811 Notification Center Metrics
February 10-11, 2025

Presented by:

DigAlert – Ann Diamond

USA North 811 – James Wingate

Ticket Data

Year Over Year (2024)

	DigAlert		USA North 811	
	2023	2024	2023	2024
Ticket Volume	1,054,798	1,048,683	1,346,242	1,455,116
Average Ticket Notification Delivery	0:40	0:29	1:30	2:29
Tickets Created Online	796,562	808,244	1,065,795	1,280,872
Tickets Created Via Call	258,236	240,439	171,213	174,244
Calls Answered Volume	204,473	192,017	200,665*	221,197*
Average Speed of Answer (mm:ss)	0:23	0:27	2:43*	0:37*
Average Abandoned Call Rate (%)	0.73%	1.10%	5.21%*	1.60%*
Average Busy Signal Rate (%)	0%	0%	0%*	0%*
Average Call Duration (mm:ss)	07:09	07:11	09:54*	08:32*

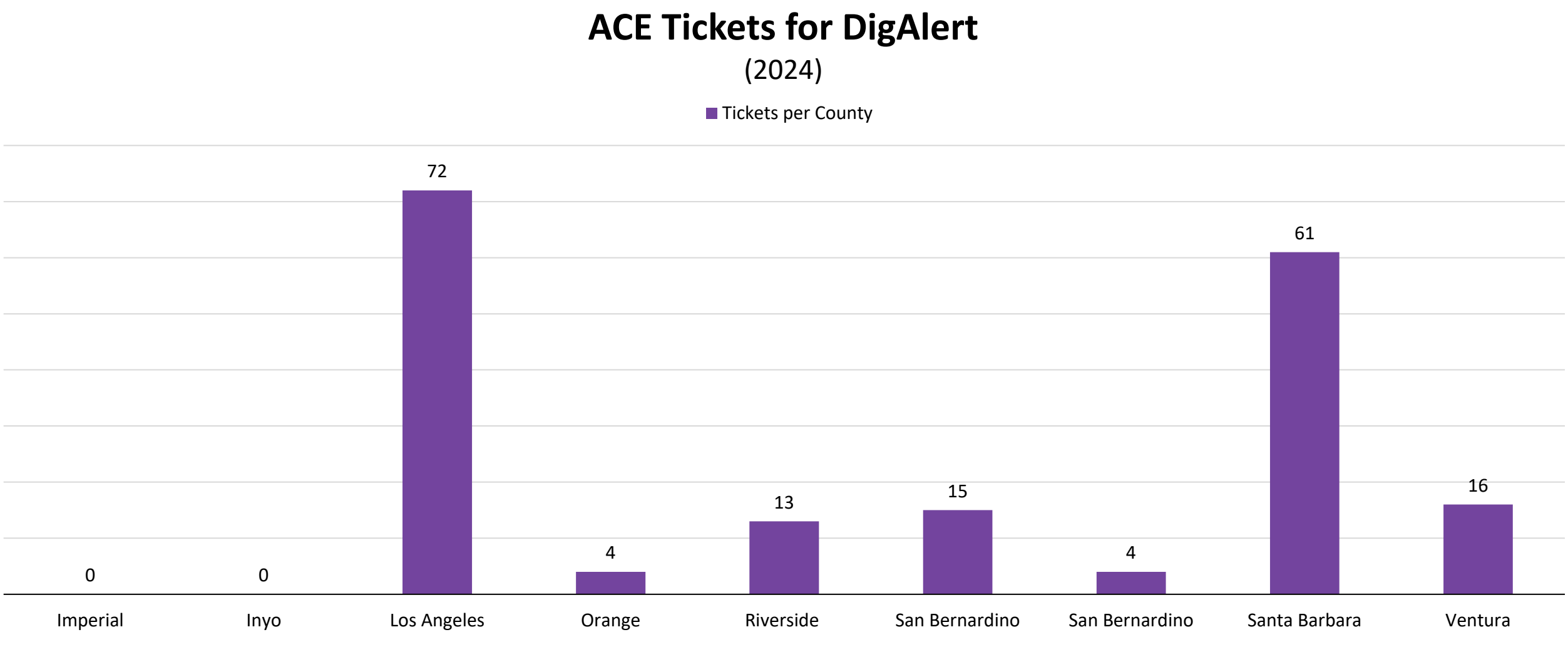
*USA North 811 call data includes California and Nevada

Ticket Type Data

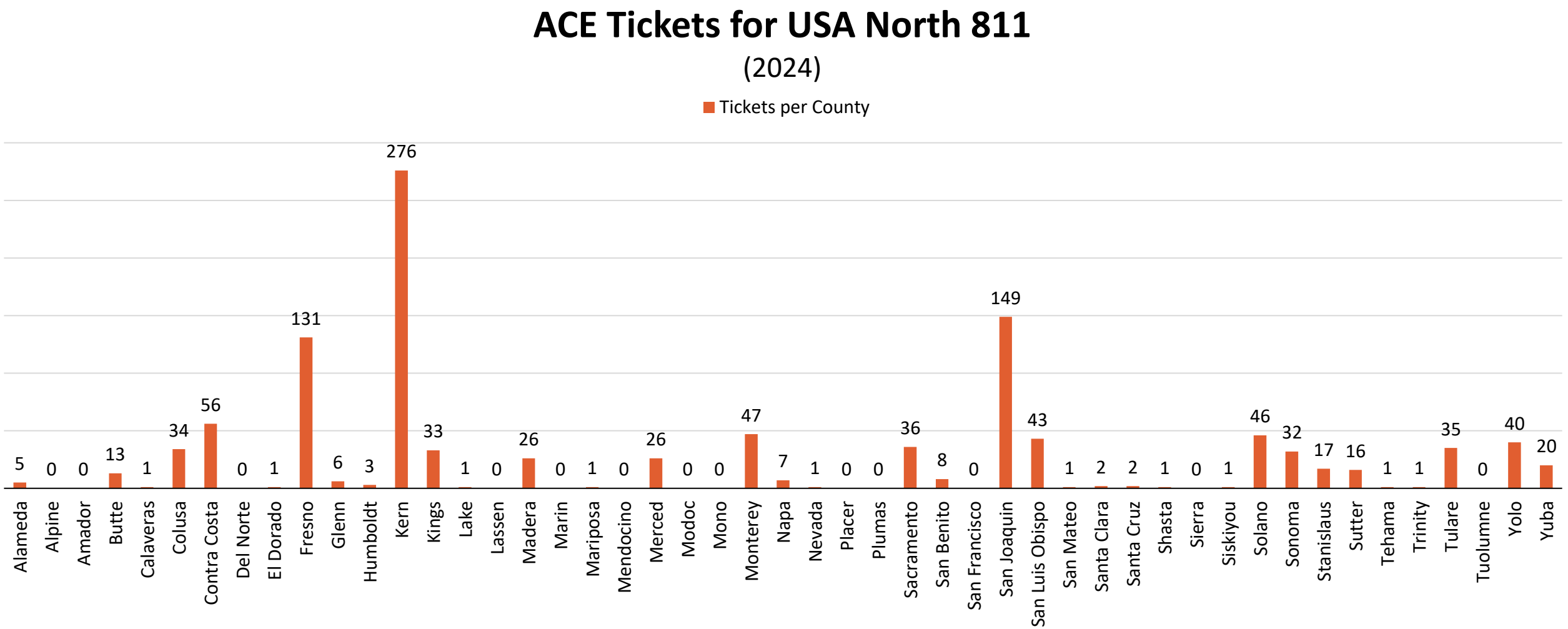
Year Over Year (2024)

	DigAlert		USA North 811	
	2023	2024	2023	2024
New	513,280	507,740	842,251	820,700
Emergency	30,264	29,351	41,739	40,652
ACE	150	185	929	1,119
Re-Mark	19,043	18,837	14,813	15,250
Renewal	468,925	468,990	442,076	567,923
Amendment	20,974	21,646	15,032	16,736
Cancel	7,730	7,101	16,804	17,550
Damage	2,910	2,911	2,197	2,538
Exposed	2,876	1,967	1,490	2,015
No Response	14,571	14,386	7,867	8,878
Return Trip	3,799	4,046	2,783	3,526

ACE TICKETS: DIGALERT

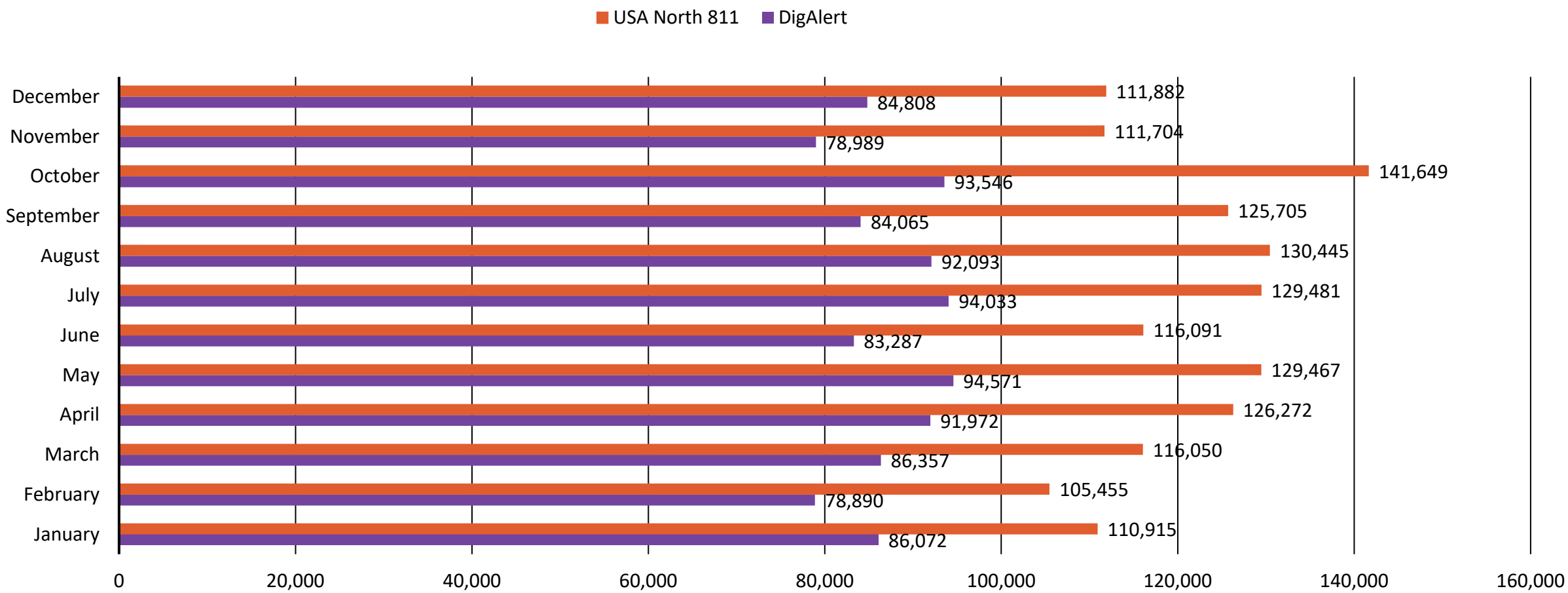


ACE TICKETS: USA NORTH 811



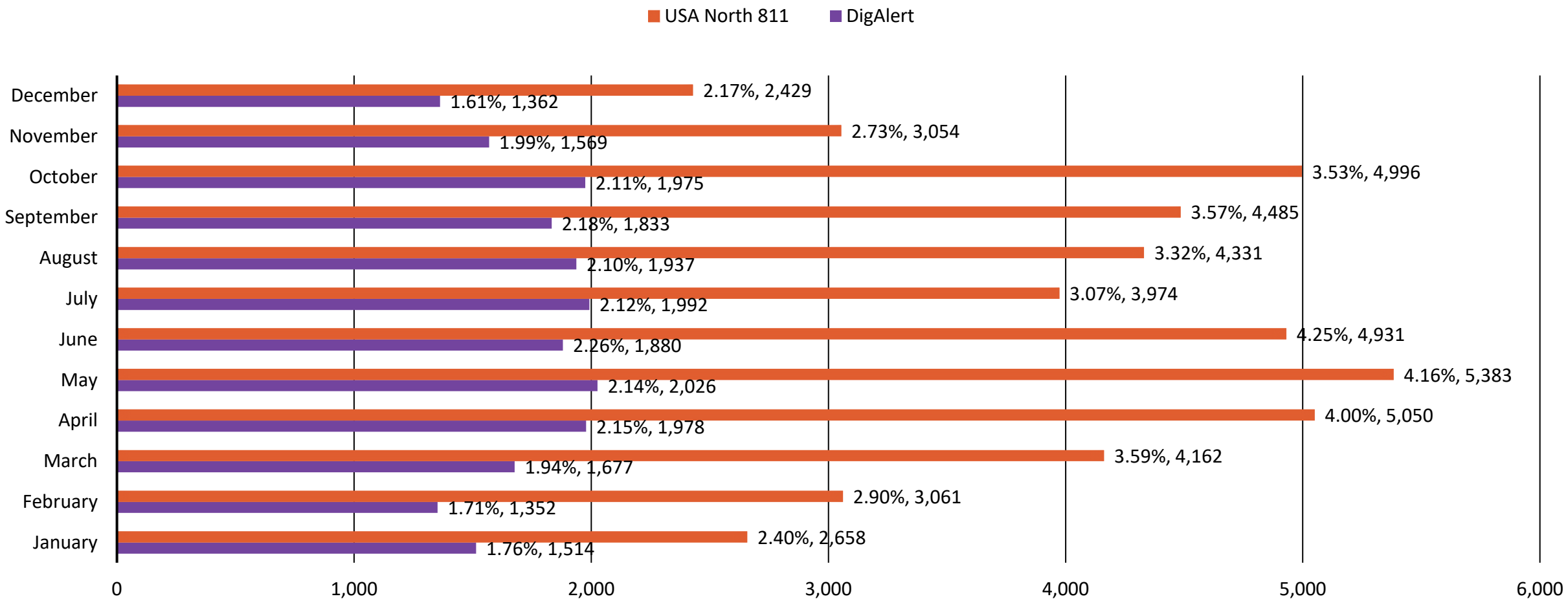
Ticket Volume

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	116,091	129,481	130,445	125,705	141,649	111,704	111,882
DigAlert	86,072	78,890	86,357	91,972	94,571	83,287	94,033	92,093	84,065	93,546	78,989	84,808

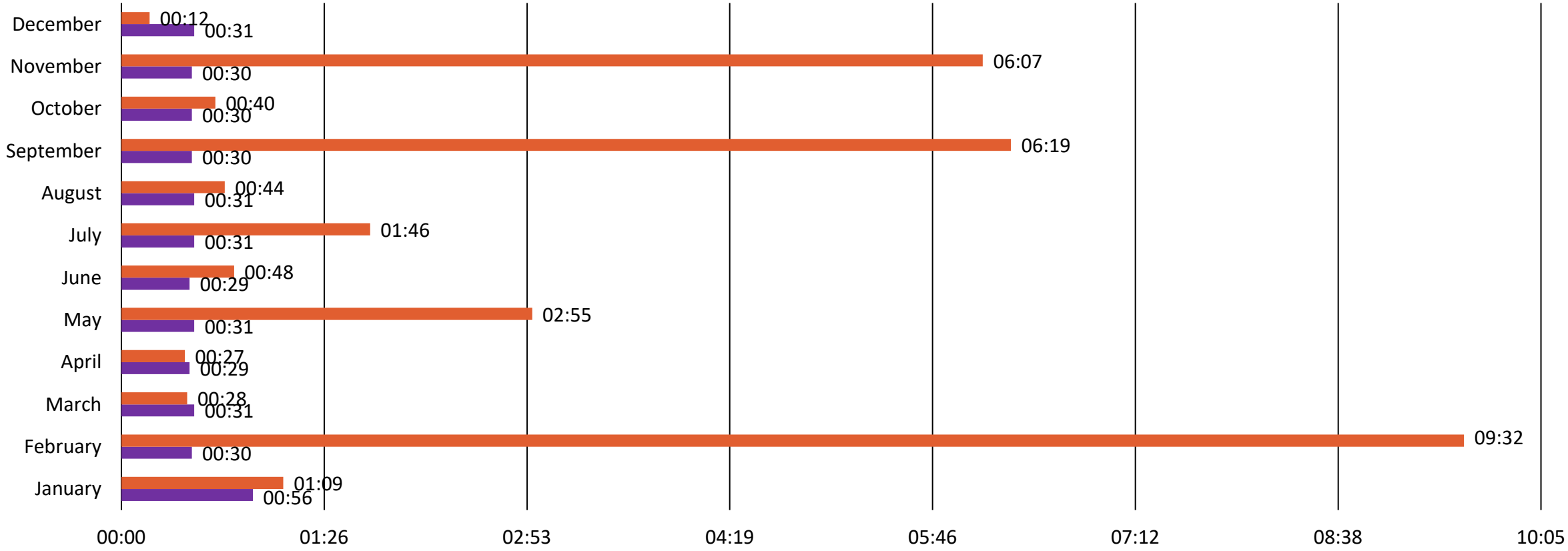
Homeowner Ticket Volume
Monthly (2024)



	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	4,931	3,974	4,331	4,485	4,996	3,054	2,429
DigAlert	1,514	1,352	1,677	1,978	2,026	1,880	1,992	1,937	1,833	1,975	1,569	1,362

Average Ticket Delivery Notification

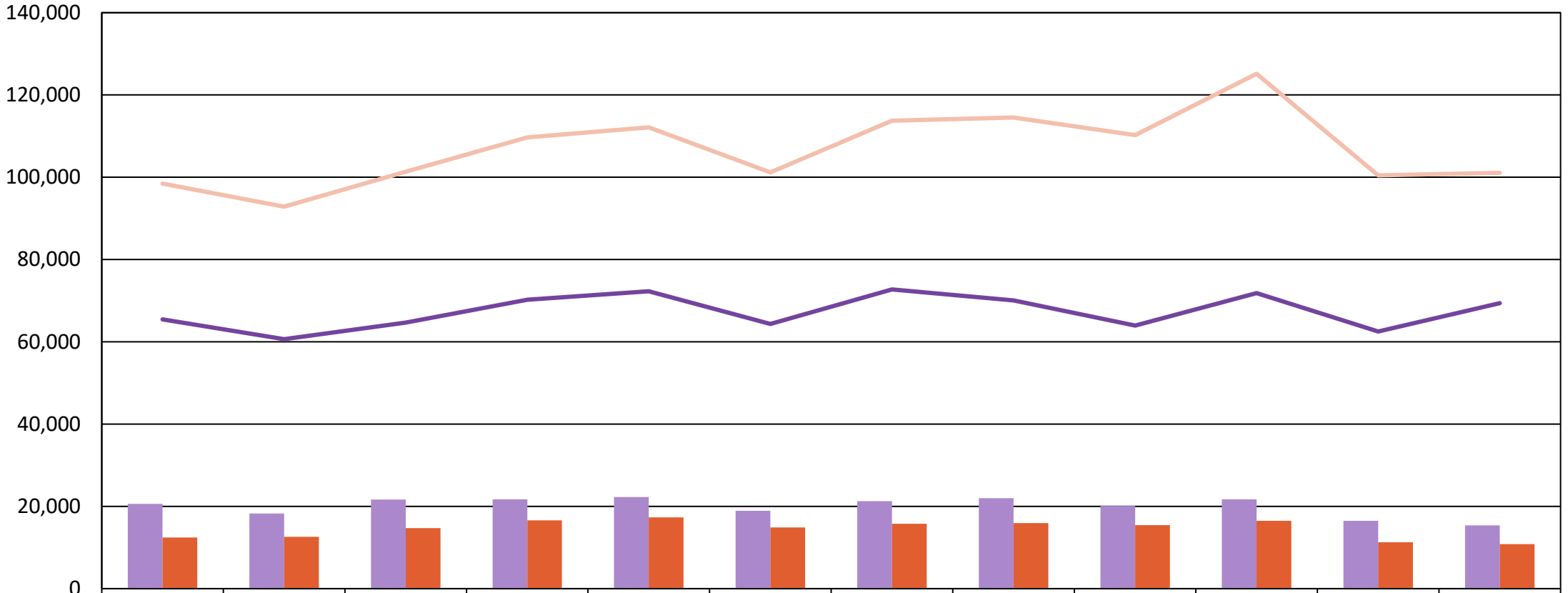
Monthly (2024) (mm:ss)



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	01:09	09:32	00:28	00:27	02:55	00:48	01:46	00:44	06:19	00:40	06:07	00:12
DigAlert	00:56	00:30	00:31	00:29	00:31	00:29	00:31	00:31	00:30	00:30	00:30	00:31

Tickets Created Via Call Or Online

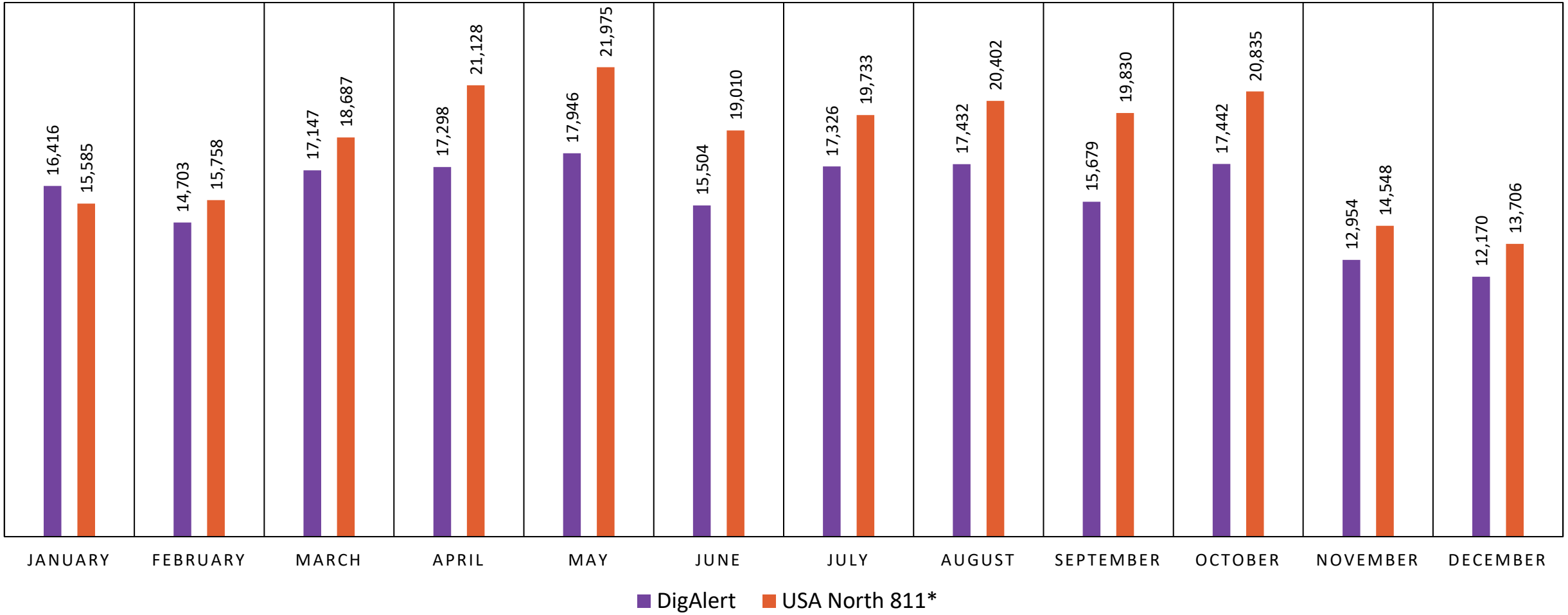
Monthly (2024)



	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	18,957	21,297	22,015	20,107	21,691	16,484	15,397
USA North 811 via Call	12,447	12,601	14,702	16,598	17,324	14,888	15,757	15,940	15,443	16,493	11,249	10,802
Dig Alert Online	65,462	60,644	64,698	70,255	72,312	64,330	72,736	70,078	63,958	71,855	62,505	69,411
USA North 811 Online	98,468	92,854	101,348	109,674	112,143	101,203	113,724	114,505	110,262	125,156	100,455	101,080

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	00:19	0.77%	0%	07:15
December	00:15	0.29%	0%	07:07

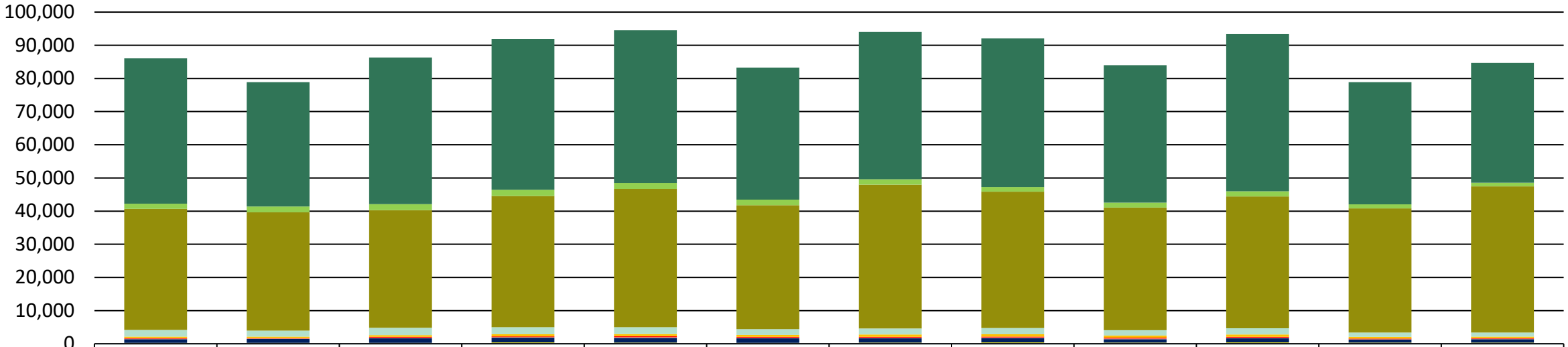
USA North 811*

	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	00:23	1.07%	0%	8:15
December	00:28	1.30%	0%	7:53

*USA North 811 call data includes California and Nevada

DigAlert Ticket Type Data

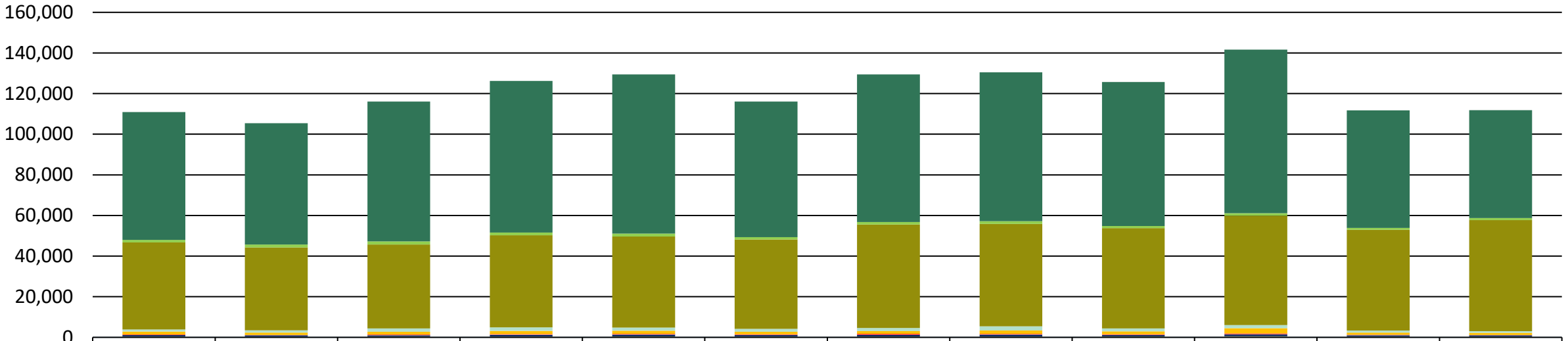
Monthly (2024)



	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	36,835	36,118
Remark	1,556	1,745	1,781	1,863	1,802	1,683	1,633	1,397	1,528	1,554	1,229	1,066
Renew	36,461	35,662	35,478	39,588	41,712	37,378	43,333	41,086	36,940	39,798	37,420	44,134
Amendment	2,000	1,801	2,181	2,117	2,023	1,766	1,855	1,913	1,623	1,868	1,287	1,212
Cancel	487	439	545	644	700	570	682	686	668	689	528	463
Damaged	203	164	264	219	293	269	289	297	262	291	183	177
Exposed	148	141	160	162	204	193	199	169	147	172	132	140
No Response	1,045	1,122	1,375	1,414	1,403	1,309	1,248	1,295	1,033	1,202	899	1,041
Return	300	290	279	416	344	307	349	364	351	420	319	307
ACE	6	8	11	9	13	7	13	48	17	10	19	24

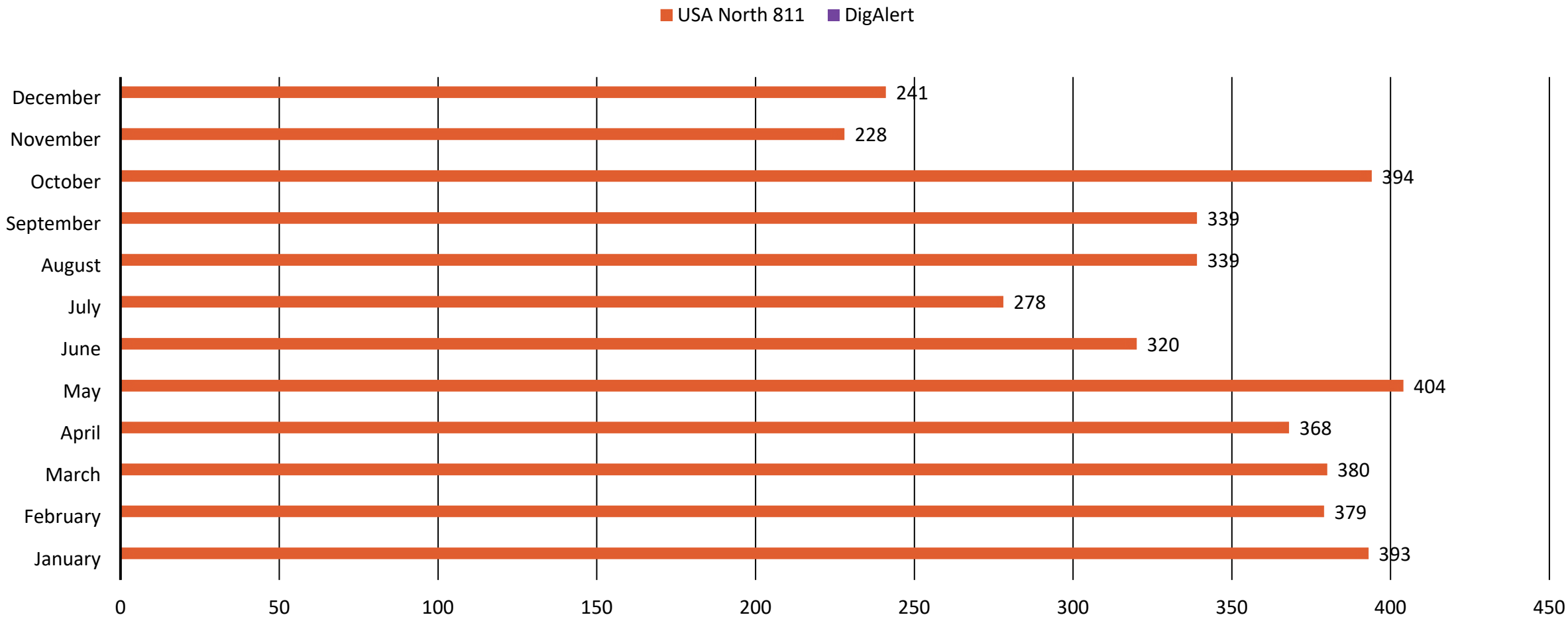
USA North 811 Ticket Type Data

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	57,829	53,140
Re-Mark	1,315	1,467	1,540	1,377	1,491	1,175	1,260	1,286	1,098	1,251	936	1,054
Renewal	42,814	40,787	41,331	45,354	44,852	44,005	50,966	50,433	49,320	53,854	49,608	54,599
Amendment	1,089	1,140	1,593	1,708	1,466	1,396	1,492	2,024	1,407	1,520	989	912
Cancel	1,402	1,097	1,407	1,622	1,558	1,248	1,435	1,683	1,456	2,635	1,039	968
Damage	171	122	159	194	245	247	322	249	256	287	162	124
Exposed	117	132	175	193	184	183	200	181	200	183	130	137
No Response	726	693	654	765	843	739	776	903	646	837	669	627
Return	333	218	268	323	323	266	302	320	272	362	278	261
ACE	52	48	99	79	155	58	62	75	164	203	64	60

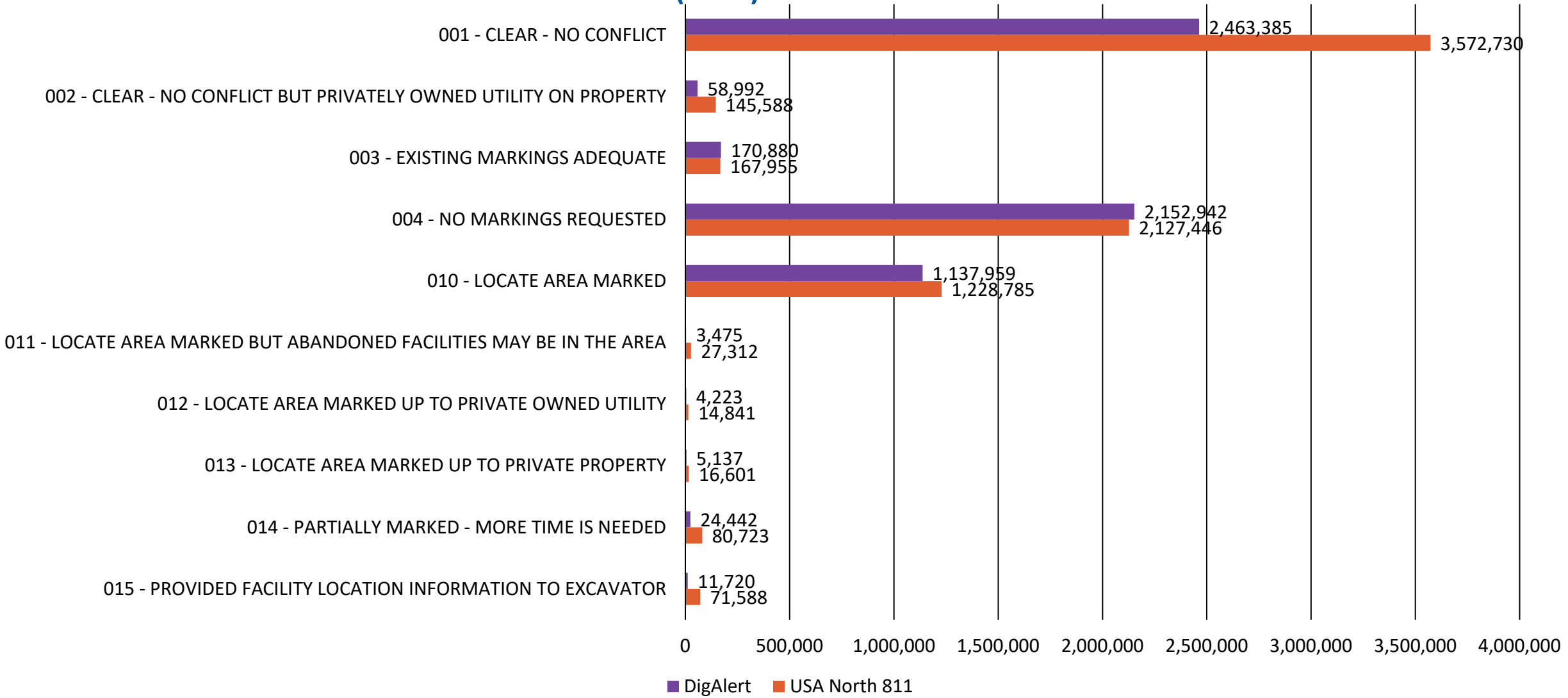
Design Requests
Monthly (2024)



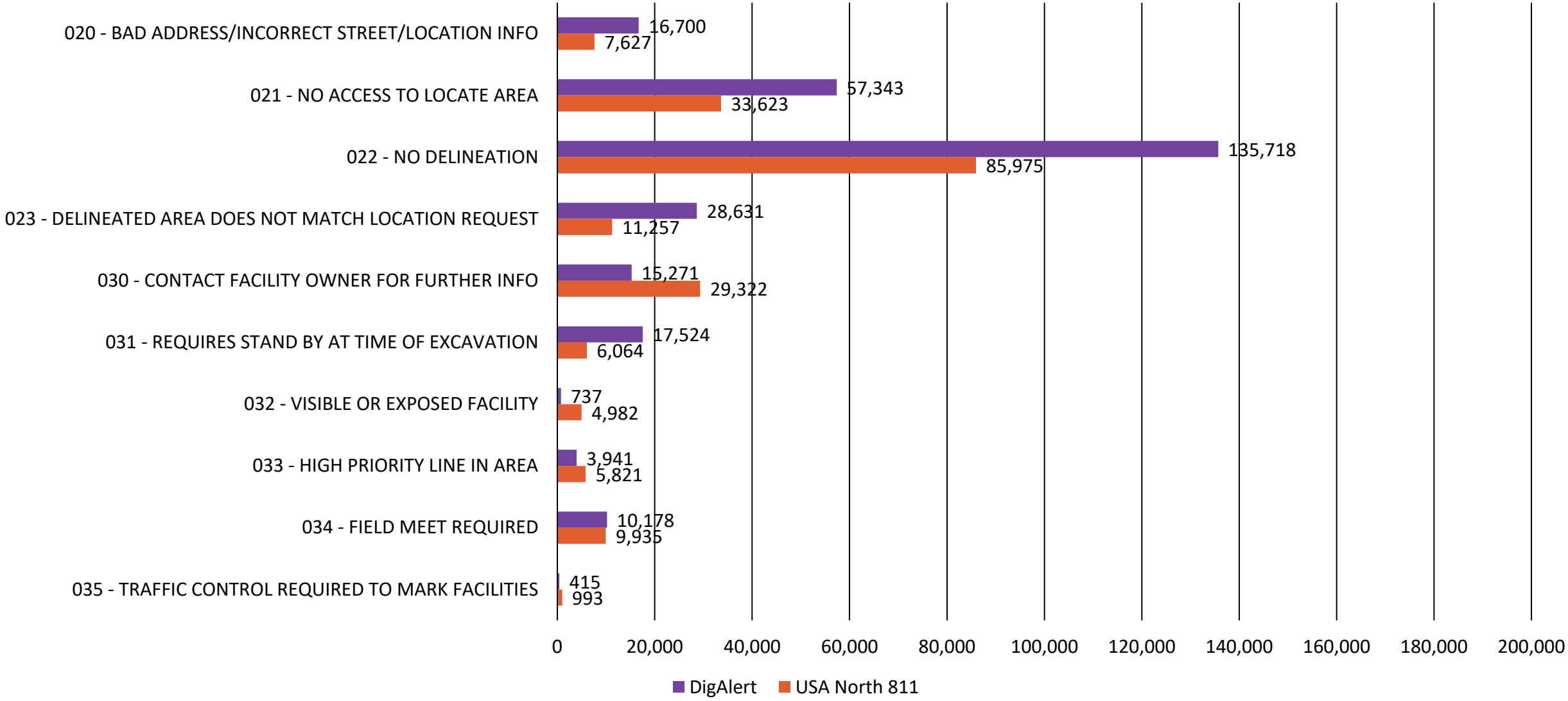
	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	393	379	380	368	404	320	278	339	339	394	228	241
DigAlert												

Electronic Positive Response (EPR) Code Usage

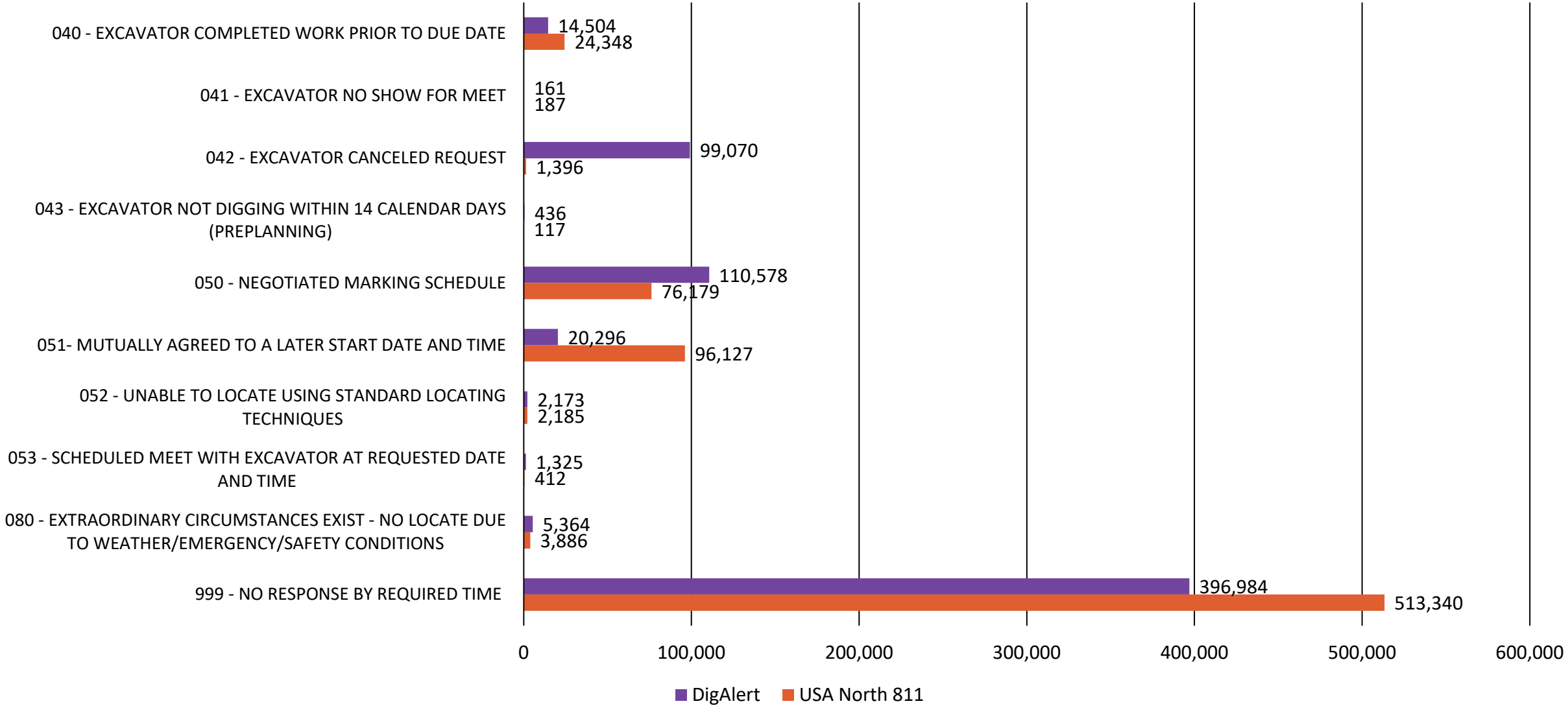
(2024)



Electronic Positive Response (EPR) Code Usage
(2024)



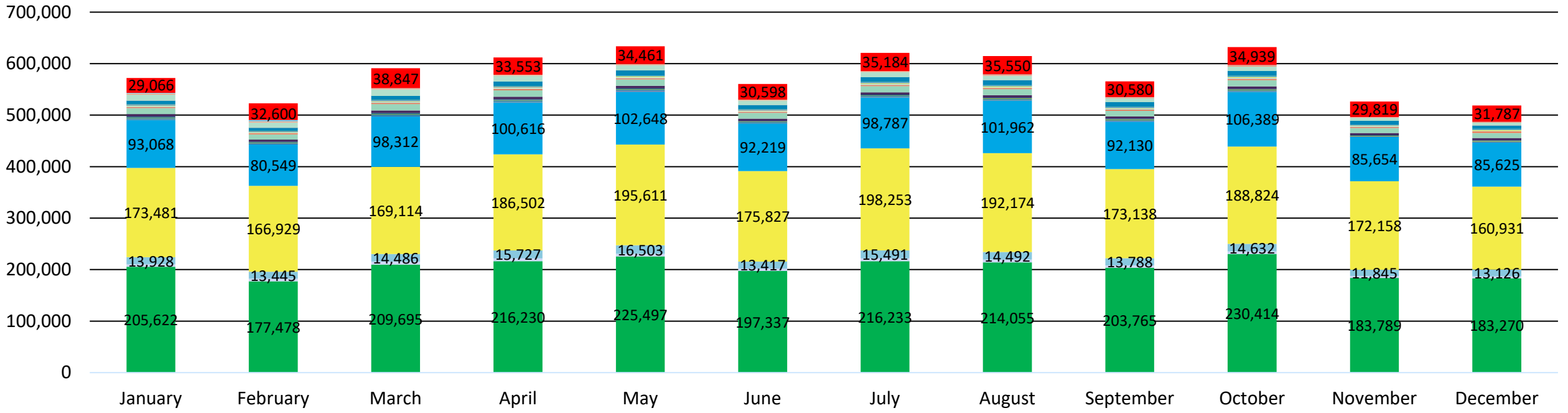
Electronic Positive Response (EPR) Code Usage
(2024)



DigAlert EPR Code Usage

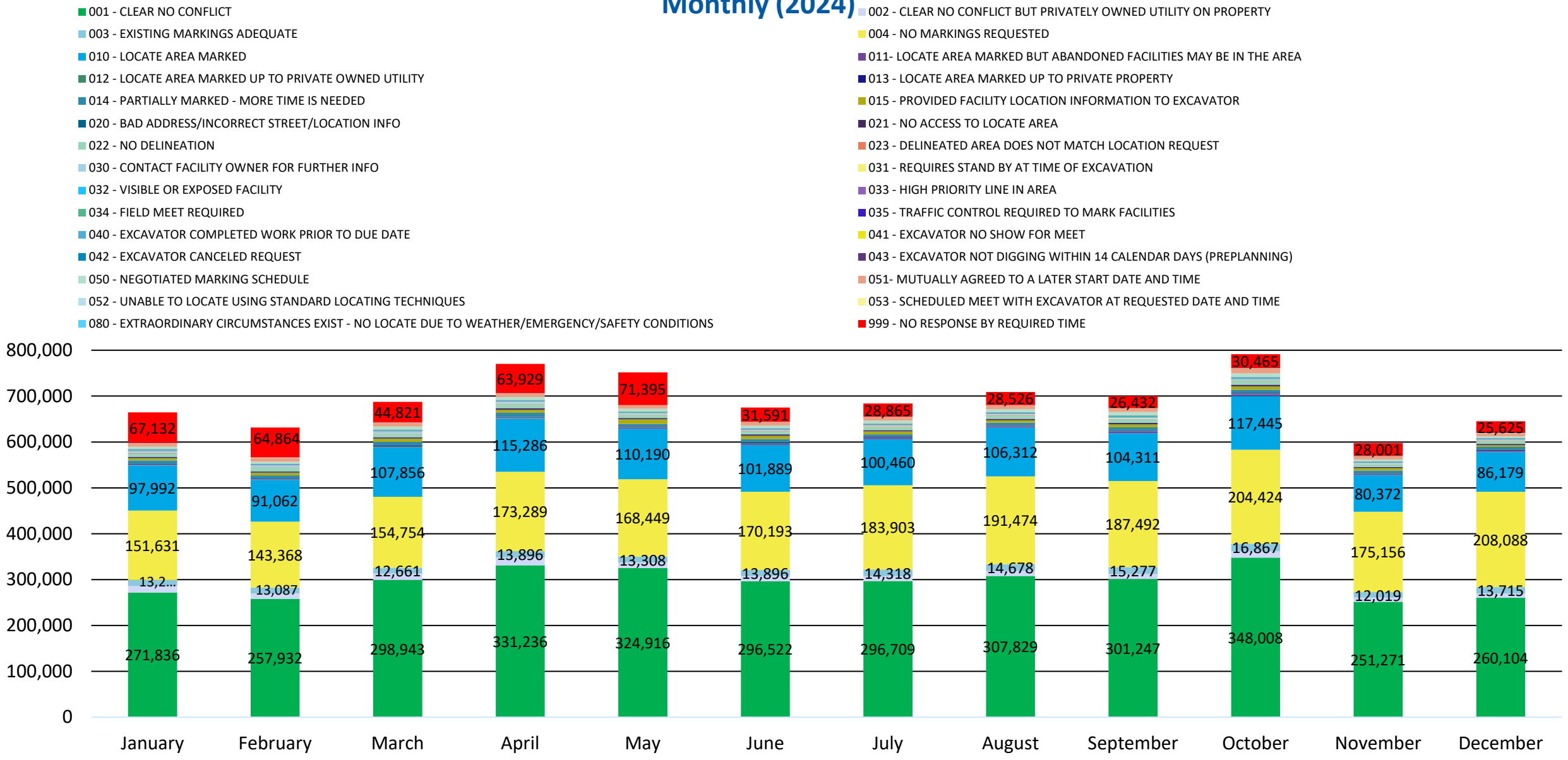
Monthly (2024)

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



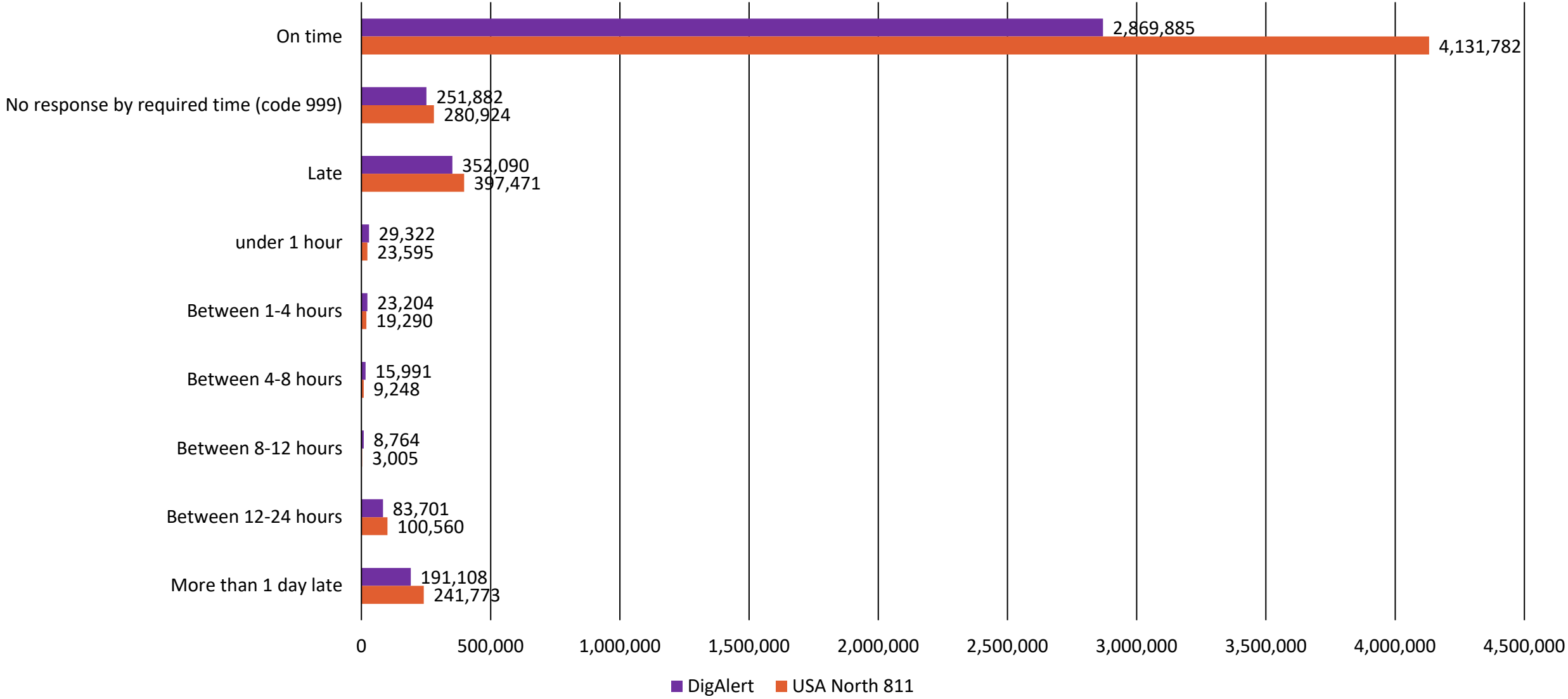
USA North 811 EPR Code Usage

Monthly (2024)



EPR Response Times

(2024)



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	205,597	19,295	34,204	2,173	1,860	1,358	848	8,277	34,204
December	225,718	20,366	36,072	2,364	1,999	1,574	777	8,706	36,072

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	272,242	25,851	28,269	1,435	1,088	547	196	7,433	17,570
December	270,672	24,629	30,767	1,296	1,252	684	210	7,062	20,263