

A red silhouette of the state of Missouri is centered in the upper half of the image. A silver shovel is superimposed over the map, with its handle extending upwards and its blade pointing downwards. A green and gold swoosh graphic cuts across the bottom of the map.

MISSOURI ONE CALL SYSTEM

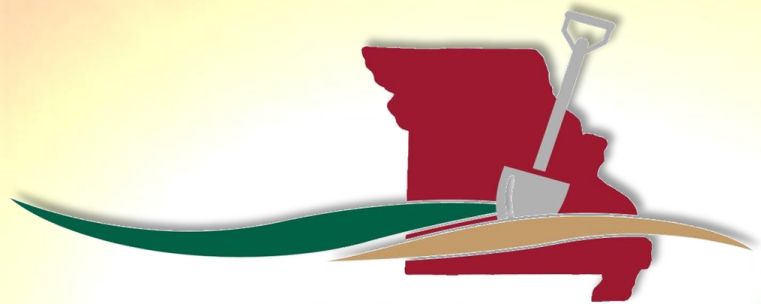
ALWAYS CALL (OR CLICK) 
**BEFORE
YOU DIG**

VISIT US ONLINE AT www.MO1CALL.com OR FIND US ON FACEBOOK!



ONE CALL CENTER REPORT

ONE CALL CONCEPTS
When safety is on the line.

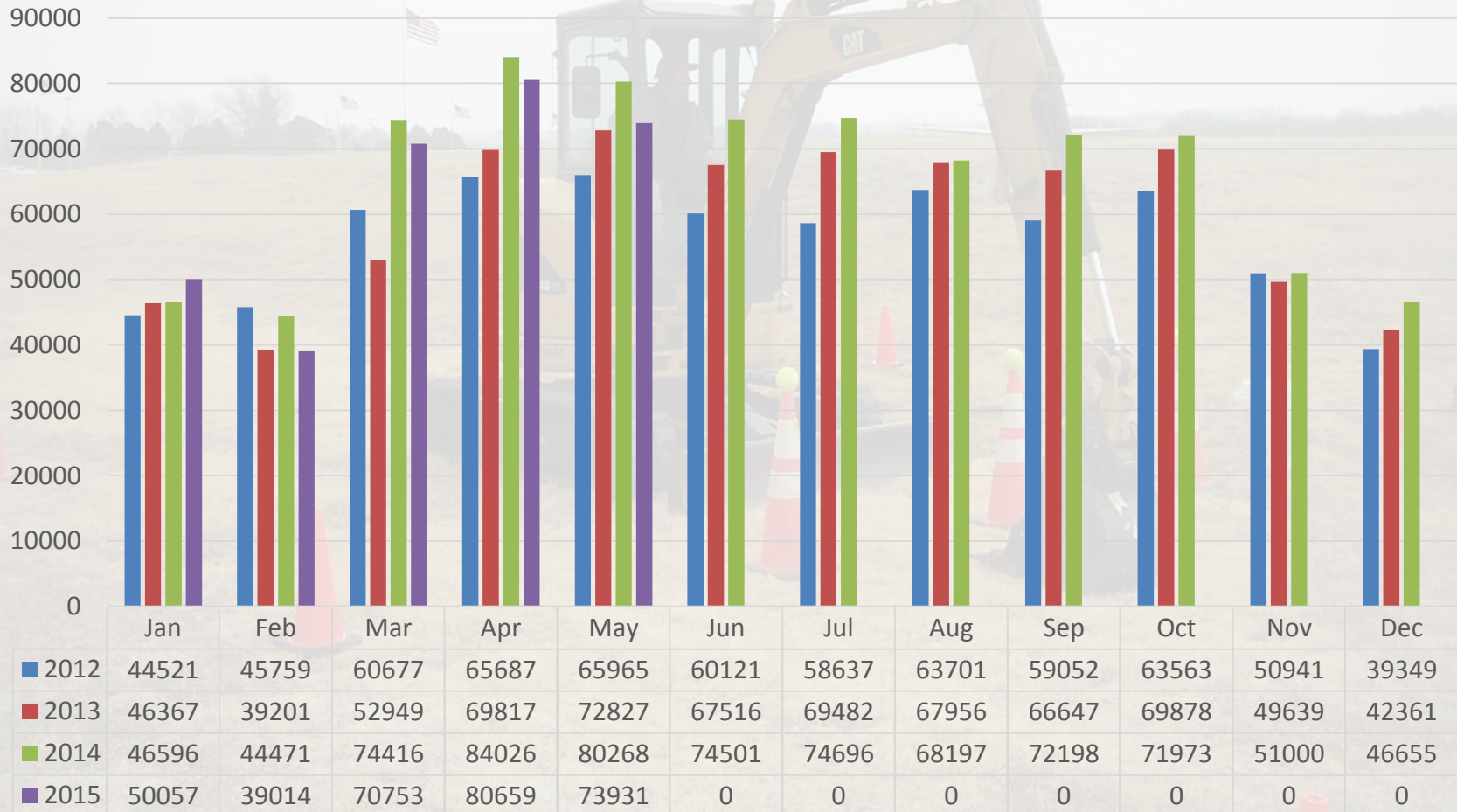


MISSOURI ONE CALL SYSTEM



ONE CALL CENTER REPORT

Inbound Statistics



ONE CALL CENTER REPORT

YTD Summary



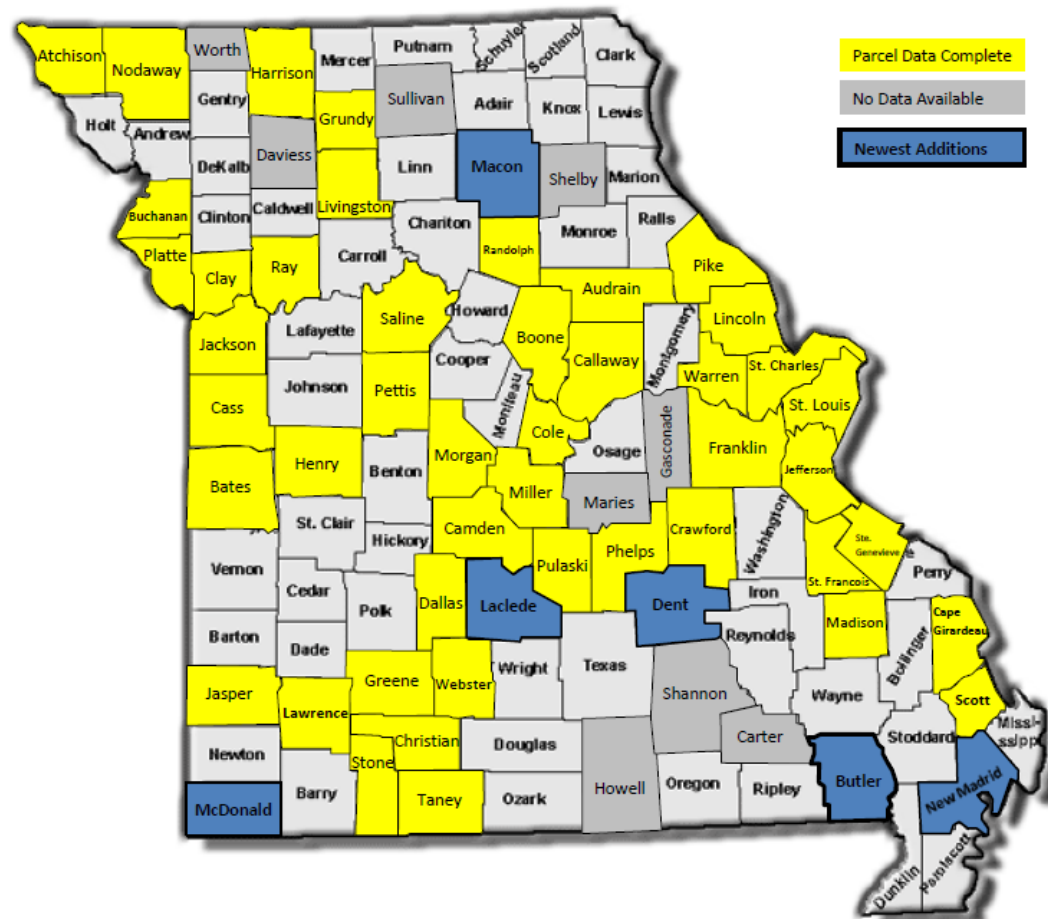
<u>Month</u>	<u>Ins</u>	<u>Outs</u>	<u>Ratio</u>	<u>ITIC %</u>	<u>ASA</u>	<u>Aban %</u>	<u>Avg Call Tm</u>
Jan	50057	264342	5.28	63.44%	20	3.21%	303
Feb	39014	212549	5.45	65.30%	17	2.77%	316
Mar	70753	373870	5.28	60.92%	22	2.98%	333
Apr	80659	426225	5.28	58.44%	20	3.15%	342
May	73931	394558	5.34	59.99%	19	2.33%	337
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	314414	1671544	5.32	61.01%	20	2.88%	331

Parcel Update Summary



Parcel - Complete

- Butler
- Dent (Addr Pts)
- Laclede
- Macon
- McDonald (Addr Pts)
- New Madrid
- 16,839 manual updates
Jan 1 – Jun 15, 2015



- Law Changes – Ticket Status



LTM for reporting ticket status

- 1179 district receive electronically
 - 1151 signed up (96.6%)
 - 28 remaining (3.4%)

• Law Changes – May 2015 LTM Stats



- **94.57% of 'statusable' notifications received a status**
- **244 districts did not status a single notification received (4,684 tickets)**
- **20,697 statusable notifications did not receive a status.**

- **Locate Status Compliance**



- **Self policing for both response to excavator and status to MOCS.**
- **Mitigates false no response issue**
- **Provides utilities with additional response time when a locate/response is not completed.**
- **Provides direct & immediate oversight.**

Extended Start Time Stats



	<u>Requests</u>	<u>Granted</u>	
Jan	1218	524	43.02%
Feb	785	754	96.05%
Mar	1495	1369	91.57%
Apr	1960	1311	66.89%
May	1674	1061	63.38%
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	7132	5019	70.37%

- Multiple requests can be made on single ticket.
- Request can be accepted more than once.
- Extensions may be filed directly with no request.

- **Extended Start Time**



Improvements:

- **Added check to ensure requested extension time is greater than the original start date/time in ticketing application, ITIC and TicketLINK.**
- **Simplified the web process.**

- **New Features In Development**



- **High Profile notification**
- **Conditional copy of ticket**
 - **Multiple conditions**
- **GIS analysis**
- **Reporting concern/issue via TicketLink**



QUESTIONS or COMMENTS?

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