

INSIDE



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ONE 2 ONE

WITH DIRECTOR NANCY RICHARDSON

Again this year I find myself writing my column around the day we honor the memory of Martin Luther King, Jr. and again my thoughts turn to diversity. I would like to share some thoughts with you about diversity at the DOT.

An employee e-mailed me last month after reading a newspaper article regarding hiring in state government. He was distressed, to use his word, about the references in the article to discrimination settlements by the DOT over recent months. He thought the article was presenting a one-sided view and, while he acknowledged it is difficult or impossible to impact what the media reports, he thought we could present a broader picture in INSIDE, and I agree. So, both this column and an article on page 3 of this edition of INSIDE will provide information about the DOT's efforts to support and embrace a diverse workforce.

First let me say that one validated case of discrimination is too many! We want – expect – a workplace free of discrimination. Toward that goal, it is important to be aware of our historical experience so that we can learn from it. I recently reviewed the DOT's discrimination claims and claims' resolution data for the 24-year period of 1983 through 2006. During this 24-year period of time, on average there have been about five discrimination claims filed annually against the DOT, either with an administrative entity (like a civil rights or human rights commission, an equal employment opportunity commission or the U.S. DOT) or in the court system. These filings cite various discriminatory bases for their claims, including race, sex, color, national origin, physical or mental disability, marital status, age, and religion. The actions upon which claims are based also vary, including those related to hiring and promotion, performance evaluation, work assignment or reassignment, discipline and termination or treatment by DOT employees. Claims have been filed by employees, customers, applicants, and contractors. Simply put, the discrimination claim experience is varied in many ways.

For this 24-year period of time, DOT has paid in eight of these situations, six as a result of settlements that were reached and two as a result of court orders. Monetary payments have included things like back pay, benefits and attorney fees, in addition to general damages. These eight

cases are a mix of alleged discrimination, including disability, sex, race, and religion/national origin.

Again, I must reiterate that one such case is too many. However, we can learn a lot about how to do things better in the future by examining our past, so it is important for us to assess what this data tells us. We learn that we must be diligent in our efforts to eliminate discrimination from the DOT. We must continue our efforts to enhance and embrace diversity and not allow discrimination in any form at the DOT. On a positive note, the most recent of these eight claims was filed back in 2001. It is my fervent hope that this five-year trend continues forever!

The employee who contacted me last month also felt that media coverage of the results of the DOT's 2002 focus group effort reflected poorly on the DOT, particularly because the DOT had done nothing to check our progress since that experience. While I agree that media references to that effort might not always be flattering, I believe the focus group effort (often called the Boddy study) is a very positive story about the DOT.

Over the MLK holiday weekend, I heard a speaker say that, in order to be successful at rooting out

discrimination, we need to be willing to become uncomfortable and that is exactly what the DOT did in 2002 with the focus groups. We chose to hire Boddy Media to hold a series of employee focus groups to dig deeper into workplace environment issues at the DOT. We knew we risked finding out some things we wouldn't like, but we chose to take that risk. We wanted to learn more so we could do more to become a better place to work.

Of course, just being willing to find out more about our weaknesses is not enough. We then have to roll up our sleeves and work to eliminate them. And, again, that is what we did. We took what we learned from the focus group effort and acted. In this issue of INSIDE you will find an article entitled, "DOT Diversity." It will outline for you the actions that have been taken since the focus groups. Please read it to refresh your memory on that effort and its aftermath – it is significant.

And, yes, we need to measure what progress has been made as a result of the actions we have taken the last four years. Plans

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DOT diversity

It's easy to go about our daily routines without giving much thought to some of the major, underlying, department-wide interests. Having a diverse workforce is one of the Iowa DOT's goals. The DOT recognizes that increasing diversity in the workforce comes with other responsibilities to ensure that all workplaces are open and inviting to everyone, all employees understand what is expected of them, and processes are established to address discriminatory or harassing behavior if it occurs. Listed below, in chronological order, are the activities undertaken over the past several years to enhance diversity at the DOT.

- DOT employee organizational surveys were conducted by Dr. Paula Morrow from Iowa State University in 1984, 1988, 1993, and 2001. Topics evaluated have been modified over time, but generally include job satisfaction, work climate, communication, discriminatory harassment, and employee recognition and reward.
- Following the 2001 survey, a Diversity Task Force comprised of employees was established to review and analyze diversity and harassment issues among employees, and make recommendations to management.
- In 2002, Boddy Media was hired to conduct several focus groups with DOT employees to gather more in-depth information regarding workplace environment issues at the DOT. A report detailing the information gathered from these employee groups was prepared for management and shared with all employees.
- Following the issuance of the Boddy Media report, the department's Diversity Task Force identified common issues arising from the focus groups and employee survey.



The 2003 diversity conference brought all managers and supervisors together to hear the message of what diversity at the DOT should look like.

The task force's list of issues was presented to the DOT Management Team in August 2002.

- Utilizing the list of issues submitted by the Diversity Task Force, the department held a Diversity Conference March 27-28, 2003, for all supervisors and managers. Dr. Morrow and Pat Boddy were the keynote speakers for the conference. Boddy Media provided facilitation services for the work group sessions. The outcome from the conference was 20 suggestions that the DOT Management Team combined into seven action items intended to address diversity and workplace environment issues. These seven action items were presented to all employees via the Director's column in the February 2004 issue of INSIDE.
- The action items and their implementation status are:
 1. *Hold a regular agency-wide supervisors' meeting*
Mandatory agency-wide conferences for managers and supervisors aimed at increasing their expertise on management-related topics, with an emphasis on human

resource management, have been held March 27-28, 2003; May 24-25, 2005; and Oct. 26-27, 2006. The next conference is scheduled for Sept. 19-20, 2007. Diversity issues were a primary focus for the first two conferences.

2. *Hold regular human resources roundtables for supervisors*
Since the fall of 2005, the department has been holding "roundtables" around the state for supervisors to provide a forum for informal discussion between supervisors and human resource professionals to share new or updated information, improve skills and solve problems, with special emphasis on issues related to diversity. The roundtables are scheduled every four to six months.
3. *Develop brief, concise supervisory user guides on best practices and processes of hiring and promotion*
In May 2005, the department developed a "Hiring Process Checklist/Reference Card,"

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Sharing ideas was a main component of the managers and supervisors conference.

which was distributed to all supervisors and managers during the May 2005 diversity conference. This card provides a checklist for each hiring step and a reference guide that offers detailed information for each step.

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

During 2004, a standard goal/action step related to the department's work rules, workplace environment policy, AA/EEO, and investigations policies was incorporated into the Individual Performance Plan and Evaluation Process (IPPE) used by all employees. Action steps specific to supervisory/management employees were also added.

5. *Develop and implement new supervisor orientation*

The department developed and offered, for the first time in early 2006, a new supervisor orientation that provides information necessary to function in that role. The orientation covers subjects specific to the DOT, as well as many personnel-related topics such as: workplace environment policies; hiring process; filling a vacancy/applicant screening process; IPPEs; discipline, grievance and investigations; collective bargaining; position classifications; staff orientation/training/recognition; and employee separation/retirement. Based on feedback from attendees, this offering is being revised to best suit the needs of new supervisors.

6. *Review workplace environment, preventing sexual harassment, investigation, and related policies*

In 2004, the DOT began reviewing its policies on

workplace environment, preventing harassment and investigations to insure that they were current, understandable and consistent with related policies, rules, procedures, and laws. Completed in December 2005, each revised policy reflects improved accountability both in terms of the reporting and investigative processes. All department policies, including those that address workplace environment and affirmative action/equal employment opportunity, are available to employees at their work site and electronically via the DOT's intranet (DOTNET).

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

In 2006, the DOT solicited information from employees regarding how current job descriptions and minimum qualifications reflect the job and background requirements necessary for successful performance of jobs at the DOT. This input was provided to the DAS/HRE for review and consideration. The purpose of the review was to determine if job descriptions and stated minimum qualifications accurately reflect the job and are free of artificial barriers. The DOT's input may also be used to avoid adverse impacts as new classifications are created.

- Valuing Diversity and Preventing Sexual Harassment training continues to be required for all new employees within the first 12 months on the job. New supervisors receive more in-depth training on both topics.
- In August 2001, a process was established in which all new hires/promotions are reviewed by the DOT's Affirmative Action Officer before an offer is extended to ensure all candidates receive equal treatment/consideration throughout the process, and selections are based on the essential functions of the job.
- Anticipated vacancies are reviewed at the beginning of each fiscal year, and hiring and promotion goals for individuals in protected classes (women, minorities and persons with disabilities) are established by each DOT division, combined into an agency goal and submitted to the DAS/HRE.
- Annual reports that address the diversity of the workforce, training provided, discipline of employees, and discrimination cases filed are submitted to state and federal agencies responsible for oversight of such programs.

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- Quarterly meetings continue to be conducted with hearing-impaired employees to share information and address their work-related issues.
- Work is ongoing to make all facilities Americans with Disabilities Act compliant (ramps, automatic doors and elevators).
- Reasonable accommodations (screen magnifiers, ergonomic equipment, specialized chairs, etc.) that allow employees to continue to do their job responsibilities are readily approved.
- The DOT's Web site has been made accessible to persons with sight and hearing disabilities.
- Beginning Dec. 5, 2005, DOT supervisors are required to use the "all applicant" candidate list for new hires/promotions to further enhance the diversity of the workforce at the DOT.

"The DOT's management is committed to having a diverse workforce and a work environment that embraces diversity."

DOT Director Nancy Richardson

The DOT routinely reviews its employment processes and assesses the workplace environment to determine progress made and the success of past efforts and initiatives. The work by Dr. Morrow and Pat Boddy has been helpful in focusing input from employees and providing guidance to management in instituting meaningful actions. "Changing the culture of an organization and attitudes of employees takes time," says DOT Director Nancy Richardson. "The DOT's management is committed to having a diverse workforce and a work environment that embraces diversity. To do so requires the DOT to engage in agency self-assessment, to listen to our employees and root out attitudes and behaviors in the workplace that are not appropriate or acceptable."

Richardson says that, once the actions implemented as part of the diversity action plan have been in place a sufficient period of time, the DOT will again do an agency self-assessment to gauge progress made and identify further steps that can be taken. The DOT's management team is beginning discussions to determine the timing and form of this next self-assessment. Stay tuned for more information over the next year.

Wilkinson named Operations and Finance Division director



Lee Wilkinson was named director of the Operations and Finance Division in December following the retirement of Mary Christy. Wilkinson began his DOT career in 1996 as an area maintenance manager in District 6. In 2000, he was promoted to director of the Office of Maintenance. Prior to coming to the department,

Wilkinson worked at the Iowa Department of Personnel from 1991 to 1996 as a personnel officer. The DOT was one of the agencies he assisted while in this position. From 1989 to 1991, Wilkinson served as a management analyst in the Iowa Department of Revenue and Finance.

After accepting his current position, Wilkinson said, "My intent is to remain customer-oriented as a division and work with other divisions to meet their needs, balancing those needs with the best interests of the department and public."

Wilkinson is a graduate of the University of Northern Iowa with a degree in public administration, with an emphasis in personnel. Wilkinson and his wife, Michelle, live in State Center with their four children: Addie, 10; Peter, 8; Sam, 6; and Thomas, 2.

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are underway to do just that, once the actions we have taken have had sufficient time to bear results. It looks like 2008 will be the appropriate time for the next agency self-assessment of our workplace environment. We will keep you posted as we gear up for that effort.

As a closing thought, I would like to leave you with a Martin Luther King, Jr. quote I recently heard for the first time. I think it is both very powerful and applicable to the DOT. He said true peace is not merely the absence of tension, but is the presence of justice. To me that is a call to action, a validation of our "risky" self-assessments and efforts to improve. We must continue to strive for justice in all that we do.

Nancy

Optionally combined contracts

In an agency of 3,200 employees, a strong, stable foundation of business processes is essential to complete the functions the DOT is charged to carry out. But to be the best stewards of taxpayer money, we have to be flexible enough within those processes to take advantage of opportunities when they come along. Roger Bierbaum, director of the Office of Contracts, says flexibility has become increasingly beneficial to the department when it comes to the bidding process for the DOT's projects.

Bierbaum says, compared to other states, Iowa has more small to mid-sized, family-run highway construction businesses. Because of the number of smaller highway contractors, the DOT traditionally lets craft-oriented contracts, rather than large mega-sized contracts. This gives Iowa excellent competition and some of the lowest bid prices in the nation for our highway construction.

However, letting smaller, craft-oriented contracts doesn't allow contractors to benefit from the economies of larger projects, and makes it difficult for larger contractors to travel across the state to compete for projects. In 1996, the DOT decided to try offering "optionally combined" contracts. With optionally combined contracts, the contractors can either bid the smaller individual projects, the larger "winner-take-all" package or both packages. This allows the DOT to award the contract(s) to the lowest combination of bidders and produce the lowest overall cost. This method of awarding a single bid or multiple bids for a project is one way the DOT can manage costs. Projects are selected for this process when there is a potential for savings.

Since 1996, Bierbaum says the concept has been used 120 times. Of



those optionally combined contracts, 62 bids were awarded to a combined contract saving \$9.9 million compared to bids for individual projects. Of the 58 times where individual contracts were awarded, a savings of \$20.2 million was realized over the combined bids submitted.

Changes in the program over the years have made the system even better, says Bierbaum. "When we first started, contractors were required to bid the individual projects or bid the combined project, we didn't allow the contractor to bid the projects both ways. By eliminating that stipulation, we now allow contractors to bid the projects both ways. This results in more contractors bidding both the individual projects, as well as the combined package. Contractors may be awarded one or more of the individual projects where in the past they might have only bid on the combined package. The bottom line is the lowest combination of bids will win the contracts, whether that is a series of smaller contracts or a large, whole-project contract."

Splitting or bundling the contracts gives the DOT much more flexibility without much additional work. Bierbaum says the project development process is essentially the same for these projects, but there is some additional work in his office when the bids are prepared for letting. Letting optionally combined contracts gives smaller companies the opportunity to get a foot in the door at the DOT, while allowing larger

companies to bid on a portion of or the entire project. Companies can self-limit the number of contracts they are awarded, so a small company can bid several sections without worrying about winning too many contracts.

"In some respects this process levels the playing field for our smaller and larger contractors," said Bierbaum. "Sometimes the segmented bids added together are less than the bid of a company that bids the entire project, but not always. There are economies of scale in some types of work, mainly concrete paving work, which usually means this type of project is won by a single contractor. Grading work, on the other hand, is often split into several bids won by individual contractors." Bierbaum says asphalt and bridge projects have been let economically in both segmented contracts and as whole projects.

"More recently, in projects where there are paving and bridge elements, we've begun to see contractors bid the whole project and then subcontract a portion," said Bierbaum. "A contractor may want control of the whole project site, and we may be able to get a better price than we could bidding the paving and bridge work separately."

For optionally combined contracts, the DOT has developed a process to work with our industry partners that offers them an opportunity to provide the best products at the lowest prices, saving taxpayer dollars.

Research cameras provide unique look at winter operations

Quad cameras show plow operations from new angles

Evaluating the effectiveness of winter operations research projects relies heavily on the observations of the operators. Recently, the vehicles testing new triple-blade technologies have been equipped with video cameras. These cameras add to information gathered by the operator and allow Office of Maintenance staff to view actual footage of snow operations from previously unseen vantage points.

Four cameras have been mounted on each of two snow plows (one in Bedford and one in Boone). These plows are also equipped with triple snow removal blades as part of an Office of Maintenance/Winter Equipment Committee research project. The research project examines the effectiveness of a carbide blade,

scarifying blade and rubber slush blade when used together or independently. The research hopes to prove these blades, when used individually or all together, will better clear the roads in one pass. Watch upcoming issues of INSIDE for more details on the results of this research.

To view the blades and other elements outside the truck, the operator has a monitor in the cab where the images from each of the four cameras can be viewed independently or all together. Operator observations are key data in this research, but the operator is unable to record the data needed to document the research. To assist in gathering this information, the cameras and recording equipment save video of snow removal operations on a 160-gigabit digital recorder mounted in the truck cab. The video can then be

downloaded to a laptop computer and viewed. The cameras can also record how the triple blades interact and show how material comes off the blades. Other cameras are mounted on the front of the truck, under the truck body and at the rear of the truck to view chemical applications.

"The cameras are modified from standard agricultural monitoring equipment," said Jim Dowd of the Office of Maintenance. "We're experimenting with two variations from different manufacturers to determine if different style cameras, including night-vision or wireless, will provide any benefit to the operation of the system or quality of the video."

Temperature recorded with thermal images

Other testing in the Office of Maintenance is using a thermal-imaging camera to better understand the effects of chemical applications and traffic on roadway temperatures.

The camera "sees" based on the amount of heat in the form of infrared energy coming from the object in front of the lens. The image is color representing specific temperatures. Tina Greenfield of the Office of Maintenance is leading this research. "In the past, we've observed that chemical application and traffic alter the temperature of a roadway, but we haven't had a way to quantify the temperature change. We hope this camera will give us the data to know with a reasonable amount of certainty how chemical applications or traffic loads affect the surface temperature in



Operators can view all four images being seen by the cameras, either individually or in combination, from a screen in the truck's cab.

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The DOT at the SEOC

Have you ever wondered how the state coordinates the efforts of the agencies providing services during a disaster? As one of the agencies called upon to react to situations like floods or other disasters, the DOT participates in the State Emergency Operations Center, or SEOC, located 20 feet below ground in the Joint Forces Headquarters building at Camp Dodge in Johnston. The SEOC is directed by the Readiness and Response Bureau of the Division of Iowa Homeland Security and Emergency Management (IHSEM). The SEOC is where agencies prepare for and respond to natural, man made, civil, and technological emergencies and disasters. The center is equipped with three, nine-foot digital display screens, multiple televisions, a secure room with video conferencing capability to Washington, D.C., crisis management software, cameras, and 40 computerized stations operated by state agency representatives. "The purpose of the SEOC is to get people in one room to talk about what is needed," said Ray Callahan, Office of Maintenance. Callahan serves as the DOT's point of contact to address the emergency.

When a county experiences a disaster that exhausts or is anticipated to exhaust local resources (first responders such as fire, police, etc.) that county's emergency management coordinator contacts the IHSEM duty officer from the Readiness and Response Bureau. Before state resources are allocated, the situation is assessed by IHSEM and the governor



DOT employees staff the transportation desk at the SEOC. Seated right is Motor Vehicle Sergeant Joe Farnsworth.

must provide a State of Emergency Disaster Proclamation for the county or counties impacted.

Once the proclamation is issued, state resources, including equipment, personnel, technical assistance/guidance, supplies, and essential services, are provided to assist in the form of debris removal, traffic control, security, vaccines, transportation, and other emergency response and recovery capabilities. In addition, within the proclamation, the governor can waive rules that hinder response and recovery efforts, such as vehicle regulations. Depending on the severity of the disaster, full or partial activation of the SEOC may be in order. When the decision is made to activate, IHSEM contacts Callahan who is then responsible for staffing the transportation desk. Desk staff then report to SEOC as quickly as possible. John Haas in the Office of Maintenance is also a member of the DOT's response team. "Typically, the first to arrive is responsible for occupying every position at the transportation station. As others arrive, that person is relieved of tasks," said Haas.

The DOT employees who volunteer to serve on the SEOC are charged

with the following duties: (1) the point of contact is responsible for duties associated with commanding the transportation desk; (2) the person in charge of documentation is responsible for recording everything that happens at the transportation station; (3) a field contact (or multiple contacts in the case of a major disaster) serves as point of contact for the DOT's response operations, in addition to acting as a liaison for other agencies involved, such as public transit; and (4) a motor vehicle and public safety coordinator position in the SEOC is staffed by a motor vehicle enforcement officer responsible for coordinating traffic issues with public safety and motor vehicle enforcement staff.

Each SEOC responder performs the duties of the positions in accordance with standard operating procedures (SOP), guidelines set by each agency to be followed in the event of a disaster. Varying types of emergencies have different SOPs. Haas is in the process of revising the SOPs for the transportation desk. Carol Coates, a recently retired DOT employee who staffed the transportation desk as needed at the SEOC for more than 12 years, said, "Drafting the SOPs is very challenging.

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Committees and responders spend a vast amount of time on this task. These procedures provide the central mechanisms for operating during an emergency, when it is easy to become overwhelmed."

SEOC responders are required to participate in at least two drills per year. Kathy Stodola, operations officer with IHSEM, says, "The exercises have ranged from prison riots to pandemic flu outbreaks. The drills provide responders and IHSEM staff the ability to evaluate their facility and SOPs for effectiveness, in addition to conditioning people to the reality of an actual emergency. IHSEM staff is thankful for the response efforts they've received from DOT employees. In addition to many other duties, the DOT has assisted in disseminating information through dynamic message signs, hauling debris, repairing signs, and mapping alternative transportation routes. The DOT is a key responder."

Currently, representatives from the DOT's offices of Aviation, Public Transit, Bridges and Structures, Contracts, Design, Procurement and Distribution, Local Systems, Maintenance, Media and Marketing Services, Motor Vehicle Enforcement, Rail Transportation and Transportation Data, as well as the Statewide Operations Bureau, serve at the SEOC. Callahan says more volunteers are welcome. If you would like to volunteer for training in emergency response, obtain approval from your supervisor and contact Ray Callahan at 515-239-1678 or John Haas at 515-239-1040.

Wulf

Office of Design's employee of the year

Expert designer, leader, teacher, and dedicated employee - that's what his co-workers think of Harold Wulf. Wulf, a 23-year veteran design technician specialist, was recently named the Office of Design's employee of the year. "Having the people you work with think you deserve to be nominated is such an honor," said Wulf.



Rarely has a nomination been as glowing as the one prepared for Wulf. In the nomination letter submitted by Wulf's team leader, Keith Cadwell, Wulf is said to clearly understand design tools, processes and construction procedures. It goes on to say Wulf creates plans with the bidder, inspector, contractor, and public in mind; and he has been asked to test many of the new automation tools and make recommendations before they are put into widespread use.

After working his first six months in Ames construction, Wulf moved to the third floor of the northwest building and hasn't looked back, except to reminisce about interesting projects. "I think the most memorable project I've worked on was the Iowa River Bridge, U.S. 20 in Hardin County. People have no idea how high off the ground that road sits."

Wulf could be called "the finisher" for his work in the rural 2 section. He is often asked to pick up where other designers left off on projects. "I started work on the Keosauqua Bridge project and then passed it to another designer," said Wulf, "It was then passed to a couple of other people who worked on it, but then left the department, so it ended up back with me to finish it up."

Also in his nomination form, Wulf is touted as a teacher, demonstrating patience and an unselfish use of knowledge and time. Cadwell writes in the nomination, "Regardless of how busy he is, Harold always makes time to help someone with a question. One experienced co-worker once said of Harold, 'A work day rarely passes that I do not learn something new from Harold.'"

Leader is not a term to be used lightly. But, according to Cadwell, this is a term that fits Wulf perfectly. Cadwell writes, "Harold's judgment, skills, attitude, and commitment to the mission of the Office of Design set an example for everyone."

Outside of work Wulf is a dedicated family man. He lives in Ames with his wife, Barb, a retired DOT employee, and their daughter, Jenni. Other family members include Barb's daughter and son-in-law, Marla and Terry Woessner, who live in Sioux Falls, S. Dak., with their five children, Nicky, Megan, Melissa, Skyler, and Madysen. Also part of the Wulf clan are Harold's son, Barry, and his wife, Cindy, who live in Flint, Mich., with their daughter, Celena.

Although Wulf says he is truly flattered simply to have been nominated for Design Employee of the Year, it is clearly his co-workers who feel honored to work beside him everyday.

Build it and they will come

That's exactly what Storm Lake garage employee, Ron Hildreth did. Hildreth has always enjoyed working with wood. "Handcrafted furniture has a much higher quality than manufactured pieces, and emanates a warmth that you just don't get from pieces constructed with staples and cheap particle board," said Hildreth.

Hildreth's passion for woodworking began 25 years ago after he met his wife, Karen, and began working on their home. When friends and family saw his work, they began to request projects here and there. Because his time and attention were needed elsewhere, Hildreth retired from woodworking and sold all his equipment. After about six years away from his craft, Hildreth realized he desperately missed woodworking. His friends and family continued to press him to open his own business, which he did in 2006.

After buying new equipment, Hildreth invested 250 painstaking hours into a four-foot, oak clock modeled after the French "Chimes of Normandy," which was destroyed during World War II. The clock was unveiled as the opening piece for his new business, RK Woodworking. "I built the clock to generate business and show potential customers what I am capable of doing. I would sell it, but similar pieces sell in the \$3,500-\$7,000 range, and I would need to get \$2,500 to part with it. Most people don't have the money or space for something like this," said Hildreth. The piece took a delicate touch and extreme precision. Some of the cuts Hildreth made were so intricate, they were done with only four or five strokes of the scroll saw. One or two strokes more, and the piece might be ruined.

Hildreth said scroll sawing can be addictive, and it must be true since his wife, Karen, has also developed an interest in woodworking. She started helping Hildreth with some of his projects and now constructs pieces on her own. "My wife and I started fighting over the scroll saw. We decided to buy another one. The saw is cheaper than a divorce," said Hildreth.

Hildreth's work isn't limited to ornamental pieces, such as the clock. He can construct nearly anything. His projects include jewelry pieces, trophy cases, tables, chairs, outdoor furniture, and cabinetry, which is his favorite. Hildreth is now working on a serpentine clock that is even more intricate than the Chimes of Normandy clock. Currently, the Hildreths work out of a shop in the basement of their home, but have been looking for a larger space. When Hildreth was asked if he would like to retire from the DOT and work full-time at RK Woodworking, he got a twinkle in his eye and big smile across his face and said, "You bet I would."

Ron Hildreth's creations reach from the practical (photo below of table and chairs) to the practically unbelievable (other photos of Hildreth's clock tower creation).





FEBRUARY 2007



A. Adult T-Shirts

Short sleeve - \$10
 Long sleeve - \$13
 50/50 premium weight
 Colors: Light Gray, White, Black
 Red, Royal Blue, Navy Blue, Natural
 Sizes: M-3XL

B. Sweatshirts

Crewneck - \$14
 Hooded with front pocket - \$18
 Hooded with zip front pocket - \$22
 50/50 premium weight
 Colors: Black, Light Gray, Dark Gray,
 Red, Navy Blue, White, Royal Blue, Maroon
 Sizes: M-3XL
 (Maroon not available with zip front or in 3XL)

C. Sueded Sweatshirt - \$26

Embroidered logo, 9 oz. 78/22 cotton-polyester
 blend (soft material), rib knit collar, cuffs,
 waistband
 Colors: Navy Blue, Red, Black, Dark Gray
 Sizes: S-4XL

D. Polo Shirts

Short Sleeve - \$20
 Long Sleeve - \$24
 Embroidered logo, pique, mesh knit, 100% cotton,
 button inset placket
 Colors: Dark Gray, Royal Blue, Navy Blue,
 Black, White, Red, Burgundy
 Sizes: S-6XL

E. Short or Long Sleeve Denim Shirts - \$22

Embroidered logo, 7 oz. 100% cotton denim stone
 washed shirt, button-down collar, two-button cuff,
 yoke back, men's has pocket
 Colors: Light Denim, Medium Denim, Dark Denim
 Sizes: Men's -M-6X-L **Tall sizes L-6XL**
 Ladies' - S-4XL
 (Add \$2 for all tall sizes)

F. Golf Shirts

Short Sleeve - \$16
 Long Sleeve - \$18
 Short sleeve (with or without pocket)
 Long sleeve (no pocket)
 Embroidered logo, 50/50 premium weight, two-
 button inset placket
 Colors: white, Red, Black, Royal Blue, Navy Blue
 Sizes: S-3XL

G. Short or Long Sleeve Dress Shirts - \$24

Embroidered logo, twill shirt, 60/40 cotton/
 polyester blend, Teflon stain resistant. Button-down
 collar, two-button cuff, yoke back, men's has pocket
 Colors: Light Blue, Navy Blue, Bright Blue, Dark
 Blue, Charcoal, Maroon, Khaki, Black, White
 Sizes: **Men** - S-4XL available in all colors. 4XL-
 6XL Tall not available in charcoal
 or dark blue. Short Sleeve not
 available in Charcoal

Tall sizes L-6XL

Women - S-4XL, available only in Khaki,
 Navy Blue, Bright Blue, White,
 Black, Maroon, Light Blue
 (Add \$2 for all tall sizes)

H. Microfibre Windshirt - \$26

Embroidered logo, microfibre soft shell, wind/water
 repellent coating, taffeta lining, side pockets,
 v-neck design, pullover
 Colors: Navy Blue, Light Gray, Black, Burgundy
 Sizes: S-6XL.

I. Adult Shorts - \$14

100% cotton, drawstring, side pockets
 Colors: Black, Dark Gray, Navy Blue
 Sizes: M-2XL

J. Sweatpants - \$12

DOT logo printed on upper left leg
 Elastic waistband with drawstring
 Colors: Black, Light Gray, Dark Gray, Navy Blue,
 Royal Blue, Red, White
 Sizes: M-3XL (3XL not available in Royal Blue or
 Dark Gray)

K. Nylon Pants - \$25

Embroidered logo, 100% nylon outer-shell with
 polyester/cotton jersey lining, waistband with
 drawstring, leg zipper, elastic cuffs, pocket, back
 zipper pocket
 Colors: Royal Blue, Navy Blue, Black, Red
 Sizes: S-4XL (S-waist 28-30, inseam 31; M-waist
 32-34, inseam 32; L-waist 36-38, inseam 32;
 XL-waist 40-42, inseam 33; 2XL-waist 44-46,
 inseam 33½; 3XL-waist 48-50, inseam 34;
 4XL-waist 52-54, inseam 34½.)

L. Jersey Baseball Shirt - \$10

Embroidered logo, 100% cotton, dark gray body
 with ¾-length colored sleeve, colored collar trim,
 pull-over and label-free.
 Colors: Dark Gray/ Red, Dark Gray/Black, Dark
 Gray/Navy Blue (Red not available in 2XL)
 Sizes: M-4XL

Add \$2 for 2XL, \$4 for 3XL, \$6 for 4XL, \$8 for 5XL, \$10 for 6XL.

New Items Introductory Offer

M. Men's Colorado Timberline Jacket - \$32

Embroidered logo, Microfibre woven microfleece jacket, wind/water resistant, pockets, inside pocket, full zipper front, elastic cuffs and waist

Colors: Black/Black, Black/Dark Gray, Black/Red, Navy Blue/Navy Blue

Sizes: M-6XL

N. Ladies Jersey Yoga Jacket & Pant Set - \$35

Jacket - Embroidered logo, 100% cotton, 2-ply hood with grey lining, full zipper front, side inset pockets. Pants - Embroidered logo, 100% cotton, covered elastic waistband and hemmed leg openings

Colors: Light Blue, Black, Red

Sizes: S-2XL (Jacket and pant sizes may be ordered separately.)

(Add \$3 for 2XL)

O. Seville Attaché Bag - \$16 (Limited supply on hand, item discontinued)

Embroidered logo, top handles, adjustable padded shoulder strap, main compartment area, several side zipper areas, cell phone pocket, and other pockets. Has a fold-down flap that fastens closed. Measurements: 12" high, 16" wide, 3 1/2" deep.

Only available in black

P. Men's Heavyweight

Hooded Work Jacket - \$48

Embroidered logo, heavy duty 100% cotton duck shell, water repellent finish, extended zipper pull, full front zipper, 2 front pockets, 3 inside chest pockets (cell phone pocket), heavyweight insulated quilted lining. Available in tall sizes

Colors: Black, Navy Blue, Red (Red not available in Tall size)

Sizes: M-4XL, Tall sizes L-3XL

(Add \$2 for Tall Size)

Q. Men's Sport Shorts - \$18

Embroidered logo, woven microfibre material, durasoft fabric, scoop pockets, full cut shorts, mesh lining, concealed drawstring waist

Colors: Black, Royal Blue, Navy Blue, Red, White

Sizes: M - 3XL

R. Fleece Headband - \$8

Embroidered logo, soft fleece, easy fit

Colors: Red, Black, Navy Blue, Royal Blue

S. Fleece Scarf - \$10

Embroidered logo, soft fleece, heavyweight surge stitch on edges (Length 50")

Colors: Red, Black, Navy Blue, Royal Blue

T. Microfleece Blanket - \$18

Embroidered logo, microfibre construction with heavyweight nylon stadium strap

Colors: Black, Red, Navy Blue, Light Blue

Size measurements 50" x 60"

Add \$2 for 2XL, \$4 for 3XL, \$6 for 4XL, \$8 for 5XL, \$10 for 6XL.



Phil in Africa

Hedaru, in the United Republic of Tanzania, is like much of East Africa. In the midst of a decade-long devastating drought, agricultural production, the main source of food and income for the majority of the people, has been crippled. There isn't a single well in Hedaru, a town of about 20,000 people. The members of St. Andrews Lutheran Church in Ames, along with other churches in Iowa, are looking for solutions. Phil Meraz, systems monitoring manager in the Office of Transportation Data and a member of St. Andrews, was among a group traveling to Tanzania last September.

Tanzania is one of the poorest countries on earth with more than half the population living in poverty, most in rural areas. The population of 33 million, with 46 percent under age 15, is squeezed into a land area about twice the size of California. Prior to democratic rule taking hold, there were 122 indigenous languages in the country. Meraz says there is a bright spot for the people of Tanzania, "Once the president took over 30 years ago, he moved the people to a single language, Kiswahili, and now the country has an 80 percent literacy rate."

"Our church has a sister parish in Hedaru," explained Meraz. "We went there looking for sources of water since the streams from the glacier atop Mt. Kilimanjaro that used to supply the city with water have run dry. The glacier on the mountain is now almost gone. It is common for the women and children of the villages to walk four hours to find water, and then walk four hours back carrying a five-gallon bucket full of water weighing 40 pounds."

Meraz explains that leadership in Tanzania provided a very good communications system with cellular towers in many locations, but failed to provide for adequate water in a country where electricity is generated



Tanzania

Phil Meraz with a family he met while in Tanzania

by hydroelectric generators. "The water flow is so slow that there is no government-supplied electricity anywhere in the country from 7 a.m. to 7 p.m.," said Meraz. "Some places do have generators, but even the few hospitals in the country have no power during the day. It's difficult for us to imagine living this way, but the people do the best they can."

On their trip, the group of four from Ames and one translator from Pella brought a 50-foot hand auger to test for available ground water. "We didn't expect to find any water in surface range," said Meraz, "but we were able to find a few areas, where the rock was at least deeper than the auger, that might be good places to drill for a well."

While the group knew they would not solve the water issue in Hedaru during their trip, they did develop a game plan. "When we got back we began working with the World Bank to secure funds for the people of Hedaru to buy a drilling rig. There is a two-year backlog to get a leased rig, so buying one seems to be the best option. Right now, we have found we can buy a rig and 18 motorcycles for \$60,000. We're in the process of raising funds."

So why are the motorcycles necessary? Meraz says the transportation system in Tanzania is very poor, and there are very few vehicles. The vehicles that do exist have been modified to hold as many people as possible. Meraz said, "We traveled in a minivan where the seats had been removed and benches installed. At one time we had 19 people in the minivan. The roads are very bad and most people walk. Because of the mountains, it doesn't make sense to ride bicycles, so we're hoping to supply several motorcross-type motorcycle kits to the people. If we can accomplish this, I will go over with tools and teach them how to assemble the motorcycles. By learning how to put them together, they will also learn how to repair them. They are very determined people willing to work hard to help themselves. I met the most intelligent people there. They have almost nothing, but they understand the concepts."

Meraz says the members of his congregation and others connected to the people of Hedaru have difficulty in one aspect. "It's so hard not to just go buy them what they need," he said. "We need to find ways to help them help themselves, so the result is sustainable. We'll tap into all the resources we have, especially prayers, for our friends in Hedaru."

Redeker's star

On a quiet rural corner in Jefferson County, a star shines brightly. The star, an 8-foot by 8-foot LeMoyné star quilt pattern to be exact, was recently installed on the barn of DOTer Frank Redeker and his wife, Karen.

Redeker, the District 5 traffic technician, and his wife had seen quilt patterns painted on barns in other counties, and thought it might be nice to distinguish their own



gothic barn with a design. Karen, a quilter, studied pattern books and other sources to find just the right pattern. "Finding the pattern was the hardest part. We needed a pattern that would match the time period of our barn," said Frank.

"Karen found a pattern on a barn

in another county. I liked the pattern, but the background was black. That was kind of depressing to me, so I asked if we could change it to a blue background. I thought the red, white and blue would be patriotic."

The Redekers contacted Iowa Prison Industries in Anamosa to produce the star from high-intensity, reflective sign sheeting material on a plywood backing board. "Some people have just painted the pattern on a barn. I noticed those painted patterns start to fade, so we decided to do something a little more durable. We started with a 10-foot by 10-foot star, but realized that was just too big for our barn," said Frank. "The people at Prison Industries were very nice to work with. They worked to get the colors just right."

Once the quilt piece was fabricated, installing it on the barn took very little time. Redekers hired an area tree trimmer with a bucket truck large enough to hold two people to assist with installation. "The most difficult part was putting up the beveled piece at the top designed to keep birds from sitting on the top edge," said Frank.

Now that the piece has been up a few weeks, the Redekers say they are pleased with the results. "We live on a curve, and when you come around at night, the reflection from the sign material just lights up," said Frank.



Toys for Tots wrap-up



Once again this year the employees in the central complex and Motor Vehicle Division stepped up and made this holiday season special for many Iowa kids. Here's a rundown of the donations collected for each central complex event.

<i>Soup lunch</i>	<i>\$298.94</i>
<i>Parking spots</i> <i>(auctioned with 2006 food drive)</i>	<i>613.11</i>
<i>North annex events/donations</i>	<i>553.75</i>
<i>Personal donations</i>	<i>1,020.00</i>
<i>Bake sale</i>	<i>431.56</i>
<i>Ornament/popcorn sale</i>	<i>690.86</i>
<i>Caramel/cinnamon roll sale</i>	<i>142.00</i>
<i>Auction</i>	<i>3,848.78</i>
<i>Total cash</i>	<i>\$7,599.00</i>
<i>Number of toys donated</i>	<i>291</i>

The Ames area toys were taken by the Marine Corps to United Way in Ames for local distribution. The Motor Vehicle Division donated \$841.88 and 123 toys for the Des Moines area. These are just the donations reported to the central complex Toys for Tots committee. There may have been local drives in other areas of the DOT that were not reported.

Director Nancy Richardson said, "I'm very proud of the way the DOT family embraces this effort. The committee did a great job of getting lots of involvement in this effort, and the beneficiaries are the kids."

Reported donations from employees of Iowa's state government agencies exceeded last year's results with 5,033 toys donated, compared to 3,415. Total cash donations were \$28,267, up from \$20,278 last year.

Former Governor Tom Vilsack and former Lt. Governor Sally Pederson said, "Please extend our appreciation to the Toys for Tots coordinators and our fellow state workers for the remarkable results achieved during the Toys for Tots campaign."

Angels at the DOT

Remodeling your home while living there is never an easy process, but for David Ingham of the Information Technology Division (ITD), his wife, Twila, and their four-year-old grandson, Kaeden, the remodeling of Twila's childhood home became a nightmare last August when David was diagnosed with a liver disease that ended his DOT career after only a year.

While he was only employed at the DOT a short time, he left a huge impression on his co-workers. Deb Corwin, who worked with David said, "He was very good at his job. He was knowledgeable and the work he did was excellent. He definitely left a hole in our department."

Corwin and Rose Bayless, another employee in ITD, knew David had been off work for quite a while but, because of confidentiality requirements, were not told of the seriousness of his illness. Bayless said, "One day David stopped by work on his way home from a doctor's appointment. He told us what was going on, so we decided to see what we could do to help out."

Taking up a collection for Ingham, Bayless and Corwin delivered \$185 and a card to the couple's home in Boone. "We didn't know what to think at first," said Bayless. "When I called to see if it was alright to come over with the card, David's wife said that was fine, but we'd have to excuse the house. Everyone says that when you're going to their house, so we didn't think anything of it."

When they arrived at the house, Bayless and Corwin found the Inghams living with no ceiling insulation or drywall on the interior walls, only plywood on the outside and subfloor to walk on. The couple had completely gutted the house and had finished the electrical and plumbing work prior to David's illness. They said the pace of construction came to a screeching halt



David Ingham (right), his son, Cameron, and grandson, Kaeden

when David became unable to work. Twila also developed health issues and can't work. "You could see how much work they had already put into the house," said Bayless. "It broke our hearts to see them living like that. They had big dreams of finishing this house."

Bayless and Corwin took David's story back to their office and a plan was hatched to assist the Inghams by installing insulation and drywall in the house. "It had to be scary for them," said Bayless. "Here were a bunch of people you didn't know offering to come work on your house. It took a lot of trust on their part and in the middle of it, they are both sick and trying to raise their grandson."

An Alliant Energy program will reimburse the Inghams for some supplies and DOTer Julie Steenhoek purchased additional, much-needed drywall. An intrepid band of "angels," as Twila Ingham calls them, began working on the house the first weekend in December. "We really lucked out with the weather," said Corwin. "We were able to work three weekends and a few week nights to insulate and drywall the whole house. It's a fairly small house at 700 square feet and there is only one bedroom right now, which we were able to get completely finished."

Bayless said of the group's efforts, "It was heartwarming to see the group come together like this. These weren't people who all worked together

everyday. Many of them didn't even know David. They just heard about what was going on and wanted to help. Some people knew their way around construction, but the rest of us just helped however we could. It was also great for the group of us to get to know each other outside work."

With money still coming in to help the Inghams, the group was able to purchase and install two windows and two storm doors. The Inghams are hoping to have enough money saved by spring to buy siding, which the group has promised to help install.

In addition to the funds raised by the employees in ITD, David has received catastrophic leave donations from employees. Twila says, "These gifts from many people we don't even know are so important to us now. It's wonderful to know that the great state of Iowa allows its employees to help co-workers in this way. There aren't enough words to say thank you for the people who helped on the house, those who donated money and those who donated leave time to David."

Volunteers who helped at the Inghams were: Pam and Ashley Tinta, Rose Bayless, Deb and Chester Corwin, Jim and Linda Surber, Chuck Levy, Zhaia Wineinger, Steve and Janet Olson, Keith Cadwell, Barb Slagle, Janet Mortvedt, Susie Schaudt, Dave Beary, and Kathy and Dean LaRue.

Family Happenings

District 1

Kay Ridgway



District 1 Engineer Scott Dockstader (left) presents Bob Rye with a set of golf clubs for his retirement.

After 32 years of service, **Bob Rye**, District 1 field services coordinator, retired from the DOT Dec. 28, 2006. A retirement coffee in his honor was held Dec. 8 where a presentation was given by Bob Singer of the U.S. 20 Association. Scott Dockstader also presented Bob with a clock and golf clubs for his new hobby.

Bob was hired in 1975 as an educator for the Iowa Department of Natural Resources at the Springbrook Conservation Education Center. Shortly after being hired, he accepted the manager position at Springbrook. In 1996, Bob came to the DOT, working in the District 3 Office. He transferred to District 1 Office in 1999. Bob is now living in Seattle, Wash.



After 43 years of service, **Jim Bailey**, District 1 materials technician 3, retired from the DOT Dec. 28, 2006. A retirement coffee in his honor was held Dec. 15. At his retirement coffee, John Hart, District 1 materials

engineer, presented Jim with a clock, an engraved granite stone, a travel certificate, a basketball signed by his co-workers, and his "official" Wendy's 99¢ Club membership certificate.

Jim began his career in May 1961 as a temporary engineering aide 4 in the Des Moines lab. In 1967, Jim was promoted to a permanent position as an engineering aide 3. In 1974, Jim was reassigned from the Des Moines lab to Grinnell where he became the aggregate area inspector. Each November through March, Jim was assigned to the Grinnell maintenance shop for snow removal. In 1986, Jim promoted to his current class of materials technician 3. We wish Jim an enjoyable retirement, as he's earned it!

Design

Judy Lensing



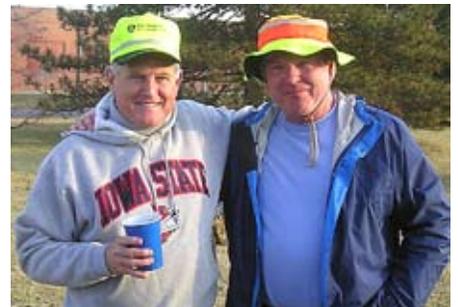
Kevin Hockett, design technician in the I-235 section, and his wife, Sandra, formerly of the Office of Motor Carrier Services, are the proud parents of a second daughter. Emma Patrice was born Dec. 23, 2006, weighing 7 lbs., 12 oz. and was 20 inches long. She joins big sister Alexandra, 2, at home. Uncles are **Norm Hockett**, construction technician supervisor, Marshalltown construction, and **Paul Hockett**, materials technician 5, Office of Materials.



Mike Ross, design technician in the road 2 section, and his wife, Ninette, are the proud parents of a baby girl. Alazanderia Madison was born Dec. 22, 2006, weighing 6 lbs., 13 oz. and was just more than 20 inches long. Her big sister Sierra, 14, is thrilled to have a baby around the house. Congratulations to the Ross family!

Location and Environment

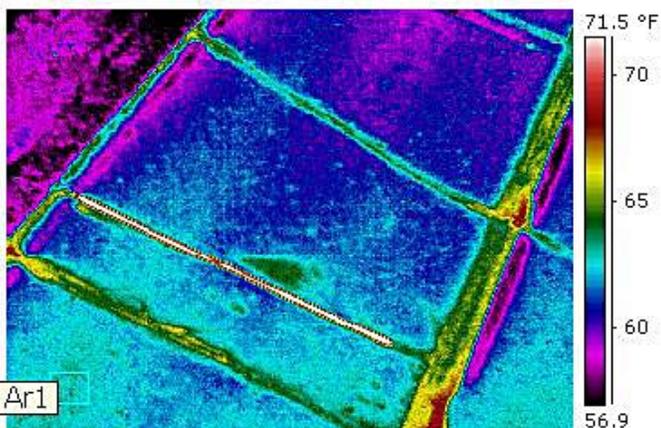
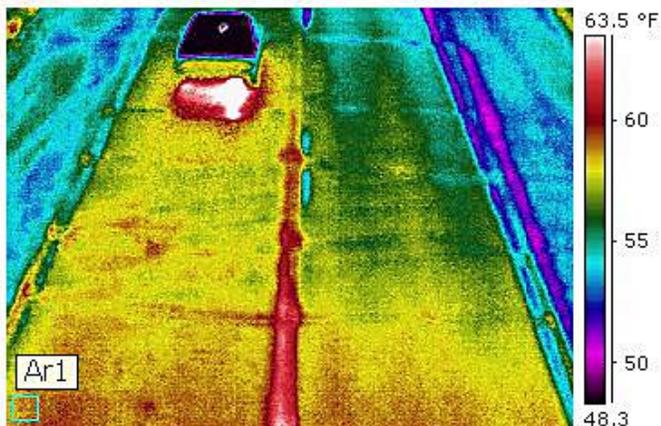
Jean Jesse



Ron Ridnour (left) and Dave Drake (right)

Happy Trails to **Dave Drake**, public service executive 3, and **Ron Ridnour**, transportation planner 3. Dave and Ron were both hired to begin the environmental review process in highway project development in the fall of 1972. Since they started together, they decided to retire together on Dec. 28, 2006. Rather than a farewell party, the duo hosted a "thank you" picnic at O'Neill Park for their coworkers. The menu of barbecued pork and turkey with ice-cold root beer was very well received. Thanks for the memories, Dave and Ron!

Research cameras from page 7



Thermal images show a passing vehicle (top photo) and filled cracks on the roadway (bottom photo).

how chemical applications or traffic loads affect the surface temperature on different portions of the roadway, such as wheel tracks and the centerline.”

Greenfield says the camera operates best at a 90-degree angle with the roadway, so the camera must be pointed directly above the pavement to be completely accurate. “Other directional shots can be used for comparisons,” said Greenfield, “But for absolute temperature measurements, the camera must be pointed directly above the pavement.” Even when not shooting directly at the pavement, obvious features pop out in the image. Tire paths, tar-filled cracks and paint stripes are very visible.

Watch for articles in future editions of INSIDE updating the research conducted using these cameras.

Thank you

Thank you to everyone who donated leave to me after my back surgery. It was very much appreciated.

Scott Geer

Facilities Support – electricians

What the heck is *that*?



During a little clean up in the backroom of the Mount Pleasant construction office, this piece of equipment was found. Jon McCall is wondering if anyone might have an idea about its purpose. If you can identify this piece or would like to find out more, contact McCall at 319-385-2211 or jon.mccall@dot.iowa.gov.



Kudos!

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

To: Lorne Wazny, District 1
From: Ron Cline

I have driven I-235 to the Des Moines airport since 1974 from Huxley. It has been difficult to keep up with all the traffic lane and route changes. I have never seen a huge project progress better than this. The information flow and continuous progress has actually been exciting to watch. I have been cutting over to SE 14th at Maury, which helps a ton going home. I plan on retiring in a year or so and may never get to commute on the finished I-235, but I can appreciate all the work that has been done. Tell everyone involved great job. It will be great for Des Moines and everyone living here or visiting in the future when it's done.

(Editor's note: This is just one of many positive comments received on the planning and execution of the I-235 project.)

To: **Newman Abuissa** and **Fred Dean**, District 6
From: Kyle Smith

Thanks so much for attending the transportation seminar. I realize how busy the both of you are and appreciate your time. The seminar went very well, in fact I would say it was the best one we have had all semester. It is really beneficial to me and the other students to hear from practitioners working in the "real world." Again, many thanks and keep up all of the good work at the DOT.

(Editor's note: **Newman Abuissa** and **Fred Dean** attended and made a presentation about the Iowa DOT to a graduate-level seminar at the University of Iowa Nov. 30. They presented how the Iowa DOT develops and funds projects, and gave some examples from the projects in this district and in the Iowa City area, and answered the students' questions.)

To: Nancy Richardson
From: Terri Harmon, Walnut

Recently I had a blow out in a construction work zone on Interstate 80. As I was getting out my jack and trying to figure out how to get the spare tire out, one of your employees stopped to help me. His name is **Rex Allen** and he took over and got the tire changed for me. He wouldn't even let me put the ruined tire back in my car. He picked it up himself and put it back in for me. He offered to follow me to make sure I made it to my exit, but I already had someone on the way to follow me home. I just want to let Rex know how much I appreciated this and let your office know that in my book, your workers are top notch. Thanks again.

(Editor's note: **Rex Allen** is the District 4 traffic technician.)

To: Officer **Kurt Miene**,
Motor Vehicle Enforcement
From: Amy Ellis, city of Sioux City

My office wants to thank you for putting on the recent training. We really appreciate it, and we will now feel comfortable handling DOT offenses. You did a great job teaching--you kept it moving and the material interesting. It was fun to go down to the Salix Scale and actually see what you do. That really helps us understand and brings that understanding to the judges in the courtroom. We look forward to working with you and the others in the future.

(Editor's note: Motor Vehicle Officer **Kurt Miene** assisted a group of prosecutors from Woodbury, Ida and Cherokee county attorney offices in better understanding the DOT's enforcement issues.)

To: Nancy Richardson
From Rachel DeSchepper

I just wanted to let you know that I had the easiest time at the Polk County **driver's license station at Park Fair Mall**. I was expecting long lines and incredibly rude workers (like I've experienced in other states). I was very pleasantly surprised. Everyone was helpful, nice and I walked out with my driver's license in less than half an hour. Thank you so much to everyone there for all their help, and please tell them to keep it up. It's definitely appreciated!

To: David Lorenzen, Motor Vehicle Enforcement and Richard Michaelis, District 3 Engineer
 From: John Gutmiedl, Resident Agent in Charge, U.S. Secret Service

I wanted to take a moment to thank you and your personnel for your assistance during the recent visit to Sioux City and Le Mars. We were tasked with a tremendous responsibility to ensure the safety of President George W. Bush. The support provided by your organization directly assisted in the overall success of this visit. I have been advised by my lead advance agent that two of your personnel, **Captain Lance Evans** and **Steven Botos**, assisted in coordinating a safe and secure motorcade route. Please share our appreciation with them for their efforts. Your department was extremely professional and flexible in meeting our security needs. We sincerely appreciate their efforts in developing a security plan. The overall success of the visit is a direct reflection of how your department is managed. Without your complete cooperation, we could not have provided President Bush with the necessary security. We look forward to the opportunity to work with your organization in the future.

(Editor's note: **Captain Lance Evans** works in Motor Vehicle Enforcement and **Steven Botos** is the highway maintenance supervisor in the Sioux City-Leeds shop.)

To: Iowa DOT
 From: Donna Hatfield

Toward the end of August I wrote a complaint letter regarding the unfavorable condition of I-35 south of Osceola, especially in the southbound lanes. Recently, crews have been diligently working on repairs to this stretch of interstate. I wanted to write back and thank you for your efforts. The roadway is much smoother and safer to drive because of the work that was done. I'm sure a lot of people are very thankful and appreciative.

To: **Ottumwa Driver's License Station Staff**
 From: Dr. Karen Stinson, Keosauqua

This is a formal letter to let you know that I found the experience of coming for my CDL to be very professionally handled. Although I failed my driving test and have the opportunity to come back and retake that section, I did want to let each of you know that I really appreciated your professionalism, your pleasant demeanor and your helpfulness.

While I was in the office I also noticed that you handled a very irate and inappropriate customer in a very professional manner. I am sure that it is far too often that you must deal with someone who does not understand or appreciate the importance of your job insuring that the roads are safe for all of us, and particularly our youngest and most vulnerable, our children.

Thank you for all you do. As a superintendent of Van Buren School District, I only want my CDL in case of an emergency to evacuate children, I nonetheless appreciated your efforts in insuring that I know how to operate a bus safely.

To: Captain Kevin Christianson,
 Motor Vehicle Enforcement
 From: Gene Ellis, Chief of Police, De Witt

I want to take this opportunity to express my appreciation to you and **Officer Scott Knudtson** for making it possible for our Citizens Academy to hear about the duties and responsibilities of the DOT's Motor Vehicle Division. The topic for that training was the differences in responsibilities of various law enforcement agencies in our state. Along with our agency, they heard presentations from the county sheriff's office and Iowa State Patrol. The De Witt Police Department is appreciative of the excellent working relationship we have with your agency, which our citizens were able to see during this presentation.

(Editor's note: **Scott Knudtson** is a motor vehicle enforcement officer.)

Service Awards

Information supplied by the Office of Employee Services for February 2007

45 Years

Thomas Olson, Transportation Data

35 Years

Fred Cerka, Design; David Osborn, Boone garage; Steven Steel, Materials

30 Years

Gary Gross, Dyersville garage; Michael Krohn, District 1 Office; Glen Lyall, Information Technology Division; Dwight Peters, Transportation Data; Lance Starbuck, District 1 Office; William Welch, Sioux City-Hamilton garage

25 Years

John Krieger, Design; Joseph Seeley, Anamosa garage; Wesley Vetter, Cherokee construction

20 Years

Fereidoon Behnami, Design; Leroy Bergmann, Local Systems; Sharon Brown, District 5 Office; Robin Fitch, Driver Services; Gary Grinna, New Hampton construction; Roger Muller, Motor Vehicle Enforcement; Lance Stumbo, Traffic and Safety; Joe Villa, West Union garage

15 Years

Stuart Anderson, Systems Planning; William Anderson, Clarion garage; Michael Sutch, Information Technology Division; Linda White, Davenport DL station

10 Years

Norma Bode, Employee Services; Michael Loyd, Waterloo garage; Jerry Melcher, Grundy Center garage; Vince Poush, Chariton construction; Tim Way, Waterloo garage

5 Years

None

Personnel Updates

Information supplied by the Office of Employee Services for Nov. 17 to Dec. 28, 2006

New Hires

Justin Aldinger, equipment operator, Iowa Falls garage; **Angela Barnes**, driver's license clerk senior, Marshalltown DL station; **Ruth Browning**, accounting clerk 2, Des Moines DL station; **Michelle Bush**, driver's license clerk senior, Iowa City DL station; **Brad Carolus**, equipment operator, Garner garage; **Troy Dice**, mechanic, Alton garage; **Forrest Gochenour**, equipment operator, Council Bluffs-south garage; **Ryan Greenley**, equipment operator, Boone garage; **Felita Hayes**, mail clerk 1, Driver Services; **Benjamin Howell**, equipment operator, Grimes garage; **Donald Huber**, Williamsburg garage; **Holly Johnson**, clerk advanced, Equipment Services; **Kevin Klostermann**, equipment operator, Manchester garage; **Jerry Leopold**, power plant engineer 3, Facilities Support; **Dallas Lundvall**, equipment operator, Council Bluffs-north garage; **Michael Lynch**, equipment operator, Council Bluffs-south garage; **Erwin Martin**, equipment operator, Carlisle garage; **Russell Neely**, equipment operator, Williams garage; **Lori Pflughaupt**, driver's license clerk, Ames DL station; **John Raymer**, equipment operator, Sioux City-Hamilton garage; **Derek Sellars**, equipment operator, Oskaloosa garage; **Hale Strasser**, information technology specialist 4, Information Technology Division; **Jeffrey Wesley**, equipment operator, Albia garage; **Jack Winther**, equipment operator, Council Bluffs-north garage; **Todd Young**, equipment operator, Garner garage

Promotions

Alan Clayton, from equipment operator to equipment operator senior, Mount Ayr garage; **Jeffrey Cunningham**, from engineering office assistant 1, Des Moines maintenance to engineering operations technician, District 1 Field Staff; **Catherine Cutler**, from executive officer 2 to transportation planner 4, District 6 Office; **Steven Gray**, from electrical engineering technician to telecommunications design specialist, Information Technology Division; **Lacey Kifer** from administrative assistant 1 to accounting auditor 1, Finance; **Jeremy Rouse**, from parts worker, Procurement and Distribution to equipment operator, Williams garage

Transfers

Danielle Griggs, secretary 1, from Office of Construction to Materials; **Chad Hightshoe**, design technician specialist, Design Office section transfer

Retirements

Marcia Amensen, secretary 1, Right of Way; **Sonja Amensen**, information technology administrator 2, Information Technology Division; **James Bailey**, materials technician 3, Materials; **Emery Barclay**, mechanic, Perry garage; **Richard Bassett**, motor vehicle officer, Motor Vehicle Enforcement; **Mary Christy**, transportation division director, Operations and Finance Division; **Carol Coates**, public service executive 4, Procurement and Distribution; **Rollin Cronk**, accountant 3, Finance; **L Dahlgren**, right-of-way agent 4, Right of Way; **David Drake**, public service executive 3, Location and Environment; **Paul Fankhauser**, mechanic, Williams garage; **Robert Hansen**, equipment operator, Onawa garage; **Ronald Harvey**, construction technician senior, Jefferson construction; **Steven Highland**, communications technician 3, Transportation Data; **Jerry Howell**, accounting technician 3, Finance; **Merlin Hutchinson**, mechanic, Fort Dodge garage; **Kenneth Kaltved**, equipment operator, Spirit Lake garage; **Janet Maldonado**, clerk specialist, Driver Services; **Jane Martz**, clerk specialist, Motor Carrier Services; **Edward McDermott**, public service executive 2, Davenport maintenance; **Dolores Merrifield**, administrative assistant 2, Motor Vehicle Division; **Thomas Nichel**, motor vehicle sergeant, Motor Vehicle Enforcement; **Alvin Price**, mechanic, Tama garage; **Earl Reed**, equipment operator, Council Bluffs-south garage; **William Rhoads**, management analyst 4, Employee Services; **Ronald Ridnour**, transportation planner 3, Location and Environment; **Kathleen Robinson**, information specialist 3, Media and Marketing Services; **Robert Rye**, executive officer 2, District 1 Office; **David Schnathorst**, equipment operator senior, Newton garage; **Raymond Tull**, highway maintenance supervisor, Donnellson garage; **Harry Tupper**, materials technician 4, District 4 materials-Atlantic; **David Vanveen**, equipment operator, Newton garage; **Audene Voelzke**, motor vehicle sergeant, Motor Vehicle Enforcement; **Gene Willett**, equipment operator, Malcom garage.

New equipment in printing

The new look of INSIDE comes to you via a new printing device within the printing section of the Office of Document Services. The Xerox iGen3 (a new digital production press) offers flexibility not available with the printing section's mechanical offset presses, which this equipment replaced.

The process of printing color on the mechanical offset presses required multiple passes, multiple plates and multiple setups. The Xerox iGen3 transfers all colors to the paper in one pass requiring no plates or setup time, making full-color printing both affordable and efficient. For example, one of the large print jobs produced from the print shop is thousands of driver's license manuals. The old process not only required multiple setups, plates and passes, but then required staff to assemble the books. There was also a significant amount of storage space needed for supplies while the manuals were being assembled. Now the paper is loaded into the iGen3, and a finished product is gathered off the belt at the other end. This flexibility allows the



Photos by Butch Bowers, Office of Document Services

printing section to complete amounts, ranging from one book to several thousand, to fill requests as they come in, reduce storage space and increase customer service.

"The iGen3's capabilities of col-
lating and stitching of booklets and manuals right on the machine will enhance the services provided by the printing section," said Bruce Dutton, director of the Office of Document Services. Look for notices of an open house this spring to see the new equipment in action, along with the printing section's new look.

(top photo) The iGen3 digital press reaches nearly the entire length of the DOT's print shop. (bottom photo) Piece by piece, the iGen3 was loaded into the DOT's main building in Ames.



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.iowa.gov.

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PLEASE RECYCLE THIS ISSUE

On the cover: Thermal images show temperature changes on the roadway following chemical application or traffic movement.

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Super-large load makes its way through Des Moines metro area

Question: What has 25 axles, weighs more than 740,000 pounds and extends 230 feet in length?
Answer: One of the largest loads, a transformer, to be hauled in Iowa.

This over-dimensional load traveled from Grimes to Johnston Jan. 8. Getting the load safely to its destination required an enormous effort by staff in the offices of Bridges and Structures, Design, Motor Carrier Services, and Motor Vehicle Enforcement. "This is one of the heaviest loads to traverse an Iowa roadway," said Major Ned Lewis of the Office of Motor Vehicle Enforcement. "Safe movement of something weighing in excess of 740,000 pounds and extending 230 feet in length requires a lot of pre-planning."

For weeks prior to the move, the various offices in the DOT reviewed configurations, checked potential routes and worked with the Ohio-based carrier to prepare for a trip through the Des Moines metro area. Coordination with local law enforcement and city and county officials also helped make the move go smoothly. And, how much did it cost the carrier for all this work? Ten dollars (the cost of permits)-- quite a bargain!

Beginning at 9 a.m., the transformer was transported from 12021 NW 54th Avenue in Grimes to 6149 Beaver Drive in Johnston. The carrier followed a very specific route --- east on NW 54th Avenue in Grimes to Iowa 141, north on Iowa 141, then east on NW 70th Avenue, and finally south on NW Beaver in Johnston.



(top photo) Cranes were used to lift traffic lights as the truck passed under them. (bottom photo) Navigating corners was a major concern with planning the route of this vehicle.

The over-dimensional unit consisted of a semi-tractor and multi-axle trailer system with a total of 25 axles. The combination of axles was necessary to carry and distribute the weight of the load. For comparison purposes, the maximum limits for a traditional semi-tractor trailer unit (depending on its overall make-up) are 80,000 pounds (40 tons) gross weight with a width of 8½ feet and a height limit of 13½ feet. The maximum trailer length would be 53 feet. Loaded, this unit weighed 743,000 pounds (371.5 tons), and was 18 feet wide, 18½ feet high and 230 feet long. Special provisions were required in the Iowa DOT's permit authorizing the movement of this unit through

Iowa. For instance, six DOT motor vehicle enforcement escorts accompanied the loaded unit, in addition to the civilian escorts.

"The movement of this load went very smoothly," said Major Lewis. "This was a coordinated effort, not only by the DOT offices involved, but by the shipper and local agencies as well. We were very pleased with the level of cooperation exhibited by every group involved in this move."