

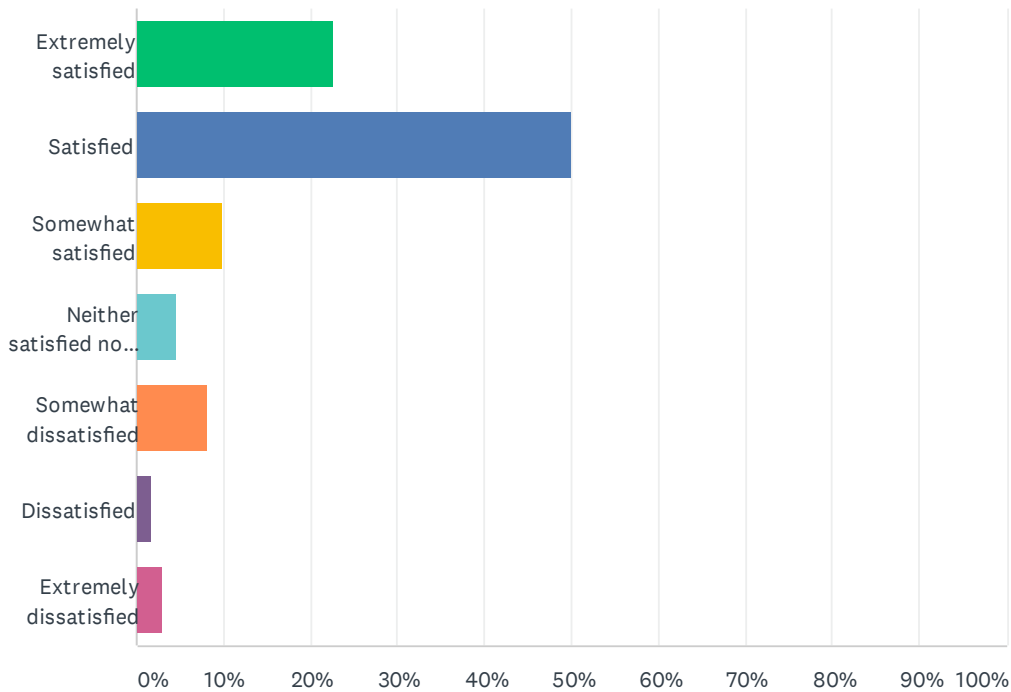
Q1 Contact information MUST be completed (if you do not fill out this section you will not be eligible to win the \$250 gift card).

Answered: 172 Skipped: 0

ANSWER CHOICES	RESPONSES	
Name	100.00%	172
Company	100.00%	172
Address	100.00%	172
Address 2	14.53%	25
City/Town	100.00%	172
State/Province	100.00%	172
ZIP/Postal Code	100.00%	172
Country	0.00%	0
Email Address	100.00%	172
Phone Number	100.00%	172

Q2 Rate your overall satisfaction with the services provided with your facility owner/operator membership at Colorado 811.

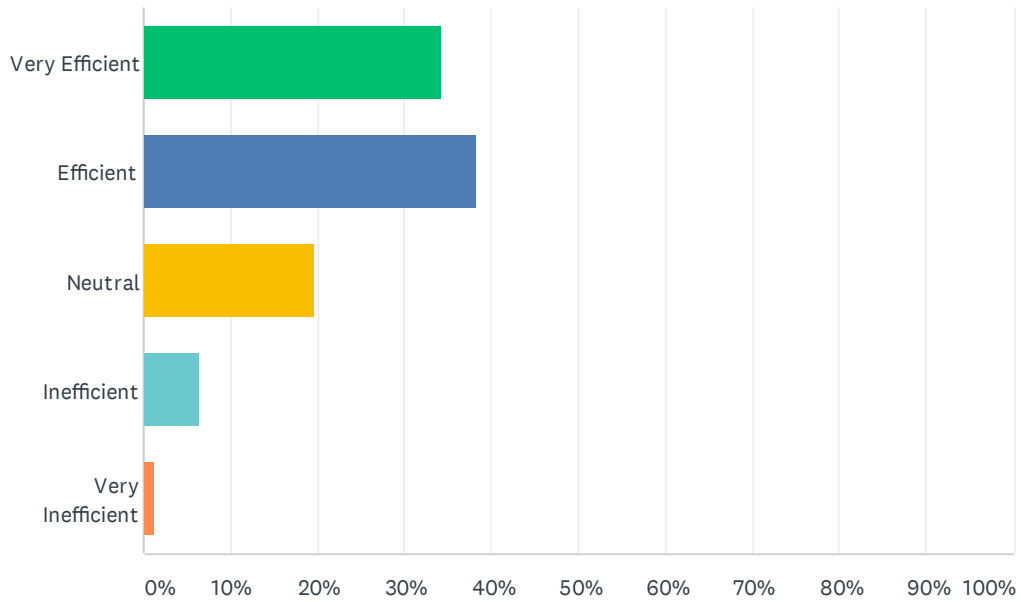
Answered: 172 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	22.67%	39
Satisfied	50.00%	86
Somewhat satisfied	9.88%	17
Neither satisfied nor dissatisfied	4.65%	8
Somewhat dissatisfied	8.14%	14
Dissatisfied	1.74%	3
Extremely dissatisfied	2.91%	5
TOTAL		172

Q3 When assistance is required from Member Relations, how efficient is Colorado 811 Member Relations in addressing your concerns in a timely manner?

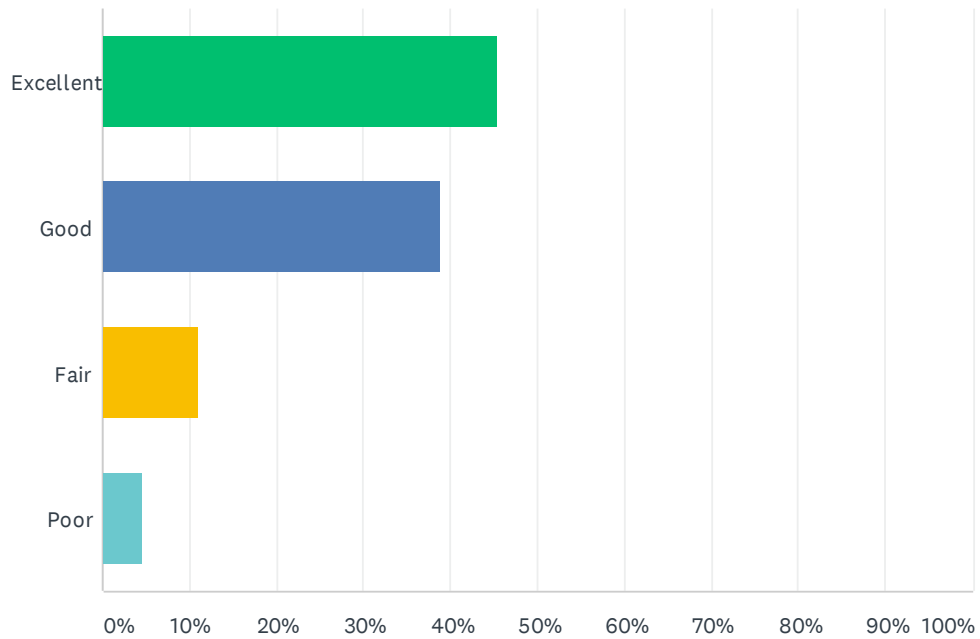
Answered: 172 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Efficient	34.30%	59
Efficient	38.37%	66
Neutral	19.77%	34
Inefficient	6.40%	11
Very Inefficient	1.16%	2
TOTAL		172

Q4 Remembering the last interaction with the Member Relations Department, how was your experience?

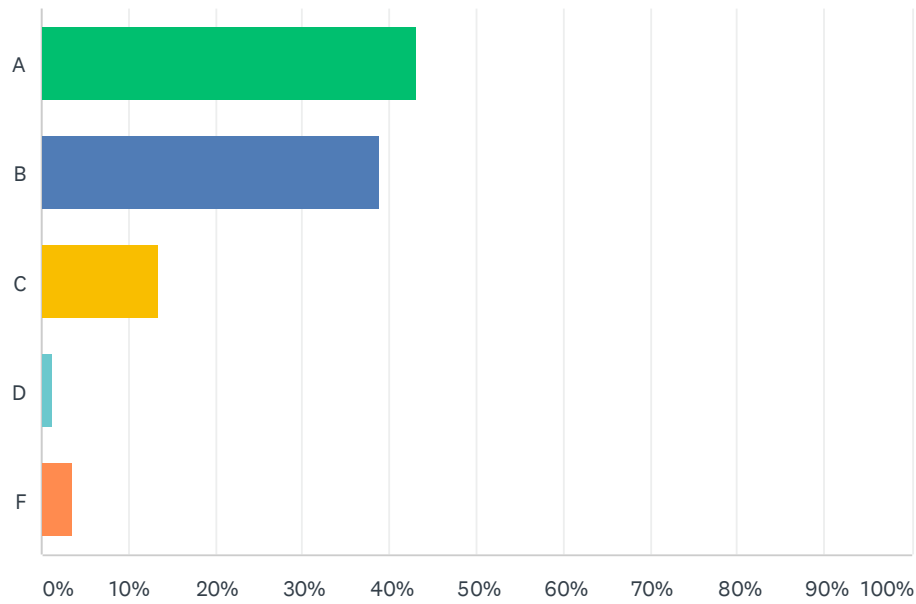
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ANSWER CHOICES	RESPONSES	
Excellent	45.35%	78
Good	38.95%	67
Fair	11.05%	19
Poor	4.65%	8
TOTAL		172

Q5 What grade do you give Colorado 811 for overall services provided to you?

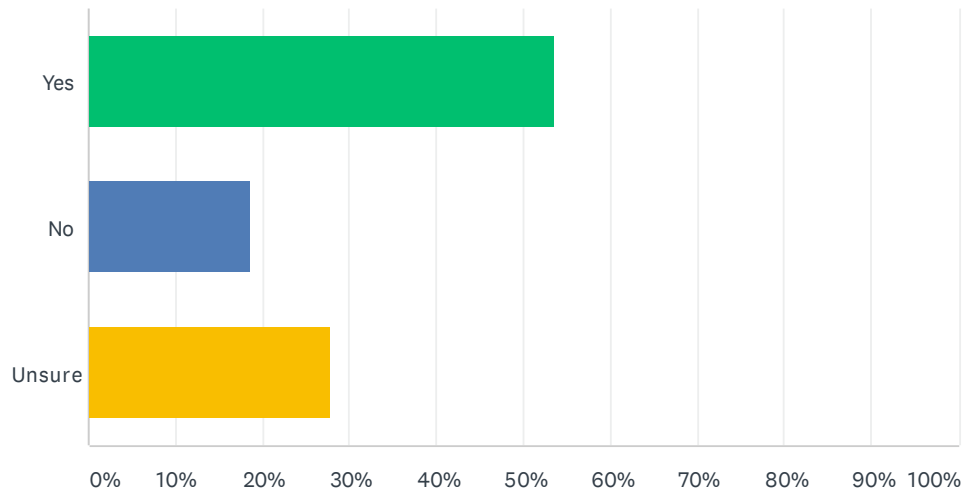
Answered: 172 Skipped: 0



ANSWER CHOICES	RESPONSES	
A	43.02%	74
B	38.95%	67
C	13.37%	23
D	1.16%	2
F	3.49%	6
TOTAL		172

Q6 Facility Owner/Operator members: Is the \$1.32 cost per ticket relevant to the value you are receiving as a member?

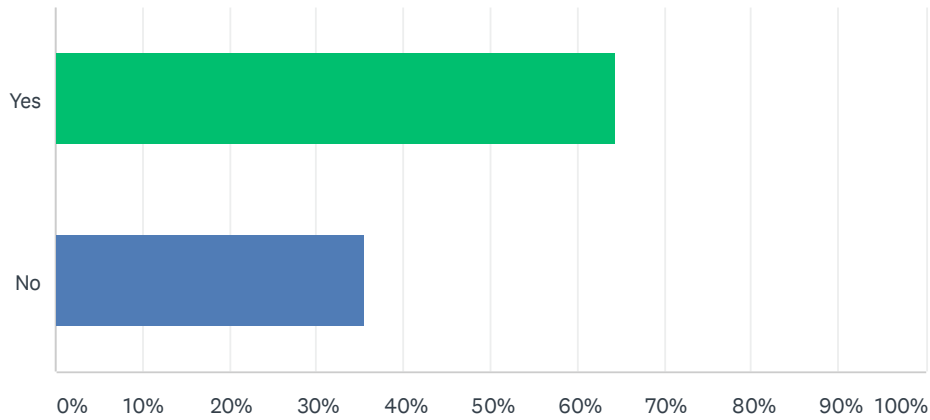
Answered: 172 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	53.49%	92
No	18.60%	32
Unsure	27.91%	48
TOTAL		172

Q7 Are you aware supporting documentation (file attachments) must be uploaded to Colorado 811 during Positive Response per Colorado One Call Law?

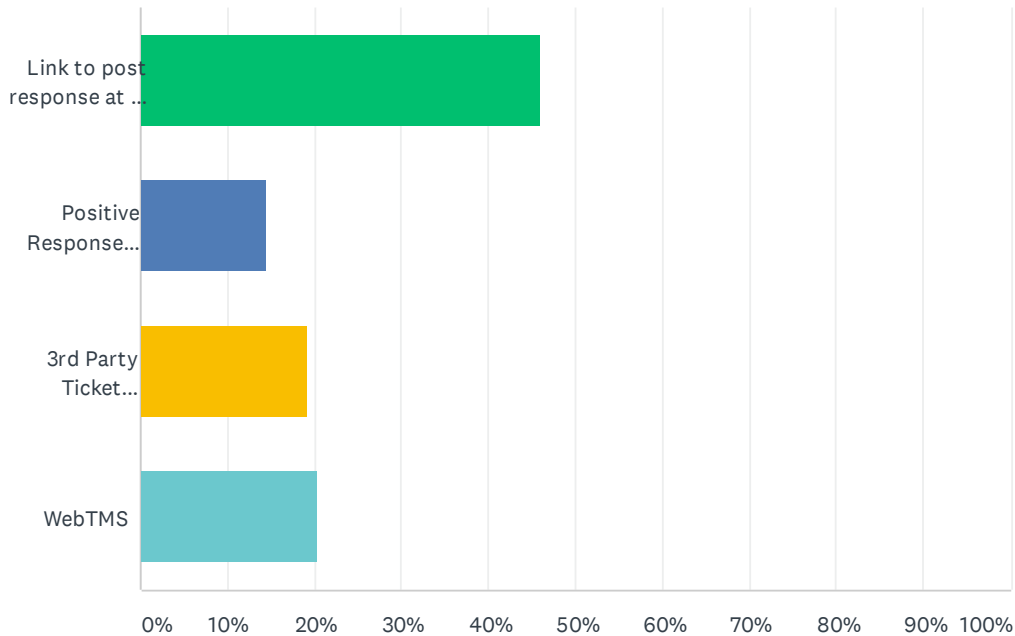
Answered: 172 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	64.53%	111
No	35.47%	61
TOTAL		172

Q8 Facility Owner/Operator Members Only - Below are the available methods for posting responses and uploading file attachments. Please check the method you using to post Positive Response.

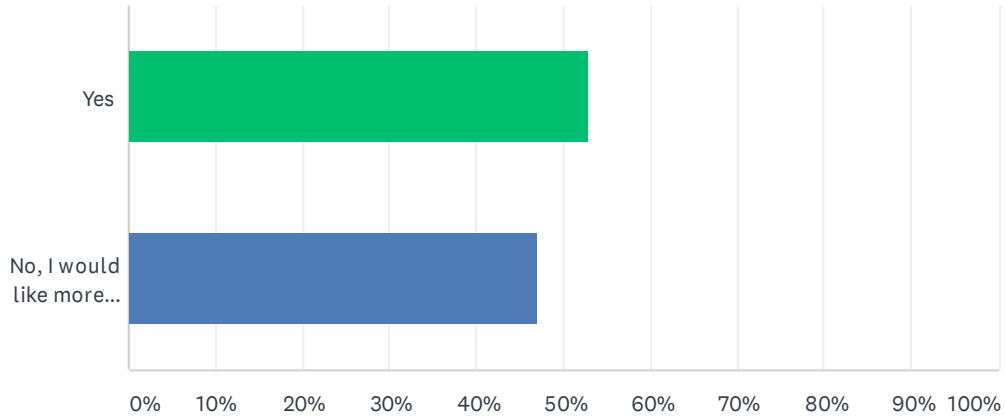
Answered: 172 Skipped: 0



ANSWER CHOICES	RESPONSES	
Link to post response at the bottom of the notification	45.93%	79
Positive Response website (user account required)	14.53%	25
3rd Party Ticket Management System	19.19%	33
WebTMS	20.35%	35
TOTAL		172

Q9 Is your organization currently uploading supporting documentation (file attachments) to Colorado 811?

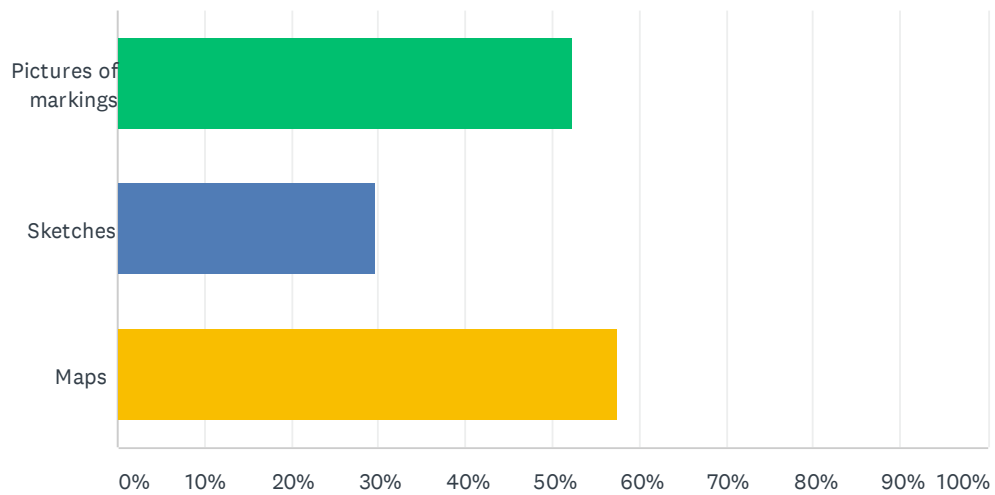
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ANSWER CHOICES	RESPONSES	
Yes	52.91%	91
No, I would like more information.	47.09%	81
TOTAL		172

Q10 What type of supporting documentation is your organization providing to excavators through Colorado 811? (check all that apply)

Answered: 172 Skipped: 0



ANSWER CHOICES	RESPONSES	
Pictures of markings	52.33%	90
Sketches	29.65%	51
Maps	57.56%	99
Total Respondents: 172		

Q11 How can we better serve our members?

Answered: 64 Skipped: 108