

## Groundbreaking News

### The Ray B. Killough Distinguished Service Award

The North Carolina One-Call Center's Board of Directors have created an award, The Ray B. Killough Distinguished Service Award, that recognizes an individual for his or her outstanding service to damage prevention in North Carolina. This award, named for Ray Killough, who has made an extraordinary contribution to the one-call industry through many tireless efforts, was the recipient of the inaugural award. It was presented to him during the 2006 second quarter Board Meeting in West Jefferson, North Carolina by Board President, Matt Jordan.

Mr. Killough has retired from the Board after 22 years of superior service. He began serving on The North Carolina One-Call Center's Board of Directors on May 17, 1984. However, being truly dedicated, he began attending Board Meetings and committee meetings as far back as 1980. After becoming a Board Member he served in a variety of positions including: President of the Board of Directors, Vice-President of Operations, Vice-President of the Legislative Committee, Vice-President of Legislative and Public Affairs for 8 years, and he has been an active member of the Policy Committee. Through his hard work and dedication he helped The North Carolina One-Call Center grow into one of the most renowned and respected One-Call Centers in the United States.

*Continued on page 2, see **Award***

### Ticket Managing Made Easy

The North Carolina One-Call Center has had a free Ticket Management System (TMS) available to our members for over two months now. It makes routing and handling of tickets very simple. No more printing and hand sorting is necessary. Tickets are emailed and are automatically routed to the proper person. Locator areas can be set up by using the online mapping section. Those who have been using it have found out how nice it is to be able

*Continued on page 2, see **TMS***

#### WebTMS Highlights

- ◆ Auto-assign tickets to locators
- ◆ View map of ticket locations
- ◆ Receive tickets by email
- ◆ Automatic communication with Positive Response System



*Board President, Matt Jordan, presents the award to Mr. Killough (right).*

## Award *continued from page 1*

Future recipients of the award, who can be anyone serving in the One-Call realm, may be nominated by a Board Member or a member of The North Carolina One-Call Center. The nominee should exemplify Ray Killough's excellent work ethic and commitment to underground utility damage prevention. It should also be noted that this award is not one given annually since it is not just a mere trophy, but instead is a highly esteemed honor to be bestowed upon a truly deserving individual when he or she becomes worthy of recognition.




Mr. Killough (right) is congratulated by the Executive Director, George Glenn.



It is our mission to accurately mark utility lines to prevent damages and ensure safety through Integrity, Honesty and Quality. DPS, LLC prides itself on these virtues and they are upheld to the utmost importance. We specialize in locating underground utilities. We want everyone to respect the marks and dig safely, so we go the extra mile to make sure the job is done right. By building a great working relationship with the utility companies and the excavators, DPS, LLC is striving to be the leader in damage prevention.

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 It isn't difficult to make a mountain out of a molehill . . . just add a little dirt.

## TMS *continued from page 1*

to finally keep track of all those tickets they receive.

Currently, we have 24 members using the TMS, but we would like to see many more. Overall, those using the program are pleased with it and its functionality. There is virtually no learning curve because it is so user-friendly. Sorting tickets by locator, reassigning locators, assigning tickets individually or in groups, and giving locators the ability to sort and view their own tickets are just a few of the things you can do with our WebTMS.

Since it communicates with our Positive Response System automatically, it also helps excavators in their goal of getting their digging done in a timely manner without damages or injury.

Contact Lesley Brady at 336-854-8597 for more information on this helpful program. You may also review the WebTMS Manual at [www.ncocc.org](http://www.ncocc.org). The manual gives an in-depth look at the program.

### Here is what some WebTMS users had to say:

"The locators are very pleased with the WebTMS application..." *Beverly Bieker - City of Gastonia*

"I have nothing but positive comments on the WebTMS..." *Larry Thorne - Time Warner Cable*

"Just to let you know that the program is doing great. I have every one up and running on it. The program is doing an excellent job of sorting the tickets between the four locators." *Mark Letterman - City of Asheville*



Just think, this will be somebody's good ol' days.

## Class Action

At the second quarter Board Meeting in Jefferson, NC; the Board of Directors voted to change the by-laws regarding the division of Class I and Class II members. Previously, it was set up to where the top 10% of members with the highest transmissions would be Class I, but a vote was cast to change that to the top 15%. Being based on transmissions from July 1<sup>st</sup> to June 30<sup>th</sup>; members' classes would change July 1<sup>st</sup>.

## Se Habla Español

The North Carolina One-Call Center now has a Spanish speaking Customer Service Representative (CSR). With the high number of Hispanic and Latino people in our state, there are several calls per week from Spanish speaking individuals. These callers often speak little English or would prefer to give their locate requests in Spanish because it is easier for them to communicate that way.

Another employee is learning Spanish and a three-way call translation service has been implemented for those times when the CSR who speaks Spanish may not be available. We are pleased to be able to offer this service.

## An Attitude of Gratitude

This issue of *Groundbreaking News* marks once year since I, Marshall Dean, was given the task of recreating our quarterly North Carolina One-Call newsletter. I enjoy the challenge of trying to make it informative and relevant without being dull. I also take my responsibility very seriously since it reflects on our company.

The feedback I have received from the past four issues has been very positive and I appreciate everyone's kind words. However, I cannot take all of the credit for the quality of this publication. The Director of Operations, Carolyn Carter, is an immense help to me each quarter as I put this thing together. Her years of experience and knowledge of all things One-Call have given me much inspiration and guidance in the content and wording of the many articles I have written. I look to her to make sure the information is accurate and presented correctly; and I always receive excellent advice. Thanks Carolyn!



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Is it true that cannibals don't eat clowns because they taste funny?





## All Over The Map

By Marshall Dean  
a.k.a. The Mad Mapper

Well, we are still in the mountains of North Carolina and there are so many strange street names that we may be here for several issues. One county, Haywood, has so many that it will take at least two issues to list them all. So, let's get started on Haywood...

- Angel Puppy Ln
- Bust O Dawn Dr
- Cabin Fever Trl
- Dirty Britches Dr
- Fat Back Ridge
- Mule Stomp Rd
- Seldom Seen Ln
- The Trail
- Ugly Creek Trl
- Wayah Zooshugah Rd
- Wet Weather Dr

Pretty "interesting" names, huh? We're not finished yet; next issue we will continue our trek through the crooked streets of Haywood County.

The solution to last issue's Cartoon Query is:

"Beauty is in the eye of the beholder"

Just in case you need an explanation: The horse, Black Beauty, is in the eye of a man holding a bee.



Inflation is when you pay \$15 for the \$10 haircut you used to get for \$5 when you had hair.

## Hink Pinks

What is a Hink Pink? It is a pair of one syllable words that rhyme. For example: A Huge Hog is a "Big Pig". Have fun!

Obese Feline \_\_\_\_\_

Dull Shellfish \_\_\_\_\_

Something you see that glows \_\_\_\_\_

Modern song about geography \_\_\_\_\_

Long ditch in France \_\_\_\_\_

A tidy road \_\_\_\_\_

A plastic pond \_\_\_\_\_

A hard to find trap \_\_\_\_\_

A meat burglar \_\_\_\_\_

A frog on the highway \_\_\_\_\_

Steals from the library \_\_\_\_\_

A very nice information placard \_\_\_\_\_

A crimson mattress \_\_\_\_\_

Waterless dessert \_\_\_\_\_

Small dog drinking container \_\_\_\_\_

Arrogant rainmaker \_\_\_\_\_

High barrier \_\_\_\_\_

Wharf timekeeper \_\_\_\_\_

Beep heard when calling \_\_\_\_\_

Flying mammal headwear \_\_\_\_\_

Wet highway access road \_\_\_\_\_



## Upcoming Holidays

The North Carolina One-Call Center, Inc.  
will observe  
**Labor Day** on Monday, September 4th

*Only emergency tickets  
are taken during holidays.*

## Let Yourself Be Heard

Advertising in *Groundbreaking News* is a great way to let others in the One-Call industry know about your service. Our newsletter is published quarterly and in addition to being mailed, it also gets emailed and posted on our website.

If you have questions about ad size, cost or anything else, please contact Marshall Dean at 336-855-5760.

## Along for the Ride

The Customer Service Representatives (CSR's) at North Carolina One-Call have had the opportunity to go out with a contract locating company to see how underground utility locating is done. It builds mutual respect and understanding between locator and CSR to gain knowledge of the other's responsibilities. Carolyn Carter, Director of Operations, is very appreciative to Consolidated Utility Services for providing their trainer, Dave Cope, as well as their van and valuable time.

Taking a locate request on the telephone and only seeing streets on a computer screen while trying to visualize how a property looks can be difficult at times.



*Locator, Dave Cope, explains locating to One-Call CSR's.*



*CSR, Britney Norman, practices locating a telephone line.*

So, being able to actually see the property and learn the processes involved in getting underground lines located can be an eye-opening experience. One-Call CSR's were excited to see tickets they had taken get marked and surprised at how complicated it could really be. Likewise, the locators can learn some of the obstacles that the CSR's face in trying to get complete and accurate information from callers.

Groups of four or five CSR's went with a locator for a few hours on several occasions. They were taken to different types of locate sites so that the various aspects of locating could be shown; there were downtown streets, major road construction and homeowner properties just to name a few. Many questions were asked and answered by everyone involved. It was a great learning experience.



A hobby is hard work you wouldn't do for a living.

## Welcoming Our Newest Members

Buck's Communications, Inc.

Town of Clyde

Town of Liberty

Tri-County Telephone Membership Corporation

Wilkes Regional Medical Center

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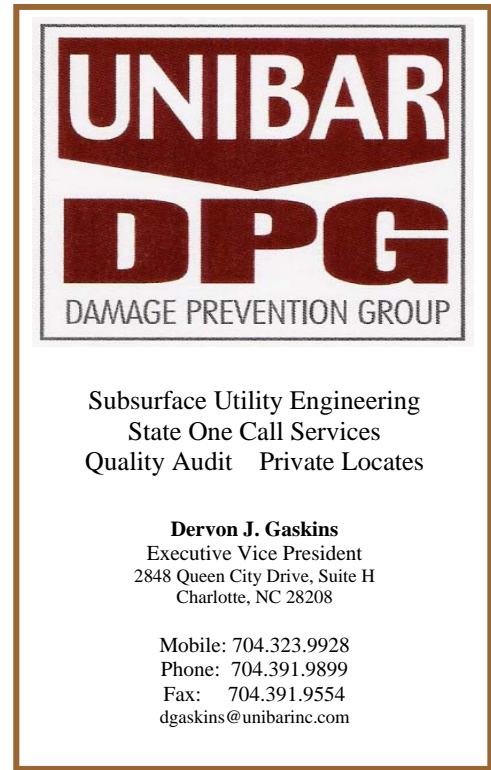
### ***Name Changes***

Duke Power is now Duke Energy

Sprint is now Embarq

Alltel Telephone is now Windstream Communications, Inc.

*For a complete list of all members by county,  
visit our website at: [www.ncocc.org](http://www.ncocc.org).*



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[www.ncocc.org](http://www.ncocc.org)

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