

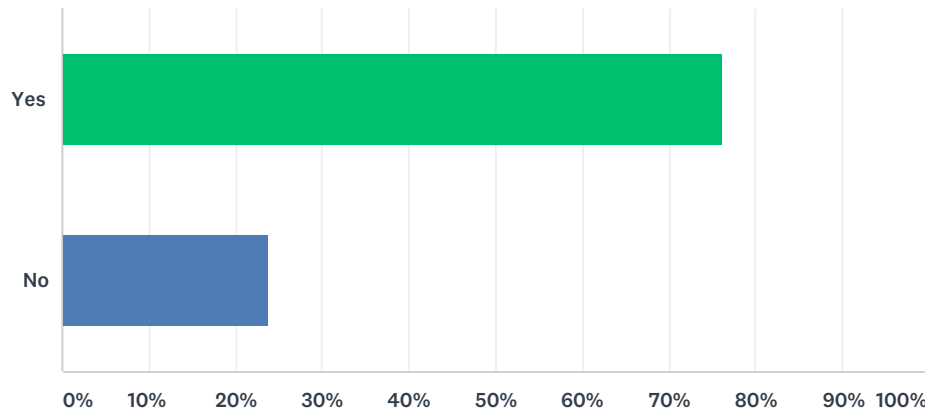
## Q1 Contact Information must be completed

Answered: 143 Skipped: 0

ANSWER CHOICES	RESPONSES	
Name:	100.00%	143
Company:	100.00%	143
Address:	0.00%	0
Address 2:	0.00%	0
City/Town:	0.00%	0
State:	0.00%	0
ZIP:	0.00%	0
Country:	0.00%	0
Email Address:	100.00%	143
Phone Number:	100.00%	143

Q2 Are you aware the Colorado One Call Law has been amended under Senate Bill 18-167? Senate Bill 18-167 can be found on our website at <http://colorado811.org/wp-content/uploads/2018/05/Senate-Bill-18-167.pdf>

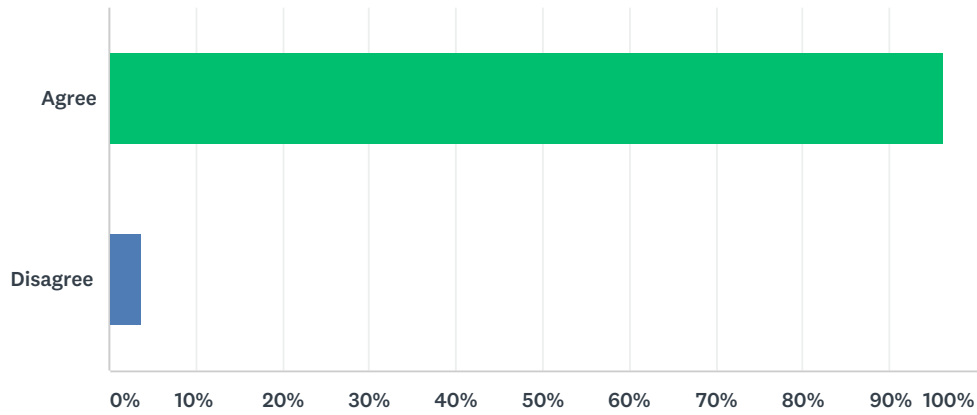
Answered: 130 Skipped: 13



ANSWER CHOICES	RESPONSES	
Yes	76.15%	99
No	23.85%	31
TOTAL		130

Q3 Colorado 811 Board of Directors are analyzing the possibility of no longer charging members for Canceled Tickets. Do you agree this is a productive and member driven initiative?

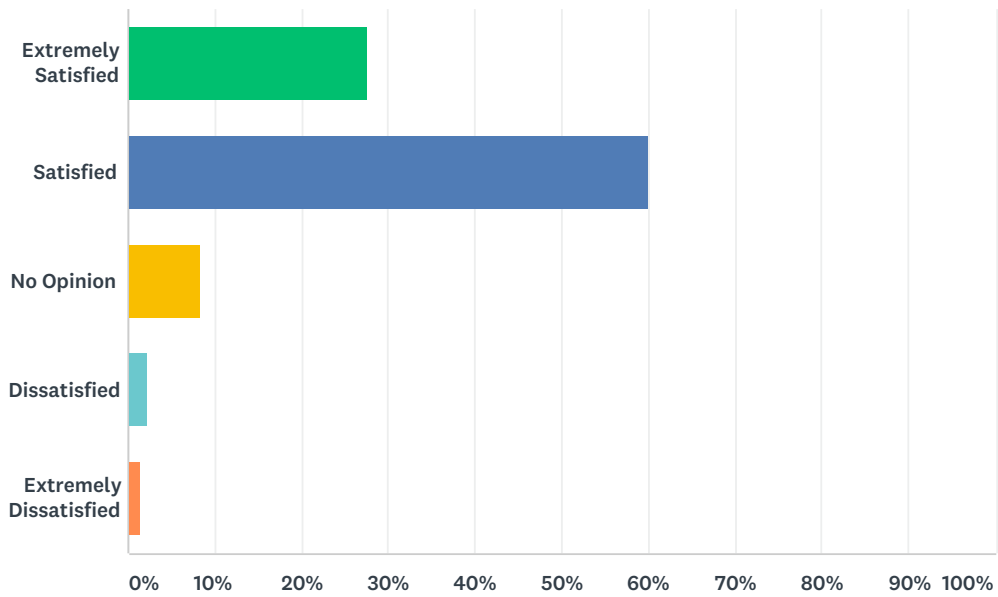
Answered: 130 Skipped: 13



ANSWER CHOICES	RESPONSES	
Agree	96.15%	125
Disagree	3.85%	5
TOTAL		130

## Q4 Rate your overall satisfaction with the services provided with your membership at Colorado 811.

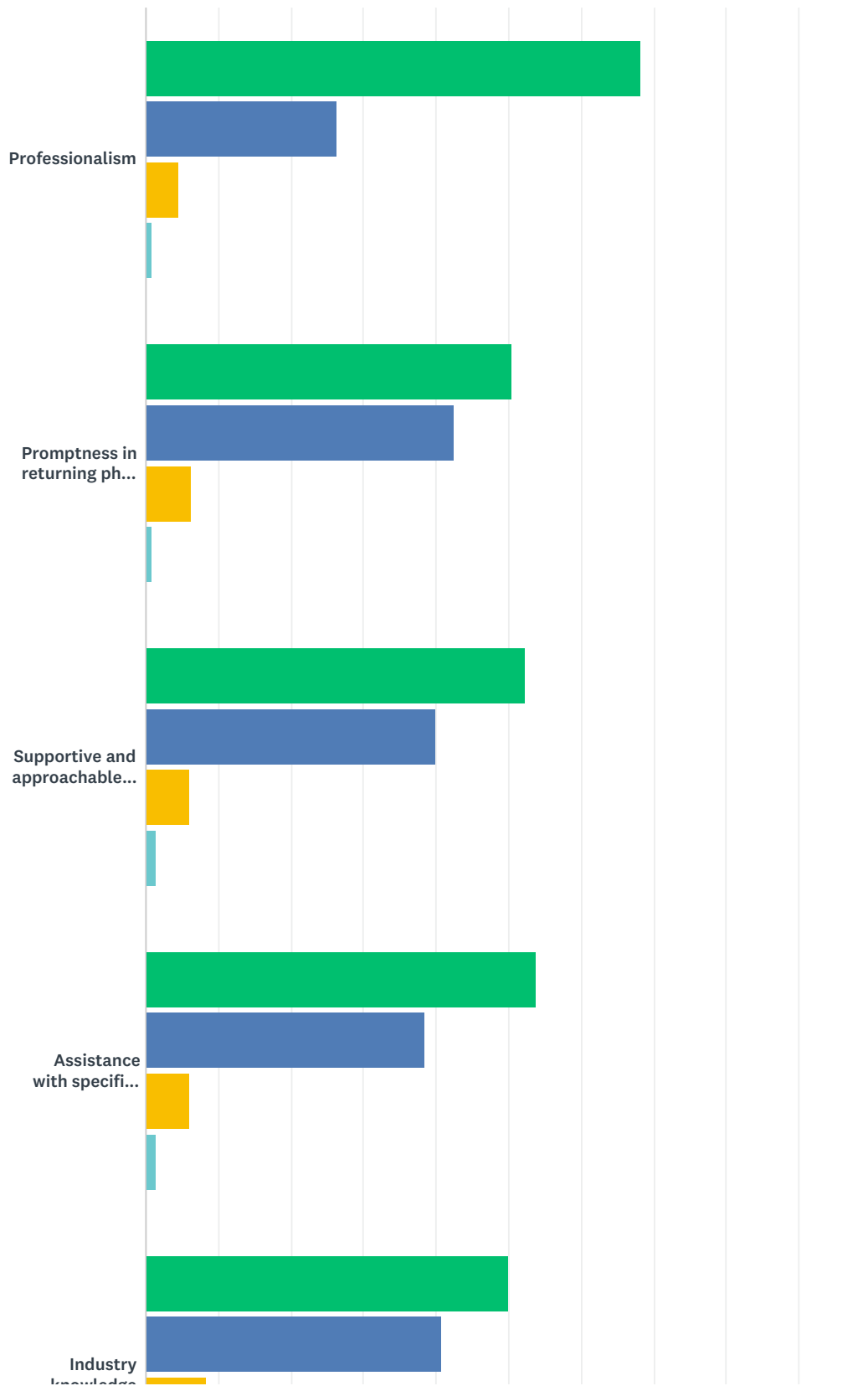
Answered: 130 Skipped: 13



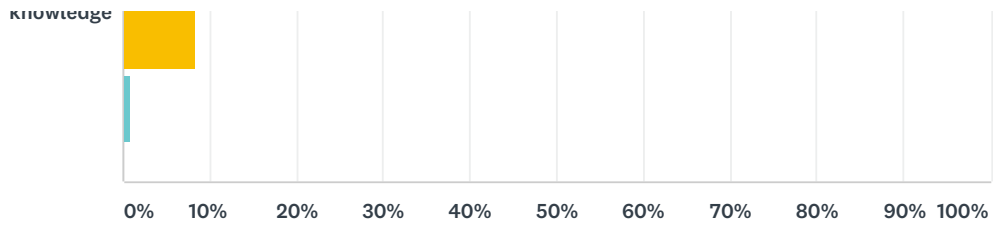
ANSWER CHOICES	RESPONSES	
Extremely Satisfied	27.69%	36
Satisfied	60.00%	78
No Opinion	8.46%	11
Dissatisfied	2.31%	3
Extremely Dissatisfied	1.54%	2
TOTAL		130

### Q5 When communicating with Member Services at Colorado 811, please rate in regards to the following areas:

Answered: 130 Skipped: 13



## 2018 Colorado 811 - Membership Survey

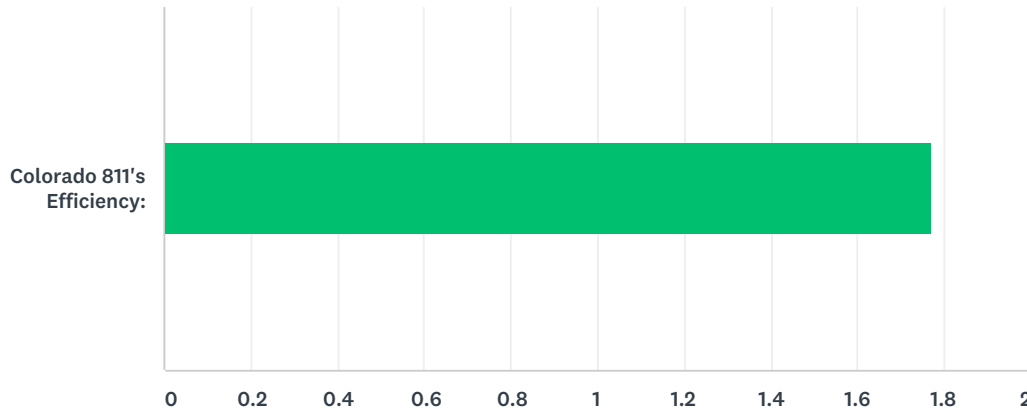


■ Excellent   
 ■ Good   
 ■ Average   
 ■ Poor

	EXCELLENT	GOOD	AVERAGE	POOR	TOTAL
Professionalism	68.22% 88	26.36% 34	4.65% 6	0.78% 1	129
Promptness in returning phone calls	50.39% 64	42.52% 54	6.30% 8	0.79% 1	127
Supportive and approachable in all matters	52.31% 68	40.00% 52	6.15% 8	1.54% 2	130
Assistance with specific issues/ concerns	53.85% 70	38.46% 50	6.15% 8	1.54% 2	130
Industry knowledge	50.00% 65	40.77% 53	8.46% 11	0.77% 1	130

## Q6 When assistance is required, how efficient is Colorado 811 in addressing your concerns in a timely manner?

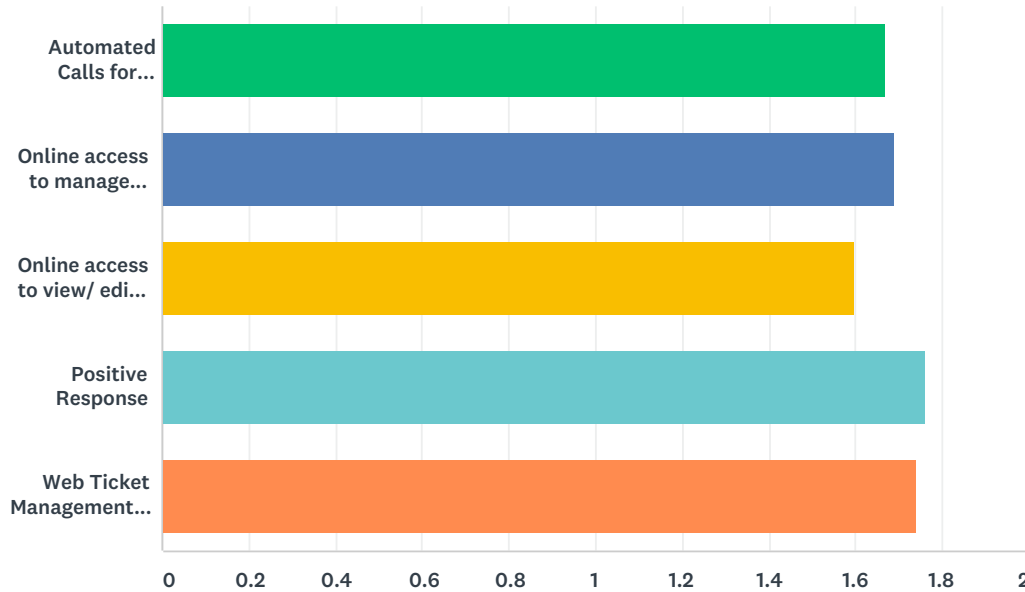
Answered: 127 Skipped: 16



	VERY EFFICIENT	EFFICIENT	NEUTRAL	INEFFICIENT	VERY INEFFICIENT	TOTAL	WEIGHTED AVERAGE
Colorado 811's Efficiency:	38.58% 49	48.82% 62	10.24% 13	1.57% 2	0.79% 1	127	1.77

**Q7 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 online services contact (303) 205-6367.**

Answered: 129 Skipped: 14

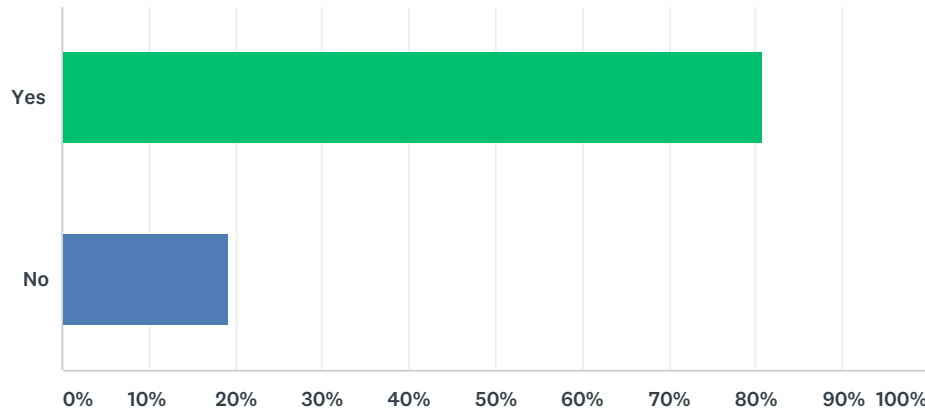


	AWARE	UNAWARE	PLEASE CONTACT ME WITH MORE INFORMATION	TOTAL	WEIGHTED AVERAGE
Automated Calls for Emergencies & Damages	71.32% 92	24.81% 32	3.88% 5	129	1.67
Online access to manage member contact information	71.32% 92	26.36% 34	2.33% 3	129	1.69
Online access to view/ edit notification database	67.19% 86	25.78% 33	7.03% 9	128	1.60
Positive Response	79.07% 102	17.83% 23	3.10% 4	129	1.76
Web Ticket Management System (WebTMS)	77.52% 100	18.60% 24	3.88% 5	129	1.74



### Q8 Tier One members: Is the \$1.45 cost per ticket relevant to the value you are receiving as a member?

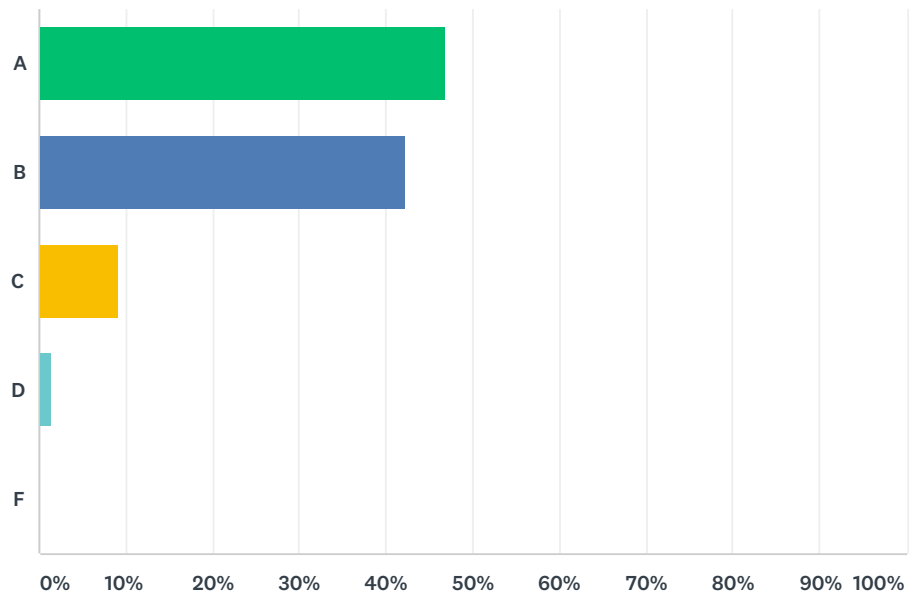
Answered: 119 Skipped: 24



ANSWER CHOICES	RESPONSES	
Yes	80.67%	96
No	19.33%	23
TOTAL		119

## Q9 What grade do you give Colorado 811 for overall services provided to you?

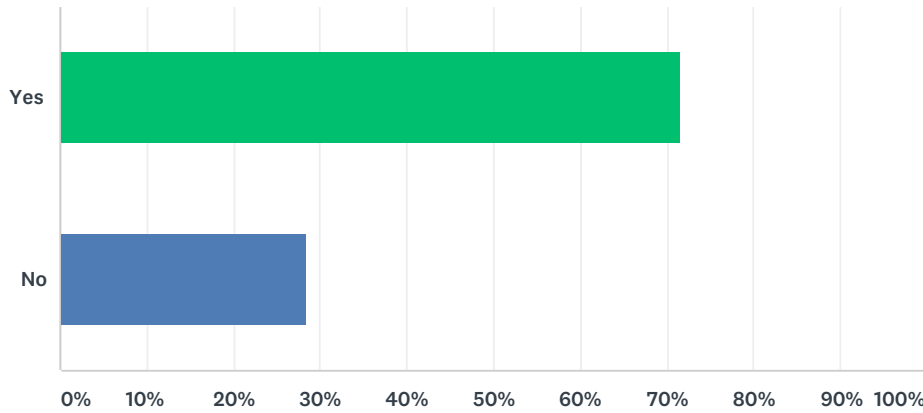
Answered: 130 Skipped: 13



ANSWER CHOICES	RESPONSES	
A	46.92%	61
B	42.31%	55
C	9.23%	12
D	1.54%	2
F	0.00%	0
Total Respondents: 130		

### Q10 Does your company promote the 811 before you dig message (i.e. utility bills, website, mailings, etc.)?

Answered: 130 Skipped: 13



ANSWER CHOICES	RESPONSES	
Yes	71.54%	93
No	28.46%	37
Total Respondents: 130		

**Q11 Always striving to improve as a Contact Center, if Colorado 811 needed to improve in one specific area, what would that be? Keep in mind, Colorado 811 does not perform locates.**

Answered: 59 Skipped: 84

**Q12 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: 30 Skipped: 113