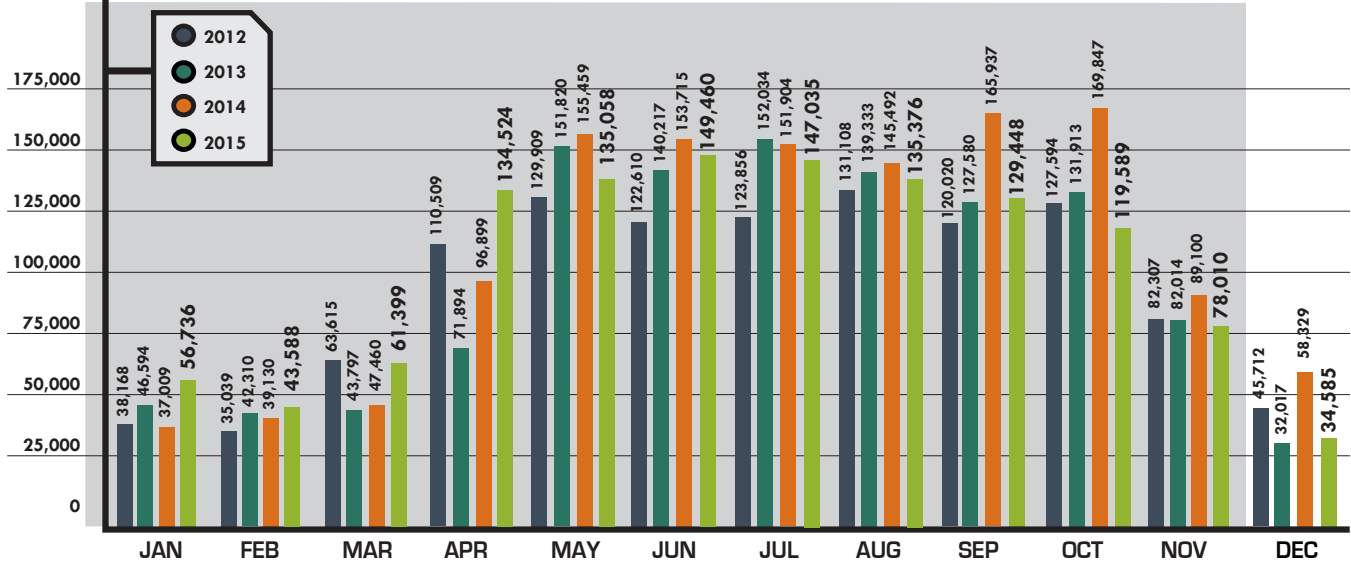




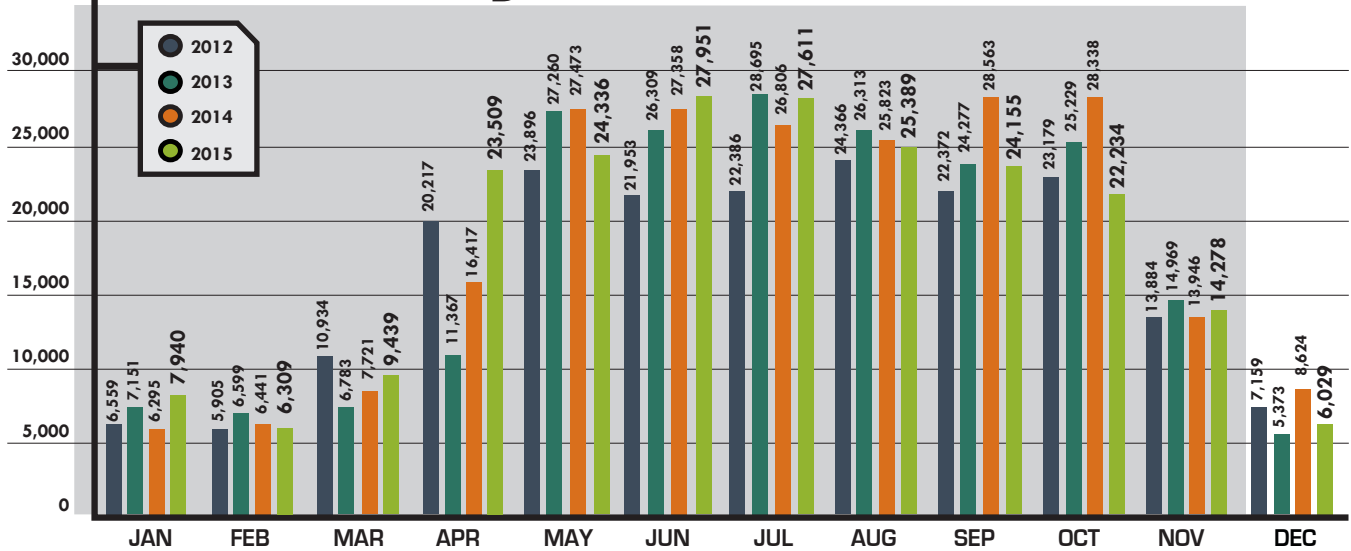
# DAKOTA CALL DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | **DECEMBER**

## Chargeable Outbound Tickets



## Incoming Tickets

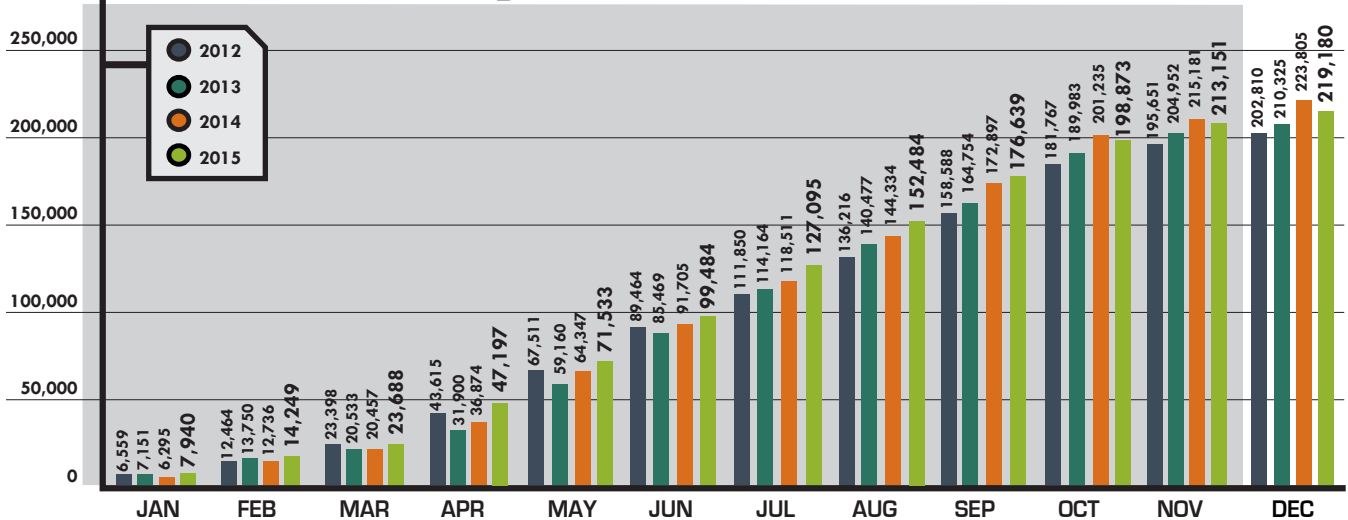




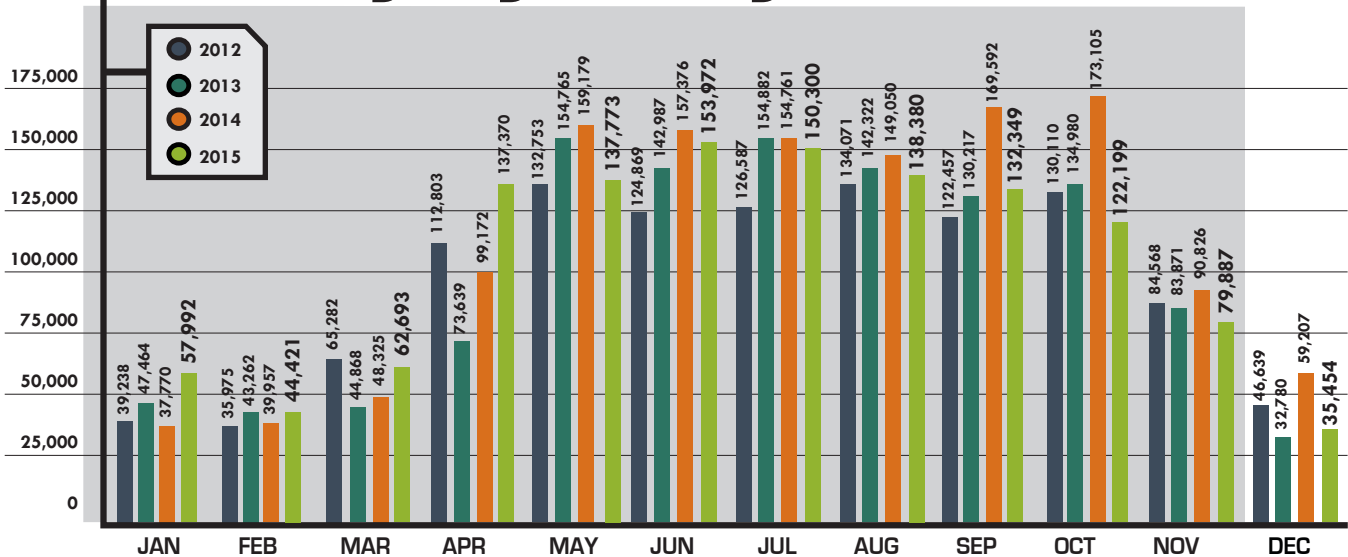
# DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | **DECEMBER**

## Incoming Tickets Y-T-D



## Outgoing Messages

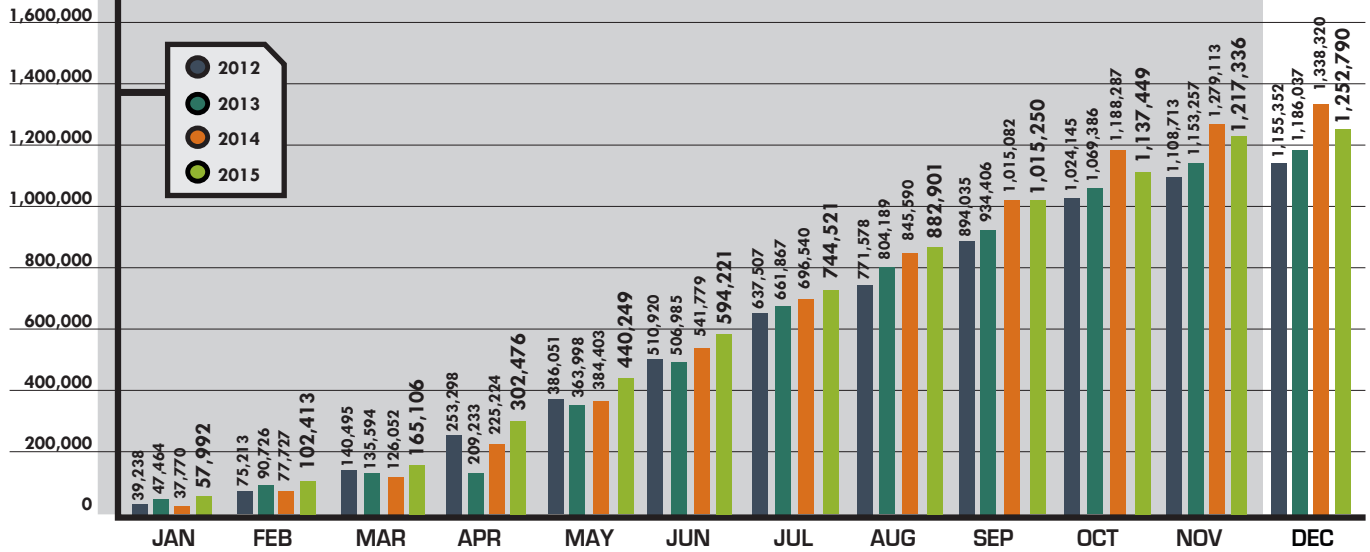




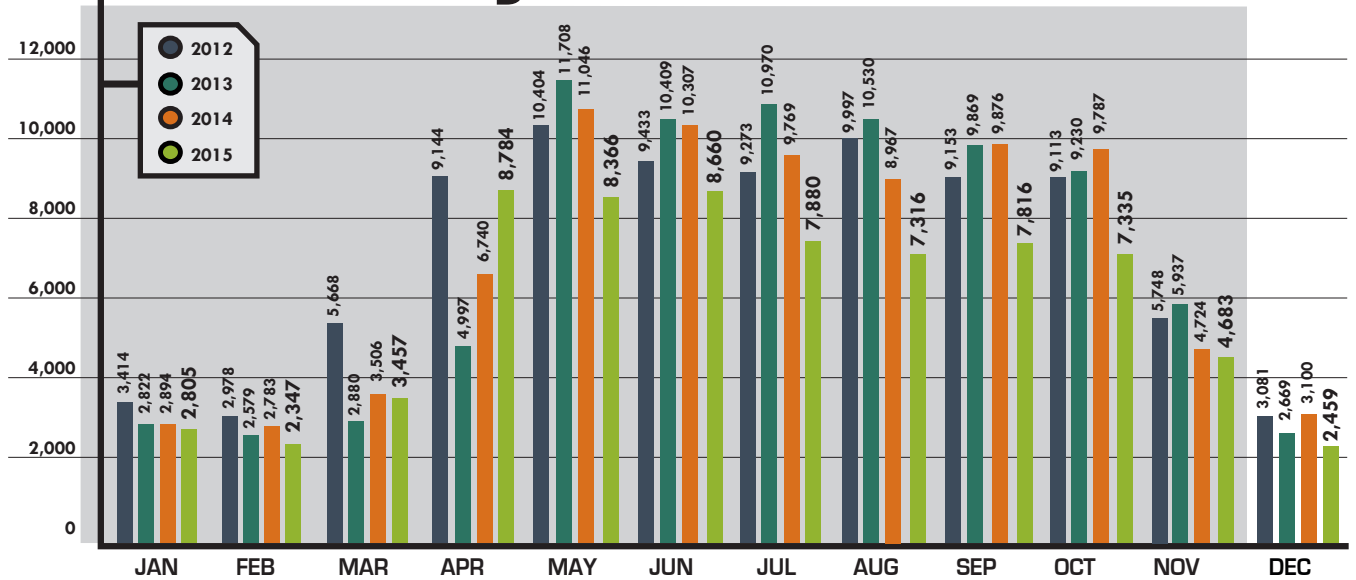
# DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | **DECEMBER**

## Outgoing Tickets Y-T-D



## Incoming Calls

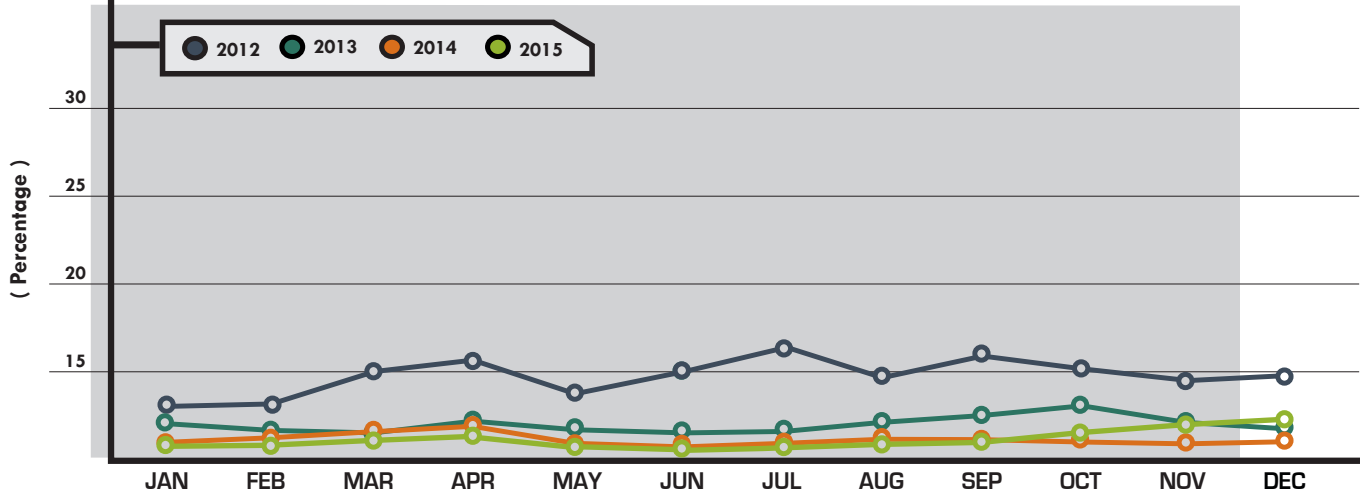




# DASHBOARD REPORT

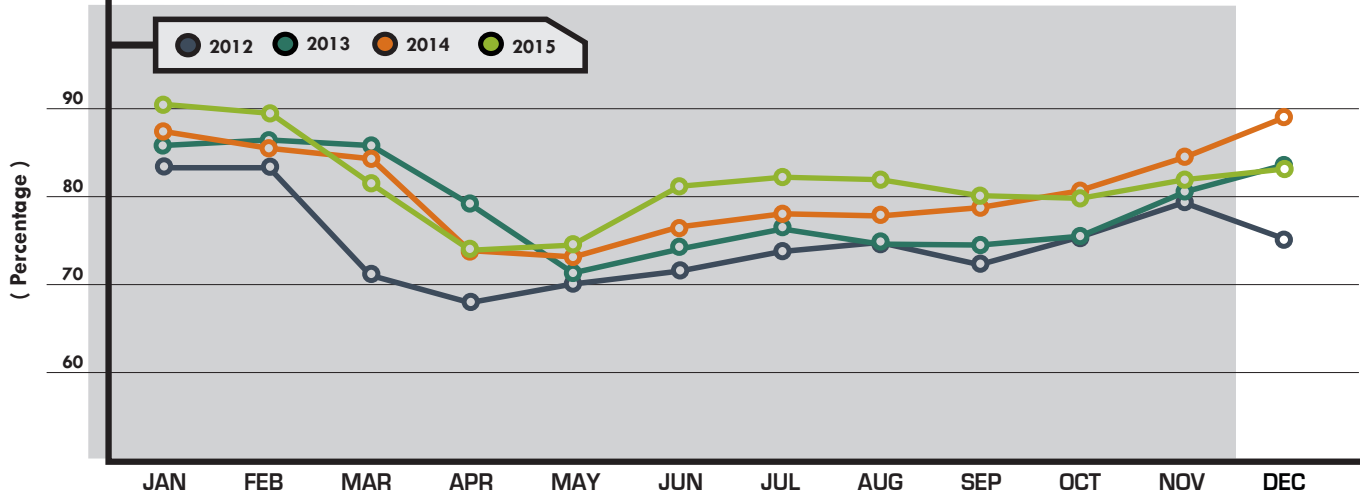
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | **DECEMBER**

## Operator Call Volumes



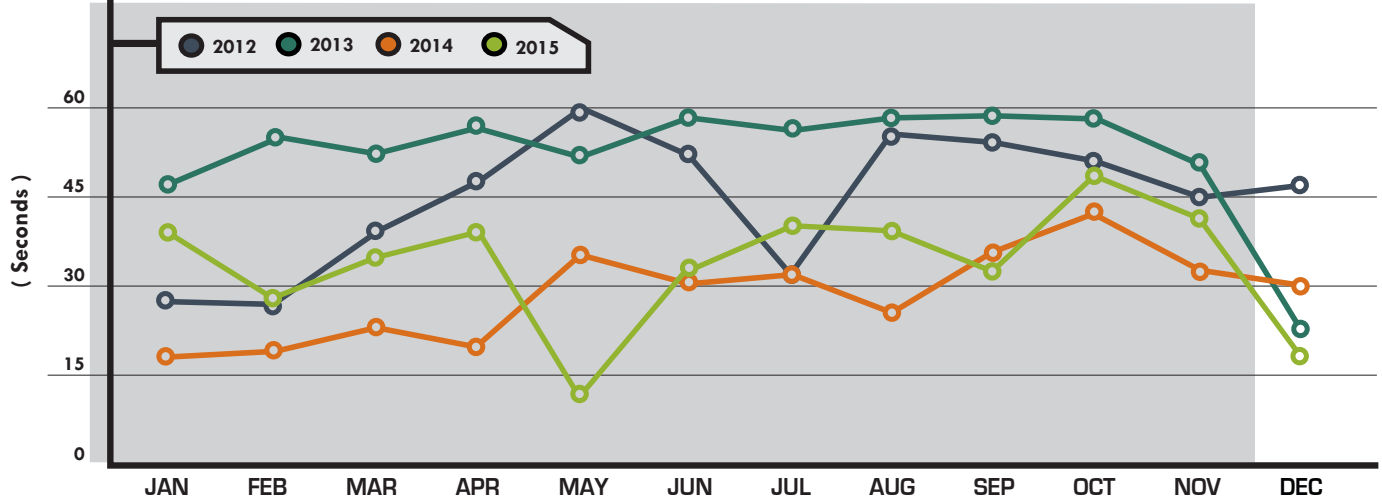
	2012	2013	2014	2015
JANUARY	13.92	12.01	9.91	7.00
FEBRUARY	13.94	11.30	10.63	7.69
MARCH	15.06	10.88	11.46	8.50
APRIL	15.92	12.45	12.26	9.65
MAY	14.17	11.96	9.71	7.87
JUNE	15.20	11.63	8.94	7.11
JULY	16.15	11.33	9.33	7.52
AUGUST	14.76	12.04	10.03	7.81
SEPTEMBER	16.28	12.15	9.80	8.18
OCTOBER	15.71	13.70	8.67	9.64
NOVEMBER	14.64	12.04	7.60	10.05
DECEMBER	14.76	11.22	7.94	11.16

## Excavator Call Volumes



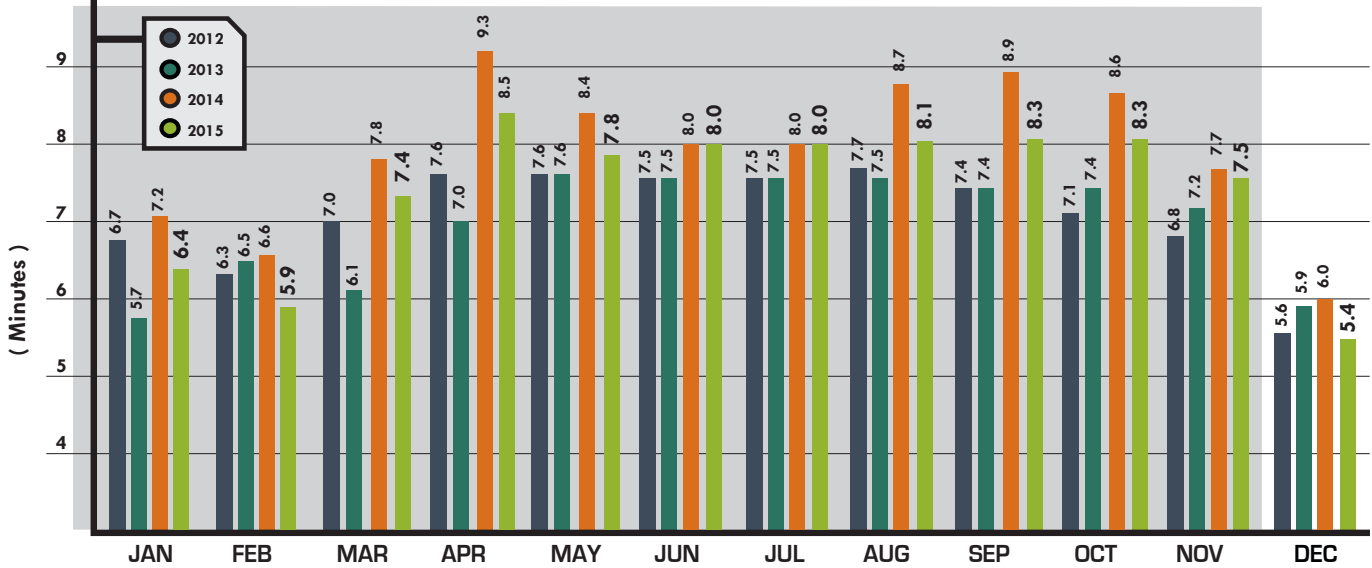
	2012	2013	2014	2015
JANUARY	82.46	86.62	87.74	90.93
FEBRUARY	82.16	86.95	86.01	89.84
MARCH	71.50	86.58	83.22	82.99
APRIL	68.45	79.04	74.06	74.40
MAY	70.47	71.24	73.25	75.95
JUNE	71.65	74.75	77.13	80.66
JULY	73.29	76.56	78.38	82.80
AUGUST	74.44	74.47	78.93	82.56
SEPTEMBER	72.54	74.24	79.25	80.32
OCTOBER	75.25	75.65	81.68	80.28
NOVEMBER	79.37	80.08	85.75	82.35
DECEMBER	75.63	84.84	89.56	85.07

## Average Hold Time



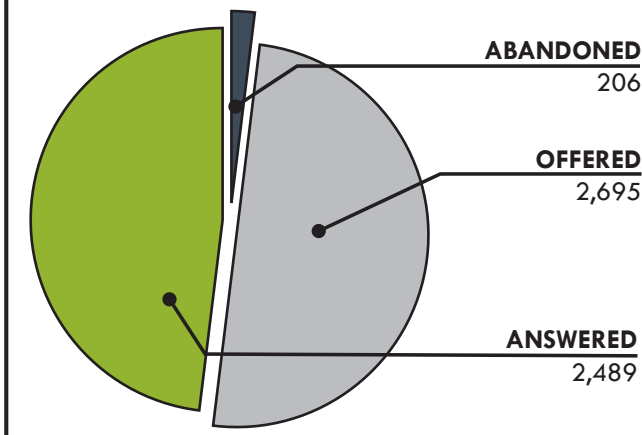
	2012	2013	2014	2015
JANUARY	27	47	19	39
FEBRUARY	26	55	21	28
MARCH	39	49	24	35
APRIL	48	56	20	38
MAY	59	52	35	13
JUNE	52	58	31	33
JULY	32	56	32	37
AUGUST	55	58	25	36
SEPTEMBER	54	59	36	32
OCTOBER	52	57	42	47
NOVEMBER	45	51	33	41
DECEMBER	47	23	30	18

## Average Processing Times



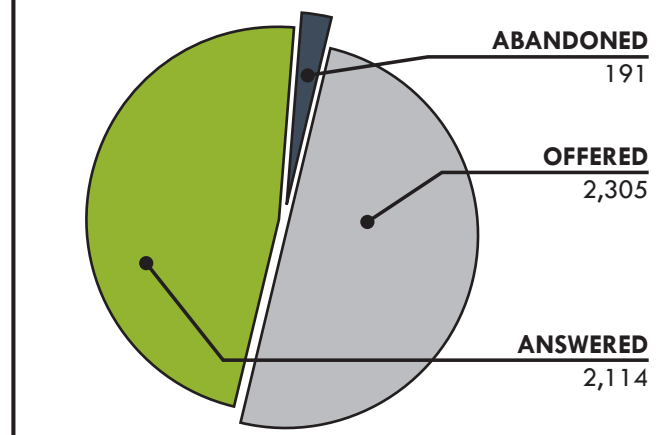
### Abandonment

**DEC 2014**

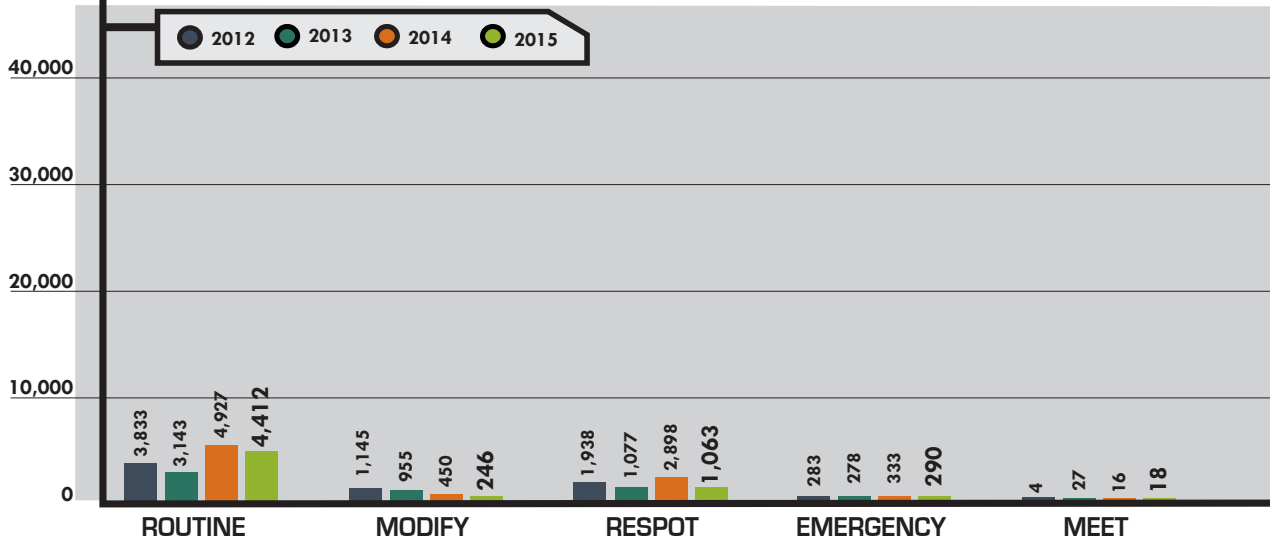


### Abandonment

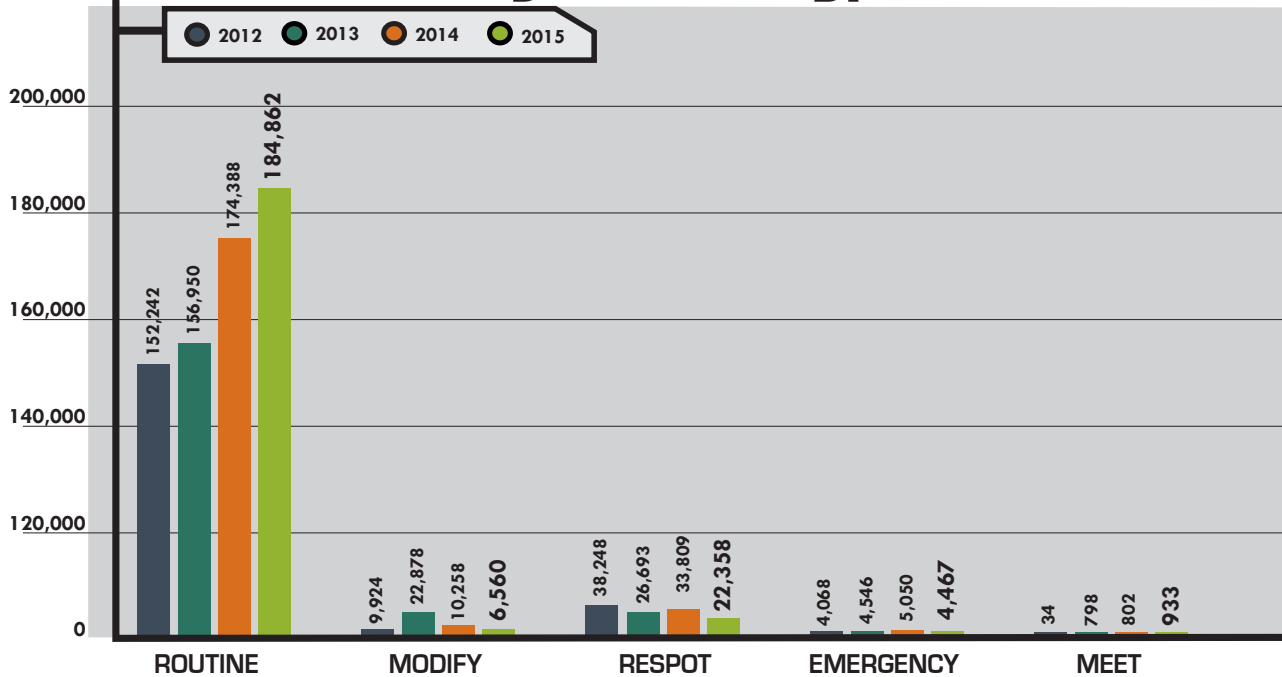
**DEC 2015**



## Incoming Ticket Types - DEC

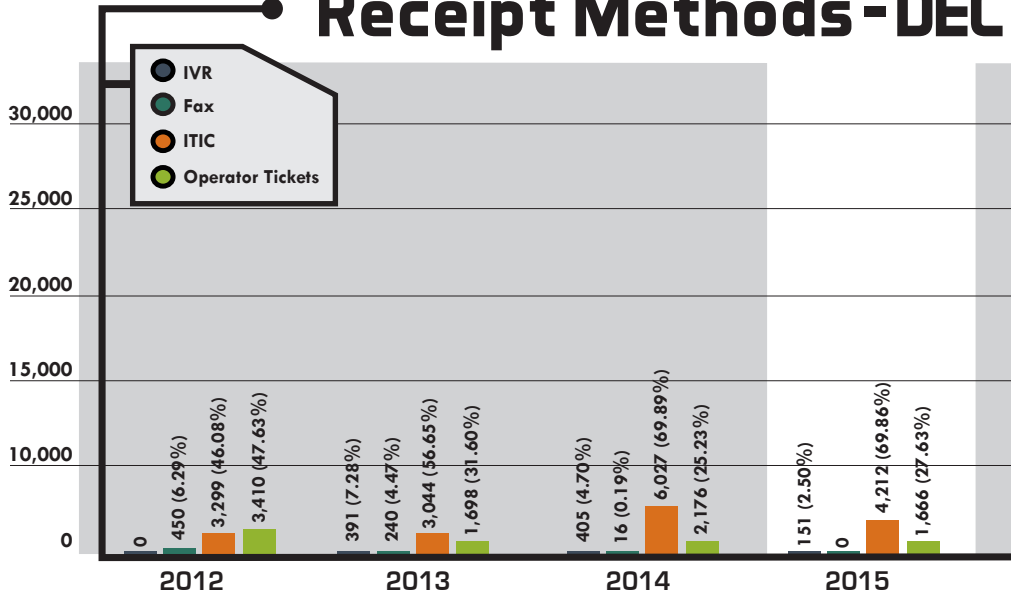


## Incoming Ticket Types - DEC Y-T-D

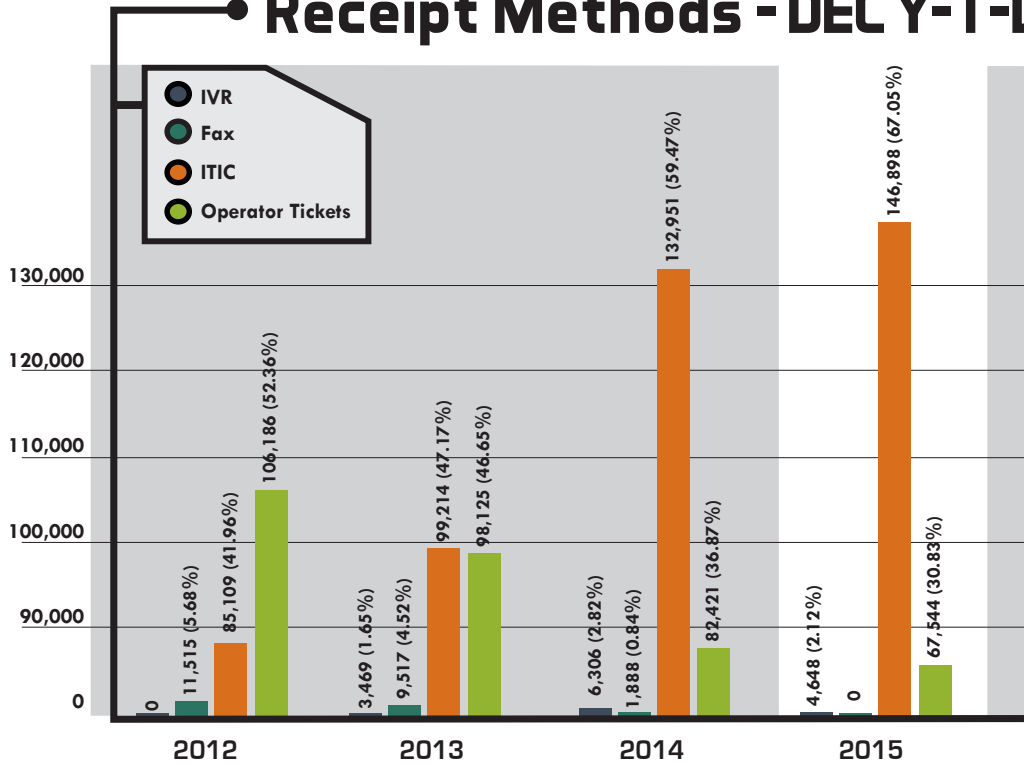




## Receipt Methods - DEC

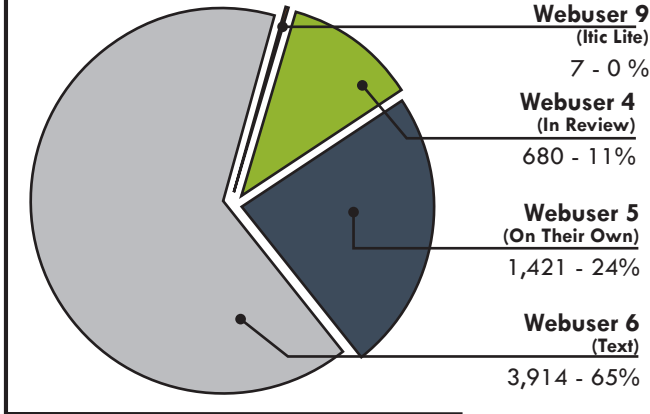


## Receipt Methods - DEC Y-T-D



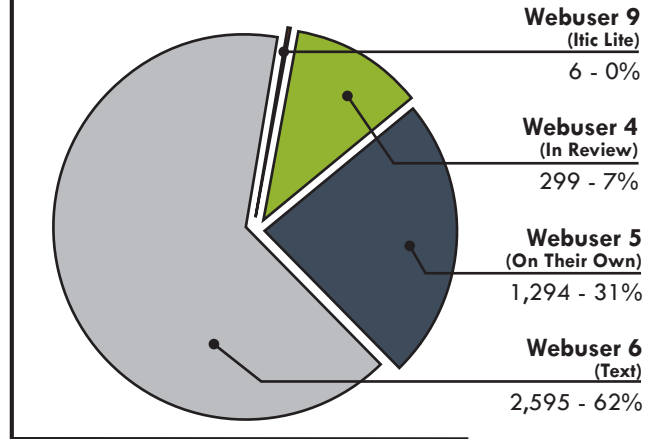
## ITIC Breakdown

**DEC 2014**



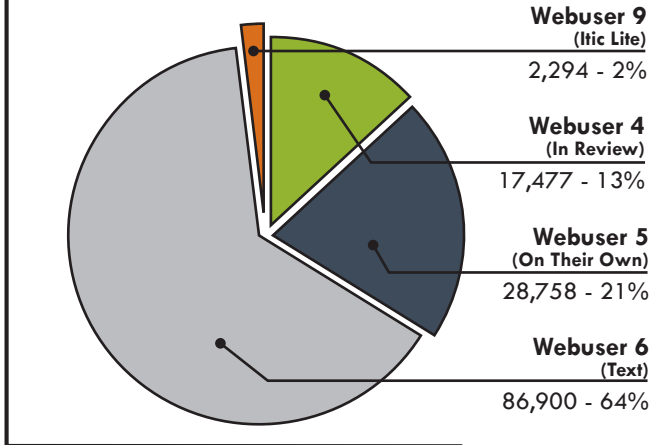
## ITIC Breakdown

**DEC 2015**



## ITIC Y-T-D Analysis

**DEC 2014**



## ITIC Y-T-D Analysis

**DEC 2015**

