



JULIE NOTES

Vol. 2 - Fall 1989

Calling Volume Continues To Rise

The phones have been ringing at JULIE this year. Our operators have been so busy that they've set records for calls received and messages transmitted.

MOST CALLS RECEIVED

DAY	2,623 (May 2, 1988)	2,944 (April 24, 1989)
MONTH	41,428 (June, 1988)	50,788 (May 1989)
YEAR	365,070 (1988)	410,000? (1989)

At our present rate, we will transmit approximately 2,250,000 messages to our members this year, compared to 1,988,192 we sent last year.

JULIE II SYSTEM NEARING COMPLETION

We had anticipated that our new system would be operational this spring, but due to problems and delays in the implementation procedure, a new fall date has been set.

The new system will use personal computers to take locating requests; this will enable us to process your call quicker. Another feature is a larger database. Currently, our system can only hold 800 contractor ID numbers—the new system will have room for 15,000 names. Therefore, we will be able to give those interested frequent users a contractor ID number as soon as the new system is up.

Contractor Survey Sparks Ideas

The response to our survey was overwhelming. Thank you for taking the time to complete/return the card we sent you. Your comments were well thought out and informative—you've provided us with invaluable information. We plan to contact you in a few months to see if you've noticed any change(s) regarding the comments you made. A survey enables us to assess our strengths and weaknesses—it also allows you the opportunity to voice your ideas and suggestions.

You're our customer; it's very important that you're satisfied with our service because service is our business, our only business.

Many of you expressed an interest in our free JULIE materials. However, 91 respondents didn't include a name/address on the card, so we don't know who or where to send them to. Please give us a call with this information so that we can get them out to you.

And The Winners Are . . .

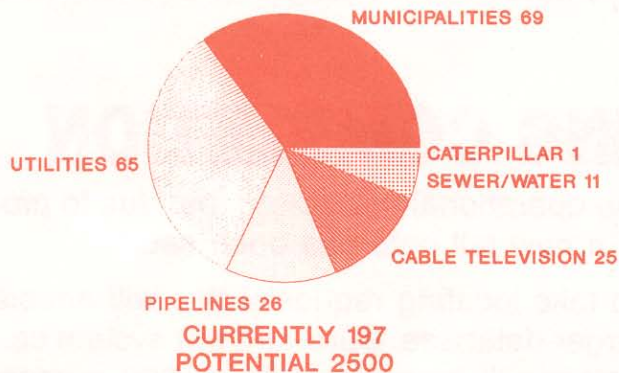
The prize drawing was held on June 20 at the JULIE office. The names were drawn by Larry Lincoln, General Manager of JULIE.

- James Edgmond, Village Engineer, Village of Wheeling, won our grand prize—a 20" RCA remote color TV.
- Cyndi Propes, Secretary, Dodson Plumbing & Heating, Pontiac, was awarded the Canon 35mm camera.
- Dan Kistler, Kistler Construction, Monmouth, received a JVC portable stereo.



From left: James Edgmond, Larry Lincoln, and Cyndi Propes. (Not shown is Dan Kistler.)

JULIE, INC. MEMBERSHIP AUGUST 1, 1989



Construction Outlook Positive

- As of November, 1988, the volume of new construction in the United States was \$411.1 billion annually.
- Of this total, \$200.4 billion was residential construction, \$92.3 billion non-residential construction, \$81.0 billion public construction, and \$37.3 billion utility, railroad, and other construction.