



Key Performance Indicators - December 2025

TOTAL TICKETS PROCESSED					24-'25
	2022	2023	2024	2025	Change
January	146,450	101,344	128,987	142,901	10.8%
February	141,627	100,971	121,897	131,809	8.1%
March	164,737	125,046	134,286	146,404	9.0%
April	150,611	133,873	146,588	162,659	11.0%
May	169,185	138,073	150,154	155,296	3.4%
June	175,749	131,251	134,715	156,039	15.8%
July	157,099	125,405	150,094	167,972	11.9%
August	182,168	147,270	150,630	165,895	10.1%
September	179,623	141,517	144,991	174,891	20.6%
October	192,465	151,608	162,074	186,742	15.2%
November	158,787	139,312	128,125	144,283	12.6%
December	123,810	111,292	127,574	152,552	19.6%
TOTAL	1,942,311	1,546,962	1,680,115	1,887,443	12.3%

ONLINE TICKETS PROCESSED					24-'25
	2022	2023	2024	2025	Change
January	123,403	84,748	114,442	127,855	10.5%
February	119,515	84,827	107,384	118,533	9.4%
March	138,777	107,575	117,330	131,231	10.6%
April	127,325	114,997	127,251	145,276	12.4%
May	145,028	117,792	130,132	138,644	6.1%
June	151,492	111,871	117,585	139,518	15.7%
July	134,691	108,016	131,819	150,923	12.7%
August	156,495	127,399	132,430	149,814	11.6%
September	156,576	123,221	127,323	158,377	19.6%
October	168,836	133,306	143,246	170,475	16.0%
November	140,088	124,234	115,099	132,627	13.2%
December	106,384	99,233	115,166	139,760	17.6%
TOTAL	1,668,610	1,337,219	1,479,207	1,703,033	13.1%

% OF TICKETS PROCESSED ONLINE				
	2022	2023	2024	2025
January	84.3%	83.6%	88.7%	89.5%
February	84.4%	84.0%	88.1%	89.9%
March	84.2%	86.0%	87.4%	89.6%
April	84.5%	85.9%	86.8%	89.3%
May	85.7%	85.3%	86.7%	89.3%
June	86.2%	85.2%	87.3%	89.4%
July	85.7%	86.1%	87.8%	89.9%
August	85.9%	86.5%	87.9%	90.3%
September	87.2%	87.1%	87.8%	90.6%
October	87.7%	87.9%	88.4%	91.3%
November	88.2%	89.2%	89.8%	91.9%
December	85.9%	89.2%	90.3%	91.6%
TOTAL	85.9%	86.4%	88.0%	90.2%

CALLS ANSWERED					24-'25
Calls answered by live call center agent					Change
	2022	2023	2024	2025	Change
January	20,122	17,391	15,585	16,873	8.3%
February	20,134	16,657	15,758	15,002	-4.8%
March	23,906	17,147	18,687	17,157	-8.2%
April	21,445	19,567	21,128	19,789	-6.3%
May	22,674	20,380	21,975	18,524	-15.7%
June	22,439	19,801	19,010	18,255	-4.0%
July	21,190	17,671	19,733	18,985	-3.8%
August	23,980	20,265	20,402	18,439	-9.6%
September	21,065	18,182	19,830	18,634	-6.0%
October	21,817	17,942	20,835	18,514	-11.1%
November	17,230	15,662	14,548	13,123	-9.8%
December	16,035	13,204	13,706	13,454	-1.8%
TOTAL	252,037	213,869	221,197	206,749	-6.5%

SPEED OF ANSWER AVERAGE (mm:ss)					24-'25
USAN Goal: 1 minute. CGA Best Practice: 30 seconds or less					Change
	2022	2023	2024	2025	Change
January	0:45	5:42	0:25	0:43	72.0%
February	1:33	2:30	0:21	0:23	9.5%
March	1:23	2:16	1:00	0:57	-5.0%
April	1:07	7:14	0:59	2:34	-161.0%
May	0:52	2:58	0:48	3:38	354.2%
June	1:10	2:54	0:30	3:34	613.3%
July	0:20	1:23	0:25	2:32	508.0%
August	0:18	0:58	0:17	0:50	194.1%
September	0:18	2:03	0:54	1:06	22.2%
October	0:37	0:51	0:45	1:01	35.6%
November	0:15	0:48	0:23	0:30	30.4%
December	6:02	1:25	0:28	0:36	28.6%
AVERAGE	1:07	2:39	0:37	1:37	159.5%

% OF CALLS ANSWERED WITHIN 30 SECONDS				
CGA Best Practice: 80%				
	2022	2023	2024	2025
January	75.3%	63.1%	83.5%	77.4%
February	66.0%	62.7%	83.6%	83.0%
March	65.0%	69.5%	72.4%	73.7%
April	70.0%	46.3%	74.7%	54.6%
May	70.4%	57.9%	75.5%	51.6%
June	70.7%	52.6%	83.7%	55.8%
July	82.4%	69.5%	85.5%	63.2%
August	84.1%	73.7%	86.1%	75.0%
September	85.2%	62.1%	75.0%	73.0%
October	76.6%	75.7%	76.2%	73.0%
November	87.3%	80.5%	84.1%	81.5%
December	73.1%	75.8%	83.8%	81.2%
AVERAGE	75.3%	65.1%	80.0%	69.3%

CALL HANDLE/DURATION TIME AVERAGE (mm:ss)					24-'25
Time spent talking to live call center agent					Change
	2022	2023	2024	2025	Change
January	7:44	11:09	8:25	8:17	-1.6%
February	7:54	10:23	8:32	8:07	-4.9%
March	7:51	9:52	8:45	8:19	-5.0%
April	7:43	10:09	8:53	8:30	-4.3%
May	7:49	10:08	9:18	8:36	-7.5%
June	7:42	9:52	8:30	8:34	0.8%
July	7:49	9:25	8:15	8:37	4.4%
August	7:48	9:39	8:14	8:34	4.0%
September	7:47	9:44	8:28	8:36	1.6%
October	7:55	9:36	8:35	8:30	-1.0%
November	7:36	9:00	8:15	8:21	1.2%
December	10:07	8:22	7:53	8:11	3.8%
AVERAGE	7:56	9:48	8:32	8:26	-1.0%

OUTBOUND CALLBACKS					24-'25
Caller chose to request a callback instead of waiting for an available agent					Change
	2022	2023	2024	2025	Change
January	809	1,404	1,015	897	-11.6%
February	827	1,046	975	845	-13.3%
March	1,084	931	1,295	993	-23.3%
April	1,087	1,082	1,208	999	-17.3%
May	1,112	995	1,191	957	-19.6%
June	1,006	1,242	878	949	8.1%
July	1,267	988	986	1,120	13.6%
August	1,148	1,150	1,036	1,148	10.8%
September	756	1,064	1,039	1,101	6.0%
October	910	830	1,002	1,276	27.3%
November	716	911	751	831	10.7%
December	1,274	973	756	756	0.0%
TOTAL	11,996	12,616	12,132	11,872	-2.1%

% OF CALLS THAT ARE OUTBOUND CALLBACKS				
Outbound calls / sum of Outbound + Inbound calls				
	2022	2023	2024	2025
January	3.9%	7.5%	6.1%	5.0%
February	3.9%	5.9%	5.8%	5.3%
March	4.3%	5.1%	6.5%	5.5%
April	4.8%	5.2%	5.4%	4.8%
May	4.7%	4.7%	5.1%	4.9%
June	4.3%	5.9%	4.4%	4.9%
July	5.6%	5.3%	4.8%	5.6%
August	4.6%	5.4%	4.8%	5.9%
September	3.5%	5.5%	5.0%	5.6%
October	4.0%	4.4%	4.6%	6.4%
November	4.0%	5.5%	4.9%	6.0%
December	7.4%	6.9%	5.2%	5.3%
AVERAGE	4.5%	5.6%	5.2%	5.4%

CALLS ABANDONED					
Caller waited on hold but hung up before call was answered by agent					24-'25
	2022	2023	2024	2025	Change
January	214	1,338	158	295	86.7%
February	472	542	154	160	3.9%
March	485	614	400	383	-4.3%
April	329	1,895	493	990	100.8%
May	286	899	483	1,188	146.0%
June	428	835	265	1,116	321.1%
July	126	382	269	857	218.6%
August	129	283	152	364	139.5%
September	123	566	456	414	-9.2%
October	241	245	432	391	-9.5%
November	63	258	157	141	-10.2%
December	1,059	305	180	199	10.6%
TOTAL	3,955	8,162	3,599	6,498	80.6%

TIME WAITED BEFORE CALL ABANDON AVERAGE (mm:ss)					
Time waited by caller before hanging up; call not answered					24-'25
	2022	2023	2024	2025	Change
January	3:27	6:15	1:54	1:54	0.0%
February	3:04	3:49	2:37	1:40	-36.3%
March	3:11	4:16	2:02	2:21	15.6%
April	3:34	5:11	2:10	2:35	19.2%
May	2:31	4:30	1:09	2:59	159.4%
June	3:16	3:34	1:57	3:05	58.1%
July	4:16	3:41	2:08	3:03	43.0%
August	2:46	4:22	1:43	2:03	19.4%
September	2:05	3:45	2:05	2:19	11.2%
October	2:22	3:33	2:00	1:49	-9.2%
November	3:18	2:03	1:54	1:52	-1.8%
December	7:17	2:04	1:58	1:50	-6.8%
AVERAGE	4:12	4:29	1:56	2:36	34.7%

% OF CALLS ABANDONED				
CGA Best Practice: 5% or less after 1 minute wait				
	2021	2022	2023	2024
January	1.1%	7.1%	1.0%	1.7%
February	2.3%	3.2%	1.0%	1.1%
March	2.0%	3.5%	2.1%	2.2%
April	1.5%	8.8%	2.3%	4.8%
May	1.2%	4.2%	2.2%	6.0%
June	1.9%	4.0%	1.4%	5.8%
July	0.6%	2.1%	1.3%	4.3%
August	0.5%	1.4%	0.7%	1.9%
September	0.6%	3.0%	2.2%	2.2%
October	1.1%	1.3%	2.0%	2.1%
November	0.4%	1.6%	1.1%	1.1%
December	6.2%	2.3%	1.3%	1.5%
AVERAGE	1.5%	3.7%	1.6%	3.0%

% OF CALLS THAT WAITED ≥ 10 MINUTES				
% of calls answered in which the caller waited at least 10 minutes reach a live agent				
	2022	2023	2024	2025
January	0.6%	21.3%	0.3%	0.8%
February	2.8%	7.7%	0.2%	0.2%
March	1.6%	4.2%	1.7%	1.8%
April	1.4%	27.3%	1.4%	7.0%
May	0.6%	9.4%	1.1%	11.8%
June	2.0%	8.0%	0.7%	11.8%
July	0.3%	3.2%	0.6%	7.3%
August	0.2%	1.5%	0.3%	0.9%
September	0.2%	4.9%	1.1%	2.3%
October	0.4%	1.4%	0.9%	1.7%
November	0.2%	1.8%	0.2%	0.5%
December	15.9%	4.1%	0.6%	0.6%
AVERAGE	1.9%	8.1%	0.8%	4.2%

DPS UTILIZATION AVERAGE				
% of shift time talking on calls (M-F 6am-7pm). Industry ideal: ~70%				
	2022	2023	2024	2025
January	65.5%	75.5%	57.2%	61.5%
February	72.5%	73.0%	59.8%	57.1%
March	75.5%	75.5%	71.8%	64.9%
April	72.8%	72.8%	66.9%	78.4%
May	73.4%	81.7%	66.1%	79.6%
June	73.5%	84.9%	84.9%	79.8%
July	62.4%	73.7%	73.7%	74.0%
August	65.4%	72.0%	72.0%	66.9%
September	84.5%	74.9%	74.9%	68.1%
October	76.5%	68.9%	67.4%	64.3%
November	66.2%	61.6%	53.5%	56.2%
December	67.8%	58.5%	51.1%	49.2%
AVERAGE	71.3%	72.7%	66.6%	66.7%

DPS DAILY STAFFING AVERAGE (FTEs)				
Call center agents during busiest hours (M-F 7am-7pm)				
	2022	2023	2024	2025
January	22.4	22.9	21.3	21.1
February	22.0	23.9	24.6	22.8
March	22.2	22.2	24.4	21.7
April	21.6	23.8	23.8	20.6
May	22.5	24.0	23.1	17.6
June	23.4	23.8	27.4	19.8
July	26.5	24.8	25.7	21.9
August	25.5	27.4	26.7	24.5
September	24.7	24.4	24.8	22.7
October	23.3	24.3	25.0	23.0
November	23.2	21.0	22.4	20.1
December	22.7	18.2	20.4	20.1
AVERAGE	23.3	23.4	24.1	21.3

CENTER OPERATING COST PER TICKET CREATED					24-'25
	2022	2023	2024	2025	Change
Budget	\$ 8,618,105	\$ 9,707,546	\$ 10,945,752	\$ 11,518,485	5.2%
Incoming Tickets	1,939,404	1,546,962	1,680,115	1,887,443	12.3%
Outbound Deliveries	10,296,915	9,151,903	9,911,886	11,159,573	12.6%
PER INBOUND TICKET	\$ 4.44	\$ 6.28	\$ 6.51	\$ 6.10	-6.3%
PER OUTBOUND DELIV.	\$ 0.84	\$ 1.06	\$ 1.10	\$ 1.03	-6.5%

% OF CALLS VIA 811				
To gauge awareness of 811 vs 1-800 phone #, and % of calls from CA & NV				
	2022	2023	2024	2025
% via 811	83.4%	84.3%	84.3%	83.2%

GEOGRAPHY OF SERVICE TERRITORY		
(3rd largest area served in nation, following Alaska and Texas)		
California Counties	49 of 58	102,291 of 158,157 sqm.
% of California square mileage covered		64.68%
Nevada Counties	all 17	109,681 sqm.
TOTAL	66	211,972 square miles

MEMBER FEE PER BILLABLE TICKET RECEIVED					24-'25
	2022	2023	2024	2025	Change
Total Unique New Billable Tickets	5,188,371	4,937,863	4,856,333	5,203,414	7.1%
% of Outbound Ticket Deliveries = Billable	50.4%	54.0%	49.0%	46.6%	-4.8%
PER BILLABLE TICKET	\$ 1.66	\$ 1.97	\$ 2.25	\$ 2.21	-1.8%

POPULATION OF SERVICE TERRITORY					24-'25
(4th largest population served in US, following TX, FL and DigAlert)					Change
	2022	2023	2024	2025	Change
CA Pop. Total	39,078,674	39,061,058	39,420,663	39,529,101	0.3%
CA Pop. USAN	16,732,582	16,742,169	16,918,653	16,962,224	0.3%
% CA = USAN	42.8%	42.9%	42.9%	42.9%	0.0%
NV Population	3,204,105	3,241,678	3,282,911	3,334,191	1.6%
USAN TOTAL	19,936,687	19,983,847	20,201,564	20,296,415	0.47%

Population 2025 estimate and 2024 final -- released March 2025 (NV) and May (CA).

TICKET DELIVERY TIME AVERAGE (mm:ss)				
Time for USAN to deliver ticket to member utility operators				
	2022	2023	2024	2025
January	0:45	6:17	1:09	0:35
February	0:43	0:38	9:32	0:30
March	0:43	5:31	0:28	0:28
April	0:44	0:24	0:27	0:29
May	0:48	1:17	2:55	0:29
June	0:48	0:56	0:48	1:00
July	0:43	1:25	1:46	0:39
August	0:40	0:59	0:44	1:30
September	0:54	0:54	6:19	0:41
October	0:40	0:28	0:40	0:44
November	0:46	0:06	6:07	0:54
December	0:25	0:32	0:12	0:53
TOTAL	0:43	1:30	2:29	0:44

MEMBER UTILITY OPERATORS				
	2022	2023	2024	2025
California Member Operators	1,327	1,309	1,320	1,294
Nevada Member Operators	205	206	208	206
TOTAL MEMBER OPERATORS	1,532	1,515	1,528	1,500