

JULY 2009

INSIDE

CAUTION
Never climb
working, falling
or walking from
a truck. Always
Believe.
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ONE 2 ONE

WITH DIRECTOR NANCY RICHARDSON

Every once in a while, I have an opportunity in this job to do something quite out of the ordinary and June 10, 2009, was one of those times. I participated in a "boss lift" sponsored by the Iowa office of the Employer Support of the Guard and Reserve (ESGR) organization. A trip to Fort McCoy, Wisconsin, was a bit unusual



for me. And spending a day with members of the National Guard and the Reserves, being briefed on their mission, observing their activities and experiencing a bit of "a day in the life of" these citizen soldiers is not something I had ever done before. More about that later.

But, the most unusual part of my day was not where I went or what I did there, but how I got there...on a Chinook helicopter! I don't know about you, but when I travel it's usually by automobile, occasionally by jet aircraft and even now and then by train. But my experience in a helicopter had been limited to one previous time more than 20 years ago when I was the director of the then Air and Transit Division.

At that time, the DOT operated a state fleet of three small aircraft used by state government for travel purposes. Brief consideration was given to adding what I call a regular helicopter to the fleet, so we went shopping for one. (For those of you military and aircraft purists, please be prepared for me to not quite call things what they're really called. I am way out of my element here!) It was a used, single-rotor helicopter that seated four, as I recall. I kicked the tires, looked under the hood, and went for a spin...oh, wait a minute, that was the Prius I test drove last week. Suffice to say, I went for a short ride in this bright, shiny helicopter over Des Moines and it was a neat experience.

A Chinook is a whole other ballgame in the world of helicopters! First of all, it is a twin-engine, tandem-rotor (has two of those whirling blades!), heavy-lift helicopter. Other than having two rotors versus one, it is huge and is somewhat ominous looking in its dull, Army green exterior. When I say huge, I mean it. The Chinook's primary purpose, as best I can tell, is to haul stuff...troops, artillery and supplies and, in this instance, a bunch of bosses!

Twenty-seven passengers climbed up the retractable, wide-loading ramp at the rear of the aircraft into the Chinook. Just like in the movies, we sat lined up bench style

My ride, the Chinook



around the internal perimeter of the fuselage and, once the ramp is folded into the craft, the rear remains open like a big gaping hole during travel. For those of us more familiar with pressurized cabins and not wanting a hole in the fuselage, having the entire rear of the aircraft open and large open windows up front can at first be a bit unsettling!

The most important accessory for the trip is NOT the air sickness bag. For as big as it is and as cumbersome as it looks, the Chinook rides pretty smoothly...keeping in mind everything is relative. With two large, counter-rotating rotors pulsing away, smooth takes on a different meaning, but is isn't bumpy like a regular airplane can be. The most critical accessory is earplugs, standard issue

to all passengers and crew. It is loud, partly because it's just loud and partly because it's so open and you're not insulated from the sound. There is no worrying about a talkative neighbor bugging you, as there is no talking except by the crew through headsets. The next most important accessory is a jacket as it gets cool up there in an open craft!

Enough about the Chinook ride; let me tell you a bit about our activities. First of all, Camp McCoy, in concert with other bases – one in Texas and one in California, as I recall – was involved in a significant medical support exercise called "Global Medic." I saw and visited with soldiers in a makeshift "hospital," with sterile, ice-cold operating room and all; with the group in charge of transportation logistics, like

On board the Chinook





Inside the field hospital during the exercise

getting ambulances where they were needed; and with a group of make-up artists. Yes, you read right...make-up artists. These soldiers go to elaborate lengths to prepare mannequins, and a few live candidates, as casualties in need of all sorts of medical treatment from minor to life-saving. The goal is to make the exercise as realistic as possible so everyone from ambulance driver, to computer technician, to surgeon can practice their role. It was quite impressive as they had created an entire Army medical community for the exercise.

Other than experiencing the Chinook ride, the other activity that allowed us to experience what the soldier does, rather than just observe, was lunch. We were handed MREs (Meal, Ready-to-Eat) and sat at tables under



MREs... yummy!

an open tent. It was a weird combo of food and a lot of it. I "cooked" my own beef ravioli by opening an outside packet, pouring in a bit of water, and letting it set

for a couple minutes. Like magic it was sort of warm. There were fig bars, fruit, an energy bar and M & Ms...guess my favorite!

Let me share with you some of my most memorable take-aways from the experience:

- There is no "good hair day" around a Chinook.
- While I would not like a steady diet of MREs because I didn't eat much of it, I suspect I'd gain weight anyway because of the quantity and high carb content.
- The pace of the military, at least on this day and with this exercise, would take some getting used to for me and I suspect many of you. I'm used to set schedules and going quickly from one thing to another all day.



I reconnected with an old friend, Brigadier General Janet Phipps.

The Chinook was an hour late picking us up, a fact nobody even alerted us to until it was nearly 30 minutes late, and the Global Medic exercise included a lot of "hurry up and wait" for participants. My patience would be tested!

- A picture – or live experience – really is worth at least 1,000 words!
- Sometimes I think state government is too chain-of-command oriented, but nothing compares to the military. I never before saw so much saluting and heard so many "yes sirs" and "yes ma'ams" in one day!
- No matter the experience, it's always useful networking to get out of your element among others. I transacted some business with the mayor of Newton, forged a bond with a woman who runs a human resources consulting business in Cedar Rapids, and met several other interesting business people I would not have otherwise met.
- As I often say in this column, it is truly a small world. The newly starred, if that's a word, brigadier general who accompanied us turned out to be Janet Phipps, currently an attorney in Des Moines, but previously a friend and peer in Iowa state government back in the 1990s. What a hoot to reconnect with her as a general!

I met lots of Iowa men and women at Fort McCoy, mostly from the central Iowa and southeast Iowa areas. They were folks just like us, with jobs and families back home. I tried to tell them, both in words and by my participation in the boss lift, how much we all appreciate their sacrifices. I know many of you DOTers are also involved in the Reserves and National Guard. To paraphrase a quote...on behalf of a grateful DOT, I thank you.

Janet



For more information on the DOT's support of the National Guard, see page 9.

What's new with TraCS?

For the past 11 years, Mary Jensen focused her attention on getting more timely and accurate reporting of crash data from law enforcement, leading the Traffic and Criminal Software (TraCS) program. Jensen, public service executive 3 in the Motor Vehicle Division, says TraCS has come a long way since she started working with the program, but the future holds even more exciting updates.

In 1994, the Iowa DOT, working with several local law enforcement agencies and the Iowa Department of Public Safety (DPS), initiated a program to create a PC-based crash reporting system to expedite data capture for police crash reports. In 1995, traffic citations and commercial motor vehicle inspections were added. The program evolved over time, thanks to increasing participation by all levels of law enforcement (city, county and state). Jensen said, "The high level of cooperation has been essential to the success of the program." The program is now used in 16 states and one Canadian province.

"Over the years, we have been very open to other states adding new functionality to TraCS," said Jensen. "In doing that, the structure has become a little cumbersome. I like to visualize it as starting out with a box and then adding other squares to it. We took the opportunity three years ago to redesign the entire program (TraCS 10) from the ground up using the newest technology, making it more streamlined and adding new capabilities."

TraCS 10 is ready for testing in a production environment, and in June the Indianola Police Department became the first agency in the nation to use TraCS 10. This month the Ames Police Department will become the second agency.

Two cool new things about TraCS

1. Electronic traffic citations (ECCO) in partnership with the Criminal Justice Information System (CJIS)

The goal of this project is to improve the way citation data is sent from local law enforcement agencies to the courts. Jensen said, "Right now law enforcement agencies send information in a batch file to the courts. There is no mechanism for the courts to respond. The officer still has to take a paper copy of the citation to court. With ECCO, the law enforcement agencies send reports and receive responses from the court electronically." She continued, "This is a precursor to true electronic filing in the court system that has been promised to law enforcement for more than 10 years. The courts will be instituting the pilot project for electronic filing this fall."



TraCS
Traffic and Criminal Software

If TraCS is a law enforcement tool, why is the Iowa DOT leading the project?

The project was started as a crash reporting system, but quickly morphed into a flexible data collection tool when it was found that officers would be more likely to use a system providing data collection capability for a multitude of incidents for which they are required to report. The Iowa DOT includes the Office of Motor Vehicle Enforcement (MVE), a law enforcement arm. MVE writes all traffic citations and commercial motor carrier inspection reports using TraCS. Recently, MVE staff were the lead in development of an evidence tracking component, and are implementing a TraCS time and activity report to better account for their time and make sure scarce resources are utilized in the best possible way.



Motor Vehicle Officer Daniel Hostetler enters information into TraCS

2. Web-based TraCS

Currently, a law enforcement agency has to file a minimum number of crash reports to justify the TraCS installation, training and support time by the DOT's TraCS team. Development of a Web-based version will allow the smallest agencies, which are not currently using TraCS, the opportunity to submit reports electronically on a secure Web site. Jensen explained, "About 80 percent of Iowa crash reports come into the DOT through TraCS. The other 20 percent of reports are from agencies too small to qualify for TraCS. With the Web application, the program will be supported from a central location, instead of supporting each individual agency. While the larger agencies will want to maintain their own databases, the Web application will allow smaller agencies to be part of a central database managed by DPS."

Why was creating an improved crash reporting system important?

The DOT is required by law to suspend or revoke driving privileges or re-examine drivers based on information provided in crash reports. If a crash involves a commercial motor vehicle (CMV) or results in a fatality, the DOT is required to meet specific federal reporting requirements. For a crash involving a CMV, DOT staff immediately handle the report to meet federal requirements; this same process is required for any fatality. The state is subject to financial penalties, if information is not submitted timely, and may have additional funding opportunities by improving reporting timeliness.

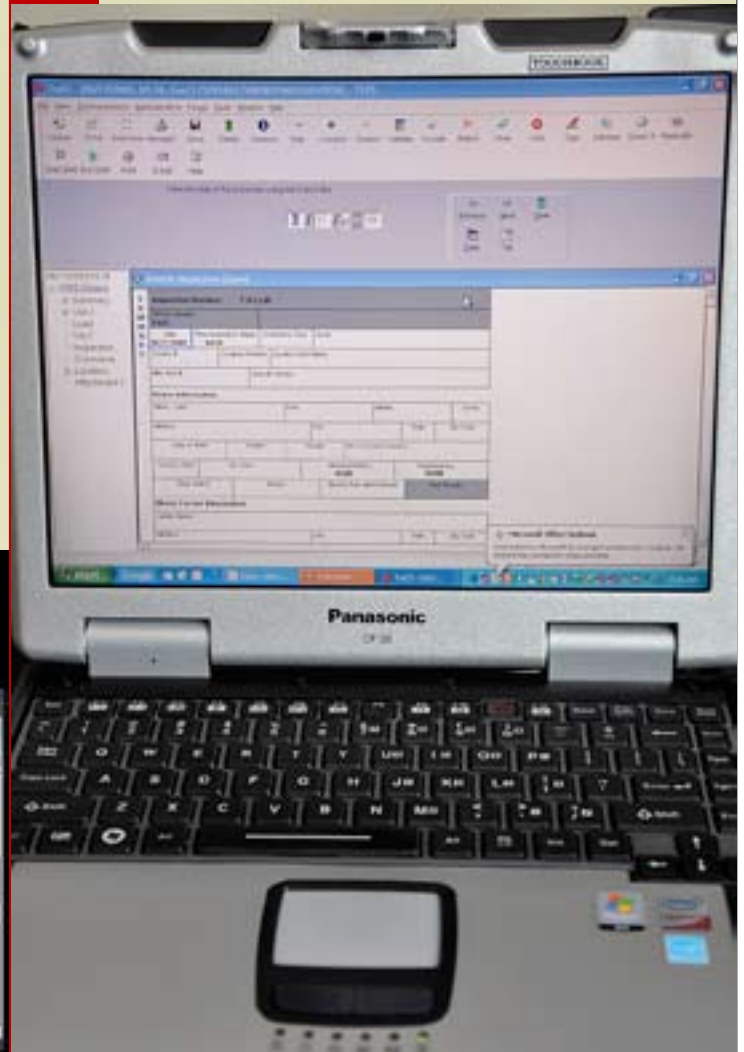
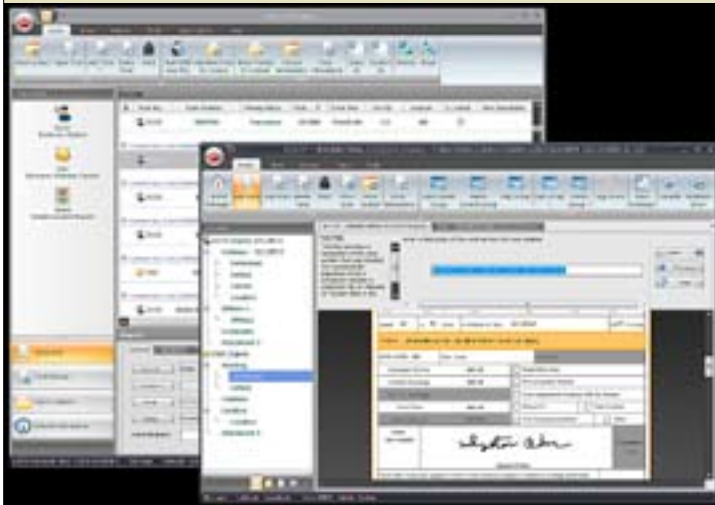
Drivers who have no insurance and contribute to the crash are required by law to have their driving and/or registration privileges suspended until they comply with the financial responsibility requirement. Because the suspension action lasts for one year from the date of the crash, it is important the report is sent to the DOT as soon as possible so the review for potential suspension action can begin.

Within the DOT, information from a crash report is used to determine possible remedial action for young, novice drivers licensed under the Graduated Driver's License program. With frequent reporting, the Iowa DOT can address problem behavior with young drivers in a timely manner.

Statistical data from crash reports is used by the DOT, and others across the state, for budget purposes (e.g., allocating funds to make dangerous intersections safer, placement of signs, etc.). DOT also provides crash statistics to individuals requesting a variety of information.

TraCS form names and uses

- Arrest** – arrest report
- CIRF** – criminal incident report
- Deer Tag** – killed deer report for Department of Natural Resources
- ECAT** – evidence tracking
- ECCO** – traffic citation
- EWC** – warning ticket
- FIR** – field intelligence report
- MARS** – motor vehicle crash report
- MOWI** – implied consent for OWI
- OWI** – officers report surrounding OWI arrest
- TAR** – time and activity report
- VSIS** – commercial motor vehicle inspection
- VTIR** – vehicle tow and impound



Lifesaver Liebe

Tim Acker takes life one day at a time, and he's thankful for each of those days. You see, April 11, 2007, could very well have been the end of the road for Acker, a 17-year veteran truck driver. It was a rainy morning, and Acker was driving a truck loaded with an intermodal container through the cloverleaf exit from southbound Interstate 29 to eastbound Iowa 92 in Council Bluffs.

"I've gone that way countless times before, loaded and empty, without incident" explained Acker. "All I remember is slowing for the exit." The semi-tractor trailer ended up on its left side at the apex of the exit ramp. Acker, who was wearing his seat belt, slammed into the side window, fracturing his skull in four places.

About the same time, Iowa DOT Motor Vehicle Officer Kent Liebe was getting off duty and heading home after a midnight shift. Luckily for Acker, Liebe's home was near the southbound I-29 ramp to eastbound Iowa 92. "We are trained to watch truck movement, so I had already noticed the truck as it started on the ramp, then I saw the load shift and truck start to go over. It looked like slow motion to me," said Liebe. "When it hit the ground, I immediately called for emergency assistance and ran to the truck."

Liebe continued, "The windshield was knocked out of the truck and I could see the driver was unconscious and bleeding from his left ear. His hands were still gripping the steering wheel. He was making a snoring noise, so I knew from past emergency medical training and Motor Vehicle Enforcement first responder training that I needed to open his airway. This is stuff we practice all the time, but never want



*Top photo: Acker's wrecked semi on April 11, 2007
Left photo: Tim Acker (left) and Motor Vehicle Officer Kent Liebe*

to have to use in a real situation. I didn't want to move his neck, so I put my hands on his jaw and thrust it forward to allow him to breathe better. I know it was only a few minutes before help arrived, but it seemed like hours hunched over in the windshield of that truck. I just kept talking to the driver and telling him it was going to be OK."

A few days after the crash, life went pretty much back to normal for Liebe. "I didn't think too much about it because this is part of my job," he said. "There was contact with Mr. Acker's son, Chris, shortly after the crash. At that time, it was uncertain if he was going to survive." Liebe continued, "I've been with Motor Vehicle Enforcement for more than nine years and have seen my share of crashes, but these situations still have a deep impact on me."

Luckily, Tim Acker did survive. After six weeks in hospitals, six months of physical therapy and periodic visits to

various doctors over the last two years, Acker proudly drove himself from his home in Omaha to Council Bluffs to meet the man he credits with saving his life. The two men sat down to chat at the Council Bluffs resident construction engineer's office May 27. An emotional Acker said, "I owe a lot of gratitude to Officer Liebe and the medical professionals. If this had happened a few years earlier, I don't know that I would have survived."

The meeting between Acker and Liebe was a happy reunion, with each man sharing his recollection of April 11, 2007. Acker had questions; Liebe had answers and photos of the crash site. Acker shared what he considers medical miracles, like the platinum fibers inserted in his carotid artery to lessen the chance of stroke.

Once the conversation died down a bit, Acker pulled a small photo album out of his pocket to proudly show Liebe a four-generation photo of his father, himself, his son and grandson --- a photo that might not have been possible without Liebe's assistance on that rainy day two years earlier. "The one thing I've learned," said Acker, "appreciate each day because you never know what is going to happen."

Liebe, patting Acker on the shoulder said, "I was just glad to be in the right place at the right time."

Bike to Work Day

Top 10 reasons to bike to work.

1. **Save money on gas**
2. **Reduce wear and tear on your vehicle**
3. **Decrease vehicle emissions that can damage the environment**
4. **Wear a stylish helmet in public**
5. **Get some exercise**
6. **Travel with your co-workers**
7. **Enjoy nature**
8. **Avoid traffic, ride on a bike path**
9. **Improve your attitude**
10. **Have fun**

Each year, one week in May is set aside as National Bike to Work Week (BTWW), recognized and endorsed by the League of American Bicyclists. The purposes of Bike to Work Week are to encourage people to try bike commuting, increase cycling awareness and promote a healthy alternative form of transportation.

Steve Kenton, design technician in the Office of Traffic and Safety, coordinated this year's BTWW events for the central complex in Ames. "I had participated in BTWW when I worked for my previous employer," he said. "Because I've only been with the DOT since February, I didn't know how much the agency participated in BTWW. When I inquired whether DOT was promoting the event, it so happened that no one had stepped up to volunteer, but my inquiry made the DOT's Green Team decide to promote the event for DOT employees, and I was glad to step up and coordinate the event."

With the Green Team's promotion and Kenton's coordination, the 2009 BTWW enjoyed a record number of 69 participants who pledged to ride their bikes to work at least once during the week, making the Iowa DOT fifth in the number of participants out of 715 Iowa employers who registered participation on the BTWW Web site. "All it took was raising awareness with posters and E-mail," said Kenton.

(Below, from left) Some of the riders from Ames were Peter Hallock, Public Transit; Brandon Vogel, Highway Division; Steven Schroder, Traffic and Safety; and Chris King, Bridges and Structures



A few of the riders from the Motor Vehicle Division in Ankeny were (from left) Amanda Daughenbaugh and Carol Cockerham, Driver Services; Jose Maldonado, Ankeny DL station; Tina Lewis, Motor Vehicle Enforcement; and Karen Ballard, Driver Services.

Kenton would like to increase participation even further next year, by having special bicycle-minded events geared to DOT employees, including bike maintenance classes, confident cycling classes and maybe some "helmet hair specials" from local businesses.

"I hope these events would encourage employees who don't normally consider riding a bike to work to try this as a valid alternative form of transportation."

Aging and Action Forum May 13

Partnering Through Hard Times

A few years ago, "It takes a village" was the phrase coined to illustrate how many people have responsibility for the health and well being of our children. But if it takes a village to raise a child, it takes a nation to care for our aging population.

At a forum May 13 sponsored by the Iowa Department of Elder Affairs, guests at HyVee Hall in Des Moines were given an enormous amount of information on where to turn for answers when assisting older Iowans. The Iowa DOT was one of 30 exhibitors to offer assistance to older Iowans, their family members and caretakers.

The DOT developed two display booths, one for the Office of Driver Services' Choices Not Chances Program and the other for Office of Public Transit, providing information on the passenger options available in all 99 Iowa counties. Three AARP senior volunteers staffed a DOT engineering booth to support roadway improvements and used video to demonstrate negotiating roundabouts and J-turns. There was even a bus from Heart of Iowa Regional Transit Authority in Ames and a full-size metro DART bus showing the "kneeling" entry door capability to assist with lower step-in and other features designed to make mobility easier.

In addition to the display area, there were many breakout sessions, including one discussing housing and transportation facilitated by Mary Stahlhut from the Iowa DOT's Office of Traffic and Safety and a representative from the regional Housing and Urban Development office. From this session, the main transportation issues discussed dealt with road improvements and alternate transportation challenges. The top issue across all sessions appeared to be the lack of awareness on the part of seniors about the resources available to them.

The Iowa Traffic Safety Alliance also promoted a new Web site to help seniors access transportation-related services and information. This "single point of contact" effort is a collaboration of DOT and many other entities involved in helping to implement Iowa's Comprehensive Highway Safety Plan. Safeandmobileseniors.org is under review by potential users and will go online later this summer.

Stahlhut said, "It was interesting how many people said they had never thought of the whole range of transportation needs and services the Iowa DOT helps provide." The input from this event will be put into a report from the Iowa Department of Elder Affairs to be shared with the governor, legislature and government agencies in Iowa and Washington, D.C.

One highlight of the day was the centenarian recognition luncheon, hosted by Ed Wilson, chief meteorologist at WHO-TV in Des Moines. Fourteen Iowans aged 100 or more were honored, as well as six honorees for the Shining Star award for individuals or groups providing exceptional service to seniors. Wilson also showcased the event on his weathercasts that day.

"Many DOT employees had a hand in making this day very informative for attendees," said Stahlhut. "Elder Affairs Director John McCalley made a specific effort to express his thanks for the impressive displays designed by the DOT's Office of Media and Marketing Services. I would also like to thank planning team members from Systems Planning, Public Transit, Media and Marketing Services, Driver Services, and Traffic and Safety, especially Lisa Hennessey, Scott Falb, Roger Larson, and Laurie Callahan for representing the DOT at the event."

(Top photo) Mary Stahlhut of the Office of Traffic and Safety (left) introduces a forum attendee to the new Web site geared toward improved senior mobility. (Bottom photo) Forum attendees get up close to a Heart of Iowa Regional Transit Authority vehicle.



Microsoft®
Office Outlook® 2007



Tips and tricks

While most Iowa DOT computer users know how to perform simple E-mail functions in Outlook, there are many options you may or may not have explored in this program. By now, many DOT computers have been upgraded to Outlook 2007. While the upgraded program may look a little different, many of the options function in a similar way to previous versions. Over the next several months, the knowledgeable folks in the Information Technology Division will share tips and tricks for Outlook. Many of these tips and tricks are also on DOTNET; click the pull-down menu for Employee Resources and Information and select "E-mail and eVault How-To's."

View or hide the reading pane

The reading pane in Outlook is available to show you the contents of an E-mail message without opening the message. To view or hide the reading pane, click "View" on the toolbar and then click "Reading Pane." You may select right, bottom or off to choose where, or if, you want the information to appear. The size of the reading pane can be adjusted by placing your cursor on the line separating the reading pane from the list of mail, click and drag to the desired size.

Marking calendar items

In the calendar view of Outlook, items can be color-coded or labeled for easier viewing. To color code a calendar entry, double-click on the calendar entry to open it, then click "categorize" in the tool bar and choose a category. When you view your calendar, the items will appear in the color designated for the category you selected.

A new level of support for DOTers serving in the military

In 2007, DOT Director Nancy Richardson joined Governor Culver and other leaders of Iowa's state government to sign a document in support of Iowa's National Guard and Reserve. While holding a ceremony and signing a document saying our agency supports our citizen-soldiers is a meaningful gesture, Richardson chose to show her support in a more personal way June 11, by participating in a "boss lift," sponsored by the Employer Support of the Guard and Reserve (ESGR).

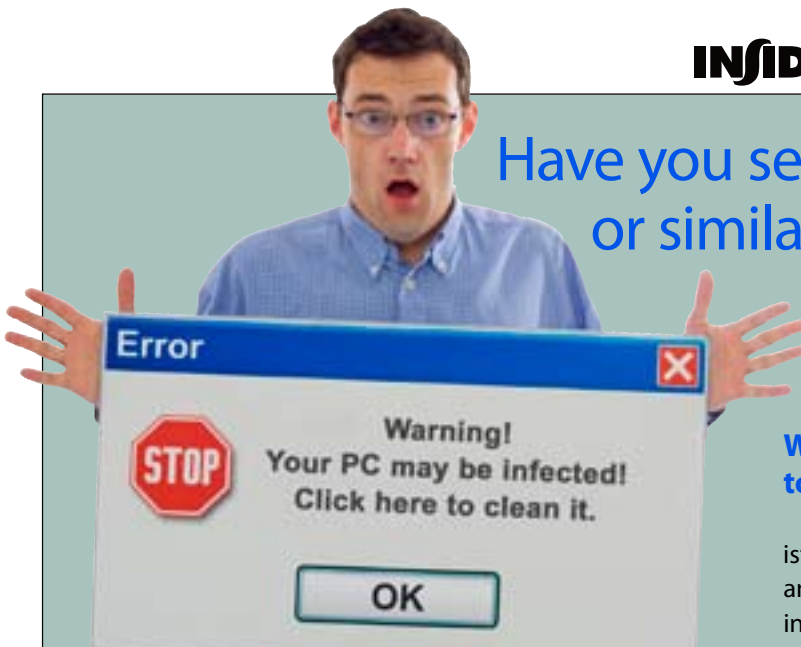
According to Al Enright, executive director of ESGR, there were four boss lift events held between June 5 and June 11, flying more than 120 employers to four locations around the Midwest. Enright said, "The number of boss lifts we are able to do each year depends on the aircraft we have available from the National Guard. We fly to different training locations around the Midwest to give employers an idea of what their people go through during routine training missions."

Enright says ESGR supports the boss lift events in an effort to better inform employers about the duties their workers are asked to perform while serving our country. "There are currently 14,000 guard and reserve members from nearly 10,000 Iowa companies," said Enright. "Each month approximately 130 soldiers leave the guard and reserve, while another 140 soldiers enter the service. We work to connect with employers who have new soldiers and strengthen the relationship between the military and long-term supporters like the Iowa DOT."

Documentation provided by ESGR states that almost half the men and women serving in the United States armed forces are members of the

DOT support, continued page 14

Have you seen this advertisement or similar pop-up messages?



Free PC scans or offers to clean your computer of infected files are often attempts by malevolent persons to install malicious software (malware) on your computer. Such software is referred to as rogue (fake) anti-virus malware. These messages can pop up on any computer, at home or at work.

How can my system get infected?

The primary way rogue anti-virus software gets on your system is the result of you clicking on a malicious link in an advertisement or similar pop-up message. The wording contained in the advertisement is usually something alarming, designed to get your attention and attempt to convince you to scan your PC or clean it immediately with the offered tool. The names of the fake programs sound legitimate and often, in an attempt to make the malware appear legitimate, the programs may prompt you to pay for an annual subscription to the service.

Any kind of Web site could host ads for rogue anti-virus software: news sites, sports pages and social networking sites as well as “riskier” sites, such as hacker blogs. Some varieties of rogue anti-virus programs will also get installed on your machine just by you visiting a Web site with a malicious ad or code, and you might never know the impact to your computer.

Will my valid anti-virus and anti-spyware program protect my computer?

Though good anti-virus and anti-spyware programs will protect against many threats, they cannot protect against all malware threats, especially the newest ones. There are millions of different versions of malware, with hundreds more being created and used every day. It may take a day, a week or even longer for anti-virus companies to develop and distribute an update to detect and clean the newest malware.

What can rogue anti-virus software do to my computer?

Just about anything, especially if you are using administrative-level access when using your computer. Rogue anti-virus software might perform many activities, including installing files to monitor your computer use or steal credentials, installing backdoor programs or adding your computer to a botnet. The malware might even use your computer as a vehicle for compromising other systems in your home or workplace network.

Rogue anti-virus software can also modify systems' files and registry entries so, even when you clean off some infected files or registry keys, others might remain or even allow the infections to be restored and activate again after your system is rebooted. For example, one recent rogue anti-virus program reportedly installed several malicious Trojan files, and also made more than two dozen different changes to ensure that the malware stayed on the system and stayed running. This type of malware often blocks access to valid security sites (anti-virus and anti-spyware companies and operating system and application update sites) so you cannot patch or clean your system by visiting those valid sites.

What can I do to protect my computer?

(Note: For DOT computers, inform the Call Center at 515-239-1075 if you encounter problems. Most of the following actions are geared to personal home computer use.)

1. Do not click on pop-up ads that advertise anti-virus or anti-spyware programs. Pop-up ads are often used for malicious purposes, like getting you to install fake security programs. If you are interested in a security product, search for it and visit its homepage; do not get to the home page through a pop-up ad.

2. Use and regularly update firewall, anti-virus and anti-spyware programs. It is very important to use and keep these programs updated regularly to protect your computer against the most recent threats. If possible, update them automatically and at least daily.

3. Properly configure and patch operating systems, browsers and other software programs. Keep your system and programs updated and patched so your computer will not be exposed to known vulnerabilities and attacks.

Rogue software, continued next page

Rogue software, continued from previous page

4. Turn off ActiveX and scripting, or prompt for their use. ActiveX controls are small programs or animations that are downloaded or embedded in Web pages, which will typically enhance functionality and user experience. Many types of malware can infect your computer when you simply visit a compromised site and allow anything to run from the Web site, such as ads. Turning off ActiveX and Scripting can help protect your computer if you inadvertently browse to or are unwillingly redirected to a malicious site. (You can limit the functionality of your Internet browser through its configuration choices, but be sure to look for a guide if you are unfamiliar with how to limit scripting and active content — see below for resources.)

5. Keep backups of important files. Sometimes cleaning infections can be very easy; sometimes it can be very difficult. You may find that an infection has affected your computer so much that the operating system and applications must be reinstalled. In cases like this, it is best to have your important data backed up already so you can restore your system without fear of losing your data.

6. Regularly scan and clean your computer. If a scheduled scan is already configured on your home computer, do not disable it. Also, several trusted anti-virus and anti-spyware vendors offer free scans and cleaning. Access these types of services from reputable companies and from their Web page, not from an unexpected pop-up.

Information provided by the Iowa Department of Administrative Services' Information Security Office.

For more information, please visit:

Partial Listing of Rogue Security Software: <http://en.wikipedia.org/wiki/>

Rogue software Free Security Checks: www.staysafeonline.info/content/free-security-check-ups

Pop-ups: www.msisac.org/awareness/news/2008-12.cfm

Web Browser Attacks: www.msisac.org/awareness/news/2008-07.cfm

Malware: www.onguardonline.gov/topics/malware.aspx

Spyware: www.onguardonline.gov/topics/spyware.aspx

Free Check for File Infection: www.virustotal.com/

For more monthly cyber security newsletter tips: www.msisac.org/awareness/news/

Break self-destructive E-mail habits



E-mail is so easy to use that people forget it is also easy to misuse. Avoid the following bad communication habits at work.

Mass distribution. Do not overuse the "cc" option. Make sure that every message reflects a work-related priority and that every person on your distribution list has a stake in the topic.

Fluff. Be aware that most recipients will not read your E-mail message; they will only scan it. Make it easy on them by putting your bottom line at the top of the message, preferably in a single clear sentence.

Ping-pong. When an E-mail "conversation" has bounced back and forth more than a couple of times, pick up the phone and initiate a vocal conversation. You will seem more professional and you are more likely to succeed in your communication goal.

Dividing the team. You may consider a message to be harmless fun. Yet not everyone will feel that way. Remember, sending jokes, chain messages and personal notes from a DOT computer is against agency policy.

Adapted from "Down Economy Spurs New E-mail Etiquette," Kathleen Koster, *Employee Benefit News Canada* and reprinted from *Communication Briefings*, June 2009

Family happenings

Information Technology Division

Colette Simpson



Heather Thompson, communications technician 3 in the Information Technology Division, graduated magna cum laude (with great distinction) May 9 from William Penn University in Oskaloosa. She earned a bachelor of science degree in business administration through the College for Working Adults program, which took three years to complete.

Design

Judy Lensing



Jason Prindle, design technician, and his wife, Brandi, welcomed a baby girl, Autumn Lee Maureen, May 27. Baby Autumn weighed 6 pounds, 5 ounces. Mommy Brandi and baby Autumn Lee are doing fine. Congratulations to the Prindle family!

District 3

MaryBeth Banta



Clint Zieman (left) receives a gold watch from DOT Director Nancy Richardson

Clint Zieman, senior engineering technician in the District 3 Office, is a low-key kind of man. To celebrate his 50 (yes, five-zero) years of service, he allowed a short coffee to be held in his honor May 27. Director Nancy Richardson traveled to Sioux City to present Zieman with a gold watch. Assistant District Engineer Shane Tymkowicz gave a rundown of Zieman's career and then Zieman said a few words about how things have changed over the past 50 years.

Zieman began his employment with the Iowa State Highway Commission in March 1957 when he was hired as an engineering aide 4 assigned to Sioux City construction. He was on military leave from June 1957 through July 1959 and then returned to his previous construction position. Zieman's position was reallocated in July 1969 to construction technician 1 and in March 1970, he was promoted to construction technician 2. In April 1981, Clint was promoted to District 3 construction technician. His classification title was changed in October 1989 to senior engineering technician, the position he currently holds.

A native of Bridgewater, South Dakota, Zieman attended college at South Dakota School of Mines and

Technology where he majored in civil engineering. He is a huge fan of the Green Bay Packers and Boston Red Sox. He is also a loyal supporter of the Sioux City Explorers baseball team. Zieman and his wife, Rae, reside in Sioux City.



Marv Harrison and his girlfriend, Lisa

The District 3 office bid farewell to Marv Harrison, engineering technician senior, May 21 after more than 30 years of service. Harrison began his employment with the Iowa DOT in December 1977 when he was hired as an equipment operator 1 assigned to the Sioux City-Hamilton garage. In August 1980, he was promoted to equipment operator 2 and then equipment operator 3. Harrison transferred to District 3 materials in November 1985 to work as a materials technician 2. He received a promotion to materials technician 3 in June 1989, and then to materials fabrication inspector 2 in August 1990. He was again promoted in March 1996 to senior engineering technician, when he undertook the duties as District 3 traffic technician. In September 2001, Harrison transferred to his present position as District 3 construction technician. In addition to his regular duties, Harrison has also served as an alternate on the District 3 Safety Committee.

Family happenings, continued next page

In memory



Duane R. Wegner, 54, of Charles City, died Monday, May 18, at the Muse Norris Hospice Inpatient Unit in Mason City after a courageous, five-year battle with cancer. Wegner was born Jan. 24, 1955, in Charles City, the son of Russell and Eileen (Meyer) Wegner. He graduated from Charles City High School in 1973. He was united in marriage to

Christine Shultz June 4, 1976.

Wegner grew up farming with his family, was then employed with White Farm, and finally worked for the Iowa DOT for 24 years, most recently as a highway technician associate in the Charles City garage. The Wegners also raised dogs and Tennessee walking horses on their farm near Colwell. Wegner was a member of St. John Lutheran Church, and also attended First United Methodist Church in Livingston, Tennessee. His faith was very important to him.

Wegner loved the outdoors. He looked forward to fishing trips in Canada and Tennessee, horseback riding and four-wheeling. Most importantly, he enjoyed participating

in all the activities his family was involved in. Those left to honor his memory include his wife, Christine; children, Jesse and Tanner Wegner and McKenzie (Nicholas) Raab; mother, Eileen Wegner; brother, Alan (Karen) Wegner; and many nieces, nephews and friends.

•
Virgil Anthony Mashek, 70, of Lawler, died Friday, May 15, at the New Hampton Nursing and Rehabilitation Center from complications following a stroke.

Mashek was born Dec. 20, 1938, in New Hampton, to Adolph and Mae (Riehle) Mashek. He attended school in New Hampton, graduating in 1956. While still in high school, Virgil worked part-time at the DOT's New Hampton office. After graduation he began working for the department full time. In 1961, Mashek was drafted into the Army and went to Fort Carson, Colorado for basic training. After basic training he was sent to Fort Hood, Texas where he served the remainder of his two years of service as mechanized infantry attached to the 1st Armored Division. During the Cuban Missile Crisis many military units, including the 1st Armored Division, were mobilized to Georgia. While mobilized to Georgia, Mashek's unit was reviewed by President Kennedy.

After being honorably discharged in 1963, he returned to Lawler and resumed his full-time employment with the DOT's New Hampton office. He was married and then divorced. He would continue working for the Iowa DOT for his entire career as a surveyor and then as an inspector. He retired after 44 years of service. Mashek and his family purchased and moved to a farm just west of Lawler in 1971. He greatly enjoyed maintaining and improving the acreage and doing gardening and landscaping.

He is survived by his sons Paul of Lawler, and David of Naperville, Illinois; his grandchildren, Anthony Mashek and Danielle Mashek of Lawler; and one brother and three sisters.

•
Wendell G. Dubberke, 73, of Hubbard, died suddenly Tuesday, May 19, at his residence. Dubberke was born Aug. 4, 1935, in Eldora, the beloved son of John and Wilma (Meeker) Dubberke. He served his country honorably in the United States Army during the Korean conflict. Dubberke earned his bachelor of science degree from Iowa State University and was employed for more than 30 years as a geologist at the Iowa DOT in Ames. He was a member of the Moose Lodge, various antique engine and tractor clubs and the Studebaker Club. Survivors include his soul mate, Chris McCaslin, and her son, Jason; Dubberke's two sons, Kyle (Tammy) of Arlington, Texas, and Kent (Donna) of Blue Grass, Iowa; six grandchildren, Michael, Jennifer, Ryan, Amanda, Rosalie, and John; and three brothers and three sisters.

Family happenings, continued from previous page



District 4

Marlene Jensen

Jennifer Strunk, secretary 1 in the Creston construction office, and her husband, Darrell, welcomed their third little girl April 9. Reece Kathryn entered the world at 8 pounds, 12 ounces and was 20 ½ inches long. She joins a very busy household with big sisters, Sydney, 4, and Mia, 2.

Personnel updates

Information supplied by the Office of Employee Services for April 17 to May 14, 2009.

New hires

Scott Anderson, accountant 3, Finance; **Darin Baarda**, information technology specialist 4, Information Technology Division; **Gretchen Caryl**, secretary 1, Cedar Rapids construction; **Matthew Vais**, construction technician, Creston construction

Promotions

Robert Burnett, from materials technician 3 to materials fabrication inspector 1, District 5 materials; **Brian Cerny**, from highway technician associate, Spirit Lake garage to highway technician senior, District 3 bridge crew; **Larry Hargis**, from equipment operator senior, Des Moines-north garage to highway technician senior, District 1 bridge crew; **Scott Jordan**, from highway technician associate, Onawa garage to highway technician senior, District 3 bridge crew; **Russell Neely**, from highway technician associate, from Williams garage to highway technician senior, District 1 bridge crew; **Mark Svoboda**, from highway technician associate to highway technician senior, District 6 bridge crew

Transfers

Steven Bowman, executive officer 2, from Systems Planning to Policy and Legislative Services; **Kurt Harvey**, engineering technician senior, from Contracts to Systems Planning; **Kim Nobiling**, executive officer 1, within Maintenance; **Brent Paulson**, executive officer 1, within Maintenance; **Amy Schleier**, design technician specialist, from Location and Environment to Design

Retirements

Danny Barnthouse, equipment operator senior, Centerville garage; **Marilyn Bunch**, secretary 1, Right of Way; **Marilyn Clem**, design technician specialist, Design; **Marian Gisel**, secretary 1, District 3 materials; **Edward Lanferman**, construction technician, Mount Pleasant construction; **John Mace**, motor vehicle investigator, Motor Vehicle Enforcement; **Joseph Telgren**, construction technician senior, Mount Pleasant construction; **Robert Young**, highway technician associate, Sioux City-Hamilton garage

Service awards

Information supplied by the Office of Employee Services for July 2009.

35 Years

Michael Fahrenkrug, De Witt garage; **Diane Lange**, Document Services

30 Years

Michael Arens, Le Mars garage; **James Bane**, District 4 Office; **Roger Boulet**, District 6 Office; **Kenneth Bravard**, Information Technology Division; **Roger Burns**, Elkader garage; **Ronald Driscoll**, Dubuque garage; **Debra Fritz**, Document Services; **Phil Heinlen**, Rockwell City garage; **Dennis Mabie**, Maintenance; **Wanda Phares**, Driver Services; **Dean Wiebke**, District 2 Office

25 Years

Bruce Forbes, District 2 Office; **Herbert Morley**, Elkader garage; **Karen Noble**, District 5 field staff; **Herman Schwarting**, Urbana garage; **Janet Sutter**, District 5 maintenance; **John Taylor**, Britt construction

20 Years

David Finger, Information Technology Division; **Suzanne Nicholl**, Information Technology Division; **Amy Schleier**, Design

15 Years

Michael Andorf, Waterloo garage; **Dean Bahe**, Waverly garage; **Robert Cornelis**, Bridges and Structures; **Troy Jerman**, Traffic and Safety; **William Kreinbring**, Grimes garage; **Gary Kretlow**, Design; **Lynette Leopold**, Information Technology Division; **Paul Pippert**, Waterloo garage

10 Years

Alan Bolger, Grimes garage; **Andrea Coco**, Driver Services; **Janice Deaton**, Driver Services; **Brenda Minor**, Iowa City DL station; **Clint Pickering**, Design; **Steven Smithson**, Davenport construction; **Jennifer Strunk**, Creston construction; **Brian Watters**, Maquoketa garage

DOT support, continued from page 9

National Guard and Reserve. Because employer support is critical to the success of maintaining this level of commitment from citizen-soldiers, employers are encouraged to learn more about the role of the National Guard and Reserve by attending events like the boss lift, along with open houses and public functions at local military units at one of the 56 armories located in 53 Iowa cities. In addition to providing education for employers on the role their soldiers play in the military, ESGR is also a resource for employers about specific employment rights and responsibilities related to members of the National Guard and Reserve through the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA). This law applies to all public and private employers in the United States.



Richardson's boss lift, on a CH-47 Chinook helicopter, spirited 27 people to Fort McCoy in Wisconsin to observe a medical training exercise. See details in her column on page 2.

TIPS FROM THE GREEN TEAM

Go Paperless – For E-mails, attachments or other electronic communication, think about it before you print. Ask yourself, “Could this item be read or stored online instead?” When you receive unwanted catalogs, newsletters, magazines or junk mail, request that your name be removed from the mailing list, then recycle the item.

As for INSIDE, did you know you can read it on DOT-NET? Go to DOTNET under the Publications drop-down menu. If you like reading INSIDE online, let the person who sorts your mail know that you don’t need a paper copy anymore. The area correspondents (listed below) are collecting information on reducing the number of printed copies for each work area.



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: Watch the August edition of INSIDE for details on Road Check 2009.

Reaching the 35-year milestone

Policy 240.07 allows employees reaching 35 years of service to have a photo printed in INSIDE. Having a photo taken and printed is voluntary. Depending on when the employee chooses to have the photo taken, the photo will not necessarily appear in the same month the employee reaches the 35-year service milestone.



Russell Sinram
Location and Environment



Ken Bierman
Muscatine garage



Terry L. Waddingham
Martensdale garage

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District 5	Brenda Hadley , Fairfield	641-472-6142
District 6	Sandi Byers , Cedar Rapids	319-364-0235
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Materials	Brian Squier , Ames	515-233-7915
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Motor Vehicle Enforcement	Anthony Batcheller , Ankeny	515-237-3218
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Right of Way	Linda Kriegel , Ames	515-239-1300
Traffic and Safety	Linda McBride , Ames	515-239-1557
Vehicle Services	Becky Sawatzky , Ankeny	515-237-3182

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On Aug. 8, 2007, Kay Snopek's life changed forever. It was a Wednesday night and Kay's husband, Mark Snopek, an environmental specialist senior in the Iowa DOT's Office of Location and Environment, had gone out for a bike ride. He didn't come home. Nearly two years later, the motorist who hit and killed Mark has still not been identified.

These days, Kay keeps busy with her work at Pioneer Hi-Bred International in Johnston and does what she can to raise awareness of bicycle safety and the rights of bicyclists on Iowa roadways, including promoting the annual "Ride of Silence" event. "Mark and I were always so careful as motorists to watch out for bicyclists. Now more than ever, it's hard not to live and breathe this issue," she explained. "My entire life changed in the instant of Mark's crash."

The Ride of Silence was initiated in Dallas, Texas, after Larry Schwartz was killed on his bicycle May 4, 2003. As his friends and family mourned at his funeral May 8, Schwartz' friend Chris Phelan formed a concept for a bike ride

in Schwartz' honor. Just one week after the crash, Phelan began sending E-mails to friends about his idea. On May 21, the first Ride of Silence took place in Dallas with more than 1,000 in attendance. The ride was such a huge success to bring safety awareness to all who share the roadway, Phelan and other organizers planned to continue the Ride of Silence as an annual event.

According to the Ride of Silence Web site, in 2004, the Dallas Ride of Silence grew to 2,500 in attendance, and more than 50 similar events were planned in many of the 50 states and reaching into Canada. Five years later, the Ride of Silence organization is in all 50 states and 18 countries, with rides in 296 cities accommodating nearly 8,000 riders.

The purpose of the Ride of Silence is to honor and pay respect to those who have been injured or killed while cycling on public roadways. It is also intended to raise awareness of cyclists' legal right to use the roads. Snopek said, "It is very powerful to see 80 to 100 bicyclists on the streets, riding in silence. There are no signs, no fanfare, but it certainly does get people talking when they see the riders go by. It's so sad that there is a need for an event like this."



(Top photo) DOTer Mark Snopek was killed Aug. 8, 2007, while bicycling in Boone County.

(Bottom photo:) More than 100 riders took part in the 2009 Ride of Silence in Ames May 20.

Julie and Stephen Engeman are organizers of the Ride of Silence in Ames. Snopek said she was unaware of the Ride of Silence until, at her husband's funeral, the Engemans approached her with their condolences. "I had never met Julie and Stephen before Mark's service," she explained. "They were very kind and explained that there are several bicyclists in the state that attend services like Mark's as ambassadors for Iowa's bicycle community. It's so sad to me that only through tragedy did I find out about the group and this event."

"Last year, 10 people I know joined me for the Ride of Silence in Ames. It was very emotional and I was glad to have that support and quietly spread the word. I hope that through

this ride and other efforts we can enlighten people that bicyclists and motorists can safely share the road. They need to watch out for each other. That includes pedestrians, motorcyclists and slow-moving vehicles, as well as bicyclists. While I wasn't able to attend this year's ride, I plan to make this a priority in the future."

This summer, 10 Iowa Ride of Silence events were registered at the Ride of Silence Web site: Ames, Atlantic, Cedar Rapids, Charles City, Des Moines, Iowa City, Le Mars, Marshalltown, Mason City, and Sioux City. Most of the events were held May 20, with thousands of bikers riding public roadways in silence to honor the memories of those killed in bicycle crashes.