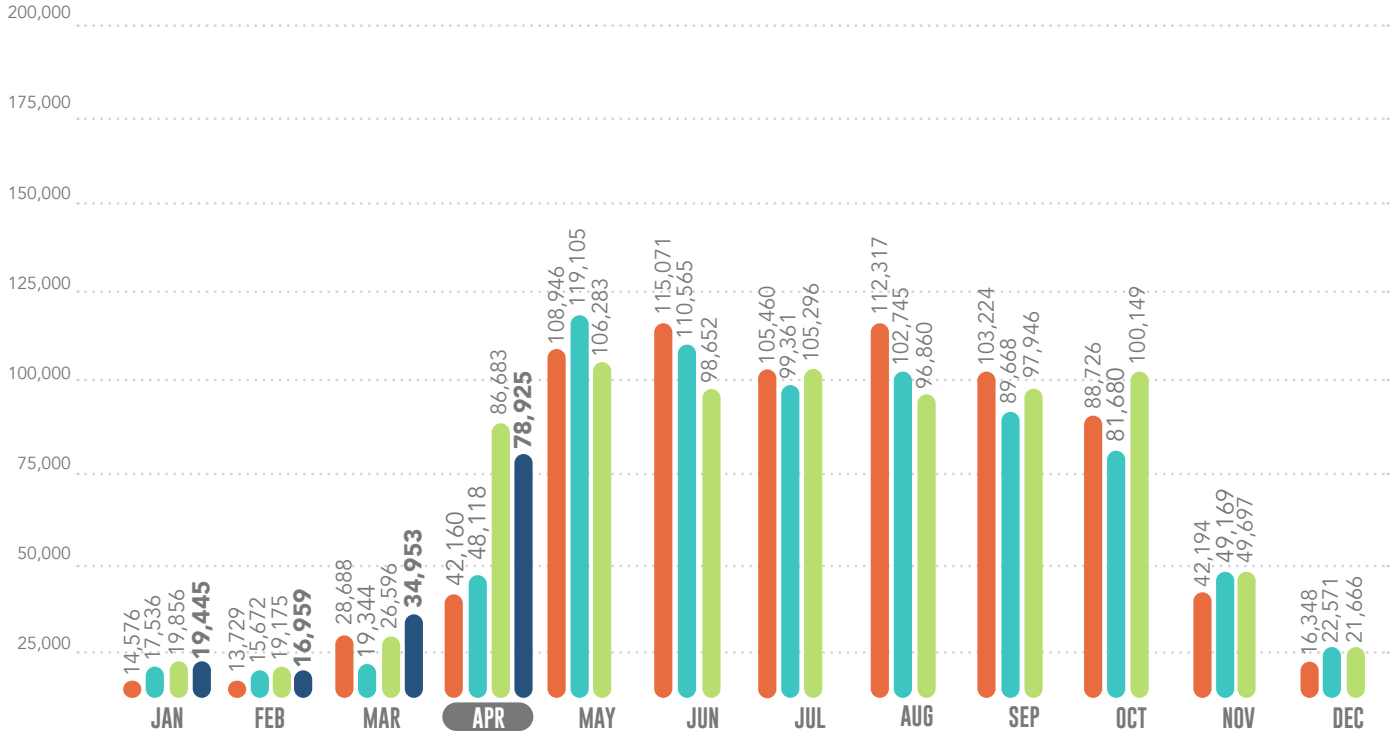


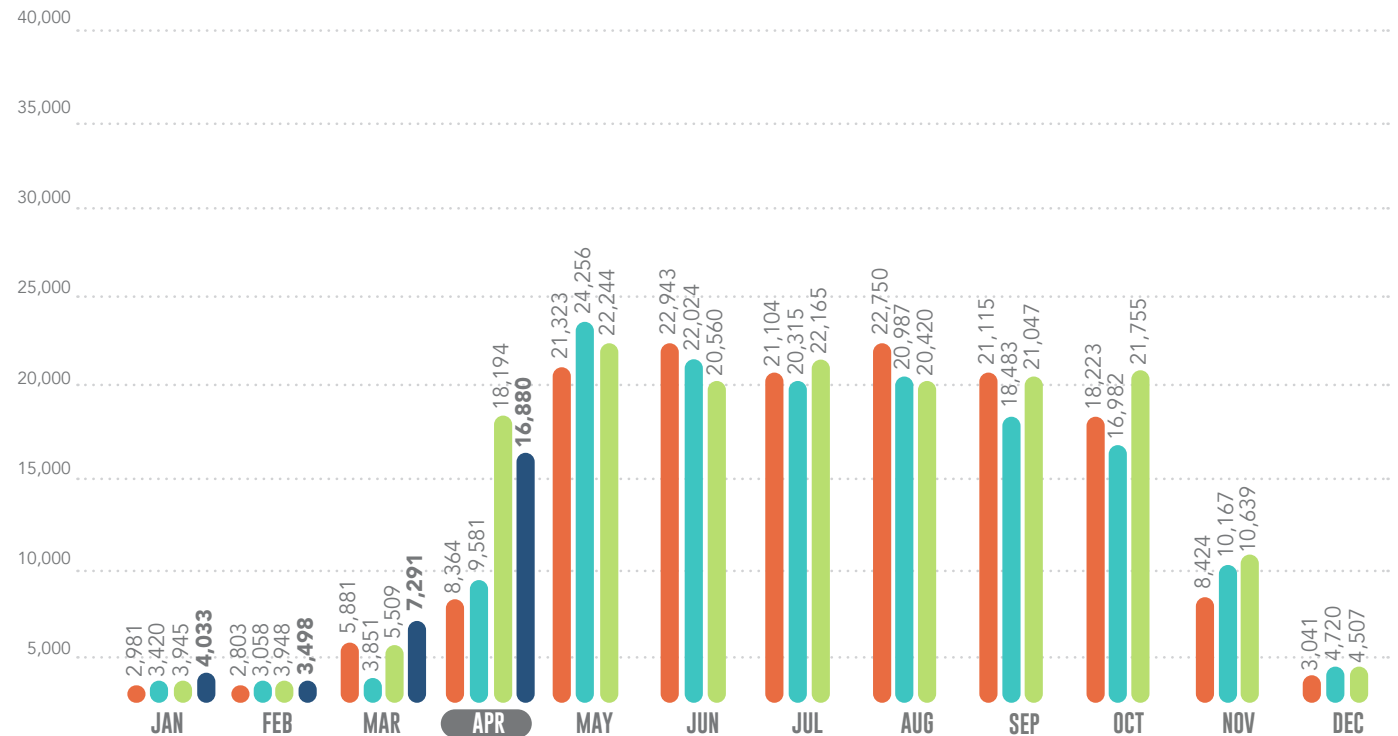
CHARGEABLE OUTBOUND TICKETS

2022 2023 2024 2025



INCOMING TICKETS

2022 2023 2024 2025



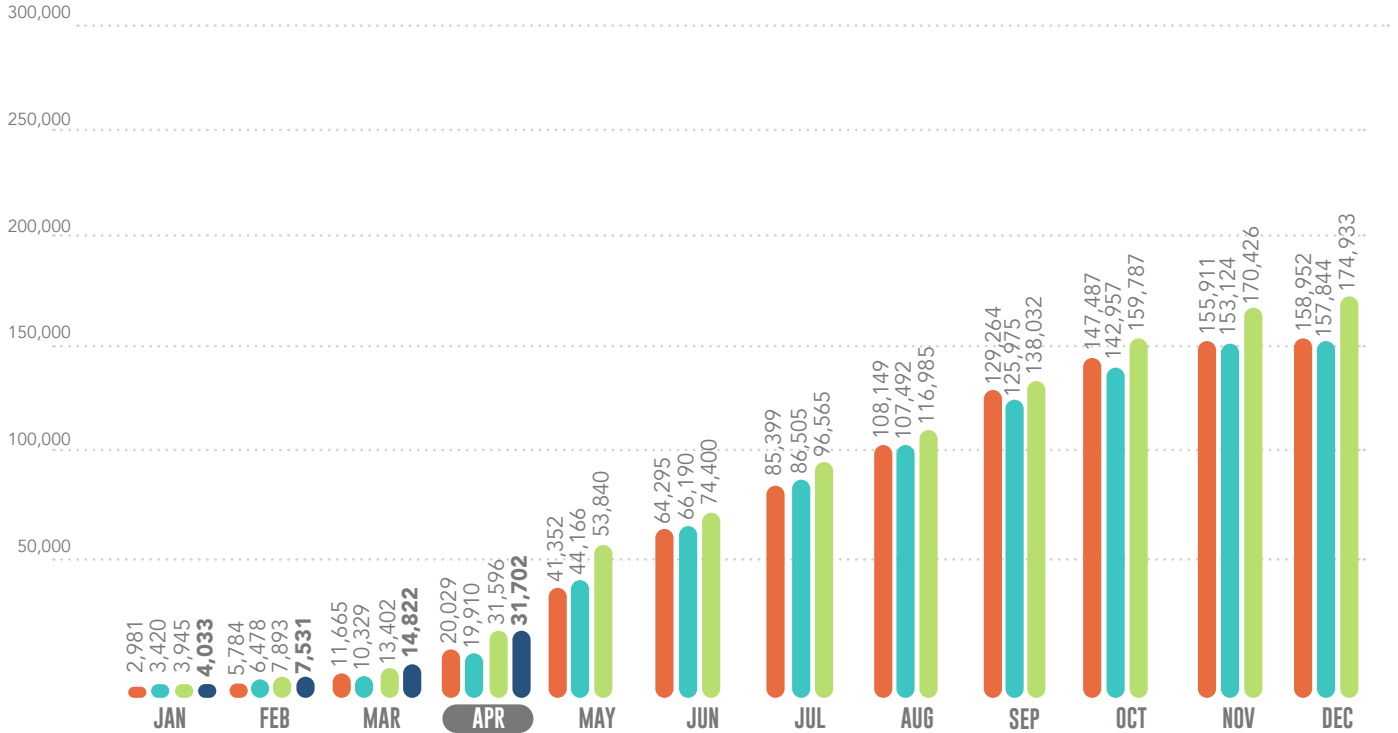


DASHBOARD REPORT - APRIL 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

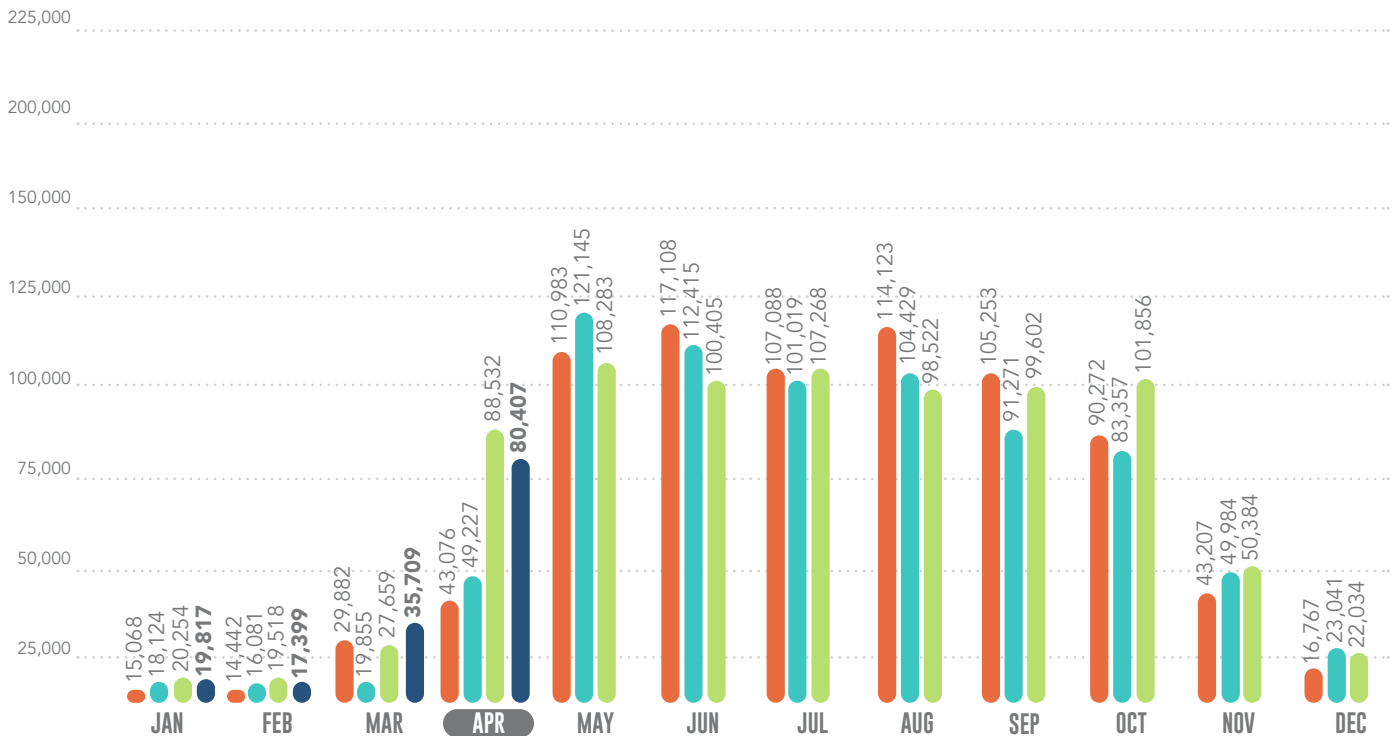
INCOMING TICKETS Y-T-D

2022 2023 2024 2025



OUTGOING MESSAGES

2022 2023 2024 2025



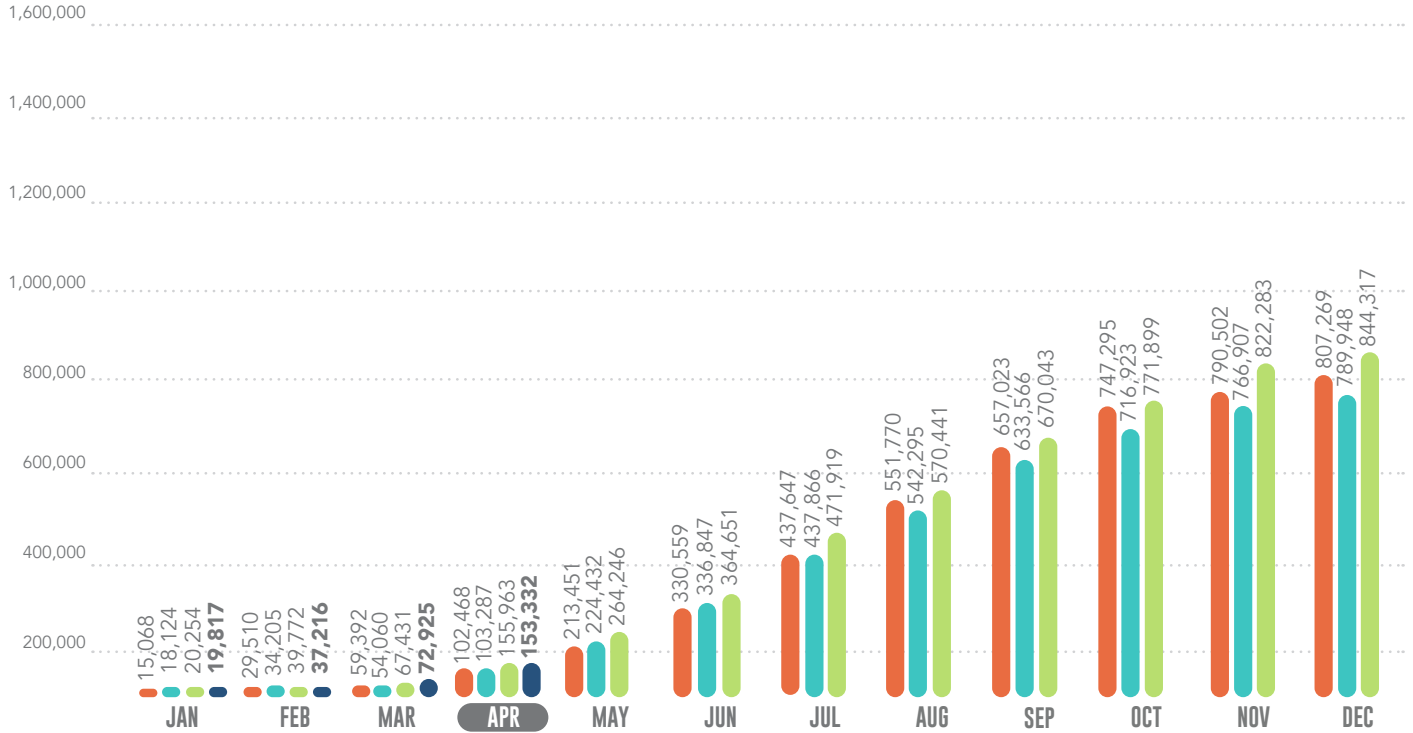


DASHBOARD REPORT - APRIL 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

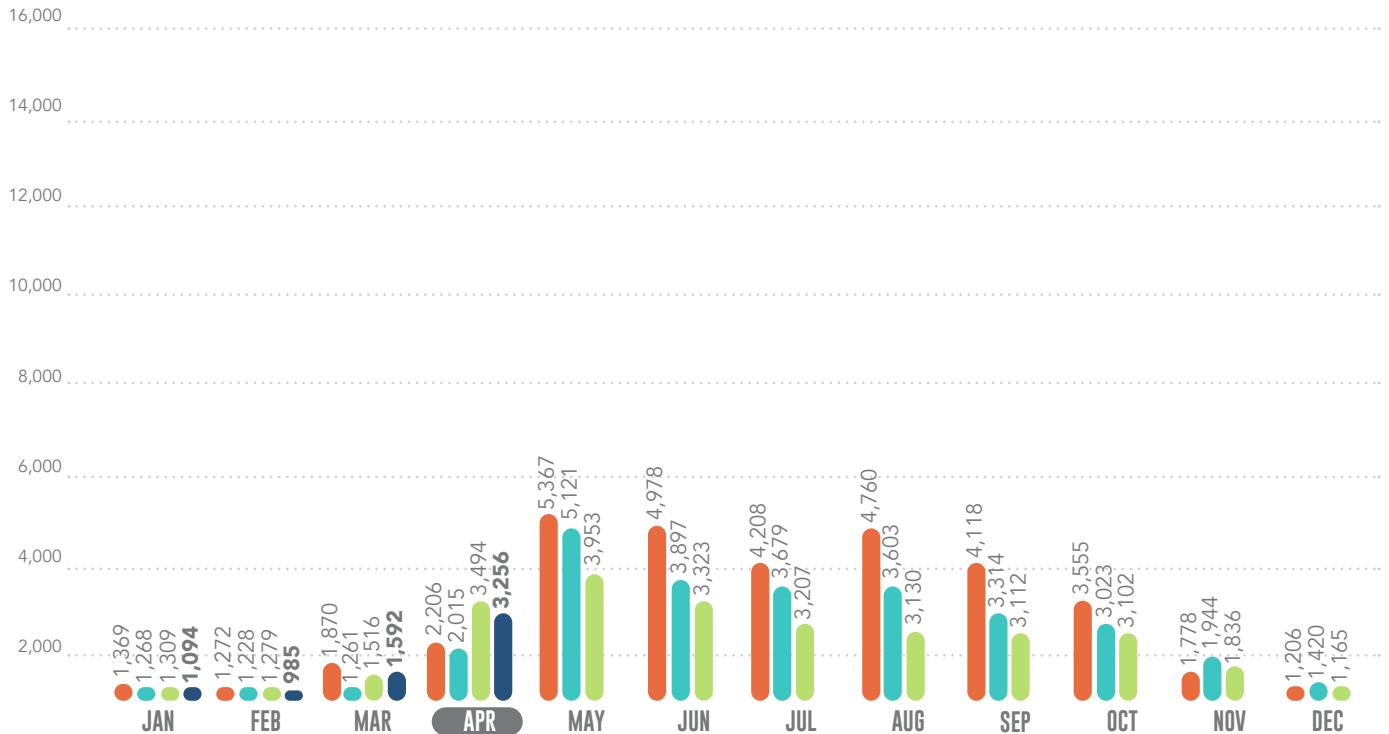
OUTGOING TICKETS Y-T-D

2022 2023 2024 2025



INCOMING CALLS

2022 2023 2024 2025



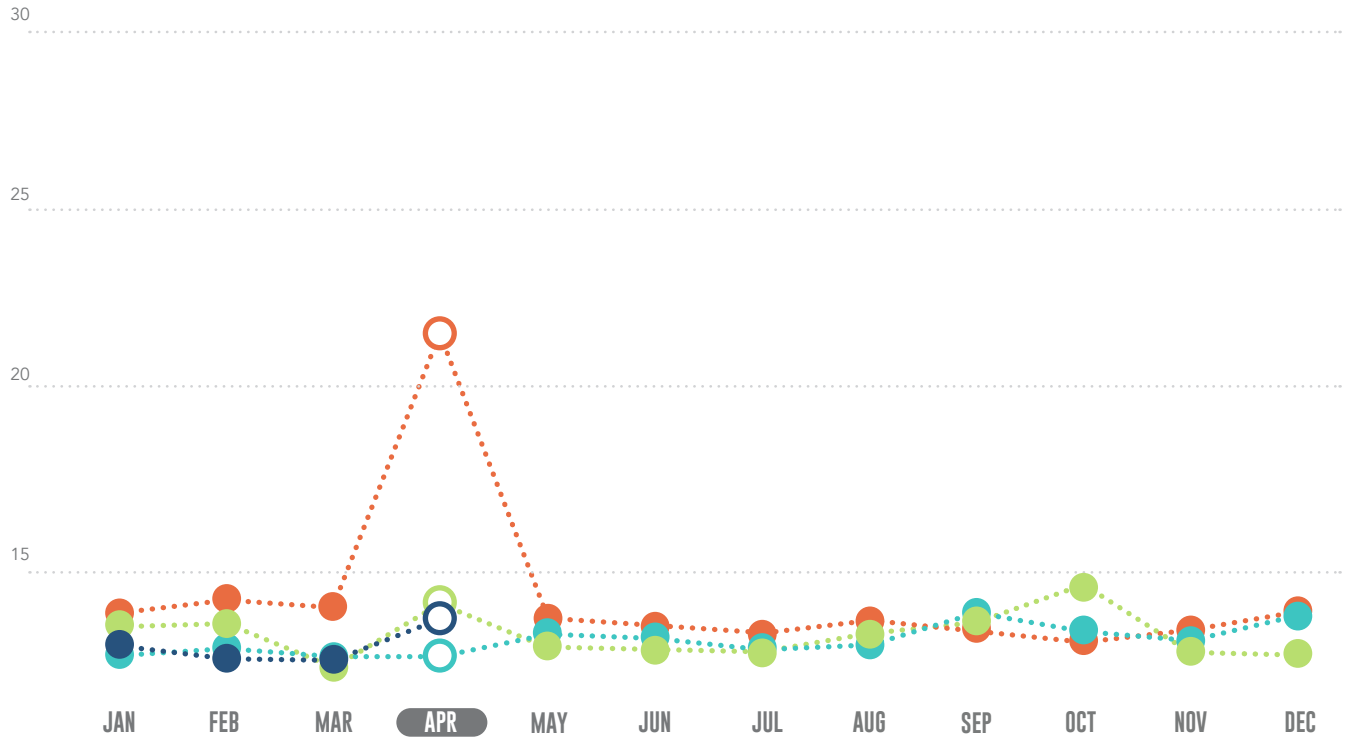


DASHBOARD REPORT - APRIL 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

OPERATOR CALL VOLUMES

2022 2023 2024 2025



2022 2023 2024 2025

	2022	2023	2024	2025
JAN	12.75	9.91	11.69	10.41
FEB	13.81	10.01	11.35	9.06
MAR	12.80	9.82	8.71	9.75
APR	22.78	9.70	13.82	12.00
MAY	12.80	11.90	10.84	
JUN	12.21	11.10	10.54	
JUL	12.12	11.79	10.91	
AUG	13.21	11.98	12.62	
SEP	12.89	13.89	13.35	
OCT	10.99	11.91	13.46	
NOV	11.56	11.27	11.02	
DEC	12.17	11.84	9.39	

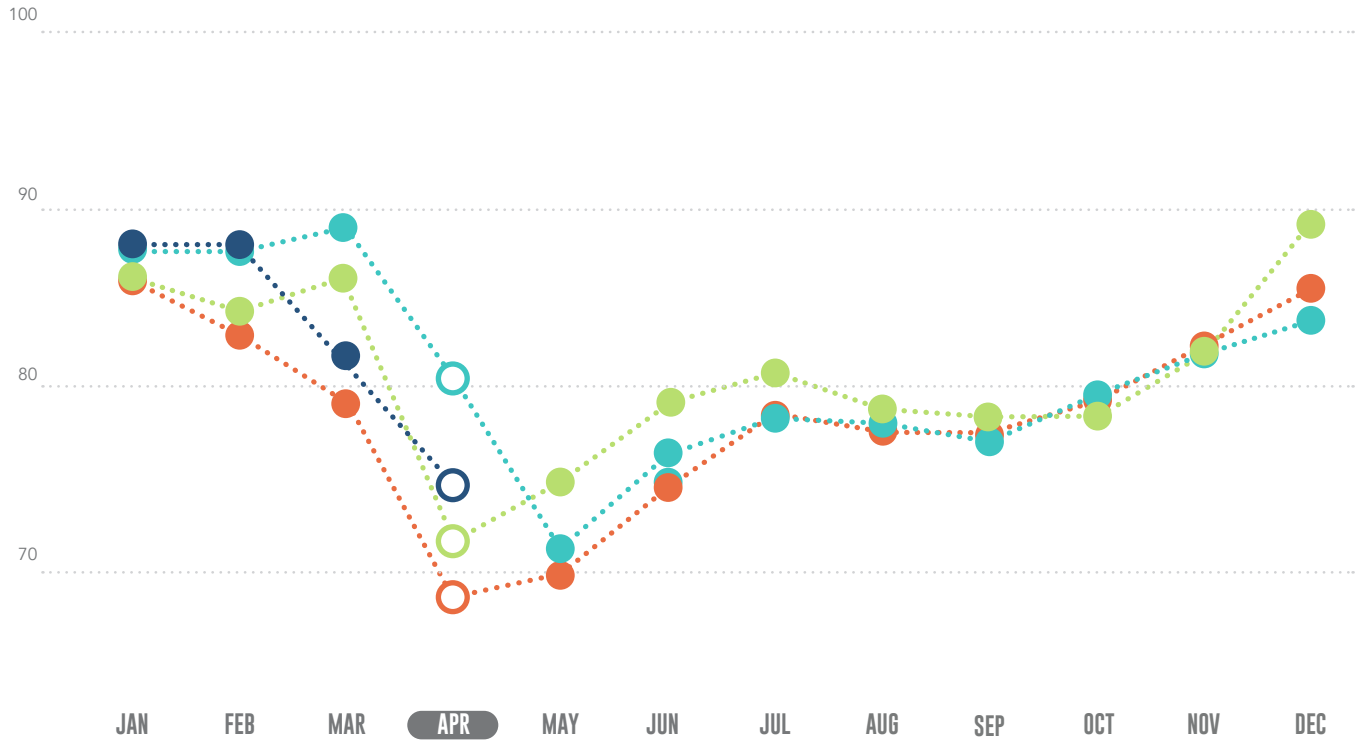


DASHBOARD REPORT - APRIL 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

EXCAVATOR CALL VOLUMES

2022 2023 2024 2025



2022 2023 2024 2025

	2022	2023	2024	2025
JAN	86.38	89.01	86.74	88.94
FEB	83.73	88.59	84.80	89.34
MAR	79.17	89.20	86.39	82.20
APR	67.99	80.03	72.85	75.03
MAY	69.78	71.47	75.40	
JUN	74.68	76.53	78.90	
JUL	78.14	78.07	81.03	
AUG	76.81	77.95	78.52	
SEP	76.65	76.29	78.15	
OCT	79.21	79.58	78.74	
NOV	83.76	83.02	82.98	
DEC	86.75	84.36	89.13	

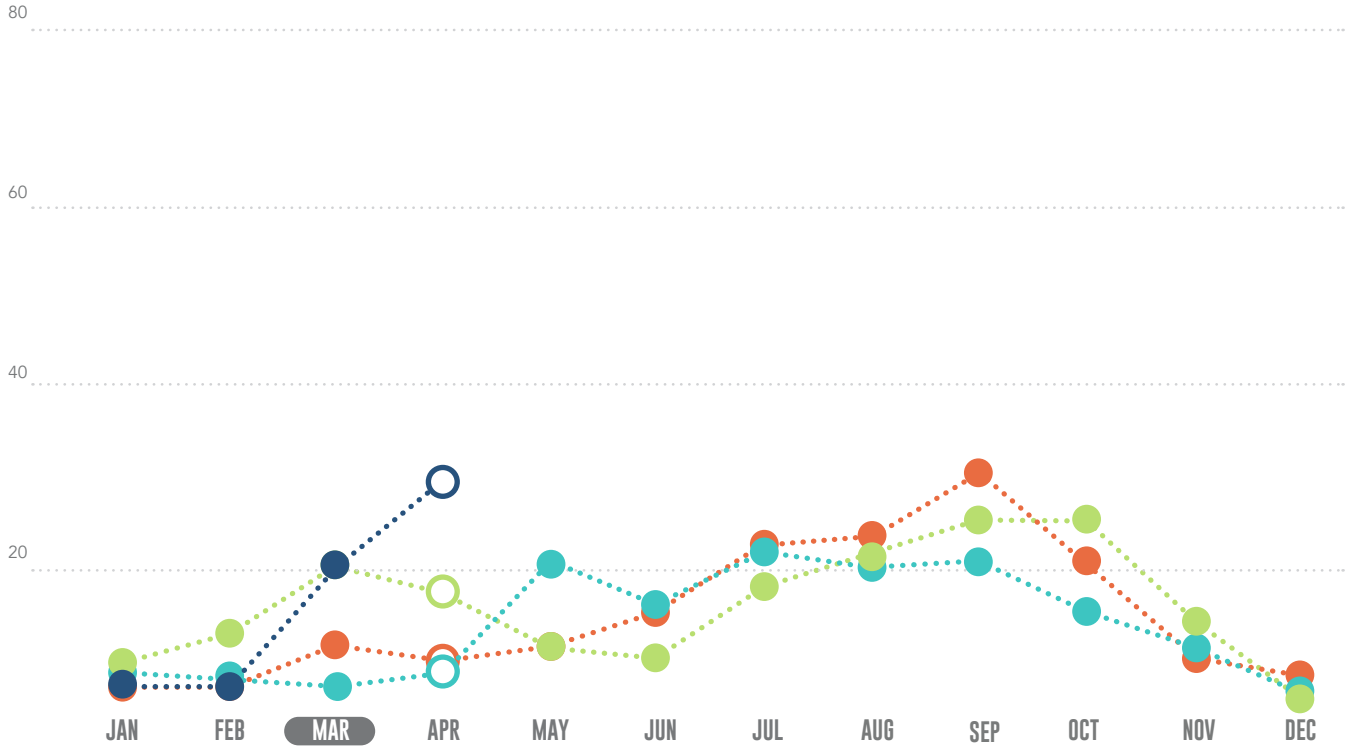


DASHBOARD REPORT - APRIL 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

AVERAGE HOLD TIME

2022 2023 2024 2025

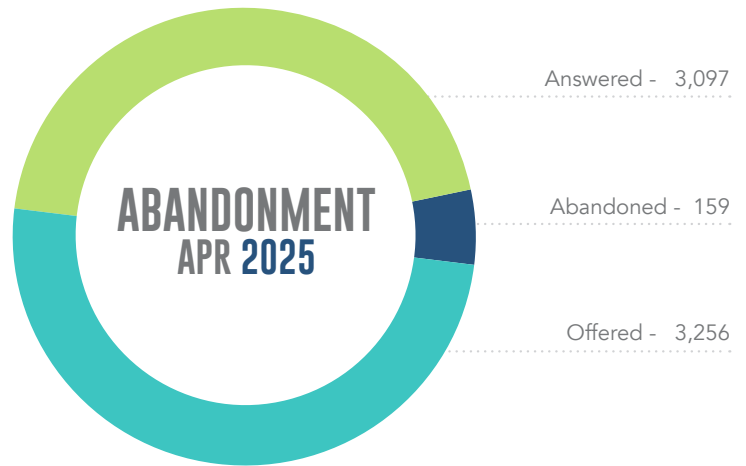
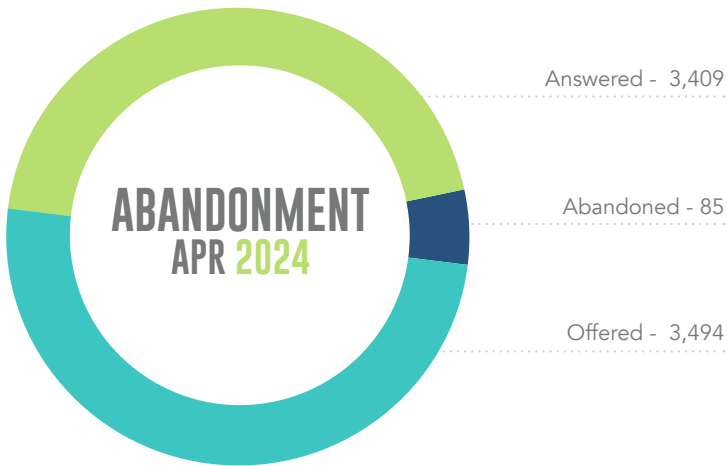
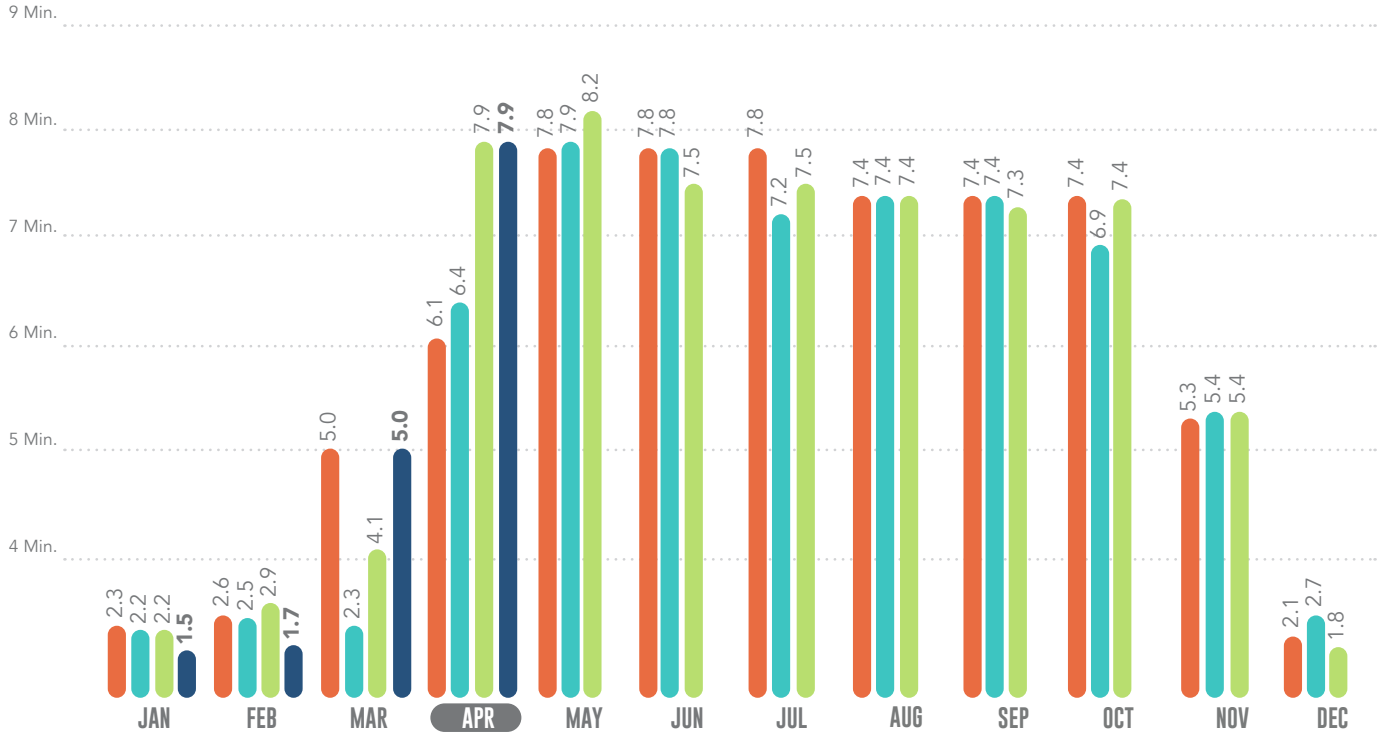


2022 2023 2024 2025

	2022	2023	2024	2025
JAN	2	6	10	5
FEB	4	7	12	4
MAR	13	13	21	21
APR	11	10	18	30
MAY	13	21	13	
JUN	17	18	12	
JUL	23	22	19	
AUG	25	20	21	
SEP	29	21	25	
OCT	21	16	25	
NOV	11	12	15	
DEC	7	4	2	

AVERAGE CALL DURATION

2022 2023 2024 2025



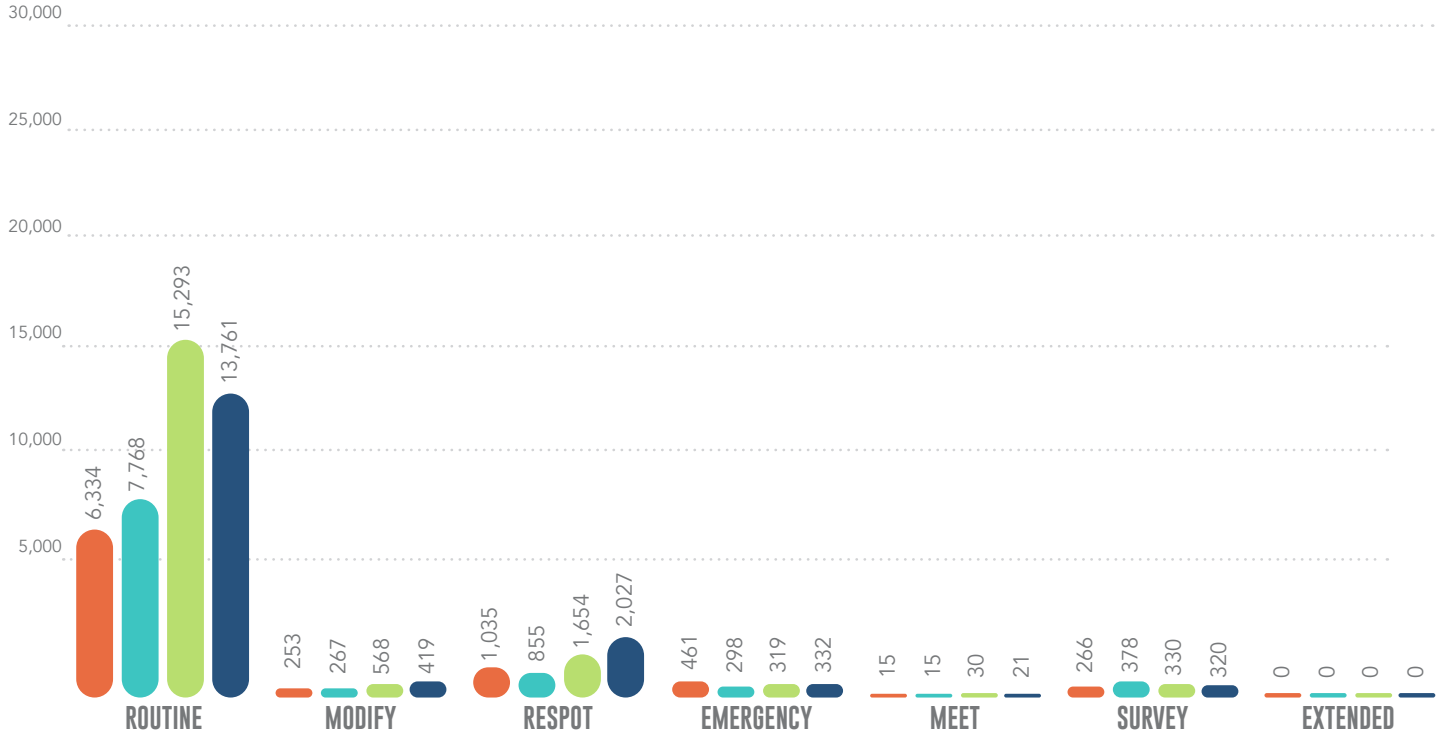


DASHBOARD REPORT - APRIL 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

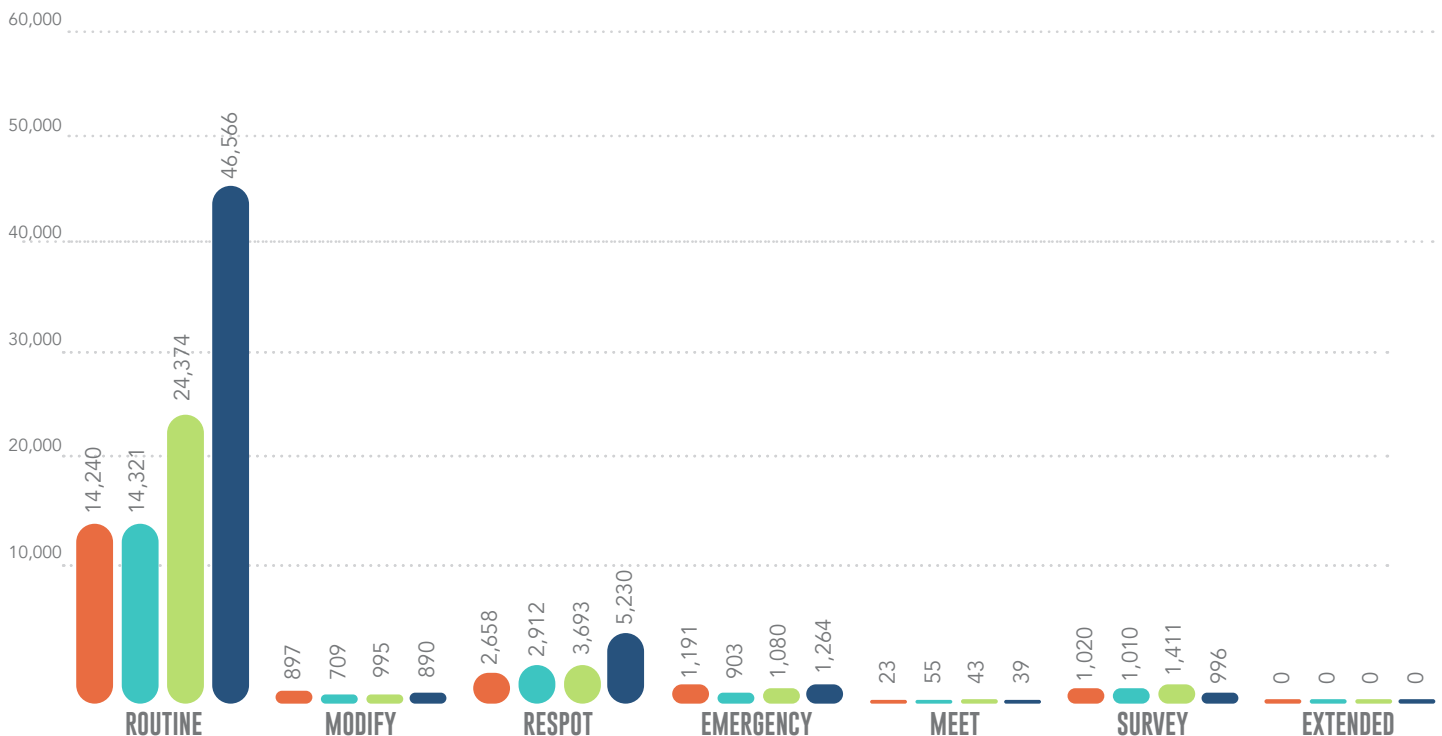
INCOMING TICKET TYPES APR

2022 2023 2024 2025



INCOMING TICKETS TYPES APR Y-T-D

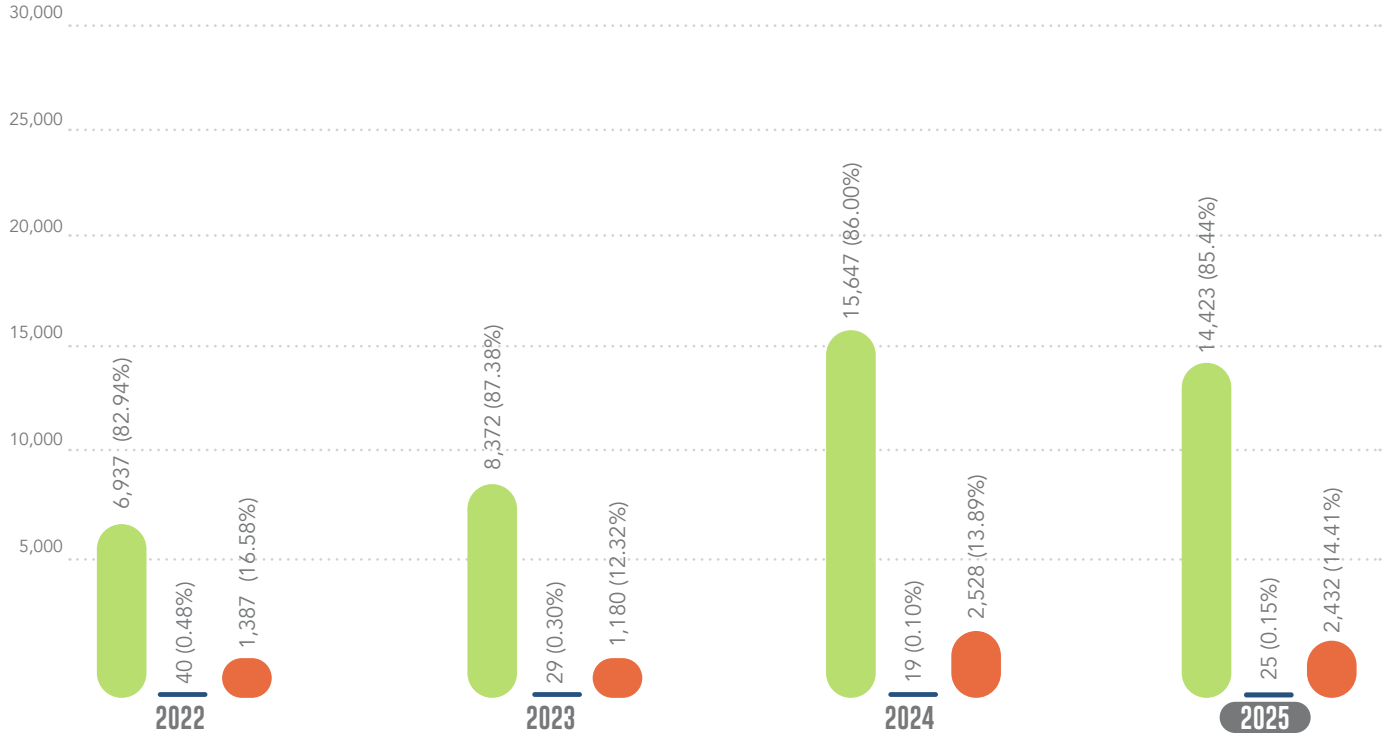
2022 2023 2024 2025



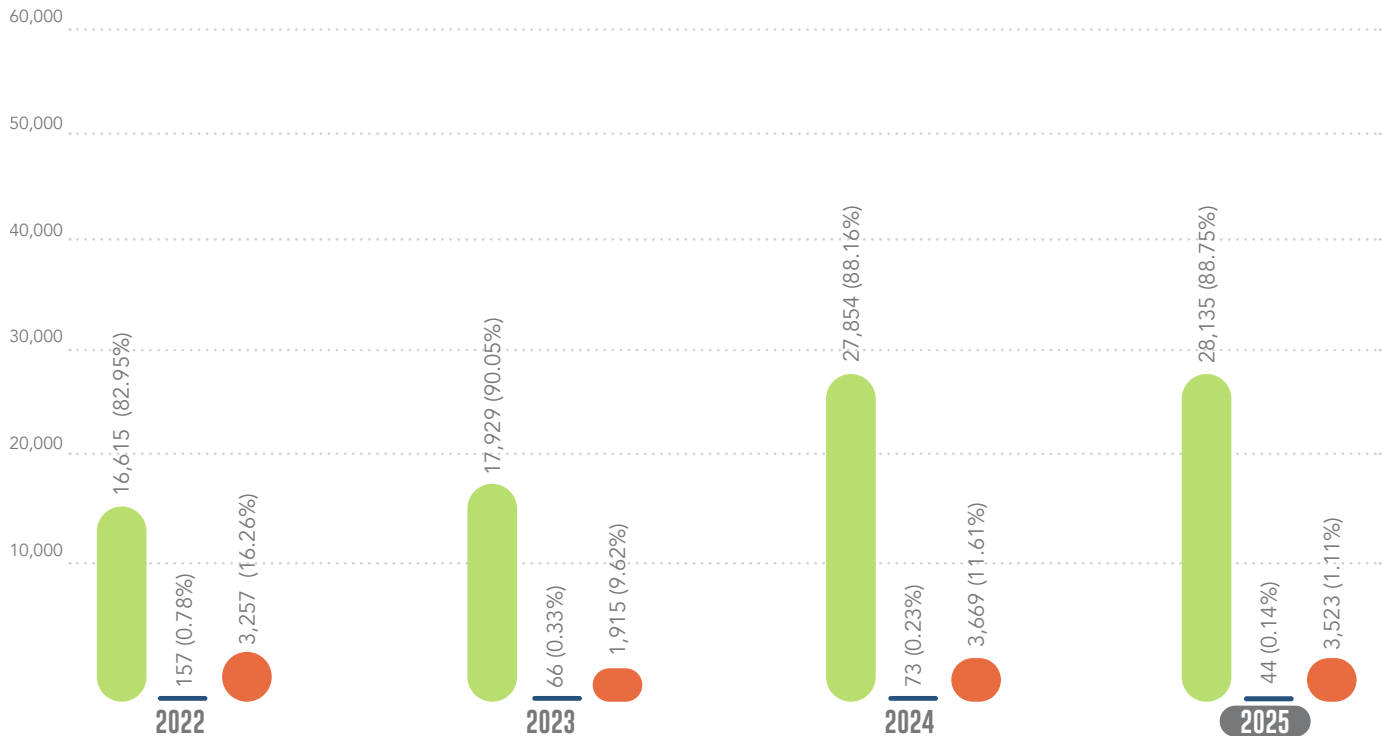
RECEIPT METHODS APR



ITIC Mobile = 0

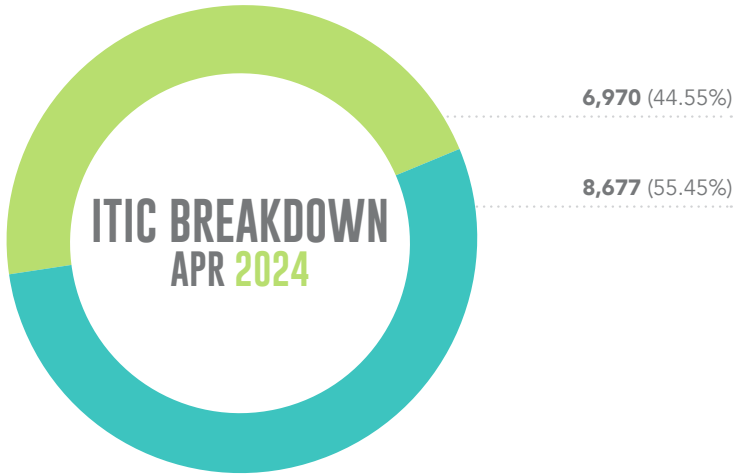


RECEIPT METHODS APR Y-T-D

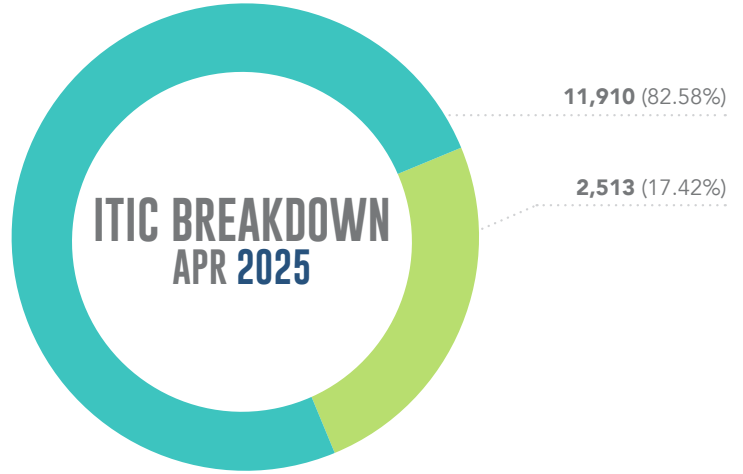


IN REVIEW

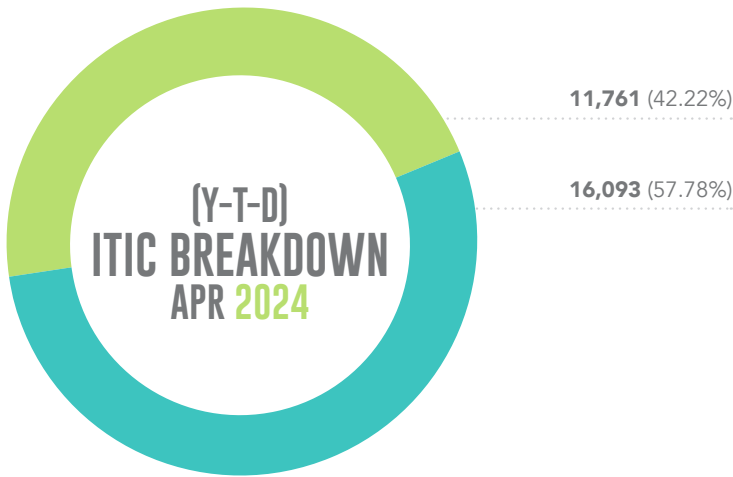
DIRECT RELEASE



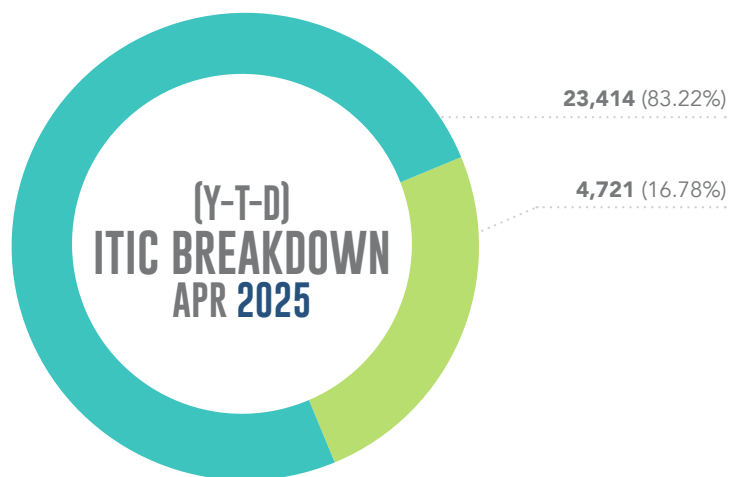
OVERALL ITIC % - 86.00%



OVERALL ITIC % - 85.44%



OVERALL ITIC % - 88.16%



OVERALL ITIC % - 88.75%



DASHBOARD REPORT - APRIL 2025

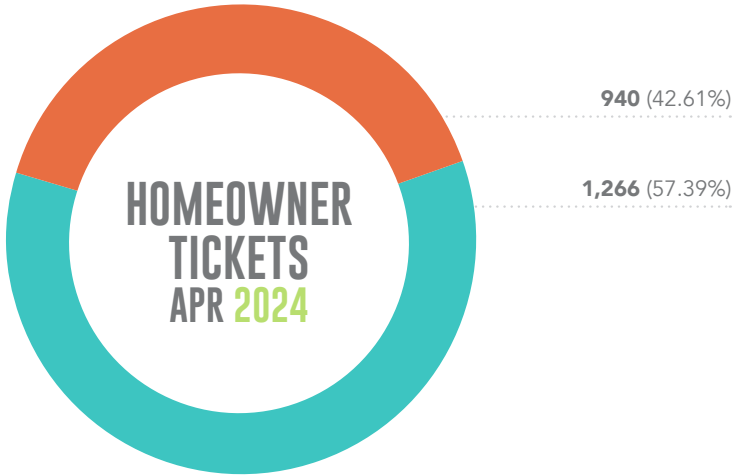
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB

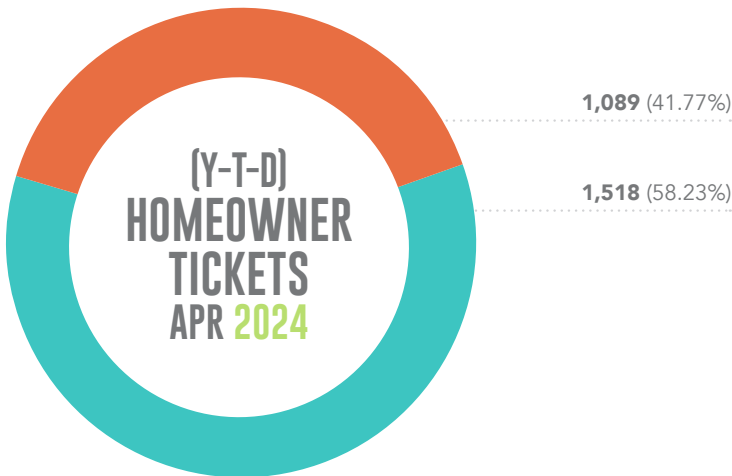
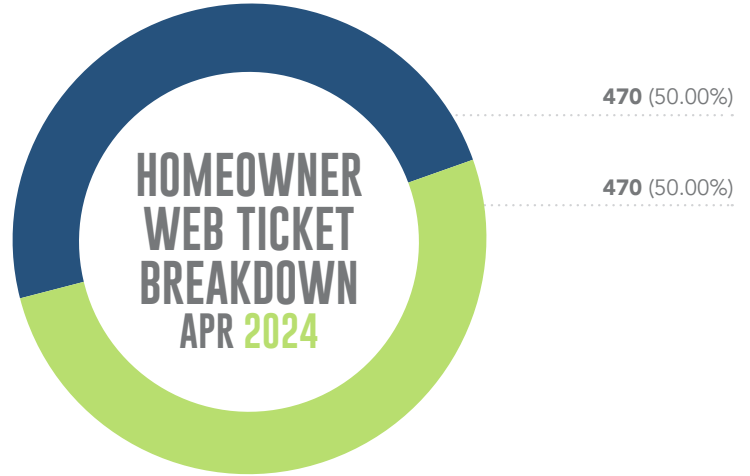
PHONE-IN

IN REVIEW

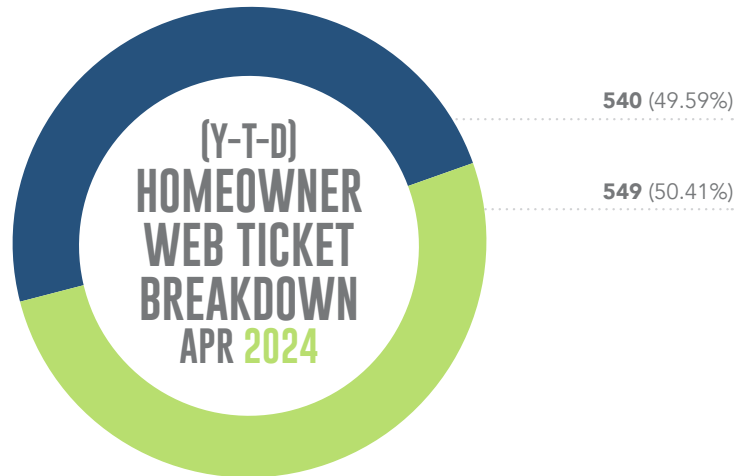
DIRECT RELEASE



MONTHLY HOMEOWNER TICKETS - 2,206



YTD HOMEOWNER TICKETS - 2,607





DASHBOARD REPORT - APRIL 2025

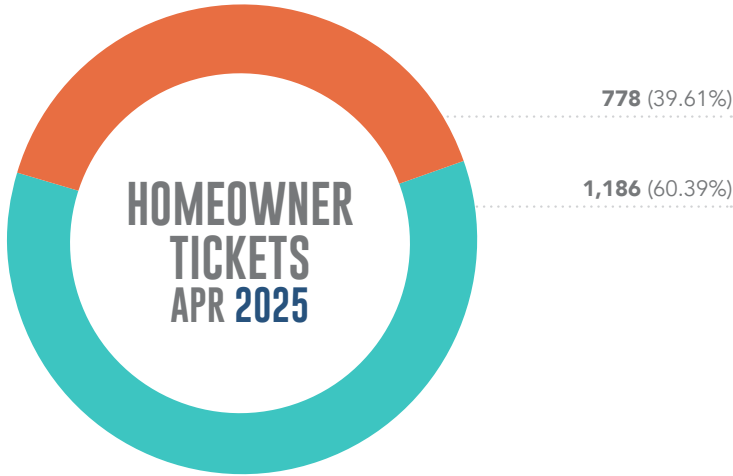
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB

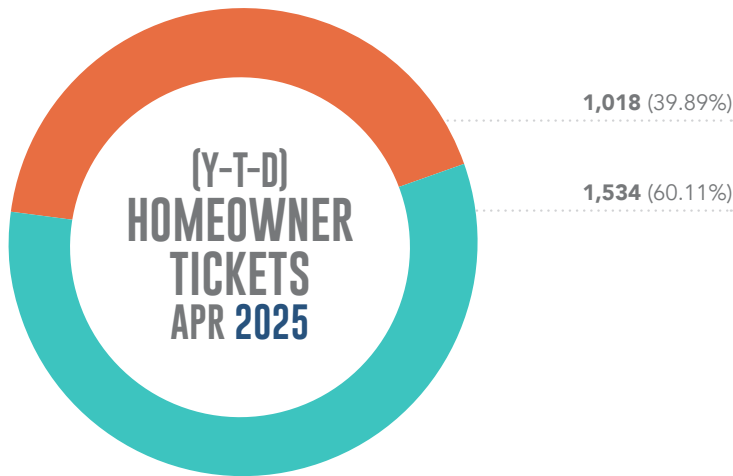
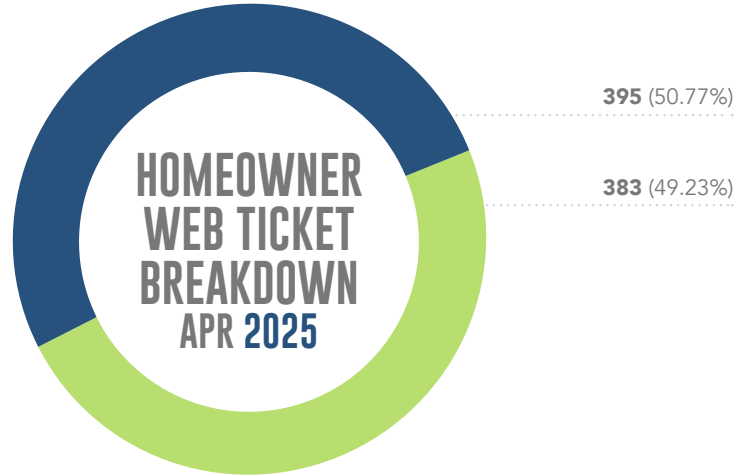
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IN REVIEW

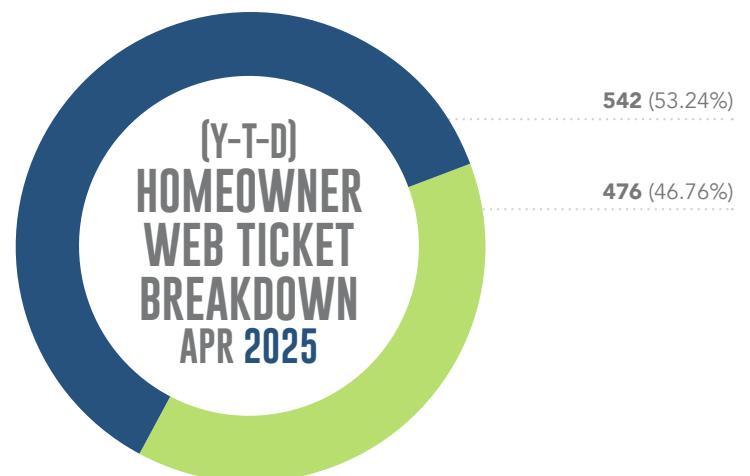
DIRECT RELEASE



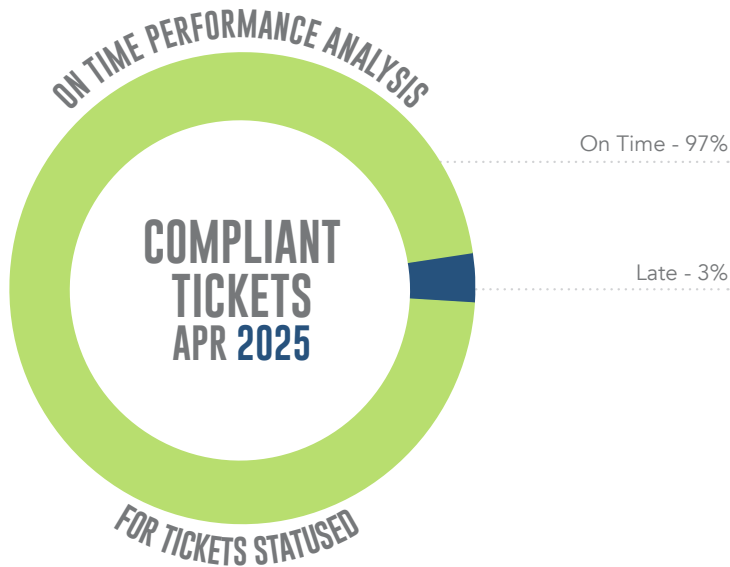
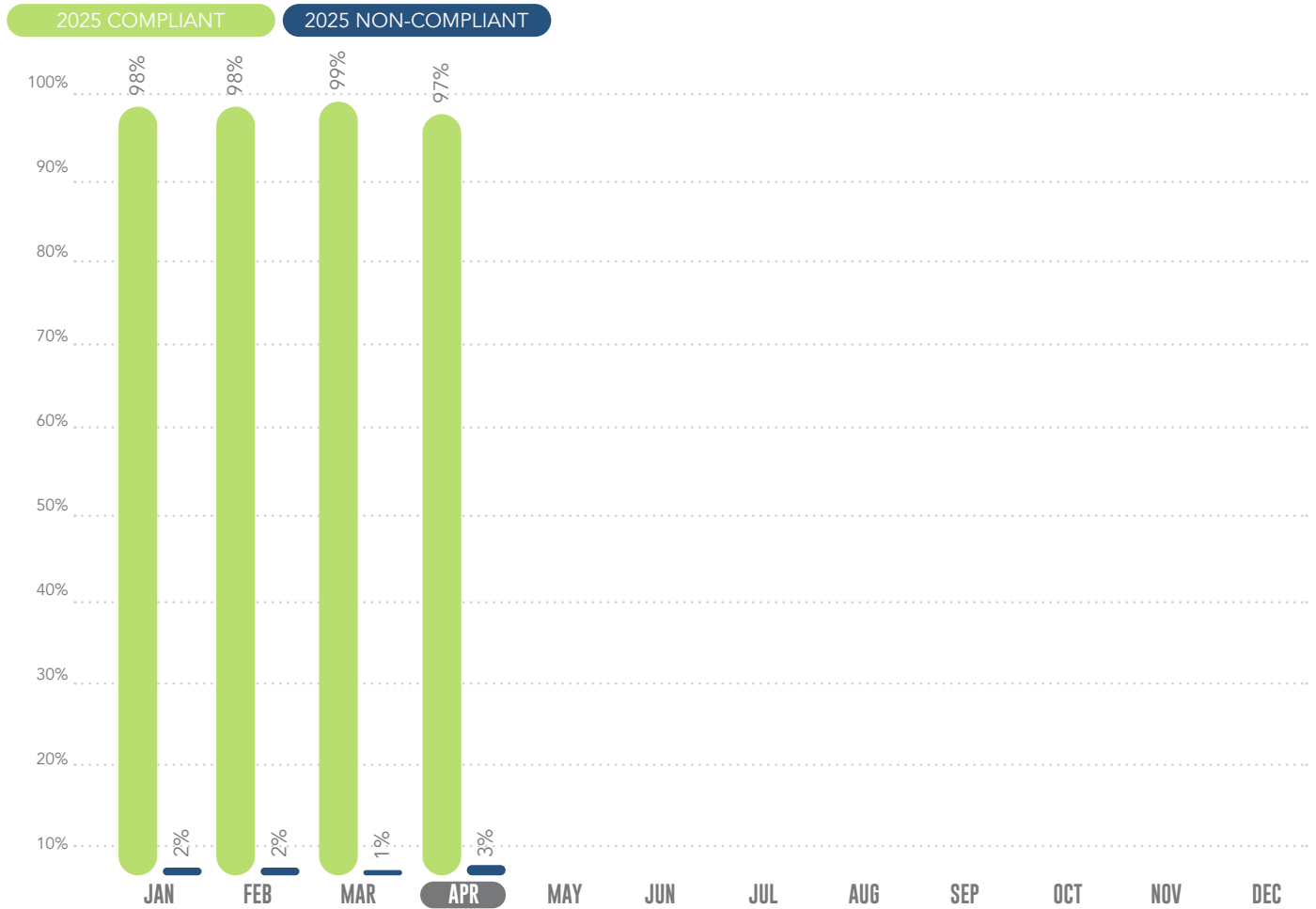
MONTHLY HOMEOWNER TICKETS - 1,964



YTD HOMEOWNER TICKETS - 2,552



POSITIVE RESPONSE COMPLIANCE





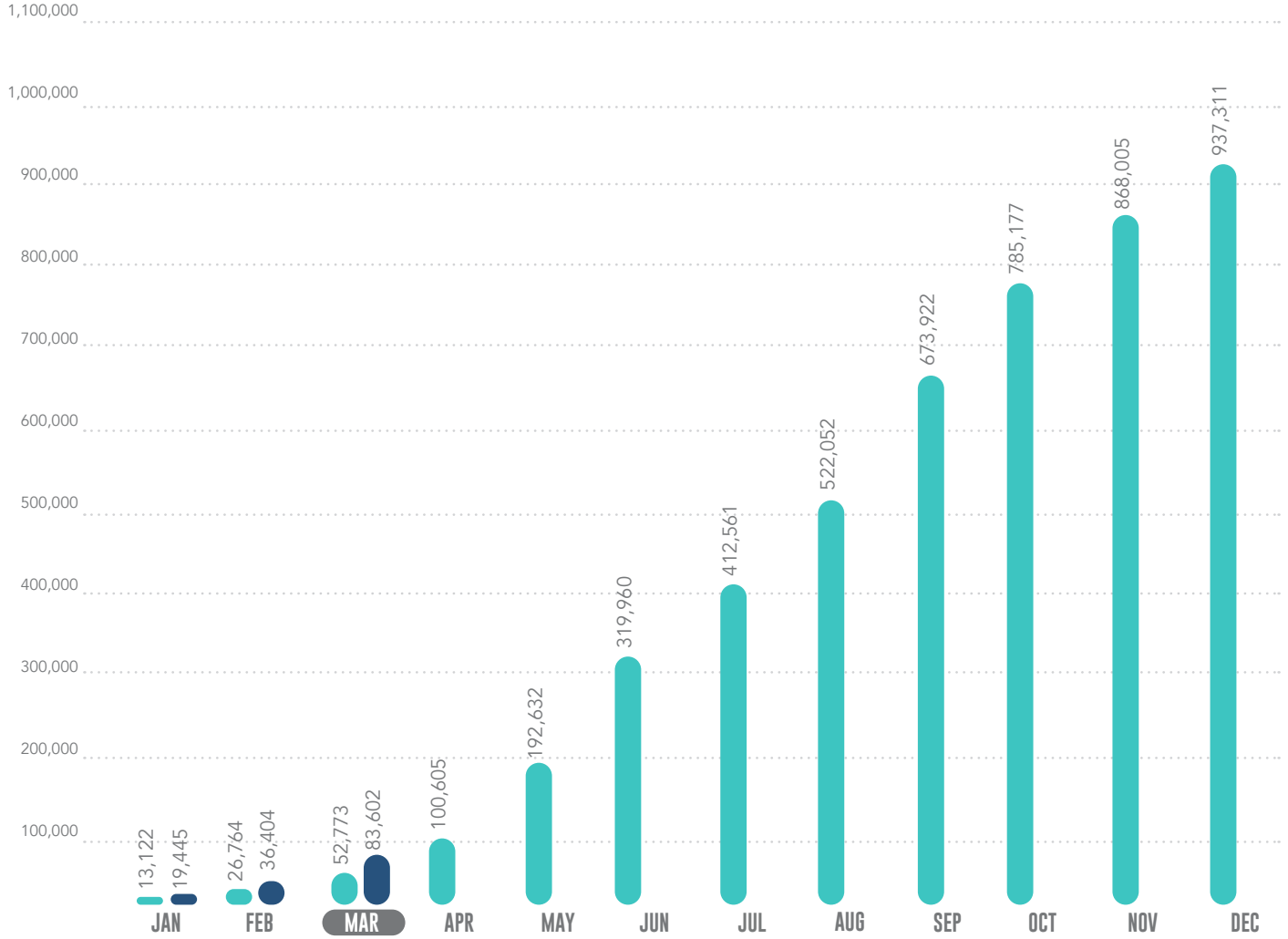
DASHBOARD REPORT - APRIL 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

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

2011*

2025



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

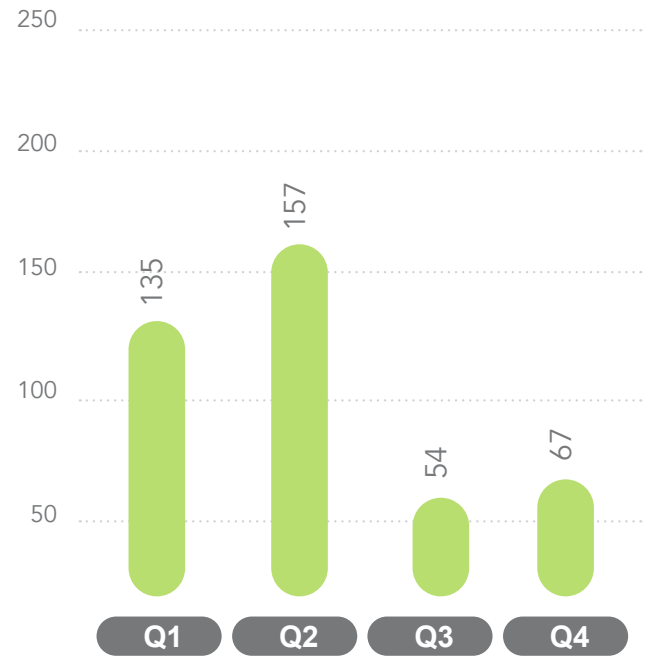
*The ticket volume for 2011 is actual and used as a reference only. Per the contract, effective March 1, 2024, the volume discount is in excess of 940,000 tickets.



CREATIVE HOURS - 4TH QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Spanish version of NDOC website	1:00
NDOC Dashboards	25:50
NDOC ITICnxt Update	18:15
NDOC Social Media	12:15
NDOC Website Changes	1:00
Subtotal	58:20:00
Management Review (+15%)	8:45:00
Grand Total with Review	67:05:00

CREATIVE HOURS - 2024





North Dakota One Call 2024 Creative Hours.xlsx
2024 Summary

Quarter	Hours
First Quarter	135:13:15
Second Quarter	156:52:45
Third Quarter	53:40:00
Fourth Quarter	67:05:00
Grand Total	345:46:00



North Dakota One Call 2024 Creative Hours.xlsx
First Quarter Detail

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
Grand Total with Review	135:13:15



North Dakota One Call 2024 Creative Hours.xlsx
Second Quarter Detail

Project Name	Hours Worked
NDOC Dashboards	32:15
NDOC Handbook Update and Redesign	82:00
NDOC Social media	15:30
NDOC State Fair Sponsor Logo Artwork	4:55
NDOC Website Changes	1:45
Subtotal	136:25:00
Management Review (+15%)	20:27:45
Grand Total with Review	156:52:45



North Dakota One Call 2024 Creative Hours.xlsx
Third Quarter Detail

Project Name	Hours Worked
NDOC Dashboards	29:50
NDOC Handbook Update and Redesign	0:30
NDOC Private Facilities Graphic Text Update	2:35
NDOC Social media	12:00
NDOC Website Changes	1:45
Subtotal	46:40:00
Management Review (+15%)	7:00:00
Grand Total with Review	53:40:00



North Dakota One Call 2024 Creative Hours.xlsx
Fourth Quarter Detail

Project Name	Hours Worked
NDOC Spanish version of NDOC website	1:00
NDOC Dashboards	25:50
NDOC ITICnxt Update	18:15
NDOC Social media	12:15
NDOC Website Changes	1:00
Subtotal	58:20:00
Management Review (+15%)	8:45:00
Grand Total with Review	67:05:00