

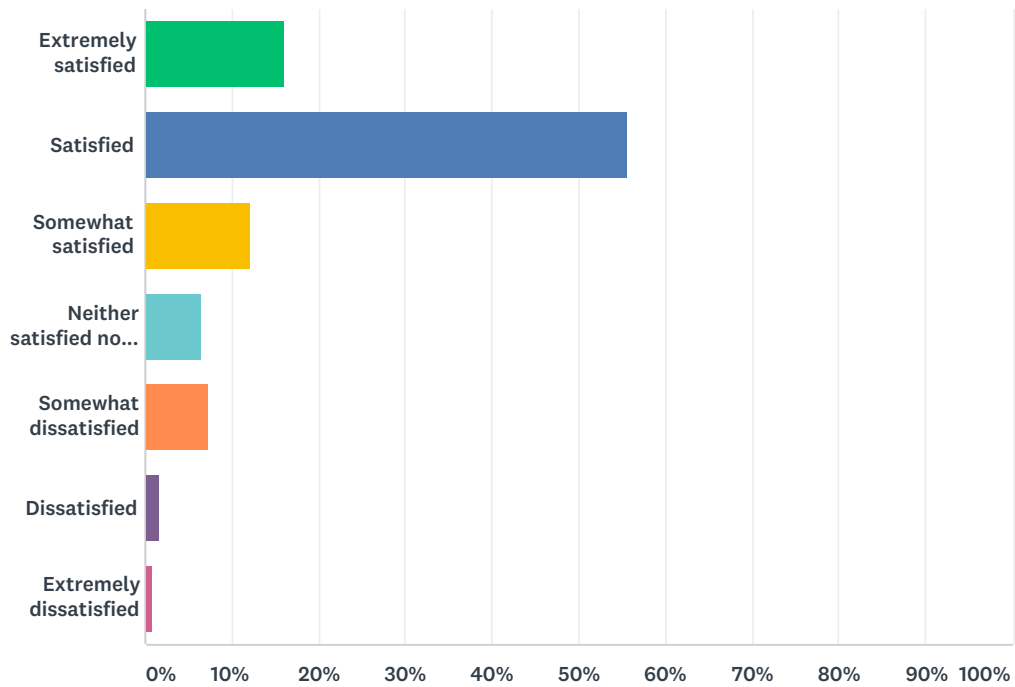
Q1 Contact information MUST be completed

Answered: 124 Skipped: 0

ANSWER CHOICES	RESPONSES	
Name	100.00%	124
Company	100.00%	124
Address	100.00%	124
Address 2	16.94%	21
City/Town	100.00%	124
State/Province	100.00%	124
ZIP/Postal Code	100.00%	124
Country	0.00%	0
Email Address	100.00%	124
Phone Number	100.00%	124

Q2 Rate your overall satisfaction with the services provided with your membership at Colorado 811.

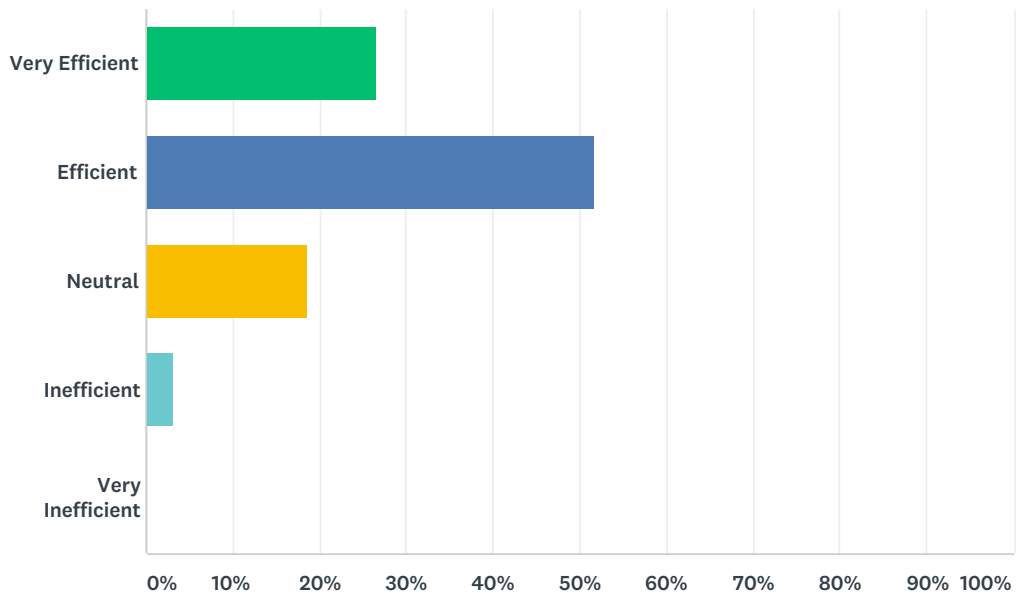
Answered: 124 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	16.13%	20
Satisfied	55.65%	69
Somewhat satisfied	12.10%	15
Neither satisfied nor dissatisfied	6.45%	8
Somewhat dissatisfied	7.26%	9
Dissatisfied	1.61%	2
Extremely dissatisfied	0.81%	1
TOTAL		124

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

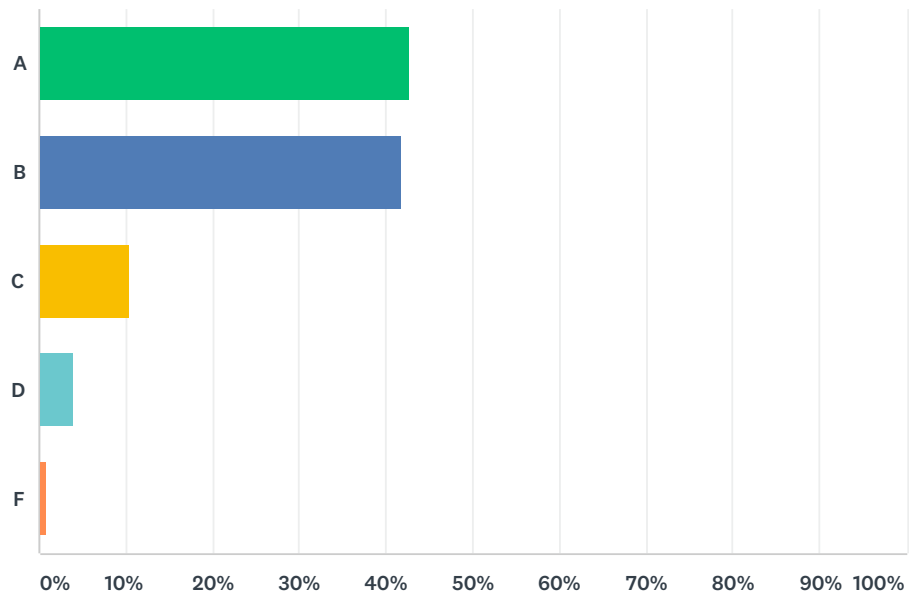
Answered: 124 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Efficient	26.61%	33
Efficient	51.61%	64
Neutral	18.55%	23
Inefficient	3.23%	4
Very Inefficient	0.00%	0
TOTAL		124

Q4 What grade do you give Colorado 811 for overall services provided to you?

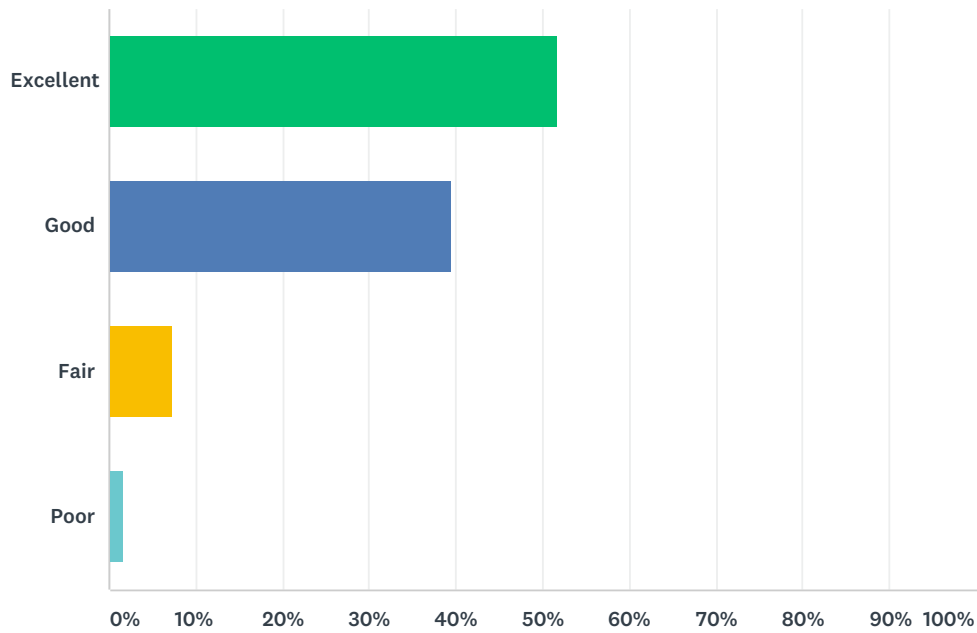
Answered: 124 Skipped: 0



ANSWER CHOICES	RESPONSES	
A	42.74%	53
B	41.94%	52
C	10.48%	13
D	4.03%	5
F	0.81%	1
TOTAL		124

Q5 Remembering the last interaction with Member Services how was your experience?

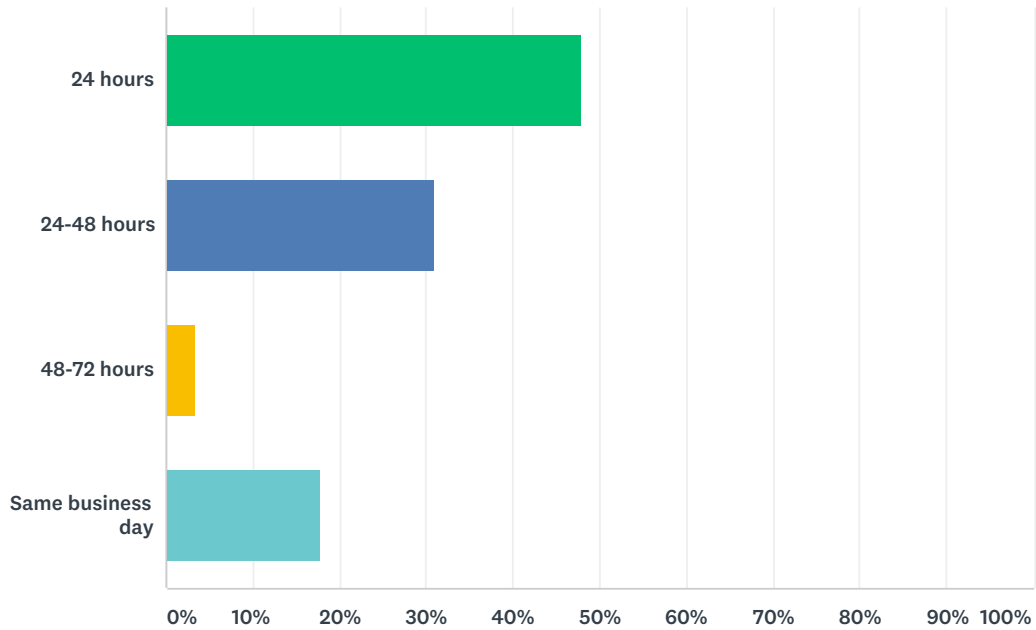
Answered: 124 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	51.61%	64
Good	39.52%	49
Fair	7.26%	9
Poor	1.61%	2
TOTAL		124

Q6 What is your expected response time for email communications?

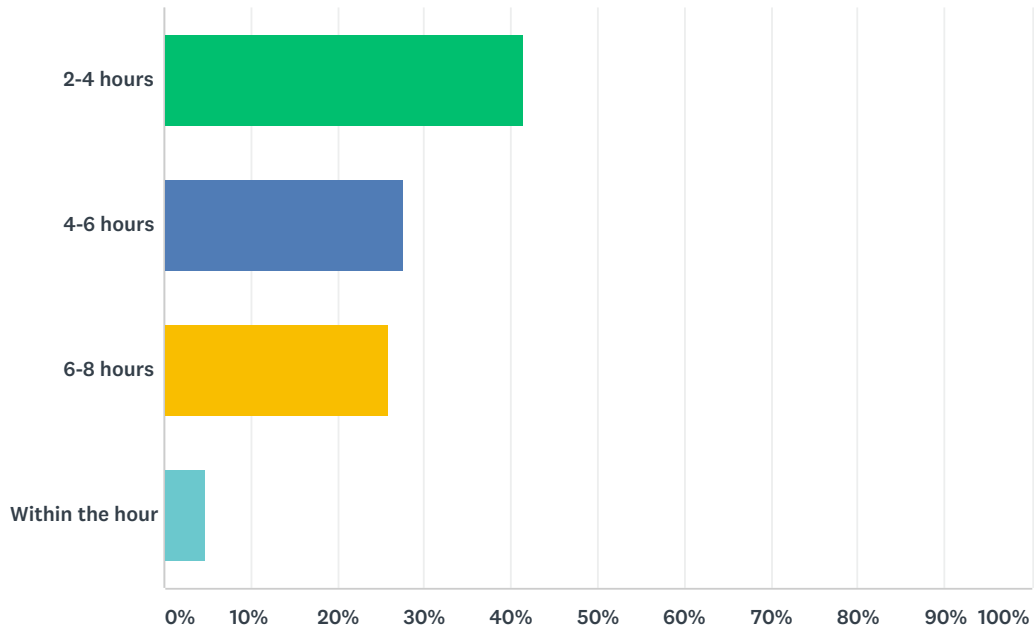
Answered: 123 Skipped: 1



ANSWER CHOICES	RESPONSES	
24 hours	47.97%	59
24-48 hours	30.89%	38
48-72 hours	3.25%	4
Same business day	17.89%	22
TOTAL		123

Q7 What is your expected response time for voicemail?

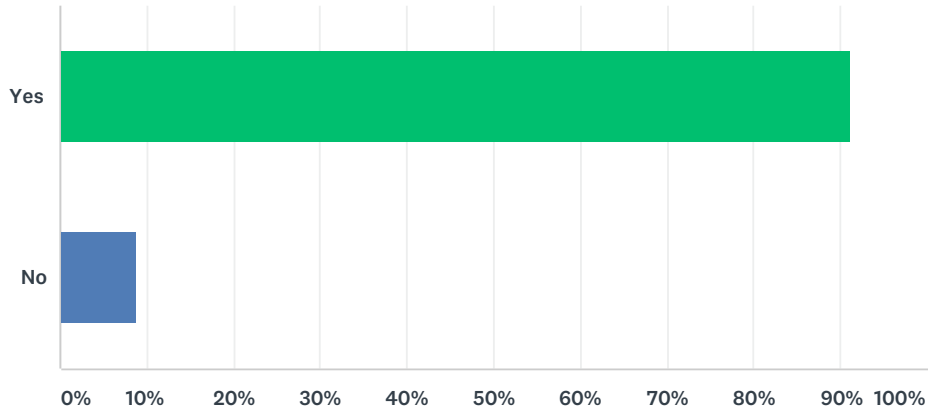
Answered: 123 Skipped: 1



ANSWER CHOICES	RESPONSES	
2-4 hours	41.46%	51
4-6 hours	27.64%	34
6-8 hours	26.02%	32
Within the hour	4.88%	6
TOTAL		123

Q8 Are you aware the Colorado One Call Law now mandates Positive Response to utility locate request through Colorado 811? Colorado One Call law can be found here.

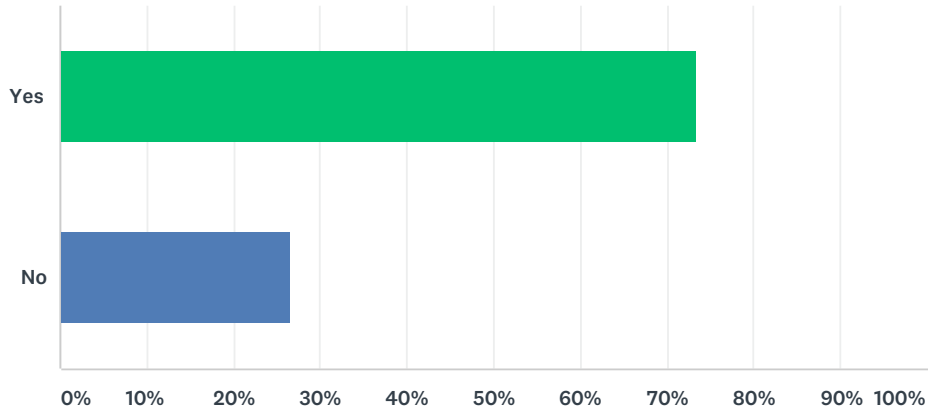
Answered: 124 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	91.13%	113
No	8.87%	11
TOTAL		124

Q9 Are you aware Colorado 811 will automatically re-notify members that have not posted a response by the due date (locate by date) starting in January 2020?

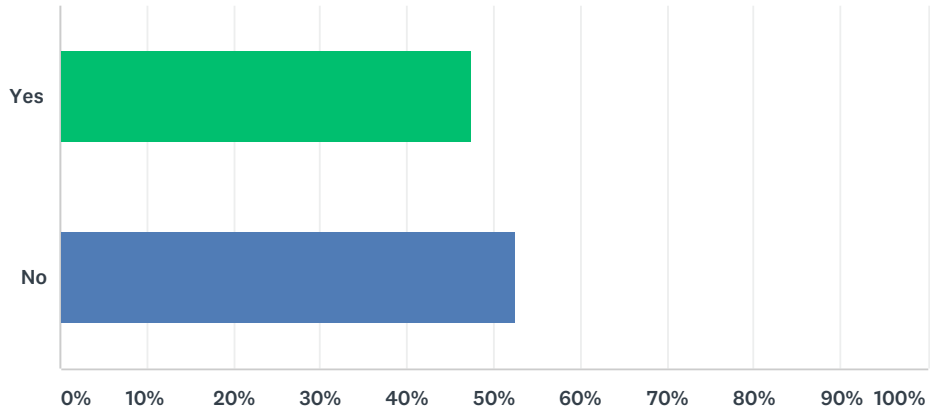
Answered: 124 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73.39%	91
No	26.61%	33
TOTAL		124

Q10 Are you aware Colorado 811 Board of Directors lowered the member facility notification area buffer from 250ft to a minimum of 30ft and the “dig site” buffer from 250ft to 150ft?

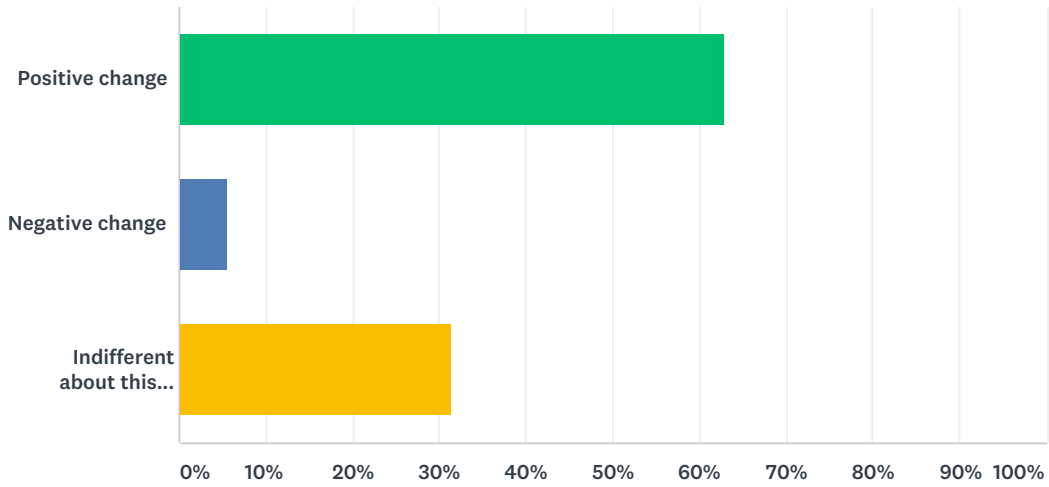
Answered: 124 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	47.58%	59
No	52.42%	65
TOTAL		124

Q11 Knowing that the buffer size for both the notification and dig site area have been reduced, do you consider this a positive or negative change?

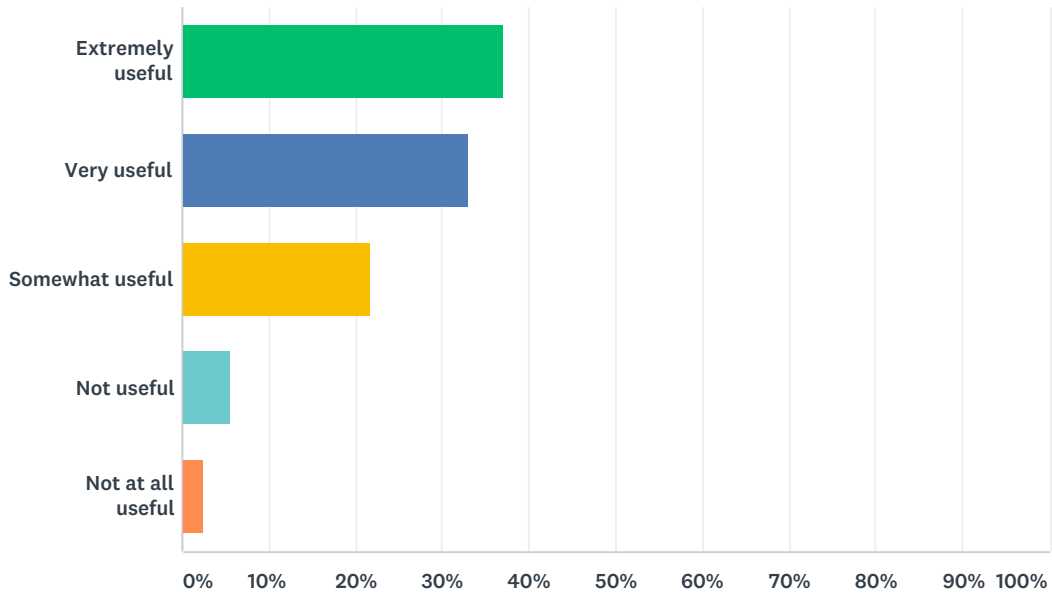
Answered: 124 Skipped: 0



ANSWER CHOICES	RESPONSES	
Positive change	62.90%	78
Negative change	5.65%	7
Indifferent about this change	31.45%	39
TOTAL		124

Q12 Colorado 811 began sending a link at the bottom of Tier One locate tickets to a map showing the dig site; is this useful to your organization?

Answered: 124 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely useful	37.10%	46
Very useful	33.06%	41
Somewhat useful	21.77%	27
Not useful	5.65%	7
Not at all useful	2.42%	3
TOTAL		124

Q13 How can we better serve our members?

Answered: 70 Skipped: 54