

| Incoming Locate Requests |              |              |               |        |        |        |        |        |        |        |        |       | 3A            |
|--------------------------|--------------|--------------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|-------|---------------|
|                          | Jan          | Feb          | Mar           | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec   | Total         |
| 2004                     | 1,982        | 2,017        | 7,396         | 17,292 | 15,623 | 16,275 | 14,829 | 14,866 | 13,449 | 13,520 | 10,091 | 5,180 | 132,520       |
| 2005                     | 1,967        | 2,581        | 6,075         | 15,607 | 14,745 | 14,279 | 13,479 | 15,057 | 13,529 | 13,527 | 9,294  | 3,139 | 123,279       |
| 2006                     | 3,535        | 2,958        | 5,483         | 14,881 | 17,573 | 16,007 | 13,519 | 14,438 | 13,022 | 14,066 | 9,350  | 3,873 | 128,705       |
| 2007                     | 2,680        | 1,968        | 7,061         | 13,885 | 17,296 | 14,443 | 13,705 | 13,942 | 12,597 | 12,768 | 9,951  | 2,981 | 123,277       |
| 2008                     | 2,174        | 1,937        | 4,218         | 15,042 | 17,077 | 15,148 | 14,268 | 13,517 | 14,601 | 13,269 | 6,950  | 2,733 | 120,934       |
| 2009                     | 1,686        | 1,787        | 3,495         | 13,293 | 16,347 | 14,568 | 13,400 | 12,384 | 12,368 | 9,499  | 8,907  | 2,605 | 110,339       |
| 2010                     | 1,494        | 1,468        | 5,859         | 14,830 | 13,387 | 13,970 | 12,656 | 11,903 | 13,202 | 12,409 | 8,717  | 2,677 | 112,572       |
| 2011                     | 1,348        | 1,442        | 4,335         | 12,437 | 17,703 | 16,038 | 13,969 | 15,587 | 14,614 | 14,552 | 10,790 | 4,341 | 127,156       |
| 2012                     | 3,322        | 2,776        | 9,689         | 14,513 | 16,611 | 15,512 | 14,413 | 15,245 | 13,155 | 14,431 | 9,925  | 4,113 | 133,705       |
| 2013                     | 2,475        | 2,102        | 4,819         | 9,865  | 19,482 | 17,507 | 17,477 | 17,317 | 16,988 | 16,126 | 10,025 | 2,631 | 136,814       |
| 2014                     | 2,047        | 2,115        | 4,923         | 16,293 | 19,149 | 16,536 | 17,222 | 14,553 | 15,432 | 15,421 | 6,672  | 3,591 | 133,954       |
| 2015                     | 2,604        | 2,955        | 9,900         | 19,553 | 15,694 | 16,331 | 15,062 | 14,752 | 15,115 | 15,139 | 10,112 | 4,883 | 142,100       |
| 2016                     | 2,537        | 4,009        | 11,485        | 16,131 | 18,887 | 17,371 | 16,258 | 17,951 | 15,316 | 14,745 | 10,390 | 3,262 | 148,342       |
| 2017                     | 2,338        | 3,238        | 11,529        | 17,473 | 20,179 | 18,242 | 16,552 | 18,362 | 15,239 | 15,759 | 11,349 | 4,563 | 154,823       |
| 2018                     | 2,908        | 2,183        | 6,162         | 12,546 | 22,469 | 17,713 | 18,211 | 18,707 | 16,045 | 17,836 | 9,737  | 4,183 | 148,700       |
| 2019                     | 2,921        | 2,085        | 5,725         | 15,568 | 20,450 | 21,077 | 21,336 | 20,118 | 19,161 | 18,267 | 10,533 | 4,526 | 161,767       |
| 2020                     | 3,201        | 3,045        | 9,670         | 21,405 | 22,774 | 22,949 | 21,400 | 20,602 | 20,390 | 17,726 | 13,177 | 8,342 | 184,681       |
| 2021                     | 4,202        | 3,168        | 12,068        | 20,795 | 21,555 | 22,236 | 20,131 | 21,212 | 19,440 | 17,699 | 14,734 | 6,707 | 183,947       |
| <b>2022</b>              | <b>4,078</b> | <b>4,422</b> | <b>10,495</b> |        |        |        |        |        |        |        |        |       | <b>18,995</b> |
| <b>Inc/Prev Yr</b>       | <b>-3%</b>   | <b>15%</b>   | <b>-2%</b>    |        |        |        |        |        |        |        |        |       |               |
| <b>Inc YTD</b>           | <b>-124</b>  | <b>1,130</b> | <b>-443</b>   |        |        |        |        |        |        |        |        |       |               |

| Incoming Locate Requests |        |        |        |        |        |       |       |       |        |        |        |        |         |
|--------------------------|--------|--------|--------|--------|--------|-------|-------|-------|--------|--------|--------|--------|---------|
|                          | Jul    | Aug    | Sep    | Oct    | Nov    | Dec   | Jan   | Feb   | Mar    | Apr    | May    | Jun    | Total   |
| July 2020-Jun 2021       | 21,400 | 20,602 | 20,390 | 17,726 | 13,177 | 8,342 | 4,202 | 3,168 | 12,068 | 20,795 | 21,555 | 22,236 | 185,661 |
| July 2021-Jun 2022       | 20,131 | 21,212 | 19,440 | 17,699 | 14,734 | 6,707 | 4,078 | 4,422 | 10,495 | 0      | 0      | 0      | 118,918 |

| Outgoing Tickets   |               |               |               |         |         |         |         |         |         |        |        | 3A     |                |
|--------------------|---------------|---------------|---------------|---------|---------|---------|---------|---------|---------|--------|--------|--------|----------------|
|                    | Jan           | Feb           | Mar           | Apr     | May     | Jun     | Jul     | Aug     | Sep     | Oct    | Nov    | Dec    | Total          |
| 2004               | 11,018        | 11,247        | 41,666        | 95,899  | 83,780  | 89,066  | 82,835  | 80,208  | 74,082  | 74,282 | 54,963 | 28,713 | 727,759        |
| 2005               | 11,432        | 14,416        | 33,302        | 85,418  | 82,228  | 79,573  | 75,580  | 85,381  | 72,567  | 71,423 | 48,859 | 17,122 | 677,301        |
| 2006               | 19,244        | 16,426        | 30,500        | 81,395  | 95,088  | 87,924  | 73,467  | 77,851  | 69,411  | 75,618 | 49,377 | 20,603 | 696,904        |
| 2007               | 14,721        | 11,396        | 38,779        | 73,501  | 91,175  | 77,146  | 71,028  | 72,458  | 65,457  | 66,553 | 51,185 | 16,372 | 649,771        |
| 2008               | 12,073        | 10,671        | 22,530        | 77,207  | 88,481  | 79,220  | 74,488  | 69,458  | 73,751  | 66,767 | 35,701 | 14,580 | 624,927        |
| 2009               | 9,161         | 9,473         | 18,307        | 67,164  | 83,443  | 74,175  | 67,611  | 62,584  | 62,389  | 47,902 | 45,615 | 14,104 | 561,928        |
| 2010               | 8,493         | 8,321         | 30,671        | 76,685  | 70,187  | 71,444  | 63,186  | 57,742  | 73,640  | 69,335 | 48,425 | 15,705 | 577,633        |
| 2011               | 8,332         | 9,020         | 26,914        | 76,401  | 104,108 | 94,626  | 80,740  | 90,724  | 84,428  | 82,299 | 58,816 | 25,108 | 741,516        |
| 2012               | 17,247        | 15,074        | 57,328        | 85,253  | 98,318  | 90,402  | 83,523  | 89,467  | 77,688  | 84,503 | 63,529 | 25,351 | 787,683        |
| 2013               | 15,266        | 13,195        | 29,075        | 63,907  | 114,420 | 101,007 | 104,165 | 96,324  | 98,876  | 93,999 | 59,473 | 17,469 | 807,176        |
| 2014               | 12,883        | 12,871        | 30,161        | 98,193  | 110,977 | 113,594 | 98,836  | 83,755  | 89,994  | 89,893 | 39,939 | 21,137 | 802,233        |
| 2015               | 14,660        | 15,647        | 58,688        | 110,278 | 90,059  | 95,104  | 87,157  | 83,357  | 85,727  | 84,132 | 55,608 | 28,276 | 808,693        |
| 2016               | 14,467        | 22,356        | 64,722        | 90,058  | 104,526 | 98,046  | 88,045  | 97,450  | 85,229  | 82,263 | 57,537 | 21,471 | 826,170        |
| 2017               | 12,817        | 19,081        | 64,292        | 98,098  | 112,384 | 104,556 | 90,069  | 97,953  | 86,089  | 87,019 | 63,679 | 26,010 | 862,047        |
| 2018               | 16,201        | 12,140        | 33,338        | 65,680  | 114,048 | 91,489  | 94,602  | 94,394  | 79,659  | 85,062 | 50,308 | 21,684 | 758,605        |
| 2019               | 15,622        | 10,275        | 29,900        | 76,825  | 100,971 | 105,182 | 103,691 | 99,218  | 93,744  | 91,514 | 53,857 | 23,888 | 804,687        |
| 2020               | 17,424        | 15,780        | 49,147        | 107,392 | 111,812 | 110,467 | 106,295 | 101,461 | 100,137 | 88,653 | 69,171 | 43,481 | 921,220        |
| 2021               | 22,942        | 17,469        | 62,386        | 105,545 | 110,716 | 115,017 | 103,118 | 109,752 | 100,771 | 89,805 | 76,205 | 37,375 | 951,101        |
| <b>2022</b>        | <b>22,845</b> | <b>22,924</b> | <b>55,942</b> |         |         |         |         |         |         |        |        |        | <b>101,711</b> |
| <b>Inc/Prev Yr</b> | <b>0%</b>     | <b>13%</b>    | <b>-1%</b>    |         |         |         |         |         |         |        |        |        |                |
| <b>Inc YTD</b>     | <b>-97</b>    | <b>5,358</b>  | <b>-1,086</b> |         |         |         |         |         |         |        |        |        |                |

| Outgoing Tickets   |         |         |         |        |        |        |        |        |        |         |         |         |         |
|--------------------|---------|---------|---------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|
|                    | Jul     | Aug     | Sep     | Oct    | Nov    | Dec    | Jan    | Feb    | Mar    | Apr     | May     | Jun     | Total   |
| July 2020-Jun 2021 | 106,295 | 101,461 | 100,137 | 88,653 | 69,171 | 43,481 | 22,942 | 17,469 | 62,386 | 105,545 | 110,716 | 115,017 | 943,273 |
| July 2021-Jun 2022 | 103,118 | 109,752 | 100,771 | 89,805 | 76,205 | 37,375 | 22,845 | 22,924 | 55,942 | 0       | 0       | 0       | 618,737 |

| Ratio Outgoing to Incoming |             |             |             |      |      |      |      |      |      |      |      |      | 3B          |
|----------------------------|-------------|-------------|-------------|------|------|------|------|------|------|------|------|------|-------------|
|                            | Jan         | Feb         | Mar         | Apr  | May  | Jun  | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  | Total       |
| 2004                       | 5.56        | 5.58        | 5.63        | 5.55 | 5.36 | 5.47 | 5.59 | 5.40 | 5.51 | 5.49 | 5.45 | 5.54 | 5.49        |
| 2005                       | 5.81        | 5.59        | 5.48        | 5.47 | 5.58 | 5.57 | 5.61 | 5.67 | 5.36 | 5.28 | 5.26 | 5.45 | 5.49        |
| 2006                       | 5.44        | 5.55        | 5.56        | 5.47 | 5.41 | 5.49 | 5.43 | 5.39 | 5.33 | 5.38 | 5.28 | 5.32 | 5.41        |
| 2007                       | 5.49        | 5.79        | 5.49        | 5.29 | 5.27 | 5.34 | 5.18 | 5.20 | 5.20 | 5.21 | 5.14 | 5.49 | 5.27        |
| 2008                       | 5.55        | 5.51        | 5.34        | 5.13 | 5.18 | 5.23 | 5.22 | 5.14 | 5.05 | 5.03 | 5.14 | 5.33 | 5.17        |
| 2009                       | 5.43        | 5.30        | 5.24        | 5.05 | 5.10 | 5.09 | 5.05 | 5.05 | 5.04 | 5.04 | 5.12 | 5.41 | 5.09        |
| 2010                       | 5.68        | 5.67        | 5.23        | 5.17 | 5.24 | 5.11 | 4.99 | 4.85 | 5.58 | 5.59 | 5.56 | 5.87 | 5.13        |
| 2011                       | 6.18        | 6.26        | 6.21        | 6.14 | 5.88 | 5.90 | 5.78 | 5.82 | 5.78 | 5.66 | 5.45 | 5.78 | 5.83        |
| 2012                       | 5.19        | 5.43        | 5.92        | 5.87 | 5.92 | 5.83 | 5.79 | 5.87 | 5.91 | 5.86 | 6.40 | 6.16 | 5.89        |
| 2013                       | 6.17        | 6.28        | 6.03        | 6.48 | 5.87 | 5.77 | 5.96 | 5.56 | 5.82 | 5.83 | 5.93 | 6.64 | 5.90        |
| 2014                       | 6.29        | 6.09        | 6.13        | 6.03 | 5.80 | 6.87 | 5.74 | 5.76 | 5.83 | 5.83 | 5.99 | 5.89 | 5.99        |
| 2015                       | 5.63        | 5.30        | 5.93        | 5.64 | 5.74 | 5.82 | 5.79 | 5.65 | 5.67 | 5.56 | 5.50 | 5.79 | 5.69        |
| 2016                       | 5.70        | 5.58        | 5.64        | 5.58 | 5.53 | 5.64 | 5.42 | 5.43 | 5.56 | 5.58 | 5.54 | 6.58 | 5.57        |
| 2017                       | 5.48        | 5.89        | 5.58        | 5.61 | 5.57 | 5.73 | 5.44 | 5.33 | 5.65 | 5.52 | 5.61 | 5.70 | 5.57        |
| 2018                       | 5.57        | 5.56        | 5.41        | 5.24 | 5.08 | 5.17 | 5.19 | 5.05 | 4.96 | 4.77 | 5.17 | 5.18 | 5.10        |
| 2019                       | 5.35        | 4.93        | 5.22        | 4.93 | 4.94 | 4.99 | 4.86 | 4.93 | 4.89 | 5.01 | 5.11 | 5.28 | 4.97        |
| 2020                       | 5.44        | 5.18        | 5.08        | 5.02 | 4.91 | 4.81 | 4.97 | 4.92 | 4.91 | 5.00 | 5.25 | 5.21 | 4.99        |
| 2021                       | 5.46        | 5.51        | 5.17        | 5.08 | 5.14 | 5.17 | 5.12 | 5.17 | 5.18 | 5.07 | 5.17 | 5.57 | 5.17        |
| <b>2022</b>                | <b>5.60</b> | <b>5.18</b> | <b>5.33</b> |      |      |      |      |      |      |      |      |      | <b>5.35</b> |

| Ratio Outgoing to Incoming |      |      |      |      |      |      |      |      |      |      |      |      |       |
|----------------------------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
|                            | Jul  | Aug  | Sep  | Oct  | Nov  | Dec  | Jan  | Feb  | Mar  | Apr  | May  | Jun  | Total |
| July 2020-Jun 2021         | 4.97 | 4.92 | 4.91 | 5    | 5.25 | 5.21 | 5.46 | 5.51 | 5.17 | 5.08 | 5.14 | 5.17 | 5.08  |
| July 2021-Jun 2022         | 5.12 | 5.17 | 5.18 | 5.07 | 5.17 | 5.57 | 5.60 | 5.18 | 5.33 |      |      |      | 5.20  |

**Electronic Ticketing**

**3C**

| July 2020-Jun 2021                              | Jul    | Aug    | Sep    | Oct    | Nov   | Dec   | Jan   | Feb   | Mar   | Apr    | May    | Jun    | Total   |
|---|--------|--------|--------|--------|-------|-------|-------|-------|-------|--------|--------|--------|---------|
| Remote  | 3,869  | 3,458  | 3,307  | 3,254  | 2,437 | 1,586 | 874   | 772   | 1,933 | 3,455  | 3,472  | 3,786  | 32,203  |
|   | 18%    | 17%    | 16%    | 18%    | 18%   | 19%   | 21%   | 24%   | 16%   | 17%    | 16%    | 17%    | 17%     |
| Web Entry                                       | 9,098  | 8,967  | 8,988  | 8,048  | 5,834 | 3,631 | 1,705 | 1,222 | 5,962 | 9,535  | 9,804  | 10,105 | 82,899  |
|   | 43%    | 44%    | 44%    | 45%    | 44%   | 44%   | 41%   | 39%   | 49%   | 46%    | 45%    | 45%    | 45%     |
| Combined  | 12,967 | 12,425 | 12,295 | 11,302 | 8,271 | 5,217 | 2,579 | 1,994 | 7,895 | 12,990 | 13,276 | 13,891 | 115,102 |
|   | 61%    | 60%    | 60%    | 64%    | 63%   | 63%   | 61%   | 63%   | 65%   | 62%    | 62%    | 62%    | 62%     |
|   |        |        |        |        |       |       |       |       |       |        |        |        |         |
|   |        |        |        |        |       |       |       |       |       |        |        |        |         |
| Homeowner (Already Included In Web Entry Total) | 365    | 340    | 352    | 235    | 126   | 55    | 25    | 16    | 300   | 660    | 620    | 500    | 4,010   |

| July 2021-Jun 2022                              | Jul    | Aug    | Sep    | Oct    | Nov   | Dec   | Jan   | Feb   | Mar   | Apr | May | Jun | Total  |
|---|--------|--------|--------|--------|-------|-------|-------|-------|-------|-----|-----|-----|--------|
| Remote  | 3,549  | 3,474  | 3,407  | 3,049  | 2,783 | 1,456 | 940   | 939   | 1,475 | 0   | 0   | 0   | 21,072 |
|   | 18%    | 16%    | 18%    | 17%    | 19%   | 22%   | 23%   | 21%   | 14%   | 0%  | 0%  | 0%  | 18%    |
| Web Entry                                       | 9,747  | 10,416 | 9,111  | 8,511  | 6,860 | 3,014 | 1,733 | 2,100 | 5,585 | 0   | 0   | 0   | 57,077 |
|   | 48%    | 49%    | 47%    | 48%    | 47%   | 45%   | 42%   | 47%   | 53%   | 0%  | 0%  | 0%  | 48%    |
| Combined  | 13,296 | 13,890 | 12,518 | 11,560 | 9,643 | 4,470 | 2,673 | 3,039 | 7,060 | 0   | 0   | 0   | 78,149 |
|   | 66%    | 65%    | 64%    | 65%    | 65%   | 67%   | 66%   | 69%   | 67%   | 0%  | 0%  | 0%  | 66%    |
|   |        |        |        |        |       |       |       |       |       |     |     |     |        |
| Homeowner (Already Included In Web Entry Total) | 454    | 445    | 479    | 324    | 200   | 70    | 39    | 57    | 290   | 0   | 0   | 0   | 2,358  |

| Secondary Links included in this data |              |              |               |        |        |        |        |        |        |        |        |        | 3D            |
|---------------------------------------|--------------|--------------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------------|
|                                       | Jan          | Feb          | Mar           | Apr    | May    | Jun    | Jul    | Aug    | Sep    | Oct    | Nov    | Dec    | Total         |
| 2006                                  | 115          | 96           | 93            | 368    | 537    | 497    | 1,151  | 1,492  | 1,317  | 1,433  | 1,167  | 464    | 8,730         |
| 2007                                  | 267          | 280          | 818           | 1,458  | 1,675  | 1,375  | 1,396  | 1,444  | 1,251  | 5,290  | 5,170  | 1,461  | 21,885        |
| 2008                                  | 978          | 455          | 126           | 433    | 552    | 462    | 460    | 448    | 450    | 1,780  | 2,416  | 205    | 8,765         |
| 2009                                  | 103          | 194          | 659           | 3,833  | 4,905  | 6,059  | 4,739  | 1,511  | 1,384  | 989    | 958    | 336    | 25,670        |
| 2010                                  | 190          | 149          | 714           | 1,641  | 1,407  | 1,501  | 1,415  | 0      |        |        |        |        | 7,017         |
| 2011                                  |              |              |               |        |        |        | 7,728  | 4,352  | 5,584  | 4,172  | 4,557  | 2,520  | 28,913        |
| 2012                                  | 1,880        | 1,674        | 4,098         | 2,224  | 4,329  | 7,290  | 2,972  | 4,154  | 6,546  | 3,235  | 5,262  | 1,918  | 45,582        |
| 2013                                  | 1,533        | 1,214        | 3,317         | 8,756  | 20,287 | 12,211 | 11,297 | 9,856  | 8,900  | 9,729  | 9,274  | 2,040  | 98,414        |
| 2014                                  | 2,402        | 13,703       | 4,751         | 13,209 | 21,048 | 17,385 | 17,582 | 14,655 | 15,295 | 18,012 | 6,007  | 3,387  | 147,436       |
| 2015                                  | 2,628        | 2,776        | 9,495         | 18,724 | 13,703 | 14,878 | 13,789 | 13,641 | 13,785 | 13,991 | 9,323  | 4,246  | 130,979       |
| 2016                                  | 2,199        | 2,850        | 9,642         | 13,847 | 16,400 | 15,286 | 15,788 | 17,149 | 15,300 | 15,189 | 10,384 | 18,348 | 152,382       |
| 2017                                  | 2,307        | 3,018        | 7,675         | 13,210 | 14,681 | 13,315 | 13,358 | 13,645 | 12,195 | 13,147 | 9,261  | 3,627  | 119,439       |
| 2018                                  | 2,588        | 2,409        | 6,556         | 14,319 | 25,127 | 19,871 | 19,945 | 21,152 | 18,674 | 21,159 | 11,271 | 4,906  | 167,977       |
| 2019                                  | 3,630        | 2,525        | 6,705         | 17,347 | 23,266 | 23,534 | 25,160 | 22,470 | 20,714 | 19,245 | 11,281 | 4,835  | 180,712       |
| 2020                                  | 3,282        | 3,175        | 9,311         | 23,059 | 24,877 | 25,365 | 26,131 | 24,382 | 24,316 | 21,677 | 15,876 | 9,456  | 210,907       |
| 2021                                  | 4,530        | 3,667        | 14,523        | 27,894 | 29,141 | 29,912 | 27,667 | 29,348 | 28,345 | 25,728 | 21,012 | 9,527  | 251,294       |
| <b>2022</b>                           | <b>5,517</b> | <b>6,194</b> | <b>16,471</b> |        |        |        |        |        |        |        |        |        | <b>28,182</b> |

| Secondary Links included in this data |        |        |        |        |        |       |       |       |        |        |        |        |         |
|---------------------------------------|--------|--------|--------|--------|--------|-------|-------|-------|--------|--------|--------|--------|---------|
|                                       | Jul    | Aug    | Sep    | Oct    | Nov    | Dec   | Jan   | Feb   | Mar    | Apr    | May    | Jun    | Total   |
| July 2020-Jun 2021                    | 26,131 | 24,382 | 24,316 | 21,677 | 15,876 | 9,456 | 4,530 | 3,667 | 14,523 | 27,894 | 29,141 | 29,912 | 231,505 |
| July 2021-Jun 2022                    | 27,667 | 29,348 | 28,345 | 25,728 | 21,012 | 9,527 | 5,517 | 6,194 | 16,471 | 0      | 0      | 0      | 169,809 |

| Column1                              | Column2 | Column3 | Column4 | Column5 | Column6 | Column7 | Column8 | Column9 | Column10 | Column11 | Column12 | Column13 | Column14 |
|--------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|
| DISPATCHED TICKET 3E<br>TYPES        | Jul     | Aug     | Sep     | Oct     | Nov     | Dec     | Jan     | Feb     | Mar      | Apr      | May      | Jun      | TOTAL    |
| APPOINTMENT                          | 28      | 25      | 35      | 31      | 30      | 28      | 11      | 33      | 53       | 0        | 0        | 0        | 274      |
| Appointment Planning                 | 6       | 4       | 2       | 4       | 7       | 14      | 3       | 4       | 6        | 0        | 0        | 0        | 50       |
| Appointment Project                  | 4       | 7       | 8       | 11      | 6       | 1       | 0       | 22      | 28       | 0        | 0        | 0        | 87       |
| Appointment Routine                  | 18      | 14      | 25      | 16      | 17      | 13      | 8       | 7       | 19       | 0        | 0        | 0        | 137      |
| CANCELLATION                         | 238     | 250     | 169     | 141     | 158     | 75      | 58      | 48      | 121      | 0        | 0        | 0        | 1258     |
| DAMAGE                               | 241     | 250     | 215     | 180     | 156     | 68      | 43      | 20      | 57       | 0        | 0        | 0        | 1230     |
| Damage w/ Previous Locate Request    | 174     | 181     | 155     | 129     | 118     | 53      | 34      | 16      | 44       |          |          |          | 904      |
| Damage w/out Previous Locate Request | 67      | 69      | 60      | 51      | 38      | 15      | 9       | 4       | 13       | 0        | 0        | 0        | 326      |
| EMERGENCY                            | 423     | 478     | 424     | 355     | 347     | 317     | 346     | 322     | 334      | 0        | 0        | 0        | 3346     |
| INFORMATIONAL                        | 0       | 2       | 3       | 0       | 0       | 0       | 1       | 8       | 2        | 0        | 0        | 0        | 16       |
| MODIFY                               | 128     | 167     | 129     | 95      | 64      | 45      | 21      | 73      | 61       | 0        | 0        | 0        | 783      |
| NORMAL                               | 16854   | 17952   | 16237   | 14920   | 12195   | 5065    | 2765    | 3207    | 8894     | 0        | 0        | 0        | 98089    |
| High Profile Notifications           | 3040    | 3065    | 3064    | 2576    | 2317    | 1254    | 690     | 699     | 1593     | 0        | 0        | 0        | 18298    |
| PLANNING                             | 106     | 104     | 86      | 128     | 89      | 104     | 151     | 125     | 205      | 0        | 0        | 0        | 1098     |
| RESPOT                               | 527     | 517     | 518     | 376     | 283     | 286     | 149     | 80      | 146      | 0        | 0        | 0        | 2882     |
| UPDATE                               | 1377    | 1293    | 1472    | 1340    | 1277    | 652     | 504     | 486     | 564      | 0        | 0        | 0        | 8965     |
| VERIFICATION                         | 209     | 174     | 152     | 133     | 135     | 67      | 29      | 20      | 58       | 0        | 0        | 0        | 977      |
| TOTAL                                | 20131   | 21212   | 19440   | 17699   | 14734   | 6707    | 4078    | 4422    | 10495    | 0        | 0        | 0        | 118918   |



**Speed of Answer****In Seconds - Full Day****Must Not Exceed 45 Seconds**

3F

|             | <u>Jan</u> | <u>Feb</u> | <u>Mar</u> | <u>Apr</u> | <u>May</u> | <u>Jun</u> | <u>Jul</u> | <u>Aug</u> | <u>Sep</u> | <u>Oct</u> | <u>Nov</u> | <u>Dec</u> |
|-------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 2006        | 17         | 14         | 15         | 30         | 23         | 19         | 24         | 26         | 28         | 19         | 17         | 7          |
| 2007        | 8          | 8          | 25         | 34         | 36         | 20         | 20         | 12         | 20         | 17         | 17         | 5          |
| 2008        | 5          | 8          | 15         | 68         | 116        | 32         | 29         | 21         | 23         | 14         | 10         | 5          |
| 2009        | 6          | 7          | 16         | 24         | 35         | 16         | 18         | 26         | 49         | 22         | 31         | 9          |
| 2010        | 5          | 2          | 106        | 241        | 78         | 39         | 23         | 0          | 145        | 38         | 34         | 18         |
| 2011        | 17         | 32         | 31         | 38         | 59         | 49         | 39         | 44         | 34         | 26         | 25         | 18         |
| 2012        | 27         | 31         | 45         | 56         | 43         | 41         | 42         | 45         | 45         | 43         | 44         | 24         |
| 2013        | 44         | 41         | 38         | 45         | 75         | 34         | 29         | 37         | 35         | 37         | 35         | 29         |
| 2014        | 39         | 38         | 40         | 43         | 40         | 38         | 42         | 43         | 44         | 41         | 33         | 36         |
| 2015        | 38         | 34         | 42         | 43         | 47         | 43         | 44         | 44         | 42         | 37         | 23         | 20         |
| 2016        | 22         | 26         | 44         | 31         | 32         | 45         | 40         | 35         | 41         | 44         | 29         | 21         |
| 2017        | 25         | 28         | 38         | 36         | 41         | 39         | 31         | 31         | 33         | 40         | 37         | 28         |
| 2018        | 33         | 33         | 41         | 66         | 40         | 32         | 19         | 31         | 26         | 25         | 21         | 9          |
| 2019        | 10         | 9          | 14         | 21         | 27         | 23         | 16         | 16         | 18         | 13         | 14         | 10         |
| 2020        | 8          | 17         | 19         | 108        | 43         | 31         | 40         | 36         | 43         | 40         | 37         | 33         |
| 2021        | 30         | 15         | 22         | 22         | 14         | 22         | 36         | 38         | 31         | 38         | 25         | 33         |
| <b>2022</b> | <b>33</b>  | <b>17</b>  | <b>25</b>  |            |            |            |            |            |            |            |            |            |

**Speed of Answer****In Seconds - Full Day****Must Not Exceed 45 Seconds**

|           | <u>Jul</u> | <u>Aug</u> | <u>Sep</u> | <u>Oct</u> | <u>Nov</u> | <u>Dec</u> | <u>Jan</u> | <u>Feb</u> | <u>Mar</u> | <u>Apr</u> | <u>May</u> | <u>Jun</u> |
|-----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 2020-2021 | 40         | 36         | 43         | 40         | 37         | 33         | 30         | 15         | 22         | 22         | 14         | 22         |
| 2021-2022 | 36         | 38         | 31         | 38         | 25         | 33         | 33         | 17         | 25         | 0          | 0          | 0          |



| <b>Speed of Answer</b> |           | <b>In seconds - Peak Hours 7:00AM-12:00PM</b> |           |     |     |    |    |    |     |    |    |    |
|------------------------|-----------|---|-----------|-----|-----|----|----|----|-----|----|----|----|
| 2006                   | 9         | 9   | 10        | 27  | 20  | 16 | 21 | 38 | 32  | 22 | 18 | 1  |
| 2007                   | 6         | 6   | 26        | 44  | 38  | 23 | 22 | 15 | 14  | 19 | 22 | 4  |
| 2008                   | 5         | 7   | 17        | 87  | 147 | 36 | 27 | 27 | 37  | 7  | 8  | 5  |
| 2009                   | 5         | 5   | 12        | 23  | 42  | 15 | 18 | 31 | 47  | 25 | 48 | 9  |
| 2010                   | 8         | 20  | 163       | 378 | 105 | 47 | 33 | 0  | 152 | 36 | 35 | 20 |
| 2011                   | 19        | 28  | 32        | 32  | 59  | 44 | 47 | 44 | 34  | 33 | 32 | 12 |
| 2012                   | 19        | 31  | 25        | 67  | 26  | 29 | 30 | 39 | 33  | 24 | 25 | 9  |
| 2013                   | 16        | 26  | 29        | 40  | 66  | 27 | 26 | 39 | 26  | 35 | 37 | 33 |
| 2014                   | 33        | 38  | 34        | 34  | 45  | 35 | 45 | 38 | 40  | 39 | 37 | 40 |
| 2015                   | 39        | 35  | 43        | 44  | 45  | 44 | 46 | 41 | 35  | 33 | 27 | 17 |
| 2016                   | 26        | 27  | 53        | 45  | 63  | 64 | 56 | 50 | 53  | 54 | 36 | 26 |
| 2017                   | 21        | 27  | 37        | 38  | 37  | 34 | 32 | 30 | 32  | 38 | 37 | 26 |
| 2018                   | 36        | 30  | 47        | 61  | 36  | 73 | 23 | 34 | 33  | 29 | 24 | 11 |
| 2019                   | 8         | 7   | 18        | 29  | 47  | 42 | 20 | 19 | 26  | 13 | 12 | 9  |
| 2020                   | 9         | 10  | 16        | NA  | 30  | 18 | 34 | 27 | 37  | 29 | 41 | 24 |
| 2021                   | 32        | 11  | 16        | 27  | 13  | 24 | 41 | 36 | 38  | 48 | 27 | 42 |
| <b>2022</b>            | <b>34</b> | <b>15</b>                                     | <b>16</b> |     |     |    |    |    |     |    |    |    |

|           | <b>Speed of Answer</b> |            | <b>In seconds - Peak Hours 7:00AM-12:00PM</b> |            |            |            |            |            |            |            |            |            |
|-----------|------------------------|------------|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|
|           | <b>Jul</b>             | <b>Aug</b> | <b>Sep</b>                                    | <b>Oct</b> | <b>Nov</b> | <b>Dec</b> | <b>Jan</b> | <b>Feb</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>Jun</b> |
| 2020-2021 | 34                     | 27         | 37  | 29         | 41         | 24         | 32         | 11         | 16         | 27         | 13         | 24         |
| 2021-2022 | 41                     | 36         | 38  | 48         | 27         | 42         | 34         | 15         | 16         | 0          | 0          | 0          |

| <u>Speed of Answer</u> | -         | -         | -         | -   | <u>In seconds - Highest 8-Hour Period 7:30AM-3:30PM</u> |    |    |    |     |    |    |    | - |
|------------------------|-----------|-----------|-----------|-----|---|----|----|----|-----|----|----|----|---|
| 2006                   | 11        | 9         | 12        | 30  | 21  | 16 | 22 | 31 | 33  | 27 | 18 | 1  |   |
| 2007                   | 7         | 7         | 22        | 39  | 34  | 20 | 19 | 12 | 22  | 17 | 20 | 5  |   |
| 2008                   | 6         | 7         | 16        | 77  | 131   | 31 | 22 | 22 | 31  | 8  | 8  | 5  |   |
| 2009                   | 5         | 5         | 12        | 21  | 35  | 13 | 15 | 27 | 44  | 22 | 38 | 8  |   |
| 2010                   | 7         | 14        | 147       | 340 | 86  | 43 | 28 | 0  | 156 | 38 | 38 | 18 |   |
| 2011                   | 19        | 25        | 32        | 34  | 53  | 44 | 45 | 42 | 34  | 29 | 29 | 14 |   |
| 2012                   | 19        | 31        | 24        | 67  | 27  | 27 | 28 | 37 | 30  | 27 | 27 | 17 |   |
| 2013                   | 20        | 24        | 30        | 36  | 66  | 29 | 25 | 38 | 31  | 35 | 37 | 32 |   |
| 2014                   | 32        | 38        | 36        | 36  | 41  | 37 | 47 | 40 | 43  | 40 | 31 | 36 |   |
| 2015                   | 39        | 34        | 43        | 43  | 46  | 43 | 43 | 42 | 38  | 38 | 25 | 18 |   |
| 2016                   | 29        | 28        | 51        | 38  | 38  | 55 | 47 | 43 | 49  | 54 | 33 | 23 |   |
| 2017                   | 25        | 48        | 44        | 44  | 38  | 40 | 33 | 32 | 40  | 42 | 39 | 26 |   |
| 2018                   | 39        | 28        | 39        | 61  | 37  | 44 | 21 | 30 | 38  | 33 | 27 | 12 |   |
| 2019                   | 9         | 6         | 24        | 27  | 44  | 36 | 19 | 17 | 22  | 12 | 11 | 9  |   |
| 2020                   | 9         | 10        | 16        | NA  | 45  | 33 | 45 | 36 | 44  | 42 | 41 | 40 |   |
| 2021                   | 36        | 12        | 19        | 24  | 12  | 20 | 40 | 40 | 37  | 43 | 25 | 38 |   |
| <b>2022</b>            | <b>37</b> | <b>14</b> | <b>20</b> |     |   |    |    |    |     |    |    |    |   |

| <u>Speed of Answer</u> | -          | -          | -          | -          | <u>In seconds - Highest 8-Hour Period 7:30AM-3:30PM</u> |            |            |            |            |            |            |            | - |
|------------------------|------------|------------|------------|------------|---|------------|------------|------------|------------|------------|------------|------------|---|
|                        | <u>Jul</u> | <u>Aug</u> | <u>Sep</u> | <u>Oct</u> | <u>Nov</u>  | <u>Dec</u> | <u>Jan</u> | <u>Feb</u> | <u>Mar</u> | <u>Apr</u> | <u>May</u> | <u>Jun</u> |   |
| 2020-2021              | 45         | 36         | 44         | 42         | 41  | 40         | 36         | 12         | 19         | 24         | 12         | 20         |   |
| 2021-2022              | 40         | 40         | 37         | 43         | 25  | 38         | 37         | 14         | 20         | 0          | 0          | 0          |   |

