811 Notification Center Metrics
November 9-10, 2026

Developed and presented by:

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Ticket Data

Year Over Year (2026 Q3)

	DigAlert		USA North 811	
	2025	2026	2025	2026
Ticket Volume	2,324,805 (1,112,475)	1,367,671 (550,918)	1,660,706	1,505,722
Average Ticket Notification Delivery	0:53 (email) 0:31 (webhook)	0:11 (email) 0:32 (webhook)	0:44	0:54
Tickets Created Online	2,104,560 (892,230)	1,202,646 (550,918)	1,498,576	1,363,622
Tickets Created Via Call	220,245	165,025	162,130	142,100
Calls Answered Volume	173,240	127,016	206,749*	158,741
Average Speed of Answer (mm:ss)	0:27	0:27	1:37*	2:48
Average Abandoned Call Rate (%)	0.91%	0.94%	3.05%*	4.46%
Average Busy Signal Rate (%)	0%	0%	0%*	0%
Average Call Duration (mm:ss)	07:03	07:02	8:26*	8:34

Auto No Responses are shown in parentheses

*USA North 811 call data includes California and Nevada

Ticket Type Data

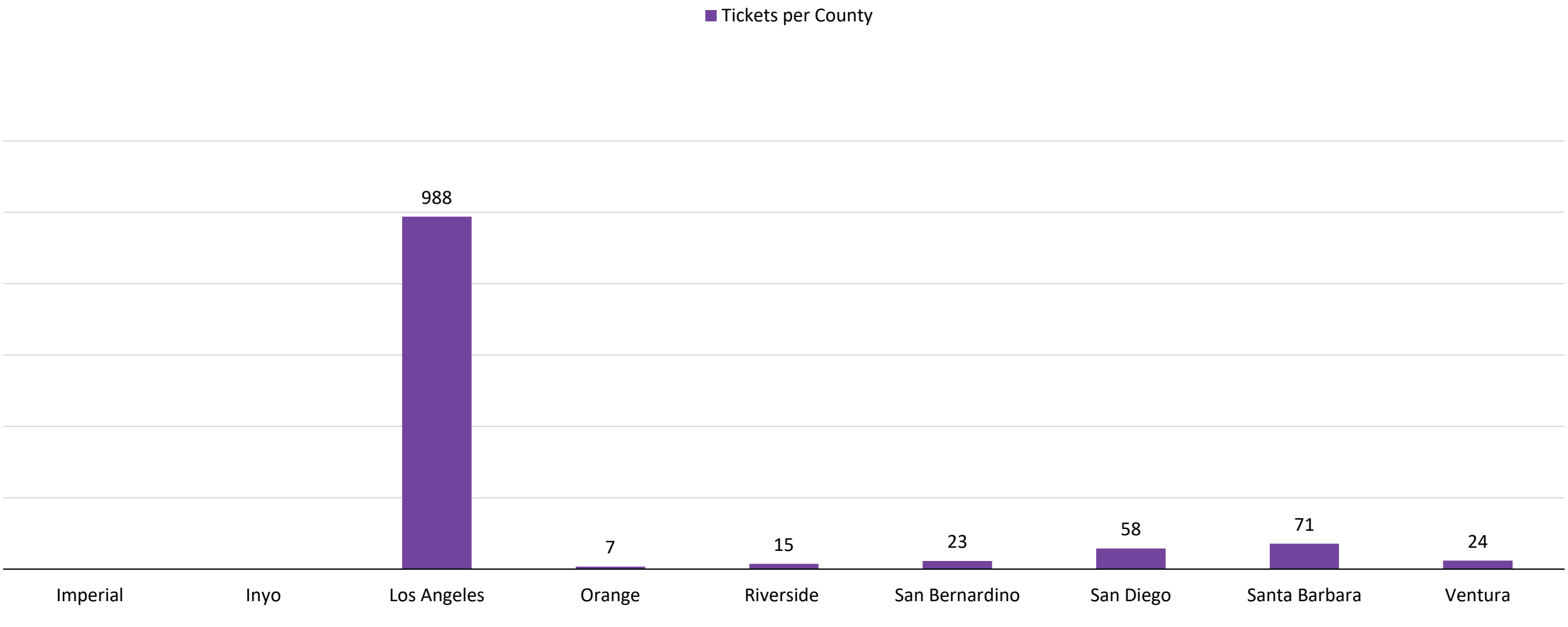
Year Over Year (2026 Q3)

	DigAlert		USA North 811	
	2025	2026	2025	2026
New	521,846	399,169	855,288	676,919
Emergency	33,013	22,450	43,536	33,919
ACE	1,399	1,186	914	721
Re-Mark	16,774	12,924	16,710	13,443
Renewal	527,110	374,616	686,893	592,356
Amendment	18,554	8,437	15,169	10,798
Cancel	8,532	8,514	18,127	14,596
Damage	2,816	2,255	2,936	2,321
Exposed	2,032	1,574	2,065	1,612
No Response	7,334 (1,212,330)	550,918	15,329	148,114 Auto No Response (Total all NRSP Tickets is 156,084)
Return Trip	6,602	8,514	3,739	2,953

Auto No Responses are shown in parentheses

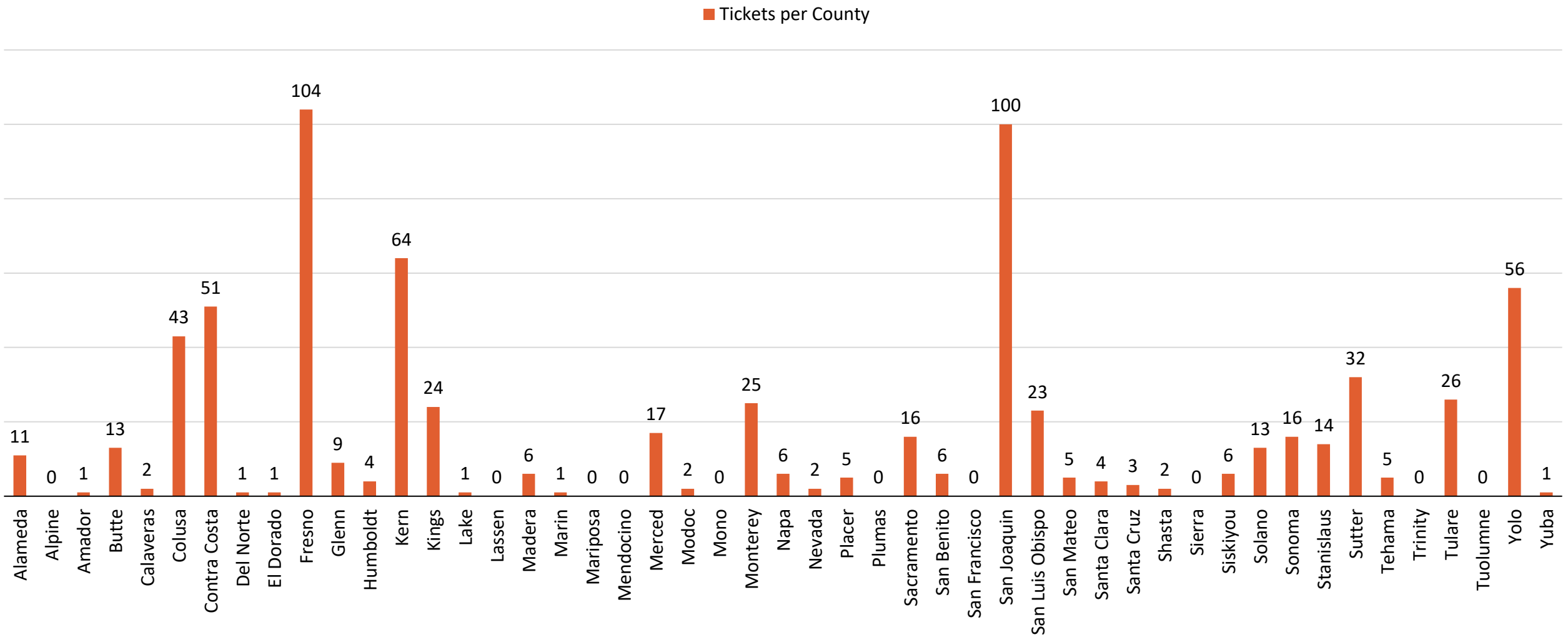
ACE Tickets for DigAlert

(2026 Q3)



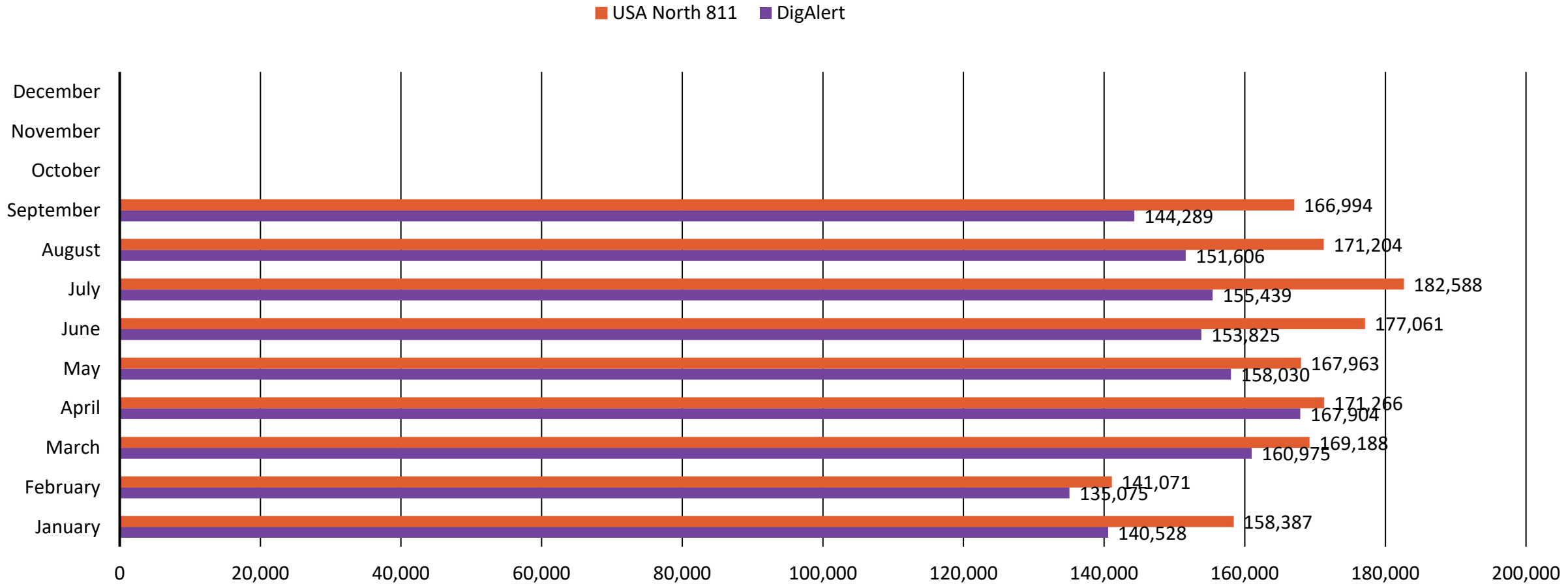
ACE Tickets for USA North 811

(2026 Q3)



Ticket Volume

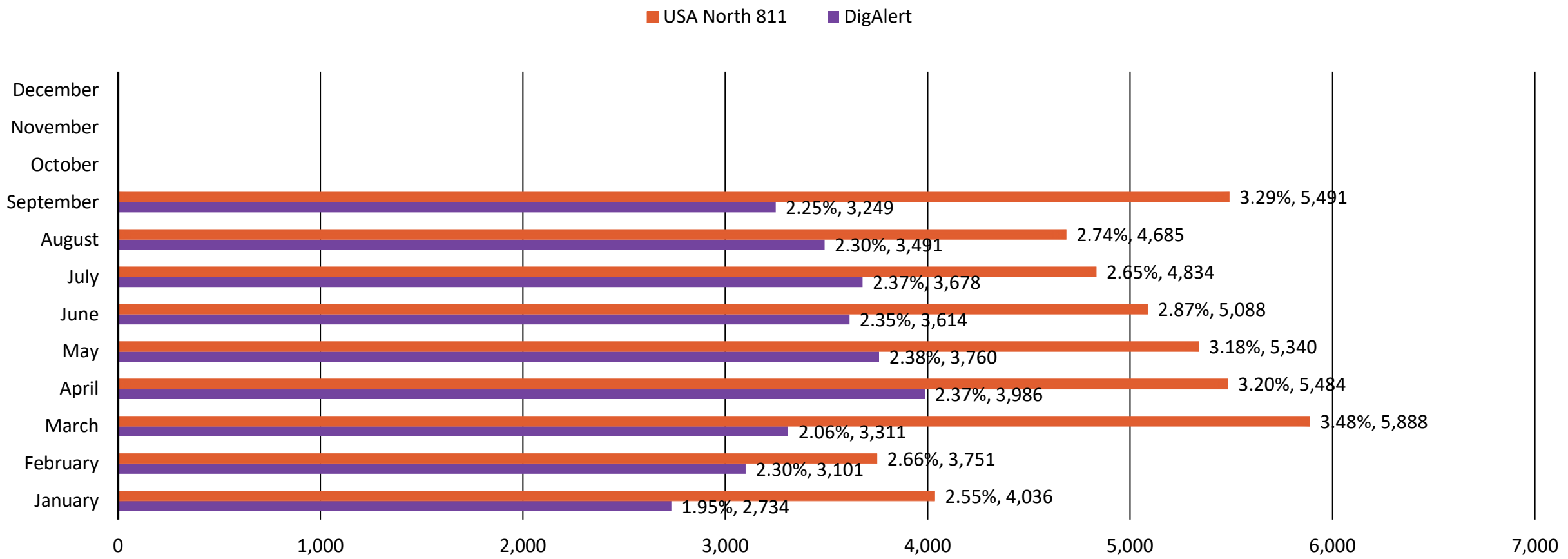
Monthly (2026 Q3)



	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	182,588	171,204	166,994			
DigAlert	140,528	135,075	160,975	167,904	158,030	153,825	155,439	151,606	144,289			

Homeowner Ticket Volume

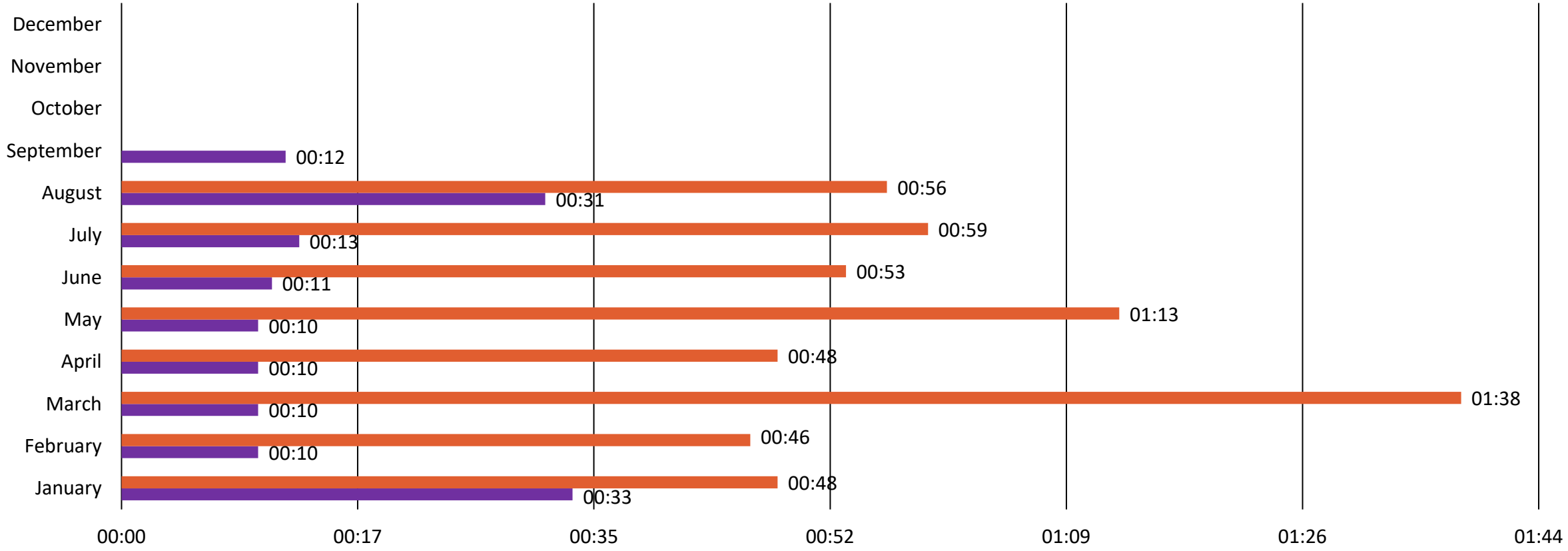
Monthly (2026 Q3)



	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	4,834	4,685	5,491			
DigAlert	2,734	3,101	3,311	3,986	3,760	3,614	3,678	3,491	3,249			

Average Ticket Delivery Notification

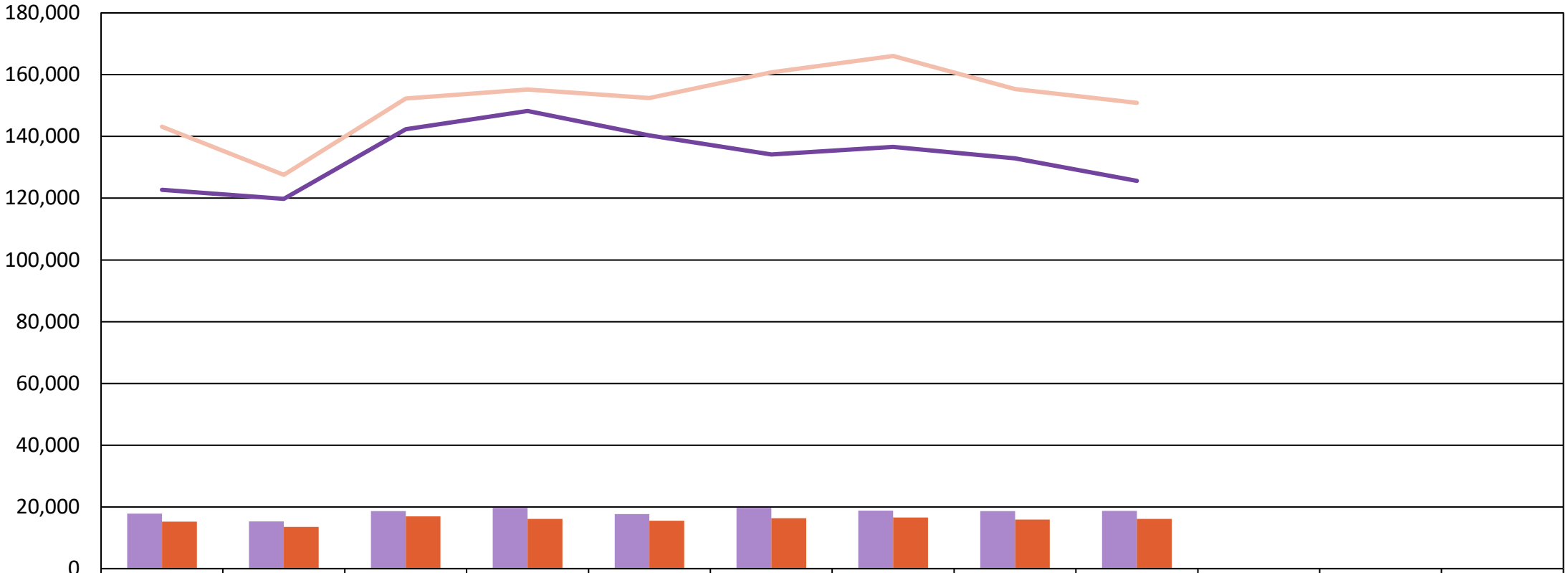
Monthly (2026 Q3) (mm:ss)



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	00:48	00:46	01:38	00:48	01:13	00:53	00:59	00:56				
DigAlert	00:33	00:10	00:10	00:10	00:10	00:11	00:13	00:31	00:12			

Tickets Created Via Call Or Online

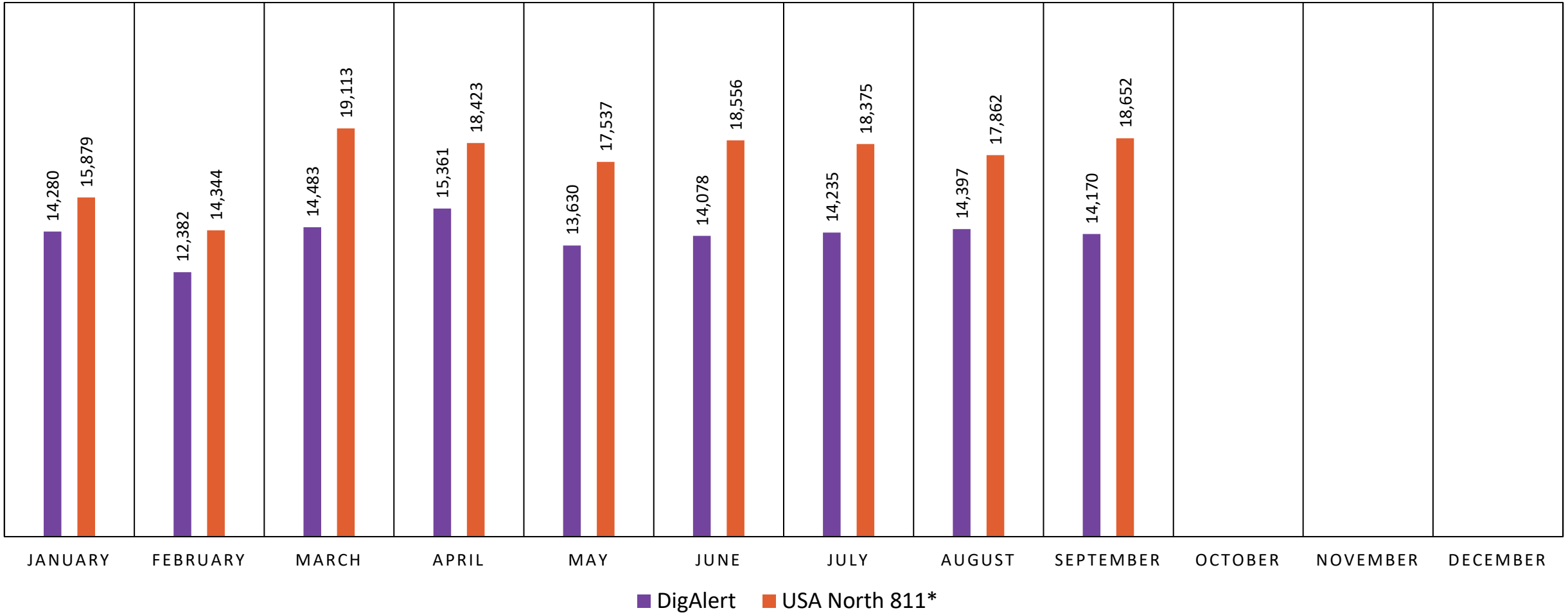
Monthly (2026 Q3)



	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	18,808	18,678	18,711			
USA North 811 via Call	15,209	13,516	16,929	16,084	15,541	16,320	16,530	15,879	16,092			
Dig Alert Online	122,702	119,777	142,313	148,244	140,341	134,132	136,631	132,928	125,578			
USA North 811 Online	143,178	127,555	152,259	155,182	152,422	160,741	166,058	155,325	150,902			

Calls Answered Volume Data

Monthly (2026 Q3)



*USA North 811 call data includes California and Nevada

Call Data

Monthly (2026 Q3)

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	00:22	0.72%	0%	06:55
August	00:26	0.87%	0%	07:05
September	00:25	0.86%	0%	07:01
October				
November				
December				

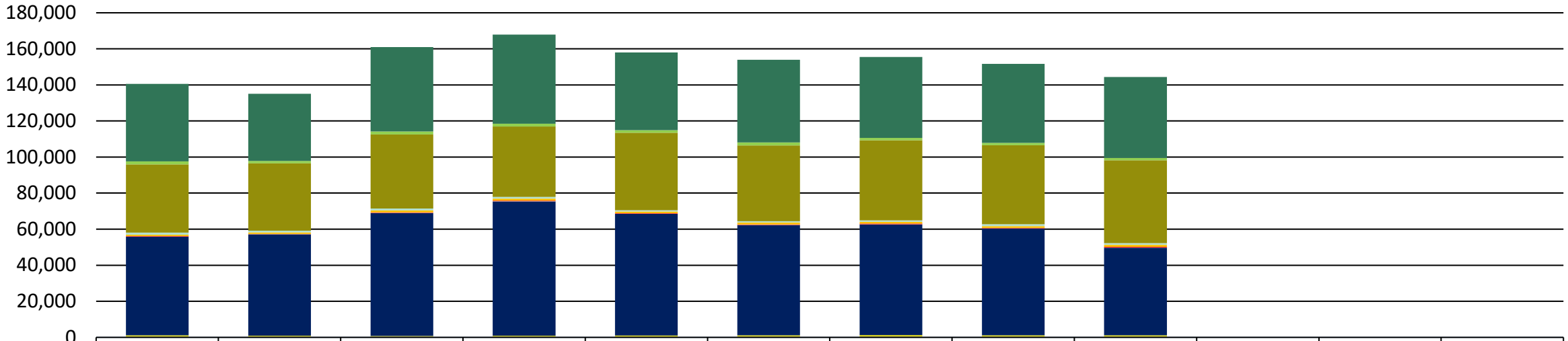
USA North 811*

	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	01:20	2.29%	0%	08:29
August	01:19	2.05%	0%	08:31
September	02:00	3.20%	0%	08:46
October				
November				
December				

*USA North 811 call data includes California and Nevada

DigAlert Ticket Type Data

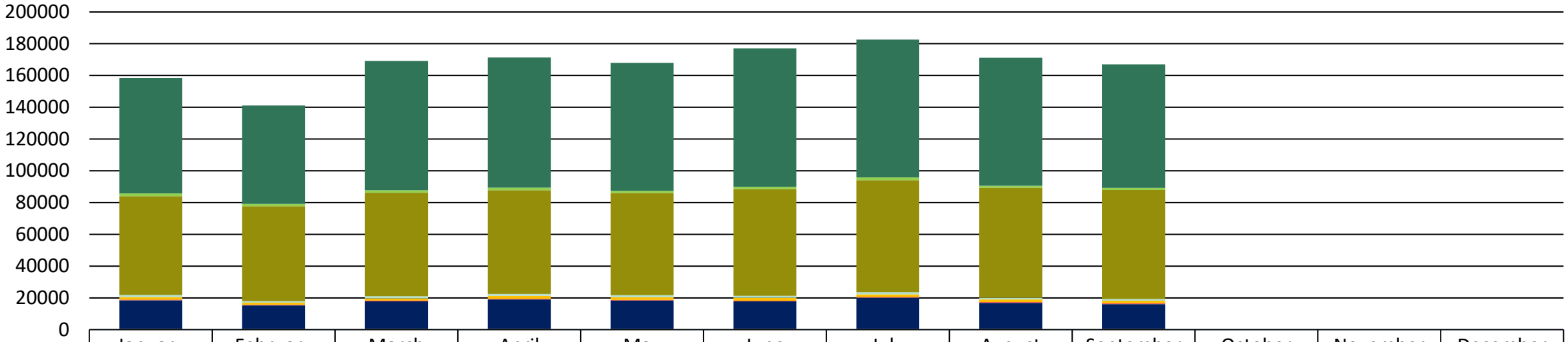
Monthly (2026 Q3)



	January	February	March	April	May	June	July	August	September	October	November	December
New	42,970	37,251	46,809	49,455	43,170	45,845	44,889	43,888	44,892			
Remark	1,702	1,308	1,626	1,505	1,397	1,623	1,281	1,242	1,240			
Renew	37,851	37,410	41,075	39,048	42,928	42,033	44,392	43,842	46,037			
Amendment	1,164	902	1,143	970	731	712	845	1,017	953			
Cancel	708	807	991	1,023	955	1,005	1,006	955	1,064			
Damaged	233	165	240	273	233	259	307	273	272			
Exposed	177	134	187	172	186	179	180	182	177			
No Response	54,606	56,172	68,091	74,505	67,443	61,064	61,318	59,112	48,607			
Return	1,065	870	749	853	907	1,013	1,112	992	953			
ACE	117	87	72	101	113	169	159	199	169			

USA North 811 Ticket Type Data

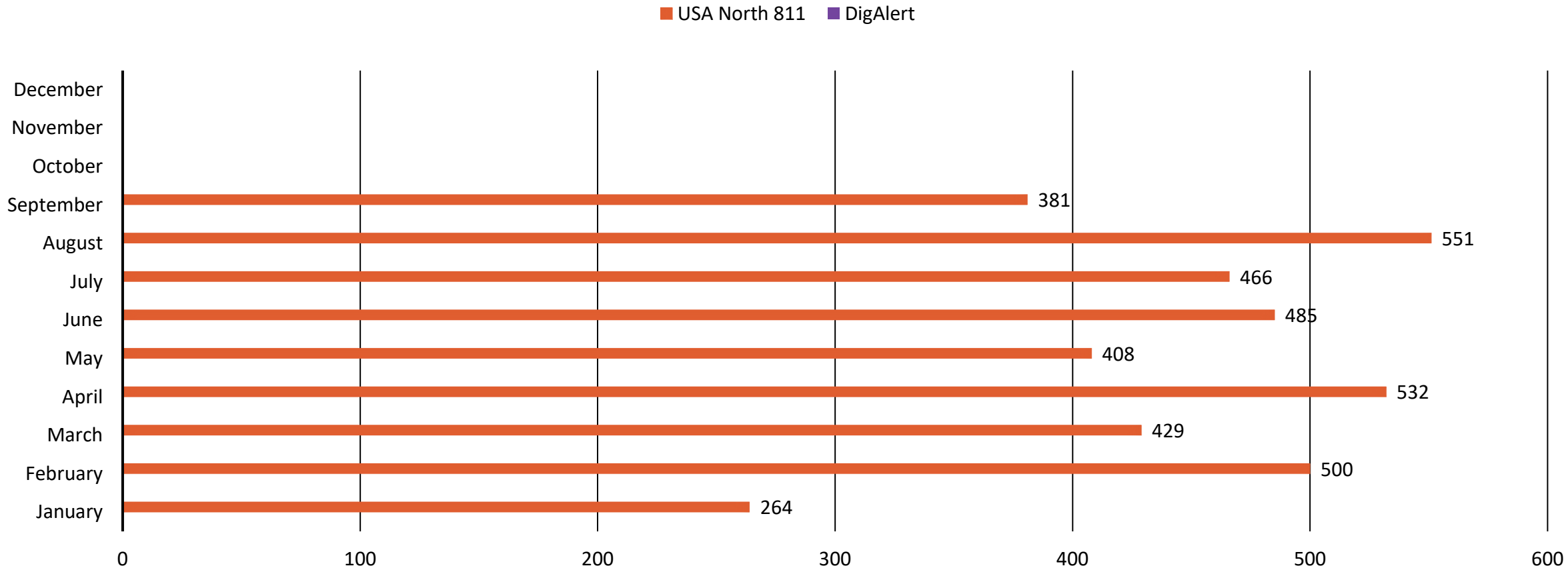
Monthly (2026 Q3)



	January	February	March	April	May	June	July	August	September	October	November	December
New	72,695	61,882	81,385	81,937	80,626	87,118	86,812	80,583	77,800			
Re-Mark	1,724	1,500	1,626	1,527	1,270	1,469	1,734	1,258	1,335			
Renewal	62,213	59,771	65,154	65,301	64,407	67,158	70,490	69,273	68,589			
Amendment	1,311	994	1,298	1,167	1,252	1,268	1,271	1,143	1,094			
Cancel	1,579	1,311	1,462	1,941	1,672	1,793	1,683	1,564	1,591			
Damage	206	170	273	225	244	306	309	292	296			
Exposed	140	142	224	179	190	207	167	183	180			
No Response	18,108	14,986	17,327	18,523	17,928	17,328	19,761	16,455	15,668			
Return	322	263	344	365	318	343	303	370	325			
ACE	89	52	95	101	56	71	58	83	116			

Design Requests

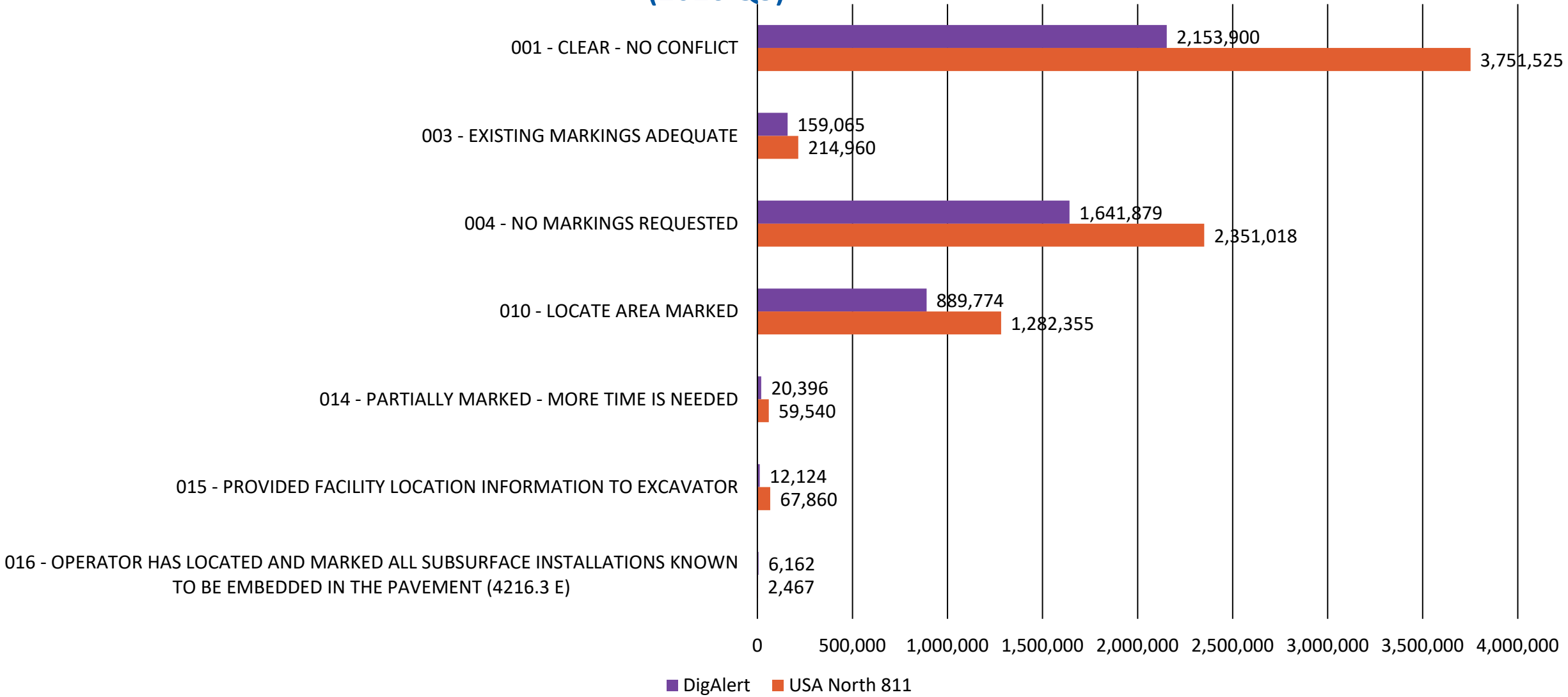
Monthly (2026 Q3)



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	264	500	429	532	408	485	466	551	381			
DigAlert												

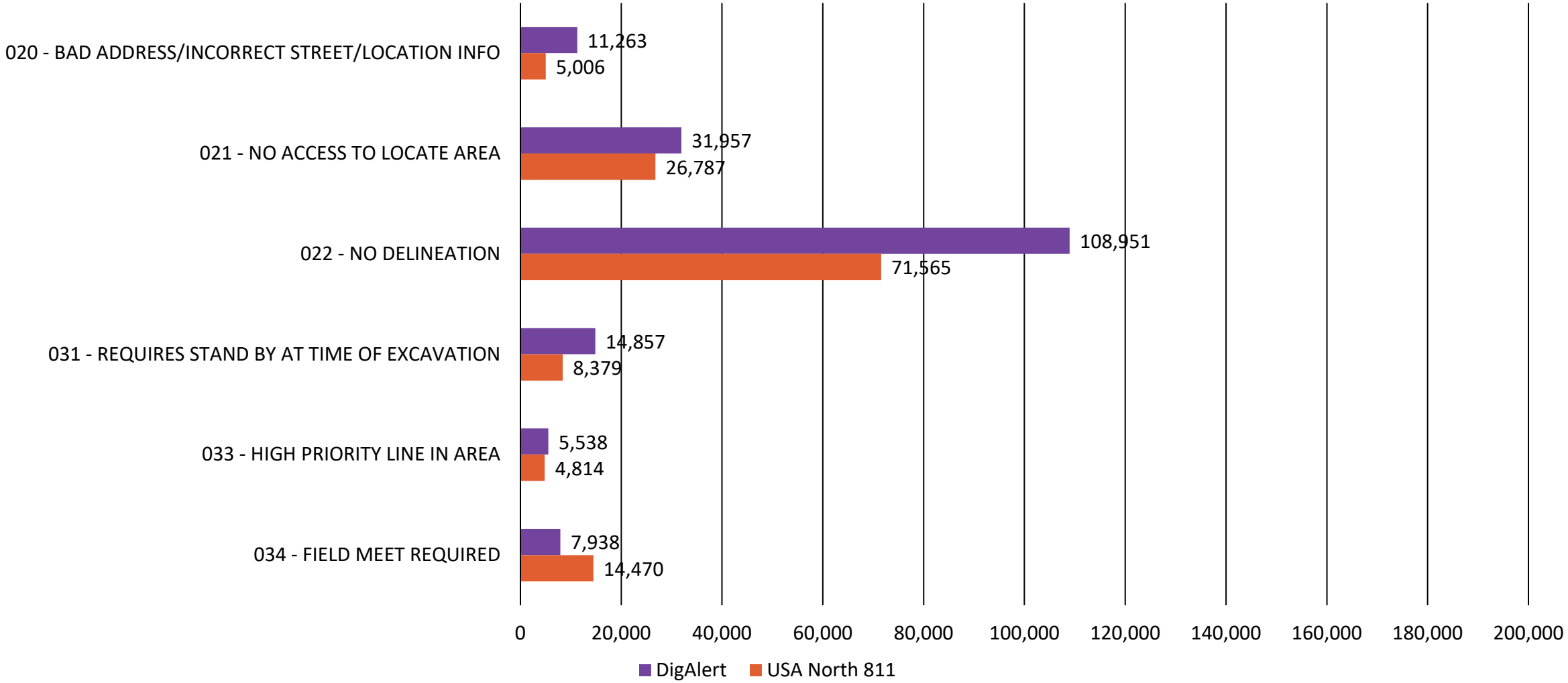
Electronic Positive Response (EPR) Code Usage

(2026 Q3)



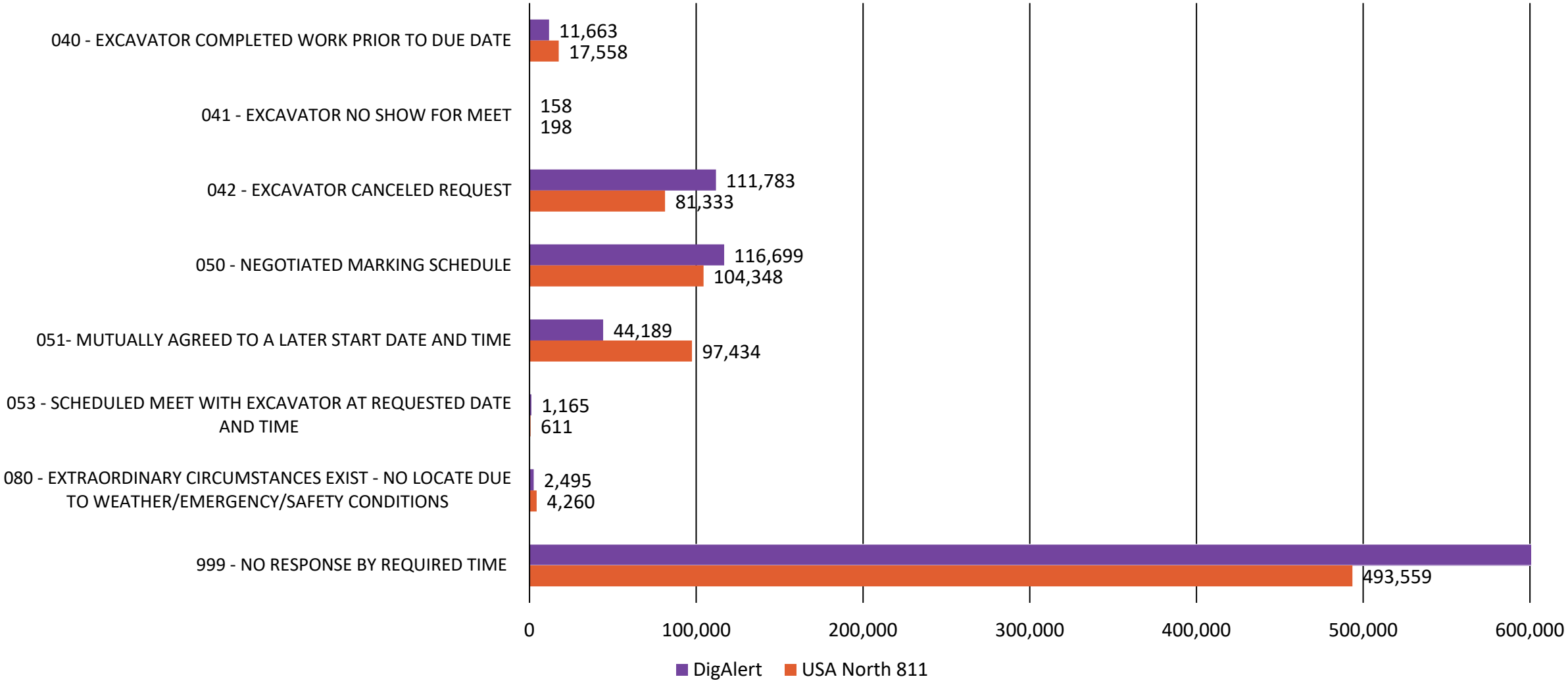
Electronic Positive Response (EPR) Code Usage

(2026 Q3)

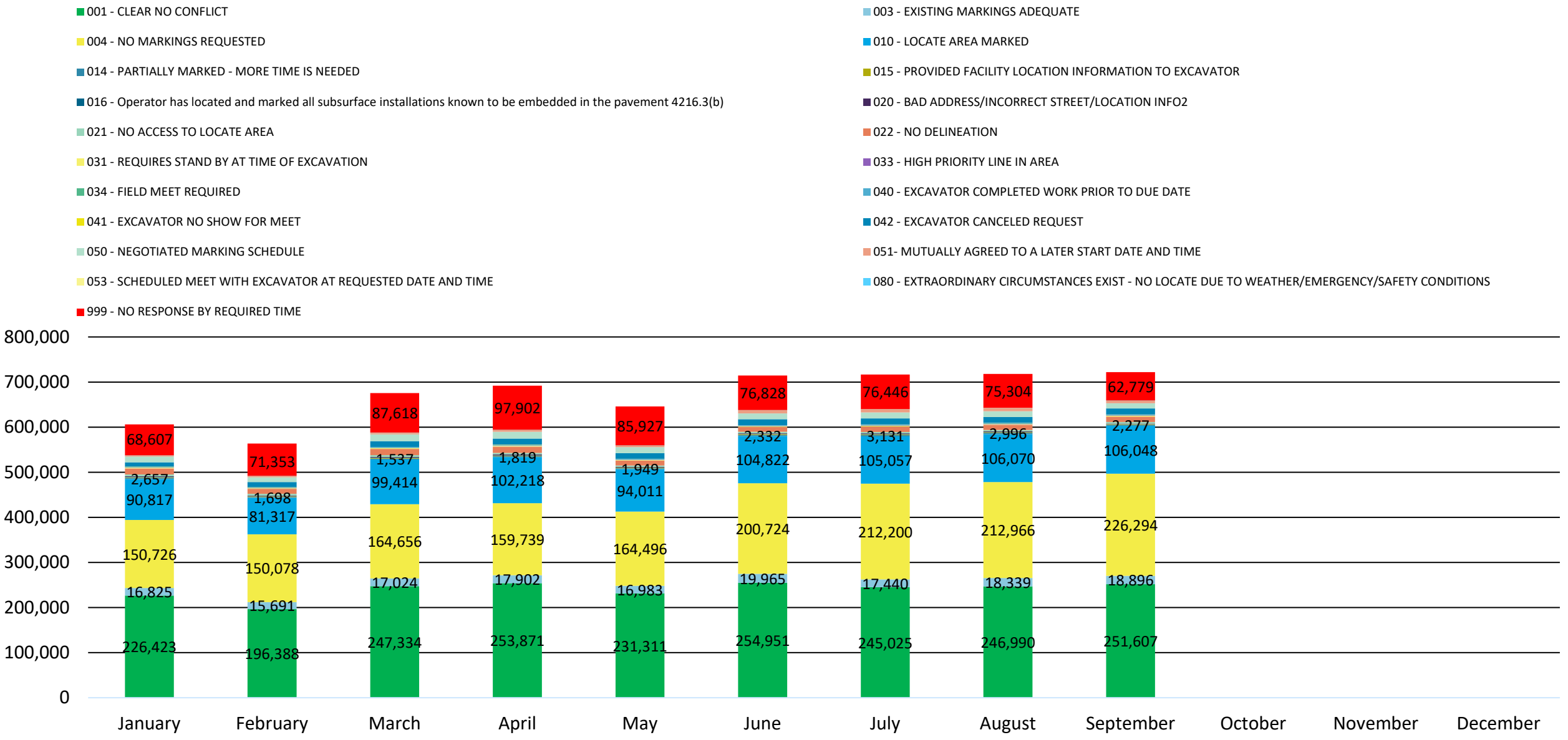


Electronic Positive Response (EPR) Code Usage

(2026 Q3)

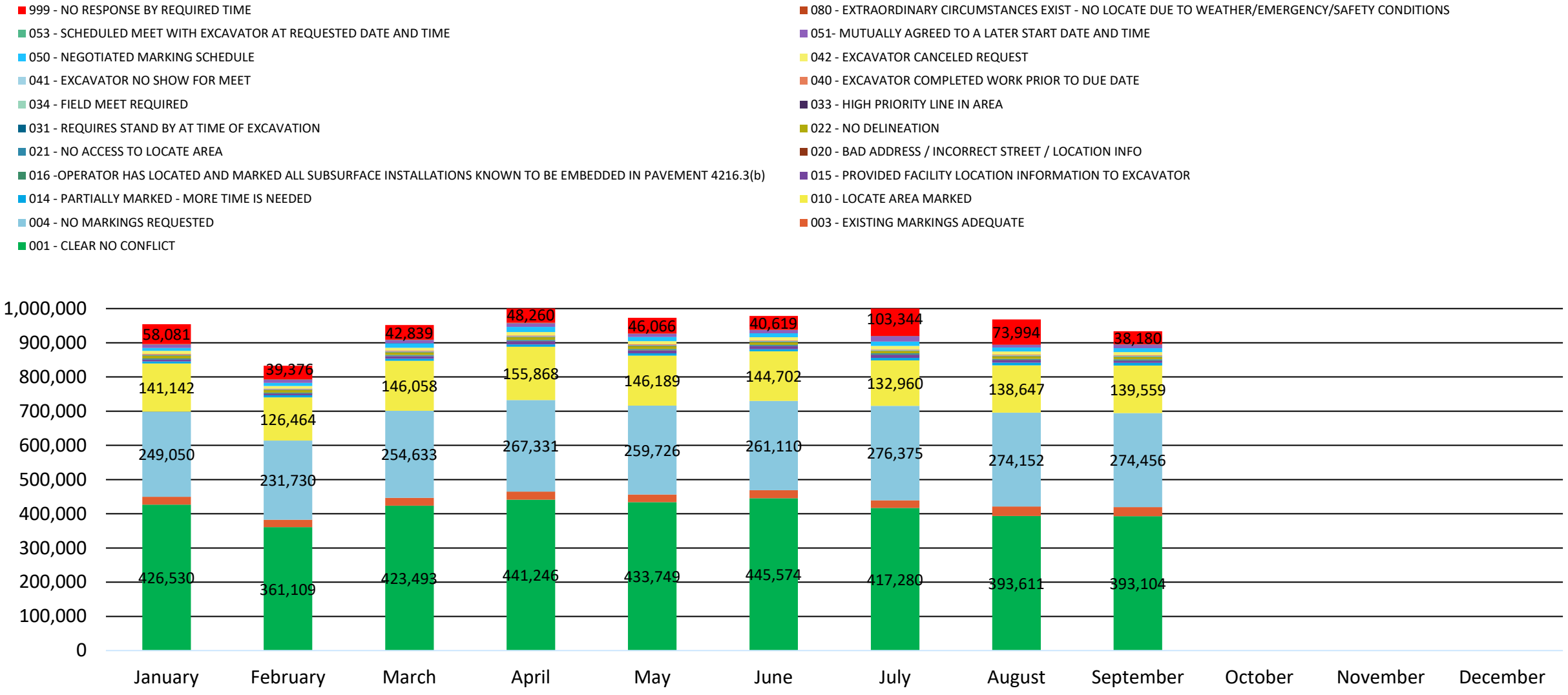


DigAlert EPR Code Usage Monthly (2026 Q3)



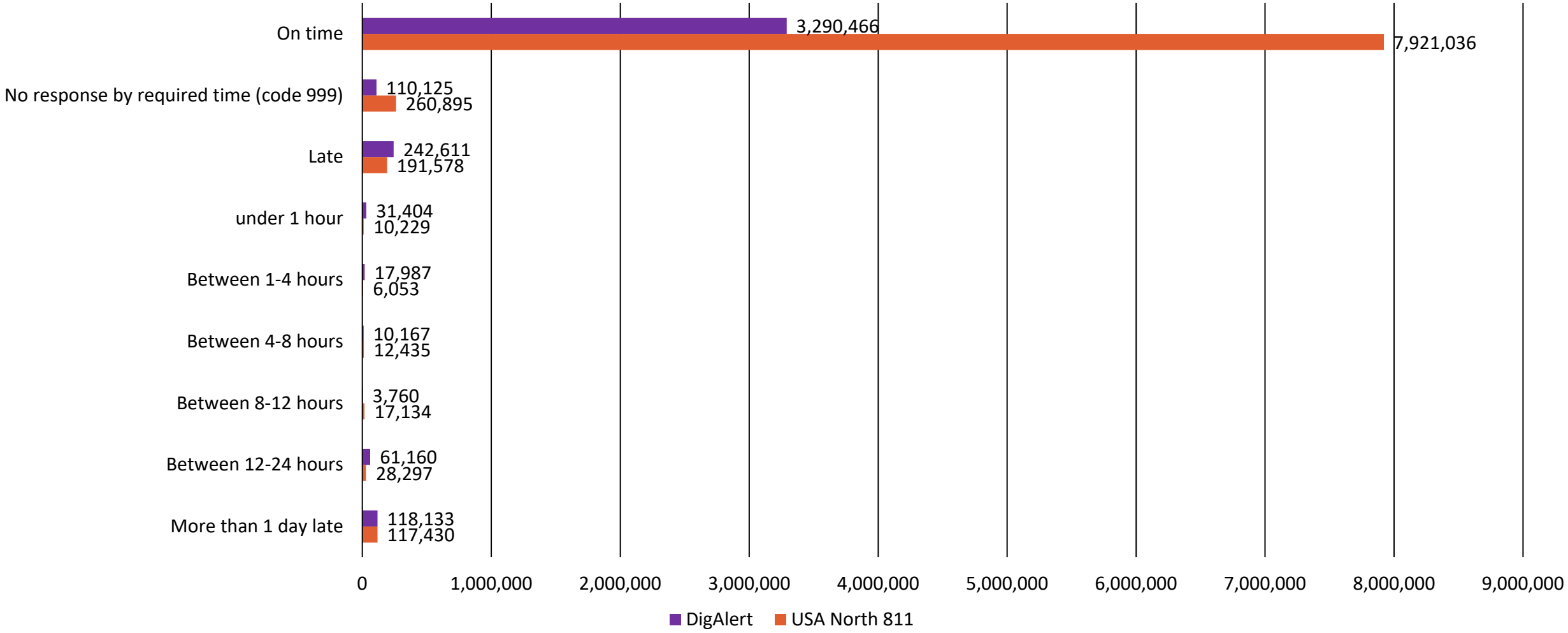
USA North 811 EPR Code Usage

Monthly (2026 Q3)



EPR Response Times

(2026 Q3)



DigAlert EPR Response Time
Monthly (2026 Q3)

	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	11,982	29,098	3,791	2,187	1,220	423	7,146	14,331
July	374,923	12,710	27,751	3,853	1,919	1,054	347	7,143	13,435
August	378,796	11,812	31,637	4,094	2,304	1,405	470	7,671	15,693
September	273,966	10,590	30,163	3,530	2,016	1,247	351	7,686	15,333
October									
November									
December									

USA North EPR Response Time
Monthly (2026 Q3)

	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	964,286	31,866	23,464	999	644	306	2,573	4,797	14,145
August	914,348	25,830	19,233	770	558	326	1,586	3,825	12,168
September	861,526	23,880	19,974	678	668	333	1,507	4,835	11,953
October									
November									
December									