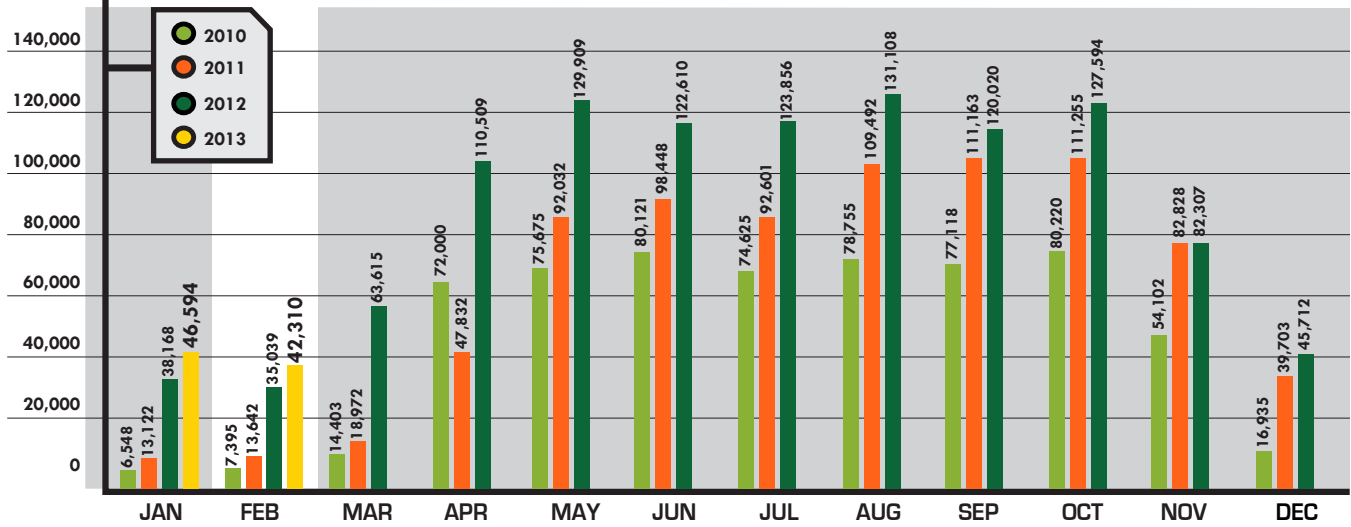
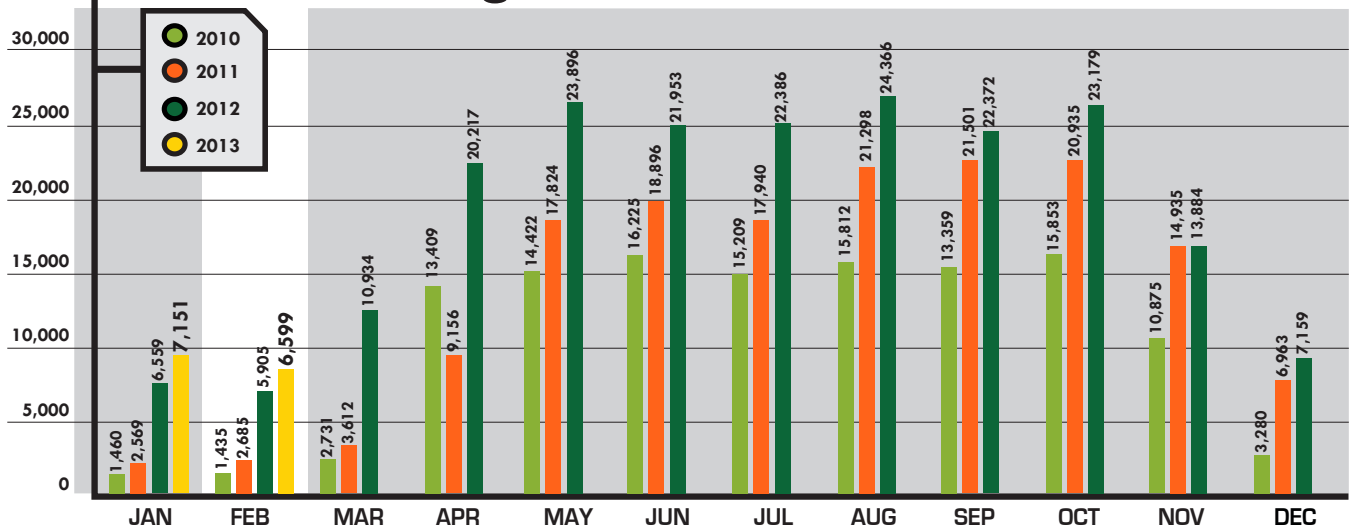


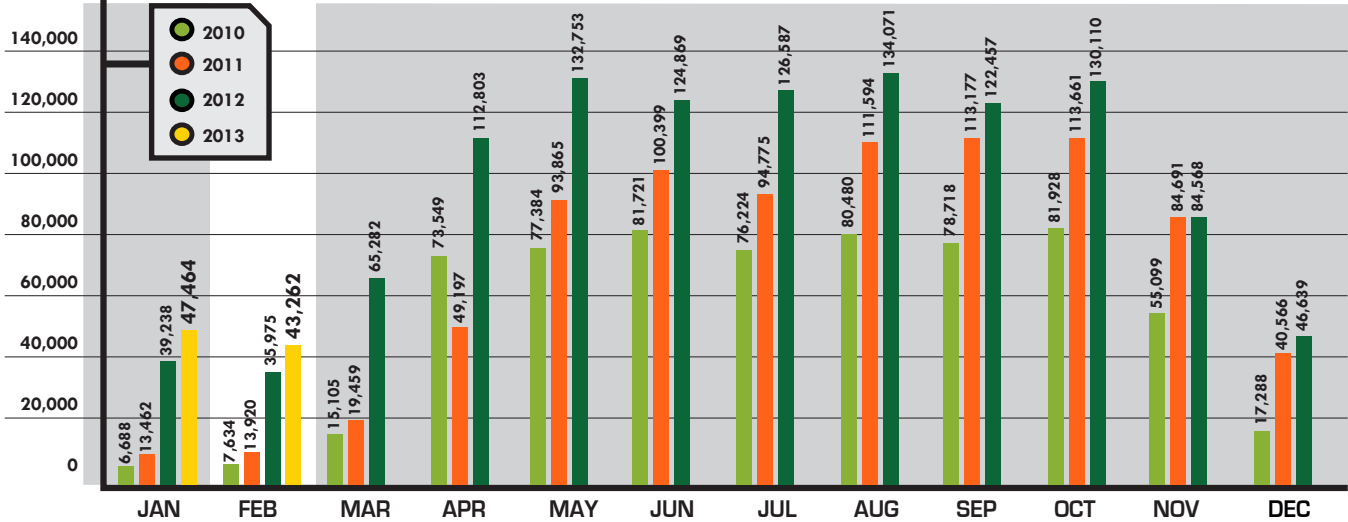
## Billable Calls



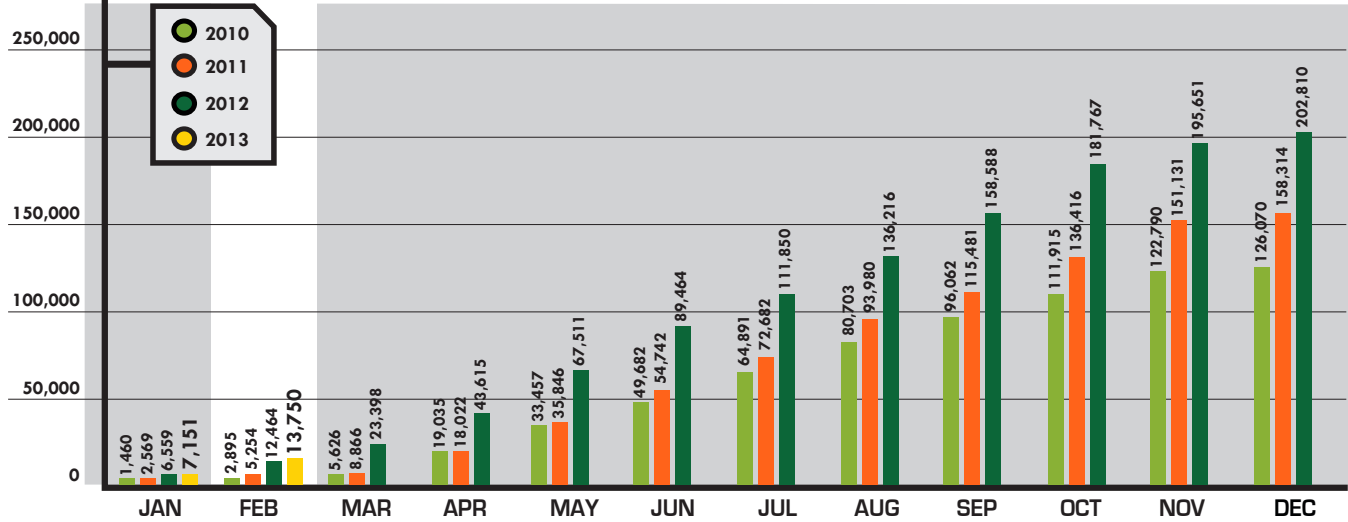
## Incoming Tickets



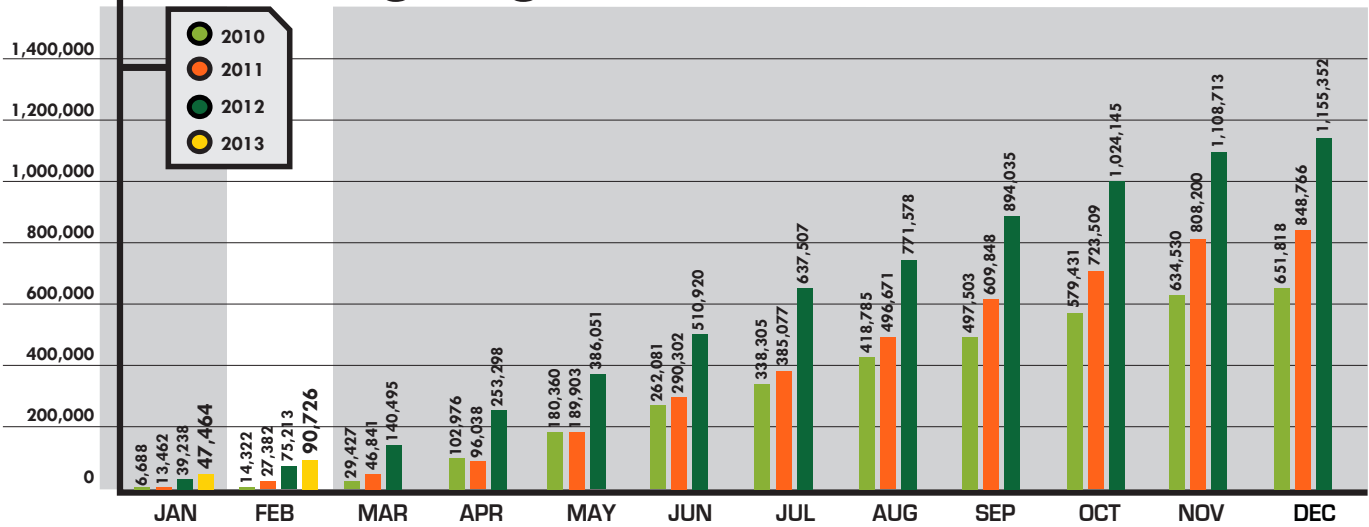
## Outgoing Messages



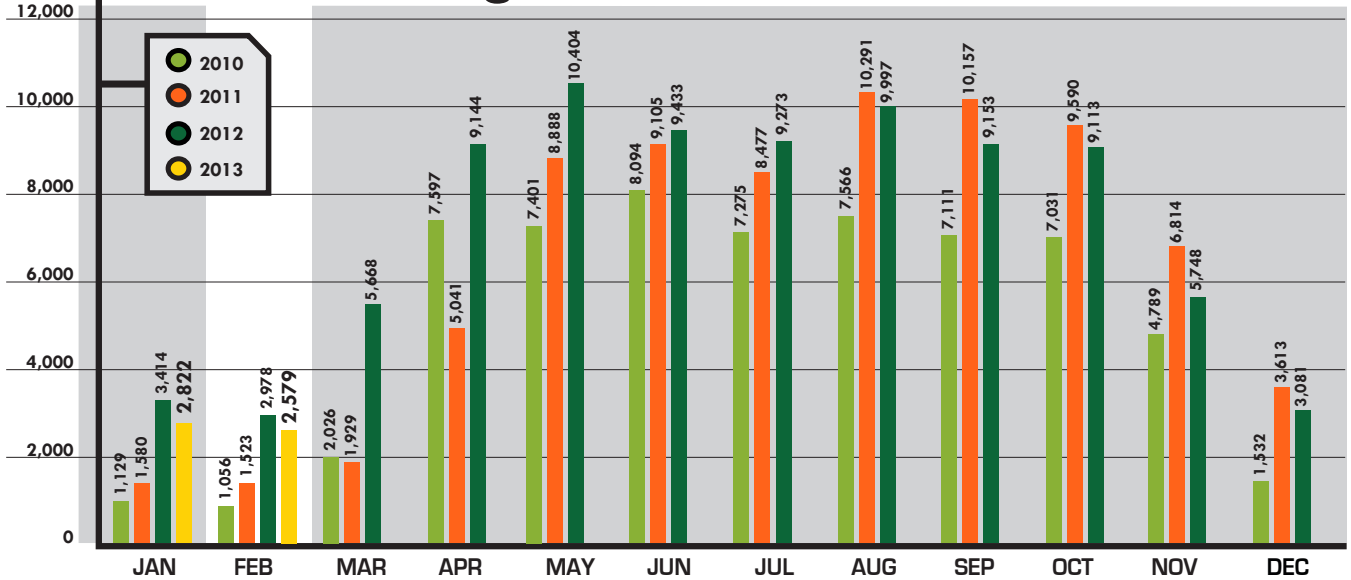
## Incoming Tickets Y-T-D



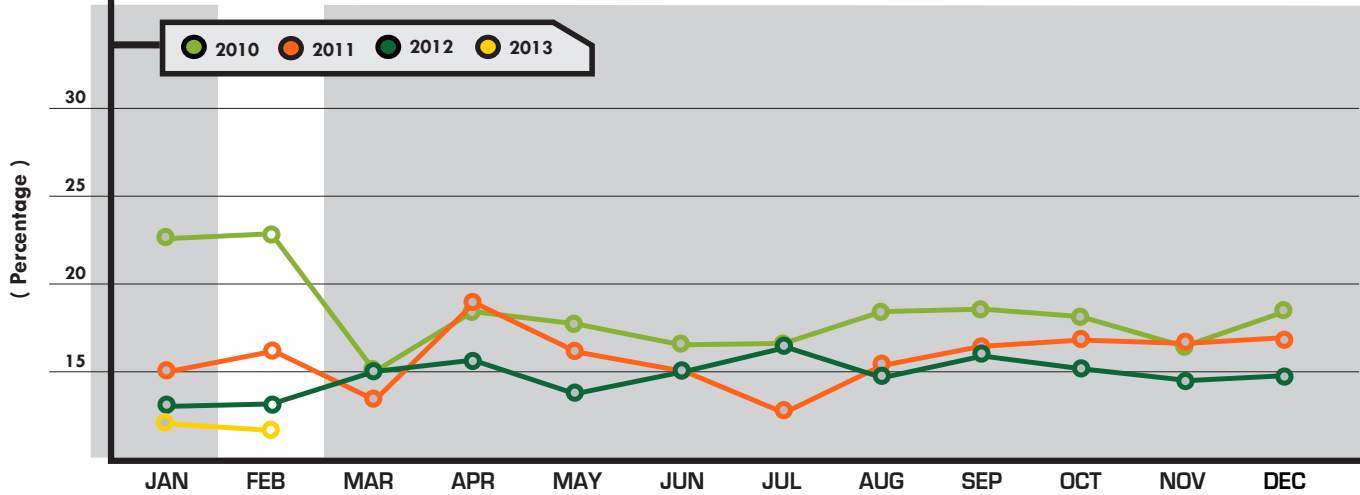
## Outgoing Tickets Y-T-D



## Incoming Calls

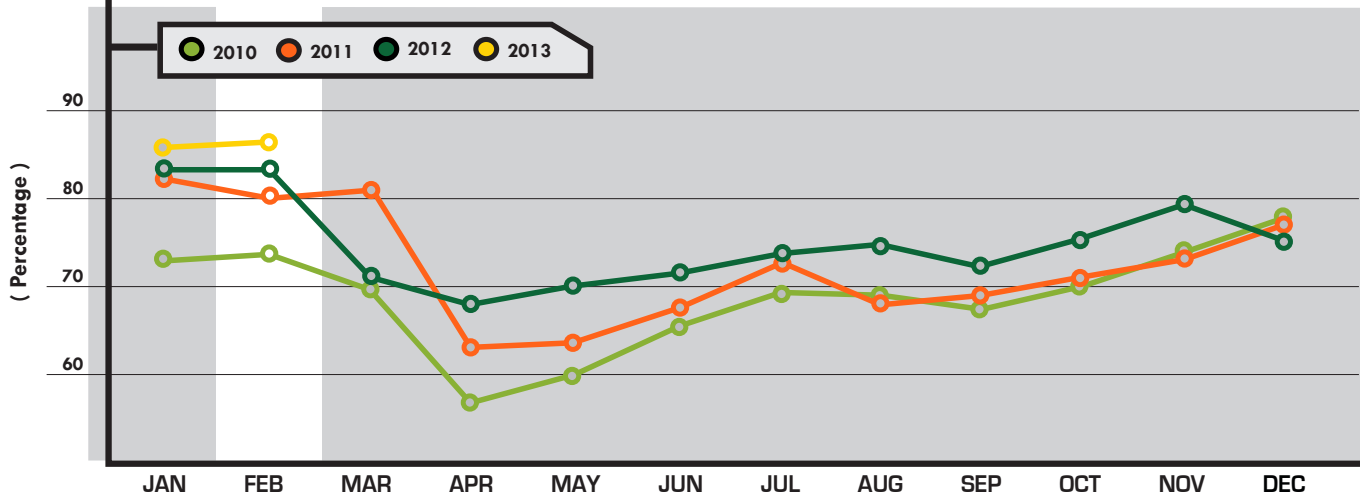


## Operator Call Volumes



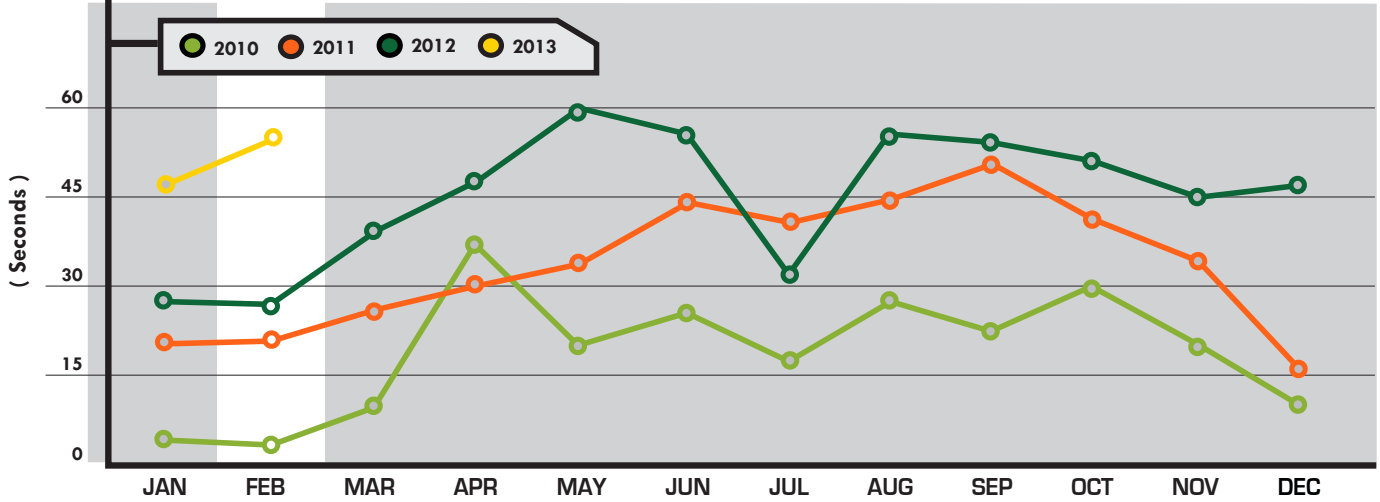
	2010	2011	2012	2013
JANUARY	22.55	15.37	13.92	12.01
FEBRUARY	22.67	16.40	13.94	11.30
MARCH	15.89	14.61	15.06	
APRIL	18.44	19.13	15.92	
MAY	17.71	16.55	14.17	
JUNE	16.18	14.99	15.20	
JULY	16.23	13.19	16.15	
AUGUST	17.80	15.82	14.76	
SEPTEMBER	17.96	16.58	16.28	
OCTOBER	17.57	16.91	15.71	
NOVEMBER	16.02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

## Excavator Call Volumes



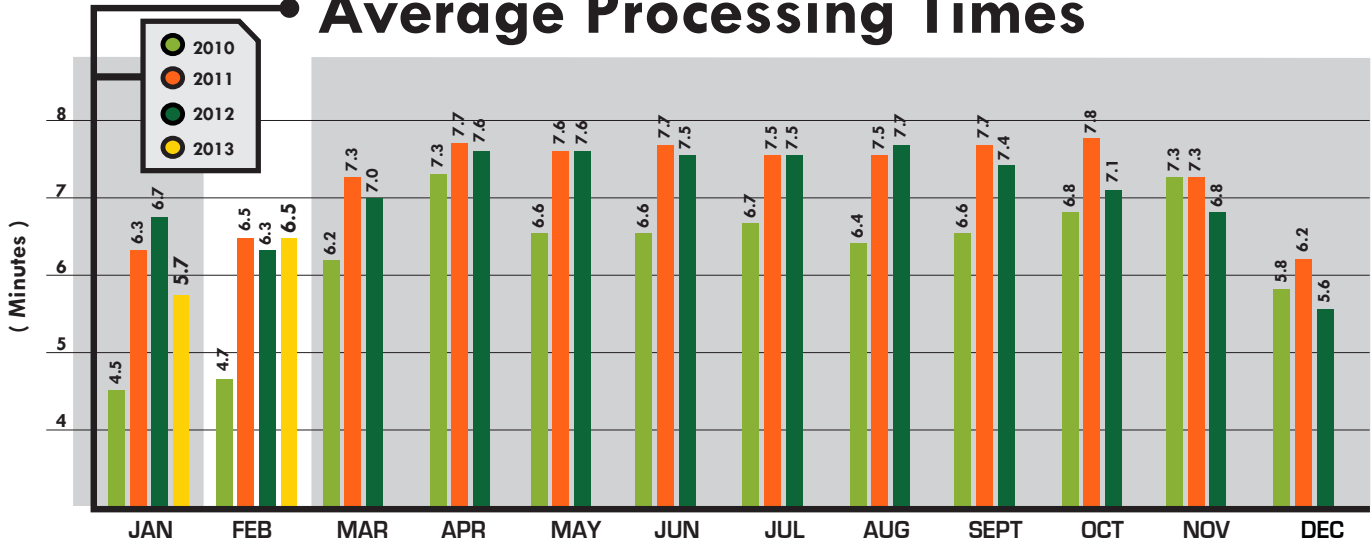
	2010	2011	2012	2013
JANUARY	72.05	81.71	82.46	86.62
FEBRUARY	72.73	80.35	82.16	86.95
MARCH	69.51	80.74	71.50	
APRIL	58.25	63.41	68.45	
MAY	60.77	63.74	70.47	
JUNE	65.82	68.82	71.65	
JULY	69.08	72.41	73.29	
AUGUST	69.17	68.78	74.44	
SEPTEMBER	68.03	69.27	72.54	
OCTOBER	70.19	70.93	75.25	
NOVEMBER	74.26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

## Average Hold Time



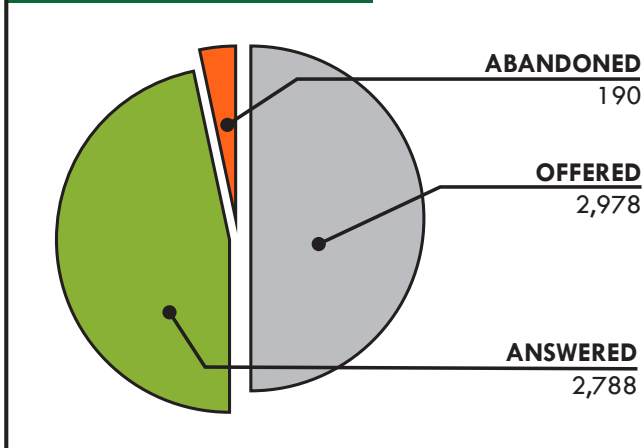
	2010	2011	2012	2013
JANUARY	4	22	27	47
FEBRUARY	3	23	26	55
MARCH	10	26	39	
APRIL	37	30	48	
MAY	20	34	59	
JUNE	25	44	52	
JULY	18	41	32	
AUGUST	28	44	55	
SEPTEMBER	23	50	54	
OCTOBER	30	41	52	
NOVEMBER	20	35	45	
DECEMBER	11	16	47	

## Average Processing Times



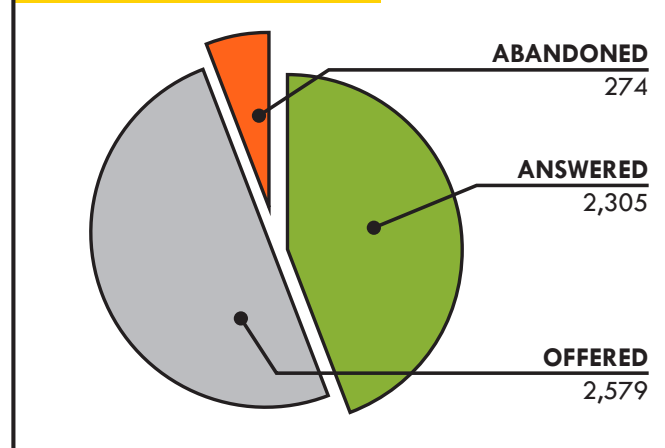
### Abandonment

FEBRUARY 2012

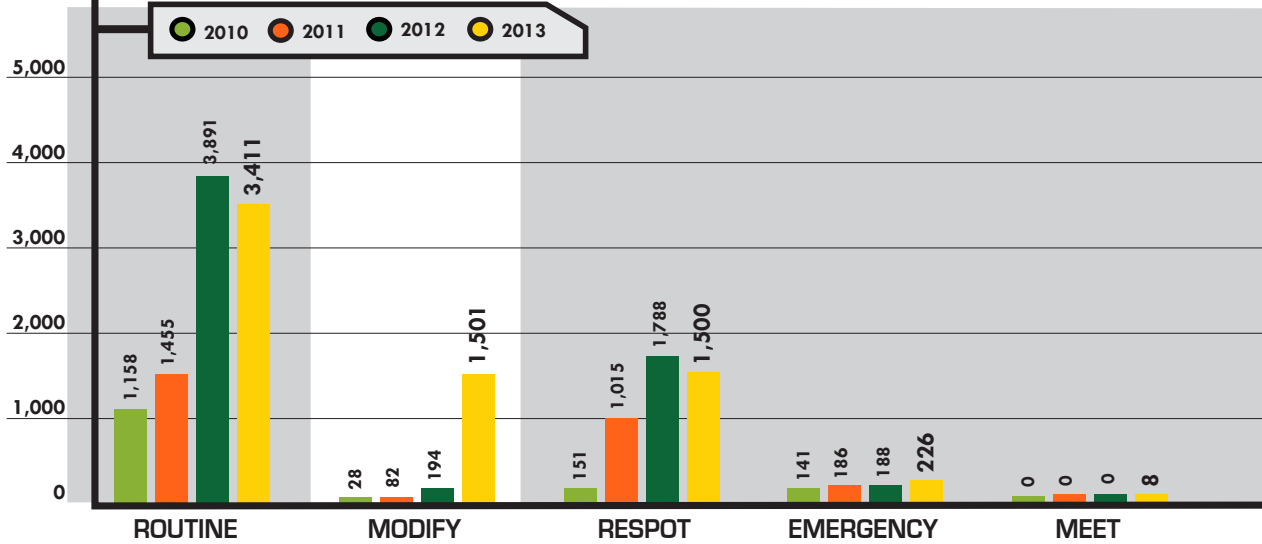


### Abandonment

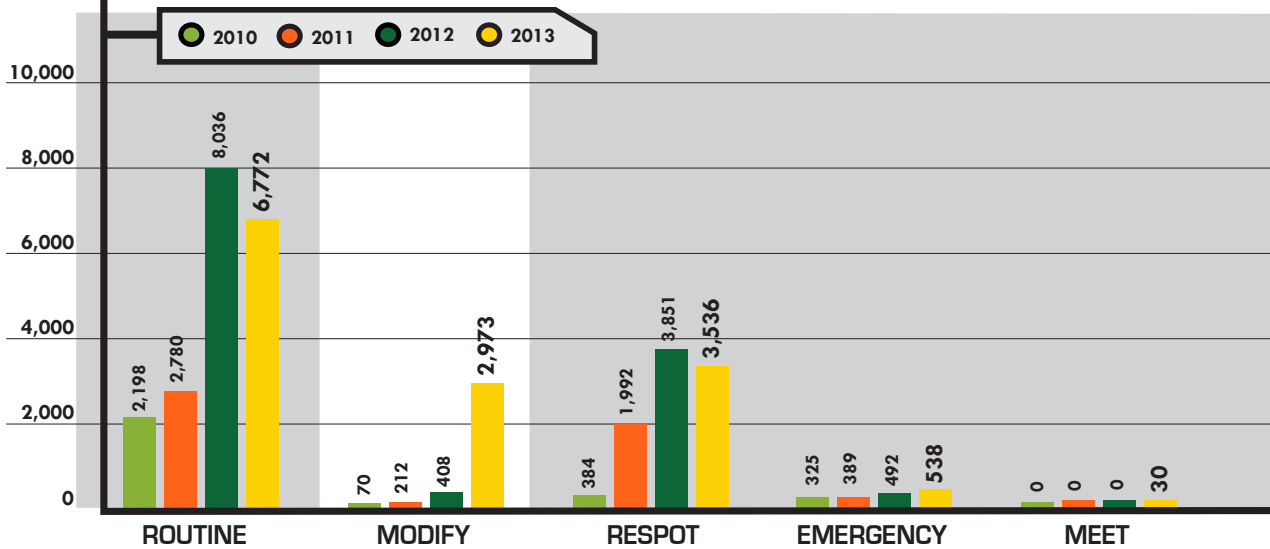
FEBRUARY 2013



## Incoming Ticket Types - FEB

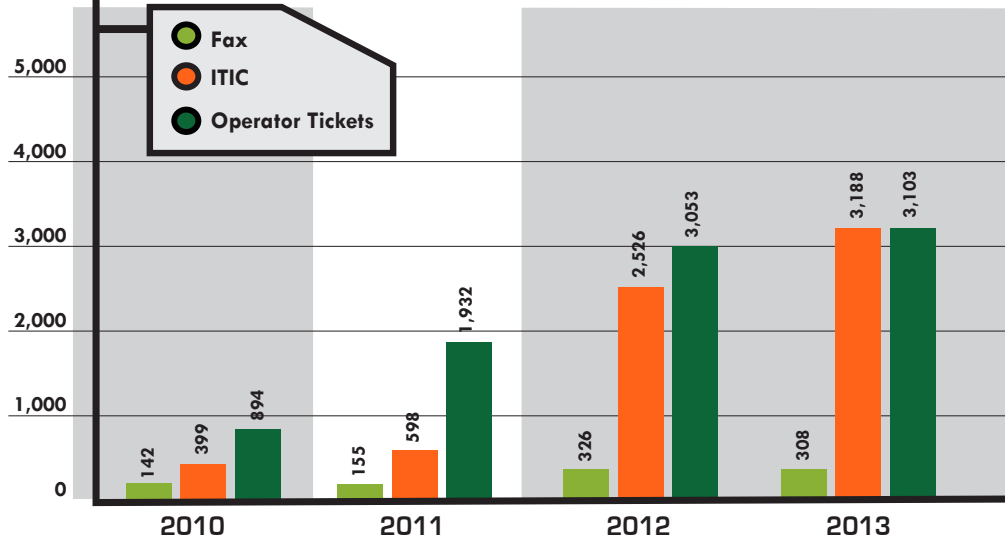


## Incoming Ticket Types - FEB Y-T-D

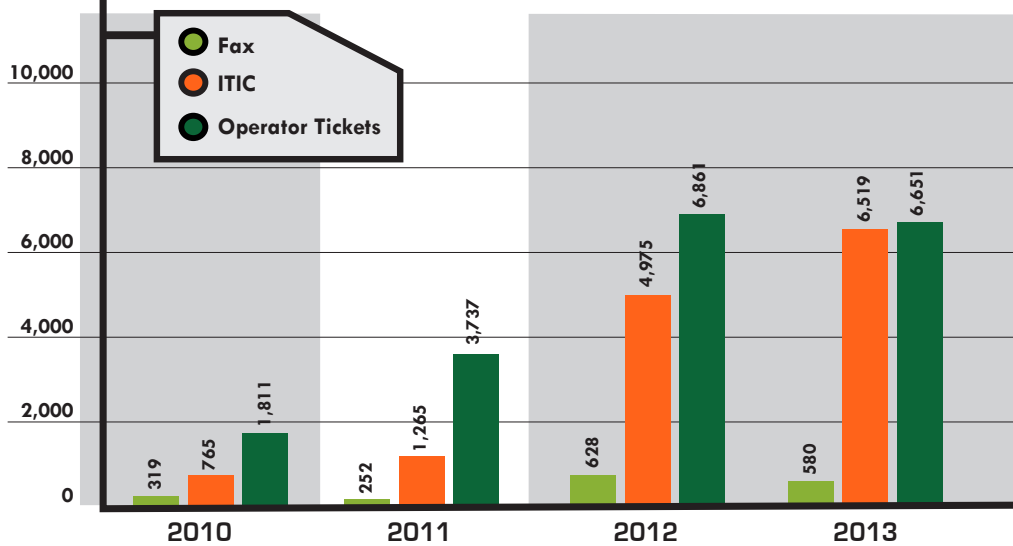




## Receipt Methods - FEB

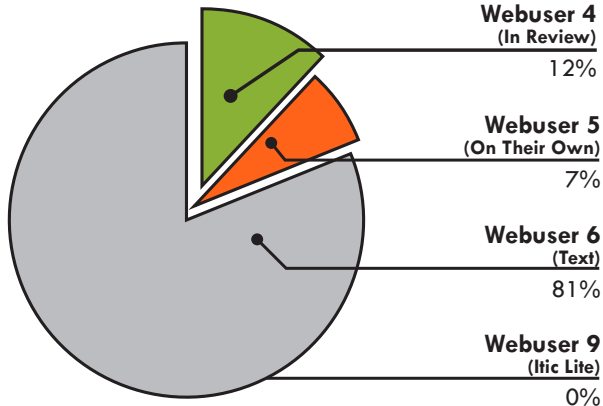


## Receipt Methods - FEB Y-T-D



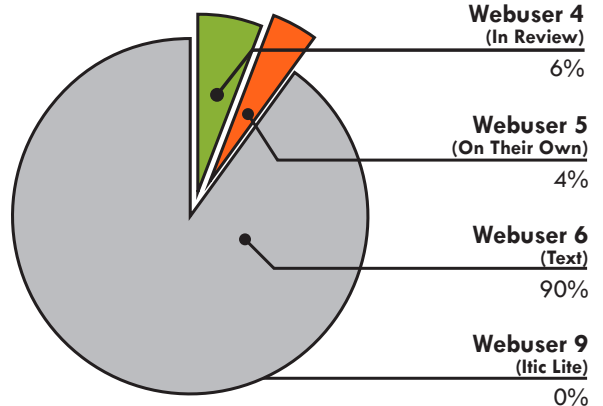
## ITIC Breakdown

FEBRUARY 2012



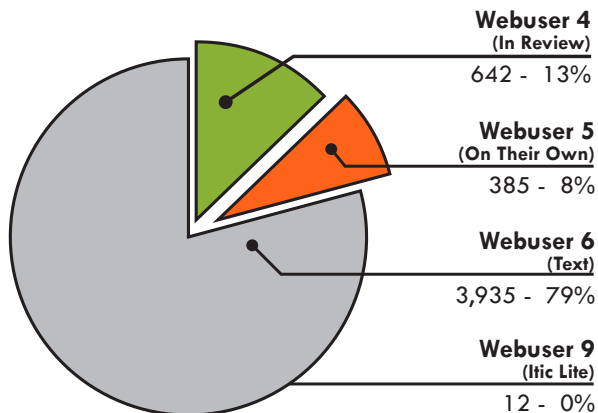
## ITIC Breakdown

FEBRUARY 2013



## ITIC Y-T-D Analysis

FEBRUARY 2012



## ITIC Y-T-D Analysis

FEBRUARY 2013

