

North Dakota Overview 2009

	INCOMING TICKETS		% OF	OUTGOING MESSAGES		% OF	OUTGOING/INCOMING		CORRECTIONS		CANCELLATIONS		BILLABLE CALLS		% OF
	2008	2009	CHANGE	2008	2009	CHANGE	2008	2009	2008	2009	2008	2009	2008	2009	CHANGE
							RATIO								
JANUARY	1,243	1,302	4.7	6,021	5,981	-0.7	5:1	5:1	31	199	104	39	5,886	5,743	-2.4
FEBRUARY	1,273	1,192	-6.4	5,919	6,391	8.0	5:1	5:1	22	38	98	37	5,799	6,316	8.9
MARCH	2,357	1,367	-42.0	11,441	6,946	-39.3	5:1	5:1	475	91	142	178	10,824	6,677	-38.3
APRIL	9,906	6,490	-34.5	51,420	32,920	-36.0	5:1	5:1	424	126	832	290	50,164	32,504	-35.2
MAY	16,098	15,856	-1.5	85,277	83,109	-2.5	5:1	5:1	289	346	1,090	623	83,898	82,140	-2.1
JUNE	14,529	17,547	20.8	76,095	89,971	18.2	5:1	5:1	219	477	973	880	74,903	88,612	18.3
JULY	16,068	18,399	14.5	84,801	92,701	9.3	5:1	5:1	301	557	1,117	637	83,383	91,458	9.7
AUGUST	13,688			69,874			5:1		430		204		69,240		
SEPTEMBER	14,362			72,970			5:1		325		387		72,258		
OCTOBER	14,106			71,050			5:1		122		375		70,553		
NOVEMBER	5,712			29,582			5:1		121		222		29,239		
DECEMBER	2,222			10,591			5:1		266		51		10,274		
TOTAL	111,564	62,153	-44.3	575,041	318,019	-44.7	5:1	5:1	3,025	1,834	5,595	2,684	566,421	313,450	-44.7
TOTAL YTD	61,474			320,974			5:1		1,761		4,356		314,857		
	% OPERATOR		% CONTRACTOR		% OTHER		% ROUTINE		% EMERGENCIES		% UPDATES		CREDITS		
	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	
JANUARY	12.87	17.09	75.93	75.41	11.21	7.50	77.35	58.99	16.42	17.46	6.24	23.55	103	22	
FEBRUARY	9.78	20.45	80.82	68.63	9.40	10.93	77.27	72.19	15.95	14.57	6.78	13.25	0	0	
MARCH	9.88	20.81	71.18	64.01	18.95	15.18	86.63	58.73	8.31	29.58	5.06	11.69	3	43	
APRIL	11.12	14.51	65.09	60.86	23.79	24.63	93.12	85.90	2.56	7.32	4.32	6.79	0	3	
MAY	8.07	10.98	68.50	65.54	23.43	23.48	92.16	89.86	1.72	2.44	6.12	7.70	1	8	
JUNE	6.42	11.73	74.64	70.12	18.94	18.15	87.87	85.89	2.00	2.04	10.13	12.07	1	0	
JULY	7.18	10.77	78.66	75.82	14.16	13.41	87.15	83.99	1.93	1.98	10.92	14.03	106	10	
AUGUST	6.77		79.18		14.05		86.87		1.96		11.17		37		
SEPTEMBER	7.15		77.08		15.77		80.00		1.97		15.35		21		
OCTOBER	13.30		73.42		13.28		84.22		2.02		13.76		19		
NOVEMBER	14.31		75.46		10.23		75.59		3.97		20.44		8		
DECEMBER	15.66		78.23		6.10		71.68		10.37		17.94		14		
AVERAGE	10.21	15.19	74.85	68.62	14.94	16.18	83.33	76.51	5.76	10.77	10.69	12.72	26	12	
AVG YTD	9.33		73.55		17.12		85.94		6.98		7.08		31		
*** The <b>Incoming Tickets</b> total lists only tickets that produced an outbound billable ticket. This number is the total number of inbound tickets less voids, tickets that go into suspenc and tickets that come out of review.															
*** The <b>Outgoing Messages</b> total lists the total productivity of the Incoming Tickets. To find the billable total, subtract Corrections, Cancellations, and any credits issued during th particular month.															