

CBYD Monthly Ticket Report

For period: November, 2019

Total Inquiries (Tickets only)	16458	
Total Notifications	91148	
Ratio	5.54	
Total New Registrations	560	
<i>Note: Total inquiries does not include Free Form inquiries</i>		
Inquiry Breakdown		
Routine	15051	
Emergency	1407	
Emergency Tickets by After Hours	279	
Free Forms	156	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	13060	79.35
Member/Utility Owner	2123	12.9
Other	1275	7.75
Total	16458	100.00
Inquiry Mediums		
Medium	Qty	%
MobileWeb	540	3.28
Phone	3085	18.81
Web	12823	77.91
Total	16458	100.00

CBYD YTD Ticket Report

For period: January - December, 2019

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Total	%
Total Inquiries (Tickets only)	11544	10129	16126	26063	25537	23192	24108	23688	23041	23638	16458		223524	
Total Notifications	62752	54870	86979	136549	136489	124928	131583	129369	125694	128543	91148		1208904	
Ratio	5.44	5.42	5.39	5.24	5.34	5.39	5.46	5.46	5.46	5.44	5.54		NA	
Total New Registrations	340	242	634	1500	1402	1092	998	917	1000	875	560		9560	
<i>Note: Total inquiries does not include Free Form inquiries</i>														
Inquiry Breakdown														
Routine	9928	8824	14918	24841	24257	22026	22728	22350	21887	22141	15051		208951	93%
Emergency	1616	1305	1208	1222	1280	1166	1380	1338	1154	1497	1407		14573	7%
Emergency Tickets by After Hours	319	301	225	236	241	263	295	308	251	289	279		3007	1%
Free Forms	91	115	202	333	244	243	217	246	280	202	156		2329	
User Class Volumes														
Caller Affiliation														
Contractor	8539	7647	12431	20791	20211	18623	19337	19156	18719	19117	13060		177631	79%
Member/Utility Owner	2098	1845	2243	2615	2709	2441	2481	2238	2246	2391	2123		25430	11%
Other	907	637	1452	2657	2617	2128	2290	2294	2076	2130	1275		20463	9%
Total	11544	10129	16126	26063	25537	23192	24108	23688	23041	23638	16458		223524	100
Inquiry Mediums														
Medium														
MobileWeb	415	323	500	703	779	585	629	751	805	719	540		6749	3%
Phone	2142	1742	3110	5254	5220	4570	4983	4757	4887	4516	3085		44266	20%
Web	8987	8064	12516	20106	19538	18037	18496	18180	17349	18403	12823		172499	77%
Total	11544	10129	16126	26063	25537	23192	24108	23688	23041	23638	16448		223514	100