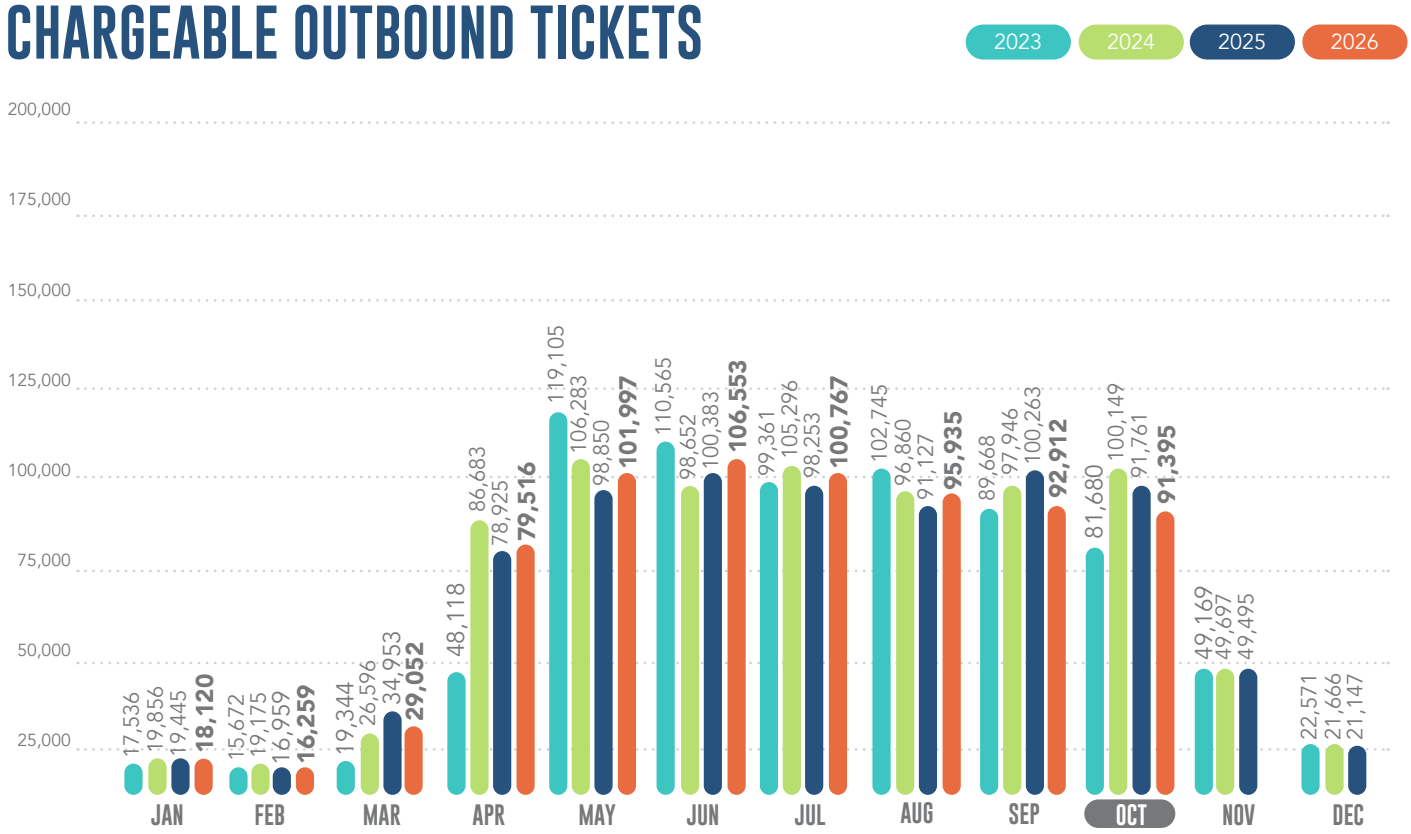
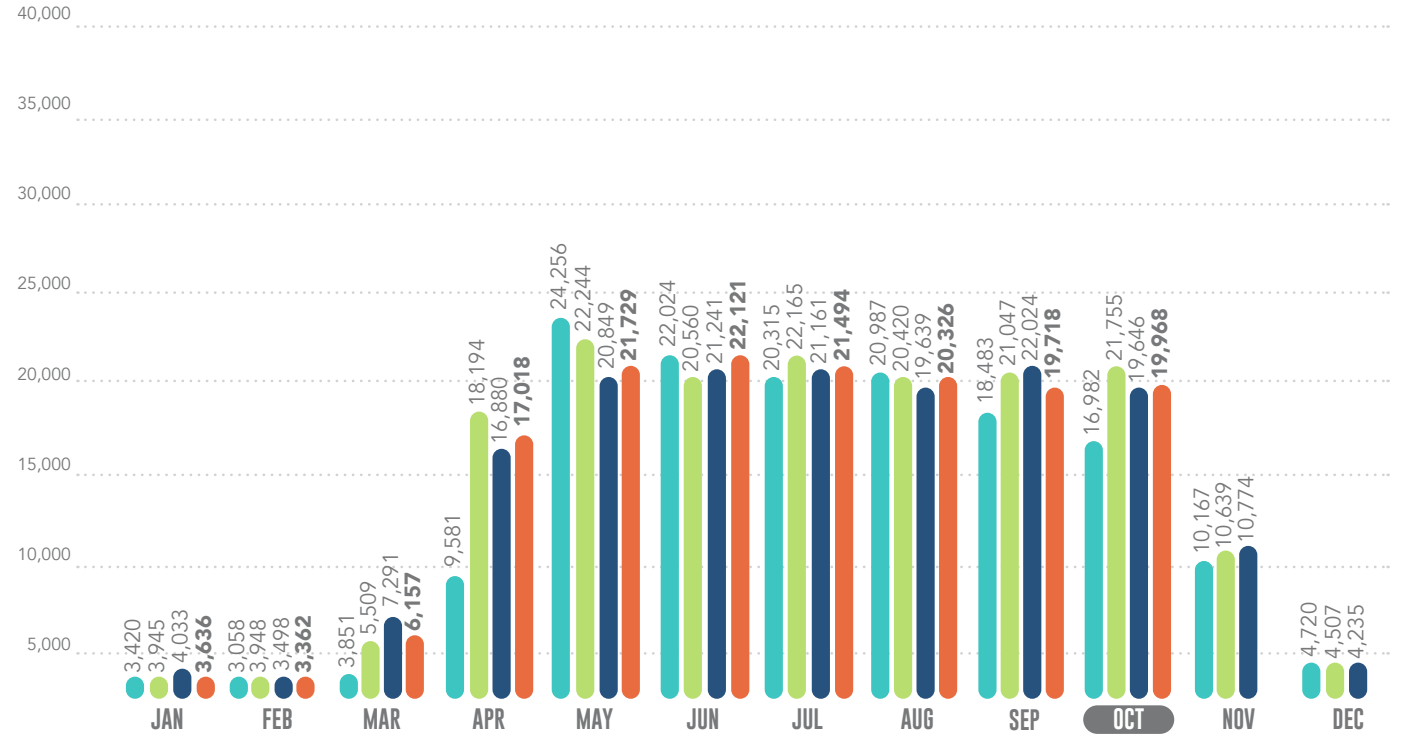
DASHBOARD REPORT - OCTOBER 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

CHARGEABLE OUTBOUND TICKETS



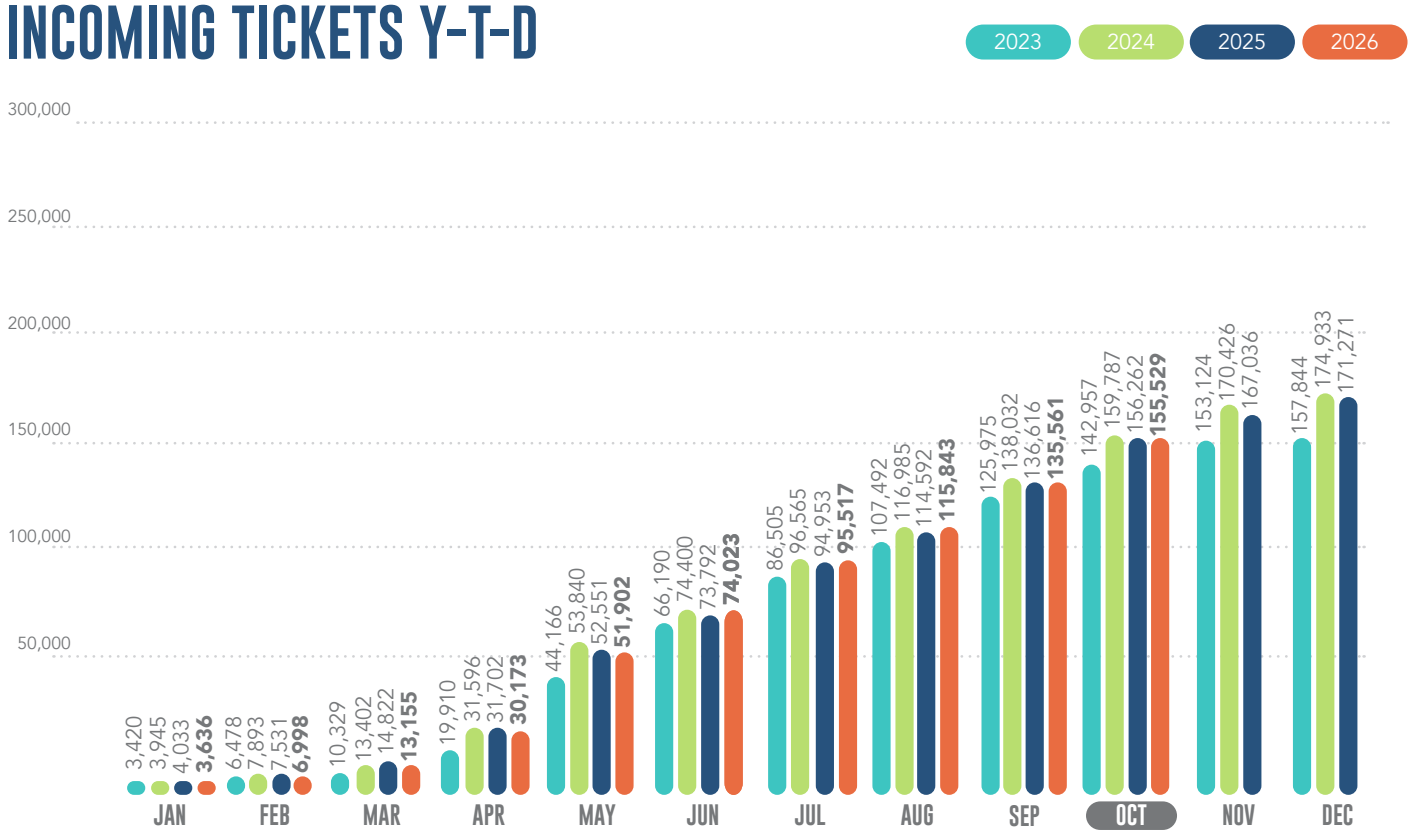
INCOMING TICKETS



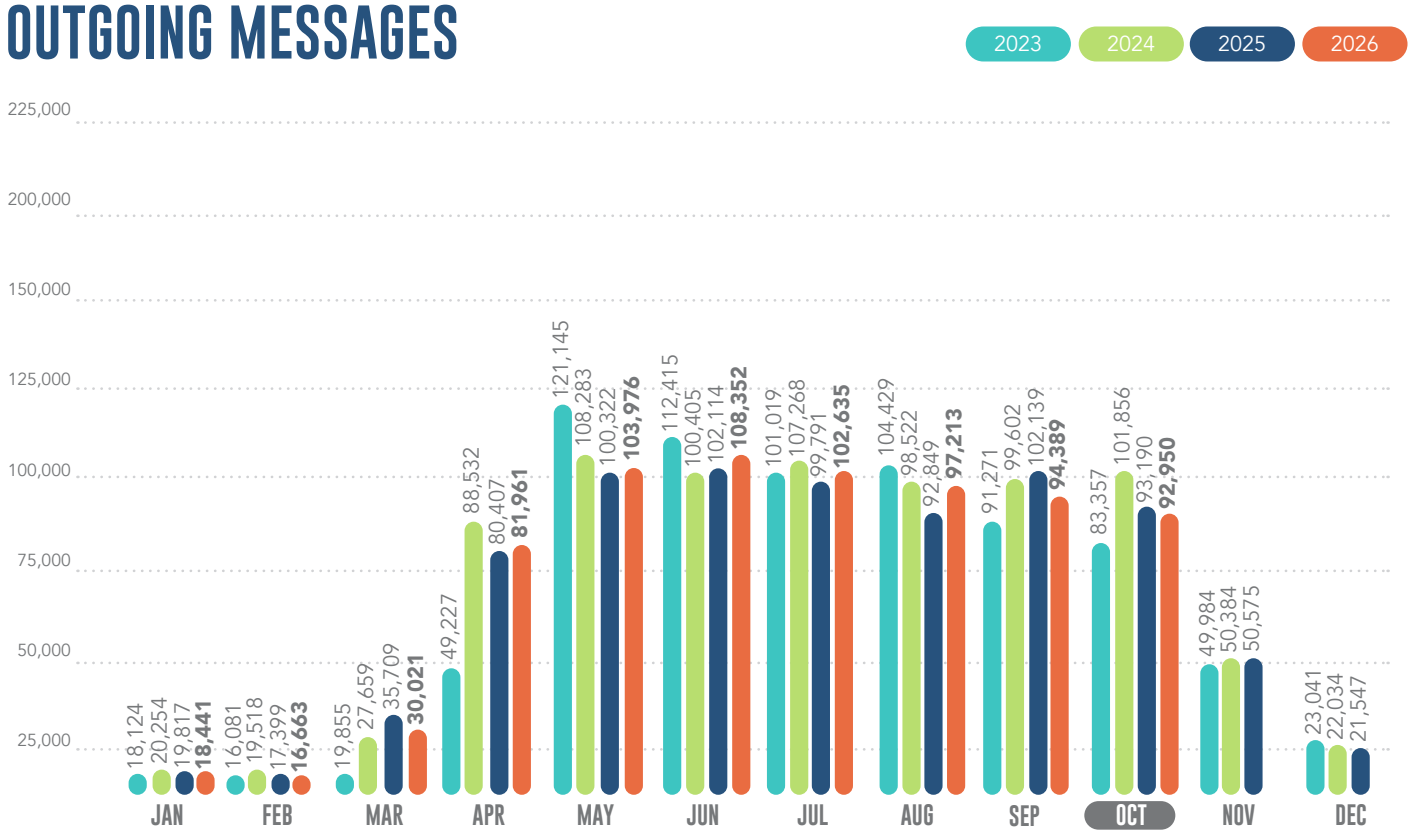
DASHBOARD REPORT - OCTOBER 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

INCOMING TICKETS Y-T-D



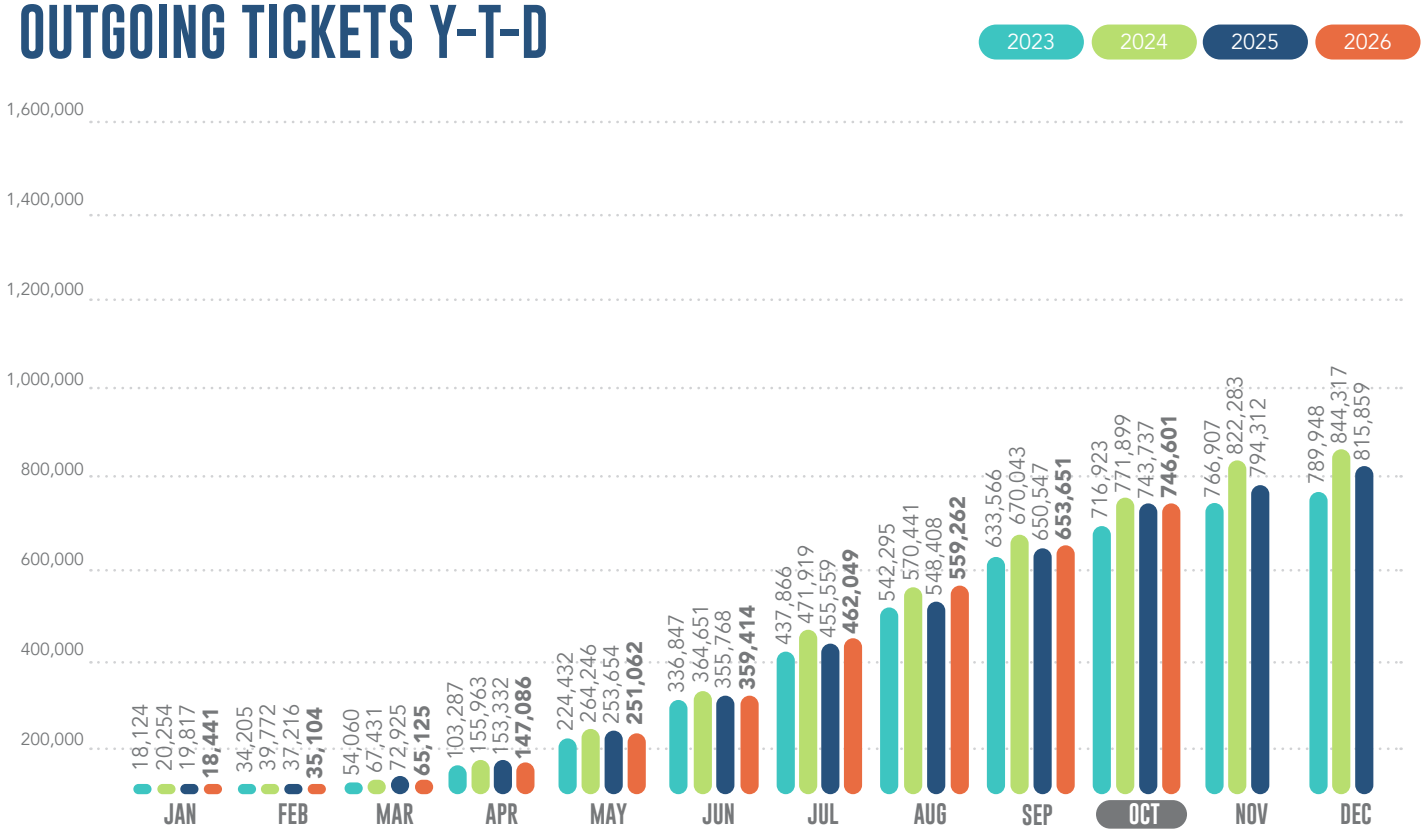
OUTGOING MESSAGES



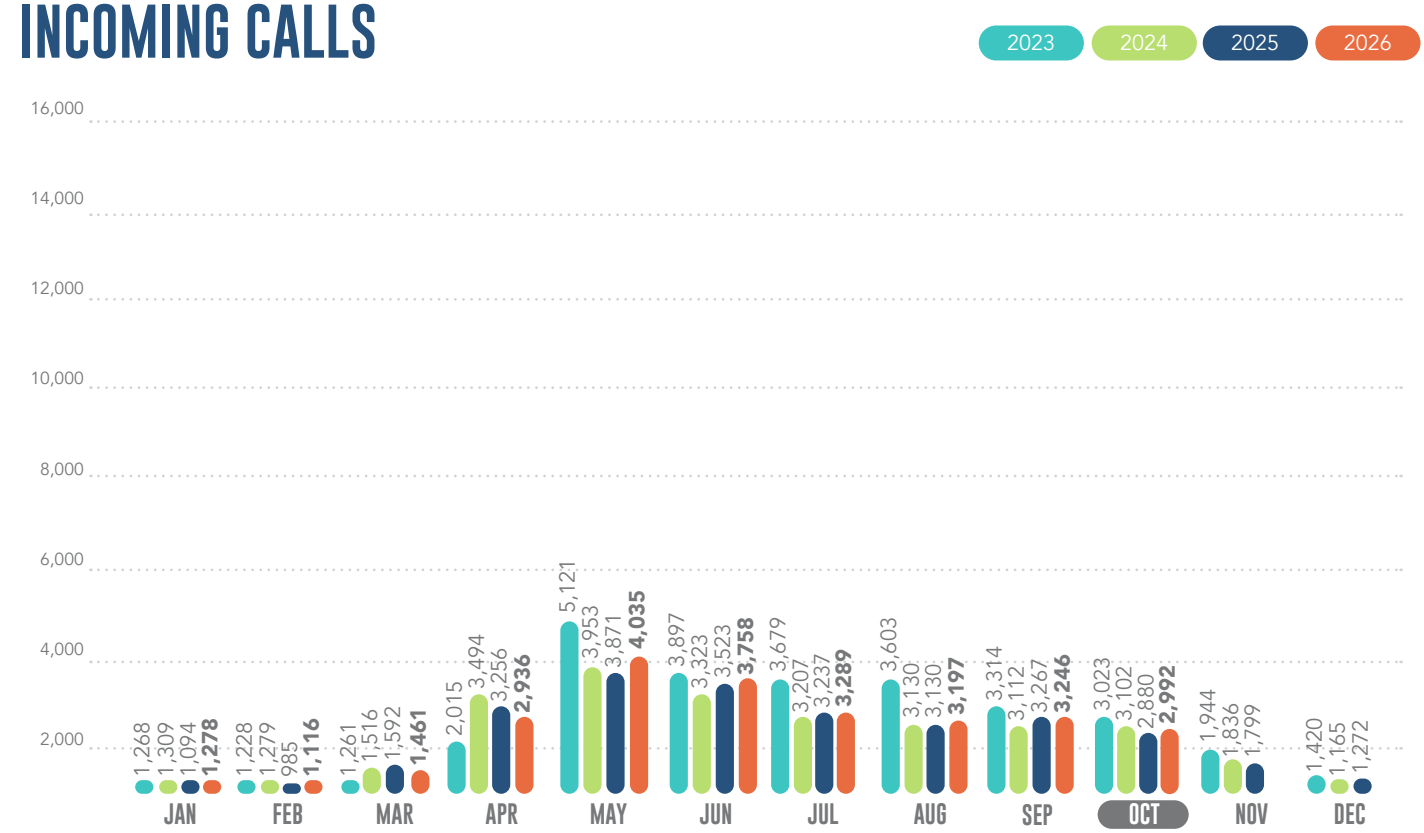
DASHBOARD REPORT - OCTOBER 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

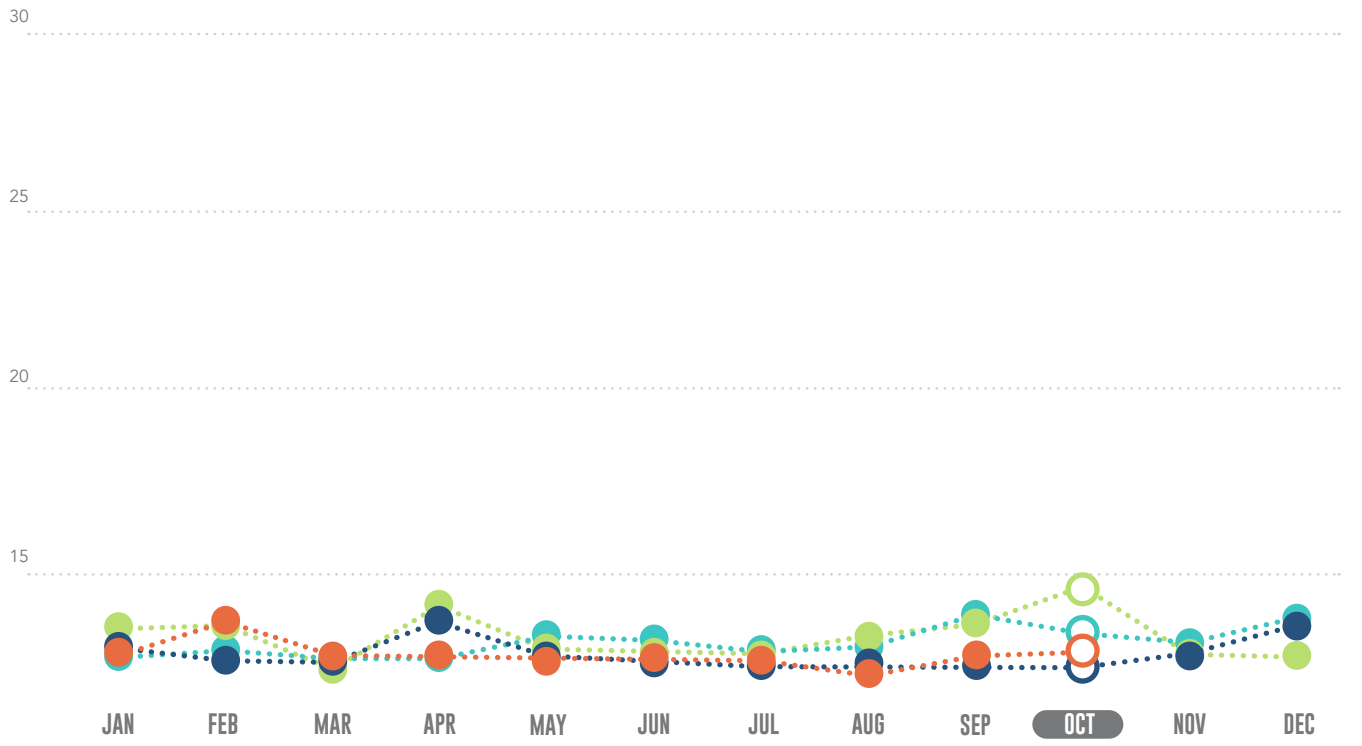
OUTGOING TICKETS Y-T-D



INCOMING CALLS

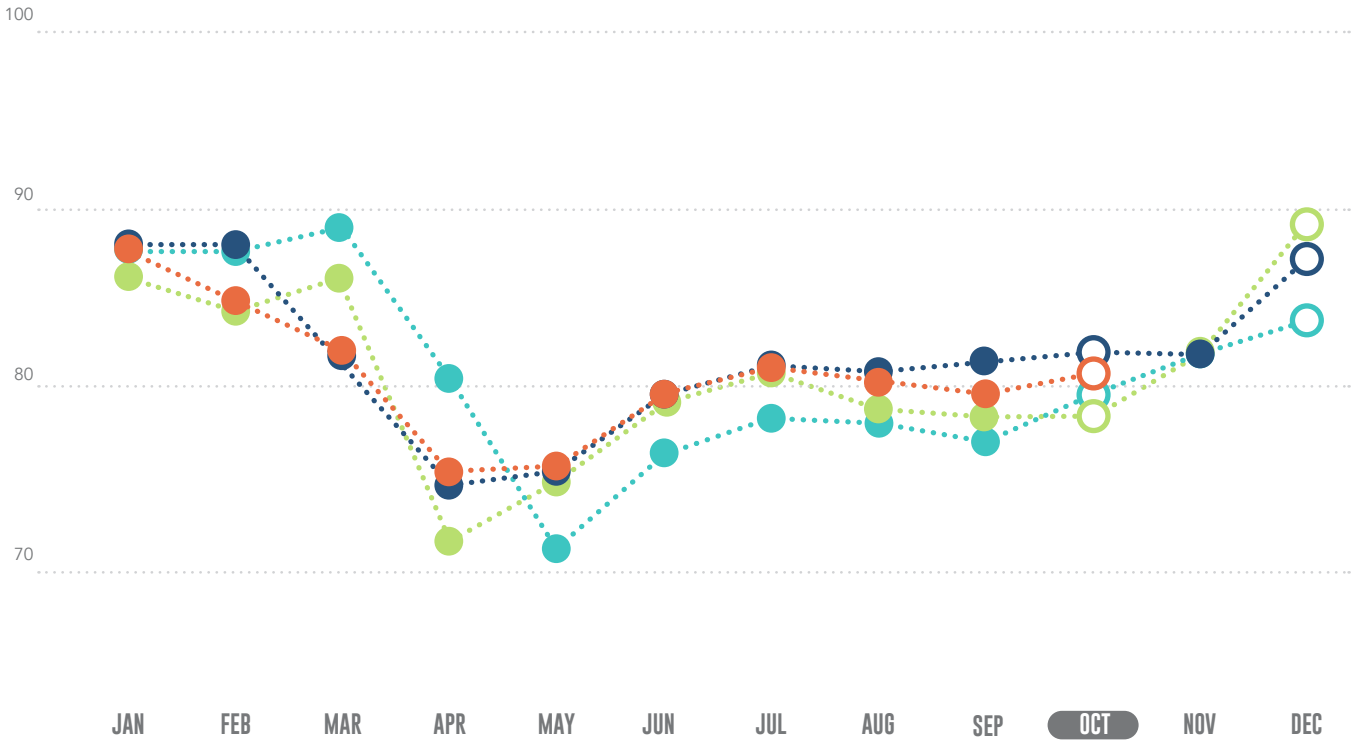


OPERATOR CALL VOLUMES



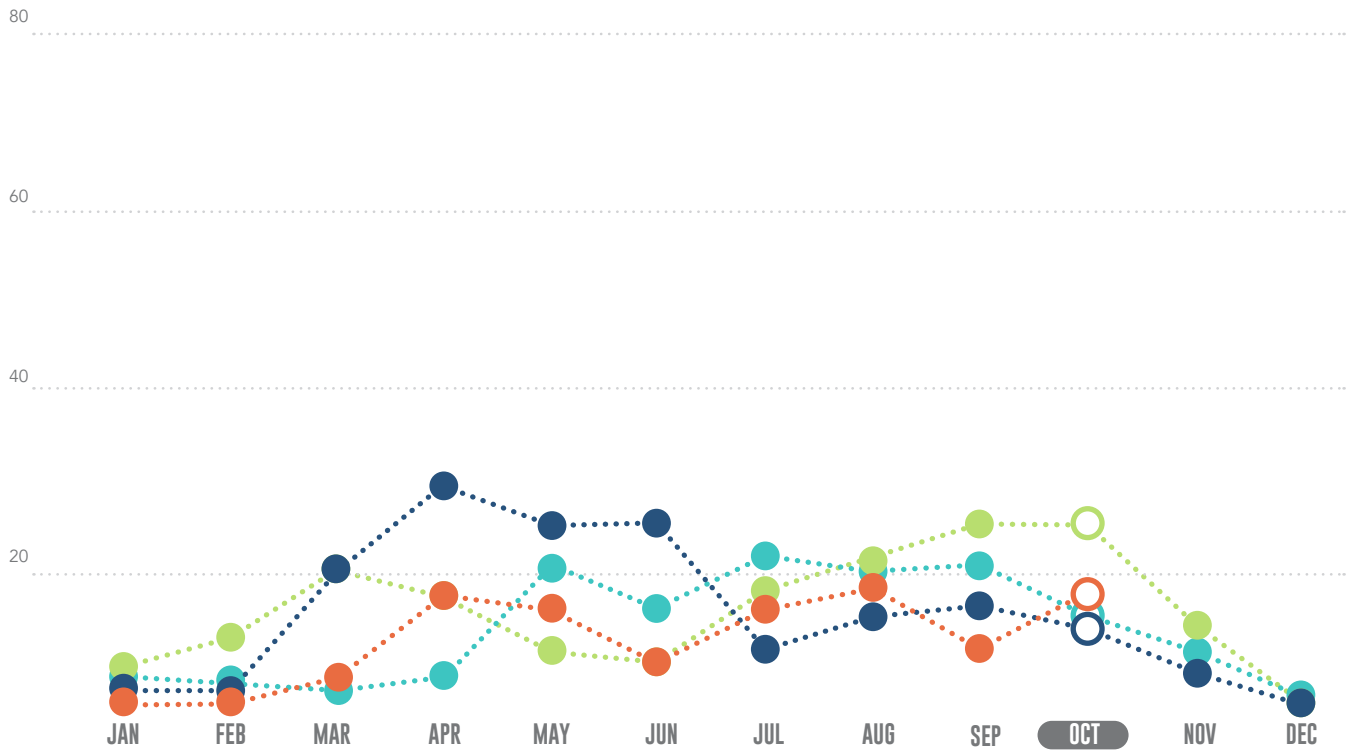
	2023	2024	2025	2026
JAN	9.91	11.69	10.41	10.29
FEB	10.01	11.35	9.06	11.75
MAR	9.82	8.71	9.75	10.18
APR	9.70	13.82	12.00	12.12
MAY	11.90	10.84	10.15	10.07
JUN	11.10	10.54	9.18	9.45
JUL	11.79	10.91	9.62	10.03
AUG	11.98	12.62	10.35	10.19
SEP	13.89	13.35	10.15	11.63
OCT	11.91	13.46	10.21	11.46
NOV	11.27	11.02	10.93	
DEC	11.84	9.39	11.03	

EXCAVATOR CALL VOLUMES



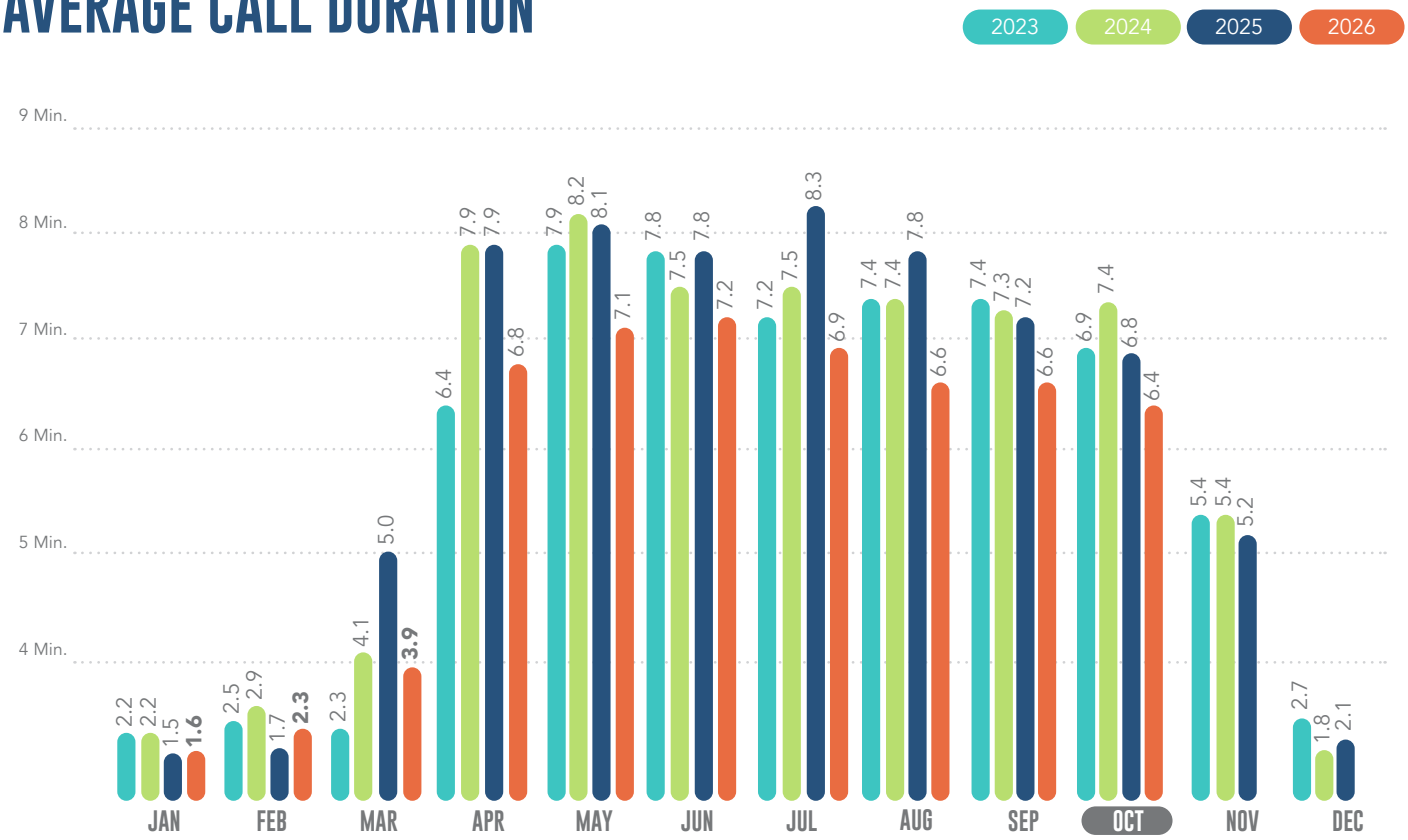
	2023	2024	2025	2026
JAN	89.01	86.74	88.94	88.70
FEB	88.59	84.80	89.34	85.96
MAR	89.20	86.39	82.20	82.56
APR	80.03	72.85	75.03	76.44
MAY	71.47	75.40	75.55	76.76
JUN	76.53	78.90	79.77	79.13
JUL	78.07	81.03	81.74	81.36
AUG	77.95	78.52	81.02	80.69
SEP	76.29	78.15	81.97	79.45
OCT	79.58	78.74	82.75	81.43
NOV	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	2
MAR	13	21	21	15
APR	10	18	30	18
MAY	21	13	24	16
JUN	18	12	24	12
JUL	22	19	13	16
AUG	20	21	17	19
SEP	21	25	18	14
OCT	16	25	15	18
NOV	12	15	10	
DEC	4	2	2	

AVERAGE CALL DURATION





Answered - 2,780

Abandoned - 100

Offered - 2,880

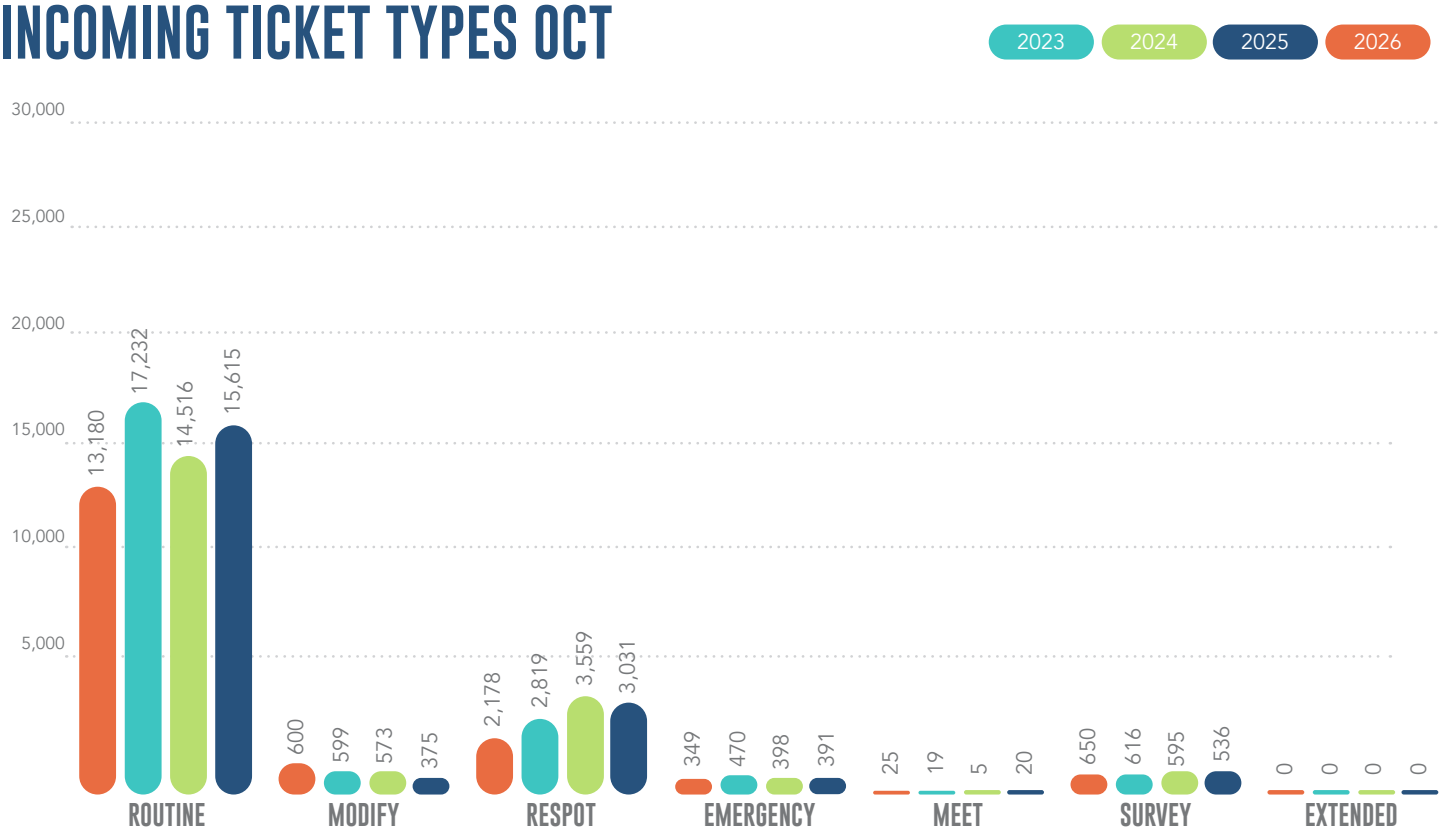


Answered - 2,885

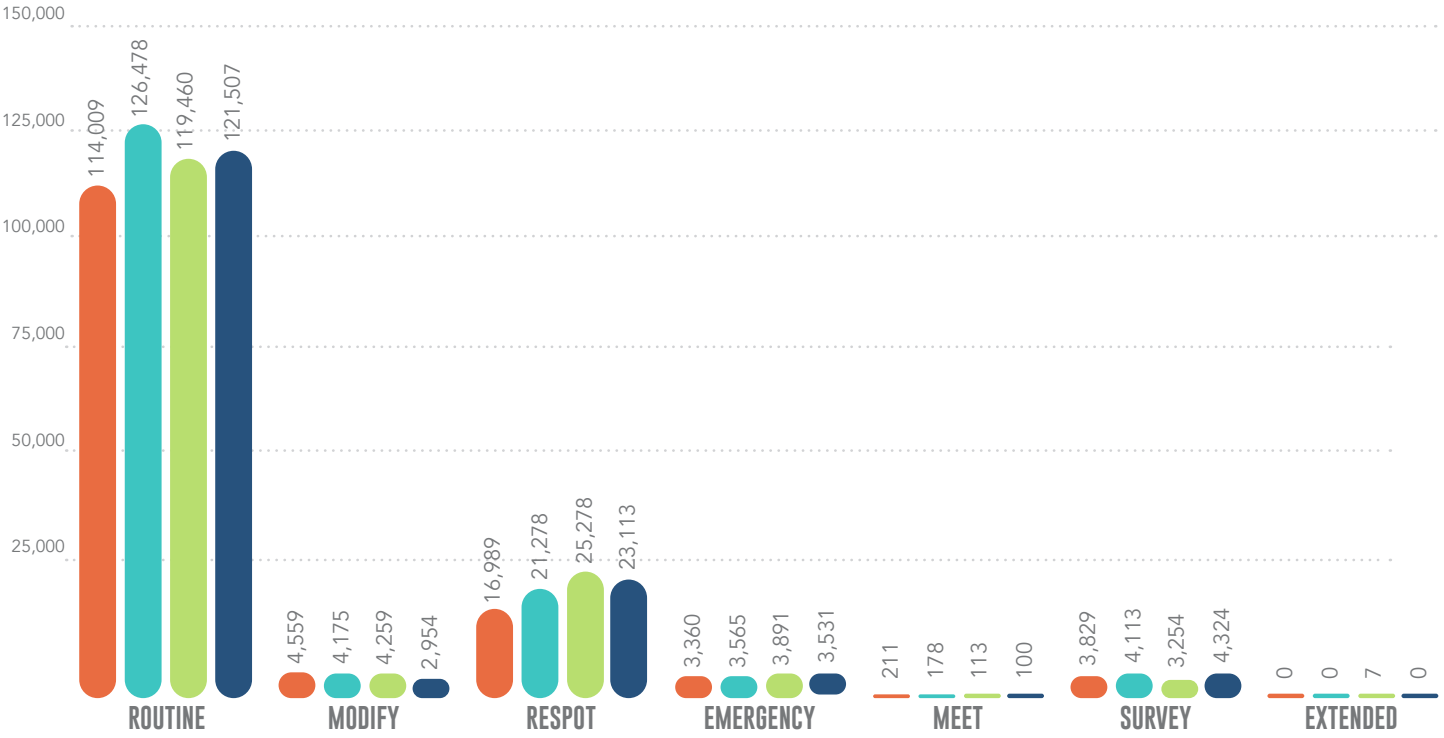
Abandoned - 107

Offered - 2,992

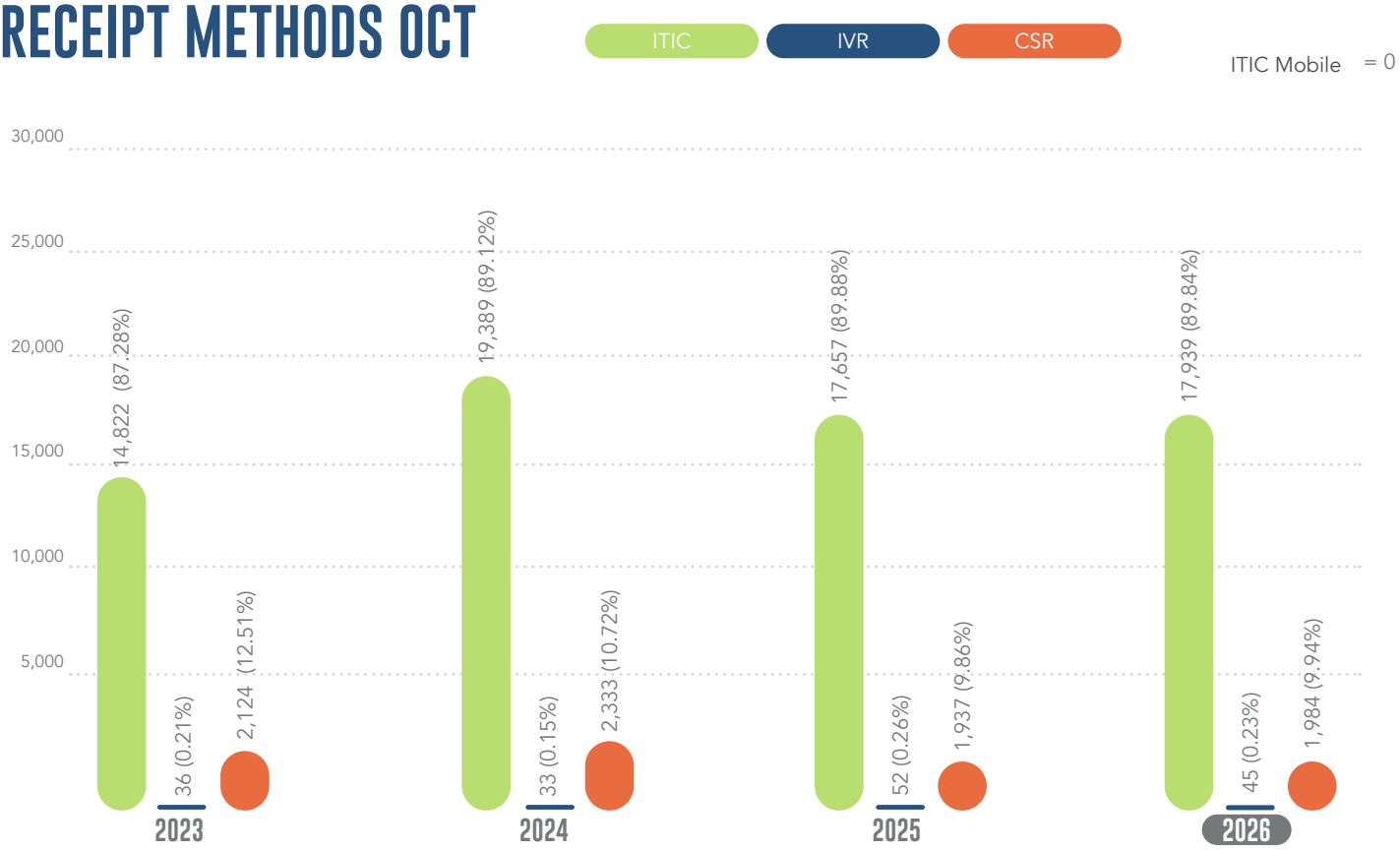
INCOMING TICKET TYPES OCT



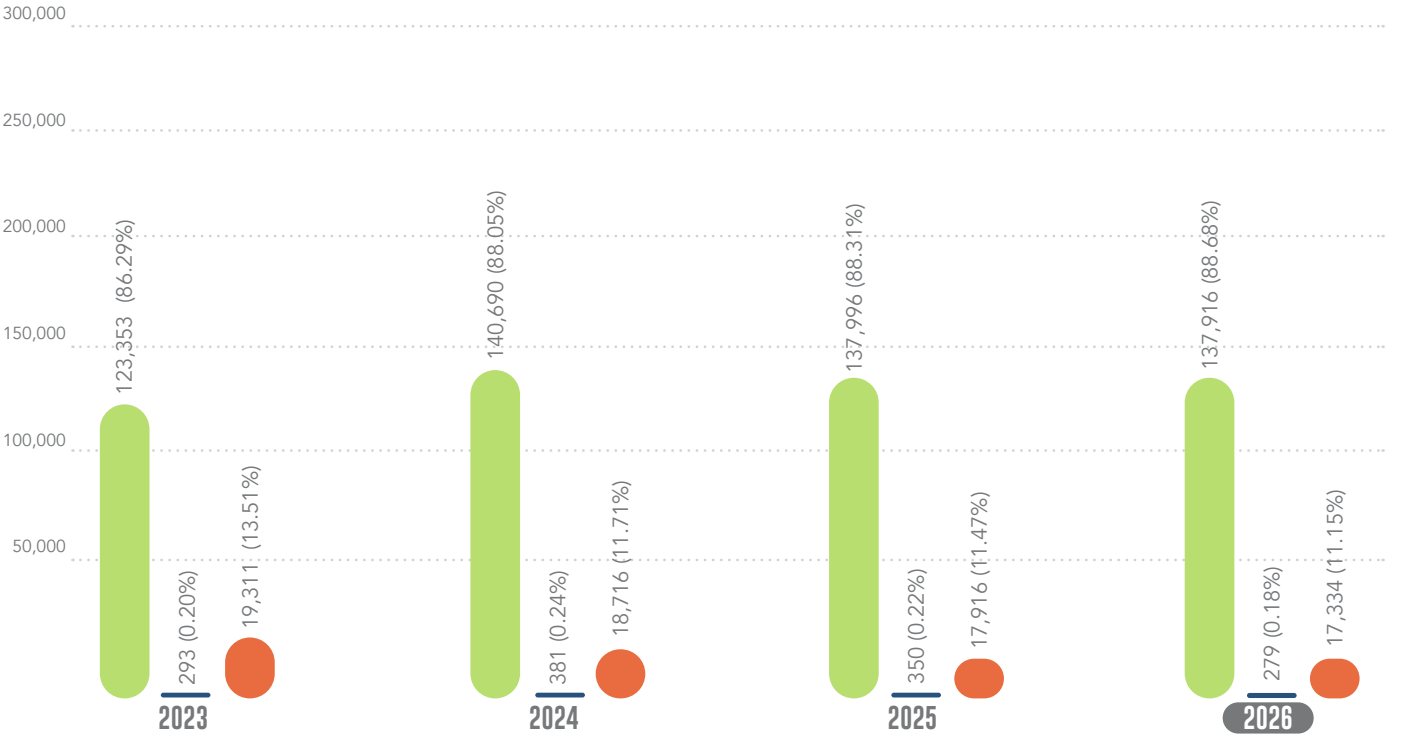
INCOMING TICKETS TYPES OCT Y-T-D



RECEIPT METHODS OCT



RECEIPT METHODS OCT Y-T-D



IN REVIEW | DIRECT RELEASE



2,911 (16.93%)

14,279 (83.07%)

OVERALL ITIC % - 89.88%



14,926 (83.20%)

3,013 (16.80%)

OVERALL ITIC % - 89.84%



22,807 (16.58%)

114,722 (83.42%)

OVERALL ITIC % - 88.31%



113,797 (82.51%)

24,119 (17.49%)

OVERALL ITIC % - 88.68%

DASHBOARD REPORT - OCTOBER 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB | PHONE-IN



436 (35.53%)

791 (64.47%)

MONTHLY HOMEOWNER TICKETS - 1,227

IN REVIEW | DIRECT RELEASE



227 (52.06%)

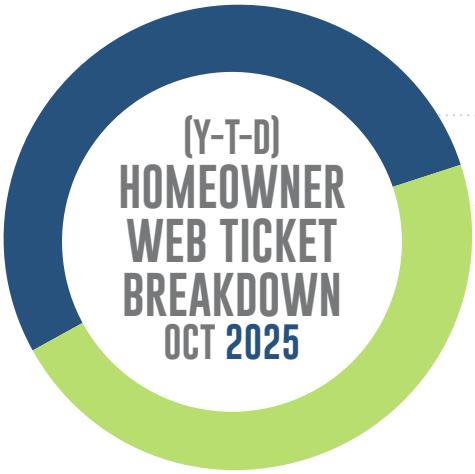
209 (47.94%)



5,072 (37.78%)

8,353 (62.22%)

YTD HOMEOWNER TICKETS - 13,425



2,526 (49.80%)

2,546 (50.20%)

DASHBOARD REPORT - OCTOBER 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB | PHONE-IN



446 (32.99%)

906 (67.01%)

MONTHLY HOMEOWNER TICKETS - 1,352

IN REVIEW | DIRECT RELEASE



221 (49.55%)

225 (50.45%)



5,074 (37.27%)

8,541 (62.73%)

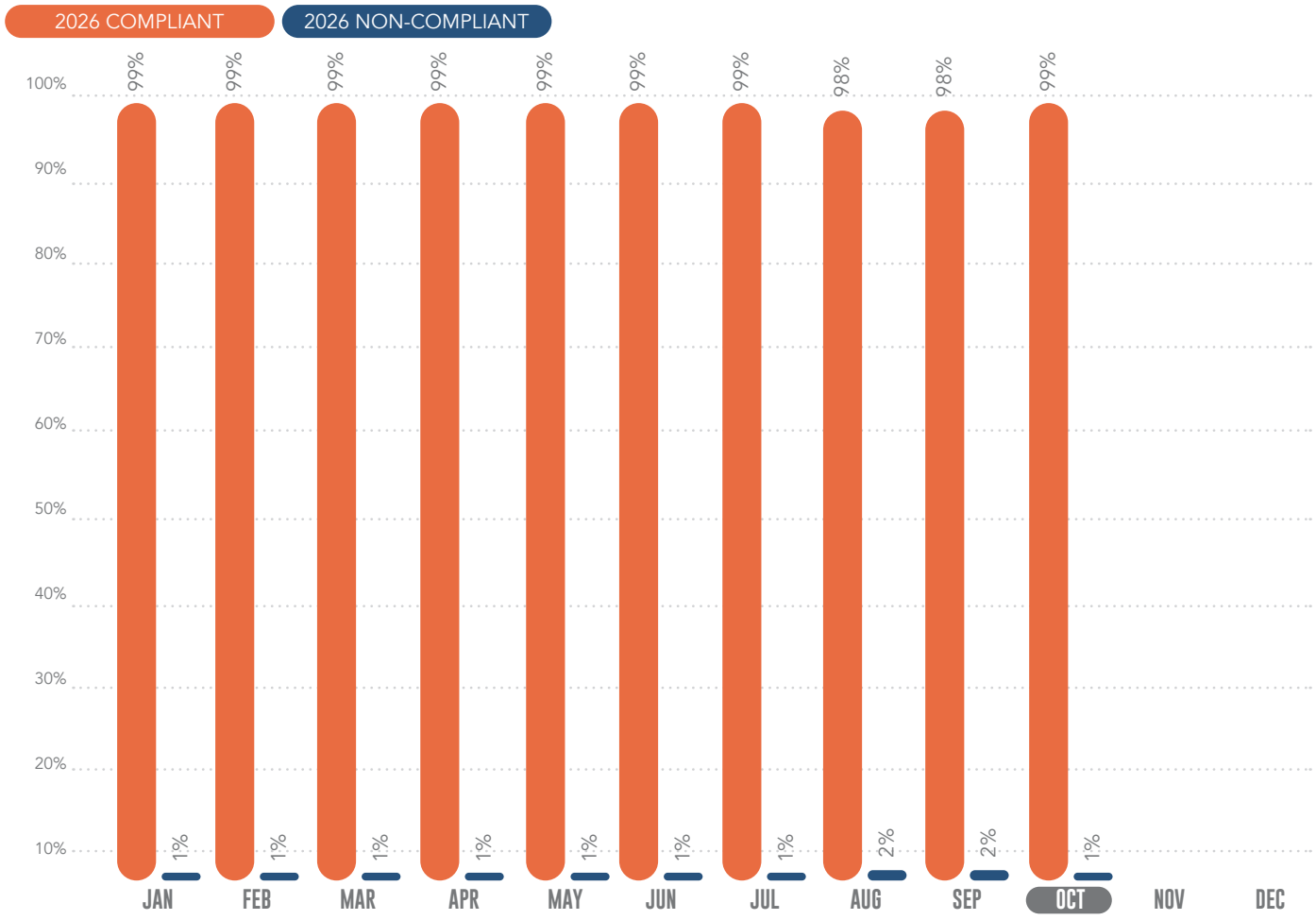
YTD HOMEOWNER TICKETS - 13,615

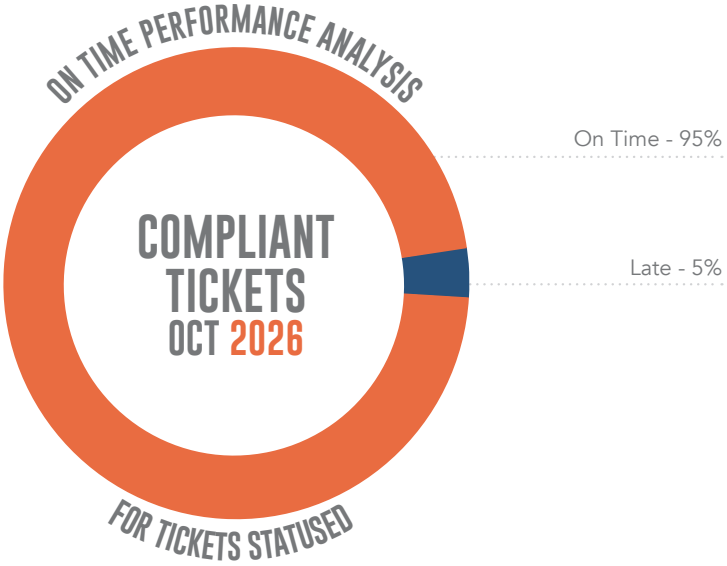


2,675 (52.72%)

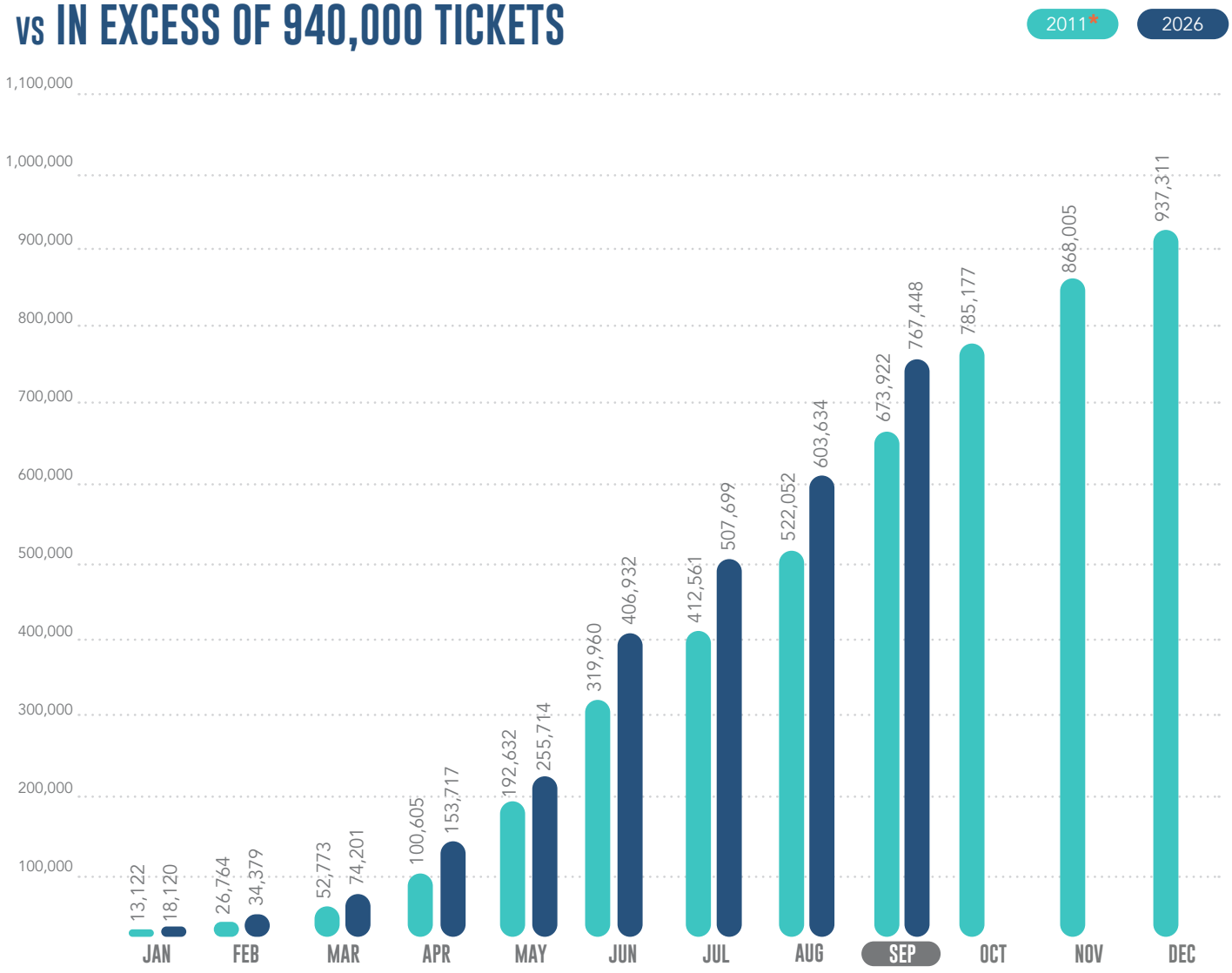
2,399 (47.28%)

POSITIVE RESPONSE COMPLIANCE





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

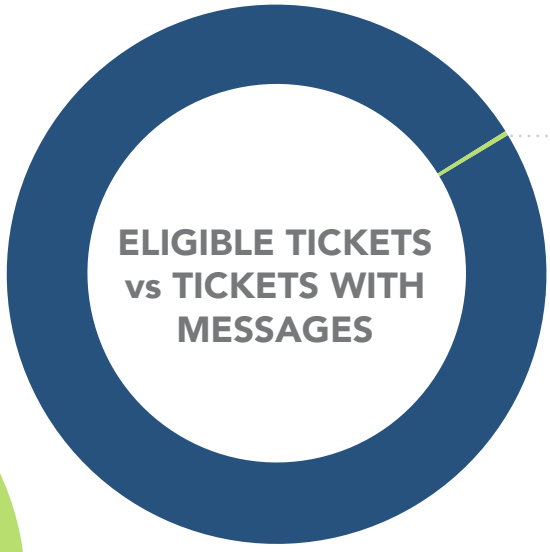


"Current Year Cumulative YTD Tickets will be made available once the current billing process is complete."

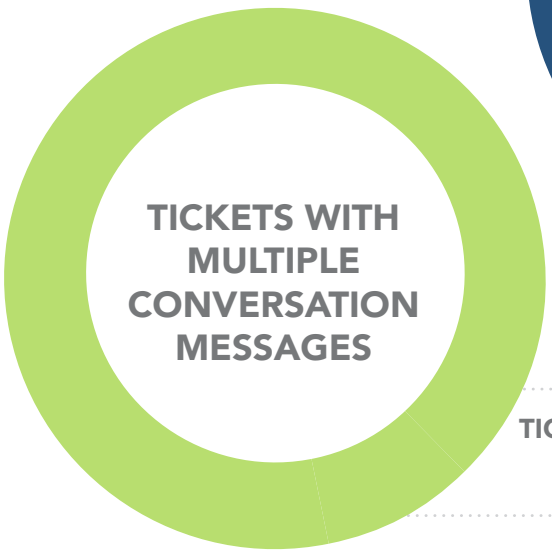
**The ticket volume for 2011 is actual and used as a reference only. Per the contract, effective March 1, 2024, the volume discount is in excess of 940,000 tickets.*

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.

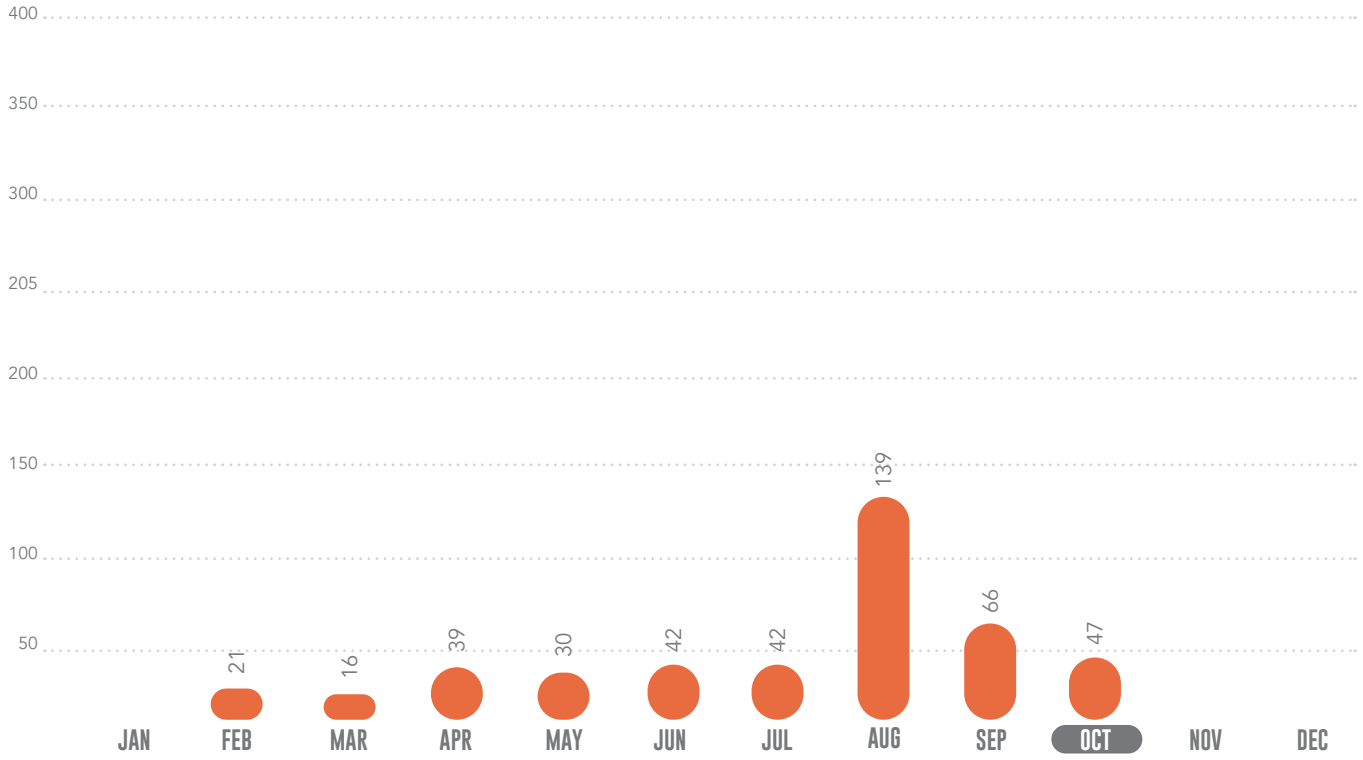


TICKETS WITH CONVERSATION MESSAGES	43
TOTAL NUMBER OF ELIGIBLE TICKETS	19,968

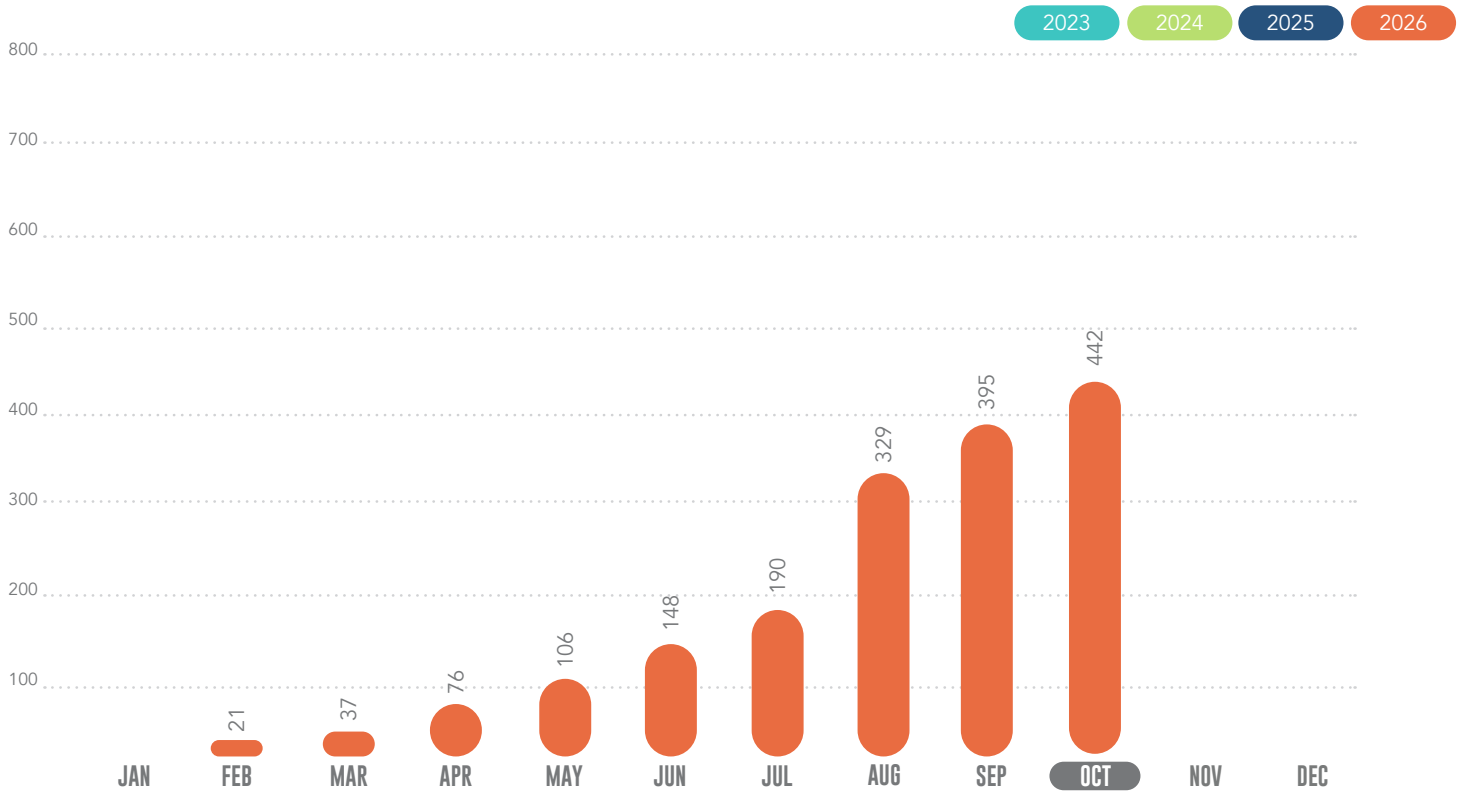


TICKETS WITH A SINGLE CONVERSATION MESSAGE	39
TICKETS WITH MORE THAN ONE CONVERSATION MESSAGE	4

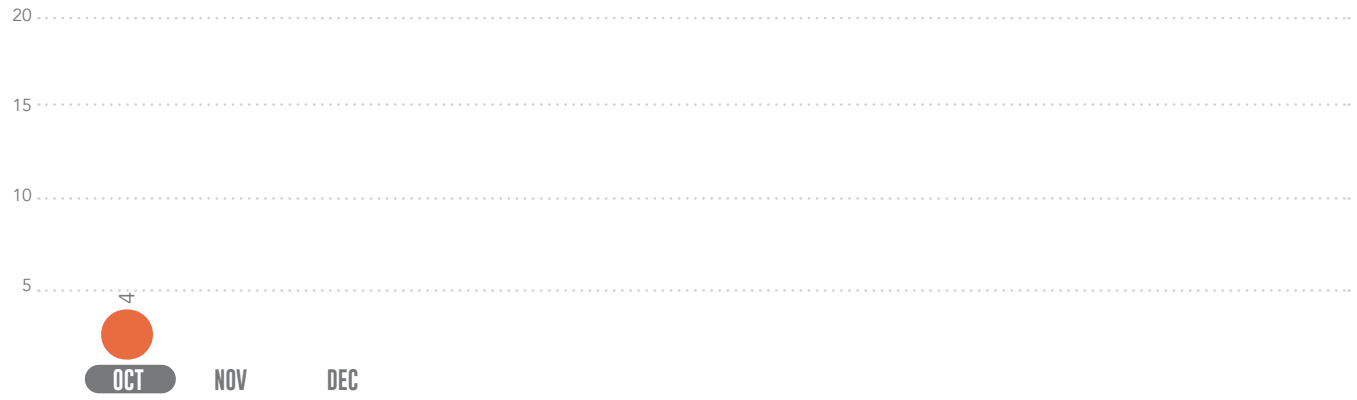
TOTAL NUMBER OF TICKET TALK CONVERSATION MESSAGES



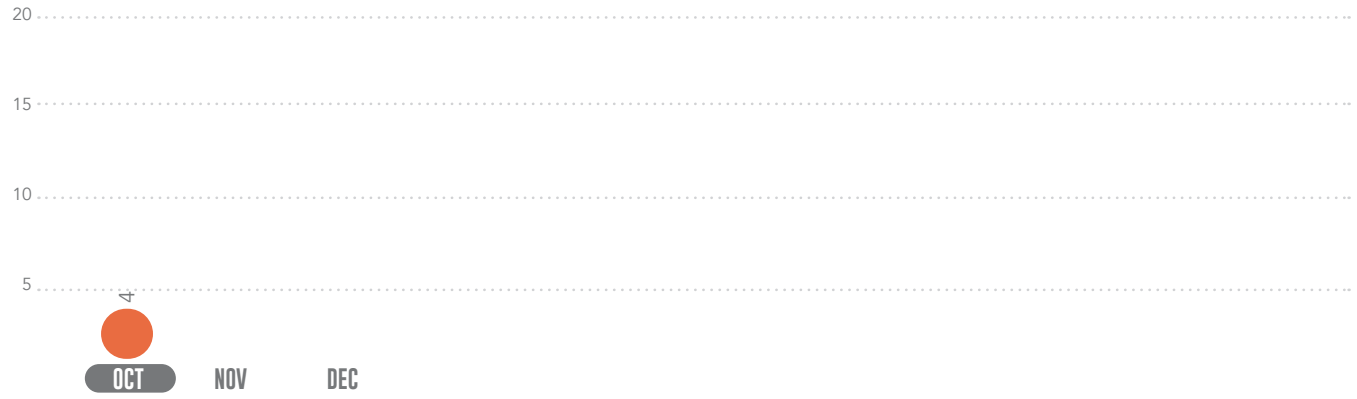
TOTAL NUMBER OF TICKET TALK CONVERSATION MESSAGES Y-T-D



WEBSITE CHATBOT MESSAGES-MONTHLY



WEBSITE CHATBOT MESSAGES Y-T-D

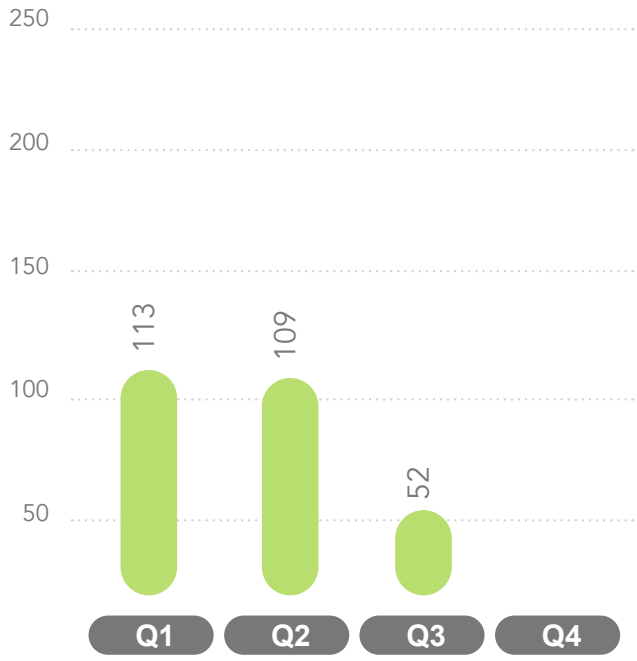


ND One Call launched a website chatbot on October 7, 2026.

CREATIVE HOURS - 3RD QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC 2026 State Fair Tumblers	1:30
NDOC Dashboards	23:30
NDOC Round Sticker	1:30
NDOC Social Media	15:00
NDOC Website Changes	3:30
Subtotal	45:00:00
Management Review (+15%)	6:45:00
Grand Total with Review	51:45:00

CREATIVE HOURS - 2026





North Dakota One Call 2026 Creative Hours.xlsx
2026 Summary

Quarter	Hours
First Quarter	112:47:45
Second Quarter	109:15:00
Third Quarter	**51:45:00**
Fourth Quarter	
Grand Total	**273:47:45**



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

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
Grand Total with Review	112:47:45



North Dakota One Call 2026 Creative Hours.xlsx

Second Quarter Detail

Project Name	Hours Worked
NDOC 2026 State Fair	6:30
NDOC Canopy Tent	5:05
NDOC Dashboards	36:15
NDOC Golf Outing Koozies	23:50
NDOC Half page magazine ad	5:50
NDOC Social media	14:00
NDOC Website Changes	3:30
Subtotal	95:00:00
Management Review (+15%)	14:15:00
Grand Total with Review	109:15:00



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

Project Name	Hours Worked
NDOC 2026 State Fair Tumblers	1:30
NDOC Dashboards	23:30
NDOC Round Sticker	1:30
NDOC Social media	15:00
NDOC Website Changes	3:30
Subtotal	45:00:00
Management Review (+15%)	6:45:00
Grand Total with Review	51:45:00