

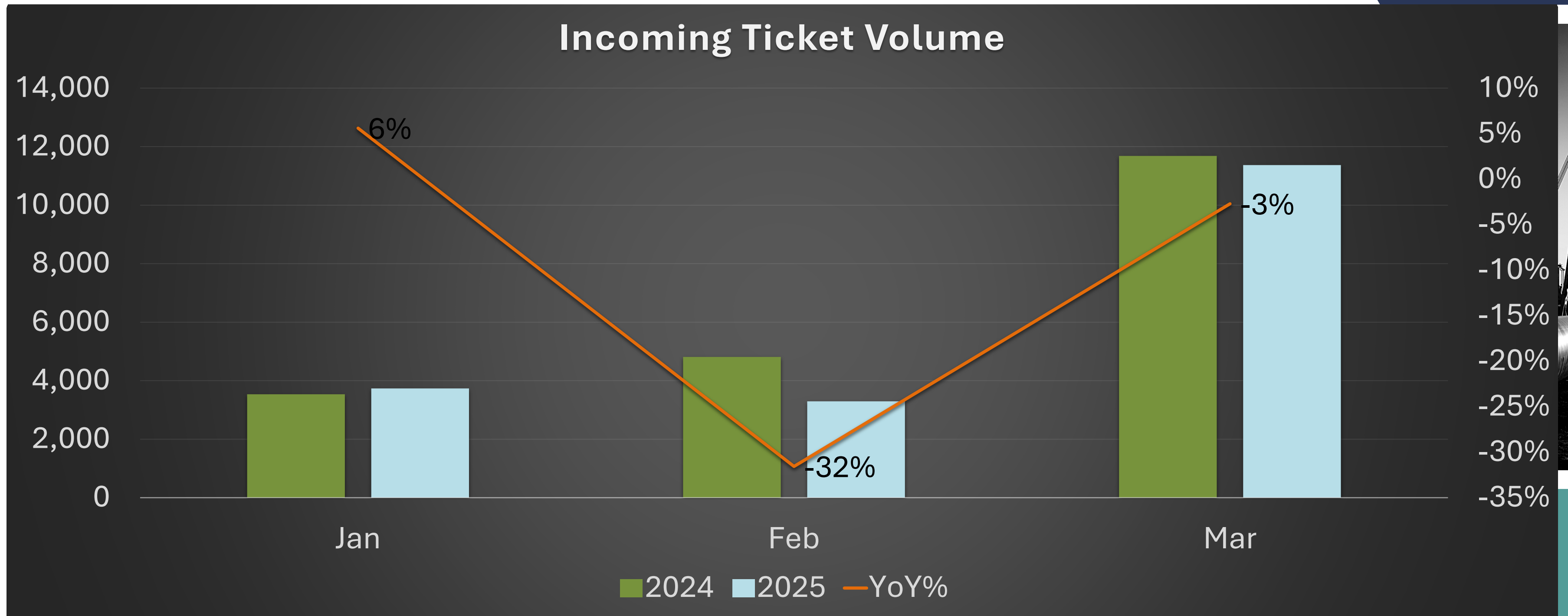


Performance Reports

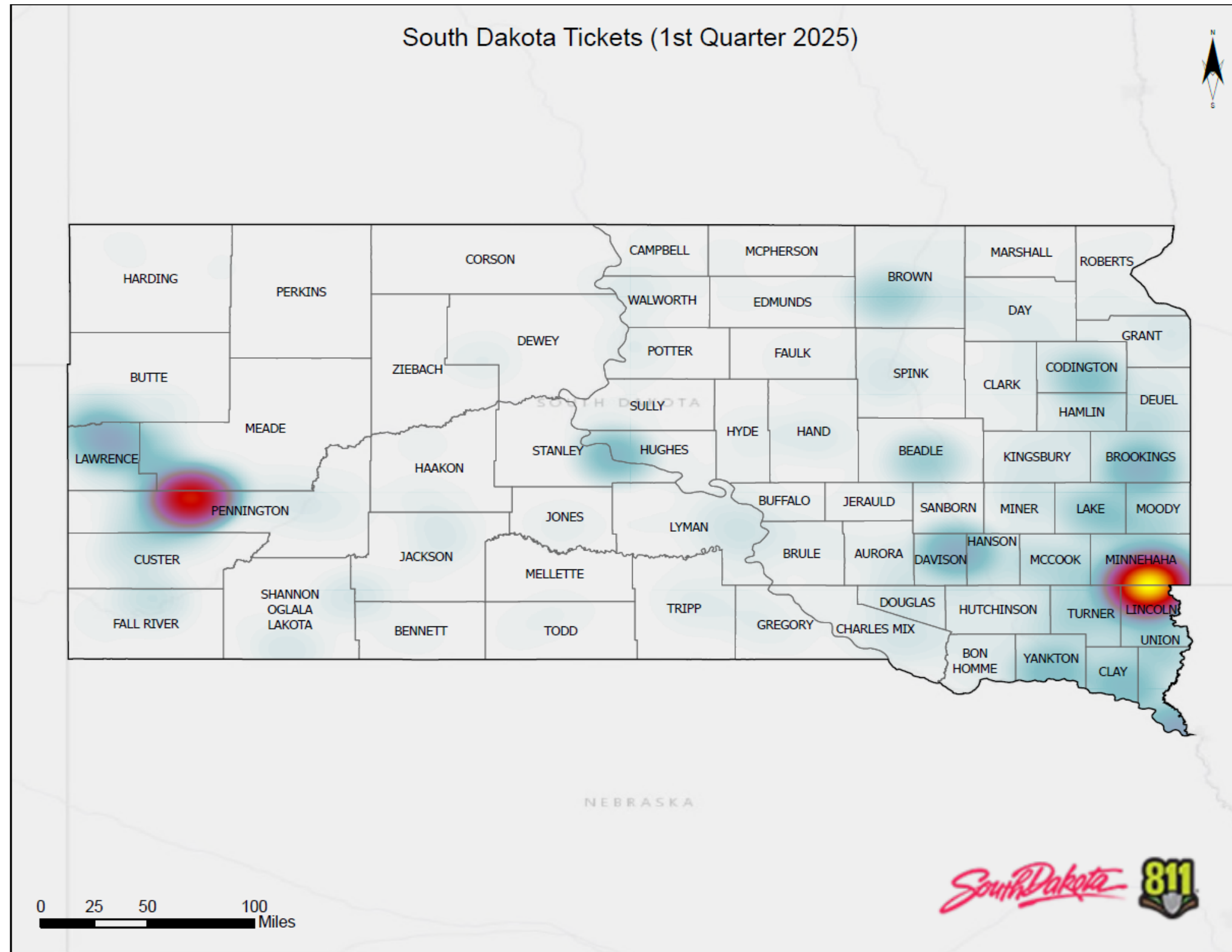
SD One Call Board
Meeting – Q1 2025



4a. Incoming Ticket Volume



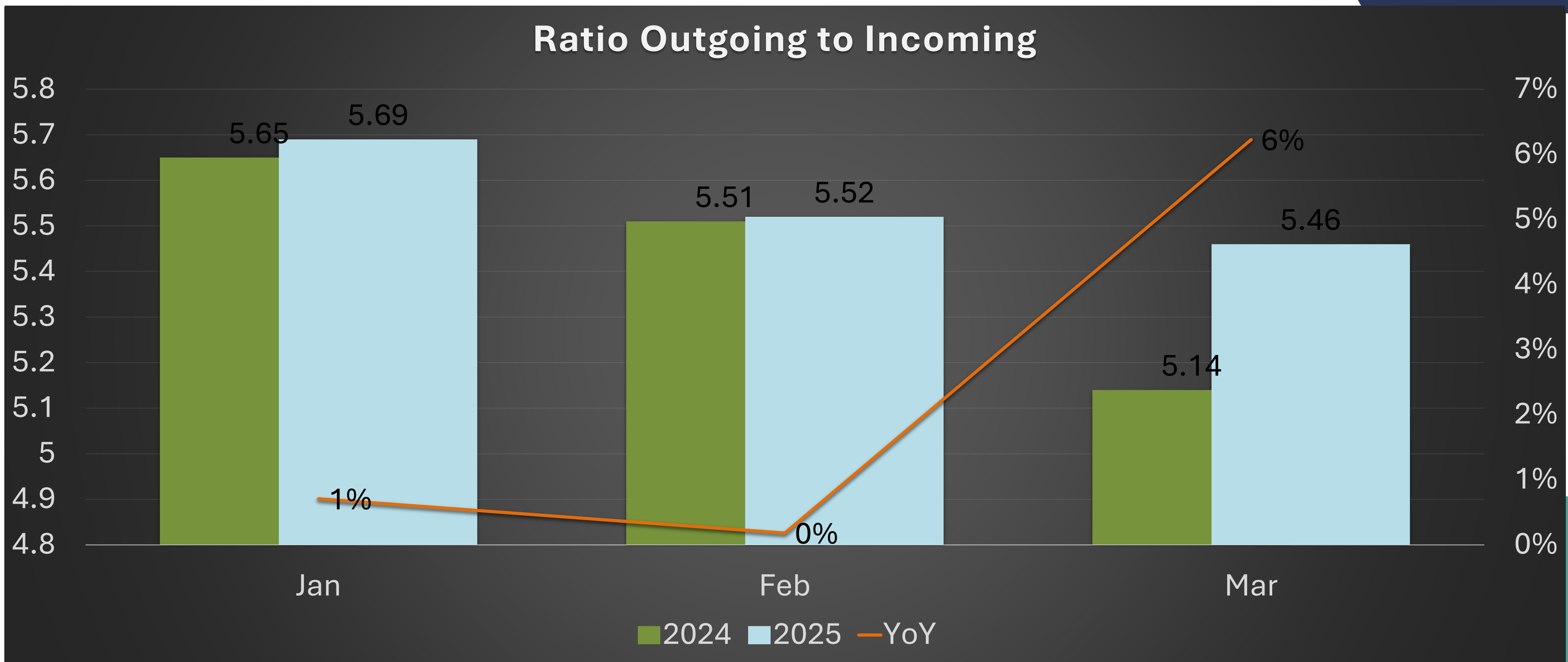
4a. Incoming Ticket Volume



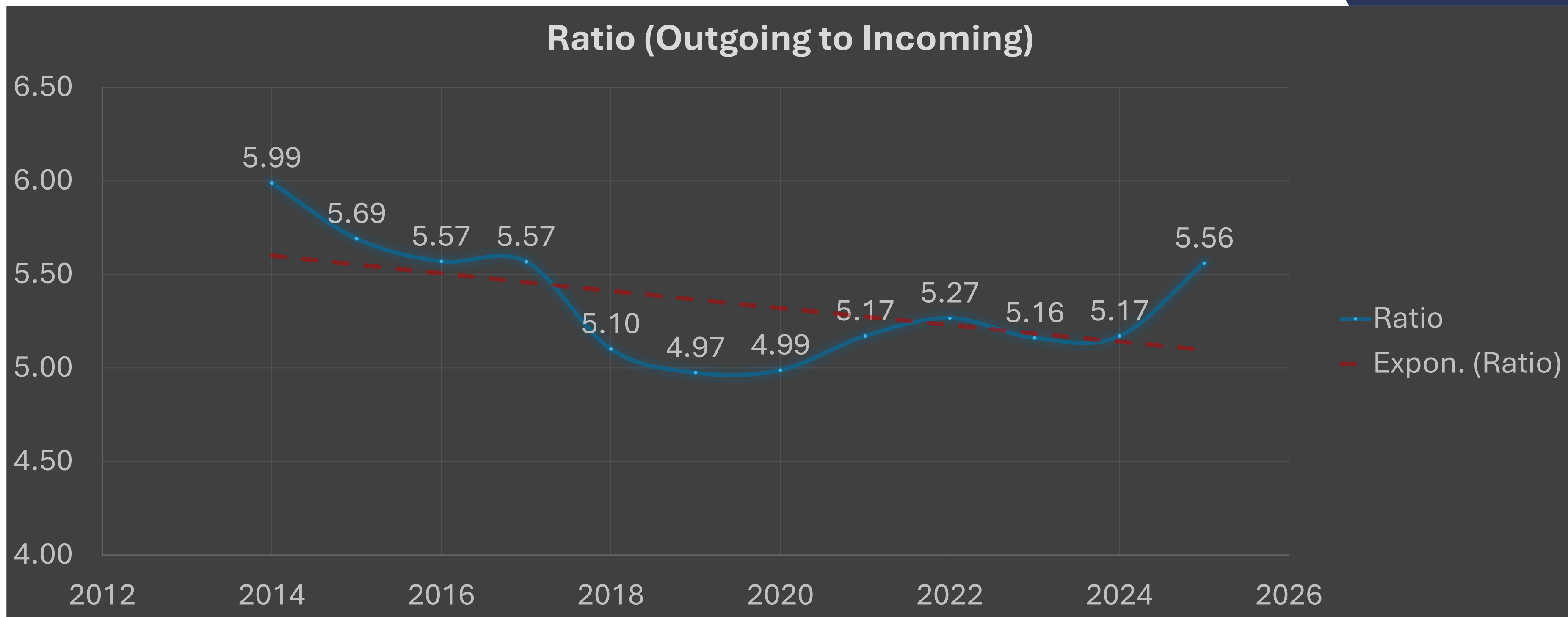
Top Counties in Q1

- 1. Minnehaha: 3,584
- 2. Pennington: 2,739
- 3. Lincoln: 1,462
- 4. Union: 780

4b. Ratio (Outgoing to Incoming)

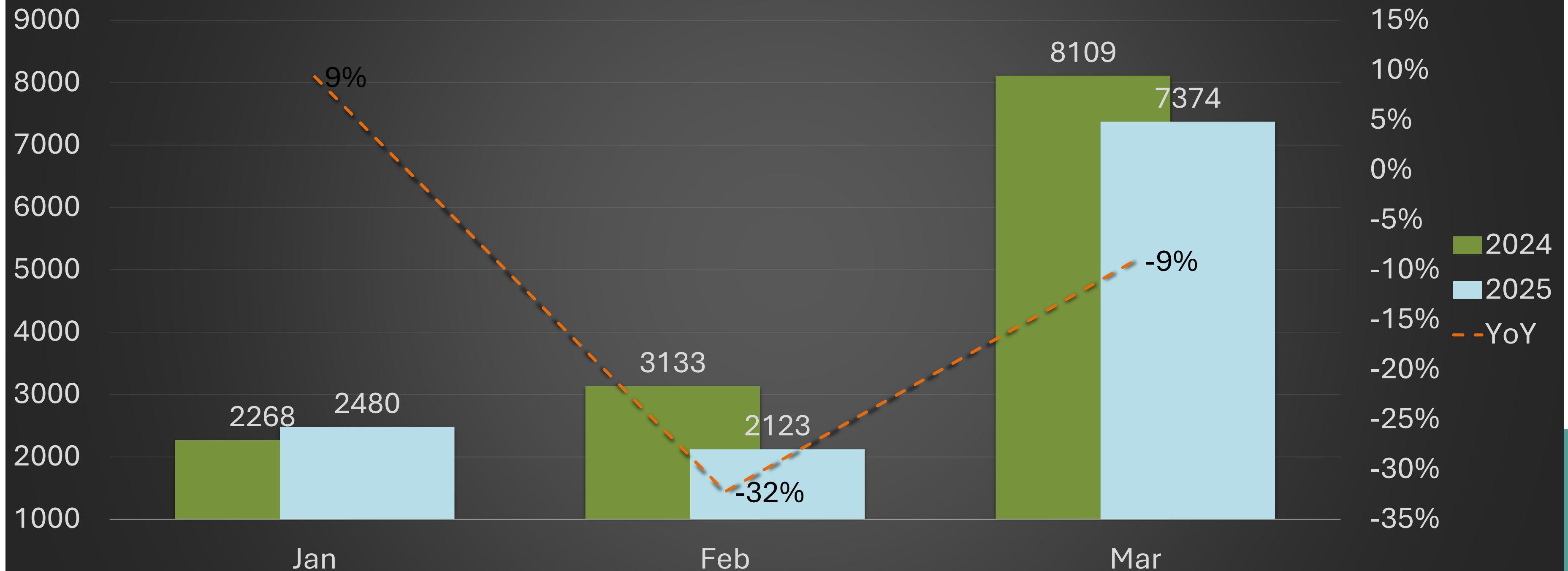


4b. Ratio (Outgoing to Incoming)

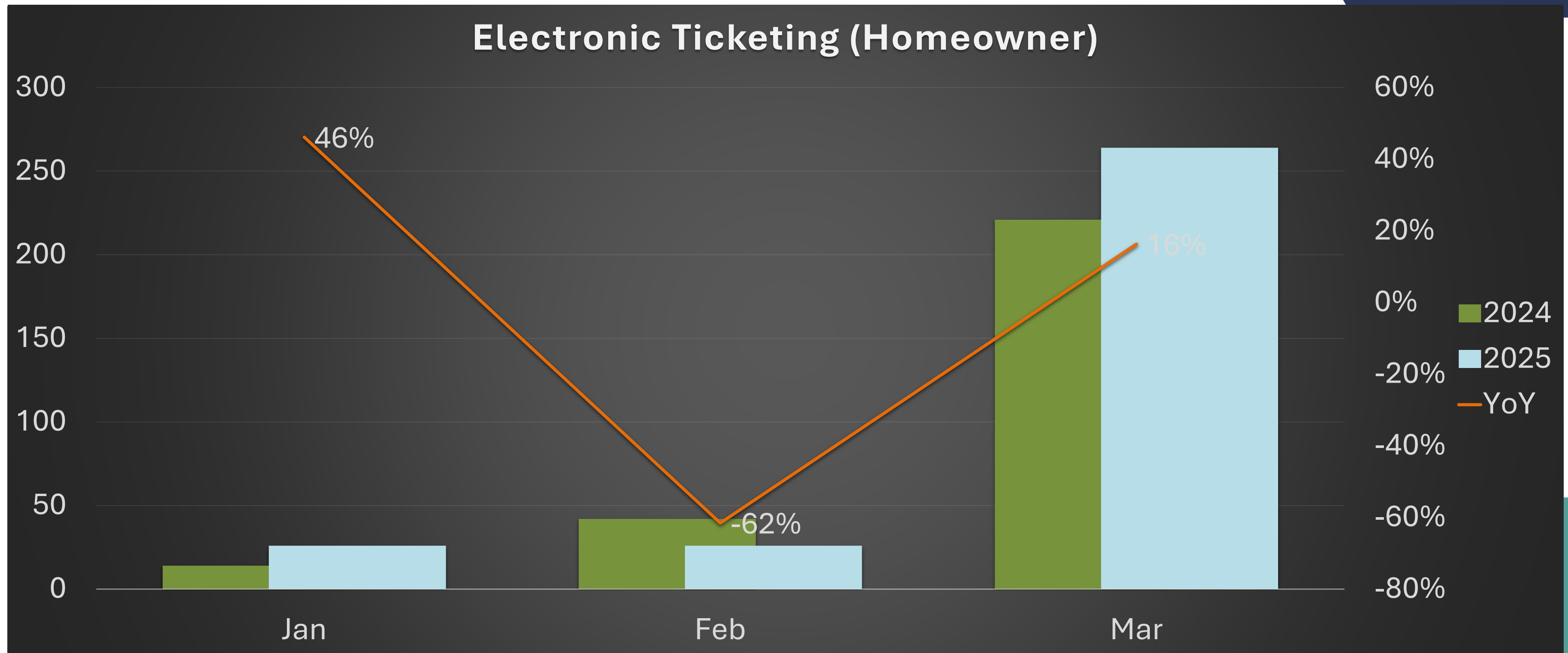


4c. Electronic Ticketing

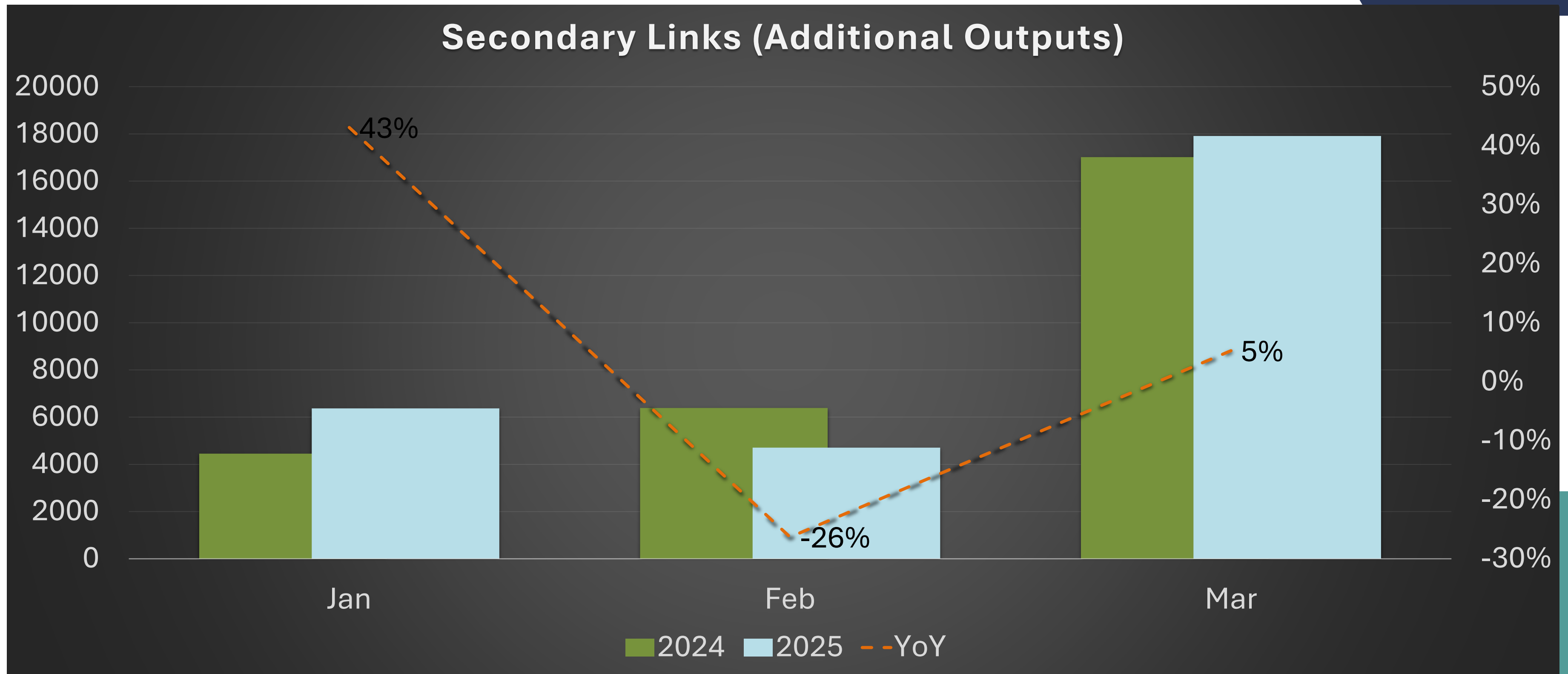
Q1 Electronic Ticketing (Combined) YoY Volume (2024-2025)



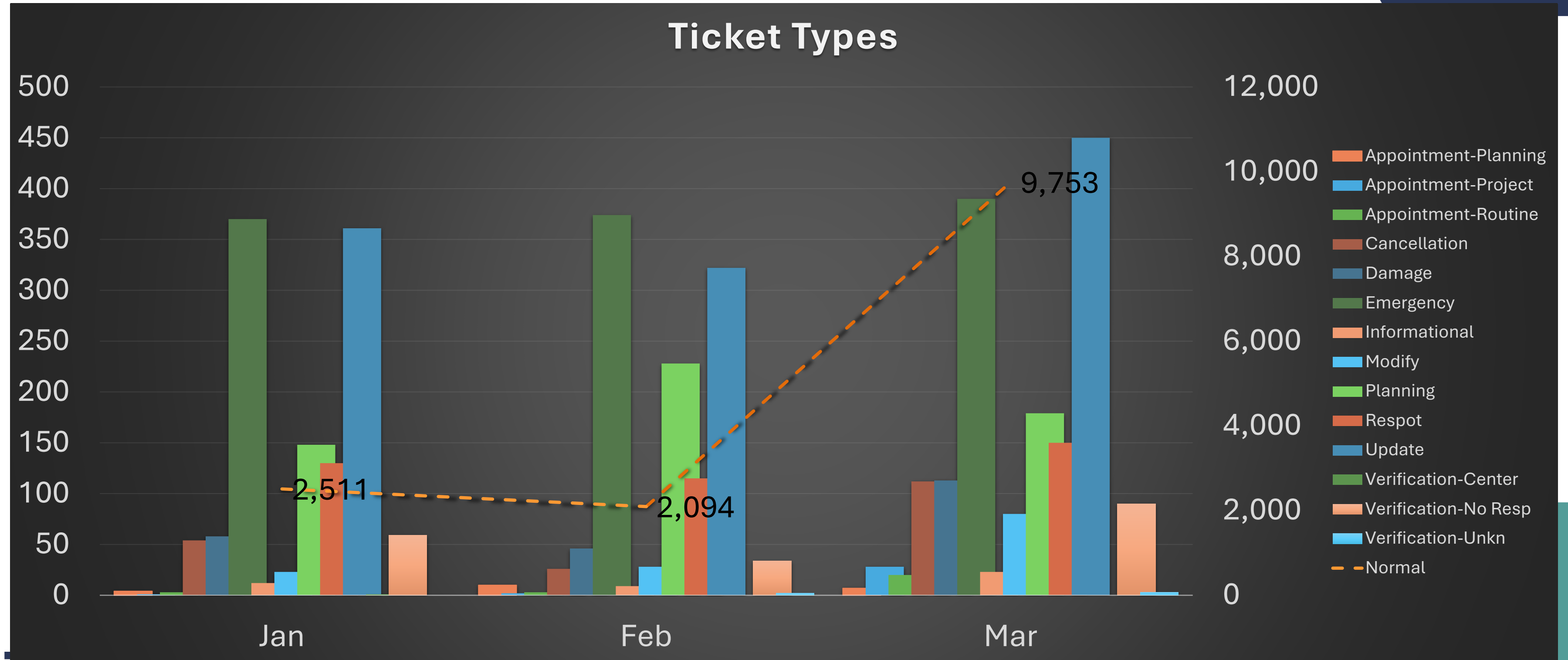
4c. Electronic Ticketing (Homeowner)



4d. Secondary Links (Additional Outputs)

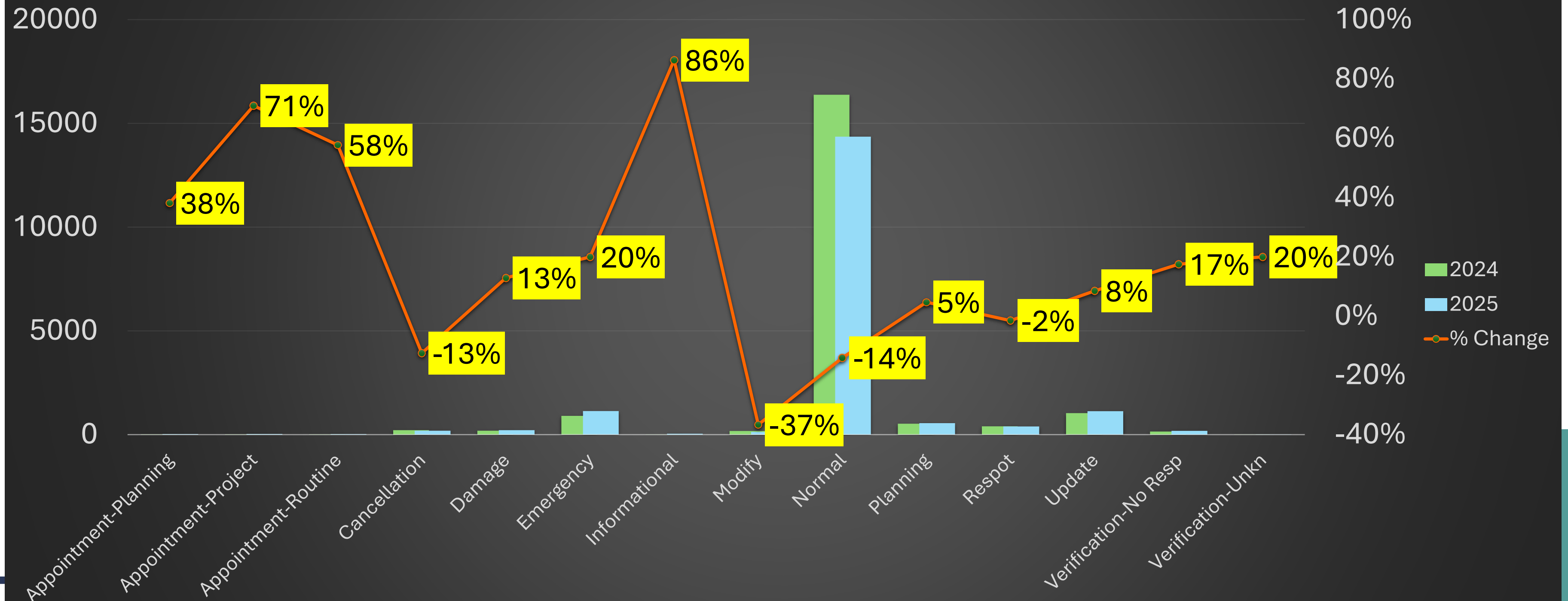


4e. Ticket Types



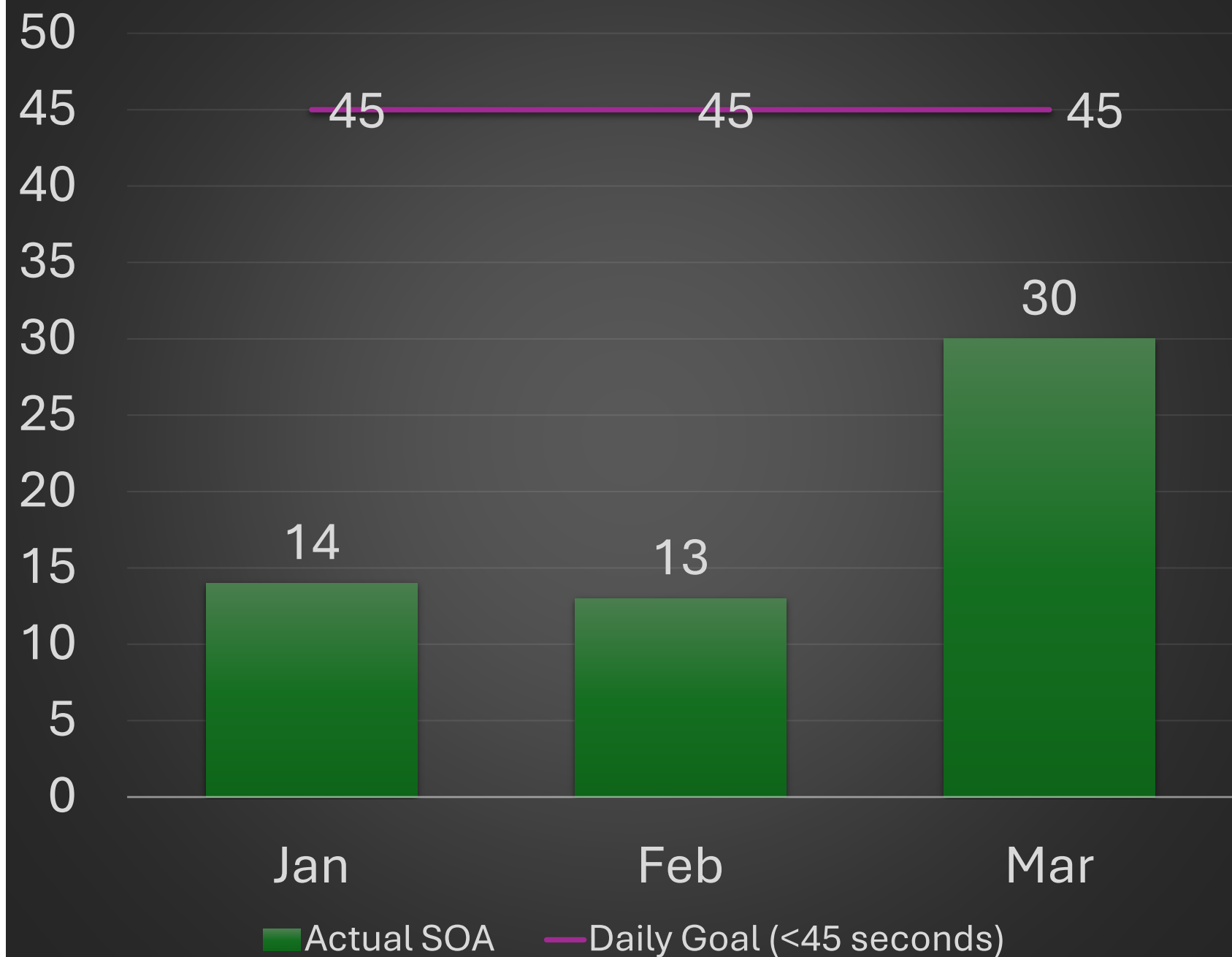
4e. Ticket Types

Year-over-Year Tickets By Type Growth

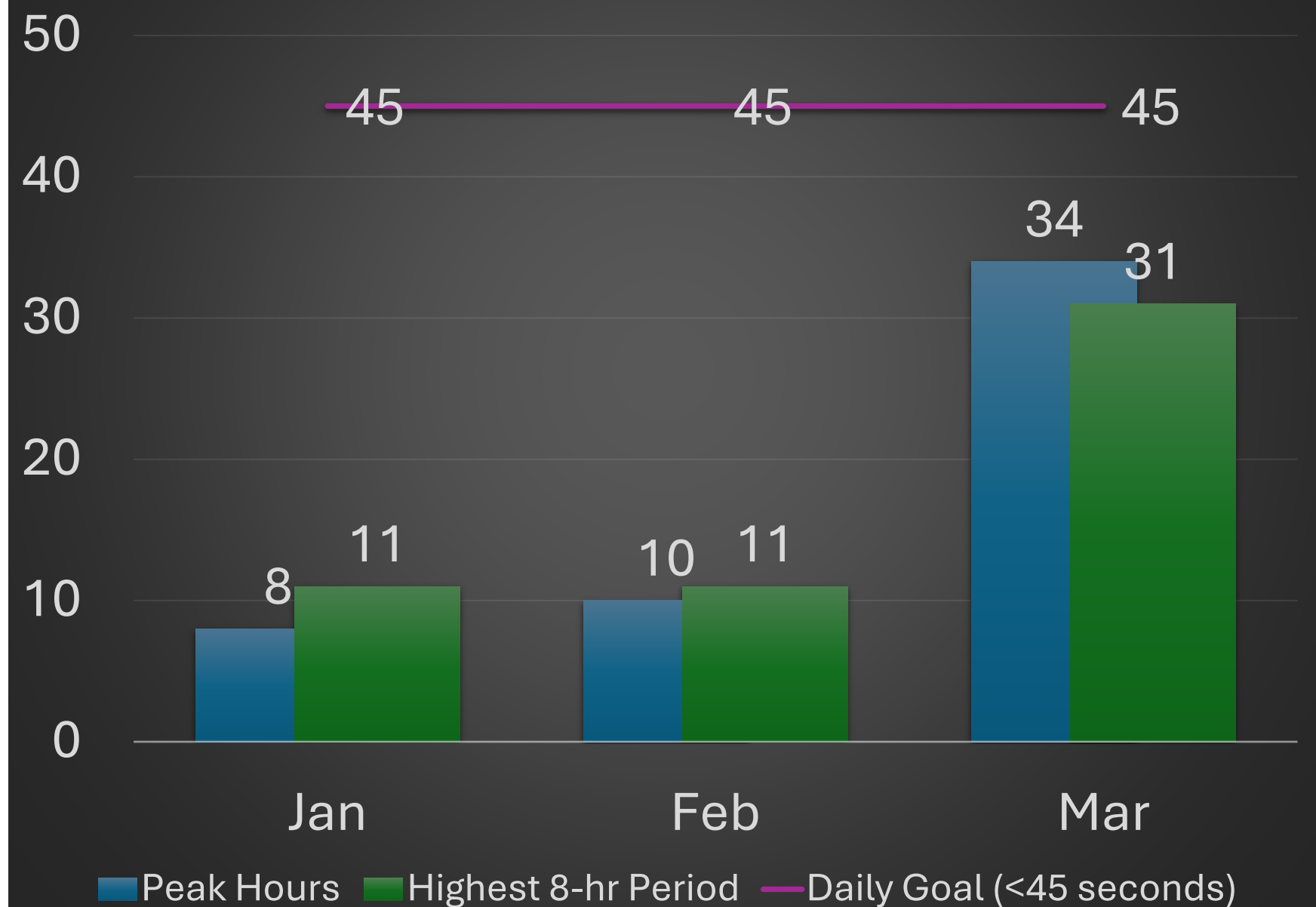


4f. Speed of Answer

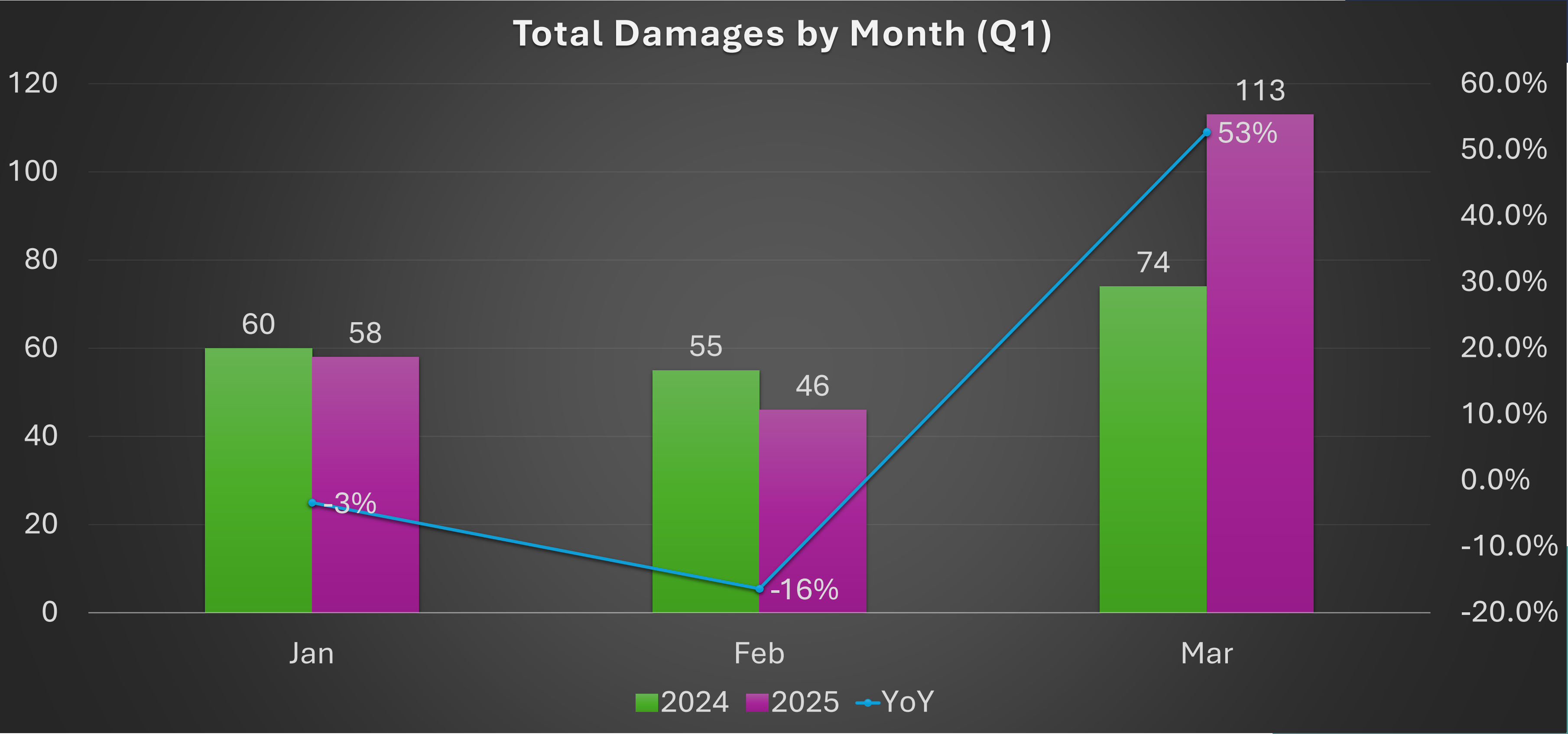
Q1 Speed of Answer



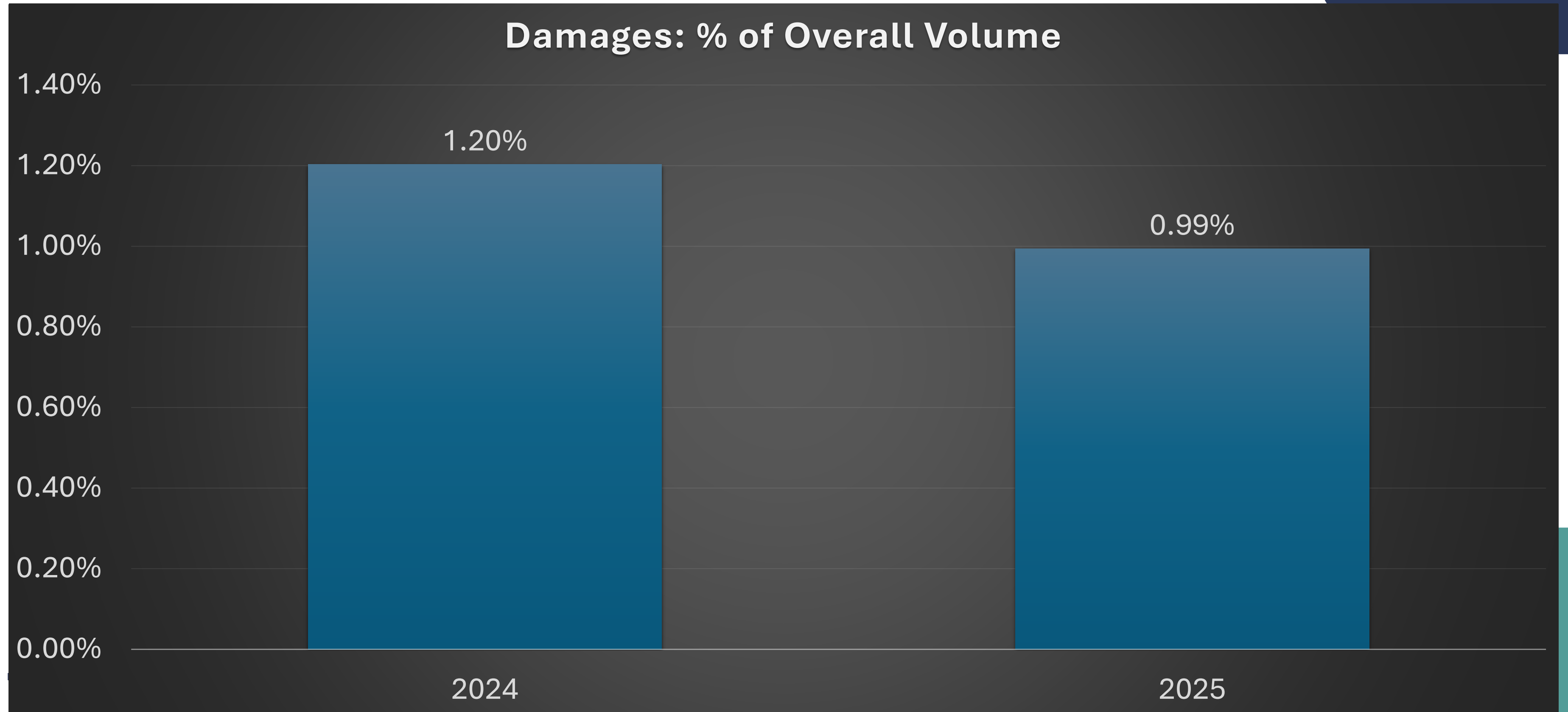
Q1 Speed of Answer (Peak Hours & Highest 8-hour Period)



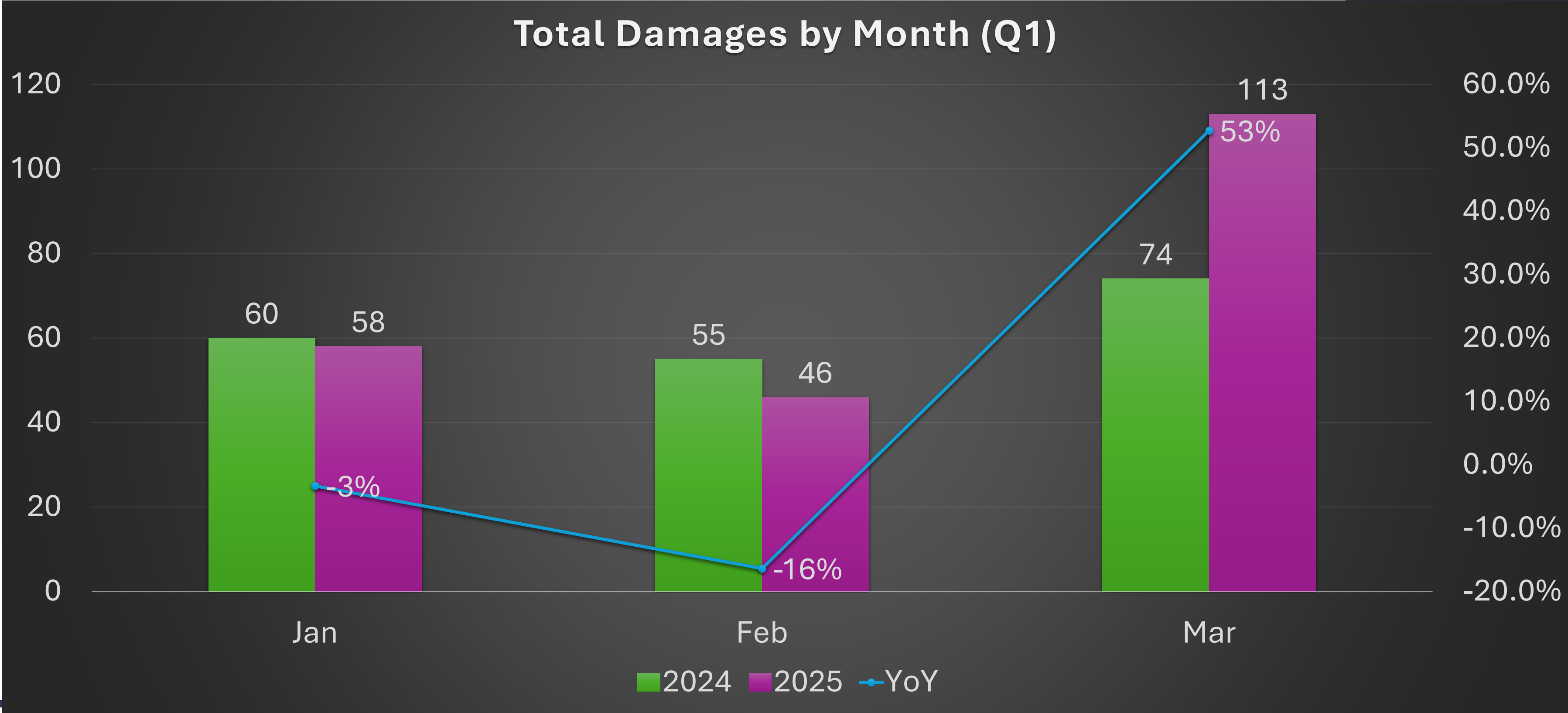
4g. Total Damages (Q1)



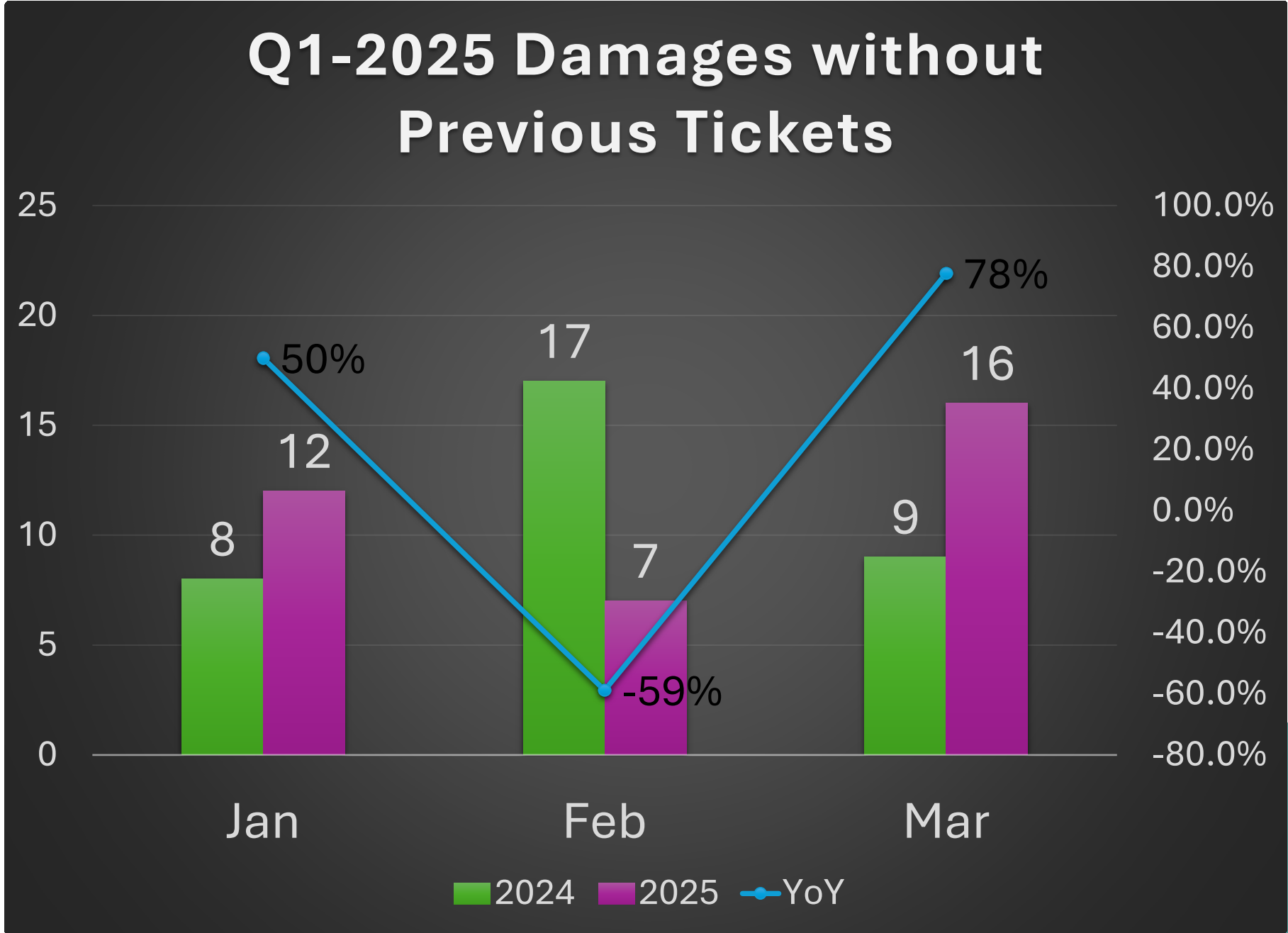
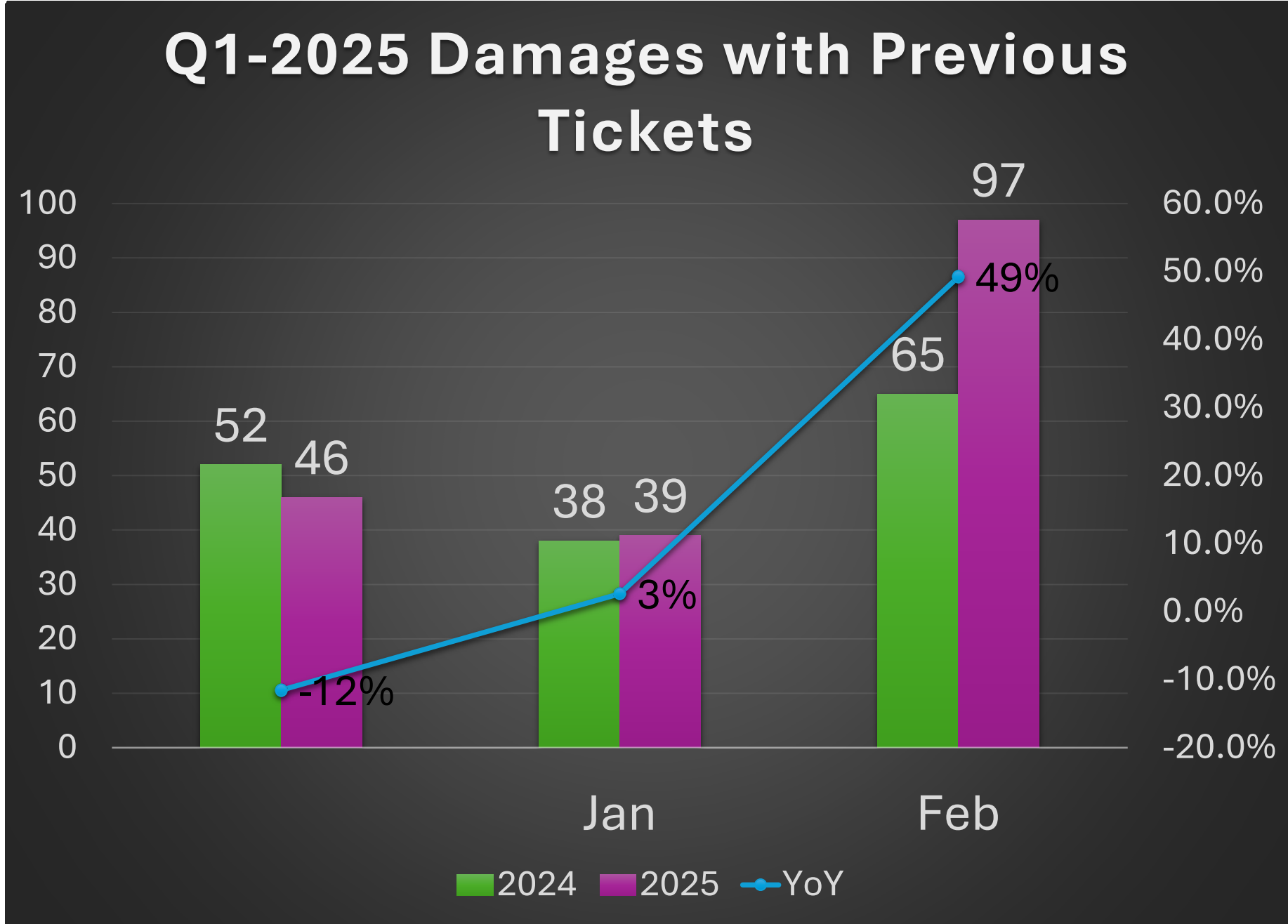
4g. Total Damages



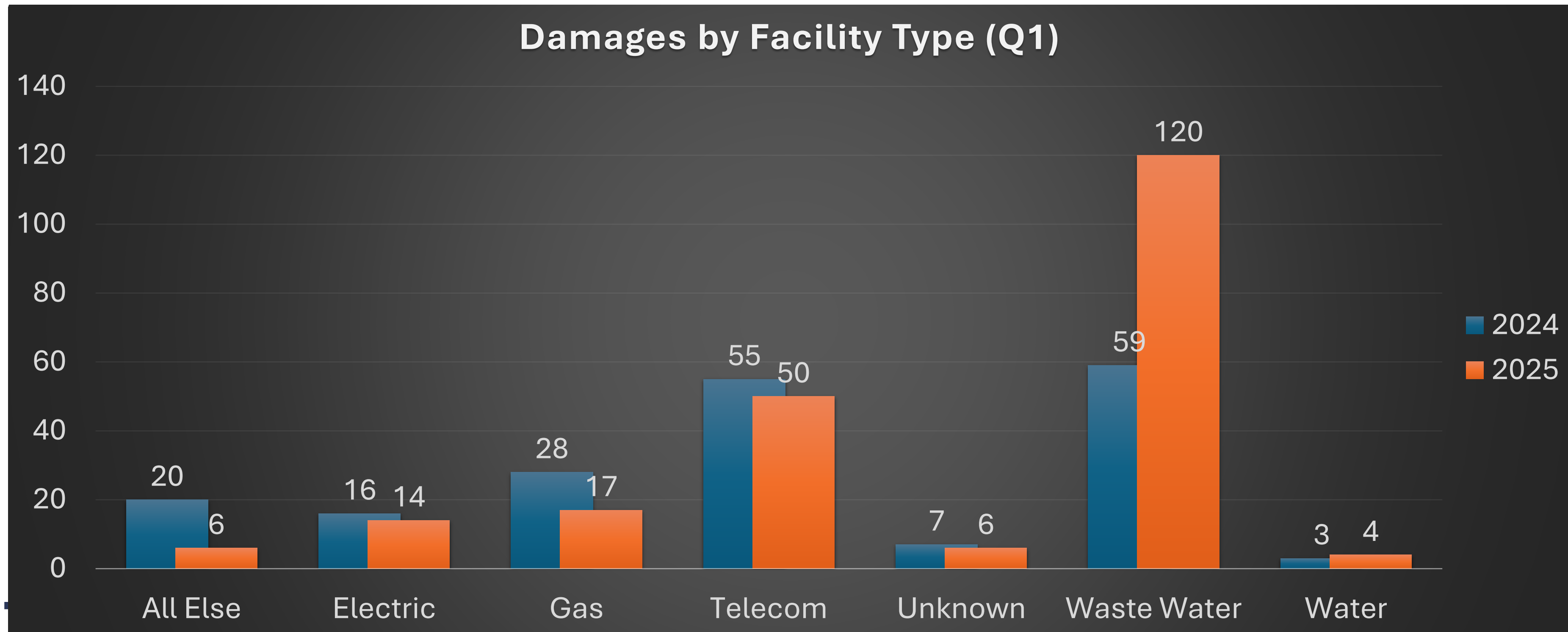
4g. Total Damages By Month



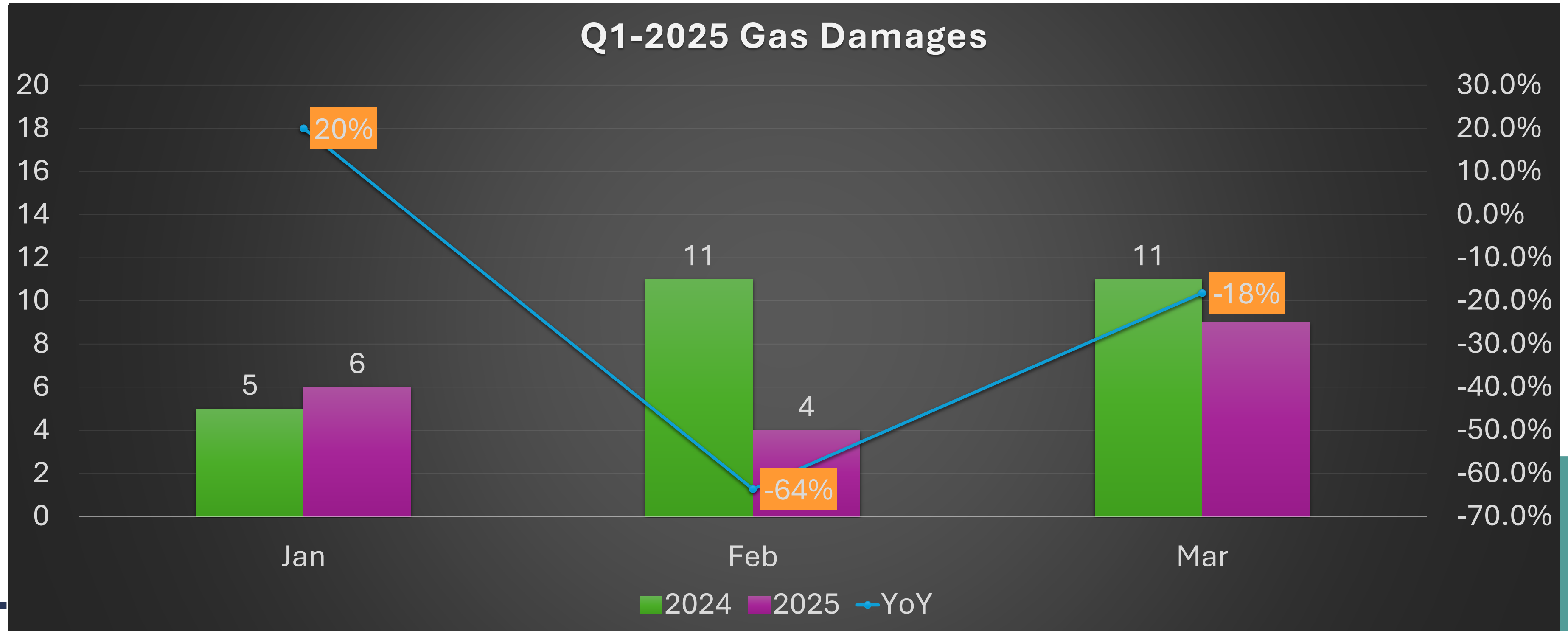
4g. Damages with/without Previous Tickets



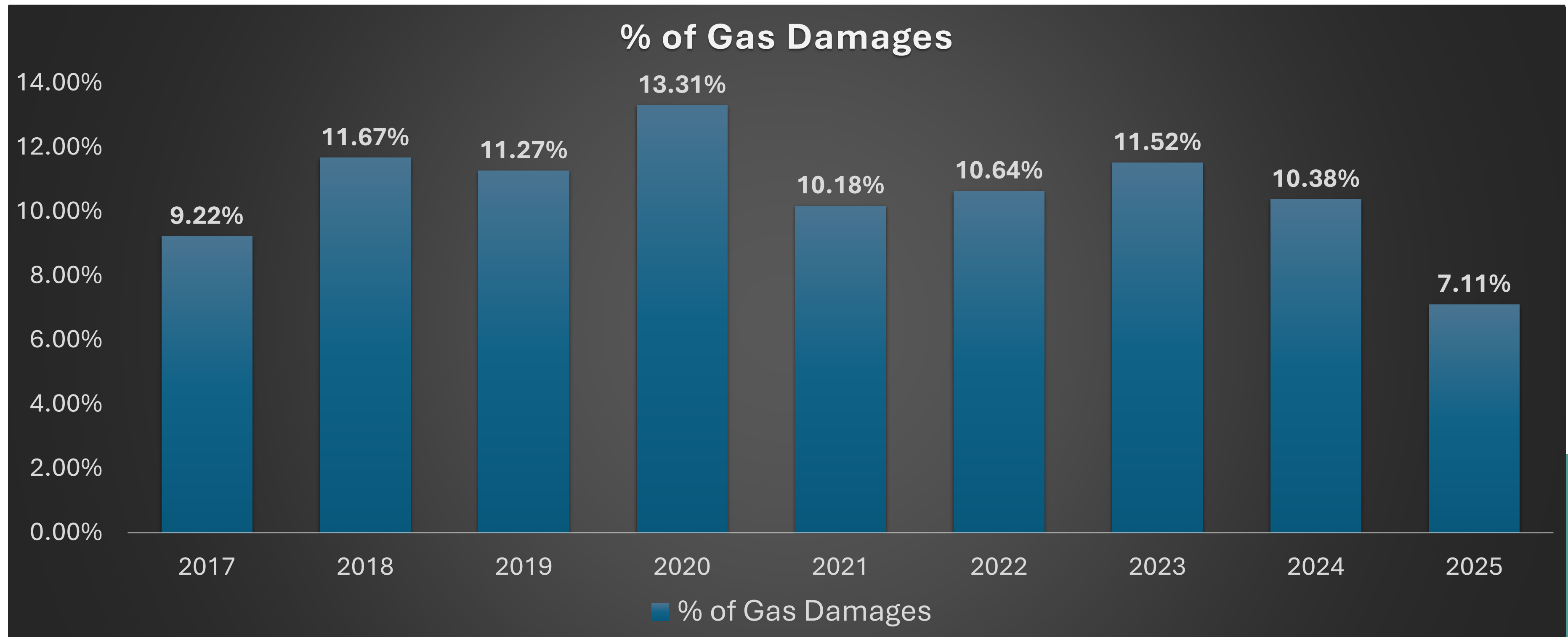
4i. Damages (All Facility Types)



4i. Gas Damages (Q1)



4i. Gas Damages % of Total Damages



4j. Positive Response

Positive Response

