



Member Coordinator Handbook

JULIE, Inc.
3275 Executive Drive – Joliet, IL 60431

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JULIE Continues Successful Efforts to Promote Safe Digging

On behalf of JULIE, Inc., I would like to personally thank you, our members, for your ongoing commitment to the mission of our not-for-profit organization and safe digging practices in the State of Illinois.

As a result of your active participation and successful initiatives that have led to increasing awareness among professional excavators and the general public, JULIE has established itself as one of the premier one-call centers in the nation with more than 1,740 members and an annual call volume of 1.2 million.

According to the findings of a recent survey, Illinois residents are well informed of call before you dig services. The vast majority of adults who have done a household project requiring digging in the last two to three years are aware of our service (91 percent). This is higher than the nation as a whole, with only 73 percent of U.S. residents aware of call before you dig services.

With the launch of the 811 “Call Before You Dig” number, as well as the recent introduction of Newtin Remote Ticket Entry and E-Request, we have expanded the number of convenient options to process a locate request. With your continued support, we are confident that we can continue to make significant strides toward decreasing the number of damages and related incidents across the state.

I encourage you to explore the many benefits of being a member of JULIE, Inc. and pause to appreciate your individual ongoing commitment to safety.



Mark A. Frost
Executive Director



Mark A. Frost, *Executive Director*

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Benefits of Membership



NEWTIN SYSTEM WITH MAPPING

The Newtin System with Mapping reduces the number of non-conflict messages and provides more accurate locates.

NEWTIN REMOTE TICKET ENTRY (RTE)

This program allows trained users to submit their own locate requests and receive their valid locate request numbers over the Internet. Using the exact same data entry form and mapping tools as the JULIE agents, RTE users receive immediate confirmation of their locate request, a list of involved member utility companies, a printable version of the locate request for their records and access to previously called-in or entered requests.

MEMBER ACCESS

Members can easily perform a "ticket search" and view member grids, member polygons, ticket delivery parameters and a full member list with company codes.

ADVOCACY

JULIE, Inc. employs a lobbyist to monitor pending legislation and ordinances that affect the industry as well as represents JULIE in Springfield on language we sponsor during session.

PUBLIC RELATIONS AND MARKETING CAMPAIGN

The award-winning Public Relations Department develops and implements a comprehensive, statewide public relations and marketing campaign. The media mix includes creative television and radio commercials, press releases and news articles, interviews, online ads and public service announcements.

CAMPAIGN AWARENESS MANAGER

A Web-based tool, the Campaign Awareness Manager product, measures the effectiveness of our damage prevention programs and organizes the public relations and marketing campaigns and activities. Members have access to this information.

EDUCATION

Damage Prevention Managers are available to meet one-on-one with member coordinators or to conduct safety presentations. These managers can also attend community events and open houses and distribute JULIE materials.

WEB SITE

JULIE, Inc. has a very "user friendly" Web site. It is a great tool for our members, providing the latest industry newsletters, calendar of events, contact information and much more. Bookmark www.illinois1call.com and visit the site on a regular basis.

MISSION STATEMENT

The mission of JULIE, Inc. is to provide Illinois excavators and underground utility facility owners with a continuously improving one-call message handling and delivery service for the safety and protection of underground facilities and those individuals who work or live near such facilities. To guide the corporation's operations toward the fulfillment of the mission, JULIE, Inc., espouses quality, affordability, customer service and a conducive work environment as guiding principles/values for the organization.

VISION STATEMENT

JULIE, Inc. will be the benchmark One-Call System in the industry in terms of leading facility owners and excavators towards providing safety for underground facilities, safety for employees of companies performing excavating work, and safety for the private citizens inhabiting the area in which this work is being performed.

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