



Monthly Summary Report – December 2025

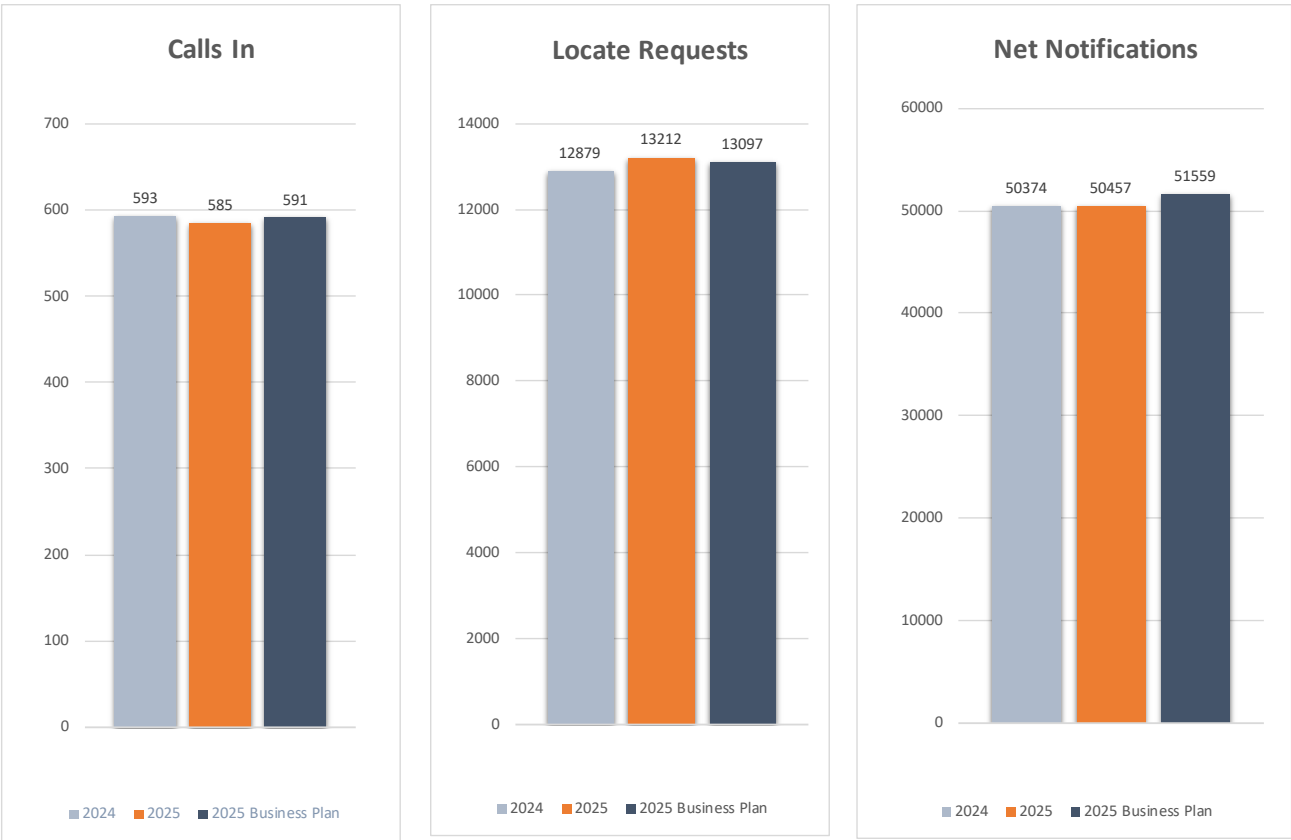
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Month-at-a-Glance

Dec 2025	2024	Goals	2025	+ / - 2024	% plus / minus
Locate Requests	12879	13097	13212	+333	+2.6%
Incoming Calls	593	591	585	-8	-1.3%
Web-based Locate Requests	92.7%	90.0% @ year end	92.0%	-0.7	-0.8%
Homeowner web %	60.3%	50%	56.7%	-3.6	-6.0%
Contractor web %	98.8%	97%	98.7%	-0.1	--
Member web %	99.6%	97%	99.4%	-0.2	--
Net Notifications (month)	50374	51559	50457	+83	--
Net Notifications (year-to-date)	1592989	1556648	1651594	+58605	+3.8%

Performance Relative to Business Plan



Contact Centre Performance Relative to Targets

CONTACT CENTRE PERFORMANCE SCORES									
Average Speed of Answer (Voice)			Chat Response Time			Support Inquiry Response Time			
		DECACTUAL			DEC ACTUAL			DEC ACTUAL	
<= 60 sec	100%	03 sec	<= 30 sec	100%		<= 2 hrs	100%	173 sec	
61-80 sec	95%		30-35 sec	90%		>2 hrs - 3 hrs	90%		
81-100 sec	90%		36 - 45 sec	80%		>3 hrs - 4 hrs	80%		
101-120 sec	80%		46 - 55 sec	70%		>4 hrs - 5 hrs	70%		
121 - 140 sec	70%		55 - 65 sec	60%	58 sec	>5 hrs - 6 hrs	60%		
141-160 sec	60%		66 - 75 sec	50%		>6 hrs - 7 hrs	50%		
161-180sec	50%		76-85 sec	40%		>7 hrs - 8 hrs	40%		
181 - 200 sec	40%		86 - 95 sec	30%		>8 - 12 hrs	30%		
201-220 sec	30%		>95 sec	20%		>12 hrs	20%		
221-240 sec	20%								
>240 sec	0%								

CUSTOMER SATISFACTION									
Customer Service - Agent Scores			Support Customer Ratings			Chat Customer Ratings			
		DEC ACTUAL			DEC ACTUAL			DEC ACTUAL	
90%+	100%	97%	95%+	100%	95%	95%+	100%	95%	
80%-89%	90%		90%-94%	90%		90%-94%	90%		
70%-79%	80%		80%-89%	80%		80%-89%	80%		
60%-69%	70%		70%-79%	70%		70%-79%	70%		
50%-59%	60%		60%-69%	60%		60%-69%	60%		
40%-49%	50%		50%-59%	50%		50%-59%	50%		
30%-39%	40%		40%-49%	40%		40%-49%	40%		
20%-29%	30%		30%-39%	30%		30%-39%	30%		
<20%	20%		<30%	20%		<30%	20%		

Ad Hoc Reporting

Alternate Locate Provider (ALP) Program

	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%
Total 2024	8187	4.9%			

	ALP tickets processed	ALP as % of total tickets	ALP Request by Ticket Type %		
			Regular	Project	Large Project
2025					
Jan	616	3.3%	43.8%	48.2%	5.0%
Feb	547	2.9%	56.5%	42.4%	4.4%
Mar	608	2.7%	55.1%	44.9%	4.8%
Apr	3090	7.2%	74.2%	24.8%	0.7%
May	6277	10.8%	84.1%	15.4%	0.3%
June	5047	10.0%	78.8%	21.0%	0.2%
July	5772	11.2%	81.1%	18.3%	0.3%
Aug	5534	12.3%	79.7%	19.7%	0.2%
Sep	5217	10.9%	79.2%	20.2%	0.3%
Oct	5346	13.1%	77.3%	22.3%	0.2%
Nov	4293	17.2%	81.9%	17.8%	0.2%
Dec	1802	13.6%	80.6%	19.1%	0.2%
Total 2025	42347	9.8%			

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	15310	1060	6.92%	14250	93.08%
MAR	22193	2061	9.29%	20132	90.71%
APR	42767	6167	14.42%	36600	85.58%
MAY	57969	8524	14.70%	49445	85.30%
JUN	50415	6610	13.11%	43805	86.89%
JUL	51483	6354	12.34%	45129	87.66%
AUG	44991	5588	12.42%	39403	87.58%
SEP	47761	6280	13.15%	41481	86.85%
OCT	40906	4933	12.06%	35973	87.94%
NOV	25087	2261	9.01%	22826	90.99%
DEC	13212	1056	7.99%	12156	92.01%
YTD	430803	52089	12.09%	378714	87.91%

YTD 2024	426112	52299	12.27%	373813	87.73%
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Dec 2024	12879	935	7.26%	11944	92.74%
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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	301	60.0%	12074	99.2%	1875	99.7%
MAR	1340	58.6%	16209	98.2%	2583	99.3%
APR	5439	54.9%	27932	97.7%	3229	99.1%
MAY	8462	56.9%	36462	97.7%	4509	99.4%
JUN	6087	57.2%	33647	97.6%	4054	99.2%
JUL	4812	53.5%	35760	97.8%	4557	99.1%
AUG	4112	52.6%	31596	98.0%	3695	99.5%
SEP	4119	49.3%	33389	97.8%	3960	99.3%
OCT	2899	49.6%	29592	97.8%	3482	99.1%
NOV	1128	53.5%	19221	98.3%	2471	99.1%
DEC	254	56.7%	10350	98.7%	1552	99.4%
YTD	39261	54.7%	301080	98.2%	38325	99.3%

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

Dec-25

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	146	6.40	477	20.83	1178	13.64	1801	13.63
CONTRACTOR	2062	90.32	1790	78.17	7059	81.71	10911	82.58
HOMEOWNER	75	3.29	23	1.00	402	4.65	500	3.78
TOTALS	2283	100.00	2290	100.00	8639	100.00	13212	100.00

Dec-24

	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

YTD 2025

	CALGARY		EDMONTON		RURAL		TOTALS	
	No.	%	No.	%	No.	%	No.	%
MEMBER	3755	4.86	11496	14.61	27247	9.91	42498	9.86
CONTRACTOR	59525	77.10	57355	72.92	197913	71.99	314793	73.07
HOMEOWNER	13927	18.04	9809	12.47	49775	18.10	73511	17.06
TOTALS	77207	100.00	78660	100.00	274935	100.00	430802	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

Support Requests



All Centres

New conversations

3,032 ▼ 992

Conversations replied to

408 ▼ 456

Replies sent

1,398 ▼ 2,418

Closed conversations

3,206 ▼ 740

Median response time: including time assigned to bot

1m 53s ▲ 46s

Median first response time: including time assigned to bot

5m 48s ▲ 1m 39s

Median time to close: including time assigned to bot

10m 6s ▲ 16s

Overall CSAT score

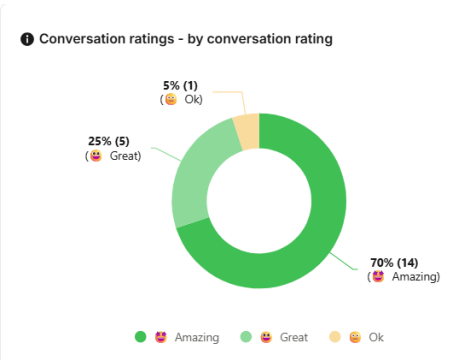
95% ▲ 9.3%

19 out of 20

Teammate CSAT score

95% ▲ 7.9%

19 out of 20



Chat Reports



New conversations

143 ▼ 250

Conversations replied to

141 ▼ 236

Replies sent

844 ▼ 1,806

Closed conversations

148 ▼ 247

Median response time: including time assigned to bot

58s ▲ 16s

Median first response time: including time assigned to bot

3m 15s ▲ 43s

Median time to close: including time assigned to bot

13m 21s ▼ 24s

Overall CSAT score

94.7% ▲ 9.6%

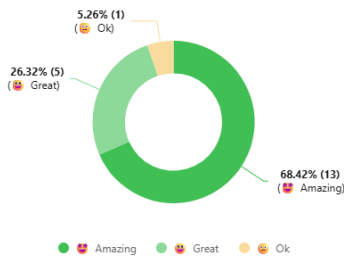
18 out of 19

Teammate CSAT score

94.7% ▲ 7.9%

18 out of 19

Conversation ratings - by conversation rating



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	637
Mar	6899	4785	3200	3788	1347	4527	2132	1194	1364	1834
Apr	21642	9598	9965	24434	14232	15776	5992	5950	8632	7040
May	25113	29888	35050	30952	41960	18803	16994	16635	12447	12563
Jun	19603	23867	16711	20236	35212	13981	12747	9520	8283	8915
Jul	14826	20076	22163	16842	19384	9031	8643	8016	8175	7497
Aug	15466	18081	19772	13459	12830	9247	9146	8151	7129	6965
Sep	17861	15785	13702	10746	12278	9850	8765	7290	6639	8080
Oct	10335	11664	11745	7094	6958	7557	5640	4862	5522	5902
Nov	7117	4513	11745	2858	2321	2980	1284	2461	2036	2136
Dec	2442	2858	6264	1232	1163	805	444	1044	593	585
YTD	149190	147135	156019	137317	150184	94723	73419	66630	62816	62970
YEAR	149190	147135	156019	137317	150184	94723	73419	66630	62816	62970

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	15310
Mar	19611	17207	13063	21257	14060	27156	26847	21135	20644	22193
Apr	38442	27060	21724	37255	29128	47685	43463	39167	46480	42767
May	45070	51265	55193	53842	55351	56789	60651	61347	55608	57969
Jun	44505	49879	44995	48113	56998	55584	56050	52384	48174	50415
Jul	38539	43911	44816	49050	54313	49575	48732	48939	48559	51483
Aug	41382	47773	42661	47845	52395	53537	54981	51793	45160	44991
Sep	39776	40798	36456	43240	55725	55423	51485	48912	44794	47761
Oct	32528	38520	34425	36832	42654	44948	42106	40857	41322	40906
Nov	25210	21548	20536	20265	24183	30901	24049	29506	24160	25087
Dec	12067	11685	9753	11103	14068	16435	12849	16531	12879	13212
YTD	366766	378360	351309	403434	426324	468907	459610	447482	426112	430803
YEAR	366766	378360	351309	403434	426324	468907	459610	447482	426112	430803

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	60477
Mar	95394	77541	64460	76384	52703	90738	92598	73677	72891	89920
Apr	178659	116642	87809	142280	108244	159954	147184	131896	172356	162838
May	194115	213044	210823	202379	175668	192649	200480	205353	210815	220763
Jun	184862	209041	188774	144964	193441	192416	189426	178419	183551	194389
Jul	165090	186201	191361	187050	189836	173988	164663	167529	184286	198662
Aug	176540	209191	182499	169894	177522	186641	191800	176970	172006	174085
Sep	170057	183283	153258	166841	194410	191457	171664	166148	168297	180375
Oct	141220	175298	143217	134113	146862	142782	137130	136138	153724	152590
Nov	112582	99538	86640	73282	84715	109673	82135	97646	90692	95696
Dec	53829	53772	40893	41758	49011	55218	45524	56359	50374	50457
YTD	1615061	1649307	1477711	1463751	1470207	1597579	1551932	1514605	1592989	1651594
YEAR	1615061	1649307	1477711	1463751	1470207	1597579	1551932	1514605	1592989	1651594

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	.042
Mar	.371	.352	.245	.178	.096	.167	.079	.056	.066	.083
Apr	.602	.563	.459	.656	.489	.331	.138	.152	.186	.165
May	.583	.557	.635	.575	.758	.331	.280	.271	.224	.217
Jun	.489	.440	.371	.421	.618	.252	.227	.182	.172	.177
Jul	.462	.385	.495	.343	.357	.182	.177	.164	.168	.146
Aug	.429	.374	.463	.281	.245	.173	.166	.157	.158	.155
Sep	.429	.449	.376	.249	.220	.178	.170	.149	.148	.169
Oct	.409	.318	.341	.193	.163	.168	.134	.119	.134	.144
Nov	.349	.282	.572	.141	.096	.096	.053	.083	.084	.085
Dec	.301	.202	.642	.111	.083	.049	.035	.063	.046	.044
YTD Avg.	.407	.389	.444	.340	.352	.202	.160	.149	.147	.146
YR. Avg.	.407	.389	.444	.340	.352	.202	.160	.149	.147	.146

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	3.95
Mar	4.89	4.86	4.93	3.59	3.75	3.34	3.45	3.49	3.53	4.05
Apr	4.73	4.65	4.04	3.82	3.72	3.35	3.39	3.37	3.71	3.81
May	4.66	4.31	3.82	3.76	3.17	3.39	3.31	3.35	3.79	3.81
Jun	4.69	4.15	4.20	3.01	3.39	3.46	3.38	3.41	3.81	3.86
Jul	4.74	4.28	4.27	3.81	3.50	3.51	3.38	3.42	3.80	3.86
Aug	4.69	4.27	4.28	3.55	3.39	3.49	3.49	3.42	3.81	3.87
Sep	4.66	4.28	4.20	3.86	3.49	3.45	3.33	3.40	3.76	3.78
Oct	4.85	4.34	4.16	3.64	3.44	3.18	3.26	3.33	3.72	3.73
Nov	4.88	4.47	4.22	3.62	3.50	3.55	3.42	3.31	3.75	3.81
Dec	4.91	4.46	4.19	3.76	3.48	3.36	3.54	3.41	3.91	3.82
YTD Avg.	4.40	4.36	4.21	3.63	3.45	3.41	3.38	3.38	3.74	3.83
YR. Avg.	4.40	4.36	4.21	3.63	3.45	3.41	3.38	3.38	3.74	3.83

Appendix A – Internal CC Voice Reports

AB Routine Internal Voice

DATE	CALLS	Calls not answered	Calls handled by IVR	Calls abandoned	Average TIME TO ABANDON	Calls Offered to DPA's	SERVICE LEVEL count	SERVICE LEVEL (%rec)	Calls Not Answered within 60sec	Average HANDLE TIME	Average SPEED OF ANSWER	Average QCB Wait Time	# of QCB	Average Queue Wait Time	Average Total Queue Time
2025-12-01	26	0	0	0		26	26	100.00%	0	0:07:42	00:00.9		0	00:00.9	00:00.9
2025-12-02	32	0	0	0		32	32	100.00%	0	0:06:53	00:00.9		0	00:00.9	00:00.9
2025-12-03	26	0	0	0		26	25	96.15%	1	0:08:11	00:06.7		0	00:06.7	00:06.7
2025-12-04	22	1	1	0	0:00:55	21	14	66.67%	7	0:06:53	00:27.4	00:27.2	3	00:24.9	00:28.6
2025-12-05	18	0	0	0		18	16	88.89%	2	0:07:48	00:11.7		0	00:11.7	00:11.7
2025-12-08	25	0	0	0		25	25	100.00%	0	0:07:56	00:00.9		0	00:00.9	00:00.9
2025-12-09	34	0	0	0		34	34	100.00%	0	0:07:41	00:02.3		0	00:02.3	00:02.3
2025-12-10	10	0	0	0		10	10	100.00%	0	0:07:14	00:07.6		0	00:07.6	00:07.6
2025-12-11	18	0	0	0		18	18	100.00%	0	0:07:35	00:00.9		0	00:00.9	00:00.9
2025-12-12	14	0	0	0		14	14	100.00%	0	0:08:44	00:00.9		0	00:00.9	00:00.9
2025-12-15	21	0	0	0		21	20	95.24%	1	0:07:19	00:01.0		0	00:01.0	00:01.0
2025-12-16	16	0	0	0		16	16	100.00%	0	0:09:32	00:00.9		0	00:00.9	00:00.9
2025-12-17	12	0	0	0		12	10	83.33%	2	0:09:50	00:00.9		0	00:00.8	00:00.8
2025-12-18	6	0	0	0		6	6	100.00%	0	0:06:30	00:00.9		0	00:00.9	00:00.9
2025-12-19	8	0	0	0		8	8	100.00%	0	0:08:08	00:00.9		0	00:00.9	00:00.9
2025-12-22	11	0	0	0		11	11	100.00%	0	0:07:03	00:00.9		0	00:00.9	00:00.9
2025-12-23	10	0	0	0		10	10	100.00%	0	0:07:13	00:00.9		0	00:00.9	00:00.9
2025-12-24	1	0	0	0		1	1	100.00%	0	0:06:59	00:00.9		0	00:00.9	00:00.9
2025-12-29	8	0	0	0		8	8	100.00%	0	0:05:32	00:00.9		0	00:00.9	00:00.9
2025-12-30	10	0	0	0		10	10	100.00%	0	0:07:47	00:00.9		0	00:00.9	00:00.9
2025-12-31	5	0	0	0		5	5	100.00%	0	0:05:26	00:00.9		0	00:00.9	00:00.9
	333	1	1	0	0:00:55	332	319	96.08%	13	0:07:37	0:00:03	0:00:27	3	0:00:03	0:00:04

AB Routine Internal Voice

MONTH	CALLS	Calls Not Answered	Calls Handled by IVR	Calls Abandoned after 60 sec	Average TIME TO ABANDON	Calls Offered to DPA's	SERVICE LEVEL count	SERVICE LEVEL (%rec)	Calls Not Answered within 60sec	Average HANDLE TIME	Average SPEED OF ANSWER	Average QCB Wait Time	# of QCB	Average Queue Wait Time	Average Total Queue Time
January	475	6	1	5	0:01:44	469	435	92.75%	34	0:06:13	0:00:16	0:02:39	3	0:00:17	0:00:05
February	394	6	0	6	0:08:44	388	339	87.37%	49	0:06:15	0:00:26	0:06:30	11	0:00:32	0:00:43
March	1,354	7	1	6	0:02:13	1,347	1,303	96.73%	44	0:08:37	0:00:04	0:01:28	3	0:00:05	0:00:05
April	5,727	208	65	143	0:03:27	5,519	3,839	69.56%	1,680	0:08:59	0:00:57	0:08:29	498	0:00:56	0:01:41
May	9,796	681	164	517	0:05:33	9,115	3,669	40.25%	5,446	00:08:16	0:02:50	0:19:50	1957	0:02:25	0:06:23
June	6,744	351	98	253	0:05:00	6,393	3,387	52.98%	3,006	0:08:20	0:01:46	0:13:41	1012	0:01:39	0:03:42
July	5,577	182	63	119	0:02:35	5,395	3,304	61.24%	2,091	0:08:31	0:01:06	0:03:46	572	0:01:01	0:01:24
August	5,237	222	70	152	0:03:56	5,015	2,729	54.42%	2,286	0:08:46	0:01:42	0:09:20	742	0:01:32	0:02:51
September	6137	312	80	232	0:04:17	5825	3152	54.11%	2673	0:08:54	0:01:46	0:12:30	890	0:01:37	0:03:26
October	4288	208	53	155	0:04:28	4080	2193	53.75%	1887	0:09:05	0:01:38	0:10:27	594	0:01:31	0:02:58
November	1502	59	19	40	0:02:19	1443	919	63.69%	524	0:08:44	0:01:07	0:06:51	166	0:01:01	0:01:47
December	333	1	1	0	0:00:55	332	319	96.08%	13	0:07:37	0:00:03	0:00:27	3	0:00:03	0:00:04
YTD 2024	47,564	2,243	615	1,628	0:03:46	45,321	25,588	56.46%	19,733	0:08:11	0:01:08	0:08:00	6451	0:01:03	0:02:06

AB Support Internal Voice

DATE	CALLS	Calls not answered	Calls handled by IVR	Calls abandoned	Average TIME TO ABANDON	Calls Offered to DPA's	SERVICE LEVEL count	SERVICE LEVEL (%rec)	Calls Not Answered within 60sec	Average HANDLE TIME	Average SPEED OF ANSWER	Average QCB Wait Time	# of QCB	Average Queue Wait Time	Average Total Queue Time
2025-12-01	25	0	0	0		25	23	92.00%	2	0:03:41	00:03.2		0	00:02.9	00:02.9
2025-12-02	18	0	0	0		18	17	94.44%	1	0:05:19	00:00.9		0	00:00.9	00:00.9
2025-12-03	18	0	0	0		18	18	100.00%	0	0:07:03	00:06.1		0	00:06.1	00:06.1
2025-12-04	16	1	0	1	0:01:21	15	13	86.67%	2	0:04:58	00:13.8	00:45.4	1	00:17.1	00:20.0
2025-12-05	15	0	0	0		15	13	86.67%	2	0:05:11	00:05.9		0	00:05.5	00:05.5
2025-12-08	21	0	0	0		21	20	95.24%	1	0:05:48	00:00.9		0	00:00.9	00:00.9
2025-12-09	15	1	0	1	0:02:08	14	13	92.86%	1	0:04:16	00:00.9		0	00:09.3	00:09.3
2025-12-10	14	0	0	0		14	14	100.00%	0	0:05:01	00:00.9		0	00:00.9	00:00.9
2025-12-11	11	0	0	0		11	10	90.91%	1	0:04:53	00:01.0		0	00:00.9	00:00.9
2025-12-12	10	0	0	0		10	9	90.00%	1	0:07:10	00:00.9		0	00:00.8	00:00.8
2025-12-15	20	0	0	0		20	17	85.00%	3	0:03:47	00:00.9		0	00:00.8	00:00.8
2025-12-16	9	0	0	0		9	9	100.00%	0	0:06:58	00:00.9		0	00:00.9	00:00.9
2025-12-17	9	0	0	0		9	8	88.89%	1	0:04:40	00:00.9		0	00:00.8	00:00.8
2025-12-18	12	1	0	1	0:02:31	11	11	100.00%	0	0:06:01	00:00.9		0	00:13.4	00:13.4
2025-12-19	16	0	0	0		16	14	87.50%	2	0:07:22	00:00.9		0	00:00.8	00:00.8
2025-12-22	7	0	0	0		7	6	85.71%	1	0:03:02	00:00.9		0	00:00.8	00:00.8
2025-12-23	4	1	1	0	0:00:13	3	2	66.67%	1	0:02:25	00:00.9		0	00:03.8	00:03.8
2025-12-24	2	0	0	0		2	1	50.00%	1	0:10:42	00:00.9		0	00:00.5	00:00.5
2025-12-29	6	0	0	0		6	5	83.33%	1	0:03:26	00:00.9		0	00:00.8	00:00.8
2025-12-30	3	0	0	0		3	3	100.00%	0	0:06:30	00:00.9		0	00:00.9	00:00.9
2025-12-31	1	0	0	0		1	1	100.00%	0	0:09:11	00:00.9		0	00:00.9	00:00.9
	252	4	1	3	0:01:33	248	227	91.53%	21	0:05:18	0:00:02	0:00:45	1	0:00:03	0:00:04

AB Support Internal Voice

MONTH	CALLS	Calls Not Answered	Calls Handled by IVR	Calls Abandoned after 60 sec	Average TIME TO ABANDON	Calls Offered to DPA's	SERVICE LEVEL count	SERVICE LEVEL (%rec)	Calls Not Answered within 60sec	Average HANDLE TIME	Average SPEED OF ANSWER	Average QCB Wait Time	# of QCB	Average Queue Wait Time	Average Total Queue Time
January	341	2	0	2	0:03:22	339	296	87.32%	43	0:04:06	0:00:08	0:05:49	2	0:00:08	0:00:10
February	243	3	1	2	0:02:30	240	199	82.92%	41	0:03:56	0:00:17	0:02:04	5	0:00:17	0:00:19
March	480	6	4	2	0:00:39	474	423	89.24%	51	0:05:03	0:00:05	0:00:00	0	0:00:05	0:00:05
April	1313	30	8	22	0:03:07	1283	814	63.45%	469	0:04:57	0:01:00	0:06:03	95	0:00:53	0:01:20
May	2767	146	39	107	0:06:24	2621	1039	39.64%	1582	0:05:16	0:02:39	0:13:41	451	0:02:08	0:04:22
June	2171	92	19	73	0:05:34	2079	1038	49.93%	1041	0:05:10	0:01:45	0:12:44	283	0:01:33	0:03:13
July	1920	46	17	29	0:02:19	1874	1033	55.12%	841	0:05:29	0:01:10	0:03:29	183	0:00:59	0:01:18
August	1728	69	10	59	0:05:23	1659	884	53.29%	775	0:05:44	0:01:39	0:09:14	193	0:01:27	0:02:29
September	1943	72	18	54	0:04:56	1871	978	52.27%	893	0:05:42	0:01:43	0:12:20	227	0:01:28	0:02:55
October	1614	62	18	44	0:04:44	1552	827	53.29%	725	0:05:59	0:01:42	0:10:32	193	0:01:29	0:02:45
November	634	19	6	13	0:03:02	615	383	62.28%	232	0:05:45	0:01:14	0:07:14	52	0:01:06	0:01:42
December	252	4	1	3	0:01:33	248	227	91.53%	21	0:05:18	0:00:02	0:00:45	1	0:00:03	0:00:04
YTD 2025	15406	551	141	410	0:03:38	14855	8141	54.80%	6714	0:05:12	0:01:07	0:07:38	1685	0:00:58	0:01:44

AB Emergency After-Hours Voice											
DATE	CALLS	Calls Not Answered	Calls Handled by IVR	Calls Abandoned	Average TIME TO ABANDON	Calls Offered to DPA's	SERVICE LEVEL count	SERVICE LEVEL (%rec)	Calls Not Answered within 60sec	Average HANDLE TIME	Average SPEED OF ANSWER
2025-12-01	2	0	0	0		2	2	100.00%	0	0:09:44	00:21.3
2025-12-02	4	0	0	0		4	4	100.00%	0	0:06:53	00:15.1
2025-12-03	5	0	0	0		5	3	60.00%	2	0:07:41	00:51.4
2025-12-04	2	0	0	0		2	2	100.00%	0	0:08:03	00:13.7
2025-12-05	4	0	0	0		4	4	100.00%	0	0:08:43	00:15.8
2025-12-06	9	0	0	0		9	9	100.00%	0	0:06:31	00:03.6
2025-12-07	3	0	0	0		3	3	100.00%	0	0:05:22	00:10.6
2025-12-08	3	0	0	0		3	3	100.00%	0	0:05:47	00:03.8
2025-12-09	2	0	0	0		2	2	100.00%	0	0:02:22	00:08.2
2025-12-11	2	0	0	0		2	2	100.00%	0	0:04:54	00:04.0
2025-12-13	4	0	0	0		4	4	100.00%	0	0:10:37	00:07.1
2025-12-14	19	1	0	1	0:01:19	18	15	83.33%	3	0:06:37	00:35.2
2025-12-15	4	0	0	0		4	2	50.00%	2	0:05:36	00:40.0
2025-12-16	4	0	0	0		4	3	75.00%	1	0:07:01	00:25.5
2025-12-17	3	0	0	0		3	3	100.00%	0	0:07:07	00:16.4
2025-12-18	3	0	0	0		3	3	100.00%	0	0:06:05	00:05.7
2025-12-19	3	0	0	0		3	3	100.00%	0	0:06:40	00:15.0
2025-12-20	6	0	0	0		6	6	100.00%	0	0:07:17	00:04.0
2025-12-21	3	0	0	0		3	3	100.00%	0	0:07:06	00:11.2
2025-12-22	5	0	0	0		5	5	100.00%	0	0:04:51	00:13.8
2025-12-23	2	0	0	0		2	1	50.00%	1	0:05:12	01:41.6
2025-12-24	3	0	0	0		3	3	100.00%	0	0:05:41	00:23.4
2025-12-26	1	0	0	0		1	0	0.00%	1	0:05:15	01:00.5
2025-12-27	6	0	0	0		6	6	100.00%	0	0:05:08	00:07.5
2025-12-28	11	0	0	0		11	11	100.00%	0	0:07:21	00:18.3
2025-12-29	2	0	0	0		2	2	100.00%	0	0:09:47	00:15.6
2025-12-30	3	0	0	0		3	3	100.00%	0	0:06:03	00:10.7
2025-12-31	2	0	0	0		2	2	100.00%	0	0:07:21	00:13.0
	120	1	0	1	0:01:19	119	109	91.60%	10	0:06:43	0:00:20

AB Emergency After-Hours Voice											
MONTH	CALLS	Calls Not Answered	Calls Handled by IVR	Calls Abandon after 60 Sec	Average TIME TO ABANDON	Calls Offered to DPA's	SERVICE LEVEL count	SERVICE LEVEL (%rec)	Calls Not Answered within 60sec	Average HANDLE TIME	Average SPEED OF ANSWER
January	125	0	0	0	0:00:00	125	119	95.20%	6	0:05:03	0:00:16
February	164	1	0	1	0:02:46	163	150	92.02%	13	0:05:16	0:00:20
March	168	0	0	0	0.00%	168	165	98.21%	3	0:05:54	0:00:13
April	217	1	0	1	0:03:32	216	207	95.83%	9	0:06:24	0:00:47
May	274	2	0	2	0:01:51	272	252	92.65%	20	0:06:34	0:00:18
June	246	2	0	2	0:03:06	244	232	95.08%	12	0:06:25	0:00:15
July	222	3	0	3	0:02:40	219	207	94.52%	12	0:07:00	0:00:16
August	251	6	0	6	0:03:20	245	227	92.65%	18	0:06:54	0:00:20
September	223	2	0	2	0:02:20	221	199	90.05%	22	0:06:23	0:00:28
October	226	4	2	4	0:02:21	222	209	94.14%	13	0:06:26	0:00:18
November	155	1	0	1	0:01:09	154	148	96.10%	6	0:06:38	0:00:14
December	120	1	0	1	0:01:19	119	109	91.60%	10	0:06:43	0:00:20
YTD 2025	2391	23	0	23	0:02:26	2368	2224	93.92%	144	0:06:18	0:00:20