

A red silhouette of the state of Missouri with a silver shovel icon positioned over it. Below the map are two curved lines, one green and one gold.

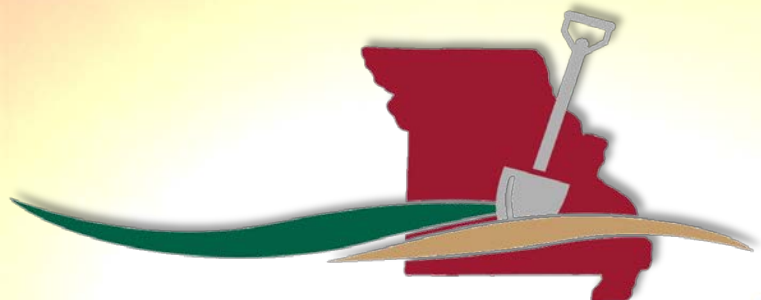
MISSOURI ONE CALL SYSTEM

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

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



ONE CALL CENTER REPORT

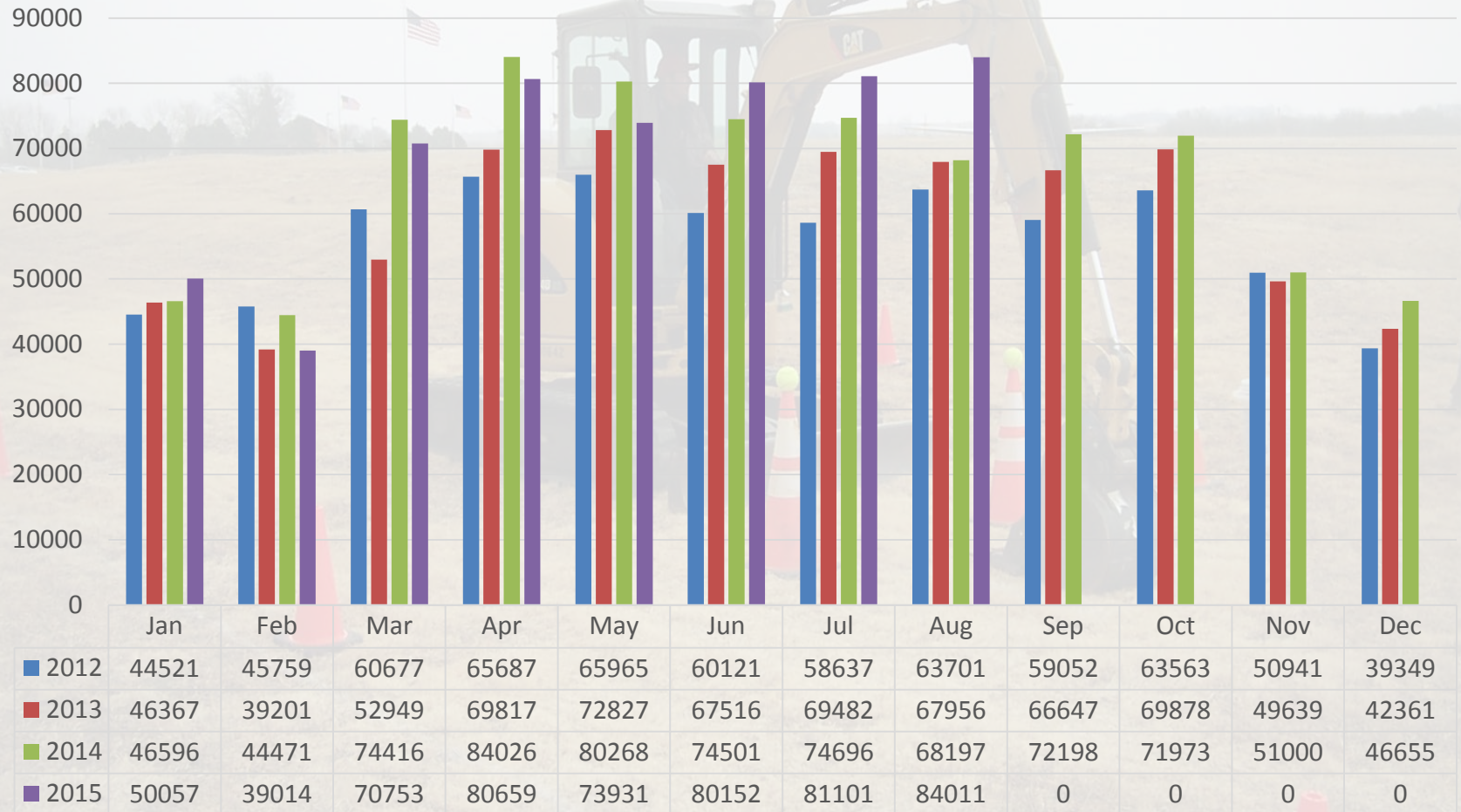


**MISSOURI
ONE CALL SYSTEM**



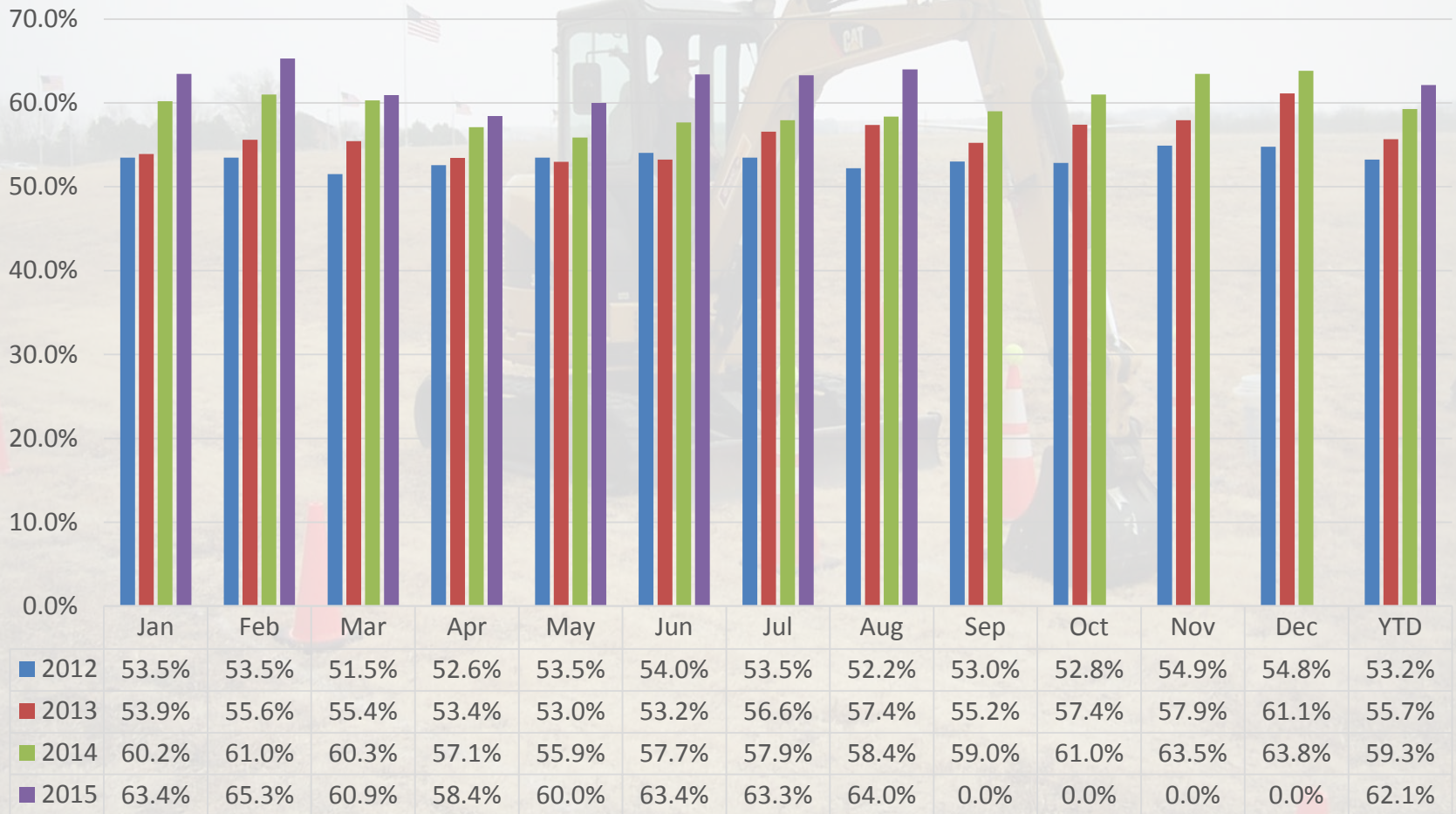
ONE CALL CENTER REPORT

Inbound Statistics



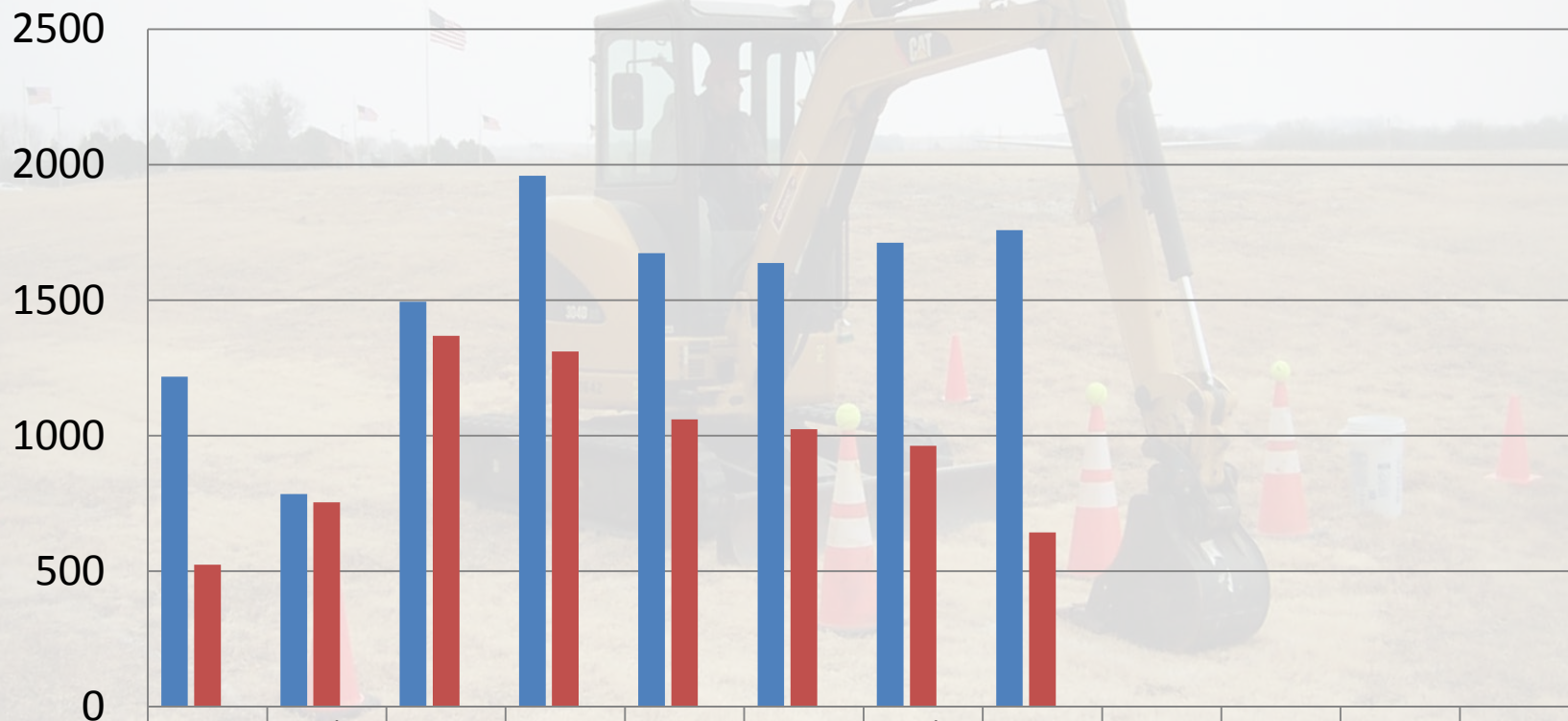
ONE CALL CENTER REPORT

ITIC Statistics



ONE CALL CENTER REPORT

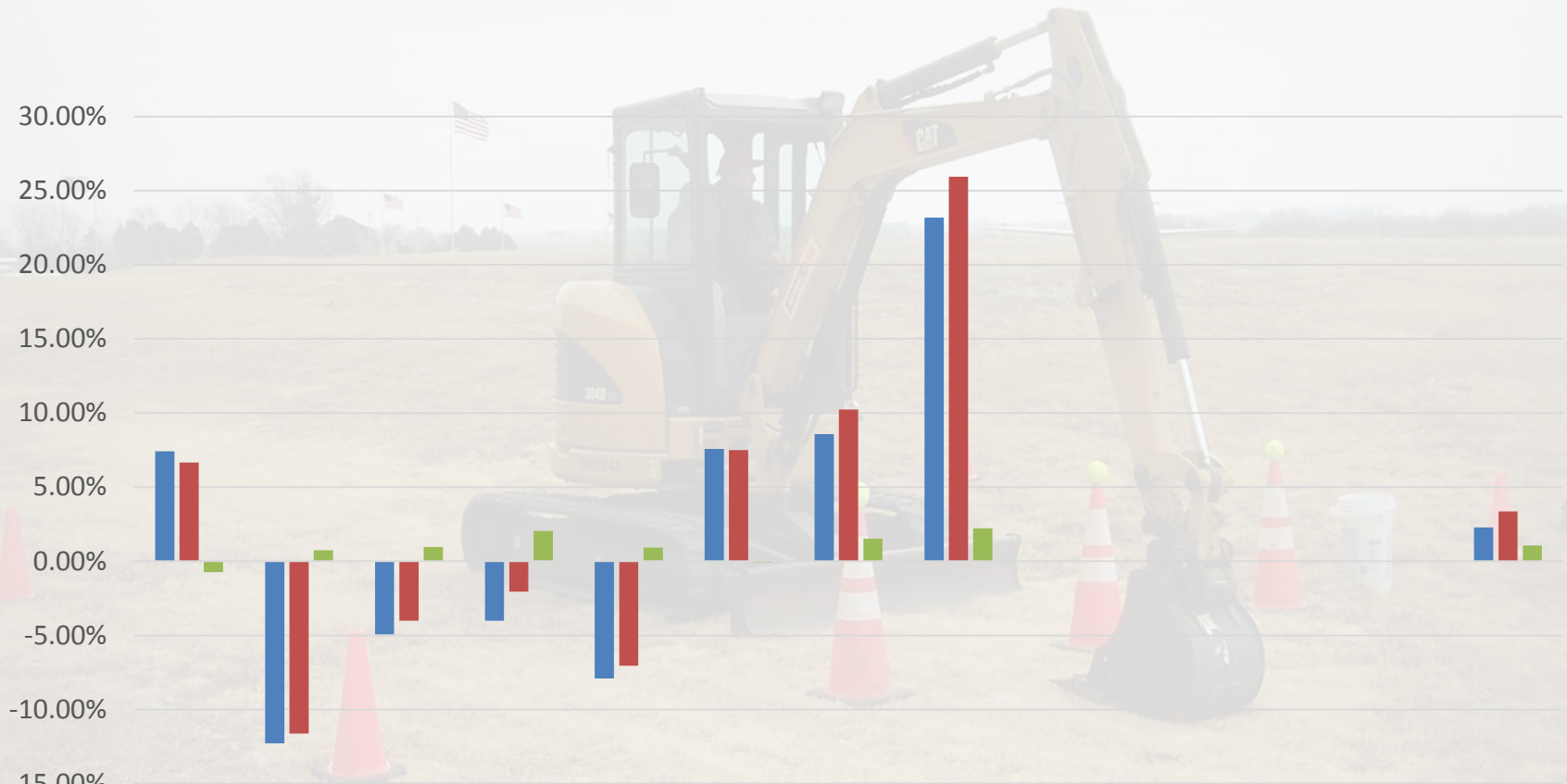
• Extensions



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Requests	1218	785	1495	1960	1674	1638	1713	1759	0	0	0	0
Granted	524	754	1369	1311	1061	1024	963	643	0	0	0	0
%	43.02%	96.05%	91.57%	66.89%	63.38%	62.52%	56.22%	36.55%	0.00%	0.00%	0.00%	0.00%

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YTD Summary



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Ins	7.43%	-12.27%	-4.92%	-4.01%	-7.89%	7.59%	8.57%	23.19%	0.00%	0.00%	0.00%	0.00%	2.29%
Outs	6.65%	-11.61%	-4.01%	-2.04%	-7.04%	7.50%	10.24%	25.94%	0.00%	0.00%	0.00%	0.00%	3.37%
Ratio	-0.72%	0.75%	0.96%	2.05%	0.93%	-0.08%	1.53%	2.23%	0.00%	0.00%	0.00%	0.00%	1.06%

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	80152	425966	5.31	63.40%	24	2.53%	342
Jul	81101	436206	5.38	63.29%	23	2.33%	327
Aug	84011	451650	5.38	63.99%	27	2.36%	312
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	559678	2985366	5.33	62.13%	22	2.68%	329

• Ticket Status Compliance



LTM for reporting ticket status

- 1220 district receive electronically
 - 1204 signed up (98.7%)
 - 16 remaining (1.3%)

• Aug 2015 LTM Stats



382768 Routine & Renewal notifications delivered electronically

- **339342 on time status (88.65%)**
- **33483 late status (8.75%)**
- **9943 no status (2.60%)**

193 districts failed to provide a single status (2869 eligible notifications)

• The Future



- ISITE
- NTMS Merge
- Next Generation ITIC
- Violation Reporting
- Automated No Response
- Defined Notification Areas
- Notification Area Data Analysis
- Facility Centerline Data
- Virtual Polygons



QUESTIONS or COMMENTS?

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