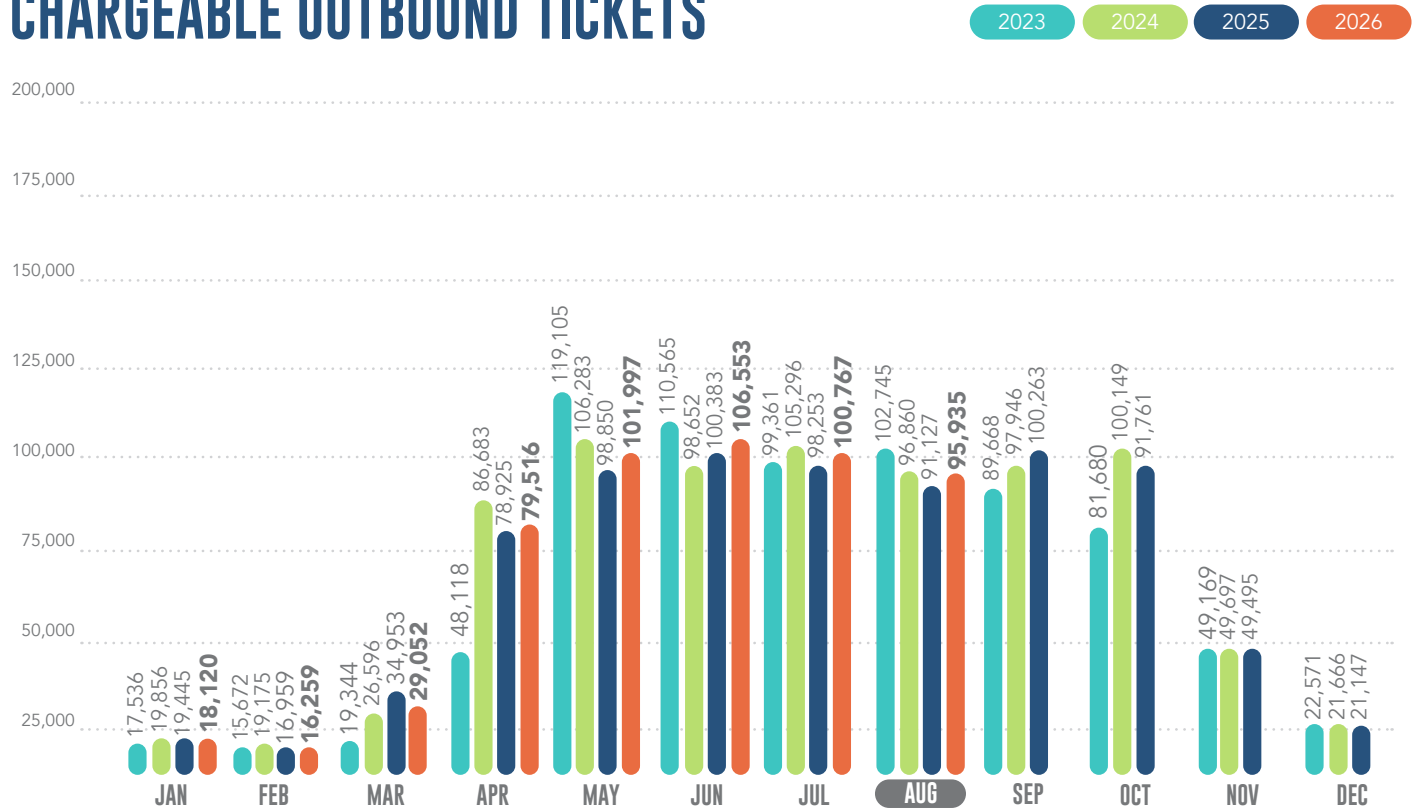
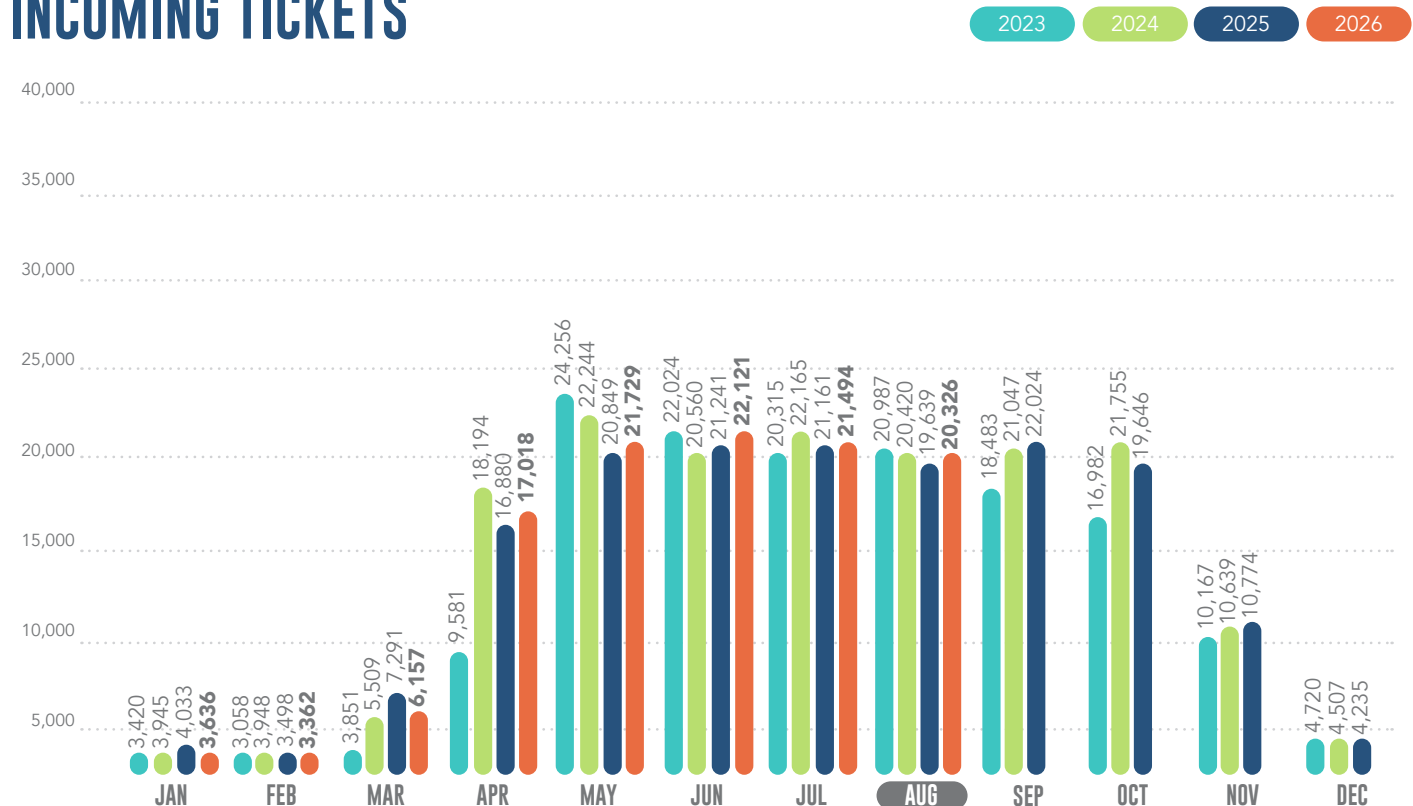




CHARGEABLE OUTBOUND TICKETS



INCOMING TICKETS

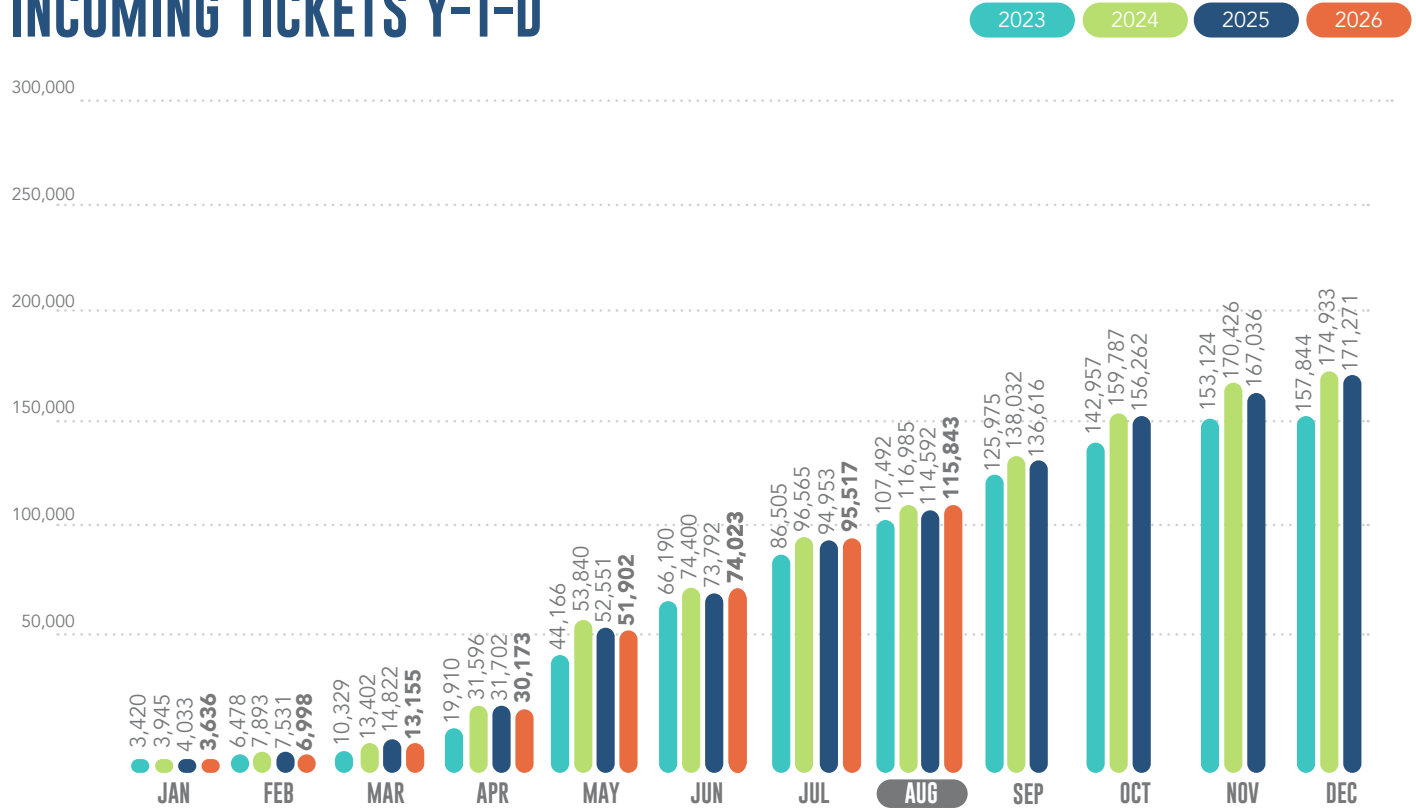




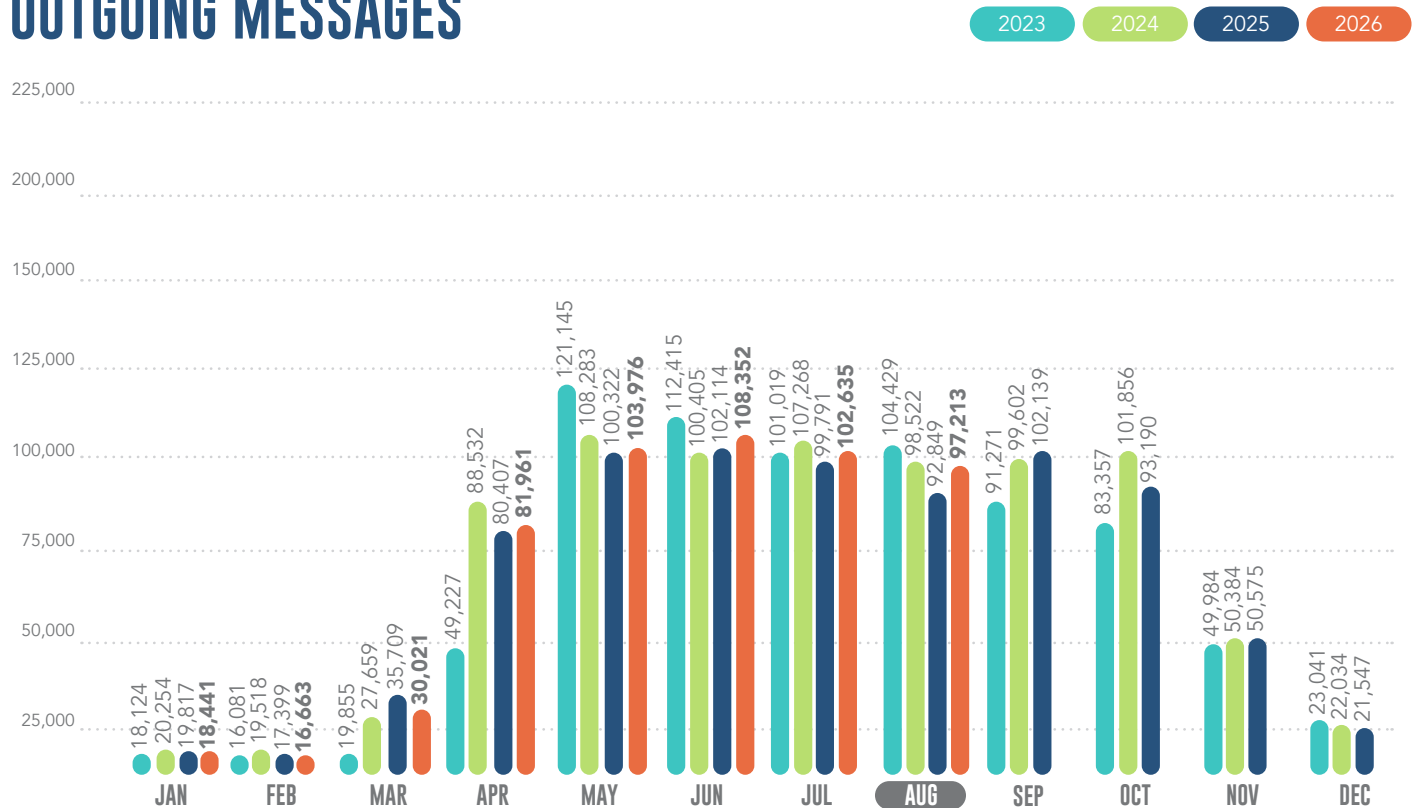
DASHBOARD REPORT - AUGUST 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

INCOMING TICKETS Y-T-D



OUTGOING MESSAGES

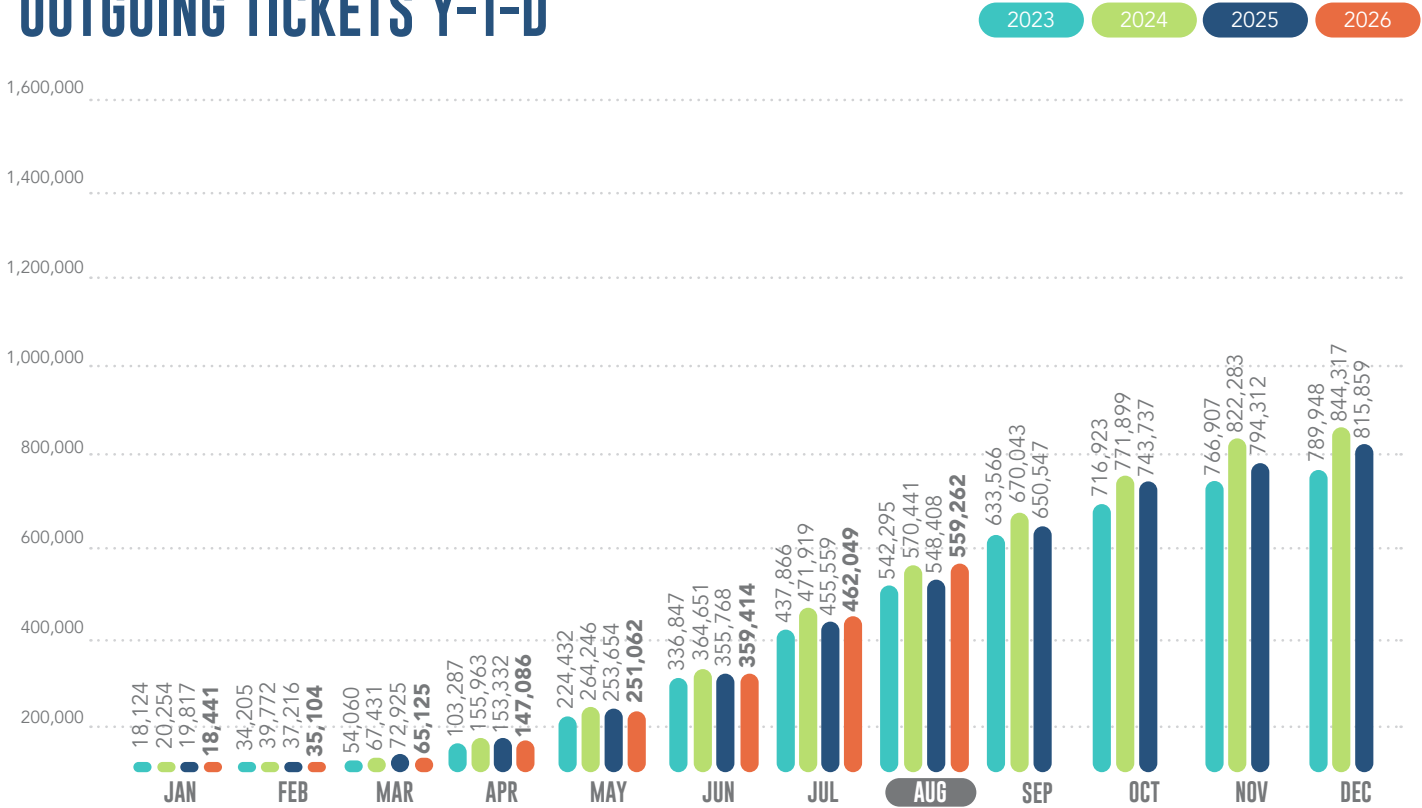




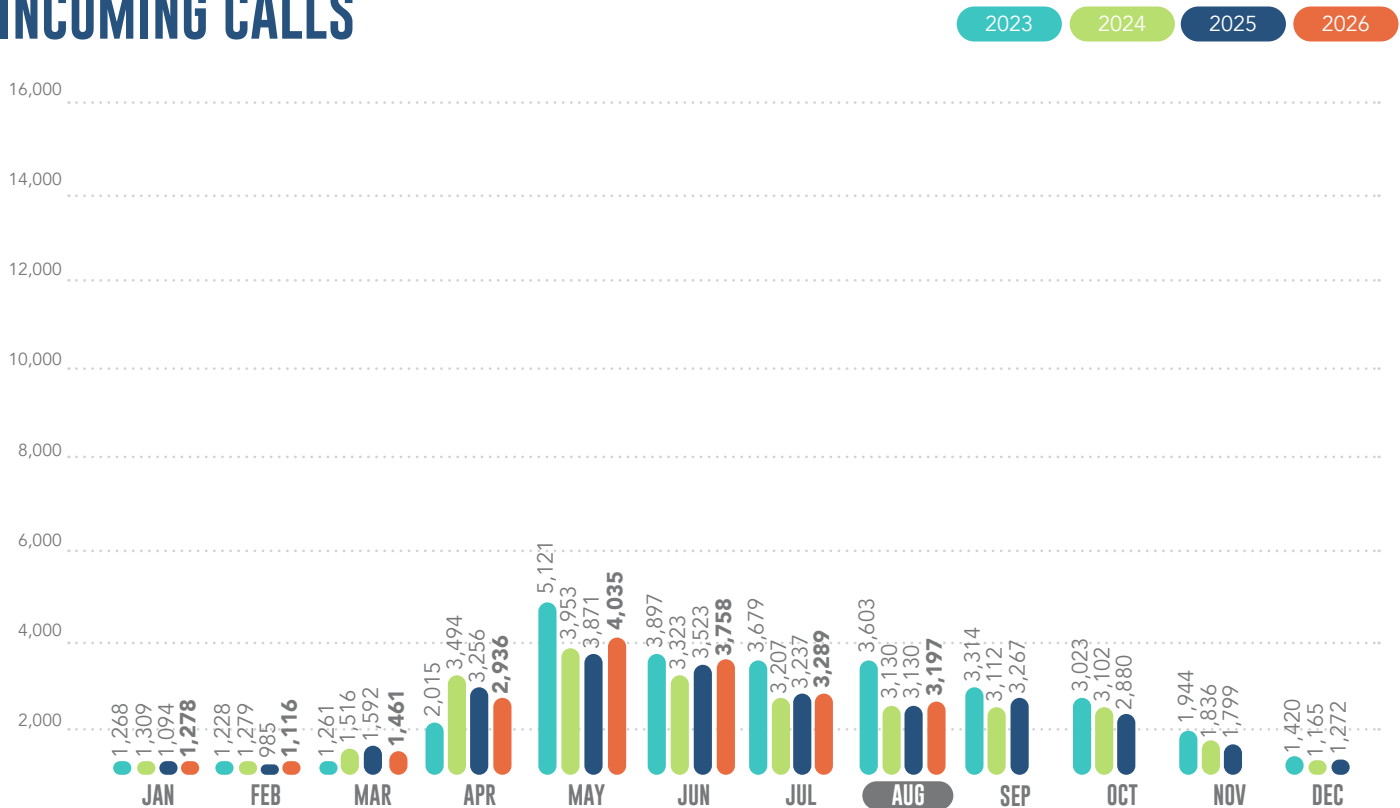
DASHBOARD REPORT - AUGUST 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

OUTGOING TICKETS Y-T-D



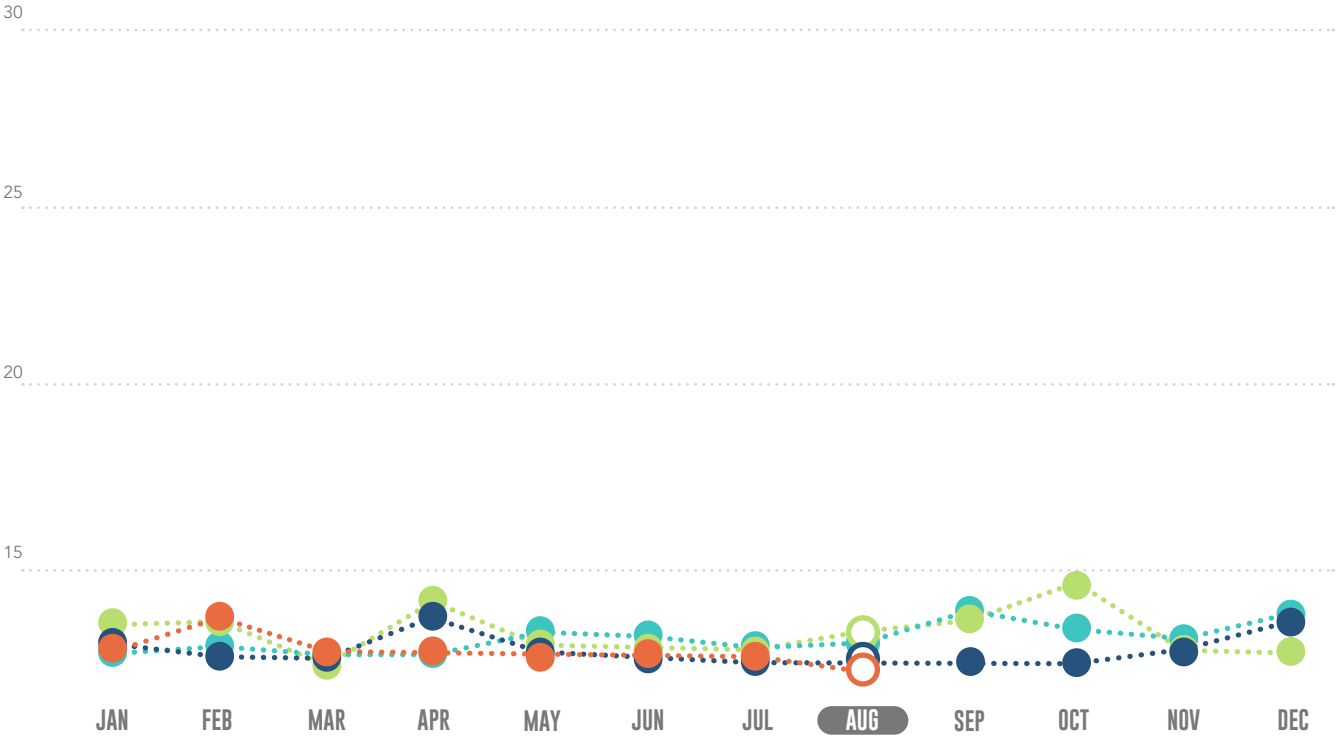
INCOMING CALLS





OPERATOR CALL VOLUMES

2023202420252026

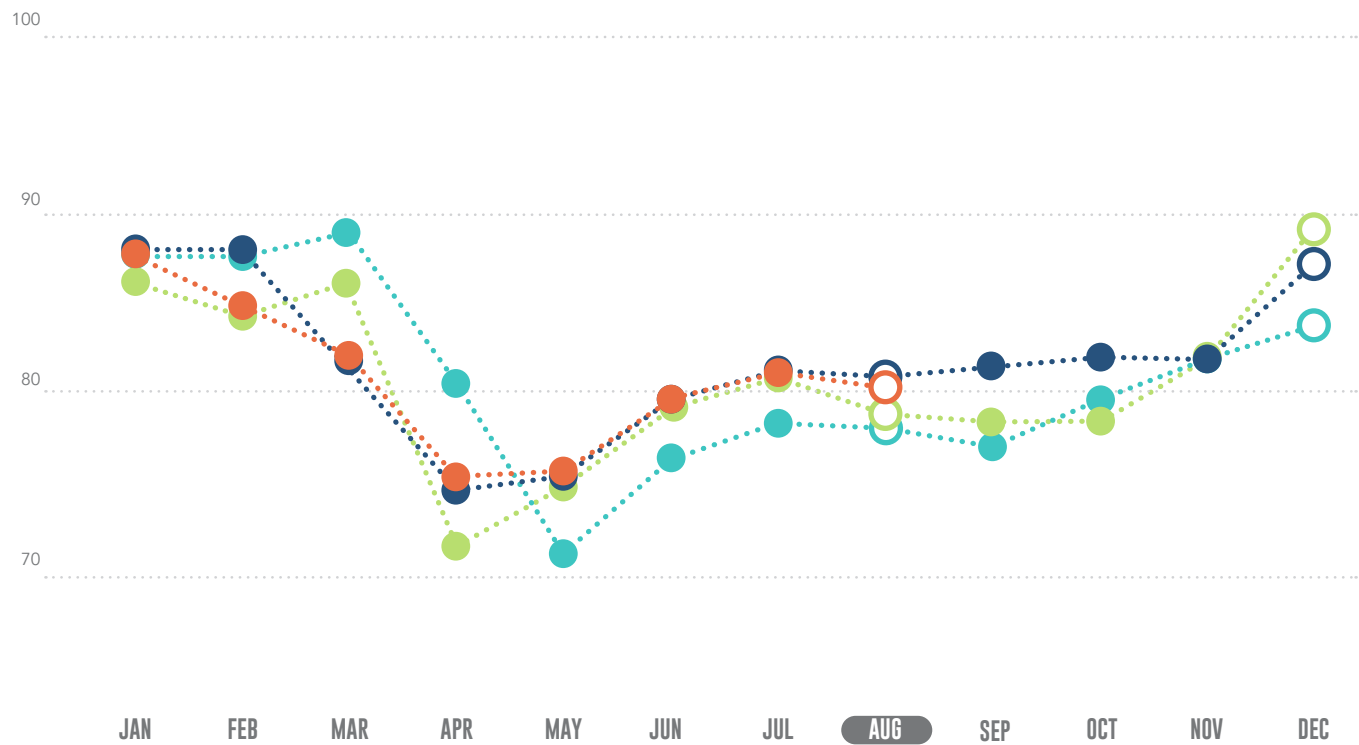


	2023	2024	2025	2026
JAN	9.91	11.69	10.41	10.29
FEB	10.01	11.35	9.06	11.75
MAR	9.82	8.71	9.75	10.18
APR	9.70	13.82	12.00	12.12
MAY	11.90	10.84	10.15	10.07
JUN	11.10	10.54	9.18	9.45
JUL	11.79	10.91	9.62	10.03
AUG	11.98	12.62	10.35	10.19
SEP	13.89	13.35	10.15	
OCT	11.91	13.46	10.21	
NOV	11.27	11.02	10.93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



EXCAVATOR CALL VOLUMES

2023202420252026

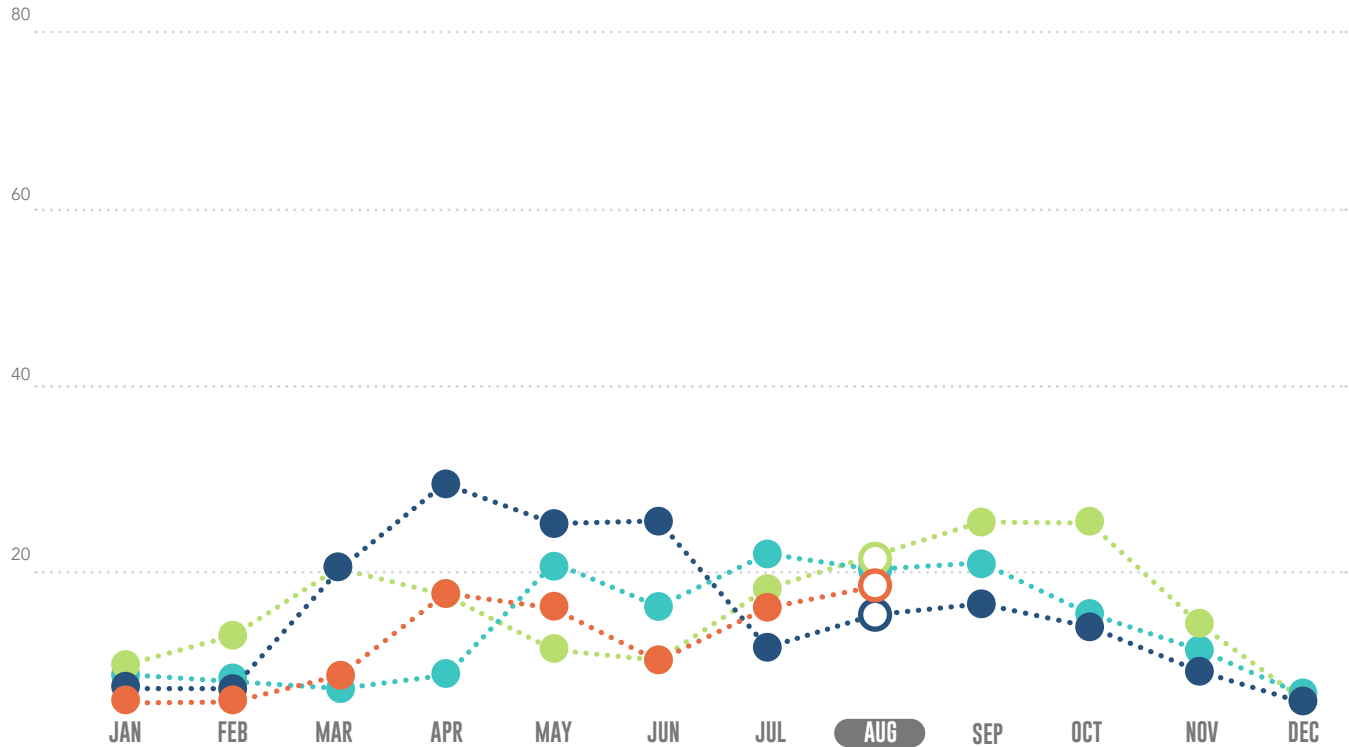


	2023	2024	2025	2026
JAN	89.01	86.74	88.94	88.70
FEB	88.59	84.80	89.34	85.96
MAR	89.20	86.39	82.20	82.56
APR	80.03	72.85	75.03	76.44
MAY	71.47	75.40	75.55	76.76
JUN	76.53	78.90	79.77	79.13
JUL	78.07	81.03	81.74	81.36
AUG	77.95	78.52	81.02	80.69
SEP	76.29	78.15	81.97	
OCT	79.58	78.74	82.75	
NOV	83.02	82.98	83.40	
DEC	84.36	89.13	87.32	



AVERAGE HOLD TIME

2023202420252026



2023202420252026

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	
OCT	16	25	15	
NOV	12	15	10	
DEC	4	2	2	



DASHBOARD REPORT - AUGUST 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

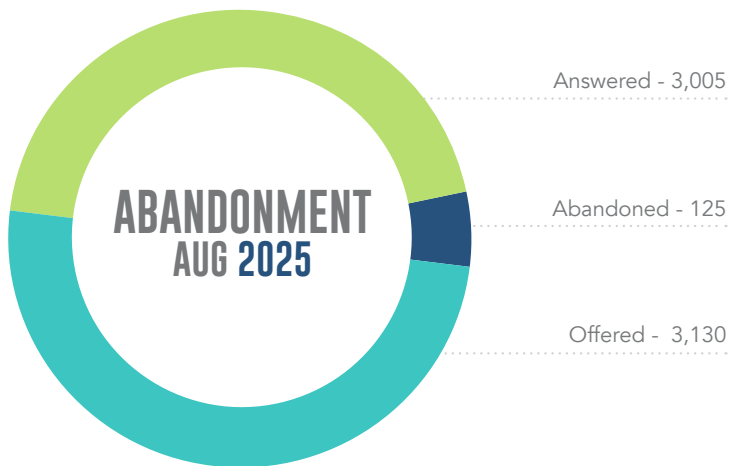
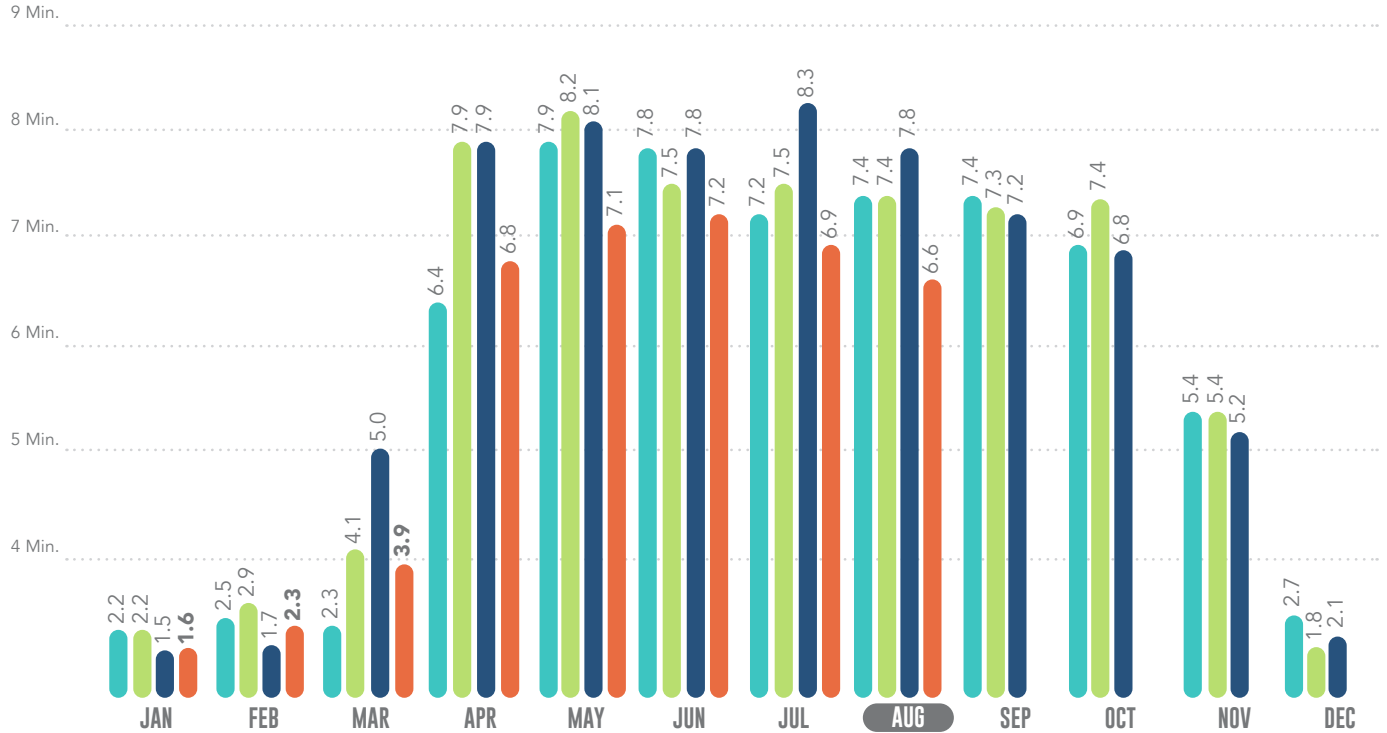
AVERAGE CALL DURATION

2023

2024

2025

2026



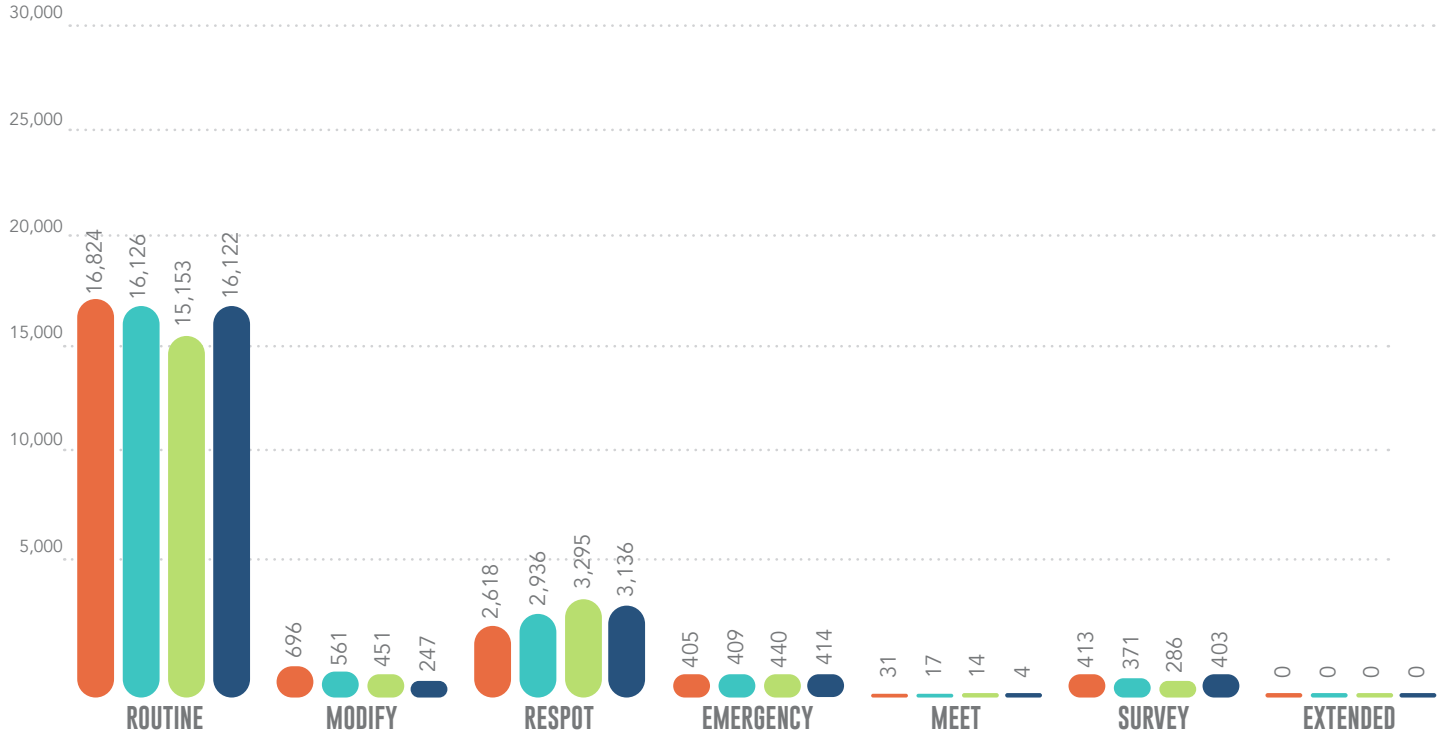


DASHBOARD REPORT - AUGUST 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

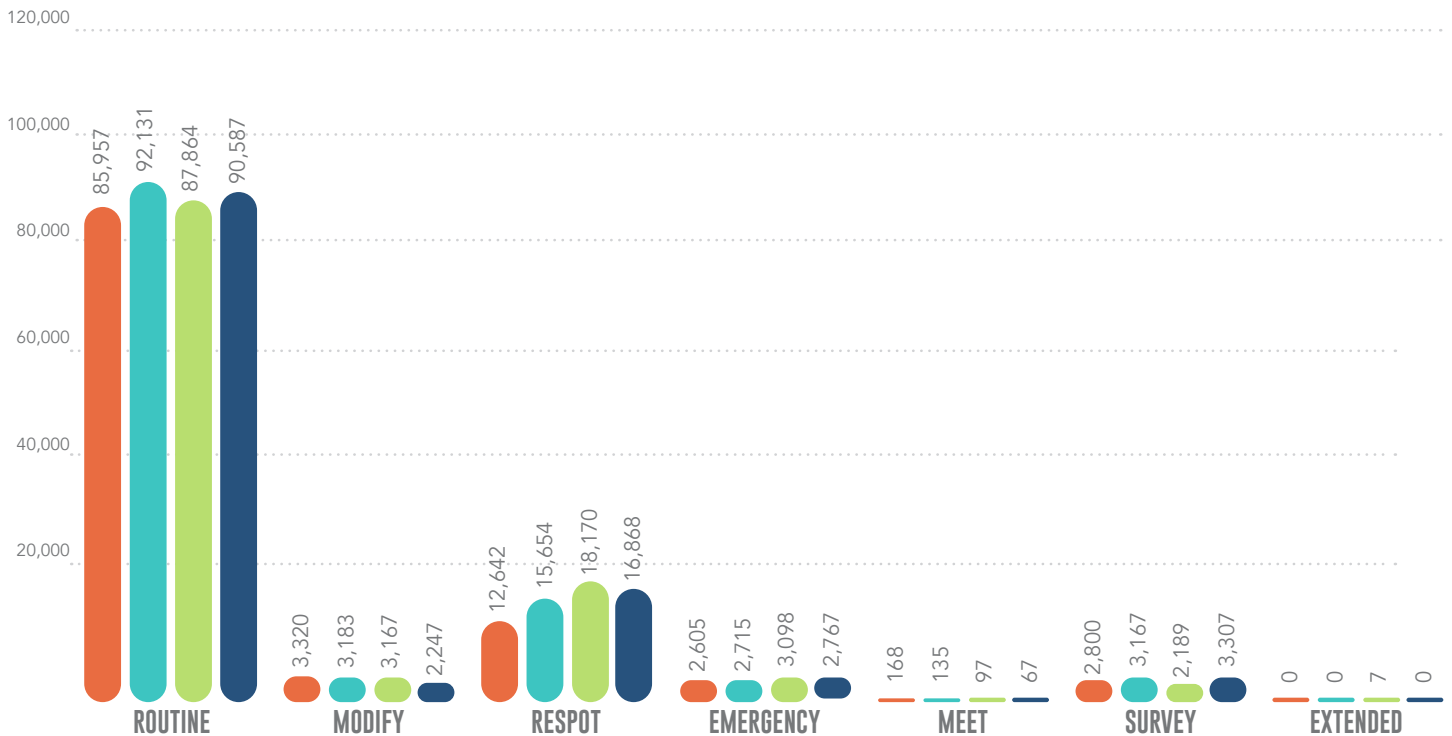
INCOMING TICKET TYPES AUG

2023 2024 2025 2026



INCOMING TICKETS TYPES AUG Y-T-D

2023 2024 2025 2026





DASHBOARD REPORT - AUGUST 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

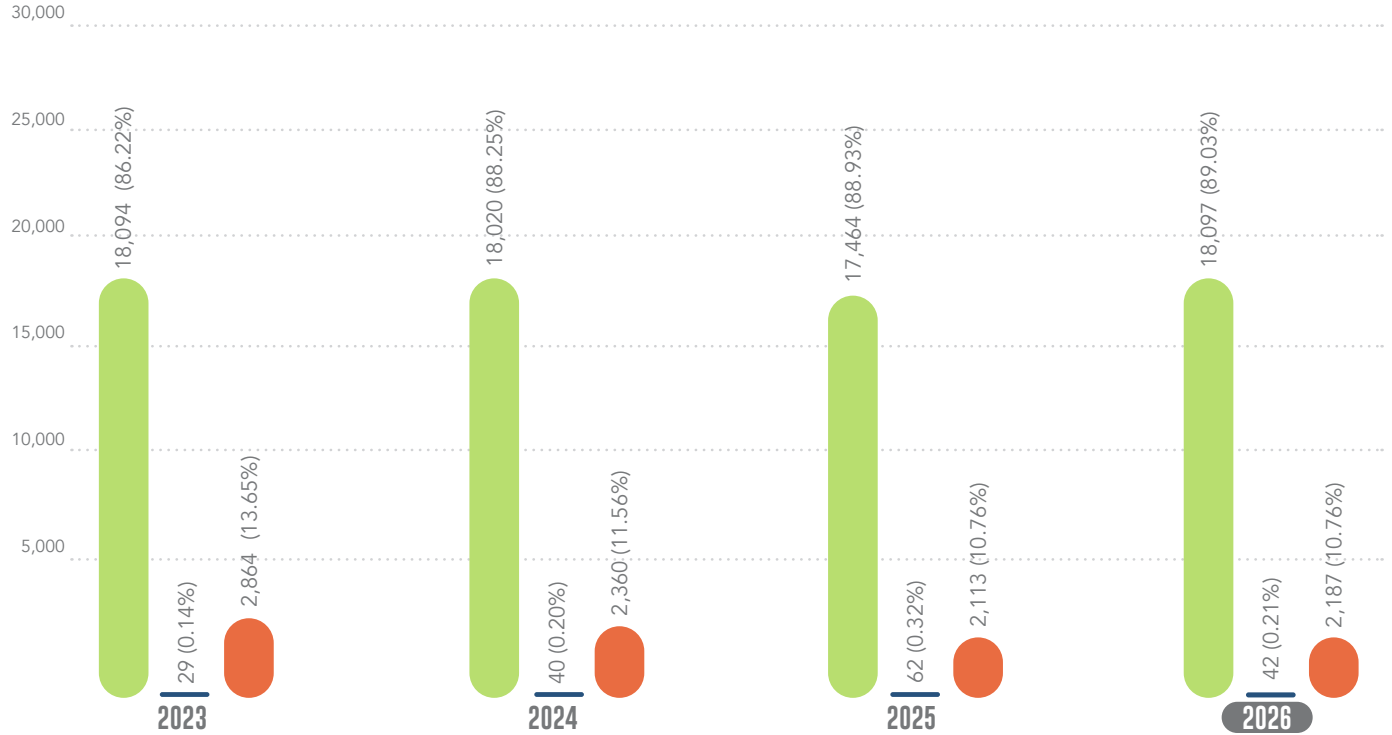
RECEIPT METHODS AUG

ITIC

IVR

CSR

ITIC Mobile = 0

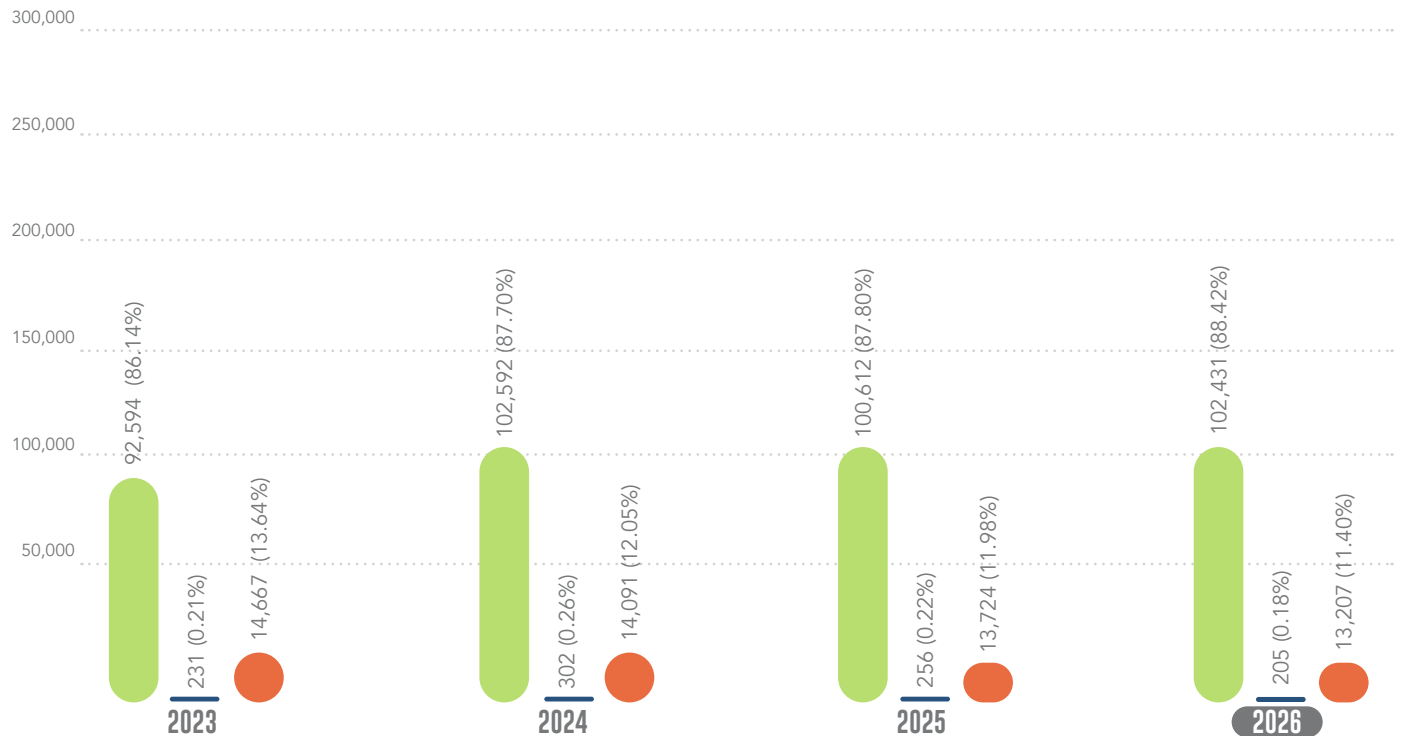


RECEIPT METHODS AUG Y-T-D

ITIC

IVR

CSR



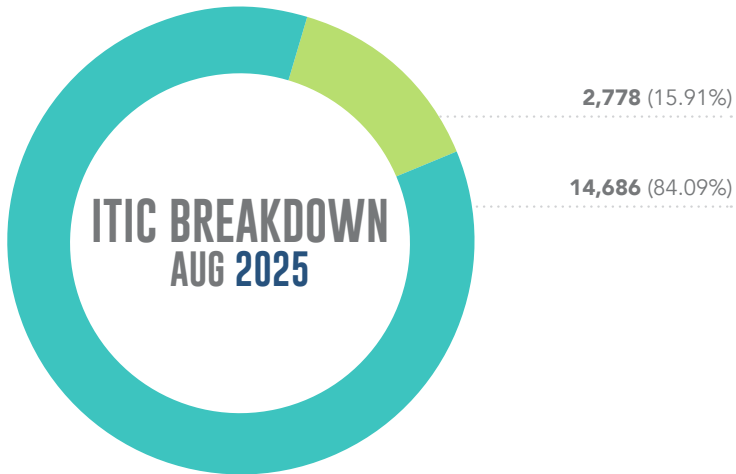


DASHBOARD REPORT - AUGUST 2026

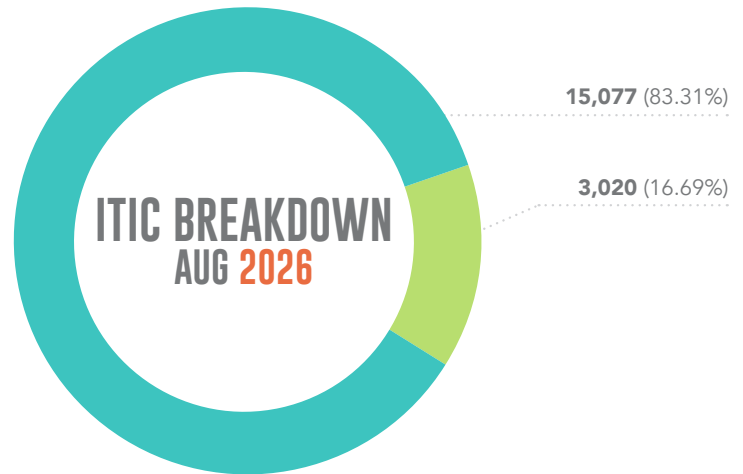
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

IN REVIEW

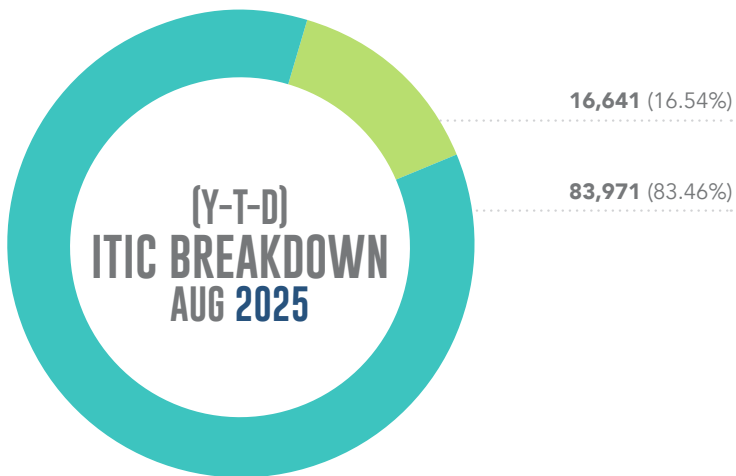
DIRECT RELEASE



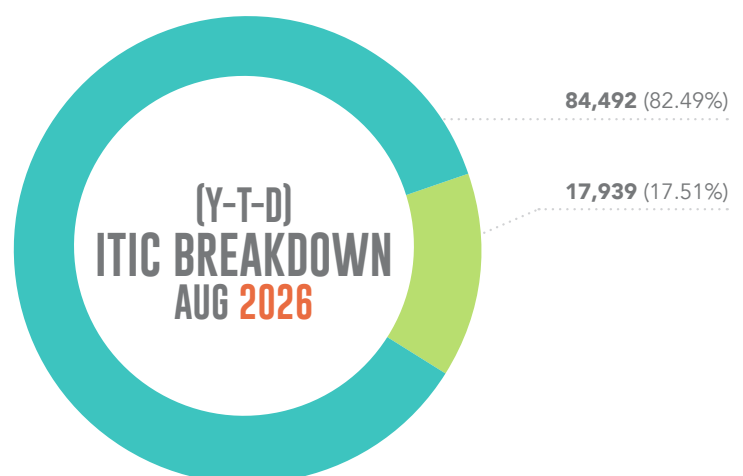
OVERALL ITIC % - 88.93%



OVERALL ITIC % - 89.03%



OVERALL ITIC % - 87.80%



OVERALL ITIC % - 88.42%



DASHBOARD REPORT - AUGUST 2026

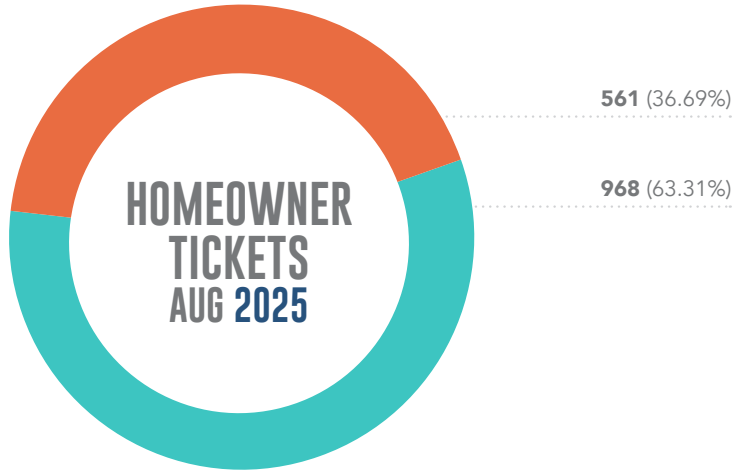
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB

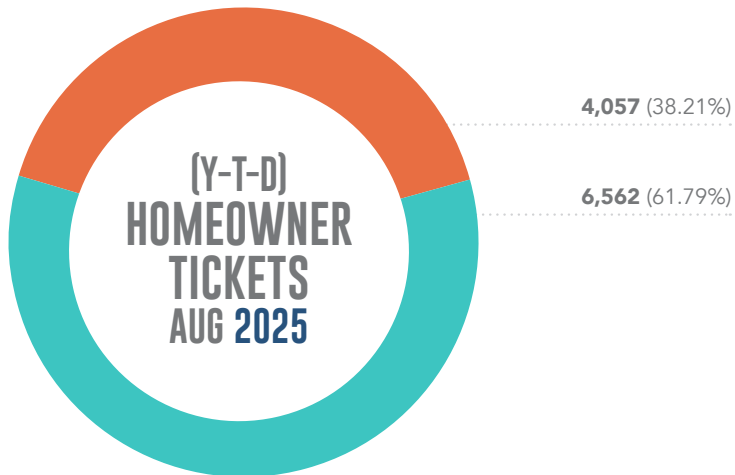
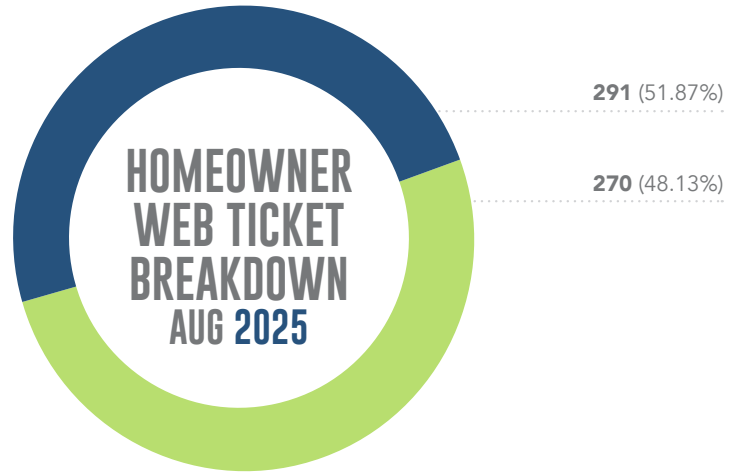
PHONE-IN

IN REVIEW

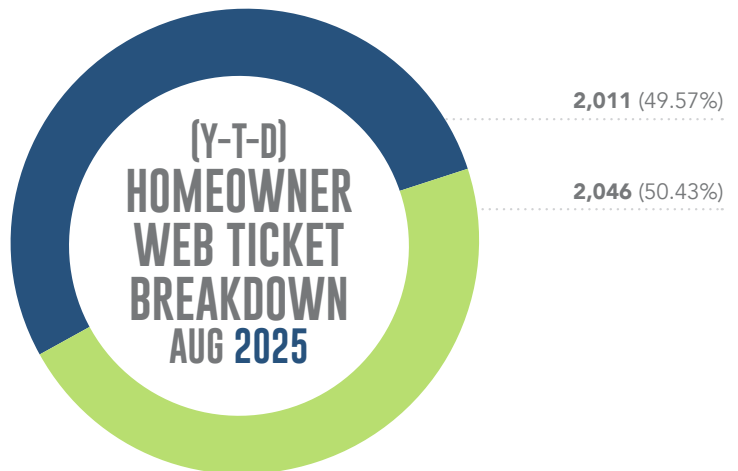
DIRECT RELEASE



MONTHLY HOMEOWNER TICKETS - 1,529



YTD HOMEOWNER TICKETS - 10,619





DASHBOARD REPORT - AUGUST 2026

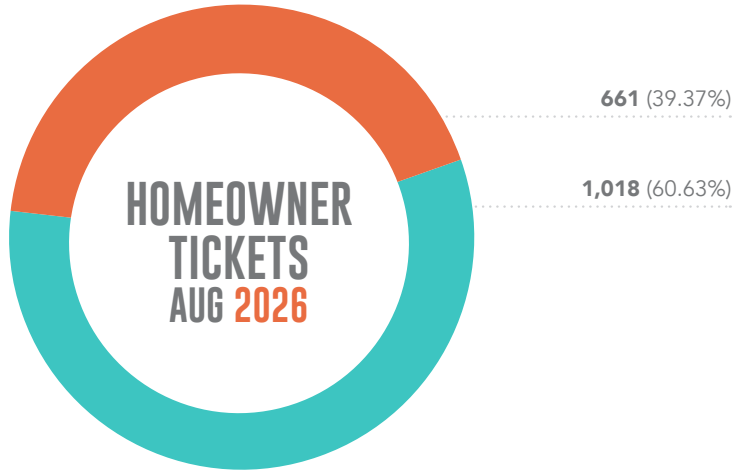
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

WEB

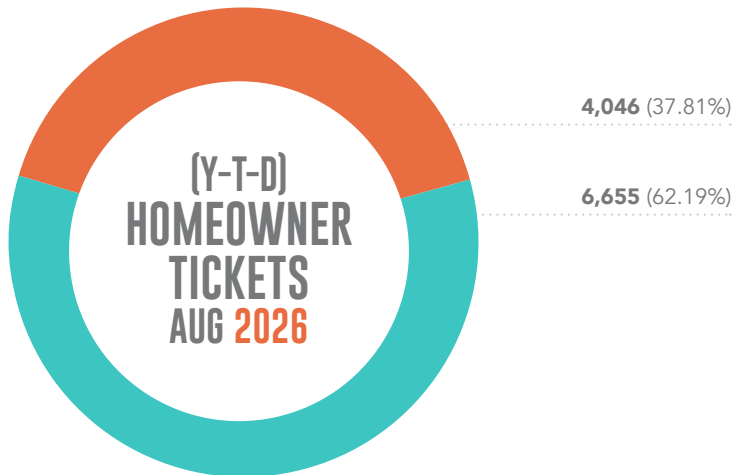
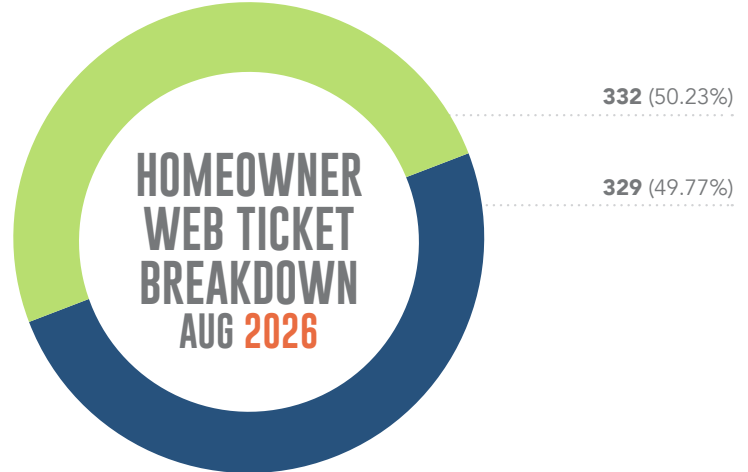
PHONE-IN

IN REVIEW

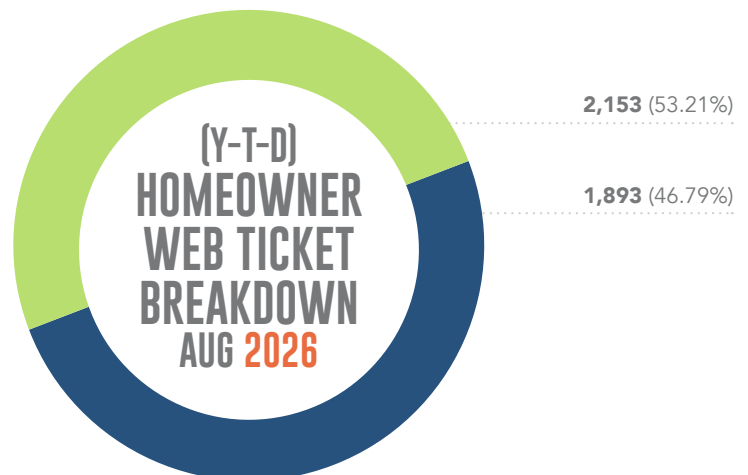
DIRECT RELEASE



MONTHLY HOMEOWNER TICKETS - 1,679



YTD HOMEOWNER TICKETS - 10,701

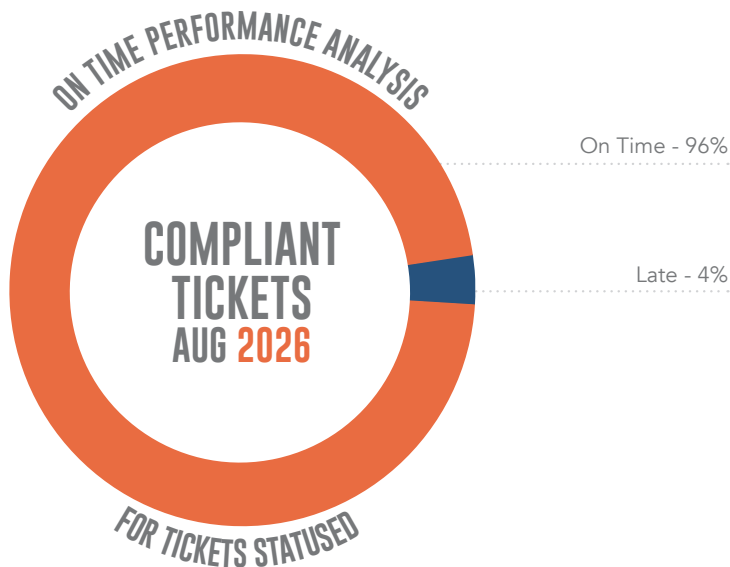
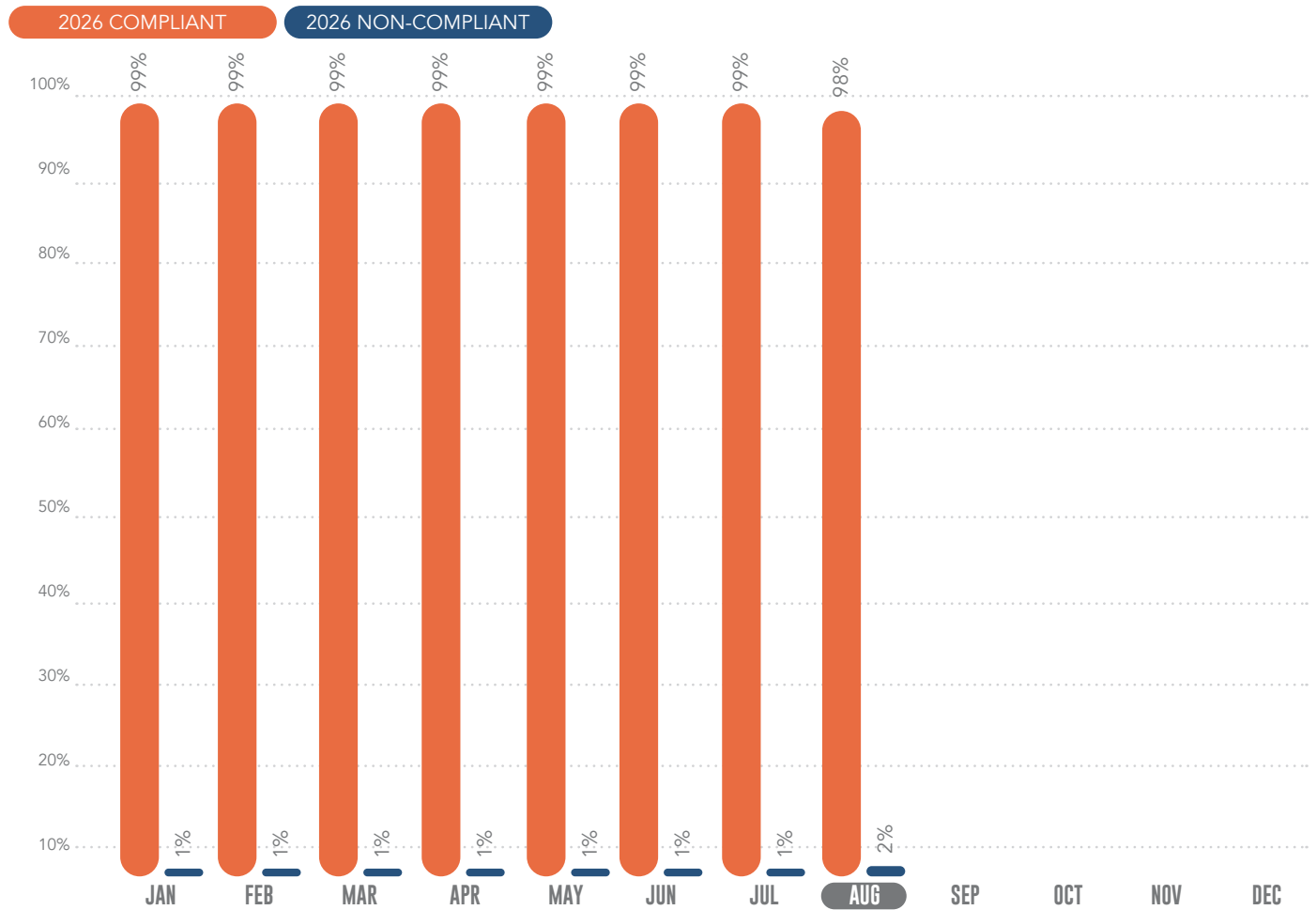




DASHBOARD REPORT - AUGUST 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

POSITIVE RESPONSE COMPLIANCE





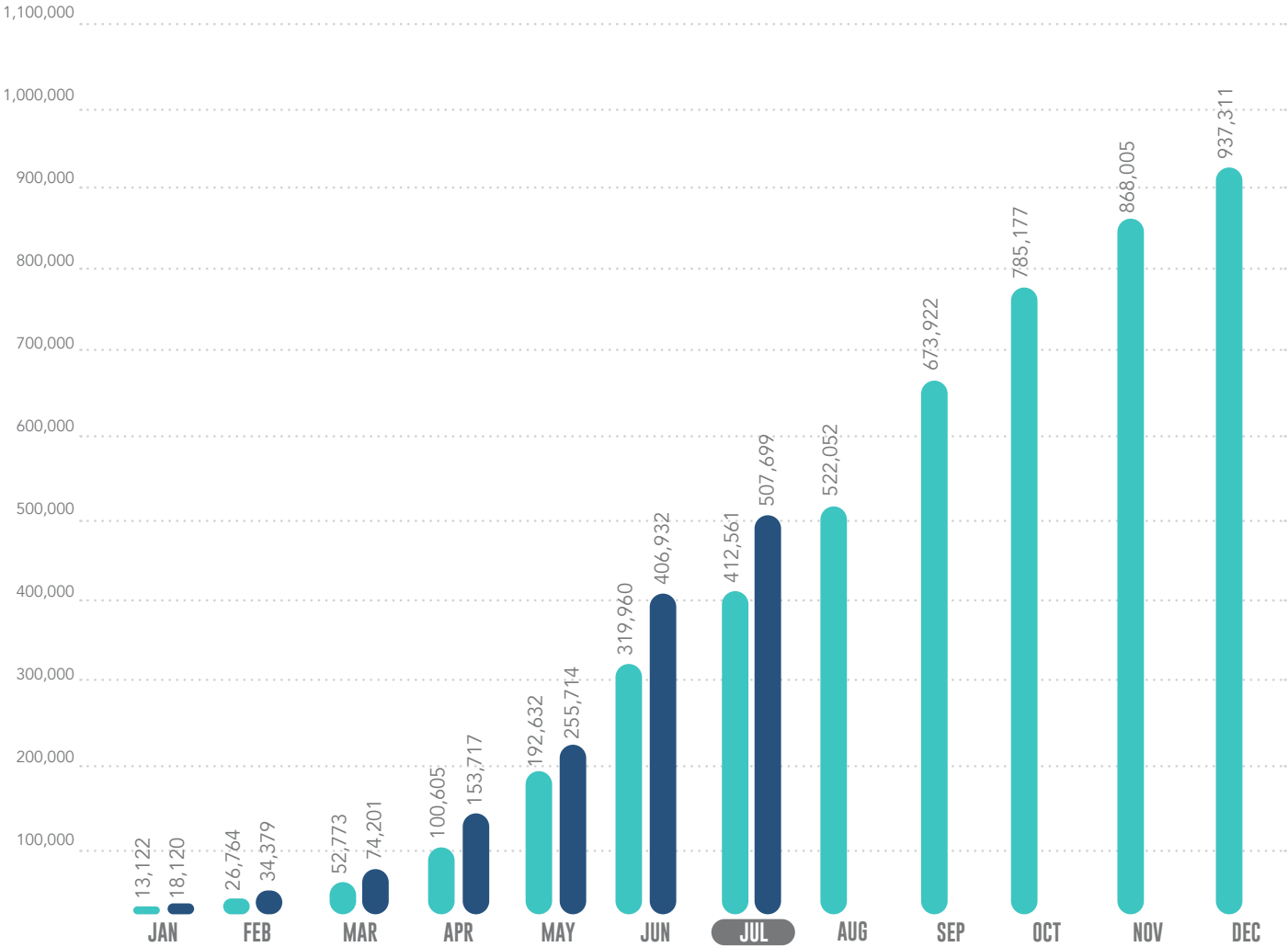
DASHBOARD REPORT - AUGUST 2026

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

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

2011*

2026



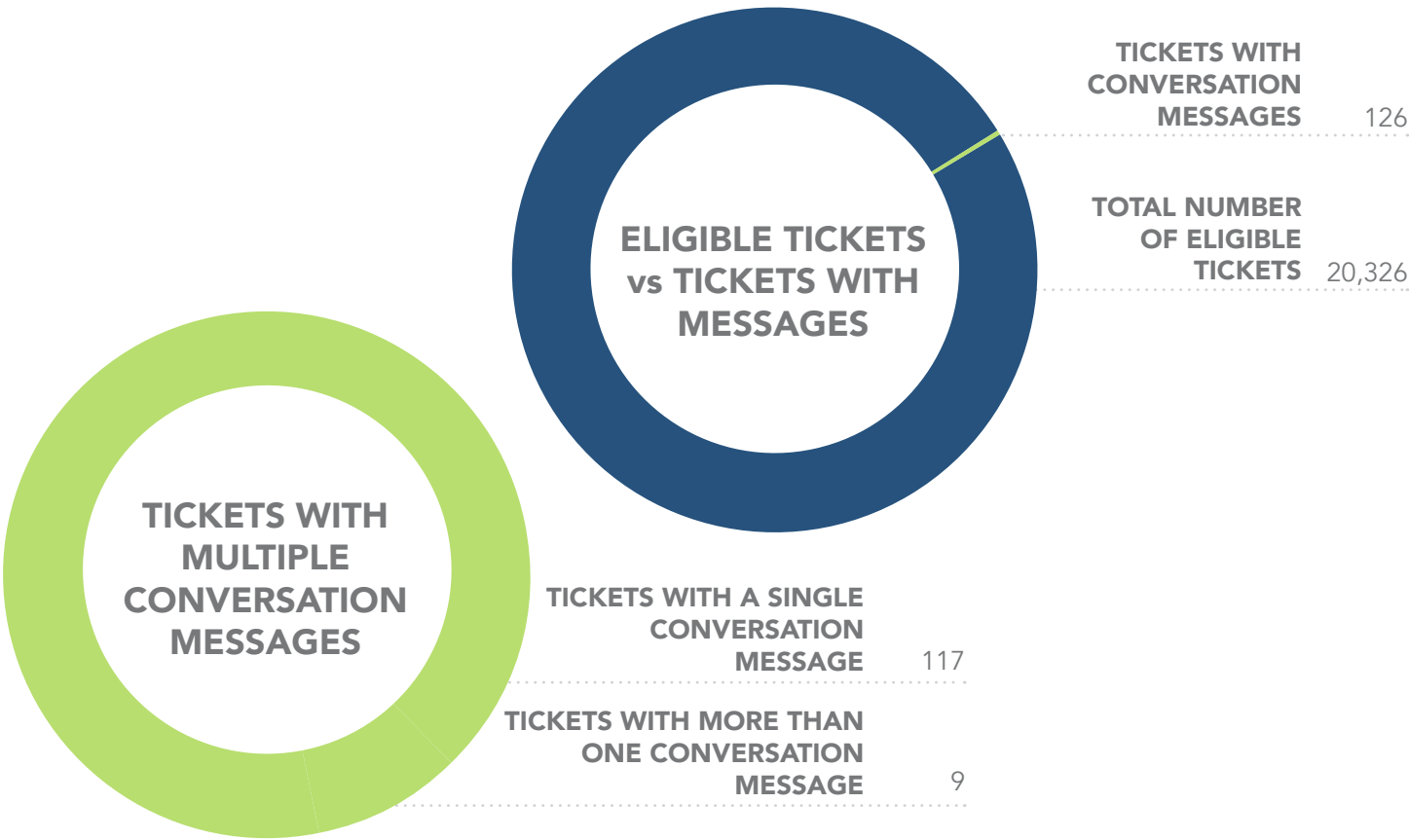
"Current Year Cumulative YTD Tickets will be made available
once the current billing process is complete."

*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.



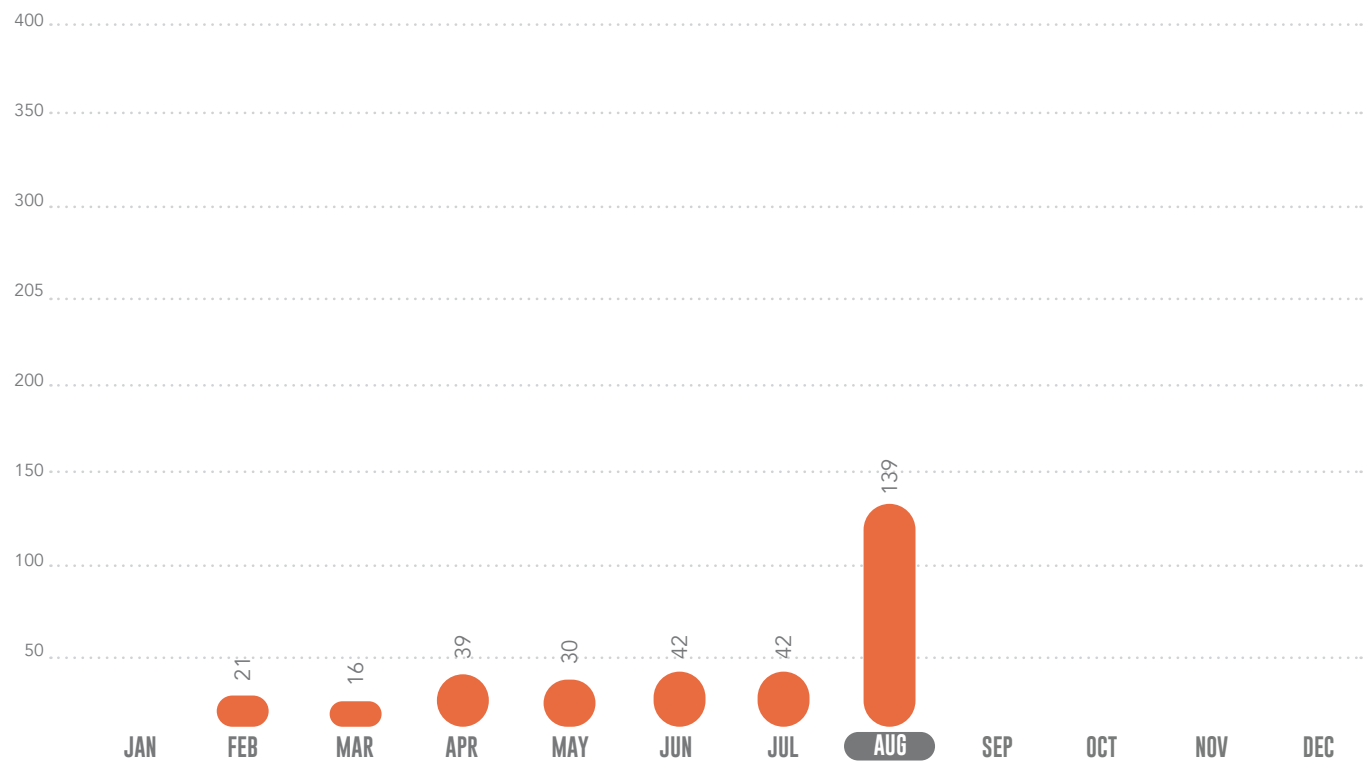
North Dakota One Call instituted the new Ticket Talk feature on February 4th, 2026 at 8am. The date filter in the report is based on when the ticket was created, not when the messages were sent. For example, if Ticket 3 was created on March 30 but the conversations happened in April, those April conversations 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.

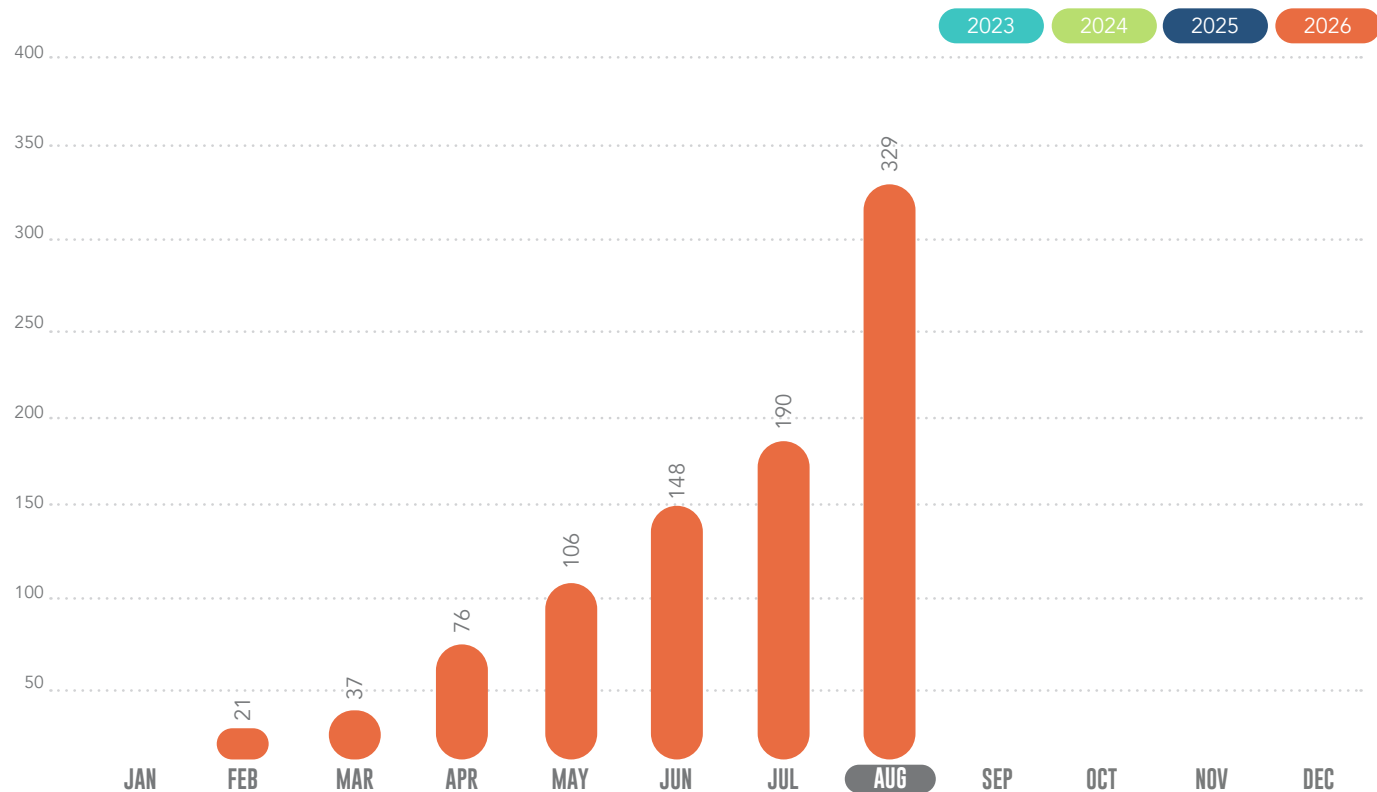




TOTAL NUMBER OF TICKET TALK CONVERSATION MESSAGES



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

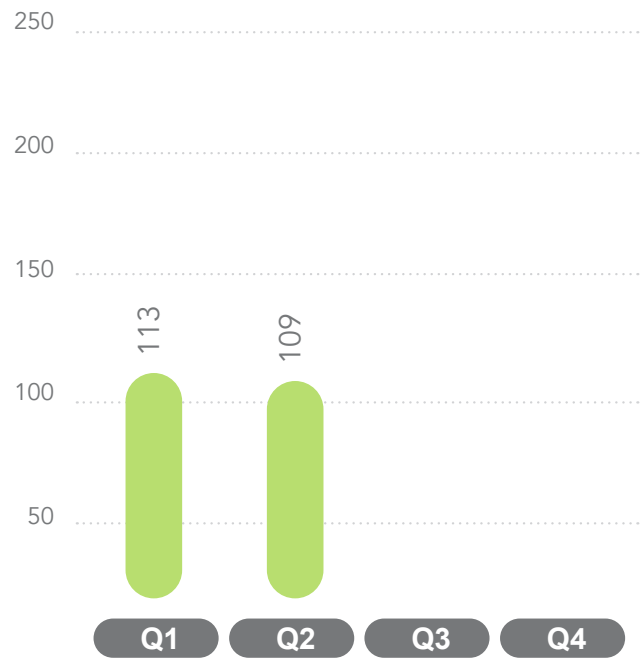




CREATIVE HOURS - 2ND QUARTER DETAILS

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

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	
Fourth Quarter	
Grand Total	222:02:45



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