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**September 24, 2020 NANC MEETING SUMMARY**

**Pooling Administrator (PA) Information and Performance Measurement Details**

**September 2019 through August 2020**

* **The PA continues to meet all performance measurements:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Sep-19** | **Oct-19** | **Nov-19** | **Dec-19** | **Jan-20** | | **Feb-20** | | **Mar-20** | | **Apr-20** | | **May-20** | **Jun-20** | | **Jul-20** | | **Aug-20** | |
| **Number of applications (Part 3As) processed** | **10,930** | **10,660** | **9,611** | **7,782** | **13,655** | **10,687** | | **11,776** | | **11,047** | | **9,851** | | **28,554** | **14,720** | | **33,302** | |
| **Number of Part 1s passed to NANPA** | **677** | **586** | **556** | **361** | **1,214** | **521** | | **500** | | **449** | | **620** | | **808** | **1,160** | | **925** | |
| **Applications not processed within 7 calendar days** | **0** | **0** | **0** | **0** | **0** | **0** | | **0** | | **0** | | **0** | | **0** | **0** | | **0** | |
| **Number of codes opened for pool replenishment** | **185** | **330** | **96** | **192** | **171** | **259** | | **235** | | **215** | | **351** | | **319** | **514** | | **361** | |
| **Number of new blocks on reclamation list** | **73** | **113** | **129** | **74** | **204** | **185** | | **194** | | **211** | | **160** | | **118** | **62** | | **132** | |
| **Total number of blocks on reclamation list** | **197** | **237** | **252** | **212** | **366** | **396** | | **425** | | **464** | | **383** | | **317** | **245** | | **306** | |
| **Number of blocks reclaimed** | **2** | **0** | **0** | **0** | **0** | **0** | | **0** | | **0** | | **0** | | **0** | **0** | | **2** | |
| **Phone calls not returned within 24 hours** | **0** | **0** | **0** | **0** | **0** | **0** | | **0** | | **0** | | **0** | | **0** | **0** | | **0** | |
| **Number of formal complaints** | **0** | **0** | **0** | **0** | **0** | **0** | | **0** | | **0** | | **0** | | **0** | **0** | | **0** | |
| **Number of rate center status changes** | **8** | **11** | **13** | **21** | **3** | **23** | | **10** | | **4** | | **37** | | **17** | **22** | | **6** | |
| **Reports provided for NANPA meetings** | **5** | **1** | **1** | **1** | **1** | **4** | | **5** | | **0** | | **4** | | **3** | **1** | | **4** | |
| **Number of NANPA meetings attended** | **1** | **2** | **0** | **1** | **0** | **1** | | **3** | | **0** | | **2** | | **1** | **1** | | **3** | |
| **Number of RCs with < 6 months inventory based on forecast** | **656** | **568** | **516** | **518** | **718** | **668** | | **620** | | **600** | | **545** | | **665** | **487** | | **571** | |
| **Number of RCs with < 6 mos. Inventory based on forecast, and zero blocks** | **171** | **133** | **147** | **137** | **202** | **175** | | **188** | | **190** | | **173** | | **292** | **195** | | **266** | |
| **Number of RCs with blocks in pending status** | **532** | **607** | **502** | **457** | **441** | **517** | | **479** | | **432** | | **577** | | **768** | **898** | | **915** | |
| **Trouble tickets opened** | **0** | **0** | **0** | **1** | **0** | **0** | | **1** | | **0** | | **0** | | **0** | **0** | | **0** | |
| **Trouble tickets closed** | **0** | **0** | **0** | **0** | **0** | **1** | | **0** | | **1** | | **0** | | **0** | **0** | | **0** | |
| **Trouble tickets pending** | **0** |  | **0** | **0** | **1** | **0** | | **0** | | **0** | | **0** | | **0** | **0** | | **0** | |
| **PAS scheduled uptime** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | | **100%** | | **100%** | | **100%** | | **100%** | **100%** | | **100%** | |
| **Number of change orders submitted** | **0** | **0** | **0** | **0** | **0** | **0** | | **0** | | **0** | | **0** | | **0** | **0** | | **0** | |

**Routing Number Administrator (RNA) Information and Performance Measurement Details**

**September 2019 through August 2020**

* **The RNA continues to meet all performance measurements:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Sep-19** | **Oct-19** | **Nov-19** | **Dec-19** | **Jan-20** | **Feb-20** | **Mar-20** | **Apr-20** | **May-20** | **Jun-20** | **Jul-20** | **Aug-20** |
| **Number of applications (Part 3s) processed** | **1,218** | **2,688** | **298** | **77** | **71** | **130** | **269** | **308** | **72** | **99** | **116** | **479** |
| **Number of applications not processed in 5 business days** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Phone calls not returned within 24 hours** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Trouble tickets opened** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Trouble tickets closed** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Trouble tickets pending** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Number of formal complaints** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **RNAS scheduled uptime** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** | **100%** |
| **Number of Change Orders submitted** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |

**Other Projects:**

* **COVID-19 Activity:**
  + **Since March, we processed 11 expedited requests for blocks related to COVID-19.**
* **Regulatory Support for Implementation of 10-digit dialing for the 988 Suicide Hotline:**
  + **From June through August, responded to 83 inquiries from 29 states regarding the transition to 10 digit-dialing and implementation plans.**
  + **Sent email notifications to states about orders and meetings as well as providing meeting materials when requested.**
  + **Sent email notifications to each state with affected NPAs information about the 988 code assignments in each affected NPA.**
  + **Prepared 6 Ad Hoc reports for 4 states relating to 988 utilization and block/code holder info.**
  + **Attended the August 14 first NANPA 10 digit-dialing transition meeting and prepared the first draft of minutes from meeting for NANPA.**
  + **Participated in meeting with OH commission re: implementing 513 NPA overlay in conjunction with 10 digit-dialing.**
  + **Continue support for NANPA by continuing to respond to regulatory inquiries as well as gathering contacts for special letter notifications regarding the change from 7 to 10 digit-dialing.**
* **Mid-Year Highlights:**
  + **The PA provided Mid-Year 2020 Highlights to the NAOWG on July 23.** 
    - **All performance measurements were met.**
    - **Processed significantly more Part 3As, Parts 1As to NANPA, requests for codes for pool replenishment and handled more blocks on the reclamation list than for the same period in 2019.**
    - **All reports were submitted on time.**
    - **Both the Pooling Administration and Routing Number Administration Systems were available 100% of the time.**
    - **Had no formal complaints.**