

AUGUST 2021



FROM THE DESK OF CHRIS STOVALL

Ticket volume remains at record highs as July finished 1062% above last year's levels.

Though ticket volumes are up over the previous year, the number of tickets we deliver per excavation is down. This reduction in outbound volume is the result of an intentional effort on our part at Texas811 to reduce waste. Identifying tickets that are delivered to our members that are outside of a direct conflict with the work area is one way we are targeting waste.

At the beginning of the year, we made some changes that we hoped would result in fewer notices outside of your service area and subsequent savings for our members, and we are on track to meet this goal. In addition to our zero-waste initiative, we are also intentional about a damage reduction effort. So far this year, our damage ratio has been lower than the previous year. We have made significant headway in our training and education. We have also reduced damages through leveraging data and predicting risk.

We recognize that the business of protecting Texas' vital underground infrastructure and keeping Texans safe is our highest calling here at Texas811, and we are proud to be able to work with our members to make this happen.

Sincerely,

Chris Stovall
President and CEO
Texas811



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