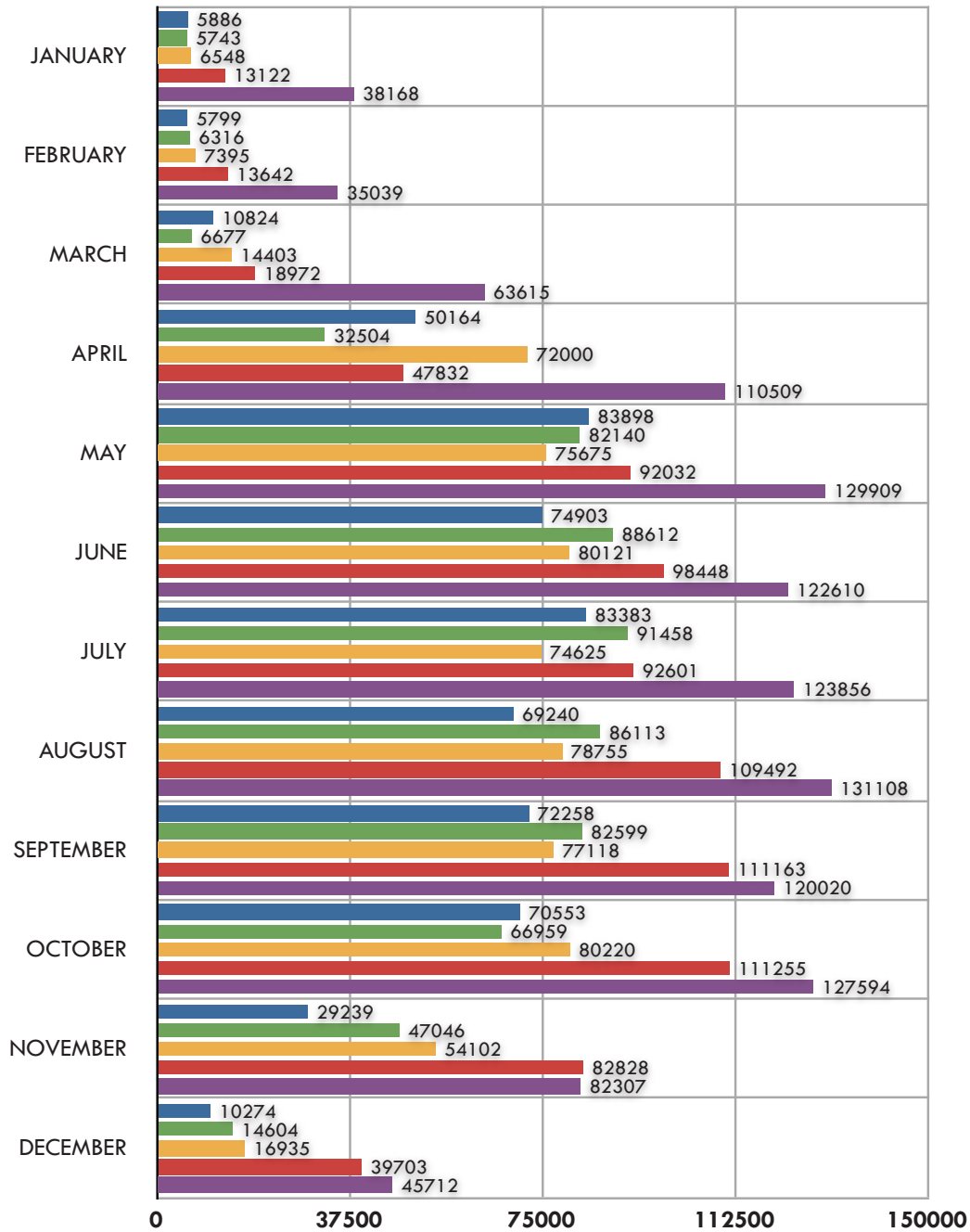




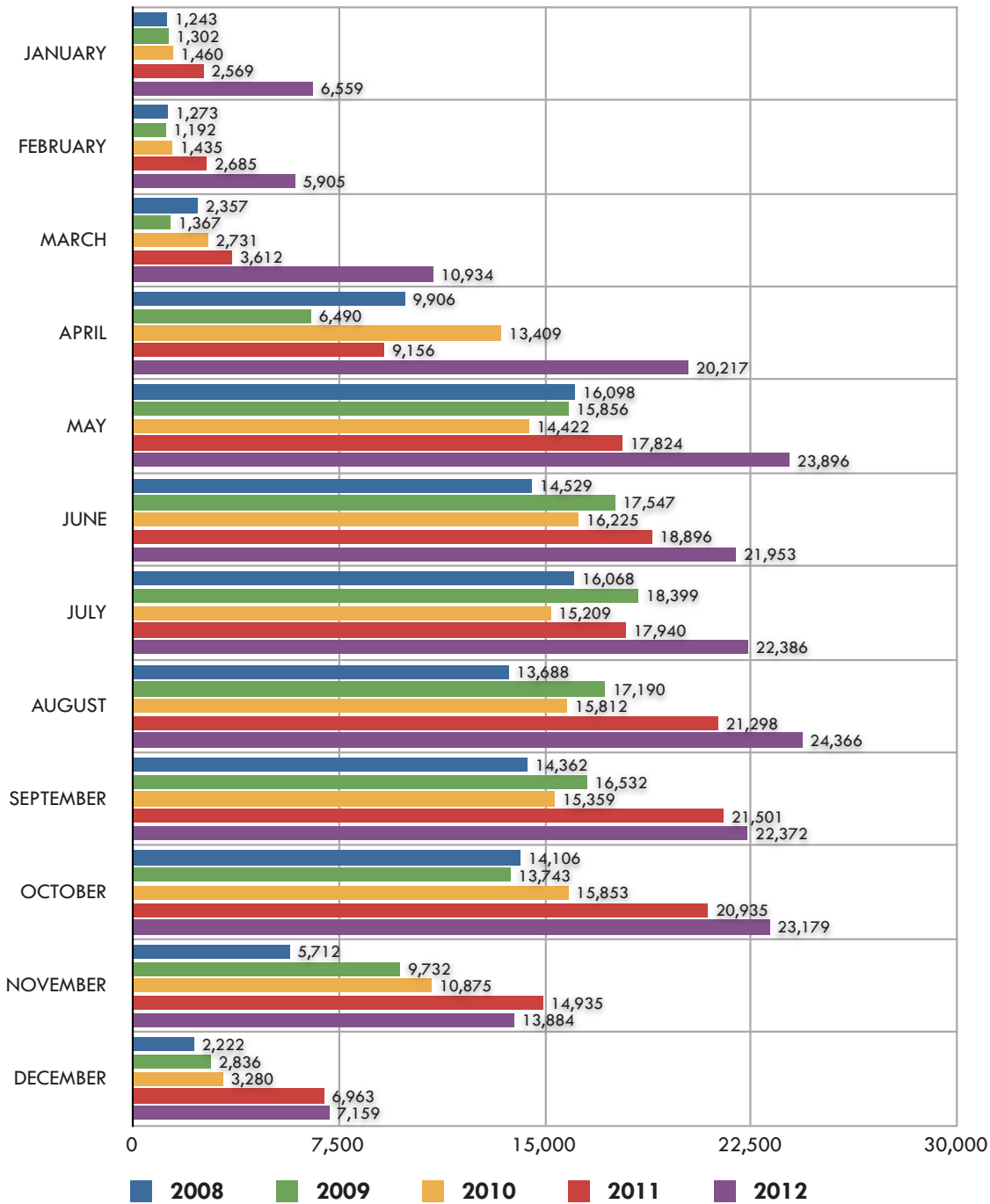
DEC

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

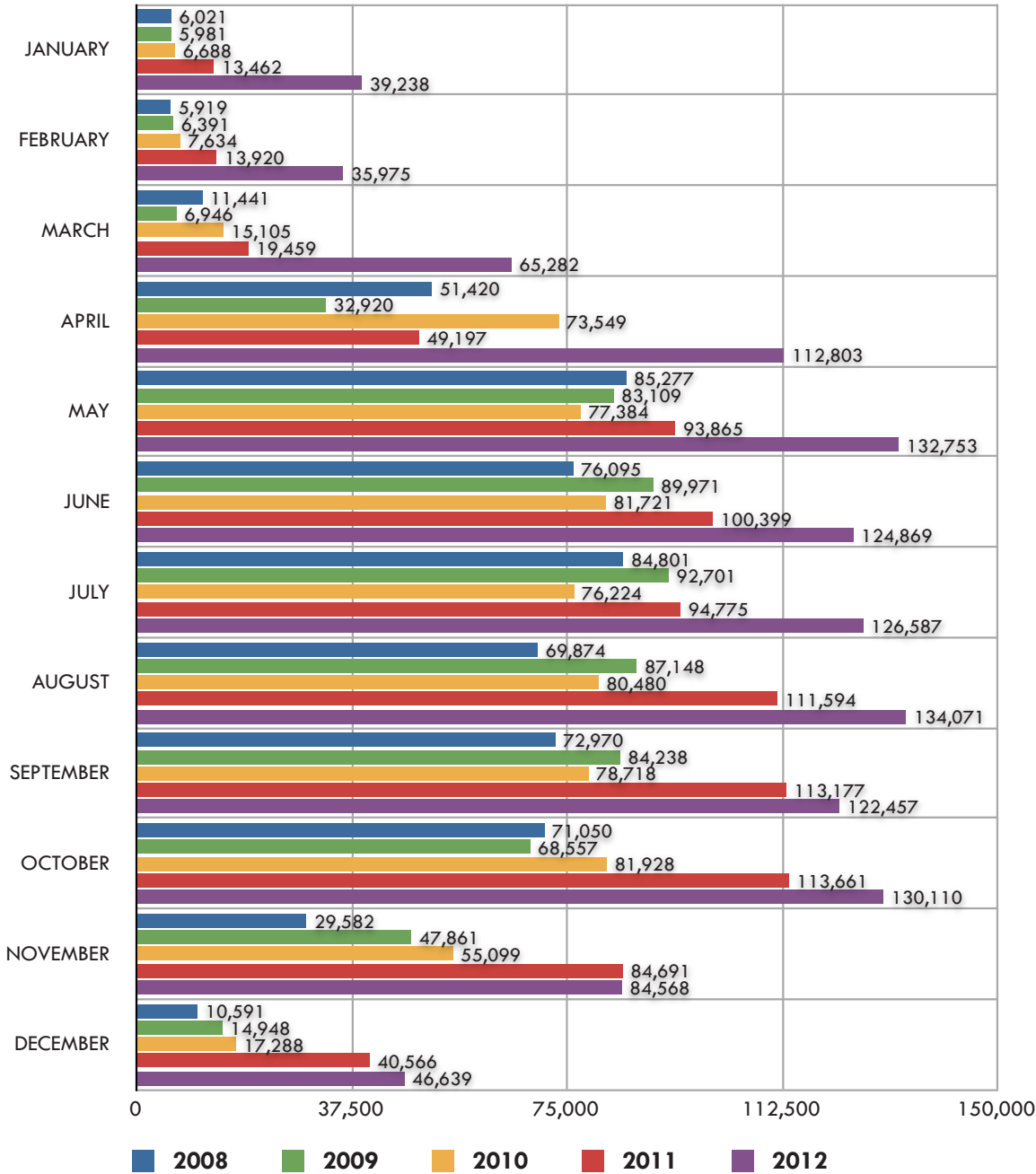
Billable Calls



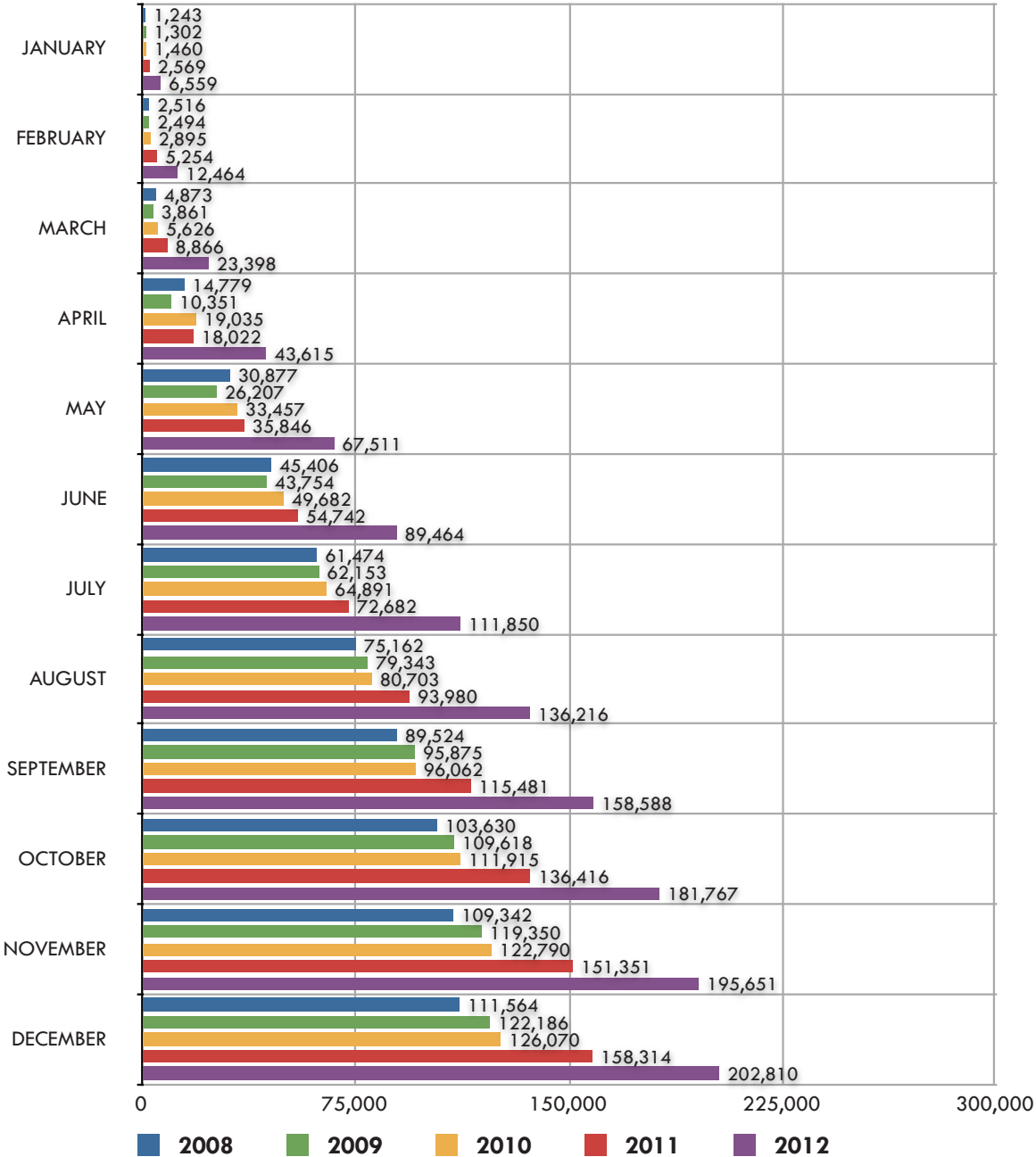
Incoming Tickets



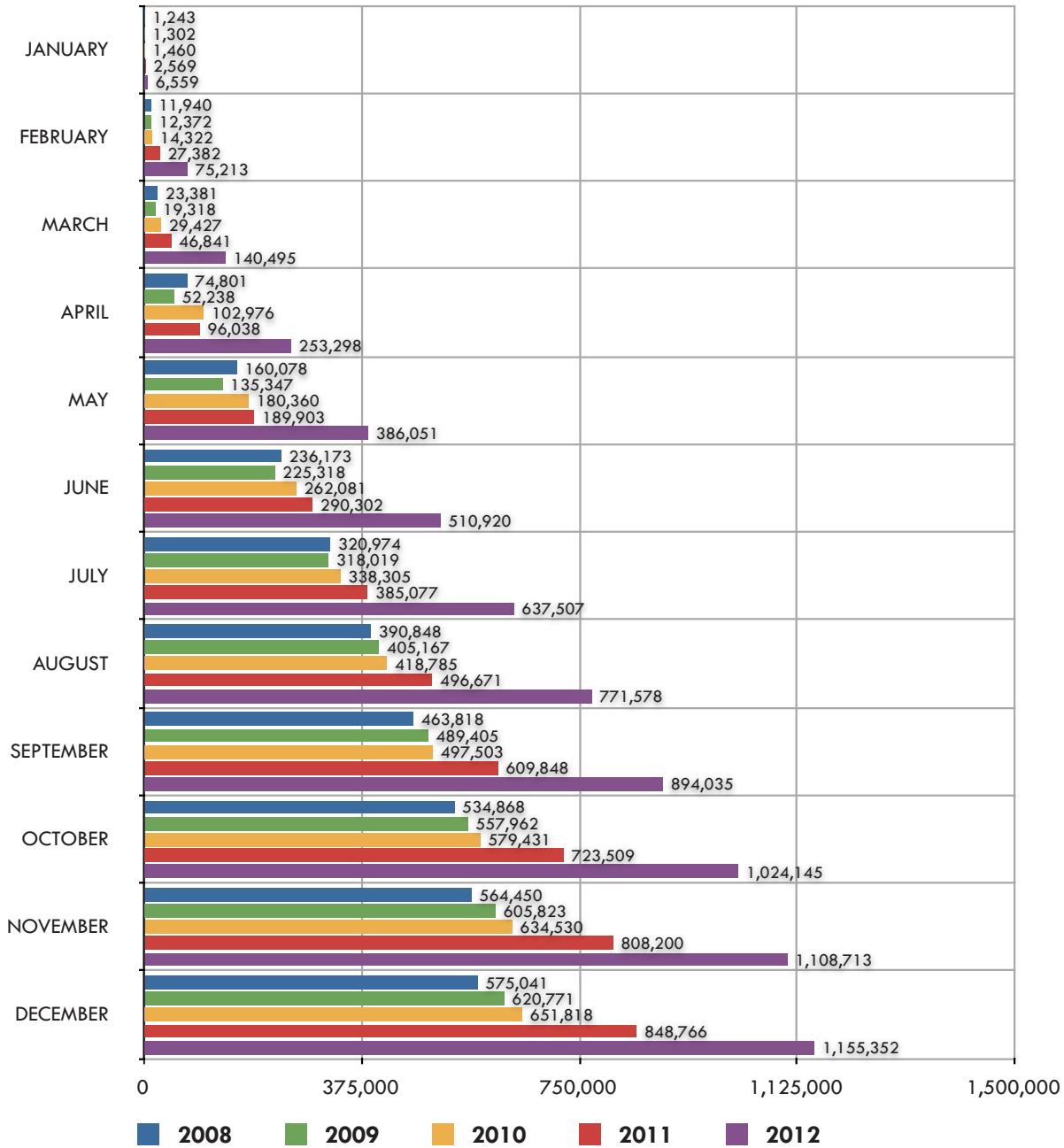
Outgoing Tickets



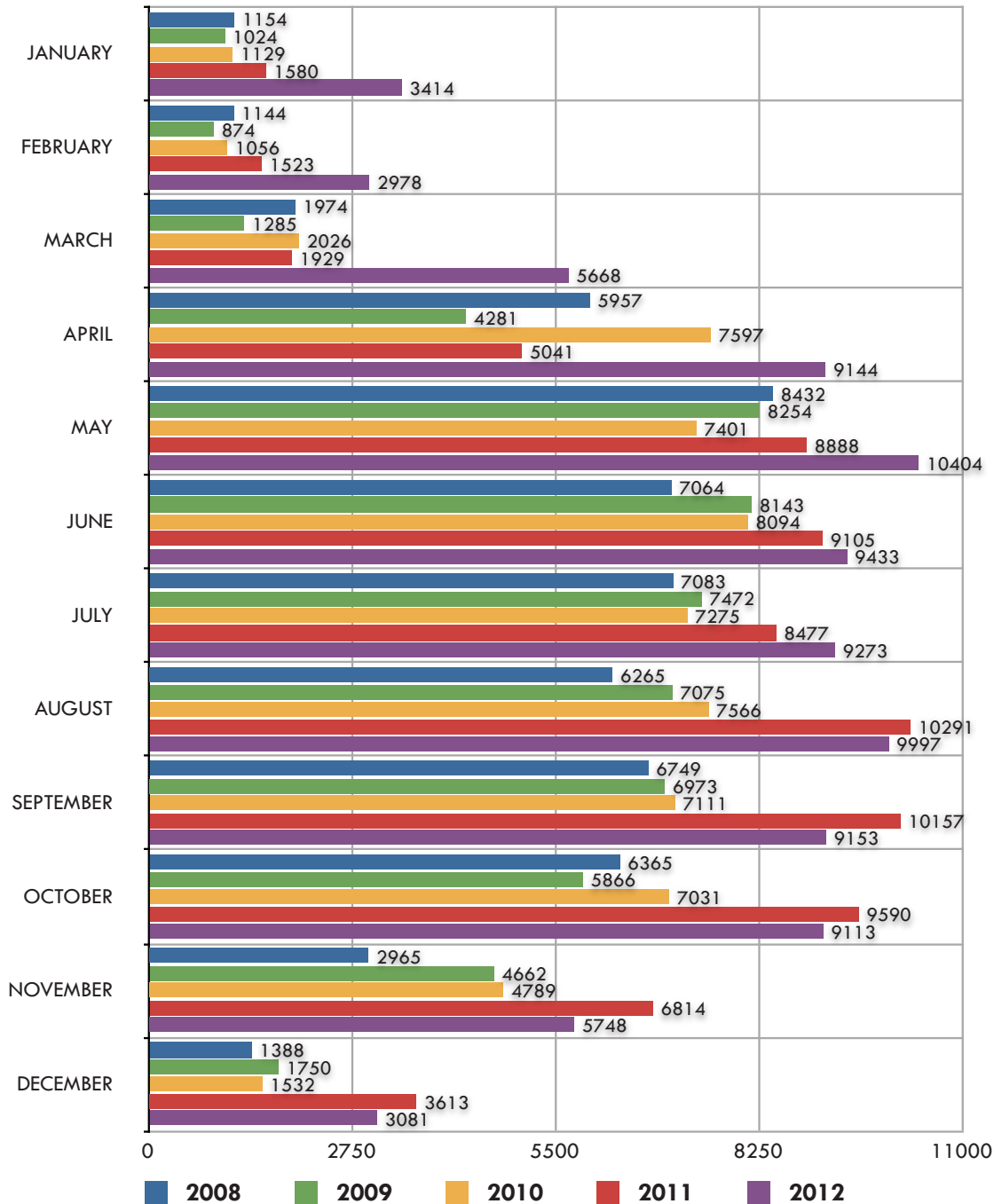
Incoming Tickets Y-T-D



Outgoing Tickets Y-T-D



Incoming Calls



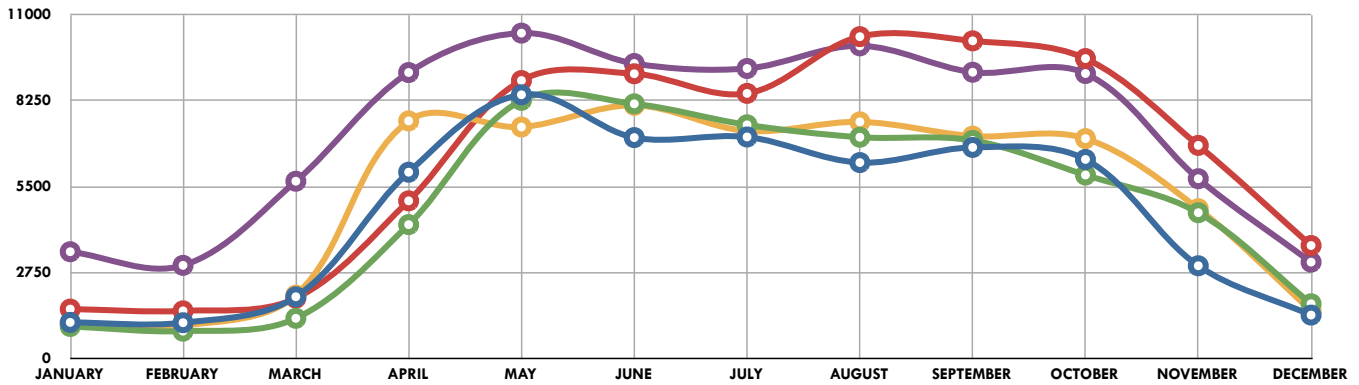
NORTH DAKOTA ONE CALL DASHBOARD

DEC

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

2008 2009 2010 2011 2012

Operator Call Volumes



	2008	2009	2010	2011	2012
JANUARY	1154	1024	1129	1580	3414
FEBRUARY	1144	874	1056	1523	2978
MARCH	1974	1285	2026	1929	5668
APRIL	5957	4281	7597	5041	9144
MAY	8432	8254	7401	8888	10404
JUNE	7064	8143	8094	9105	9433
JULY	7083	7472	7275	8477	9273
AUGUST	6265	7075	7566	10291	9997
SEPTEMBER	6749	6973	7111	10157	9153
OCTOBER	6365	5866	7031	9590	9113
NOVEMBER	2965	4662	4789	6814	5748
DECEMBER	1388	1750	1532	3613	3081

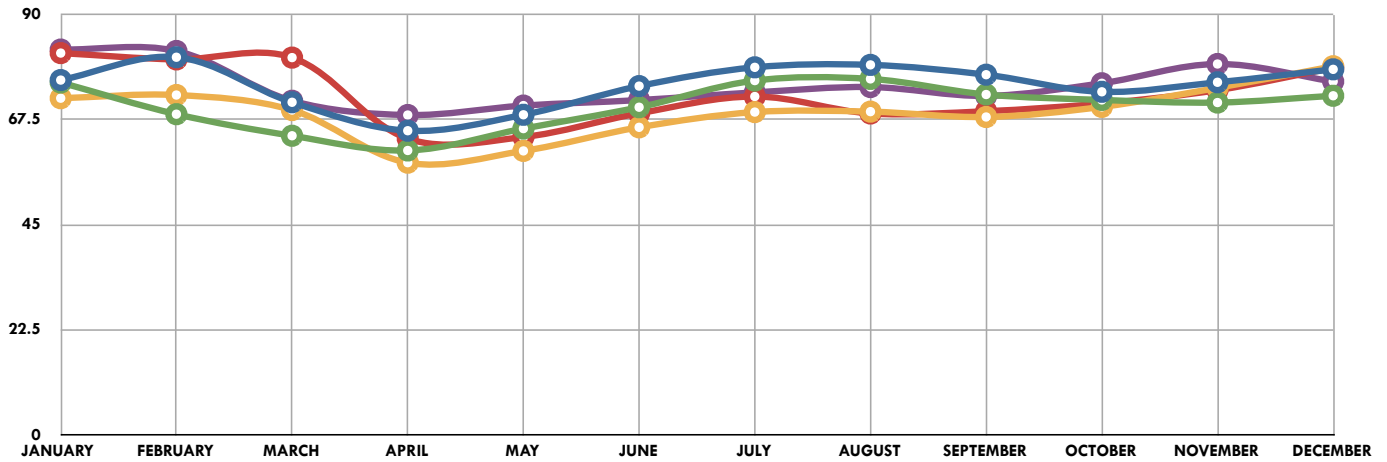
NORTH DAKOTA ONE CALL DASHBOARD

DEC

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

2008 2009 2010 2011 2012

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	75.25
NOVEMBER	75.46	71.12	74.26	73.78	79.37
DECEMBER	78.23	72.57	78.89	78.53	75.63

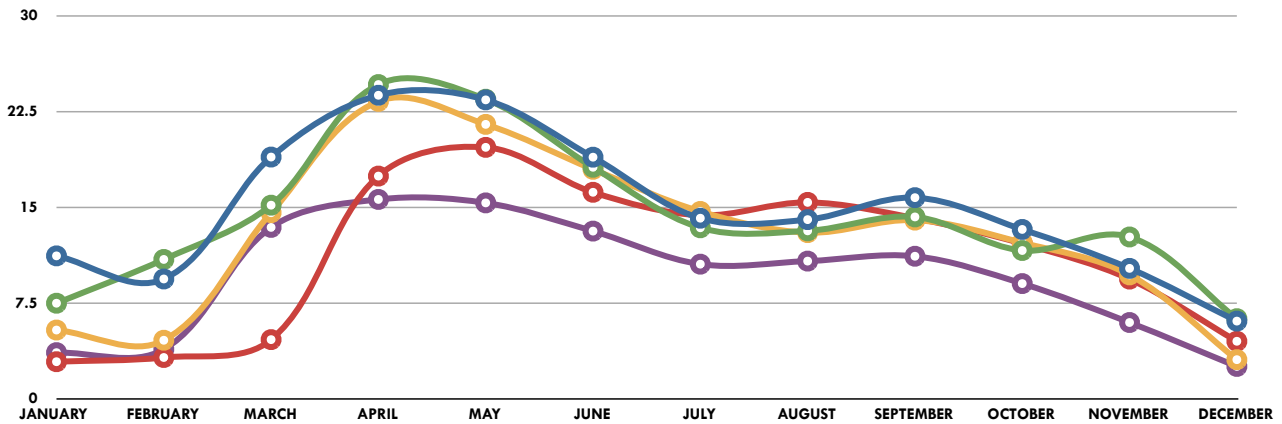
NORTH DAKOTA ONE CALL DASHBOARD

DEC

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

2008 2009 2010 2011 2012

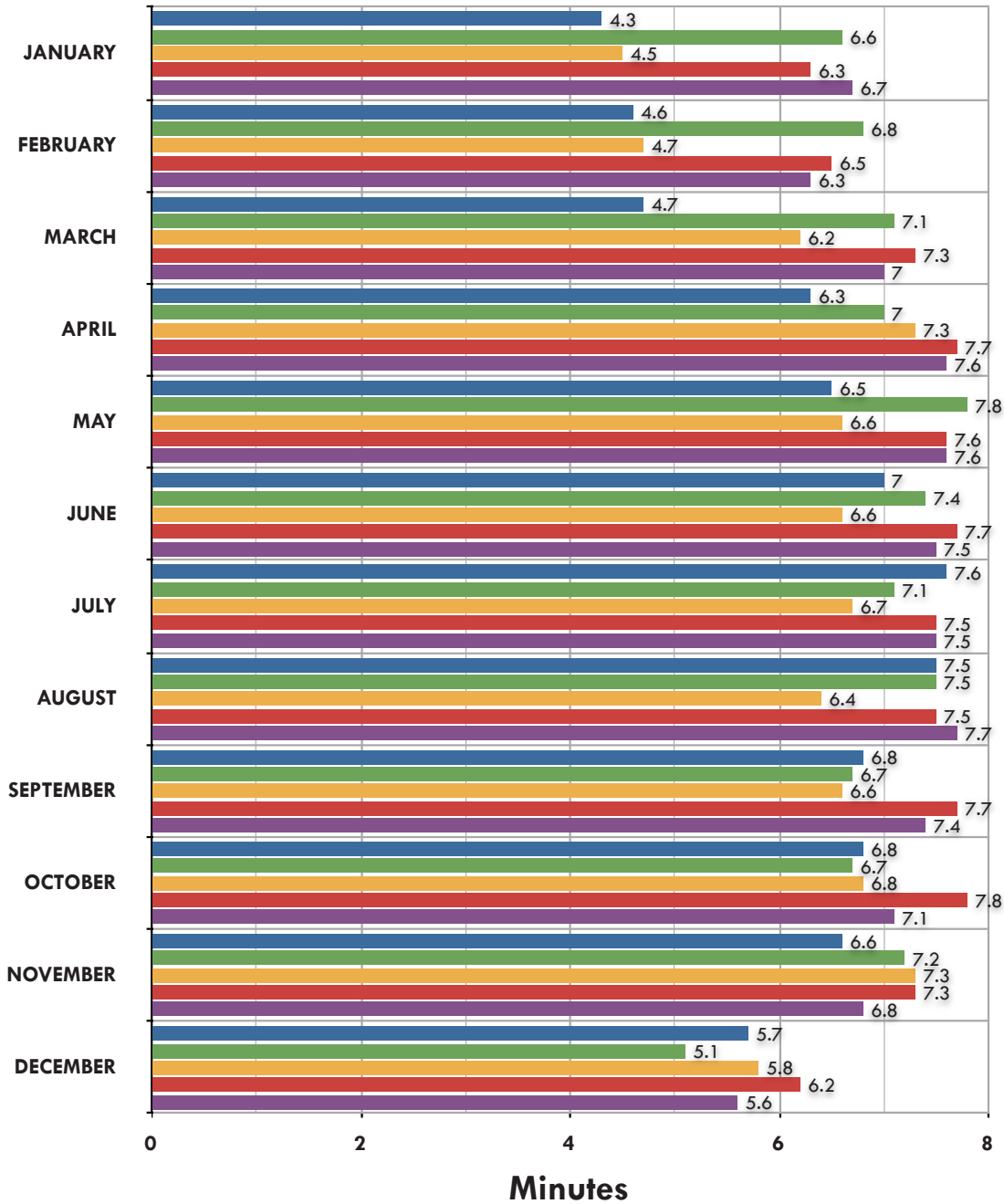
Other Call Volumes



	2008	2009	2010	2011	2012
JANUARY	11.21	7.50	5.40	2.92	3.63
FEBRUARY	9.40	10.93	4.60	3.25	3.89
MARCH	18.95	15.18	14.59	4.65	13.44
APRIL	23.79	24.63	23.31	17.46	15.63
MAY	23.43	23.48	21.51	19.71	15.36
JUNE	18.94	18.15	17.99	16.19	13.15
JULY	14.16	13.41	14.69	14.39	10.56
AUGUST	14.05	13.17	13.03	15.40	10.80
SEPTEMBER	15.77	14.26	14.01	14.16	11.18
OCTOBER	13.28	11.63	12.24	12.17	9.04
NOVEMBER	10.23	12.69	9.72	9.39	5.99
DECEMBER	6.10	6.29	3.08	4.52	2.55

■ 2008 ■ 2009 ■ 2010 ■ 2011 ■ 2012

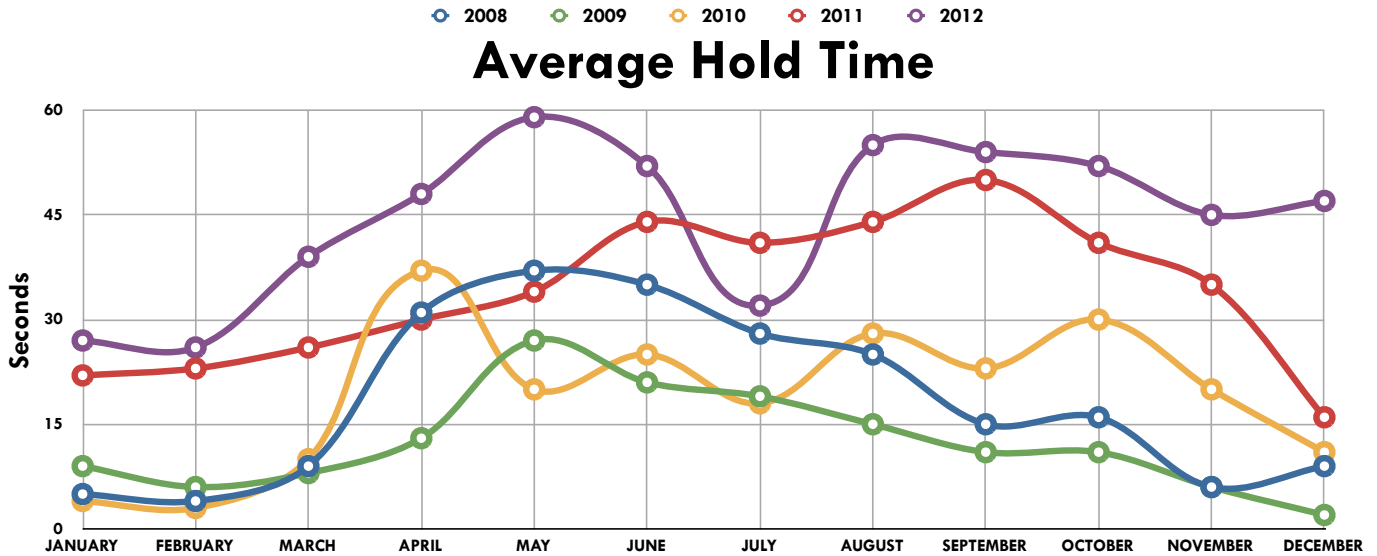
Average Processing Time



NORTH DAKOTA ONE CALL DASHBOARD

DEC

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL



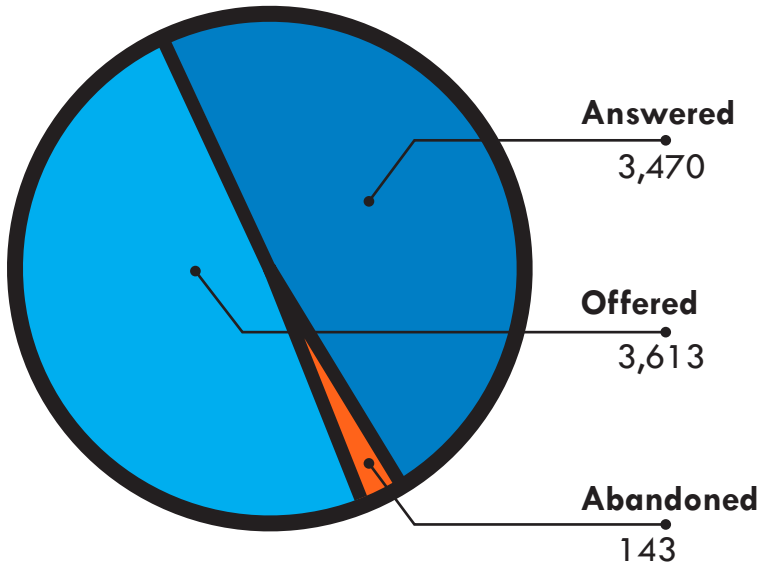
	2008	2009	2010	2011	2012
JANUARY	5	9	4	22	27
FEBRUARY	4	6	3	23	26
MARCH	9	8	10	26	39
APRIL	31	13	37	30	48
MAY	37	27	20	34	59
JUNE	35	21	25	44	52
JULY	28	19	18	41	32
AUGUST	25	15	28	44	55
SEPTEMBER	15	11	23	50	54
OCTOBER	16	11	30	41	52
NOVEMBER	6	6	20	35	45
DECEMBER	9	2	11	16	47



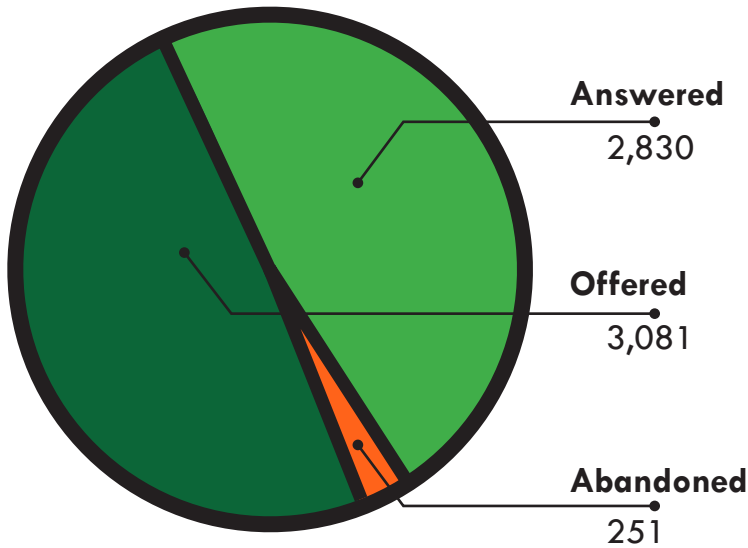
DEC

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

December 2011 Abandonment



December 2012 Abandonment

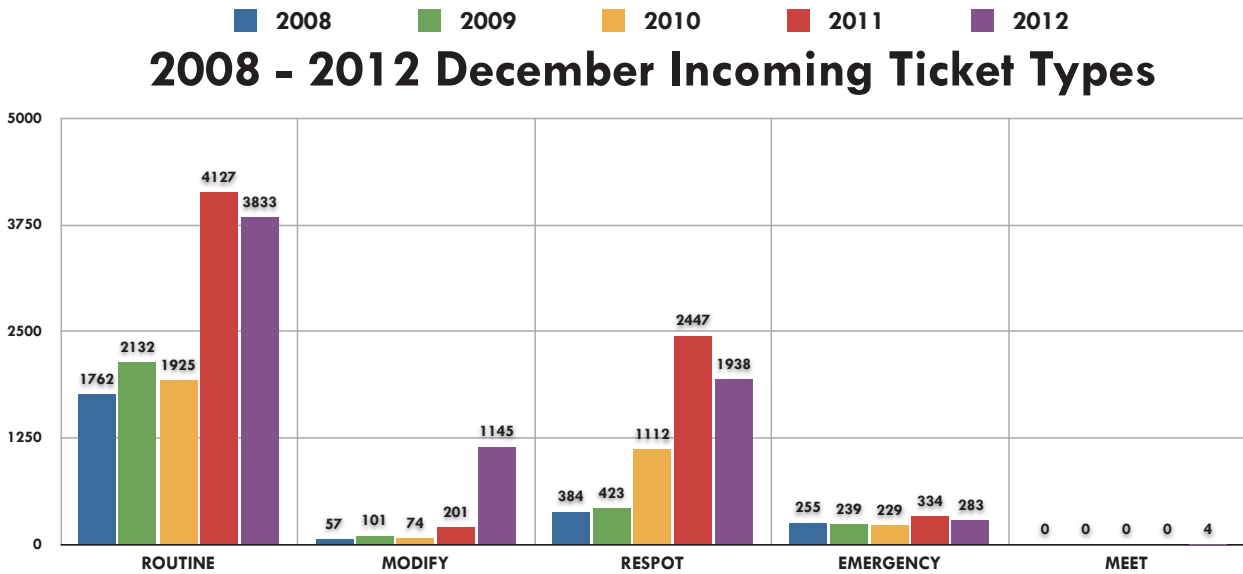


NORTH DAKOTA ONE CALL DASHBOARD

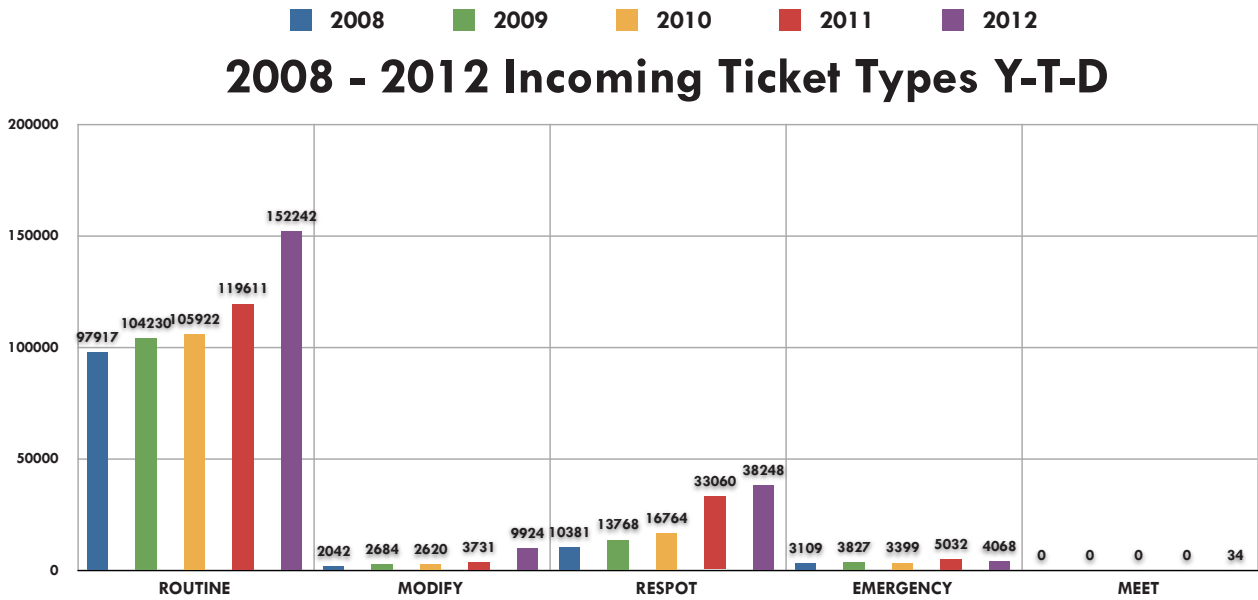
DEC

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

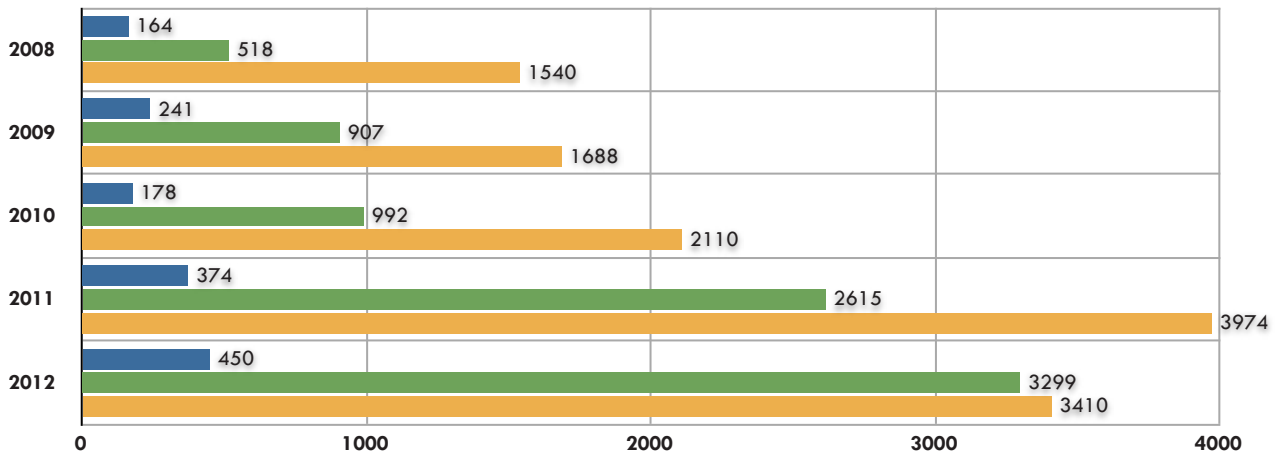
2008 - 2012 December Incoming Ticket Types



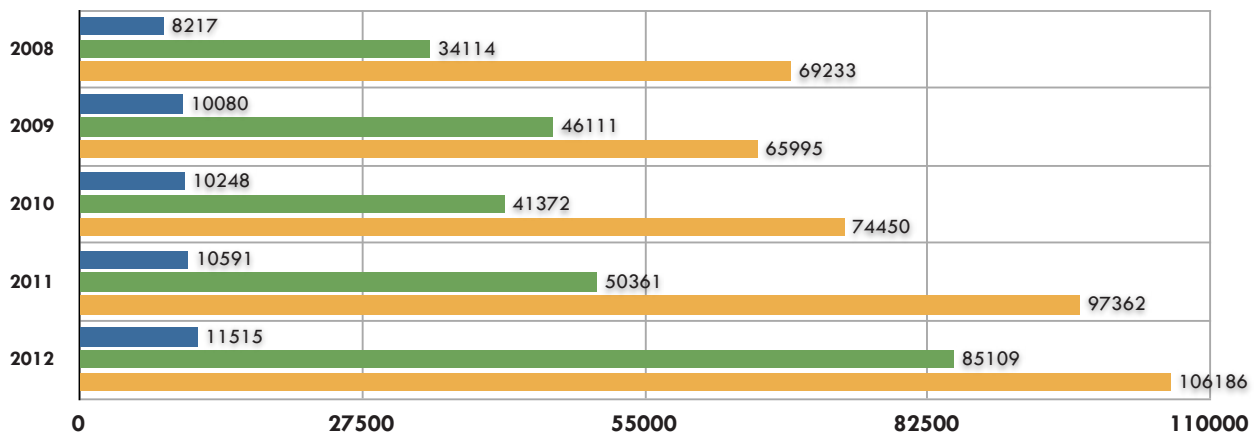
2008 - 2012 Incoming Ticket Types Y-T-D



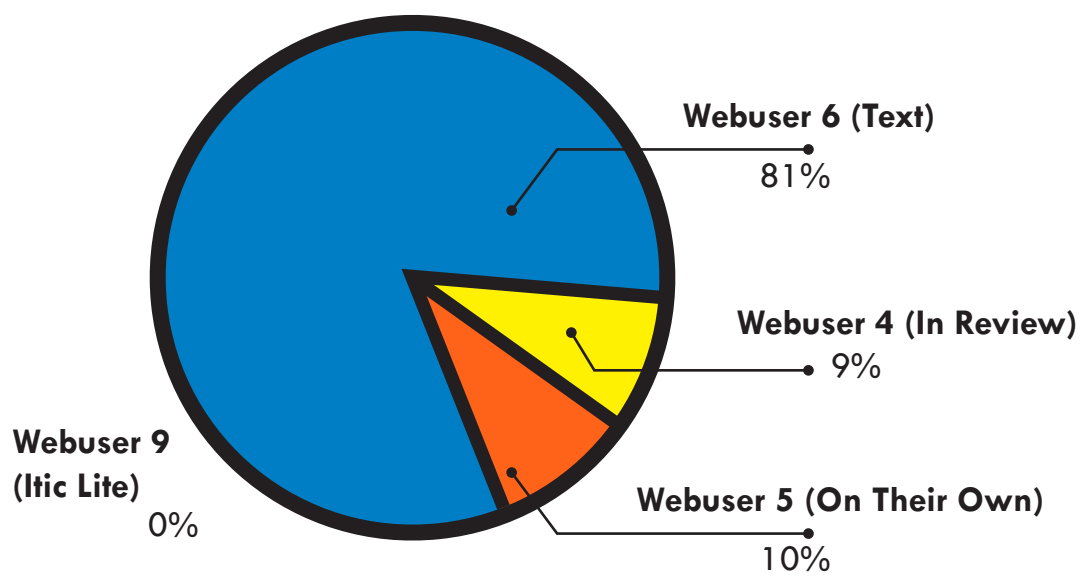
FAX ITIC OPERATOR TICKETS
2008 - 2012 December Receipt Methods



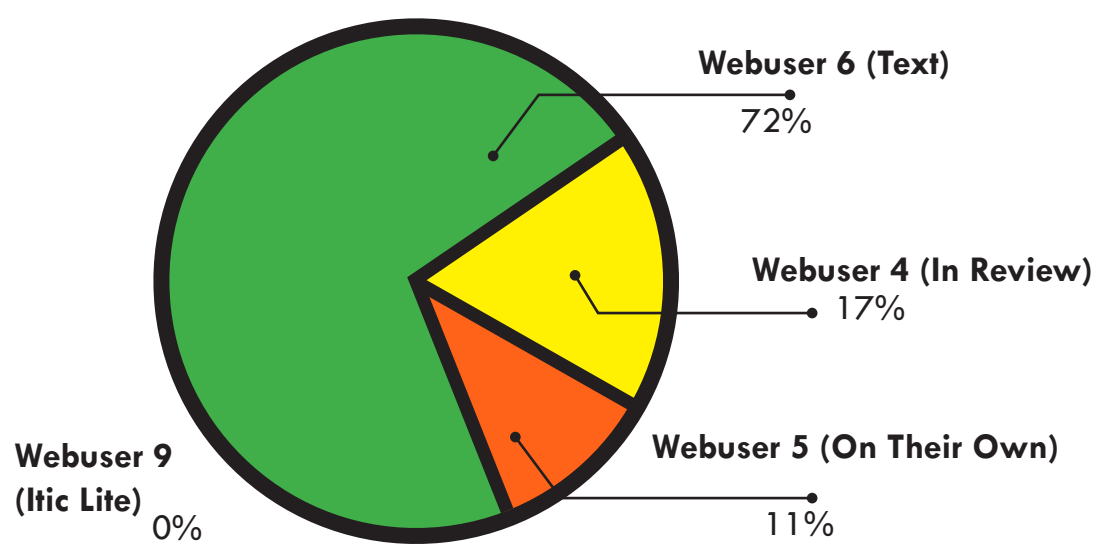
FAX ITIC OPERATOR TICKETS
2008 - 2012 December Receipt Methods Y-T-D



December 2012 ITIC Breakdown

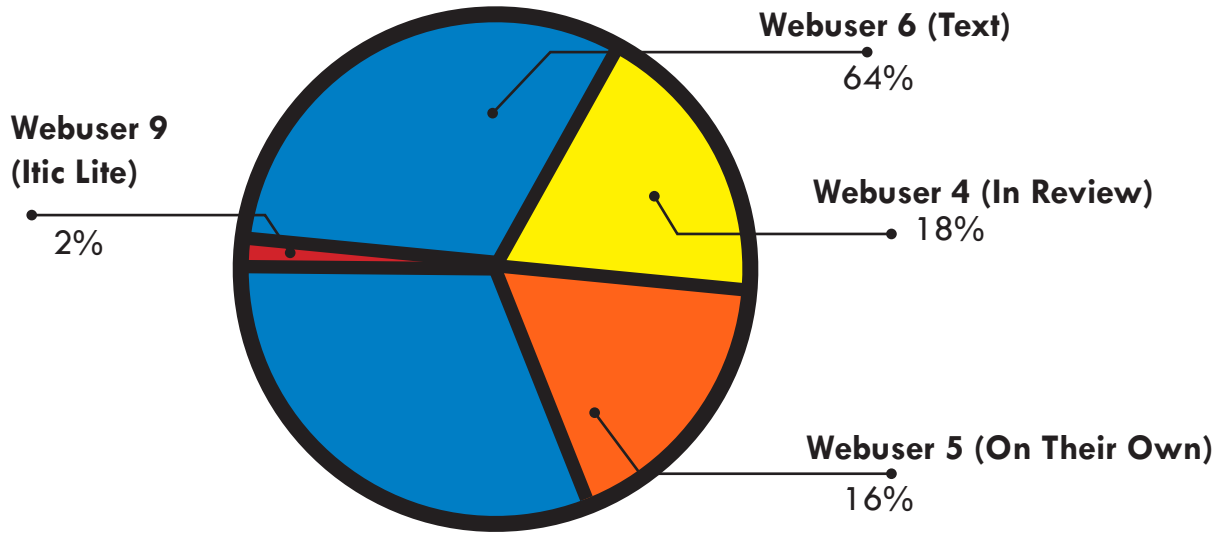


December 2011 ITIC Breakdown





2012 ITIC Y-T-D Analysis



2011 ITIC Y-T-D Analysis

