

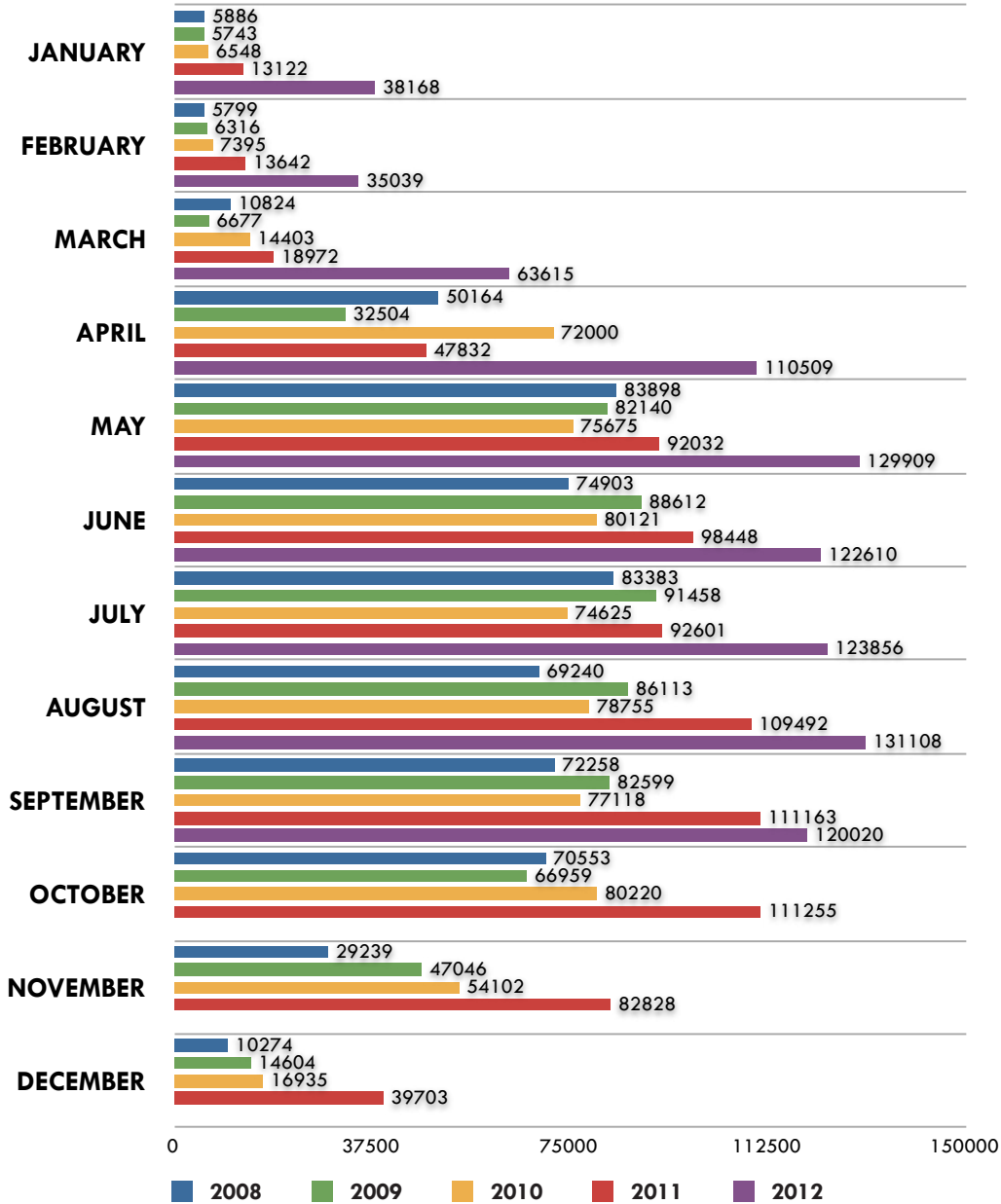
# NORTH DAKOTA ONE CALL DASHBOARD



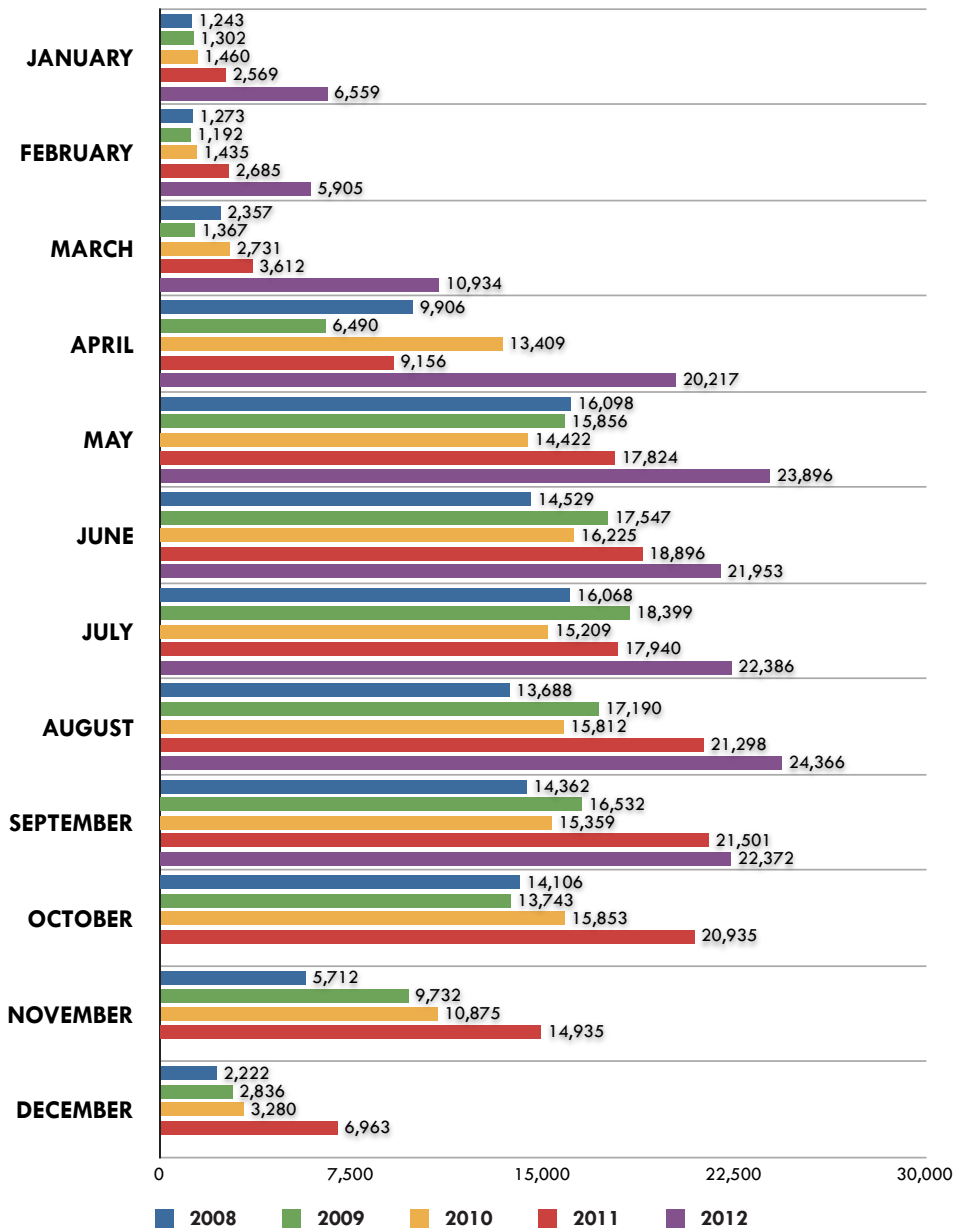
## SEPT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

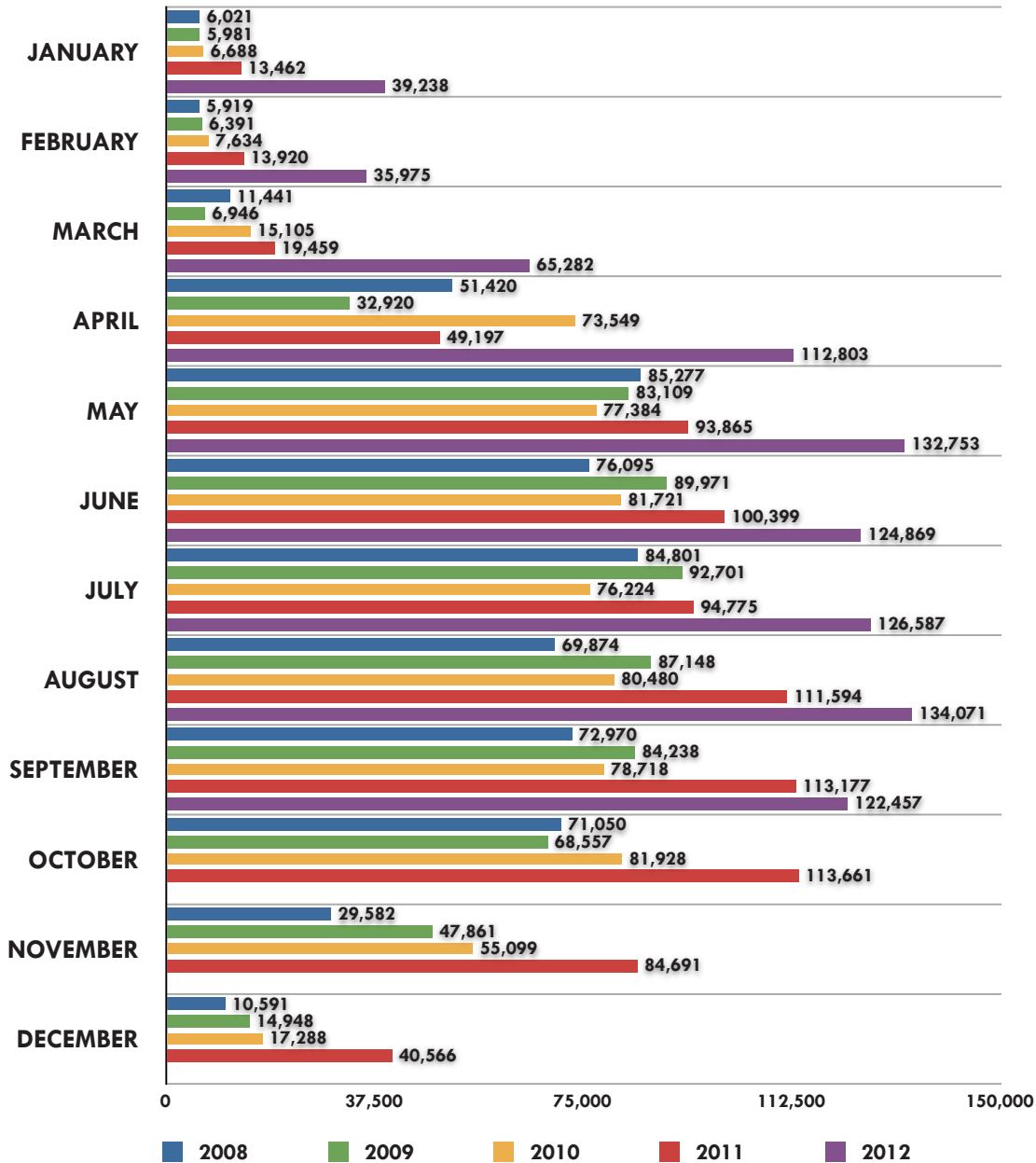
## Billable Calls



### Incoming Tickets



### Outgoing Tickets



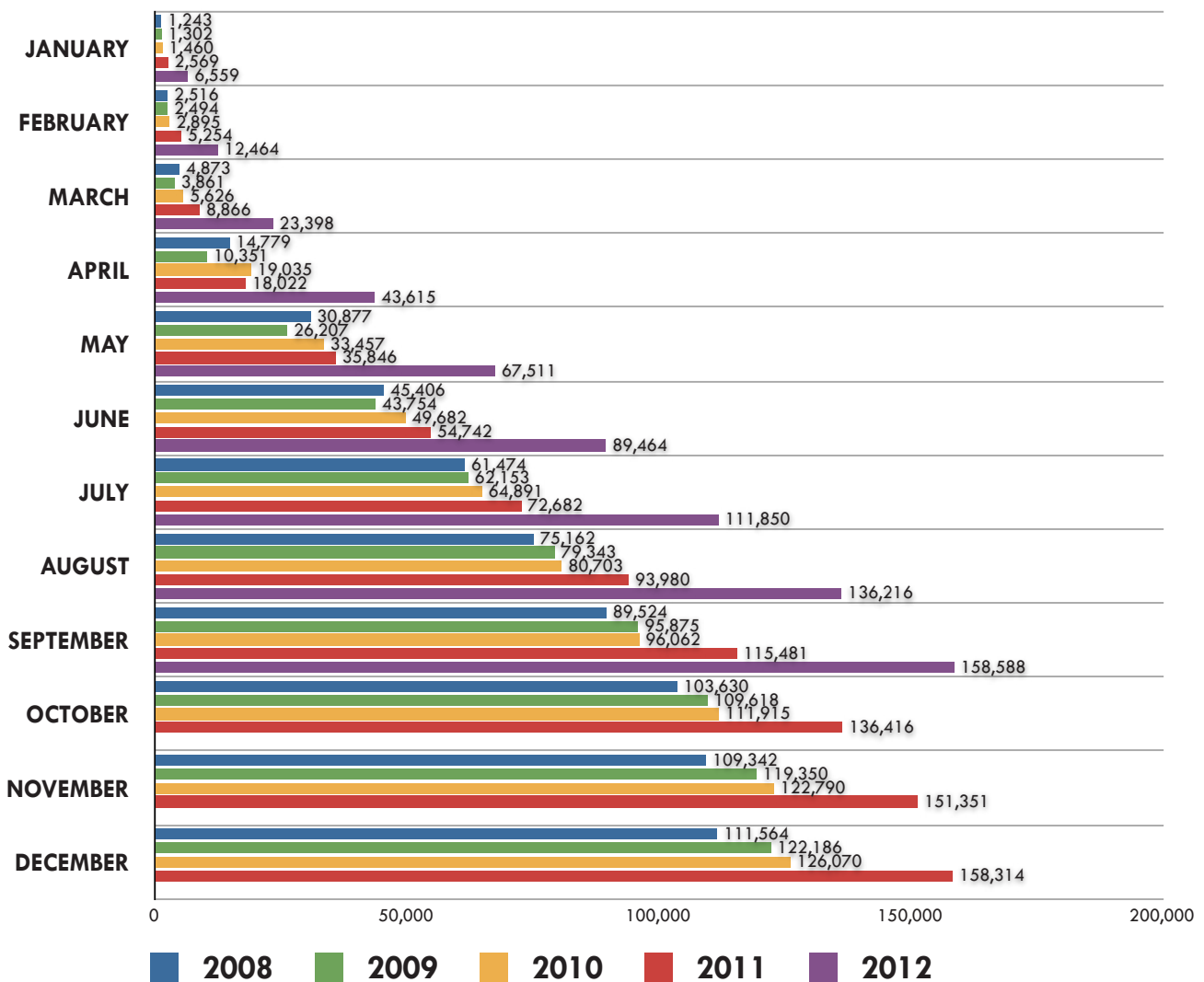
# NORTH DAKOTA ONE CALL DASHBOARD



## SEPT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## Incoming Tickets Y-T-D

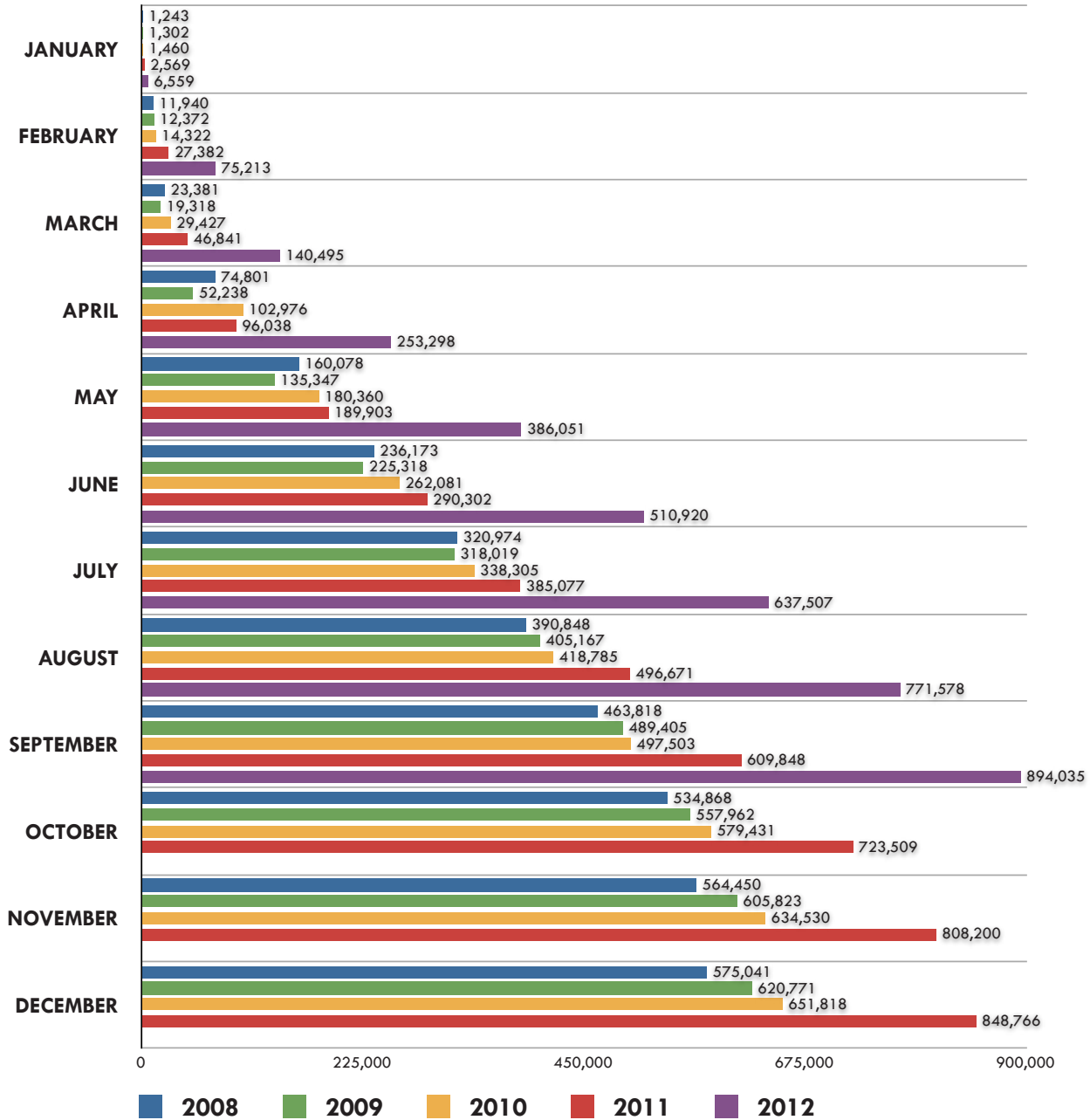


# NORTH DAKOTA ONE CALL DASHBOARD

## SEPT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### Outgoing Tickets YTD

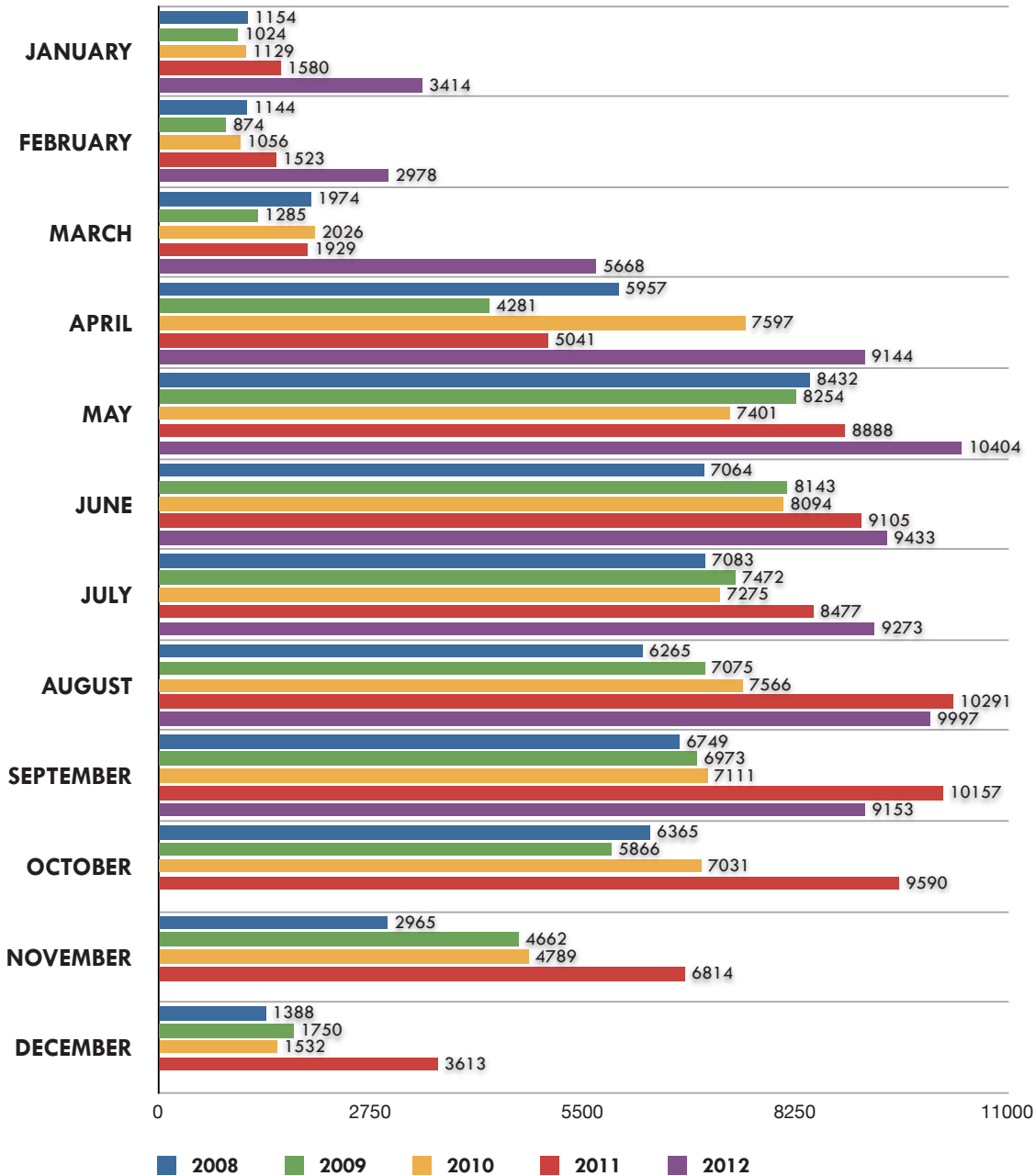




## SEPT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### Incoming Calls

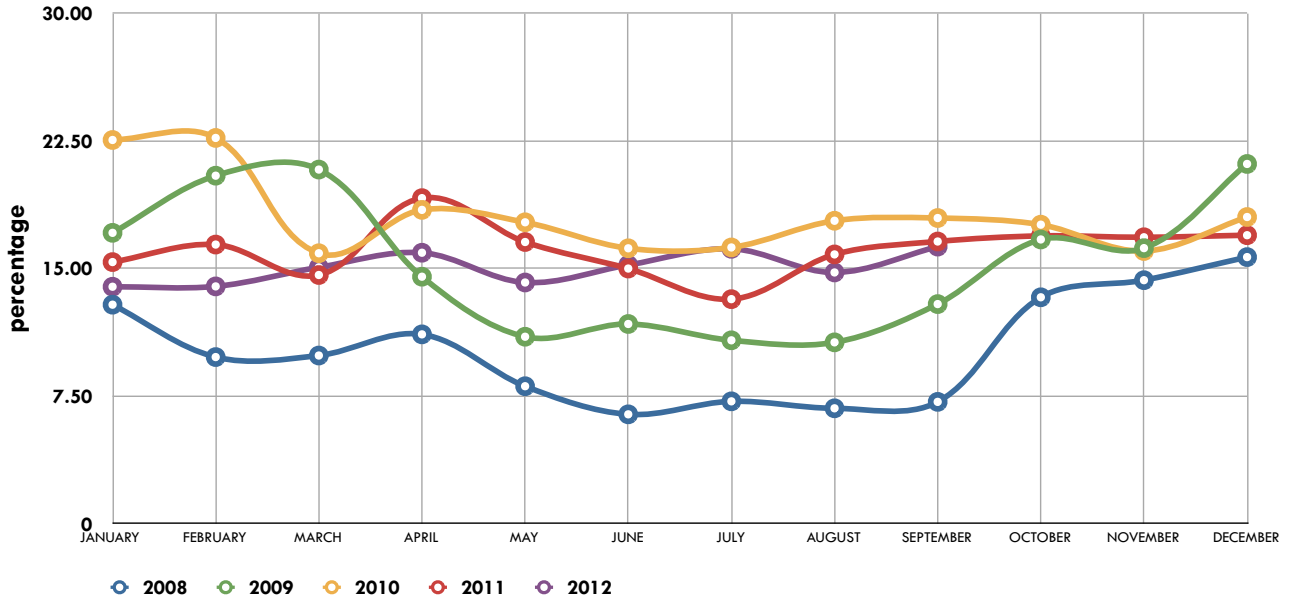


# NORTH DAKOTA ONE CALL DASHBOARD

## SEPT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### Operator Call Volumes



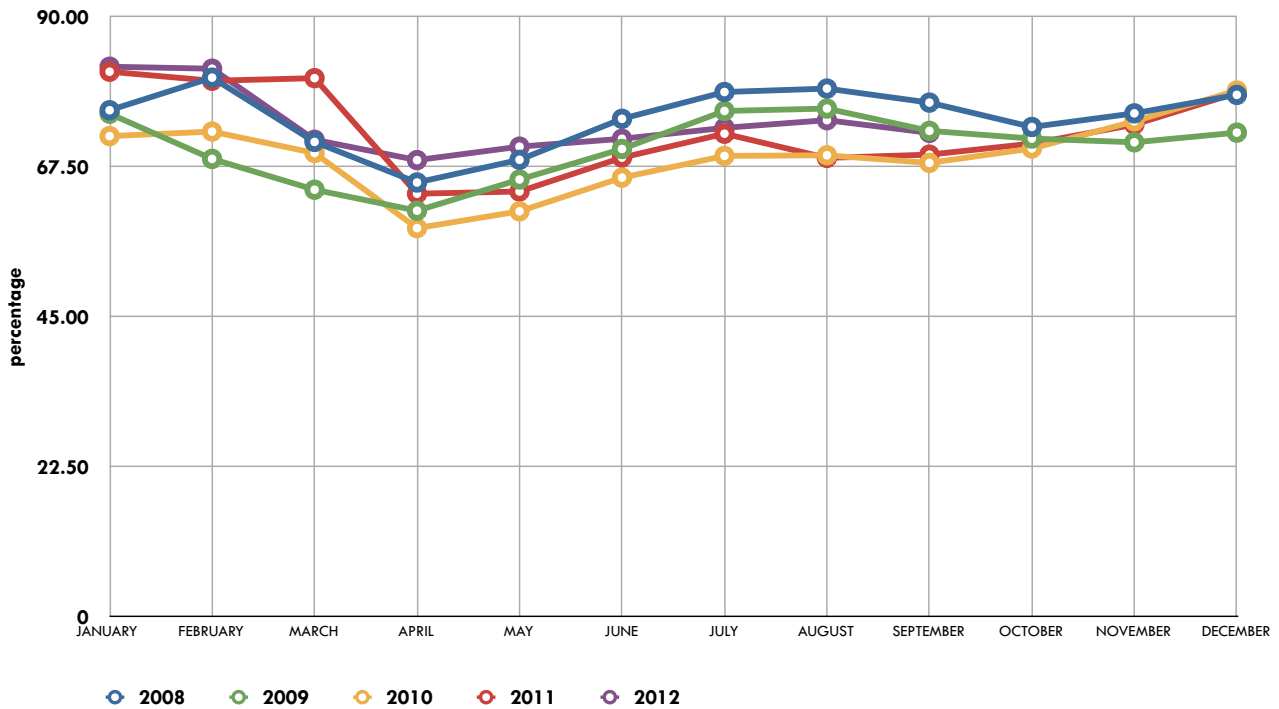
	2008	2009	2010	2011	2012
JANUARY	12.87	17.09	22.55	15.37	13.92
FEBRUARY	9.78	20.45	22.67	16.40	13.94
MARCH	9.88	20.81	15.89	14.61	15.06
APRIL	11.12	14.51	18.44	19.13	15.92
MAY	8.07	10.98	17.71	16.55	14.17
JUNE	6.42	11.73	16.18	14.99	15.20
JULY	7.18	10.77	16.23	13.19	16.15
AUGUST	6.77	10.65	17.80	15.82	14.76
SEPTEMBER	7.15	12.90	17.96	16.58	16.28
OCTOBER	13.30	16.70	17.57	16.91	
NOVEMBER	14.31	16.19	16.02	16.83	
DECEMBER	15.66	21.14	18.02	16.95	

# NORTH DAKOTA ONE CALL DASHBOARD

## SEPT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### Excavator Call Volumes

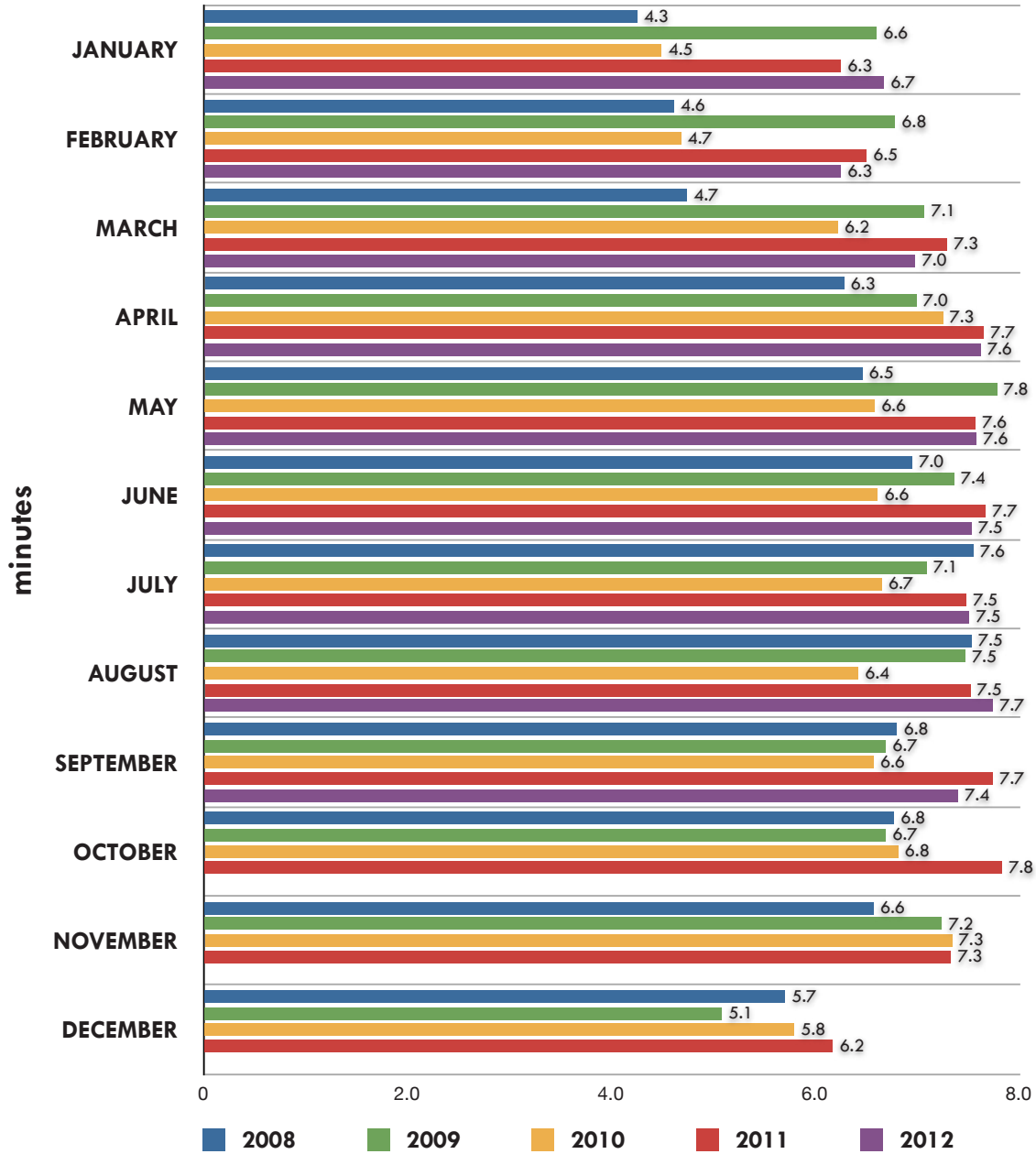


	2008	2009	2010	2011	2012
JANUARY	75.93	75.41	72.05	81.71	82.46
FEBRUARY	80.82	68.63	72.73	80.35	82.16
MARCH	71.18	64.01	69.51	80.74	71.50
APRIL	65.09	60.86	58.25	63.41	68.45
MAY	68.50	65.54	60.77	63.74	70.47
JUNE	74.64	70.12	65.82	68.82	71.65
JULY	78.66	75.82	69.08	72.41	73.29
AUGUST	79.18	76.18	69.17	68.78	74.44
SEPTEMBER	77.08	72.84	68.03	69.27	72.54
OCTOBER	73.42	71.68	70.19	70.93	
NOVEMBER	75.46	71.12	74.26	73.78	
DECEMBER	78.23	72.57	78.89	78.53	





### Average Processing Time

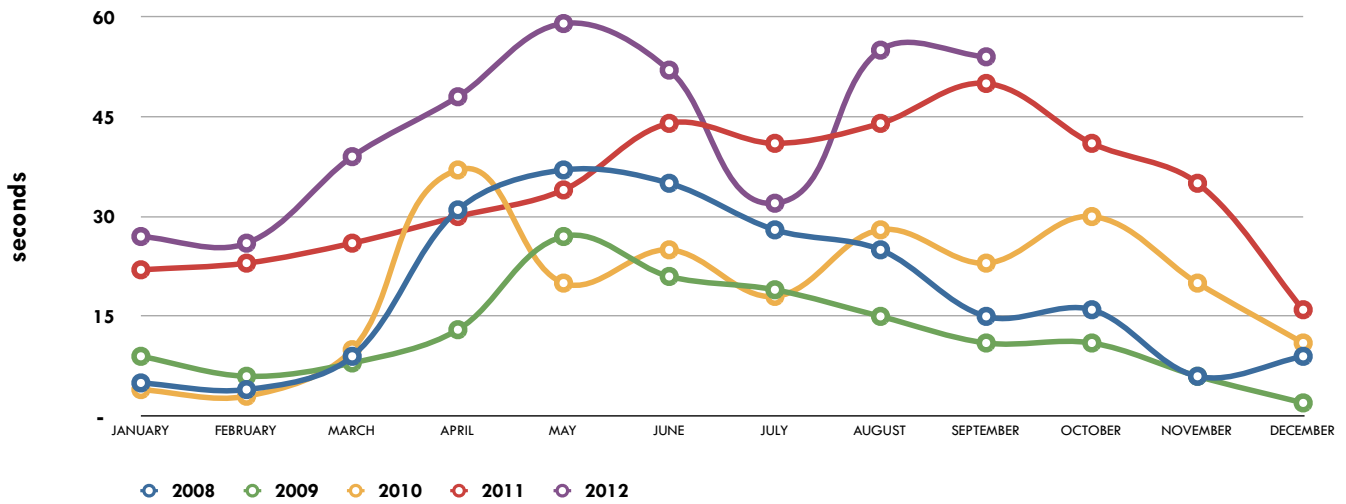


# NORTH DAKOTA ONE CALL DASHBOARD

## SEPT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### Average Hold Time



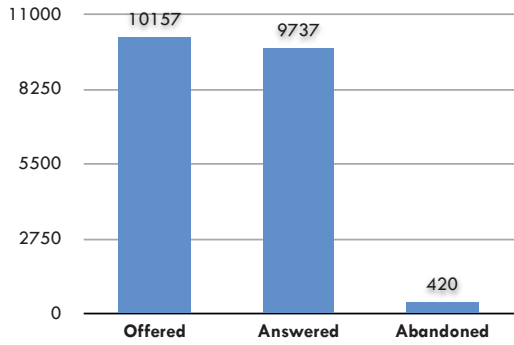
	2008	2009	2010	2011	2012
JANUARY	5	9	4	22	27
FEBRUARY	4	6	3	23	26
MARCH	9	8	10	26	39
APRIL	31	13	37	30	48
MAY	37	27	20	34	59
JUNE	35	21	25	44	52
JULY	28	19	18	41	32
AUGUST	25	15	28	44	55
SEPTEMBER	15	11	23	50	54
OCTOBER	16	11	30	41	
NOVEMBER	6	6	20	35	
DECEMBER	9	2	11	16	

# NORTH DAKOTA ONE CALL DASHBOARD

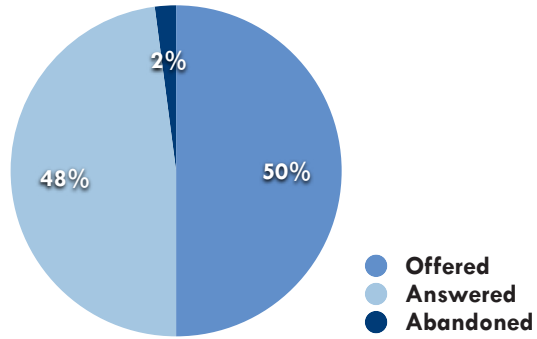
## SEPT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

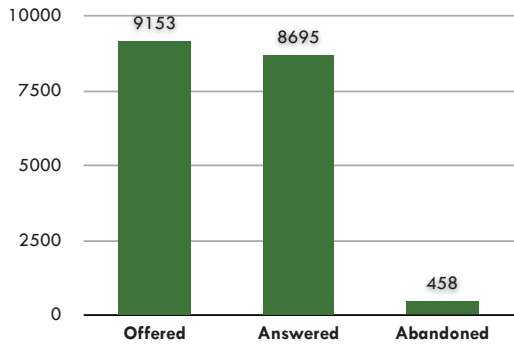
### Abandonment Sept 2011



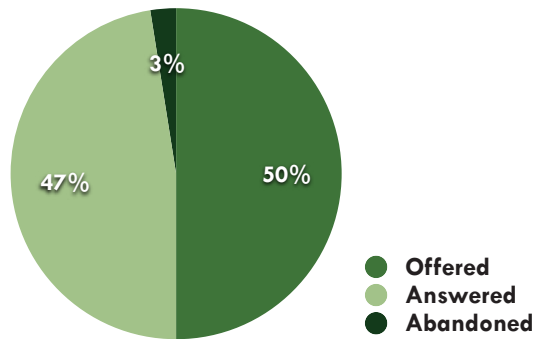
### September 2011 Abandonment



### Abandonment Sept 2012



### September 2012 Abandonment

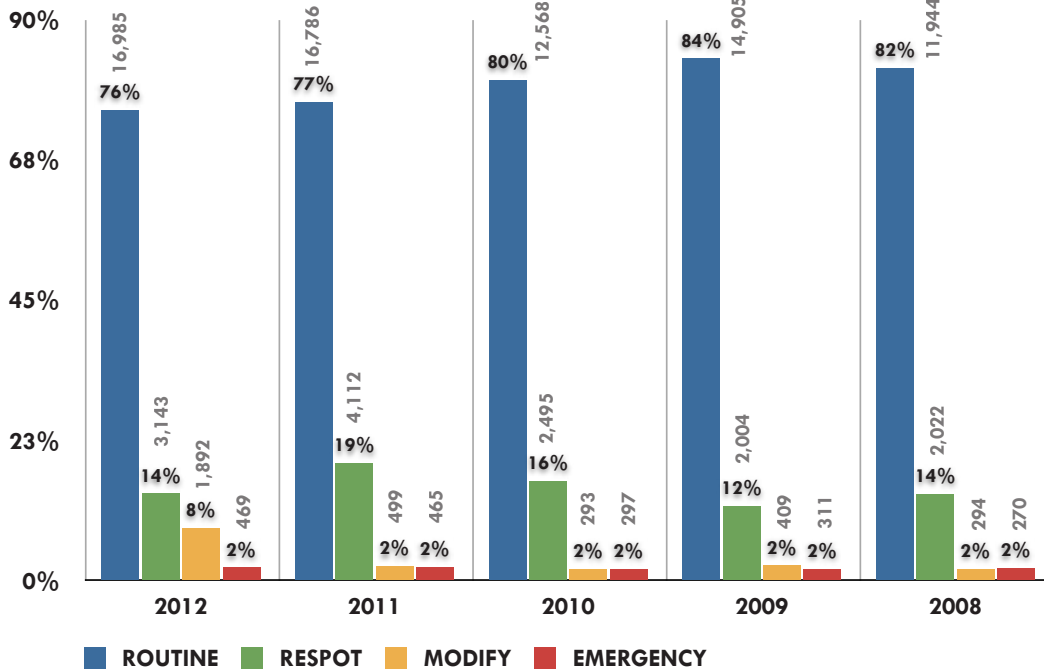


# NORTH DAKOTA ONE CALL DASHBOARD

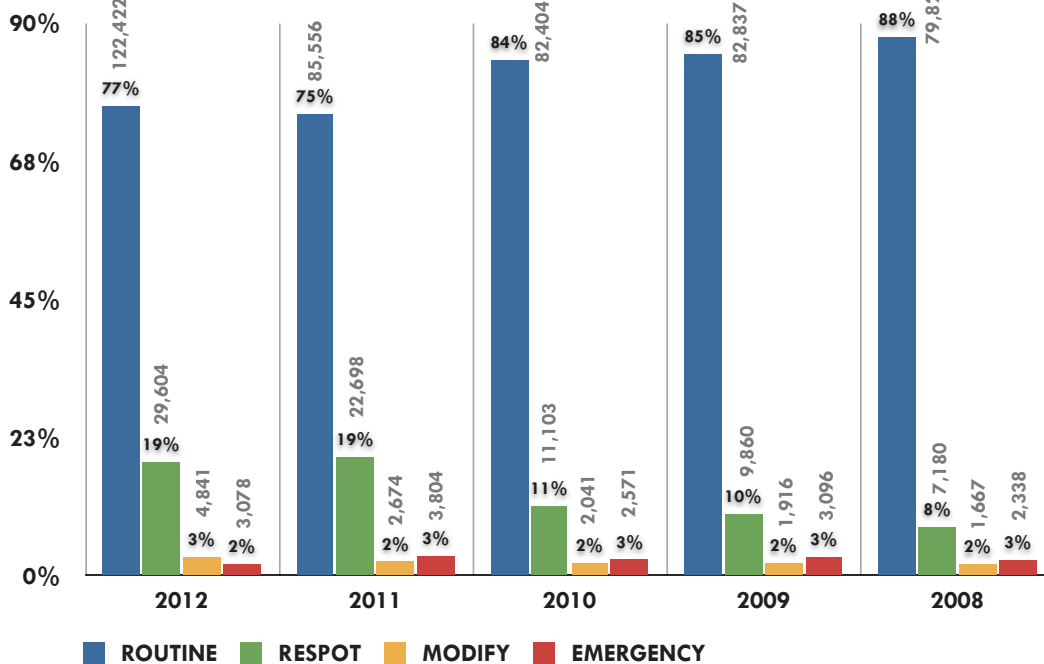
## SEPT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### 2008 - 2012 September Incoming Ticket Types



### 2008 - 2012 Incoming Ticket Types YTD

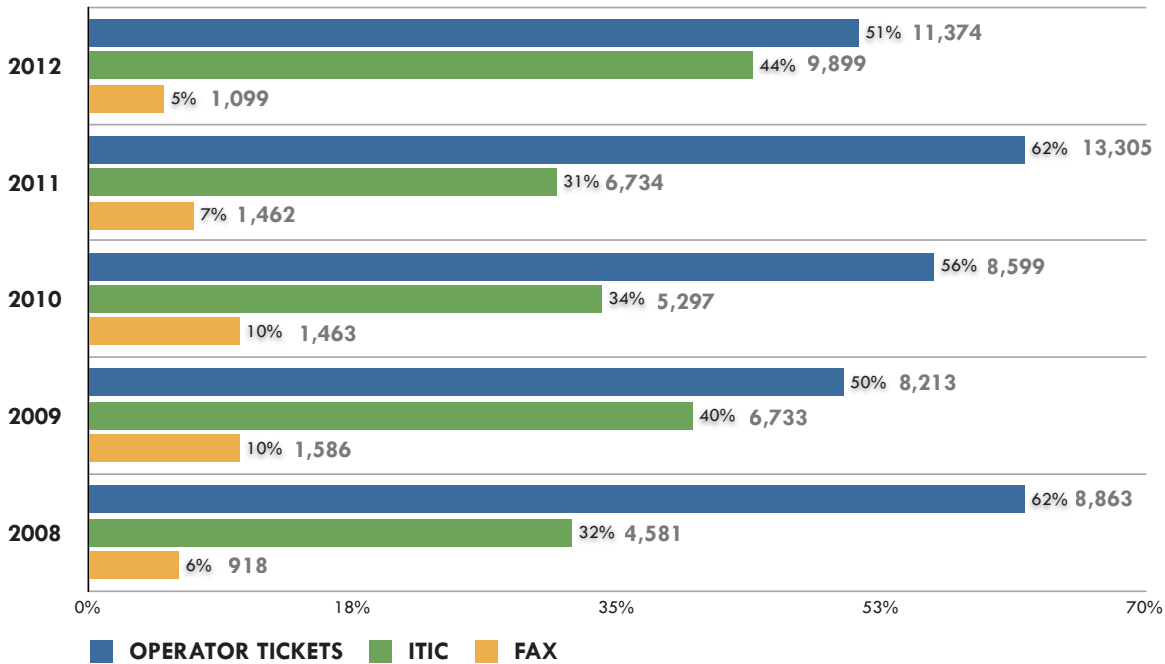


# NORTH DAKOTA ONE CALL DASHBOARD

## SEPT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### 2008 - 2012 September Receipt Methods



### 2008 - 2012 September Receipt Methods YTD

