



811 Notification Center Metrics November 2025

Presented by:

DigAlert – Ann Diamond

USA North 811 – James Wingate

Ticket Data

Year Over Year

	DigAlert		USA North 811	
	2024	2025	2024	2025
Ticket Volume	1,048,683	1,887,874 (858,821)	1,455,116	1,396,516
Average Ticket Notification Delivery	0:29	1:09	2:29	0:42
Tickets Created Online	808,244	1,715,960 (686,907)	1,280,872	1,255,937
Tickets Created Via Call	240,439	171,914	174,244	140,579
Calls Answered Volume	192,017	134,728	221,197*	180,172*
Average Speed of Answer (mm:ss)	0:27	0:27	0:37*	1:47*
Average Abandoned Call Rate (%)	1.10%	0.91%	1.60%*	3.30%*
Average Busy Signal Rate (%)	0%	0%	0%*	0%*
Average Call Duration (mm:ss)	07:11	07:04	08:32*	8:29*

*USA North 811 call data includes California and Nevada

Ticket Type Data

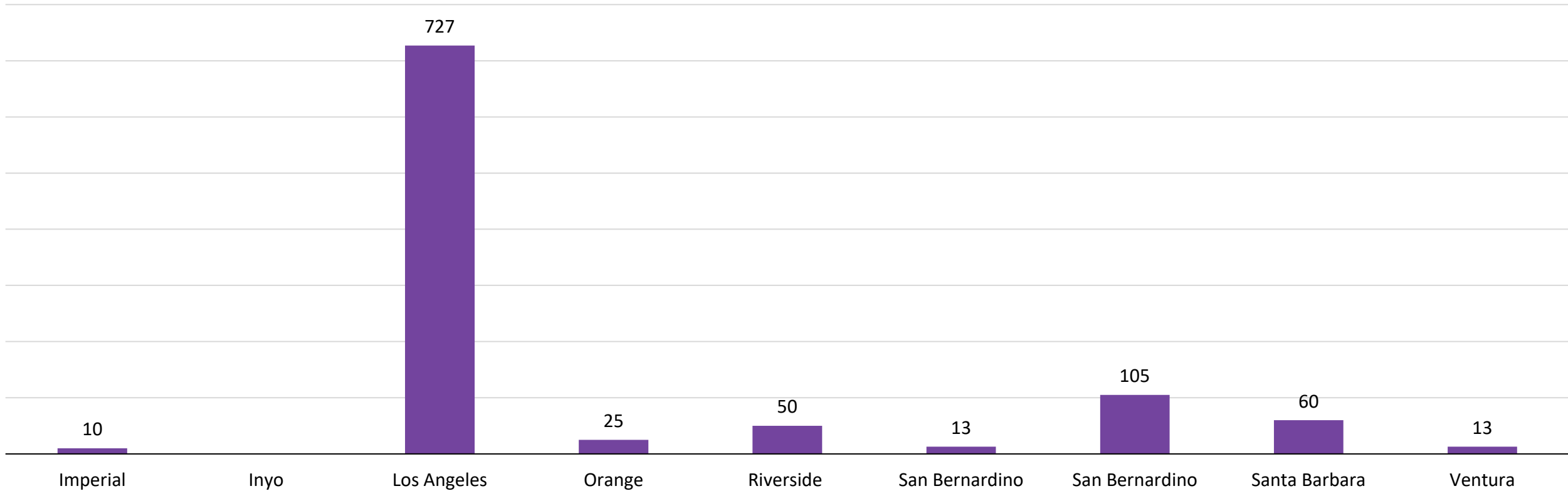
Year Over Year (2025 Q3)

	DigAlert		USA North 811	
	2024	2025	2024	2025
New	507,740	406,353	778,929	741,576
Emergency	29,351	25,686	40,652	36,595
ACE	185	1,003	1,119	828
Re-Mark	18,837	13,043	15,250	14,215
Renewal	468,990	402,838	567,923	557,390
Amendment	21,646	14,663	16,736	13,247
Cancel	7,101	6,605	17,550	15,523
Damage	2,911	2,136	2,538	2,578
Exposed	1,967	1,553	2,015	1,785
No Response	14,386	6,120 (1,029,053)	8,878	9,574
Return Trip	4,046	4,775	3,526	3,205

ACE TICKETS: DIGALERT

ACE Tickets for DigAlert (2025 Q3)

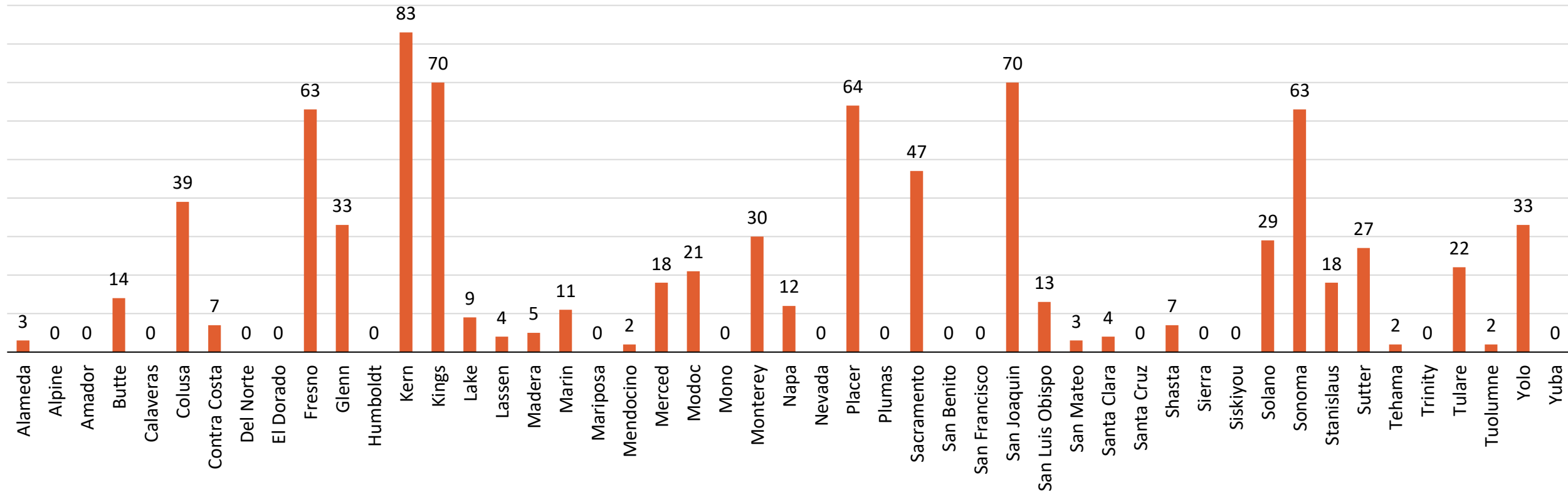
■ Tickets per County



ACE TICKETS: USA NORTH 811

ACE Tickets for USA North 811 (2025 YTD through Q3)

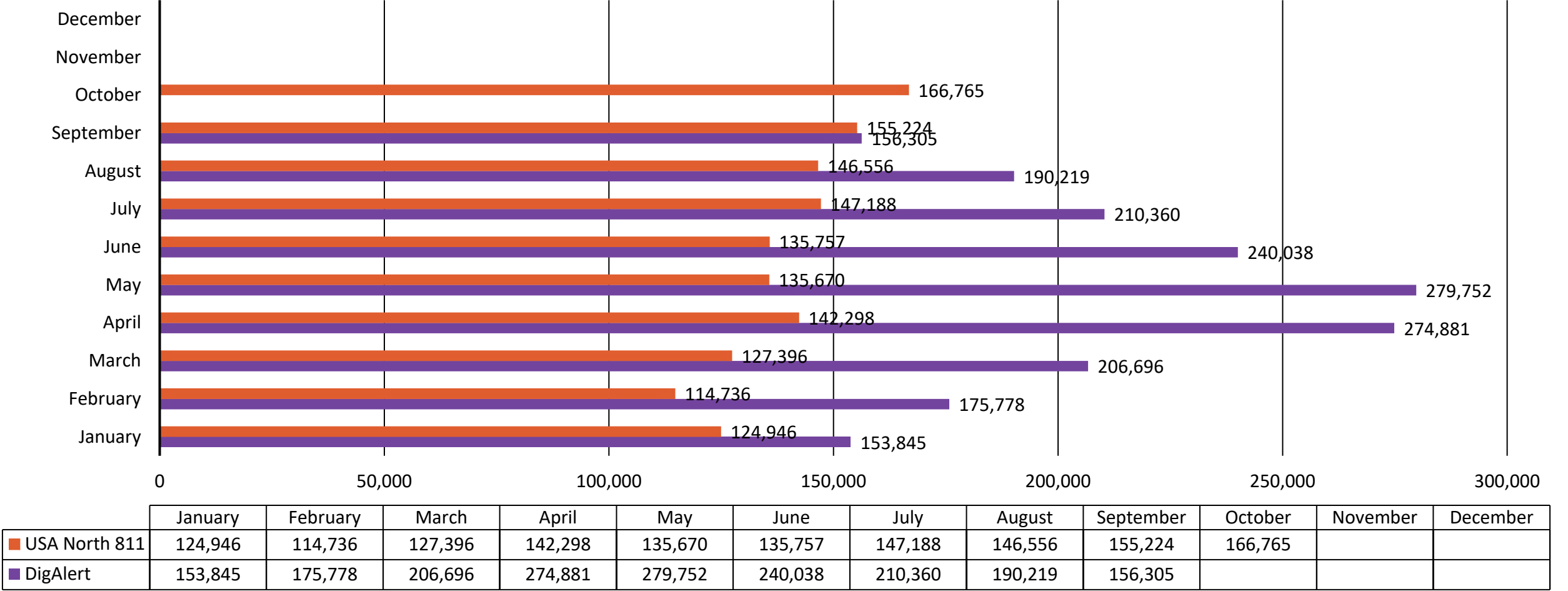
■ Tickets per County



Ticket Volume

Monthly (2025 Q3)

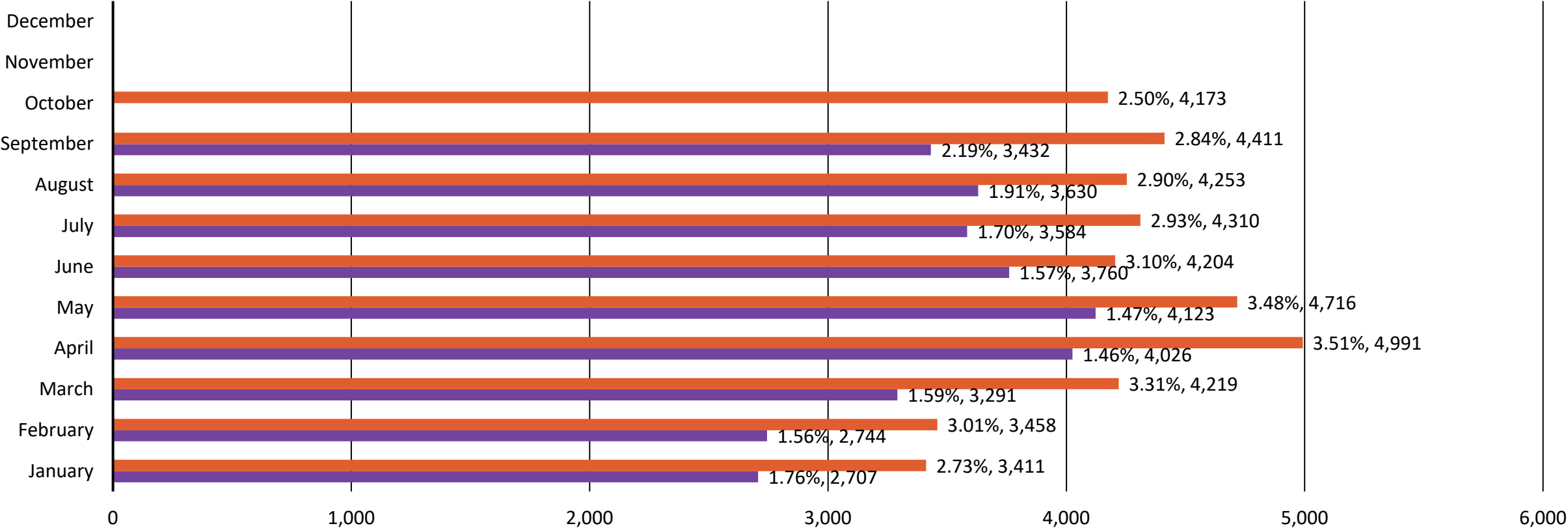
USA North 811 DigAlert



Homeowner Ticket Volume

Monthly (2025 Q3)

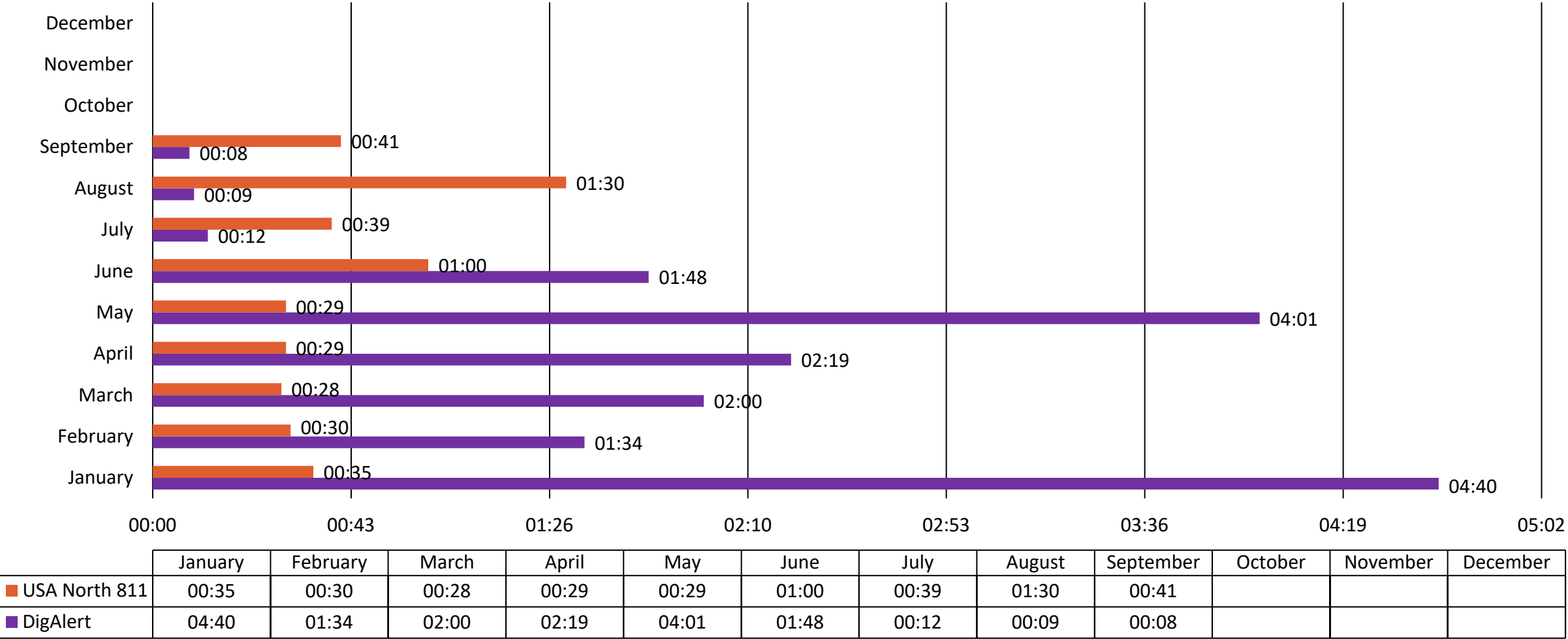
■ USA North 811
 ■ DigAlert



	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	4,310	4,253	4,411	4,173		
DigAlert	2,707	2,744	3,291	4,026	4,123	3,760	3,584	3,630	3,432			

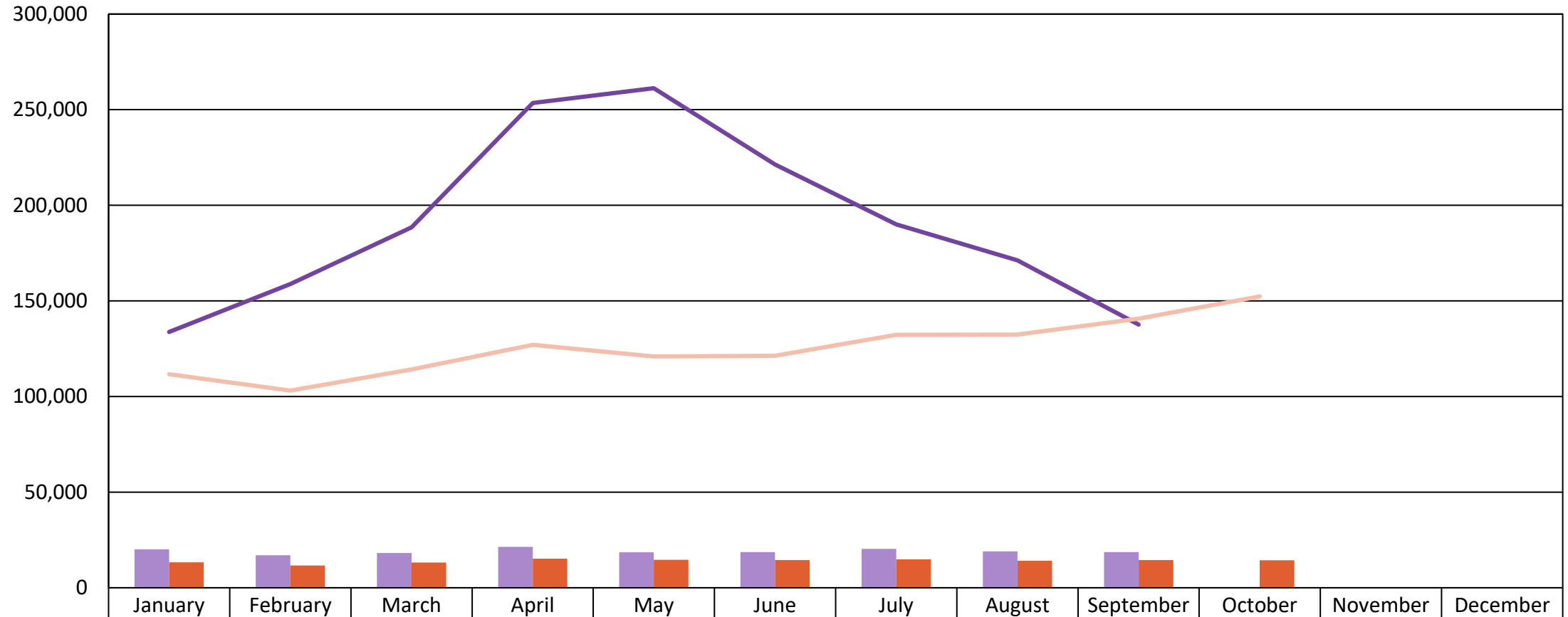
Average Ticket Delivery Notification

Monthly (2025 Q3) (mm:ss)



Tickets Created Via Call Or Online

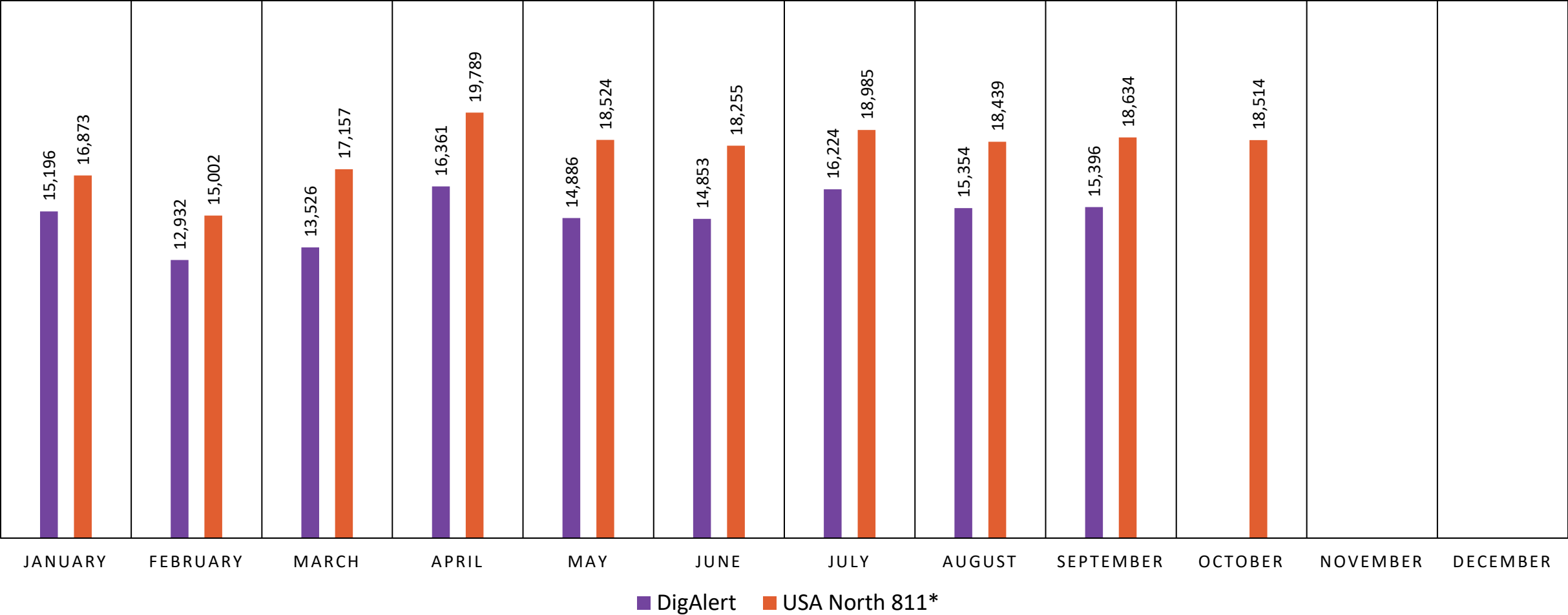
Monthly (2025 Q3)



Dig Alert via Call	20,064	16,989	18,219	21,415	18,513	18,712	20,360	18,993	18,649			
USA North 811 via Call	13,283	11,623	13,248	15,241	14,649	14,470	14,918	14,181	14,543	14,423		
Dig Alert Online	133,781	158,789	188,477	253,466	261,239	221,326	190,000	171,226	137,656			
USA North 811 Online	111,663	103,113	114,148	127,057	121,021	121,267	132,270	132,375	140,681	152,342		

Calls Answered Volume Data

Monthly (2025 Q3)



*USA North 811 call data includes California and Nevada

Call Data

Monthly (2025 Q3)

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	00:30	1.20%	0%	07:16
August	00:40	1.77%	0%	07:21
September	00:43	1.60%	0%	07:08
October				
November				
December				

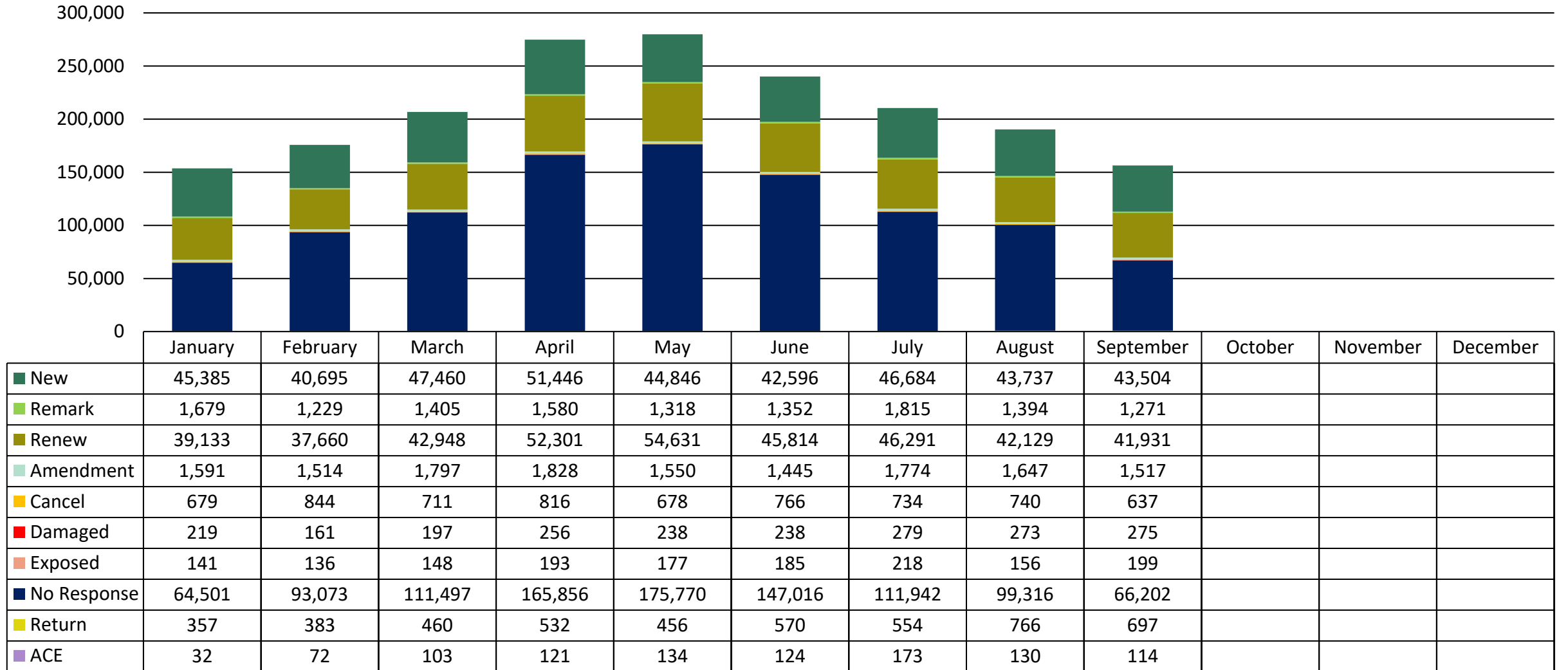
USA North 811*

	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	2:32	4.32%	0%	8:37
August	0:50	1.94%	0%	8:34
September	1:06	2.17%	0%	8:36
October	1:01	2.07%	0%	8:30
November				
December				

*USA North 811 call data includes California and Nevada

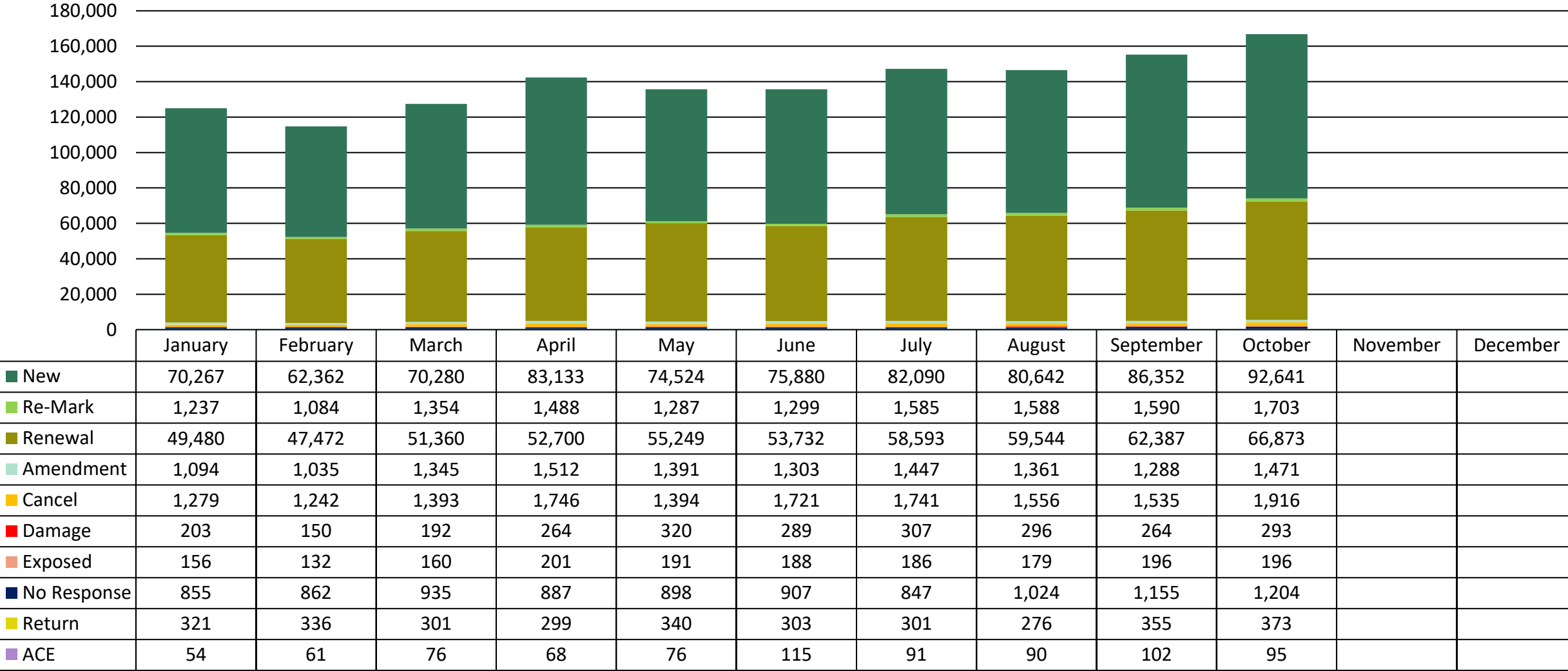
DigAlert Ticket Type Data

Monthly (2025 Q3)



USA North 811 Ticket Type Data

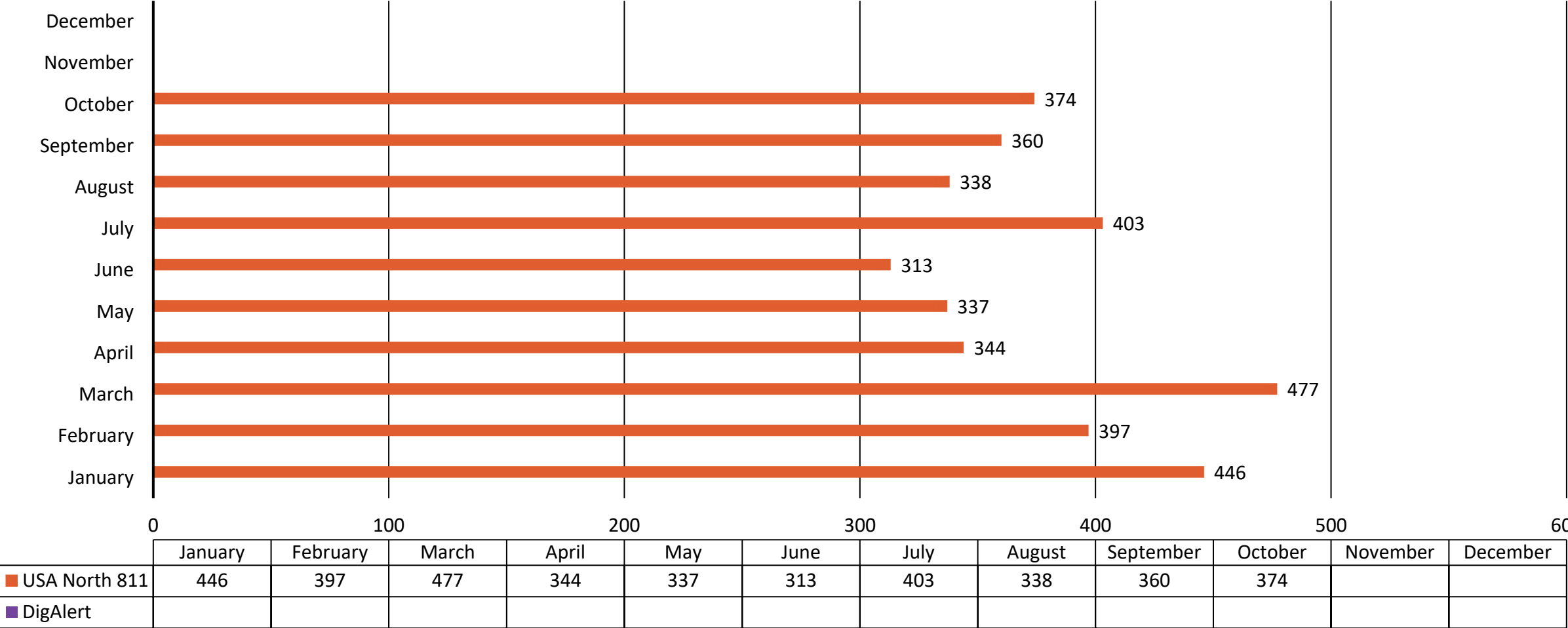
Monthly (2025 Q3)



Design Requests

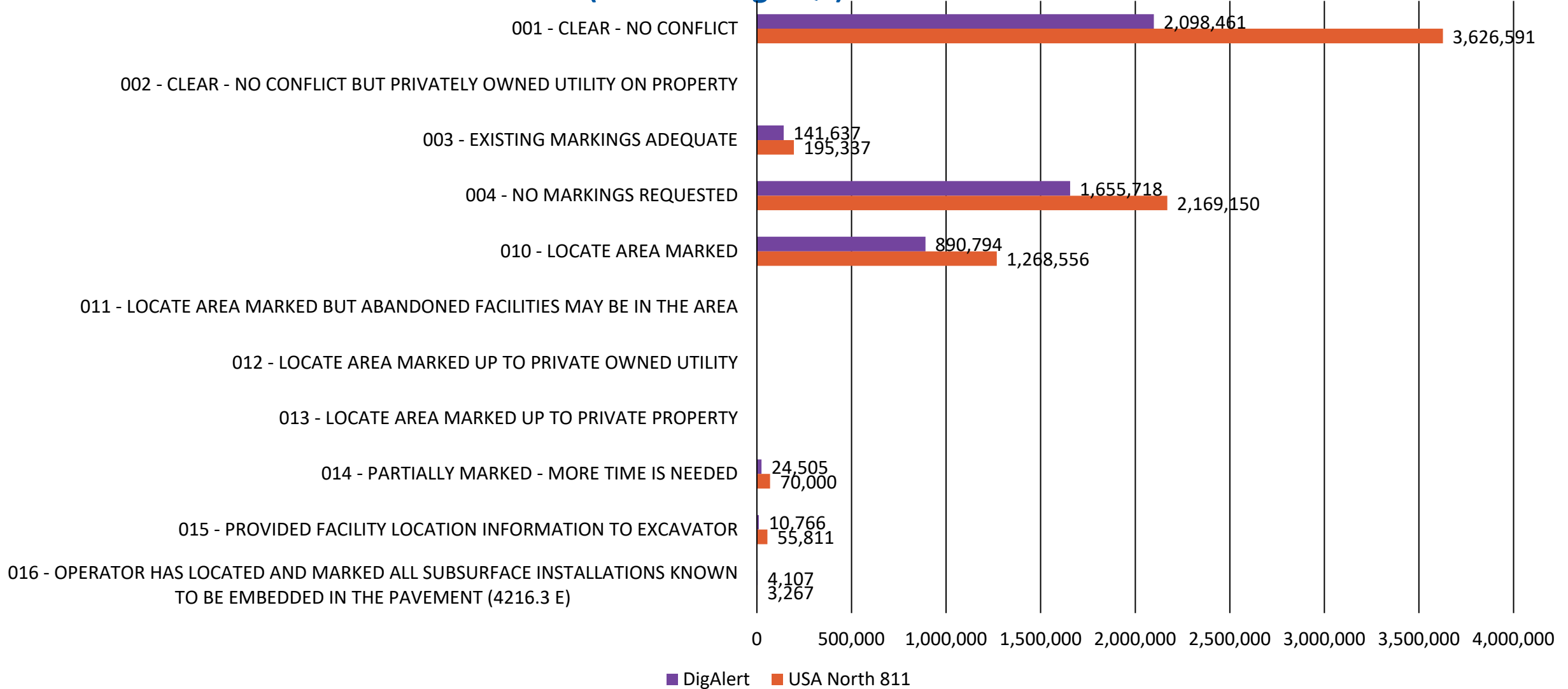
Monthly (2025 Q3)

USA North 811 DigAlert

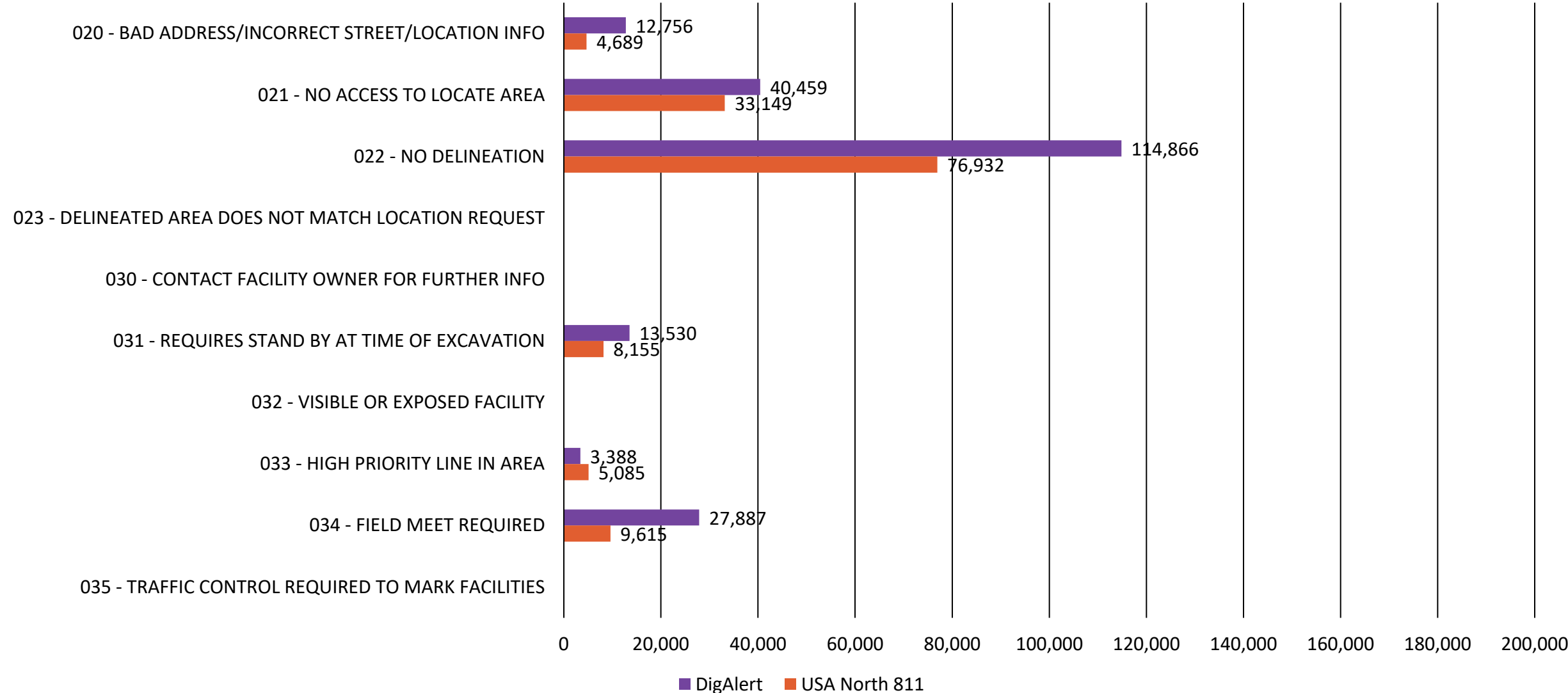


Electronic Positive Response (EPR) Code Usage

(2025 through Q3)

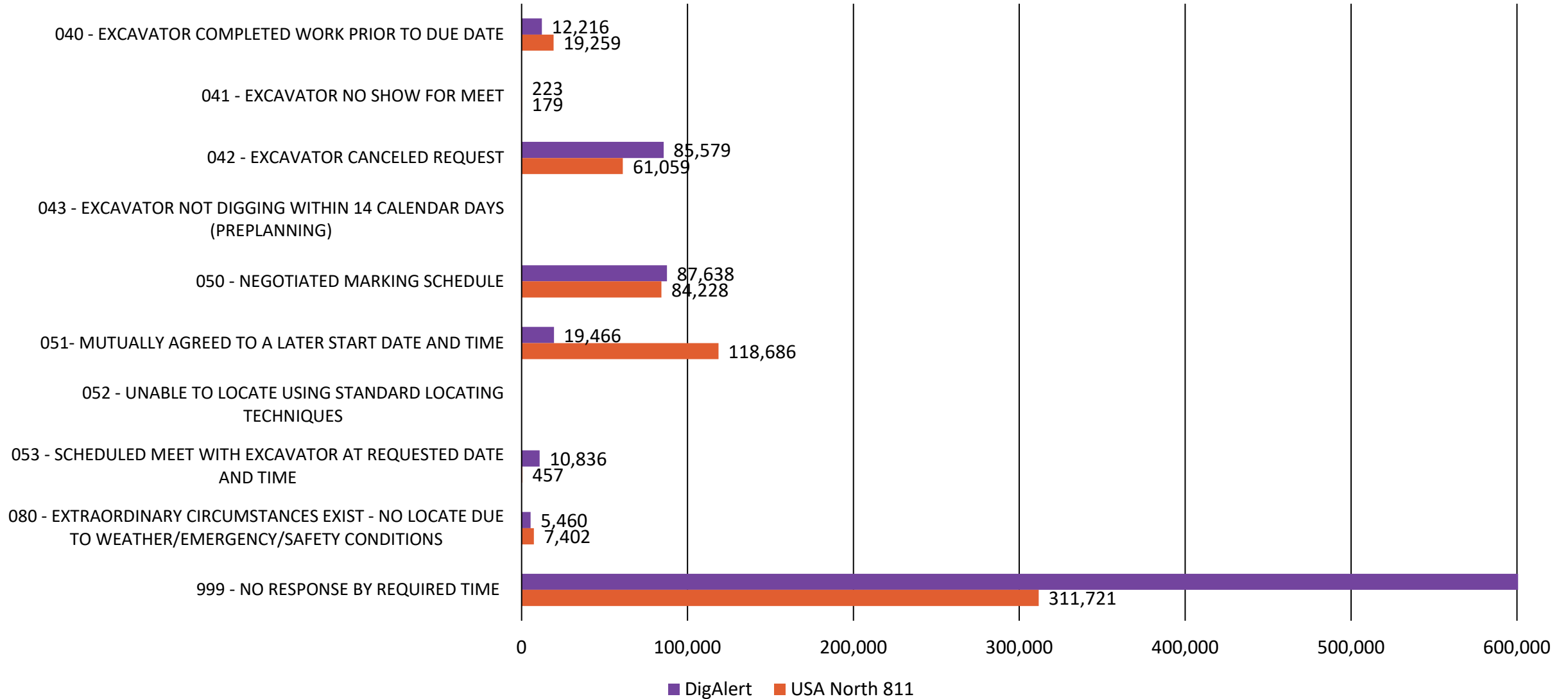


Electronic Positive Response (EPR) Code Usage (2025 Q3)



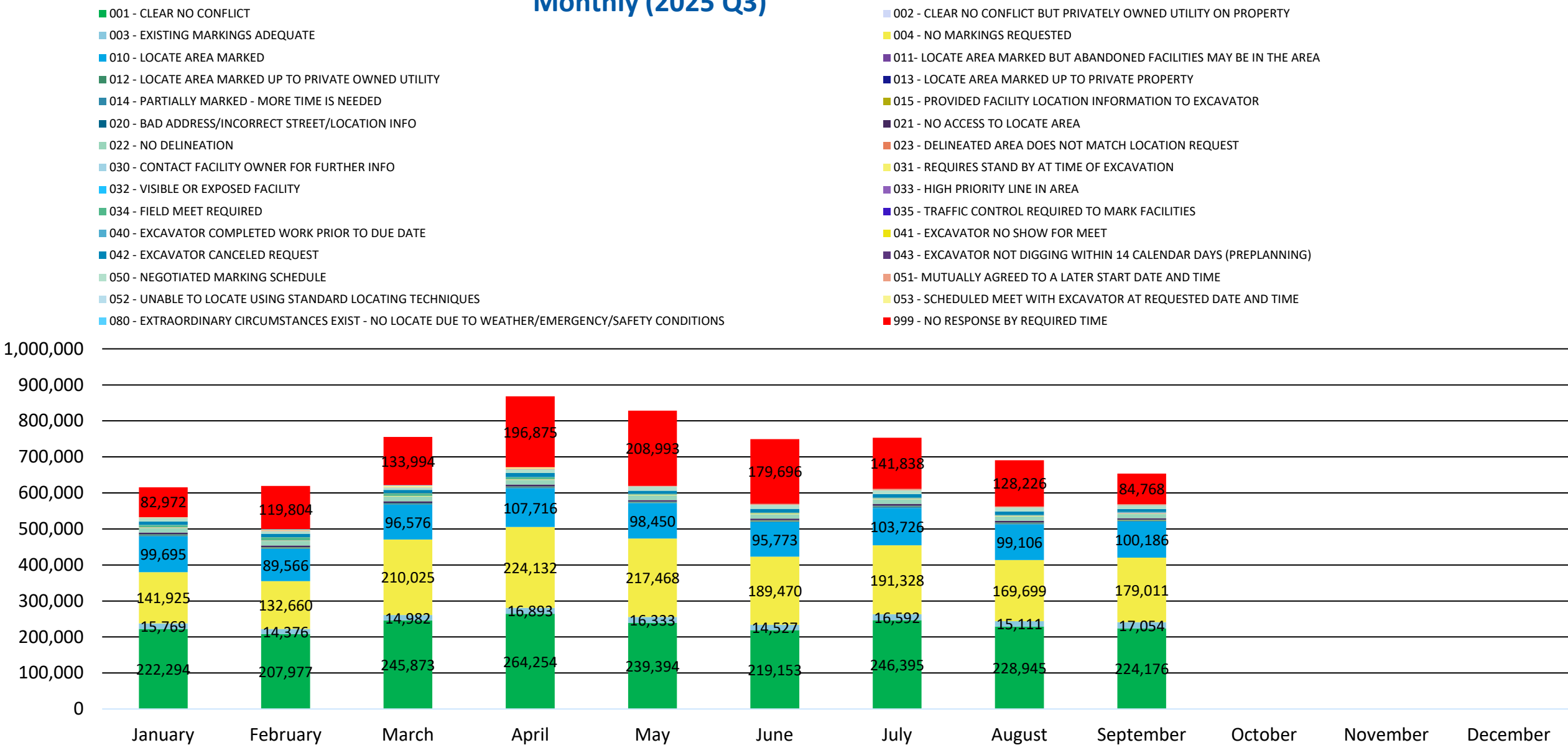
Electronic Positive Response (EPR) Code Usage

(2025 Q3)



DigAlert EPR Code Usage

Monthly (2025 Q3)



DigAlert EPR Code Usage

Monthly (2025 Q3)

- 001 - CLEAR NO CONFLICT

004 - NO MARKINGS REQUESTED

014 - PARTIALLY MARKED - MORE TIME IS NEEDED

016 - Operator has located and marked all subsurface installations known to be embedded in the pavement 4216.3(b)

021 - NO ACCESS TO LOCATE AREA

031 - REQUIRES STAND BY AT TIME OF EXCAVATION

034 - FIELD MEET REQUIRED

041 - EXCAVATOR NO SHOW FOR MEET

050 - NEGOTIATED MARKING SCHEDULE

053 - SCHEDULED MEET WITH EXCAVATOR AT REQUESTED DATE AND TIME

999 - NO RESPONSE BY REQUIRED TIME
- 003 - EXISTING MARKINGS ADEQUATE

010 - LOCATE AREA MARKED

015 - PROVIDED FACILITY LOCATION INFORMATION TO EXCAVATOR

020 - BAD ADDRESS/INCORRECT STREET/LOCATION INFO2

022 - NO DELINEATION

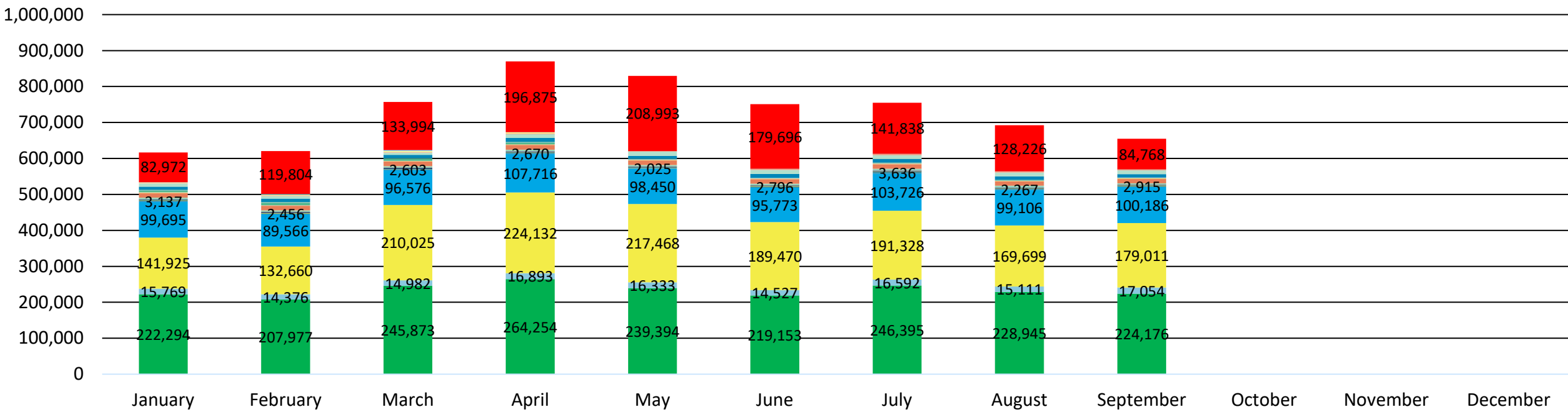
033 - HIGH PRIORITY LINE IN AREA

040 - EXCAVATOR COMPLETED WORK PRIOR TO DUE DATE

042 - EXCAVATOR CANCELED REQUEST

051- MUTUALLY AGREED TO A LATER START DATE AND TIME

080 - EXTRAORDINARY CIRCUMSTANCES EXIST - NO LOCATE DUE TO WEATHER/EMERGENCY/SAFETY CONDITIONS



USA North 811 EPR Code Usage

Monthly (2025 Q3)

- 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

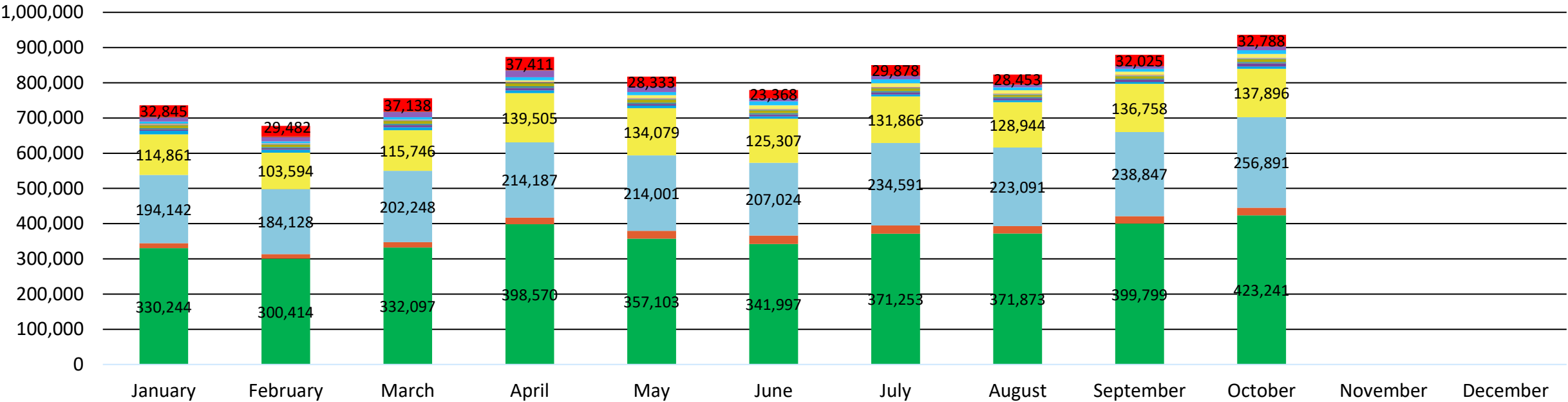
■ 022 - NO DELINEATION

■ 020 - BAD ADDRESS / INCORRECT STREET / LOCATION INFO

■ 015 - PROVIDED FACILITY LOCATION INFORMATION TO EXCAVATOR

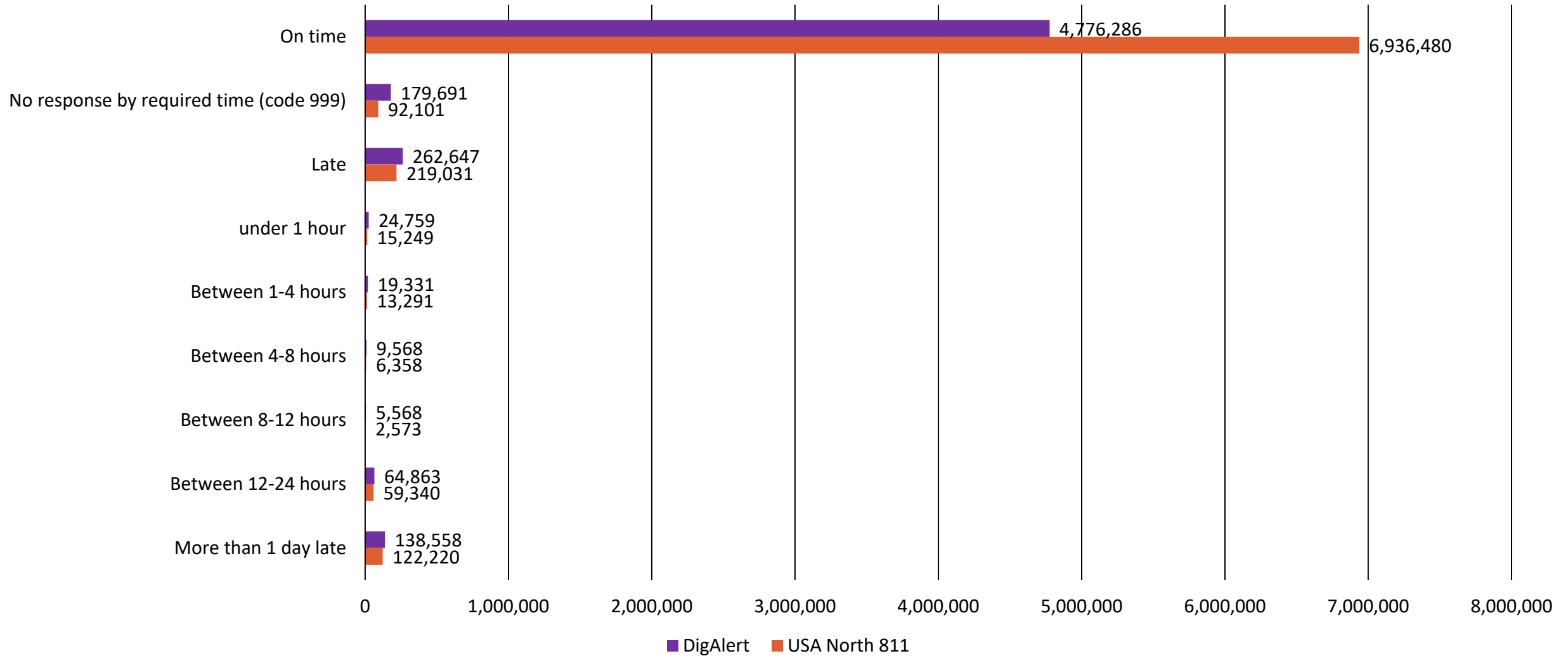
■ 010 - LOCATE AREA MARKED

■ 003 - EXISTING MARKINGS ADEQUATE



EPR Response Times

(2025 Q3)



DigAlert EPR Response Time

Monthly (2025 Q3)

	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	415,637	11,476	20,262	2,106	1,697	880	440	5,352	9,787
February	428,933	18,618	23,583	2,372	1,835	865	300	5,865	12,346
March	566,670	19,392	28,442	2,836	1,871	945	744	6,252	15,794
April	745,628	25,282	29,034	2,374	1,851	798	815	7,151	16,045
May	680,600	27,020	30,014	2,479	1,937	1,061	795	7,495	16,247
June	540,217	24,510	31,228	2,748	2,234	1,124	614	8,155	16,353
July	538,024	21,198	33,757	3,089	2,618	1,323	641	8,113	17,973
August	464,293	18,158	33,429	3,316	2,621	1,299	616	8,364	17,213
September	396,284	14,037	32,898	3,439	2,667	1,273	603	8,116	16,800
October									
November									
December									

USA North EPR Response Time

Monthly (2025 Q3)

	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	701,584	7,253	19,275	1,113	1,178	672	246	6,123	11,802
August	744,495	7,781	22,359	1,202	1,140	675	258	6,663	14,343
September	796,068	7,769	24,473	1,437	1,456	713	378	6,944	15,675
October	840,924	9,890	29,249	1,769	1,368	694	353	7,610	17,455
November									
December									