

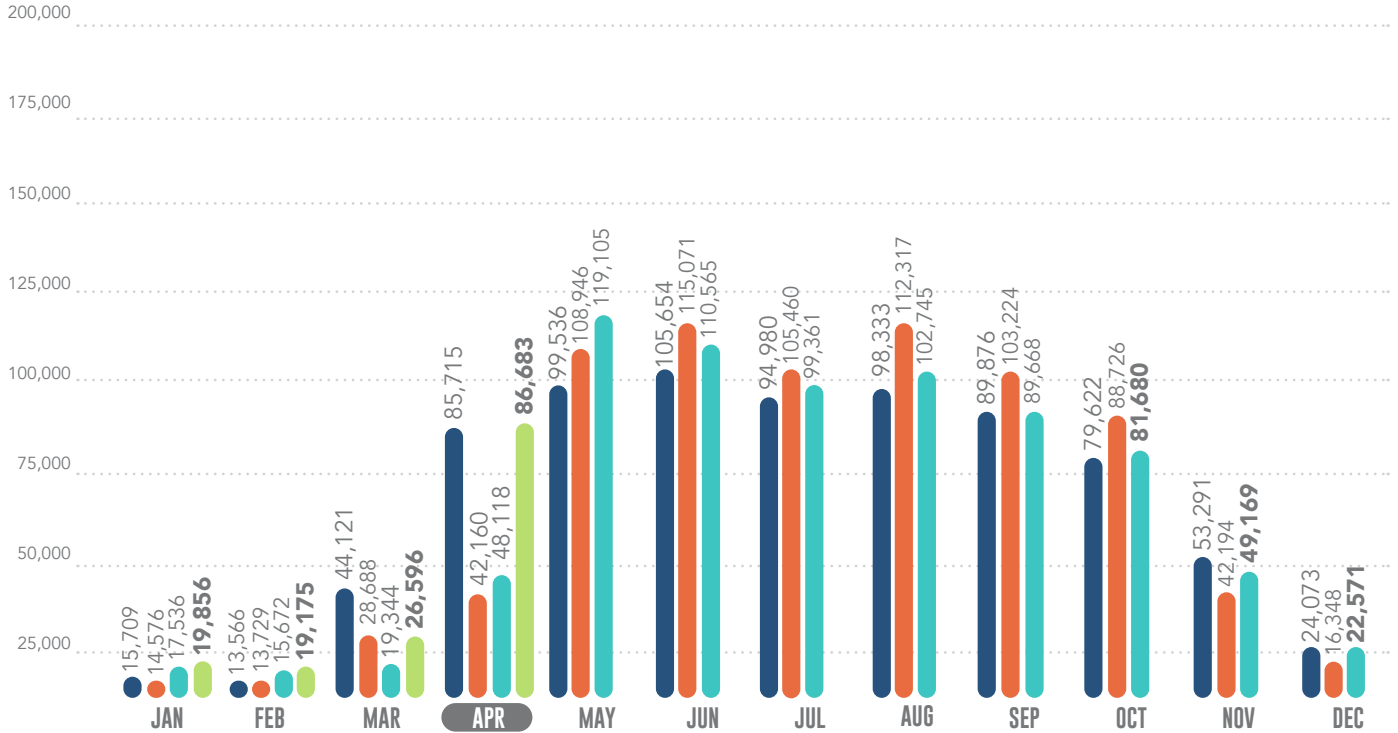


# DASHBOARD REPORT - APRIL 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

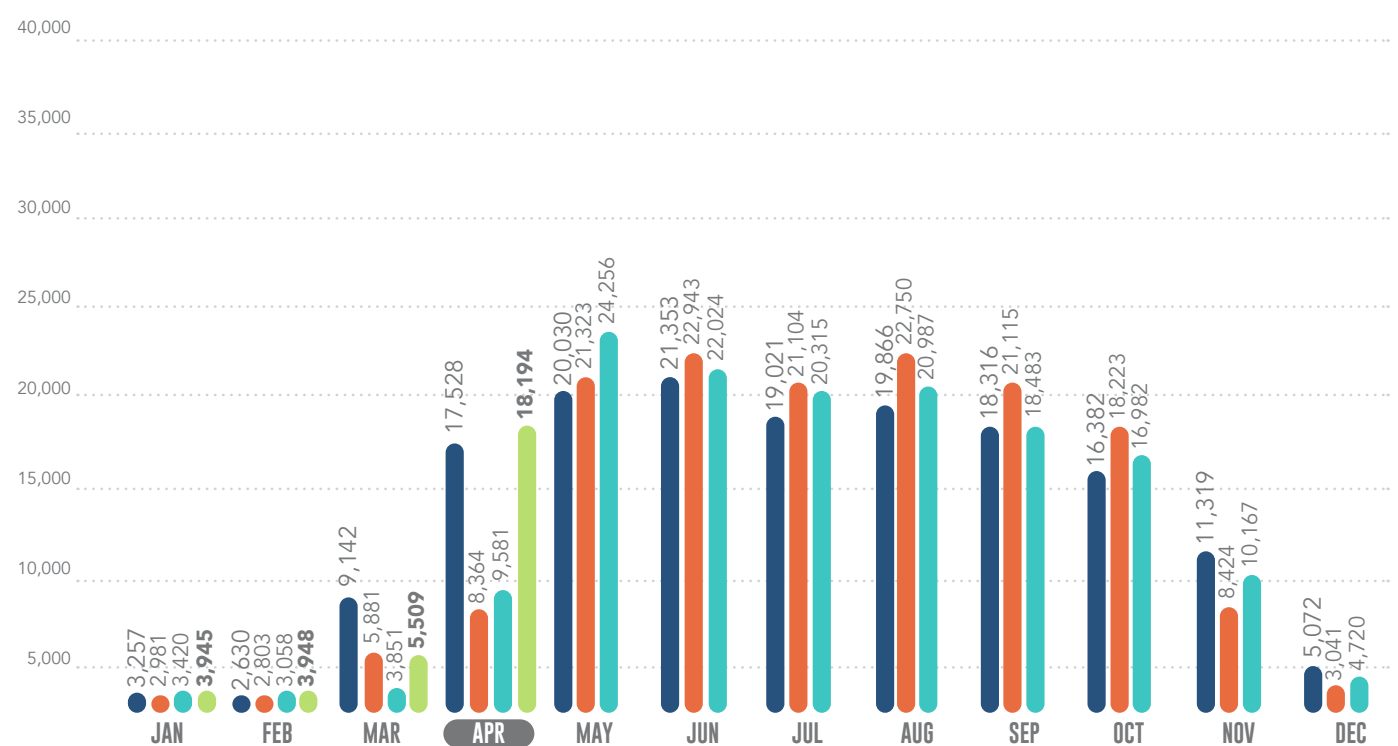
## CHARGEABLE OUTBOUND TICKETS

2021 2022 2023 2024



## INCOMING TICKETS

2021 2022 2023 2024



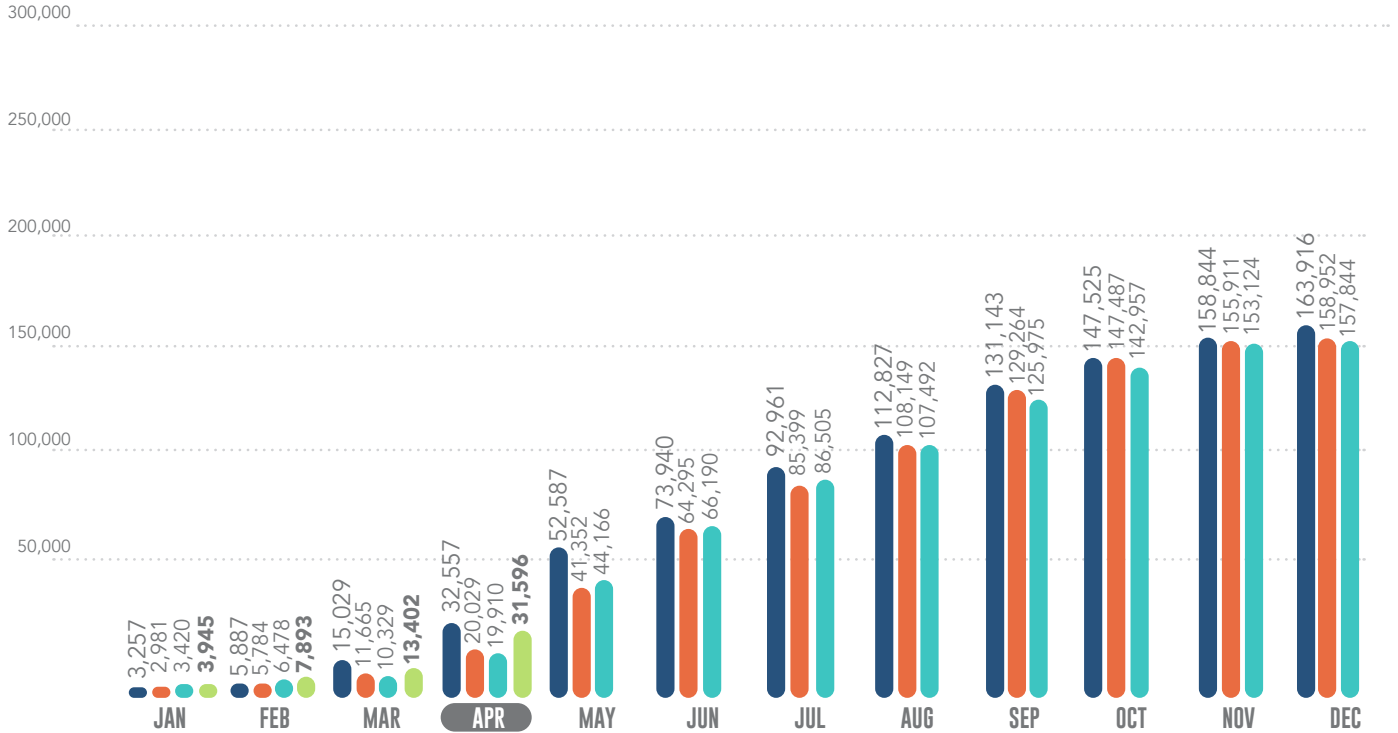


# DASHBOARD REPORT - APRIL 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

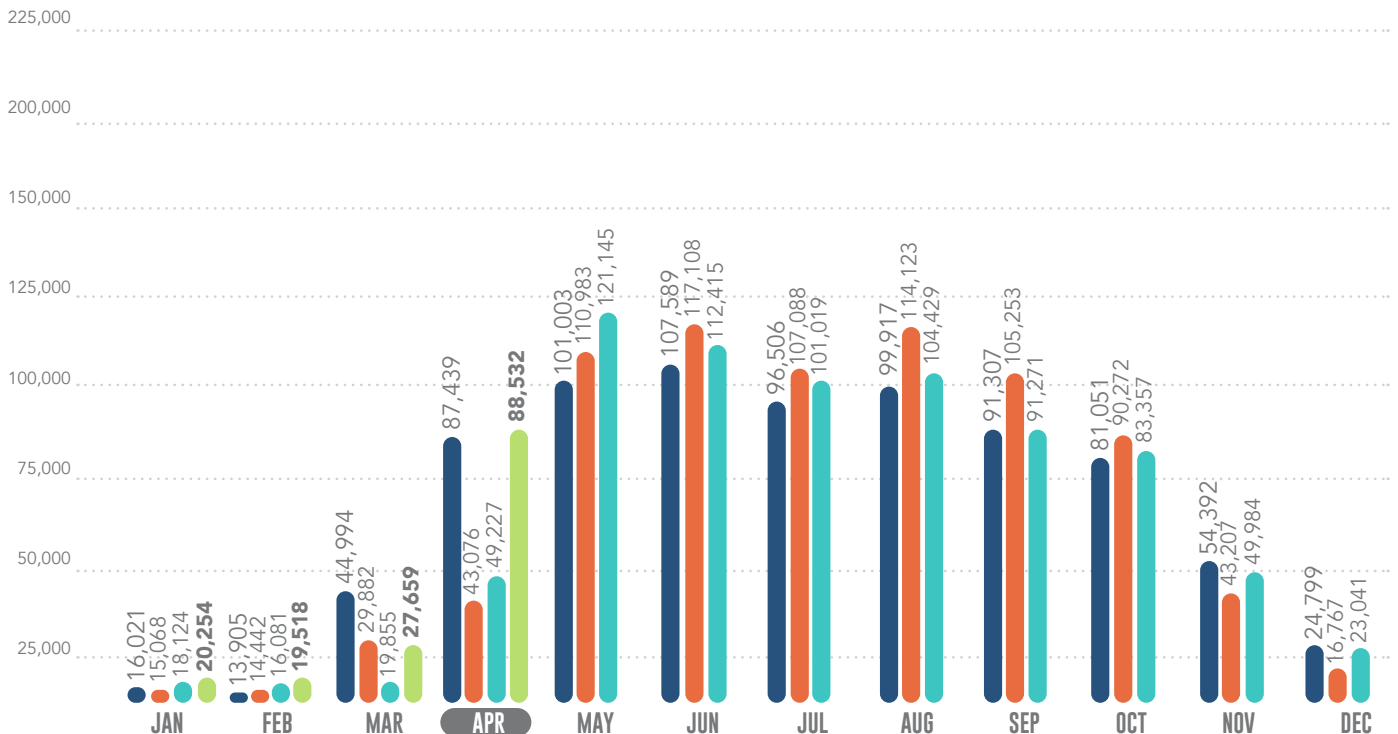
## INCOMING TICKETS Y-T-D

2021 2022 2023 2024



## OUTGOING MESSAGES

2021 2022 2023 2024



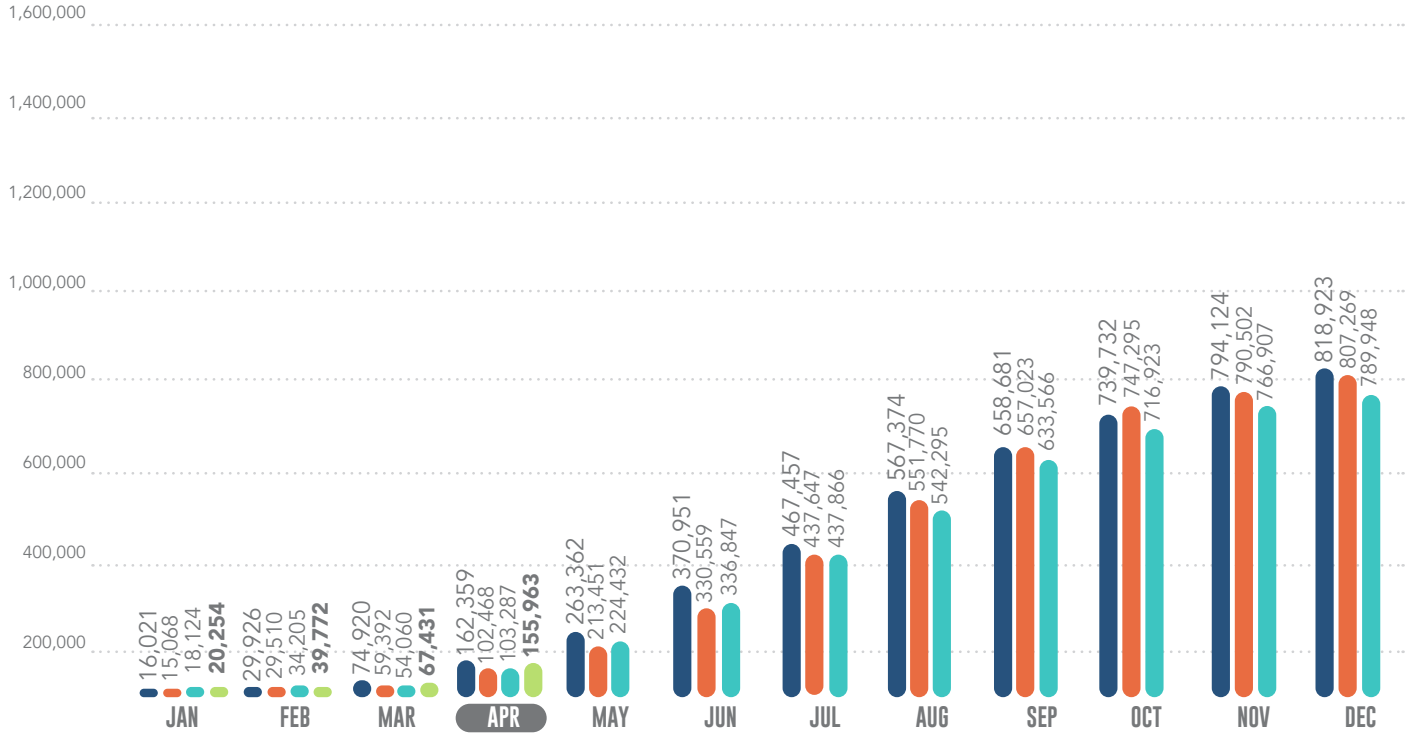


# DASHBOARD REPORT - APRIL 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

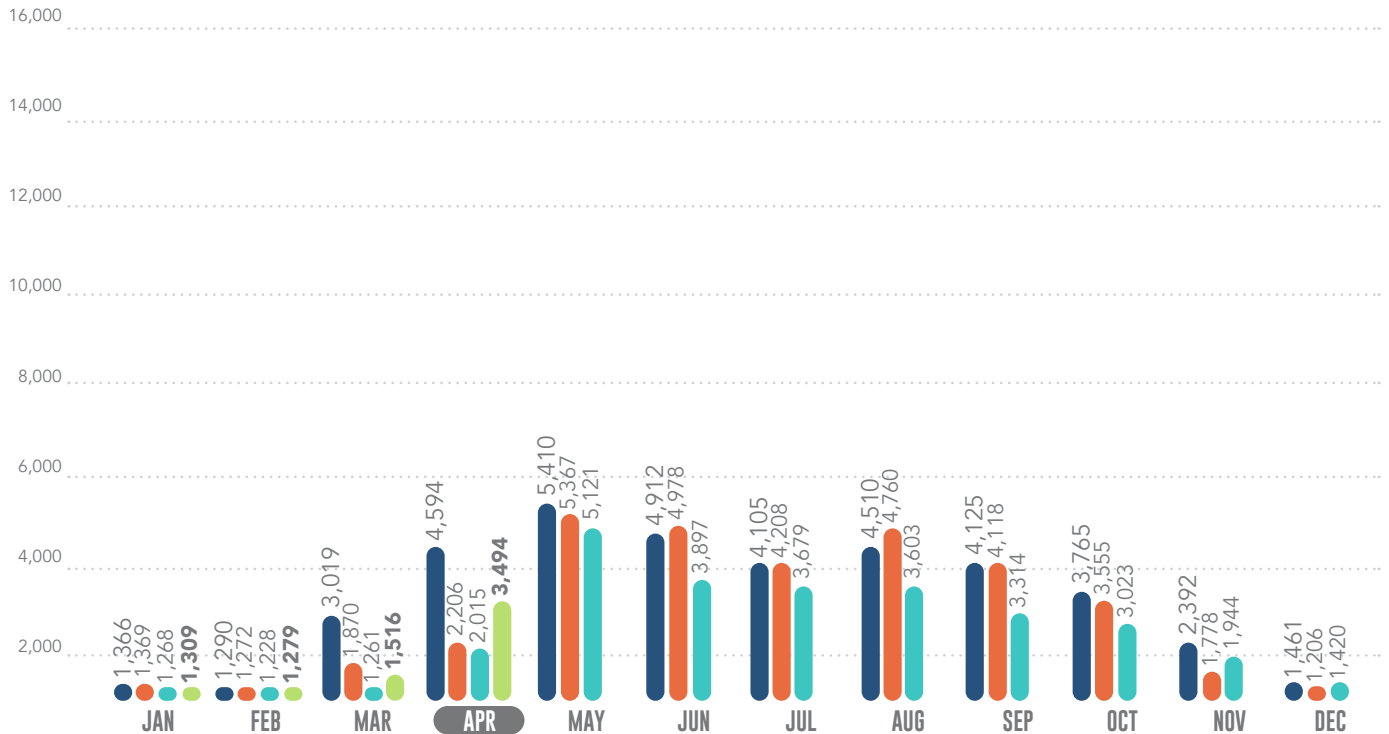
## OUTGOING TICKETS Y-T-D

2021 2022 2023 2024



## INCOMING CALLS

2021 2022 2023 2024



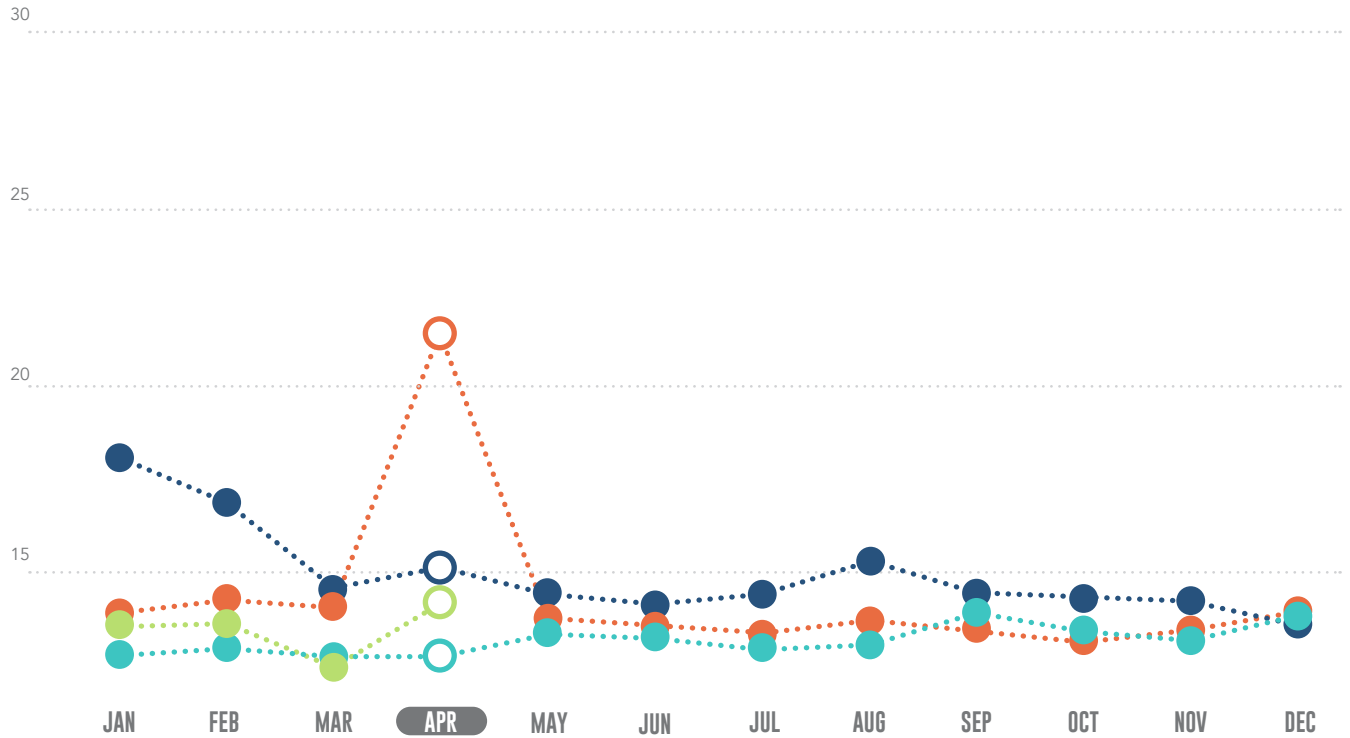


# DASHBOARD REPORT - APRIL 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## OPERATOR CALL VOLUMES

2021 2022 2023 2024



2021 2022 2023 2024

	2021	2022	2023	2024
JAN	17.96	12.75	9.91	11.69
FEB	16.46	13.81	10.01	11.35
MAR	14.12	12.80	9.82	8.71
APR	15.19	22.78	9.70	13.82
MAY	14.18	12.80	11.90	
JUN	13.58	12.21	11.10	
JUL	14.64	12.12	11.79	
AUG	15.97	13.21	11.98	
SEP	14.21	12.89	13.89	
OCT	13.22	10.99	11.91	
NOV	12.85	11.56	11.27	
DEC	11.65	12.17	11.84	

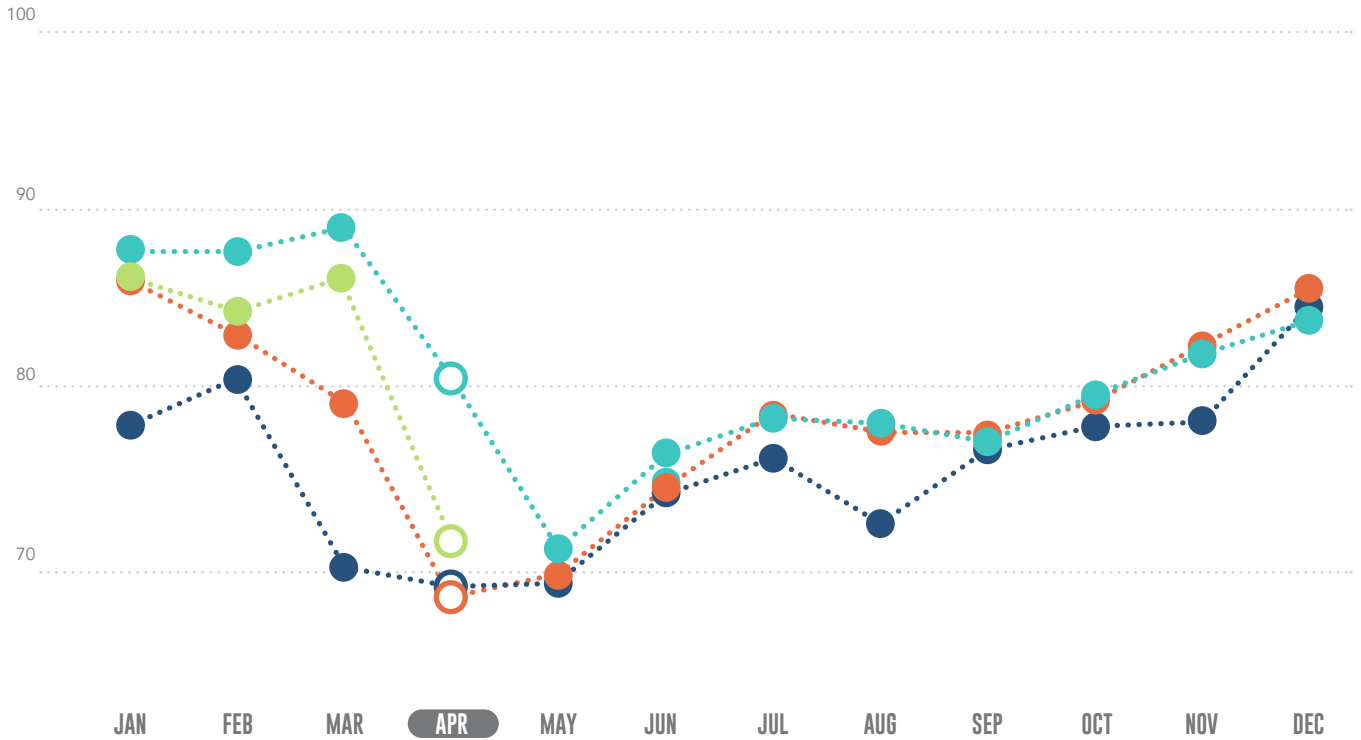


# DASHBOARD REPORT - APRIL 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## EXCAVATOR CALL VOLUMES

2021 2022 2023 2024



	2021	2022	2023	2024
JAN	78.81	86.38	89.01	86.74
FEB	80.87	83.73	88.59	84.80
MAR	70.32	79.17	89.20	86.39
APR	68.63	67.99	80.03	72.85
MAY	68.90	69.78	71.47	
JUN	74.03	74.68	76.53	
JUL	75.87	78.14	78.07	
AUG	73.70	76.81	77.95	
SEP	74.34	76.65	76.29	
OCT	76.76	79.21	79.58	
NOV	80.60	83.76	83.02	
DEC	85.51	86.75	84.36	

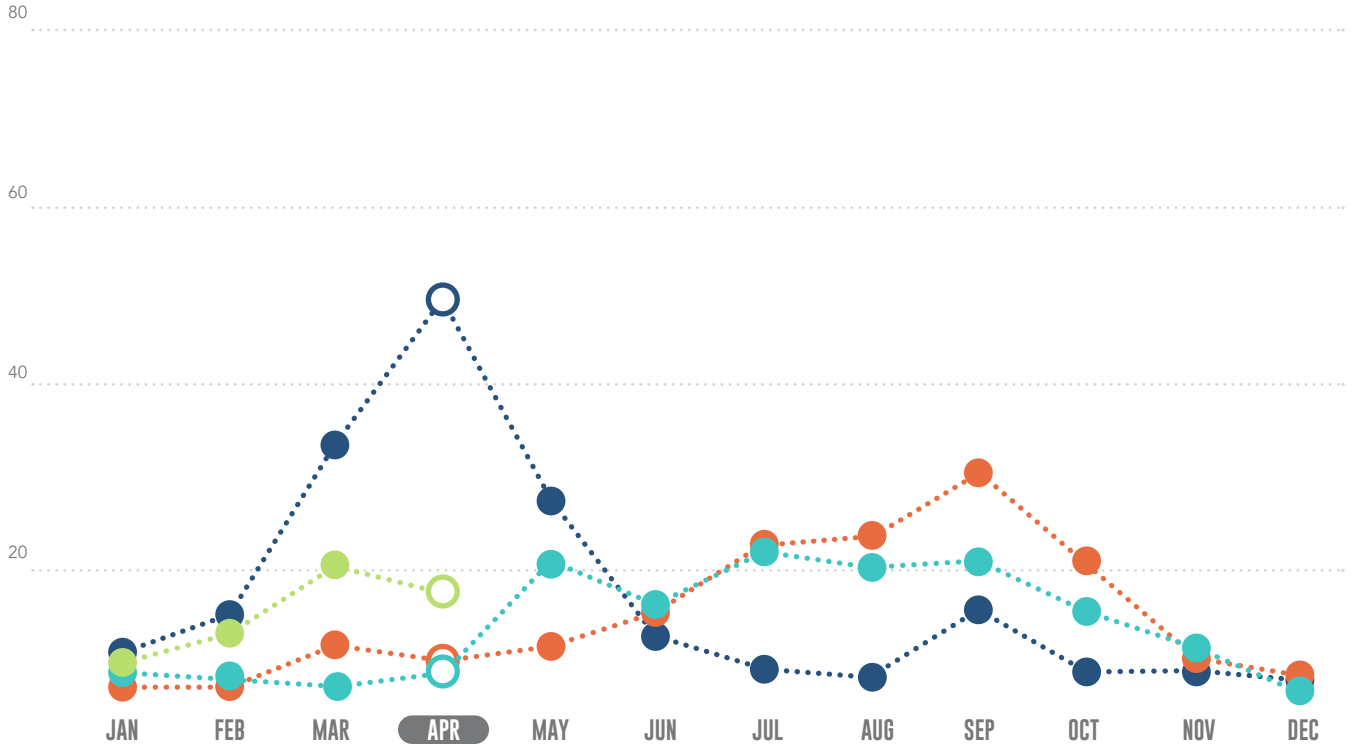


# DASHBOARD REPORT - APRIL 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## AVERAGE HOLD TIME

2021 2022 2023 2024



2021 2022 2023 2024

	2021	2022	2023	2024
JAN	12	2	6	10
FEB	15	4	7	12
MAR	33	13	13	21
APR	50	11	10	18
MAY	28	13	21	
JUN	15	17	18	
JUL	9	23	22	
AUG	8	25	20	
SEP	14	29	21	
OCT	9	21	16	
NOV	9	11	12	
DEC	6	7	4	

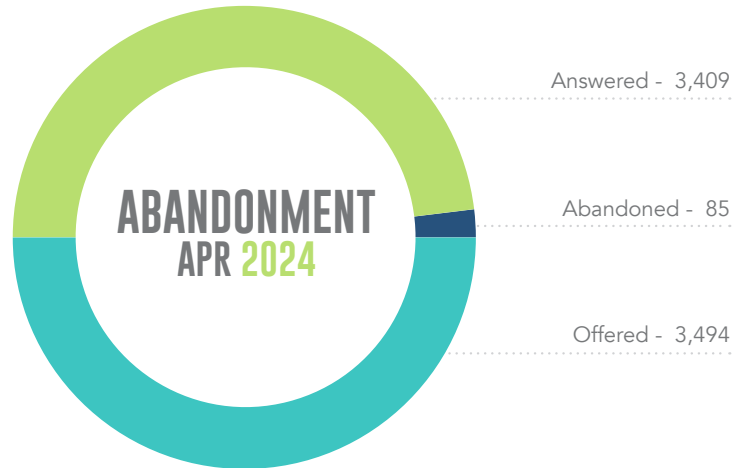
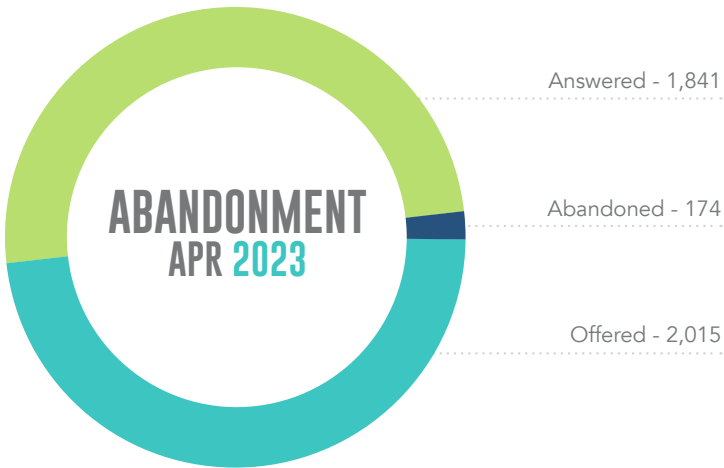
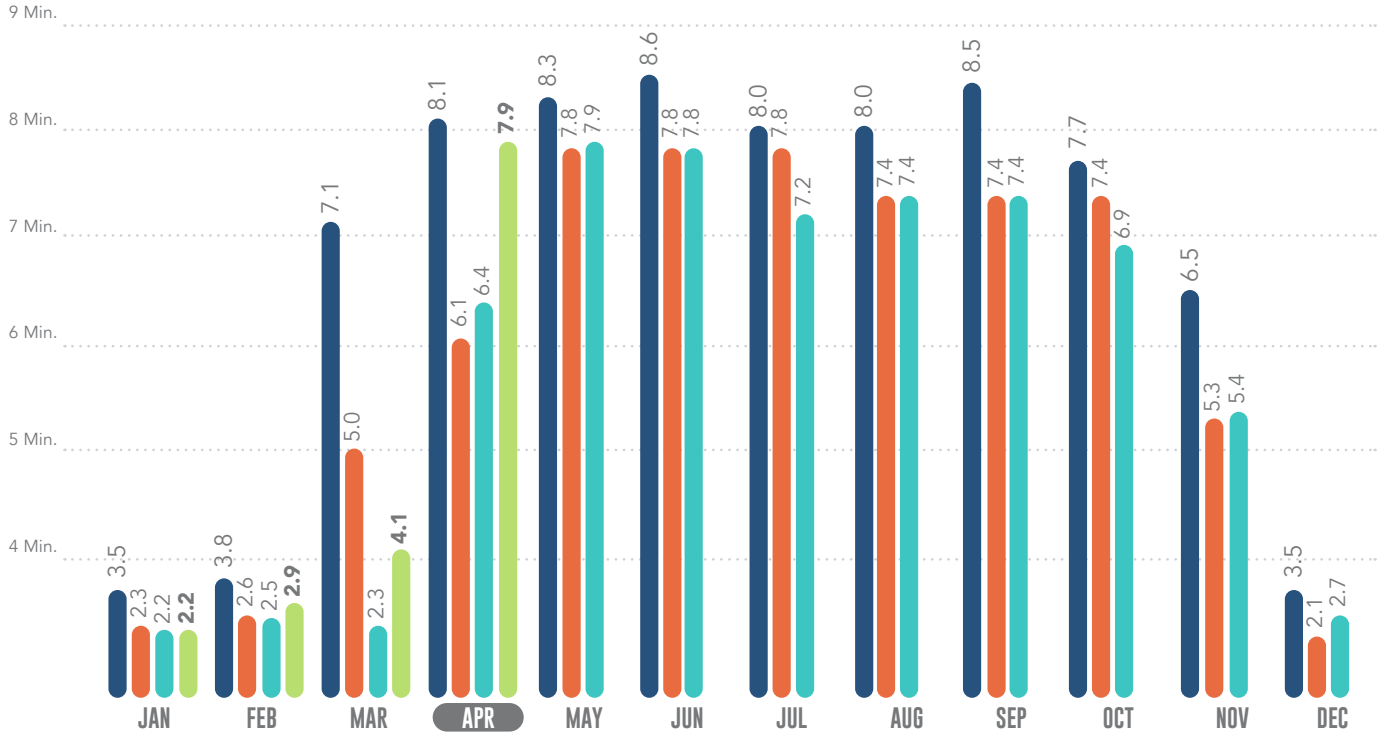


# DASHBOARD REPORT - APRIL 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## AVERAGE CALL DURATION

2021 2022 2023 2024



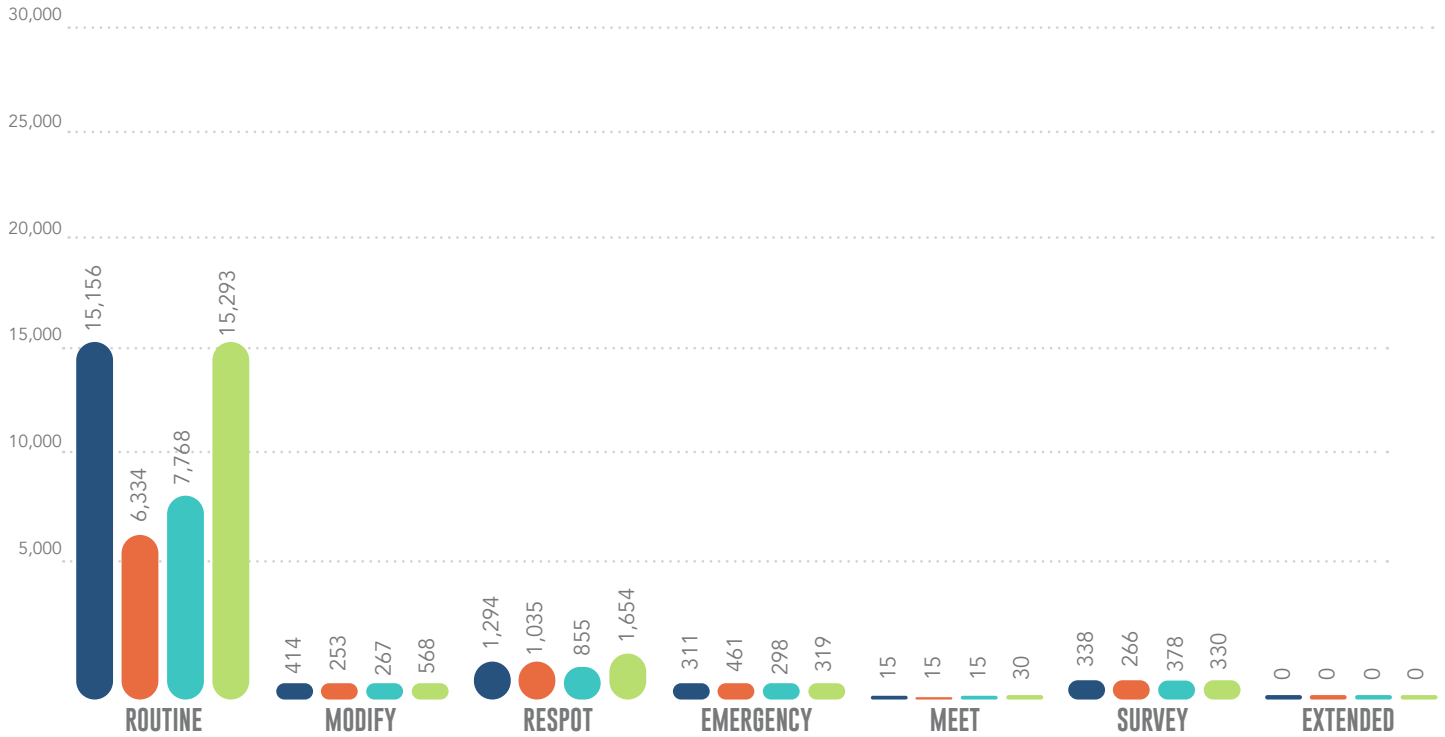


# DASHBOARD REPORT - APRIL 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

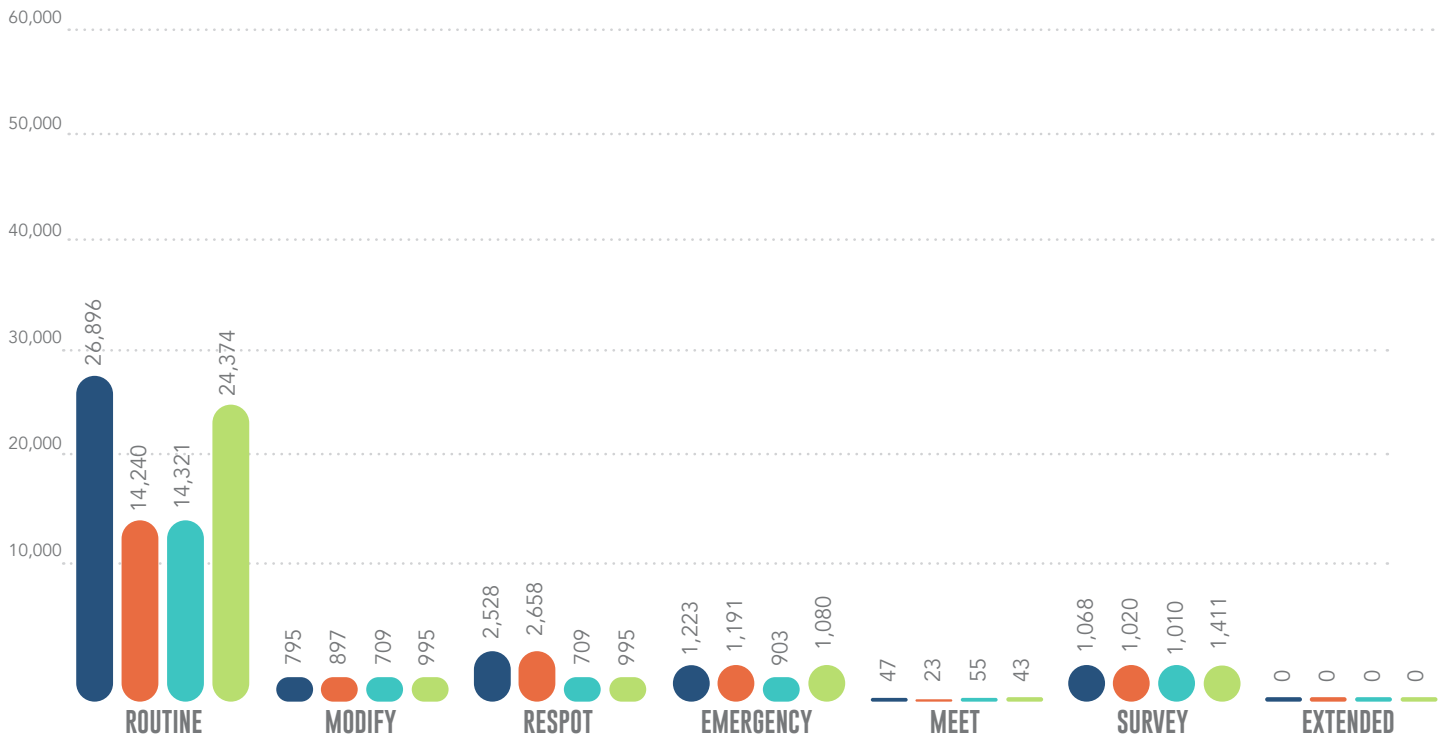
## INCOMING TICKET TYPES APR

2021 2022 2023 2024



## INCOMING TICKETS TYPES APR Y-T-D

2021 2022 2023 2024







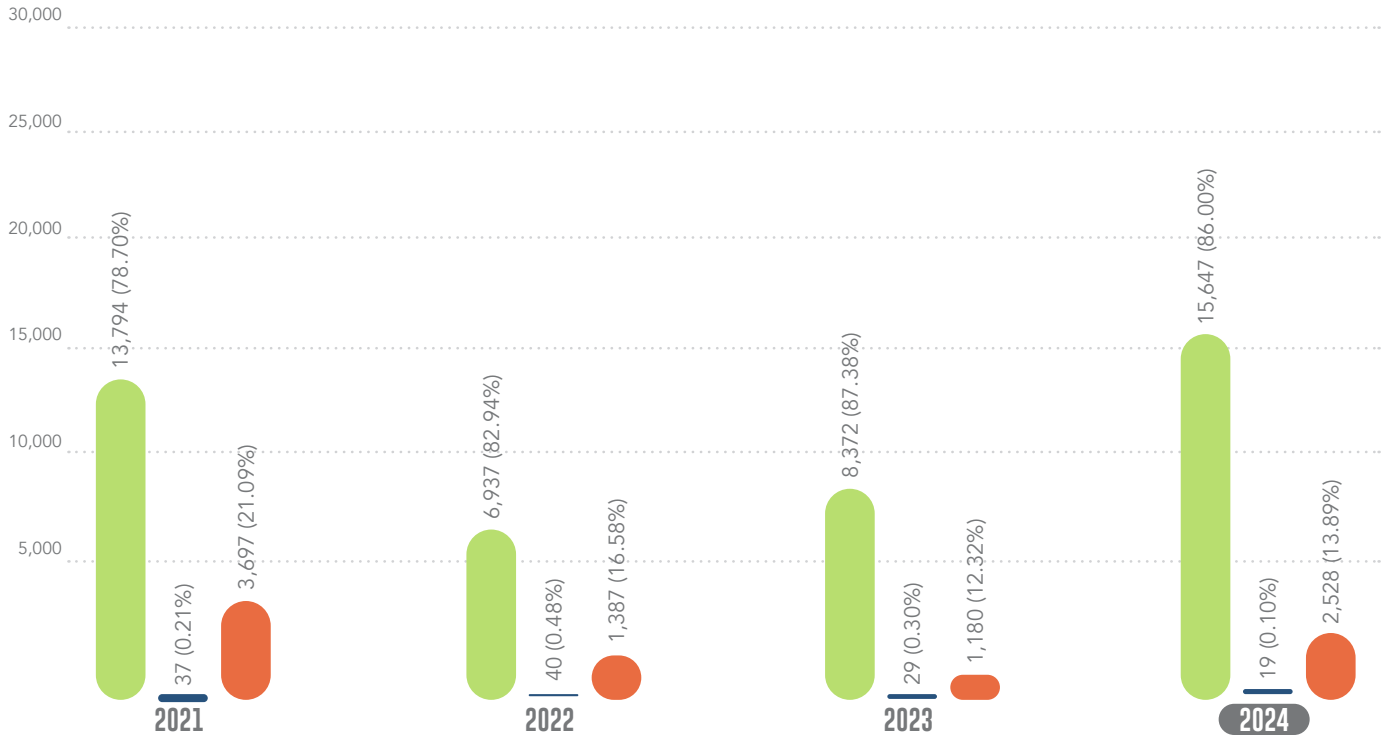
# DASHBOARD REPORT - APRIL 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## RECEIPT METHODS APR

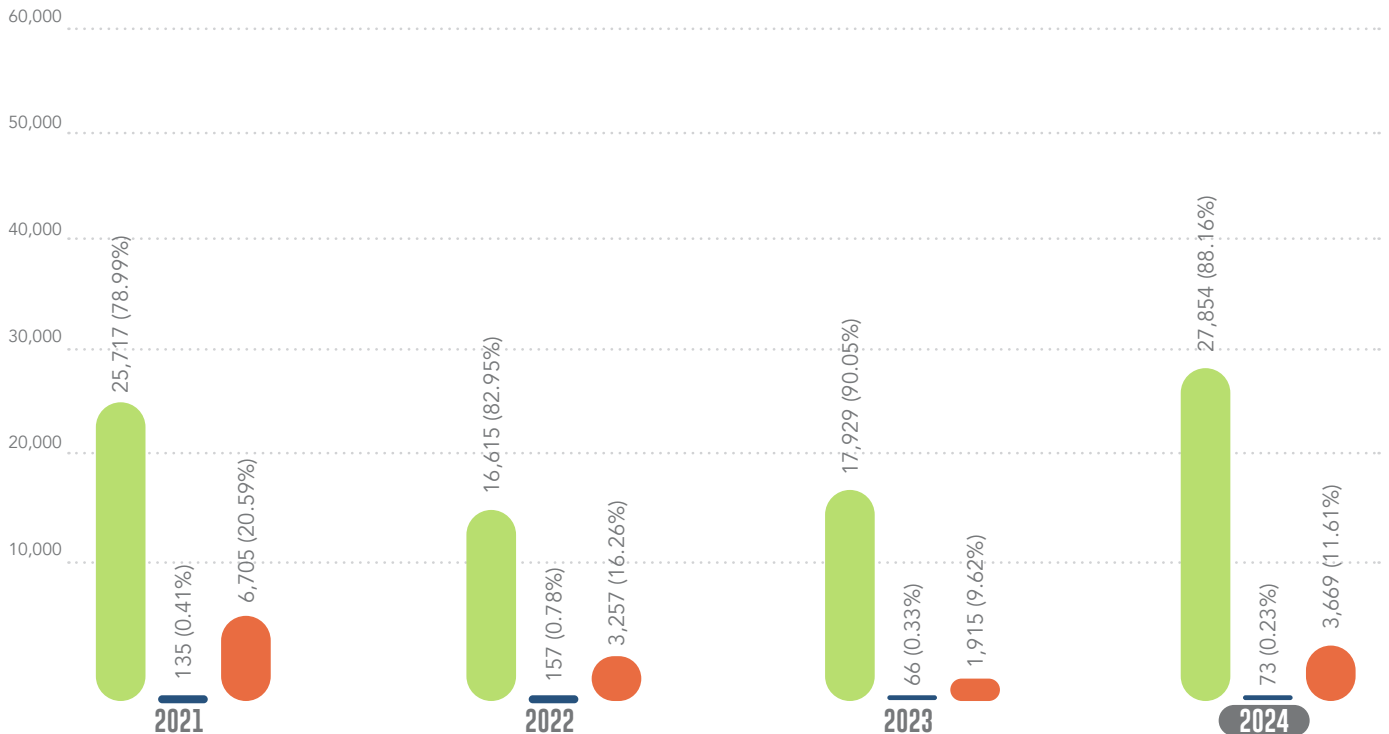
ITIC IVR OPERATOR

ITIC Mobile = 0



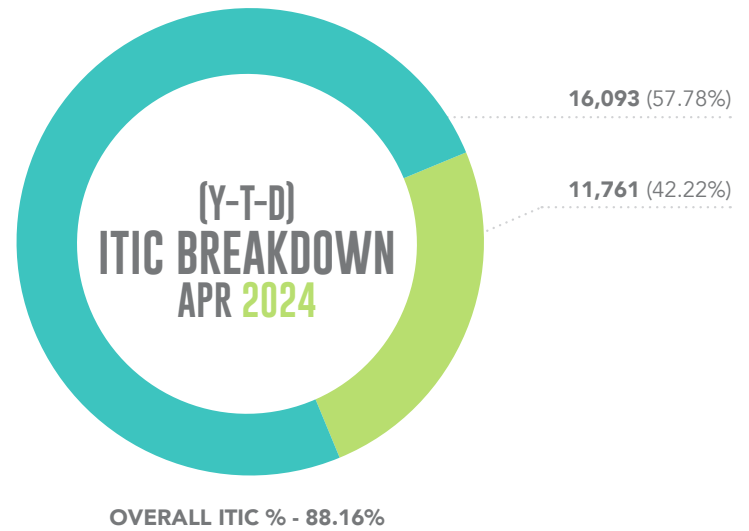
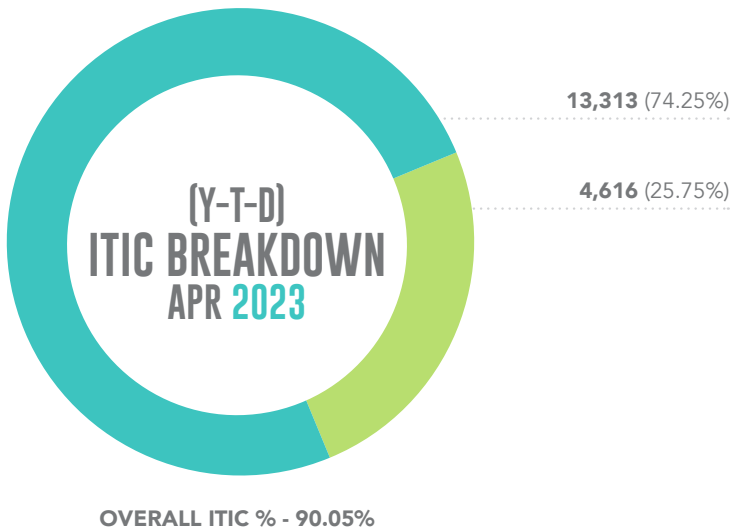
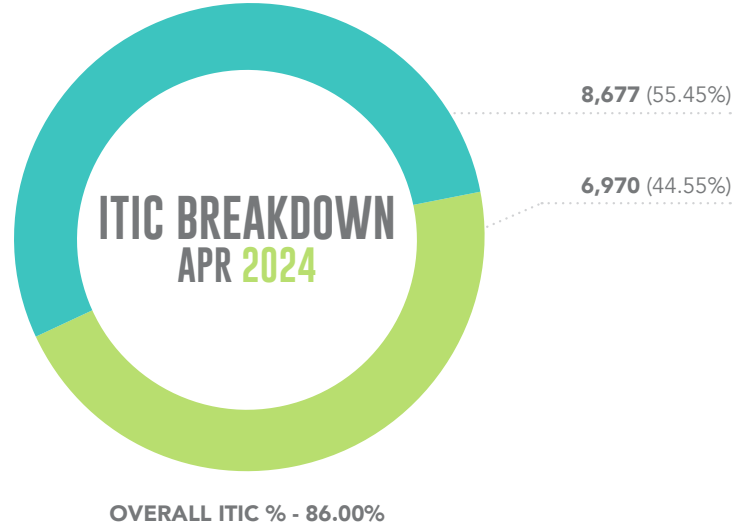
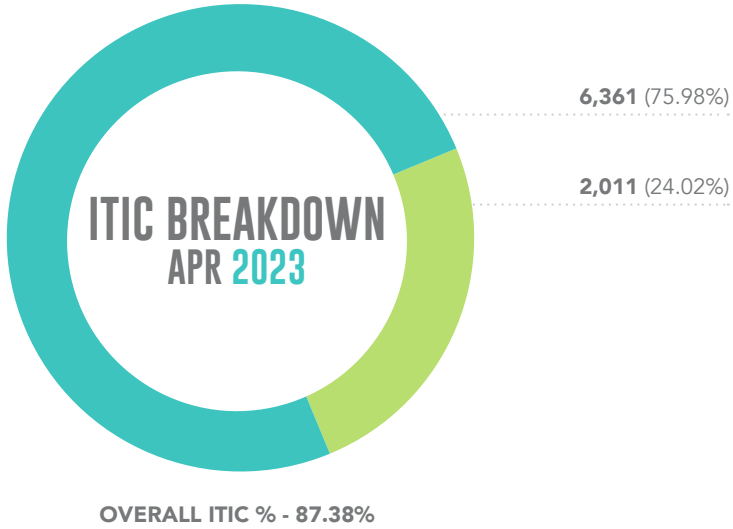
## RECEIPT METHODS APR Y-T-D

ITIC IVR OPERATOR

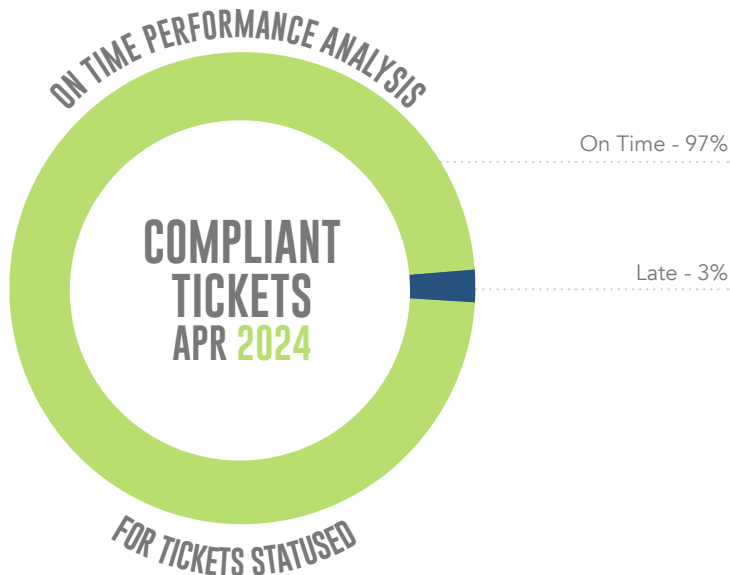
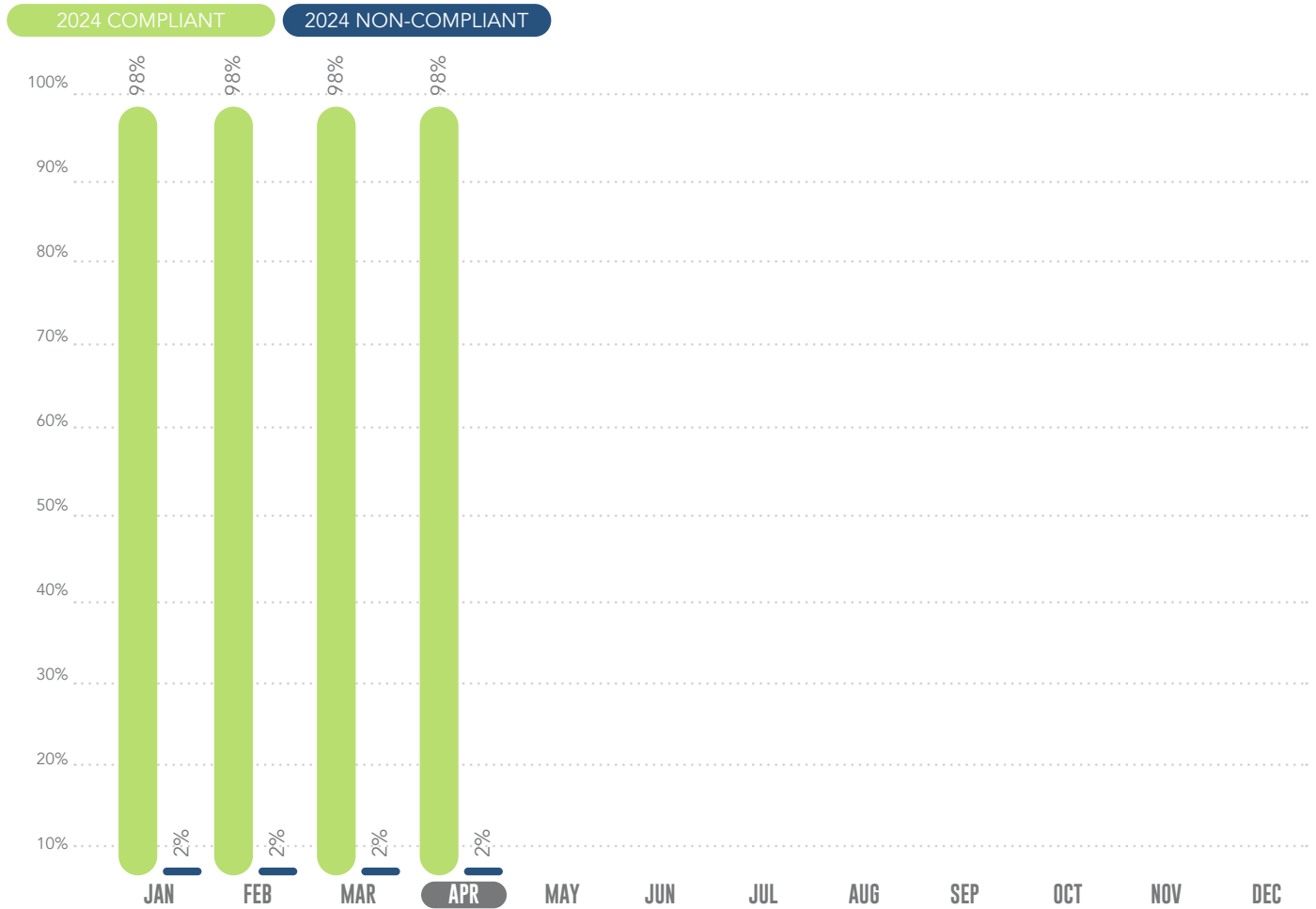


IN REVIEW

DIRECT RELEASE



## POSITIVE RESPONSE COMPLIANCE





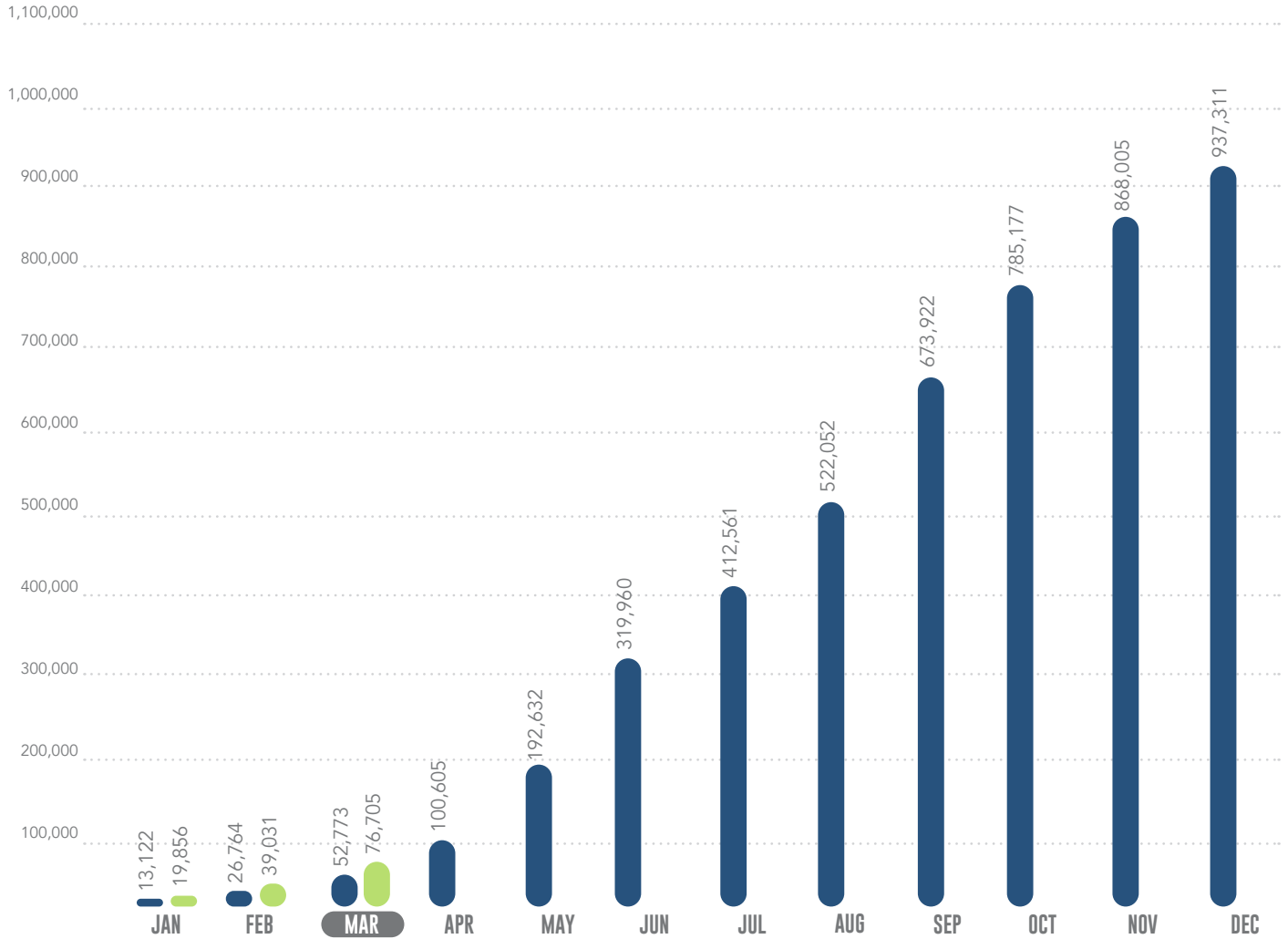
# DASHBOARD REPORT - APRIL 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## CURRENT YEAR (2024) CUMULATIVE YTD TICKETS vs IN EXCESS OF 940,000 TICKETS

2011\*

2024



**"Current Year Cumulative YTD Tickets will be made available once the current billing process is complete."**

\*The ticket volume for 2011 is actual and used as a reference only. Per the contract, effective March 1, 2024, the volume discount is in excess of 940,000 tickets.



# DASHBOARD REPORT - APRIL 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## CREATIVE HOURS - 1<sup>ST</sup> QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Board Member Interactive Dashboard Email	13:05
NDOC Dashboards	33:00
NDOC Excavator Banquet Registration E-Shot	11:15
NDOC Handbook Update and Redesign	23:00
NDOC Social Media	25:45
NDOC Ticket Price Increase Effective April 1 2024	5:00
NDOC Website Changes	6:30
Subtotal	117:35:00
Management Review (+15%)	17:38:15
<b>Grand Total with Review</b>	<b>135:13:15</b>

## CREATIVE HOURS - 2024

