



## Monthly Stakeholder Report – September 2024

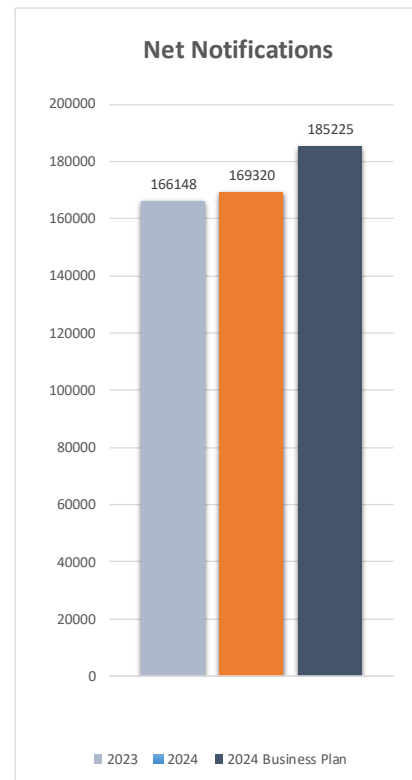
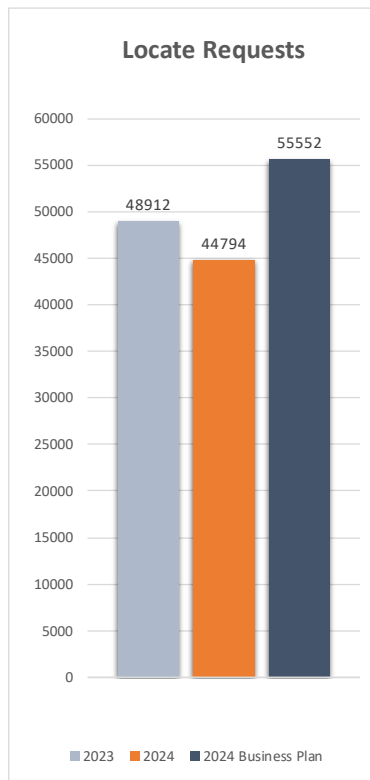
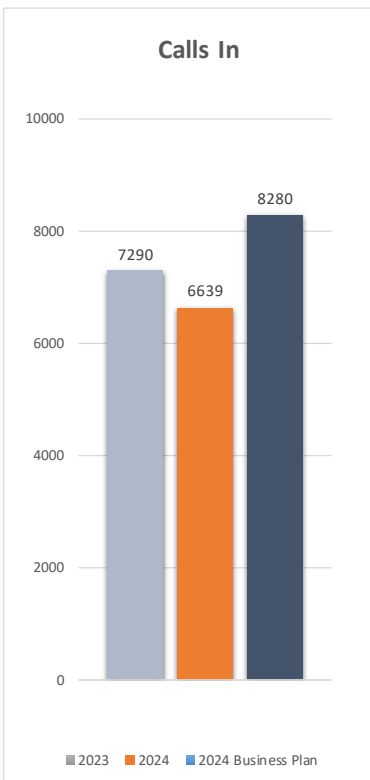
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## Month-at-a-Glance

Sep 2024	2023	Goals	2024	+ / - 2023	% plus / minus
<b>Locate Requests</b>	48912	55552	44794	-4118	-8.4%
<b>Incoming Calls</b>	7290	8280	6639	-651	-8.9%
<b>Web-based Locate Requests</b>	88.3%	90.0% @ year end	86.7%	-1.6	-1.8%
<b>Homeowner web %</b>	46.9%	45%	47.9%	+1.0	+2.1%
<b>Contractor web %</b>	98.0%	95%	97.5%	-0.5	-0.5%
<b>Member web %</b>	98.7%	95%	98.4%	-0.3	--
<b>Net Notifications (month)</b>	176970	185225	172006	-4964	-2.8%
<b>Net Notifications (year-to-date)</b>	1224462	1309209	1129902	-94560	-7.7%

## Performance Relative to Business Plan



## Ad Hoc Reporting

Overhead Assets Notifications			
Year	Month	Total Notifications	Quarterly
2023	Nov	4158	
	Dec	2442	6600
2024	Jan	3021	
	Feb	2799	
	Mar	3269	9089
	Apr	6515	
	May	7340	
	Jun	6705	20560
	Jul	7138	
	Aug	6682	
	Sep	6323	20143
	Oct		
	<b>Total:</b>	<b>56392</b>	

Orphaned Wells Notifications			
Year	Month	Total Notifications	Quarterly
2023	Nov	293	
	Dec	190	483
2024	Jan	212	
	Feb	145	
	Mar	112	469
	Apr	307	
	May	333	
	Jun	277	917
	Jul	334	
	Aug	308	
	Sep	435	1077
	Oct		
	<b>Total:</b>	<b>2946</b>	

## Alternate Locate Provider (ALP) Program

Month	Total ALP Tickets Created	ALP tickets canceled	ALP tickets processed	ALP Request by Ticket Type %			
				Regular	Project	Large Project	Planning and Design
Aug	4600	636	<b>3964</b>	36.3%	56.5%	5.5%	1.7%
Sep	1430	78	<b>1352</b>	49.4%	42.8%	2.3%	2.2%

## Locate Request by Channel

	TOTAL LOCATE REQUESTS	Total Locate Requests Received by <u>VOICE</u>	VOICE % OF TOTAL LOCATE REQUESTS	Total Locate Requests Received by <u>WEB</u>	WEB % OF TOTAL LOCATE REQUESTS
JAN	19754	1322	6.69%	18432	93.31%
FEB	18578	1289	6.94%	17289	93.06%
MAR	20644	1607	7.78%	19037	92.22%
APR	46480	6356	13.67%	40124	86.33%
MAY	55608	8473	15.24%	47135	84.76%
JUN	48174	6606	13.71%	41568	86.29%
JUL	48559	6833	14.07%	41726	85.93%
AUG	45160	5966	13.21%	39194	86.79%
SEP	44794	5981	13.35%	38813	86.65%
OCT					
NOV					
DEC					
<b>YTD</b>	<b>347751</b>	<b>44433</b>	<b>12.78%</b>	<b>303318</b>	<b>87.22%</b>

YTD 2023	360588	46529	12.90%	314059	87.10%
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Sept 2023	48912	5746	11.75%	43166	88.25%
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## Web Usage by User Type

### 2024

	Homeowner Total Web Tickets	Homeowner %	Contractor Total Web Tickets	Contractor %	Member Total Web Tickets	Member %
JAN	308	52.3%	15625	99.1%	2496	98.2%
FEB	358	48.4%	14726	98.9%	2200	99.2%
MAR	822	56.2%	15895	98.3%	2320	99.1%
APR	5196	53.1%	31146	97.7%	3782	99.3%
MAY	7456	54.8%	35192	97.4%	4487	99.0%
JUN	5621	55.1%	31928	97.6%	4000	99.1%
JUL	4807	51.9%	32828	97.3%	4091	98.8%
AUG	4066	51.1%	31134	97.7%	3918	98.8%
SEP	3645	47.9%	31411	97.5%	3757	98.4%
OCT						
NOV						
DEC						
<b>YTD</b>	<b>32279</b>	<b>52.3%</b>	<b>239885</b>	<b>97.9%</b>	<b>31051</b>	<b>98.9%</b>

### 2023

	Homeowner Total Web Tickets	Homeowner %	Contractor Total Web Tickets	Contractor %	Member Total Web Tickets	Member %
JAN	324	61.7%	16211	99.0%	2252	98.7%
FEB	359	59.0%	13756	99.2%	1784	98.3%
MAR	621	54.3%	16487	98.8%	2493	98.9%
APR	4406	51.4%	25899	97.9%	3140	98.6%
MAY	8337	51.2%	37886	97.9%	4597	98.6%
JUN	5280	48.2%	35092	97.9%	4137	97.9%
JUL	4009	47.5%	34618	98.0%	3868	98.8%
AUG	4017	48.0%	37011	97.9%	4299	98.6%
SEP	3576	46.9%	35275	98.0%	4315	98.7%
OCT	2300	45.1%	30214	98.1%	3699	98.0%
NOV	1098	47.6%	22673	98.5%	3166	98.2%
DEC	464	48.9%	12885	99.0%	1854	99.0%
<b>YTD</b>	<b>34791</b>	<b>50.8%</b>	<b>318007</b>	<b>98.4%</b>	<b>39604</b>	<b>98.5%</b>

## Origin of Locate Request

### 2024

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	430	5.62	1114	14.26	2724	9.29	4268	9.53
CONTRACTOR	6067	79.33	5727	73.31	21041	71.73	32835	73.30
HOMEOWNER	1151	15.05	971	12.43	5569	18.98	7691	17.17
<b>TOTALS</b>	<b>7648</b>	<b>100.00</b>	<b>7812</b>	<b>100.00</b>	<b>29334</b>	<b>100.00</b>	<b>44794</b>	<b>100.00</b>

### 2023

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	511	5.59	942	10.08	3352	10.94	4805	9.78
CONTRACTOR	7407	81.07	7481	80.03	21711	70.86	36599	74.50
HOMEOWNER	1218	13.33	925	9.90	5577	18.20	7720	15.72
<b>TOTALS</b>	<b>9136</b>	<b>100.00</b>	<b>9348</b>	<b>100.00</b>	<b>30640</b>	<b>100.00</b>	<b>49124</b>	<b>100.00</b>

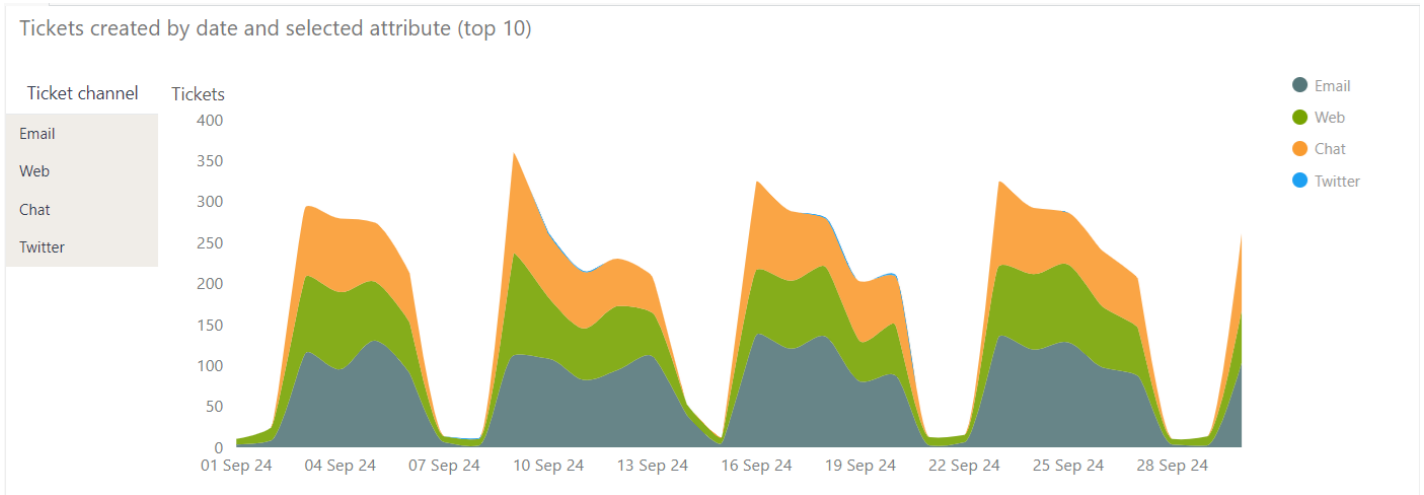
### YTD 2024

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	3868	5.54	9484	13.34	21768	10.52	35120	10.10
CONTRACTOR	54262	77.77	52939	74.47	143377	69.30	250578	72.06
HOMEOWNER	11639	16.68	8667	12.19	41747	20.18	62053	17.84
<b>TOTALS</b>	<b>69769</b>	<b>100.00</b>	<b>71090</b>	<b>100.00</b>	<b>206892</b>	<b>100.00</b>	<b>347751</b>	<b>100.00</b>

### YTD 2023

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	4319	5.71	7207	10.24	23443	10.92	34969	9.69
CONTRACTOR	59654	78.82	54005	76.75	148828	69.30	262487	72.75
HOMEOWNER	11708	15.47	9155	13.01	42481	19.78	63344	17.56
<b>TOTALS</b>	<b>75681</b>	<b>100.00</b>	<b>70367</b>	<b>100.00</b>	<b>214752</b>	<b>100.00</b>	<b>360800</b>	<b>100.00</b>

# Support Requests



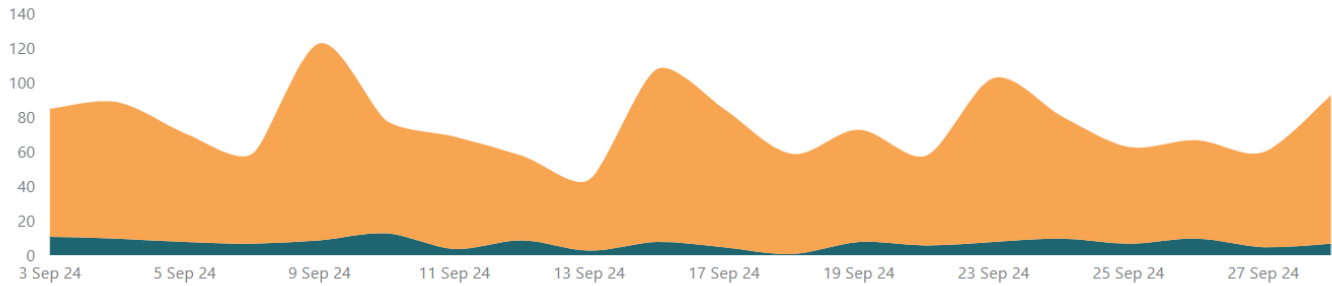
## All Centres

Created tickets	Unsolved tickets	Solved tickets	One-touch tickets	Reopened tickets
5 447	89	5 426	94.5%	6.0%
First reply time median	First resolution time median	Full resolution time median	Group stations average	Assignee stations average
104 min	0.0 hrs	0.0 hrs	1.2	1.1
Satisfaction score	Good satisfaction tickets	Bad satisfaction tickets	Bad to good ratings	Satisfaction rated
93.6%	367	25	0	12.1%

# Chat Reports

Chats by date

● Non-completed chats ● Completed chats



Chats	Non-completed chats	Completion rate	Outbound rate	Offline messages
1 526	149	90.2%	0.2%	5
Chat duration average	Wait time average	Reply time average	No reply time average	Agent messages average
8.6 min	16 sec	33 sec	2.7 min	8
Chat satisfaction score	Good satisfaction chats	Bad satisfaction chats	Rated satisfaction chats	Chat rated ratio
95.7%	220	10	230	15.1%



## Historical – Call Volume

MONTH	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Jan	4704	3621	3105	3212	2831	1290	1232	721	766	897
Feb	4129	4265	2915	2490	2845	1209	934	911	741	1099
Mar	8155	6899	4785	3200	3788	1347	4527	2132	1194	1364
Apr	23655	21642	9598	9965	24434	14232	15776	5992	5950	8632
May	29889	25113	29888	35050	30952	41960	18803	16994	16635	12447
Jun	24375	19603	23867	16711	20236	35212	13981	12747	9520	8283
Jul	22132	14826	20076	22163	16842	19384	9031	8643	8016	8175
Aug	19467	15466	18081	19772	13459	12830	9247	9146	8151	7129
Sep	19334	17861	15785	13702	10746	12278	9850	8765	7290	6639
Oct	15615	10335	11664	11745	7094	6958	7557	5640	4862	
Nov	8212	7117	4513	11745	2858	2321	2980	1284	2461	
Dec	3804	2442	2858	6264	1232	1163	805	444	1044	
<b>YTD</b>	<b>155840</b>	<b>129296</b>	<b>128100</b>	<b>126265</b>	<b>126133</b>	<b>139742</b>	<b>83381</b>	<b>66051</b>	<b>58263</b>	<b>54665</b>
<b>YEAR</b>	<b>183471</b>	<b>149190</b>	<b>147135</b>	<b>156019</b>	<b>137317</b>	<b>150184</b>	<b>94723</b>	<b>73419</b>	<b>66630</b>	<b>54665</b>

## Historical – Locate Request Volume

MONTH	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Jan	18382	14316	15178	15816	14848	14186	16858	19955	19983	19754
Feb	17183	15320	13536	11871	19784	13263	14016	18442	16928	18578
Mar	21965	19611	17207	13063	21257	14060	27156	26847	21135	20644
Apr	39280	38442	27060	21724	37255	29128	47685	43463	39167	46480
May	51250	45070	51265	55193	53842	55351	56789	60651	61347	55608
Jun	49893	44505	49879	44995	48113	56998	55584	56050	52384	48174
Jul	47858	38539	43911	44816	49050	54313	49575	48732	48939	48559
Aug	45347	41382	47773	42661	47845	52395	53537	54981	51793	45160
Sep	45039	39776	40798	36456	43240	55725	55423	51485	48912	44794
Oct	38169	32528	38520	34425	36832	42654	44948	42106	40857	
Nov	23524	25210	21548	20536	20265	24183	30901	24049	29506	
Dec	12658	12067	11685	9753	11103	14068	16435	12849	16531	
<b>YTD</b>	<b>336197</b>	<b>296961</b>	<b>306607</b>	<b>286595</b>	<b>335234</b>	<b>345419</b>	<b>376623</b>	<b>380606</b>	<b>360588</b>	<b>347751</b>
<b>YEAR</b>	<b>410548</b>	<b>366766</b>	<b>378360</b>	<b>351309</b>	<b>403434</b>	<b>426324</b>	<b>468907</b>	<b>459610</b>	<b>447482</b>	<b>347751</b>

## Historical – Net Notification Volume

MONTH	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Jan	90836	69540	66918	72087	59436	51807	55137	66564	67177	68113
Feb	79134	73173	58838	55890	65370	45988	46926	62764	57293	65884
Mar	107383	95394	77541	64460	76384	52703	90738	92598	73677	72891
Apr	185706	178659	116642	87809	142280	108244	159954	147184	131896	172356
May	238601	194115	213044	210823	202379	175668	192649	200480	205353	210815
Jun	234239	184862	209041	188774	144964	193441	192416	189426	178419	183551
Jul	226691	165090	186201	191361	187050	189836	173988	164663	167529	184286
Aug	212691	176540	209191	182499	169894	177522	186641	191800	176970	172006
Sep	209967	170057	183283	153258	166841	194410	191457	171664	166148	169320
Oct	184999	141220	175298	143217	134113	146862	142782	137130	136138	
Nov	114827	112582	99538	86640	73282	84715	109673	82135	97646	
Dec	62160	53829	53772	40893	41758	49011	55218	45524	56359	
<b>YTD</b>	<b>1585248</b>	<b>1307430</b>	<b>1320699</b>	<b>1206961</b>	<b>1214598</b>	<b>1189619</b>	<b>1289906</b>	<b>1287143</b>	<b>1224462</b>	<b>1299222</b>
<b>YEAR</b>	<b>1947234</b>	<b>1615061</b>	<b>1649307</b>	<b>1477711</b>	<b>1463751</b>	<b>1470207</b>	<b>1597579</b>	<b>1551932</b>	<b>1514605</b>	<b>1299222</b>

## Historical – Net Calls per Locate Request

MONTH	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Jan	.313	.256	.253	.203	.191	.091	.073	.036	.038	.045
Feb	.323	.240	.278	.210	.144	.091	.067	.049	.044	.059
Mar	.354	.371	.352	.245	.178	.096	.167	.079	.056	.066
Apr	.554	.602	.563	.459	.656	.489	.331	.138	.152	.186
May	.665	.583	.557	.635	.575	.758	.331	.280	.271	.224
Jun	.555	.489	.440	.371	.421	.618	.252	.227	.182	.172
Jul	.468	.462	.385	.495	.343	.357	.182	.177	.164	.168
Aug	.464	.429	.374	.463	.281	.245	.173	.166	.157	.158
Sep	.478	.429	.449	.376	.249	.220	.178	.170	.149	.148
Oct	.593	.409	.318	.341	.193	.163	.168	.134	.119	
Nov	.336	.349	.282	.572	.141	.096	.096	.053	.083	
Dec	.259	.301	.202	.642	.111	.083	.049	.035	.063	
<b>YTD Avg.</b>	<b>.464</b>	<b>.435</b>	<b>.418</b>	<b>.441</b>	<b>.376</b>	<b>.405</b>	<b>.221</b>	<b>.174</b>	<b>.162</b>	<b>.157</b>
<b>YR. Avg.</b>	<b>.447</b>	<b>.407</b>	<b>.389</b>	<b>.444</b>	<b>.340</b>	<b>.352</b>	<b>.202</b>	<b>.160</b>	<b>.149</b>	<b>.157</b>

## Historical – Net Notifications per Locate Request

MONTH	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Jan	3.90	4.94	4.86	4.56	4.00	3.65	3.27	3.34	3.36	3.45
Feb	4.34	4.61	4.78	4.71	3.30	3.47	3.35	3.40	3.38	3.55
Mar	4.61	4.89	4.86	4.93	3.59	3.75	3.34	3.45	3.49	3.53
Apr	4.63	4.73	4.65	4.04	3.82	3.72	3.35	3.39	3.37	3.71
May	4.44	4.66	4.31	3.82	3.76	3.17	3.39	3.31	3.35	3.79
Jun	4.47	4.69	4.15	4.20	3.01	3.39	3.46	3.38	3.41	3.81
Jul	4.47	4.74	4.28	4.27	3.81	3.50	3.51	3.38	3.42	3.80
Aug	4.51	4.69	4.27	4.28	3.55	3.39	3.49	3.49	3.42	3.81
Sep	4.44	4.66	4.28	4.20	3.86	3.49	3.45	3.33	3.40	3.78
Oct	5.28	4.85	4.34	4.16	3.64	3.44	3.18	3.26	3.33	
Nov	4.37	4.88	4.47	4.22	3.62	3.50	3.55	3.42	3.31	
Dec	4.66	4.91	4.46	4.19	3.76	3.48	3.36	3.54	3.41	
<b>YTD Avg.</b>	<b>4.72</b>	<b>4.40</b>	<b>4.31</b>	<b>4.21</b>	<b>3.62</b>	<b>3.44</b>	<b>3.42</b>	<b>3.38</b>	<b>3.40</b>	<b>3.74</b>
<b>YR. Avg.</b>	<b>4.74</b>	<b>4.40</b>	<b>4.36</b>	<b>4.21</b>	<b>3.63</b>	<b>3.45</b>	<b>3.41</b>	<b>3.38</b>	<b>3.38</b>	<b>3.74</b>