811
MISSOURI
ONE CALL SYSTEM
ALWAYS CALL (OR CLICK)
BEFORE YOU DIG
VIST US ONLINE AT WWW.MO1CALL.COM OR FIND US ON FACEBOOK!

ONE CALL CENTER REPORT

ONE CALL CONCEPTS
When safety is on the line.

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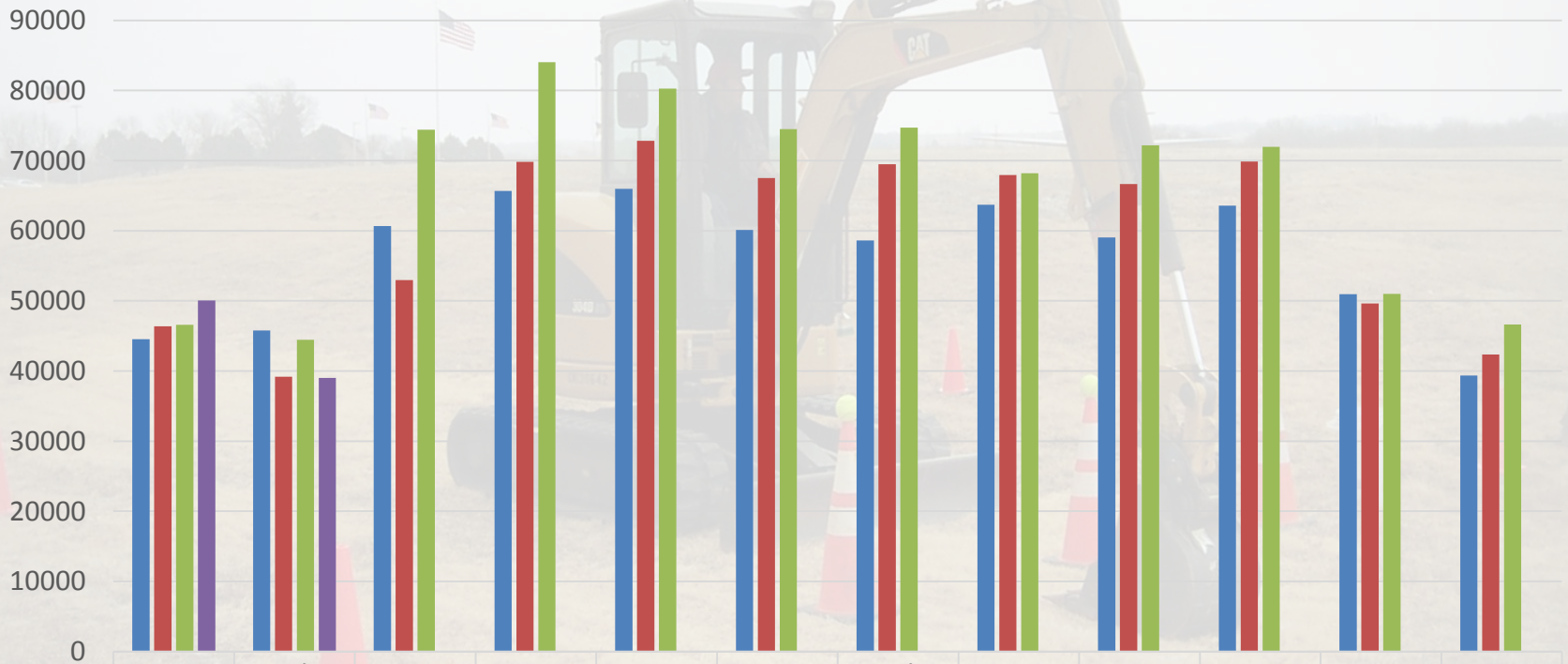
Inbound Statistics



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	44521	45759	60677	65687	65965	60121	58637	63701	59052	63563	50941	39349
2013	46367	39201	52949	69817	72827	67516	69482	67956	66647	69878	49639	42361
2014	46596	44471	74416	84026	80268	74501	74696	68197	72198	71973	51000	46655
2015	50057	39014	0	0	0	0	0	0	0	0	0	0

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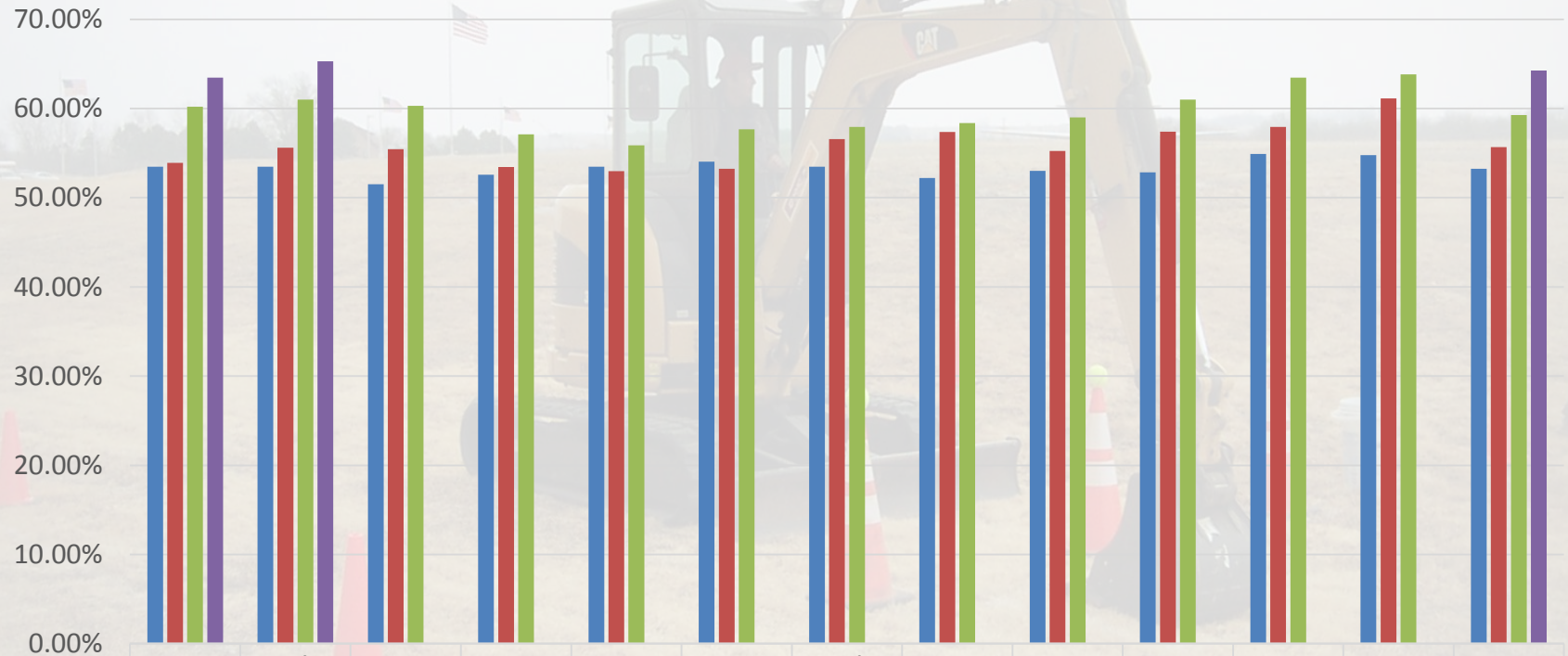
ITIC Statistics



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
2012	53.48%	53.46%	51.53%	52.56%	53.47%	54.05%	53.49%	52.22%	53.01%	52.84%	54.92%	54.79%	53.23%
2013	53.90%	55.61%	55.44%	53.44%	52.99%	53.23%	56.58%	57.36%	55.23%	57.41%	57.95%	61.14%	55.67%
2014	60.21%	60.98%	60.28%	57.11%	55.86%	57.66%	57.93%	58.37%	59.02%	60.99%	63.47%	63.84%	59.26%
2015	63.44%	65.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	64.27%

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YTD Summary

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Ins	7.43%	-12.27%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-2.19%
Outs	6.65%	-11.61%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-2.34%
Ratio	-0.72%	0.75%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-0.15%

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YTD Summary

Month	Ins	Outs	Ratio	ITIC %	ASA	Aban %	Avg Call Tm
Jan	50057	264342	5.28	63.44%	20	3.21%	303
Feb	39014	212549	5.45	65.30%	17	2.77%	316
Mar	0	0	0.00	0.00%	0	0.00%	0
Apr	0	0	0.00	0.00%	0	0.00%	0
May	0	0	0.00	0.00%	0	0.00%	0
Jun	0	0	0.00	0.00%	0	0.00%	0
Jul	0	0	0.00	0.00%	0	0.00%	0
Aug	0	0	0.00	0.00%	0	0.00%	0
Sep	0	0	0.00	0.00%	0	0.00%	0
Oct	0	0	0.00	0.00%	0	0.00%	0
Nov	0	0	0.00	0.00%	0	0.00%	0
Dec	0	0	0.00	0.00%	0	0.00%	0
YTD	89071	476891	5.35	64.27%	19	3.02%	309

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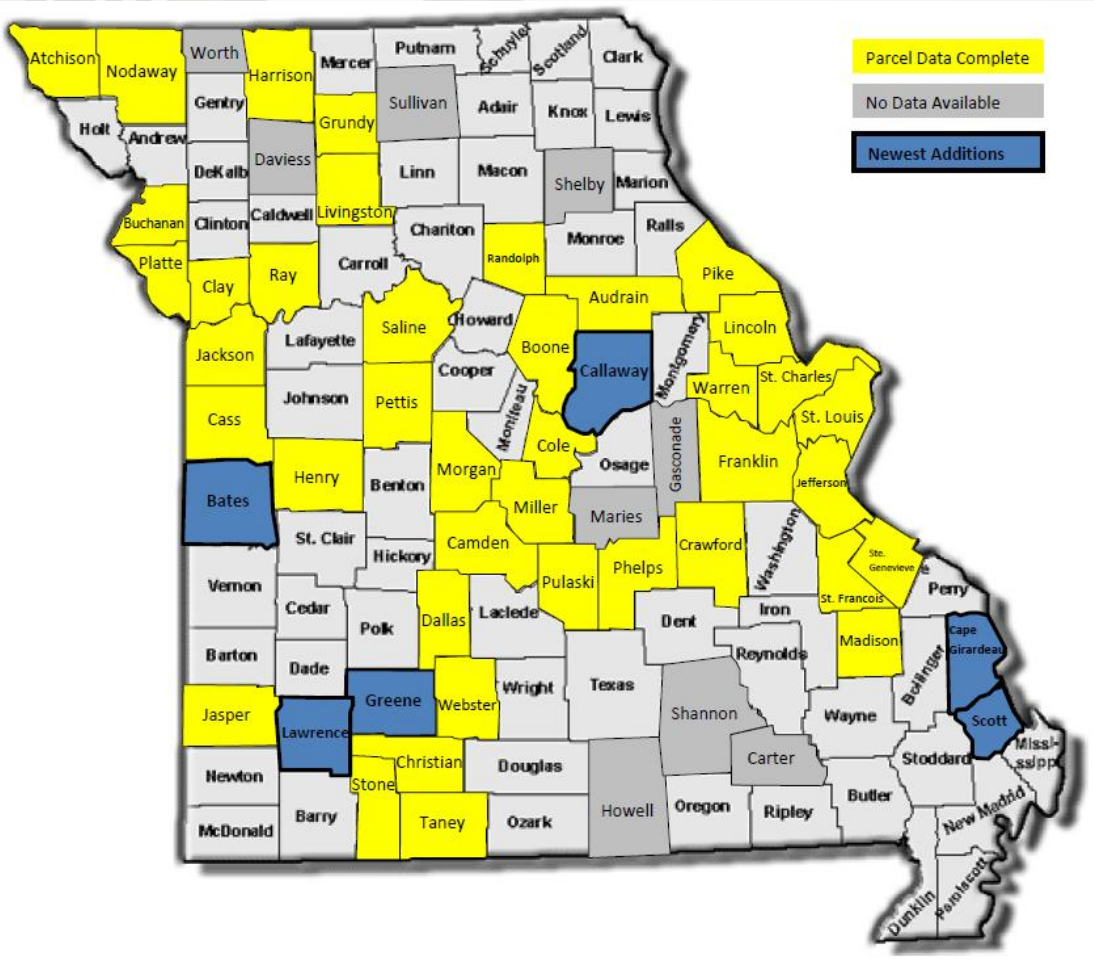
Parcel Update Summary

Parcel - Complete

- Bates
- Callaway
- Cape Girardeau
- Greene (update)
- Lawrence
- Scott

- Entire base map upgraded Jan 2015

- 5809 manual updates Jan 1 – Mar 15, 2015



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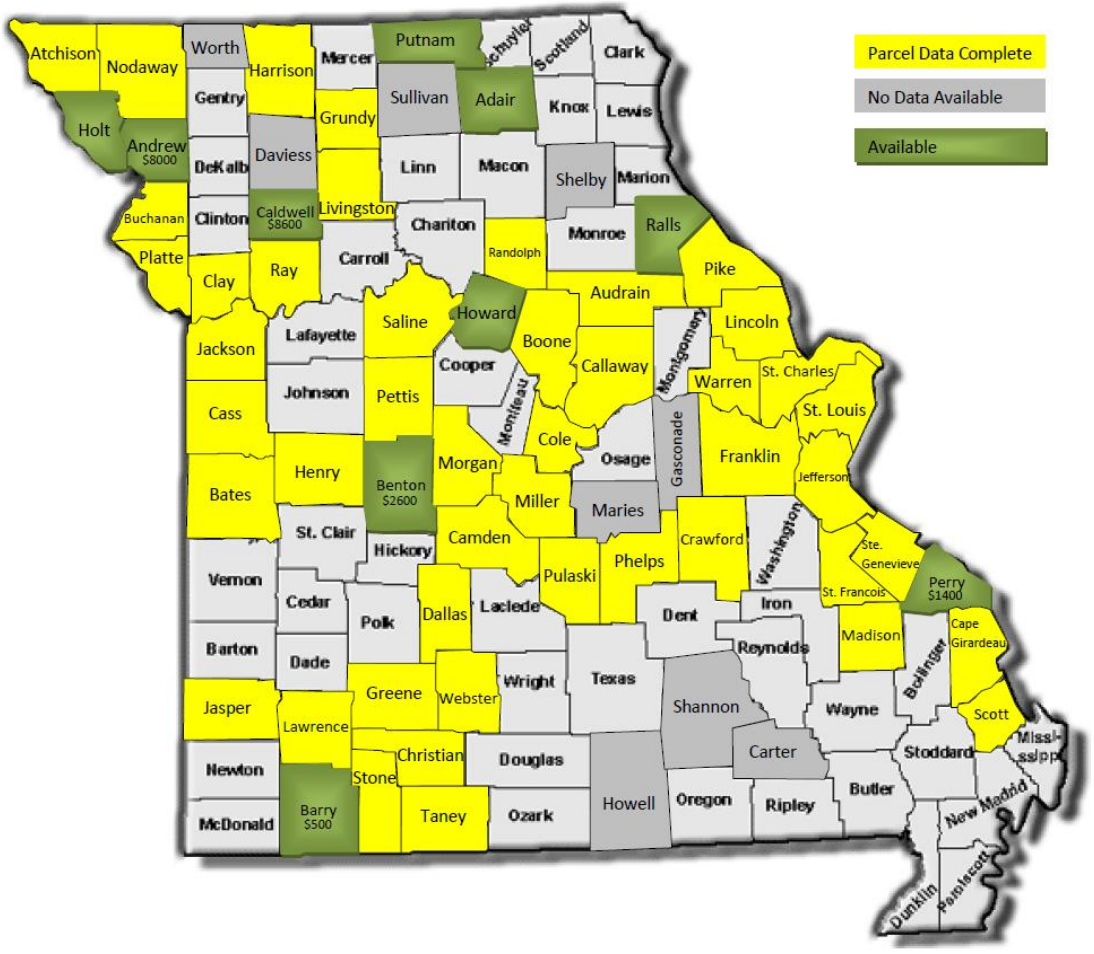
ONE CALL CONCEPTS
When safety is on the line.

Parcel Update Summary

Parcel - Available

- Adair
- Andrew - $8000
- Barry - $500
- Benton - $2600
- Caldwell - $8600
- Holt
- Howard
- Perry - $1400
- Putnam
- Ralls



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Law Changes – Ticket Status

LTM for reporting ticket status

- **1193 district receive electronically**
  - **1130 signed up (94.7%)**
  - **63 remaining (5.3%)**

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Law Changes – Feb 2015 LTM Stats

- 93.4% of ‘statusable’ notifications received a status
- 223 districts received ‘statusable’ notifications but did not respond to any
- 27 districts received ‘statusable’ notifications and set status on > 0% but < 50%

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Automated No Response

- Self policing
- Removes excavator from equation
  - Solves false no response issue
  - Provides utilities with notification when there is a failure to respond
- Provides management with direct, immediate, oversight.

Law Changes – Extended Start Time

Extended Start Time Process

1. Utility initiates request for additional time by using a link that sends a static email or fax to the excavator.
2. The excavators responds by using a link contained in the email received to extend the star time.
3. The same ticket number is re-issued, with extended start time, to all utilities using an ‘EXTENDED START TIME’ header.

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Law Changes – Extended Start Time Stats

	Requests	Granted	
Jan	1218	524	43.02%
Feb	785	754	96.05%
Mar	0	0	0.00%
Apr	0	0	0.00%
May	0	0	0.00%
Jun	0	0	0.00%
Jul	0	0	0.00%
Aug	0	0	0.00%
Sep	0	0	0.00%
Oct	0	0	0.00%
Nov	0	0	0.00%
Dec	0	0	0.00%
YTD	**2003**	**1278**	**63.80%**

- **Percentages accepted are increasing**
- **Same request can be 'granted' more than once**

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The Future

- ISITE
- NTMS Merge
- Next Generation ITIC
- Violation Reporting
- Defined Notification Areas
- Notification Area Data Analysis
- Facility Centerline Data
- Virtual Polygons

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QUESTIONS or COMMENTS?

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