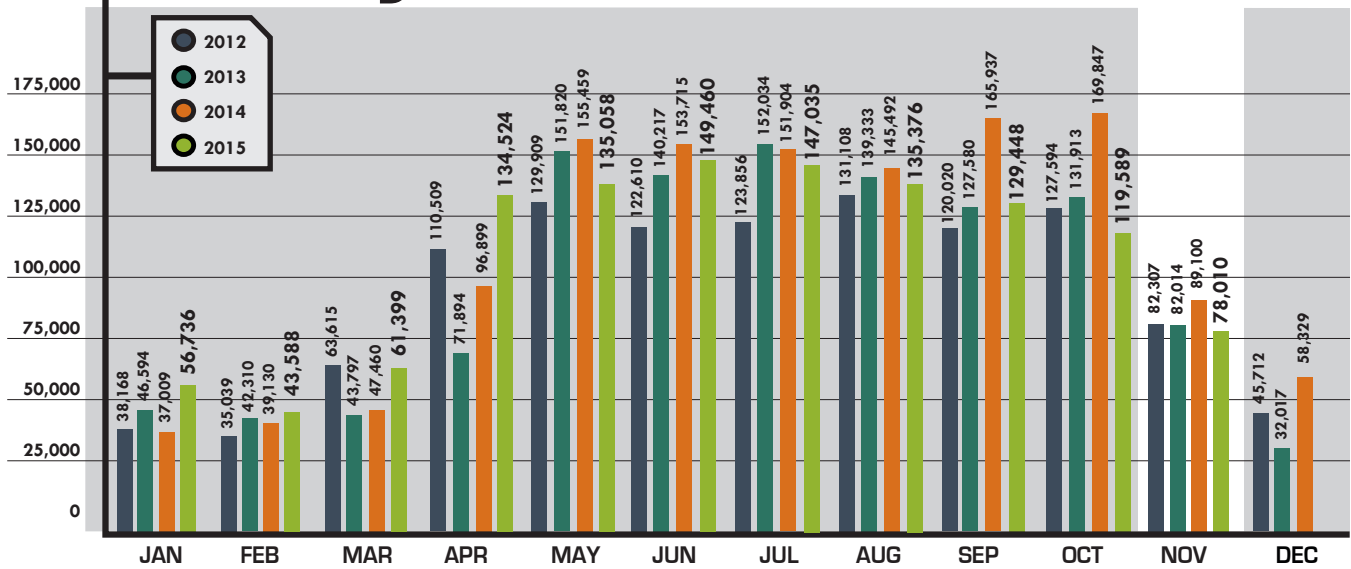




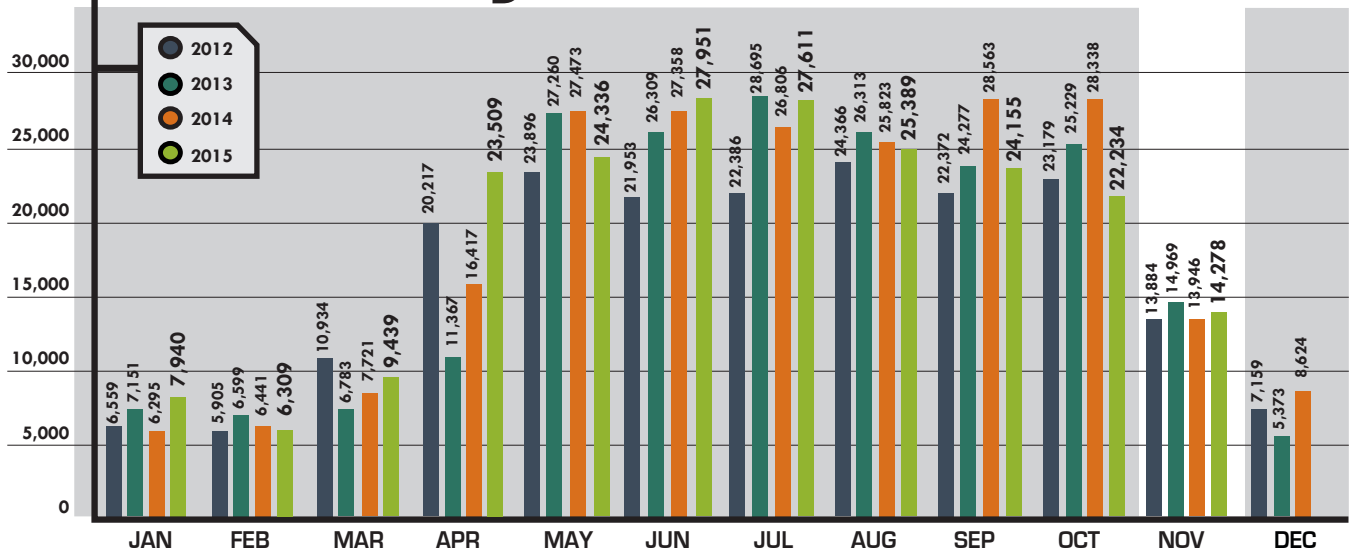
DAKOTA CALL DASHBOARD REPORT

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

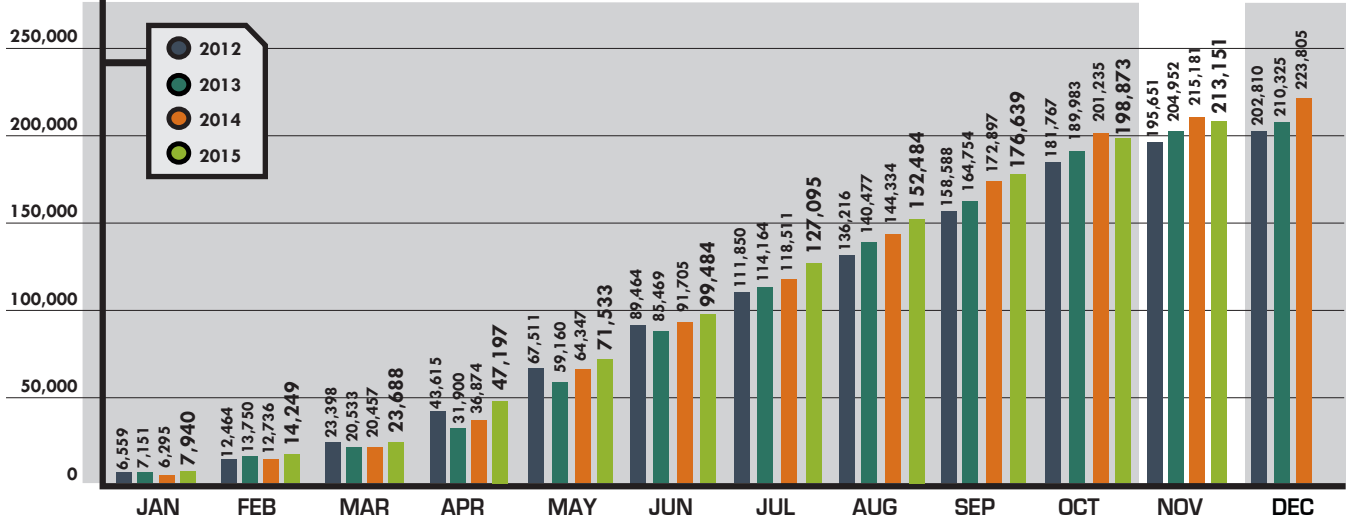
Chargeable Outbound Tickets



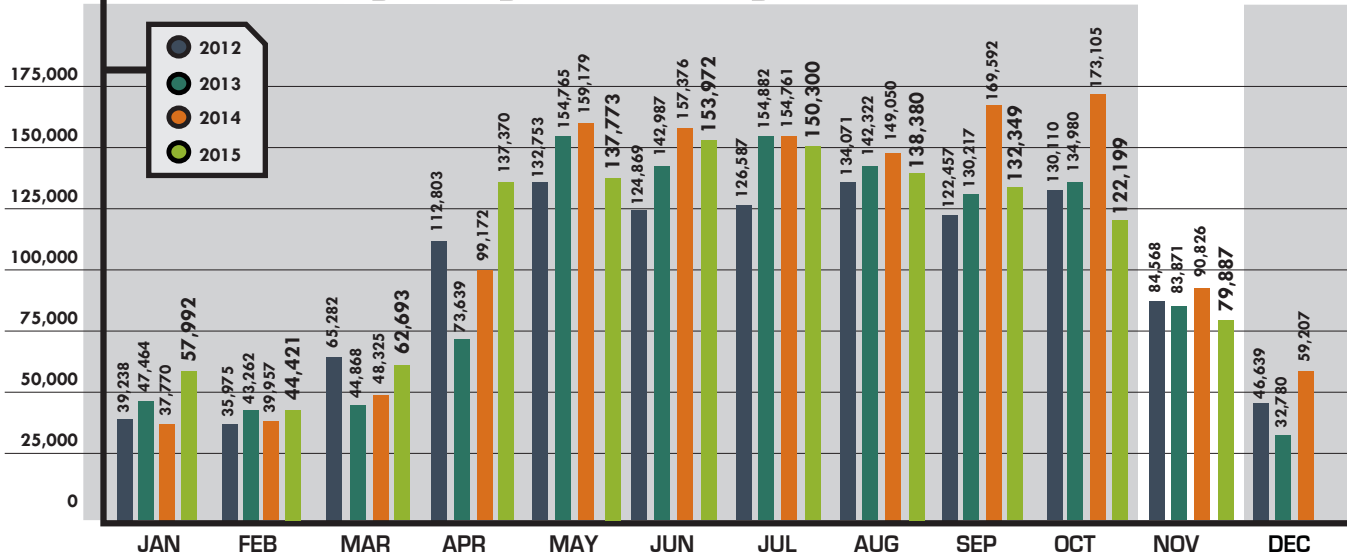
Incoming Tickets



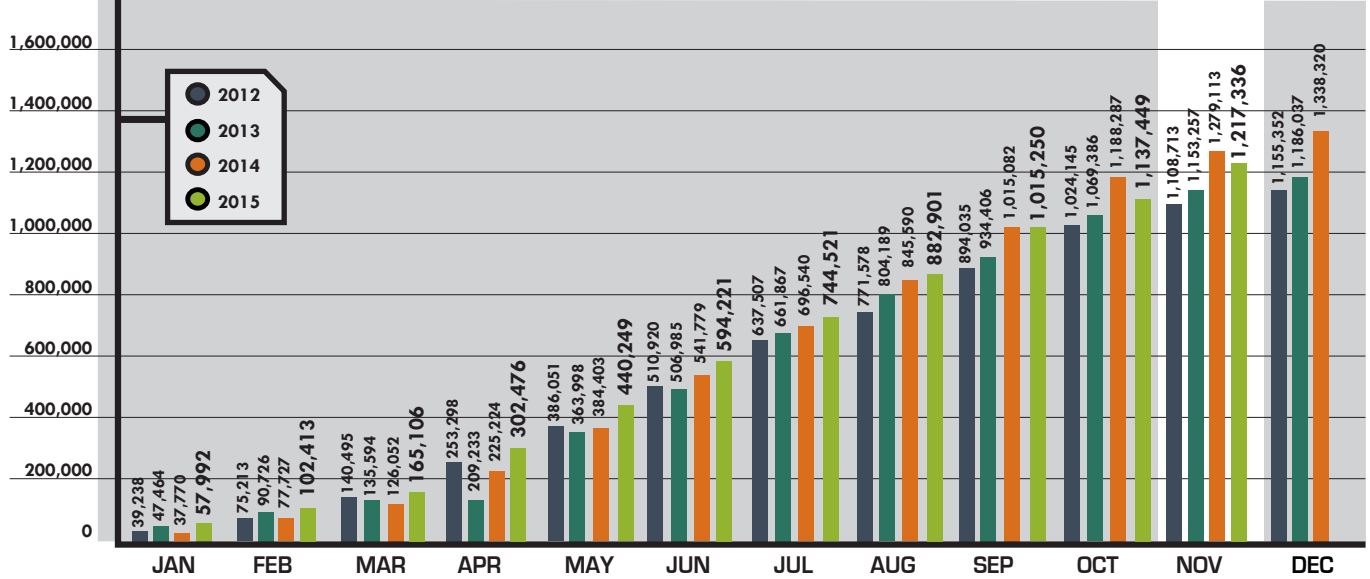
Incoming Tickets Y-T-D



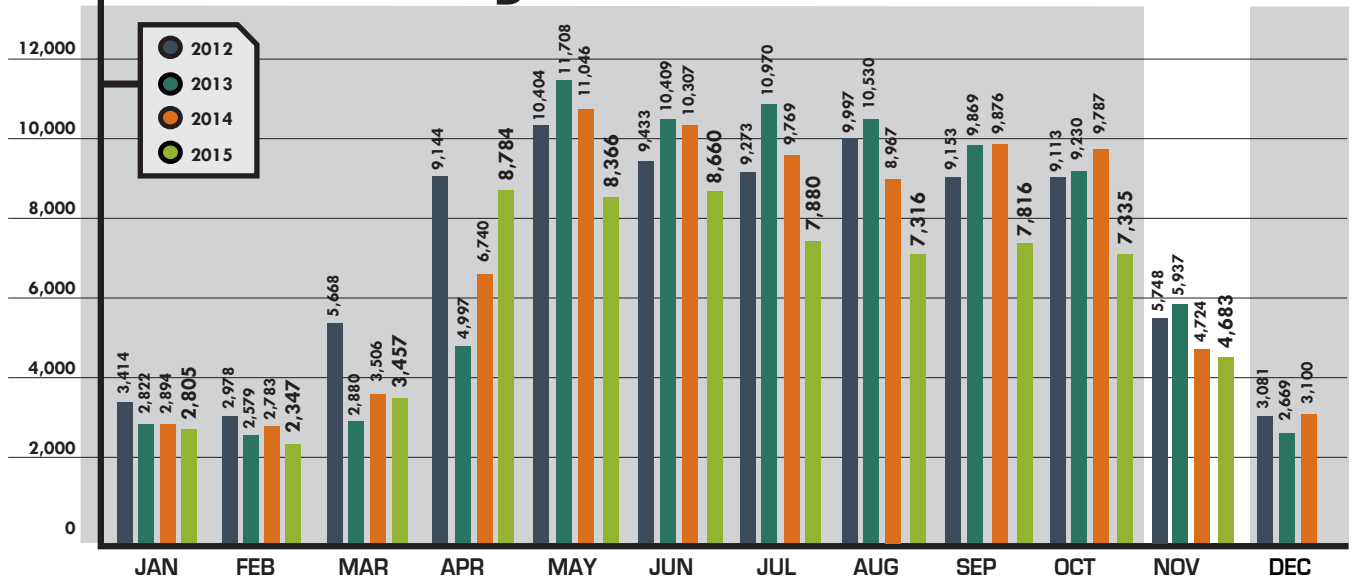
Outgoing Messages



Outgoing Tickets Y-T-D



Incoming Calls

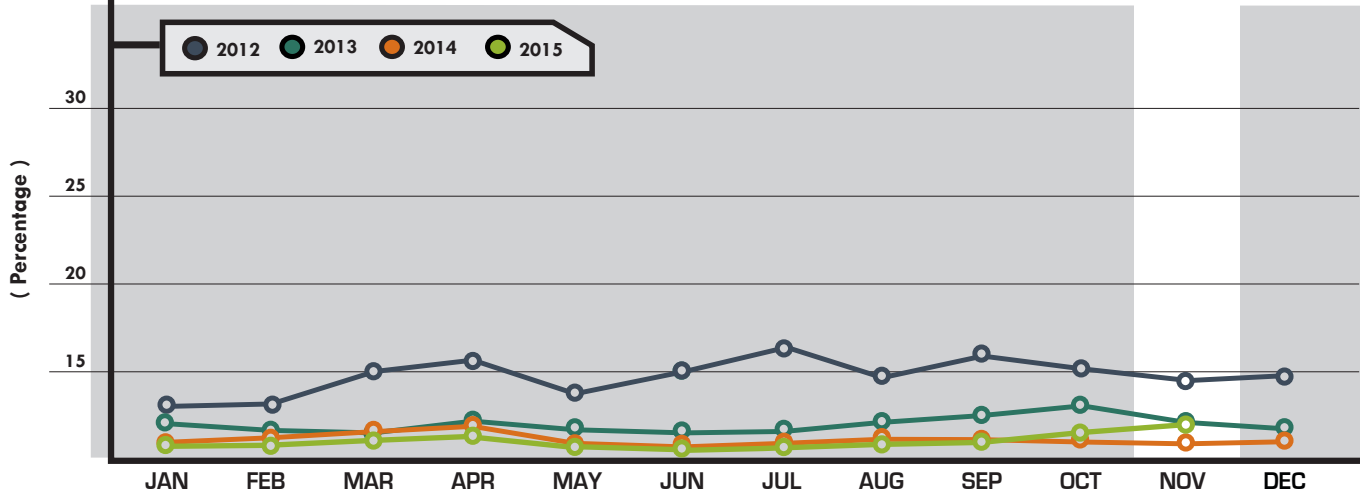




DASHBOARD REPORT

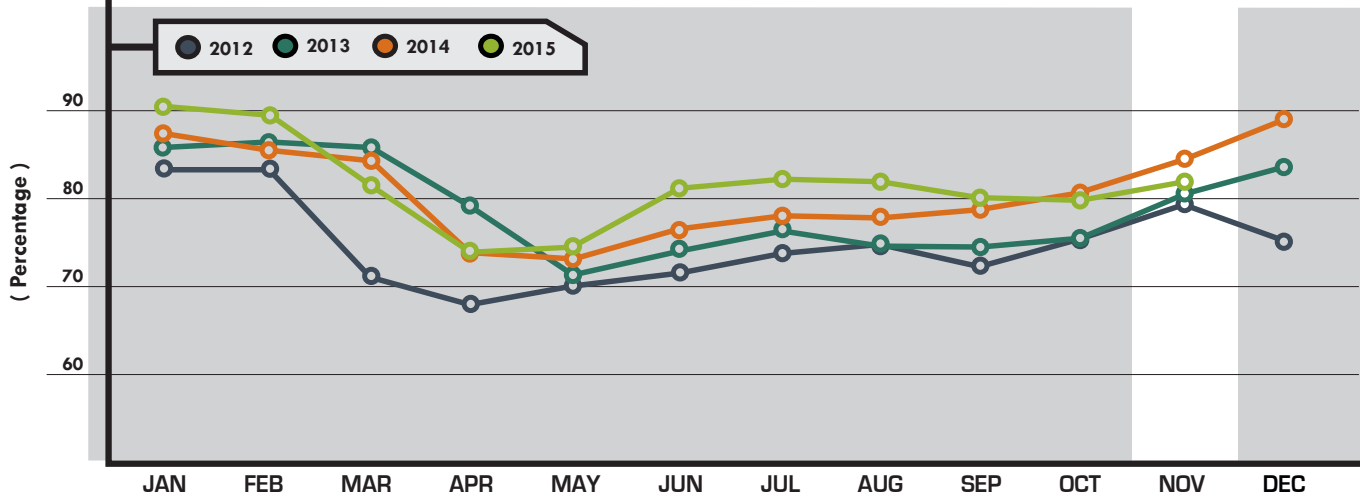
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | **NOVEMBER**

Operator Call Volumes



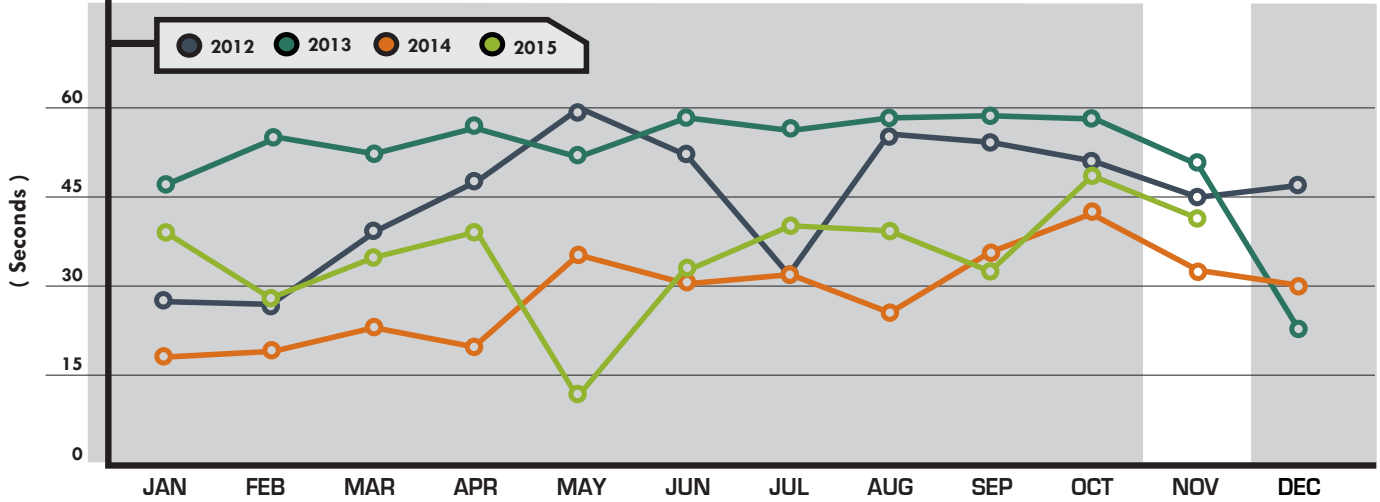
	2012	2013	2014	2015
JANUARY	13.92	12.01	9.91	7.00
FEBRUARY	13.94	11.30	10.63	7.69
MARCH	15.06	10.88	11.46	8.50
APRIL	15.92	12.45	12.26	9.65
MAY	14.17	11.96	9.71	7.87
JUNE	15.20	11.63	8.94	7.11
JULY	16.15	11.33	9.33	7.52
AUGUST	14.76	12.04	10.03	7.81
SEPTEMBER	16.28	12.15	9.80	8.18
OCTOBER	15.71	13.70	8.67	9.64
NOVEMBER	14.64	12.04	7.60	10.05
DECEMBER	14.76	11.22	7.94	

Excavator Call Volumes



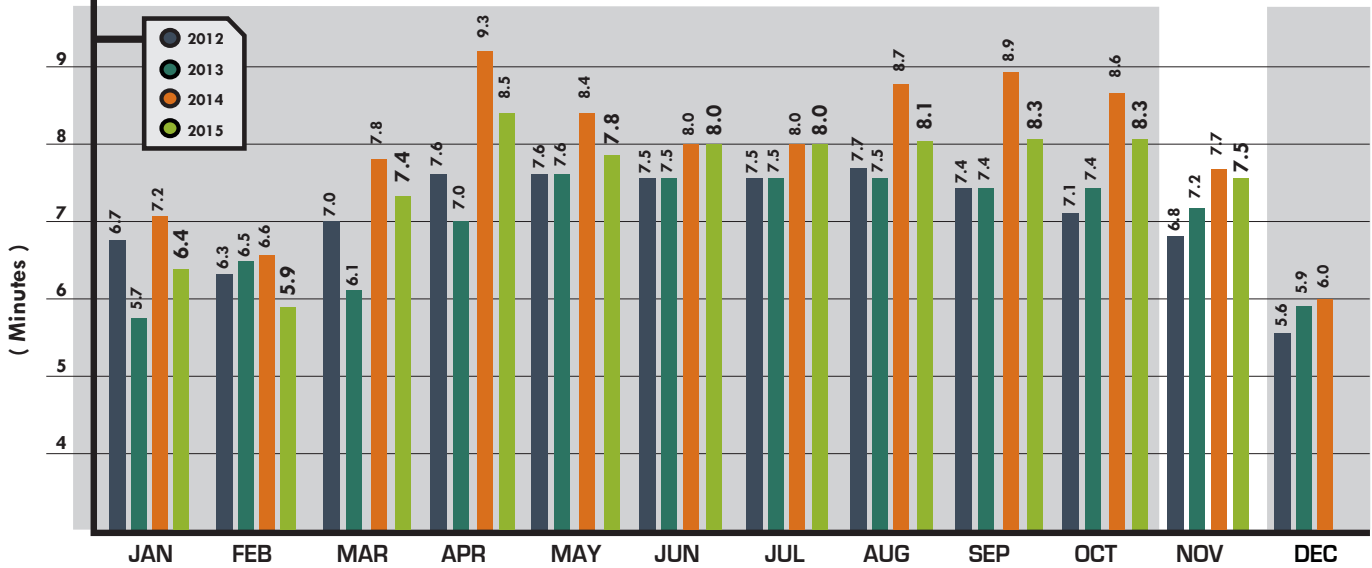
	2012	2013	2014	2015
JANUARY	82.46	86.62	87.74	90.93
FEBRUARY	82.16	86.95	86.01	89.84
MARCH	71.50	86.58	83.22	82.99
APRIL	68.45	79.04	74.06	74.40
MAY	70.47	71.24	73.25	75.95
JUNE	71.65	74.75	77.13	80.66
JULY	73.29	76.56	78.38	82.80
AUGUST	74.44	74.47	78.93	82.56
SEPTEMBER	72.54	74.24	79.25	80.32
OCTOBER	75.25	75.65	81.68	80.28
NOVEMBER	79.37	80.08	85.75	82.35
DECEMBER	75.63	84.84	89.56	

Average Hold Time



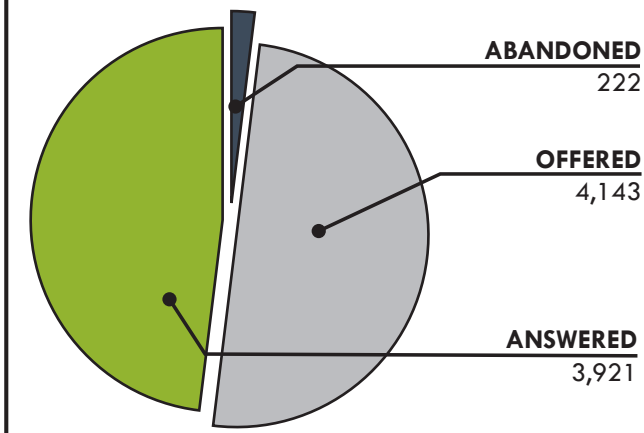
	2012	2013	2014	2015
JANUARY	27	47	19	39
FEBRUARY	26	55	21	28
MARCH	39	49	24	35
APRIL	48	56	20	38
MAY	59	52	35	13
JUNE	52	58	31	33
JULY	32	56	32	37
AUGUST	55	58	25	36
SEPTEMBER	54	59	36	32
OCTOBER	52	57	42	47
NOVEMBER	45	51	33	41
DECEMBER	47	23	30	-

Average Processing Times



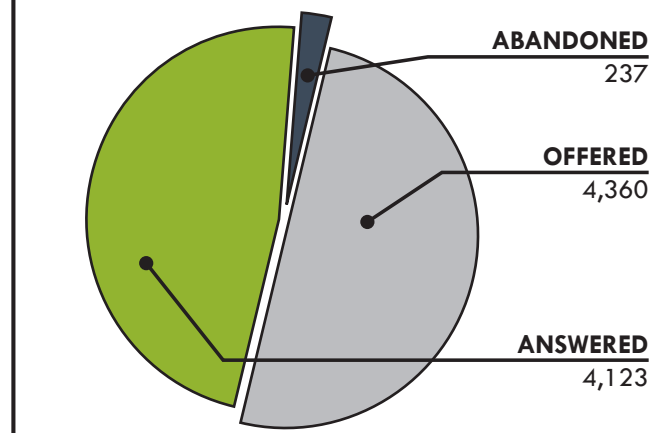
Abandonment

NOV 2014

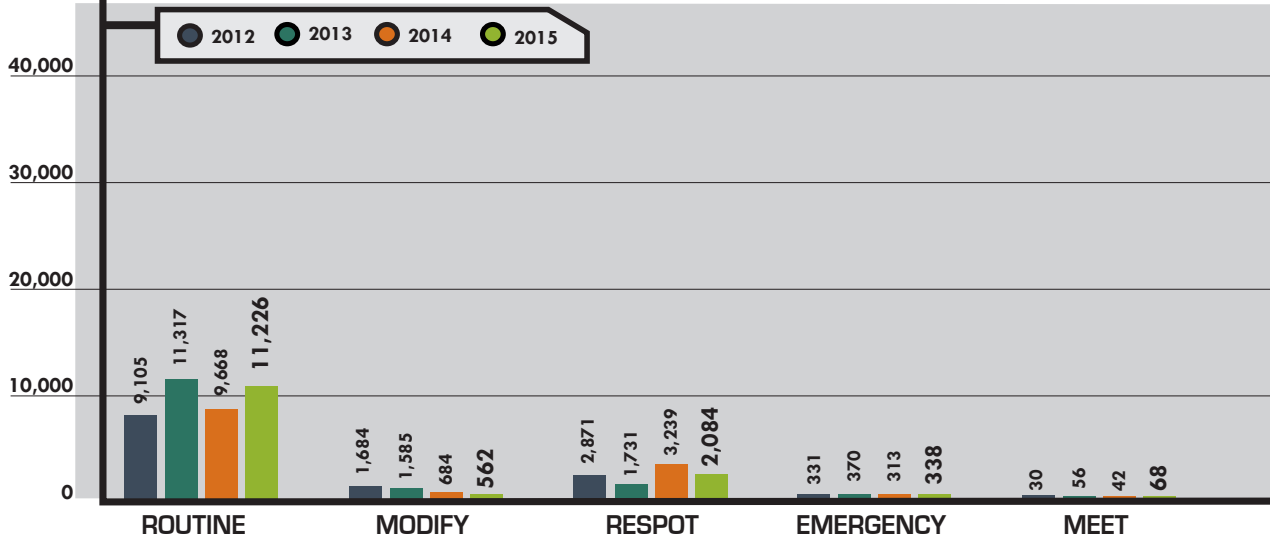


Abandonment

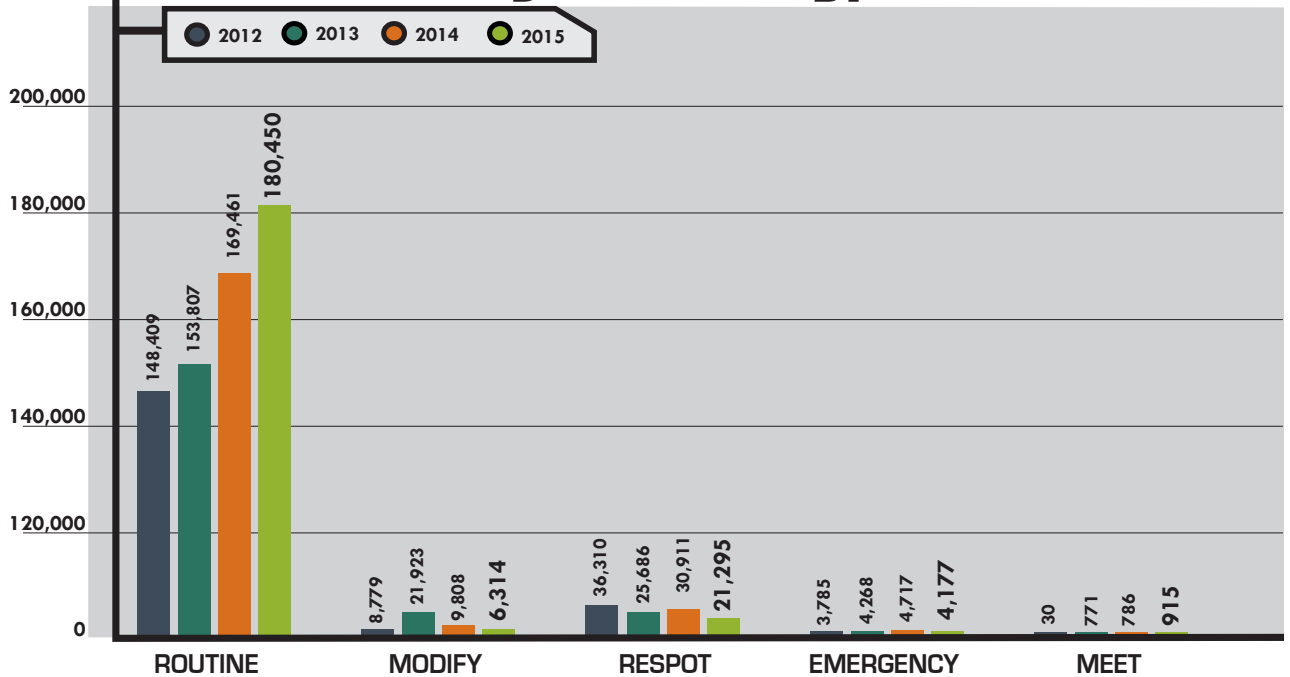
NOV 2015



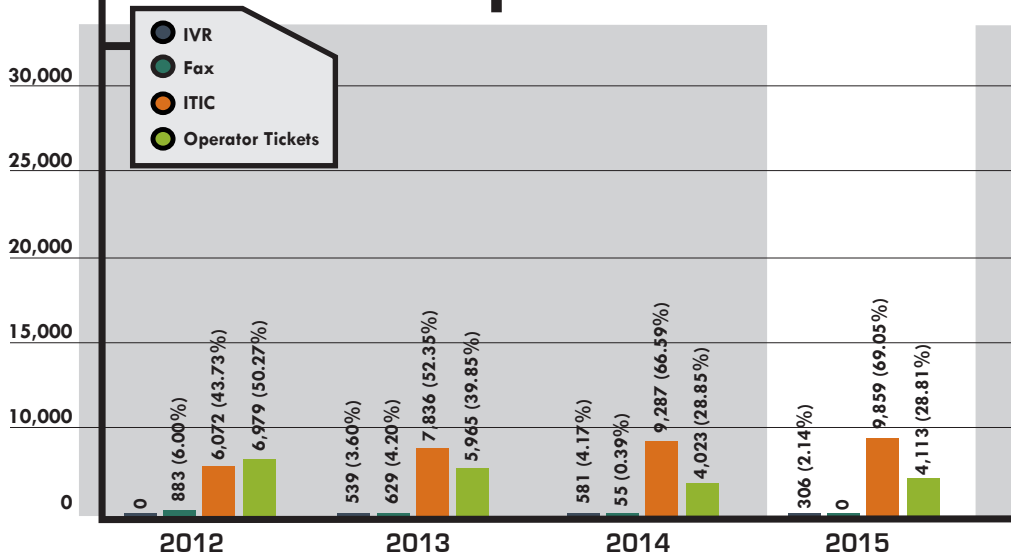
Incoming Ticket Types - NOV



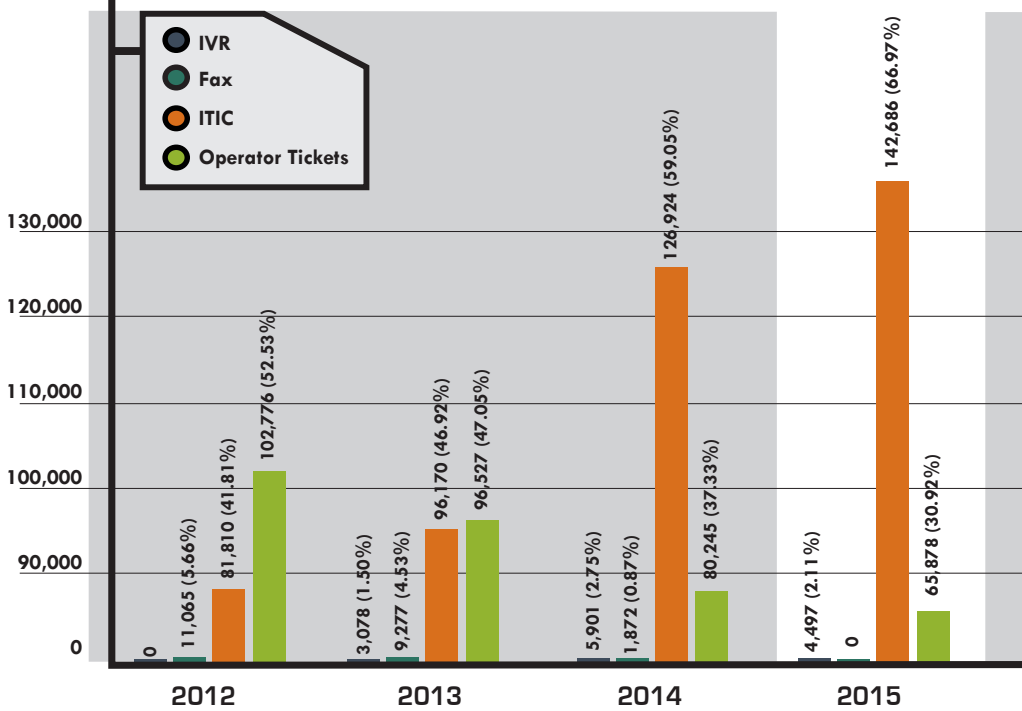
Incoming Ticket Types - NOV Y-T-D



Receipt Methods - NOV

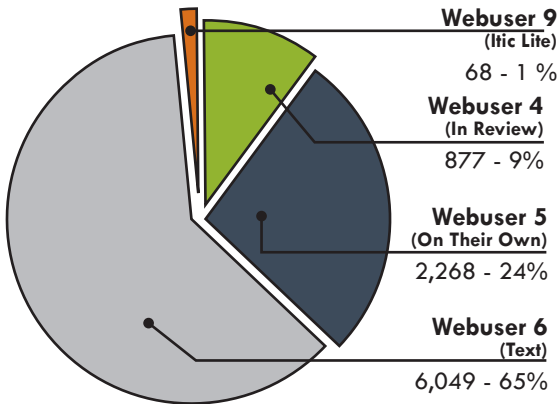


Receipt Methods - NOV Y-T-D



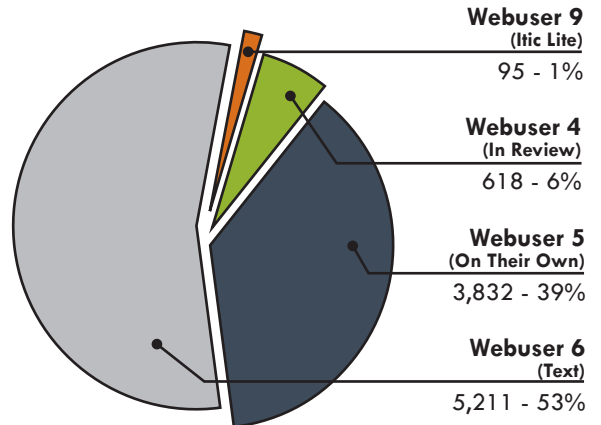
ITIC Breakdown

NOV 2014



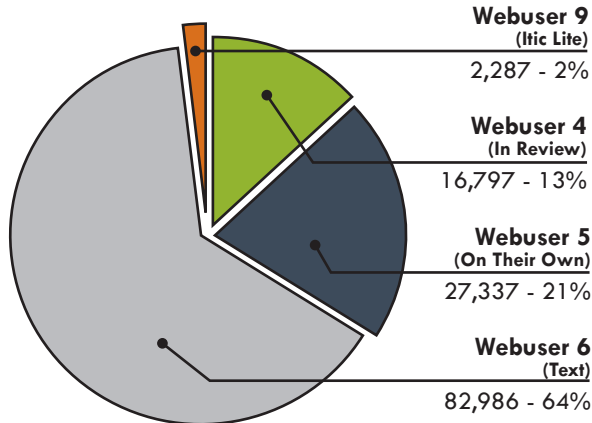
ITIC Breakdown

NOV 2015



ITIC Y-T-D Analysis

NOV 2014



ITIC Y-T-D Analysis

NOV 2015

