

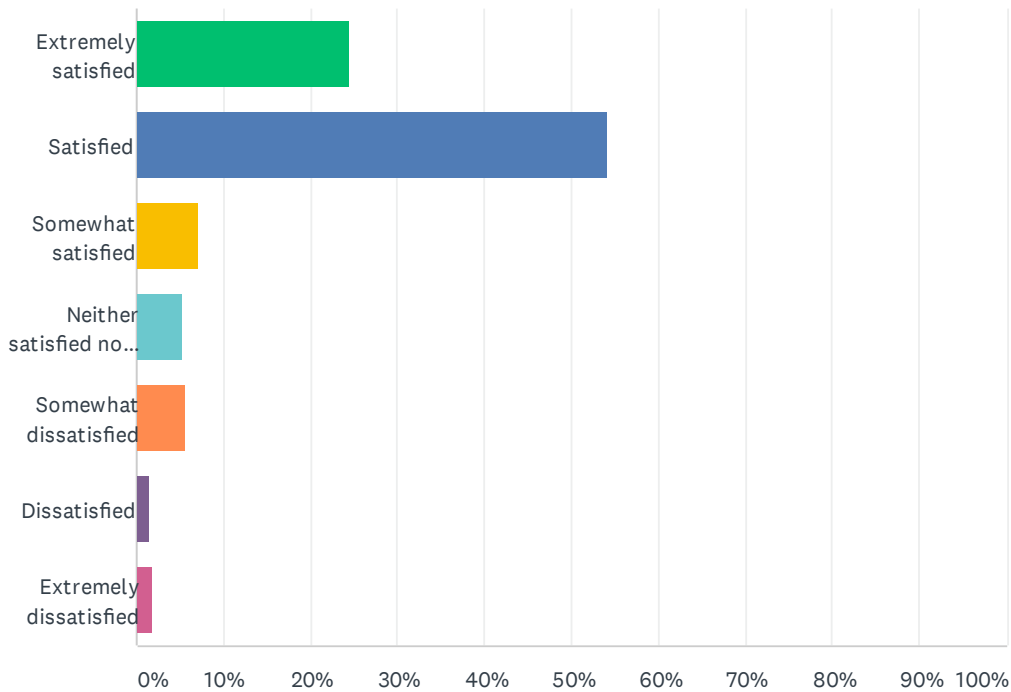
Q1 Contact information MUST be completed (if you do not fill out this section you will not be eligible to win the \$200 gift card).

Answered: 212 Skipped: 0

ANSWER CHOICES	RESPONSES	
Name	100.00%	212
Company	100.00%	212
Address	100.00%	212
Address 2	12.26%	26
City/Town	100.00%	212
State/Province	100.00%	212
ZIP/Postal Code	100.00%	212
Country	0.00%	0
Email Address	100.00%	212
Phone Number	100.00%	212

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

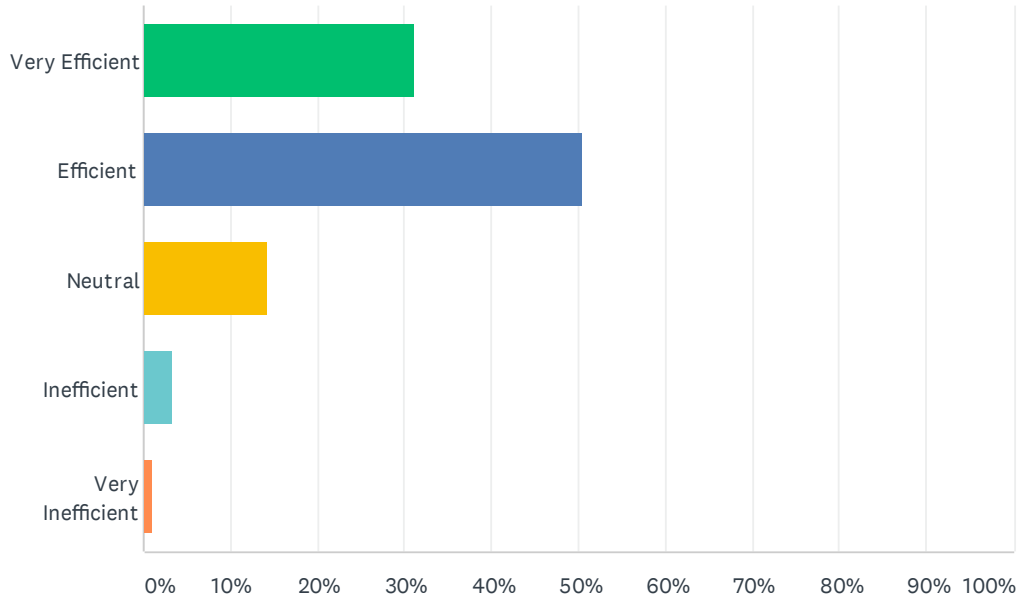
Answered: 212 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely satisfied	24.53%	52
Satisfied	54.25%	115
Somewhat satisfied	7.08%	15
Neither satisfied nor dissatisfied	5.19%	11
Somewhat dissatisfied	5.66%	12
Dissatisfied	1.42%	3
Extremely dissatisfied	1.89%	4
TOTAL		212

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

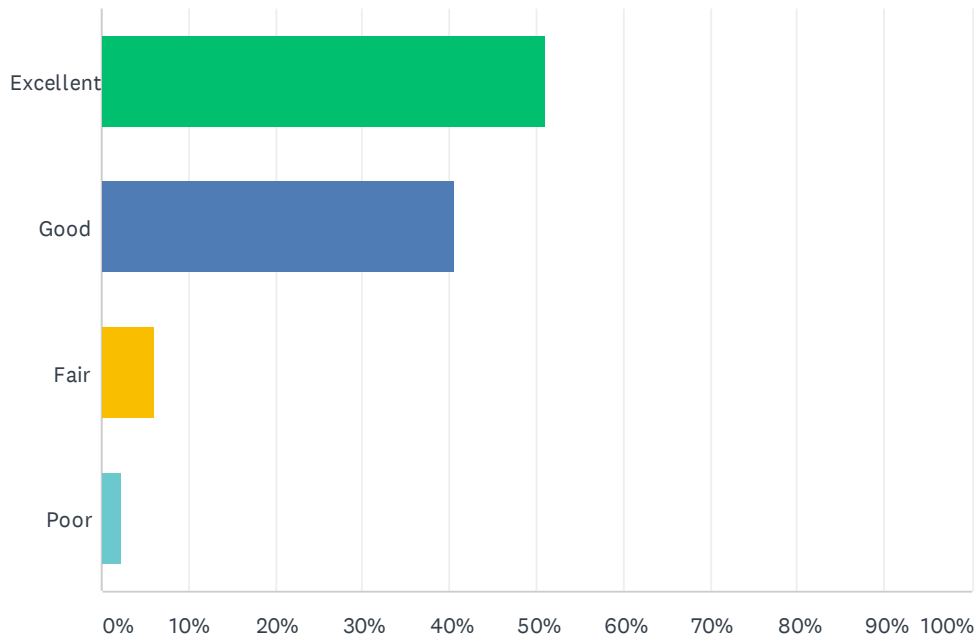
Answered: 212 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Efficient	31.13%	66
Efficient	50.47%	107
Neutral	14.15%	30
Inefficient	3.30%	7
Very Inefficient	0.94%	2
TOTAL		212

Q4 Remembering the last interaction with Member Relations how was your experience?

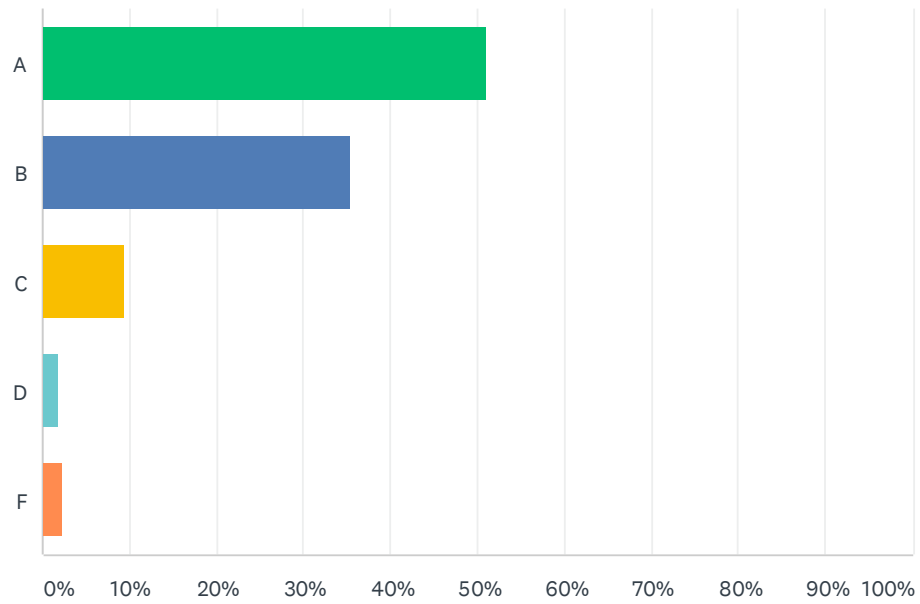
Answered: 212 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	50.94%	108
Good	40.57%	86
Fair	6.13%	13
Poor	2.36%	5
TOTAL		212

Q5 What grade do you give Colorado 811 for overall services provided to you?

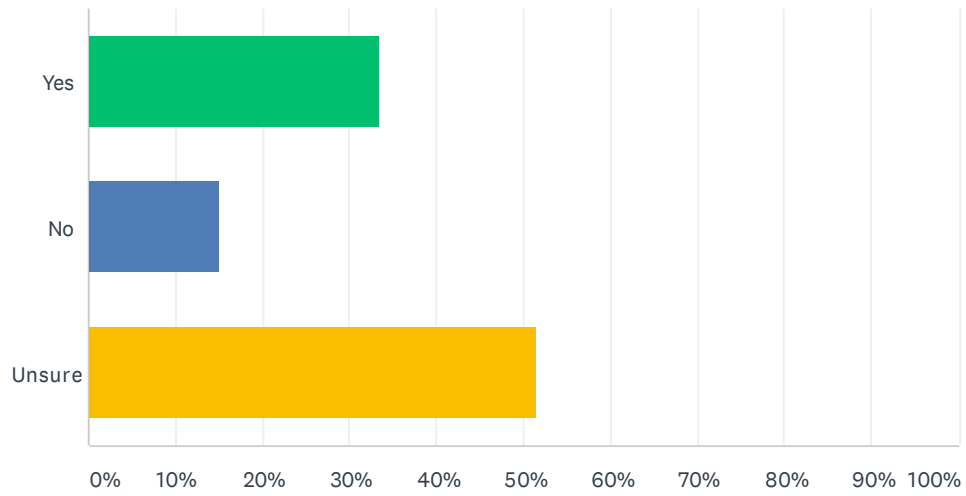
Answered: 212 Skipped: 0



ANSWER CHOICES	RESPONSES	
A	50.94%	108
B	35.38%	75
C	9.43%	20
D	1.89%	4
F	2.36%	5
TOTAL		212

Q6 Tier One Members only: Is the \$1.49 cost per ticket relevant to the value you are receiving as a member?

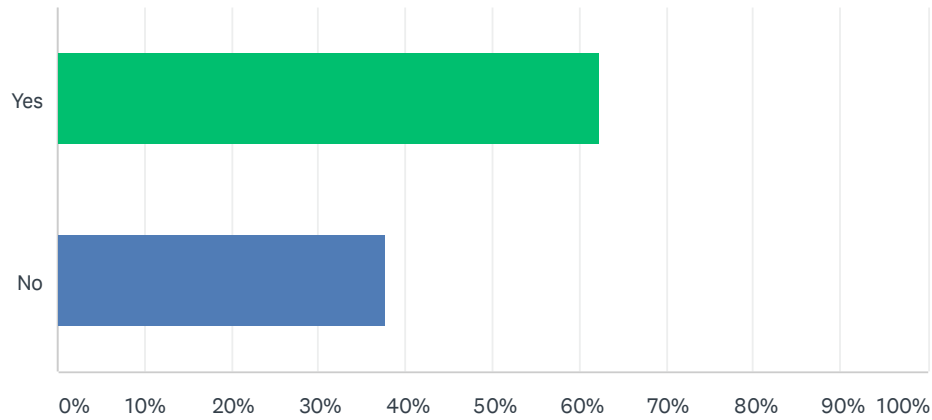
Answered: 212 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	33.49%	71
No	15.09%	32
Unsure	51.42%	109
TOTAL		212

Q7 Are you aware the Colorado One Call Law now mandates Member Facilities to provide supporting documentation (file attachments) in addition to markings?

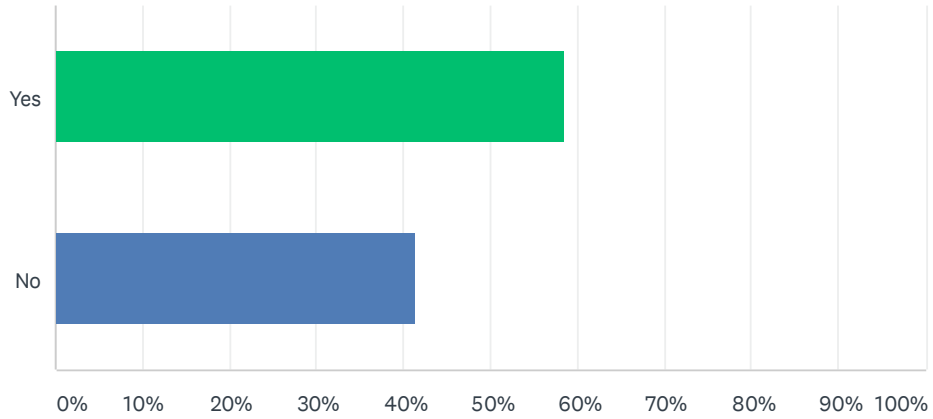
Answered: 212 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	62.26%	132
No	37.74%	80
TOTAL		212

Q8 Are you aware supporting documentation (file attachments) must be uploaded to Colorado 811 during Positive Response?

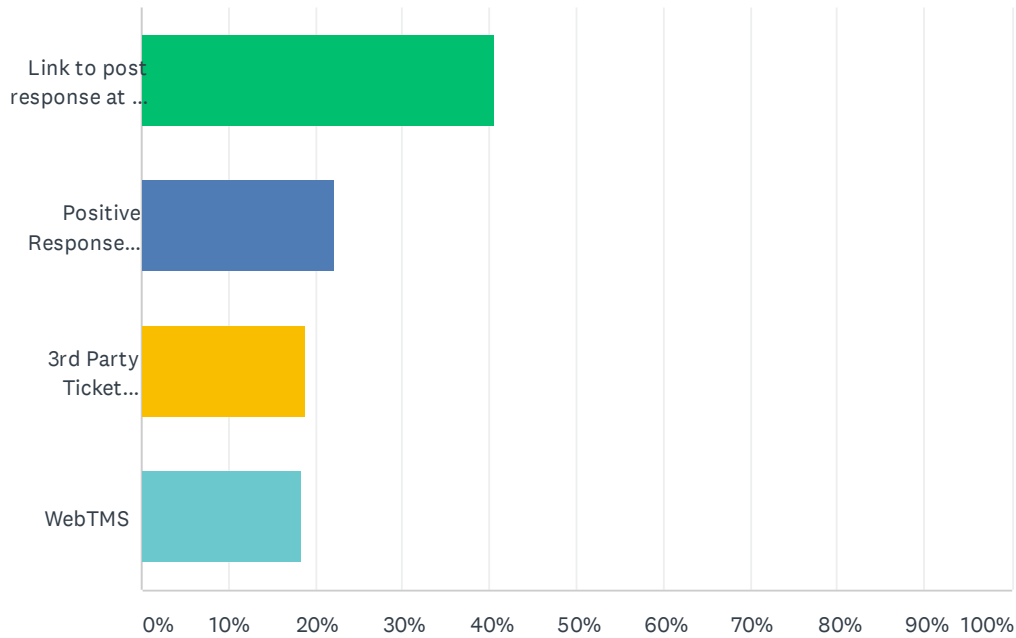
Answered: 212 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	58.49%	124
No	41.51%	88
TOTAL		212

Q9 Tier One Members only - Below are the available methods for posting responses and uploading file attachments, what method are you using to post Positive Response?

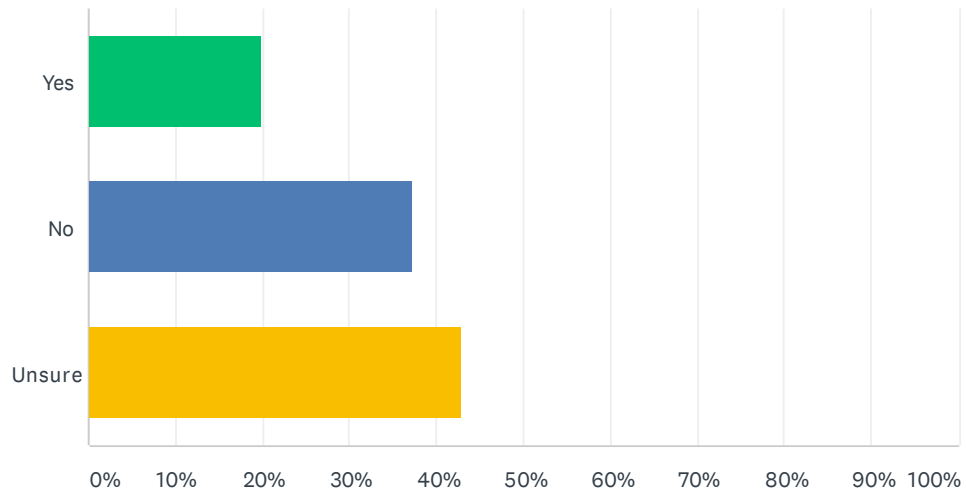
Answered: 212 Skipped: 0



ANSWER CHOICES	RESPONSES	
Link to post response at the bottom of the notification	40.57%	86
Positive Response website (user account required)	22.17%	47
3rd Party Ticket Management System	18.87%	40
WebTMS	18.40%	39
TOTAL		212

Q10 Is your organization currently uploading supporting documentation (file attachments) to Colorado 811?

Answered: 212 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	19.81%	42
No	37.26%	79
Unsure	42.92%	91
TOTAL		212

Q11 How can we better serve our members?

Answered: 95 Skipped: 117