

# Update Ticket



This guide provides a step-by-step process for updating tickets in the Colorado811 system. By following this guide, users can streamline their workflow, avoid potential delays, and ensure that all necessary utility responses are obtained. It's an essential resource for anyone involved in excavation or utility management in Colorado.

## 1 Update a Ticket

Navigate to your **Ticket Dashboard**. Under the **"Tickets"** tab, find and select the ticket you would like to take action on. Click the ticket.

The screenshot shows the CAPTAIN CALLFIRST interface. On the left, there are navigation links for Tickets (22), Expiring Tickets, My Tickets on Map, and Response Status. The main area displays a table of tickets. A green circle highlights the ticket for 4870 SETON PL in Colorado Springs.

	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
			LANDSCAPING/R				

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Click **"Responses"** to view Positive Responses and comments. Read all **Dates**, **Service Areas**, **Responses** and **Comments** carefully.

≡

COLORADO811

CAPTAIN CALLFIRST

⋮

Home

Calendar

A525300053 v1

Status: Released

+ New

List

Agent: CAPTAIN CALLFIRST

Function: Relocate/Refresh

Excavator Renotification

Relocate/Refresh

Up

Taken: 09/14/2025 09:57 AM - 09:58 AM

Notify By: Manual

Ticket

Text

Service Areas

Responses

Revisions

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

Find by

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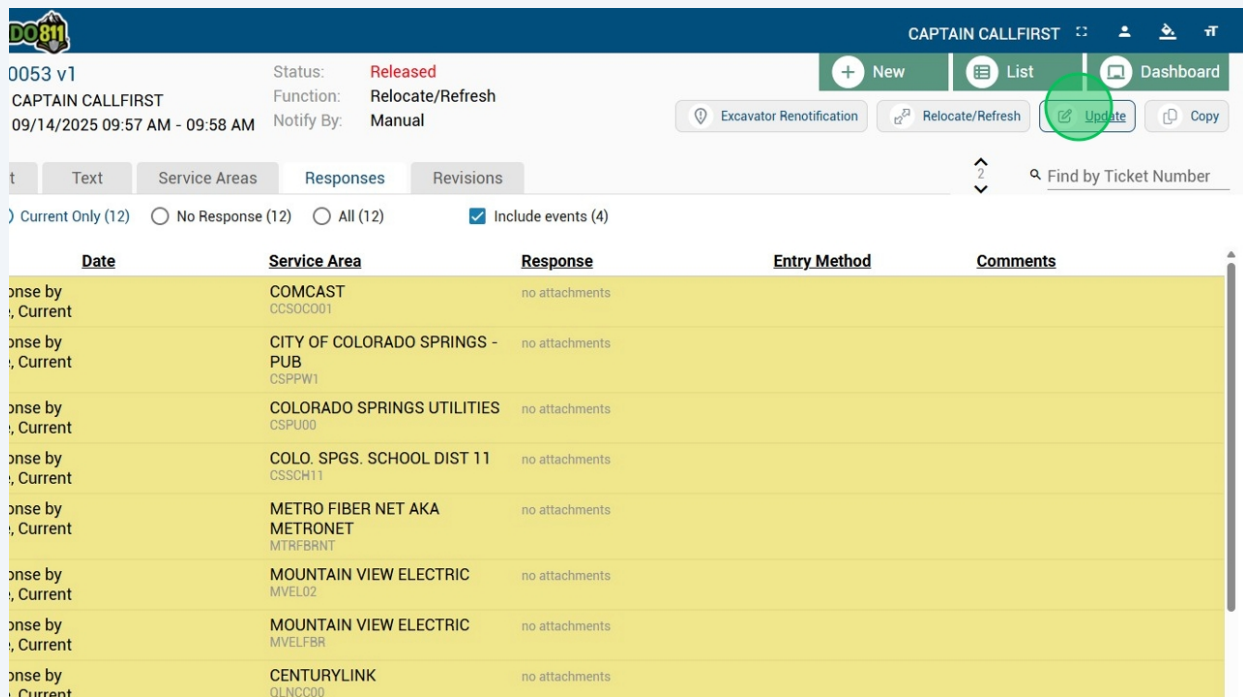
Status	Date	Service Area	Response	Entry Method	Comments
No Response by Due Date, Current		COMCAST CCSOC001	no attachments		
No Response by Due Date, Current		CITY OF COLORADO SPRINGS - PUB CSPPW1	no attachments		
No Response by Due Date, Current		COLORADO SPRINGS UTILITIES CSPU00	no attachments		
No 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 MVEL02	no attachments		
No Response by Due Date, Current		MOUNTAIN VIEW ELECTRIC MVELFBR	no attachments		
No Response by Due Date, Current		CENTURYLINK QLNCC00	no attachments		

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An **Update** Ticket is processed when an existing ticket needs to be extended or revised. Reasons to process an update ticket can be things like:

- Adding new information
- Changing existing information
- Correcting errors
- Marks need refreshed (later than 5 business days after the Locate By Date)
- Excavation will extend past thirty (30) days from the Locate By Date on the original ticket

To submit an **"Update"** ticket, take the same initial steps of finding the ticket, and checking positive response, then, click **"Update."**



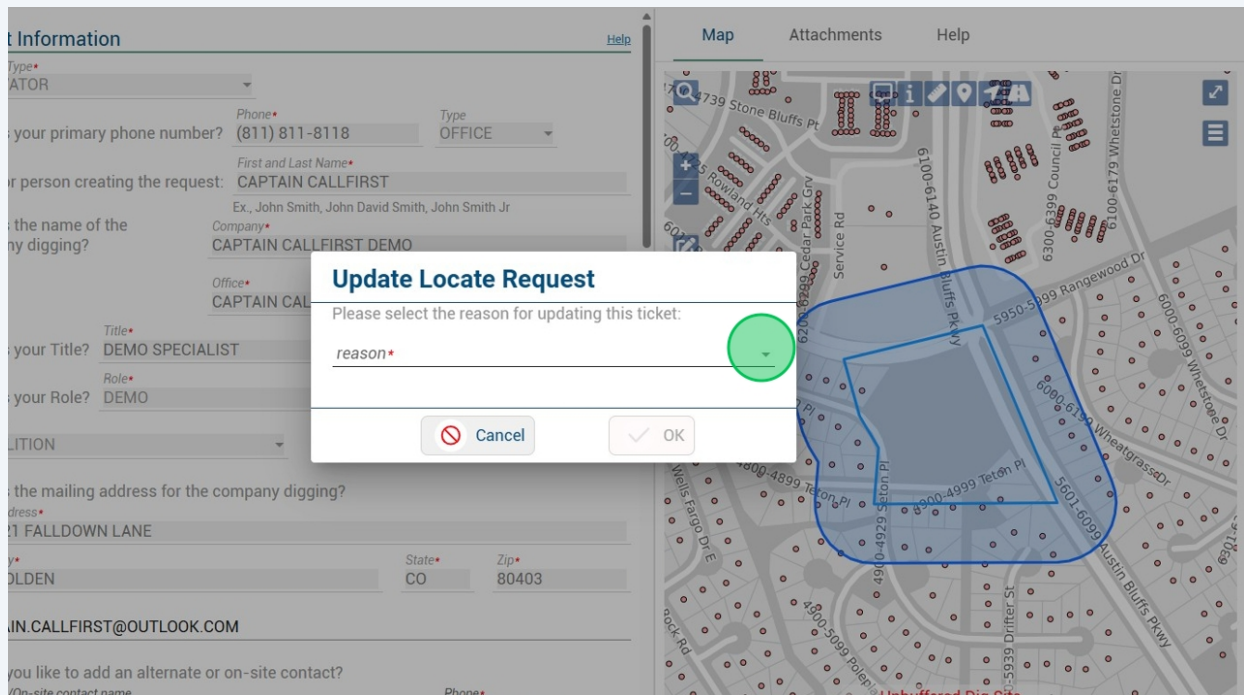
The screenshot shows the CAPTAIN CALLFIRST interface. At the top, the status is "Released" and the function is "Relocate/Refresh". The ticket number is 0053 v1, and the date is 09/14/2025 09:57 AM - 09:58 AM. The "Update" button is highlighted with a green circle.

Below the header, there are tabs for "Text", "Service Areas", "Responses", and "Revisions". The "Responses" tab is selected. The table below shows the responses for the ticket.

Date	Service Area	Response	Entry Method	Comments
Response by [Name], Current	COMCAST CCS0C001	no attachments		
Response by [Name], Current	CITY OF COLORADO SPRINGS - PUB CSPPW1	no attachments		
Response by [Name], Current	COLORADO SPRINGS UTILITIES CSPU00	no attachments		
Response by [Name], Current	COLO. SPGS. SCHOOL DIST 11 CSSCH11	no attachments		
Response by [Name], Current	METRO FIBER NET AKA METRONET MTRFBRNT	no attachments		
Response by [Name], Current	MOUNTAIN VIEW ELECTRIC MVEL02	no attachments		
Response by [Name], Current	MOUNTAIN VIEW ELECTRIC MVELFBR	no attachments		
Response by [Name], Current	CENTURYLINK QLNCC00	no attachments		

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In the **"Reason"** field click on the reason for updating the ticket from the drop-down selections.



**Update Locate Request**

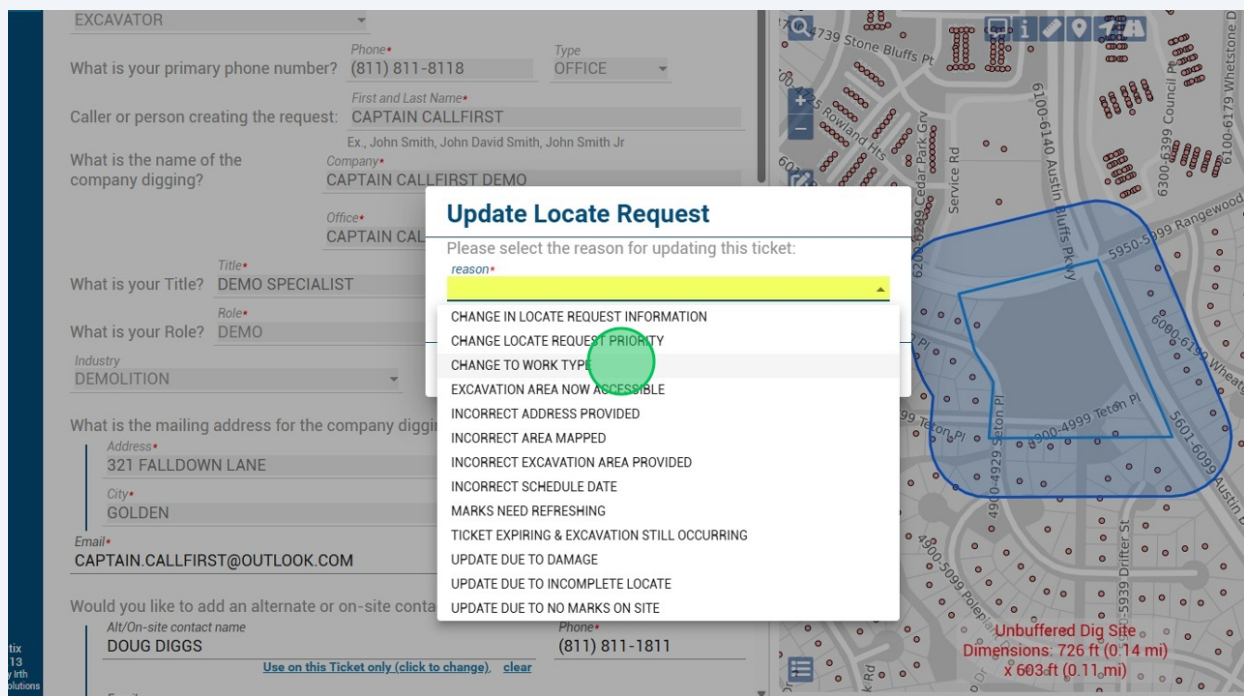
Please select the reason for updating this ticket:

reason\*

Cancel OK

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Select your reason.



**Update Locate Request**

Please select the reason for updating this ticket:

reason\*

- CHANGE IN LOCATE REQUEST INFORMATION
- CHANGE LOCATE REQUEST PRIORITY
- CHANGE TO WORK TYPE
- EXCAVATION AREA NOW ACCESSIBLE
- INCORRECT ADDRESS PROVIDED
- INCORRECT AREA MAPPED
- INCORRECT EXCAVATION AREA PROVIDED
- INCORRECT SCHEDULE DATE
- MARKS NEED REFRESHING
- TICKET EXPIRING & EXCAVATION STILL OCCURRING
- UPDATE DUE TO DAMAGE
- UPDATE DUE TO INCOMPLETE LOCATE
- UPDATE DUE TO NO MARKS ON SITE

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



6 Click **"OK"** or click **"Cancel"** to go back to the ticket.

The screenshot shows a web application interface with a map on the right and a form on the left. A modal dialog box titled "Update Locate Request" is centered over the map. The dialog contains the text "Please select the reason for updating this ticket:" followed by a dropdown menu with "CHANGE TO WORK TYPE" selected. Below the dropdown are "Cancel" and "OK" buttons. The "OK" button is highlighted with a green circle. The background map shows a residential area with a blue polygon indicating a dig site. Text on the map reads: "Unbuffered Dig Site Dimensions: 726 ft (0.14 mi) x 603-ft (0.11 mi)". The form in the background includes fields for phone number, name, company, title, role, address, and state/zip.

7 Add, change or remove information, make changes at this point to add, change or remove information.

The screenshot shows a web application interface with a map on the right and a form on the left. The form is titled "Work Information" and "Dig Site Information". The "Work Information" section includes fields for "Estimated Work Start Date and Time" (09/23/2025, 07:00 AM), "Estimated Work End Date" (09/23/2025), "Duration" (1 days), "Ticket Expires On" (10/22/2025 11:59 PM), and "Update Ticket By" (10/22/2025 11:59 PM). There is a checkbox for "Request an on-site meeting". The "Work Information" section also includes a "Who is the work being done for?" dropdown menu with "PARKS" selected. Below this is a "What type of Work?" dropdown menu with "BIKE PATH REPL" selected, which is highlighted with a green circle. The "Dig Site Information" section includes a "What type of Equipment?" dropdown menu with "SHOVEL" and "JACKHAMMER" selected. There are also checkboxes for "Will there be any use of explosives?" and "Will there be any directional boring?", both set to "NO". A checkbox for "Add a Potholing Company?" is also present. The "Dig Site Information" section includes a "Street/Address" dropdown menu with "CO" selected, a "County" dropdown menu with "EL PASO" selected, and a "City/Place" dropdown menu with "COLORADO SPRINGS" selected. The map on the right shows a residential area with a blue polygon indicating a dig site. Text on the map reads: "Unbuffered Dig Site Dimensions: 726 ft (0.14 mi) x 603-ft (0.11 mi)".

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When do you expect to begin digging?

Estimated Work Start Date and Time: 09/23/2025, 07:00 AM

Estimated Work End Date: 09/23/2025 Duration: 1 days

Ticket Expires On: 10/22/2025 11:59 PM Update Ticket By: 10/22/2025 11:59 PM

☐ Request an on-site meeting

### Work Information

Who is the work being done for?\*

PARKS

☐ Same as caller or person creating the request

☐ Same as company creating the request

What type of Work?\*

**BIKE PATH REPL**

AIR LINE NEW

AIR LINE REPL

AIR LINE REPR

ANCHOR/S INSTALL

ANCHOR/S REPL

ANIMAL BURIAL

APS FIBER

ASPHALT MILLING

ASPHALT OVERLAY

ASPHALT PATCHING

ASPHALT PAVING

ASPHALT REMOVAL

ASPHALT REPL

ASPHALT REPR

\* A trenchless excavation method using mechanized boring equipment.

[clear manual dig site map](#) [reset](#)

City/Place\*

COLORADO SPRINGS

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

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Click **"Save/Continue"** to proceed or **"Discard"** to stop taking action on this ticket. For this example, we will **"Save/Continue."**

Nearest intersecting Street

Reference Coordinates

XX.XXXXXX, -XXX.XXXXXX

Enter Lat/Lon Coordinate as either decimal (i.e. 39.7831, -105.2139) or degrees-minutes-seconds (i.e. 39 46 59.2, -105 12 50.0).

Locate instructions\*

LOCATE 20FT RAD OF MONUMENT SIGN ON N/W CORN OF ENTRANCE TO PARK (WEST ENTRANCE)

Will access be open from now until the end of the Locate By Date? No locked gates or animals.

Yes/No\*

YES

### Additional Work Information

Is the excavation site pre-marked in white?

Yes/No\*

NO

Are you working on both sides of street?

Yes/No\*

NO

Are you working within the public right-of-way?

Yes/No\*

NO

Are you working within a utility easement?

Yes/No\*

NO

Are you working on private property?

Yes/No\*

NO

Maximum depth of excavation: (if accurately known)

Depth 1 Units FEET

[Save/Continue](#) [Discard](#)

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



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Carefully verify all information including the polygon and click **"Above Information is Correct."**

Phone: OFFICE: (811) 811-8118  
CAPTAIN CALLFIRST  
CAPTAIN CALLFIRST DEMO  
CAPTAIN CALLFIRST DEMO  
DEMO SPECIALIST  
DEMO  
DEMOLITION  
321 FALLDOWN LANE  
GOLDEN, CO, 80403  
CAPTAIN.CALLFIRST@OUTLOOK.COM

On-site contact:  
Name: DOUG DIGGS  
Phone: (811) 811-1811  
Email: DOUG.DIGGS811@GMAIL.COM

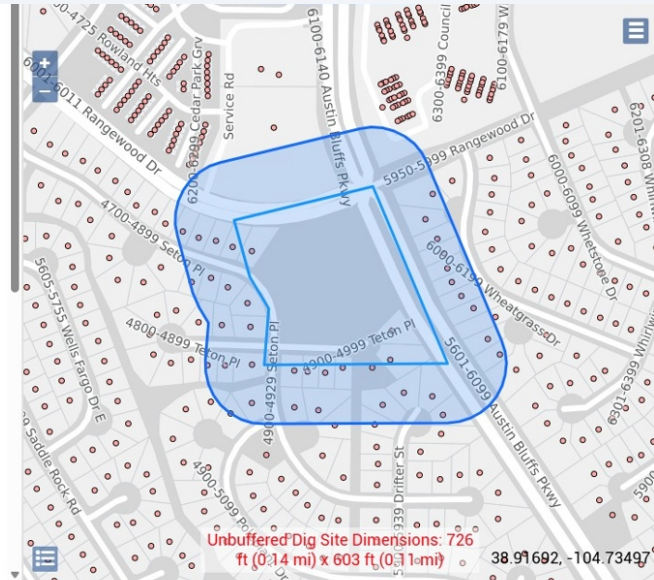
#### & Dates

Priority: NORMAL  
Start Date: 09/22/2025 11:59 PM  
Work and End Date: 09/23/2025 07:00 AM  
Work and End Date: 09/23/2025 11:59 PM

Expires On: 10/22/2025 11:59 PM  
Ticket By: 10/22/2025 11:59 PM

#### Location

Project done for: PARKS  
Project: ASPHALT REMOVAL



Back to Ticket

Above Information is Correct

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Click **"Send Ticket"**

Update

Work End Date: 09/23/2025 11:59 PM

Update Ticket By: 10/22/2025 11:59 PM

by the following Facility Owner/Operator Members:

Area	Utility Type(s)	Contact	Excavator Comments
RYLINK	FIBER, TELCO	FOR LOCATES - USIC (800) 778-9140	
F COLORADO SPRINGS - PUB	ELECTRIC, FIBER, SEWER, STORM SEWER, WATER	CITY OF COLO SPRINGS PUBLIC WK (719) 385-6275	
CODE FOR TESTING - MR IT 1	TESTING ONLY	DANIEL MCSAFE (303) 135-7911	
CODE FOR TESTING - MR IT 2	TESTING ONLY	SONDRA SAFEZONE (303) 246-8101	
CODE FOR TESTING - MR IT 3		CONNIE CALLAHEAD (303) 123-4567	
CODE FOR TESTING - MR IT 4	TESTING ONLY	STEVE SHOVELSMART (303) 987-6543	
SPGS. SCHOOL DIST 11	FIBER	COLO. SPGS. SCHOOL DIST 11 (719) 393-5500	
ADO 811 CODE FOR TESTING	TESTING ONLY	CARLITA SANCHEZ (303) 205-6367	
ADO SPRINGS UTILITIES	ALL TYPE OF FACILITY POSSIBLE	COLORADO SPRINGS UTILITIES (719) 448-4800	
IST	CATV, FIBER	FOR LOCATES - USIC (800) 778-9140	
FIBER NET AKA METRONET	FIBER	METRO FIBER NET	

Back to Ticket

Send Ticket

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The **"Ticket Saved"** screen will appear with your ticket number and new version number. Click **"Close"**

**aved**

number is: **00045** Excavator ID: **55072** Company ID: **22311**

in: 0

**formation:**

quires 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 he 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, ario 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 f 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](http://www.co811.org).

2025 11:59 PM

**of the ticket:**

il: Email Address\* captain.callfirst@outlook.com

il: Email Address\*

[+ Create Another Locate Request](#) [Close](#)

excavation site pre-marked in white? NO  
 working on both sides of street? NO  
 working within the public right-of-way? NO  
 working within a utility easement? NO  
 working on private property? NO  
 um depth of excavation: 1 FEET

Unbuffered Dig Site  
 Dimensions: 726 ft (0.14 mi)  
 x-603 ft (0.11 mi)  
 38.91979, -104.73961

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All service areas will be suppressed (held back) from being re-notified. Click **"Un-Suppress"** for all service areas or utility types that need to respond.

Type: Normal

Function: Excavator Renotification

Locate By: 09/12/2025 11:59 PM

Work Start Date: 09/12/2025 02:00 PM

Work End Date: 09/12/2025 11:59 PM

Meet

Tick

Upd

Unsuppress all companies and/or facility types that need to respond. Suppressed Members will not receive this notification and will not respond.

We will notify the following Facility Owner/Operator Members:

Suppress All

Un-Suppress All

	Suppressed	Service Area	Utility Type(s)	Contact	Positive Response	Exca
<div>More</div> <div>Un-Suppress</div> <div>Yes</div>		CENTURYLINK QLNCC00	FIBER, TELCO	FOR LOCATES - USIC (800) 778-9140		
<div>More</div> <div>Un-Suppress</div> <div>Yes</div>		CITY OF WESTMINSTER-WATER/SEWR WSTM02	SEWER, WATER	C/ OF WESTMINSTER (303) 658-2500		
<div>More</div> <div>Un-Suppress</div> <div>Yes</div>		CO811 CODE FOR TESTING - MR IT 1 TESTMRIT1	TESTING ONLY	DANIEL MCSAFE (303) 135-7911	001 - LOCATE AREA MARKED Date: 09/09/2025 02:33 PM Comment: MARKED, NO ISSUES Entered via Web 2 attachment(s) <a href="#">view</a>	
<div>More</div> <div>Un-Suppress</div> <div>Yes</div>		CO811 CODE FOR TESTING - MR IT 2 TESTMRIT2	TESTING ONLY	SONDRA SAFEZONE (303) 246-8101	001 - LOCATE AREA MARKED Date: 09/09/2025 03:14 PM Respondent: SONDRA SAFEZONE Comment: LOCATED, ASSETS IN FRONT LOT ONLY Entered via Operator 1 attachment(s) <a href="#">view</a>	
<div>More</div> <div>Un-Suppress</div> <div>Yes</div>		CO811 CODE FOR TESTING - MR IT 3 TESTMRIT3		CONNIE CALLAHEAD (303) 123-4567	002 - CLEAR - NO CONFLICT Date: 09/09/2025 03:14 PM Respondent: CONNIE CALLAHEAD Entered via Operator no attachments <a href="#">view all</a>	
					012 - MARKED UP TO PRIVATELY	



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Ensure all service areas that need to be re-notified have **"No"** under the **"Supressed"** column and click **"Send Ticket."**

We will notify the following Facility Owner/Operator Members:

[Suppress All](#) [Un-Suppress All](#)

		Suppressed	Service Area	Utility Type(s)	Contact	Positive Response	Excavat
<a href="#">More</a>	<a href="#">Un-Suppress</a>	Yes	CENTURYLINK QLNCC00	FIBER, TELCO	FOR LOCATES - USIC (800) 778-9140		
<a href="#">More</a>	<a href="#">Un-Suppress</a>	Yes	CITY OF WESTMINSTER-WATER/SEWR WSTM02	SEWER, WATER	C/ OF WESTMINSTER (303) 658-2500		
<a href="#">More</a>	<a href="#">Suppress</a>	No	CO811 CODE FOR TESTING - MR IT 1 TESTMRIT1	TESTING ONLY	DANIEL MCSAFE (303) 135-7911	001 - LOCATE AREA MARKED Date: 09/09/2025 02:33 PM Comment: MARKED, NO ISSUES Entered via Web 2 attachment(s) <a href="#">view</a> <a href="#">view all</a>	
<a href="#">More</a>	<a href="#">Un-Suppress</a>	Yes	CO811 CODE FOR TESTING - MR IT 2 TESTMRIT2	TESTING ONLY	SONDRA SAFEZONE (303) 246-8101	001 - LOCATE AREA MARKED Date: 09/09/2025 03:14 PM Respondent: SONDRA SAFEZONE Comment: LOCATED, ASSETS IN FRONT LOT ONLY Entered via Operator 1 attachment(s) <a href="#">view</a> <a href="#">view all</a>	
<a href="#">More</a>	<a href="#">Un-Suppress</a>	Yes	CO811 CODE FOR TESTING - MR IT 3 TESTMRIT3		CONNIE CALLAHEAD (303) 123-4567	002 - CLEAR - NO CONFLICT Date: 09/09/2025 03:14 PM Respondent: CONNIE CALLAHEAD Entered via Operator no attachments <a href="#">view all</a>	
						012 - MARKED UP TO PRIVATELY OWNED FACILITY - CONTACT PRIVATE	

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[Send Ticket](#)