



Monthly Summary Report – December 2024

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Month-at-a-Glance

Dec 2024	2023	Goals	2024	+ / - 2023	% plus / minus
Locate Requests	16531	15598	12879	-3652	-22.1%
Incoming Calls	1044	980	593	-451	-43.2%
Web-based Locate Requests	92.0%	90.0% @ year end	92.7%	+0.7	+0.8%
Homeowner web %	48.9%	45%	60.3%	+11.4	+23.3%
Contractor web %	99.0%	95%	98.8%	-0.2	--
Member web %	99.0%	95%	99.6%	+0.6	+0.6%
Net Notifications (month)	56359	55265	50374	-5985	-10.6%
Net Notifications (year-to-date)	1514605	1612841	1592989	+78384	+5.2%

Performance Relative to Business Plan



Ad Hoc Reporting

Alternate Locate Provider (ALP) Program

Month	ALP tickets processed	ALP as % of total tickets	ALP Request by Ticket Type %			
			Regular	Project	Large Project	Planning and Design
Aug	3964	8.8%	36.3%	56.5%	5.5%	1.7%
Sep	1352	3.0%	49.4%	42.8%	2.3%	2.2%
Oct	1213	2.9%	49.0%	44.6%	1.9%	0%
Nov	980	4.1%	52.8%	44.0%	1.4%	0%
Dec	678	5.3%	59.0%	36.7%	4.3%	0%

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	41322	4823	11.67%	36499	88.33%
NOV	24160	2108	8.73%	22052	91.27%
DEC	12879	935	7.26%	11944	92.74%
YTD	426112	52299	12.27%	373813	87.73%

YTD 2023	447482	55065	12.31%	392417	87.69%
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Dec 2023	16531	1323	8.00%	15208	92.00%
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Web Usage by User Type (non-Emergency only)

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	2910	49.4%	29798	97.9%	3791	99.0%
NOV	980	53.3%	18670	98.3%	2402	99.5%
DEC	265	60.3%	10260	98.8%	1419	99.6%
YTD	36434	52.8%	298613	98.0%	38663	99.0%

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%
YTD	34791	50.8%	318007	98.4%	39604	98.5%

Origin of Locate Request

2024

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	141	5.41	457	20.50	1056	13.12	1654	12.84
CONTRACTOR	2373	91.13	1755	78.73	6628	82.38	10756	83.52
HOMEOWNER	90	3.46	17	0.76	362	4.50	469	3.64
TOTALS	2604	100.00	2229	100.00	8046	100.00	12879	100.00

2023

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	315	9.61	459	15.17	1355	13.25	2129	12.88
CONTRACTOR	2852	86.98	2493	82.39	8072	78.94	13417	81.16
HOMEOWNER	112	3.42	74	2.45	799	7.81	985	5.96
TOTALS	3279	100.00	3026	100.00	10226	100.00	16531	100.00

YTD 2024

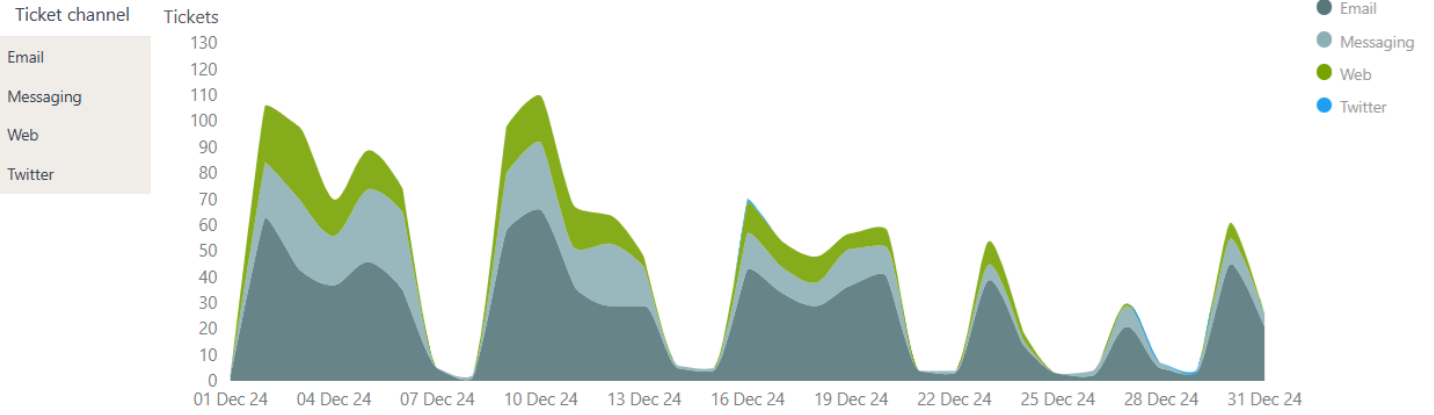
	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	4690	5.67	11518	13.86	27510	10.57	43718	10.26
CONTRACTOR	65307	78.89	62280	74.94	184360	70.85	311947	73.21
HOMEOWNER	12790	15.45	9309	11.20	48348	18.58	70447	16.53
TOTALS	82787	100.00	83107	100.00	260218	100.00	426112	100.00

YTD 2023

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	5631	6.18	9268	10.82	29951	11.06	44850	10.02
CONTRACTOR	72839	79.91	66537	77.66	191551	70.72	330927	73.92
HOMEOWNER	12684	13.91	9873	11.52	49360	18.22	71917	16.06
TOTALS	91154	100.00	85678	100.00	270862	100.00	447694	100.00

Support Requests

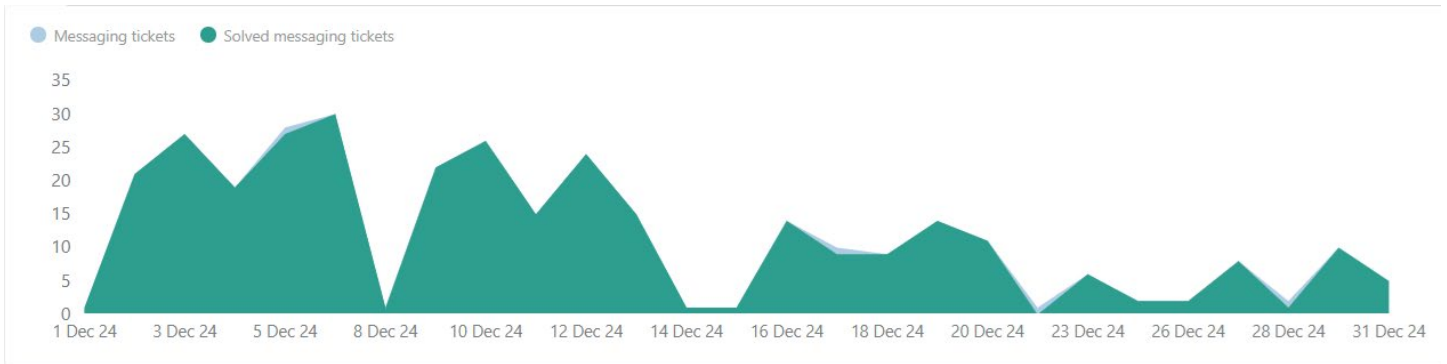
Tickets created by date and selected attribute (top 10)



All Centres

Created tickets	Unsolved tickets	Solved tickets	One-touch tickets	Reopened tickets
1 349	38	1 352	90.5%	7.5%
First reply time median	First resolution time median	Full resolution time median	Group stations average	Assignee stations average
1 min	0.2 hrs	0.2 hrs	1.3	1.1
Satisfaction score	Good satisfaction tickets	Bad satisfaction tickets	Bad to good ratings	Satisfaction rated
100.0%	28	0	0	4.2%

Chat Reports



Messaging tickets	Outside business hours...	Solved tickets	One-touch tickets	Full resolution time	Satisfaction score
325	22	323	88.54%	12.0 min	100.0%
First reply time	Reply time	Full resolution time	Assignment to first reply	First assignment time	Handle time
0.3 min	2.1 min	12.0 min	0.2 min	0.1 min	8.2 min

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	5522
Nov	8212	7117	4513	11745	2858	2321	2980	1284	2461	2036
Dec	3804	2442	2858	6264	1232	1163	805	444	1044	593
YTD	183471	149190	147135	156019	137317	150184	94723	73419	66630	62816
YEAR	183471	149190	147135	156019	137317	150184	94723	73419	66630	62816

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	41322
Nov	23524	25210	21548	20536	20265	24183	30901	24049	29506	24160
Dec	12658	12067	11685	9753	11103	14068	16435	12849	16531	12879
YTD	410548	366766	378360	351309	403434	426324	468907	459610	447482	426112
YEAR	410548	366766	378360	351309	403434	426324	468907	459610	447482	426112

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	168297
Oct	184999	141220	175298	143217	134113	146862	142782	137130	136138	153724
Nov	114827	112582	99538	86640	73282	84715	109673	82135	97646	90692
Dec	62160	53829	53772	40893	41758	49011	55218	45524	56359	50374
YTD	1947234	1615061	1649307	1477711	1463751	1470207	1597579	1551932	1514605	1592989
YEAR	1947234	1615061	1649307	1477711	1463751	1470207	1597579	1551932	1514605	1592989

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	.134
Nov	.336	.349	.282	.572	.141	.096	.096	.053	.083	.084
Dec	.259	.301	.202	.642	.111	.083	.049	.035	.063	.046
YTD Avg.	.447	.407	.389	.444	.340	.352	.202	.160	.149	.147
YR. Avg.	.447	.407	.389	.444	.340	.352	.202	.160	.149	.147

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	3.76
Oct	5.28	4.85	4.34	4.16	3.64	3.44	3.18	3.26	3.33	3.72
Nov	4.37	4.88	4.47	4.22	3.62	3.50	3.55	3.42	3.31	3.75
Dec	4.66	4.91	4.46	4.19	3.76	3.48	3.36	3.54	3.41	3.91
YTD Avg.	4.74	4.40	4.36	4.21	3.63	3.45	3.41	3.38	3.38	3.74
YR. Avg.	4.74	4.40	4.36	4.21	3.63	3.45	3.41	3.38	3.38	3.74