



ONE CALL CONCEPTS

When safety is on the line.

TO: Missouri Operating Committee
FROM: Nicole Bradley
DATE: September 15, 2011
RE: Call Center Activity from 6/1/10 through 8/31/11

MONTH	IN	EMER	FAX	ITIC	OUT	RATIO	% OVERFLOW	ASA	% ABAN	AVG TKT TIME	% ONE TIME
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
Mar-11	56752	3318	4	27322	285466	5.03	0.44	27	2.44	3:24	8.92
Apr-11	56677	3127	1	26830	286210	5.05	0.53	20	1.89	3:43	11.82
May-11	58958	3585	2	28588	299869	5.09	0.02	21	1.75	3:11	13.09
Jun-11	62483	4002	8	30776	318726	5.10	0.31	20	1.45	3:20	13.12
Jul-11	54952	3824	11	28005	282033	5.13	0.67	24	1.71	3:12	12.72
Aug-11	61702	4570	7	31203	314454	5.10	0.67	27	2.01	3:17	12.40

Christian County parcel data went live on July 20, 2011! We have also received parcel data for Miller County. The members will be receiving a letter shortly to review their database. In addition, we have received road data for Morgan County. We anticipate both of them to go live by the end of October.

As a reminder, the following are ways to save your company time and money:

- Invoices can be sent by email or fax
- Tickets can be received by email, text or FTP
- Inbound XML can be used to automate the locate request process if your company utilizes a work order system.
- Back up messages can be received by text or email
- Process tickets via ITIC and request/require your contractors to do the same
- Utilize IMAP to manage your notification database online