



811 Notification Center Metrics

Presented by:

DigAlert – Ann Diamond

USA North – James Wingate

Ticket Data

Year Over Year

	DigAlert		USA North 811	
	2023	2024	2023	2024
Ticket Volume	1,054,798	164,962	1,346,242	216,371
Average Ticket Notification Delivery	0:40	0:35	1:30	5:16
Tickets Created Online	796,562	126,106	1,065,795	191,323
Tickets Created Via Call	258,236	38,856	171,213	25,048
Calls Answered Volume	204,473	31,119	200,665*	31,343*
Average Speed of Answer (mm:ss)	0:23	0:20	2:43*	0:23*
Average Abandoned Call Rate (%)	0.73%	1.39%	5.21%*	1.04%*
Average Busy Signal Rate (%)	0%	0%	0%*	0%*
Average Call Duration (mm:ss)	07:09	07:07	09:54*	08:12*

*USA North 811 call data includes California and Nevada

Ticket Data

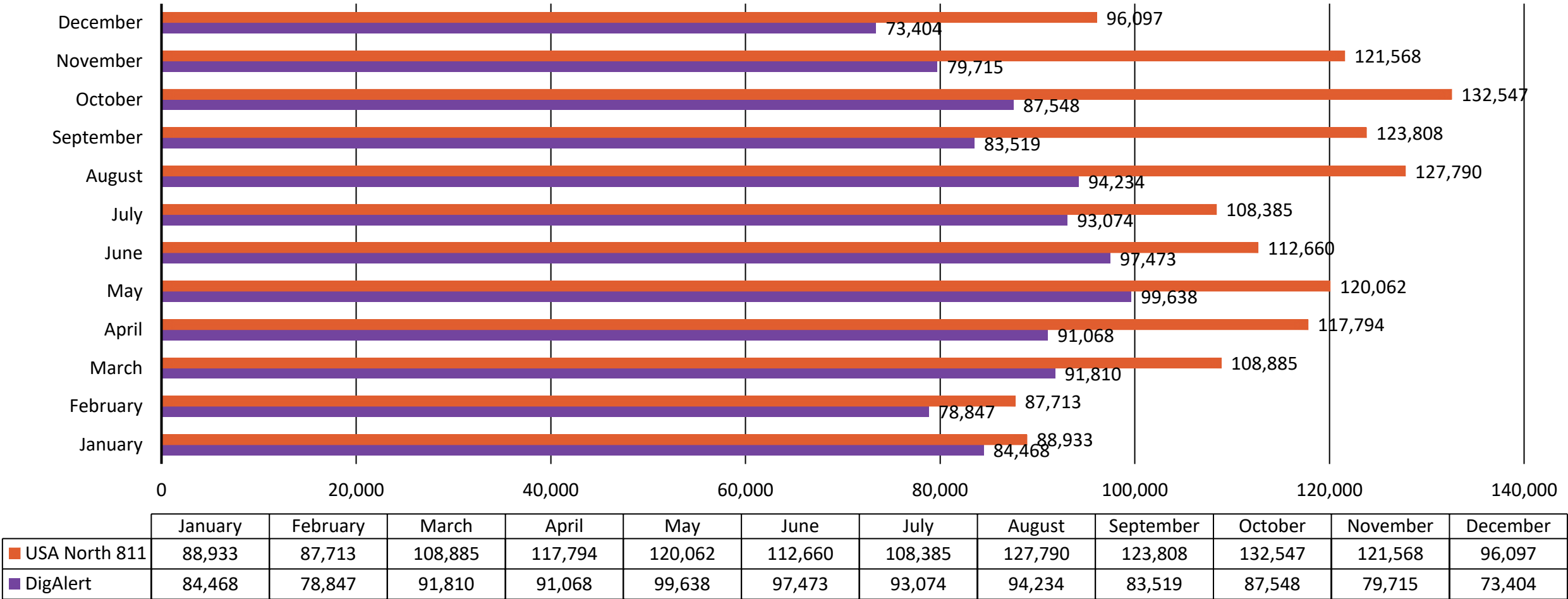
Year Over Year

	DigAlert		USA North 811	
	2023	2024	2023	2024
New	513,280	81,305	842,251	122,647
Re-Mark	19,043	3,301	14,813	2,782
Renewal	468,925	72,123	442,076	83,601
Amendment	20,974	3,801	15,032	2,229
Cancel	7,730	926	16,804	2,499
Damage	2,910	367	2,197	294
Exposed	2,876	289	1,490	249
No Response	14,571	2,167	7,867	1,419
Return Trip	3,799	590	2,783	551
ACE	150	14	929	100

Ticket Volume

Monthly (2023)

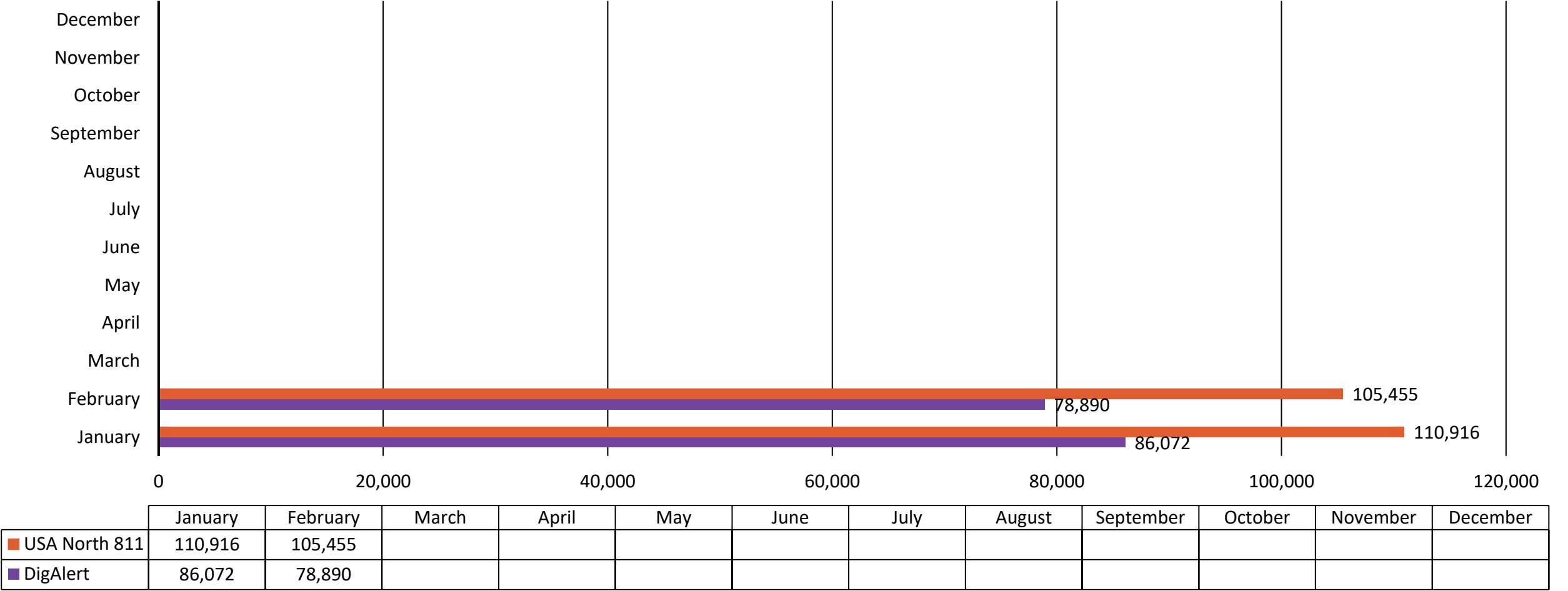
USA North 811 DigAlert



Ticket Volume

Monthly (2024)

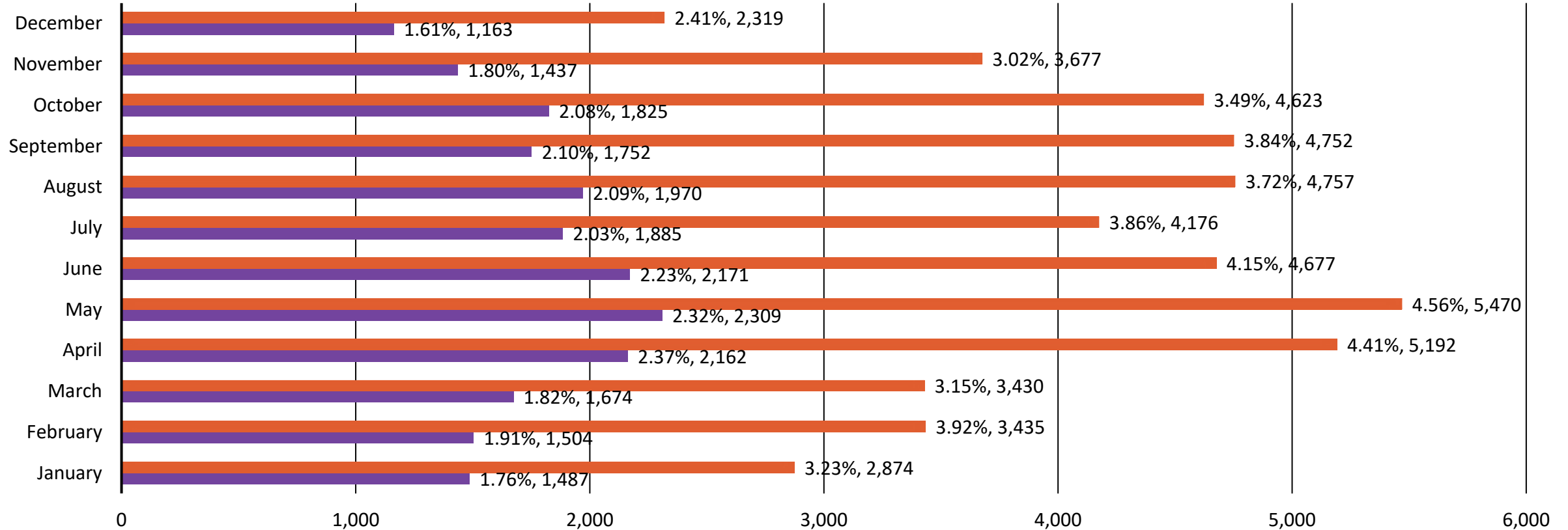
USA North 811 DigAlert



Homeowner Ticket Volume

Monthly (2023)

USA North 811 DigAlert

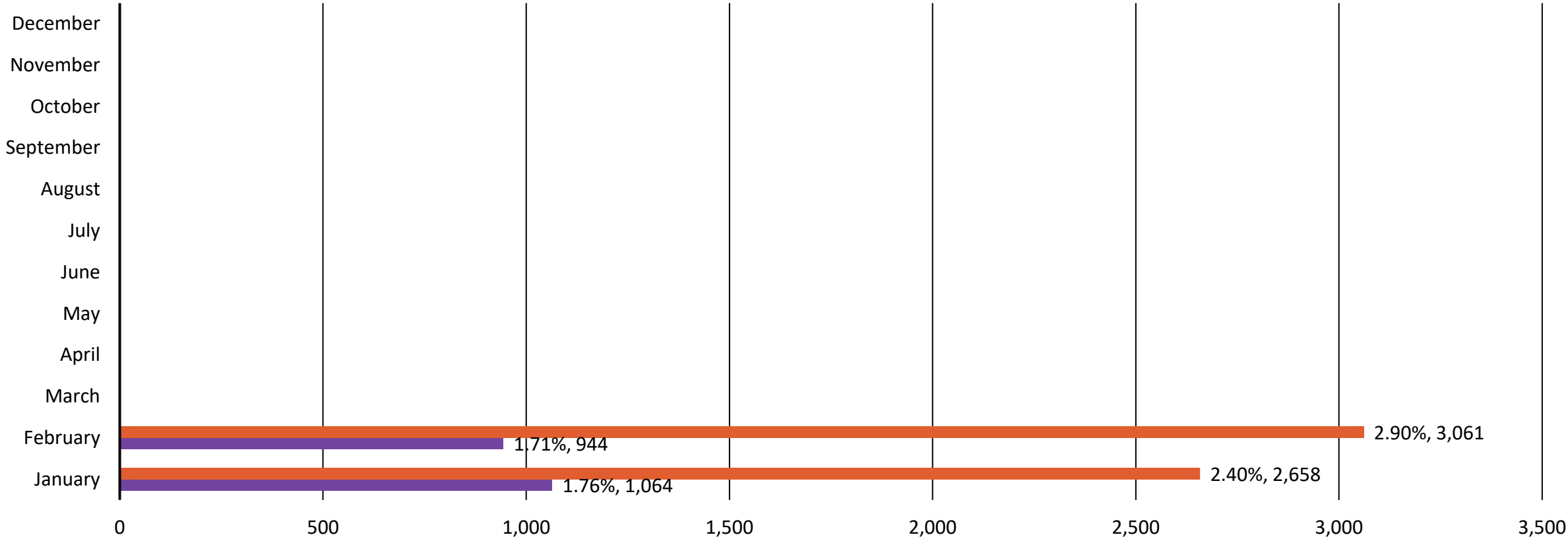


	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	2,874	3,435	3,430	5,192	5,470	4,677	4,176	4,757	4,752	4,623	3,677	2,319
DigAlert	1,487	1,504	1,674	2,162	2,309	2,171	1,885	1,970	1,752	1,825	1,437	1,163

Homeowner Ticket Volume

Monthly (2024)

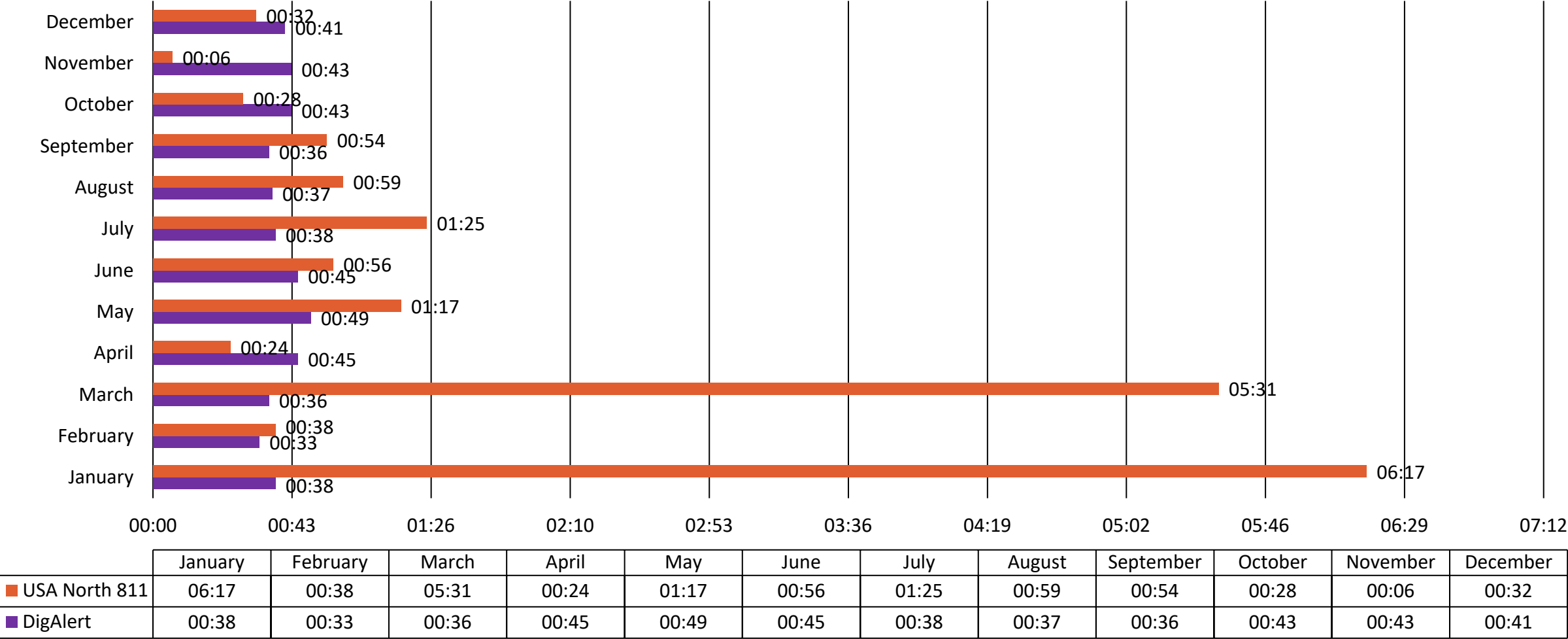
USA North DigAlert



	January	February	March	April	May	June	July	August	September	October	November	December
USA North	2,658	3,061										
DigAlert	1,064	944										

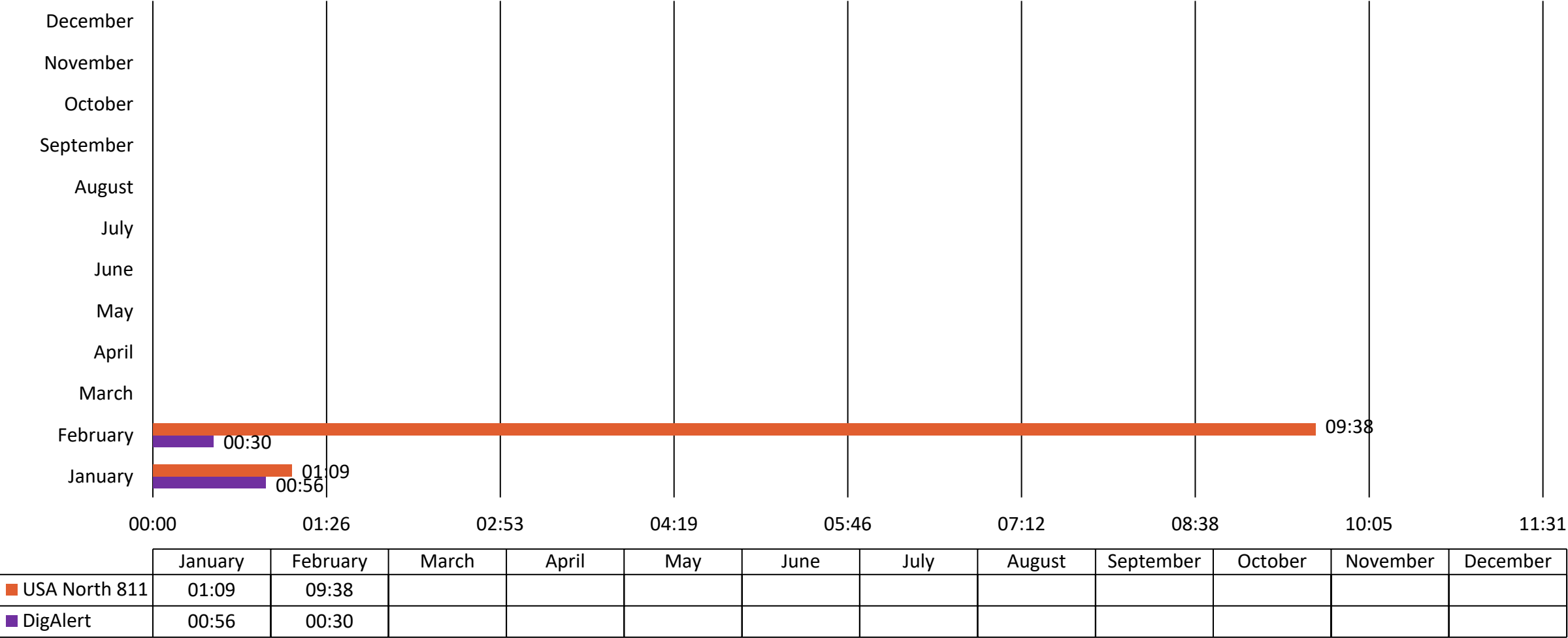
Average Ticket Delivery Notification

Monthly (2023)



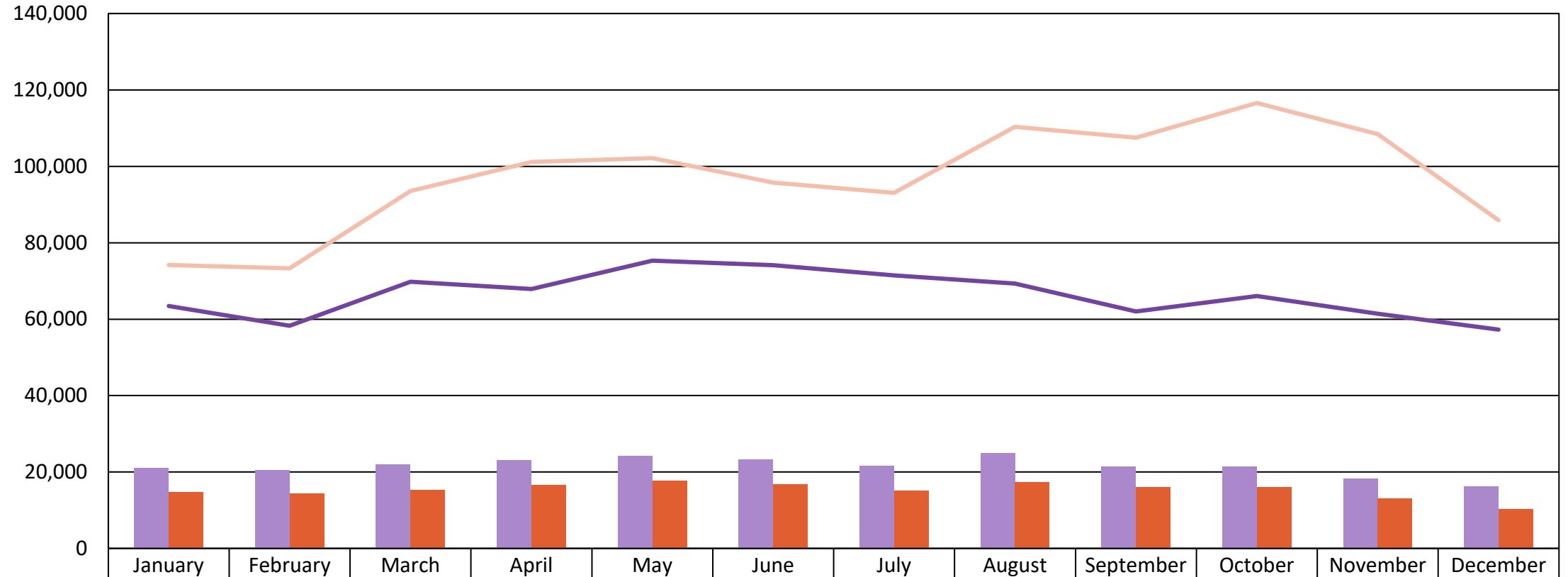
Average Ticket Delivery Notification

Monthly (2024)



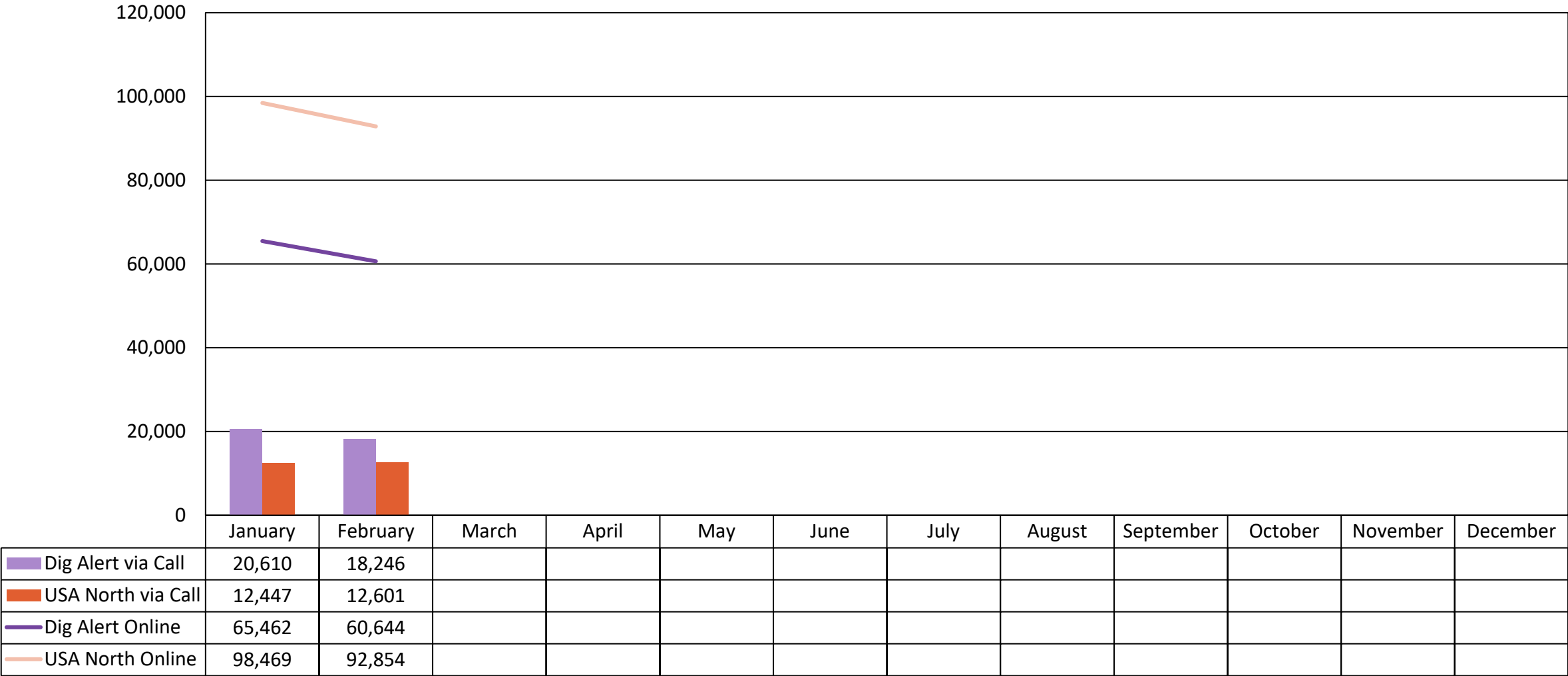
Tickets Created Via Call Or Online

Monthly (2023)



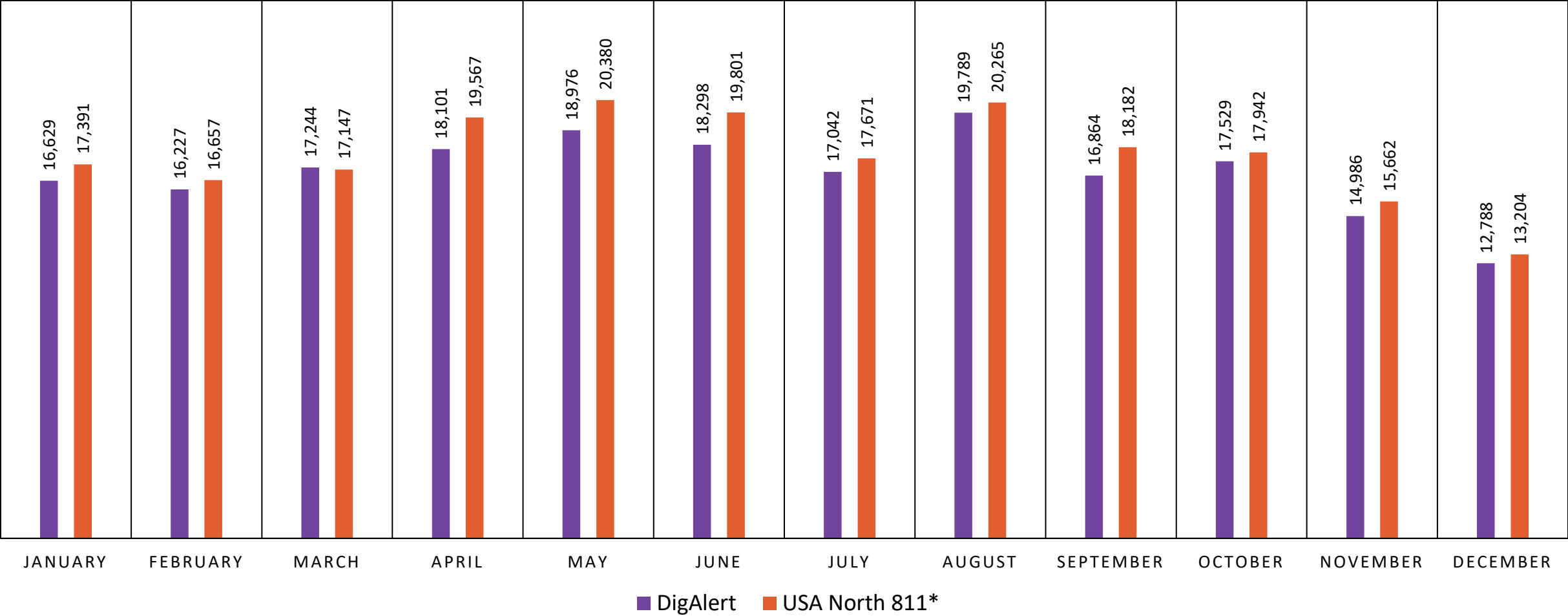
Tickets Created Via Call Or Online

Monthly (2024)



Calls Answered Volume Data

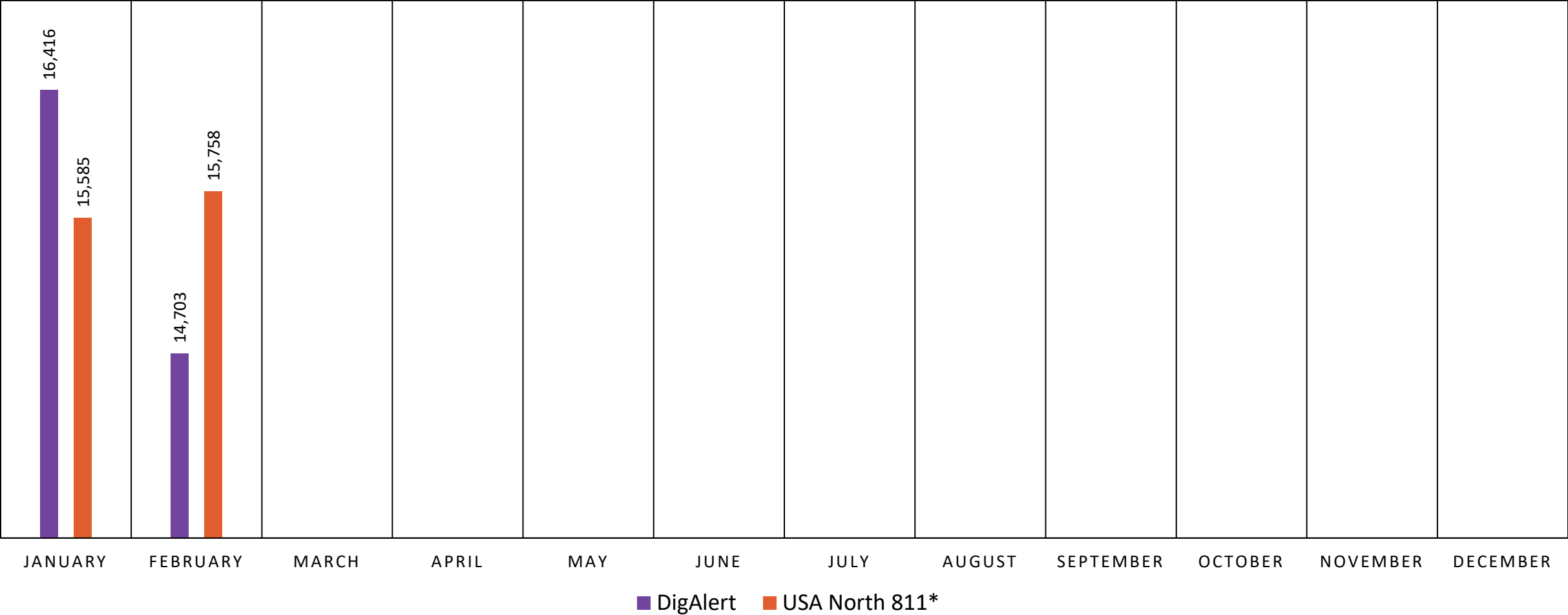
Monthly (2023)



*USA North 811 call data includes California and Nevada

Calls Answered Volume Data

Monthly (2024)



*USA North 811 call data includes California and Nevada

Call Data

Monthly (2023)

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	00:14	0.46%	0%	06:58

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	01:25	2.26%	0%	8:22

*USA North 811 call data includes California and Nevada

Call Data

Monthly (2024)

DigAlert

	Average Speed of Answer (mm:ss)	Average Abandoned Call Rate (%)	Average Busy Signal Rate (%)	Average Call Duration (mm:ss)
January	00:18	1.29%	0%	07:03
February	00:21	1.49%	0%	07:11
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				

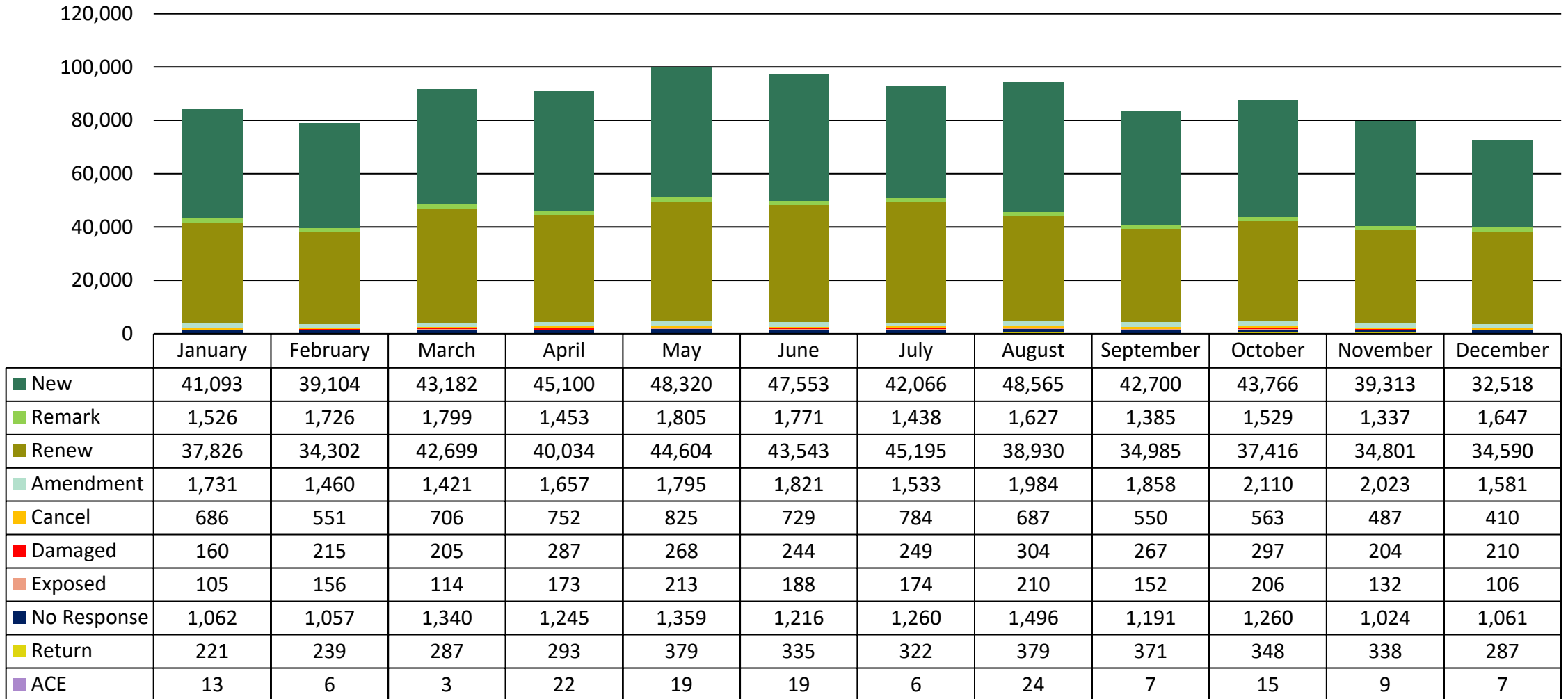
USA North 811*

	Average Speed of Answer (mm:ss)	Average Abandoned Call Rate (%)	Average Busy Signal Rate (%)	Average Call Duration (mm:ss)
January	00:25	1.00%	0%	08:25
February	00:21	0.97%	0%	08:32
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				

*USA North 811 call data includes California and Nevada

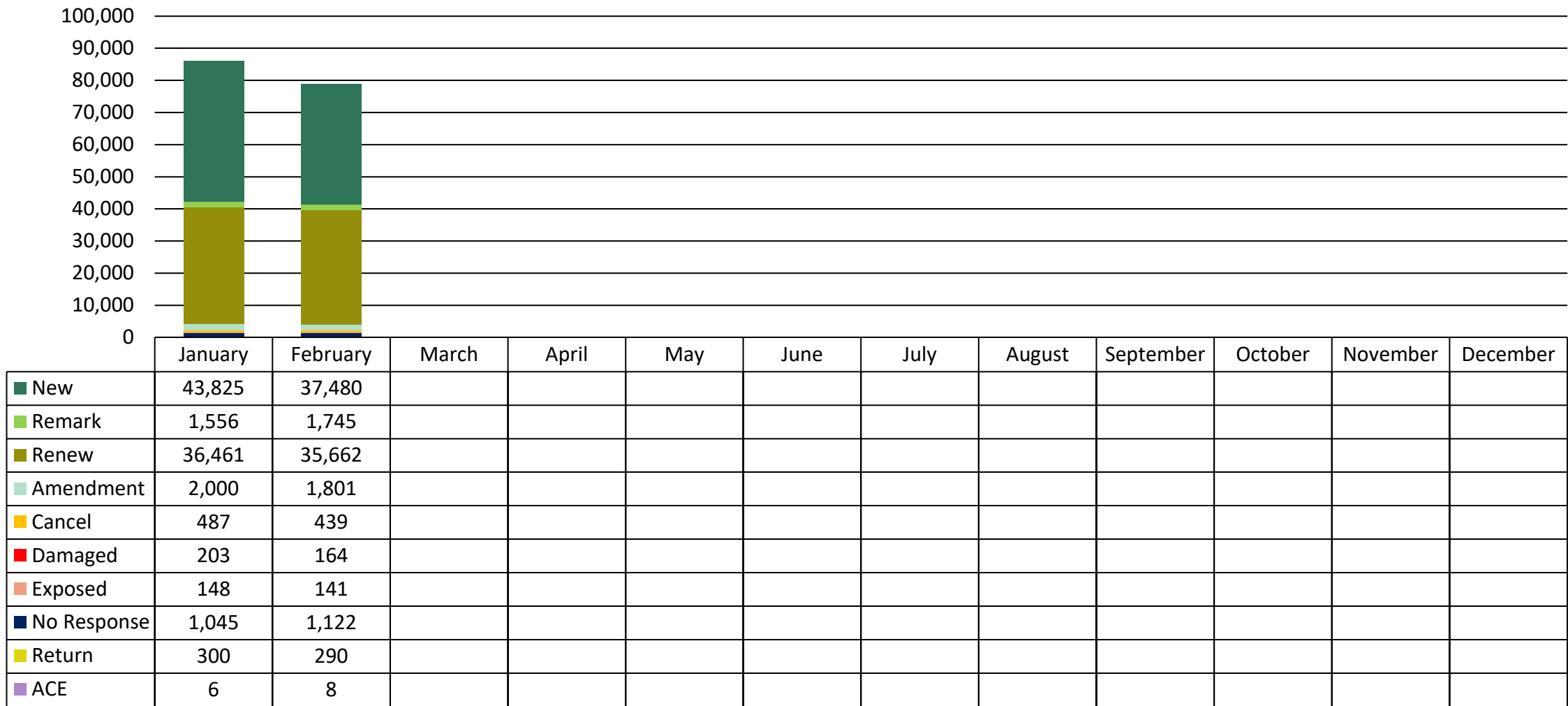
DigAlert Ticket Type Data

Monthly (2023)



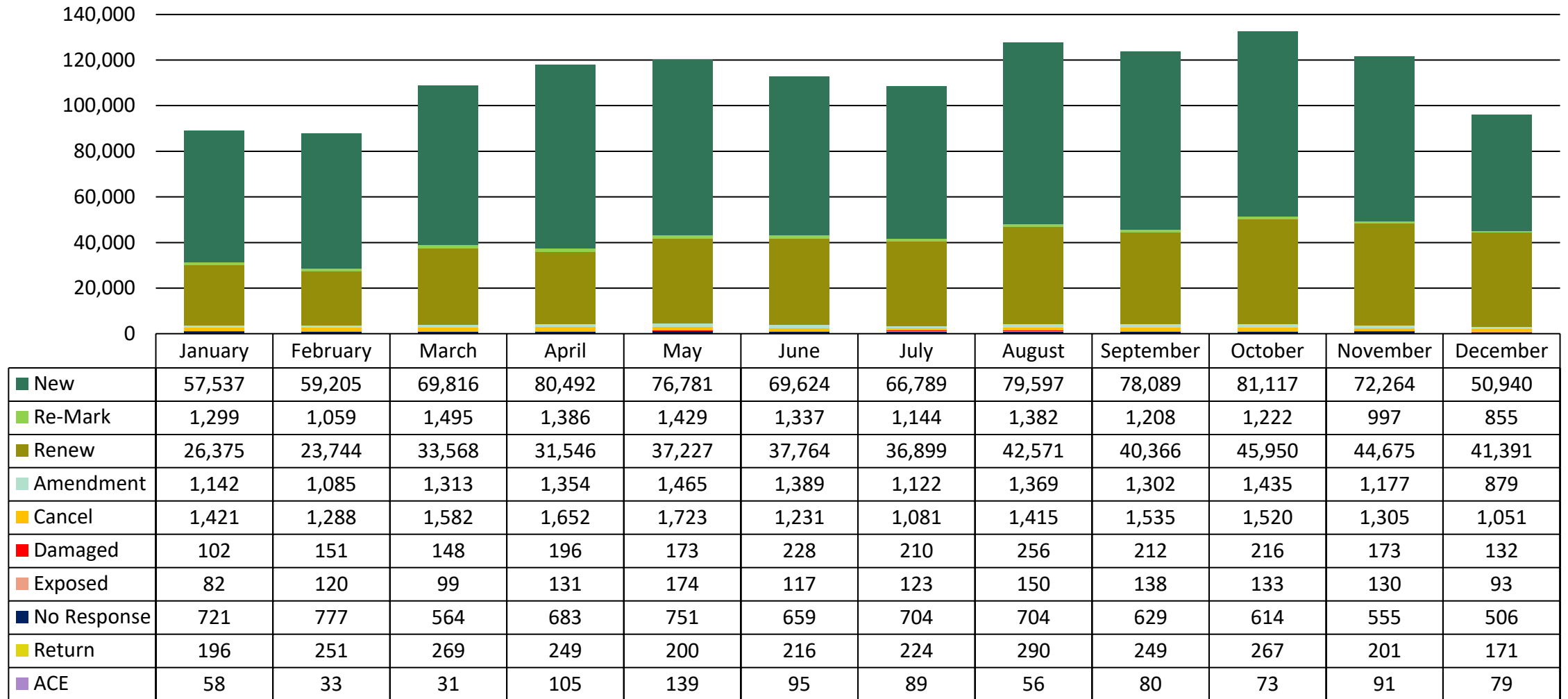
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Monthly (2024)



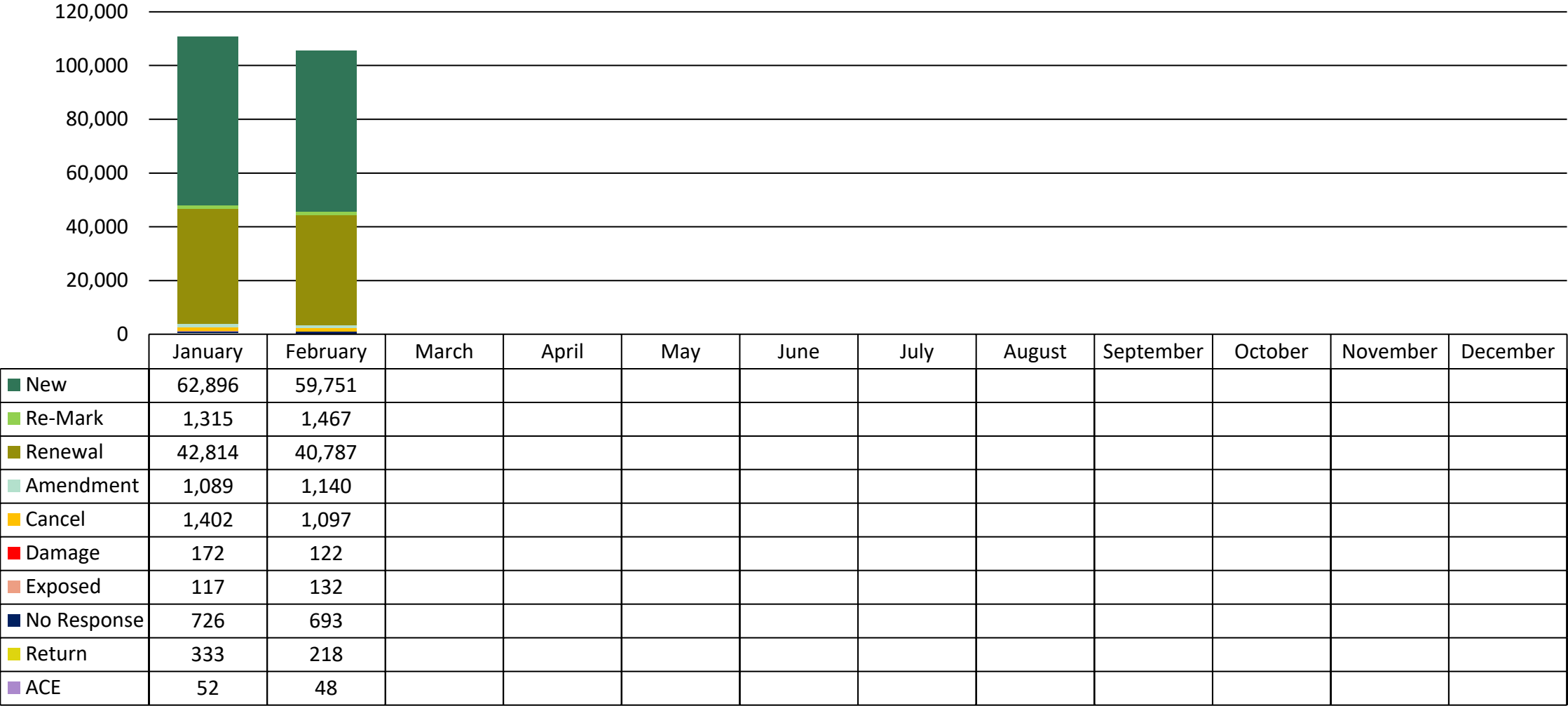
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Monthly (2023)



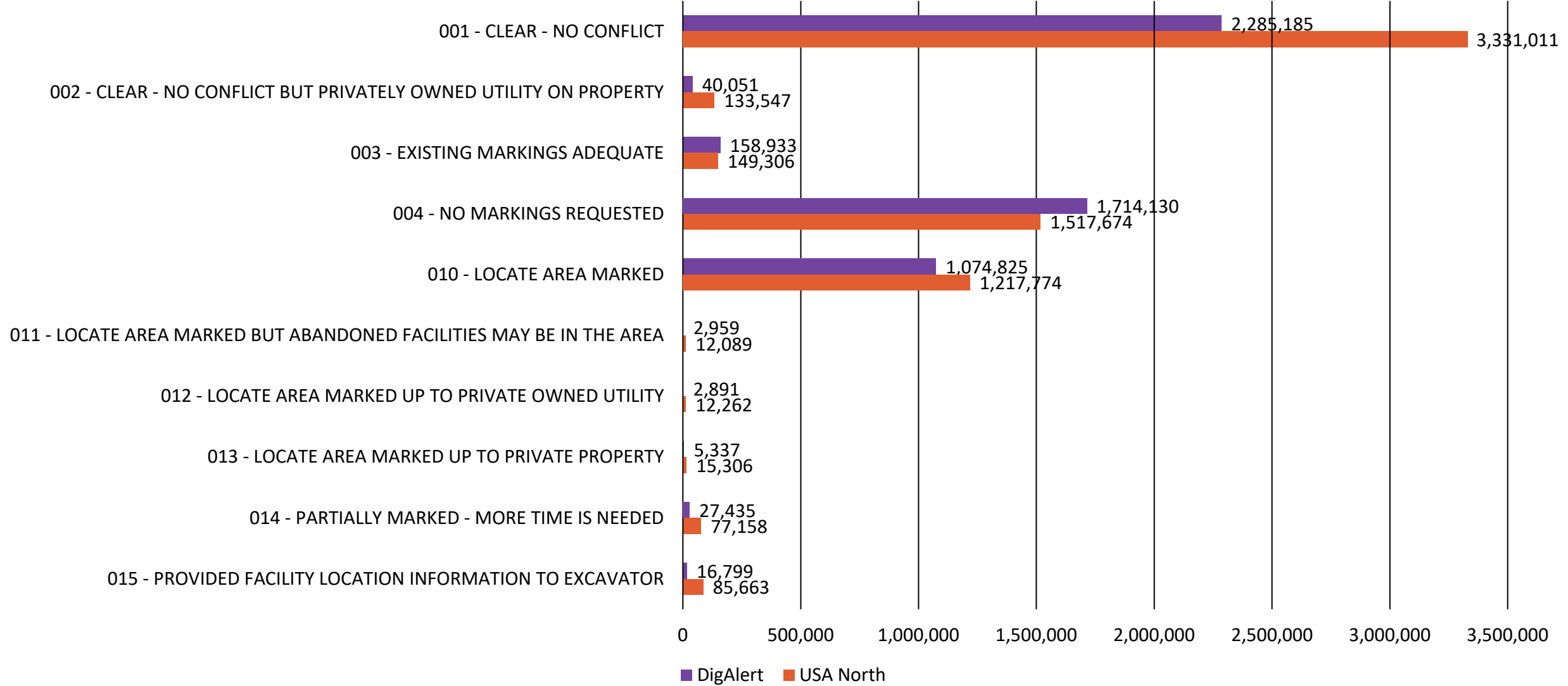
USA North Ticket Type Data

Monthly (2024)



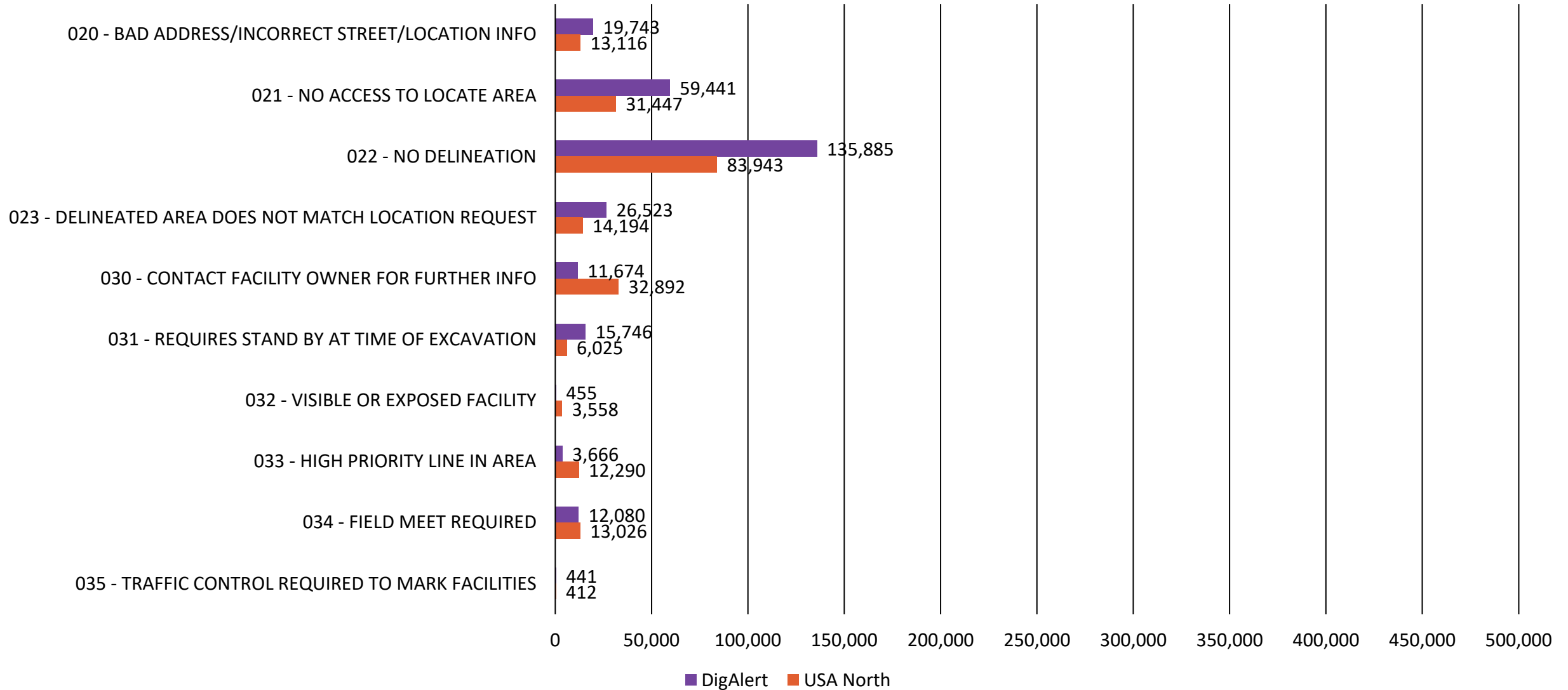
Electronic Positive Response (EPR) Code Usage

YTD 2023



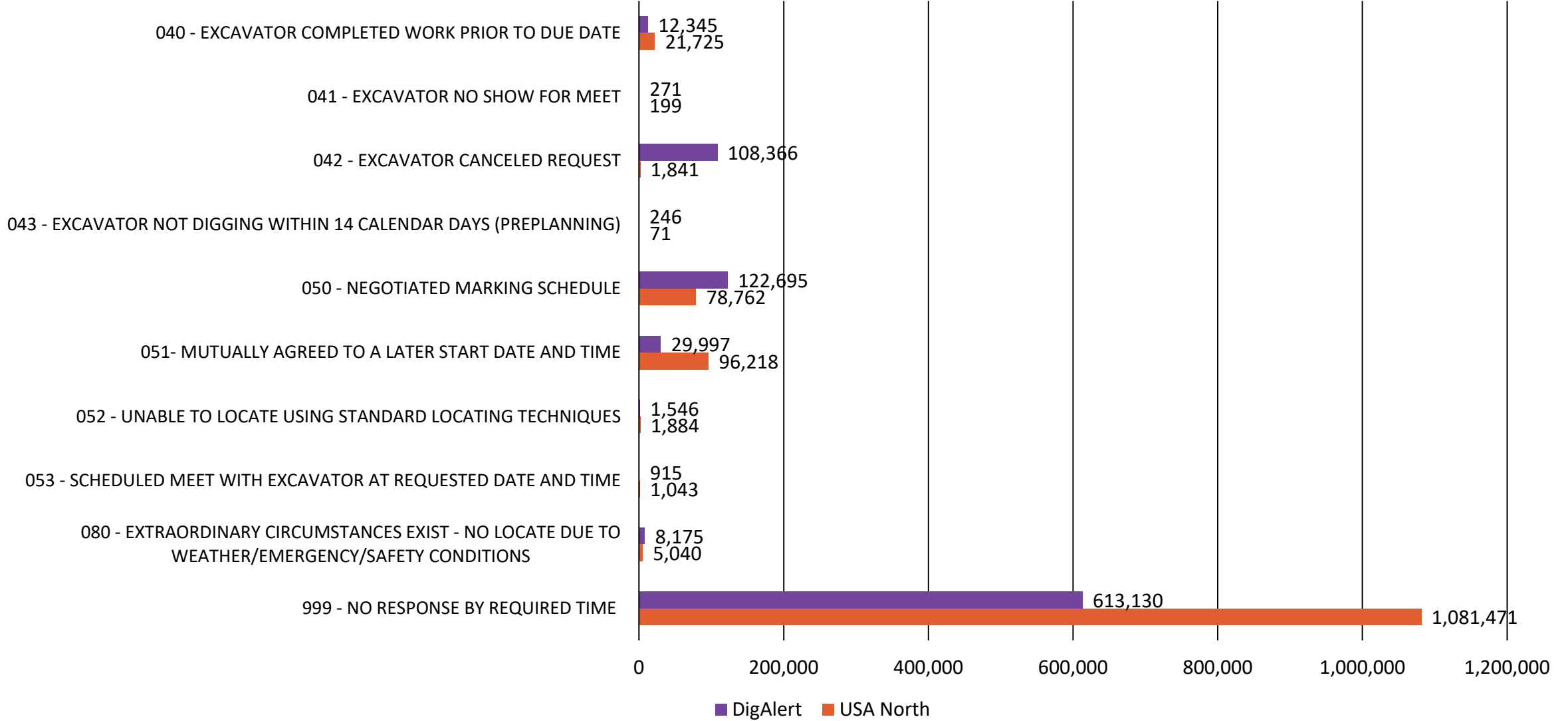
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YTD 2023



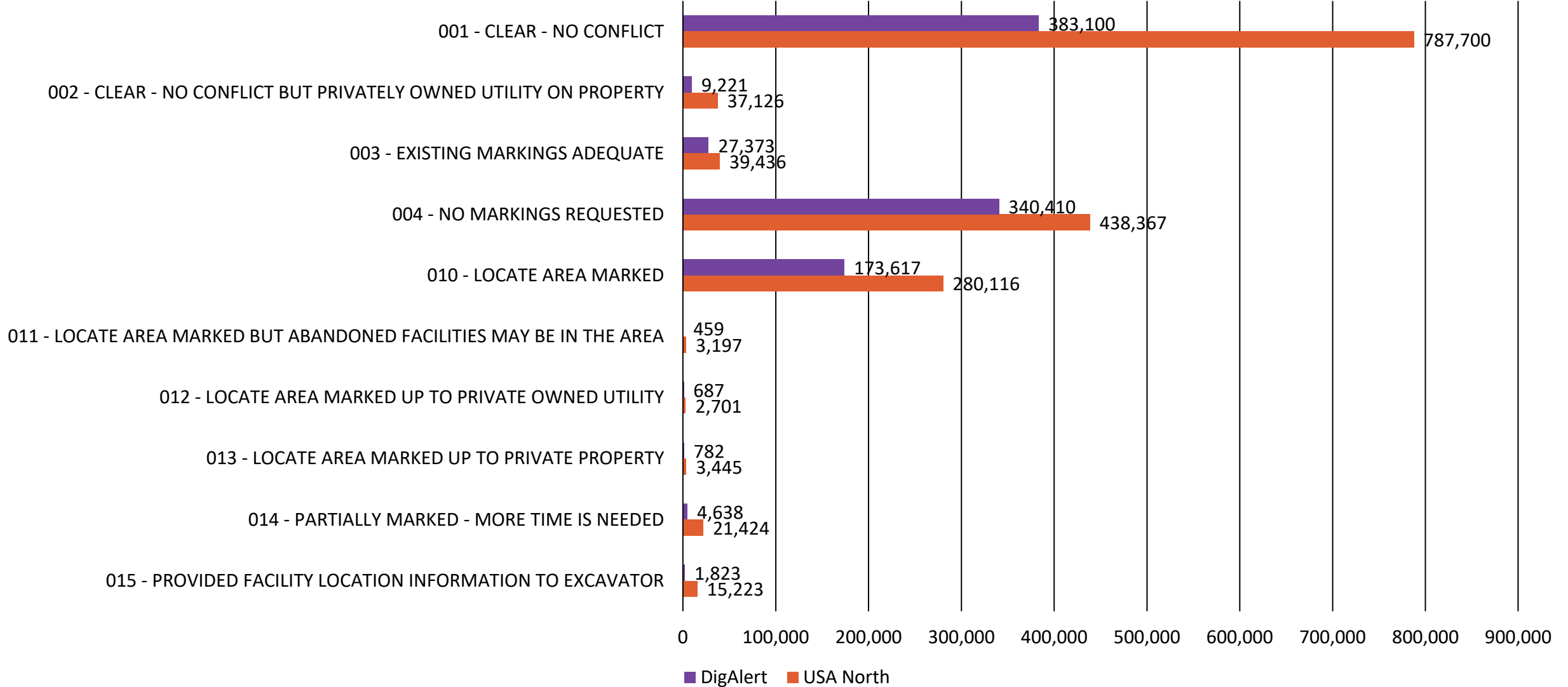
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YTD 2023



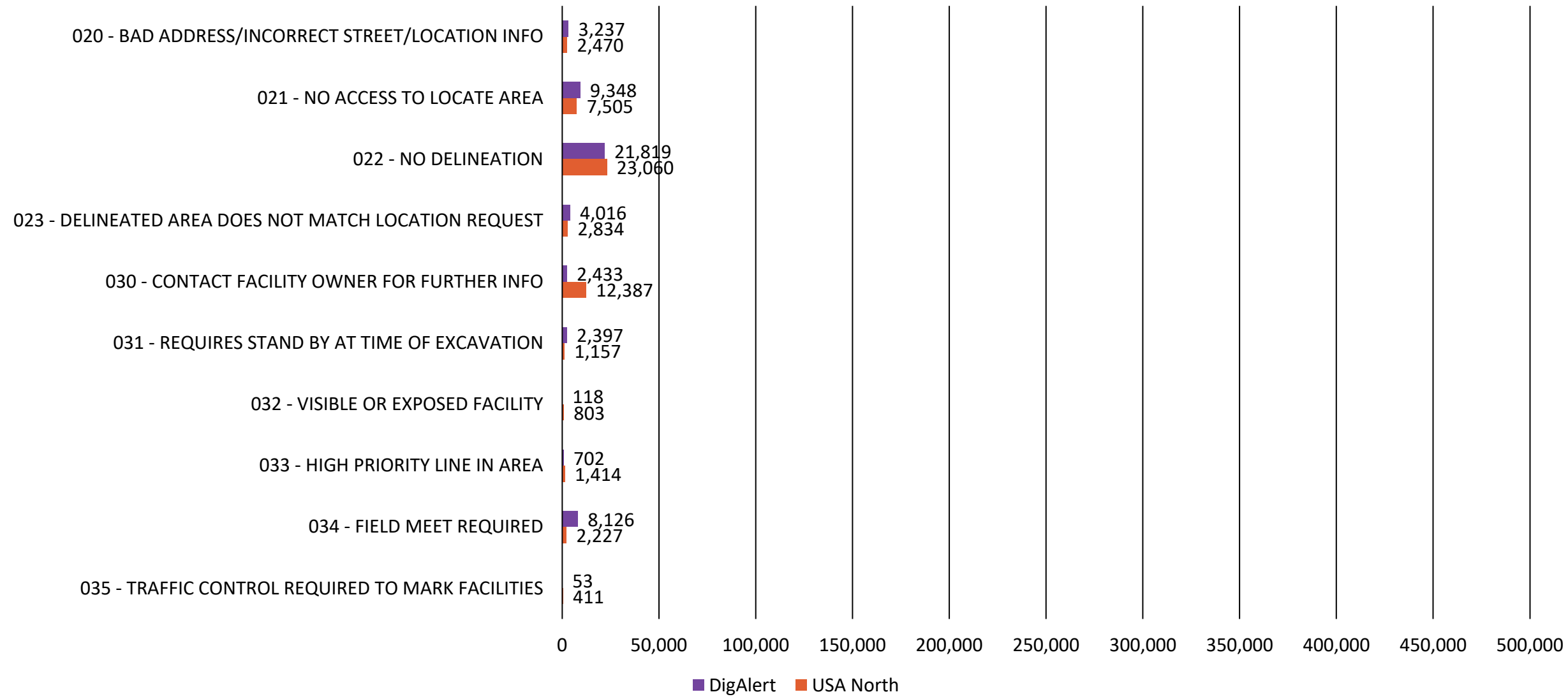
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YTD 2024



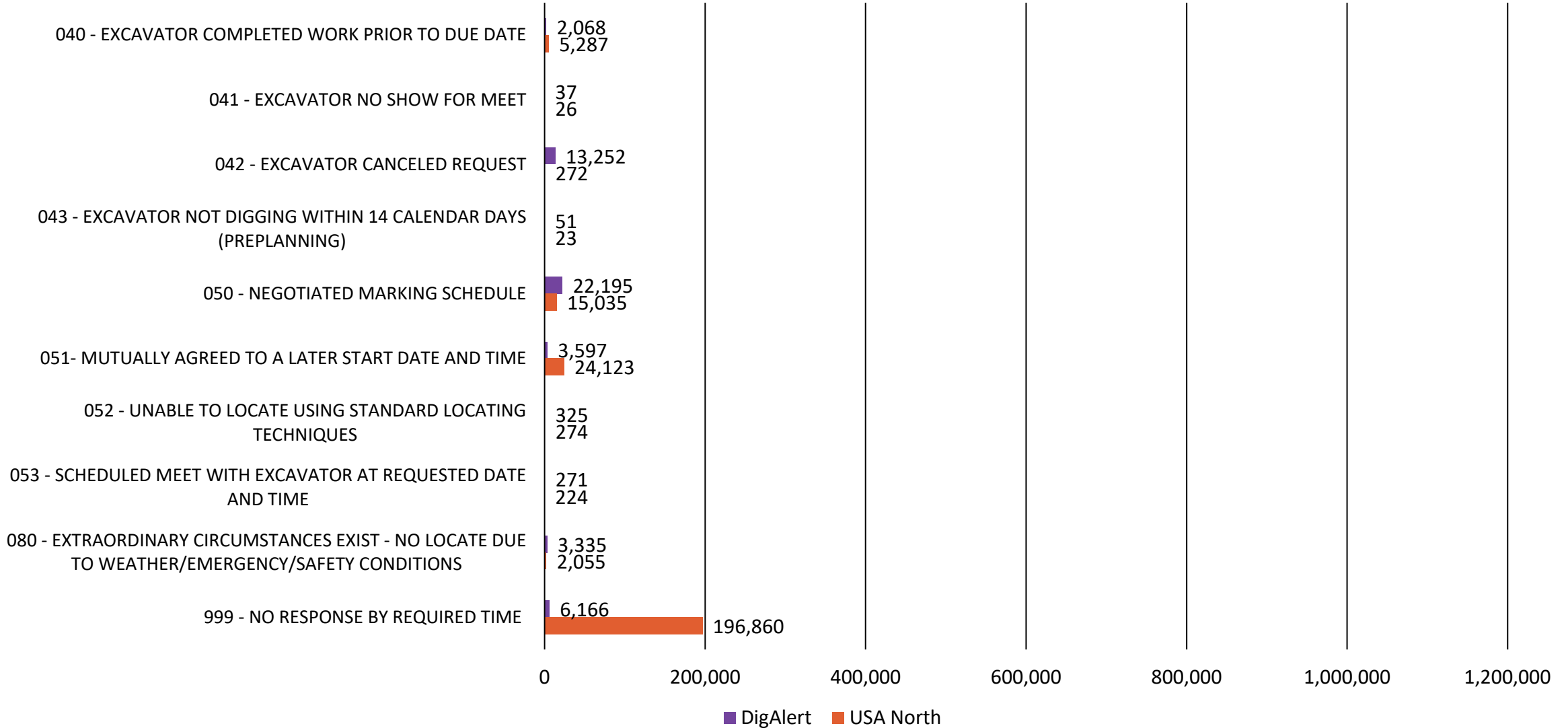
Electronic Positive Response (EPR) Code Usage

YTD 2024



Electronic Positive Response (EPR) Code Usage

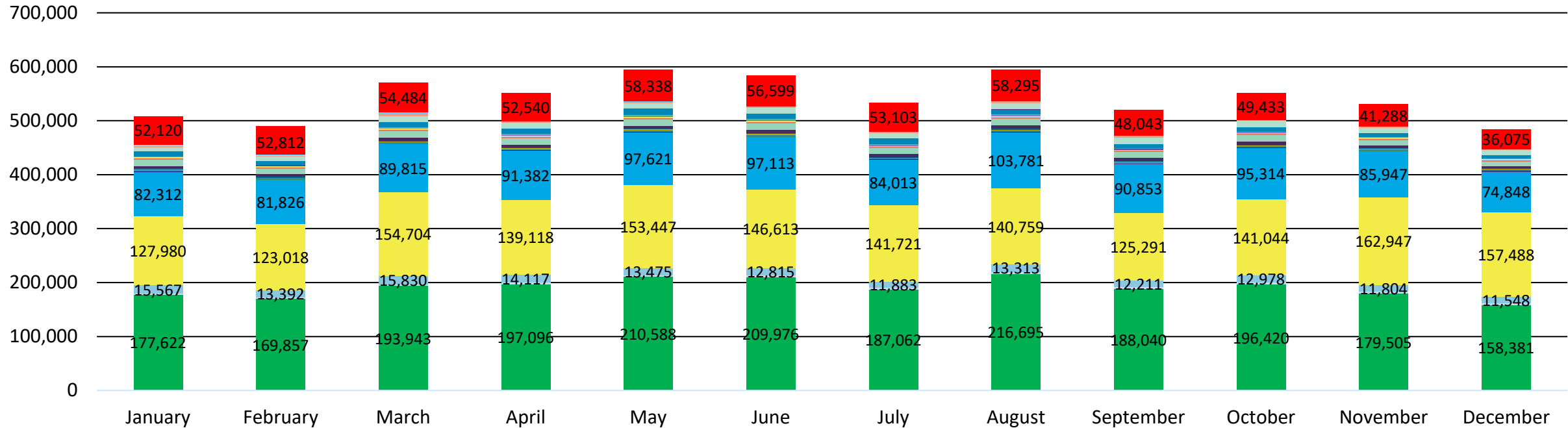
YTD 2024



DigAlert EPR Code Usage

Monthly 2023

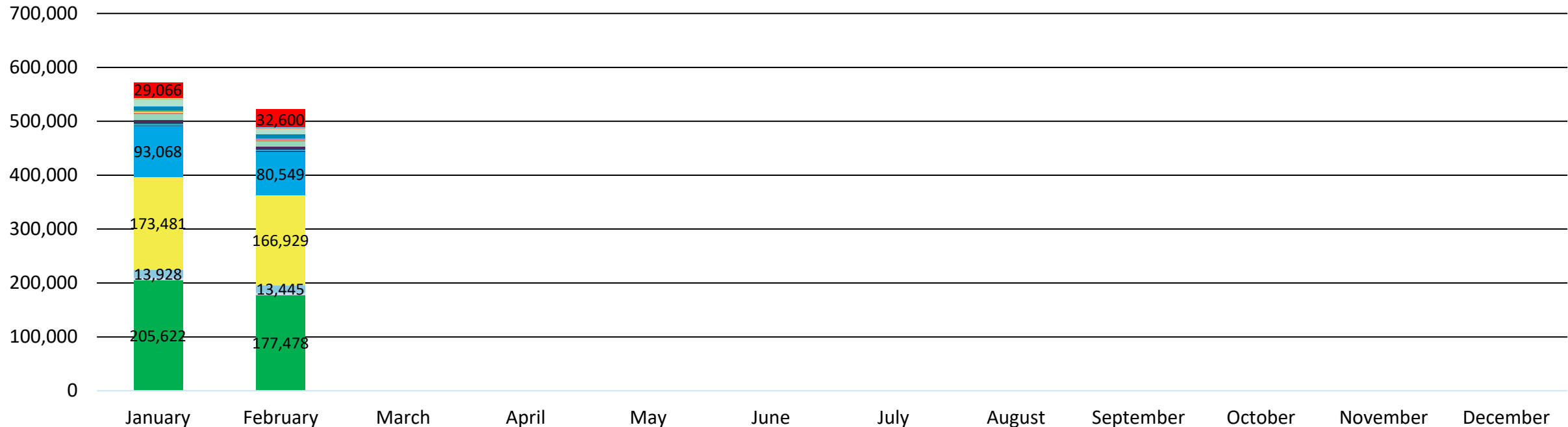
- 001 - CLEAR NO CONFLICT
- 003 - EXISTING MARKINGS ADEQUATE
- 010 - LOCATE AREA MARKED
- 012 - LOCATE AREA MARKED UP TO PRIVATE OWNED UTILITY
- 014 - PARTIALLY MARKED - MORE TIME IS NEEDED
- 020 - BAD ADDRESS/INCORRECT STREET/LOCATION INFO
- 022 - NO DELINEATION
- 030 - CONTACT FACILITY OWNER FOR FURTHER 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



DigAlert EPR Code Usage

Monthly 2024

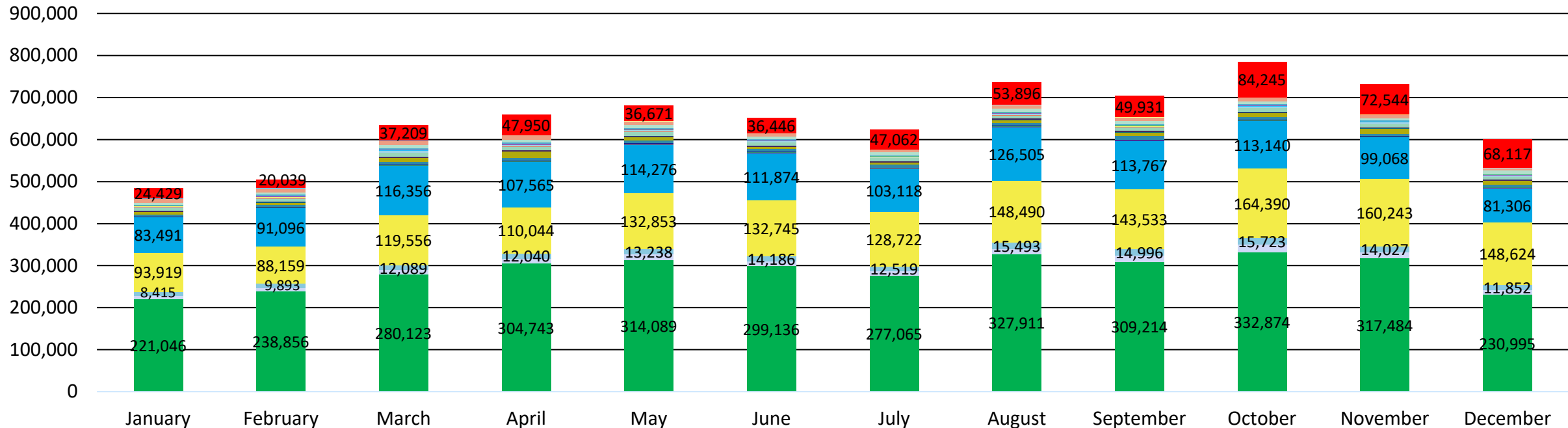
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USA North EPR Code Usage

Monthly 2023

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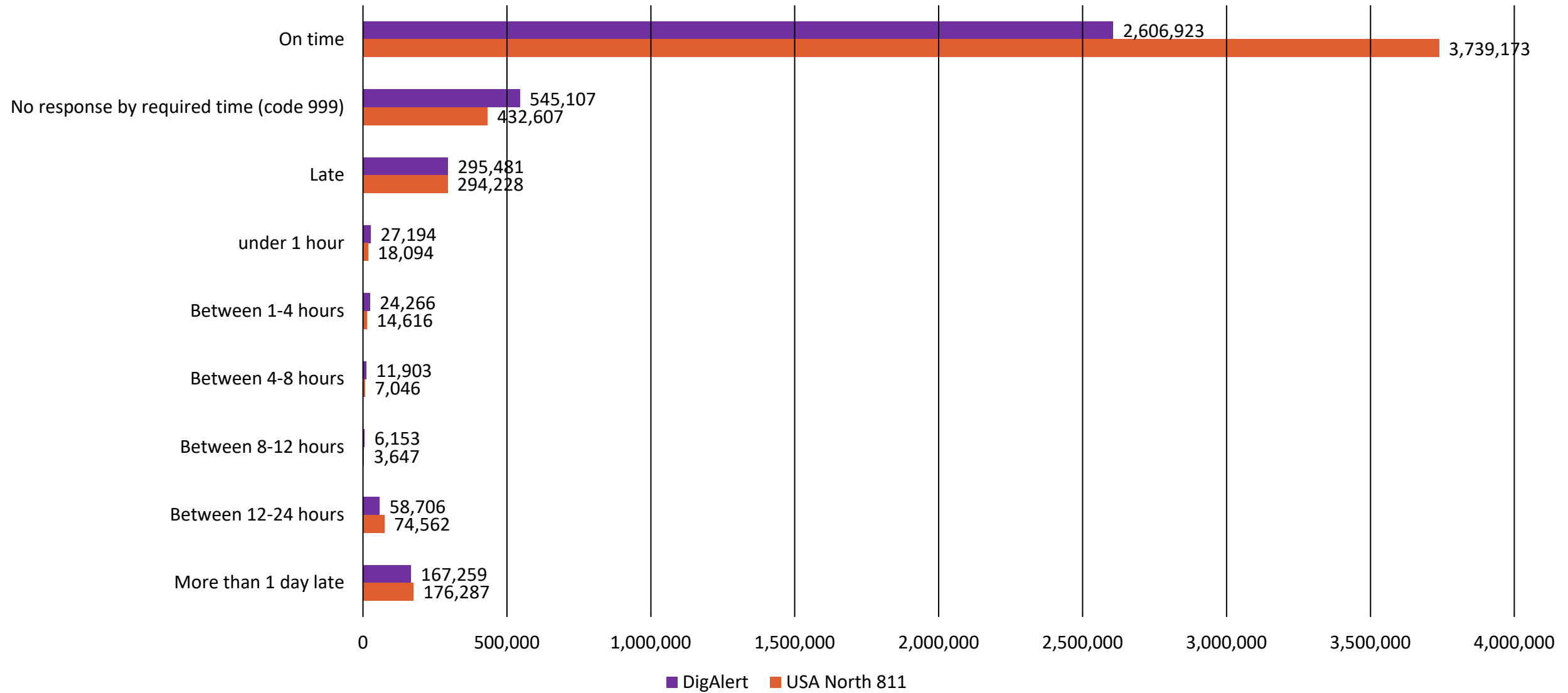
Monthly 2024

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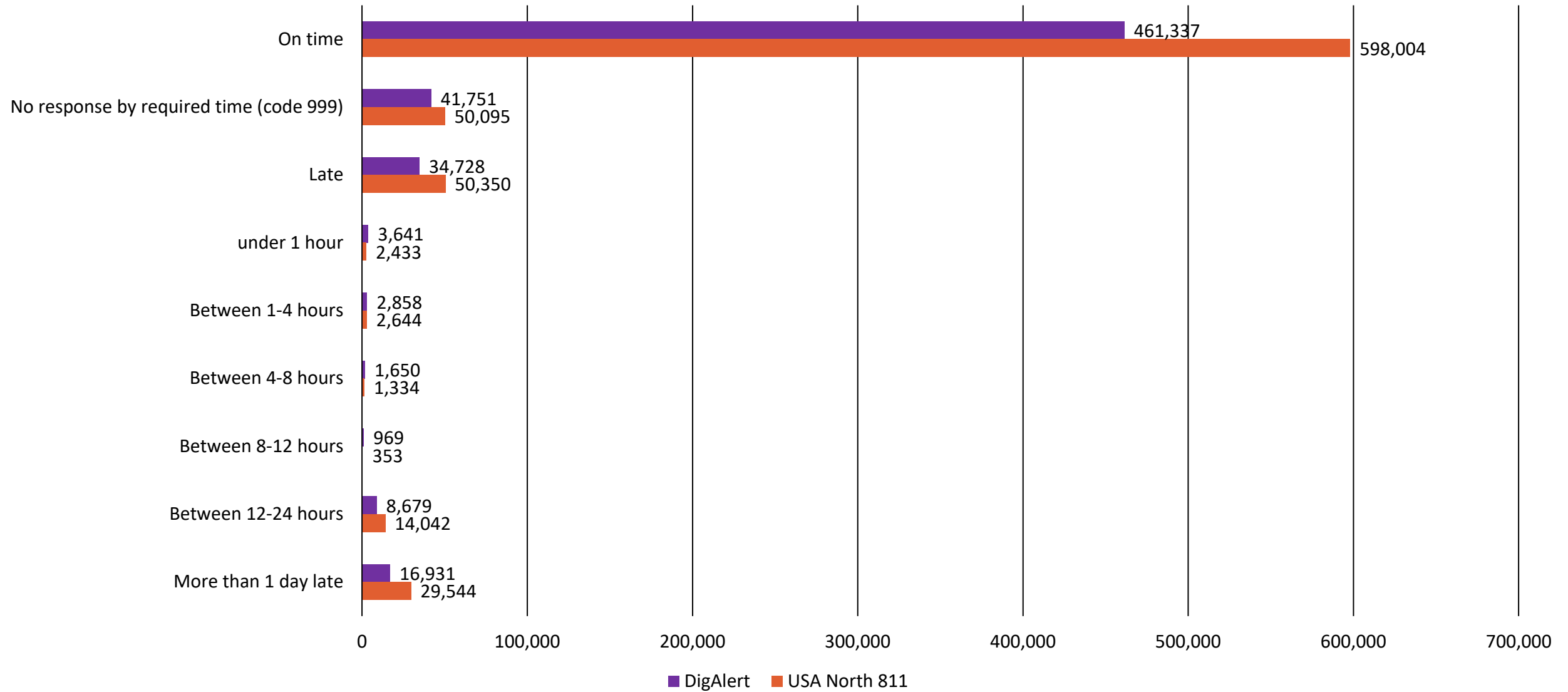
EPR Response Times

YTD 2023



EPR Response Times

YTD 2024



DigAlert EPR Response Time

Monthly (2023)

	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	173,478	33,497	27,835	2,381	1,841	901	553	5,288	16,871

DigAlert EPR Response Time

Monthly (2024)

	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	237,069	21,695	14,523	1,523	1,316	750	469	3,692	6,773
February	224,268	20,056	20,205	2,118	1,542	900	500	4,987	10,158
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									

USA North EPR Response Time

Monthly (2023)

	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	215,379	20,798	20,382	525	542	383	503	4,875	13,554

USA North EPR Response Time

Monthly (2024)

	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	308,728	26,592	24,338	1,271	1,206	772	139	7,205	13,745
February	289,276	23,503	26,012	1,162	1,438	562	214	6,837	15,799
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									