

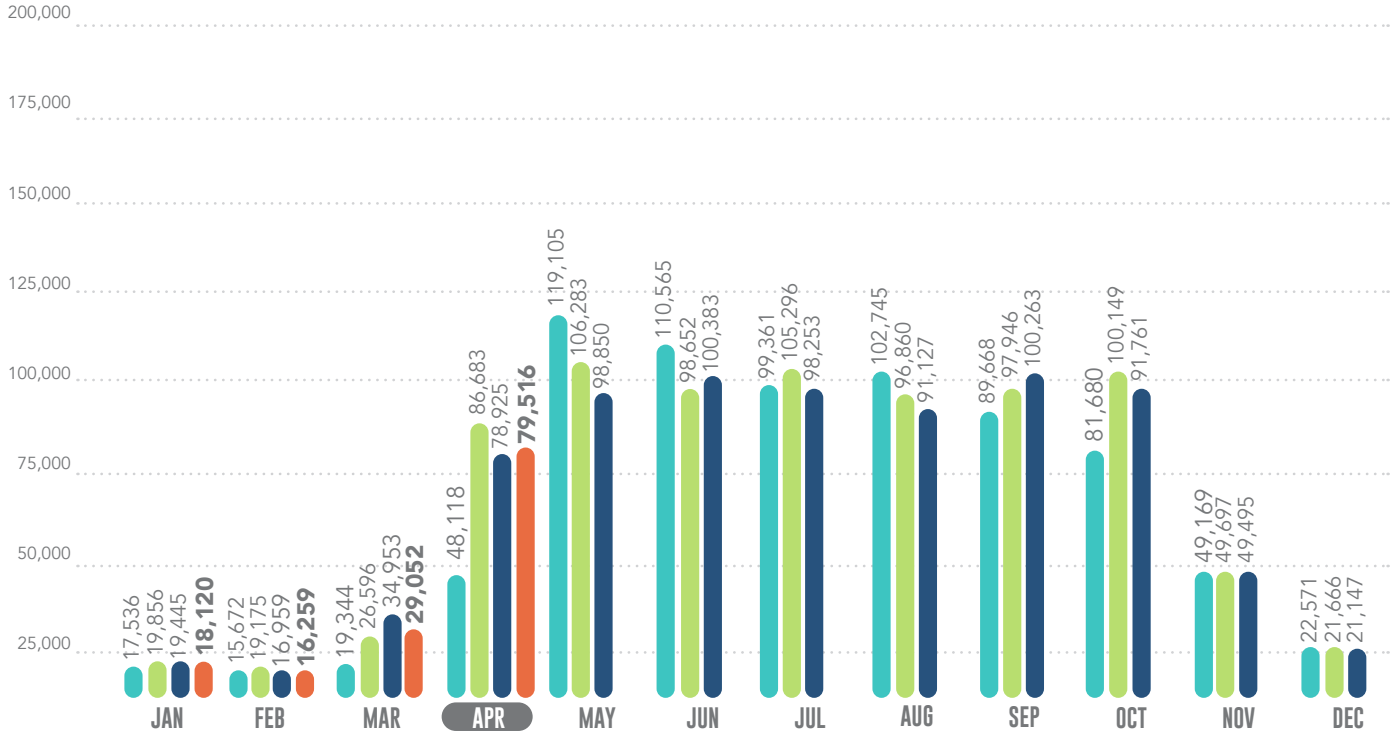


# DASHBOARD REPORT - APRIL 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

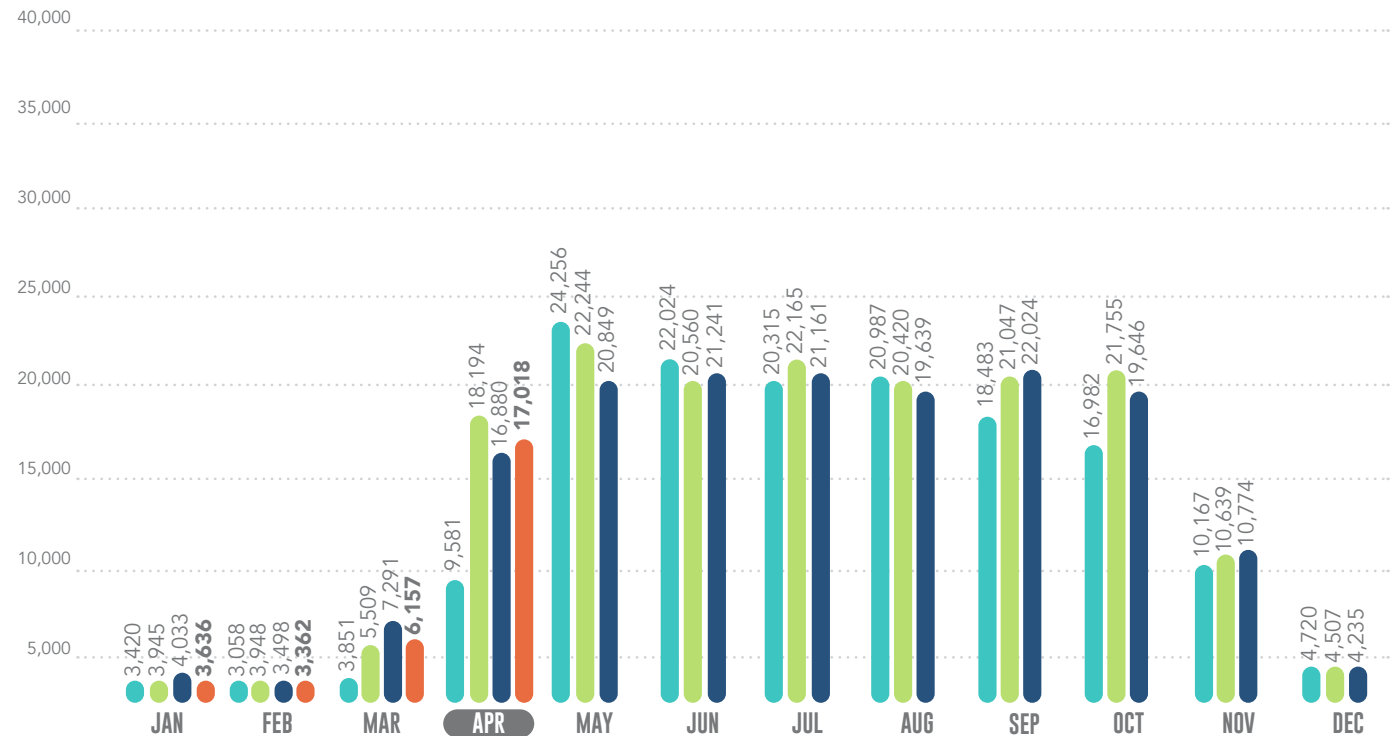
## CHARGEABLE OUTBOUND TICKETS

2023 2024 2025 2026



## INCOMING TICKETS

2023 2024 2025 2026



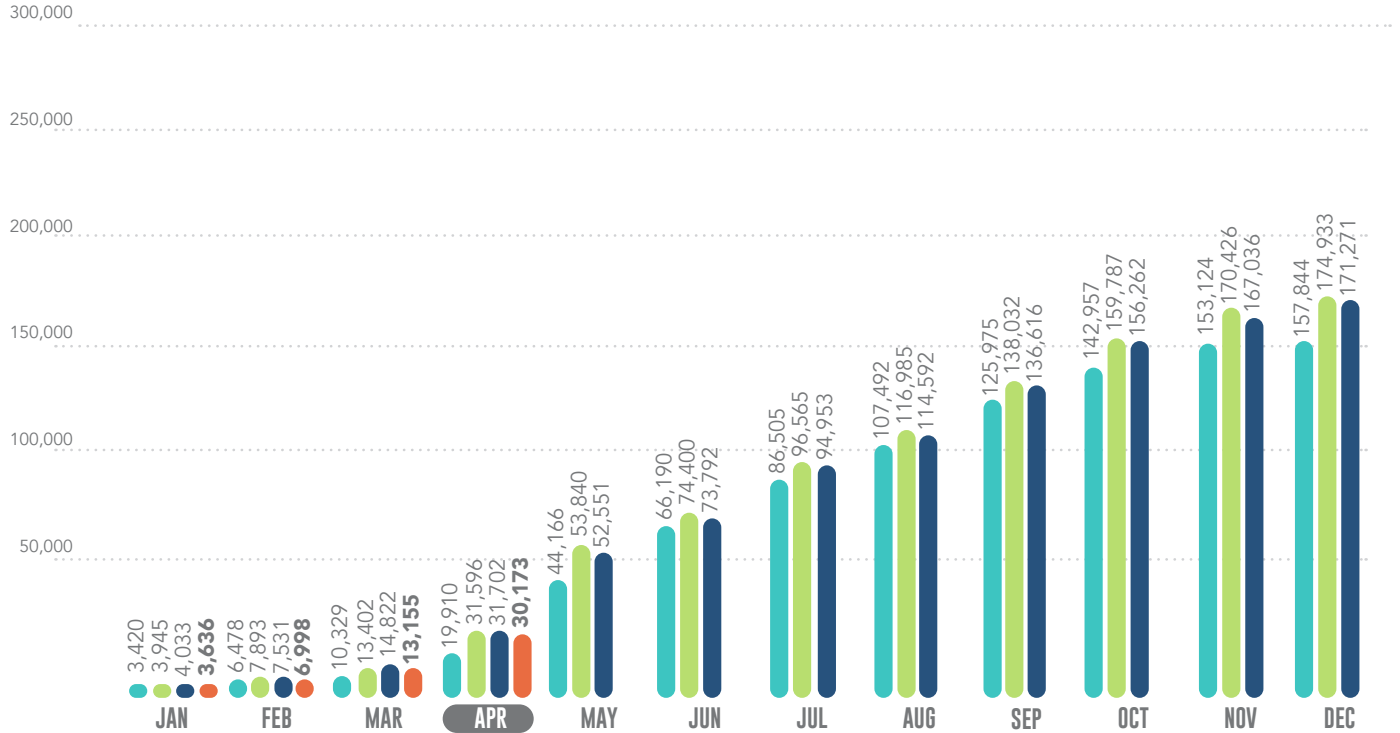


# DASHBOARD REPORT - APRIL 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

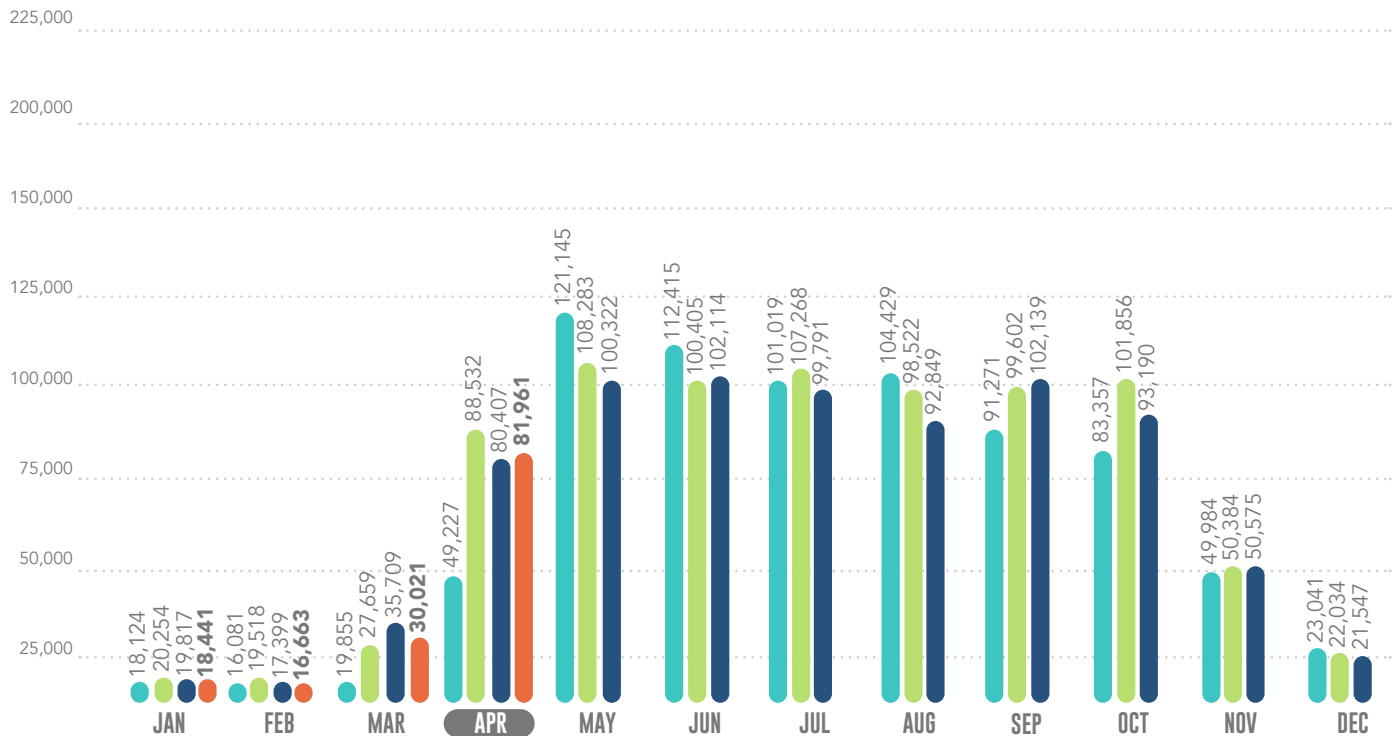
## INCOMING TICKETS Y-T-D

2023 2024 2025 2026



## OUTGOING MESSAGES

2023 2024 2025 2026



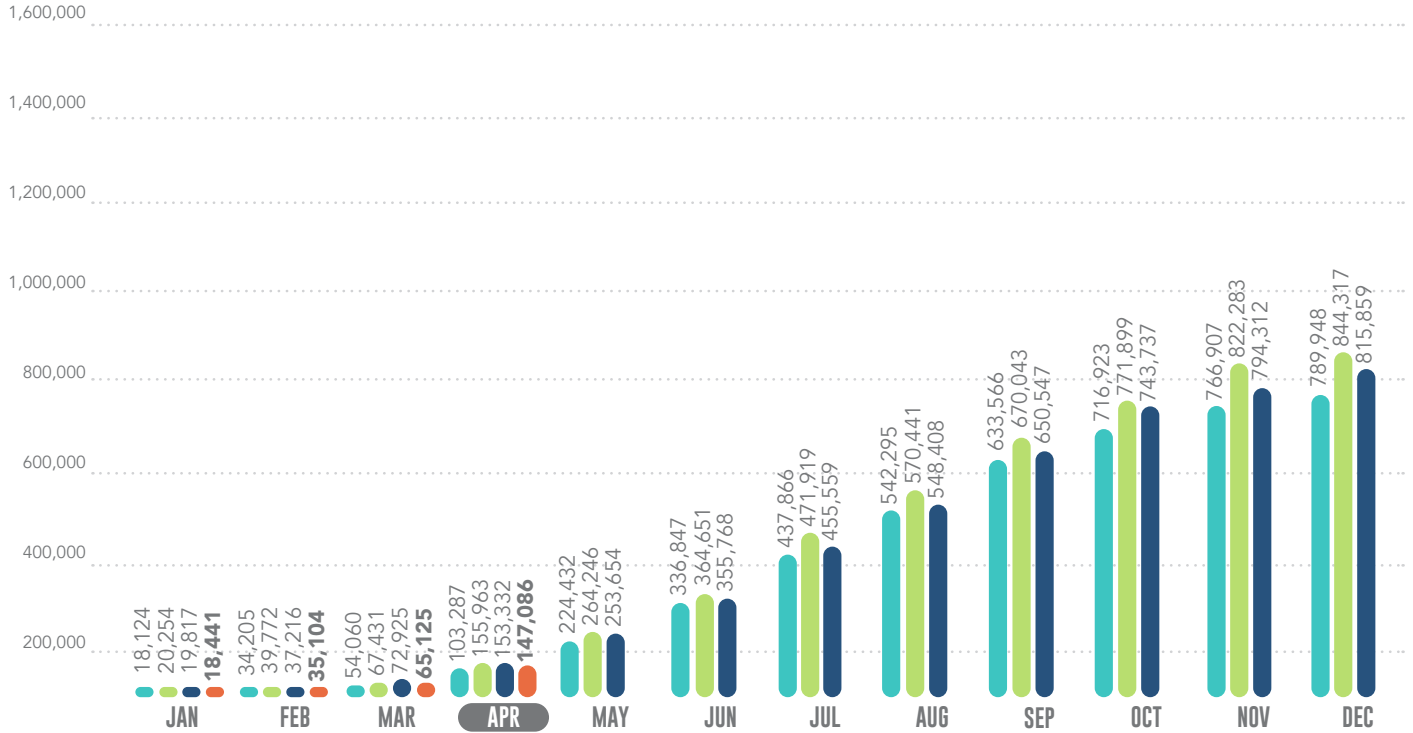


# DASHBOARD REPORT - APRIL 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

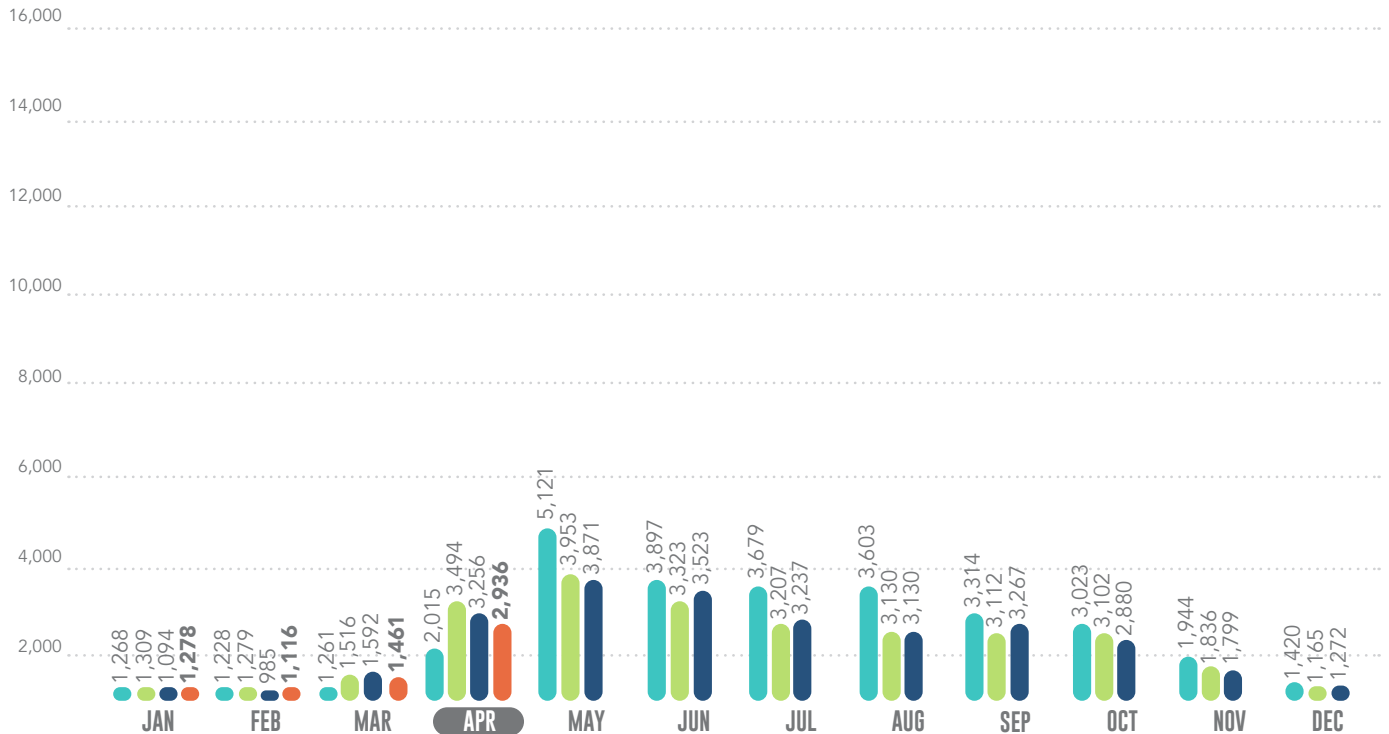
## OUTGOING TICKETS Y-T-D

2023 2024 2025 2026



## INCOMING CALLS

2023 2024 2025 2026



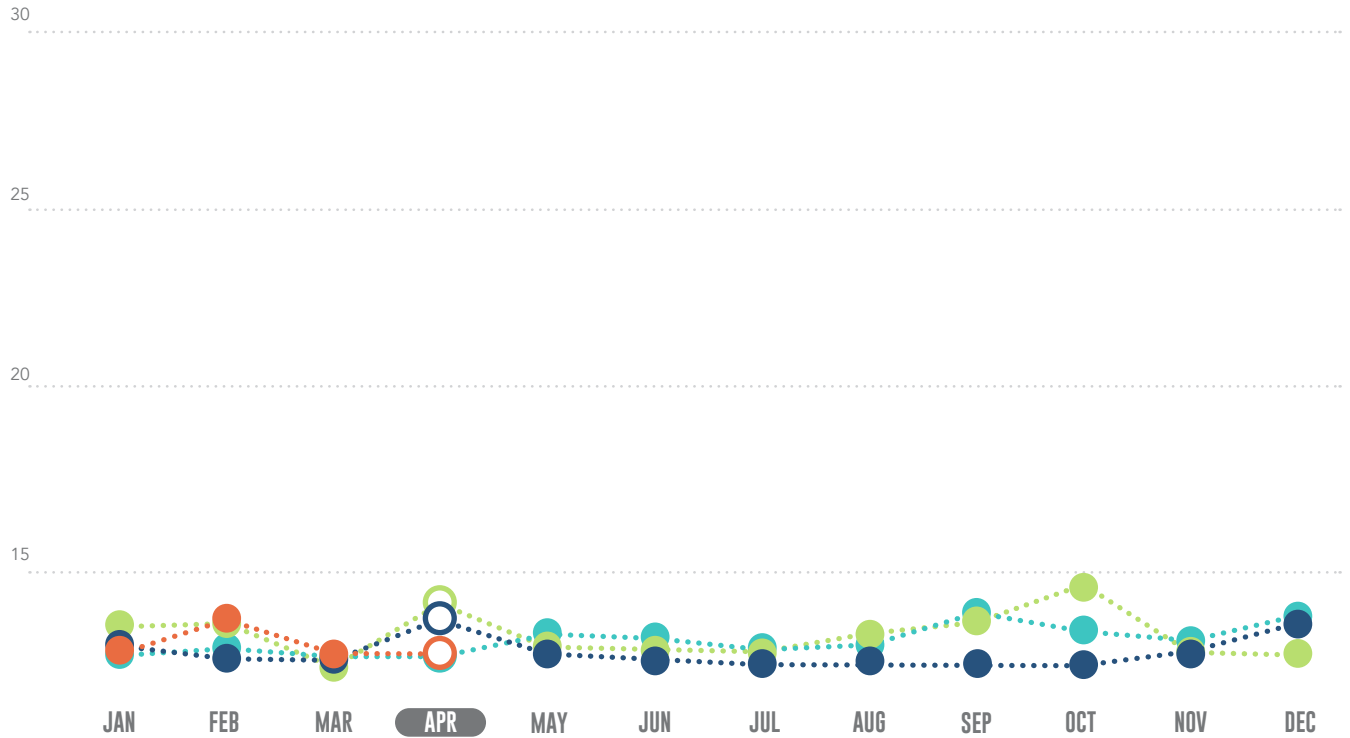


# DASHBOARD REPORT - APRIL 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## OPERATOR CALL VOLUMES

2023 2024 2025 2026



2023 2024 2025 2026

	2023	2024	2025	2026
JAN	9.91	11.69	10.41	10.29
FEB	10.01	11.35	9.06	11.75
MAR	9.82	8.71	9.75	10.18
APR	9.70	13.82	12.00	12.12
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	

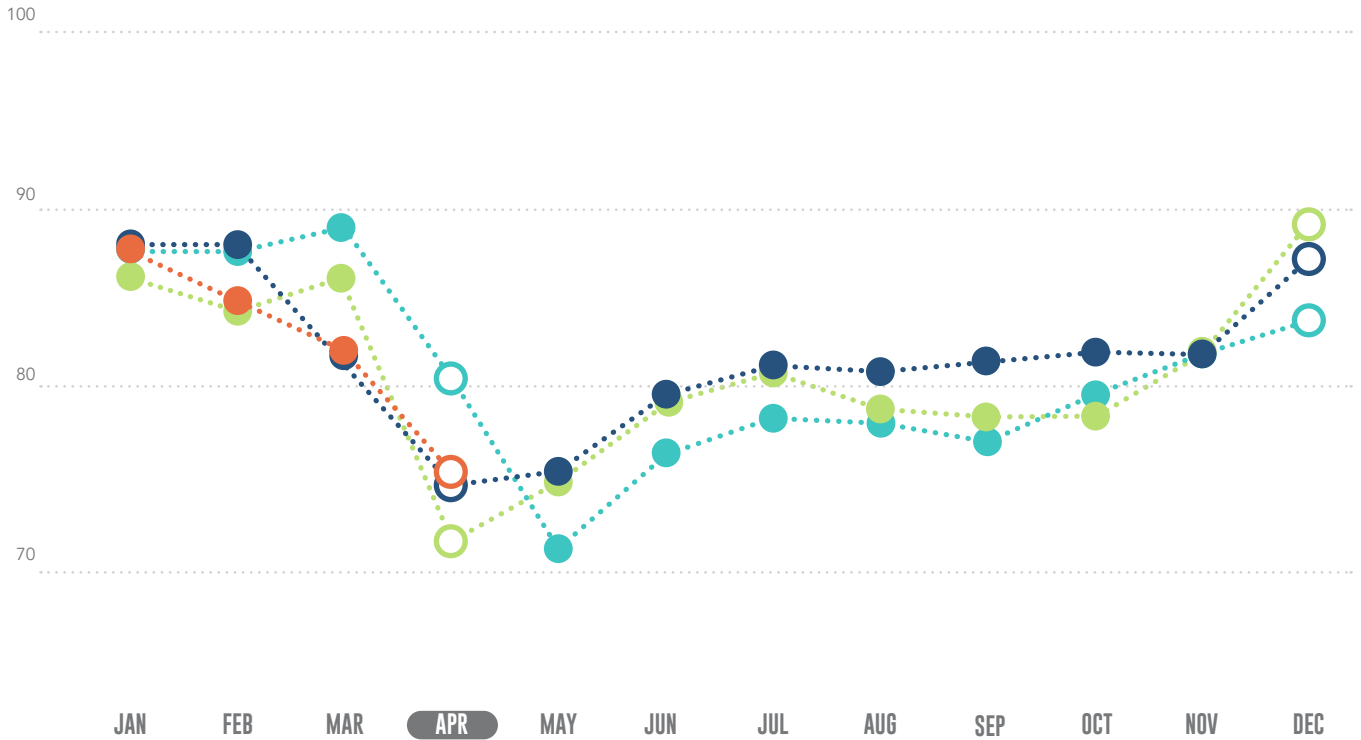


# DASHBOARD REPORT - APRIL 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## EXCAVATOR CALL VOLUMES

2023 2024 2025 2026



	2023	2024	2025	2026
JAN	89.01	86.74	88.94	88.70
FEB	88.59	84.80	89.34	85.96
MAR	89.20	86.39	82.20	82.56
APR	80.03	72.85	75.03	76.44
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	

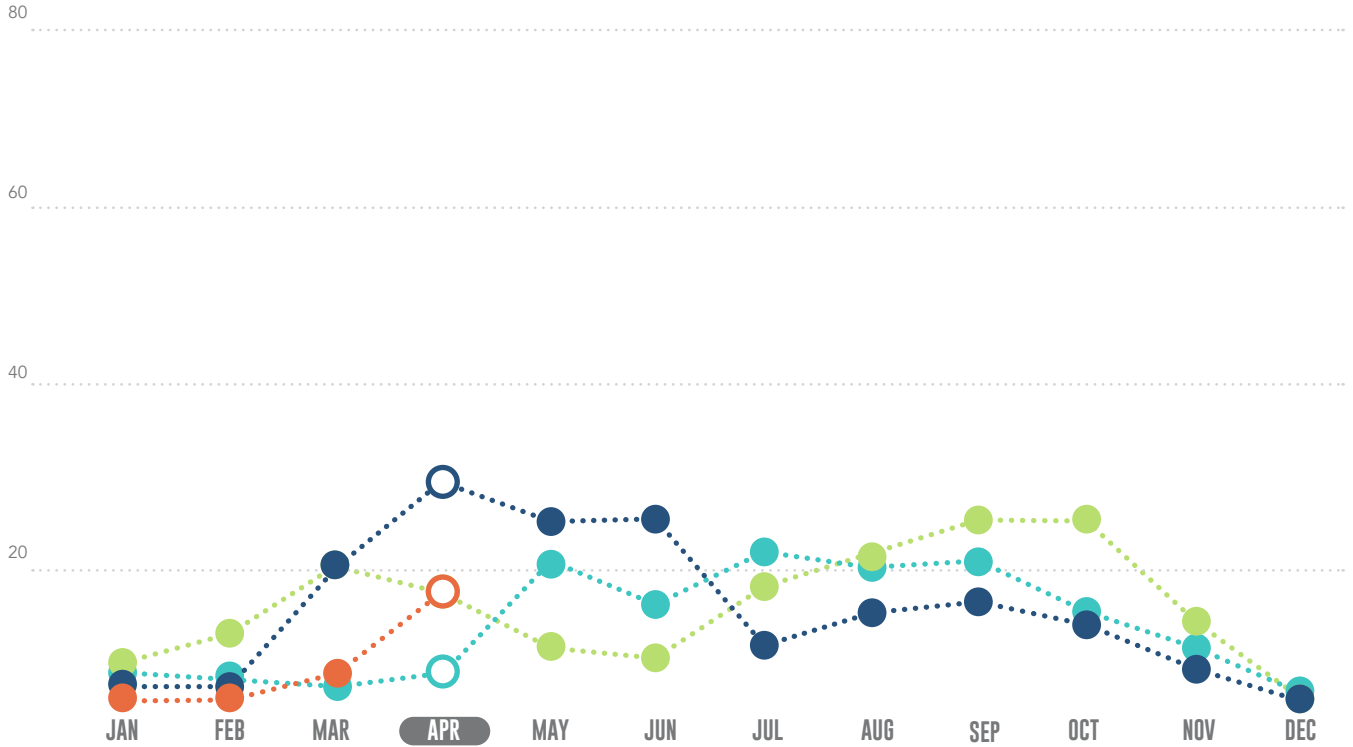


# DASHBOARD REPORT - APRIL 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## AVERAGE HOLD TIME

2023 2024 2025 2026

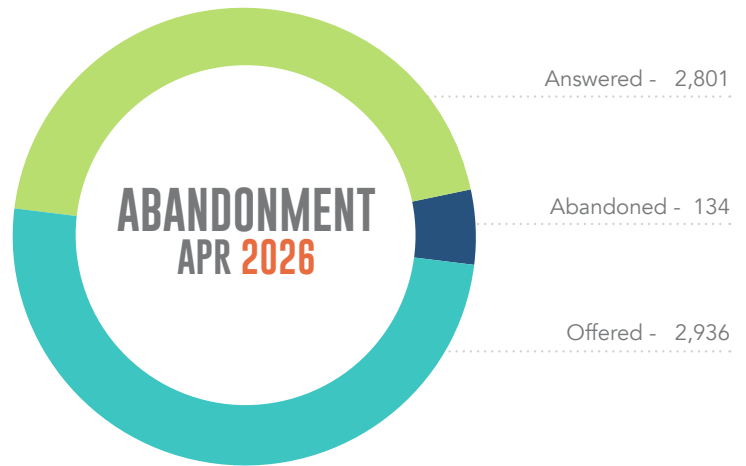
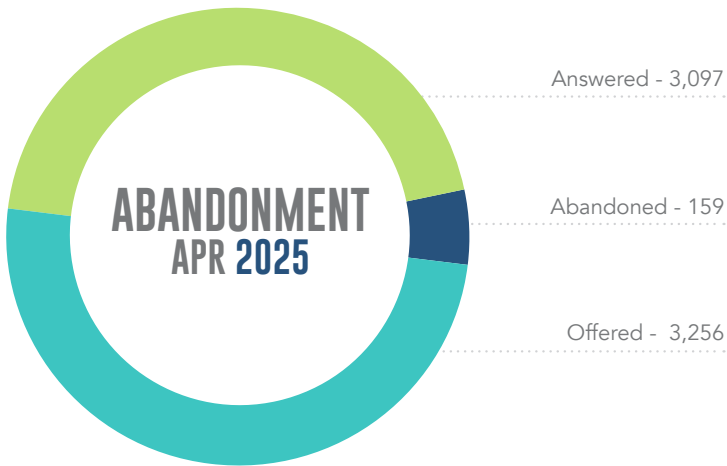
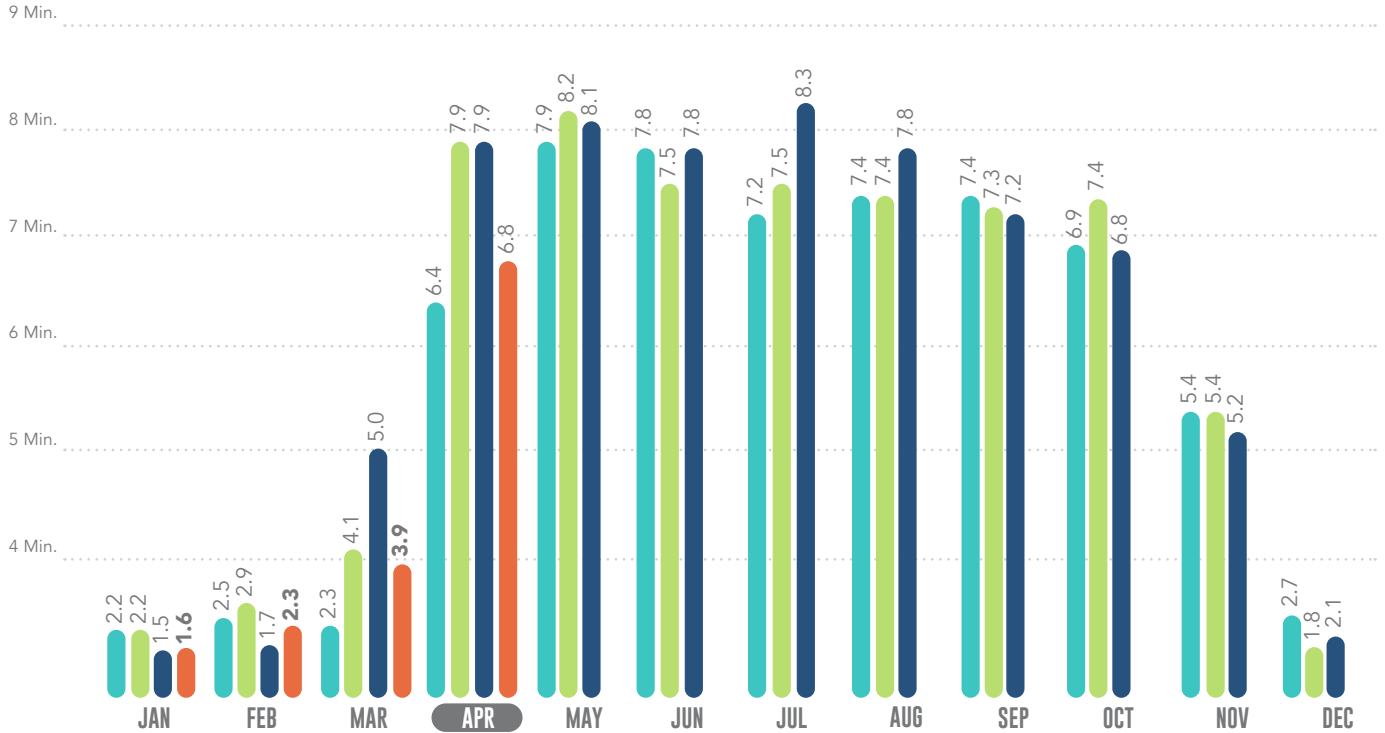


2023 2024 2025 2026

	2023	2024	2025	2026
JAN	6	10	5	2
FEB	7	12	4	2
MAR	13	21	21	15
APR	10	18	30	18
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	

## AVERAGE CALL DURATION

2023 2024 2025 2026



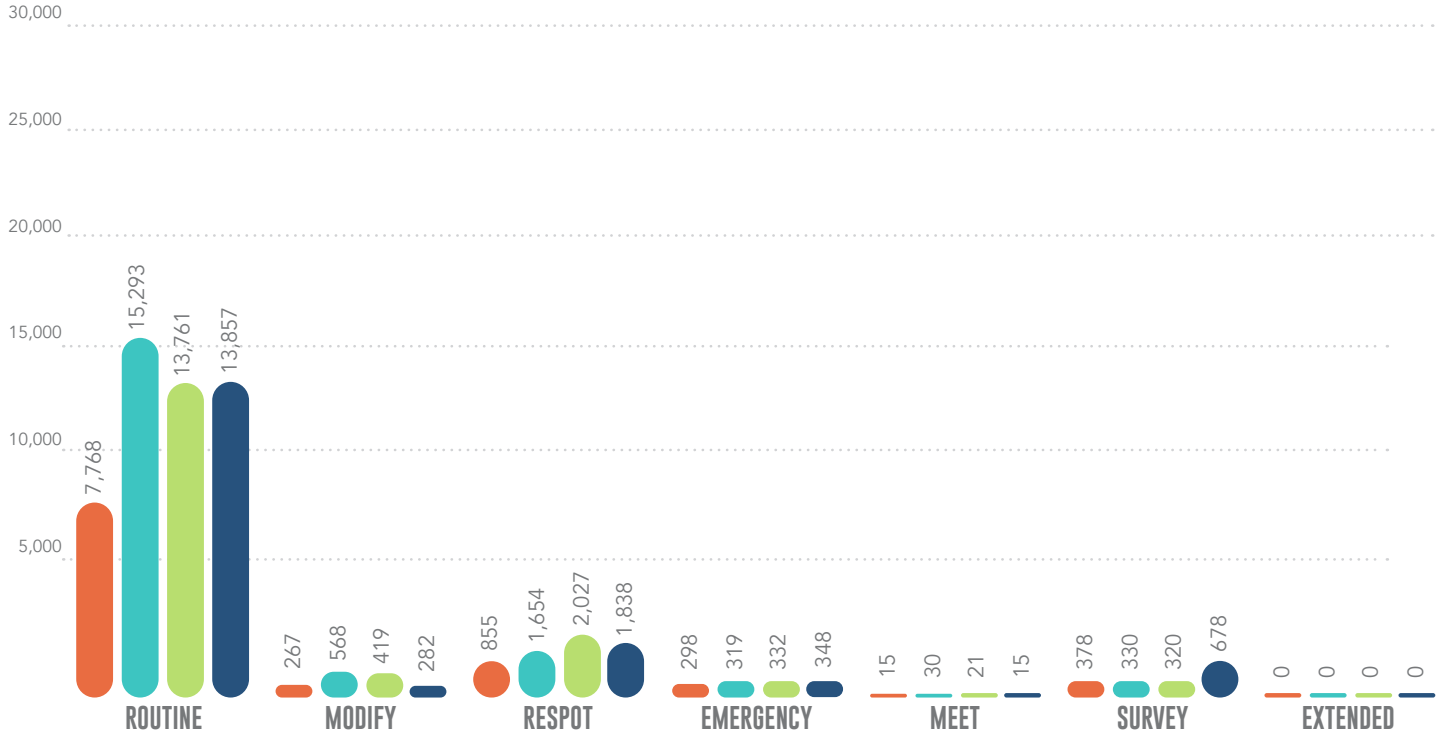


# DASHBOARD REPORT - APRIL 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

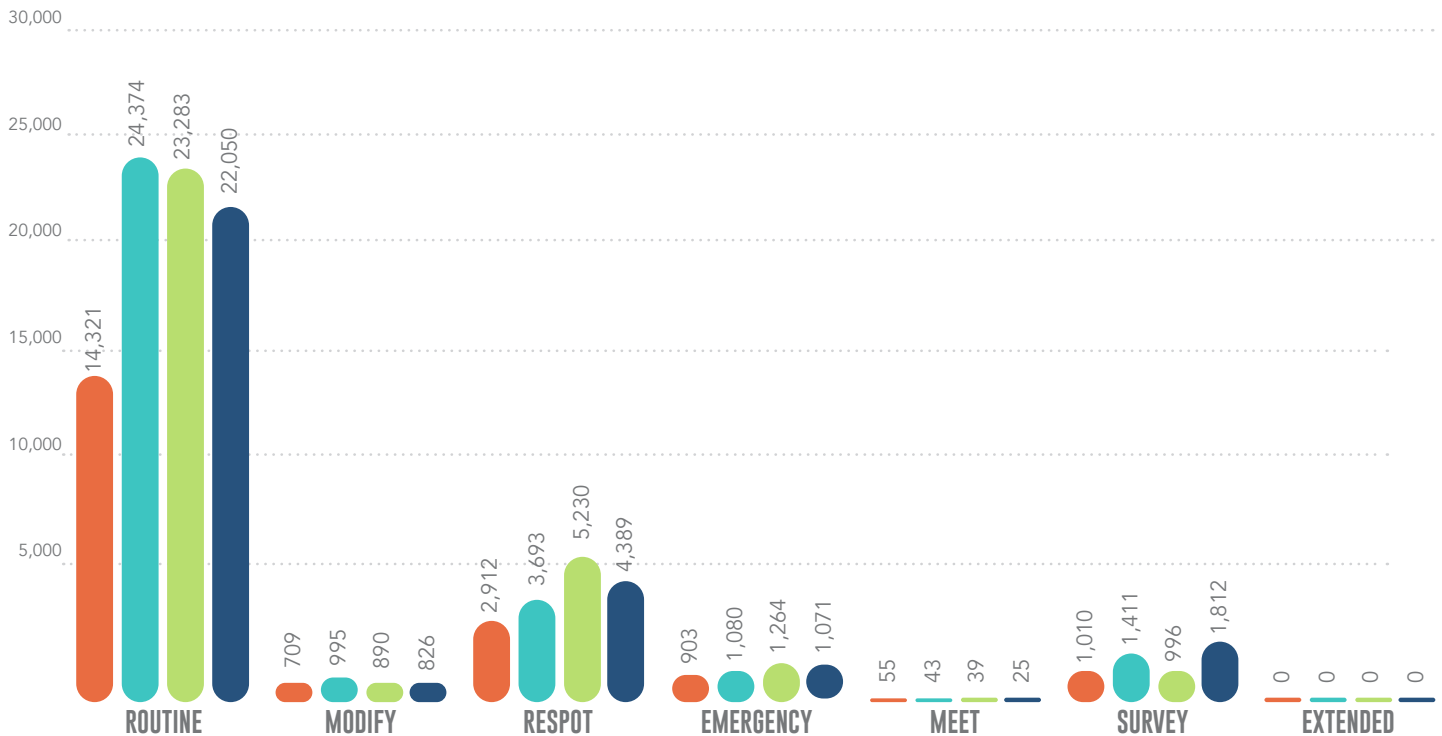
## INCOMING TICKET TYPES APR

2023 2024 2025 2026



## INCOMING TICKETS TYPES APR Y-T-D

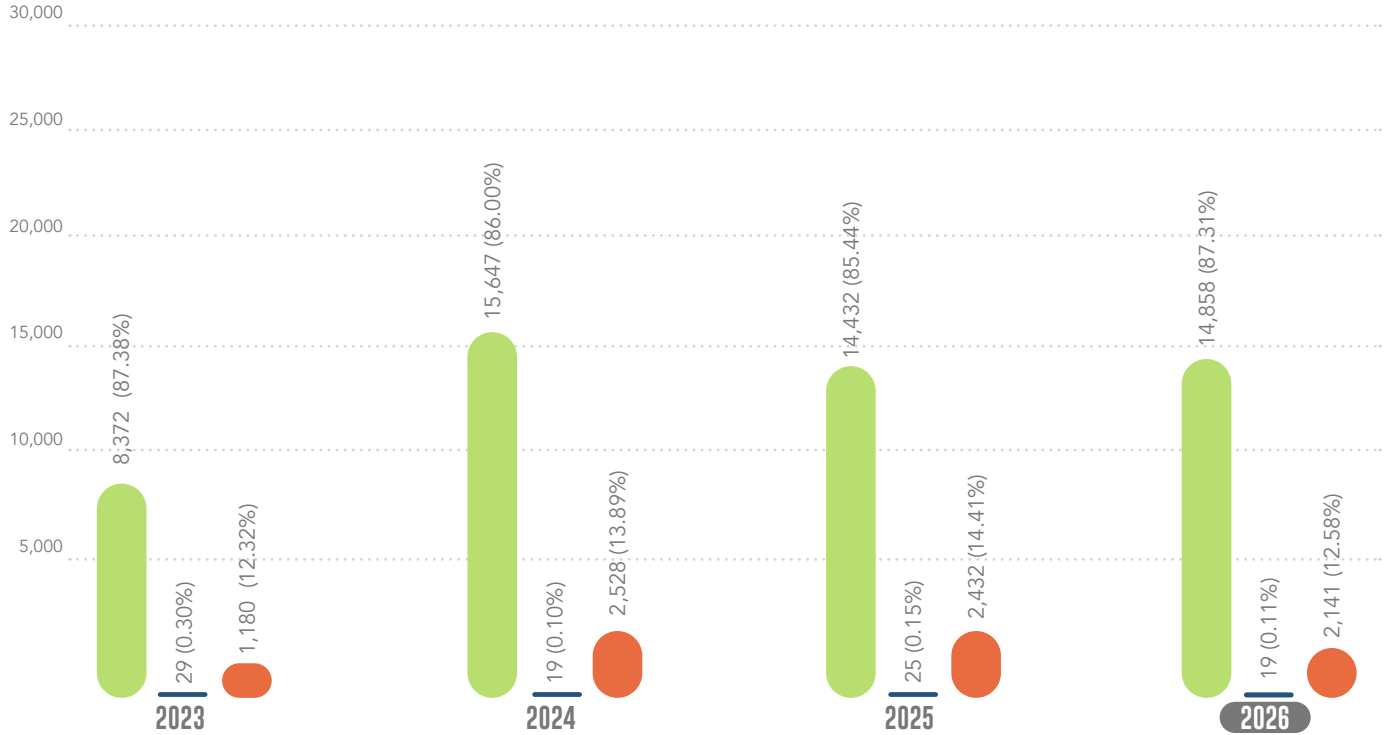
2023 2024 2025 2026



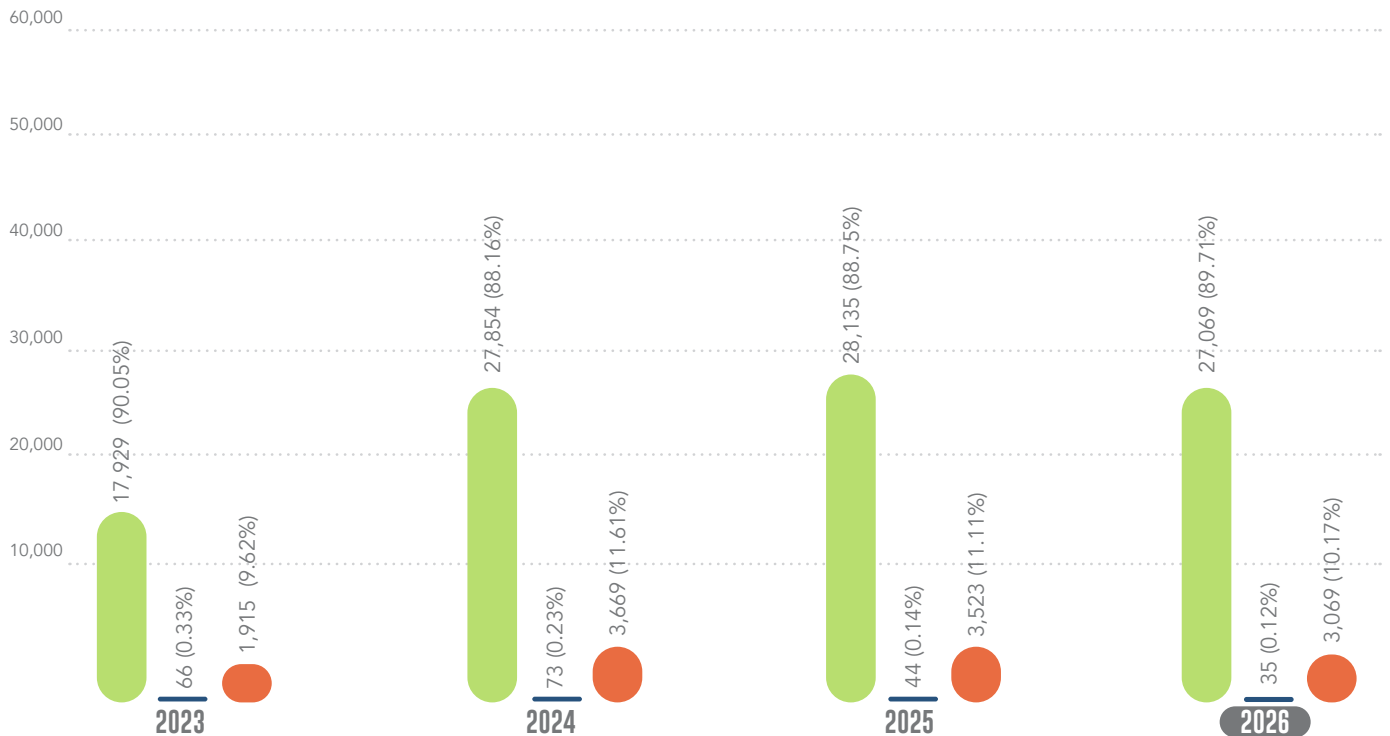
## RECEIPT METHODS APR



ITIC Mobile = 0

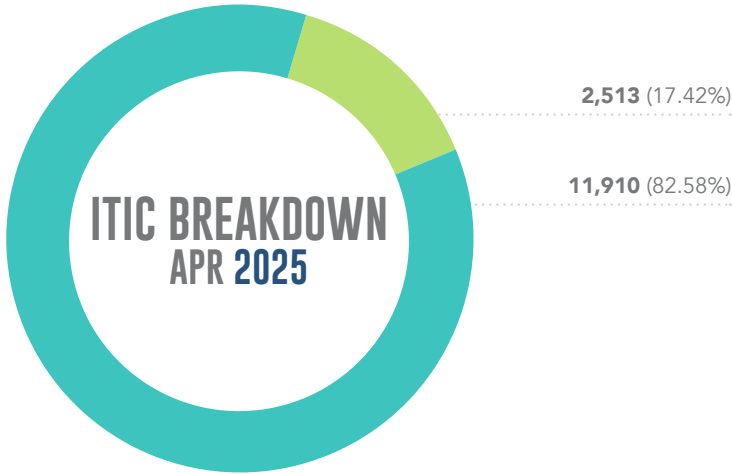


## RECEIPT METHODS APR Y-T-D

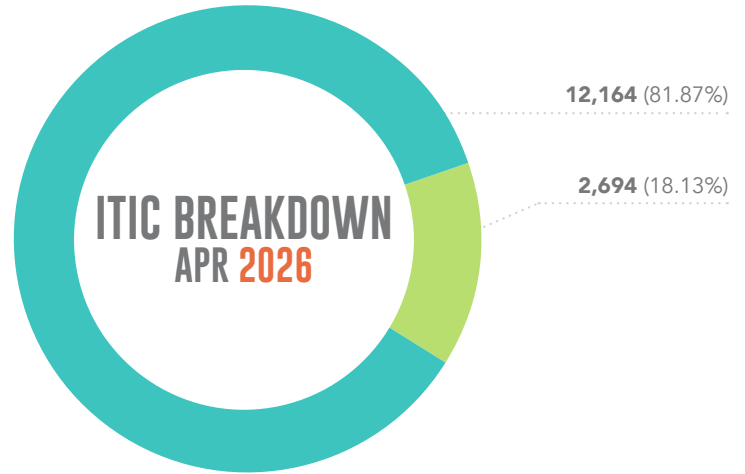


IN REVIEW

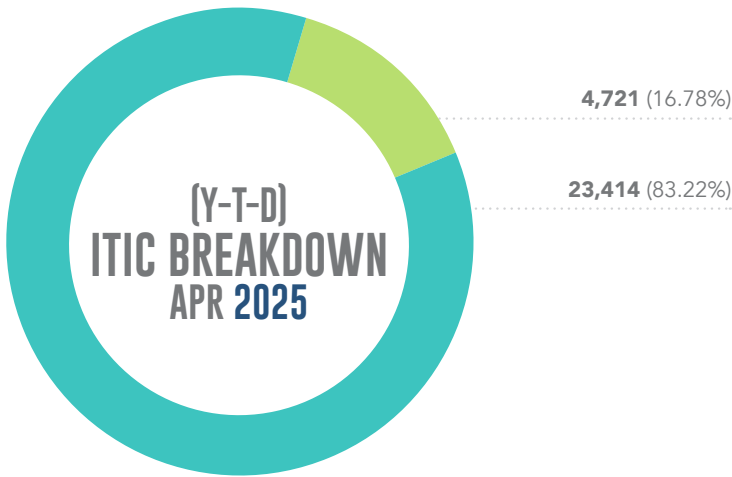
DIRECT RELEASE



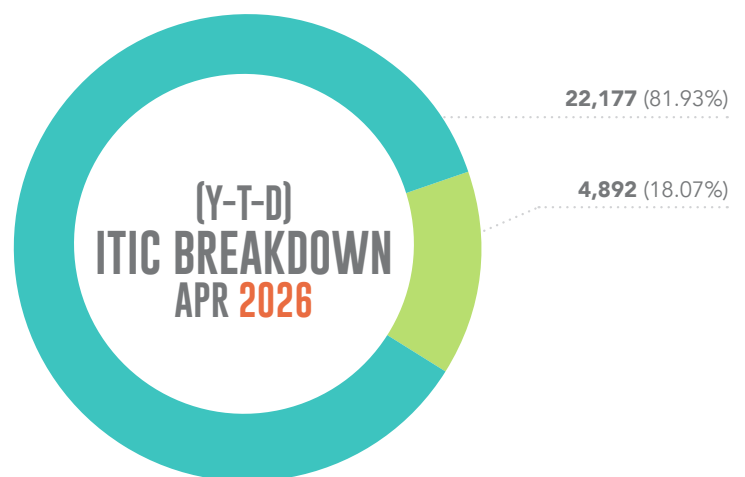
OVERALL ITIC % - 85.44%



OVERALL ITIC % - 87.31%



OVERALL ITIC % - 88.75%



OVERALL ITIC % - 89.71%



# DASHBOARD REPORT - APRIL 2026

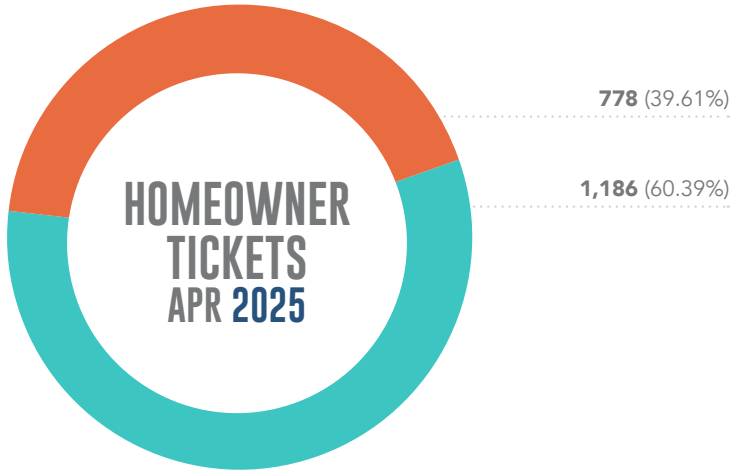
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB

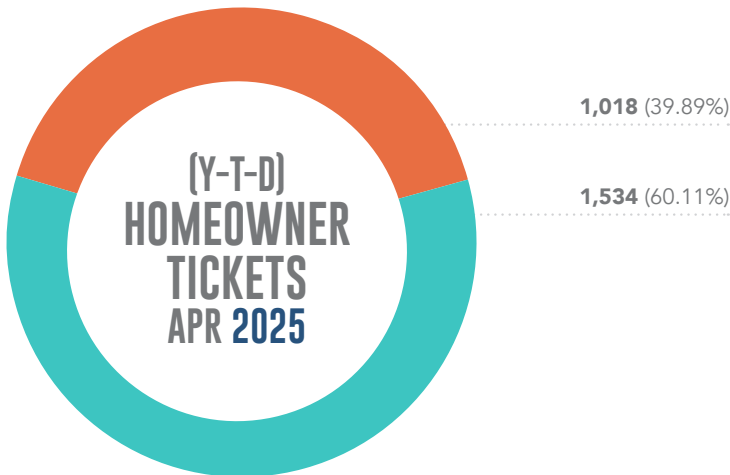
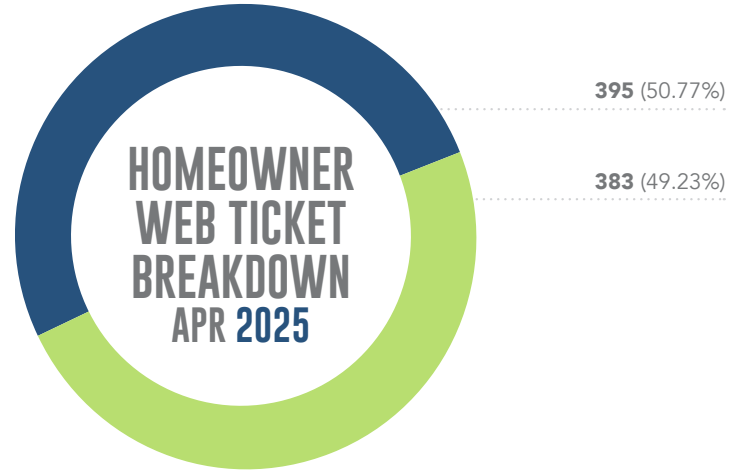
PHONE-IN

IN REVIEW

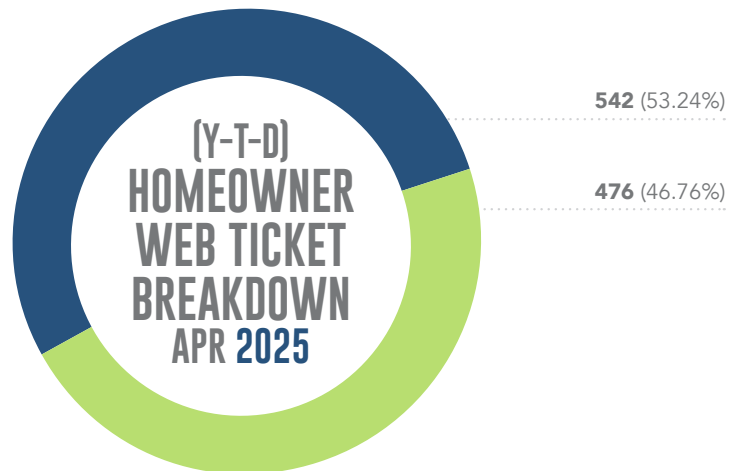
DIRECT RELEASE



MONTHLY HOMEOWNER TICKETS - 1,964



YTD HOMEOWNER TICKETS - 2,552





# DASHBOARD REPORT - APRIL 2026

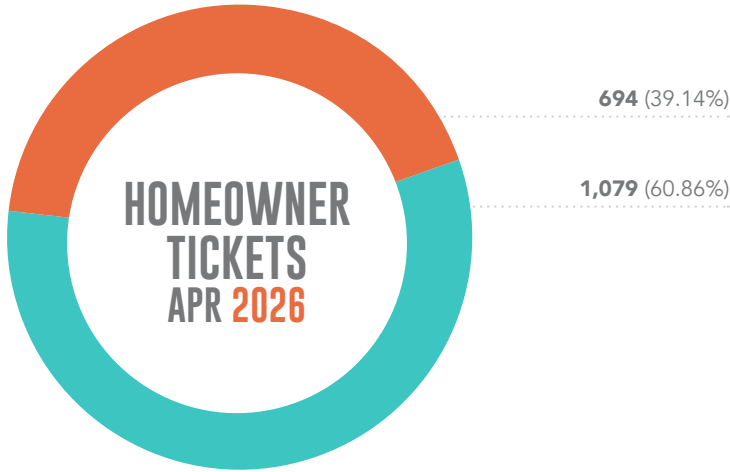
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB

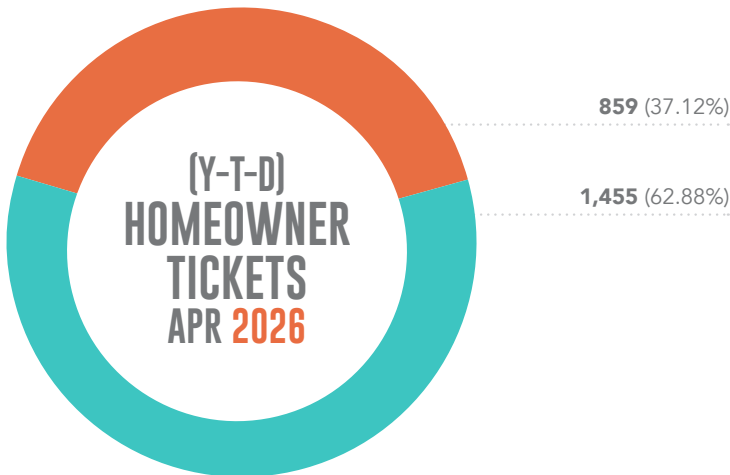
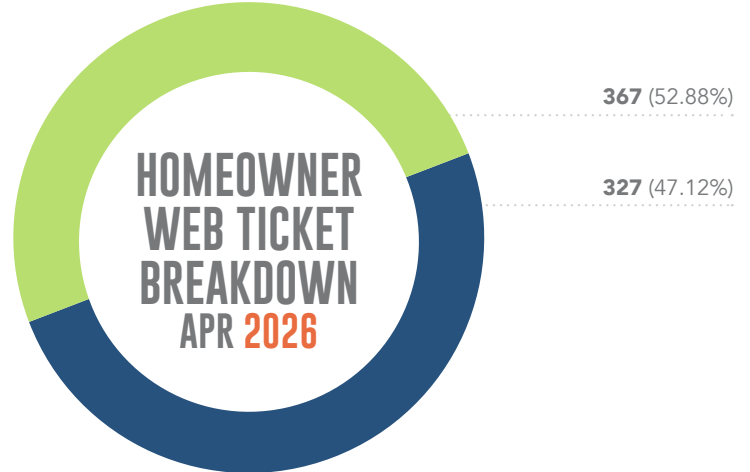
PHONE-IN

IN REVIEW

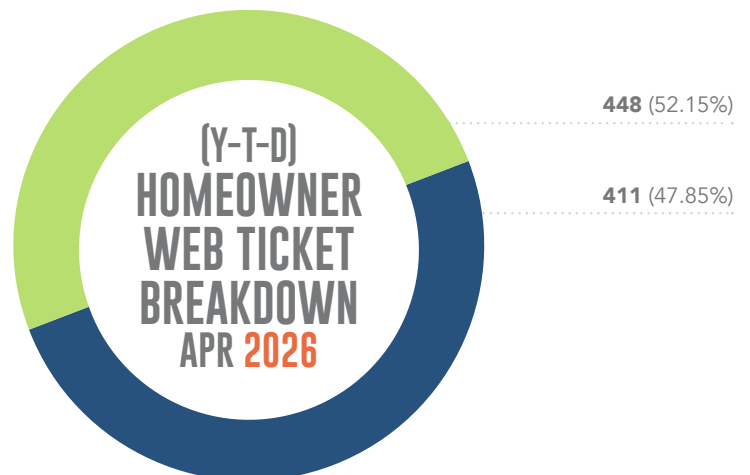
DIRECT RELEASE



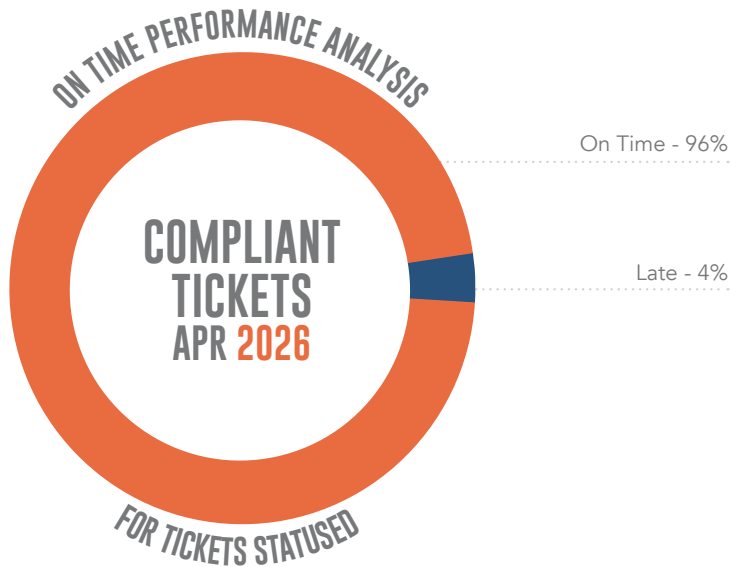
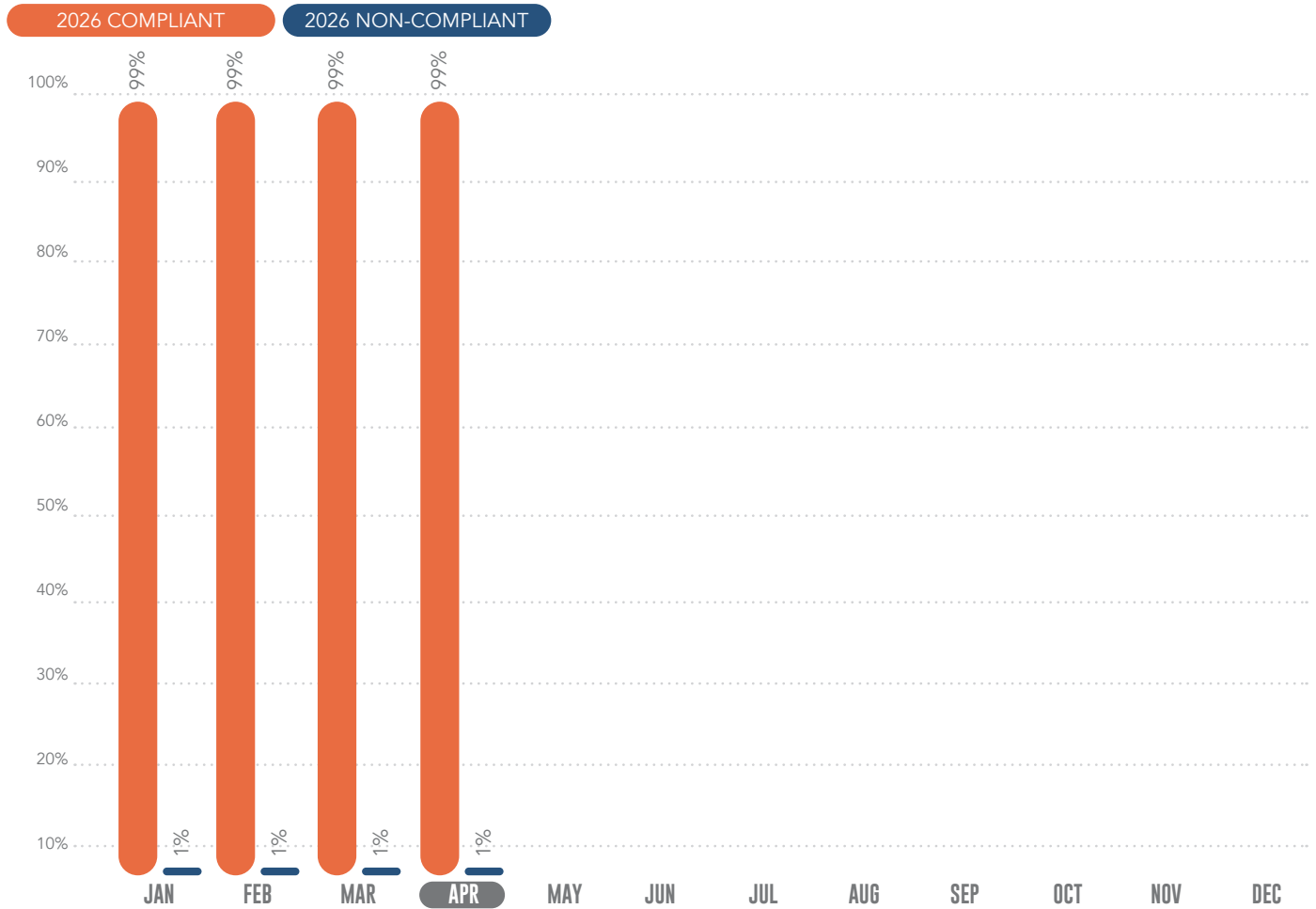
MONTHLY HOMEOWNER TICKETS - 1,773



YTD HOMEOWNER TICKETS - 2,314



## POSITIVE RESPONSE COMPLIANCE





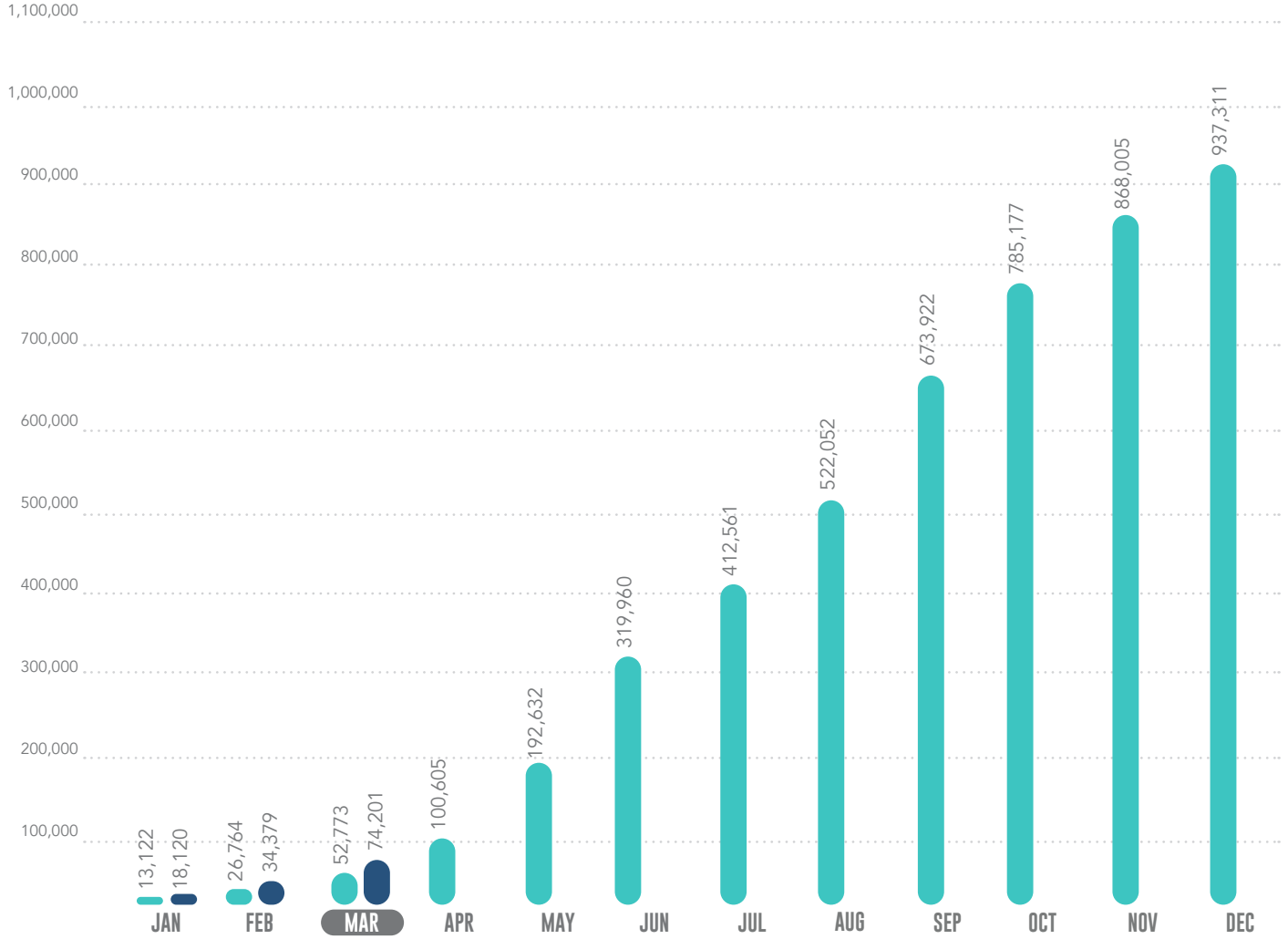
# DASHBOARD REPORT - APRIL 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

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

2011\*

2026



**"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.

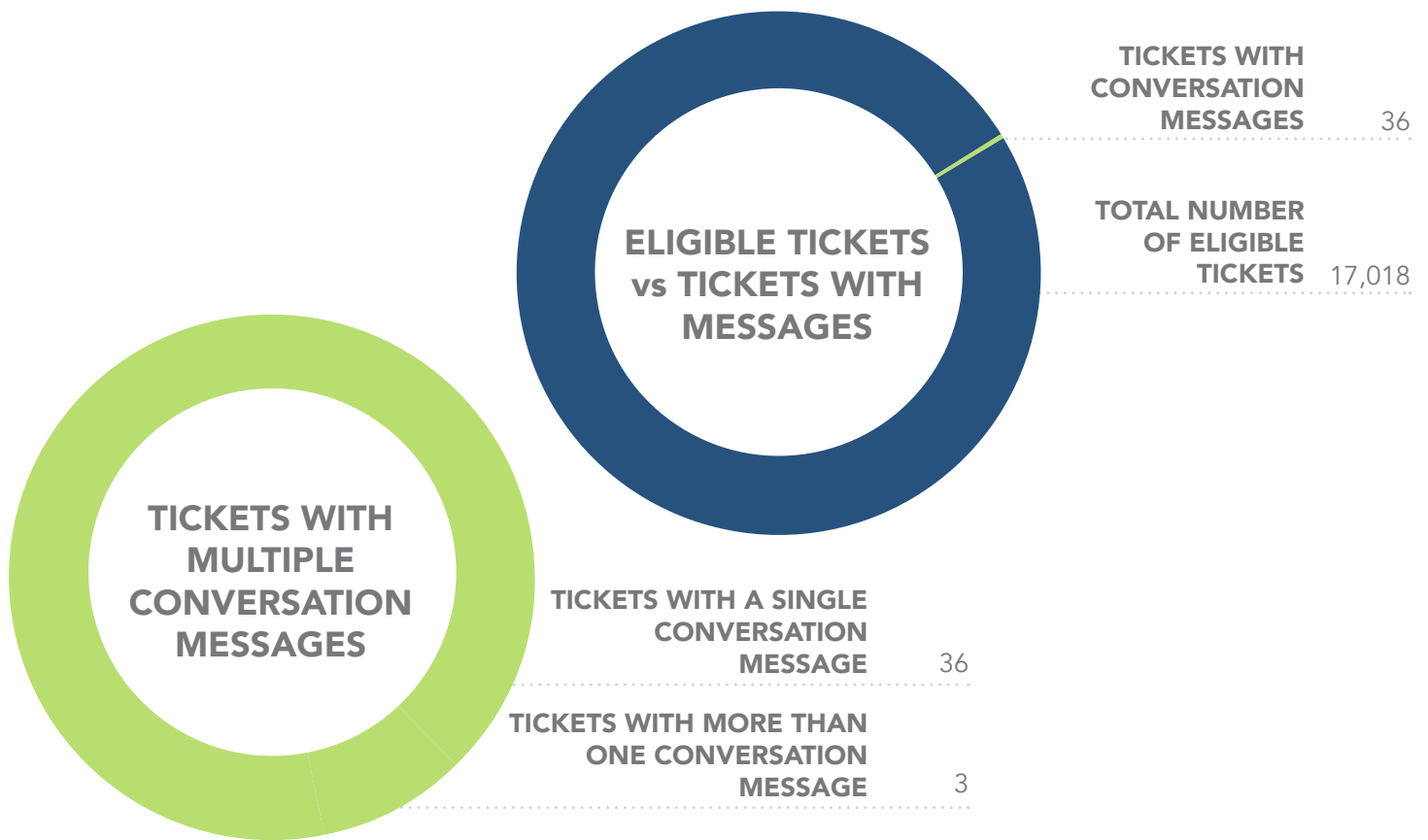


# DASHBOARD REPORT - APRIL 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

North Dakota One Call instituted the new Ticket Talk feature on February 4th, 2026 at 8am. The date filter in the report is based on when the ticket was created, not when the messages were sent. For example, if Ticket 3 was created on March 30 but the conversations happened in April, those April conversations will still show up in the March report because the ticket itself was created in March. The same goes if the conversation continues into May.

In short, the report pulls in all conversation activity tied to tickets created within the date range you enter.

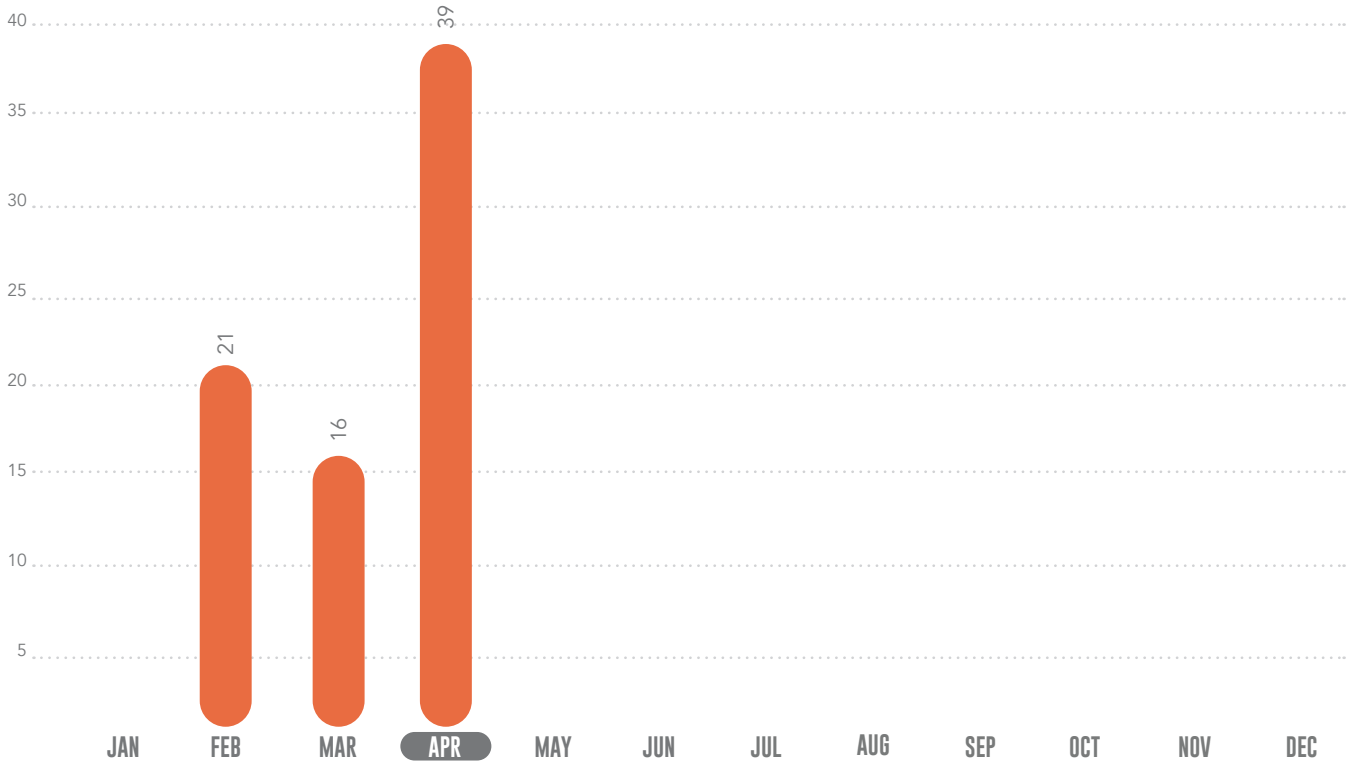




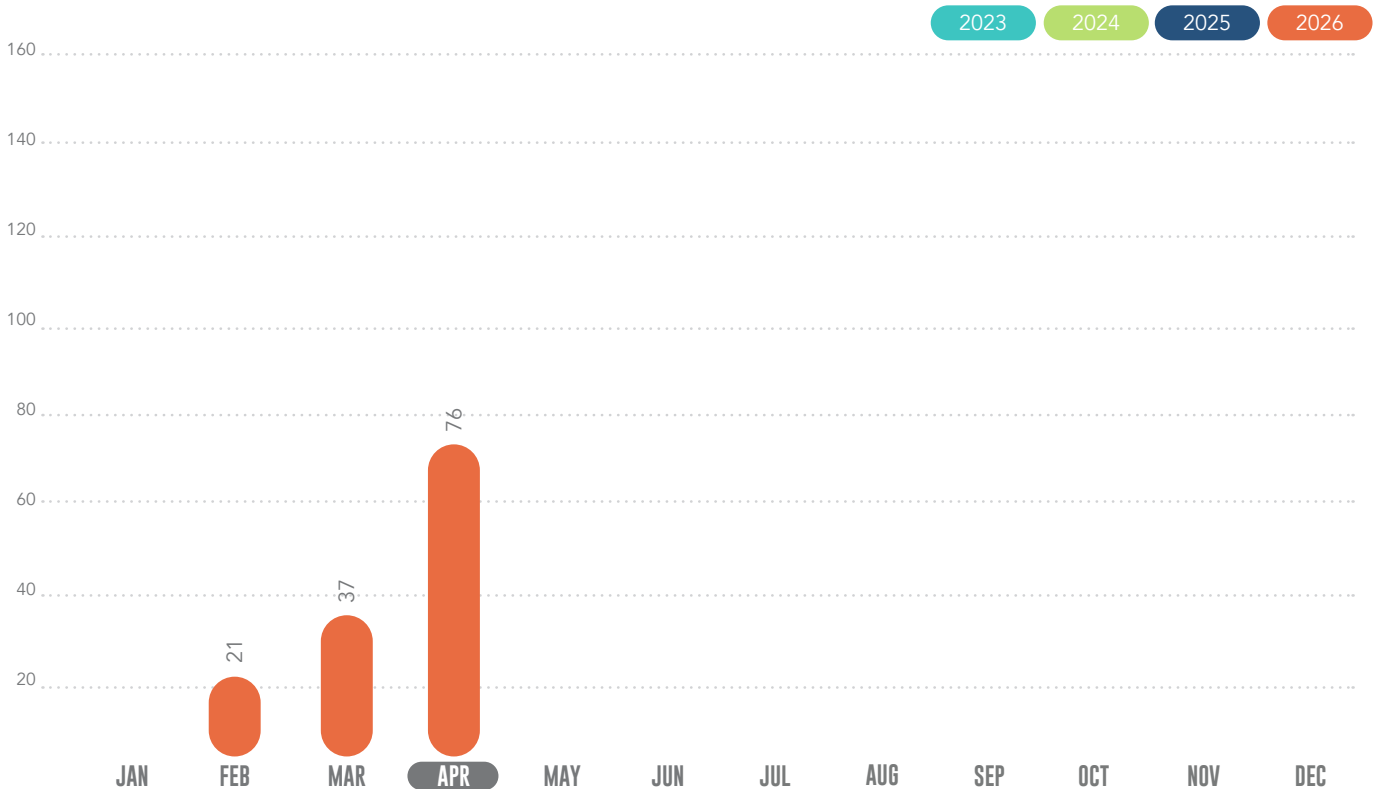
# DASHBOARD REPORT - APRIL 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## TOTAL NUMBER OF TICKET TALK CONVERSATION MESSAGES



## TOTAL NUMBER OF TICKET TALK CONVERSATION MESSAGES Y-T-D

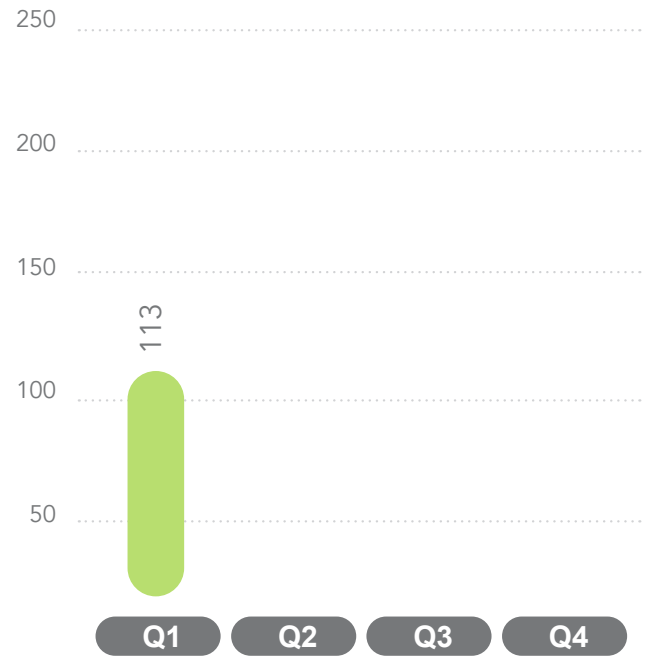




## CREATIVE HOURS - 1<sup>ST</sup> QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC 2026 Excavator Meetings	10:50
NDOC Dashboards	54:30
NDOC Print Ready NDOC Handbook	2:30
NDOC Social Media	15:30
NDOC Website Changes	14:45
Subtotal	98:05:00
Management Review (+15%)	14:42:45
<b>Grand Total with Review</b>	<b>112:47:45</b>

## CREATIVE HOURS - 2026





North Dakota One Call 2026 Creative Hours.xlsx  
2026 Summary

<b>Quarter</b>	<b>Hours</b>
First Quarter	<b>112:47:45</b>
Second Quarter	
Third Quarter	
Fourth Quarter	
<b>Grand Total</b>	<b>112:47:45</b>



North Dakota One Call 2026 Creative Hours.xlsx  
First Quarter Detail

<b>Project Name</b>	<b>Hours Worked</b>
<b>NDOC 2026 Excavator Meetings</b>	<b>10:50</b>
<b>NDOC Dashboards</b>	<b>54:30</b>
<b>NDOC Print Ready NDOC Handbook</b>	<b>2:30</b>
<b>NDOC Social media</b>	<b>15:30</b>
<b>NDOC Website Changes</b>	<b>14:45</b>
<b>Subtotal</b>	<b>98:05:00</b>
<b>Management Review (+15%)</b>	<b>14:42:45</b>
<b>Grand Total with Review</b>	<b>112:47:45</b>