



# 811 Notification Center Metrics

***Presented by:***

DigAlert – Ann Diamond

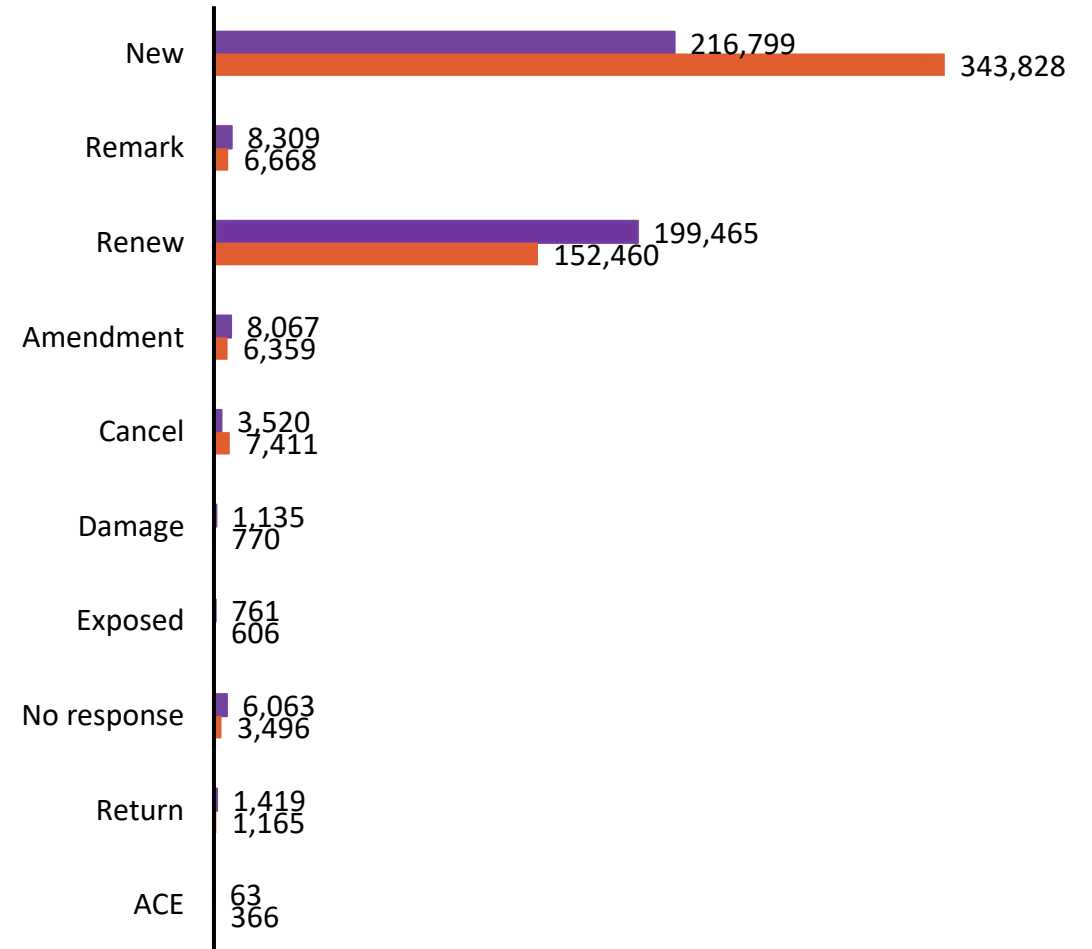
USA North – James Wingate

# Ticket Data

## YTD through 5/31

### TICKET TYPES

DigAlert USA North 811



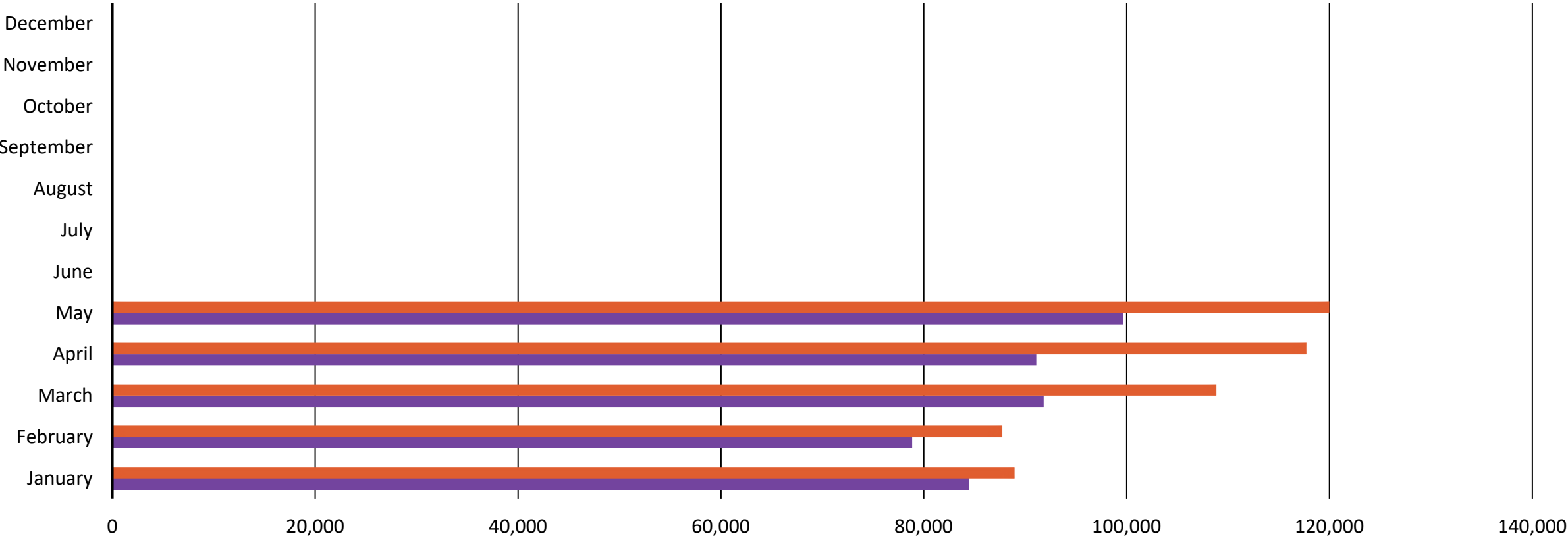
|                                      | DigAlert | USA North 811 |
|--------------------------------------|----------|---------------|
| Ticket Volume                        | 445,897  | 523,129       |
| Average Ticket Notification Delivery | 0:38     | 2:24          |
| Tickets Created Online               | 334,812  | 147,487       |
| Tickets Created Via Call             | 111,073  | 29,156        |
| Calls Answered Volume                | 87,177   | 34,048*       |
| Average Speed of Answer (mm:ss)      | 0:26     | 4:11*         |
| Average Abandoned Call Rate (%)      | 0.75%    | 5.48%*        |
| Average Busy Signal Rate (%)         | 0%       | 0%*           |
| Average Call Duration (mm:ss)        | 07:08    | 10:19*        |

\*USA North 811 call data includes California and Nevada

# Ticket Volume

## Monthly

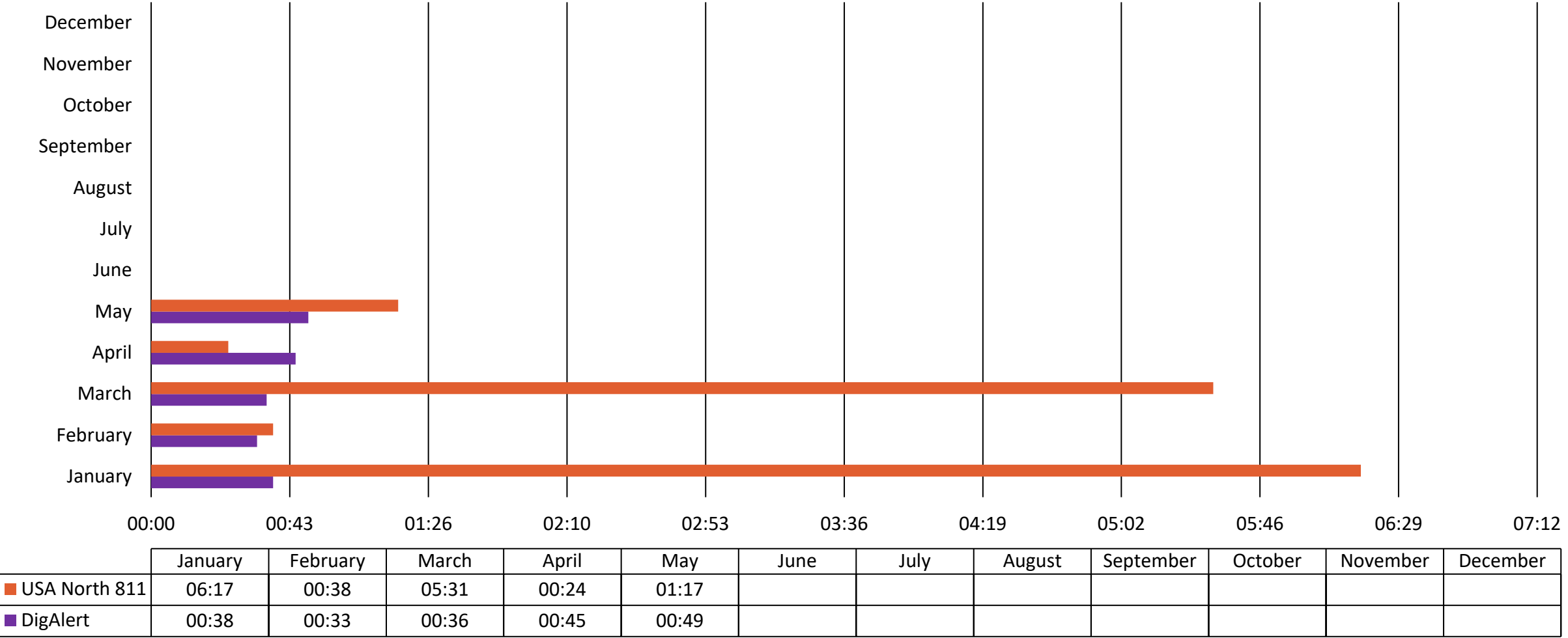
USA North 811 DigAlert



|               | January | February | March   | April   | May     | June | July | August | September | October | November | December |
|---------------|---------|----------|---------|---------|---------|------|------|--------|-----------|---------|----------|----------|
| USA North 811 | 88,933  | 87,713   | 108,813 | 117,719 | 119,951 |      |      |        |           |         |          |          |
| DigAlert      | 84,481  | 78,853   | 91,813  | 91,090  | 99,660  |      |      |        |           |         |          |          |

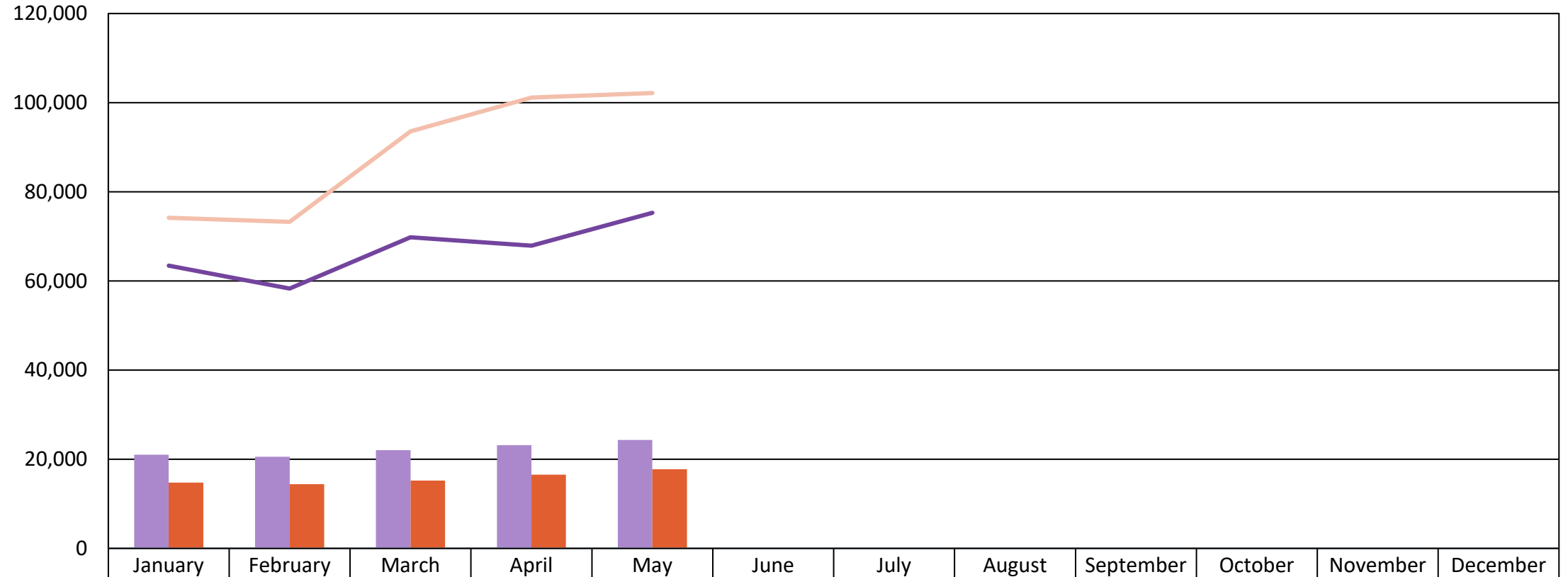
# Average Ticket Delivery Notification

## Monthly



# Tickets Created Via Call Or Online

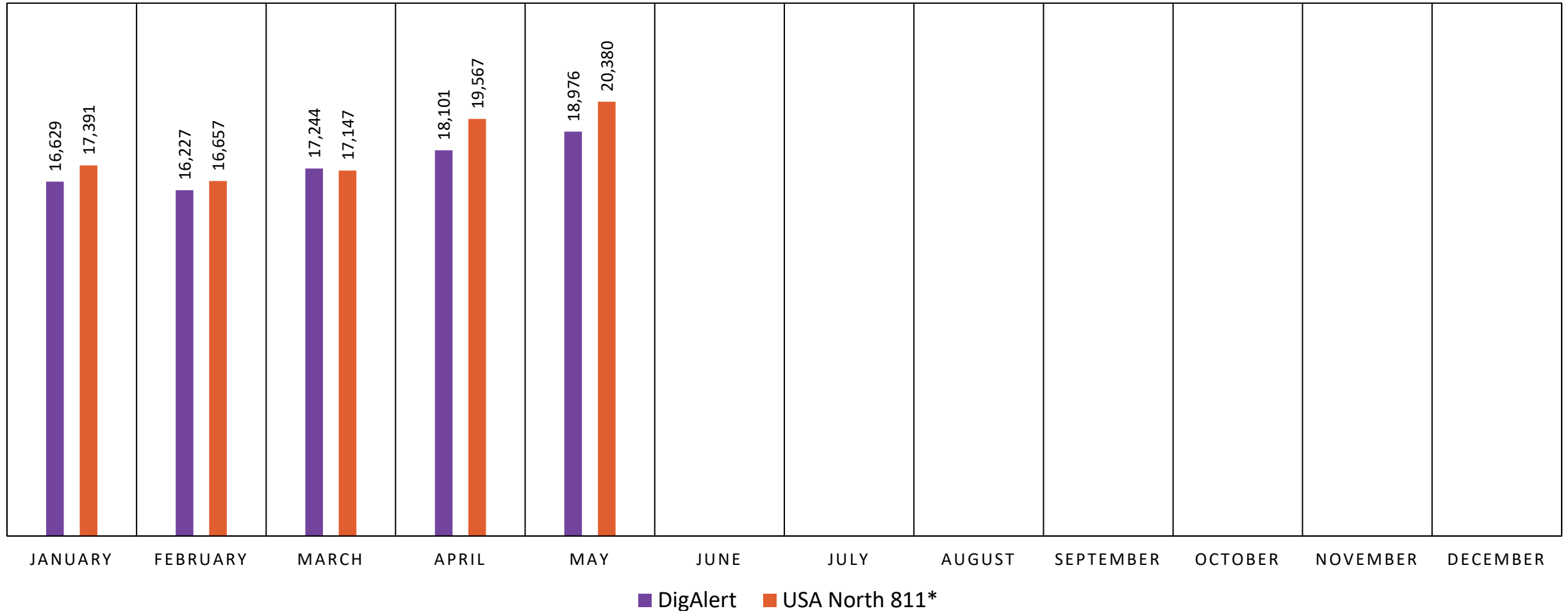
## Monthly



|                    |        |        |        |         |         |  |  |  |  |  |  |  |
|--------------------|--------|--------|--------|---------|---------|--|--|--|--|--|--|--|
| Dig Alert via Call | 21,008 | 20,550 | 22,023 | 23,173  | 24,319  |  |  |  |  |  |  |  |
| USA North via Call | 14,740 | 14,416 | 15,235 | 16,544  | 17,783  |  |  |  |  |  |  |  |
| Dig Alert Online   | 63,473 | 58,303 | 69,790 | 67,917  | 75,329  |  |  |  |  |  |  |  |
| USA North Online   | 74,193 | 73,294 | 93,578 | 101,175 | 102,168 |  |  |  |  |  |  |  |

# Calls Answered Volume Data

## Monthly



\*USA North 811 call data includes California and Nevada

# 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     | 00:28                           | 0.85%                           | 0%                           | 07:07                         |
| April     | 00:26                           | 0.92%                           | 0%                           | 07:31                         |
| May       | 00:16                           | 0.33%                           | 0%                           | 07:15                         |
| June      |                                 |                                 |                              |                               |
| July      |                                 |                                 |                              |                               |
| August    |                                 |                                 |                              |                               |
| September |                                 |                                 |                              |                               |
| October   |                                 |                                 |                              |                               |
| November  |                                 |                                 |                              |                               |
| December  |                                 |                                 |                              |                               |

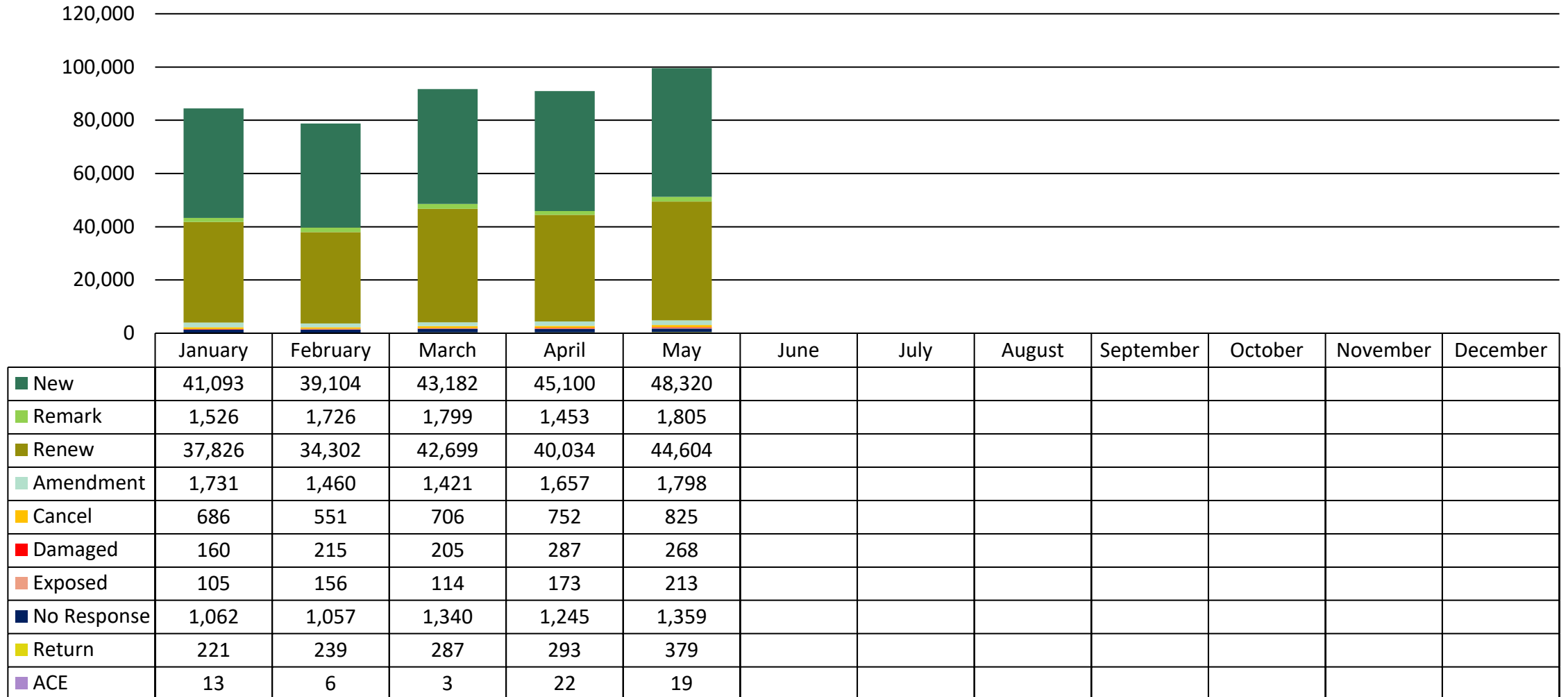
### USA North 811\*

|           | 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     | 02:16                           | 3.46%                           | 0%                           | 9:52                          |
| April     | 07:14                           | 8.83%                           | 0%                           | 10:09                         |
| May       | 02:58                           | 4.22%                           | 0%                           | 10:08                         |
| June      |                                 |                                 |                              |                               |
| July      |                                 |                                 |                              |                               |
| August    |                                 |                                 |                              |                               |
| September |                                 |                                 |                              |                               |
| October   |                                 |                                 |                              |                               |
| November  |                                 |                                 |                              |                               |
| December  |                                 |                                 |                              |                               |

\*USA North 811 call data includes California and Nevada

# Dig Alert Ticket Type Data

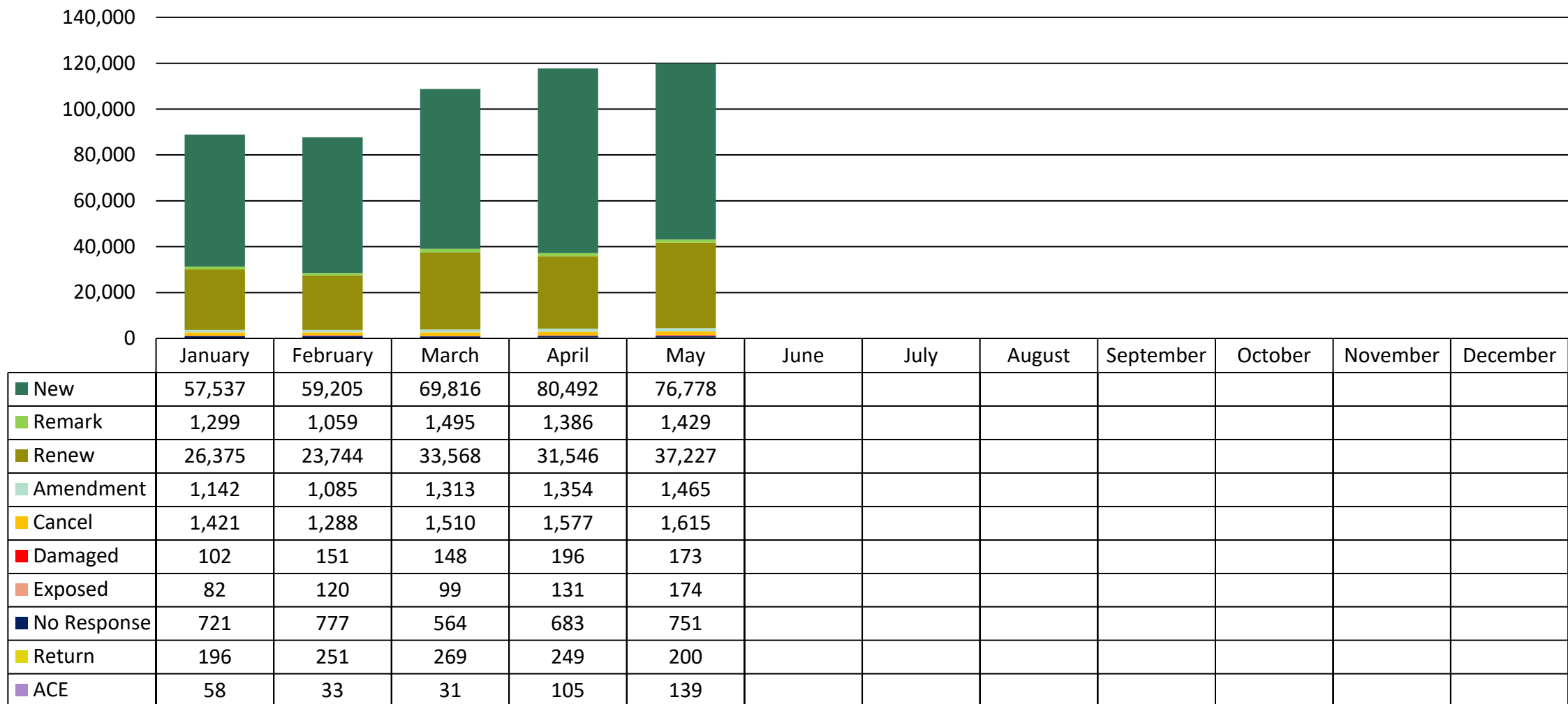
## Monthly





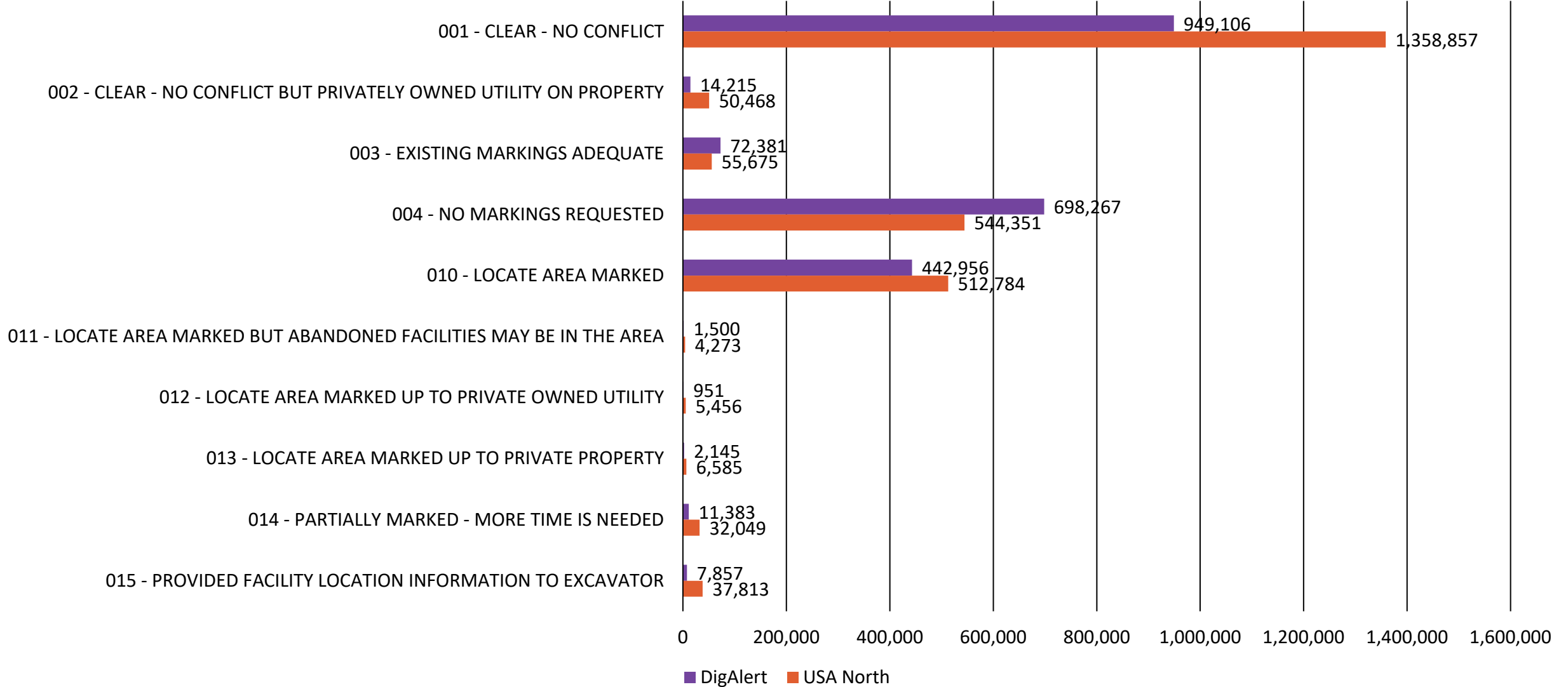
# USA North Ticket Type Data

## Monthly



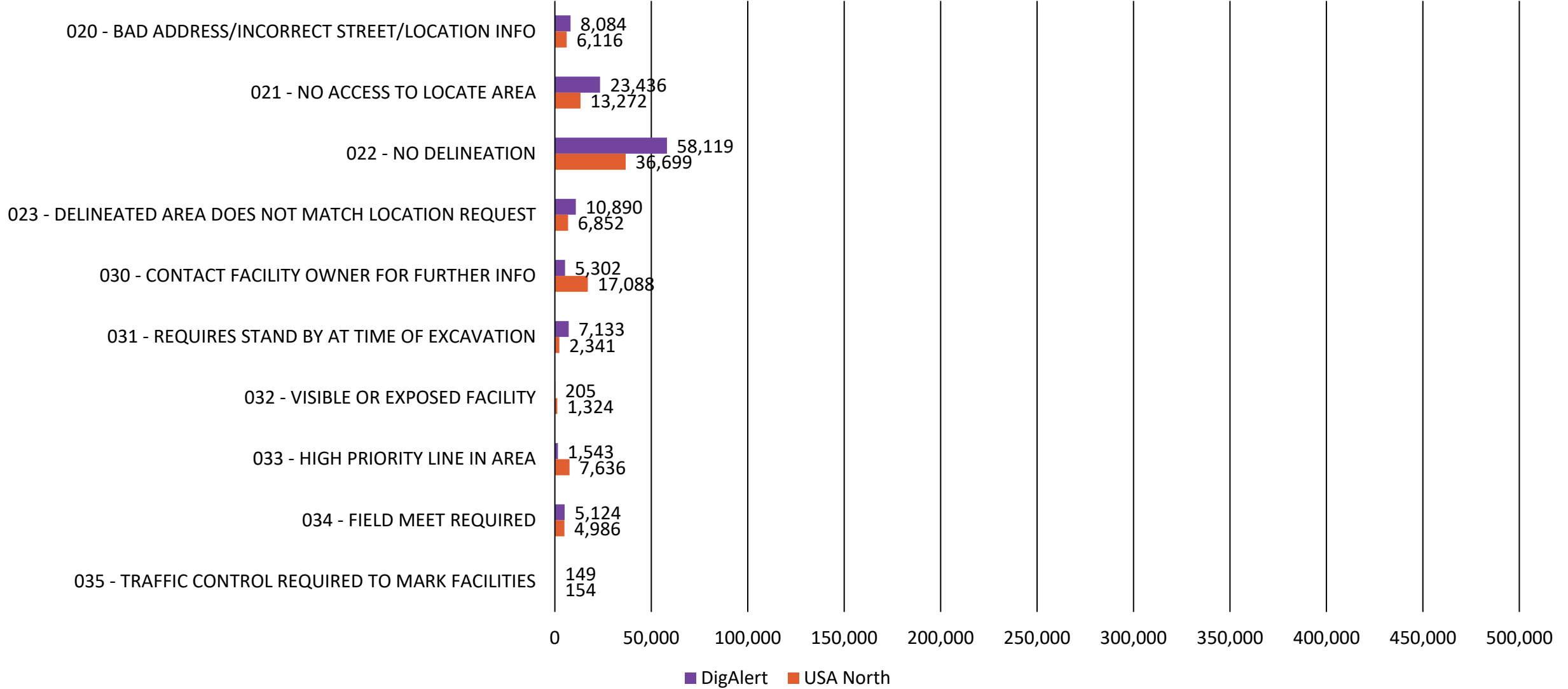
# Electronic Positive Response (EPR) Code Usage

## YTD through 5/31



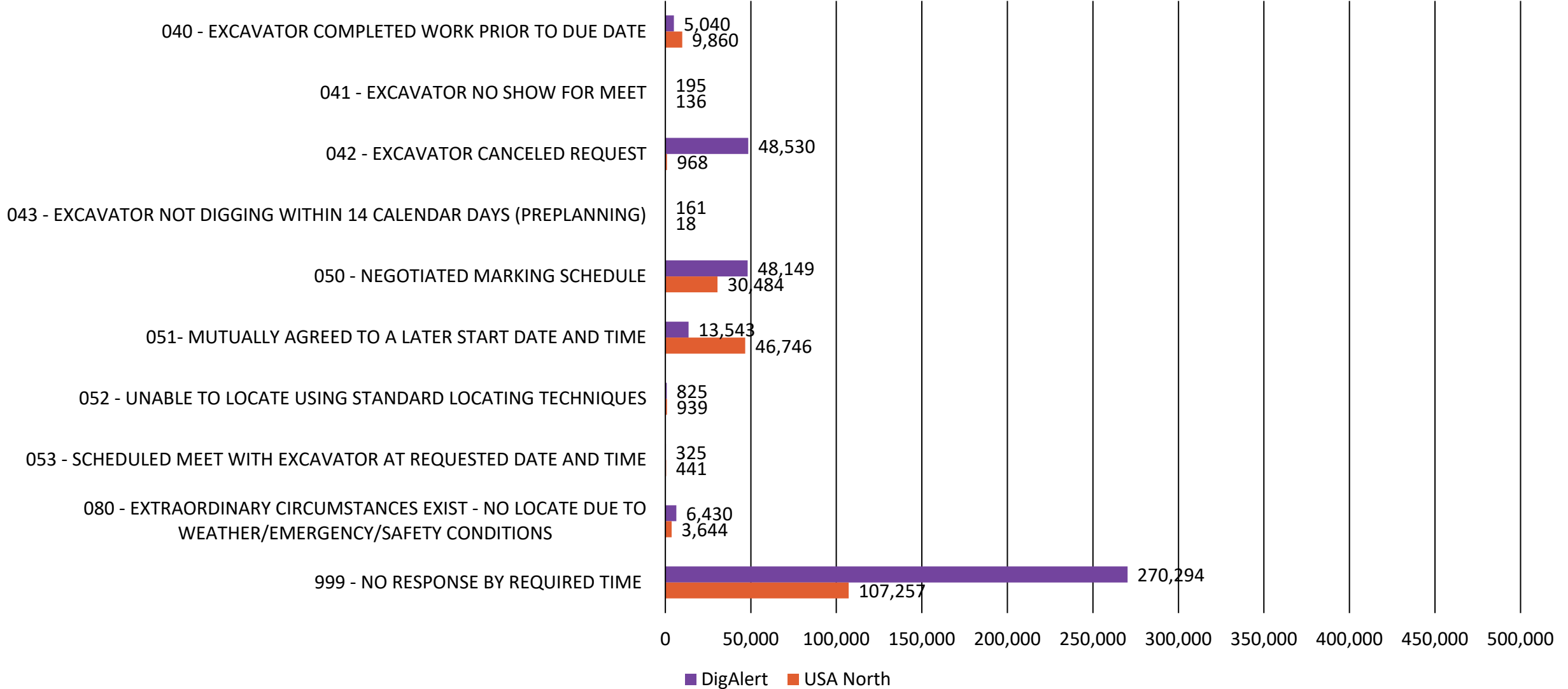
# Electronic Positive Response (EPR) Code Usage

## YTD



# Electronic Positive Response (EPR) Code Usage

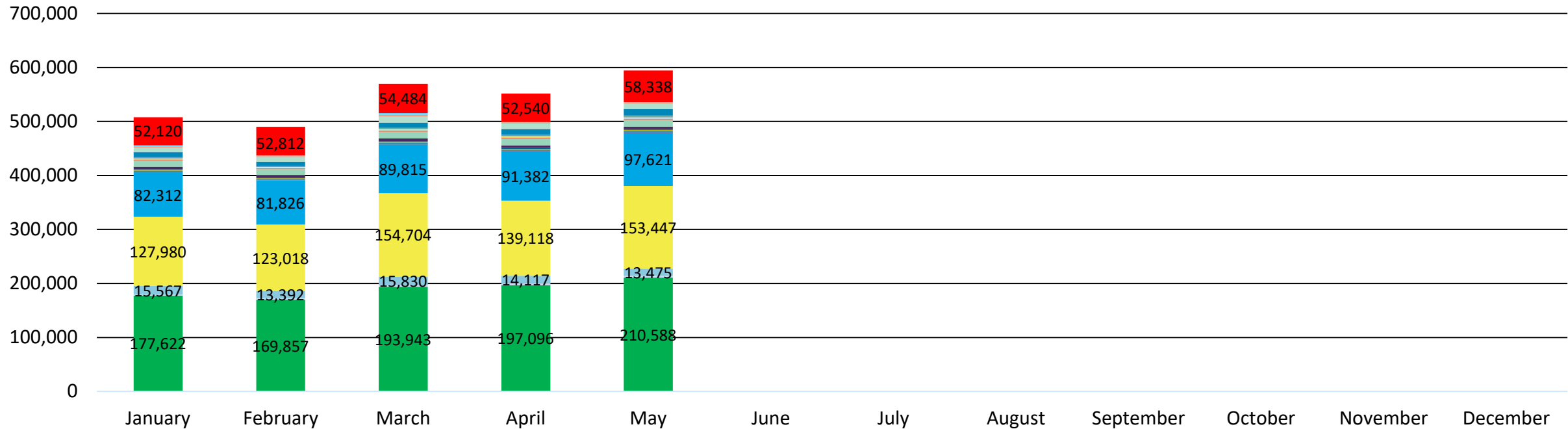
## YTD



# DigAlert EPR Code Usage

## Monthly

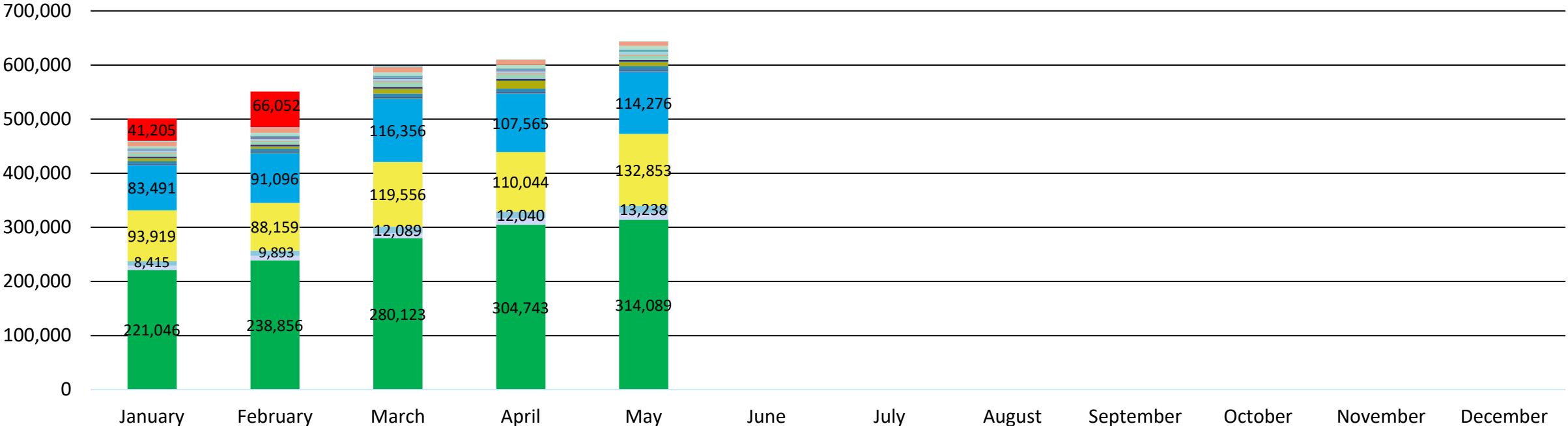
- 001 - CLEAR NO CONFLICT
- 003 - EXISTING MARKINGS ADEQUATE
- 010 - LOCATE AREA MARKED
- 012 - LOCATE AREA MARKED UP TO PRIVATE OWNED UTILITY
- 014 - PARTIALLY MARKED - MORE TIME IS NEEDED
- 020 - BAD ADDRESS/INCORRECT STREET/LOCATION INFO
- 022 - NO DELINEATION
- 030 - CONTACT FACILITY OWNER FOR FURTHER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



# USA North EPR Code Usage

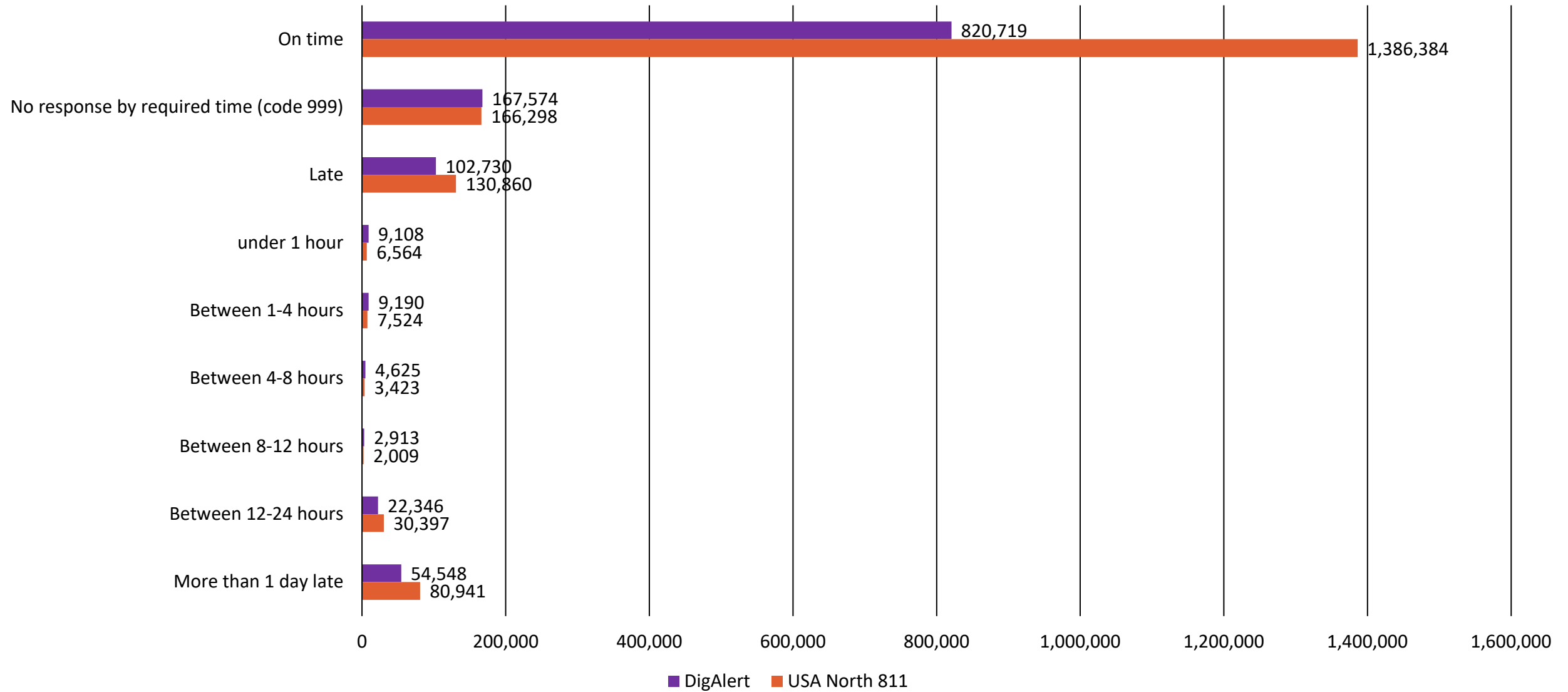
## Monthly

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- 999 - NO RESPONSE BY REQUIRED TIME



# EPR Response Times

## YTD



# DigAlert EPR Response Time

## Monthly

|           | On time | No response by<br>required time<br>(code 999) | Late   | Under 1 hour | Between 1-4<br>hours | Between 4-8<br>hours | Between 8-12<br>hours | Between 12-<br>24 hours | More than 1<br>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     | 204,125 | 45,361  | 22,015 | 1,849        | 2,040                | 999                  | 514                   | 5,281                   | 11,332                  |
| April     | 225,311 | 47,614  | 22,678 | 2,333        | 2,123                | 999                  | 429                   | 4,713                   | 12,081                  |
| May       | 248,759 | 51,350  | 25,257 | 2,265        | 2,132                | 1,117                | 429                   | 4,875                   | 14,439                  |
| June      |         |   |        |              |                      |                      |                       |                         |                         |
| July      |         |   |        |              |                      |                      |                       |                         |                         |
| August    |         |   |        |              |                      |                      |                       |                         |                         |
| September |         |   |        |              |                      |                      |                       |                         |                         |
| October   |         |   |        |              |                      |                      |                       |                         |                         |
| November  |         |   |        |              |                      |                      |                       |                         |                         |
| December  |         |   |        |              |                      |                      |                       |                         |                         |



# USA North EPR Response Time

## Monthly

|           | On time | No response by<br>required time<br>(code 999) | Late   | Under 1<br>hour | Between 1-4<br>hours | Between 4-8<br>hours | Between 8-12<br>hours | Between 12-24<br>hours | More than 1<br>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     | 291,623 | 37,209  | 37,877 | 1,387           | 1,548                | 1,299                | 1,057                 | 8,772                  | 23,814                  |
| April     | 320,681 | 47,950  | 28,502 | 2,412           | 2,859                | 795                  | 322                   | 5,847                  | 16,267                  |
| May       | 343,628 | 36,671  | 26,375 | 1,420           | 1,435                | 591                  | 275                   | 6,560                  | 16,094                  |
| June      |         |   |        |                 |                      |                      |                       |                        |                         |
| July      |         |   |        |                 |                      |                      |                       |                        |                         |
| August    |         |   |        |                 |                      |                      |                       |                        |                         |
| September |         |   |        |                 |                      |                      |                       |                        |                         |
| October   |         |   |        |                 |                      |                      |                       |                        |                         |
| November  |         |   |        |                 |                      |                      |                       |                        |                         |
| December  |         |   |        |                 |                      |                      |                       |                        |                         |