



MISSDIG811



Eric Urbain

Director of External Affairs

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System Usage – YTD 2025

JAN	64,310	63,051	57,740	45,958	46,427	48,486
FEB	59,546	77,535	48,659	41,221	41,611	42,690
MAR	115,247	98,363	80,619	77,947	91,438	65,577
APR	147,138	135,363	110,134	105,655	123,898	63,085
MAY	148,314	139,240	133,572	121,268	112,839	101,146
JUN	145,627	126,931	131,760	121,620	117,672	119,029
JUL	148,814	131,970	117,876	107,206	102,631	110,449
AUG	139,903	130,698	130,245	122,488	107,039	105,729
SEP		131,051	119,408	111,857	104,443	107,449
OCT		134,445	120,353	105,338	99,836	101,613
NOV		92,759	88,639	78,648	82,511	71,647
DEC		66,488	63,987	53,815	57,685	57,673
TOTAL	968,899	1,327,894	1,202,992	1,093,021	1,088,030	994,573

Web: 859,399
88.7%

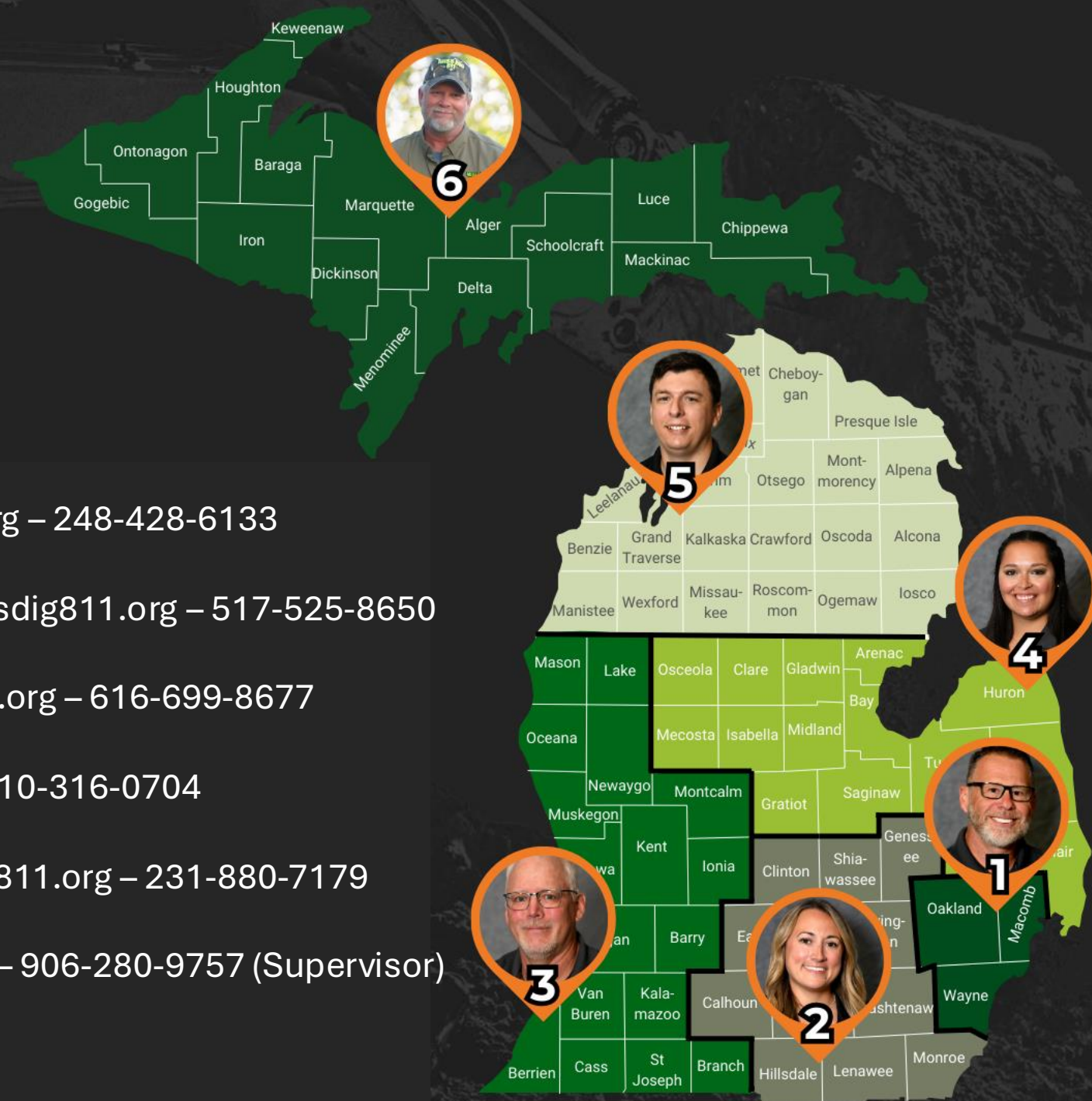
Phone: 109,500
11.3%





Legend:

1. Metro: Jason Hudson, jhudson@missdig811.org – 248-428-6133
2. Southern: Stephanie Williams, swilliams@missdig811.org – 517-525-8650
3. Western: Rob Sommer, rsommer@missdig811.org – 616-699-8677
4. Bay: Emma Taylor, etaylor@missdig811.org – 810-316-0704
5. Northern: Ryan Pedenelli, rpedenelli@missdig811.org – 231-880-7179
6. U.P.: Pat Goddard, pgoddard@missdig811.org – 906-280-9757 (Supervisor)





Liaisons

89 Training Sessions
1300 Individuals

305 Jobsite Visits

123 Member Visits

35 Public (EMU) events

Ticket & Locating Issues

Contacts

Training

Job Site Visits

DPA's

Missdig811.org – Education - Liaisons





Liaisons

Excavator Type

Contractor	72.9%
Occupant	11.3%
Unknown/Other	6.3%
Utility	4.5%
Municipality	3.5%
County	0.7%
Developer	0.6%
Farmer	0.1%
State	0.0%

Equipment Type

Backhoe/Trackhoe	45.1%
Hand Tools	21.1%
Boring	10.3%
Unknown/Other	9.5%
Auger	2.8%
Trencher	1.8%
Directional Drilling	1.5%
Grader/Scraper	1.7%
Probing Device	1.3%

Work Type

Telecommunications	10.8%
Water	9.4%
Sewer	8.3%
Unknown/Other	7.1%
Bldg. Construction	5.8%
Drainage	3.9%
Landscaping	3.8%
Natural Gas	3.7%
Road Work	3.6%
Electric	3.5%
Fencing	3.4%





Liaisons

Root Cause

Notification Issue - No notification made to the One-Call center	24.1%
Excavation Issue - Improper excavation practice not listed above	19.1%
Excavation Issue - Excavator dug prior to verifying marks by test-hole (pot-hole)	11.6%
Excavation Issue - Excavator failed to maintain clearance after verifying marks	10.3%
Miscellaneous Root Causes - Root Cause not listed	7.4%
Locating Issue - Facility not marked due to locator error	4.8%
Locating Issue - Facility not marked due to incorrect facility records/maps	4.8%
Locating Issue - Facility marked inaccurately due to locator error	3.6%
Notification Issue - Excavator dug after valid ticket expired	3.0%
Excavation Issue - Marks faded or not maintained	2.6%

Excavation Issue - 43.5% of total

Homeowner - 74.6% No Call

Excavators - 17.7% No Call. 53.8% Excavation Practices





2026 Great Lakes

Damage Prevention

Conference & Expo

A CGA REGIONAL PARTNER EVENT

PRESENTED BY MISS DIG 811

February 2–4, 2026 • Lansing Conference Center • Lansing, MI

greatlakes811expo.com

