



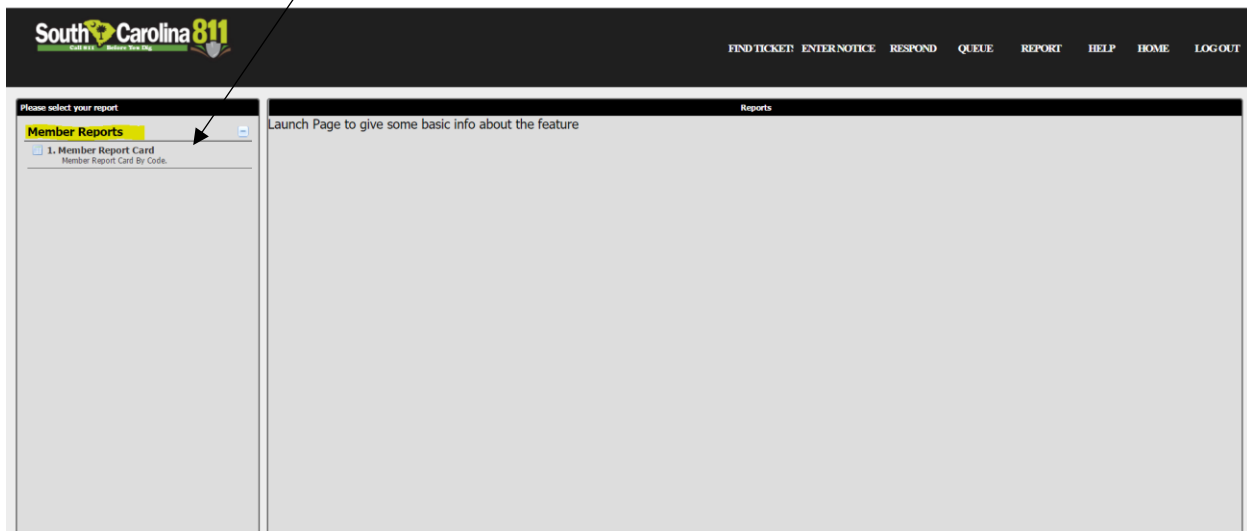
SC811 MEMBER PORTAL REPORTS

SC811 will be releasing new reports on our portal over the next few months. As a new report is released, this document will be updated with the description of each report. To view the reports, you will need to follow the steps below.

STEP 1: Create a portal account if you don't already have one. To create a portal account, you will need to go to <https://geocall.sc1pups.org/geocall/portal> in your web browser. This will take you to the portal home page. In the upper right hand corner, click on the "SIGNUP" link. Once you are finished filling out the form, click submit and check your inbox for the verification email. Open up the verification email and click the link to activate your account.

STEP 2: Once you have an active portal account, you will need to send an email to support@sc811.com. Please provide us the email address of the portal account and the member codes for your organization. We will need to configure your account, so you can view reports for your member code. If you do not hear back from us within 24 hours, you can contact our Help Desk at 1-800-290-2783 option 1.

STEP 3: After your account is created and configured properly, you can view the reports for your organization. Sign into the portal and look for the "REPORT" link at the top of the screen. The new member reports will be located in the "Member Reports" section on the left side of your screen.



List of Reports

1. **Member Report Card:** This is a positive response report that will give an overview of the actions taken on responses for each member code. Only expired tickets will be counted. Here is a list and description of the columns:
 - a. *Code:* This is the member code assigned to your organization. Many organizations have more than one member code.
 - b. *Ticket Count:* This is the total number of tickets processed for the member code within the date range selected.
 - c. *Response Count:* This is the total number of responses within the date range selected. This should equal ticket count times your facility count. For example; an organization that has water and sewer facilities will have a response for each facility per ticket. If they had 10 tickets within the selected date range, then their response count should be 20.
 - d. *Open Before Workdate:* This is the number of responses that had an open action before the work date AND no closed action before the work date.
 - e. *Open Before Workdate %:* This is the percentage of responses that had an open action before the work date AND no closed action before the work date.
 - f. *Close Before Workdate:* This is the number of responses that had a closed action before the work date.
 - g. *Close Before Workdate %:* This is the percentage of responses that had a closed action before the work date.
 - h. *Open After Workdate:* This is the number of responses that had an open response after the work date AND no closed action before or after the work date.
 - i. *Open After Workdate %:* This is the percentage of responses that had an open response after the work date AND no closed action before or after the work date.
 - j. *Close After Workdate:* This is the number of responses that had a closed action after the work date.
 - k. *Close After Workdate %:* This is the percentage of responses that had a closed action after the work date.
 - l. *Never Responded Close:* This is the number of responses that never had a closed action assigned to them.
 - m. *Never Responded Close %:* This is the percentage of responses that never had a closed action assigned to them.
 - n. *Open Response Only:* This is the number of responses that only had an open action with no closed action afterwards.
 - o. *Open Response Only %:* This is the percentage of responses that only had an open action with no closed action afterwards.

Code	Ticket Count	Response Count	Open Before Workdate	Open Before Workdate %	Close Before Workdate	Close Before Workdate %	Open After Workdate	Open After Workdate %	Close After Workdate	Close After Workdate %	Never Responded Close
TW0251	193	193	1	0.52%	109	56.48%	1	0.52%	83	43.01%	1
TW0240	812	812	1	0.12%	638	78.57%	0	0.00%	180	19.70%	14
TW0298	139	139	1	0.72%	92	66.19%	1	0.72%	44	31.65%	3
TW0254	126	126	0	0.00%	109	86.51%	0	0.00%	16	12.70%	1
TW0288	1129	1129	1	0.09%	932	82.55%	0	0.00%	185	16.39%	12
TW0273	37	37	0	0.00%	32	86.49%	0	0.00%	5	13.51%	0
TW0264	9	9	0	0.00%	4	44.44%	0	0.00%	5	55.56%	0
TW0246	98	98	1	1.02%	73	74.49%	0	0.00%	24	24.49%	1

2. **Member Report Card – W/O Emergencies:** The report is exactly the same as the original member report card, but emergencies are omitted from the totals. Please see the description for the member report card above.

The screenshot shows the 'Member Reports' sidebar with '2. Member Report Card - W/O Emergencies' selected. The main table displays the following data:

Code	Ticket Count	Response Count	Open Before Workdate	Open Before Workdate %	Close Before Workdate	Close Before Workdate %	Open After Workdate	Open After Workdate %	Close After Workdate	Close After Workdate %	Never Responded Close
TW8251	182	182	1	0.55%	109	59.89%	1	0.55%	72	39.56%	1
TW8240	723	723	1	0.14%	638	88.24%	0	0.00%	72	9.96%	13
TW8298	137	137	1	0.73%	92	67.15%	1	0.73%	42	30.66%	3
TW8254	123	123	0	0.00%	109	88.62%	0	0.00%	13	10.57%	1
TW8288	1045	1045	1	0.10%	932	89.19%	0	0.00%	103	9.86%	10
TW8273	34	34	0	0.00%	32	94.12%	0	0.00%	2	5.88%	0
TW8264	7	7	0	0.00%	4	57.14%	0	0.00%	3	42.86%	0
TW8246	94	94	1	1.06%	73	77.66%	0	0.00%	20	21.28%	1

3. **Member Report Card – Responded By:** This report will tell you when the locator responded with a closed code in relation to the work date.

The screenshot shows the 'Member Reports' sidebar with '3. Member Report Card - Responded By' selected. The main table displays the following data for code 852729:

Code	Total Notices	Total Possible Responses	3 Days Before	2 Days Before	1 Day Before	Work Date	1 Day After	2 Days After	3 Days After	4+ After	Response Never
852729	4544	4544	163	40	221	703	379	1	0	2765	5

4. **Open Code Usage:** This report will show when an open code was used, then will show you if a closed code was ever used afterwards.

This screenshot is identical to the previous one, showing the 'Member Report Card - Responded By' report for code 852729.