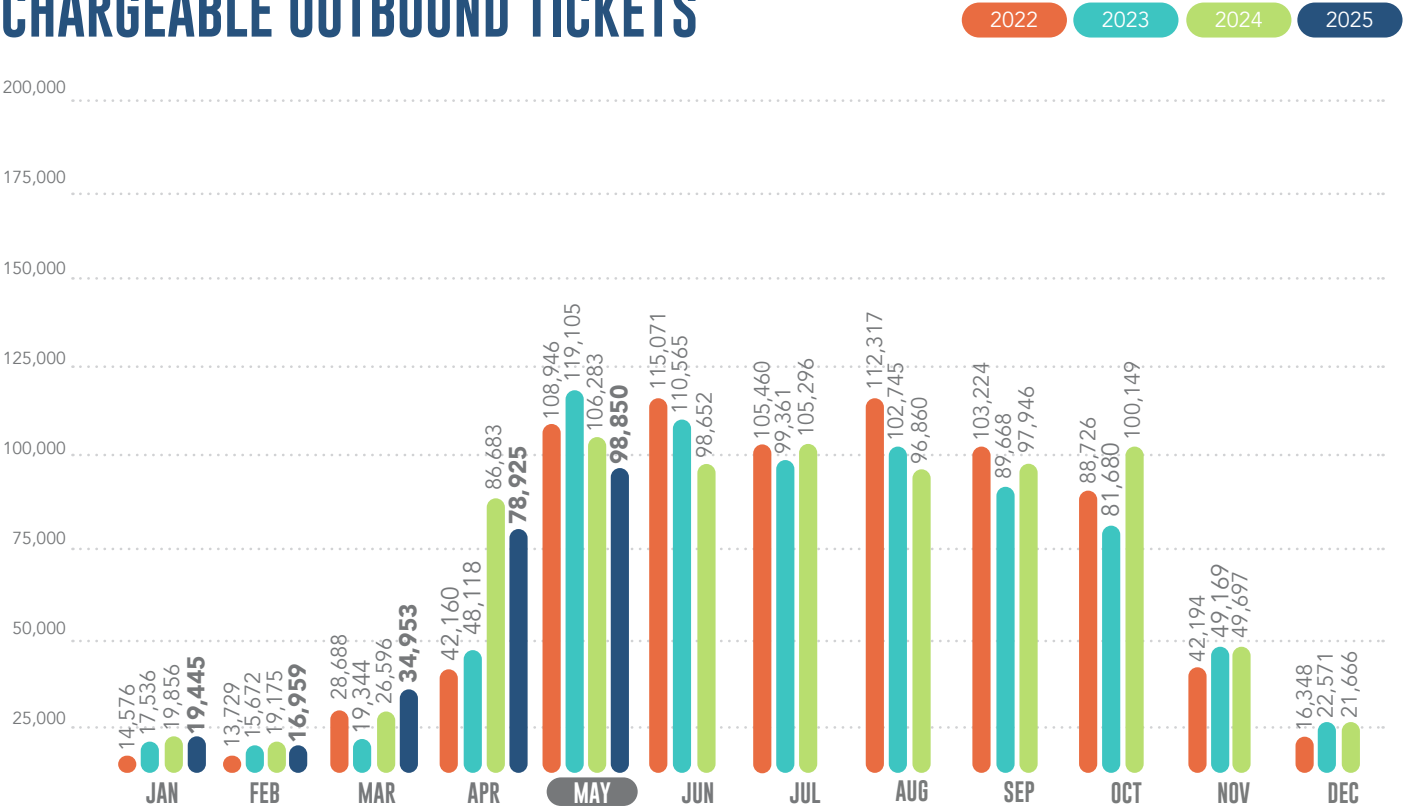
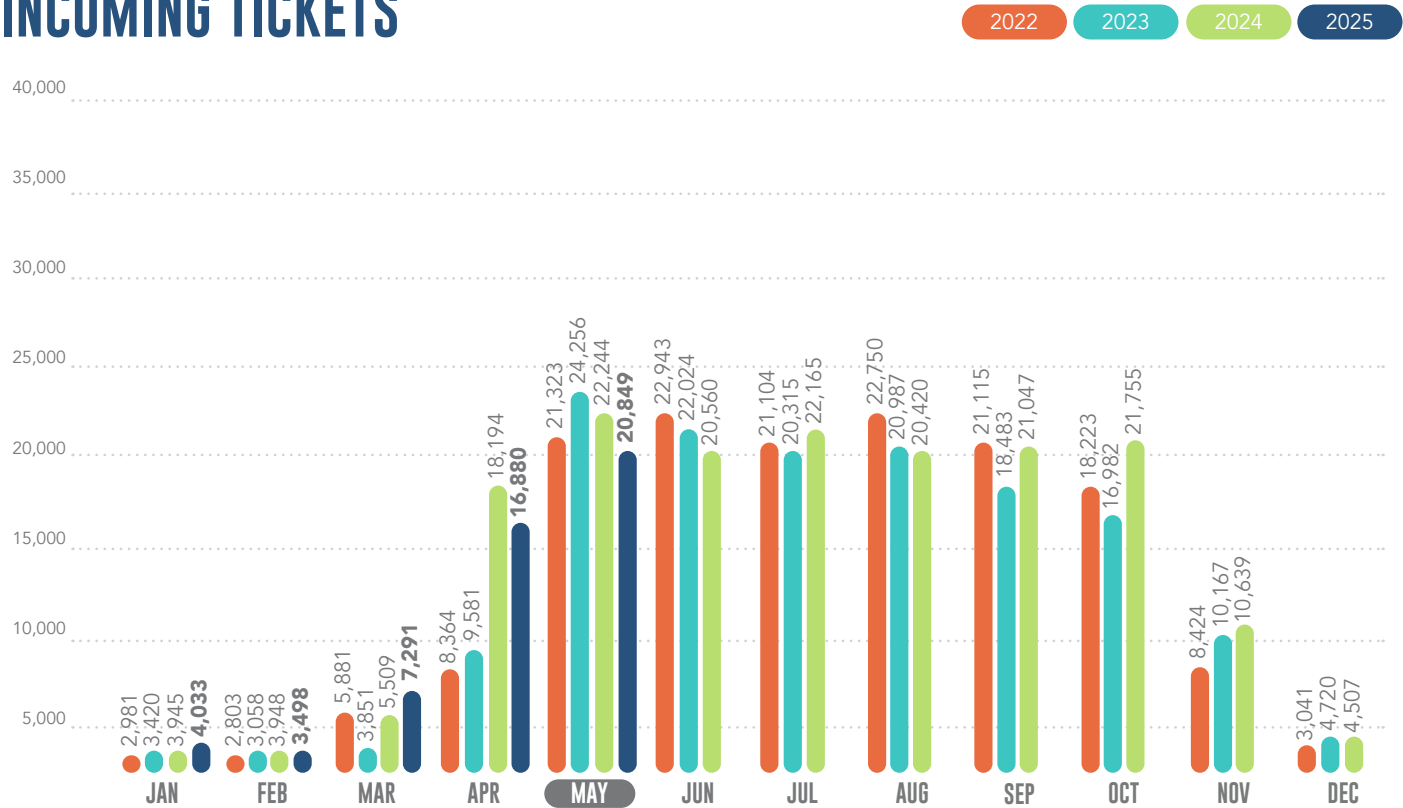




CHARGEABLE OUTBOUND TICKETS



INCOMING TICKETS

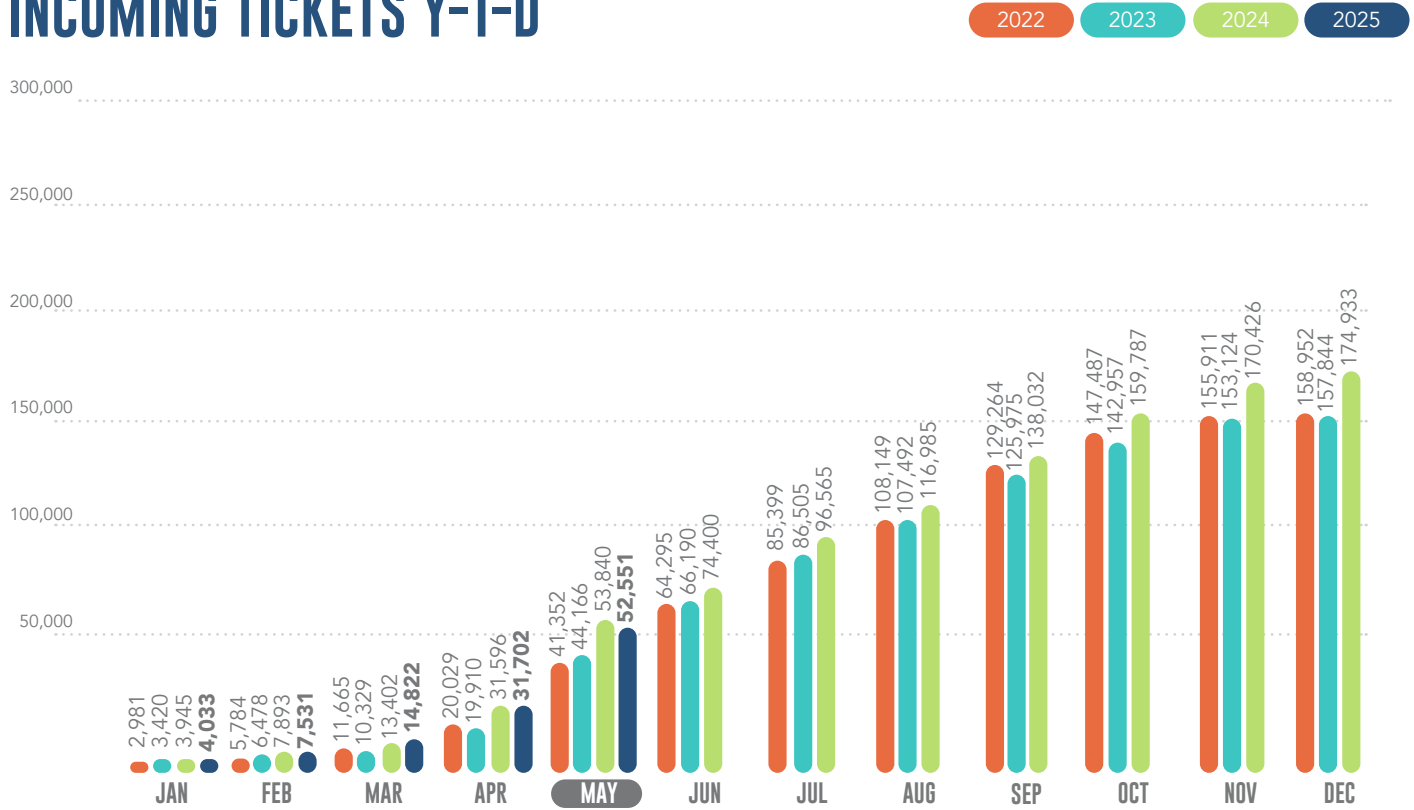




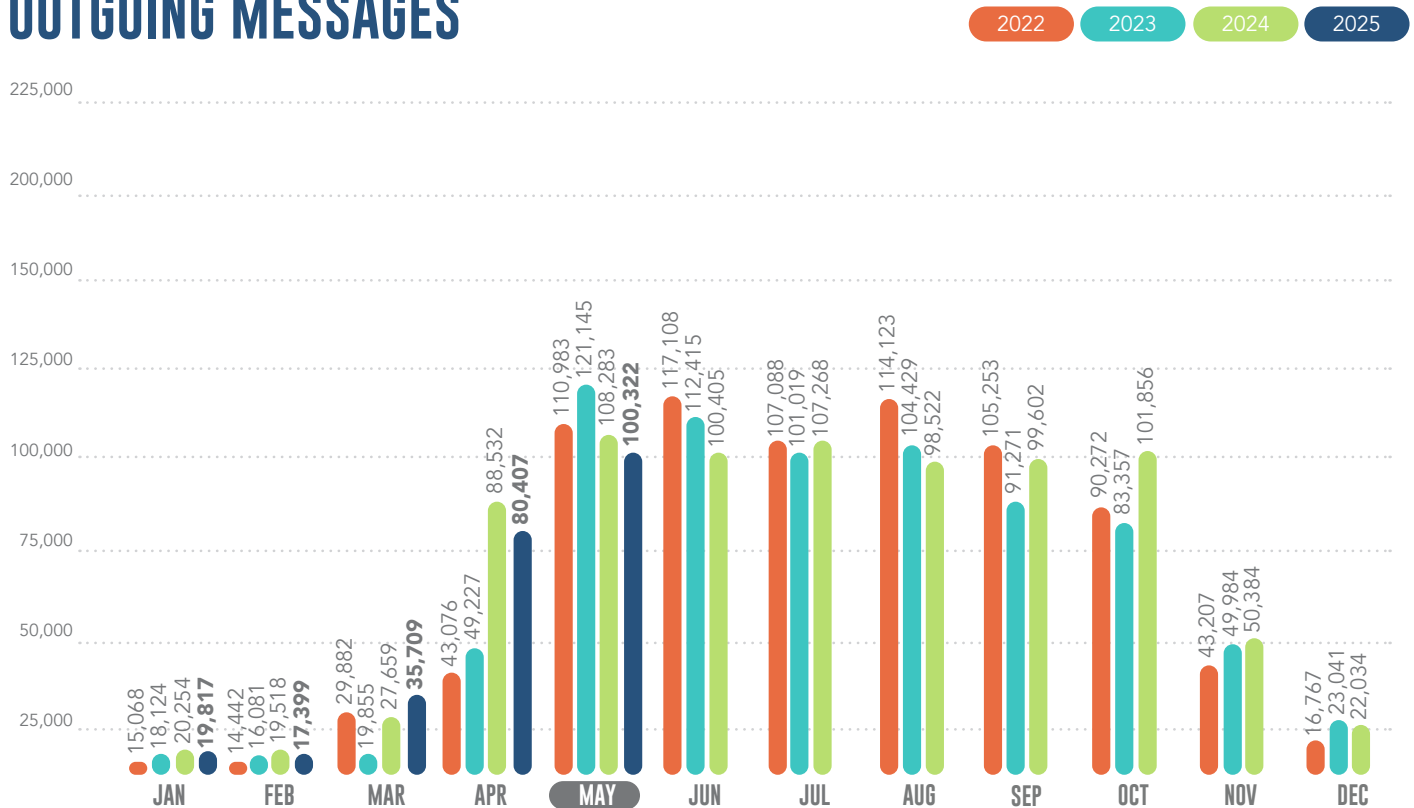
DASHBOARD REPORT - MAY 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

INCOMING TICKETS Y-T-D



OUTGOING MESSAGES

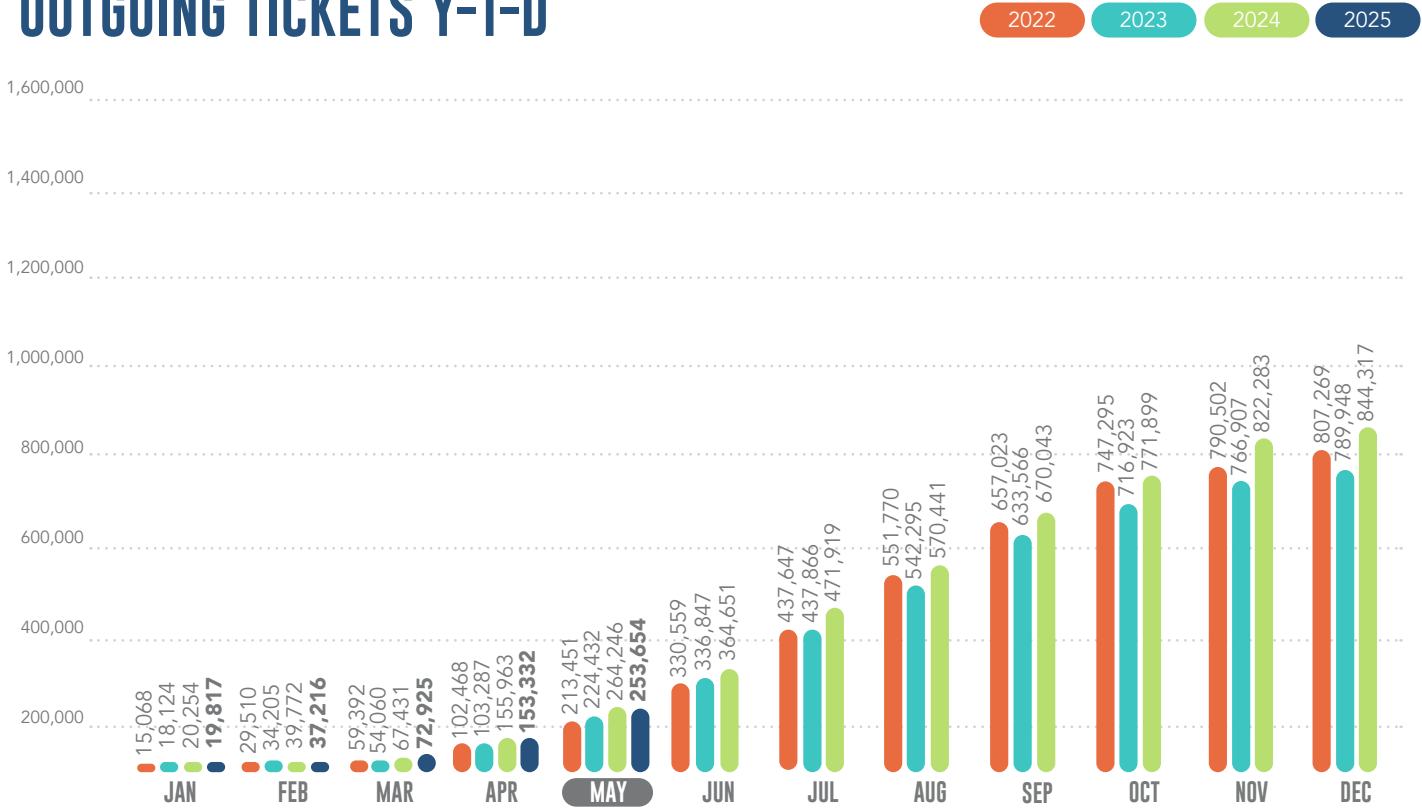




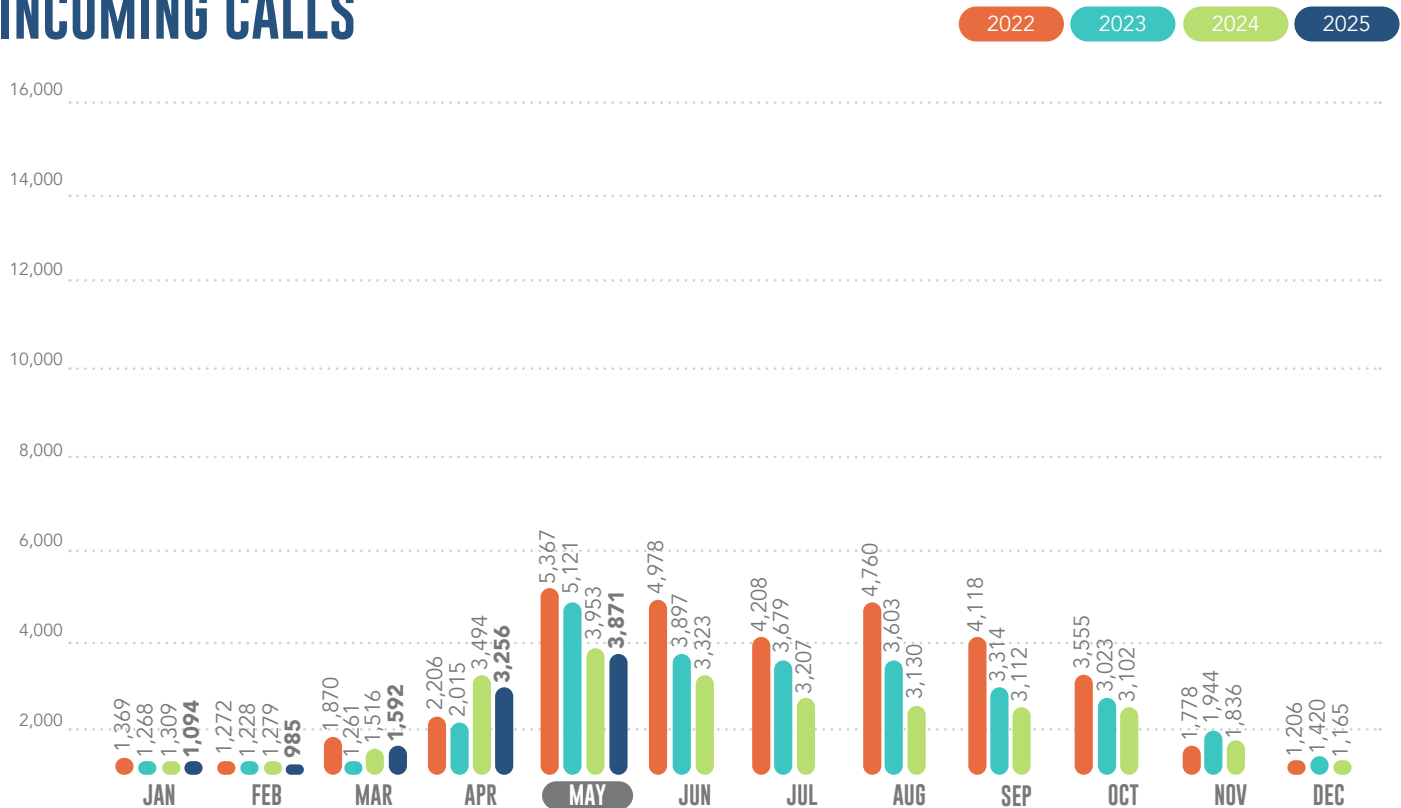
DASHBOARD REPORT - MAY 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

OUTGOING TICKETS Y-T-D



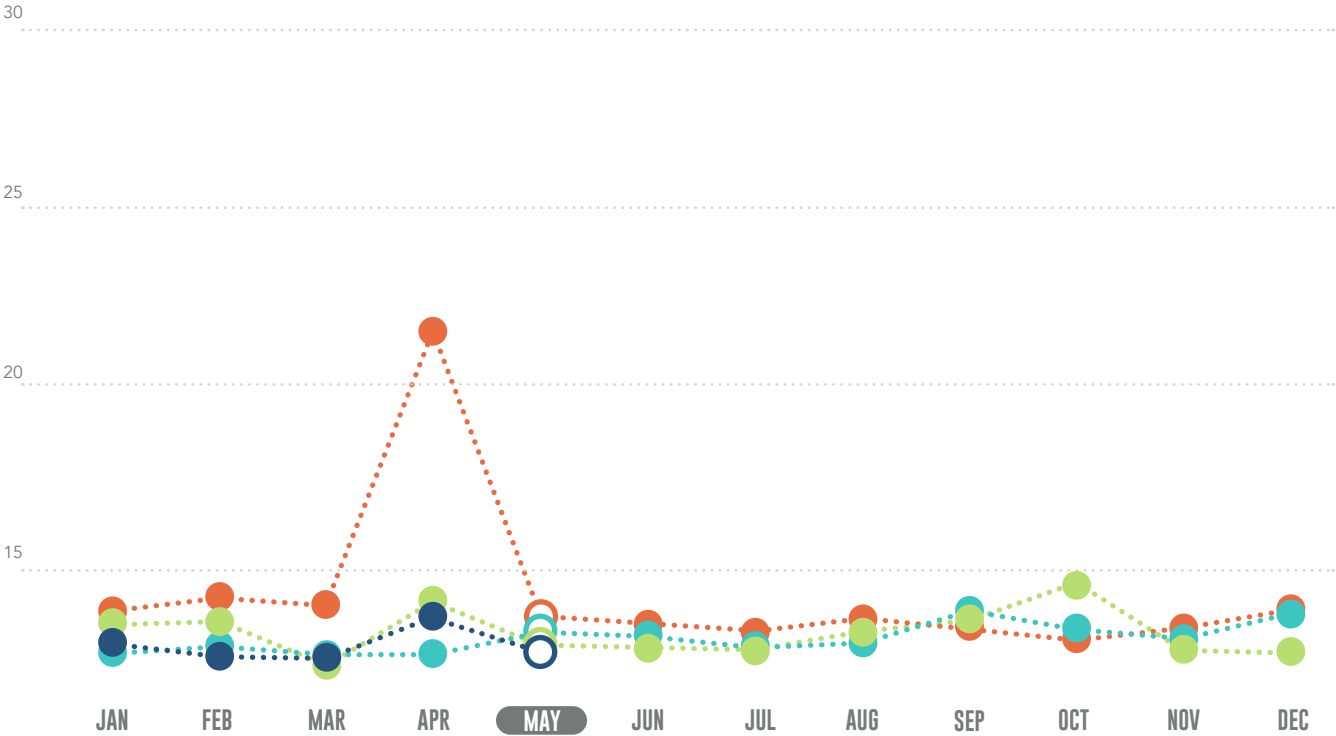
INCOMING CALLS





OPERATOR CALL VOLUMES

2022202320242025



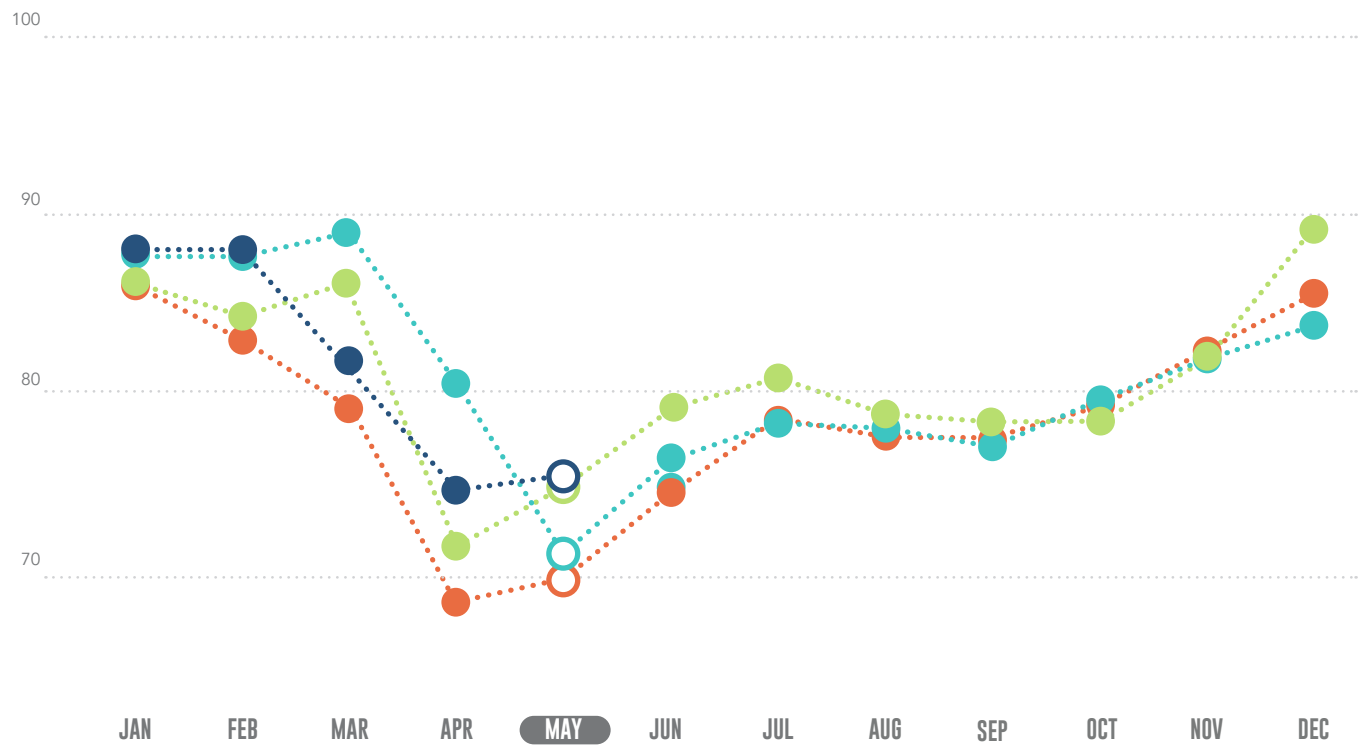
2022202320242025

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	10.15
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	



EXCAVATOR CALL VOLUMES

2022202320242025

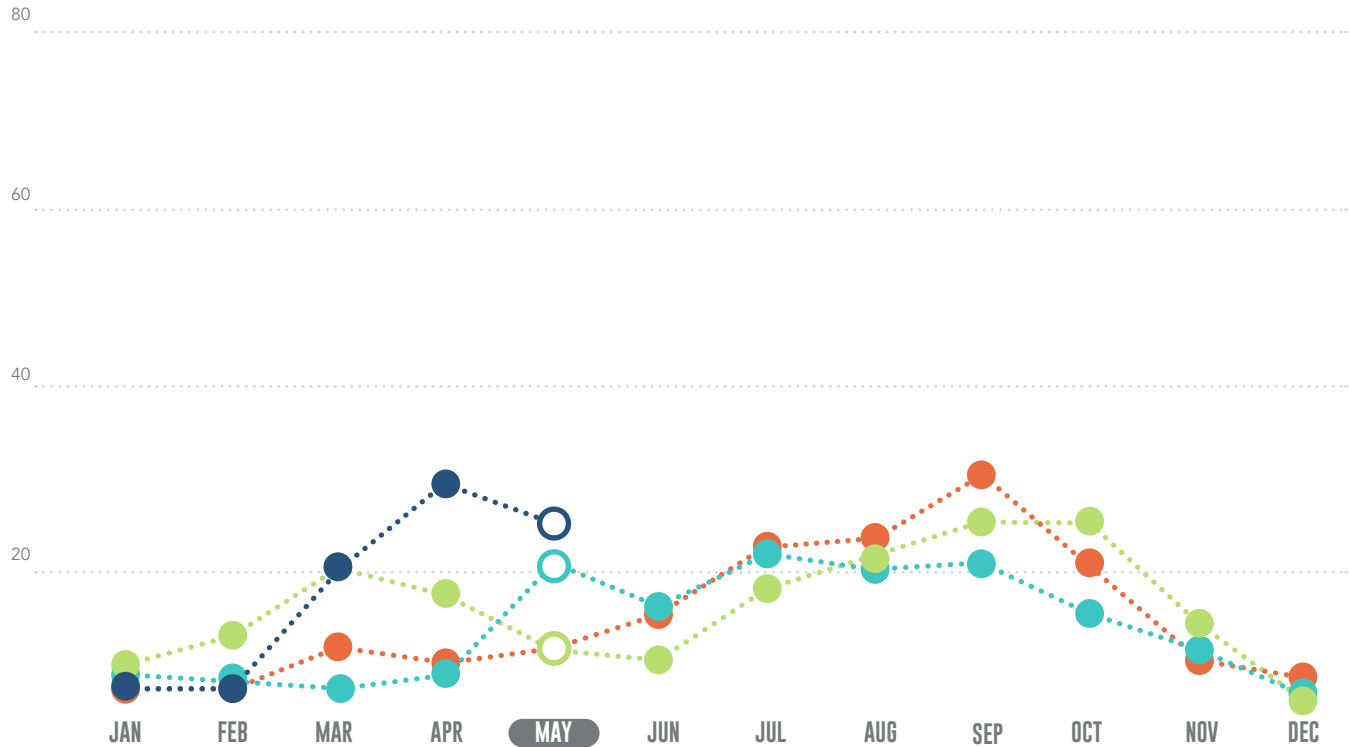


	2022	2023	2024	2025
JAN	86.38	89.01	86.74	88.94
FEB	83.73	88.59	84.80	89.34
MAR	79.17	89.20	86.39	82.20
APR	67.99	80.03	72.85	75.03
MAY	69.78	71.47	75.40	75.55
JUN	74.68	76.53	78.90	
JUL	78.14	78.07	81.03	
AUG	76.81	77.95	78.52	
SEP	76.65	76.29	78.15	
OCT	79.21	79.58	78.74	
NOV	83.76	83.02	82.98	
DEC	86.75	84.36	89.13	



AVERAGE HOLD TIME

2022202320242025



2022202320242025

JAN	2	6	10	5
FEB	4	7	12	4
MAR	13	13	21	21
APR	11	10	18	30
MAY	13	21	13	24
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	

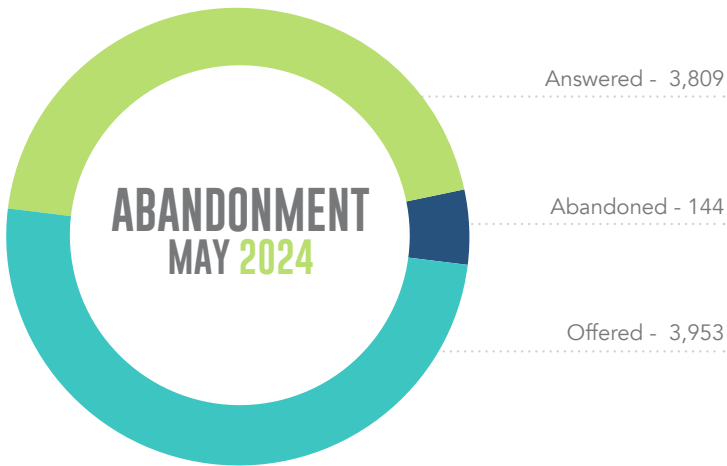
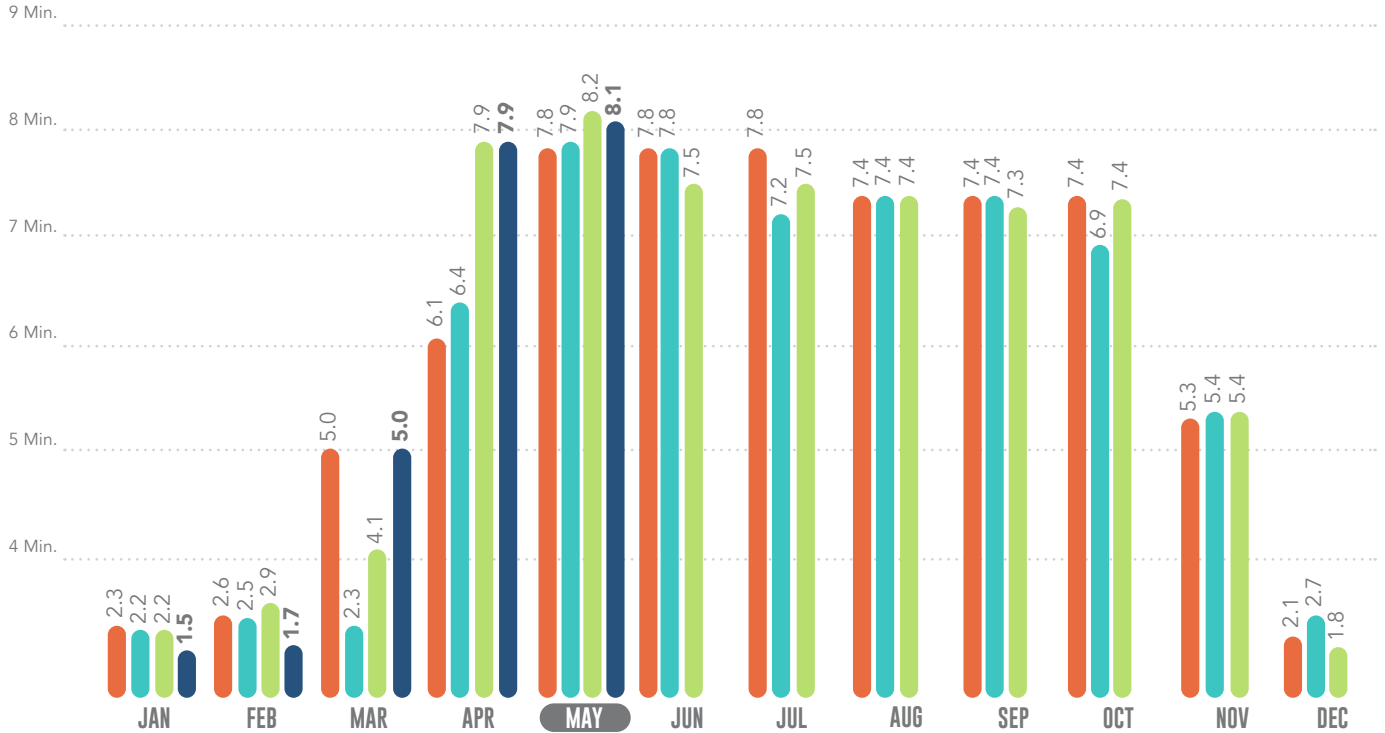


DASHBOARD REPORT - MAY 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

AVERAGE CALL DURATION

2022 2023 2024 2025



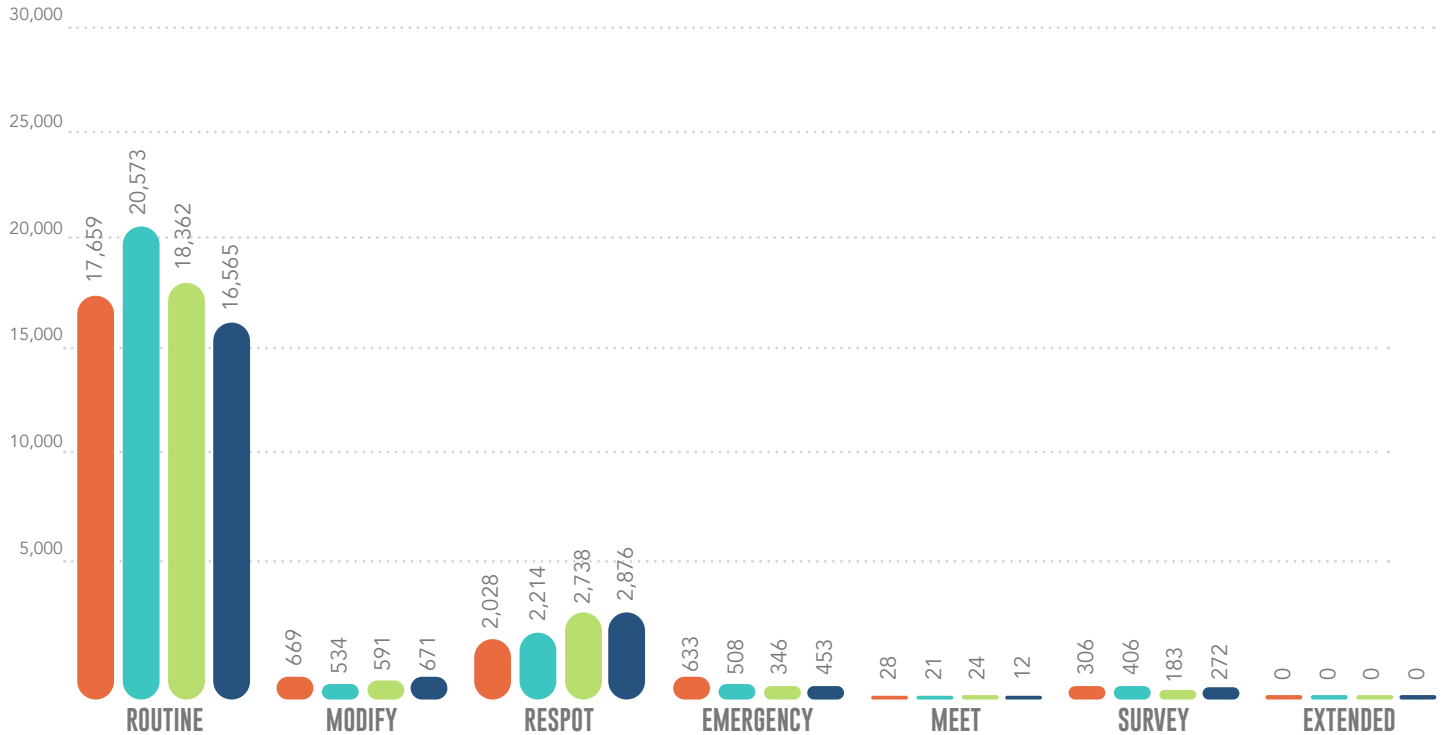


DASHBOARD REPORT - MAY 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

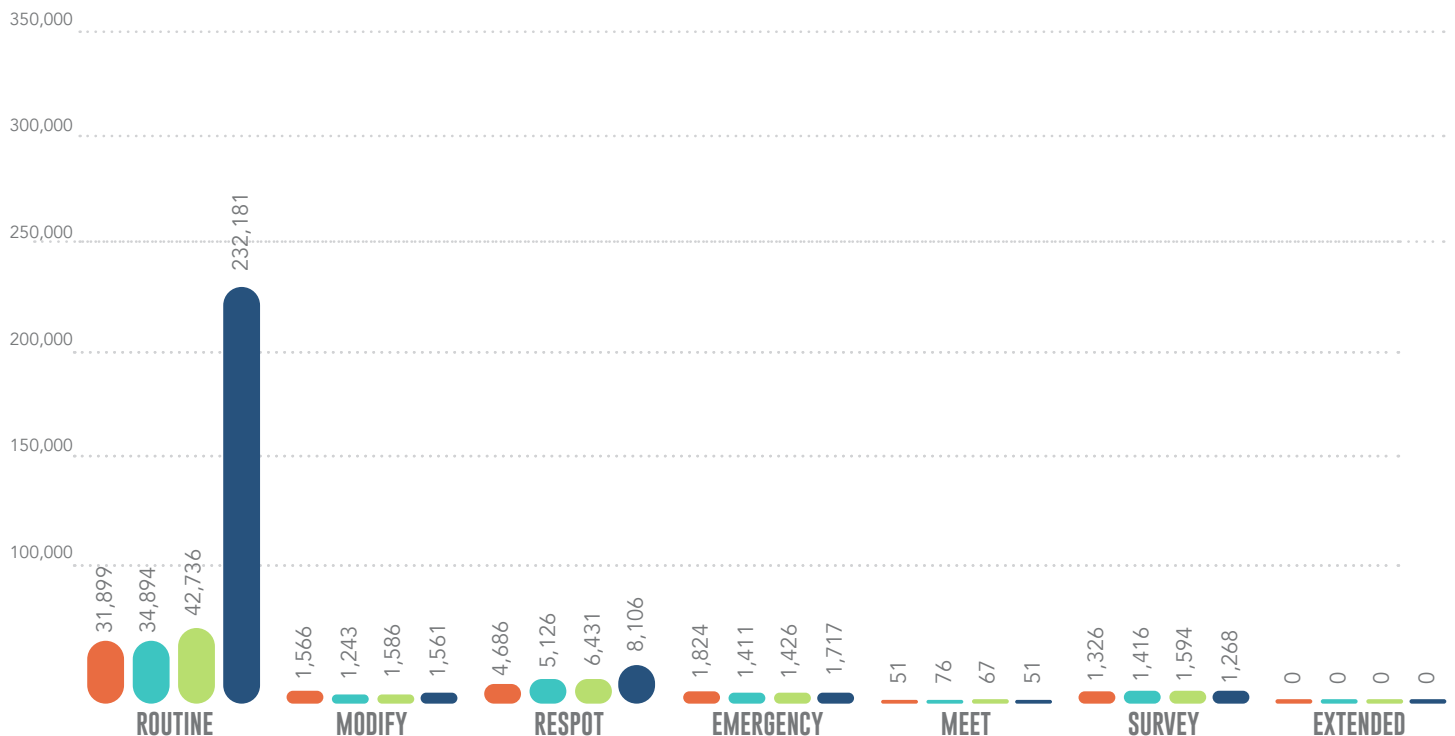
INCOMING TICKET TYPES MAY

2022 2023 2024 2025



INCOMING TICKETS TYPES MAY Y-T-D

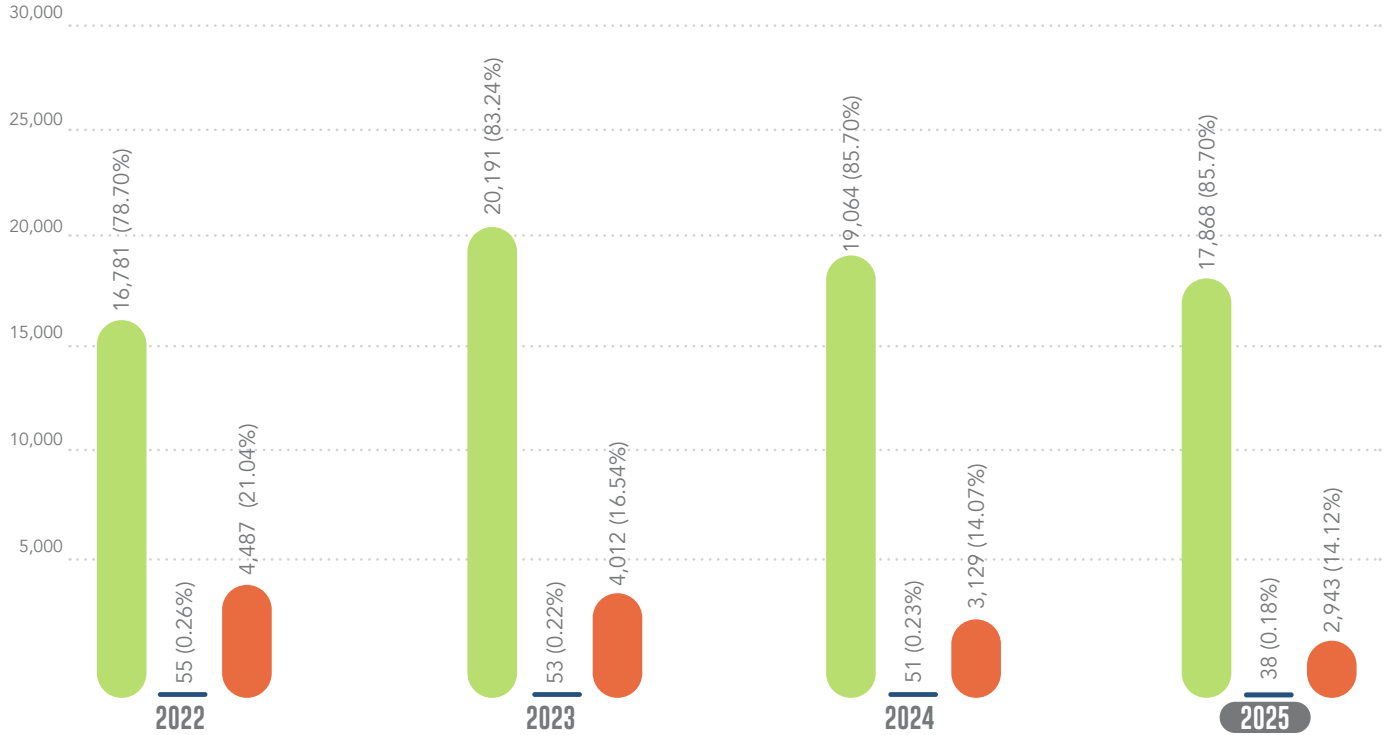
2022 2023 2024 2025



RECEIPT METHODS MAY

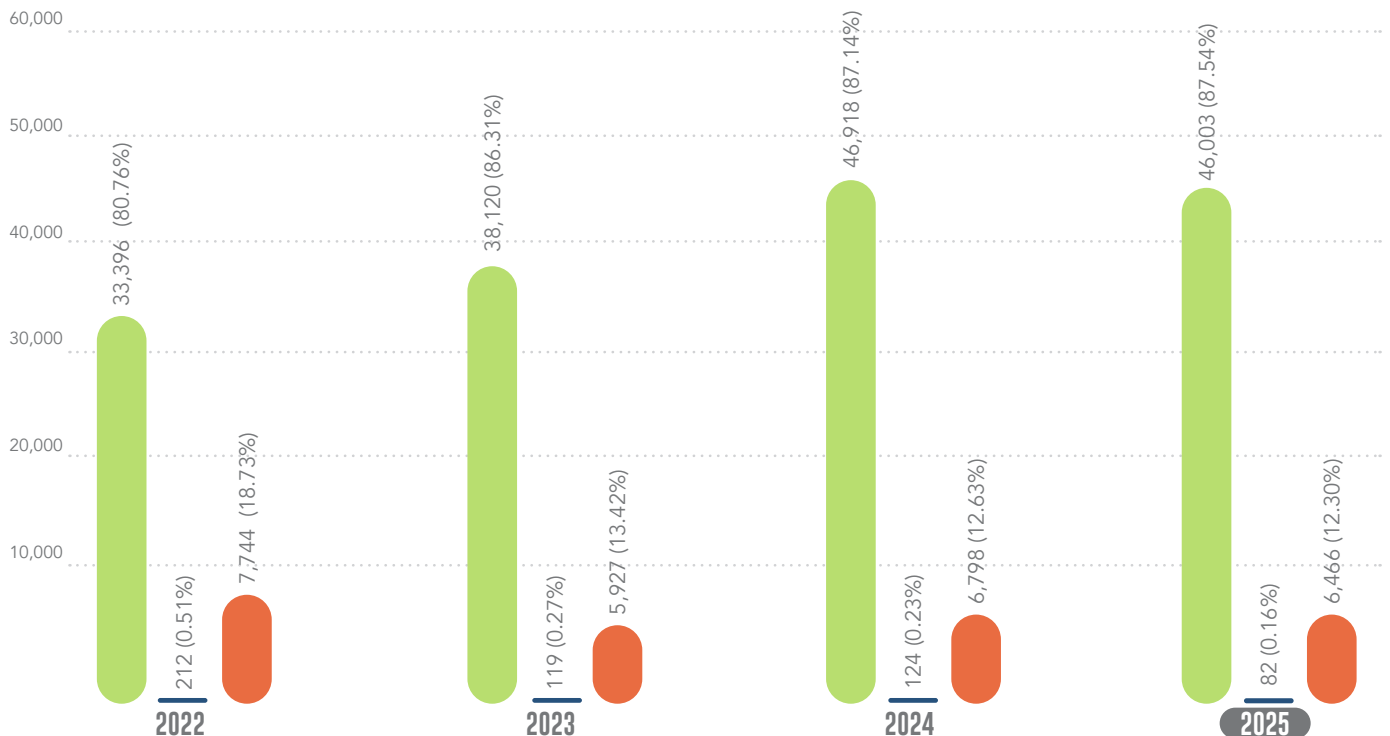
ITIC IVR CSR

ITIC Mobile = 0



RECEIPT METHODS MAY Y-T-D

ITIC IVR CSR



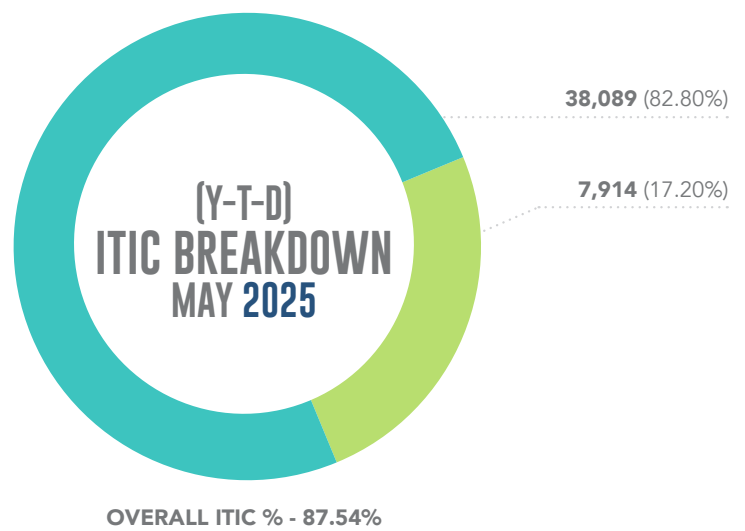
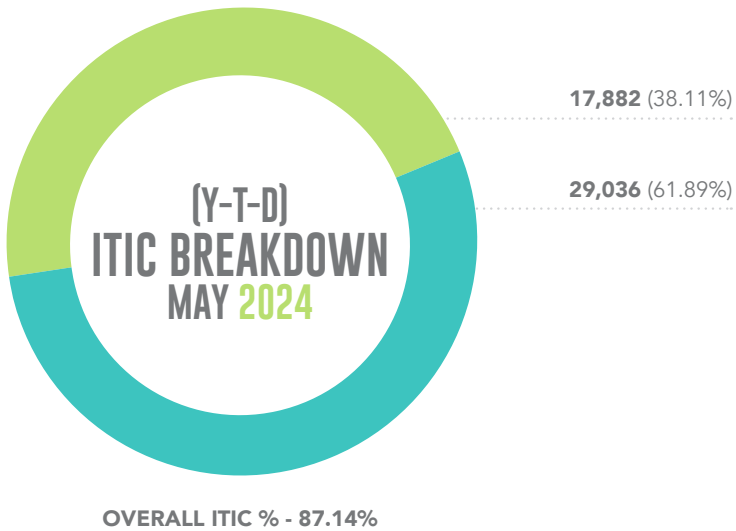
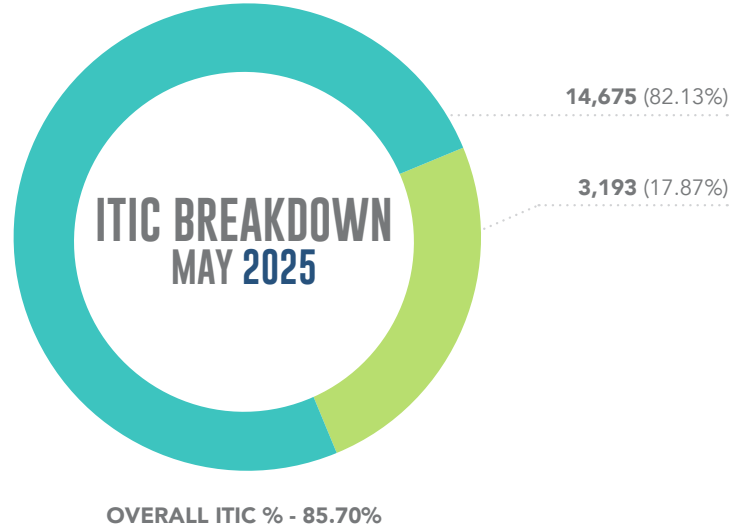
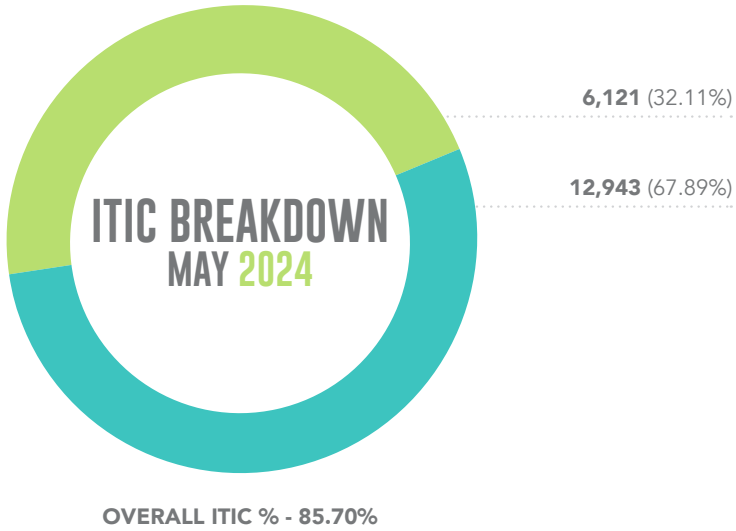


DASHBOARD REPORT - MAY 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

IN REVIEW

DIRECT RELEASE





DASHBOARD REPORT - MAY 2025

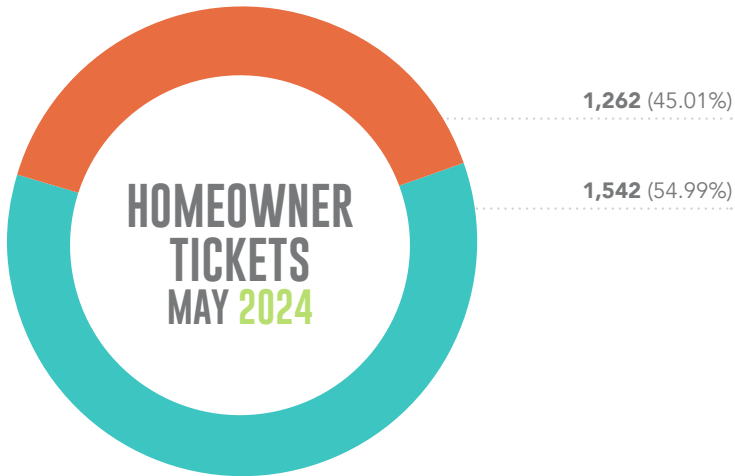
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB

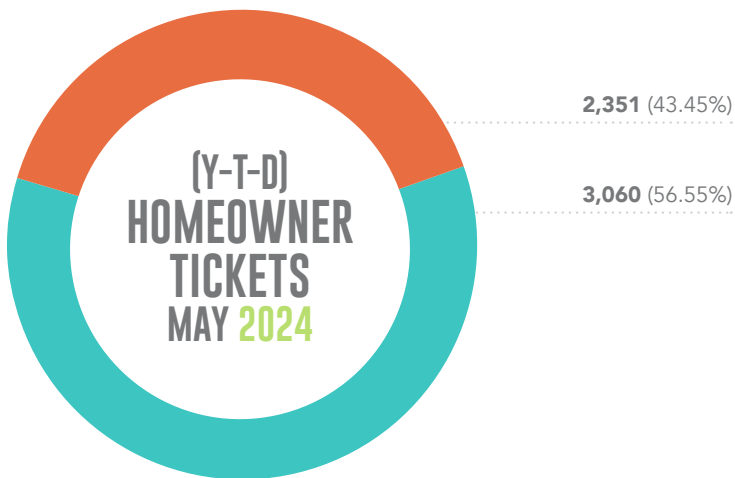
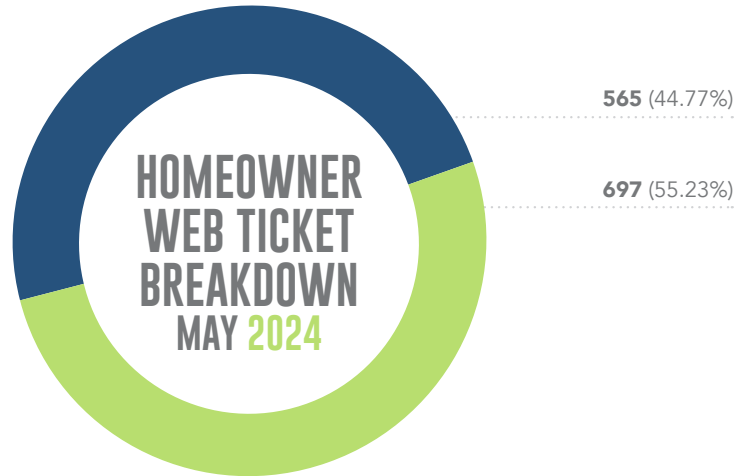
PHONE-IN

IN REVIEW

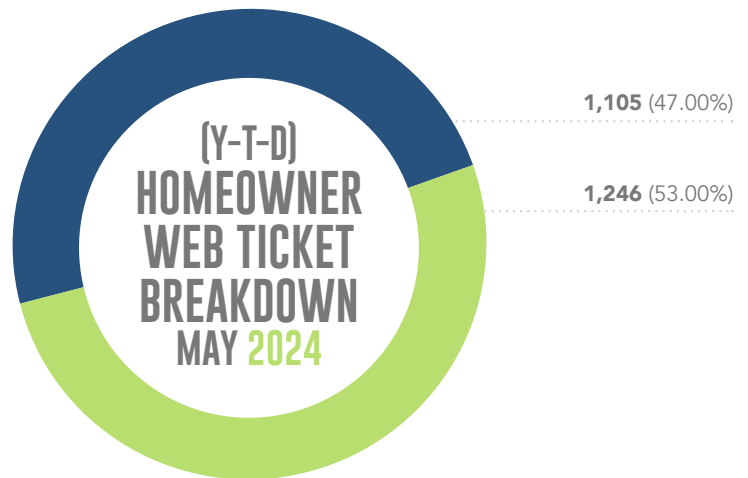
DIRECT RELEASE



MONTHLY HOMEOWNER TICKETS - 2,804



YTD HOMEOWNER TICKETS - 5,411





DASHBOARD REPORT - MAY 2025

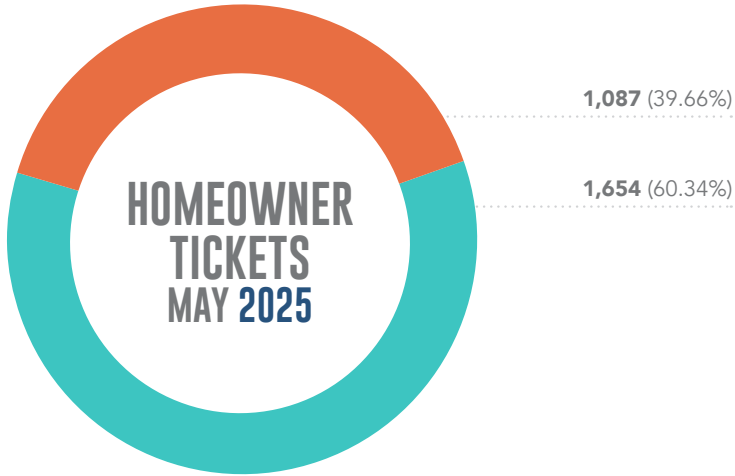
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB

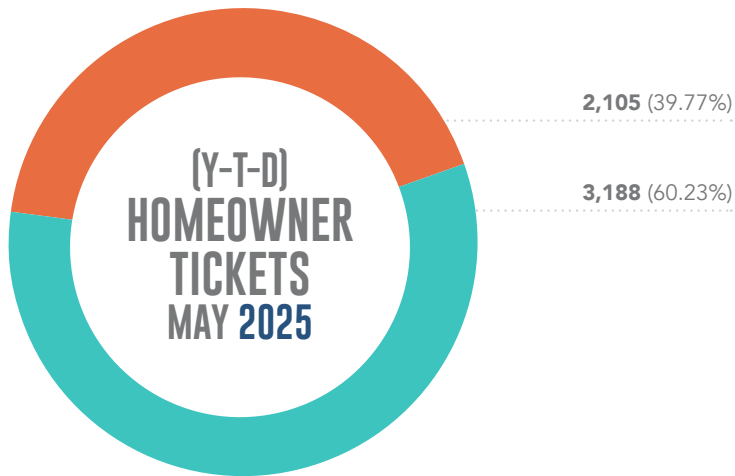
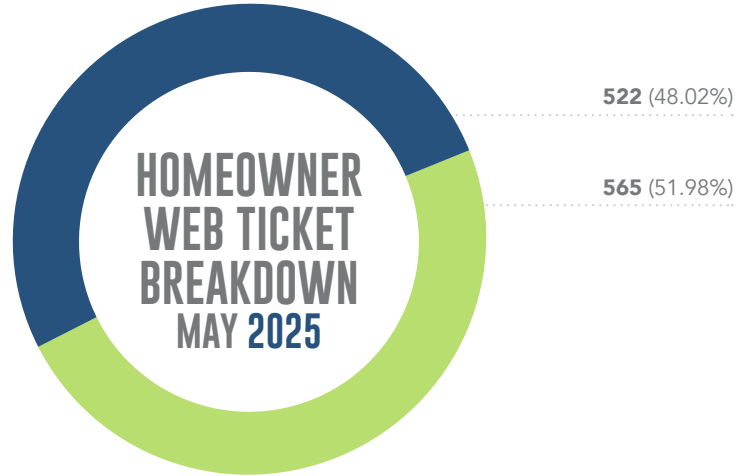
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IN REVIEW

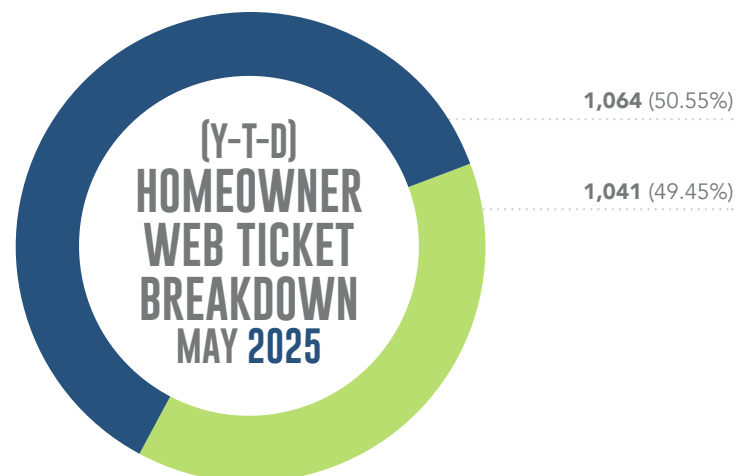
DIRECT RELEASE



MONTHLY HOMEOWNER TICKETS - 2,741



YTD HOMEOWNER TICKETS - 5,293

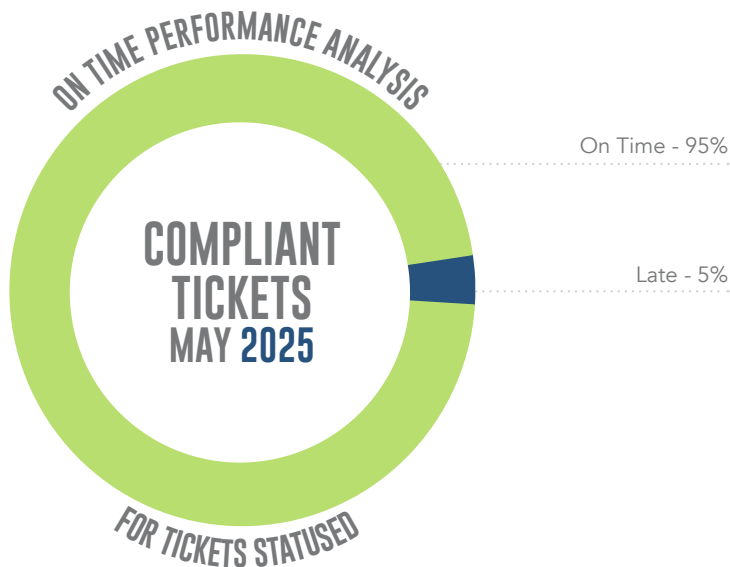
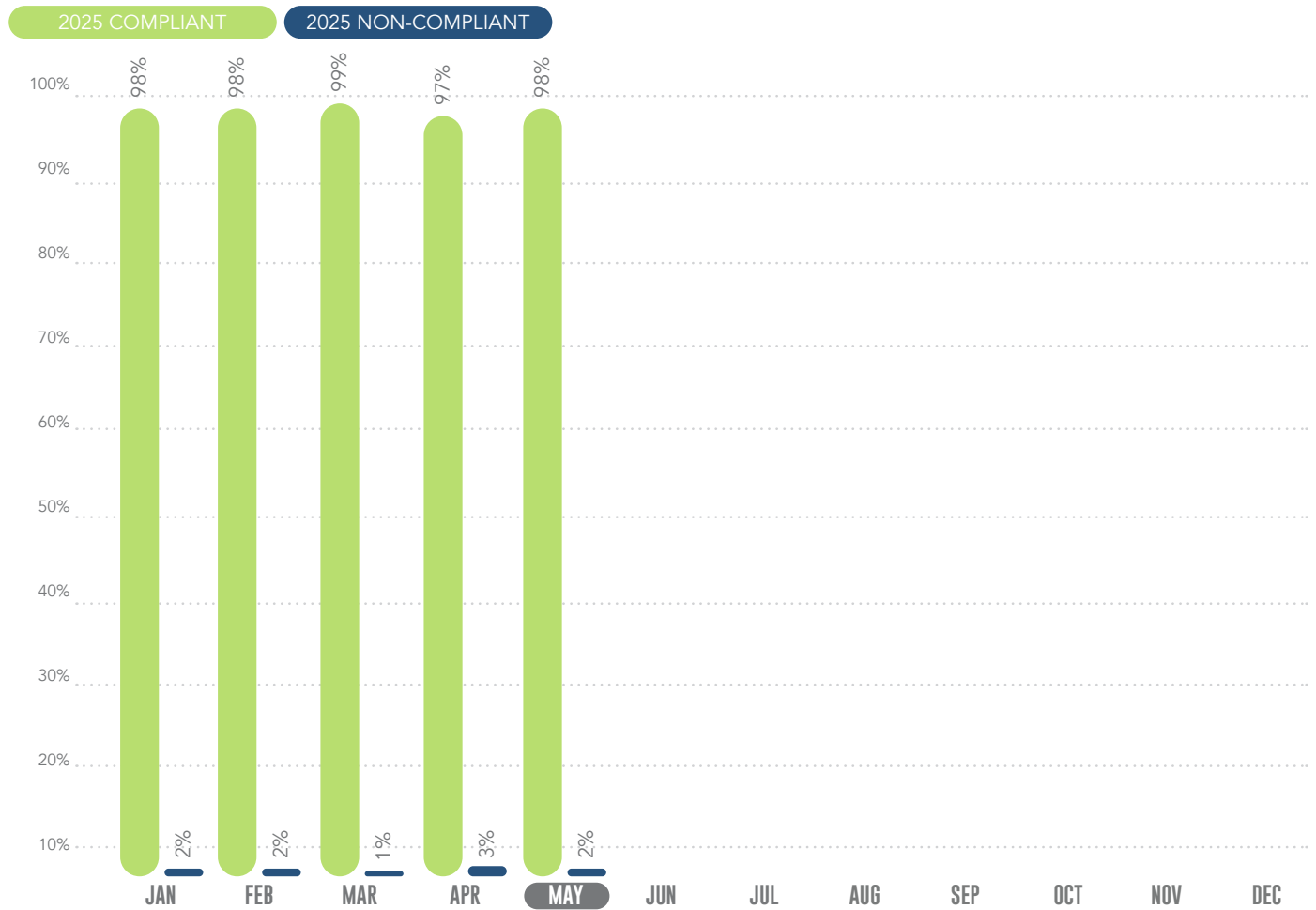




DASHBOARD REPORT - MAY 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

POSITIVE RESPONSE COMPLIANCE



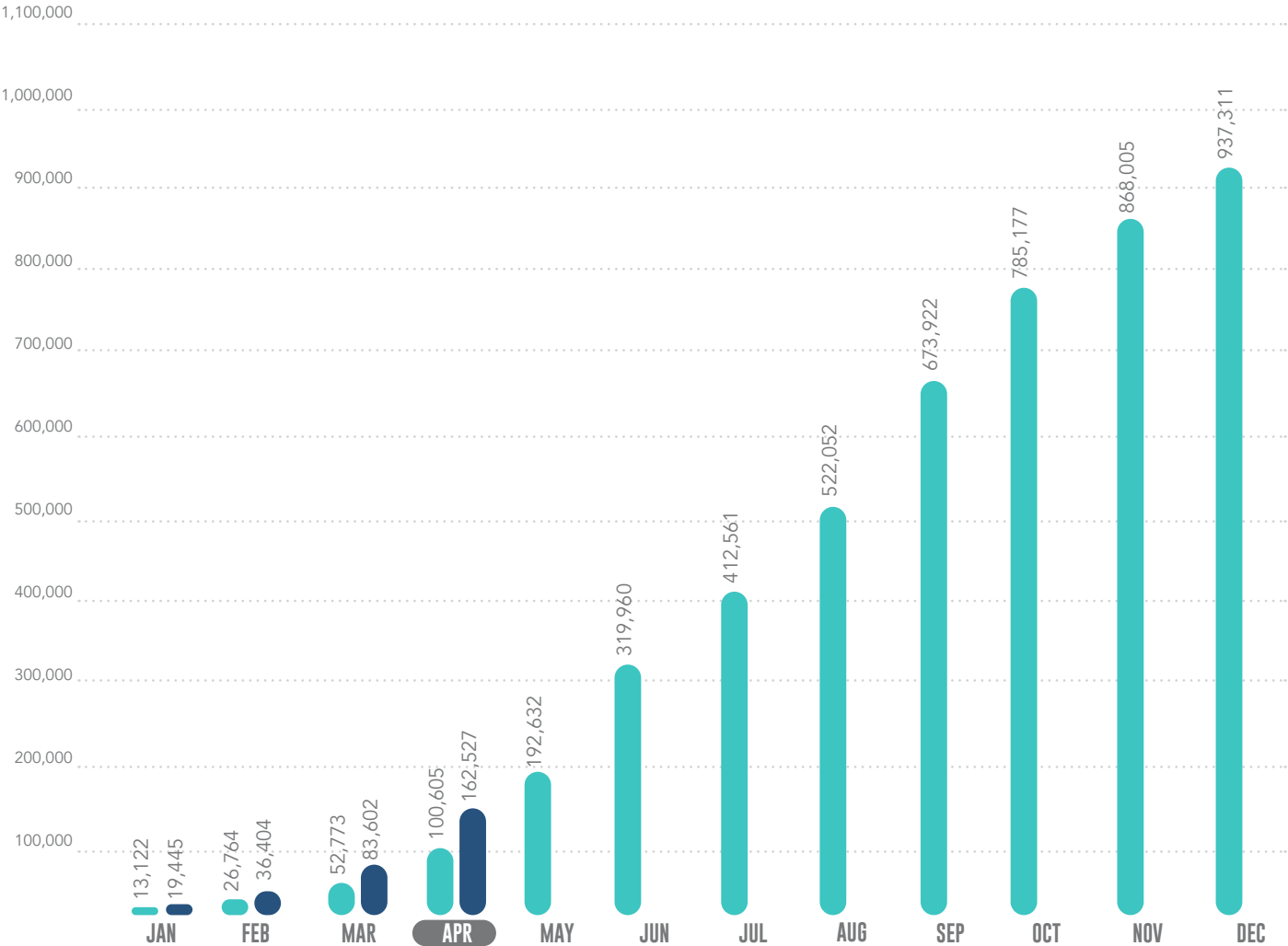


CURRENT YEAR (2024) CUMULATIVE YTD TICKETS

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."

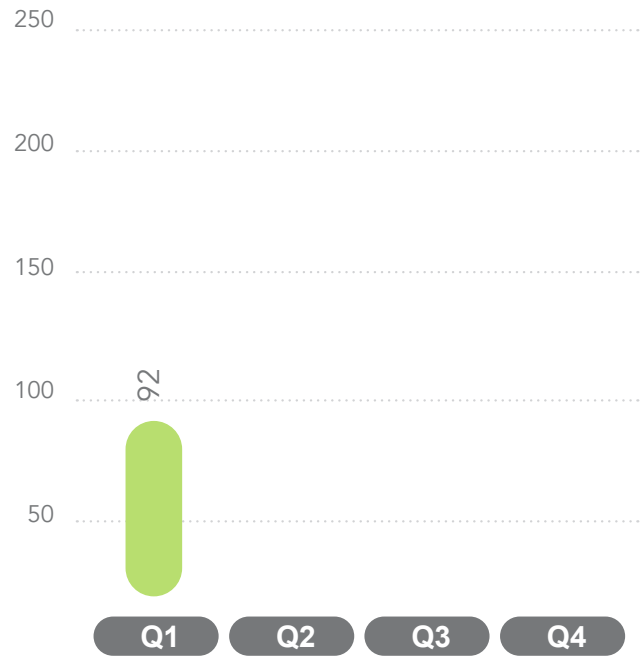
*The ticket volume for 2011 is actual and used as a reference only. Per the contract, effective March 1, 2024, the volume discount is in excess of 940,000 tickets.



CREATIVE HOURS - 1ST QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC 2025 Excavator Meetings	6:30
NDOC Dashboards	40:45
NDOC General Admin	0:15
NDOC November 2024 NDOC Board Minutes	0:15
NDOC Outdoor Magazine Ad	4:00
NDOC Social Media	25:35
NDOC Spanish Translation of Website	2:30
NDOC Website Changes	0:15
Subtotal	80:05:00
Management Review (+15%)	12:00:45
Grand Total with Review	92:05:45

CREATIVE HOURS - 2024





North Dakota One Call 2025 Creative Hours.xlsx
2025 Summary

Quarter	Hours
First Quarter	92:05:45
Second Quarter	
Third Quarter	
Fourth Quarter	
Grand Total	92:05:45



North Dakota One Call 2025 Creative Hours.xlsx
First Quarter Detail

Project Name	Hours Worked
NDOC 2025 Excavator Meetings	6:30
NDOC Dashboards	40:45
NDOC General Admin	0:15
NDOC November 2024 NDOC Board Minutes	0:15
NDOC Outdoor Magazine Ad	4:00
NDOC Social media	25:35
NDOC Spanish Translation of Website	2:30
NDOC Website Changes	0:15
Subtotal	80:05:00
Management Review (+15%)	12:00:45
Grand Total with Review	92:05:45