

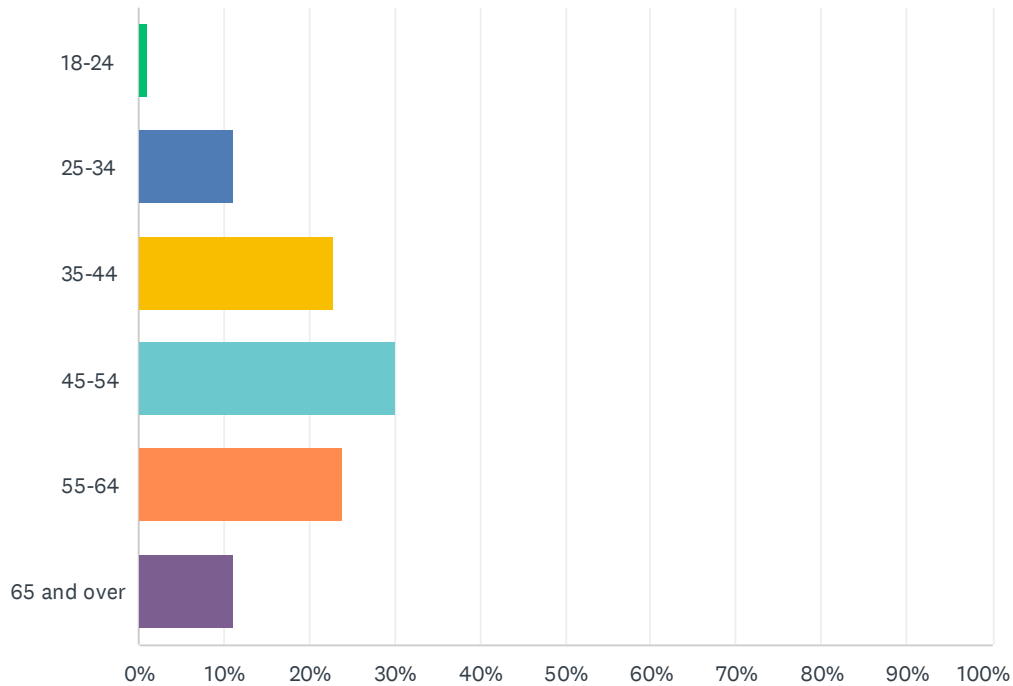
**Q1 Contact information MUST be completed (if you do not fill out this section you will not be eligible to win the \$250 gift card).**

Answered: 297 Skipped: 0

ANSWER CHOICES	RESPONSES	
Name	100.00%	297
Company	100.00%	297
Address	0.00%	0
Address 2	0.00%	0
County in which you reside	97.98%	291
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	297
Phone Number	100.00%	297

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

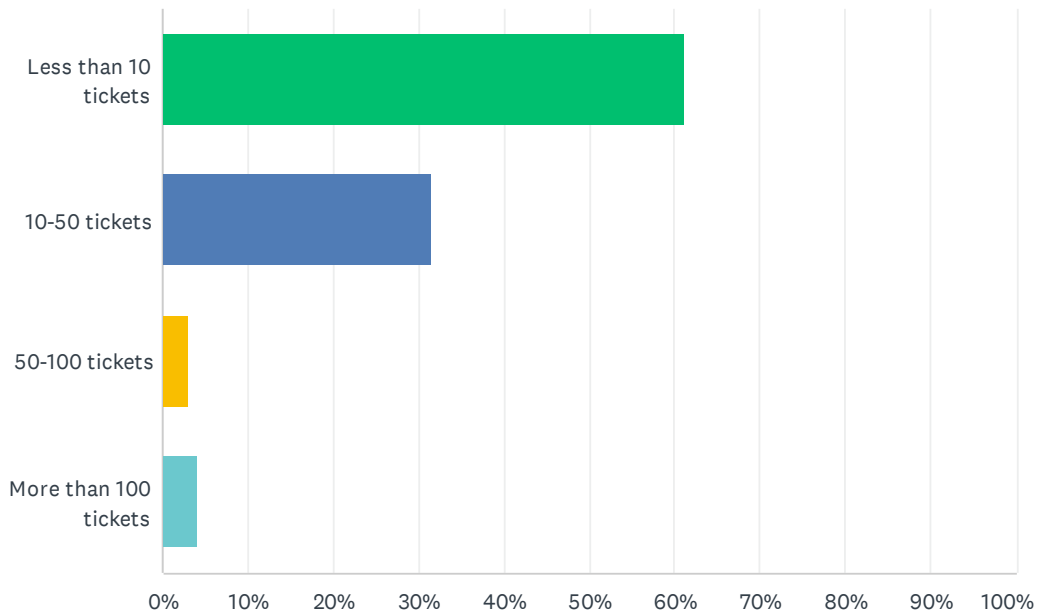
Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES	
18-24	1.01%	3
25-34	11.11%	33
35-44	22.90%	68
45-54	29.97%	89
55-64	23.91%	71
65 and over	11.11%	33
TOTAL		297

### Q3 When I process tickets (on a monthly basis), I submit:

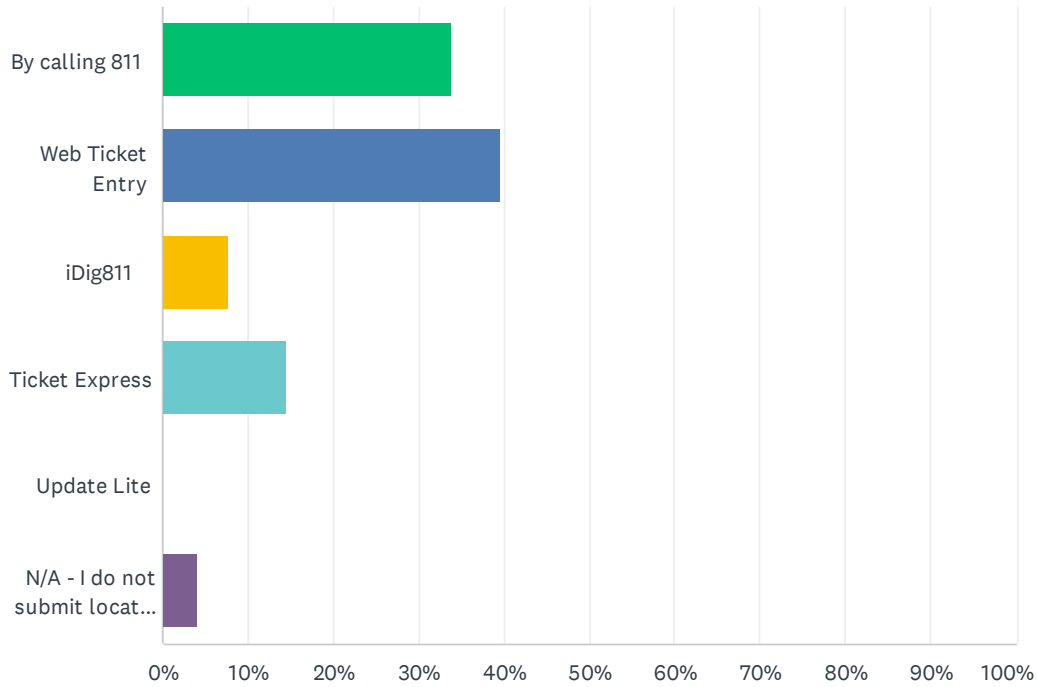
Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 10 tickets	61.28%	182
10-50 tickets	31.65%	94
50-100 tickets	3.03%	9
More than 100 tickets	4.04%	12
TOTAL		297

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

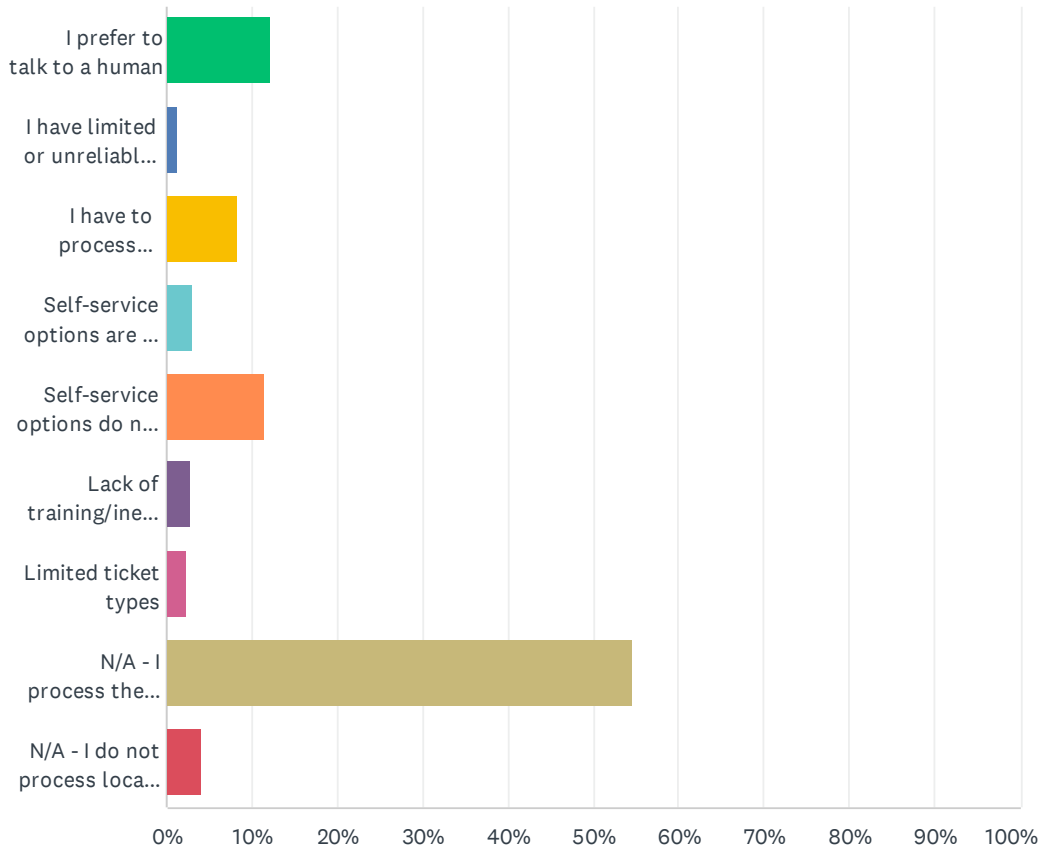
Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES	
By calling 811	34.01%	101
Web Ticket Entry	39.73%	118
iDig811	7.74%	23
Ticket Express	14.48%	43
Update Lite	0.00%	0
N/A - I do not submit locate requests	4.04%	12
<b>TOTAL</b>		<b>297</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: 297 Skipped: 0



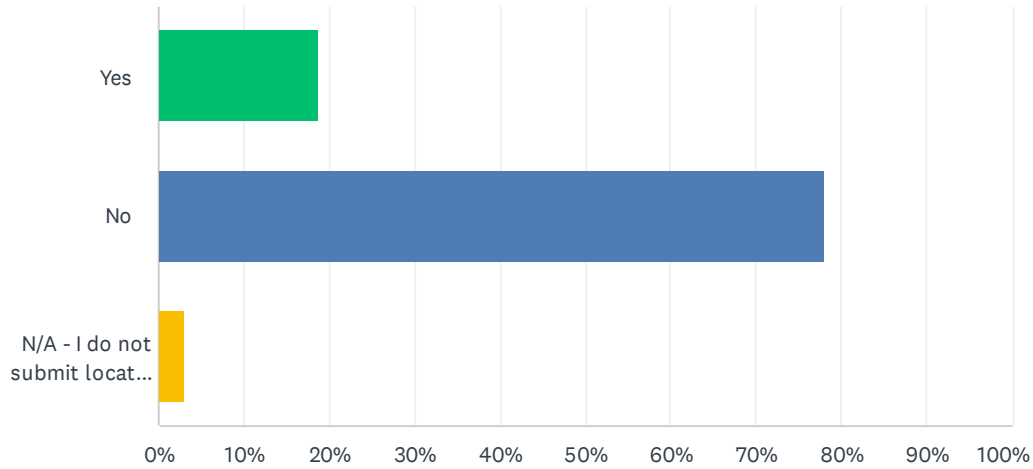
ANSWER CHOICES	RESPONSES	
I prefer to talk to a human	12.12%	36
I have limited or unreliable Internet access	1.35%	4
I have to process requests while I am in a vehicle or on a job site	8.42%	25
Self-service options are too complicated	3.03%	9
Self-service options do not have adequate mapping	11.45%	34
Lack of training/ineffective training for Web Ticket Entry	2.69%	8
Limited ticket types	2.36%	7
N/A - I process the majority of my requests online	54.55%	162
N/A - I do not process locate requests option	4.04%	12
<b>TOTAL</b>		<b>297</b>

## Q6 What benefits do you find, or would you find, in using our online platforms?

Answered: 233 Skipped: 64

## Q7 Would you like to be contacted with more information about our self-service ticket processing options?

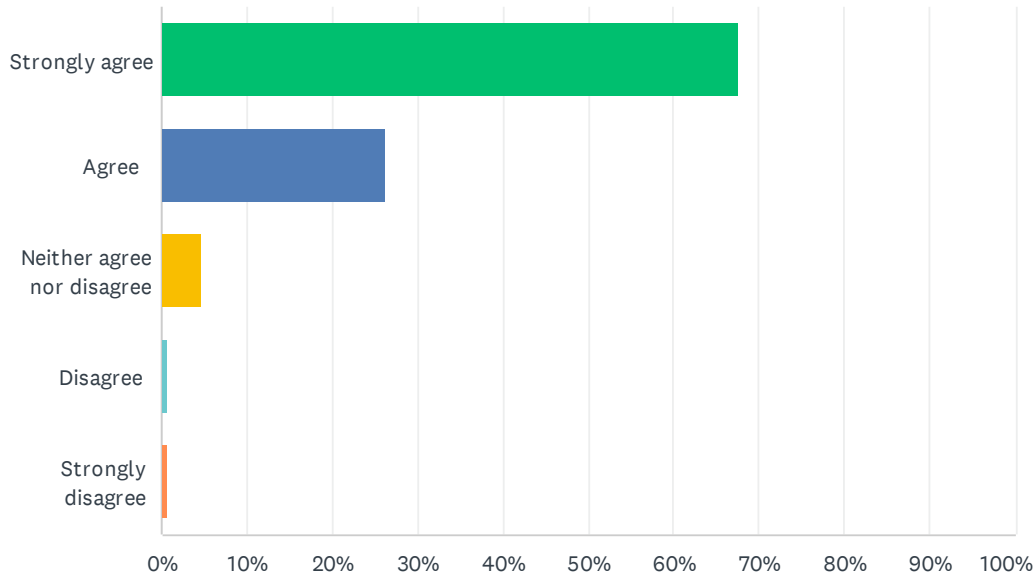
Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	18.86%	56
No	78.11%	232
N/A - I do not submit locate requests	3.03%	9
<b>TOTAL</b>		<b>297</b>

## Q8 My interactions with Colorado 811 personnel have been professional; courteous and efficient:

Answered: 297 Skipped: 0

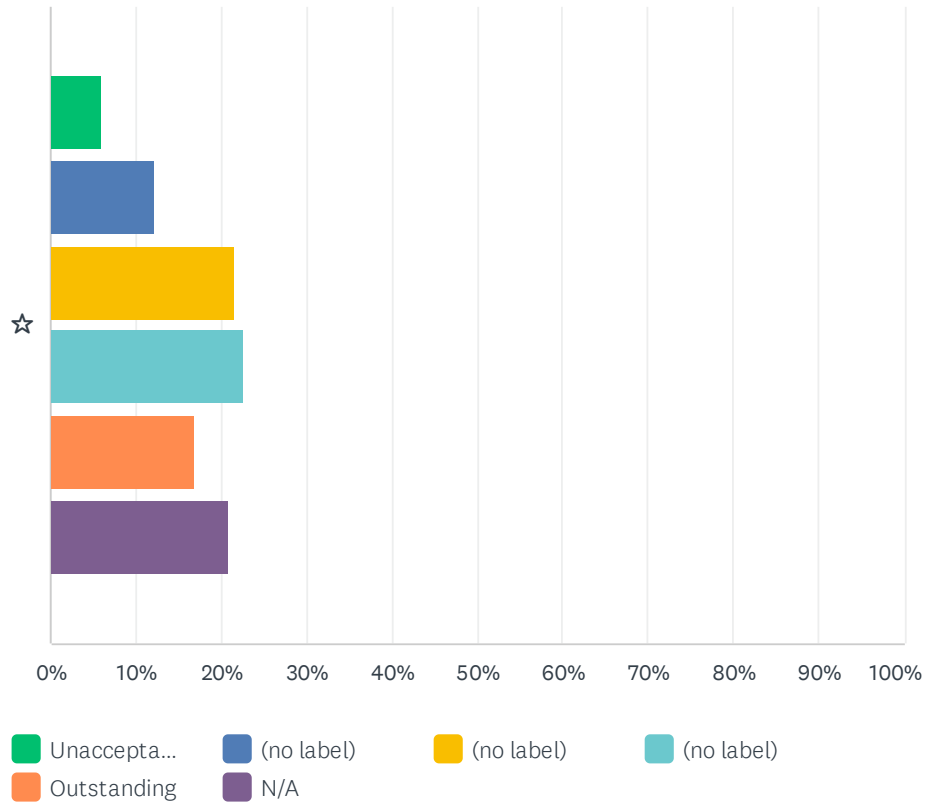


ANSWER CHOICES	RESPONSES	
Strongly agree	67.68%	201
Agree	26.26%	78
Neither agree nor disagree	4.71%	14
Disagree	0.67%	2
Strongly disagree	0.67%	2
<b>TOTAL</b>		<b>297</b>



## Q9 How would you rate your hold time experience?

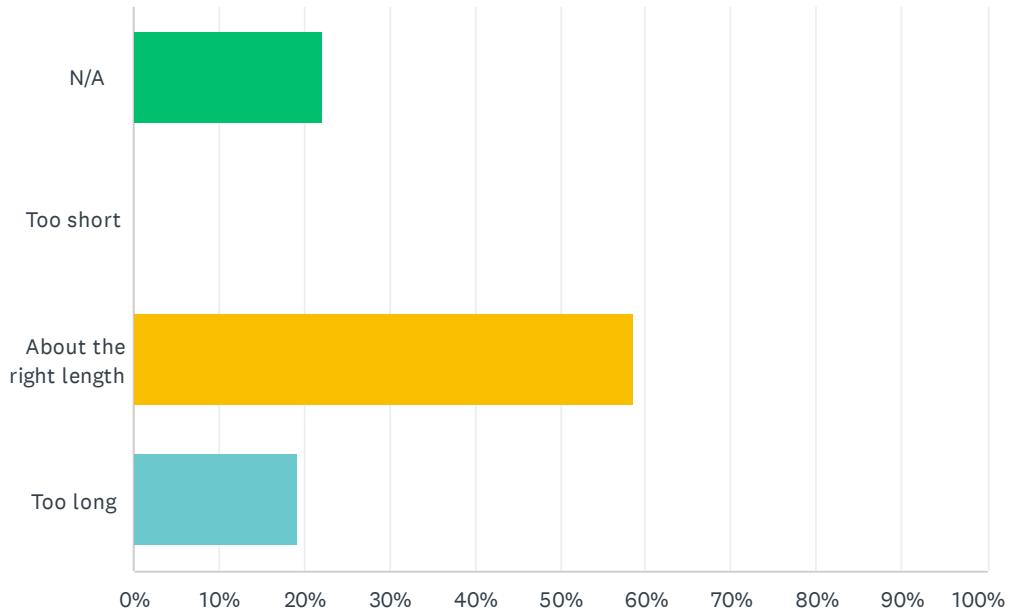
Answered: 297 Skipped: 0



	UNACCEPTABLE	(NO LABEL)	(NO LABEL)	(NO LABEL)	OUTSTANDING	N/A	TOTAL	WEIGHTED AVERAGE
☆	6.06% 18	12.12% 36	21.55% 64	22.56% 67	16.84% 50	20.88% 62	297	3.40

## Q10 How would you rate the duration of your call?

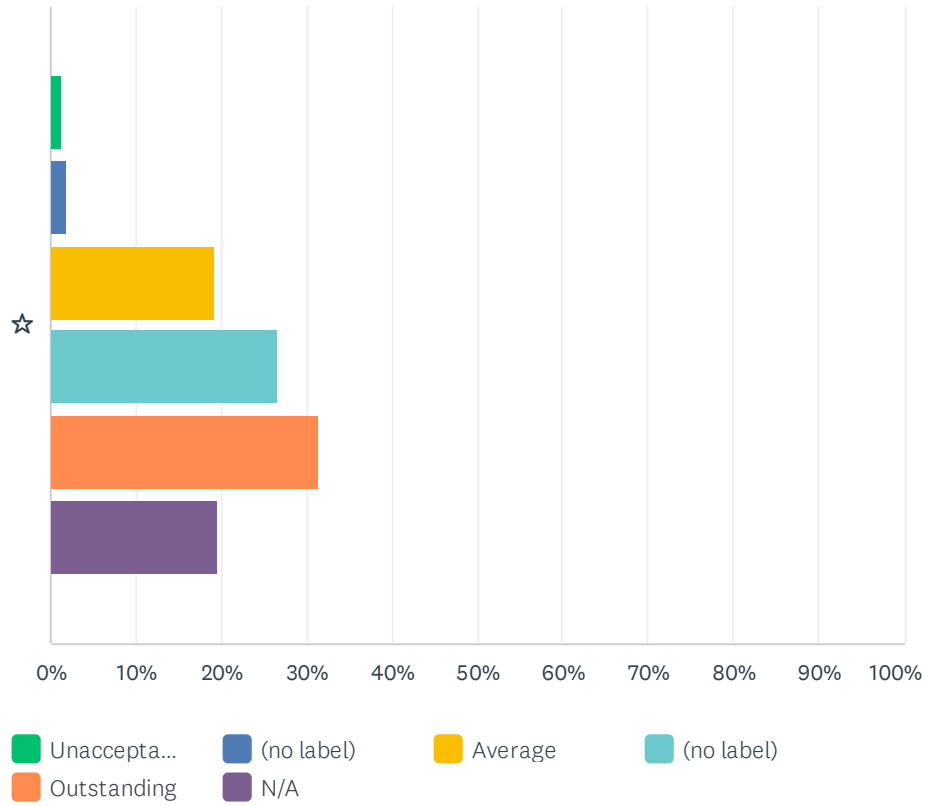
Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES	
N/A	22.22%	66
Too short	0.00%	0
About the right length	58.59%	174
Too long	19.19%	57
TOTAL		297

## Q11 Please rate your overall call experience?

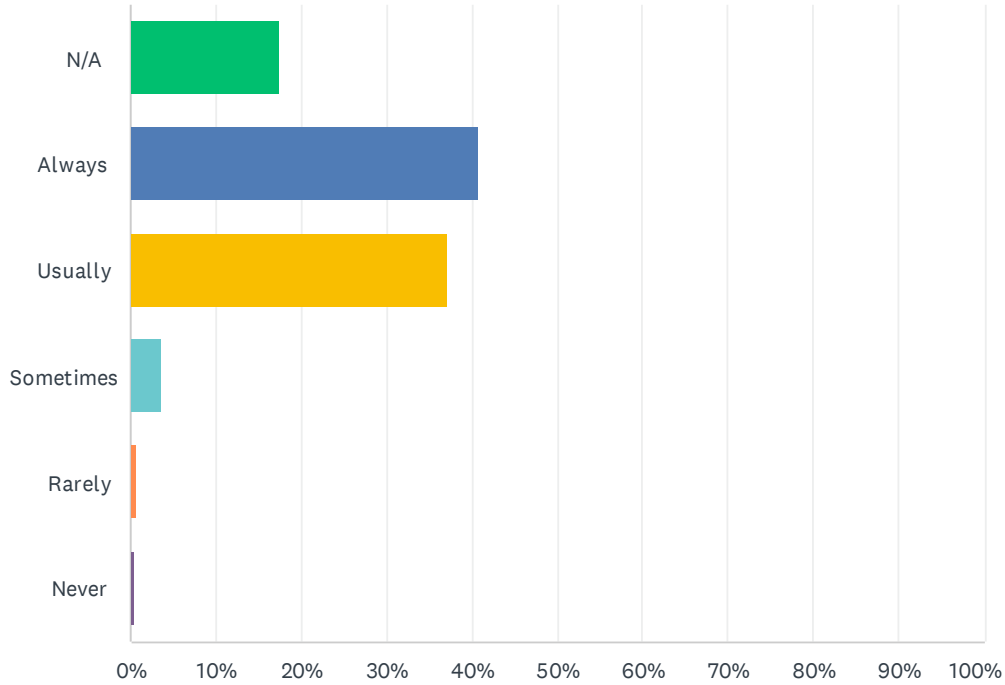
Answered: 297 Skipped: 0



	UNACCEPTABLE	(NO LABEL)	AVERAGE	(NO LABEL)	OUTSTANDING	N/A	TOTAL	WEIGHTED AVERAGE
☆	1.35%	2.02%	19.19%	26.60%	31.31%	19.53%	297	4.05
	4	6	57	79	93	58		

Q12 Our goal is first call resolution, were your needs from Colorado 811 met in your first call with us? This is not an inquiry about locate responses.

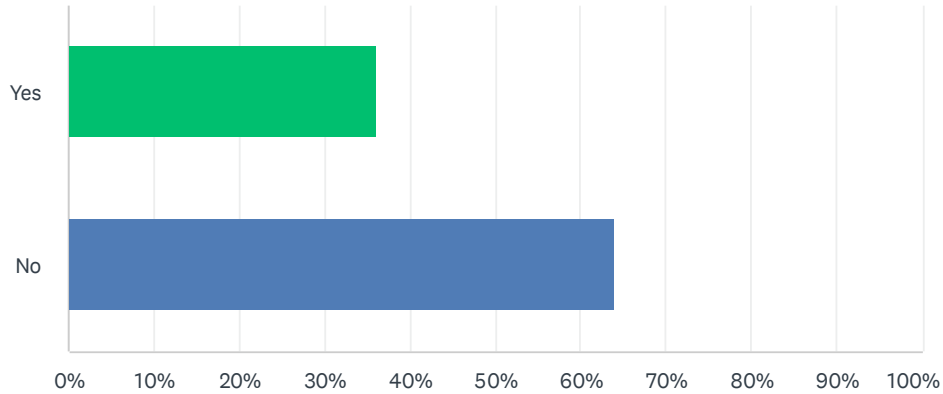
Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES
N/A	17.51% 52
Always	40.74% 121
Usually	37.04% 110
Sometimes	3.70% 11
Rarely	0.67% 2
Never	0.34% 1
<b>TOTAL</b>	<b>297</b>

Q13 Are you familiar with the Damage Prevention Liaison in your region? Northeast Region: Jason (Jay) Petrilli Southeast Region: Todd Griffeth Northwest Region: Sanatam Khalsa Southwest Region: David Waller Denver Region: Neeley Duran

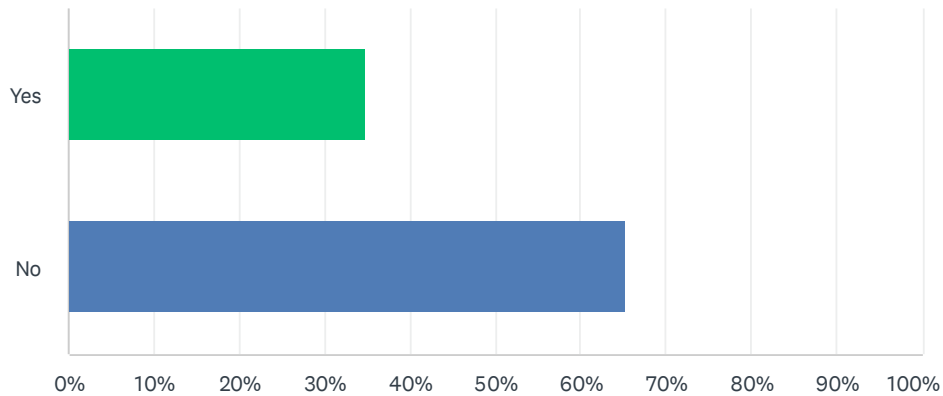
Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	36.03% 107
No	63.97% 190
TOTAL	297

**Q14 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.**

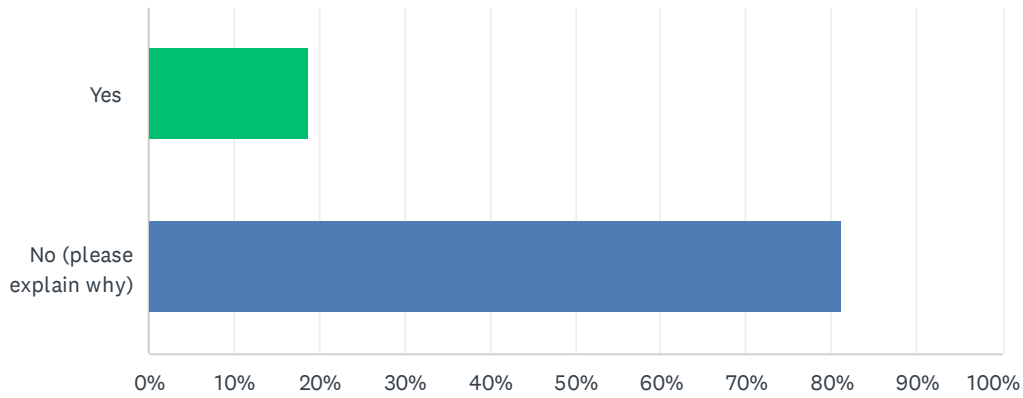
Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	34.68%	103
No	65.32%	194
TOTAL		297

### Q15 There are several active Damage Prevention Councils (DPC's) throughout the state. Do you currently participate in a Damage Prevention Council in your area?

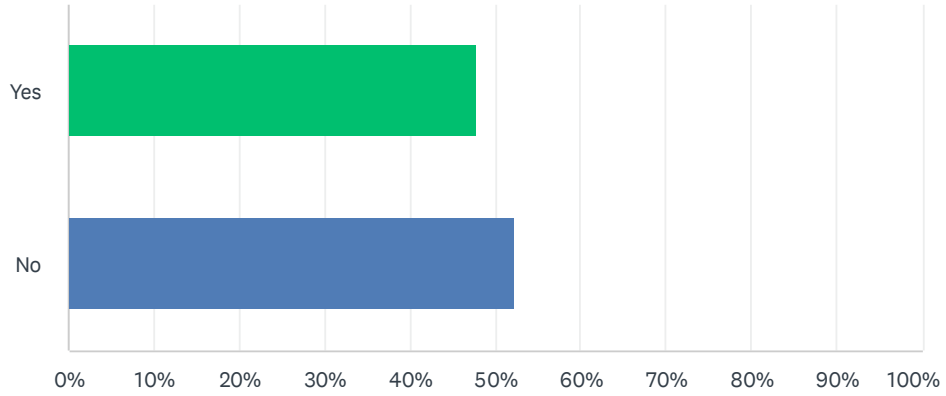
Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	18.86%	56
No (please explain why)	81.14%	241
<b>TOTAL</b>		<b>297</b>

### Q16 Are you familiar with the responsibilities and services associated with the Underground Damage Prevention Safety Commission?

Answered: 297 Skipped: 0

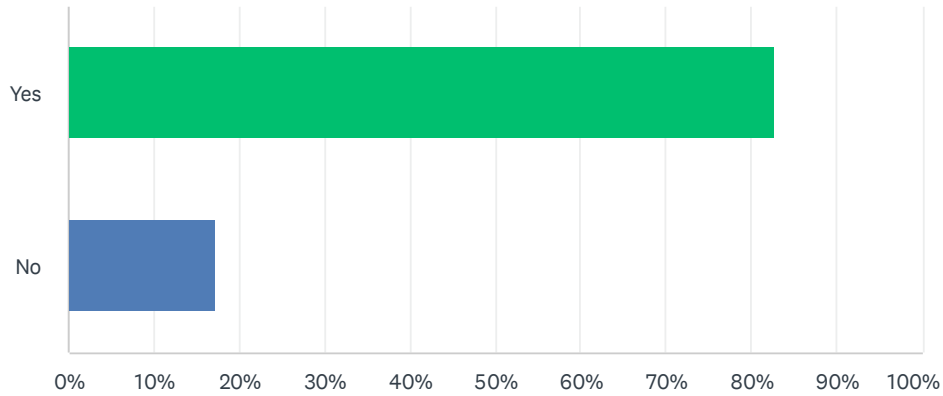


ANSWER CHOICES	RESPONSES	
Yes	47.81%	142
No	52.19%	155
TOTAL		297



### Q17 Are you aware that you can check your locate request status (through Positive Response) on the Colorado 811 website?

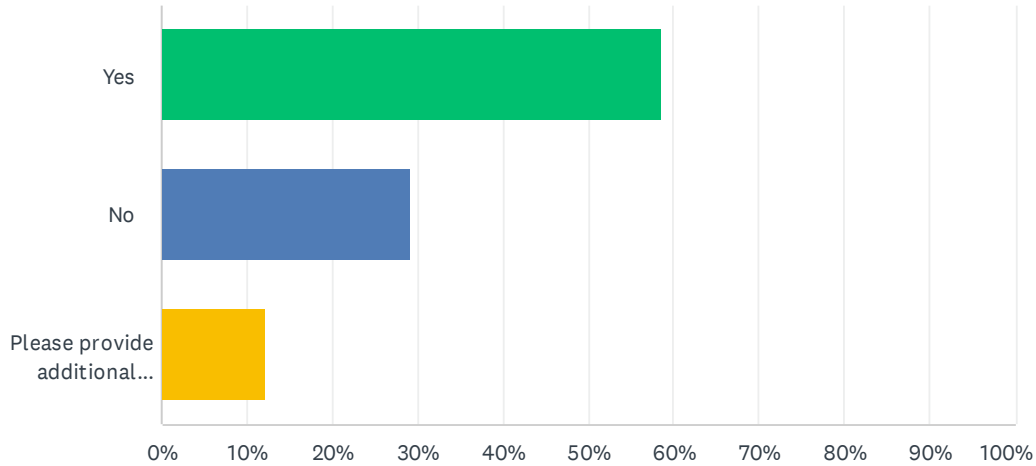
Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.83%	246
No	17.17%	51
TOTAL		297

Q18 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.)

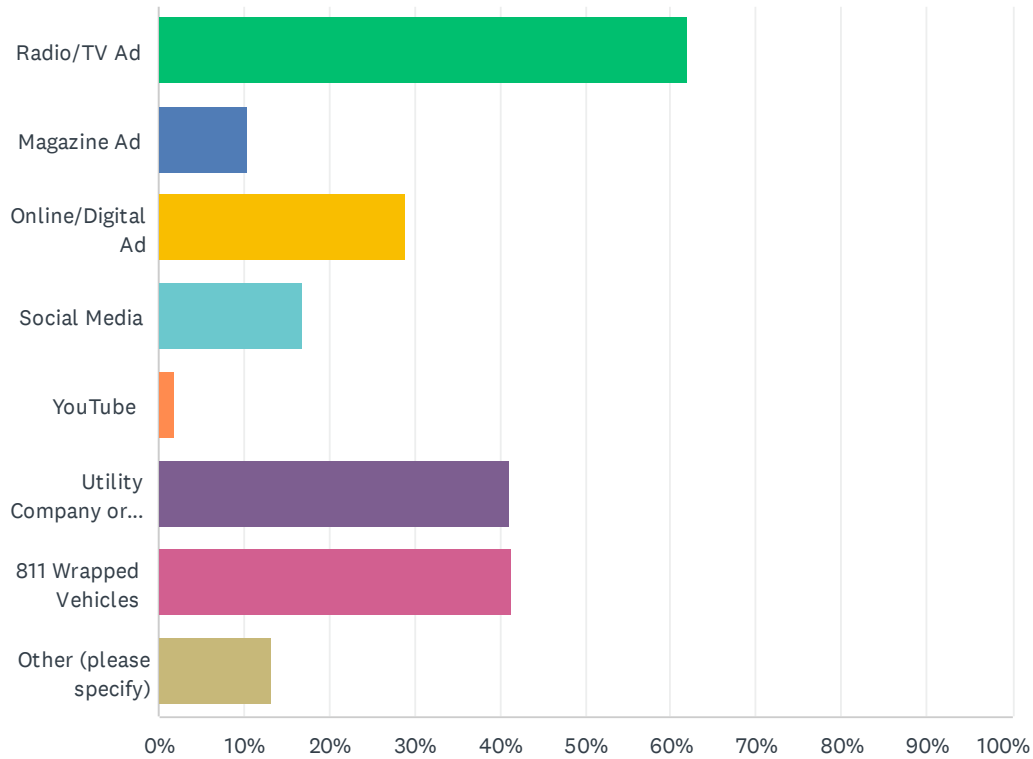
Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	58.59%	174
No	29.29%	87
Please provide additional information	12.12%	36
<b>TOTAL</b>		<b>297</b>

Q19 Please select (all that apply) the following marketing/advertising efforts where you have frequently seen or heard our message.

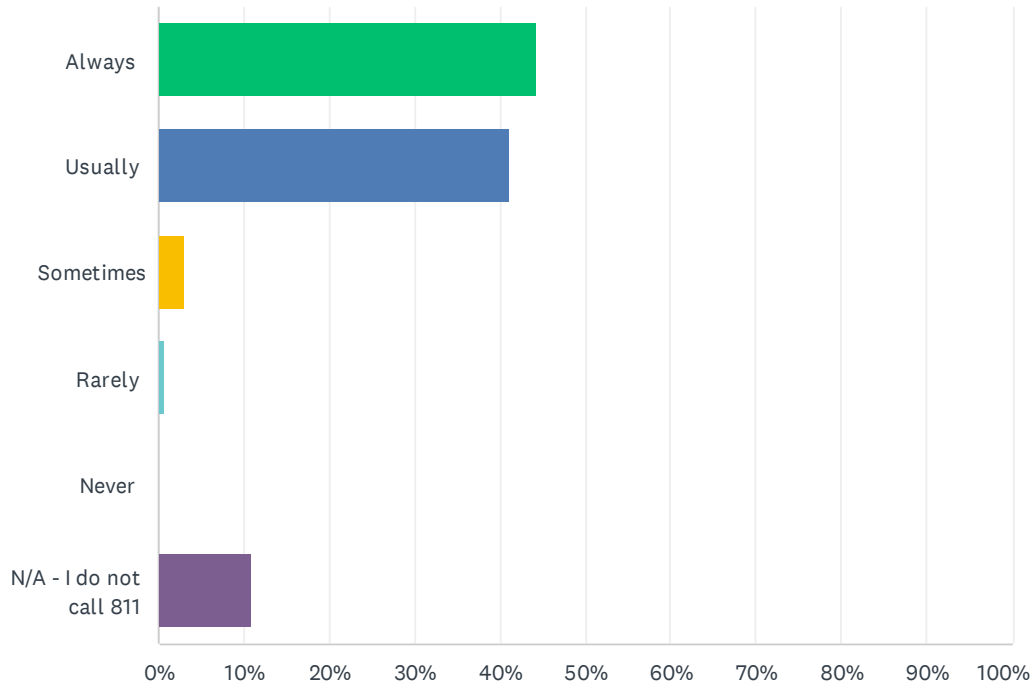
Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES	
Radio/TV Ad	61.95%	184
Magazine Ad	10.44%	31
Online/Digital Ad	28.96%	86
Social Media	16.84%	50
YouTube	2.02%	6
Utility Company or Other Industry Stakeholders	41.08%	122
811 Wrapped Vehicles	41.41%	123
Other (please specify)	13.13%	39
Total Respondents: 297		

## Q20 My locate request is written accurately and per my instructions: This is not an inquiry about the quality of markings.

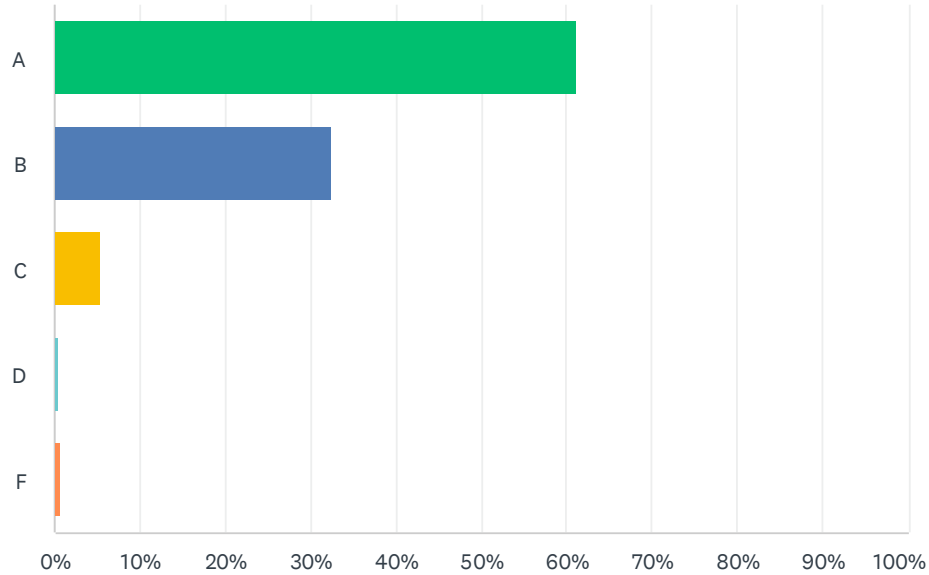
Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	44.44%	132
Usually	41.08%	122
Sometimes	3.03%	9
Rarely	0.67%	2
Never	0.00%	0
N/A - I do not call 811	10.77%	32
<b>TOTAL</b>		<b>297</b>

Q21 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.

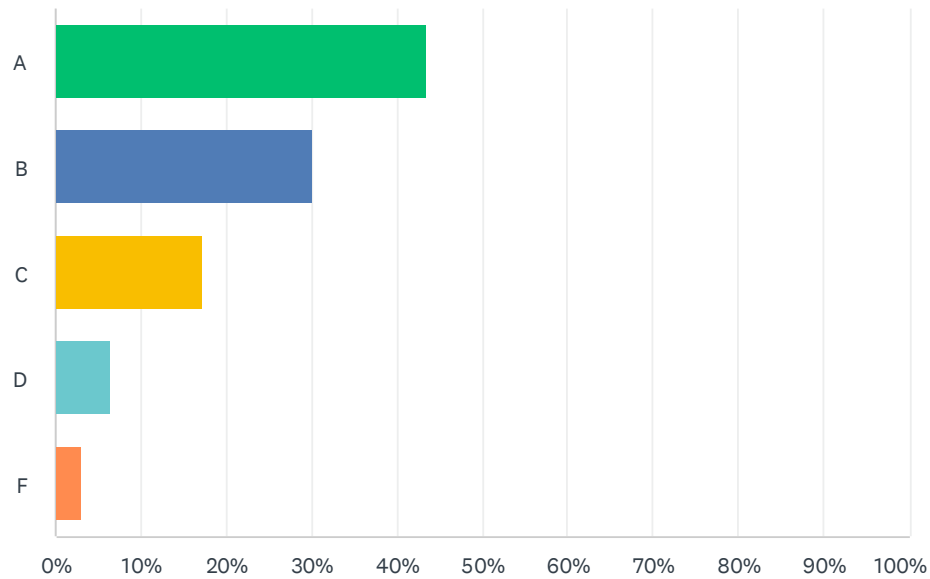
Answered: 297 Skipped: 0



ANSWER CHOICES	RESPONSES
A	61.28% 182
B	32.32% 96
C	5.39% 16
D	0.34% 1
F	0.67% 2
TOTAL	297

Q22 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%.

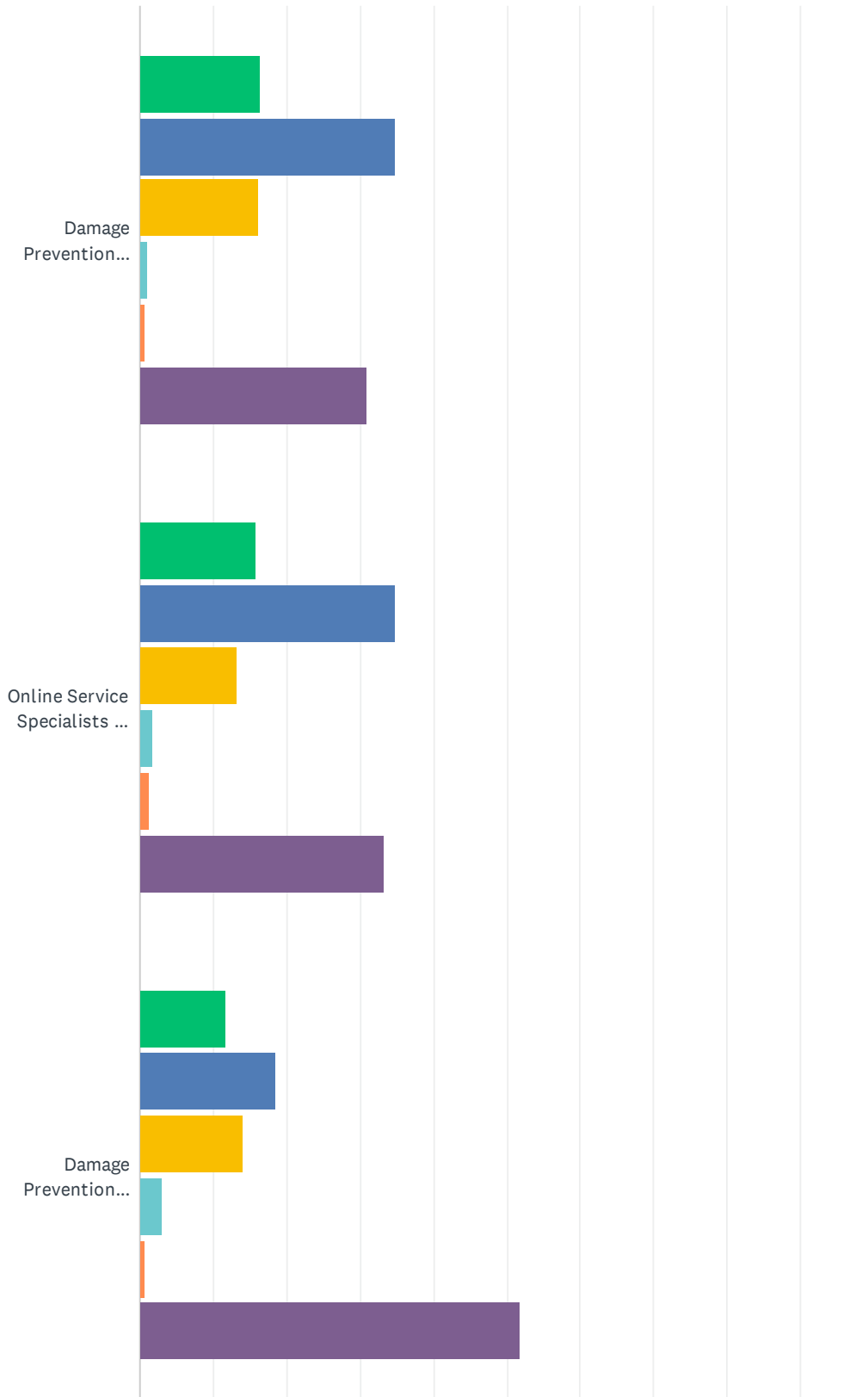
Answered: 297 Skipped: 0



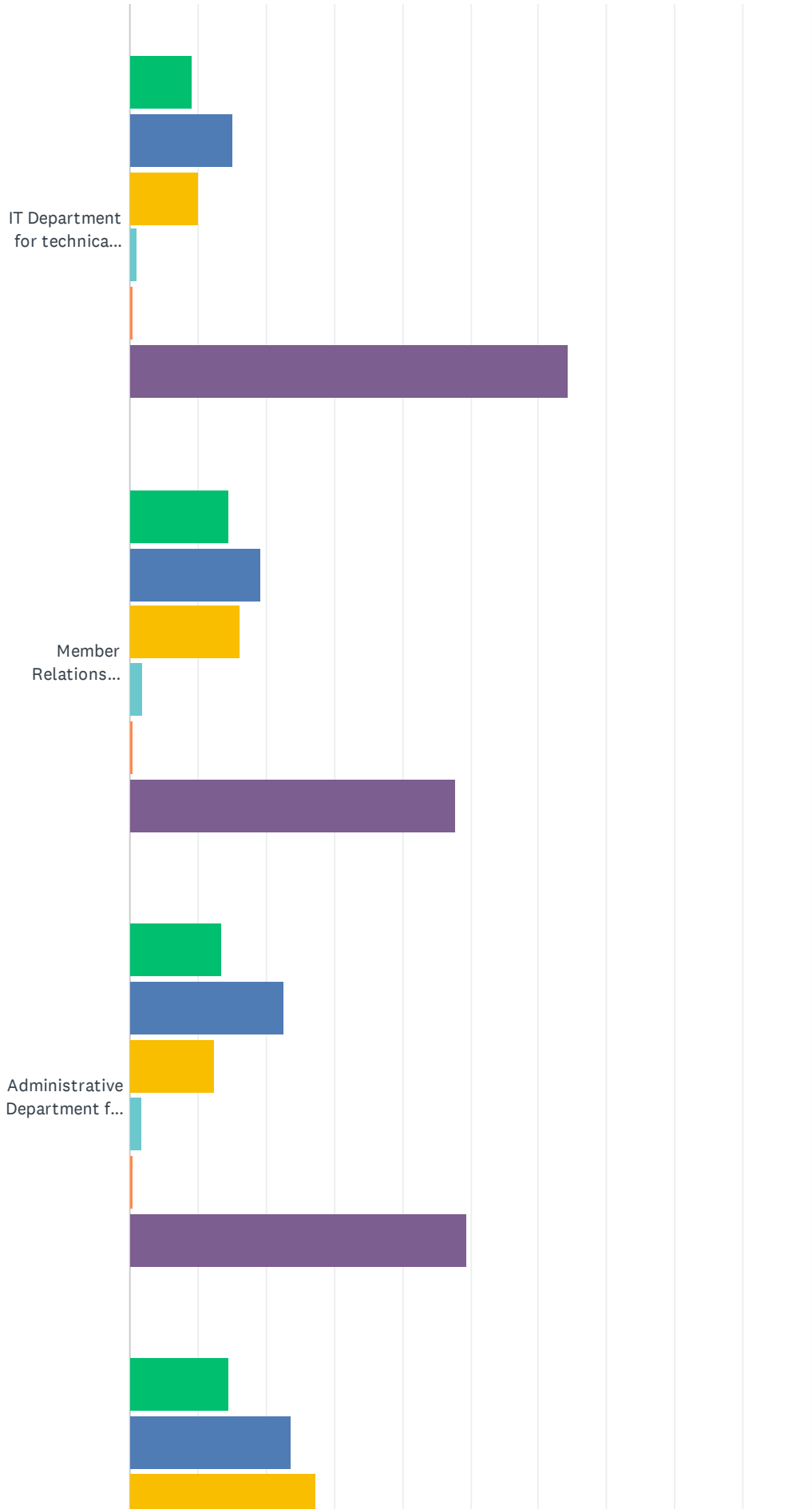
ANSWER CHOICES	RESPONSES
A	43.43% 129
B	29.97% 89
C	17.17% 51
D	6.40% 19
F	3.03% 9
TOTAL	297

### Q23 Please rate the following service(s) you've received:\*Not managed by Colorado 811

Answered: 297 Skipped: 0

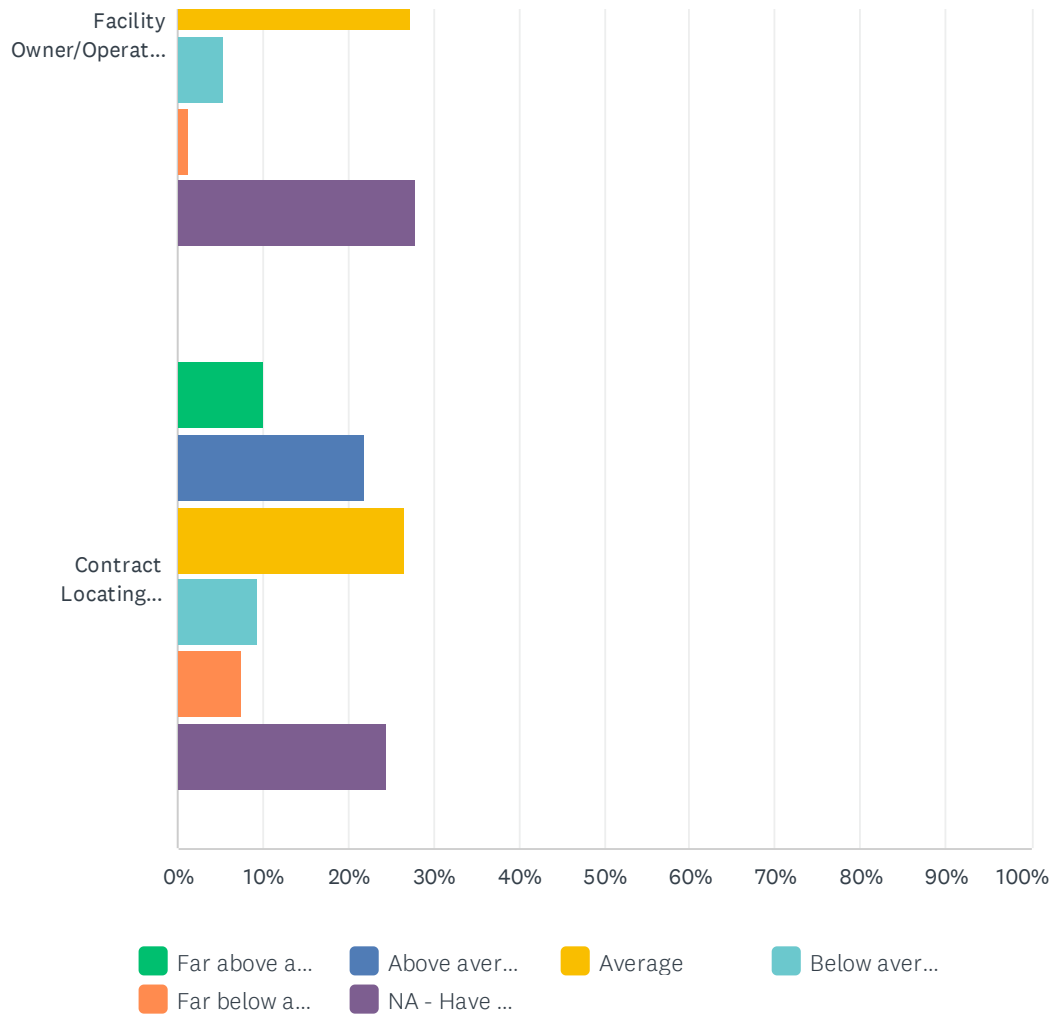


# 2022 Colorado 811 Excavator Survey





## 2022 Colorado 811 Excavator Survey



	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.	16.50% 49	34.68% 103	16.16% 48	1.01% 3	0.67% 2	30.98% 92	297
Online Service Specialists for Web Ticket Entry Support.	15.82% 47	34.68% 103	13.13% 39	1.68% 5	1.35% 4	33.33% 99	297
Damage Prevention Department for training and awareness presentations.	11.78% 35	18.52% 55	14.14% 42	3.03% 9	0.67% 2	51.85% 154	297
IT Department for technical support.	9.09% 27	15.15% 45	10.10% 30	1.01% 3	0.34% 1	64.31% 191	297
Member Relations Department for support with facility/owner operator members.	14.48% 43	19.19% 57	16.16% 48	2.02% 6	0.34% 1	47.81% 142	297
Administrative Department for general support.	13.47% 40	22.56% 67	12.46% 37	1.68% 5	0.34% 1	49.49% 147	297
Facility Owner/Operator Members*	14.48% 43	23.57% 70	27.27% 81	5.39% 16	1.35% 4	27.95% 83	297
Contract Locating Services*	10.10% 30	21.89% 65	26.60% 79	9.43% 28	7.41% 22	24.58% 73	297

**Q24 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: 297 Skipped: 0