



811 Notification Center Metrics

Presented by:

DigAlert – Ann Diamond

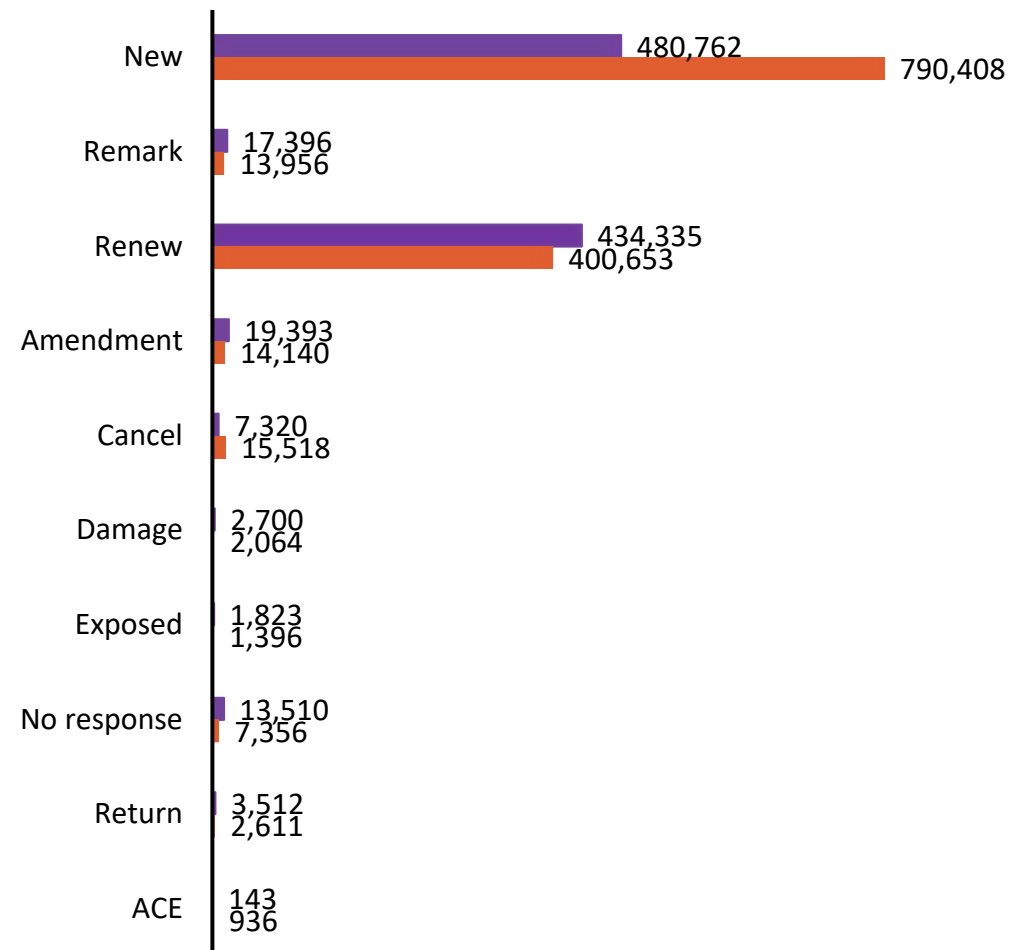
USA North – James Wingate

Ticket Data

YTD through 11/30

TICKET TYPES

DigAlert USA North 811

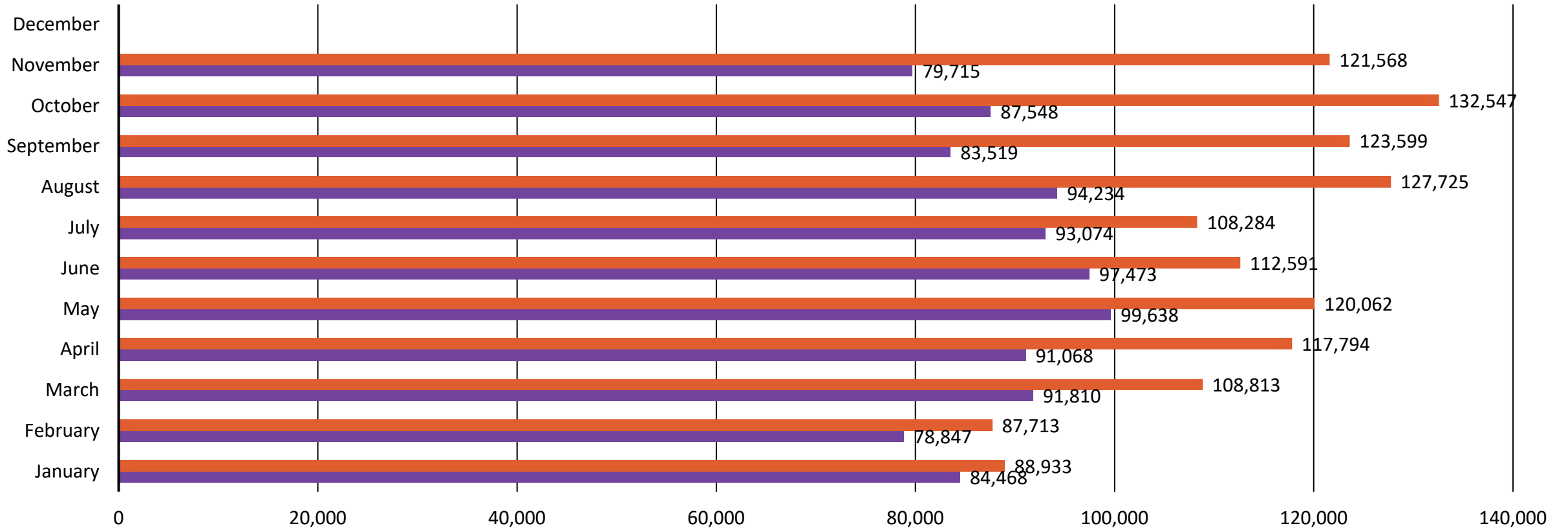


	DigAlert	USA North 811
Ticket Volume	981,394	1,249,038
Average Ticket Notification Delivery	0:38	1:35
Tickets Created Online	739,293	1,065,795
Tickets Created Via Call	242,101	171,213
Calls Answered Volume	191,685	200,665*
Average Speed of Answer (mm:ss)	0:24	2:43*
Average Abandoned Call Rate (%)	0.75%	5.21%*
Average Busy Signal Rate (%)	0%	0%*
Average Call Duration (mm:ss)	07:10	9:54*

*USA North 811 call data includes California and Nevada

Ticket Volume Monthly

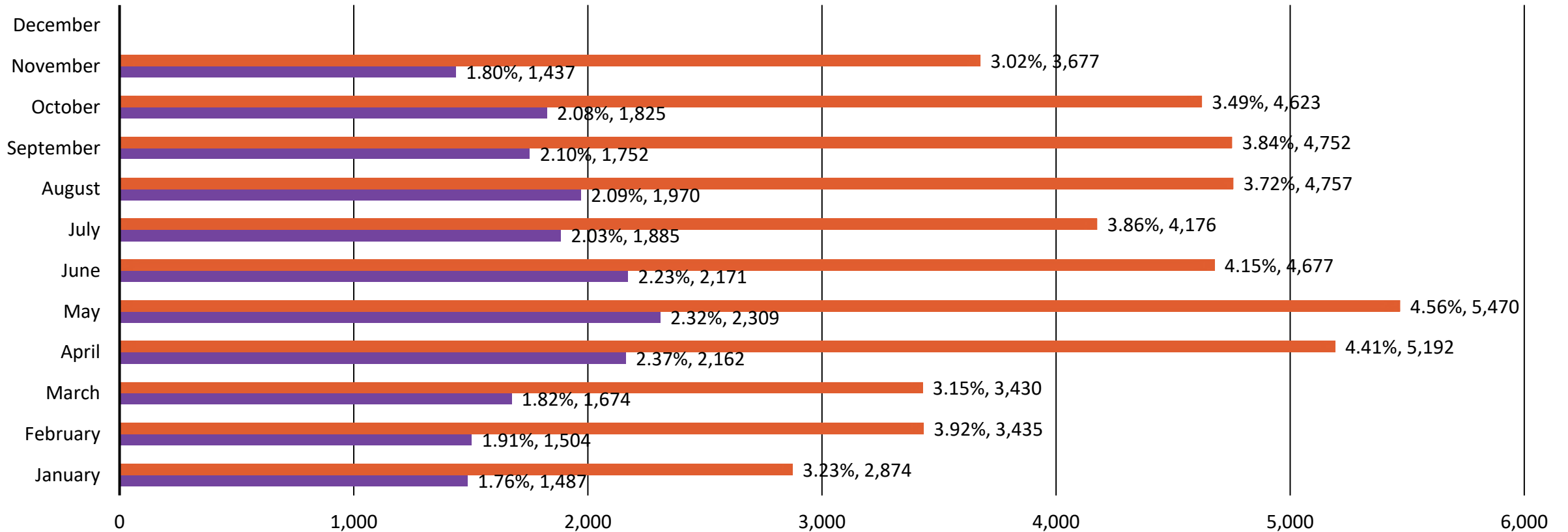
USA North 811 DigAlert



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	88,933	87,713	108,813	117,794	120,062	112,591	108,284	127,725	123,599	132,547	121,568	
DigAlert	84,468	78,847	91,810	91,068	99,638	97,473	93,074	94,234	83,519	87,548	79,715	

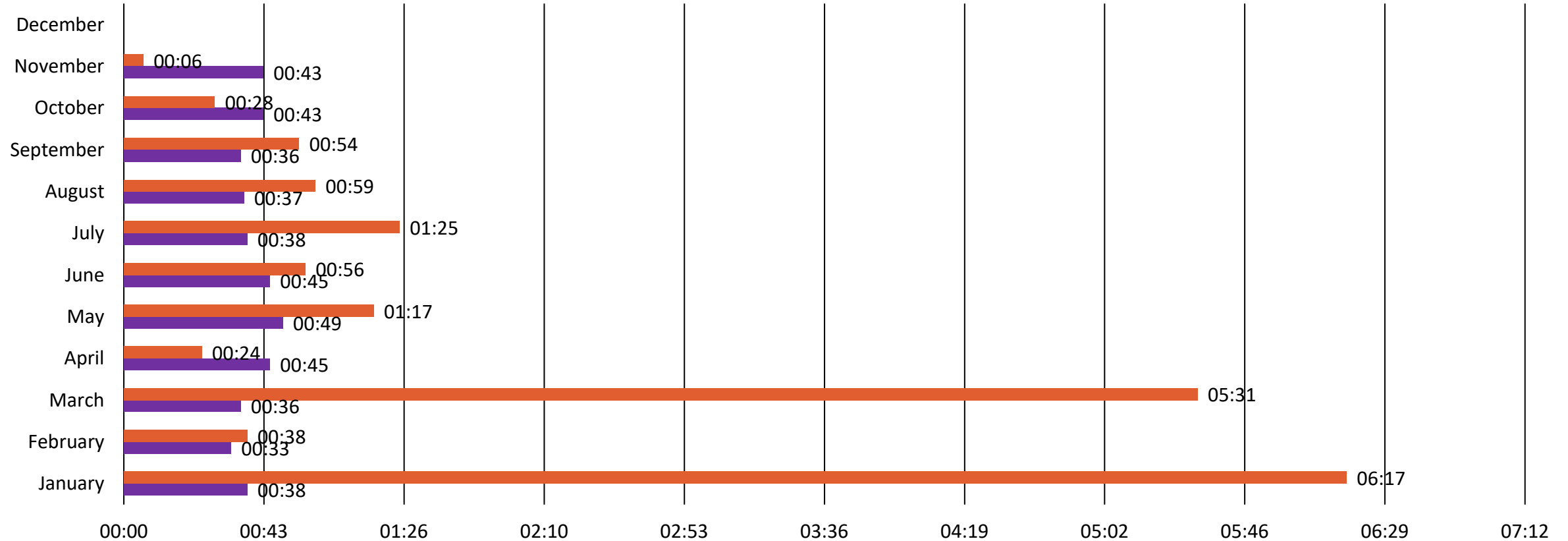
Homeowner Ticket Volume Monthly

USA North 811 DigAlert



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	2,874	3,435	3,430	5,192	5,470	4,677	4,176	4,757	4,752	4,623	3,677	
DigAlert	1,487	1,504	1,674	2,162	2,309	2,171	1,885	1,970	1,752	1,825	1,437	

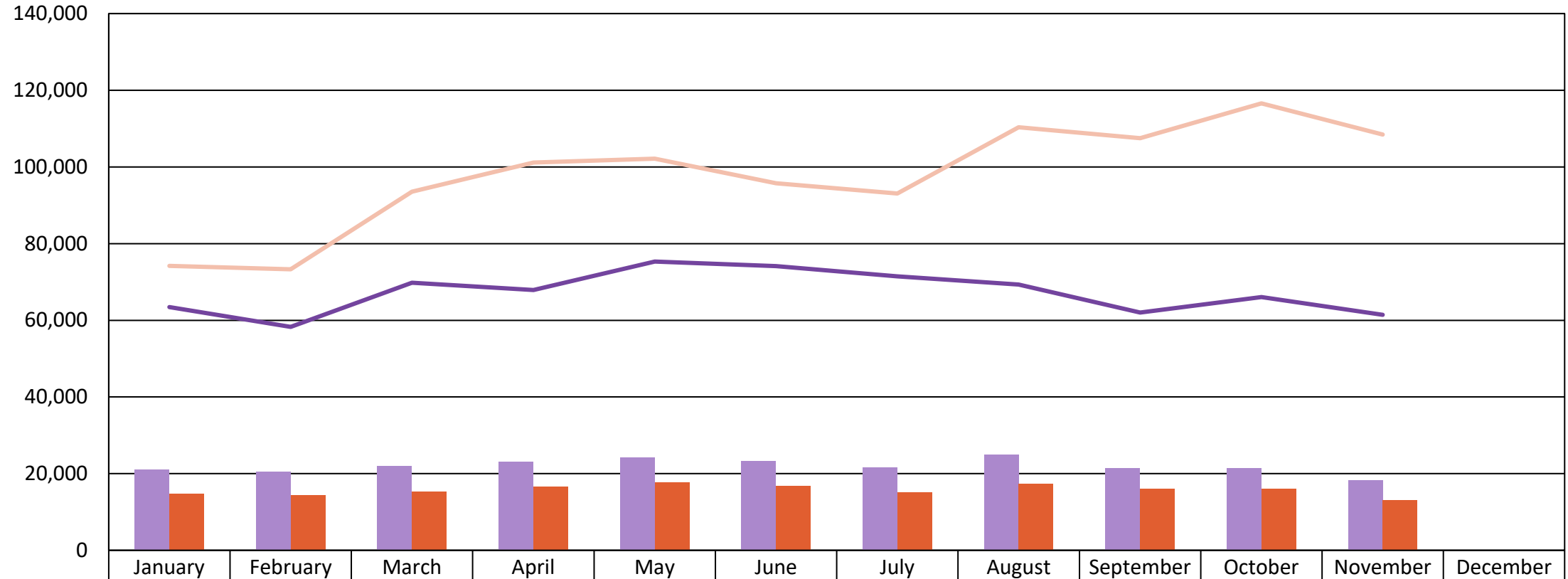
Average Ticket Delivery Notification Monthly



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	06:17	00:38	05:31	00:24	01:17	00:56	01:25	00:59	00:54	00:28	00:06	
DigAlert	00:38	00:33	00:36	00:45	00:49	00:45	00:38	00:37	00:36	00:43	00:43	

Tickets Created Via Call Or Online

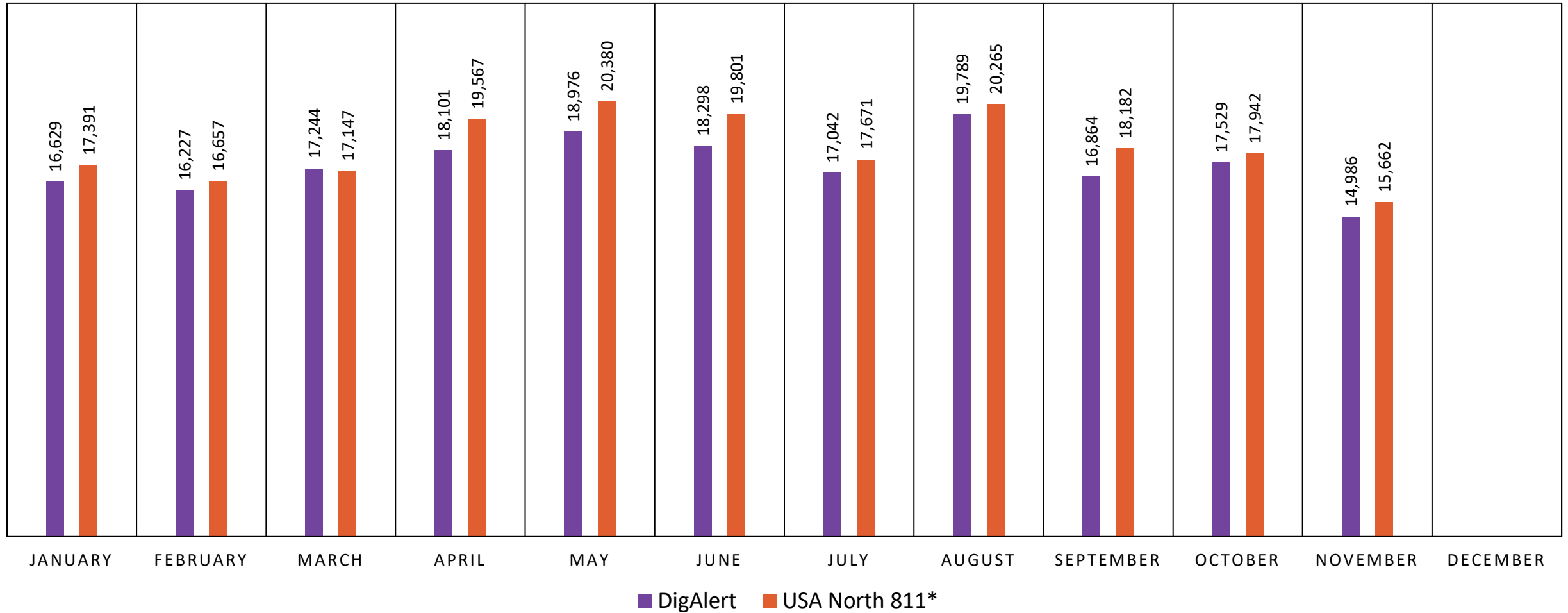
Monthly



	January	February	March	April	May	June	July	August	September	October	November	December
Dig Alert via Call	21,003	20,548	22,021	23,172	24,319	23,333	21,626	24,894	21,464	21,462	18,259	
USA North via Call	14,740	14,416	15,235	16,544	17,783	16,837	15,179	17,359	16,091	15,972	13,093	
Dig Alert Online	63,465	58,299	69,789	67,896	75,319	74,140	71,448	69,340	62,055	66,086	61,456	
USA North Online	74,193	73,294	93,578	101,175	102,168	95,749	93,105	110,366	107,508	116,575	108,475	

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	00:21	0.66%	0%	07:14
July	00:15	0.36%	0%	07:11
August	00:21	0.60%	0%	07:08
September	00:28	0.87%	0%	07:15
October	00:28	0.99%	0%	07:11
November	00:21	1.00%	0%	07:10
December				

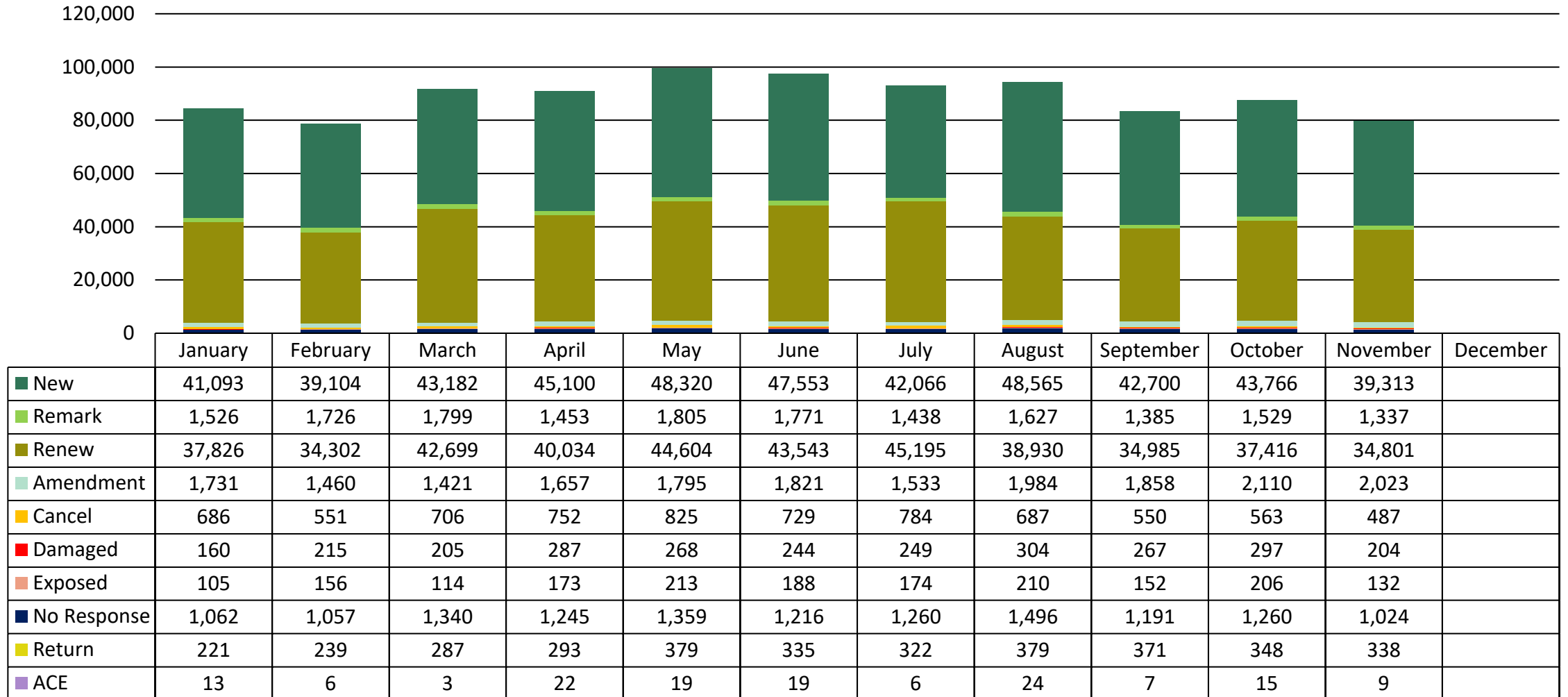
USA North 811*

	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	02:54	4.05%	0%	9:52
July	01:23	2.12%	0%	9:25
August	00:58	1.38%	0%	9:39
September	02:03	3.02%	0%	9:44
October	00:51	1.35%	0%	9:36
November	00:48	1.62%	0%	9:00
December				

*USA North 811 call data includes California and Nevada

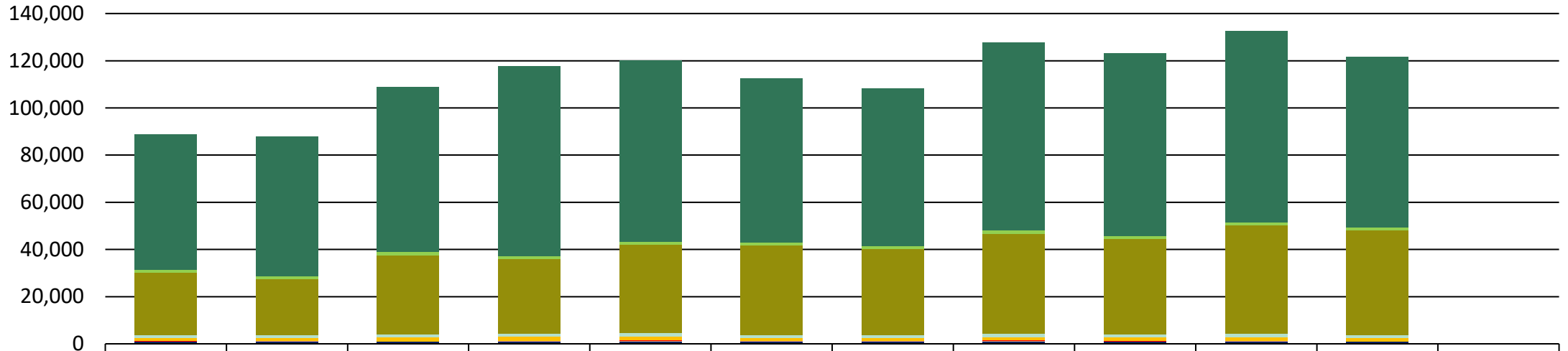
Dig Alert Ticket Type Data

Monthly



USA North Ticket Type Data

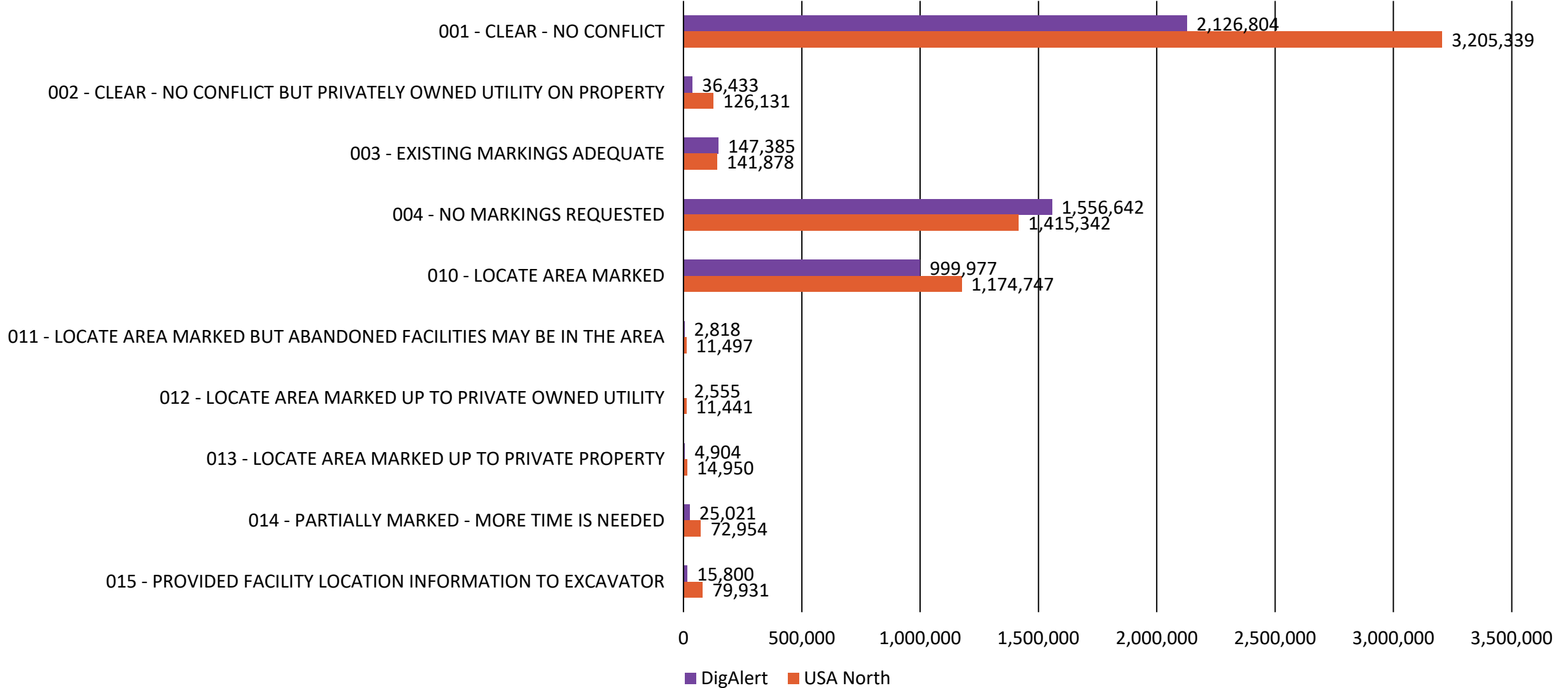
Monthly



	January	February	March	April	May	June	July	August	September	October	November	December
New	57,531	59,198	69,812	80,483	76,777	69,611	66,785	79,588	77,265	81,107	72,251	
Remark	1,299	1,059	1,495	1,386	1,429	1,337	1,144	1,382	1,206	1,222	997	
Renew	26,375	23,744	33,568	31,546	37,227	37,764	36,899	42,571	40,334	45,950	44,675	
Amendment	1,142	1,085	1,313	1,354	1,465	1,389	1,122	1,369	1,289	1,435	1,177	
Cancel	1,421	1,288	1,582	1,652	1,723	1,162	980	1,350	1,535	1,520	1,305	
Damaged	102	151	148	196	173	228	210	256	211	216	173	
Exposed	82	120	99	131	174	117	123	150	137	133	130	
No Response	721	777	564	683	751	659	704	704	624	614	555	
Return	196	251	269	249	200	216	224	290	248	267	201	
ACE	64	40	35	114	143	108	93	65	87	83	104	

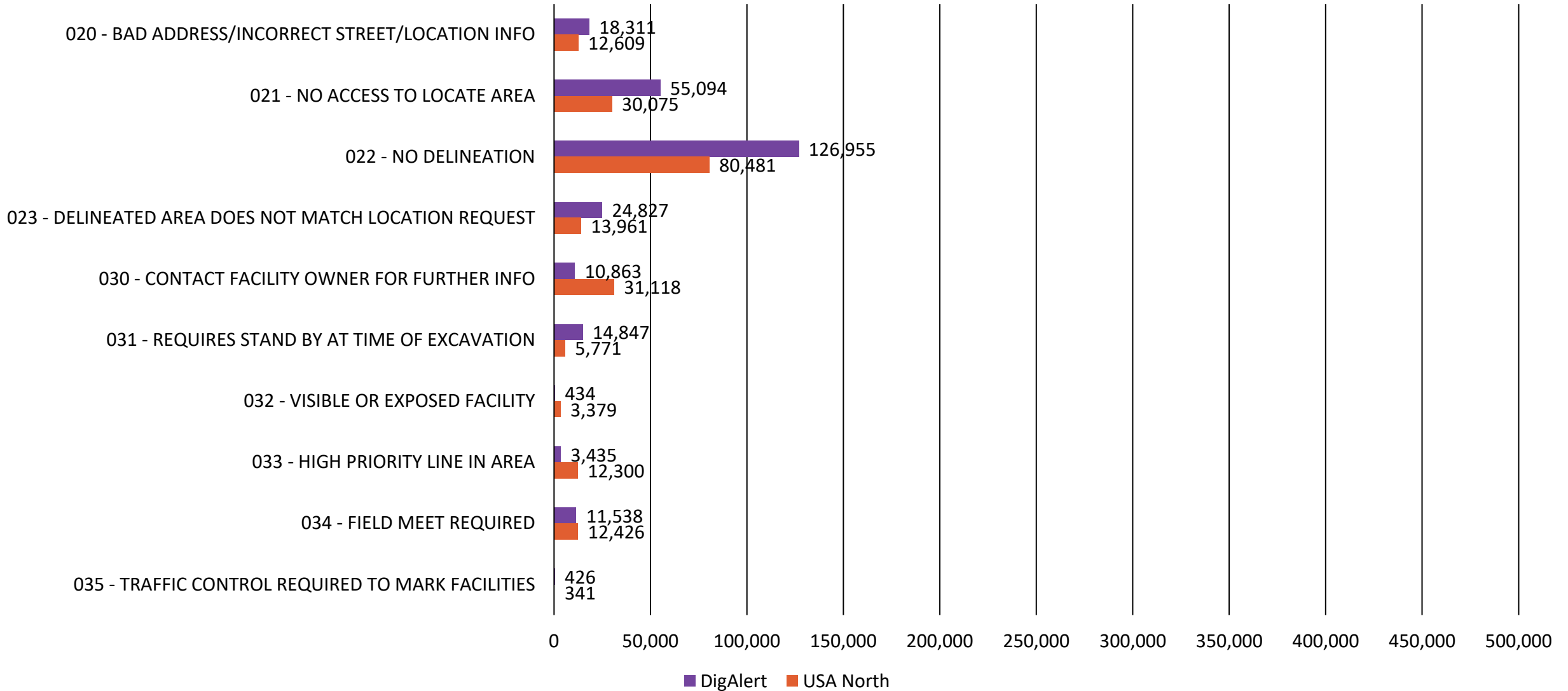
Electronic Positive Response (EPR) Code Usage

YTD through 11/30



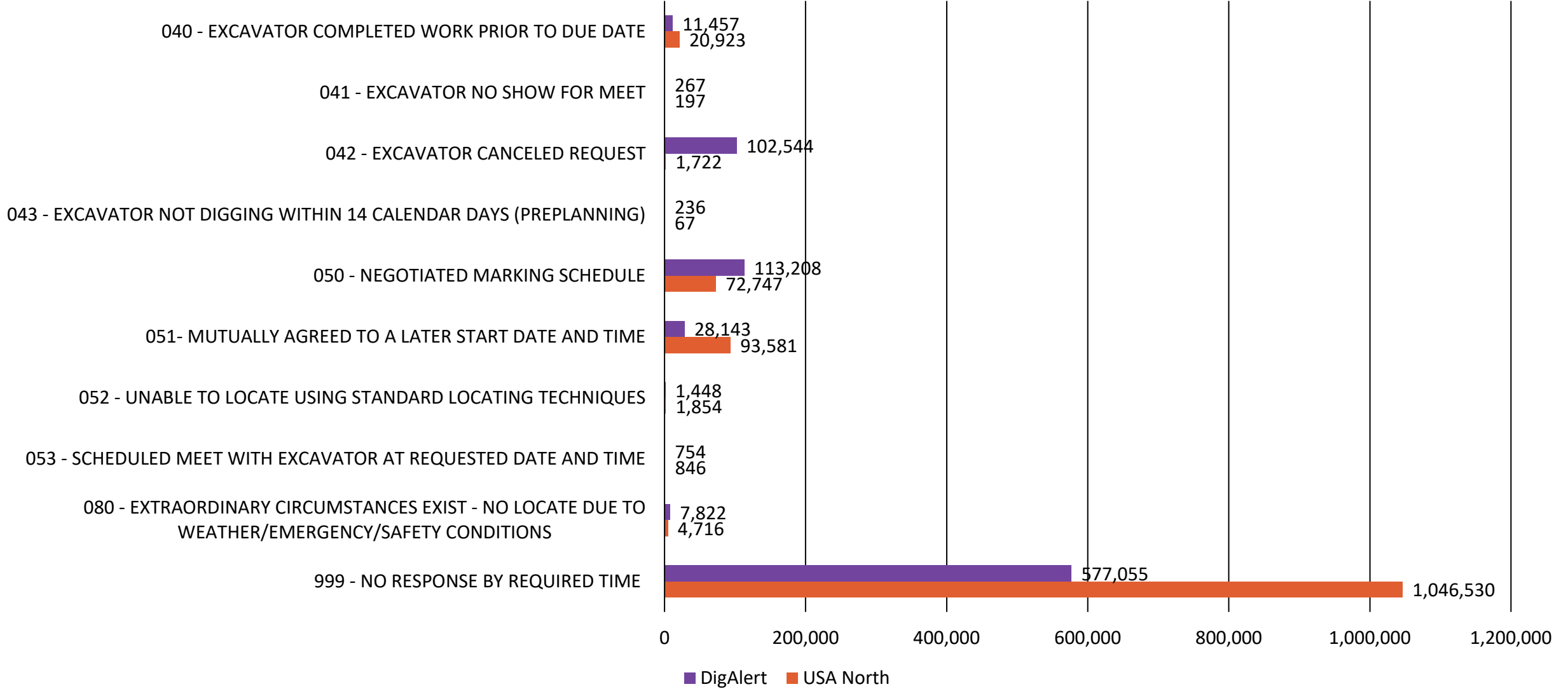
Electronic Positive Response (EPR) Code Usage

YTD



Electronic Positive Response (EPR) Code Usage

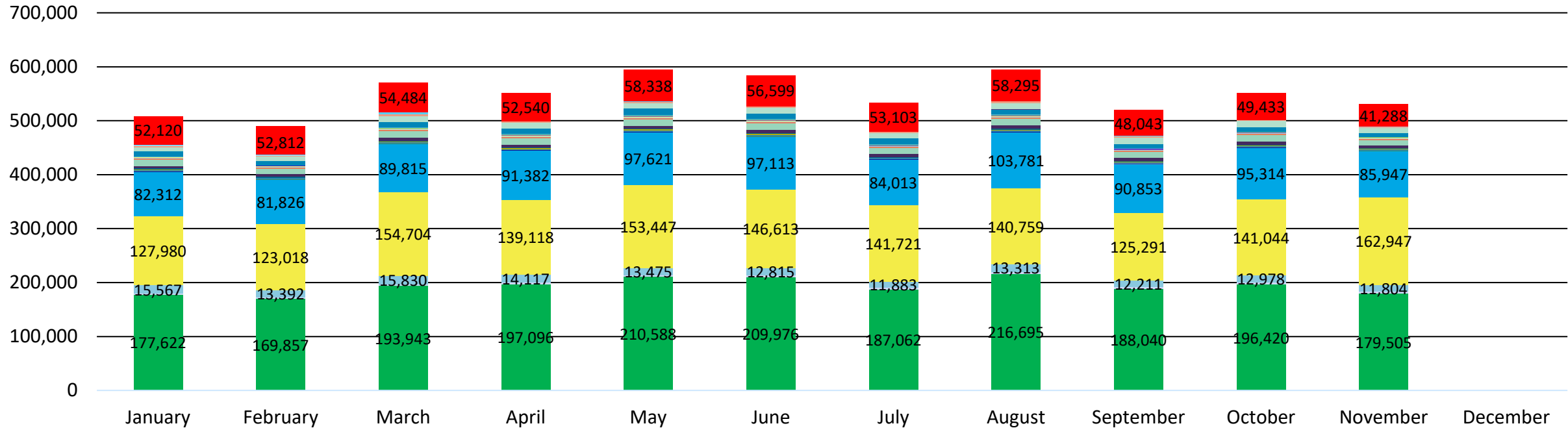
YTD



DigAlert EPR Code Usage

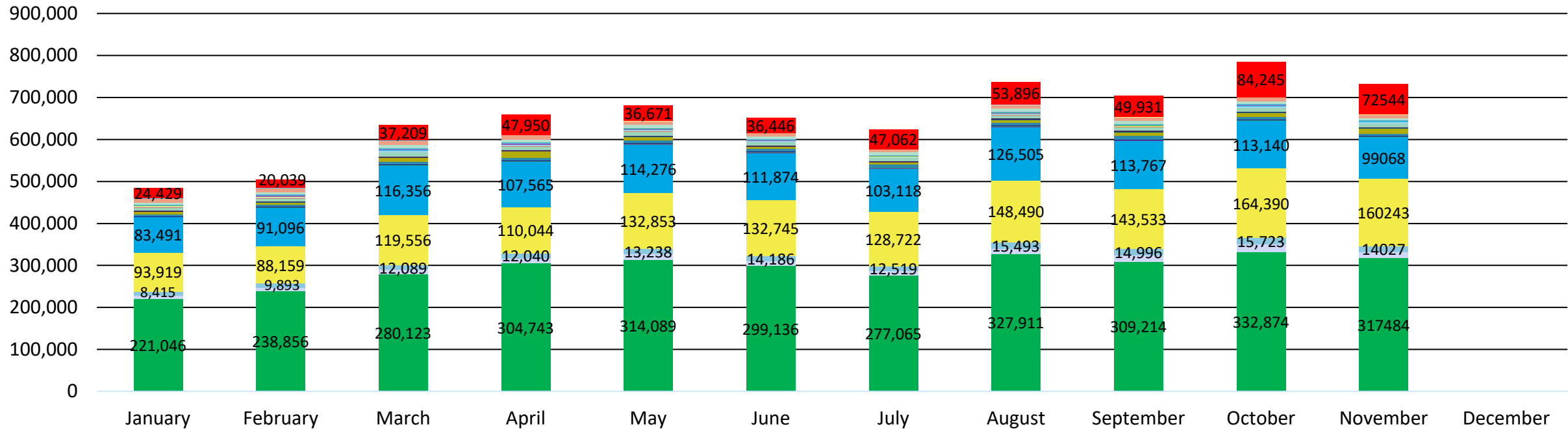
Monthly

- 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



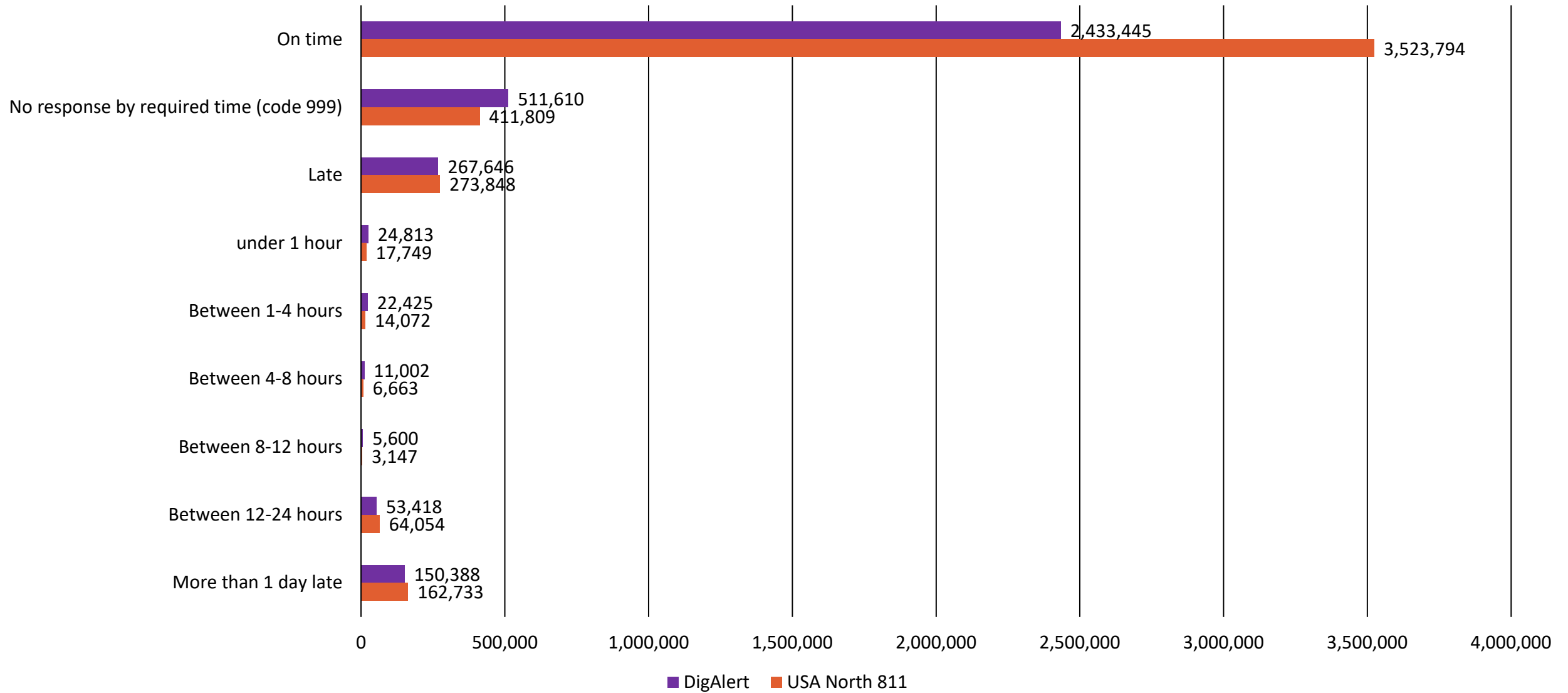
USA North EPR Code Usage Monthly

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- 053 - SCHEDULED MEET WITH EXCAVATOR AT REQUESTED DATE AND TIME
- 999 - NO RESPONSE BY REQUIRED TIME



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	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	242,805	51,497	24,804	2,467	2,193	1,111	394	5,044	13,595
July	214,369	51,709	24,817	2,389	2,211	1,065	345	4,685	14,122
August	247,741	54,197	31,006	3,127	2,312	1,138	469	5,257	18,703
September	223,034	47,096	26,766	2,611	2,235	963	529	5,139	15,289
October	229,291	47,588	29,658	2,678	2,325	1,099	544	5,630	17,382
November	206,727	40,599	27,865	2,433	1,959	1,001	406	5,317	16,749
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	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	332,875	36,446	22,520	1,466	1,010	546	188	6,177	13,136
July	319,362	47,062	24,562	1,340	930	558	181	6,911	14,642
August	370,941	53,896	25,786	1,571	1,171	556	170	7,826	14,492
September	362,904	49,931	25,579	2,038	1,346	499	187	7,149	14,360
October	440,066	33,875	23,857	3,380	1,004	563	200	5,631	13,079
November	311,262	24,301	20,682	1,210	1,089	518	209	5,596	12,083
December									