



811 Notification Center Metrics December 2024

Presented by:

DigAlert – Ann Diamond

USA North 811 – James Wingate

Ticket Data

Year Over Year (2024 YTD through 10/31)

	DigAlert		USA North 811	
	2023	2024	2023	2024
Ticket Volume	1,054,798	884,886	1,346,242	1,231,530
Average Ticket Notification Delivery	0:40	0:28	1:30	2:11
Tickets Created Online	796,562	676,328	1,065,795	1,079,337
Tickets Created Via Call	258,236	208,558	171,213	152,193
Calls Answered Volume	204,473	166,893	200,665*	192,943*
Average Speed of Answer (mm:ss)	0:23	0:29	2:43*	0:39*
Average Abandoned Call Rate (%)	0.73%	1.23%	5.21%*	1.66%*
Average Busy Signal Rate (%)	0%	0%	0%*	0%*
Average Call Duration (mm:ss)	07:09	07:11	09:54*	08:36*

*USA North 811 call data includes California and Nevada

Ticket Type Data

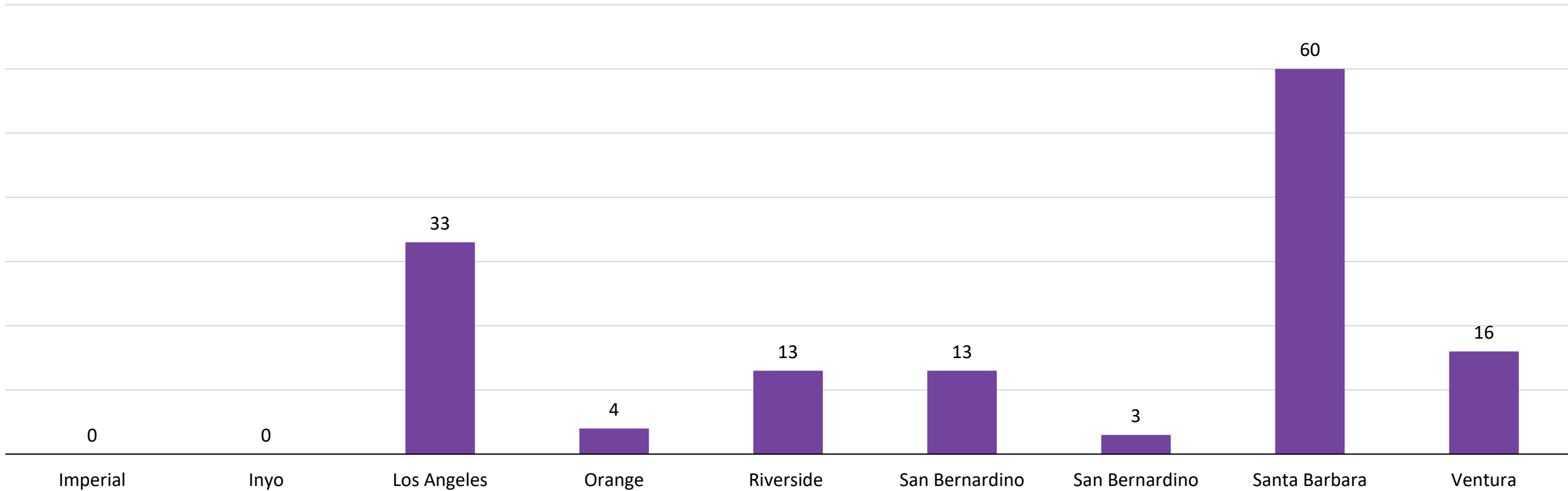
Year Over Year (2024 YTD through 10/31)

	DigAlert		USA North 811	
	2023	2024	2023	2024
New	513,280	434,787	842,251	674,788
Emergency	30,264	24,602	41,739	33,824
ACE	150	142	929	995
Re-Mark	19,043	16,542	14,813	13,260
Renewal	468,925	387,436	442,076	463,716
Amendment	20,974	19,147	15,032	14,835
Cancel	7,730	6,110	16,804	15,543
Damage	2,910	2,551	2,197	2,252
Exposed	2,876	1,695	1,490	1,748
No Response	14,571	12,446	7,867	7,582
Return Trip	3,799	3,420	2,783	2,987

ACE TICKETS: DIGALERT

ACE Tickets for DigAlert (2024 YTD through 10/31)

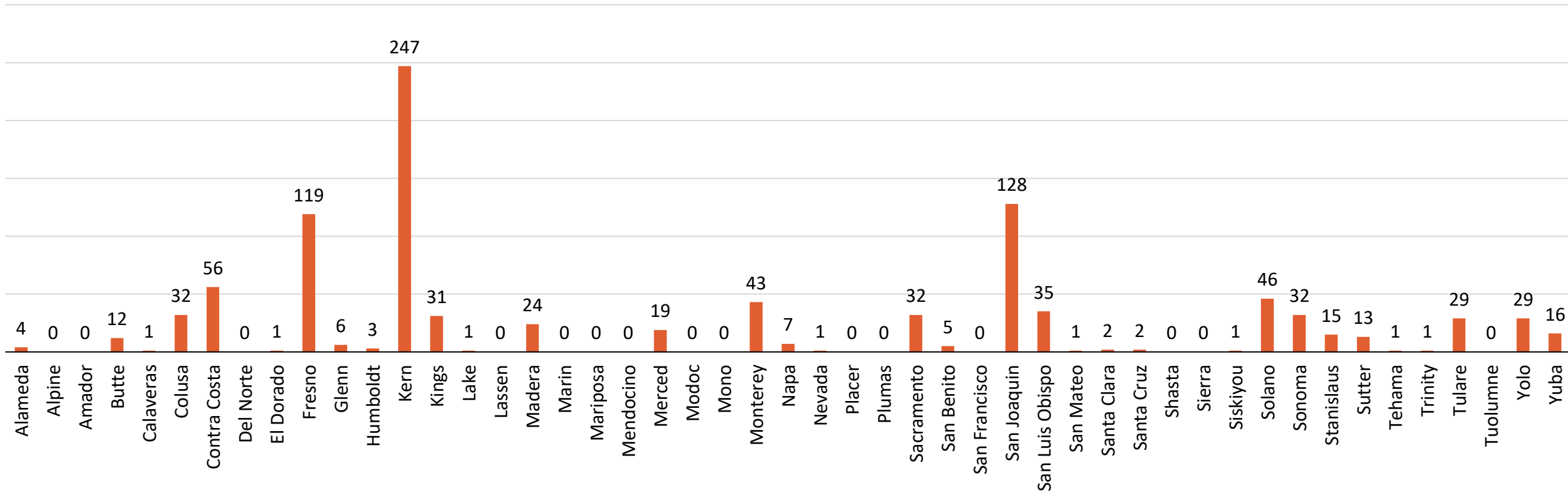
■ Tickets per County



ACE TICKETS: USA NORTH 811

ACE Tickets for USA North 811 (2024 YTD through 10/31)

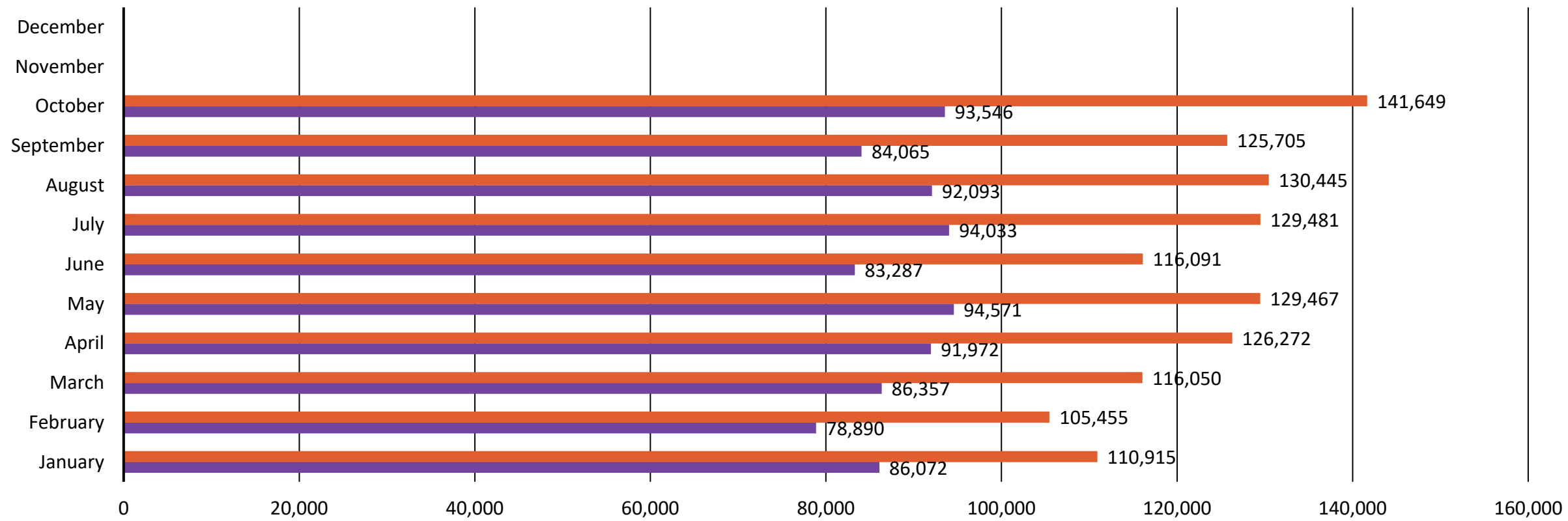
■ Tickets per County



Ticket Volume

Monthly (2024)

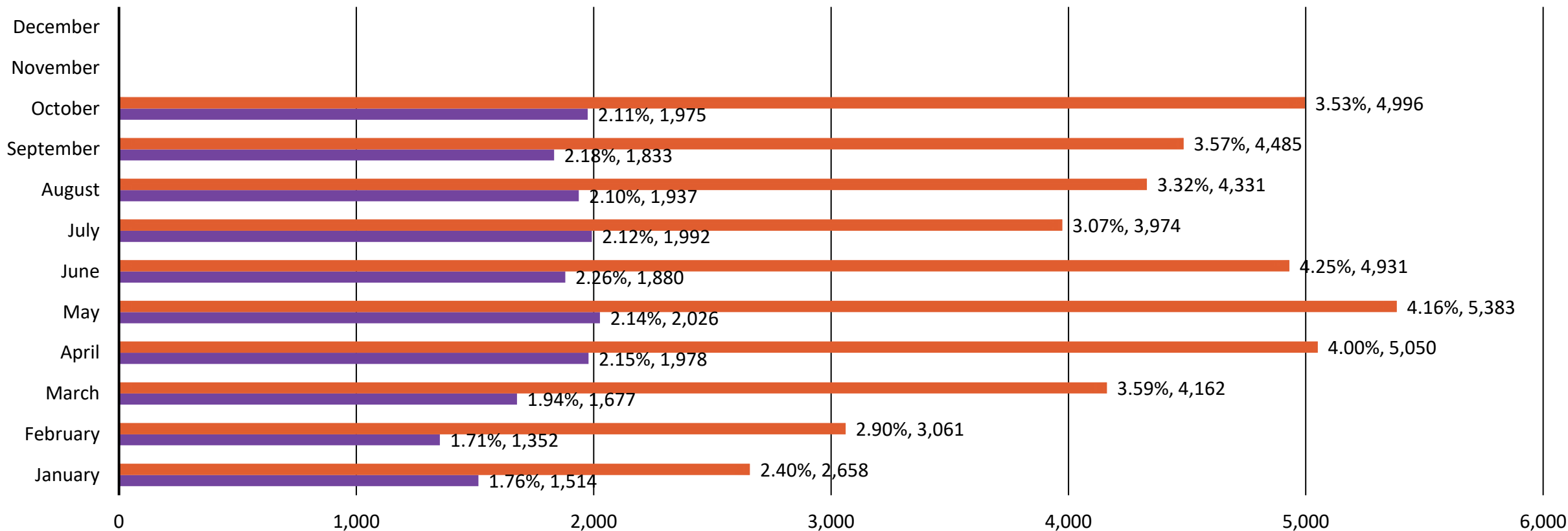
USA North 811 DigAlert



	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	130,445	125,705	141,649		
DigAlert	86,072	78,890	86,357	91,972	94,571	83,287	94,033	92,093	84,065	93,546		

Homeowner Ticket Volume Monthly (2024)

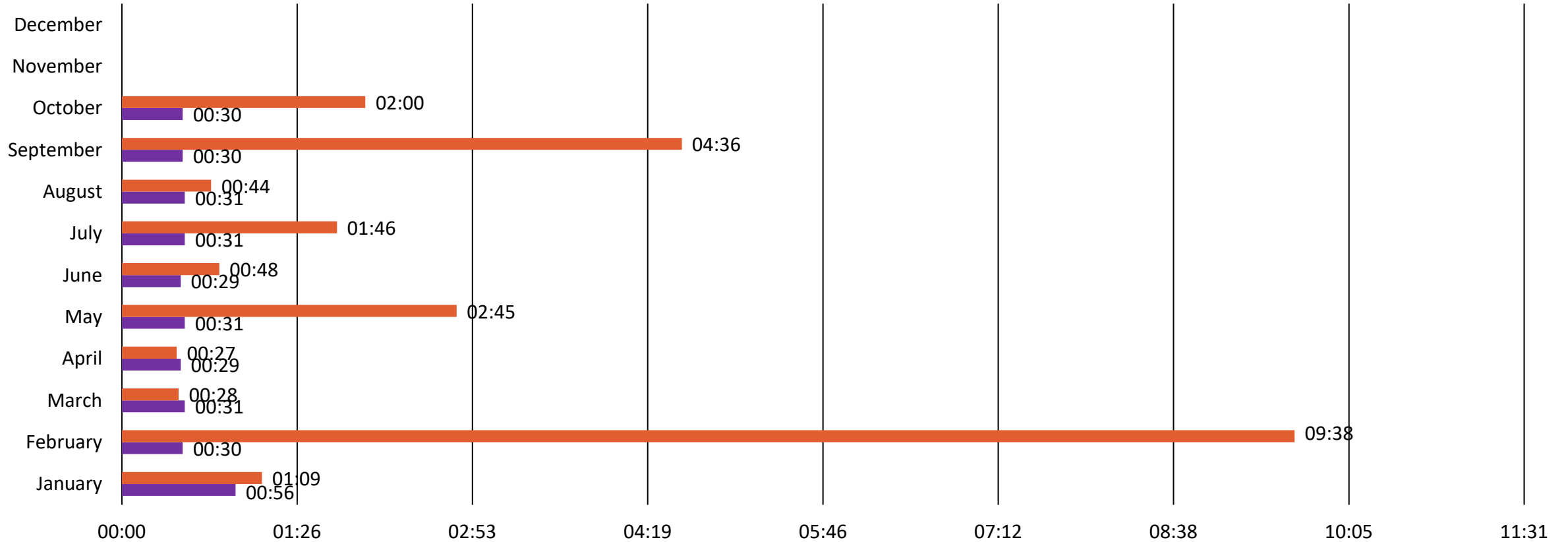
USA North 811 DigAlert



	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	4,331	4,485	4,996		
DigAlert	1,514	1,352	1,677	1,978	2,026	1,880	1,992	1,937	1,833	1,975		

Average Ticket Delivery Notification

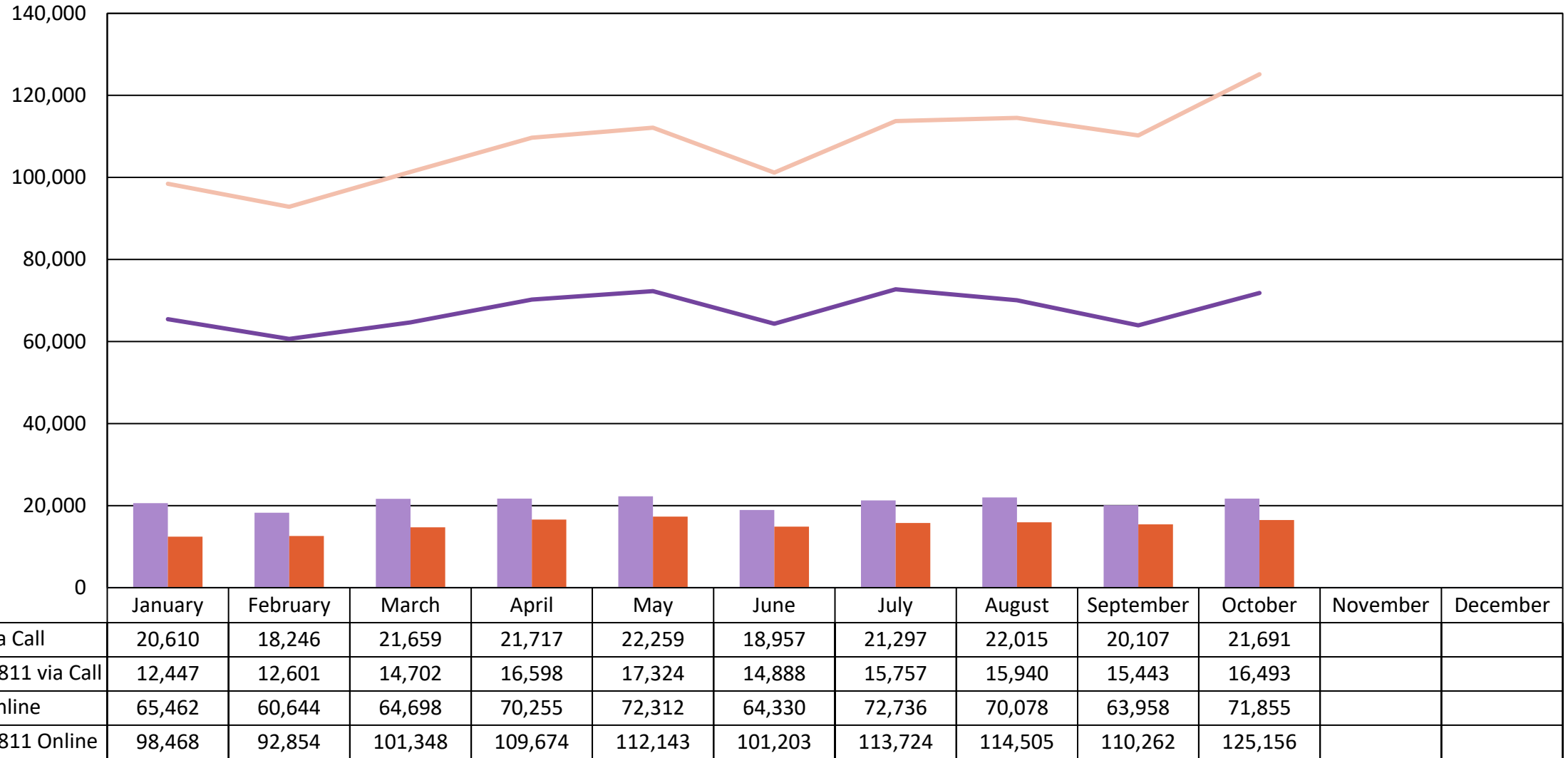
Monthly 2024 (mm:ss)



	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	00:44	04:36	02:00		
DigAlert	00:56	00:30	00:31	00:29	00:31	00:29	00:31	00:31	00:30	00:30		

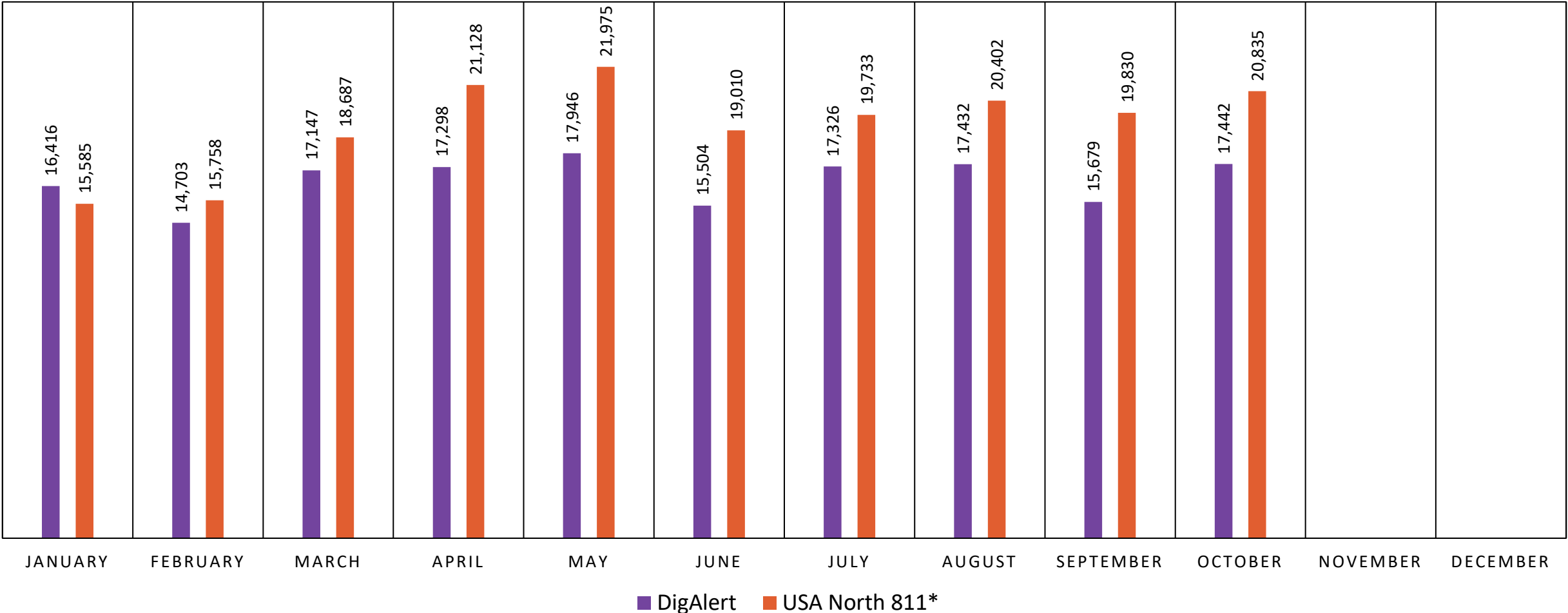
Tickets Created Via Call Or Online

Monthly (2024)



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	00:25	0.65%	0%	07:05
September	00:21	0.44%	0%	07:22
October	00:32	1.17%	0%	07:22
November				
December				

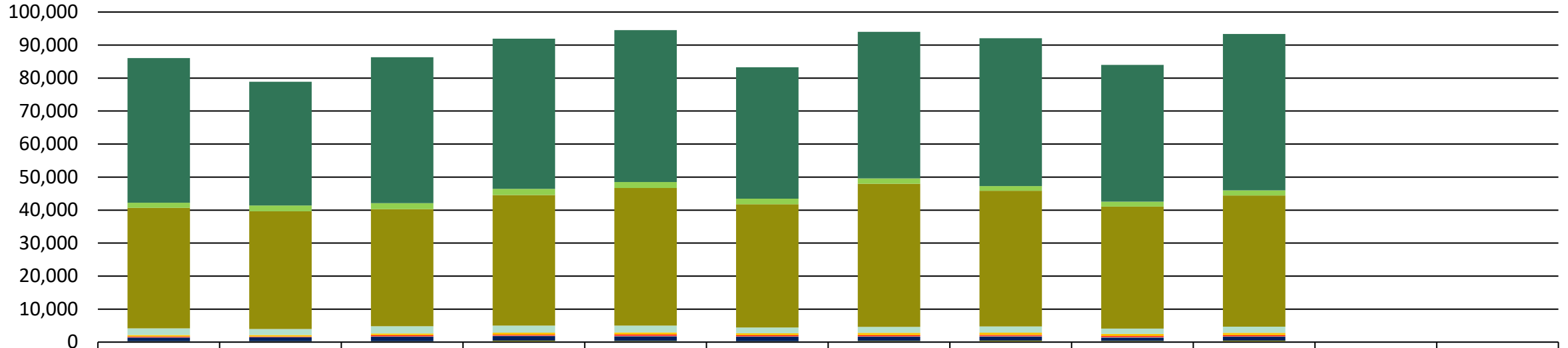
USA North 811*

	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	00:17	0.74%	0%	8:14
September	00:54	2.25%	0%	8:28
October	00:45	2.03%	0%	8:37
November				
December				

*USA North 811 call data includes California and Nevada

DigAlert Ticket Type Data

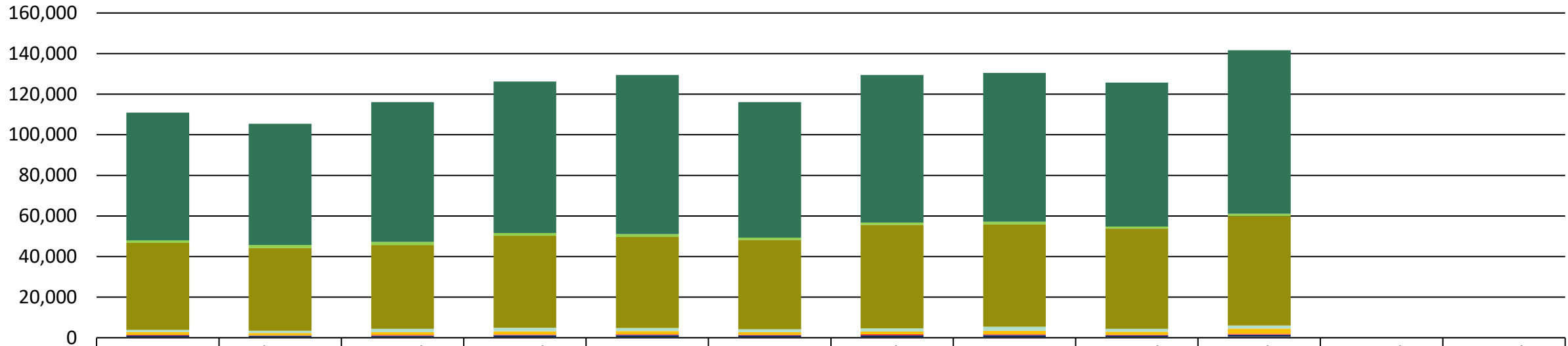
Monthly (2024)



	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	44,784	41,438	47,363		
Remark	1,556	1,745	1,781	1,863	1,802	1,683	1,633	1,397	1,528	1,554		
Renew	36,461	35,662	35,478	39,588	41,712	37,378	43,333	41,086	36,940	39,798		
Amendment	2,000	1,801	2,181	2,117	2,023	1,766	1,855	1,913	1,623	1,868		
Cancel	487	439	545	644	700	570	682	686	668	689		
Damaged	203	164	264	219	293	269	289	297	262	291		
Exposed	148	141	160	162	204	193	199	169	147	172		
No Response	1,045	1,122	1,375	1,414	1,403	1,309	1,248	1,295	1,033	1,202		
Return	300	290	279	416	344	307	349	364	351	420		
ACE	6	8	11	9	13	7	13	48	17	10		

USA North 811 Ticket Type Data

Monthly (2024)

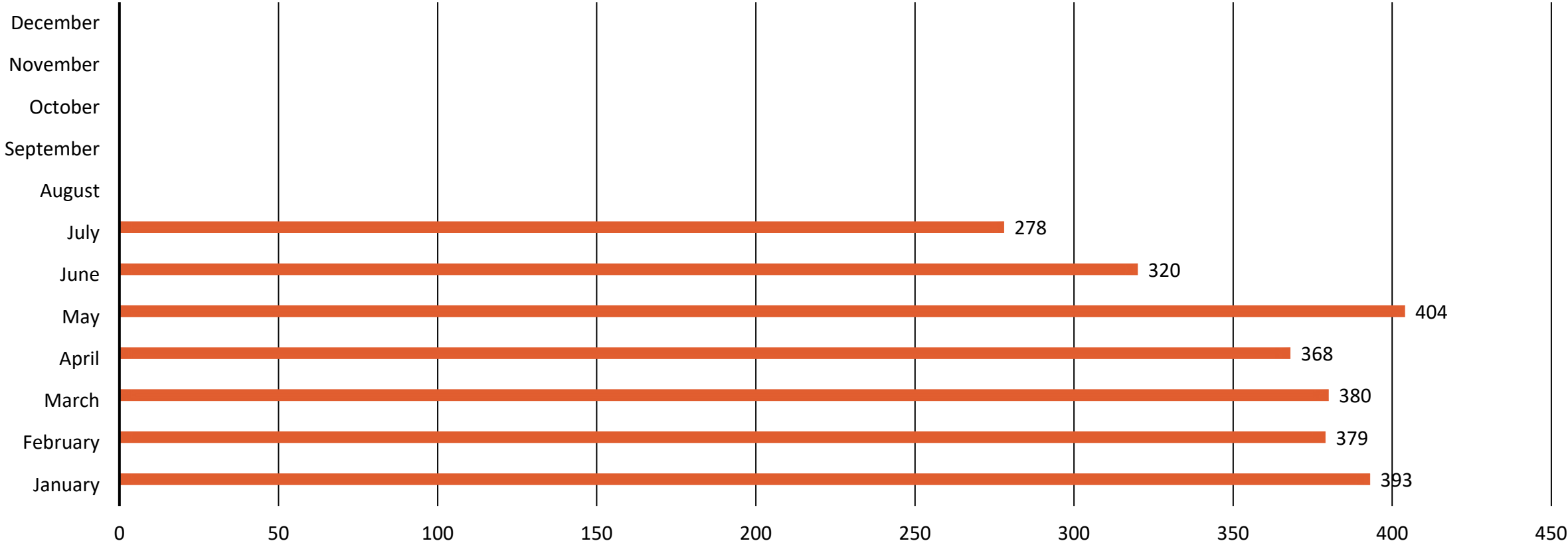


	January	February	March	April	May	June	July	August	September	October	November	December
New	62,896	59,751	68,824	74,657	78,350	66,774	72,666	73,291	70,886	80,517		
Re-Mark	1,315	1,467	1,540	1,377	1,491	1,175	1,260	1,286	1,098	1,251		
Renewal	42,814	40,787	41,331	45,354	44,852	44,005	50,966	50,433	49,320	53,854		
Amendment	1,089	1,140	1,593	1,708	1,466	1,396	1,492	2,024	1,407	1,520		
Cancel	1,402	1,097	1,407	1,622	1,558	1,248	1,435	1,683	1,456	2,635		
Damage	171	122	159	194	245	247	322	249	256	287		
Exposed	117	132	175	193	184	183	200	181	200	183		
No Response	726	693	654	765	843	739	776	903	646	837		
Return	333	218	268	323	323	266	302	320	272	362		
ACE	52	48	99	79	155	58	62	75	164	203		

Design Requests

Monthly (2024)

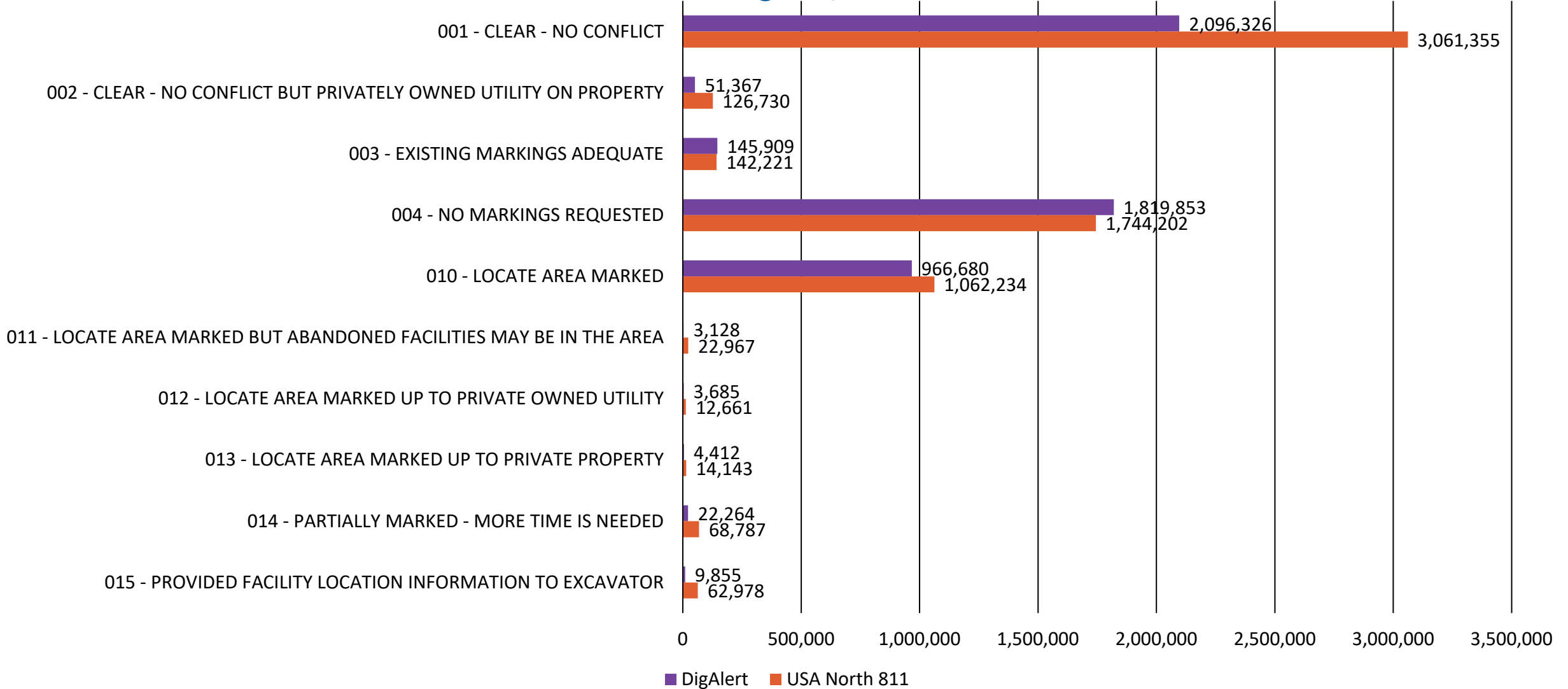
USA North 811 DigAlert



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	393	379	380	368	404	320	278					
DigAlert												

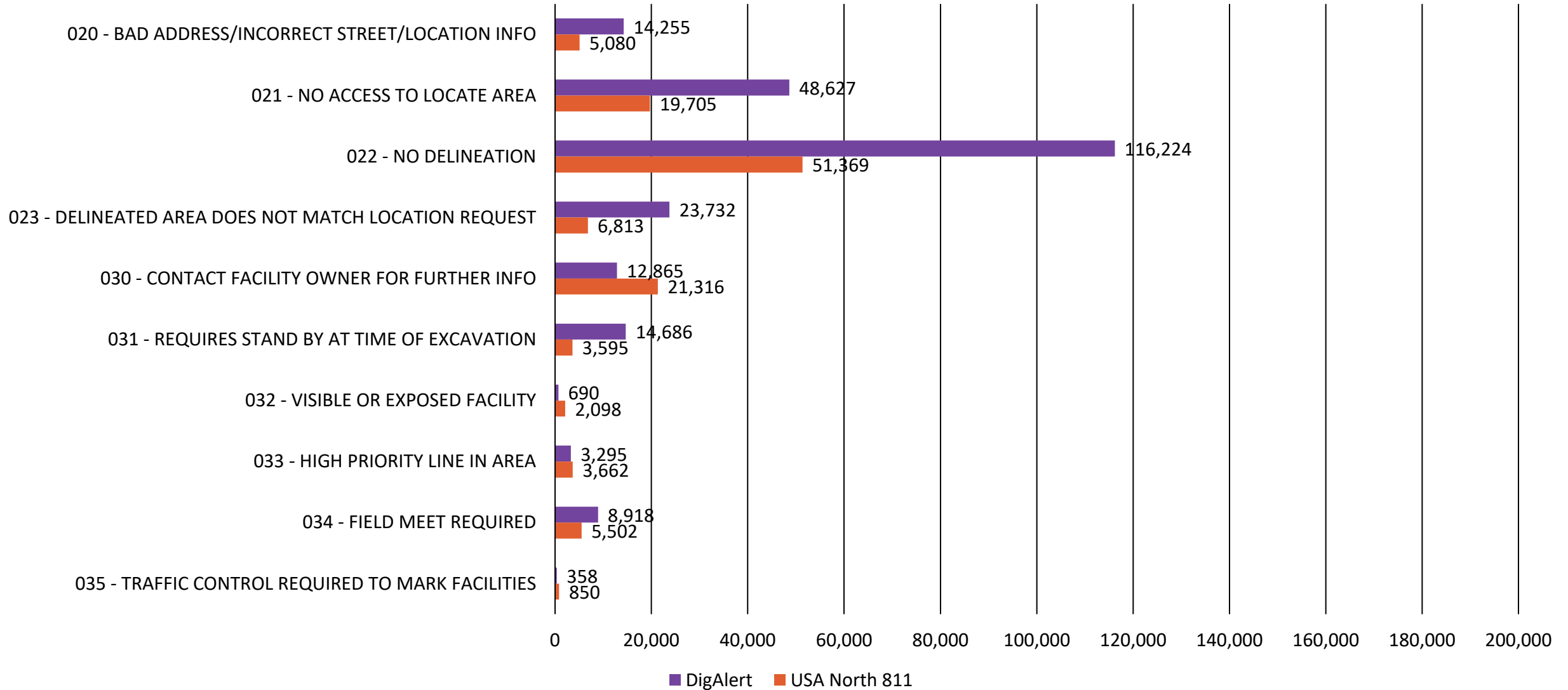
Electronic Positive Response (EPR) Code Usage

2024 YTD through 10/31



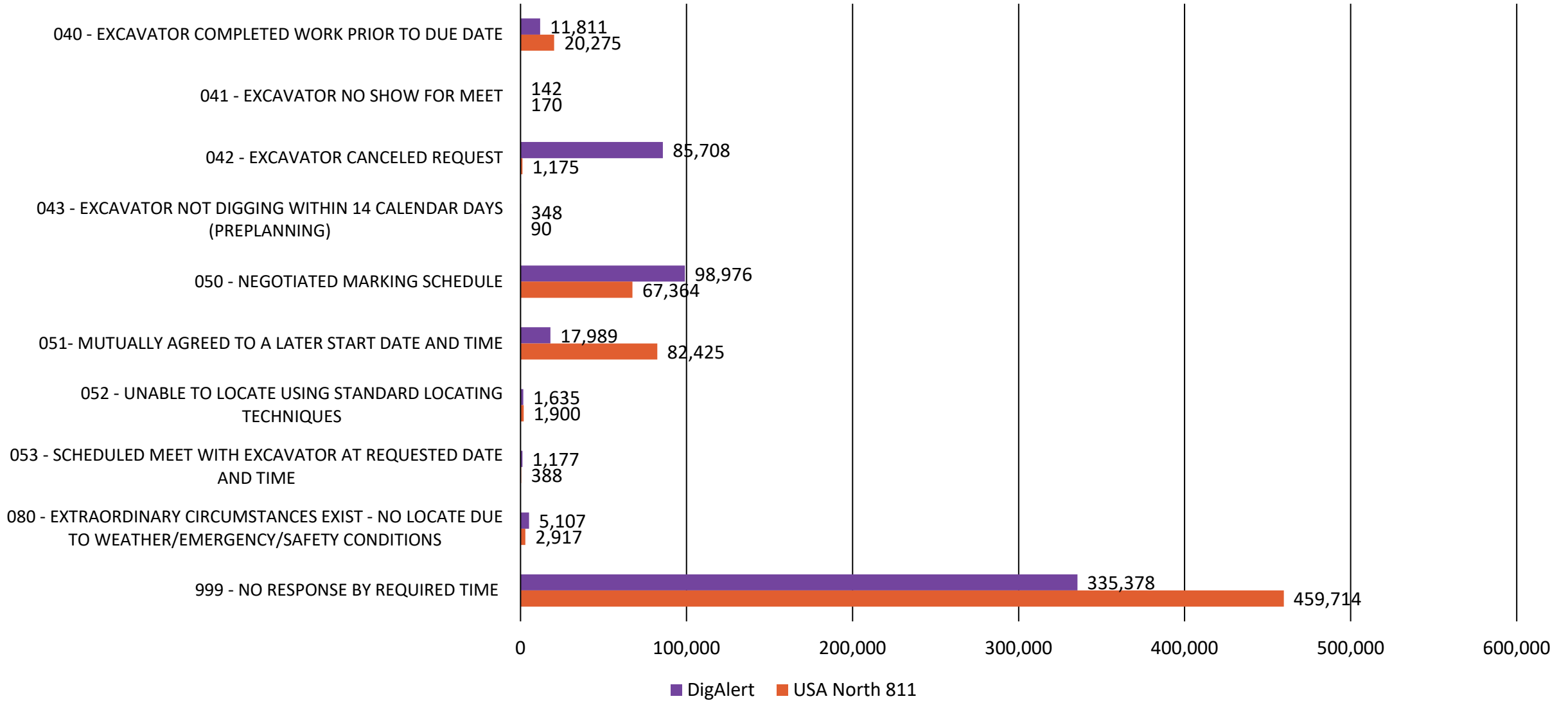
Electronic Positive Response (EPR) Code Usage

2024 YTD through 10/31



Electronic Positive Response (EPR) Code Usage

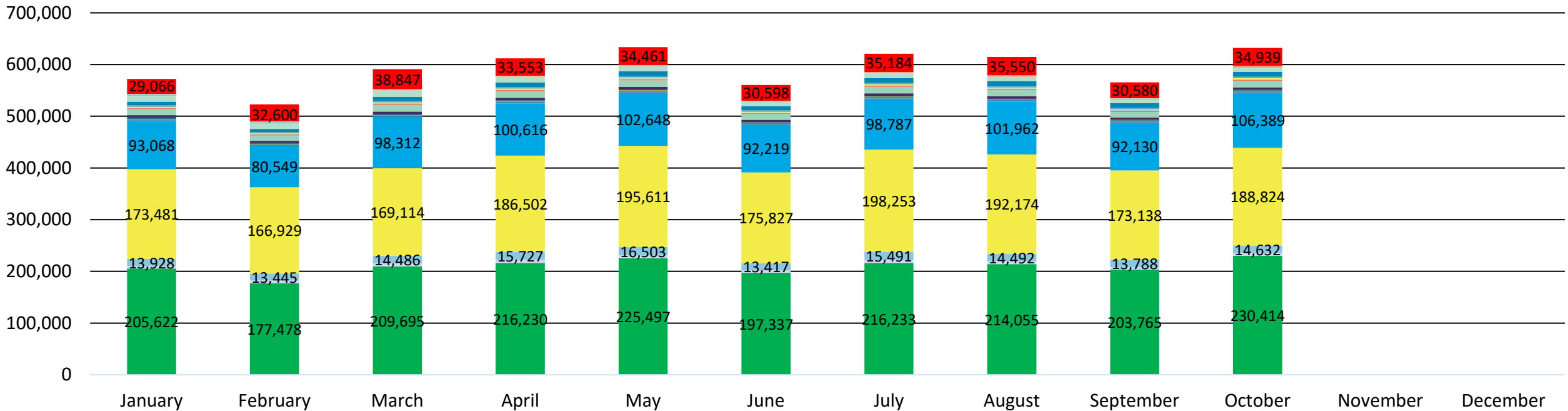
YTD 2024 through 10/31



DigAlert EPR Code Usage

Monthly (2024)

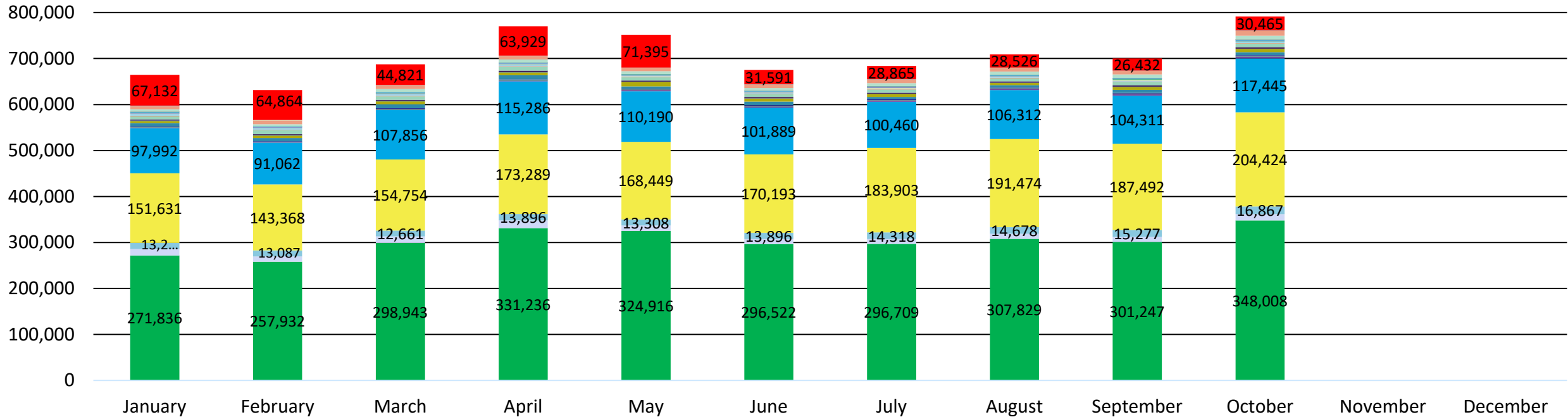
- 001 - CLEAR NO CONFLICT
- 003 - EXISTING MARKINGS ADEQUATE
- 010 - LOCATE AREA MARKED
- 012 - LOCATE AREA MARKED UP TO PRIVATE OWNED UTILITY
- 014 - PARTIALLY MARKED - MORE TIME IS NEEDED
- 020 - BAD ADDRESS/INCORRECT STREET/LOCATION INFO
- 022 - NO DELINEATION
- 030 - CONTACT FACILITY OWNER FOR FURTHER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

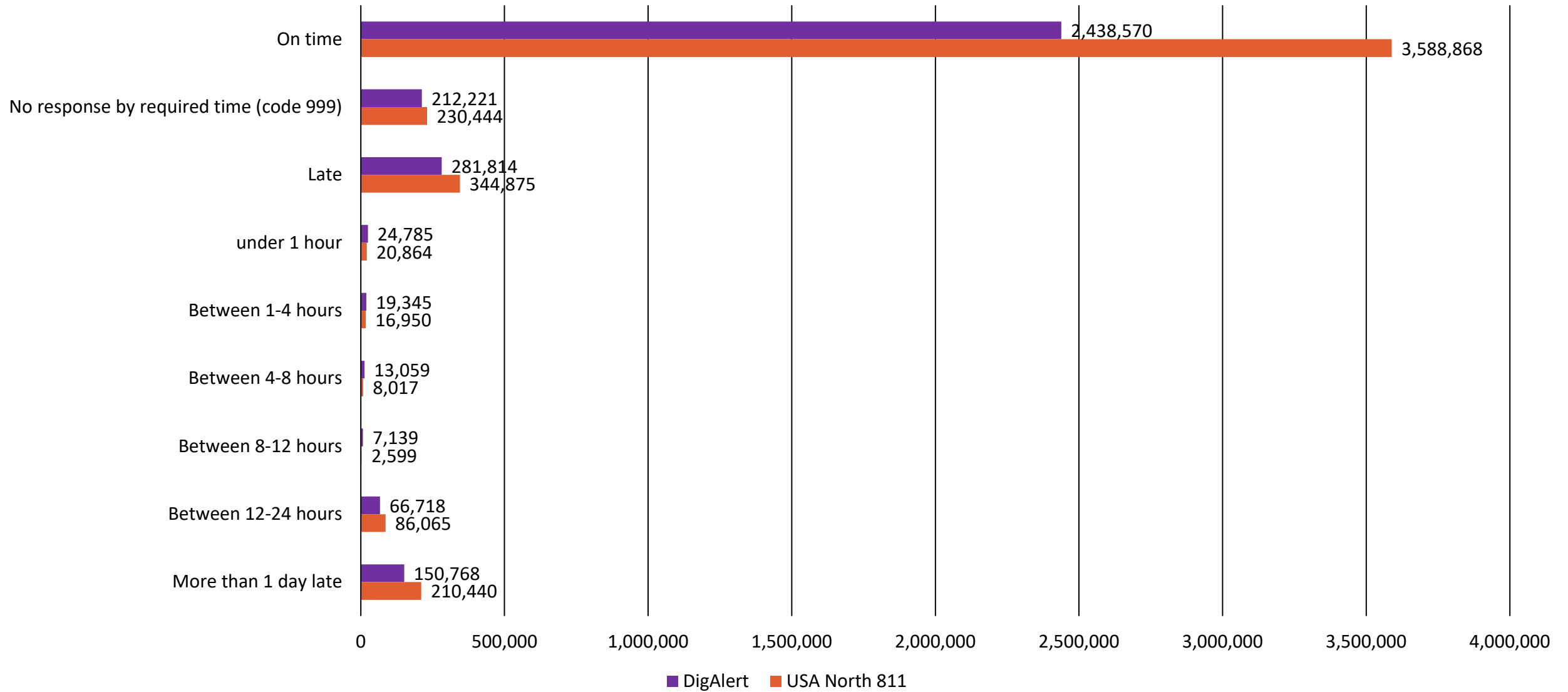
Monthly (2024)

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



EPR Response Times

2024 YTD through 10/31



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	243,371	23,390	33,646	2,533	2,134	1,603	735	8,023	18,618
September	232,026	20,072	32,599	2,457	1,968	1,530	743	7,835	18,066
October	263,890	21,652	35,987	2,593	2,111	1,504	755	9,013	20,011
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	350,603	26,418	34,913	2,583	1,735	805	290	8,425	21,075
September	350,889	25,865	40,067	3,098	2,491	1,128	404	10,339	22,607
October	383,030	25,835	33,112	2,613	1,851	923	306	9,926	17,493
November									
December									