

Center
Update

DIGALERT[®]



Key Statistics 2022

Total tickets:
1,040,810

ACE tickets:
195

Amendment
tickets:
37,662

Cancel tickets:
5,385

Damage/Exposed
tickets:
5,685

New tickets:
527,716

No Response
tickets:
13,064

Re-Mark tickets:
17,380

Renewal tickets:
433,325

Overall ticket
volume% +/-:
10.83%

Web Ticket
Percentage:
72.11%

Web Renewals:
97.5%

Total
Transmissions:
8,820,369

Delivery Time:
2:25

Average hold
time:
27 seconds

Average talk
time:
6:48

Overall call
volume:
-3.71%

Average CSR's:
20.1

CSR utilization:
67.27%

2022 EPR Statistics

Clear - No
Conflict:
2,441,246

Clear - but
privately owned
on property:
32,682

Existing Markings
Adequate:
190,274

No Markings
Requested:
1,440,051

Locate Area
Marked:
1,018,520

Area Marked
Abandoned Line
May be in Area:
2,618

Area Marked up
to Private Owned
Utility/Property:
30,301

Partially Marked
- More Time
Needed:
28,737

Provided facility
location info to
Excavator:
21,509

Bad Address
Location Info -
Resend ticket:
16,808

No Access to
Locate Area -
Resend ticket:
48,397

No Delineation -
Resend Ticket:
111,940

Delineated Area
Doesn't Match Ticket -
Resend Ticket:
19,607

More 2022 EPR Statistics

Contact Facility
Owner for Further
Info:
14,282

Requires Stand By -
Contact Facility
Owner:
13,145

Visible Facility -
Contact Owner if
crossing:
442

High Priority Line -
On Site Meeting
Required:
3,049

Field Meet Required
- Contact Owner to
Schedule:
5,556

Traffic Control
Required to Mark
Lines:
420

Excavator
Completed Work
Prior to Due Date:
10,724

Excavator No Show
for Meet:
147

Excavator Canceled
Request:
84,766

Excavator not
Digging within 14
days (Pre-Planning):
238

Negotiated Marking
Schedule:
88,266

Mutually Agreed to
Later Start
Date/Time:
15,182

Unable to Locate
Using Standard
Locating Techniques:
3,044

Scheduled Meet
w/Excavator @
Requested Date:
1,161

Extraordinary Circumstances
Exists - No Locate Due to
Weather/Emergency/Safety
Conditions:
7,951

Member Didn't Respond by
required Time:
789,602

2022 EPR No Response by Required Time

21,352 - under 1 hour

26,060 - between 1 and 4 hours late

17,449 - between 4 and 8 hours late

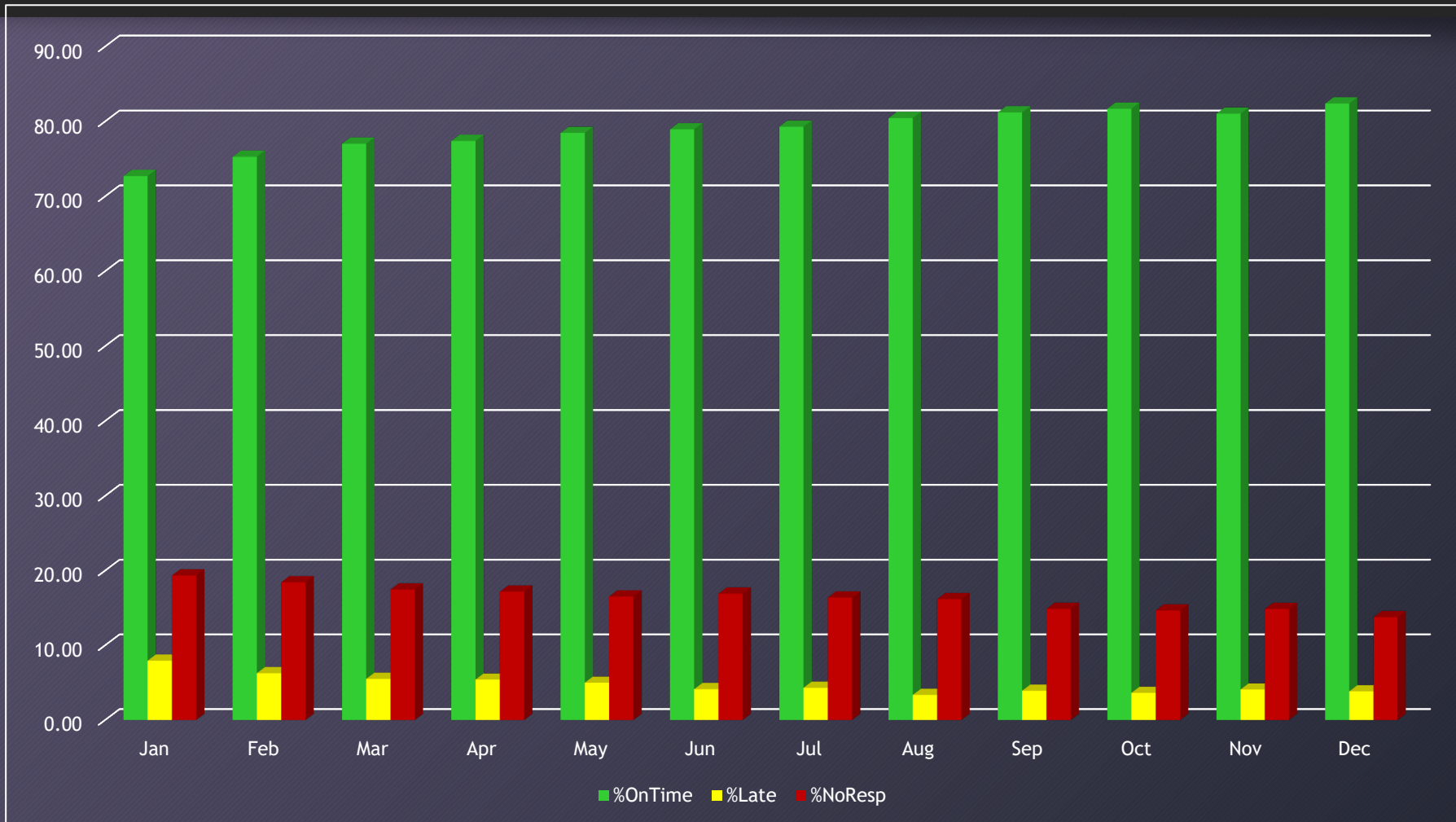
6,354 - between 8 and 12 hours late

56,177 - between 12 and 24 hours late

106,748 - more than 1 day late

534,949 - no response

EPR Monthly On Time/Late/No Response



DigAlert Education

- The AVID students at Upland High School got early holiday gifts thanks to Member Munoz.
- The students were educated on the 811 process and given DigAlert SWAG.



2023 Projects

- Advanced Administration Application
- Augment App
- Excavator Education
- Modern Mapping
- Member Messaging
- Spiffy Socials
- AI for QA

Thank You

