

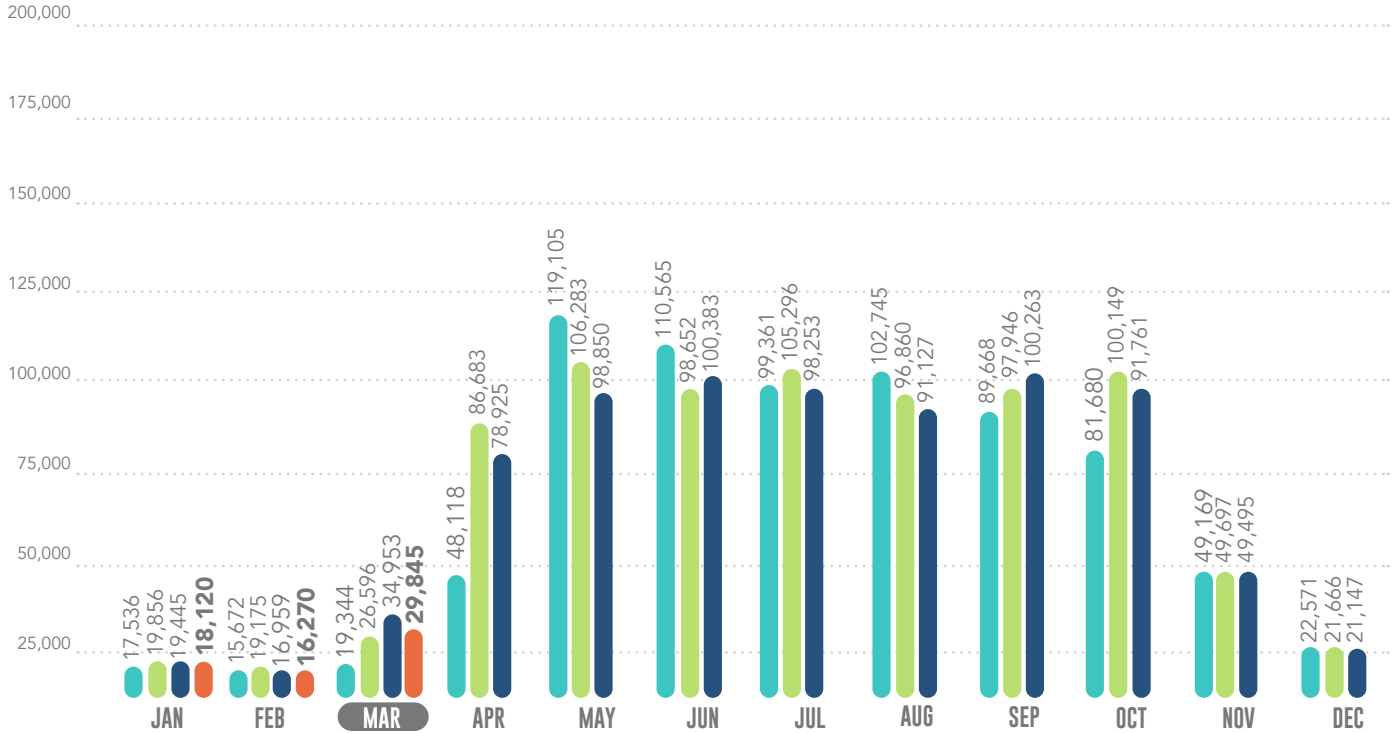


# DASHBOARD REPORT - MARCH 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

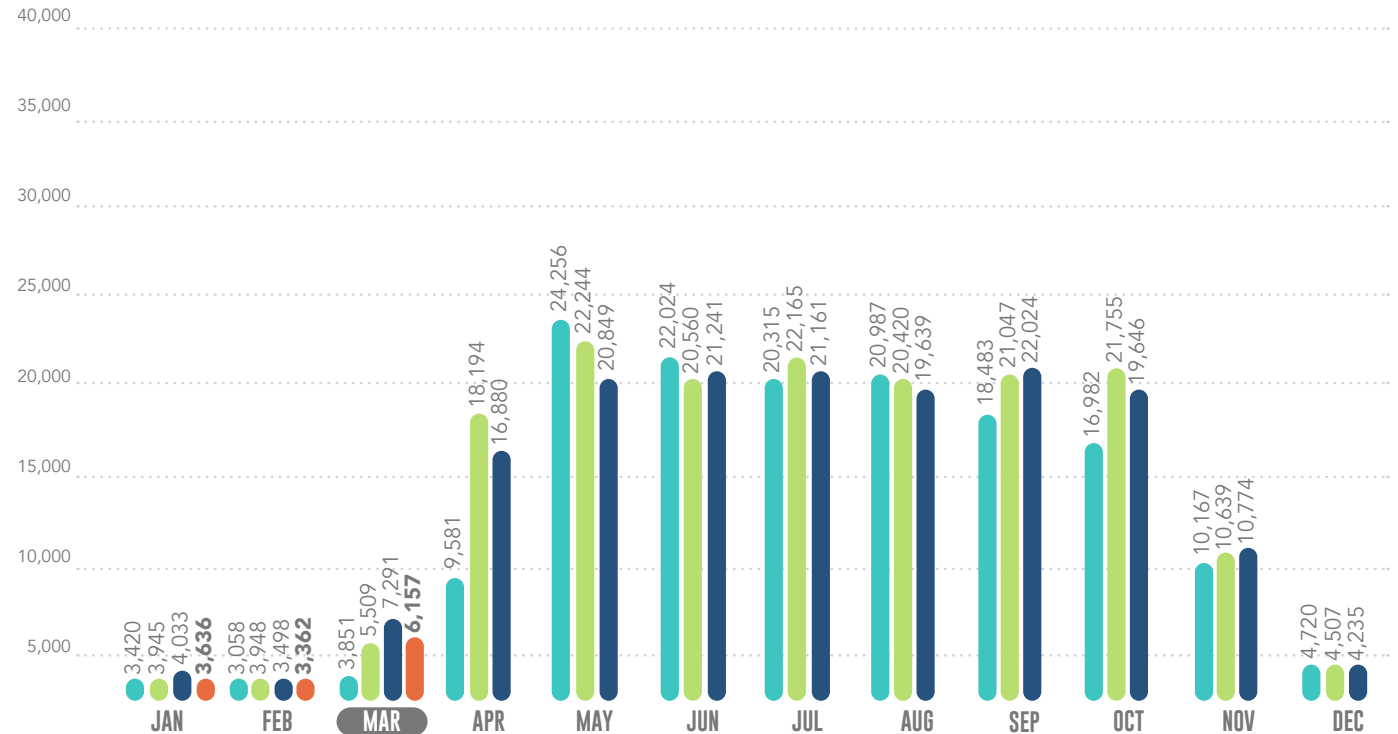
## CHARGEABLE OUTBOUND TICKETS

2023 2024 2025 2026



## INCOMING TICKETS

2023 2024 2025 2026



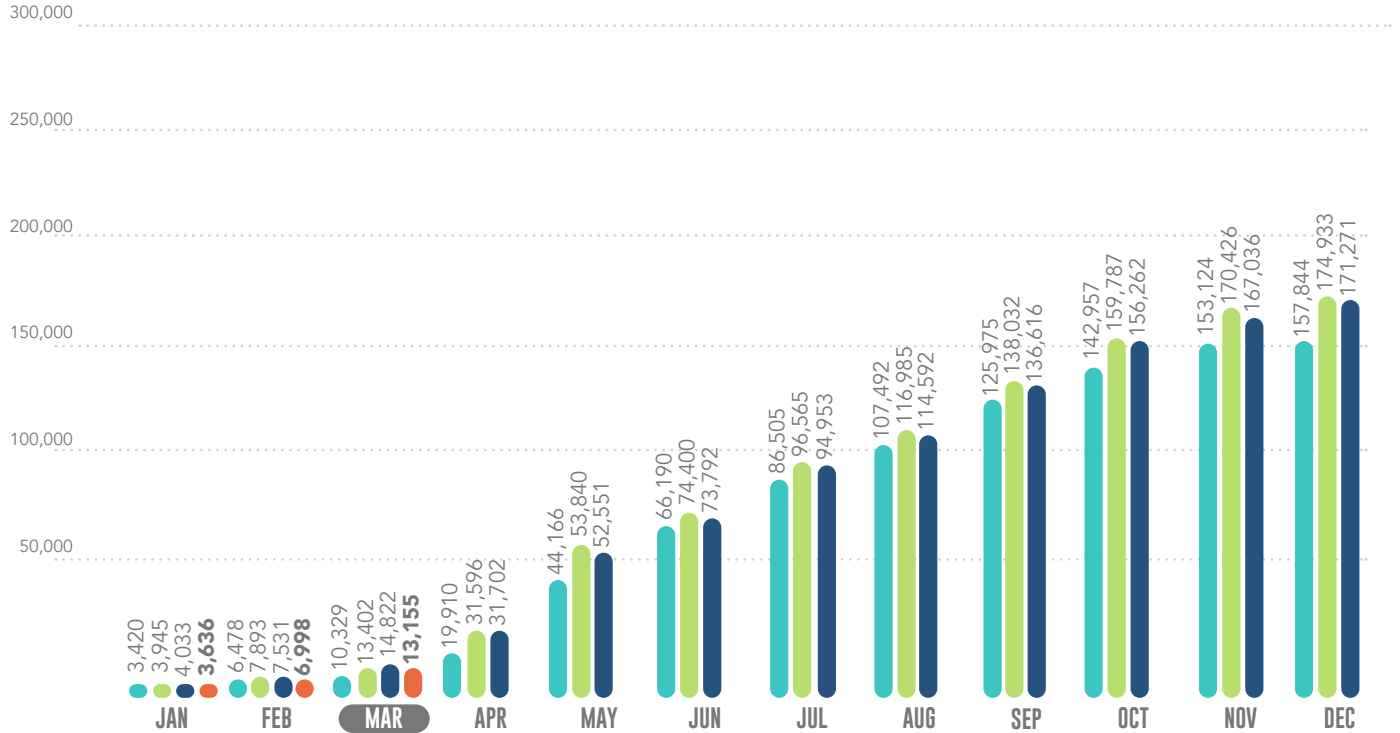


# DASHBOARD REPORT - MARCH 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

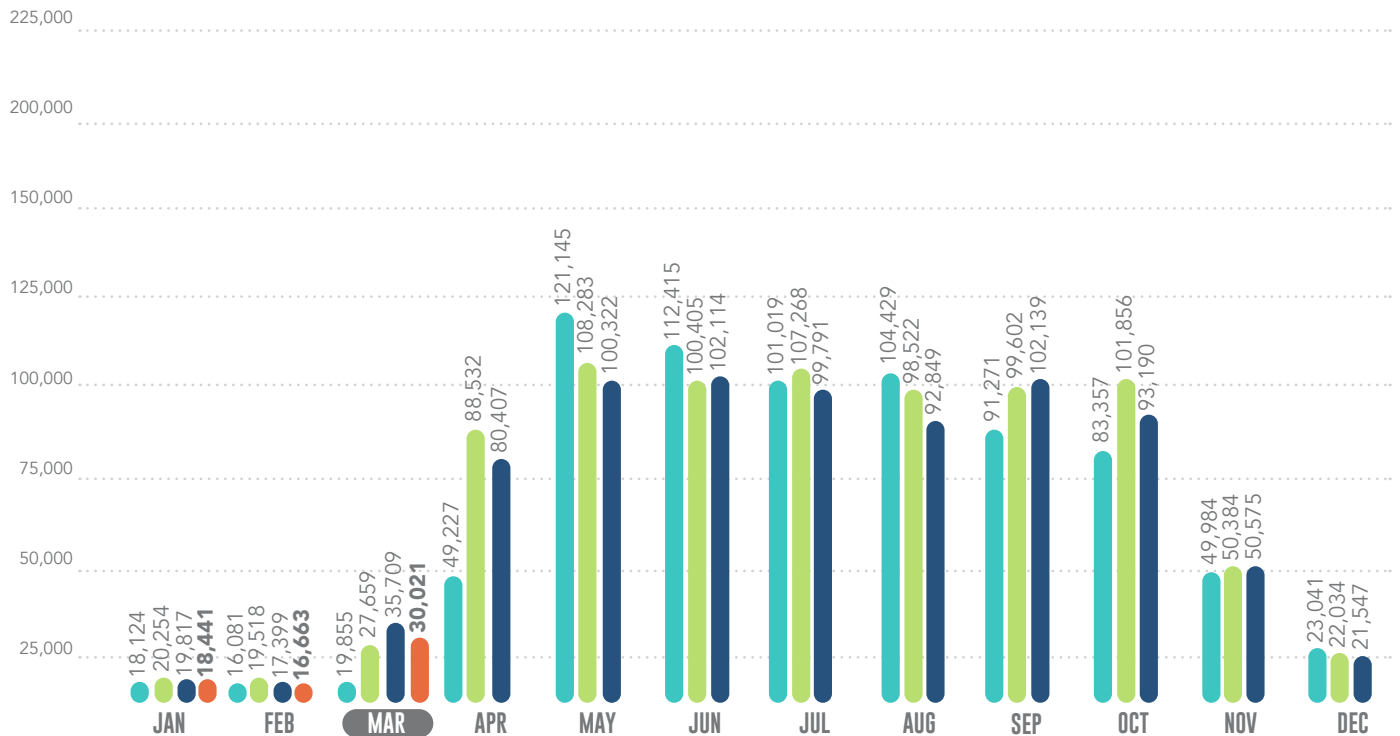
## INCOMING TICKETS Y-T-D

2023 2024 2025 2026



## OUTGOING MESSAGES

2023 2024 2025 2026



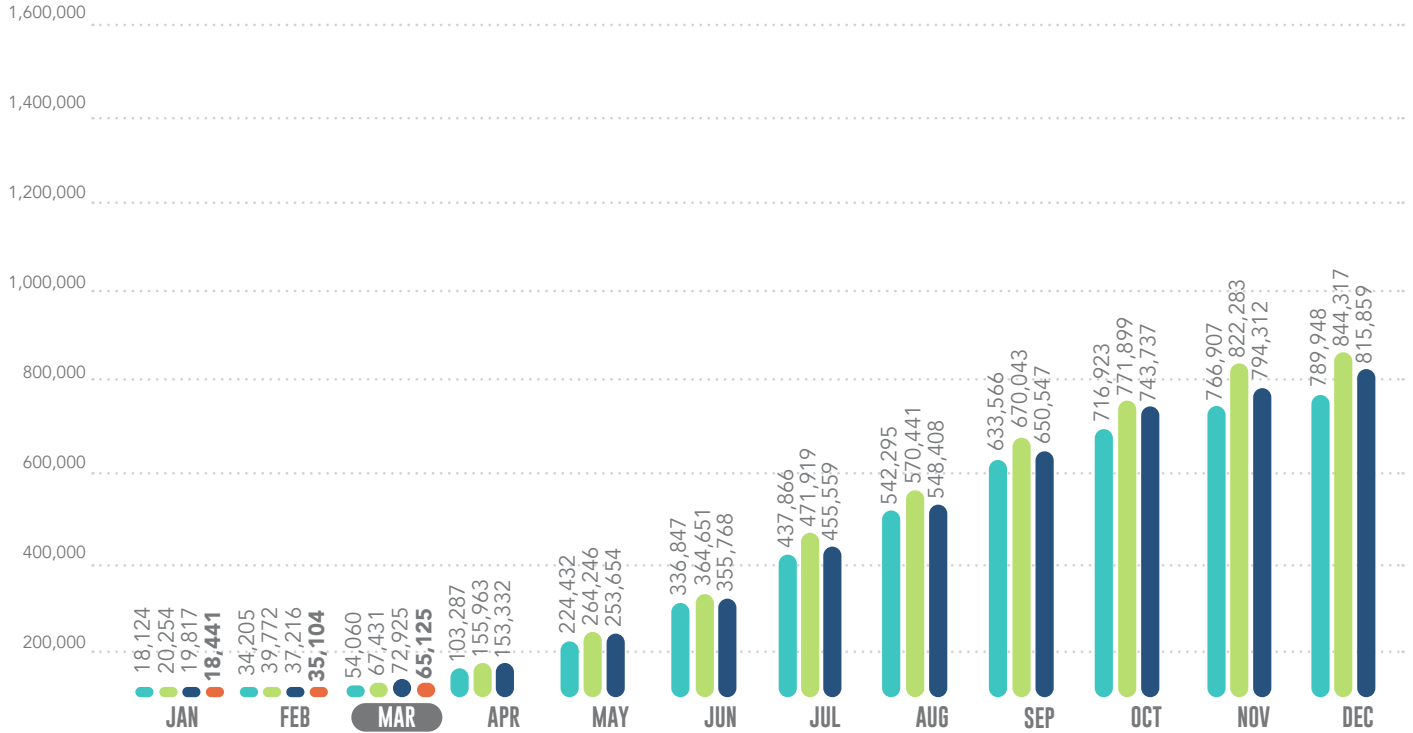


# DASHBOARD REPORT - MARCH 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

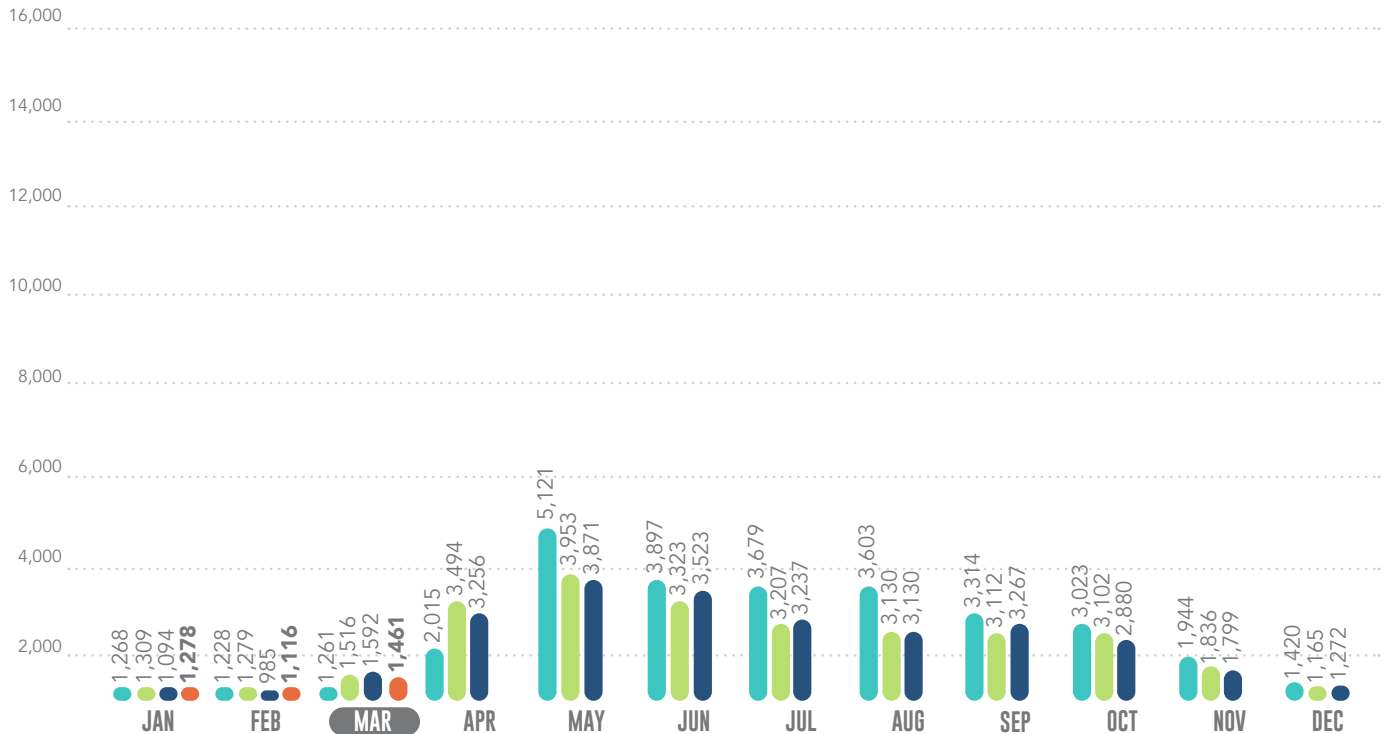
## OUTGOING TICKETS Y-T-D

2023 2024 2025 2026



## INCOMING CALLS

2023 2024 2025 2026



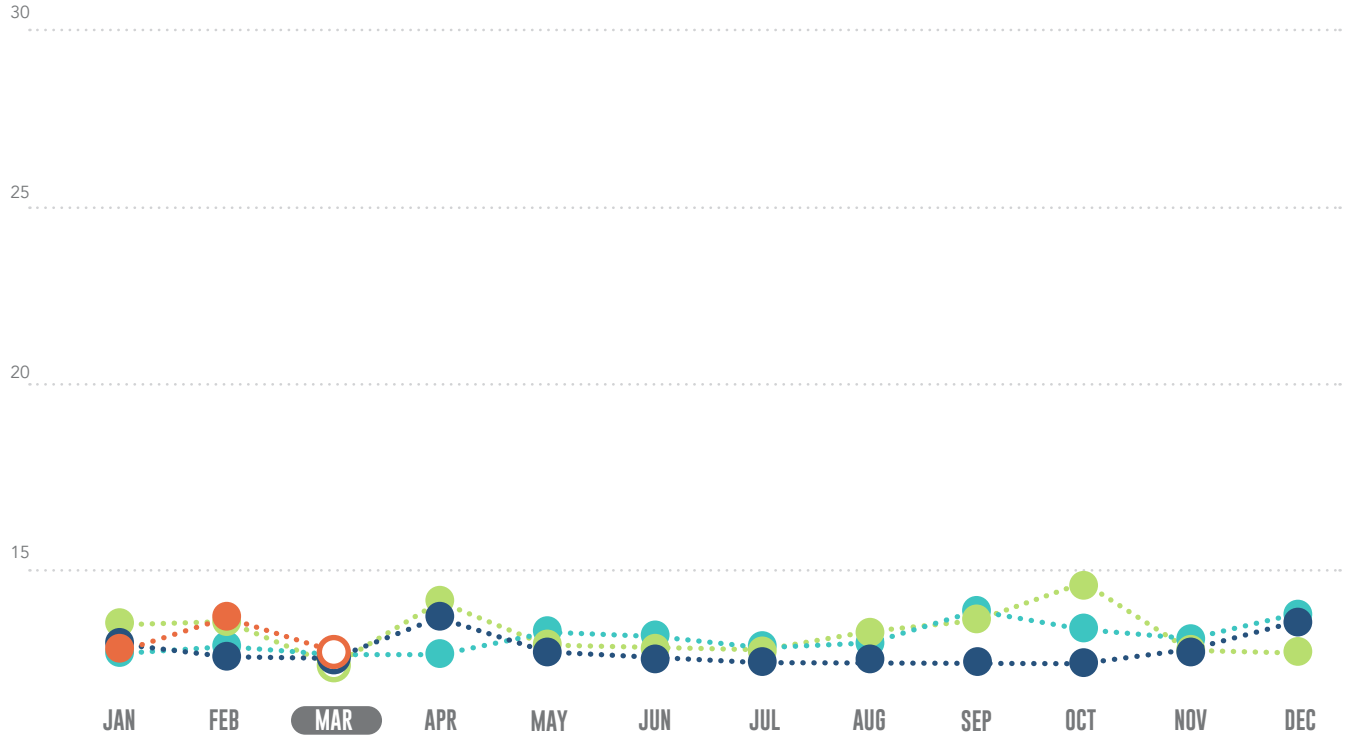


# DASHBOARD REPORT - MARCH 2026

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	
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	

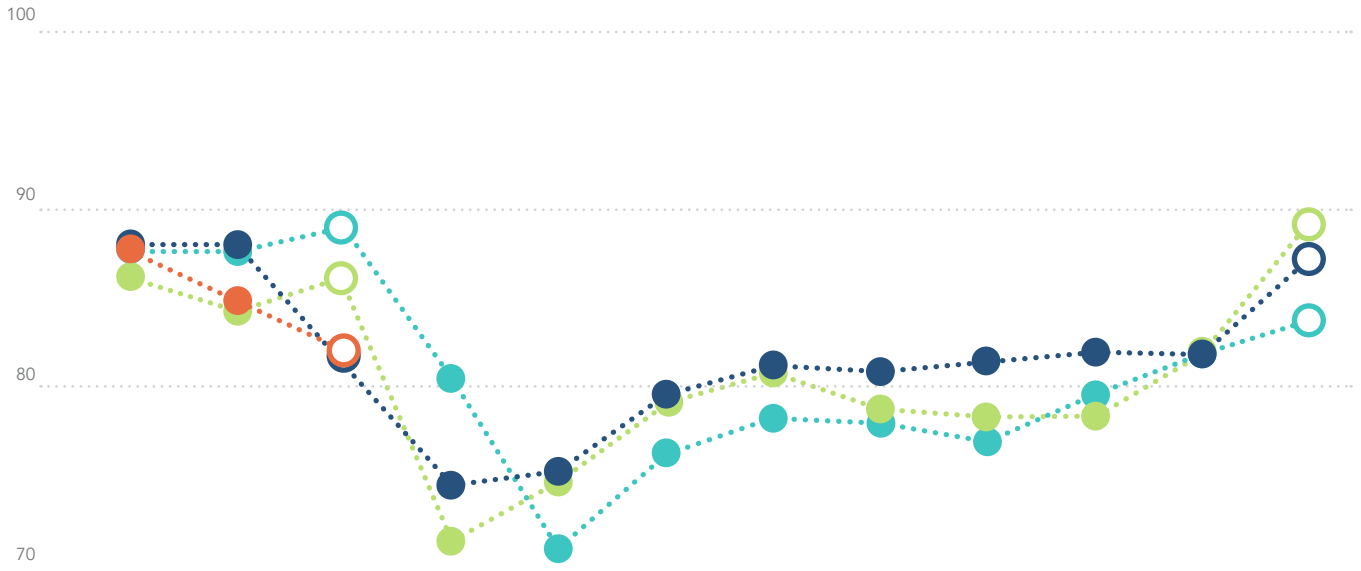


# DASHBOARD REPORT - MARCH 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## EXCAVATOR CALL VOLUMES

2023 2024 2025 2026



JAN FEB **MAR** APR MAY JUN JUL AUG SEP OCT NOV DEC

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	
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	

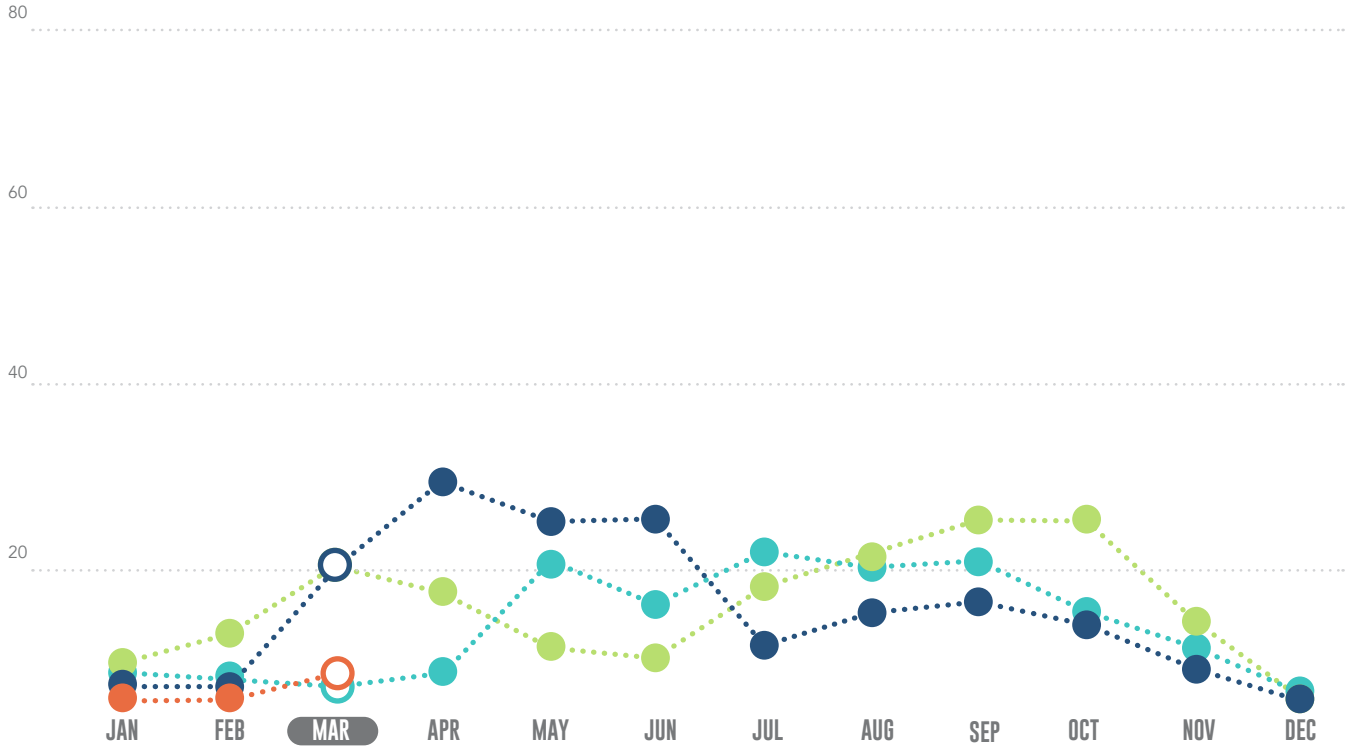


# DASHBOARD REPORT - MARCH 2026

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	
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	

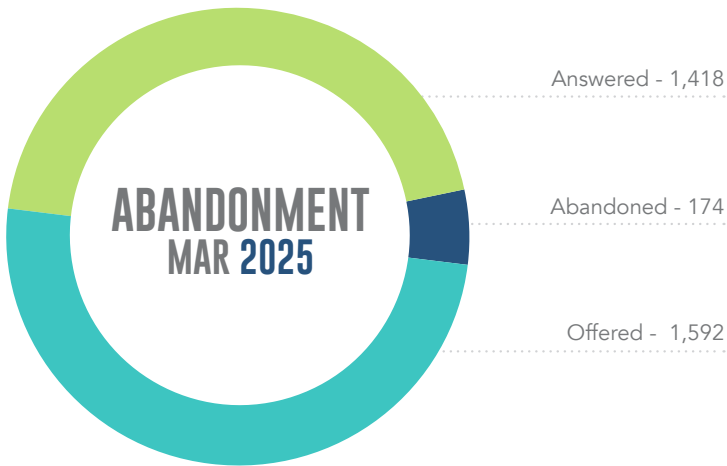
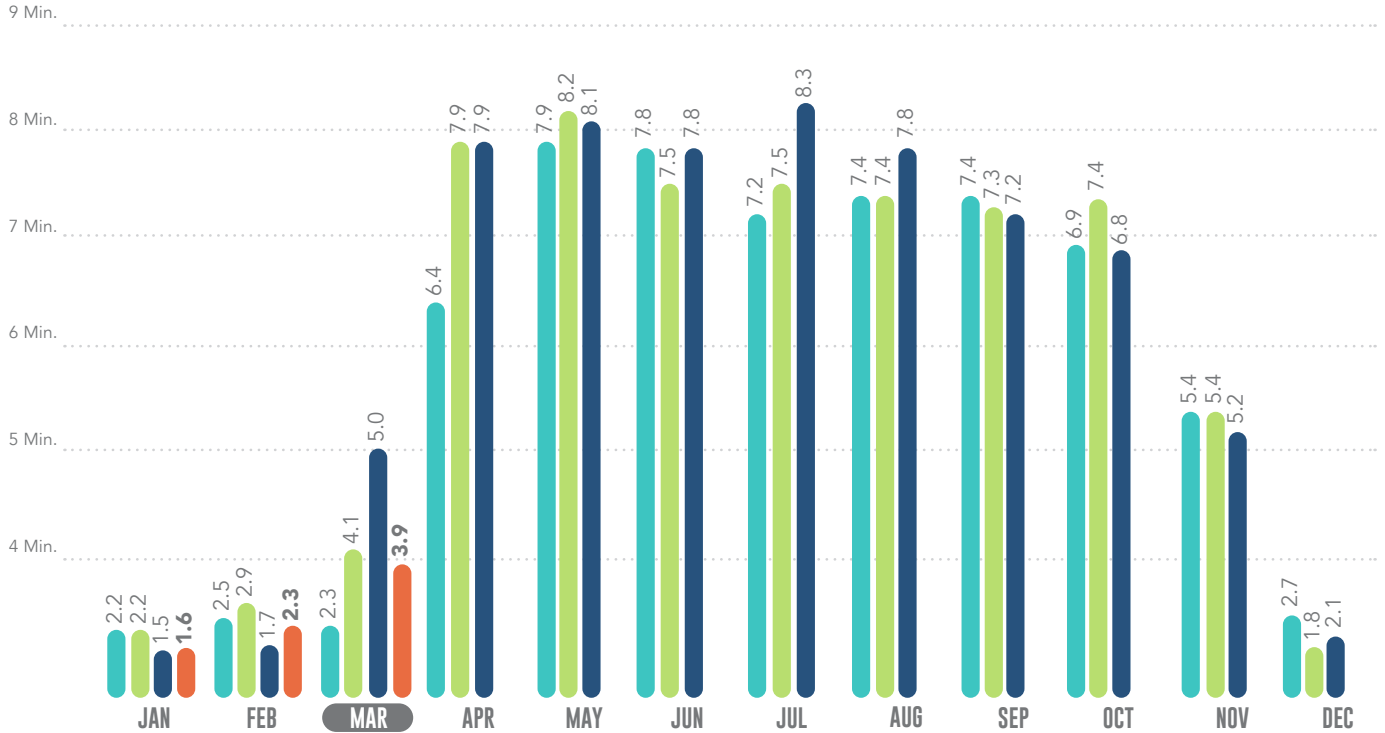


# DASHBOARD REPORT - MARCH 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## AVERAGE CALL DURATION

2023 2024 2025 2026



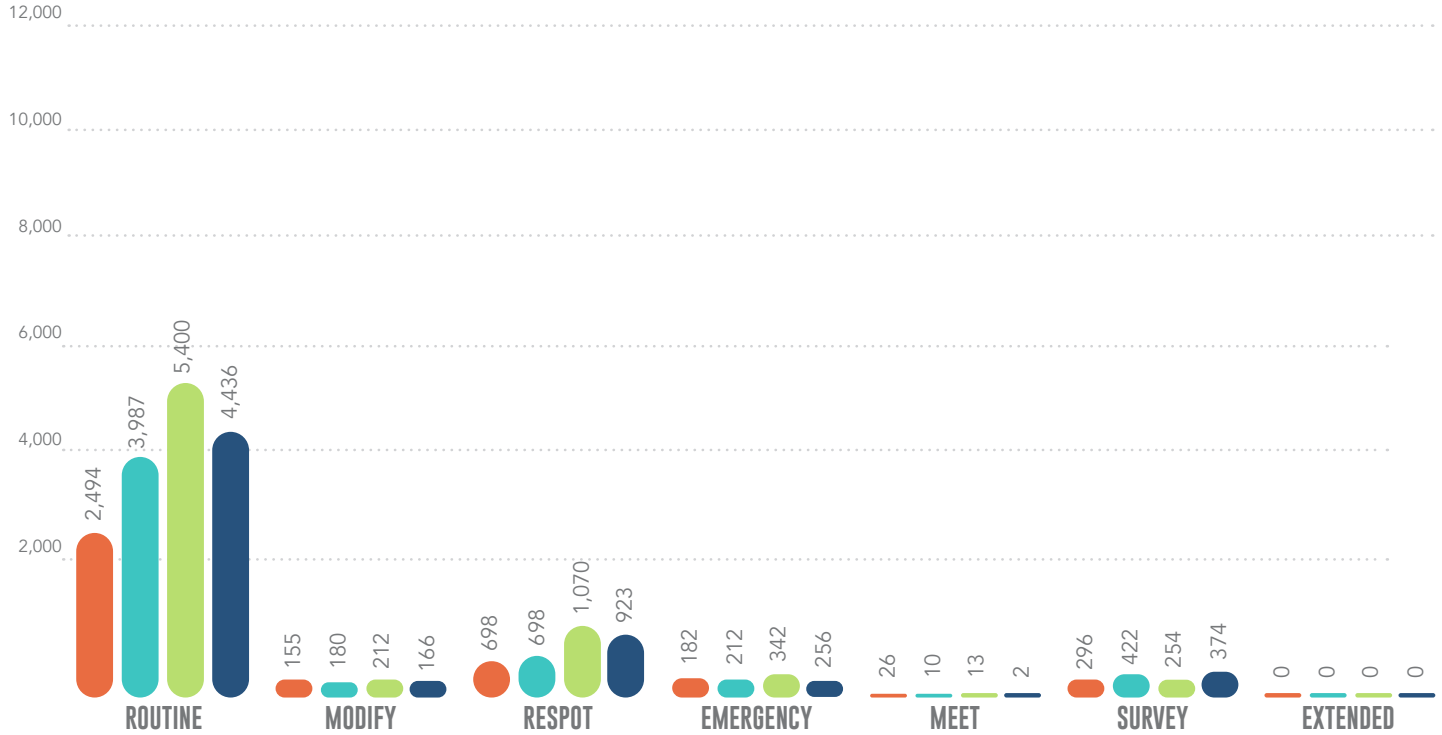


# DASHBOARD REPORT - MARCH 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

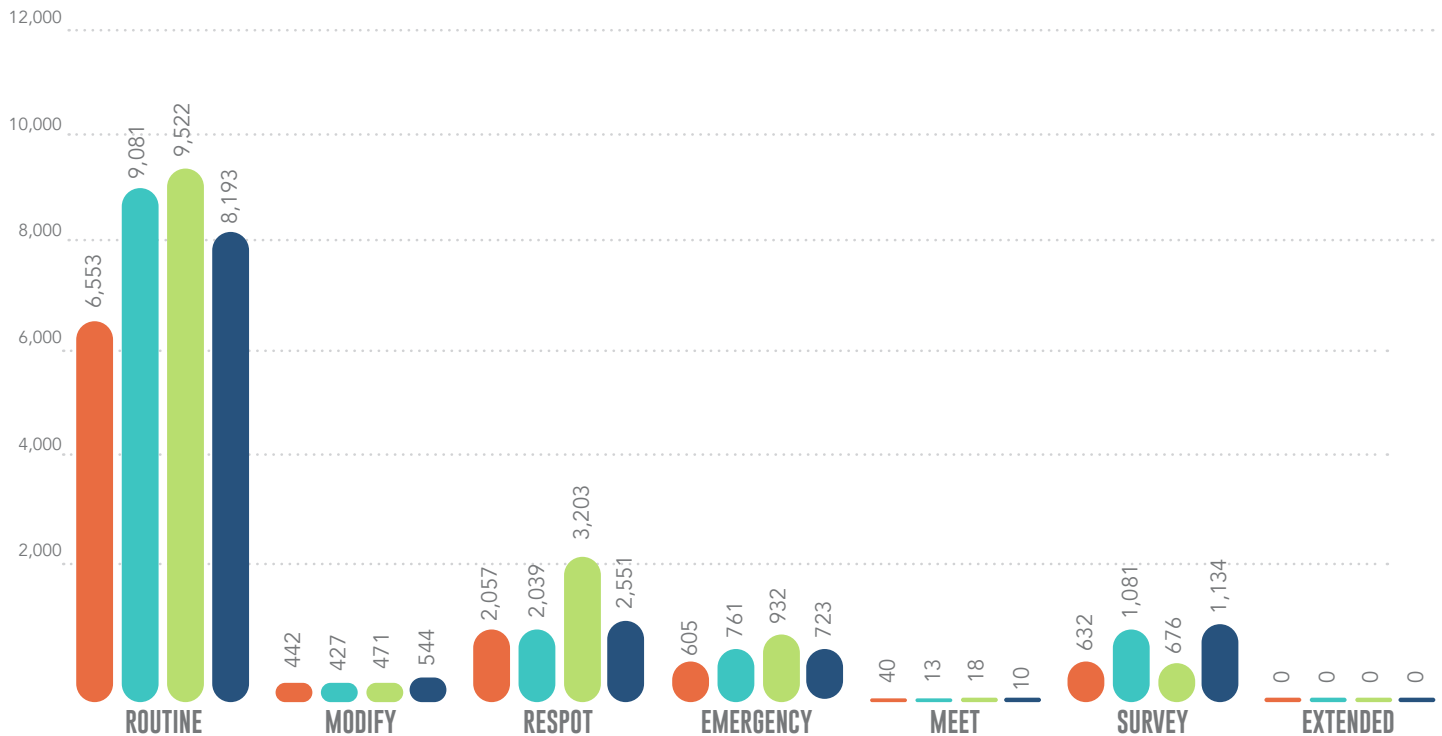
## INCOMING TICKET TYPES MAR

2023 2024 2025 2026



## INCOMING TICKETS TYPES MAR Y-T-D

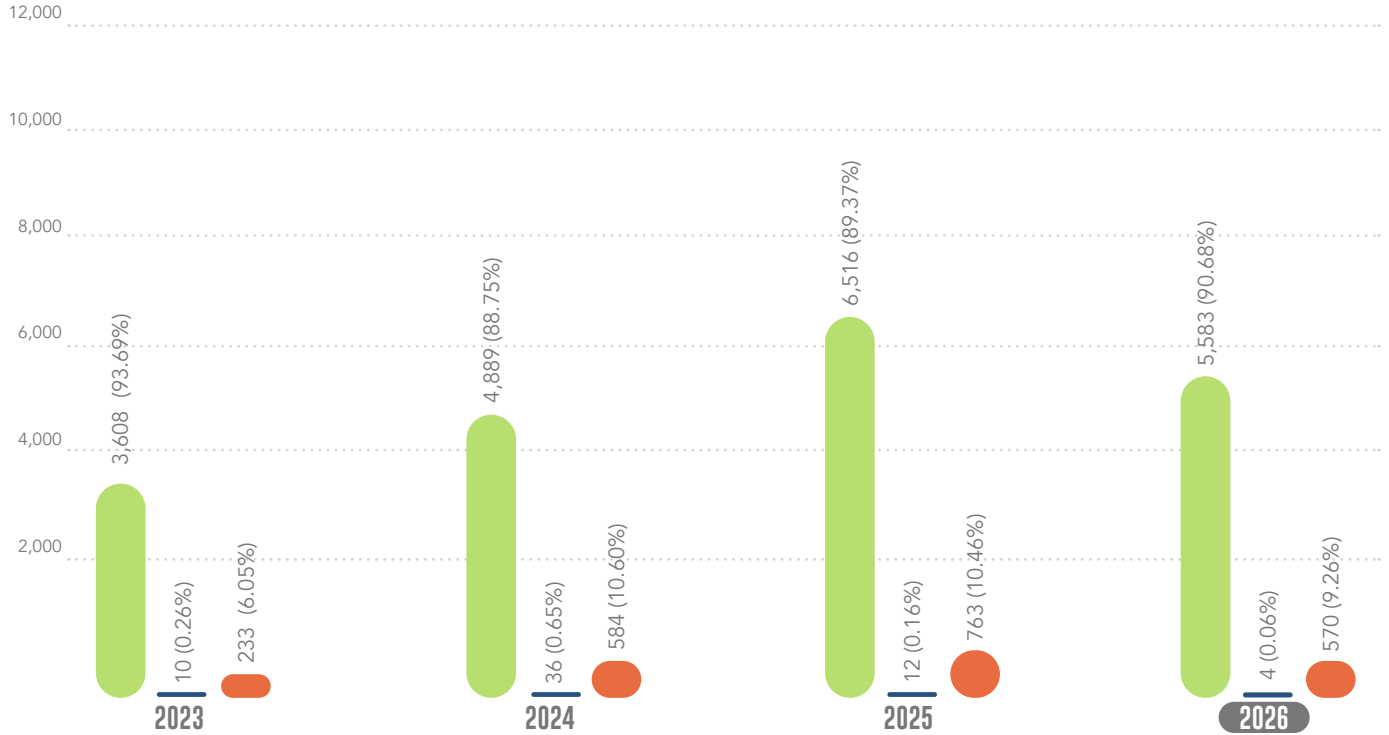
2023 2024 2025 2026



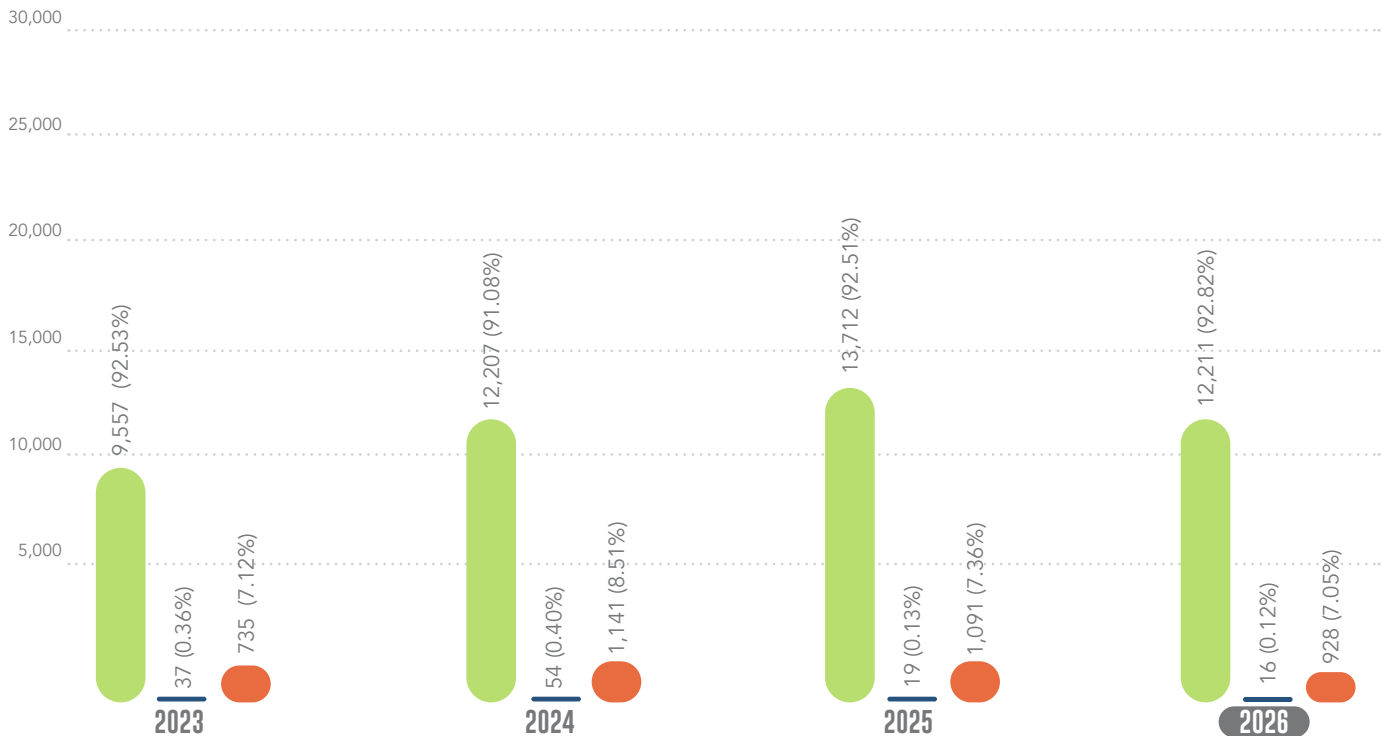
## RECEIPT METHODS MAR



ITIC Mobile = 0

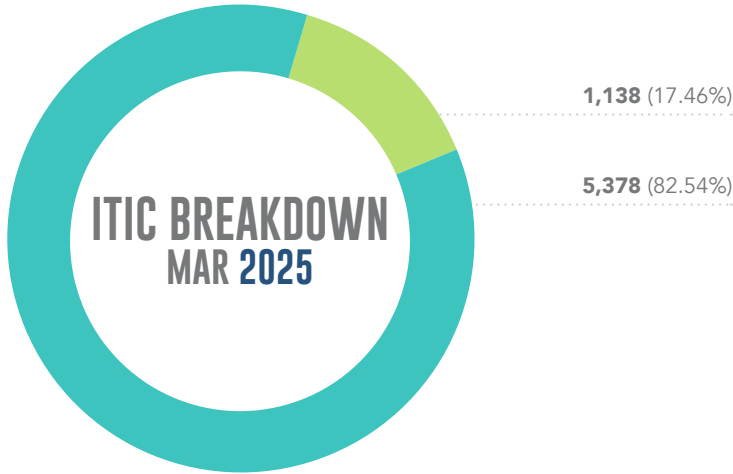


## RECEIPT METHODS MAR Y-T-D



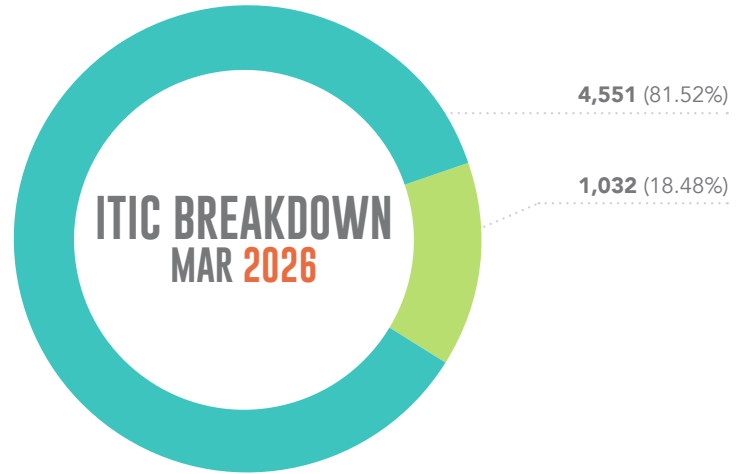
IN REVIEW

DIRECT RELEASE



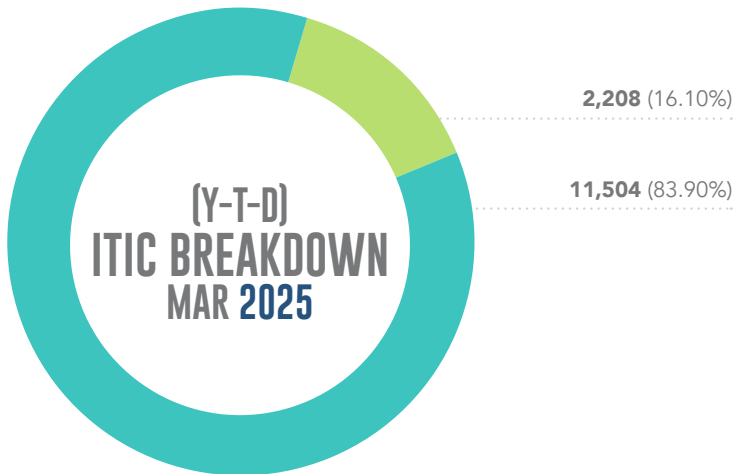
**ITIC BREAKDOWN  
MAR 2025**

OVERALL ITIC % - 89.37%



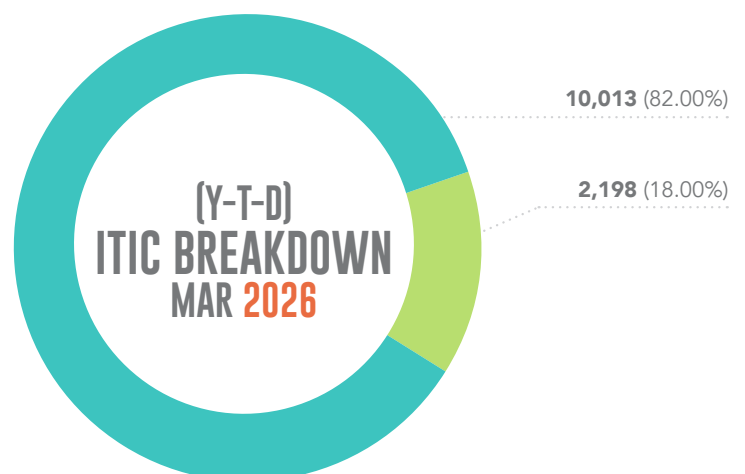
**ITIC BREAKDOWN  
MAR 2026**

OVERALL ITIC % - 90.68%



**(Y-T-D)  
ITIC BREAKDOWN  
MAR 2025**

OVERALL ITIC % - 92.51%



**(Y-T-D)  
ITIC BREAKDOWN  
MAR 2026**

OVERALL ITIC % - 92.82%



# DASHBOARD REPORT - MARCH 2026

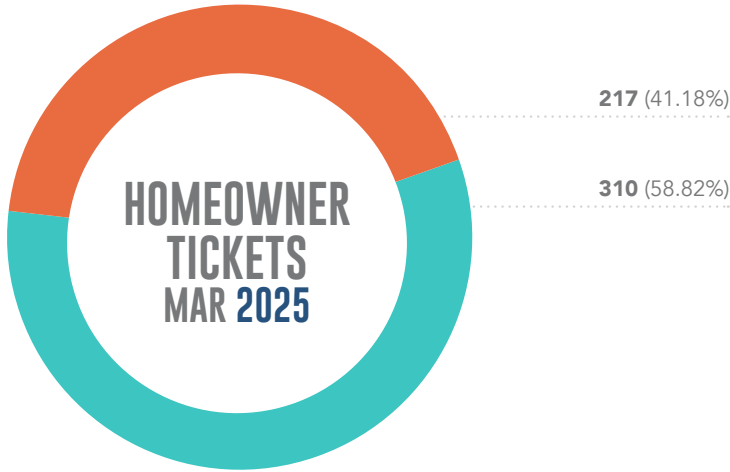
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB

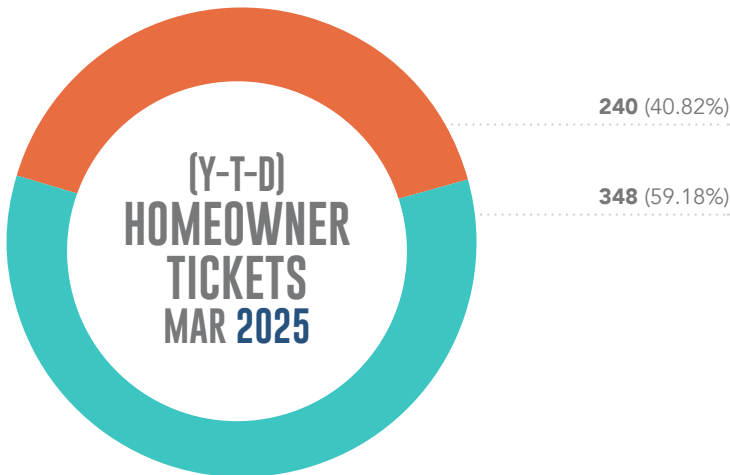
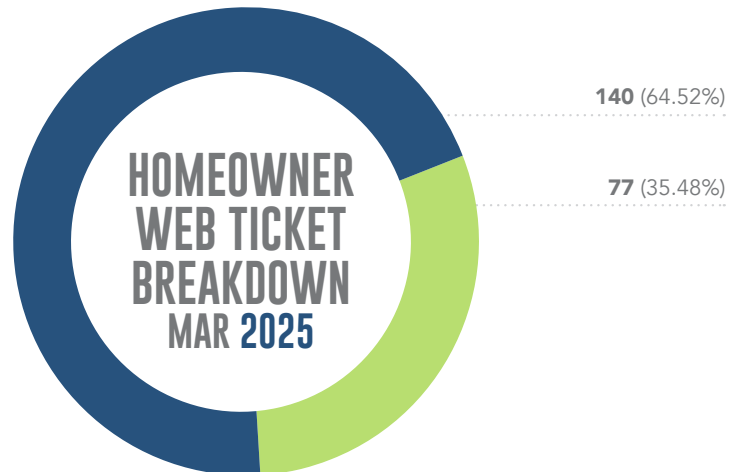
PHONE-IN

IN REVIEW

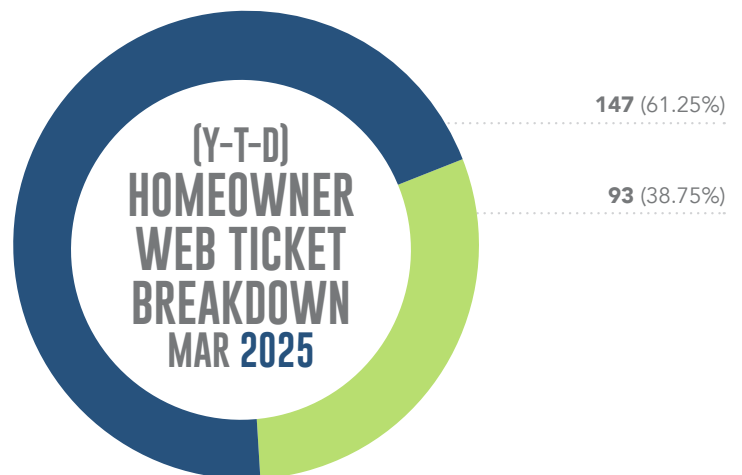
DIRECT RELEASE



MONTHLY HOMEOWNER TICKETS - 527



YTD HOMEOWNER TICKETS - 588





# DASHBOARD REPORT - MARCH 2026

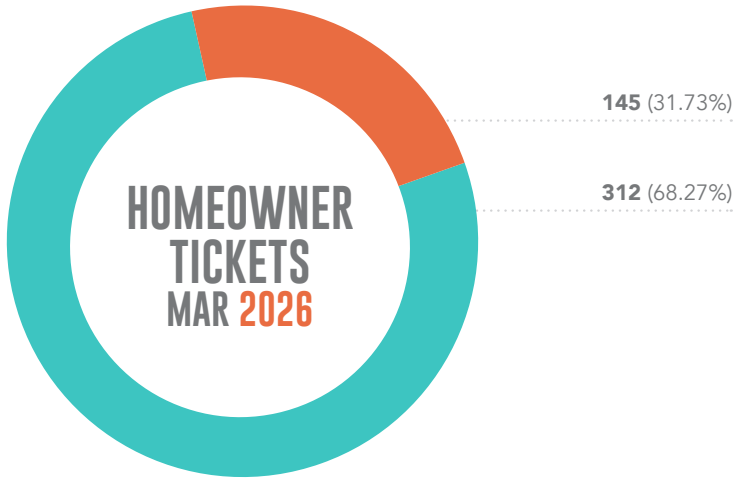
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB

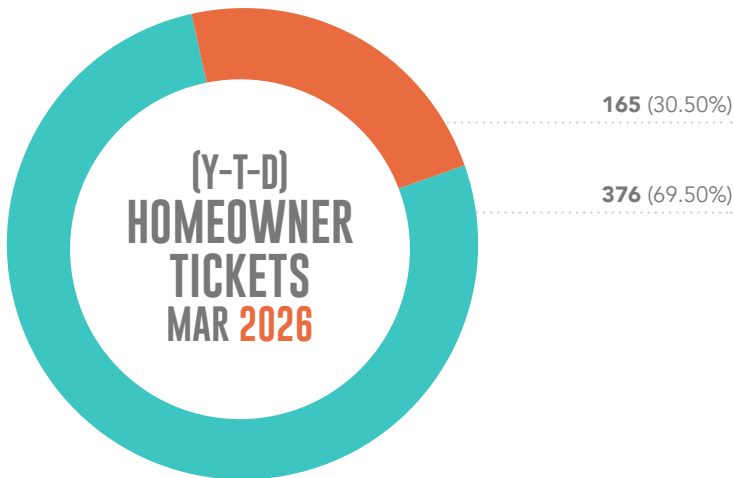
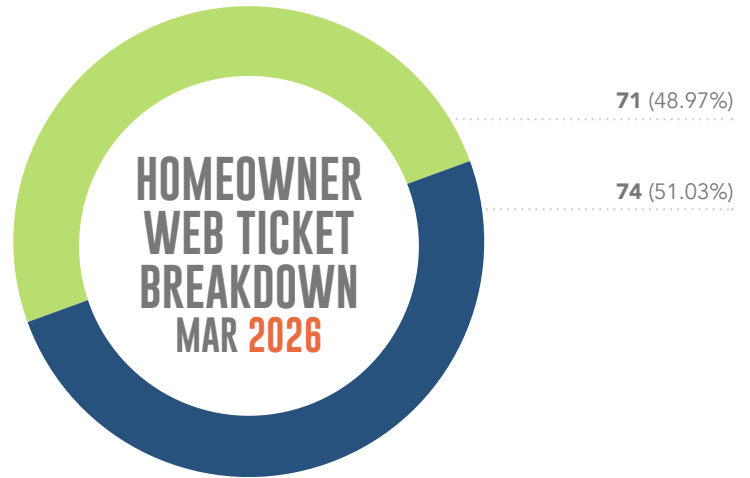
PHONE-IN

IN REVIEW

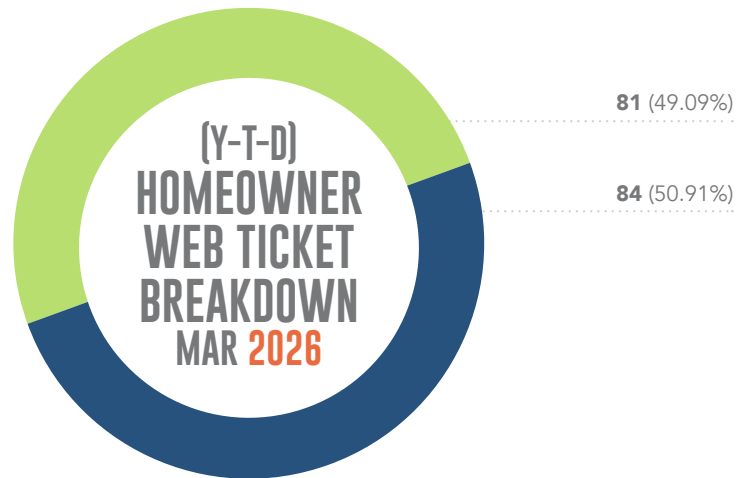
DIRECT RELEASE



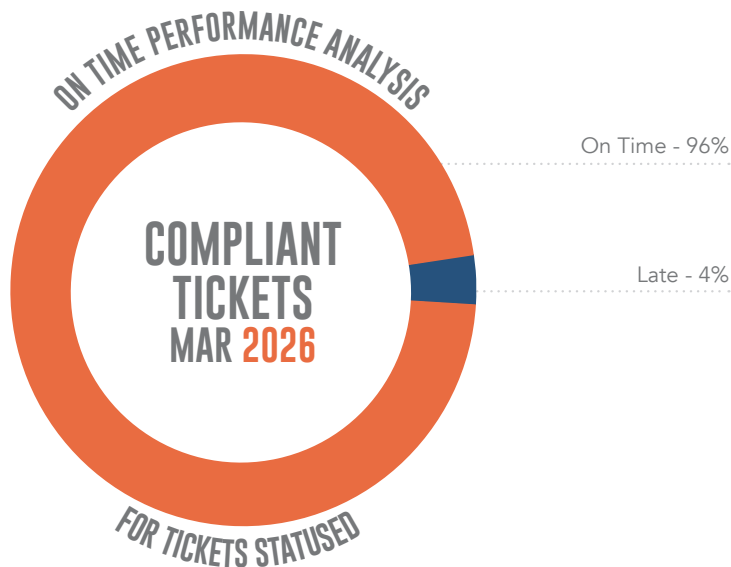
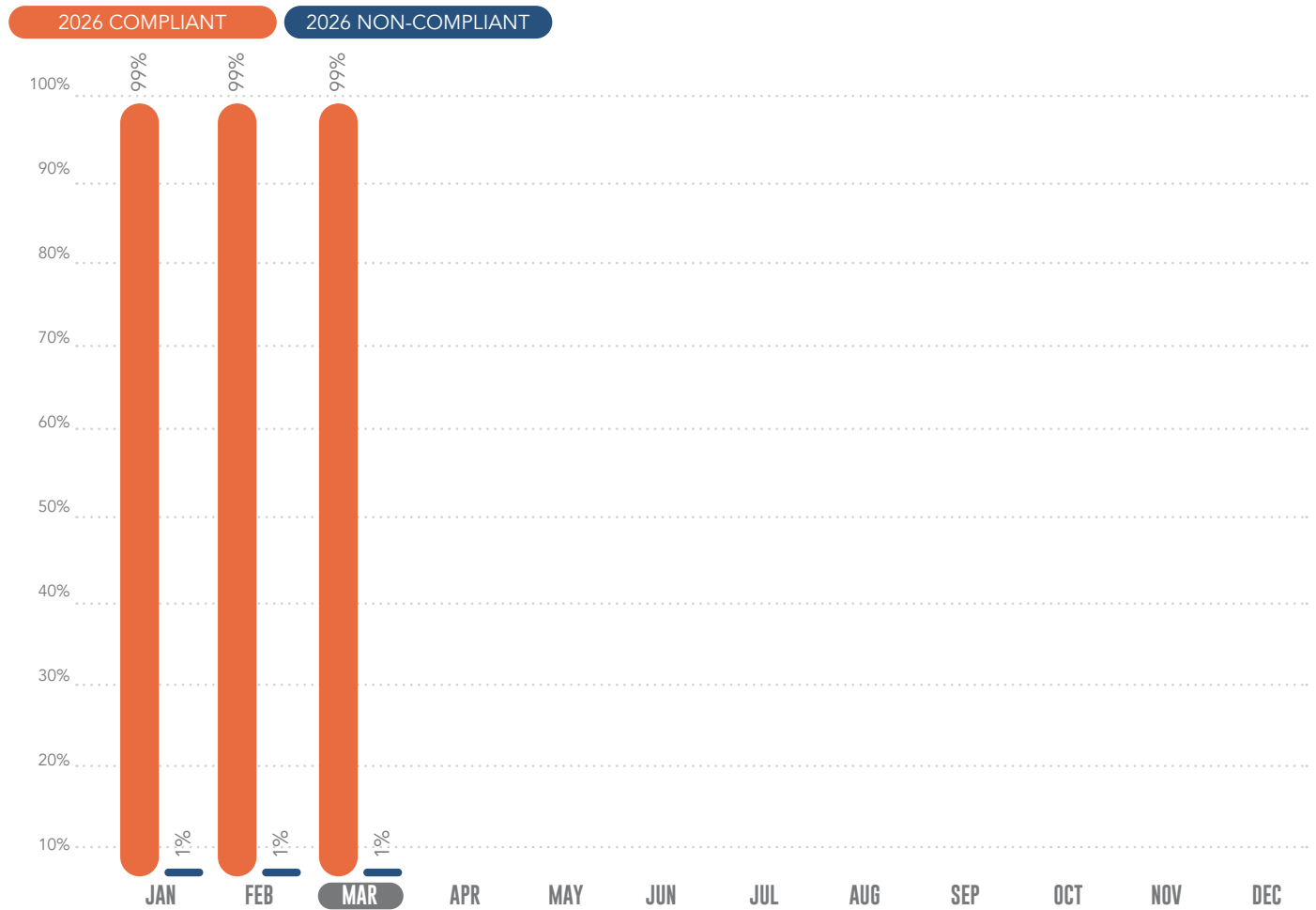
MONTHLY HOMEOWNER TICKETS - 457



YTD HOMEOWNER TICKETS - 541



## POSITIVE RESPONSE COMPLIANCE





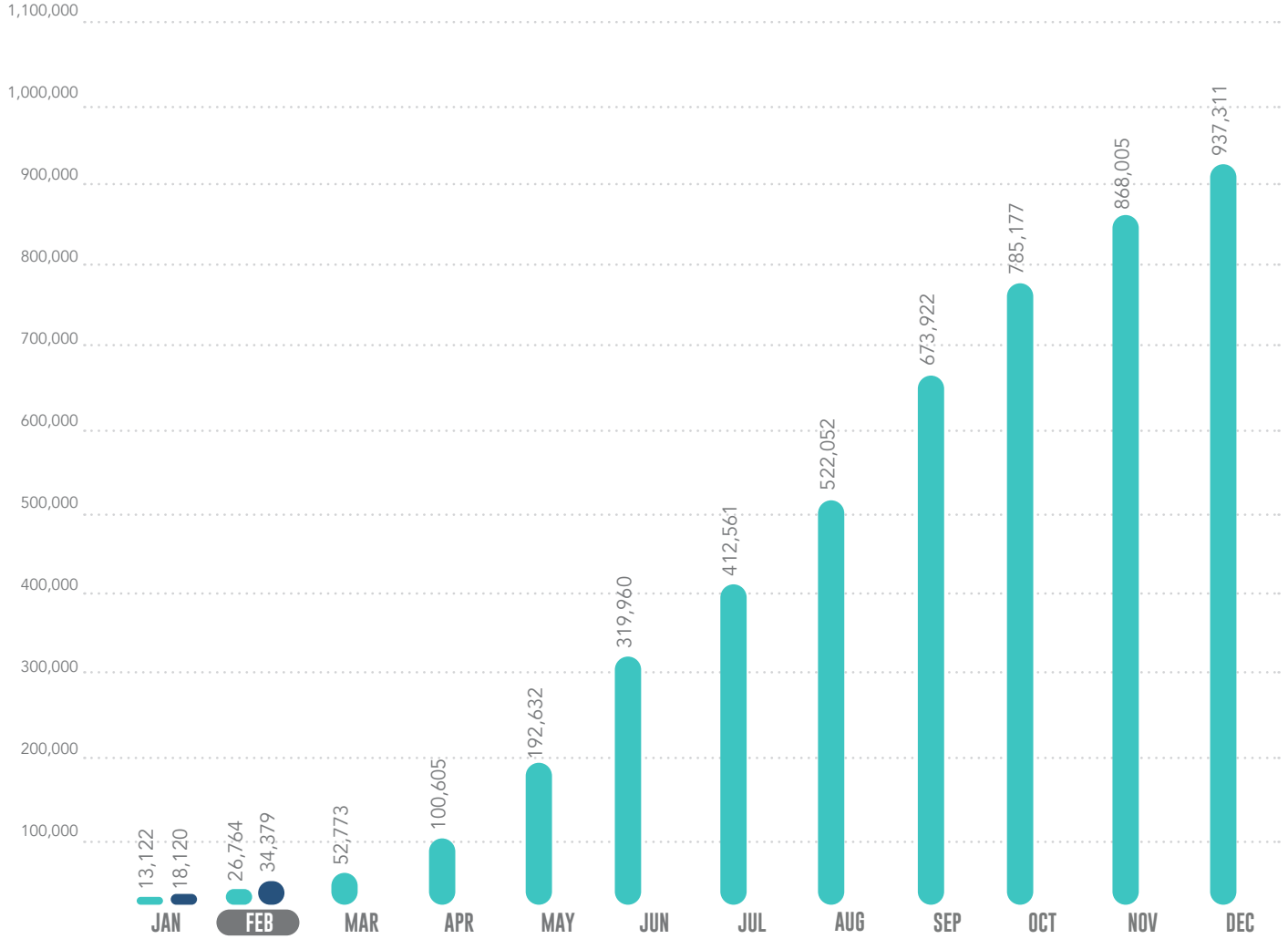
# DASHBOARD REPORT - MARCH 2026

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.

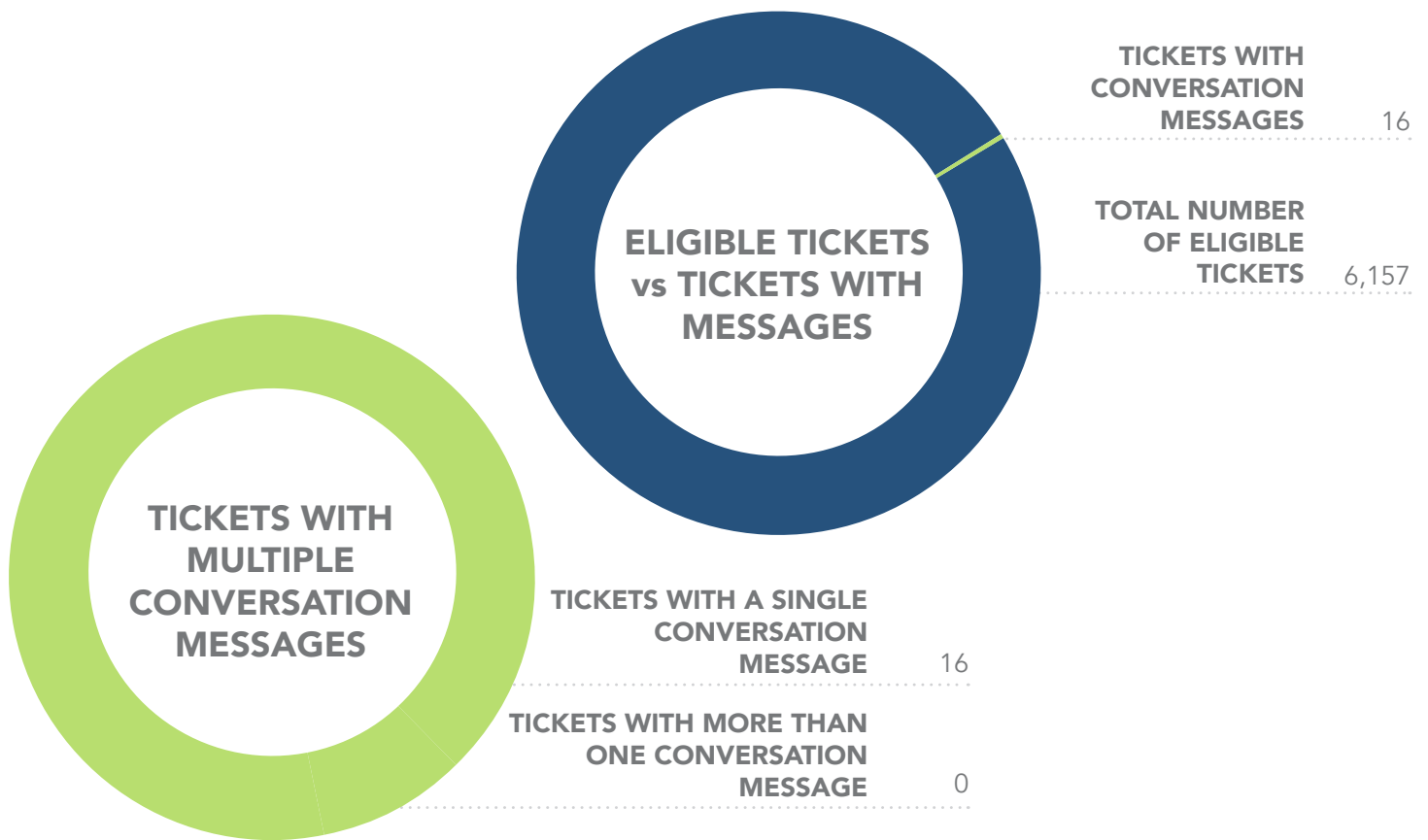


# DASHBOARD REPORT - MARCH 2026

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.

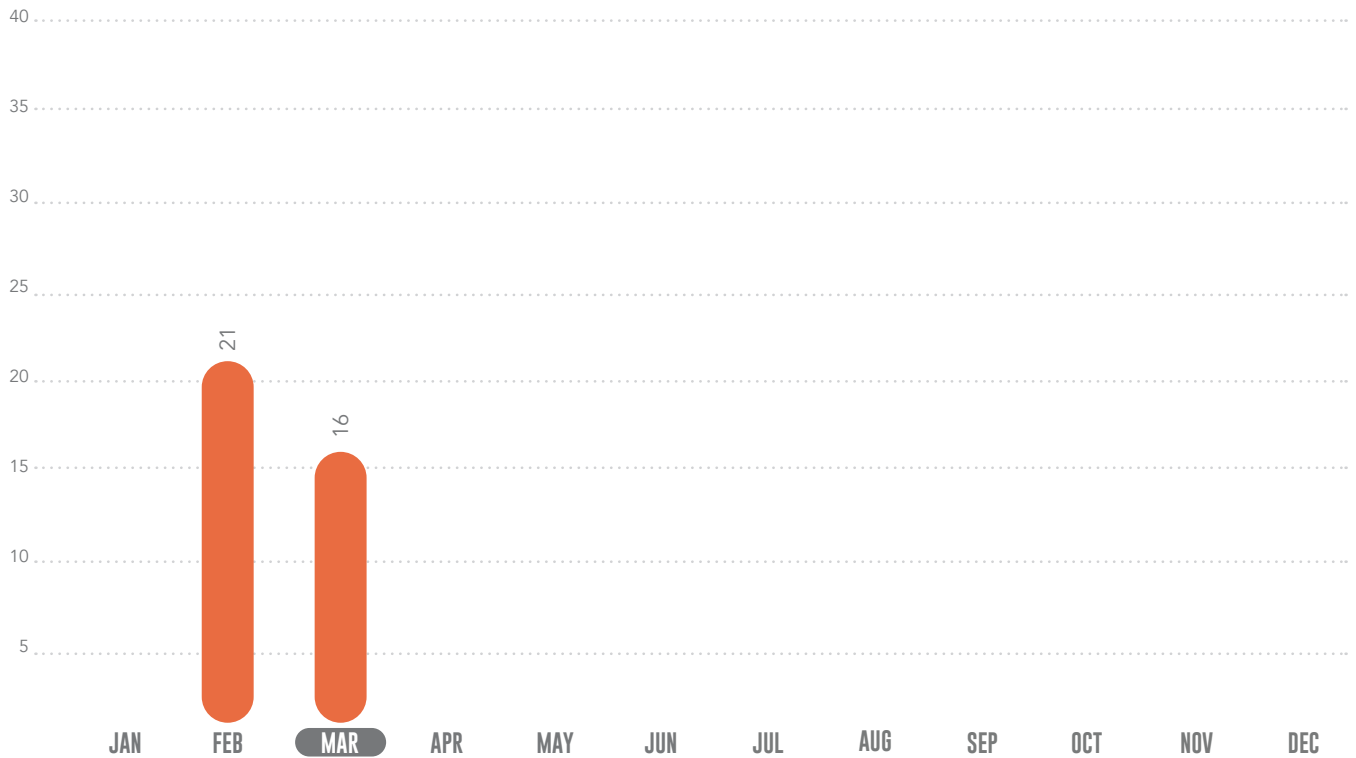




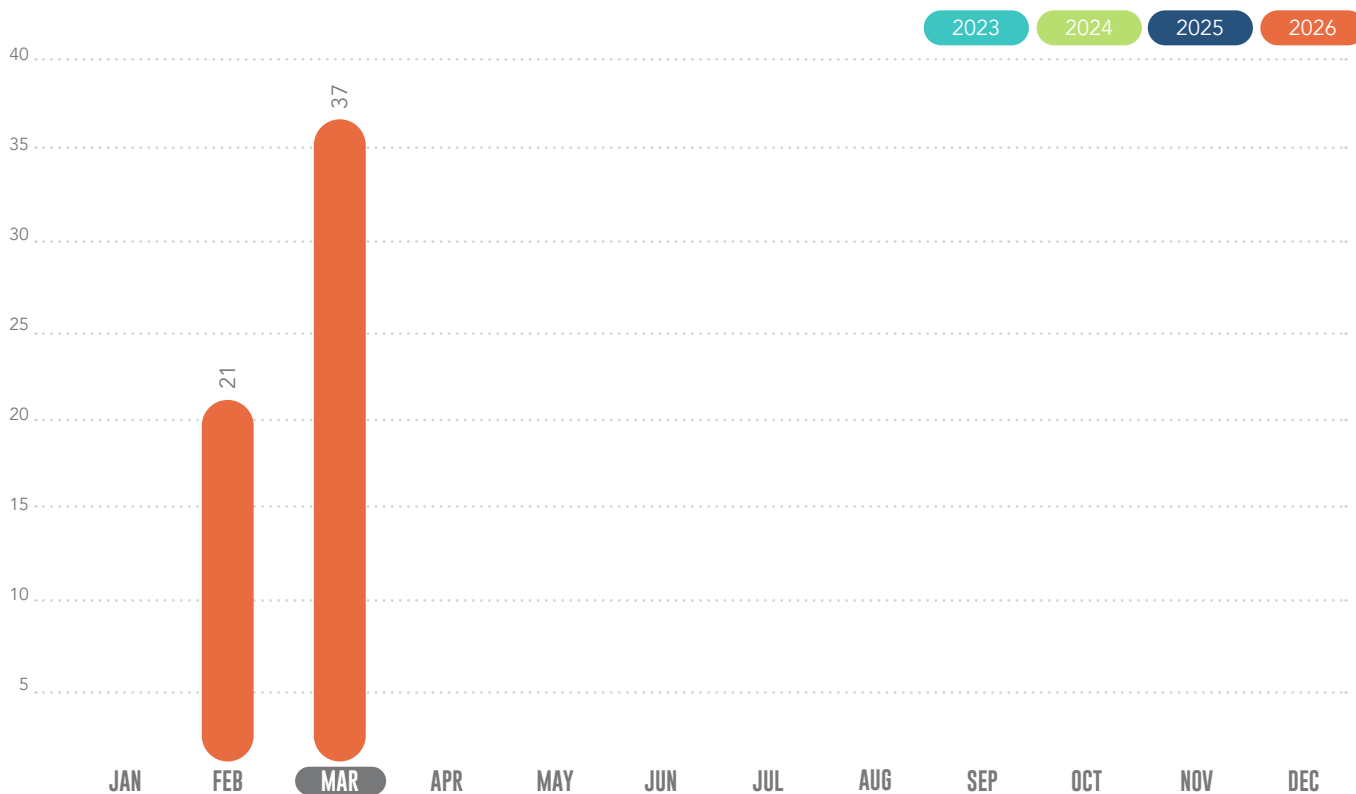
# DASHBOARD REPORT - MARCH 2026

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

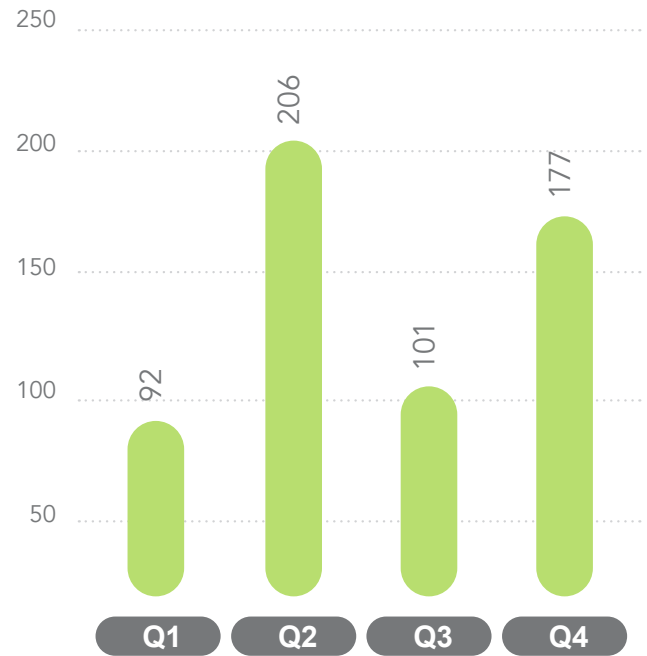




## CREATIVE HOURS - 4<sup>TH</sup> QUARTER DETAILS

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
<b>Grand Total with Review</b>	<b>176:54:30</b>

## CREATIVE HOURS - 2024





North Dakota One Call 2025 Creative Hours.xlsx  
2025 Summary

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



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

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



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

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



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

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



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

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