

Mathews Bridge Repair Project Needs Your Votes

The American Association of State Highway and Transportation Officials,

Development.” The 10 finalists received the highest number of overall points during four

awards will be presented Nov. 23 at the AASHTO Annual Meeting in Charlotte.



Members of the Mathews Bridge repair team proudly gather on the repaired structure prior to the re-opening.

AAA, and the U.S. Chamber of Commerce announced the 2014 America’s Transportation Awards competition top 10 projects.

This year, a record 36 states and the District of Columbia entered 73 projects that were judged in three categories: “Under Budget,” “Best Use of Innovation,” and a new category this year “Quality of Life/Community

regional competitions. The nation will decide through online voting which of the projects will receive the People’s Choice Award. A panel of experts will select the Grand Prize winner.

The Grand Prize and People’s Choice award winners will each earn a \$10,000 donation from AASHTO on behalf of the winning state DOT to a charity or scholarship fund of its choosing. Both

enough damage to close the structure for several weeks.

We are in a very tight race with California. Let’s bring this award home to the real Sunshine State!

Voting ends October 24. You may vote up to ten times a day using any and multiple email addresses.

Florida DOT’s \$3.8 million Mathews Bridge Impact and Emergency Repair Project required a fast and efficient fix for a major crossing that was struck by a naval ship, causing

Chattin’ with Greg

Here in District Two, we are constantly reminding each other and looking for ways to provide better service to the citizens and the traveling public of Florida; our customers. In fact, three items of our Employee Survey relate to customer service. The items ask:



Greg Evans
District Secretary

1) Do we know who our customers are? 2) Do we know how well our customers are being listened to? 3) Do we know how to meet customer expectations?

Recently, my wife and I traveled to Orlando. While enjoying a Thai dinner, my wife experienced a medical condition that frightened me very much. I like being in control of my immediate environment and being prepared for expected situations. During my wife’s brief illness, I was neither! A friend and co-worker called 911, the ambulance and paramedics arrived and a quick ride to a nearby hospital followed. Now the waiting begins. There is nothing like an all-night experience in a busy emergency room to help put life in perspective.

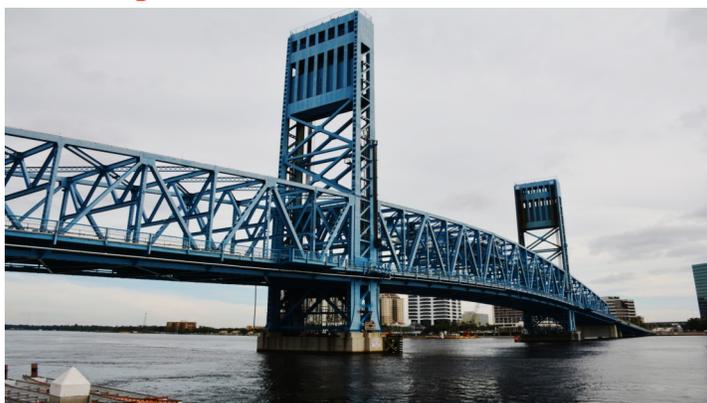
My wife was placed in an double emergency room which was separated by a sliding cloth curtain, privacy was out of the question. In the adjoining room, a female was experiencing severe abdominal pains, which was expressed with loud moans. After a few hours, an x-ray technician arrived in the adjoining room to x-ray the female. The female spoke little English and due to severe pain was unable to position herself as the technician directed. The technician responded with, obviously scripted responses, and with the tone of someone who didn’t care and even seemed angry. He had only one goal, take the x-ray and leave as quickly as possible. This unprofessional treatment of the female patient, on the other side of this curtain, continued to the point where I found it difficult not to intervene on the female patient’s behalf.

Finally, the x-rays were over and I hoped this was the last patient this technician had for the night. Now, as my wife rested under constant monitoring, I had time to ponder all of the customer service rules the technician broke. First, we are all humans, created equal. We should not mistreat one another, neither verbally or physically. When a customer is in need or has a concern, we should show respect for this need or concern; no matter how insignificant. As an employee of FDOT, we are a public servant. We are not the judge.

My wife recovered and was discharged by noon the following day. I want to thank all of my FDOT family for all of the prayers, calls and emails expressing concern and offering assistance. Thank You!

Stay Safe,
Greg

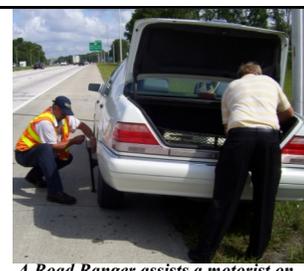
First Impressions are Second to None



The Main Street Bridge, built in 1941, was captured in all its splendor on a recent September evening.

Did You Know?

The Traffic Management Center (TMC) managed 37,446 incidents last year. That is more than 100 incidents per day. The Road Rangers performed 54,018 service oriented activities. Talk about service oriented!



A Road Ranger assists a motorist on Interstate 295.



Getting a 'schooling' in Stepping-Up

Vince Camp and Ronnie Sadler, Program Management, two of our veteran Step-Up champions, had an opportunity to present our District Two Step-Up motivational message, to 250 Hamilton County High School teachers, coaches and staff after their return from summer break. Vince spoke about the 2016 plan, and how we are having to do more with less.

Showing a PowerPoint presentation on some of the highs and lows that we, as an agency, has faced in the last few years, they spoke about our Step-Up program and how we were trying to turn the momentum around. Ronnie followed up with



Ronnie Sadler and Vince Camp, both in Program Management, are joined by Tom Moffses, Hamilton County School Superintendent at the back to school event.

a motivational speech on "Team Work" stressing that there is no "I" in Team and

how one bad attitude can contaminate an office. Vince spoke about opportunity and obstacles and that they go together like peanut butter and jelly...you can't have one without the other. It was followed up by speaking about the 4 P's; Passion Produces Proper Perspective. The presentation ended with the Review Mirror, using one of our Rogue Toolbox statements "Mirror What You Desire" by demonstrating a mirror on stage saying the only time to use it is to glance back.

According to Vince and Ronnie, "we had a huge response. They loved it!"

By Ed Seifert, Public Information

Recognizing the Great Work of our Operations Staff



Employees of the quarter were recognized by management at a luncheon August 7. Front row, from left: Greg Evans, District Secretary; Chris Benjamin, St. Augustine Maintenance; Donna Danson, Jacksonville Traffic Operations; Tammy 'Giallobardo, Chiefland Maintenance; Amanda Bradley, Michael Sandow, District Construction; Linda Thomas, Lake City Operations; Jordan Green, Acting Transportation Operations Director. Back row: Randy Wilbourn, Jacksonville 'Maintenance; Jerry Ausher, Traffic Operations Engineer, Steve Sedwick, Materials Engineer; Howard Houck, Perry 'Maintenance; Larry Porter, District Maintenance; Jim Hannigan, District Maintenance Engineer; Howie Moseley, Materials and Tim Folsom, Lake City Traffic Operations.

Comings and Goings at District Two

New Faces at District Two



Stacey Starling
Human Resources



Dana Carter
St. Augustine Maintenance



Mark Smith
Lake City Operations



Angie Williams
Bridge Maintenance

Farewell to Friends

Paul Cooper, Jacksonville Bridge Maintenance, retired at the end of September after 34 years of service to FDOT. Thank for you Paul for the many years of service to our state and we wish you the best!



Paul Cooper

Cynthia Snelling-Perry, Jacksonville Maintenance, retired at the end of September with more than 24 years of service to Florida. We wish you the best of luck!



Cynthia Snelling-Perry

Chandra Samakur, Materials, retired at the end of September after 20 years of service in the Geo-technical section. Congratulations on your retirement and thank you for your years of service!



Chandra Samakur



Jana Jackson

Jana Jackson, Bridge Maintenance, retired at the end of September after 20 years of service. We wish you the best of luck in your retirement!



Teresa Thrasher has been named as the new Production Manager within Program Management. Congratulations Teresa!

Teresa Thrasher

Jordan Green, acting Transportation Operations Director, will be the interim State Transportation Development Administrator in Tallahassee. Best of luck in your new assignment Jordan!



Jordan Green

District for a Day in America's 'Oldest City'

The District for a Day travelling road show visited St. Augustine Maintenance/Palatka Construction for the September staff meeting. The meeting was broadcast across the district.

The morning began with the presentation of two awards. The Mathews Bridge Emergency Impact and Response Project was the winner of Best Use of



Jeff Williams and Sharon Griffiths, both in Palatka Construction, receive the AASHTO award from District Secretary Greg Evans.

St. Augustine Maintenance facilities where employees demonstrated various pieces of equipment.



Curtis Henson, left, and Don McCann, right, both of St. Augustine Maintenance, demonstrate a vacuum truck to district staff.

Anniversary Recognitions

The September anniversary recognitions will appear in the October edition of Highlights.

Fall Festivals

- October 2-5 Jacksonville Home Show
- October 4 Williston Peanut Festival
- October 10-12 St. Augustine Greek Festival and Arts Show
- October 11 Mayo Pioneer Days
- October 16-19 Live Oak Magnoliafest
- October 18-19 Cedar Key Seafood Festival,
- October 18-26 Alachua County Fair
- October 22-25 Florida Forest Festival, Perry
- October 27-November 2 Waldo's Dixieland Fall Bluegrass Festival
- October 31-November 8 Columbia County Fair
- November 8-9 Gainesville Downtown Festival and Art Show
- November 1-2 Micanopy Fall Festival

The Heat is On!

Chili will be on the menu at the District Office on October 30. It will also be team colors day so you have plenty of time to prepare your best team outfit. Sponsored by the EBF committee.



Steve Stafford, Bridge Maintenance and Carrie Stanbridge, District Construction, receive the AASHTO award from District Secretary Greg Evans.

Innovation-Small Project by the American Association of State Highway Transportation Officials (AASHTO). The second AASHTO award winner was the Under Budget-Small Project for the San Sebastian River Bridge Replacement Project.

Every member of St. Augustine Maintenance and Palatka Construction were mentioned in presentations by staff.

The district staff were given a tour of the

The next step for the District for a Day will be Perry Maintenance on November 25.

By Ed Seifert, Public Information

The Training Library is Open for Learning

The Performance Management and Training Office is committed to employee excellence, inspiring minds, facilitating change, and teaching skills. Our Resource Library is another venue for us to do that. The Resource Library provides free access, to books, CD's, and DVD's about developing yourself and your team. We have recently added new books, CD's, and DVD's to the library. Here are a few examples of the new material available:

- Communication Skills That Work-DVD

You'll not only learn tools to communicate more effectively, you'll gain the confidence to stand up to bullies, and speak your truth with grace. No longer will you have to run away from conflict or

confrontation. With these powerful and practical ideas, you'll know exactly what to say, how to say it and when to say it.



- The Gregg Reference Manual-Book
Want to improve your writing skills? The Gregg Reference Manual is intended for anyone who writes, edits, or prepares

material for distribution or publication.

- Achieve Any Goal -Book
In Achieve Any Goal, Brian Tracy shows that the path from frustration to fulfillment has already been discovered in a simple, powerful and effective 12-step system!

The Resource Library is open to all FDOT employees. For employees who want to use the Resource Library to develop themselves and help grow the organization stop by or email to check out a book, CD, or DVD.

You all come see us now!!!

Visit the SharePoint to check out a complete listing of what is available.

<http://d2sharepoint.dot.state.fl.us/sites/D2TransSupport/StaffDevPerfManage/Shared%20Documents/Resourse%20Library%20Catalog.xlsx>

By Dorothy Neal, Training

What is Wrong in this Photo?



How many OSHA violations can you identify in this photo? Hint, there is at least three. Answers next month.

New Arrivals...the Stork is working overtime



Fae Ross, Training, and her husband Jason welcomed their son, Spencer Ross, into the world on August 8. Spencer joins big sister Emma and brother Parker.

David Tyler, Traffic Operations, and his wife Bernadette, are excited to announce the birth of their first child, James Francis Tyler. James was born on August 19.



Leigh Ann Bennett, Project Management, welcomes her first grandchild, Quinn Alexander Cassity. Quinn was born on August 7 to Leigh Ann's daughter Becky and her husband Drew.



Workspace Wonders

Charles,

Thank you so very much for the awesome job you did creating a work space in Thee's (Theodis Perry, Planning) office using recycled FDOT work stations. The space looks great, seems bigger and the light under the work space is just fabulous. I am sure Thee will be pleased and he will have the most unique work space in our unit.

You may have a rush of requests when everyone sees how clean and efficient this space has been transformed.

We appreciate all of your help making a space for our new Urban Transit Coordinator and our new Freight Coordinator.
- **Doreen Joyner-Howard, Modal Development Manager**



*Charles Mariano
Office Services
Jacksonville*

Halloween Horror Nights Returns



Save over 50 percent on Halloween Horror Nights! Now open at Universal Orlando Resort. You may purchase tickets for this and other great events by opening a free account at www.ticketsatwork.com. The password is: stateofflorida.



Last issue's answer:

Caterpillar

Look for the answer to this puzzle in the next *Highlights*.

Rebus

**How's that;
how's that**

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