

NORTH DAKOTA ONE CALL

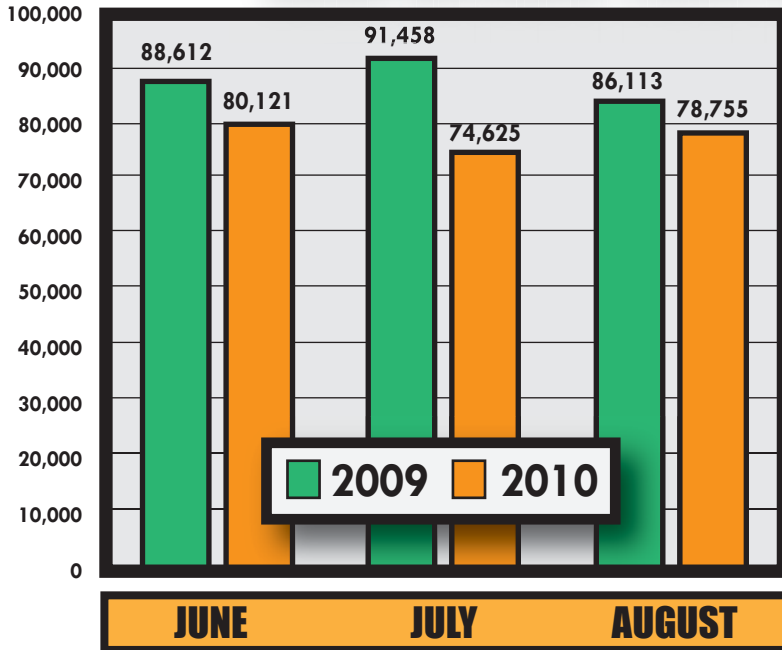
AUGUST 2010 MANAGER'S NOTES

Call Before You Dig - It's The Law

1.800.795.0555

TICKET VOLUME

NDOC BILLABLE TICKETS

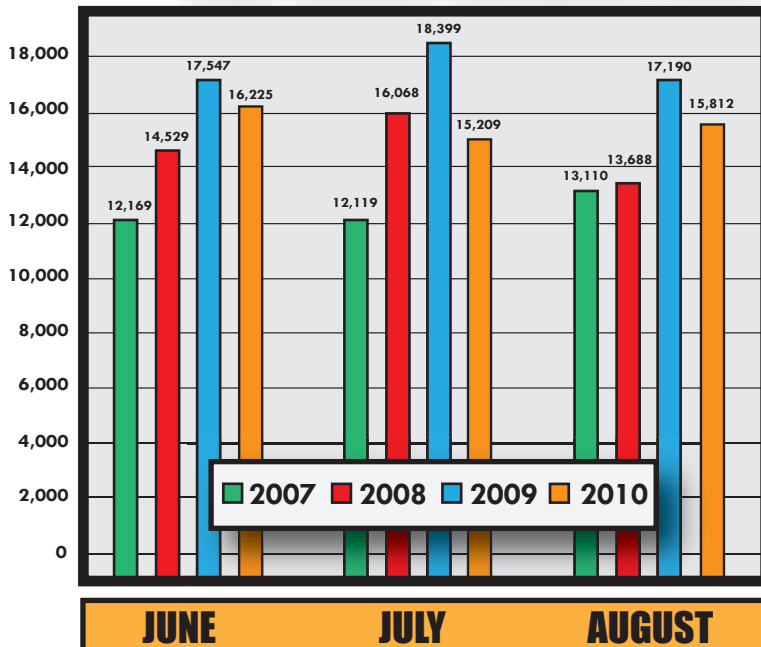


After an extended period of increased ticket volume, it appears that the volume pattern in North Dakota has finally started to decline. Hopefully this does not indicate the beginning of a long term trend as has been found in several other states.

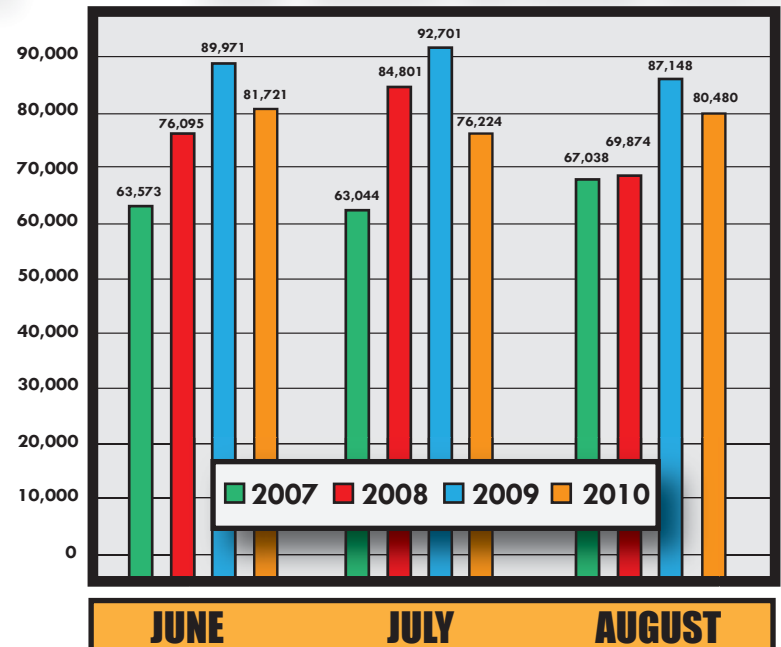
The percentage of tickets submitted by facility operators has increased, but this may be a result of the overall decrease in ticket volume. It could indicate that facility operators are going forward with planned work, but discretionary activity is on the decline. If homeowners have less money to spend on improvements, this would naturally result in fewer tickets being submitted by homeowners.

ITIC percentages have also shown a slight decrease for perhaps the same reasons.

JUNE - AUGUST INCOMING TICKETS



JUNE - AUGUST OUTGOING TICKETS

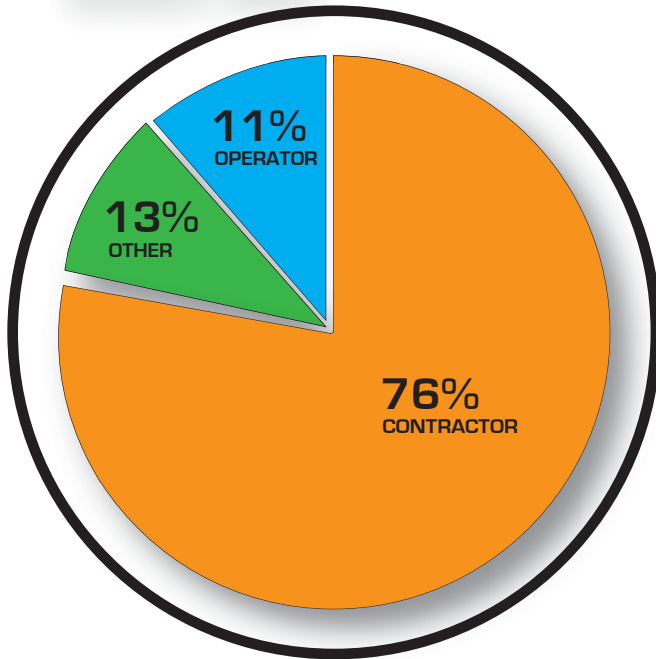


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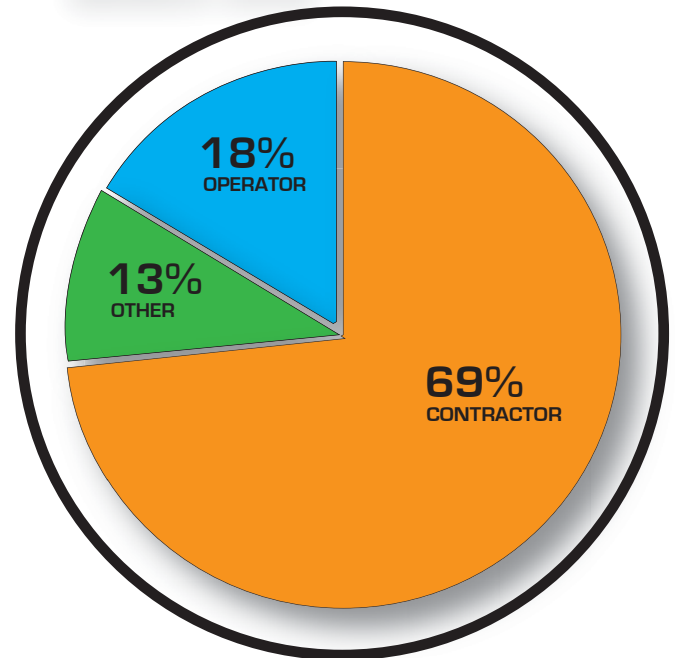
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TICKET VOLUME ANALYSIS

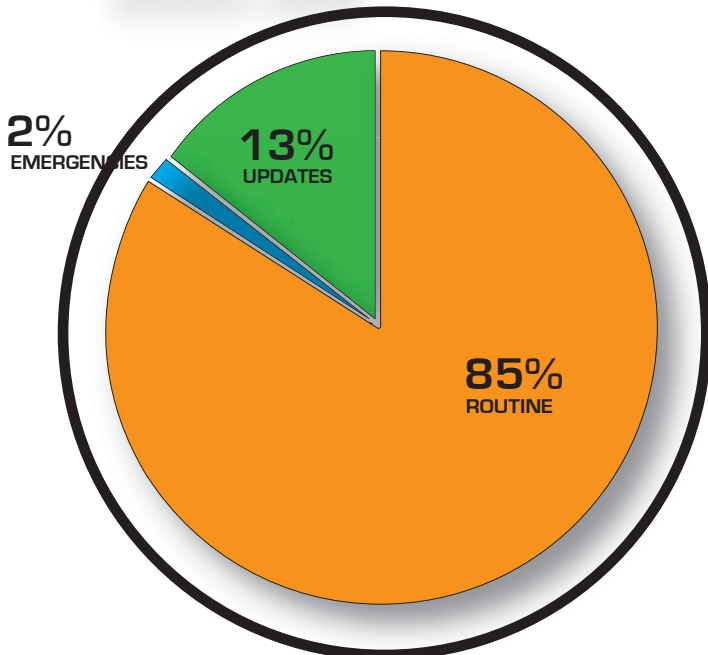
SOURCES OF INCOMING TICKETS AUGUST 2009



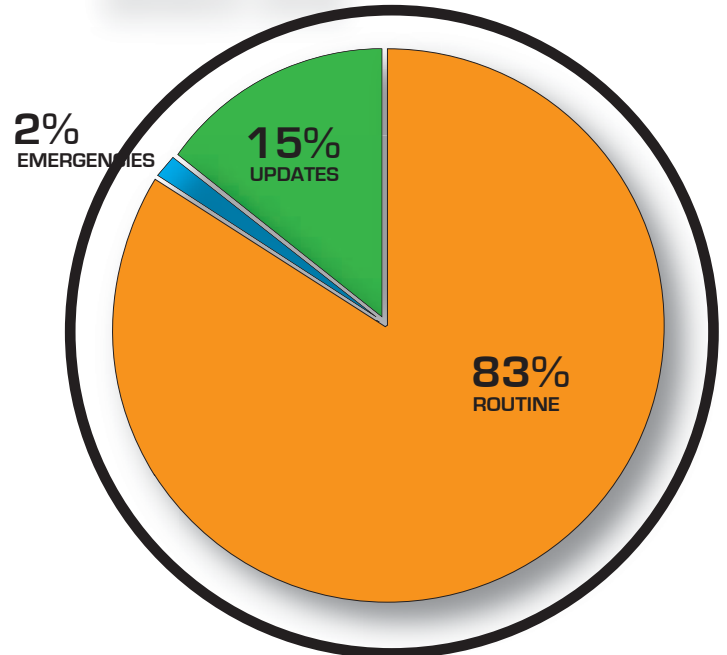
SOURCES OF INCOMING TICKETS AUGUST 2010



TYPES OF INCOMING TICKETS AUGUST 2009



TYPES OF INCOMING TICKETS AUGUST 2010

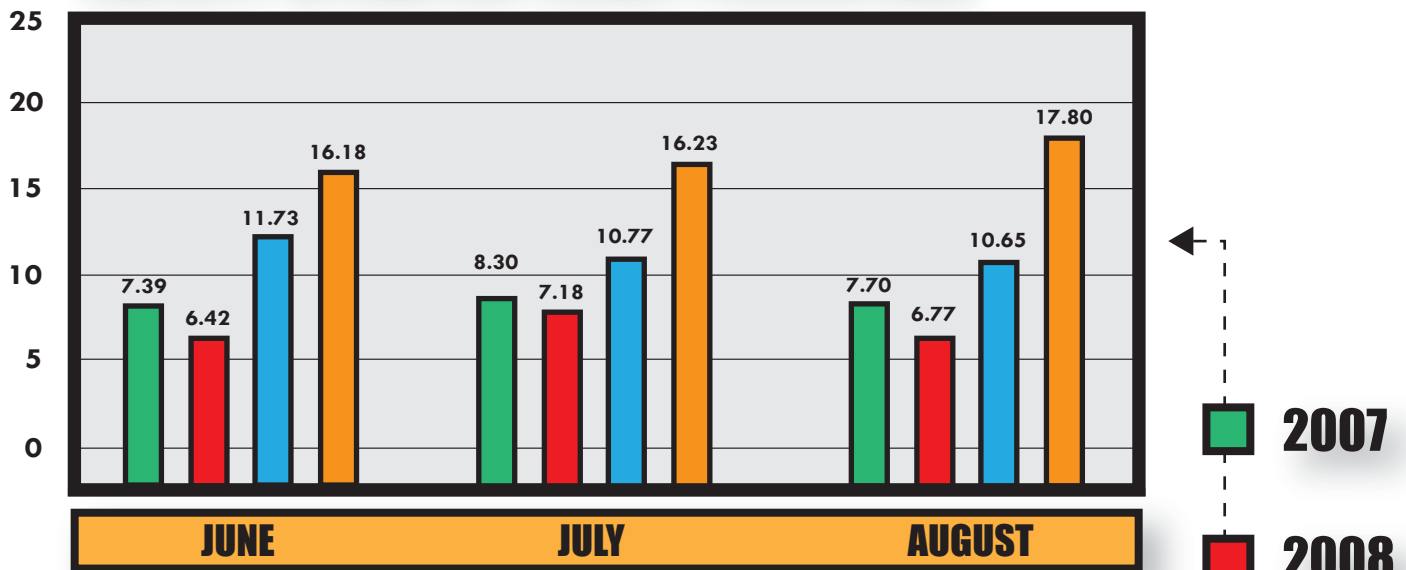


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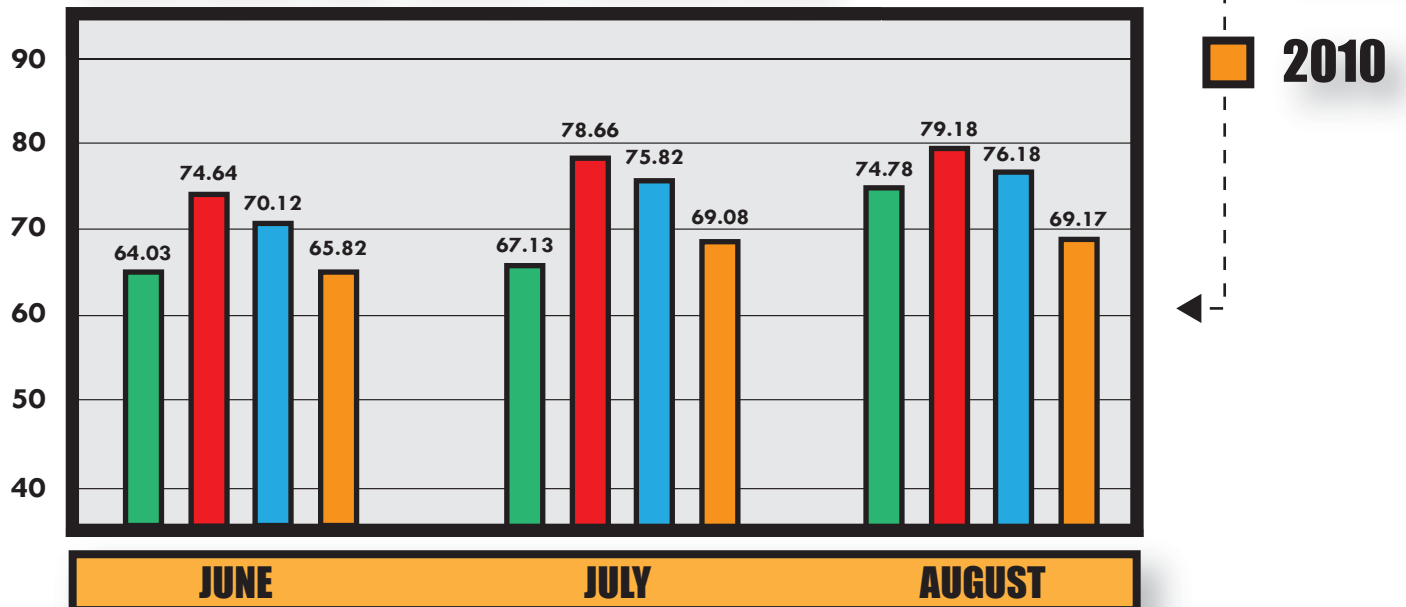
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USER PERCENTAGE

JUNE - AUGUST FACILITY OPERATOR TICKET PERCENTAGE



JUNE - AUGUST CONTRACTOR TICKET PERCENTAGE



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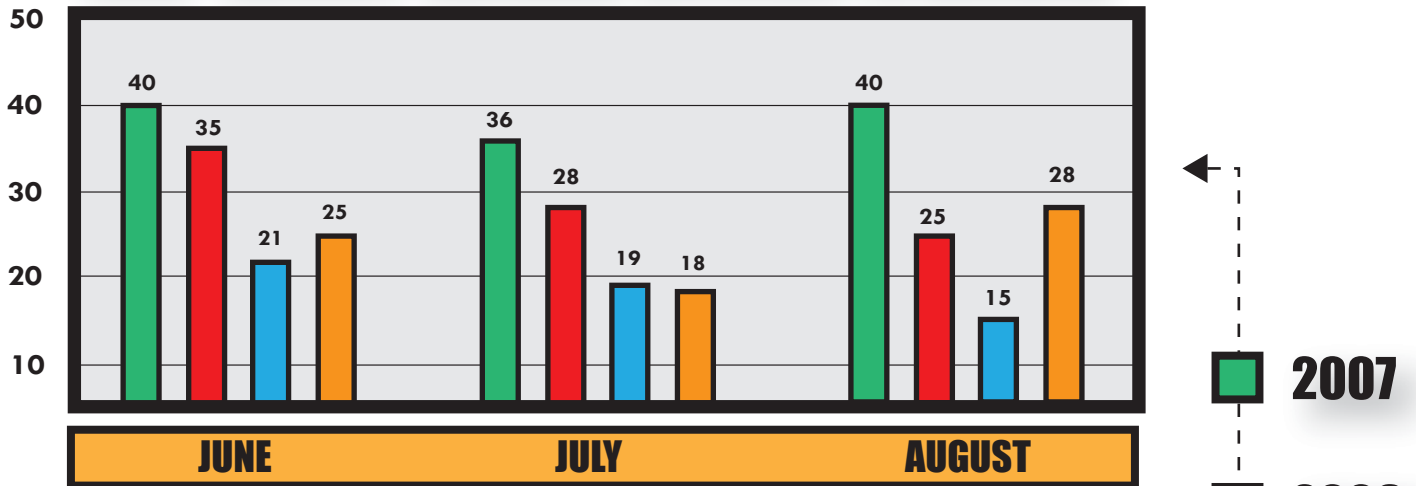
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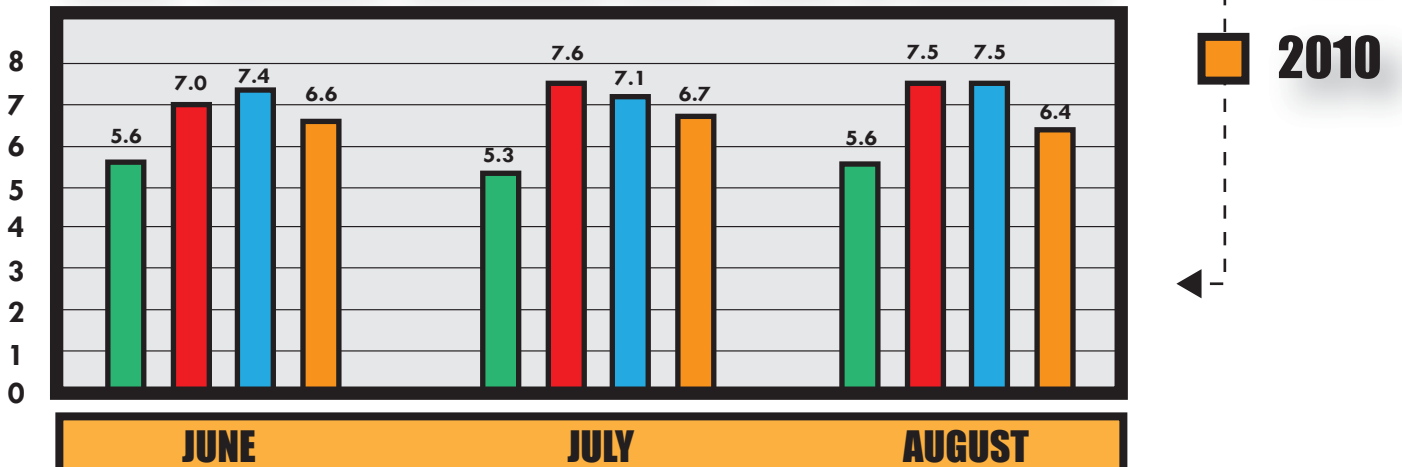
AUGUST 2010 MANAGER'S NOTES

PHONE STATISTICS

JUNE - AUGUST AVERAGE SECONDS TO ANSWER



JUNE - AUGUST AVERAGE CALL TIME IN MINUTES



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AUGUST 2010 MANAGER'S NOTES

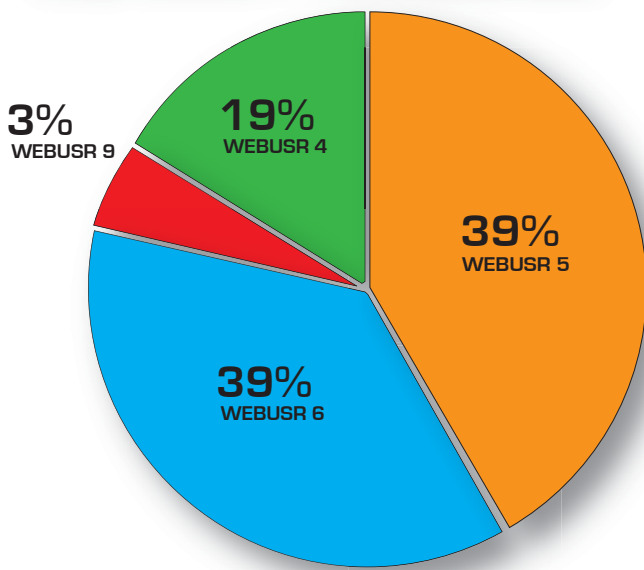
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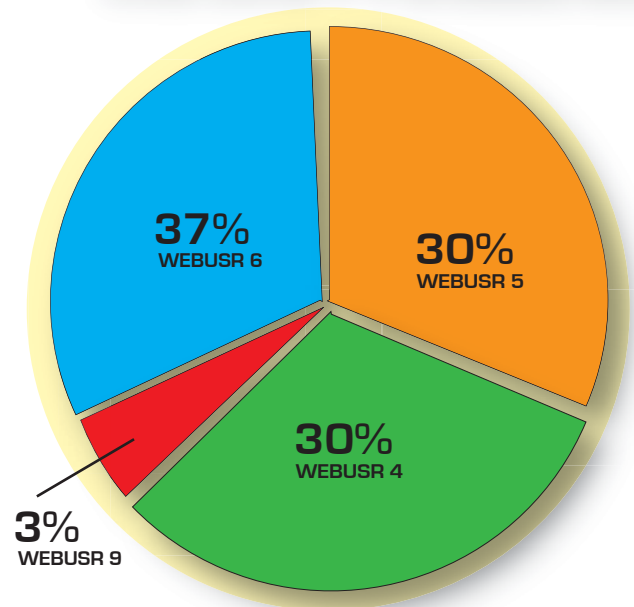
ITIC ANALYSIS



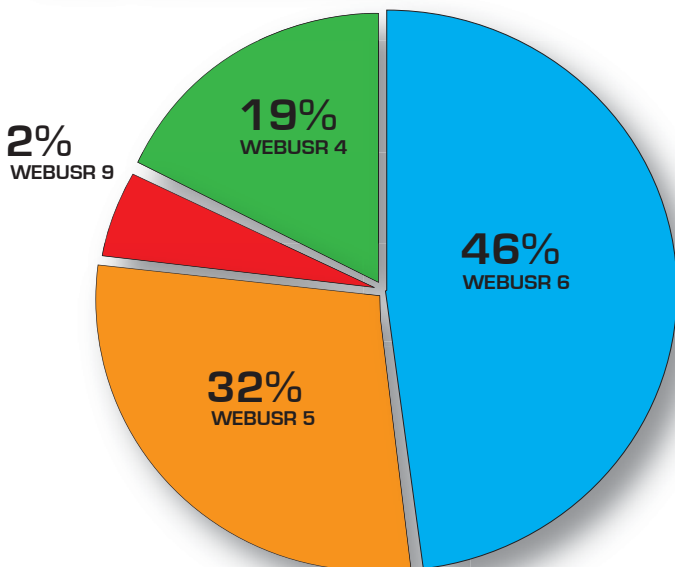
ITIC 2009 Y-T-D ANALYSIS



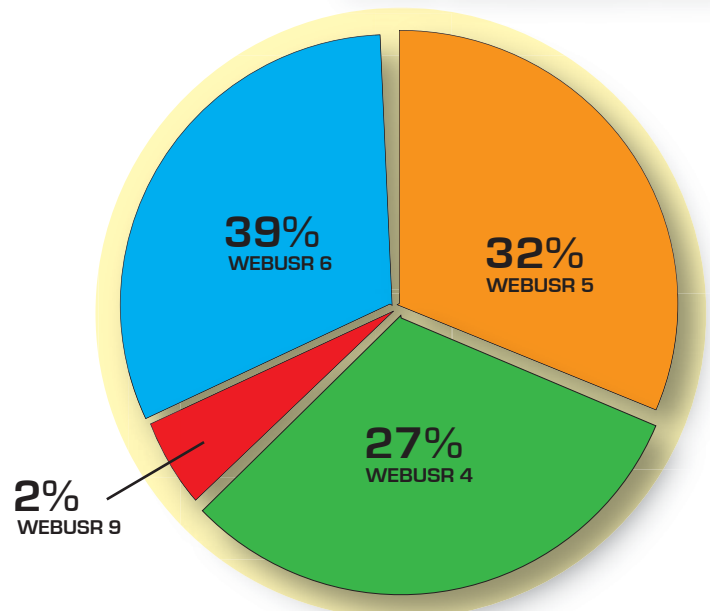
ITIC 2010 Y-T-D ANALYSIS



AUGUST 2009 ITIC BREAKDOWN



AUGUST 2010 ITIC BREAKDOWN



NORTH DAKOTA ONE CALL

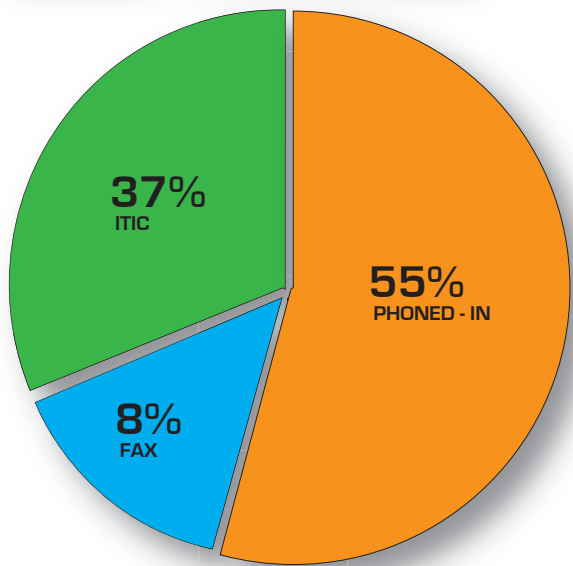
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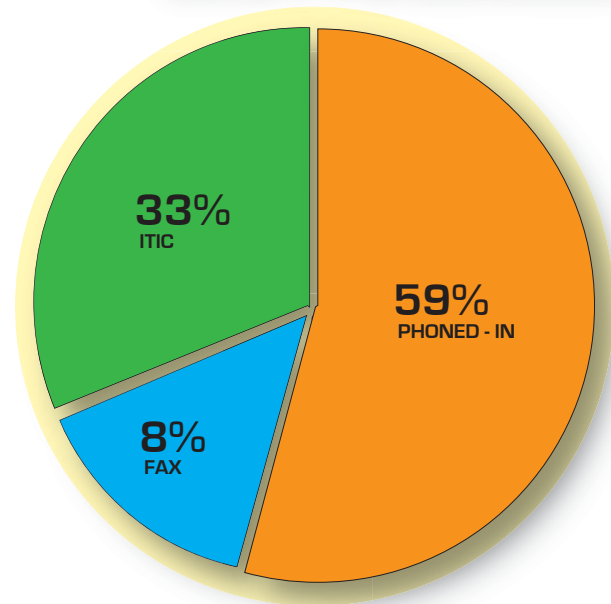
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INPUT METHOD STATUS

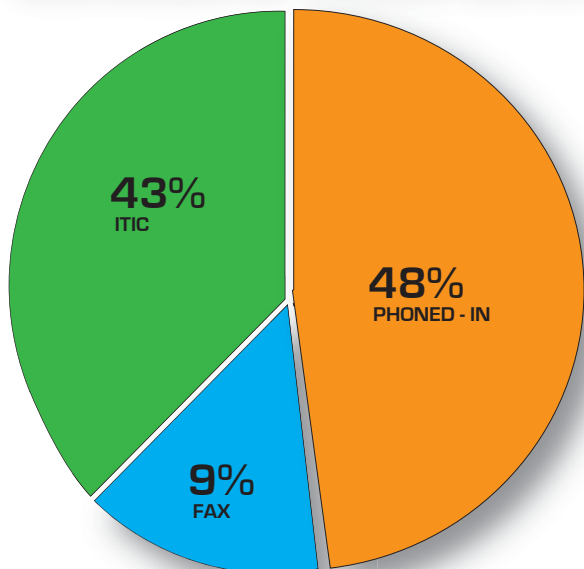
2009 Y-T-D METHODS



2010 Y-T-D METHODS



AUGUST 2009 METHODS OF TICKET INPUT



AUGUST 2010 METHODS OF TICKET INPUT

