

# NORTH DAKOTA ONE CALL DASHBOARD

## SEPT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

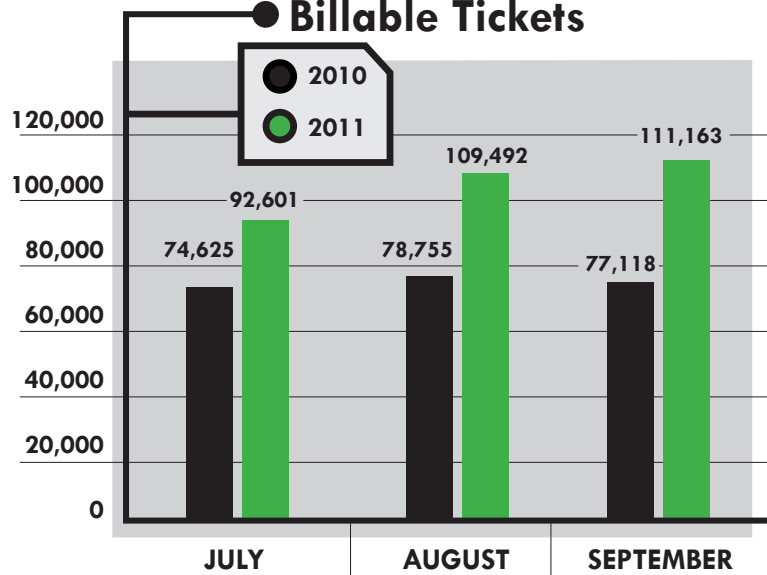
2011 Ticket volume continues to surpass that experienced by the center in 2010.

ITIC rates are down over the preceding year. We began a new initiative on September 13th that we believe will result in the addition of more ITIC users. All professional excavators are now asked if they would like to sign up for ITIC at the point of call. More details to come.

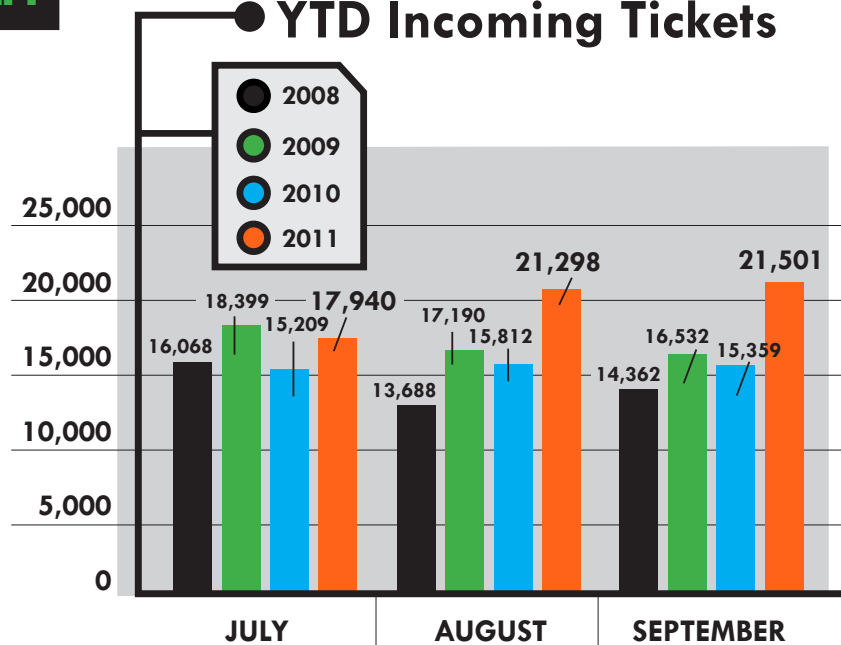
The center continues to meet its service obligation by performing within the limits set by our contract.

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### Billable Tickets



### YTD Incoming Tickets



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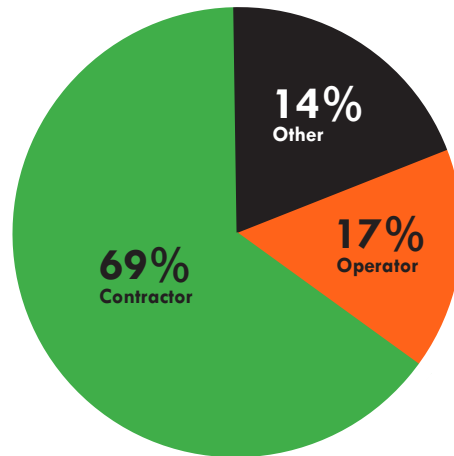
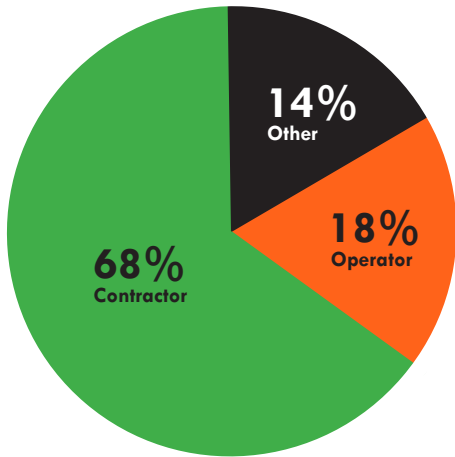
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### Sources of Incoming NDOC tickets

SEPTEMBER 2010

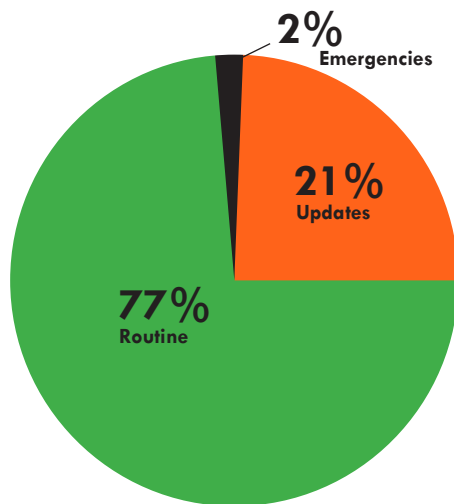
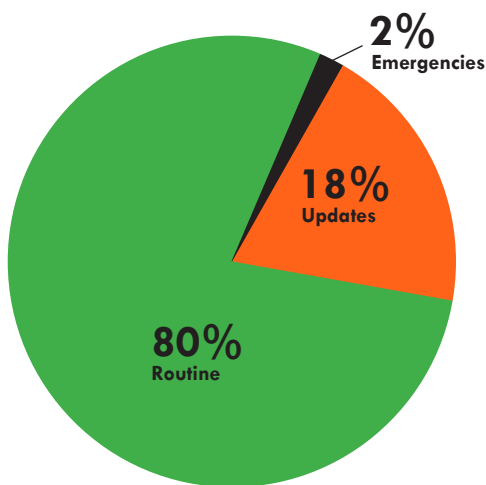
● SEPTEMBER 2011

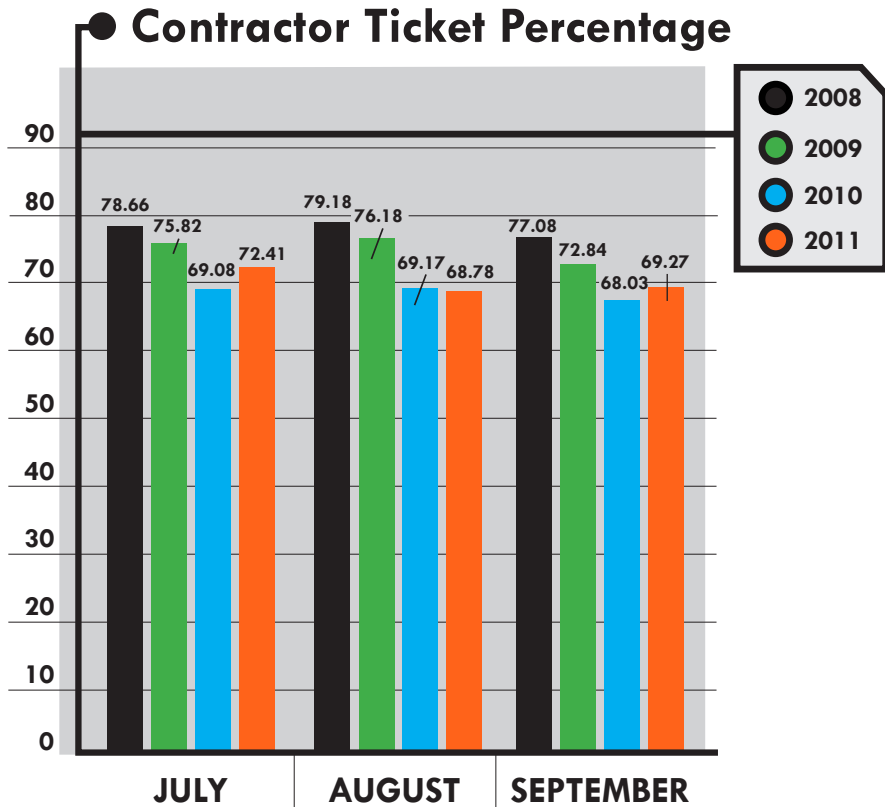
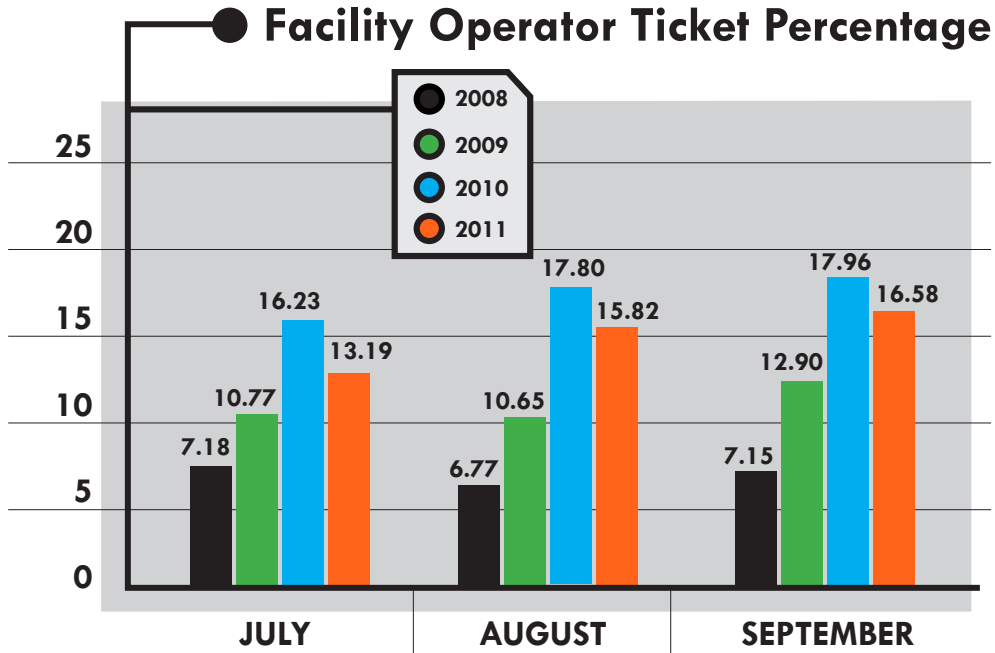


### Types of Incoming NDOC tickets

SEPTEMBER 2010

● SEPTEMBER 2011

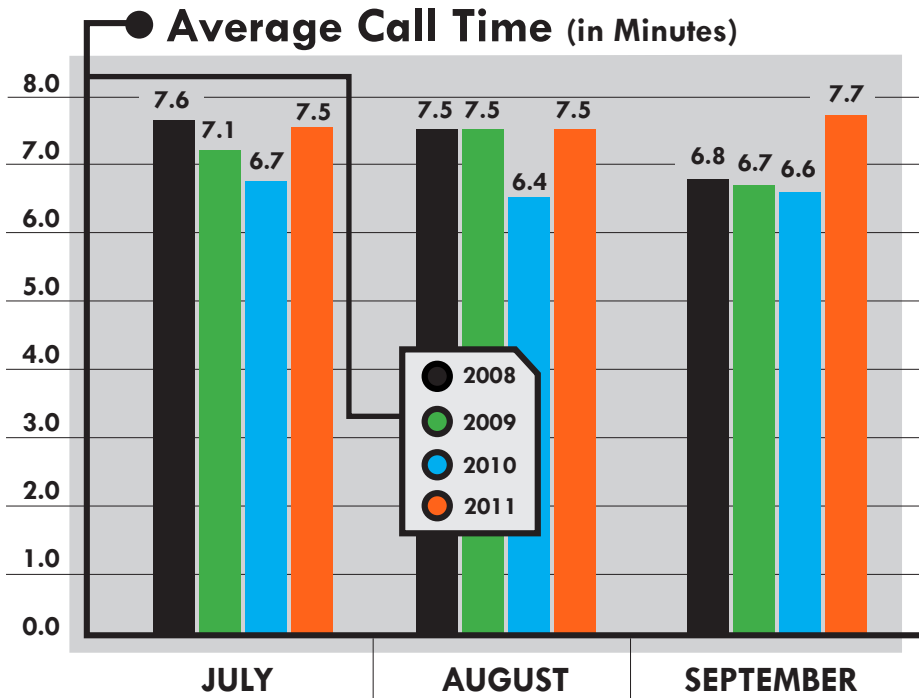
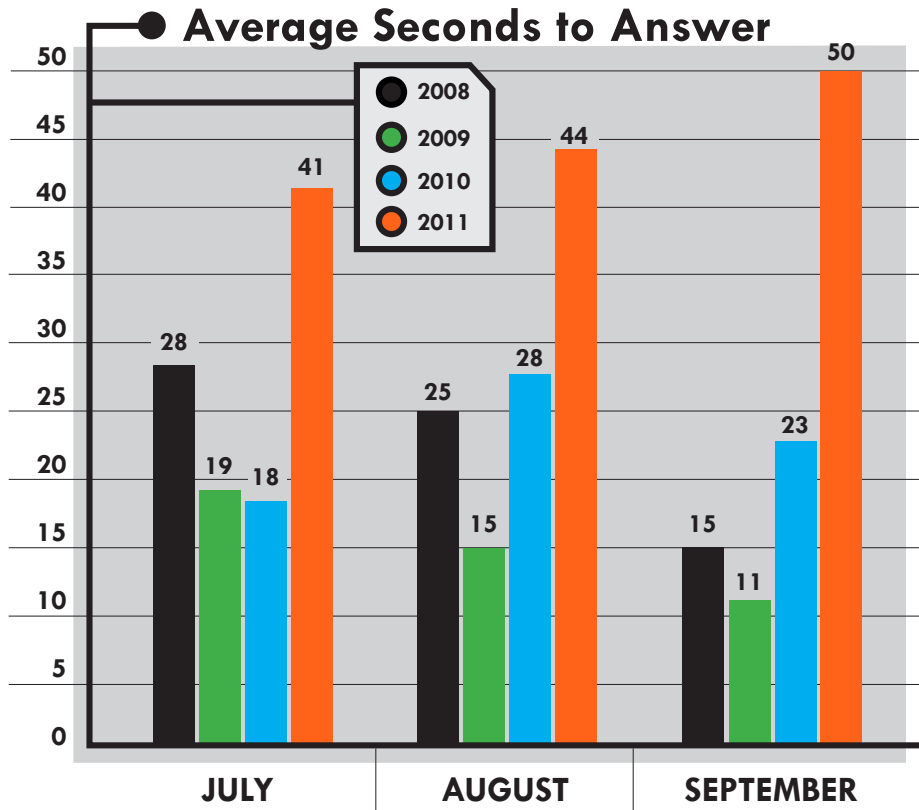




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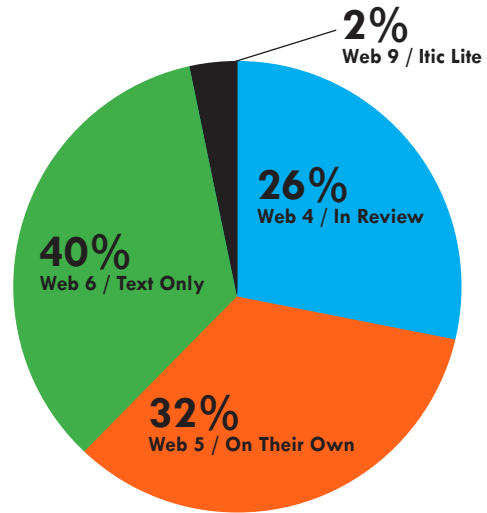
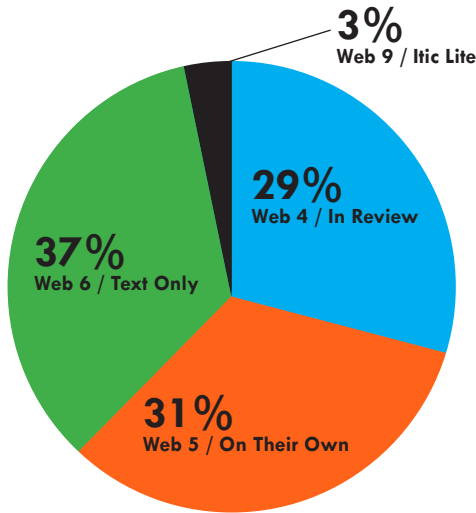
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### ITIC YTD Analysis

2010

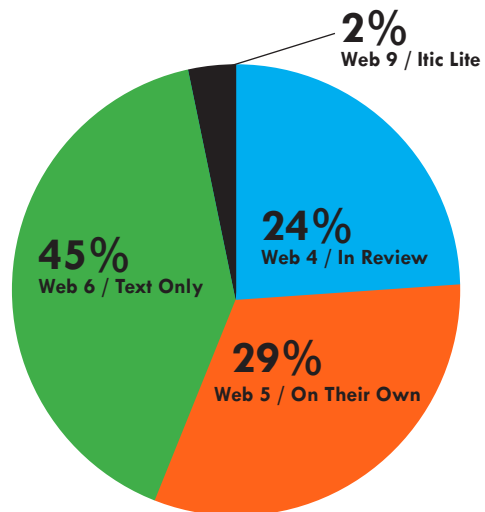
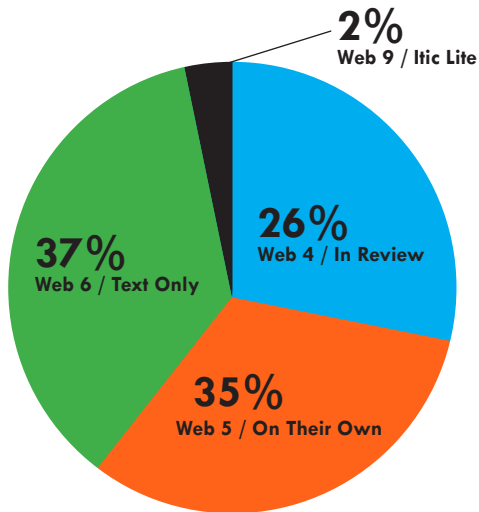
2011



### ITIC Breakdown

SEPTEMBER 2010

SEPTEMBER 2011



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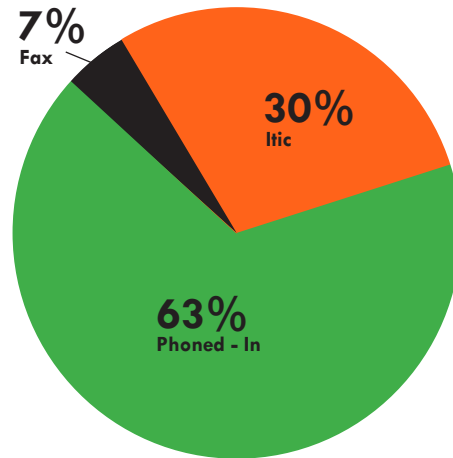
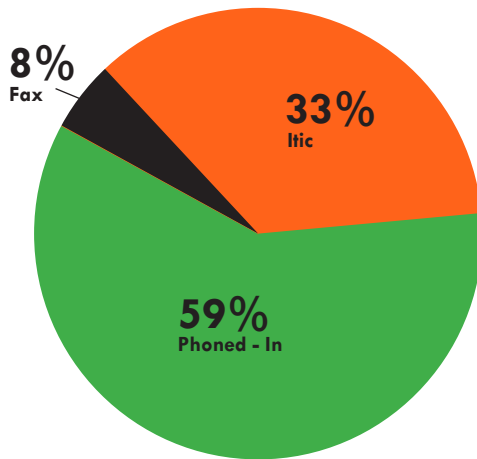
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### YTD Methods of Ticket Receipt

2010

● 2011



### Methods of Ticket Receipt

SEPTEMBER 2010

● SEPTEMBER 2011

