



811 Notification Center Metrics February 9-10, 2026

Presented by:

DigAlert – Ann Diamond

USA North 811 – James Wingate

Ticket Data

Year Over Year

	DigAlert		USA North 811	
	2024	2025	2024	2025
Ticket Volume	1,048,683	2,324,805 (1,112,475)	1,455,116	1,660,706
Average Ticket Notification Delivery	0:29	0:53 (email) 0:31 (webhook)	2:29	0:44
Tickets Created Online	808,244	2,104,560 (892,230)	1,280,872	1,498,576
Tickets Created Via Call	240,439	220,245	174,244	162,130
Calls Answered Volume	192,017	173,240	221,197*	206,749*
Average Speed of Answer (mm:ss)	0:27	0:27	0:37*	1:37*
Average Abandoned Call Rate (%)	1.10%	0.91%	1.60%*	3.05%*
Average Busy Signal Rate (%)	0%	0%	0%*	0%*
Average Call Duration (mm:ss)	07:11	07:03	08:32*	8:26*

*USA North 811 call data includes California and Nevada

Ticket Type Data

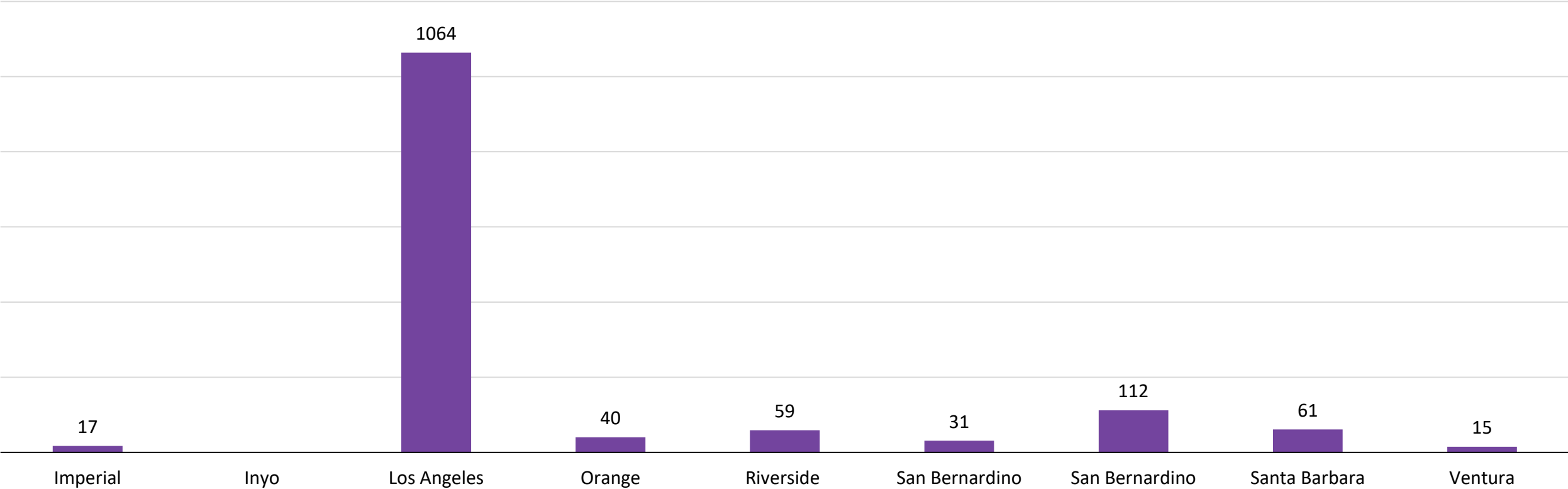
Year Over Year (Q4 2025)

	DigAlert		USA North 811	
	2024	2025	2024	2025
New	507,740	521,846	778,929	855,288
Emergency	29,351	33,013	40,652	43,536
ACE	185	1,399	1,119	914
Re-Mark	18,837	16,774	15,250	16,710
Renewal	468,990	527,110	567,923	686,893
Amendment	21,646	18,554	16,736	15,169
Cancel	7,101	8,532	17,550	18,127
Damage	2,911	2,816	2,538	2,936
Exposed	1,967	2,032	2,015	2,065
No Response	14,386	7,334 (1,212,330)	8,878	15,329
Return Trip	4,046	6,602	3,526	3,739

ACE TICKETS: DIGALERT

ACE Tickets for DigAlert (Q4 2025)

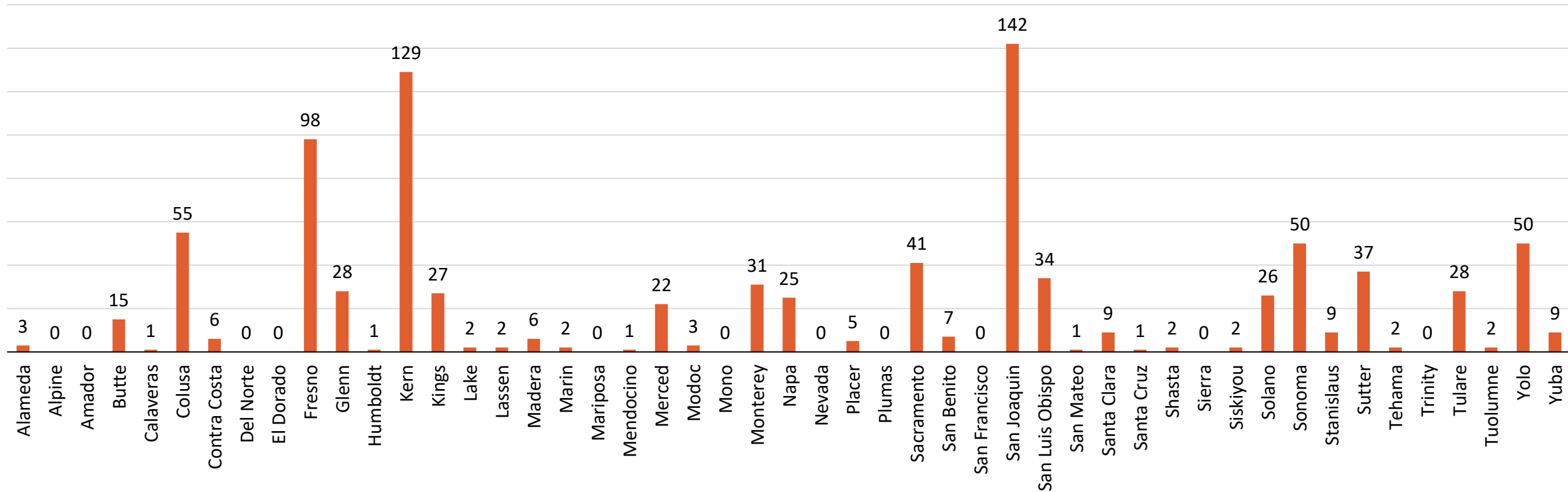
■ Tickets per County



ACE TICKETS: USA NORTH 811

ACE Tickets for USA North 811 (Q4 2025)

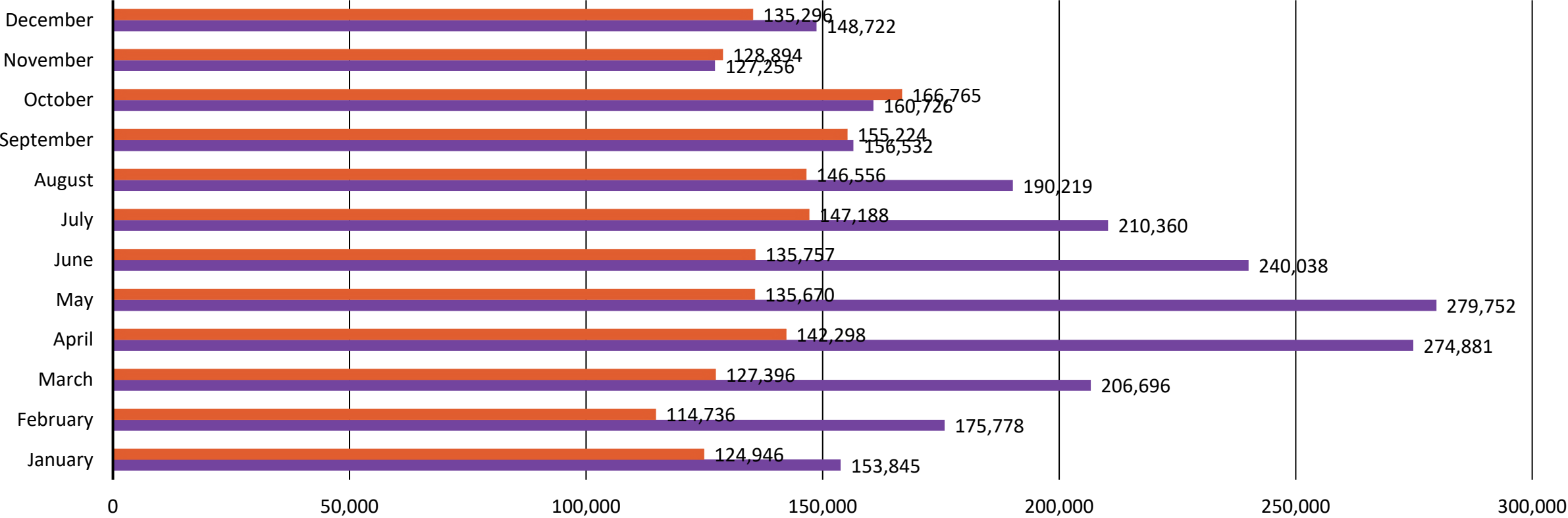
■ Tickets per County



Ticket Volume

Monthly (Q4 2025)

USA North 811 DigAlert

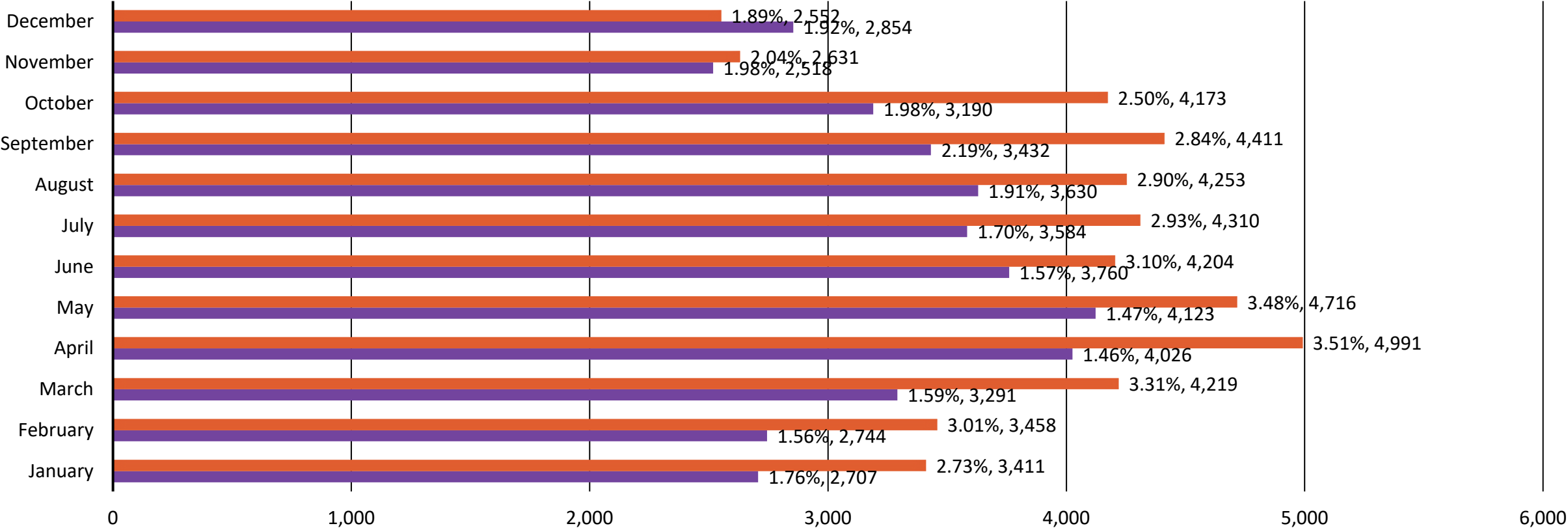


	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	124,946	114,736	127,396	142,298	135,670	135,757	147,188	146,556	155,224	166,765	128,894	135,296
DigAlert	153,845	175,778	206,696	274,881	279,752	240,038	210,360	190,219	156,532	160,726	127,256	148,722

Homeowner Ticket Volume

Monthly (Q4 2025)

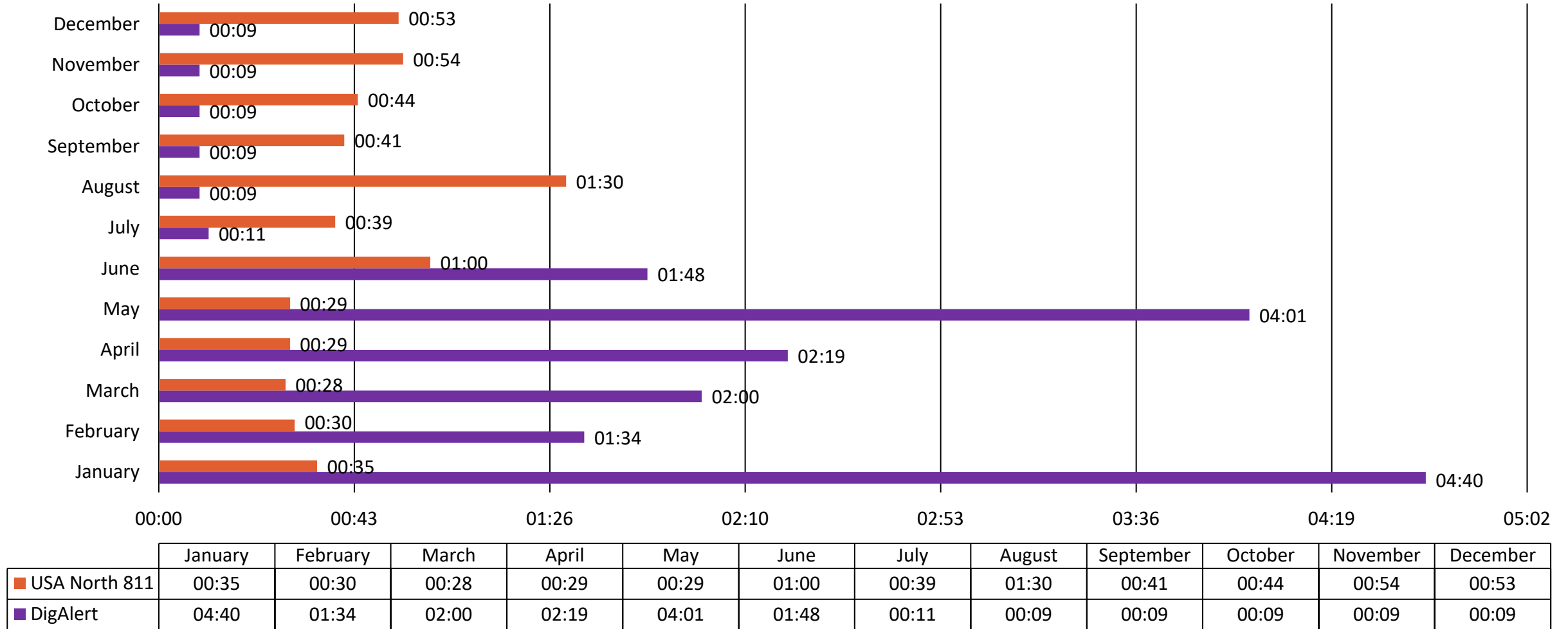
USA North 811 DigAlert



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	3,411	3,458	4,219	4,991	4,716	4,204	4,310	4,253	4,411	4,173	2,631	2,552
DigAlert	2,707	2,744	3,291	4,026	4,123	3,760	3,584	3,630	3,432	3,190	2,518	2,854

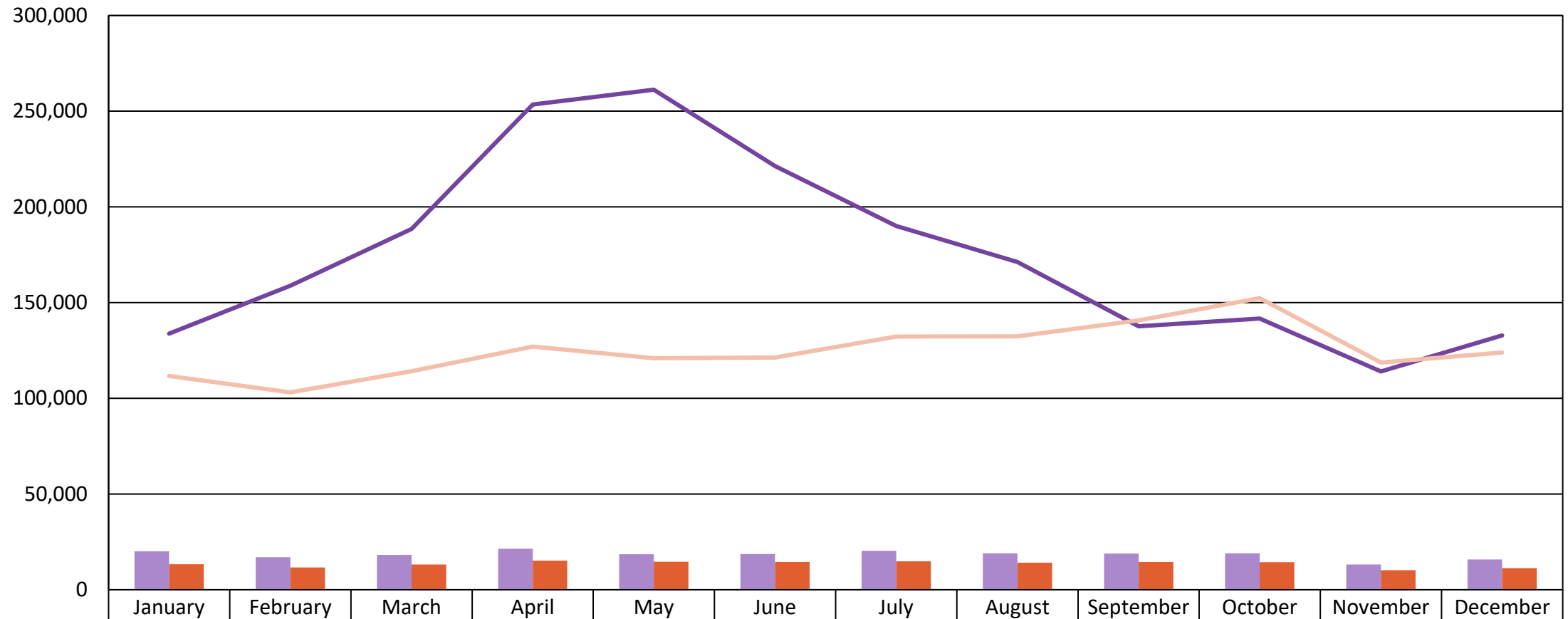
Average Ticket Delivery Notification

Monthly (Q4 2025) (mm:ss)



Tickets Created Via Call Or Online

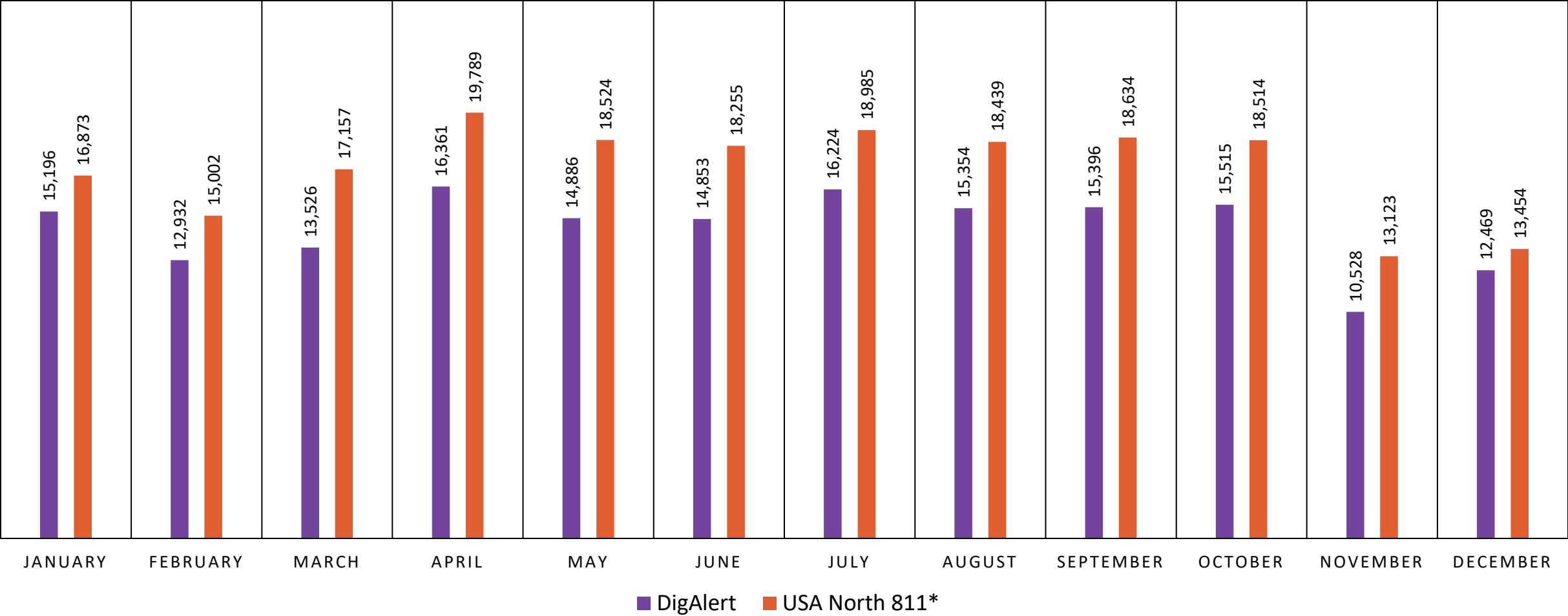
Monthly (Q4 2025)



Dig Alert via Call	20,064	16,989	18,219	21,415	18,513	18,712	20,360	18,993	18,876	19,042	13,218	15,844
USA North 811 via Call	13,283	11,623	13,248	15,241	14,649	14,470	14,918	14,181	14,543	14,423	10,240	11,311
Dig Alert Online	133,781	158,789	188,477	253,466	261,239	221,326	190,000	171,226	137,656	141,684	114,038	132,878
USA North 811 Online	111,663	103,113	114,148	127,057	121,021	121,267	132,270	132,375	140,681	152,342	118,654	123,985

Calls Answered Volume Data

Monthly (Q4 2025)



*USA North 811 call data includes California and Nevada

Call Data

Monthly (Q4 2025)

DigAlert

	Average Speed of Answer (mm:ss)	Average Abandoned Call Rate (%)	Average Busy Signal Rate (%)	Average Call Duration (mm:ss)
January	00:22	0.44%	0%	07:08
February	00:25	0.86%	0%	06:53
March	00:16	0.33%	0%	07:01
April	00:25	0.78%	0%	07:01
May	00:16	0.46%	0%	06:48
June	00:24	0.66%	0%	06:59
July	00:30	1.20%	0%	07:16
August	00:40	1.77%	0%	07:21
September	00:43	1.60%	0%	07:08
October	00:39	1.30%	0%	07:12
November	00:22	0.53%	0%	06:51
December	00:19	0.48%	0%	06:56

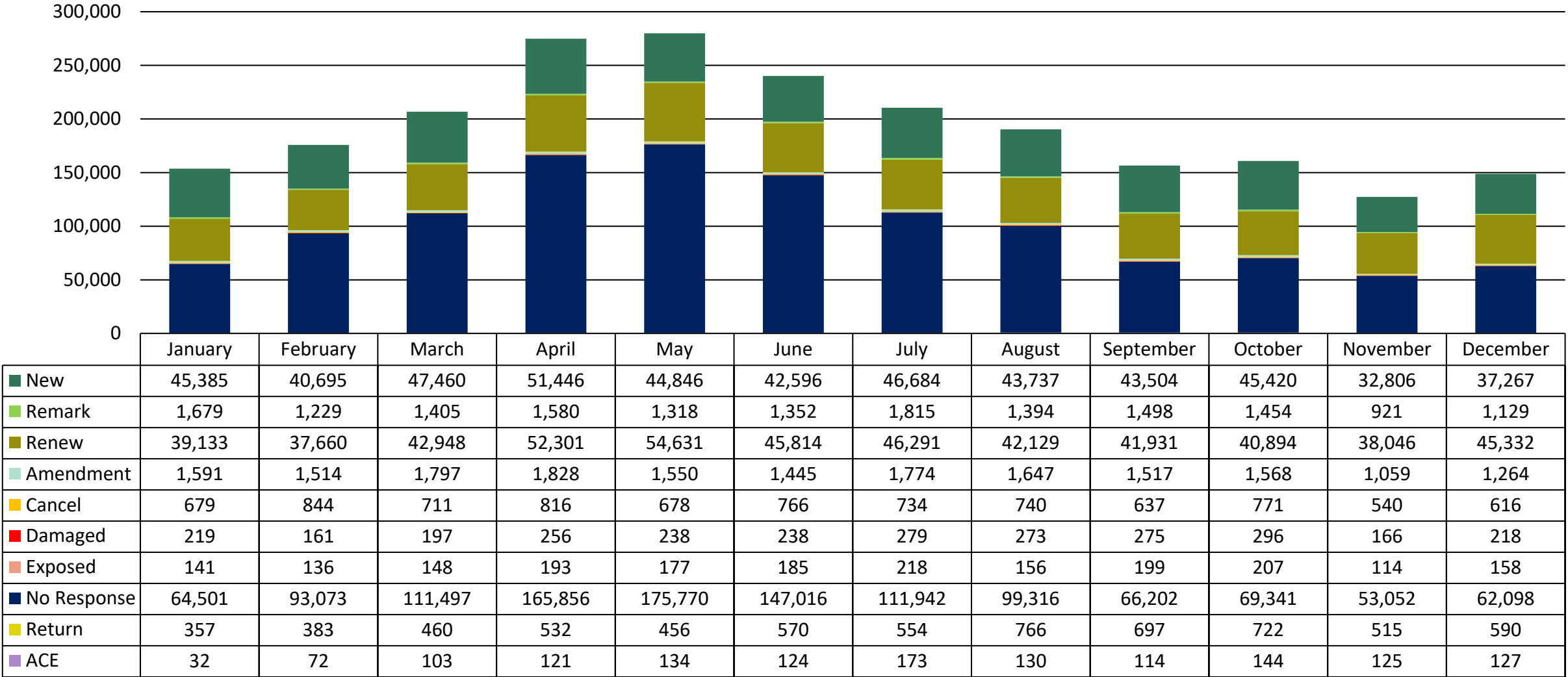
USA North 811*

	Average Speed of Answer (mm:ss)	Average Abandoned Call Rate (%)	Average Busy Signal Rate (%)	Average Call Duration (mm:ss)
January	00:43	1.72%	0%	08:17
February	00:23	1.06%	0%	08:07
March	00:57	2.18%	0%	08:19
April	2:34	4.76%	0%	8:30
May	3:38	6.03%	0%	8:36
June	3:34	5.76%	0%	8:34
July	2:32	4.32%	0%	8:37
August	0:50	1.94%	0%	8:34
September	1:06	2.17%	0%	8:36
October	1:01	2.07%	0%	8:30
November	00:30	1.06%	0%	08:21
December	00:36	1.46%	0%	08:11

*USA North 811 call data includes California and Nevada

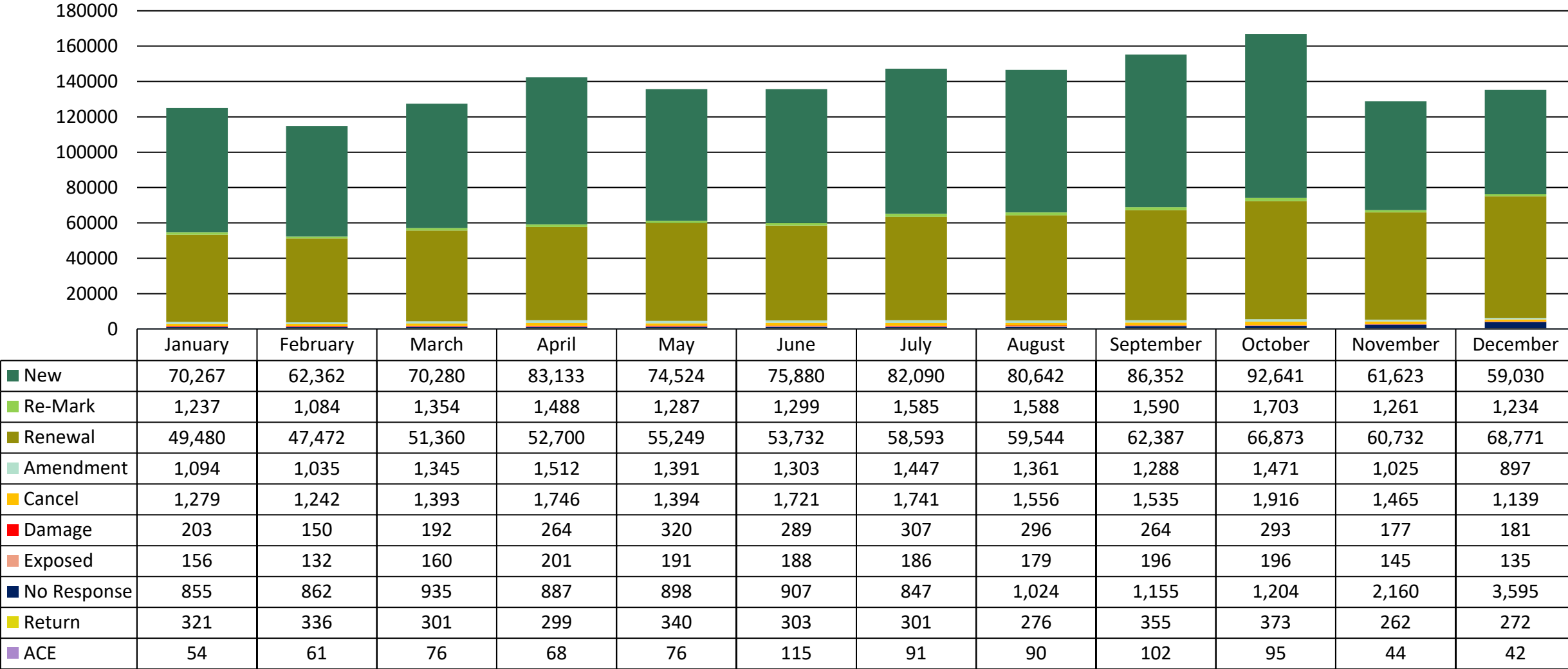
DigAlert Ticket Type Data

Monthly (Q4 2025)



USA North 811 Ticket Type Data

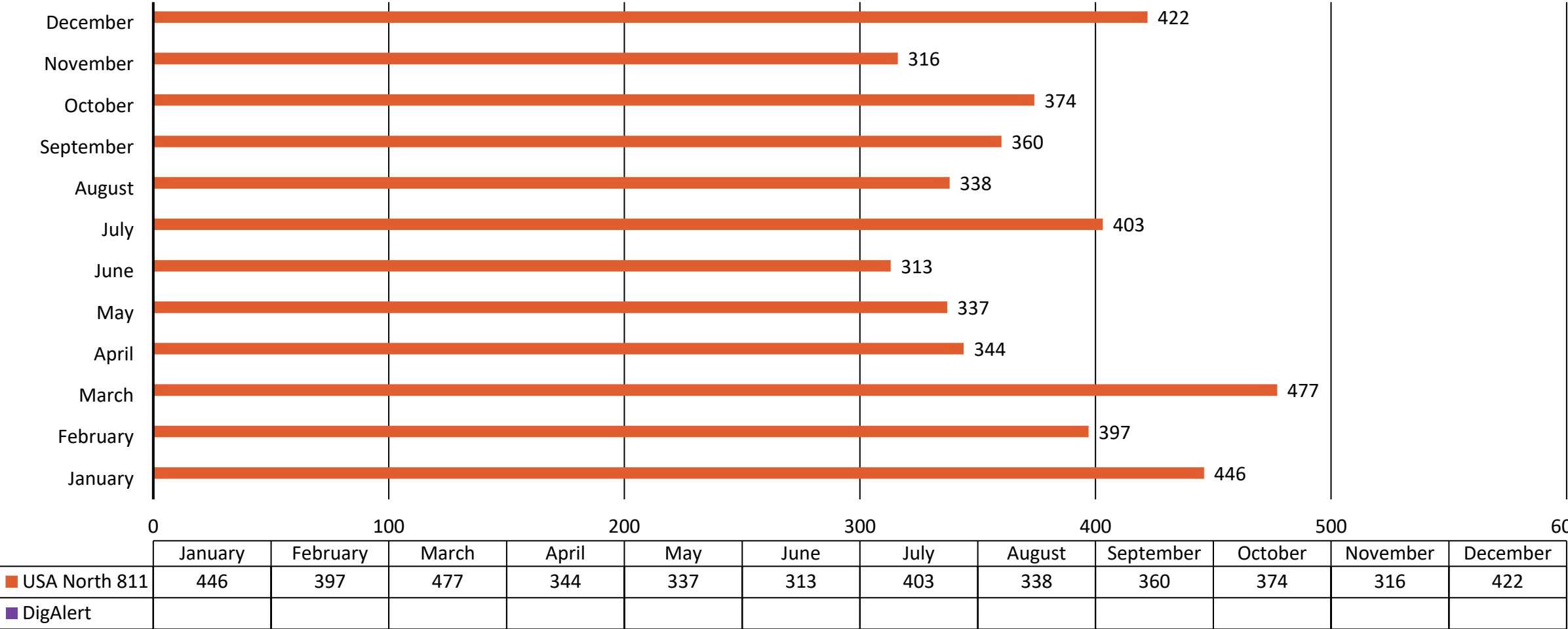
Monthly (Q4 2025)



Design Requests

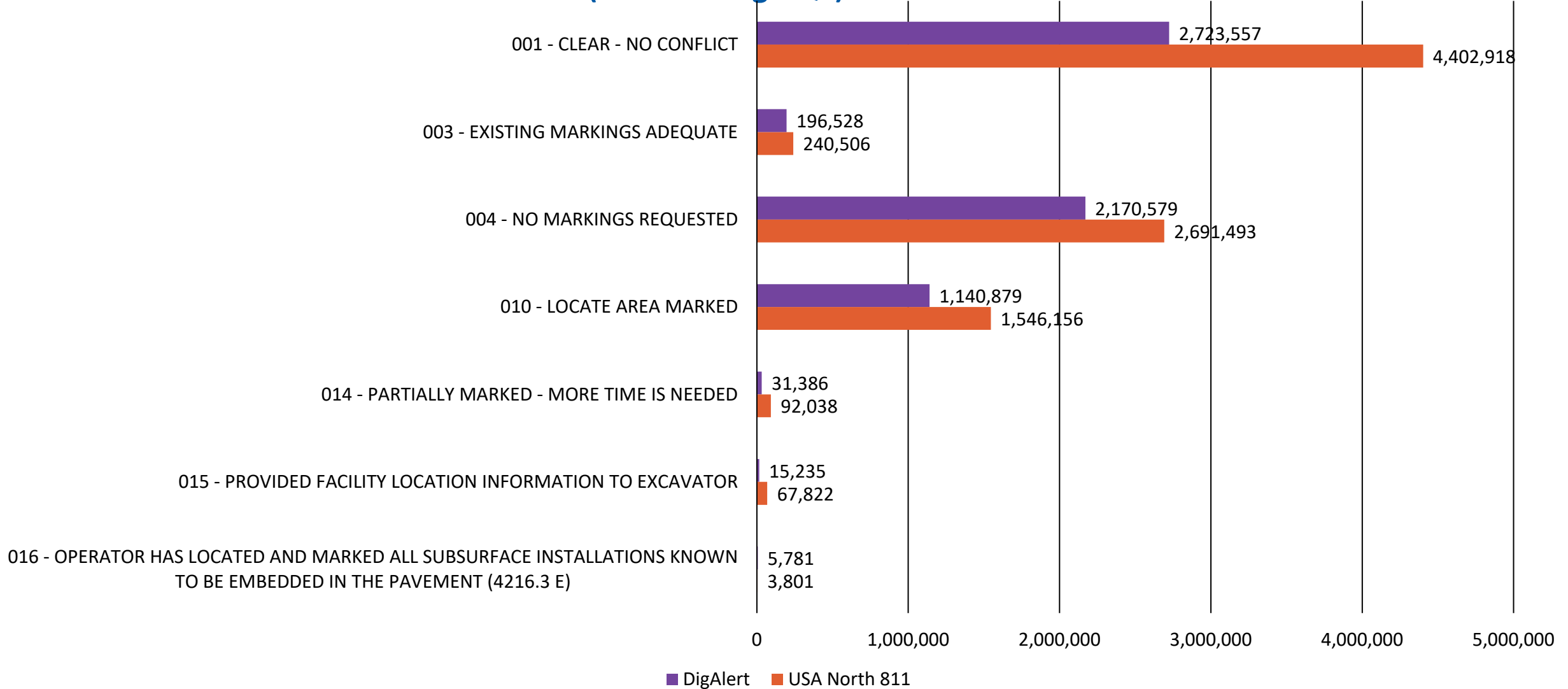
Monthly (Q4 2025)

USA North 811 DigAlert



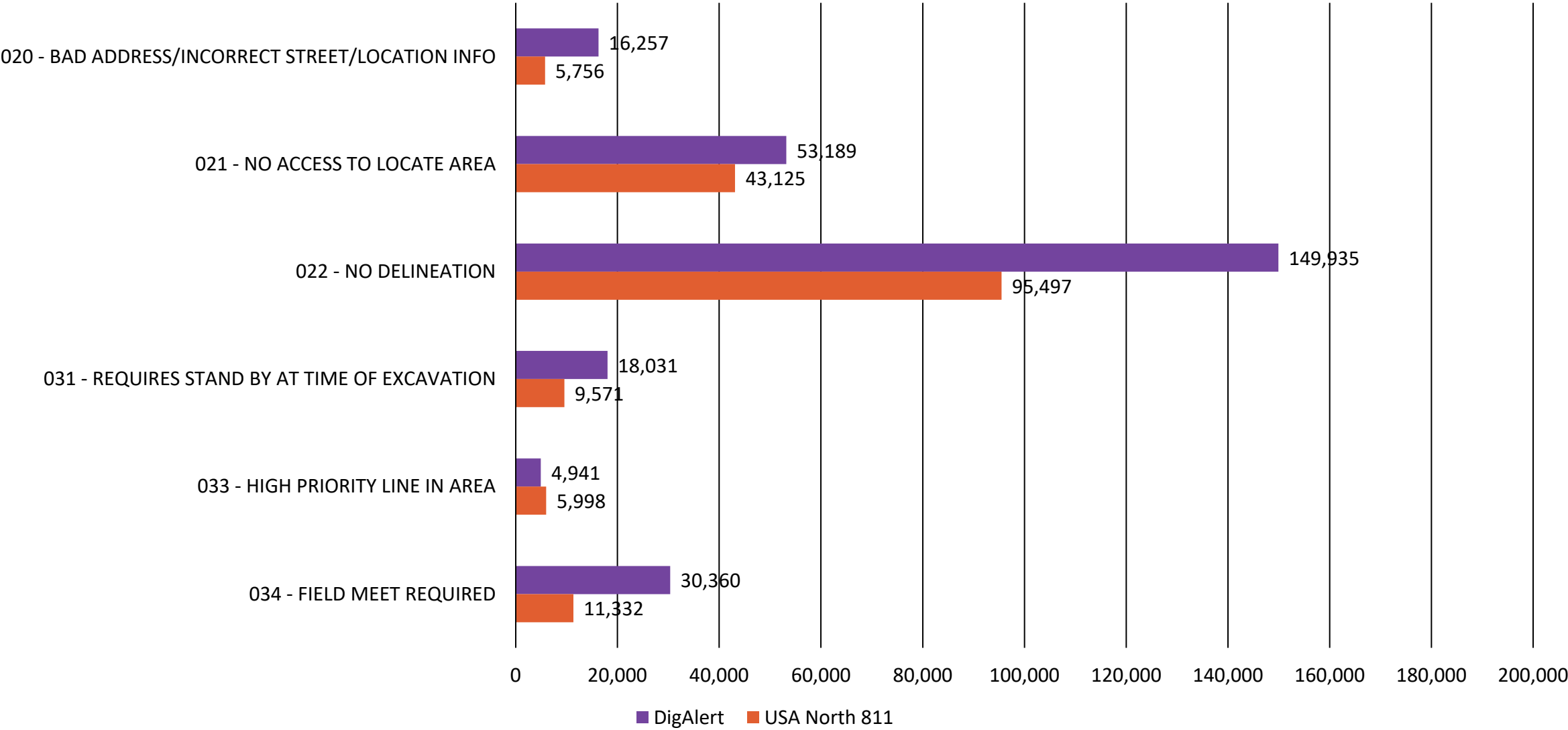
Electronic Positive Response (EPR) Code Usage

(2025 through Q4)



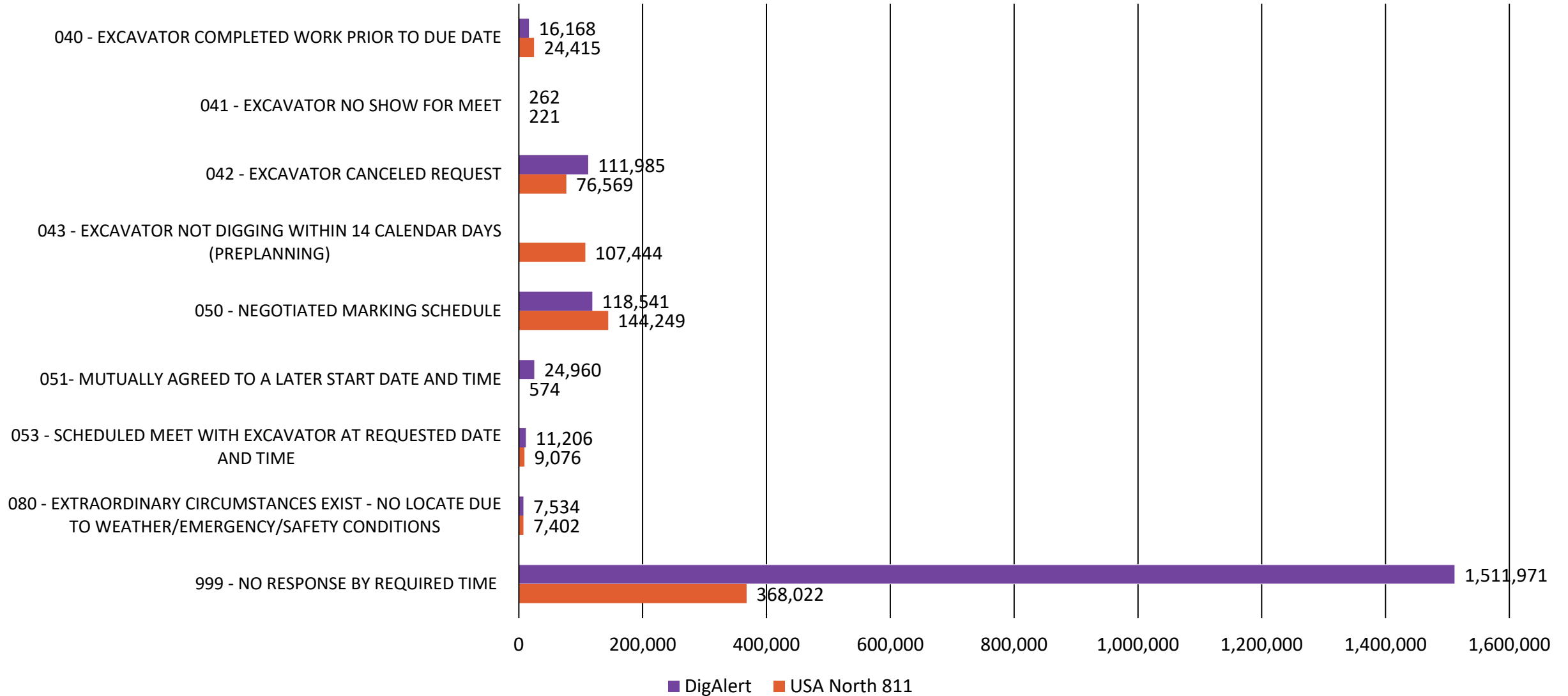
Electronic Positive Response (EPR) Code Usage

(Q4 2025)



Electronic Positive Response (EPR) Code Usage

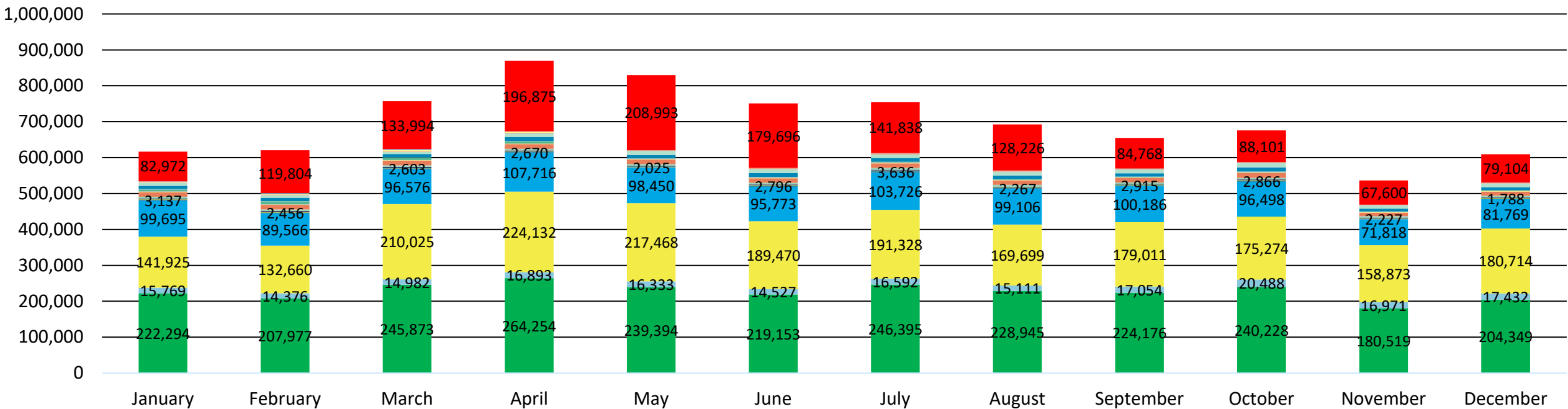
(Q4 2025)



DigAlert EPR Code Usage

Monthly (Q4 2025)

- 001 - CLEAR NO CONFLICT
- 004 - NO MARKINGS REQUESTED
- 014 - PARTIALLY MARKED - MORE TIME IS NEEDED
- 016 - Operator has located and marked all subsurface installations known to be embedded in the pavement 4216.3(b)
- 021 - NO ACCESS TO LOCATE AREA
- 031 - REQUIRES STAND BY AT TIME OF EXCAVATION
- 034 - FIELD MEET REQUIRED
- 041 - EXCAVATOR NO SHOW FOR MEET
- 050 - NEGOTIATED MARKING SCHEDULE
- 053 - SCHEDULED MEET WITH EXCAVATOR AT REQUESTED DATE AND TIME
- 999 - NO RESPONSE BY REQUIRED TIME
- 003 - EXISTING MARKINGS ADEQUATE
- 010 - LOCATE AREA MARKED
- 015 - PROVIDED FACILITY LOCATION INFORMATION TO EXCAVATOR
- 020 - BAD ADDRESS/INCORRECT STREET/LOCATION INFO2
- 022 - NO DELINEATION
- 033 - HIGH PRIORITY LINE IN AREA
- 040 - EXCAVATOR COMPLETED WORK PRIOR TO DUE DATE
- 042 - EXCAVATOR CANCELED REQUEST
- 051- MUTUALLY AGREED TO A LATER START DATE AND TIME
- 080 - EXTRAORDINARY CIRCUMSTANCES EXIST - NO LOCATE DUE TO WEATHER/EMERGENCY/SAFETY CONDITIONS



USA North 811 EPR Code Usage

Monthly (Q4 2025)

- 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

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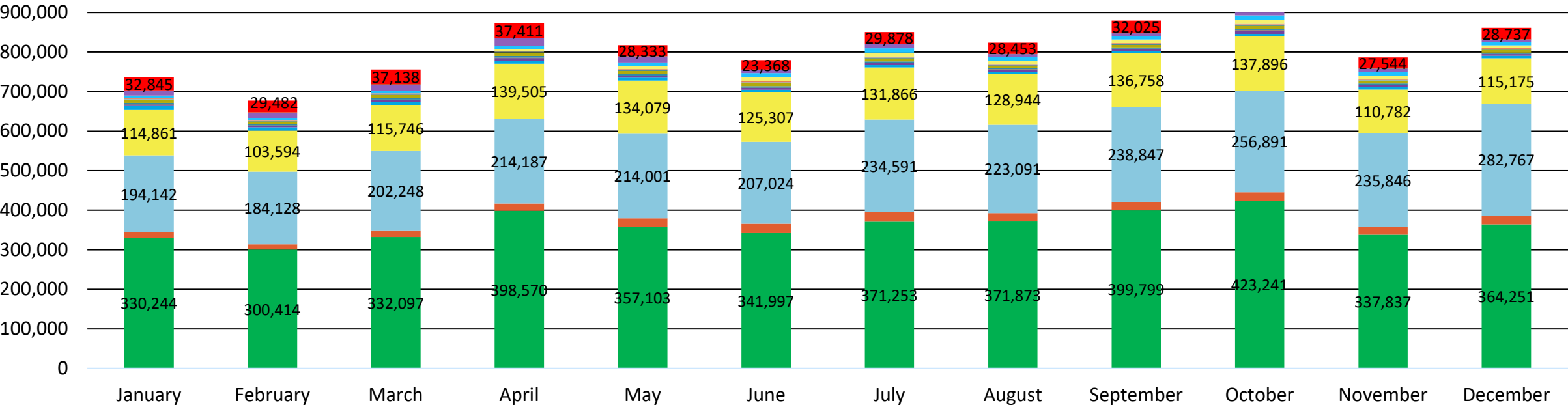
■ 022 - NO DELINEATION

■ 020 - BAD ADDRESS / INCORRECT STREET / LOCATION INFO

■ 015 - PROVIDED FACILITY LOCATION INFORMATION TO EXCAVATOR

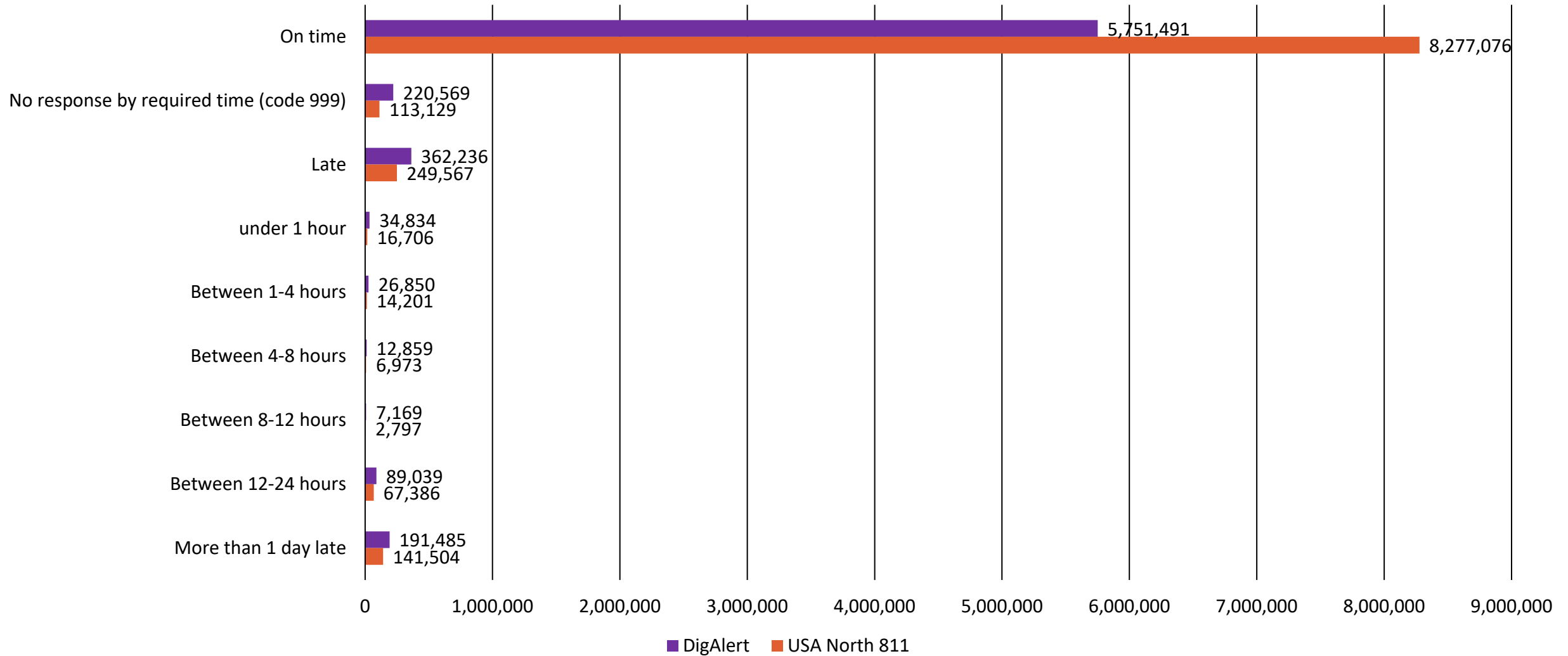
■ 010 - LOCATE AREA MARKED

■ 003 - EXISTING MARKINGS ADEQUATE



EPR Response Times

(Q4 2025)



DigAlert EPR Response Time

Monthly (Q4 2025)

	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	415,637	11,476	20,262	2,106	1,697	880	440	5,352	9,787
February	428,933	18,618	23,583	2,372	1,835	865	300	5,865	12,346
March	566,670	19,392	28,442	2,836	1,871	945	744	6,252	15,794
April	745,628	25,282	29,034	2,374	1,851	798	815	7,151	16,045
May	680,600	27,020	30,014	2,479	1,937	1,061	795	7,495	16,247
June	540,217	24,510	31,228	2,748	2,234	1,124	614	8,155	16,353
July	538,024	21,198	33,757	3,089	2,618	1,323	641	8,113	17,973
August	464,293	18,158	33,429	3,316	2,621	1,299	616	8,364	17,213
September	396,284	14,037	32,898	3,439	2,667	1,273	603	8,116	16,800
October	364,928	14,653	34,257	3,389	2,795	1,164	532	8,639	17,738
November	303,804	12,764	31,432	3,095	2,306	977	484	7,457	17,113
December	306,473	13,461	33,900	3,591	2,418	1,150	585	8,080	18,076

USA North EPR Response Time

Monthly (Q4 2025)

	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	646,616	13,528	19,942	1,949	1,281	645	199	5,028	10,840
February	557,666	11,831	17,041	1,180	1,190	371	175	4,364	9,761
March	615,338	9,041	18,426	1,248	1,237	673	183	4,810	10,275
April	722,804	9,912	26,318	2,104	1,727	816	349	6,819	14,503
May	691,223	7,684	21,002	1,831	1,519	631	241	5,919	10,861
June	588,747	7,618	14,047	1,310	1,142	441	184	4,580	6,390
July	701,584	7,253	21,134	1,113	1,178	672	246	6,123	11,802
August	744,495	7,781	24,281	1,202	1,140	675	258	6,663	14,343
September	796,068	7,769	26,603	1,437	1,456	713	378	6,944	15,675
October	840,924	9,890	29,249	1,769	1,368	694	353	7,610	17,455
November	664,526	8,947	16,526	988	483	356	126	3,787	10,786
December	707,085	11,875	14,998	575	480	286	105	4,739	8,813