



811 Notification Center Metrics July 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	577,386 (1,330,990)	1,455,116	780,783
Average Ticket Notification Delivery	0:29	2:09	2:29	0:24
Tickets Created Online	808,244	463,474 (753,604)	1,280,872	698,269
Tickets Created Via Call	240,439	113,912	174,244	82,514
Calls Answered Volume	192,017	87,754	221,197*	105,600*
Average Speed of Answer (mm:ss)	0:27	0:21	0:37*	2:03*
Average Abandoned Call Rate (%)	1.10%	0.53%	1.60%*	3.77%*
Average Busy Signal Rate (%)	0%	0%	0%*	0%*
Average Call Duration (mm:ss)	07:11	06:58	08:32*	8:24*

*USA North 811 call data includes California and Nevada

Ticket Type Data

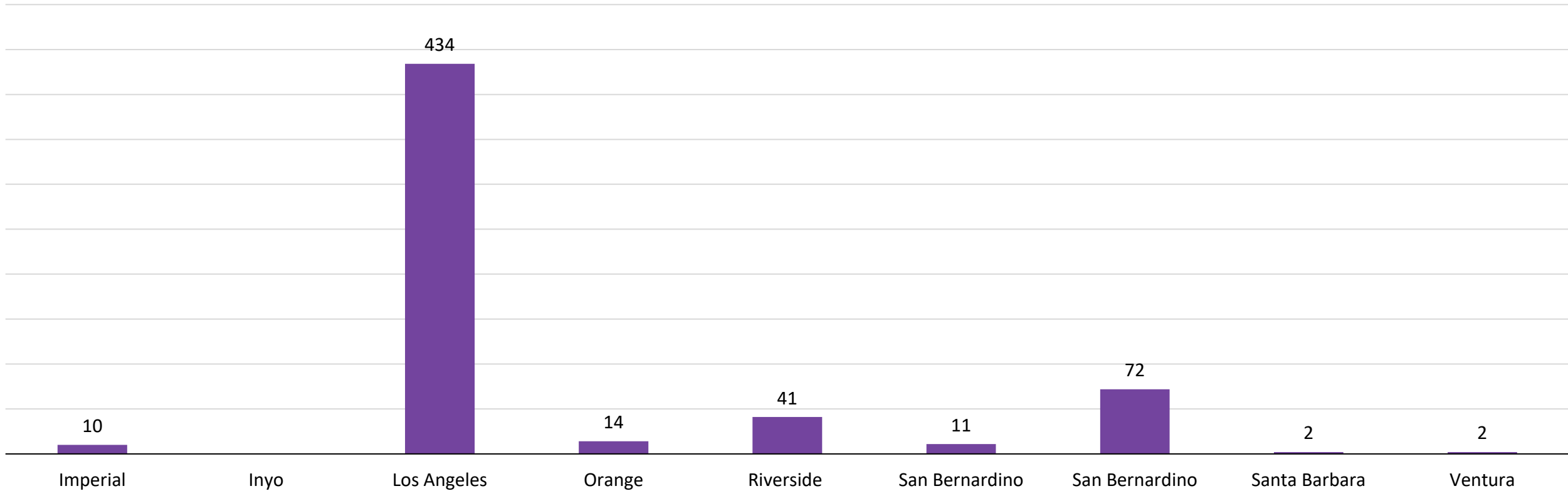
Year Over Year (2025 Q2)

	DigAlert		USA North 811	
	2024	2025	2024	2025
New	507,740	272,428	778,929	416,331
Emergency	29,351	17,634	40,652	20,115
ACE	185	586	1,119	450
Re-Mark	18,837	8,563	15,250	7,749
Renewal	468,990	272,487	567,923	309,993
Amendment	21,646	9,725	16,736	7,680
Cancel	7,101	4,494	17,550	8,775
Damage	2,911	1,309	2,538	1,418
Exposed	1,967	980	2,015	1,028
No Response	14,386	4,109 (753,604)	8,878	5,344
Return Trip	4,046	2,758	3,526	1,900

ACE TICKETS: DIGALERT

ACE Tickets for DigAlert (2025 Q2)

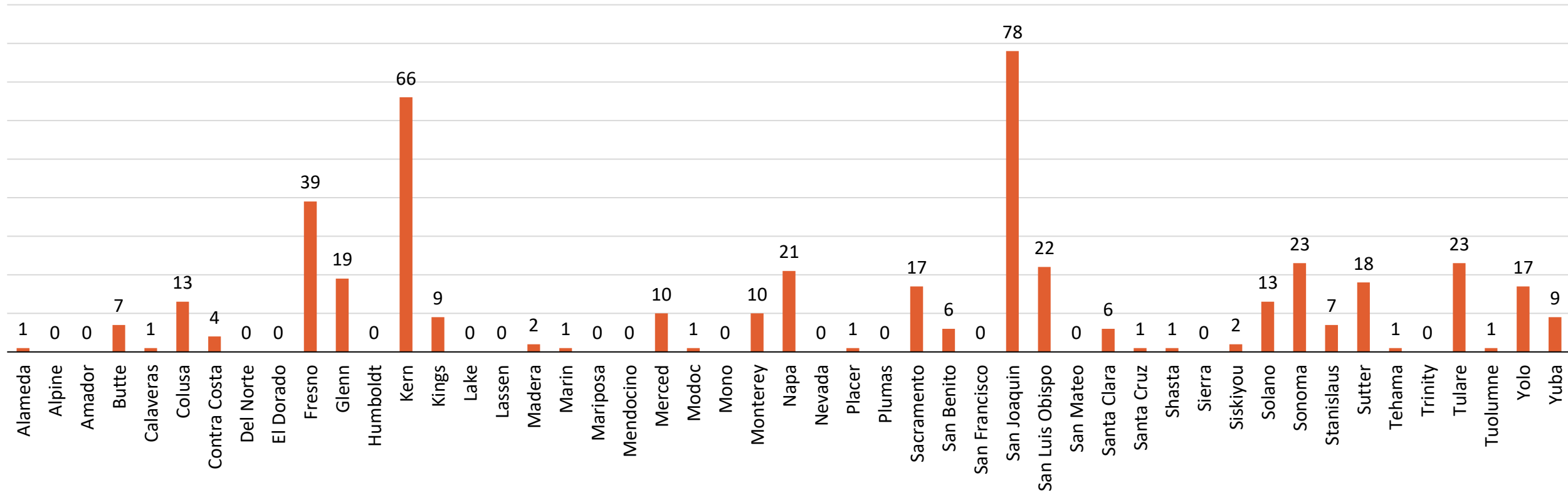
■ Tickets per County



ACE TICKETS: USA NORTH 811

ACE Tickets for USA North 811 (2025 YTD through Q2)

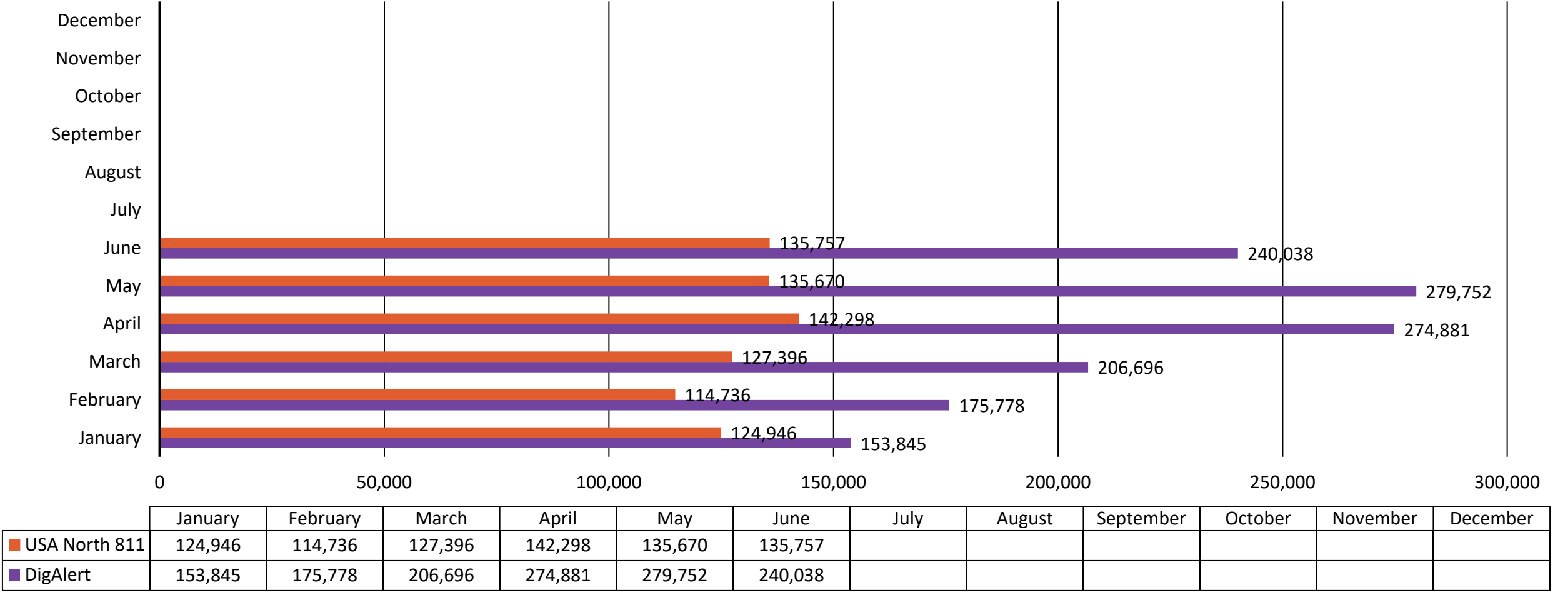
■ Tickets per County



Ticket Volume

Monthly (2025 Q2)

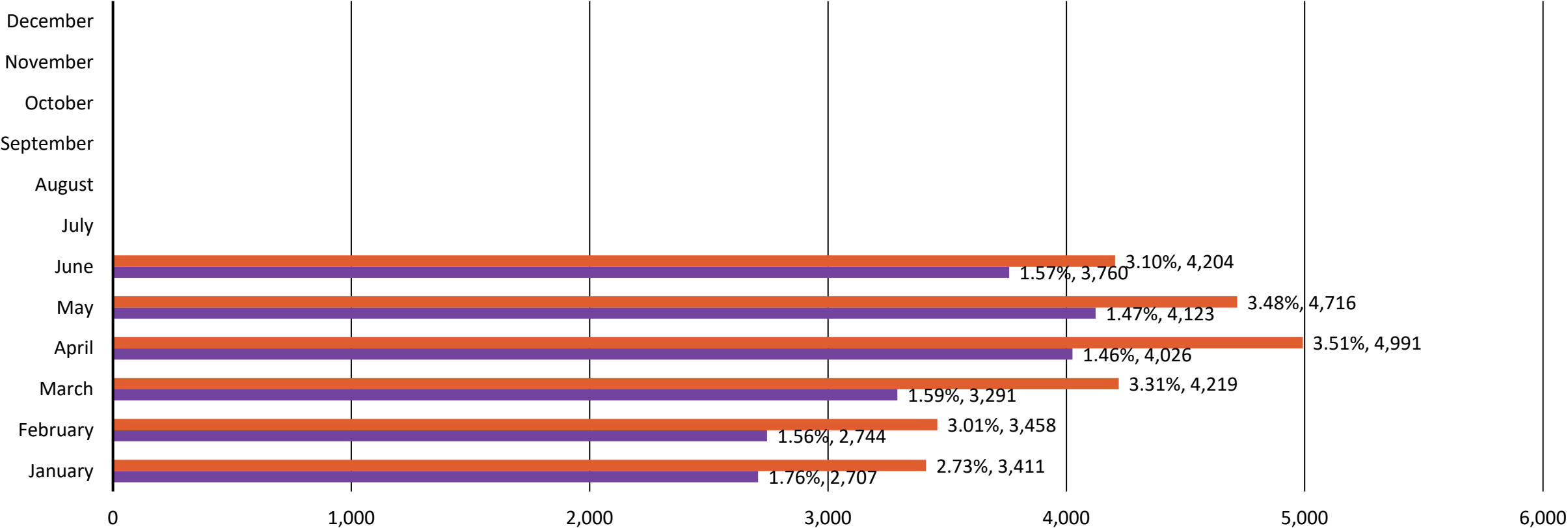
USA North 811 DigAlert



Homeowner Ticket Volume

Monthly (2025 Q2)

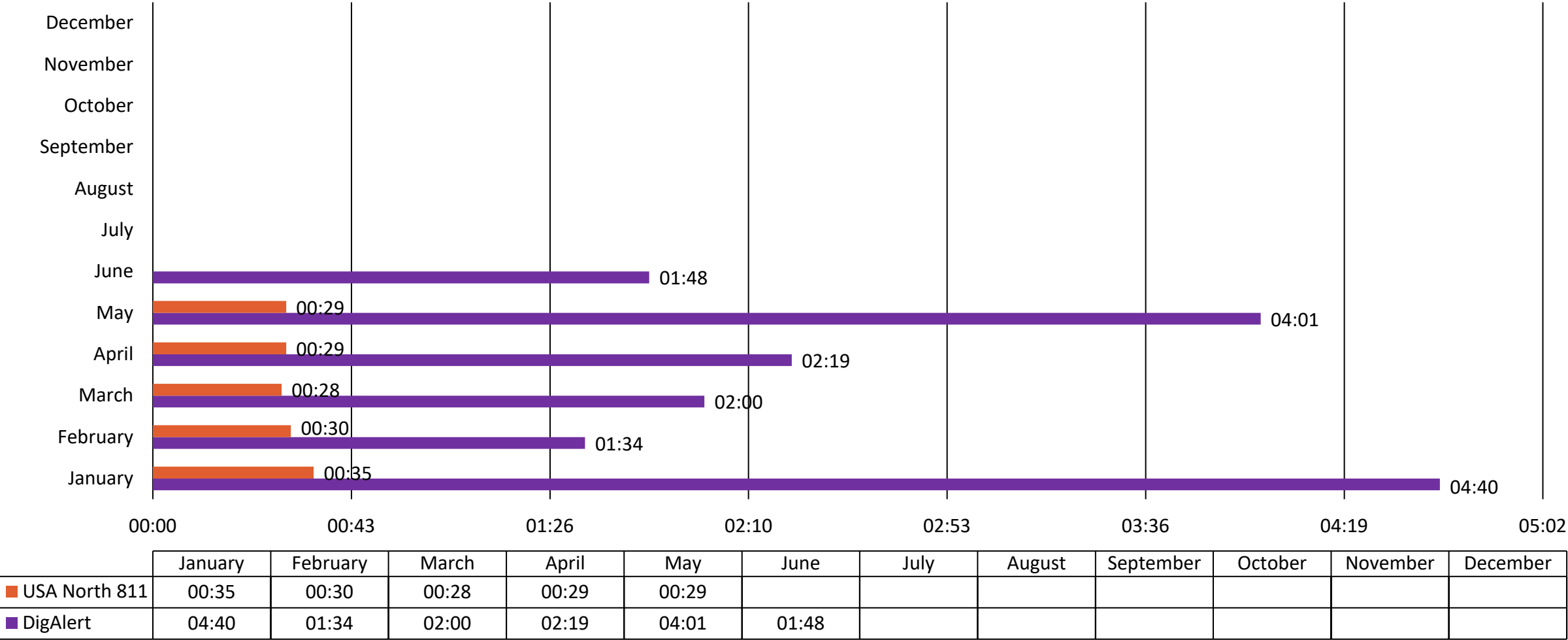
■ USA North 811
 ■ DigAlert



	January	February	March	April	May	June	July	August	September	October	November	December
USA North 811	3,411	3,458	4,219	4,991	4,716	4,204						
DigAlert	2,707	2,744	3,291	4,026	4,123	3,760						

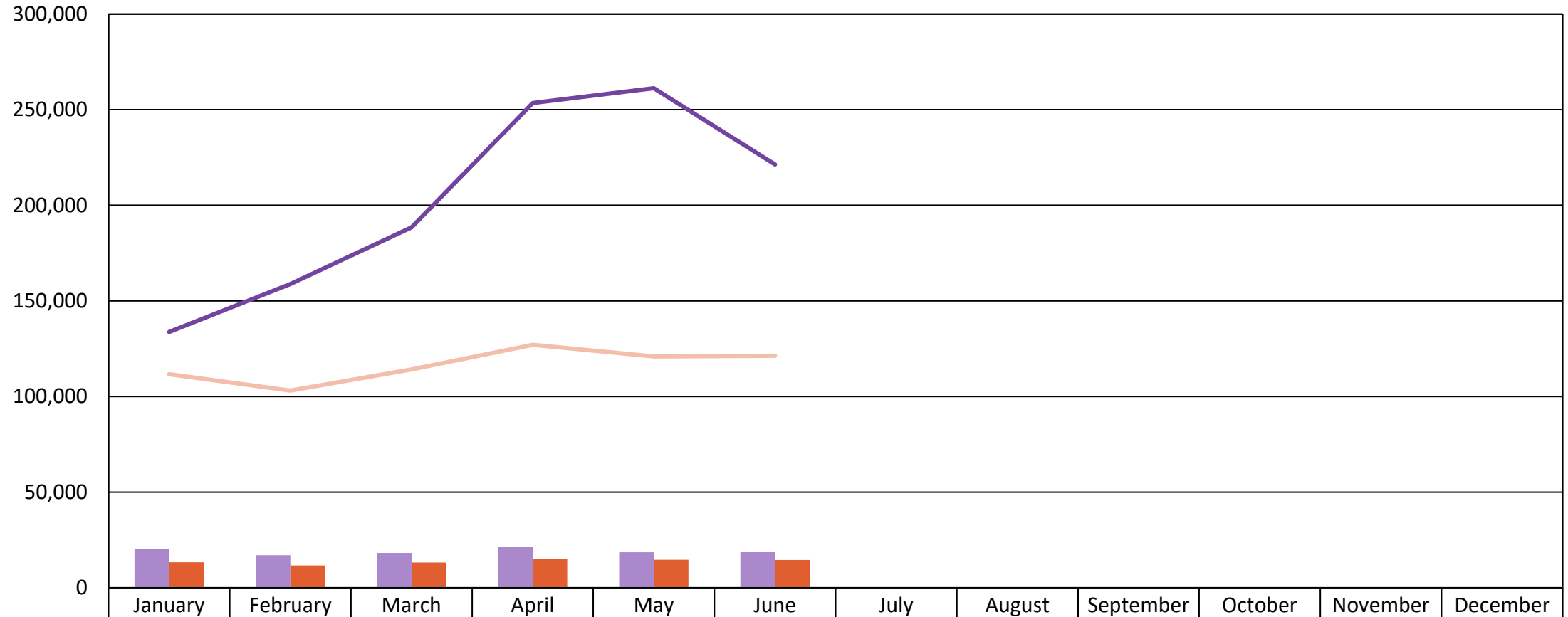
Average Ticket Delivery Notification

Monthly (2025 Q2) (mm:ss)



Tickets Created Via Call Or Online

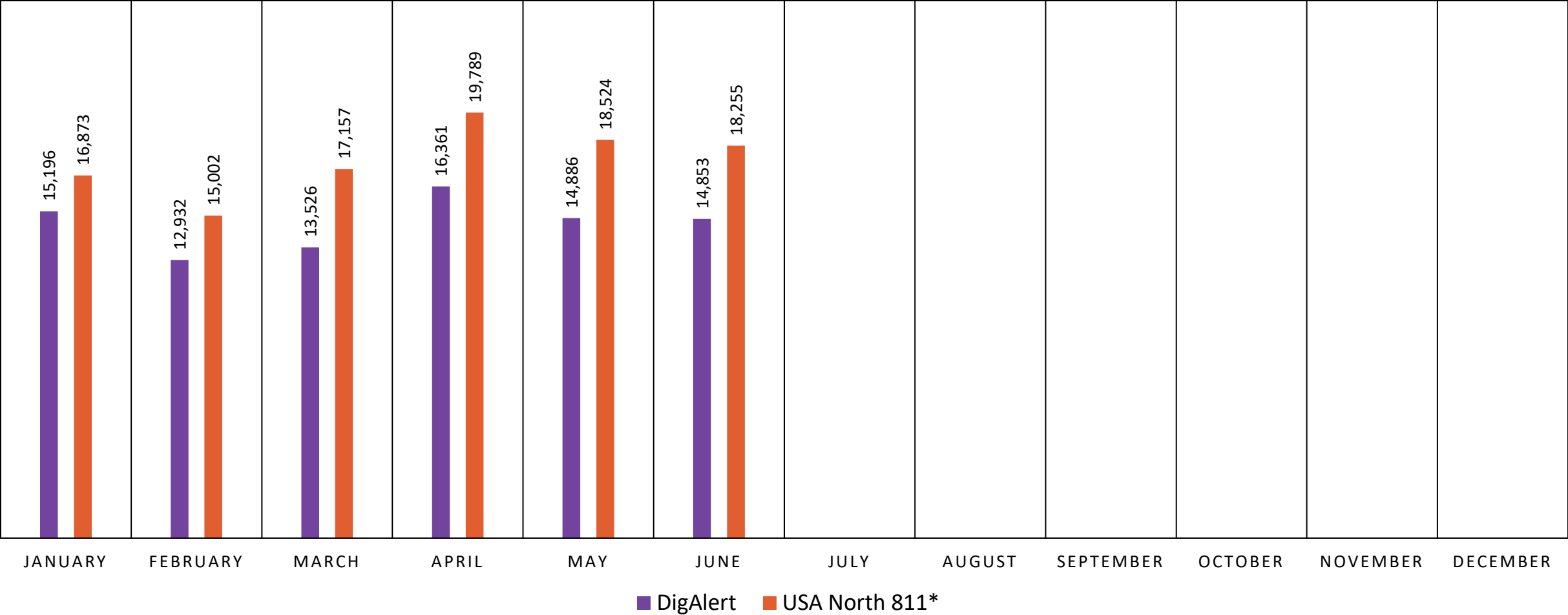
Monthly (2025 Q2)



	January	February	March	April	May	June	July	August	September	October	November	December
Dig Alert via Call	20,064	16,989	18,219	21,415	18,513	18,712						
USA North 811 via Call	13,283	11,623	13,248	15,241	14,649	14,470						
Dig Alert Online	133,781	158,789	188,477	253,466	261,239	221,326						
USA North 811 Online	111,663	103,113	114,148	127,057	121,021	121,267						

Calls Answered Volume Data

Monthly (2025 Q2)



*USA North 811 call data includes California and Nevada

Call Data

Monthly (2025 Q2)

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	00:25	0.78%	0%	07:01
May	00:16	0.46%	0%	06:48
June	00:24	0.66%	0%	06:59
July				
August				
September				
October				
November				
December				

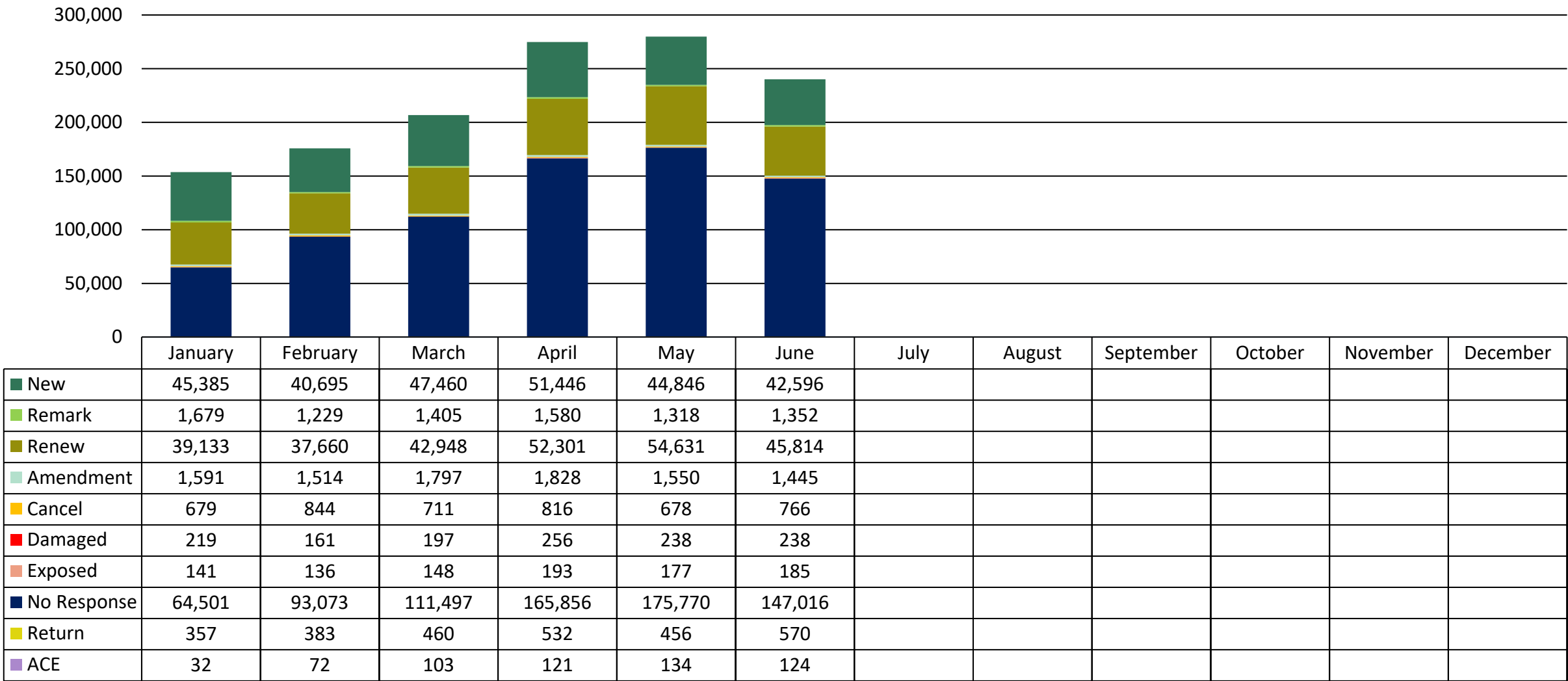
USA North 811*

	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	2:34	4.76%	0%	8:30
May	3:38	6.03%	0%	8:36
June	3:34	5.76%	0%	8:34
July				
August				
September				
October				
November				
December				

*USA North 811 call data includes California and Nevada

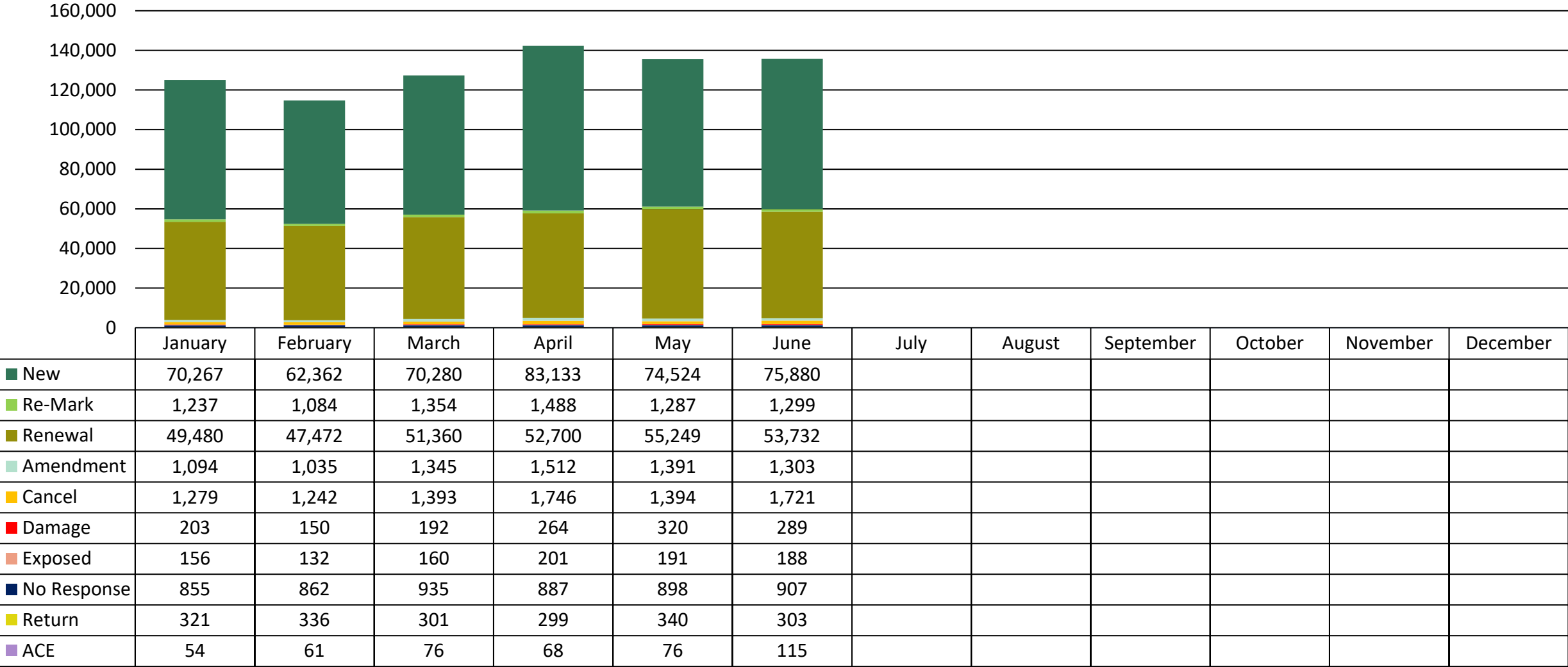
DigAlert Ticket Type Data

Monthly (2025 Q2)



USA North 811 Ticket Type Data

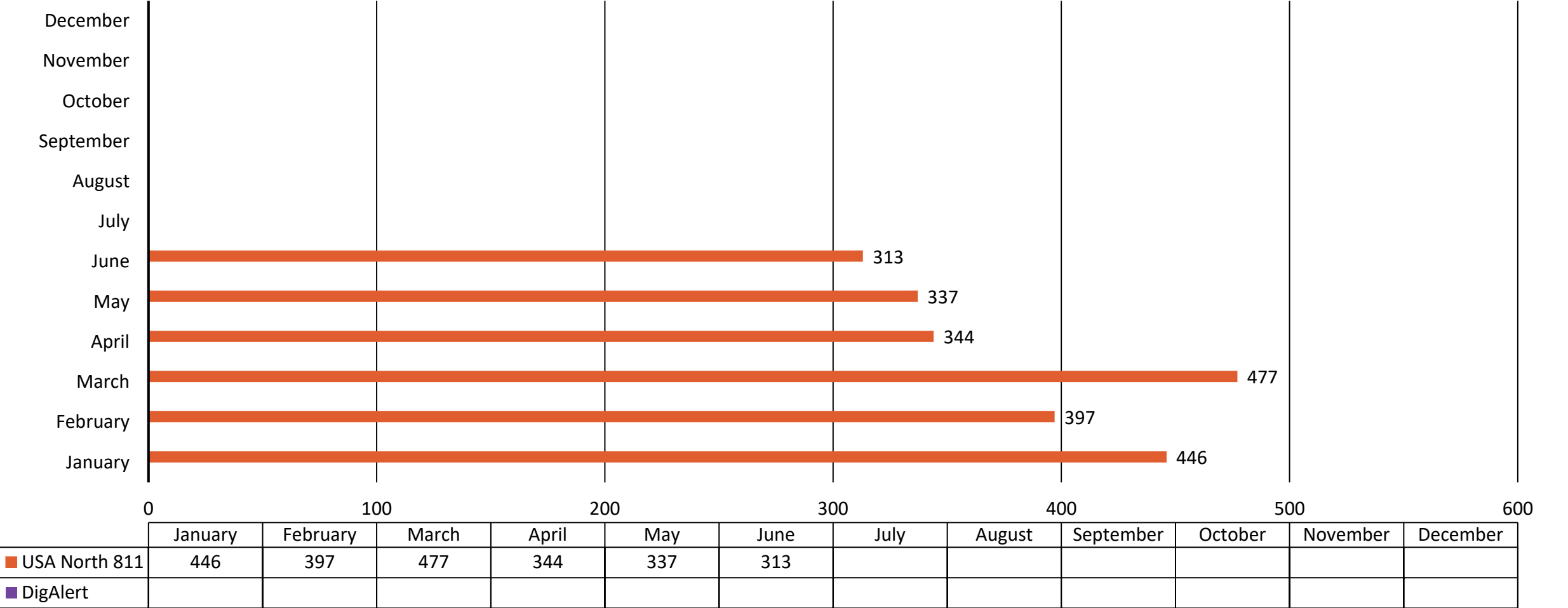
Monthly (2025 Q2)



Design Requests

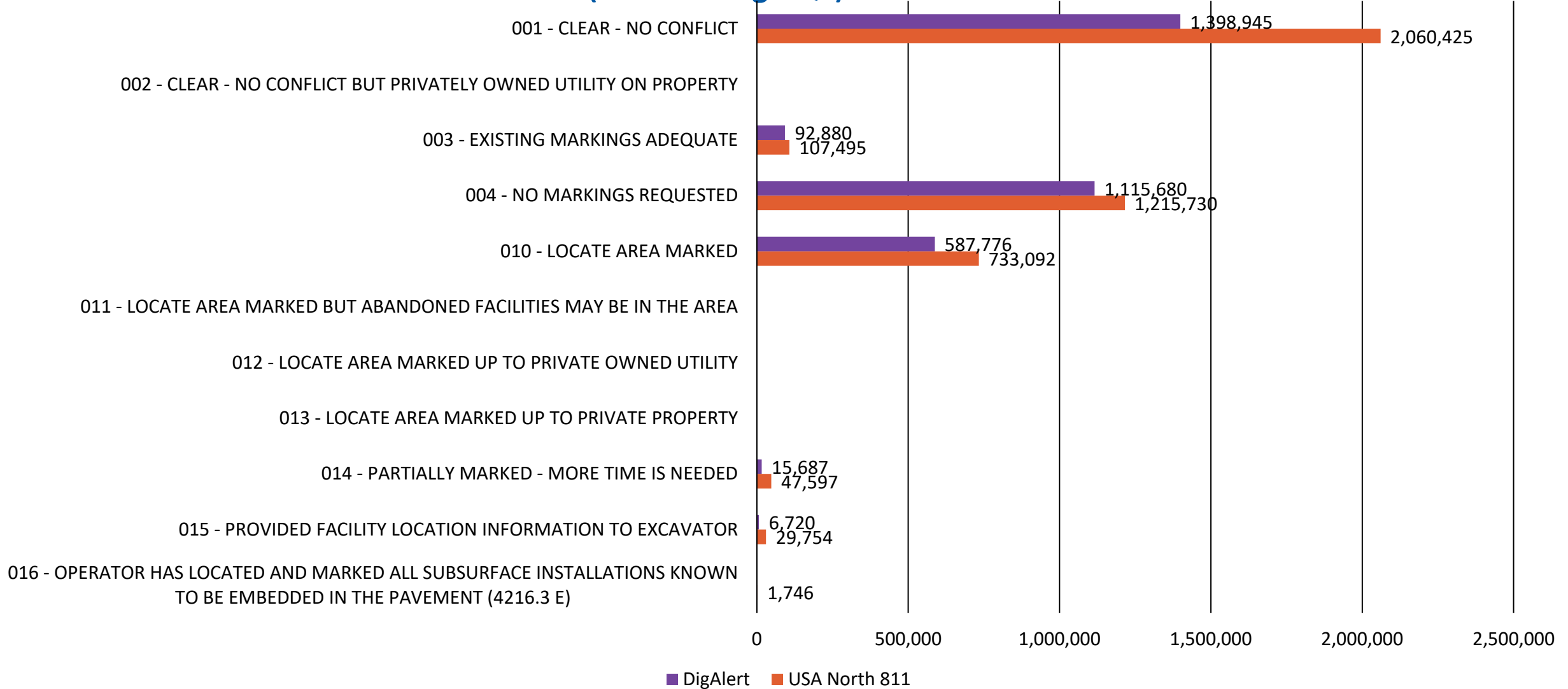
Monthly (2025 Q2)

USA North 811 DigAlert



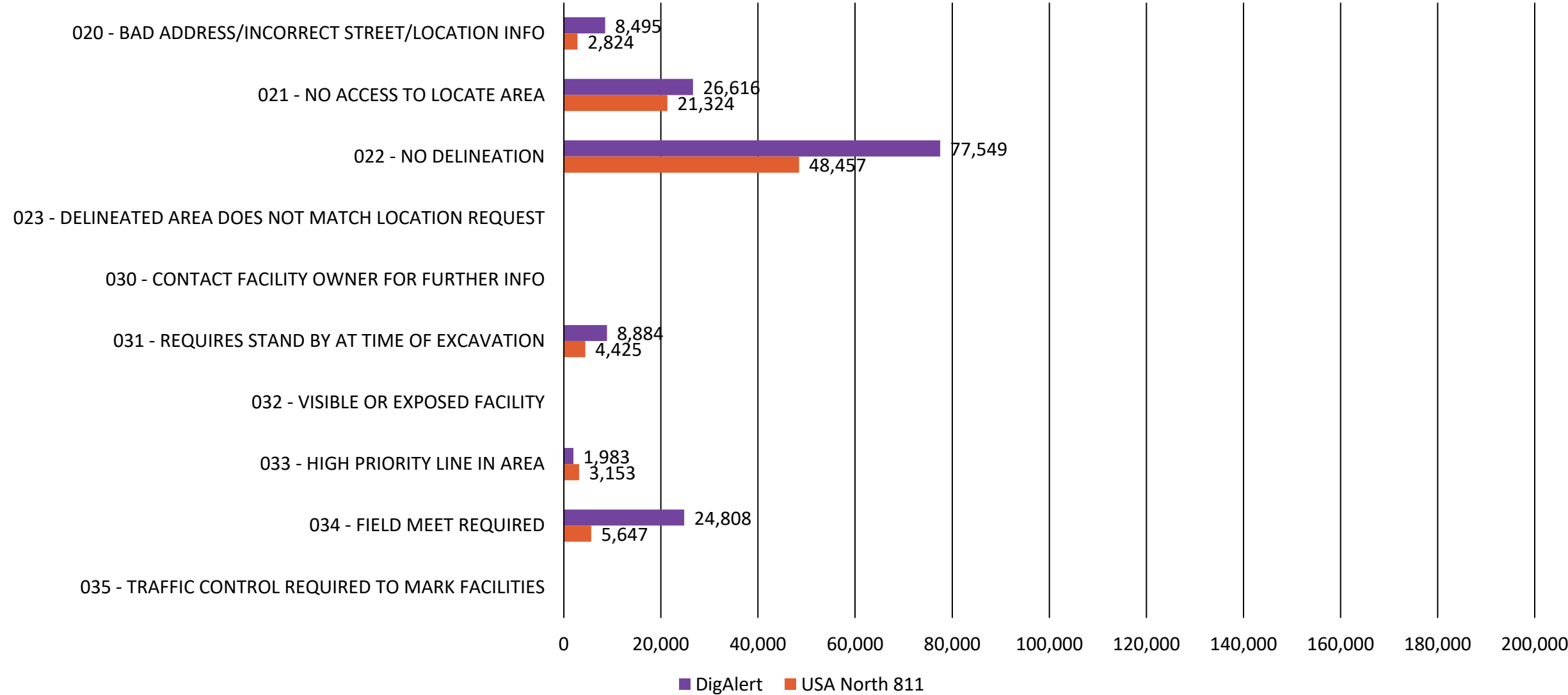
Electronic Positive Response (EPR) Code Usage

(2025 through Q2)



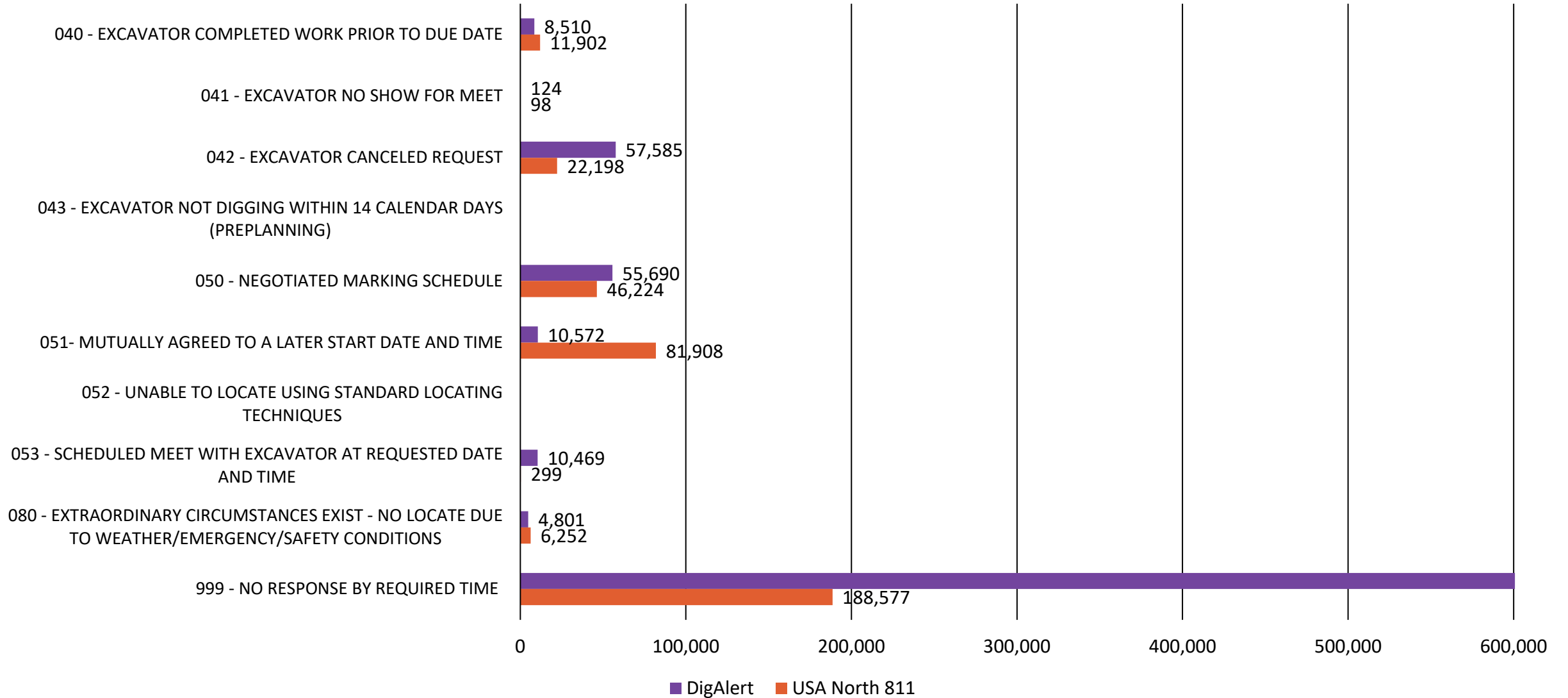
Electronic Positive Response (EPR) Code Usage

(2025 Q2)



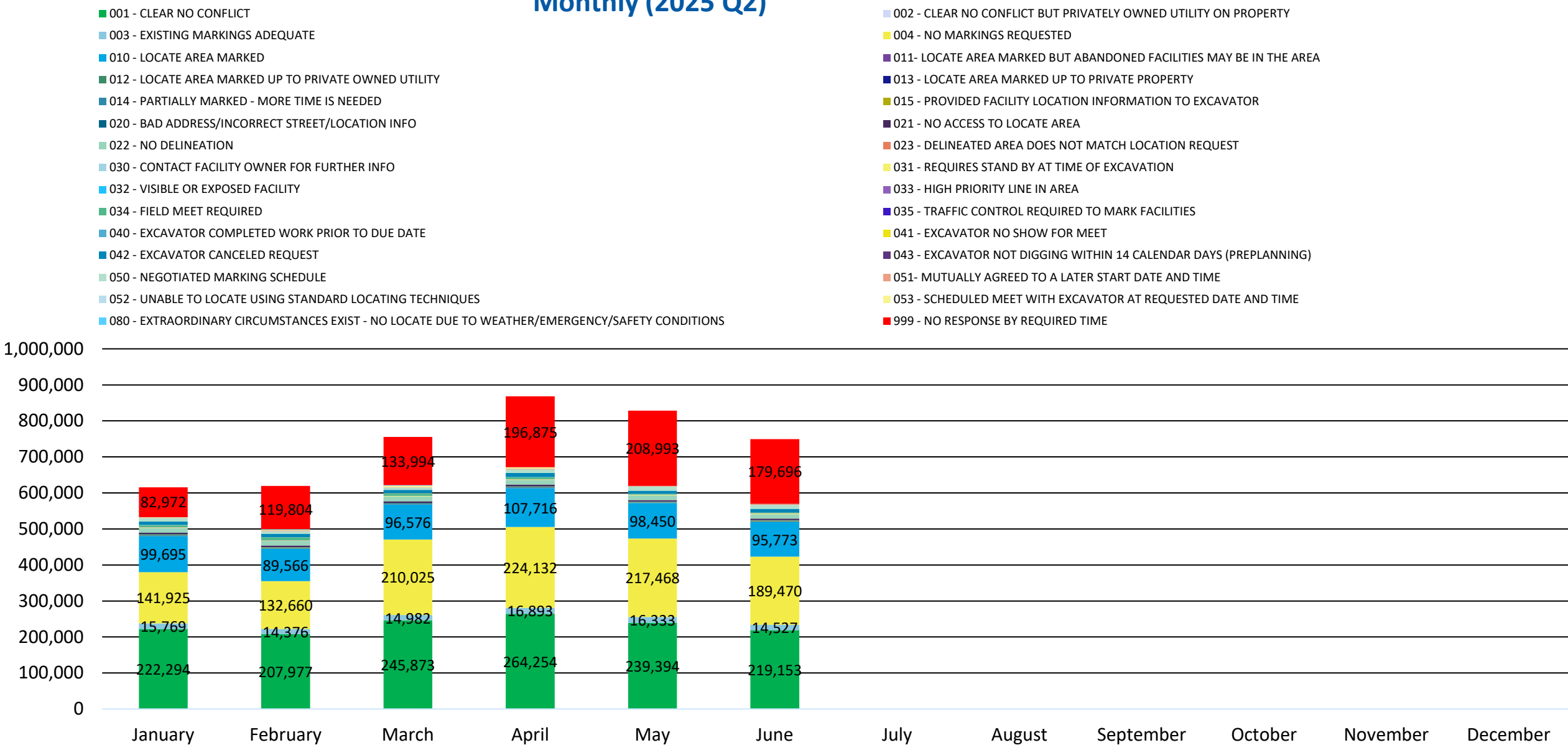
Electronic Positive Response (EPR) Code Usage

(2025 Q2)



DigAlert EPR Code Usage

Monthly (2025 Q2)



USA North 811 EPR Code Usage

Monthly (2025 Q2)

- 999 - NO RESPONSE BY REQUIRED TIME

■ 053 - SCHEDULED MEET WITH EXCAVATOR AT REQUESTED DATE AND TIME

■ 050 - NEGOTIATED MARKING SCHEDULE

■ 041 - EXCAVATOR NO SHOW FOR MEET

■ 034 - FIELD MEET REQUIRED

■ 031 - REQUIRES STAND BY AT TIME OF EXCAVATION

■ 021 - NO ACCESS TO LOCATE AREA

■ 016 - OPERATOR HAS LOCATED AND MARKED ALL SUBSURFACE INSTALLATIONS KNOWN TO BE EMBEDDED IN PAVEMENT 4216.3(b)

■ 014 - PARTIALLY MARKED - MORE TIME IS NEEDED

■ 004 - NO MARKINGS REQUESTED

■ 001 - CLEAR NO CONFLICT
- 080 - EXTRAORDINARY CIRCUMSTANCES EXIST - NO LOCATE DUE TO WEATHER/EMERGENCY/SAFETY CONDITIONS

■ 051- MUTUALLY AGREED TO A LATER START DATE AND TIME

■ 042 - EXCAVATOR CANCELED REQUEST

■ 040 - EXCAVATOR COMPLETED WORK PRIOR TO DUE DATE

■ 033 - HIGH PRIORITY LINE IN AREA

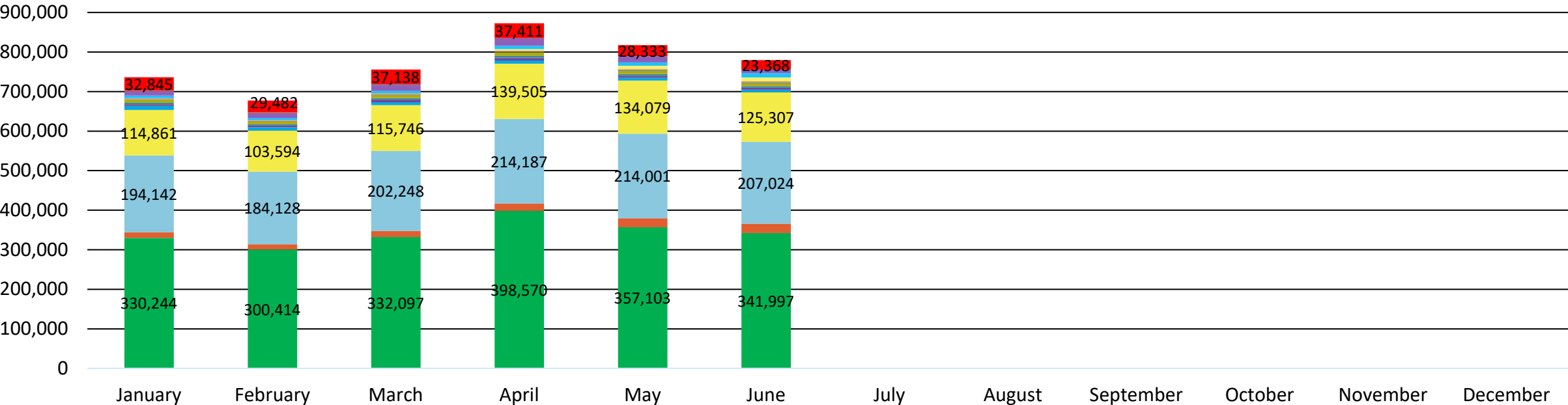
■ 022 - NO DELINEATION

■ 020 - BAD ADDRESS / INCORRECT STREET / LOCATION INFO

■ 015 - PROVIDED FACILITY LOCATION INFORMATION TO EXCAVATOR

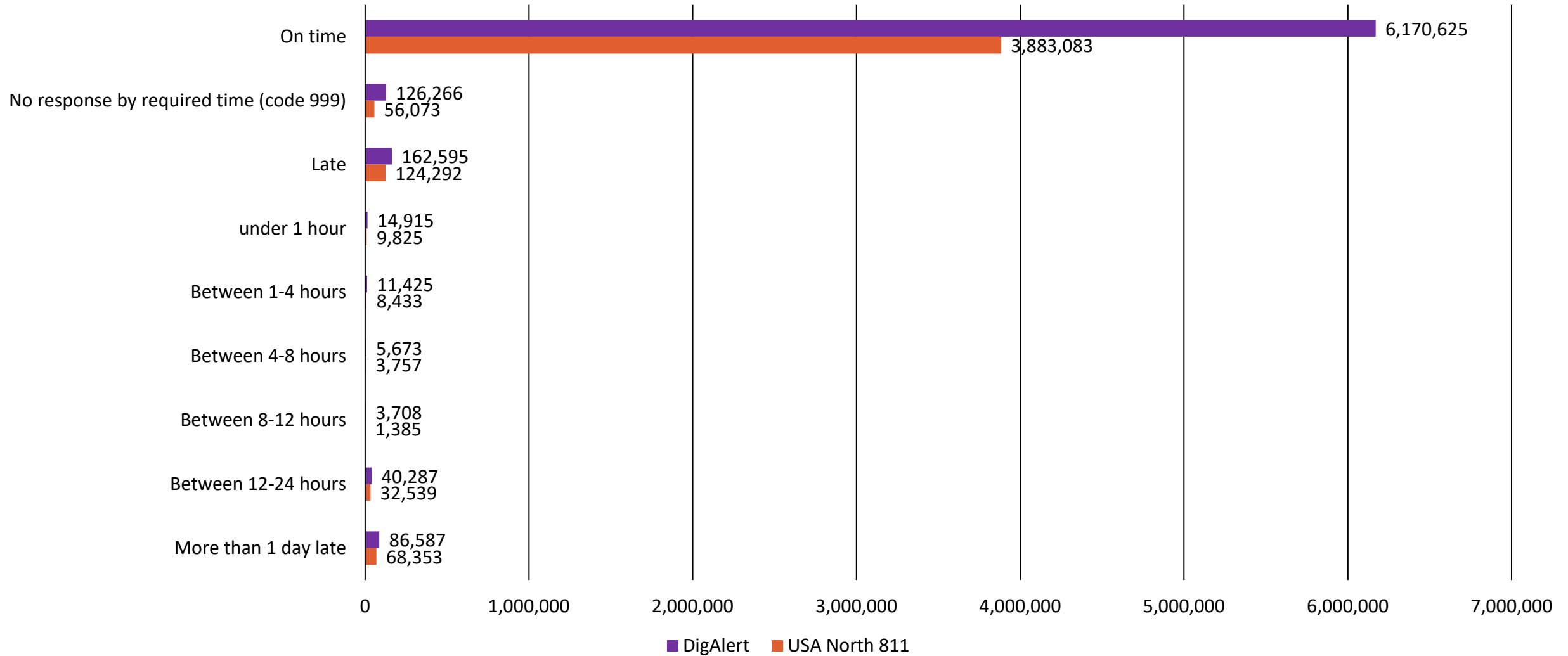
■ 010 - LOCATE AREA MARKED

■ 003 - EXISTING MARKINGS ADEQUATE



EPR Response Times

(2025 Q2)



DigAlert EPR Response Time

Monthly (2025 Q2)

	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	1,260,673	25,282	29,034	2,374	1,851	798	815	7,151	16,045
May	1,281,330	270,020	30,014	2,479	1,937	1,061	795	7,495	16,247
June	1,128,640	24,510	31,228	2,748	2,234	1,124	614	8,155	16,353
July									
August									
September									
October									
November									
December									

USA North EPR Response Time

Monthly (2025 Q2)

	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	722,804	9,912	26,318	2,104	1,727	816	349	6,819	14,503
May	691,223	7,684	21,002	1,831	1,519	631	241	5,919	10,861
June	588,747	7,618	14,047	1,310	1,142	441	184	4,580	6,390
July									
August									
September									
October									
November									
December									