

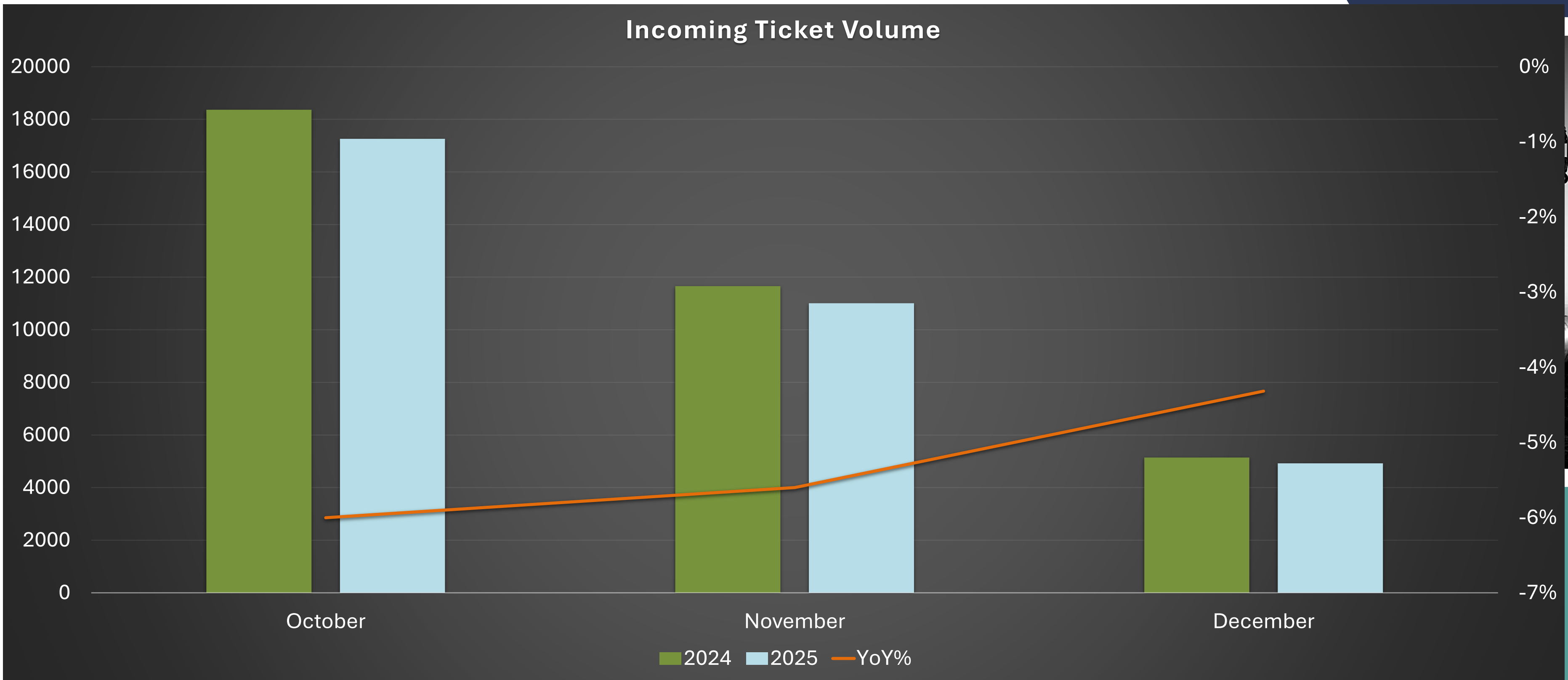


Performance Reports

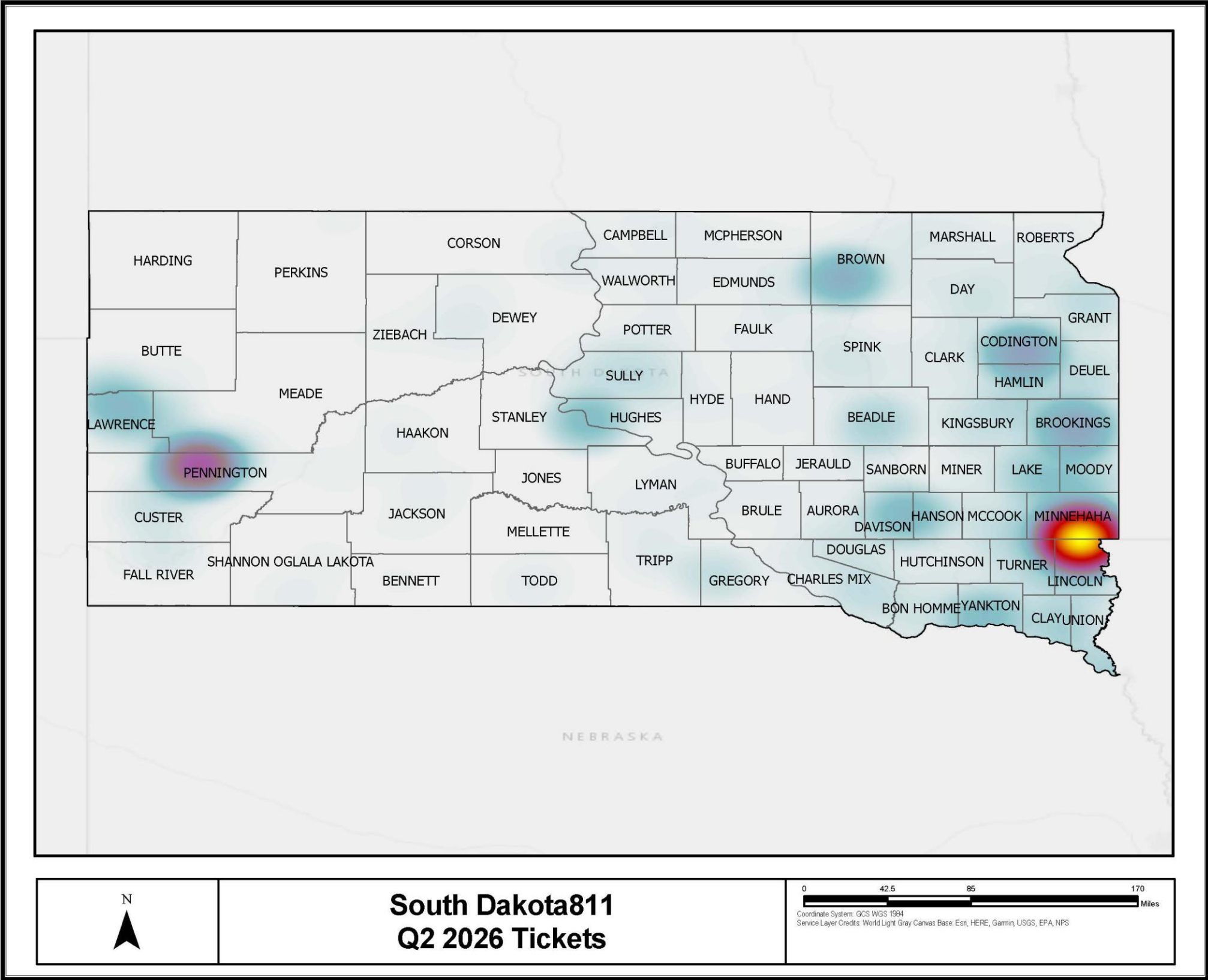
SD One Call Board
Meeting – Q2 2026



1. Incoming Ticket Volume



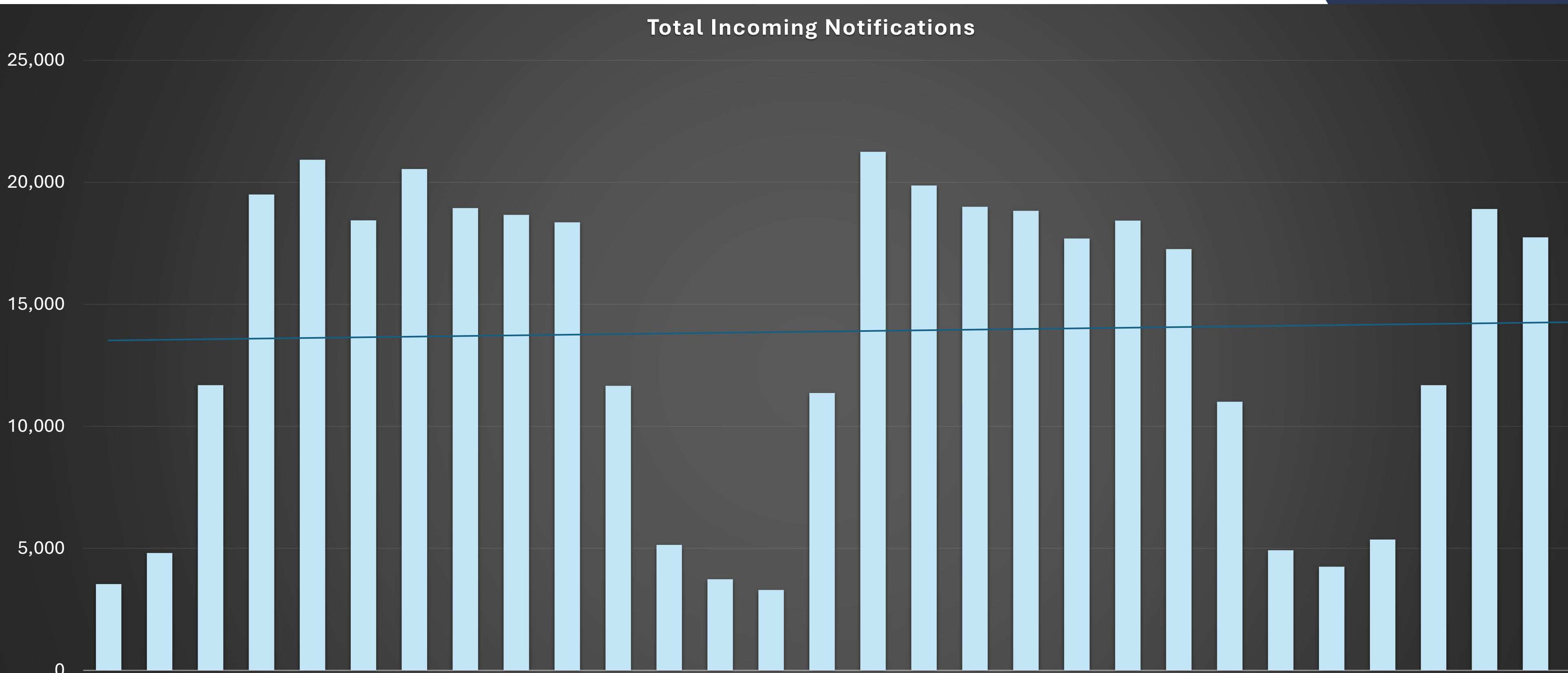
1a. Incoming Ticket Volume



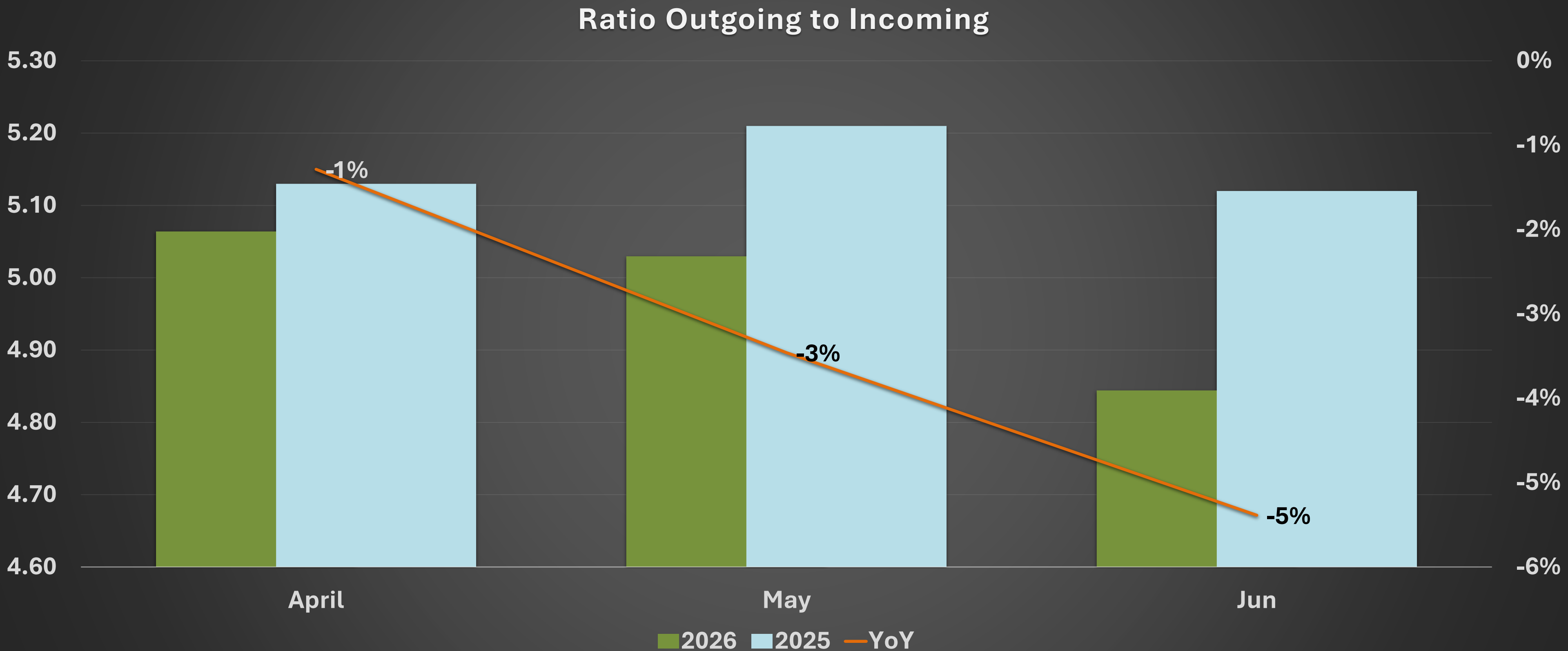
Top Counties in Q2

1. Minnehaha:	12,007
2. Lincoln:	4,895
3. Pennington:	4,872
4. Brookings:	2,380
5. Codington:	2,220

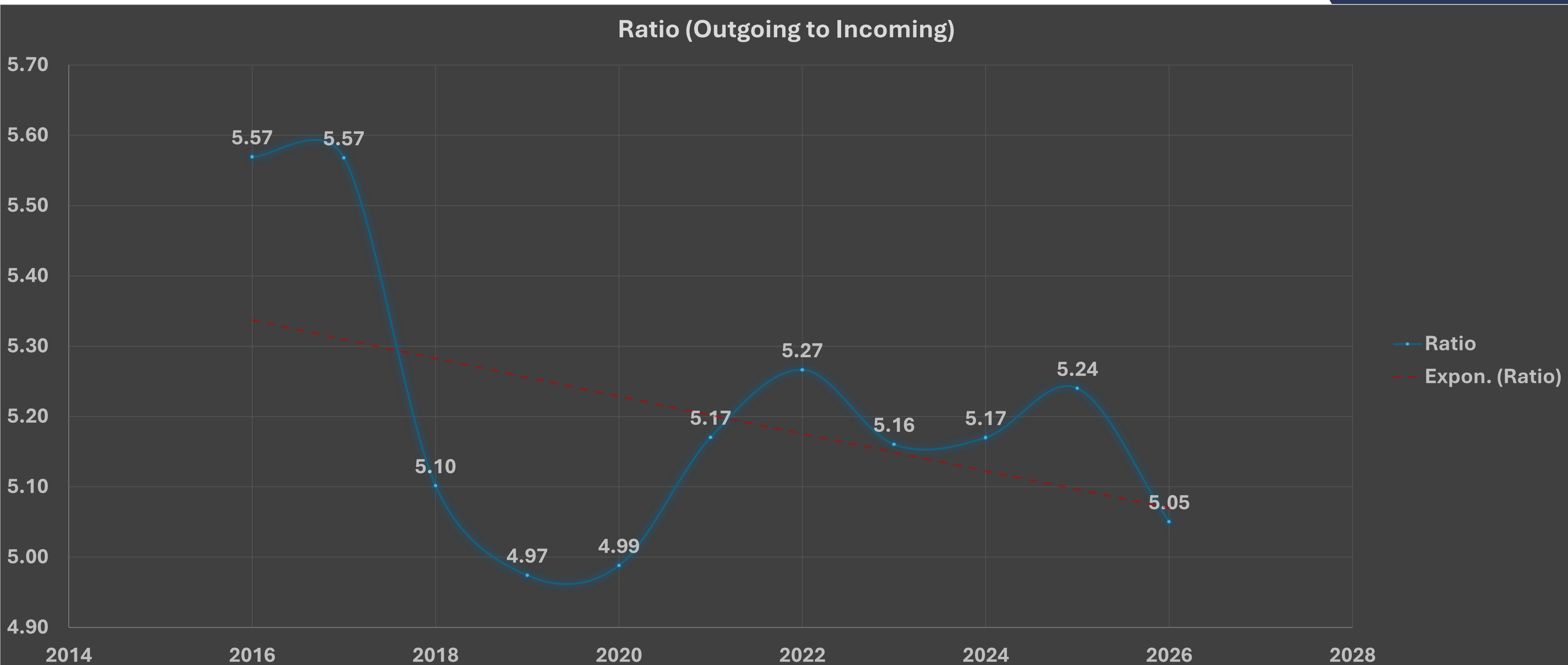
1b. Incoming Ticket Volume: Historical



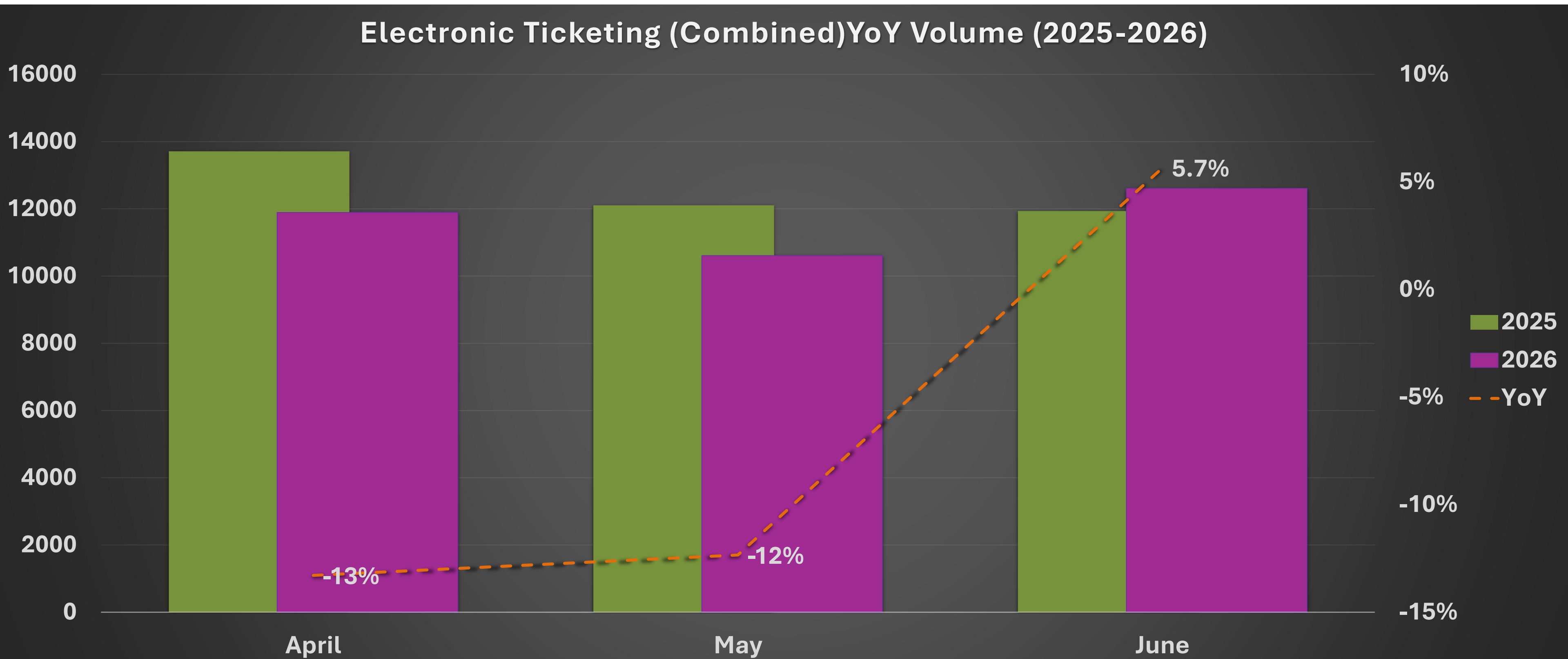
2. Ratio (Outgoing to Incoming)



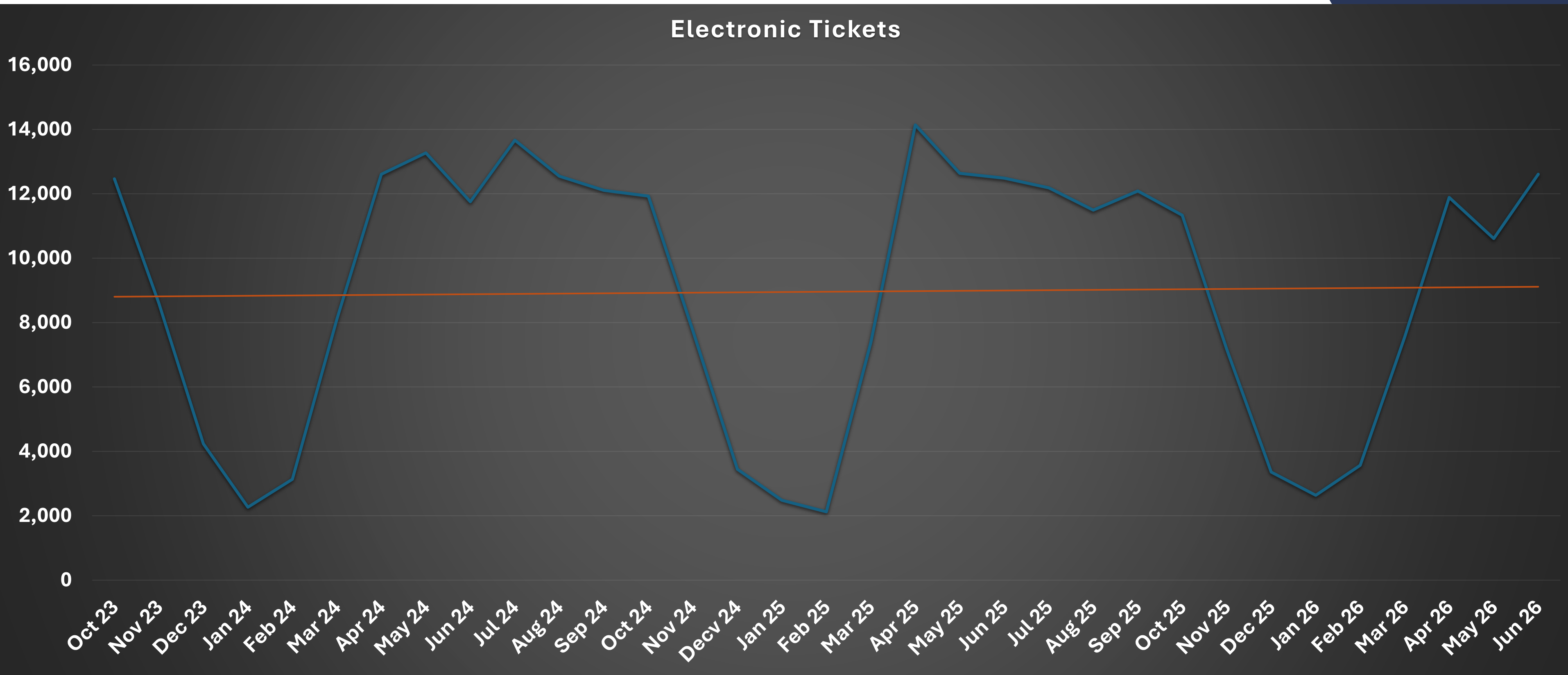
2a. Ratio (Outgoing to Incoming)



3. Electronic Ticketing

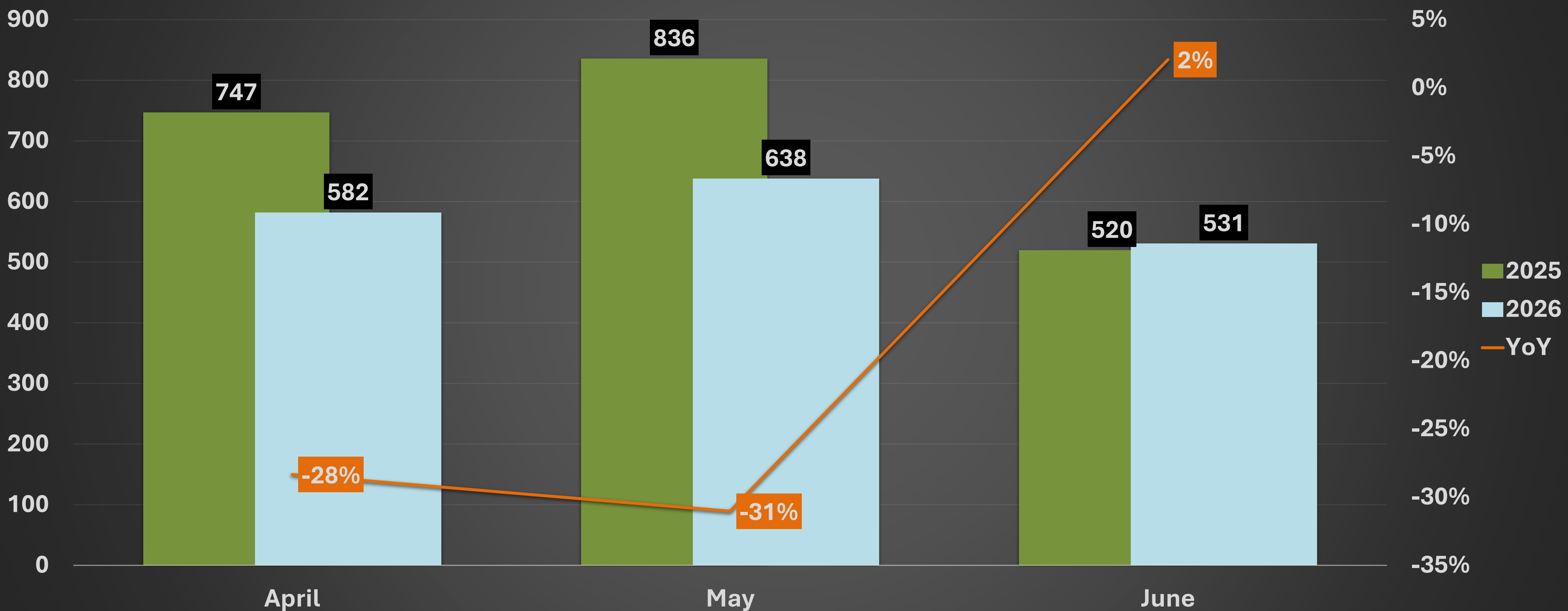


3a. Electronic Ticketing: Historical

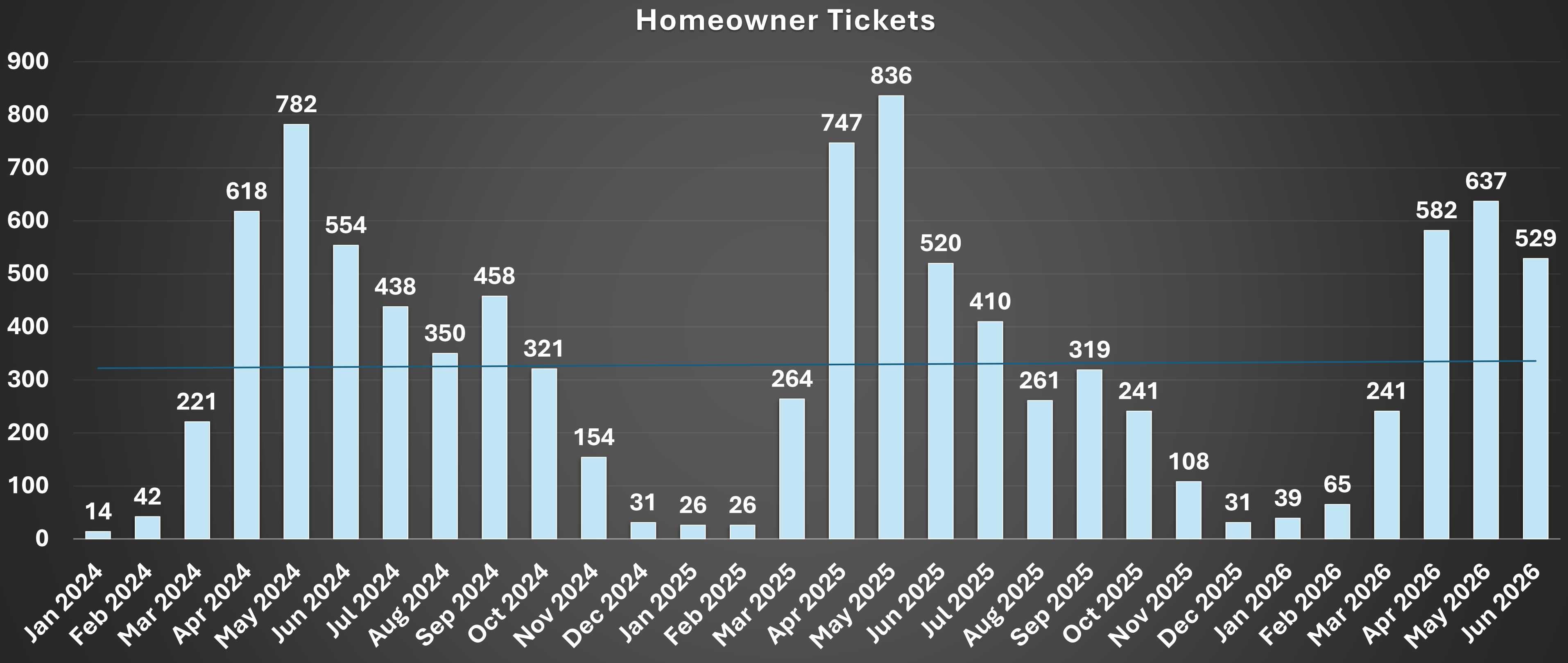


4. Homeowner Ticketing

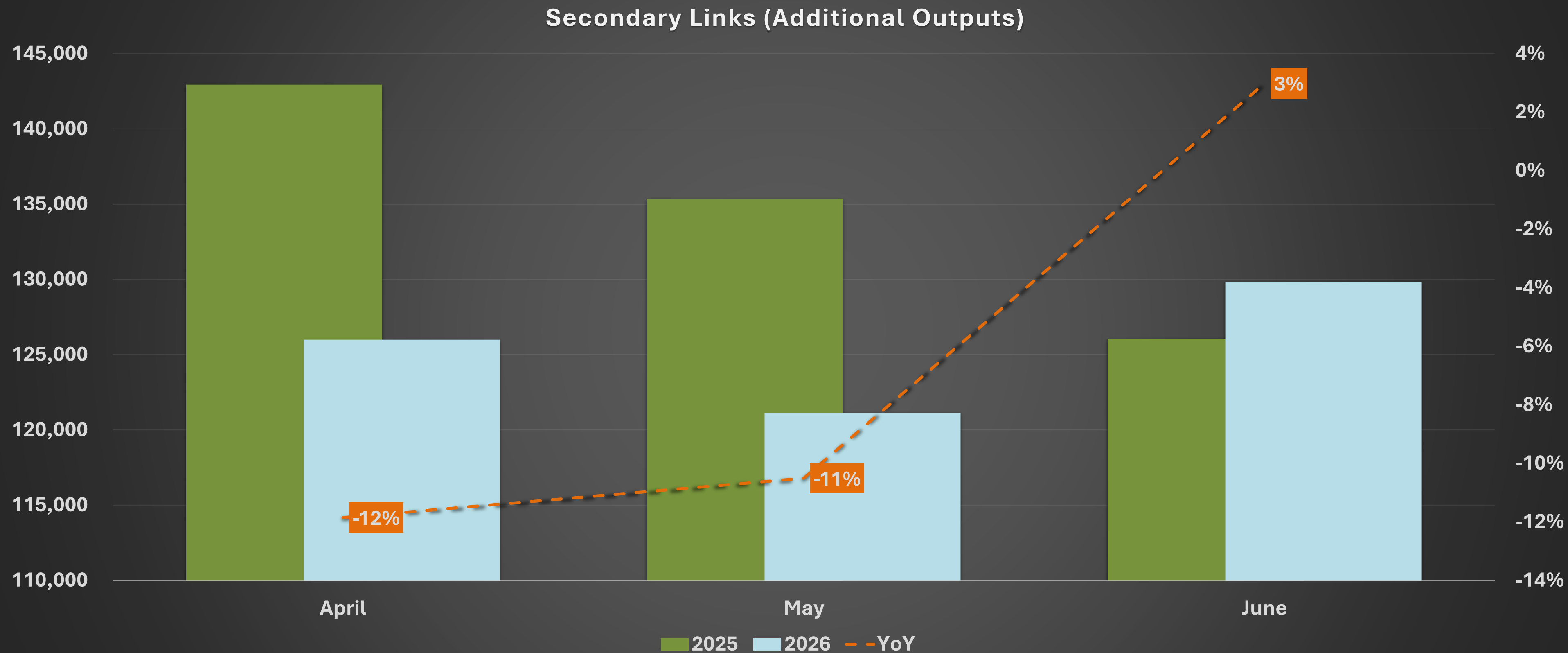
Electronic Ticketing (Homeowner)



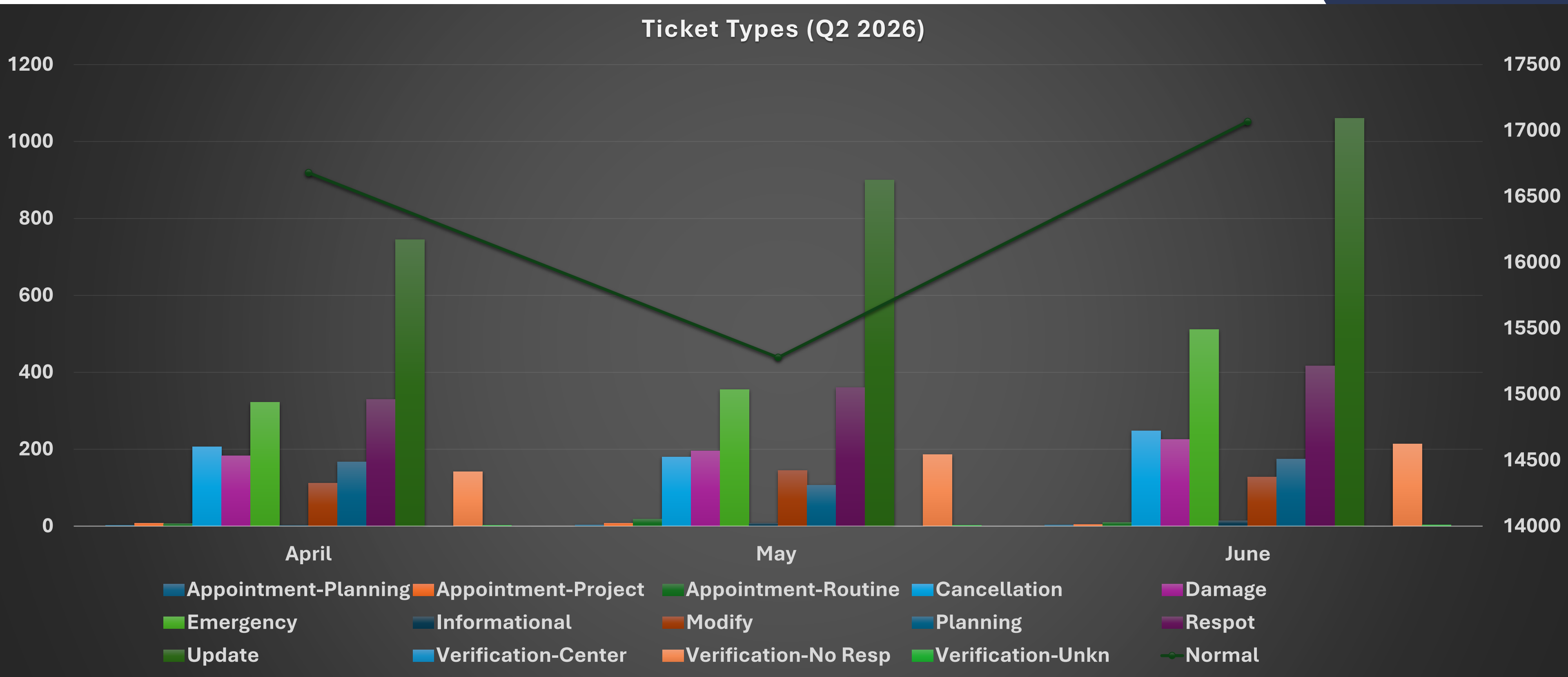
4a. Homeowner Ticketing: Historical



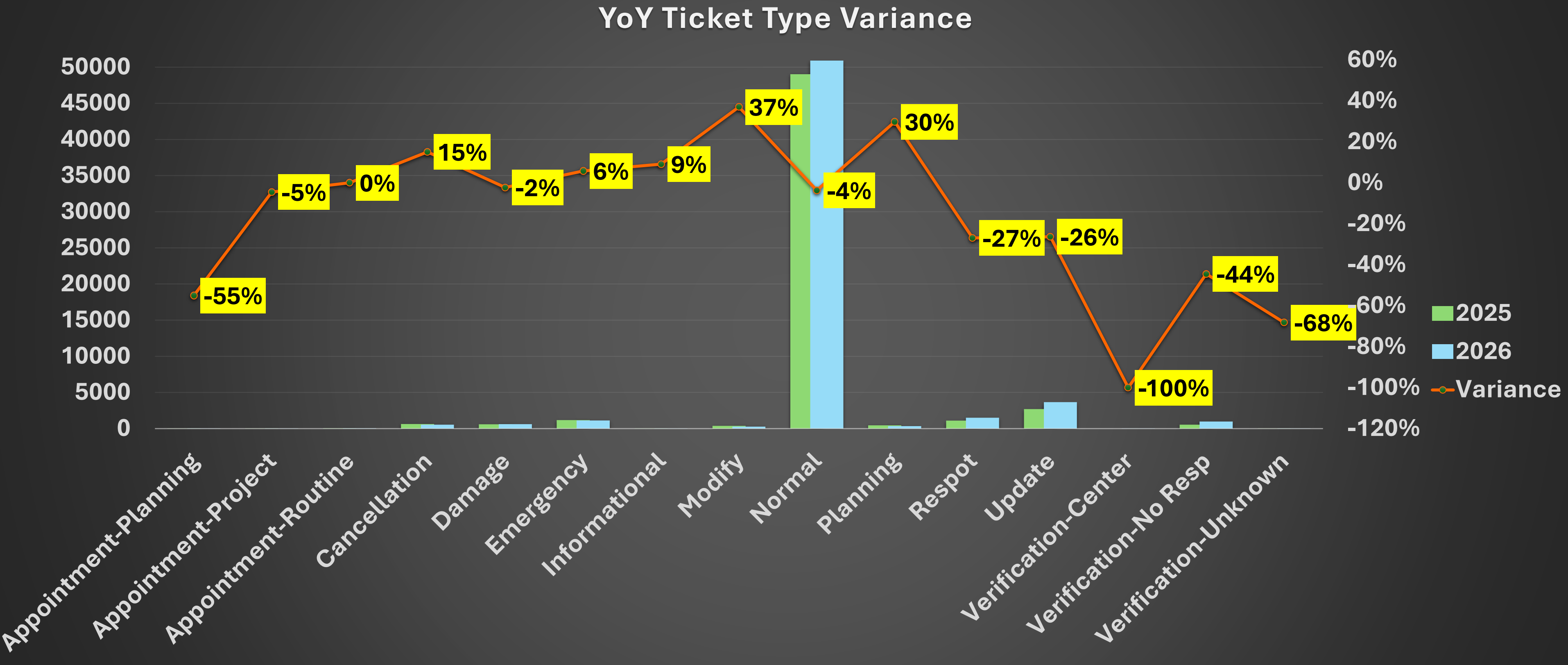
5. Secondary Links (Additional Outputs)



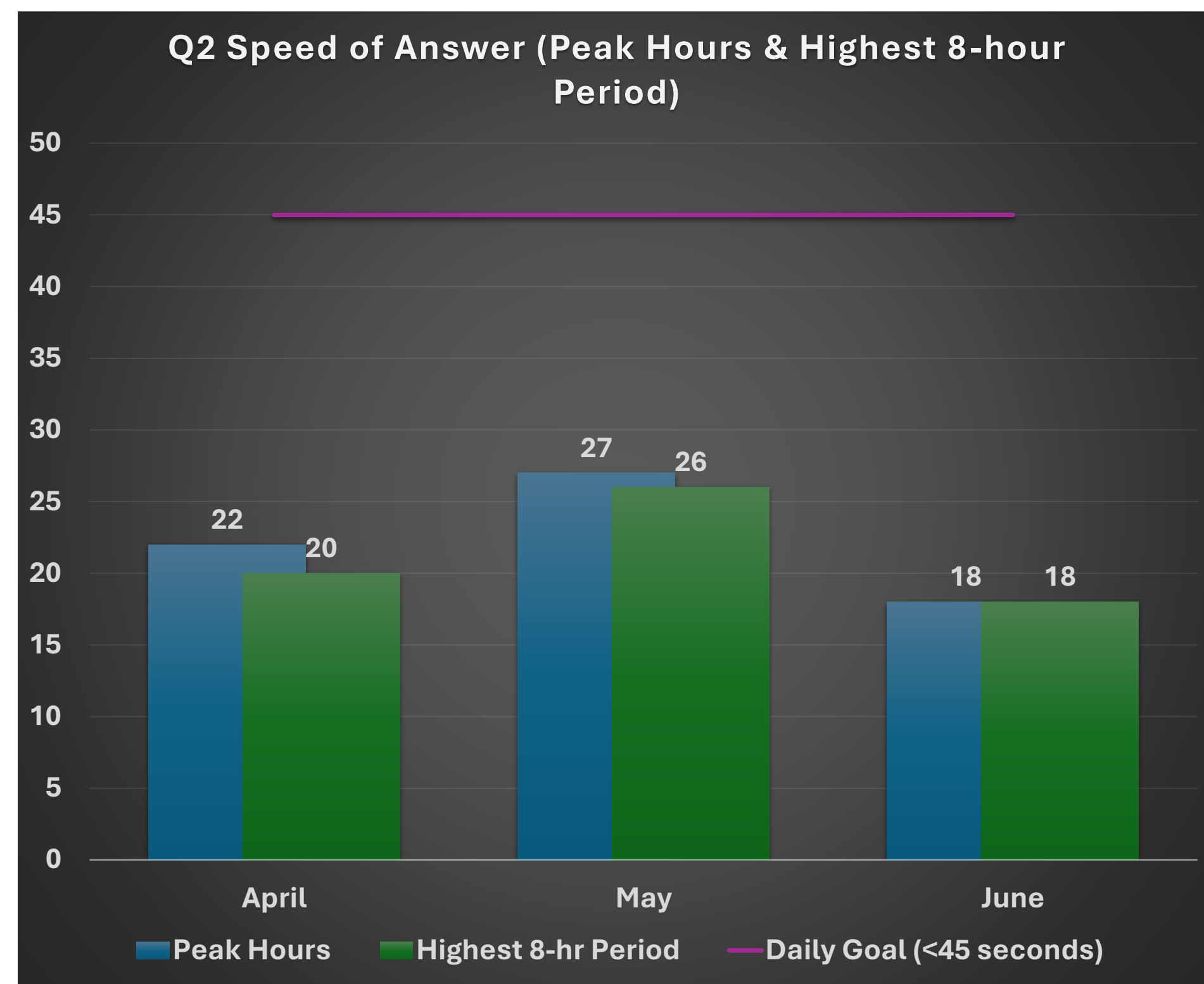
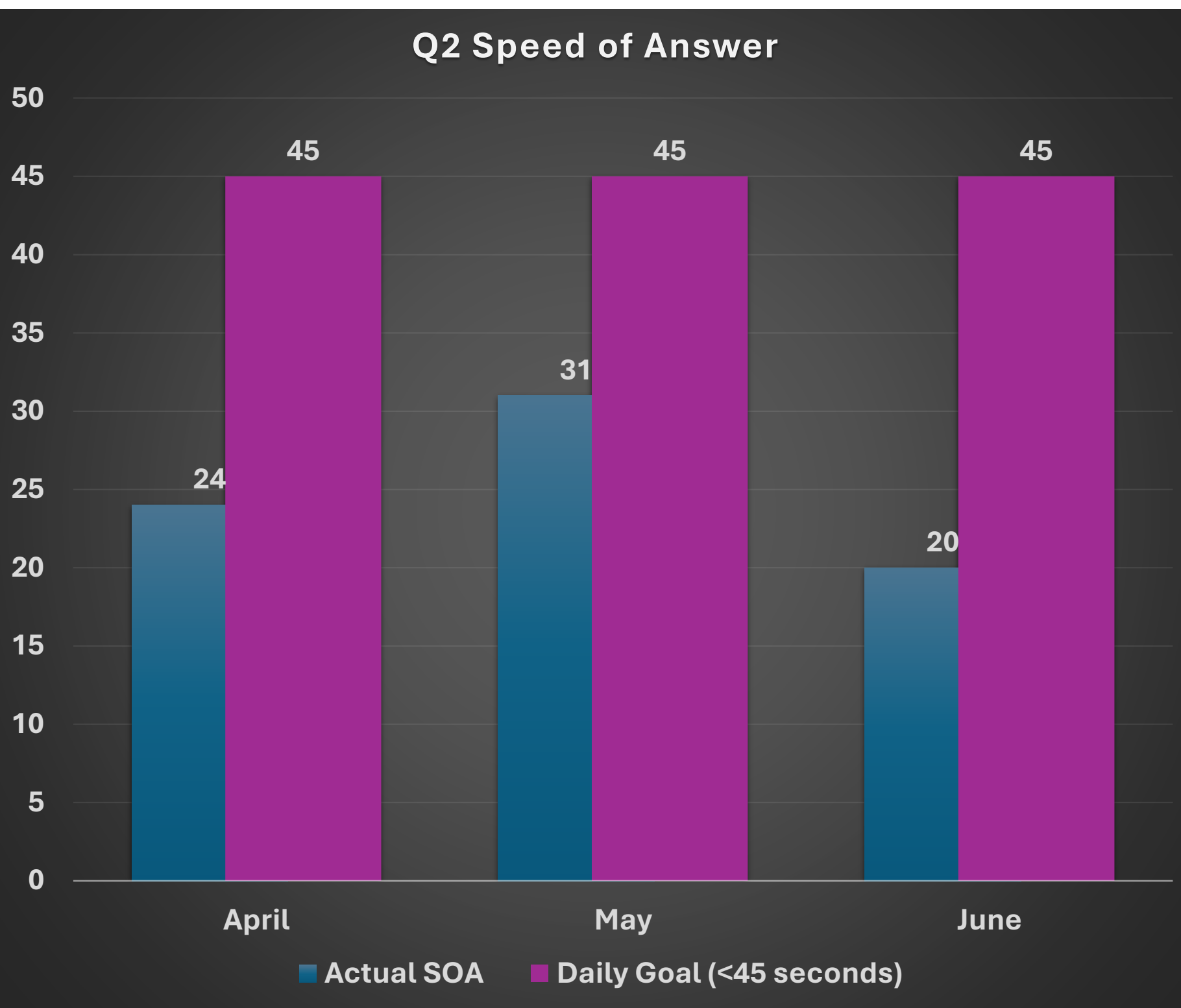
6. Ticket Types



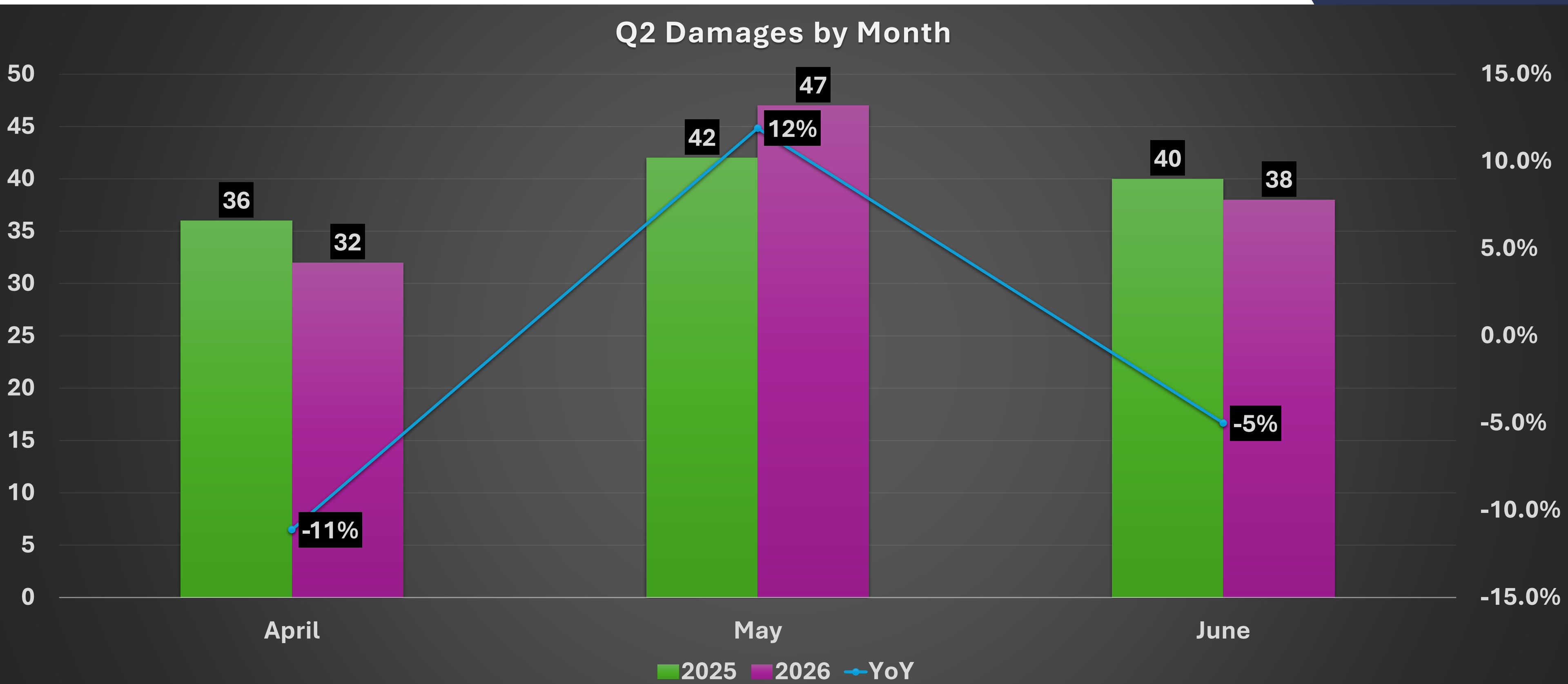
6a. Ticket Types



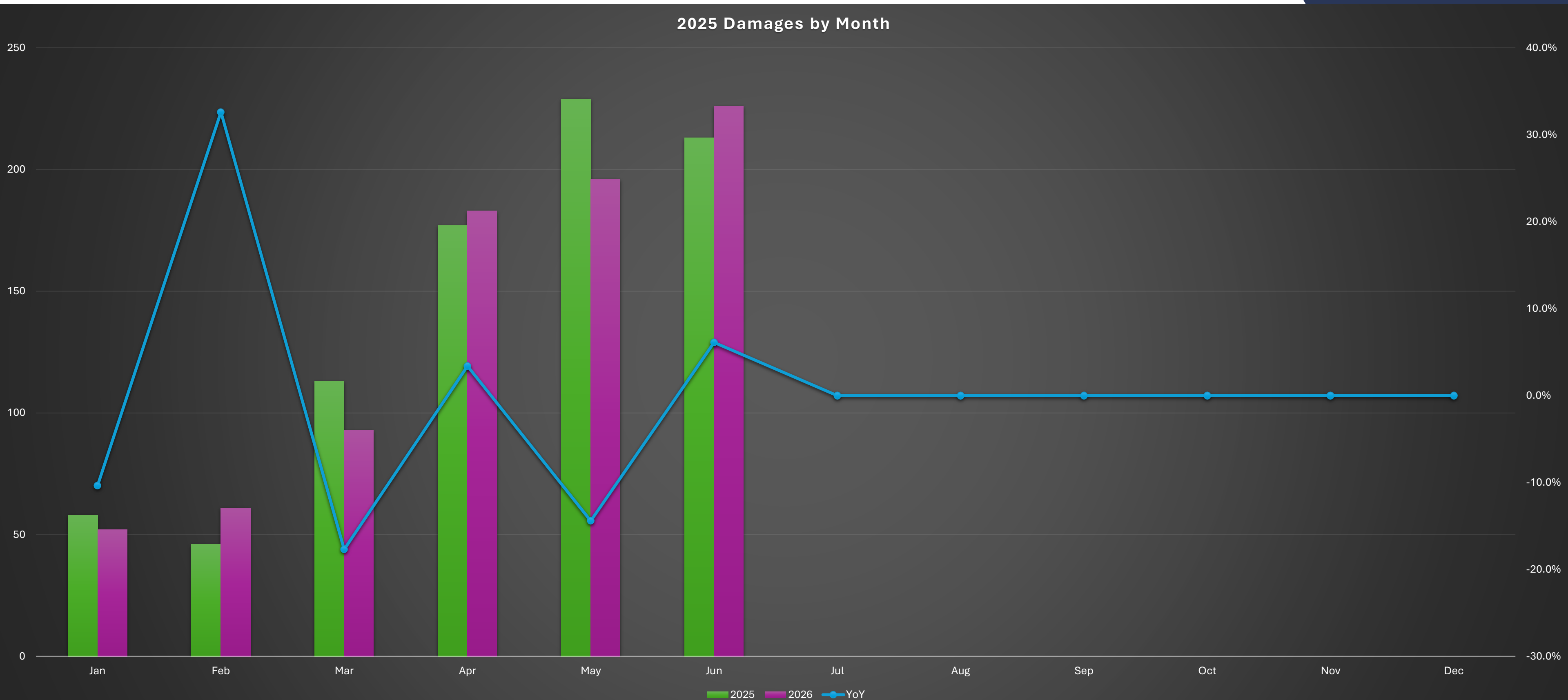
7. Speed of Answer



8. Total Damages (Q4)

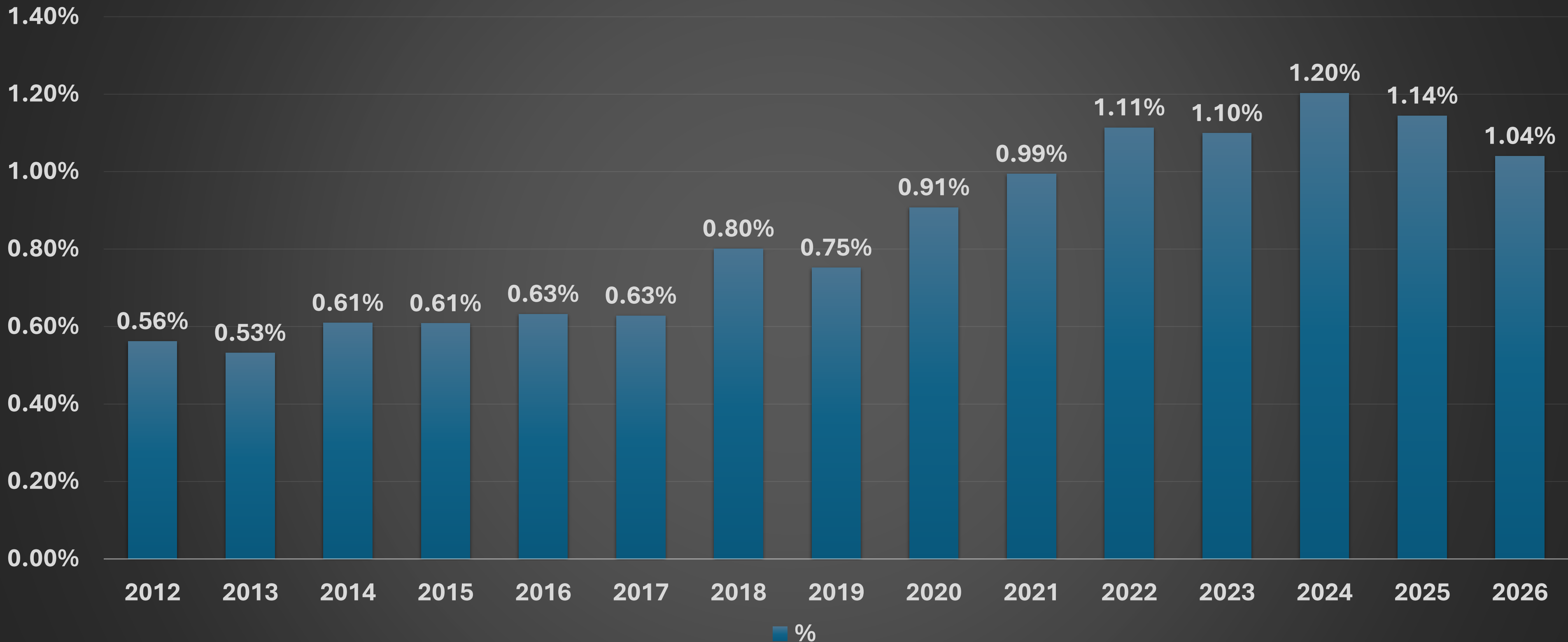


8a. Total Damages By Month: Historical

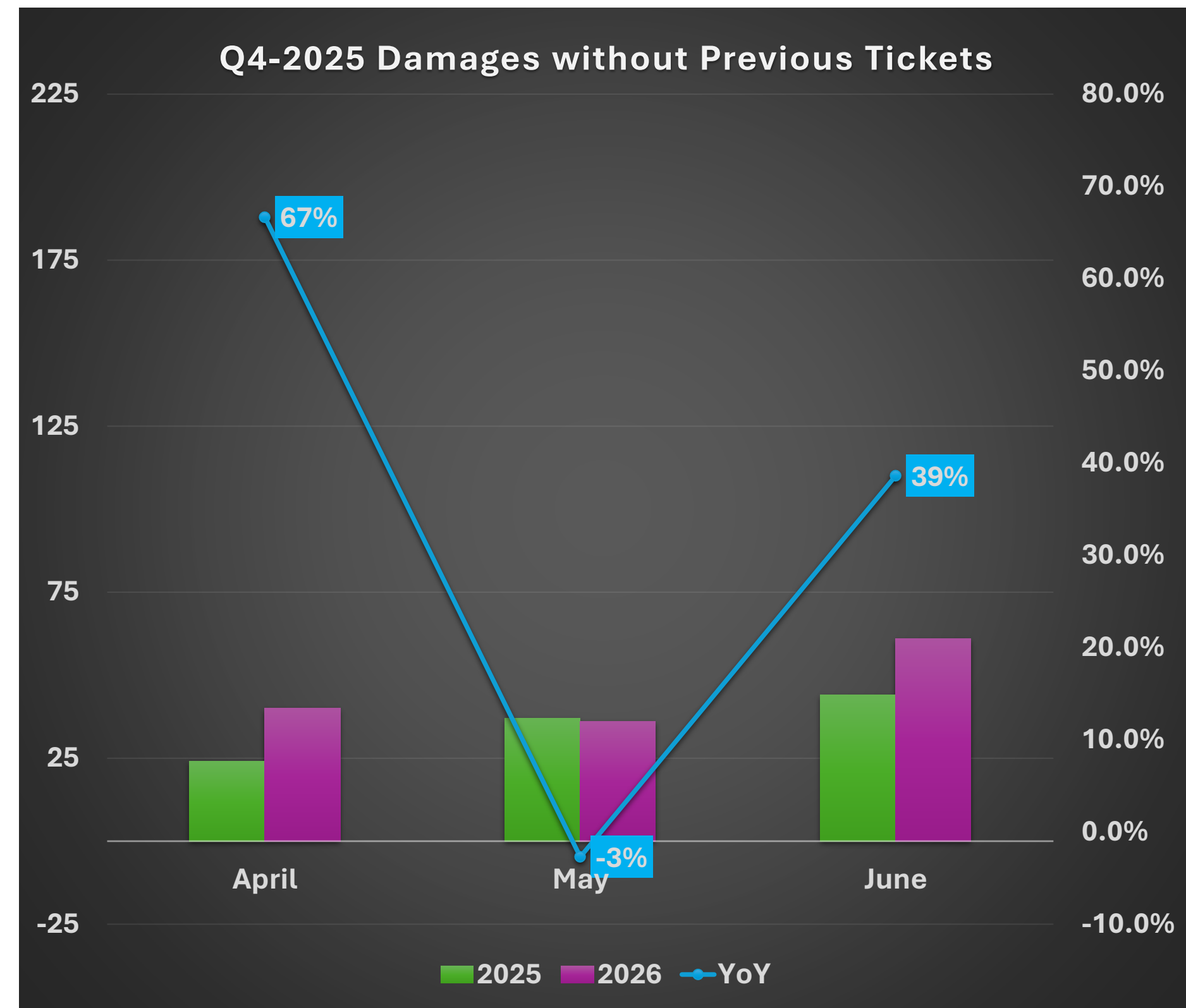
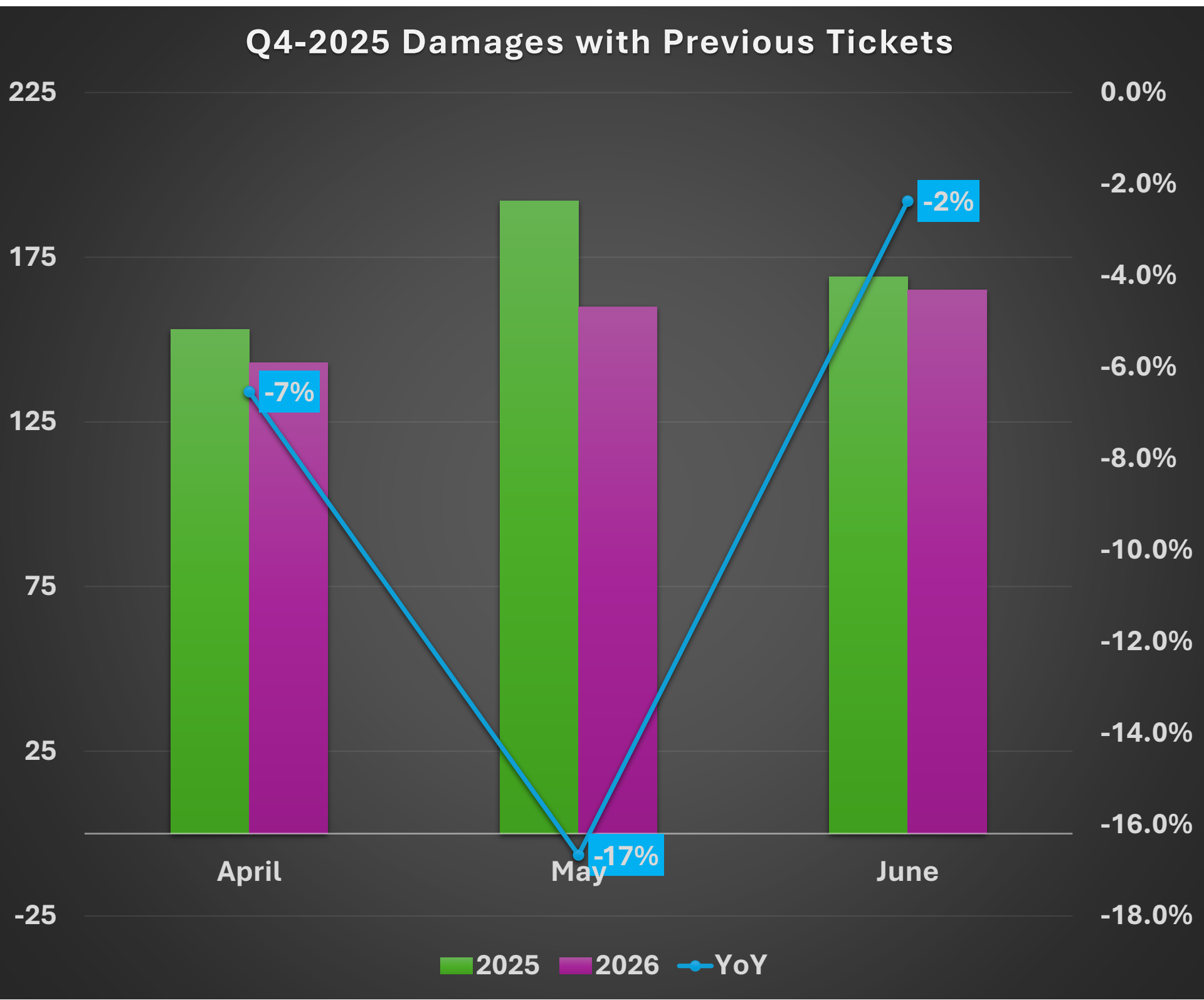


8b. Total Damages: % Volume

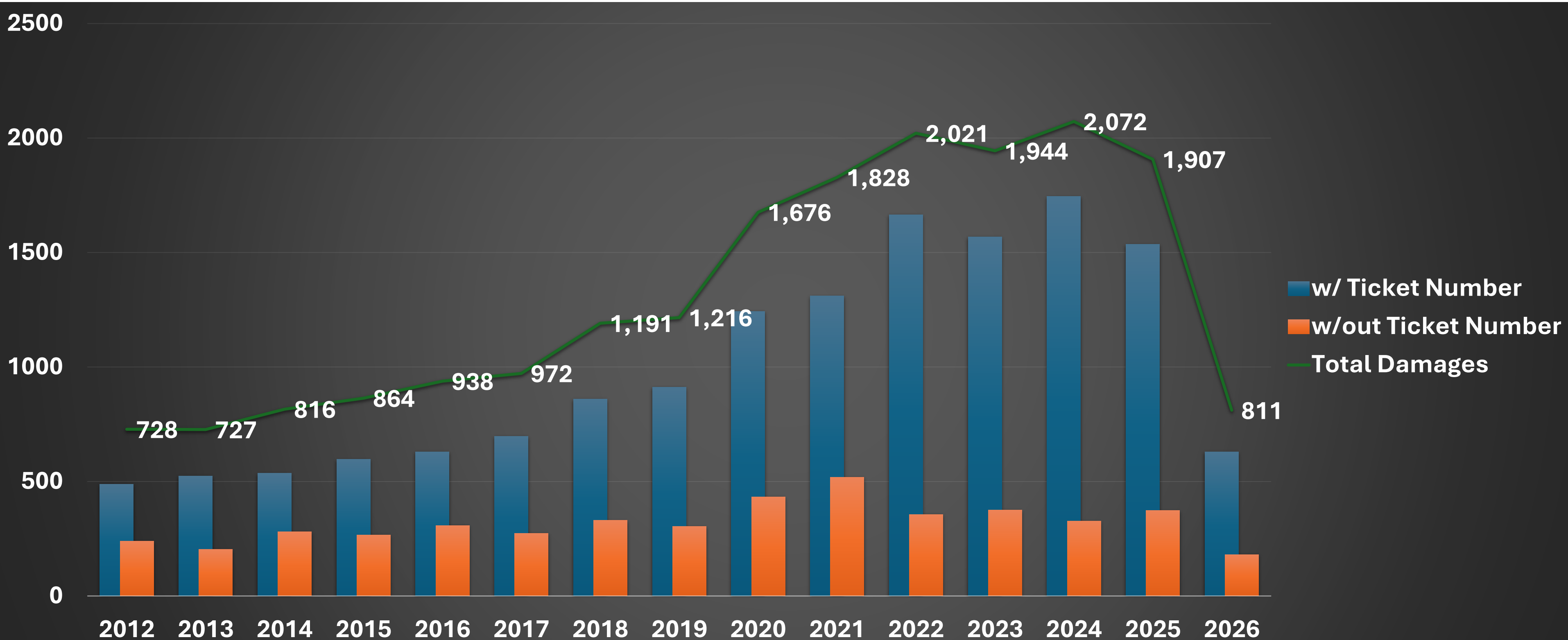
Total Damages: % of Volume



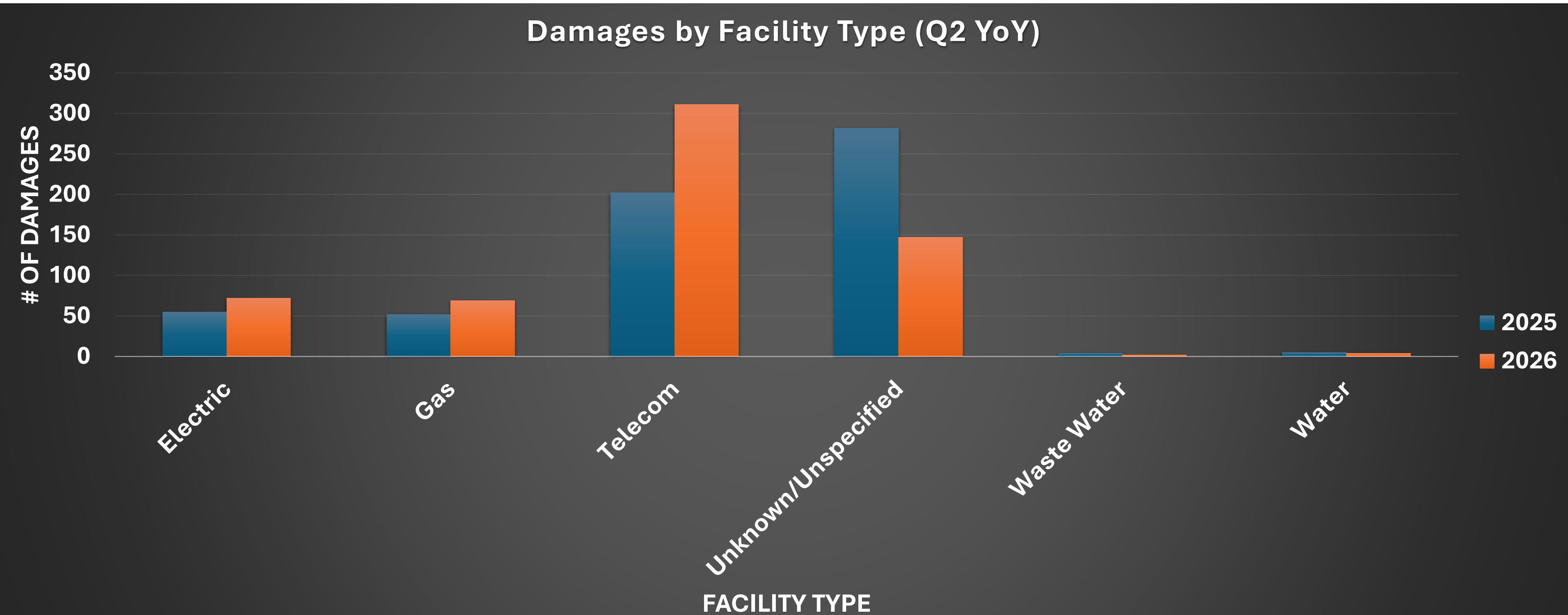
8c. Damages with/without Previous Tickets



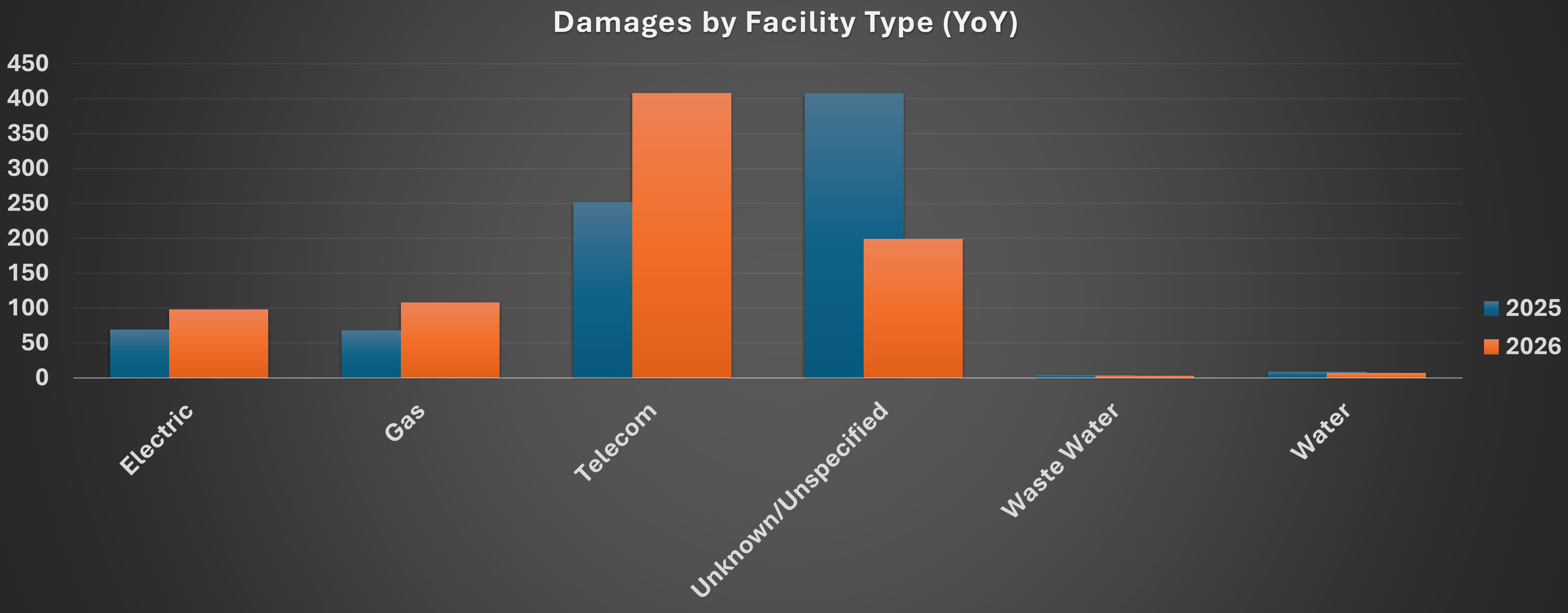
8d. Damages with/without Previous Tickets: Historical



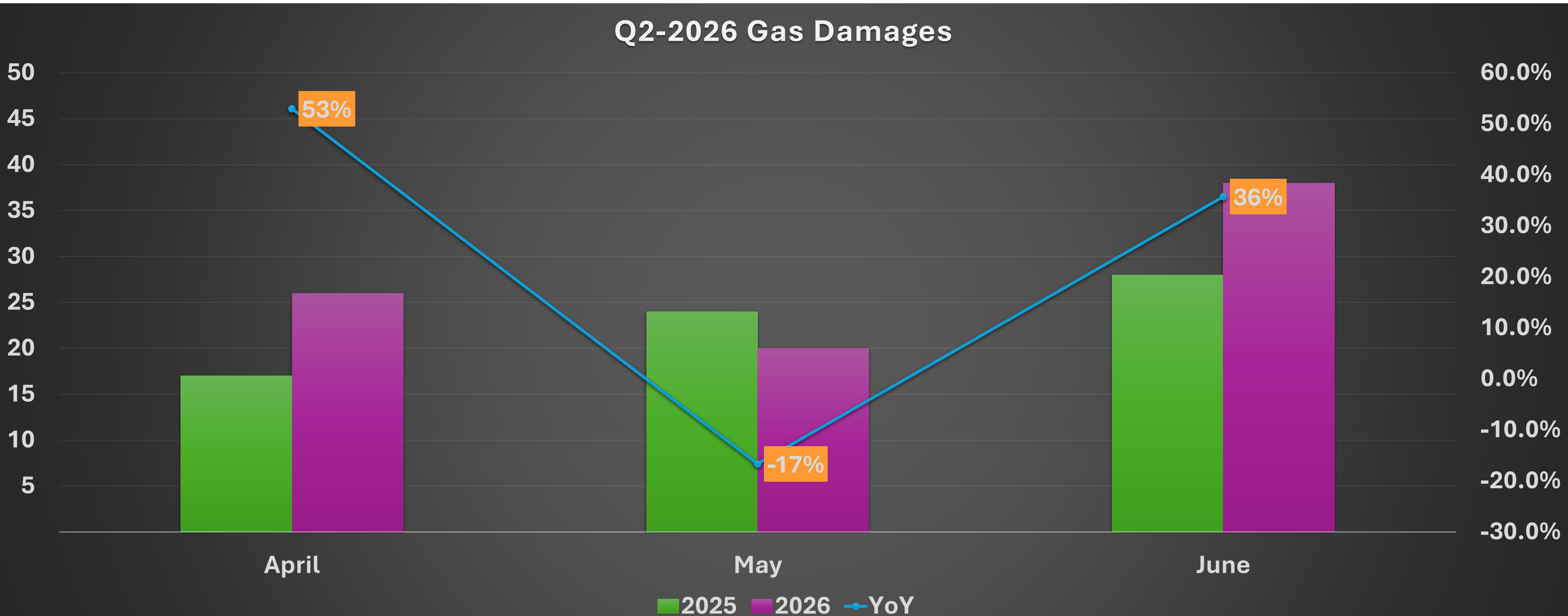
9. Damages by Facility Type (Q2 YoY)



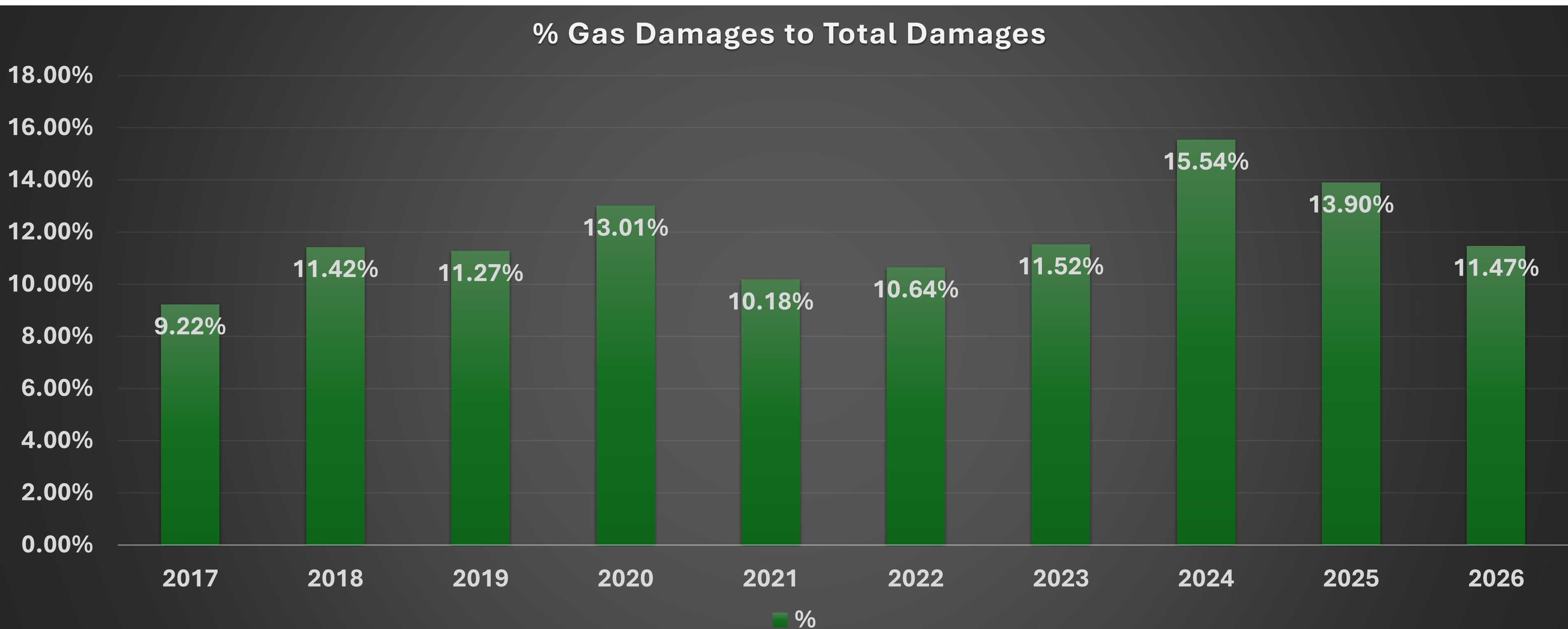
9. Damages by Facility Type



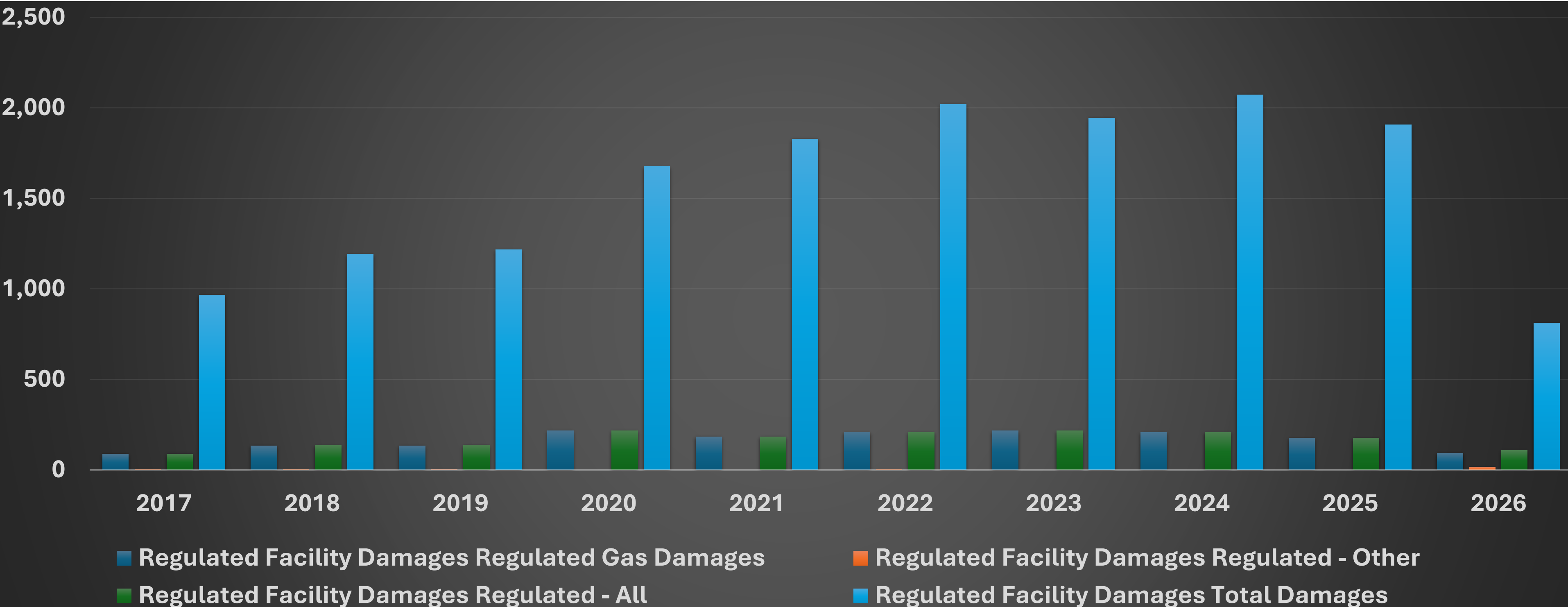
10. Gas Damages (Q3)



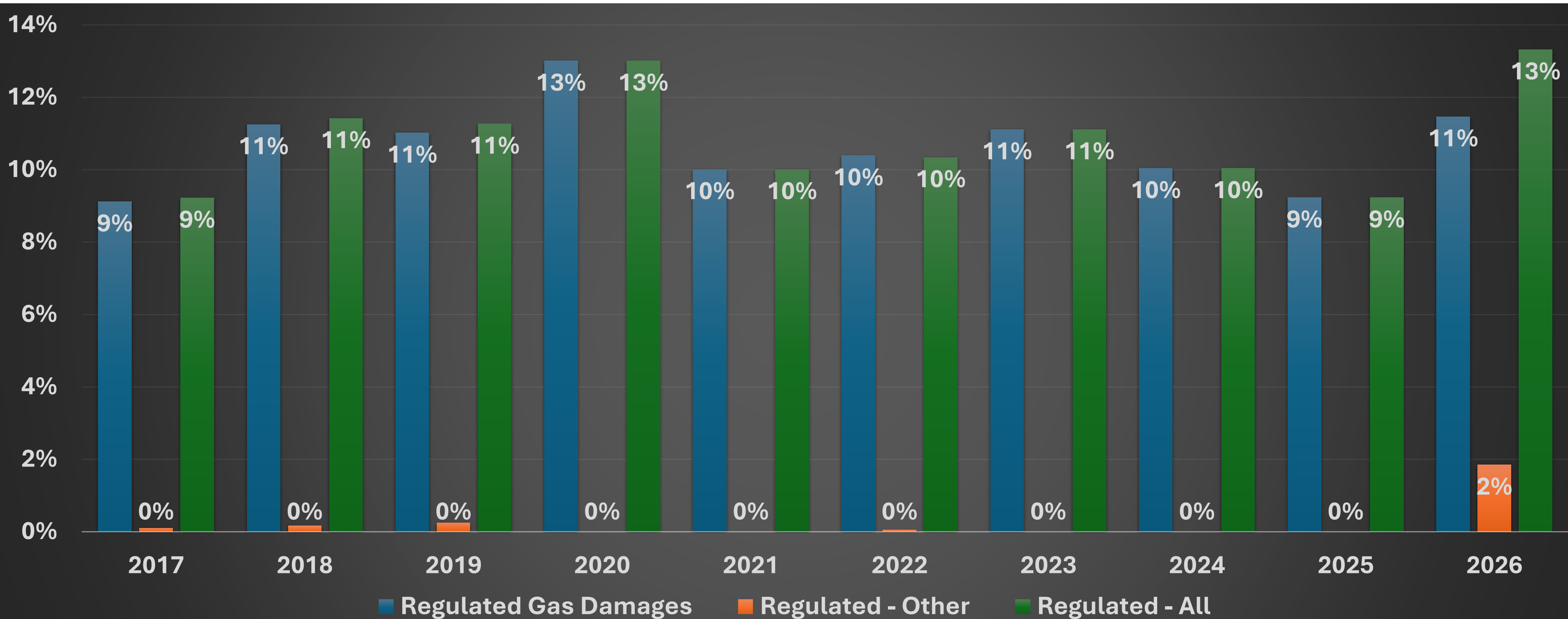
11a. Gas Damages % of Total Damages



12. Regulated Facility Damages

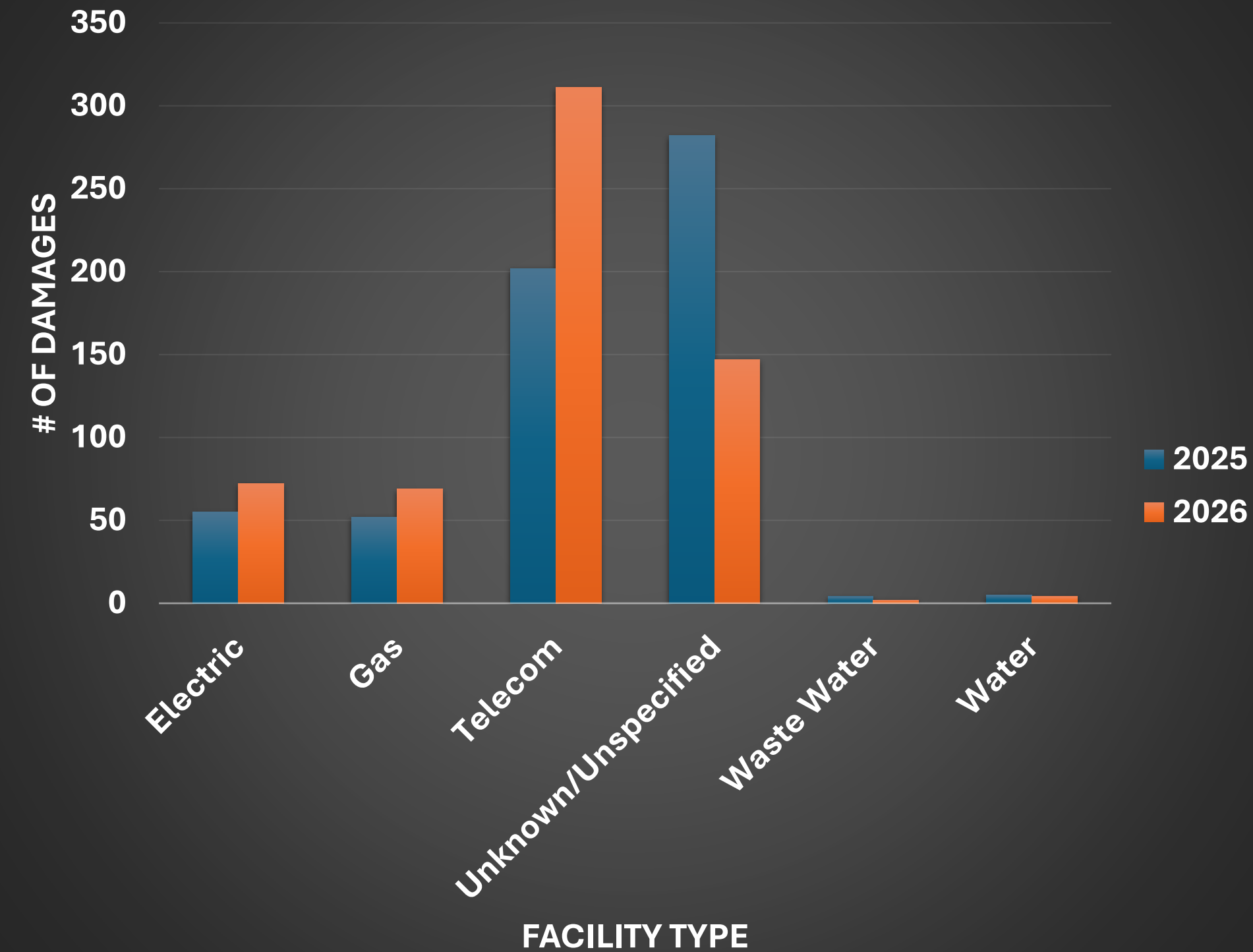


12a. Regulated Facility Damages: % of Total Damages

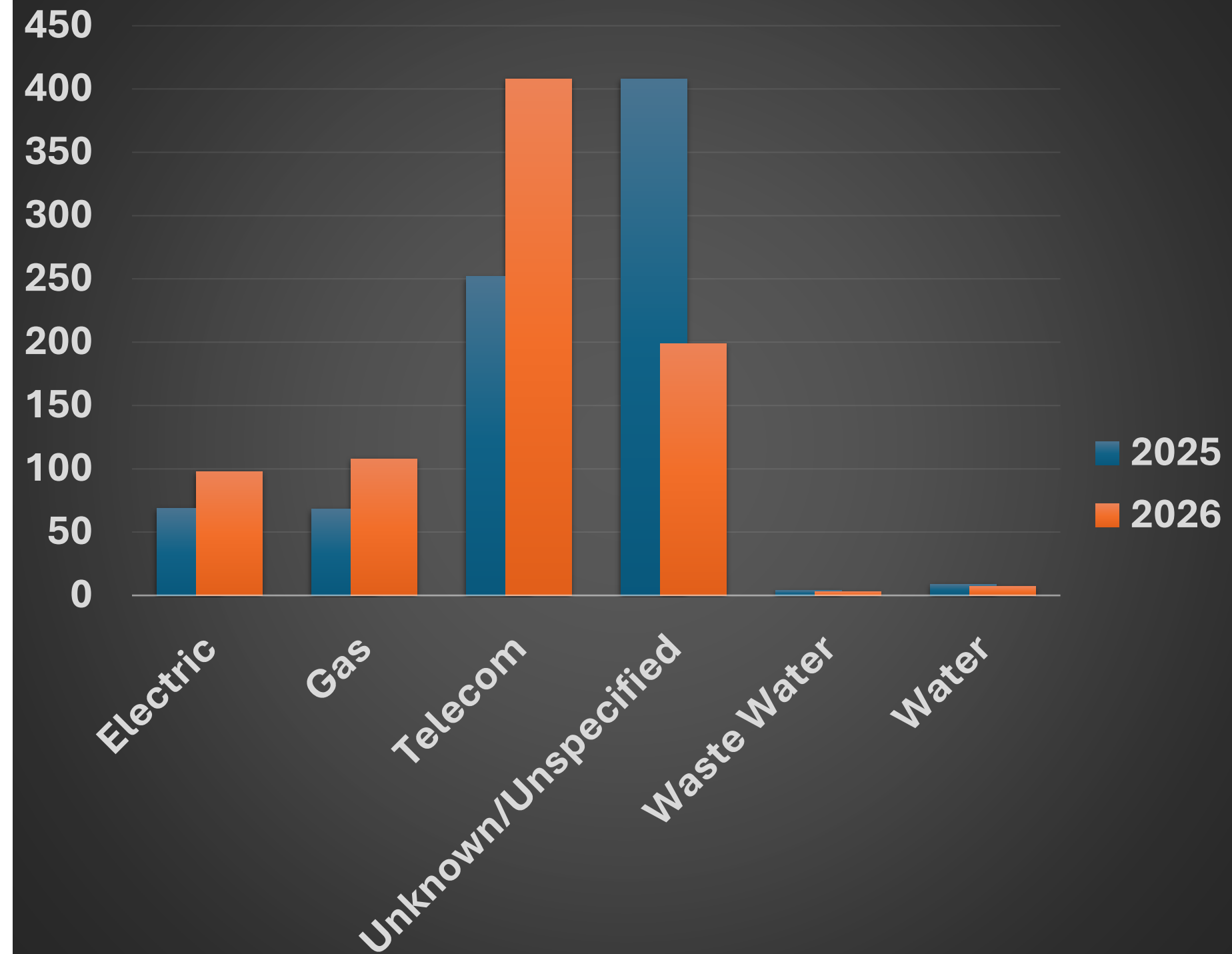


12b. Damages by Facility Type

Damages by Facility Type (Q2 YoY)



Damages by Facility Type (YoY)



13. Positive Response

POSITIVE RESPONSE BY ACTION: YOY VARIANCE

