

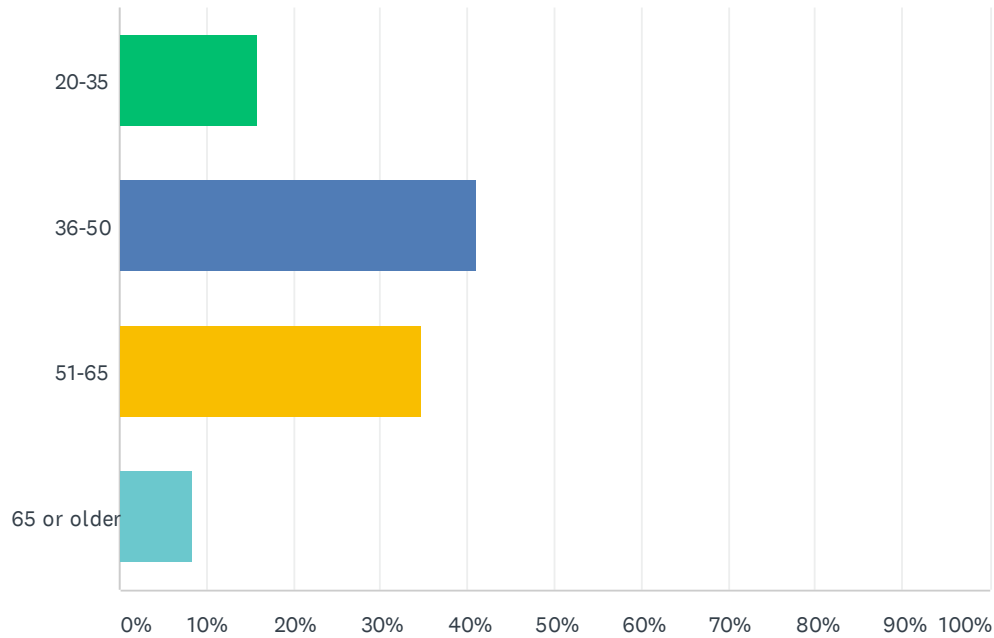
**Q1 Contact information MUST be completed (if you do not fill out this section you will not be eligible to win the \$250 gift card).**

Answered: 409 Skipped: 0

ANSWER CHOICES	RESPONSES	
Name	100.00%	409
Company	100.00%	409
Address	0.00%	0
Address 2	0.00%	0
County in which you reside	96.58%	395
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	409
Phone Number	100.00%	409

Q2 In an effort to improve services offered by Colorado 811, we'd like to better understand the current demographics of our customers. Please provide the following: Age range

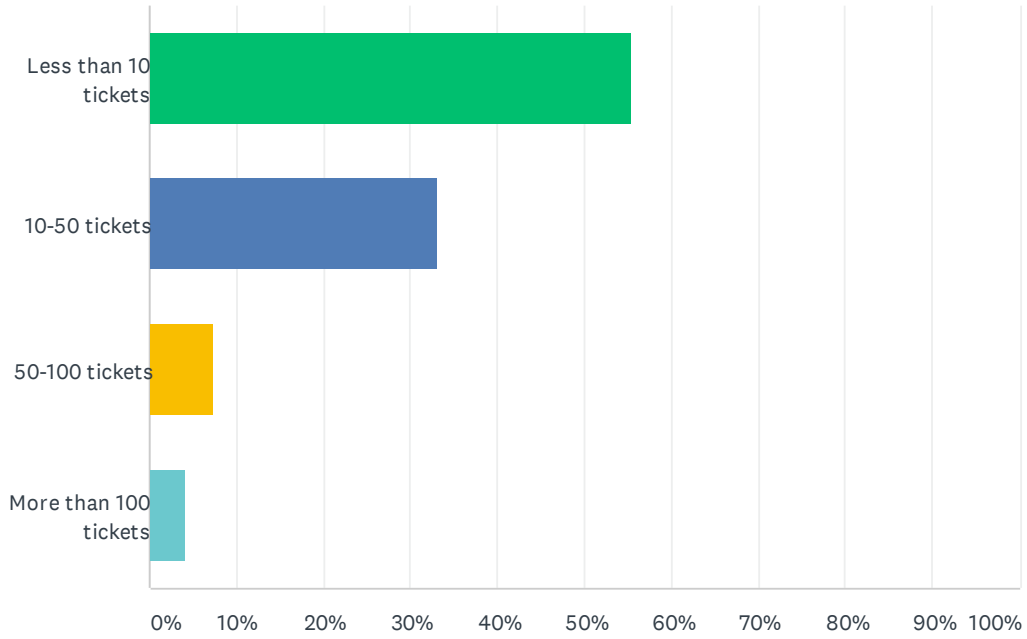
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES
20-35	15.89% 65
36-50	41.08% 168
51-65	34.72% 142
65 or older	8.31% 34
TOTAL	409

### Q3 On a monthly basis, I submit:

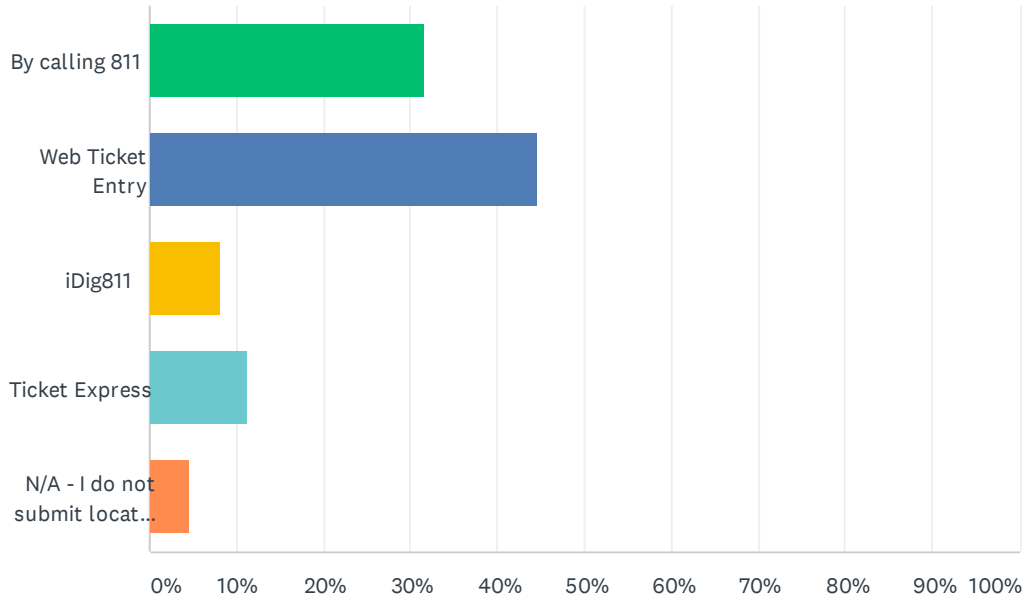
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 10 tickets	55.50%	227
10-50 tickets	33.01%	135
50-100 tickets	7.33%	30
More than 100 tickets	4.16%	17
<b>TOTAL</b>		<b>409</b>

### Q4 The primary method I submit locate requests is:

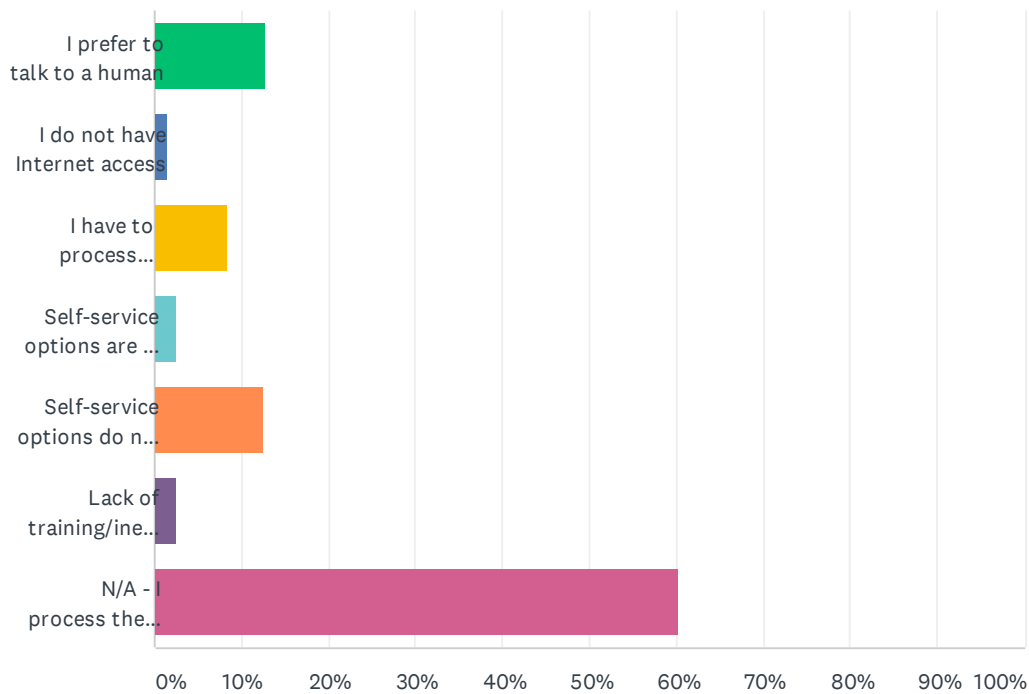
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
By calling 811	31.54%	129
Web Ticket Entry	44.50%	182
iDig811	8.07%	33
Ticket Express	11.25%	46
N/A - I do not submit locate requests	4.65%	19
<b>TOTAL</b>		<b>409</b>

**Q5 If you process the majority of your locate requests by calling 811, please communicate the reason for not using a self-service (online) option.**

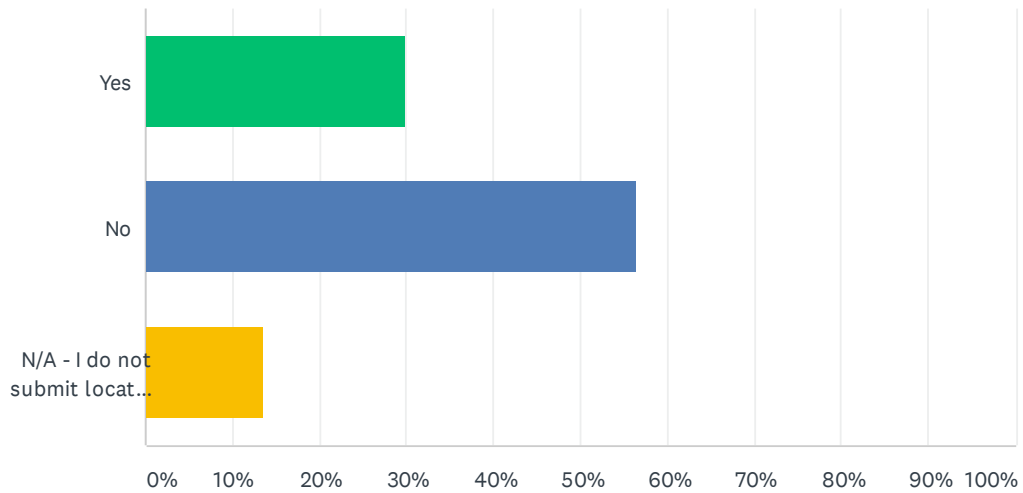
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
I prefer to talk to a human	12.71%	52
I do not have Internet access	1.47%	6
I have to process requests while I am in a vehicle or on a job site	8.31%	34
Self-service options are too complicated	2.44%	10
Self-service options do not have adequate mapping	12.47%	51
Lack of training/ineffective training for Web Ticket Entry	2.44%	10
N/A - I process the majority of my requests online	60.15%	246
<b>TOTAL</b>		<b>409</b>

## Q6 Are you interested in learning how to process your locate request online?

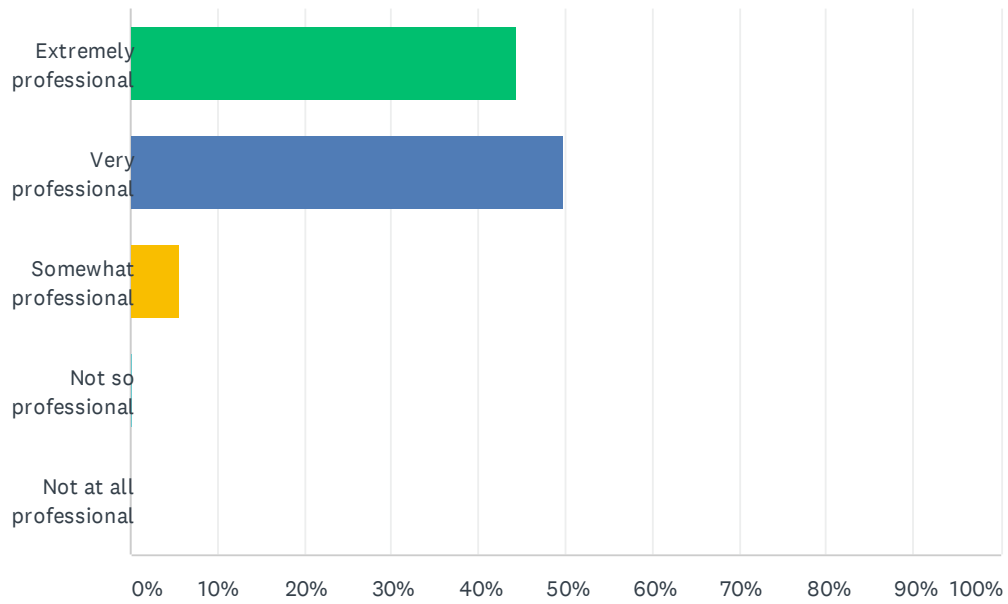
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	29.83%	122
No	56.48%	231
N/A - I do not submit locate requests	13.69%	56
<b>TOTAL</b>		<b>409</b>

## Q7 When interacting with Colorado 811 personnel, my interaction has been:

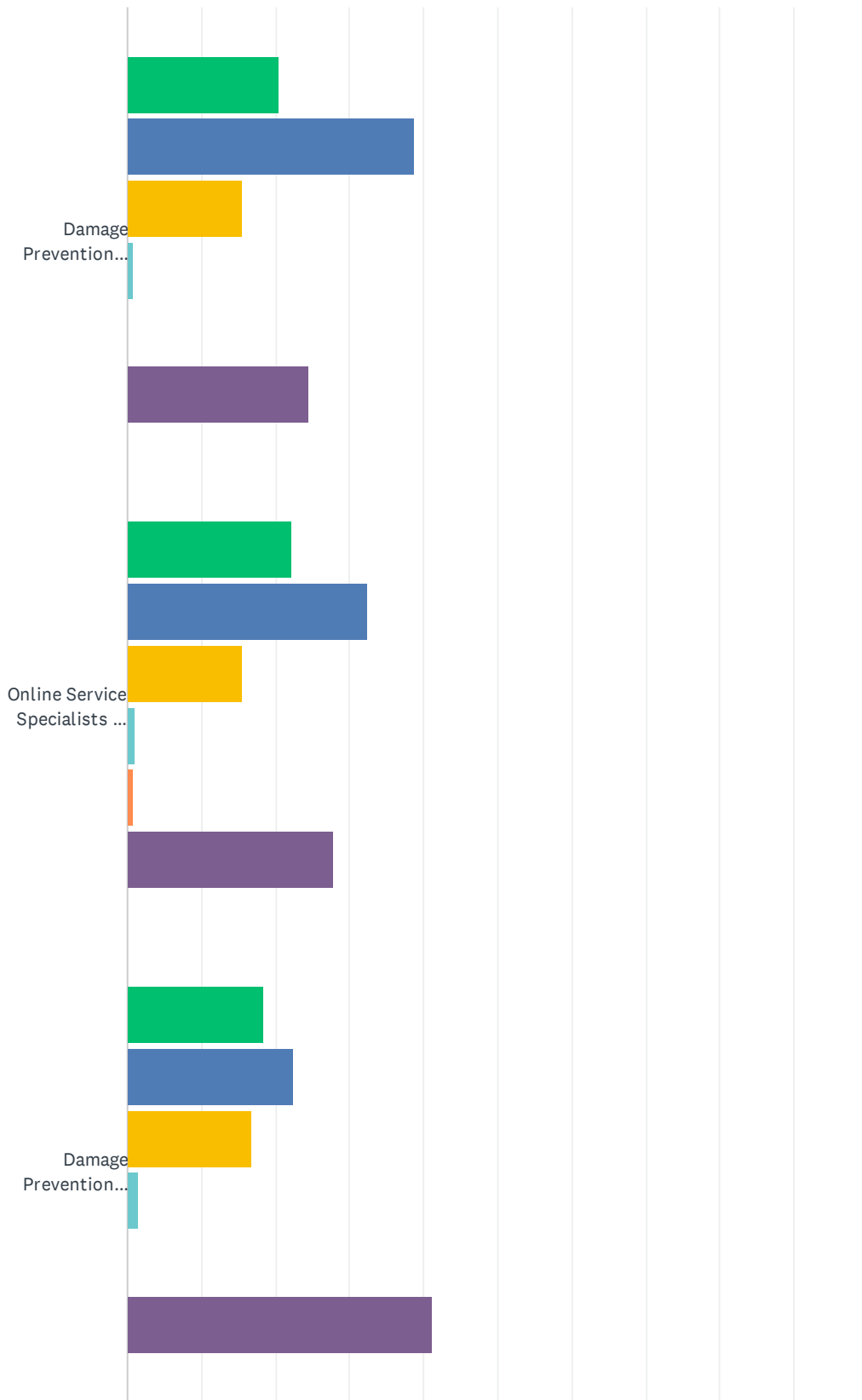
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely professional	44.25%	181
Very professional	49.88%	204
Somewhat professional	5.62%	23
Not so professional	0.24%	1
Not at all professional	0.00%	0
TOTAL		409

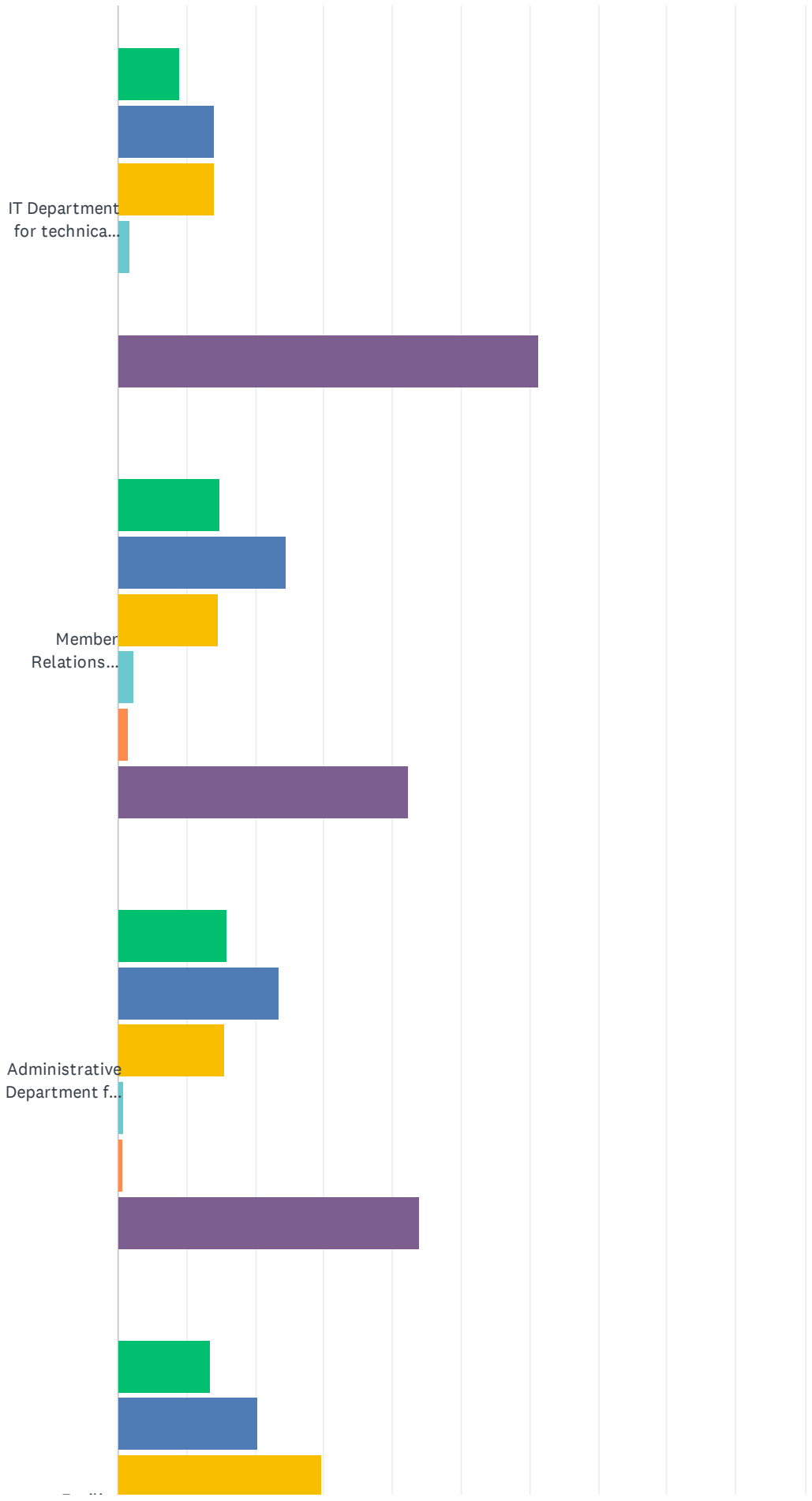
# Q8 Please rate the following service(s) you've received:\*Not managed by Colorado 811

Answered: 409 Skipped: 0

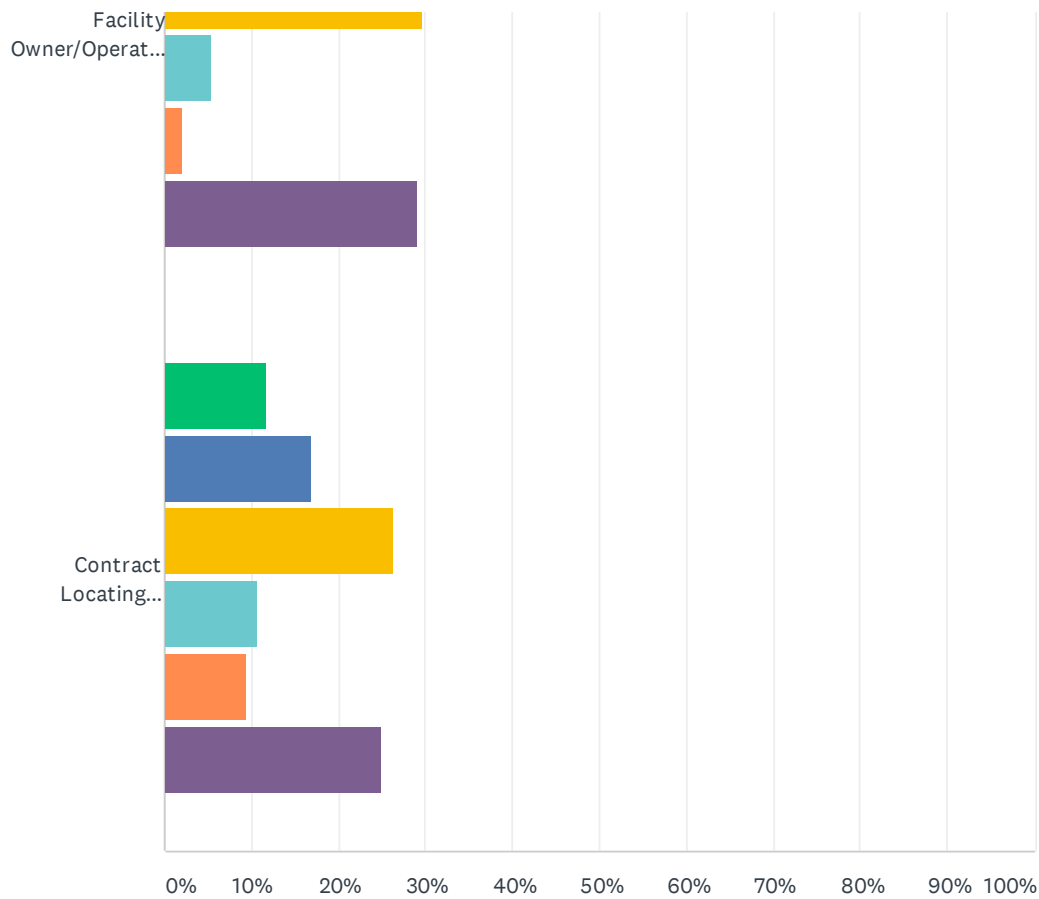




# 2021 Colorado 811 Excavator Survey



## 2021 Colorado 811 Excavator Survey

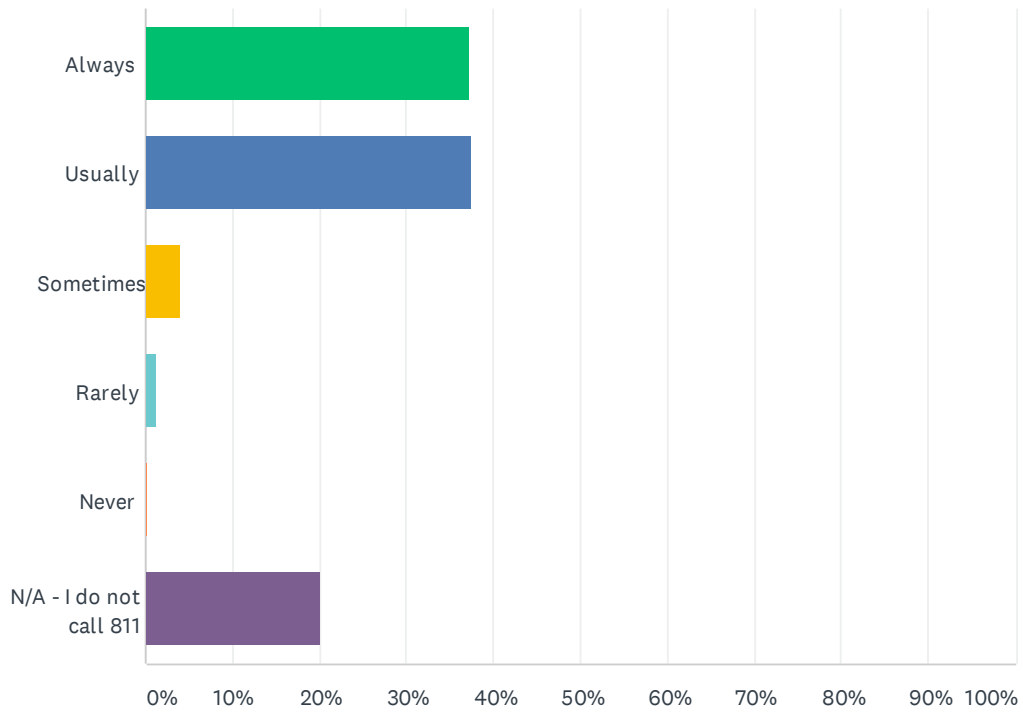


■ Far above average   
 ■ Above average   
 ■ Average   
 ■ Below average  
■ Far below average   
 ■ NA - Have not interacted with

	FAR ABOVE AVERAGE	ABOVE AVERAGE	AVERAGE	BELOW AVERAGE	FAR BELOW AVERAGE	NA - HAVE NOT INTERACTED WITH	TOTAL
Damage Prevention Agents and Specialists when calling 811.	20.60% 76	38.75% 143	15.45% 57	0.81% 3	0.00% 0	24.39% 90	369
Online Service Specialists for Web Ticket Entry Support.	22.13% 81	32.51% 119	15.57% 57	1.09% 4	0.82% 3	27.87% 102	366
Damage Prevention Department for training and awareness presentations.	18.38% 66	22.28% 80	16.71% 60	1.39% 5	0.00% 0	41.23% 148	359
IT Department for technical support.	8.99% 32	14.04% 50	14.04% 50	1.69% 6	0.00% 0	61.24% 218	356
Member Relations Department for support with facility/owner operator members.	14.86% 52	24.57% 86	14.57% 51	2.29% 8	1.43% 5	42.29% 148	350
Administrative Department for general support.	15.83% 57	23.33% 84	15.56% 56	0.83% 3	0.56% 2	43.89% 158	360
Facility Owner/Operator Members*	13.32% 49	20.38% 75	29.62% 109	5.43% 20	2.17% 8	29.08% 107	368
Contract Locating Services*	11.75% 45	16.97% 65	26.37% 101	10.70% 41	9.40% 36	24.80% 95	383

Q9 When calling 811, my locate request is written accurately and per my instructions: This is not an inquiry about the quality of markings.

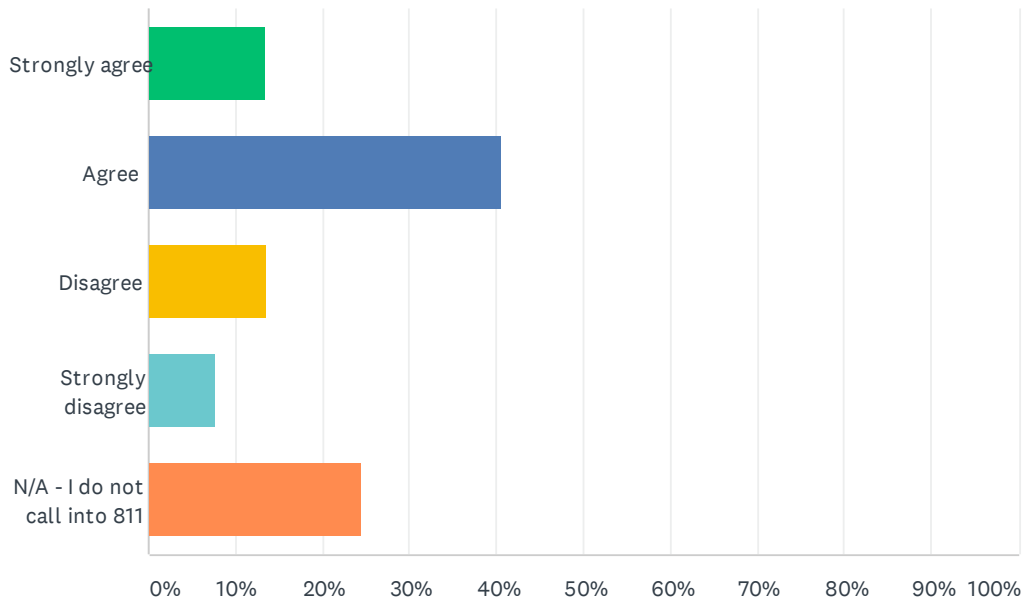
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	37.16%	152
Usually	37.41%	153
Sometimes	3.91%	16
Rarely	1.22%	5
Never	0.24%	1
N/A - I do not call 811	20.05%	82
<b>TOTAL</b>		<b>409</b>

Q10 Colorado 811's goal is for callers to experience an average of 4 minutes or less of hold time when calling for locate requests. The current service level for 2021 thus far is 3:36. My hold time is under 4 minutes when calling 811.

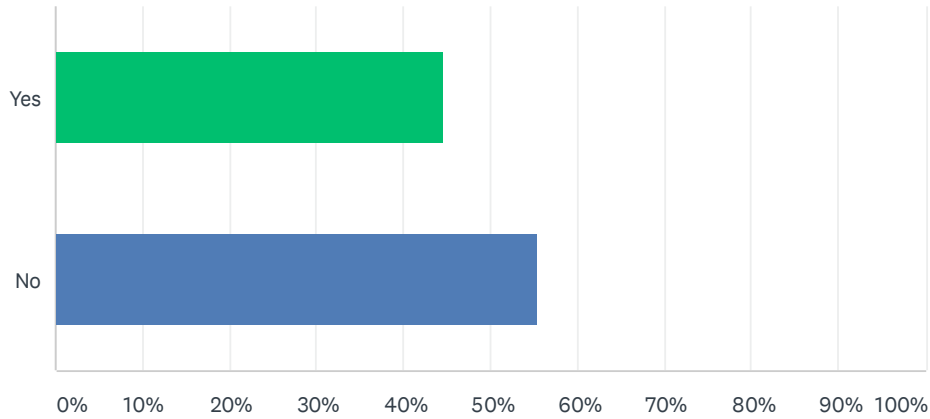
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	13.45%	55
Agree	40.59%	166
Disagree	13.69%	56
Strongly disagree	7.82%	32
N/A - I do not call into 811	24.45%	100
TOTAL		409

Q11 In 2015, Colorado 811 implemented a Damage Prevention Liaison Program to better assist all stakeholders by serving as a conduit between excavators and utility members. Are you familiar with the Damage Prevention Liaison in your region? Northeast Region: TBD (Previously Alicia Hays) Southeast Region: Todd Griffeth Northwest Region: Sanatam Khalsa Southwest Region: David Waller Denver Region: Neeley Duran

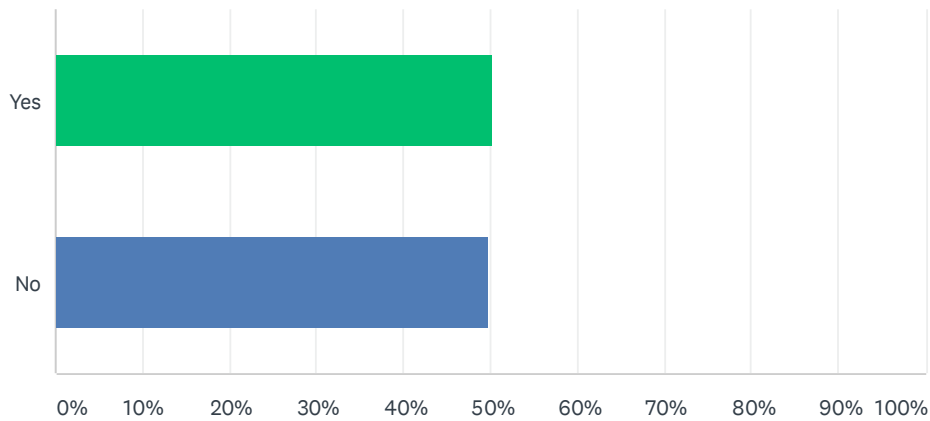
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	44.50% 182
No	55.50% 227
TOTAL	409

Q12 The Damage Prevention Liaisons provide educational presentations and services pertaining to the excavation law, best practices, reasonable care, online tickets, etc. (at NO COST). During this COVID-19 time, Liaisons are offering training/presentations both online and recently back to in-person. Are you interested in learning more about these trainings/presentations? If "Yes" please make sure your contact information is filled out at the top of the survey.

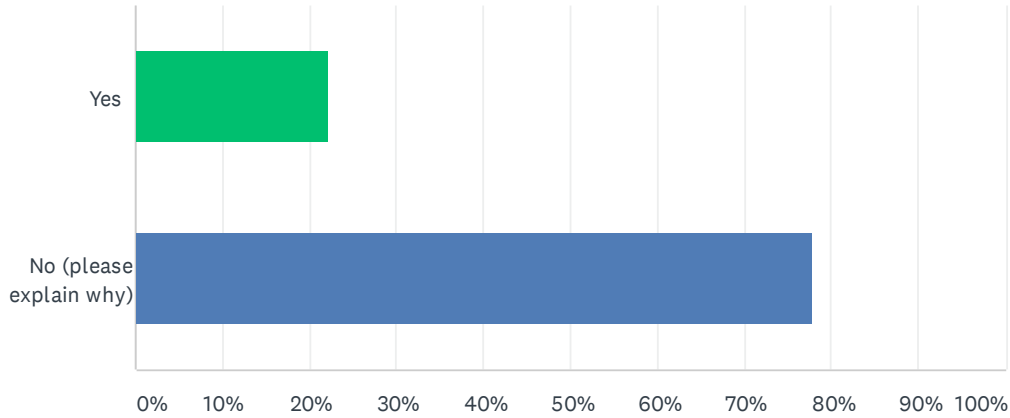
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	50.12%	205
No	49.88%	204
TOTAL		409

**Q13 There are several active Damage Prevention Councils (DPC's) throughout the state. Do you currently participate in a Damage Prevention Council in your area?**

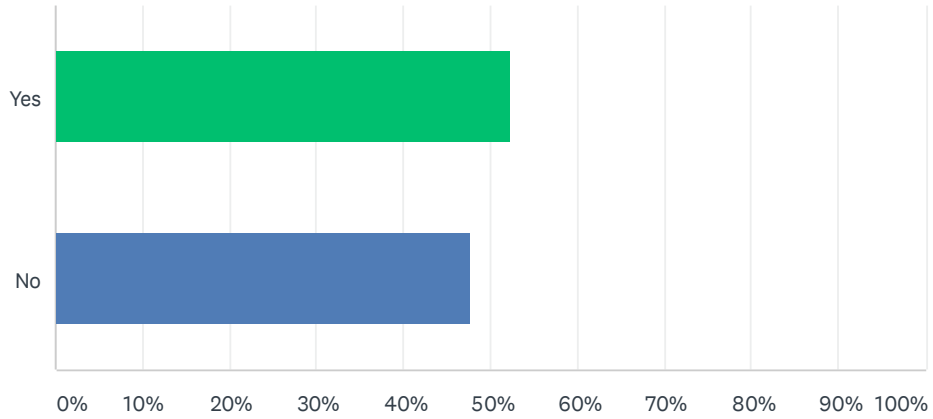
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	22.25%	91
No (please explain why)	77.75%	318
<b>TOTAL</b>		<b>409</b>

### Q14 Are you familiar with the responsibilities and services associated with the Underground Damage Prevention Safety Commission?

Answered: 409 Skipped: 0

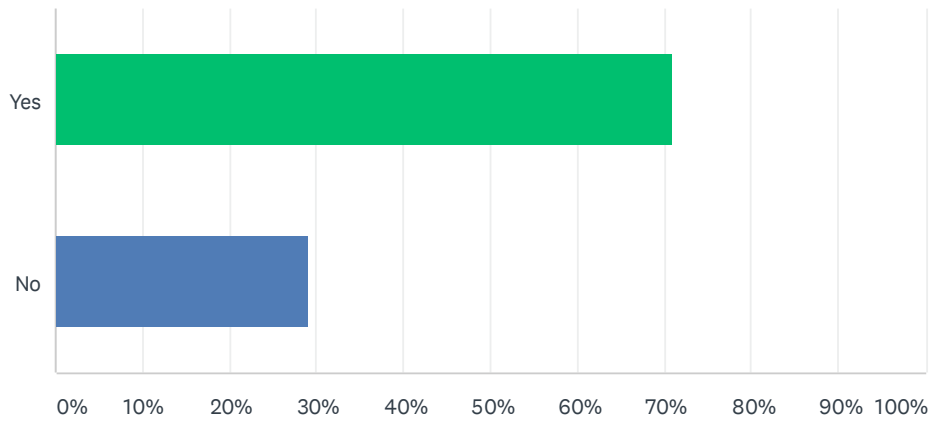


ANSWER CHOICES	RESPONSES	
Yes	52.32%	214
No	47.68%	195
TOTAL		409



### Q15 Are you familiar with the Excavator Re-notification (formerly known as a 2nd Notice)?

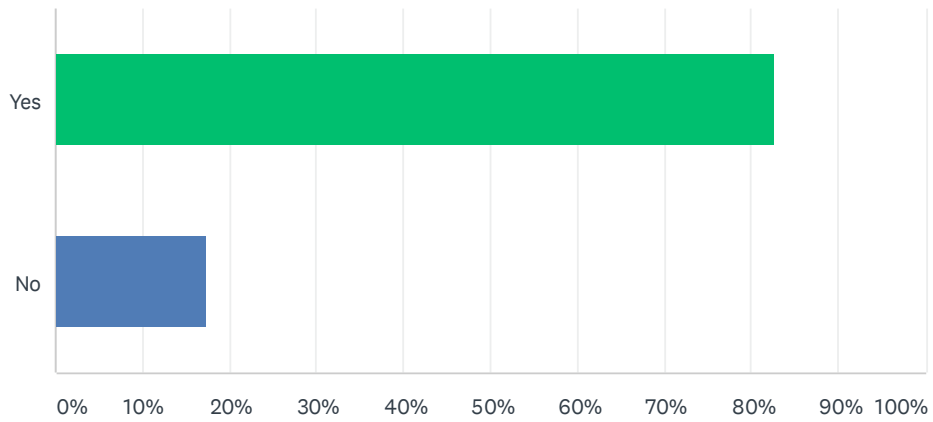
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	70.90%	290
No	29.10%	119
TOTAL		409

### Q16 Are you aware that you can check your locate request status (through Positive Response) on the Colorado 811 website?

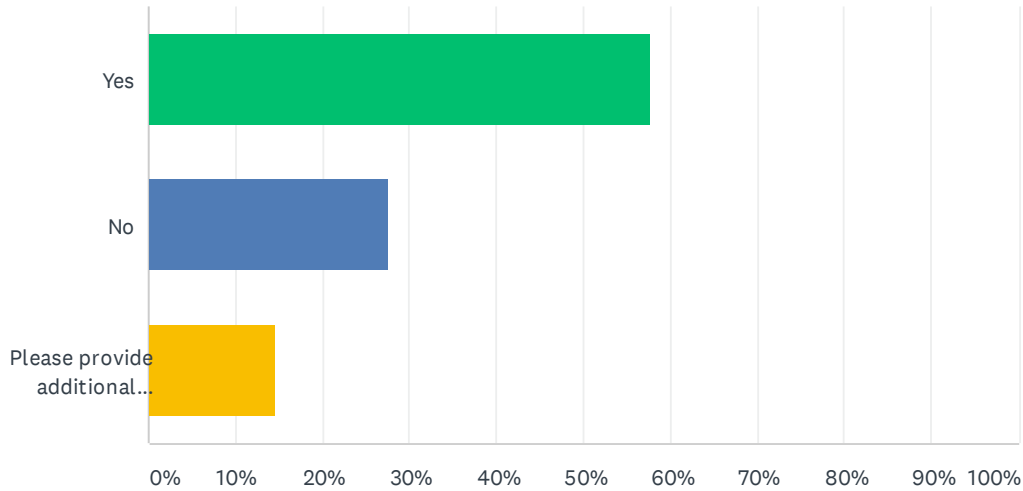
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.64%	338
No	17.36%	71
TOTAL		409

Q17 Are you aware that you can now attach files (pictures, etc.) to tickets processed online? (If you would like additional information on this feature, please select "Please provide additional information" and we will contact you.)

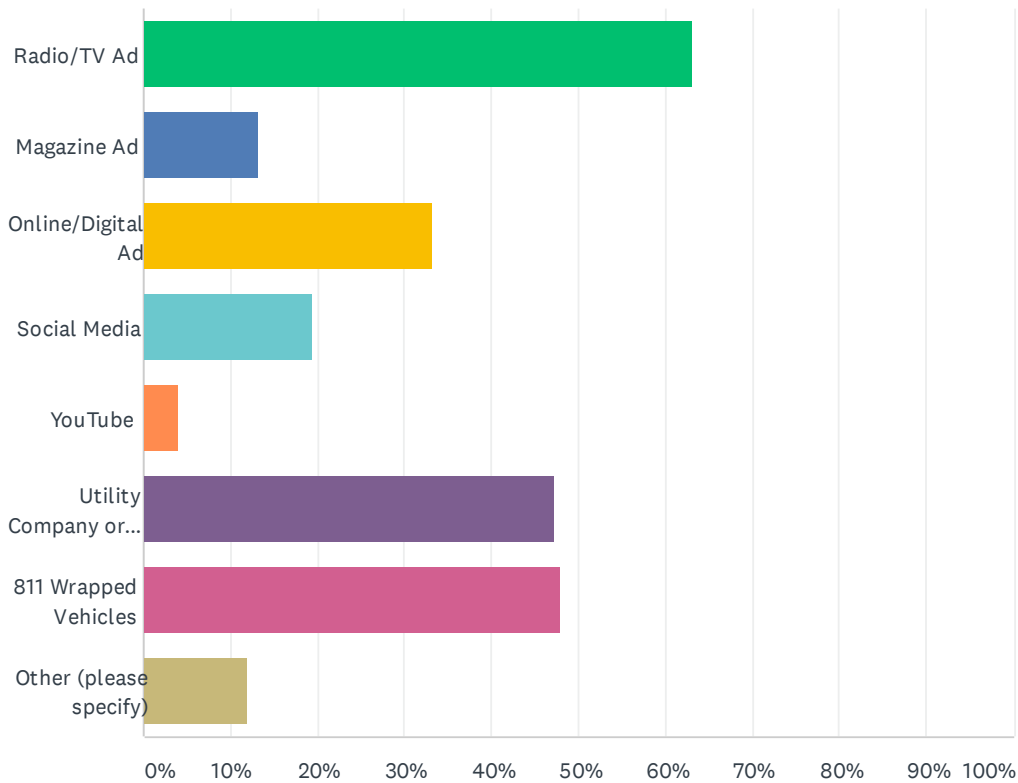
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	57.70%	236
No	27.63%	113
Please provide additional information	14.67%	60
<b>TOTAL</b>		<b>409</b>

Q18 Please select (all that apply) the following marketing/advertising efforts where you have frequently seen or heard our message.

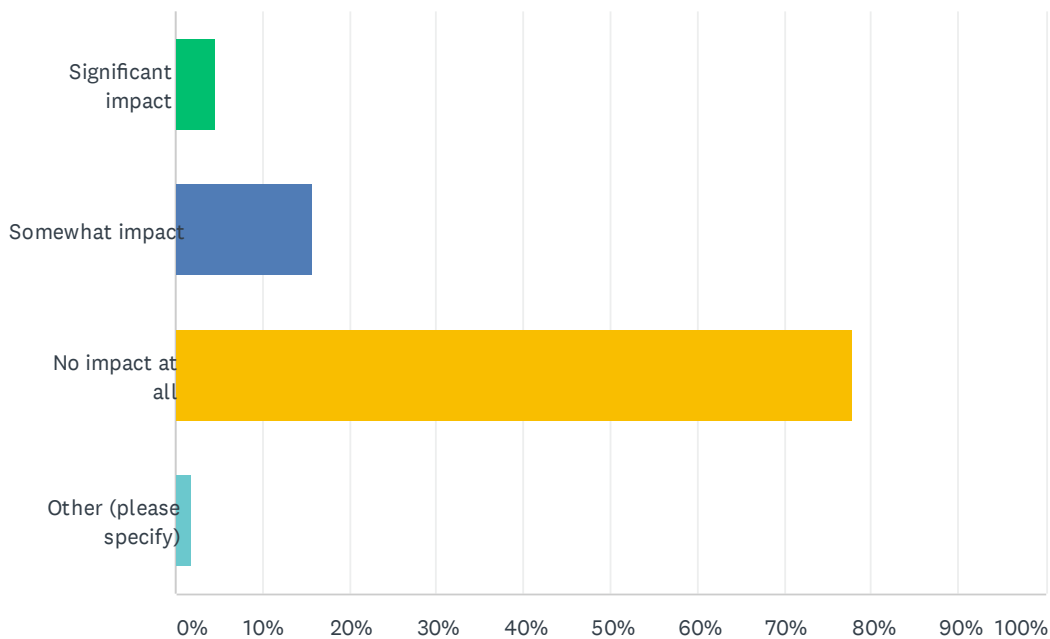
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
Radio/TV Ad	63.08%	258
Magazine Ad	13.20%	54
Online/Digital Ad	33.25%	136
Social Media	19.56%	80
YouTube	3.91%	16
Utility Company or Other Industry Stakeholders	47.19%	193
811 Wrapped Vehicles	47.92%	196
Other (please specify)	11.98%	49
Total Respondents: 409		

Q19 In an effort to adhere to environmental responsibility, Colorado 811 is exploring a plan to gradually reduce and limit the distribution of printed materials (such as Procedure Guides and Excavator Handbooks) and increase the availability of digital copies. How will this impact your ability to perform your job?

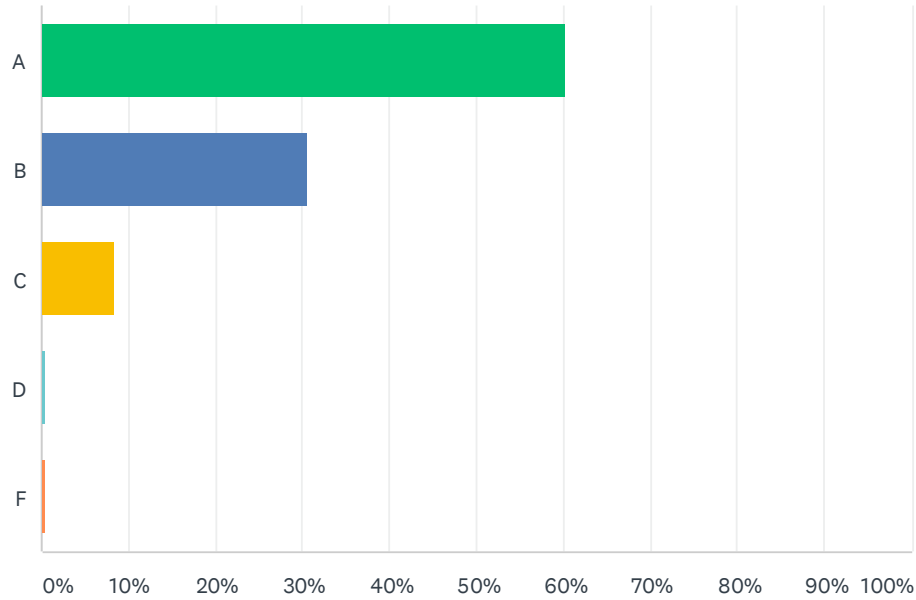
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
Significant impact	4.65%	19
Somewhat impact	15.65%	64
No impact at all	77.75%	318
Other (please specify)	1.96%	8
TOTAL		409

Q20 What grade do you give Colorado 811 for overall services provided to you? As a reminder, Colorado 811 does NOT perform the actual utility locates. Those services are performed by separate entities.

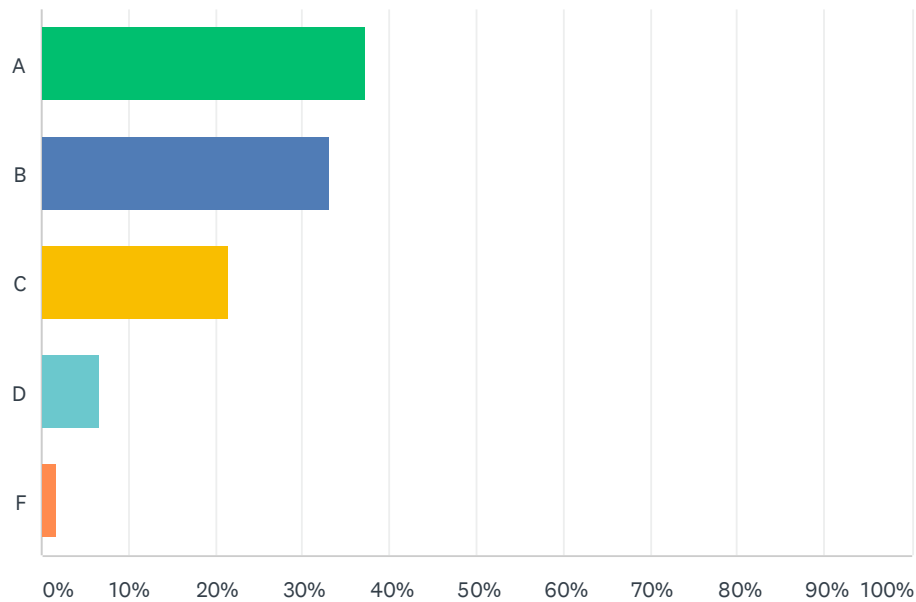
Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES	
A	60.15%	246
B	30.56%	125
C	8.31%	34
D	0.49%	2
F	0.49%	2
TOTAL		409

Q21 Colorado 811 strives to be a proactive member of the excavating community and although we are NOT responsible for the actual locates, please rate (by giving a grade) the quality of services provided by the locators for your projects. Our current Excavator Re-Notification rate is 2%.

Answered: 409 Skipped: 0



ANSWER CHOICES	RESPONSES
A	37.16% 152
B	33.01% 135
C	21.52% 88
D	6.60% 27
F	1.71% 7
TOTAL	409

**Q22 We want to hear from you! Please provide suggestions that may help to improve the locate request process. Thank you for your support and participation.**

Answered: 409 Skipped: 0