

FEBRUARY 2010

INSIDE



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ONE 2 ONE

WITH DIRECTOR NANCY RICHARDSON

There are certain events during our lives that have life-changing impact. There are the obvious, "routine" ones like

finishing school, getting married, having a child, or changing careers. Most people experience at least one of these events and lives go a different way, gradually and generally positively, than they likely otherwise would have.

Then there are the less routine events, some positive and some negative, that many of us face that also alter our lives forever. These are things like a serious illness, untimely loss of a loved one, or a windfall of money through inheritance or luck. Such an event usually has a dramatic, immediate impact and is a tremendous jolt to our ordinary, comfortable lives. But we must face them head-on and redefine the "new normal," as I call it, and go on with our life.

I recently experienced a third type of event that seems to have had an unlikely life-altering impact on me. This type of event is the seemingly small and somewhat insignificant happening that might often go unnoticed in the grand scheme of one's life but, for some reason, takes on a greater meaning than it otherwise might. It could be as simple as running into someone you've not seen for a long time, being exposed to a different environment than one is used to, or, as in my case, experiencing a minor accident. This kind of event doesn't so much force you into change, but opens your mind to other possibilities.

I don't "do" holidays much anymore; my daughter's death, certainly one of the most impactful events any parent can ever endure, has changed my life in many ways, including how I handle holidays....not well, suffice to say. My husband, Charlie, tries to help me through these times and this past Dec. 25 he agreed to go to a movie matinee with me.

Given all of the weather events we've had this year, it's tough to remember when one ended and another started, but, as I recall, Dec. 25 began in the Iowa City area with some moisture that by early afternoon was mostly wet streets and temps in the low 30s. While in the movie, one of those weird things occurred where temperatures plummeted around 15 degrees in a very short period of time. As a result, we came out of the movie to a very slippery parking lot.

Charlie and I commented about how icy underfoot it was now and headed out slowly and carefully for our car near the back of the large lot. I was a good girl, wearing my Ugg snow boots and not some inappropriate, unsafe fashion boots like I sometimes do. Nonetheless, as we cut between a row of cars and entered an empty parking space, I went down.

The fall itself was an interesting experience. I don't know how something can both happen so fast yet almost seem

to occur in slow motion, but it did. It happened too fast for me or Charlie to do anything to stop it, yet I was very aware of each stage of the fall as it took place. First my right hip hit the ground, followed by my right elbow. Then, while I was fully aware it was happening but could not alter it, my head snapped back and hit the ice-covered pavement so fast and hard that it made a loud sound.

I am not the first person to ever fall on the ice; unfortunately it happens all too often during Iowa winters. Most times the result is aches and pains, and occasionally a broken bone. Rarely is it a major injury. But, in the context of my life, this fall on the ice took on a different meaning than it might have for others or even would have for me if it had occurred at a different time in my life.

The first thought I had as I lay there was of my father who died over 12 years ago...as the result of a traumatic head injury caused by a fall. He was one of the rare instances where a fall was fatal and, while I don't often think of that, it immediately came to my mind. The second thought was about actress Natasha Richardson who had died after a fall while skiing when a head injury was not immediately addressed. Here I am, flat on my back, not sure if I am hurt, but thinking about my Dad and Natasha Richardson.

Simply said, I was scared. When I felt the immediate goose egg and realized it was bleeding, my fear increased. On the drive to the emergency room, I

worried out loud to Charlie that he didn't know where I keep the household bills that need paid and I didn't want payments to be late. Funny what you worry about in a moment of crisis or panic.

An hour stay in the emergency room and one staple in my head later, we were heading home. Charlie turned to me and said, "We have got to make plans to start enjoying life more." We talked about our desire to travel to all sorts of places we've never taken the time to visit. We talked about wanting to have more time in the fall of the year to follow our favorite football team. We talked about wanting to be more available when family members need a helping hand.

We haven't made any big changes in our lives just yet, but we have talked about turning our talk into action. This simple fall on the ice, and visit to the emergency room, jolted us into remembering that life is fragile and doesn't last forever so we need to, as they say, "smell the roses."

I imagine many of you have also experienced a similar epiphany as the result of some small event. We get so wrapped up in all of our responsibilities and duties, all of our daily activities, that we sometimes forget to "live." My goal this year is to focus more of my energy on living life rather than letting life just happen. All it took was a crack on the noggin to wake me up! I suggest you not wait for such a rude hint.

Nancy

Kevin Patel

Design employee of the year 2009

It has been quite a year in the Office of Design. With the American Recovery and Reinvestment Act (Recovery Act) of 2009, the workload for this dedicated group soared to new heights. In the midst of the tight timelines, Design employees took time to recognize an office employee who made a significant impact in 2009, naming Kevin Patel, the field exam engineer of the pre-design section, as employee of the year.

Patel was nominated separately by two different employees. One of the nominations states, "Kevin is a great lead worker, he is always positive, respectful and courteous, ready and willing to help. When we lost one person due to retirement, he was always willing to help train the new employee and keep the schedule on track, even with the addition of projects due to the Recovery Act and all the special projects that were expected of him."

The pre-design section is in charge of concept development for new projects and conducting field exams. When the Iowa DOT received \$358 million for state and local roadway, bridge, trail, and freight rail projects through the Recovery Act, Patel's group was called to research projects that could be off the starting blocks very quickly. Patel said, "Our section is the launching point for most projects. When the Recovery Act came along, we had the option to hire consultants to do the work or do it ourselves. We felt it was most cost effective and efficient to do the work in-house."

Part of the section's work includes site visits to prospective projects, so Kevin spent a good part of 2009 on the road. "I enjoy visiting project sites. Every project is unique and has its challenges. I am very fortunate to be able to work with a lot of different offices, including the district offices and offices of Bridges and Structures, Location and Environment, Traffic and Safety, and Right of Way. Getting a project off the ground is a big team effort."

That team mentality was also mentioned on one of Patel's nomination forms. It stated, "Kevin has been willing to take the lead to assure the work of the team is completed. He is a very involved team member."

To that Patel says, "It is very gratifying to work in a section where we get a lot of work accomplished and have fun in the process. I'm humbled to be voted as the Design employee of the year, especially when I am surrounded by such talented people."

Kevin and his wife, Kristi, live in Ames with their two children, Nathan, 7, and Abby, 2.

"Our section is the launching point for most projects. When the Recovery Act came along, we had the option to hire consultants to do the work or do it ourselves. We felt it was most cost effective and efficient to do the work in-house."

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Kevin Patel
Design employee of the year

Extraordinary snowfighter stories



A rotary snowblower was needed to open U.S. 6 west of Iowa 48 in Pottawattamie County

So, November got off to a slow snow start. That slow start was kicked into high gear with two major storms in December and then another the first week of January. Road crews worked tirelessly through three major winter storms in four weeks on 12-hour shifts, sacrificing family time during the holidays, working in white-out conditions, doing their very best to hold roads open as long as possible, and restoring service as quickly as possible after the storms.

In the midst of blizzards, Iowa DOT snowfighters go to extraordinary lengths to protect the safety and well-being of travelers on Iowa highways. In the heat of the snow battle, these extraordinary efforts and the near-miraculous results often go unreported. It is worth recognizing the men and women of Iowa DOT who put themselves in harm's way to perform their jobs so those traveling Iowa highways are safe. Here is a sample of how Iowa DOT employees face danger and save lives.

When the first storm began Dec. 6, Iowa snowfighters faced the white stuff head on. After two straight days of pushing snow, a call came in requesting the Grinnell shop escort an ambulance transporting a woman at the end of a high-risk pregnancy from the Grinnell Medical Center to Mercy Medical Center in Des Moines.

Rustal Martin, garage operations assistant in Grinnell, Malcom and Tama, said, "Remember, we were in the middle of a major snow event, I was in a snowplow on U.S. 30, and felt it was going to be very difficult for one shop to pull this off. I stopped at a convenience store and called Bill Tinkle, the equipment operator senior in Grinnell, to see if we had a truck we could use to start this off from the Grinnell hospital. Tinkle lined up the first leg and from there it was a precise, coordinated effort between four garages to get this ambulance where it needed to go and cover our roads in the process." Those involved in the coordination of the effort were: Newton's Russ Pyle, equipment operator senior, and Gary Pickett, highway maintenance supervisor; Al-

toona's Larry Letze, garage operations assistant; and Des Moines' Ed Mahoney, highway maintenance supervisor.

A detailed plan was developed very quickly and the following operators were enlisted to assist. Darrell Maasdam from Grinnell picked up the ambulance at the Grinnell Regional Medical Center and led it down Iowa 146, then westbound on I-80 to the Lynnville interchange. Russ Pyle from Newton continued with the ambulance on westbound I-80 to the Newton interchange. From there, the ambulance was escorted by Tim Van Brogen from Newton to the Mitchellville interchange. At Mitchellville, it was guided by Sean Passick from Altoona, to the U.S. 69/65 bypass where he passed it off to Mike Kern from the Des Moines garage for the final leg on I-80 and I-235 to Mercy Medical Center.

Martin said, "This was a typical DOT response under impossible conditions, and I would like to thank all who helped pull it off. Also, special thanks to the operations support center in Ames. Lead

*Extraordinary snowfighters,
continued on page 5*



(Above) Local residents Ric and Janet Hanson, along with their 12-year-old daughter Shiann and her friends Mikayla, Emily and Joshua Turek, spray-painted this uplifting message on the snow bank along Iowa 10 between Alton and Orange City.

(Right) Iowa 83 was opened initially as a one-lane, emergency-only route.

Extraordinary snowfighters, continued from page 4

Duty Officer Kim Nobiling handled communications with the hospital staff, so I could concentrate on my contacts. We have had a lot of interaction with the operations support center over the past few storms and they have really been helpful."

Another example of the operations support center's assistance came in December when a radio host at WHO e-mailed Tracey Bramble from the Office of Media and Marketing Services about a call he had just received from a person transporting a donor organ. The man's vehicle had gone off the interstate en route to Des Moines. Bramble called the operations support center and told Nobiling about the situation. Nobiling contacted the Iowa State Patrol and the nearest local garage. The car was found, assisted out of the ditch and the donor organ was back on its way to the intended recipient.

Here is just a sampling of some of the other extraordinary achievements during the storms: the discovery of and assistance to 10 vehicles with motorists stranded along or on Iowa 9 in Emmet County during blizzard conditions; requests to escort ambulances from Postville to Waukon and Carson to Council Bluffs; assistance provided to people in three stranded vehicles on U.S. 6; rescue of state and local law enforcement officers from their stranded vehicles in southwest Iowa; transporting of three people from U.S. 34 after their vehicle ran out of gas while stranded; escorting a fire truck in northwest Iowa, and rescuing a motorist who was walking along I-680.



Do you know a hero?

The Transportation Heroes Center is accepting nominations through Feb. 21, 2010, in the following categories.

- **Heroes by Example** – transportation workers who have accomplished their everyday job in an extraordinary way
- **Heroes of Industry and Technology** – those individuals who have made significant breakthroughs or contributions in transportation-related industries or technologies
- **Heroes of Valor** – transportation workers who have placed their life at risk – either willingly or unknowingly – while on the job, or citizens who have contributed selfless acts within the field of transportation

Nomination forms are available online at

www.transportationheroes.org.

They were who we thought they were

Iowa DOT identity theft detection

Are you who you say you are? In 2009, at least 340 identity thieves walked out of Iowa driver's licensing facilities with driver's licenses (DL) and identification (ID) cards in names other than

their own. "Those are the cases we investigated and where we pursued criminal charges and/or administrative sanctions against the suspects," said Paul Steier, Iowa DOT's Office of Motor Vehicle



Steier

Enforcement's (MVE) expert on identity theft, "But there is more we can do to protect the public." Steier says identity thieves have refined their methods over the years, most claiming ownership of valid birth certificates and social security cards issued to other people. Steier said, "This isn't a case that our driver's license issuance employees don't detect fraudulent documents. The documents are real, they just don't happen to belong to the person presenting them."

The Iowa DOT has taken several steps in the last few years to combat identity theft. Since 1995, digital images of each applicant have been stored in the agency's database, but appearances change over time, so comparing the small images on screen is not an effective way to determine true identity.

In 2007, the Iowa DOT began using biometric identification utilizing image verification software. This technology compares the specific location of features; including eyes, cheek bones, jaw line and lips, to match old photos to new. "The photo itself isn't examined by the computer software," explained

Steier, "Points on the image are mapped and saved as a template. That template is then analyzed overnight and matched against all other templates in the system. Potential image matches are displayed each morning for MVE personnel to determine whether someone is trying to obtain a DL or ID illegally."

Wearing glasses or making faces in photos can present additional challenges. Steier says, "Wearing glasses becomes part of the biometric. When the template is run at night, it will match you to every other person in Iowa who has the same glasses. It just takes investigators time to sort those out. To maximize the effectiveness of the system, it is best to have photos taken without glasses. The same goes for people making faces. It will not necessarily fool the biometric matching software, but it has the potential to waste time as the investigator attempts to identify that person compared to others. People need to understand that not wearing glasses and keeping a neutral facial expression in your photo helps protect your identity."

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Paul Steier, Office of Motor Vehicle Enforcement

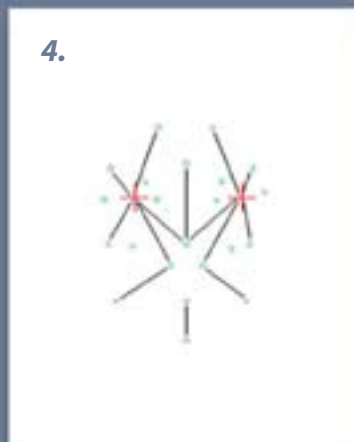
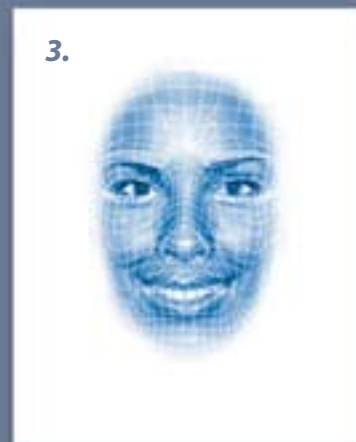
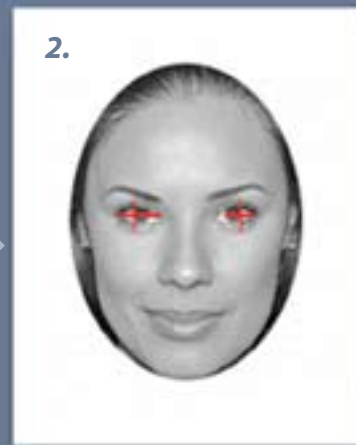
Steier says the image verification software catches approximately 80 potential "hits" each day, out of the 2,000 to 3,000 images taken on a normal business day. All new photos are compared to images stored since 2001. Steier says, "In the past, we only found out about identity theft when it was reported. Now, we can be more proactive and find out the next day. But the problem is that the bad guy or gal still got out the door with a DL or ID he or she shouldn't have."

With the advent of central issuance planned in March, that issue will be resolved, said Steier. "With central issuance, the applicant leaves the driver's license station with a temporary paper DL or ID and the final DL or ID is sent later, once all checks are completed. We'll be able to do checks each day and investigate before the person is issued a DL or ID." (See an upcoming edition of INSIDE for details on central issuance.)

Identity theft, continued on page 7

How biometric identification works

1. Image is captured
2. Eye locations are determined
3. Image is converted to grayscale and cropped
4. Image is converted to a template used by the search engine for facial comparison results
5. Image is searched and matched using a sophisticated algorithm to compare the template to other templates on file
6. Duplicate licenses are investigated for fraud



Identity theft, continued from page 6

Case study

If you are careful with your personal documents, why should you care about identity theft? Steier says to answer that question, you need to think about the broader perspective. The person obtaining a fraudulent DL or ID is most likely involved in other illegal activity.

He points out the case of an Iowa man who held two identities since at least 1995. "Henry Smith is Dennis Harrold," said Steier. "This man had been keeping up two different driver's licenses for nearly 15 years. The image verification software found inconsistency when he renewed one of the driver's licenses in 2008. We investigated and found that Harrold brought in a birth certificate and Social Security card of

his former military buddy, Henry Smith from North Carolina. He had been at this so long, both identities were already in the system when we started tightening the requirements."

When Steier found the inconsistency in the two identities, he did some research and found that Harrold had been collecting disability benefits under Smith's name. He said, "That made his actions a felony, so I began working with the Social Security Administration's Office of Inspector General to prosecute him."

Steier said, "On top of collecting money he didn't deserve, Harrold was not a careful driver. He had his com-

mercial driver's license revoked, and was listed as 'incapable of operating a motor vehicle safely.' All the while, Henry Smith continued to drive a truck and endanger public safety. Harrold is now serving a 30-month prison sentence and will pay nearly \$75,000 in restitution," said Steier. "If we had not been using the biometric identification system, we still would not know this criminal was operating in our state."

IT security issues

With deals galore on desktop computers, laptops and handheld mobile Internet devices, more users are exposing personal information to less than honest hackers and Internet scam artists.

Antone Gonsavles from Information Week wrote an article published Dec. 9, 2009, which stated, "The number of mobile devices accessing the Internet worldwide will surpass 1 billion by 2013, as consumers and businesses take advantage of affordable hardware prices and an abundance of information and services, a market research firm said Wednesday. The explosion in Internet-enabled devices will coincide with an equally dramatic increase in mobile Internet users worldwide. The number of users worldwide will more than double by the end of 2013 from 450 million this year."

While the Iowa DOT's security processes are constantly updated and improved, many at-home Internet users are not as careful or diligent. Deb Covington, the Iowa DOT's information security officer, offers these tips to protect your home computer from cyber invasion.

- 1) Use a reputable virus-scanning software such as McAfee or Norton. Update it regularly and set it to automatically scan your hard drive at least once a week.
- 2) Always enable the firewall that comes with these software packages or install a separate firewall.
- 3) If you have a wireless router, enable the security key.
- 4) For handheld Internet devices, enable the login password protection.

There is basically one motive for thieves to steal your personal information - money. Recently, many Iowa DOT employees received the E-mail shown above from a non-DOT colleague who had his contact list hacked.

There are some clues to the authenticity of an E-mail.

- 1) Read the E-mail carefully. Many times these are sent from overseas and have errors in grammar or spelling. If the E-mail appears to come from someone you know, it may be easier to detect unfamiliar vocabulary or word patterns in the E-mail.

- 2) If the E-mail appears to come from someone you know, look for clues in the sender's address such as "Sent on behalf of" someone.
- 3) Never give personal information or send money without verifying the recipient's identity.
- 4) Never click on a link when it comes in a questionable E-mail.

[REDACTED] (DOT)

From:
Sent:
To:
Cc:
Subject:

Wednesday, December 23, 2009 4:12 PM

I didn't inform you about my traveling to UK for a Seminar, am presently in London. I am stranded here because i misplaced my wallet and other valuable things, personal items such as cash, credit cards and identification documents on my way to the hotel i lodged.

I will like you to assist me urgently with the sum of \$2,500 Us Dollars to sort-out my hotel bills and get myself back home. I will appreciate whatever you can afford; I'll pay you back as soon as I return.

I had no option than to send you an e-mail since I have exceeded my spending limit in the hotel and I have no money to call you. It will cost me 80 pounds to make/receive phone calls and I don't have such money right now. I can only contact you through my e-mail for now.

It's impossible for me to access my bank account from here, which is why I need your help. The safest and fastest way for you to help me out is by sending the money through the Western Union .

So I will really appreciate whatever you can afford and I promise to pay you back as soon as I return, kindly let me know if you can be of help? So that I can send you the Details which you will use when sending the money to me through Western Union,

Thanks.

Battery recycling

According to Environment, Health and Safety Online (www.ehso.com), more than 3 billion dry-cell (AA, AAA, C, D, 9-volt, button-type) household batteries are sold annually in the United States, averaging approximately 32 per family or 10 per person. The batteries power everything from toys to portable power tools.

The Iowa DOT is now offering to collect and recycle employees' household batteries at no charge. For those in the central complex, there is a drop box just inside the west door near the Office of Location and Environment (OLE). For field offices, batteries used in our operations are already collected for recycling. Personal batteries can be added to future shipments of used batteries sent to Ames on the freight truck using the correct "used-battery" labels provided by the OLE.

Mary Kay Solberg, recycling coordinator for the OLE, says the service can now be offered to employees because the battery vendor the Iowa DOT uses provides the service at no charge. She says, "There is a boom in battery recycling right now. The market for the metals reclaimed from the batteries is very good and recycling these saves that metal from being deposited in landfills. In the normal course of business, the Iowa DOT recycles thousands of pounds of used batteries every year. These come from traffic-counting equipment, vehicles, cell phones and many other business uses. Adding personal batteries to this process is fairly straightforward. The vendor currently accepts all types of batteries for recycling at no charge to the agency. Any type of battery can be accepted, from hearing aid batteries to vehicle batteries and anything in between."

Solberg added that, if you choose not to take advantage of the battery recycling program at the Iowa DOT, you should find a local recycler. You can look online at www.call2recycle.org to find a location near you.

Battery background

A battery is an electrochemical device with the ability to convert chemical energy to electrical energy to provide power to electronic devices. Batteries contain heavy metals such as mercury, lead, cadmium, and nickel, which can contaminate the environment when disposed of improperly. When incinerated, certain metals might be released into the air or can concentrate in the ash produced by the combustion process.

Not properly disposing of batteries may produce the following potential problems or hazards.

- Pollute lakes and streams as the metals vaporize in the air when burned
- Contribute to heavy metal that may leach from solid waste landfills



- Expose the environment and water to lead and acid

In landfills, heavy metals have the potential to leach slowly into soil, groundwater or surface water. Dry-cell batteries contribute about 88 percent of the total mercury and 50 percent of the cadmium in the municipal solid waste stream. In the past, batteries accounted for nearly half of the mercury used in the United States and more than half of the mercury and cadmium in the municipal solid waste stream. When burned, some heavy metals, such as mercury, may vaporize and escape into the air, and cadmium and lead may end up in the ash.

Household batteries --- dry-cell batteries

Dry-cell batteries include alkaline and carbon zinc (9-volt, D, C, AA, AAA), mercuric-oxide (button, some cylindrical and rectangular), silver-oxide and zinc-air (button), and lithium (9-volt, C, AA, coin, button, rechargeable). On average, each person in the United States discards eight dry-cell batteries per year.

There are two types of batteries:

1. Primary — those that cannot be reused
2. Secondary, also called "rechargeable" — those that can be reused.

Primary batteries include alkaline/manganese, carbon-zinc, mercuric-oxide, zinc-air, silver-oxide, and other types of button batteries. Secondary batteries (rechargeable) include lead-acid, nickel-cadmium and, potentially, nickel-hydrogen.

Lead-acid automobile batteries

Nearly 90 percent of all lead-acid batteries are recycled. Almost any retailer that sells lead-acid batteries collects used batteries for recycling. Reclaimers crush batteries into nickel-sized pieces and separate the plastic components. They send the plastic to a reprocessor for manufacture into new plastic products and deliver purified lead to battery manufacturers and other industries. A typical lead-acid battery contains 60 percent to 80 percent recycled lead and plastic.

Gel cells and sealed lead-acid batteries are commonly used to power industrial equipment, emergency lighting and alarm systems. The same recycling process applies as with automotive batteries.

(Information from www.ehso.com)

2009 Golden Dome awards

The Iowa DOT was honored to have several employees receive 2009 Golden Dome Awards. State of Iowa employees nominate other employees they feel are deserving of the awards, and who meet the minimum requirements established by the governor and Iowa Department of Administrative Services and/or their appointees. The employees were recognized by Lt. Gov. Patty Judge at a ceremony in November at the State Capitol.

The employees received this accolade by making special contributions to the Iowa DOT in the following ways.

Governor's Excellence Award

Jan Halverson Procurement and Distribution



Halverson is the system administrator for fleet fuel/diesel cards and pCard. She is the "go-to" person for agency billing, card and pin number issuance

and security processes for both cards. Halverson ensures timely payment, supports correction of documents and file loads and resolves customer transaction issues. Recently, a charge to an account was processed by the card company in error due to another state agency's request. This resulted in tax and discount issues requiring a lengthy, several-month reconciliation process for resolution. She does not have "silo" thinking or say "it's not my job!" Halverson does her work with extraordinary customer and supplier care.

Mary Jo Key Rail Transportation



Key successfully managed three competitive grant requests that resulted in \$9.6 million in federal disaster relief funding for Iowa's smaller railroads

hit hard by the 2008 floods. The funding will assist in restoration of two railroad bridges destroyed by floodwaters and a rail yard near the Mississippi River. Key is also coordinating the bidding of three rail projects selected for funding using the Iowa DOT's Recovery Act funds. Rail projects have not been bid by the DOT in the past, so there has been a great deal of learning and coordination to fit rail projects into a highway-oriented process. These duties are in addition to Key's normal responsibility for the highway-rail surface repair program, which she continues to ably handle.



DeeAnn Newell Location and Environment



Newell led her team of relatively new employees to streamline the National Environmental Policy Act (NEPA) documentation process by collaboratively developing templates for all documents associated with the NEPA process, incorporating guidance in the templates and making the templates readily accessible for DOT staff and consultants through the DOT's Web site.

Newell's leadership enabled the NEPA compliance section to deliver high-quality, consistent NEPA products on time for projects of all types and levels of complexity, including Recovery Act-funded projects and emergency work, both of which required extremely short clearance times.

Peggy Riecken Systems Planning



Due to a retirement, Riecken, with assistance from Jay Larson, assumed responsibility for the publication of the Iowa Department of Transportation's Five-Year Transportation Improvement Program. This document is an important resource for Iowans and includes information regarding planned investments in Iowa's multi-modal transportation system. Riecken took on this responsibility on top of her existing duties. She not only successfully published the document, but also

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*Golden Dome Awards,
continued on page 11*

Golden Dome Awards, continued from page 10

instituted changes to the publishing process that resulted in greater efficiency, reduction in time to produce, and an improved layout.

Renee Shirley Procurement and Distribution



In addition to an already packed schedule with purchasing projects for the DOT, two new requests for information (RFIs) needed to be issued for

another state agency to meet deadlines and avoid delays to the projects involved. The Department of Administrative Services and the chief information officer council chair were assigned the responsibility to complete time-sensitive reports on E-mail issues for the Governor's office. Shirley issued and managed both of the RFIs on very short notice in a professional manner. She provided prompt attention to the other agency needing assistance.

Timothy Trick Spirit Lake Garage



Over the past two years, Trick has volunteered to help as a public assistance coordinator for the Federal Emergency Management Agency

(FEMA) and Iowa Homeland Security and Emergency Management Division (HSEMD) during the winter storms of 2007 and 2008 floods. He gathered information for 820 projects resulting in \$340,907,472 being obligated for local governments. He sacrificed his home

life for two years to live on the road to accomplish this work for FEMA and the Iowa DOT. He has also received high praise from his co-workers at FEMA, HSEMD and the Iowa DOT's statewide operations center for his work above and beyond the call of duty.

Tammy Warden-Lang Procurement and Distribution



Since the Green Government Summit, an Iowa DOT taskforce has been examining options for energy efficient lighting in DOT facilities. War-

den-Lang has been instrumental in the "greening" of the Iowa DOT maintenance facilities. As the procurement and distribution liaison, she identified opportunities not only for reporting requirements, but also the processing of rebates and providing electrical energy savings. Working with others from the Office of Procurement and Distribution, Warden-Lang reviewed fluorescent bulbs and fixtures and made recommendations to replace inefficient fixtures with energy-efficient fixtures and environmental products with improved lifecycles.



Ronald J. Wolf Dyersville garage



Wolf has been working to provide a global positioning sensor (GPS) for the distance-measuring devices in our fleet. The supplier did not

have a unit available for purchase, so Wolf worked with two other suppliers to develop a self-contained, universal GPS-driven distance-measuring device that can be installed in any vehicle. This will save installation time and reduce the number of distance-measuring devices required in the state because they will not have to be dedicated to any one vehicle.

LT. Governor's Employee Volunteer Awards

Harold Andersen Facilities Support



Andersen has volunteered at the Assault Care Center Extending Shelter and Support (ACCESS), a local women's crisis center, for the past 14 years,

working four hours every week. He counsels battered women, plays with and reads to children, answers the crisis line, and fixes things around the building – whatever needs to be done.

Golden Dome Awards,
continued on page 12

*Golden Dome Awards,
continued from page 11*

Darla Best **Employee Services**



Best gives extra effort and time for volunteer activities on behalf of the Iowa DOT and her community. For the DOT, her volunteer activities have included Toys for Tots and the Food Drive. Besides volunteering her time, she also donates items for fundraising events. Best never hesitates when asked to help and volunteers her time freely, always with a smile and caring attitude. Best is a people-person and makes those around her feel at ease.

Julie Brown **Procurement and Distribution**



Brown has spent many personal hours baking and decorating homemade goodies for Iowa DOT fundraising events. She uses her decorating

skills to create fun and delicious baked goods. In addition, Brown is her office's designated volunteer to serve on the All for One Committee and chairs one of the subcommittees. She assisted in the purchasing section's soft-serve ice cream and cookie fund-raiser for All for One and participates in the holiday candy bar project.

Dave Doolittle **Procurement and Distribution**



Doolittle has been active in supporting his children's school sporting events for years. He and his wife, Marlene, have volunteered,

hosted, cooked and served meals to various team functions. Doolittle also volunteers for setup and cleanup of fund-raising activities in the purchasing section. Whatever needs moved, lugged or transported, he is the "go-to" guy. He is the behind the scenes worker to get the job done.

Laura Linduski **Procurement and Distribution**



Linduski assisted in the purchasing section's soft-serve ice cream and cookie fund-raiser for the All for One Committee. She also helped frost

and decorate 60 dozen cookies for the Iowa DOT Food Drive fund-raising event. For years, she has assisted with the wrapping of candy bars for the annual holiday candy bar project for the Food Drive.

Rhonda Ruark **Procurement and Distribution**



Ruark serves as a valued member of the Education Committee for Iowa Public Procurement Association (IPPA), which is a non-profit association.

She is committed to increasing education within the purchasing group. She is a charter member and also assists with the annual meeting events.

Chris Schreck **Employee Services**



Schreck donates handmade items to nearly every Iowa DOT fund-raising event. Whether she's cooking soup or making Christmas ornaments,

Schreck is a consistent donor for Iowa DOT Toys for Tots and Food Drive events.

*Golden Dome Awards,
continued on page 13*



*Golden Dome Awards,
continued from page 12*

Team Award

Procurement and Distribution Team



(left to right) Julie Brown, Laura Linduski, Mary Zimmerman, Dave Doolittle, Jean Gustafson, and Jerry Giebelstein

The Office of Procurement and Distribution's purchasing section held an Office Supply Exchange and Share Day. Twenty-two central complex offices brought in unused office supplies that were categorized, organized and displayed on Earth Day for employees to take advantage of the surplus. This effort resulted in new life for used items and a reduction in waste. The day had a great response. Once the tables were set up and supplies set out in categories (e.g., writing supplies, storage, filing, etc.), employees were enthusiastic and very pleased picking out recycled office supplies. Supplies that would go unused in one office were in need by another.

Memorials

Julie Fitzgerald Policy and Legislative Services



Fitzgerald started at the Iowa DOT in 1975 as a management analyst 1 in the management review office. She finished her career as an executive officer 2 in the Office of Policy and Legislative Services, where for many years she wrote DOT policies and procedures and administrative rules. Outside of work, Fitzgerald was an avid gardener, enjoyed household projects and lawn work. She is survived by her brother Mike and his wife Marge, uncle Maurice and aunt Velda Fitzgerald, long-time friend Dave Kalvik, a nephew, two great nieces, and various cousins.

James Frette Materials



Frette started at the Iowa DOT in 1967 as an engineering aide 2 in the Office of Materials and worked in various positions in that office throughout his career. He was a materials technician 3 in that office at the time of his death.

Frette started at the Iowa DOT in 1967 as an engineering aide 2 in the Office of Materials and worked in various positions in that office throughout his career. He was a materials technician 3 in that office at the time of his death.

Frette enjoyed watching NASCAR races and tractor pulls and traveling to Florida in the winter to spend time with his grandchildren. He is survived by his best friend, Eileen Buchanan; his father, Bennett; daughters Tanya (Doug) Hilkert and Tricia (Jason) Cunningham; two sisters; and four grandchildren.

John Krieger Design



Krieger transferred to the Iowa DOT in 1993 from the Iowa Department of Agriculture where he had worked as a soil conservation technician 2. During his career at the Iowa DOT, Krieger worked as a surveyor out of the Office of Design. He enjoyed model trains, genealogy and flying parachute planes. He is survived by his brother Doug, sisters Kim (Mike) Modrell and Kathy (Steve) Van Duser, half-sister Katie Krieger, and stepmother Judy Krieger.

Krieger transferred to the Iowa DOT in 1993 from the Iowa Department of Agriculture where he had worked as a soil conservation technician 2. During his career at the Iowa DOT, Krieger worked as a surveyor out of the Office of Design. He enjoyed model trains, genealogy and flying parachute planes. He is survived by his brother Doug, sisters Kim (Mike) Modrell and Kathy (Steve) Van Duser, half-sister Katie Krieger, and stepmother Judy Krieger.

Harold Whitmore Highway Helper Program



Whitmore started at the Iowa DOT as a highway maintenance man and promoted through the ranks in maintenance. He retired in 1997 as a highway maintenance supervisor, but returned in 2003 as a dispatcher for the Highway Helper program in Des Moines. He created many Iowa State Fair ribbon-winning wood clocks and wood scroll art which were given to friends and family at an open house celebrating his life. Harold is survived by his wife, Irene.

Whitmore started at the Iowa DOT as a highway maintenance man and promoted through the ranks in maintenance. He retired in 1997 as a highway maintenance supervisor, but returned in 2003 as a dispatcher for the Highway Helper program in Des Moines. He created many Iowa State Fair ribbon-winning wood clocks and wood scroll art which were given to friends and family at an open house celebrating his life. Harold is survived by his wife, Irene.



Family happenings

Driver Services

Noralee Warrick



The Spencer driver's license station bid farewell to Janice Menefee, driver's license clerk, Nov. 30 after 30 years of service. Jan began her employment with the Office of Driver Services in 1979 as an intermittent clerk. She was later promoted to her present position as a full-time driver's license clerk. Menefee is looking forward to spending more time with her three sons and grandchildren and traveling with her husband, Terry.

Maintenance

Cindy Shipley



Ron Beane (left) with Bob Younie

Ronald Beane, management analyst 4, retired Dec. 31, after 11 years at the Iowa DOT and 30 years in state government. At the DOT, Beane was the

performance measurement administrator for the Office of Maintenance. He managed the program and issued an annual report concerning the status and condition of the highway system. District maintenance operations uses this information to develop and plan its maintenance activities to prioritize work and be the most effective.



Dennis Burkheimer (left) with Bob Younie

Dennis Burkheimer, executive officer 2, retired Dec. 31, after 26 years with the Iowa DOT. Burkheimer served as the winter operations administrator and was widely considered a national expert in snow and ice management activities. He spearheaded snow and ice research initiatives to develop more effective snow and ice equipment and improved methods to manage snow and ice activities.

District 2

Lu Mohorne



For the fifth year, Mason City area DOT employees joined together to provide Christmas gifts for Opal, an elderly woman on a limited income. Opal,

even though legally blind, has just learned to quilt, so many of the gifts centered around her new-found hobby. Laurie Brandt, caseworker for North Iowa Community Action, is pictured here picking up the gifts for Opal, along with District 2 employees Chris Suntken (left) and Clyde Mohorne (right).

Location and Environment

Susie McCullough



Angie Poole, program planner 3, in the Office of Location and Environment, and Chris Poole, transportation engineer specialist in the Office of Traffic and Safety, welcomed their baby girl Marigold May (Goldie for short) Jan. 7. Baby Goldie weighed in at 8 pounds, 12 ounces and was 21 inches long. Mommy and baby are doing well.

Planning, Programming and Modal

Cathy Mather



Garrett and Dana Pedersen welcomed Anna Paige into their lives Oct. 30, 2009. She weighed 6 pounds, 11 ounces and was 18 inches long. Daddy Garrett works as a transportation planner in the Office of Systems Planning.

Family happenings, continued page 15

Family happenings, continued from page 14

District 6

Sandi Byers

An informal farewell was held Dec. 30 at the Cedar Rapids office with co-workers, family and friends saying their goodbyes to six employees (pictured below). District 6 is most appreciative of their years of service to the Iowa DOT. Teamwork, cooperation and dedication to duty have made them all memorable employees.



A total of 219 years of knowledge and dedication left the Iowa DOT Dec. 30 when six District 6 employees retired. They are (front row, from left) Duane Sands, construction technician senior, 38 years; Gretchen Gresslin, district maintenance manager, 37 years; (back row, from left) Russ Brown, highway maintenance supervisor in Anamosa and Maquoketa, 40 years; John Berry, highway maintenance manager in Urbana and Newhall, 36 years; Ron Stutzel, district mechanic, 37 years; and Jack Patterson, district operations manager, 31 years.

Thank you



Kevin Mahoney

Highway Division director - retired

I want to express my sincere appreciation and gratitude to everyone who contributed in many ways toward my retirement. Although I am anxious for the next chapter of my life to begin, leaving has been more draining than I thought it would be. I wish everyone in the agency the best in the months and years to come.



Even in tough times, Iowa DOT employees show big hearts and a willingness to help others. A merrier Christmas was had by scores of central Iowa children because of the generosity of Iowa DOT employees. Once again, the Iowa DOT helped the U.S. Marine Corps provide toys for kids who might otherwise not have had a gift this Christmas.

How did the 2009 Toys for Tots campaign compare to past campaigns? (central complex and Motor Vehicle Division)

2007 – \$8,440.88 and 414 toys

2008 – \$11,883.31 and 350 toys

2009 – \$12,399.95 and 358 toys

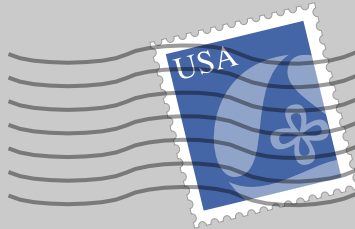
Here's a rundown on the fund-raising activities for Toys for Tots in the central complex.

- January auction – \$831
- Parking spaces – \$1,328
- Farmer's market – \$358
- Soup lunch – \$602
- November auction – \$2,000
- Ornament sale – \$541.84
- Pasta lunch – \$429.75
- Breakfast rolls – \$291
- Bake sale – \$722.20
- Cash donations – \$615

The Toys for Tots bank account had a small balance from last year's events, bringing the total donated to \$7,720.45. Toy donations were 237 toys from central complex drop boxes.

For the Motor Vehicle Division, toy and cash donations poured in throughout the year. The cash and toy donations were taken to KCCI-TV 8 in Des Moines. Events included the Annual Iowa/Iowa State chili lunch, raffle and bake sale; walking taco lunch; pictures with Santa; silent auction; pasta and salad lunch; and many other activities. Total Motor Vehicle Division donations were \$4,679.50 and 121 toys.

Thanks to all who participated in these events.



Kudos!

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

To: Nancy Richardson, DOT Director
From: Debi Durham, Iowa Transportation Commissioner

A "Good Samaritan" is typically described as someone who helps another in need out of a sense of compassion and without consideration of recognition or reward. With this definition in mind, I am pleased to describe two Iowa DOT employees, Sam Webber and Jason Warren, as Good Samaritans. Recently, my college-aged daughter had a tire blow out on a heavily traveled section of Interstate 29 between Sioux City and Council Bluffs. Before she could even arrange for assistance, Sam and Jason observed a motorist in need, stopped and assisted her, and sent her safely on her way. As parents, my husband and I are grateful to these Iowa DOT employees who saw a stranger in need and selflessly answered her call of distress. As an Iowa Transportation Commissioner, I am grateful for all of the work each of you do and the many services you provide, day in and day out, to keep our travelers safe.

(Editor's note: Sam Webber is a highway technician and Jason Warren is a highway technician associate, both out of the Onawa maintenance garage.)

To: Kim Snook, Office of Driver Services
From: Mark Nagel, Governor's Traffic and Safety Bureau

I wanted to pass on some comments from my wife. She recently went in to renew her driver's license in Ankeny. We got there wanting to be first in line when the station opened, but were surprised to find a long line at the door. We almost left thinking it would take a long time to get through, and there was a pretty good chance she was going to have to take the test because her license was expired. I convinced her to stay, because we were already there and it would be a hassle to come back. I settled into the lobby to play games on my phone thinking this was going to be a long wait, but in no time at all she was out and ready to go. She said your employees were so friendly and nice she was really impressed with the system to get people through in a timely manner. She said she didn't have to take the test, but was kidding with the gals that she had studied and was ready to take the test. So they kidded back that maybe they should make her take the test after all. The bottom line was she had a great experience and was really impressed with your staff. Please let them know their efforts are appreciated and my wife looks forward to coming back in a few years.

To: Iowa DOT District 6
From: Mike Chalua, Riverside

Thank you for fixing the bridge approaches on Iowa 22 east of Iowa 22 between Kalona and Riverside. A job well done!

To: Iowa DOT
From: Nancy Cox, Ankeny

I just wanted to write to say THANK YOU for the Highway Helper program. I have never needed them in the past, but I was in an accident recently and immediately following the accident, there they were! I don't remember his name, but the accident occurred around 7 a.m. Thursday, Dec 17. The gentleman who helped me was professional and courteous and assisted me with getting my car safely from the interstate (I had hit the concrete wall and was facing the wrong way), and he followed up and contacted the police department for me. Again, I just wanted to say THANK YOU for this program, and am glad to say that a Highway Helper was there to help me!

(Editor's note: The highway helper involved in this motorist assist was Kevin Huss.)

To: Claude Frazier, highway maintenance supervisor, Carlisle garage
From: Cathy Weller

A note of thanks to you and your team of employees at the Iowa Department of Transportation. My aunt, Laura Plambech, and I were very grateful for your call saying you had found her purse! Also thanks for all you do throughout the year to make the roads safe for all the drivers in the state of Iowa!

(Editor's note: Kirk Alexander and Scott Reed, employees at the Carlisle garage, found the purse on the Iowa 5 bypass and it was returned to Ms. Plambech.)

To: Chief David Lorenzen, Motor Vehicle Enforcement
From: Dr. Richard Featherstone
associate professor of criminology
University of Northern Iowa

On Dec. 1, 2009, Sgt. Jeffrey Jones was a guest speaker in my Police in Society class at the University of Northern Iowa (UNI). Jones' presentation was quite excellent. I have had many different criminal justice professionals visit my classes. Jones easily gave one of the best presentations I have experienced. His interesting and detailed discussion of the responsibilities surrounding the Office of Motor Vehicle Enforcement was well received by my students. They particularly appreciated learning about the rewards and drawbacks of policing through the perspective of a younger officer who graduated from UNI. Jones made a very good impression and I would like to officially praise him and your office for taking the time to educate Iowa students about the issues related to serving as a motor vehicle officer. Several students told me they are now interested in applying for jobs in this area.

To: Kim Snook, Office of Driver Services
From: Brenda Brimmer, Waterloo

I had my handbag stolen Dec. 27, 2009. I needed to replace my driver's license right away at the Crossroads Mall location in Waterloo. I didn't get the gentleman's name who helped me, but if there is some way to figure that out, and let him know how much I appreciated his help. The level of customer service was fantastic!

(Editor's note: Russ Onken is the driver's license clerk in Waterloo who helped Ms. Brimmer.)

To: Sandy Ross, Office of Driver Services
From: Ronald Huber

After being served at the Ankeny driver's license station, I found the staff to be friendly, informative and the general overall operation was smooth and seamless. I didn't see one team member with a scowl. This team is a shining example of excellence in government service!

To: Dena Gray-Fisher, Office of Media and Marketing Services
From: Bill Petroski, Des Moines Register

Thanks to you and everyone else at the DOT for all your help during the December storms. It seems like it has been a long time since we have had so much bad weather strung out week after week. I felt that everyone at the DOT went the extra mile to make sure the public knew what was happening before, during and after the storms, and those of us who had to travel saw your folks on the roads hard at work around the clock. We appreciated all your help and cooperation, and your expertise in providing critical information.

To: Iowa DOT
From: Janelle Adams, Osage

We wanted to thank the state for keeping the Avenue of the Saints clean from Osage to Cedar Rapids. I really wanted to go to my folks for Christmas, and we made it with no problems. You probably don't get many compliments, but I sure wanted to thank you for making our trip a safe one. THANK YOU! Happy New Year!

(Editor's note: This route is maintained by the Urbana, Cedar Rapids/Marion, Osage, Charles City, Waverly, and Waterloo garages.)

The Iowa Department of Transportation receives dozens of notes and E-mails during and after snowstorms thanking our snowfighters for their dedication and hard work. Here are just a few recent notes.

▶ From: C.G. Lewis

What a great job the snow removal people do. I don't know what you pay them, but it is not enough.

▶ From: Brandi Hommer

I just wanted to say thank you to the road crews who continuously work to keep the hilly 12-mile stretch of U.S. 65/69 between Indianola and Des Moines clear during the winter. It is by far the most well maintained road I take on my way to work when the weather is less than favorable. Thank you so much for helping to keep us safe. Your hard work does not go unnoticed!
(Editor's note: The Carlisle garage is responsible for this stretch of roadway.)

▶ From : Loree Miles, Iowa Transportation Commission

The DOT has done a fabulous job this winter! I am certain many lives have been spared as a result of all the efforts of the staff. Please pass along my heartfelt thanks.

▶ From: Frank Kminek

I just want to thank all of you at the DOT for your hard and unending work on the roads this winter. I travel every day and I realize how much we need you guys. Great job and hang in there!

▶ From: Kristen Nall, Center Point

You guys rock! Thank you for all the hard work you do to keep our roads clear. I have a long, late-night commute up and down I-380 and I get home safely because of your hard work.

Personnel updates

Information supplied by the Office of Employee Services for Nov. 16 to Dec. 31, 2009

New hires

Debra Arp, transportation planner 2, Systems Planning; **David Bartlett**, highway technician associate, Council Bluffs-south garage; **Patrick Besler**, highway technician associate, Dubuque garage; **Mark Bruns**, highway technician associate, Ashton garage; **Robert Burgel**, driver's license clerk, Sioux City DL station; **Timothy Carey**, highway technician associate, Avoca garage; **Cody Cedar**, highway technician associate, Storm Lake garage; **Michael Clark**, highway technician associate, Boone garage; **Brandon Congdon**, highway technician associate, Council Bluffs-north garage; **Bradley Cutler**, executive officer 2, Traffic and Safety; **Neil Daniels**, motor vehicle officer, Motor Vehicle Enforcement; **Hermes Diaz**, program planner 1, Transportation Data; **Kenneth Duwa**, highway technician associate, Coralville garage; **Rick Fink**, highway technician associate, Council Bluffs-south garage; **Patrick Gilbert**, highway technician associate, Highway Helper; **Daniel Grauerholz**, highway technician, Osage garage; **Mary Guillaume**, administrative assistant 2, Motor Carrier Services; **Kenneth Gwennap**, highway technician associate, Council Bluffs-north garage; **Greg Heine**, highway technician associate, Council Bluffs-north garage; **Christine Hood**, secretary 1, Ames maintenance; **Robert Huffman**, program planner 3, Motor Vehicle Division; **Troy Huss**, highway technician associate, Ashton garage; **Bryan Jacobsen**, highway technician associate, Adair garage; **Dwayne Kirchhoff**, highway technician associate, Atlantic garage; **Jennifer Kolacia**, transportation planner 1, Systems Planning; **Joshua Krause**, highway technician associate, Adair garage; **Kyle Kron**, highway technician associate, Washington garage; **Mark Lane**, information specialist 2, Media and Marketing Services; **Andrew Lewis**, highway technician associate, Des Moines garage; **Bryant Maack**, mechanic, Onawa garage; **Roland Martzahn**, highway technician associate, Allison garage; **Christopher McClellan**, motor vehicle officer, Motor Vehicle Enforcement; **Michael Pals**, highway technician associate, Latimer garage; **Caitlin Reisner**, motor vehicle officer, Motor Vehicle Enforcement; **Daniel Rinner**, highway technician associate, Osceola garage; **David Roorda**, highway technician associate, Des Moines garage; **Des Moines garage**; **Matthew Ross**, highway technician associate, Council Bluffs-north garage; **Troy Schroeder**, highway technician associate, Davenport garage; **Melissa Serio**, transportation engineer specialist, Construction; **Matthew Shannon**, motor vehicle officer, Motor Vehicle Enforcement; **Paul Stecker**, motor vehicle officer, Motor Vehicle Enforcement; **Samuel Stoll**, highway technician associate, Marion garage; **Neil Suckow**, motor vehicle officer, Motor Vehicle Enforcement; **Bradley Thornton**, mechanic, Avoca garage; **Jesse Tibodeau**, transportation engineer specialist, District 1 Office; **Daniel Tschantz**, highway technician associate, Urbana garage; **Guy Van Hyning**, mechanic, Burlington garage; **Steven Warner**, motor vehicle officer, Motor Vehicle Enforcement; **Jerzy Wiench**, highway technician associate, Des Moines garage; **Caleb Wilson**, highway technician associate, Marion garage; **George Woolsoncroft**, highway technician associate, Council Bluffs-north garage; **Justin Wood**, highway technician associate, Ashton garage; **Mitchell Wood**, highway technician associate, Coralville garage; **Michael Woodward**, highway technician associate, Marion garage; **Mark Zickefoose**, highway technician associate, Washington garage; **Brent Zoch**, highway technician associate, Storm Lake garage

Promotions

Jon Best, from construction technician to construction technician senior, Sioux City construction; **Erwin Martin**, from highway technician associate, Carlisle garage to equipment operator senior, Altoona garage

Transfers

Laura Craig-Buchholz, driver's license clerk, from Council Bluffs DL station to Des Moines DL station; **Marty Ellis**, highway technician associate, from Storm Lake garage to Sac City garage; **Alexander Jansen**, clerk specialist, within Driver Services; **Russell Johnson**, highway technician associate, from Sloan garage to Sioux City-Hamilton garage; **Stuart Nielsen**, transportation engineer specialist, within Bridges and Structures; **Carol Watters**, driver's license clerk senior, from Davenport DL station to Clinton DL station

Retirements

Joanna Alexander, management analyst 3, Employee Services; **Ronald Beane**, management analyst 4, Maintenance; **John Berry**, highway maintenance supervisor, Urbana garage; **Larry Bishop**, highway technician associate, Davenport garage; **Lorrell Borkowski**, highway technician associate, Avoca garage; **Steven Botos**, highway maintenance supervisor, Sioux City-Leeds garage; **Kenneth Bravard**, information technology specialist 4, Information Technology Division; **Russell Brown**, highway maintenance supervisor, Anamosa garage; **Carl Brus**, highway technician associate, Davenport garage; **Dennis Burkheimer**, executive officer 2, Maintenance; **Jimmy Christensen**, equipment operator senior, Greenfield garage; **Kenneth DeGood**, mechanic, Coralville garage; **Curtis Gracey**, administrative assistant 2, Motor Carrier Services; **Gretchen Gresslin**, public service executive 4, District 6 Office; **Ronald Hankemeier**, highway technician associate, Maquoketa garage; **William Hardman**, highway technician associate, Cedar Rapids garage; **Larry Harrenstein**, highway technician associate, Grundy Center garage; **Larry Humphreys**, highway technician associate, Washington garage; **Robert Jimerson**, construction technician supervisor, Creston construction; **Evan Johnston**, motor vehicle officer, Motor Vehicle Enforcement; **Ralph Kester**, equipment operator senior, Oakland garage; **William Kreinbring**, engineering technician senior, District 1 Office; **Nancy Krukow**, information technology specialist 4, Information Technology Division; **Rachel Lathrop**, chemist, Materials; **Larry Lowden**, equipment operator senior, Greenfield garage; **Roger Marchant**, equipment operator senior, Iowa Falls garage; **Gary McDaniel**, garage operations assistant, Des Moines garage; **David McFarland**, mechanic, repair shop; **Janice Menefee**, driver's license clerk, Spencer DL station; **Barry Packer**, construction technician, Davenport construction; **Jack Patterson**, public service executive 2, District 6 Office; **Kenneth Peterson**, highway technician, Osceola garage; **Mark Picht**, materials technician 5, District 2 materials; **Cameron Powers**, engineering technician senior, District 2 Office; **Francis Rouse**, planning aide 2, Transportation Data; **Duane Sands**, construction technician senior, Cedar Rapids construction; **Leo Simms**, motor vehicle investigator, Motor Vehicle Enforcement; **Ronald Stutzel**, district mechanic, District 6 maintenance; **Ingrid Teboe**, executive officer 2, District 5 Office; **Steve Wood**, highway technician associate, Washington garage

Service awards

Information supplied by the Office of Employee Services for February 2010.

35 Years

David Roeber, District 2 Office; **Richard Voss**, Newhall garage

30 Years

Tami Bailiff, Research and Technology Bureau; **George Feazell**, District 4 Office; **Danny Harvey**, Knoxville garage; **Larry Lee**, Elkader garage; **Robert Soenen**, Emmetsburg garage; **Thomas Tibbott**, Manchester garage

25 Years

Ahmad Abu-Hawash, Bridges and Structures; **Roger Balke**, Fort Dodge garage; **Blaine Bengston**, Sidney garage; **Randy Walter**, Grimes garage; **Jeff Wilson**, Adair garage

20 Years

Neal Bowman, Sigourney garage; **Cleighton Davis**, De Soto garage; **Gary Harris**, Location and Environment; **Robert Johnson**, Motor Vehicle Enforcement; **Judy Recker**, Manchester garage; **Randall Rice**, Motor Vehicle Enforcement

15 Years

Joseph Farnsworth, Motor Vehicle Enforcement; **Mary Ford**, Driver Services; **Chad Hightshoe**, Design; **Nora Lind**, District 5 field staff; **Kert Smith**, Chariton construction

10 Years

Cory Anderson, Traffic and Safety; **Paul Brandenburg**, New Hampton garage; **Debra Brass**, Mason City DL station; **Kenneth Dunker**, Bridges and Structures; **Brad Lauderman**, District 5 Office; **Kent Liebe**, Motor Vehicle Enforcement; **Terry Meimann**, Procurement and Distribution; **Pamela Neuhaus**, Cedar Rapids DL station; **Darlene Ries**, Dubuque DL station; **Joel Sivinski**, Motor Vehicle Enforcement; **Keith Truog**, Motor Vehicle Enforcement

5 Years

Leslie Blanchard, Information Technology Division

TIPS FROM THE GREEN TEAM

We are all familiar with recycling newspapers, aluminum cans, and glass and plastic bottles, but you may not be aware of the efforts of the petroleum industry and other groups to promote used motor oil recycling; providing convenient collection sites for the purpose of keeping used motor oil out of our waterways and ground water supplies, and getting oil into the recycling system.

Many service stations, repair facilities and quick lubes will accept used oil and used oil filters. Additionally, your local government or recycling coordinator may be able to identify curbside or other recycling programs in your area. The best way of locating a nearby collection center is to visit www.Earth911.org. This Web site allows you to search for collection centers by ZIP code. It also has information on recycling other items like batteries, electronics and aluminum.

Information from: www.recycleoil.org



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: The Iowa DOT's large snowblower was barely able to cut through this drift on U.S. 275 in Fremont County. I-Spy clue: Cupid, draw back your bow!

Service Area	Correspondent	Phone
District 1	Kay Ridgway , Des Moines	515-986-5729
District 2	Lu Mohorne , Mason City	641-423-7584
District 3	MaryBeth 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	515-239-1353
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	Susie McCullough , Ames	515-239-1225
Maintenance	Cindy Shipley , Ames	515-239-1971
Materials	Brian Squier , Ames	515-233-7915
Planning, Programming and Modal Division	Cathy Mather , Ames	515-239-1140
Motor Carrier Services	Diann McMillen , Ankeny	515-237-3250
Motor Vehicle Enforcement	Anthony Batcheller , Ankeny	515-237-3218
Operations and Finance Division	Sheri Anderson , Ames	515-239-1340
Research and Technology Bureau	Tami Bailiff , Ames	515-239-1646
Right of Way	Mary Netten , Ames	515-239-1216
Traffic and Safety	Linda McBride , Ames	515-239-1557
Vehicle Services	Becky Sawatzky , Ankeny	515-237-3182

Federal and state laws prohibit employment and/or public accommodation discrimination on the basis of age, color, creed, disability, gender identity, national origin, pregnancy, race, religion, sex, sexual orientation or veteran's status. If you believe you have been discriminated against, please contact the Iowa Civil Rights Commission at 800-457-4416 or Iowa Department of Transportation's affirmative action officer. If you need accommodations because of a disability to access the Iowa Department of Transportation's services, contact the agency's affirmative action officer at 800-262-0003.

A half-dozen Harberts

by Christina Andersen

Lennis Harberts, equipment operator senior in the Ashton shop, and his wife of 25 years, Marvella, have been blessed with four beautiful daughters, Chelsea, 23, Keshia, 19, Jurnea, 14, and Britta, 11. Marvella, a fifth-grade teacher and girls golf coach at Sibley Ocheyedon, and Lennis say raising their girls while both parents have been working full time has kept this family very busy over the years, but the Harberts could not shake the feeling that their family was not quite complete.

About 12 years ago, Lennis and Marvella took a mission trip to the Dominican Republic. "We got to know the kids and hardships of such devastating poverty. We saw children in the streets begging for food, literally starving to death," said Lennis. That trip, and mission trips that followed, weighed on the Harberts' hearts, leaving them compelled to do something.

"For years we talked and prayed about adopting, hoping for infant twins. About three years ago, talking and praying turned into doing," said Lennis. "There was a lot to consider before taking on such a huge responsibility, but the entire family was on board. In fact, Kesha even agreed to give up her cell phone if necessary – the ultimate sacrifice for a teenage girl."

The Harberts worked with the Children's Home Society and Family Services (CHSFS) in Ethiopia to find their new family members. Lennis said, "We know there are a lot of childless couples out there who want to adopt infants, so we specified infant to 4-½ on the adoption application." While the adoption process took a little more than two years overall, Lennis said it went very smoothly. The Harberts were elated when they received news of a set of girl/boy twins born in the Ethiopian village of Angacha. "When we found out that we were getting infants, it answered all of our questions about why the process took us so long. The process had to take that long because the babies weren't born until June. They were only one month old when we received the referral."

The babies were taken to the CHSFS care center when they were only a few days old. Malnourished and underweight, doctors and caretakers nursed them back to health. The twins were soon ready to meet their new family.

After all six current Harberts traveled to Ethiopia, Lennis and Marvella's clan increased to a half-dozen children



The Harberts: Keshia, Lennis (holding Ahbea), Britta, Jurnea, Marvella (holding Aysha), and Chelsea

Oct. 7 when babies met their new parents and sisters for the first time. "It felt like destiny, like these two people were meant for us," said Lennis. They named the girl Aysha because she was pretty and their son, Ahbea, after a doctor at the care center.

Lennis, Marvella and the girls spent a week in Ethiopia with seven other sets of adopting parents. Most of their time was spent getting to know their babies' likes and dislikes, routines and temperaments. The Harberts had hoped to meet the twins' birth mother, but she could not be found. "I imagine the decision to put them up for adoption was heart wrenching, but if she hadn't, she and the babies would have all starved," said Lennis.

After some paperwork at the U.S. Embassy, the Harberts family was ready to head back to Iowa. Lennis said the nearly 17-hour flight home was uneventful with twins being wonderful travelers and everyone along the way very accommodating.

"In the beginning, it was really hard on the girls because only Marvella and I were allowed to feed and change them," said Lennis. To help with the bonding process, the care center recommends that for the first week only the parents feed and change the babies and that physical contact is limited to immediate family members.

"A few weeks ago, I had the babies at the hairdresser with me. Aysha screamed when the hairdresser tried to hold her. I actually thanked her because it reassured me that she was bonding with us," said Lennis.

Aysha and Ahbea are thriving in their new home. "They're eating, sleeping and growing, all the stuff babies are supposed to do," said Lennis. "We're starting to see their personalities emerge. Aysha is a snuggler and Ahbea is always on the go." The Harberts encourage anyone who is thinking about adoption to make that final step. "It's been a life-changing experience for all of us," said Lennis.



F E B R U A R Y 2 0 1 0



4662M



HJ51



761 762 768 770



203690



973M



203697



F280



J754
TLJ754



821 822 828 829



7020
7120

MCK05561 BCK05561



5180 5186



WSG



DJF



LCK05993
WCK05993



CP90



K420 L420 K420P



4997M 4999M



BG99S



DOT Wear, etc. Order Form

All items can be viewed on DOTNET. Orders are due March 31, 2010.

Name _____ Office/District _____

Work location/address _____ City and ZIP _____

Work phone (include area code) _____ Signature _____

Make checks payable to **DOT Wear, etc.** Send order form and payment to **Cashier, Office of Finance, Iowa DOT, 800 Lincoln Way, Ames, IA 50010.**

For more information, contact the Office of Procurement and Distribution at 515-239-1310 or e-mail DOT.Purchasing@dot.iowa.gov.

Item	Description	Colors	Size	Qty	Price	Amount
203690	Nike® Men's Golf Dri-Fit UV Sport Shirt	<input type="checkbox"/> University Blue <input type="checkbox"/> Black <input type="checkbox"/> Team Red <input type="checkbox"/> White <input type="checkbox"/> Midnight Navy <input type="checkbox"/> Orange Blaze <input type="checkbox"/> Vivid Green <input type="checkbox"/> Olive Khaki <input type="checkbox"/> Pro Red			\$40 S - XL (After size XL add \$1.50 for EACH size up to 4XL)	
203697	Nike Women's Golf Dri-Fit UV Sport Shirt	<input type="checkbox"/> University Blue <input type="checkbox"/> Black <input type="checkbox"/> Team Red <input type="checkbox"/> White <input type="checkbox"/> Midnight Navy <input type="checkbox"/> Orange Blaze <input type="checkbox"/> Vivid Green <input type="checkbox"/> Flamingo			\$40 S - XL \$41 - 2XL	
MCK 05561	Cutter & Buck® Men's Drytech Birdseye Polo	<input type="checkbox"/> Tour Blue <input type="checkbox"/> Jet Black <input type="checkbox"/> Red <input type="checkbox"/> White <input type="checkbox"/> Navy Blue <input type="checkbox"/> Lotus <input type="checkbox"/> Putting Green <input type="checkbox"/> Birch <input type="checkbox"/> Spice <input type="checkbox"/> Sea Blue <input type="checkbox"/> Paradigm			\$34 S - 3XL	
BCK 05561	Cutter & Buck Men's Drytech Big & Tall Birdseye Polo	<input type="checkbox"/> Jet Black <input type="checkbox"/> Red <input type="checkbox"/> Navy Blue <input type="checkbox"/> Putting Green <input type="checkbox"/> Birch <input type="checkbox"/> Sea Blue			\$43 1XB - 5XB \$43 LT - 4XLT	
LCK 05993	Cutter & Buck Women's Drytech Birdseye Polo	<input type="checkbox"/> Tour Blue <input type="checkbox"/> Jet Black <input type="checkbox"/> Red <input type="checkbox"/> White <input type="checkbox"/> Navy Blue <input type="checkbox"/> Lotus <input type="checkbox"/> Putting Green <input type="checkbox"/> Birch <input type="checkbox"/> Spice <input type="checkbox"/> Sea Blue <input type="checkbox"/> Paradigm			\$34 XS - 3XL	
WCK 05993	Cutter & Buck Women's Plus Size Drytech Birdseye Polo	<input type="checkbox"/> Tour Blue <input type="checkbox"/> Jet Black <input type="checkbox"/> Red <input type="checkbox"/> White <input type="checkbox"/> Navy Blue <input type="checkbox"/> Lotus <input type="checkbox"/> Putting Green <input type="checkbox"/> Birch <input type="checkbox"/> Spice <input type="checkbox"/> Sea Blue <input type="checkbox"/> Paradigm			\$36 1XP - 5XP	
K420	Port Authority® 7 oz Men's Pique Knit Sport Shirt	<input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Navy <input type="checkbox"/> Red <input type="checkbox"/> Burgundy <input type="checkbox"/> Royal Blue			\$17 S - XL (After size XL add \$1.50 for EACH size up to 4XL)	
L420	Port Authority 7 oz Ladies' Pique Knit Sport Shirt	<input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Navy <input type="checkbox"/> Red <input type="checkbox"/> Burgundy <input type="checkbox"/> Royal Blue			\$17 XS - XL \$19 2XL \$20 1XP \$21.00 2XP	
K420P	Port Authority 7 oz Men's Pique Knit Pocket Sport Shirt	<input type="checkbox"/> White <input type="checkbox"/> Black <input type="checkbox"/> Navy <input type="checkbox"/> Red <input type="checkbox"/> Royal Blue			\$20 XS - XL (After size XL add \$1.50 for EACH size up to 4XL)	
761	Ladies' Short Sleeve Dress Shirt	<input type="checkbox"/> Light Blue <input type="checkbox"/> Navy <input type="checkbox"/> French Blue <input type="checkbox"/> Mountain Blue <input type="checkbox"/> Charcoal <input type="checkbox"/> Maroon <input type="checkbox"/> Khaki <input type="checkbox"/> Black <input type="checkbox"/> White			\$21 S - XL (After size XL add \$1.50 for EACH size up to 4XL)	
762	Ladies' Long Sleeve Dress Shirt	<input type="checkbox"/> Light Blue <input type="checkbox"/> Navy <input type="checkbox"/> French Blue <input type="checkbox"/> Mountain Blue <input type="checkbox"/> Charcoal <input type="checkbox"/> Maroon <input type="checkbox"/> Khaki <input type="checkbox"/> Black <input type="checkbox"/> White			\$21 XS - XL (After size XL add \$1.50 for EACH size up to 4XL)	
768	Men's Short Sleeve Dress Shirt	<input type="checkbox"/> Light Blue <input type="checkbox"/> Navy <input type="checkbox"/> French Blue <input type="checkbox"/> Mountain Blue <input type="checkbox"/> Charcoal <input type="checkbox"/> Maroon <input type="checkbox"/> Khaki <input type="checkbox"/> Black <input type="checkbox"/> White			\$21 S - XL (After size XL add \$1.50 for EACH size up to 6XL)	
768	Men's Short Sleeve Tall Dress Shirt	<input type="checkbox"/> Light Blue <input type="checkbox"/> Navy <input type="checkbox"/> French Blue <input type="checkbox"/> Maroon <input type="checkbox"/> Khaki <input type="checkbox"/> Black <input type="checkbox"/> White			\$21 LT - XLT (After size XLT add \$1.50 for EACH size up to 6XLT)	
770	Men's Long Sleeve Dress Shirt	<input type="checkbox"/> Light Blue <input type="checkbox"/> Navy <input type="checkbox"/> French Blue <input type="checkbox"/> Mountain Blue <input type="checkbox"/> Charcoal <input type="checkbox"/> Maroon <input type="checkbox"/> Khaki <input type="checkbox"/> Black <input type="checkbox"/> White			\$21 S - XL (After size XL add \$1.50 for EACH size up to 6XL)	
770	Men's Long Sleeve Tall Dress Shirt	<input type="checkbox"/> Light Blue <input type="checkbox"/> Navy <input type="checkbox"/> French Blue <input type="checkbox"/> Maroon <input type="checkbox"/> Khaki <input type="checkbox"/> Black <input type="checkbox"/> White			\$22 LT - XLT (After size XLT add \$1.50 for EACH size up to 6XLT)	



Orders are due March 31, 2010. Expect delivery by the end of April. Sorry, no refunds or exchanges.

Item	Description	Colors	Size	Qty	Price	Amount
821	Ladies' Denim Short Sleeve Shirt	☐ Light Indigo ☐ Medium Indigo ☐ Dark Indigo			\$18 XS - XL (After size XL add \$1.50 for EACH size up to 4XL)	
822	Ladies' Denim Long Sleeve Shirt	☐ Light Indigo ☐ Medium Indigo ☐ Dark Indigo			\$18 XS - XL (After size XL add \$1.50 for EACH size up to 4XL and add \$1.50 for EACH tall size LT - 4XLT)	
828	Men's Denim Short Sleeve Shirt	☐ Light Indigo ☐ Medium Indigo ☐ Dark Indigo			\$18 S - XL (After size XL add \$1.50 for EACH size up to 6XL and add \$1.50 for EACH tall size LT - 6XLT)	
829	Men's Denim Long Sleeve Shirt	☐ Light Indigo ☐ Medium Indigo ☐ Dark Indigo			\$18 S - XL (After size XL add \$1.50 for EACH size up to 6XL and add \$1.50 for EACH tall size LT - 6XLT)	
5180	Hanes® Beefy T 6.1 oz 100% Cotton Short Sleeve T-Shirt	☐ White ☐ Ash ☐ Black ☐ Navy ☐ Red ☐ Natural ☐ Royal Blue ☐ Pink			\$10 S - XL \$11 2XL \$12 3XL	
5186	Hanes Beefy T 6.1 oz 100% Cotton Long Sleeve T-Shirt	☐ White ☐ Ash ☐ Black ☐ Navy ☐ Red ☐ Natural ☐ Royal Blue ☐ Pale Pink			\$12 S - XL \$13 2XL \$14 3XL	
4997M	Jerzees® 9.5 oz 50/50 Cotton/Poly Hooded Sweatshirt	☐ White ☐ Birch ☐ Oxford ☐ Black ☐ Gold ☐ Forest Green ☐ Brown ☐ Maroon ☐ Pink ☐ Navy ☐ Red ☐ Royal Blue			\$20 S - XL \$23 2XL - 3XL	
4999M	Jerzees 9.5 oz 50/50 Cotton/Poly Full Zip, Hooded Sweatshirt	☐ Oxford ☐ True Navy ☐ Black			\$25 S - XL \$28 2XL \$30 3XL	
4662M	Jerzees 9.5 oz 50/50 Cotton/Poly Crewneck Sweatshirt	☐ White ☐ Birch ☐ Oxford ☐ Black ☐ Red ☐ Forest Green ☐ Maroon ☐ Navy ☐ Royal Blue			\$12 S - XL \$15 2XL \$16 3XL	
973M	Jerzees 8 oz Midweight Sweatpants	☐ Birch ☐ Oxford ☐ Black ☐ Navy ☐ Forest Green (up to 2XL) ☐ Royal (up to 2XL)			\$12 S - XL \$16 2XL \$17 3XL	
F280	Sport Tek® 12 oz Cross Grain 80/20 Cotton/Poly Crewneck Sweatshirt	☐ Orange ☐ Black ☐ Brown ☐ Royal ☐ Red ☐ Dark Green ☐ Athletic Heather ☐ Maroon ☐ Navy			\$24 XS - XL \$25 2XL \$28 3XL \$29 4XL	
WSG	Colorado Timberline® Microfiber Windshirt	☐ Navy ☐ Putty ☐ Burgundy ☐ Black			\$21 S - XL \$23 2XL - 6XL	
DJF	Colorado Timberline Rainer Microfleece Jacket	☐ Black/Black ☐ Navy/Navy ☐ Black/Red ☐ Black/Gray			\$27 S - XL \$29 2XL - 6XL	
HJ51	Berne® Men's Heavyweight Hooded Jacket	☐ Black ☐ Navy ☐ Red (not available in tall sizes)			\$40 S - 2XL \$43 3XL and 4XL \$45 5XL and 6XL \$46 LT - 6XLT	
J754	Port Authority Challenger Jacket	☐ Black/Black ☐ Maroon/Black ☐ Red/Navy ☐ Navy/Gray Heather ☐ Royal/Navy ☐ Khaki/Black ☐ Steel Gray/Black			\$37 XS - XL (After size XL add \$2.50 for EACH size up to 6XL)	
TLJ754	Port Authority Tall Challenger Jacket	☐ Black/Black ☐ Navy/Gray Heather ☐ Hunter/Navy			\$41 LT - XLT (After size XLT add \$2.50 for EACH size up to 4XLT)	
7020	Crescent® 8.4 oz Microfleece Vest	☐ Red ☐ Black ☐ Navy ☐ Pale Blue ☐ Pear ☐ Light Pink ☐ Coral ☐ Raspberry ☐ Oatmeal			\$19 XS - XL (After size XL add \$1.50 for EACH size up to 4XL)	
7120	Windsor® 8.4 oz Microfleece Jacket	☐ Red ☐ Black ☐ Navy ☐ Pale Blue ☐ Pear ☐ Light Pink ☐ Coral ☐ Raspberry ☐ Oatmeal			\$24 XS - XL (After size XL add \$1.50 for EACH size up to 4XL and add \$1.50 for EACH tall size LT - 4XLT)	
CP90	Knit Stocking Cap	☐ Red ☐ Black ☐ Navy ☐ Royal Blue ☐ Oxford ☐ Maroon ☐ Brown			\$6	
BG99S	Small Sport Duffel 10.5" h x 20.5" w x 10" d	☐ Red ☐ Black ☐ Navy ☐ Royal Blue ☐ Hunter ☐ Maroon			\$14	