

MARCH 2008

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ONE 2 ONE

WITH DIRECTOR NANCY RICHARDSON

Opinionated is a funny word. If carbonated means “composed of carbon,” why doesn’t opinionated just mean having opinions? Instead, MSN Encarta says it means, “unwilling to change strongly held opinions; always ready to express opinions and tending to hold to them stubbornly, unreasonably dismissing other people’s views.” And Webster’s Ninth says it means “unduly adhering to one’s own opinion or to preconceived notions.” To top it all off, the Thesaurus says synonyms of opinionated are bigoted, narrow-minded, partisan, prejudiced, biased and rigid.

I’m guessing you’re like me – given those definitions, I sure don’t want to be opinionated. At the same time, I want to be informed and engaged in what is going on around me and form views on issues based on my personal experience, what I observe and things I learn from others. And I appreciate the chance to sometimes share my opinions with others to impact their thinking or simply to explain my stance. I realize that the difference between having opinions and being opinionated is being open-minded instead of closed- or narrow-minded and being flexible rather than rigid.

All this talk about opinions is leading to something...I’m interested in yours. Every few years the DOT does an “organizational survey” to solicit employees’ opinions about various aspects of working at the DOT. Such a survey is due to be mailed to all employees March 14.



The survey asks about your satisfaction with the work you do and the people with whom you work; how we do at communicating effectively with each other; how you feel about the DOT’s work environment; your views on customer service; your feelings

about training and career opportunities at DOT; and harassment. The survey also asks for some very basic personal information – like age, gender and time on the job – so that survey answers can be analyzed to see if there are opinion trends among certain groups of employees.

I hope you will take a few minutes of your work time to complete the survey. I and the five division directors want the DOT to be a place where employees feel their efforts are valued, their work is satisfying and their environment is welcoming. By sharing your opinions with us on the survey, you will help us gauge how we are doing and identify areas of success and areas in need of improvement.

We want to know your opinions and we promise to consider them with an open-minded, flexible attitude. As I visit work locations around the state, like Tipton and Davenport in February, I try to share my views and opinions and solicit yours. But, I cannot talk to every employee about every aspect of work, so your responses on this survey will provide that broad input.

Thank you in advance for taking the time to complete the survey and for sharing your opinions in an open, helpful way. It shows you care about the DOT and want to help us build on our strengths and address our weaknesses. I will be completing my survey and hope you will, too!

In closing, I thought I would share an old favorite quote of mine that has some relevance. The 1913 quote is from Rebecca West, an early women’s rights activist. She said, “I myself have never been able to find out precisely what feminism is. I only know that people call me a feminist whenever I express sentiments that differentiate

me from a doormat.” The term “feminist” could be replaced with any number of other terms. The point was, in those days, expressing one’s opinion sometimes got one branded as a rebel. Fortunately we have come a long way and all opinions are welcome on the DOT survey! No doormats wanted!!

Shifting gears, I feel compelled to comment on the winter. It has gotten me down, and just about everyone I talk with says the same thing. What a year! This winter’s peculiar mix of winter weather has been extraordinarily difficult and challenging for DOT’s road maintenance crews. The rest of us at DOT “feel your pain” and are very proud of the work you have done under extremely difficult circumstances. With daylight savings time starting this weekend, spring cannot be far away. . . . please!!

And finally, to you field and central office staff who answer media inquiries and constituent complaints, my hat’s off to you. I read all of those and marvel at the patience you show as you repeatedly answer the same questions about why is there so much ice on the road surface, what is the status of your salt supply, and why are there so many potholes. I admire your stamina and unflappability!

Nancy

Open house hiring

In an organization with more than 3,000 employees, there are always opportunities for both advancement and the start of a new career. Finding the candidate with the knowledge, skills and abilities for the position can be very time consuming for supervisors. Kate Murphy, director of the Office of Employee Services (OES), and Scott Zalaznik, DOT recruiter, recently partnered with District 2 to pilot a new screening process.

Several maintenance shops in District 2 were seeking to fill highway technician associate positions. Under the process currently used, hundreds of candidates' names appear on a list from the Iowa Department of Administrative Services. A questionnaire is mailed to each of these people. Based on the answers to the questionnaire, candidates are then selected for interview. Vicki Dumdei, District 2 engineer, said of this process, "Some people just don't express themselves well in writing, and this was the tool we were using to judge whether they should move on to an interview. Because of the time spent in mailing and then reviewing all the questionnaires, it could take up to four months for a new employee to be hired. When Kate approached us with a different way to screen applicants, we were more than willing to give it a try."

The new screening method Murphy proposed was an open house where all applicants from the Department of Administrative Services certification list were invited to visit the garage and receive face-to-face interviews after completing a brief written questionnaire at the site. Several District 2 employees were involved in the two-day event, from greeting candidates at the door, to conducting interviews, to providing tours of the facility. Nearly 130 candidates took advantage of this opportunity in Waterloo.

Russ Frisch, highway maintenance supervisor in Waterloo, likes the



(left) Jeff Nielsen, highway technician associate from Waterloo, is pointing out the work assignment chart to a group of applicants as they tour the shop.

format. Although the open house shifts the time commitment from collecting, reading and analyzing the questionnaires to meeting and evaluating candidates face-to-face, the shift from paper to people gives supervisors more insight into candidates' communication skills that are essential to success. "We're evaluating a person, not a piece of paper," he said. "When we can talk directly to the applicants, we get to ask follow-up questions and clarify any questions they may have."

Dumdei said, "I think this is really great for entry-level positions. We use a team of interviewers from maintenance, construction and materials to give the candidates a broader sense of what we do every day, and then evaluate them based on their responses to questions and how we think they might contribute to our team. The open house is fast-paced and we're rating people on what really matters most to the job."

Following the initial discussions with all candidates at the open house, 47 were tapped for second interviews and six were chosen as finalists. Within

a few weeks from the initial open house, the three open positions were filled.

Dumdei said, "We're still refining the process and are talking to applicants and supervisors to implement positive changes. We've had two more open houses since Waterloo, and have narrowed the interview process down to two meetings instead of three. We're finding that hiring using the open house process can take less than a month from when the posting comes down to making an offer. When you compare that to the three or four months it has been taking to make a hire, that's a pretty significant change. Our goal is to find qualified people with the skills we need to get the job done, and we feel this can be best accomplished by hosting an open house." Dumdei also feels that candidates --- whether they are a good fit or not --- should always leave with a positive impression of our organization and its people.

For more information about the open house process, contact Dumdei at 641-423-7584 or Scott Zalaznik from OES at 515-239-1277.



(back right) Scott Zalaznik, from the Office of Employee Services, administers a questionnaire to prospective employees.

Growing older gracefully



(Left) JoAnne Wade, driver's license examiner from Cedar Rapids, tries on glasses to simulate vision problems often encountered by older drivers. (Below) Ken Barker, driver's license examiner from Carroll, tries his hand at threading a needle during sensitivity training.

one-day training session was held on a Monday when the station is not open. Hennessey said, "I was surprised at the acceptance of the training. Most everyone said that they will be more patient after the training."

"The training certainly made everyone aware of how these challenges affect our older customers and co-workers. In fact, many participants asked for expanded training in the future," said Deb Carney, driver's license supervisor 2 in Davenport. "Several people shared experiences and advice on communicating and assisting customers who are coping with decreasing vision, hearing or motor skills."

Karmella Heuer, driver's license supervisor 2 in Waterloo, said, "I felt the program was very effective. It was a great learning tool, yet everyone had fun doing it. They learned how different visual diseases affect what the individual actually sees or can't see. I feel it will help make our staff a lot more compassionate towards our customers."

We all experience some physical "hints" that growing older means change. When it comes to driving, changes in eyesight and motor skills can be major issues for older adults. For Driver Services' staff, there is a delicate balance between their core mission of licensing safe drivers and the customer's desire for the independence associated with the driver's license. Keeping that balance requires a great deal of time, effort, compassion, and communication with the older adult, and sometimes that person's caregivers.

Kim Snook, director of Driver Services, has been active in a national effort to educate driver licensing staff on what older adults experience in everything from glaucoma to hearing loss. All Driver Services' employees from the front-line DL clerk to the administrative hearing officers participated in hands-on training designed to help them "walk in the other person's shoes." The training took place at several locations

around the state in September. Snook believes so strongly in the training that she has implemented it for all new Driver Services' employees as well. She said, "From working with older Iowans on the phone to personal contact in the DL stations, we need to have this knowledge and understanding to benefit our customer service to older drivers and their families."

Lisa Hennessey, driver's license supervisor 2 from Cedar Rapids, said, "The training was a fun, interactive experience that required employees to look through glasses that depicted disorders of glaucoma, cataracts, stroke, macular degeneration, and yellowing of the eyes. We also used gloves and tried doing routine things like getting wallets out of pockets, getting money out of wallets, etc, to simulate changes in motor skills due to arthritis and other issues.

Training for 17 of the 18 DL stations took place on a morning before the station opened. Due to the size of the staff at the Ankeny DL station, a



Eyes in the back of your truck

It's snowing and you've just loaded your truck with salt. You take off on your snow route and activate your sander – but is the salt really leaving the box and hitting the road?

Until this winter, highway technicians didn't have a great way to tell if material from their trucks was actually getting onto the roadway. Jim Dowd, in the Office of Maintenance, said, "In our older trucks you can hear the hydraulic valves and have a pretty good idea if the sander is running, but with the newer trucks, you can't hear anything, so it's difficult to monitor if the sander is actually running and salt is being spread on the road."

Because white salt on white snow isn't easy to see, a few shops had experimented with dyeing the salt a different color, but even then operators had a tough time seeing if the material was being applied and at what rate. Sensors in the truck boxes were also tried, but were expensive and proved difficult to keep in working order due to the harsh conditions.

Brian Iles, highway technician in the Mount Pleasant garage and a member of the Winter Equipment Committee, thought of a new idea to monitor the sander operation and salt quantity in the box of the truck. "I wondered if using a camera system like the one in the back of a motor home might work to monitor the sander and spinner," said Iles. With a little research, the Winter Equipment Committee found a security camera manufacturer with an all-weather system suited for Iles' idea.

Now in his second year of using the camera system, Iles still loves the innovation. "I use the sander camera all the time," he said. "It virtually eliminates the need to drive around with the box up charging up the sander. I can see when I need to raise the box, so I only raise it up just long enough to get the salt into the sander.



It also saves material because I can see when the sander is charged so I don't raise the box too much and have material spill out the back. I don't use the spinner camera as much, but it's still useful to see if the equipment is working like it is supposed to."

This year four trucks in each district (plus Iles' original truck) are equipped with the new safety equipment. Iles says the cameras have day and night settings (infrared LEDs) that allow operators to have "night vision" into their truck boxes. "The sander light is used by the operator at night so

he/she can determine if material is being spread on the road. But even when the sander light is out, the camera can still see what is going on," he explained. "I had the sander light go out one night and I was able to keep going because the camera was still picking up the image and allowing me to see I was spreading material on the road."

"A picture is worth a thousand words," said Dowd. "For operators to be able to see the amount of salt in the

Eyes, continued on page 16

When is a document considered a record?

How important is that piece of paper on your desk? Does the E-mail you just sent have any significance to our agency? It's possible you hold important pieces of the Iowa DOT puzzle on your computer or in a file cabinet and do not even know it. "I'm sure there are employees who have DOT records and don't realize their significance," said Kelly Popp, records manager in the Office of Document Services. "But I hope we have reached the majority of offices to identify and inventory the records that are produced here every day."

Popp leads a group charged with revamping the decades-old Records Management Manual (RMM) and updating the DOT policy on records retention. This group held 57 interviews with employees around the state during the past year. The interviews ranged from an hour to nearly a whole day, depending on the number of records generated by the office. "The purpose of the interviews was to get a feel for what is happening with the records from the originator's point of view," said Popp. "We talked about how changes to business processes should be reflected in the new RMM and discovered what might be missing from the current manual."

When the original RMM was compiled, electronic records had not yet emerged as a resource to track. "In the old Records Management Manual there were 483 record series. In the revision, we have identified 780 series organized by DOT division structure," said Popp. "The increase in the number of record series comes mainly from electronic records and changes in business practices."

Popp explained that a record series is a set of related documents under the care of the same document custodian, having the same retention period and a similar purpose. An example of a record series would be highway contracts, which includes such documents as low-bidder proposals, awarded contracts and contractors' bonds.

The revamped RMM has also evolved to a more modern electronic version versus the old printed copy. The electronic RMM (eRMM), expected to be unveiled on DOTNET this summer, will have many advantages over the printed version. The eRMM will be searchable and allow for four levels of users who have differing responsibilities when dealing with records.

The four levels of users are the custodian, records liaison, staff in records management services, and general user. Office directors are typically set as the record series' custodian. This person has the responsibility to determine the status of the record and determine what access is needed. The custodian can assign these tasks to a designee, called a records liaison, who can have full access to updating the eRMM, if the custodian chooses. The third access type

What is a record?

"Information, regardless of physical form or storage medium, that is made, produced, executed or received in connection with the transaction of official business of the Iowa Department of Transportation. Records serve as evidence of the agency's organization, functions, policies, decisions, procedures, transactions or other activities."

From PPM 030.08

for the eRMM will be those employees in Document Services who assist users in initiating and updating records. All other users will be in the group who can view any record series, but not make any changes to the records themselves. Training for the new eRMM will begin once the system is up and running this summer.

The eRMM, like its paper predecessor, will outline a retention and disposal schedule for each record series. "The retention and disposal of documents is important for employees to understand," said Popp. "They need to know how long to keep a record and that keeping records longer than necessary can, in some cases, be a liability to the agency. This is one of the many issues we'll go over in the training process."

One change that came from the statewide records interviews was the introduction of locked shred bins in many DOT locations. These bins are receptacles for all documents scheduled for disposition that contain confidential or personally identifiable information. In the highway contracts example, the record series does not contain confidential information, such as Social Security numbers or company tax or financial information, but it does contain personally identifiable information, such as the bid proposal of the low bidder and details of contract documents. "Disposal of records at the end of their retention period is vital to a good records management system," said Popp. "We found many employees holding on to records, especially courtesy copies, longer than they should because they didn't feel they had a safe way to dispose of them."

Popp says the DOT contracts with a vendor to come in on a schedule and shred all documents in these bins. "The DOT used to purchase high-end shredders for offices, but we've found the contract with the vendor is more cost-effective. The vendor is also bonded to provide secure disposition services, so the responsibility for the shredding of the document is assumed by that vendor."

So whether you're the custodian of original records or holding on to courtesy copies because you aren't sure how or when to dispose of them properly, the new eRMM and records management training this summer may be just the ticket to rescue you from that mountain of paper and E-mail.

It takes a village



The Iowa Code states that the Iowa General Assembly is to convene the second Monday of each year for a new session. While that may be the beginning of the in-session work, the wheels have been turning for months behind the scenes in many DOT offices in preparation for the legislature's arrival in Des Moines. DOT Director Nancy Richardson said, "Passing legislation is a process, sometimes a slow one, and I appreciate the efforts of everyone to make the process work, both before and during session."

Elizabeth Baird, the Iowa DOT's legislative liaison in Policy and Legislative Services, is the agency's go-to person for legislators, both during session and in the off-season. She and Director Richardson work closely with many DOT offices through one-on-one meetings, presentations, E-mails, and telephone calls to craft each year's legislative proposals. Baird said, "The input we receive from offices and divisions throughout the agency provides the backbone of the proposals brought forward to the legislators. When legislators have questions about transportation-related issues, I am confident that I can go back to an office or division at the DOT and find answers."

Every year in late January the DOT holds a reception to present the key ideas the agency would like legislators to study in the current session. This meet-and-greet provides an opportunity for the DOT to share focused time with legislators and showcase the agency's proposals. Richardson said, "The Iowa DOT brings forward proposals that impact the lives of people in our state. The effort employees put in behind the scenes to research issues and develop solutions should be recognized. Work done by these employees increases public safety, streamlines our processes to improve customer service and provides other benefits to the public we serve."

The Iowa departments of Transportation and Public Safety

are asking the Legislature to consider two policy measures to help reduce crashes, injuries and deaths involving teen drivers and their passengers.

- Prohibit young drivers who hold a minor's school license (school permit) or an intermediate license (first six months only) from transporting passengers, unless accompanied by the licensee's parent or guardian.
- Require passengers under age 18 to use safety restraints in all seating positions.

A few facts about teen drivers:

- When parents are in the vehicle, teen drivers rarely crash. Take mom and dad out of the car and the crash rate increases 700 percent and seat belt use drops to less than 40 percent on average.
- Young drivers are more likely to be involved in a motor vehicle crash than any other age group. This is the case whether crashes are measured per population, per licensed driver or per mile traveled. This greater crash involvement also results in additional injury risks because the youngest drivers tend to carry the largest number of passengers, typically other teens. And this group — drivers and passengers alike — is least likely to wear safety belts, thereby foregoing the best protection against injury in the event of a crash.
- School licenses for teens ages 14 and 15 were approved by the legislature in 1931, when the entire state had just 650,000 registered vehicles and farm children needed a way to get to school. Today, some 7,543 youths ages 14 and 15 are licensed in Iowa, and there are at least 3.4 million registered vehicles on Iowa's roads.
- In Iowa, teens and young adults (ages 14-24) represent 17 percent of licensed drivers, but suffer 40 percent of all fatal and serious traffic injuries.
- Teen drivers (ages 14-17) were involved in 39,561 crashes in Iowa between 2002-2006.
- In 2002-2006, 188 people died as a result of an Iowa traffic crash involving a teen driver. This included 119 teens (ages 14-17) who were occupants in the teen-driven vehicles.

For more information on teen driver issues, log on to www.iowadot.gov/prevent_teen_traffic_deaths/index.html

Cubicle etiquette

For those DOT employees working in an “open” floor plan, otherwise known as a cubicle, the Dilbert cartoons are so funny because they hit so close to the truth in many instances. This is a compilation of cubicle etiquette suggestions found in several places on the Internet.



1. Eavesdrop inconspicuously.

Although you don't mean to eavesdrop, often you simply can't help it – the walls of cubicles rarely reach more than six feet in height, so sound easily finds its way over the top. When someone adjacent to you asks someone a question for which you know the correct answer, resist the urge to volunteer this information. This action will only confirm that you were eavesdropping, even if it was unintentional.

2. Get an invitation. Do not enter another cubicle unless you are invited. Do not stand outside a cube to conduct a conversation. Converse either in your cube or in that of your colleague.

3. Respect meditation. Think twice before interrupting someone who appears to be deep in thought. They probably are.

4. Be a soft talker. Be aware of how your voice carries. Always use your “library voice” when speaking in a cubicle environment.

5. Do not play with electronics. Avoid using your speakerphone for conversations and voice mail retrieval. Take your cell phone with you if you leave your cube.

6. Keep private matters private.

Do not exchange confidential information in a cubicle. If you would not want it published in the local newspaper, do not discuss it in your cube. Try to find a meeting room, or take your conversation outside.

7. Suffer alone. Close proximity of your cubicle neighbors makes it all the more important to stay home if you are ill.

8. If eating at your work space is not prohibited, keep snacking to a minimum. The smell, noise and mess of snack foods may be offensive to others.

9. Decorate with taste. Whether you furnish your office space with lava lamps and throw pillows or company policy and flow charts, remember that your cube is viewed by others throughout the day.

10. Prevent distractions. If possible, arrange your desk to face away from your cubicle opening. Less eye contact could mean fewer interruptions. Also, avoid eye contact with others walking by if you do not want to be interrupted.

11. Do not sneak up on others. Not everyone has a cute rearview mirror mounted on his or her monitor. Fol-

low the practice of knocking on a cube wall, saying “Excuse me,” or otherwise letting your presence be known before launching a discourse.

12. Respect privacy. When working in a shared space, suggest to the others that you take lunch breaks at different times to allow each of you some quiet time.

13. Plan construction projects for after hours. Rearrange your filing cabinet and reconfigure your shelving after most people have left for the day. Others may be trying to work during your renovation.

14. Get some exercise. Resist the urge to ask your cube neighbor a question “over the wall.” Get up and stick your head around the corner, send an E-mail or call on the phone to ask if your colleagues are available. Besides disturbing them, you will be disturbing everyone else by blurting out your query or comment.

15. Keep your personal business to yourself. Use a remote phone or cell phone (outside the office) for private conversations.

16. Do not offend the olfactory. Scents travel as easily as sounds over cube walls. Use scented personal products in moderation.

Keeping your kids safer while they're surfing

In today's high-tech world, it's more important than ever for parents and kids to have open and positive communication about the dangers that lurk behind your computer monitor. This communication includes setting clear rules for Internet use and utilizing tools to monitor online interactions. But remember that, while parental control software is a good idea, tech savvy kids can often find ways to disable or work around it.

The fact your kid is probably more tech-savvy than you is just one reason communication between parent and child is so important. It's difficult to protect against a threat you don't anticipate or haven't recognized. While online predators are scary, they are also very rare. It's more likely your child or teen will encounter bullying or the introduction to suggestive material while exploring online with friends.

Encourage your child to tell you if something or someone online makes the child feel uncomfortable or threatened. Stay calm and remind your child that he/she is not in trouble for bringing something to your attention. Praise the proactive behavior and encourage continued interaction if a similar thing happens in the future. Teach your kid to trust his/her instincts. Feeling nervous or uncomfortable about an online conversation or other material is a sign your child should talk to an adult about the incident. Teach your child that the difference between right and wrong is the same on the Internet as it is in real life. Show him/her how to respect others online. Children should be reminded that rules for good behavior don't change just because the conversation is on a computer. "

Guidelines for parents

Consider keeping the computer in a family room, rather than the child's bedroom. Get to know their "online friends" just as you get to know all of their other friends. By taking responsibility for their child's online computer use, parents can greatly minimize potential risks of being online. Make it a family rule to:

- be sure you are dealing with someone that both you and your child know and trust before giving out personal information via E-mail. Consider using a pseudonym or unlisting your child's name if your service allows it.



- get to know the services your child uses. If you don't know how to log on, get your child to show you. Find out what types of information they offer and whether there are ways for parents to block out objectionable material.
- never allow a child to arrange a face-to-face meeting with another computer user without parental permission. If a meeting is arranged, make the first one in a public spot, and be sure to accompany your child.
- never respond to messages or bulletin board items that are suggestive, obscene, belligerent, threatening, or make you feel uncomfortable. Encourage your child to tell you if he/she encounters such messages.
- should you become aware of the transmission, use or viewing of child pornography while online, immediately report this to the National Center for Missing and Exploited Children by calling 800-843-5678 or visiting CyberTipLine.com. You should also notify your online service provider.
- remember that people online may not be who they seem. Because you can't see or even hear the person, it would be easy for someone to misrepresent him- or herself.
- remember that everything you read online may not be true. Any offer that is "too good to be true" probably is.
- set reasonable guidelines for computer use by your child. Discuss these guidelines and post them near the computer as a reminder.
- remember that personal computers and online services should not be used as electronic babysitters.

Safe surfing, continued on page 19

The reflection off the sign material makes the banner appear to glow at night.



They are definitely not your run-of-the-mill road signs. Two new gateway signs near the Mississippi River welcoming travelers to Clinton were recently placed, one on the U.S. 30 Gateway bridge approach (Illinois side), and the other on the west end of the Iowa 136 Lyons Bridge approach (Iowa side).

Erection of the signs culminates more than a year and a half of design, engineering and planning work. The collaborative effort, part of the Iowa Department of Cultural Affairs (DCA) "Iowa Great Places" program, brought together officials from DCA, the city of Clinton, Iowa State University (ISU), Stanley Consultants, and the Iowa DOT.

The city of Clinton was awarded a DCA Iowa Great Places grant in 2006, part of which included new welcome signs. The College of Design at ISU was contacted as a resource for the project. When graphic design professor Lisa Fontaine saw the project proposal in May 2006, the idea of working on an actual sign project intrigued her, but she knew the short timeframe outlined in the proposal would mean going it alone, without the assistance of her students. She said, "Typically when these types of projects come in, we try to get students involved. But that always adds to the amount of time needed to complete the project, and the design phase of this project had a very short turnaround."

Fontaine decided to take on the challenge because she wanted to learn more about the sign fabrication process. "At ISU we work a lot with the theoretical aspects of sign design," she explained. "This was a chance for me to create something real."

Because the signs were going to be placed on Iowa's Primary Road System, several offices at the Iowa DOT were involved in the process. Kimball Olson of the Office of Bridges and Structures was a key contact person for Fontaine in navigating the limitations and regulations that apply to highway signing. He said, "Because there are such specific guidelines, we worked closely with Tim Crouch and others in the Office of Traffic and Safety. We also coordinated the installation with District 6 and the Davenport construction

office. During the development of bid documents, the Office of Contracts and specifications section of the Statewide Operations Bureau were involved. There were color choices and reflectivity issues to address. A sign like this had not been done before in Iowa, so we did our best to follow the customary rules, but the top priority was to maintain the integrity of Lisa's proposed design."

In designing the sign, Fontaine chose a paddlewheel theme to convey Clinton's river history. She wanted to use red for the wheel and blue for the image associated with the river. "At first I thought the standard DOT blue was too intense for my design," she said. "And there was some concern about using red, since that color has only been used before on stop signs. We didn't want to give drivers the impression they were supposed to stop right there on the bridge approach."

After many in-depth discussions about the details, a final design concept was approved. Fontaine says she found the design process and discussions she was able to have with sign vendors very enlightening. "I found I had to be flexible on materials. One vendor said we definitely wanted vinyl, while another was convinced paint would be more durable," she said. "In the end we settled on vinyl."

Welcome to Clinton, continued on page 11





Michael Andorf is a highway technician associate in the Waterloo garage. He has published two books of his work, **from a different direction** and **outskirts of town**, and has also had poems published in *Lyrical Iowa*.

A poet in Waterloo

i wish it was snowing

.....dedicated to dan huck (1948-2007)

*i wish it was snowing
time travels so much faster
when there is something to watch*

*but what if
i don't watch the snow today
i bet i would wish
that i could be talking with dan again*

*remembering how we hooked into each other's personality
and were an inspiration to each other's daily routine
how we battled mother nature's winters together
....him plowing the outside lane of highway 20 westbound
and me on the inside lane eastbound*

*yet the moment arrives
when his name sticks on the tip of my tongue
and his face reminds me of a hilarious story
about how he'd be the main instigator to the shop's shenanigans
.....this is the time i remember the man the most*

*but now i open my eyes
and it is snowing
but now i close my eyes
and we are clearing a path for those who will follow*

that is how i make the time go by

michaelandorf

.....dan worked for the department of transportation
at the maintenance garage in waterloo from 1985-2007

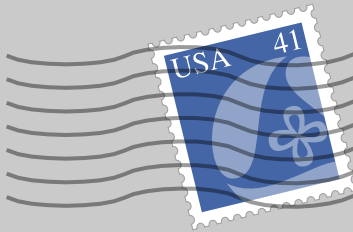
Welcome to Clinton, continued from page 10

During the design phase, Karen Kontos of Stanley Consultants was hard at work figuring out how to construct and hang the signs without compromising the artist's design integrity. Kontos, now an engineer in the Office of Bridges and Structures, worked with the Iowa DOT on the structural design of the sign itself, as well as assisting with the sign materials research. "We wanted to incorporate standard DOT aluminum extrusions into the sign structure, as well as support the sign on a standard DOT truss," said Kontos. "There were many challenges with securing the odd-shaped sign elements to the truss structures without having any support members or fasteners visible. This was a really interesting project."

In January 2008, the signs were finally set into place. Although the process took much longer than originally anticipated, all entities appear to be pleased with the results. Fontaine said of the experience, "I saw a challenge in this project and an opportunity to associate ISU with the Iowa Great Places program. This experience will also help me in my work with teaching students about sign design."

Olson said, "This was a challenge for us because this isn't a commercial sign, but it isn't a regulatory sign, either. Because of the unique nature of the project, we had to work hard to achieve a comfort level with the design and colors in the much-regulated world of highway signage."

Funding for the \$229,084 project came from the Iowa Great Places program, the city of Clinton and Federal Transportation Enhancement Program.



Kudos!

These are letters that have been submitted to the editor. They may have been edited for length and continuity.

To: Iowa DOT Perry garage
From: Kerry Carson

I am writing this to commend the entire Perry crew for an extraordinary job well done on U.S. 169 and Iowa 141. I have driven back and forth from Ogden to Des Moines for the last eight years. I know the nature of U.S. 169 and what a bear it can be to maintain with the openness and wind that barrels through there.

On Tuesday, Jan. 22, I started my trek to Des Moines, leaving early, as I was sure that U.S. 169 would be patchy due to the snow and wind. I was pleasantly surprised to find that the roads were clear as a bell. I drove 50-55 mph and did not have to worry at all. I also enjoyed the same drive all the way to Granger on Iowa 141, there were a few spots in the passing lane, which is to be expected, that were patchy. But the main driving lane allowed me to drive the 50-55 mph, as I had done on U.S. 169. This is not something that I had expected at all, I understand how much territory is to be covered and how much time it takes.

I want you to know that in the past three years, this has been the norm, not the exception for this crew. I never worry about the conditions of the roads, I know that they are taken care of day and night! I feel that this crew has a great leader and knows the aspect of working as a team and taking pride in what they do! I know what a thankless job this has to be and I do not want such a job well done to be unrecognized. This team exemplifies going above and beyond the call of duty.

If all crews took pride in doing a great job such as this crew does, I feel that all roads would be clear and maintained at the ultimate level! I commend them and thank them for making my ride an easier and safer one! Thank you, thank you, thank you.

To: Tom Samson, Information Technology Division
From: Kaiden Billings, Gilbert Middle School

Thank you for letting me job shadow you. I had a lot of fun going around the DOT seeing how they use GIS. The technology is amazing. The LIDAR was very cool. I was amazed how detailed it was. The three-dimensional computer images at photogrammetry were amazing. Thanks for showing me what you do.

To: Iowa DOT
From: Josh Foss and Karl Nicholson,
Gilbert Middle School students

Thank you for taking time out of your busy day to show us the different things that you do and letting us shadow Iowa Department of Transportation engineers and employees for a day in December 2007. It was so much fun to see and to learn what engineers and their coworkers do. We learned so much about what a civil engineer does, and what other people do at the Iowa DOT. Each of you made job shadowing so interesting and we can tell that you are very proud to work for such a great organization. Thanks again to our dads and for each of you helping with our job shadowing at Iowa DOT.

A special thank you goes to the following individuals Todd Hanson and Bob Dawson from Materials; Gary Novey, Kimball Olson, and Thayne Sorenson from Bridges and Structures and Kurt Manus and Paul Flattery from Design.

(Editor's note: Josh is the son of Rynie Foss in the Office of Program Management, and Karl is the son of Kent Nicholson of the Office of Design and Tammy Nicholson of the Office of Rail Transportation.)

To: Iowa DOT
From: Christy Newbury

I wanted to let you know that whoever clears the interstate around the Bevington and Saint Marys exits does a wonderful job! I drive from Saint Marys to West Des Moines every day and when the roads are bad, the best section is the Bevington/Saint Marys area.

(Editor's note: This is just one E-mail of many received that praises the efforts of the employees in the Martensdale shop.)

To: Bruce Brakke, Office of Bridges and Structures
From: Bill Stewart

I want to thank you for coming to our coffee group. Our group is a mixture of retired engineers, veterinarians, school administrators, and business leaders who all think you did a fine job of explaining the Iowa bridge inspection system. The discussion, of course, led into the Minnesota bridge collapse and your insight into causes without prejudging the final report as to causes was well received.

To: Iowa DOT
From: Cheryl Gustafson Banks

This past August I was driving from Grinnell, Iowa, to Mercer County, Ill., and stopped at the Cedar County rest area where the entire building is given over to Iowans who helped in the Underground Railroad project prior to the Civil War. I stayed and looked at everything. I hated to leave and have been wanting to contact you to see if there is a book or a Web site (I have tried to locate one, but am having no luck) that tells about the quilts used in the art project and the 17 people/families whose names are listed on the floor below the North Star project. I have never seen anything like this before. I was impressed! What a terrific use of public funds. I have told so many people about it. When you go to national meetings, I hope that you promote yourself to get some competition going among the states. The intelligence that was shining through this project in Iowa gave me hope that we are not the rotten human beings that is being shown to the world. I felt good about myself and my nation. It could not have been easy for those people to step out and take the risks that they took to help others. Thank you. I was changed when I left that rest area and it has stayed with me ever since.

To: Governor Chet Culver
From: Jim Hindman, Dixie Lee Hobbs Hindman, Corrine Kolb Gibson, Nancy Caldwell Harris, and Hoot Gibson

The purpose of this letter is to commend Garry Carlson and Paul Johnson for uncommon courtesy, kindness and energy in assisting tourists in distress. On Aug. 1, 2007, five former residents of Iowa, who now reside in California, Maryland and Colorado, experienced a tire blowout between Des Moines and Perry. This was a problem for a carload of 70-plus years of age duffers in poor health. We were greatly relieved and delighted when Garry and Paul stopped to take charge. In an efficient, rapid and courteous manner, they got us back on our way. That made our "homecoming" complete and reminded us of the friendly, courteous folks in Iowa. You can be proud of these men as public servants who do the right thing when nobody is looking. Please know our gratitude and commend these men.

(Editor's note: Garry Carlson is the mechanic and Paul Johnson is a highway transportation associate in the Sac City garage.)

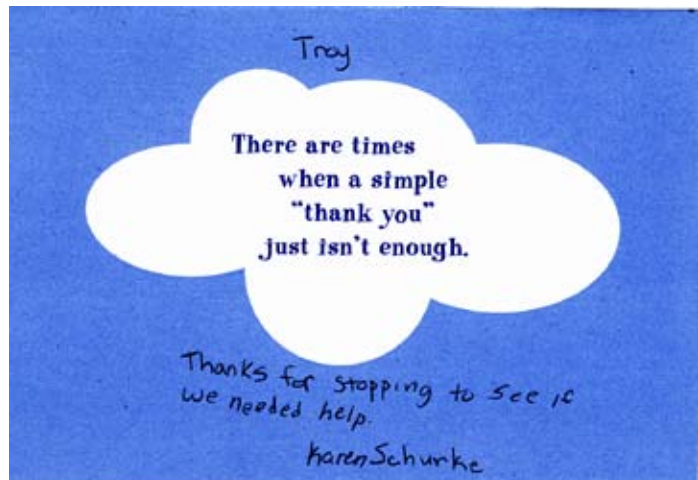
To: Cy Quick, Des Moines field staff
From: Randy Beavers, Des Moines Water Works

I want to express Des Moines Water Works' appreciation for the cooperation you and the Iowa DOT displayed in working with us on the repair of a water main on N.E. 14th Street (U.S. 69) north of Interstate 80/35 in December. The break on the water pipe within the casing did its job in not washing out paving. Being able to repair the main by closing the roadway and installing a new casing and piping made for a better, speedier repair. We certainly had a significant amount of commercial customers with only a one-way supply main until the repair was made. We will make a further system improvement outside the highway right of way to improve that situation.

We appreciate and value the excellent working relationship we have with you and the maintenance division of Iowa DOT.

To: Iowa DOT
From: Harley Schull

I am sure that you get your share of complaints. This is NOT one. I remember Dec. 30. It snowed three or four inches in the morning. I live in Grinnell and had an appointment in Des Moines in the afternoon. To my surprise, I-80 was ready to go by noon. I had no delay at all. You have been doing a fine job during all the storms, but that day was exceptional. Pass it on.



(Editor's note: Troy Clouse, highway technician associate out of the Denison garage, was on U.S. 30 by Westside plowing snow when he stopped to help a stranded motorist. Karen Schurke's vehicle had a flat tire, but she already had help on the way, so she thanked him for stopping and he continued on his route. A few days later Troy received this thank you card and a dozen donuts from Karen. Troy even shared with the guys in the shop.)



IOWA DEPARTMENT OF TRANSPORTATION

TROPHY CASE

The Iowa Concrete Paving Association presented its 44th Annual Concrete Paving "Blue Ribbon" Awards Feb. 6, 2008, in Des Moines. Among the winners were six Iowa DOT projects.

Interstate

I-235 between E. River Drive and E. 16th Street

Manatts Inc.; Cramer/Jensen/United; Iowa DOT, Marshalltown construction and Office of Design



(From left) Becky McDaniel, Howard Spencer and Doug McDonald, Iowa DOT, Marshalltown construction; Brian Manatt, Joel Clayton and Cortney Graber, Manatts Inc.

Divided Highway

Le Mars bypass on U.S. 75/Iowa 60 from 212th Street to 150th Street

Cedar Valley Corp.; Iowa DOT, Sioux City construction and Office of Design; HGM



(Front row) Dwight Jenkins and Rollin Nemitz, Iowa DOT, Sioux City construction; Craig Hughes and Brian Cherven, Cedar Valley Corp.; (Back row) Bob Leon, Cedar Valley Corp.; Darwin Bishop and Baron Hannah, Iowa DOT, Sioux City construction; Keith Cadwell, Iowa DOT, Office of Design; Todd Burch, Cedar Valley Corp.

State Roads

North Dodge Street (Iowa 1) from North Governor Street to I-80 in Iowa City

Metro Paving Inc.; Iowa DOT, District 6 Office; City of Iowa City



(Front row) Steve Staebler, Iowa DOT, Cedar Rapids construction; Crystal Smith, city of Iowa City; Heather Gugler, Iowa DOT, Cedar Rapids construction; Tom Applegate, Metro Paving; (Back row) John Naplin, Kenny Martin, and Tony Eggert, Metro Paving; Kent Ellis, Iowa DOT, District 6 Office

Special Recognition - Parking lot

Pervious concrete - Iowa DOT Motor Vehicle Division - Ankeny

Eco-Tech Contractors; Iowa DOT



Jimmy Viers, Concrete Supply of Iowa; Marty Tittle, Eco-Tech Contractors LLC; John Adam, Iowa DOT, Statewide Operations Bureau

Traffic Management

I-235 from Cottage Grove to east of the Des Moines River

Cedar Valley Corp.; Cramer/Jensen/United; Iowa DOT, District 1, Des Moines construction and Office of Design



(Front row) Larry Stonehocker, Iowa DOT, Des Moines construction; Matt Proctor and Kenny Hoenig, Cedar Valley Corp. (Back row) Greg Mulder and Jared Laermans, Iowa DOT, Des Moines construction; Bob Leon, Cedar Valley Corp.

Special Recognition - CPR

I-80 eastbound from Polk County line to Poweshiek County line

Manatts Inc.; Iowa DOT, District 6 Office and Office of Design



Steve Staebler, Iowa DOT, Cedar Rapids construction; Kevin Sorenson, Manatts Inc.; John Adam, Iowa DOT, Statewide Operations Bureau

The 2008 Iowa DOT Food Drive, "Can"paign Against Hunger, kicks off April 7 and continues through April 11. Food pantries across the state are experiencing a significant increase in the number of people seeking assistance and a decline in the amount of donations. More than 285,000 Iowans are living in poverty, most of whom are children and senior citizens. Your help is needed now more than ever to help combat hunger in Iowa.

The central complex activities will once again be held in the north building lobby, unless otherwise noted. Rolls and cookies will also be available in the north annex. The week-long list of events and daily collection themes include the following.

- Monday Main Dish Monday**
(pasta, canned meats and soups)
Caramel/pecan/iced cinnamon roll sale
(pre-orders of more than six rolls can be done by e-mailing Tracey Bramble April 3 or 4)
9 a.m. until gone (note new start time)
- Tuesday Toiletry Tuesday**
(shampoo, soap and toothpaste/brushes)
DoBiz cookie sale
8 a.m. until gone
- Wednesday Wash Day Wednesday**
(laundry items)
Book/popcorn sale
8 a.m. - 3 p.m.
- Thursday Thirsty Thursday**
(baby formula, juices and powdered drinks)
Walking Taco lunch
11:00 a.m. until gone
- Friday Finale Friday**
(Bring everything you forgot all week!)

The online auction will run from Monday at noon until noon Thursday.

Anyone wishing to donate an auction item can take it to Vicki Stamper anytime before noon Monday, April 4. Auction items can be viewed on DOTNET or in the display cases in the north lobby. Any auction bid not paid by



Wednesday, April 16, will be awarded to the next highest bidder. Successful bidders can claim their items by the display case on Thursday, April 10, beginning at 2:30 p.m. or contact Vicki Stamper to arrange a pick up time. Offices are encouraged to compile "theme baskets" for the auction. Ideas for the baskets include "TV night" with a couple of DVDs, some microwave popcorn and powdered drinks or "sports fan" with memorabilia from a favorite sports team. These items should not be solicited from local businesses. According to food drive guidelines, the Food Drive Committee will designate one person to solicit for auction items from local businesses.

Another idea to get your office involved is an "empty your pockets" jar. This can be used to collect loose change in support of the Food Drive. If your office participates in this activity, please designate someone to be responsible for keeping the jar safe after hours. Judy Whitney or Maggie Suckow will be available to collect donations at any time during the week of April 7-11.

While the central complex activities support food pantries in central Iowa, field offices are encouraged to hold events in support of their local food pantries. Some ideas for office fundraisers (with food, of course!) include a:

- Walking taco lunch.
- Soup day.
- Baked potato bar.
- Ice cream scoop off.

If your field office is interested in holding events and would like guidance on what is permissible by DOT policy, please contact Judy Whitney at 515-233-7917.

Family happenings

District 1

Kay Ridgway



Bill Lusher and his wife, Ellen Fairchild

After 41 years of service, Bill Lusher, District 1 field services coordinator, retired from the DOT Jan. 31, 2008. A retirement coffee was held Jan. 28 in his honor.

Lusher began his career with the Iowa Highway Commission in January 1967 in the Planning Division. In December 1969 he transferred to Road Design, where he worked until August 2001 when he was promoted to District 1 field services coordinator. In January 2006, Lusher took over responsibilities as the I-235 project manager.

At Lusher's retirement coffee, District 1 Engineer Scott Dockstader

presented him with a clock and golf clubs. Now instead of seeing Lusher talking to reporters on TV, he'll be seen cruising around in his Corvette.

District 3

MaryBeth Banta



Owen Kenneth Sievers was born Nov. 10, 2007, to Josh and Laura Sievers. Mommy Laura is a transportation engineer intern in the Sioux City construction office. Owen weighed 6 pounds 13 ounces and was 20 inches long. Welcome to the new Hawkeye fan!

In Memory

Philip M. Hassenstab, 67, of Mason City, died Friday, Feb. 1,



2008, after a sudden illness. Hassenstab was born March 11, 1940, in Seattle, Wash. He moved with his family to Minnesota and graduated from

Tracy (Minn.) High School in 1958. He attended South Dakota School of Mines and Technology in Rapid City, S.D., graduating with a degree in civil engineering. On June 10, 1961, he married LaDonna Jean Foster in Walnut Grove, Minn. He joined the Iowa Department of Transportation in 1962, progressing his engineering career in Denison, Marengo and Council Bluffs, before moving to Mason City in 1974. He retired from the DOT in 2002. Hassenstab was active in the River City Barbershop Chorus for more than 30 years and was honored as "Barbershopper of the Year" in 1987. He served several roles with the chorus, including president, and most recently, chorus librarian. He was also a long-time member of St. James Lutheran Church and a friend of First Congregational Church. He enjoyed participating in the activities of the Saint James Saints and was also a member of the Mason City Noon Kiwanis. He enjoyed music, reading, traveling, cooking, sports, and, first and foremost, his family. He was an amazing husband, father and grandfather.

He is survived by his wife of 46 years, LaDonna, of Mason City; daughter, Colleen Fritz, her husband, Scott, and son, Luke, of Cedar Rapids; and son, Scott Hassenstab, his wife, Mary Ellen Rogers, and their daughters, Cara, Nicole and Erin, of

Eyes, continued from page 5

auger and monitor the sander operation could improve safety, and save time and money for the department. Operators can see when the auger is plugged and not run part of a route thinking they are spreading material when they are not."

Dowd and Iles both say the cameras are easy to install and cost effective at less than \$400 each. "The operators love them," said Dowd. "Sometimes the cameras get material on them, but no one seems to mind cleaning them off. The cameras also double for back-up cameras improving safety when cleaning intersections and crossovers."

The image on the monitor won't win any film festival awards, especially when the lens is clouded with slush and dirt. Dowd said the key is for operators to be able to see the salt falling from the sander and know that it is being discharged on the road. A mobile digital video recorder can be plugged in to record video, if necessary, that allows the system to be used for testing and evaluation of other research efforts.

Hiawatha; daughter, Kelly Hidlebaugh, and her children, Katie and Jake, of Marion; daughter, Lisa Hassenstab, and her partner, Ryan Underwood, of Niles, Ill.; brother, Jerry Hassenstab, and his wife, Nanette Straw, of Edmonds, Wash.; sister-in-law, Lani Hassenstab, of Edmonds, Wash.; sister-in-law, LeOna Haase, and her husband, Don, of Blue Earth, Minn.; sister-in-law, Lori Bents, and her husband, Mark, of Apple Valley, Minn.; eight nieces and nephews; and many great-nieces and nephews.

Larry Dennis Garn, 68, of Ames passed away on Friday, Jan. 18, 2008, at Israel Family Hospice House in Ames. Garn was born May 3, 1939, in Cherokee to Leslie and Ada (Matson) Garn. He graduated from Colo High School, and after a year at Iowa State University, was employed by the Iowa Department of Transportation in information technology for 42 years. He was interested in cars, woodworking, and golfing with friends, and loved being at the family cabin in Minnesota.

Garn married Karlene Kluender in Hartley on Feb. 20, 1971. Together they raised two sons, Gregg and Alex. Larry is survived by his mother, Ada of Ames; his wife, Karlene; son, Gregg, and daughter-in-law, Jennifer, and grandchildren, Kathryn, Dylan and Allyson of Norman, Okla.; and son Alex and fiancée, Jennifer Lee, of Baton Rouge, La.; his sister, Jane Ann, and brother-in-law, Philip Fahlk, of Raymore, Mo., as well as nieces, nephews, and many other relatives and friends. He was preceded in death by his grandparents and his father, Leslie.

Josephine Said, 86, former longtime Boone County native, died Thursday, Jan. 17, at Novato Community Hospital in Novato, Calif. Said was born Dec. 10, 1921, the daughter of Joe and Gladys (Cree) Romedahl. She



graduated from Napier High School and Simpson College, with a major in sociology. She earned a master's degree in library science at the University of Iowa. She married Alphonse Said, of Cairo, Egypt, Aug. 30, 1953, in Luther. After they married, they lived in California, Egypt and Nigeria. Following her husband's death in 1966, she and her family moved back to Boone, where she worked as a librarian for the Iowa Department of Transportation in Ames beginning in 1970. In 1983, she accepted a library position in the "Sound of Music" castle in Salzburg, Austria, and lived there for eight years. After she retired, she moved back to Boone, and then to Appleton, Wisc. In 2004, she and her family all reunited in California. Throughout her life, she was very involved with the Methodist church. She was a member of First United Methodist Church in Boone, where she was active on many committees and served as fundraising co-chair of the church's remodeling project. When she lived in Wisconsin, she worked with the local United Methodist Church to establish a youth-based satellite church. She enjoyed volunteering with the Community Clothes Closet, a nonprofit organization that helped provide clothing to needy families. She also supported causes that helped needy women and families throughout the world. She is survived by two children, Patricia Cockerham and husband, Keith, and Ramsey Said

and wife, Jane Uramoto, all of Novato, Calif. She also is survived by one sister, Mildred Steele, and husband, Otto, of Pella; one sister-in-law, Hayat Said, of Cairo, Egypt; and several nieces and nephews. She was preceded in death by her parents and husband.

Leonard C. Balcom, 82, of Omaha, died Sunday, Jan. 27, 2008. Survivors include two daughters, Lori (Don) Norton of Toledo and Stacy Balcom of Orlando, Fla.; three sons, Eric, of Omaha, Neb., Kirk (Karen), of Jackson, Mich., and Jay of Cedar Rapids; eight grandchildren; and two great-grandchildren. He was preceded in death by his wife and a sister, Mary Russell. Balcom was born Nov. 24, 1925, in Sioux City, the son of Leonard and Marjorie Wells Balcom. He married JoAnn H. Chicoine on March 29, 1952, in Sioux City. She died in 1997.

Balcom was a district construction engineer for the Iowa Department of Transportation for 38 years, retiring in 1990. He was a member of several bridge clubs and the American Legion. Balcom proudly served in the Navy during World War II. During the Korean War he was a fighter pilot in the Marine Air Corps, receiving the Distinguished Flying Cross for his service to his country.

In Memory, continued on page 19

Personnel Updates

Information supplied by the Office of Employee Services for Dec. 14, 2007, to Jan. 10, 2008

New hires

Derrick Aaron, custodial worker, Facilities Support; **Raleigh Altenhofen**, design technician associate, Design; **Jade Batterson**, bridge inspector 1, Bridges and Structures; **David Booten**, highway technician associate, Mount Pleasant garage; **Heidi Clark**, driver's license clerk senior, Iowa City DL station; **Stava Clos**, highway technician associate, Waterloo garage; **Teri Ehrich**, custodial worker, Facilities Support; **Lynn Ellsworth**, driver's license clerk, Waterloo DL station; **Paul Ferguson**, highway technician, Hanlontown garage; **Gary Hipple**, highway technician associate, Tipton garage; **Rick Kleinmeyer**, highway technician associate, Williamsburg garage; **Jeffrey Kuster**, design technician associate, Design; **Jason Mohorne**, highway technician associate, Waterloo garage; **Jeremy Orr**, highway technician, West Union garage; **Scott Roberts**, highway technician associate, Mason City garage; **Jay Schwake**, highway technician associate, Oakdale garage; **Lonnie Stork**, highway technician associate, Williamsburg garage; **Steven Van Arsdale**, highway technician associate, Waterloo garage; **Patricia Wermers**, clerk specialist, Motor Carrier Services; **Douglas Wiseman**, maintenance repairer, Facilities Support; **Justin Yoder**, highway technician associate, Oakdale garage

Promotions

Joe Ashmore, from highway technician associate to highway technician, Le Mars garage; **Sara Buseman**, from human resource associate to management analyst 3, Employee Services; **Jeffrey Franzen**, from motor vehicle officer to motor vehicle investigator, Motor Vehicle Enforcement; **Agata Janus**, from planning aide 2, Transportation Data, to design technician associate, Design; **Michael Loerts**, from highway technician associate to highway technician, Spencer garage; **Scott Mitchell**, from highway technician associate to highway technician, Sloan garage; **Tom Robinson**, from construction technician associate to highway technician, District 5 Office; **Todd Siefken**, from materials technician 4 to materials technician 5, Materials

Transfers

Kurtis Grubb, highway technician, from Ottumwa garage to Oskaloosa garage

Retirements

Allan Aasen, engineering technician senior, District 6 Office; **J.O. Berry**, information technology specialist 3, Information Technology Division; **Jerry Dillman**, construction technician, Chariton construction; **Harry Fortney**, engineering technician senior, Construction; **Gerald Gardner**, highway technician associate, Waterloo garage; **Phyllis Geer**, secretary 2, Research and Technology Bureau; **Ronald Henderson**, right-of-way agent 3, Right of Way; **Leona Kirkpatrick**, information technology support worker 2, Vehicle Services; **Patricia Makovec**, engineering office assistant 1, Maintenance; **Richard Miller**, equipment operator senior, Des Moines-north garage; **William Orozco**, materials technician 4, District 2 materials; **Dale Peterson**, highway technician associate, Urbana garage; **Eugene Purdy**, highway maintenance supervisor, Greenfield garage; **Larry Schilling**, highway technician associate, Waverly garage; **Kenneth Shafer**, information technology administrator 2, Information Technology Division; **Russell Smeltzer**, engineering technician senior, District 5 Office; **Edward Stevens**, equipment operator senior, District 1 paint crew; **Jack Summers**, construction technician, Jefferson construction; **Johnny Thomas**, mechanic, Ottumwa garage; **Larry Thompson**, highway technician associate, Avoca garage; **Shirley Vaage**, secretary 1, Britt construction; **Randall Waterman**, construction technician senior, Manchester construction; **Carroll Weeks**, highway technician associate, Carlisle garage; **James Wright**, mechanic, Newton garage

Service Awards

Information supplied by the Office of Employee Services for March 2008

40 Years

Roger Geesaman, District 6 Office; **Russell Rysavy**, Bridges and Structures

35 Years

Ronald Beane, Maintenance; **Paul Johnson**, Sac City garage; **Mary Pane**, Driver Services; **Robert Solberg**, Williams garage

30 Years

Lyle Askelson, Decorah garage; **Michael Brownlee**, Council Bluffs-north garage; **John Buttolph**, Design; **Keith Cadwell**, Design; **David Carter**, Information Technology Division; **Terry Elmore**, Driver Services; **Jay Larson**, Systems Planning; **Daniel Mackey**, District 2 Office; **Edward Mahoney**, Des Moines-north garage; **Steven McMenamin**, Maintenance; **Loras Meloy**, Dubuque garage; **Larry Stonehocker**, Des Moines construction; **Thomas Welch**, Traffic and Safety

25 Years

George Purdue, District 2 materials; **Robert Young**, Sioux City-Hamilton garage

20 Years

Jo Ellen Carter, District 6 field staff; **Michael Casper**, Elkader garage; **Brenda Differding**, Cedar Rapids DL station; **Jay Schrock**, Oakdale garage; **Alice Welch**, Design; **Eileen West**, District 2 materials

15 Years

Scott Gustafson, Facilities Support

10 Years

Jeffrey Brinkman, District 1 materials; **Jon Kleven**, Materials; **Janice Schoen**, Information Technology Division

5 Years

David Anderson, Iowa City DL station; **John Bennett**, Design; **Lon Lyphout**, Newhall garage; **Shane Powers**, Newhall garage; **Jared Raymer**, Sioux City construction; **Steve Sievert**, Bridges and Structures; **Mark Van Dyke**, Mount Pleasant construction

In Memory, continued from page 17

Dixie Lee Hackwell, 72, of Exira, died Oct. 12, 2007. Hackwell, the daughter of Fred E. and Helen Franz Frisbie, was born on Sept. 8, 1935, at the Sacred Heart Hospital in Spokane, Wash. She was baptized and confirmed at the Lutheran Church in Endicott, Wash. She attended public school in Spokane, Wash., graduating from the West Valley High School with the Class of 1953. She attended beauty schools in Spokane, then later was employed by the Spokane Chronicle Newspaper. On Feb. 14, 1954, she was united in marriage to Edward J. Hackwell on the Chapel at the Fairchild Air Base in Spokane. Six children were born to this union. They lived in Spokane for a short time, then moved to Anita, when Ed was sent overseas. When Ed returned, they lived in several communities in Iowa. Hackwell worked various jobs. She was then employed by the Iowa Department of Transportation from 1964 to 1991 where she started in a secretarial position, and was later promoted to a supervisor. Survivors include her husband, Ed J. Hackwell, of Exira; five of her six children; and numerous family members.

Safe surfing, continued from page 9

Kids online promise

This is a sample agreement you might use with your child to set clear expectations of Internet use.

1. I will not give out personal information such as my address, telephone number, parents' work address/telephone number, or the name and location of my school without my parents' permission.
2. I will tell my parents right away if I come across any information that makes me feel uncomfortable.
3. I will never agree to get together with someone I "meet" online without first checking with my parents.
4. I will never send a person my picture or anything else without first checking with my parents.
5. I will not respond to any messages that are mean or in any way make me feel uncomfortable. It is not my fault if I get a message like that. If I do, I will tell my parents right away so they can contact the Internet service provider.
6. I will talk with my parents so that we can set up rules for going online. We will decide the time of day that I can be online, the length of time I can be online and appropriate areas for me to visit. I will not access other areas or break these rules without their permission.
7. I will not give out my Internet password to anyone (even my best friends) other than my parents.
8. I will check with my parents before downloading or installing software or doing anything that could possibly hurt our computer or jeopardize my family's privacy.
9. I will be a good online citizen and not do anything that hurts other people or is against the law.
10. I will help my parents understand how to have fun and learn things online, and teach them things about the Internet, computers and other technology.

Information adapted from Safekids.com and Microsoft.com

INSIDE

INSIDE is developed to help keep all Iowa DOT employees informed about critical issues affecting them, recognize DOT employees for their excellent service and share interesting aspects in the lives of our co-workers. For more information contact Tracey Bramble, Office of Media and Marketing Services, at 515-239-1314 or e-mail tracey.bramble@dot.iowa.gov.

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PLEASE RECYCLE THIS ISSUE

On the cover: Barge traffic will soon be up and running again on Iowa's border rivers. (photo by Roger Larson, Office of Systems Planning)

Service Area	Correspondent	Phone
District 1	Kay Ridgway , Des Moines	515-986-5729
District 2	Lu Mohorne , Mason City	641-423-7584
District 3	Mary Beth Banta , Sioux City	712-276-1451
District 4	Marlene Jensen , Atlantic	712-243-3355
District 5	Brenda Hadley , Fairfield	641-472-6142
District 6	Sandi Byers , Cedar Rapids	319-364-0235
Bridges and Structures	Judy Whitney , Ames	515-233-7917
Construction	Nancy McMenamin , Ames	515-239-1043
Contracts	Peg Muxfeldt , Ames	515-239-1422
Design	Judy Lensing , Ames	515-239-1469
Driver Services	Noralee Warrick , Ankeny	515-237-3253
General Counsel	Chris Crow , Ames	515-239-1509
Information Technology Division	Colette Simpson , Ames	515-233-7728
Local Systems	Kathy LaRue , Ames	515-239-1081
Location and Environment	Jean Jesse , Ames	515-239-1225
Maintenance	Cindy Shipley , Ames	515-239-1971
Materials	Brian Squier , Ames	515-233-7915
Planning, Programming and Modal Division	Mary Kay Reimers , Ames	515-239-1661
Motor Carrier Services	Diann McMillen , Ankeny	515-237-3250
Motor Vehicle Enforcement	Kerry Kirkpatrick , Ankeny	515-237-3260
Operations and Finance Division	Sheri Anderson , Ames	515-239-1340
Research and Technology Bureau	Phyllis Geer , Ames	515-239-1646
Right of Way	Linda Kriegel , Ames	515-239-1135
Traffic and Safety	Linda McBride , Ames	515-239-1557
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DOT central complex building security measures to take effect soon

Nearly every month the news is broadcasting another violent workplace incident where building security comes into question. For the past several years, the Iowa DOT's main complex in Ames has been undergoing a gradual safety transformation with card readers installed at several entry doors and increased presence of security personnel after normal business hours. In late March or early April, the safety protocol of central complex employees will include the use of identification badges to gain entry into all buildings on the complex, even during business hours. Ames complex employees have already experienced security changes as they are now wearing their employee identification/access cards to identify them as DOT employees.

Lee Hammer, director of the Office of Facilities Support, said, "For years we have been a totally open campus. Anyone could come and go at any time, so limiting access is going to be a big change, but a necessary one."

While the policy outlining the security changes at the central complex is not yet published, Hammer says access will be similar to what is now in place at the new Motor Vehicle Division building in Ankeny. During business hours most doors at the five main central complex buildings will be locked. Main entrance doors in the administration building, north annex and District 1 will remain unlocked during business hours for visitor entry. Each visitor will be required to sign in and be issued a visitor badge. An employee will then be called to escort the visitor. Hammer said, "Every employee needs to feel empowered to ask, 'Can I help you?' to any unescorted visitor that may be in the building."

During business hours, every Ames-based employee, or employee who is in Ames regularly, will use his/her identification badge to open any door on the complex that has a card reader. All other employees visiting the Ames complex will come to the reception area of the main administration building and will be granted a temporary access card for DOT employees. This card will give them daytime access to Ames Complex facilities while they are here

An employee who needs to enter the buildings after hours on a regular basis can request permission for unassisted after-hours entry with the approval of the employee's supervisor and Facilities Support staff. Temporary after-hours access may also be granted by the Office of Facilities Support, if necessary. Guidelines that will apply to after-hours access will be included in the new policy.

An employee who has an occasional need to enter the buildings after hours will use the main administration entrance, sign in, and show the security guard the employee identification badge and one other form of identification. That employee will also be required to sign out and exit the building by the main administration building door. Additional information about the security changes will be provided to employees soon.

The north annex and District 1 Office buildings will operate in much the same way, with the main entry unlocked during normal business hours and a receptionist located near that door to assist visitors. "Right now there is no reception area in the north annex, but we'll be adding that soon," said Hammer. Hammer also said buildings 4, 5 and 6 will remain locked at all times, with entry only by identification badge, even during business hours. Entry to the north annex, District 1 Office and buildings 4, 5 and 6 will require the assistance of a security guard after hours for those employees who do not have after-hours access.

Safety initiatives in the manufacturing buildings on the central complex, including the repair shop, sign shop, carpenter shop, and warehouse, and at most DOT field locations around the state, will be addressed at a later time. "Many of these buildings have special considerations, such as overhead bay doors that remain open most of the time in the summer due to the type of work performed and lack of air conditioning," said Hammer. "These buildings will be reviewed and a safety plan implemented at a later time."

Hammer reminds employees that while these safety precautions may take some adjustment, they are being implemented for your safety and the safety of your co-workers.

