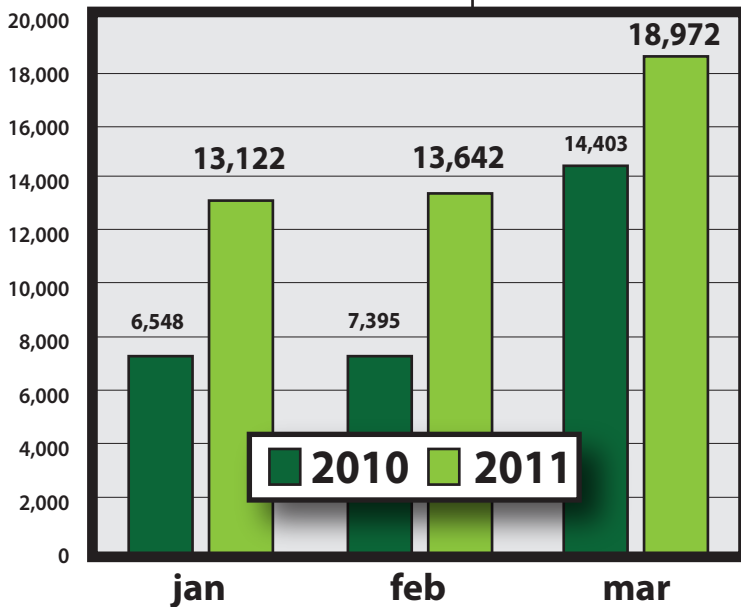


ticket volume

ndoc billable tickets | jan - mar

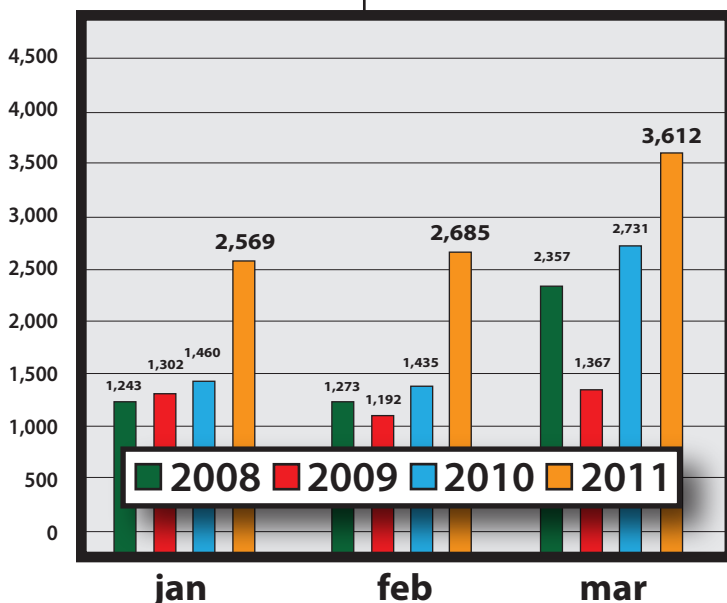


Ticket Volume in North Dakota continues to remain significantly greater than in 2010 for the same reporting period. The percentage of tickets submitted by contractors continues to remain higher than during 2010.

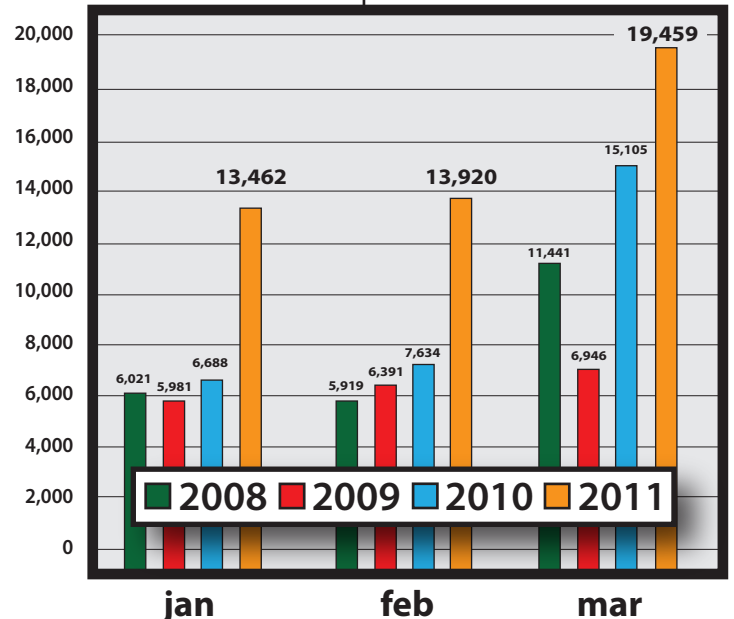
The percentage of tickets received via ITIC is also lower, which would seem to indicate that there are new excavators "in the mix" who have not heard about this method of access to the center..

Hold time and the time per call are up over 2010's measurements for the same period. We believe this is largely due to the factors mentioned previously - the increase in the number of incoming tickets , the decrease in the percentage received via ITIC and an increased number of "newer" excavators calling in to the center.

incoming tickets | jan - mar



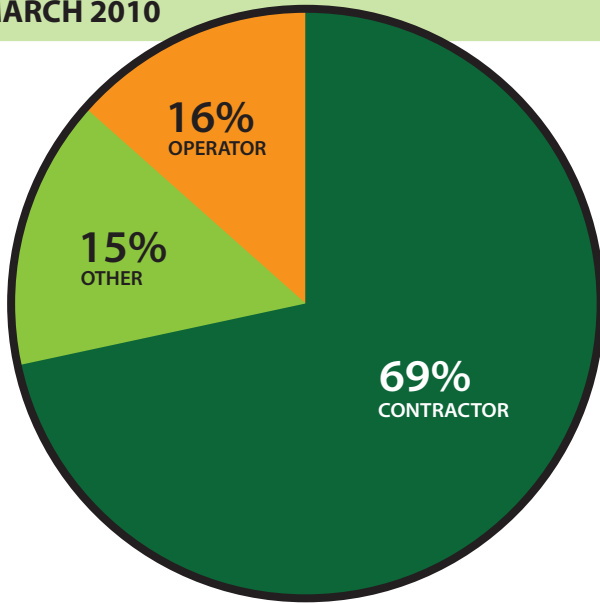
outgoing tickets | jan - mar



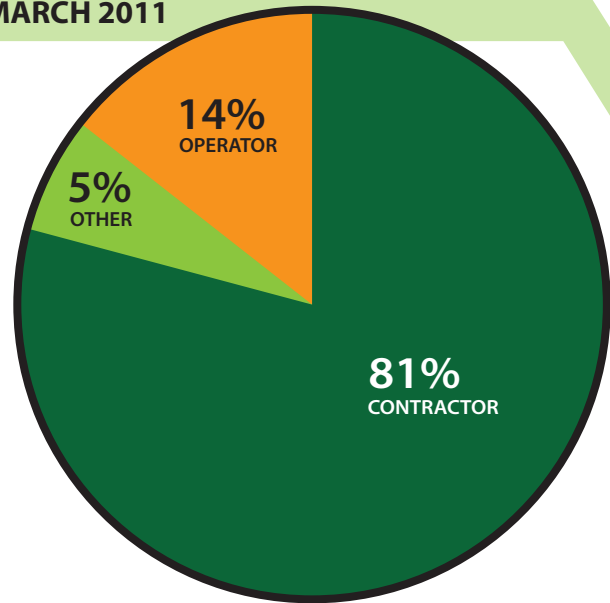


ticket volume analysis

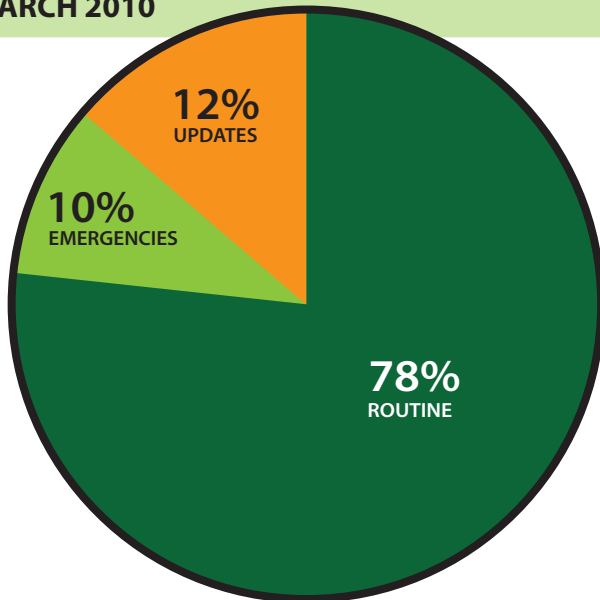
Sources OF INCOMING TICKETS
MARCH 2010



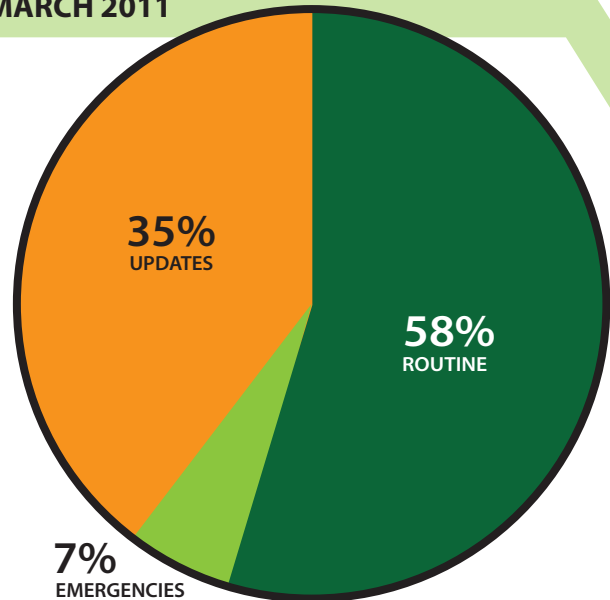
Sources OF INCOMING TICKETS
MARCH 2011



Types OF INCOMING TICKETS
MARCH 2010



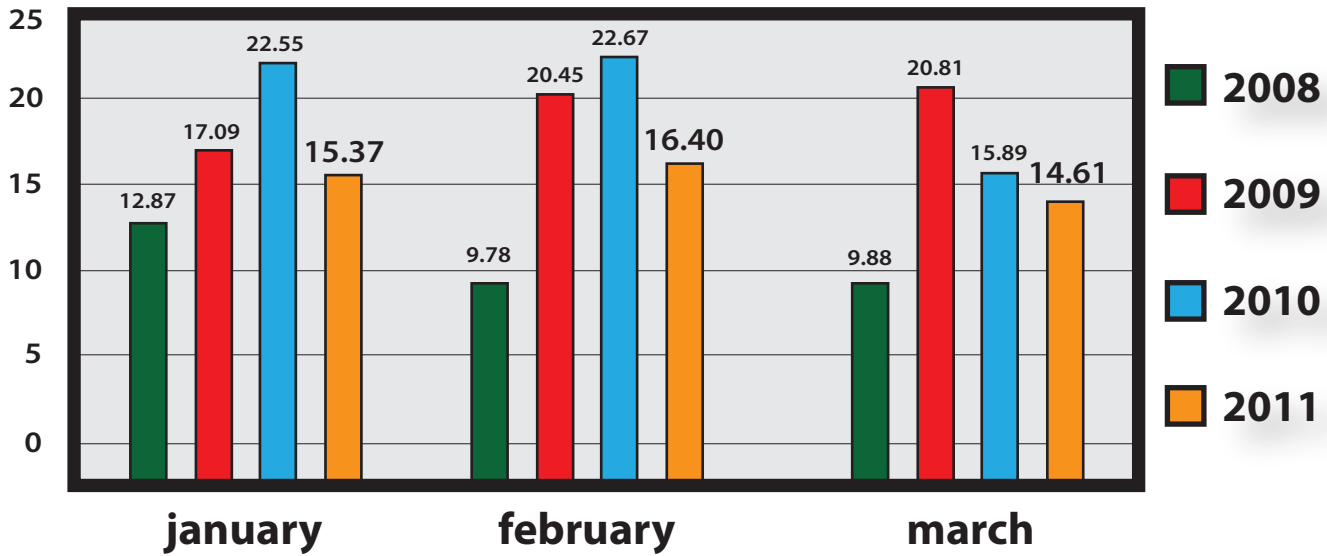
Types OF INCOMING TICKETS
MARCH 2011



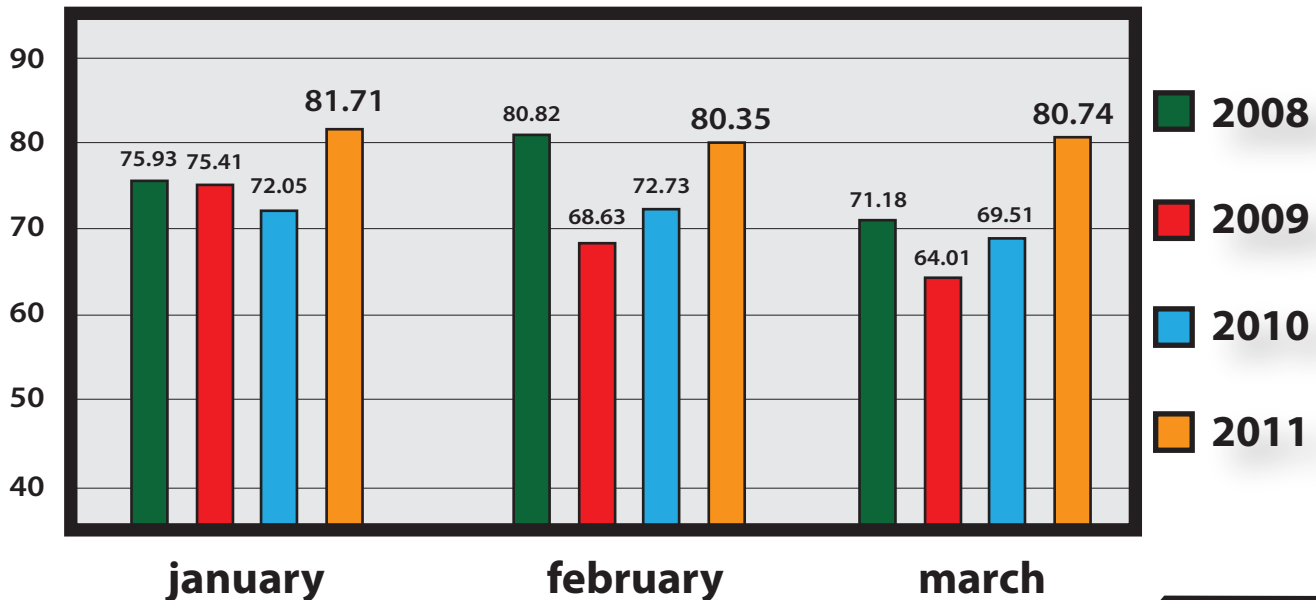


user percentage

jan - mar | facility operator ticket percentage



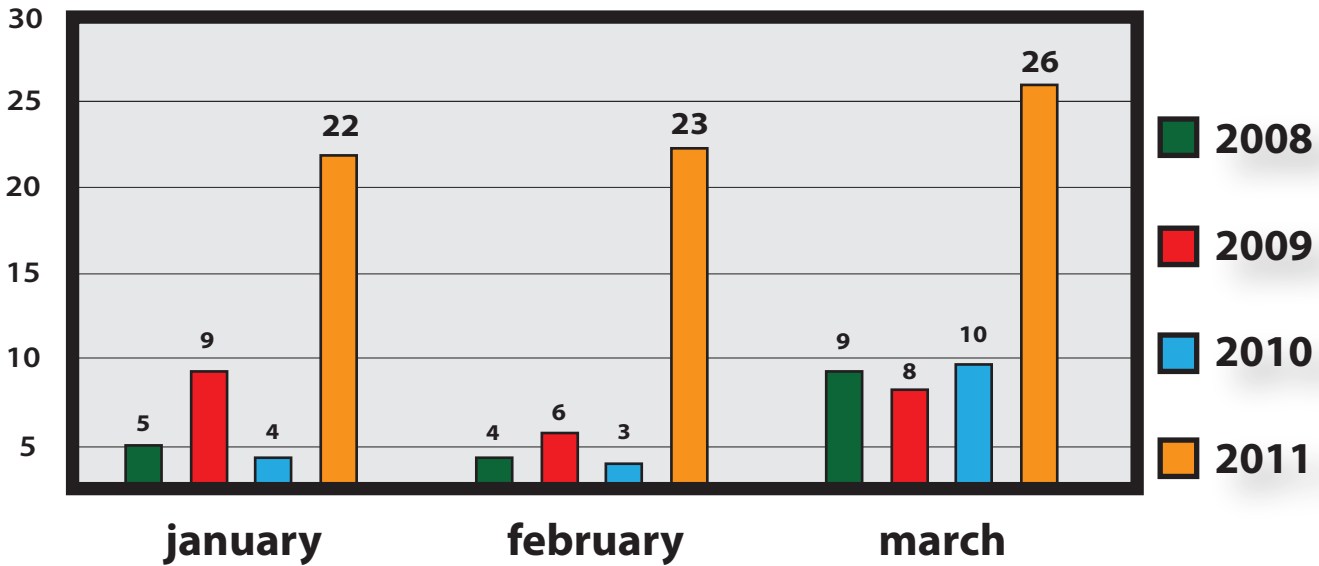
jan - mar | contractor ticket percentage



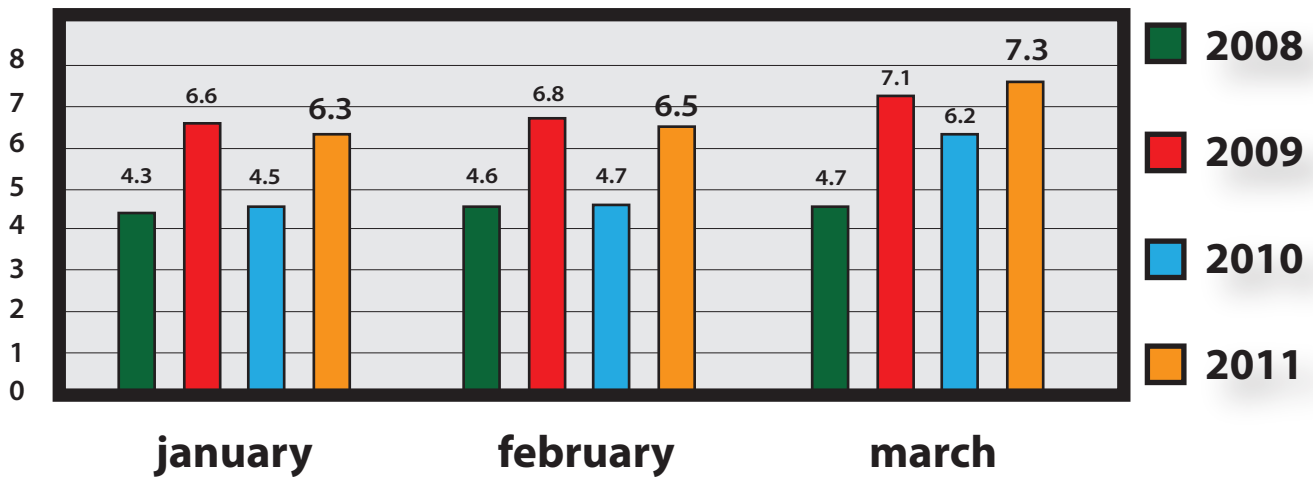


phone statistics

jan - mar | average seconds to answer



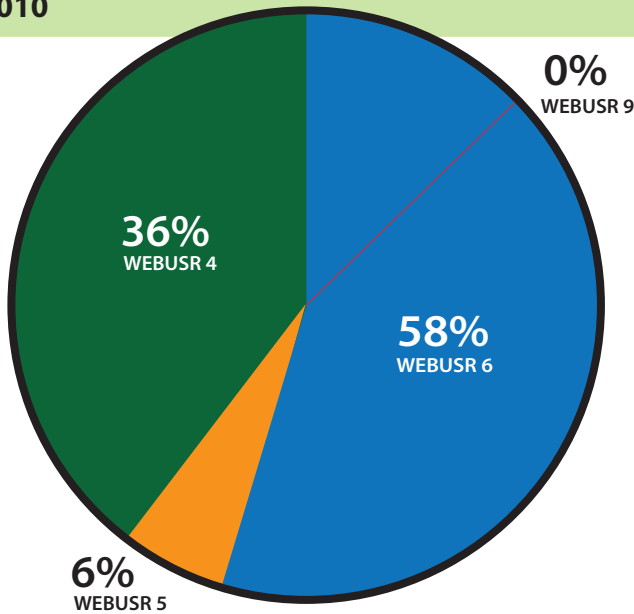
jan - mar | average call time in minutes



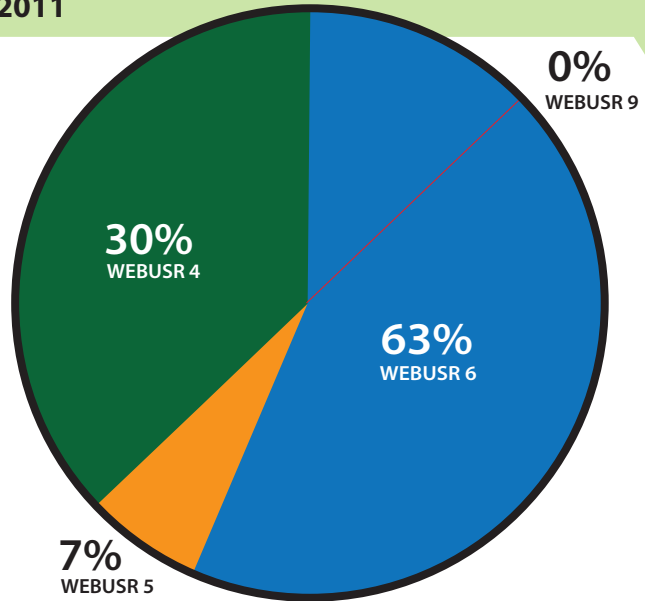


itic analysis

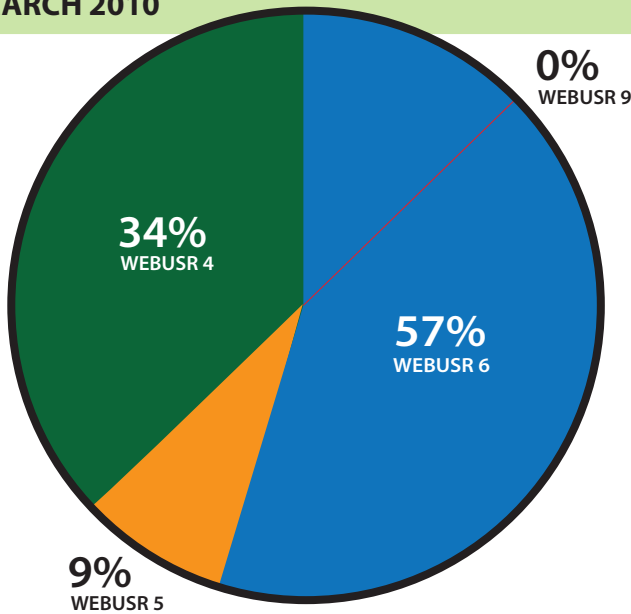
ITIC YTD ANALYSIS 2010



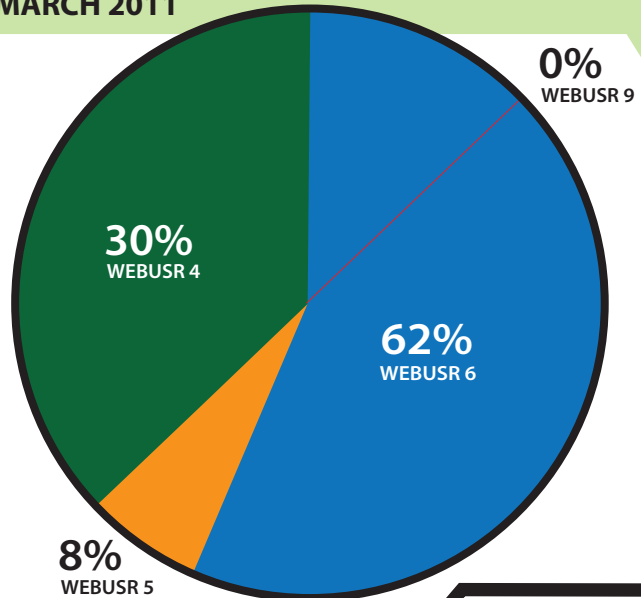
ITIC YTD ANALYSIS 2011



ITIC BREAKDOWN MARCH 2010



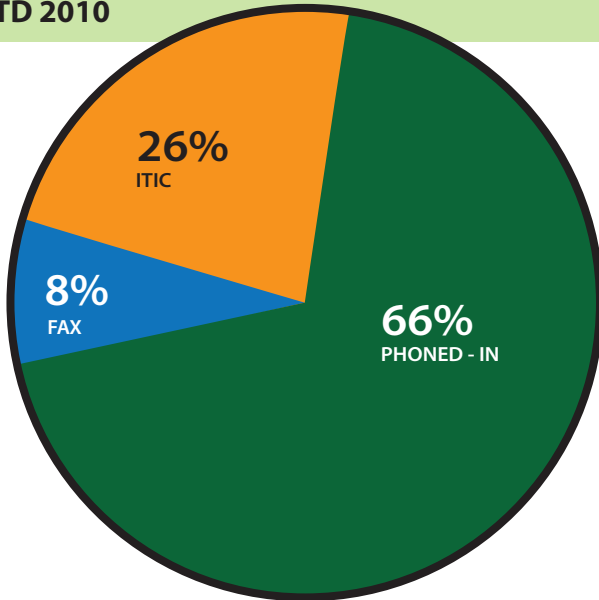
ITIC BREAKDOWN MARCH 2011



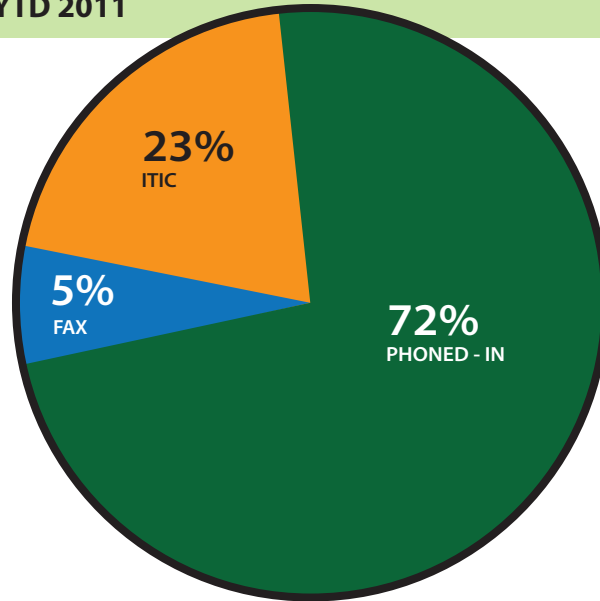


input method status

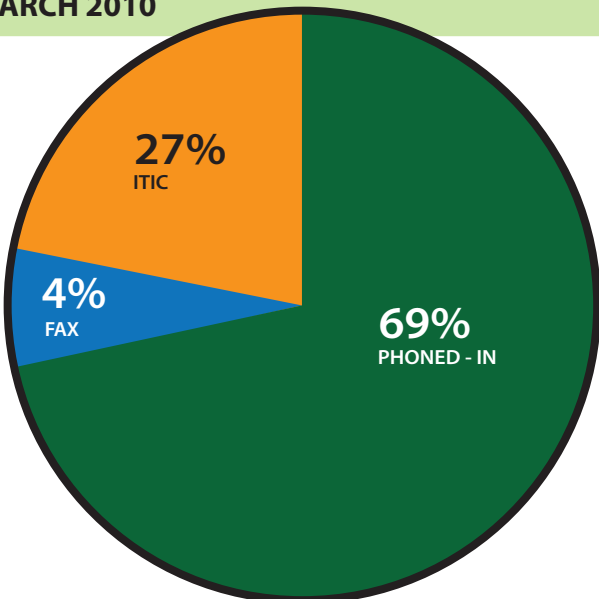
METHODS OF TICKET RECEIPT
YTD 2010



METHODS OF TICKET RECEIPT
YTD 2011



METHODS OF TICKET RECEIPT
MARCH 2010



METHODS OF TICKET RECEIPT
MARCH 2011

