



811 Notification Center Metrics

August 24-25, 2026

Developed and presented by:

- DigAlert – Ann Diamond, President
- USA North 811 – James Wingate, Executive Director

Ticket Data

Year Over Year (2026 Q2)

	DigAlert		USA North 811	
	2025	2026	2025	2026
Ticket Volume	2,324,805 (1,112,475)	916,337(381,881)	1,660,706	984,936 (98,951)
Average Ticket Notification Delivery	0:53 (email) 0:31 (webhook)	0:10 (email) 0:27 (webhook)	0:44	1:01
Tickets Created Online	2,104,560 (892,230)	807,509 (381,881)	1,498,576	891,337
Tickets Created Via Call	220,245	108,828	162,130	93,599
Calls Answered Volume	173,240	84,214	206,749*	103,852
Average Speed of Answer (mm:ss)	0:27	0:29	1:37*	3:28
Average Abandoned Call Rate (%)	0.91%	1.00%	3.05%*	5.45%
Average Busy Signal Rate (%)	0%	0%	0%*	0%
Average Call Duration (mm:ss)	07:03	07:03	8:26*	8:34

Auto No Responses are shown in parentheses

*USA North 811 call data includes California and Nevada

Ticket Type Data

Auto No Responses are shown in parentheses

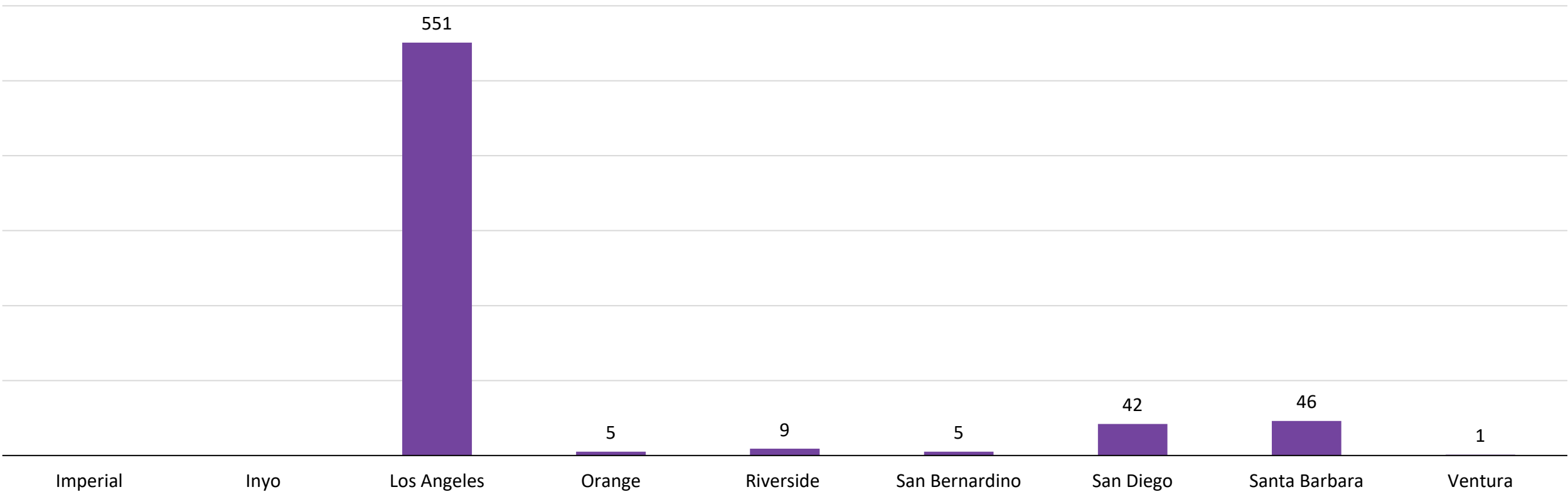
Year Over Year (2026 Q2)

	DigAlert		USA North 811	
	2025	2026	2025	2026
New	521,846	265,500	855,288	443,648
Emergency	33,013	14,536	43,536	21,995
ACE	1,399	659	914	464
Re-Mark	16,774	9,161	16,710	9,116
Renewal	527,110	240,345	686,893	384,004
Amendment	18,554	5,622	15,169	7,290
Cancel	8,532	5,489	18,127	9,758
Damage	2,816	1,403	2,936	1,424
Exposed	2,032	1,035	2,065	1,082
No Response	7,334 (1,212,330)	381,881	15,329	5,249 (98,951)
Return Trip	6,602	5,457	3,739	1,955

ACE TICKETS: DIGALERT

ACE Tickets for DigAlert (2026 Q2)

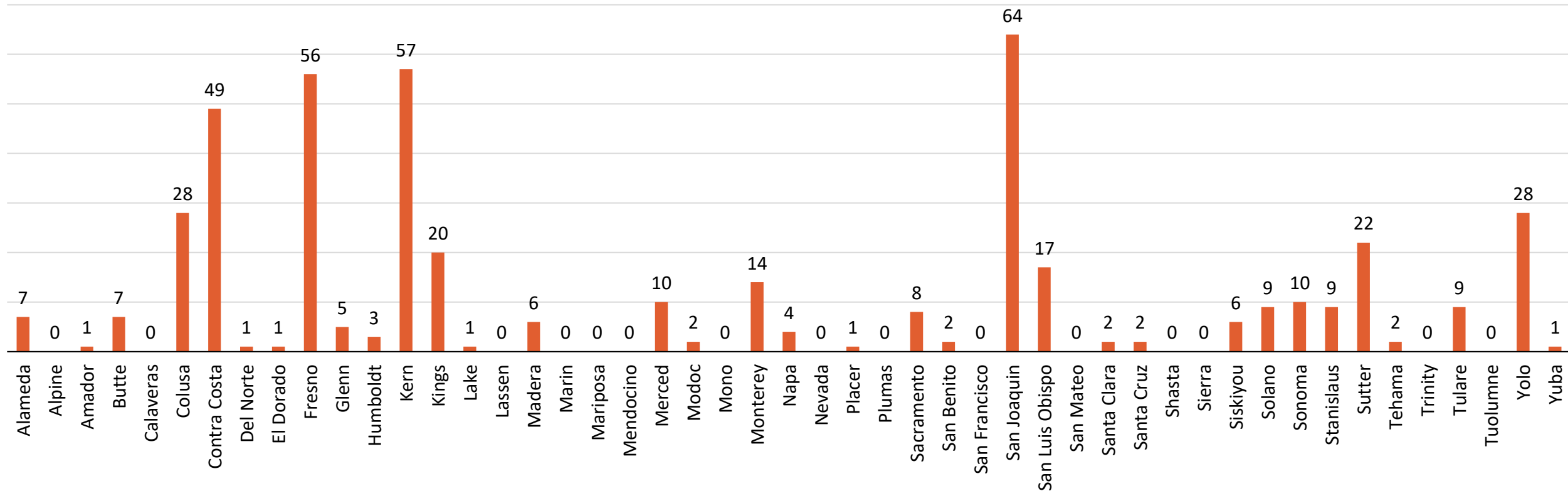
■ Tickets per County



ACE TICKETS: USA NORTH 811

ACE Tickets for USA North 811 (2026 Q2)

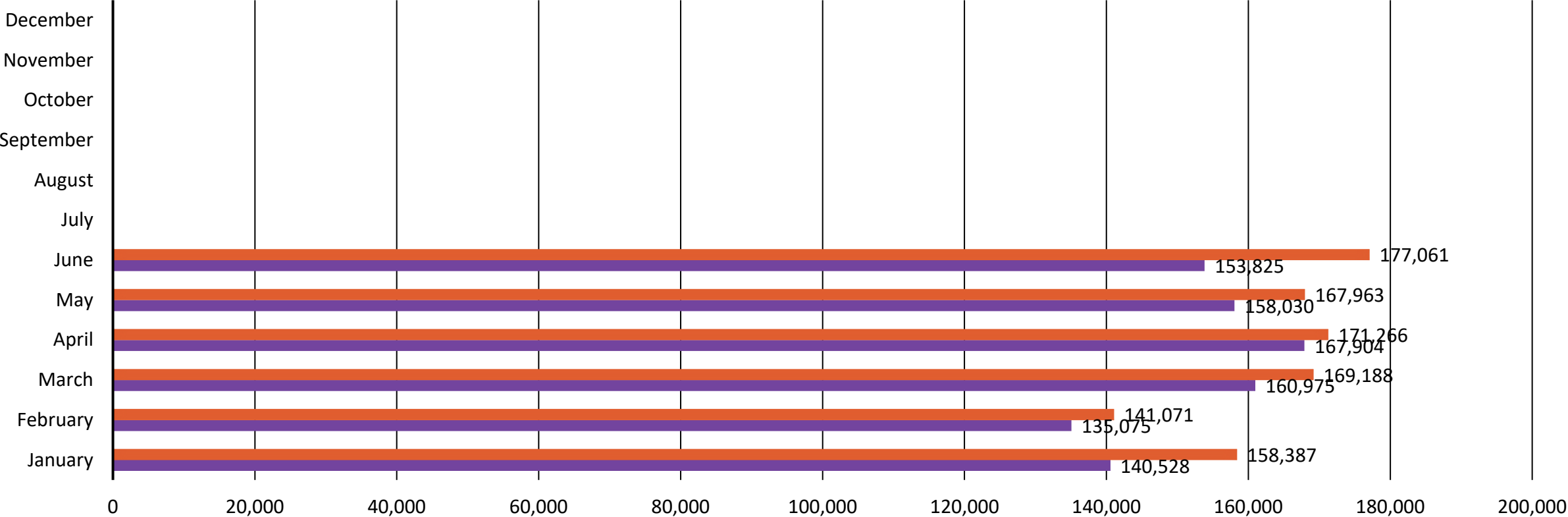
■ Tickets per County



Ticket Volume

Monthly (2026 Q2)

USA North 811 DigAlert

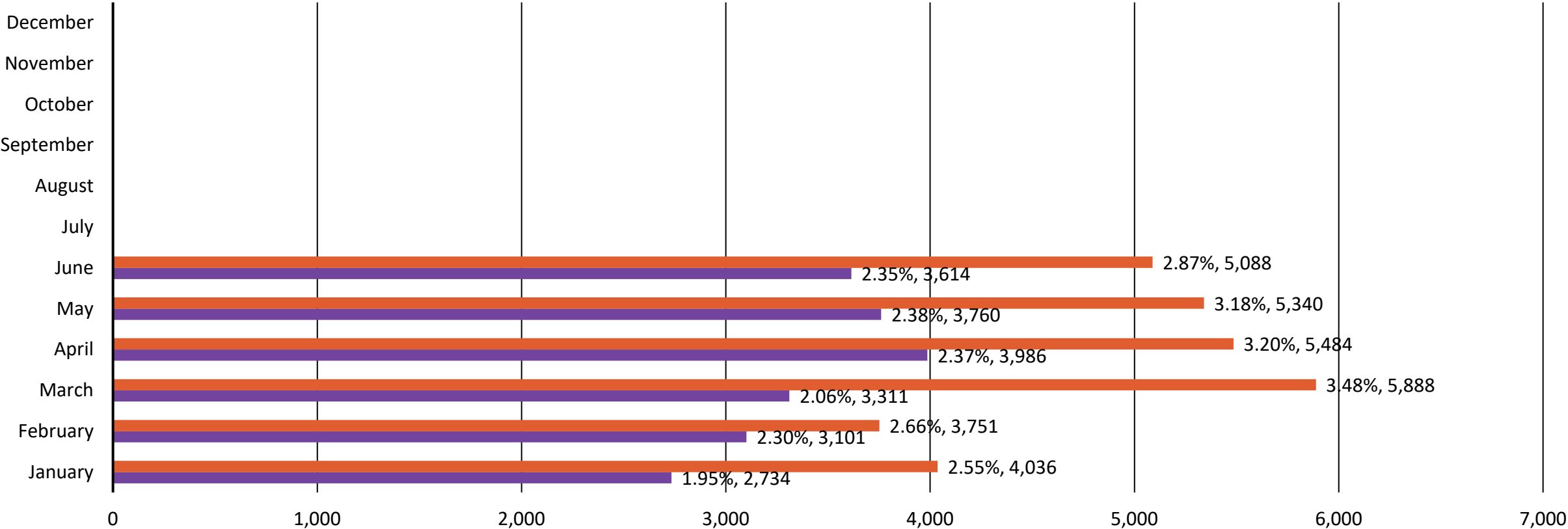


	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	158,387	141,071	169,188	171,266	167,963	177,061						
DigAlert	140,528	135,075	160,975	167,904	158,030	153,825						

Homeowner Ticket Volume

Monthly (2026 Q2)

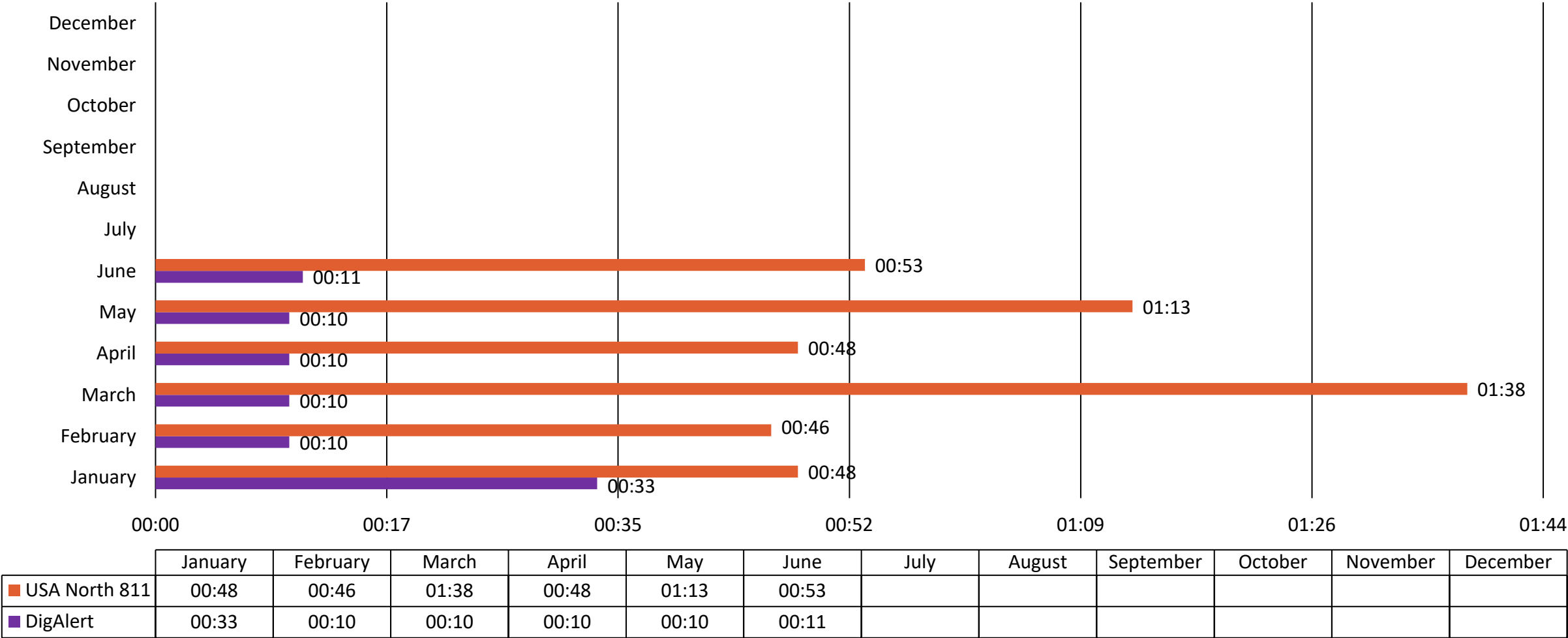
USA North 811 DigAlert



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	4,036	3,751	5,888	5,484	5,340	5,088						
DigAlert	2,734	3,101	3,311	3,986	3,760	3,614						

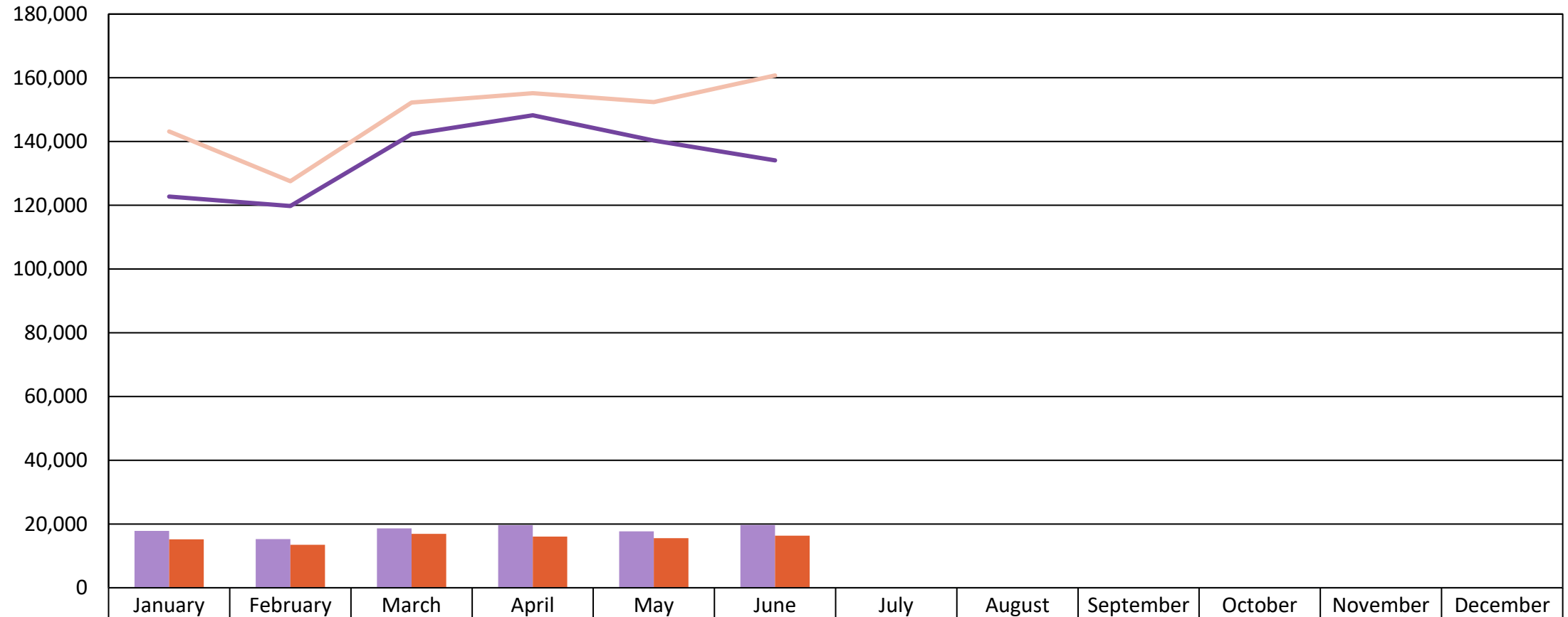
Average Ticket Delivery Notification

Monthly (2026 Q2) (mm:ss)



Tickets Created Via Call Or Online

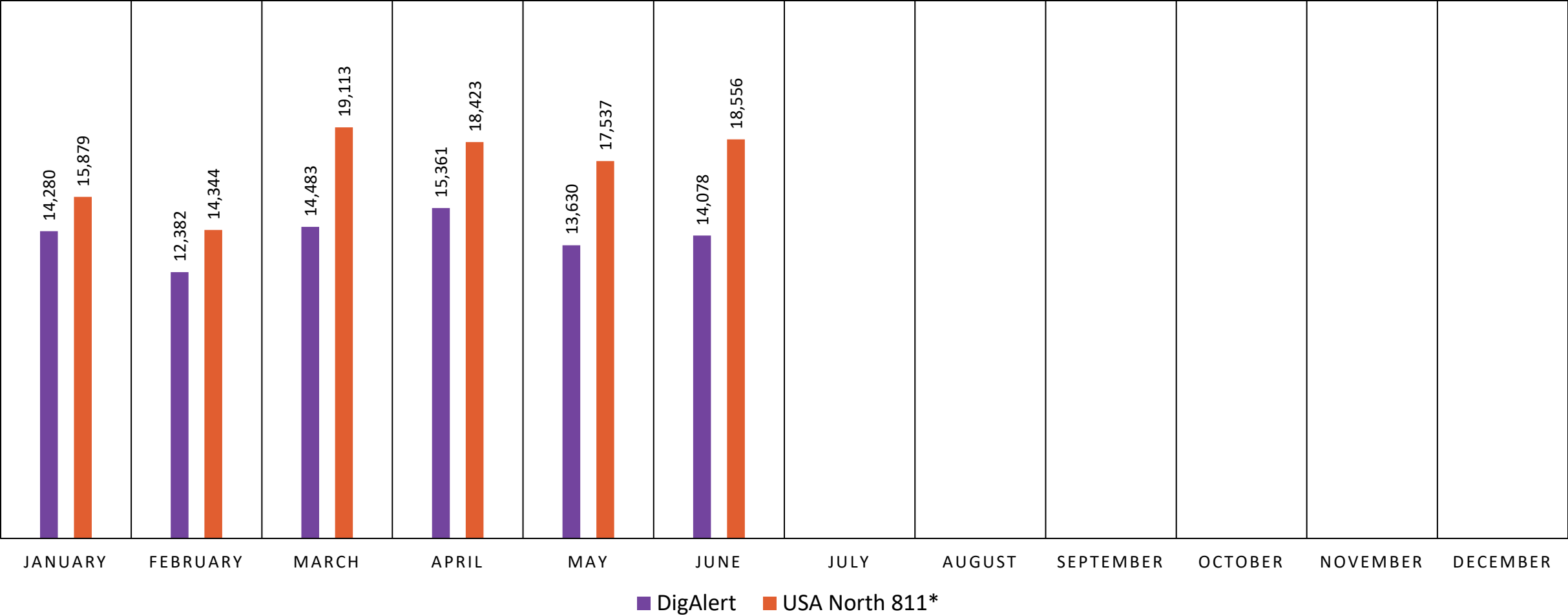
Monthly (2026 Q2)



	January	February	March	April	May	June	July	August	September	October	November	December
Dig Alert via Call	17,826	15,298	18,662	19,660	17,689	19,693						
USA North 811 via Call	15,209	13,516	16,929	16,084	15,541	16,320						
Dig Alert Online	122,702	119,777	142,313	148,244	140,341	134,132						
USA North 811 Online	143,178	127,555	152,259	155,182	152,422	160,741						

Calls Answered Volume Data

Monthly (2026 Q2)



*USA North 811 call data includes California and Nevada

Call Data

Monthly (2026 Q2)

DigAlert

	Average Speed of Answer (mm:ss)	Average Abandoned Call Rate (%)	Average Busy Signal Rate (%)	Average Call Duration (mm:ss)
January	00:25	0.76%	0%	07:13
February	00:24	0.82%	0%	06:59
March	00:31	1.03%	0%	06:59
April	00:37	1.35%	0%	07:01
May	00:25	0.97%	0%	07:00
June	00:31	1.07%	0%	07:06
July				
August				
September				
October				
November				
December				

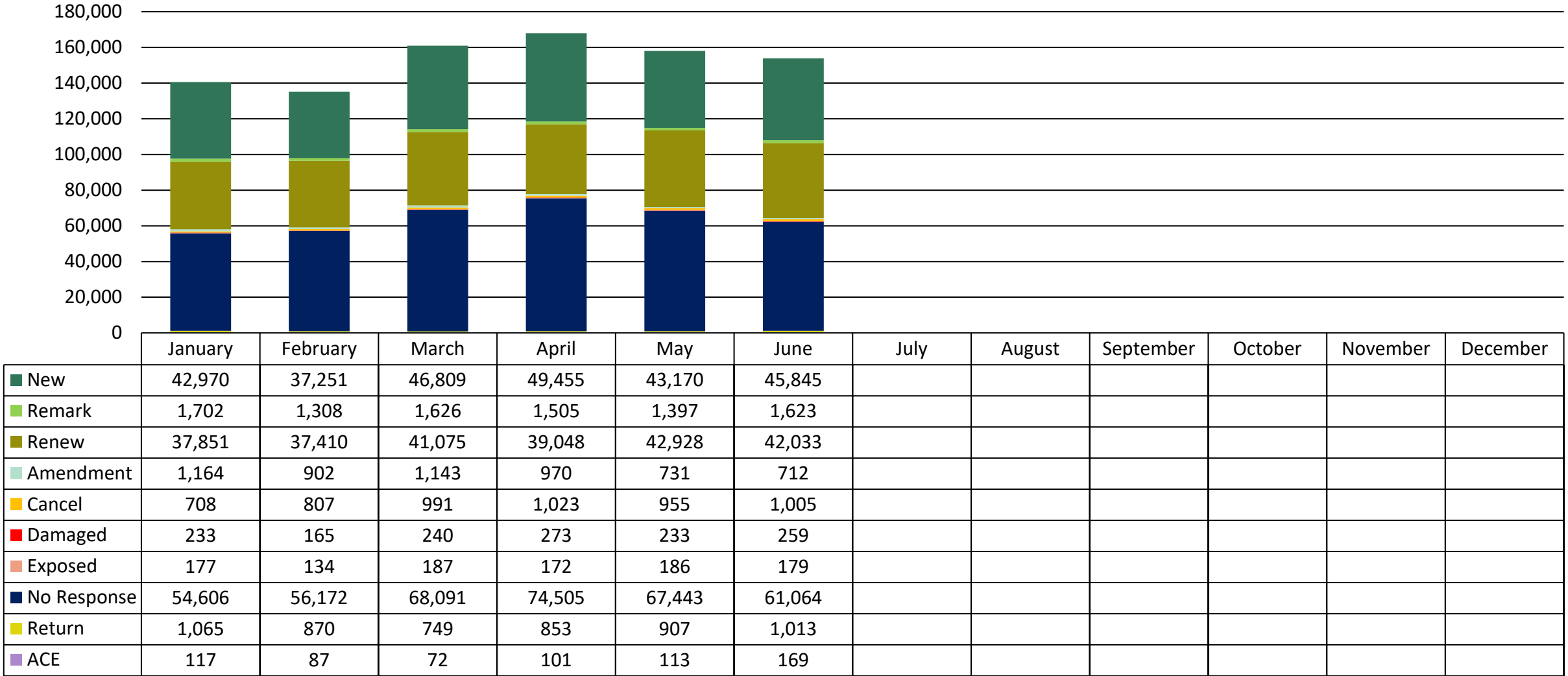
USA North 811*

	Average Speed of Answer (mm:ss)	Average Abandoned Call Rate (%)	Average Busy Signal Rate (%)	Average Call Duration (mm:ss)
January	01:00	1.99%	0%	08:16
February	01:08	2.29%	0%	08:12
March	08:43	11.10%	0%	08:38
April	03:12	4.73%	0%	08:55
May	04:35	6.24%	0%	08:44
June	01:23	4.42%	0%	08:31
July				
August				
September				
October				
November				
December				

*USA North 811 call data includes California and Nevada

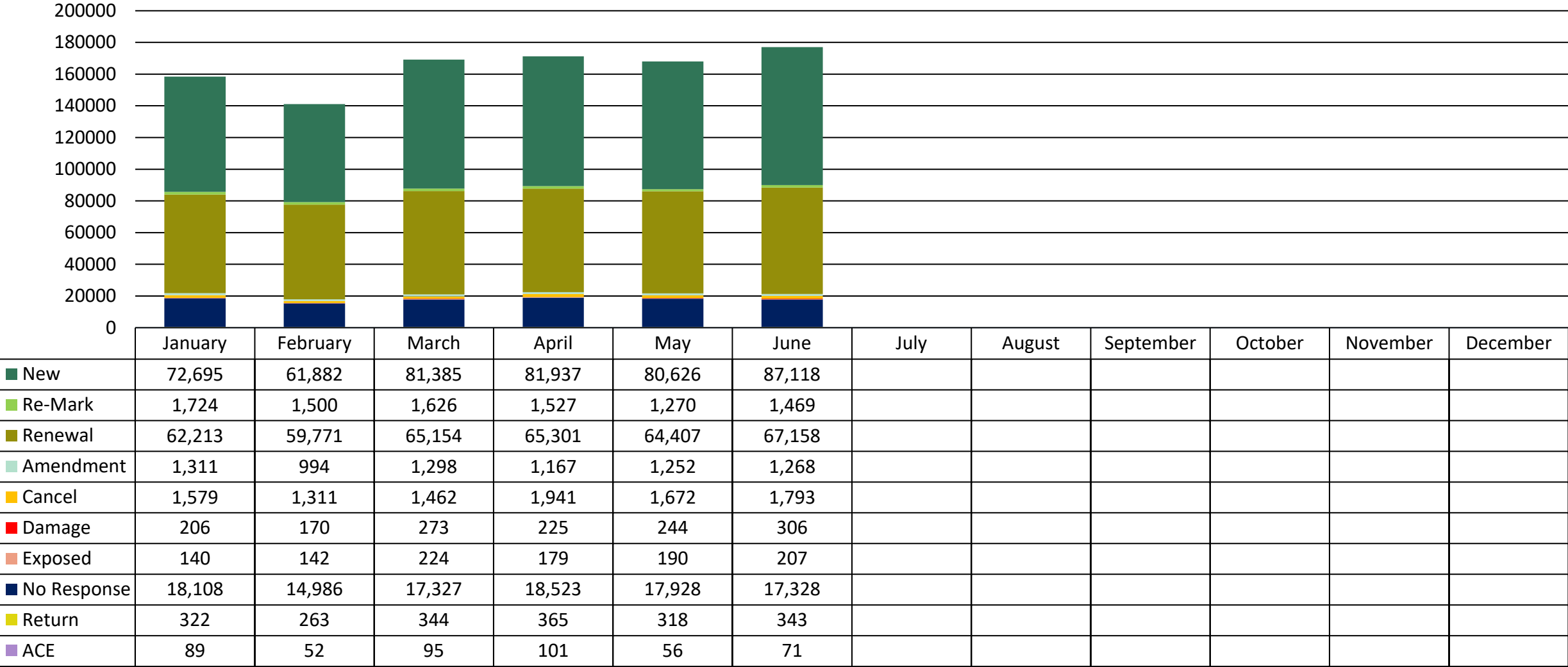
DigAlert Ticket Type Data

Monthly (2026 Q2)



USA North 811 Ticket Type Data

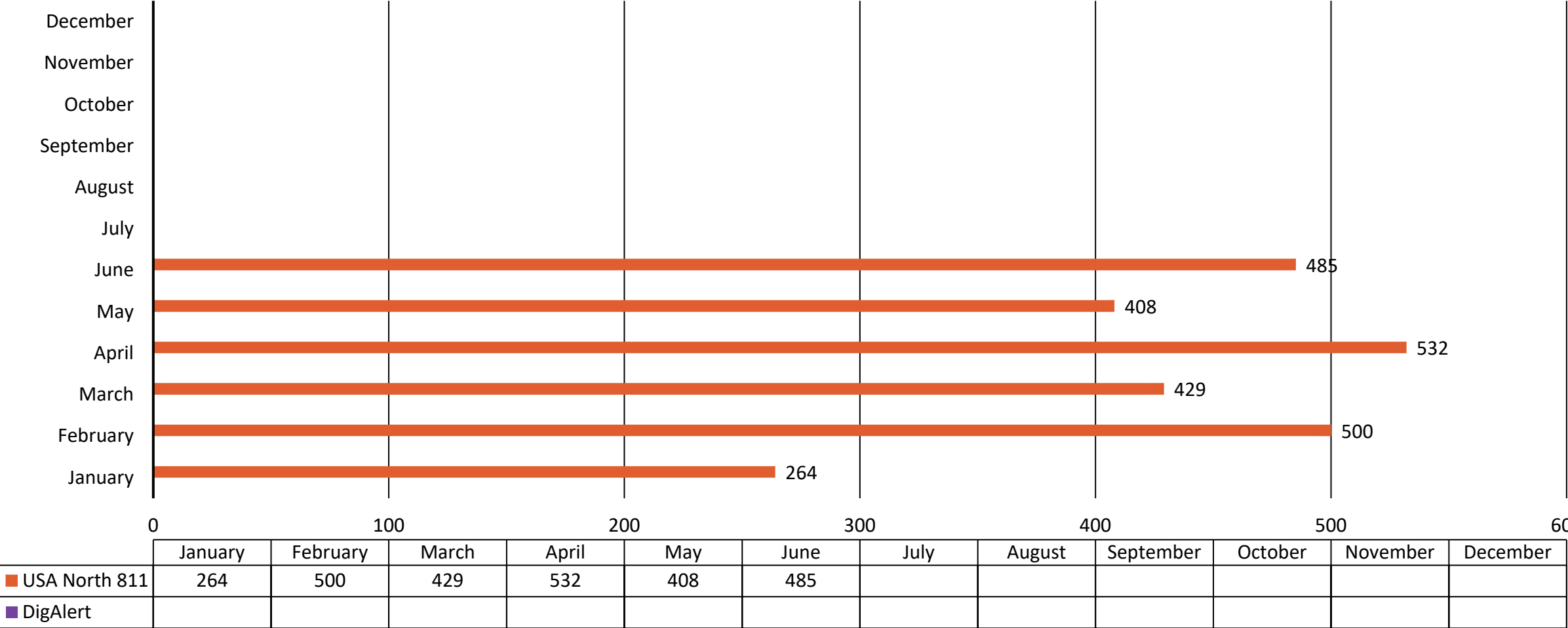
Monthly (2026 Q2)



Design Requests

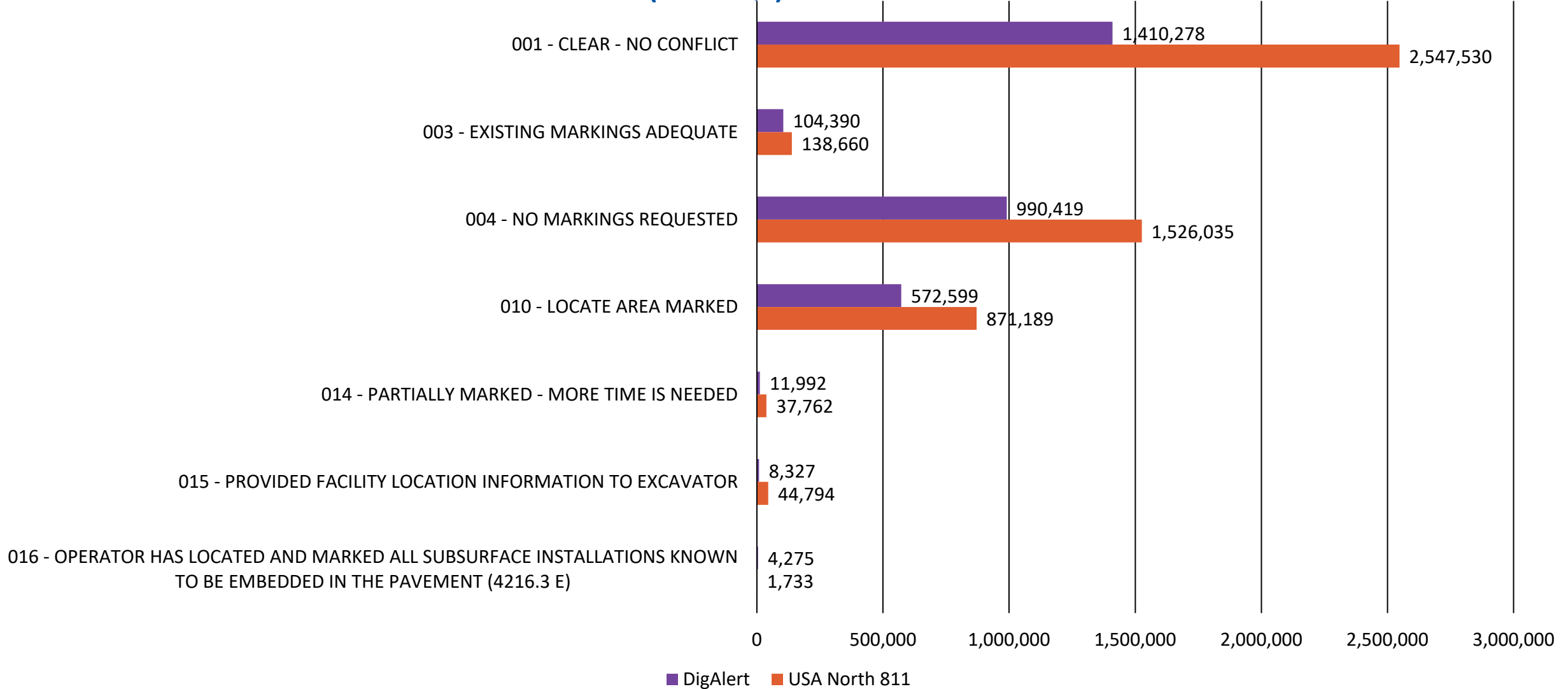
Monthly (2026 Q2)

USA North 811 DigAlert



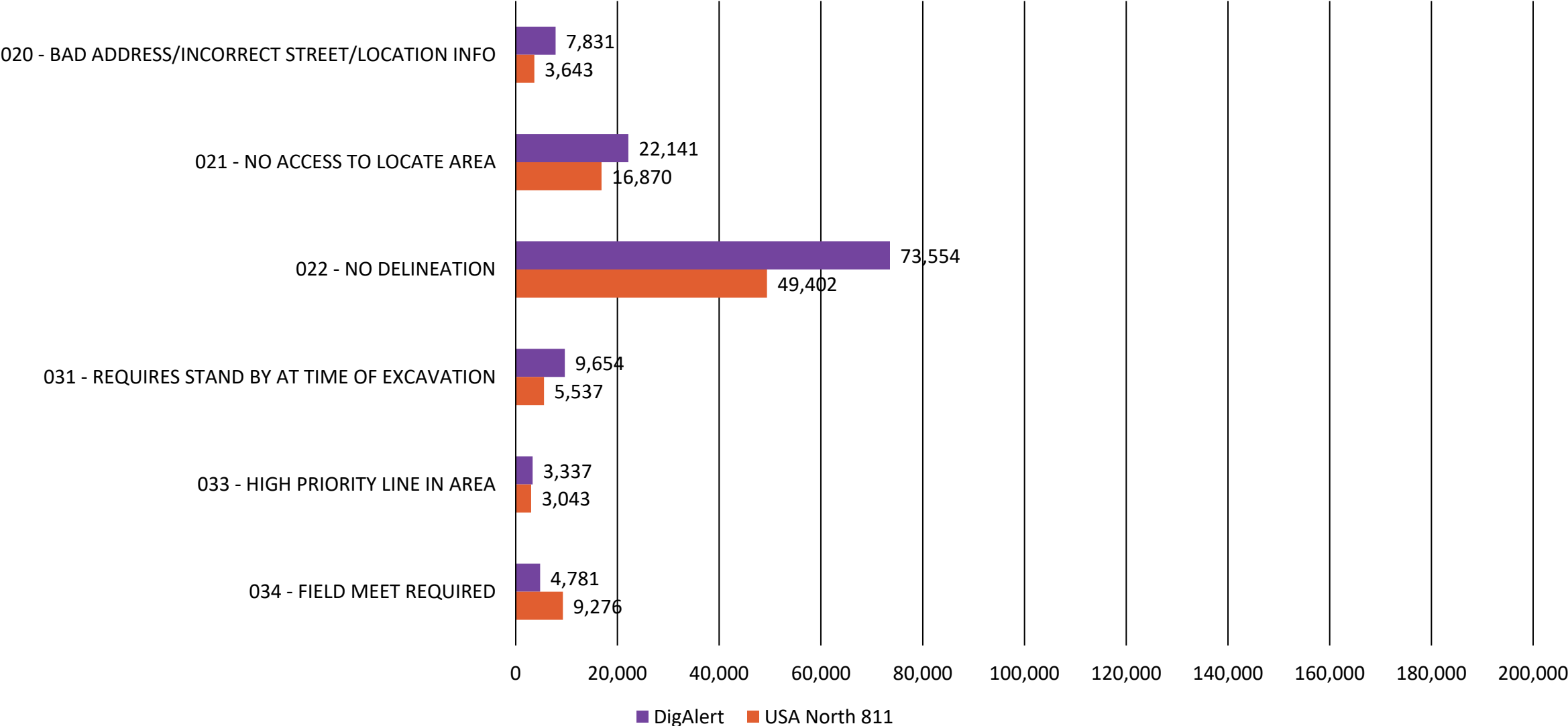
Electronic Positive Response (EPR) Code Usage

(2026 Q2)



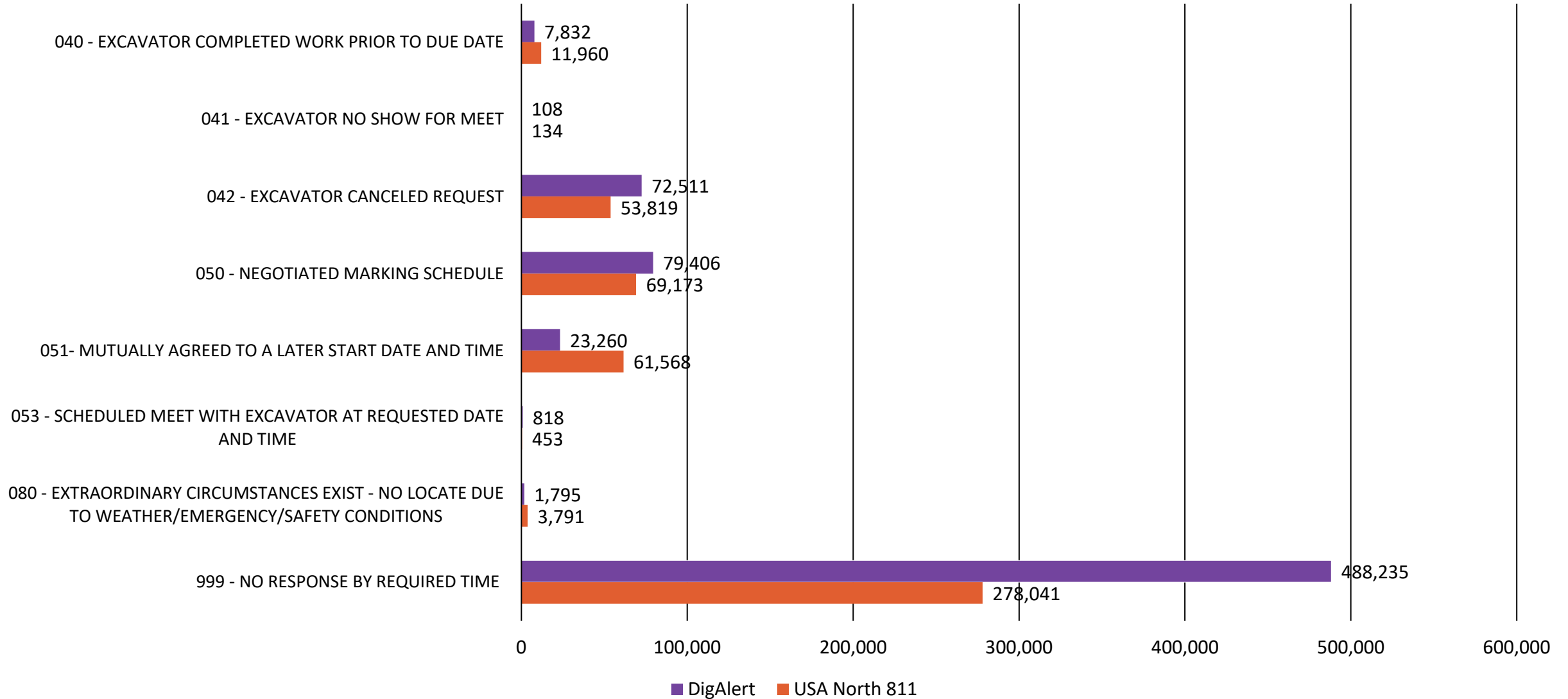
Electronic Positive Response (EPR) Code Usage

(2026 Q2)



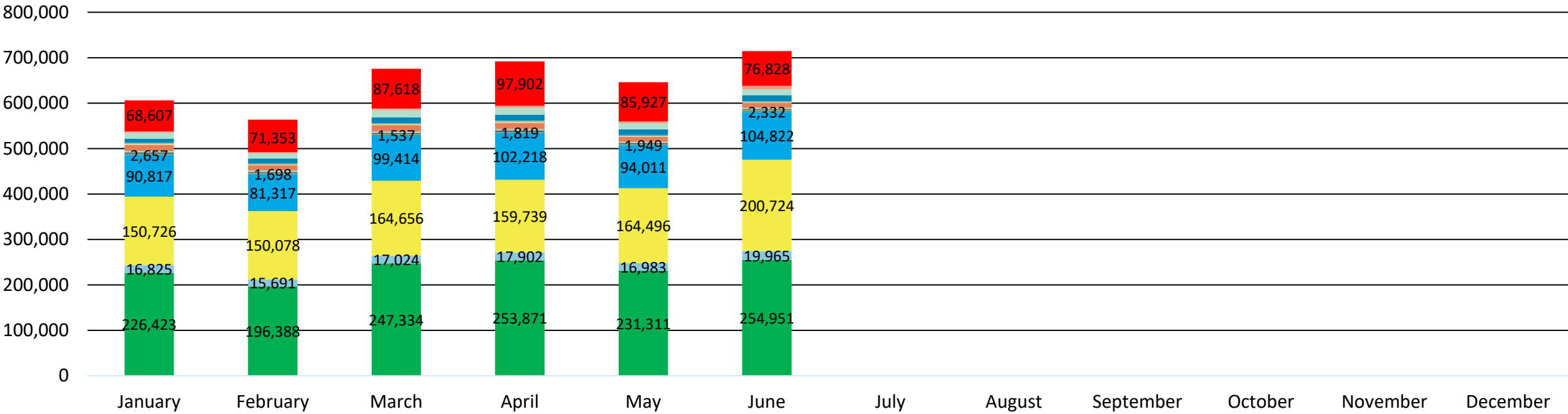
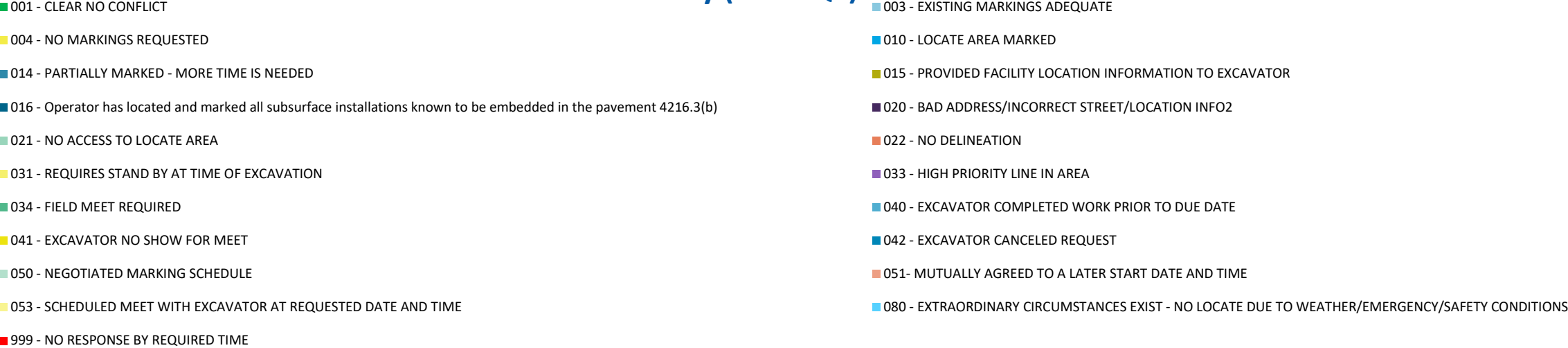
Electronic Positive Response (EPR) Code Usage

(2026 Q2)



DigAlert EPR Code Usage

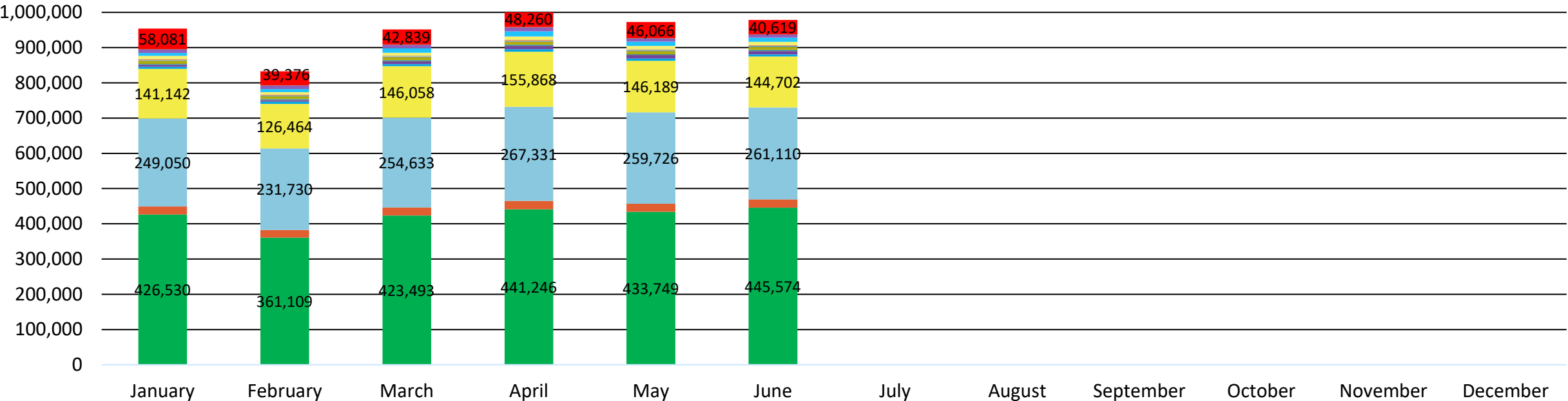
Monthly (2026 Q2)



USA North 811 EPR Code Usage

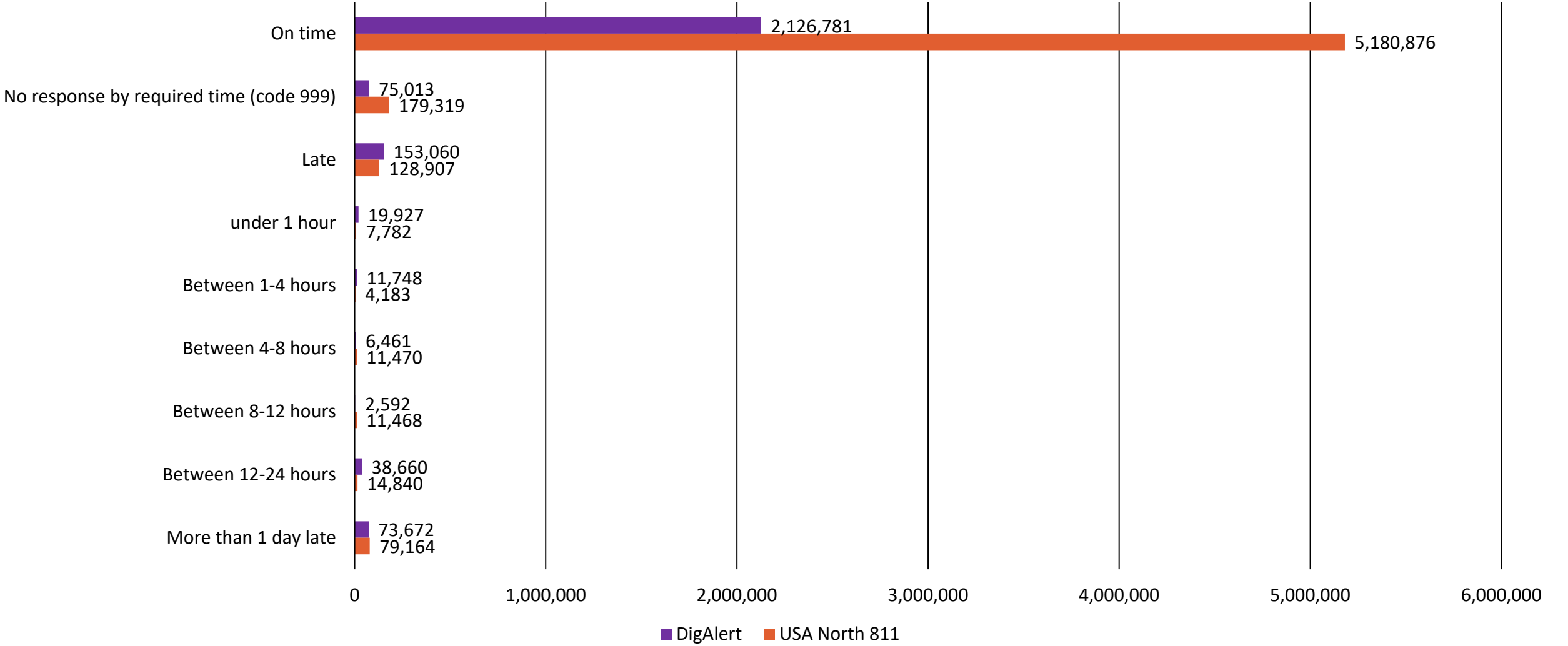
Monthly (2026 Q2)

- 999 - NO RESPONSE BY REQUIRED TIME
- 053 - SCHEDULED MEET WITH EXCAVATOR AT REQUESTED DATE AND TIME
- 050 - NEGOTIATED MARKING SCHEDULE
- 041 - EXCAVATOR NO SHOW FOR MEET
- 034 - FIELD MEET REQUIRED
- 031 - REQUIRES STAND BY AT TIME OF EXCAVATION
- 021 - NO ACCESS TO LOCATE AREA
- 016 - OPERATOR HAS LOCATED AND MARKED ALL SUBSURFACE INSTALLATIONS KNOWN TO BE EMBEDDED IN PAVEMENT 4216.3(b)
- 014 - PARTIALLY MARKED - MORE TIME IS NEEDED
- 004 - NO MARKINGS REQUESTED
- 001 - CLEAR NO CONFLICT
- 080 - EXTRAORDINARY CIRCUMSTANCES EXIST - NO LOCATE DUE TO WEATHER/EMERGENCY/SAFETY CONDITIONS
- 051- MUTUALLY AGREED TO A LATER START DATE AND TIME
- 042 - EXCAVATOR CANCELED REQUEST
- 040 - EXCAVATOR COMPLETED WORK PRIOR TO DUE DATE
- 033 - HIGH PRIORITY LINE IN AREA
- 022 - NO DELINEATION
- 020 - BAD ADDRESS / INCORRECT STREET / LOCATION INFO
- 015 - PROVIDED FACILITY LOCATION INFORMATION TO EXCAVATOR
- 010 - LOCATE AREA MARKED
- 003 - EXISTING MARKINGS ADEQUATE



EPR Response Times

(2026 Q2)



DigAlert EPR Response Time

Monthly (2026 Q2)

	On time	Never Responded	Late	Under 1 hour	Between 1-4 hours	Between 4-8 hours	Between 8-12 hours	Between 12-24 hours	More than 1 day late
January	346,290	10,122	17,606	2,057	1,182	531	238	4,336	9,262
February	296,888	11,182	20,204	2,609	1,471	594	219	5,604	9,707
March	377,496	13,208	27,144	3,380	2,310	1,461	478	7,136	12,379
April	397,674	14,859	30,009	4,142	2,357	1,452	760	7,336	13,962
May	356,512	13,660	28,999	3,948	2,241	1,203	474	7,102	14,031
June	387,921	11982	29,098	3,791	2,187	1,220	423	7,146	14,331
July									
August									
September									
October									
November									
December									

USA North EPR Response Time

Monthly (2026 Q2)

	On time	No response by required time (code 999)	Late	Under 1 hour	Between 1-4 hours	Between 4-8 hours	Between 8-12 hours	Between 12-24 hours	More than 1 day late
January	844,479	37,777	28,074	839	523	2,018	1,677	523	22,494
February	744,925	24,147	15,302	1,073	625	1,650	1,292	625	10,037
March	886,804	28,936	18,831	1,980	844	1,911	1,742	844	11,510
April	908,509	30,196	20,428	1,591	805	1,887	1,770	2,545	11,830
May	875,027	30,050	18,883	1,228	704	337	1,939	4,083	10,592
June	921,132	28,213	20,483	1,071	682	349	2,181	3,499	12,701
July									
August									
September									
October									
November									
December									