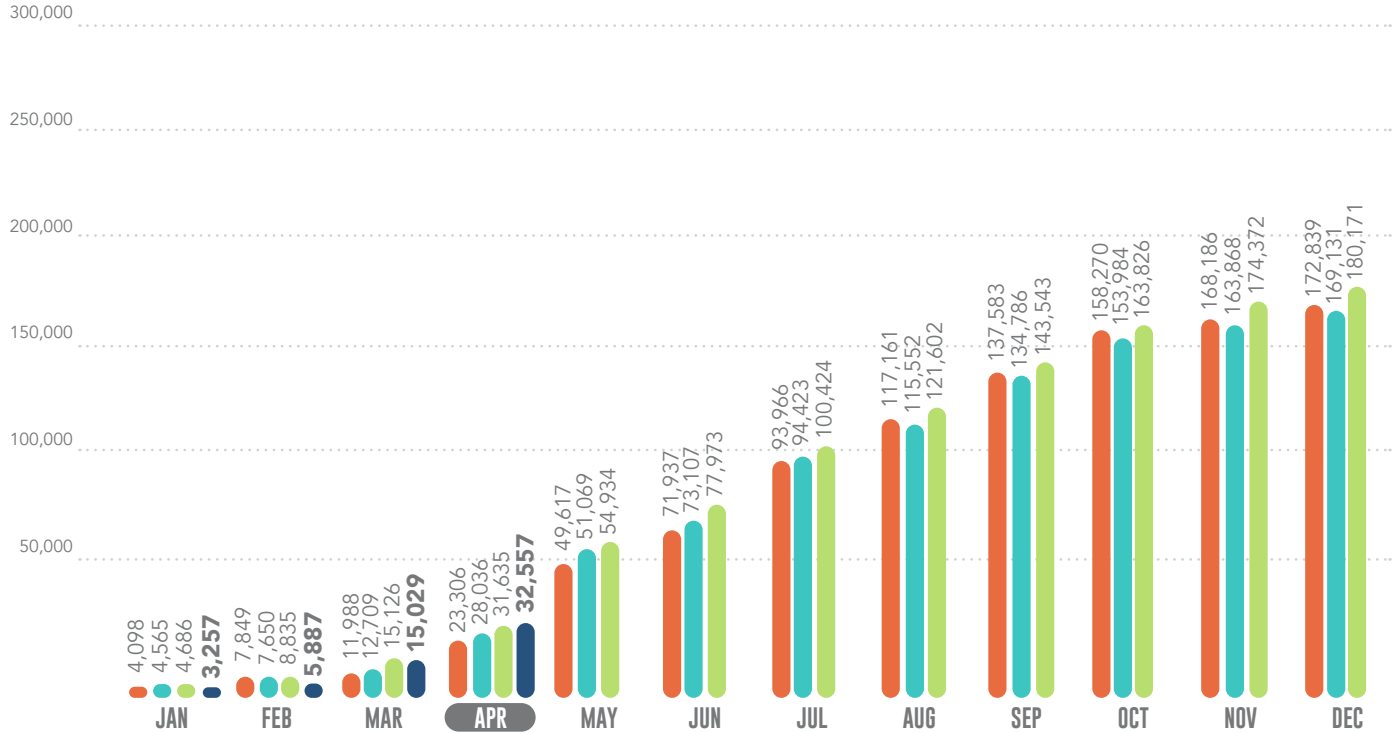
## INCOMING TICKETS

2018 2019 2020 2021



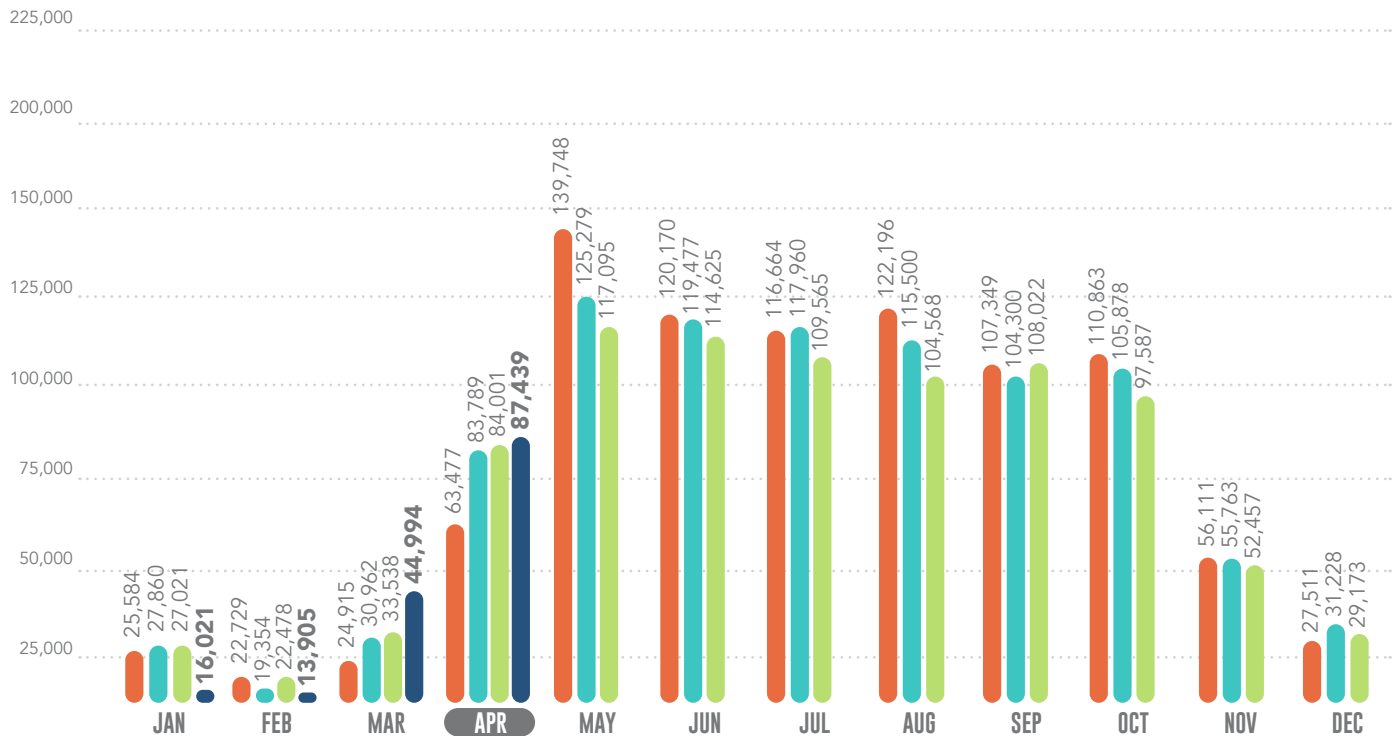
## INCOMING TICKETS Y-T-D

2018 2019 2020 2021



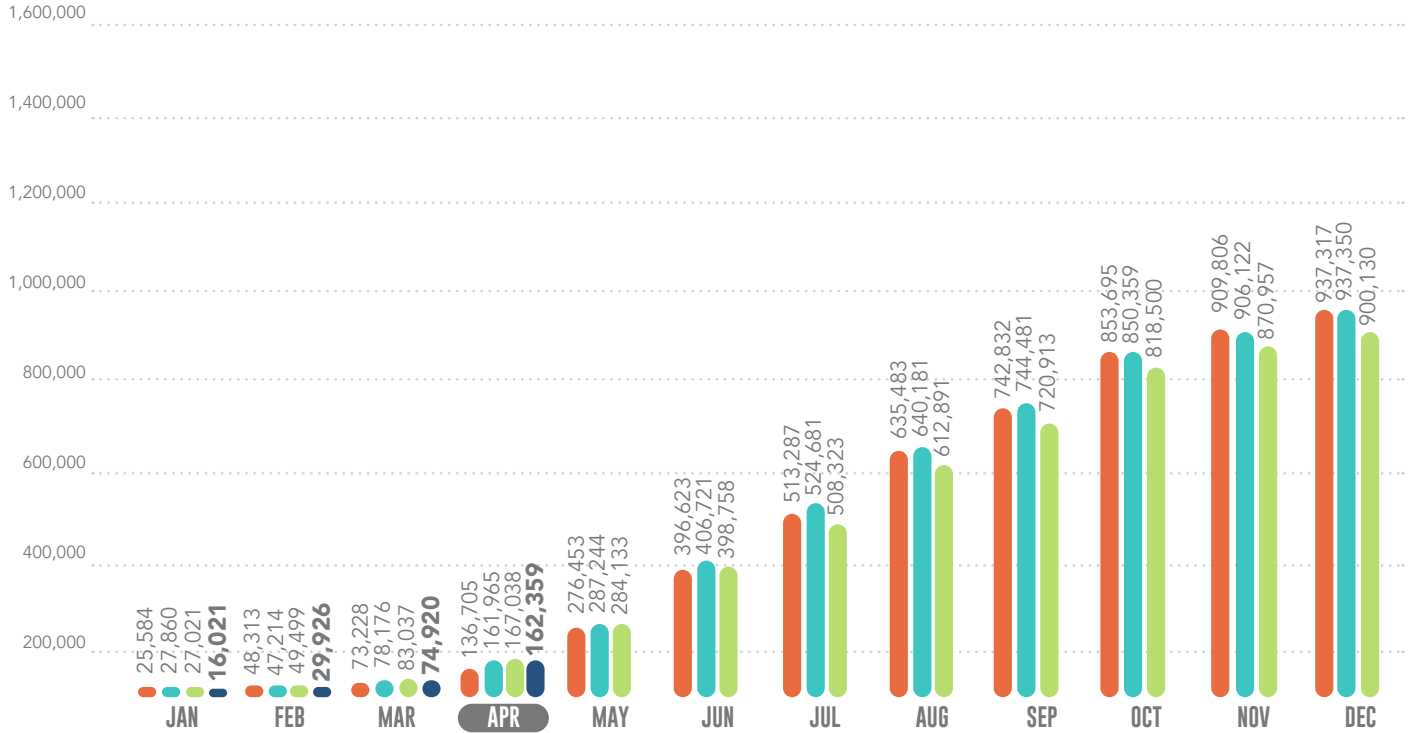
## OUTGOING MESSAGES

2018 2019 2020 2021



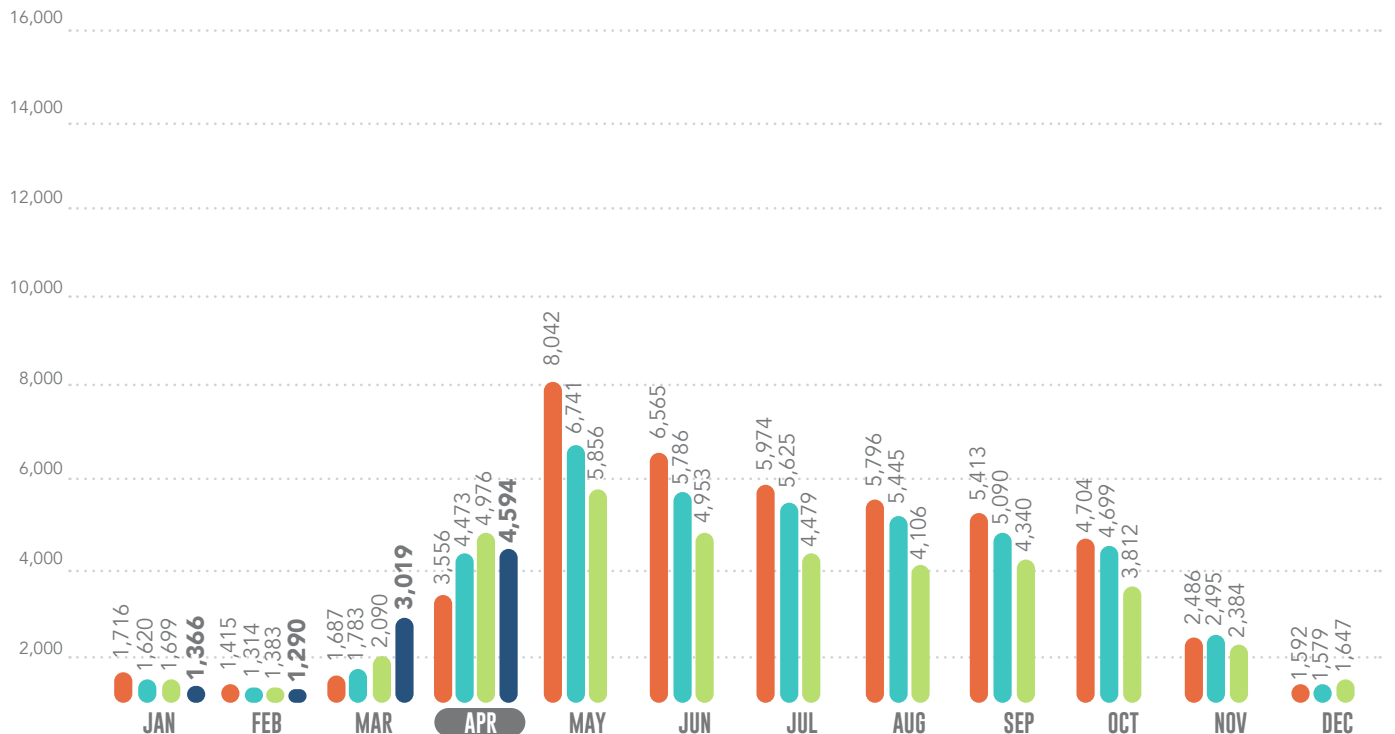
## OUTGOING TICKETS Y-T-D

2018 2019 2020 2021



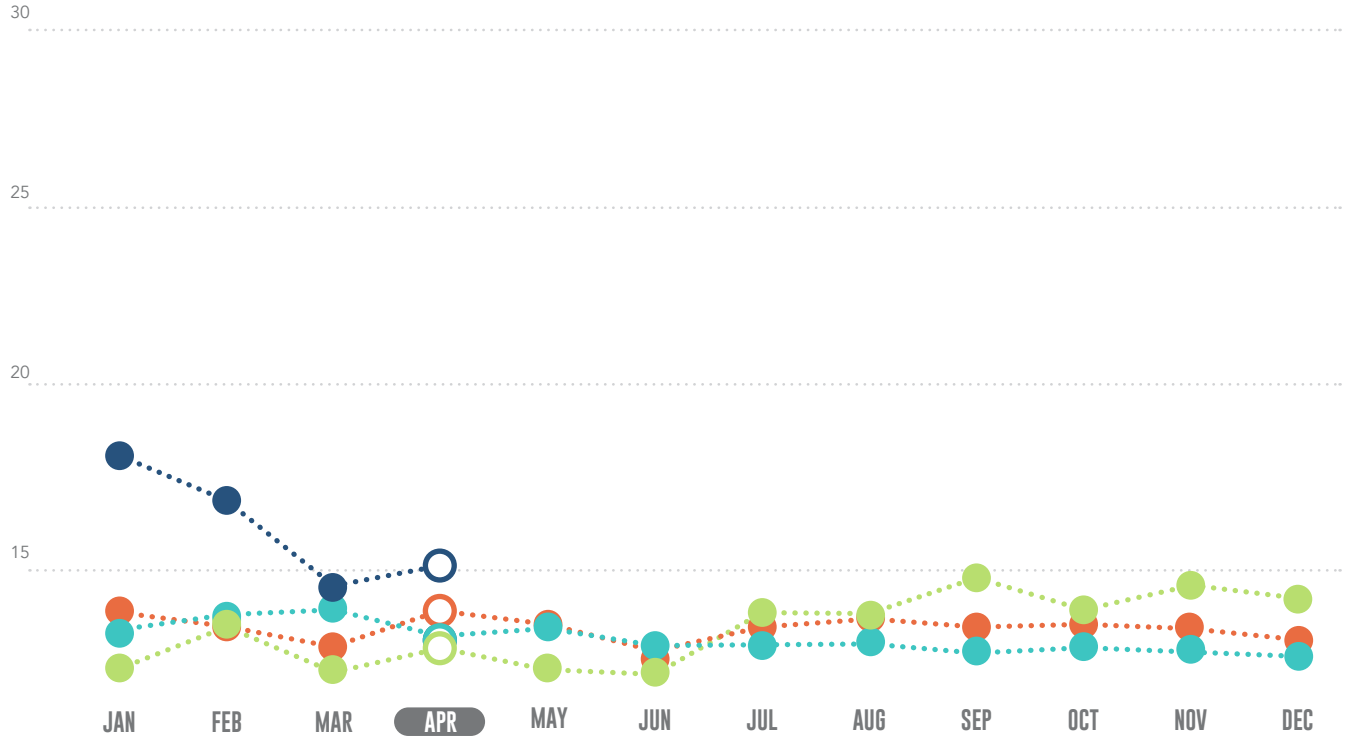
## INCOMING CALLS

2018 2019 2020 2021



## OPERATOR CALL VOLUMES

2018 2019 2020 2021

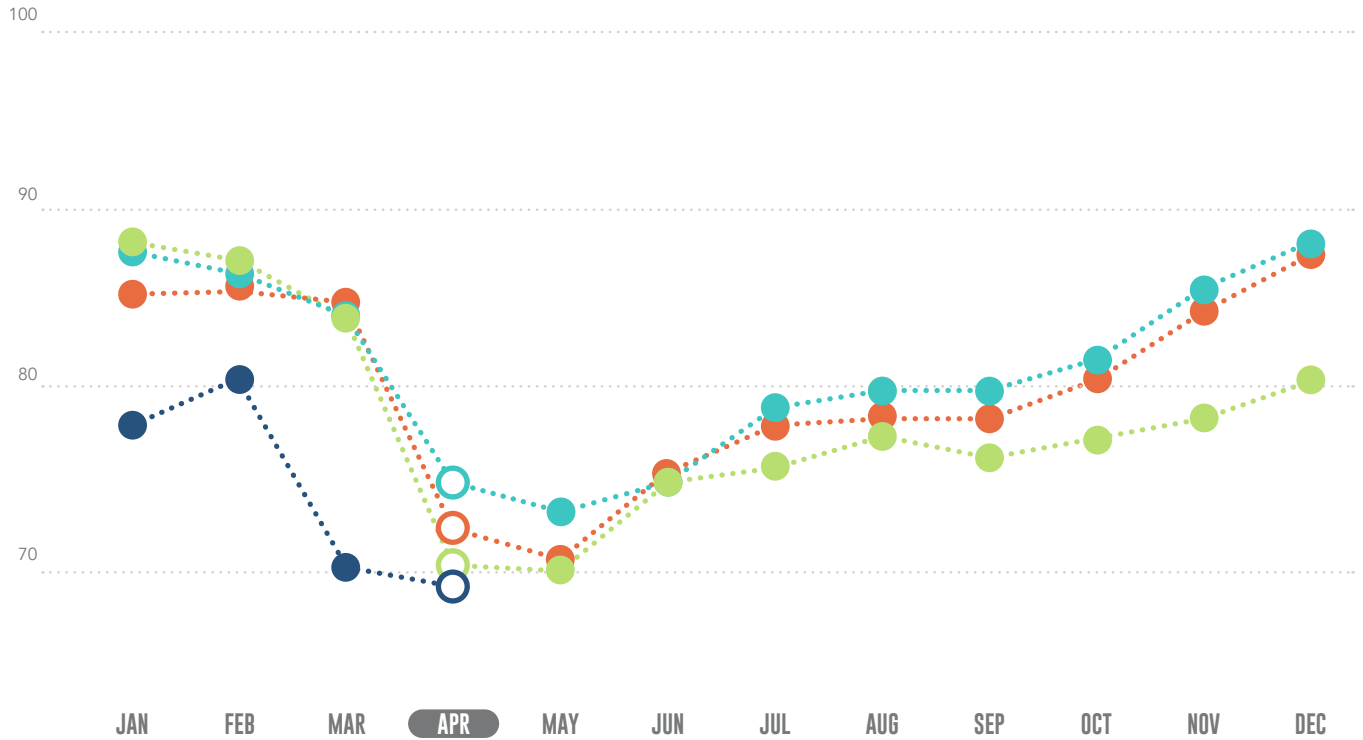


2018 2019 2020 2021

	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	14.12
APR	13.05	11.50	10.16	15.19
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

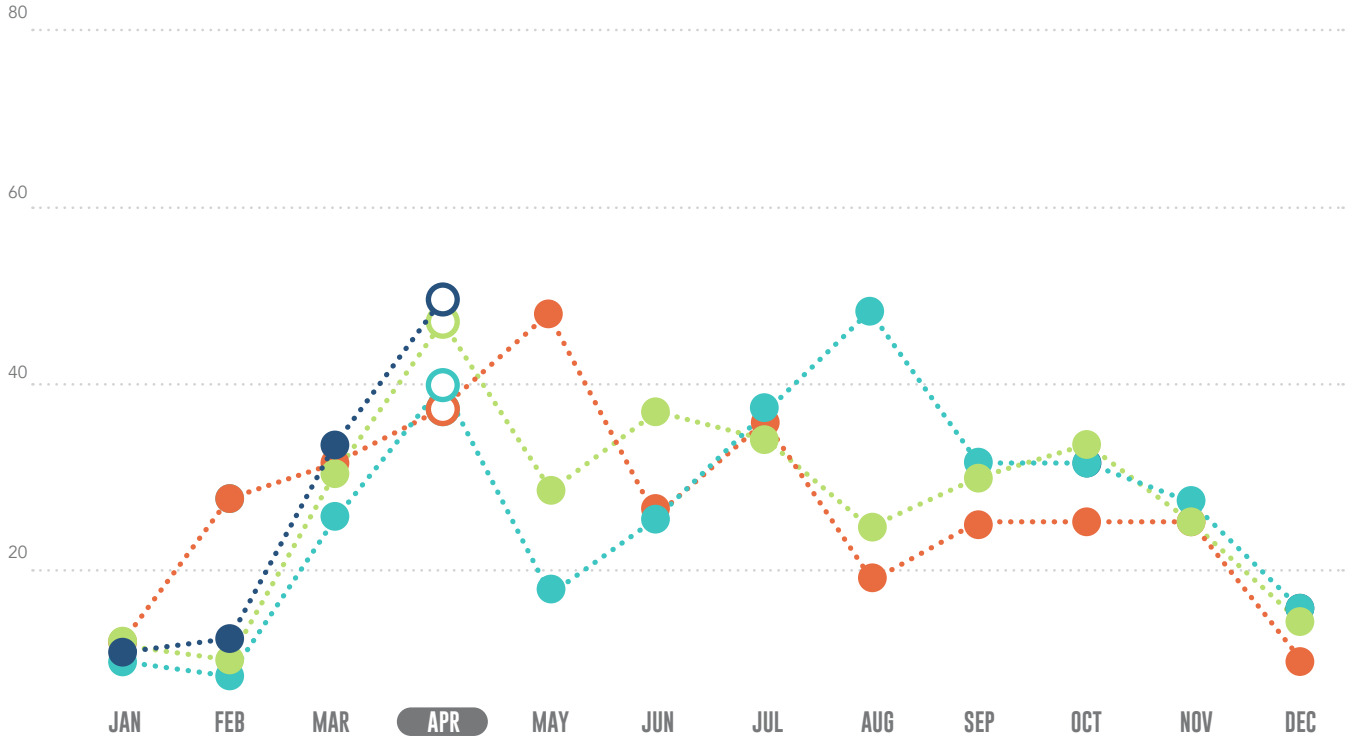


2018 2019 2020 2021

	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	70.32
APR	72.89	75.15	71.14	68.63
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

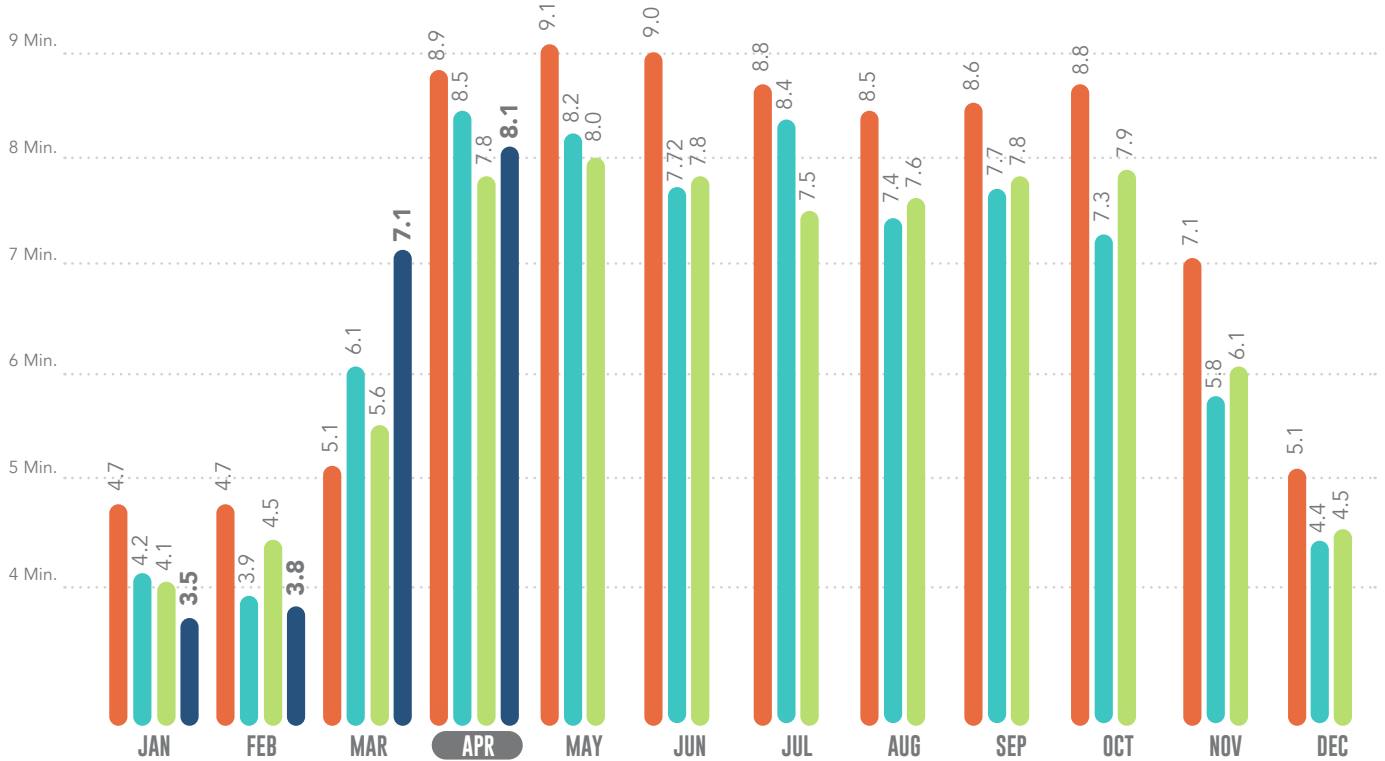


2018 2019 2020 2021

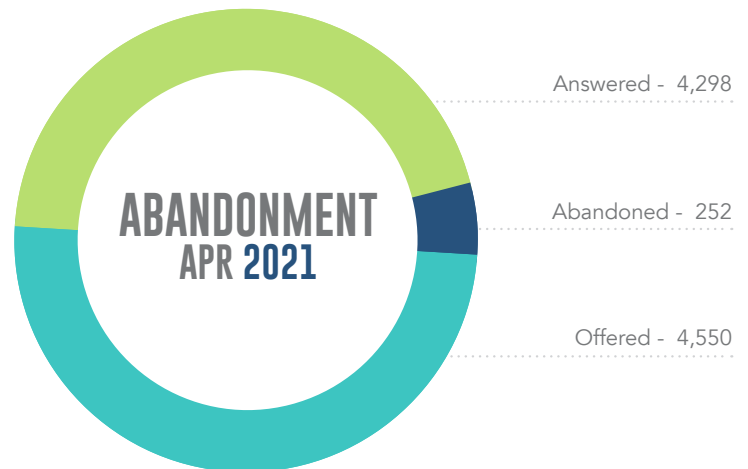
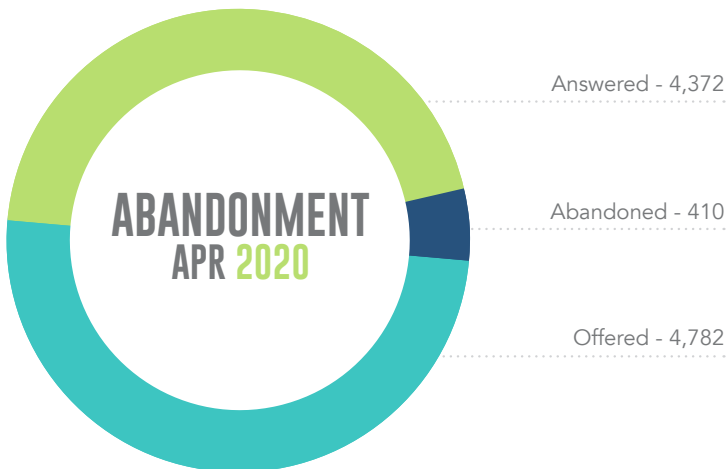
	2018	2019	2020	2021
JAN	14	11	14	12
FEB	28	6	12	15
MAR	32	26	31	33
APR	38	40	44	50
MAY	46	19	29	
JUN	26	25	38	
JUL	37	38	36	
AUG	19	47	25	
SEP	26	32	29	
OCT	25	32	34	
NOV	25	28	25	
DEC	14	17	16	

## AVERAGE PROCESSING TIMES

2018 2019 2020 2021

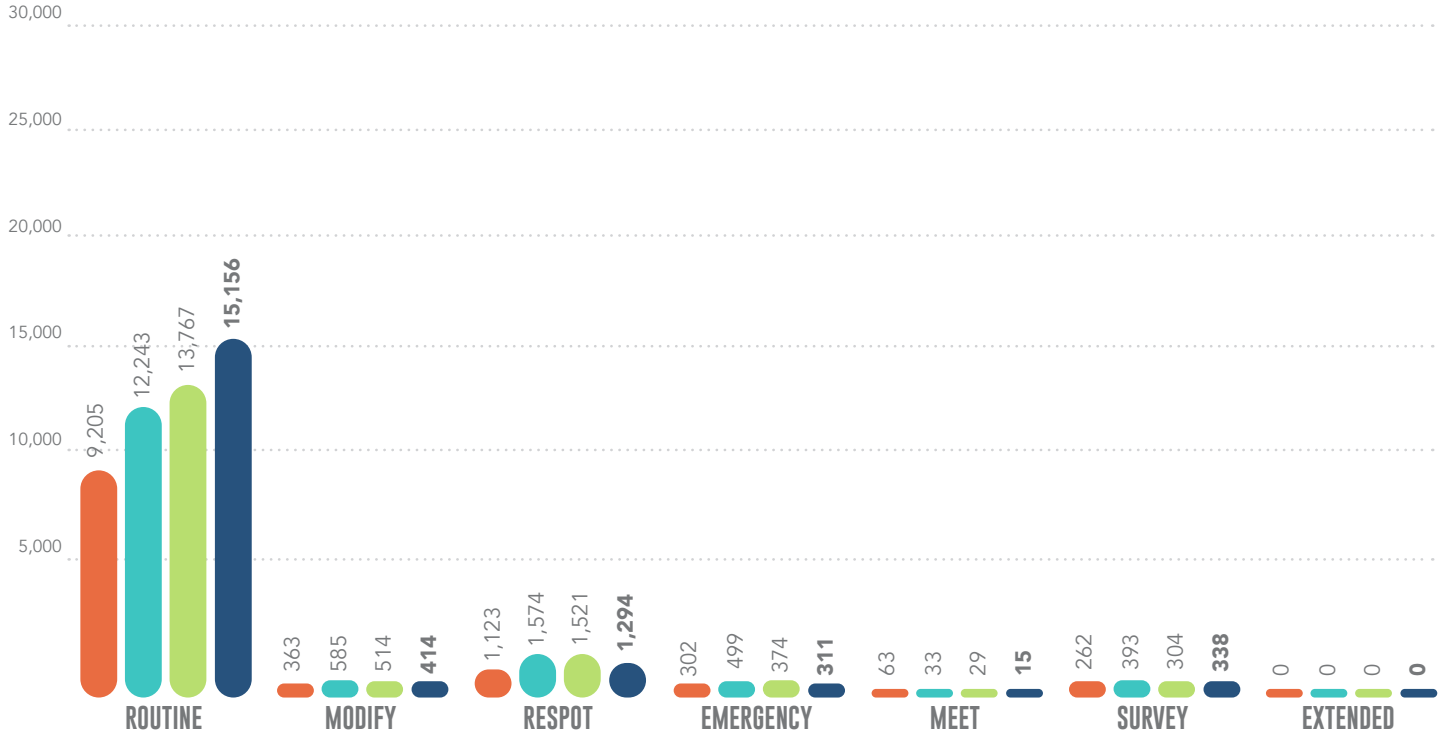


We included a voice message in early May 2020 that encouraged excavators to file locates online instead of by phone. This addition increased our abandoned calls for the month due to homeowners hanging up to finish their requests online (as seen in the increased ITIC percentage).



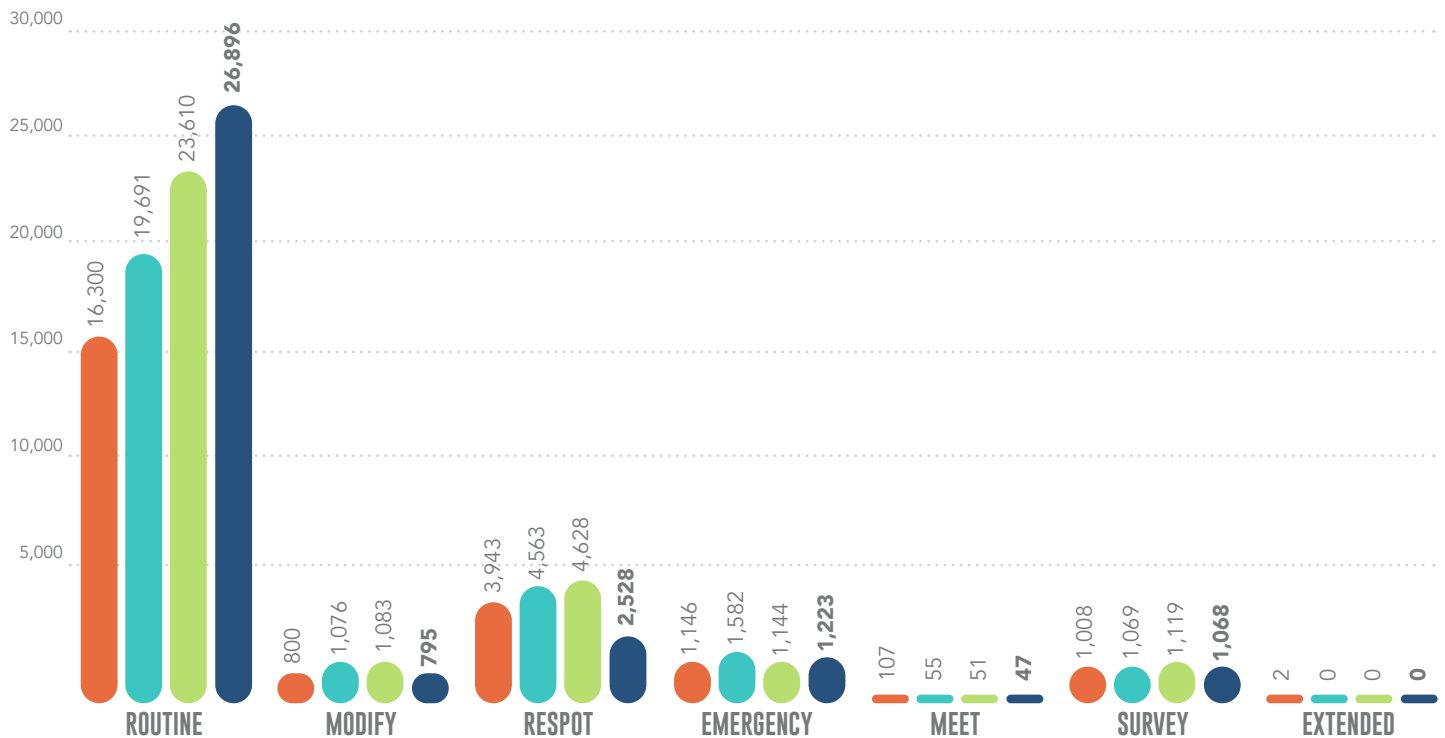
## INCOMING TICKET TYPES APR

2018 2019 2020 2021



## INCOMING TICKETS TYPES APR Y-T-D

2018 2019 2020 2021

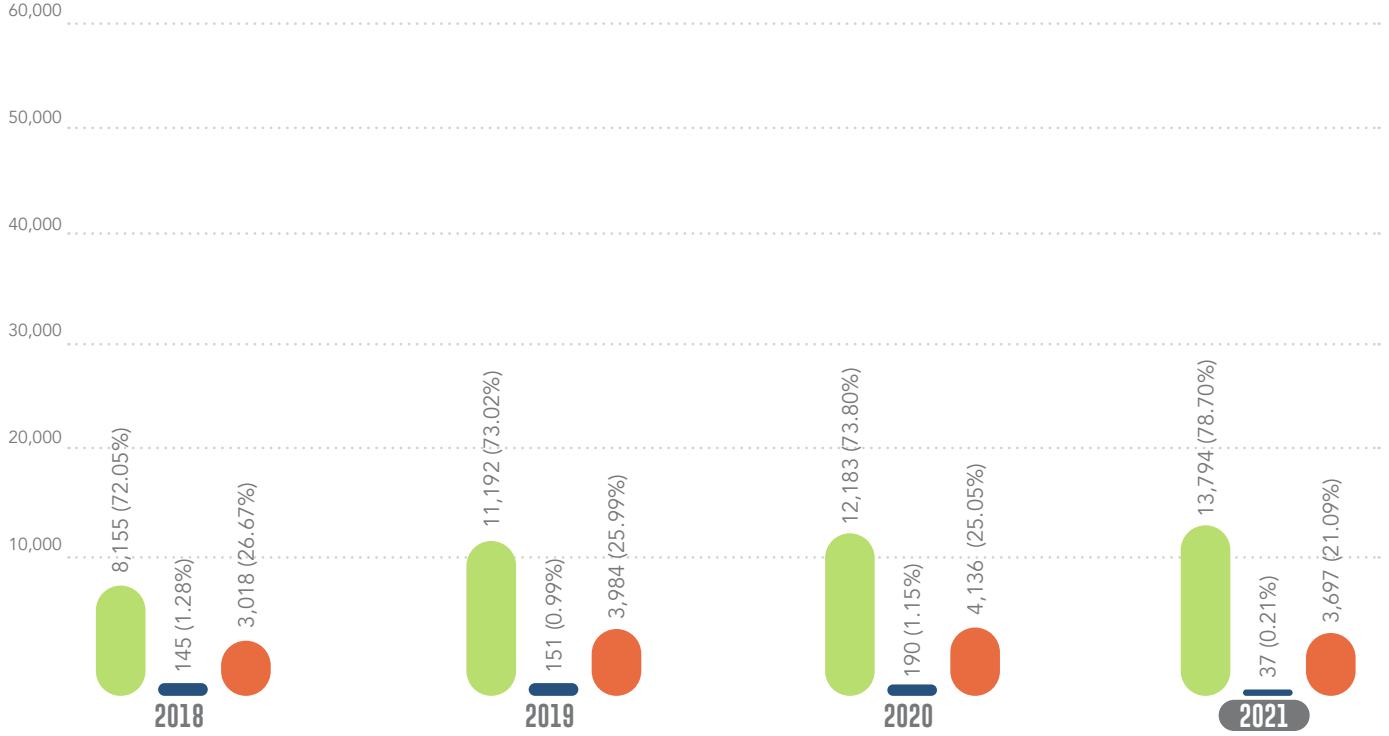




## RECEIPT METHODS APR

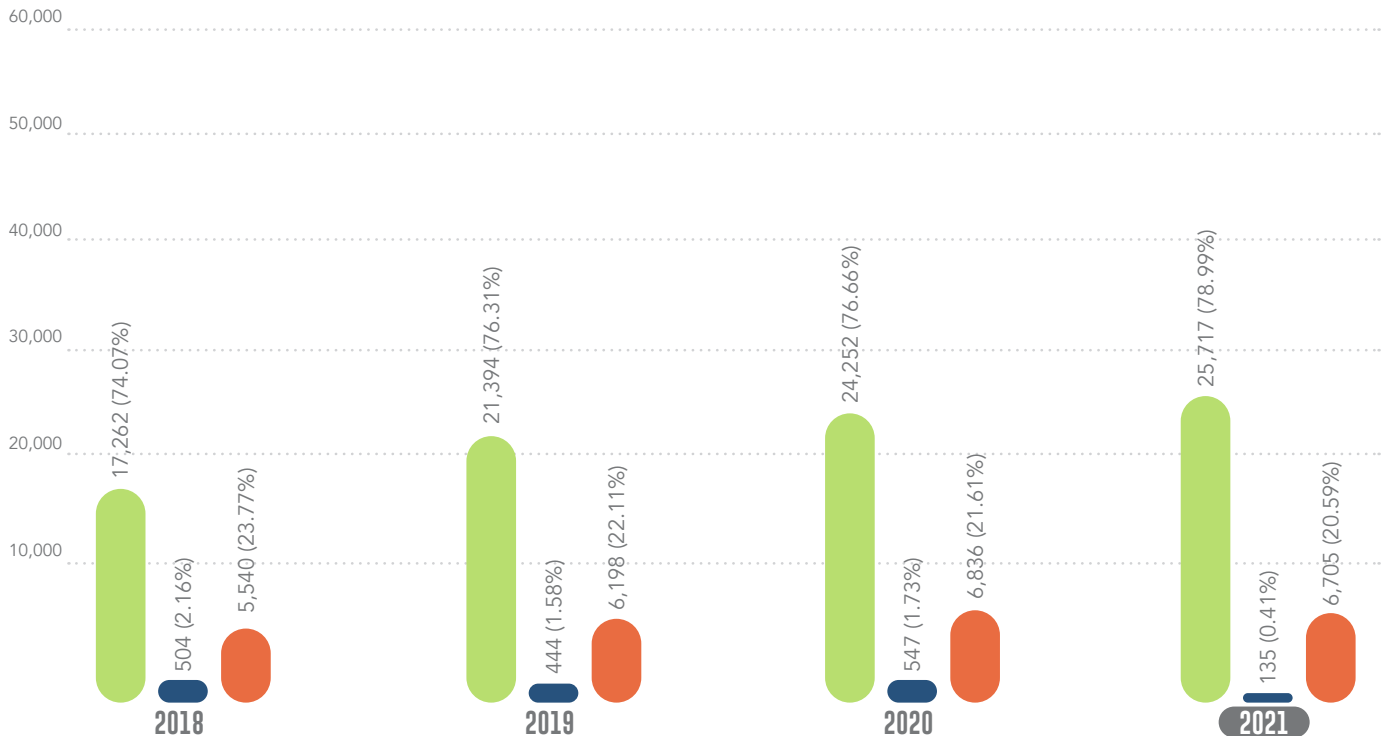
ITIC IVR OPERATOR

ITIC Mobile = 0



## RECEIPT METHODS APR Y-T-D

ITIC IVR OPERATOR

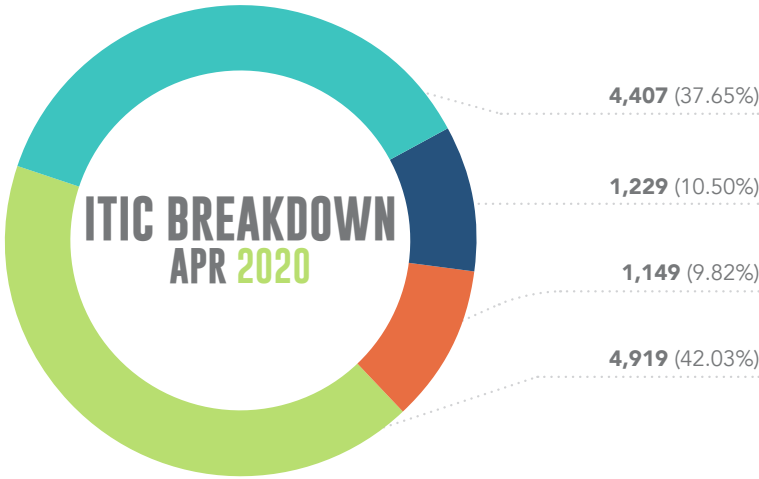


WEBUSER 5 (ON THEIR OWN)

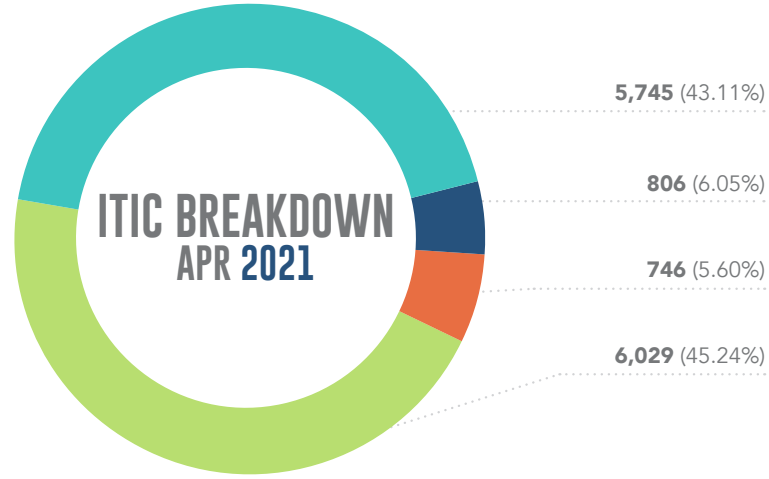
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC % - 73.80%



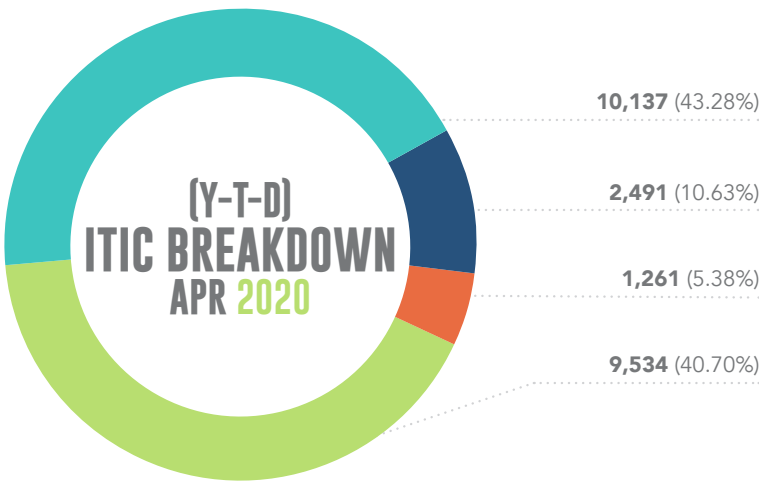
OVERALL ITIC % - 78.70%

WEBUSER 5 (ON THEIR OWN)

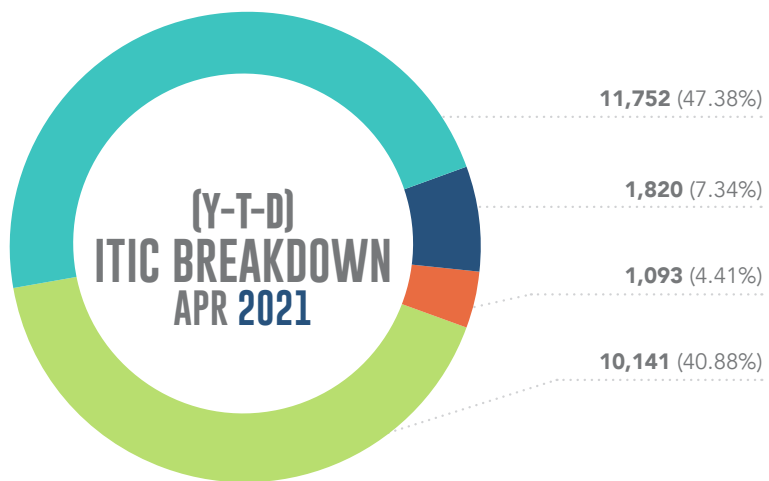
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)

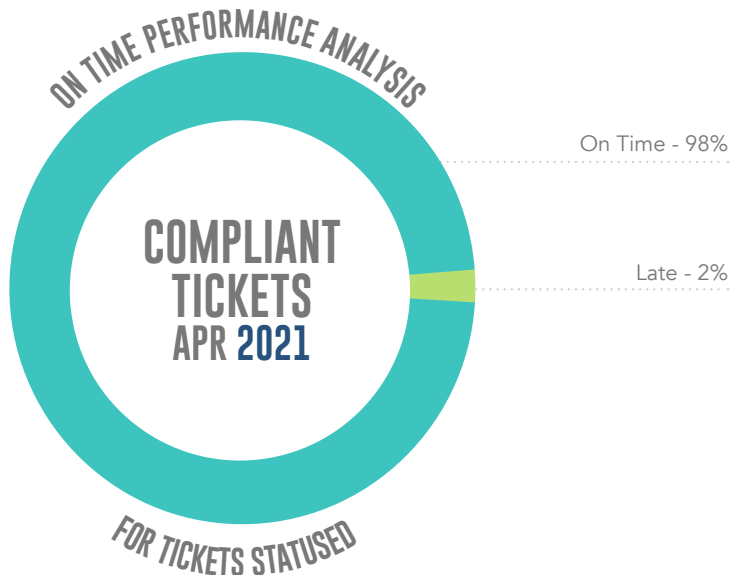


OVERALL ITIC % - 76.66%



OVERALL ITIC % - 78.99%

## POSITIVE RESPONSE COMPLIANCE



## CREATIVE HOURS - 1<sup>ST</sup> QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Dashboards	21:20
NDOC Social Media	24:40
NDOC Virtual DP Meetings	6:30
NDOC Website Changes	5:55
Subtotal	58:25
Management Review (+15%)	8:45
<b>Grand Total with Review</b>	<b>67:10</b>

## CREATIVE HOURS - 2021

