

MARCH 2011

INSIDE



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ONE 2 ONE

WITH DIRECTOR NANCY RICHARDSON

When I was a kid, there was a saying, “Sticks and stones may break my bones, but words will never hurt me.” It was often a playground retort when someone said something mean or unflattering about or to you.

I didn’t believe it then and I don’t believe it now. I am a firm believer that words do matter. It’s not that I don’t understand what that old saying was trying to tell us—what somebody says about you doesn’t physically hurt you and you shouldn’t let it get under your skin and affect you emotionally. I get that. But, the fact of the matter is that what people say to me and about me does matter in both positive and negative ways.

This past month I’ve had a couple of reminders of the importance of what one says. The first was a “funny thing happened on the way to the office” experience. I was on the shuttle from the car repair shop to the office one morning, along with two other passengers. During the trip the front seat passenger struck up a conversation with the driver about the horrible condition of U.S. 30 west of Ames. He said it made him mad that the DOT let the road get in such bad shape.

The driver didn’t respond, so I remarked how it had been a tough couple of years weather-wise and Iowa’s roads had taken a beating. He responded saying that, of all the roads in Iowa, you’d think the DOT would keep the ones close to its headquarters in top shape. I said I wasn’t sure that Iowans would want the DOT giving preference to fixing roads near its headquarters over other roads around the state. He disagreed.

About that time, the shuttle driver turned into the DOT campus and the passenger remarked to him that maybe he shouldn’t have been complaining about the DOT since it appeared someone was being dropped off there. What the talkative passenger didn’t know was that the driver was a retired DOTer and I was the DOT director. Now, in this instance, his words didn’t hurt me, but they were a bit frustrating. I even laughed to myself about it as I got out thinking it would’ve been interesting to be in the van after I left and the driver told the man who I was.

The experience reminded me to always be careful about what I say, even in casual conversation. You never know how a careless comment might affect someone else. This instance was harmless, and it gave me a chance to tell our story about lots of unmet needs and the problems the freeze-thaw cycles

cause, but I have been in situations before when someone has unwittingly said something that could be very negative to someone in earshot. Likely we have all endured the occasional anti-government employee comment. Thoughtfulness at all times is my motto.

The second experience was the reverse...one where I was reminded of the impact my words can have on someone else. A legislator asked me to meet with him and a constituent who is the surviving spouse of a man killed in a car crash a few years ago when someone left their lane and hit him. Lawsuits against the DOT ensued around the condition of the road and whether it had an impact in the crash. Recently the lawsuits were settled prior to trial. The purpose of the meeting was to allow the widow to share her views directly with me and for me to provide the DOT perspective.

I really did not want to do the meeting. I suggested to the legislator that I thought it would be more productive if he and I met separately and discussed the concerns. I kept thinking about a grieving widow expressing her concerns to me and my not wanting to appear combative in any way by explaining our perspective. It just seemed a tough situation. I must admit that a great part of my reluctance stemmed from my own experience of significant personal loss and my continual journey of grief due to my daughter’s death. I was worried about the emotion of the experience and whether I could handle it, but that’s another story.

I went to the meeting and there was an emotional moment at the start when I extended my sympathy to her for her loss and told her that I, too, had experienced significant personal loss. Then, for an hour, she and her son and attorney talked about the unfortunate crash experience and I talked about the kinds of things we do—and particularly have started doing the past few years—to focus on safety in general and lane departure crashes in particular.

The meeting ended, there were thank yous, and we all went on our way. I acknowledged to the two staff with me, who knew my reservations about the meeting, that it had gone better than I had thought it would. But what happened a week later reminded me of the importance of words in a positive way. I received a note from the constituent thanking me for taking time to meet and the information I shared. She closed by saying she felt at peace after the meeting because she felt I truly cared.

What an impact that note had on me. To be told that an hour of my time and an expression of understanding about her personal grief helped her feel more at peace was a very positive experience for me. Funny the way life is...she was thanking me for saying things to her that had a positive impact on her life and her written words to me had just as big of a positive impact on me. Needless to say, it reminded me that words can matter in a very positive way.

Nancy

INSIDE survey

In November and December, Iowa DOT employees were asked to complete a brief survey about their impressions of the employee newsletter, INSIDE. This was the fourth survey in a series that was previously conducted in 2000, 2004 and 2006.

The 2010 version of the INSIDE survey was distributed in two ways. Printed copies of the INSIDE survey were included in the November 2010 edition of the magazine and an online version was available on DOTNET. Of approximately 1,800 printed surveys, 1,160 surveys were distributed to field offices and 640 were distributed from the mailroom via local mail to Ames and Des Moines locations. This is down from nearly 2,700 printed surveys in 2004.

A total of 453 surveys were returned. This is up significantly from the 2006 survey when 217 of 2,700 hard copy surveys were returned. The increase can be explained by changes to the distribution method. Of the 2010 responses, 379 (83.7 percent) were collected through the use of an online survey tool and 74 (16.3 percent) were hard-copy responses returned by mail. Those returning hard copies were asked to indicate a work location.

The vast majority of all respondents, 93 percent, indicated they received the publication monthly. A slight majority, 53 percent, indicated they typically read selected sections. An overwhelming majority, 92 percent, rated the article length as just right.

Respondents rated the importance of topic areas to their jobs and how well INSIDE articles cover the topics. As has been the case in past surveys, respondents rated personnel topics as most important, but coverage was rated as less than average. Other topics highly rated in importance by those responding to this survey included the message from the director, personnel changes and department policy issues. These findings were similar between the 2010 and 2006 surveys.

Over time, the way employees access INSIDE has been changing. One survey question asked respondents to provide the frequency of each of four delivery methods: own paper copy, paper copy passed around the work area, paper copy in the break area and DOTNET. Rankings ranged from 1 (not at all) to 3 (sometimes) to 5 (every time). In 2004, access through DOTNET ranked low at 1.96. By 2006, DOTNET was seen as a more valuable resource at 2.71. By 2010, DOTNET access was up to an average of 4.16. This change can be attributed to a reduction of more than half the number of paper copies distributed in 2010 compared to 2004.

While many workers access INSIDE electronically, several others do not have regular computer access at work. Respondents continued to access INSIDE by their own paper copy. This ranked as 3 in the 2010 survey, down from 3.79 in 2006 and 4.80 in 2004. Break room copies and passed paper copies scored 1.80 and 1.86 respectively from overall survey responses.

When asked what could be changed about the employee newsletter, 67.5 percent of all respondents said they would not change a thing, 27.4 percent would like to see a totally online format and 5.1 percent would like an overall design update.

There were 37 written comments attached to the survey forms. These comments, as well as a full report of the findings of this survey, can be found on DOTNET under the publications drop-down menu.



Bongo takes off in the Iowa City metro area

A new tool has transformed the way transit riders in the Iowa City area plan ahead for a trip to the bus stop. Using global positioning system (GPS) information, “Bus on the Go” or “bongo” can now alert riders to the location of any bus in the area, including Coralville Transit, Iowa City Transit and The University of Iowa’s Cambus fleets.

“This project came together very quickly,” said Brian McClatchey from Cambus. “The university took the lead after we saw a similar system at the Massachusetts Institute of Technology in the fall 2009. We did vendor evaluations and had a vendor onboard by May 2010. Our go-live date was November 2010.”

“Our three transit agencies have a history of working collaboratively,” said Chris O’Brien from Iowa City Transit. “Although we had worked together before, the magnitude of this project increased our familiarity with each others’ operations.”

Working with the initial product vendor, upgrades to the bongo system were completed internally and in collaboration among the three transit systems. Elements from an internal suggestion system ranged from choosing a name for the product to student employees designing the graphics to the marketing pieces and media buying. In the end, the three groups worked together to get a good final product.

The combination of technologies requested by the transit systems stretched what the vendor had done before. McClatchey said, “We wanted not only the GPS, but wireless internet capabilities on all vehicles. We also asked for diagnostic capabilities and automatic passenger counters on some of the newer vehicles that could accommodate those elements. We decided early on not to use the public website the vendor provided, but to develop our own. We could never have accomplished that without the assistance of The University of Iowa’s Information Technology Services. Now the vendor uses our website as a model for other customers to follow.”

Funding for the project came directly from each of the three transit systems. Cambus’ 37 vehicles were equipped for a one-time fee of \$134,000, and \$33,000 in annual operating expenses. Iowa City Transit chose to pay a one-time fee of \$265,530 to equip 27 vehicles and pay for five years of operating expenses up front. Coralville’s expenses were unavailable. McClatchey added, “These prices included a five-year warranty and some spare equipment.



How the system works

All transit vehicles are equipped with a GPS unit that emits a signal updating the unit’s latitude and longitude every 10 seconds, when activated. The information is relayed in real time to an online map, developed by The University of Iowa’s information technology staff, that displays the current location and predicted arrival times for each stop along the vehicle’s route.

“The whole system hinges on the stop number,” said McClatchey. Every stop on the three systems’ routes has been assigned a unique number. From the comfort of their own home, a rider can log on to www.ebongo.org, choose a route and check the predicted arrival time of a bus at a specific stop.”

En route, a rider can use a mobile device to check the same information by texting “bongo stop#” to 41411 or by calling 319-471-4155. There is also an option for riders to receive a text message when the bus is a certain time frame (1 minute, 5 minutes, 10 minutes) away from a specific stop. If a rider already at a stop has a mobile device equipped with a bar code reader, the rider can scan the code on the bus stop sign and load the bus stop’s information on the mobile device. Mobile applications for iPhone and Android are also now operational.



Sample of new bus stop signs in the Iowa City area

Bongo, continued on next page

Bongo, continued from previous page

If I would have known ...

O'Brien said, "When we do have service interruptions, many times people who call to complain said the interruption would not have caused a problem if they had just known about it. Bongo gives us multiple options to let people know what is going on with the system."

Newer buses can have more capabilities added and be equipped with automatic passenger counters and the ability to send vehicle information such as engine temperature and other diagnostics back to the transit system's mechanics. Another feature on some Cambus vehicles is a silent alarm to provide for additional passenger safety in the event of an onboard incident.

Passenger safety is the main focus of all three transit systems. "With bongo, passengers have a comfort level knowing that they are not waiting at a stop unnecessarily," said McClatchey. In the first month of operation, we had 2,000 unique visitors to the website and almost 6,500 phone calls. That was in December when the university students were only here half the month. We get comments daily about how people use and appreciate the bongo system."

Transit system employees are noticing a difference, too. "We didn't know at first how the employees would react," said O'Brien. "But after two weeks, our dispatchers said they didn't know how they operated without bongo. With the information now easily available to customers, the number of calls to the dispatchers receive has really dropped."

Vicky Robrock from Coralville Transit said, "We don't have staff in the office at all times, so bongo has helped provide information to our riders even when there is no staff on duty. The number of voicemail messages left in our office has been drastically reduced."

Other benefits of bongo will enhance the three transit systems' efficiency and ability to plan route adjustments. McClatchey said, "The data available from bongo will allow us to check actual information against complaints to see if a problem is real or perceived. Over time, the ridership data collected may show us where capacity should be increased or where stops can be combined."

McClatchey concluded by saying, "Every fall we have a new group of 18-year-olds. They are tech-savvy and expect this type of service."



The 2011 Food Drive campaign will begin Thursday, March 31, and end Friday, April 8. All central office events will be located in the North Lobby, unless otherwise noted.

- **"Just Build It."** Construction projects using needed items are expected to boost food donations. See the All for One page on DOTNET for details.
- **Pizza lunch.** Pizza from Little Caesars will be sold March 31 beginning at 11 a.m.
- **Roll sale.** Cinnamon and pecan rolls donated by Hy-Vee will be sold Tuesday, April 5, beginning at 8 a.m.
- **Book and Popcorn sale.** Popcorn and donated books will be sold Wednesday, April 6 and Thursday, April 7 beginning at 8 a.m. each day. The popcorn and a popper provided by MEMBERS1st Credit Union.

COMING SOON

Order online March 8-28

www.iadotwear.com/

Items delivered by the end of April.



 **DOT**
WEAR *etc.*

U.S. 20 permanent snow fence project update

Leave it to the winter warriors to find a positive aspect to consecutive years of above average snowfall in Iowa. "These snowy winters give us plenty of opportunity to research and test options for snow fence," said Tim Peterson, highway maintenance supervisor at the Williams garage.

Improving highway safety by finding more effective placement and materials to block snow from drifting on Iowa highways has been an ongoing mission of the Iowa DOT and other snowbelt states' DOTs for decades. Several state DOTs, including Minnesota, Wyoming and Utah, have established a link between placement of snow fence in critical areas and a 50 percent decrease in serious crashes during winter snow events.

In addition to the safety benefits, an effective snow fence blocks blowing snow and limits drifting to the right of way and not the road, reducing the need for plowing. Ideally, roadways should be designed to allow snow to blow across the road or to deposit it in the ditches, but that is a particular challenge for older roads that often have narrow rights of way.

Research geared to study snow fence design and placement options within the rights of way is being conducted by researchers from The University of Iowa's Hydrosience and Engineering Hydraulics Laboratory. The \$150,000 research project, funded by the Iowa Highway Research Board, is



The Williams exit test site has three different configurations of snow fence.

testing placement of permanent snow fence on U.S. 20 between mileposts 155 and 156, living snow fence on Interstate 35 between mileposts 159.93 and 182.56, and plastic snow fence on Iowa 1 in Jones County at milepost 118. Currently, data collection efforts are being concentrated at the U.S. 20 permanent snow fence site.

Annette Dunn, winter operations administrator, said, "When we chose the sites, we were looking for areas that had a history of visibility and drifting problems. We also wanted the area to be close to a DOT garage to allow for easier monitoring. The U.S. 20 site just off the Williams exit, fit the criteria."

In the research proposal, The University of Iowa Research Engineer Marian Muste and Associate Professor George Constantinescu discussed the need for this study due to the limited information currently available about the geometry and texture of snow fences and their orientation as a function of the dominant winds. Also factored into this research is the effect of local topography on the efficiency and cost of the snow fence, especially for tight space requirements associated with narrow rights of way.

Peterson said his crew installed the U.S. 20 test fencing in fall 2009 in three different 1,000-foot configurations. All permanent snow fence sections are lo-

cated on new right-of-way fence posts and have welded-wire fencing. Each of the three sections of fence is 6-feet tall, as previous research has shown most blowing snow travels within a height of 6 feet above the ground surface. The first section allows a 2-foot gap between the bottom of the fence and the ground. The second section allows a 1-foot bottom gap and the third, a 6-inch bottom gap. "The snow drifting characteristics are drastically different," said Peterson. "In the section with a 2-foot gap, the snow is blowing right under the fence. The section with a 1-foot gap is sucking the snow up to the fence, and the third section is protecting the roadway by keeping the snow from blowing and drifting."

The University of Iowa researchers are alerted as soon as possible after a snow event that causes a traffic disruption at the test site. Their data collection includes information to understand the underlying snow drifting process and documentation of the difference in performance of various snow fence options. Researchers will also endeavor to understand the impact of wind and topography on the drifting process. The research is contracted to continue through April 2012. Data collected will be used to determine more effective use of snow fence in the DOT's winter operations.

Coursework bolsters innovative thinking

How many of us do our everyday tasks the same way they have been done for years, just because we have not considered other alternatives? Mary Ford and Karen Ballard of the Office of Driver Services have a leg up on looking at their jobs with fresh eyes after spending a portion of the last 18 months completing a certified public manager (CPM) course at Drake University. The classes, held two days each month, seek to expand the way managers and supervisors think about accomplishing goals and to challenge the “that’s the way we’ve always done it” mentality.

Ford and Ballard agree the classes were a lot of work, with time spent on homework outside the two days of class time each month. They also agree the time was well spent, and feel even better prepared to take on the everyday challenges of their DOT jobs.

The CPM course included 29 individuals from public agencies around the state. Ballard said, “We were able to pull from other people’s perspectives. Because we were all from public agencies, we had similar issues, but talking through things helped me get out of my own way of thinking and understand how others solve problems.”

In addition to gaining perspective from other class members, Ballard said she appreciated the high level of connection with many of the instructors. “Some of the people brought in to teach the sessions really connected with the students. Those are the ones we learned the most from.”

Ford said, “My favorite session was the creative management class. They taught you to approach ideas in a unique way and really made you think.”

To bring the classroom concepts to life, the students are split into small groups and asked to develop a program implementing skills learned during the CPM curriculum. Ford and Ballard were teamed with five others to develop a wellness facility for state employees.

“The project involved not only the practical side of researching available facilities and existing programs, but working through difficult team dynamics and establishing accountability for each team member to complete the assigned tasks,” said Ford.

The project included researching the needs and interests related to a wellness facility for state employees, addressing



Karen Ballard (left) and Mary Ford (right)

concerns including parking, accessibility and security, among others. The team studied wellness options currently available to State of Iowa employees, wellness programs at large private employers in Des Moines and employee wellness offerings of other states. The group concluded there is a need for this type of program and suggested the former Mercy Capitol site could be utilized by the more than 6,000 state employees located in Polk County, more than half of whom are within walking distance of this facility.

Since 2002, the nationally accredited Certified Public Manager (CPM) program has partnered with the State of Iowa and Drake University to enhance problem solving and teamwork among public employees. This extensive learning experience is designed for supervisors, managers, executives, management staff, and project managers from federal, state, county and local governments. The program includes discussion, traditional classroom experiences and online learning.



IOWA DEPARTMENT OF TRANSPORTATION
TROPHY CASE
Special recognition awards



The 47th Annual Concrete Paving Workshop was held Feb. 2-4 in Des Moines. Four Iowa DOT projects received awards for the best Portland cement concrete pavements constructed in 2010 at the "Blue Ribbon" awards banquet Feb. 3.

Traffic management category
Iowa 122 in Cerro Gordo County



(front row, from left) Timm Caspers, Allied Manatt's Group; Wendy Ungs, Allied Manatt's Group; Gene Pavelka, Iowa DOT Britt construction
(back row, from left) Jeff Koudelka, Iowa Plains Signing Inc.; Richard Stafford, Allied Manatt's Group; Daryl Erickson, Iowa DOT Britt construction

The following honor was awarded, but due to inclement weather, no representatives were in attendance.

State road category
U.S. 52 in Jackson County

Iowa DOT Davenport construction, Cramer and Associates Inc., Tschiggfrie Excavating Co., and Bellevue Sand and Gravel Co.

Interstate category
I-35 in Clarke County



(front row, from left) Scott Sommers, Iowa DOT Chariton construction; Elijah Gansen, Iowa DOT Office of Design; Mark Gorton, Flynn Co. Inc.; Gary Hoffman, Flynn Co. Inc.
(back row, from left) Jeff Flynn, Flynn Co. Inc.; Larry Hankins, Flynn Co. Inc.; Mike Flynn, Flynn Co. Inc.

Divided highway category
U.S. 20 in Webster and Calhoun counties



(front row, from left) Kay Powell, Iowa DOT Jefferson construction; Dennis Ward, Iowa DOT Jefferson construction; John Quahndahl, Iowa DOT Jefferson construction; Todd Burch, Cedar Valley Corp.
(back row, from left) Tom Bonner, Cedar Valley Corp.; John Hart, Iowa DOT Jefferson construction; Brian Ingram, Cedar Valley Corp.; Craig Hughes, Cedar Valley Corp.; Paul Flattery, Iowa DOT Office of Design

Recipes for a clean and green home

The Iowa DOT's Green Team offers the following recipes for healthier cleaning supplies. The team reminds employees that when making the switch to natural cleaning products, be sure to safely dispose of any dangerous chemical products. Do not pour them down the drain or into the ground or trash. Read the labels or check with your waste management provider for options.

All-purpose household cleaner

- 1 qt. warm water
- 1 tsp. liquid soap
- 1 tsp. borax
- squeeze of lemon or splash of vinegar

This solution can be used for a multitude of cleaning jobs including countertops, floors, walls, rugs, and upholstery.

Air freshener

- Leave open boxes of baking soda in refrigerators, closets and bathrooms.
- Open doors and windows for good ventilation.
- Use the stove's fan when cooking.
- Use flowers, herbs and spices to add subtle fragrances to indoor air.

Drain opener

- 1/2 cup baking soda
- 1 cup vinegar
- boiling water

Dissolve baking soda and vinegar in boiling water, and pour the solution down the drain. Continue to flush with hot tap water until the clog breaks free.

Degreaser (engine and tool)

Use a water-based cleaner in place of kerosene, turpentine or commercial engine degreaser.

Degreaser (kitchen)

Use a nonchlorinated scouring powder with abrasive scouring pad or fine steel wool.

Disinfectant

- 1/2 cup borax
- 1 gallon of hot water

To inhibit mold and mildew, do not rinse following application of the borax solution.

Vinyl floor cleaner

- 1/2 cup vinegar or 1/4 cup borax
- 1 gallon water

If desired, polish floors with club soda.

Wood floor cleaner

Damp mop the floor with mild vegetable oil soap.

Glass cleaner

- 1/4 cup vinegar
- 1 qt. warm water

Do not use this as a windshield wiper solution as it may damage the pump.

Mildew cleaner

Scrub with baking soda or borax. For extended mold inhibition, do not rinse after scrubbing.

Oven cleaner

- 2 tbsp. or more of baking soda or borax
- 1 gallon water

Wear gloves and use very fine steel wool to scrub baked on food. For stubborn spots, try scrubbing with pumice. As a last resort, use a commercially available pump oven cleaner that has no caustic fumes or lye.

Scouring powder

Use baking soda or a nonchlorinated commercial scouring powder.

Spot removers

- All-purpose: Soak the stained article in 1/4 cup borax mixed with 2 cups cold water. Wash as usual.
- Blood: Pour 3 percent hydrogen peroxide solution directly on the stain. Rinse with water and wash as usual.
- Ink: Apply a paste of lemon juice and cream of tartar and allow to dry. Wash as usual.

Toilet bowl/tub/tile cleaner

- Scrub with baking soda or mild detergent.
- 1 pint mineral oil with a few drops of lemon juice will also clean and freshen toilet bowl.

(Article adapted from <http://www.cityofames.org/workweb/resourcerecovery/AlternativeCleaningSolutions.htm>)

Family happenings

Design

Judy Lensing



Kevin Hockett, design technician specialist, in the Methods section and his wife, Sandra, formerly of Motor Carrier Services, are the proud parents of baby Levi Eugene, born Jan. 11. Baby Levi weighed 7 pounds, 4.9 ounces and was 19.75 inches long. Big sisters Alexandra, 6,

and Emma, 4, are very excited to have a baby brother. Levi's uncles are Norm Hockett, construction technician supervisor in Marshalltown construction, and Paul Hockett, materials technician 5 in Materials. Levi's Aunt Karla Hockett is a clerk specialist in Materials.

District 1

Lori Wilkens



Troy Calvert, construction technician senior in the Des Moines construction office, and his wife, Jody, are proud parents for the third time. Kinsey Dean was born Nov. 24 weighing 6 pounds, 9.5 ounces. He joins big brother Colby, 7, and sister Kiley, 4.

Thank you

I would like to thank those of you who donated time off to me while I was off for a work-related injury. It was greatly appreciated.

Dawn Parker
Construction technician
Mount Pleasant construction office

Systems Planning

Peggy Riecken



Milly Ortiz, transportation planner 2, and her husband, Mike Shoup, are the proud parents of twins! Marisa Nicole (pictured at left) and Mitchell Riley (pictured at right) were born Jan. 13, 2011. Marisa weighed 5 pounds 3 ounces and was 18.75 inches long, Mitchell weighed 6 pounds and was 20.25 inches long. The babies are doing very well, and Milly and Mike are enjoying new parenthood to the fullest!



Jennifer Kolacia, transportation planner 2, and her husband, Louis, are the proud parents of a baby boy. Johnkely Ratsimbazafy Kolacia was born Oct. 30 weighing 6 pounds, 9 ounces and was 19 inches long.

Information Technology Division

Colette Simpson



Jafar Al-Kofahi, information technology specialist on the Highway Division support team, and his wife, Ayesha, are the proud parents of a new baby boy. Khalid Al-Kofahi was born Dec. 9 weighing 9 pounds and measuring 22 inches long. His big brother, Omar, is very happy to have a brother and he always lends a helping hand, whether or not his parents ask for his help.

In memory

Clarence Leroy Wilson, 79, died Jan. 7 at Lucas County Health Center in Chariton. Wilson was born Aug. 22, 1931, in Des Moines. He graduated from Lucas High School in 1949. He served in the Army during the Korean conflict.

After returning to Chariton, he married Geneva White June 19, 1955. Wilson worked as an inspector at the Iowa DOT's Chariton construction office, retiring in 1992 after 23 years of service.

He loved his family and never missed an opportunity to see his children and grandchildren in their activities.

Survivors include his wife, Geneva; his mother, Naomi Goben of Chariton; his children, LuAnn (Tom) Mosbach of Chariton, Suellen (Troy) LaZella of Bondurant, and Mark (De) Wilson of Ankeny; nine grandchildren; two brothers; a sister-in-law; and many nieces, nephews, other relatives and friends.



Steve William Klunder, 52, of Slater, died Jan. 10. Klunder was born Aug. 28, 1958, in Waverly, the son

of Leonard and Myrna (Pagel) Klunder. Klunder graduated from Plainfield High School and attended the University of Northern Iowa and Iowa State University. He worked in the Office of Design at the Iowa DOT at the time of his death.

On Feb. 21, 1996, he married Jill Neubauer in Las Vegas, Nevada. Klunder enjoyed hunting and was a member of Ducks Unlimited and Pheasants Forever. He enjoyed golfing and was an avid Iowa Hawkeye and New York Jets fan. Klunder also enjoyed spending time with his kids.

He is survived by his parents; wife, Jill; three children Chris Hadaway, Kaylee Klunder and Robert Klunder, all of Slater; three sisters; one sister-in-law; three nieces and four nephews.



Jeffrey Wayne Danielsen, 55, died Jan. 16. Danielsen was born in Cedar Falls July 27, 1955, to

Wayne Olaf and Beverly Jane (Cole) Danielsen.

He spent most of his childhood in Newton, but graduated from North Scott High School in 1973. He attended Iowa State University for two years before starting work at the Iowa DOT, where he worked in the sign shop and in the Office of Design's preliminary survey and photogrammetry sections. He was also a licensed land surveyor. Danielsen retired from the Iowa DOT in June 2010.

Danielsen married Kay Kuhn Aug. 15, 1989. He was an avid musician, playing guitar with the rock band Vivace for many years. He enjoyed fishing, riding his Harley Davidson motorcycle and helping his sons with their many activities. He was also a member of Bethesda Lutheran Church.

Danielsen is survived by his wife; Kay, of Ames; two sons, Eric and Austin Danielsen, both of Ames; his mother, Beverly Jane Danielsen of Cedar Falls; brother, Patrick Danielsen, of Cedar Falls; five nieces; two nephews; several great-nieces and nephews; and many aunts and uncles.



Carol Culver, 60, of Ames, formerly of Waterloo, died Jan. 17 after a courageous battle with cancer.

Culver was born in Sigourney, June 6, 1950, to Jay and Carolyn (Corell) Culver. She worked at the Iowa DOT for 26 years, most recently in the Research and Technology Bureau.

Culver graduated from West High School in 1968. She received her degree from Iowa State and her master's degree from the University of Pittsburgh. Culver was a foster parent to many children over the past 20 years. She enjoyed music, playing her viola with the Waterloo Orchestra and during Scandinavian Days in Story City. She also enjoyed her pets, playing in the bell choir at Collegiate United Methodist Church and spending time with friends and family. Culver volunteered at ACCESS shelter, the Iowa Department of Human Services, Youth and Shelter Services, and was an accomplished foster care mother.

She is survived by her parents, Jay and Carolyn Culver; daughter, Johanne Culver-DeWinter; grandchildren, Jazmyne and Zayah; brothers, Casey, Kerry and Kevin (Janine) Culver; nieces, Shandrelle and Makaela Culver; and a host of aunts, uncles and cousins, many friends and all of her foster children.

Donald Junior Buster, 71, of Washington, died Saturday, Jan. 29 at Mercy Hospital in Iowa City. Buster was born March 15, 1939, in Letts, the son of Donald and Audrey (Lukenbach) Buster.

Buster worked at Rath Packing Co. as a hog buyer, and grade and yield man. After he left Rath, he went to work at the Iowa DOT, where he retired as a garage operations assistant in January 2002.

Buster was a lifelong sports fan, back from the days when he played 4-H softball. Later in life, he played on and managed a local team. He was an avid Iowa Hawkeye and Chicago Cubs fan and enjoyed hunting.

He is survived by his wife, Yvonne; son, Patrick (Donna) Siegrist of Ainsworth; daughters, Lori (Walt) Siegrist of Hiawatha and Amber (Patrick) Buster of Iowa City; four grandchildren; five great-grandchildren; one sister; two brothers; and other friends and relatives.



Kudos!

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

To: Nancy Richardson, director, Iowa DOT
 From: John Horsley, executive director, American Association of State Highway and Transportation Officials (AASHTO)

One of the cornerstones of AASHTO's success is the participation of its member departments through committee involvement. As such, we would like to express our sincere appreciation to our member departments who contribute to the AASHTOWare® Cooperative Computer Software Program, specifically through department personnel participation on the AASHTO Trns•port® Task Force and its technical review teams (TRTs).

Participation on the Trns•port Task Force and/or one of its TRTs is vitally important to the success of the AASHTOWare Program with its goal to provide a means for the AASHTO member departments to pool their resources on a voluntary basis to produce mutually acceptable computer software products that are generally not available. The cooperative nature of this program allows AASHTO member agencies to pool resources in the requirements definition; development; and maintenance, support and enhancement phases of the software development lifecycle.

Currently, the AASHTO Trns•port program has a number of efforts underway that benefit greatly from contributions of member agency personnel time and commitment.

The following person(s) from your organization are currently serving on one or more Trns•port-related committees contributing valuable knowledge and experience to our joint efforts on behalf of all AASHTO member agencies.

- Roger Bierbaum, Trns•port CRLMS® TRT and Trns•port Estimator® TRT
- Sheldon Kardell, Trns•port Preconstruction® TRT
- Kevin Martin, Trns•port Technical TRT
- Janet Wastenev, Trns•port Construction™ TRT

Again, we would like to offer our sincere appreciation for your agency's participation in the AASHTO Trns•port program.

(Editor's note: Roger Bierbaum is a transportation engineer executive and Sheldon Kardell is a management analyst 3 in the Office of Contracts; Kevin Martin is an information technology specialist 5 in the Information Technology Division; and Janet Wastenev is a training specialist 2 in the District 4 Office.)

To: Governor Terry Branstad
 From: John Goldsmith, Salix

I had the opportunity to visit the Sioux City driver's license station Jan. 13. I was there assisting Joe, a long-time employee and family friend, to obtain his driver's license. This elderly gentleman had experienced some problems regarding the written test required by the State of Iowa. We requested a hearing officer and the state responded promptly. Amy Sievers from the Spencer DL station came to assist with the testing.

I would like to inform you that both Joe and I were treated extremely well, not only by Sievers, but all of the employees at the Sioux City station. We were successful in obtaining the driver's license and would like to compliment all of the employees at this facility.

(Editor's note: Amy Sievers is a driver's license supervisor 2 in Driver Services.)

To: Sonya Willis, Driver Services
 From: Richard Clothier, Lamoni

I want to thank you for the prompt and efficient manner with which you handled my recent request for an extension of my Iowa driver's license. It was not until I arrived at airport security to fly to Fort Lauderdale for our cruise that I discovered my license would expire during the cruise. Fortunately, I was able to download the extension request form from your website and fax it to you from the ship. I did not know what to expect, but I had been told that Florida car rental companies will not rent a car to a driver with an expired license. Evidently there is no grace period there, as there is in Iowa.

Our plans were to spend several days driving in Florida before returning to Iowa on flights that we had already booked. I knew that if I did not receive the extension permission before the end of the cruise, our vacation would be in shambles, and we would have to book new flights home immediately. Fortunately, you handled my request so promptly that we received the faxed extension from the ship's communication office in plenty of time to relieve our worries, and we were able to complete a most enjoyable trip that we had planned for some time, thanks to you.

I know that state workers are not always appreciated as they should be, and want to commend you for your service to Iowa citizens. We now have returned home and officially renewed our license, and all is well.

(Editor's note: Sonya Willis is a statistical research analyst 2 in Driver Services.)

To: Iowa DOT DL comment form
 From: Anonymous

I had Alex Jansen's name as a contact who could help me obtain a temporary restricted license. All correspondence was done by E-mail, but he was so helpful. Sometimes the forms are confusing and intimidating. He explained everything as he e-mailed and answered all my questions (and there were a lot of them) very promptly.

(Editor's note: Alex Jansen is a clerk-specialist in Driver Services.)

Kudos!, continued on next page

Kudos!, continued from previous page

Snowfighter kudos - this is just a sampling of the thank you notes and phone calls received during this year's winter storms.

To: Iowa DOT website
From: Wanda Malden, Iowa City

I wanted to take a moment to congratulate your staff on the extraordinary job they do clearing Interstate 80 eastbound. My daily commute is 120 miles from Grinnell to Iowa City.

(Editor's note: This section of Interstate 80 is maintained by the Grinnell, Malcom, Williamsburg and Coralville garages.)



To: Iowa DOT website
From: Brenda Bergman, Stratford

I just wanted to say thank you to the snowplow operators who take care of Iowa 17 and Iowa 175 from Stratford to Webster City. You do a great job and make it easier for my daughter and me to get to work. Keep up the good work.

(Editor's note: Iowa 17 and Iowa 175 are maintained by the Boone and Gowrie garages respectively.)



To: Iowa DOT website
From: Stephanie

Please thank the snowplow drivers who are assigned to U.S. 65/69 north of Indianola. They are awesome! Every year they continue to keep the north- and southbound lanes very clear.

(Editor's note: This section of U.S. 65/69 is maintained by the Carlisle garage.)



To: Iowa DOT
From: Doug and Carole Morrison

A note to tell you how much we appreciate your efforts to keep U.S. 34 and U.S. 218 open between Ottumwa and Iowa City. The weather is frightful and you people earn your money. Thank you!

(Editor's note: In District 5, U.S. 34 and U.S. 218 are maintained by the Ottumwa, Fairfield, Mount Pleasant and Washington garages. In District 6, U.S. 218 is maintained by the Coralville garage.)



To: Iowa DOT
From: Bill Nies, Cedar Rapids

I use Iowa 100 every day and wanted you to know that the crew taking care of that highway did an outstanding job of getting the road cleared quickly during and after the storm this week (Feb. 1). People are so quick to complain but not to praise and I wanted you to know that people do appreciate all your efforts.

(Editor's note: This road is maintained by the Cedar Rapids garage.)



To: Iowa DOT
From: Sandra Zahn, Cedar Rapids

I just would like to thank all of the snowplow drivers, especially those on Interstates 80 and 380 between Coralville and Cedar Rapids. I stayed in Coralville Feb. 1 due to the weather and left work around 3 p.m. Feb. 2 expecting a difficult drive. Both interstates were unbelievably clear. Your dedication and hard work allow me to travel safely and are greatly appreciated. Thank you once again.

(Editor's note: This road is maintained by the Cedar Rapids and Coralville garages.)



To: Nancy Richardson, Iowa DOT director
From: Ray Walton

I have been on the roads every day this week beginning Jan. 31. The DOT crews have done a fantastic job! You and they are in a largely thankless business; here is a hearty "Thank you" from me!

(Editor's note: Walton travels U.S. 65/69 daily from Indianola. That road is maintained by the Carlisle garage.)



To: District 6 Office
From: Anonymous commercial truck driver

A call was received in the office from a commercial truck driver who was drifted in at the Scott County rest area near Wilton. He was very appreciative of the effort to get the rest area cleared so the snow-bound trucks could be freed. He said when he first called he was told it would be five or six hours before the Iowa DOT could get to the rest area, but within two hours DOT plows showed up and cleared the way. He was very happy. He wanted to make sure that those responsible receive the praise they deserve.

(Editor's note: This rest area was cleared by the Tipton garage.)

Personnel updates

Information supplied by the Office of Employee Services for Dec. 24, 2010 to Jan. 20, 2011

New hires

Clark Borkowski, mechanic, Atlantic garage; **Valerie Brewer**, program planner 3, Location and Environment; **Steven Dyke**, highway technician associate, Albia garage; **Deborah Eitel**, secretary 1, Davenport construction; **Robin Graves**, driver's license clerk senior, Iowa City DL station; **Joshua Hart**, highway technician associate, Grimes garage; **Gloria Hamilton**, typist-advanced, Driver Services; **Andrew Inhelder**, transportation planner 1, Program Management; **James Jordan**, engineering technician senior, District 4 Office; **Jason McCabe**, highway technician associate, Decorah garage; **Robert McNamara**, equipment operator senior, District 3 paint crew; **Debi Meyers**, management analyst 3, Contracts; **Matthew Miller**, highway technician senior, Jefferson construction; **Justin Mueller**, mechanic, West Union garage; **Brian Pepper**, information technology specialist 3, Information Technology Division; **Brian Petty**, communications technician 2, Information Technology Division; **Larry Price**, highway technician associate, Albia garage; **Panyot Puapanpattana**, information technology specialist 3, Information Technology Division; **Joshua Riley**, highway technician associate, Muscatine garage; **Tim Sandusky**, track inspector, Rail Transportation; **Cory Saxton**, mechanic, Fort Dodge garage; **Jeffrey Singer**, mechanic, Alton garage; **Nancy Sparr**, driver's license clerk, Council Bluffs DL station; **Robert Stradley**, highway technician associate, Des Moines garage; **Michael Tiedens**, transportation planner 2, Public Transit; **Merle Wilson**, highway technician associate, Ames garage

Promotions

Dane Bjugan, from construction technician, Britt construction to materials technician 4, District 2 materials; **Joshua Brimeyer**, from highway technician associate to mechanic, Dyersville garage; **Vivian Broesder**, from driver's license clerk senior to driver's license examiner, Mason City DL station; **Joseph Brown**, from highway technician associate to equipment operator senior, Council Bluffs garage; **Nicole Cuva**, from design technician to design technician specialist, Right of Way; **Daryl Erickson**, from construction technician to construction technician senior, Britt construction; **William Fox**, from land surveyor to land surveyor senior, District 4 Office; **Dale Gahring**, from highway technician associate to equipment operator senior, Williamsburg garage; **Craig Greer**, highway technician, Mason City garage to highway technician senior, Britt construction; **Dale Harris**, from materials technician 3 to materials fabrication inspector 1, District 2 materials; **Jason Huddle**, from transportation planner 1 to transportation planner 2, Systems Planning; **Nickolas Humpal**, from transportation engineer, Design to transportation engineer specialist, Location and Environment; **Steven Kenton**, from design technician to design technician specialist, Traffic and Safety; **David Klyn**, from highway techni-

cian associate, Ottumwa garage to equipment operator senior, Bloomfield garage; **Brandon Lafrenz**, from highway technician associate to mechanic, Grundy Center garage; **Orest Lechnowsky**, from transportation engineer manager, Council Bluffs construction to transportation engineer specialist, District 3 field staff; **Thomas Messerole**, from motor vehicle officer to motor vehicle investigator, Motor Vehicle Enforcement; **Steven Messler**, from design technician to design technician specialist, Design; **John Mohr**, from highway technician associate, Williamsburg garage to facilities maintenance coordinator, Maintenance; **William Nielsen**, from highway technician associate to highway technician, Williamsburg garage; **Steven Schroder**, from transportation engineer intern to transportation engineer, Traffic and Safety; **Charles Schultz**, from construction technician to construction technician senior, New Hampton construction; **Larry Shriver**, from mechanic, Neola garage to district mechanic, Council Bluffs maintenance; **Julia Snyder**, from materials technician 4 to materials technician 5, District 4 materials; **Willy Sorenson**, from transportation engineer specialist, Research and Technology Bureau to senior transportation engineer, Traffic and Safety; **Brent Terry**, from materials technician 3 to materials technician 4, Materials; **Kent Van Ervelde**, from highway technician to equipment operator senior, Newton garage; **Chad White**, from motor vehicle officer to motor vehicle investigator, Motor Vehicle Enforcement

Transfers

Ryan Flugum, highway technician associate, from District 2 paint crew to Decorah garage; **Brent Paulsen**, executive officer 1, from Maintenance to Public Transit; **Erin Pickering**, management analyst 2, from Maintenance to Information Technology Division; **David Ramirez**, engineering operations technician, from District 6 field staff to District 2 Office; **Michael Ross**, design technician specialist, within Design; **John Selmer**, public service executive 6, from District 4 to Highway Division bureaus; **David Staab**, from mechanic, Urbana garage to highway technician, Newhall garage; **Rob Strickler**, highway technician associate, from Grimes garage to Des Moines garage; **Donald Verschoor**, construction technician senior, from Sioux City construction to Council Bluffs construction; **Timothy Zeimet**, from mechanic to equipment operator senior, Maquoketa garage

Retirements

Roger Ashbaugh, equipment operator senior, Cherokee garage; **Steve Gast**, transportation division director, Information Technology Division; **Gary Meyer**, highway technician associate, Grundy Center garage

Service awards

Information supplied by the Office of Employee Services for March 2011

40 years

Cheryl White, Director's Office

35 years

Lee Hammer, Support Services

30 years

Richard Grace, Williams garage; **Karmella Heuer**, Driver Services; **David Hipnar**, Denison garage

25 years

Gregg Durbin, District 1 Office; **Ronnie Hargens**, Le Mars garage; **Richard Kalvik**, Support Services; **David Miller**, Motor Carrier Services; **Glenn Rolling**, Le Mars garage; **Jeffrey Shelton**, District 3 Office; **Kevin Shirley**, Materials

20 years

Bruce Baumgarn, Materials; **Debora Corwin**, Information Technology Division; **Todd Eichhorst**, Marshalltown construction; **Jonathan McQuoid**, Motor Vehicle Enforcement

15 years

Francis Today, Design; **Lugene Verploeg-Coop**, Des Moines DL station

10 years

Charles Barker, Information Technology Division; **William Bemisdarfer**, Newton garage; **Brian Cerny**, District 3 bridge crew; **Matthew Donovan**, Location and Environment; **William Fox**, District 4 Office; **Jeffrey Huntsman**, Creston construction;

Raymond Jackson, Carlisle garage; **Michael Kern**, Des Moines garage; **Curtis Moore**, Latimer garage; **Randall Schlei**, Design; **Terry Smyser**, Chariton construction; **Ardella Walker**, Grimes garage

5 years

Anthony Babcock, District 3 Office; **Linda Fevold**, Information Technology Division; **Steven Osborn**, De Soto garage

The Iowa Living Roadway Trust Fund wildflower calendar is now available on DOTNET at <http://dotnet/2011IowaWildflowerCalendar.pdf>.



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: While asters like these won't bloom for several months in Iowa, spring is on the way.

March I-Spy clue: In like a lion, out like a...

February I-Spy solution: Cupid is high atop the trees to the right of the United States flag.

Service Area	Correspondent	Phone
District 1	Lori Wilkens , Des Moines	515-261-9500
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
General Counsel	Chris Crow , Ames	515-239-1509
Information Technology Division	Colette Simpson , Ames	515-233-7728
Local Systems	Gail Nordholm , Ames	515-239-1528
Location and Environment	Susie McCullough , Ames	515-239-1225
Maintenance	Cindy Shipley , Ames	515-239-1971
Materials	Brian Squier , Ames	515-233-7915
Modal offices	Cathy Mather , Ames	515-239-1140
Motor Vehicle Division	Diann McMillen , Ankeny	515-237-3250
Operations and Finance Division	Sheri Anderson , Ames	515-239-1340
Research and Technology Bureau	Lori Pflughaupt , Ames	515-239-1646
Right of Way	Tami Bailiff , Ames	515-239-1216
Systems Planning	Peggy Riecken , Ames	515-239-1664
Traffic and Safety	Stephanie Anderson , Ames	515-239-1746
Transportation Data	Jodi Clement , Ames	515-239-1289

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.



Rail facts and safety tips

Information from the Operation Lifesaver Inc. website

- Freight trains do not travel on a predictable schedule; schedules for passenger trains change. Always expect a train at every highway-rail intersection.
- Train tracks are private property. Trains have the right-of-way 100 percent of the time.
- If there are rails on the railroad ties, assume that the track is in use, even if there are weeds or the track looks rusty.
- A typical locomotive weighs approximately 400,000 pounds or 200 tons. When 100 railcars are added to the locomotive, the train can weigh approximately 6,000 tons. The weight ratio of an automobile to a train is proportional to a soda can and an automobile.
- A train may extend three feet or more outside the steel rail, which makes the safety zone for pedestrians well beyond the rails themselves.
- Modern trains are quieter than ever, with no telltale "clackety-clack." Also, an approaching train will always be closer and moving faster than you think.
- Trains cannot stop quickly. It is a simple law of physics: the weight and size of the train and the speed of the train dictate how quickly it can stop under ideal conditions. A 100-car freight train traveling at 55 miles per hour will need more than a mile to stop — that's approximately 18 football fields — once the train is set into emergency braking.
- Trains can move in either direction at any time. Trains are sometimes pushed by locomotives instead of being pulled. This is especially true in commuter and light rail passenger service.
- Cross tracks ONLY at designated pedestrian or roadway crossings. Observe and obey all warning signs and signals.
- Never walk down a train track; it's illegal and it's dangerous. By the time a locomotive engineer can see a trespasser or a vehicle on the tracks, it is too late. The train cannot stop quickly enough to avoid a collision.
- Remember: Rail and recreation do not mix!

BOTH CAN NOT CROSS AT ONCE

