811 Notification Center Metrics

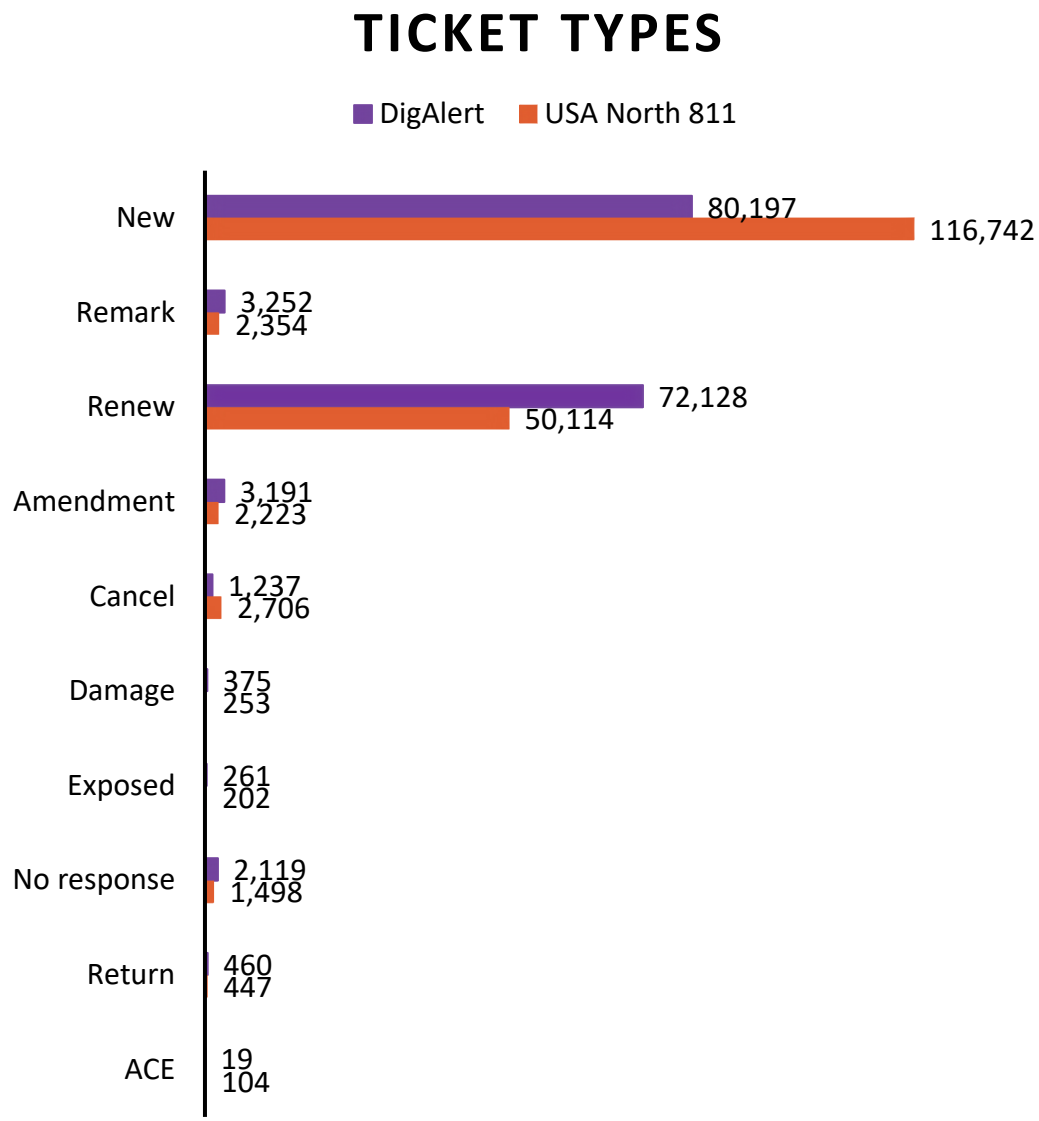
Presented by:

DigAlert – Ann Diamond

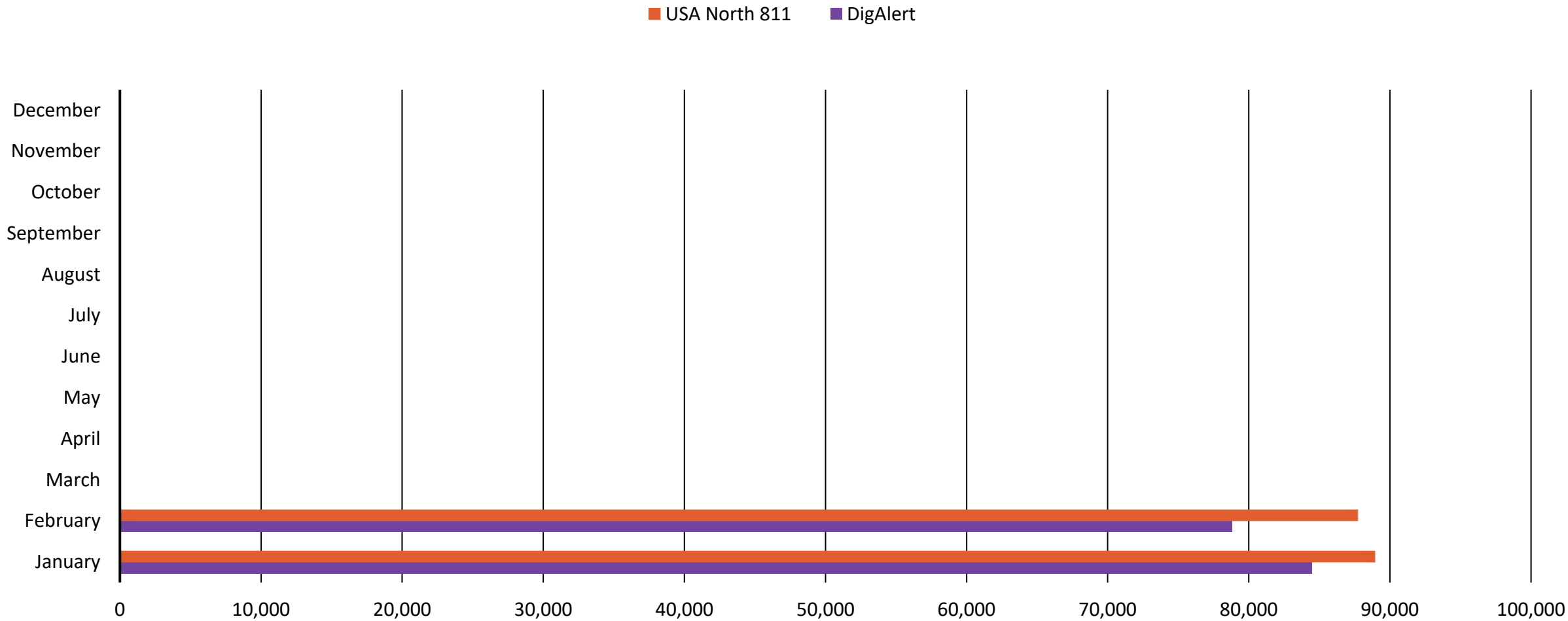
USA North – James Wingate

Ticket Data
YTD

	DigAlert	USA North 811
Ticket Volume	163,315	176,643
Average Ticket Notification Delivery	0:36	3:27
Tickets Created Online	121,764	147,487
Tickets Created Via Call	41,551	29,156
Calls Answered Volume	32,856	34,048
Average Speed of Answer (mm:ss)	0:31	4:08
Average Abandoned Call Rate (%)	0.83%	5.2%
Average Busy Signal Rate (%)	0%	0%
Average Call Duration (mm:ss)	06:55	10:46

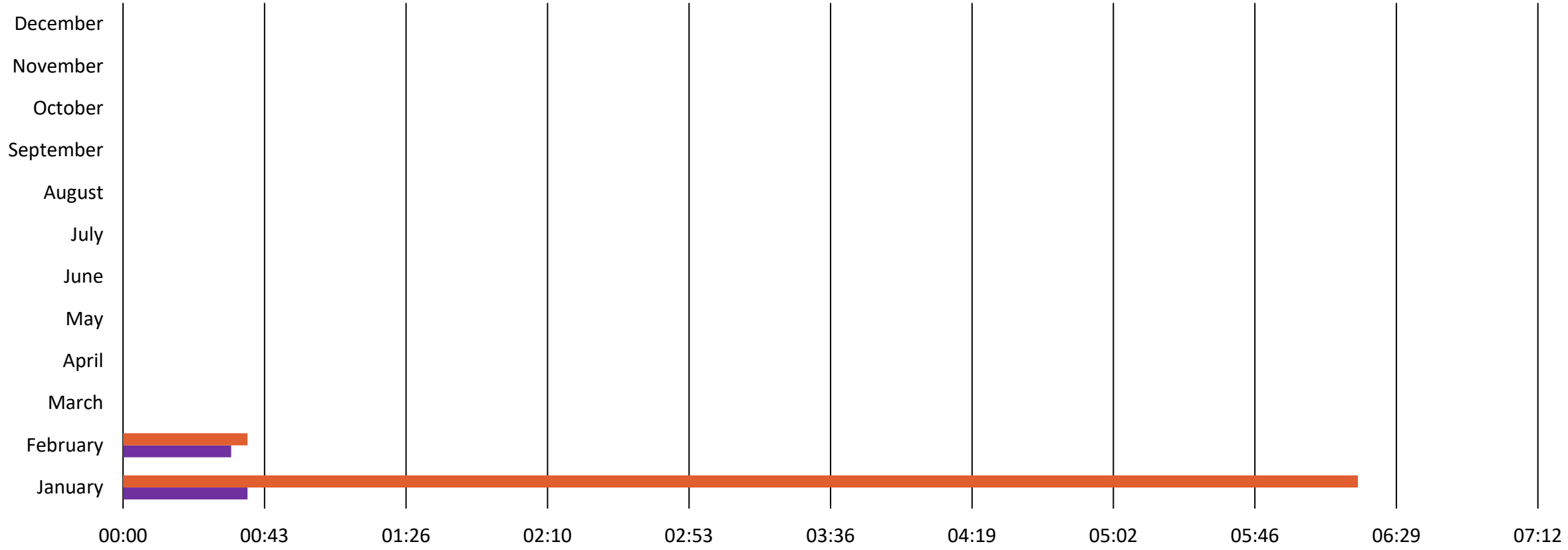


Ticket Volume
Monthly



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	88,933	87,710										
DigAlert	84,468	78,847										

Average Ticket Delivery Notification
Monthly



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	06:17	00:38										
DigAlert	00:38	00:33										

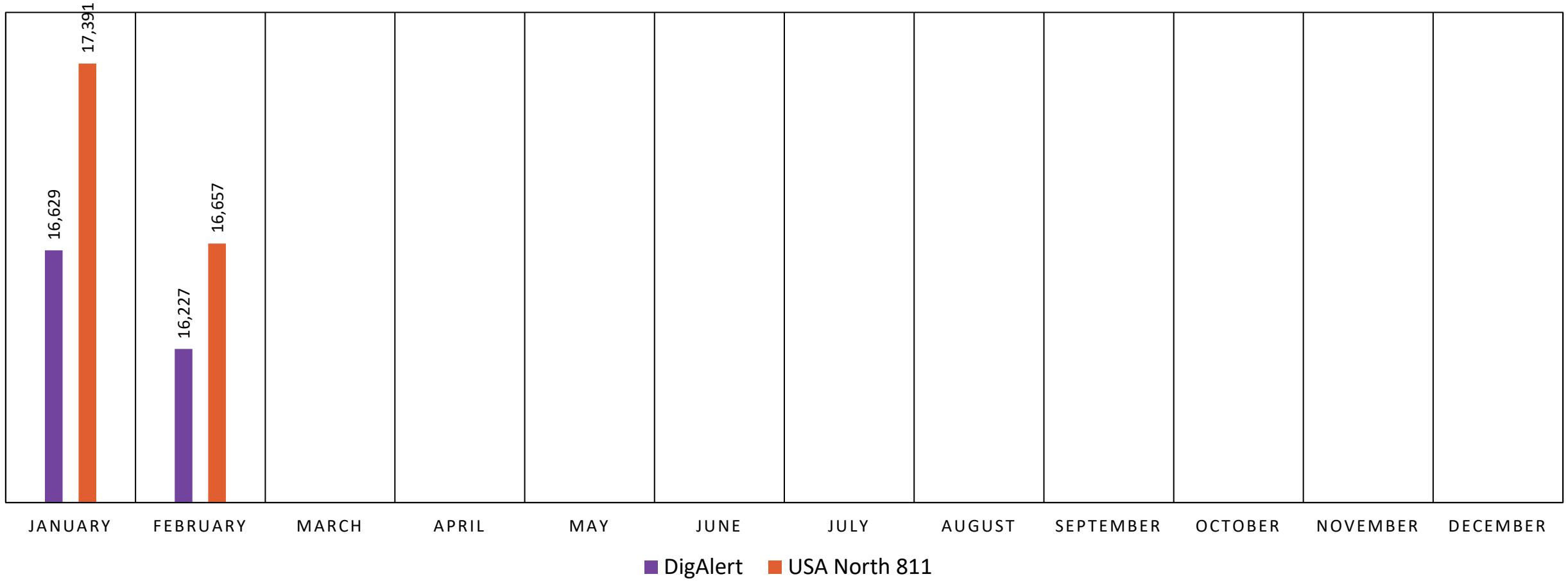
Tickets Created Via Call Or Online

Monthly

	January	February	March	April	May	June	July	August	September	October	November	December
Dig Alert via Call	21,003	20,548										
USA North via Call	14,740	14,416										
Dig Alert Online	63,465	58,299										
USA North Online	74,193	73,294										

Calls Answered Volume Data

Monthly



Call Data
Monthly

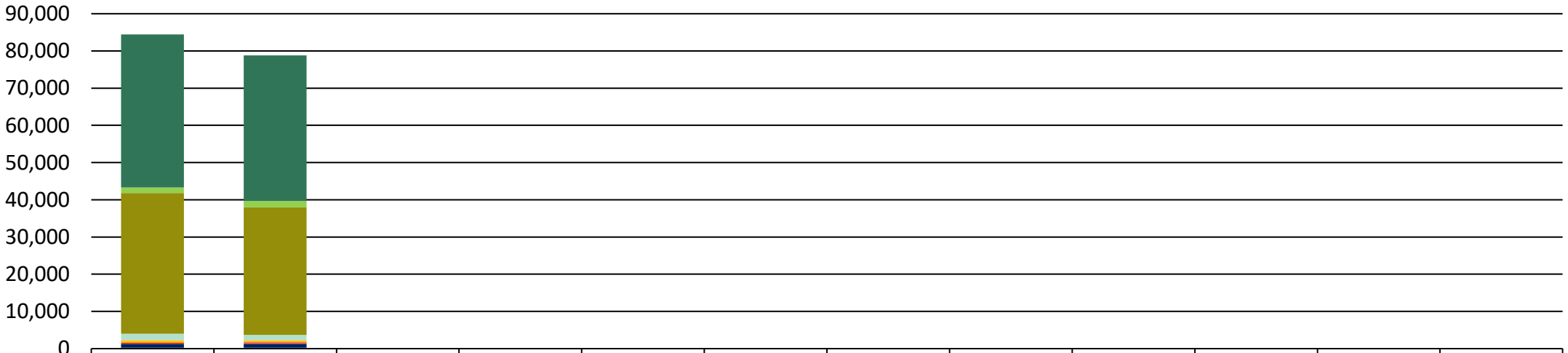
DigAlert

	Average Speed of Answer (mm:ss)	Average Abandoned Call Rate (%)	Average Busy Signal Rate (%)	Average Call Duration (mm:ss)
January	00:24	0.61%	0%	06:51
February	00:37	1.05%	0%	06:58
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				

USA North 811

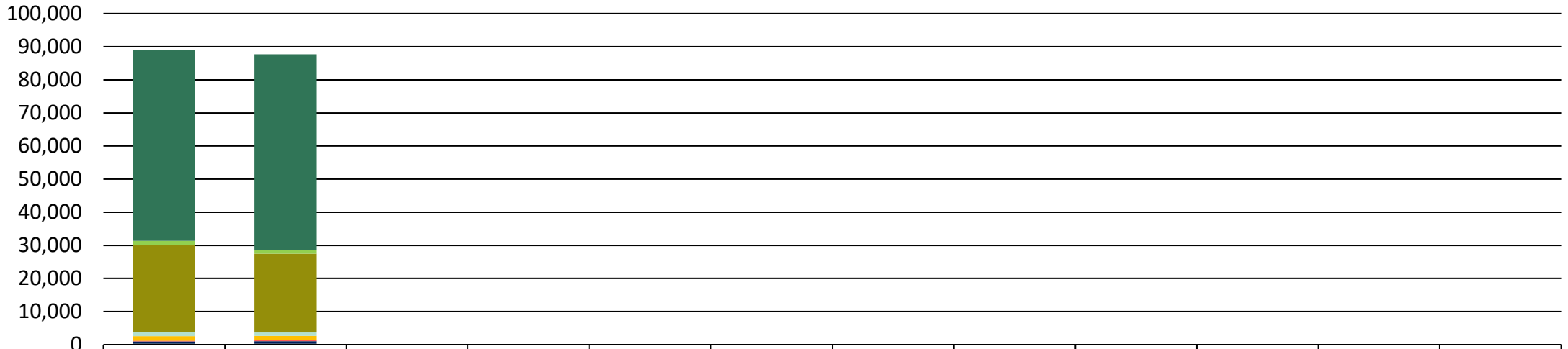
	Average Speed of Answer (mm:ss)	Average Abandoned Call Rate (%)	Average Busy Signal Rate (%)	Average Call Duration (mm:ss)
January	05:42	7.14%	0%	11:09
February	02:30	3.15%	0%	10:23
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				

Dig Alert Ticket Type Data
Monthly



	January	February	March	April	May	June	July	August	September	October	November	December
New	41,093	39,104										
Remark	1,526	1,726										
Renew	37,826	34,302										
Amendment	1,731	1,460										
Cancel	686	551										
Damaged	160	215										
Exposed	105	156										
No Response	1,062	1,057										
Return	221	239										
ACE	13	6										

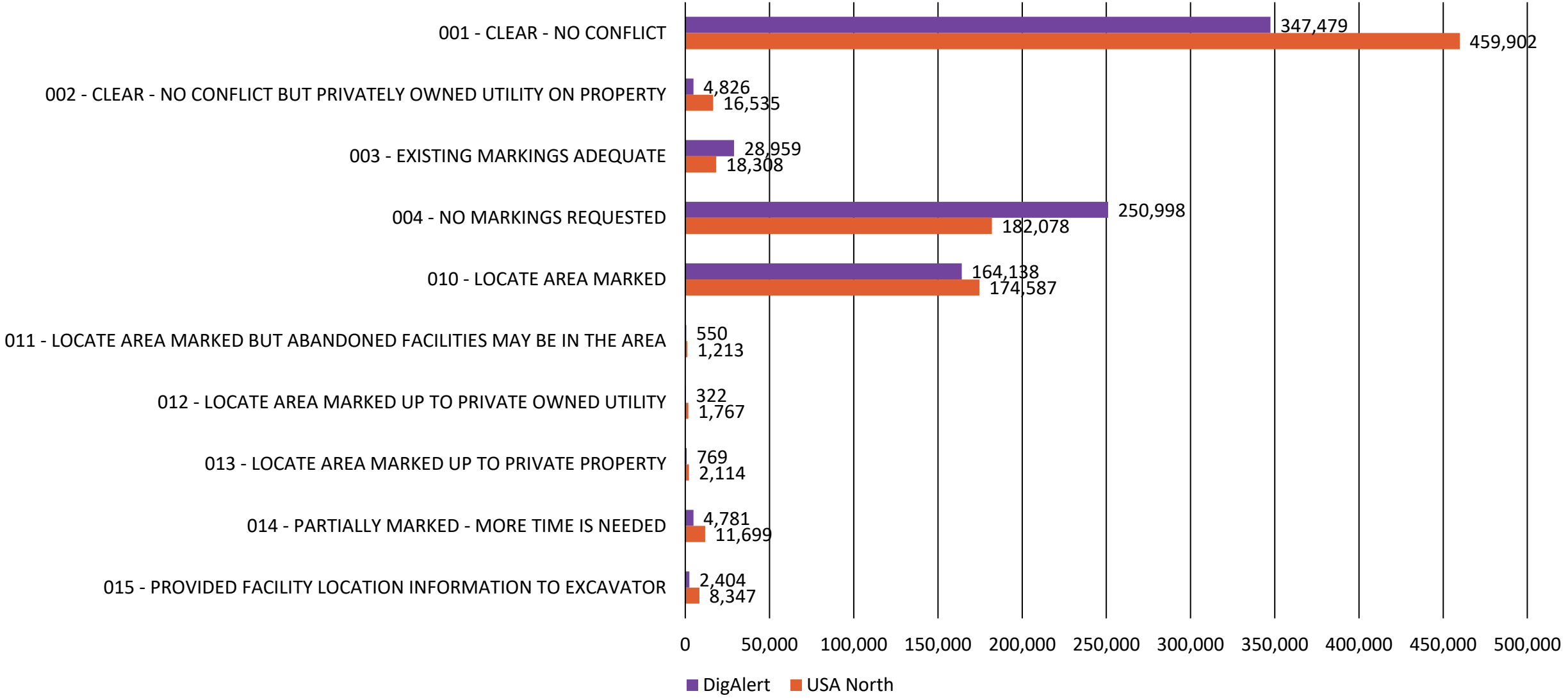
USA North Ticket Type Data
Monthly



	January	February	March	April	May	June	July	August	September	October	November	December
New	57,537	59,205										
Remark	1,298	1,056										
Renew	26,370	23,744										
Amendment	1,142	1,081										
Cancel	1,421	1,285										
Damaged	102	151										
Exposed	82	120										
No Response	721	777										
Return	196	251										
ACE	64	40										

Electronic Positive Response (EPR) Code Usage

YTD



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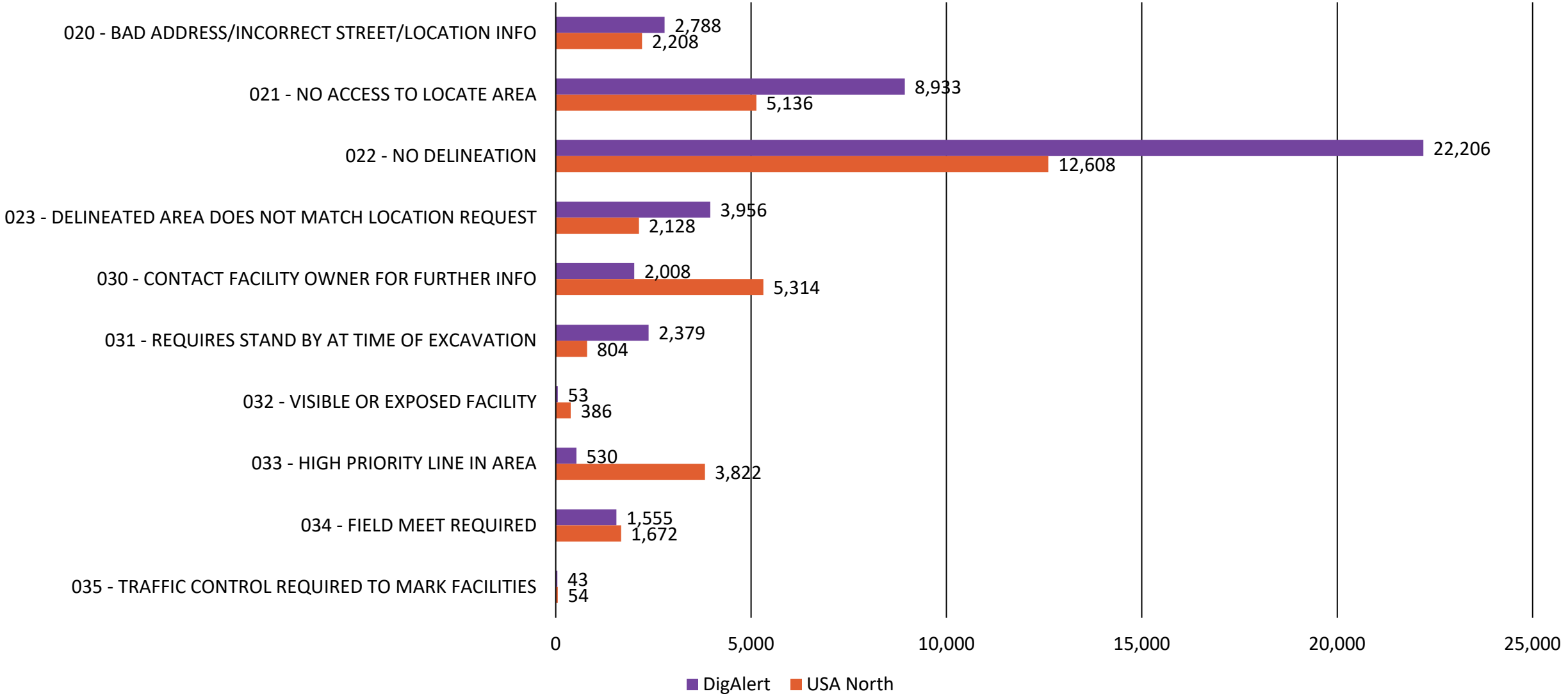

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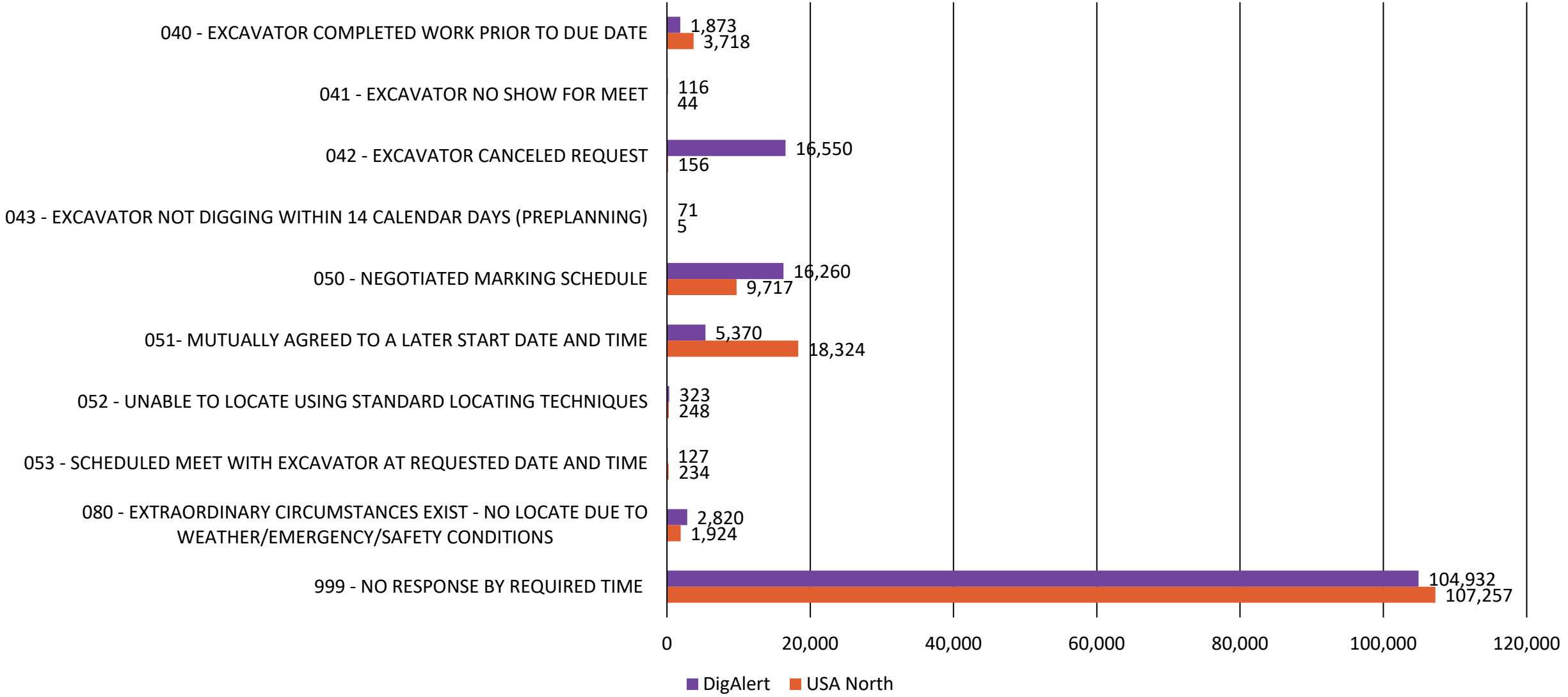
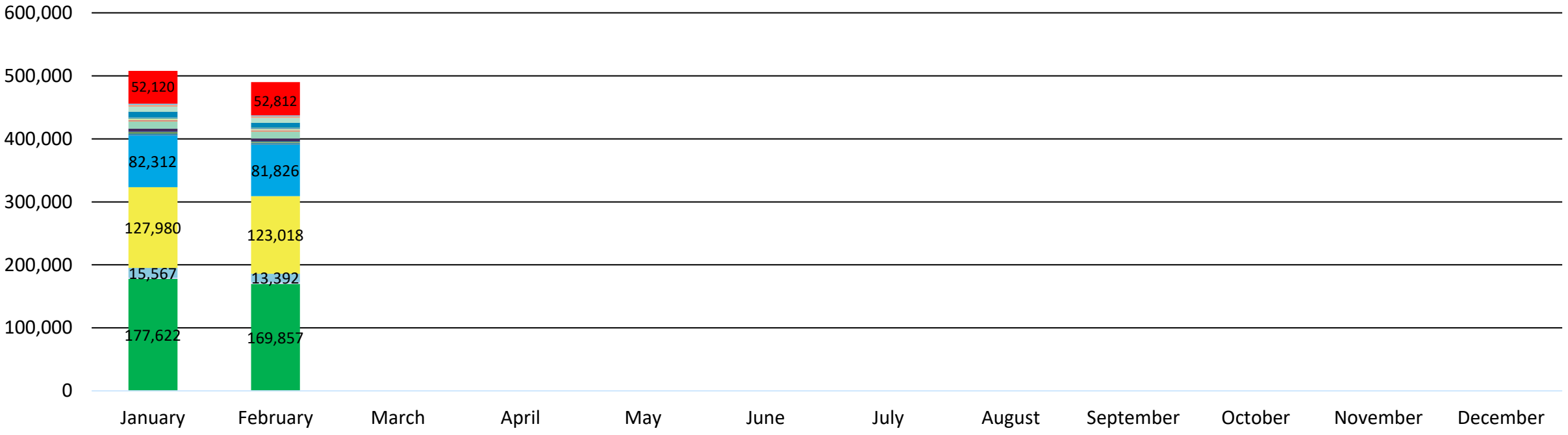


DigAlert EPR Code Usage

Monthly

001 - CLEAR NO CONFLICT
002 - CLEAR NO CONFLICT BUT PRIVATELY OWNED UTILITY ON PROPERTY
003 - EXISTING MARKINGS ADEQUATE
004 - NO MARKINGS REQUESTED
010 - LOCATE AREA MARKED
011- LOCATE AREA MARKED BUT ABANDONED FACILITIES MAY BE IN THE AREA
012 - LOCATE AREA MARKED UP TO PRIVATE OWNED UTILITY
013 - LOCATE AREA MARKED UP TO PRIVATE PROPERTY
014 - PARTIALLY MARKED - MORE TIME IS NEEDED
015 - PROVIDED FACILITY LOCATION INFORMATION TO EXCAVATOR
020 - BAD ADDRESS/INCORRECT STREET/LOCATION INFO
021 - NO ACCESS TO LOCATE AREA
022 - NO DELINEATION
023 - DELINEATED AREA DOES NOT MATCH LOCATION REQUEST
030 - CONTACT FACILITY OWNER FOR FURTHER INFO
031 - REQUIRES STAND BY AT TIME OF EXCAVATION
032 - VISIBLE OR EXPOSED FACILITY
033 - HIGH PRIORITY LINE IN AREA
034 - FIELD MEET REQUIRED
035 - TRAFFIC CONTROL REQUIRED TO MARK FACILITIES
040 - EXCAVATOR COMPLETED WORK PRIOR TO DUE DATE
041 - EXCAVATOR NO SHOW FOR MEET
042 - EXCAVATOR CANCELED REQUEST
043 - EXCAVATOR NOT DIGGING WITHIN 14 CALENDAR DAYS (PREPLANNING)
050 - NEGOTIATED MARKING SCHEDULE
051- MUTUALLY AGREED TO A LATER START DATE AND TIME
052 - UNABLE TO LOCATE USING STANDARD LOCATING TECHNIQUES
053 - SCHEDULED MEET WITH EXCAVATOR AT REQUESTED DATE AND TIME
080 - EXTRAORDINARY CIRCUMSTANCES EXIST - NO LOCATE DUE TO WEATHER/EMERGENCY/SAFETY CONDITIONS
999 - NO RESPONSE BY REQUIRED TIME



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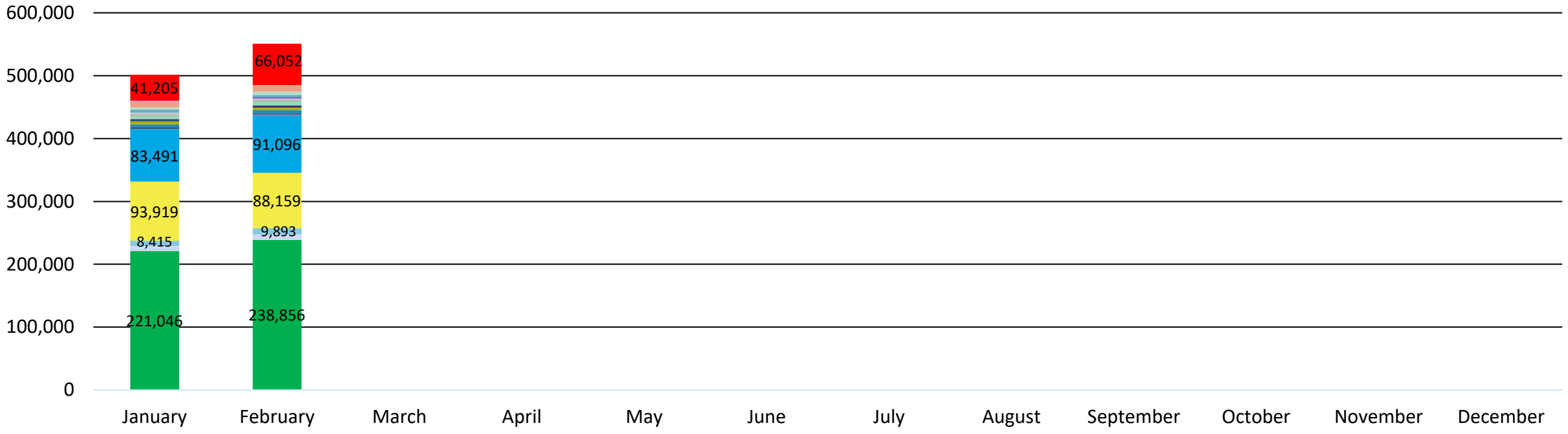
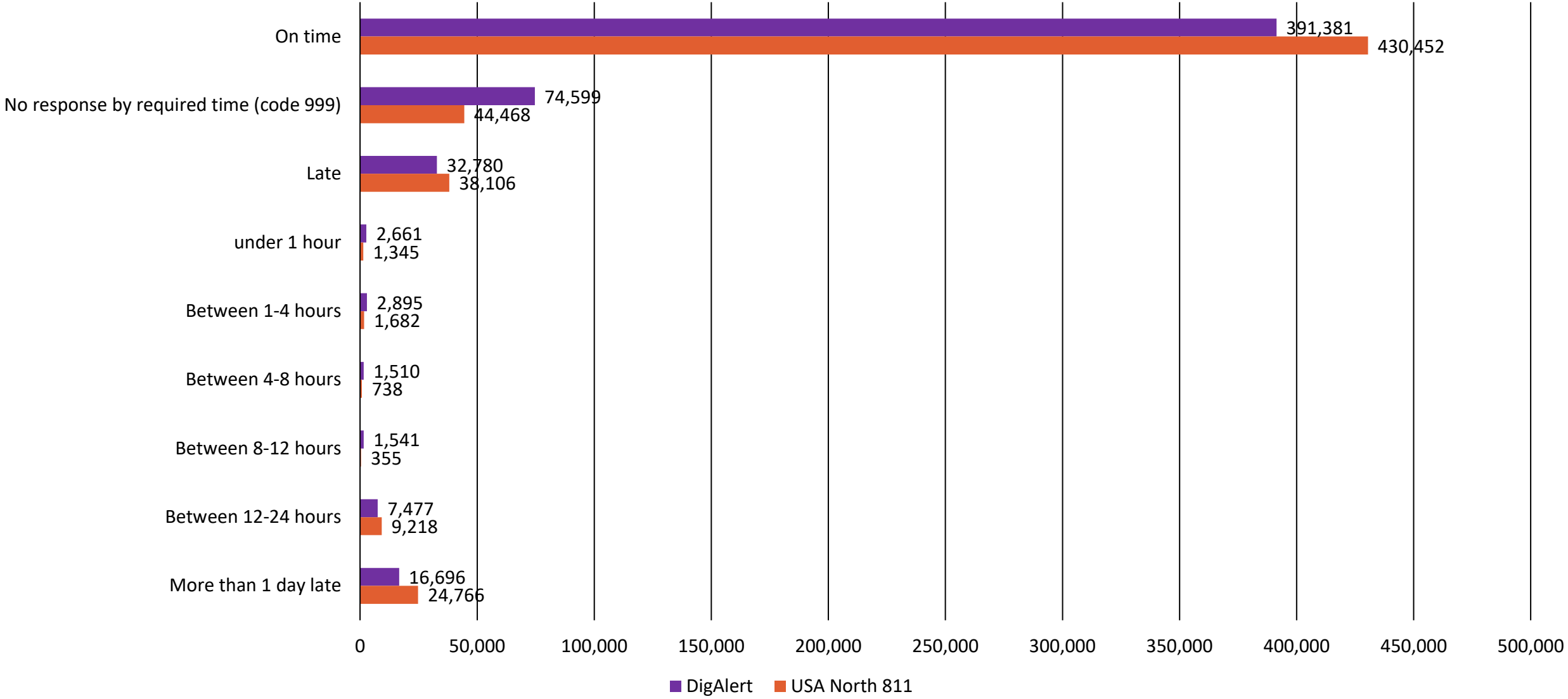


EPR Response Times
YTD



DigAlert EPR Response Time
Monthly

	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	198,645	35,267	13,263	1,286	1,395	669	203	3,232	6,478
February	192,638	39,332	19,517	1,375	1,500	841	1,338	4,245	10,218
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									

USA North EPR Response Time
Monthly

	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	203,862	24,429	16,661	644	714	341	152	4,124	10,684
February	226,590	20,039	21,445	701	968	397	203	5,094	14,082
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									