

INSIDE

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From my view

Mark F. Wandro, P.E., L.S.



Last spring all managers and supervisors came together at a conference on diversity. They were charged with suggesting activities to the department's Management Team (MT) to address concerns raised by employees regarding diversity at the department. MT reviewed the

20 suggestions that came out of the conference and combined them into seven overall recommendations.

At the MT's request, the Office of Employee Services (OES) put together a team to further develop the detailed implementation steps and action plans for these seven recommendations. That work is complete and has been endorsed by MT. A summary of that work is available on DOTNET. The two-year implementation schedule approved by MT took into account both the significant staff requirements of implementing each recommendation and necessary logical order of completing some of the action plans.

Following are brief summaries of the seven recommendations and corresponding action plans.

Diversity Action Plan 1 **Hold a regular agency-wide supervisors' meeting**

In January MT appointed a steering committee to implement this action plan. An annual meeting of managers and supervisors will be held to provide attendees with consistent information on management-related topics, with an emphasis on human resource management. Attendance at these meetings will be mandatory for all managers and supervisors. The success of this action step will be measured by knowledge surveys completed at conference time by attendees and six months later to gauge the retention of information presented.

Diversity Action Plan 2 **Hold regular human resources roundtables for supervisors**

Work on this action plan is set to begin at the end of calendar year 2004 with OES taking the lead. These meetings will provide a forum for informal discussion between supervisors and human resources professionals to share information, answer questions and solve problems with special emphasis on issues related to diversity. A series of statewide kick-off meetings is planned for February through March 2005, with a regular roundtable being held every two months thereafter in one of the six districts. Success will be measured by participant evaluations of the sessions.

Diversity Action Plan 3 **Develop brief, concise supervisory user guides on best practices and processes of hiring and promotion**

A "Hiring Process Checklist/Reference Card" will be developed by OES by April 2005. It will be for supervisors' use during the hiring process to ensure compliance with best practices, policies and rules. Feedback from supervisor roundtable discussions will provide information to measure the success of this action plan.

Diversity Action Plan 4 **Implement regular refreshers for all employees on workplace environment, AA/EEO and investigations policies**

By the end of calendar 2004 a standard strategy/goal will be placed in each employee's performance plan (see article on new Individual Performance Plan and Evaluation (IPPE) process) to address and implement refresher training/discussion of the workplace environment, affirmative action/equal employment opportunity and investigations policies. Training on the new IPPE process is ongoing at this time.

Diversity Action Plan 5 **Develop and implement** **new supervisor orientation**

OES will develop quarterly supervisor orientation for recently promoted or newly hired supervisors. The orientation will provide new supervisors with information on critical personnel programs, policies and procedures that are necessary for them to function in their new roles. A memo that OES currently sends to new supervisors about training requirements will be modified to include the details of this orientation session. New supervisor orientation is targeted for implementation by February 2005.

Diversity Action Plan 6 **Review workplace environment,** **preventing sexual harassment,** **investigation, and related policies**

The six policies that cover these areas will be reviewed over the course of the next several months and updated as determined necessary to ensure they are reasonable, understandable and consistent with related policies, rules, procedures and laws. Special attention will be given to the complaint reporting process and whether an informal problem resolution process could be introduced. It is intended that all policies will include a clear description or examples of expectations so employees and supervisors can recognize and understand their roles in compliance with these policies. This work is expected to be completed by June 2004 and provides the foundation for several other action plans. Future employee surveys and supervisors' roundtable discussions will be used to evaluate the success of this action plan.

Diversity Action Plan 7 **Forward requests for changes** **to classification plan and class** **descriptions to the Department of** **Administrative Services/Human** **Resources Enterprise (DAS/HRE)**

OES will solicit information from DOT employees regarding how current job descriptions and minimum qualifications reflect the job and background requirements for successful performance of the jobs at the DOT. OES will analyze this information and determine which job specifications need review and whether any new classifications are warranted. Upon MT approval, this information will be submitted to DAS/HRE for review and consideration. This effort is expected to take place between January and July 2005.

As you can see, the seven initial recommendations contain a strong focus on training for managers and supervisors. One of OES's challenges in implementing these recommendations will be to develop ways to document the effectiveness of these first activities so the MT can best determine what additional steps may be needed to fully address employee concerns about diversity.

Truly valuing diversity includes much more than eliminating illegal discrimination. I expect all DOT employees to treat each other, and those with whom we come in contact, with fairness and respect. While we work to more fully embrace diversity at the DOT through implementation of these action plans, employees should constantly be aware of the role they play in helping to create the environment of the workplace. Employees also need to support management's efforts by reporting any observed behavior that violates our policies. The ultimate goal is that all employees are valued and respected. I believe that implementation of these seven action plans will move us closer to reaching that goal.



How are you doing?

One of the most challenging tasks facing supervisors is to fairly evaluate each employee's performance. Over the years, different tools have been available for supervisors to use to accomplish this task. On July 1 the Department of Administrative Services unveiled a new tool called the Individual Performance Plan and Evaluation (IPPE) process for all state employees.

The new system replaces the behavior-based Employee Development and Performance Dialog (EDPD). In the EDPD process employees were evaluated using six criteria: teamwork; problem solving; confidentiality; work quality and quantity; technical knowledge; and customer focus. The new IPPE process allows for the retention of these behavioral aspects of work life, but adds performance measurements based on the duties assigned to individual employees. Unlike the EDPD systems, the IPPE system focuses on achievements or results.

"This change came about to align the performance planning process for state employees with the state's Accountable Government Act passed in 2001," said Val Anderson of the Office of Employee Services. "The IPPE process was designed as a results-oriented evaluation system to help employees better understand how their performance affects the successful completion of goals set by the agency and state government as a whole."

In training on the new process, Anderson emphasizes that communication between each supervisor and the employees they



supervise remains the primary focus of the evaluation process. Anderson says that as each employee's performance is evaluated in fiscal year (FY) 2004, they will have an individual performance plan established using the new IPPE system. Their first evaluation based on that system would then follow in FY 2005. New forms have been developed and are available on DOTNET, along with a selection of examples and reference materials for supervisors to use to make the transition to the new system easier.

"There are some entries on the form that are the same for all employees," Anderson said. "The state's vision and goals, agency's strategic plan goals, and agency performance plan core functions are already entered in the standard form. Supervisors need only complete the portion of the form specific to each employee."

Instead of being evaluated primarily on the six behavioral aspects outlined in the expectation area of the EDPD, the new process allows supervisors and employees to identify the key strategies (or goals) that the employee is to focus on during the evaluation period. After identifying the strategies for the employee, an action plan outlining the steps required to successfully complete each goal is specified. Employees will be able to see how their performance plans link to the DOT's strategic plan, annual performance plan and agency mission statement.

To assist supervisors with the transition to the new system, Anderson has already conducted some training sessions for managers and supervisors, and anticipates conducting several more in the coming weeks. The training includes suggestions for some generalized statements of goals and actions plans that can be customized to apply to different employees' situations. "We're doing all we can to make the change as easy as possible to implement," she said.

For any questions on the new performance measurement tool, contact Val Anderson at 515-239-1277 or valerie.anderson@dot.state.ia.us.

Design employee of the year

Brian Smith

Brian Smith, transportation engineer in the Office of Design, thought he was being called to a colleague's office to discuss a design problem. Instead the Design Employee of the Year selection committee was waiting to tell him he had been chosen for the 2003 honor.

"I thought it was a compliment just to be nominated. I was hopeful that I would win, but so many very competent people were also nominated," said Smith.

Smith, nearing his sixth anniversary as a DOT employee, is seen by supervisors and peers as having an excellent work ethic. According to the nomination form submitted by Keith Cadwell and Dan Ohman, Smith is described as able to work independently and a quick learner with solid engineering judgment. They commend him for being very thorough in plan development and review, and going beyond what is required to provide customer service. In addition, the nomination states Smith demonstrates excellent technical skills that he continues to develop, takes initiative to improve products and processes, and raises the level of performance of the entire section through his teamwork and leadership.

Mike Kennerly, director of the Office of Design, is very aware of Smith's technical prowess, but he's especially impressed with the way Smith deals with people. He said, "What has always impressed me about Brian is the way his interpersonal skills complement his technical skills. He has a quiet



"I thought it was a compliment just to be nominated. I was hopeful that I would win, but so many very competent people were also nominated."

Brian Smith

determination to be the best, and do the best job that he can, and the praise afforded his technical skills is a testament to that fact. But what separates Brian from a lot of technically gifted people is that his ego, like the Grinch's heart, is two sizes too small. He works well with just about everyone, and freely shares the tools he develops to make the job easier and more efficient. The work he did mentoring another employee put

Brian in a delicate and difficult situation particularly for a non-manager, yet he handled it better than most of the managers I know."

Some of the innovative projects Smith has spearheaded include working out a solution to a complicated geometric problem involving the alignment at the end of the Tama bypass to avoid a historic house. In addition, he revised the grade line of proposed U.S. 30 over existing U.S. 30 to avoid a newly discovered burial mound site and decreased the project cost at the same time.

Managing and completing multiple projects simultaneously is a skill Smith has exhibited time and time again. He took charge of three Sheldon bypass grading projects, thoroughly reviewing the consultant's work, correcting errors, making improvements, and working closely with the soils consultant, District 3 employees and other Design team members. Meanwhile, he continued giving guidance on other projects in the section.

Smith looks for opportunities to acquire new skills in computer programs and programming through formal training or self-instruction. He has used his understanding of computer programs to guide the development of several process improvements and creation of a Plan Quality Checklist Smith created as a tool for himself, but is now implemented office-wide. His knowledge has also earned him membership on the Automation Steering Committee and Electronic Records Management Committee.

Smith and his wife, Kimberly reside in Ames and have two sons, Dylan, 6, and Alec, 3.

Elkader heavy duty wing wheel



The Elkader shop's invention helps keep wing blades from scalping gravel shoulders.



One of five DOT winners of the Build A Better Mousetrap competition at the Maintenance Expo in September, the Elkader shop's heavy duty wing wheel helps control the wing blade and greatly decreases the amount of rock winged into the ditches.

"The shop employees were having a brainstorming session about three years ago," explained Elkader mechanic Herb Morley. "The idea came up to design something to keep the wing blade from scraping rock off the shoulder into the ditch during snow removal operations. We had tried other options, but the old front snow plow wheel assembly worked the best. It only took a few hours to fit the wheel to the wing."

The prototype wing wheel held the wing blade at a specific height, which was manually adjusted using a crank so the operator would have to get out of the truck each time the shoulder changed from pavement to rock. After using the plow wheels and agreeing they worked well, the operators asked if there was a way to adjust the height of the blade using air or

hydraulics. Morley says he chose to use the ice blade hydraulic lock system over the air system because it was cheaper.

"That worked pretty well and now we have these on all the heavy duty wings," said Morley. "Our supervisor, Roger Burns, estimates using the wing wheels saves about 80 percent of the rock that would otherwise be plowed into the ditch by the standard wing without the wheel."

For more information on the wing wheel, contact Morley at the Elkader shop (phone 563-245-2724) or Highway Maintenance Supervisor Roger Burns at the shop or by cell phone at 563-880-0410.

New barrier technology near Ankeny to reduce cross-median crashes

Cross-median crashes, collisions where vehicles cross the median into oncoming traffic, have increased across the nation. To increase safety on Iowa roadways and help prevent these types of crashes, an innovative cable median barrier has been installed along I-35 near Ankeny.

The 3.5-mile barrier system, manufactured by Brifen USA, begins at the First Street interchange at Ankeny and continues south towards Des Moines. The project installation was completed Dec. 17 at a cost of \$330,000.

Will Stein, DOT engineer working on the barrier design, said, "Although the number of cross-median crashes is relatively rare compared to other types of crashes, the results are often catastrophic with vehicles colliding head-on at high speed. We look to this new technology as a significant step forward in safety, but also as a low-maintenance, cost-effective alternative to traditional median barriers."

From a safety standpoint, an impact on a cable system offers a more forgiving impact, resulting in lower forces on vehicle occupants. Vehicles also tend to remain more stable upon impact and are less likely to be redirected back into traffic after impact.

Although the DOT has used cable barriers for years, Stein says this new technology has several advantages. The Brifen system consists of four high-tension cables, three of which weave back and forth between posts. The weave pattern provides a safer impact from either side of the barrier and also helps maintain the cable tension. The higher tension of the Brifen system allows the cables to remain functional after an impact by keeping them suspended. Standard three-strand cable is normally not functional after an impact until it has been repaired and retensioned.

The cable barrier system also has some advantages from a maintenance standpoint. The posts are installed in steel sleeves that are embedded in concrete. The posts are designed to bend or break off upon impact. To repair the system, the damaged posts are manually removed from the sleeves, a new post inserted, and the cables manually reattached to the posts. Most repairs can be done quickly and no lane closures are required for heavy equipment. The openness of the cable barrier also causes less snow drifting than traditional steel or concrete barriers.

In terms of cost, the cable barrier is millions of dollars less expensive than a paved median with concrete barrier and storm sewer.



Contractors install the cable barrier on I-35 near Ankeny.

The Oklahoma City experience

The first U.S. installation of the Brifen system was constructed along the Lake Hefner Parkway in Oklahoma City. The parkway is a heavy commuter route into Oklahoma City with more than 100,000 vehicles per day. Between June 1997 and May 2000, cross-median crashes on the parkway resulted in four fatalities and six injuries.

Installation of seven miles of the cable barrier was completed in September 2001. The barrier has since been impacted more than 150 times. There have been no cross-median crashes, fatalities, or major injuries. Other states including Colorado, Ohio and Arizona have also installed this type of barrier system.

Lending a helping hand

A request for assistance following a hurricane isn't likely to be made by the state of Iowa. But on the east coast of the United States, it's a different story. In early October, Hurricane Isabel and Tropical Storm Henri flooded many New England states. The need for assistance was great. Following a Presidential disaster declaration, the states of Delaware and Maryland requested aid from the Federal Emergency Management Agency (FEMA).

When a state's own disaster relief teams, along with FEMA's resources, reach their limits, these agencies request assistance from states that participate in the Emergency Management Assistance Compact (EMAC). Iowa is one of those states.

EMAC is comprised of volunteers from Iowa's state agencies. According to Ray Callahan of the Office of Maintenance, there are currently 41 DOT employees on the volunteer list, and 14 have completed the necessary training to be certified as project officers available to be sent to other states in an emergency.

Three of these DOT employees, Jim Doeden, District 2 field services coordinator; Larry Stuff, construction technician in Davenport construction and Arlo Merritt, transportation engineer intern in Traffic and Safety, all accepted this call for help in the October flooding in New England.

While on assignment, the three worked with officials associated with public structures such as highways, railroads and public buildings that sustained damage in the flooding. The DOT employees helped complete the



(Left to right) Jim Doeden, District 2 field services coordinator; Larry Stuff, construction technician in Davenport construction and Arlo Merritt, transportation engineer intern in Traffic and Safety

necessary paperwork and entered information into a FEMA database.

Stuff was the first employee to be called. His services were initially needed in Maryland for approximately two weeks, and then it was on to a 25-day stint in Delaware.

"Until I started this FEMA training, I didn't realize how much help was needed or how much help I could provide," said Stuff. "The work I was doing in Delaware and Maryland is similar to some of the tasks of my DOT job, writing change orders to estimate costs for repairs of highways and structures. Those people are in the middle of a crisis, their resources are stretched to the limit and they are very appreciative of the help we can provide."

Doeden and Merritt were sent to Delaware in early October for a 25-day stay. Doeden says the Delaware Emergency Management Agency has a very small staff of two, and they were unable to keep up with the workload.

"I worked with the Wilmington Western Railroad, a historic railroad that was basically destroyed by the flood from Tropical Storm Henri," said

Doeden. "This work can be very stressful, but it's rewarding to lend a helping hand when you can."

Merritt was also sent to Delaware, but spent his time working with two of the three Delaware counties and several southern Delaware towns following Hurricane Isabel to submit FEMA paperwork for damaged public properties.

"I've been fortunate in my more than 32-year career with the DOT to have been allowed to grow with training and education," said Merritt. "There comes a time in one's life to have a need to give back. That's what I'm doing."

While in the final days of working in Delaware, Stuff suffered a mild heart attack and was hospitalized. "I want to thank the people from the Delaware Emergency Management Agency. They spent a lot of time with me in the hospital. I also want to thank Jim Doeden for his help. He really went above and beyond the call of duty in taking care of things for me," said Stuff.

An American girl

There's nothing quite like the giggle of a small child. Until this fall, Paul Jensen, design technician in Traffic and Safety, and his wife, Juli, had dreamed of childhood laughter coming from their home. After several months of anxious anticipation, Paul and Juli left for a two week trip to China to bring home the little one who would provide a great source of joy in their lives.

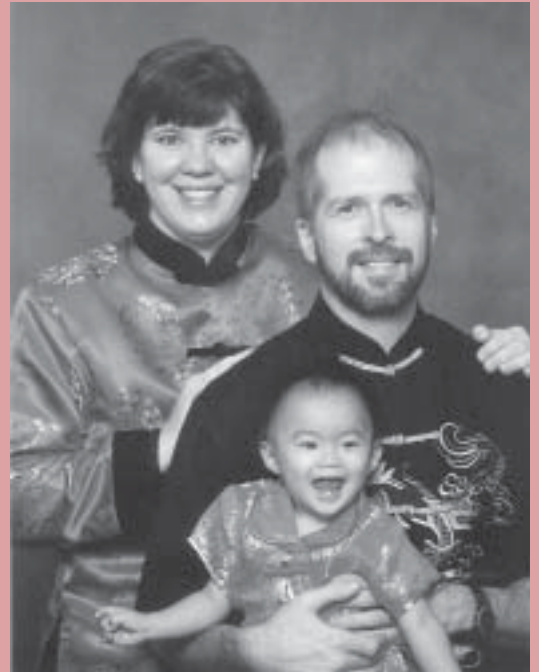
Wu Si Yi was born Sept. 10, 2002. She had lived in an orphanage or foster care in the town of Wuhan in the Hubei Province of China since she was six days old. An adoption agency in West Des Moines was able to match the Jensens with this very special little girl.

While in China on a mission to adopt their new little one, the Jensens were able to visit Beijing, Guangzhou and Wuhan. While in Beijing they climbed the Great Wall, visited Tiananmen Square, and saw the Forbidden City. From the unique culture to the traffic, China was a wonderful experience.

By far the best thing of all was meeting and bringing home their newly adopted daughter, Wu Si Yi, now called Marissa. "On Monday, Oct. 27, we saw her for the first time," said Paul. "The first two days she really missed her former caregivers and cried a lot. But after that, we started to bond amazingly well."

It took six days in Wuhan to formalize the paperwork and get her passport from the province. While the Jensens waited, they toured the Yellow Crane Tower, went to a museum and watched a show that included traditional Chinese musical instruments and dancers. The final stop on their journey was the city of Guangzhou where they received Marissa's U.S. visa and also spent some time shopping.

They arrived home Nov. 6 to a welcoming party of family and friends. Everyone just adored Marissa—especially the grandparents.



It has been three months now since their return and at 16 months old Marissa is petite by American standards weighing just 17 pounds and standing 30 inches tall. She's not quite ready to walk, but it's obvious to friends and family that with the loving devotion of her new parents, she will take off running very soon!

While the Jensens agree China was a great place to visit, Juli and Paul are glad to be back in Iowa with little Marissa.

Overcome delegation anxiety

Delegation is an ideal way to develop employees' talents and abilities while allowing you to work on important tasks. So why are people often reluctant to delegate? Here are some common reasons for not delegating and ways to overcome them.

"The employee won't do it as well as I can." Don't expect a staffer to perform at the same level as you. Think about how well you

performed the task when it was new to you. With training and experience, your staff members will improve. In the meantime, remind yourself to accept less than perfect performance.

"It's what I've always done." The more often you perform a task, the more habitual it becomes. Form a new habit: Every day spend 15 minutes training a team member to perform a newly designated task.

My employees are too busy to take on additional tasks." What are they busy doing? Re-evaluate your staffers' workloads. Don't let them waste valuable time on unimportant tasks. Instead of feeling guilty about giving them more work, remember that you're giving them better work.

From *Communications Briefings*, January 2004. Adapted from *Delegate*, Harold L. Taylor, Warner Books.

How adding pieces together completes the puzzle



Crash, pavement, base record, inventory and program data – because each is kept in a database all its own, coordinating the data has been a huge challenge for DOTers charged with making data-based decisions. A major project started in 1999 is now allowing an easier way to link those pieces together to allow a view of the bigger picture.

Over the last few years many DOTers have been involved in development of the linear referencing system (LRS) that allows all these databases to use common reference points. This system allows the data to be integrated, queried and shown on very accurate maps.

The culmination of the LRS project is the development of the decision support environment (DSE). The most visible product of the DSE will be a Web application called the Coordinated Transportation Analysis and Management System (CTAMS-Web) with built-in queries to allow users to show layers of data on top of other layers on a map, or allow the data to be shown in spreadsheet format. For instance, it would allow district personnel to find each bridge in their area having a low sufficiency rating, a high crash history, and a specific daily traffic count. This integrated database combines information from all five separate data sources into a user-friendly Web application that will be available on DOTNET later this summer.

Bill Schuman and Steve Kadolph have been leading the project team. Schuman said the project was modeled after an Oklahoma DOT initiative. “We’re taking what Oklahoma DOT started and adding our LRS component so we have greater flexibility when we match different database information in a query,” he said. “With the Oklahoma system, it is possible to map elements, but not to query across the databases for specific items.”

In developing the DSE, Schuman said other DOT resources were explored so efforts weren’t duplicated. “For example, we looked at how the electronic records management system (ERMS) could tie into CTAMS-Web,” he explained. “Instead of building a separate database for the information already in ERMS, such as bridge documentation, we are building the system to facilitate access to the ERMS data.”

The DSE project began with the development of a method to make the information in each individual database compatible with the other databases. This is the LRS piece. Next, this “transformed” data is merged in one large database called the GeoData Library. Finally, a user-friendly front end is being developed to allow employees to easily access the data.

“This is the first time all this information has been available in one location,” said Kadolph. “Another important component is that the data is keyed off the date the event or change occurred in the field. This is important so the database information stays with the correct road configuration in the event of an alignment change – such as a bypass.”

The first version of CTAMS-Web, due out this summer, will contain only the primary road system, but plans are underway to include all public roads.

“This Web product will be geared toward the user who has a standard query or needs general data access. Over the past couple of years we’ve been working with employees in the offices most likely to use this product to develop the most useful data access application,” said Schuman. “For those power users who wish to create their own queries, another product is in the works to make more in-depth analysis possible.”

Watch upcoming editions of INSIDE for more details on the LRS, data involved in making CTAMS work, and what’s in the future for these projects.

Toys for Tots wrap-up

The 2003 Toys for Tots drive in the central complex was a huge success again this year. The total cash given to the Marine Corps for the purchase of toys and distribution to needy families was \$6,442.33, with 371 toys donated.

Events this year included the sale of baked goods, ornaments/gifts, cinnamon rolls/caramel rolls and coffee, soup, and a silent auction on DOTNET.

The Office of Right-of-Way hosted a "Give-a-Gift-Grab" game. Participants could purchase

a "mystery gift" from the "elves" (Maggie Suckow, Colleen Chapa or Rebecca Law). The elves then delivered the gift to a lucky recipient. A dessert buffet was also held in the north annex. Of the \$6,442.33 total central complex donation, the Right-of-Way events brought in \$1,143.10.

Britt construction employees donated toys and delivered them to the Marines in Mason City.

In all, Iowa state employees donated \$17,737 and 3,227 toys.



Heather Sheehan of the Information Technology Division assists a Marine with the DOT's donated toys.

2004 Governor's Golden Dome Awards

Nominations are now being accepted for the 2004 Governor's Golden Dome Awards!

For the last three years Governor Tom Vilsack has been honoring employees with the Golden Dome Awards. Due to the nominations submitted in 2003, more than 250 state of Iowa employees were recognized for their accomplishments.

Once again the opportunity is here for you to nominate coworkers for recognition in several categories, including: Employee of the Year; Leader of the Year; Lt. Governor's Employee Volunteer; Badge of Courage; and Team of the Year.

The nomination process for the 2004 Governor's Golden Dome Awards began Jan. 15 and will continue through Feb. 15.

In addition to the Governor's Golden Dome Awards, the employee recognition program honored more than 850 state of Iowa employees for their length of service. Employees who achieved milestones of 25, 30, 35, 40, 45, 50 years or more of service in calendar year 2002 were honored in regional ceremonies held across the state.

The nomination forms can be found on DOTNET. More information will be available soon. Don't miss this chance to submit your nomination(s).

Encourage employee candor

Many managers claim they want ideas and criticism from their employees, but their actions don't bear out their claims. To create a truly collaborative atmosphere, good managers hold back their own ideas and allow others a chance to offer theirs first.

Example: Say "What do you think about the value of the weekly status report?" instead of "I think we ought to discontinue the weekly status report. But first, I'd like to hear what you think." Nothing will do more to stifle discussion and squelch candor than to state your opinion first. Once people know what the boss thinks, the discussion is likely to shift in that direction.

From the editors of *Communications Briefings*, January 2004

Family Happenings



Luke, Hugh Payne (left) and the District 3 materials crew

District 3

Mary Beth Banta

Hugh Payne, a District 3 materials technician, stopped by the office with his six-year-old Percheron gelding, Luke, to take his co-workers for a good old-fashioned Christmas carriage ride. Payne has been an avid horseman for 25 years, raising and breeding quarter horses. A few years ago he became interested in draft horses and started driving a carriage in Sioux City. Payne can be seen driving newlyweds, partygoers and parade grand marshals. On summer Friday nights he and Luke take to the streets, offering carriage rides for hire on historic Fourth Street in downtown Sioux City.

Design

Judy Lensing



Alec Mander and big sister Caitlin

Wayne Mander and his wife, Sharla, are the proud parents of a

baby boy, Alec Jacob Mander. Alec was born Nov. 12 weighing 8 lbs. 4 ozs., and was 20 ½ inches long. Daddy Wayne is transportation engineer specialist in the automation section.



The Bennetts

Kyle Bennett and his wife, Melissa, became parents Dec. 22, 2003. Baby Brevin was born six weeks early weighing 5 lbs. 3 ozs., and was 19 inches long. He was born in Ames, but transferred soon after to Iowa Methodist in Des Moines because of breathing difficulties. Brevin is now home with Mommy and Daddy and doing very well.

It was a very special Christmas for **Wes Mayberry** and his wife, Christy. Ozton Lyle Mayberry made his appearance



Ozton Lyle Mayberry that day weighing 6 lbs. 13 ozs., and was 21 ½ inches long. Daddy Wes is a design technician specialist in the I-235 section.

District 1

Lori Morris



Leola Quinn Almquist

Bob Butin, District 1 local systems engineer, became a first-time grandpa Oct. 9. Bob's daughter Annie and her husband Andy Almquist became first time parents of Leola Quinn Almquist who weighed in at 6 lbs. 9 ozs., and was 20 inches long.

Ken Ferrin, a 32-year employee in the Marshalltown construction office, retired Dec. 19, 2003. The office had a going-away lunch for Ken where he was presented with a clock/retirement plaque and a set of luggage from his co-workers. Ken plans to do some traveling and try his hand dabbling in the stock market. Good luck to you, Ken!

Put these on your calendar . . .

2004 Holidays

Memorial Day	Monday, May 31
Independence Day	Monday, July 5
Labor Day	Monday, Sept. 6
Veterans Day	Thursday, Nov. 11
Thanksgiving Day	Thursday, Nov. 25
Day after Thanksgiving	Friday, Nov. 26
Christmas	Friday, Dec. 24

2004 Auction Dates

Small equipment	April 24
Vehicle	June 5
Small equipment	Sept. 11
Vehicle	Oct. 23

In Memory

Walter (Bud) Glasgow, 65, died Jan. 4 at his home in Sidney. Glasgow, a 28-year veteran of the DOT, retired as an equipment operator 3 in the Sidney shop Aug. 31, 2000.

Prior to his service to the DOT, Glasgow served as a military police officer in the Marine Corps, worked on the railroad at the Shirley Elevator in Percival and drove for Hometown Dairies in Iowa City.

Glasgow is survived by Judy, his wife of nearly 40 years; two daughters, Lori Sturm of Elkhorn, Neb., and Candy Norris of Coralville; three grandchildren; two sisters; a brother; other relatives and friends.

•

Don Warner, 68, died Jan. 3. Warner a 33-year employee of the DOT, had worked as an equipment operator 2 in the Casey, Guthrie Center and Adair shops until his retirement in 1997.

Warner, an Army veteran, had been a member of the Casey Fire Department for several years, was a longtime member of St. John's Lutheran Church, and enjoyed hunting, fishing and all wildlife.

He is survived by his wife of nearly 49 years, Marilyn; a son, Alan of Casey; two daughters, Brenda Simmons and her husband LeRoy of Casey, and Glenda Warner and Jack Findley of Des Moines; four grandchildren; and other relatives and friends.

DOTers serving in the military

This is the latest information gathered from the supervisors of these employees now serving our country.

Darrell Wiegand Jr., motor vehicle officer, Motor Vehicle Enforcement – District 1; called up Jan. 22, 2003, to Fort Riley, Kan., as a member of the 1st Battalion, 383rd Regiment from Des Moines.

Jim Schertz, training specialist 1, Motor Vehicle Enforcement; deployed Jan. 23, 2003, to Kuwait as a member of the 3rd Corps Support Command from Des Moines.

Craig Greer, equipment operator, Mason City garage; called up Jan. 27, 2003. Now serving in Kuwait as a member of the 1133rd Transportation Company.

Thomas McDermott, motor vehicle officer, Motor Vehicle Enforcement – District 1; called up March 6, 2003. Now serving in Kuwait as a member of the 234th Signal Battalion from Clinton.

Kevin Steele, motor vehicle sergeant, Motor Vehicle Enforcement – District 1; now serving on a peacekeeping mission in Egypt.

Kevin Molsberry, motor vehicle investigator, Motor Vehicle Enforcement; reported to Fort McCoy, Wis., Dec. 16. Molsberry, a lt. colonel, is in charge of a detachment of military police. He will also be serving as the area provost marshal.

David May, public service executive 1, Office of Equipment Support; called up Jan. 5, 2004, to Fort Belvoir, Va. Orders are to serve with a unit offering expertise in areas including computer network security, public affairs, civil affairs, and related information management subjects. Deployment is set to last no longer than 545 days. David can be reached at david.a.may@us.army.mil.

Support for these people is shown in a number of ways. In December the Motor Vehicle Division employees in Des Moines collected nine boxes of goodies to send to Jim Schertz' unit. Even the hefty postage fee (\$185) was covered by donations.

SERVICE AWARDS

Information supplied by the Office of Employee Services for February 2004.

30 Years

Steven De Hart, Donnellson garage; **Donna Godwin**, Driver Services; **Ray Gustafson**, Bridges and Structures; **Donald Page**, Motor Vehicle Enforcement; **Dwight Swenson**, District 3 Office; **Gregory Tue**, Britt construction; **Marshel Wilber**, Missouri Valley garage.

25 Years

Sheri L. Anderson, General Counsel Division; **Susan Hickey**, Driver Services; **David Janssen**, Anamosa garage; **George O'Donnell**, Motor Vehicle Enforcement.

20 Years

John Godwin, Systems Planning; **Randy Harvey**, Storm Lake garage; **Kirk Knickrehm**, Davenport interstate garage; **Kelly Mulvihill**, District 3 field staff; **Daniel Sprengeler**, Traffic and Safety; **Kay Thede**, Aviation; **Linda Torgeson**, Information Technology Division; **Stephen Upchurch**, Materials.

15 Years

William Federspiel, Waterloo garage; **Carmel Melgoza**, Pacific Junction garage; **Bart Spencer**, District 2 paint crew; **Connie Warmbier**, Motor Carrier Services; **Cindy Wredt**, Council Bluffs construction.

10 Years

Eric Carman, District 2 paint crew; **Daniel Connard**, Davenport construction; **Bradley Hofer**, Location and Environment; **Dan Miner**, Grimes garage; **A. DeWayne Sturtz**, Marion garage; **Mike Will**, Gowrie garage.

5 Years

Mark Berkenpas, Right-of-Way; **Dean Bormann**, New Hampton garage; **Kristine Brinkman**, Contracts; **Marcia Buthmann**, District 4 Materials; **Bonnie Cooklin**, Procurement and Distribution; **Albert DeFrancisco**, Materials; **Marty Ellis**, Storm Lake garage; **Susan Enke**, Finance; **David Flathers**, Maquoketa garage; **Kyle Frame**, Construction; **Shane Garrity**, Davenport construction; **James Kendrick**, Des Moines north garage; **Gary Lane**, Davenport interstate garage; **Ronald Niemeyer**, Charles City garage; **Michael Nop**, Bridges and Structures; **Glenn Peterson**, Right-of-Way; **Kelly Sharp**, Driver Services; **Todd Smith**, Osceola garage; **Lynn White**, Creston construction; **Jan Wiley**, Bridges and Structures.

PERSONNEL UPDATES

Information supplied by the Office of Employee Services for Nov. 21, 2003, to Jan. 1, 2004.

New Hires

Jessica Avon, clerk advanced, Motor Carrier Services; **Todd Cogdill**, automotive mechanic, Onawa garage; **Alan Hammarmeister**, equipment operator, Iowa Falls garage; **Eric Johnston**, equipment operator, Sloan garage; **Joel Keim**, equipment operator, Williamsburg garage; **Bradley Liekweg**, equipment operator, Iowa Falls garage; **Tawnia Reed**, typist, District 5 Office; **Terry Richardson**, equipment operator, Oakdale garage; **Todd Rothove**, equipment operator, Hanlontown garage; **Ashley Younie**, architectural technician 2, Facilities Support; **Larry Williams**, automotive shop supervisor, Repair Shop.

Promotions

Steven Bosshart, bridge inspector 2, Bridges and Structures; **Dennis Marquart**, construction technician senior, New Hampton construction; **Nancy Paulson**, materials fabrication inspector 1, District 2 materials.

Transfers

Tonya Bishop, administrative assistant 1, Vehicle Services; **Patricia Borden**, driver license clerk, Waterloo DL station; **Patrick Burrell**, equipment operator, Des Moines-north garage; **Marsha Helmle**, driver license clerk, Dubuque DL station; **Tara Narotam**, administrative assistant 1, Systems Planning; **Darlene Ries**, driver license clerk, Waterloo DL station; **Richard Rogers**, equipment operator, Grimes garage; **Brian Squier**, transportation planner 1, Systems Planning.

Retirements

Arlin Branhagen, information technology specialist 4, Information Technology Division; **Dale Eide**, motor vehicle investigator, Motor Vehicle Enforcement; **Kenneth Ferrin**, construction technician, Marshalltown construction; **James Forch**, equipment operator senior, Denison maintenance; **Ronald Ruffcorn**, motor vehicle investigator, Motor Vehicle Enforcement; **Charles Walters**, equipment operator, District 5 maintenance; **Jerry Warner**, construction technician senior, District 5 maintenance; **Kenneth Witte**, automotive mechanic, Cedar Rapids maintenance.

We're first in the nation in income tax e-filing

For the second straight year the Iowa Department of Revenue surpassed all other states for e-filing of income tax returns. According to survey information from the Federation of Tax Administrators, as a percentage of all income tax returns received, Iowa had 55 percent of returns electronically filed in 2003 (for tax year 2002). Minnesota and

South Carolina are second and third, respectively, with 50 and 49 percent.

The agency is urging even more e-filing for tax year 2003. There are four simple ways to file your returns electronically,

and with e-filing you will have your refund in just a few

days using direct deposit. If you file a paper return, expect to wait weeks (or longer if errors are found) for your refund. IDR focused on promoting e-filing to nearly all taxpayers. Officials estimate 99 percent of returns can be e-filed.



E-file options include:

1. Federal/State E-File by a tax preparer or third party software through your home computer or their Internet site. A fee by the preparer or software company may apply; however, many software companies offer free filing for certain taxpayers. Links are provided at www.state.ia.us/tax.
2. State Only E-File. Similar to the Federal/State option, except you transmit only the state return – not having to piggyback it with your federal return. A fee by the preparer or software company may apply. This option is helpful to those who file returns in more than one state or need to file a current year amended Iowa income tax return.
3. Iowa TeleFile for free over the phone. This option is for the basic filer.
4. Iowa WebFile for free over the Internet. This option meets the needs of most filers. Go to www.state.ia.us/tax and click on the Iowa E-File Options link.

If you have questions about Iowa taxes, WebFile, or need a PIN number, please contact the Iowa Department of Revenue by e-mail at idr@idr.state.ia.us, or call 515-281-3114 or 800-367-3388 (Iowa only), Mon-Fri, 9 a.m. - 4:15 p.m.

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 coworkers. For more information, contact Tracey Bramble, Office of Media and Marketing Services, 515-239-1314 or e-mail tracey.bramble@dot.state.ia.us.

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PLEASE RECYCLE THIS ISSUE

On the cover: New technology in cable barriers protects motorists on I-35 near Ankeny.

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District 1	Lori Morris, Ames	515-239-1635
District 2	Pam Cox, Mason City	641-423-7584
District 3	Mary Beth Banta, Sioux City	712-276-1451
District 4	Marlene Jensen, Atlantic	712-243-3355
District 5	Brenda Hadley, Fairfield	641-472-6142
District 6	Jeanne Heeren, Cedar Rapids	319-364-0235
Bridges and Structures	Judy Whitney, Ames	515-239-1564
Construction	Nancy McMenamin, Ames	515-239-1043
Contracts	Peg Muxfeldt, Ames	515-239-1422
Design	Judy Lensing, Ames	515-239-1469
Director's Staff Division	Lynn Purcell, Ames	515-239-1730
Driver Services	Melanie Mathes, Des Moines	515-237-3153
General Counsel	Sheri Anderson, Ames	515-239-1509
Information Technology Division	Colette Simpson, Ames	515-233-7728
Local Systems	Kathy LaRue, Ames	515-239-1081
Location and Environment	Jean Jesse, Ames	515-239-1225
Maintenance	Cindy Shipley, Ames	515-239-1824
Materials	Dawne Berner, Ames	515-239-1919
Modal	Mary Kay Reimers, Ames	515-239-1661
Planning & Programming Divisions	Mary Kay Reimers, Ames	515-239-1661
Motor Carrier Services	Diann McMillen, Des Moines	515-237-3250
Motor Vehicle Enforcement	Val Hunter, Des Moines	515-237-3218
Operations and Finance Division	Janet Kout-Samson, Ames	515-239-1340
Research and Technology Bureau	Phyllis Geer, Ames	515-239-1646
Right-of-Way	Carolyn Cirksema, Ames	515-233-7874
Traffic and Safety	Linda McBride, Ames	515-239-1557
Vehicle Services	Thelma Huffman, Des Moines	515-237-3182

Employee Assistance Program

Personal perspectives

When an employee or family member is experiencing problems, whether at work or home, seeking the services of the Employee Assistance Program (EAP) can help. The EAP is a confidential and professional service to assist in resolving personal problems. Since the use of EAP is completely confidential, you might not know the impact these services can have. Here are two personal stories, shared by current DOT employees we'll call "Andrew" and "Penelope" for confidentiality.

Andrew's assistance

The Employee Assistance Program has proved to me to do just what it offers. Several years ago a certain employee's behavior was bothering me beyond the norm. This employee made it known to all the other employees at our workplace that he did not want to put much effort into his work performance. There were many times when this specific employee would act like he wasn't comprehending the work instructions given to him and he would not complete the job as he was instructed. Even the simplest job directions would have to be repeated several times to him, and even then the job did not get handled correctly. As a result of his ignorance, whether genuine or faked, the safety of his fellow employees was put at risk. After a while, this person's behavior started getting to many of the other employees, especially myself.

Whenever I had to be around this specific employee, whether it was for the handling a job duty or just in the shop or lounge area, he got on my nerves. It seemed he would always be in my face or do things on purpose to push my buttons. One day I decided I needed to do something before I blew up at this employee or his actions, or lack of them, caused someone to get hurt on the job. That is when I decided to seek out the services of the Employee Assistance Program.

At my first meeting with the EAP my problem was assessed and we discussed what could be done to alleviate the issues. I had several sessions with my

counselor. Through these sessions we discussed several alternatives in handling the various situations. We came up with many ways to ignore this other employee's behavior so it would not interfere with my work. We also discussed techniques for talking to this employee in a non-threatening way and ways to give simple instructions so he could better understand.

Although this employee still works at the same location as I do, the EAP sessions taught me how to work with this person. Yes, this employee still gets on my nerves, but now I know how to react so he doesn't affect my work performance, how to cope with the specific situation, and ways to suggest to this employee what he should be doing to correctly complete the job and not put others at risk. I would definitely suggest to others that the services provided by EAP can help.

Penelope's progress

Since I have been involved with therapy before, I had little apprehension about going. I only wondered who I'd see and how much help it really would be. After all, how much could three free hours of therapy help a situation that builds up over a year. It was a good starting block for me, but I really think I could use more therapy to get through other issues I didn't focus on with the EAP counselor.

But it did help. Just to talk to an impartial person who I didn't have to prove anything to or hide anything from. My advice would be for anyone considering this to talk to an EAP counselor before things get too out of hand.

EAP provides professional consultation and referral services, as well as short-term counselling, to assist employees or family members with a broad range of personal problems including substance abuse, family or marital problems, financial concerns, career issues and emotional problems. Services provided by EAP are confidential and offered at no initial cost to the employee or family member.

To find out more, call 515-244-6090 or 800-327-4692.