



# 811 Notification Center Metrics September 2024

*Presented by:*

DigAlert – Ann Diamond

USA North 811 – James Wingate

# Ticket Data

Year Over Year (2024 YTD through 7/31)

|   | DigAlert  |         | USA North 811 |          |
|---|-----------|---------|---------------|----------|
|   | 2023      | 2024    | 2023          | 2024     |
| <b>Ticket Volume</b>                        | 1,054,798 | 615,182 | 1,346,242     | 833,731  |
| <b>Average Ticket Notification Delivery</b> | 0:40      | 0:31    | 1:30          | 2:19     |
| <b>Tickets Created Online</b>               | 796,562   | 470,437 | 1,065,795     | 729,406  |
| <b>Tickets Created Via Call</b>             | 258,236   | 144,745 | 171,213       | 104,317  |
| <b>Calls Answered Volume</b>                | 204,473   | 116,340 | 200,665*      | 131,876* |
| <b>Average Speed of Answer (mm:ss)</b>      | 0:23      | 0:30    | 2:43*         | 0:39*    |
| <b>Average Abandoned Call Rate (%)</b>      | 0.73%     | 1.32%   | 5.21%*        | 1.34%*   |
| <b>Average Busy Signal Rate (%)</b>         | 0%        | 0%      | 0%*           | 0%*      |
| <b>Average Call Duration (mm:ss)</b>        | 07:09     | 07:09   | 09:54*        | 08:41*   |

\*USA North 811 call data includes California and Nevada

# Ticket Type Data

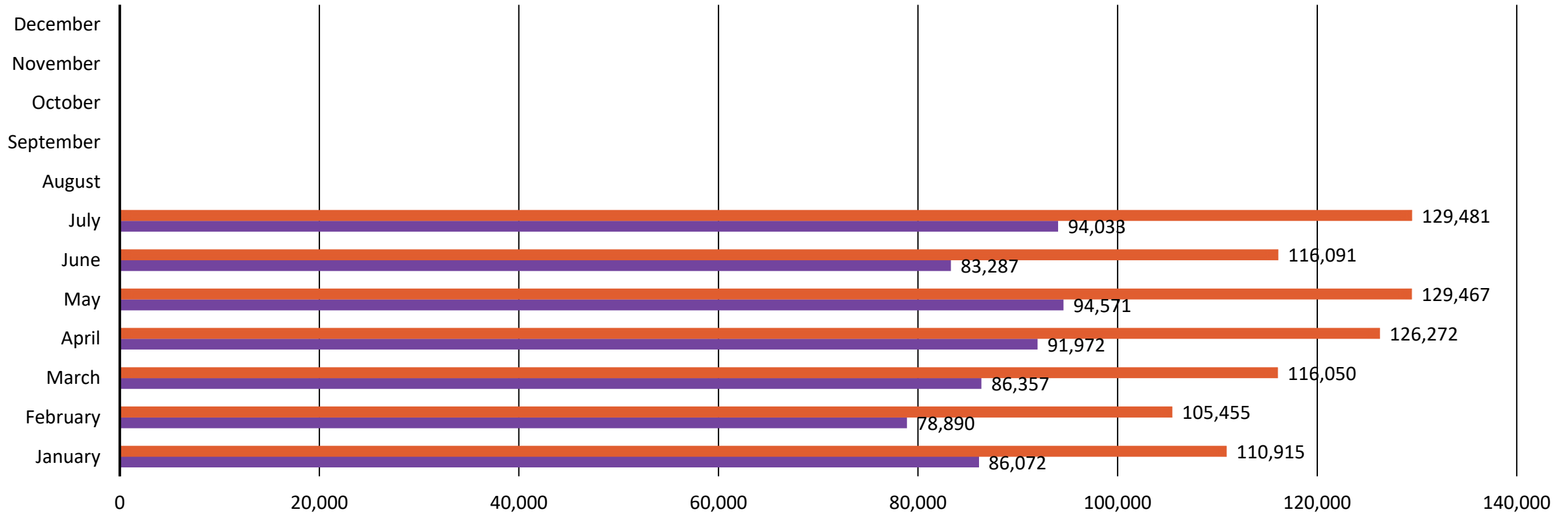
Year Over Year (2024 YTD through 7/31)

|                    | DigAlert |         | USA North 811 |         |
|--------------------|----------|---------|---------------|---------|
|                    | 2023     | 2024    | 2023          | 2024    |
| <b>New</b>         | 513,280  | 301,202 | 842,251       | 460,734 |
| <b>Emergency</b>   | 30,264   | 17,022  | 41,739        | 23,184  |
| <b>ACE</b>         | 150      | 67      | 929           | 553     |
| <b>Re-Mark</b>     | 19,043   | 12,063  | 14,813        | 9,625   |
| <b>Renewal</b>     | 468,925  | 269,612 | 442,076       | 310,109 |
| <b>Amendment</b>   | 20,974   | 13,743  | 15,032        | 9,884   |
| <b>Cancel</b>      | 7,730    | 4,067   | 16,804        | 9,769   |
| <b>Damage</b>      | 2,910    | 1,701   | 2,197         | 1,460   |
| <b>Exposed</b>     | 2,876    | 1,207   | 1,490         | 1,184   |
| <b>No Response</b> | 14,571   | 8,916   | 7,867         | 5,196   |
| <b>Return Trip</b> | 3,799    | 2,285   | 2,783         | 2,033   |

# Ticket Volume

## Monthly (2024)

USA North 811 DigAlert

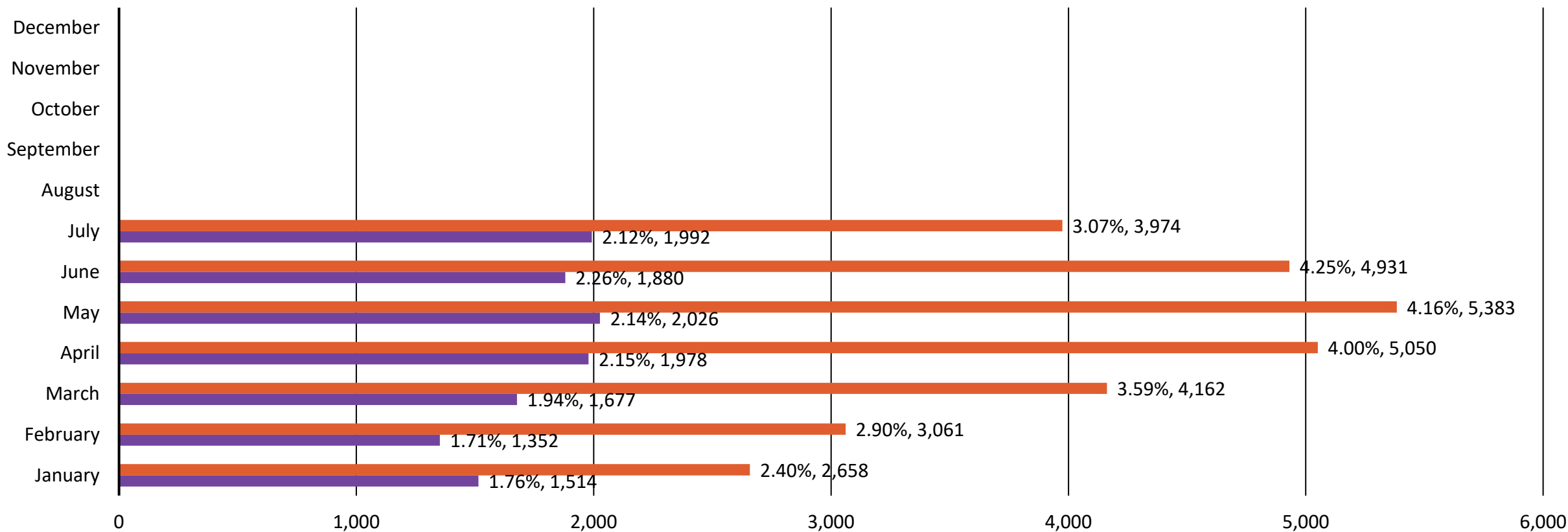


|               | January | February | March   | April   | May     | June    | July    | August | September | October | November | December |
|---------------|---------|----------|---------|---------|---------|---------|---------|--------|-----------|---------|----------|----------|
| USA North 811 | 110,915 | 105,455  | 116,050 | 126,272 | 129,467 | 116,091 | 129,481 |        |           |         |          |          |
| DigAlert      | 86,072  | 78,890   | 86,357  | 91,972  | 94,571  | 83,287  | 94,033  |        |           |         |          |          |

# Homeowner Ticket Volume

## Monthly (2024)

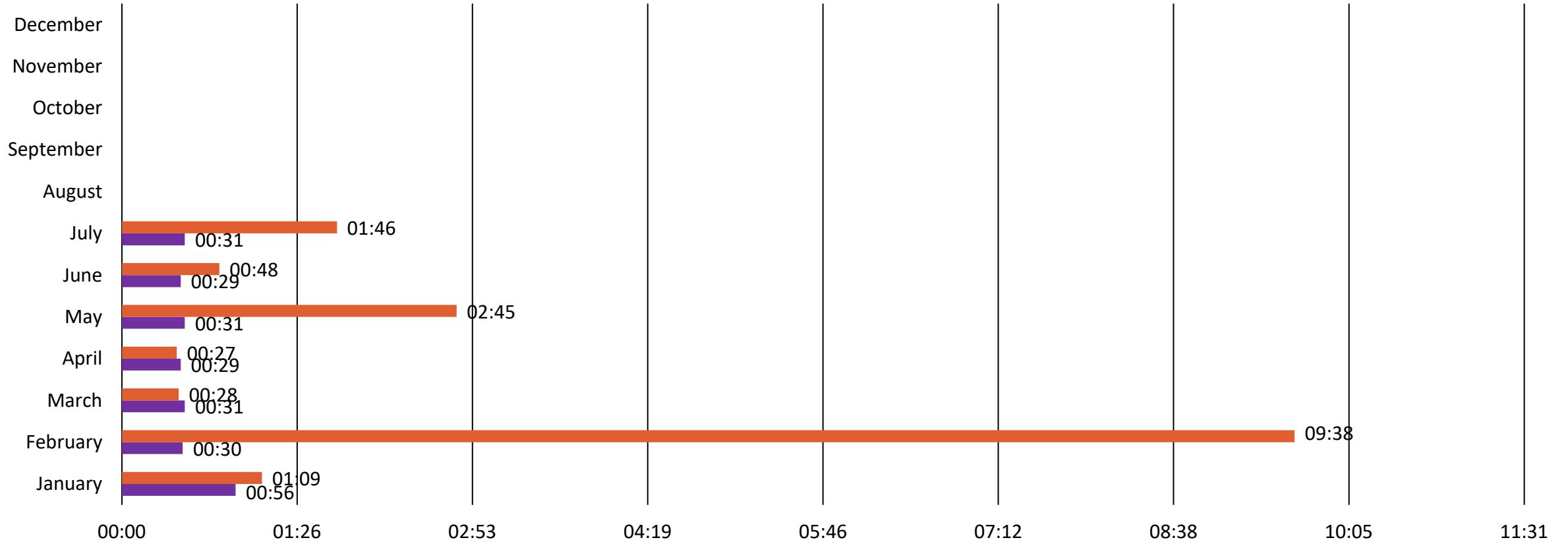
USA North 811    DigAlert



|               | 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 | 4,931 | 3,974 |        |           |         |          |          |
| DigAlert      | 1,514   | 1,352    | 1,677 | 1,978 | 2,026 | 1,880 | 1,992 |        |           |         |          |          |

# Average Ticket Delivery Notification

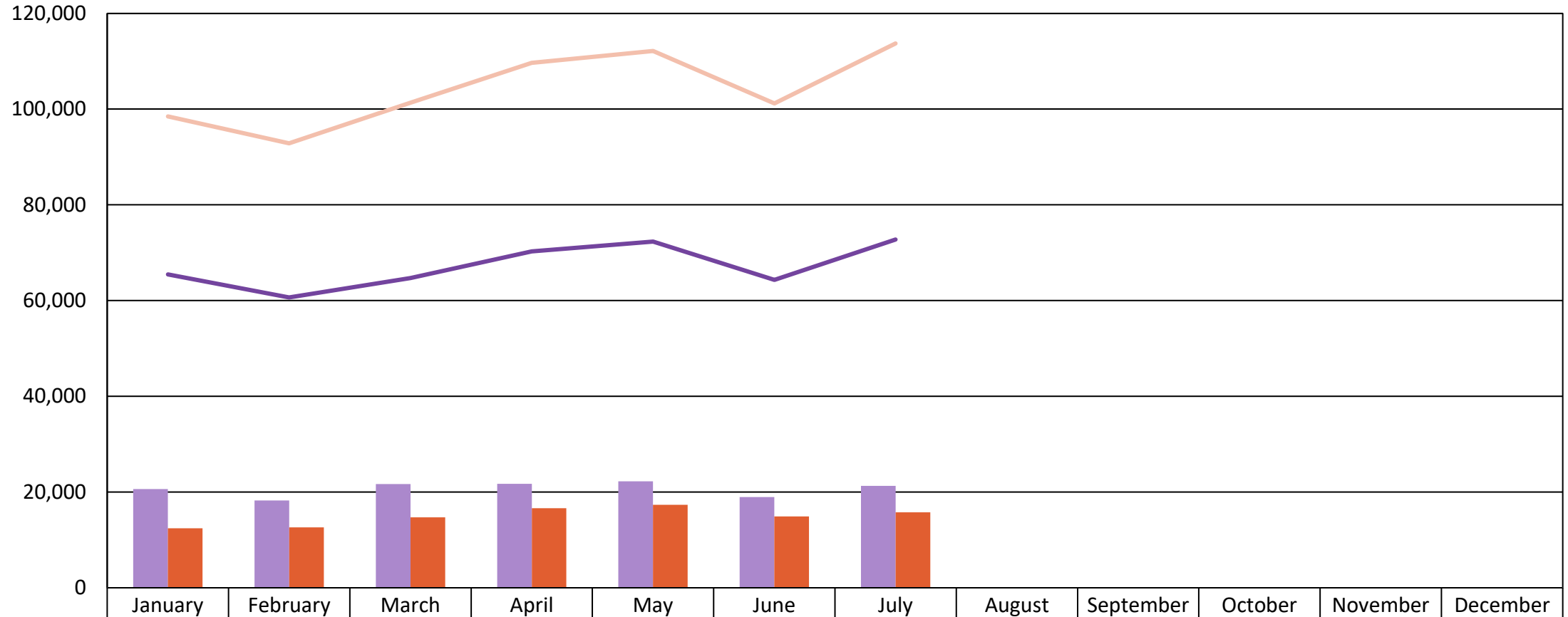
## Monthly 2024 (mm:ss)



|               | 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 | 00:48 | 01:46 |        |           |         |          |          |
| DigAlert      | 00:56   | 00:30    | 00:31 | 00:29 | 00:31 | 00:29 | 00:31 |        |           |         |          |          |

# Tickets Created Via Call Or Online

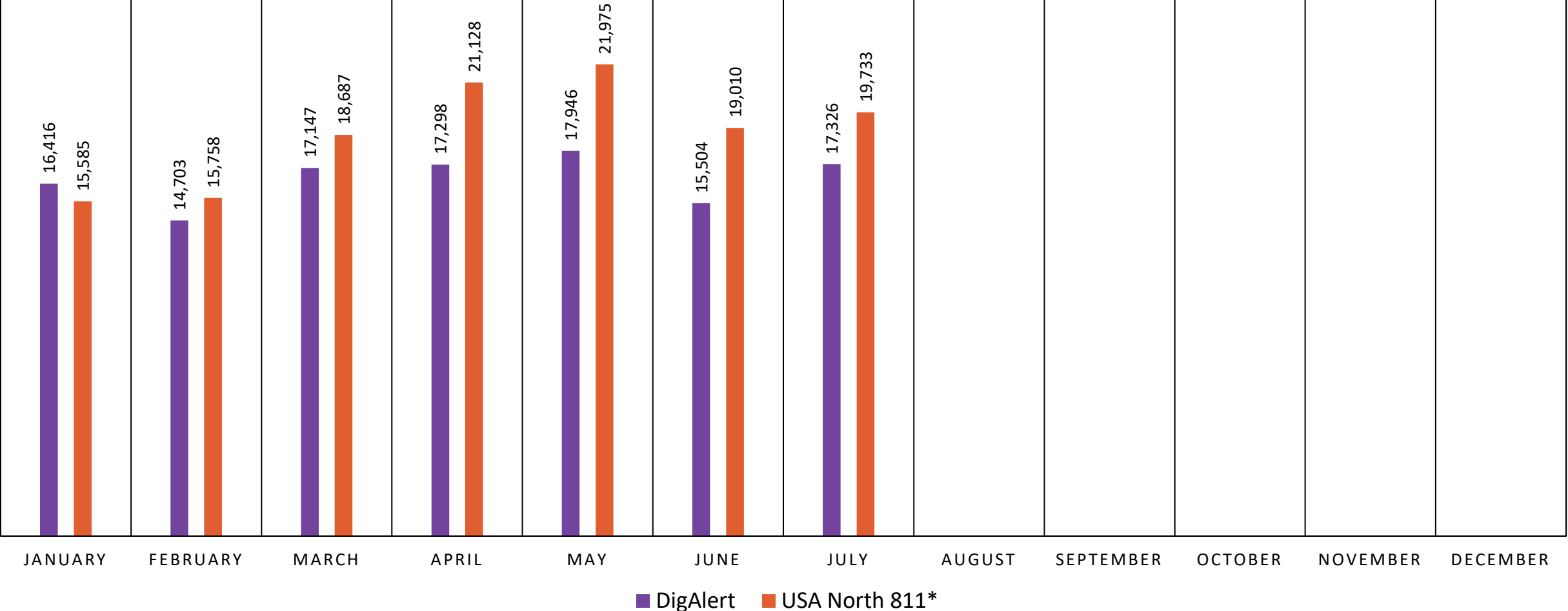
## Monthly (2024)



|                        |        |        |         |         |         |         |         |  |  |  |  |  |
|------------------------|--------|--------|---------|---------|---------|---------|---------|--|--|--|--|--|
| Dig Alert via Call     | 20,610 | 18,246 | 21,659  | 21,717  | 22,259  | 18,957  | 21,297  |  |  |  |  |  |
| USA North 811 via Call | 12,447 | 12,601 | 14,702  | 16,598  | 17,324  | 14,888  | 15,757  |  |  |  |  |  |
| Dig Alert Online       | 65,462 | 60,644 | 64,698  | 70,255  | 72,312  | 64,330  | 72,736  |  |  |  |  |  |
| USA North 811 Online   | 98,468 | 92,854 | 101,348 | 109,674 | 112,143 | 101,203 | 113,724 |  |  |  |  |  |

# 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      | 00:39                           | 1.32%                           | 0%                           | 07:11                         |
| July      | 00:32                           | 0.91%                           | 0%                           | 07:11                         |
| August    |                                 |                                 |                              |                               |
| September |                                 |                                 |                              |                               |
| October   |                                 |                                 |                              |                               |
| November  |                                 |                                 |                              |                               |
| December  |                                 |                                 |                              |                               |

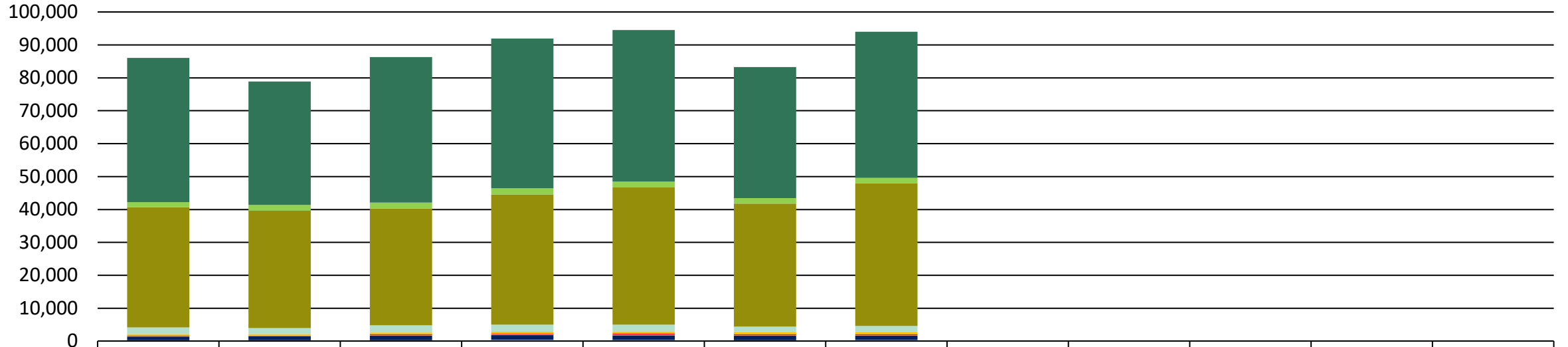
### USA North 811\*

|           | 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      | 00:30                           | 1.37 %                          | 0%                           | 8:30                          |
| July      | 00:25                           | 1.34 %                          | 0%                           | 8:15                          |
| August    |                                 |                                 |                              |                               |
| September |                                 |                                 |                              |                               |
| October   |                                 |                                 |                              |                               |
| November  |                                 |                                 |                              |                               |
| December  |                                 |                                 |                              |                               |

\*USA North 811 call data includes California and Nevada

# DigAlert Ticket Type Data

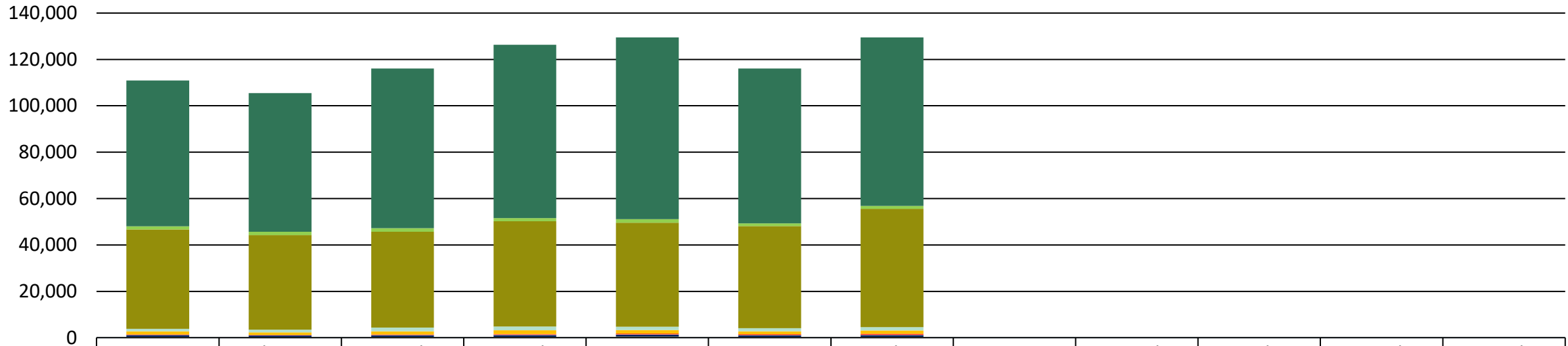
## Monthly (2024)



|             | January | February | March  | April  | May    | June   | July   | August | September | October | November | December |
|-------------|---------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|
| New         | 43,825  | 37,480   | 44,226 | 45,500 | 46,019 | 39,765 | 44,387 |        |           |         |          |          |
| Remark      | 1,556   | 1,745    | 1,781  | 1,863  | 1,802  | 1,683  | 1,633  |        |           |         |          |          |
| Renew       | 36,461  | 35,662   | 35,478 | 39,588 | 41,712 | 37,378 | 43,333 |        |           |         |          |          |
| Amendment   | 2,000   | 1,801    | 2,181  | 2,117  | 2,023  | 1,766  | 1,855  |        |           |         |          |          |
| Cancel      | 487     | 439      | 545    | 644    | 700    | 570    | 682    |        |           |         |          |          |
| Damaged     | 203     | 164      | 264    | 219    | 293    | 269    | 289    |        |           |         |          |          |
| Exposed     | 148     | 141      | 160    | 162    | 204    | 193    | 199    |        |           |         |          |          |
| No Response | 1,045   | 1,122    | 1,375  | 1,414  | 1,403  | 1,309  | 1,248  |        |           |         |          |          |
| Return      | 300     | 290      | 279    | 416    | 344    | 307    | 349    |        |           |         |          |          |
| ACE         | 6       | 8        | 11     | 9      | 13     | 7      | 13     |        |           |         |          |          |

# USA North 811 Ticket Type Data

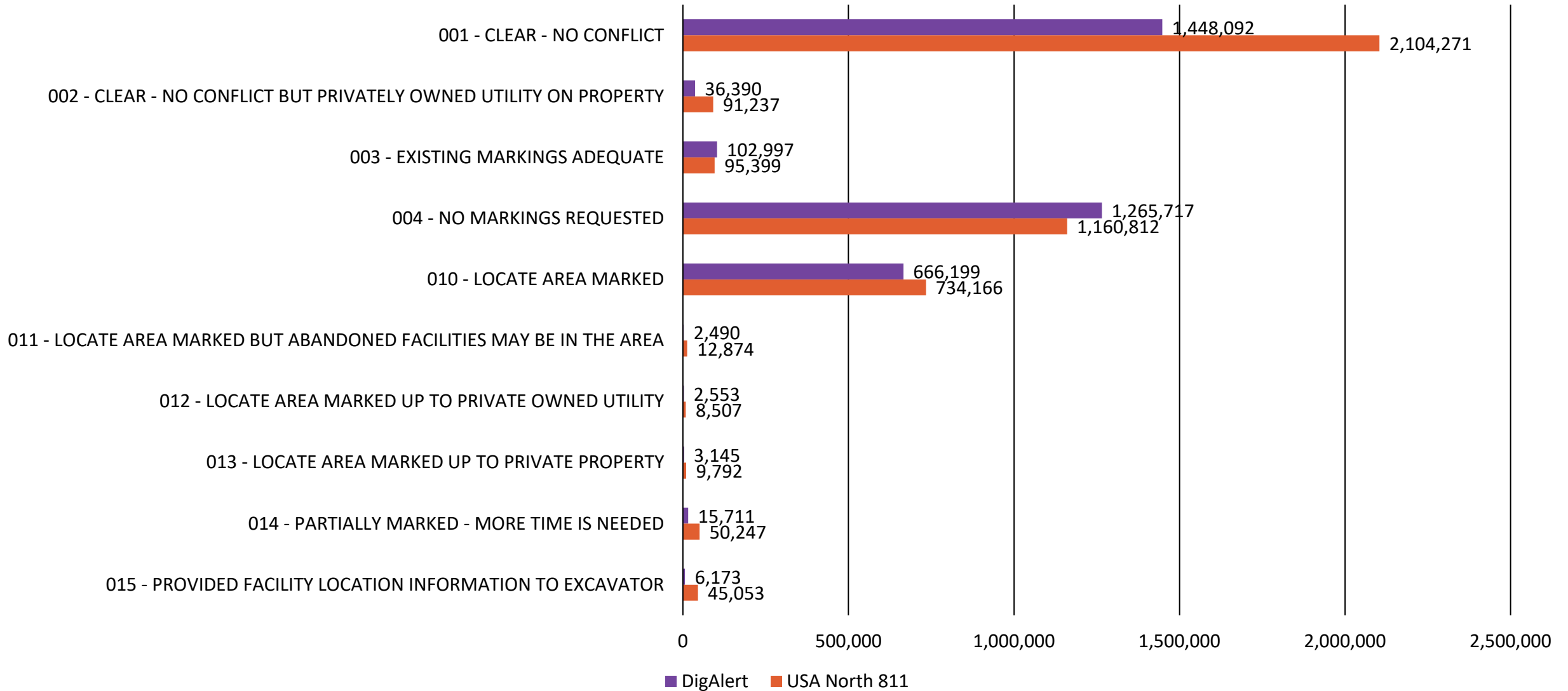
## Monthly (2024)



|             | January | February | March  | April  | May    | June   | July   | August | September | October | November | December |
|-------------|---------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|
| New         | 62,896  | 59,751   | 68,824 | 74,657 | 78,350 | 66,774 | 72,666 |        |           |         |          |          |
| Re-Mark     | 1,315   | 1,467    | 1,540  | 1,377  | 1,491  | 1,175  | 1,260  |        |           |         |          |          |
| Renewal     | 42,814  | 40,787   | 41,331 | 45,354 | 44,852 | 44,005 | 50,966 |        |           |         |          |          |
| Amendment   | 1,089   | 1,140    | 1,593  | 1,708  | 1,466  | 1,396  | 1,492  |        |           |         |          |          |
| Cancel      | 1,402   | 1,097    | 1,407  | 1,622  | 1,558  | 1,248  | 1,435  |        |           |         |          |          |
| Damage      | 171     | 122      | 159    | 194    | 245    | 247    | 322    |        |           |         |          |          |
| Exposed     | 117     | 132      | 175    | 193    | 184    | 183    | 200    |        |           |         |          |          |
| No Response | 726     | 693      | 654    | 765    | 843    | 739    | 776    |        |           |         |          |          |
| Return      | 333     | 218      | 268    | 323    | 323    | 266    | 302    |        |           |         |          |          |
| ACE         | 52      | 48       | 99     | 79     | 155    | 58     | 62     |        |           |         |          |          |

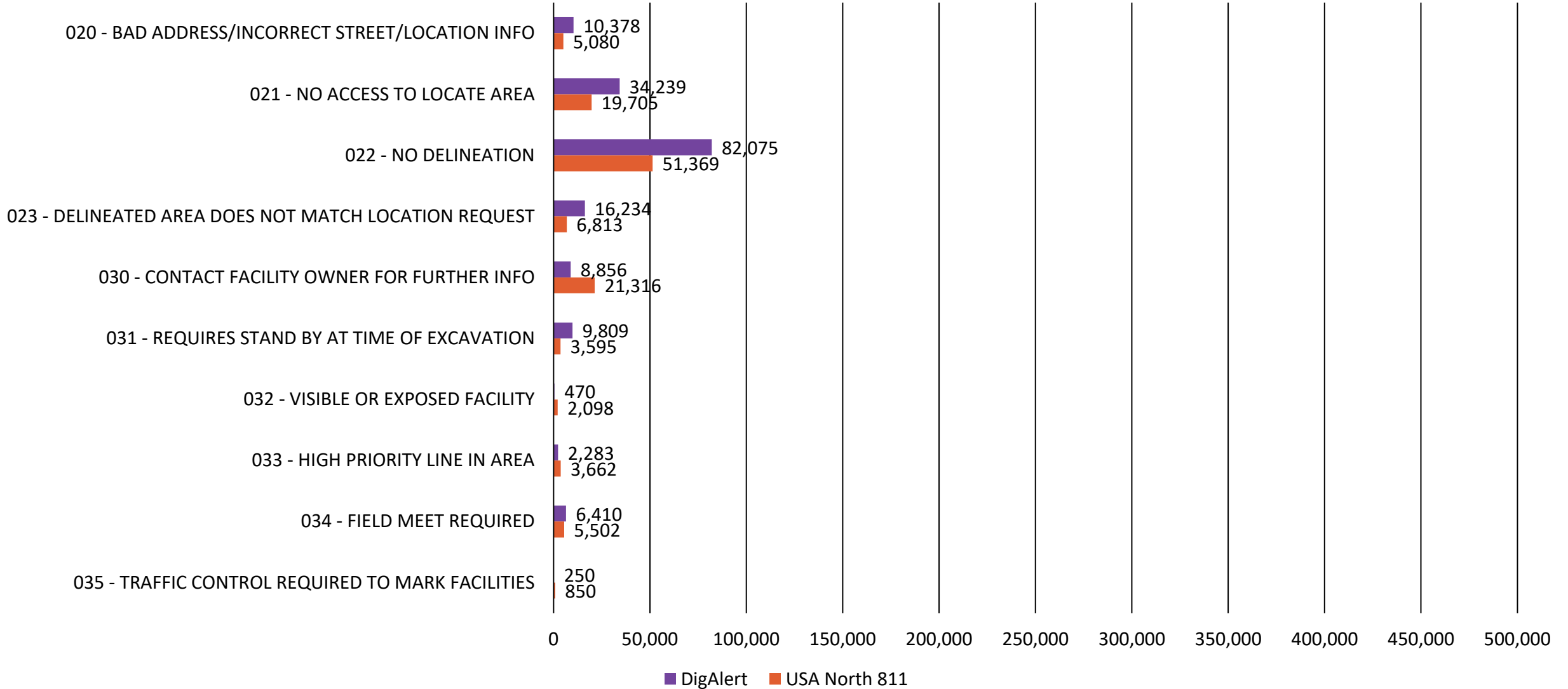
# Electronic Positive Response (EPR) Code Usage

2024 YTD through 7/31



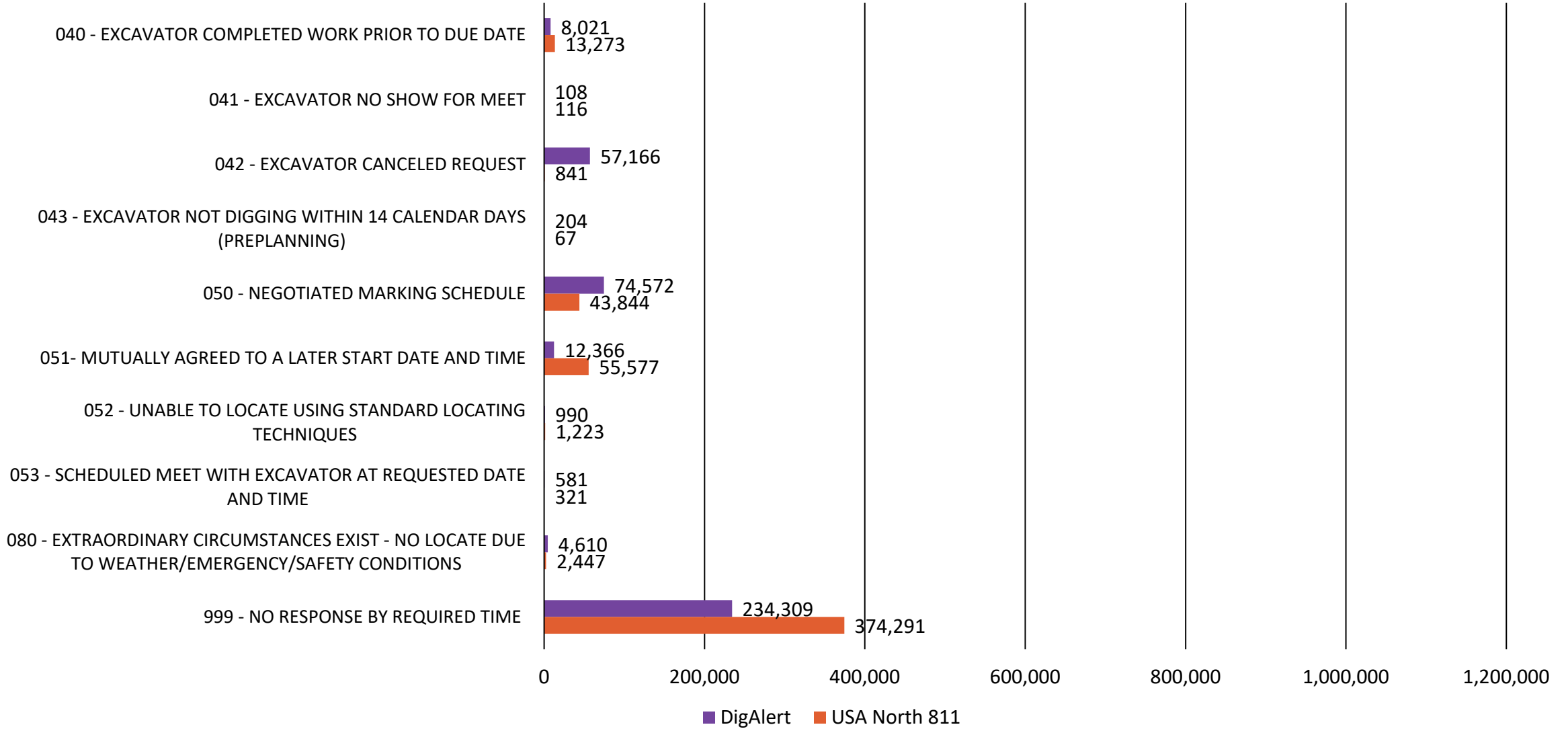
# Electronic Positive Response (EPR) Code Usage

## 2024 YTD through 7/31



# Electronic Positive Response (EPR) Code Usage

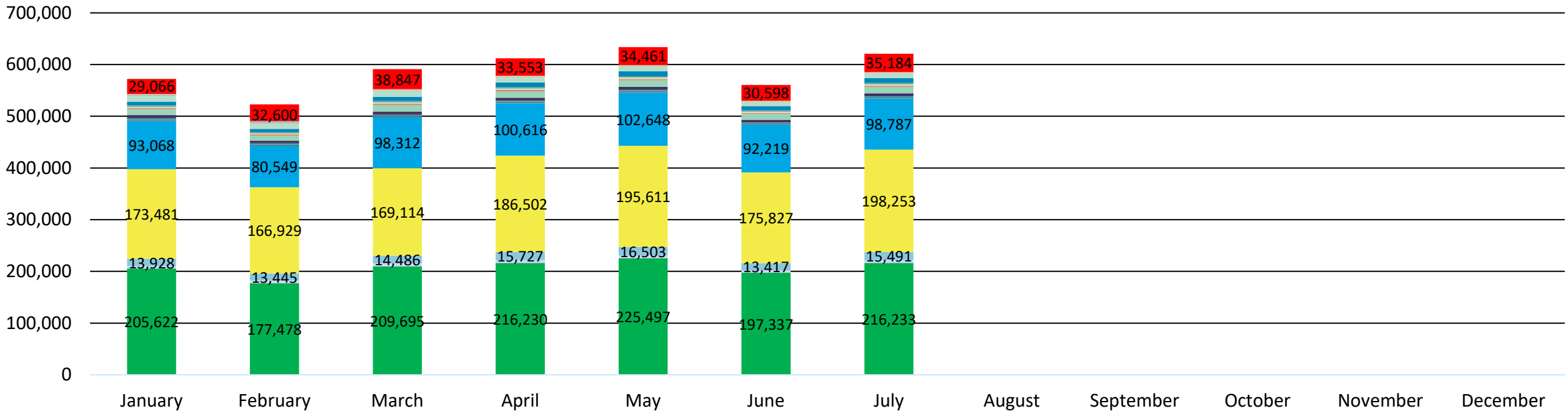
YTD 2024 through 7/31



# DigAlert EPR Code Usage

## Monthly 2024

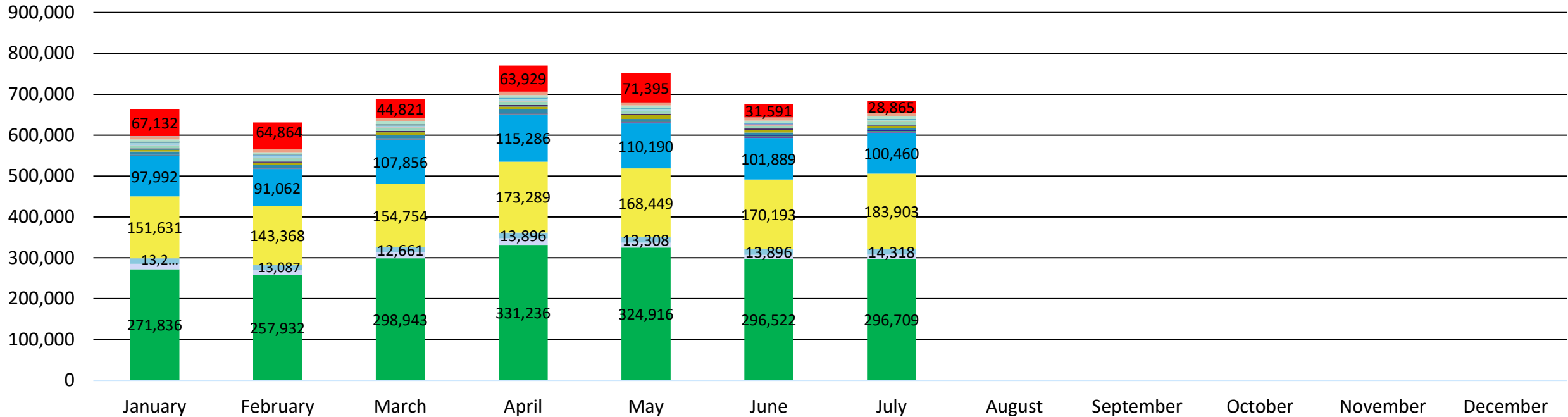
- 001 - CLEAR NO CONFLICT
- 003 - EXISTING MARKINGS ADEQUATE
- 010 - LOCATE AREA MARKED
- 012 - LOCATE AREA MARKED UP TO PRIVATE OWNED UTILITY
- 014 - PARTIALLY MARKED - MORE TIME IS NEEDED
- 020 - BAD ADDRESS/INCORRECT STREET/LOCATION INFO
- 022 - NO DELINEATION
- 030 - CONTACT FACILITY OWNER FOR FURTHER 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 811 EPR Code Usage

## Monthly 2024

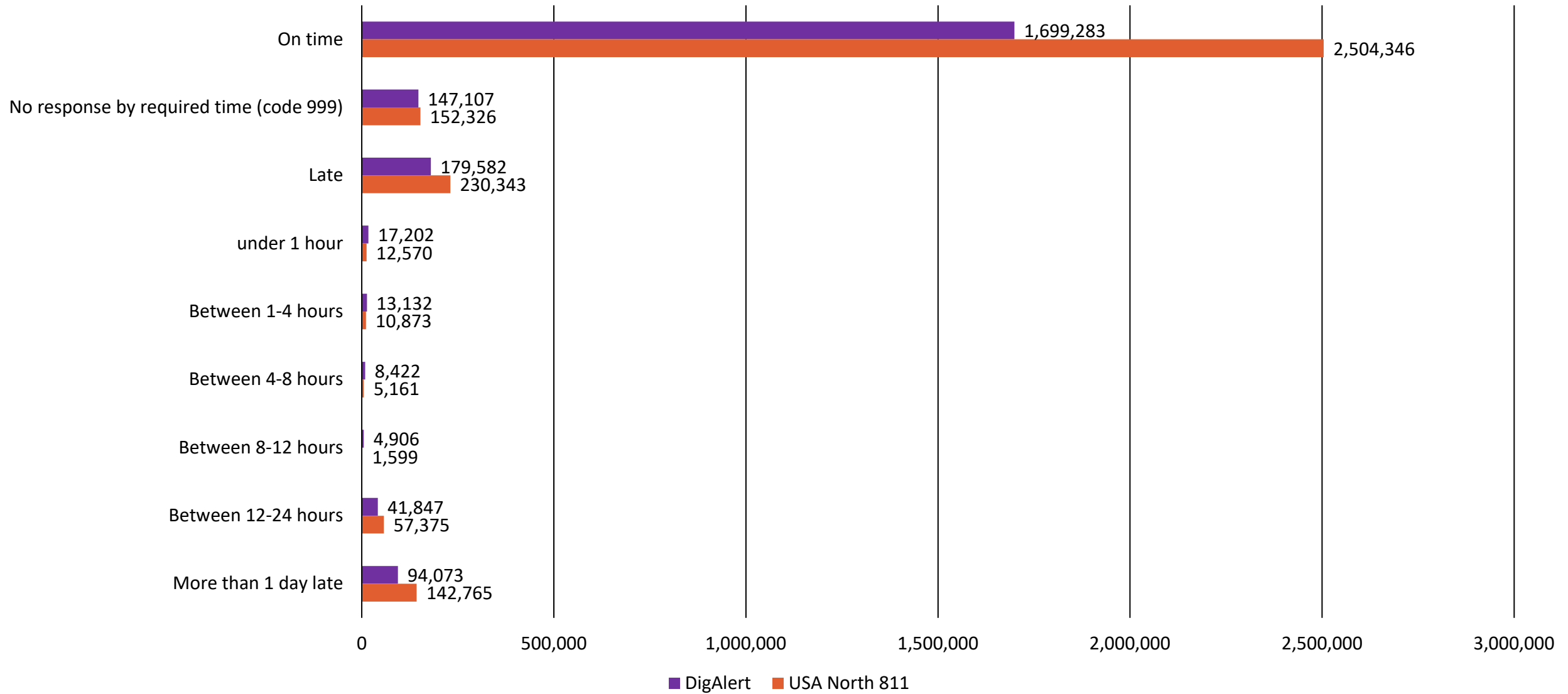
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- 051- MUTUALLY AGREED TO A LATER START DATE AND TIME
- 053 - SCHEDULED MEET WITH EXCAVATOR AT REQUESTED DATE AND TIME
- 999 - NO RESPONSE BY REQUIRED TIME





# EPR Response Times

2024 YTD through 7/31



# 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      | 223,617 | 20,689                                  | 29,391 | 2,694        | 1,936             | 1,277             | 773                | 7,013               | 15,698               |
| July      | 243,007 | 21,895                                  | 33,170 | 2,729        | 2,205             | 1,546             | 927                | 7,517               | 18,246               |
| 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      | 333,810 | 24,095                                  | 32,110 | 1,285        | 1,417             | 608               | 201                | 6,961               | 21,638               |
| July      | 349,532 | 26,419                                  | 26,356 | 1,911        | 1,610             | 729               | 253                | 7,055               | 14,798               |
| August    |         |   |        |              |                   |                   |                    |                     |                      |
| September |         |   |        |              |                   |                   |                    |                     |                      |
| October   |         |   |        |              |                   |                   |                    |                     |                      |
| November  |         |   |        |              |                   |                   |                    |                     |                      |
| December  |         |   |        |              |                   |                   |                    |                     |                      |