

**National Pooling Administration 2nd Quarter 2009 Pooling Metrics Report
per Section 2.22.4**

Reporting Period: October 1 through December 31, 2009

Requirements Section	Metric Description	Oct 1 through Oct 31	Nov 1 through Nov 30	Dec 1 through Dec 31
2.22.4.1	Trouble Tickets/Outages	2 old	0 old	1 old
	Quantity opened	0	1	1 new
	Quantity closed	2	0	0
	Quantity due to SP deficiency/misunderstanding			
	Quantity opened due to PA deficiency			
	Quantity opened by SPs related to system performance			
	Quantity under corrective action older than 30 calendar days.		0	1
	Quantity due to user problem with accessing information due to web site			
	Quantity due to user problem with accessing information due to pooling system		1	1
	Quantity due to user problem with accessing information due to contractor ISP			
	Total quantity of trouble tickets opened and closed for the month.	2 Closed & 0 Opened in October	1 opened 0 closed	1 opened 0 closed
	Actual time open for each trouble ticket*	#1461 – 164 Days, 6 Hours & 38 Minutes NOW CLOSED #1465 – 63 Days, 4 Hours & 56 Minutes NOW CLOSED	#1466 – 25 Days, 23 Hours & 50 Minutes	#1466 – 56 Days, 23 Hours & 50 Minutes #1467 – 23 Days, 18 Hours & 41 Minutes
	Average time open for all trouble tickets*	113 Days, 17 Hours &	25 Days, 23 Hours &	39 Days, 51 Hours

Requirements Section	Metric Description	Oct 1 through Oct 31	Nov 1 through Nov 30	Dec 1 through Dec 31
		47 Minutes	50 Minutes	& 15 Minutes
	Quantity of system outages Notifications to all participants and regulatory agencies			

NOTE: The same trouble ticket could appear in multiple months depending on when the trouble ticket was opened. If a trouble ticket is opened near the end of the month, it may not have had a chance to close and may appear in multiple months.

2.22.4.2	Change Order and PAS Notifications	Oct 1 through Oct31	Nov 1 through Nov 30	Dec 1 through Dec 31
	Changes initiated or modified requiring functional impact analysis – numbering resource plans administrative directives	0	0	0
	Changes initiated or modified requiring functional impact analysis – assignment guidelines	0	0	0
	Written notice of changes summarizing potential impact upon service and cost to be sent to contracting officer	0	0	0

2.22.4.3	Communications	Oct 1 through Oct 31	Nov 1 through Nov 30	Dec 1 through Dec 31
	Phone Calls Received	665	600	535
	Phone calls not returned by next business day	0	0	0
	General inquiries or questions made outside the normal business hours not returned by next business day	0	0	0

2.22.4.4	Forecasting Data on a per-state basis											
	Quantity of Rate Center Pools			Quantity of NXXs Applied for by SPs for Pool Replenishment			Quantity of NXXs Assigned for Pool Replenishment			Quantity of Rate Centers with Less than a 6-month supply		
State	Oct	Nov	Dec	Oct	Nov	Dec	Oct	Nov	Dec	Oct	Nov	Dec
AK	42	43	43	0	0	0	0	0	0	1	0	2
AL	258	258	258	5	2	2	3	3	1	11	8	9
AR	201	201	201	1	2	0	1	2	0	2	1	1
AZ	79	79	79	4	2	1	2	3	1	3	2	2
CA	713	713	713	4	10	12	3	8	7	43	48	46
CO	165	165	165	7	1	1	6	1	2	5	6	7
CT	89	89	89	0	0	0	0	0	0	11	12	13
DC	1	1	1	1	0	0	1	0	0	1	1	0
DE	30	30	30	0	0	0	0	0	0	0	1	0
FL	242	242	242	9	4	9	9	4	7	42	38	36
GA	214	215	215	15	3	3	8	5	2	13	9	9
HI	6	6	6	1	0	0	2	0	0	0	0	0
IA	549	549	549	3	0	0	3	0	0	4	4	4

2.22.4.4	Forecasting Data on a per-state basis											
	Quantity of Rate Center Pools			Quantity of NXXs Applied for by SPs for Pool Replenishment			Quantity of NXXs Assigned for Pool Replenishment			Quantity of Rate Centers with Less than a 6-month supply		
State	Oct	Nov	Dec	Oct	Nov	Dec	Oct	Nov	Dec	Oct	Nov	Dec
ID	146	146	146	1	1	0	1	0	1	0	1	0
IL	754	755	755	14	1	1	8	9	1	41	31	29
IN	471	472	472	4	2	0	2	1	0	23	23	22
KS	317	344	344	0	1	1	0	0	2	1	1	1
KY	345	345	345	0	0	0	0	0	0	1	1	1
LA	207	207	207	2	1	2	1	2	2	2	2	2
MA	264	264	264	2	0	2	2	0	2	17	18	16
MD	165	165	165	3	0	0	3	0	0	4	3	2
ME	210	210	210	1	2	0	1	1	0	6	6	7
MI	567	568	568	7	7	4	5	5	4	27	28	27
MN	239	239	240	0	1	2	0	1	1	5	5	6
MO	721	721	721	0	2	0	0	3	0	8	5	3
MS	194	194	194	1	0	1	1	0	0	5	4	3
MT	120	120	120	1	2	0	2	1	0	0	0	0
NC	362	362	362	9	4	0	8	6	0	15	10	13
ND	71	71	71	0	0	0	0	0	0	0	0	0
NE	459	459	459	0	0	0	0	0	0	1	1	1
NH	149	149	149	5	8	0	1	12	0	3	2	3
NJ	209	209	209	3	4	3	2	4	2	12	11	9
NM	67	67	67	1	0	1	1	0	0	9	8	9
NV	63	63	63	4	0	1	3	1	1	0	0	0
NY	747	748	748	8	4	2	12	4	3	22	18	13
OH	684	684	684	15	5	1	14	6	0	11	10	14
OK	310	310	310	0	0	0	0	0	0	1	1	0
OR	186	186	186	0	1	0	0	1	0	0	2	1
PA	776	776	776	7	5	2	5	6	1	37	32	23
PR	85	85	85	0	0	6	0	0	6	2	2	1
RI	25	25	25	0	0	0	0	0	0	1	1	1
SC	202	202	202	3	1	5	1	2	5	14	12	9
SD	75	75	75	0	1	1	0	1	0	0	0	0
TN	275	275	275	8	3	7	8	3	4	18	19	20
TX	847	847	847	15	8	9	14	6	4	14	14	11
UT	73	73	73	0	0	1	0	0	0	10	11	11
VA	321	323	323	2	3	6	0	3	4	16	12	9
VT	141	141	141	1	0	0	0	1	0	3	1	1
WA	239	239	239	1	0	0	1	0	0	5	6	9
WI	602	602	602	5	2	2	3	2	2	3	2	1
WV	166	166	166	0	0	0	0	0	0	7	7	8
WY	54	54	54	0	0	0	0	0	0	0	0	0

2.22.4.6	Application Processing on a monthly basis	Oct 1 through Oct 31	Nov 1 through Nov 30	Dec 1 through Dec 31
	Total applications (Part 3s) processed	6,708	6,390	5,773
	No. of applications (Part 3s) not processed in 7 calendar days	0	0	0
	No. of block assignments made	3,771	2,347	2,213
	No. of change requests to existing blocks	924	924	1,747
	No. of requests to cancel or withdraw	124	54	88
	No. of block disconnect requests	1,519	2,414	1,341
	No. of block requests denied	225	188	266
	No. of blocks reclaimed	7	1	0
	No. of block reservation requests	4	4	5