



ONE CALL CONCEPTS

When safety is on the line.

TO: Missouri Operating Committee
FROM: Nicole Bradley
DATE: June 16, 2011
RE: Call Center Activity from 3/1/10 through 05/31/11

MONTH	IN	EMER	FAX	ITIC	OUT	RATIO	% OVERFLOW	ASA	% ABAN	AVG TKT TIME	% ONE TIME
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
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

St. Louis County and City parcel data was installed and went live March 18, 2011. There has been a significant decrease in the ratio of utilities notified since February. We attribute this reduction primarily to the installation of parcel data in three counties and the City of St. Louis.

We now have parcel data info for Christian County. A letter went out this week to all Christian County members to verify their notification areas. We plan to make parcel data available by July 20, 2011. We also have new road data for Taney County that will go live June 22, 2011.

ITIC Enhancements:

- The Update ticket functionality was added to ITIC on April 5, 2011. Over 600 Updates have been processed since that date.
- On April 27, 2011 ITIC was upgraded to include the ability to search on parcel data.
- On June 15, 2011 we added the Cancel ticket function to ITIC.
- OCC is also working on giving ITIC a major facelift and Missouri is slotted to be the first to receive it! It will have a new look, new features (user profiles which will auto-fill your specific ticket information), new map (java independent), and will be more interactive. We will keep you updated on the progress.