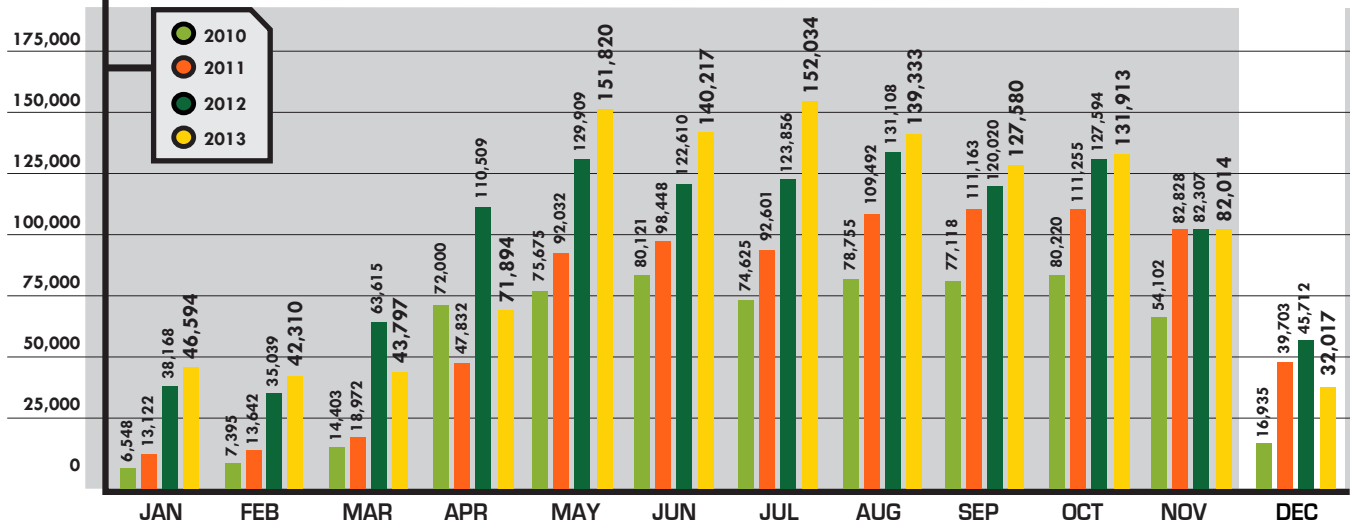




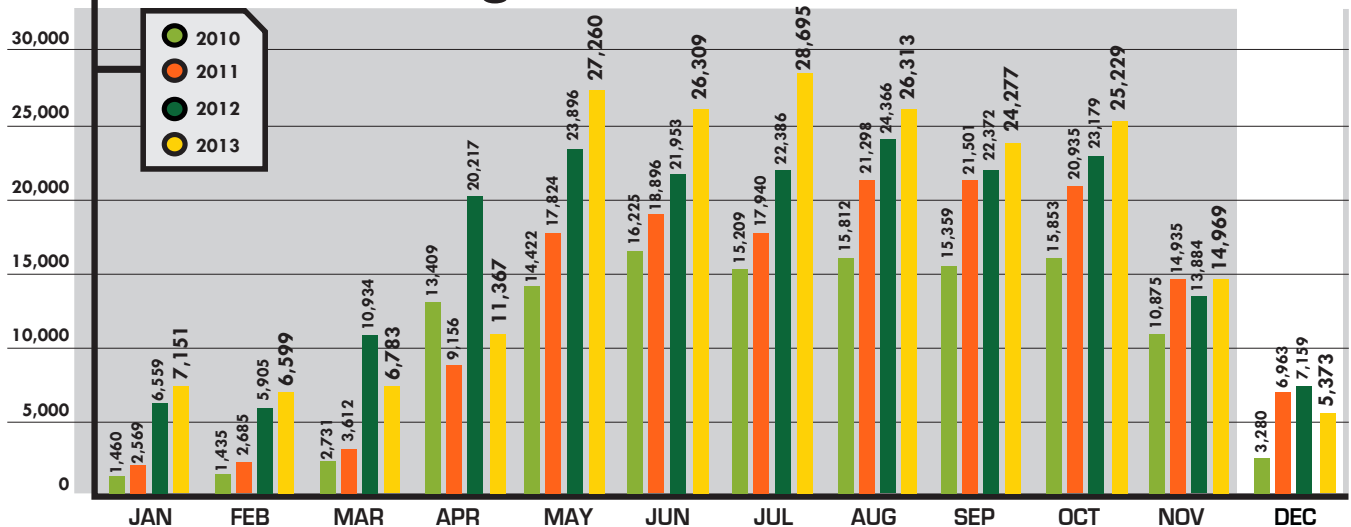
# DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | **DECEMBER**

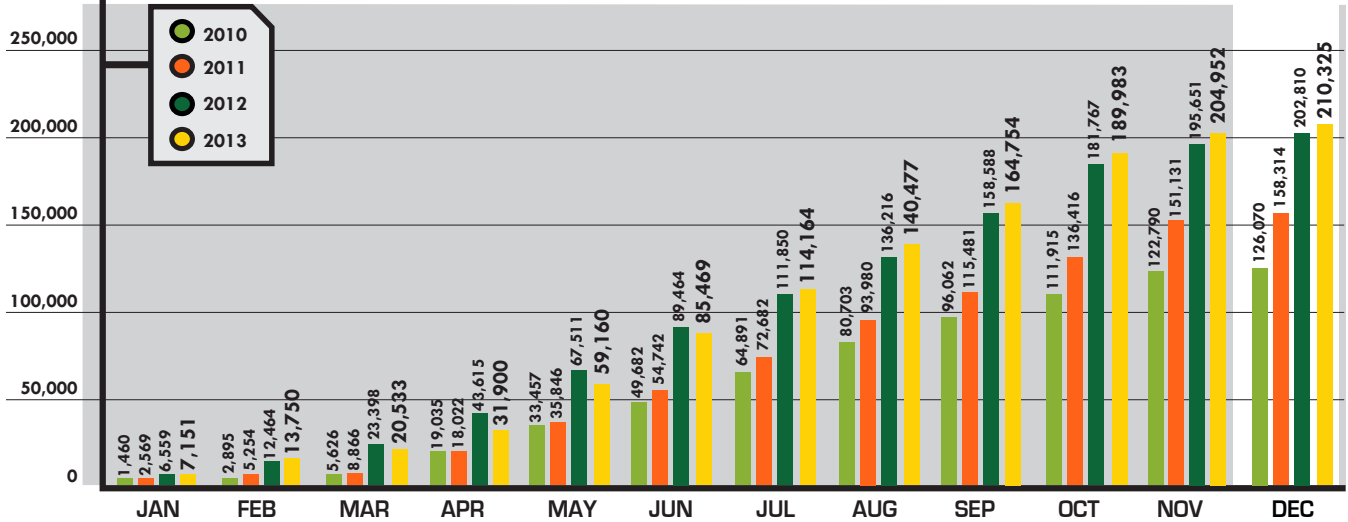
## Billable Calls



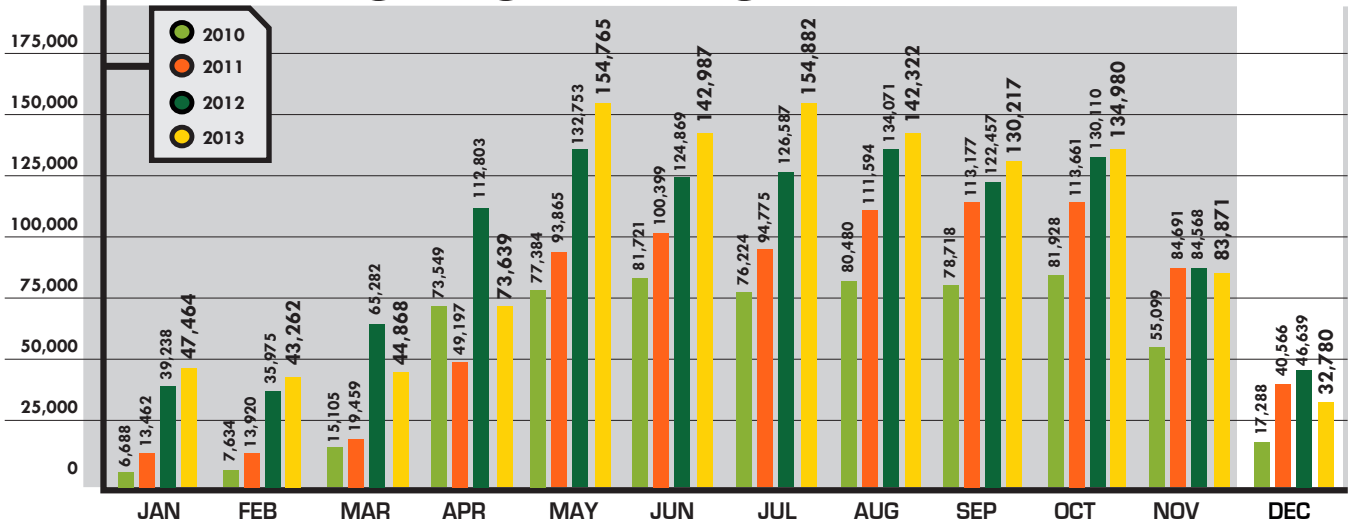
## Incoming Tickets



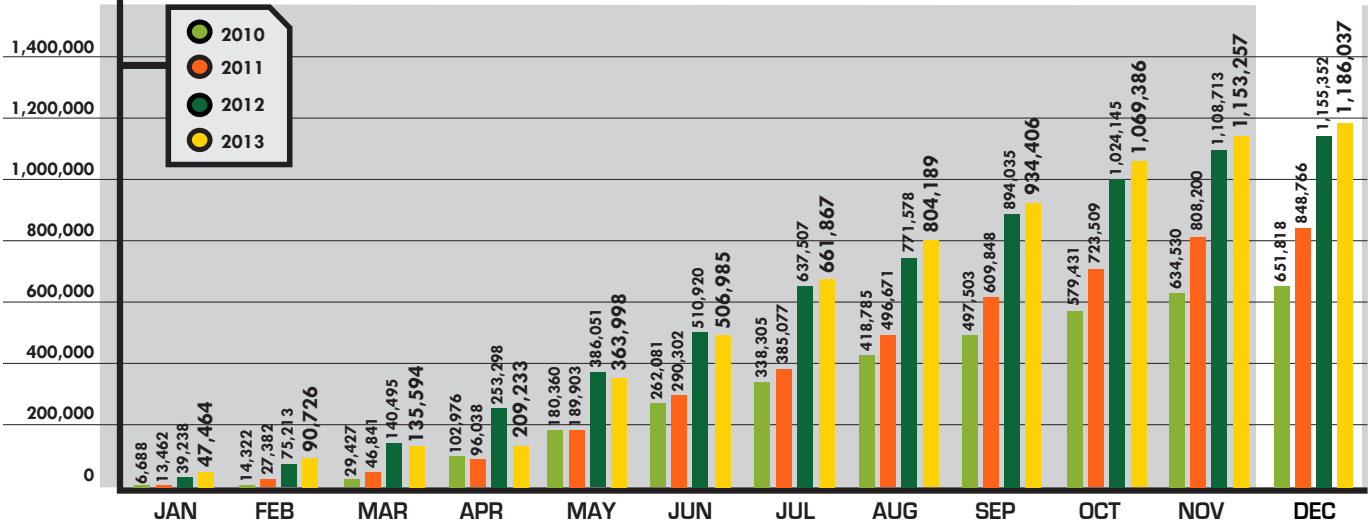
## Incoming Tickets Y-T-D



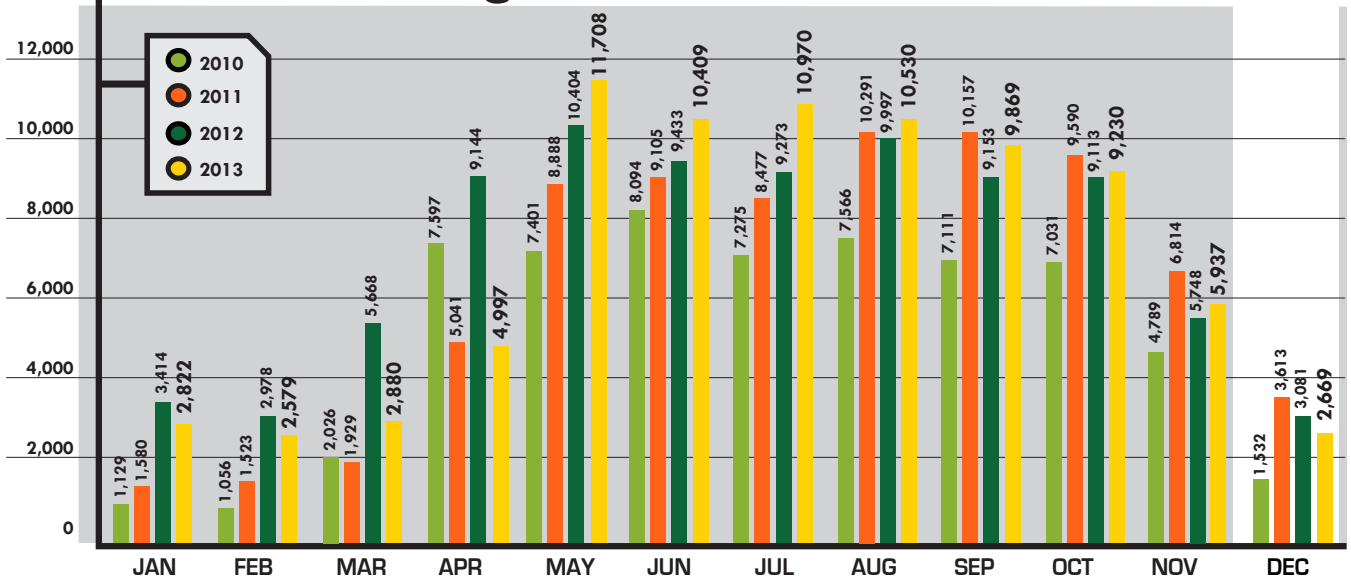
## Outgoing Messages



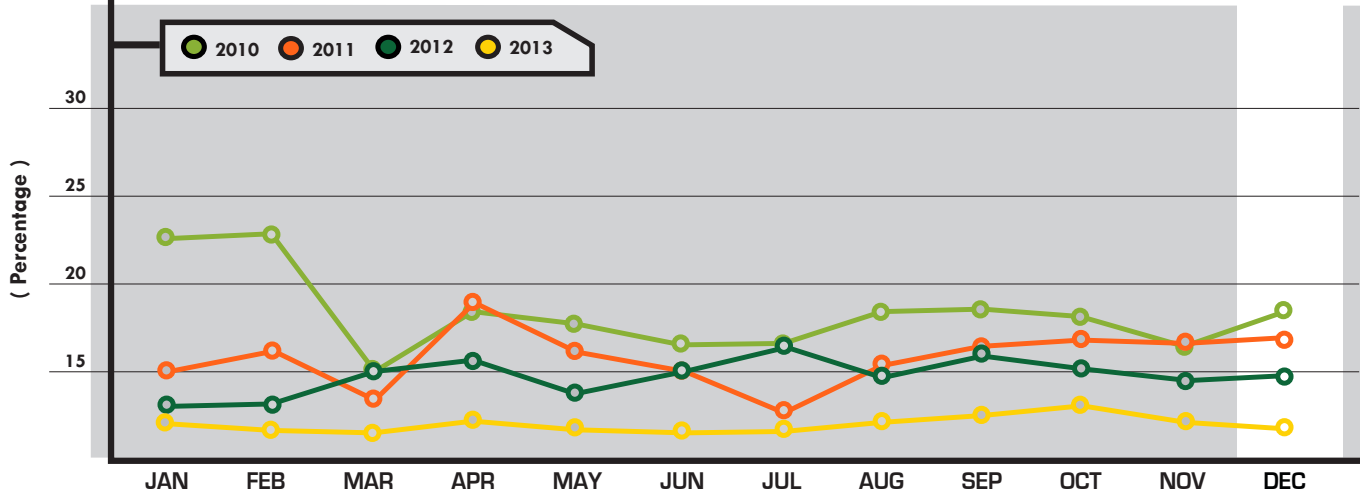
## Outgoing Tickets Y-T-D



## Incoming Calls

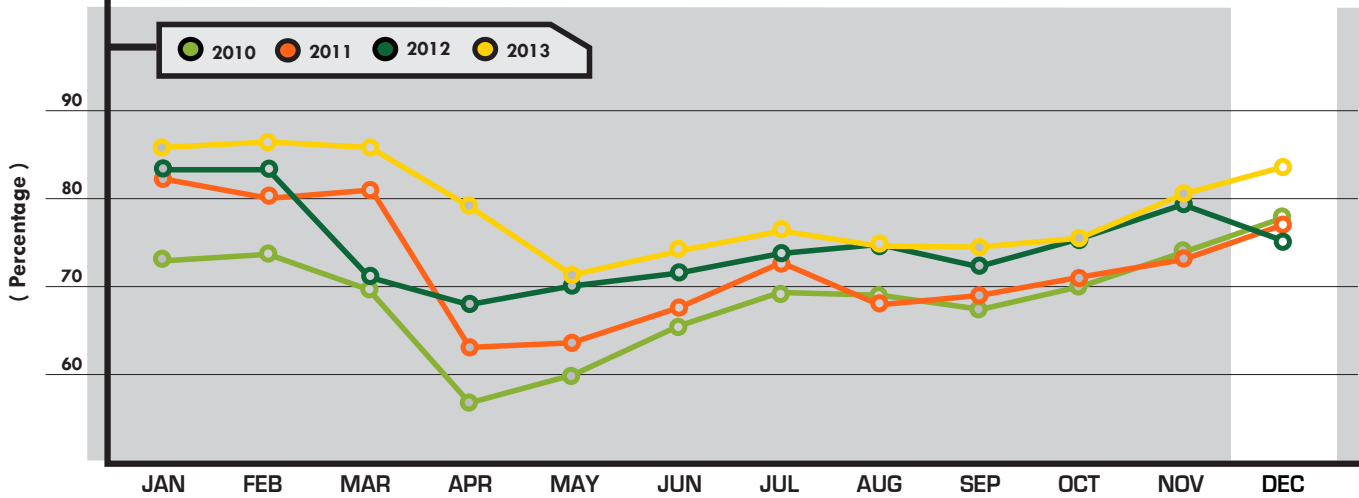


## Operator Call Volumes



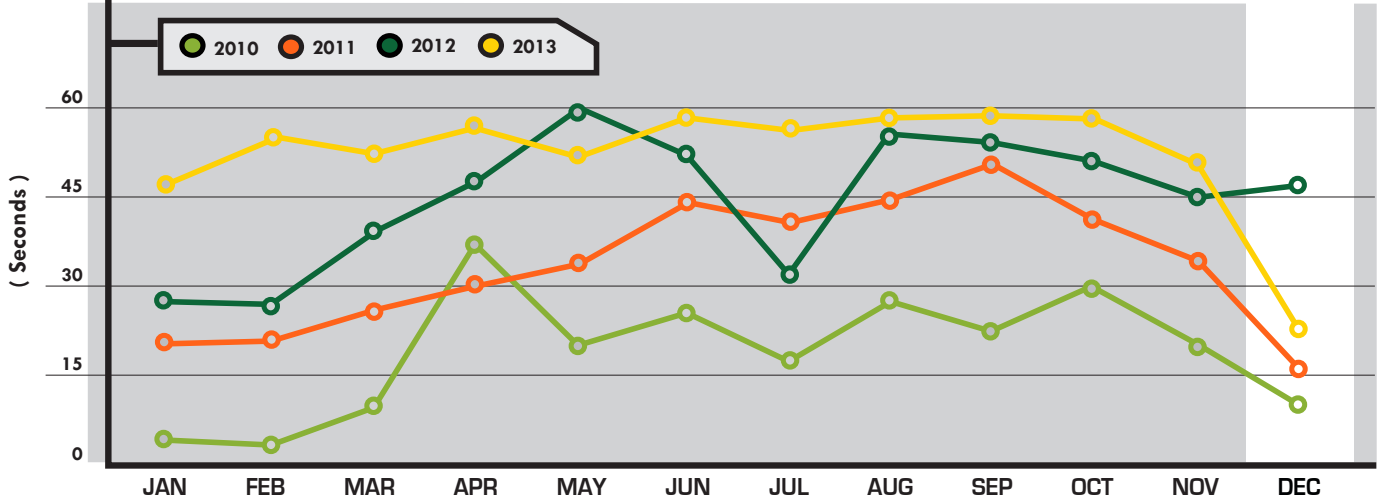
|           | 2010  | 2011  | 2012  | 2013  |
|-----------|-------|-------|-------|-------|
| JANUARY   | 22.55 | 15.37 | 13.92 | 12.01 |
| FEBRUARY  | 22.67 | 16.40 | 13.94 | 11.30 |
| MARCH     | 15.89 | 14.61 | 15.06 | 10.88 |
| APRIL     | 18.44 | 19.13 | 15.92 | 12.45 |
| MAY       | 17.71 | 16.55 | 14.17 | 11.96 |
| JUNE      | 16.18 | 14.99 | 15.20 | 11.63 |
| JULY      | 16.23 | 13.19 | 16.15 | 11.33 |
| AUGUST    | 17.80 | 15.82 | 14.76 | 12.04 |
| SEPTEMBER | 17.96 | 16.58 | 16.28 | 12.15 |
| OCTOBER   | 17.57 | 16.91 | 15.71 | 13.70 |
| NOVEMBER  | 16.02 | 16.83 | 14.64 | 12.04 |
| DECEMBER  | 18.02 | 16.95 | 14.76 | 11.22 |

## Excavator Call Volumes



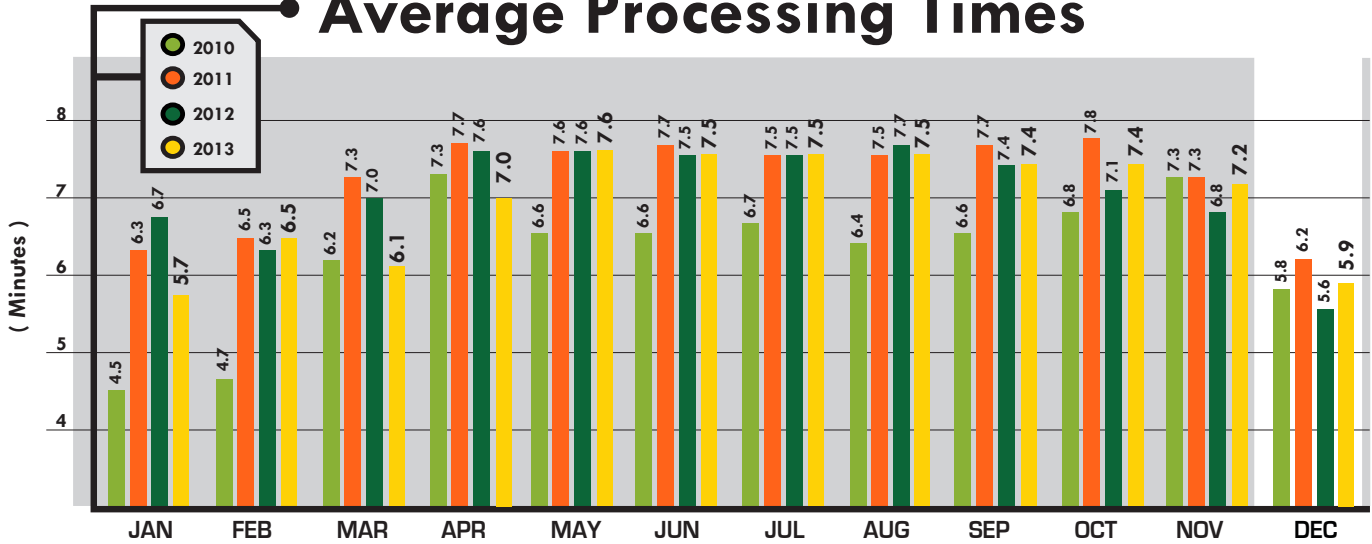
|           | 2010  | 2011  | 2012  | 2013  |
|-----------|-------|-------|-------|-------|
| JANUARY   | 72.05 | 81.71 | 82.46 | 86.62 |
| FEBRUARY  | 72.73 | 80.35 | 82.16 | 86.95 |
| MARCH     | 69.51 | 80.74 | 71.50 | 86.58 |
| APRIL     | 58.25 | 63.41 | 68.45 | 79.04 |
| MAY       | 60.77 | 63.74 | 70.47 | 71.24 |
| JUNE      | 65.82 | 68.82 | 71.65 | 74.75 |
| JULY      | 69.08 | 72.41 | 73.29 | 76.56 |
| AUGUST    | 69.17 | 68.78 | 74.44 | 74.47 |
| SEPTEMBER | 68.03 | 69.27 | 72.54 | 74.24 |
| OCTOBER   | 70.19 | 70.93 | 75.25 | 75.65 |
| NOVEMBER  | 74.26 | 73.78 | 79.37 | 80.08 |
| DECEMBER  | 78.89 | 78.53 | 75.63 | 84.84 |

## Average Hold Time



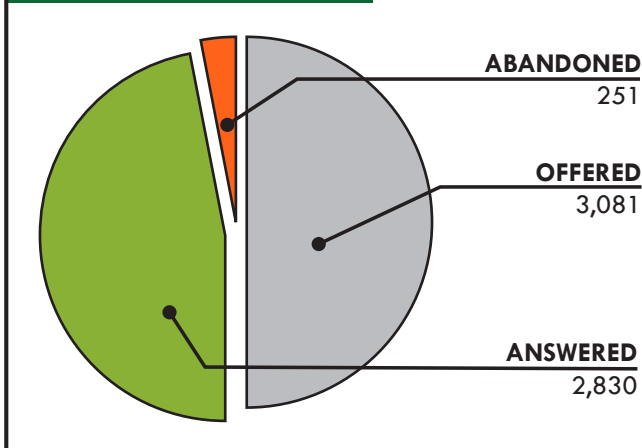
|           | 2010 | 2011 | 2012 | 2013 |
|-----------|------|------|------|------|
| JANUARY   | 4    | 22   | 27   | 47   |
| FEBRUARY  | 3    | 23   | 26   | 55   |
| MARCH     | 10   | 26   | 39   | 49   |
| APRIL     | 37   | 30   | 48   | 56   |
| MAY       | 20   | 34   | 59   | 52   |
| JUNE      | 25   | 44   | 52   | 58   |
| JULY      | 18   | 41   | 32   | 56   |
| AUGUST    | 28   | 44   | 55   | 58   |
| SEPTEMBER | 23   | 50   | 54   | 59   |
| OCTOBER   | 30   | 41   | 52   | 57   |
| NOVEMBER  | 20   | 35   | 45   | 51   |
| DECEMBER  | 11   | 16   | 47   | 23   |

## Average Processing Times



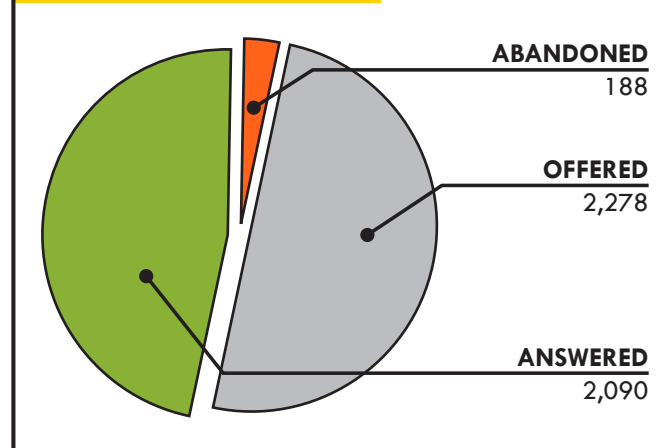
### Abandonment

**DECEMBER 2012**

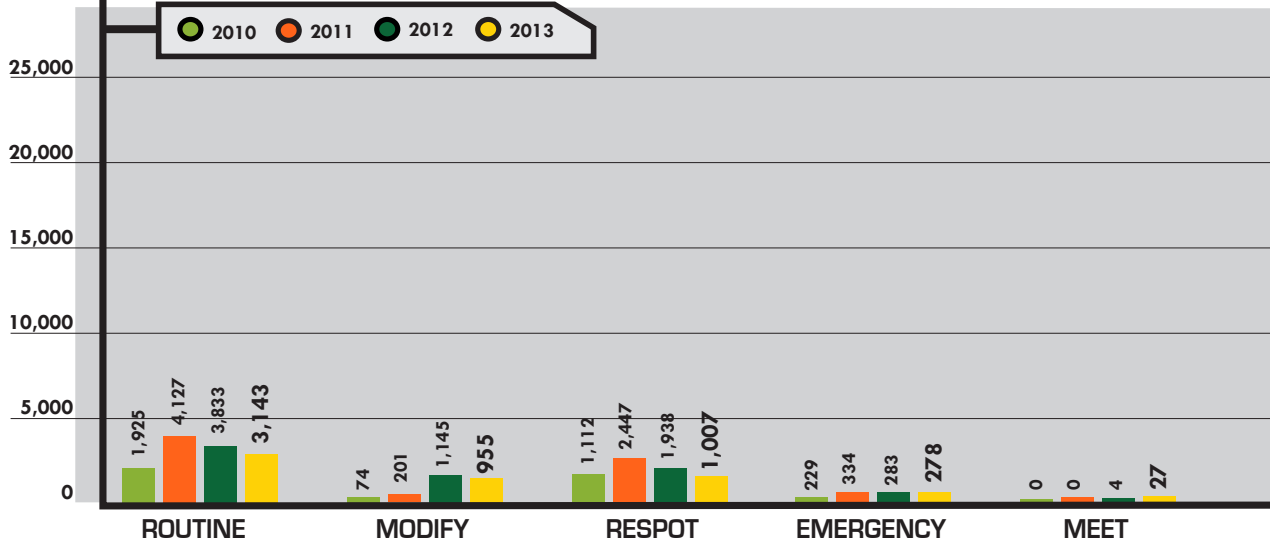


### Abandonment

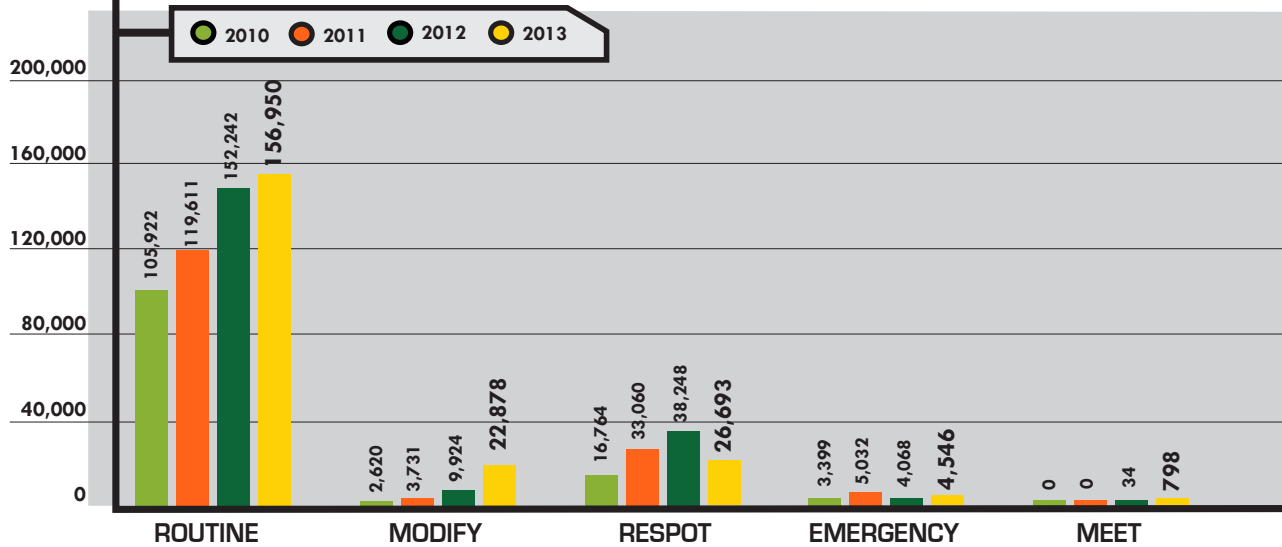
**DECEMBER 2013**



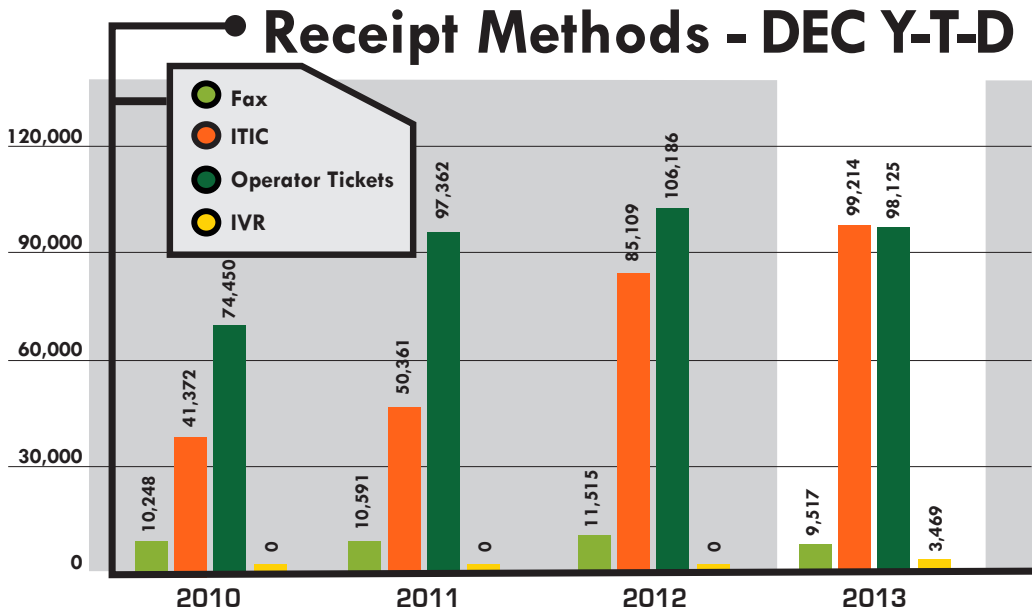
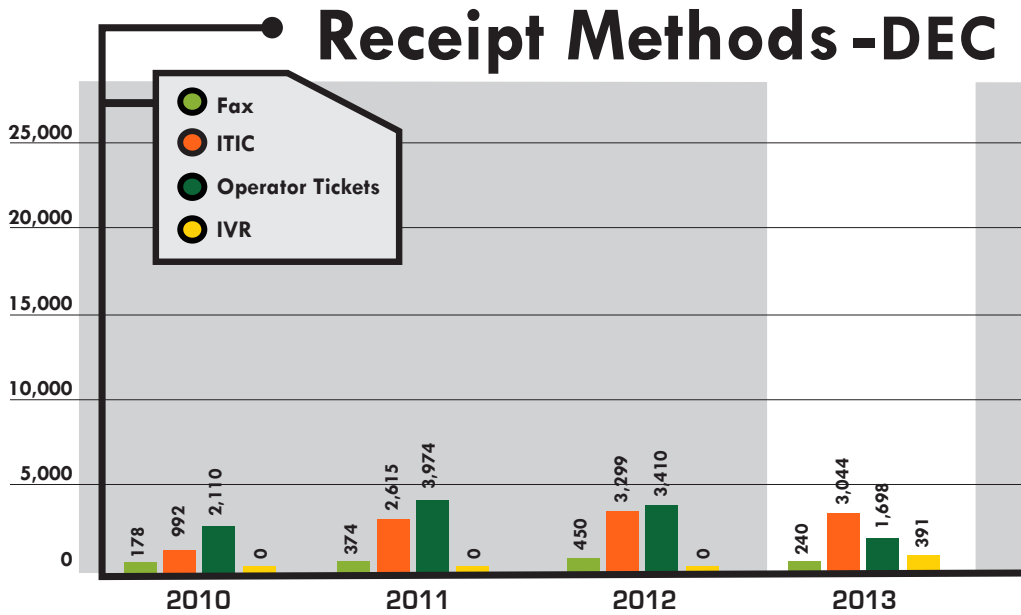
## Incoming Ticket Types - DEC



## Incoming Ticket Types - DEC Y-T-D

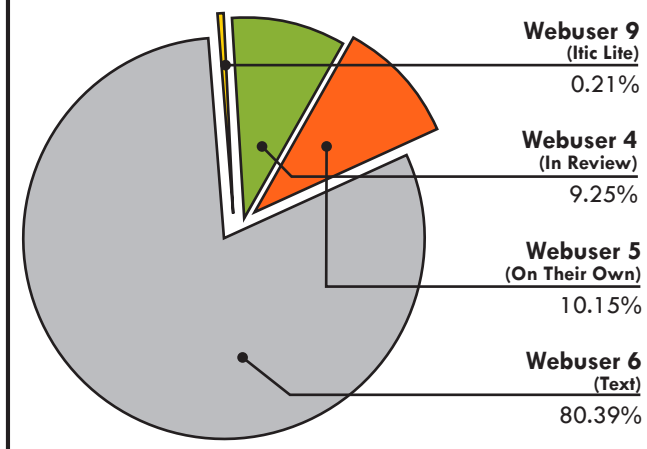






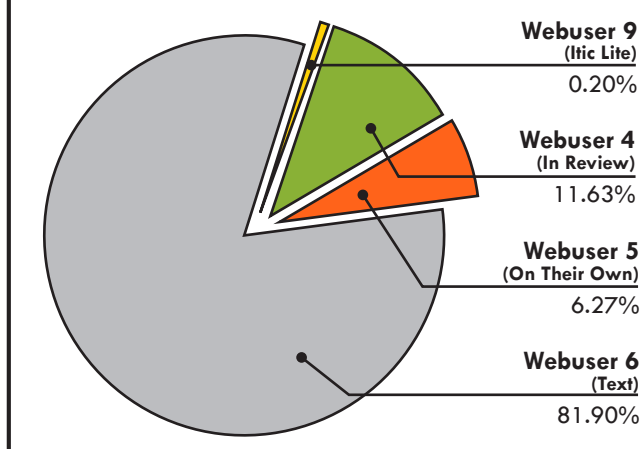
## ITIC Breakdown

DECEMBER 2012



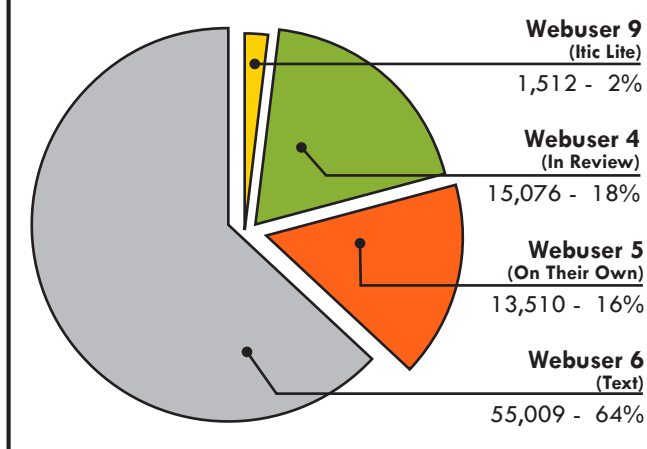
## ITIC Breakdown

DECEMBER 2013



## ITIC Y-T-D Analysis

DECEMBER 2012



## ITIC Y-T-D Analysis

DECEMBER 2013

