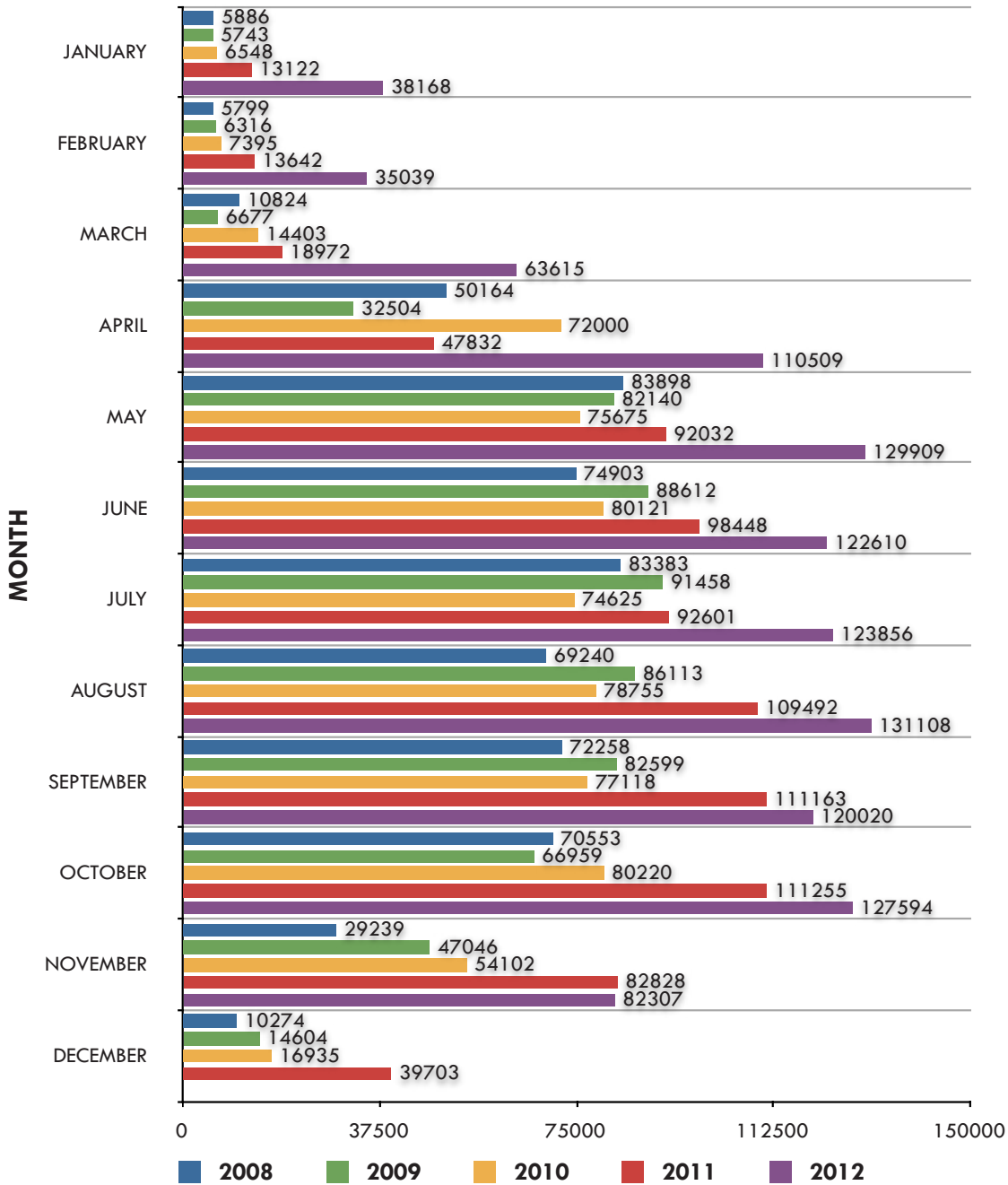


# NORTH DAKOTA ONE CALL DASHBOARD

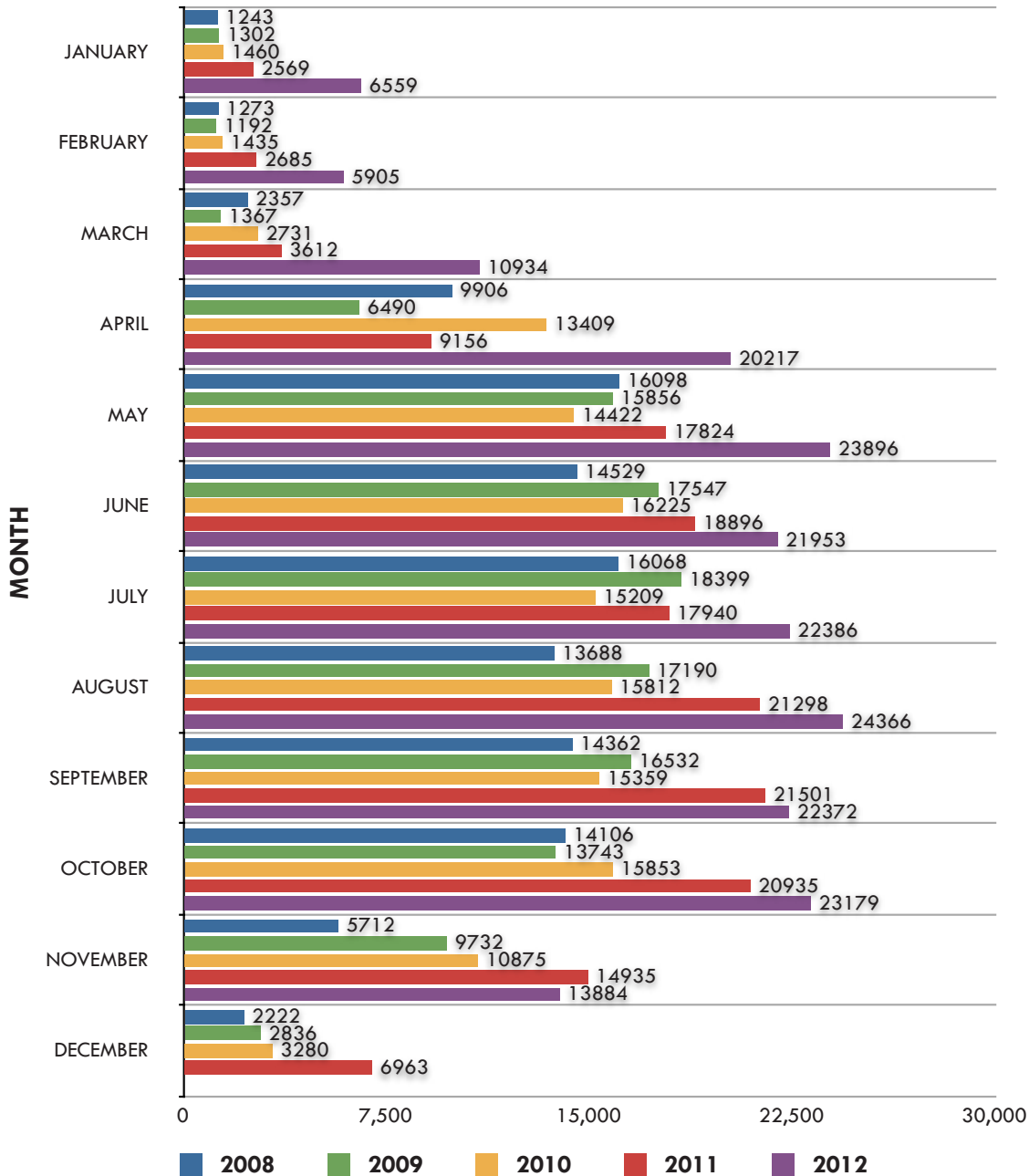
**NOV**

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

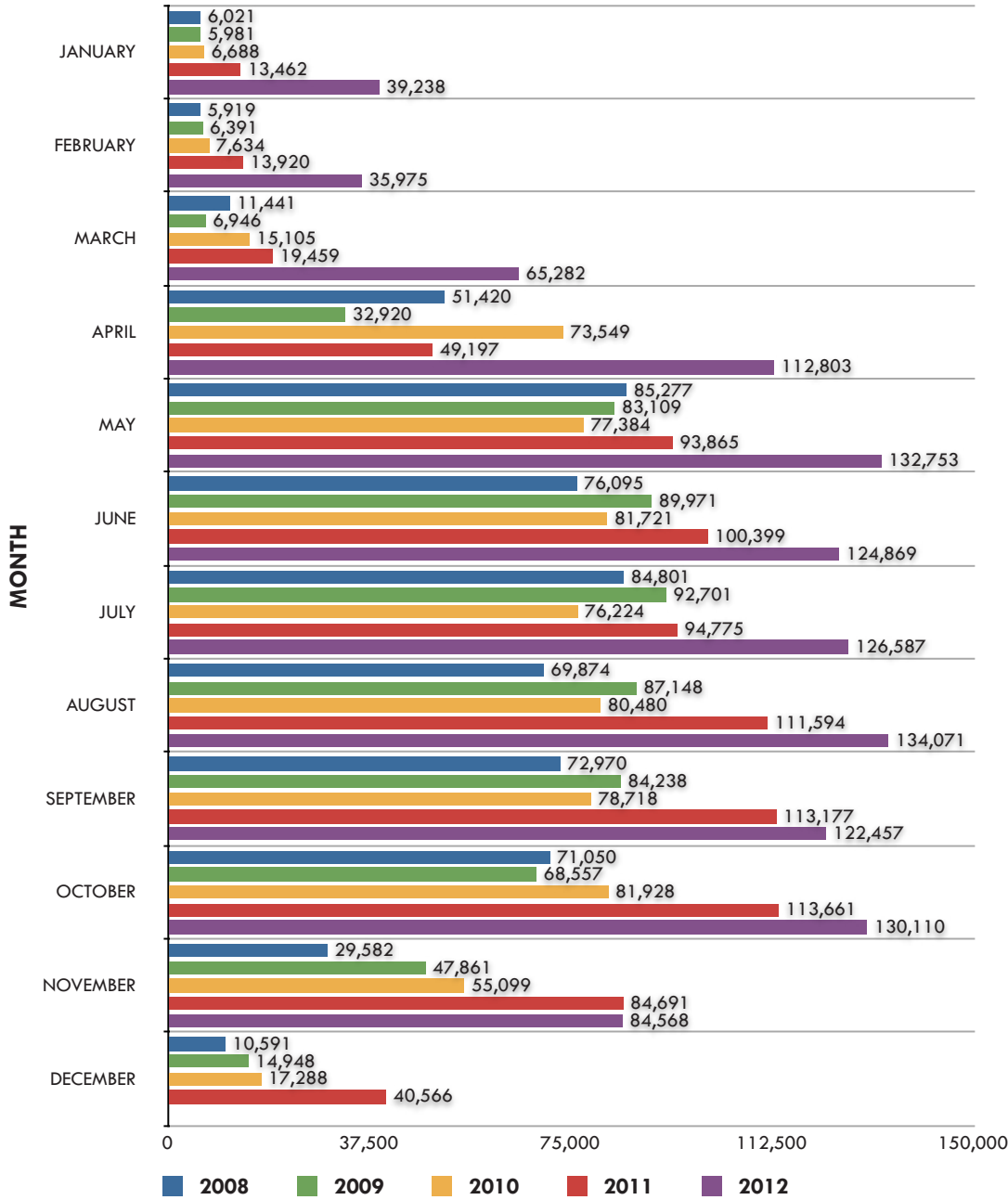
## Billable Calls



### INCOMING TICKETS



### OUTGOING TICKETS

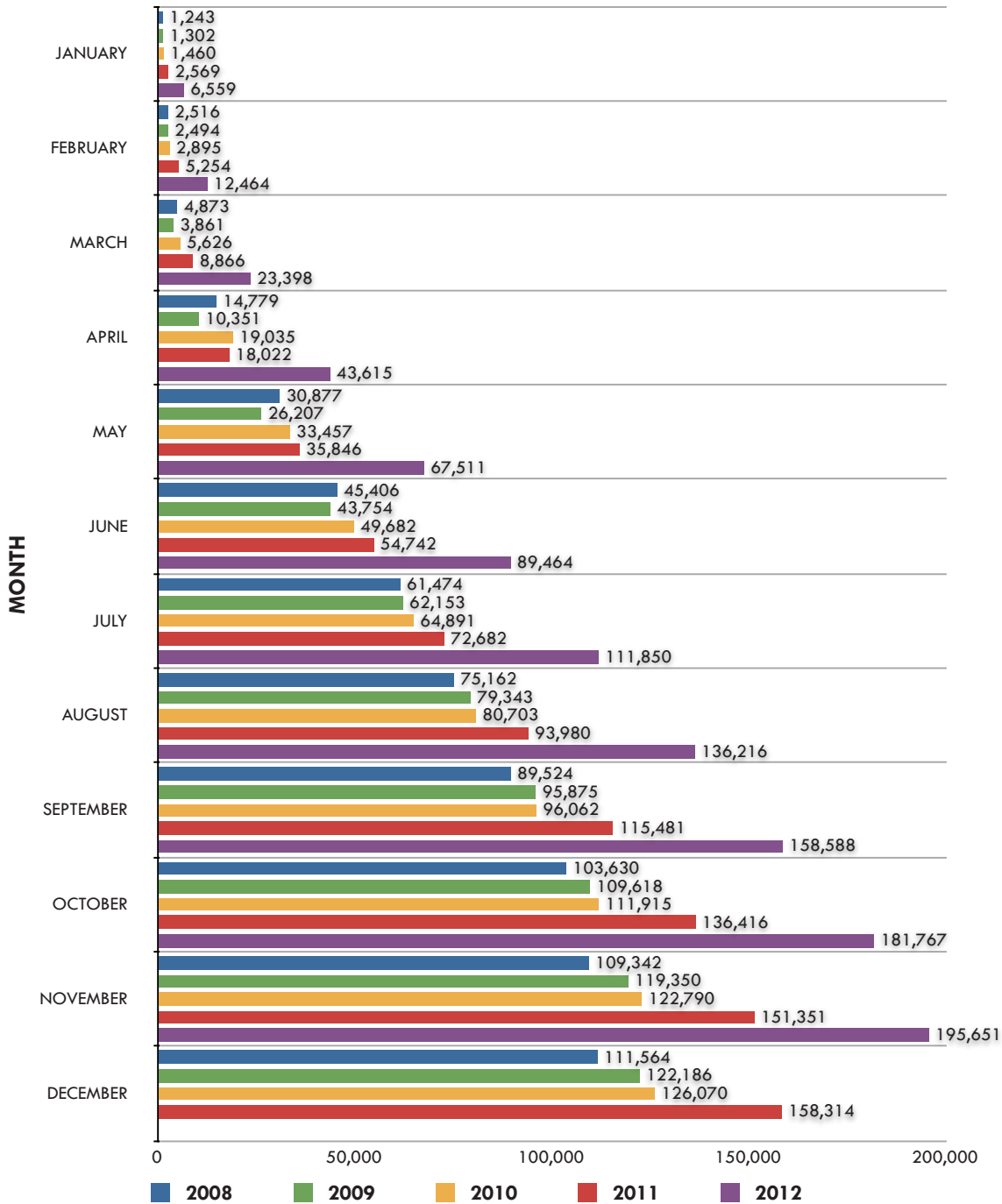


# NORTH DAKOTA ONE CALL DASHBOARD

## NOV

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### INCOMING TICKETS Y-T-D

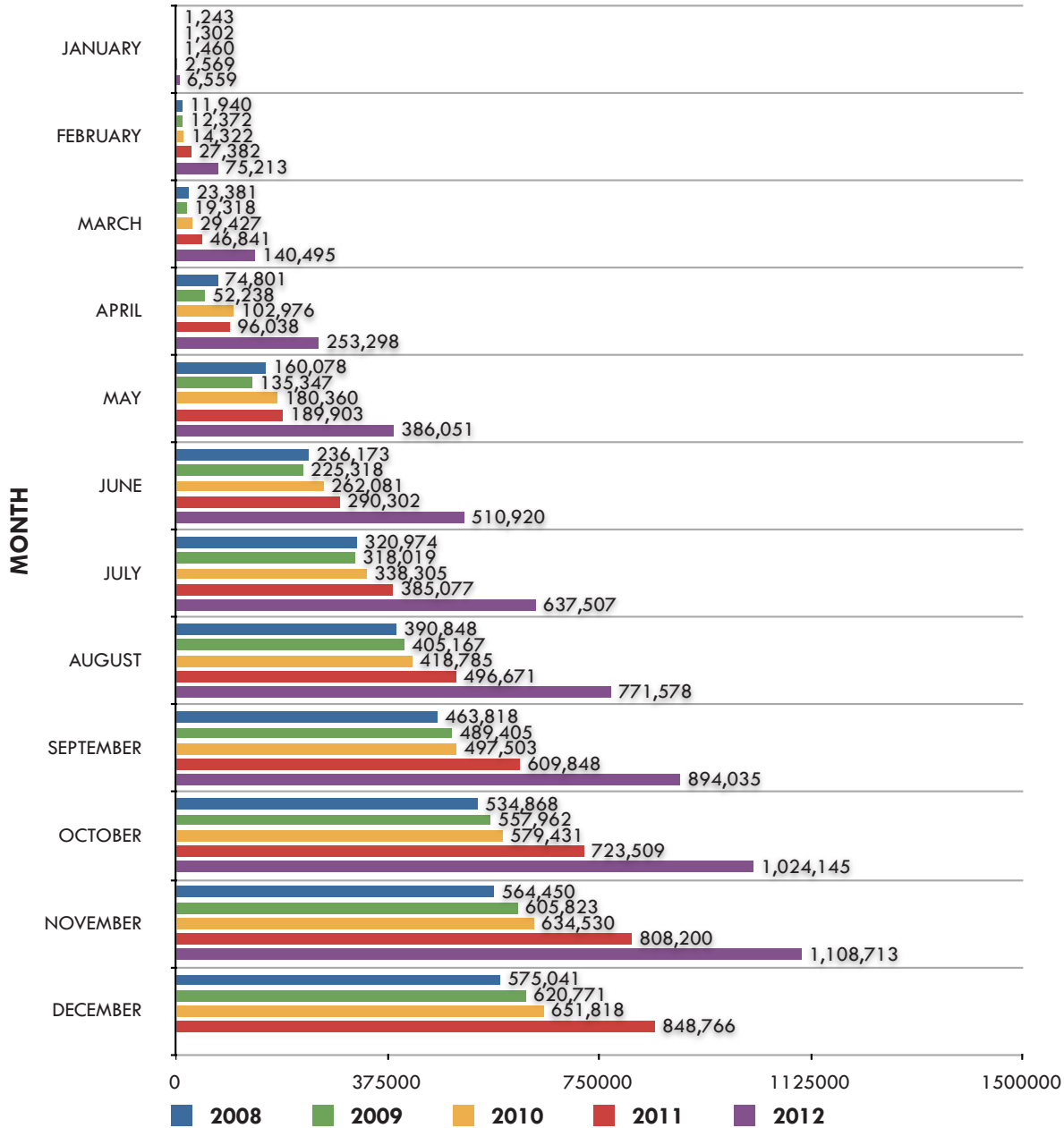


# NORTH DAKOTA ONE CALL DASHBOARD

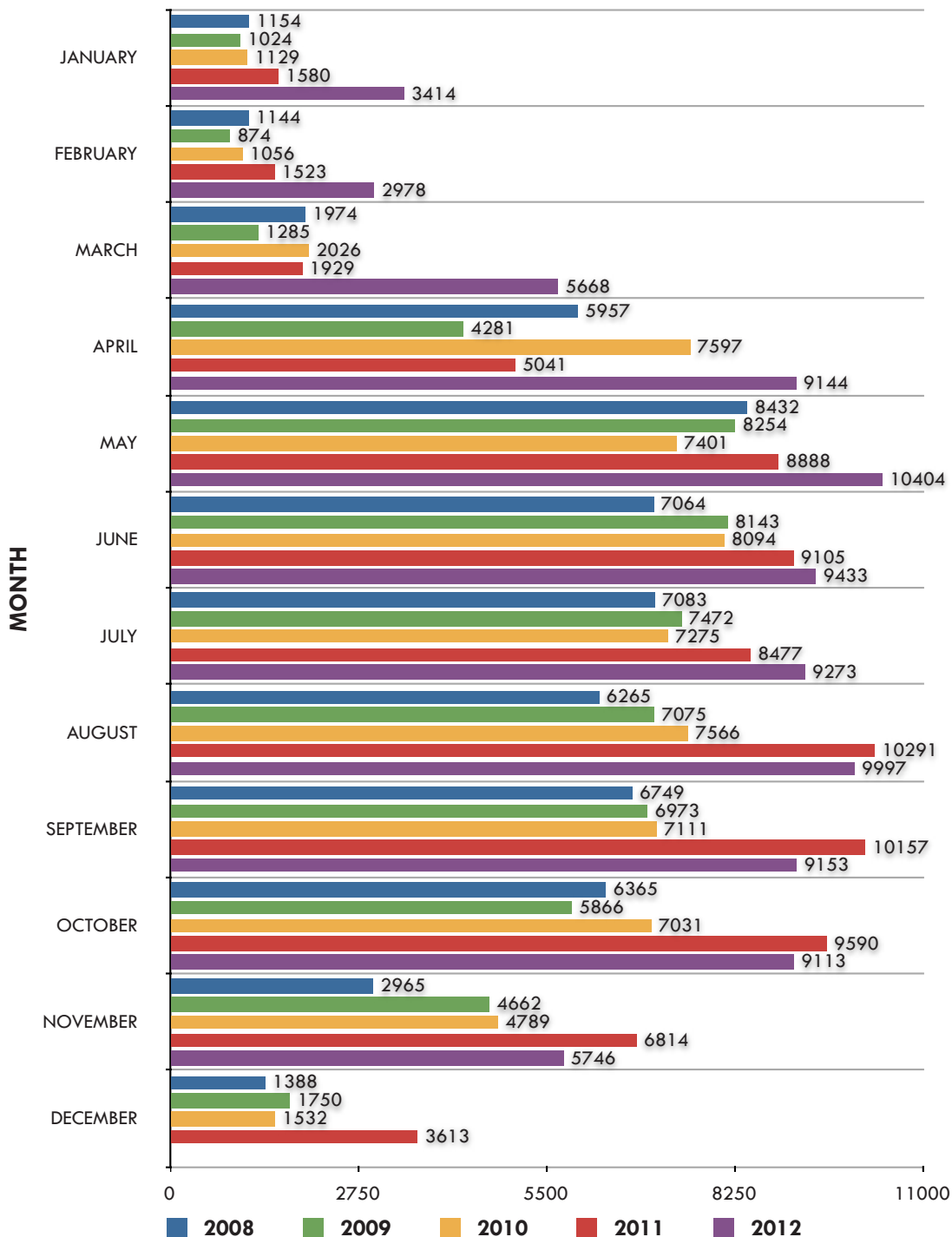
## NOV

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### OUTGOING TICKETS Y-T-D



### INCOMING CALLS



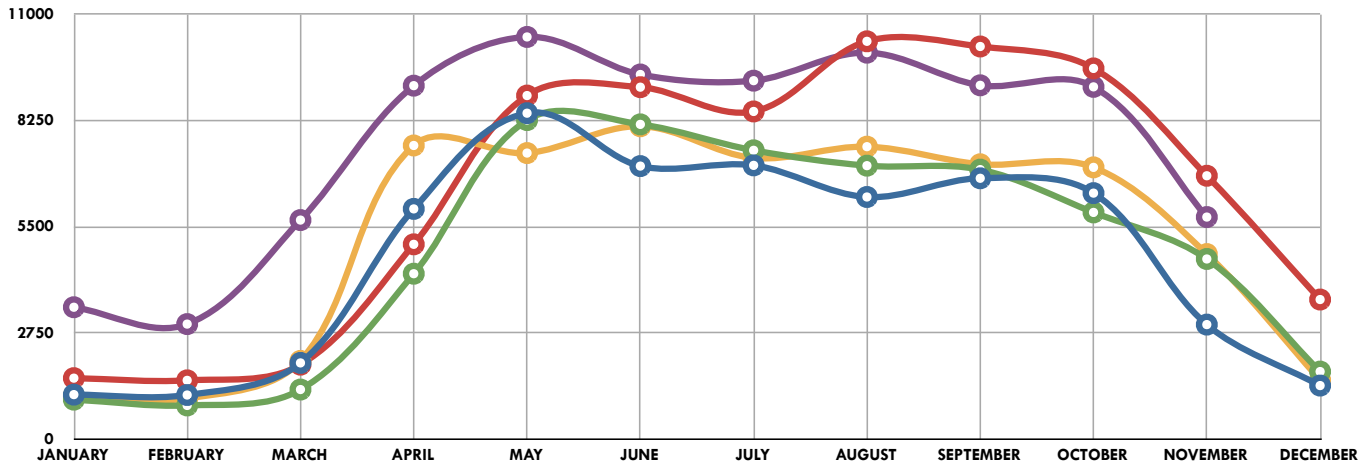
# NORTH DAKOTA ONE CALL DASHBOARD

## NOV

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

2008 2009 2010 2011 2012

### OPERATOR CALL VOLUMES



	2008	2009	2010	2011	2012
JANUARY	1154	1024	1129	1580	3414
FEBRUARY	1144	874	1056	1523	2978
MARCH	1974	1285	2026	1929	5668
APRIL	5957	4281	7597	5041	9144
MAY	8432	8254	7401	8888	10404
JUNE	7064	8143	8094	9105	9433
JULY	7083	7472	7275	8477	9273
AUGUST	6265	7075	7566	10291	9997
SEPTEMBER	6749	6973	7111	10157	9153
OCTOBER	6365	5866	7031	9590	9113
NOVEMBER	2965	4662	4789	6814	5746
DECEMBER	1388	1750	1532	3613	

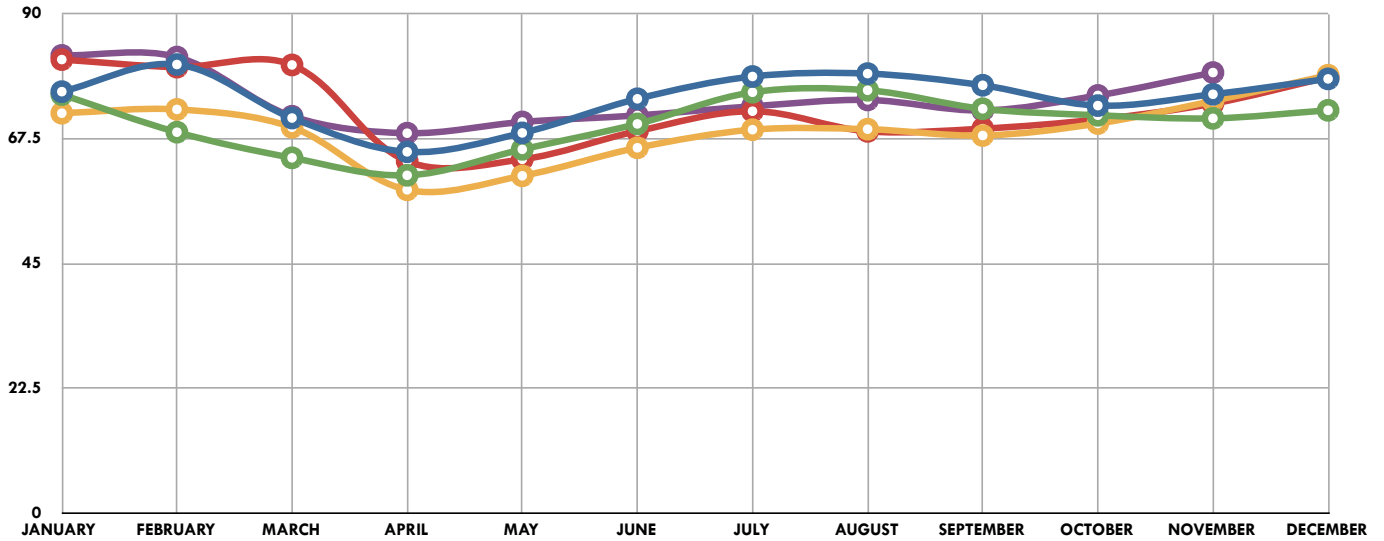
# NORTH DAKOTA ONE CALL DASHBOARD

## NOV

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

2008 2009 2010 2011 2012

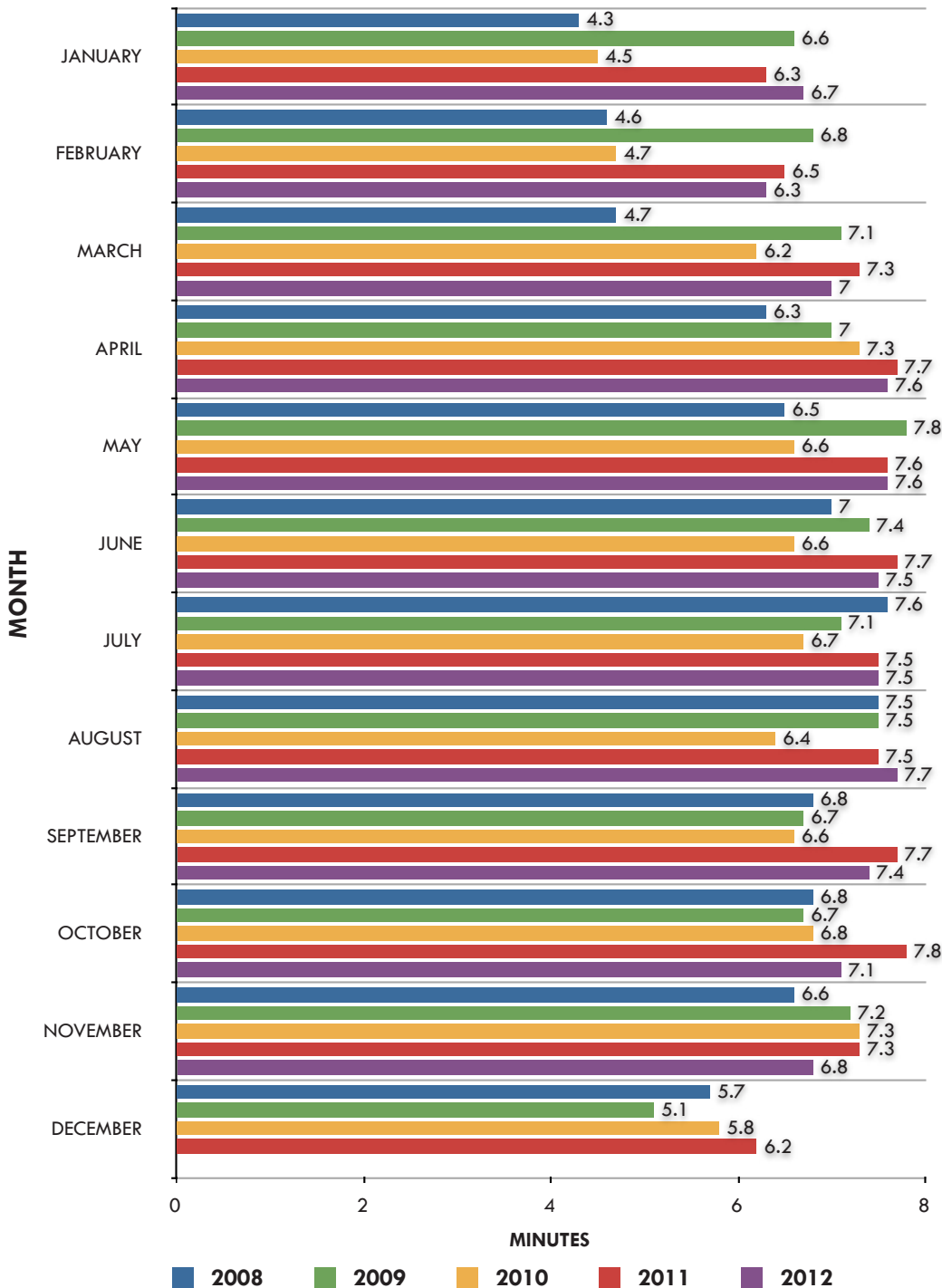
### EXCAVATOR CALL VOLUMES



	2008	2009	2010	2011	2012
JANUARY	75.93	75.41	72.05	81.71	82.46
FEBRUARY	80.82	68.63	72.73	80.35	82.16
MARCH	71.18	64.01	69.51	80.74	71.50
APRIL	65.09	60.86	58.25	63.41	68.45
MAY	68.50	65.54	60.77	63.74	70.47
JUNE	74.64	70.12	65.82	68.82	71.65
JULY	78.66	75.82	69.08	72.41	73.29
AUGUST	79.18	76.18	69.17	68.78	74.44
SEPTEMBER	77.08	72.84	68.03	69.27	72.54
OCTOBER	73.42	71.68	70.19	70.93	75.25
NOVEMBER	75.46	71.12	74.26	73.78	79.37
DECEMBER	78.23	72.57	78.89	78.53	



### AVERAGE PROCESSING TIME



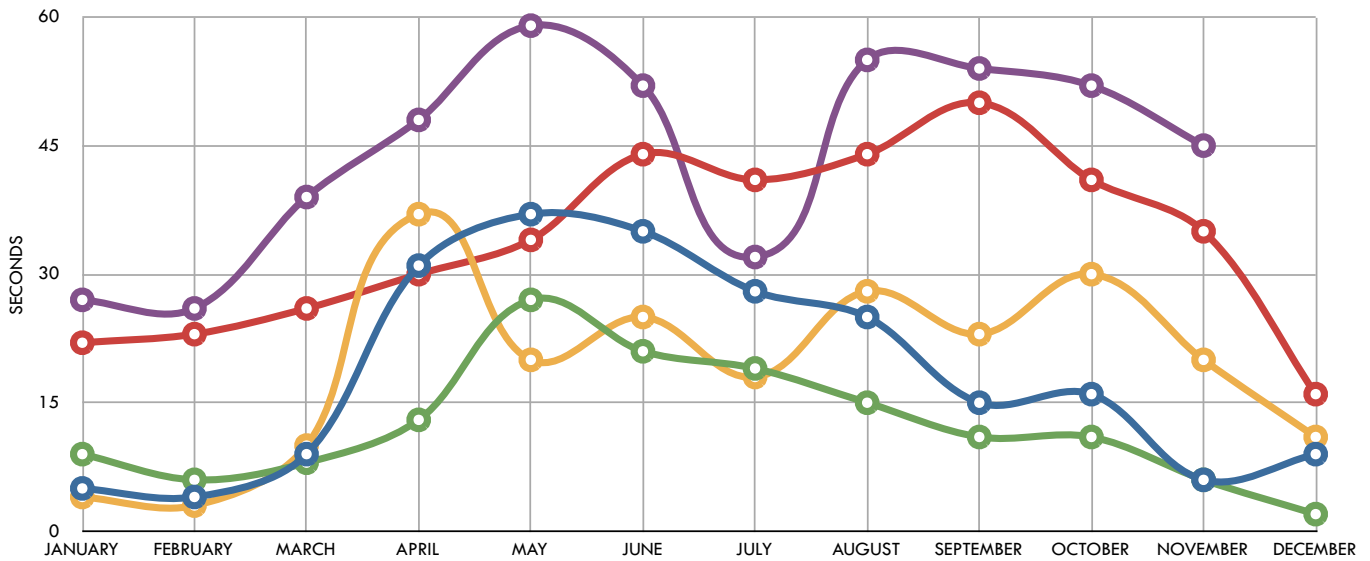
# NORTH DAKOTA ONE CALL DASHBOARD

## NOV

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

2008 2009 2010 2011 2012

### AVERAGE HOLD TIME



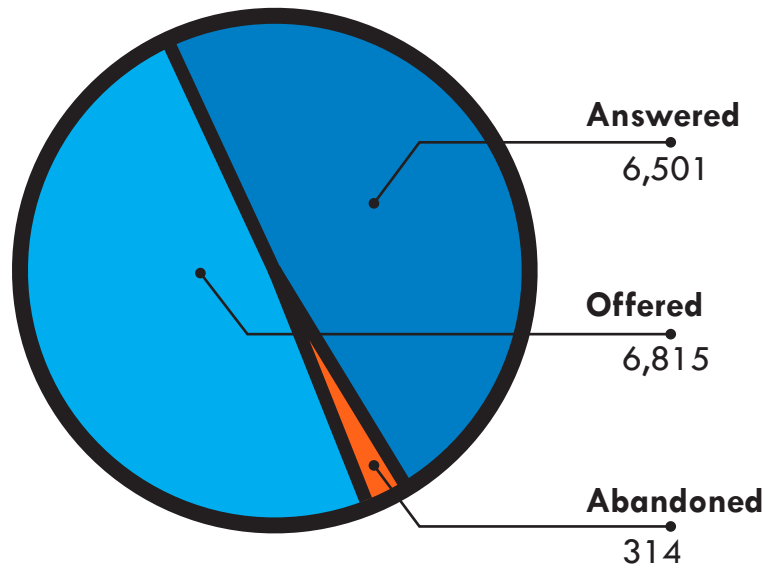
	2008	2009	2010	2011	2012
JANUARY	5	9	4	22	27
FEBRUARY	4	6	3	23	26
MARCH	9	8	10	26	39
APRIL	31	13	37	30	48
MAY	37	27	20	34	59
JUNE	35	21	25	44	52
JULY	28	19	18	41	32
AUGUST	25	15	28	44	55
SEPTEMBER	15	11	23	50	54
OCTOBER	16	11	30	41	52
NOVEMBER	6	6	20	35	45
DECEMBER	9	2	11	16	



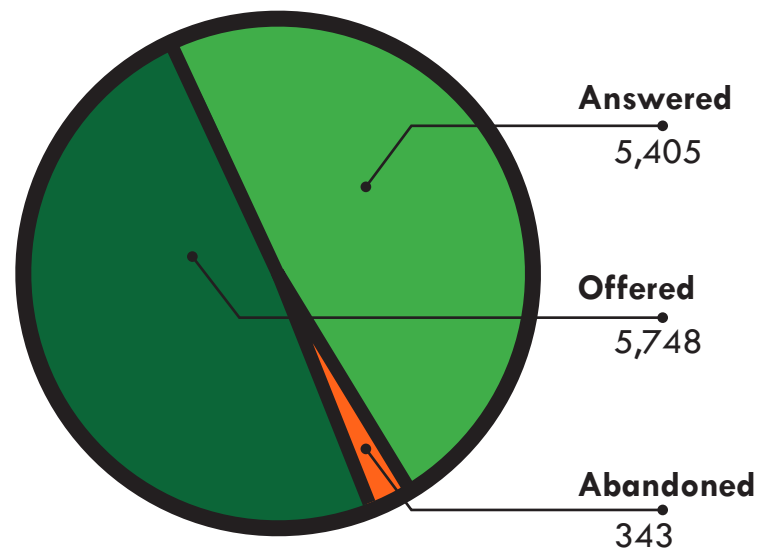
## NOV

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### November 2011 Abandonment



### November 2012 Abandonment

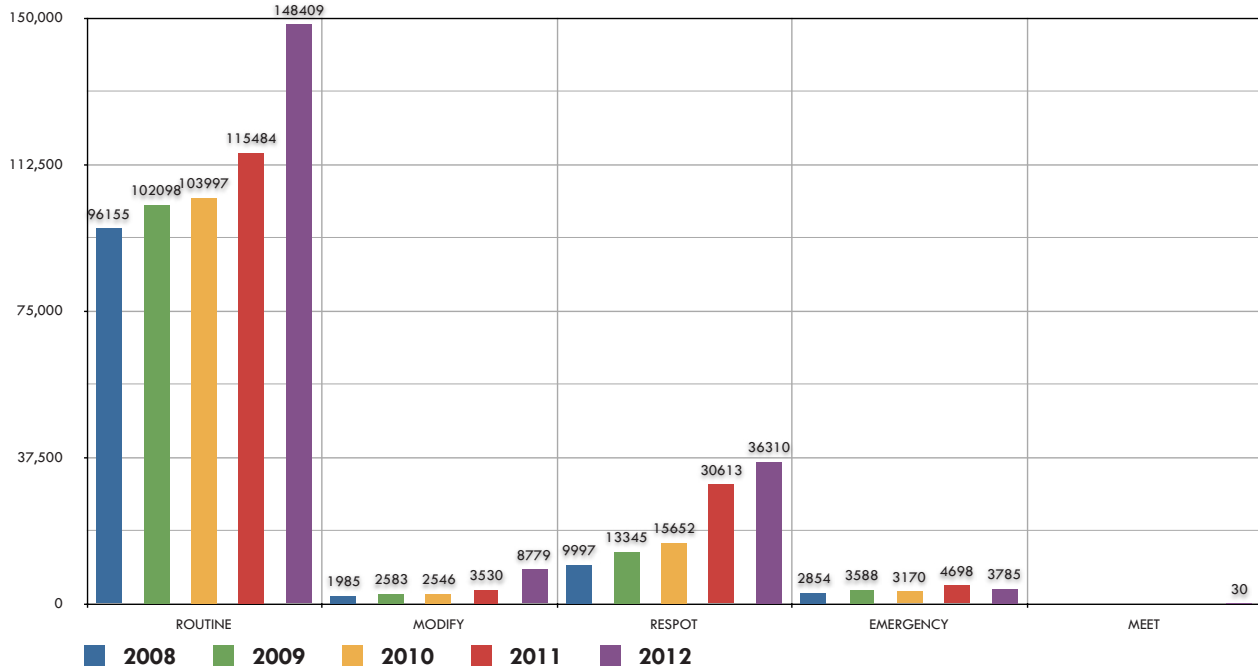


# NORTH DAKOTA ONE CALL DASHBOARD

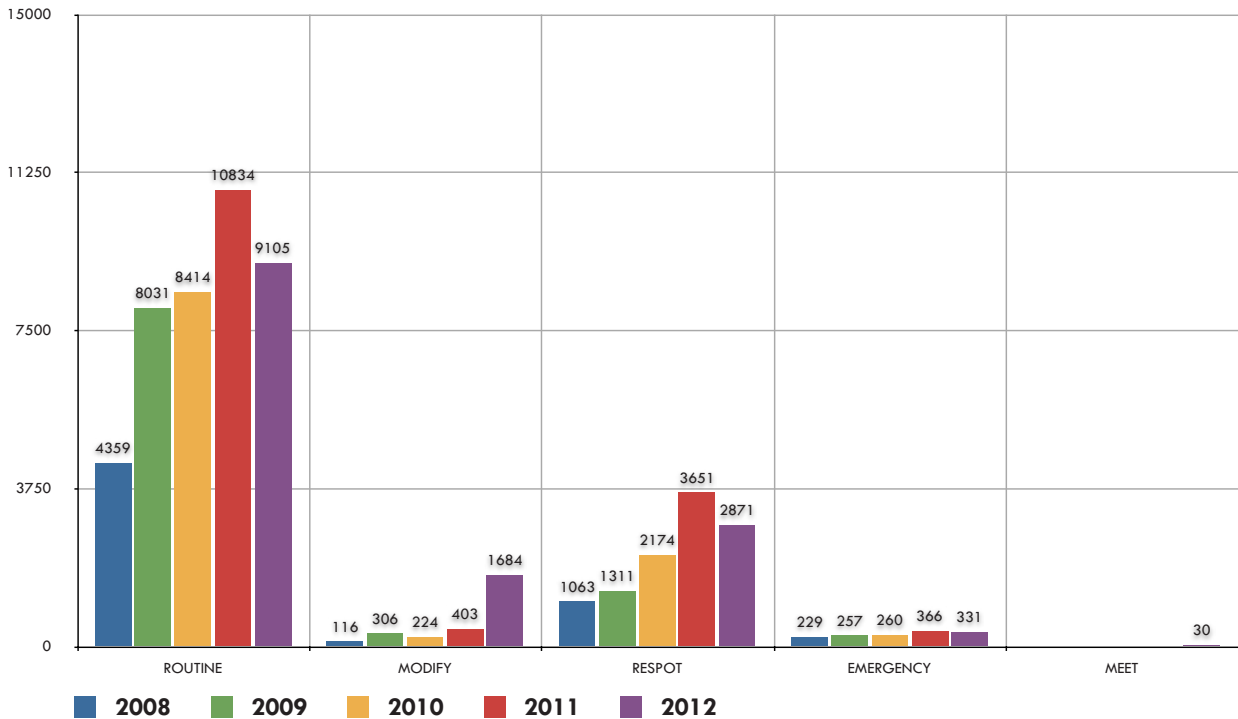
## NOV

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### 2008 - 2012 INCOMING TICKET TYPES Y-T-D



### 2008 - 2012 NOVEMBER INCOMING TICKET TYPES

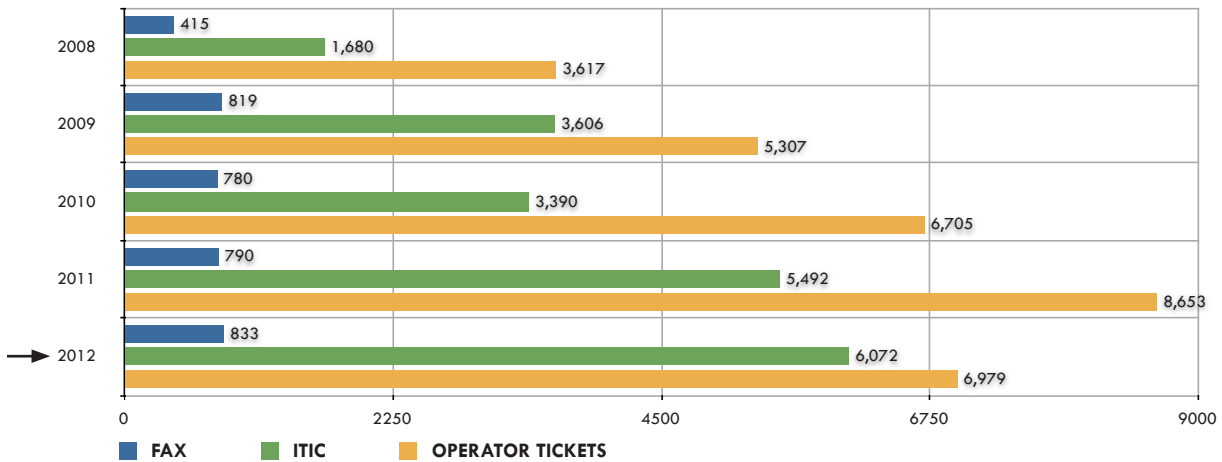


# NORTH DAKOTA ONE CALL DASHBOARD

**NOV**

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

## 2008 - 2012 NOVEMBER RECEIPT METHODS



## 2008 - 2012 NOVEMBER RECEIPT METHODS Y-T-D

