



Monthly Stakeholder Report – January 2025

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Month-at-a-Glance

Jan 2024	2024	Goals	2025	+ / - 2024	% plus / minus
Locate Requests	19754	18692	18709	-1045	-5.3%
Incoming Calls	897	832	816	-81	-9.0%
Web-based Locate Requests	93.3%	90.0% @ year end	93.6%	+0.3	--
Homeowner web %	52.3%	50%	54.1%	+1.8	+3.4%
Contractor web %	99.1%	97%	99.0%	-0.1	--
Member web %	99.0%	97%	99.6%	+0.6	+0.6%
Net Notifications (month)	68113	69160	71342	+3229	+4.7%
Net Notifications (year-to-date)	68113	69160	71342	+3229	+4.7%

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
2024					
Aug	3964	8.8%	36.3%	56.5%	5.5%
Sep	1352	3.0%	49.4%	42.8%	2.3%
Oct	1213	2.9%	49.0%	44.6%	1.9%
Nov	980	4.1%	52.8%	44.0%	1.4%
Dec	678	5.3%	59.0%	36.7%	4.3%
2025					
Jan	616	3.3%	43.8%	48.2%	5.0%

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	18709	1195	6.39%	17514	93.61%
FEB					
MAR					
APR					
MAY					
JUN					
JUL					
AUG					
SEP					
OCT					
NOV					
DEC					
YTD	18709	1195	6.39%	17514	93.61%

YTD 2024	19754	1322	6.69%	18432	93.31%
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Jan 2024	19754	1322	6.69%	18432	93.31%
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Web Usage by User Type (non-Emergency only)

2025

	Homeowner Total Web Tickets	Homeowner %	Contractor Total Web Tickets	Contractor %	Member Total Web Tickets	Member %
JAN	308	54.1%	14848	99.0%	2358	99.6%
FEB						
MAR						
APR						
MAY						
JUN						
JUL						
AUG						
SEP						
OCT						
NOV						
DEC						
YTD	308	54.1%	14848	99.0%	2358	99.6%

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%

Origin of Locate Request

2025

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	305	9.38	644	21.10	1688	13.61	2637	14.09
CONTRACTOR	2798	86.04	2377	77.88	10273	82.81	15448	82.57
HOMEOWNER	149	4.58	31	1.02	444	3.58	624	3.34
TOTALS	3252	100.00	3052	100.00	12405	100.00	18709	100.00

2024

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	459	11.89	660	16.88	1823	15.21	2942	14.89
CONTRACTOR	3302	85.52	3198	81.81	9680	80.77	16180	81.91
HOMEOWNER	100	2.59	51	1.30	481	4.01	632	3.20
TOTALS	3861	100.00	3909	100.00	11984	100.00	19754	100.00

YTD 2025

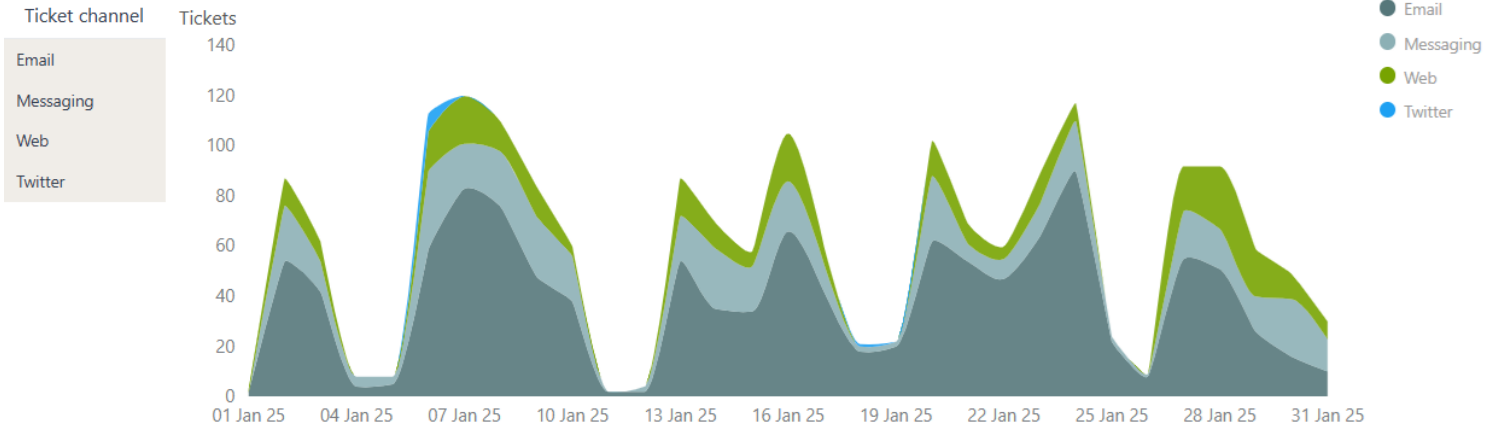
	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	305	9.38	644	21.10	1688	13.61	2637	14.09
CONTRACTOR	2798	86.04	2377	77.88	10273	82.81	15448	82.57
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YTD 2024

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HOMEOWNER	100	2.59	51	1.30	481	4.01	632	3.20
TOTALS	3861	100.00	3909	100.00	11984	100.00	19754	100.00

Support Requests

Tickets created by date and selected attribute (top 10)

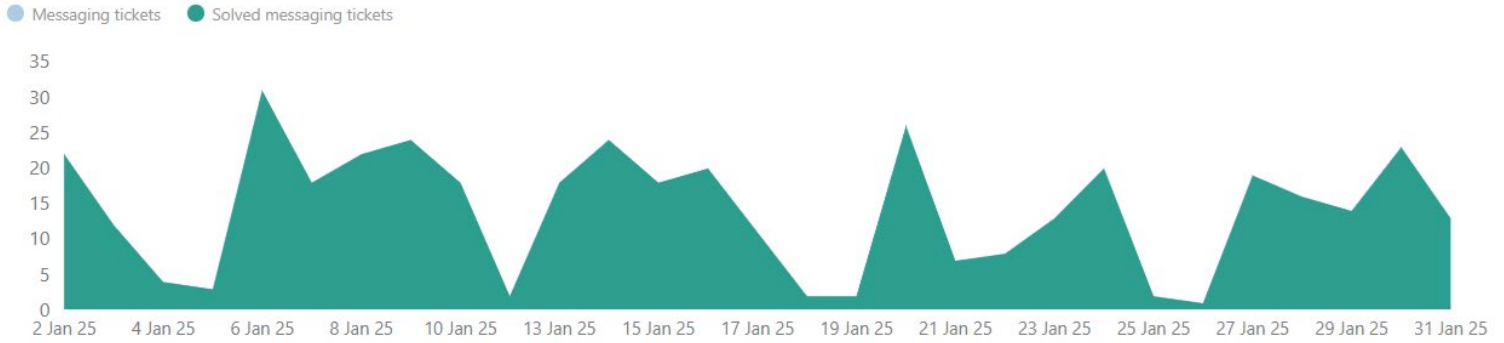


All Centres

Created tickets	Unsolved tickets	Solved tickets	One-touch tickets	Reopened tickets
1 875	77	1 806	91.1%	8.8%
First reply time median	First resolution time median	Full resolution time median	Group stations average	Assignee stations average
5 min	0.2 hrs	0.2 hrs	1.2	1.1
Satisfaction score	Good satisfaction tickets	Bad satisfaction tickets	Bad to good ratings	Satisfaction rated
97.9%	92	2	0	8.5%

Chat Reports

Messaging tickets created by date



Messaging tickets	Outside business hours...	Solved tickets	One-touch tickets	Full resolution time	Satisfaction score
413	43	416	84.86%	13.0 min	100.0%
First reply time	Reply time	Full resolution time	Assignment to first reply	First assignment time	Handle time
0.3 min	2.0 min	13.0 min	0.2 min	0.1 min	7.9 min

Historical – Call Volume

MONTH	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Jan	3621	3105	3212	2831	1290	1232	721	766	897	816
Feb	4265	2915	2490	2845	1209	934	911	741	1099	
Mar	6899	4785	3200	3788	1347	4527	2132	1194	1364	
Apr	21642	9598	9965	24434	14232	15776	5992	5950	8632	
May	25113	29888	35050	30952	41960	18803	16994	16635	12447	
Jun	19603	23867	16711	20236	35212	13981	12747	9520	8283	
Jul	14826	20076	22163	16842	19384	9031	8643	8016	8175	
Aug	15466	18081	19772	13459	12830	9247	9146	8151	7129	
Sep	17861	15785	13702	10746	12278	9850	8765	7290	6639	
Oct	10335	11664	11745	7094	6958	7557	5640	4862	5522	
Nov	7117	4513	11745	2858	2321	2980	1284	2461	2036	
Dec	2442	2858	6264	1232	1163	805	444	1044	593	
YTD	3621	3105	3212	2831	1290	1232	721	766	897	816
YEAR	149190	147135	156019	137317	150184	94723	73419	66630	62816	816

Historical – Locate Request Volume

MONTH	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Jan	14316	15178	15816	14848	14186	16858	19955	19983	19754	18709
Feb	15320	13536	11871	19784	13263	14016	18442	16928	18578	
Mar	19611	17207	13063	21257	14060	27156	26847	21135	20644	
Apr	38442	27060	21724	37255	29128	47685	43463	39167	46480	
May	45070	51265	55193	53842	55351	56789	60651	61347	55608	
Jun	44505	49879	44995	48113	56998	55584	56050	52384	48174	
Jul	38539	43911	44816	49050	54313	49575	48732	48939	48559	
Aug	41382	47773	42661	47845	52395	53537	54981	51793	45160	
Sep	39776	40798	36456	43240	55725	55423	51485	48912	44794	
Oct	32528	38520	34425	36832	42654	44948	42106	40857	41322	
Nov	25210	21548	20536	20265	24183	30901	24049	29506	24160	
Dec	12067	11685	9753	11103	14068	16435	12849	16531	12879	
YTD	14316	15178	15816	14848	14186	16858	19955	19983	19754	18709
YEAR	366766	378360	351309	403434	426324	468907	459610	447482	426112	18709

Historical – Net Notification Volume

MONTH	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Jan	69540	66918	72087	59436	51807	55137	66564	67177	68113	71342
Feb	73173	58838	55890	65370	45988	46926	62764	57293	65884	
Mar	95394	77541	64460	76384	52703	90738	92598	73677	72891	
Apr	178659	116642	87809	142280	108244	159954	147184	131896	172356	
May	194115	213044	210823	202379	175668	192649	200480	205353	210815	
Jun	184862	209041	188774	144964	193441	192416	189426	178419	183551	
Jul	165090	186201	191361	187050	189836	173988	164663	167529	184286	
Aug	176540	209191	182499	169894	177522	186641	191800	176970	172006	
Sep	170057	183283	153258	166841	194410	191457	171664	166148	168297	
Oct	141220	175298	143217	134113	146862	142782	137130	136138	153724	
Nov	112582	99538	86640	73282	84715	109673	82135	97646	90692	
Dec	53829	53772	40893	41758	49011	55218	45524	56359	50374	
YTD	69540	66918	72087	59436	51807	55137	66564	67177	68113	71342
YEAR	1615061	1649307	1477711	1463751	1470207	1597579	1551932	1514605	1592989	71342

Historical – Net Calls per Locate Request

MONTH	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Jan	.256	.253	.203	.191	.091	.073	.036	.038	.045	.044
Feb	.240	.278	.210	.144	.091	.067	.049	.044	.059	
Mar	.371	.352	.245	.178	.096	.167	.079	.056	.066	
Apr	.602	.563	.459	.656	.489	.331	.138	.152	.186	
May	.583	.557	.635	.575	.758	.331	.280	.271	.224	
Jun	.489	.440	.371	.421	.618	.252	.227	.182	.172	
Jul	.462	.385	.495	.343	.357	.182	.177	.164	.168	
Aug	.429	.374	.463	.281	.245	.173	.166	.157	.158	
Sep	.429	.449	.376	.249	.220	.178	.170	.149	.148	
Oct	.409	.318	.341	.193	.163	.168	.134	.119	.134	
Nov	.349	.282	.572	.141	.096	.096	.053	.083	.084	
Dec	.301	.202	.642	.111	.083	.049	.035	.063	.046	
YTD Avg.	.253	.205	.203	.191	.091	.073	.036	.038	.041	.044
YR. Avg.	.407	.389	.444	.340	.352	.202	.160	.149	.147	.044

Historical – Net Notifications per Locate Request

MONTH	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Jan	4.94	4.86	4.56	4.00	3.65	3.27	3.34	3.36	3.45	3.81
Feb	4.61	4.78	4.71	3.30	3.47	3.35	3.40	3.38	3.55	
Mar	4.89	4.86	4.93	3.59	3.75	3.34	3.45	3.49	3.53	
Apr	4.73	4.65	4.04	3.82	3.72	3.35	3.39	3.37	3.71	
May	4.66	4.31	3.82	3.76	3.17	3.39	3.31	3.35	3.79	
Jun	4.69	4.15	4.20	3.01	3.39	3.46	3.38	3.41	3.81	
Jul	4.74	4.28	4.27	3.81	3.50	3.51	3.38	3.42	3.80	
Aug	4.69	4.27	4.28	3.55	3.39	3.49	3.49	3.42	3.81	
Sep	4.66	4.28	4.20	3.86	3.49	3.45	3.33	3.40	3.76	
Oct	4.85	4.34	4.16	3.64	3.44	3.18	3.26	3.33	3.72	
Nov	4.88	4.47	4.22	3.62	3.50	3.55	3.42	3.31	3.75	
Dec	4.91	4.46	4.19	3.76	3.48	3.36	3.54	3.41	3.91	
YTD Avg.	4.86	4.41	4.56	4.00	3.65	3.27	3.34	3.36	3.45	3.81
YR. Avg.	4.40	4.36	4.21	3.63	3.45	3.41	3.38	3.38	3.74	3.81