

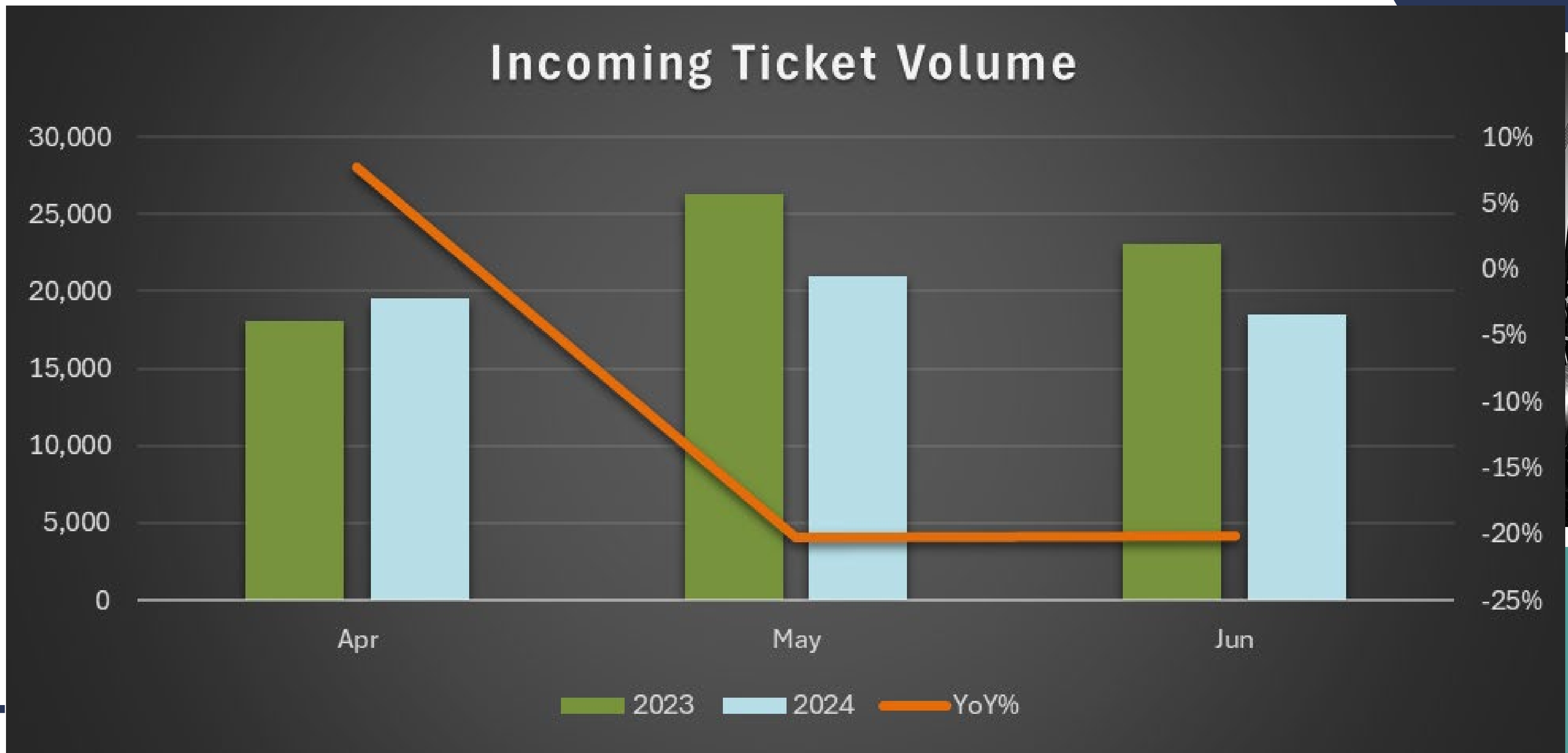


# Performance Reports

## SD One Call Board Meeting - Q2 2024

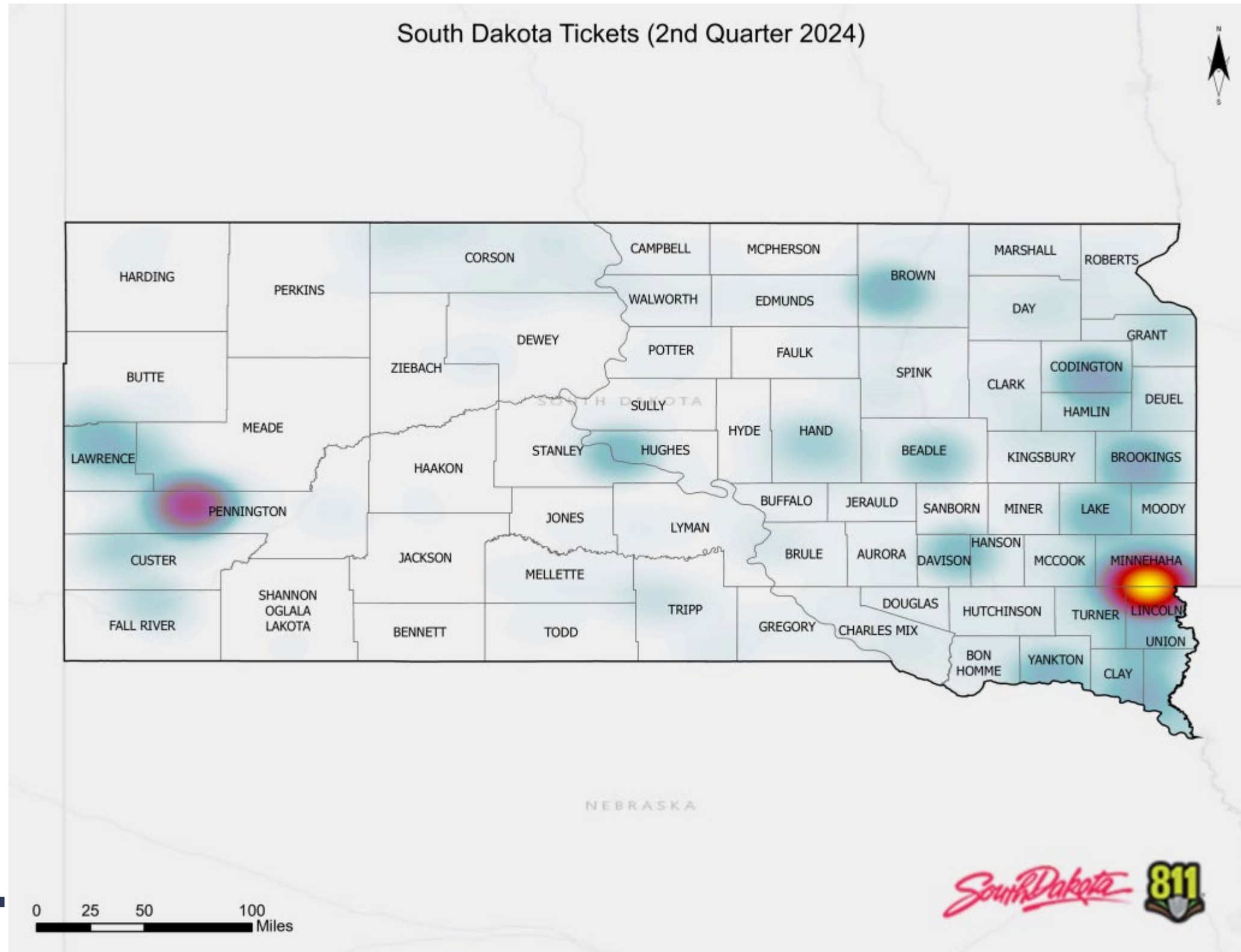


# 4a. Incoming Ticket Volume





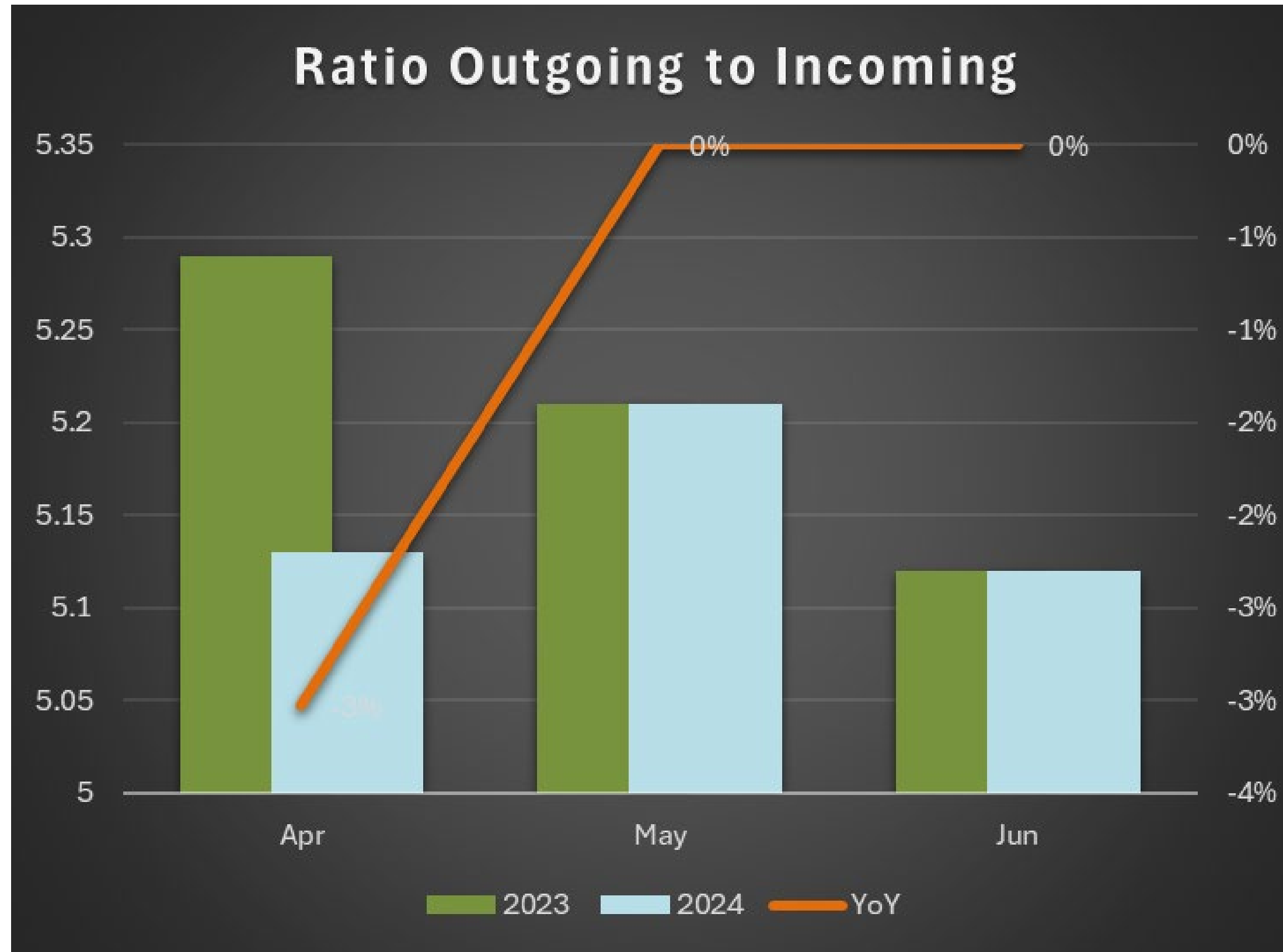
# 4a. Incoming Ticket Volume



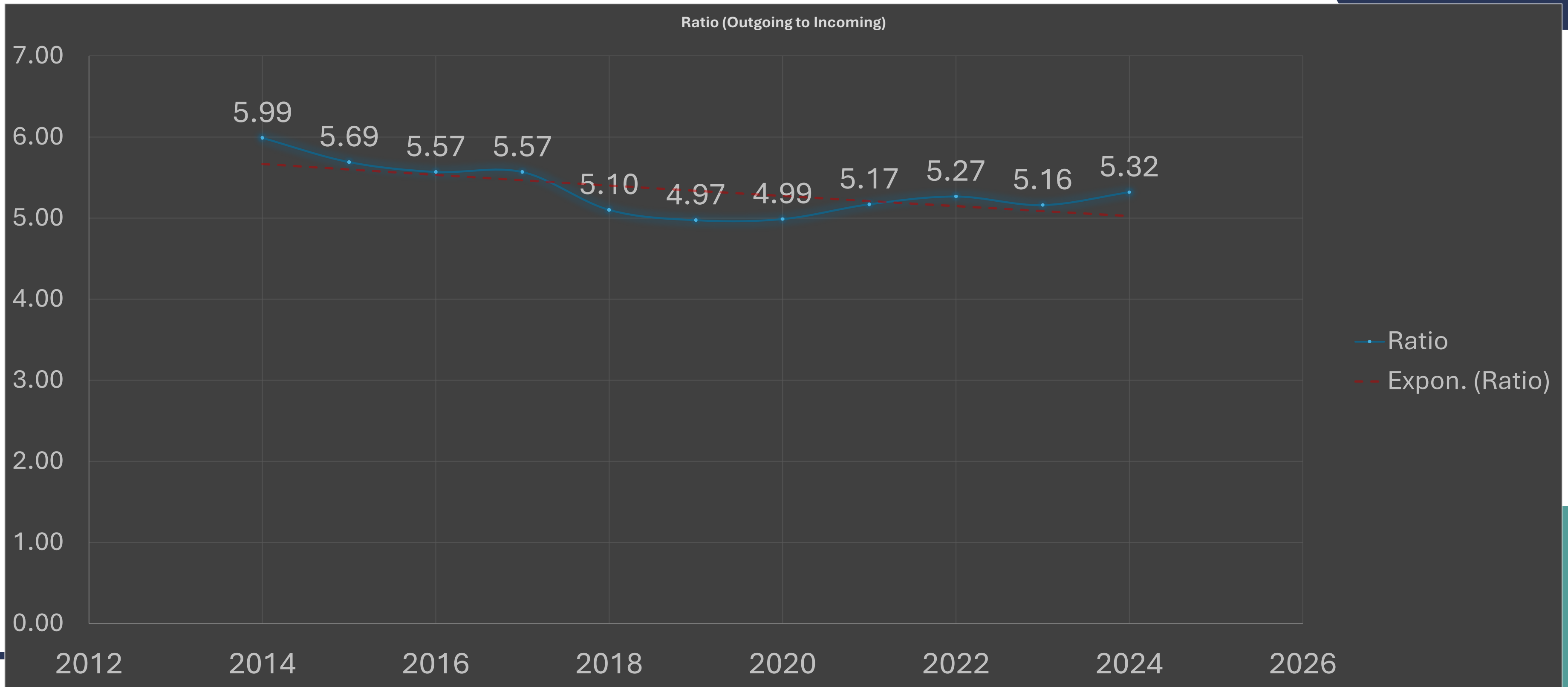
## Top Counties in Q2

- 1. MINNEHAHA: 10,869
- 2. LINCOLN: 5,502
- 3. PENNINGTON: 5,260
- 4. BROOKINGS: 2,214

# 4b. Ratio (Outgoing to Incoming)

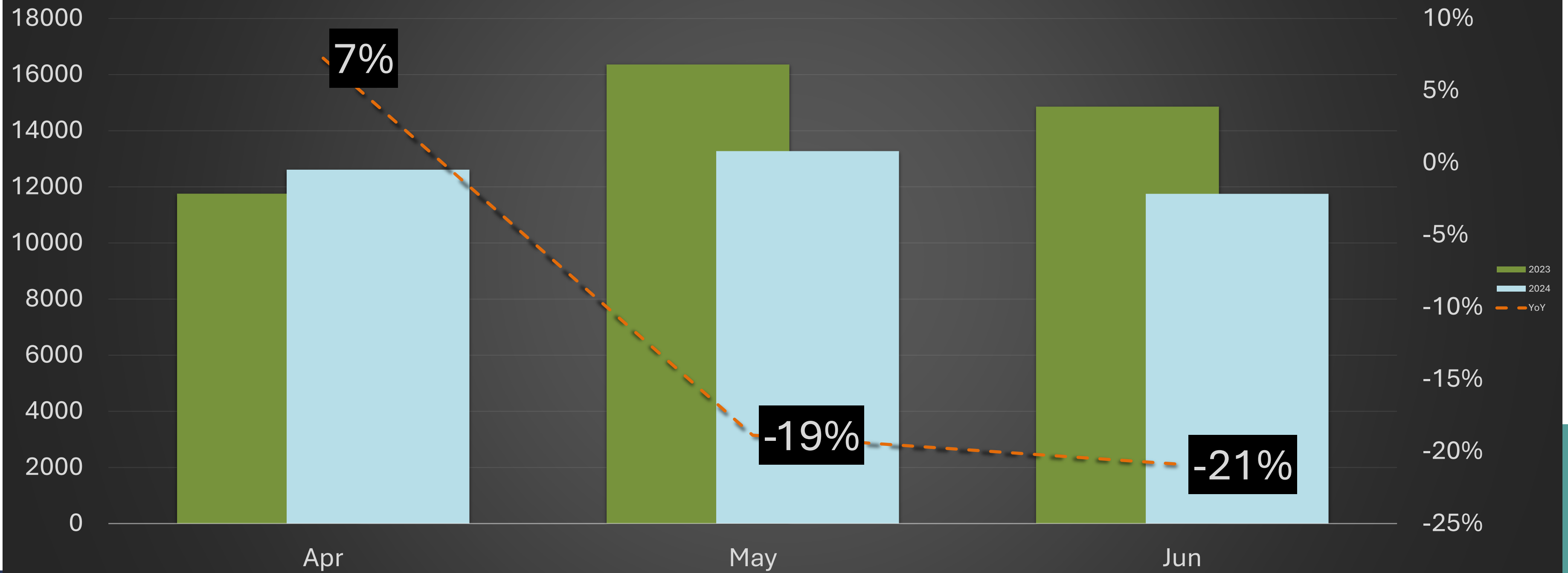


# 4b. Ratio (Outgoing to Incoming)

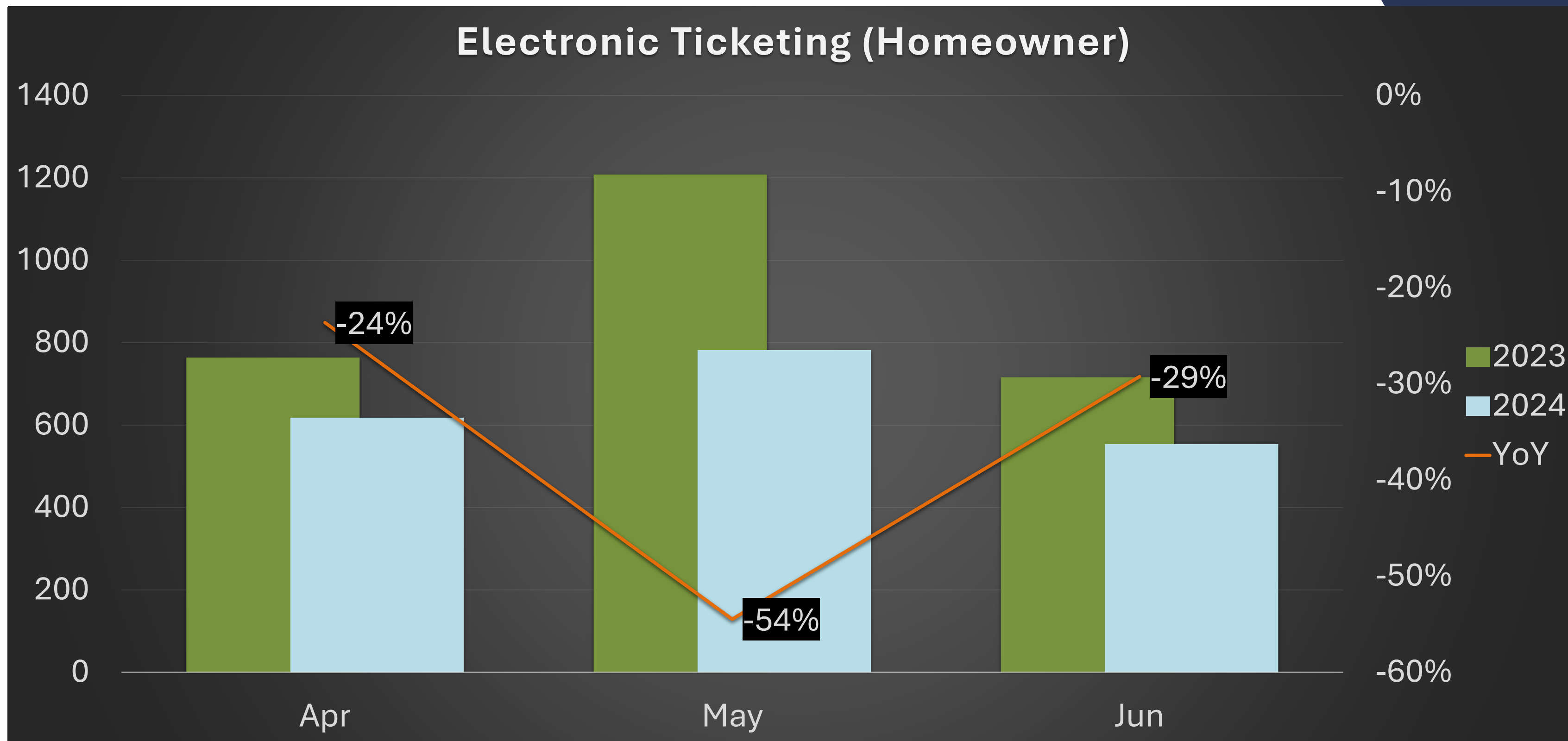


# 4c. Electronic Ticketing

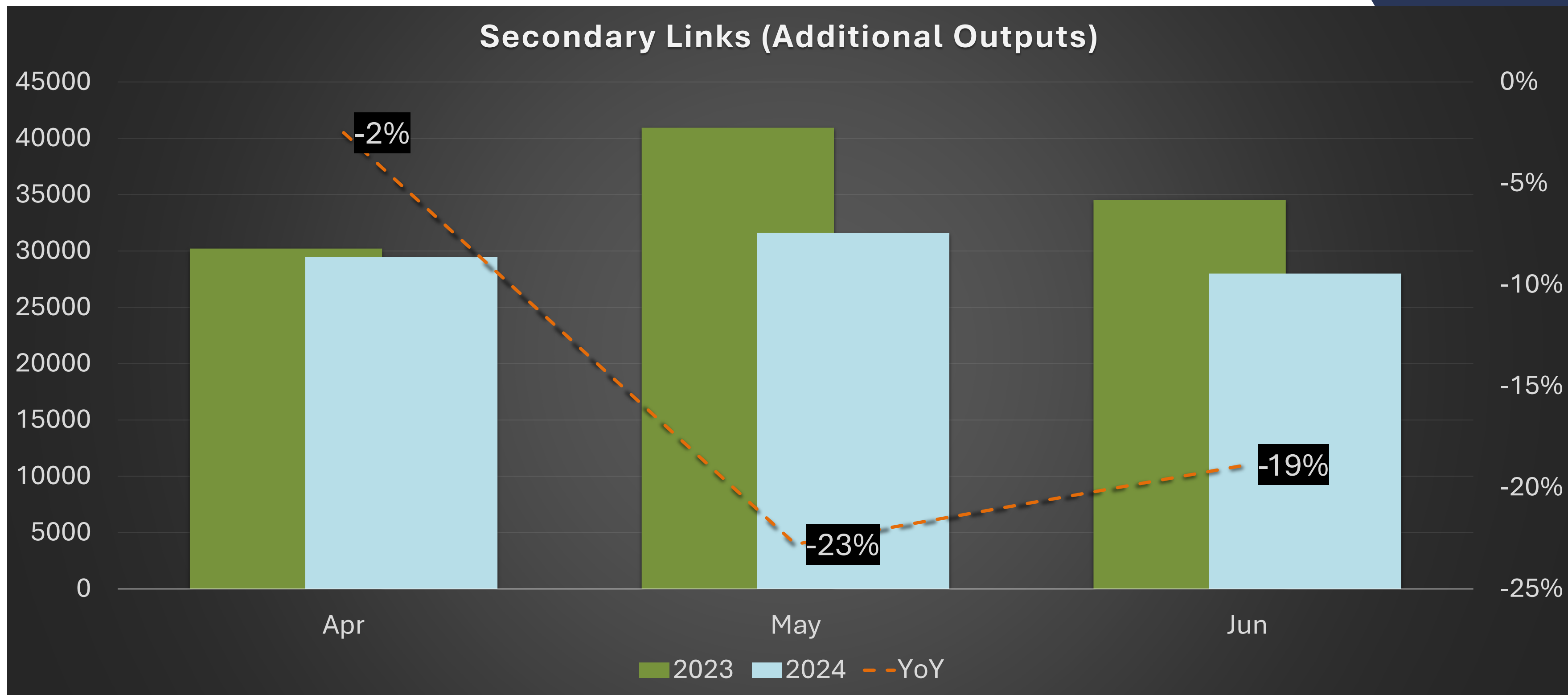
## Q2 Electronic Ticketing (Combined) YoY Volume (2023-2024)



# 4c. Electronic Ticketing (Homeowner)



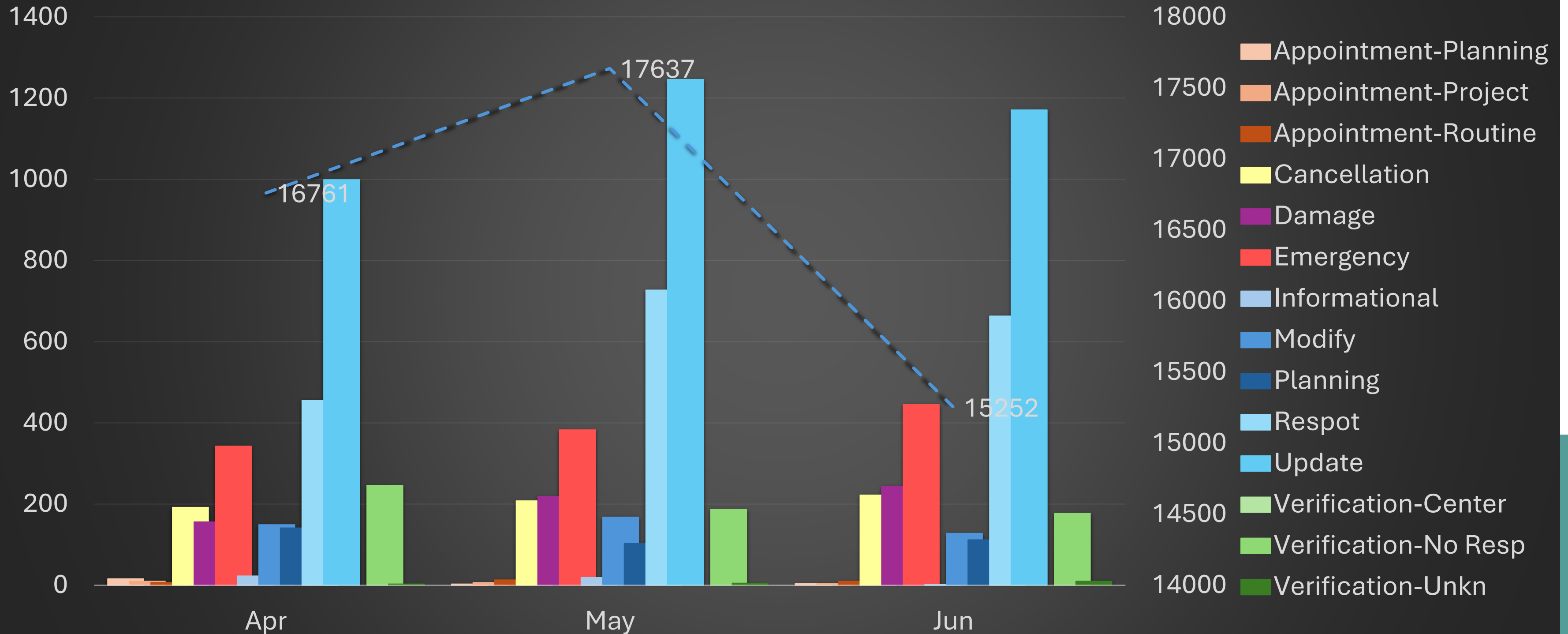
# 4d. Secondary Links (Additional Outputs)





# 4e. Ticket Types

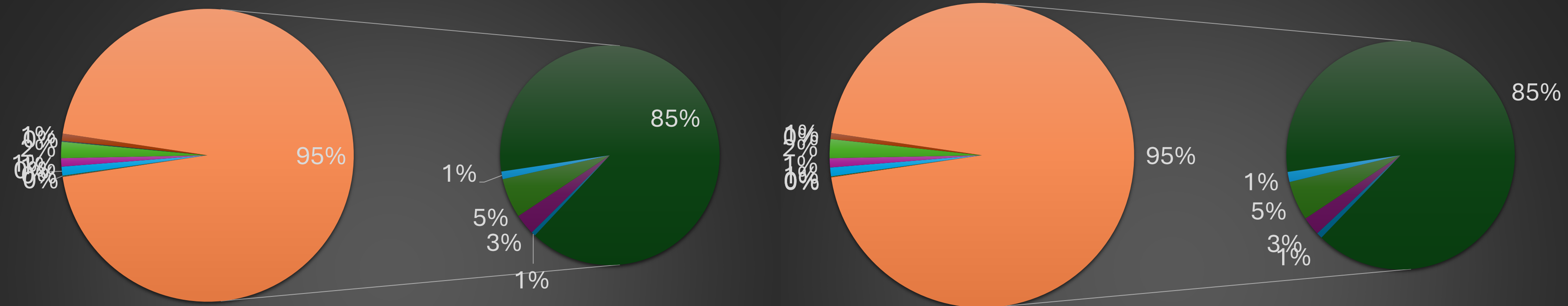
## Ticket Types



# 4e. Ticket Types

## Q2 2024 Tickets by Type

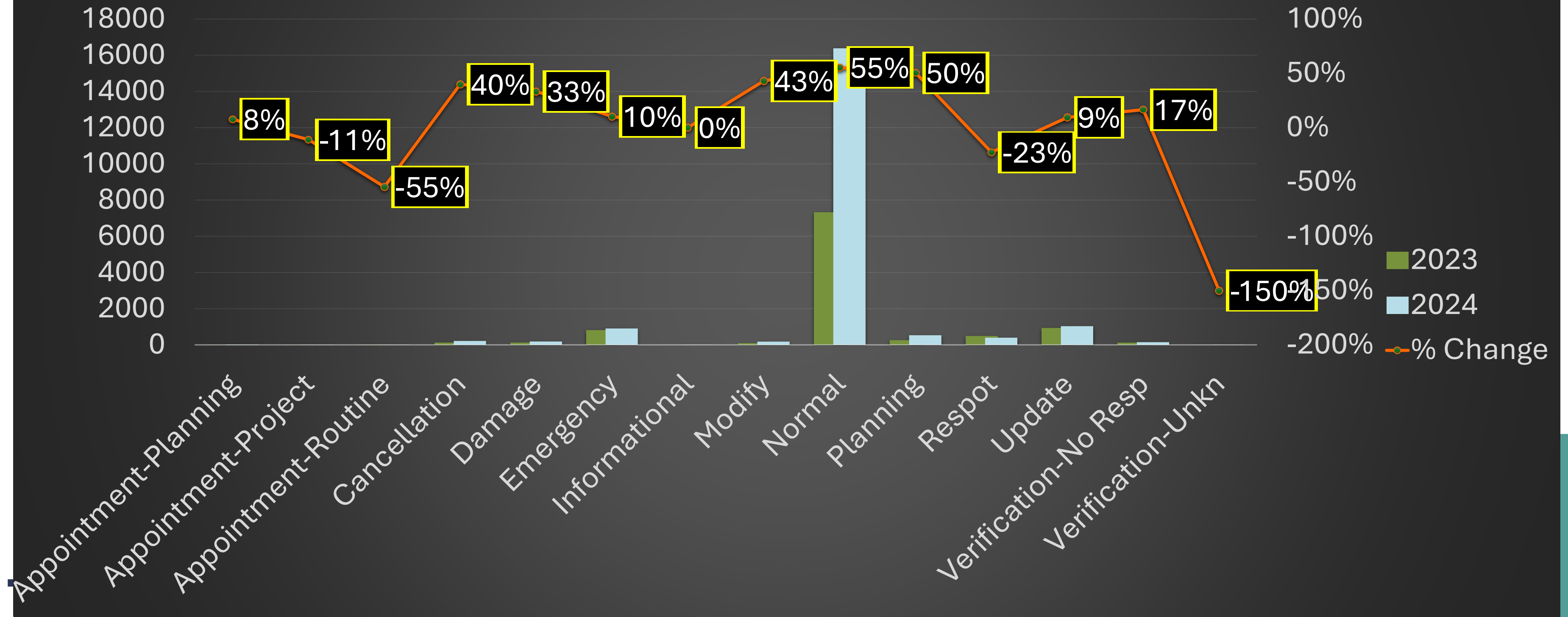
## 2023 Tickets by Type



- |                        |                       |                        |                       |
|------------------------|-----------------------|------------------------|-----------------------|
| ■ Appointment-Planning | ■ Appointment-Project | ■ Appointment-Planning | ■ Appointment-Project |
| ■ Appointment-Routine  | ■ Cancellation        | ■ Appointment-Routine  | ■ Cancellation        |
| ■ Damage               | ■ Emergency           | ■ Damage               | ■ Emergency           |
| ■ Informational        | ■ Modify              | ■ Informational        | ■ Modify              |
| ■ Normal               | ■ Planning            | ■ Normal               | ■ Planning            |
| ■ Respot               | ■ Update              | ■ Respot               | ■ Update              |
| ■ Verification-No Resp |                       | ■ Verification-No Resp |                       |

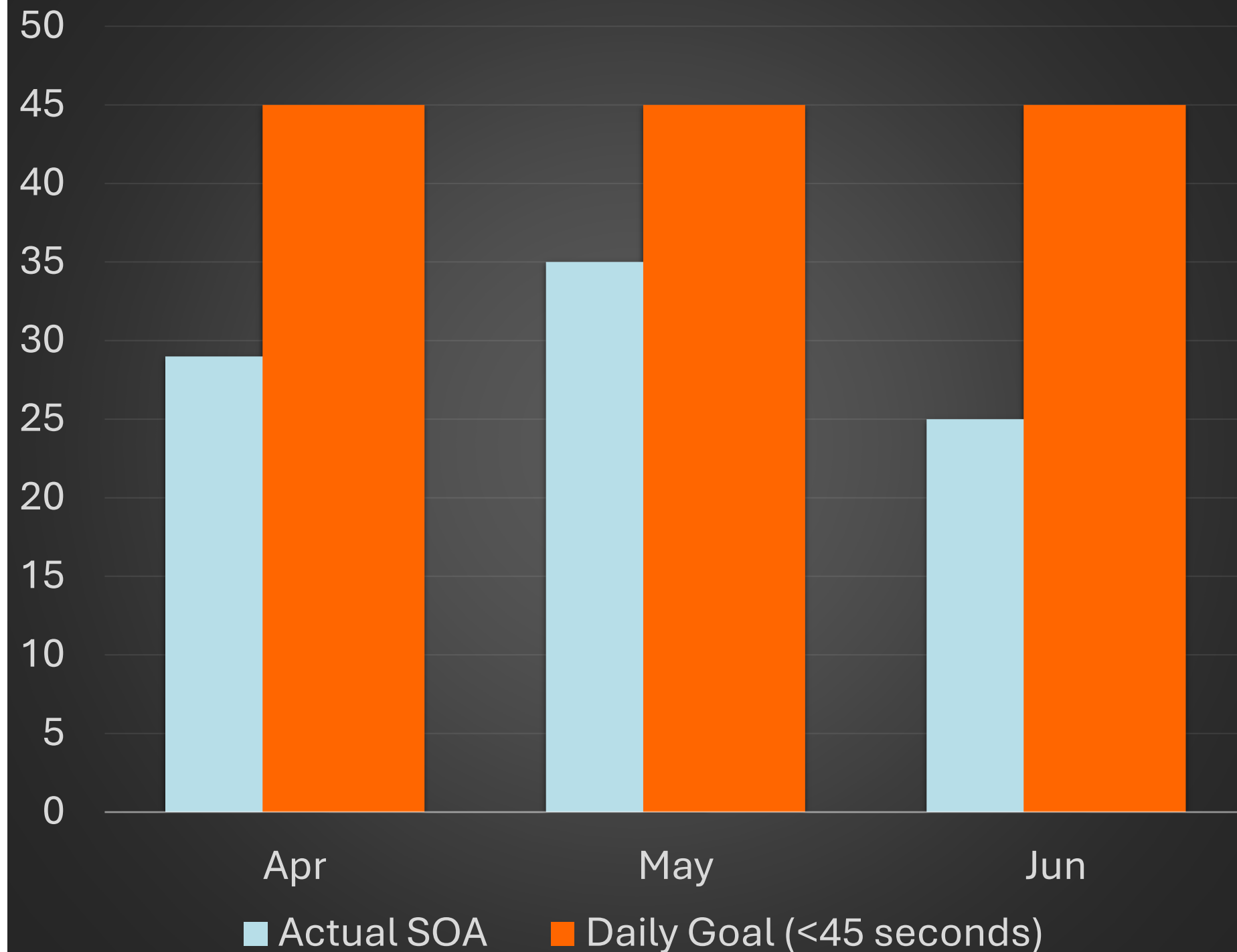
# 4e. Ticket Types

## Year-over-Year Tickets By Type Growth

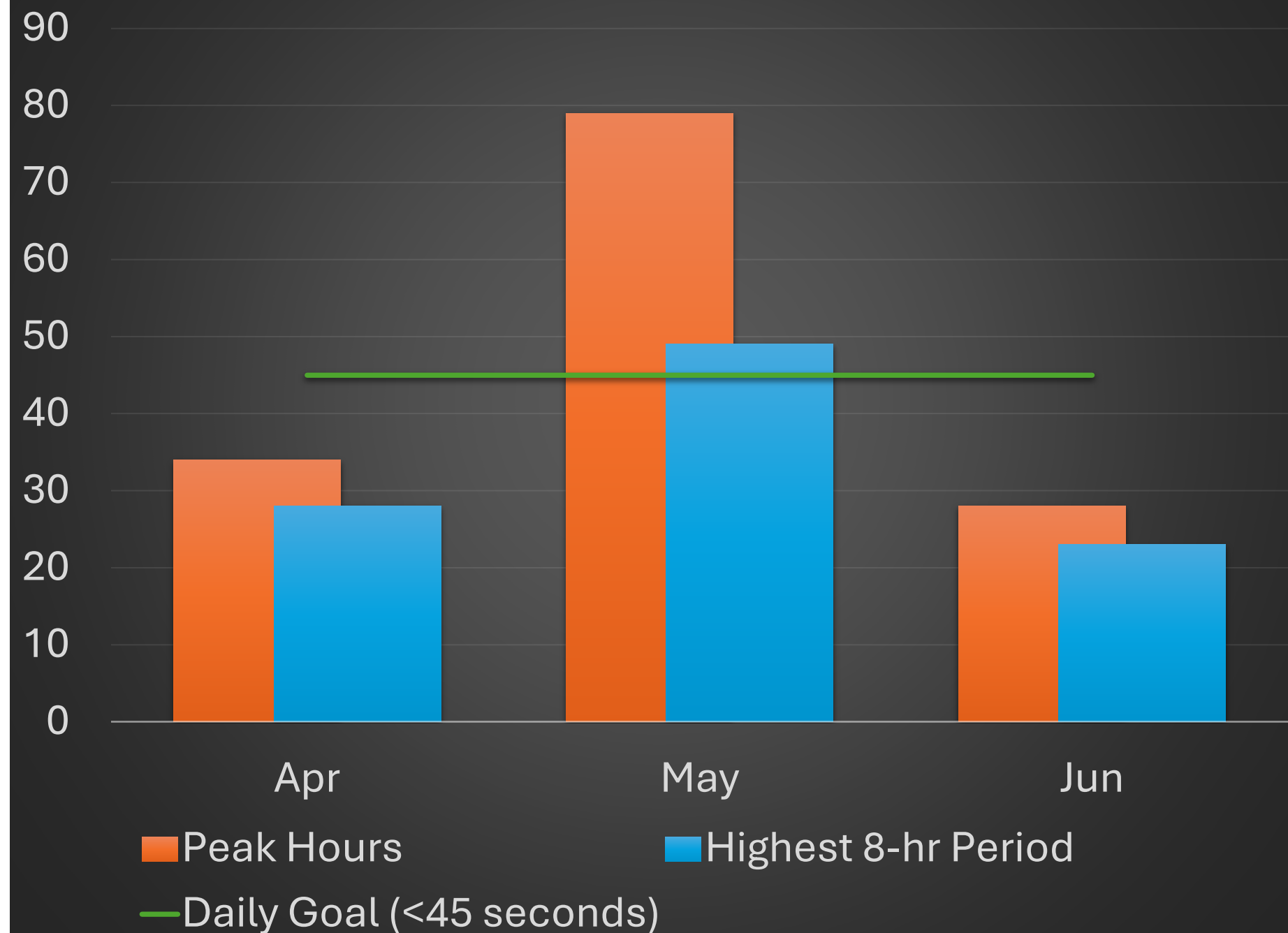


# 4f. Speed of Answer

## Q2 Speed of Answer

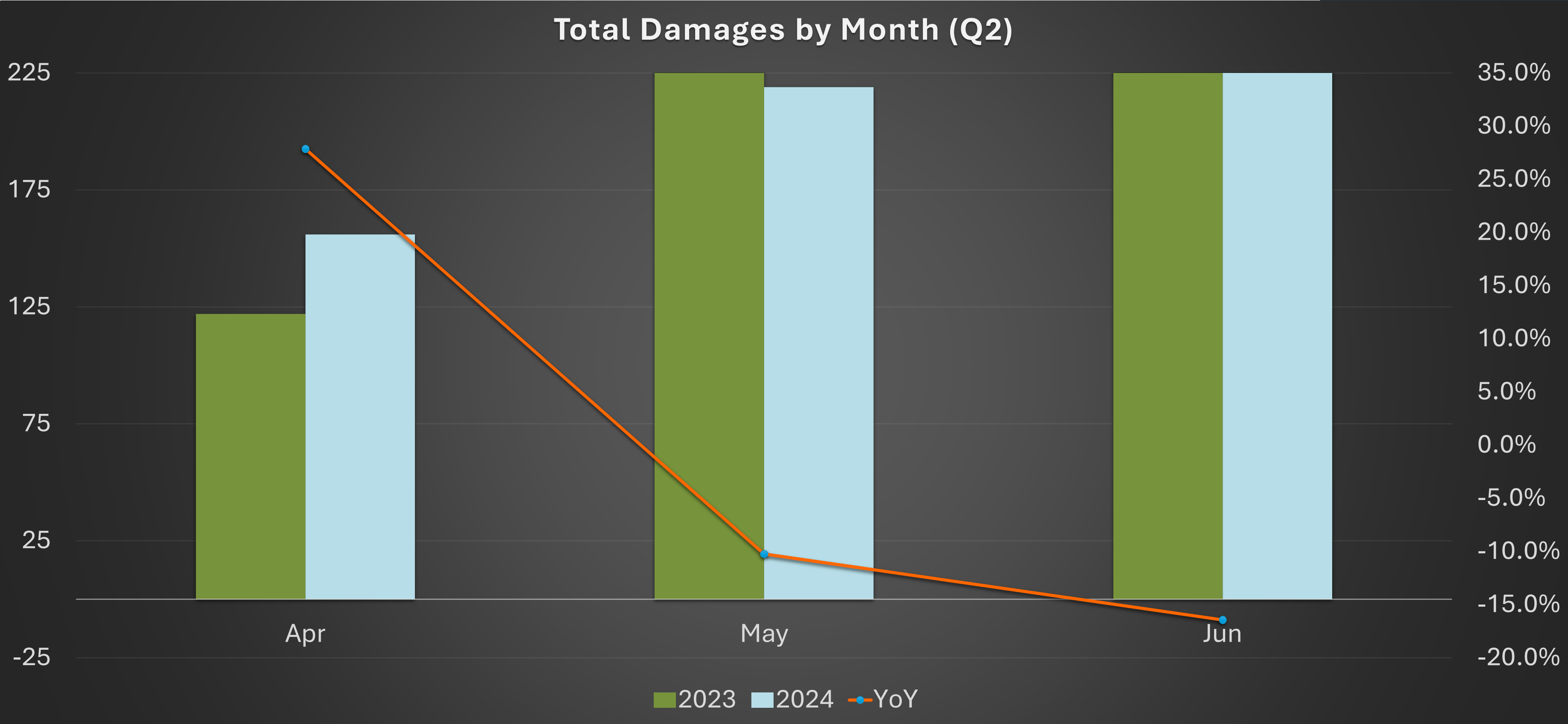


## Q2 Speed of Answer (Peak Hours & Highest 8-hour Period)

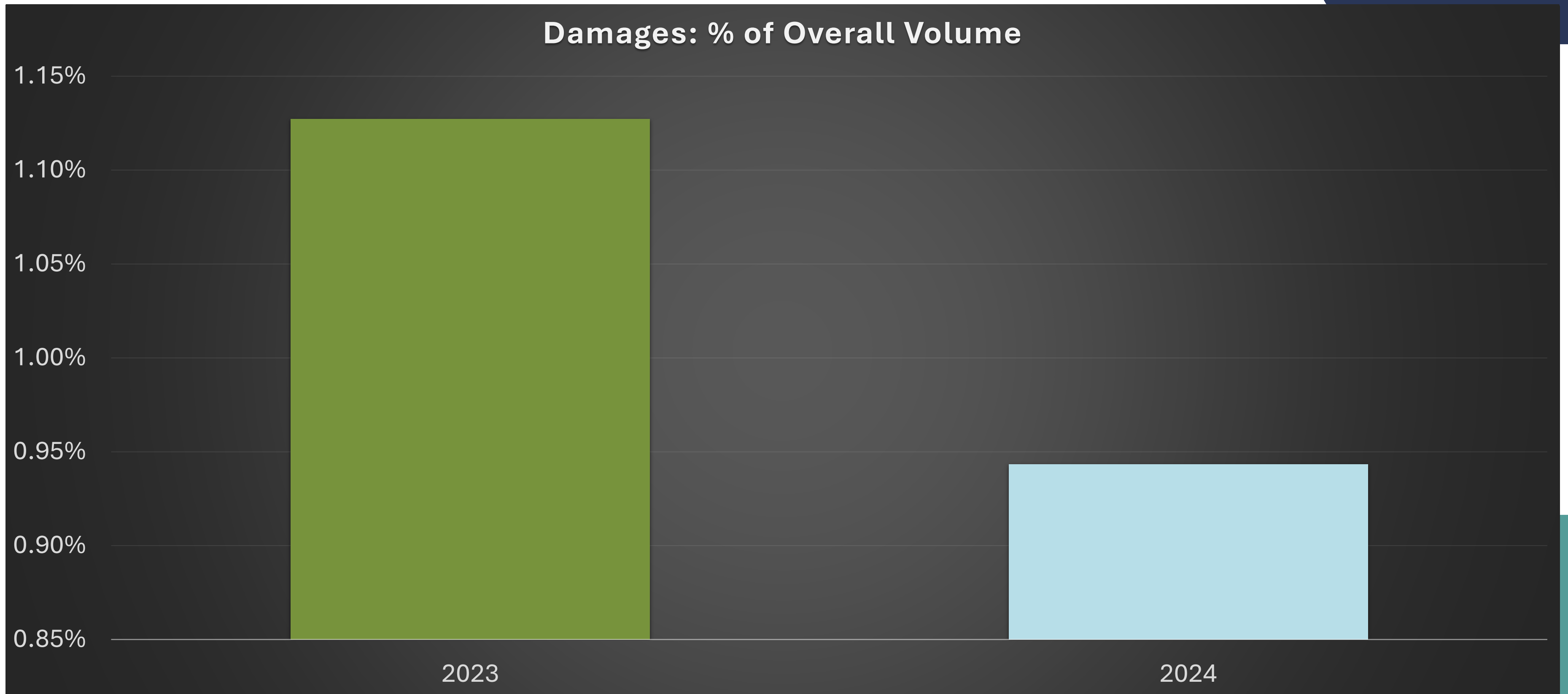




# 4g. Total Damages (Q2)

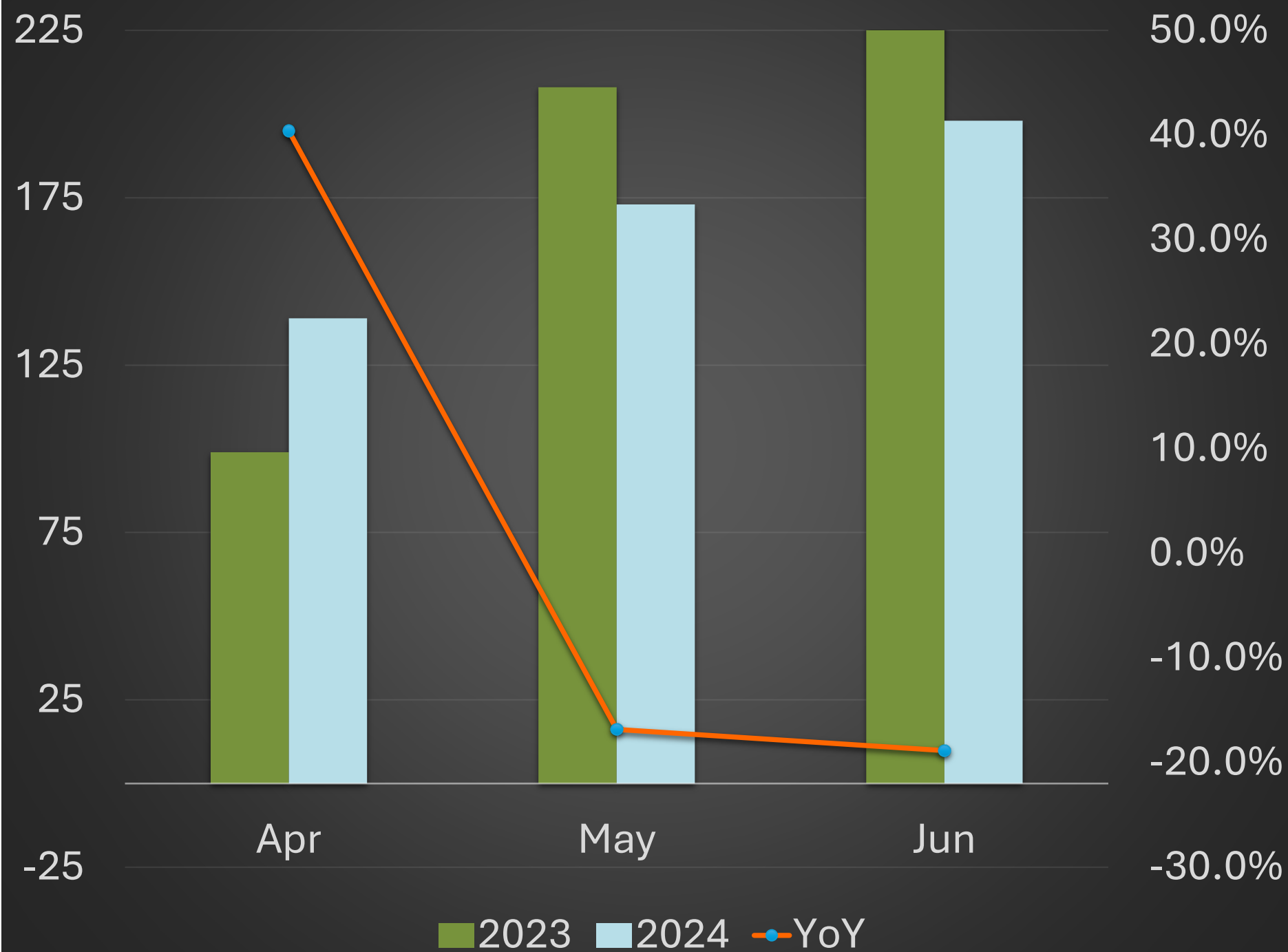


# 4g. Total Damages (Q2)

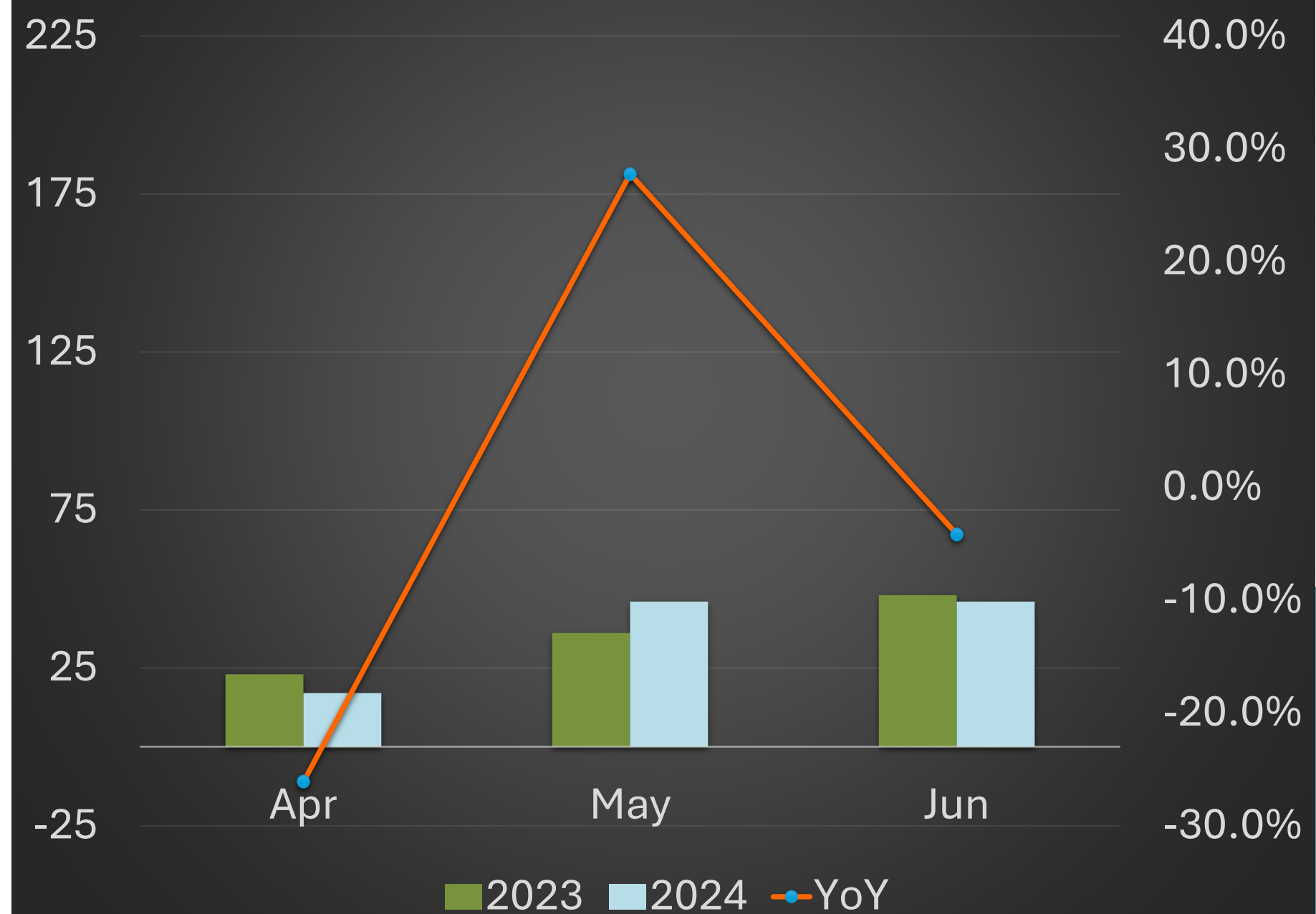


# 4g. Damages with/without Previous Tickets

## Q2-2024 Damages with Previous Tickets

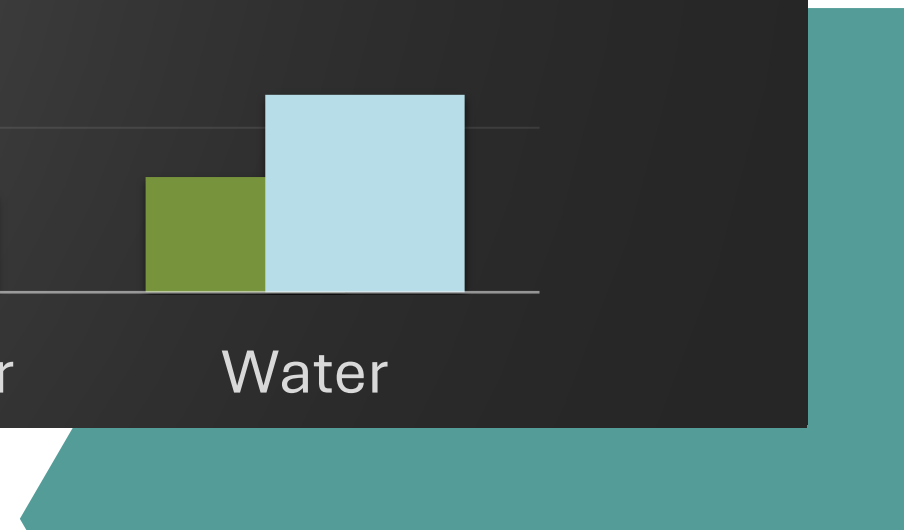
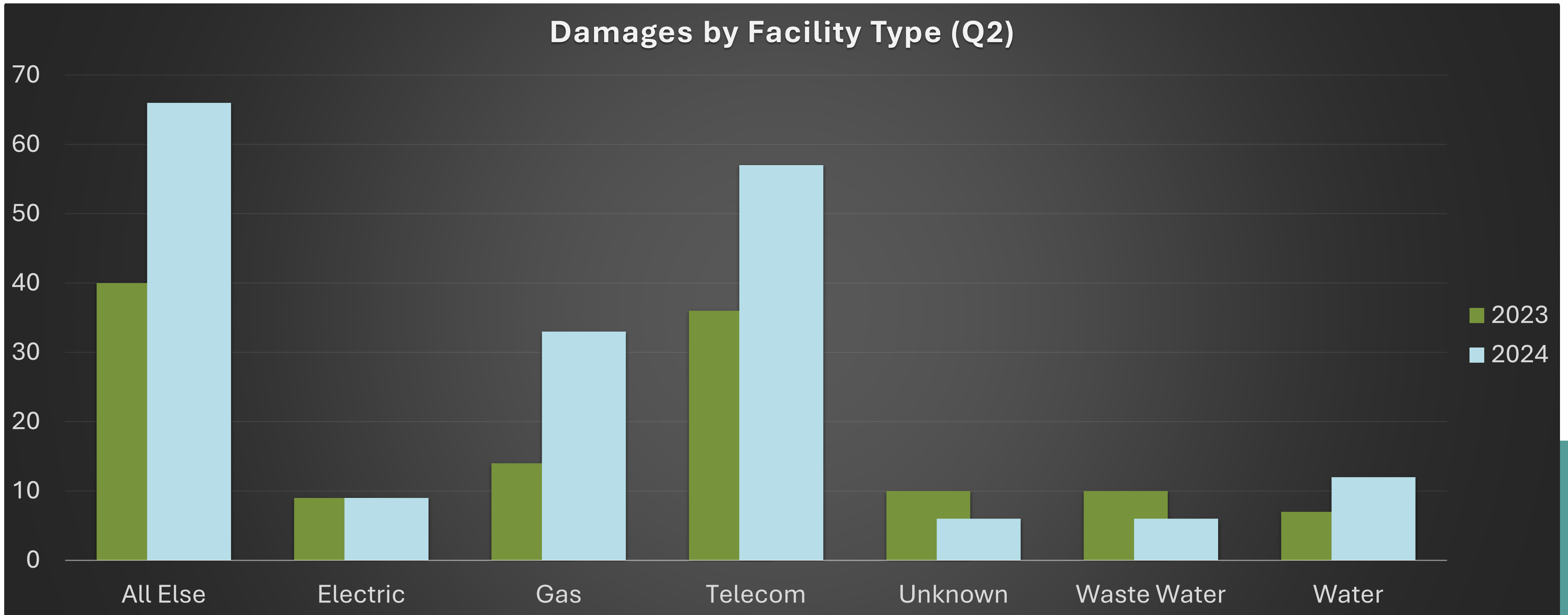


## Q2-2024 Damages without Previous Tickets





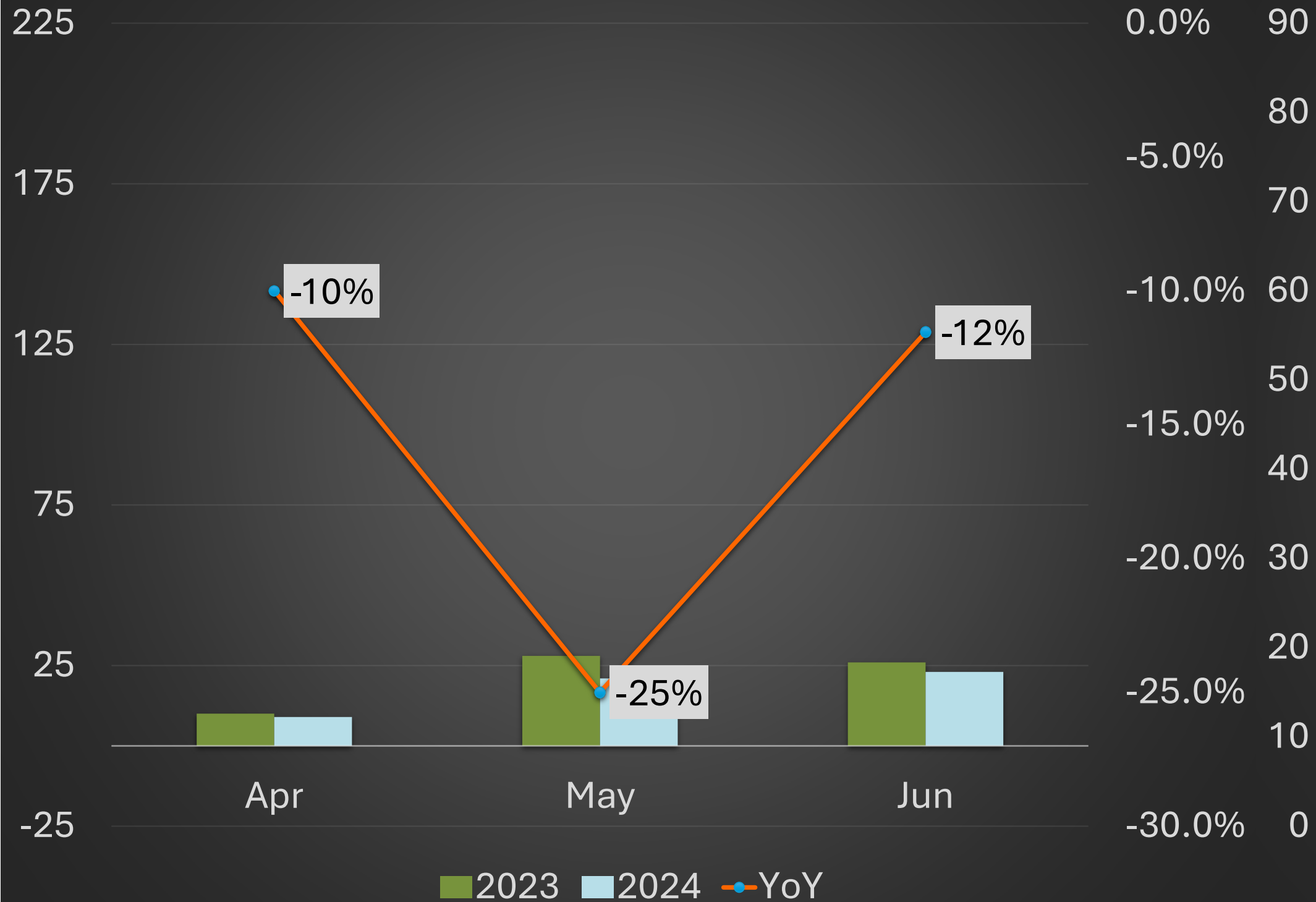
# 4i. Damages (All Facility Types)



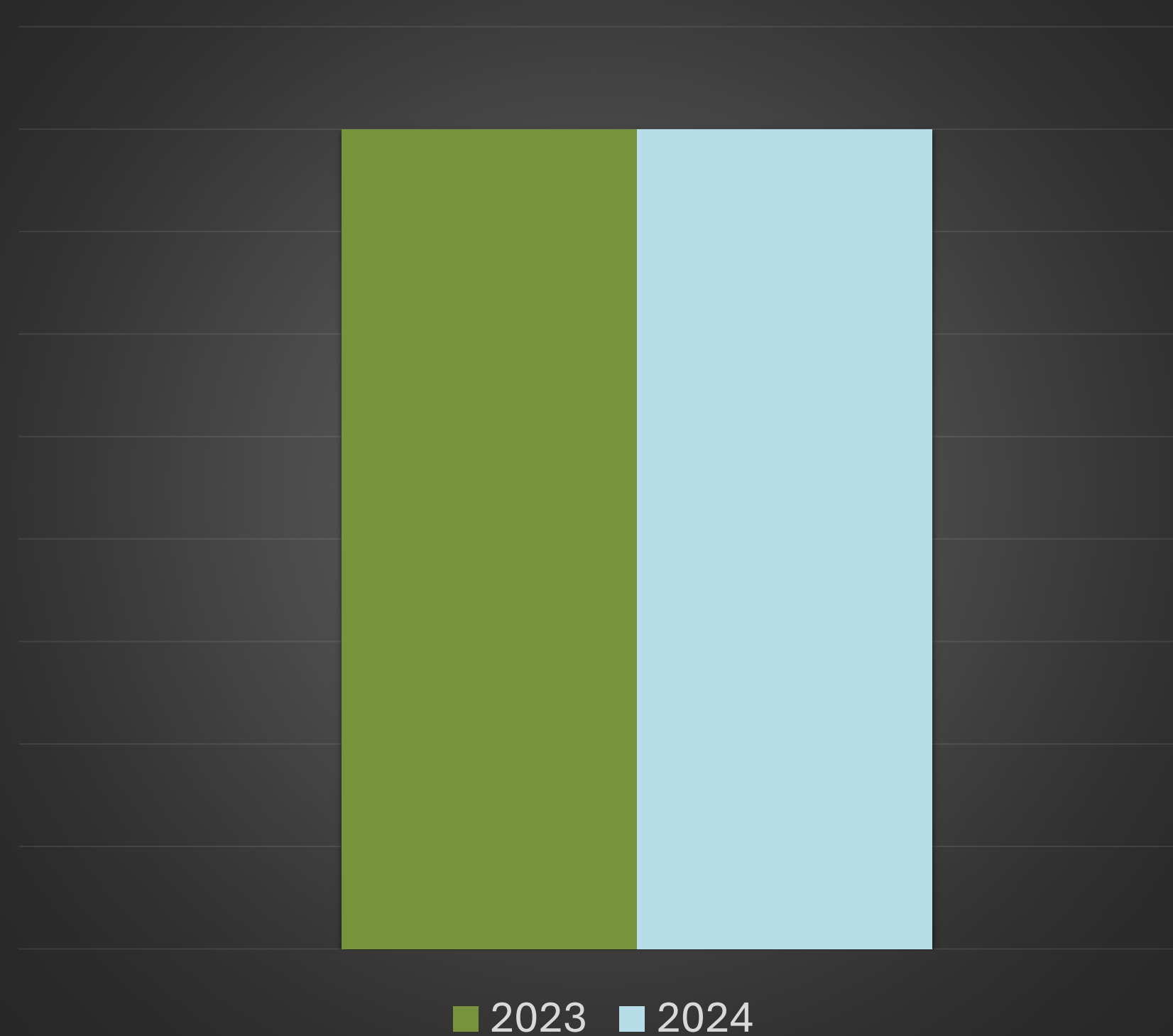


# 4i. Gas Damages (Q2)

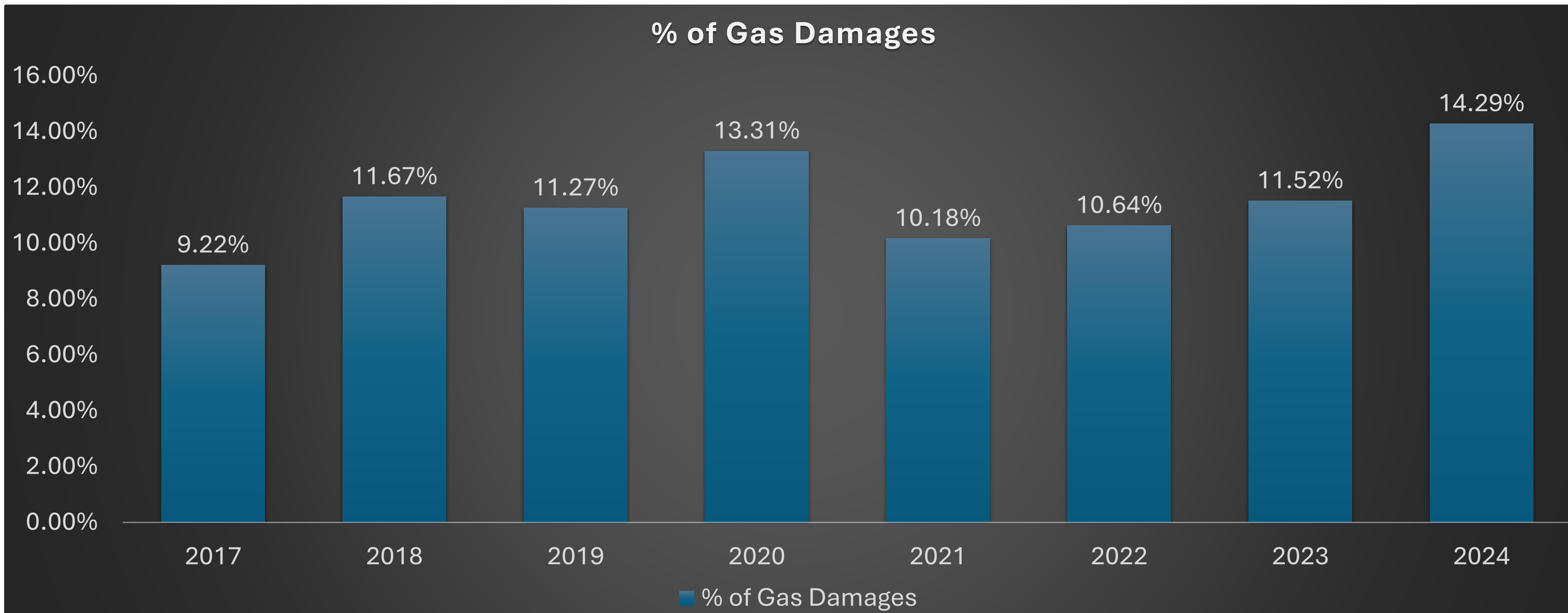
### Q2-2024 Gas Damages



### 2023 vs 2024 Gas Damages (Q2)



# 4i. Gas Damages % of Total Damages



# 4j. Positive Response

## Positive Response

Located to Meter Only,  
194

In Conflict,  
142

Located, 52,265

Other, 209,553

Cannot  
Locate,  
114

No Response, 153,025

Clear, 52,451

Locate Delayed, 4,077

- Cannot Locate
- Located
- In Conflict
- Located to Meter Only
- No Response
- Clear
- Locate Delayed