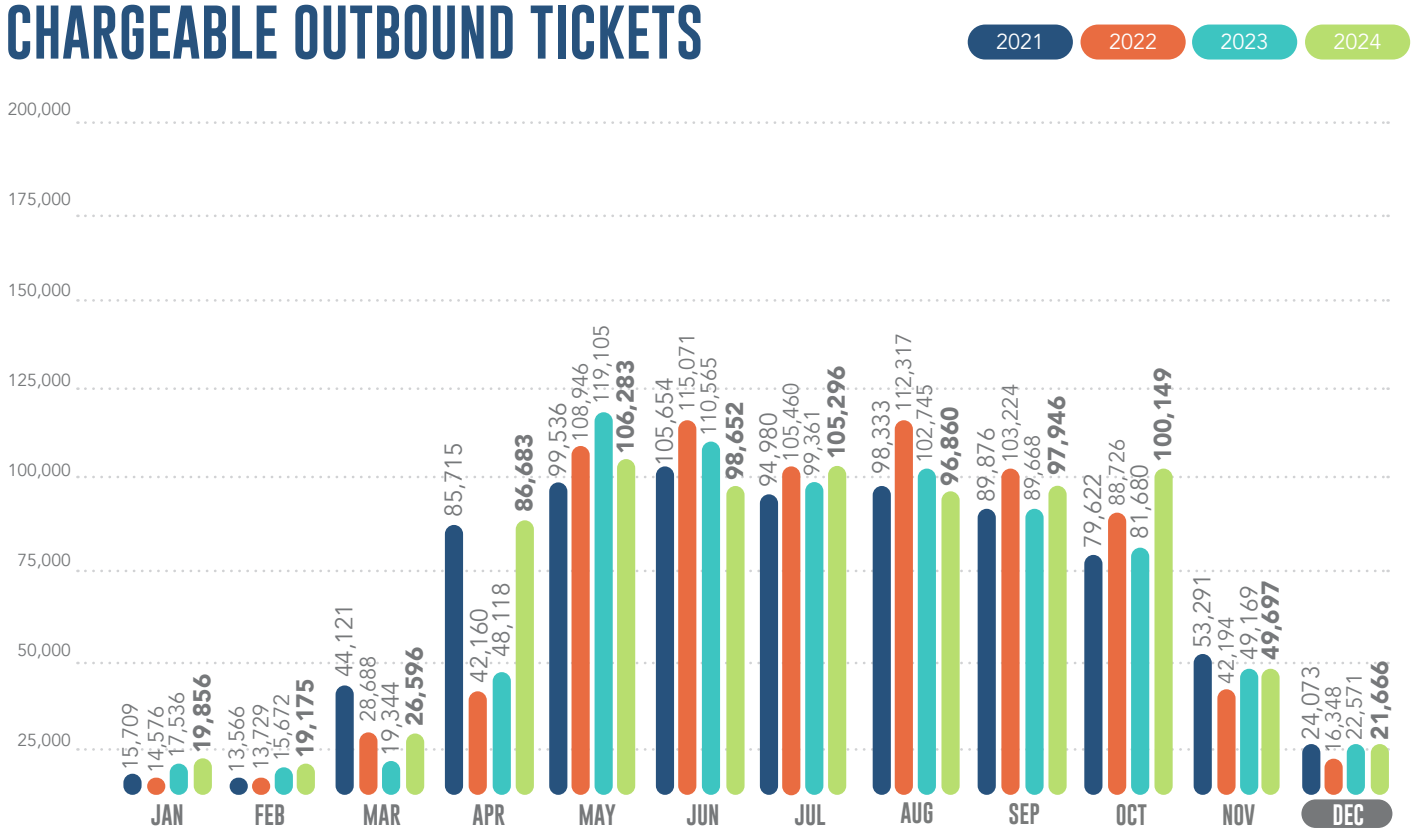
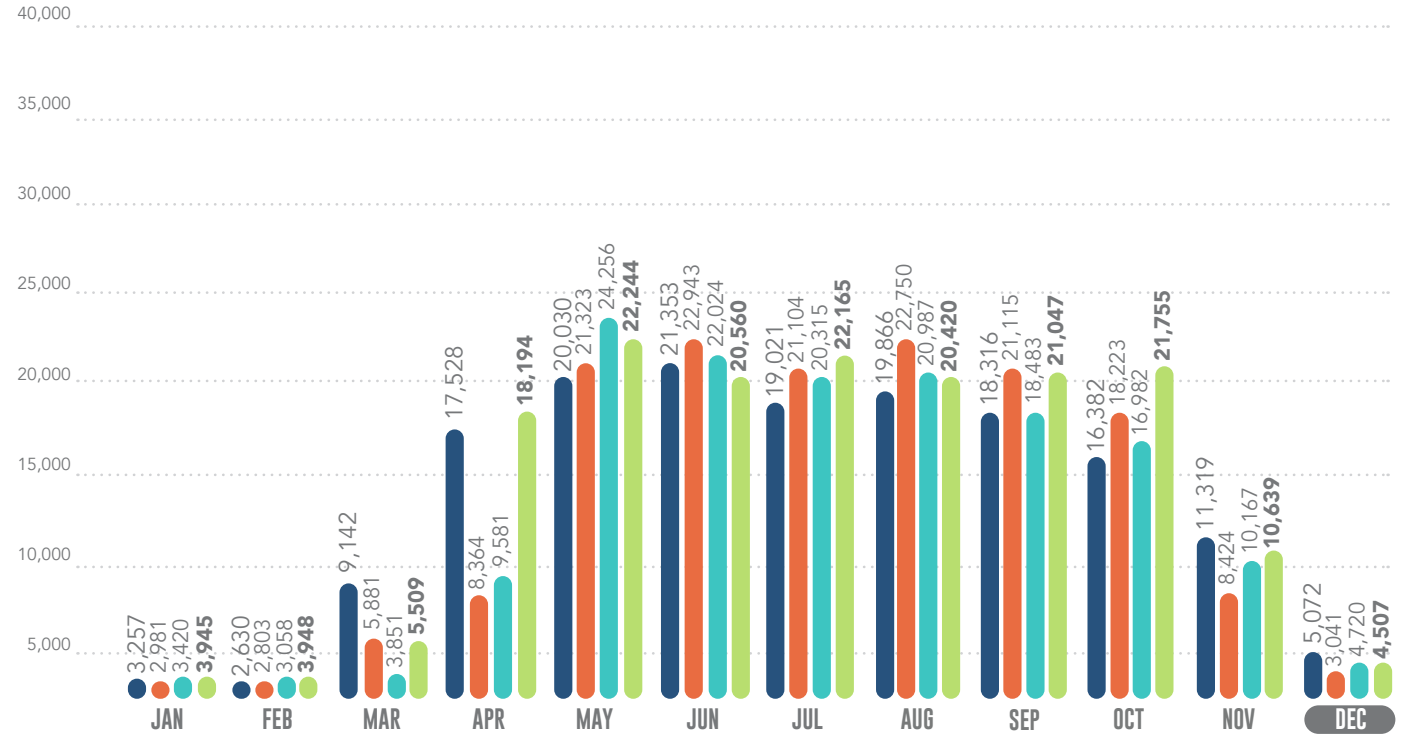
DASHBOARD REPORT - DECEMBER 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

CHARGEABLE OUTBOUND TICKETS



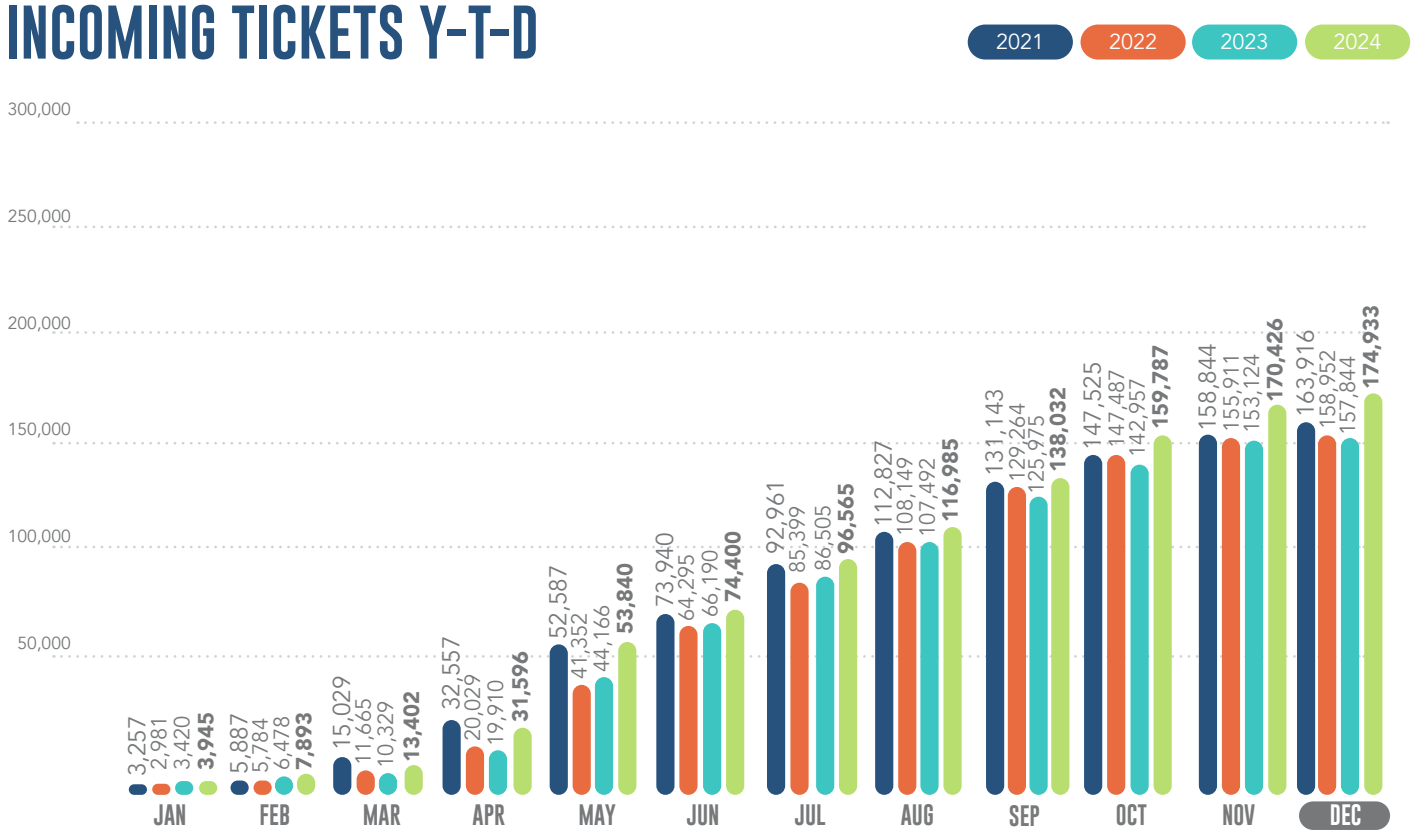
INCOMING TICKETS



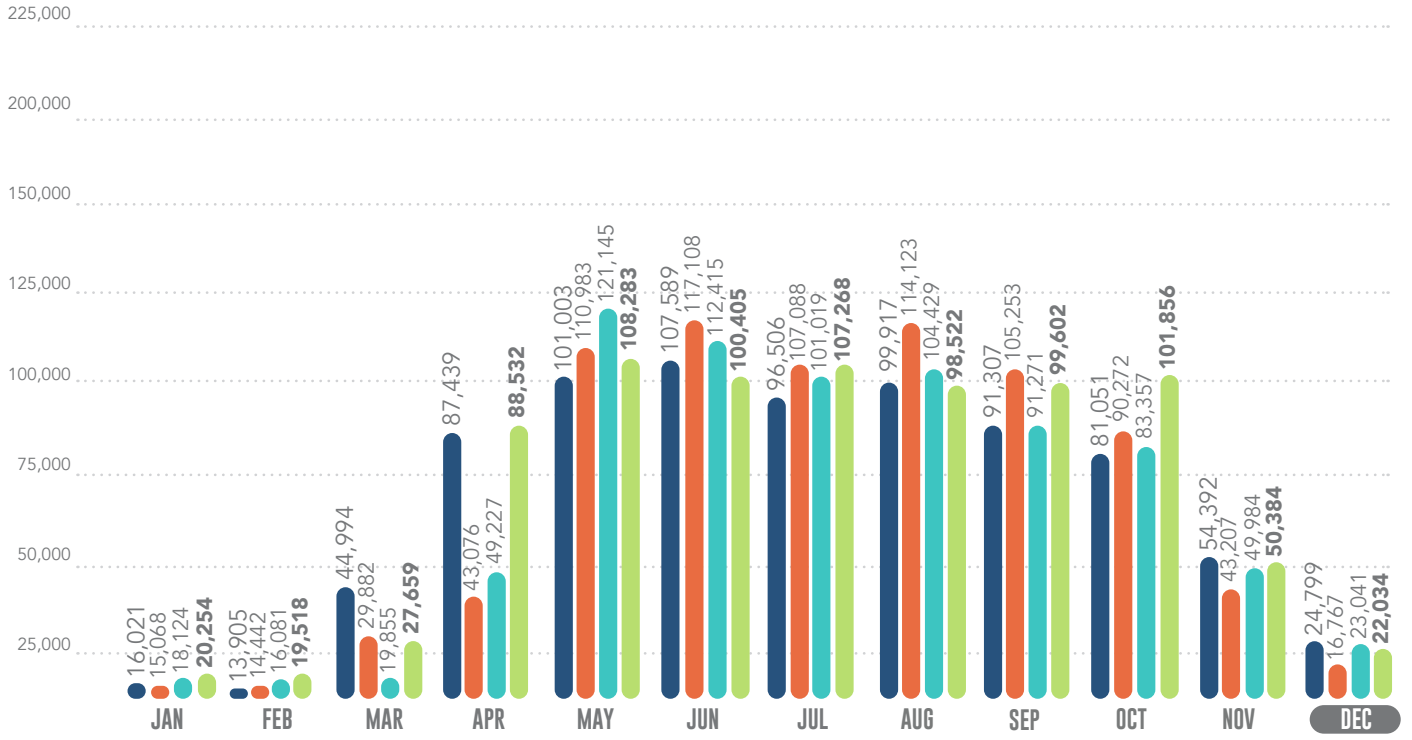
DASHBOARD REPORT - DECEMBER 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

INCOMING TICKETS Y-T-D



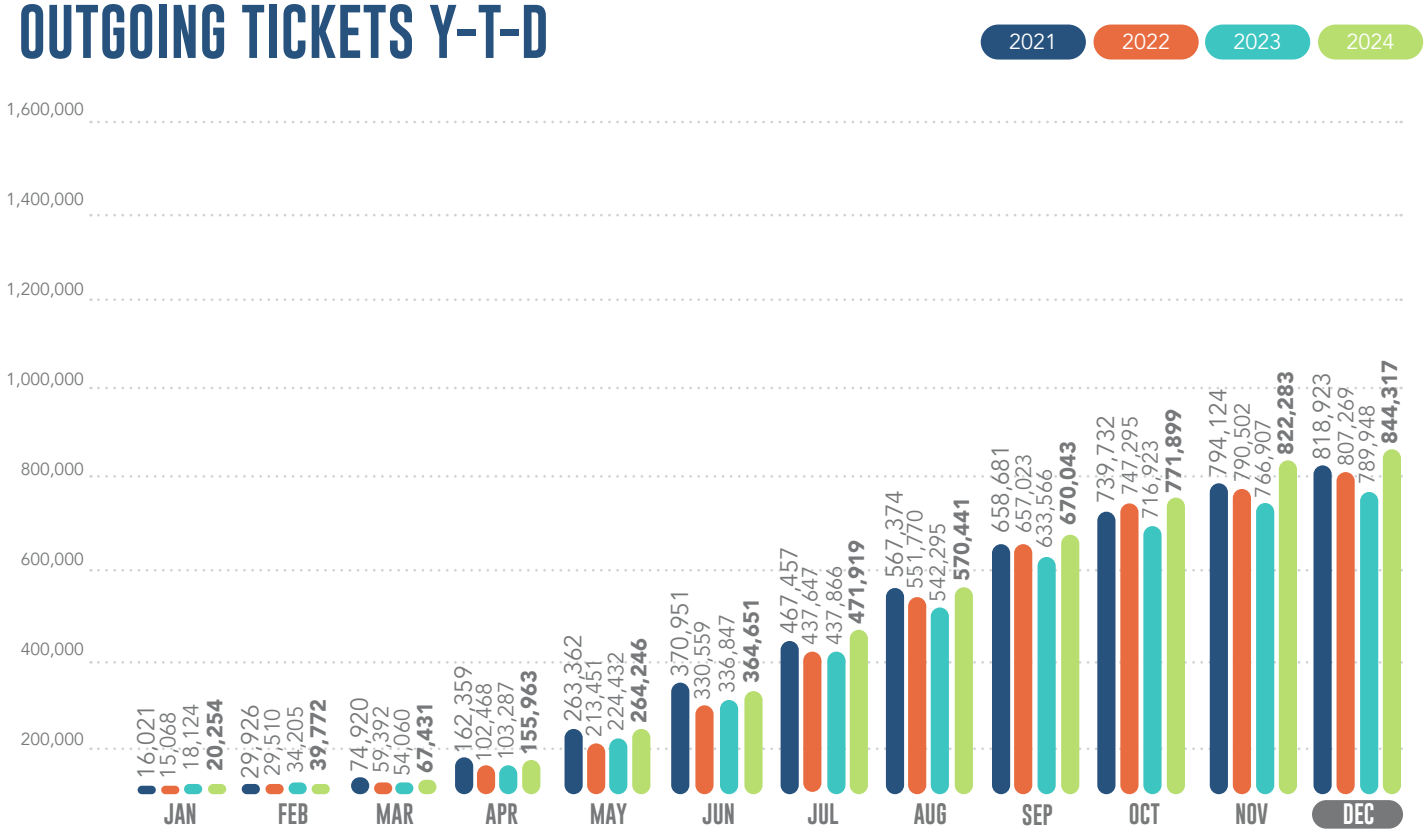
OUTGOING MESSAGES



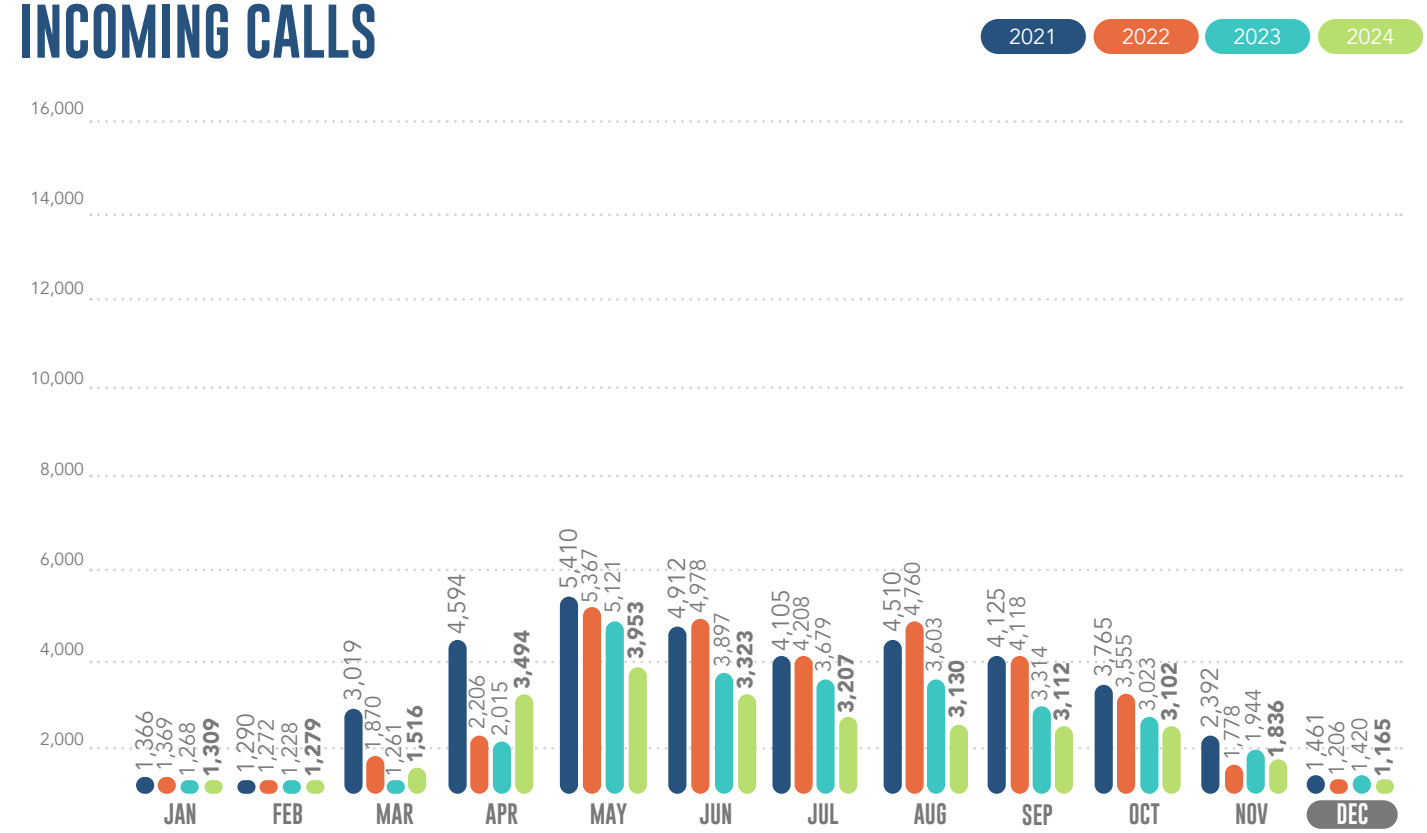
DASHBOARD REPORT - DECEMBER 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

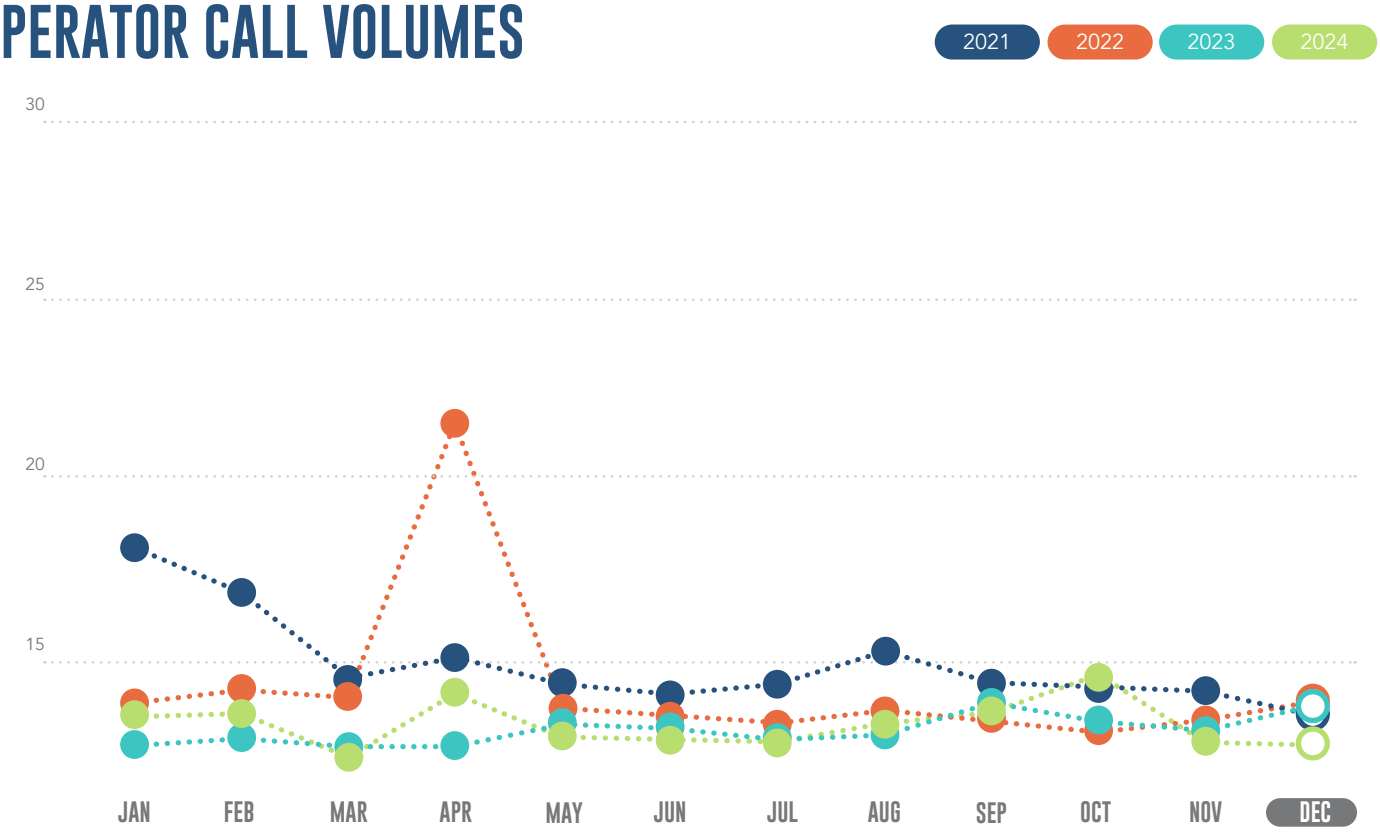
OUTGOING TICKETS Y-T-D



INCOMING CALLS

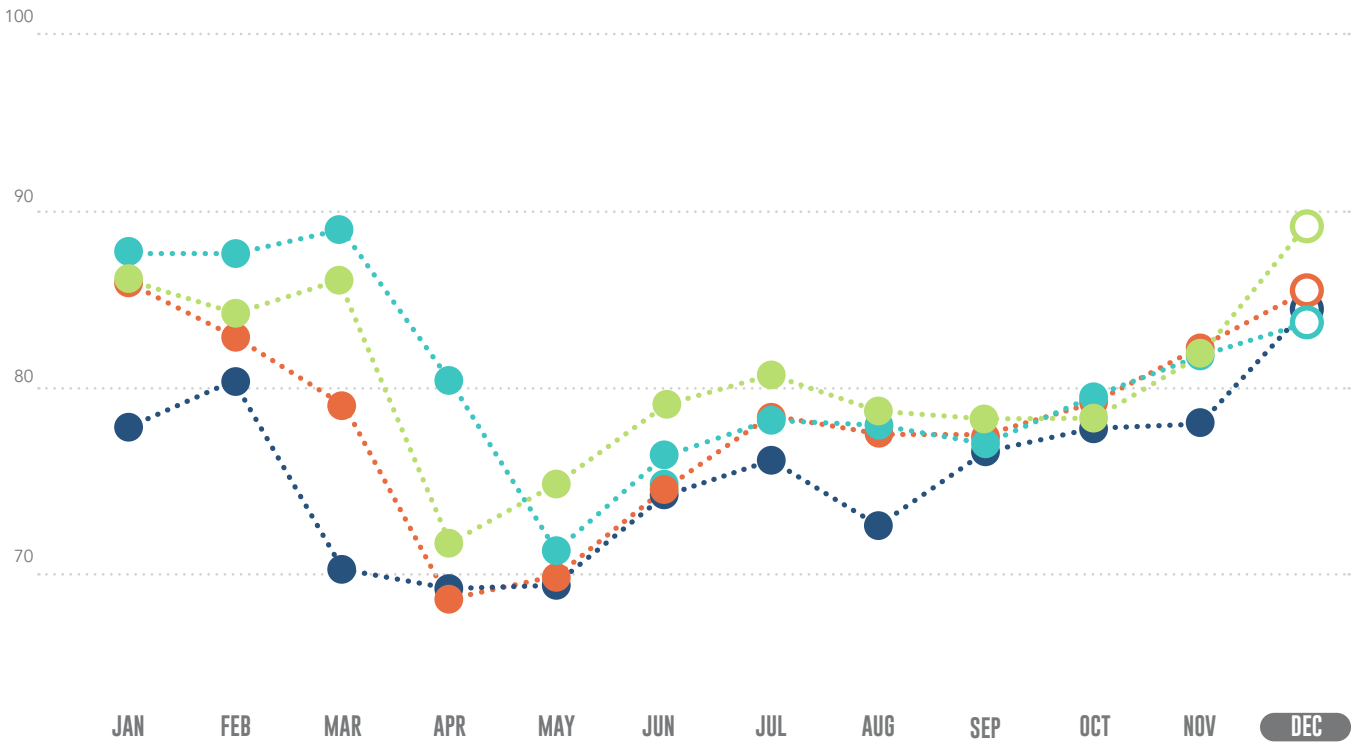


OPERATOR CALL VOLUMES



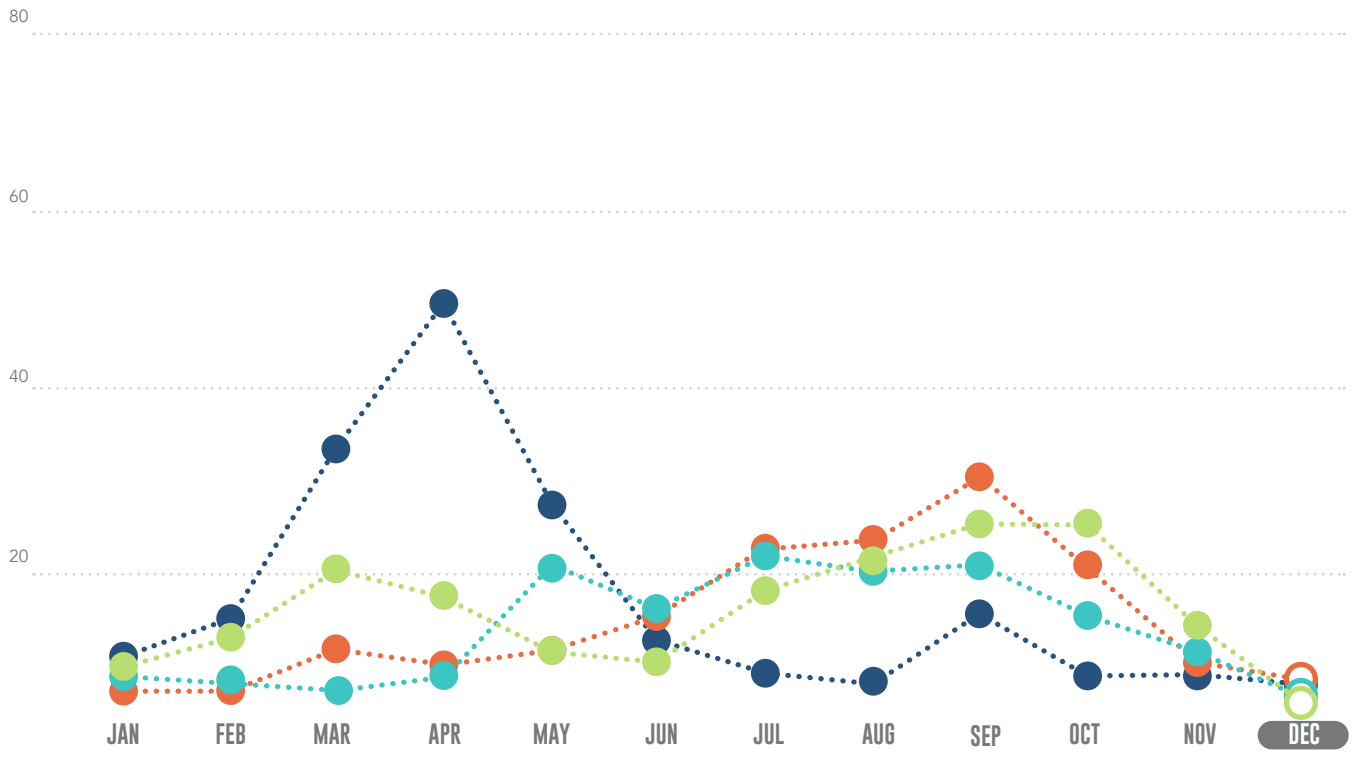
	2021	2022	2023	2024
JAN	17.96	12.75	9.91	11.69
FEB	16.46	13.81	10.01	11.35
MAR	14.12	12.80	9.82	8.71
APR	15.19	22.78	9.70	13.82
MAY	14.18	12.80	11.90	10.84
JUN	13.58	12.21	11.10	10.54
JUL	14.64	12.12	11.79	10.91
AUG	15.97	13.21	11.98	12.62
SEP	14.21	12.89	13.89	13.35
OCT	13.22	10.99	11.91	13.46
NOV	12.85	11.56	11.27	11.02
DEC	11.65	12.17	11.84	9.39

EXCAVATOR CALL VOLUMES



	2021	2022	2023	2024
JAN	78.81	86.38	89.01	86.74
FEB	80.87	83.73	88.59	84.80
MAR	70.32	79.17	89.20	86.39
APR	68.63	67.99	80.03	72.85
MAY	68.90	69.78	71.47	75.40
JUN	74.03	74.68	76.53	78.90
JUL	75.87	78.14	78.07	81.03
AUG	73.70	76.81	77.95	78.52
SEP	74.34	76.65	76.29	78.15
OCT	76.76	79.21	79.58	78.74
NOV	80.60	83.76	83.02	82.98
DEC	85.51	86.75	84.36	89.13

AVERAGE HOLD TIME

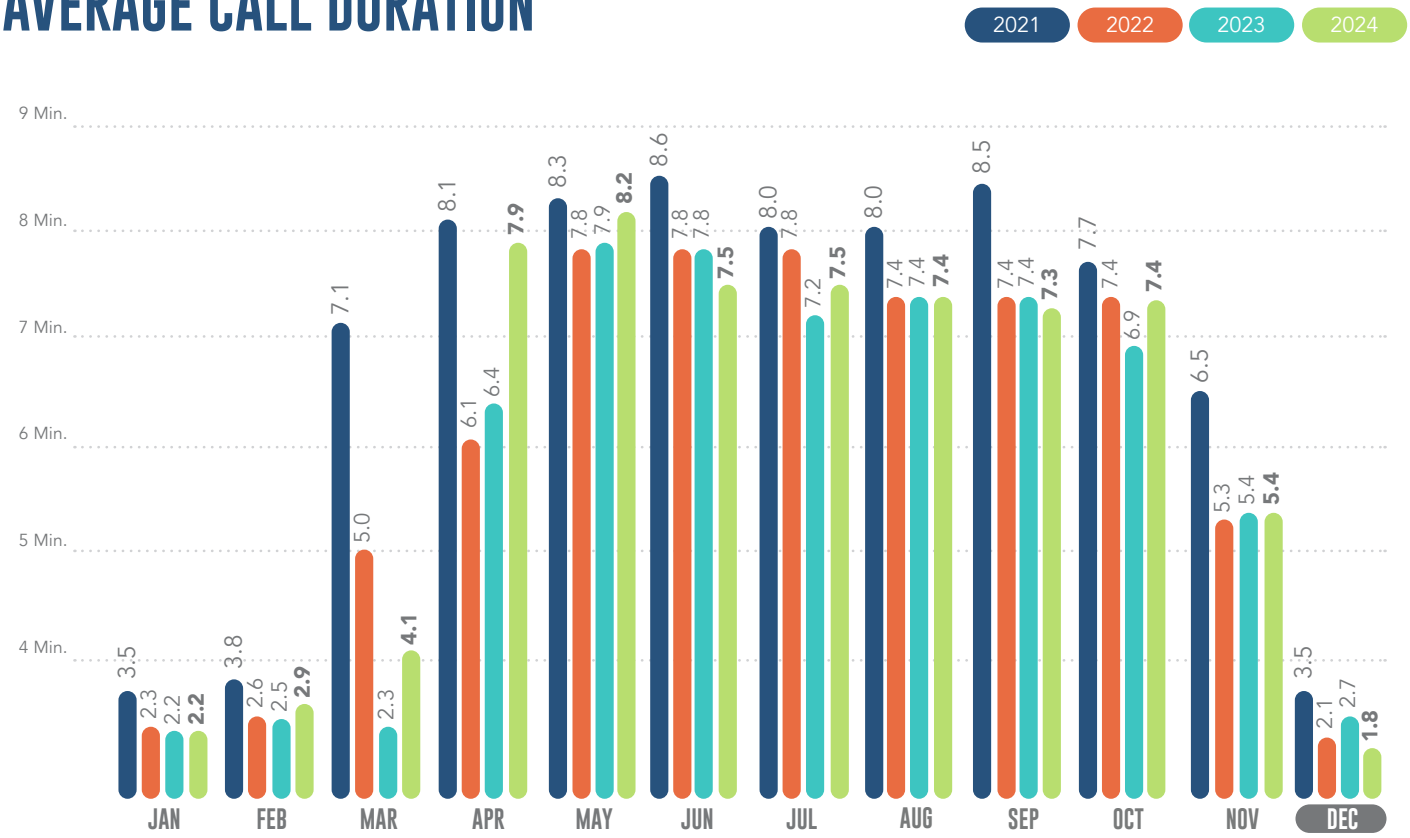


	2021	2022	2023	2024
JAN	12	2	6	10
FEB	15	4	7	12
MAR	33	13	13	21
APR	50	11	10	18
MAY	28	13	21	13
JUN	15	17	18	12
JUL	9	23	22	19
AUG	8	25	20	21
SEP	14	29	21	25
OCT	9	21	16	25
NOV	9	11	12	15
DEC	6	7	4	2

DASHBOARD REPORT - DECEMBER 2024

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

AVERAGE CALL DURATION



Answered - 1,337

Abandoned - 83

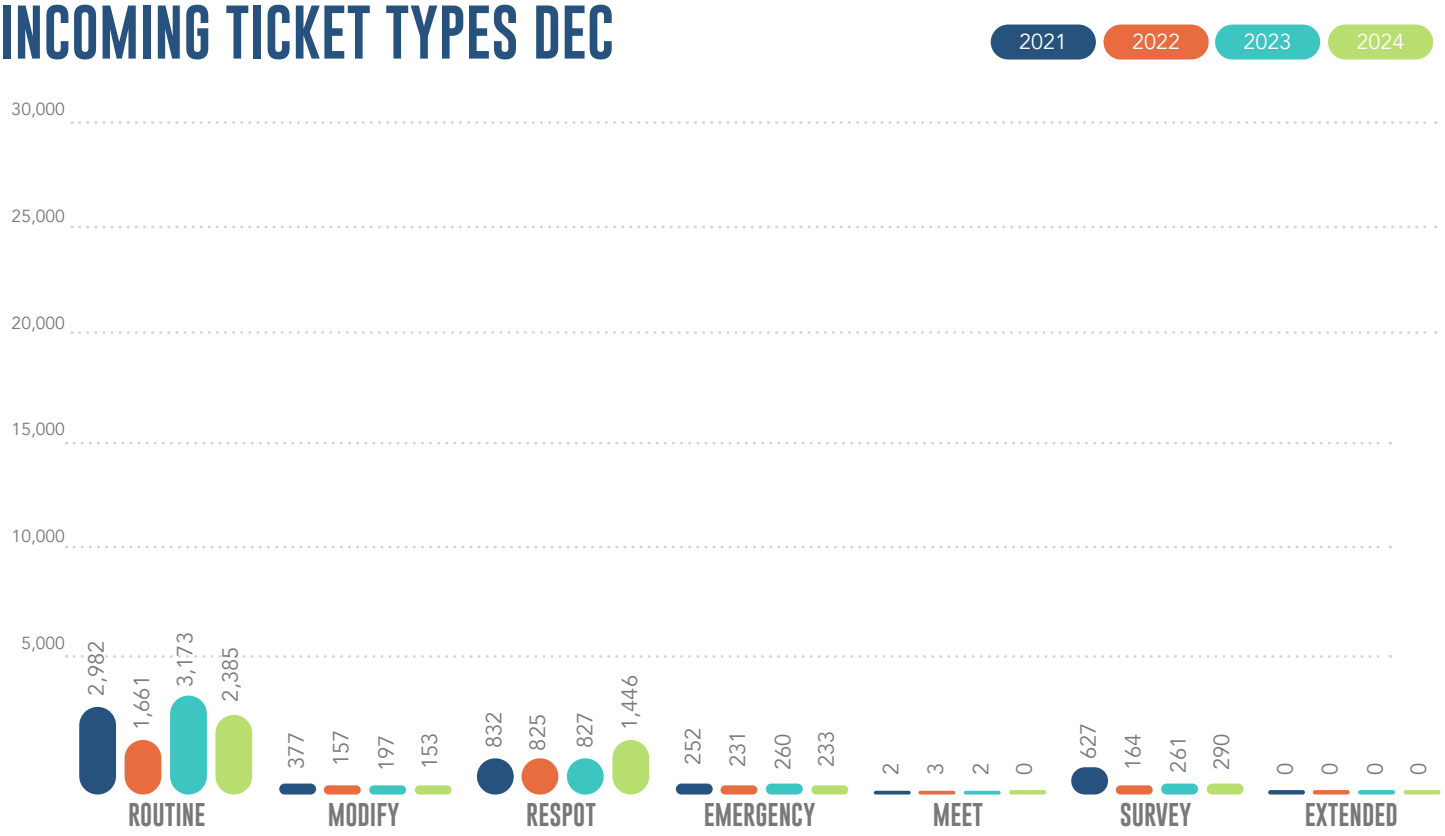
Offered - 1,420

Answered - 1,027

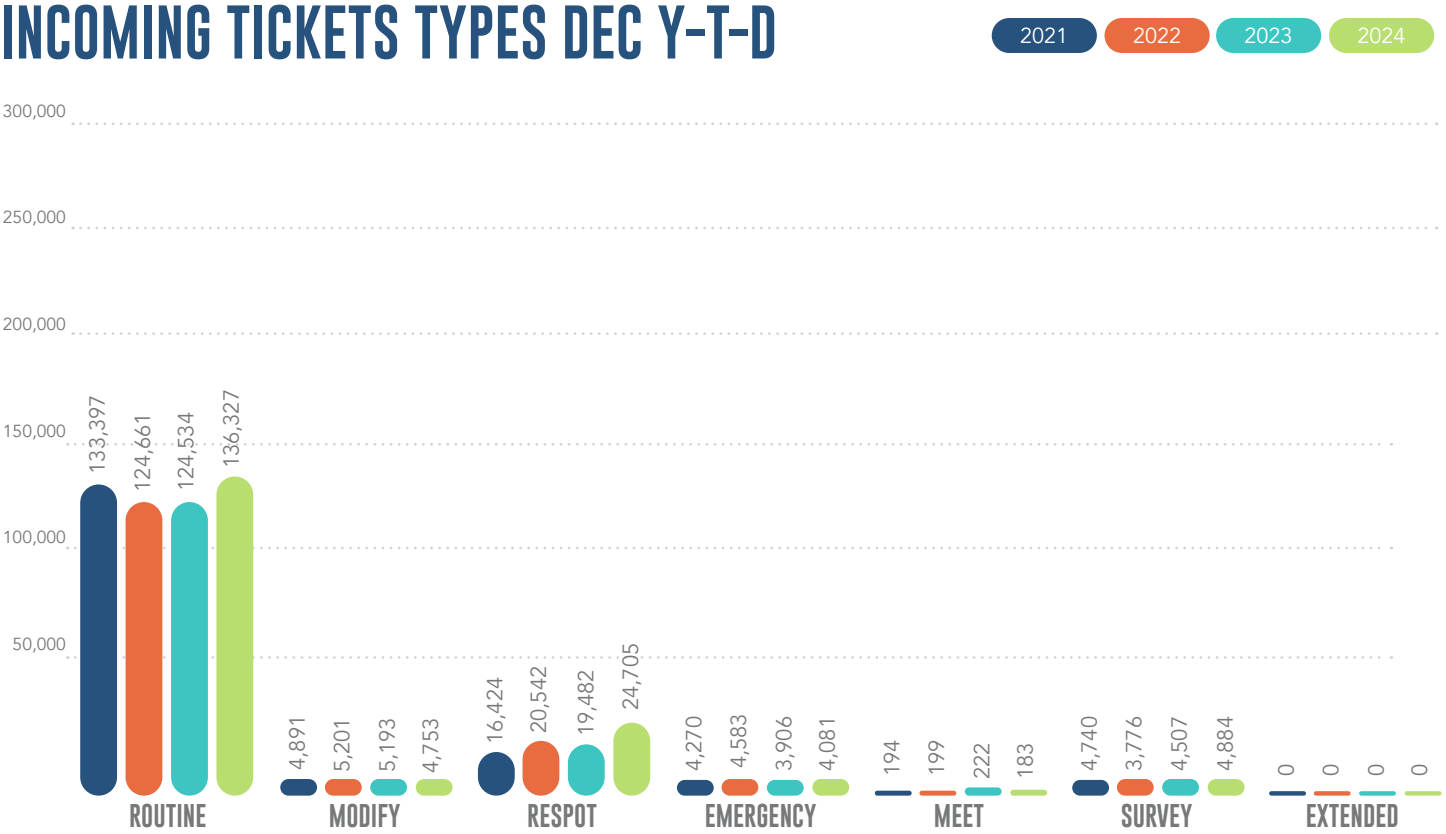
Abandoned - 138

Offered - 1,165

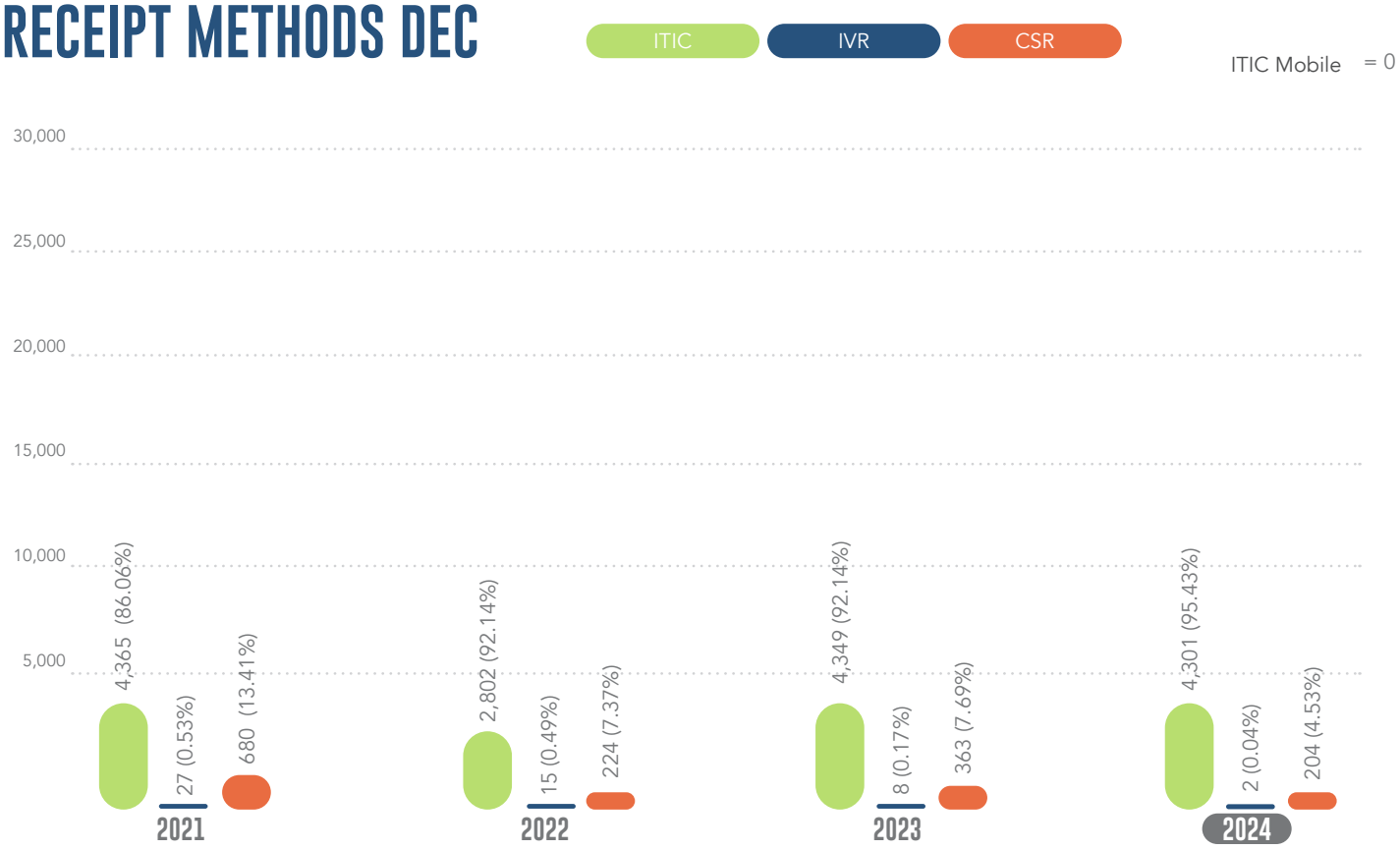
INCOMING TICKET TYPES DEC



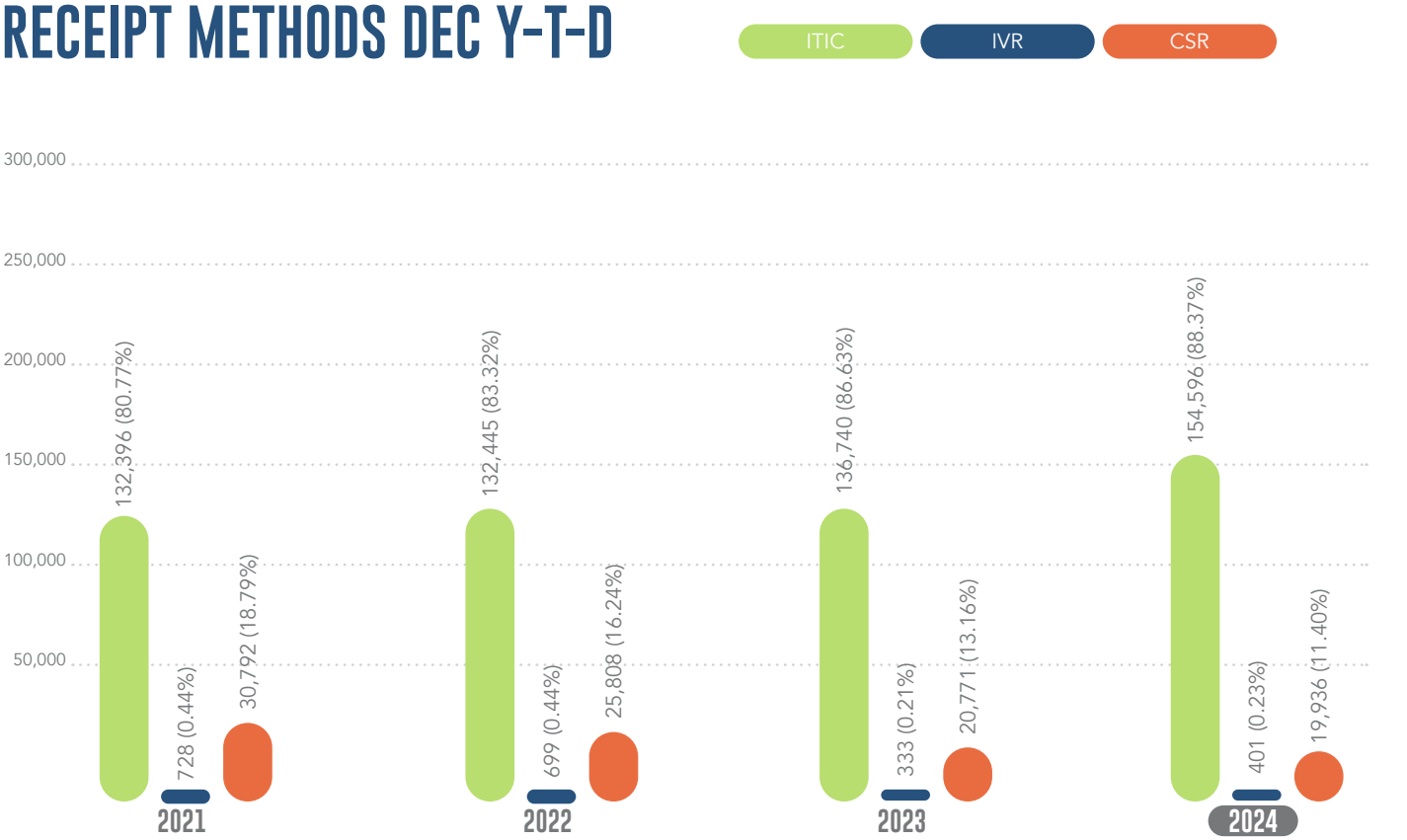
INCOMING TICKETS TYPES DEC Y-T-D



RECEIPT METHODS DEC



RECEIPT METHODS DEC Y-T-D



IN REVIEW | DIRECT RELEASE

3,151 (72.45%)

1,198 (27.55%)

OVERALL ITIC % - 92.14%

3,704 (86.12%)

597 (13.88%)

OVERALL ITIC % - 95.43%

103,635 (75.79%)

33,104 (24.21%)

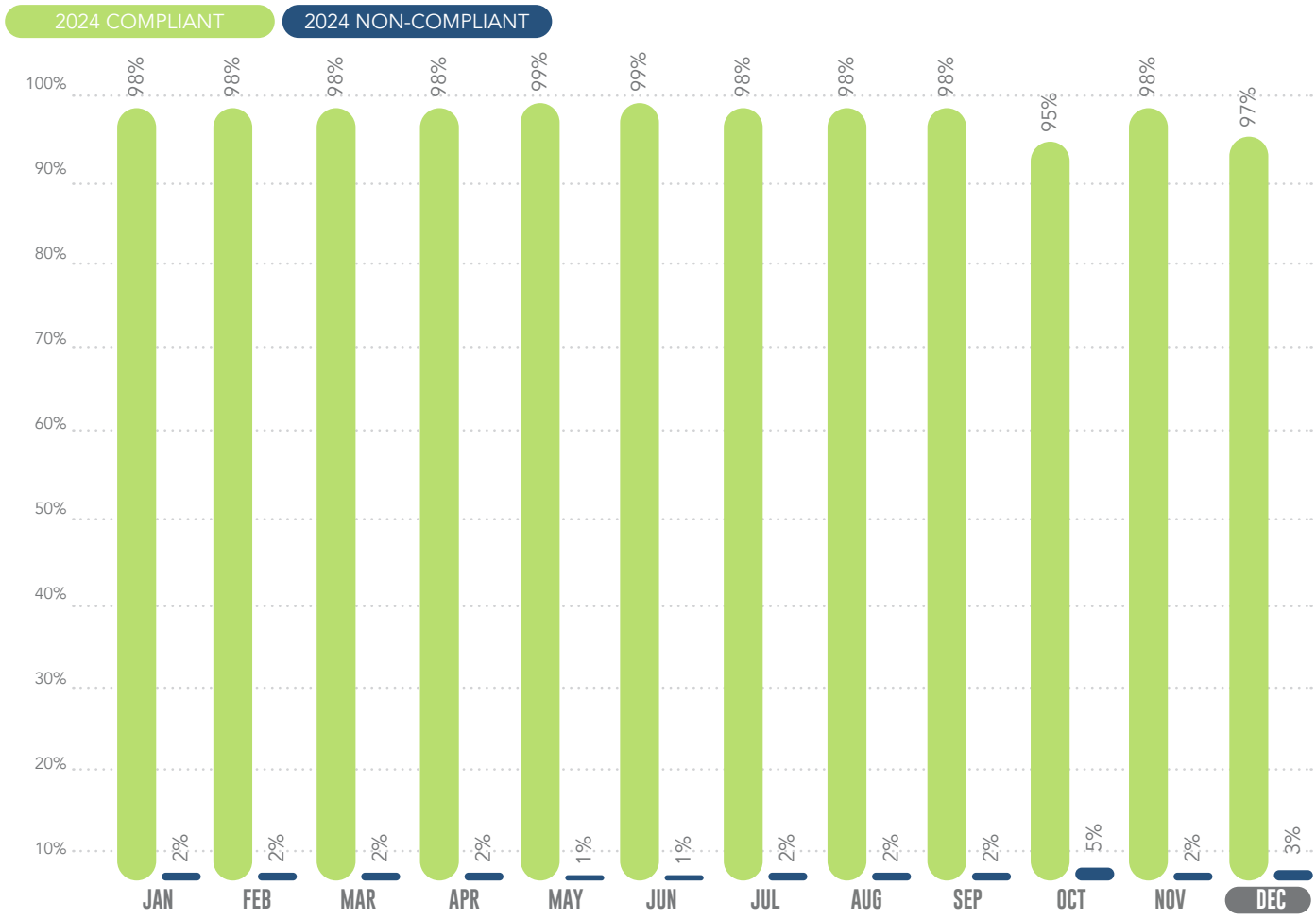
OVERALL ITIC % - 86.63%

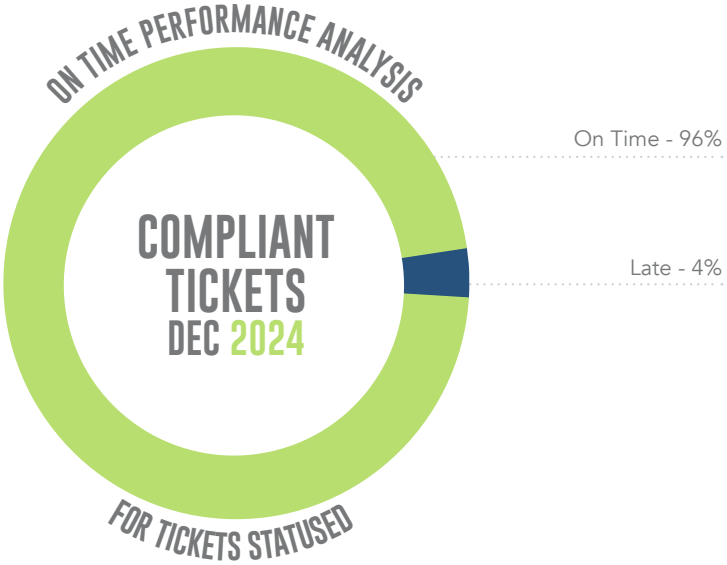
121,178 (78.38%)

33,418 (21.62%)

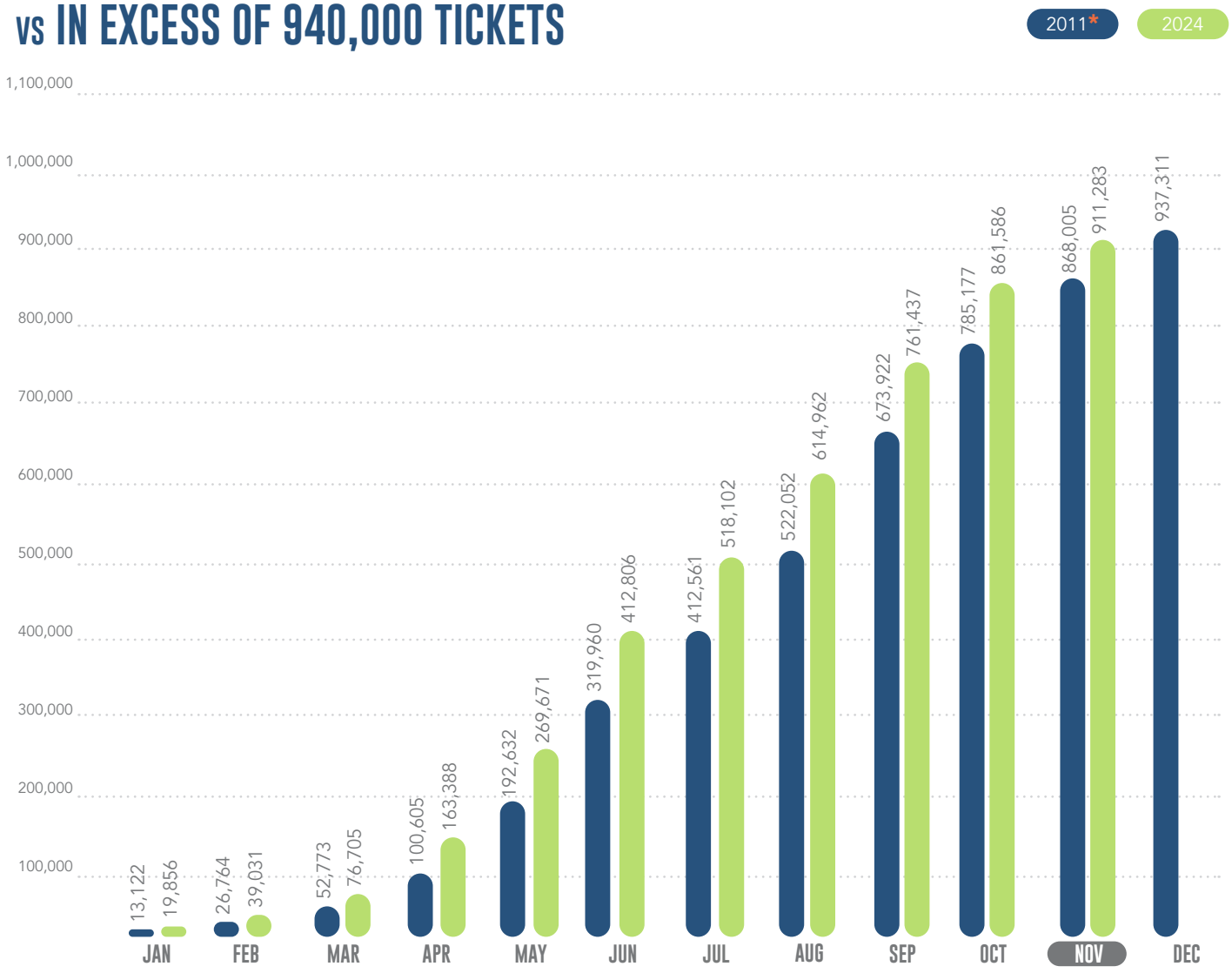
OVERALL ITIC % - 88.37%

POSITIVE RESPONSE COMPLIANCE





CURRENT YEAR (2024) CUMULATIVE YTD TICKETS vs IN EXCESS OF 940,000 TICKETS



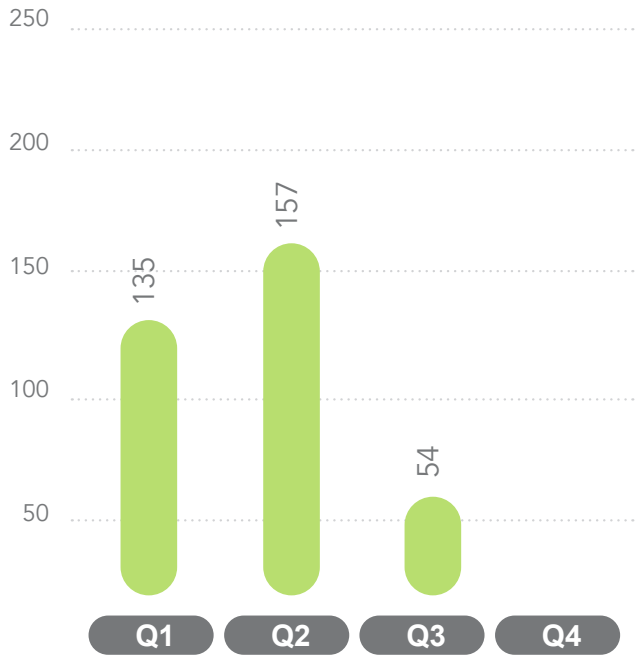
"Current Year Cumulative YTD Tickets will be made available once the current billing process is complete."

**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.*

CREATIVE HOURS - 3RD QUARTER DETAILS

PROJECT NAME	HOURS WORKED
NDOC Dashboards	29:50
NDOC Handbook Update and Redesign	0:30
NDOC Social Media	12:00
NDOC Private Facilities Graphic Update	2:35
NDOC Website Changes	1:45
Subtotal	46:40:00
Management Review (+15%)	7:00:000
Grand Total with Review	53:40:00

CREATIVE HOURS - 2024



North Dakota One Call 2024 Creative Hours.xlsx

2024 Summary

Quarter	Hours
First Quarter	135:13:15
Second Quarter	156:52:45
Third Quarter	**53:40:00**
Fourth Quarter	
Grand Total	**345:46:00**

North Dakota One Call 2024 Creative Hours.xlsx
First Quarter Detail

Project Name	Hours Worked
NDOC Board Member Interactive Dashboard Email	13:05
NDOC Dashboards	33:00
NDOC Excavator Banquet Registration E-Shot	11:15
NDOC Handbook Update and Redesign	23:00
NDOC Social media	25:45
NDOC Ticket Price Increase Effective April 1 2024	5:00
NDOC Website Changes	6:30
Subtotal	117:35:00
Management Review (+15%)	17:38:15
Grand Total with Review	135:13:15

North Dakota One Call 2024 Creative Hours.xlsx
Second Quarter Detail

Project Name	Hours Worked
NDOC Dashboards	32:15
NDOC Handbook Update and Redesign	82:00
NDOC Social media	15:30
NDOC State Fair Sponsor Logo Artwork	4:55
NDOC Website Changes	1:45
Subtotal	136:25:00
Management Review (+15%)	20:27:45
Grand Total with Review	156:52:45

North Dakota One Call 2024 Creative Hours.xlsx
Third Quarter Detail

Project Name	Hours Worked
NDOC Dashboards	29:50
NDOC Handbook Update and Redesign	0:30
NDOC Private Facilities Graphic Text Update	2:35
NDOC Social media	12:00
NDOC Website Changes	1:45
Subtotal	46:40:00
Management Review (+15%)	7:00:00
Grand Total with Review	53:40:00