

**TICKET VOLUME HISTORY**

**South Dakota**

**Incoming Locate Requests**

ITEM 4A	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2004	1,982	2,017	7,396	17,292	15,623	16,275	14,829	14,866	13,449	13,520	10,091	5,180	132,520
2005	1,967	2,581	6,075	15,607	14,745	14,279	13,479	15,057	13,529	13,527	9,294	3,139	123,279
2006	3,535	2,958	5,483	14,881	17,573	16,007	13,519	14,438	13,022	14,066	9,350	3,873	128,705
2007	2,680	1,968	7,061	13,885	17,296	14,443	13,705	13,942	12,597	12,768	9,951	2,981	123,277
2008	2,174	1,937	4,218	15,042	17,077	15,148	14,268	13,517	14,601	13,269	6,950	2,733	120,934
2009	1,686	1,787	3,495	13,293	16,347	14,568	13,400	12,384	12,368	9,499	8,907	2,605	110,339
2010	1,494	1,468	5,859	14,830	13,387	13,970	12,656	11,903	13,202	12,409	8,717	2,677	112,572
2011	1,348	1,442	4,335	12,437	17,703	16,038	13,969	15,587	14,614	14,552	10,790	4,341	127,156
2012	3,322	2,776	9,689	14,513	16,611	15,512	14,413	15,245	13,155	14,431	9,925	4,113	133,705
2013	2,475	2,102	4,819	9,865	19,482	17,507	17,477	17,317	16,988	16,126	10,025	2,631	136,814
2014	2,047	2,115	4,923	16,293	19,149	16,536	17,222	14,553	15,432	15,421	6,672	3,591	133,954
2015	2,604	2,955	9,900	19,553	15,694	16,331	15,062	14,752	15,115	15,139	10,112	4,883	142,100
2016	2,537	4,009	11,485	16,131	18,887	17,371	16,258	17,951	15,316	14,745	10,390	3,262	148,342
2017	2,338	3,238	11,529	17,473	20,179	18,242	16,552	18,362	15,239	15,759	11,349	4,563	154,823
2018	2,908	2,183	6,162	12,546	22,469	17,713	18,211	18,707	16,045	17,836	9,737	4,183	148,700
2019	2,921	2,085	5,725	15,568	20,450	21,077	21,336	20,118	19,161	18,267	10,533	4,526	161,767
2020	3,201	3,045	9,670	21,405	22,774	22,949	21,400	20,602	20,390	17,726	13,177	8,342	184,681
<b>2021</b>	<b>4,202</b>	<b>3,168</b>	<b>12,068</b>	<b>20,795</b>	<b>21,555</b>	<b>22,236</b>							<b>84,024</b>
<b>Inc/Prev Yr</b>	<b>31%</b>	<b>18%</b>	<b>22%</b>	<b>8%</b>	<b>3%</b>	<b>1%</b>							
<b>Inc YTD</b>	<b>1,001</b>	<b>1,124</b>	<b>3,522</b>	<b>2,912</b>	<b>1,693</b>	<b>980</b>							



Electronic Ticketing													
ITEM 4C	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Tot -05	186	190	548	1774	1661	1714	1611	1697	1548	2063	1202	294	14488
Per Cent	9%	7%	9%	11%	11%	12%	12%	11%	11%	15%	13%	9%	12%
IBIS -06	432	316	460	1506	1871	1817	1521	1966	1507	1794	1294	204	14688
Web -06	43	41	89	221	253	284	248	252	230	229	172	80	2142
Tot -06	475	357	549	1727	2124	2101	1769	2218	1737	2023	1466	284	16830
Per Cent	13%	12%	10%	12%	12%	13%	13%	15%	13%	14%	16%	7%	13%
IBIS -07	320	179	861	1911	2389	2180	2007	2003	1700	1653	1629	353	17185
Web -07	35	17	238	387	298	206	212	269	220	214	165	53	2314
ONTRY				532	651	500	421	435	430	494	425	136	4024
Tot -07	355	196	1099	2830	3338	2886	2640	2707	2350	2361	2219	542	23523
Per Cent	13%	10%	16%	20%	19%	20%	19%	19%	19%	18%	22%	18%	19%
IBIS -08	262	178	616	2968	2708	2554	2297	2122	2071	2160	1263	431	19630
Web -08	17	33	109	285	371	235	269	260	244	190	93	35	2141
ONTRY	110	162	399	pending Tic	1484	1517	1573	1641	1975	2023	958	354	12196
Tot -08	389	373	1124	3253	4563	4306	4139	4023	4290	4373	2314	820	33967
Per Cent	18%	19%	27%	22%	27%	28%	29%	30%	29%	33%	33%	30%	28%
IBIS -09	128	174	379	1977	2559	2060	1807	1684	1571	1241	1536	236	15352
Web -09	38	22	167	355	170	170	241	252	245	153	1	0	1814
ONTRY	297	372	486	1868	1947	1635	1497	1704	1844	1523	1149	480	14802
Tot -09	463	568	1032	4200	4676	3865	3545	3640	3660	2917	2686	716	31968
Per Cent	27%	32%	30%	32%	29%	27%	26%	29%	30%	31%	30%	27%	29%
IBIS -10	162	139	758	1300	1528	1494	1238	0	0	0	0	0	6619
ONTRY	259	370	936	2815	2263	2099	2076	0	0	0	0	0	10818
GeoRemote	0	0	0	0	0	0	0	0	418	834	589	211	2052
E Tickets	0	0	0	0	0	0	0	0	1275	2535	1836	632	6278
Tot -10	421	509	1694	4115	3791	3593	3314		1693	3369	2425	843	25767
Per Cent	28%	35%	29%	28%	28%	24%	26%	0%	13%	27%	28%	31%	23%
GeoRemote	73	75	220	675	750	862	852	1092	891	739	583	247	7059
E Tickets	354	342	1140	3431	5334	5084	4767	4929	4577	5163	4017	1400	40538
Tot -11	427	417	1360	4106	6084	5946	5619	6021	5468	5902	4600	1647	47597
Per Cent	32%	29%	31%	33%	34%	37%	40%	39%	37%	41%	43%	38%	37%
GeoRemote	171	170	653	945	989	824	826	917	620	778	647	336	7876
E Tickets	1205	1027	3053	4657	5793	5926	5132	5852	4772	4909	3476	1509	47311
Tot -12	1376	1197	3706	5602	6782	6750	5958	6769	5392	5687	4123	1845	55187
Per Cent	41%	43%	38%	39%	41%	44%	41%	44%	41%	39%	42%	45%	41%

GeoRemote	191	179	462	604	1105	1131	1273	1344	899	991	883	107	9169
E Tickets	792	609	1718	3572	6818	5986	6223	6504	7503	6162	3893	979	50759
Tot -13	983	788	2180	4176	7923	7117	7496	7848	8402	7153	4776	1086	59928
Per Cent	40%	37%	45%	42%	41%	41%	43%	45%	49%	44%	48%	41%	44%
GeoRemote	120	114	465	2087	2346	2362	2512	2338	2470	2533	1256	700	19303
Portal	734	609	1476	4684	5759	5052	5224	4225	4579	4897	1950	963	40152
Tot -14	854	723	1941	6771	8105	7414	7736	6563	7049	7430	3206	1663	59455
Per Cent	42%	34%	39%	42%	42%	45%	45%	45%	46%	48%	48%	46%	44%

2014	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Remote	120	114	465	2087	2346	2362	2512	2338	2470	2533	1256	700	19303
	6%	5%	9%	13%	12%	14%	15%	16%	16%	16%	19%	19%	16%
Portal	734	609	1476	4684	5759	5052	5224	4225	4579	4897	1950	963	40152
	36%	29%	30%	29%	30%	31%	30%	29%	30%	32%	29%	27%	33%
Combined	854	723	1941	6771	8105	7414	7736	6563	7049	7430	3206	1663	59455
	42%	34%	39%	42%	42%	45%	45%	45%	46%	48%	48%	46%	48%

2015	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Remote	363	391	1670	3024	2727	3351	3196	2559	2538	3033	2198	1437	26487
	11%	13%	17%	15%	17%	21%	21%	17%	17%	20%	22%	29%	19%
Portal	813	1018	3333	6698	4677	4527	4276	4755	4982	4673	2943	1246	43941
	26%	34%	34%	34%	30%	28%	28%	32%	33%	31%	29%	26%	31%
Combined	1176	1409	5003	9722	7404	7878	7472	7314	7520	7706	5141	2683	70428
	37%	47%	51%	49%	47%	49%	49%	49%	50%	51%	51%	55%	50%

2016	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Remote	552	880	2252	2902	3732	3620	4094	3936	2926	2641	2240	872	30647
	22%	22%	20%	18%	20%	21%	25%	22%	19%	18%	29%	27%	21%
Portal	713	1239	4048	5213	5848	5795	5147	5907	5333	5179	3593	938	48953
	28%	31%	35%	32%	31%	33%	32%	33%	35%	35%	35%	29%	33%
Combined	1265	2119	6300	8115	9580	9415	9241	9843	8259	7820	5833	1810	79600
	50%	53%	55%	50%	51%	54%	57%	55%	54%	53%	64%	56%	54%
Homeowner Portal (Included In Portal Total)				134	268	212	142	199	210	189	83	12	1449

2017	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Remote	510	740	2210	3811	4174	3904	3178	3862	3105	3265	2527	1048	32334
	22%	23%	19%	22%	21%	21%	19%	21%	20%	21%	22%	23%	21%
Portal	779	1154	5013	6337	7823	6785	6532	6782	5499	5836	4091	1603	58234
	33%	36%	43%	36%	39%	37%	39%	37%	36%	37%	36%	35%	38%
Combined	1289	1894	7223	10148	11997	10689	9710	10644	8604	9101	6618	2651	90568
	55%	59%	62%	58%	60%	58%	58%	58%	56%	58%	58%	58%	58%
Homeowner Portal (Included In Portal Total)	8	26	132	463	532	430	269	269	231	218	79	31	2688



