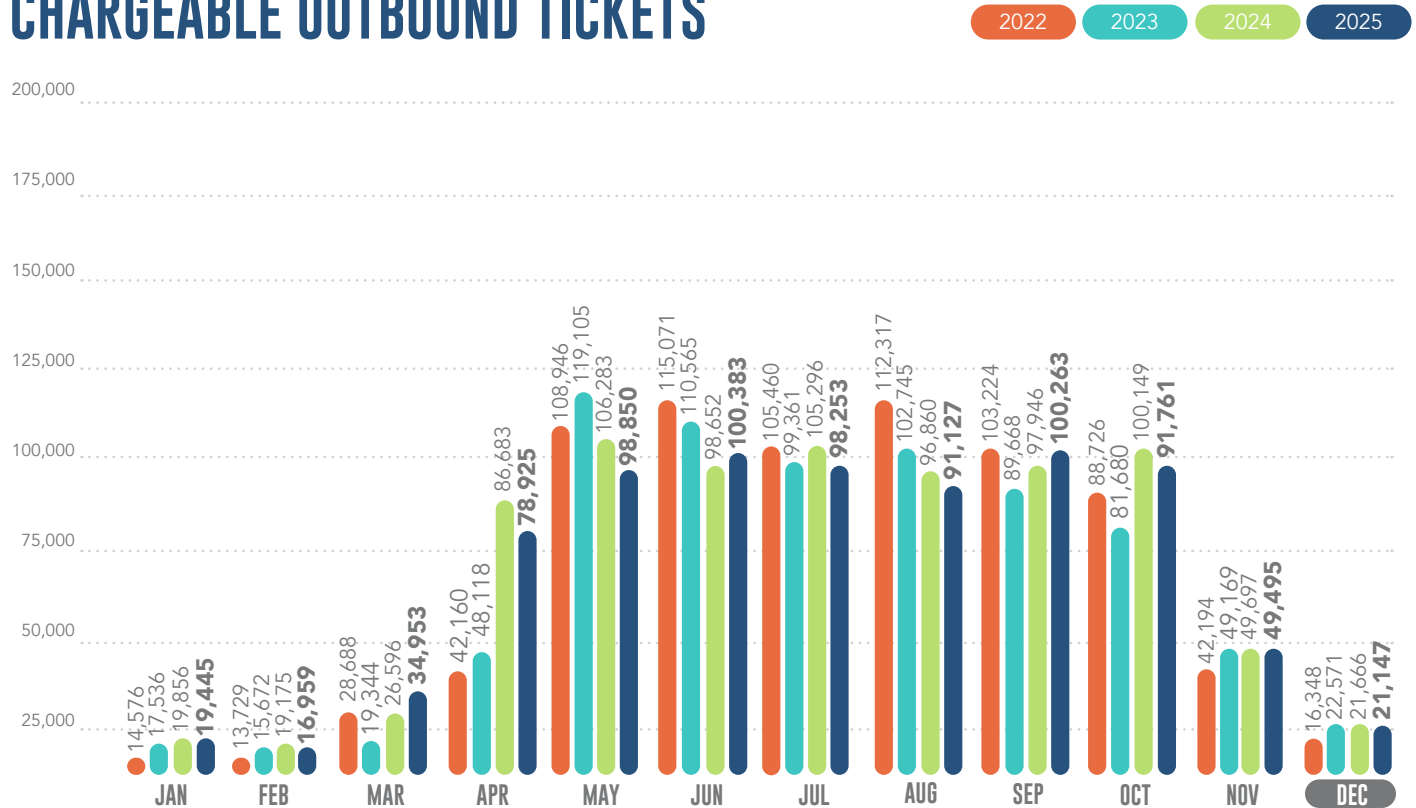




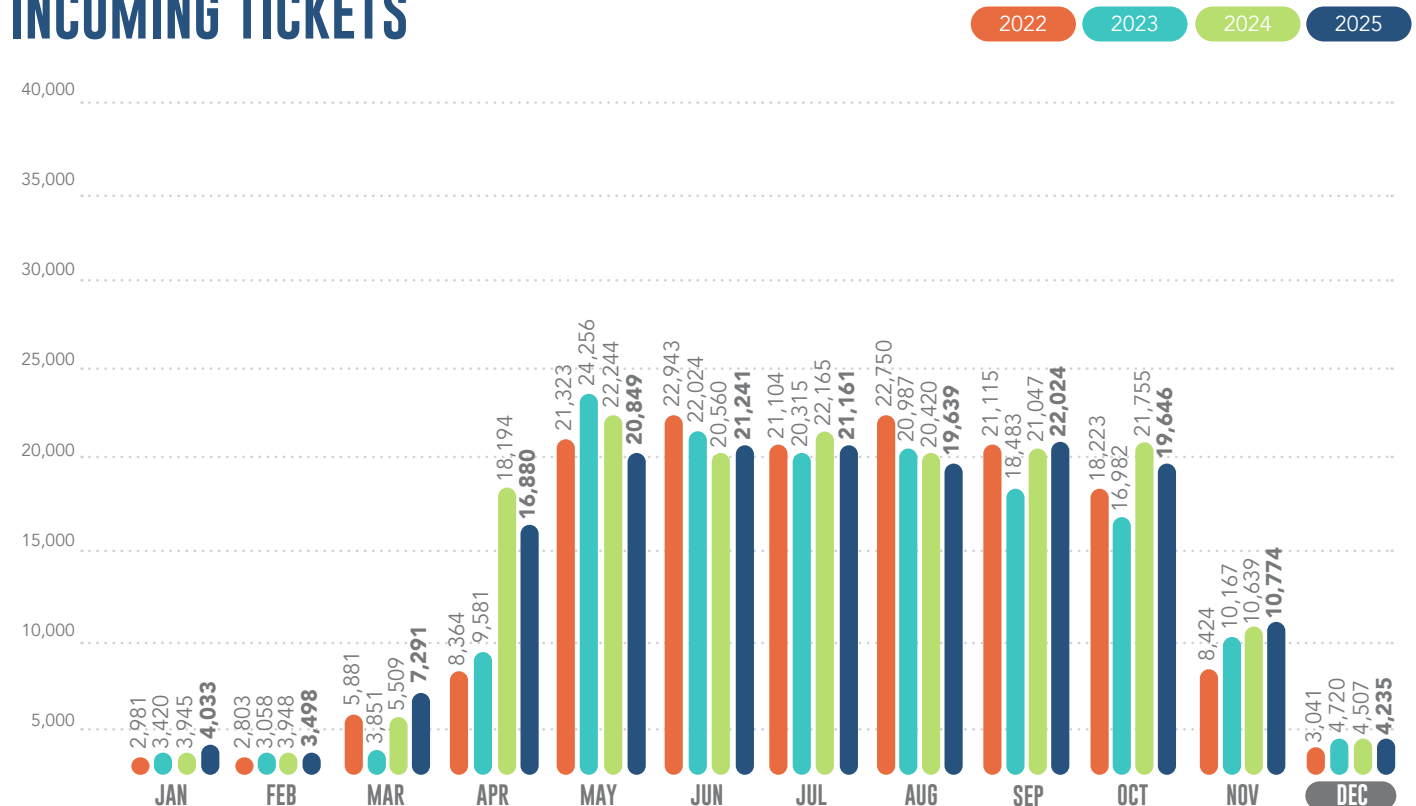
# DASHBOARD REPORT - DECEMBER 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## CHARGEABLE OUTBOUND TICKETS



## INCOMING TICKETS

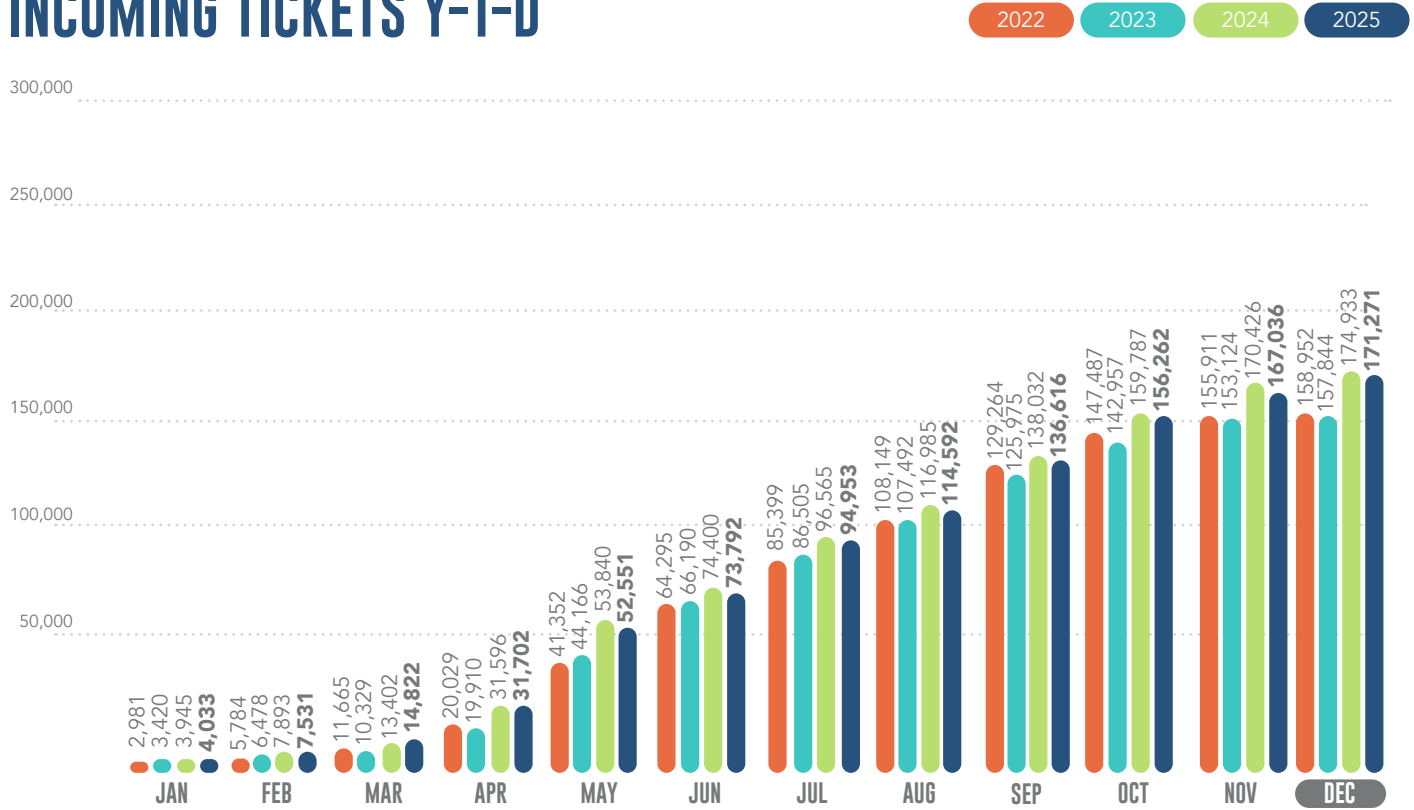




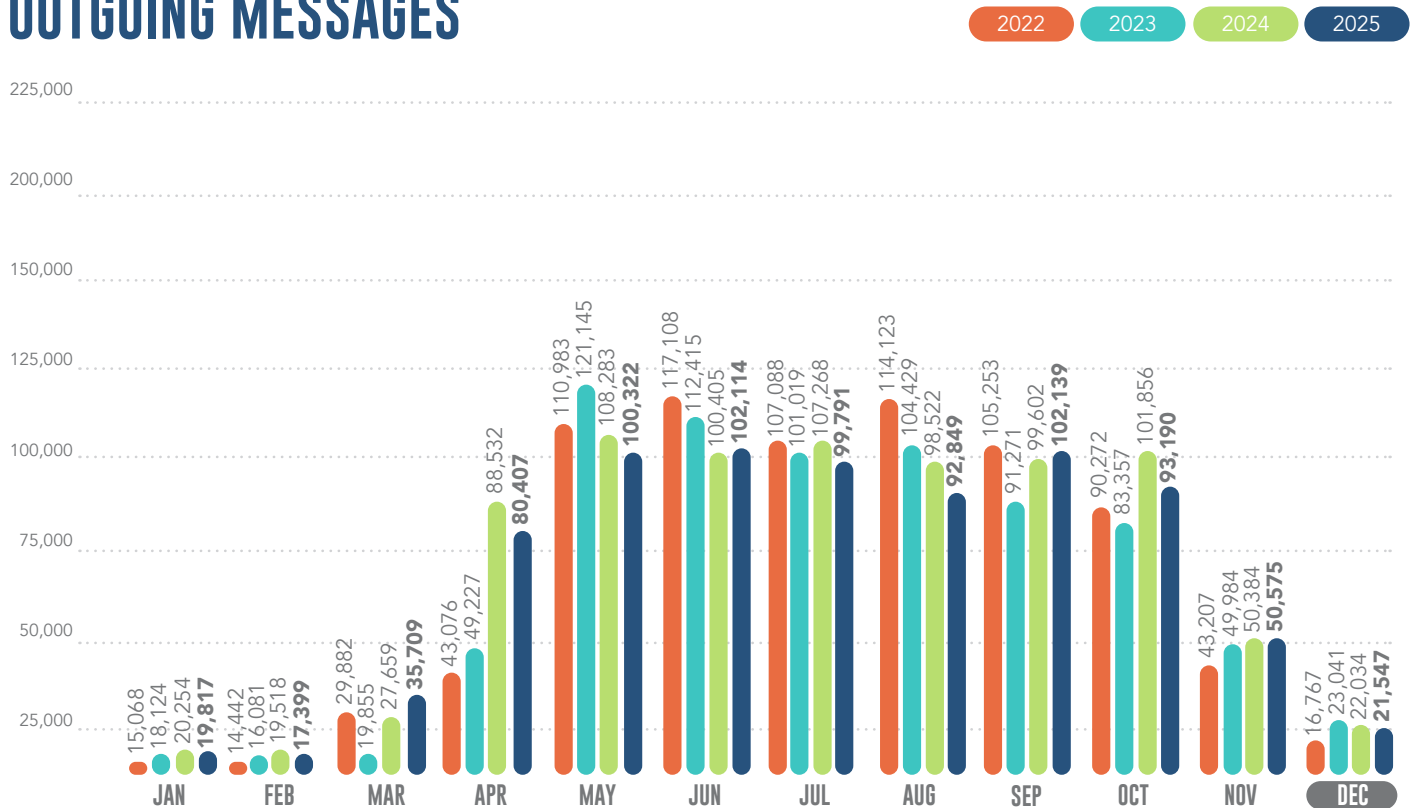
# DASHBOARD REPORT - DECEMBER 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## INCOMING TICKETS Y-T-D



## OUTGOING MESSAGES

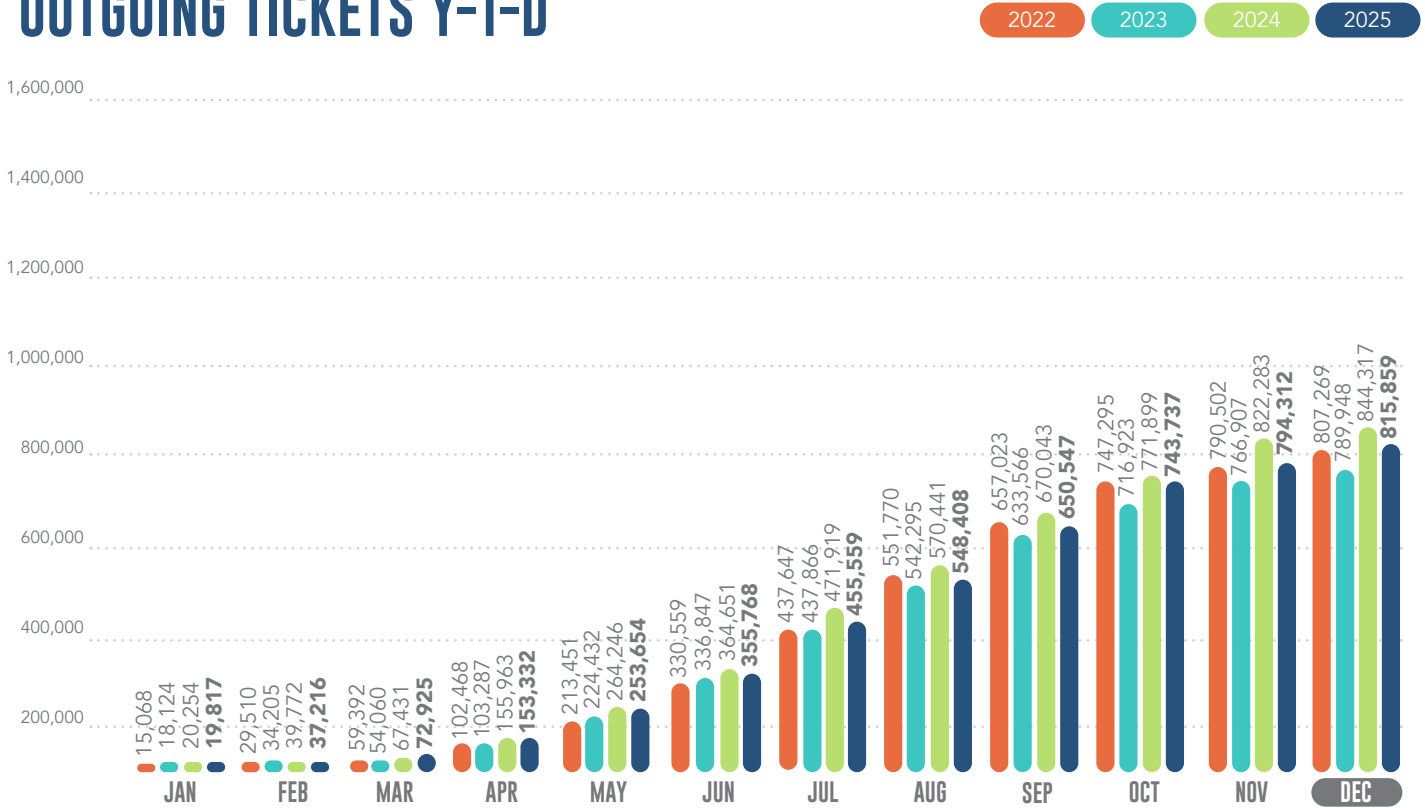




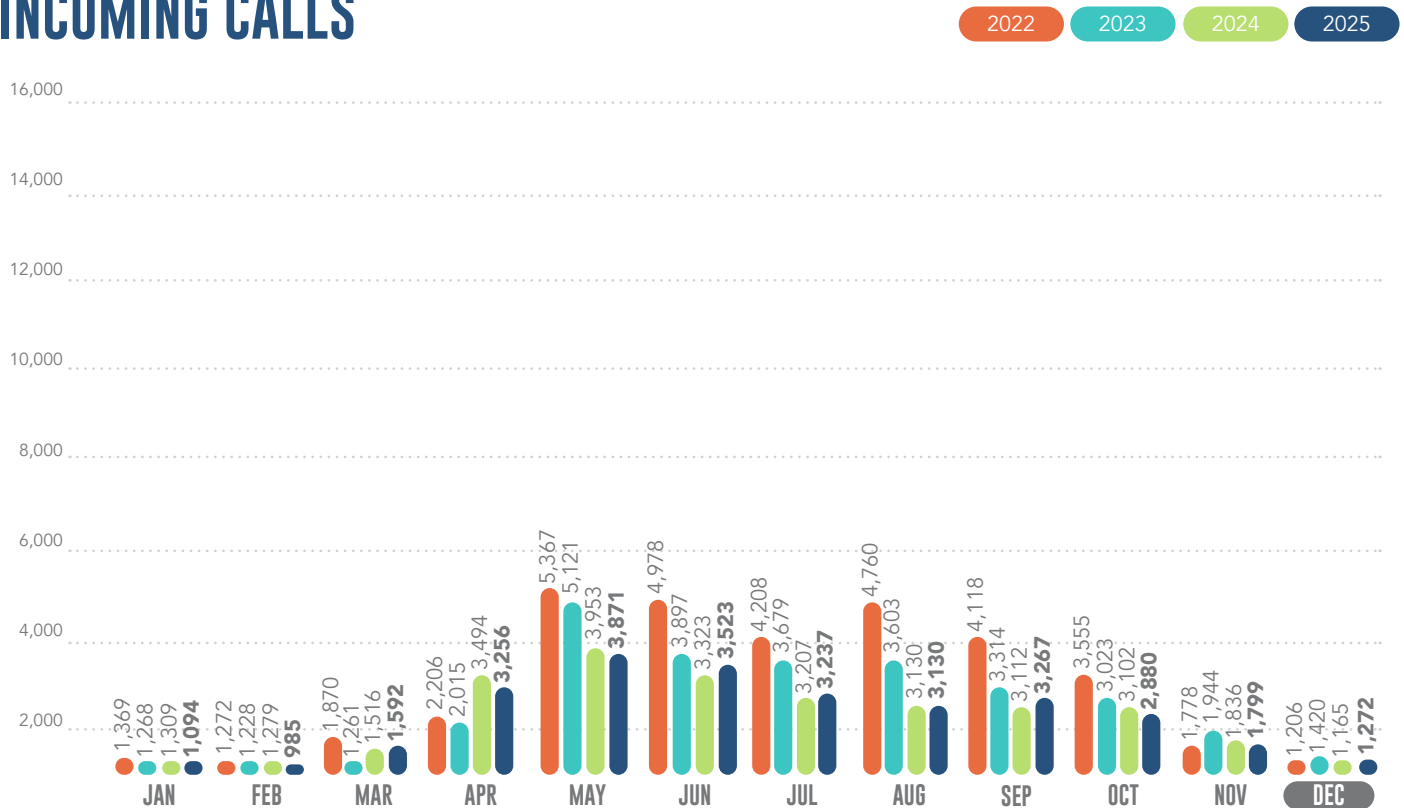
# DASHBOARD REPORT - DECEMBER 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## OUTGOING TICKETS Y-T-D



## INCOMING CALLS





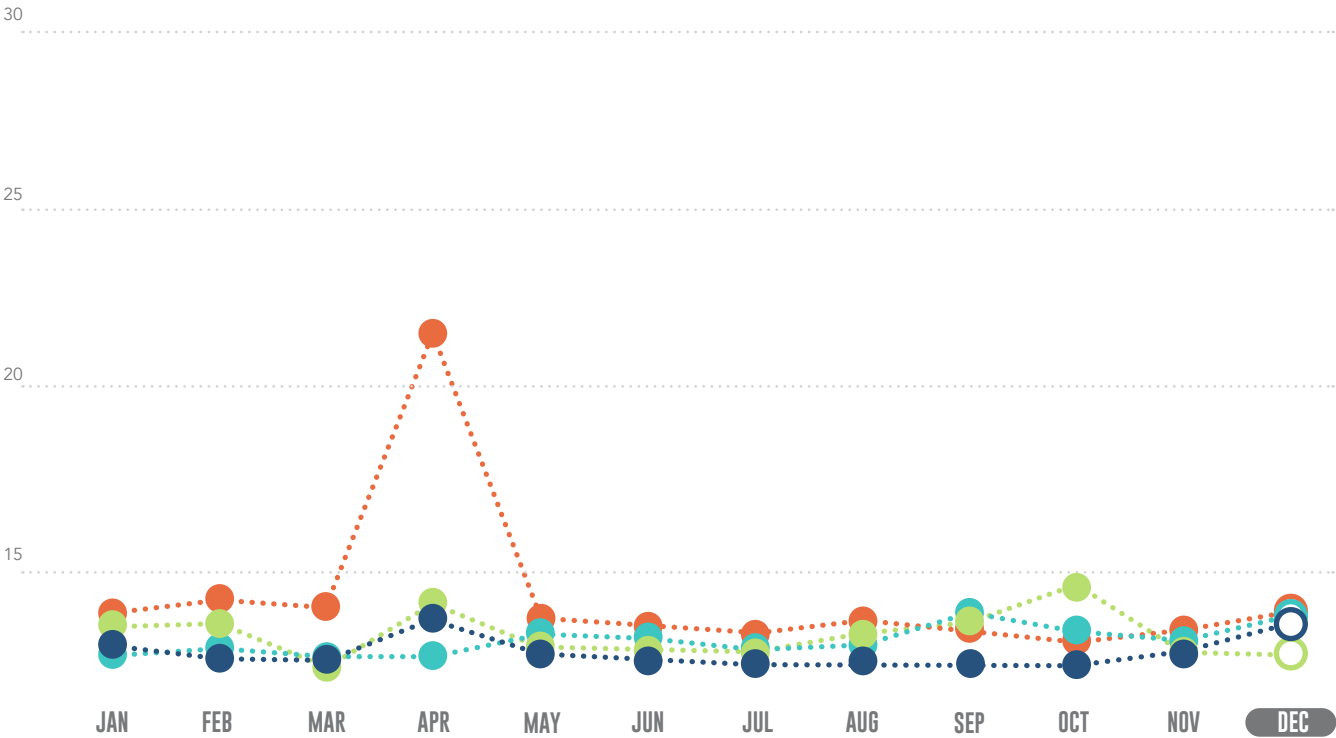
# OPERATOR CALL VOLUMES

2022

2023

2024

2025



2022

2023

2024

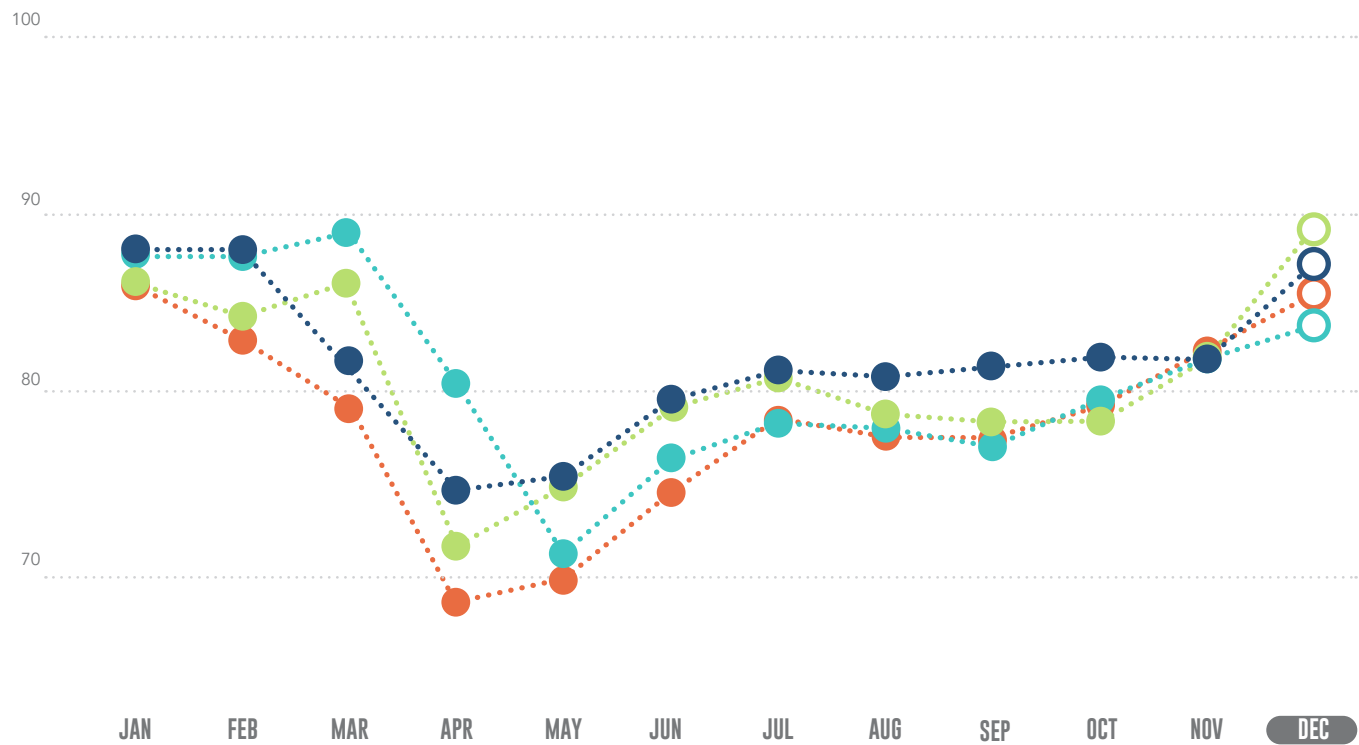
2025

|     |       |       |       |       |
|-----|-------|-------|-------|-------|
| JAN | 12.75 | 9.91  | 11.69 | 10.41 |
| FEB | 13.81 | 10.01 | 11.35 | 9.06  |
| MAR | 12.80 | 9.82  | 8.71  | 9.75  |
| APR | 22.78 | 9.70  | 13.82 | 12.00 |
| MAY | 12.80 | 11.90 | 10.84 | 10.15 |
| JUN | 12.21 | 11.10 | 10.54 | 9.18  |
| JUL | 12.12 | 11.79 | 10.91 | 9.62  |
| AUG | 13.21 | 11.98 | 12.62 | 10.35 |
| SEP | 12.89 | 13.89 | 13.35 | 10.15 |
| OCT | 10.99 | 11.91 | 13.46 | 10.21 |
| NOV | 11.56 | 11.27 | 11.02 | 10.93 |
| DEC | 12.17 | 11.84 | 9.39  | 11.03 |



EXCAVATOR CALL VOLUMES

2022202320242025



|     | 2022  | 2023  | 2024  | 2025  |
|-----|-------|-------|-------|-------|
| JAN | 86.38 | 89.01 | 86.74 | 88.94 |
| FEB | 83.73 | 88.59 | 84.80 | 89.34 |
| MAR | 79.17 | 89.20 | 86.39 | 82.20 |
| APR | 67.99 | 80.03 | 72.85 | 75.03 |
| MAY | 69.78 | 71.47 | 75.40 | 75.55 |
| JUN | 74.68 | 76.53 | 78.90 | 79.77 |
| JUL | 78.14 | 78.07 | 81.03 | 81.74 |
| AUG | 76.81 | 77.95 | 78.52 | 81.02 |
| SEP | 76.65 | 76.29 | 78.15 | 81.97 |
| OCT | 79.21 | 79.58 | 78.74 | 82.75 |
| NOV | 83.76 | 83.02 | 82.98 | 83.40 |
| DEC | 86.75 | 84.36 | 89.13 | 87.32 |

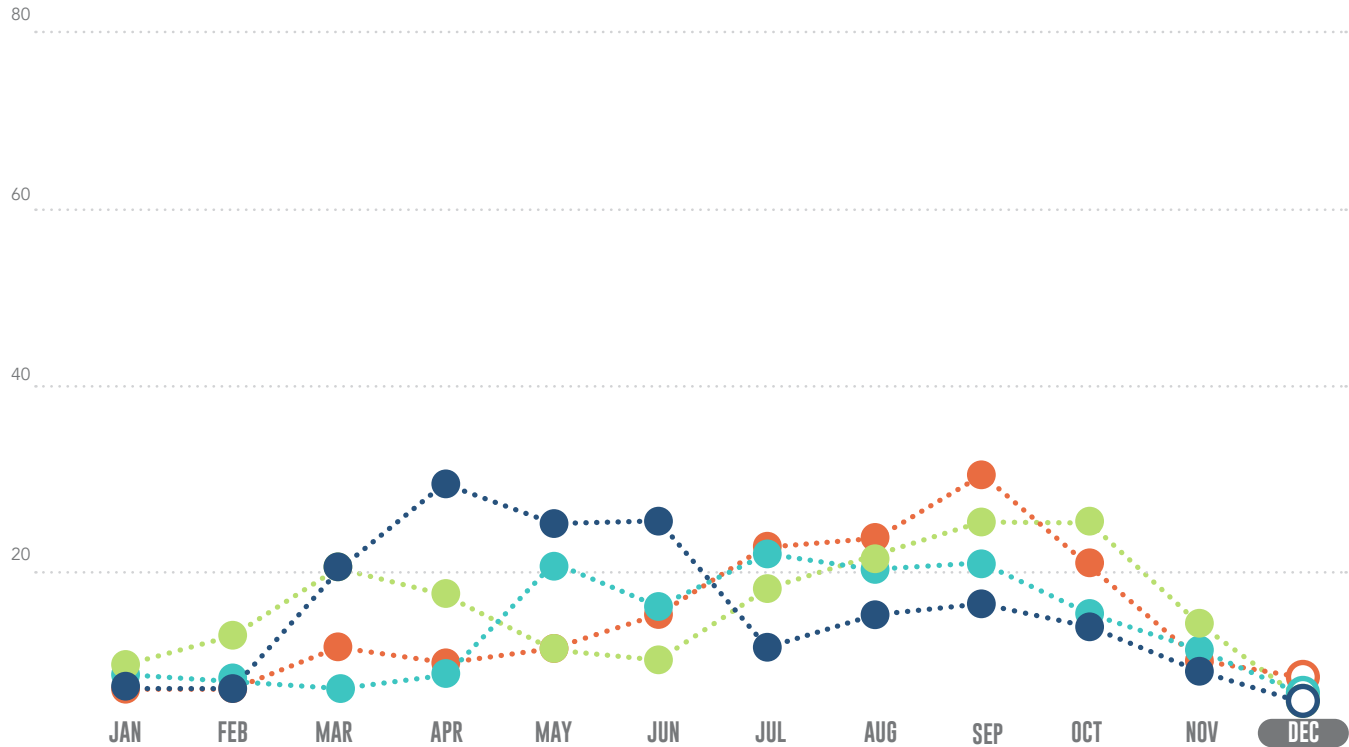


# DASHBOARD REPORT - DECEMBER 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## AVERAGE HOLD TIME

2022 2023 2024 2025



2022 2023 2024 2025

|     |    |    |    |    |
|-----|----|----|----|----|
| JAN | 2  | 6  | 10 | 5  |
| FEB | 4  | 7  | 12 | 4  |
| MAR | 13 | 13 | 21 | 21 |
| APR | 11 | 10 | 18 | 30 |
| MAY | 13 | 21 | 13 | 24 |
| JUN | 17 | 18 | 12 | 24 |
| JUL | 23 | 22 | 19 | 13 |
| AUG | 25 | 20 | 21 | 17 |
| SEP | 29 | 21 | 25 | 18 |
| OCT | 21 | 16 | 25 | 15 |
| NOV | 11 | 12 | 15 | 10 |
| DEC | 7  | 4  | 2  | 2  |

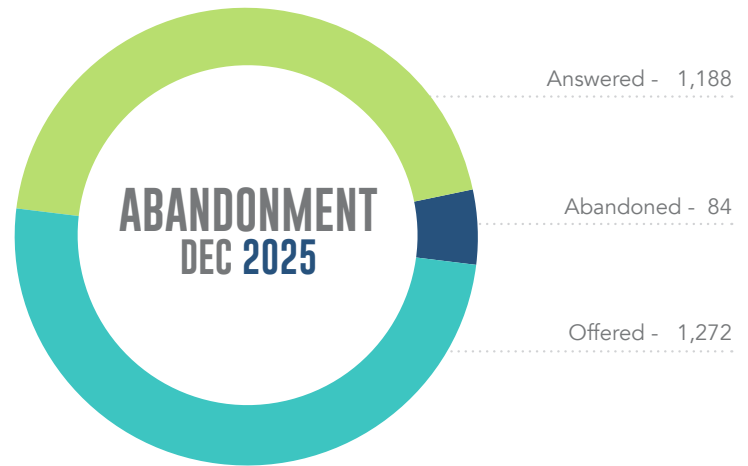
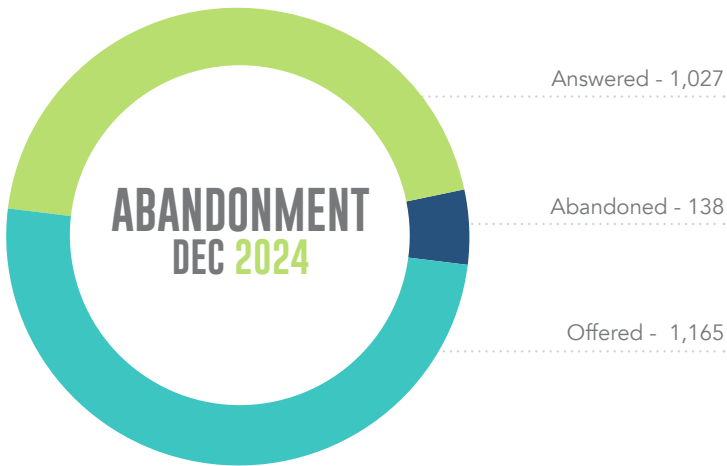
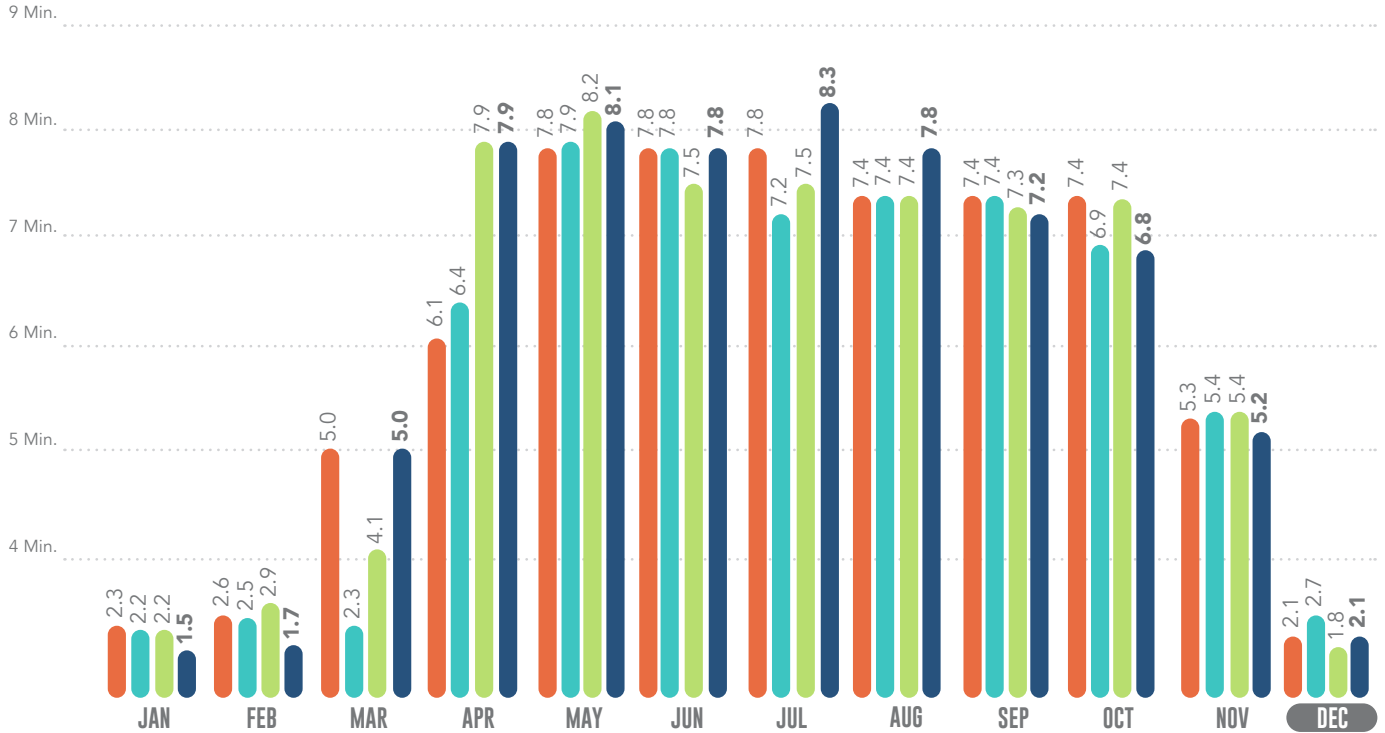


# DASHBOARD REPORT - DECEMBER 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## AVERAGE CALL DURATION

2022 2023 2024 2025



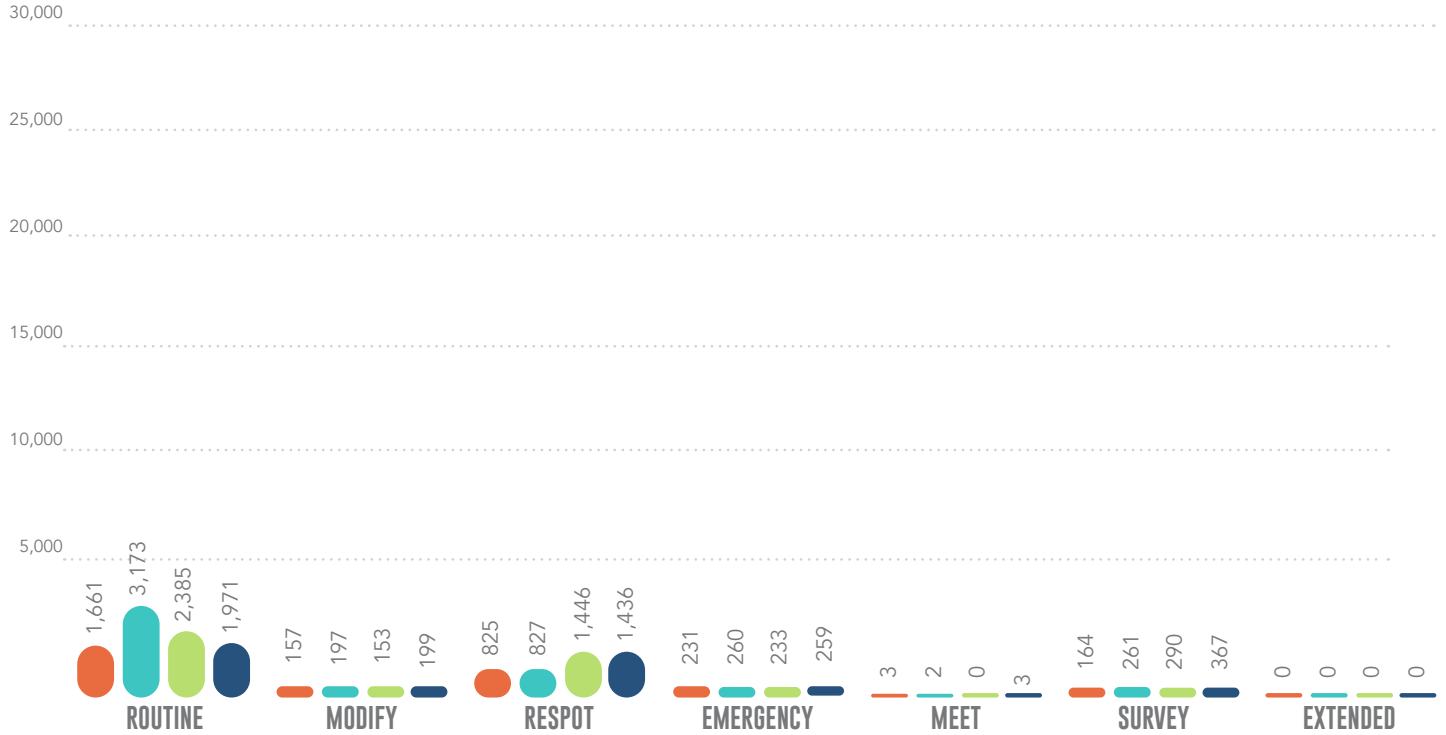


# DASHBOARD REPORT - DECEMBER 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

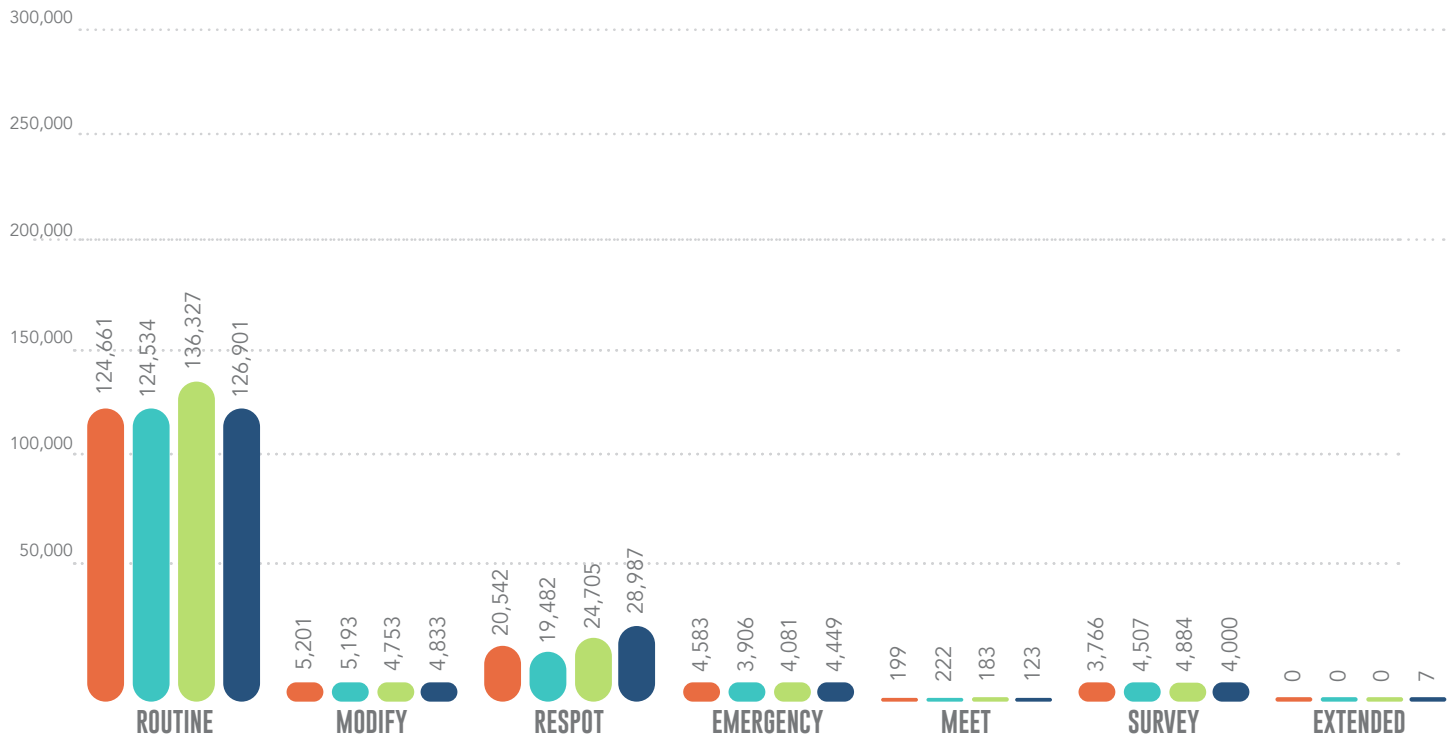
## INCOMING TICKET TYPES DEC

2022 2023 2024 2025



## INCOMING TICKETS TYPES DEC Y-T-D

2022 2023 2024 2025





# DASHBOARD REPORT - DECEMBER 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

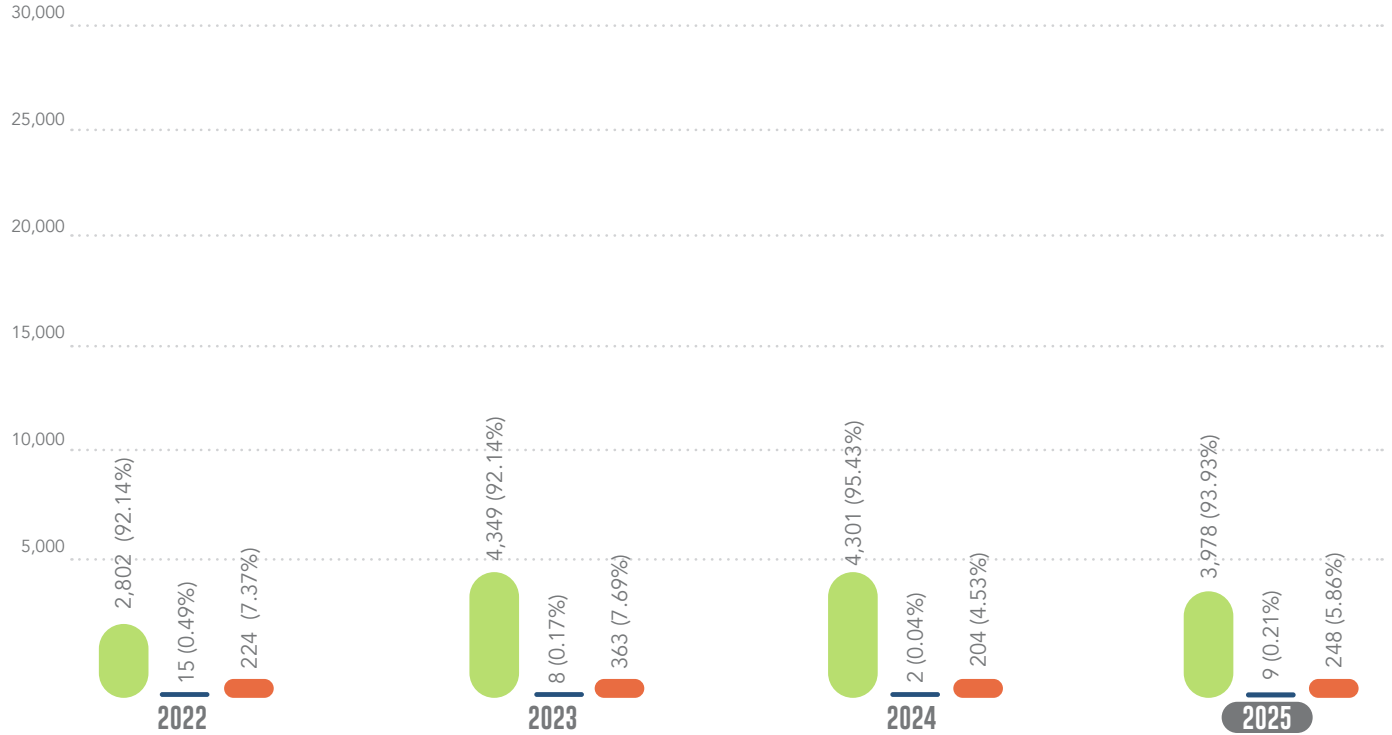
## RECEIPT METHODS DEC

ITIC

IVR

CSR

ITIC Mobile = 0

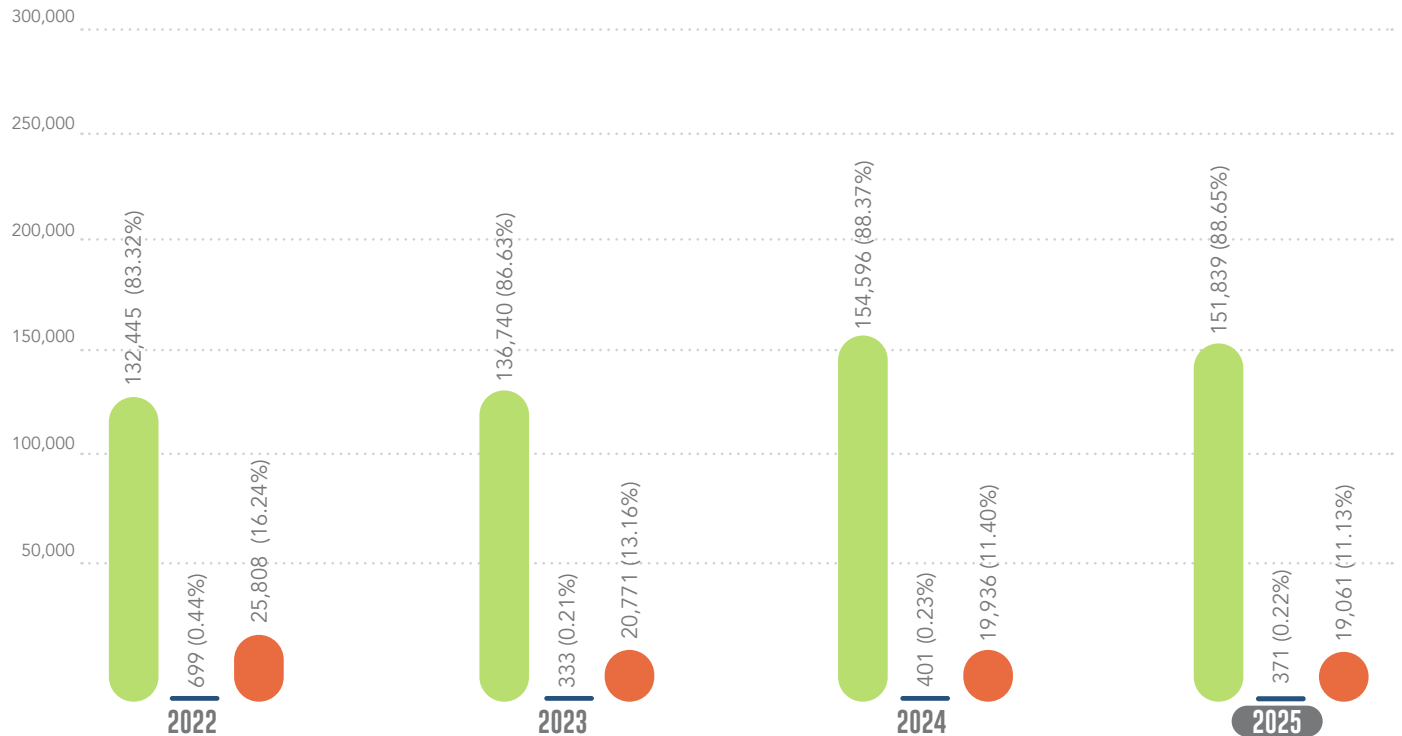


## RECEIPT METHODS DEC Y-T-D

ITIC

IVR

CSR



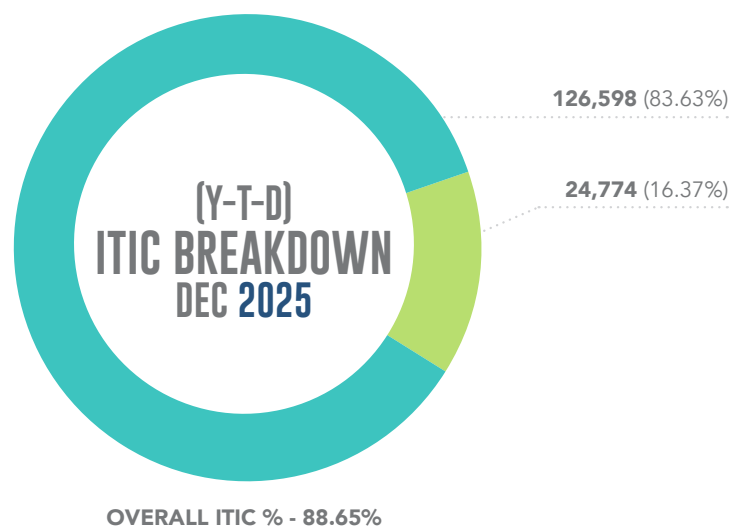
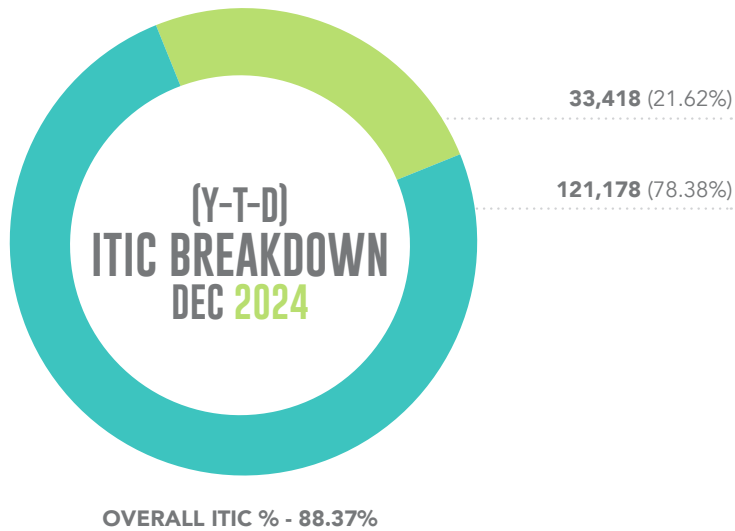
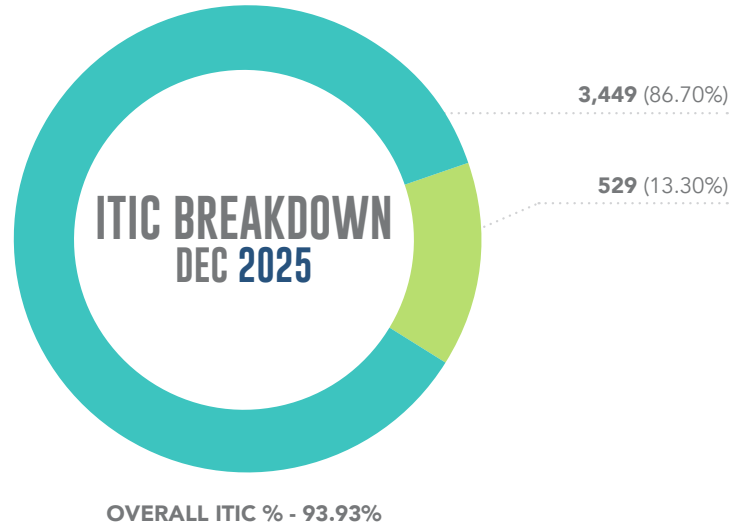
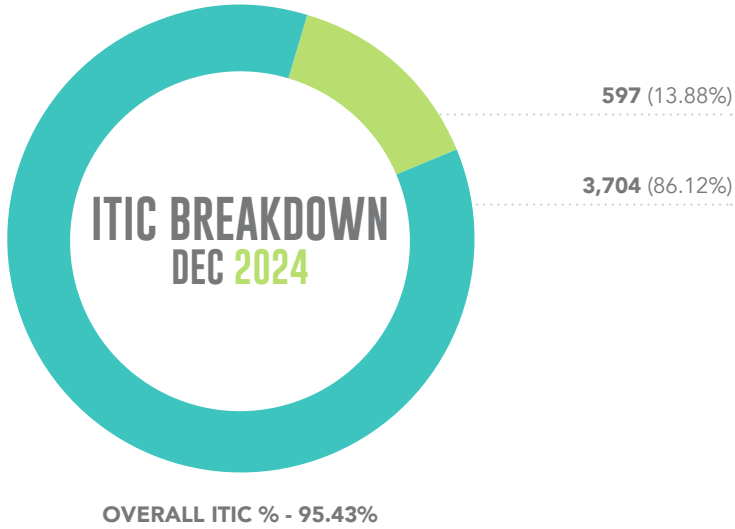


# DASHBOARD REPORT - DECEMBER 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

IN REVIEW

DIRECT RELEASE





# DASHBOARD REPORT - DECEMBER 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB

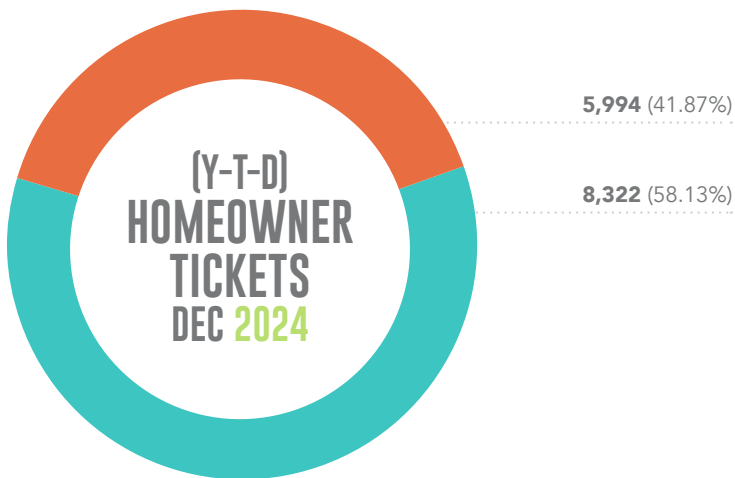
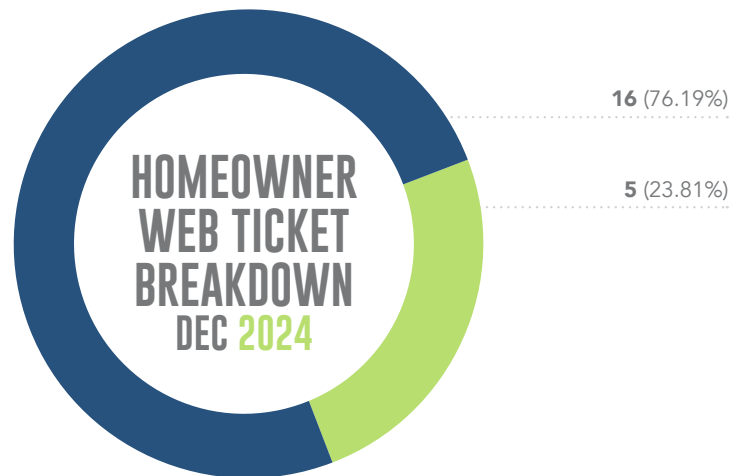
PHONE-IN

IN REVIEW

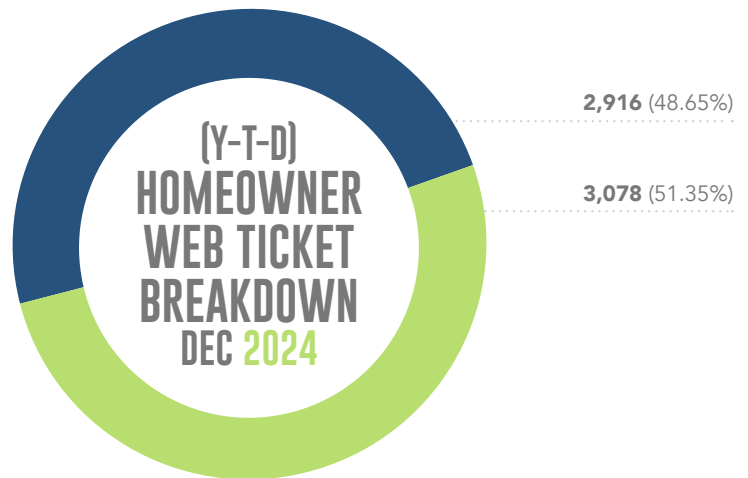
DIRECT RELEASE



MONTHLY HOMEOWNER TICKETS - 49



YTD HOMEOWNER TICKETS - 14,316





# DASHBOARD REPORT - DECEMBER 2025

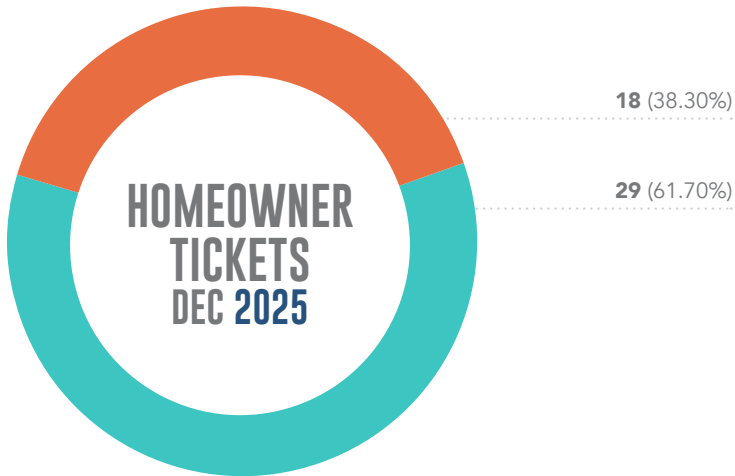
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB

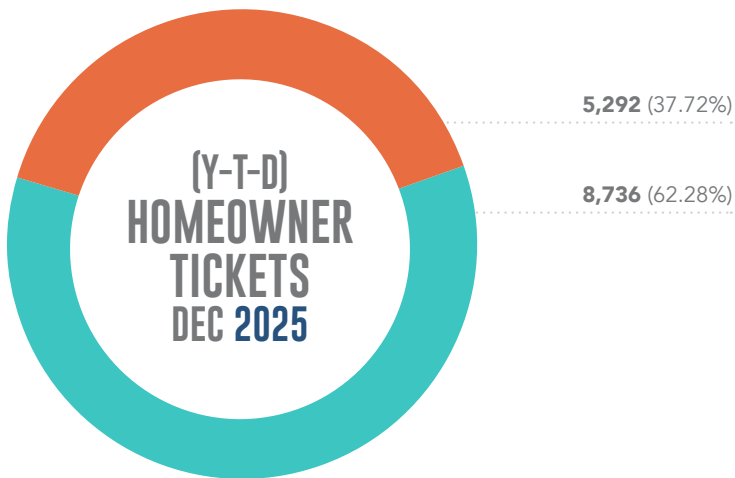
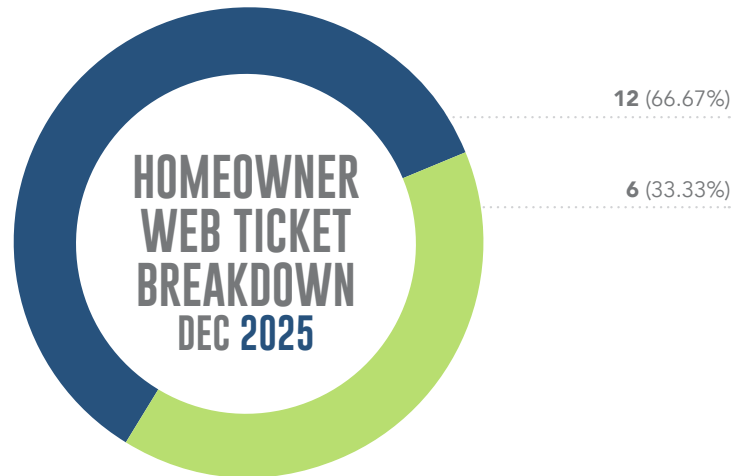
PHONE-IN

IN REVIEW

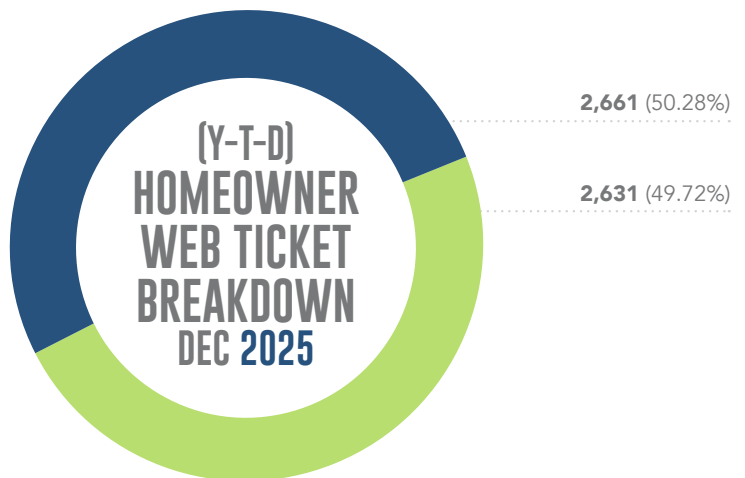
DIRECT RELEASE



MONTHLY HOMEOWNER TICKETS - 47



YTD HOMEOWNER TICKETS - 14,028

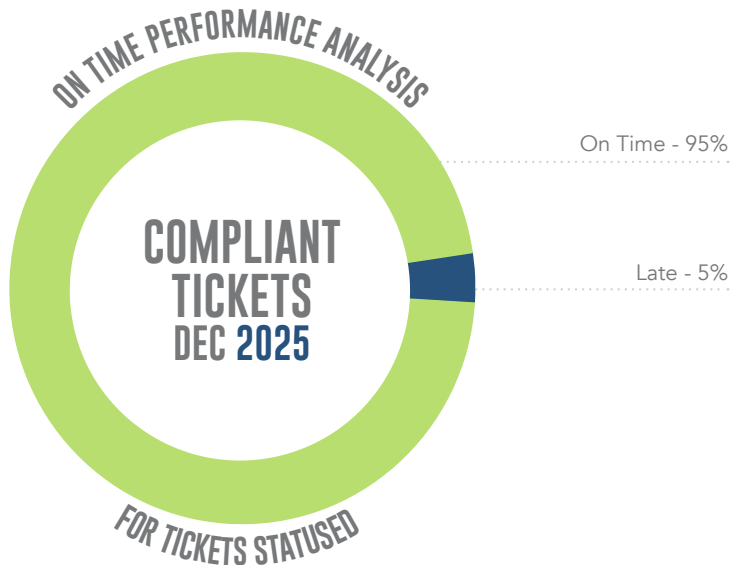
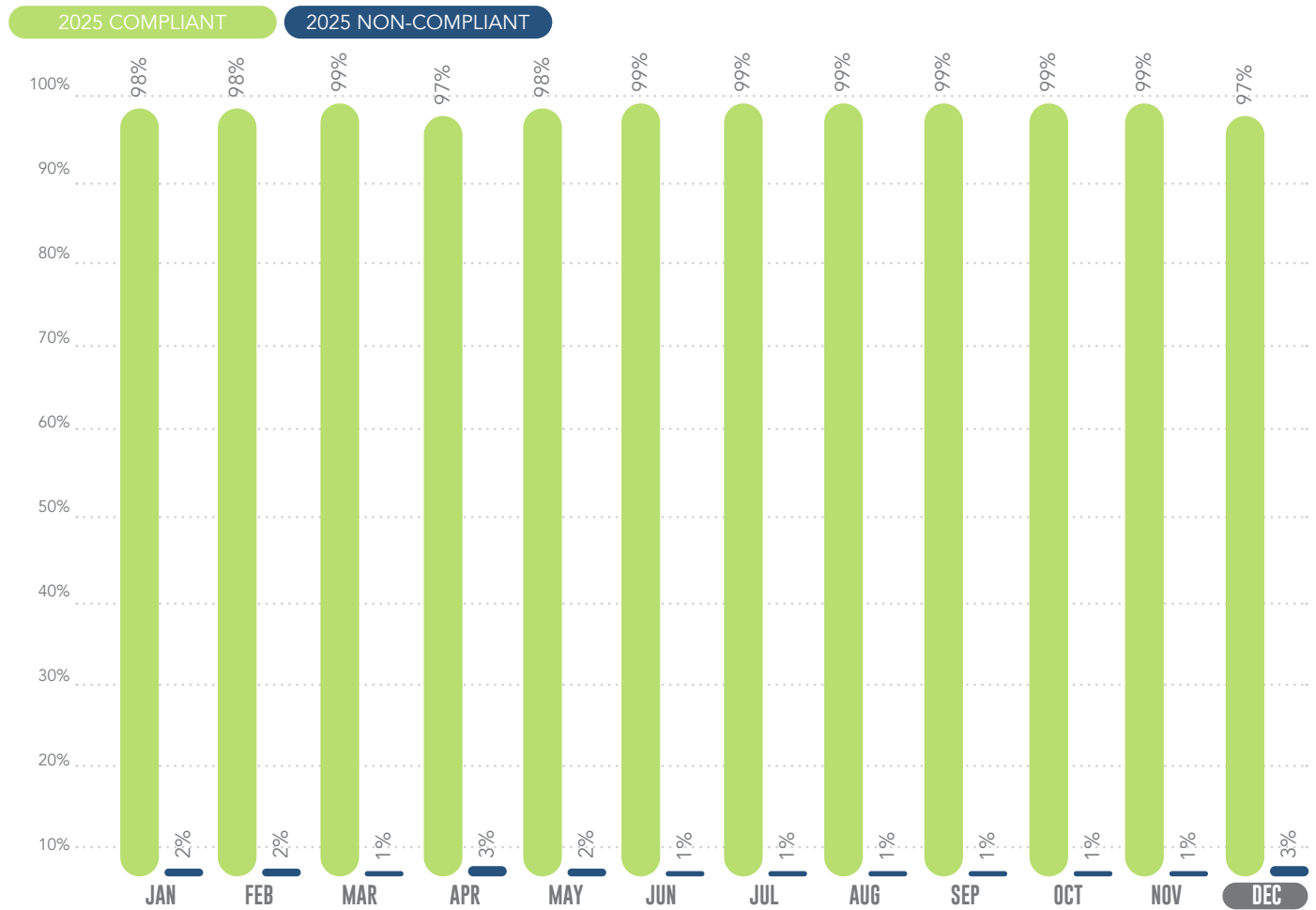




# DASHBOARD REPORT - DECEMBER 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

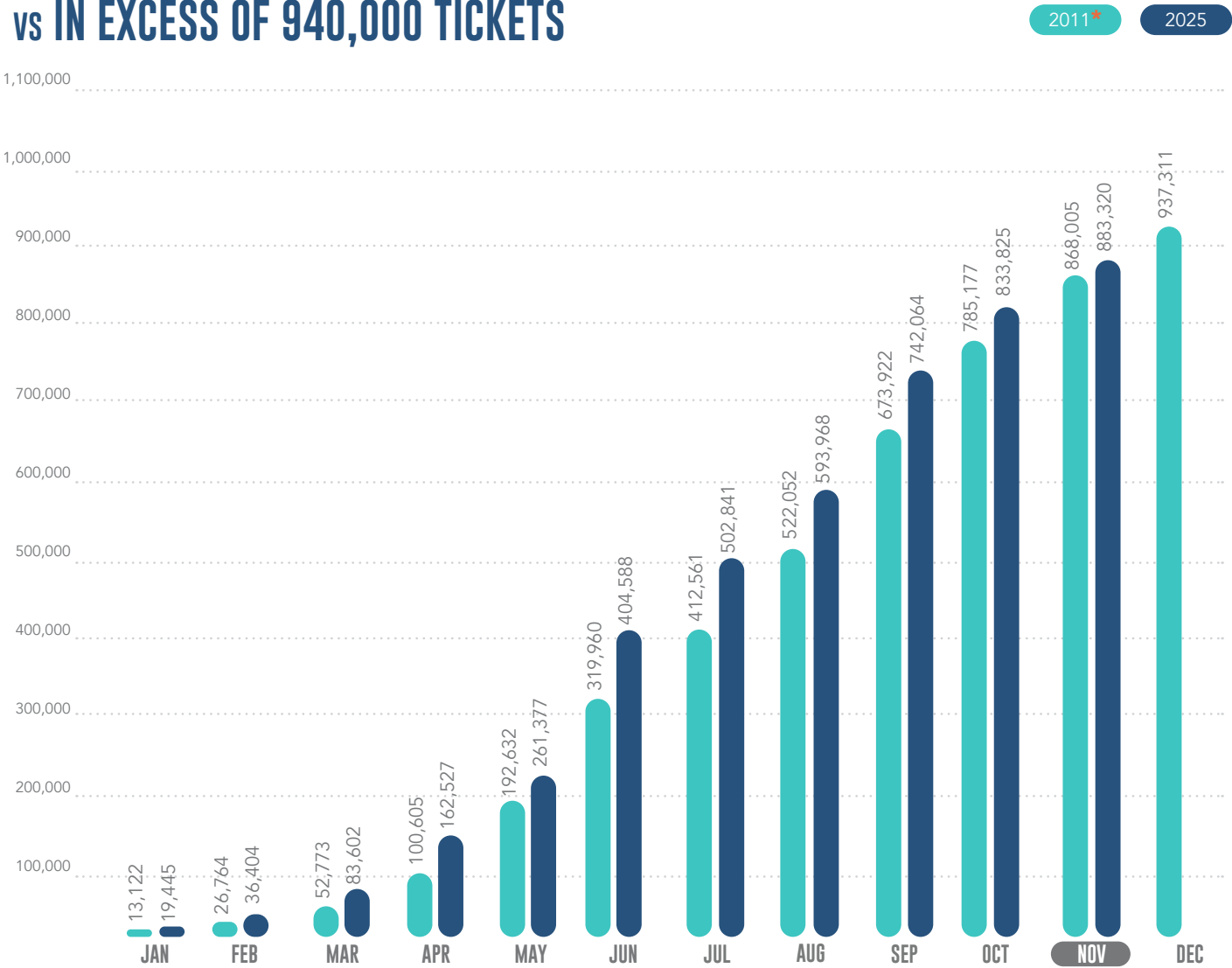
## POSITIVE RESPONSE COMPLIANCE





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.



# DASHBOARD REPORT – DECEMBER 2025

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

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:

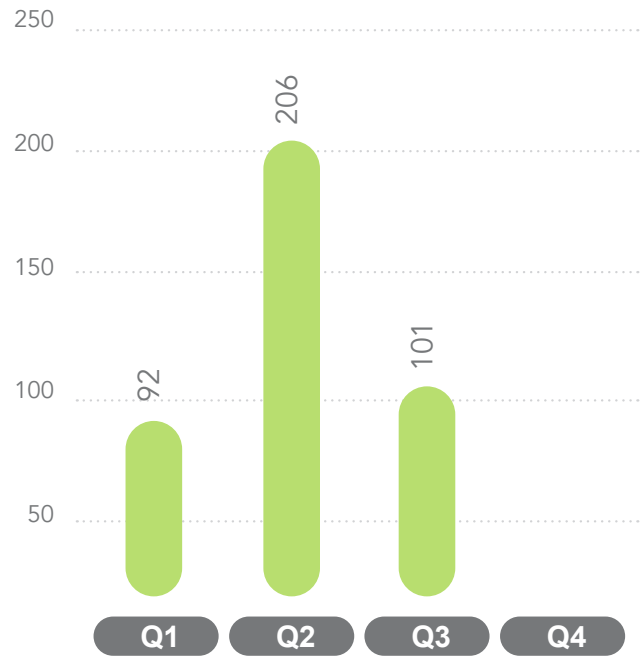
- **PunchPhone enhancements**
  - Improved caller experience
  - Increased CSR efficiency
- **iVerify suite updates**
  - Stronger discrepancy detection
  - Improved risk identification
  - Reduced turnaround time for map updates (e.g., reflecting new neighborhood features)
- **Security & infrastructure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



# CREATIVE HOURS - 3<sup>RD</sup> QUARTER DETAILS

| PROJECT NAME                        | HOURS WORKED |
|-------------------------------------|--------------|
| 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    |

## 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      | <b>101:17:45</b> |
| Fourth Quarter     |                  |
| <b>Grand Total</b> | <b>399:49:00</b> |



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  |