



# 811 Notification Center Metrics

## April 13, 2026

*Developed and presented by:*

DigAlert – Ann Diamond

USA North 811 – James Wingate

# Ticket Data

Year Over Year (2026 Q1)

	DigAlert		USA North 811	
	2025	2026	2025	2026
<b>Ticket Volume</b>	2,324,805 (1,112,475)	436,578 (178,869)	1,660,706	468,646
<b>Average Ticket Notification Delivery</b>	0:53 (email) 0:31 (webhook)	0:10 (email) 0:31 (webhook)	0:44	1:06
<b>Tickets Created Online</b>	2,104,560 (892,230)	384,792 (178,869)	1,498,576	422,992
<b>Tickets Created Via Call</b>	220,245	51,786	162,130	45,654
<b>Calls Answered Volume</b>	173,240	41,145	206,749*	49,336
<b>Average Speed of Answer (mm:ss)</b>	0:27	0:27	1:37*	4:02
<b>Average Abandoned Call Rate (%)</b>	0.91%	0.87%	3.05%*	5.81%
<b>Average Busy Signal Rate (%)</b>	0%	0%	0%*	0%
<b>Average Call Duration (mm:ss)</b>	07:03	07:04	8:26*	8:24

\*USA North 811 call data includes California and Nevada

# Ticket Type Data

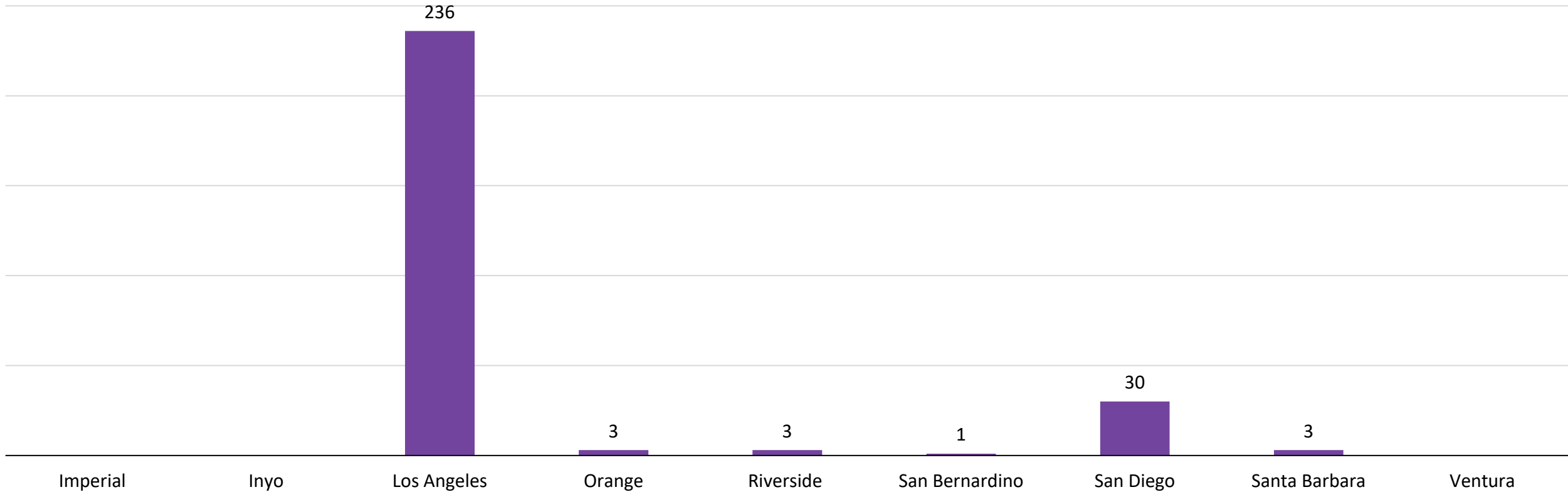
Year Over Year (2026 Q1)

	DigAlert		USA North 811	
	2025	2026	2025	2026
<b>New</b>	521,846	127,030	855,288	205,033
<b>Emergency</b>	33,013	7,291	43,536	10,929
<b>ACE</b>	1,399	276	914	236
<b>Re-Mark</b>	16,774	4,636	16,710	4,850
<b>Renewal</b>	527,110	116,336	686,893	187,138
<b>Amendment</b>	18,554	3,209	15,169	3,603
<b>Cancel</b>	8,532	2,506	18,127	4,352
<b>Damage</b>	2,816	638	2,936	649
<b>Exposed</b>	2,032	498	2,065	506
<b>No Response</b>	7,334 (1,212,330)	178,869	15,329	50,421
<b>Return Trip</b>	6,602	2,684	3,739	929

# ACE TICKETS: DIGALERT

## ACE Tickets for DigAlert (2026 Q1)

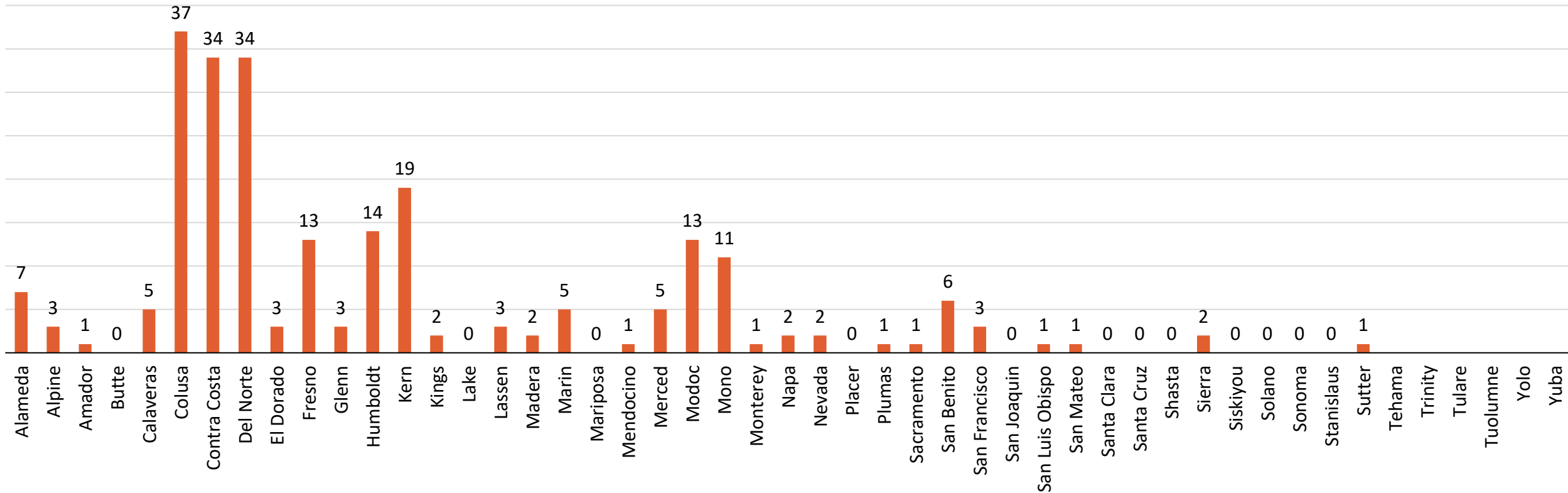
■ Tickets per County



# ACE TICKETS: USA NORTH 811

## ACE Tickets for USA North 811 (2026 Q1)

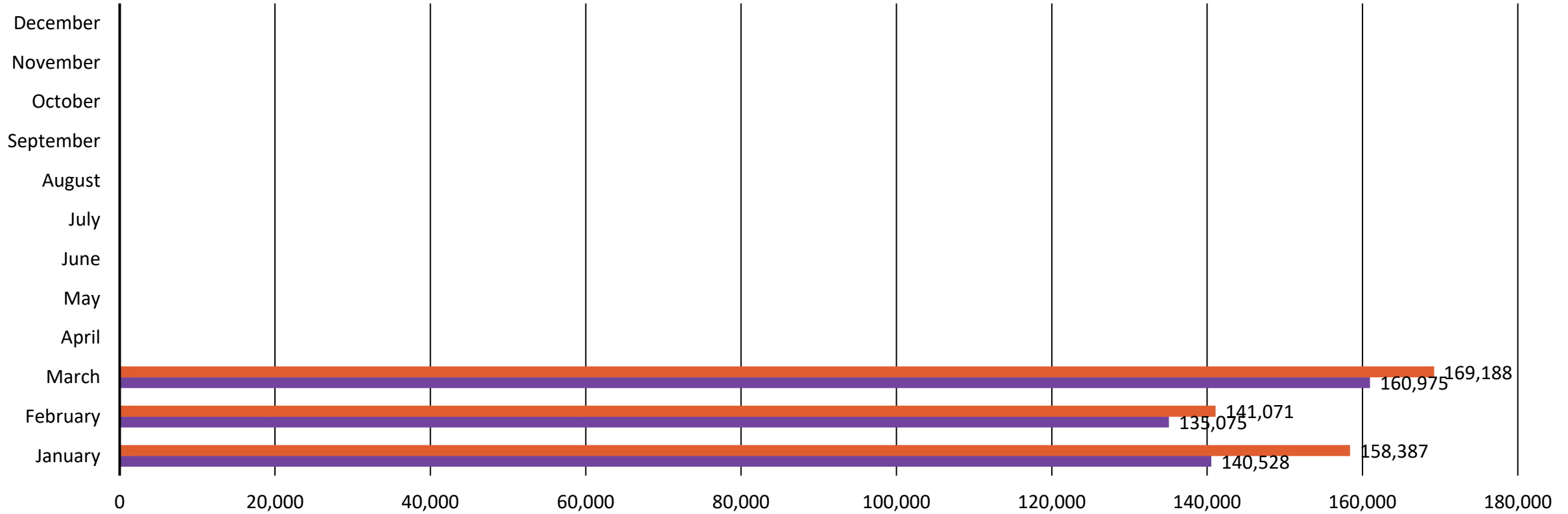
■ Tickets per County



# Ticket Volume

## Monthly (2026 Q1)

USA North 811 DigAlert

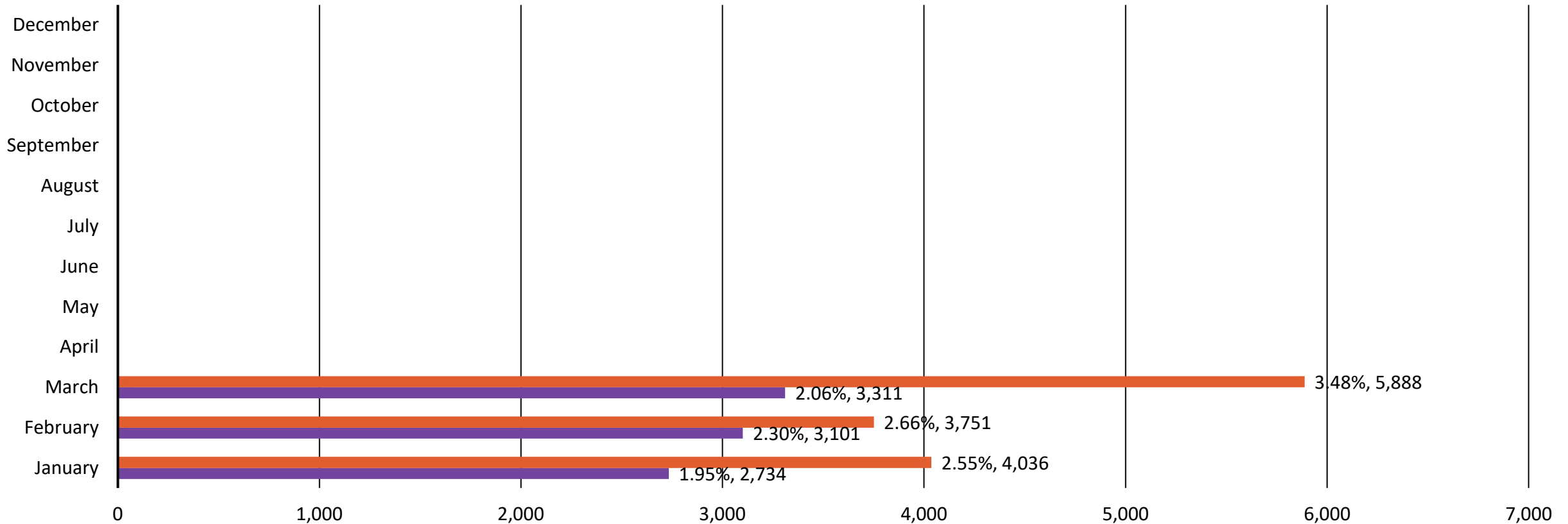


	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	158,387	141,071	169,188									
DigAlert	140,528	135,075	160,975									

# Homeowner Ticket Volume

## Monthly (2026 Q1)

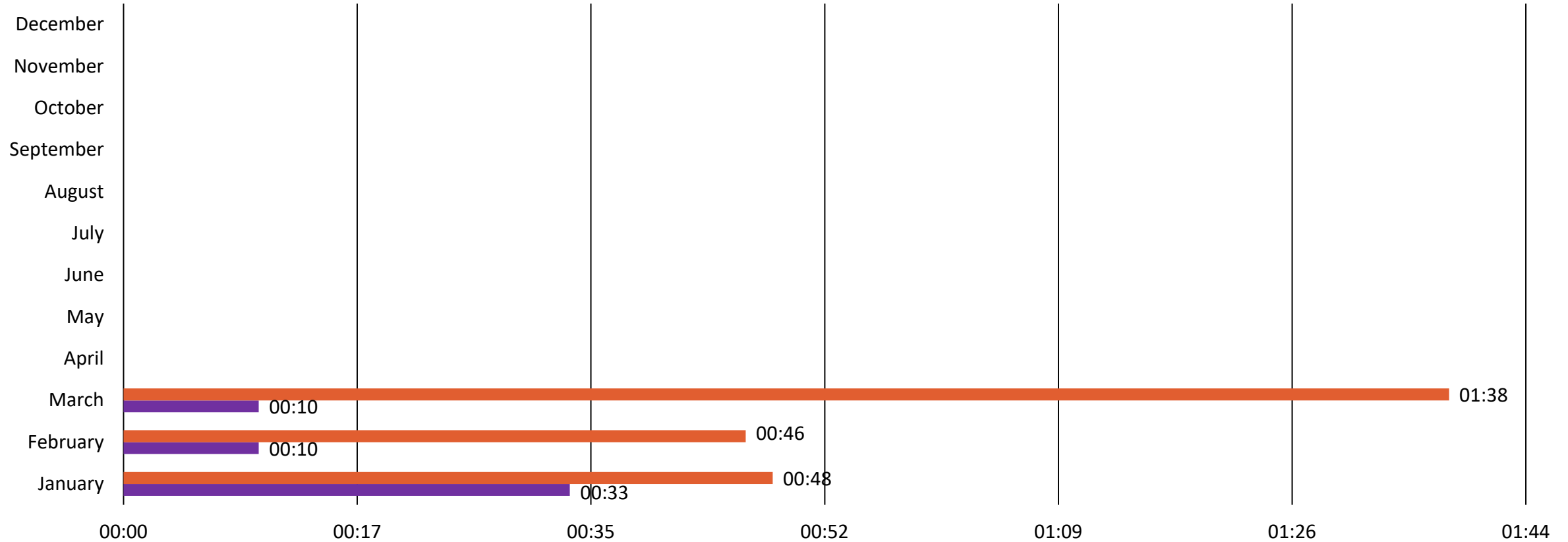
USA North 811   DigAlert



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

# Average Ticket Delivery Notification

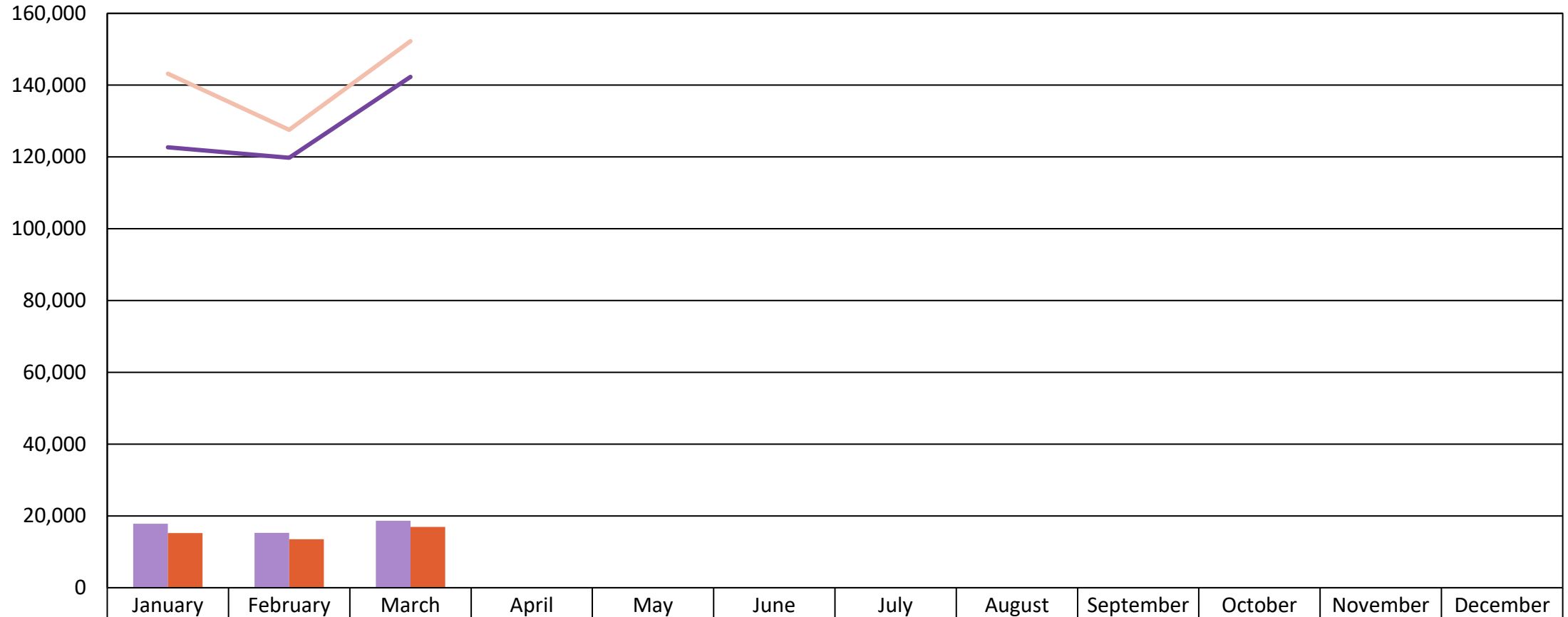
## Monthly (2026 Q1) (mm:ss)



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	00:48	00:46	01:38									
DigAlert	00:33	00:10	00:10									

# Tickets Created Via Call Or Online

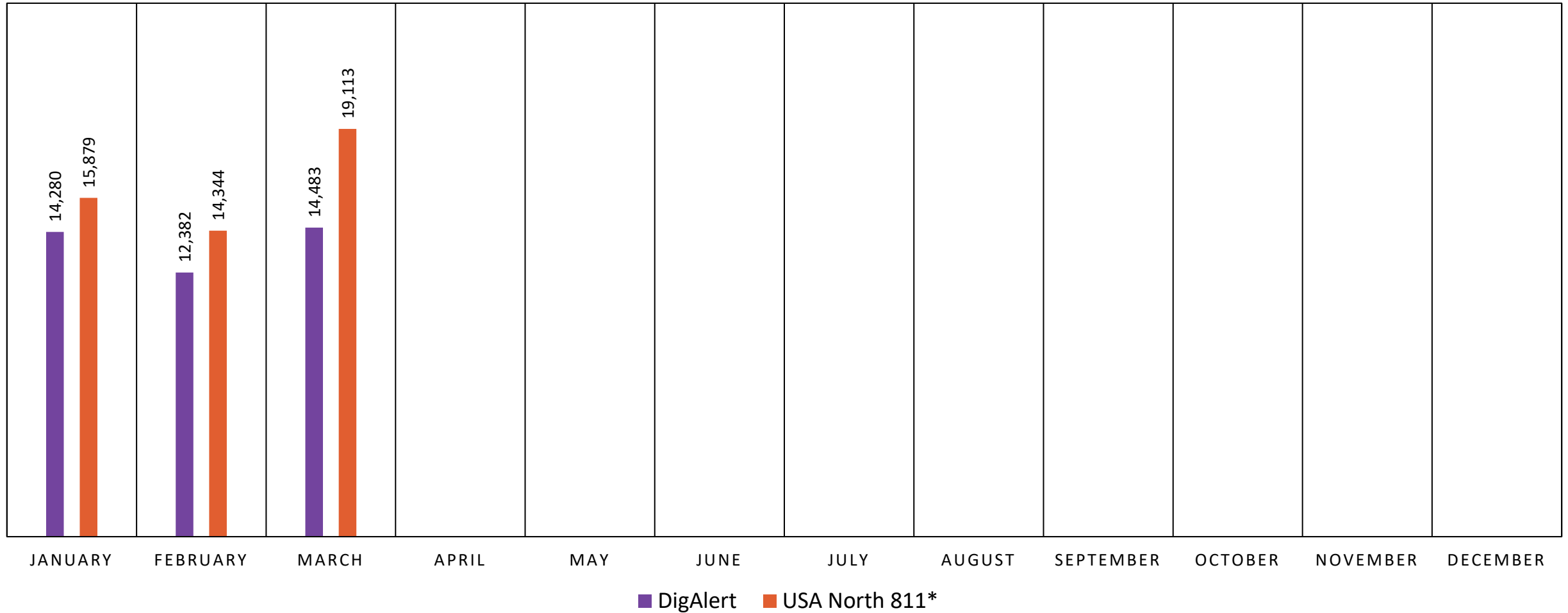
Monthly (2026 Q1)



	January	February	March	April	May	June	July	August	September	October	November	December
Dig Alert via Call	17,826	15,298	18,662									
USA North 811 via Call	15,209	13,516	16,929									
Dig Alert Online	122,702	119,777	142,313									
USA North 811 Online	143,178	127,555	152,259									

# Calls Answered Volume Data

Monthly (2026 Q1)



\*USA North 811 call data includes California and Nevada

# Call Data

## Monthly (2026 Q1)

### 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				
May				
June				
July				
August				
September				
October				
November				
December				

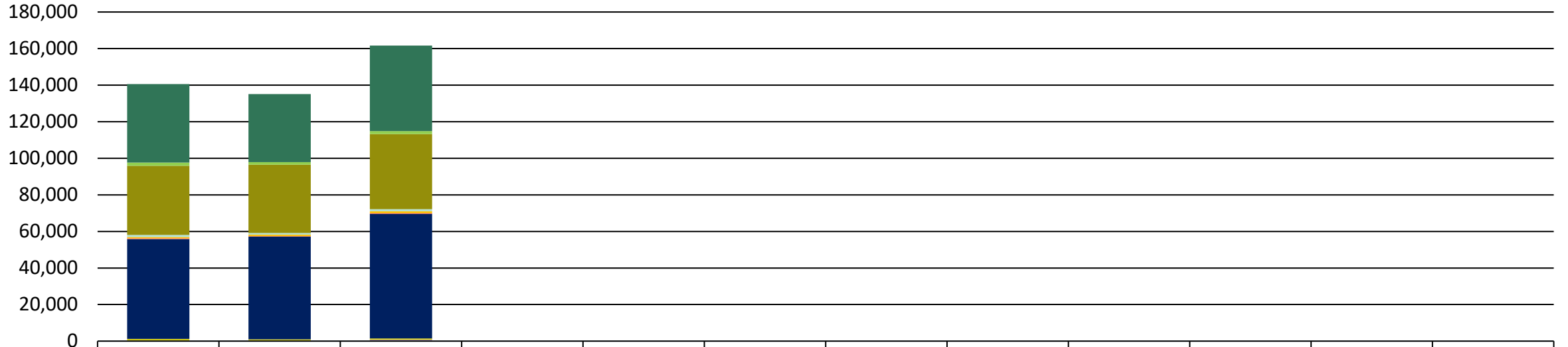
### USA North 811\*

	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				
May				
June				
July				
August				
September				
October				
November				
December				

\*USA North 811 call data includes California and Nevada

# DigAlert Ticket Type Data

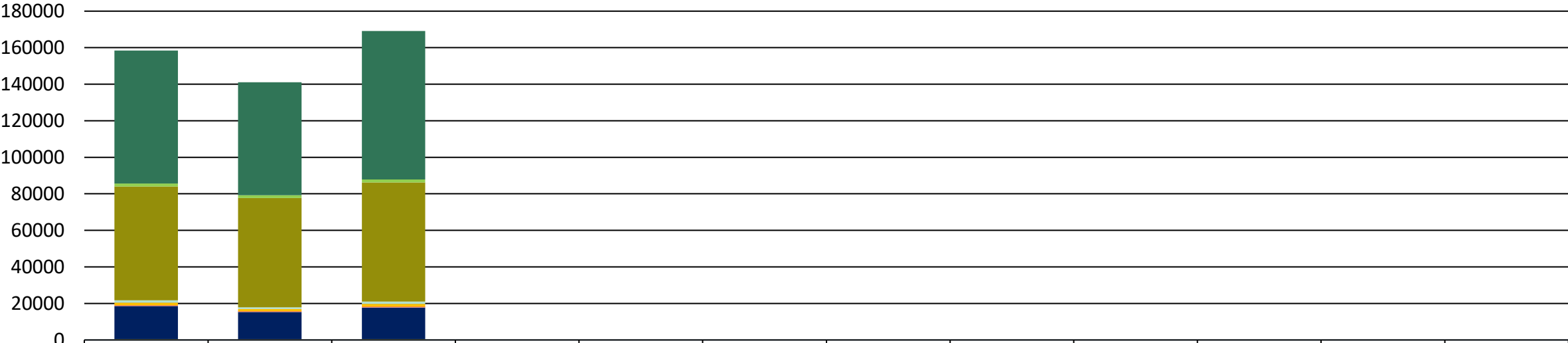
## Monthly (2026 Q1)



	January	February	March	April	May	June	July	August	September	October	November	December
New	42,970	37,251	46,809									
Remark	1,702	1,308	1,626									
Renew	37,851	37,410	41,075									
Amendment	1,164	902	1,143									
Cancel	708	807	991									
Damaged	233	165	240									
Exposed	177	134	187									
No Response	54,606	56,172	68,091									
Return	1,065	870	749									
ACE	117	87	720									

# USA North 811 Ticket Type Data

Monthly (2026 Q1)

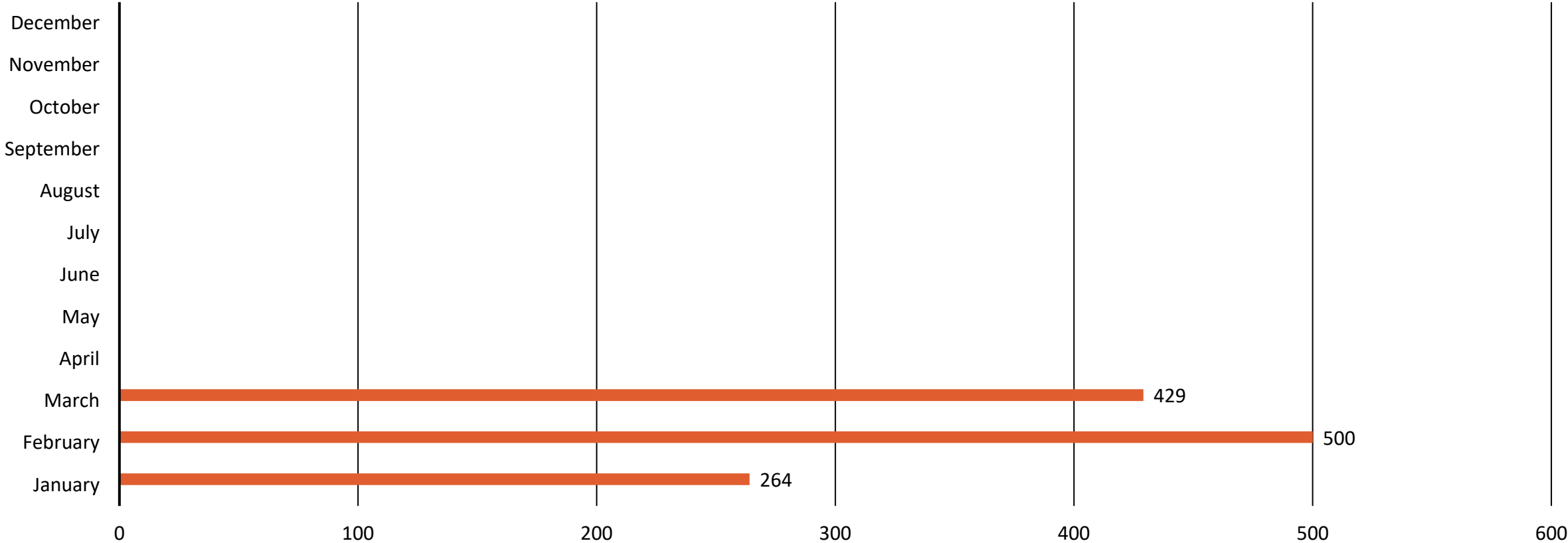


	January	February	March	April	May	June	July	August	September	October	November	December
New	72,695	61,882	81,385									
Re-Mark	1,724	1,500	1,626									
Renewal	62,213	59,771	65,154									
Amendment	1,311	994	1,298									
Cancel	1,579	1,311	1,462									
Damage	206	170	273									
Exposed	140	142	224									
No Response	18,108	14,986	17,327									
Return	322	263	344									
ACE	89	52	95									

# Design Requests

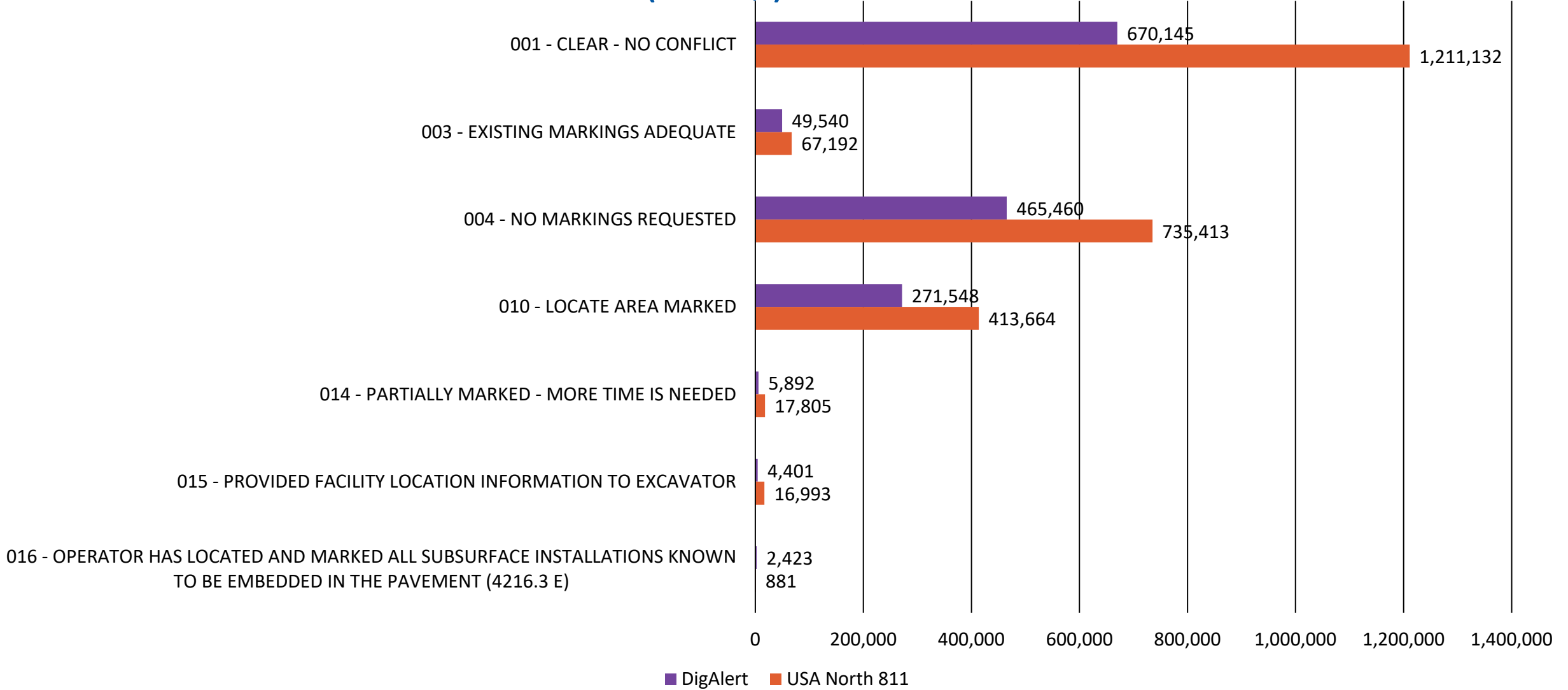
Monthly (2026 Q1)

USA North 811 DigAlert

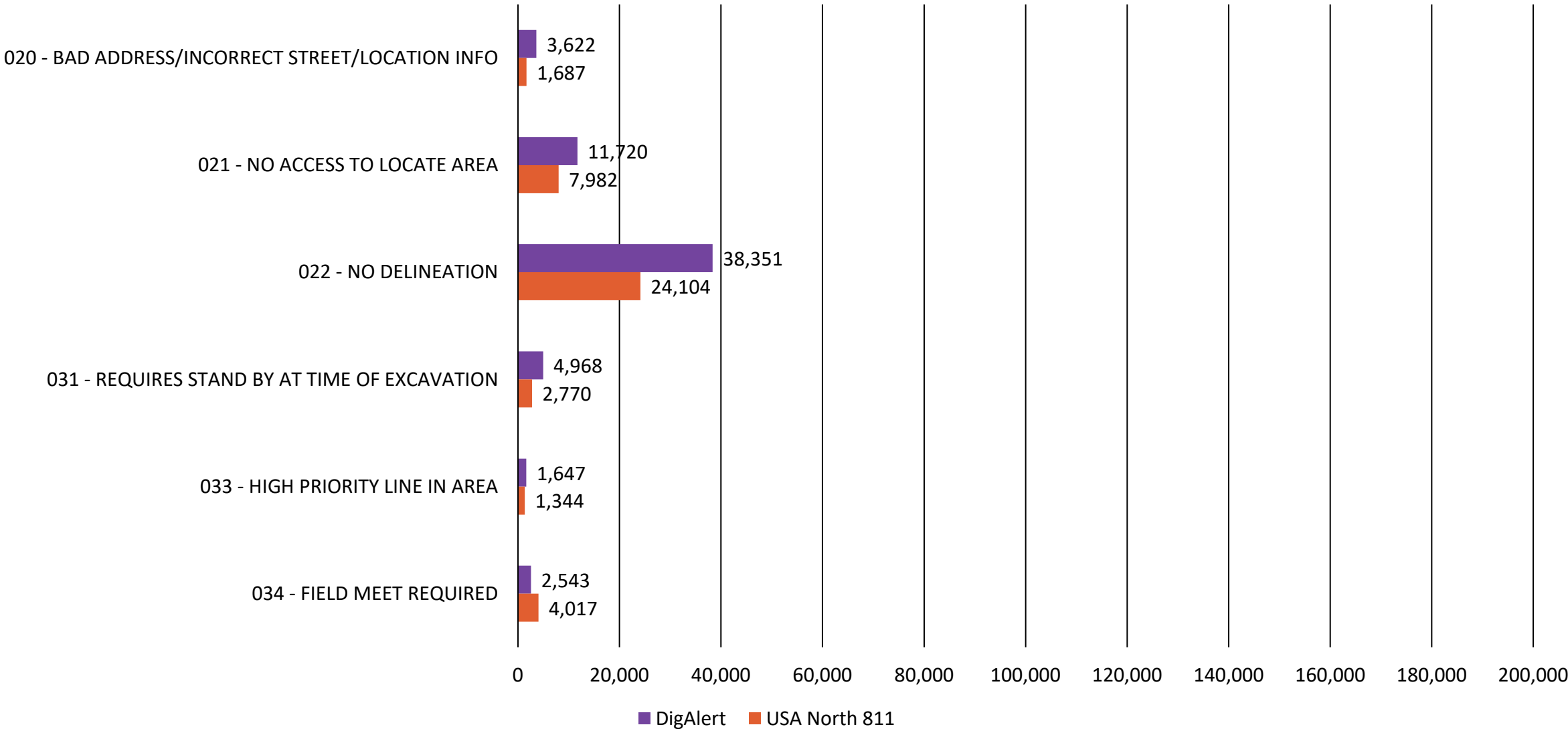


	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	264	500	429									
DigAlert												

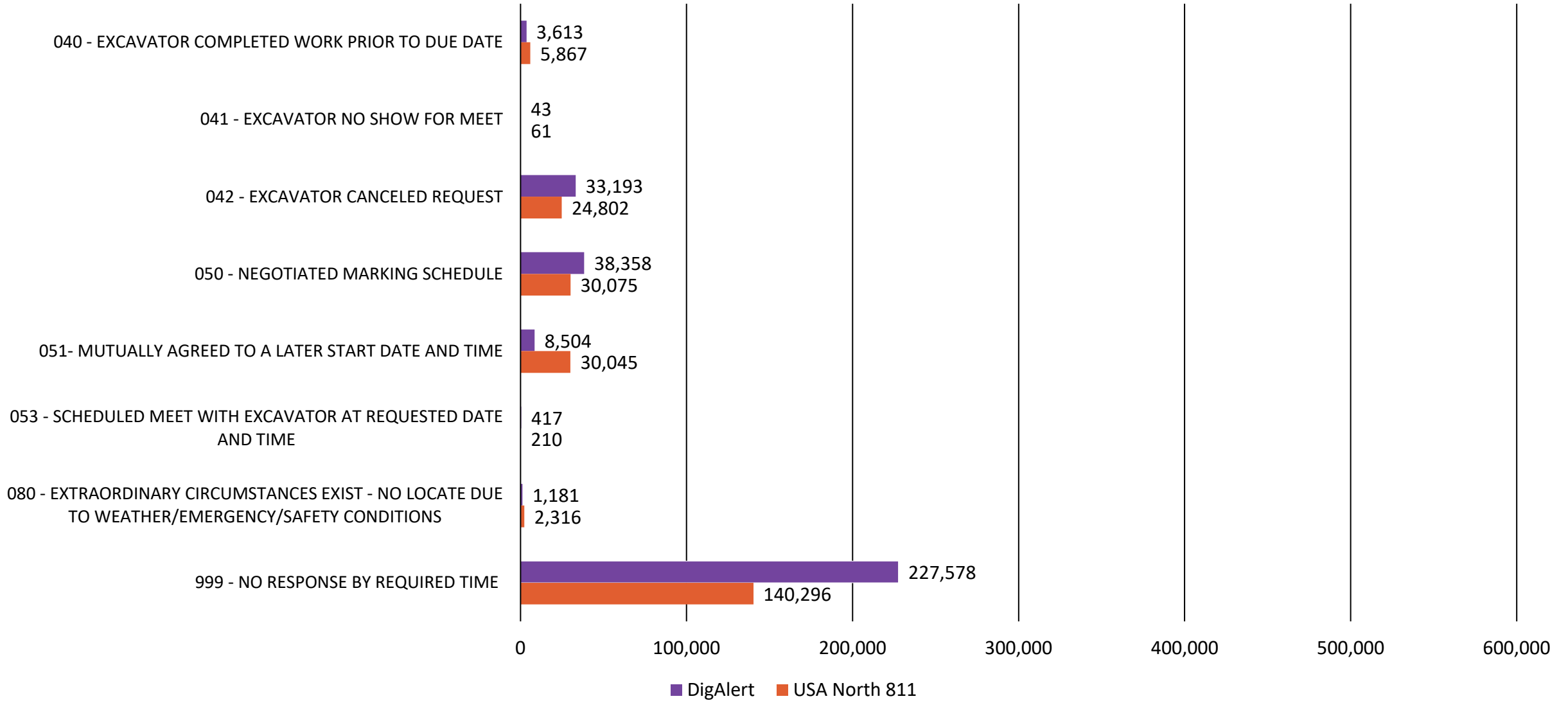
# Electronic Positive Response (EPR) Code Usage (2026 Q1)



# Electronic Positive Response (EPR) Code Usage (2026 Q1)



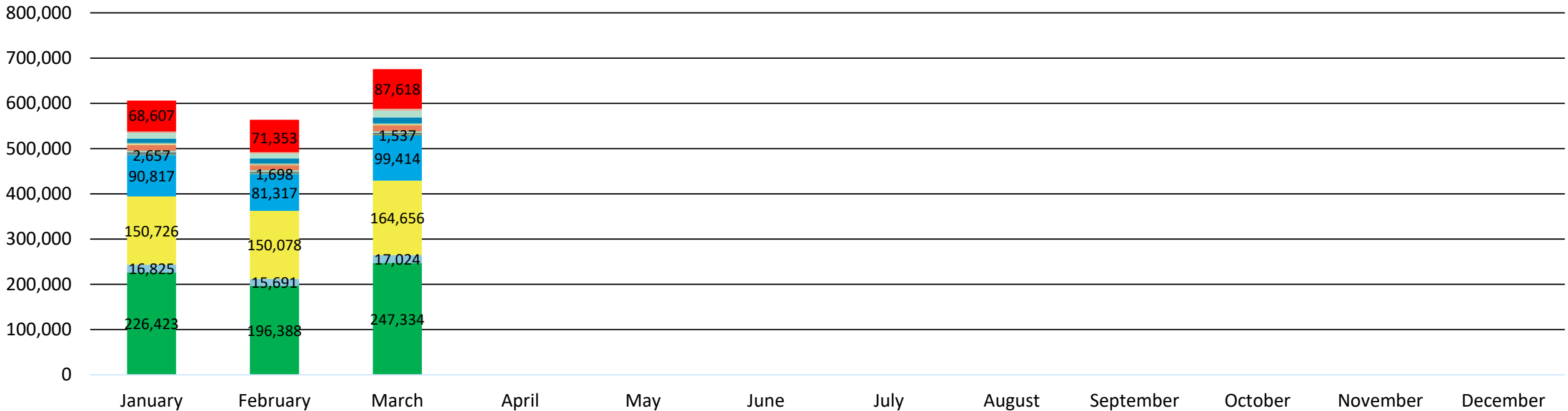
# Electronic Positive Response (EPR) Code Usage (2026 Q1)



# DigAlert EPR Code Usage

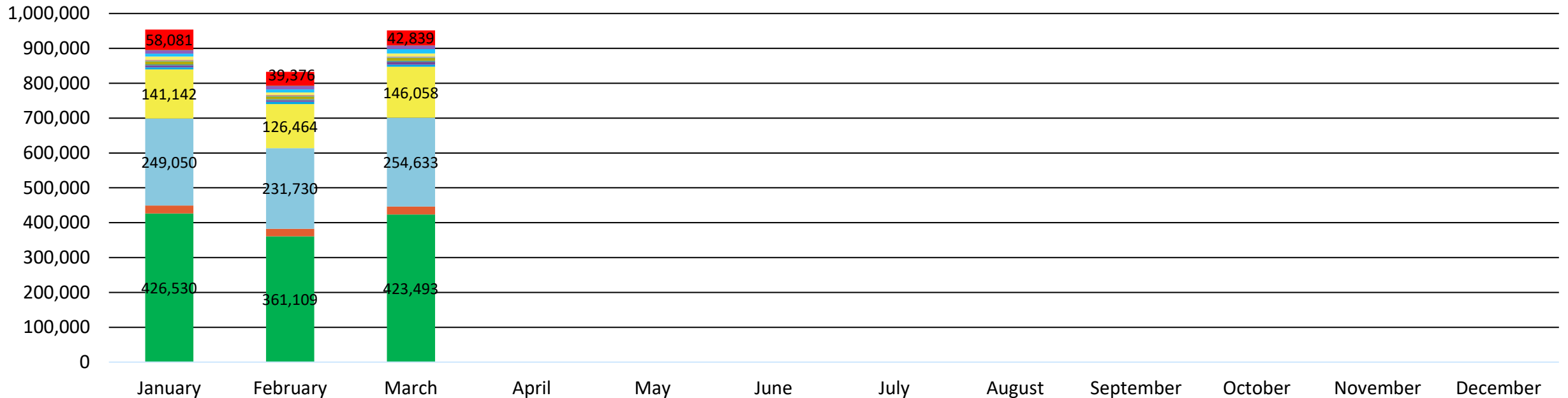
## Monthly (2026 Q1)

- 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



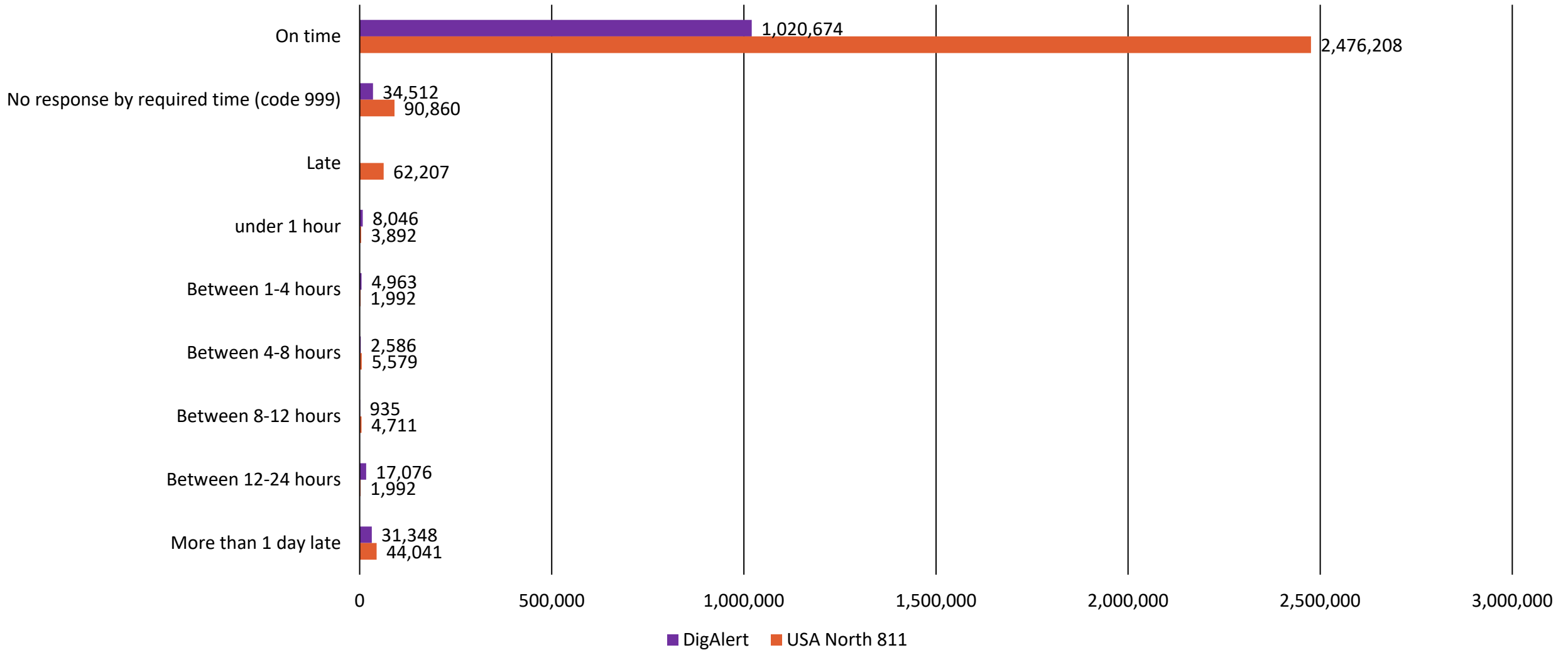
# USA North 811 EPR Code Usage Monthly (2026 Q1)

- 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
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- 033 - HIGH PRIORITY LINE IN AREA
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- 015 - PROVIDED FACILITY LOCATION INFORMATION TO EXCAVATOR
- 010 - LOCATE AREA MARKED
- 003 - EXISTING MARKINGS ADEQUATE



# EPR Response Times

(2026 Q1)



# DigAlert EPR Response Time

## Monthly (2026 Q1)

	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									
May									
June									
July									
August									
September									
October									
November									
December									

# USA North EPR Response Time

## Monthly (2026 Q1)

	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									
May									
June									
July									
August									
September									
October									
November									
December									