

# NORTH DAKOTA ONE CALL

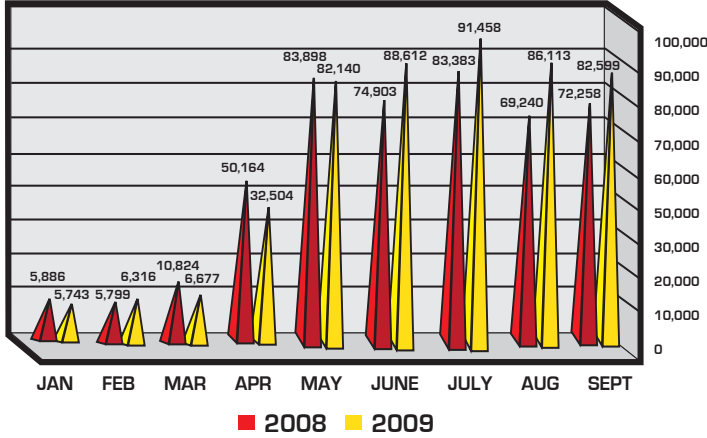
Call Before You Dig - It's The Law

1.800.795.0555

SEPTEMBER '09  
MANAGER'S NOTES

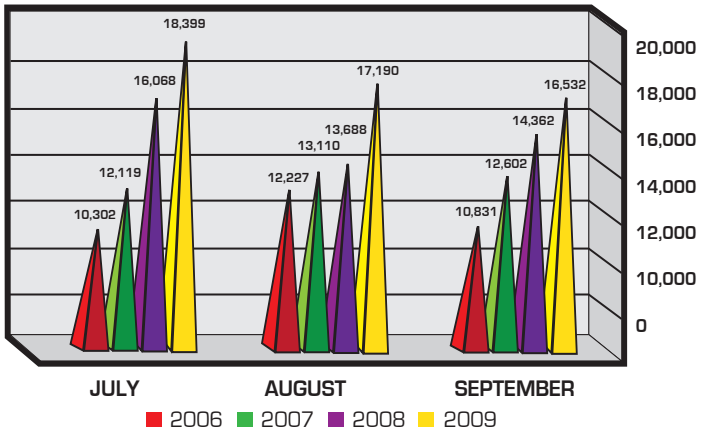
## TICKET VOLUME

### Billable Tickets - September 09

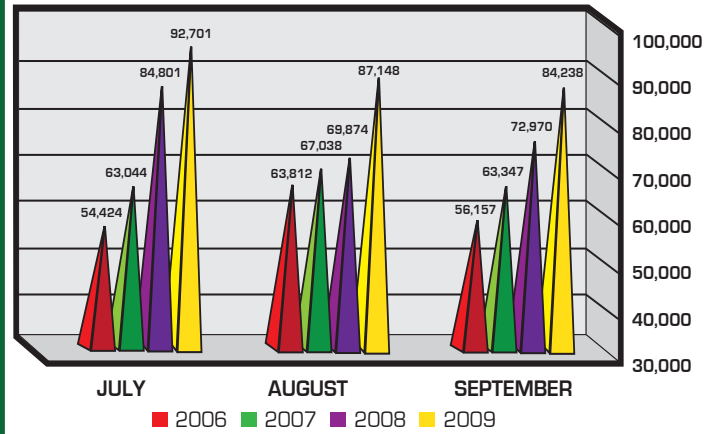


Both incoming and outgoing ticket volume continue to exceed last year's levels. This is a rare trend among one call centers given the current state of the economy.

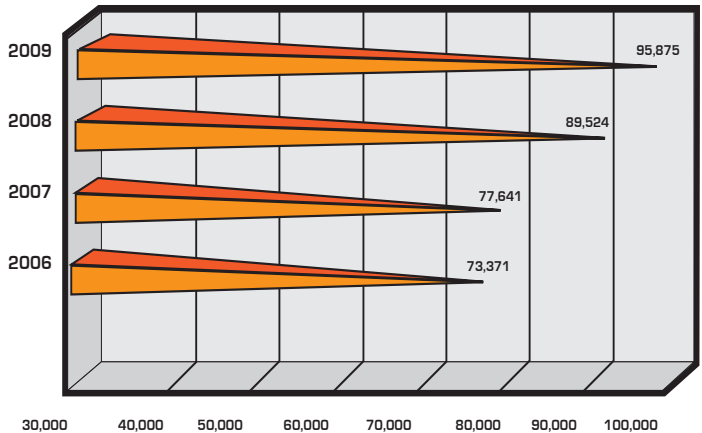
### 3 Month Incoming Ticket Volume



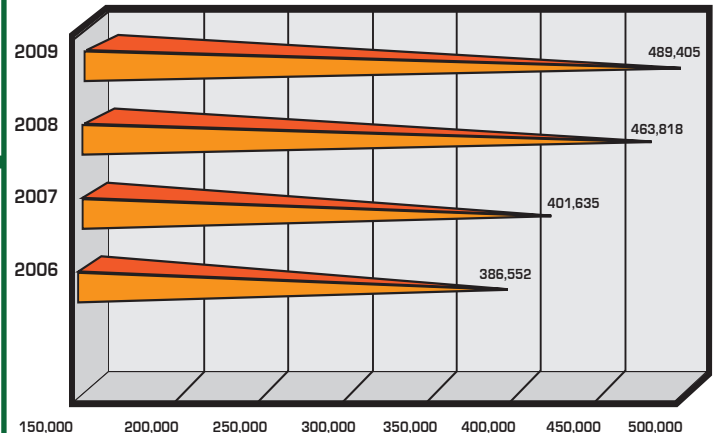
### 3 Month Outgoing Ticket Volume



### YTD Incoming Total 2006-2009



### YTD Outgoing Total 2006-2009



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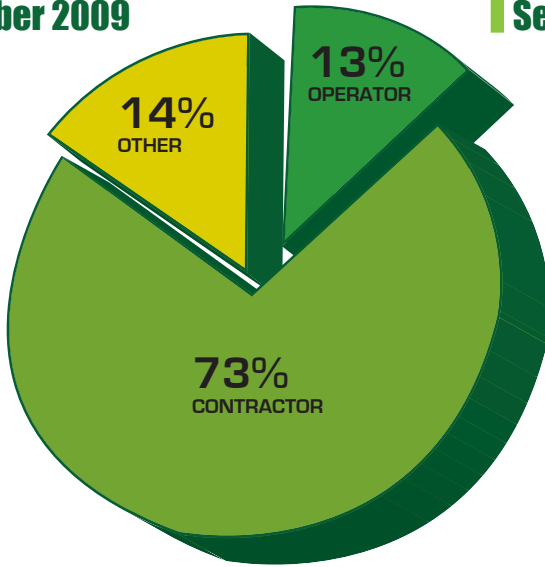
SEPTEMBER '09  
MANAGER'S NOTES

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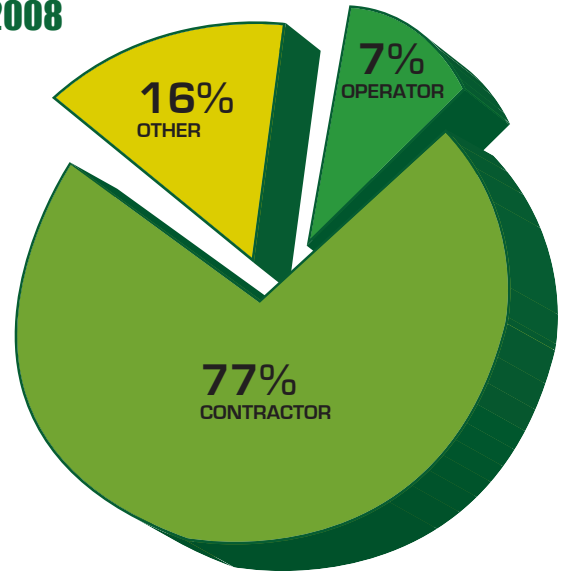
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## TICKET VOLUME ANALYSIS

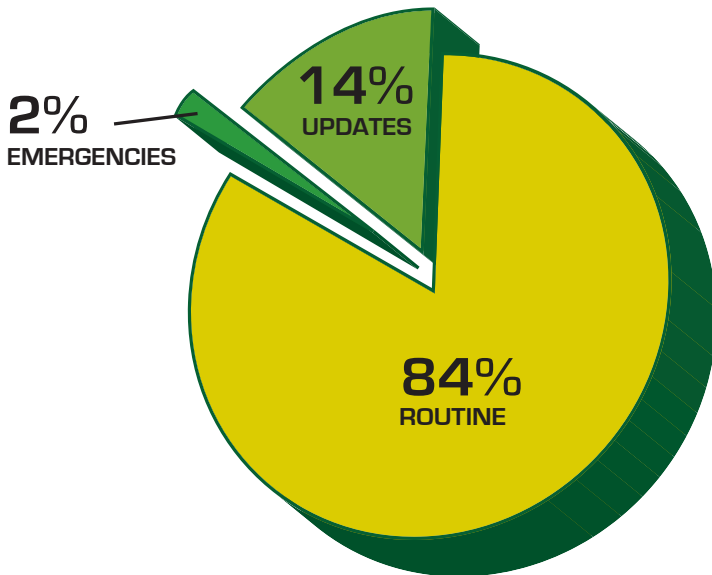
Sources of Incoming NDOC Tickets  
September 2009



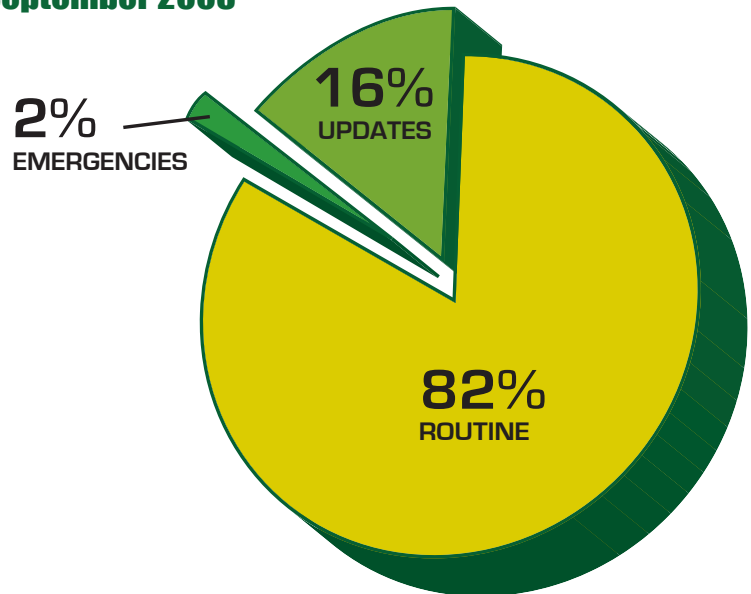
Sources of Incoming NDOC Tickets  
September 2008



Types of Incoming NDOC Tickets  
September 2009



Types of Incoming NDOC Tickets  
September 2008



The percentage of tickets called in by contractors is lower than during the same period in 2008. It is interesting to note that the percentage of tickets that are emergencies was the same for September 2008 and 2009.

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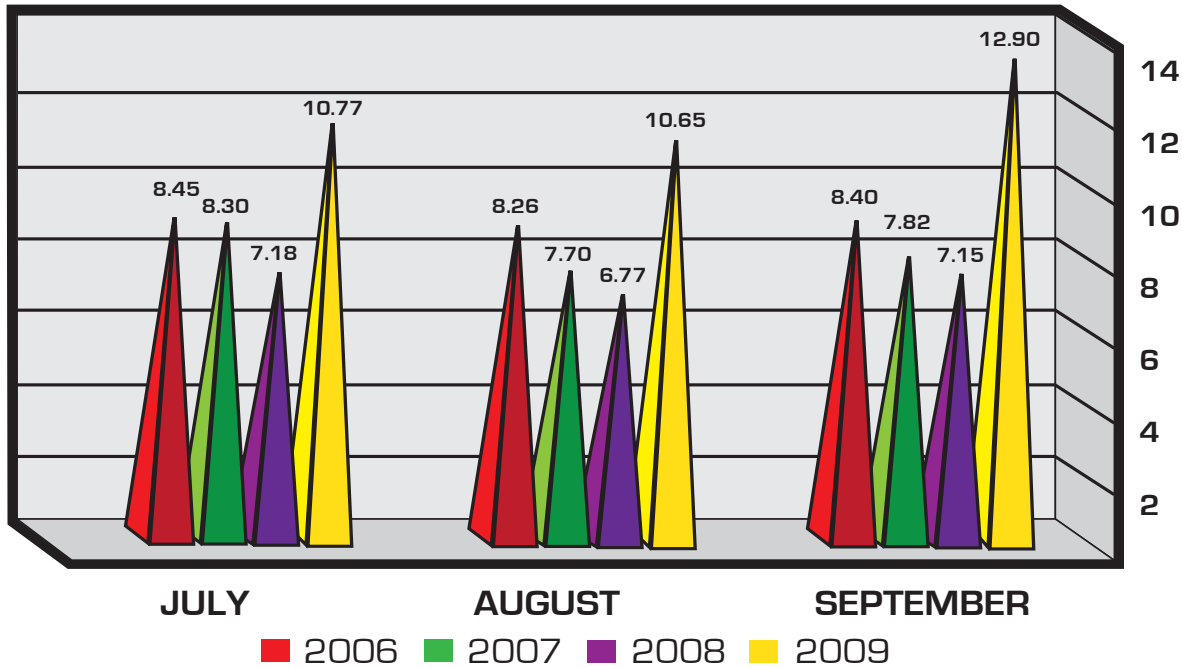
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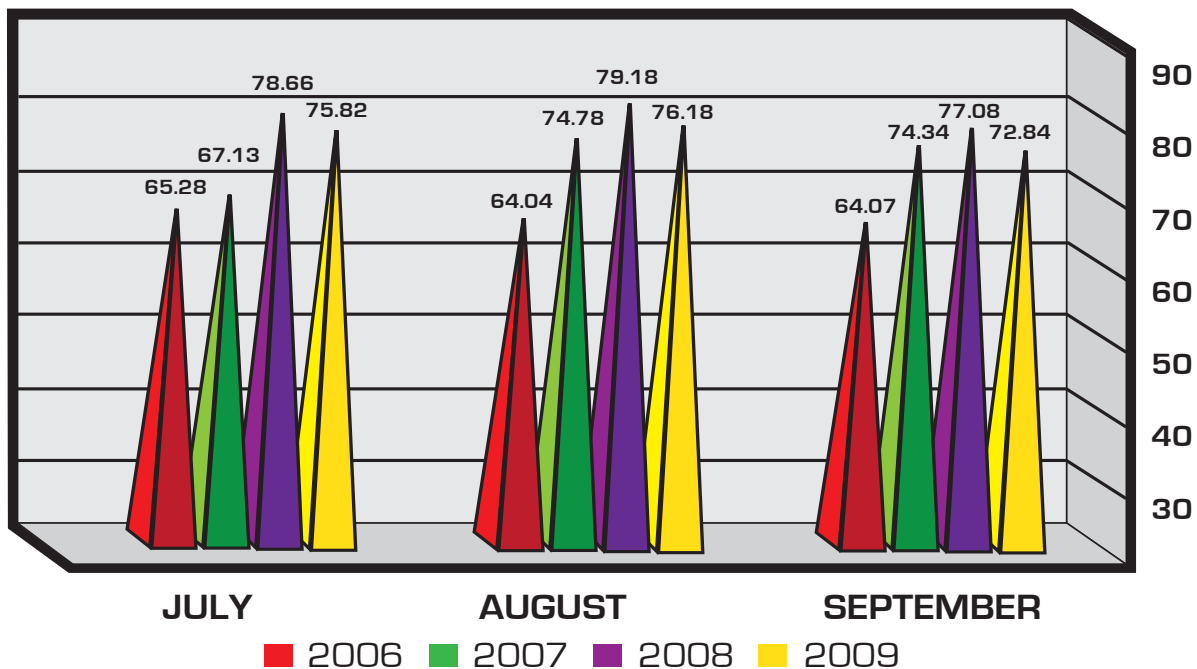
SEPTEMBER '09  
MANAGER'S NOTES

## USER PERCENTAGE

### NDOC FACILITY OPERATOR TICKET PERCENTAGE



### NDOC CONTRACTOR TICKET PERCENTAGE



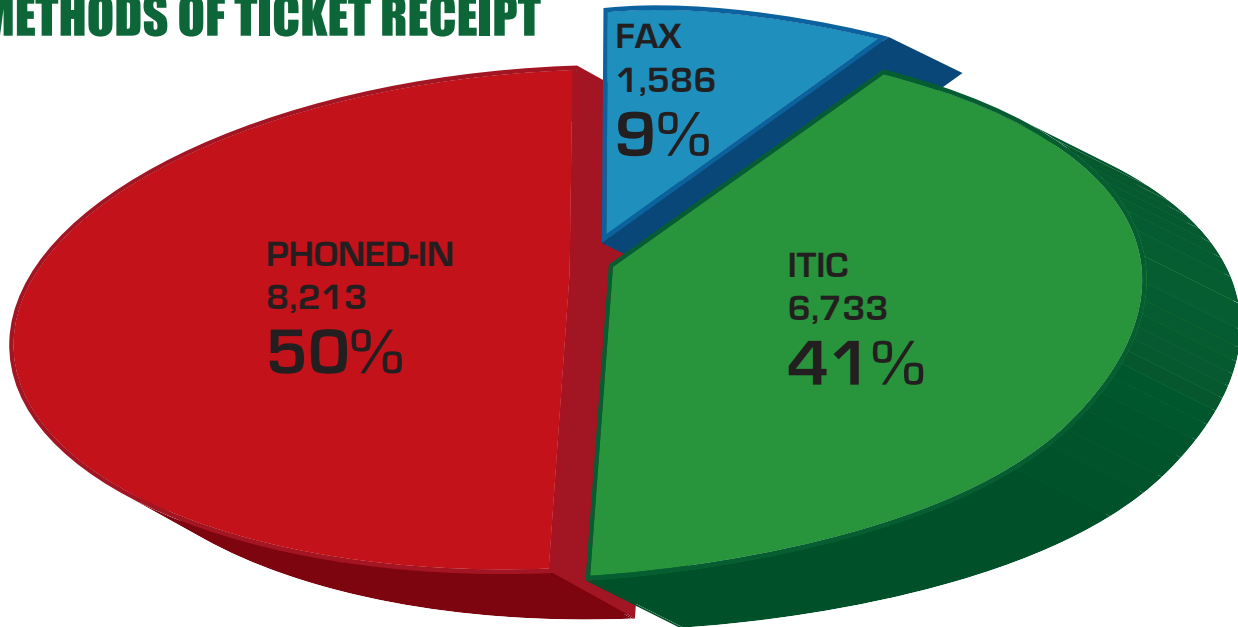
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### INPUT METHOD ANALYSIS

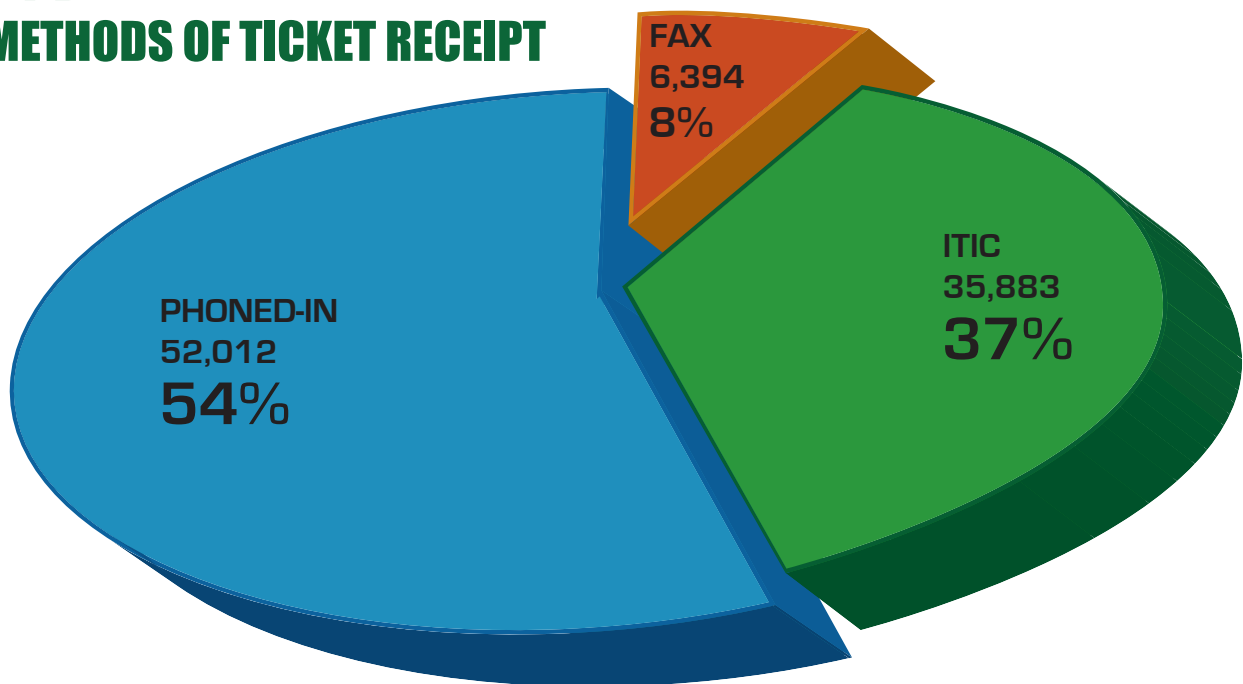
#### SEPTEMBER 2009

#### INDOC METHODS OF TICKET RECEIPT



#### 2009 Y-T-D

#### INDOC METHODS OF TICKET RECEIPT



# NORTH DAKOTA ONE CALL

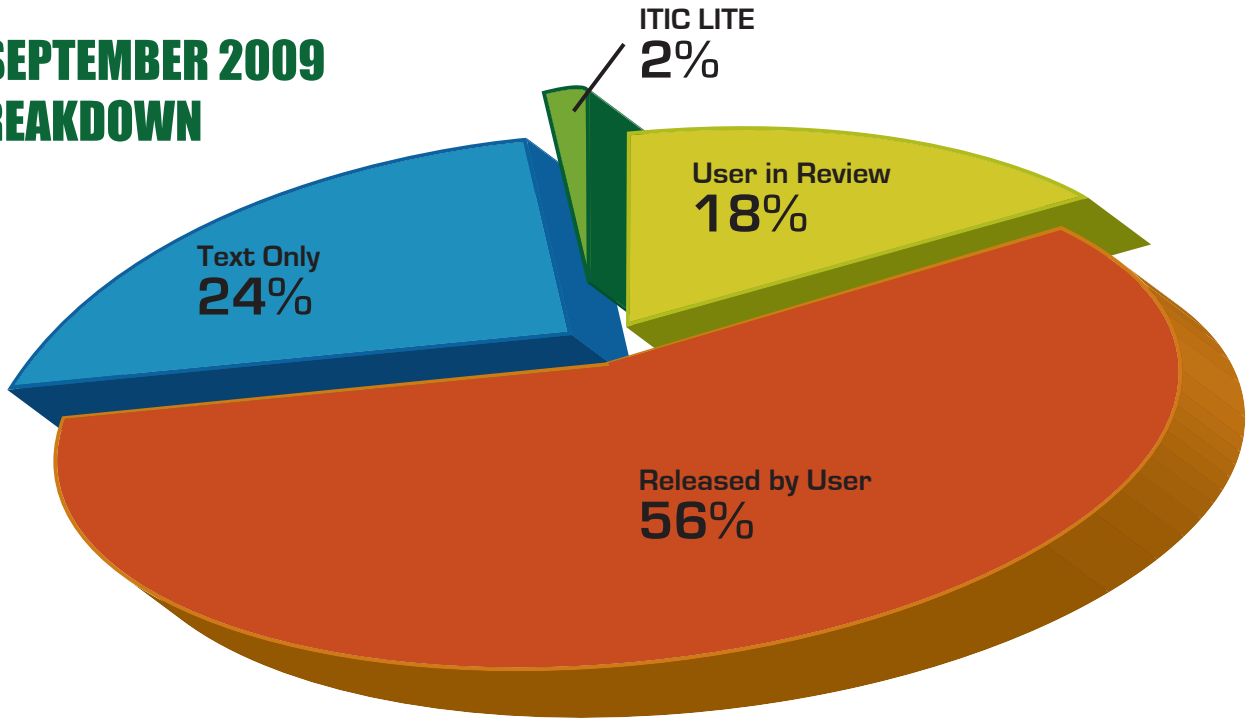
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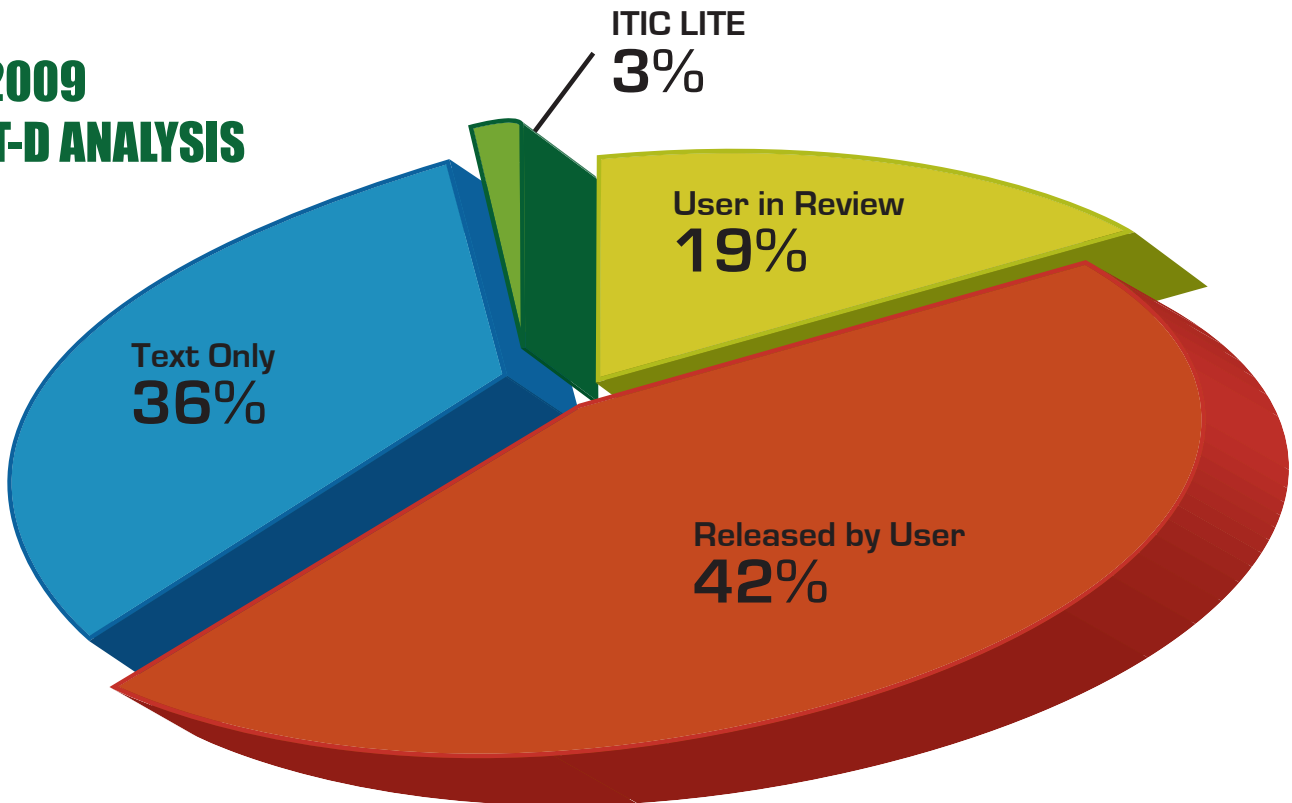
SEPTEMBER '09  
MANAGER'S NOTES

ITIC ANALYSIS

## NDOC SEPTEMBER 2009 ITIC BREAKDOWN



## NDOC 2009 ITIC Y-T-D ANALYSIS



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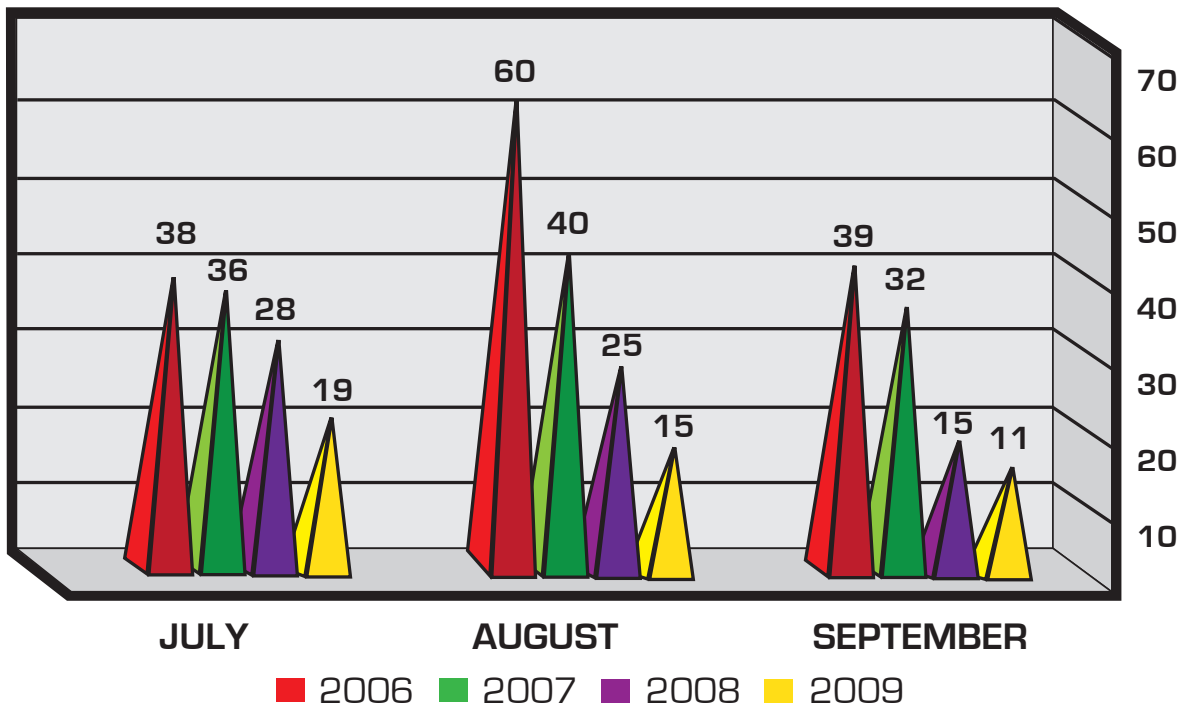
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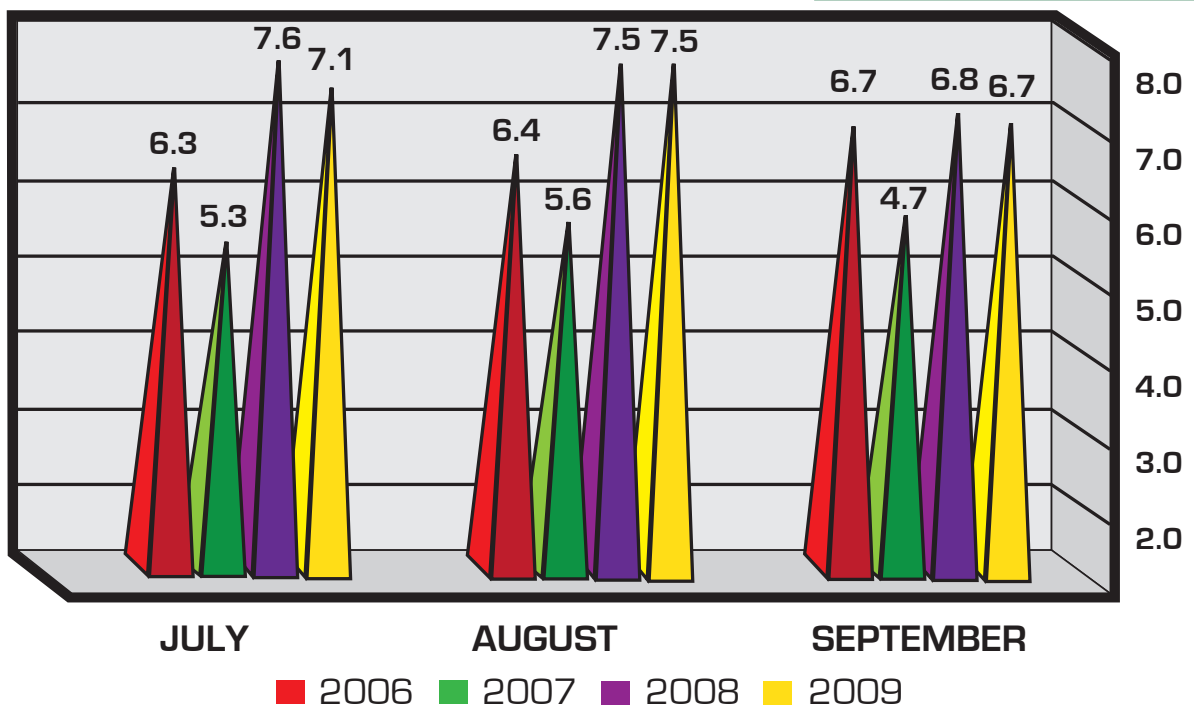
SEPTEMBER '09  
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## PHONE STATISTICS

### NDOC AVERAGE SECONDS TO ANSWER



### NDOC AVERAGE CALL TIME IN MINUTES



# NORTH DAKOTA ONE CALL

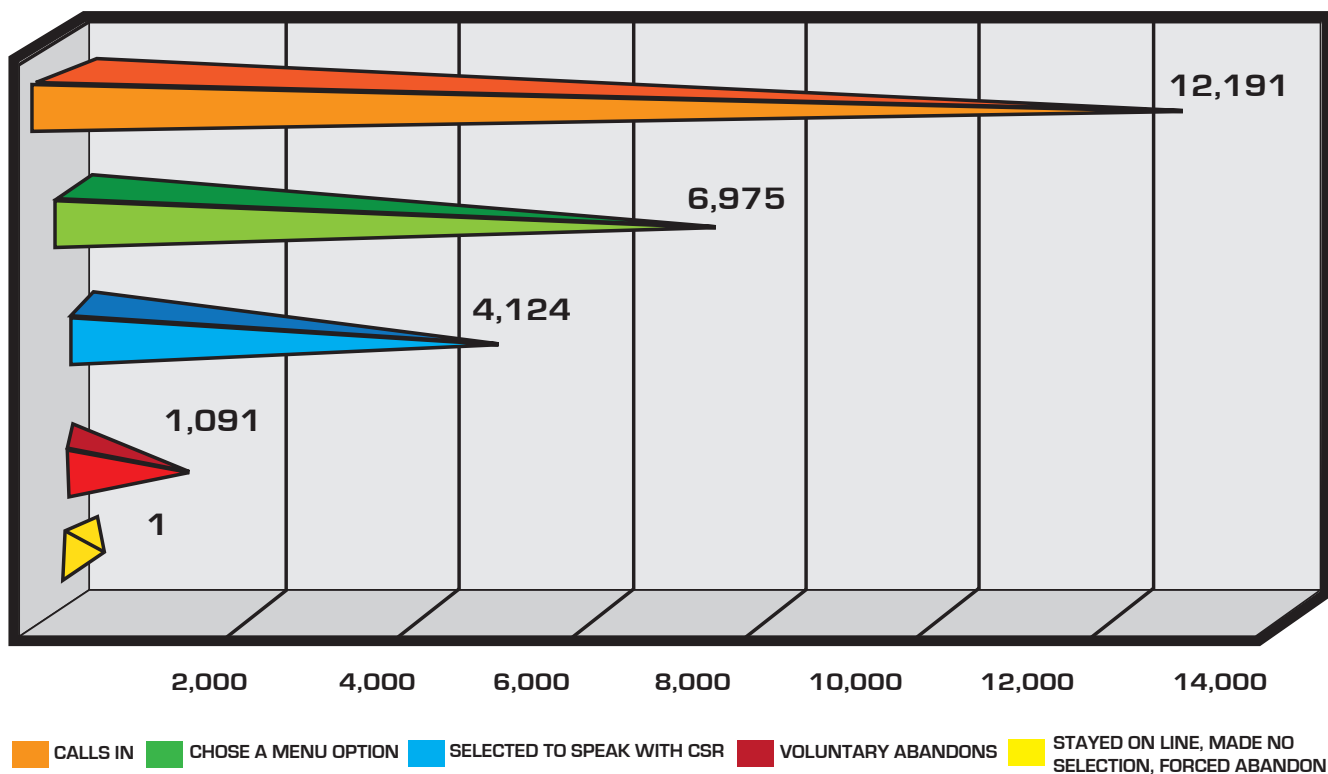
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SEPTEMBER '09  
MANAGER'S NOTES

## 8-1-1 ANALYSIS

### NDOC Y-T-D 2009 8-1-1 ANALYSIS



NDOC continues to experience excellent usage of 811. It has a higher rate of "throughput" (i.e. calls to 811 that actually elect to speak to a CSR) than several one-call centers.