



# B · R · E · A · K · I · N · G

# New Ground

Summer 2006

## MEMBER DATA...ONLINE... ALL THE TIME!

**H**ave you ever wanted to find a copy of a locate request ticket that you received last month? Or perhaps you wanted to confirm ticket numbers and sequence numbers that were received at your ticket receiving site the previous day? Or maybe you are responsible for maintaining the grids in your company's area of notification database and want to make sure that a recent addition that you submitted was processed properly by JULIE, Inc.?

These are just a few of the tasks that you can accomplish using the reports that are available online from JULIE as part of the Member Access suite of tools. Hundreds of JULIE members throughout the state are already using Member Access to gain easy and immediate information via the Internet. All you need to be able to use the data provided from this site is a connection to the Internet and a login account.

Examples of the types of reports and the functionality available on the Member Access site include:

**Ticket Inquiry & Search** – Retrieve locate requests based on ticket number or search for tickets using criteria such as date range, county, place, address, and contractor company name or contractor telephone number.

**Deliveries** – View ticket numbers and sequence numbers transmitted from JULIE to your receiving site on a date that you select. This can be used to confirm that all tickets are accounted for or verify invoice totals.

**In Queue** – Look at locate requests waiting in the JULIE system that are to be delivered to your receiving site. This may be useful if your normal ticket receiving device (i.e. fax machine, printer, and e-mail address) is temporarily out of service or unavailable.

**Member Notifications** – View your company's current area of notification database selections. This report will show counties, places and TRS quarter-sections that are currently enabled.

**Second Notice Detail Report** – View tickets on which your company was specifically targeted for a second request by an excavator and the reason for each (i.e. No Show, Refresh Marks, Incomplete Marks, etc).

**JULIE Member List** – View a list of the current active JULIE members and the unique member code assigned to each of them.

*The Member Access site can be reached at [www.julie1call.com/locars](http://www.julie1call.com/locars). To obtain a valid login account, simply call the JULIE Data Department at 815-741-5011 and request a password to gain "Member Access."*

## AN "AWESOME" NEW SERVICE

The response to our new service that allows members to access historical dig information via the Internet on a Long Term Ticket Storage Server has been extremely positive. In the spring addition of *Breaking New Ground*, JULIE announced this easy-to-use Web site allows users to retrieve dig numbers as far back as five years and view or print tickets.

"This is an awesome new service that every member should be accessing immediately," said **George Golus** of Comcast, the country's largest provider of cable services. "In my opinion, this tool may be the single greatest service enhancement instituted by JULIE in the past decade. Thank you for making this system a reality for all of us."

Access is available to JULIE members at no charge. The data is password protected to restrict usage by non-JULIE members and to ensure confidentiality. For more information about this popular new resource for members, contact the Data Department.

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## Save the Date

- |                               |             |
|-------------------------------|-------------|
| Midwest Locate Rodeo          | June 29     |
| Board Meeting/<br>Golf Outing | July 20-21  |
| Board Meeting                 | November 15 |

Visit [www.illinois1call.com](http://www.illinois1call.com) for a complete list of upcoming events.

# 2005-06 JULIE BOARD OF DIRECTORS AND OFFICERS

## Board President

Tom Stutzman ComEd

## Board of Directors

Dave Conover AT&T Midwest  
Kim Favero Petersburg  
Plumbing and  
Heating  
Steve Fletcher Washington  
County Water  
Gina Fouts AmerenCIPS/  
Ameren UE  
George Golus Comcast  
Tom Hobson Marathon  
Ashland Pipeline  
Steve Meyer City of Aurora  
Chuck Mueller AmerenIP  
John Pruden City of Salem  
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Gene Barney Leaf River  
Telephone  
Mike Bass Nicor Gas  
Mike Broshous Consolidated  
Utility Services  
Shane Doyle SM&P  
Steve Graceffa Rock River Water  
Reclamation Dist.  
Gary Klein Laser  
Construction  
John Lundgren Laverdiere  
Construction  
John Meng Clay Electric  
Co-op  
Tom Meyer Greater Peoria  
Sanitary Dist.  
Gary Rhodes Lake Egypt Water  
and Wastewater  
Dist.  
Gary Stewart Trunkline Gas  
Rob Valentine Insight  
Bill Lincoln Retired

## Treasurer

Kent Kowalske AmerenCIPS

## Secretary

Fred Kreinbrink City of Naperville

**Mark A. Frost, Executive Director**

# JULIE, INC. ANNOUNCES BOARD ADDITIONS

JULIE, Inc. recently announced the election of several new Board Directors and Officers. **Mark Frost**, executive director of JULIE, Inc. made the announcement.

“Our new Board members have extensive public safety and underground damage prevention experience along with a proven ability to work with various stakeholders,” said Frost. “As one of the largest industry one-call centers in the nation, we are excited about the future direction of the organization.”

During the organization’s annual meeting, members elected **John Pruden**, City of Salem (Small Utility) and **Tom Hobson**, Marathon Ashland Pipeline LLC (Pipeline), to serve on the Board of Directors for three-year terms. **Gina Fouts** of AmerenCIPS/AmerenUE will fill a vacant seat as Gas Director and **Kim Favero** of Petersburg Plumbing and Heating (Non-member Excavator) will serve a one-year term.

In addition, the following individuals were unanimously approved to serve as Board Vice Presidents: **Rob Valentine**, Insight (Cable); **Mike Broshous**, Consolidated Utility Services, Inc. and **Shane Doyle**, SM&P Utility Resources (Contract Locator); **Gene**

**Barney**, Leaf River Telephone (Small Utility); **Gary Rhodes**, Lake Egypt Water and Wastewater District (Small Utility); **Mike Bass**, Nicor Gas (Gas); **John Meng**, Clay Electric Co-operative, Inc. (Electric); **Gary Stewart**, Trunkline Gas (Pipeline); **Steve Graceffa**, Rock River Water Reclamation District and **Tom Meyer**, Greater Peoria Sanitary District (Sewer/Water); **Roger Baldwin**, Verizon (Communications); **Gary Klein**, Laser Construction Company and **John Lundgren**, Laverdiere Construction (Non-member Excavator).

## HIGH MARKS FOR WORKSHOP

Quincy and Jacksonville served as the host cities to kick-off a series of one-day locate training workshops held for our members this year. As the sponsor of the sessions, JULIE, Inc. covers the costs of the hands-on seminars and our members are only responsible for a nominal registration fee. Workshops are conducted by professional instructors from Staking University ([www.stakingu.net](http://www.stakingu.net)).

Comments from recent sessions included:

I thought the class was very informative. The instructors were very knowledgeable.

–Mike, City of Riverton

Based on everyday situations and practical applications, this class taught me things I can use to do my job more efficiently and with more knowledge about my tools of locating.

–Jason, Verizon

I recommend this session for all individuals engaged in locating facilities.

–Bruce, Cass Communications

For more information, including upcoming dates and locations, call a JULIE Damage Prevention Manager. Contact information is available on our Web site.



# LOOKING TOWARD THE FUTURE

During the recent annual meeting held in Grafton, Illinois, several Board appointments were approved (see related article) and JULIE Executive Director Mark Frost highlighted the accomplishments of the not-for-profit organization. A complete summary of the major issues discussed was sent to member coordinators in May.



*Mark Frost highlights the organization's accomplishments and talks about the future.*

"Mark has worked with his team to successfully address many challenges and issues during a continued period of growth at JULIE," said **Tom**

**Stutzman**, JULIE Board President from ComEd. "Working closely with our members and the excavation community, our primary mission is to prevent damages to underground utilities, the environment and properties, reduce utility service interruptions and costly repairs, and save lives. With this in mind, one of the major initiatives moving forward will be the implementation and promotion of 811 as an alternative number for excavators to call before conducting excavation activities."



*Greg Fisch of JULIE, Inc. discusses the impact of the Newtin Mapping System on members.*

During the meeting, representatives also announced that the Board is expected to accept a motion to impose a message rate adjustment. This adjustment is expected to be determined later this year and will offset the expected decrease in revenue from the reduction of outbound message delivery to JULIE members once the mapping platform is in place. Members of the Finance Committee are currently reviewing the issue and will provide an update at the next Board meeting in July. Board meetings are open to all members.

## Major issues highlighted during the Annual Meeting:

- JULIE experienced record annual call volume again—the system received and processed over 1.22 million locate requests from excavators, an increase of two percent over the previous year.
- Membership continued to increase. With the addition of 15 new members, over 1,700 owners and operators of underground facilities are now partners with the Illinois One-Call System.
- The popularity of Web Remote Ticket Entry continued to increase. Approximately 38 percent of the locate requests last year were entered directly into the JULIE system by excavators.
- JULIE's successful work-at-home program continued to expand to now 21 operators, offering additional flexibility. In addition, employees in the call center, on average, have over 10 years of experience.
- The Call Center service level review was completed and new technology enhancements have been implemented while others are in the final stages.
- Finally, the Board approved the purchase of Norfield Data Products' Newtin with Mapping application.



*Tom Stutzman welcomes guests to the annual meeting in Grafton, Illinois.*

# HIGH IMPACT PROGRAM ADDRESSES LOCATE STAFFING

As the success of the “Call Before You Dig” program across Illinois continues to grow, as evidenced by perennial call volume increases at JULIE, Inc., many of our member companies annually face significant human resources challenges, including the determination of the proper size of their utility locating staff for the busy seasons and/or the fiscal year.

At their annual strategic planning retreat last fall, the Board of Directors looked at how JULIE might be able to assist member companies with these issues through enhanced communication of upcoming excavation projects. Of particular interest to the Board is the impact that significant utility projects have on a given region or locale within the state.

So, in keeping with one of the ongoing goals contained in JULIE’s 2006 strategic plan, “Develop objectives to provide improved programs and services,” JULIE, Inc. recently announced our newest program designed to assist members in becoming more aware of “high impact” utility projects, input by fellow members, that are scheduled to occur within service territories. All members will also be able to input similar types of projects for the benefit of other members to review.

For example, if a member has an upcoming project that they feel qualifies as “high impact,” the member can now enter the information via the OCARS Pro home page ([www.julie1call.com/ocars](http://www.julie1call.com/ocars), High Impact Project Submit and View link). Our members then can access this password protected link, search and review the project information and then plan accordingly.

We need your assistance to make this program successful. If you do not have an existing login account and password, please contact the Data Department at 815-741-5011. In future years, look for this information request each fall for the coming year.

## OSHA HONORS DOWNSTATE FIRMS

Four businesses in Illinois have taken top honors in the fourth annual “Z Project” awards for workplace safety and health practices and concepts, the U.S. Labor Department’s Occupational Safety and Health Administration (OSHA) announced earlier this year.

The Peoria OSHA Area Office developed the Z Project to encourage central and southern Illinois employers to eliminate and control hazards and improve their safety and health programs. Employers in 81 of Illinois’ 102 counties participate in the project.

This year’s awards were presented in four categories. The Lifesaver Award, presented for a control that could save a life, was given to the Marathon Petroleum, of Robinson. The highest honor, the Area Director Choice Award, went to the

Monsanto Company, Agricultural Sector, of Stonington. Graham Packaging of Vandalia received the Pluto Award for a concept that is unusual and innovative. The Alveoli Protection Award for a health control was presented to Advanced Filtration Systems Inc. of Champaign.

“We’re delighted with this year’s results of the Z Project,” Peoria OSHA Area Director **John Newquist** said.

The Z Project Conference allows local employers and OSHA a forum to share methods that have been successful in controlling hazards and provides leadership in the dialog on safety and health in the workplace.

# MANTENO EVENT OFFERS UNIQUE OPPORTUNITY

JULIE, Inc. is one of the proud sponsors of the World of Training. Held in tandem with Dig Big and the Midwest Regional Utility Locate Rodeo, the World of Training will be held June 27-28, 2006 at The Planet Underground in Manteno, Illinois.

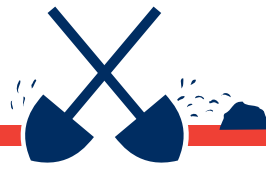
“World of Training is unlike anything else you can get in the entire world,” said **Mike Parilac** of The Planet Underground. “This is an opportunity to work with the best companies in the underground utility marketplace as they build real utility systems.”

Presented by *Underground Focus Magazine*, the educational tracks at World of Training are available in two formats: rotational or project-based.

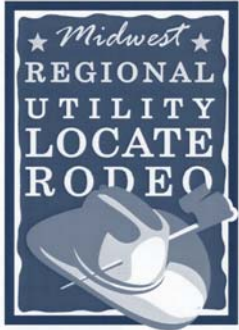
Diplomas will be awarded in four divisions: locating, pipe-bursting, trench and trenchless. Students that complete each track also receive CEUs. To register, visit [www.underspace.com](http://www.underspace.com) or call 866-752-8800. See you there!



# quick digs



## RODEO IS COMING TO TOWN



JULIE, Inc. is the proud host and a sponsor of the inaugural Midwest Regional Utility Locate Rodeo. The Locate Rodeo will be held on June 29 in Manteno.

Winners of the Midwest Regional Utility Locate Rodeo will be eligible to participate in the International Utility Locate Rodeo in Atlanta, Georgia later this summer. For event information and a list of sponsors, visit our Web site or contact **Dave Van Wy**, JULIE Damage Prevention Manager and Locate Rodeo Coordinator, at 815-351-5002.

## PARTNERSHIP ENHANCES SAFETY MESSAGE

SafetyComm Solutions and JULIE worked together to enhance the important public awareness message they both bring to the people of Illinois.

JULIE's Damage Prevention Managers presented their "Call Before You Dig"

message to a diverse range of audience members in a team-teaching environment with the instructors from SafetyComm Solutions.



*Ray Muhs of JULIE, Inc. and Dave Carver of SafetyComm Solutions work together to promote an important safety message.*



*Mark Frost outlines the benefits of the quality campaign to employees during a special luncheon.*

An added benefit was the opportunity for Emergency Responders and Public Officials to interact with our staff and have questions about their operations and how they fit into the overall damage prevention and response structure answered by our team.

## A FOCUS ON QUALITY

With an overall theme of "Quality is Everyone's Responsibility," JULIE, Inc. has been working on a number of internal and external initiatives with a focus on quality. For example, during the spring, our employees learned more about issues in the field from our Damage Prevention Managers and the implementation of the new mapping system.



*Mary Kaffer and Linda Bostjancic of JULIE, Inc. gather information about the campaign and items provided by our members for the event.*

## CGA INTRODUCES 811 LOGO & TAGLINE

The Common Ground Alliance (CGA), a member-driven organization dedicated to the promotion of underground damage prevention, recently unveiled the new national 811 logo and tagline at their annual meeting this spring. This logo and tagline will serve as the universal identifier for 811.

"This is the first phase in an effort to develop a national awareness campaign and rollout strategy," stated **Bob Kipp**, CGA Executive Director. According to the Federal Register, completion for implementation of 811 is April 2007, although a great deal of effort has been

put forth by one call centers and phone companies alike. The CGA's committees will continue to work on both implementation efforts as well as building a national awareness campaign.

Visit [www.call811.com](http://www.call811.com) to get the most recent information on 811. Questions regarding the implementation status in Illinois can be directed to a JULIE Damage Prevention Manager.



**Know what's below. Call before you dig.**  
Kevin Chmura of JULIE, Inc. (Left) is a member of the national 811 Task Team

# CAMPAIGN REACHES STATEWIDE AUDIENCE

During the spring, JULIE, Inc. announced the kick-off of a statewide public safety campaign that stresses the importance of calling the one-call system before starting any digging projects. In addition to several on-camera and statewide radio interviews with JULIE staff, the media mix includes television and radio commercials, public service announcements and outdoor advertising.

A marketing packet was sent to member coordinators in April outlining our efforts.



Members have reported displaying our popular Homeowner Brochures in high-traffic areas and distributing the information at public safety events and community fairs. Several have also ran the 30-second commercial as a Public Service Announcement—call **Barb Huff**, public relations manager, for details at 815-741-5936. As a reminder, these free safety and education materials are available for meetings, special events and presentations at [www.illinois1call.com](http://www.illinois1call.com). We appreciate your assistance.

[www.illinois1call.com](http://www.illinois1call.com)

## JULIE ON-LINE

Have a question about the JULIE system? Interested in a safety presentation? The answers are just a few clicks away. The Web site address is [www.illinois1call.com](http://www.illinois1call.com).

Benefits include:

- State Law and JULIE Policies
- ICC Enforcement Process Link
- Utility Company Contacts
- Free Safety Materials
- Member List
- Upcoming Meetings and Events
- Frequently Asked Questions
- JULIE Board and Staff Directory

Please bookmark this site and visit frequently for the latest news!

Breaking New Ground is published by the JULIE Public Relations Department. The contents in this publication are for informational purposes only. Comments and story ideas should be directed to Kevin Chmura, editor, at 815/741-5000 or [chmura@illinois1call.com](mailto:chmura@illinois1call.com). Graphic Design by The Gammon Group.

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The Inside Scoop...



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