

## Making Quality a Top Priority at MDOT

Transportation's New Director Greg Rosine Speaks Out about 10-year Warranties



Gregory J. Rosine

Quality. It's something that service providers and business people are always saying they provide. It's something that nearly every consumer expects when shopping for a product or service. But what does it mean?

make adequate repairs without additional cost to MDOT and taxpayers.

One of the goals I set when appointed to my new position was to expand the warranty program to provide better, longer, more inclusive warranties on our road projects. Doing so will take the guesswork out of the equation of determining *who* is responsible. The proposed 10-year performance warranty program would require contractors to fix any problems not attributed to normal wear and tear. The *cause* of the problem is not going to

be our concern. On behalf of the motorists, we will be able to say to contractors: "We don't know what happened, just fix the road."

This proposal should not be taken to mean that the department believes contractors don't do good work. We have many excellent road builders in this state, and we are lucky to have such a dedicated workforce in the contracting industry.

In fact, many contractors do such good work that extending a warranty to 10 years should not be a concern for them.

As I mentioned before, we are working with the road-building industry to discuss this proposal. One of the concerns raised is that contractors do not want to guarantee work that they had no control over. This is a reasonable issue and we are working on this with them. We will do what we can to satisfy the concerns of the industry, but we cannot back down from our goal of making quality a top priority.

One dictionary definition says it is "a degree or grade of excellence or worth." MDOT is meeting with road

contractors to structure that definition to provide improved quality for roads and bridges. That, in turn, will increase the worth of roads and bridges for those who are paying for the work: Michigan taxpayers.

It's been in many media reports lately that motorists – our customers – want us to provide good roads that last. Certainly we've

taken some tremendous strides forward in the past few years, thanks to additional funding provided through the hard work of Governor Engler, our state and federal legislators, and all of you here at MDOT. We have been fixing more roads and bridges, but doing this in better, smarter ways. Many of these projects are accomplished by contractors who provide a five-year materials and workmanship warranty. This basically means that if anything goes wrong with the roadway within five years – anything that has to do with the materials that were used or how they were applied – the contractor is expected to

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"When we buy a product at a store, we expect that it was produced with quality and will last a long time. We do not expect to pay more for that quality."

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## MDOT Tests New Cool Tool: Anti-Icing Truck

MDOT tested a new anti-icing truck this winter in the Southwest Region.

The truck was developed jointly with MDOT personnel and Monroe Snow and Ice in Monroe, Wisconsin. The new vehicle is a 5,000-gallon tanker with the ability to cover 165 - 250 lane miles with anti-icing material in one trip.

This winter, the Southwest Region expanded its test pilot of liquid anti-icing materials to include all of I-94 in Kalamazoo, Berrien, Van Buren, and Calhoun counties.

The new, state-of-the-art truck is equipped with a Global Positioning System, which gives the driver the time, date and exact location of application. It also has ground speed computers, allowing the driver to determine the rate of application and record all data gathered.



MDOT's new anti-icing truck.

The liquid anti-icing material is non-toxic, non-corrosive and biodegradable...plus it is made from corn by-products.

It may actually

help undercoat vehicles. Motorists are reminded "Don't Crowd the Plow," or, in the case of the Southwest Region, don't crowd the *tanker*, because the material is rather thick. It takes quite a bit of windshield washer solvent to clean the windshield. However, a quick

pass through a carwash will remove the material from a vehicle.

It is the department's intent to evaluate this method of winter storm management over the next few winter seasons to determine the effectiveness of the materials, cost and level of service to customers.

Other states have tried this method and proven it effective for their needs, showing a reduction in crashes during heavy snowstorms. MDOT is researching the advantages and disadvantages of this program to determine if this winter maintenance method is beneficial to our state.

"This very forward-thinking design will allow us to clear the roads of ice and snow faster and more thoroughly than before. This means safer roads for our customers - and that is a savings you can't begin to put a price tag on," said Southwest Region Engineer Bobbi Welke. 🚚



Inside the truck - it's a complex new world for snowplow drivers.

### New MARS Program - It's out of this World!

MARS is an exciting new data management program at MDOT. The acronym stands for Maintenance

Activity Reporting System and its goal is to provide a simple, accurate system to report maintenance costs. It has effectively reduced the number of maintenance activity codes from more than 200 to approximately 90.

MARS incorporates two computer software programs that plan, schedule, measure and report the accomplishments of highway activities. After the data is collected, employees can generate

reports that compare and contrast services by state work forces versus contract agencies and contractors.

"The data can be used for planning purposes, or it can form the basis for requests to obtain funding. It can help provide detailed explanations for what we do," said John Kimble, MARS system coordinator.

"For instance, MARS can tell us how much it costs to patch the holes on

M-66 in Charlevoix County, or compare I-94 guardrail replacement costs in 1999 versus 1997 in Calhoun County," he said. "It really is an

amazing management tool."

The MARS team is in process of developing a Maintenance Planning Tool which can be used for planning budgets and planning work activities. The pilot version will be available in April. 🚚

For more information, contact John Kimble, or visit our intranet site, the *MDOT Interchange*, at: <http://interchange/mars/>





*With nearly one-half of MDOT's 3,300-employee workforce based in the Lansing area, I-496 information will help you get around construction this spring... read on for details, and to impress your neighbors with your knowledge.*

Billboards, radio ads, a 24-hour information line and Intelligent Transportation System technology will help share information with residents and visitors during the major reconstruction of I-496 through Lansing this summer. The region's diverse business, government, tourist and education attractions made it necessary for MDOT to carefully plan for the impact of this major project.

Preparation for the expedited project began more than a year ago, when University Region's Tony Kratofil, the project manager, along with Matt DeLong, region administrator, and others talked to Grand Region staff who planned and executed the successful reconstruction of the US-131 S-Curve through Grand Rapids last year. Their primary advice: "Make sure you let everyone know about the project in advance." So preparations began early, with public outreach meetings for government, business, education and neighborhood groups.

The reconstruction project will rebuild 32 bridges, repair nine miles of roadway and add a third lane between Pennsylvania and US-127 in downtown Lansing. This major rebuilding effort is the area's largest road and bridge project since I-496 was initially built in the late 1960s.

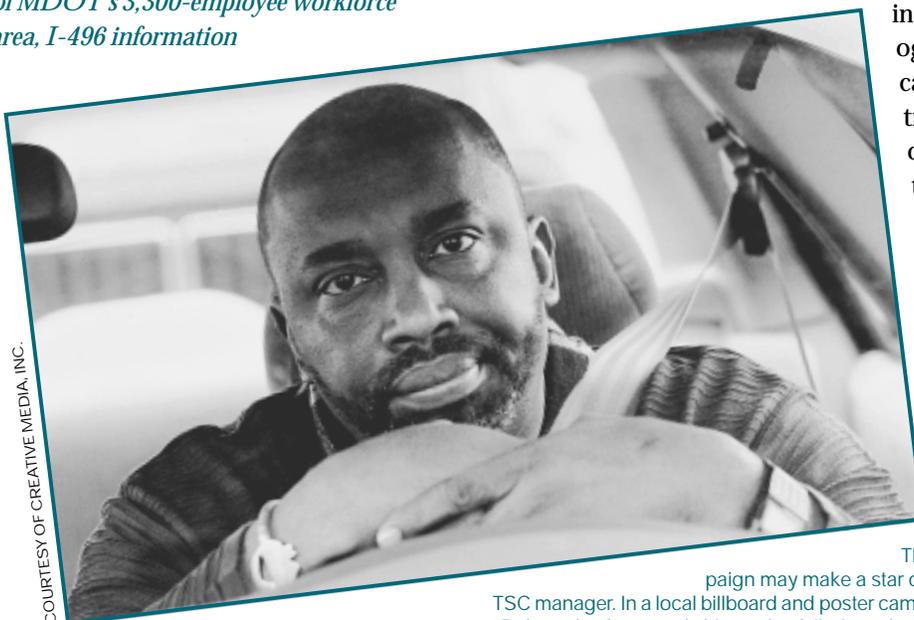
As a way to speed up construction and reduce the inconvenience to motorists, work will take place in two phases during just one construction season.

MDOT also worked on a unique arrangement with CATA, the local bus transit provider in Lansing. With a \$150,000 grant from MDOT, free bus vouchers were offered to all downtown workers to encourage them to get out of their cars and into an alternative form of transportation.

Another new feature of the project will incorporate the latest

in information technology. Sensors and 17 cameras will detect traffic slowdowns and other important traffic information, while changeable message signs will keep motorists informed about the roadway ahead.

"This is an accelerated, high-profile project," said Tony Kratofil, who has



COURTESY OF CREATIVE MEDIA, INC.

The public relations campaign may make a star of Kirk Branson, Jackson TSC manager. In a local billboard and poster campaign, Kirk is featured as "Bob" – the frustrated driver who failed to plan ahead by rerouting his travels and avoiding construction. The ad is a lighter approach to road construction blues.

masterminded the coordination of this huge project. "I attribute our ability to get design work done to the outstanding cooperation of our in-house squads."

The lead design unit for road design (and coordination of the total proposal package) was the University Region's design unit, led by Jeff Reid. Two bridge design units prepared the bridge plans: Gerard Feuerstein and Raja Jildeh's units in Lansing. A tremendous number of people were involved in the advance work, all helping to keep the project on schedule. Jim Daavetilla at the Lansing TSC will be the resident engineer. 🚗

24-Hour Information Line:

**517-335-0496**

Additional Information on the Web:

**[www.fix496.com](http://www.fix496.com)**

# Satellites and Surveys

## New GPS Reference Stations Will Assist Surveyors Around the State

A new satellite-based Global Positioning System (GPS) is now installed in Michigan and is one of the first of its kind in the nation.

For both MDOT and private-sector surveyors, the GPS reference stations – which are called CORS (Continuously Operated Reference Stations) – will provide precise and permanent location data. The new GPS network will provide a



The GPS team, headed by project manager Brian Dollman-Jersey, is working hard on the new reference stations, slated for 12 locations in the state.

permanent framework for all kinds of surveys. By incorporating the reference station information with field survey data, the need for approximately 20 percent of traditional control survey work will be eliminated.

“Using the GPS Reference Stations will be like having one or two additional people on the crew, thereby allowing us to perform a control survey in less time while still meeting our accuracy requirements,” said Brian Dollman-Jersey, supervisor of the Survey unit in Design. “Networking all of the reference stations together and monitoring and controlling them from a central site is quite an innovative approach. The new stations will benefit not only MDOT surveyors, but also surveys done by the consultant community for MDOT. Basically, anyone who uses GPS will benefit.”

A new aerial camera, also equipped with GPS, will work in conjunction with the ground system. By processing the on-board GPS data with the corresponding reference station data, the precise location of the camera’s center at the moment it is fired can be computed. This will result in at least a 35 percent decrease in the number of ground targets needed – and therefore ground survey required – for photogrammetric control.

Testing on the system is expected to be completed by late spring. All of the seven region offices will benefit from the CORS. The stations are located at: Auburn Hills, Jackson, Kalamazoo, Grand Rapids, Saginaw, Alpena, Gaylord, Cadillac, Escanaba, Newberry and L’Anse. A twelfth station is scheduled for Brighton.

“We received great cooperation to get the equipment for the reference stations in the ground,” said Brian. “We met with Mark Cheadle and the sign crew and they literally took over the project of placing the monuments in the ground. They fabricated a reinforced steel cage, mounted bolt templates – everything we needed. Lavern Lass and his machine shop team designed and fabricated posts. The radio shop ordered cables and connectors and the personnel at the Region and TSC maintenance facilities we visited went out of their way to help. The spirit of cooperation of all the players and at each of the facilities where the stations are located was absolutely impressive!”

“Of course, none of this would have happened if OIM (Office of Information Management) had not funded the purchase of the reference station equipment; an aerial camera with integrated GPS and a flight navigation system; and GPS equipment for each region’s survey crew that needed it,” he said.



Andy Semenchuk, MDOT Survey Automation specialist (left) and Eric Soderstrom, LEICA Inc., GPS specialist, work together on setting the first pole on its base at a GPS reference station.

Mike McMahon, OIM, was instrumental in getting the network support for this system working. He config-

ured the servers, and worked with the Design team and vendor to resolve technical issues.

“The teamwork demonstrated on this project shows what is possible when we get the right attitude, skills and focused direction,” said C. Douglas Couto, chief information officer. “The value of this project to the State of Michigan is much greater than the investment made by MDOT.”

The heart of this system is the software that allows the gathering, manipulation and distribution of the GPS data across MDOT’s existing network. The GPS data will be posted to a Web site...making it available for users to download.

Eight of the 12 CORS sites began logging satellite data last November. The system should be up and fully functional by this summer, following testing. 🚗

## Our MDOT Heroes!

### Paw Paw Engineer Assists at Crash Scene

COURTESY OF PAW PAW CONSTRUCTION OFFICE



Larry Brenner

Most people wouldn't stop. Larry Brenner, assistant resident engineer in the Paw Paw Construction Office, did. While traveling southbound on US-131 last winter during the snowy and slippery weather, Larry came upon a two-car crash. A car headed northbound on US-131 near M-89 in Allegan County hit a patch of black ice, careened across the median and hit a vehicle traveling southbound.

"I saw that one car was on fire and that's why I stopped – I had a fire extinguisher," said Brenner. The driver of the southbound vehicle was trapped in his car, all of the doors were jammed and the interior of the car was quickly filling with smoke. Brenner tried to put out the fire, which had started in the engine compartment, but he realized that the fire was spreading to the interior.

"Our main concern was trying to keep the fire away from the driver," Brenner said. He and another passerby reached into the broken windows to determine if anyone else was in the car. After being relieved by the paramedic crew on scene, Brenner went around to the other vehicle. Sadly, the driver had perished.

"I feel that God has put me on this Earth to do good deeds. Any human being would do the same thing. I know that I would not like to go through something like this again, but, if put in the same situation, I know I would be right there," Brenner said. 🚗

### A&E Garage Employees Save Visitor's Life

An accident can happen in a flash. Two Pepsi distributor employees were loading a heavy pop machine into their truck at the A&E garage in Lansing when the machine slipped off the transport dolly and fell onto one of the employees, pinning him to the floor of the truck. The other employee rushed into the garage seeking help. She first met Mark Gove and Walt Sanford who instructed her to have Angie Miller call 911, then the two went to help the employee. In the meantime, Angie paged everyone in the shop to report to the Pepsi truck for assistance. First on the scene, Mark and Walt observed the Pepsi employee pinned beneath the machine with most of the machine's weight on his chest. He was unconscious and did not appear to be breathing. They attempted to remove the machine, but were only able to lift it a few inches and not able to move it out of the way.

Pete Bengel, Steve Hershberger and others entered the truck and assisted Mark and Walt, pushing the machine out the door. Thankfully, the injured man began breathing. The EMT team arrived quickly and transported the injured employee to the hospital. He suffered a concussion and numerous bruises.

The pop machine weighed an estimated 600 to 800 pounds.

We give a heartfelt hard-hat salute to Mark Gove, Walt Sanford, Angie Miller, Pete Bengel, Steve Hershberger and the rest of the A&E garage for their life-saving assistance. 🚗



### The Help Desk Really Can Help!

The MDOT Help Desk has been serving department employees for about a year and a half. Since the beginning of call tracking in September 1999, the Help Desk has responded to more than 8,000 calls. They currently average nearly 30 calls per day, and recently received a record 76 calls in *one* day. They are able to answer 67 percent of all calls within 15 minutes.

The Help Desk staff can help you with any IT-related question. If they are unable to assist you, they will find someone who can. The Help Desk also can serve as a resource center for MDOT employees, providing assistance with the creation of a database or with building complex formulas in a spreadsheet.

Check out the Help Desk's most frequently asked questions (FAQs) on the *MDOT Interchange* at:

<http://interchange/helpdesk>  
This site also includes a list of virus warnings, both legitimate ones and hoaxes.

#### Call 517-373-0038

for computer assistance any workday from 7:30 a.m. to 5 p.m.  
Or E-mail *Helpdesk* via GroupWise.



## Performance Reviews Mean More Feedback at MDOT

*What's on your mind? Send us your questions about services and issues concerning human resources and we'll be happy to address your inquiries. Please send issues to Tammy Kirschenbauer (E-mail: kirschenbauer) in the Office of Human Resources (OHR). This month, OHR answers questions about performance reviews at MDOT.*

When English author and satirist Jonathan Swift coined the phrase, "A carpenter is known by his 'chips'" – he probably wasn't thinking about performance appraisal in the cosmopolitan terms of the year 2001. However, his words, even though penned more than 300 years ago, reflect an understanding of the most basic principle of performance reviews still at work today – feedback. Feedback, whether between a supervisor and subordinate, or an organization and its customers, is essential to understanding issues related to performance measurement and achievement.

In the relationship between employees and their supervisors, MDOT believes that feedback must be available to all employees all of the time in various forms. Feedback provides the opportunity to connect individual improvement with improving the work environment and systems overall, reflect on past successes, and chart a course to develop additional skills. Feedback is crucial to the development of a forward moving, goal-oriented, fluid organization. And it's about to be thrust center-stage in the employer/employee relationship at MDOT.

As of April 1, 2001, the Michigan Department of Civil Service regulations require that all employees receive performance feedback from their supervisors on at least an annual basis.

At MDOT, we are updating the circa 1997 Performance Management System to cover Group 1, 2, and 3 employees. (Employees in Group 4,

State Executive Service, or Information Technology classification, are covered in separate plans.)

- \*Group 1 employees  
Classifications that *do not* normally require a bachelor's degree.
- \*Group 2 employees  
Classifications that *do* require a bachelor's or post bachelor's degree, but do not supervise other employees.
- \*Group 3 employees  
Responsible for supervising subordinate staff.

The purpose of the Performance Management System is to:

- 1) align day-to-day responsibilities and tasks with the Mission and Vision expressed in the *MDOT Business Plan*;
- 2) create a sound and clear communication tool between employees and supervisors;
- 3) identify specific behavioral-based competencies; and
- 4) identify employee training and experience needs to improve and enhance employee growth and performance.

The goal of the annual review process is to provide a personal, face-to-face collaborative exchange between the employee and the supervisor. Supervisors will review competencies and establish performance objectives with each of their employees at the

beginning of the review period. Supervisors and employees are encouraged to find common ground where both the supervisor and the employee agree on the relevance and importance of the performance factors. Throughout the year, the supervisor and employee should track and review performance and periodically provide feedback to each other to ensure that the objectives are still relevant.

The Learning and Development Division facilitated OHR training sessions during February, March and April to provide supervisors, managers, and administrators with information on the initial plan and background regarding how to conduct successful and impartial annual ratings for employees. Attendance at one half-day "Overview Session" is mandatory for all supervisors, managers, and administrators within the department. MDOT also will provide training opportunities for *all* employees on performance management and appraisals. Please check the Learning and Development Division intranet site for details (<http://interchange/training>).

Watch future editions of *MDOT Today* and *Monday Memo* for announcements concerning these training sessions. For additional information, or if you have questions, please contact the Office of Human Resources at 517-373-1620. 🚗

Roberta Tisdale is the Office of Human Resources administrator. To reach her, call 517-373-1680. Her E-mail address is [tisdaler@mdot.state.mi.us](mailto:tisdaler@mdot.state.mi.us).

## Thanks for the feedback on *MDOT Today*!

### Here's What You Said

**About 300 department employees and retirees responded to our newsletter survey questions, published in the December issue of *MDOT Today* (also available electronically). Thanks! We appreciate your comments and learned a lot about what you like, and don't like, about our newsletter.**

For instance, we learned that only half of those who responded realize they can read the newsletter online – and very few actually do. Several people suggested we send an e-mail to staff to let you know when the new issue is online. Good idea – we'll start that right away.

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*"I look forward to reading MDOT Today. It is like a warm fuzzy, sort of a pick-me-up."*

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You asked if we could publish *MDOT Today* electronically via e-mail, similar to *Monday Memo*. That sounds like a good idea. We looked into it, but learned the file would be too large to download because of the photos and artwork. Instead, we opted for posting it on the *MDOT Interchange*.

Timeliness is an issue. One writer said, "I do not receive (the newsletter) in a timely manner. News is old before we get the publication." We continue to work on this problem. It does take a lot of time to produce a quality newsletter. So, beginning with this issue, we will produce *MDOT Today* quarterly...unless a special edition is required at some point.

Most people read the entire newsletter, as opposed to reading just their favorite sections, or special interest items. And most *MDOT Today* readers believe the articles are about the right length. We've considered going to a tabloid format – which is larger than the current size – but,

because public opinion counts, we won't...since readers prefer this size.

People thought the balance of photos-to-copy is about right. Several people commented on the value of employee photos, like the following comment from Amy Lindstrom in Planning. "I work with MDOT employees statewide. The most helpful feature of this publication is news and photos of employees – who they are and what they do. This helps me remember the people I come into contact with. It also puts a face to a name, since I may talk to people for years, and never meet them."

And because your responses suggest that MDOTers like to have fun – we'll print

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*"The nonwork-related activities that employees do is interesting – it shows that we do have a life outside of our work!"*

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interesting, motivating quotes and appropriate cartoons. In fact, if you have a favorite, send it to us and, if copyright laws permit, we'll print it.

We ate some humble pie, too. We developed a series of articles called "Region in Review" that focused on (no surprise) the regions. It's time to focus on some Lansing divisions now. Another employee wrote that he would like to see, "something more about other regions – it's always about Lansing or the Southwest Region." We do strive

for balance, but clearly we're not pleasing everyone. If you have appropriate news to share with MDOT,

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*"With so many changes over the past couple of years, the sense of community has deteriorated. 'People stories' in your newsletter help restore that."*

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please call or write and let us know what's going on! And thanks to all of you who volunteered to be a news source. Please keep your eyes and ears open for good stories.

We're working with Director Greg Rosine to bring you important policy news via the "Director's Column." As Kathy Hulley, Construction and Technology, said,

"I would like to hear the tough stances, anticipated problems and solutions."

Overall, your comments were both insightful and helpful. If we're sometimes too politically correct, know that we'll try to do better. Steve Conradson, Alpena TSC, advised us, "There's always room for improvement." And we know he's right about that! 🚗

The final tabulations of the *MDOT Today* survey are available from the Office of Communications. Please call if you want more detail.

Janet Foran, Joan Justema  
*MDOT Today* editors  
 Office of Communications

## A Rare Bird Indeed!



A pair of peregrine falcons have found a home in the spans of the International Bridge in Sault Ste. Marie. It's an unusual accomplishment because there are only six to nine nesting birds in all of Michigan – including one pair in the capital city!

Bob Kinsella, International Bridge Authority (IBA) maintenance crew leader, had been keeping track of the falcons and located the nest by peering through expansion joints on the bridge. The female peregrine, he



A bird in the bridge is worth....

reported, sat tight to the nest and gave him the “evil eye,” making it difficult for Bob to determine how many eggs or young were in the nest.

Peregrine falcons are protected in Michigan and listed as an endangered species. They are normally cliff settlers, which may explain their confusion in mistaking the bridge for home base!



COURTESY OF WILDLIFE RECOVERY ASSOCIATION

These wannabe birdwatchers look everywhere, but can't find a falcon to watch!

A team of people from the Wildlife Recovery Association was contacted to visit the bridge to try and band the immature bird. Following is an account of the visit, as told by Barb Rogers:

“We were escorted to the site in a service van, accompanied by two IBA employees who were totally at ease on the supporting framework of the International Bridge. Bob (Kinsella) dropped over the bridge wall, down a steel ladder, and we followed...along with Charlie Streeter, a bridge steeplejack. Thin metal bands circled the ladder every four feet or so; the bottom was open to the rocks nearly 100 feet below. These thin bands were our sole safety net. Just below the bridge, catwalks allowed us to make our way back and forth underneath the bridge roadway where the peregrines nested.

Although it was obvious from the screams and dives of the adult peregrines that the young were nearby, the nest was empty. We began an intense investigation, peering into metal tubes and other bridge parts and narrow spaces between steel and concrete structures. Occasionally, one of the adult birds would fly over from their favorite perches on the railroad bridge and scream and dive at us. But no behavior clearly defined the exact spot where a young peregrine might be hidden.”

Although the visitors left with their mission unfulfilled, the bridge maintenance crew did report a sighting of the young bird about a week later. Apparently, the youngster was unruffled by the visitors and everything is back to normal. 🚗



# First Great Lakes International Aviation Conference

## Inaugural Aviation Conference Gets High Ratings

A diverse crowd of aviation enthusiasts descended on Michigan State University's Kellogg Center earlier this year for the first Great Lakes International Aviation Conference. Several hundred airplane pilots, mechanics, inspectors, flight instructors and students from throughout the region participated in the weekend conference in East Lansing that focused on new technology.

MDOT's Bureau of Aeronautics partnered with the state's aviation schools, the Federal Aviation Administration,



Phil Tartalone (right) was the conference planner. The three-day event attracted about 800 people.

Transport Canada and Aircraft Technical Publishers to organize the event that attracted 800 people. Aero's Phil Tartalone chaired the planning committee.

“We are very pleased so many who are involved in our industry took advantage of this excellent opportunity to improve their aviation knowledge and skills,” said Aeronautics Bureau Director Bill Gehman. “Our commitment to operational safety and industry advancement was evident from the hard work of many people

within the department who made the conference a hit.”

Tom Krashen, Aeronautics Safety and Service Section manager, earned high marks for his presentation “Flying with GPS,” which was so popular that two sessions had to be added to the program over the weekend.

“Everything was so well organized,” wrote one aviator. “It was obvious that a high level of consideration went into the planning and execution of the symposium. Even the van driver was an aviator – a little detail that added to an overall great experience.”

Tartalone says his group is already at work organizing next year's conference. 🚗



Tom Krashen, Aero's safety and services manager, talks about GPS to fellow aviators.

## Making Quality a Top Priority at MDOT

continued from cover page

The bottom line is that the investment we are making in Michigan – more than \$1.5 billion on roads and bridges in 2001 alone – must be protected. When we buy a product at a store, we expect that it was produced with quality and will last a long time. We do not expect to pay more for that quality. We do expect the manufacturer to take care of any problems that develop without a hassle or additional cost. Michigan motorists have every right to expect and receive the same commitment. 🚗

## Worth Repeating...

### Teamwork

“One man may hit the mark,  
another blunder;  
but heed not these distinctions.  
Only from the alliance of the one,  
working with and through the other,  
are great things born.”

— Author unknown



Philip Becker

**Philip Becker** is the new administrator of the International Bridge in Sault Ste. Marie. Phil was most recently the associate region engineer of projects for North Region. The International bridge, which connects Sault Ste. Marie with its sister city in Ontario, is governed by a Joint International Bridge Authority (JIBA), comprised of members from both Michigan and Canada. As bridge administrator, Phil will oversee daily operations of the bridge, including toll plaza operations, repairs, financial matters and consultant functions. Operational and policy oversight will come from the JIBA.

**Barbara Hayes** is the new chief administrative officer at MDOT. She has been the assistant deputy director of Finance and Administration for four years. Barb joined MDOT in 1979 as an analyst and worked in several managerial positions within the department. Barb's strong financial background, coupled with a thorough knowledge of the department, will be invaluable in deploying the *Build Michigan III* initiative, said Director Gregory J. Rosine.

**Joetta Parker** is the new equal employment opportunity coordinator for MDOT. Any questions regarding the hostile-and violence-free workplace environment, discrimination, or sexual harassment policies should be directed to Joetta. She is the complaint investigator for claims of policy violation.

**Nicole Schrauben** is the new office manager/training coordinator for the Office of Information Management (OIM). Nicole is from FIA and new to the department. Welcome to MDOT, Nicole!

Congratulations to **Tom Hohm**, Local Agency Programs (LAP); and **Diana Quintero**, consultant administration, Design; who both recently completed their degrees with help from MDOT's Education Support Program. Tom completed his master's degree in public administration and Diana received her bachelor's degree in business administration.

**Ari B. Adler** has been appointed the new director of communications for MDOT. Previously, Ari was the communications manager, overseeing regional communications activities for the department. Earlier, he was the communications representative for both the Grand and Southwest regions. Before joining MDOT more than three years ago, he was a communications specialist for the Michigan House Republican Communications Office. Also new to the communications staff are **Rob Morosi** and **Stephanie Litaker**. Rob became the second part of a



Ari B. Adler

two-person team when he joined Brenda Peek at the Metro Region in Southfield. Rob will focus on the day-to-day road repair activities in metropolitan Detroit. He comes to MDOT after nine years at AAA Michigan.



Stephanie Litaker

**Stephanie** is the new Southwest and Grand region communications representative. She will work actively with the region and TSC staff to share news and information regarding MDOT projects in west and southwest Michigan. Stephanie comes to MDOT from WKZO radio in Kalamazoo.



Robert Morosi

The new Freedom of Information officer for the department is **Steve Kost**, who most recently worked in UPTRAN. The Freedom of Information Act (FOIA) regulates and sets requirements for the disclosure of public records by all public bodies in the state. Each region and all bureaus, as well as some divisions and offices, have an FOI coordinator who assists Steve in retrieving requested information.



Steve Kost

 **Baby News – Tammy Jo Sopocy**, secretary in the Office Services unit in Lansing, and her fiancé, Mark Korn, are proud parents of Jamie Edward Charles, born July 12. He joins his older brother, Nicholas, 7. **Don Hundley**, an engineering technician at the Bay City TSC, and his wife, Julia, are enjoying their first baby. Cameron Ray was born November 13. The proud grandparents are **Bob Hundley**, Davison TSC, and **Joni Tarras**, Bay Region. 🚗

## Obituary



Tom McNamara

**Tom McNamara**, 59, Lansing, died January 8 following a massive heart attack at work. Tom was the supervisor of the Rail Safety inspectors in UPTRAN. He previously worked for MDOT in Cadillac and Lansing. Prior to working for MDOT, he was a locomotive engineer for Chesapeake and Ohio Railway (now CSX). Tom is survived by his wife, Pam, who was his high school sweetheart; son, Scott; and daughter, Kim; and three grandchildren. In his spare time, Tom was a ham radio operator. He also had converted a former dial-a-ride bus into a railroad crossing safety inspection vehicle for diagnostic study team reviews.

## Our Mission: Working Together... Better Roads, Cleaner Streams

Clean water is something that is easily taken for granted. According to the U.S. Environmental Protection Agency, the *number one* threat to water quality is polluted runoff. Runoff is precipitation that falls on highways and roads, then carries pollutants and debris into streams, rivers, lakes and ponds. Pollutants and debris can include sediment from construction sites, oil and leaking chemicals from cars and trucks, excess fertilizer from our yards, and a host of other pollutants. It will take our combined efforts to help

reduce the amount of potential pollutants that enter Michigan's waterways.

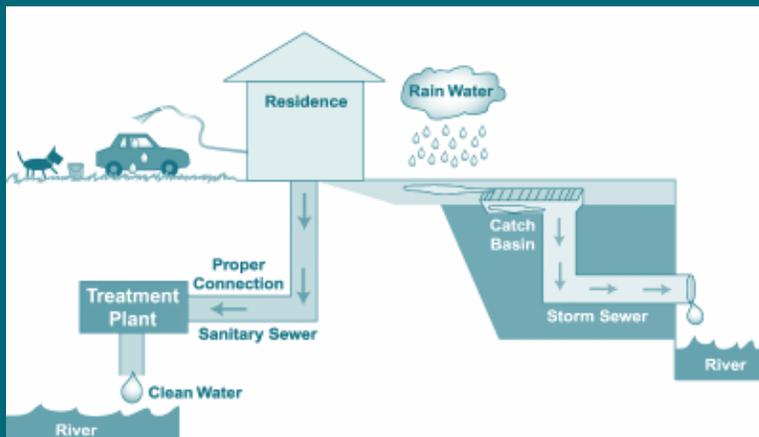
One way to address this threat to water quality is to develop and implement a Storm Water Management Plan. This is exactly what MDOT is doing. This plan has a common mission: *Working Together...Better Roads, Cleaner Streams*. The three major components of the plan are the Illicit Discharge Elimination System, the Public Education Plan, and the Storm Water Pollution Prevention Plan. 🚗



### Tips to Keep Your Rivers, Lakes and Streams Clean

- Never dump anything down a storm drain!
- Use an oil pan when changing oil to keep fluids off the pavement. Check local body shops and quick lubes to find a place to appropriately dispose of used oil.
- Dispose of pet wastes in a trash can.
- Leave grass clippings on your lawn as an alternate nutrient to fertilizer. If fertilizer is necessary, choose a slow-release product and test your soil to find out how much fertilizer your lawn actually needs.
- Wash your car on your lawn so excess water, chemicals, and dirt are filtered through the lawn.
- Keep household hazardous wastes – such as harsh cleaners, paint, car fluids and batteries – from entering lakes and streams by disposing at a household hazardous waste center.
- Use a broom (rather than a hose) to clean up grass clippings and dirt.
- Keep a trash bag in your car...and use it!

### POLLUTION – Where Does it Come From?



Most contaminants are made up of common items used by residents, businesses and visitors, such as fertilizers, car oils and greases, yard clippings, soil, and pet wastes. At right are some tips you can follow to help keep pollution from entering lakes and streams via storm water runoff.

### Future Articles Tell How You Can Help

This article is a prelude to a series of articles that will appear in future publications of *MDOT Today*. We hope these articles will explain what *you* can do to help protect Michigan's precious water resources. Future topics include:

- MDOT Storm Water Management Plan
- What Is Storm Water Runoff?
- Storm Drain Stenciling – You Dumped *What* Down a Storm Drain?!
- Smart Care for Your Lawn and Garden
- Hazardous Waste in Your Home
- Is Your Home Improvement Project Water Friendly?
- Car Care and Your Water: What's the Connection?

*Note: A Web site currently under development will provide additional information plus links to related sites.*

## Look for New State Map

With Michigan's booming tourism season just around the corner, motorists soon will have a fresh, new Official State Transportation Map to help them navigate the Great Lakes State. The new version features photo collages of exciting Michigan destinations – assembled by Specialized Technology artist Brian Whitfield. Others who left their creative mark on the new map were communications representative Bob Parsons (writing), photographers Tim Burke and Jim LeMay (photos), and cartographer Dennis Knudsen (map changes). The map should be available at Welcome Centers, MDOT region offices and Transportation Service Centers (TSCs) by Memorial Day. 🚗



## Health Matters

### Telephone Screening Program Expanded for 2001

Between 17 million and 20 million Americans experience depression each year. More than 80 percent who seek treatment will improve, but only a small percentage of people actually reach out for help. More than 14 million Americans experience problems with alcohol. For some, alcohol use is tied to underlying problems like depression.

For the past five years, the Employee Service Program has sponsored a free and confidential telephone screening for depression. Last year, 3,829 State of Michigan employees and family members utilized this program.

This year, the screening program is being expanded in four new directions:

- Callers may now obtain a screening for alcohol problems, as well as for depression.
- The program is now available throughout the entire year.
- Callers may take the screening in English or Spanish.
- Retired State of Michigan employees and their adult family members are now eligible for this program.

We encourage you and your loved ones to utilize this valuable resource. It is simple, free and anonymous. Call **800-887-5676** and

spend three to five minutes responding to pre-recorded questions to receive an immediate result. The screening is not diagnostic and does not take the place of a personal examination, but it can tell you if your symptoms are consistent with either or both of these conditions. As in past years, the call is anonymous and completely confidential.

Depression and alcohol misuse are not signs of personal weakness. Rather, they are illnesses that respond to treatment and deserve the same attention we give to the many other illnesses that confront us in the course of our lifetime. If you are affected by either of these conditions, help for yourself and your family is just a phone call away. 🚗

## MDOT today

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