

A red silhouette of the state of Missouri with a silver shovel icon overlaid on 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](http://www.MO1CALL.com) OR FIND US ON FACEBOOK!



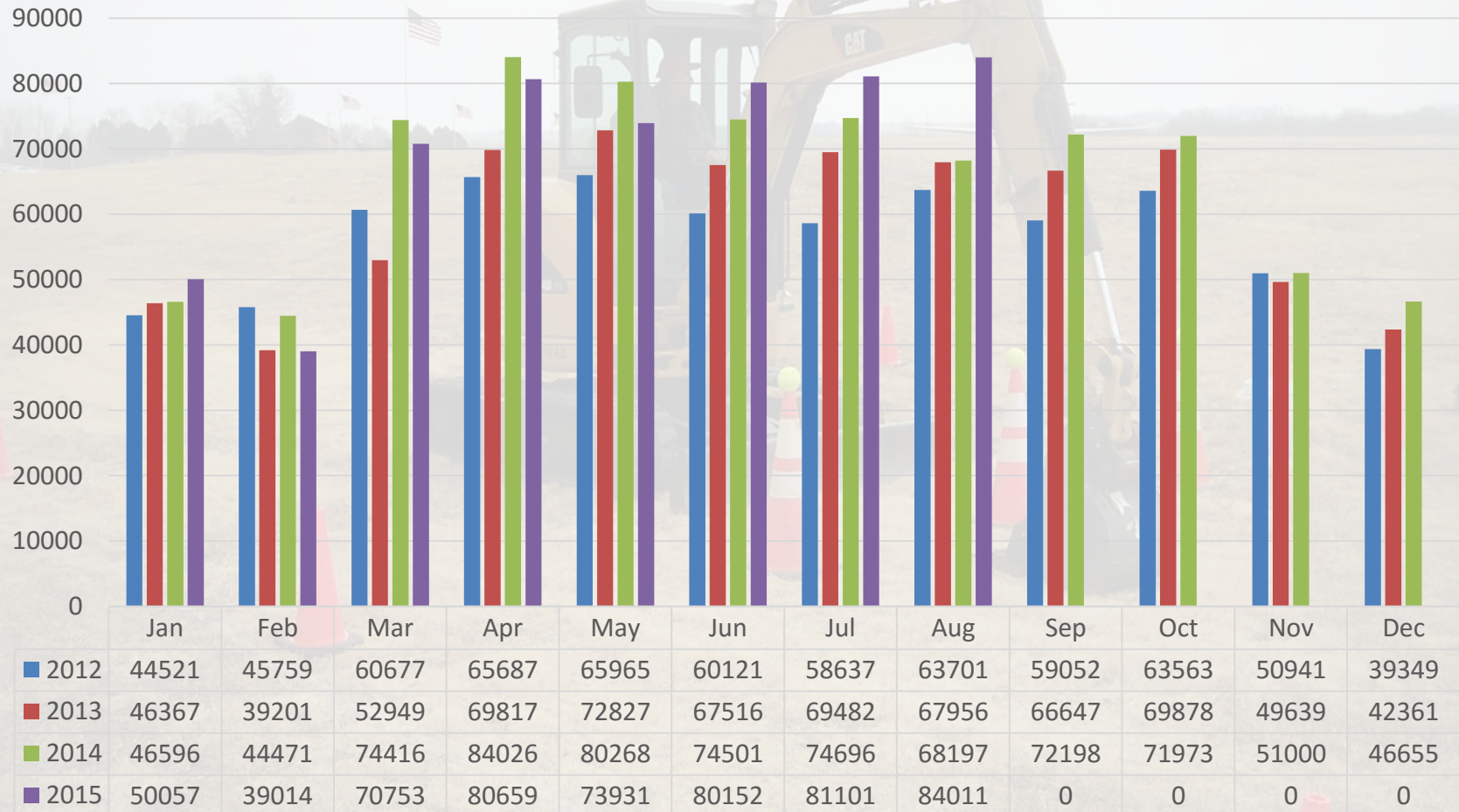


# MISSOURI ONE CALL SYSTEM



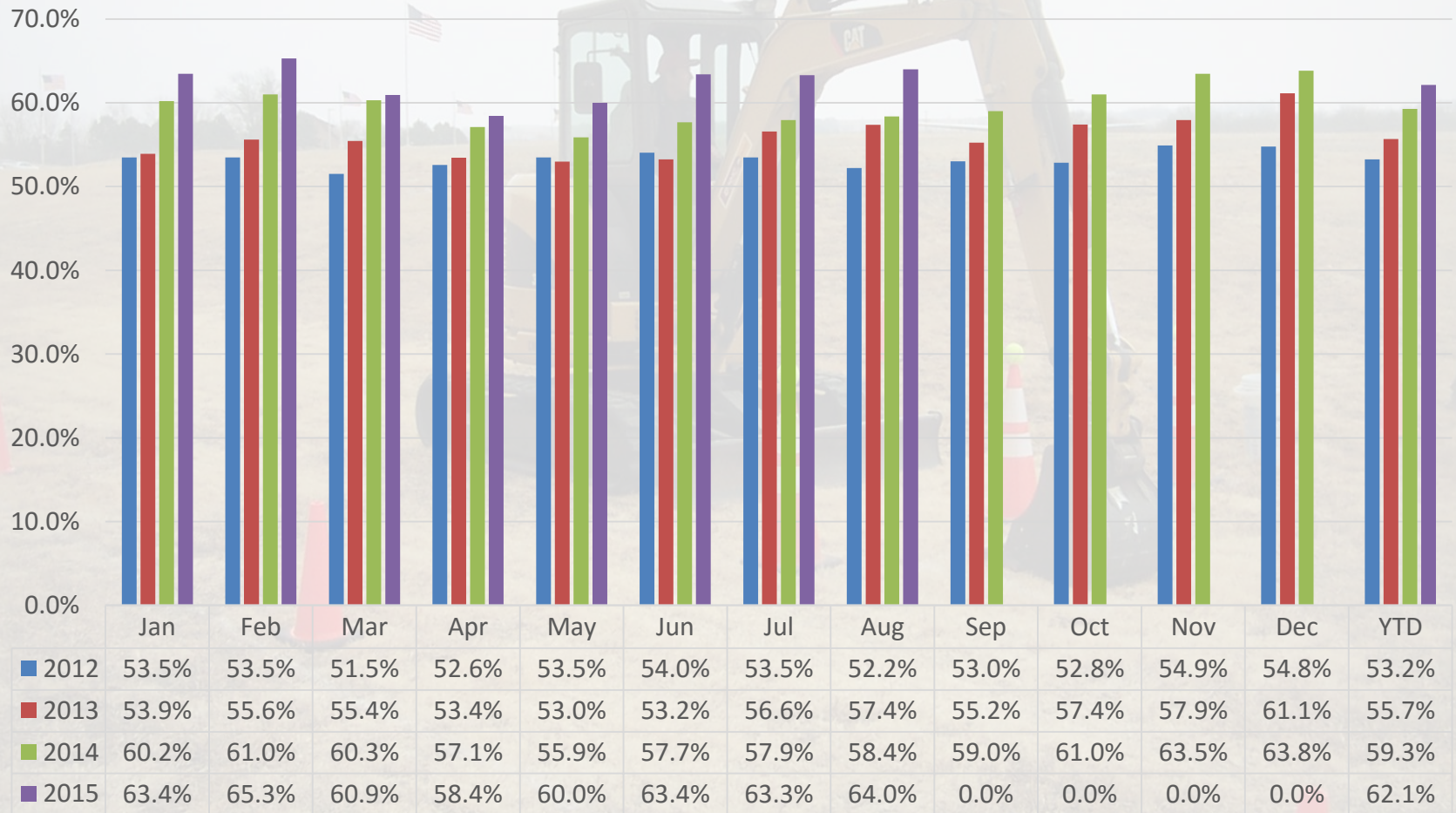
# ONE CALL CENTER REPORT

## • Inbound Statistics



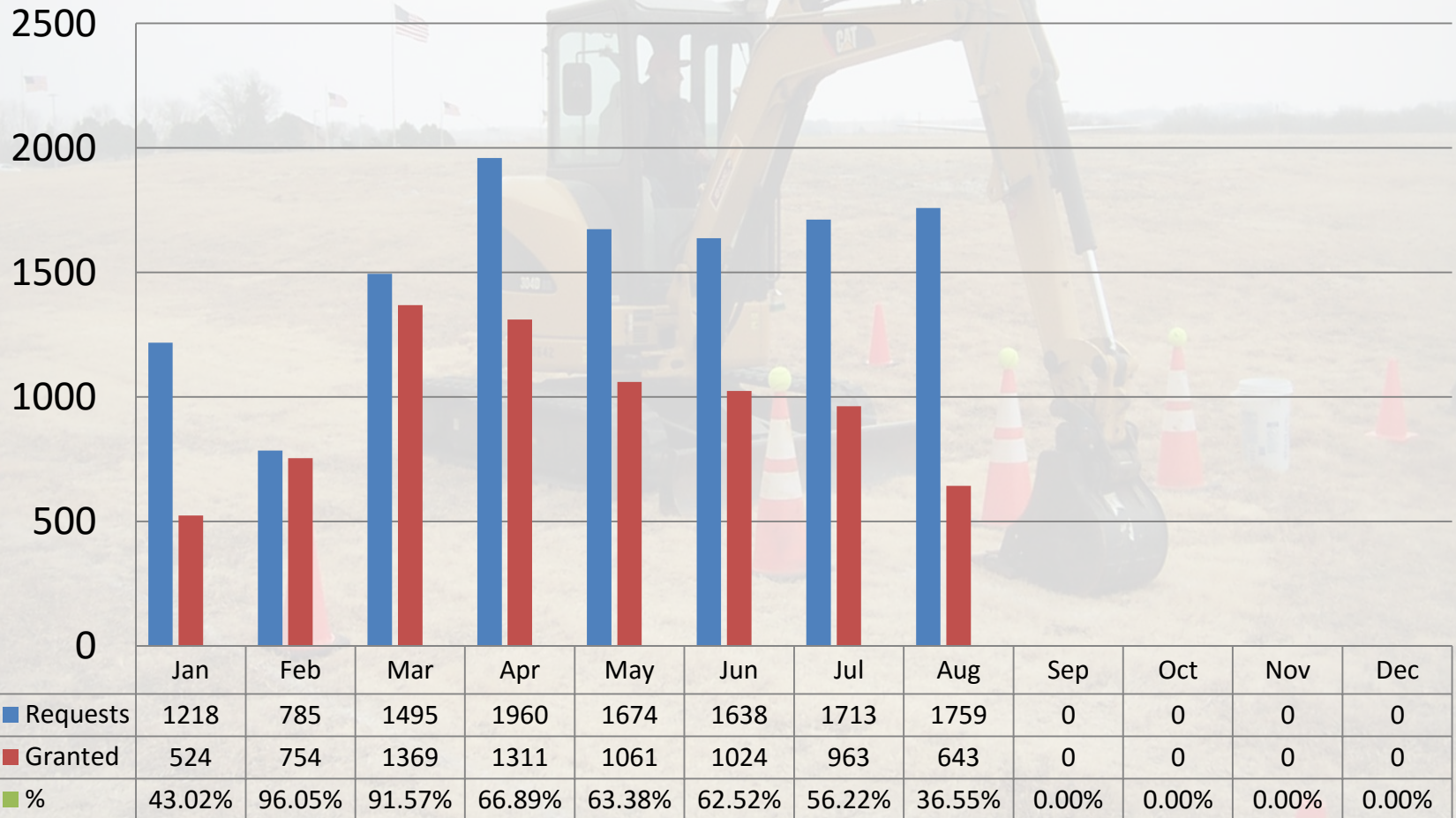
# ONE CALL CENTER REPORT

## ITIC Statistics



# ONE CALL CENTER REPORT

## • Extensions



# ONE CALL CENTER REPORT

## • 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	62.31%	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	79314	423306	5.34	62.76%	25	2.01%	313
Oct	79068	417883	5.29	61.96%	24	1.83%	326
Nov	56793	303401	5.34	61.85%	21	1.65%	377
Dec	55644	292193	5.25	64.41%	16	1.60%	371
YTD	830497	4422149	5.32	62.20%	22	2.38%	333





## • 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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