811 Notification Center Metrics
July 2024

Presented by:

DigAlert – Ann Diamond

USA North 811 – James Wingate

Ticket Data

Year Over Year (2024 YTD through 5/31)

	DigAlert		USA North 811	
	2023	2024	2023	2024
Ticket Volume	1,054,798	437,862	1,346,242	588,159
Average Ticket Notification Delivery	0:40	0:29	1:30	2:02
Tickets Created Online	796,562	333,371	1,065,795	514,487
Tickets Created Via Call	258,236	104,491	171,213	73,672
Calls Answered Volume	204,473	83,510	200,665*	93,133*
Average Speed of Answer (mm:ss)	0:23	0:27	2:43*	0:44*
Average Abandoned Call Rate (%)	0.73%	1.41%	5.21%*	2.15%*
Average Busy Signal Rate (%)	0%	0%	0%*	0%*
Average Call Duration (mm:ss)	07:09	07:08	09:54*	08:49*

*USA North 811 call data includes California and Nevada

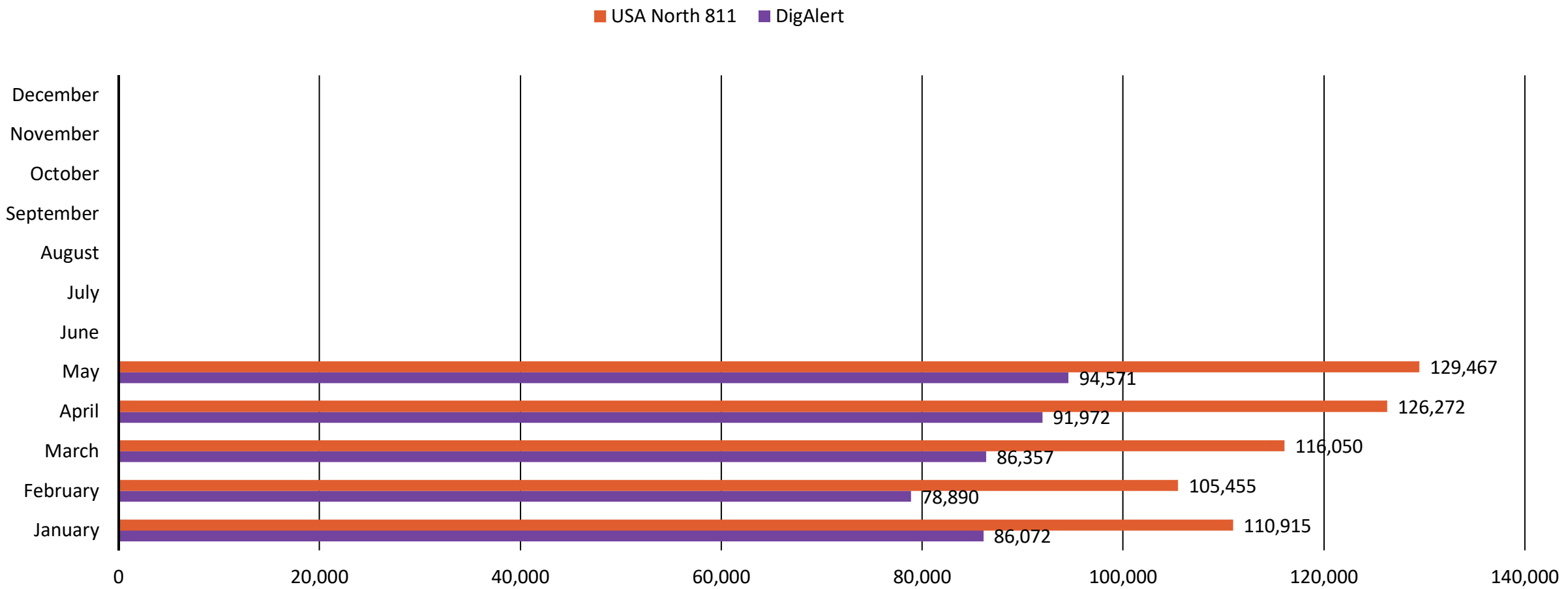
Ticket Type Data

Year Over Year (2024 YTD through 5/31)

	DigAlert		USA North 811	
	2023	2024	2023	2024
New	513,280	217,050	842,251	328,218
Emergency	30,264	12,233	41,739	16,260
ACE	150	47	929	433
Re-Mark	19,043	8,747	14,813	7,190
Renewal	468,925	188,901	442,076	215,138
Amendment	20,974	10,122	15,032	6,996
Cancel	7,730	2,815	16,804	7,086
Damage	2,910	1,143	2,197	891
Exposed	2,876	815	1,490	801
No Response	14,571	6,359	7,867	3,681
Return Trip	3,799	1,629	2,783	1,465

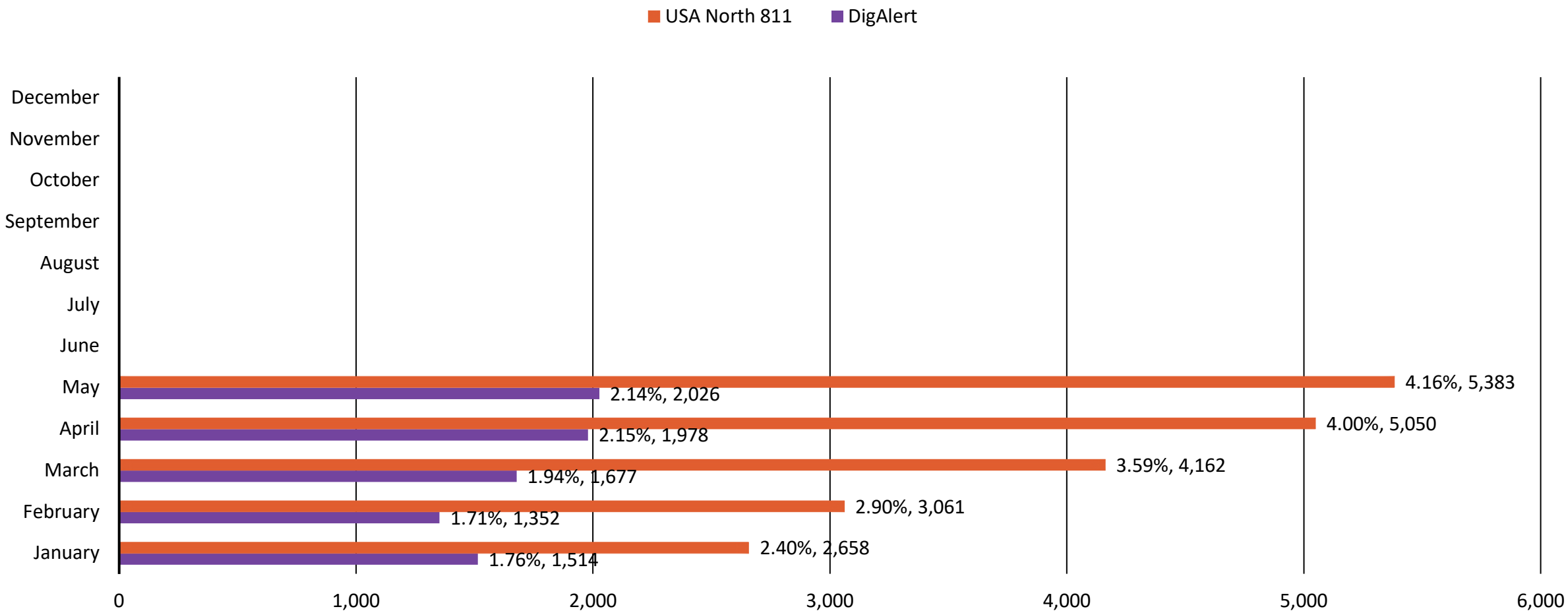
Ticket Volume

Monthly (2024)



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	110,915	105,455	116,050	126,272	129,467							
DigAlert	86,072	78,890	86,357	91,972	94,571							

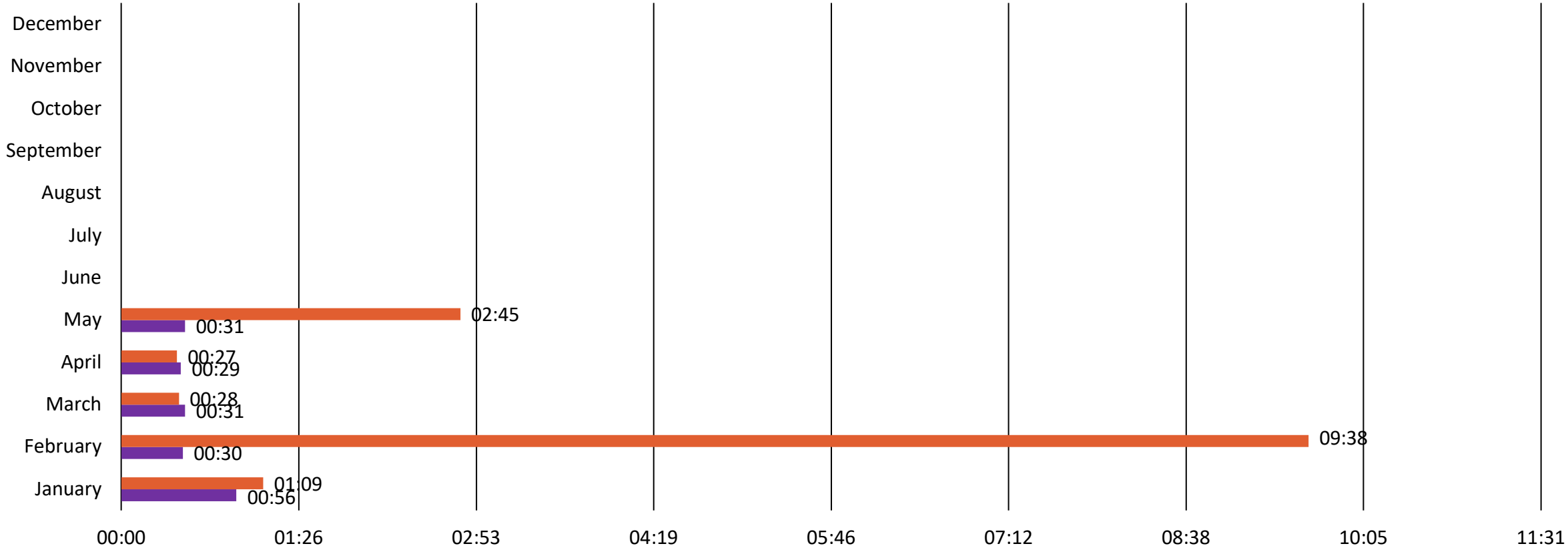
Homeowner Ticket Volume
Monthly (2024)



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	2,658	3,061	4,162	5,050	5,383							
DigAlert	1,514	1,352	1,677	1,978	2,026							

Average Ticket Delivery Notification

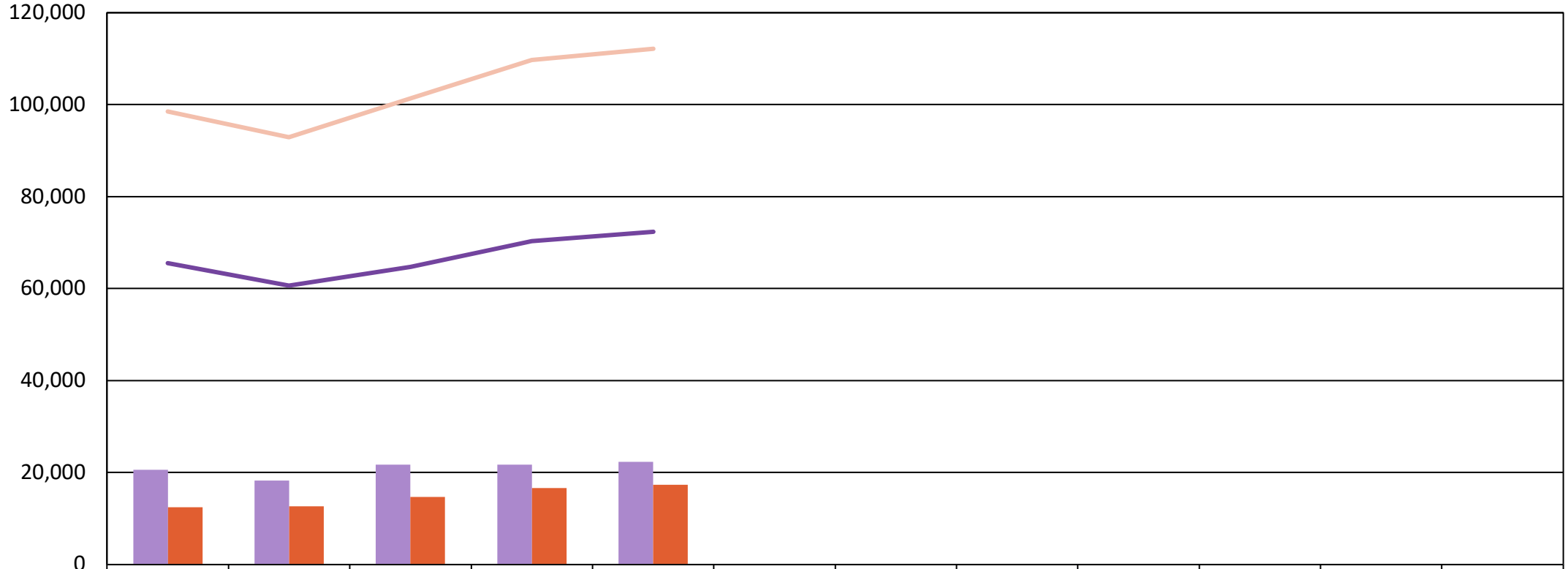
Monthly 2024 (mm:ss)



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	01:09	09:38	00:28	00:27	02:45							
DigAlert	00:56	00:30	00:31	00:29	00:31							

Tickets Created Via Call Or Online

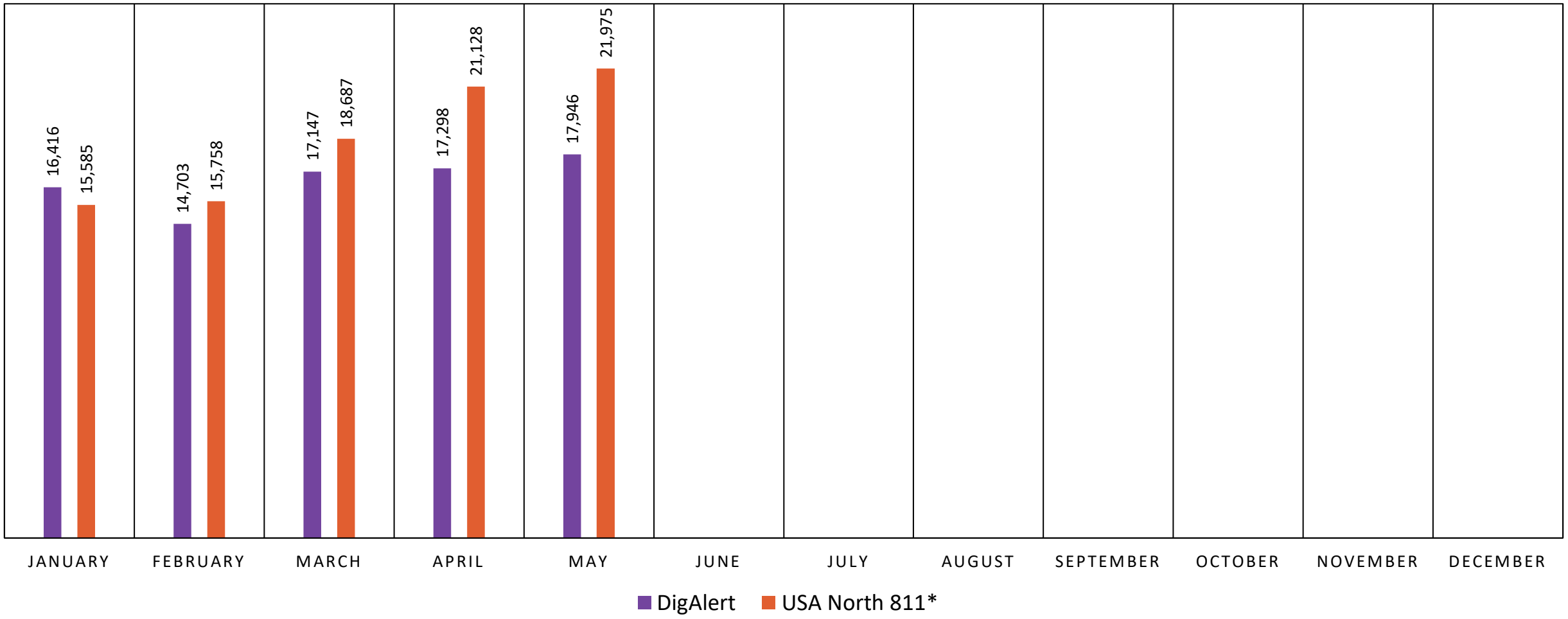
Monthly (2024)



	January	February	March	April	May	June	July	August	September	October	November	December
Dig Alert via Call	20,610	18,246	21,659	21,717	22,259							
USA North 811 via Call	12,447	12,601	14,702	16,598	17,324							
Dig Alert Online	65,462	60,644	64,698	70,255	72,312							
USA North 811 Online	98,468	92,854	101,348	109,674	112,143							

Calls Answered Volume Data

Monthly (2024)



*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	00:25	1.48%	0%	07:09
April	00:36	1.56%	0%	07:05
May	00:27	1.22%	0%	07:10
June				
July				
August				
September				
October				
November				
December				

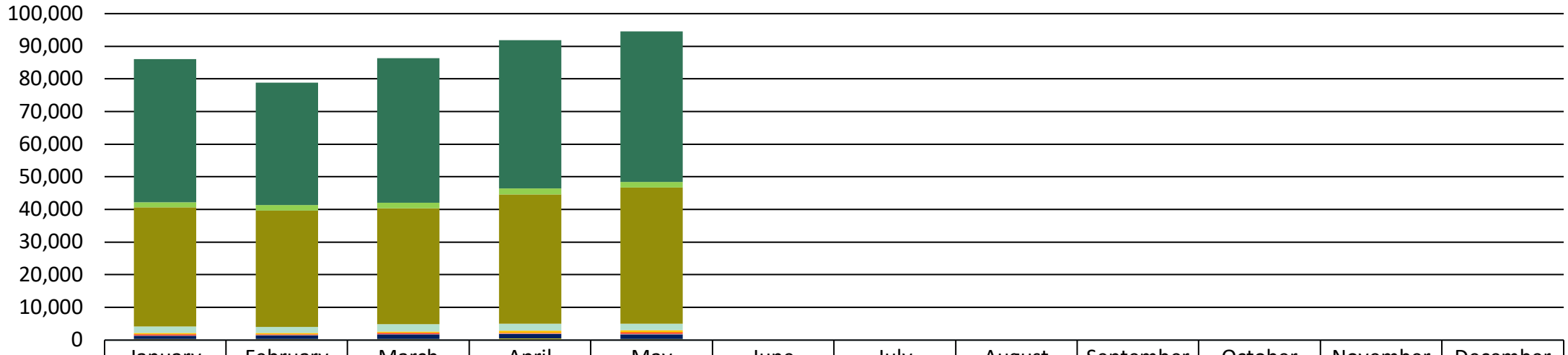
USA North 811*

	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%	8:25
February	00:21	0.97%	0%	8:32
March	01:00	2.10%	0%	8:45
April	00:59	2.28%	0%	8:53
May	00:48	2.15%	0%	9:18
June				
July				
August				
September				
October				
November				
December				

*USA North 811 call data includes California and Nevada

DigAlert Ticket Type Data

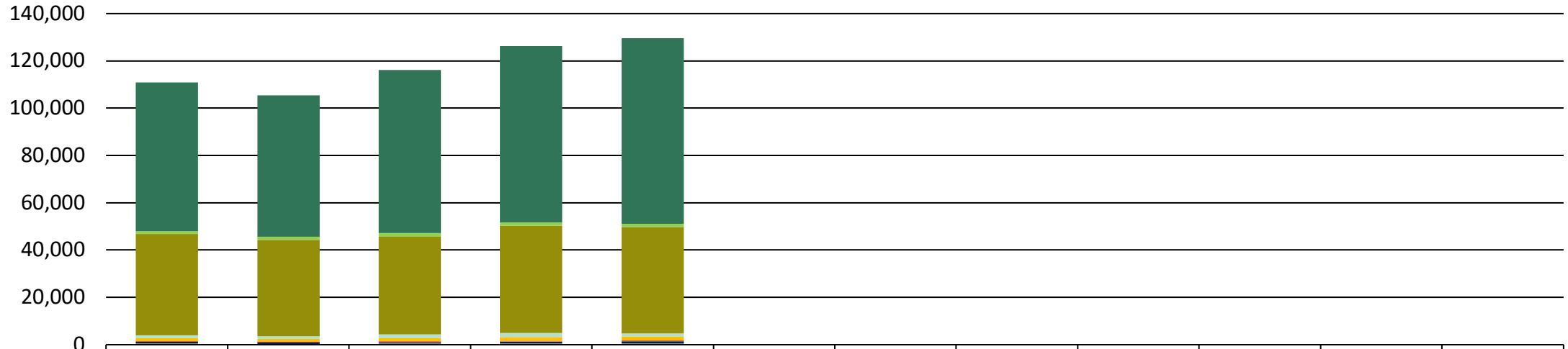
Monthly (2024)



	January	February	March	April	May	June	July	August	September	October	November	December
New	43,825	37,480	44,226	45,500	46,019							
Remark	1,556	1,745	1,781	1,863	1,802							
Renew	36,461	35,662	35,478	39,588	41,712							
Amendment	2,000	1,801	2,181	2,117	2,023							
Cancel	487	439	545	644	700							
Damaged	203	164	264	219	293							
Exposed	148	141	160	162	204							
No Response	1,045	1,122	1,375	1,414	1,403							
Return	300	290	279	416	344							
ACE	6	8	11	9	13							

USA North 811 Ticket Type Data

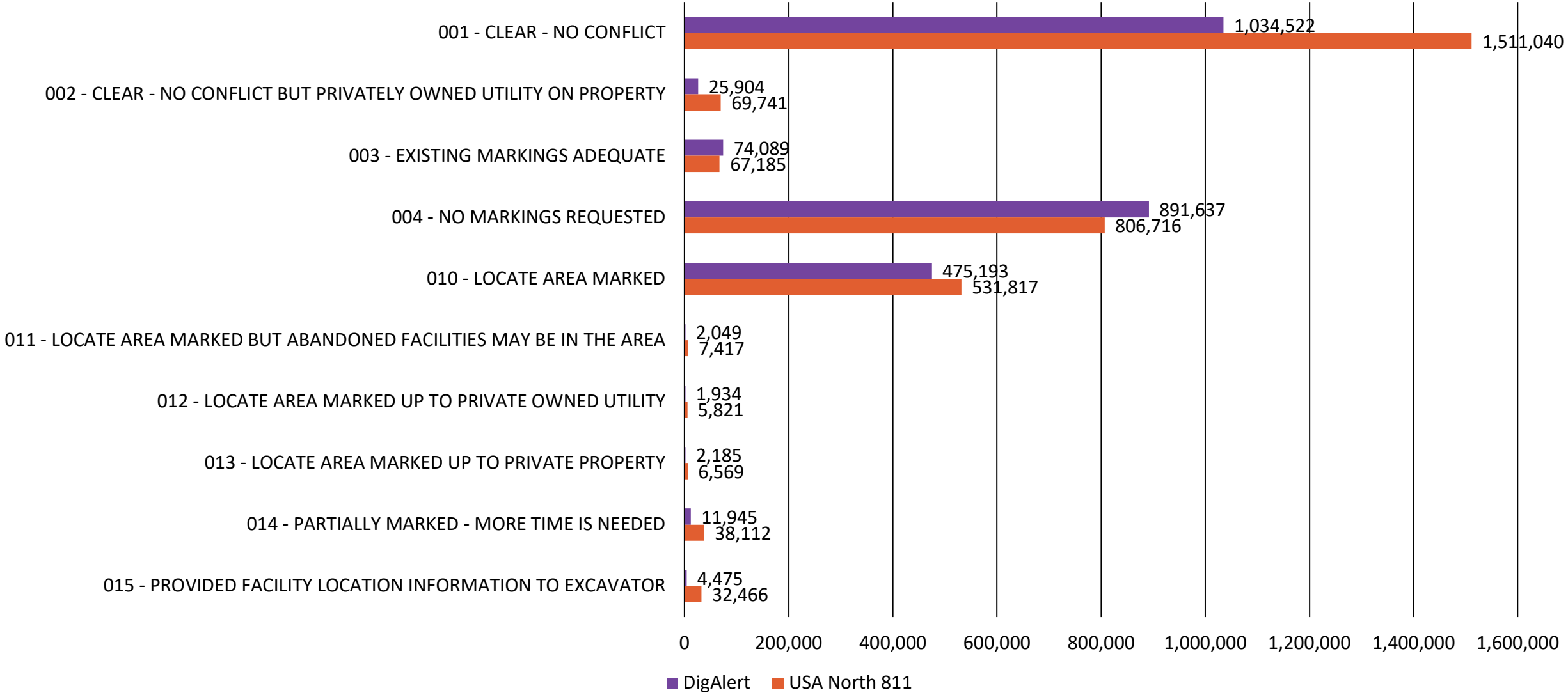
Monthly (2024)



	January	February	March	April	May	June	July	August	September	October	November	December
New	62,896	59,751	68,824	74,657	78,350							
Re-Mark	1,315	1,467	1,540	1,377	1,491							
Renewal	42,814	40,787	41,331	45,354	44,852							
Amendment	1,089	1,140	1,593	1,708	1,466							
Cancel	1,402	1,097	1,407	1,622	1,558							
Damage	171	122	159	194	245							
Exposed	117	132	175	193	184							
No Response	726	693	654	765	843							
Return	333	218	268	323	323							
ACE	52	48	99	79	155							

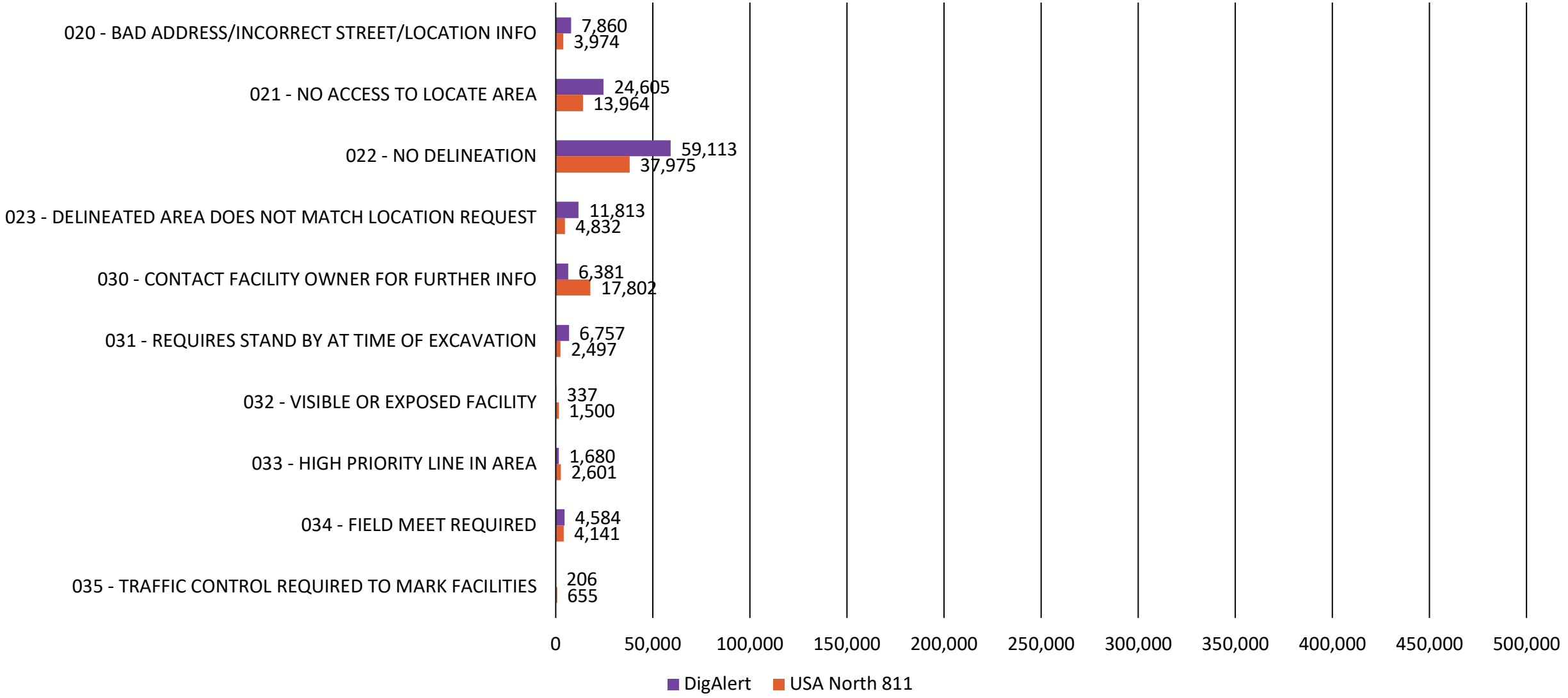
Electronic Positive Response (EPR) Code Usage

2024 YTD through 5/31



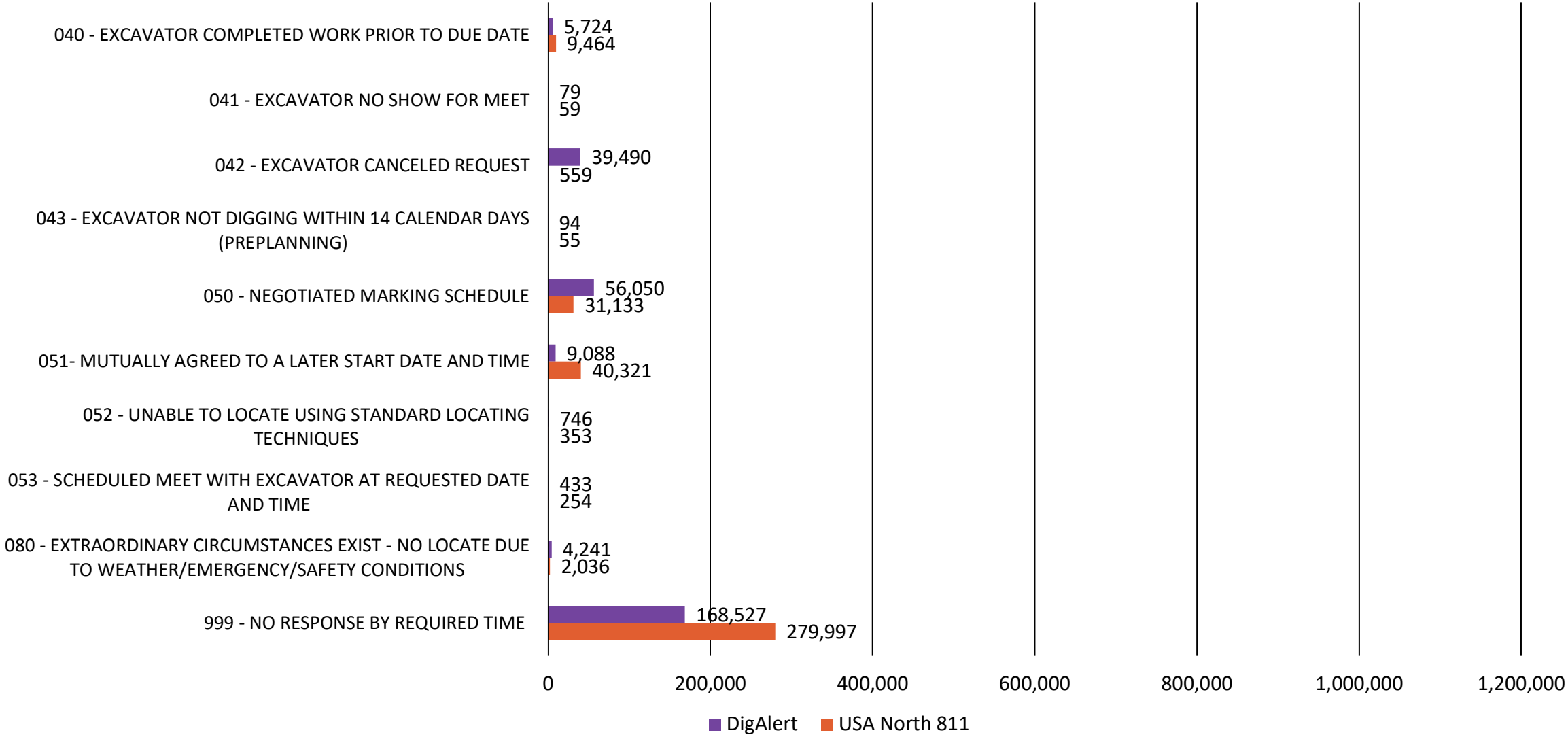
Electronic Positive Response (EPR) Code Usage

2024 YTD through 5/31



Electronic Positive Response (EPR) Code Usage

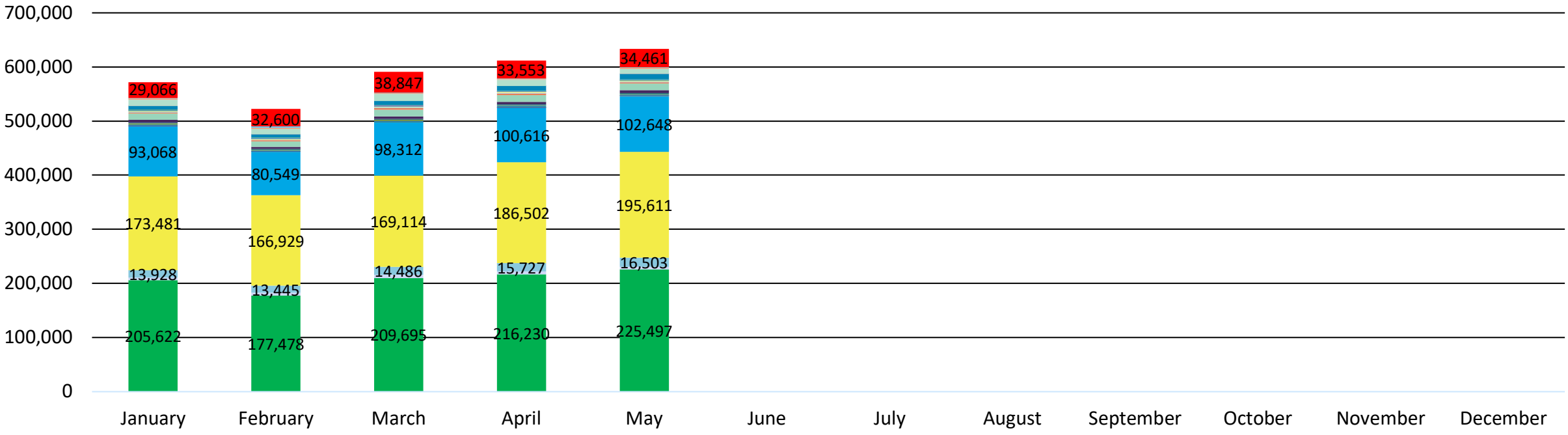
YTD 2024 through 5/31



DigAlert EPR Code Usage

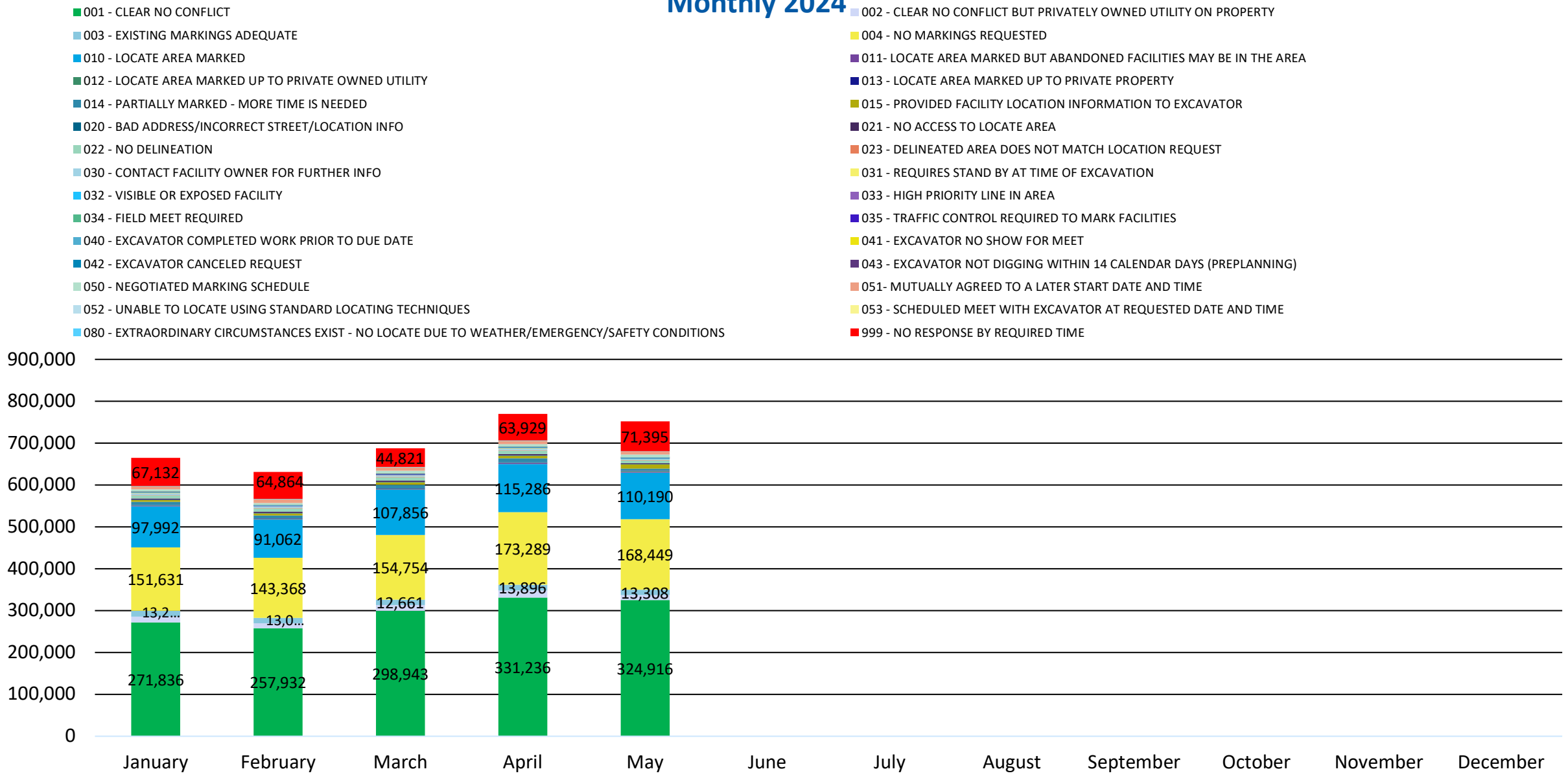
Monthly 2024

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



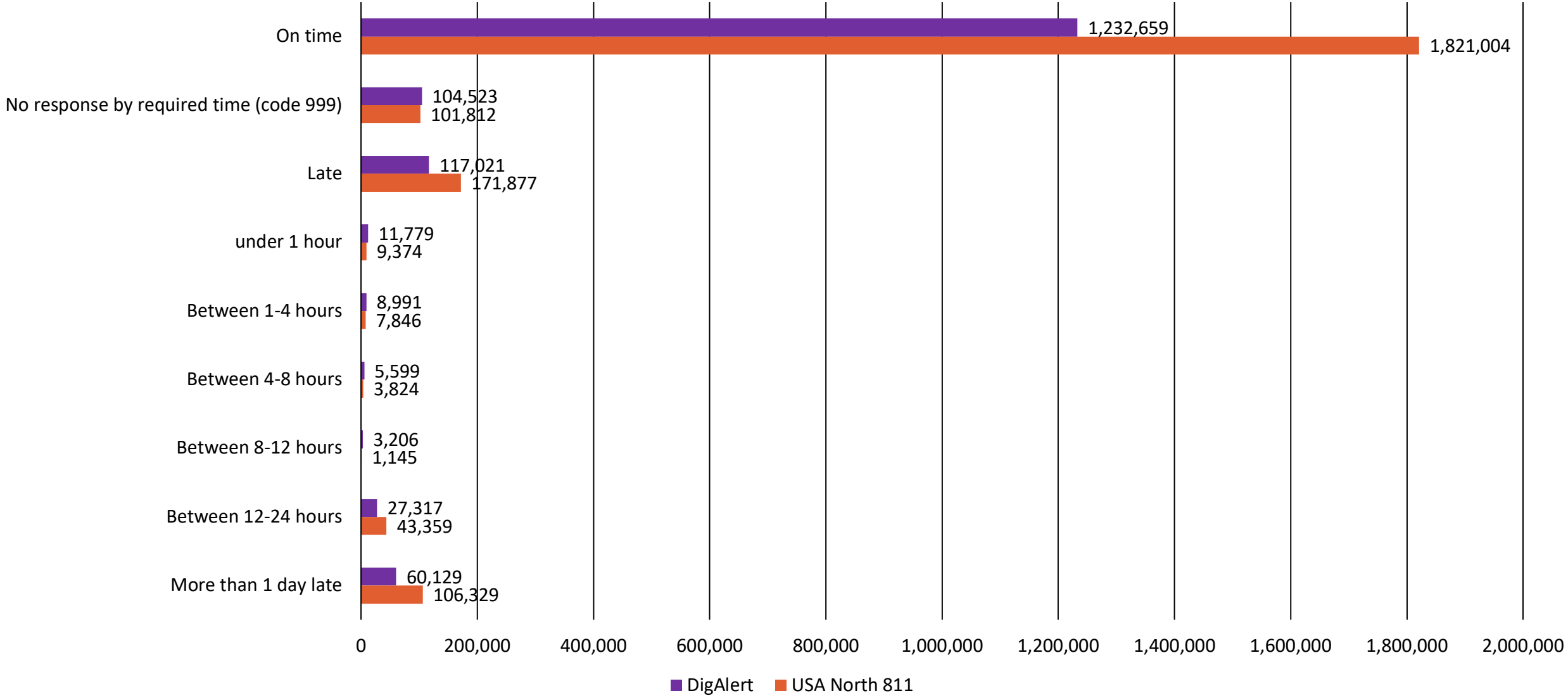
USA North 811 EPR Code Usage

Monthly 2024



EPR Response Times

2024 YTD through 5/31



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	269,944	20,383	27,102	3,040	1,962	1,231	759	5,894	14,216
April	248,487	20,592	27,141	2,623	2,172	1,323	693	6,003	14,327
May	252,891	21,797	28,050	2,475	1,999	1,395	785	6,741	14,655
June									
July									
August									
September									
October									
November									
December									

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	344,680	20,923	34,500	1,575	1,479	955	179	8,384	21,928
February	325,782	19,601	33,082	1,426	1,637	646	246	8,160	20,967
March	364,068	18,841	36,137	2,004	1,594	675	235	9,132	22,497
April	397,371	18,442	35,666	2,212	1,731	757	207	8,786	21,973
May	389,103	24,005	32,492	2,157	1,405	791	278	8,897	18,964
June									
July									
August									
September									
October									
November									
December									