TICKET VOLUME HISTORY

South Dakota

Incoming Locate Requests

Item 4a	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
2004	1982	2017	7396	17292	15623	16275	14829	14866	13449	13520	10091	5180	132520
2005	1967	2581	6075	15607	14745	14279	13479	15057	13529	13527	9294	3139	123279
2006	3535	2958	5483	14881	17573	16007	13519	14438	13022	14066	9350	3873	128705
2007	2680	1968	7061	13885	17296	14443	13705	13942	12597	12768	9951	2981	123277
2008	2174	1937	4218	15042	17077	15148	14268	13517	14601	13269	6950	2733	120934
2009	1686	1787	3495	13293	16347	14568	13400	12384	12368	9499	8907	2605	110339
2010	1494	1468	5859	14830	13387	13970	12656	11903	13202	12409	8717	2677	112572
2011	1348	1442	4335	12437	17703	16038	13969	15587	14614	14552	10790	4341	127156
2012	3322	2776	9689	14513	16611	15512	14413	15245	13155	14431	9925	4113	133705
2013	2475	2102	4819	9865	19482	17507	17477	17317	16988	16126	10025	2631	136814
2014	2047	2115	4923	16293	19149	16536	17222	14553	15432	15421	6672	3591	133954
2015	2604	2955	9900	19553	15694	16331	15062	14752	15115	15139	10112	4883	142100
2016	2537	4009	11485	16131	18887	17371	16258	17951	15316	14745	10390	3262	148342
2017	2338	3238	11529	17473	20179	18242	16552	18362	15239	15759	11349	4563	154823
2018	**2908**	**2183**	**6162**	**12546**	**22469**	**17713**	**18211**						**82192**
Inc/Prev Yr	**24%**	**-9%**	**-34%**	**-31%**	**-16%**	**-12%**	**-8%**						
Inc YTD	**570**	**-485**	**-5852**	**-10779**	**-8489**	**-9018**	**-7359**						

Outgoing Tickets

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2004	11018	11247	41666	95899	83780	89066	82835	80208	74082	74282	54963	28713	727759
2005	11432	14416	33302	85418	82228	79573	75580	85381	72567	71423	48859	17122	677301
2006	19244	16426	30500	81395	95088	87924	73467	77851	69411	75618	49377	20603	696904
2007	14721	11396	38779	73501	91175	77146	71028	72458	65457	66553	51185	16372	649771
2008	12073	10671	22530	77207	88481	79220	74488	69458	73751	66767	35701	14580	624927
2009	9161	9473	18307	67164	83443	74175	67611	62584	62389	47902	45615	14104	561928
2010	8493	8321	30671	76685	70187	71444	63186	57742	73640	69335	48425	15705	577633
2011	8332	9020	26914	76401	104108	94626	80740	90724	84428	82299	58816	25108	741516
2012	17247	15074	57328	85253	98318	90402	83523	89467	77688	84503	63529	25351	787683
2013	15266	13195	29075	63907	114420	101007	104165	96324	98876	93999	59473	17469	807176
2014	12883	12871	30161	98193	110977	113594	98836	83755	89994	89893	39939	21137	802233
2015	14660	15647	58688	110278	90059	95104	87157	83357	85727	84132	55608	28276	808693
2016	14467	22356	64722	90058	104526	98046	88045	97450	85229	82263	57537	21471	826170
2017	12817	19081	64292	98098	112384	104556	90069	97953	86089	87019	63679	26010	862047
2018	**16201**	**12140**	**33338**	**65680**	**114048**	**91489**	**94602**						**427498**
Inc/Prev Yr	**26%**	**-11%**	**-36%**	**-34%**	**-21%**	**-19%**	**-15%**						
Inc YTD	**3384**	**-3557**	**-34511**	**-66929**	**-65265**	**-78332**	**-73799**						

TICKET VOLUME HISTORY								
South Dakota								
Incoming Locate Requests								
	Jan	Feb	Mar	Apr	May	June	July	YTD
2004	1982	2017	7396	17292	15623	16275	14829	75414
2005	1967	2581	6075	15607	14745	14279	13479	68733
2006	3535	2958	5483	14881	17573	16007	13519	73956
2007	2680	1968	7061	13885	17296	14443	13705	71038
2008	2174	1937	4218	15042	17077	15148	14268	69864
2009	1686	1787	3495	13293	16347	14568	13400	64576
2010	1494	1468	5859	14830	13387	13970	12656	63664
2011	1348	1442	4335	12437	17703	16038	13969	67272
2012	3322	2776	9689	14513	16611	15512	14413	76836
2013	2475	2102	4819	9865	19482	17507	17477	73727
2014	2047	2115	4923	16293	19149	16536	17222	78285
2015	2604	2955	9900	19553	15694	16331	15062	82099
2016	2537	4009	11485	16131	18887	17371	16258	86678
2017	2338	3238	11529	17473	20179	18242	16552	89551
2018	**2908**	**2183**	**6162**	**12546**	**22469**	**17713**	**18211**	**82192**
Outgoing Tickets								
	Jan	Feb	Mar	Apr	May	Jun	Jul	YTD
2004	11018	11247	41666	95899	83780	89066	82835	417515
2005	11432	14416	33302	85418	82228	79573	75580	383954
2006	19244	16426	30500	81395	95088	87924	73467	406050
2007	14721	11396	38779	73501	91175	77146	71028	379753
2008	12073	10671	22530	77207	88481	79220	74488	366678
2009	9161	9473	18307	67164	83443	74175	67611	331343
2010	8493	8321	30671	76685	70187	71444	63186	330997
2011	8332	9020	26914	76401	104108	94626	80740	402152
2012	17247	15074	57328	85253	98318	90402	83523	449157
2013	15266	13195	29075	63907	114420	101007	104165	443048
2014	12883	12871	30161	98193	110977	113594	98836	479529
2015	14660	15647	58688	110278	90059	95104	87157	473608
2016	14467	22356	64722	90058	104526	98046	88045	484236
2017	12817	19081	64292	98098	112384	104556	90069	503314
2018	**16201**	**12140**	**33338**	**65680**	**114048**	**91489**	**94602**	429516

Ratio Outgoing to Incoming													
Item 4b	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Total**
2004	5.56	5.58	5.63	5.55	5.36	5.47	5.59	5.40	5.51	5.49	5.45	5.54	5.49
2005	5.81	5.59	5.48	5.47	5.58	5.57	5.61	5.67	5.36	5.28	5.26	5.45	5.49
2006	5.44	5.55	5.56	5.47	5.41	5.49	5.43	5.39	5.33	5.38	5.28	5.32	5.41
2007	5.49	5.79	5.49	5.29	5.27	5.34	5.18	5.20	5.20	5.21	5.14	5.49	5.27
2008	5.55	5.51	5.34	5.13	5.18	5.23	5.22	5.14	5.05	5.03	5.14	5.33	5.17
2009	5.43	5.30	5.24	5.05	5.10	5.09	5.05	5.05	5.04	5.04	5.12	5.41	5.09
2010	5.68	5.67	5.23	5.17	5.24	5.11	4.99	4.85	5.58	5.59	5.56	5.87	5.13
2011	6.18	6.26	6.21	6.14	5.88	5.90	5.78	5.82	5.78	5.66	5.45	5.78	5.83
2012	5.19	5.43	5.92	5.87	5.92	5.83	5.79	5.87	5.91	5.86	6.40	6.16	5.89
2013	6.17	6.28	6.03	6.48	5.87	5.77	5.96	5.56	5.82	5.83	5.93	6.64	5.90
2014	6.29	6.09	6.13	6.03	5.80	6.87	5.74	5.76	5.83	5.83	5.99	5.89	5.99
2015	5.63	5.30	5.93	5.64	5.74	5.82	5.79	5.65	5.67	5.56	5.50	5.79	5.69
2016	5.70	5.58	5.64	5.58	5.53	5.64	5.42	5.43	5.56	5.58	5.54	6.58	5.57
2017	5.48	5.89	5.58	5.61	5.57	5.73	5.44	5.33	5.65	5.52	5.61	5.70	5.57
2018	**5.57**	**5.56**	**5.41**	**5.24**	**5.08**	**5.17**	**5.19**						

Secondary Links included in this data													
Item 4 b	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2006	115	96	93	368	537	497	1151	1492	1317	1433	1167	464	8730
2007	267	280	818	1458	1675	1375	1396	1444	1251	5290	5170	1461	21885
2008	978	455	126	433	552	462	460	448	450	1780	2416	205	8765
2009	103	194	659	3833	4905	6059	4739	1511	1384	989	958	336	25670
2010	190	149	714	1641	1407	1501	1415	0					7017
2011							7728	4352	5584	4172	4557	2520	28913
2012	1880	1674	4098	2224	4329	7290	2972	4154	6546	3235	5262	1918	45582
2013	1533	1214	3317	8756	20287	12211	11297	9856	8900	9729	9274	2040	98414
2014	2402	13703	4751	13209	21048	17385	17582	14655	15295	18012	6007	3387	147436
2015	2628	2776	9495	18724	13703	14878	13789	13641	13785	13991	9323	4246	130979
2016	2199	2850	9642	13847	16400	15286	15788	17149	15300	15189	10384	18348	152382
2017	2307	3018	7675	13210	14681	13315	13358	13645	12195	13147	9261	3627	119439
2018	**2588**	**2409**	**6556**	**14319**	**25127**	**19871**	**19945**						**90815**

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	pended 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
2018	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Remote	655	522	1065	2909	4252	4004	3752						17159
	23%	24%	17%	23%	19%	23%	21%						21%
Web Entry	948	756	2893	4877	8724	6398	6879						31475
	33%	35%	47%	39%	39%	36%	38%						38%
Combined	1603	1278	3958	7786	12976	10402	10631						48634
	56%	59%	64%	62%	58%	59%	59%						59%
Homeowner (Already Included In Web Entry Total)	7	4	42	331	606	306	293						1589

Item 4 d 2018													
DISPATCHED TICKET TYPES	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**June**	**July**	**Aug**	**Sept**	**Oct**	**Nov**	**Dec**	**TOTAL**
APPOINTMENT	25	41	45	34	40	53	34						**272**
Appointment Planning	2	4	10	2	7	21	4						**50**
Appointment Project	1	9	13	10	8	3	4						**48**
Appointment Routine	22	28	22	22	25	29	26						**174**
CANCELLATION	16	20	58	116	176	135	138						**659**
DAMAGE	22	11	33	80	131	144	161						**582**
Damage w/ Previous Locate Request	19	10	24	59	92	93	125						**422**
Damage w/out Previous Locate Request	3	1	9	21	39	51	36						**160**
EMERGENCY	401	283	330	402	445	428	455						**2744**
INFORMATIONAL	2	0	46	13	11	2	7						**81**
MODIFY	30	37	68	143	333	242	232						**1085**
NORMAL	2058	1482	5175	10623	19736	15096	15551						**69721**
High Profile Notifications	396	251	874	1725	3097	2425	2636						**11404**
PLANNING	108	58	67	116	122	107	52						**630**
RESPOT	91	107	129	401	482	515	452						**2177**
UPDATE	142	137	184	563	838	890	997						**3751**
VERIFICATION	13	7	27	55	155	101	132						**490**
TOTAL	2908	2183	6162	12546	22469	17713	18211	0	0	0	0	**0**	**82192**

2018													
DISPATCHED TICKET TYPES - PERCENTAGES	**Jan**	**Feb**	**Mar**	**Apr**	**May**	**June**	**July**	**Aug**	**Sept**	**Oct**	**Nov**	**Dec**	**TOTAL**
APPOINTMENT	0.86%	1.88%	0.73%	0.27%	0.18%	0.30%	0.19%						**0.33%**
Appointment Planning	8.00%	9.76%	22.22%	5.88%	17.50%	39.62%	11.76%						**18.38%**
Appointment Project	4.00%	21.95%	28.89%	29.41%	20.00%	5.66%	11.76%						**17.65%**
Appointment Routine	88.00%	68.29%	48.89%	64.71%	62.50%	54.72%	76.47%						**63.97%**
CANCELLATION	0.55%	0.92%	0.94%	0.92%	0.78%	0.76%	0.76%						**0.80%**
DAMAGE	0.76%	0.50%	0.54%	0.64%	0.58%	0.81%	0.88%						**0.71%**
Damage w/ Previous Locate Request	86.36%	90.91%	72.73%	73.75%	70.23%	64.58%	77.64%						**72.51%**
Damage w/out Previous Locate Request	13.64%	9.09%	27.27%	26.25%	29.77%	35.42%	22.36%						**27.49%**
EMERGENCY	13.79%	12.96%	5.36%	3.20%	1.98%	2.42%	2.50%						**3.34%**
INFORMATIONAL	0.07%	0.00%	0.75%	0.10%	0.05%	0.01%	0.04%						**0.10%**
MODIFY	1.03%	1.69%	1.10%	1.14%	1.48%	1.37%	1.27%						**1.32%**
ROUTINE	70.77%	67.89%	83.98%	84.67%	87.84%	85.23%	85.39%						**84.83%**
High Profile Notifications	19.24%	16.94%	16.89%	16.24%	15.69%	16.06%	16.95%						**16.36%**
PLANNING	3.71%	2.66%	1.09%	0.92%	0.54%	0.60%	0.29%						**0.77%**
RESPOT	3.13%	4.90%	2.09%	3.20%	2.15%	2.91%	2.48%						**2.65%**
UPDATE	4.88%	6.28%	2.99%	4.49%	3.73%	5.02%	5.47%						**4.56%**
VERIFICATION	0.45%	0.32%	0.44%	0.44%	0.69%	0.57%	0.72%						**0.60%**

	Speed of Service					In Seconds - Full Day				Must Not Exceed 45 Seconds		
Item 4e	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
2006	17	14	15	30	23	19	24	26	28	19	17	7
2007	8	8	25	34	36	20	20	12	20	17	17	5
2008	5	8	15	68	116	32	29	21	23	14	10	5
2009	6	7	16	24	35	16	18	26	49	22	31	9
2010	5	2	106	241	78	39	23	0	145	38	34	18
2011	17	32	31	38	59	49	39	44	34	26	25	18
2012	27	31	45	56	43	41	42	45	45	43	44	24
2013	44	41	38	45	75	34	29	37	35	37	35	29
2014	39	38	40	43	40	38	42	43	44	41	33	36
2015	38	34	42	43	47	43	44	44	42	37	23	20
2016	22	26	44	31	32	45	40	35	41	44	29	21
2017	25	28	38	36	41	39	31	31	33	40	37	28
2018	**33**	**33**	**41**	**66**	**40**	**32**	**19**					
	Speed of Service					In seconds - Peak Hours 7:00AM-12:00PM						
2006	9	9	10	27	20	16	21	38	32	22	18	1
2007	6	6	26	44	38	23	22	15	14	19	22	4
2008	5	7	17	87	147	36	27	27	37	7	8	5
2009	5	5	12	23	42	15	18	31	47	25	48	9
2010	8	20	163	378	105	47	33	0	152	36	35	20
2011	19	28	32	32	59	44	47	44	34	33	32	12
2012	19	31	25	67	26	29	30	39	33	24	25	9
2013	16	26	29	40	66	27	26	39	26	35	37	33
2014	33	38	34	34	45	35	45	38	40	39	37	40
2015	39	35	43	44	45	44	46	41	35	33	27	17
2016	26	27	53	45	63	64	56	50	53	54	36	26
2017	21	27	37	38	37	34	32	30	32	38	37	26
2018	**36**	**30**	**47**	**61**	**36**	**73**	**23**					
	Speed of Service in Seconds					Highest 8-Hour Period 7:30AM-3:30PM						
2006	11	9	12	30	21	16	22	31	33	27	18	1
2007	7	7	22	39	34	20	19	12	22	17	20	5
2008	6	7	16	77	131	31	22	22	31	8	8	5
2009	5	5	12	21	35	13	15	27	44	22	38	8
2010	7	14	147	340	86	43	28	0	156	38	38	18
2011	19	25	32	34	53	44	45	42	34	29	29	14
2012	19	31	24	67	27	27	28	37	30	27	27	17
2013	20	24	30	36	66	29	25	38	31	35	37	32
2014	32	38	36	36	41	37	47	40	43	40	31	36
2015	39	34	43	43	46	43	43	42	38	38	25	18
2016	29	28	51	38	38	55	47	43	49	54	33	23
2017	25	48	44	44	38	40	33	32	40	42	39	26
2018	**39**	**28**	**39**	**61**	**37**	**44**	**21**					