



# ONE CALL CONCEPTS

When safety is on the line.

TO: Missouri Operating Committee  
FROM: Nicole Bradley  
DATE: March 17, 2011  
RE: Call Center Activity from 12/1/09 through 02/28/11

MONTH	IN	EMER	FAX	ITIC	OUT	RATIO	% OVERFLOW	ASA	% ABAN	AVG TKT TIME	% ONE TIME
Dec-09	34716	3202	1	16928	183920	5.30	1.08	8	0.01	3:32	13.57
Jan-10	31259	4203	1	14838	168915	5.40	0.13	5	0.83	3:11	4.81
Feb-10	32422	2738	13	15726	174696	5.39	0.30	11	1.44	3:13	5.31
Mar-10	57577	3086	19	26130	301711	5.24	0.46	38	2.76	3:44	9.62
Apr-10	66645	3150	17	29445	351485	5.27	0.33	21	1.53	3:38	13.53
May-10	57104	2757	3	25004	300577	5.26	0.02	6	0.54	3:16	14.67
Jun-10	64871	3696	26	29555	340733	5.25	0.13	8	0.56	3:05	14.71
Jul-10	57251	3710	12	25945	302264	5.28	0.22	11	0.91	3:03	14.35
Aug-10	60429	4107	7	27583	318754	5.27	0.09	19	1.38	3:14	13.95
Sep-10	56895	3388	12	26165	299147	5.26	0.07	18	1.31	3:09	13.93
Oct-10	56974	3457	4	25747	296941	5.21	0.22	20	1.50	3:06	13.85
Nov-10	46324	3276	1	21401	242057	5.23	0.51	21	1.71	3:08	13.58
Dec-10	35296	4006	0	16642	185676	5.26	0.29	10	0.76	3:03	13.15
Jan-11	30469	3356	0	15498	161297	5.29	0.77	6	0.35	3:07	4.61
Feb-11	32837	3019	0	17200	173634	5.29	1.26	8	0.55	3:04	5.13

Parcel data for Greene County went live on December 3rd! After reviewing the average polygon size for 2010 there was a decrease of 40% in January, 48% in February and 57% in March!

St. Louis County and City parcel data will be installed and go live either today or tomorrow. Due to splitting the city from the county "St. Louis City" has been added to the County drop down list and should be used for any work inside the city limits. If the work will be outside St. Louis City limits then "St. Louis" should be selected from the County drop list and the city or closest city should be listed in the City field.

The new Relocate counter began appearing on tickets November 22<sup>nd</sup>. This shows the number of times a ticket has been renewed to assist the member utilities in finding people that may be abusing the system.

Since the No Response procedure change of asking if each individual utility responded, the number of tickets with all utilities being re-notified was reduced from 63% in June 2010 to 35% in Feb 2011.

The Non-Comply ticket procedures were modified at the end of December 2010. This change has decreased the number of Non-Comply tickets significantly from 2010 to 2011. January was reduced from 2.27% to .87% and February from 2.83% to .81%.

We will be adding two new ticket functions to ITIC - Cancel and Update will be coming soon!