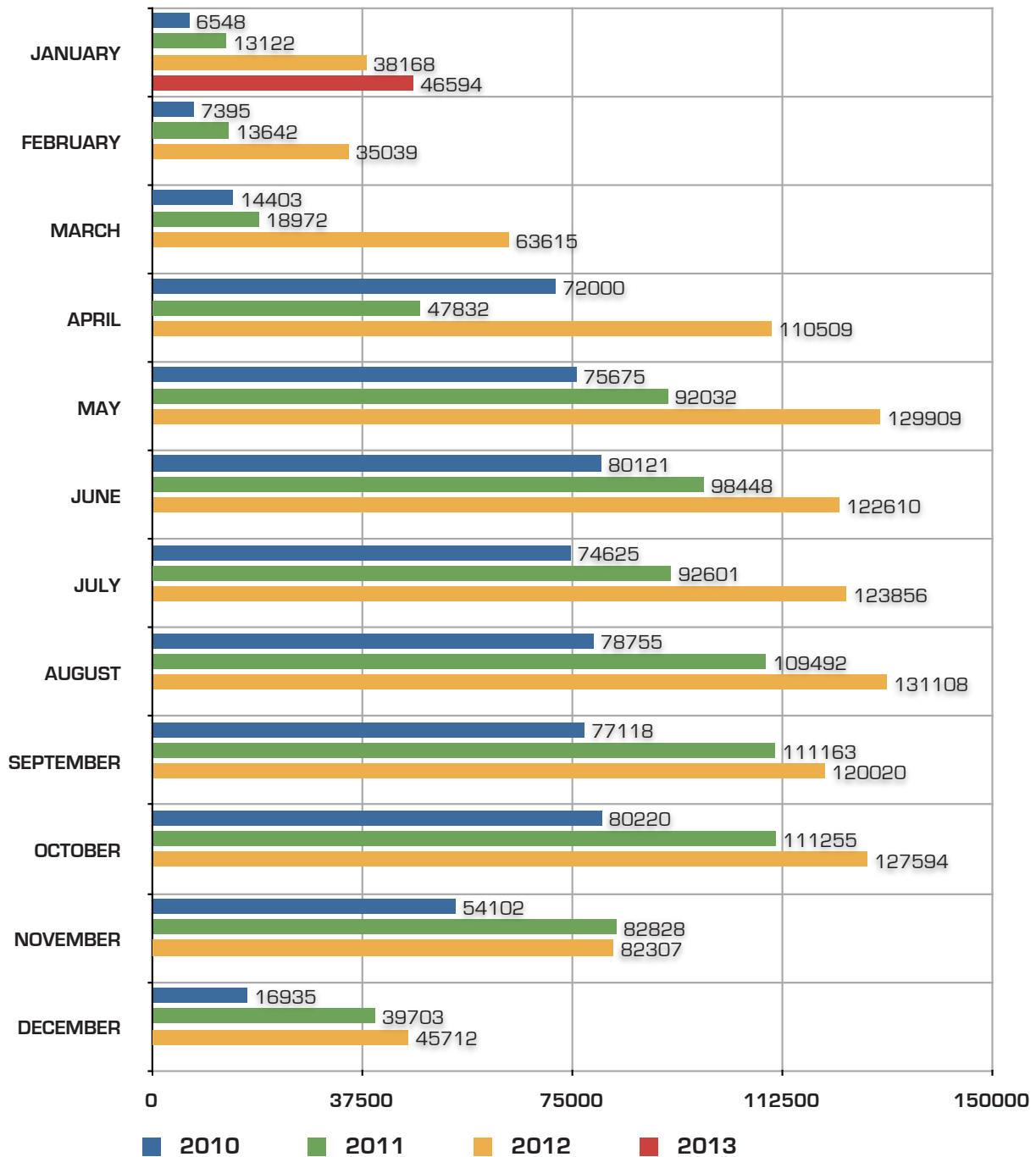




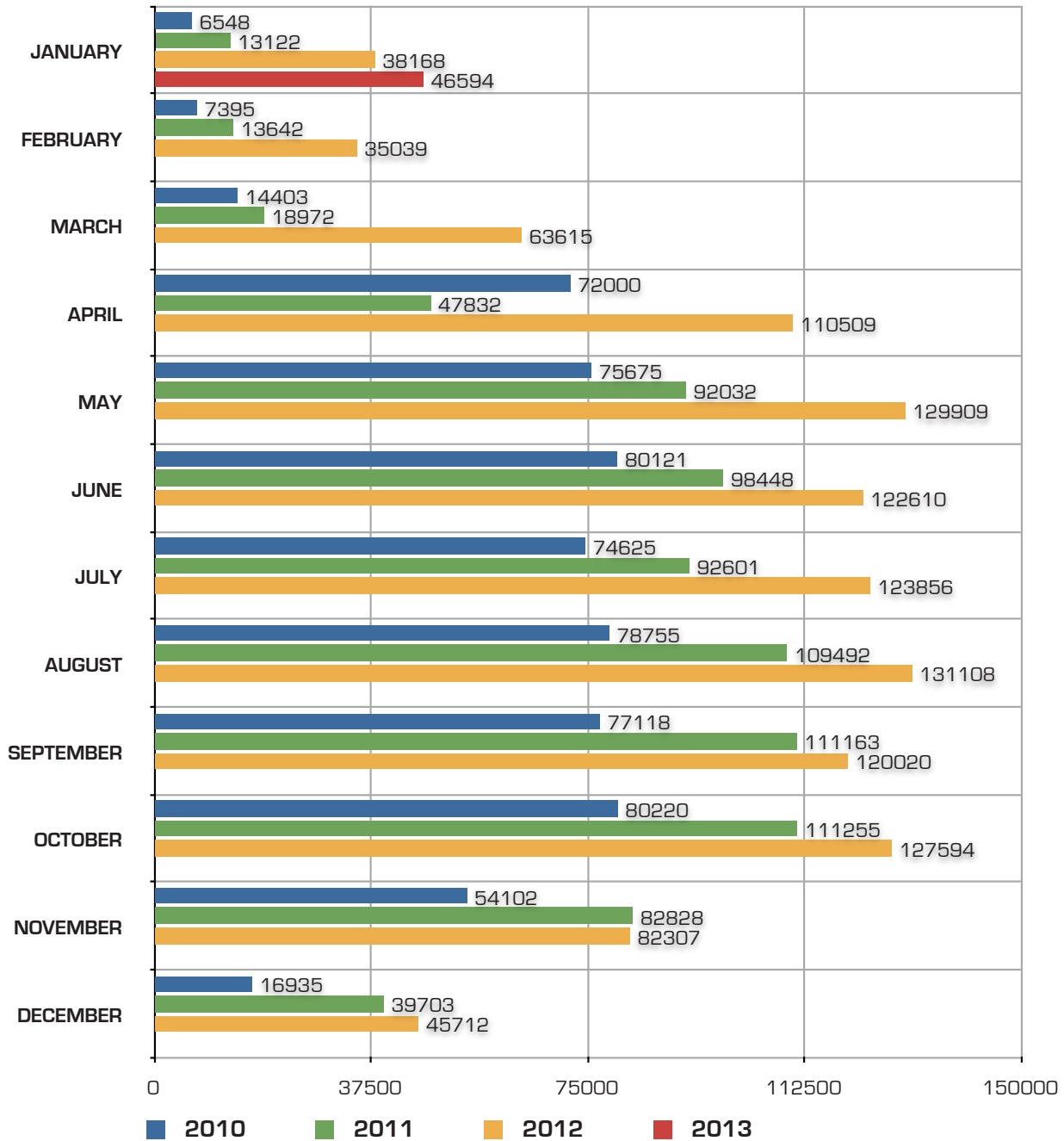
DASHBOARD REPORT

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

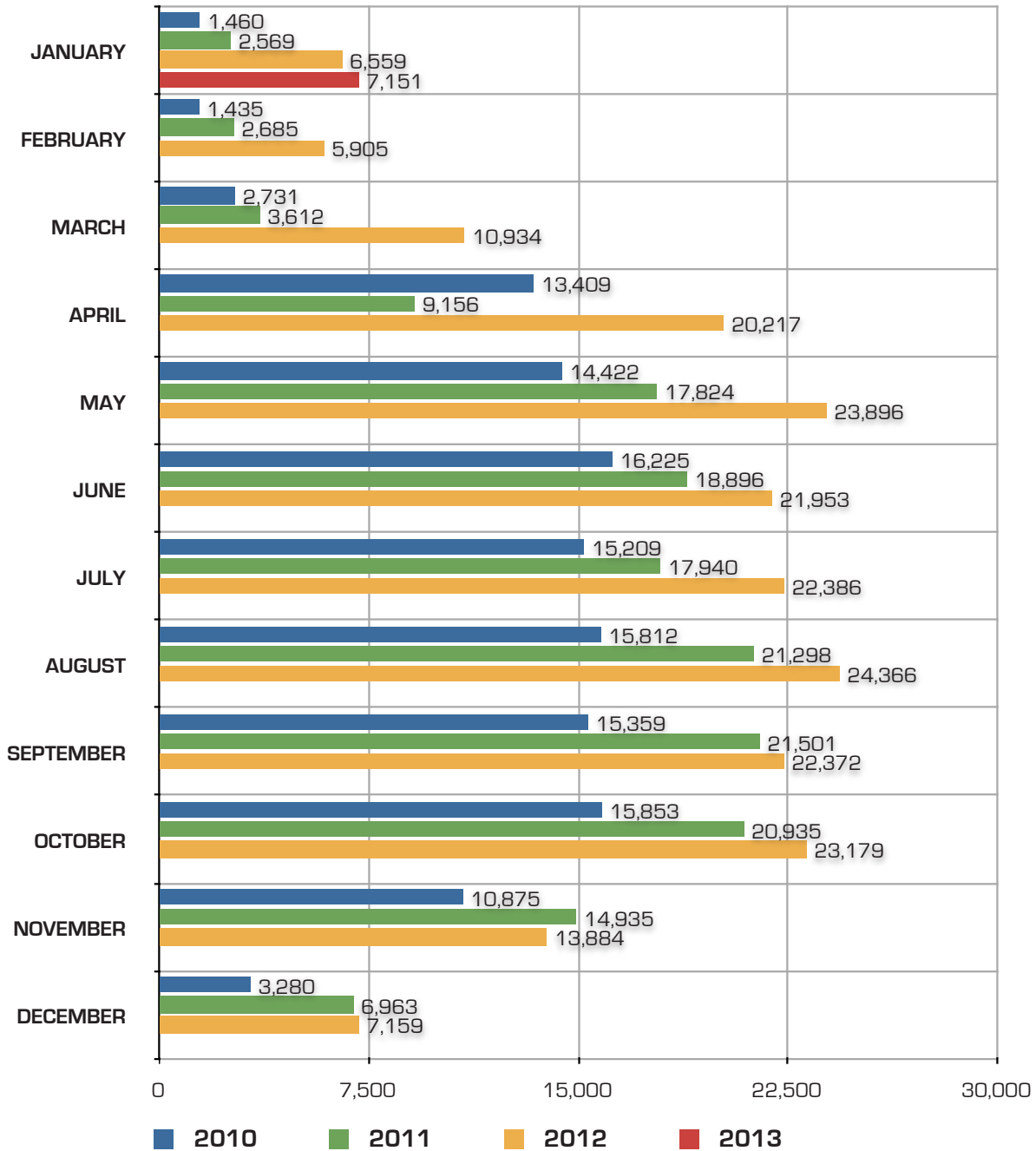
BILLABLE CALLS



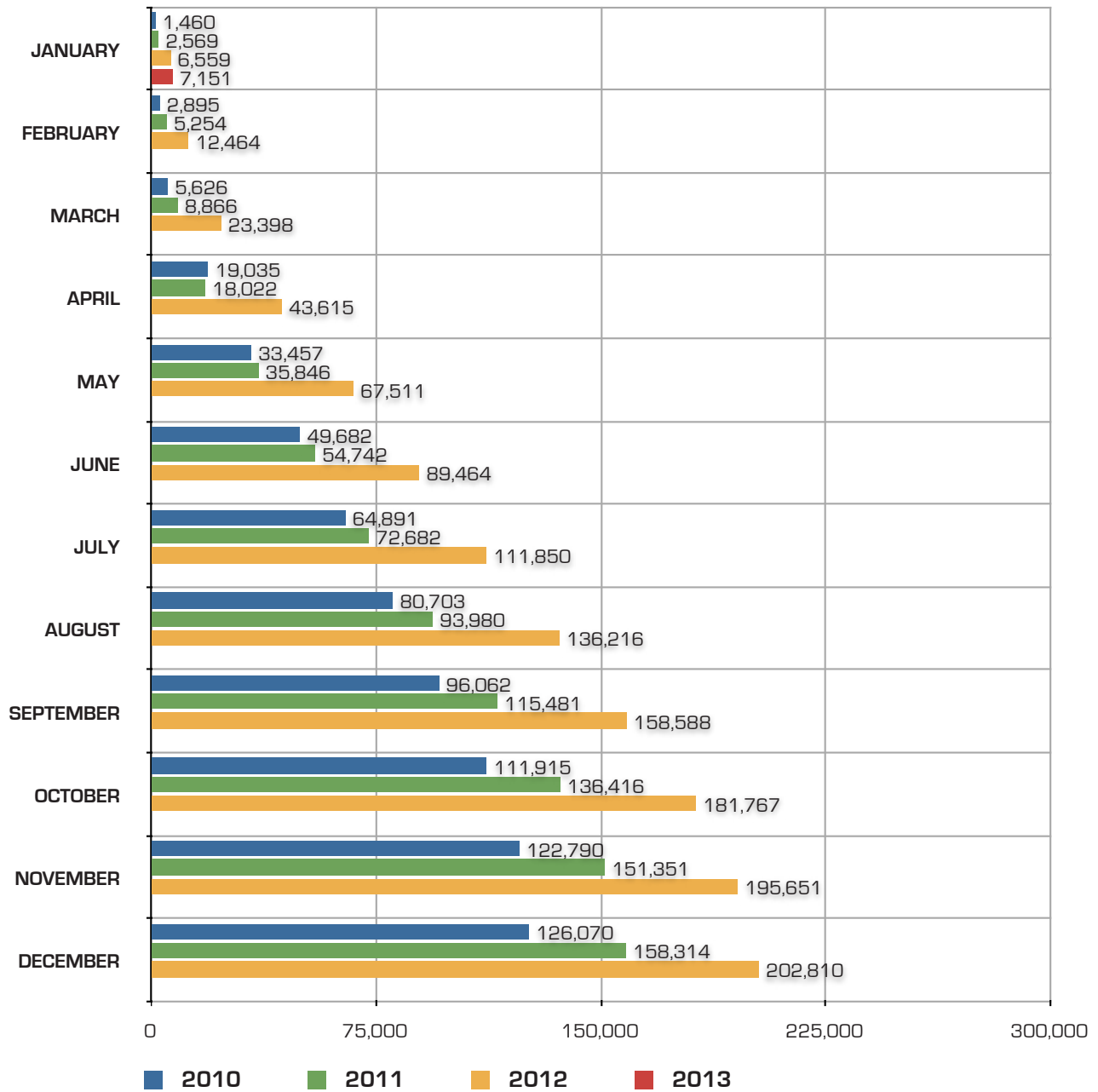
INCOMING TICKETS



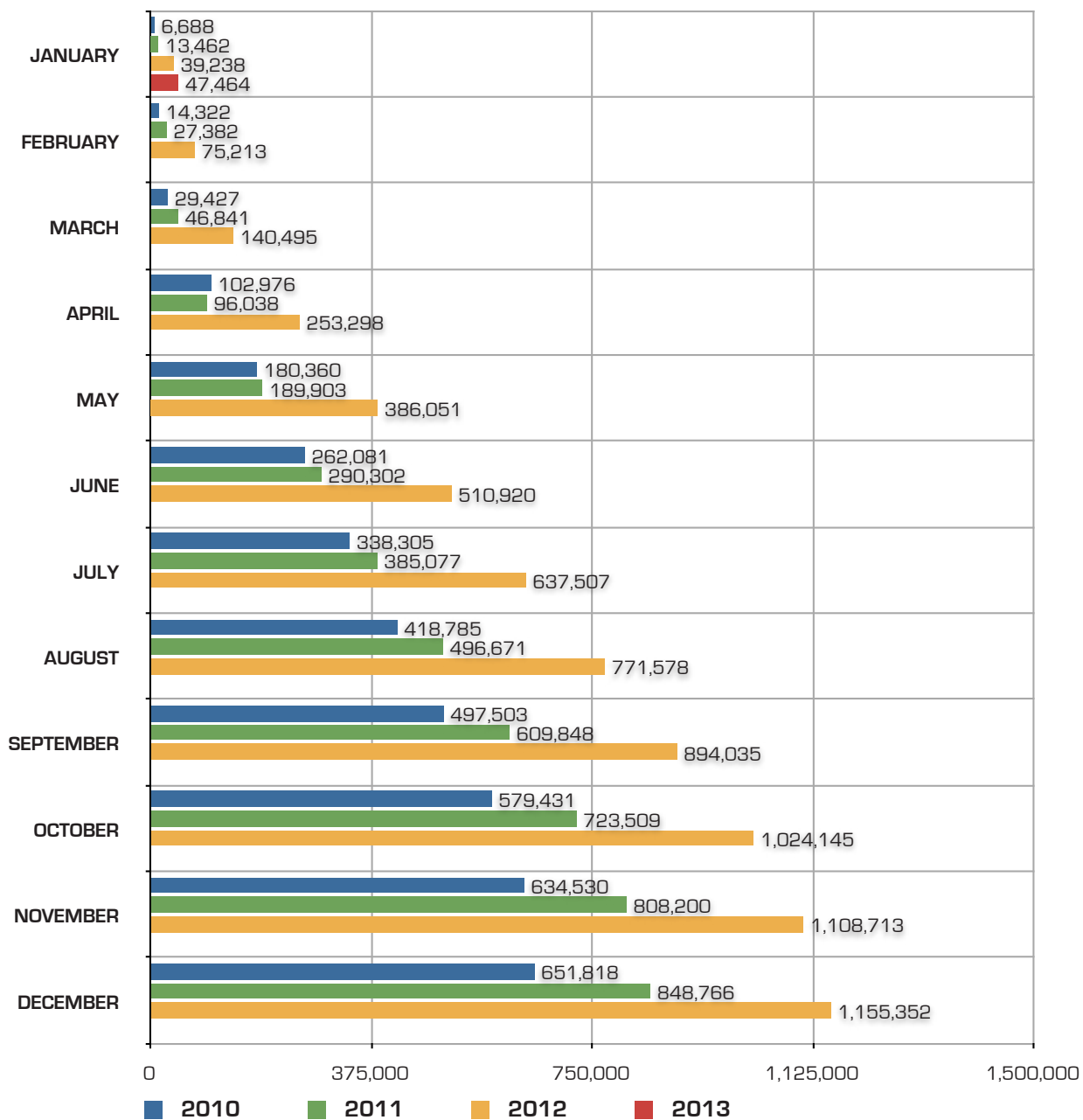
OUTGOING TICKETS



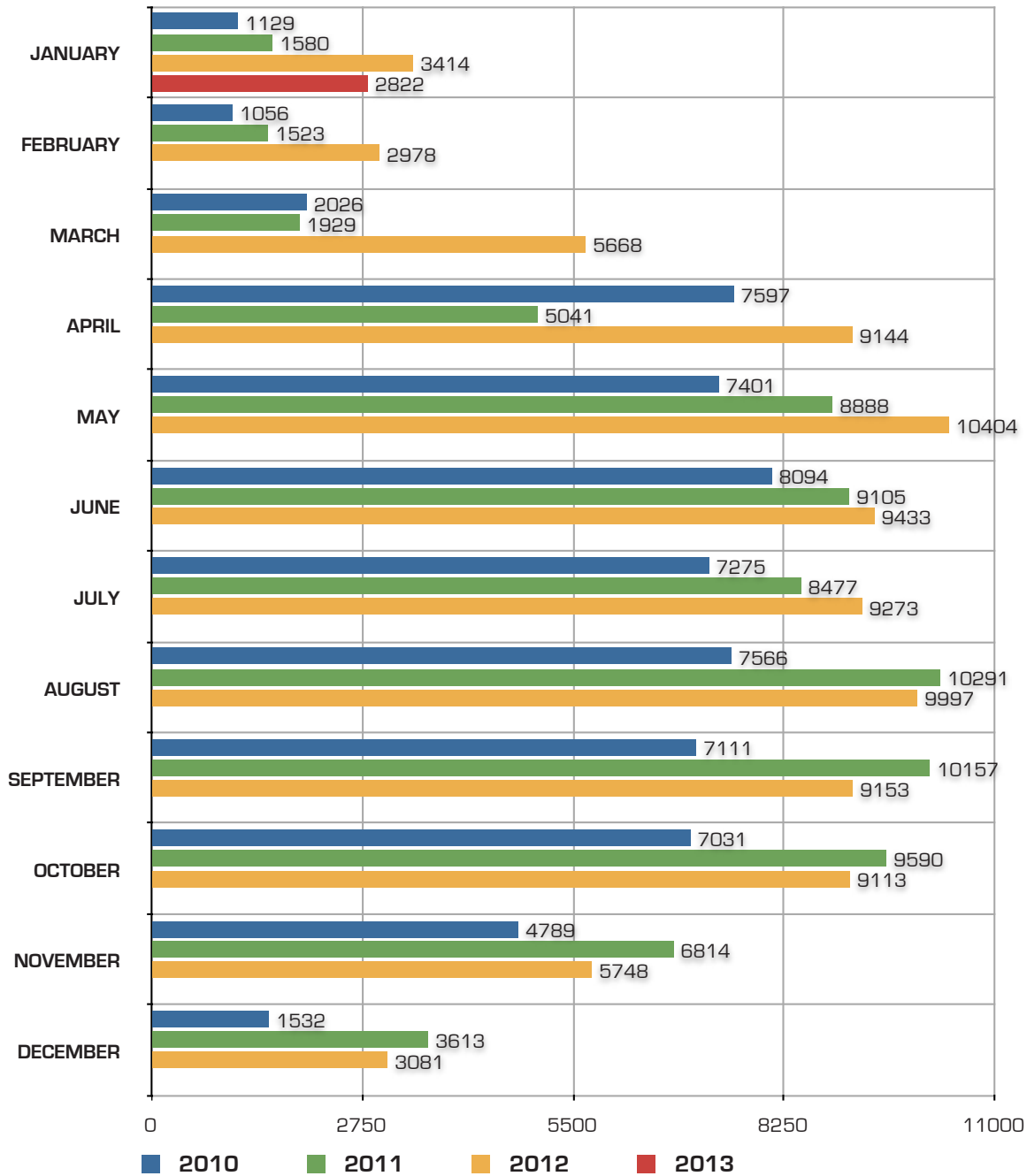
INCOMING TICKETS Y-T-D



OUTGOING TICKETS Y-T-D



INCOMING CALLS

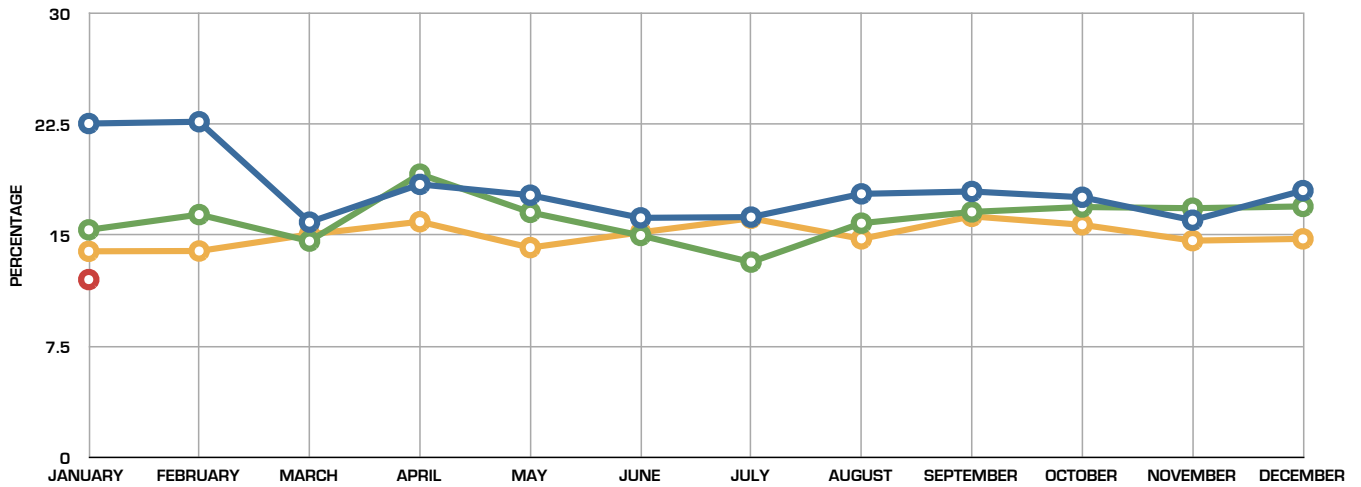




DASHBOARD REPORT

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

○ 2010
 ○ 2011
 ○ 2012
 ○ 2013
OPERATOR CALL VOLUMES



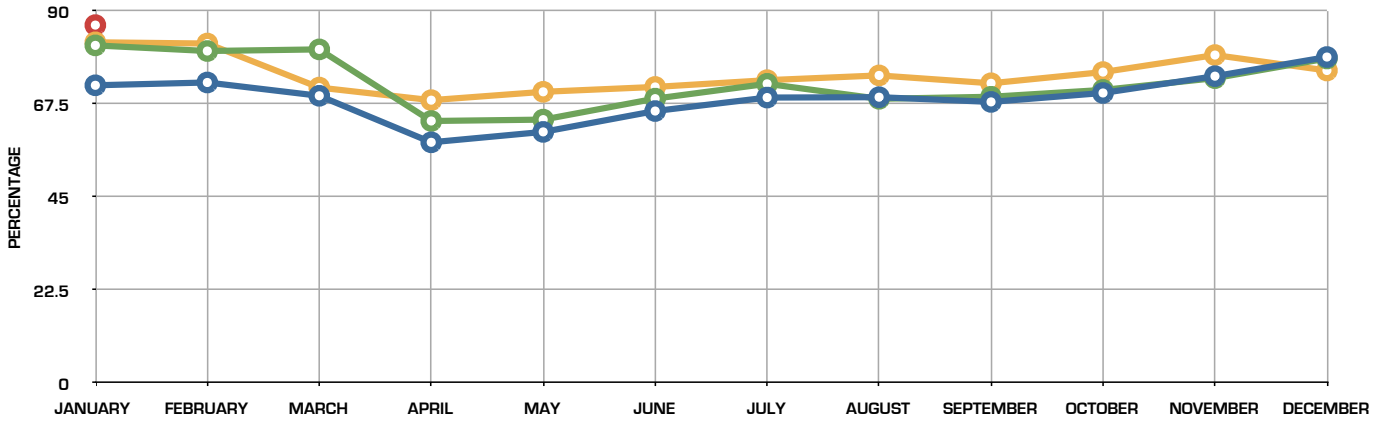
	2010	2011	2012	2013
JANUARY	22.55	15.37	13.92	12.01
FEBRUARY	22.67	16.40	13.94	
MARCH	15.89	14.61	15.06	
APRIL	18.44	19.13	15.92	
MAY	17.71	16.55	14.17	
JUNE	16.18	14.99	15.20	
JULY	16.23	13.19	16.15	
AUGUST	17.80	15.82	14.76	
SEPTEMBER	17.96	16.58	16.28	
OCTOBER	17.57	16.91	15.71	
NOVEMBER	16.02	16.83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



DASHBOARD REPORT

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

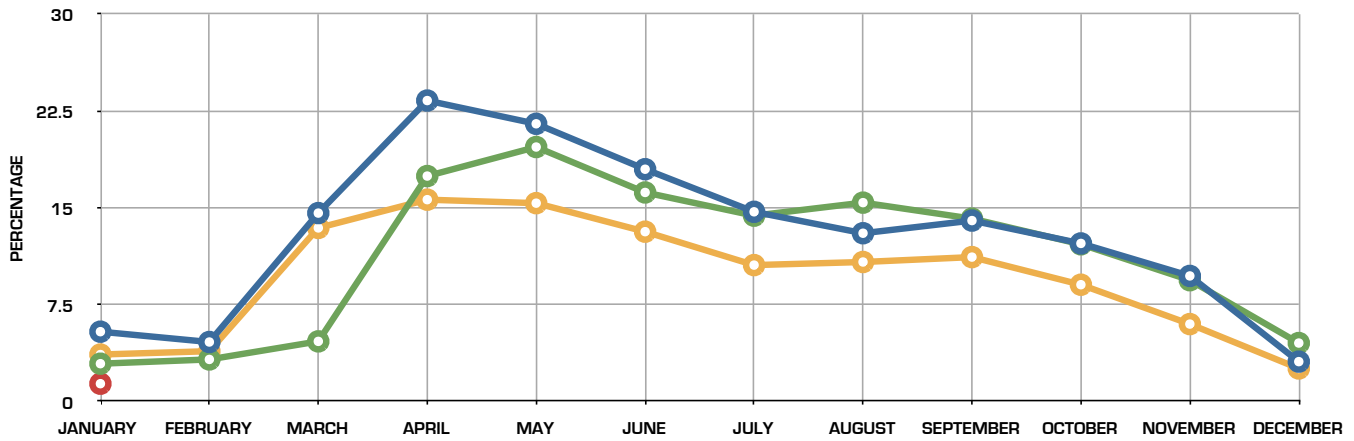
EXCAVATOR CALL VOLUMES



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

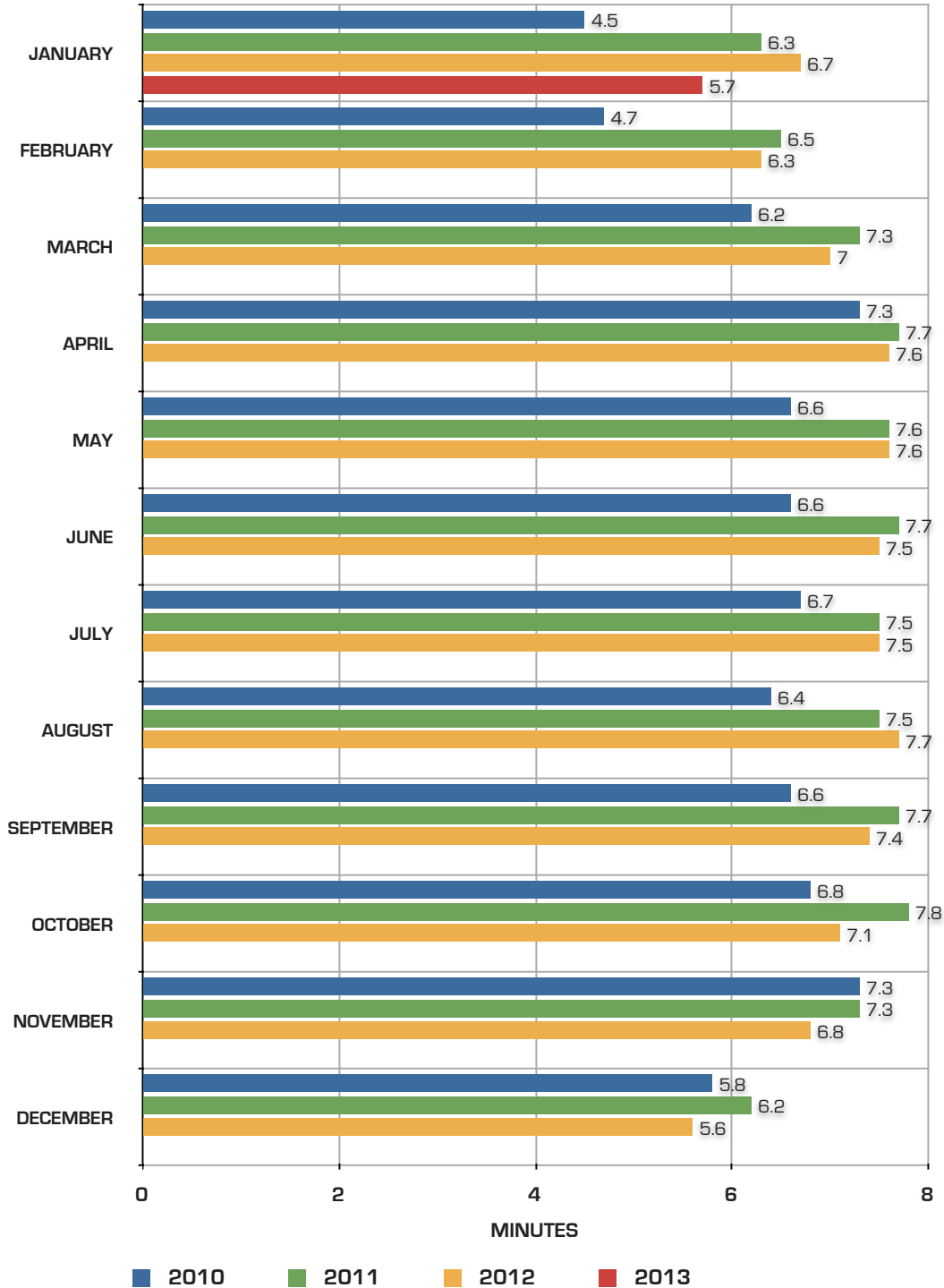
2010 2011 2012 2013

OTHER CALL VOLUMES



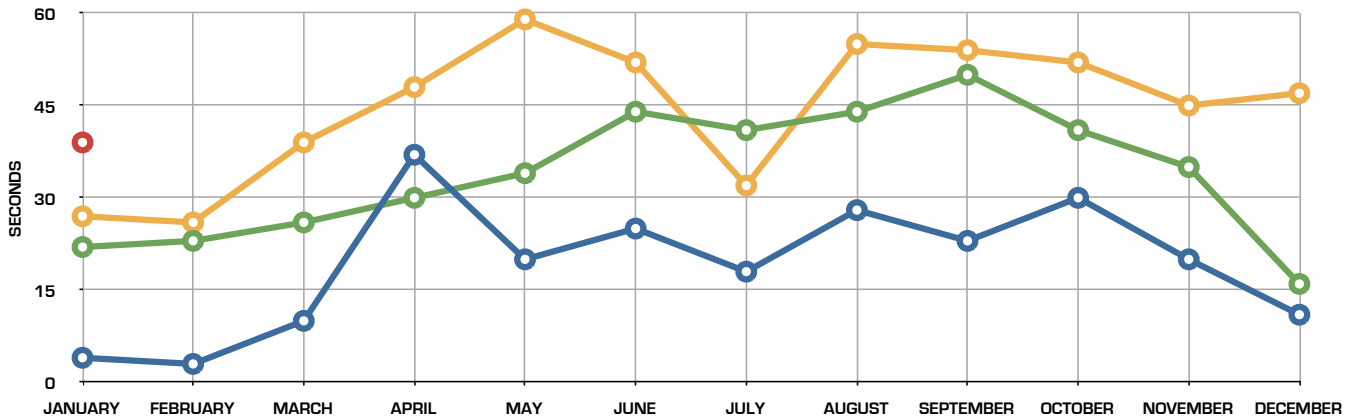
	2010	2011	2012	2013
JANUARY	5.40	2.92	3.63	1.37
FEBRUARY	4.60	3.25	3.89	
MARCH	14.59	4.65	13.44	
APRIL	23.31	17.46	15.63	
MAY	21.51	19.71	15.36	
JUNE	17.99	16.19	13.15	
JULY	14.69	14.39	10.56	
AUGUST	13.03	15.40	10.80	
SEPTEMBER	14.01	14.16	11.18	
OCTOBER	12.24	12.17	9.04	
NOVEMBER	9.72	9.39	5.99	
DECEMBER	3.08	4.52	2.55	

AVERAGE PROCESSING TIMES



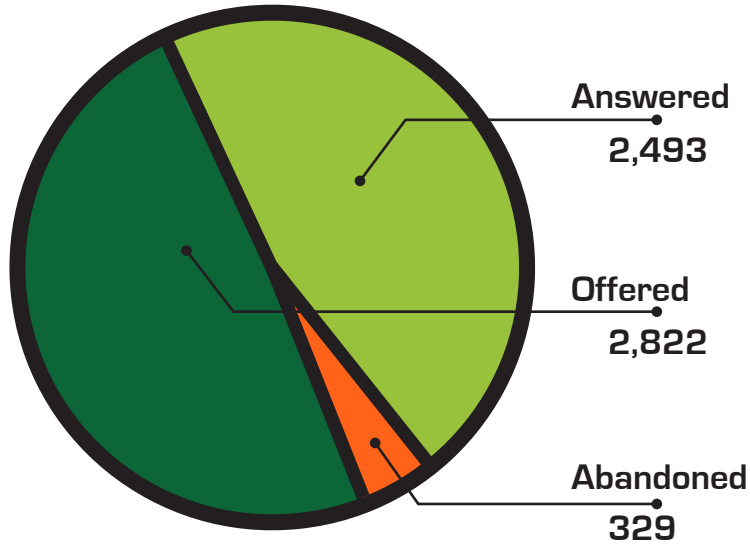
2010 2011 2012 2013

AVERAGE HOLD TIME

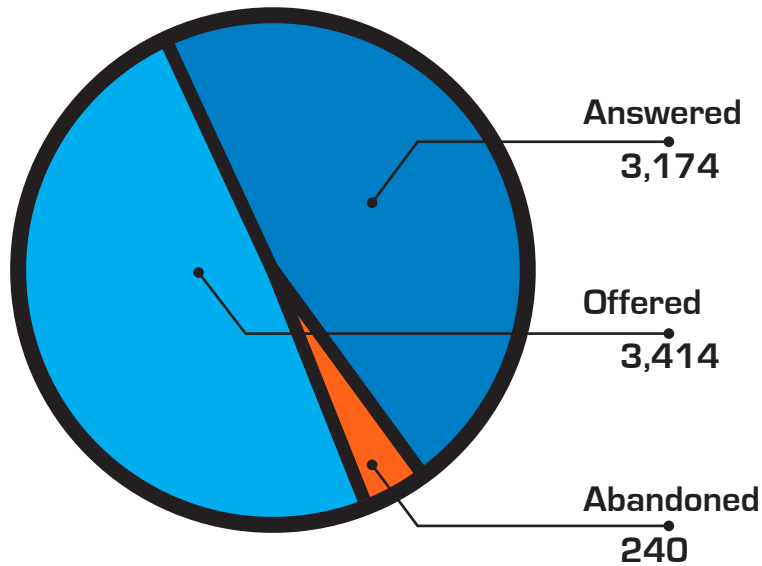


	2010	2011	2012	2013
JANUARY	4	22	27	39
FEBRUARY	3	23	26	
MARCH	10	26	39	
APRIL	37	30	48	
MAY	20	34	59	
JUNE	25	44	52	
JULY	18	41	32	
AUGUST	28	44	55	
SEPTEMBER	23	50	54	
OCTOBER	30	41	52	
NOVEMBER	20	35	45	
DECEMBER	11	16	47	

JANUARY 2013 Abandonment

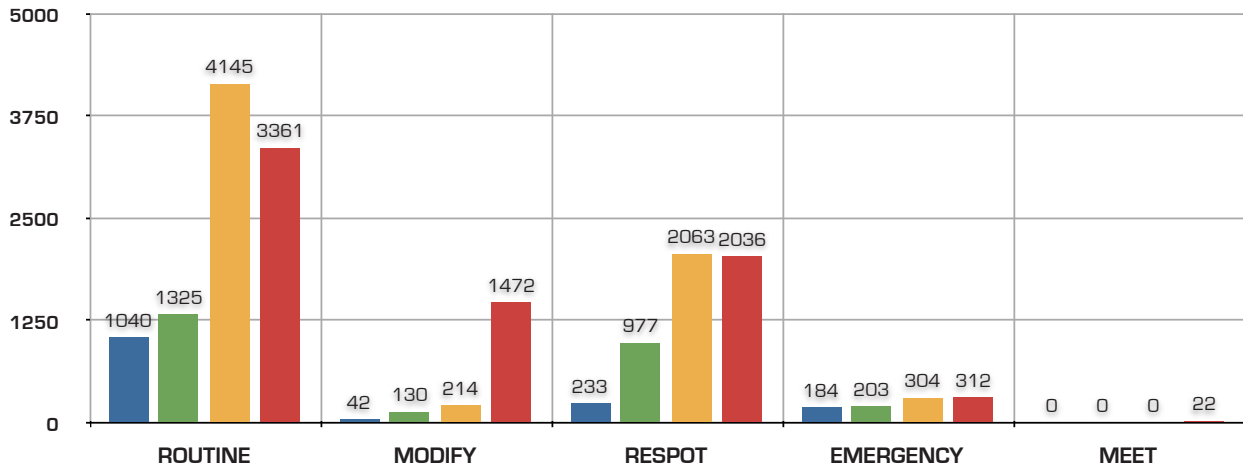


JANUARY 2012 Abandonment



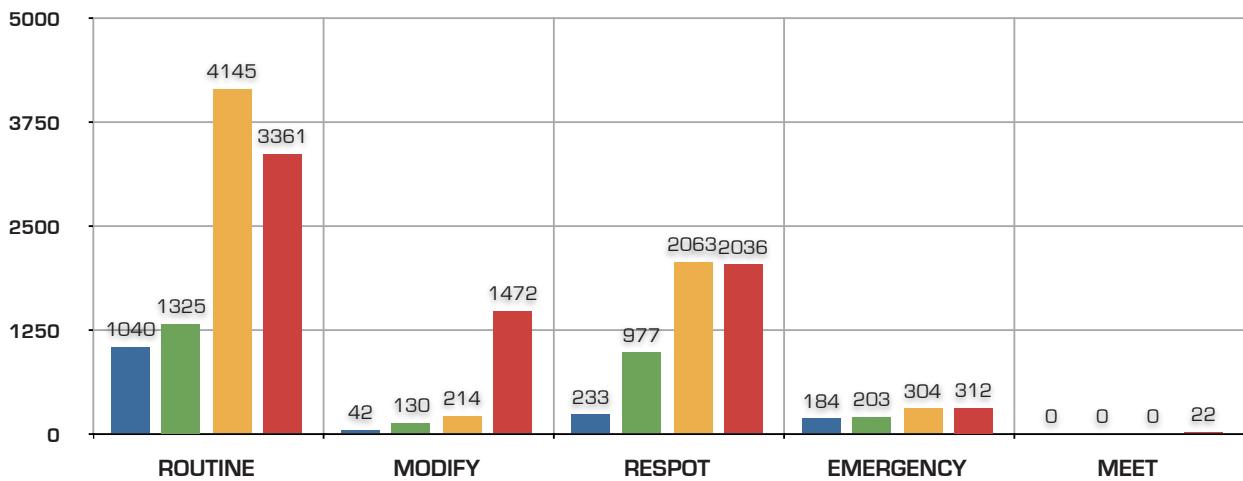
■ 2010 ■ 2011 ■ 2012 ■ 2013

2010 - 2013 JAN INCOMING TICKET TYPES



■ 2010 ■ 2011 ■ 2012 ■ 2013

2010 - 2013 JAN INCOMING TICKET TYPES Y-T-D



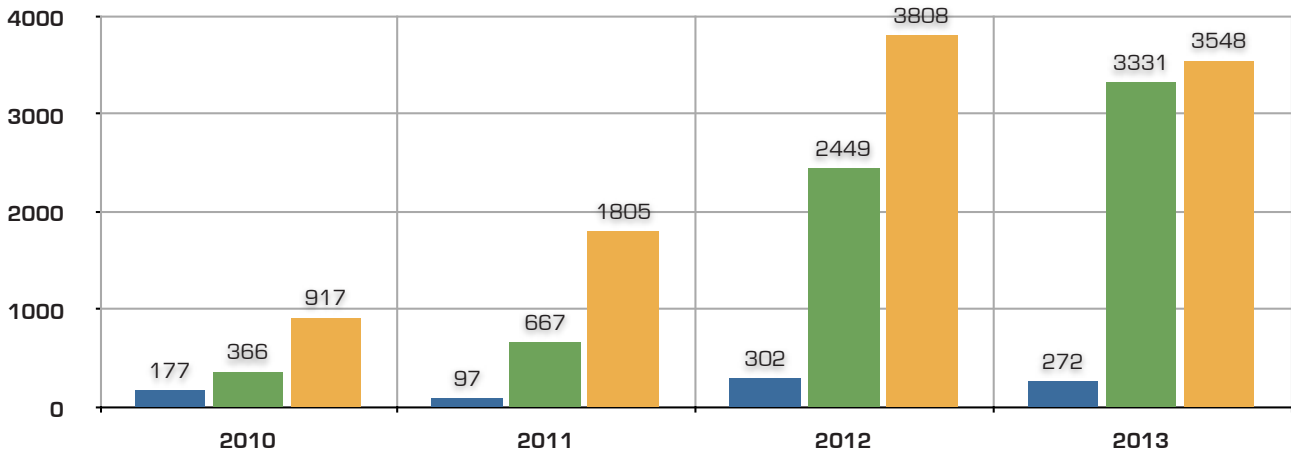


DASHBOARD REPORT

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

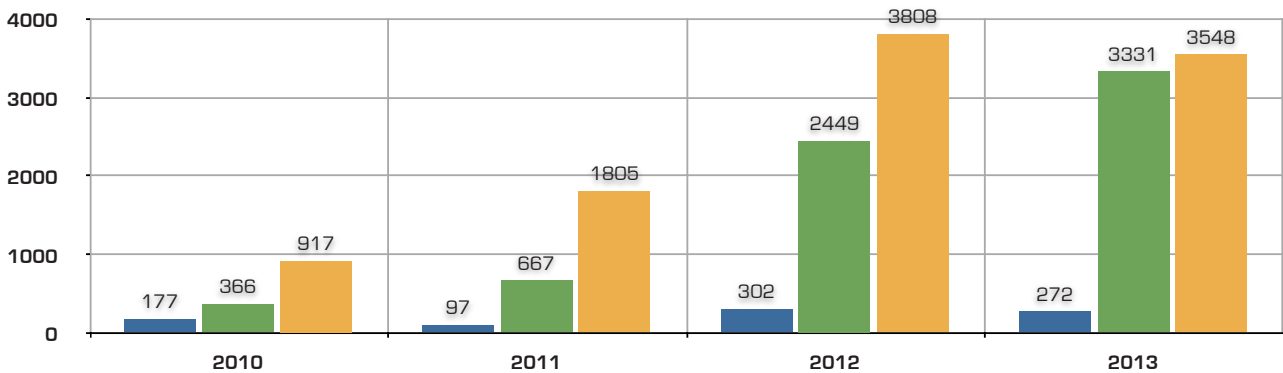
FAX **ITIC** **OPERATOR TICKETS**

2010 - 2013 JANUARY RECEIPT METHODS

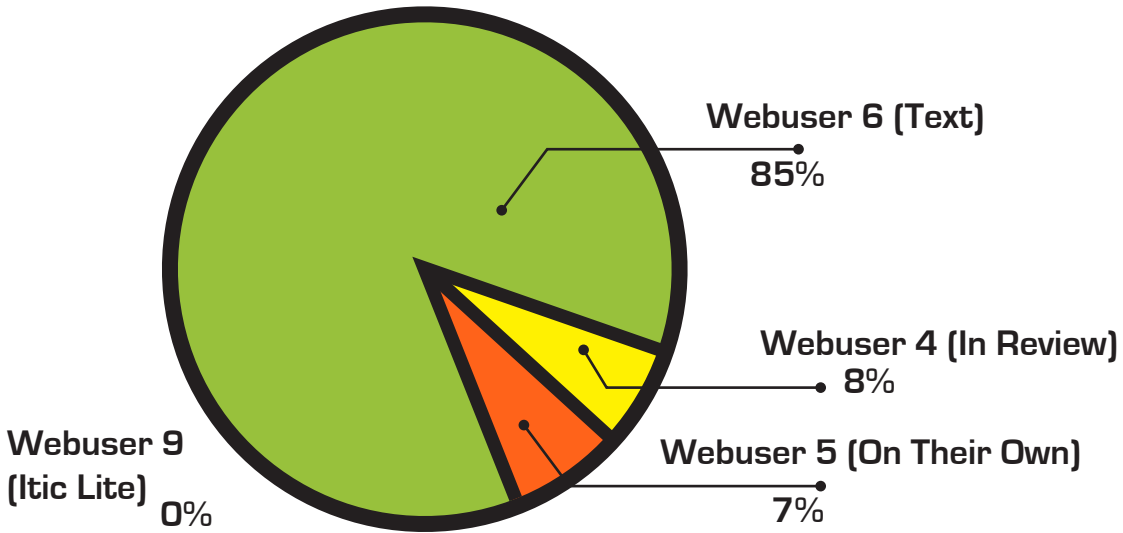


FAX **ITIC** **OPERATOR TICKETS**

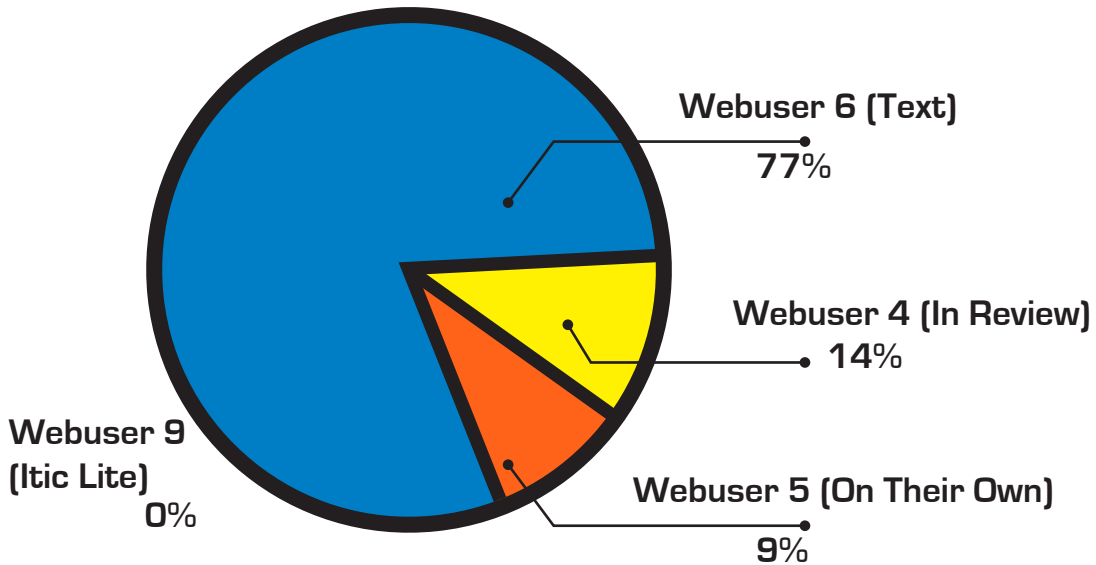
2010 - 2013 JANUARY RECEIPT METHODS Y-T-D



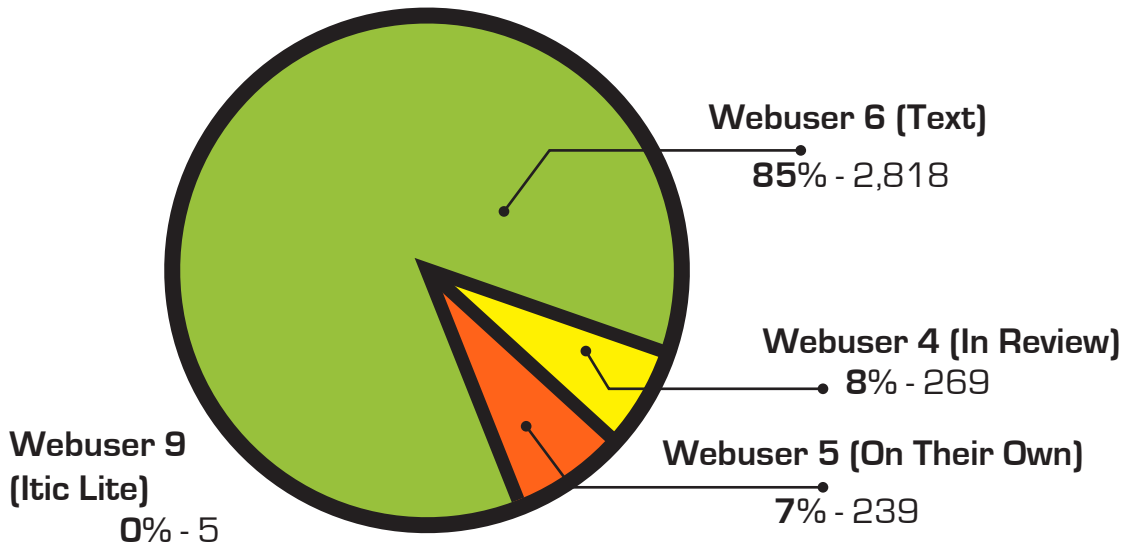
JANUARY 2013 ITIC Breakdown



JANUARY 2012 ITIC Breakdown



JANUARY 2013 ITIC Y-T-D ANALYSIS



JANUARY 2012 ITIC Y-T-D ANALYSIS

