

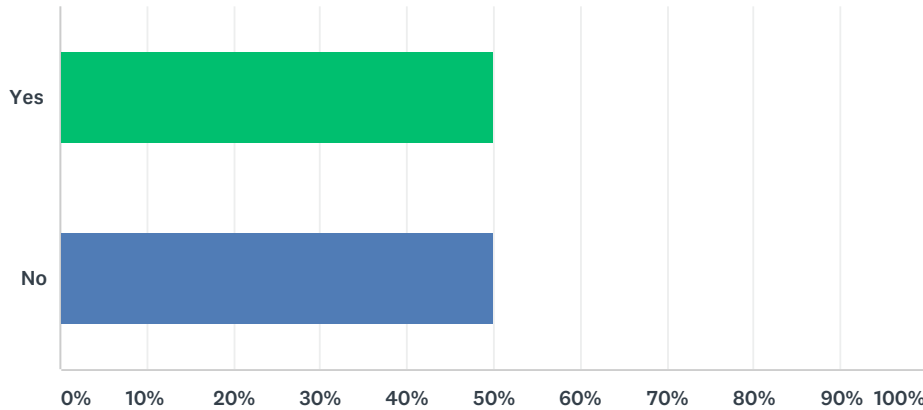
Q1 Contact information (optional)

Answered: 141 Skipped: 0

ANSWER CHOICES	RESPONSES	
Name	100.00%	141
Company	92.91%	131
Phone number	99.29%	140
Email address	97.16%	137
County in which you reside	97.87%	138

Q2 As of August 8th, 2018 significant legislative changes were made to the Colorado State One-Call Law. Are you familiar with the modifications and new requirements? To learn about the legislative impacts, please visit <http://colorado811.org/legislative-focus-and-timeline/>

Answered: 140 Skipped: 1

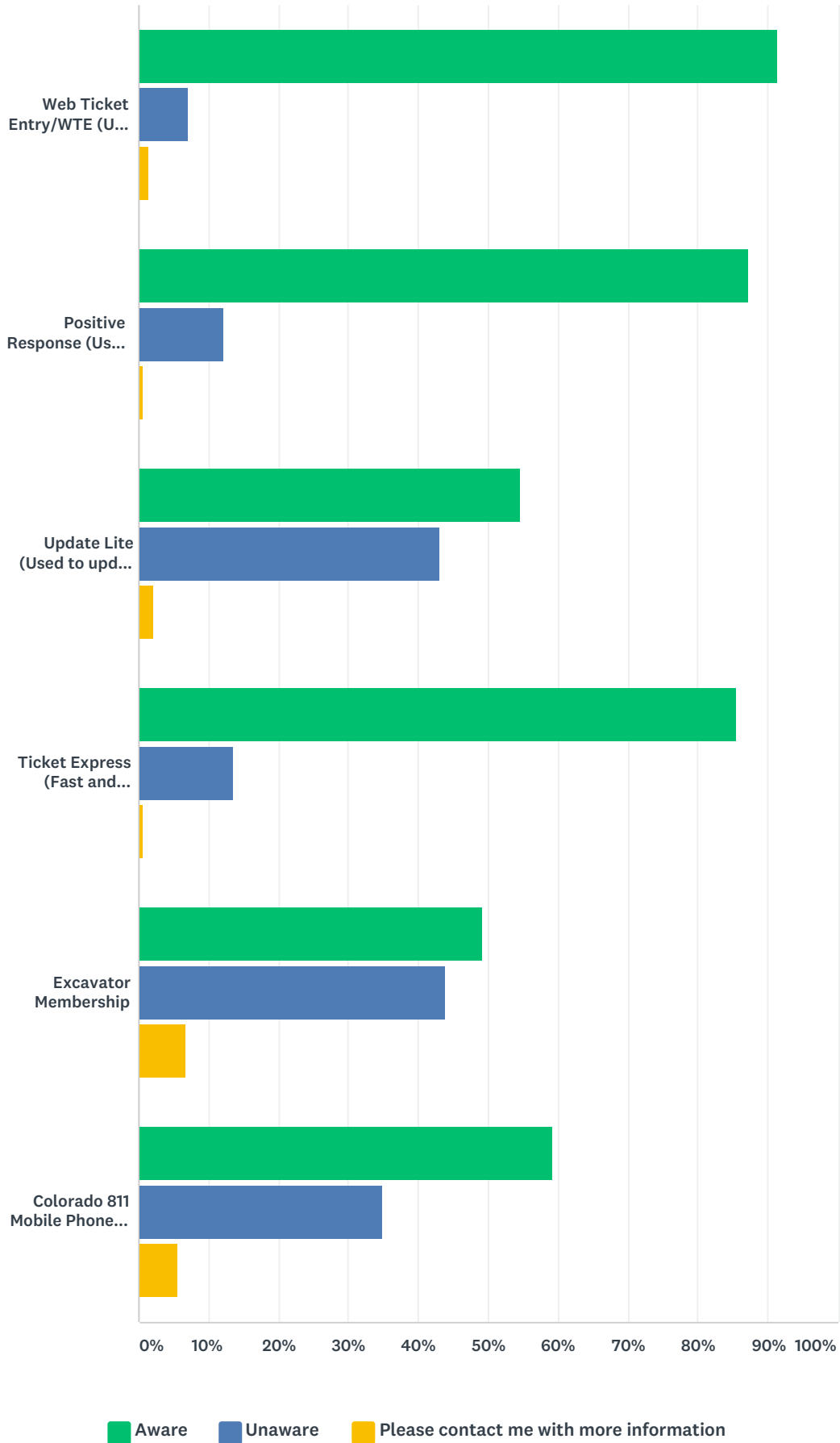


ANSWER CHOICES	RESPONSES	
Yes	50.00%	70
No	50.00%	70
TOTAL		140

Q3 Colorado 811 offers several online services to assist with locate requests. Please indicate how familiar you are with the following:NOTE: For additional information regarding Web Ticket Entry, Update Lite, and Ticket Express please email wte@co811.org. For additional information regarding Positive Response and Web Ticket Management please email member-services@co811.org.

Answered: 141 Skipped: 0

2018 Colorado 811 Excavator Survey

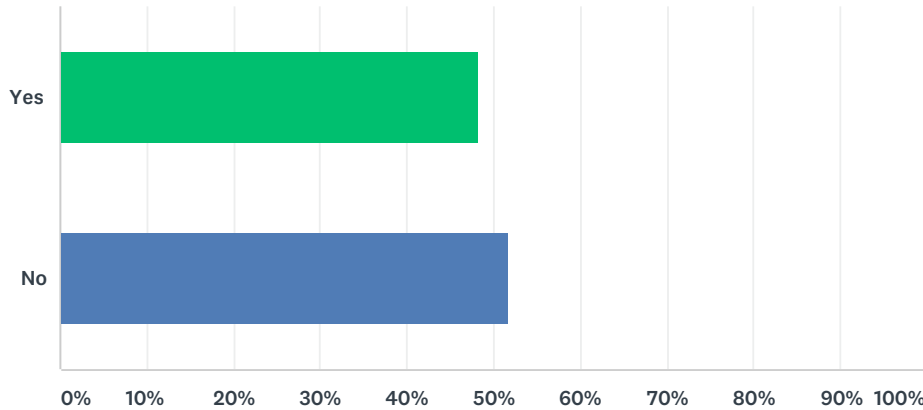


2018 Colorado 811 Excavator Survey

	AWARE	UNAWARE	PLEASE CONTACT ME WITH MORE INFORMATION	TOTAL
Web Ticket Entry/WTE (Used to process locate requests online)	91.49% 129	7.09% 10	1.42% 2	141
Positive Response (Used to check locate responses from facility owners)	87.14% 122	12.14% 17	0.71% 1	140
Update Lite (Used to update an existing ticket)	54.68% 76	43.17% 60	2.16% 3	139
Ticket Express (Fast and efficient method to process locate request online)	85.61% 119	13.67% 19	0.72% 1	139
Excavator Membership	49.25% 66	44.03% 59	6.72% 9	134
Colorado 811 Mobile Phone App	59.29% 83	35.00% 49	5.71% 8	140

Q4 In 2015, Colorado 811 implemented a Damage Prevention Liaison Program to better assist with all stakeholders and act as a conduit between excavators and utility members. Are you familiar with the damage prevention liaison in your area?

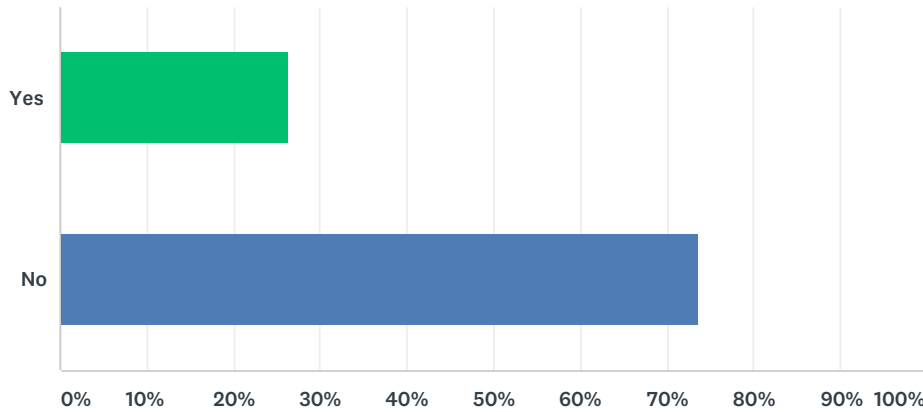
Answered: 141 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	48.23%	68
No	51.77%	73
TOTAL		141

Q5 There are several Damage Prevention Councils (DPC's) dispersed throughout the state. If you would like to learn more, the damage prevention liaison in your area can provide more information. In addition, liaisons can provide educational presentations and services pertaining to the excavation law, best practices, reasonable care, web tickets, etc. (NO COST). Are you interested in having a liaison come to your facility for staff training? * If "Yes" please make sure contact info is filled out above.

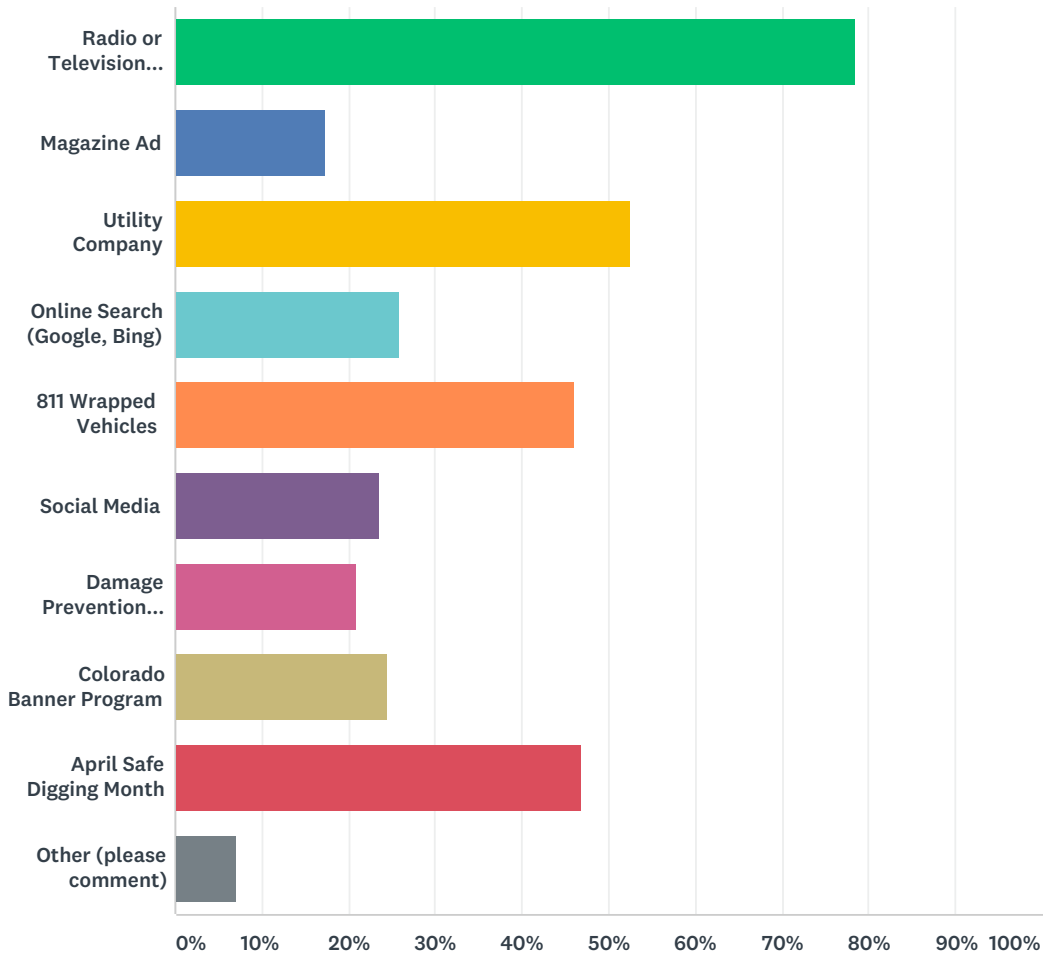
Answered: 137 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	26.28%	36
No	73.72%	101
TOTAL		137

Q6 Please select (all that apply) the following marketing/advertising efforts where you have seen or heard our message frequently.

Answered: 139 Skipped: 2



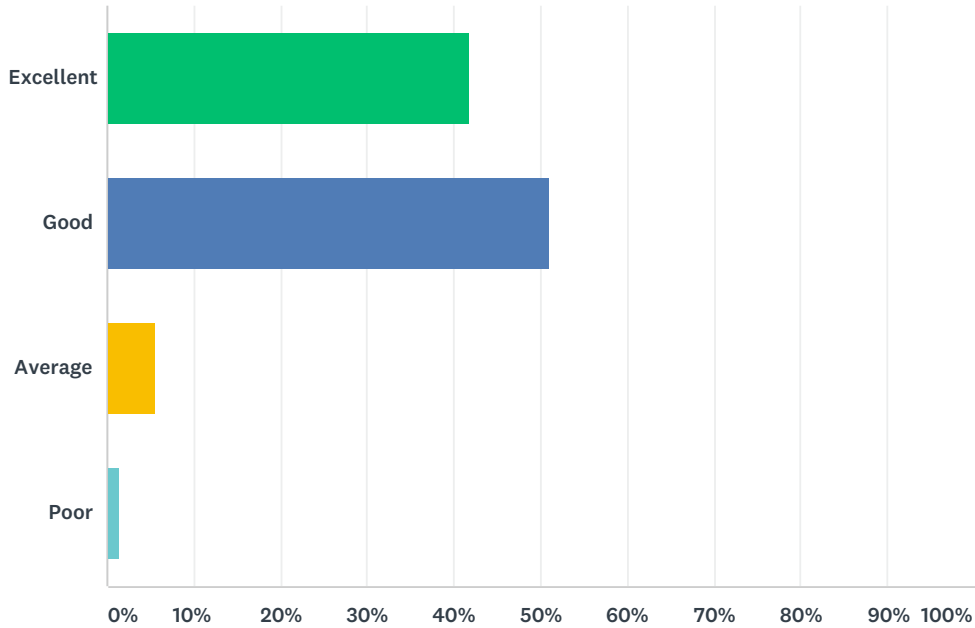
ANSWER CHOICES	RESPONSES	
Radio or Television Advertising	78.42%	109
Magazine Ad	17.27%	24
Utility Company	52.52%	73
Online Search (Google, Bing)	25.90%	36
811 Wrapped Vehicles	46.04%	64
Social Media	23.74%	33
Damage Prevention Liaison Support	20.86%	29
Colorado Banner Program	24.46%	34
April Safe Digging Month	46.76%	65
Other (please comment)	7.19%	10

2018 Colorado 811 Excavator Survey

Total Respondents: 139

Q7 When calling in for locate request(s), how would you rate your overall experience with the damage prevention specialists processing the ticket in terms of knowledge, customer service, and efficiency?

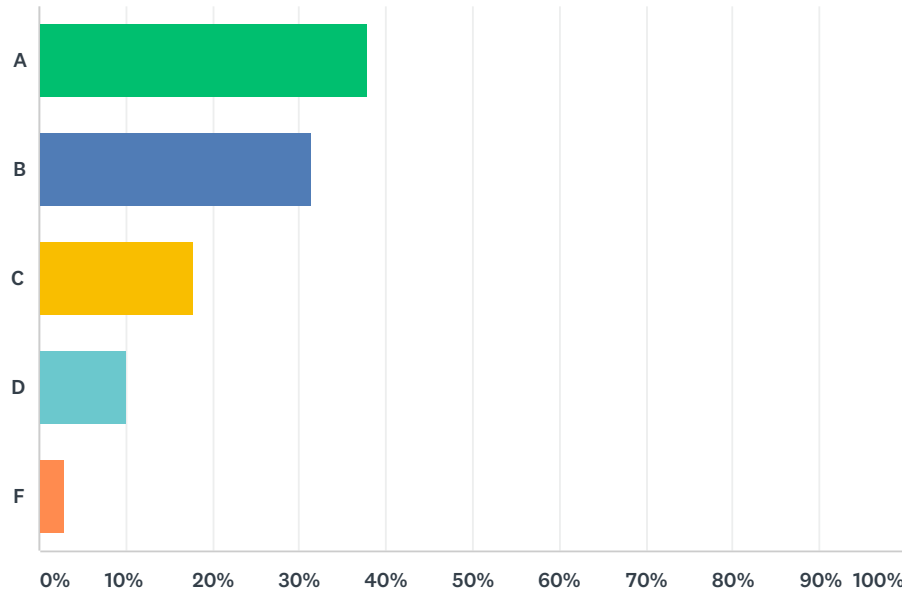
Answered: 141 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	41.84%	59
Good	51.06%	72
Average	5.67%	8
Poor	1.42%	2
TOTAL		141

Q8 Colorado 811 strives to be a proactive member of the excavating community and although we are NOT responsible for the actual locates, please rate the quality of services provided by the locators for your projects.

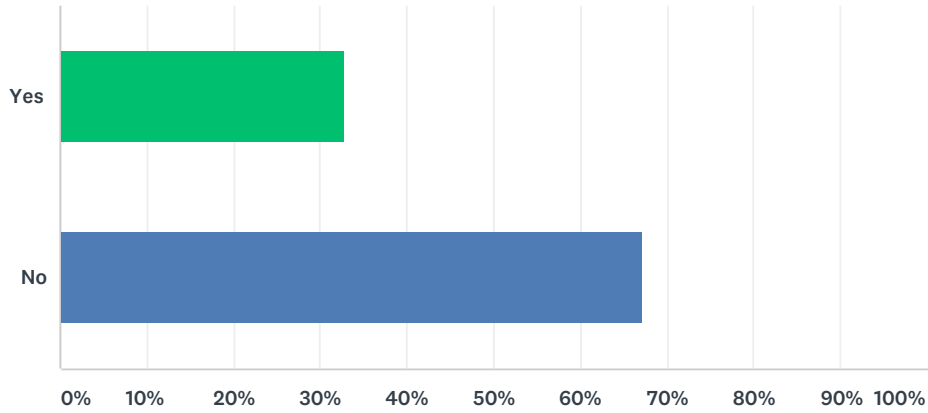
Answered: 140 Skipped: 1



ANSWER CHOICES	RESPONSES
A	37.86% 53
B	31.43% 44
C	17.86% 25
D	10.00% 14
F	2.86% 4
TOTAL	140

Q9 Excavators have the opportunity to become members of Colorado 811. Would you like to receive more information on the benefits of Excavator Membership?

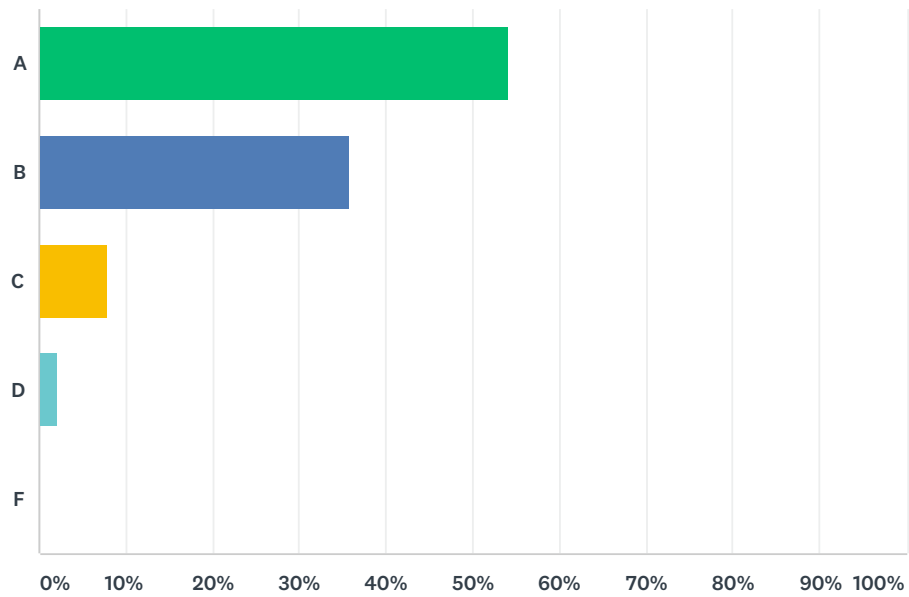
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ANSWER CHOICES	RESPONSES	
Yes	32.86%	46
No	67.14%	94
TOTAL		140

Q10 What grade do you give Colorado 811 for overall services provided to you?

Answered: 140 Skipped: 1



ANSWER CHOICES	RESPONSES	
A	54.29%	76
B	35.71%	50
C	7.86%	11
D	2.14%	3
F	0.00%	0
TOTAL		140

Q11 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: 28 Skipped: 113