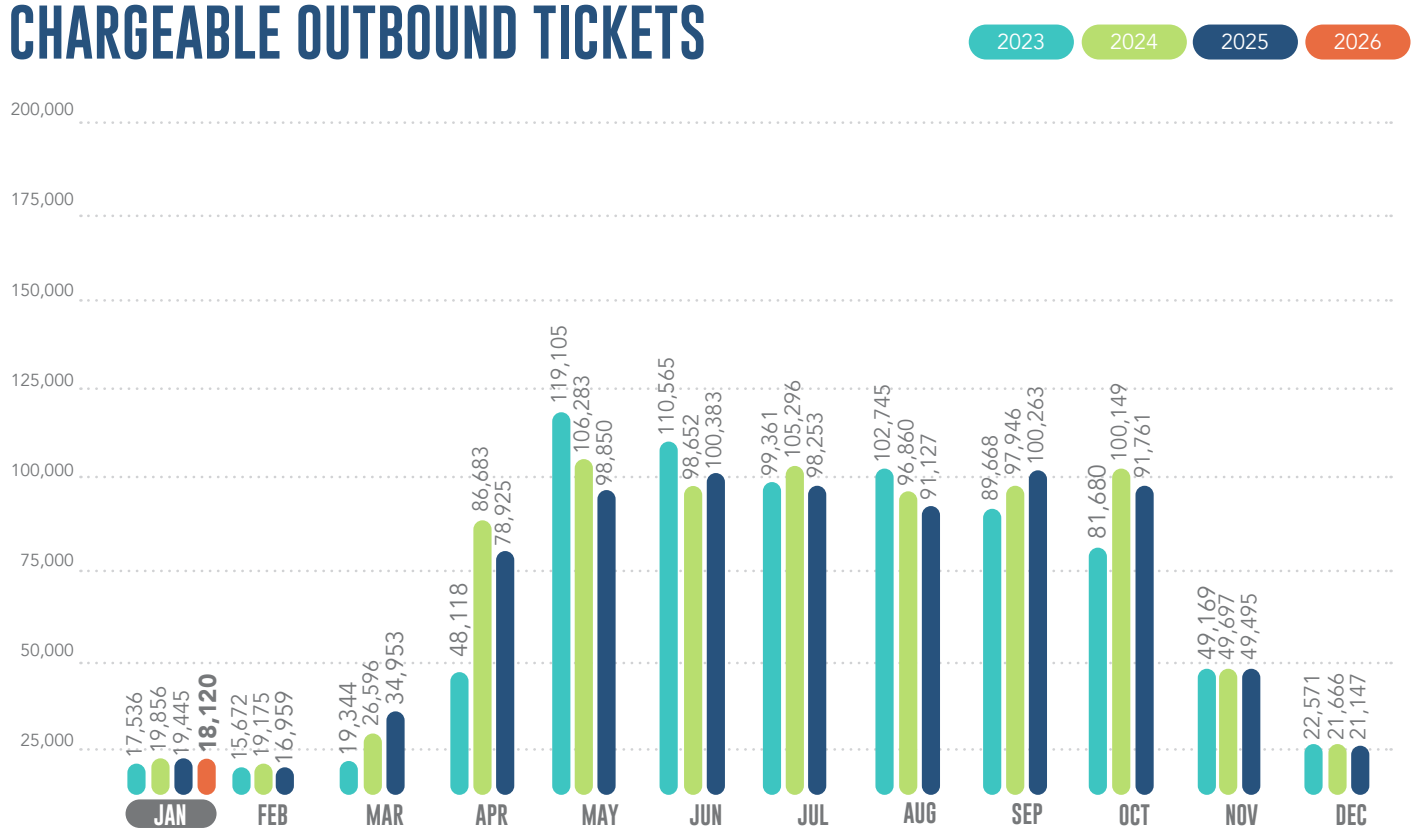
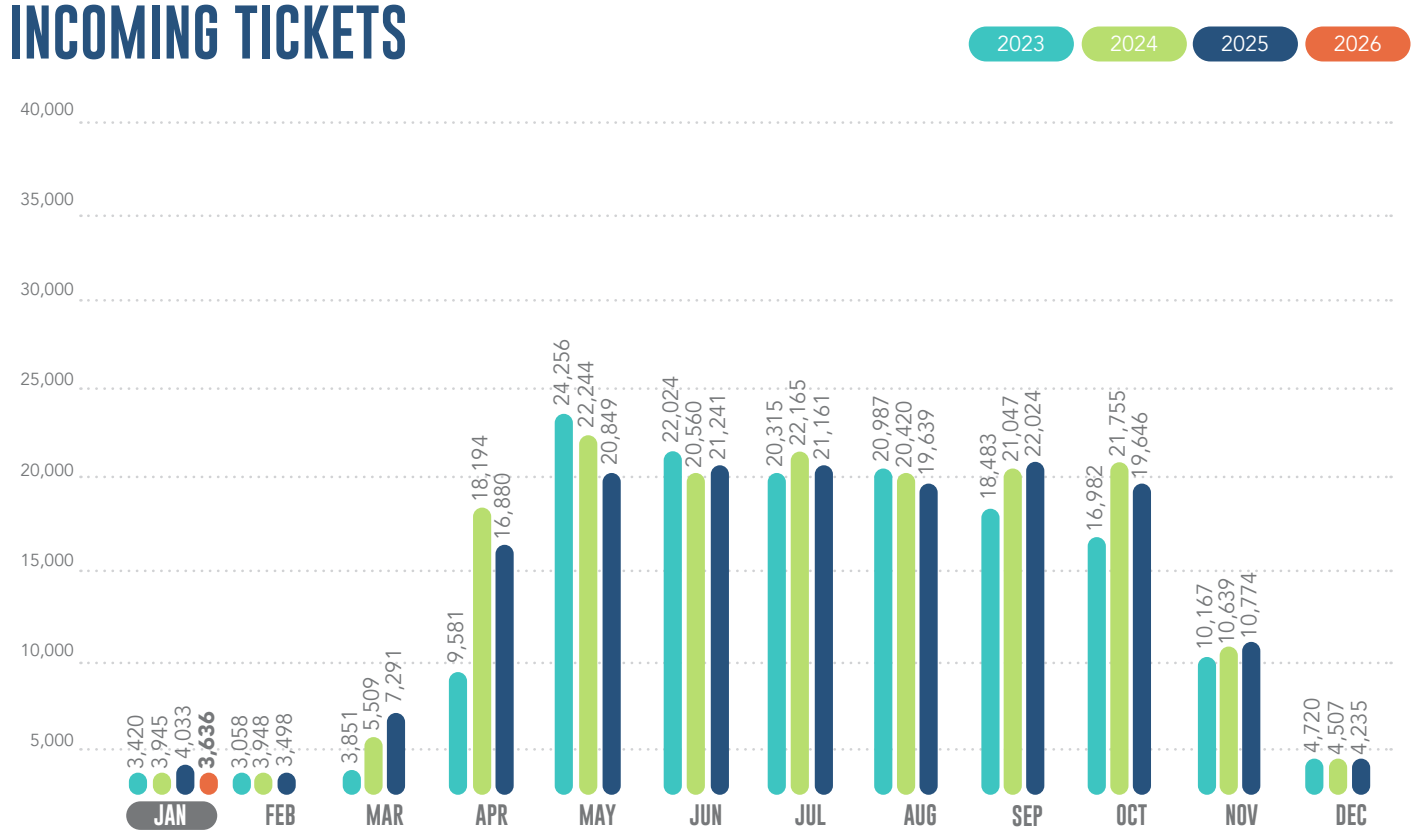
DASHBOARD REPORT - JANUARY 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

CHARGEABLE OUTBOUND TICKETS



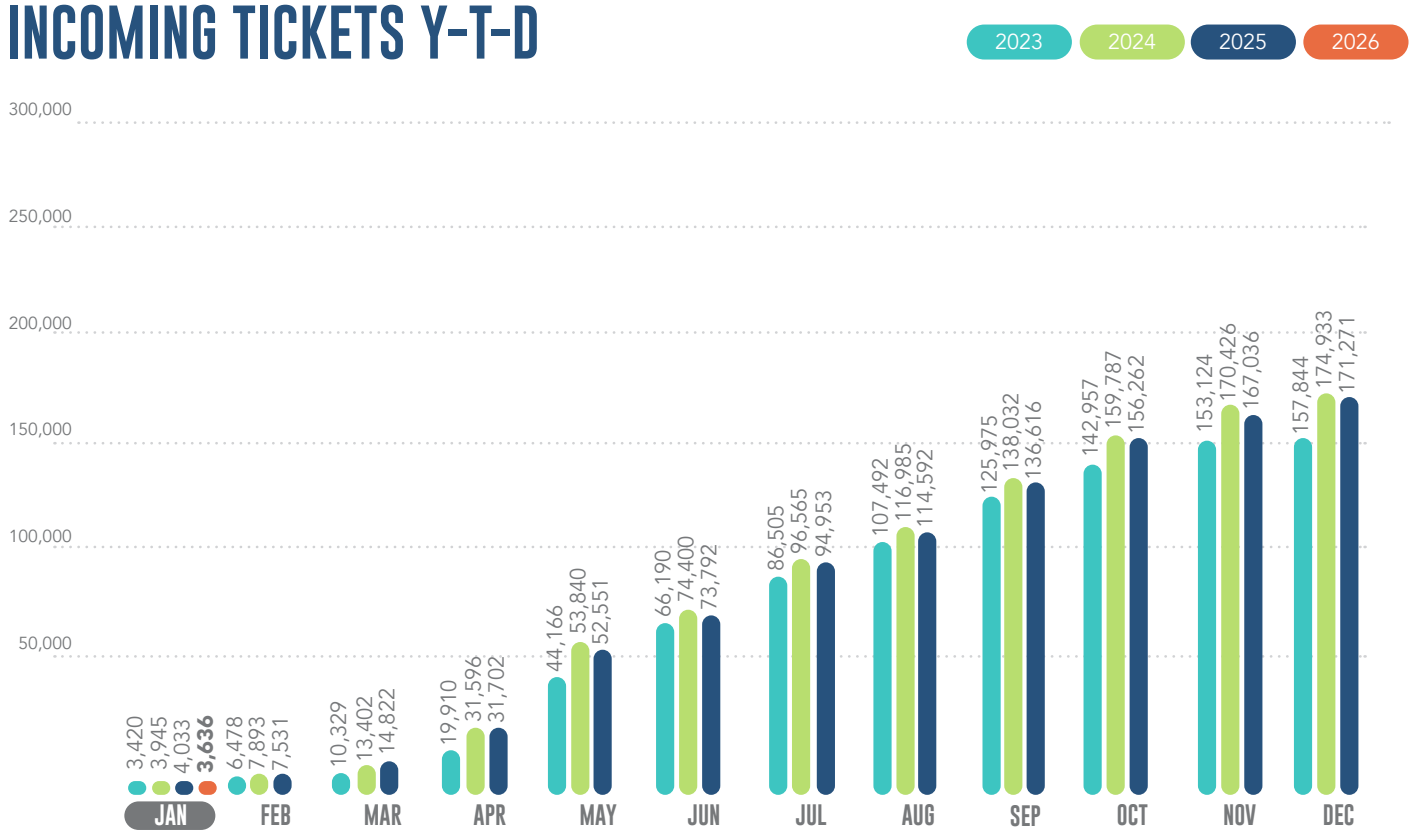
INCOMING TICKETS



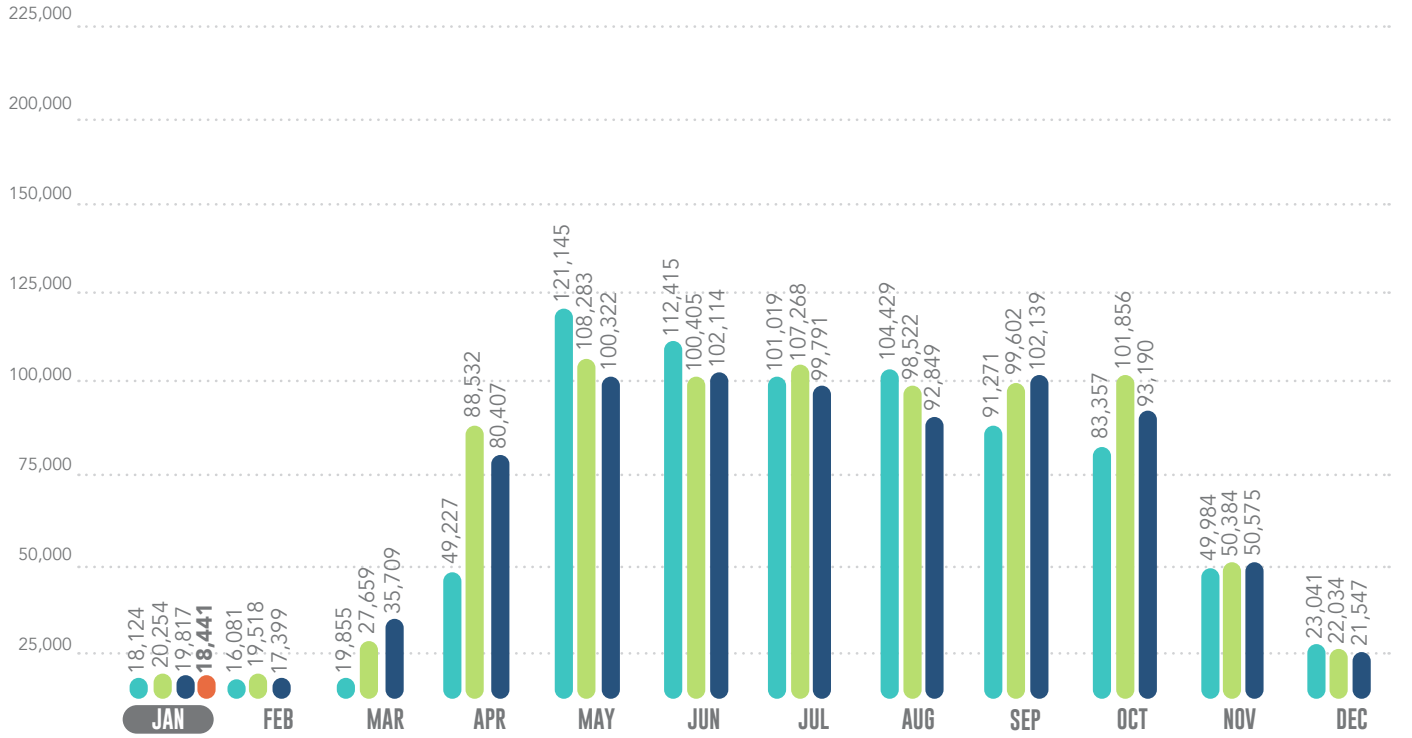
DASHBOARD REPORT - JANUARY 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

INCOMING TICKETS Y-T-D



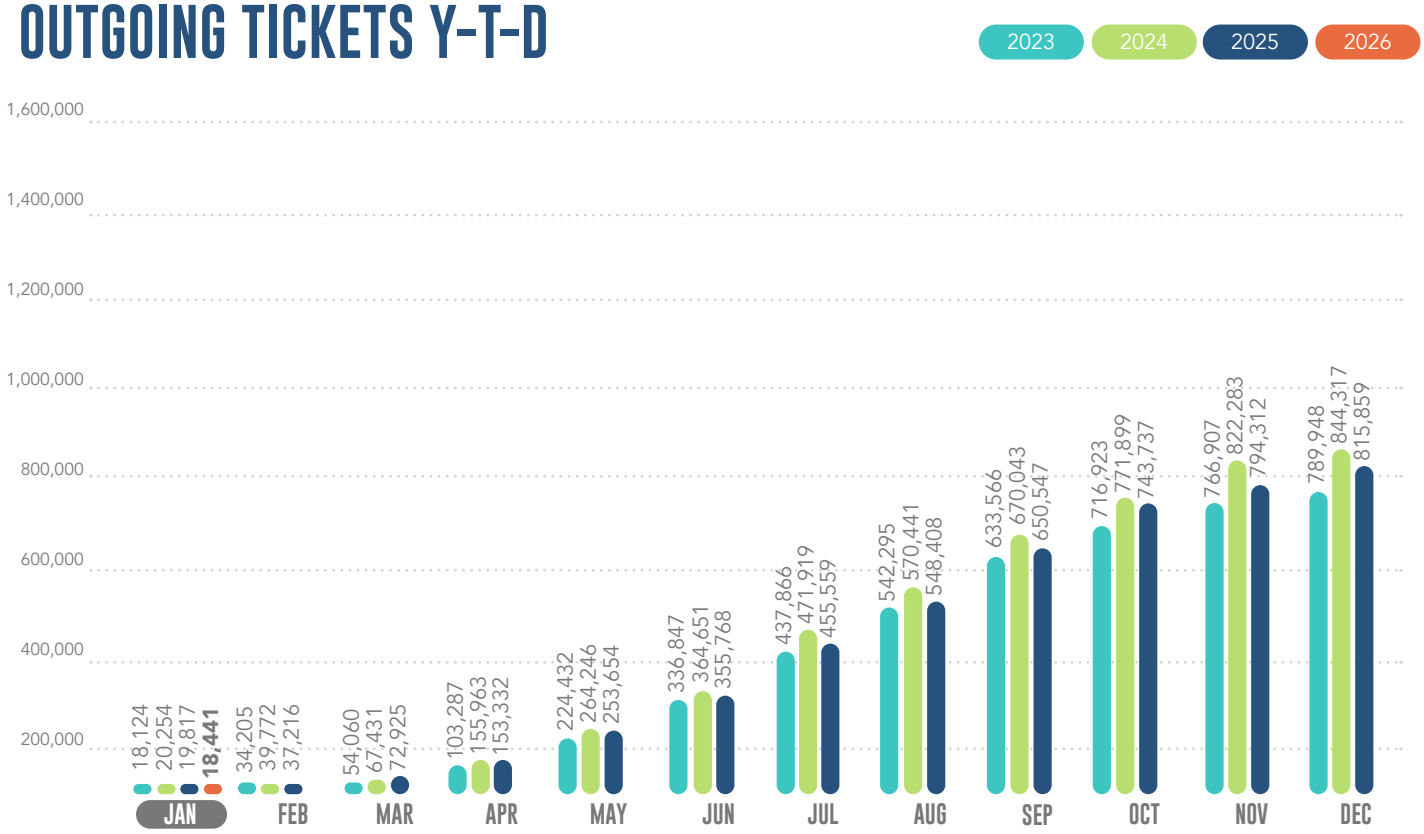
OUTGOING MESSAGES



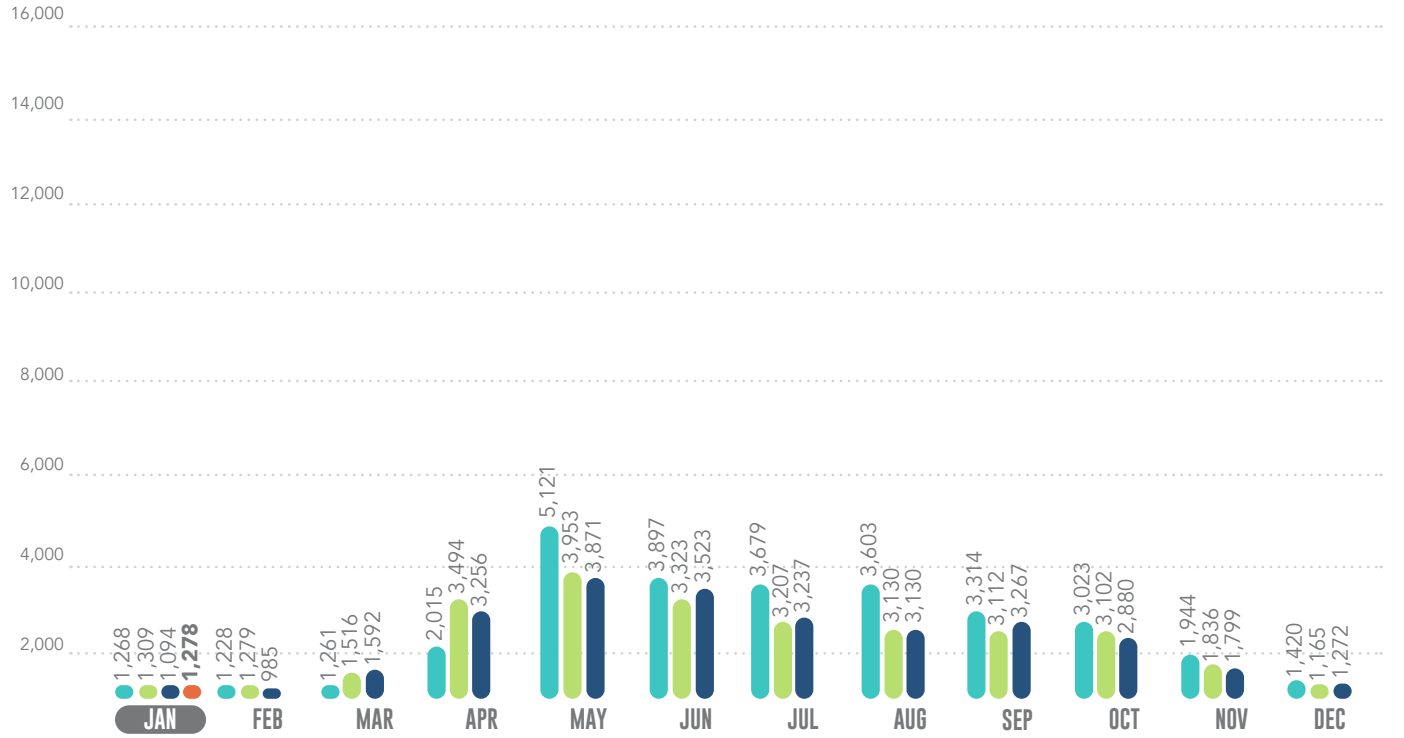
DASHBOARD REPORT - JANUARY 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

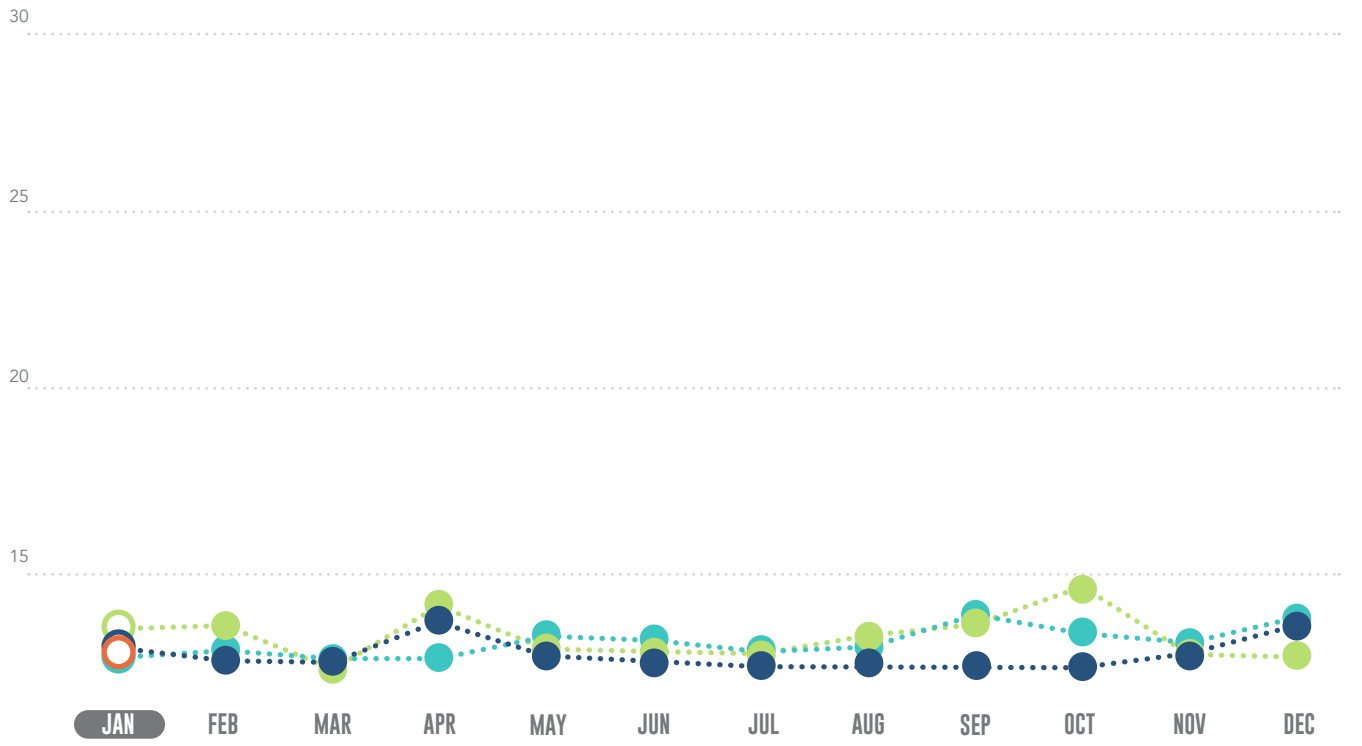
OUTGOING TICKETS Y-T-D



INCOMING CALLS

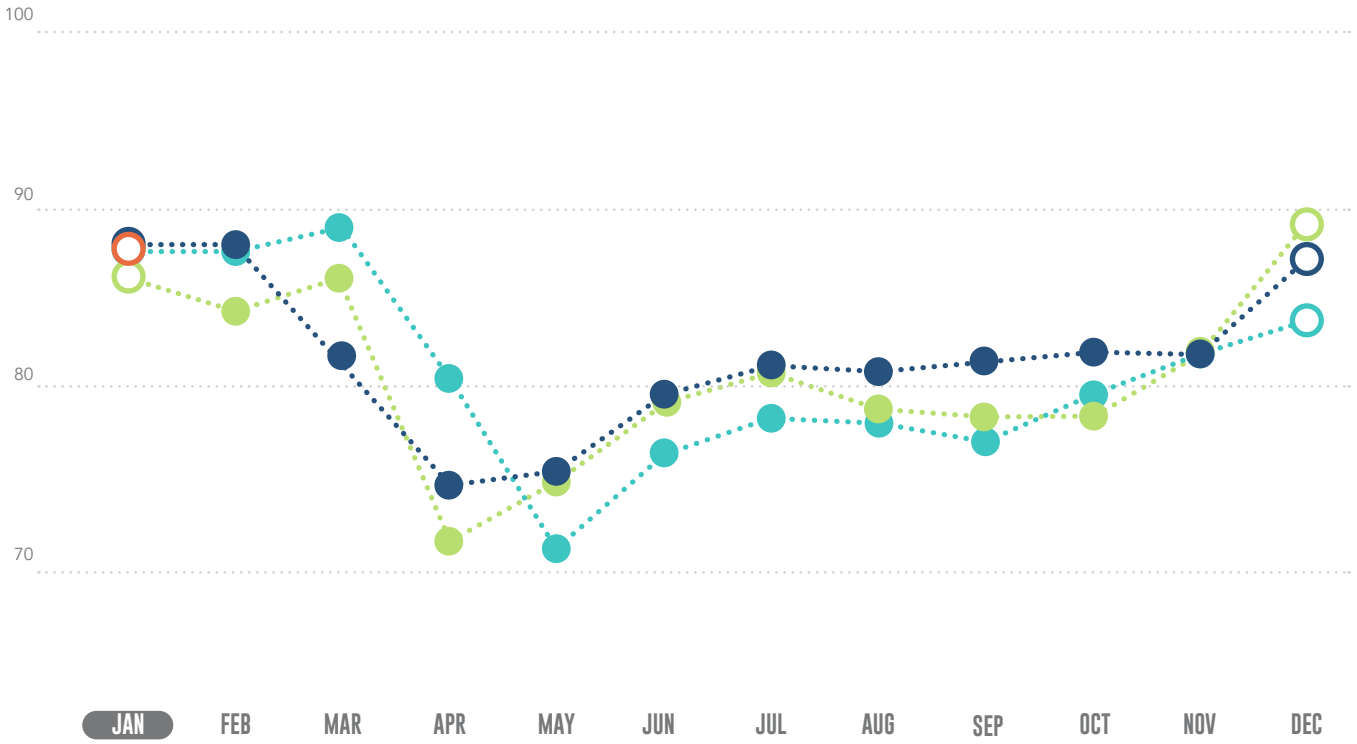


OPERATOR CALL VOLUMES



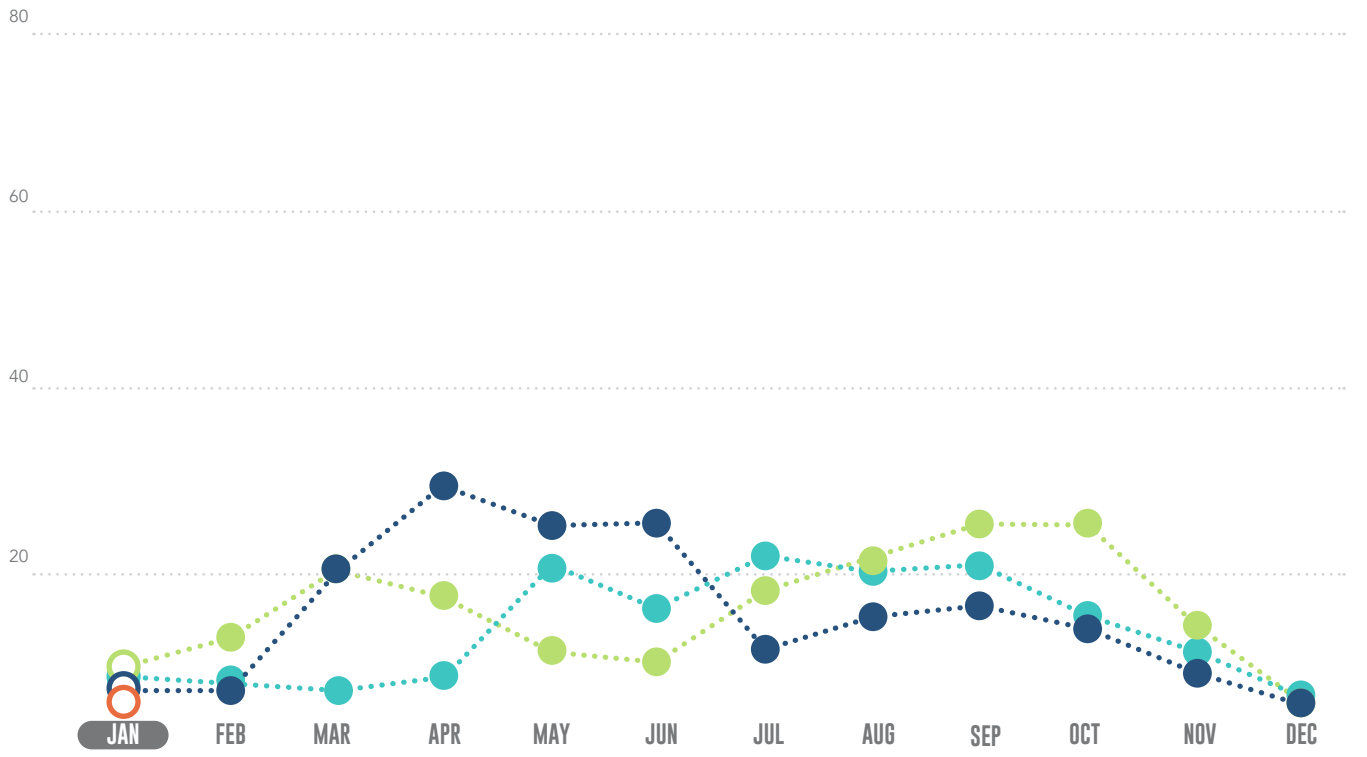
	2023	2024	2025	2026
JAN	9.91	11.69	10.41	10.29
FEB	10.01	11.35	9.06	
MAR	9.82	8.71	9.75	
APR	9.70	13.82	12.00	
MAY	11.90	10.84	10.15	
JUN	11.10	10.54	9.18	
JUL	11.79	10.91	9.62	
AUG	11.98	12.62	10.35	
SEP	13.89	13.35	10.15	
OCT	11.91	13.46	10.21	
NOV	11.27	11.02	10.93	
DEC	11.84	9.39	11.03	

EXCAVATOR CALL VOLUMES



	2023	2024	2025	2026
JAN	89.01	86.74	88.94	88.70
FEB	88.59	84.80	89.34	
MAR	89.20	86.39	82.20	
APR	80.03	72.85	75.03	
MAY	71.47	75.40	75.55	
JUN	76.53	78.90	79.77	
JUL	78.07	81.03	81.74	
AUG	77.95	78.52	81.02	
SEP	76.29	78.15	81.97	
OCT	79.58	78.74	82.75	
NOV	83.02	82.98	83.40	
DEC	84.36	89.13	87.32	

AVERAGE HOLD TIME

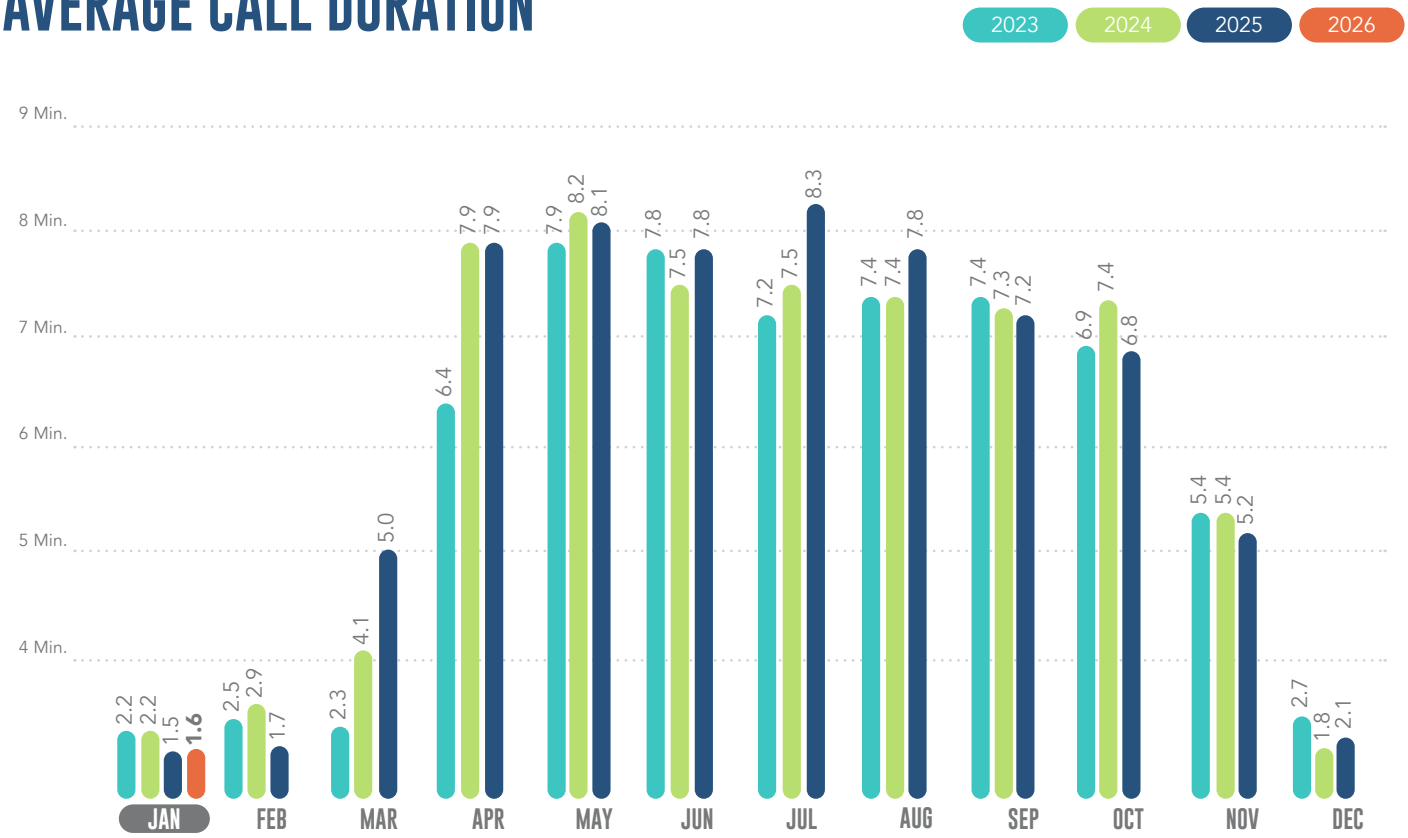


	2023	2024	2025	2026
JAN	6	10	5	2
FEB	7	12	4	
MAR	13	21	21	
APR	10	18	30	
MAY	21	13	24	
JUN	18	12	24	
JUL	22	19	13	
AUG	20	21	17	
SEP	21	25	18	
OCT	16	25	15	
NOV	12	15	10	
DEC	4	2	2	

DASHBOARD REPORT - JANUARY 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

AVERAGE CALL DURATION



Answered - 911

Abandoned - 183

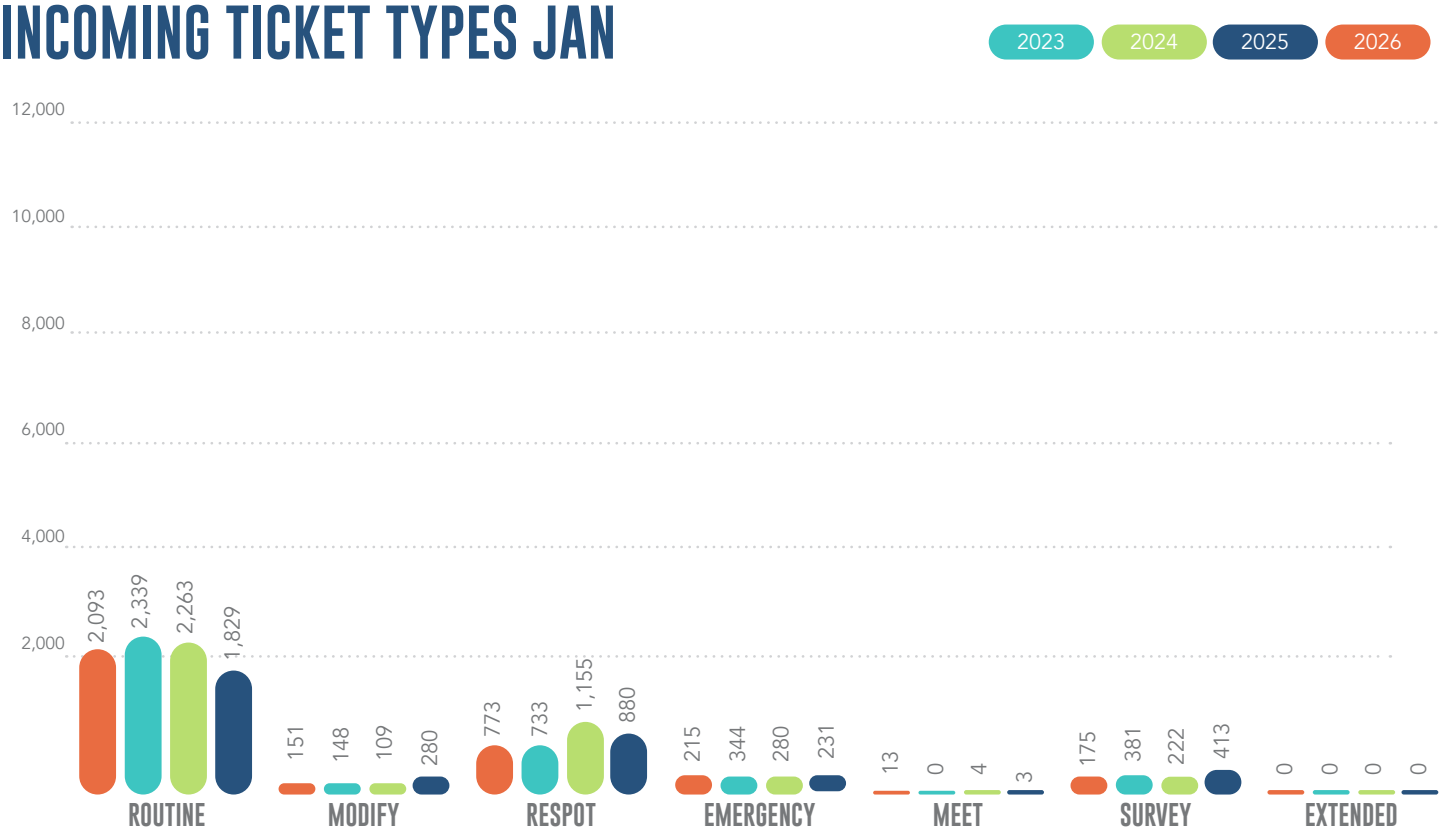
Offered - 1,094

Answered - 1,229

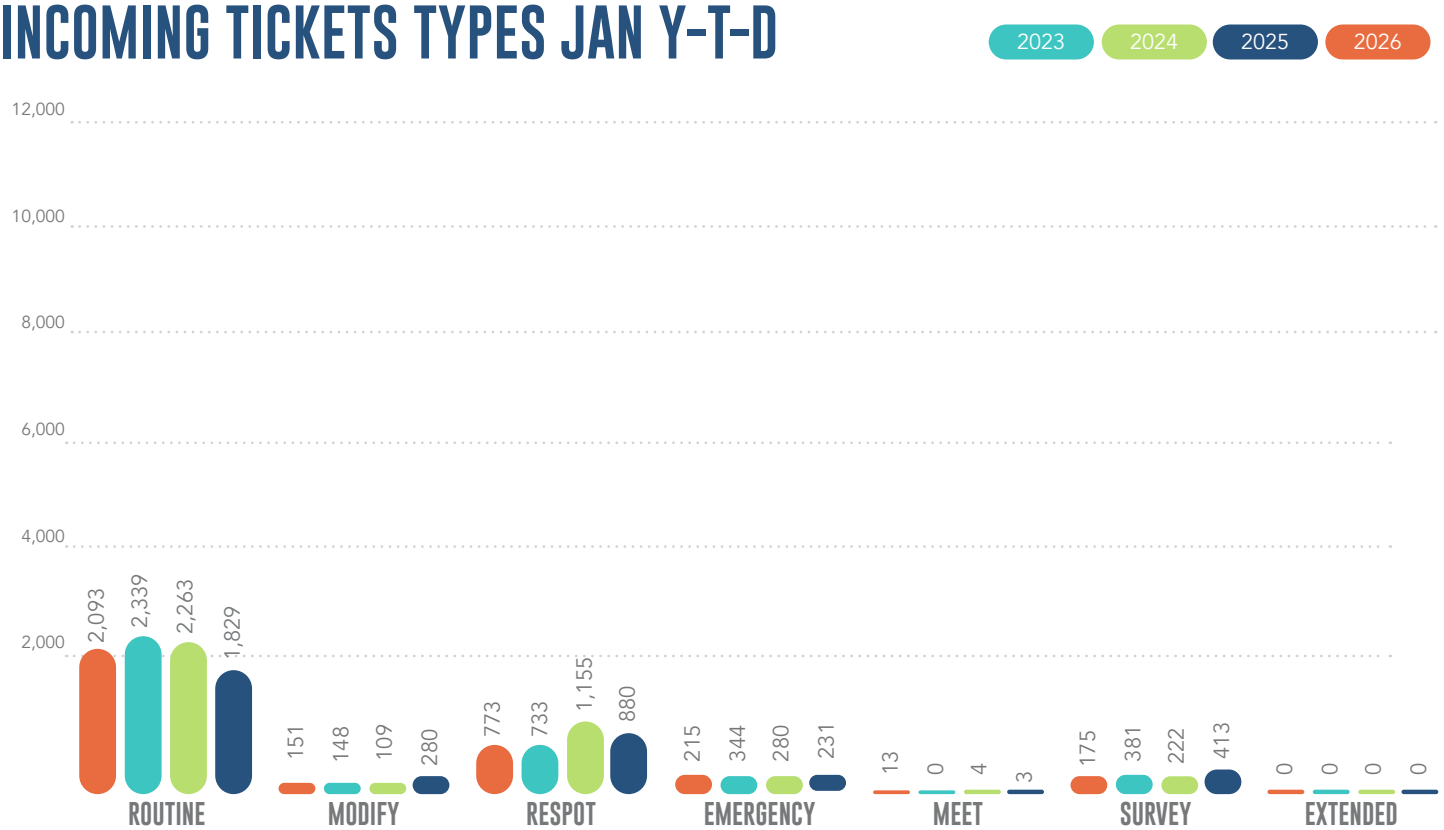
Abandoned - 49

Offered - 1,278

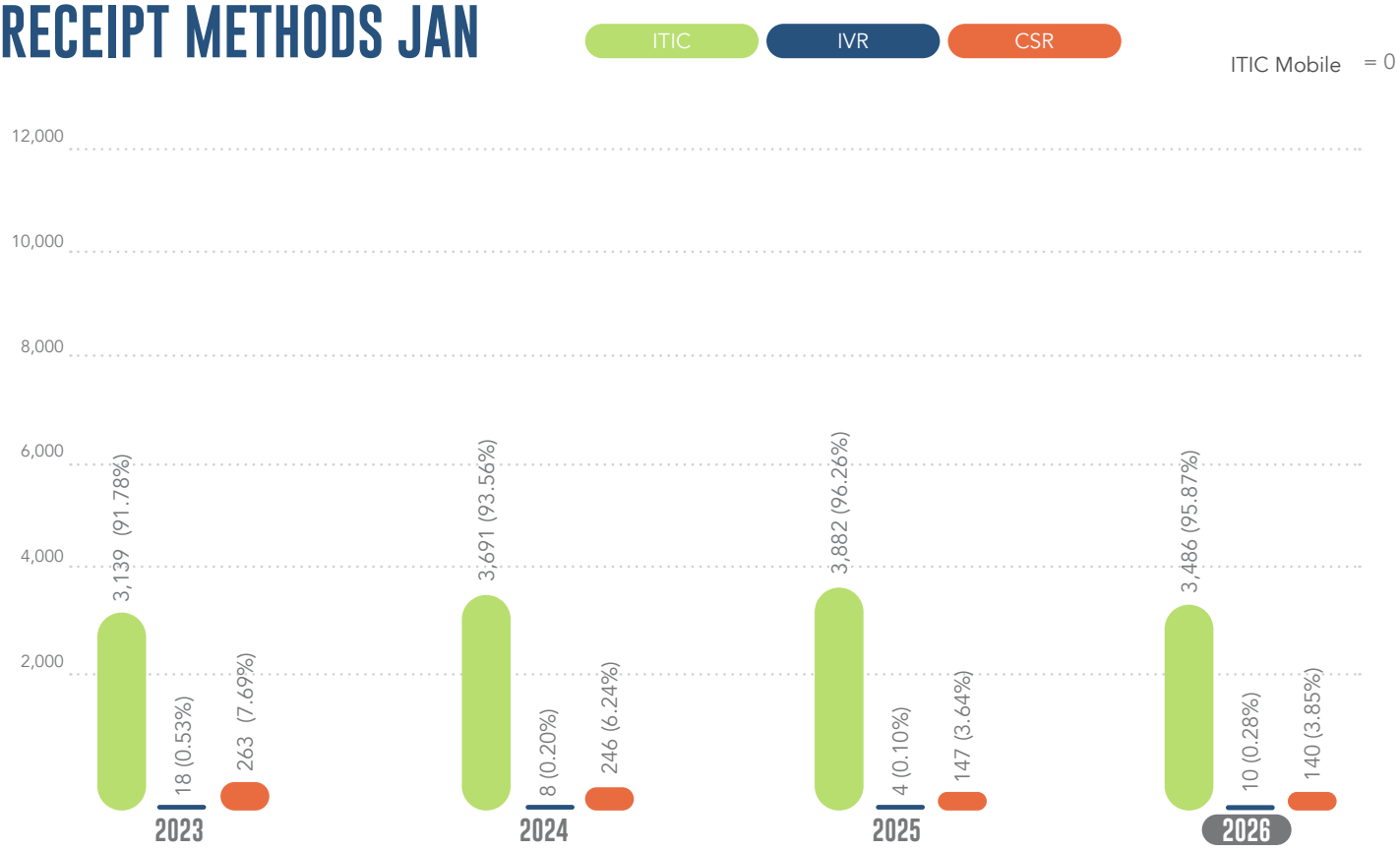
INCOMING TICKET TYPES JAN



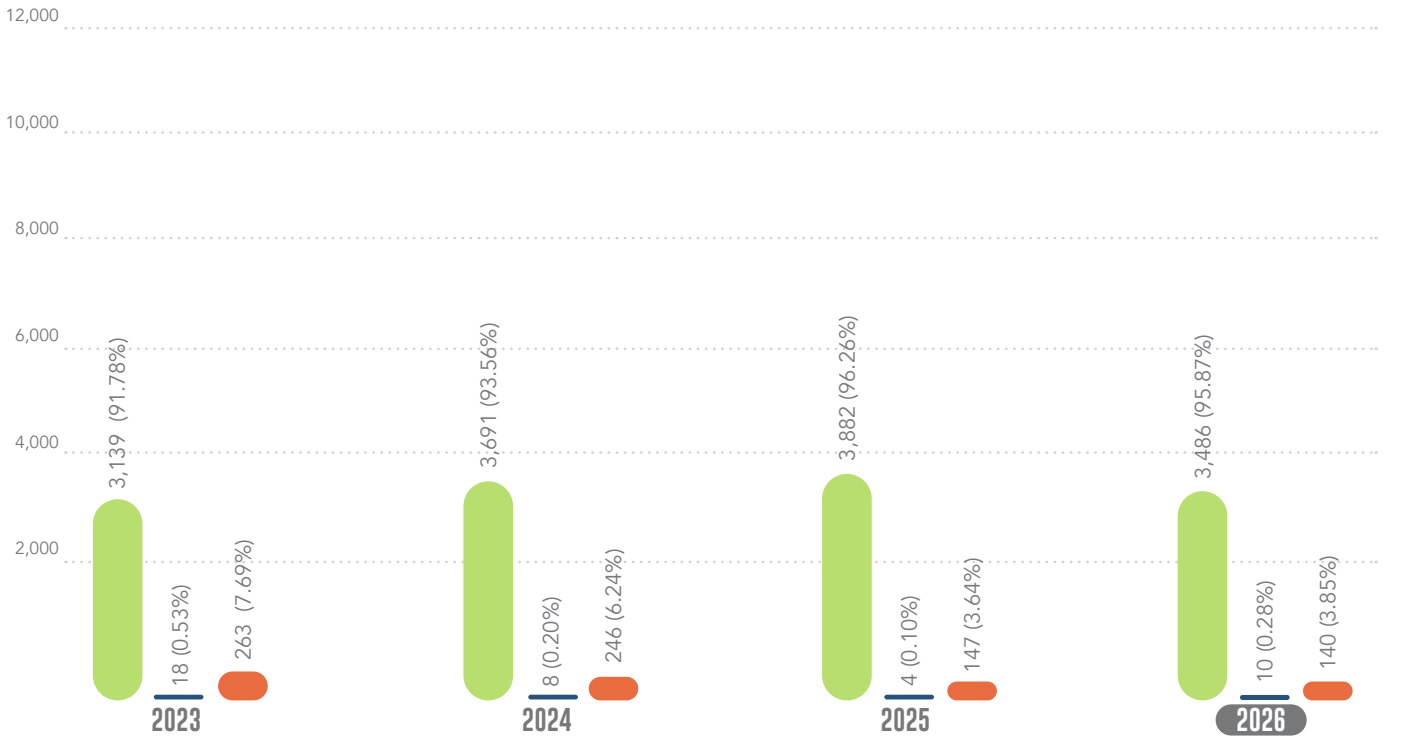
INCOMING TICKETS TYPES JAN Y-T-D



RECEIPT METHODS JAN



RECEIPT METHODS JAN Y-T-D



IN REVIEW | DIRECT RELEASE

570 (14.68%)

3,312 (85.32%)

OVERALL ITIC % - 96.26%

2,873 (82.42%)

613 (17.58%)

OVERALL ITIC % - 95.87%

570 (14.68%)

3,312 (85.32%)

OVERALL ITIC % - 96.26%

2,873 (82.42%)

613 (17.58%)

OVERALL ITIC % - 95.87%

DASHBOARD REPORT - JANUARY 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB | PHONE-IN

5 (25.00%)

15 (75.00%)

MONTHLY HOMEOWNER TICKETS - 20

IN REVIEW | DIRECT RELEASE

4 (20.00%)

1 (80.00%)

5 (25.00%)

15 (75.00%)

YTD HOMEOWNER TICKETS - 20

4 (20.00%)

1 (80.00%)

DASHBOARD REPORT - JANUARY 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB | PHONE-IN

8 (30.77%)

18 (69.23%)

MONTHLY HOMEOWNER TICKETS - 26

IN REVIEW | DIRECT RELEASE

7 (87.50%)

1 (12.50%)

8 (30.77%)

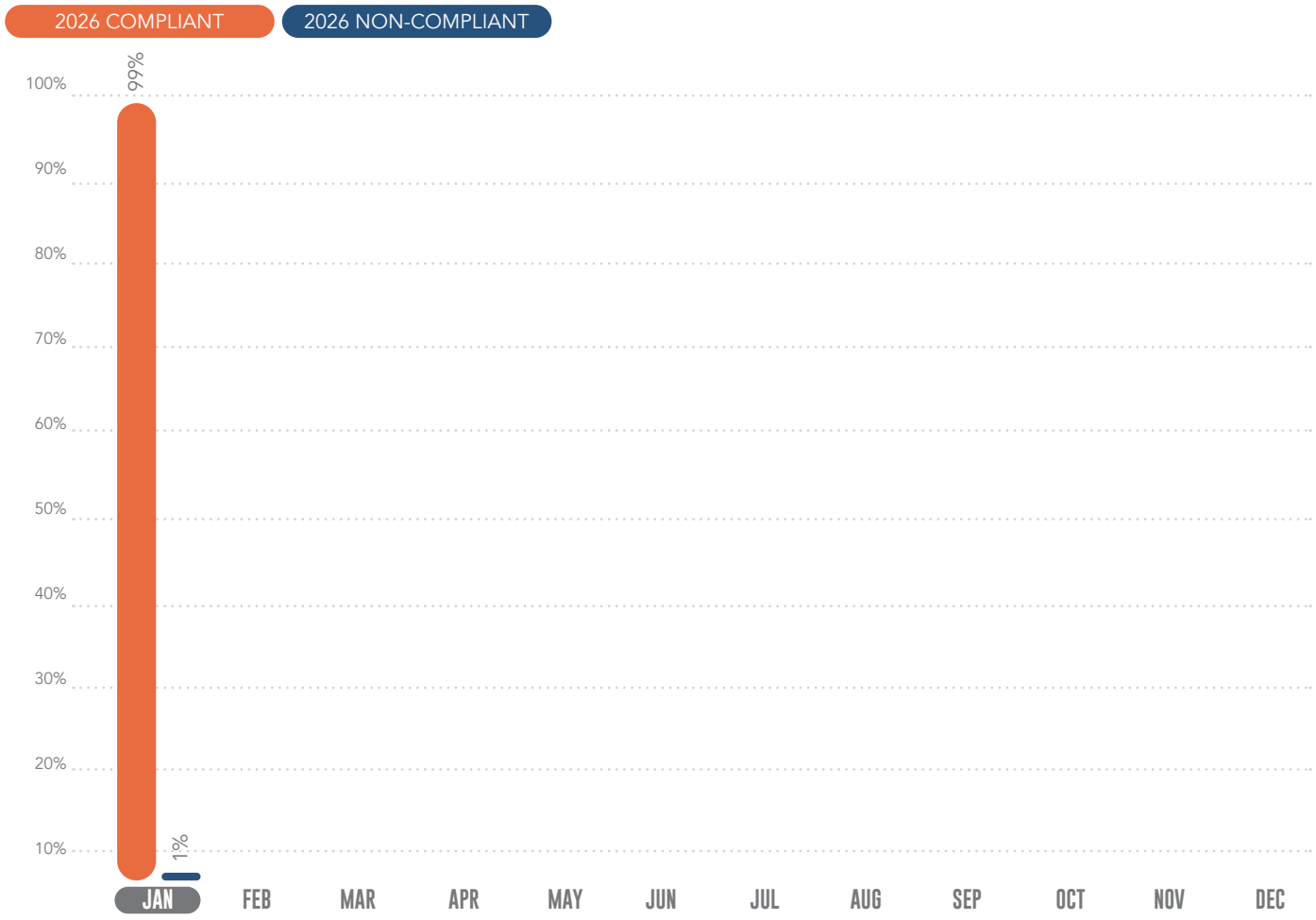
18 (69.23%)

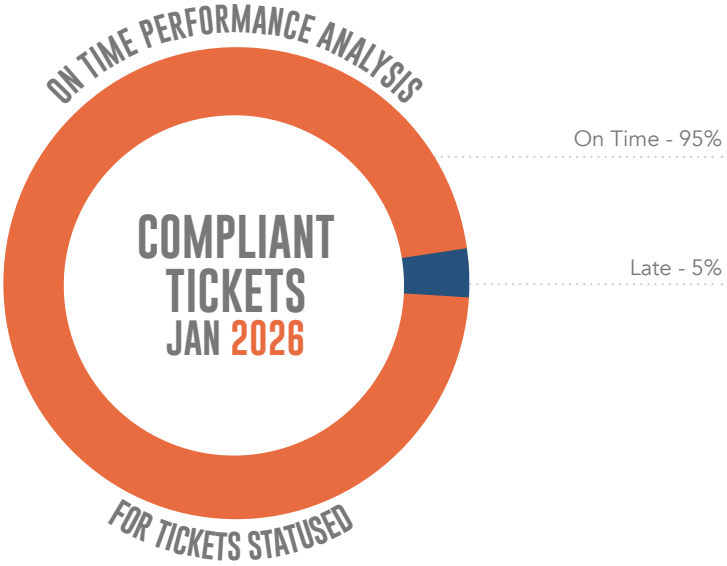
YTD HOMEOWNER TICKETS - 26

7 (87.50%)

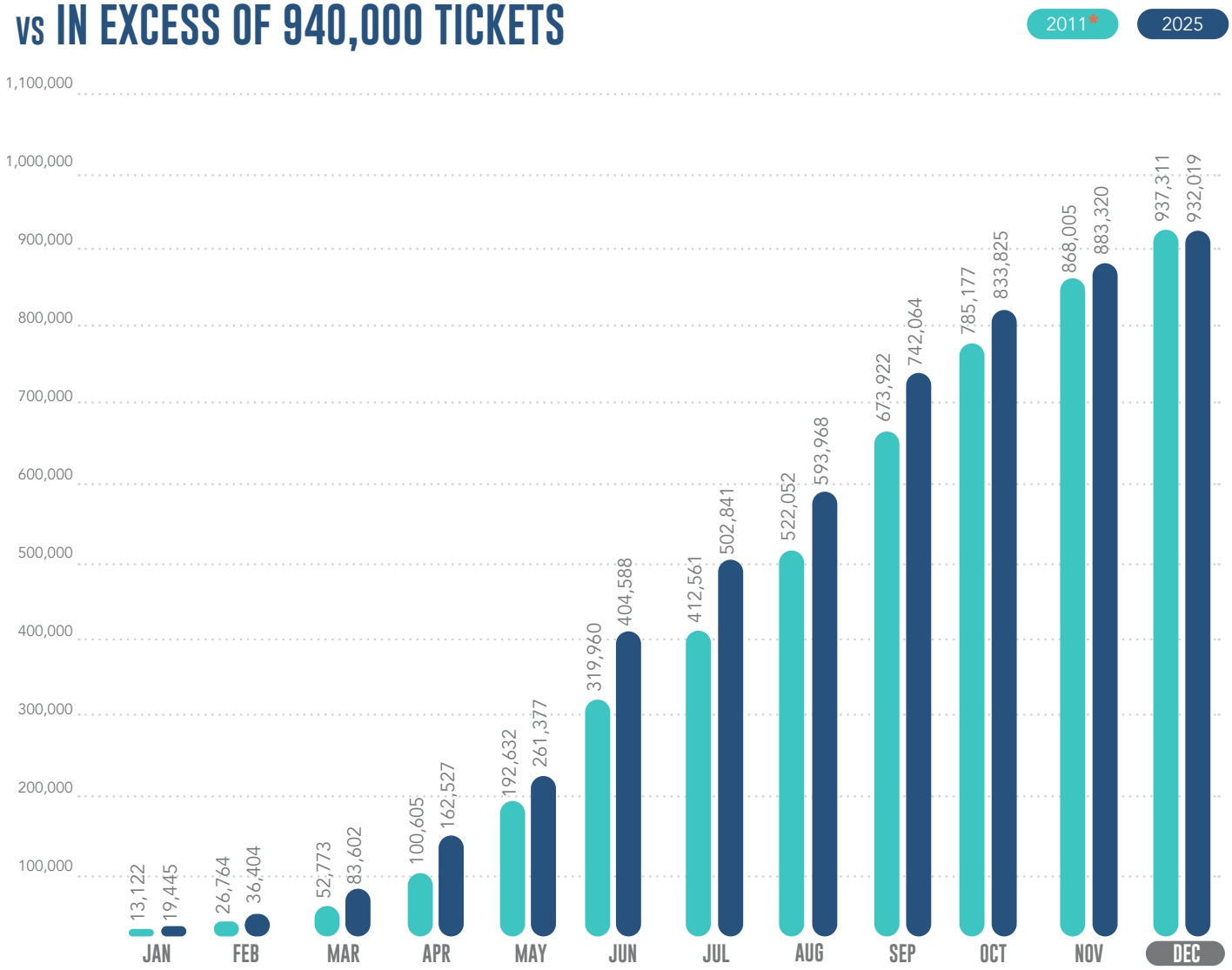
1 (12.50%)

POSITIVE RESPONSE COMPLIANCE





CURRENT YEAR (2025) CUMULATIVE YTD TICKETS vs IN EXCESS OF 940,000 TICKETS



"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.*

OCC's Systems Division is constantly at work modifying existing and developing new software. The list on this page identifies changes that took place during 2025. We will continue supplying this information during 2026.

North Dakota – 2025 Major Deliveries & System Changes

- **Customer-Facing & Operational Releases**
- **Open Ticket Dashboard**
- **Mobile App Release**
- **Ongoing Parcel updates**
- **Locator Tickets enhancements**
  - Upgrade attachment upload process
  - Enabled search for ticket attachments
- **Retirement of the ITIC 2.0 platform**

Ongoing Operational & Technical Enhancements (Throughout 2025)

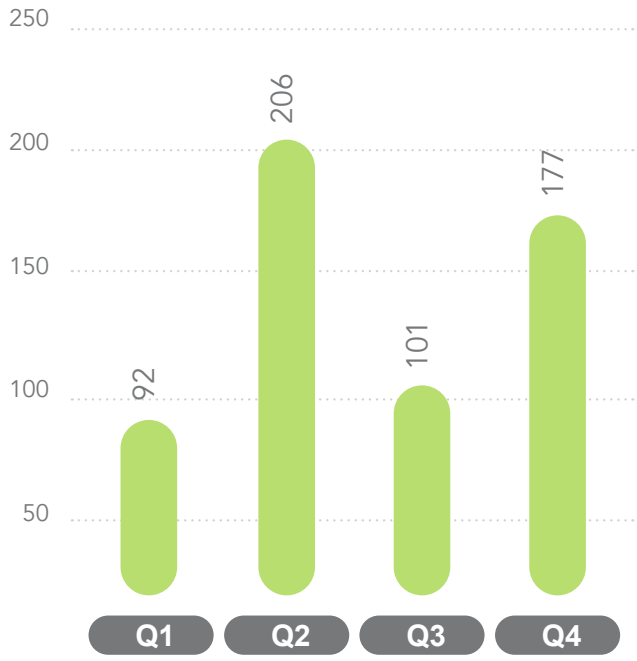
In addition to major visible releases, several critical behind-the-scenes improvements were delivered:

- **PunchPhone enhancements**
  - Improved caller experience
  - Increased CSR efficiency
- **iVerify suite updates**
  - Stronger discrepancy detection
  - Improved risk identification
  - Reduced turnaround time for map updates (e.g., reflecting new neighborhood features)
- **Security & infrastructure improvements**
  - Ongoing maintenance and upgrades focused on data and asset security

CREATIVE HOURS - 4TH QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Dashboards	69:00
NDOC Social Media	8:30
NDOC Ticket Talk	73:50
NDOC Website Changes	2:30
Subtotal	153:50:00
Management Review (+15%)	23:04:30
Grand Total with Review	176:54:30

CREATIVE HOURS - 2024



North Dakota One Call 2025 Creative Hours.xlsx
2025 Summary

Quarter	Hours
First Quarter	92:05:45
Second Quarter	206:25:30
Third Quarter	101:17:45
Fourth Quarter	**176:54:30**
Grand Total	**576:43:30**

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

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

Project Name	Hours Worked
NDOC 2025 State Fair Event Sponsors	3:25
NDOC Color Code Cards	4:15
NDOC Dashboards	38:45
NDOC Social media	21:50
NDOC Spanish Translation of Website	106:00
NDOC Website Changes	5:15
Subtotal	179:30:00
Management Review (+15%)	26:55:30
Grand Total with Review	206:25:30

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

Task name	Time spent
NDOC Dashboards	32:45
NDOC General Admin	0:15
NDOC Handout Graphics	5:30
NDOC ND Century Code 49:23 Dig Law	3:25
NDOC Social media	13:35
NDOC Spanish Translation of Website	31:20
NDOC Website Changes	1:15
Subtotal	88:05:00
Management Review (+15%)	13:12:45
Grand Total with Review	101:17:45

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

Project Name	Hours Worked
NDOC Dashboards	69:00
NDOC Social media	8:30
NDOC Ticket Talk	73:50
NDOC Website Changes	2:30
Subtotal	153:50:00
Management Review (+15%)	23:04:30
Grand Total with Review	176:54:30