

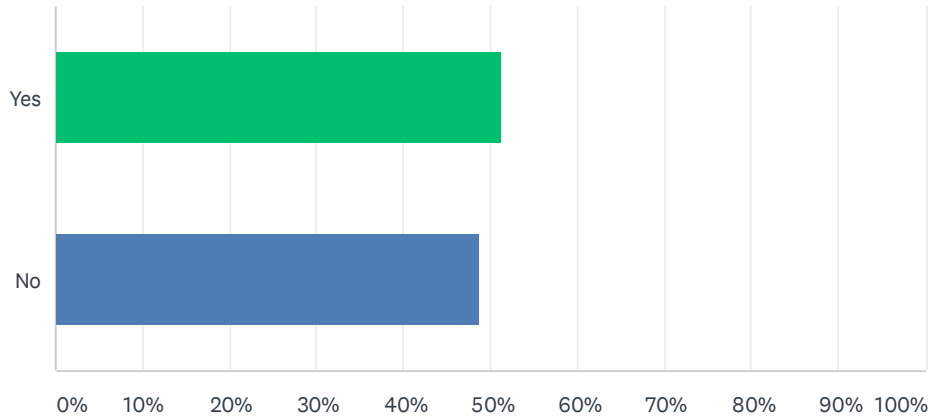
Q1 Contact information MUST be completed (if you do not fill out this section you will not be eligible to win the \$200 gift card).

Answered: 715 Skipped: 0

ANSWER CHOICES	RESPONSES	
Name	100.00%	715
Company	100.00%	715
Address	0.00%	0
Address 2	0.00%	0
County in which you reside	96.22%	688
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	715
Phone Number	100.00%	715

Q2 In 2015, Colorado 811 implemented a Damage Prevention Liaison Program to better assist all stakeholders by serving as a conduit between excavators and utility members. Are you familiar with the Damage Prevention Liaison in your region? Northeast Region: Alicia Hays Southeast Region: Todd Griffeth Northwest Region: Sanatam Khalsa Southwest Region: David Waller Denver Region: Neeley Duran

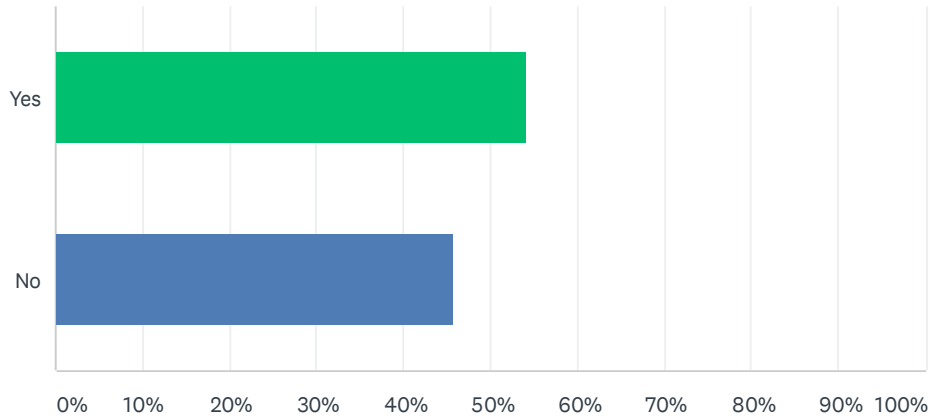
Answered: 715 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	51.33%	367
No	48.67%	348
TOTAL		715

Q3 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 online. 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.

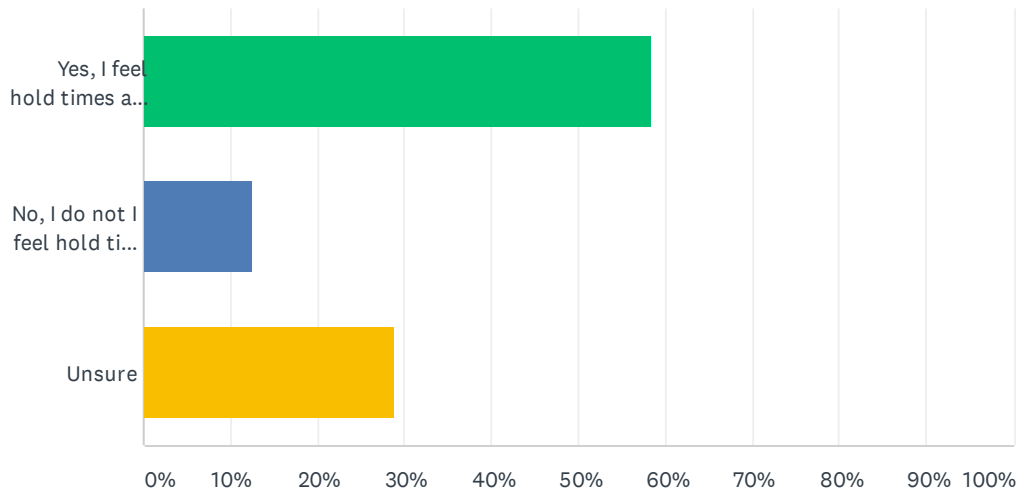
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ANSWER CHOICES	RESPONSES
Yes	54.27% 388
No	45.73% 327
TOTAL	715

Q4 In 2019, Colorado 811 acknowledged some challenges regarding some of our services for both calling in for locate requests and online web assistance. Within the past year, do you feel hold times and web assistance has improved?

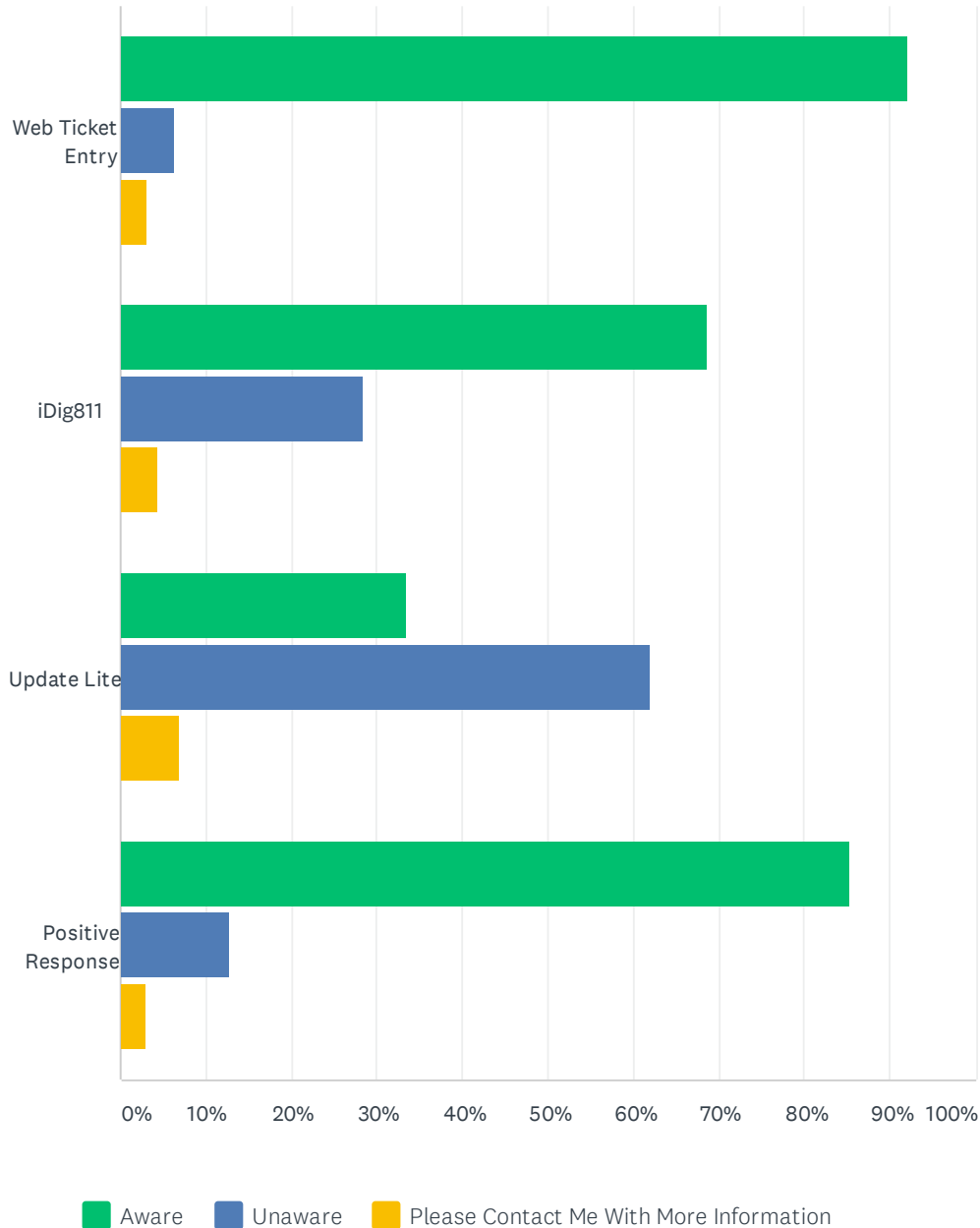
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ANSWER CHOICES	RESPONSES	
Yes, I feel hold times and web assistance has improved	58.46%	418
No, I do not I feel hold times and web assistance has improved	12.59%	90
Unsure	28.95%	207
TOTAL		715

Q5 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 (WTE), iDig811, and Update Lite please email onlineservices@co811.org. For further details regarding Positive Response and Web Ticket Management, please email member-services@co811.org.

Answered: 715 Skipped: 0

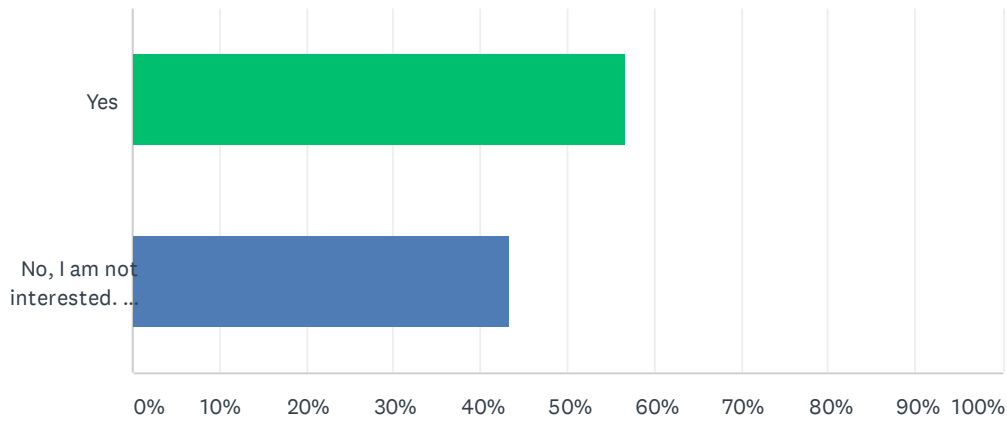


2020 Colorado 811 Excavator Survey

	AWARE	UNAWARE	PLEASE CONTACT ME WITH MORE INFORMATION	TOTAL RESPONDENTS
Web Ticket Entry	91.97% 653	6.20% 44	3.24% 23	710
iDig811	68.68% 478	28.45% 198	4.45% 31	696
Update Lite	33.57% 235	61.86% 433	6.86% 48	700
Positive Response	85.33% 605	12.83% 91	2.96% 21	709

Q6 Are you interested in learning how to process your tickets online? If not, why do you choose to call 811 instead?

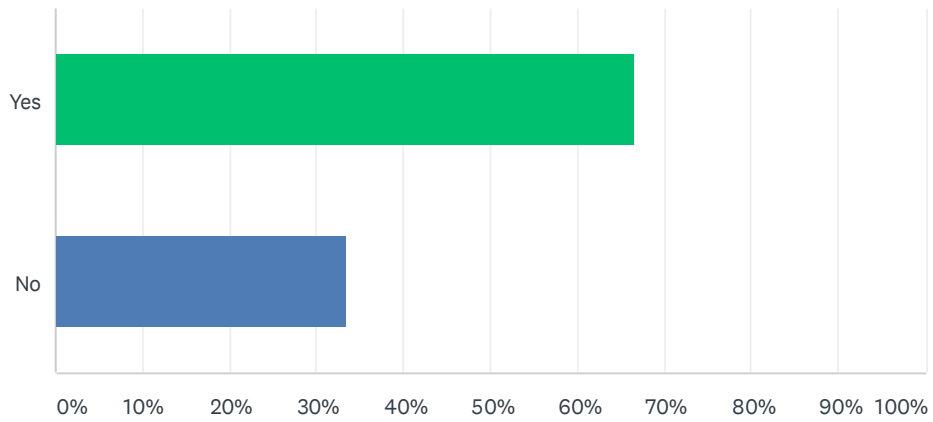
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ANSWER CHOICES	RESPONSES	
Yes	56.78%	406
No, I am not interested. I choose to call instead because	43.22%	309
TOTAL		715

Q7 Are you familiar with the Excavator Re-notification (formerly known as a 2nd Notice)?

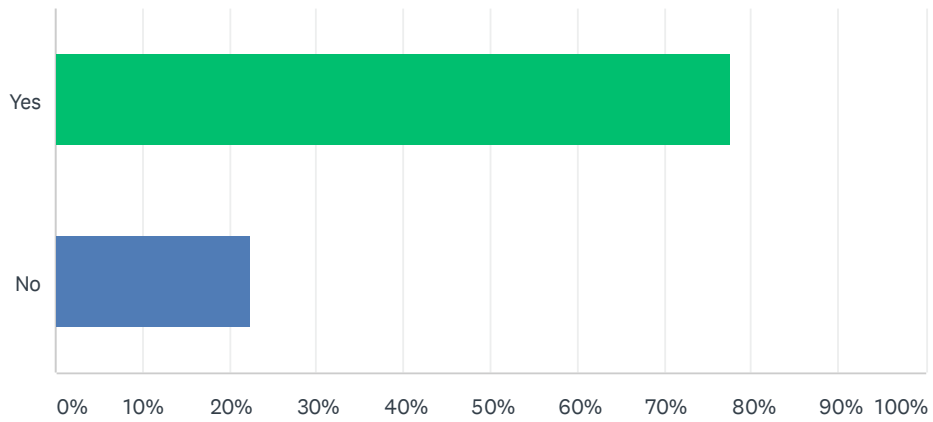
Answered: 715 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	66.57%	476
No	33.43%	239
TOTAL		715

Q8 Are you aware that you can check your locational request (Positive Response) through the Colorado 811 website?

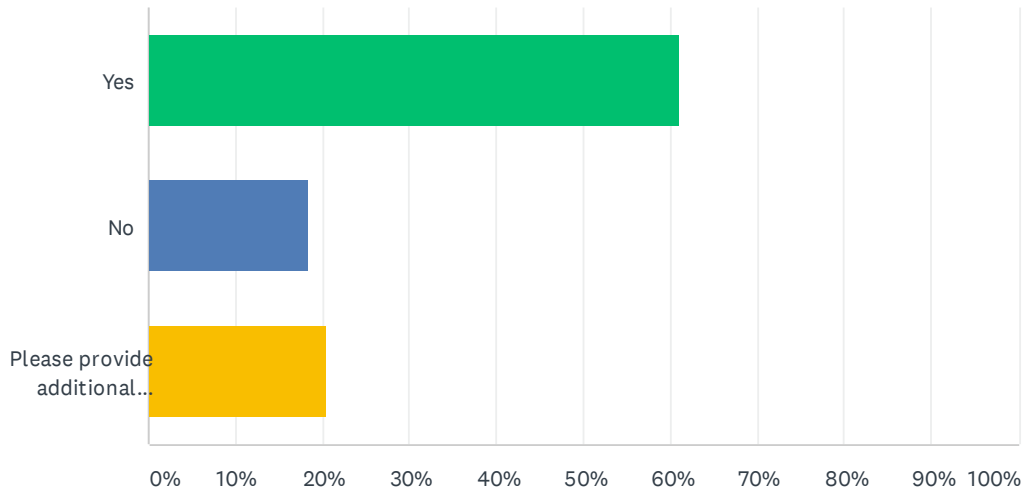
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ANSWER CHOICES	RESPONSES	
Yes	77.62%	555
No	22.38%	160
TOTAL		715

Q9 Are you aware that excavators can now attach files (pictures, etc.) to a ticket? (If you would like additional information on this feature, please select "Please provide additional information" and we will contact you.)

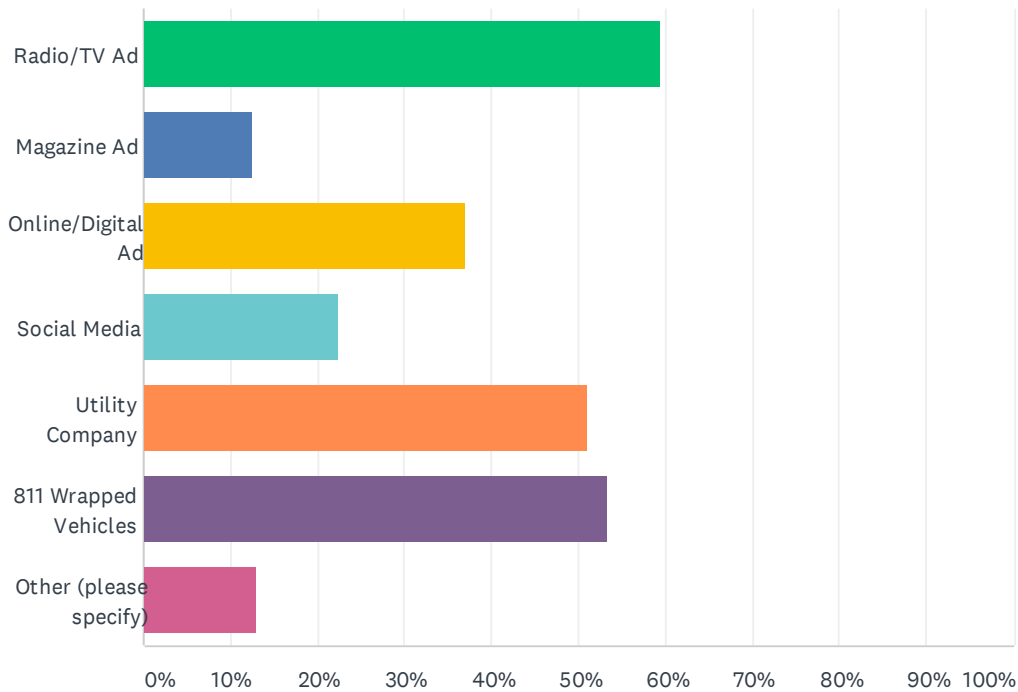
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ANSWER CHOICES	RESPONSES	
Yes	61.12%	437
No	18.32%	131
Please provide additional information	20.56%	147
TOTAL		715

Q10 Please select (all that apply) the following marketing/advertising efforts where you have seen or heard our message frequently.

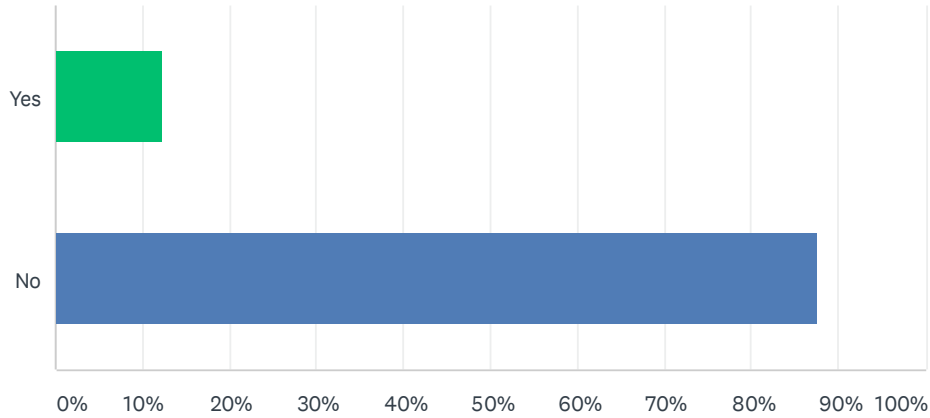
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ANSWER CHOICES	RESPONSES
Radio/TV Ad	59.44% 425
Magazine Ad	12.59% 90
Online/Digital Ad	37.06% 265
Social Media	22.38% 160
Utility Company	51.05% 365
811 Wrapped Vehicles	53.43% 382
Other (please specify)	13.01% 93
Total Respondents: 715	

Q11 There are several active Damage Prevention Councils (DPC's) throughout the state. Do you currently participate in a damage prevention council in your area?

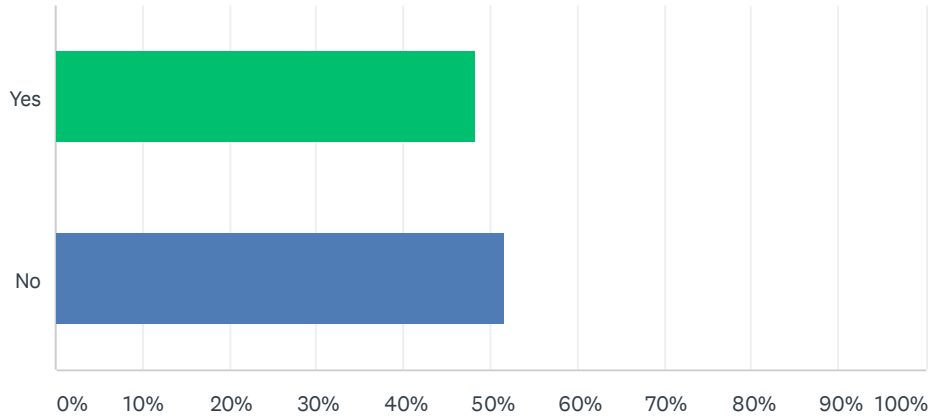
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ANSWER CHOICES	RESPONSES	
Yes	12.31%	88
No	87.69%	627
TOTAL		715

Q12 Are you familiar with the responsibilities and services associated with the Underground Damage Prevention Safety Commission?

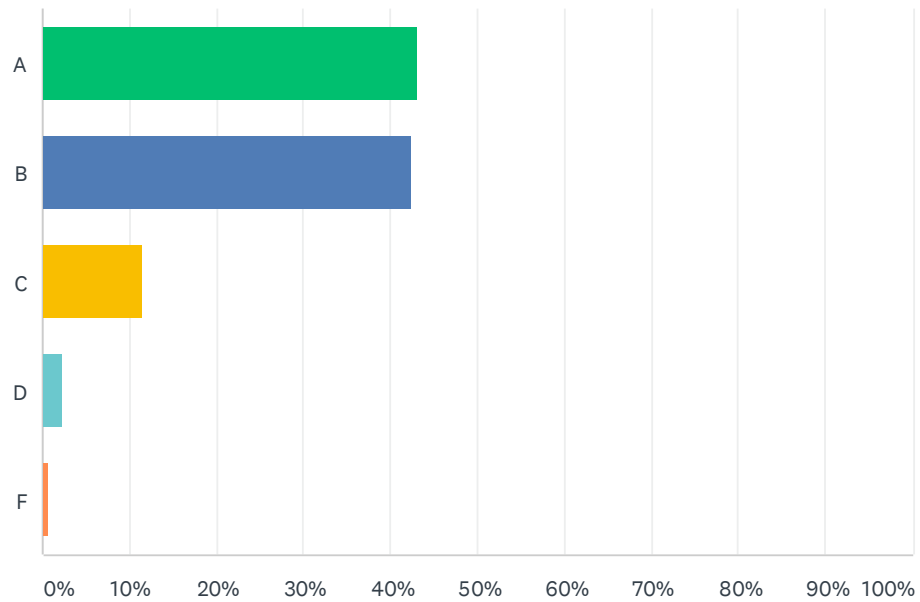
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ANSWER CHOICES	RESPONSES	
Yes	48.25%	345
No	51.75%	370
TOTAL		715

Q13 What grade do you give Colorado 811 for overall services provided to you?

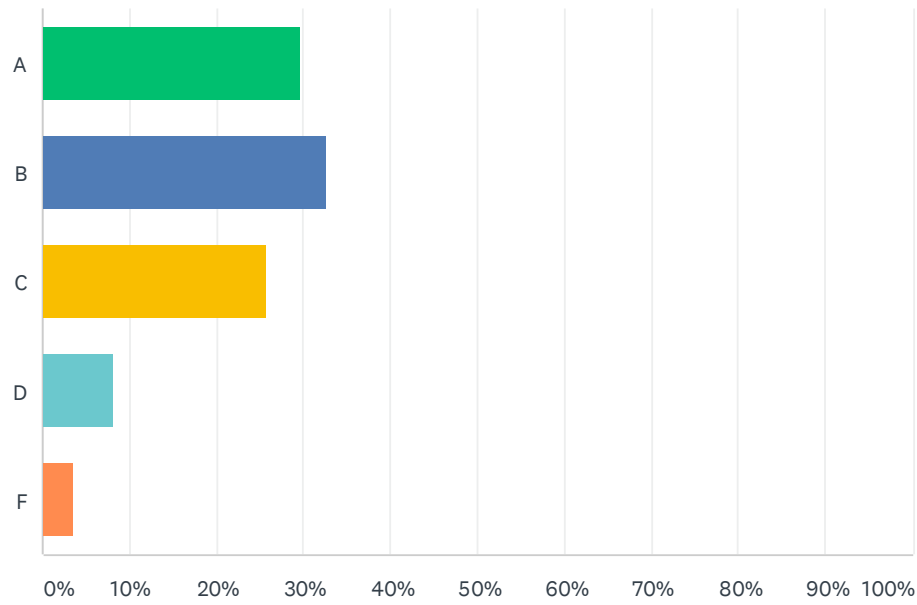
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ANSWER CHOICES	RESPONSES	
A	43.08%	308
B	42.38%	303
C	11.47%	82
D	2.38%	17
F	0.70%	5
TOTAL		715

Q14 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.

Answered: 715 Skipped: 0



ANSWER CHOICES	RESPONSES
A	29.79% 213
B	32.73% 234
C	25.73% 184
D	8.25% 59
F	3.50% 25
TOTAL	715

Q15 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: 715 Skipped: 0