

NORTH DAKOTA ONE CALL DASHBOARD

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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

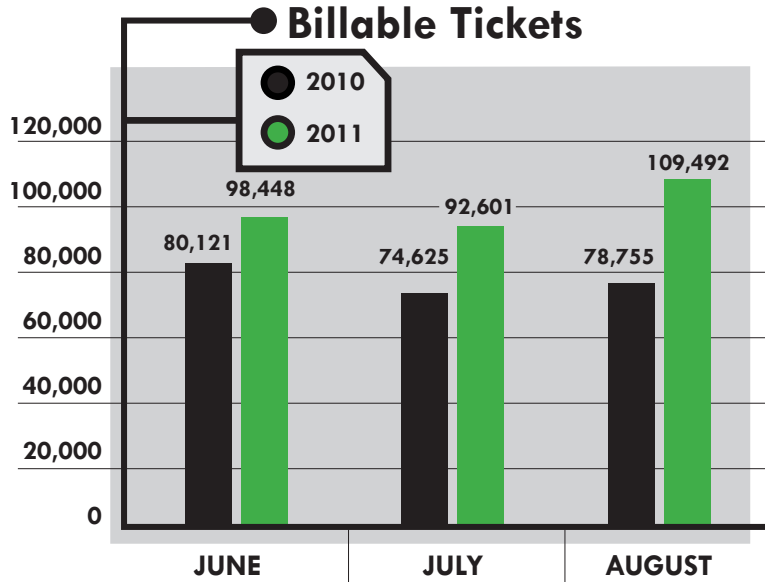
2011 Ticket volume continues to surpass that experienced by the center in 2010. Overall, ticket volume is up by 10%.

ITIC rates are down over the preceding year. We anticipate beginning a new initiative in the near future that will help increase ITIC usage. More details at the next Board meeting.

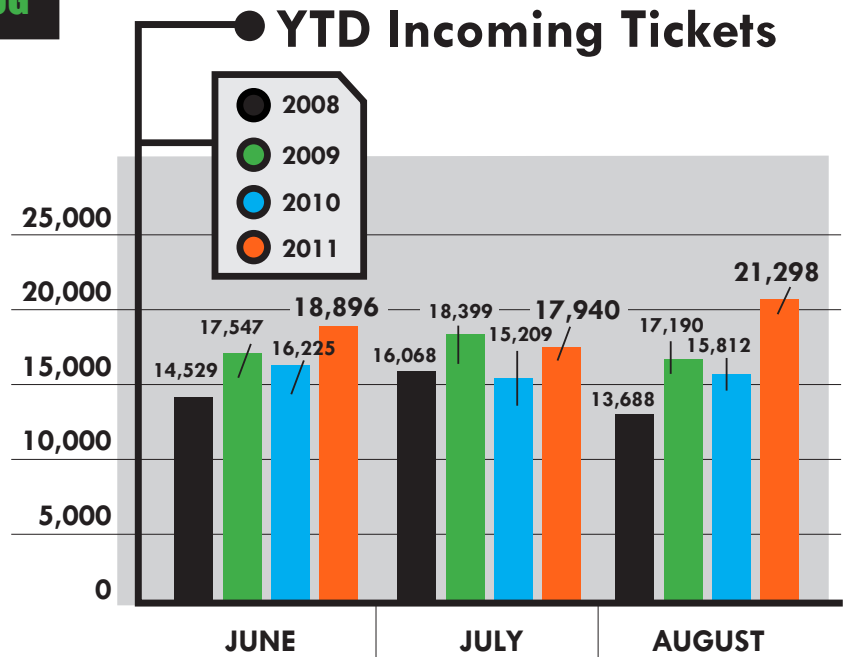
The center continues to meet its service obligation by performing within the limits set by our contract.

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Billable Tickets



YTD Incoming Tickets



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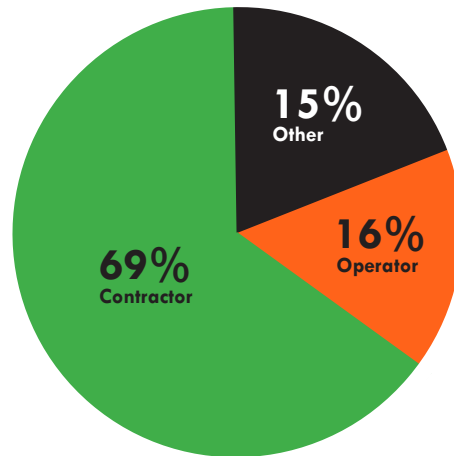
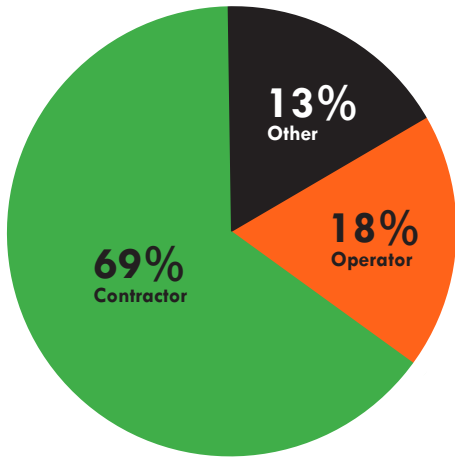
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Sources of Incoming NDOC tickets

AUGUST 2010

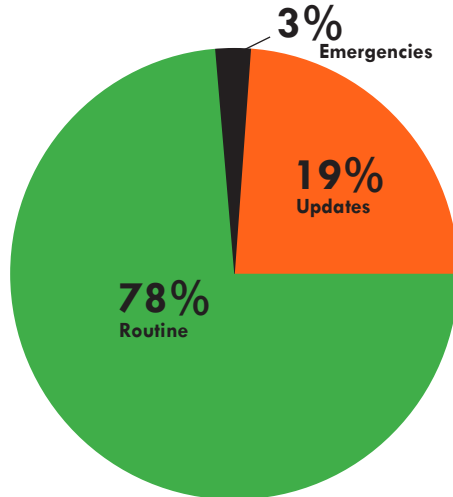
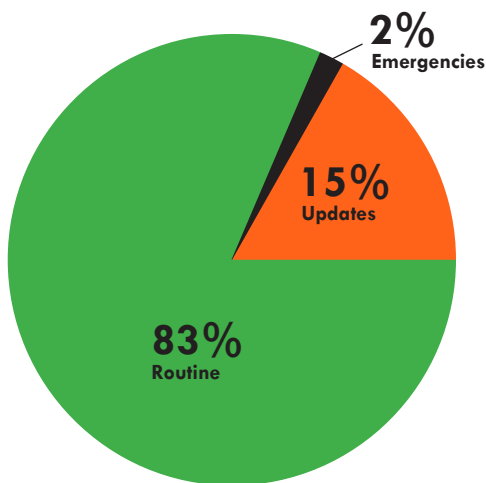
AUGUST 2011



Types of Incoming NDOC tickets

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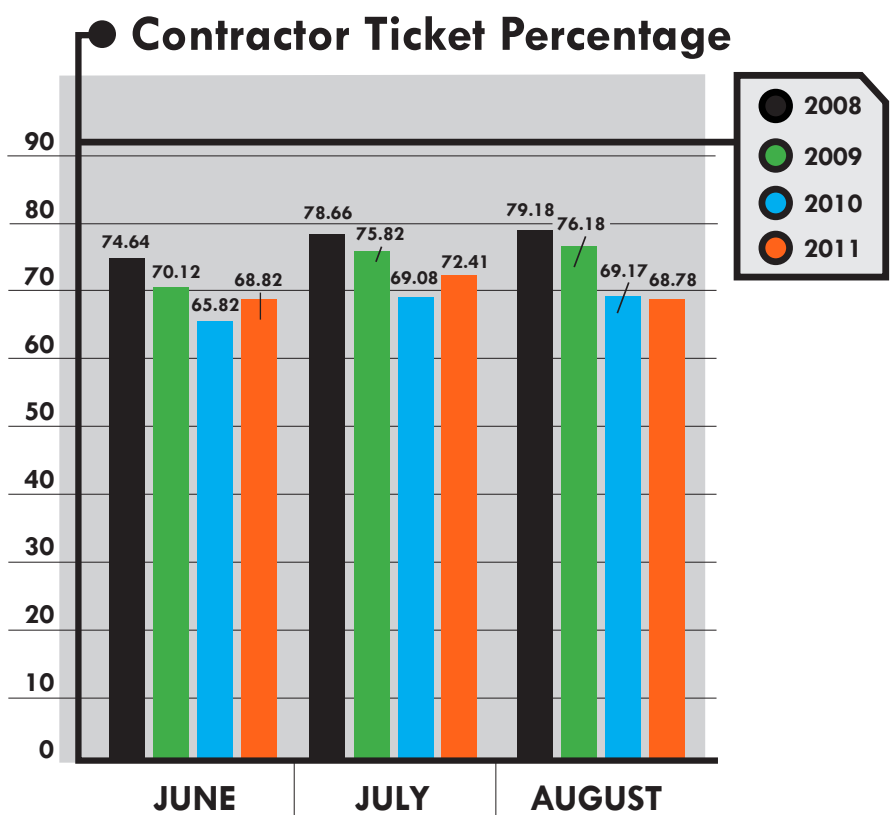
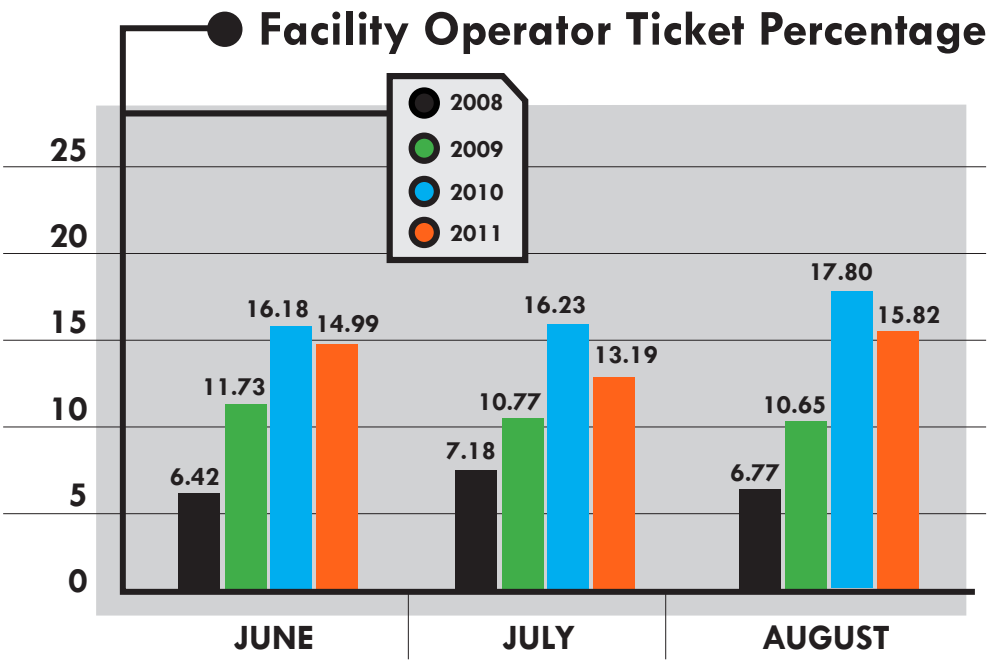
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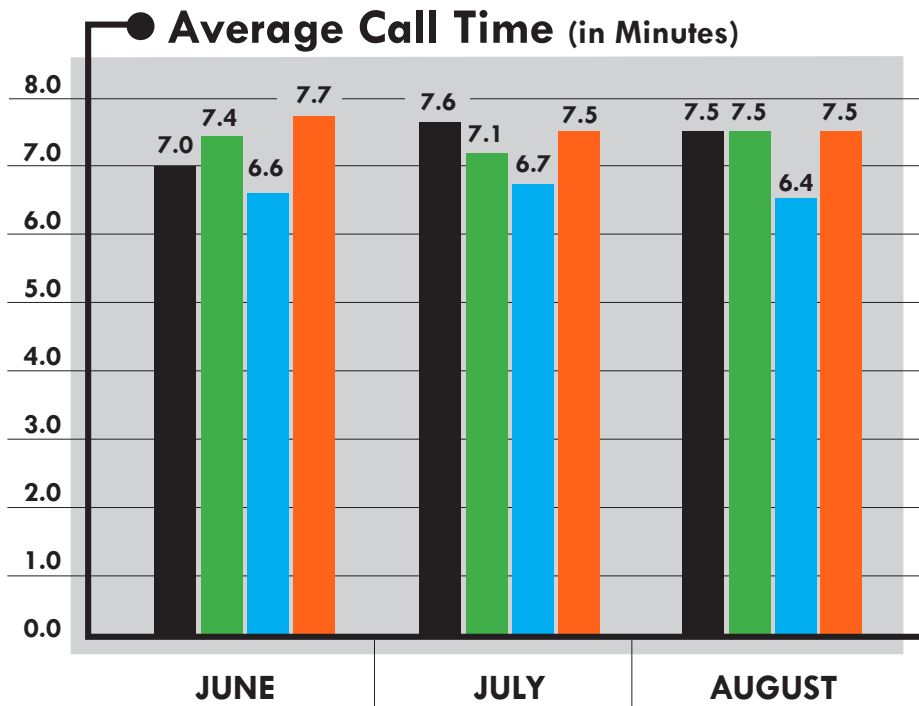
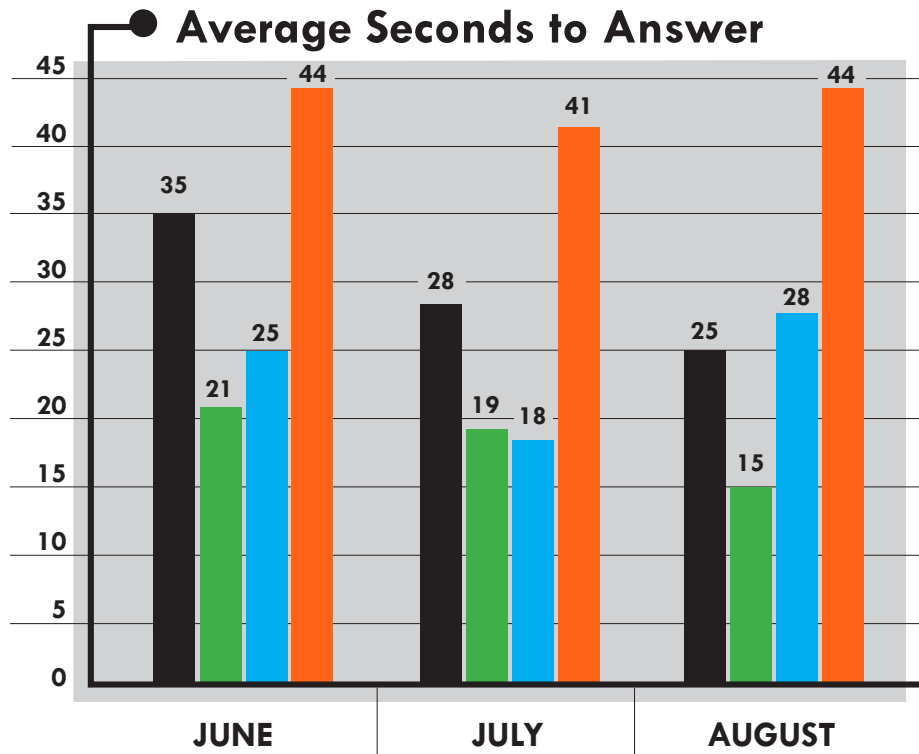
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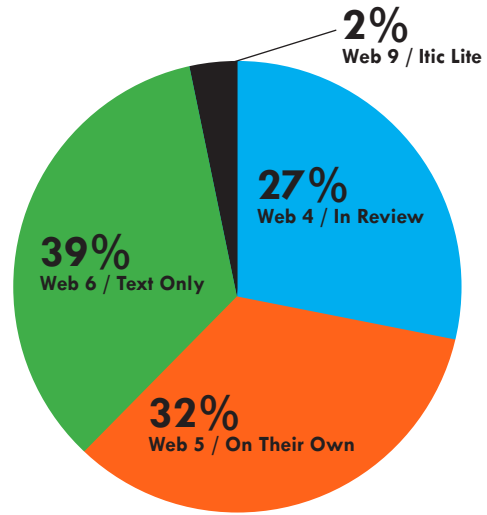
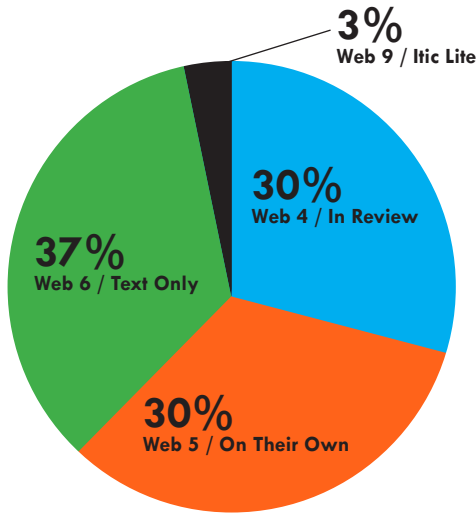
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ITIC YTD Analysis

2010

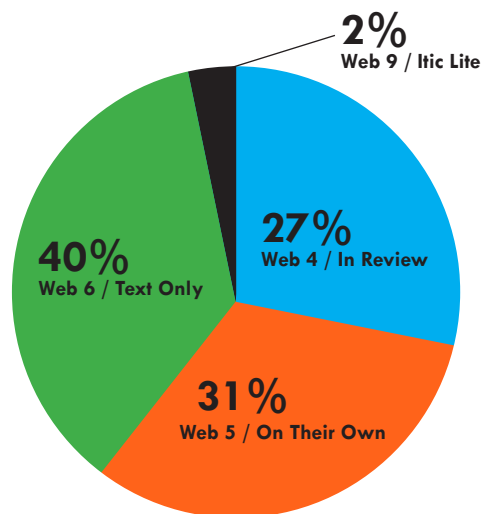
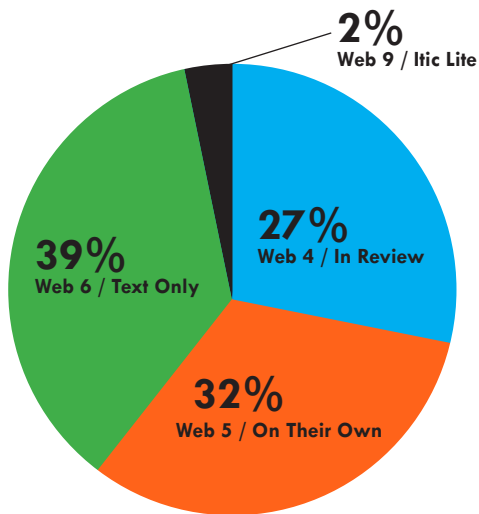
2011



ITIC Breakdown

AUGUST 2010

AUGUST 2011



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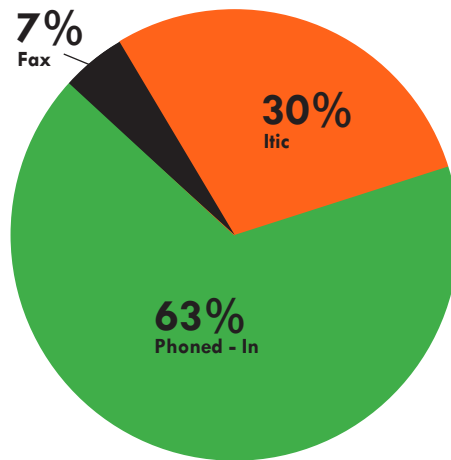
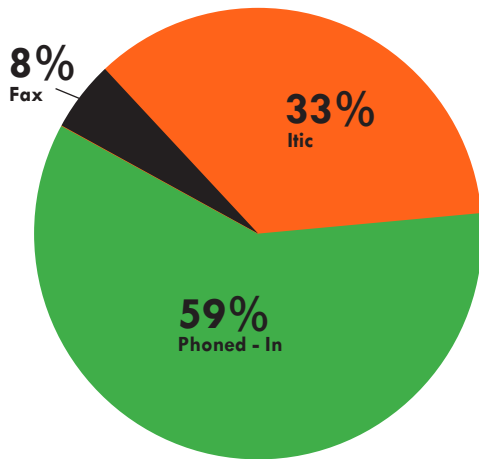
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YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

YTD Methods of Ticket Receipt

2010

● 2011



Methods of Ticket Receipt

AUGUST 2010

● AUGUST 2011

