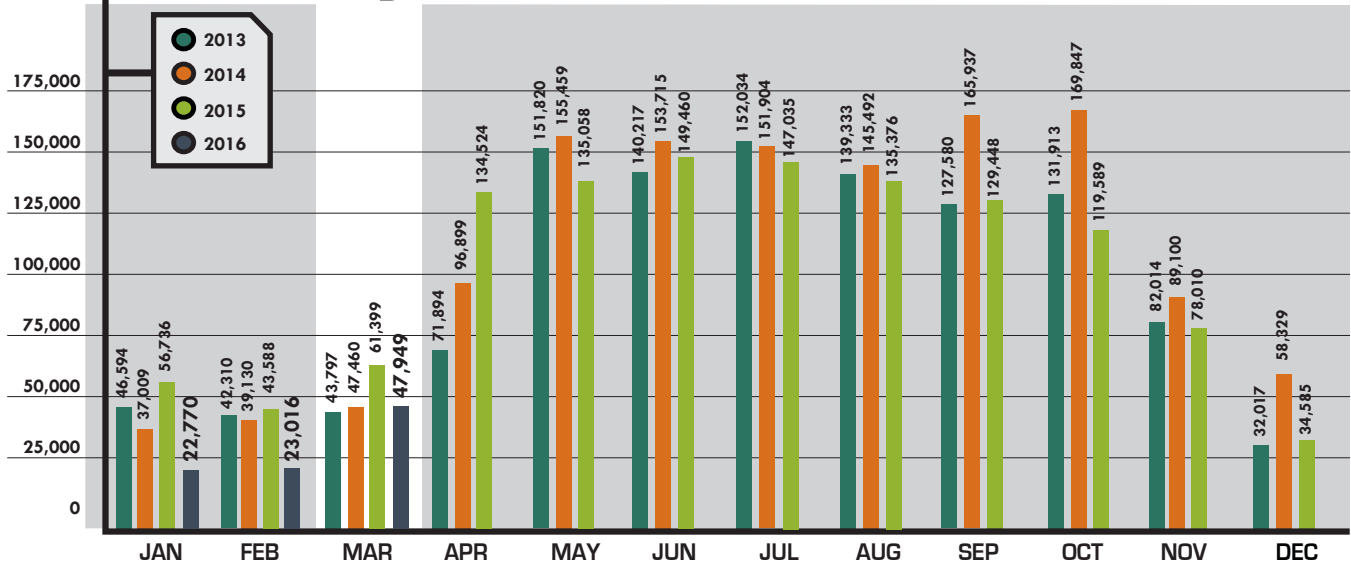
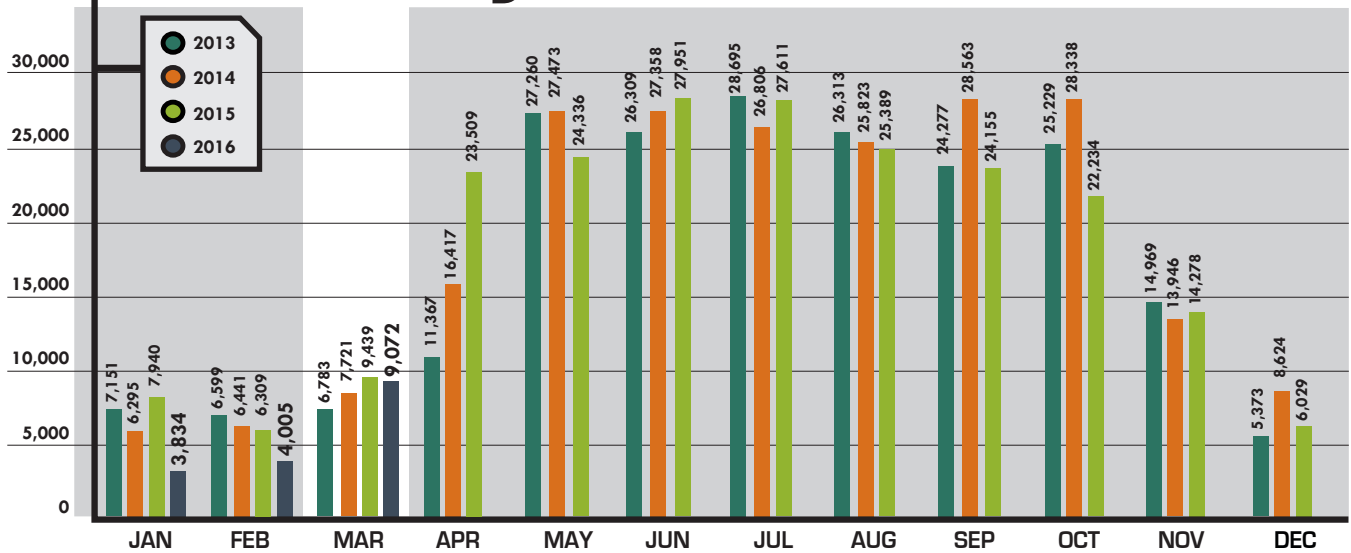


## Chargeable Outbound Tickets



## Incoming Tickets

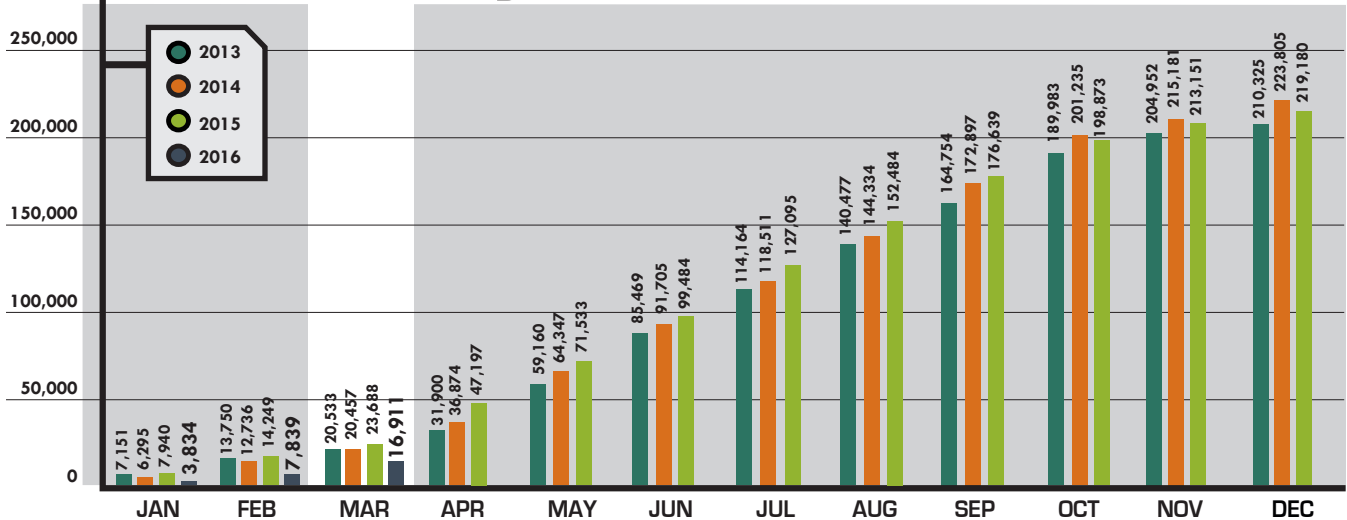




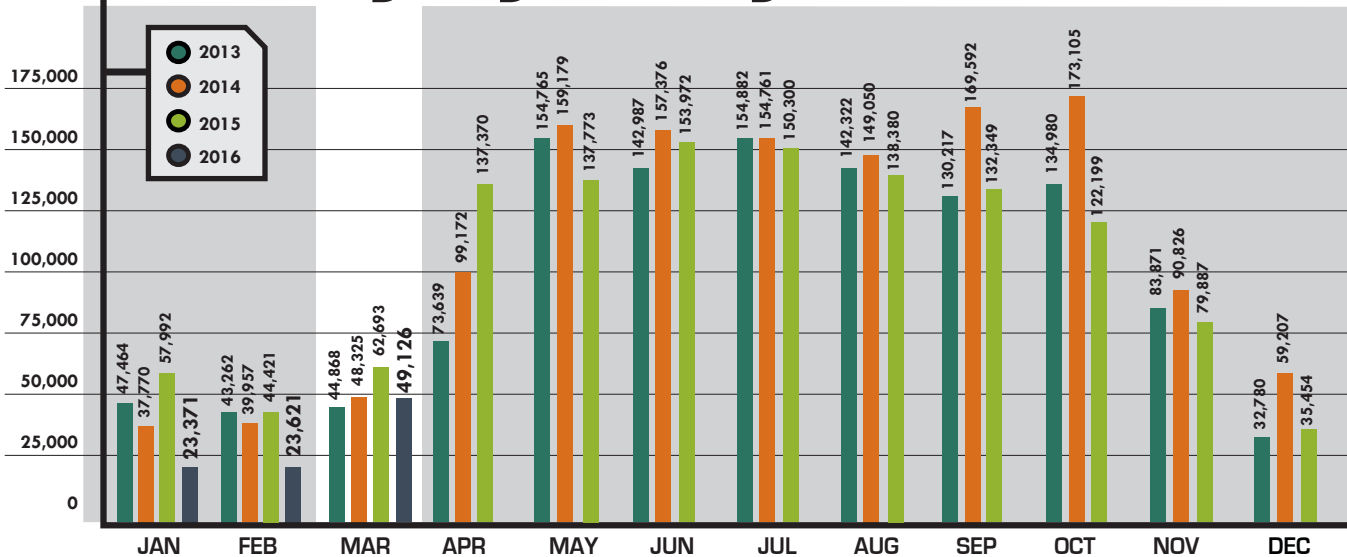
# DAKOTA CALL DASHBOARD REPORT

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

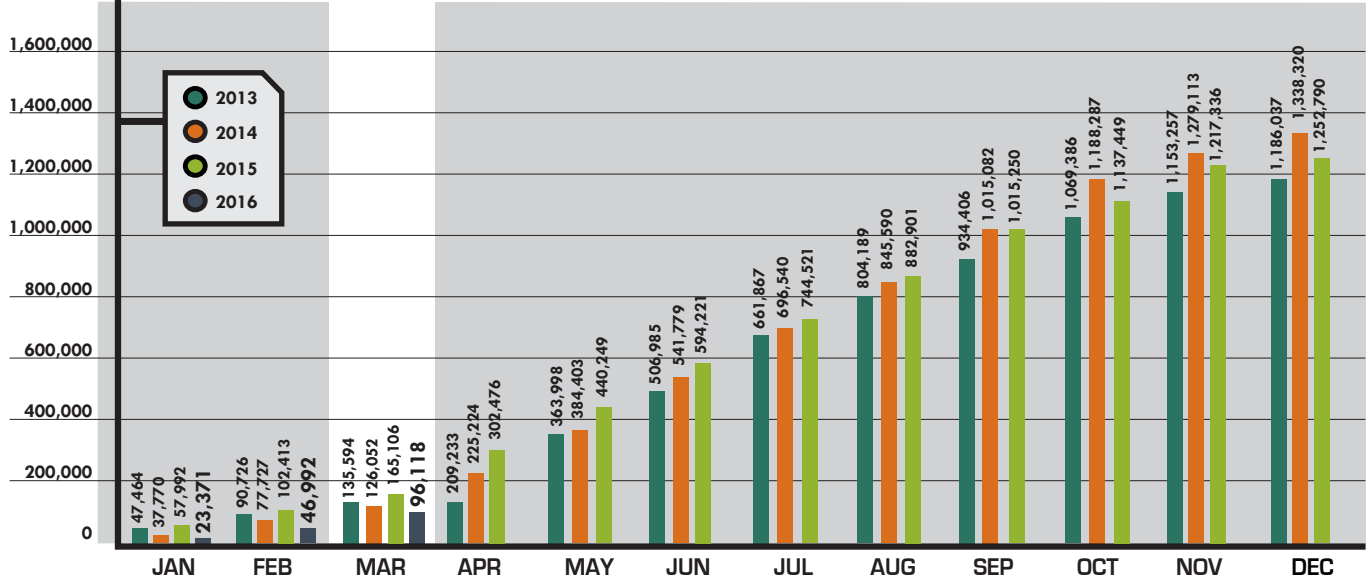
## Incoming Tickets Y-T-D



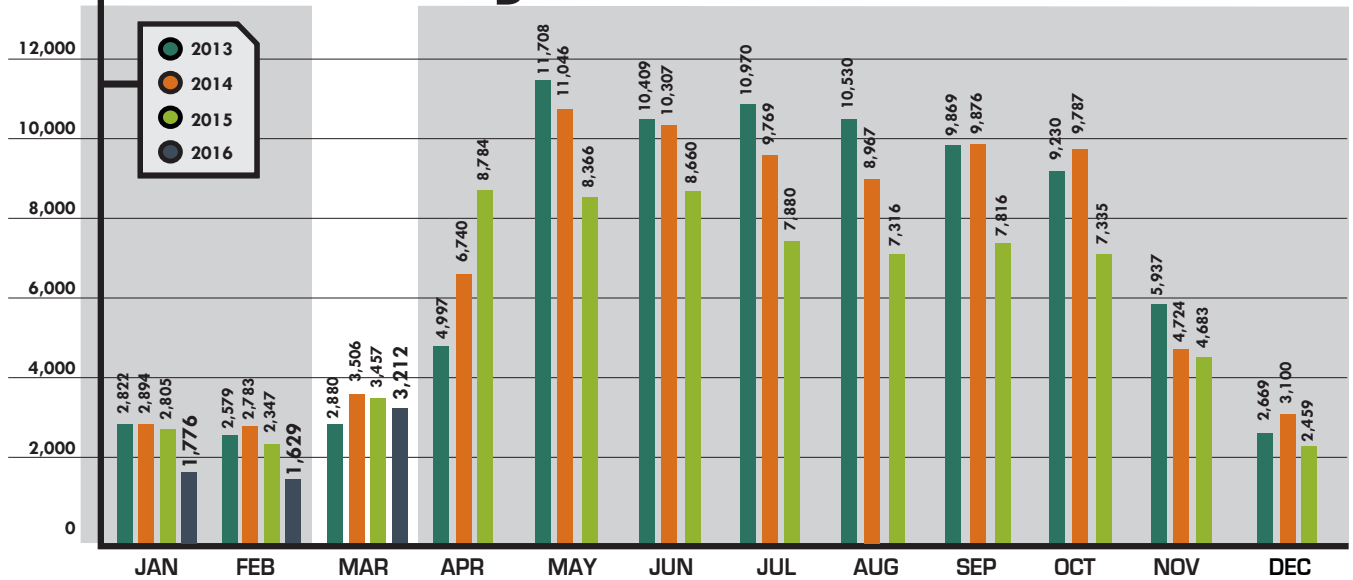
## Outgoing Messages



## Outgoing Tickets Y-T-D



## Incoming Calls

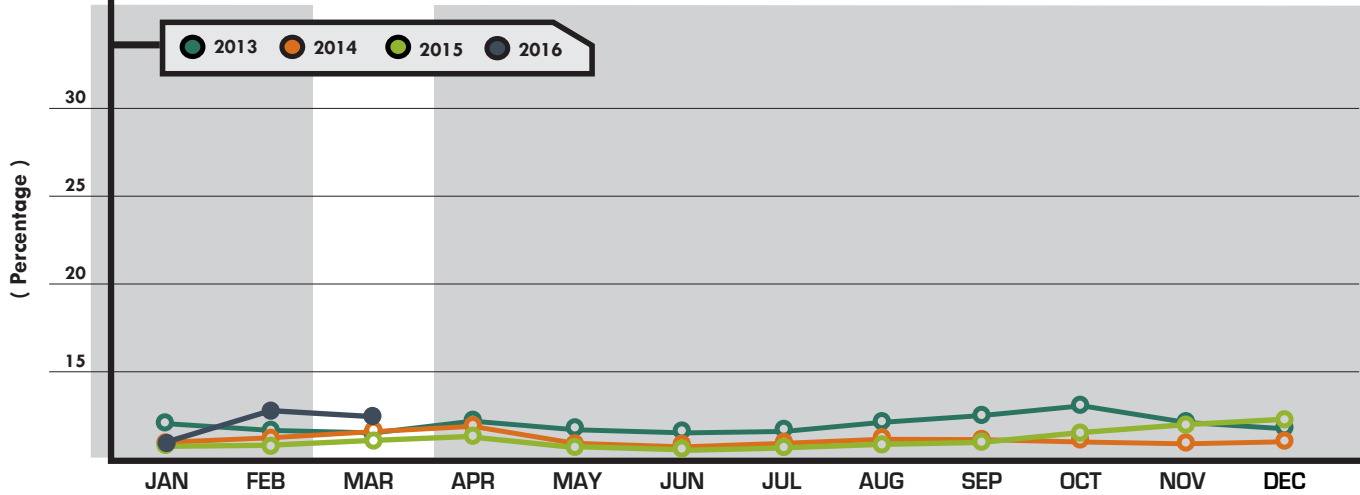




# DASHBOARD REPORT

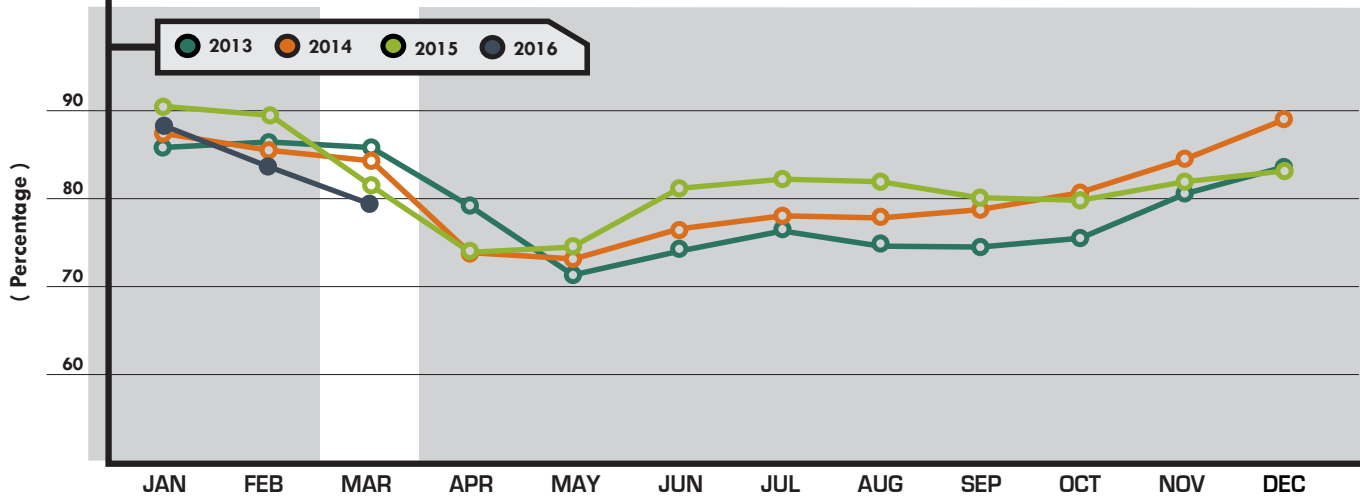
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | **MARCH**

## Operator Call Volumes



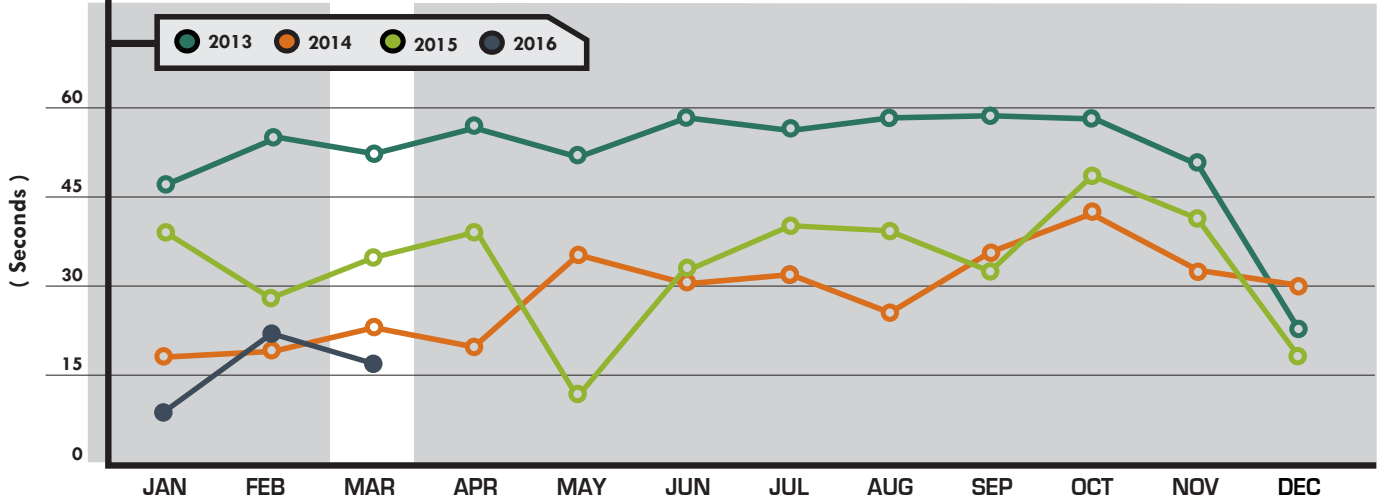
|           | 2013  | 2014  | 2015  | 2016  |
|-----------|-------|-------|-------|-------|
| JANUARY   | 12.01 | 9.91  | 7.00  | 9.60  |
| FEBRUARY  | 11.30 | 10.63 | 7.69  | 12.68 |
| MARCH     | 10.88 | 11.46 | 8.50  | 10.60 |
| APRIL     | 12.45 | 12.26 | 9.65  |       |
| MAY       | 11.96 | 9.71  | 7.87  |       |
| JUNE      | 11.63 | 8.94  | 7.11  |       |
| JULY      | 11.33 | 9.33  | 7.52  |       |
| AUGUST    | 12.04 | 10.03 | 7.81  |       |
| SEPTEMBER | 12.15 | 9.80  | 8.18  |       |
| OCTOBER   | 13.70 | 8.67  | 9.64  |       |
| NOVEMBER  | 12.04 | 7.60  | 10.05 |       |
| DECEMBER  | 11.22 | 7.94  | 11.16 |       |

## Excavator Call Volumes



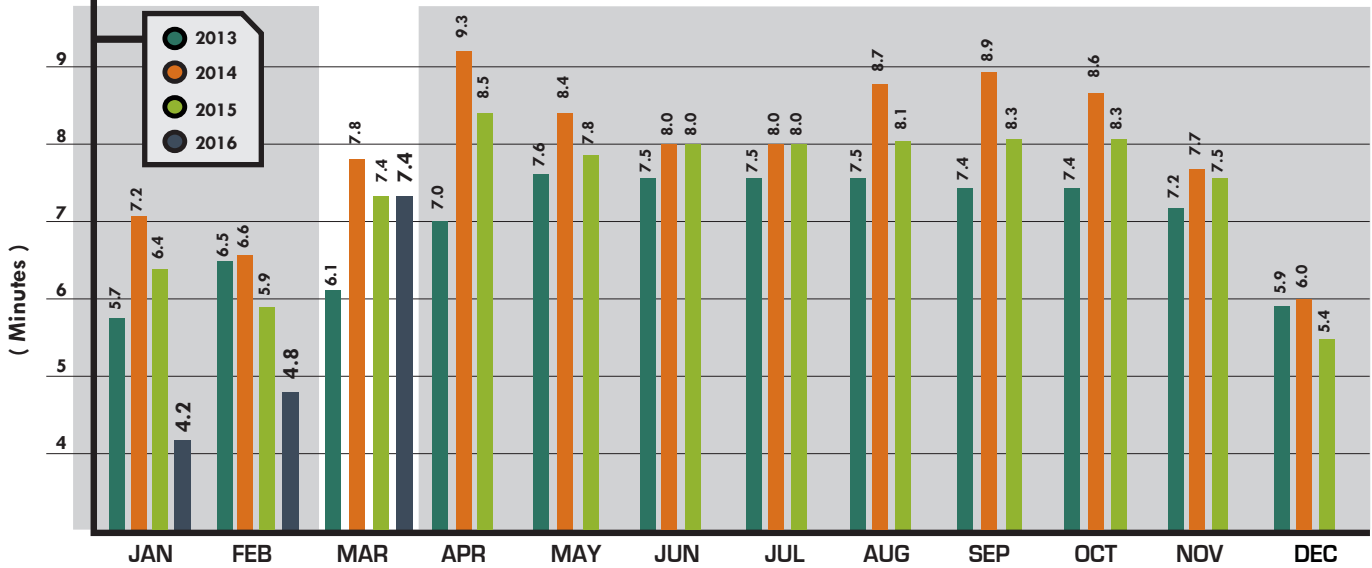
|           | 2013  | 2014  | 2015  | 2016  |
|-----------|-------|-------|-------|-------|
| JANUARY   | 86.62 | 87.74 | 90.93 | 88.68 |
| FEBRUARY  | 86.95 | 86.01 | 89.84 | 84.37 |
| MARCH     | 86.58 | 83.22 | 82.99 | 79.06 |
| APRIL     | 79.04 | 74.06 | 74.40 |       |
| MAY       | 71.24 | 73.25 | 75.95 |       |
| JUNE      | 74.75 | 77.13 | 80.66 |       |
| JULY      | 76.56 | 78.38 | 82.80 |       |
| AUGUST    | 74.47 | 78.93 | 82.56 |       |
| SEPTEMBER | 74.24 | 79.25 | 80.32 |       |
| OCTOBER   | 75.65 | 81.68 | 80.28 |       |
| NOVEMBER  | 80.08 | 85.75 | 82.35 |       |
| DECEMBER  | 84.84 | 89.56 | 85.07 |       |

## Average Hold Time



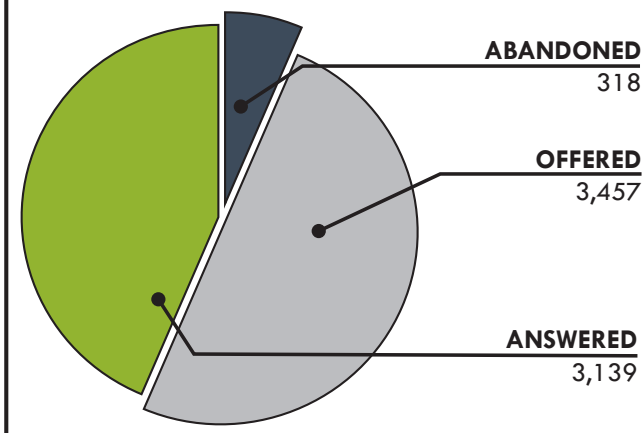
|           | 2013 | 2014 | 2015 | 2016 |
|-----------|------|------|------|------|
| JANUARY   | 47   | 19   | 39   | 9    |
| FEBRUARY  | 55   | 21   | 28   | 24   |
| MARCH     | 49   | 24   | 35   | 16   |
| APRIL     | 56   | 20   | 38   |      |
| MAY       | 52   | 35   | 13   |      |
| JUNE      | 58   | 31   | 33   |      |
| JULY      | 56   | 32   | 37   |      |
| AUGUST    | 58   | 25   | 36   |      |
| SEPTEMBER | 59   | 36   | 32   |      |
| OCTOBER   | 57   | 42   | 47   |      |
| NOVEMBER  | 51   | 33   | 41   |      |
| DECEMBER  | 23   | 30   | 18   |      |

## Average Processing Times



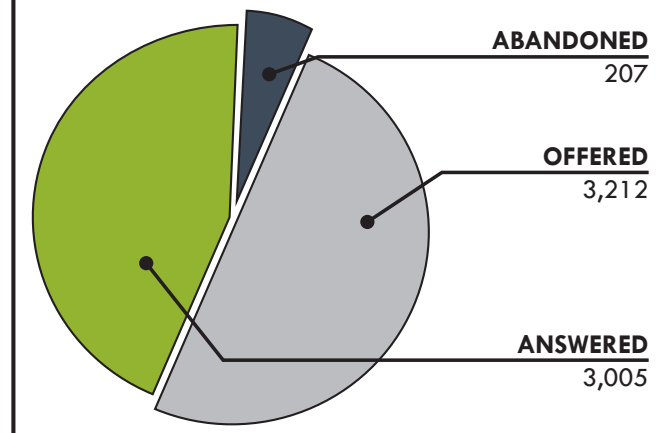
### Abandonment

**MAR 2015**

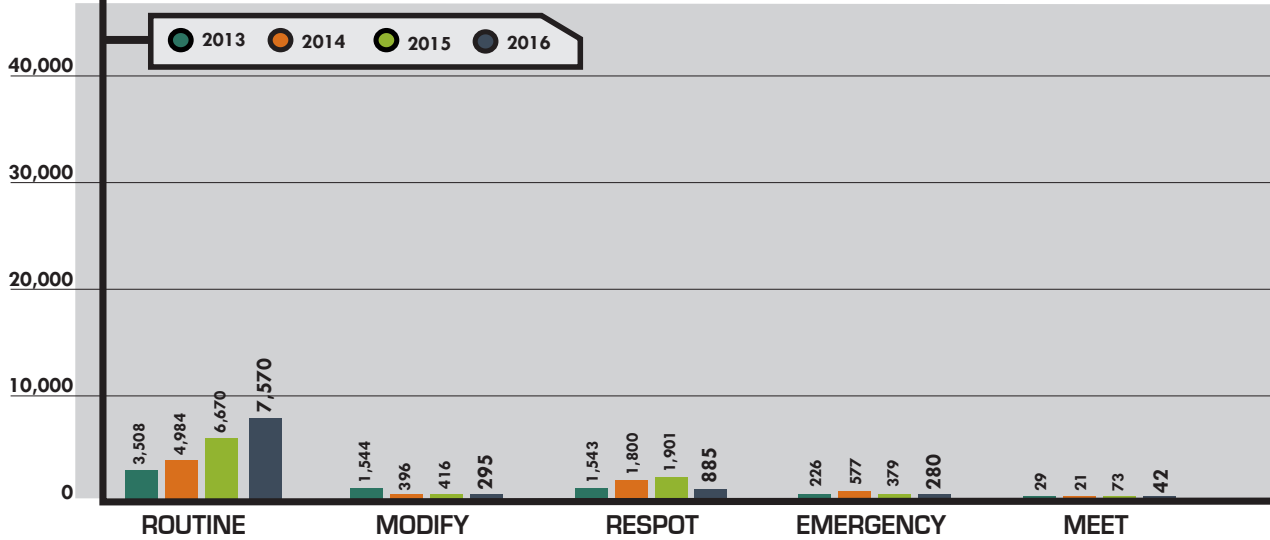


### Abandonment

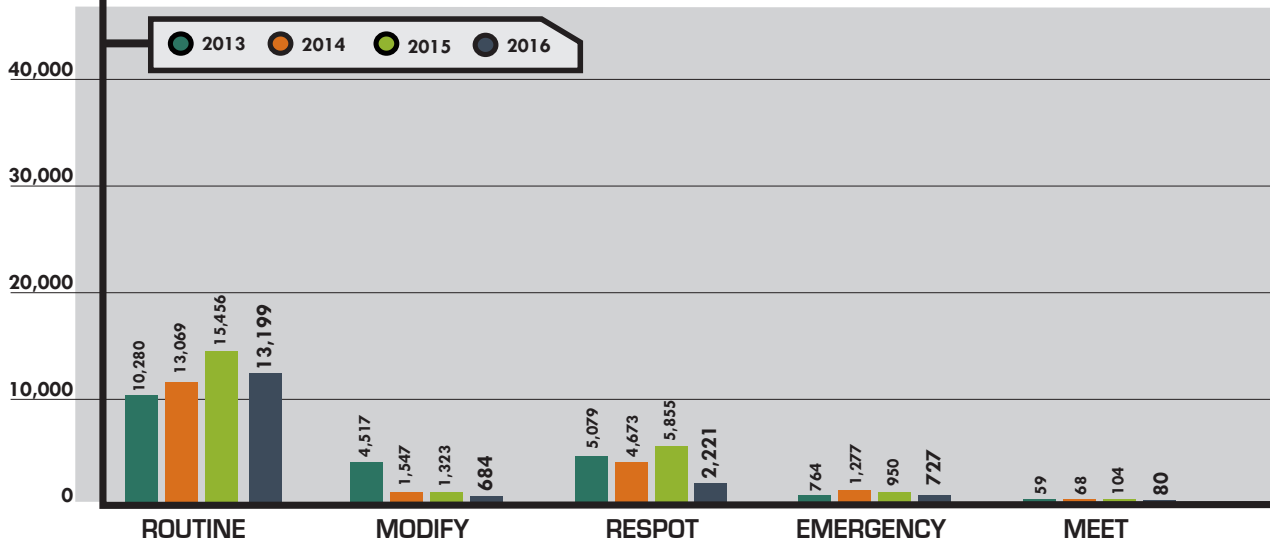
**MAR 2016**



## Incoming Ticket Types - MAR

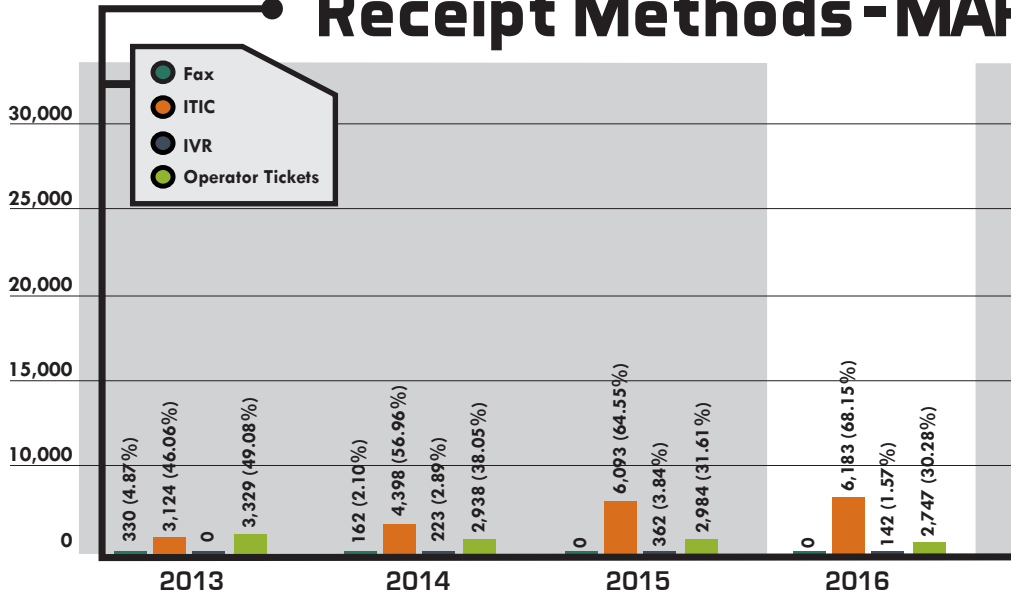


## Incoming Ticket Types - MARCH Y-T-D

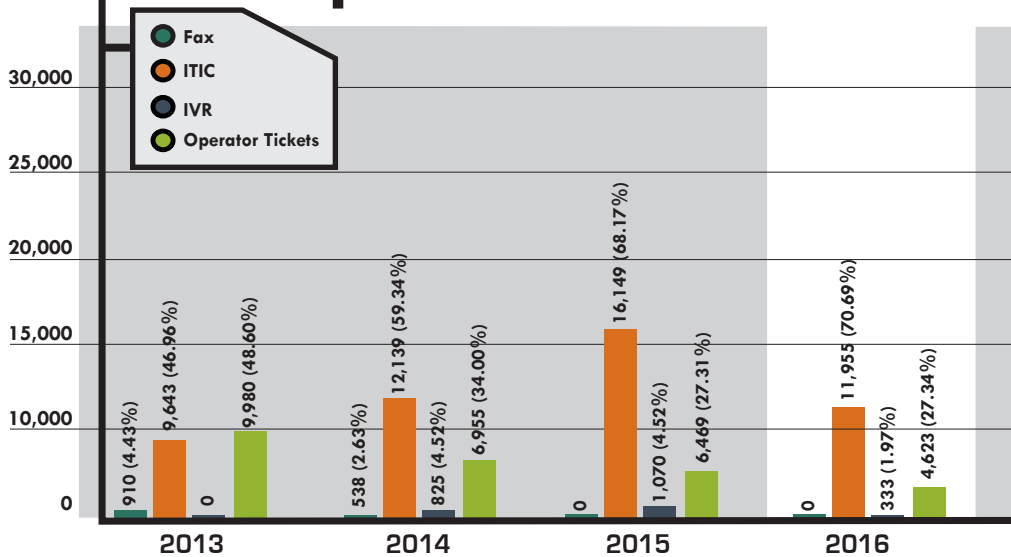




## Receipt Methods - MAR

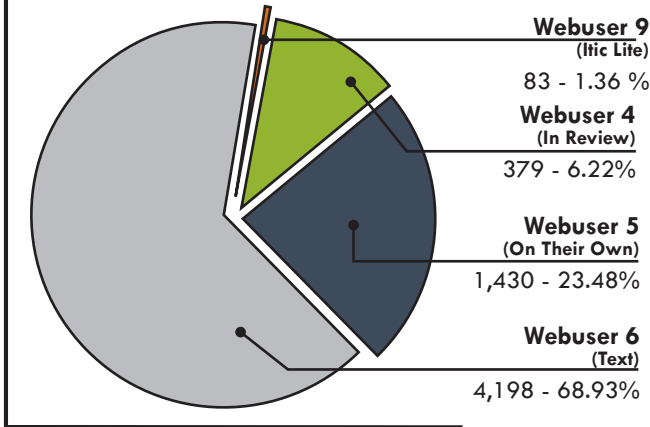


## Receipt Methods - MARY-T-D



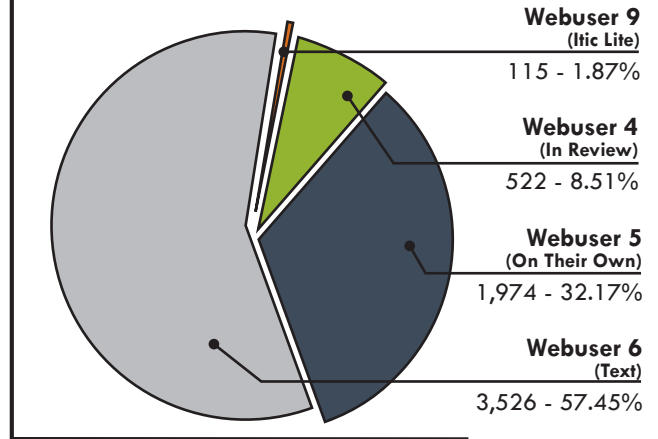
## ITIC Breakdown

**MAR 2015**



## ITIC Breakdown

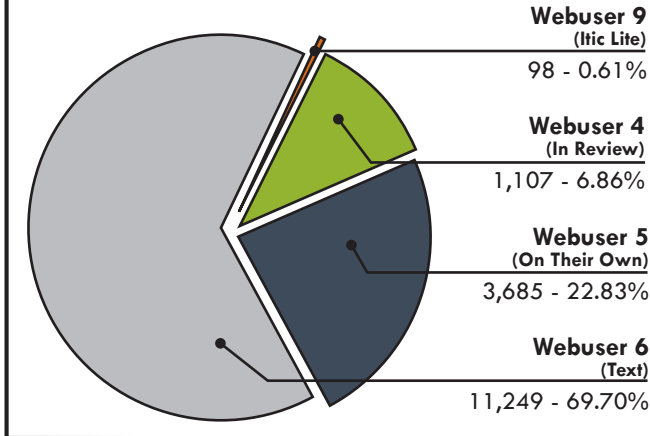
**MAR 2016**



**OVERALL ITIC MAR 2016 - 68.2%**

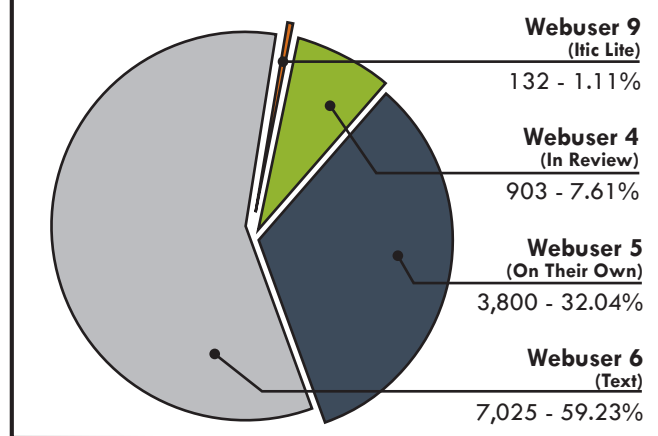
## ITIC Y-T-D Analysis

**MAR 2015**



## ITIC Y-T-D Analysis

**MAR 2016**



**OVERALL ITIC Y-T-D MAR 2016 - 70.7%**