

Tickets Dashboard



This guide provides a comprehensive overview of the Tickets Dashboard, enabling users to efficiently manage and track their location requests. It outlines essential features such as submitting new requests, viewing active tickets, and utilizing filters for customized data display. By understanding the dashboard's functionalities, users can enhance their ticket management experience, ensuring timely responses and effective communication with facility operators.

1 Your Dashboards - Tickets

Your Tickets tab allows you to view the Location Requests you have submitted.

This Menu reveals three (3) options located under the four (4) icons to the right of your name: New, List, and Dashboard.

The "New" button starts the submit locate request process.

The screenshot shows the COLORADO 811 CALLFIRST interface. The top navigation bar includes the logo and the text 'CAPTAIN CALLFIRST'. Below this, there are buttons for 'New' and 'List'. The main content area is titled 'CALLFIRST' and contains a search bar with the text 'Filter by Ticket Number' and a 'reset' link. Below the search bar, there are radio buttons for 'My Office Tickets' and 'My Company Tickets'. The main table displays a list of tickets with the following columns: Street, City/Place, Work Type, Job Number, Work Start Date, Company Name, and Ticket ID. The table contains 7 rows of data.

Street	City/Place	Work Type	Job Number	Work Start Date	Company Name	Ti
4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/18/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	A5
4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/14/2025 10:15 AM	CAPTAIN CALLFIRST DEMO	A5
4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND EQUIPMENT		09/14/2025 10:15 AM	CAPTAIN CALLFIRST DEMO	A5
1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM	CAPTAIN CALLFIRST DEMO	A5
15151 E ALAMEDA PKWY	AURORA	ASPHALT REMOVAL/CONC RETE REMOVAL		09/17/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	A5
1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM	CAPTAIN CALLFIRST DEMO	A5
4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND EQUIPMENT		09/12/2025 02:00 PM	CAPTAIN CALLFIRST DEMO	A5

- 2 Click the **"List."** This displays all of the active tickets from the last 30 days.

The screenshot shows the CAPTAIN CALL FIRST Ticket Search interface. At the top, there's a header with the logo and navigation buttons: '+ New', 'List' (circled in green), and 'Dashboard'. Below the header, there's a search bar with 'Filter by Ticket Number' and a 'reset' link. To the right, it says 'Items / Page 25'. Below the search bar, there's a 'View: System Default' dropdown and a 'Filter: Last 30 Days' dropdown. To the right of these, there are icons for export, refresh, and a globe. The main table displays a list of tickets with columns: Ticket Number, Version, Taken Date, and Company Name. The table shows 8 rows of data, all from CAPTAIN CALLFIRST DEMO. The 'Results: 25' text is visible on the right side of the table.

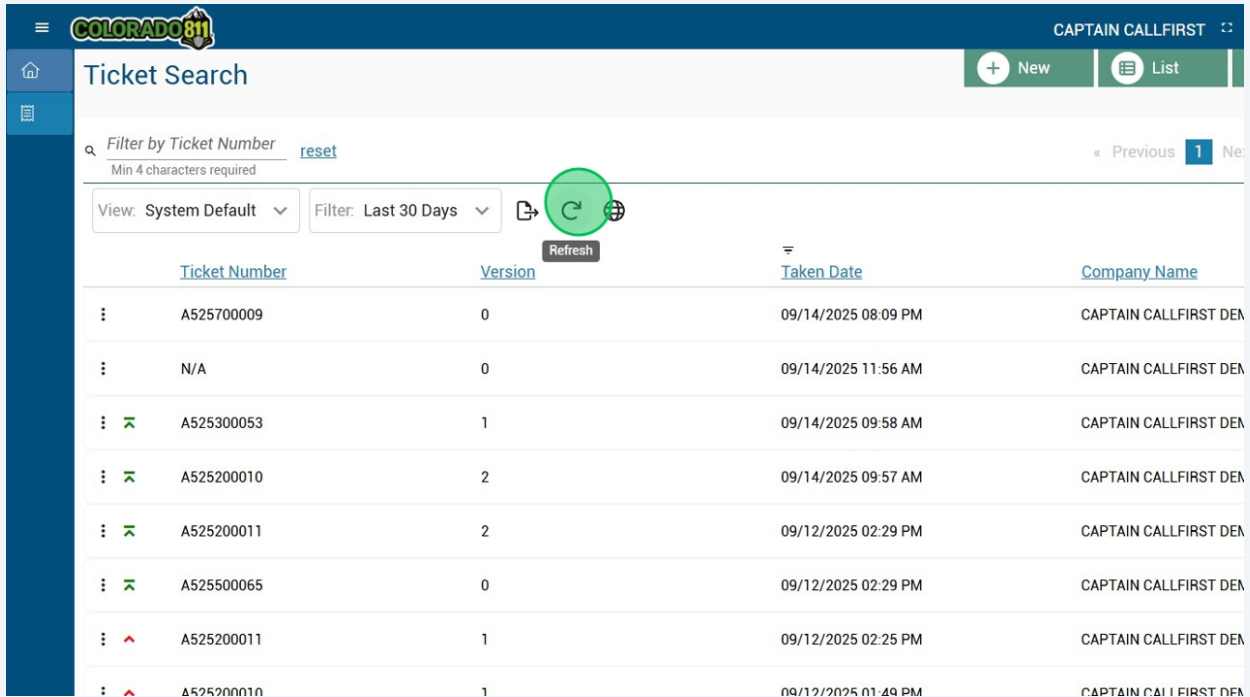
Ticket Number	Version	Taken Date	Company Name
A525700009	0	09/14/2025 08:09 PM	CAPTAIN CALLFIRST DEMO
N/A	0	09/14/2025 11:56 AM	CAPTAIN CALLFIRST DEMO
A525300053	1	09/14/2025 09:58 AM	CAPTAIN CALLFIRST DEMO
A525200010	2	09/14/2025 09:57 AM	CAPTAIN CALLFIRST DEMO
A525200011	2	09/12/2025 02:29 PM	CAPTAIN CALLFIRST DEMO
A525500065	0	09/12/2025 02:29 PM	CAPTAIN CALLFIRST DEMO
A525200011	1	09/12/2025 02:25 PM	CAPTAIN CALLFIRST DEMO
A525200010	1	09/12/2025 01:49 PM	CAPTAIN CALLFIRST DEMO

- 3 Click on the **"Document"** icon to download the list of tickets displayed.

The screenshot shows the CAPTAIN CALL FIRST Ticket Search interface. At the top, there's a header with the logo and navigation buttons: '+ New', 'List', and 'Dashboard'. Below the header, there's a search bar with 'Filter by Ticket Number' and a 'reset' link. To the right, it says 'Items / Page 25'. Below the search bar, there's a 'View: System Default' dropdown and a 'Filter: Last 30 Days' dropdown. To the right of these, there are icons for export, refresh, and a globe. The main table displays a list of tickets with columns: Ticket Number, Version, Taken Date, and Company Name. The table shows 8 rows of data, all from CAPTAIN CALLFIRST DEMO. The 'Results: 25' text is visible on the right side of the table. The 'Export to csv' button is circled in green.

Ticket Number	Version	Taken Date	Company Name
A525700009	0	09/14/2025 08:09 PM	CAPTAIN CALLFIRST DEN
N/A	0	09/14/2025 11:56 AM	CAPTAIN CALLFIRST DEN
A525300053	1	09/14/2025 09:58 AM	CAPTAIN CALLFIRST DEN
A525200010	2	09/14/2025 09:57 AM	CAPTAIN CALLFIRST DEN
A525200011	2	09/12/2025 02:29 PM	CAPTAIN CALLFIRST DEN
A525500065	0	09/12/2025 02:29 PM	CAPTAIN CALLFIRST DEN
A525200011	1	09/12/2025 02:25 PM	CAPTAIN CALLFIRST DEN
A525200010	1	09/12/2025 01:49 PM	CAPTAIN CALLFIRST DEN

- 4 Click on the **"Refresh"** icon to refresh the list of tickets displayed.



The screenshot shows the COLORADO 811 Ticket Search interface. At the top, there's a header with the logo and "CAPTAIN CALLFIRST". Below the header, there's a "Ticket Search" section with a search bar, filters, and a table of tickets. A green circle highlights the Refresh icon (a circular arrow) located above the table.

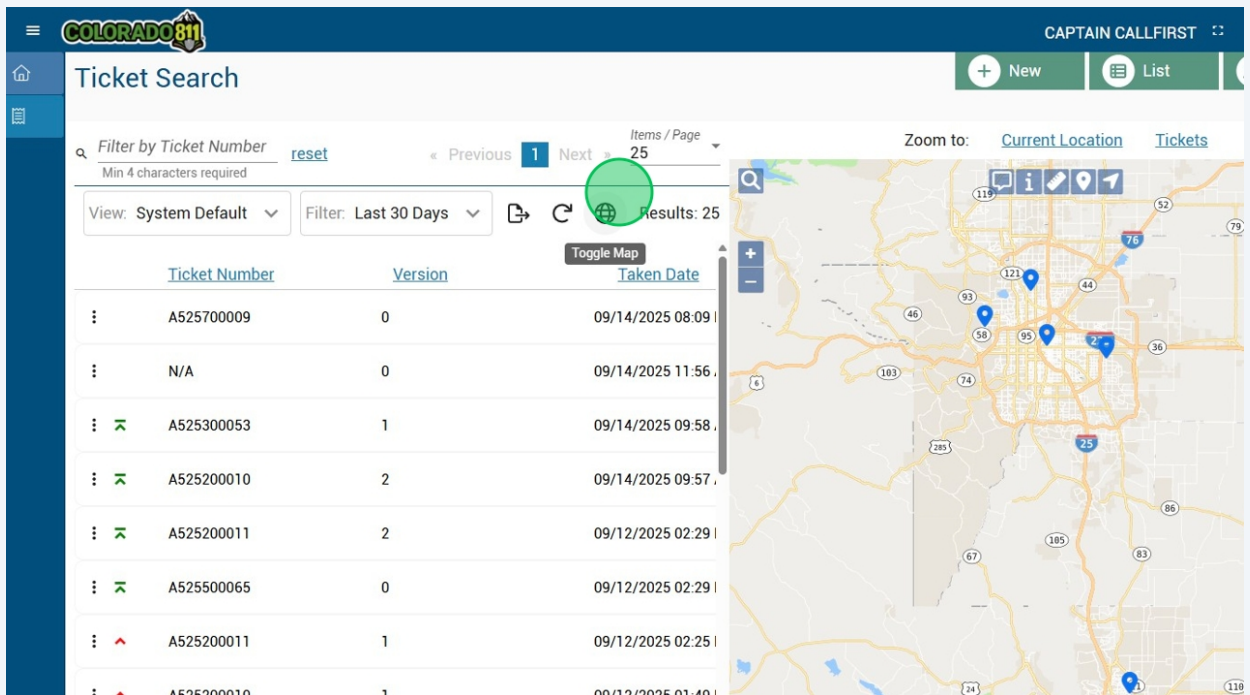
Filter by Ticket Number [reset](#) « Previous 1 Next »

Min 4 characters required

View: System Default Filter: Last 30 Days [Refresh](#)

	Ticket Number	Version	Taken Date	Company Name
⋮	A525700009	0	09/14/2025 08:09 PM	CAPTAIN CALLFIRST DEN
⋮	N/A	0	09/14/2025 11:56 AM	CAPTAIN CALLFIRST DEN
⋮	A525300053	1	09/14/2025 09:58 AM	CAPTAIN CALLFIRST DEN
⋮	A525200010	2	09/14/2025 09:57 AM	CAPTAIN CALLFIRST DEN
⋮	A525200011	2	09/12/2025 02:29 PM	CAPTAIN CALLFIRST DEN
⋮	A525500065	0	09/12/2025 02:29 PM	CAPTAIN CALLFIRST DEN
⋮	A525200011	1	09/12/2025 02:25 PM	CAPTAIN CALLFIRST DEN
⋮	A525200010	1	09/12/2025 01:49 PM	CAPTAIN CALLFIRST DEN

- 5 Click the **"Globe"** icon to bring up a map with the tickets on the list displayed.



The screenshot shows the COLORADO 811 Ticket Search interface with a map view. A green circle highlights the Globe icon (a globe) located above the table. The map shows the location of the tickets in Denver, Colorado.

Filter by Ticket Number [reset](#) « Previous 1 Next » Items / Page 25

Min 4 characters required

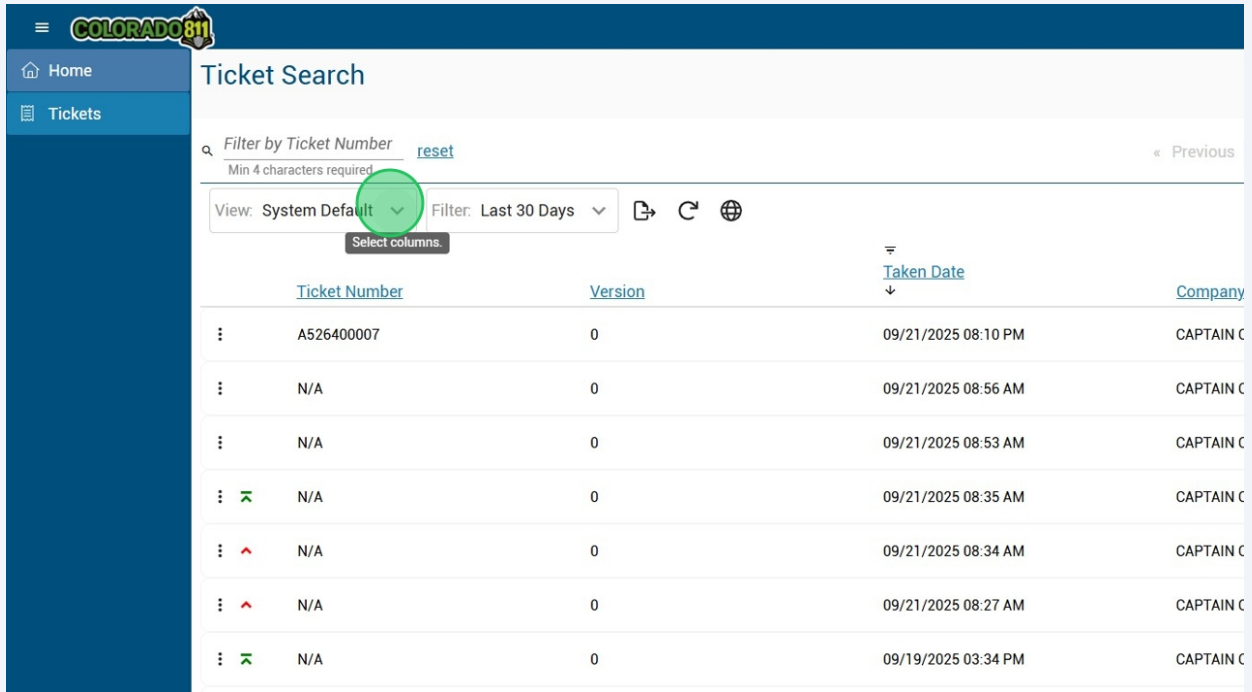
View: System Default Filter: Last 30 Days [Refresh](#) [Globe](#) Results: 25

[Toggle Map](#)

	Ticket Number	Version	Taken Date
⋮	A525700009	0	09/14/2025 08:09
⋮	N/A	0	09/14/2025 11:56
⋮	A525300053	1	09/14/2025 09:58
⋮	A525200010	2	09/14/2025 09:57
⋮	A525200011	2	09/12/2025 02:29
⋮	A525500065	0	09/12/2025 02:29
⋮	A525200011	1	09/12/2025 02:25
⋮	A525200010	1	09/12/2025 01:49

6

Click the "**View**" drop-down menu to view the active view for your ticket display. The "**Configure**" button allows you to create and add new views.

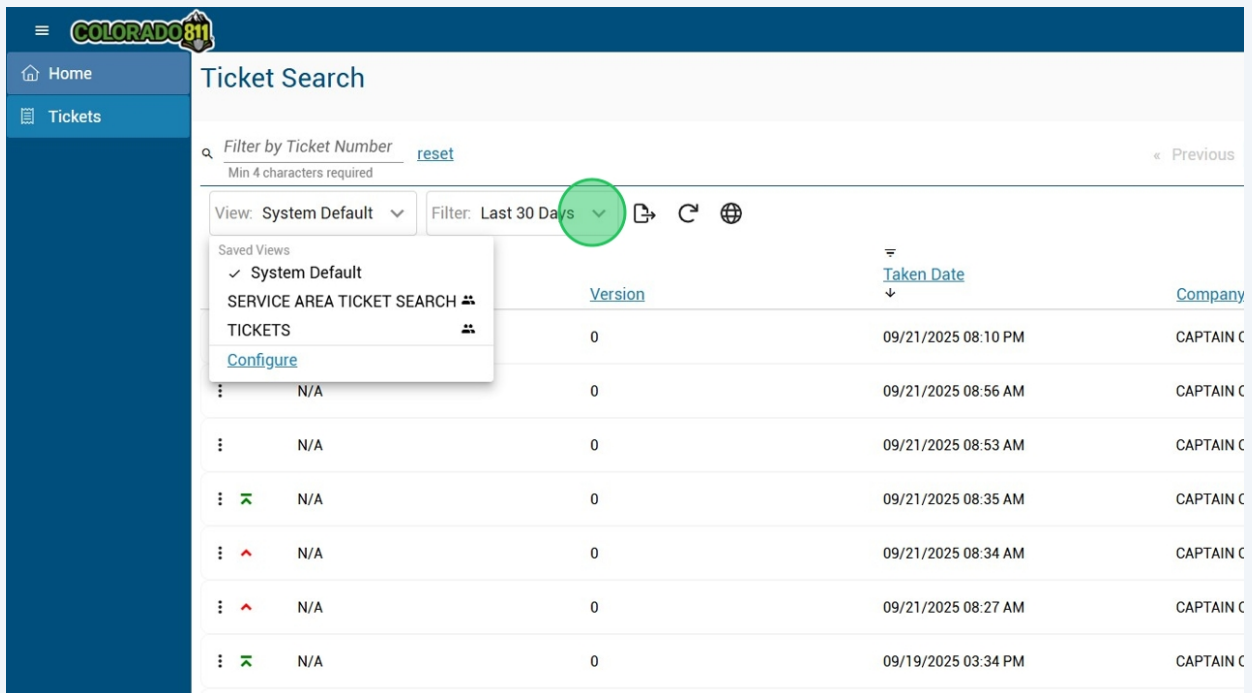


The screenshot shows the 'Ticket Search' interface. On the left is a sidebar with 'Home' and 'Tickets' options. The main header has the 'COLORADO811' logo. Below the header, there's a search bar with the text 'Filter by Ticket Number' and a 'reset' link. A 'View' dropdown menu is highlighted with a green circle, showing 'System Default' as the selected option. To the right of the 'View' dropdown is a 'Filter' dropdown menu showing 'Last 30 Days'. Below these are icons for 'Select columns', 'Export', 'Refresh', and 'Global'. The main content area displays a table with columns: 'Ticket Number', 'Version', 'Taken Date', and 'Company'. The table contains several rows of data, including ticket numbers like 'A526400007' and 'N/A', versions like '0', and dates like '09/21/2025 08:10 PM'.

Ticket Number	Version	Taken Date	Company
A526400007	0	09/21/2025 08:10 PM	CAPTAIN C
N/A	0	09/21/2025 08:56 AM	CAPTAIN C
N/A	0	09/21/2025 08:53 AM	CAPTAIN C
N/A	0	09/21/2025 08:35 AM	CAPTAIN C
N/A	0	09/21/2025 08:34 AM	CAPTAIN C
N/A	0	09/21/2025 08:27 AM	CAPTAIN C
N/A	0	09/19/2025 03:34 PM	CAPTAIN C

7

Click the "**Filter**" drop-down to select the active filter for your ticket display. The "**Configure**" button allows you to create and add new filters.



The screenshot shows the 'Ticket Search' interface. On the left is a sidebar with 'Home' and 'Tickets' options. The main header has the 'COLORADO811' logo. Below the header, there's a search bar with the text 'Filter by Ticket Number' and a 'reset' link. A 'View' dropdown menu is highlighted with a green circle, showing 'System Default' as the selected option. To the right of the 'View' dropdown is a 'Filter' dropdown menu showing 'Last 30 Days'. Below these are icons for 'Select columns', 'Export', 'Refresh', and 'Global'. The main content area displays a table with columns: 'Ticket Number', 'Version', 'Taken Date', and 'Company'. The table contains several rows of data, including ticket numbers like 'A526400007' and 'N/A', versions like '0', and dates like '09/21/2025 08:10 PM'.

Ticket Number	Version	Taken Date	Company
A526400007	0	09/21/2025 08:10 PM	CAPTAIN C
N/A	0	09/21/2025 08:56 AM	CAPTAIN C
N/A	0	09/21/2025 08:53 AM	CAPTAIN C
N/A	0	09/21/2025 08:35 AM	CAPTAIN C
N/A	0	09/21/2025 08:34 AM	CAPTAIN C
N/A	0	09/21/2025 08:27 AM	CAPTAIN C
N/A	0	09/19/2025 03:34 PM	CAPTAIN C

8 Click "Configure"

The screenshot shows the Colorado 811 Ticket Search interface. The left sidebar has 'Home' and 'Tickets' options. The main area is titled 'Ticket Search'. A search bar at the top says 'Filter by Ticket Number' with a 'reset' link and a note 'Min 4 characters required'. Below the search bar, there are dropdowns for 'View: System Default' and 'Filter: Last 30 Days'. A 'Filter Builder' button is visible. A table of tickets is displayed with columns: Ticket Number, Taken Date, and Company. The first row shows ticket number A526400007 and taken date 09/21/2025 08:10 PM. A green circle highlights the 'Configure' link in the 'Filter: Last 30 Days' dropdown menu.

Ticket Number	Taken Date	Company
A526400007	09/21/2025 08:10 PM	CAPTAIN C
N/A	09/21/2025 08:56 AM	CAPTAIN C
N/A	09/21/2025 08:53 AM	CAPTAIN C
N/A	09/21/2025 08:35 AM	CAPTAIN C
N/A	09/21/2025 08:34 AM	CAPTAIN C
N/A	09/21/2025 08:27 AM	CAPTAIN C
N/A	09/19/2025 03:34 PM	CAPTAIN C

9 Click "Filter Builder"

The screenshot shows the Filter Builder interface. The title 'Filter Builder' is highlighted with a green circle. The interface includes a map of Colorado and a sidebar with options to 'Create/Copy', 'Switch', and 'Delete'. A warning message states: 'You are viewing a System generated filter that can not be Deleted or Saved. If you would like to modify and save this filter please Create a Copy and save it.' The filter name is 'LAST 30 DAYS' and the filter criteria is 'Taken Date is in the last 30 days'. The 'Save & View' button is highlighted with a green circle.

Zoom to: [Current Location](#) [Tickets](#)

Filter Builder

Create/Copy Switch Delete

You are viewing a System generated filter that can not be Deleted or Saved. If you would like to modify and save this filter please Create a Copy and save it.

Name: LAST 30 DAYS

Enter a Name to save

Select column to add to filter

Filters: Taken Date is in the last 30 days

Save & View View Cancel

10 Click "Cancel"

11 Click "Dashboard." This button will bring you back to your ticket dashboard screen view.

	Street	City/Place	Work Type	Job Number	Work Start Date	Company Name	Ticket Number
⋮	4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/18/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	A525700009
⋮	4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/14/2025 10:15 AM	CAPTAIN CALLFIRST DEMO	A525300053
⋮	4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND EQUIPMENT		09/14/2025 10:15 AM	CAPTAIN CALLFIRST DEMO	A525200010
⋮	1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM	CAPTAIN CALLFIRST DEMO	A525200011
⋮	15151 E ALAMEDA PKWY	AURORA	ASPHALT REMOVAL/CONC RETE REMOVAL		09/17/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	A525500065
⋮	1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM	CAPTAIN CALLFIRST DEMO	A525200011
⋮	4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND EQUIPMENT		09/12/2025 02:00 PM	CAPTAIN CALLFIRST DEMO	A525200010

12 Viewing Your Tickets

You'll notice that you have automatically selected My Tickets.

This will display all the tickets you have created within the last 60 days, regardless of their current status.

You have access to view the tickets you submitted, or the tickets from the office or company you are associated with, by selecting one of the other two options.

You can find tickets older than 60 days by using the Ticket Research portion of the website [LINK](#)

The screenshot shows the CAPTAIN CALLFIRST web application interface. The top navigation bar includes the logo, a user profile dropdown for 'CAPTAIN CALLFIRST', and buttons for 'New' and 'List'. The main content area has three radio buttons: 'My Tickets' (selected and circled in red), 'My Office Tickets', and 'My Company Tickets'. Below the radio buttons, there's a search bar for 'Filter by Ticket Number' and a 'reset' link. The main table displays a list of tickets with the following columns: Street, City/Place, Work Type, Job Number, Work Start Date, Company Name, and Ticket ID. The left sidebar contains links to 'Tickets' (22), 'Expiring Tickets', 'My Tickets on Map', and 'Response Status'.

	Street	City/Place	Work Type	Job Number	Work Start Date	Company Name	Ti
:	4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/18/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	A5
:	4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/14/2025 10:15 AM	CAPTAIN CALLFIRST DEMO	A5
:	4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND EQUIPMENT		09/14/2025 10:15 AM	CAPTAIN CALLFIRST DEMO	A5
:	1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM	CAPTAIN CALLFIRST DEMO	A5
:	15151 E ALAMEDA PKWY	AURORA	ASPHALT REMOVAL/CONC RETE REMOVAL		09/17/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	A5
:	1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM	CAPTAIN CALLFIRST DEMO	A5
:	4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND EQUIPMENT		09/12/2025 02:00 PM	CAPTAIN CALLFIRST DEMO	A5

13 Click the "My Office Tickets" field.

The screenshot shows the CAPTAIN CALLFIRST web application. The header includes the logo, the name 'CAPTAIN CALLFIRST', and buttons for 'New' and 'List'. Below the header, there are three radio buttons: 'My Tickets', 'My Office Tickets' (which is selected and circled in green), and 'My Company Tickets'. The main content area displays a list of tickets with columns for 'Response Due Date', 'Responses Received', 'Street', 'City/Place', 'Work Type', 'Job Number', and 'Work Start Date'. The left sidebar contains links to 'Tickets', 'Expiring Tickets', 'My Tickets on Map', and 'Response Status'.

Response Due Date	Responses Received	Street	City/Place	Work Type	Job Number	Work Start Date
09/17/2025 11:59 PM	1 / 13	4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/18/2025 07:00 AM
09/16/2025 11:59 PM	0 / 12	4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/14/2025 10:15 AM
09/15/2025 11:59 PM	4 / 9	4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND EQUIPMENT		09/14/2025 10:15 AM
09/15/2025 11:59 PM	0 / 0	1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM
09/16/2025 11:59 PM	1 / 19	15151 E ALAMEDA PKWY	AURORA	ASPHALT REMOVAL/CONCRETE REMOVAL		09/17/2025 07:00 AM
09/15/2025 11:59 PM	0 / 0	1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM

14 Click the "My Company Tickets" field.

The screenshot shows the CAPTAIN CALLFIRST web application with the 'My Company Tickets' radio button selected and circled in green. The main content area displays a list of tickets with columns for 'Street', 'City/Place', 'Work Type', 'Job Number', 'Work Start Date', 'Company Name', and 'Ticket ID'. The left sidebar contains links to 'Tickets', 'Expiring Tickets', 'My Tickets on Map', and 'Response Status'.

Street	City/Place	Work Type	Job Number	Work Start Date	Company Name	Ticket ID
4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/18/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	A5
4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/14/2025 10:15 AM	CAPTAIN CALLFIRST DEMO	A5
4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND EQUIPMENT		09/14/2025 10:15 AM	CAPTAIN CALLFIRST DEMO	A5
1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM	CAPTAIN CALLFIRST DEMO	A5
15151 E ALAMEDA PKWY	AURORA	ASPHALT REMOVAL/CONCRETE REMOVAL		09/17/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	A5
1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM	CAPTAIN CALLFIRST DEMO	A5
4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND EQUIPMENT		09/12/2025 02:00 PM	CAPTAIN CALLFIRST DEMO	A5

15

Click "**Expiring Tickets.**" Tickets that are expiring within the next 5 days will appear here.

The screenshot shows the CAPTAIN CALLFIRST web application. The left sidebar has a menu with 'Expiring Tickets' highlighted in green. The main content area has a search bar for 'Filter by Ticket Number' and a table with columns: Expires Date, Street, City/Place, Work Type, Job Number, and Work Start Date.

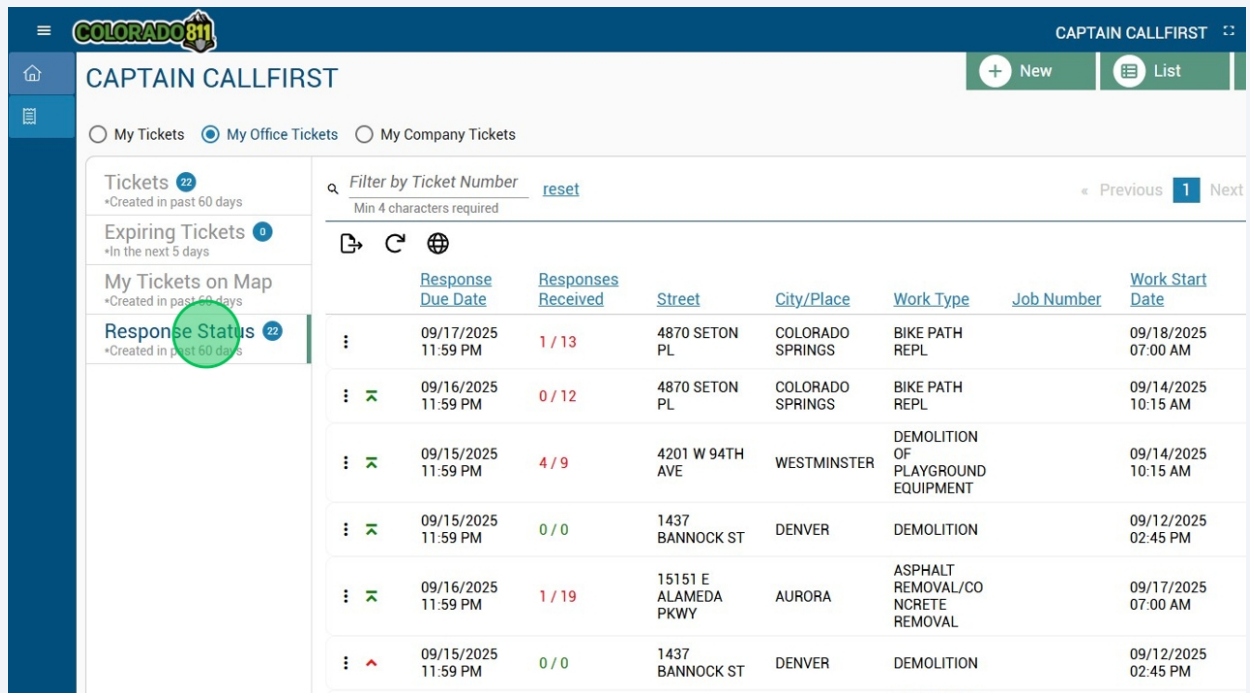
16

Click "**My Tickets on Map.**" This allows you to see your tickets marked in a selected area. We will cover the buttons and features of the map in the next section.

The screenshot shows the CAPTAIN CALLFIRST web application. The left sidebar has a menu with 'My Tickets on Map' highlighted in green. The main content area shows a map of a city with several blue location pins indicating ticket locations.

17

Click "**Response Status.**" Here you can see the summary of your ticket responses from facility owner/operator members.

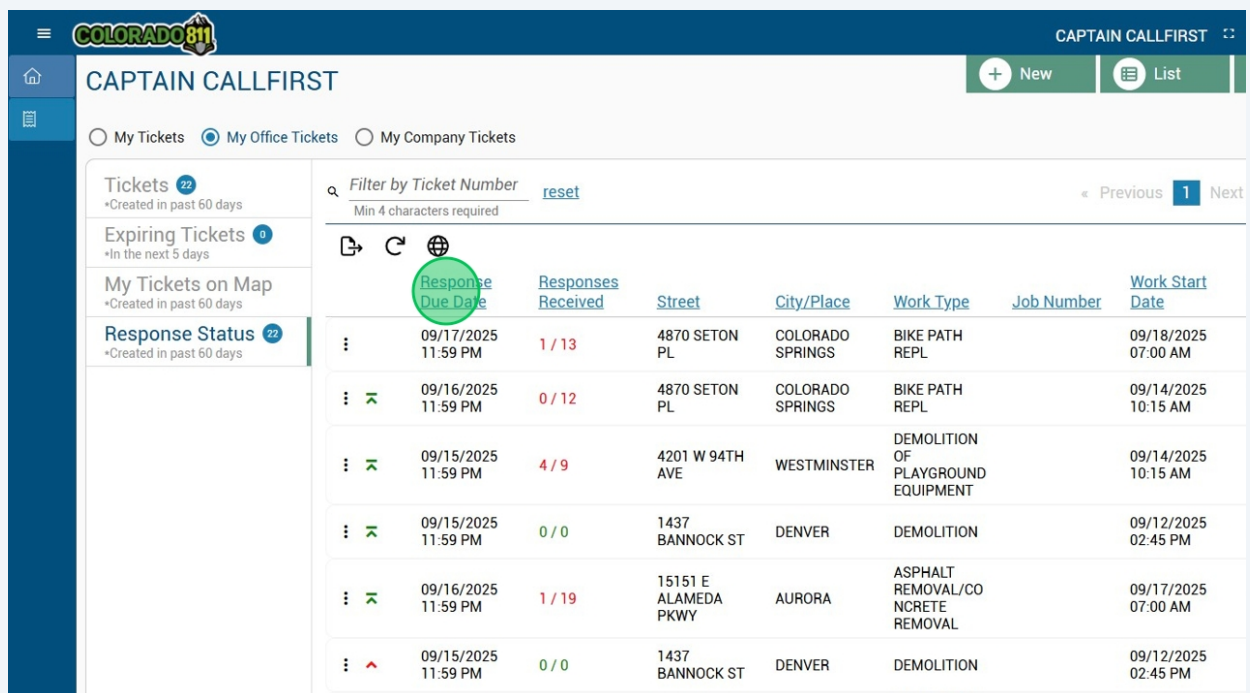


The screenshot shows the CAPTAIN CALLFIRST web application. The left sidebar contains navigation links: Tickets (22), Expiring Tickets (0), My Tickets on Map, and Response Status (22). The 'Response Status' link is highlighted with a green circle. The main content area displays a table of ticket responses. The table has columns: Response Due Date, Responses Received, Street, City/Place, Work Type, Job Number, and Work Start Date. The table contains six rows of data. The 'Response Due Date' column is underlined, indicating it is a hyperlink.

<u>Response Due Date</u>	Responses Received	Street	City/Place	Work Type	Job Number	Work Start Date
09/17/2025 11:59 PM	1 / 13	4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/18/2025 07:00 AM
09/16/2025 11:59 PM	0 / 12	4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/14/2025 10:15 AM
09/15/2025 11:59 PM	4 / 9	4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND EQUIPMENT		09/14/2025 10:15 AM
09/15/2025 11:59 PM	0 / 0	1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM
09/16/2025 11:59 PM	1 / 19	15151 E ALAMEDA PKWY	AURORA	ASPHALT REMOVAL/CO NCRETE REMOVAL		09/17/2025 07:00 AM
09/15/2025 11:59 PM	0 / 0	1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM

18

Click "**Response Due Date.**" You'll notice that the category headings are underlined, much like you'd see with a hyperlink.



The screenshot shows the CAPTAIN CALLFIRST web application. The left sidebar contains navigation links: Tickets (22), Expiring Tickets (0), My Tickets on Map, and Response Status (22). The 'Response Status' link is highlighted with a green circle. The main content area displays a table of ticket responses. The table has columns: Response Due Date, Responses Received, Street, City/Place, Work Type, Job Number, and Work Start Date. The table contains six rows of data. The 'Response Due Date' column is underlined, indicating it is a hyperlink.

<u>Response Due Date</u>	Responses Received	Street	City/Place	Work Type	Job Number	Work Start Date
09/17/2025 11:59 PM	1 / 13	4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/18/2025 07:00 AM
09/16/2025 11:59 PM	0 / 12	4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/14/2025 10:15 AM
09/15/2025 11:59 PM	4 / 9	4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND EQUIPMENT		09/14/2025 10:15 AM
09/15/2025 11:59 PM	0 / 0	1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM
09/16/2025 11:59 PM	1 / 19	15151 E ALAMEDA PKWY	AURORA	ASPHALT REMOVAL/CO NCRETE REMOVAL		09/17/2025 07:00 AM
09/15/2025 11:59 PM	0 / 0	1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM

19

Clicking on these headings will bring up unique filter and search parameters that allow you to customize how you view the data available.

Response Due Date

☐ Sort Ascending
☐ Sort Descending

Limit by...

☒ All Dates

☐ Today

☐ Yesterday

☐ Last Week (last Sunday to last Saturday)

☐ Last Month

☐ Days before (and including) today: Days*

☐ Hours before current time: Hours*
 Max 240

☐ Single Date: Date*
 (mm/dd/yyyy)

☐ Date Range: Start Date* End Date*
 (mm/dd/yyyy) (mm/dd/yyyy)

☐ Tomorrow

☐ Days after (and including) today: Days*

☐ Hours after current time: Hours*

20

Click "Tickets." Let's look at a ticket.

CAPTAIN CALLFIRST

My Tickets My Office Tickets My Company Tickets

Tickets 22
 *Created in past 60 days

Expiring Tickets
 *In the next 5 days

My Tickets on Map
 *Created in past 60 days

Response Status 22
 *Created in past 60 days

Filter by Ticket Number [reset](#)

Min 4 characters required

Street	City/Place	Work Type	Job Number	Work Start Date	Company Name	Ti
4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/18/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	AS
4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/14/2025 10:15 AM	CAPTAIN CALLFIRST DEMO	AS
4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND EQUIPMENT		09/14/2025 10:15 AM	CAPTAIN CALLFIRST DEMO	AS
1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM	CAPTAIN CALLFIRST DEMO	AS
15151 E ALAMEDA PKWY	AURORA	ASPHALT REMOVAL/CONC RETE REMOVAL		09/17/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	AS
1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM	CAPTAIN CALLFIRST DEMO	AS
4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND		09/12/2025	CAPTAIN CALLFIRST	AS

21

Select a ticket.

COLORADO811

CAPTAIN CALLFIRST

Home

List

+ New

List

☐ My Tickets
 ☒ My Office Tickets
 ☐ My Company Tickets

Tickets 22

*Created in past 60 days

Expiring Tickets

*In the next 5 days

My Tickets on Map

*Created in past 60 days

Response Status 22

*Created in past 60 days

Filter by Ticket Number

reset

Min 4 characters required

Previous

1

Next

	Street	City/Place	Work Type	Job Number	Work Start Date	Company Name	Ti
:	4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/18/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	A5
:	4870 SETON PL	COLORADO SPRINGS	BIKE PATH REPL		09/14/2025 10:15 AM	CAPTAIN CALLFIRST DEMO	A5
:	4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND EQUIPMENT		09/14/2025 10:15 AM	CAPTAIN CALLFIRST DEMO	A5
:	1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM	CAPTAIN CALLFIRST DEMO	A5
:	15151 E ALAMEDA PKWY	AURORA	ASPHALT REMOVAL/CONCRETE REMOVAL		09/17/2025 07:00 AM	CAPTAIN CALLFIRST DEMO	A5
:	1437 BANNOCK ST	DENVER	DEMOLITION		09/12/2025 02:45 PM	CAPTAIN CALLFIRST DEMO	A5
:	4201 W 94TH AVE	WESTMINSTER	DEMOLITION OF PLAYGROUND		09/12/2025	CAPTAIN CALLFIRST	

22

Here you can see all the information submitted for this ticket. You'll notice the ticket number format remains unchanged, ensuring continuity and consistency in ticket identification.

Here are the things that Colorado 811 has implemented:

- **Versioning Instead of Revisions** - Revisions are now referred to as versions, starting at version 0 for the original ticket and incrementing for subsequent changes.
- **Discontinuing B Tickets** - Tickets starting with 'B' will be discontinued, and all new tickets will use the 'A' prefix.
- **Late Notice Handling** - Late notices will now generate a new ticket version, ensuring proper revision and tracking of late submissions.

The screenshot displays the Colorado 811 web application interface. The top navigation bar includes the Colorado 811 logo, a home icon, and a user profile for 'CAPTAIN CALLFIRST'. The main header shows the ticket ID 'A525700009 v0', status 'Released', agent 'CO811', function 'New', and taken time '09/14/2025 08:08 PM - 08:09 PM'. A 'Notify By' field is set to 'Manual'. Action buttons for 'New', 'List', 'Excavator Renotification', 'Relocate/Refresh', and 'Up' are visible.

Below the header, a tabbed interface shows 'Ticket' (selected), 'Text', 'Service Areas', 'Responses', and 'Revisions'. A 'Show Confirmation' button is also present.

The 'Contact Information' section includes:

- Contact type: EXCAVATOR
- Primary phone number: OFFICE: (811) 811-8118
- Caller or person creating the request: CAPTAIN CALLFIRST
- Company & Office: Company: CAPTAIN CALLFIRST DEMO, Office: CAPTAIN CALLFIRST DEMO
- Title: DEMO SPECIALIST
- Role: DEMO
- Industry: DEMOLITION
- Company mailing address: 321 FALLDOWN LANE, GOLDEN, CO, 80403
- Email: CAPTAIN.CALLFIRST@OUTLOOK.COM
- Alt/On-site contact: DOUG DIGGS (811) 811-1811
- DOUG.DIGGS811@GMAIL.COM

The 'Ticket Type & Dates' section includes:

- Ticket Type: NORMAL
- Locate By: 09/17/2025 11:59 PM
- Estimated Work Start Date and Time: 09/18/2025 07:00 AM
- Estimated Work End Date: 09/18/2025 12:00 AM, Duration: 1 days
- Ticket Expires On: 10/17/2025 11:59 PM
- Update Ticket By: 10/17/2025 11:59 PM

A map on the right side shows the location with a blue polygon highlighting the work area. The map includes street names like Rowland Dr, Cedar Park Dr, Service Rd, and Austin Bluffs Pkwy.

23 Click "Show Confirmation"

CAPTAIN CALLFIRST

A525700009 v0
Status: Released
Agent: CO811
Function: New
Taken: 09/14/2025 08:08 PM - 08:09 PM
Notify By: Manual

+ New
List
Dash

Excavator Renotification
Relocate/Refresh
Update

Ticket
Text
Service Areas
Responses
Revisions

Show Confirmation

Contact Information

Contact type: EXCAVATOR
Primary phone number: OFFICE: (811) 811-8118
Caller or person creating the request: CAPTAIN CALLFIRST
Company & Office: Company: CAPTAIN CALLFIRST DEMO
Office: CAPTAIN CALLFIRST DEMO
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(811) 811-1811

Ticket Type & Dates

Ticket Type: NORMAL
Locate By: 09/17/2025 11:59 PM
Estimated Work Start Date and Time: 09/18/2025 07:00 AM
Estimated Work End Date: 09/18/2025 12:00 AM Duration: 1 days
Ticket Expires On: 10/17/2025 11:59 PM Update Ticket By: 10/17/2025 11:59 PM

Work Information

Map
Attachments (2)
QA
Help

24 Click "Close"

Ticket
Text
Service Areas
Responses
Revisions

Show Confirmation

Map
Attachments (2)
QA
Help

Ticket Saved

ur ticket number is: **525700009**
Excavator ID: **55072**
Company ID: **22311**

Version: 0

Important Information:

Colorado law requires that the location of the underground facilities are marked with clearly identifiable markings within eighteen inches horizontally from the exterior sides of the underground facilities. Excavation should occur at least "outside of the exterior sides of any marked, public underground utility line. Do not excavate on top of the marked line location. Marks are valid for thirty (30) days from the date of the locate due date or until no longer visible, whichever scenario occurs first. There may be private underground utility lines within your dig area. Private underground lines are owned by the owner of the property and will not be located or marked as part of this request. It is the responsibility of the excavator to have private utility lines located separately from a Colorado 811 locate request. To learn more about private utility lines and locate companies in your area please visit www.co811.org.

Locate By: 09/17/2025 11:59 PM

Close

Estimated Work Start Date and Time: 09/18/2025 07:00 AM
Estimated Work End Date: 09/18/2025 12:00 AM Duration: 1 days
Ticket Expires On: 10/17/2025 11:59 PM Update Ticket By: 10/17/2025 11:59 PM

Work Information

Work being done for: PARKS
Type of Work: BIKE PATH REPL
Type of Equipment: SHOVEL, JACKHAMMER
Explosives? NO
Directional boring? NO

Unbuffered Dig Site
Dimensions: 726 ft (0.14 mi)
x 603 ft (0.11 mi)

25

Click **"Text."** This is what the ticket information will look like when delivered to the Facility Owner/Operator Members.

COLORADO 811 CAPTAIN CALLFIRST

A525700009 v0 Status: **Released** + New List

Agent: CO811 Function: **New**

Taken: 09/14/2025 08:08 PM - 08:09 PM Notify By: **Manual** Excavator Renotification Relocate/Refresh Up

Ticket **Text** Service Areas Responses Revisions Find by

Ticket Nbr: A525700009-00A
 Original Call Date: 09/14/25 Time: 08:09 PM Op: CO811
 Locate By Date : 09/17/25 Time: 11:59 PM Meet: N Extended job: N
 State: CO County: EL PASO City: COLORADO SPRINGS
 Addr: 4870 Street: SETON PL
 Grids: 13S066W13*W : 13S066W14*E Legal: Y
 Lat/Long: 38.920933/-104.740427 38.920933/-104.736476
 : 38.918182/-104.740427 38.918182/-104.736476
 Type of Work: BIKE PATH REPL Exp.: N Boring: N
 Location: SEE FILE ATTACHMENTS
 : LOCATE 20FT RAD OF MONUMENT SIGN ON N/W CORN OF ENTRANCE TO PARK (WEST
 : ENTRANCE)
 : *ACCESS OPEN*
 Company : CAPTAIN CALLFIRST DEMO Type: NONR
 Address : 321 FALLDOWN LANE
 City : GOLDEN St: CO Zip: 80403
 Caller : CAPTAIN CALLFIRST Phone: (811)811-8118
 Alt Cont: DOUG DIGGS Phone: (811)811-1811
 Fax: Email: captain.callfirst@outlook.com
 Done for: PARKS
 Remarks:

Members:
 : CCSOC001 CSPPW1 CSPU00 CSSCH11 MTRFBRNT MVEL02

26

Click **"Service Areas."** Here you are able to see the service areas notified along with contact information and a summary of positive response.

COLORADO 811 CAPTAIN CALLFIRST

A525700009 v0 Status: **Released** + New List

Agent: CO811 Function: **New**

Taken: 09/14/2025 08:08 PM - 08:09 PM Notify By: **Manual** Excavator Renotification Relocate/Refresh Up

Ticket Text **Service Areas** Responses Revisions Find by

Service Area	Utility Type(s)	Contact	Positive Response	Excavator Comm
More CENTURYLINK QLNCC00	FIBER, TELCO	FOR LOCATES - USIC (800) 778-9140		
More CITY OF COLORADO SPRINGS - PUB CSPPW1	ELECTRIC, FIBER, SEWER, STORM SEWER, WATER	CITY OF COLO SPRINGS PUBLIC WK (719) 385-6275		
More CO811 CODE FOR TESTING - MR IT 1 TESTMRIT1	TESTING ONLY	DANIEL MCSAFE (303) 135-7911		
More CO811 CODE FOR TESTING - MR IT 2 TESTMRIT2	TESTING ONLY	SONDRA SAFEZONE (303) 246-8101		
More CO811 CODE FOR TESTING - MR IT 3 TESTMRIT3	TESTING ONLY	CONNIE CALLAHEAD (303) 123-4567		
More CO811 CODE FOR TESTING - MR IT 4 TESTMRIT4	TESTING ONLY	STEVE SHOVELSMART (303) 987-6543		
More COLO. SPGS. SCHOOL DIST 11 CSSCH11	FIBER	COLO. SPGS. SCHOOL DIST 11 (719) 393-5500		
More COLORADO 811 CODE FOR TESTING TESTCARLA	TESTING ONLY	CARLITA SANCHEZ (303) 205-6367	001 - LOCATE AREA MARKED Date: 09/17/2025 01:39 PM Entered via Web no attachments view all	
More COLORADO SPRINGS UTILITIES CSPU00	ALL TYPE OF FACILITY POSSIBLE	COLORADO SPRINGS UTILITIES (719) 448-4800		

27

Click "**Responses.**" In this tab, you see the status of the response for each Facility Owner/Operator Member notified.

COLORADO811 CAPTAIN CALLFIRST

A525700009 v0 Status: **Released** Function: **New** Notify By: **Manual**

Agent: CO811 Taken: 09/14/2025 08:08 PM - 08:09 PM

Excavator Renotification Relocate/Refresh Up

Ticket Text Service Areas **Responses** Revisions

Show: ☒ Current Only (13) ☐ No Response (12) ☐ All (13) ☒ Include events (4)

Status	Date	Service Area	Response	Entry Method	Comments
No Response by Due Date, Current		COMCAST CCSOC001	no attachments		
No Response by Due Date, Current		CITY OF COLORADO SPRINGS - PUB CSPPW1	no attachments		
No Response by Due Date, Current		COLORADO SPRINGS UTILITIES CSPU00	no attachments		
No Response by Due Date, Current		COLO. SPGS. SCHOOL DIST 11 CSSCH11	no attachments		
No Response by Due Date, Current		METRO FIBER NET AKA METRONET MTRFBRNT	no attachments		
No Response by Due Date, Current		MOUNTAIN VIEW ELECTRIC MVLE02	no attachments		
No Response by Due Date, Current		MOUNTAIN VIEW ELECTRIC MVLEFBR	no attachments		
No Response by Due Date, Current		CENTURYLINK QLNCC00	no attachments		

28

Click "**Revisions.**" This tab keeps you updated on the status of tickets in your account.

COLORADO811 CAPTAIN CALLFIRST

A525700009 v0 Status: **Released** Function: **New** Notify By: **Manual**

Agent: CO811 Taken: 09/14/2025 08:08 PM - 08:09 PM

Excavator Renotification Relocate/Refresh Up

Ticket Text Service Areas Responses **Revisions**

Date	Ticket Number	Version	Agent	Description
09/18/2025 10:08 AM	A525700009		CAPTAIN CALLFIRST	Excavator viewed responses
09/17/2025 09:34 AM	A525700009		CAPTAIN CALLFIRST	Anonymous User viewed responses
09/17/2025 09:27 AM	A525700009		CAPTAIN CALLFIRST	Anonymous User viewed responses
09/14/2025 08:09 PM	A525700009	0	CO811	New ticket saved with status Released and ticket type Normal by a Local Use