



811 Notification Center Metrics

April 14-15, 2025

Presented by:

DigAlert – Ann Diamond

USA North 811 – James Wingate

Ticket Data

Year Over Year (2024)

	DigAlert		USA North 811	
	2024	2025	2024	2025
Ticket Volume	1,048,683	536,319	1,455,116	367,078
Average Ticket Notification Delivery	0:29	2:00	2:29	0:32
Tickets Created Online	808,244	214,105	1,280,872	328,924
Tickets Created Via Call	240,439	55,272	174,244	38,154
Calls Answered Volume	192,017	41,654	221,197*	49,032*
Average Speed of Answer (mm:ss)	0:27	0:21	0:37*	0:41*
Average Abandoned Call Rate (%)	1.10%	0.39%	1.60%*	1.68%*
Average Busy Signal Rate (%)	0%	0%	0%*	0%*
Average Call Duration (mm:ss)	07:11	07:01	08:32*	8:14*

*USA North 811 call data includes California and Nevada

Ticket Type Data

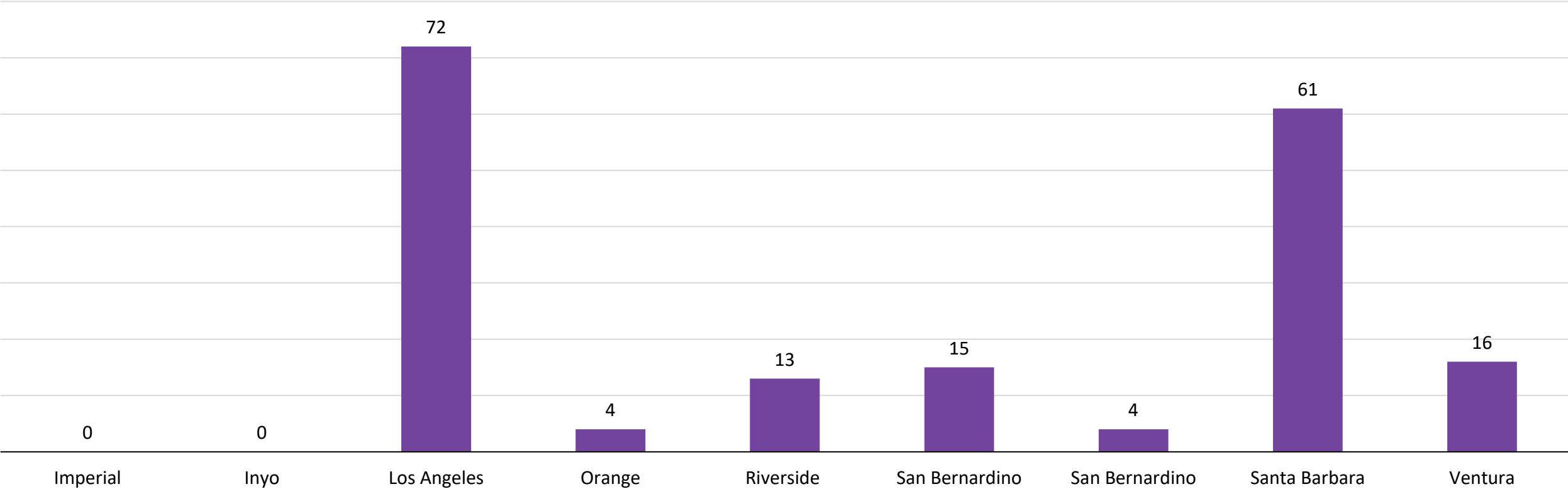
Year Over Year (2025 YTD through 3/31)

	DigAlert		USA North 811	
	2024	2025	2024	2025
New	507,740	133,540	778,929	193,624
Emergency	29,351	10,009	40,652	9,285
ACE	185	207	1,119	191
Re-Mark	18,837	4,313	15,250	3,675
Renewal	468,990	119,741	567,923	148,312
Amendment	21,646	4,902	16,736	3,474
Cancel	7,101	2,234	17,550	3,914
Damage	2,911	577	2,538	545
Exposed	1,967	425	2,015	448
No Response	14,386	269,071	8,878	2,652
Return Trip	4,046	1,200	3,526	958

ACE TICKETS: DIGALERT

ACE Tickets for DigAlert
(2024)

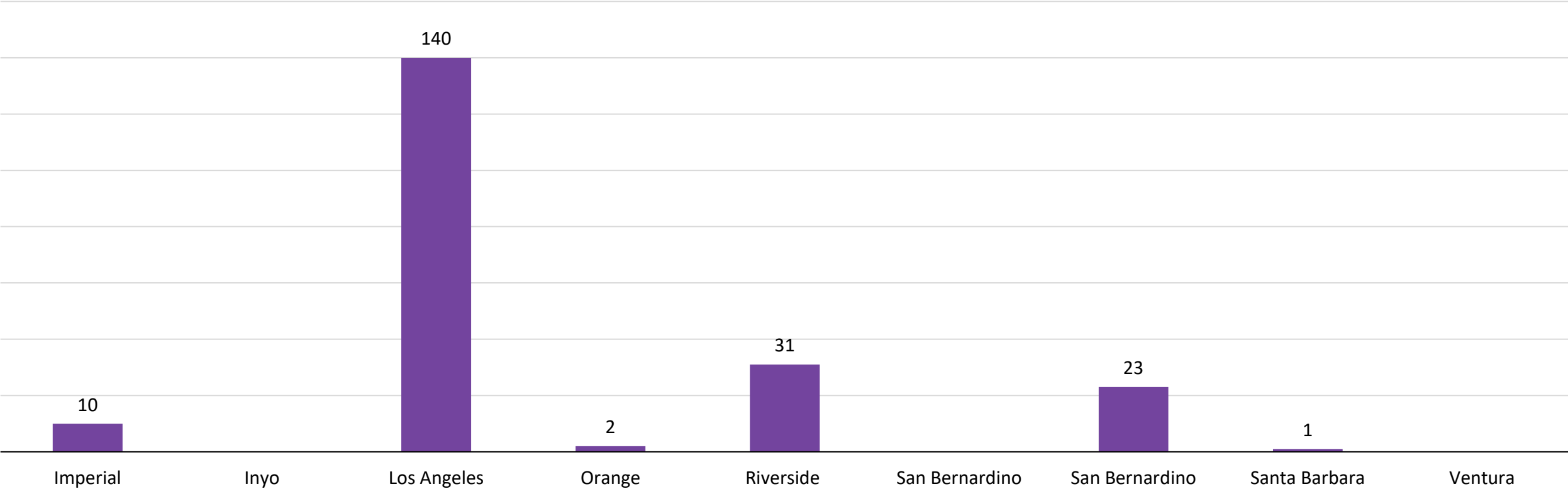
■ Tickets per County



ACE TICKETS: DIGALERT

ACE Tickets for DigAlert (2025 Q1)

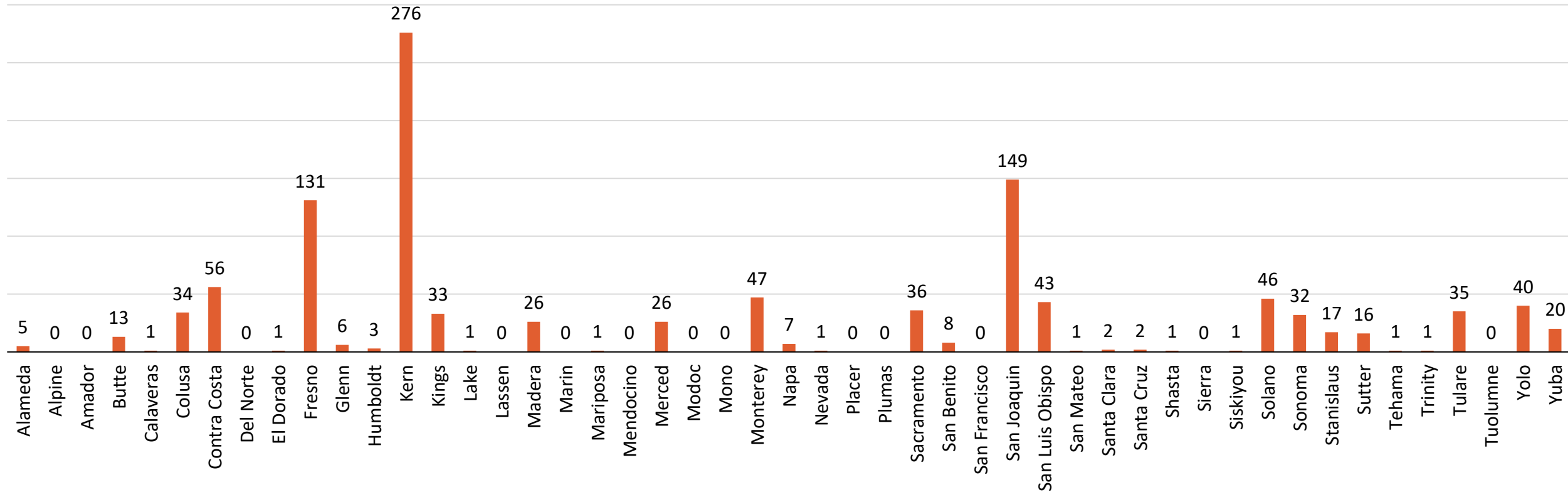
■ Tickets per County



ACE TICKETS: USA NORTH 811

ACE Tickets for USA North 811 (2024)

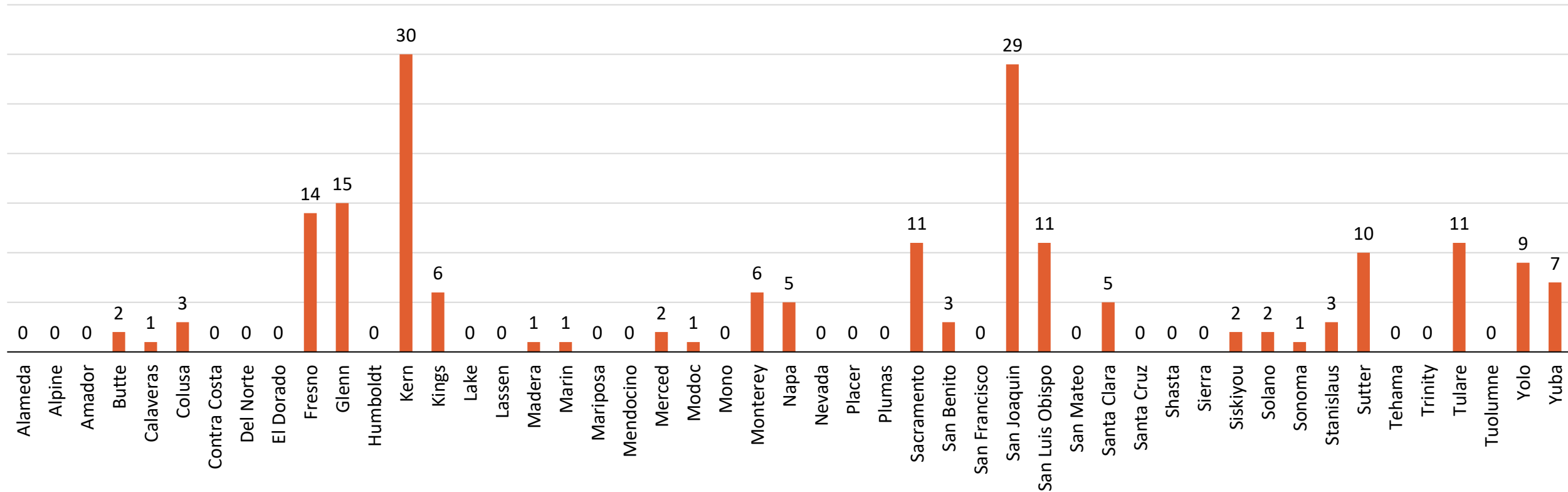
■ Tickets per County



ACE TICKETS: USA NORTH 811

ACE Tickets for USA North 811 (2025 Q1)

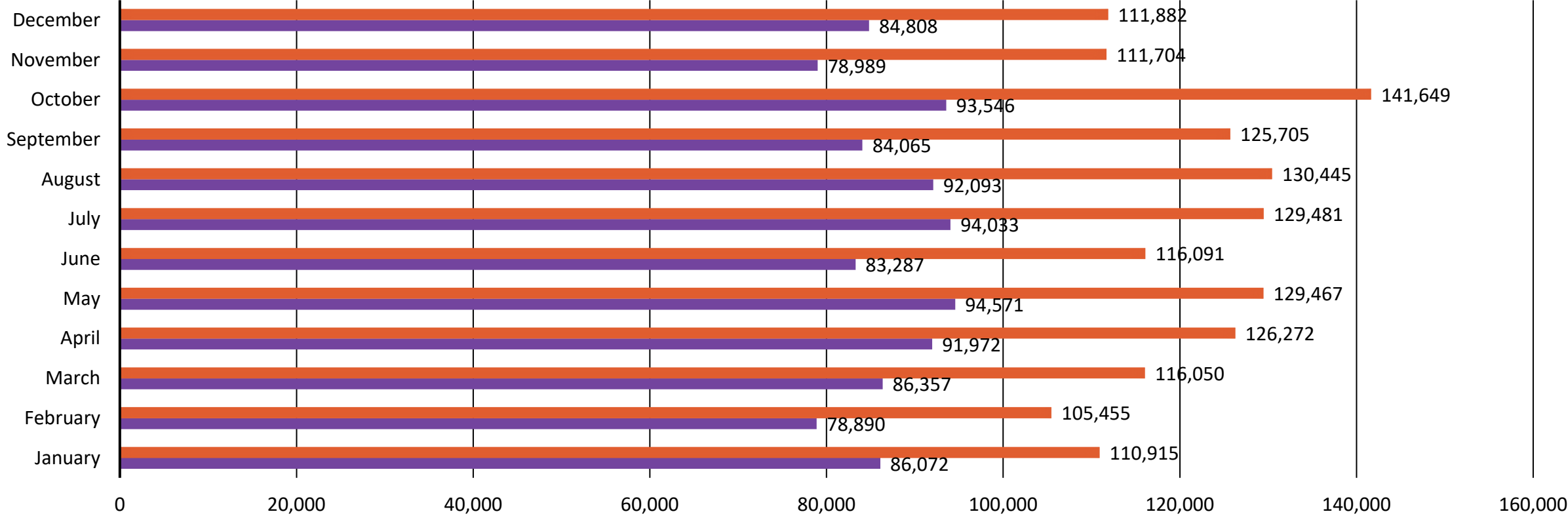
■ Tickets per County



Ticket Volume

Monthly (2024)

USA North 811 DigAlert

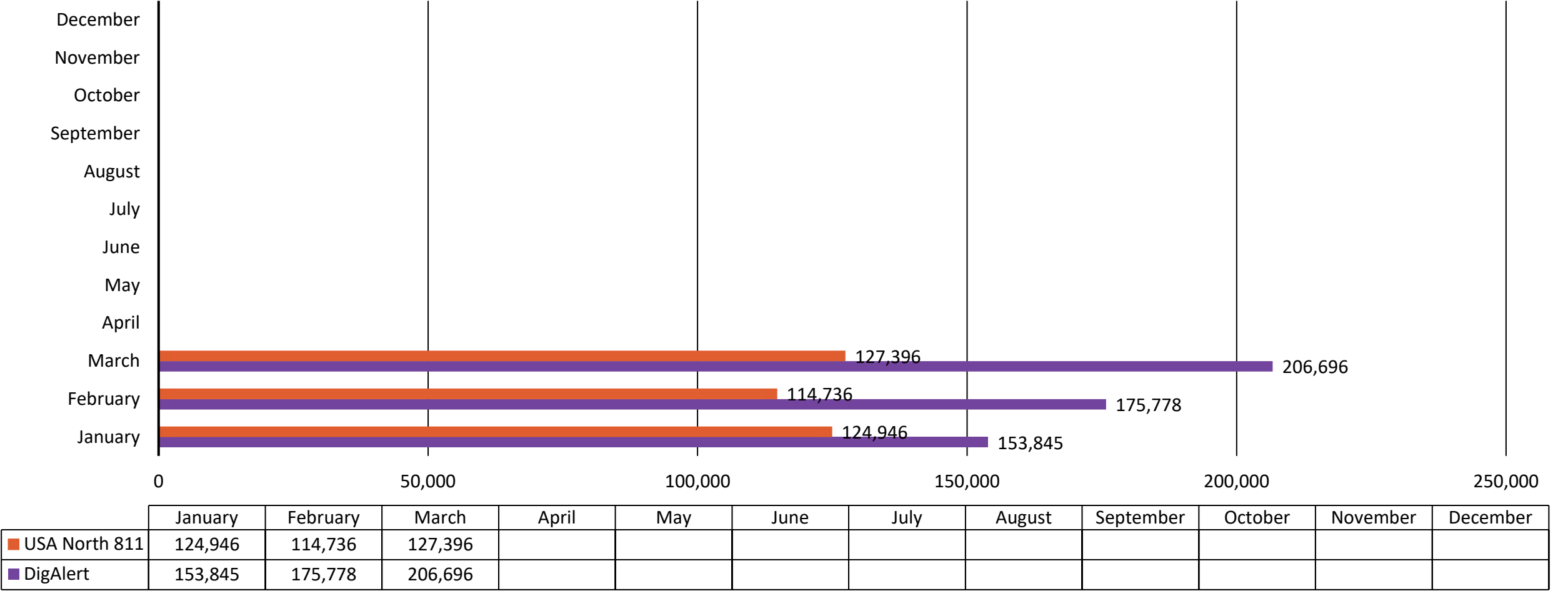


	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	110,915	105,455	116,050	126,272	129,467	116,091	129,481	130,445	125,705	141,649	111,704	111,882
DigAlert	86,072	78,890	86,357	91,972	94,571	83,287	94,033	92,093	84,065	93,546	78,989	84,808

Ticket Volume

Monthly (2025 Q1)

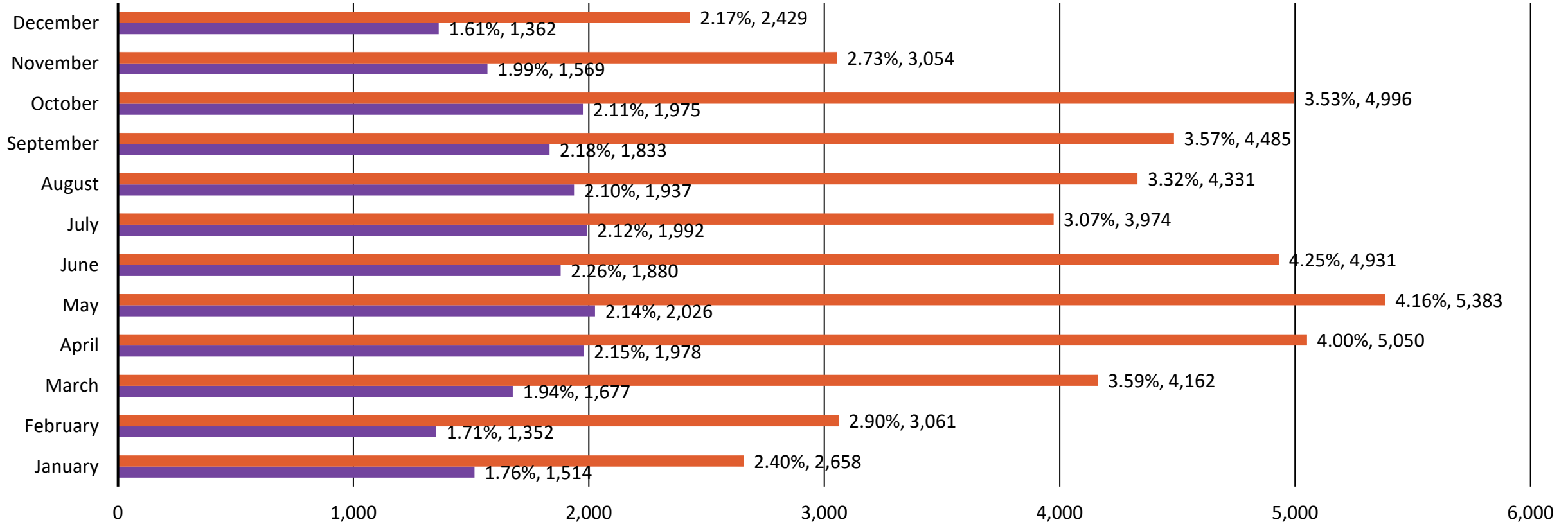
USA North 811 DigAlert



Homeowner Ticket Volume

Monthly (2024)

USA North 811 DigAlert

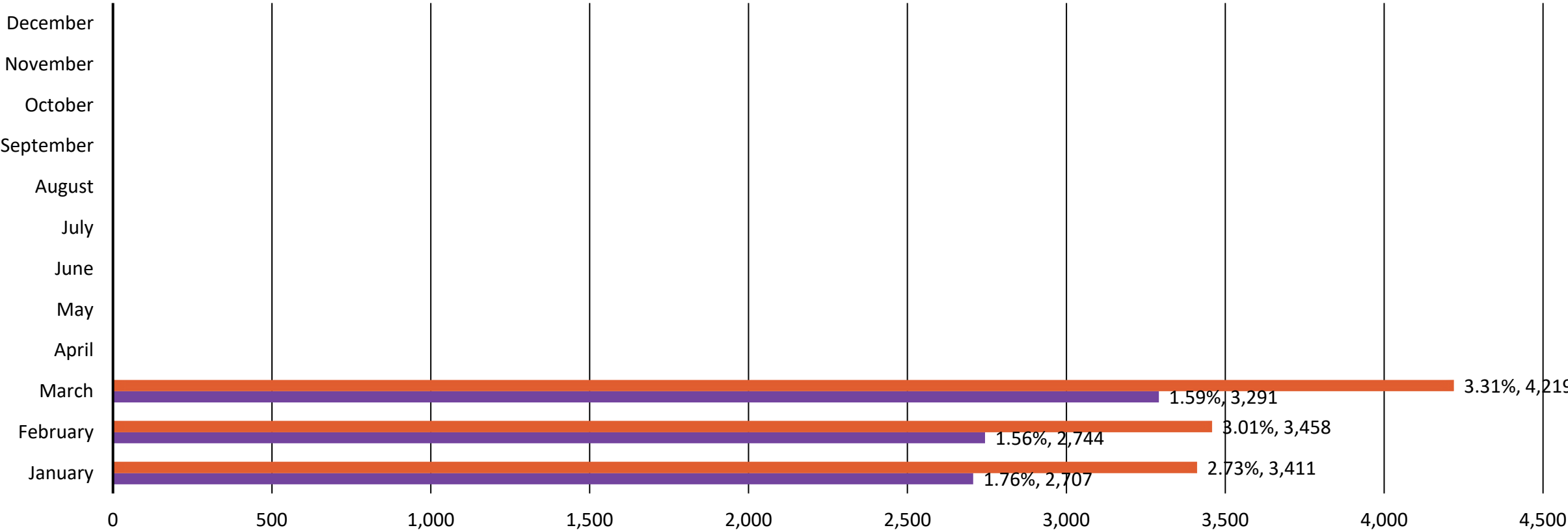


	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	2,658	3,061	4,162	5,050	5,383	4,931	3,974	4,331	4,485	4,996	3,054	2,429
DigAlert	1,514	1,352	1,677	1,978	2,026	1,880	1,992	1,937	1,833	1,975	1,569	1,362

Homeowner Ticket Volume

Monthly (2025 Q1)

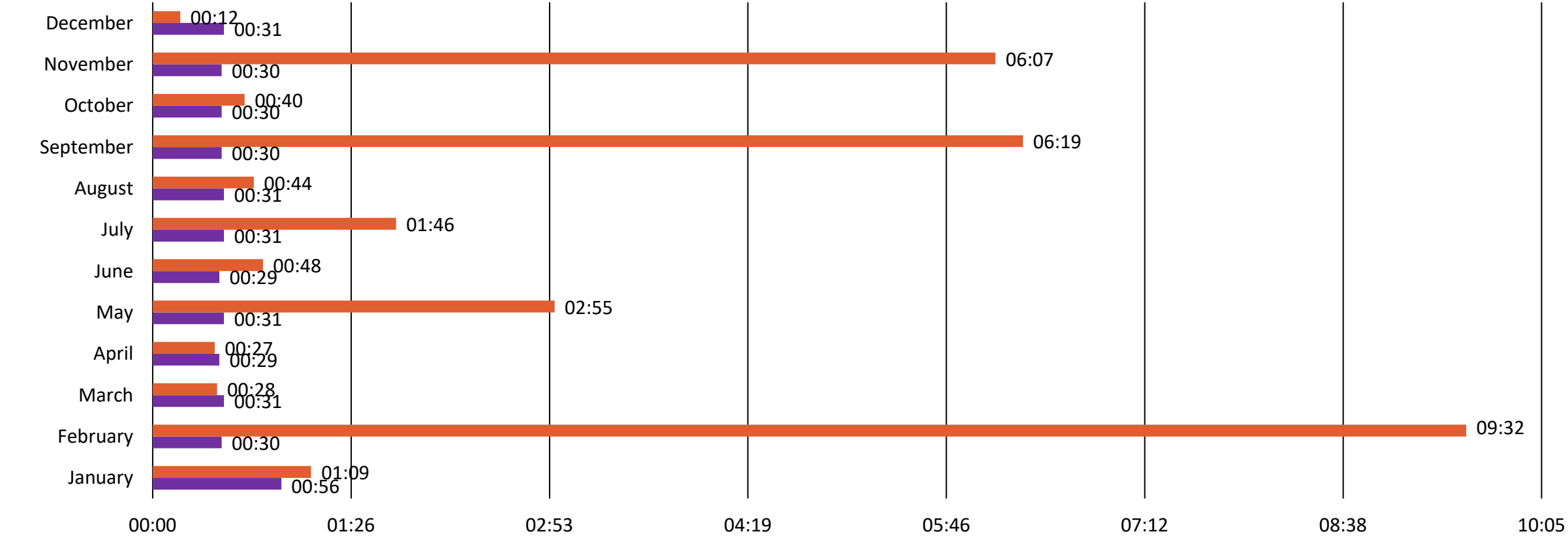
USA North 811 DigAlert



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	3,411	3,458	4,219									
DigAlert	2,707	2,744	3,291									

Average Ticket Delivery Notification

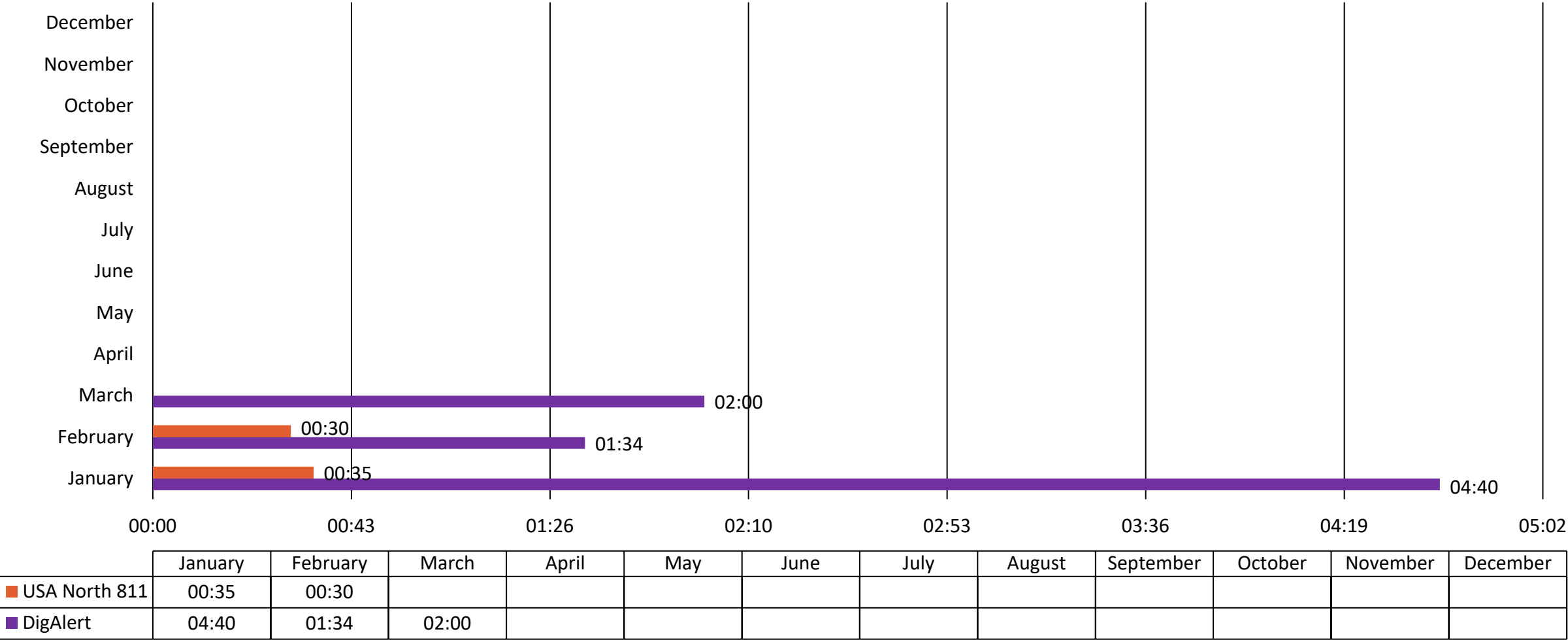
Monthly (2024) (mm:ss)



	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

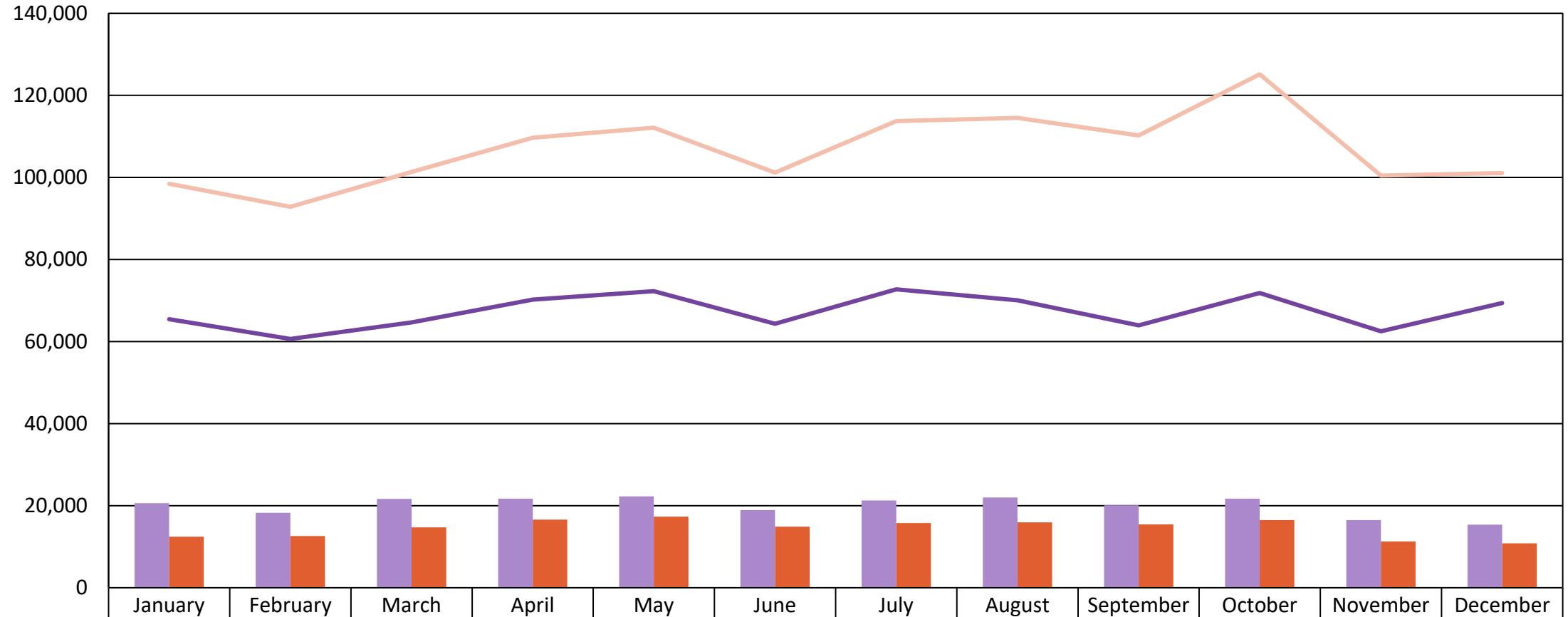
Average Ticket Delivery Notification

Monthly (2025 Q1) (mm:ss)



Tickets Created Via Call Or Online

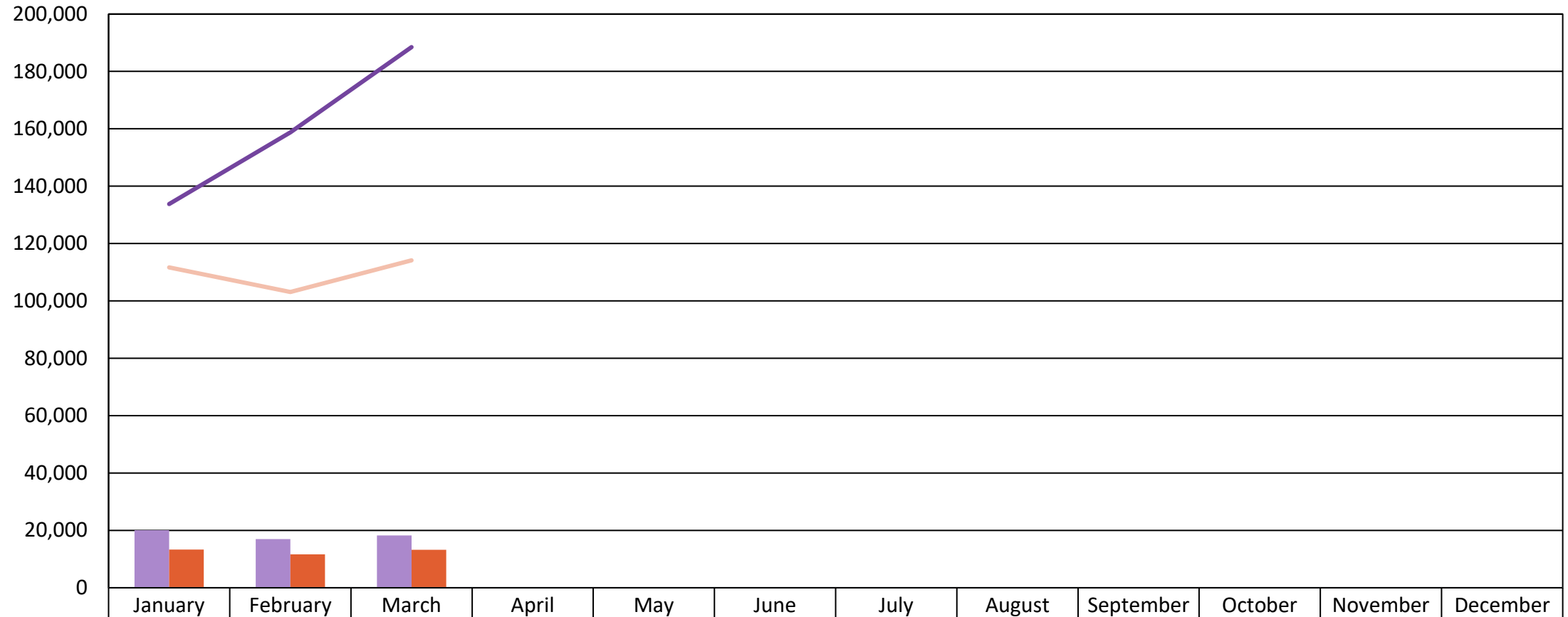
Monthly (2024)



Dig Alert via Call	20,610	18,246	21,659	21,717	22,259	18,957	21,297	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

Tickets Created Via Call Or Online

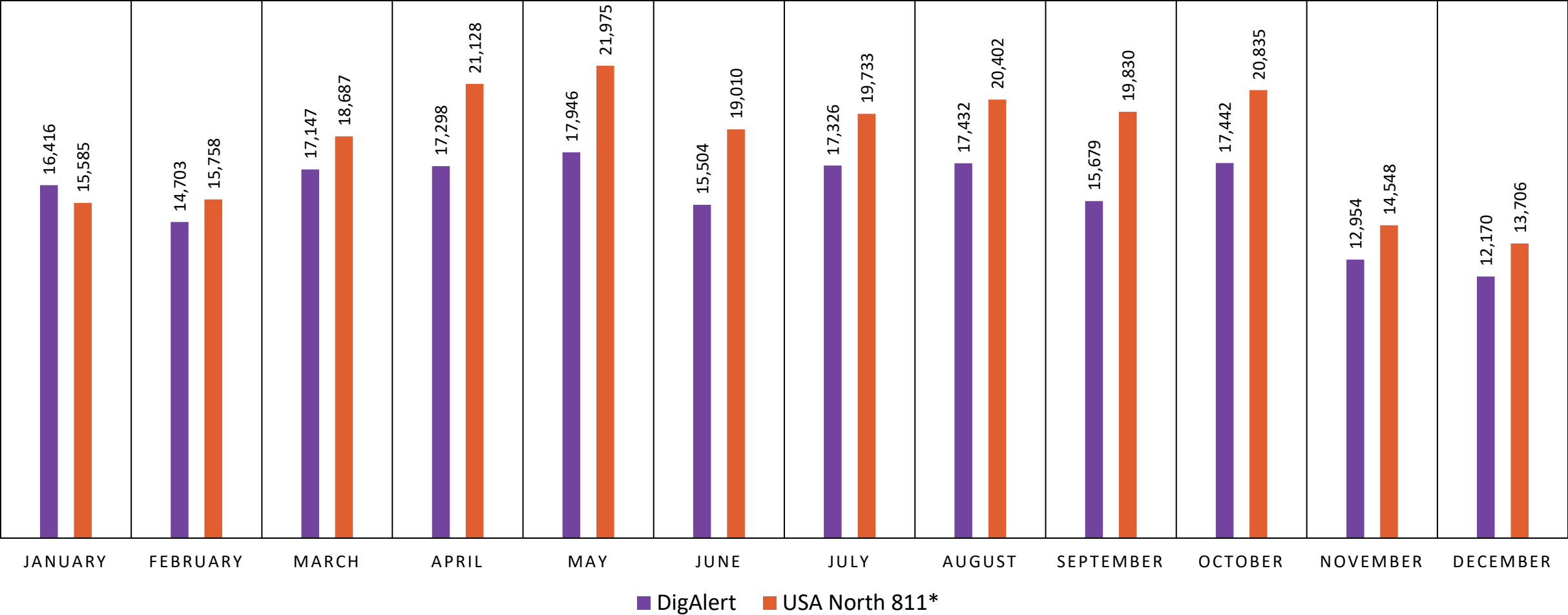
Monthly (2025 Q1)



Dig Alert via Call	20,064	16,989	18,219									
USA North 811 via Call	13,283	11,623	13,248									
Dig Alert Online	133,781	158,789	188,477									
USA North 811 Online	111,663	103,113	114,148									

Calls Answered Volume Data

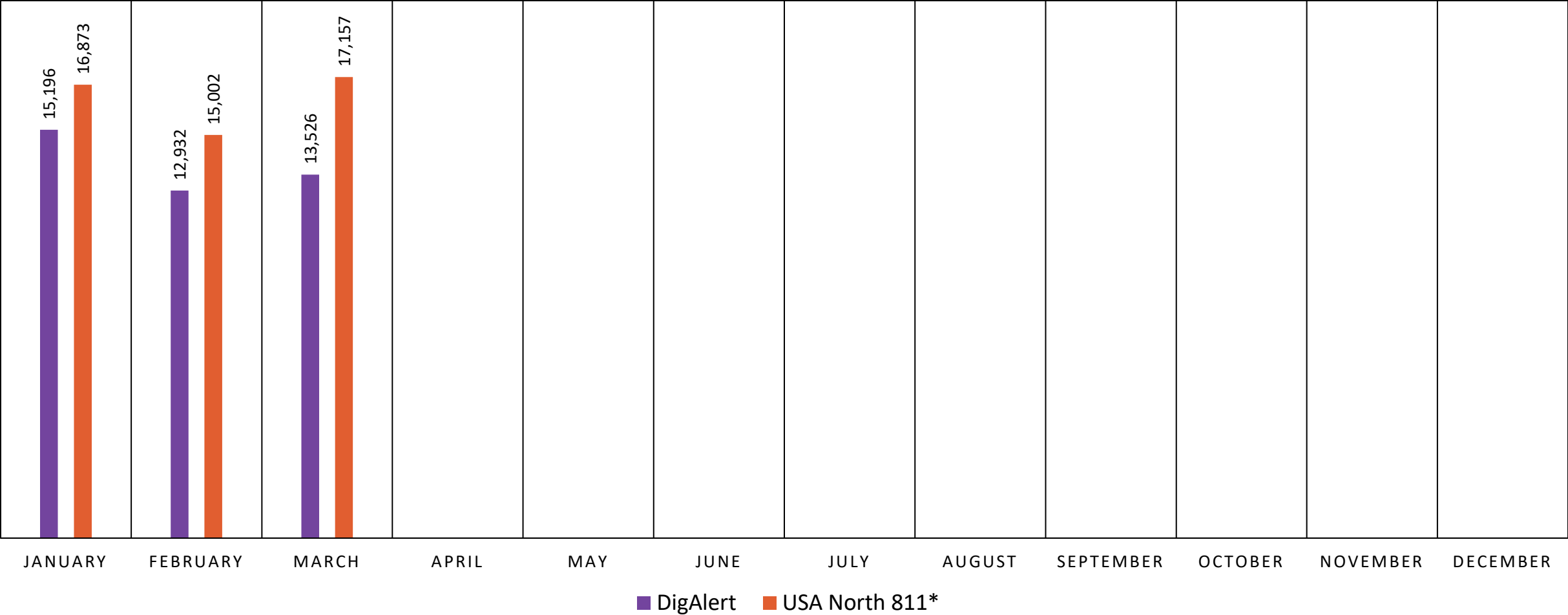
Monthly (2024)



*USA North 811 call data includes California and Nevada

Calls Answered Volume Data

Monthly (2025 Q1)



*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

Call Data

Monthly (2025 Q1)

DigAlert

	Average Speed of Answer (mm:ss)	Average Abandoned Call Rate (%)	Average Busy Signal Rate (%)	Average Call Duration (mm:ss)
January	00:22	0.44%	0%	07:08
February	00:25	0.86%	0%	06:53
March	00:16	0.33%	0%	07:01
April				
May				
June				
July				
August				
September				
October				
November				
December				

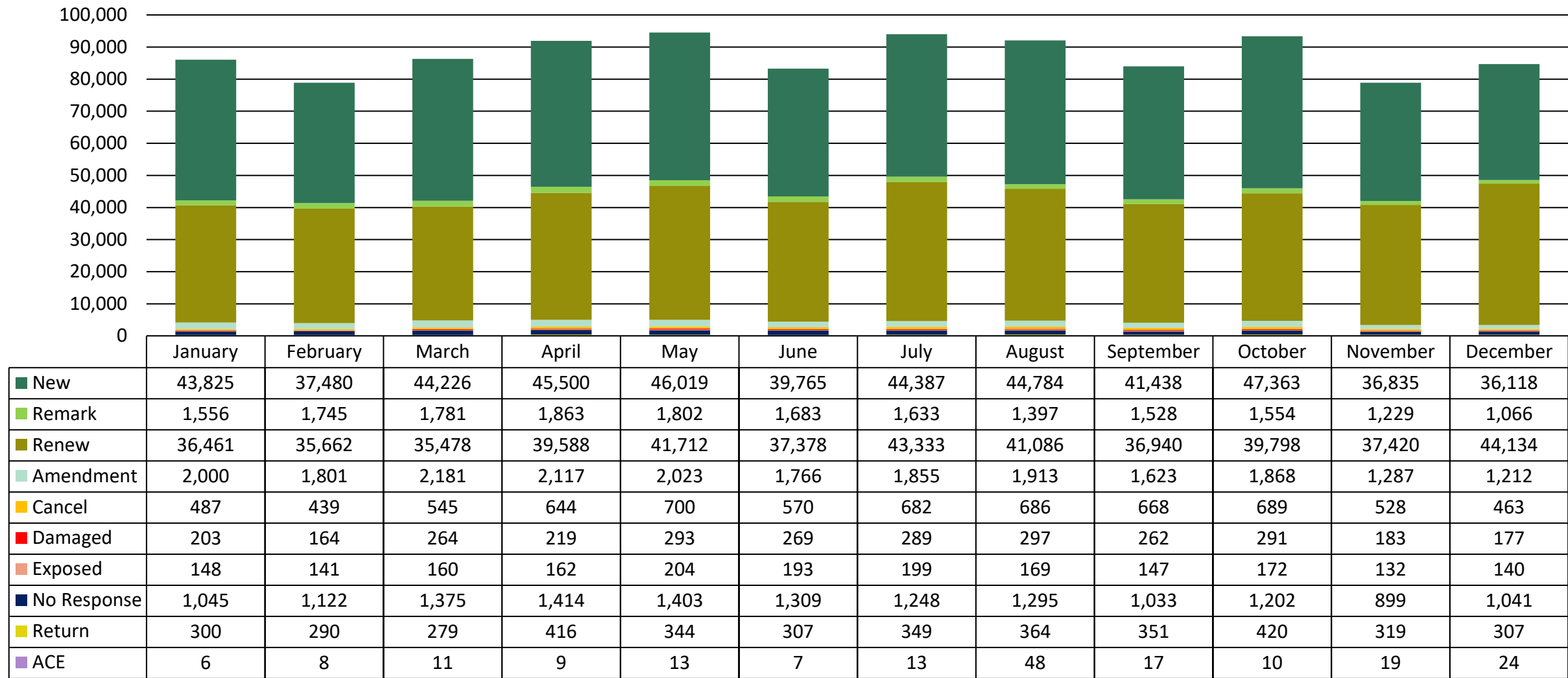
USA North 811*

	Average Speed of Answer (mm:ss)	Average Abandoned Call Rate (%)	Average Busy Signal Rate (%)	Average Call Duration (mm:ss)
January	00:43	1.72%	0%	08:17
February	00:23	1.06%	0%	08:07
March	00:57	2.18%	0%	08:19
April				
May				
June				
July				
August				
September				
October				
November				
December				

*USA North 811 call data includes California and Nevada

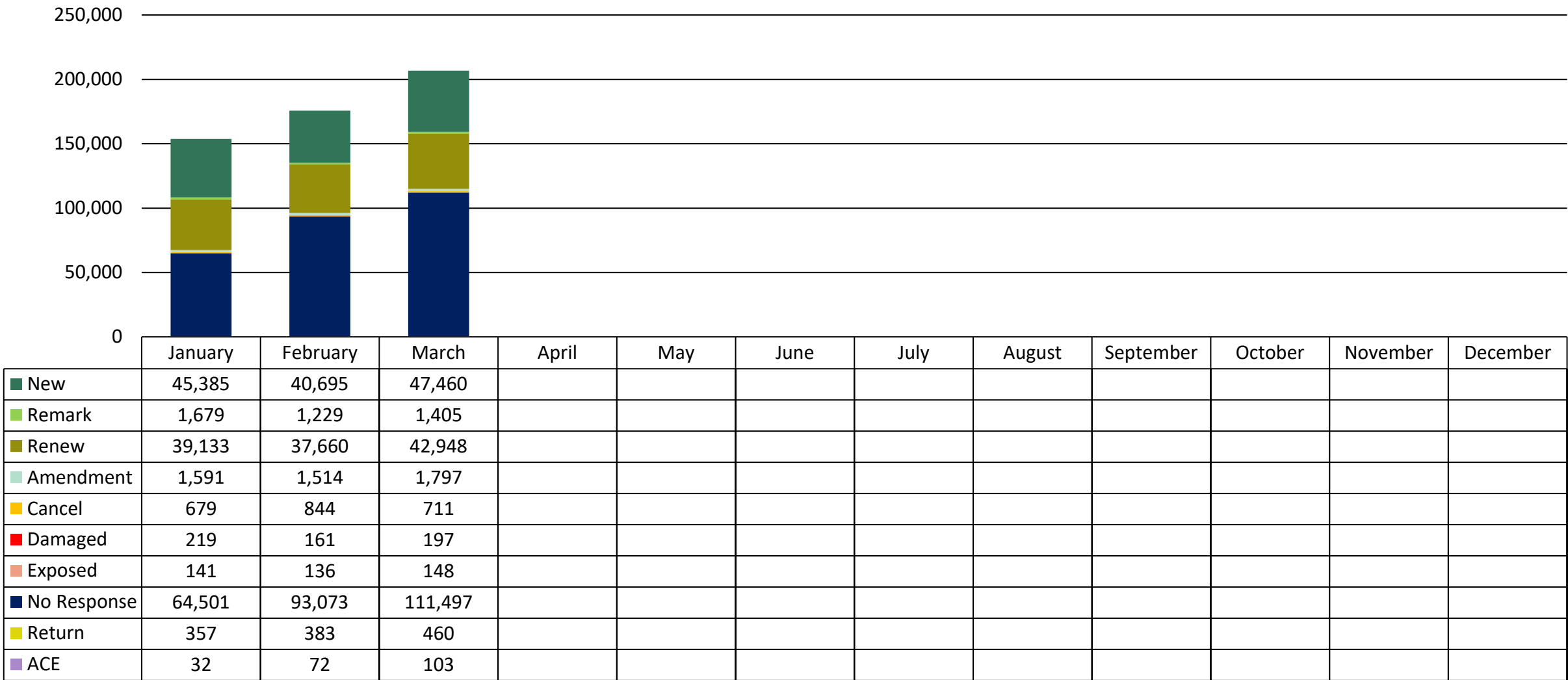
DigAlert Ticket Type Data

Monthly (2024)



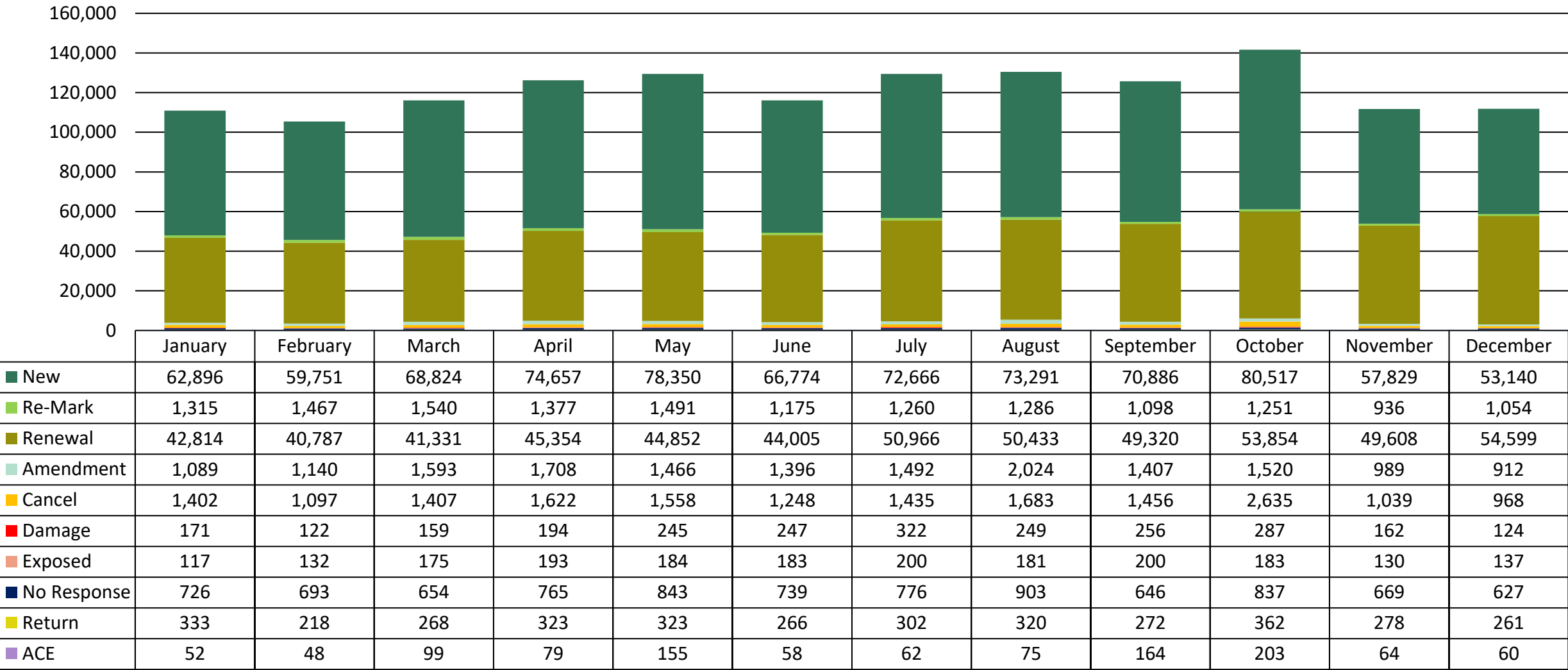
DigAlert Ticket Type Data

Monthly (2025 Q1)



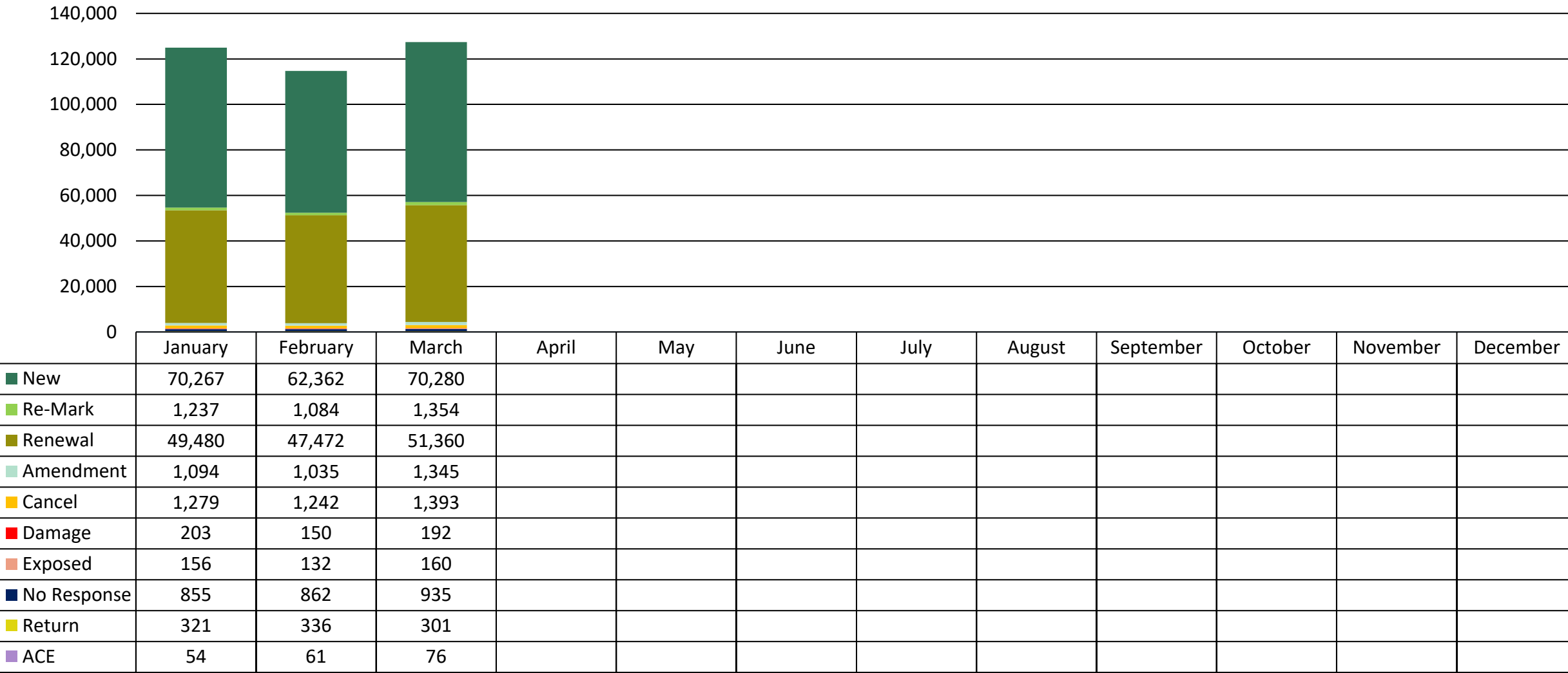
USA North 811 Ticket Type Data

Monthly (2024)



USA North 811 Ticket Type Data

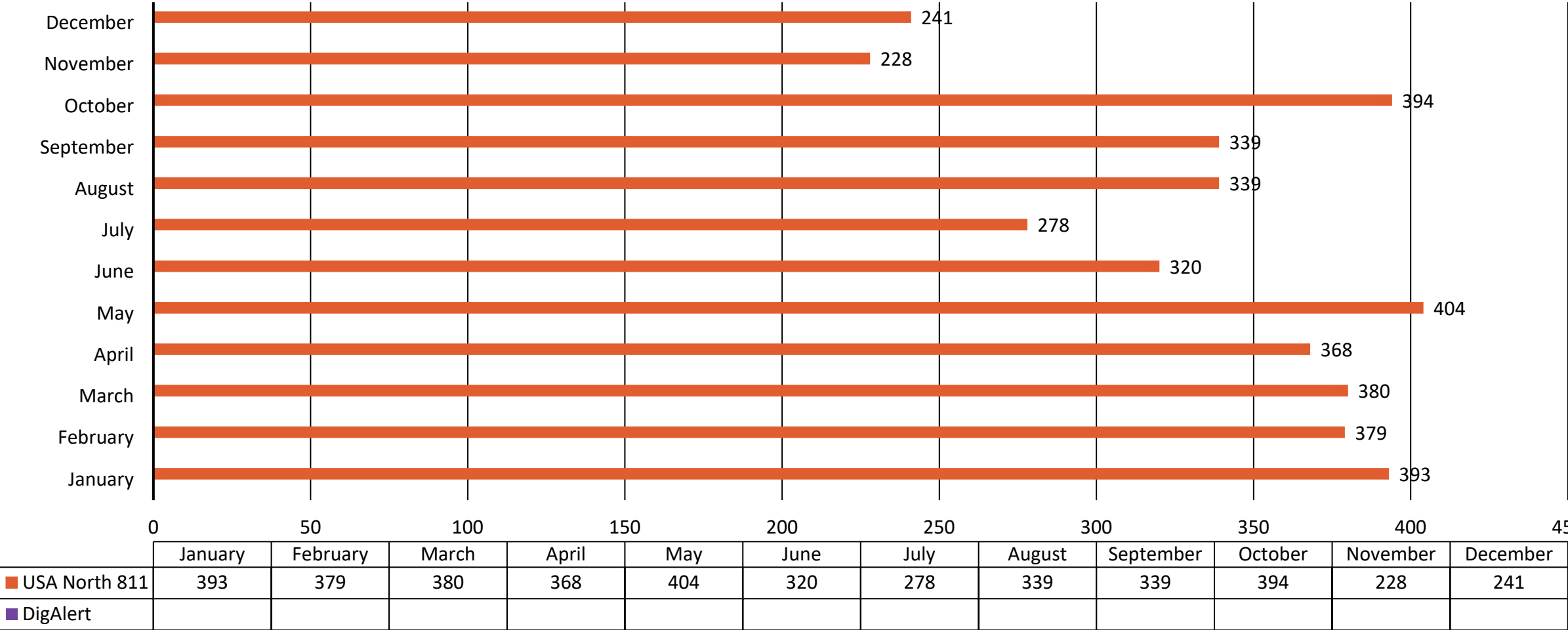
Monthly (2025 Q1)



Design Requests

Monthly (2024)

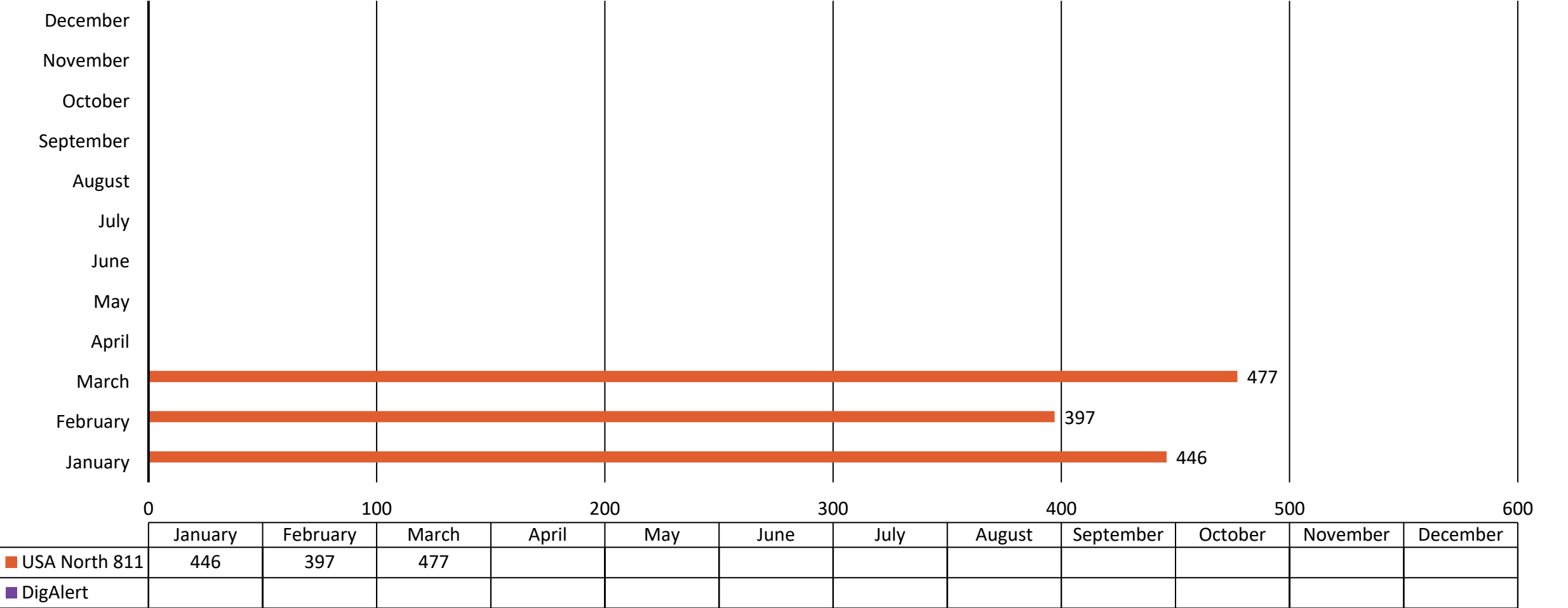
USA North 811 DigAlert



Design Requests

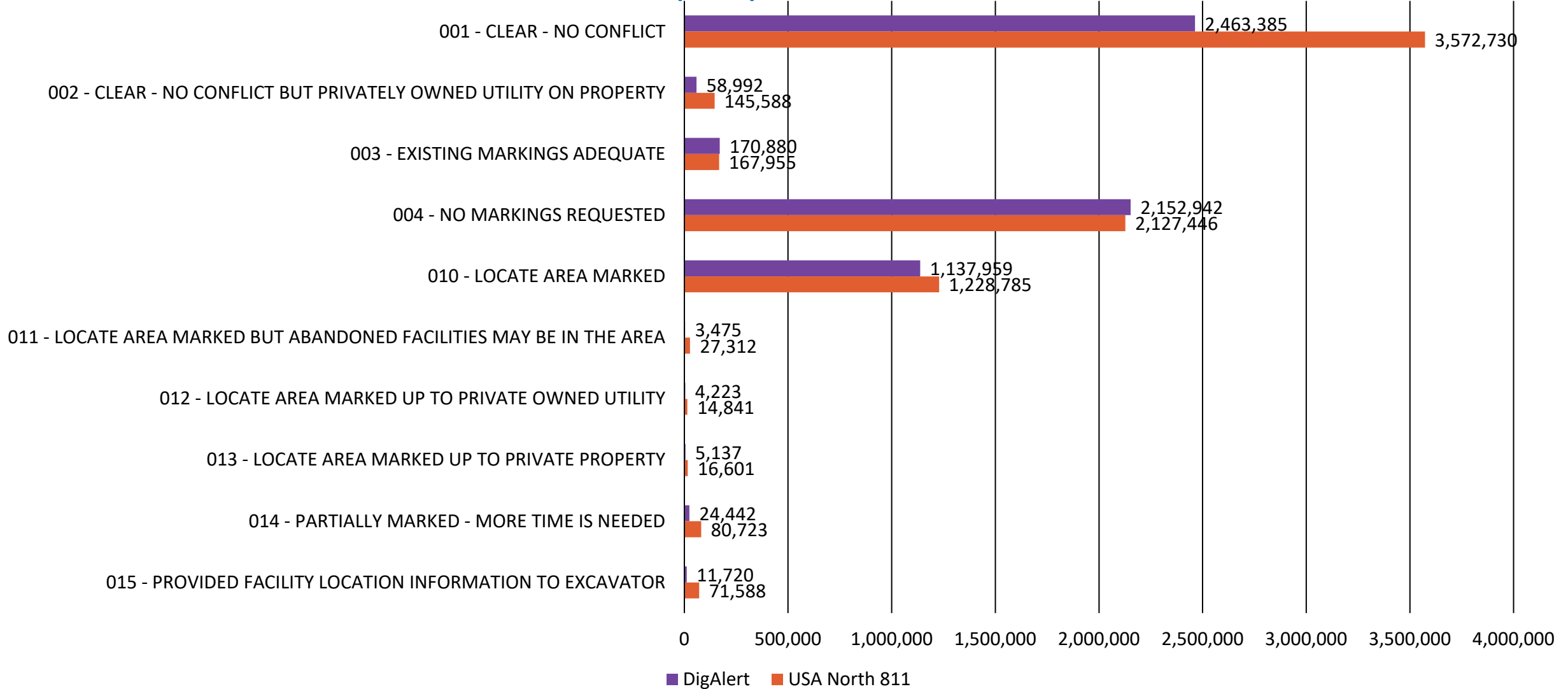
Monthly (2025 Q1)

USA North 811 DigAlert

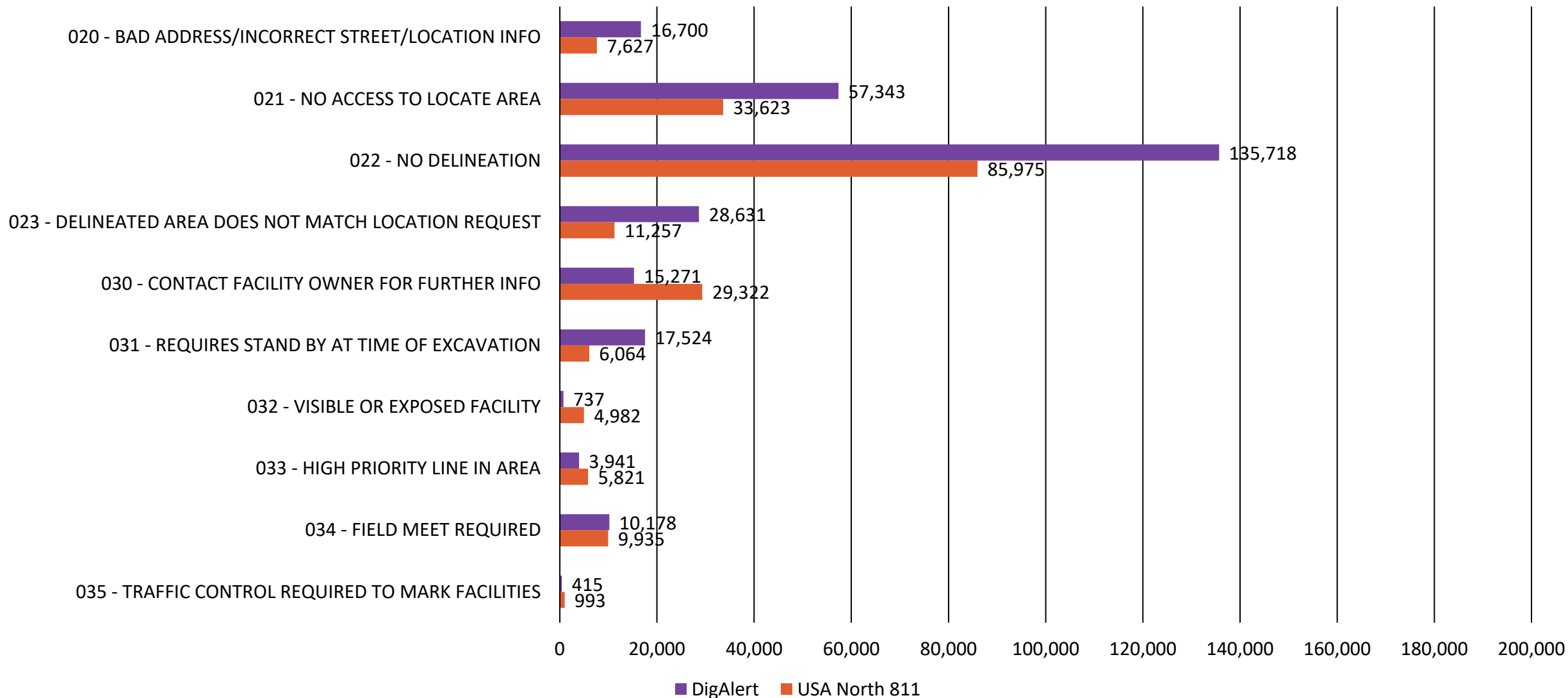


Electronic Positive Response (EPR) Code Usage

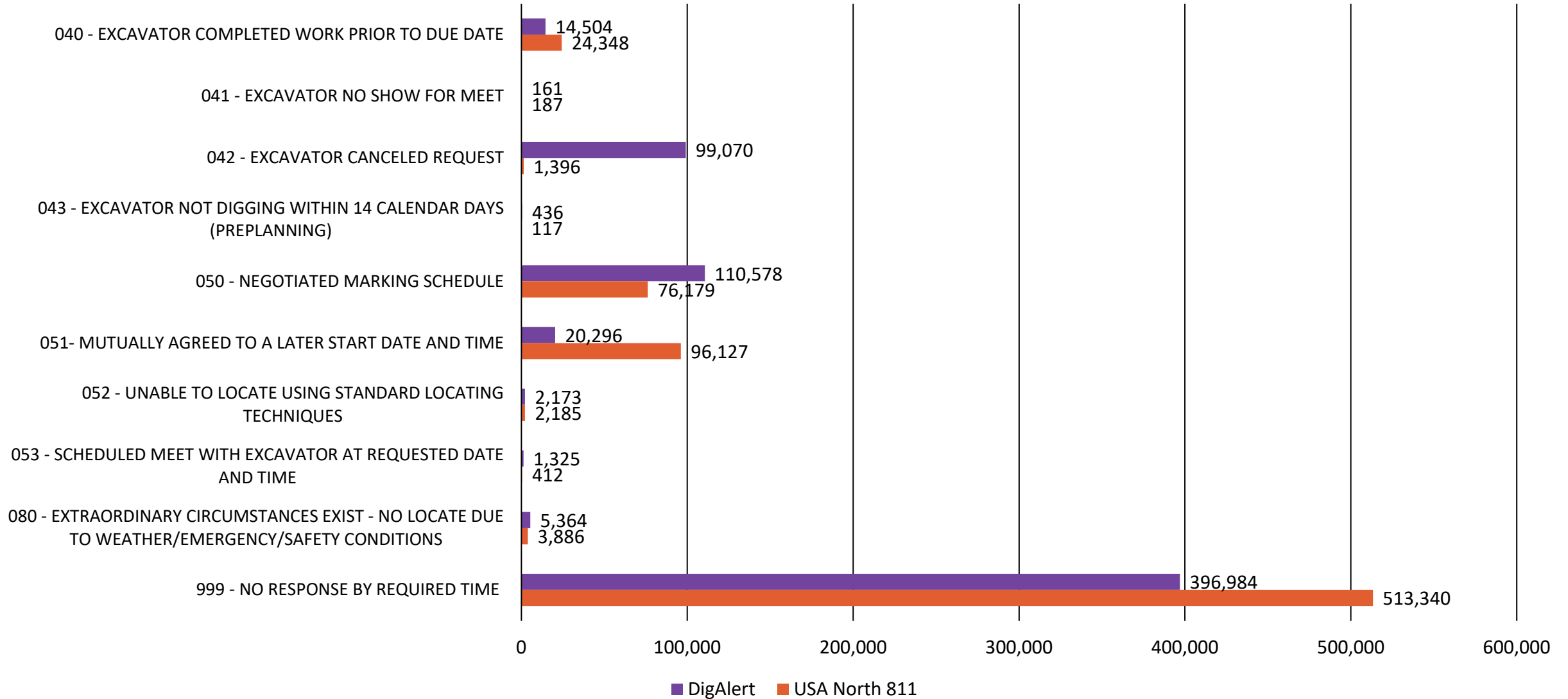
(2024)



Electronic Positive Response (EPR) Code Usage (2024)

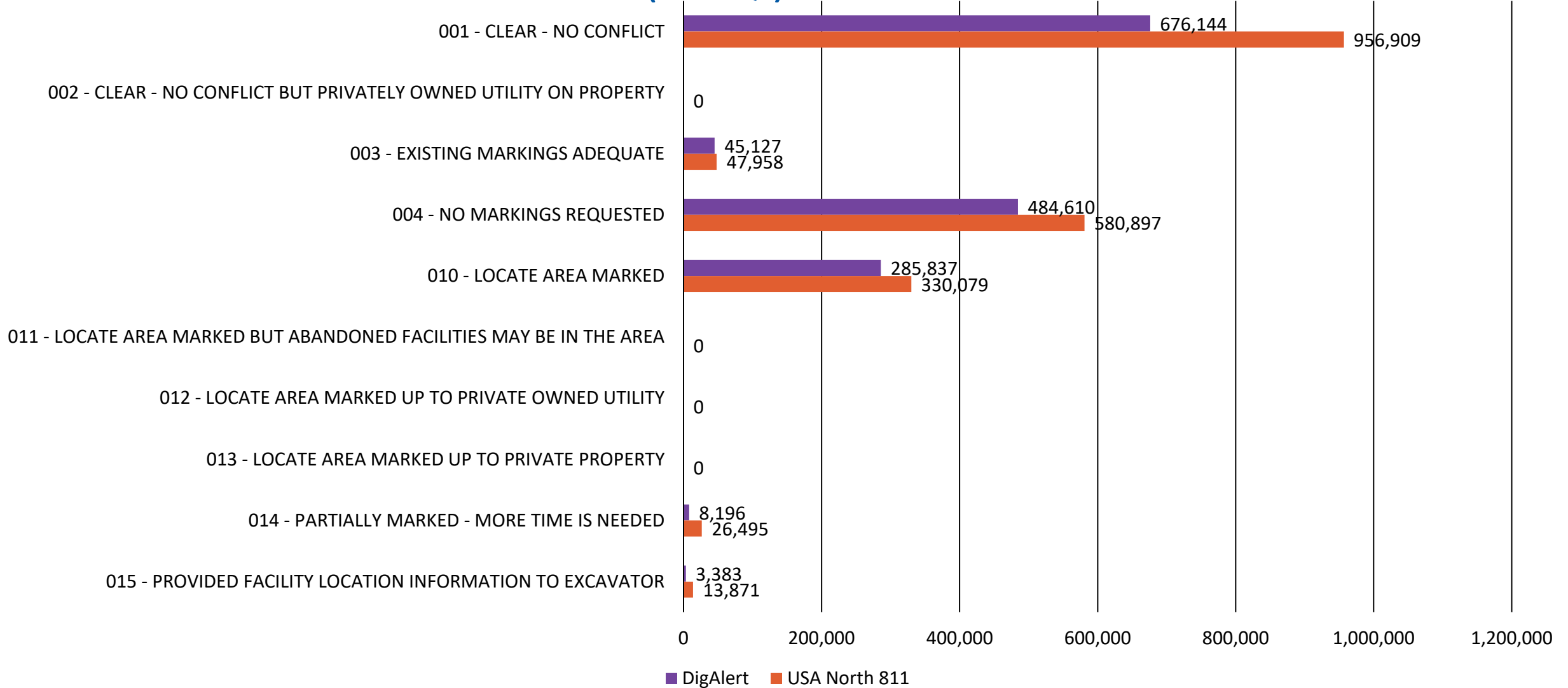


Electronic Positive Response (EPR) Code Usage (2024)



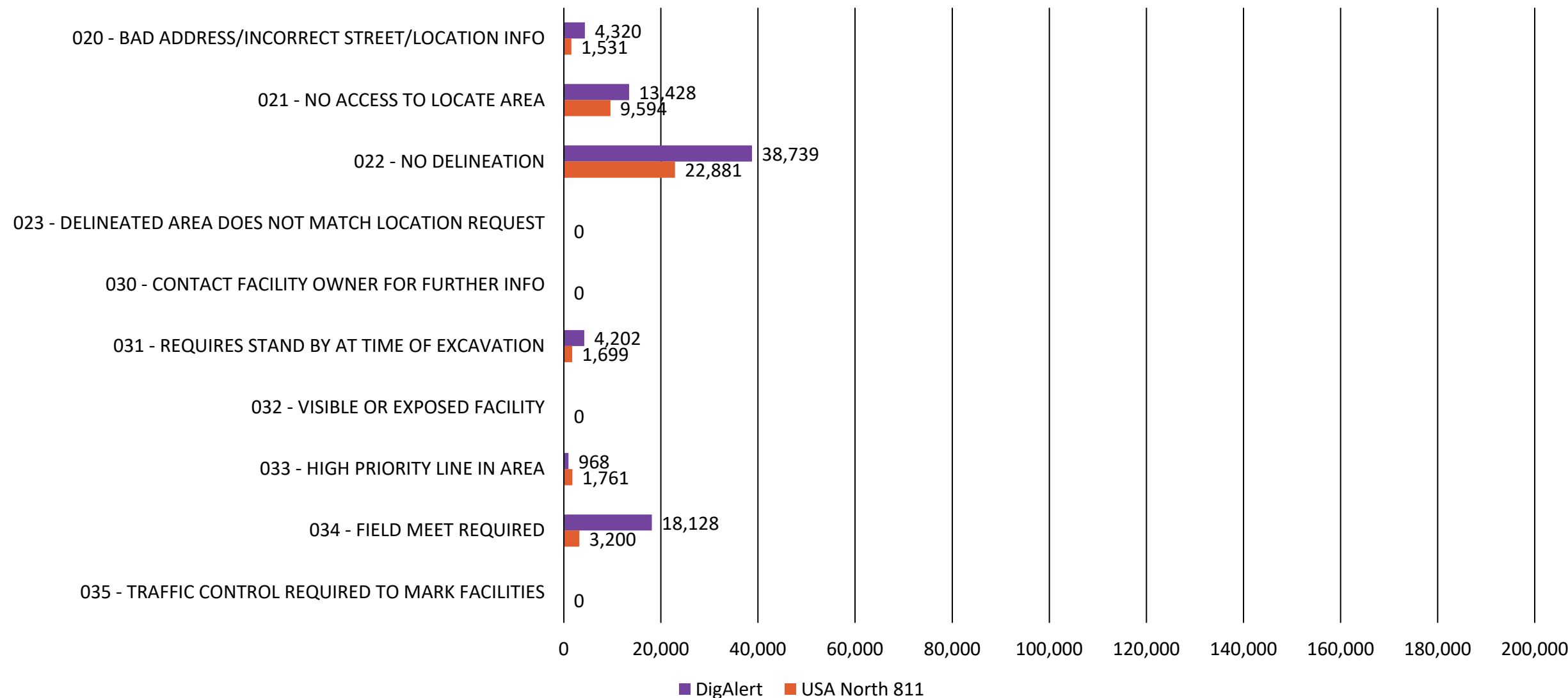
Electronic Positive Response (EPR) Code Usage

(2025 Q1)



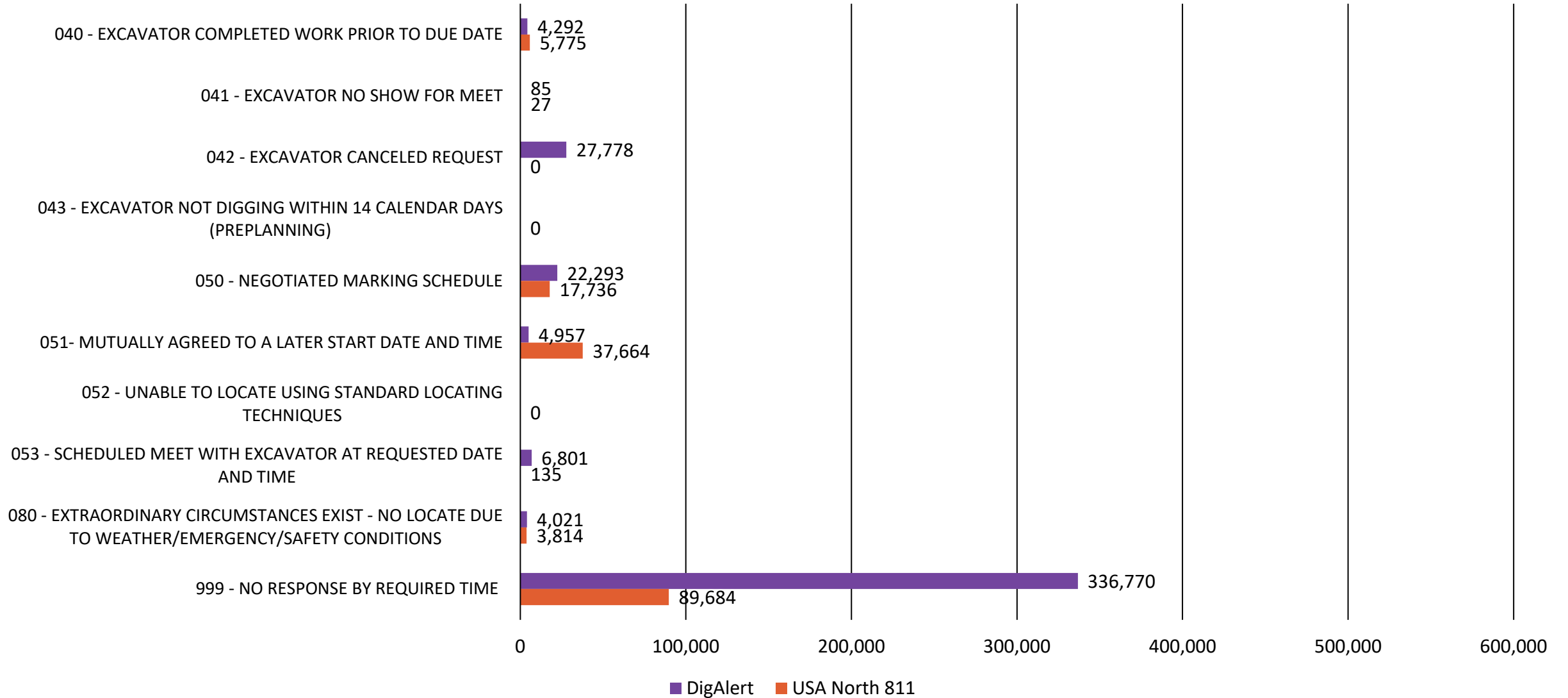
Electronic Positive Response (EPR) Code Usage

(2025 Q1)



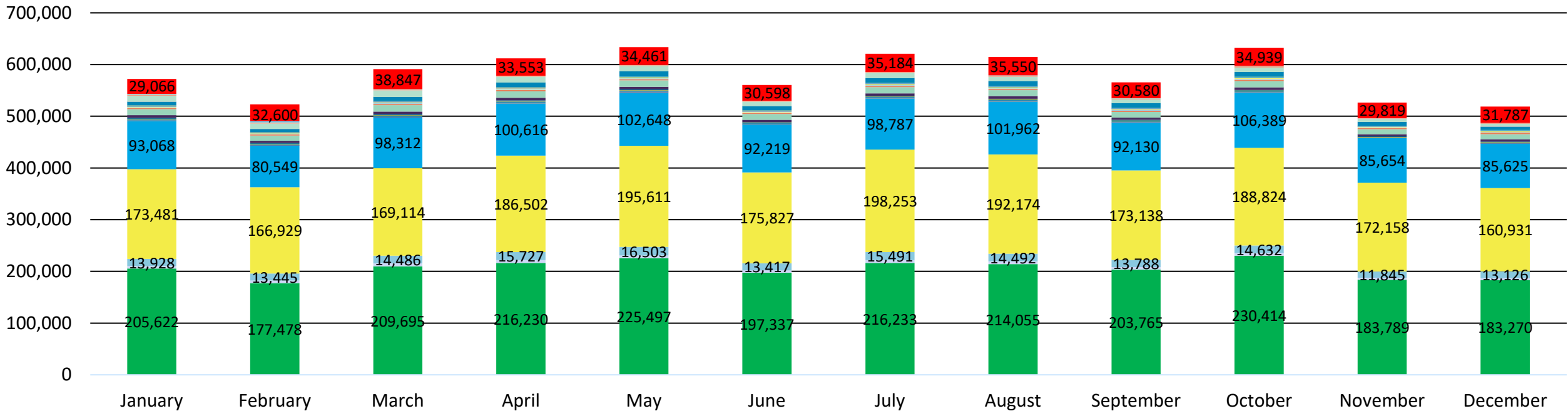
Electronic Positive Response (EPR) Code Usage

(2025 Q1)



DigAlert EPR Code Usage

Monthly (2024)



DigAlert EPR Code Usage

Monthly (2025 Q1)

- 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

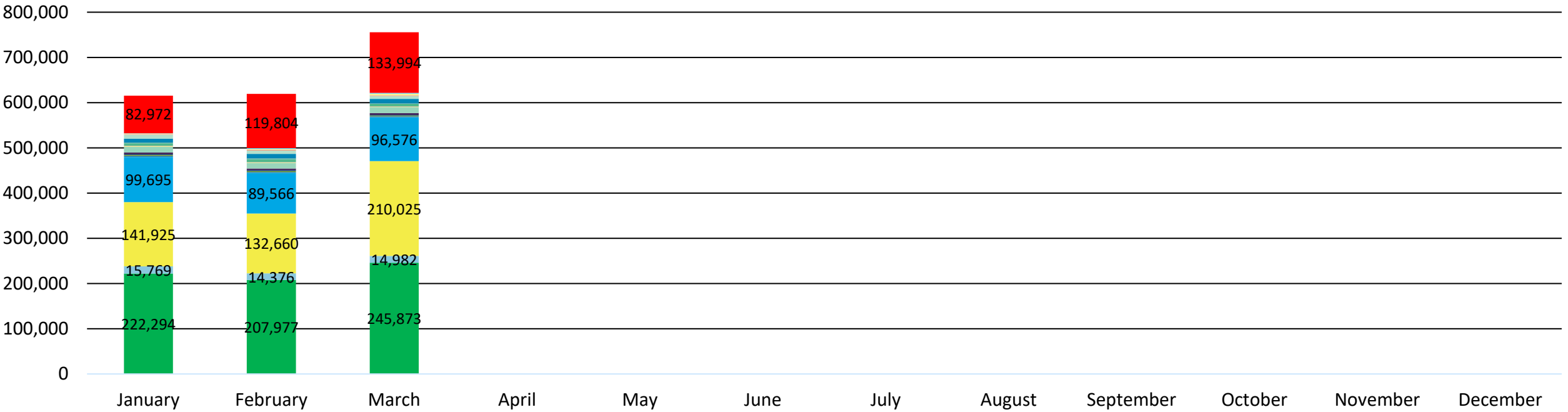
041 - EXCAVATOR NO SHOW FOR MEET

043 - EXCAVATOR NOT DIGGING WITHIN 14 CALENDAR DAYS (PREPLANNING)

051- MUTUALLY AGREED TO A LATER START DATE AND TIME

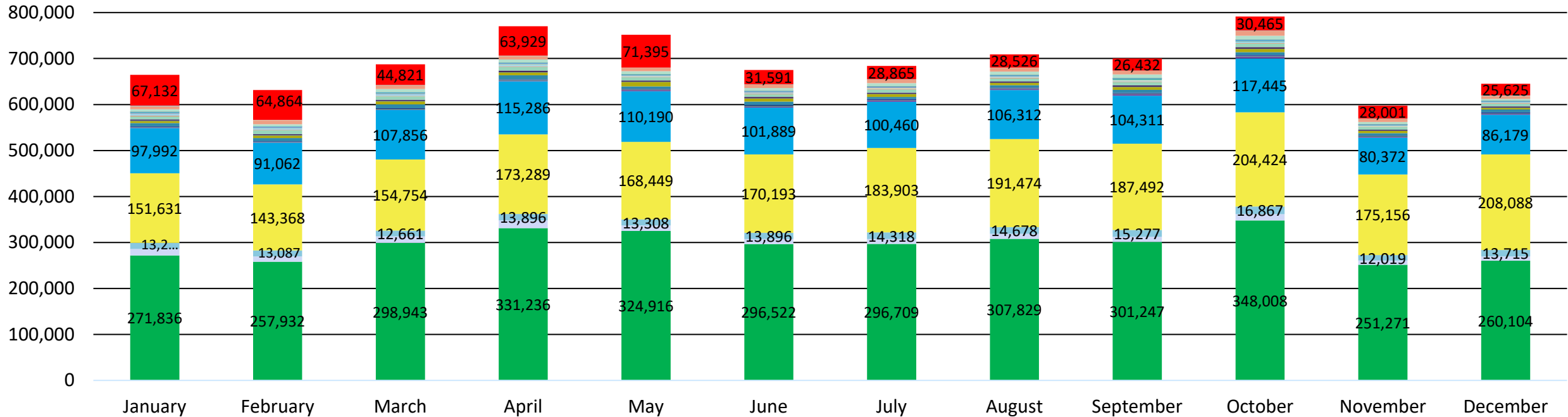
053 - SCHEDULED MEET WITH EXCAVATOR AT REQUESTED DATE AND TIME

999 - NO RESPONSE BY REQUIRED TIME



USA North 811 EPR Code Usage

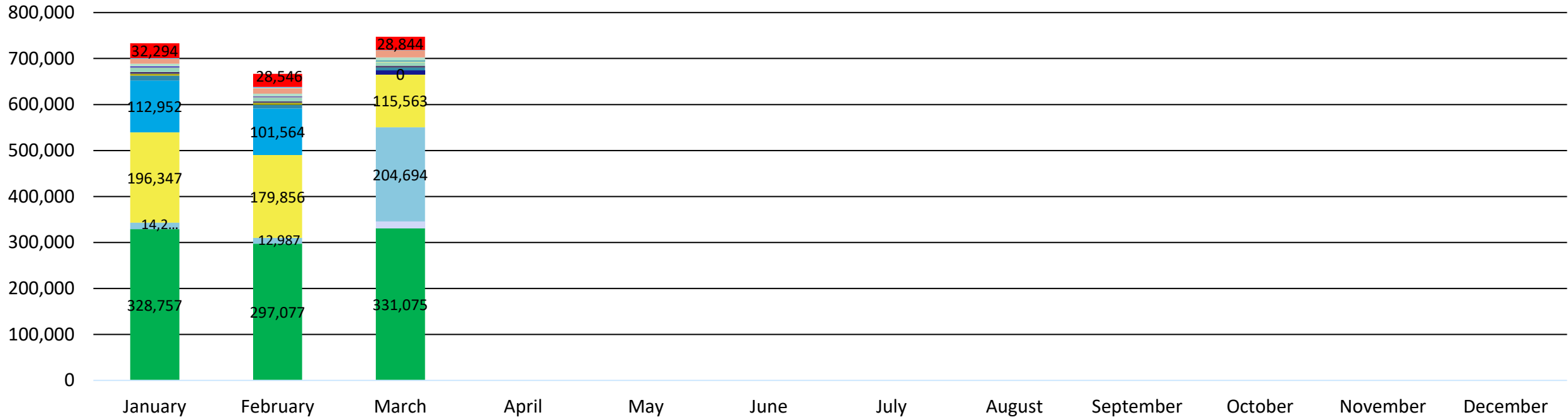
Monthly (2024)



USA North 811 EPR Code Usage

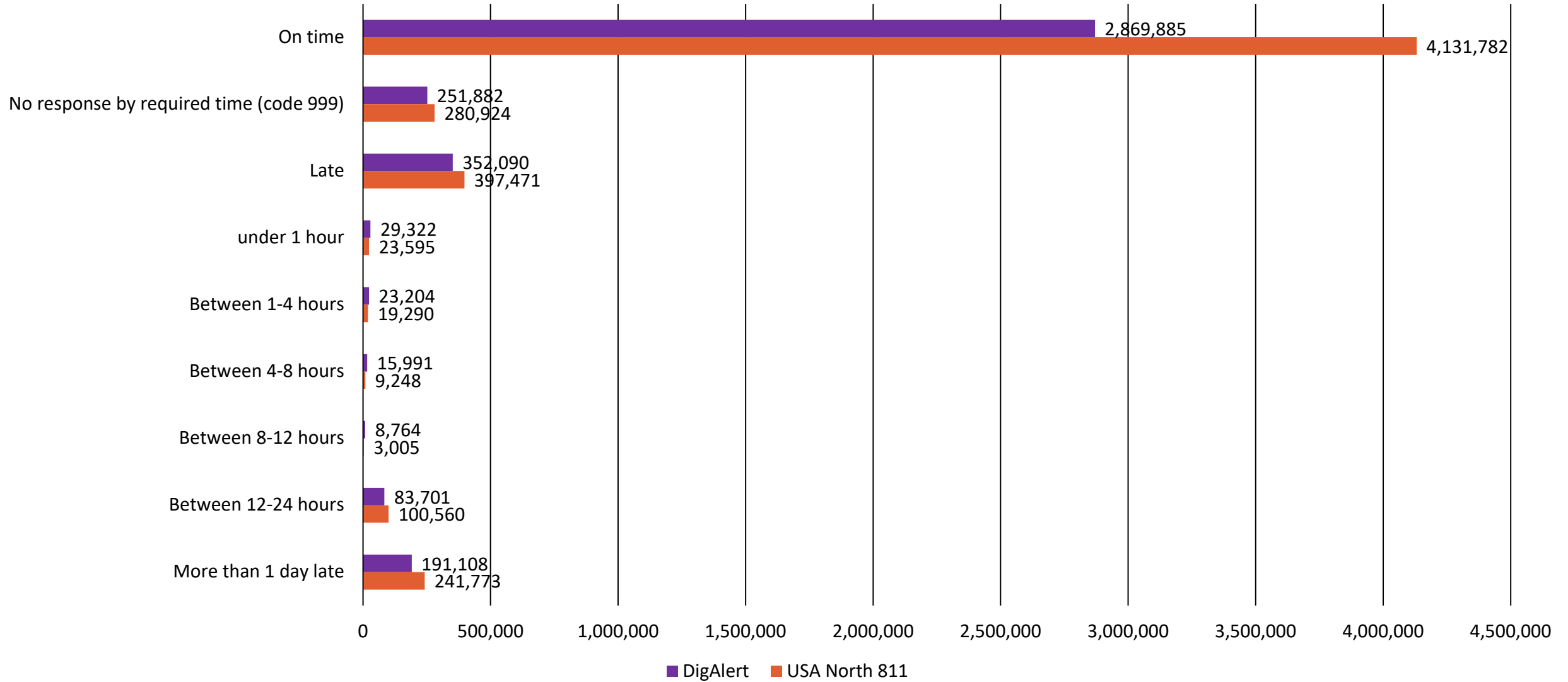
Monthly (2025 Q1)

- 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



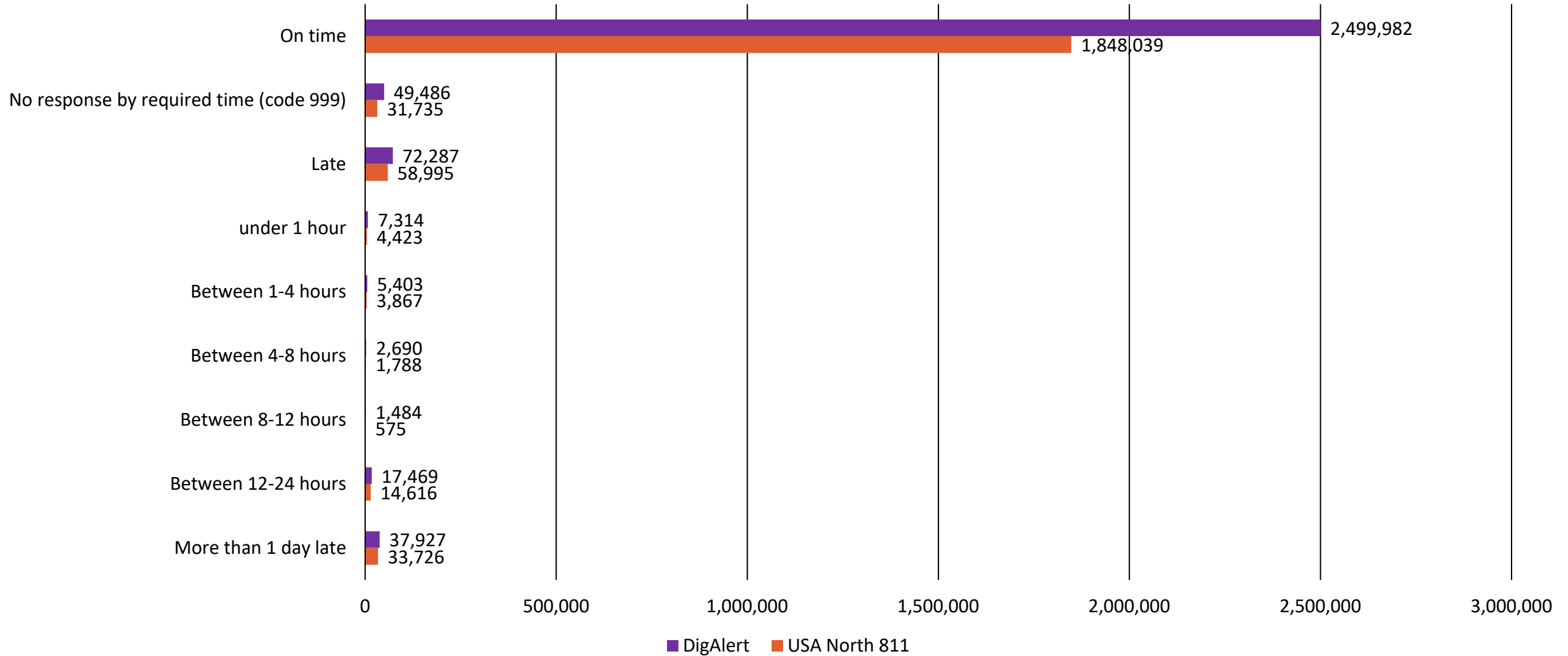
EPR Response Times

(2024)



EPR Response Times

(2025 Q1)



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

DigAlert EPR Response Time

Monthly (2025 Q1)

	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	817,640	11,476	20,262	2,106	1,697	880	440	5.352	9,787
February	819,571	18,618	23,583	2,372	1,835	865	300	5.865	12,346
March	971,965	19,392	28,442	2,836	1,871	945	744	6.252	15,794
April									
May									
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	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

USA North EPR Response Time

Monthly (2025 Q1)

	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	646,616	13,528	19,942	1,949	1,281	645	199	5,028	10,840
February	557,666	11,831	17,041	1,180	1,190	371	175	4,364	9,761
March	615,338	9,041	18,426	1,248	1,237	673	183	4,810	10,275
April									
May									
June									
July									
August									
September									
October									
November									
December									