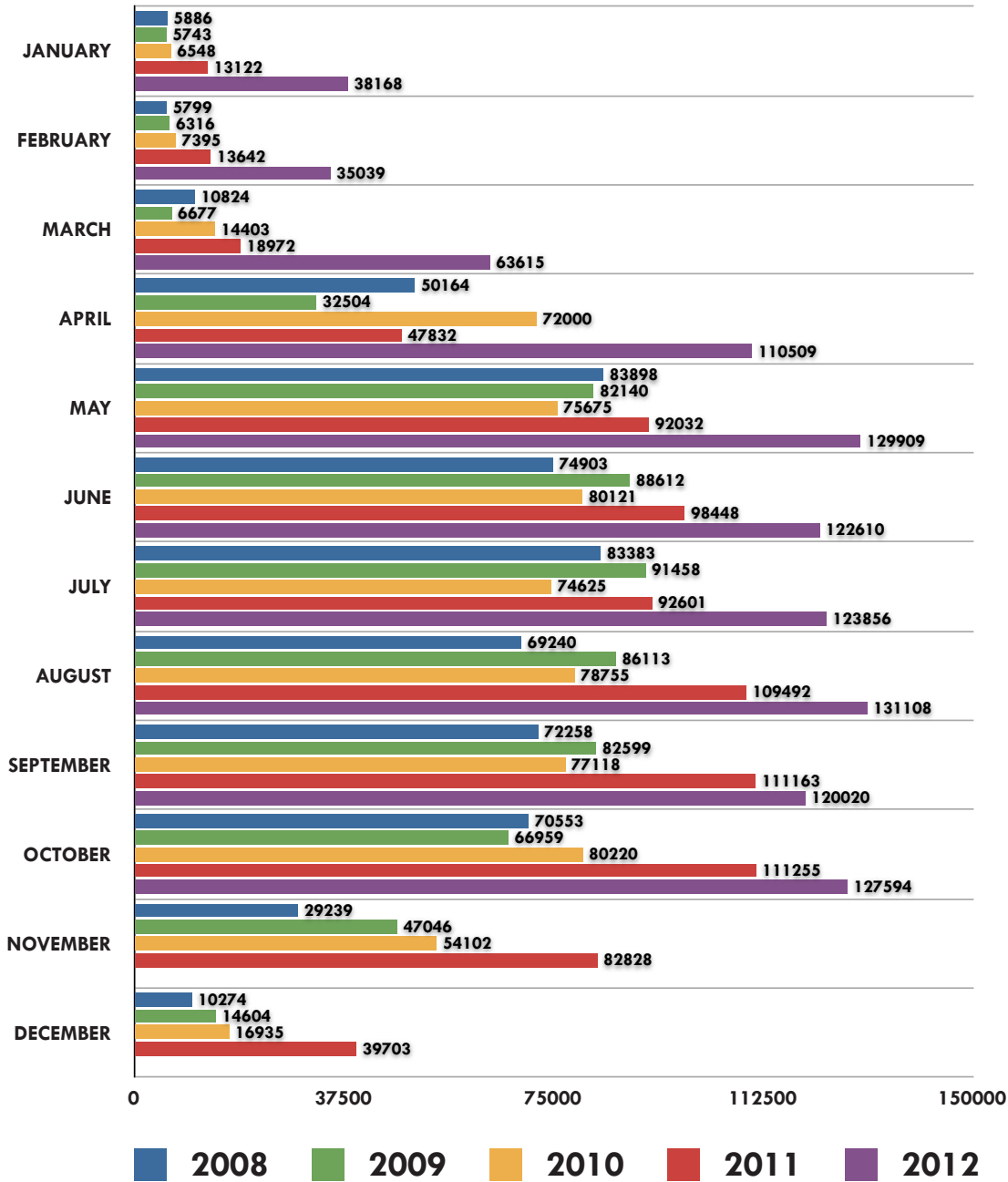


# NORTH DAKOTA ONE CALL DASHBOARD

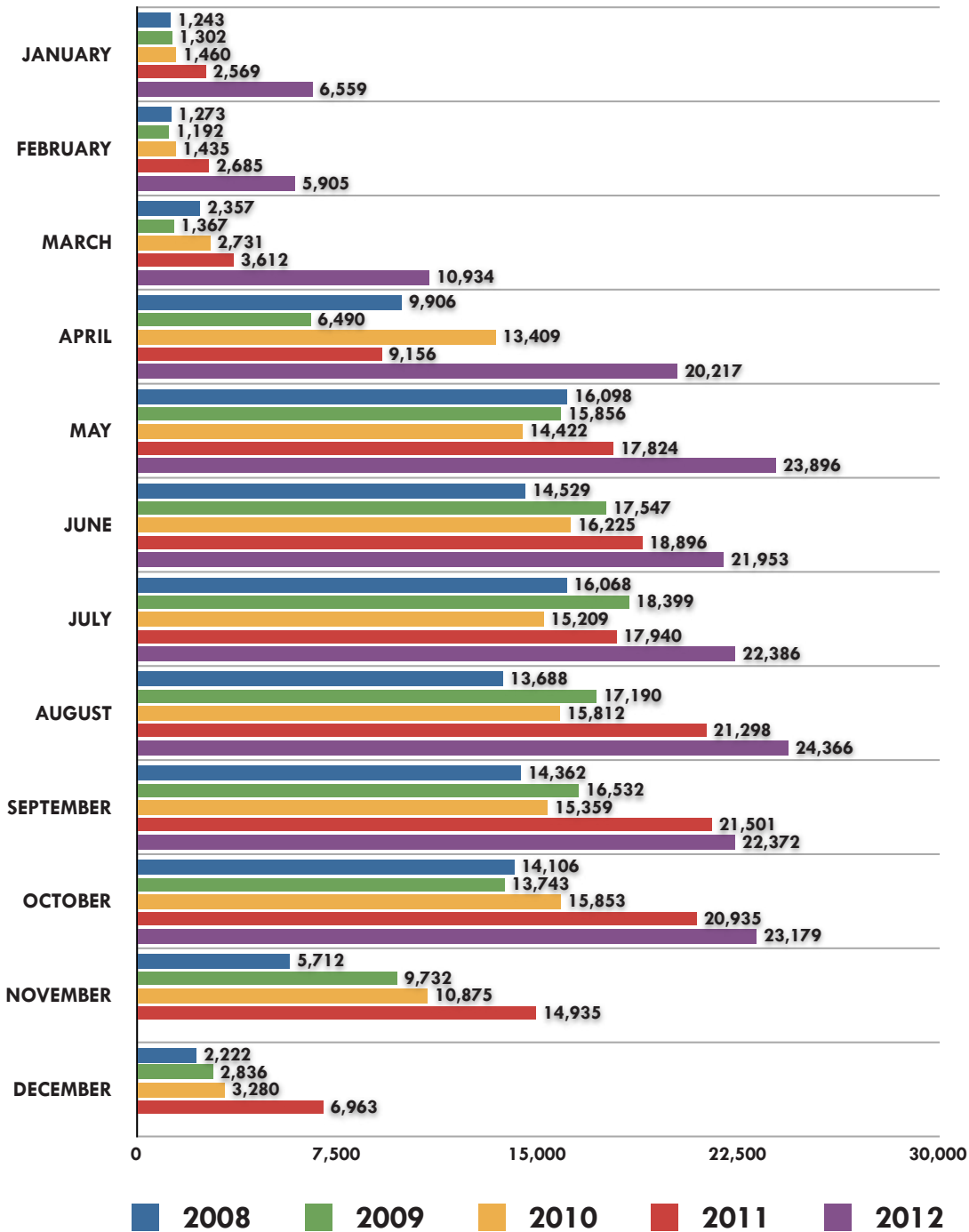
## OCT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

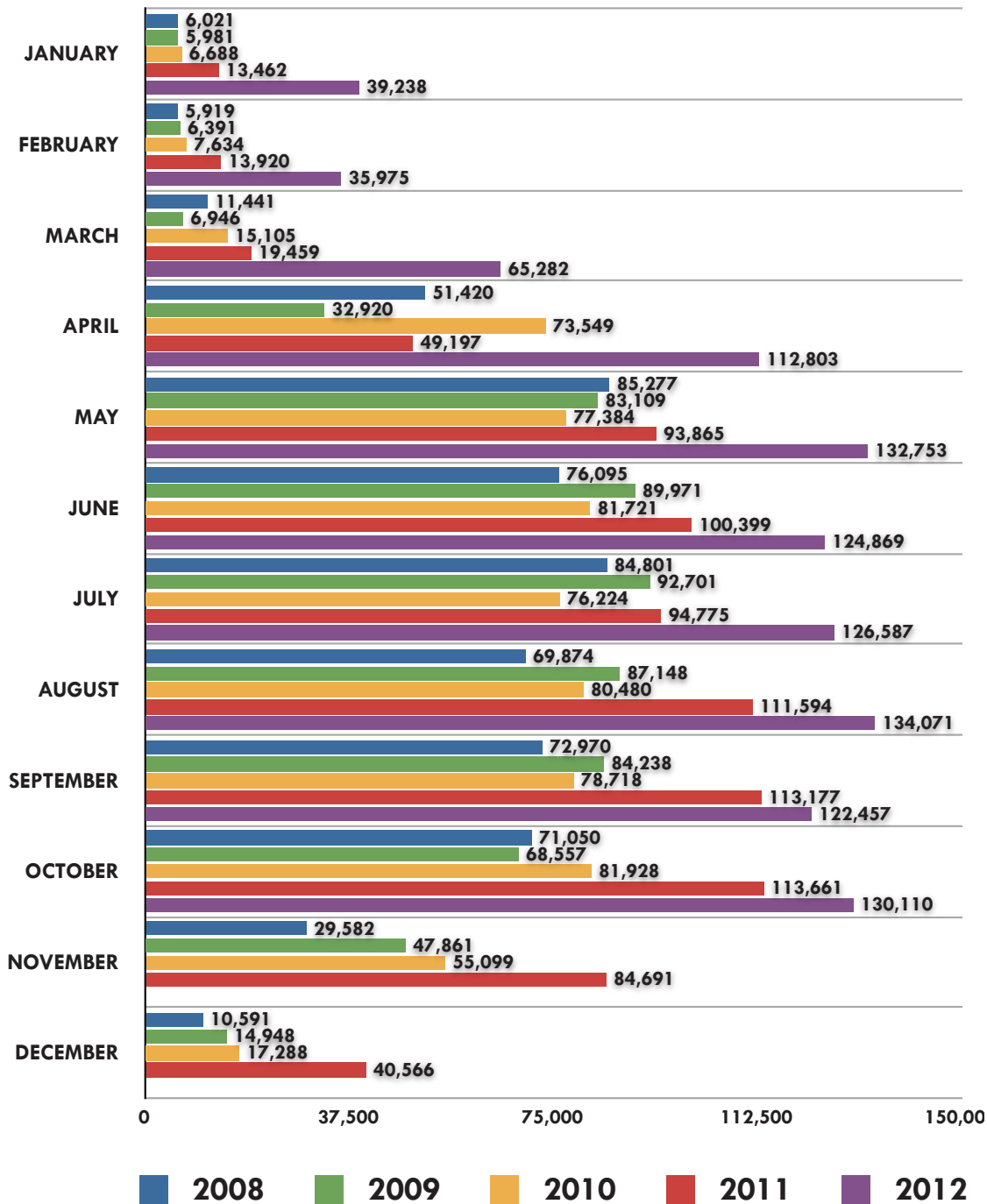
### Billable Calls



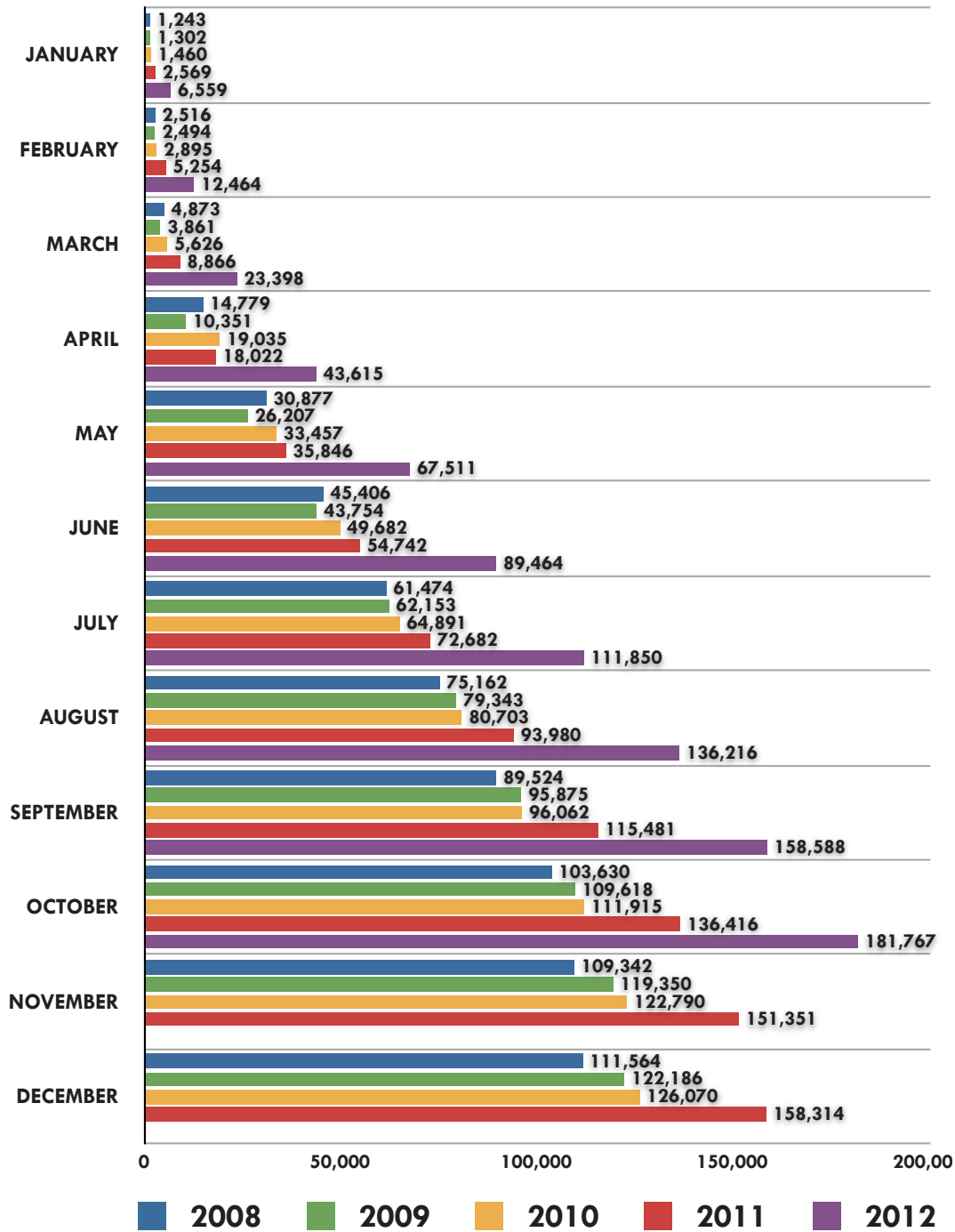
### Incoming Tickets



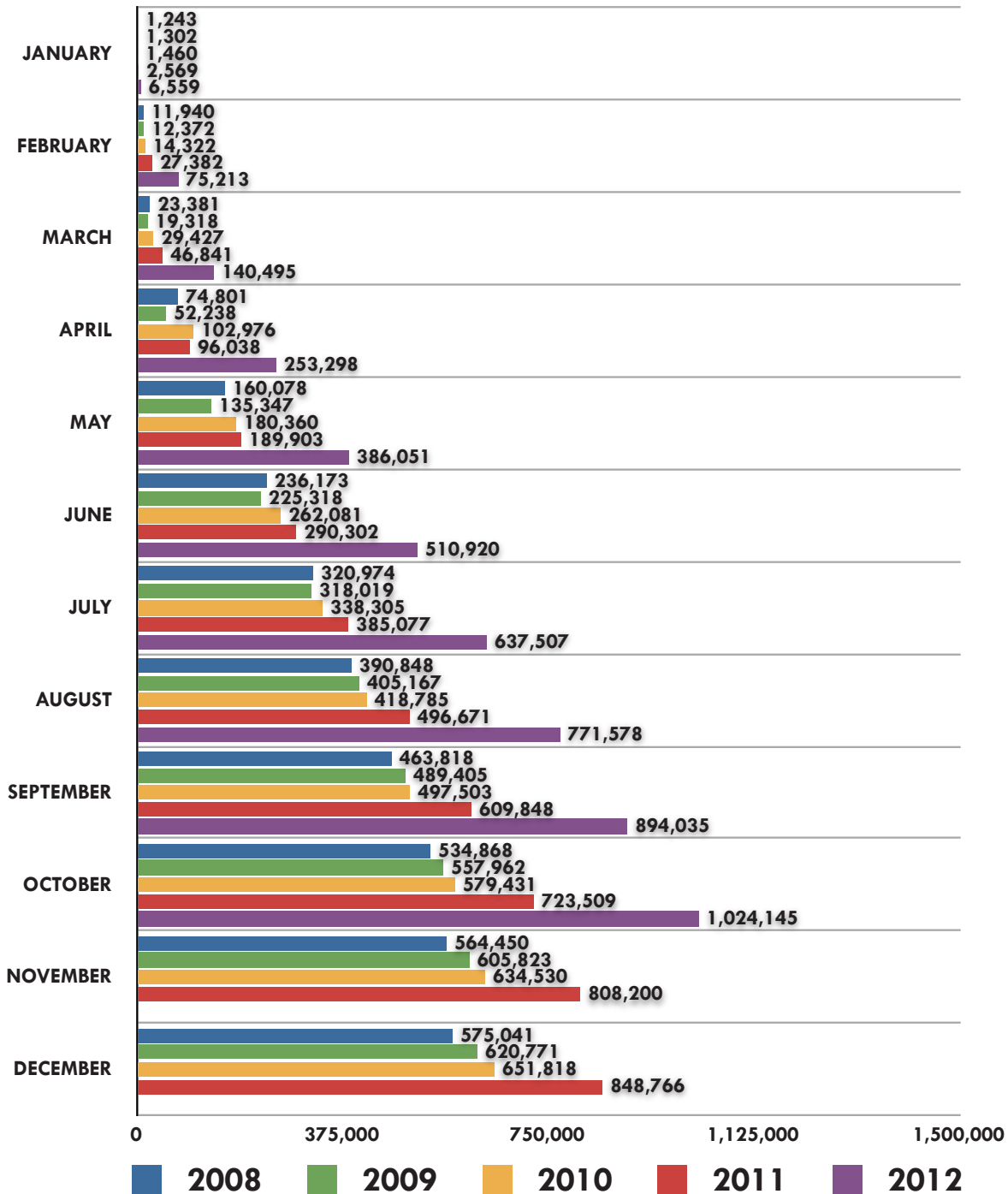
### Outgoing Tickets



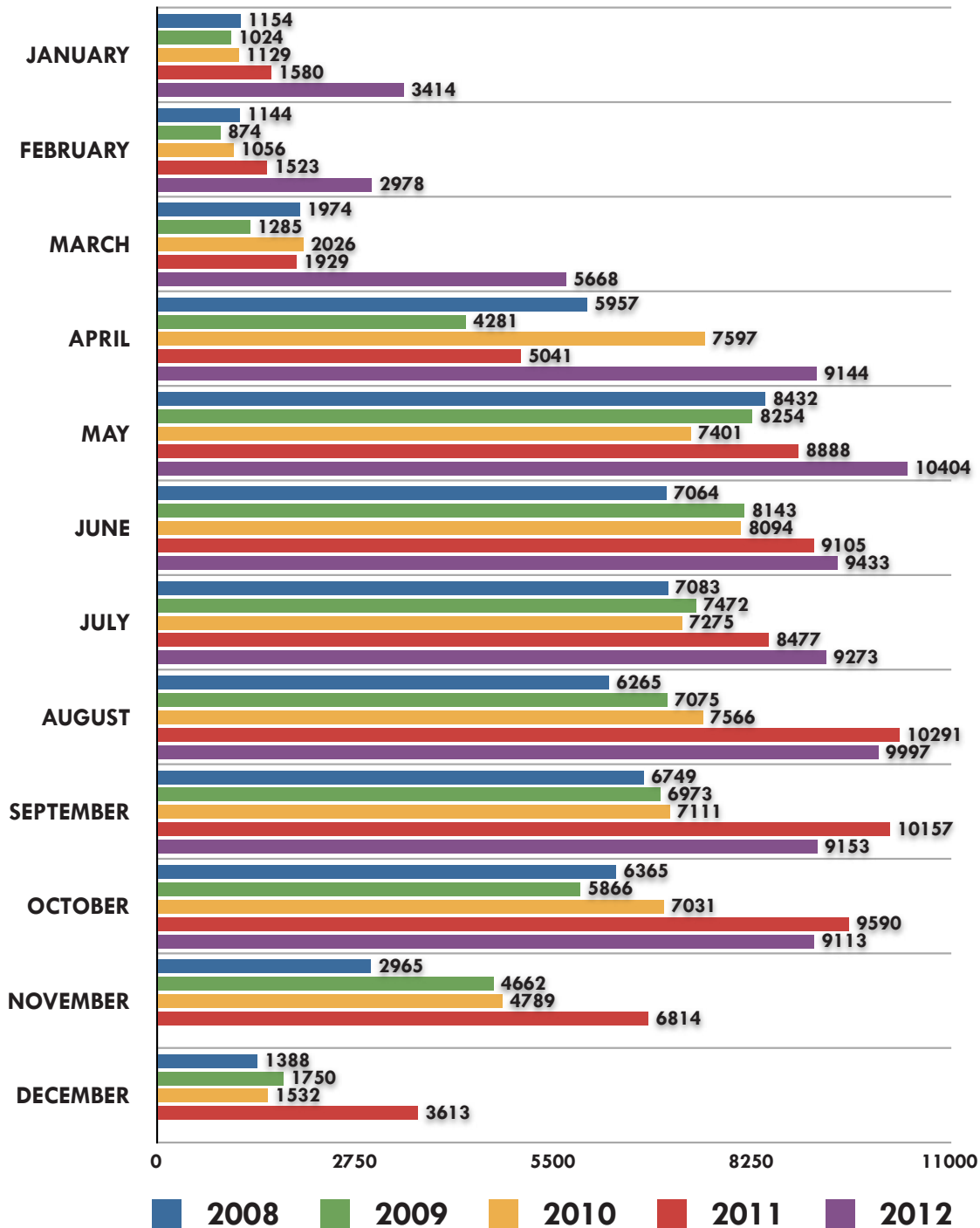
### Incoming Tickets Y-T-D



### Outgoing Tickets Y-T-D



### Incoming Calls

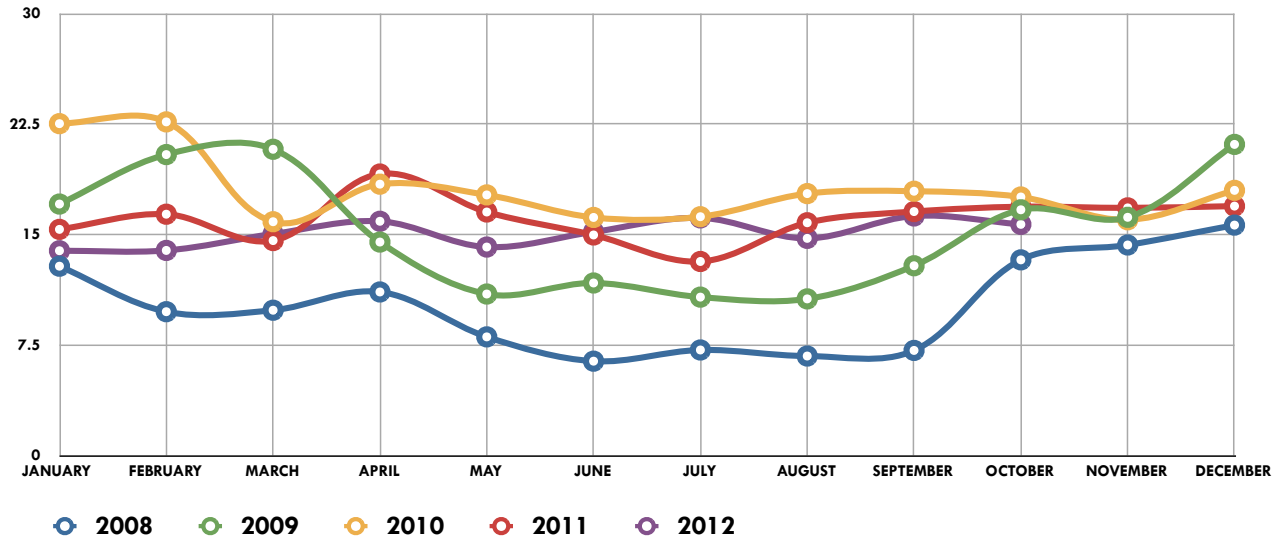


# NORTH DAKOTA ONE CALL DASHBOARD

## OCT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### Operator Call Volumes



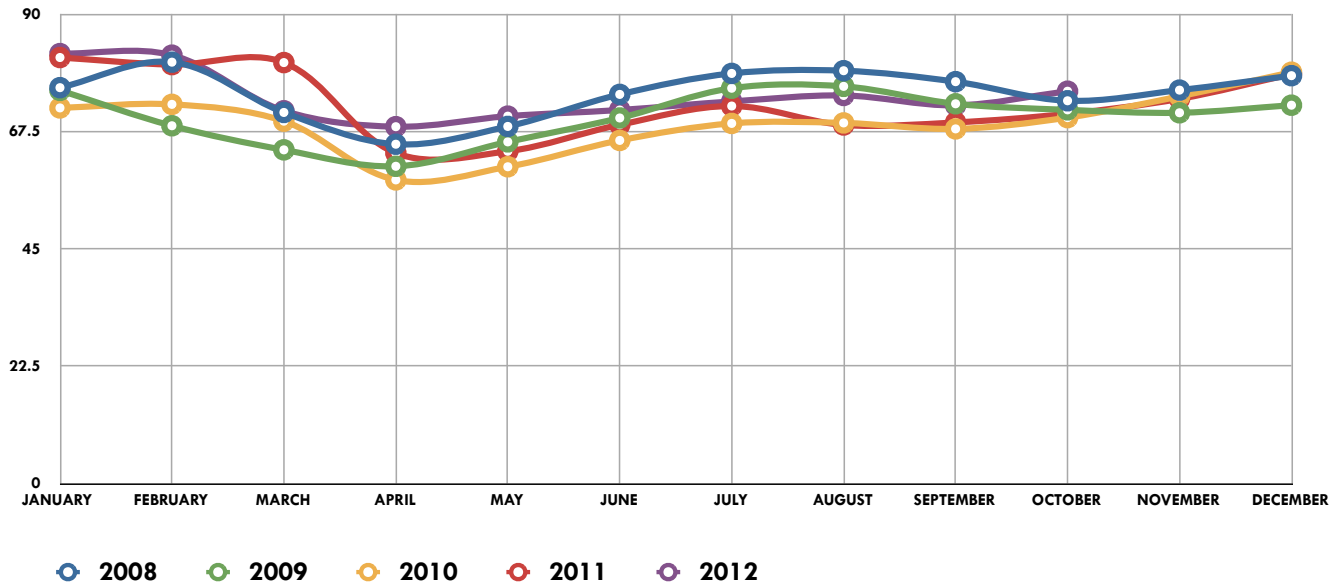
|           | 2008  | 2009  | 2010  | 2011  | 2012  |
|-----------|-------|-------|-------|-------|-------|
| JANUARY   | 12.87 | 17.09 | 22.55 | 15.37 | 13.92 |
| FEBRUARY  | 9.78  | 20.45 | 22.67 | 16.40 | 13.94 |
| MARCH     | 9.88  | 20.81 | 15.89 | 14.61 | 15.06 |
| APRIL     | 11.12 | 14.51 | 18.44 | 19.13 | 15.92 |
| MAY       | 8.07  | 10.98 | 17.71 | 16.55 | 14.17 |
| JUNE      | 6.42  | 11.73 | 16.18 | 14.99 | 15.20 |
| JULY      | 7.18  | 10.77 | 16.23 | 13.19 | 16.15 |
| AUGUST    | 6.77  | 10.65 | 17.80 | 15.82 | 14.76 |
| SEPTEMBER | 7.15  | 12.90 | 17.96 | 16.58 | 16.28 |
| OCTOBER   | 13.30 | 16.70 | 17.57 | 16.91 | 15.71 |
| NOVEMBER  | 14.31 | 16.19 | 16.02 | 16.83 |       |
| DECEMBER  | 15.66 | 21.14 | 18.02 | 16.95 |       |

# NORTH DAKOTA ONE CALL DASHBOARD

## OCT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

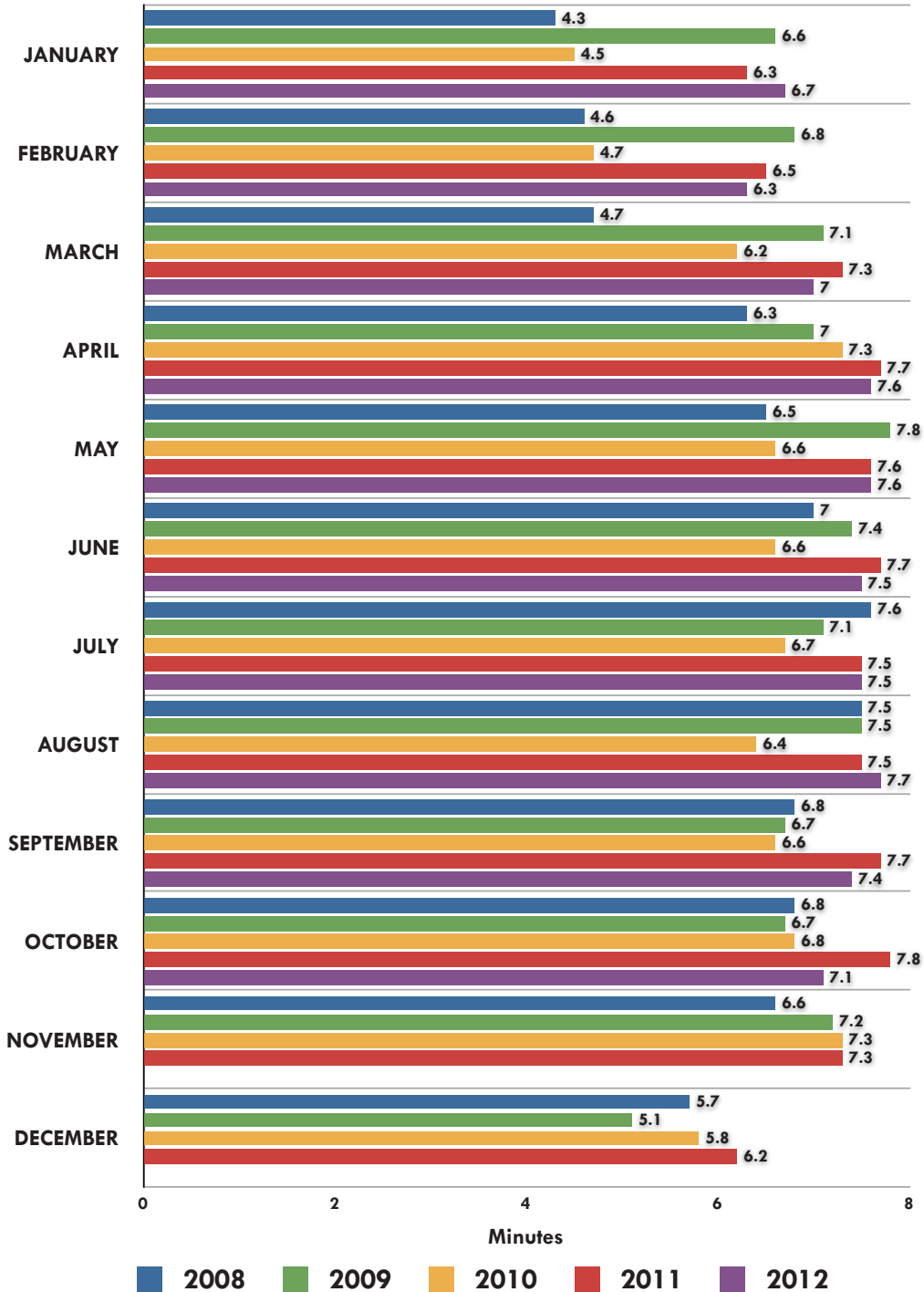
### Excavator Call Volumes



|           | 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 |       |
| DECEMBER  | 78.23 | 72.57 | 78.89 | 78.53 |       |



### Average Processing Time

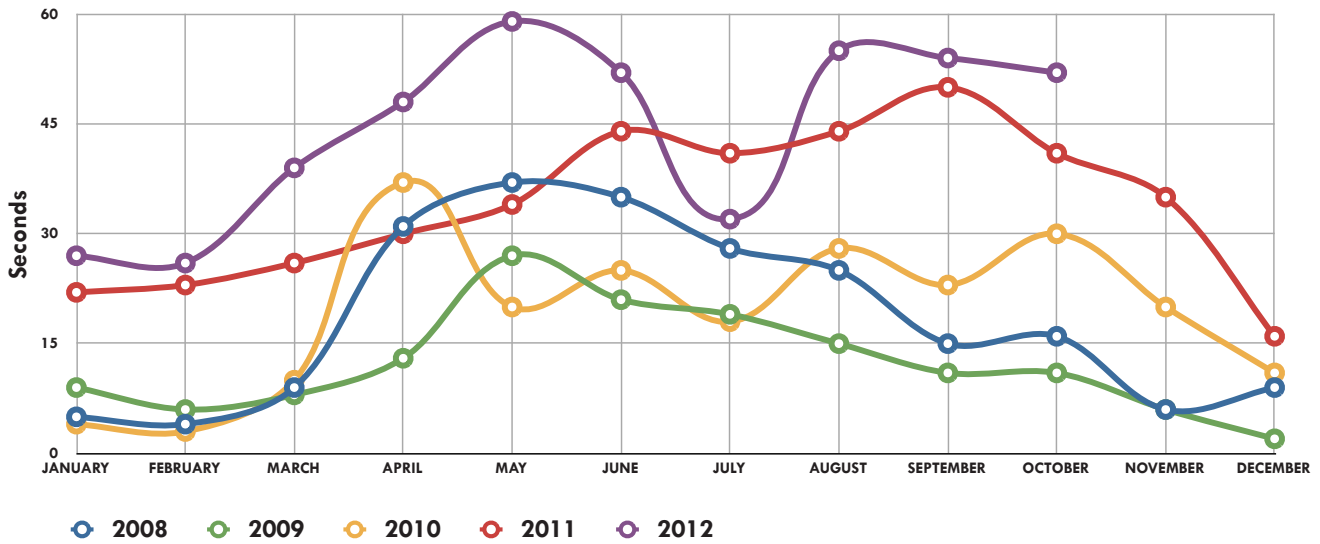


# NORTH DAKOTA ONE CALL DASHBOARD

## OCT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### Average Hold Time



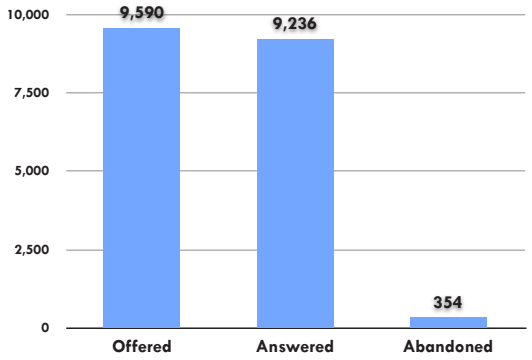
|           | 2008 | 2009 | 2010 | 2011 | 2012 |
|-----------|------|------|------|------|------|
| JANUARY   | 5    | 9    | 4    | 22   | 27   |
| FEBRUARY  | 4    | 6    | 3    | 23   | 26   |
| MARCH     | 9    | 8    | 10   | 26   | 39   |
| APRIL     | 31   | 13   | 37   | 30   | 48   |
| MAY       | 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   |      |
| DECEMBER  | 9    | 2    | 11   | 16   |      |

# NORTH DAKOTA ONE CALL DASHBOARD

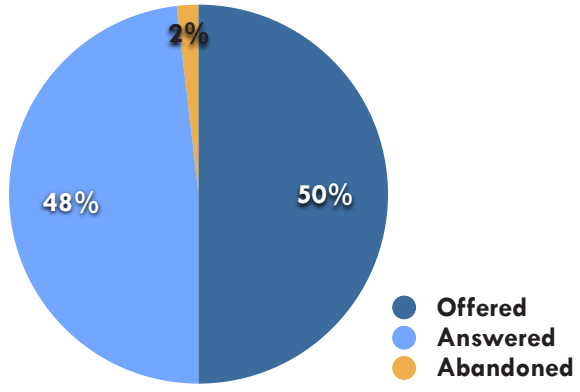
## OCT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

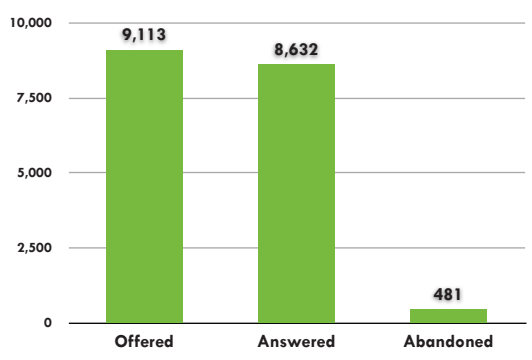
### Abandonment October 2011



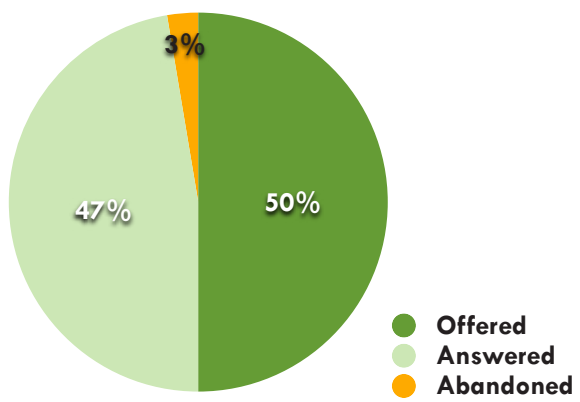
### October 2011 Abandonment



### Abandonment October 2012



### October 2012 Abandonment

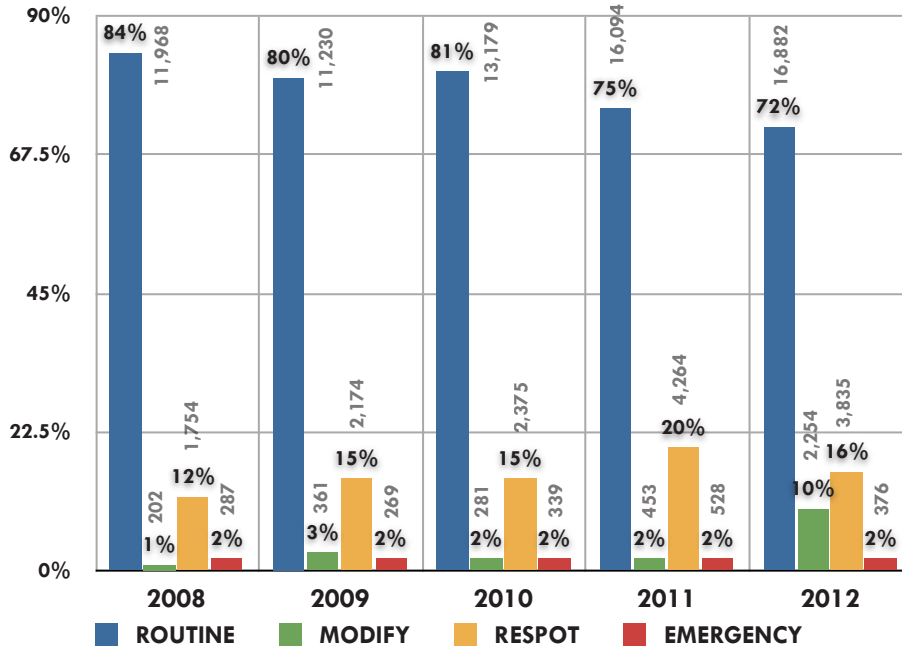


# NORTH DAKOTA ONE CALL DASHBOARD

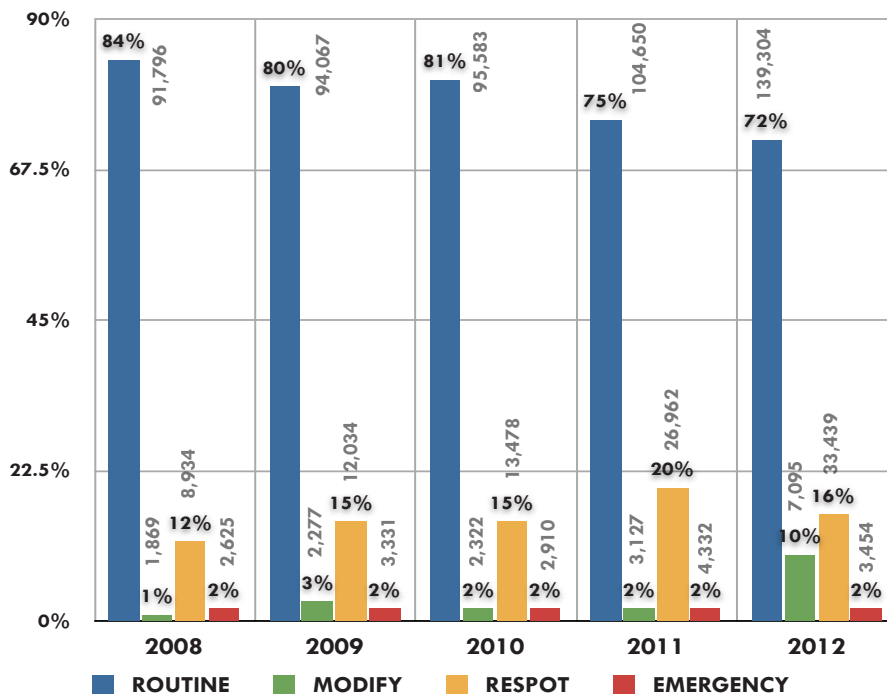
## OCT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### 2008 - 2012 October Incoming Ticket Types



### 2008 - 2012 Incoming Ticket Types Y-T-D

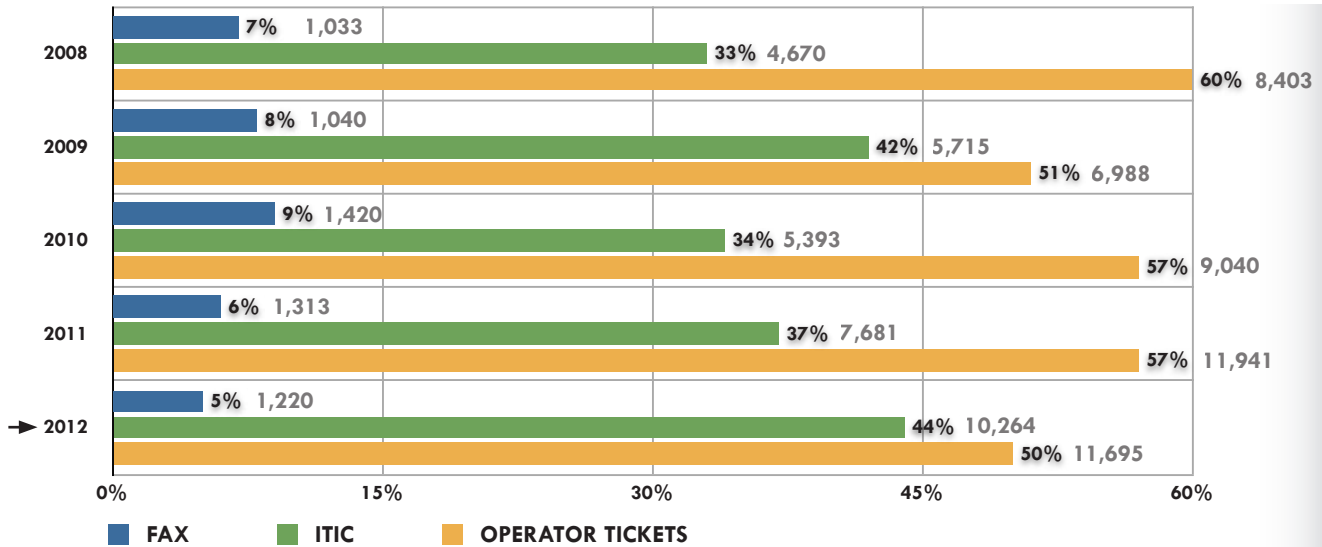


# NORTH DAKOTA ONE CALL DASHBOARD

## OCT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

### 2008 - 2012 October Receipt Methods



### 2008 - 2012 October Receipt Methods Y-T-D

