

ROADS

Maryland

Summer 2000

3 The awards just keep on coming as SHA receives praise from around the country.

10 SHA employees lend a helping hand to provide housing in Baltimore City.

12 Ocean City here we come for Quality Conference 2000!

INSIDE



PUBLISHED BY THE
State Highway Administration
Parker F. Williams, Administrator
Office of Communications

The eastern shore recently celebrated several major transportation achievements. First was the long-awaited groundbreaking for the construction of the Salisbury Bypass in Wicomico County along US 50. Decades in the planning, the bypass will be a boon to both residents in the Salisbury area and travelers to the beach communities on the shore. As a result of the new road, travelers will see the elimination of 15 traffic lights along the trip to the beach.

Normal US 50 traffic increases from 15,000 to 24,000 vehicles during the summer months, causing safety issues, backups and delays as well as increased trash in the Salisbury area. SHA District 1 employee **Gee Williams** explained that the beach traffic through Salisbury could turn a 15-minute errand around town into a 45-minute hassle because of the extra cars and vans. "The bypass means everything to the people who live here," he commented. "This is a win-win situation for us all."

Despite initial controversy about where the bypass would travel, everyone in the Salisbury area seems to be happy about the new road. Jersey Heights Neighborhood Association President Charles Whittington said that although his community had some concerns, "**Parker Williams** and

Traveling Easier to the Shore

By Sandra Dobson,
Office of
Communications

The Governor gives a ride on the new US 113 to Delegate Bennett Bozman, CRASH President Bob Hulbard and Jacob Figgs, as Secretary Porcari looks on.

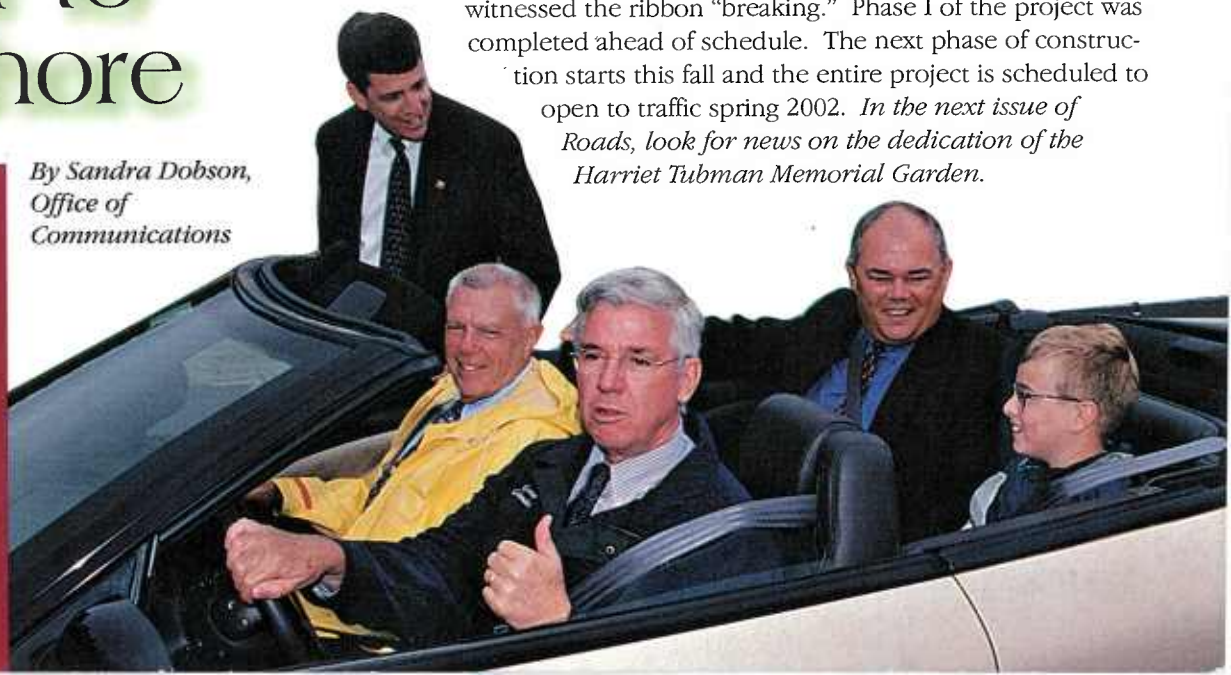


Governor Glendening thanks Project Engineer Gary Comegys, the US 113 construction crew and the District One highway crew for their excellent work on Phase I.

Donnie Drewer have been very kind and supportive in their efforts to make certain that the Jersey Heights community is fairly treated as this road gets built." The five-mile bypass is scheduled to open to traffic by spring 2003.

The second event was a bittersweet celebration of the completion of Phase I of the US 113 relocation in Worcester. This two-lane stretch of road, which runs from the Delaware State line to Snow Hill, has been the site of 55 fatalities in 47 accidents during the past decade. Citizens formed a community group, Concerned Residents for Safer Highways (CRASH) to lobby for the dualization and the federal funds to support it. Joined by Jacob Figgs, the son of one of the accident victims, Governor Parris N. Glendening drove a 2000 Chrysler Sebring convertible through a ribbon stretched across the new road to mark its opening.

More than 200 guests, most of them members of CRASH, witnessed the ribbon "breaking." Phase I of the project was completed ahead of schedule. The next phase of construction starts this fall and the entire project is scheduled to open to traffic spring 2002. *In the next issue of Roads, look for news on the dedication of the Harriet Tubman Memorial Garden.*



Secretary's Message

JOHN D. PORCARI, SECRETARY



Walk Smart Drive Smart Bike Smart!

It's that time of year again when our thoughts turn to enjoying the great outdoors. From biking and walking to driving with the sunroof open, people are venturing out to take advantage of the warm weather.

Spring and summer also mean it is time to think more about safety. Why? Because nearly 120 pedestrians and bicyclists are killed in Maryland every year in automobile crashes and another 4,000 are injured. Most of these accidents involve five- to 15-year-old children.

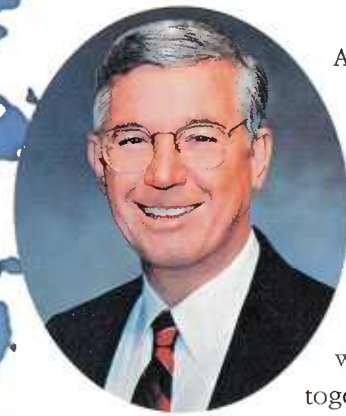
We can change this! Nothing we do at MDOT is more important than our efforts to improve public safety. SHA spends more than \$40 million on pedestrian and bicycle improvements annually and has a full-time bicycle/pedestrian coordinator to assist engineers in designing bicycle/pedestrian-friendly highways.

Governor Glendening feels so strongly about this issue, that he is taking the time himself to educate drivers, bicyclists and walkers on how to safely share the road. Maybe you've heard his 60-second Public Service Announcement on the radio. The Governor asks listeners to "Drive Smart, Bike Smart and Walk Smart," and he provides safety reminders like:

- Motorists must stop for pedestrians, even when making a right-on-red.
- Bicyclists are required to follow the same laws as automobile drivers.
- Walkers should use crosswalks, never dart between parked vehicles and look before crossing. The best way to cross is at an intersection when the opposing traffic has a red light. Use extra caution; look left, then right, then left again; and watch for turning vehicles.

I know I can count on all of you to help promote this safety message. First, make the time to review safety rules with your children and remind them to use crosswalks, be alert and always wear a helmet when bicycling. But don't stop there. Encourage your friends and families to do the same.

Whether on foot, on a bike or operating a motor vehicle, everyone needs to use courtesy, caution and common sense so we all can have a safe and enjoyable summer.



As you travel around the state this summer and see many of Maryland's communities showing new life, keep in mind that this revitalization is the product of the Smart Growth initiative we have undertaken together. The State Highway Administration is a major participant in these efforts to revitalize towns across the State such as Denton, Elkton, Hagerstown, Mt. Ranier, Laurel, Seat Pleasant and Kensington.

Governor's Greetings

PARRIS N. GLENDENING, GOVERNOR

Our landmark Smart Growth and Neighborhood Conservation program invests in existing communities, protects natural resources and curtails sprawl throughout Maryland. With the help of the General Assembly during this year's session, we are now ready to take the next step by creating flexible Smart Codes that make it easier and more cost effective for developers to reuse existing buildings, redevelop established neighborhoods, and strengthen our local communities.

We are moving aggressively in other ways to build on our Smart Growth efforts. Lt. Governor Kathleen Kennedy Townsend and I sponsored a bill this past legislative session to elevate the Maryland Office of Planning, the lead agency implementing Maryland's aggressive Smart Growth effort, to its former status as a Cabinet-level Department. The bill received the support of the legislature and I have appointed Harriet Tregoning, a nationally recognized leader in Smart Growth, to be Secretary of the new Department effective July 1. I expect Ms. Tregoning to move the Department of Planning to a new level of community assistance and community involvement.

We have also established the Maryland Revitalization Center in downtown Baltimore to coordinate interagency cooperation and implementation of revitalization initiatives in counties across the state. The Revitalization Center is a joint office of the Maryland Department of Transportation, Maryland Department of Housing and Community Development, Maryland Office of Planning, Governor's Office on Crime Control and Prevention, Maryland Department of Natural Resources and other agencies who design and implement statewide interagency revitalization efforts.

The Center will assist cities, towns and designated neighborhoods in their revitalization efforts. Our goal at the Revitalization Center is to share and promote the use of existing resources, assist with planning and project development, and facilitate interagency coordination for revitalization. I thank the legislature for its support of our Smart Growth initiatives and I thank you for your efforts in implementing the strategies we have developed. Keep up the good work!

ROADS Maryland

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Governor Parris N. Glendening

Secretary John D. Porcari
Maryland Department of Transportation

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PARKER F. WILLIAMS
SHA ADMINISTRATOR

PARKER'S PODIUM



Summer is the season when SHA's roadways thrive with action - from major construction projects, to blooming wildflowers, to increased summer traffic. Not only are we busy at work, we can enjoy more outdoor activities and time with family and friends. It is a vibrant season that I hope each of you enjoys. This issue of Maryland

Roads is also vibrant with full color photographs and design. I think the effect is a more enjoyable employee newsletter that tells your story; the only publication that does so for the entire agency. The extra cost for the color was very minimal, yet creates a more interesting, eye-catching newsletter. Since Maryland Roads is the way we share our accomplishments with one another, we want to make it as attractive and readable as it can be. If you have any comments, please direct them to the Office of Communications at 410-545-0302 or by email.

By now, SHA's construction season is in full swing. Major construction has begun on several large projects including the bridge re-decking on I-495 in Montgomery County, construction on the Salisbury Bypass in Wicomico County, as well as numerous other

projects throughout the state. In addition to these massive undertakings, SHA is still making progress in numerous ongoing projects such as the Hickory Bypass in Harford County, the I-70 Interchanges in Frederick and the US 29 interchanges in Howard County. You can see all of our construction projects in the "Road Ready 2000" brochure, which is now available on the web.

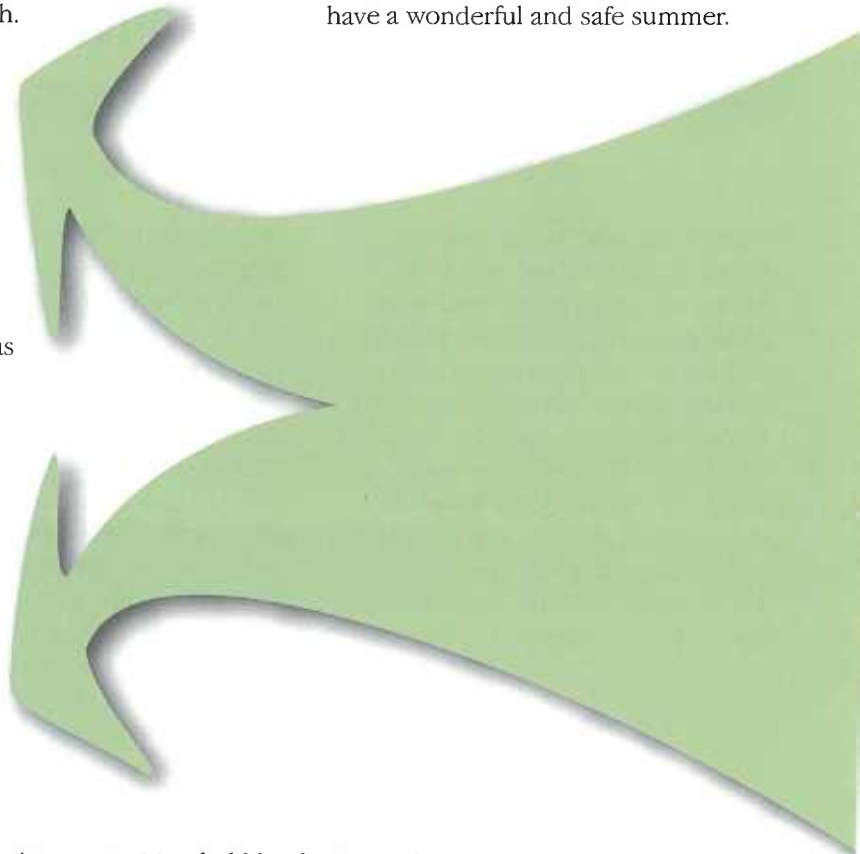
Liz Homer and I have seen the progress as we travel around the state to each area's awards ceremony. It has been wonderful to see you and celebrate your accomplishments.

I'm hoping that this summer you also will use our highways as you travel to your favorite destinations in Maryland. If you need ideas, look for the new Scenic Byways map - a product of a partnership between Environmental Design and the OPPE's Cartography Division - that will be out next month.

Maryland has recently designated 31 state Scenic Byways, each reflecting the rich heritage of the surrounding region. SHA has

partnered with other state agencies including, the Department of Tourism and Economic Development, Maryland Department of Planning and local organizations, in an effort to develop a new Scenic Byways Program with a strong focus on heritage tourism and preservation. SHA will also release a companion heritage tourism-related booklet, new signs and a new series of corridor management plan workshops. These roadways will take you through the depths of Maryland's history - and no matter where you live, at the heights of Western Maryland's mountains or on the beaches of the Eastern Shore, there is sure to be one of these trails near you.

Wherever your travels may take you, please remember to follow our own advice and drive safely. As SHA employees, we serve as an example to others. We should always practice attentiveness, obey speed limits, wear seatbelts and drive sober. Hope you have a wonderful and safe summer.



KUDOS...

Parker Williams and **Robert Healy** attended the Federal Design Achievement Awards Ceremony to receive an award for the Woodrow Wilson Bridge Design Competition given by the National Endowment for the Arts. Winning this award makes the project a finalist for the prestigious Presidential Award. If you remember, the US Naval Academy Bridge also won a Design Achievement Award and was also a finalist for the Presidential Award.

The Snow Hill Shop won an award for its exceptional efforts to maintain its equipment's appearance and mechanical condition during the Winter 1999-2000 Season. The award is the result of a contest, which allows District 1 Shops to compete for the best maintained snow equipment.

District 4 won the Consulting Engineering Council of Maryland's 2000 Honorable Mention Award. The award recognized innovative excellence in the engineering of the Towson Roundabout and the Streetscape projects. Hurst-Rosche Engineers designed the project.

The Maryland Section of the American Society of Civil Engineers selected the Marshyhope Creek Replacement Project as the winning recipient in the category of Outstanding Civil Engineering Achievement, Small Projects. Congratulations to the **Office of Bridge Development** and **District 4**.

This spring, SHA earned first place in four different categories of the sixth annual

Photo Opportunity competition held by the Federal Highway Administration (FHWA) newsletter *Greener Roadsides*. These categories include: Planted Non-native Wildflowers, Protected Native Plant Community Remnants, Public Awareness Efforts and Restoration and Management.

Clyde Pyers, Director of Policy and Research, recently attended the American Society of Civil Engineers (ASCE) Awards Dinner, where he was honored as the ASCE "Civil Engineer of the Year 2000."

Robert Douglass received a "Design for Transportation National Awards 2000" merit award for his Thinking Beyond the Pavement entry. This project was selected from 260 entries and one of 27 projects to receive the merit award.

The Office of Communications (OC) received a second place award in the National Association of Government Communicators (NAGC) Blue Pencil Competition for a press release written about the Adopt-A-Highway Program.

"Thinking Beyond the Pavement" wins award.

Back row: Kirk McClelland, Yolanda Takesian, Lisa Chaplin, Manan LaVaie, David Patterson

Front Row: Jael Oppenheimer, Robert Douglass, Eric Marabella, Brian Young, Catherine Mahan



SHA Spring Cleans The Highway — “Literally”

By Lora Rakowski, Office of Communications



Parker F. Williams and “Ms. Litter Bug” participate in the cleanup effort at the Hereford Park & Ride along MD 137.

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Dancin’ in the Street at the Mount Rainier Roundabout Ceremony

By Fran Ward, Office of Communications

There really was “Dancing in the Street” along US 1 on April 29 in Mount Rainier as MDOT Secretary **John Porcari**, DE **Charlie Watkins** and the project team joined local elected officials and city residents to formally mark the start of construction for the \$1.4 million Mount Rainier roundabout and community revitalization project. The roundabout will replace the existing US 1/34th Street/Perry Street intersection in Prince George’s County.

Proclamation of Mount Rainier Day 2000 to Mayor Fred Sissine. The Mayor accepted the proclamation on behalf of the city and thanked the project team for its dedication to improving both traffic operations and the appearance of the city. “I am thrilled to see this unique project come to life, as it will reclaim living green space from asphalt and bring pedestrian and business life back to the heart of the city,” he said.

Delegate Joanne Benson, County Councilman Peter Shapiro, and Charlie Watkins also made brief remarks, praising the cooperation between the community and the project team.

The ceremony concluded with the unveiling of a handcrafted wooden sign depicting the roundabout. The sign was donated to the city by its creator, Metropolitan Graphic Services, and installed in a small park along southbound US 1 in Mount Rainier. During construction, citizens will be able to walk up to the sign and view an artist’s rendering of the completed project.

In addition to the roundabout, improvements include pavement resurfacing, new sidewalks, crosswalks, lighting and signing, a new bus station, trolley-shaped bus shelters, works of art and landscaping. The Mass Transit Administration contributed \$230,000 to the project for bus station and lighting improvements. The project will be complete early fall 2000.

Congratulations to these districts for their recent project celebrations: District 7 for East Street Extended and the Brunswick Roundabout and District 6 for the Honor Memorial Bridge Dedication.

“Mount Rainier’s roundabout and revitalization project is a great example of Smart Growth — using the State’s resources to improve our existing infrastructure and our established communities,” said Governor Glendening prior to the ceremony. “I applaud the community’s efforts to improve transportation safety and create a more attractive town center.”

Mount Rainier artists Ajax Joe Drayton and Brooke Kidd began the roundabout ceremony by performing “The Big Stick,” a contemporary dance featuring 20-foot decorated poles. Drayton and Kidd are co-founders of Joe’s Movement Emporium, an arts center located on 34th Street adjacent to the roundabout.

After the performance, Secretary Porcari presented the Governor’s

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Yellowed cigarette butts, broken beer bottles, and fast-food wrappers were among the most popular pieces of debris that greeted SHA maintenance crews as they diligently worked the first Saturday in April in the first-ever statewide effort to clean Maryland’s roadways of some of its debris. Other more interesting bounty collected included soiled baby diapers, mangled car parts and restaurant trays! A total of 5,535 bags of trash were collected by both maintenance team members and volunteers who rose to the task of extending the traditional “spring” cleaning from the home and office to the state’s roadways. Kicking off “*Keep Maryland Beautiful Month*,” SHA cleaned litter from nearly 1,000 miles of roadway across the state.

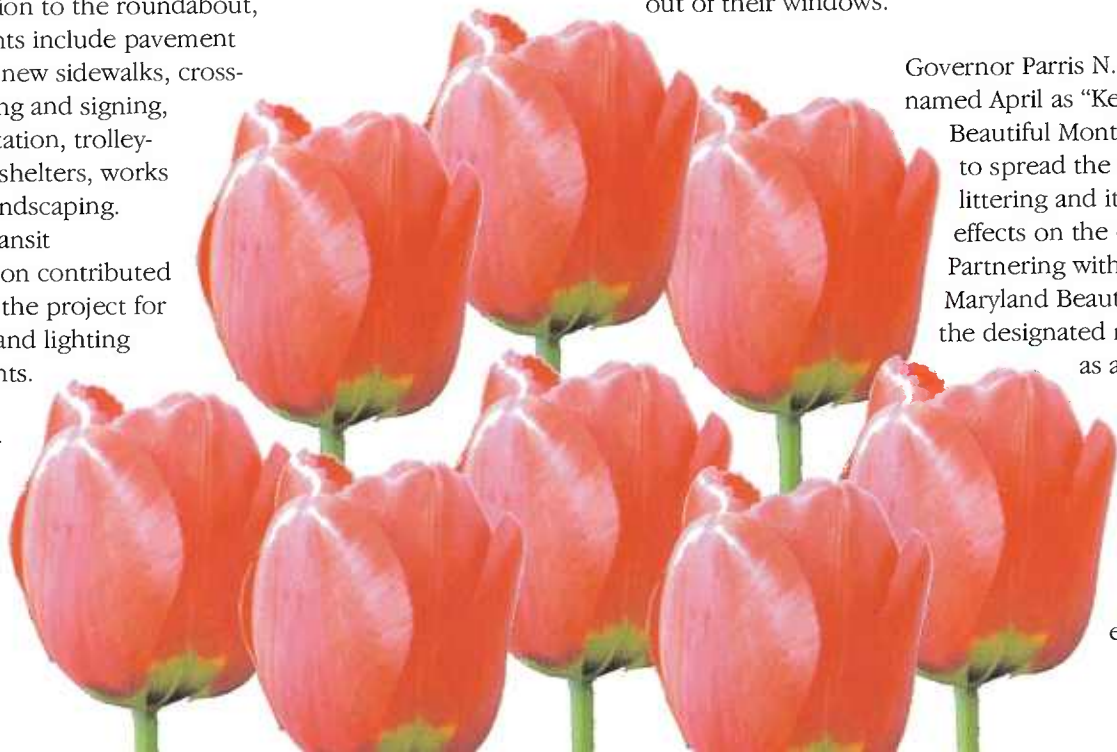
The amount of litter was particularly overwhelming in the metropolitan areas of Maryland. In Baltimore County, SHA crews worked hard to remove more than 740 bags of litter from 62 miles of roadway, and in Prince George’s County crews collected more than 810 bags of litter from 44 miles of roadway.

Parker F. Williams picked up litter with members of the Hereford Shop maintenance crew and expressed his pride in the cooperation of SHA’s crews in the clean-up effort.

“This clean-up effort is important to us,” said Hereford Shop crew member **Andre Futrell**. “Hopefully when people see us out here on a Saturday, they’ll be less prone to throw trash out of their windows.”

Governor Parris N. Glendening named April as “Keep Maryland Beautiful Month” in an effort to spread the message about littering and its harmful effects on the environment. Partnering with SHA’s “Keep Maryland Beautiful Campaign,” the designated month served

as an opportunity to draw attention to Maryland’s beauty and environment, as well as the detrimental effects of litter.





OZONE SEASON HITS EARLY

4

By Suzanne Bond
Office of Communications

Hats Off to Our Highway Heroes!

By David Buck, Office of Communications

3

Traffic whizzes by you at 70 plus mph.....motorists curse, yell and scream.....helicopters hover just a few hundred feet above.....Does that sound like a new Schwartznager movie or rush hour in the life of an SHA employee?

Each and every weekday of the year (and many, many weekends), a small dedicated group of SHA employees, known as **Emergency Response Technicians** (ERT's) risk life and limb to make a dent in the monster known as congestion.

ERT's have come a long way, both figuratively and technologically, in the past 20 years. In the late 1970's and early 1980's, as traffic congestion increased to and from Ocean City, the "Reach the Beach" program was born. Eight or 10 of SHA's "highway heroes" would roam US 50 on Friday afternoons and Saturday mornings, assisting stranded motorists as SHA signal technicians manually operated traffic signals along the route. Under the leadership of **Ed Buck** (he's not only my father but has 40+ years of SHA experience), the "Reach the Beach" program flourished in the 80's and 90's and still exists today.

But now, things have changed. Sit back and just think for a second of how traffic patterns have changed during your lifetime. Traffic reports can be heard 24 hours a day. And more people driving means increased congestion; that presents the opportunity for more accidents.

As congestion increased throughout the metropolitan areas, the need to better manage the congestion that each of us faces grew along with it. There are now several SHA facilities devoted to traffic management.

SHA opened its first full-time traffic operations center in 1989 in College Park. It was clear that building our way out of congestion was no longer a viable solution and a new emphasis was put on better managing traffic. Due to the success of the College Park Traffic Operations Center (now known as TOC 3), a Baltimore area operations center was opened at the now defunct Valley State Police Barracks in Brooklandville in 1990 (now known as TOC 4). By now, most SHA employees are aware of the high-tech Statewide Operations Center, built in 1995 in Hanover near BWI Airport. (MdTA houses the AOC - Authority Operations Center).

But the glue that holds all of the operations centers together and sets Maryland apart from the hundreds of other nationwide ops' centers are the dedicated employees, the "Highway Heroes." These men and women literally take their lives in their hands while assisting stranded motorists, clearing debris from the travel lanes or rerouting traffic at an accident scene.

"Even with my background as a Baltimore County EMT, I really did not know what to expect on the Capital Beltway," said ERT **Jeff McCarthy** of TOC 3. "You just don't know until you have tried changing a tire on I-495 during rush hour or have had to direct irate motorists across four lanes of traffic at an accident scene - it can be very intimidating but I wouldn't change a thing because I love it."

Jeff, who has been on the job for just less than a year, is one of seven ERT's that work at TOC 3, led by ERT supervisor **Paul Hubbe**, who has been at TOC 3 since the day it opened in 1989.

Paul's group, including **Norvel Cooksey** (ERT senior), **Maurice DaCosta** (ERT I), **Darin Doerk** (ERT I), **Rodney Johnson** (ERT I), **Richard Russ** (ERT I) and **Jeff McCarthy** (ERT I), receive dozens of letters of praise every month from thankful motorists.

Aaron Day, ERT supervisor at TOC 4, also recognizes that his experienced employees make his job much easier. "I am fortunate to have several ERT's, particularly **Troy Duncan** (ERT senior), **Rick Greenwell** (ERT senior) and **Kim Yates** (ERT I) that have been part of the program for many years," said Day. "Each member of the team brings a certain level of expertise that is invaluable." **Thomas Barrow** (ERT I), **Ed Coffman** (ERT I) and **Darryl Kelly** (ERT I) round out the TOC 4 ERT team.

And it goes without saying that no matter who you talk to about incident response in Maryland; one name always pops up - **Alvin Marquess**. Alvin is the Statewide Operations Team Leader, who oversees the entire ERT program. "Maryland has the most dedicated Emergency Response Technicians in the country and I have visited dozens of operations centers," said Marquess. "I am convinced that Maryland is second to none in incident response."

So once again, we take our hats off to the dedicated highway heroes who are the standard bearers for SHA's roadside assistance program.

Remember the 90+ degree weather that marked the first weekend in May? It made the annual Bay Bridge walk a hot prospect, the Towsontowne Festival a steamy activity, and drove many to switch on the air conditioning earlier than usual! It also marked the first Code Orange forecasts of the 2000 ozone season.

You've heard a lot about ozone, but do you know what it is? Ground-level ozone is an invisible, odorless gas which has a harmful effect on the human respiratory system, farm crops and plants, and the Chesapeake Bay's water quality. Federal and state governments are working with business and industry to reduce the levels of this harmful gas.

"Federal regulations associated with the number of ozone violations a state can experience ties money for transportation projects to air quality, making ozone reductions critical for proceeding with future transportation projects as well," said **Parker F. Williams**, SHA Administrator.

A system of color-coded air quality alerts was developed several years ago to inform the public of predicted air quality and to let them know what steps to take to help alleviate high ozone conditions. Air quality categories include Code Red, Code Orange, Code Yellow and Code Green (good air quality). Meteorologists forecast Code Red air quality when ground-level ozone is expected to reach the unhealthy range. This means that people with respiratory problems should stay indoors and reduce outside activities. Also, when Code Red air quality is predicted, action should be taken to reduce ozone levels. "Ozone Action Days" are announced through radio, television, SHA's variable message sign system and direct notifications. The goal is to prevent air quality from reaching unhealthy ranges through voluntary steps. The Baltimore Metropolitan Council, Metropolitan Washington Council of Governments, and other END-ZONE members form a partnership of more than 100 local and county governments, businesses, and private organizations to voluntarily reduce air pollution sources when serious ozone pollution days are predicted. MDOT and SHA are critical partners in ozone reduction efforts.

Maryland experienced 11 Code Red days during the summer of 1999, 14 Code Red days during the summer of 1998 and 14 Code Red days in 1997.

"Ozone Action Days are prime examples of what the public and private sectors can do to protect our environment and health," said Governor Parris N. Glendening on declaring May 17, Ozone Awareness Day. "Each of us must do our share for cleaner air."

SHA has its own plan of action to reduce ozone levels. "When an Ozone Action Day is called, SHA maintenance crews avoid the use of small gasoline operated power tools, reduce tractor mowing, discourage engine idling, and are urged to refuel vehicles in the early morning or after dusk," said **John Scally**, Chief of Highway Maintenance. "We also restrict or eliminate use of lacquers, thinners and solvent-based paints and minimize spraying herbicides and pesticides."

There is a difference between ground-level ozone and the stratospheric ozone that protects the earth from the sun's ultraviolet radiation. When created by human activities at ground-level, ozone is a pollutant. It is formed when volatile organic compounds (VOCs), and nitrogen oxides (NOx) react in hot sunlight and high temperatures. The NOx is emitted by fuel burning automobiles and electric power generating plants. VOCs come from businesses that use or manufacture chemicals, paints or solvents, and from consumer products such as paints and household cleaners. Small gasoline-powered engines - including construction equipment, are also sources that create these pollutants.

The sun "cooks" this mix of chemical vapors into ground-level ozone smog. It becomes visible as the dingy, yellowish haze over the horizon when dust particles join the mix. Ozone season lasts from May through September. For more on what to do for your health during the upcoming lazy, hazy hot days of summer, be sure to read Dr. Becraft's article in this issue and check out the following website for more information: <http://www.mde.state.md.us>.

Here are some steps you can take to help keep ozone levels from soaring on Ozone Action Days:

- * Conserve electricity
- * Carpool, walk, bike or use mass transit to get around
- * Combine all trips and errands that involve driving
- * Telecommute when possible
- * Bring lunch to reduce midday driving
- * Avoid idling motor vehicles at drive-throughs
- * Postpone lawn mowing with gasoline powered lawn mowers
- * Refuel your vehicle after dark
- * Save painting jobs for another day

If you have respiratory difficulties, avoid strenuous outdoor activity during Code Red alerts. And, to learn the current air quality forecast call 410-631-3247.

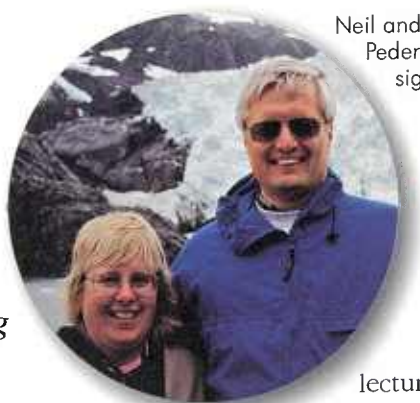


Travelin' The Globe

By Neil Pedersen, Director
Office of Planning & Preliminary Engineering

Imagine yourself standing just a few yards away from 1,200 pound brown bears standing in a waterfall catching salmon in their mouths while the salmon are trying to jump the falls to return to their spawning grounds. Imagine attending a lecture at a transportation conference and experiencing a 5.8 Richter scale earthquake just as the

ALASKA: THE GREAT LAND



Neil and Barbara Pedersen see the sights in Alaska.

lecturer has finished talking about the 1964 Good Friday earthquake that was the most powerful earthquake ever recorded in North America. Imagine standing on the bow of a boat a few hundred yards away from a 200-foot high tidewater glacier, surrounded by small icebergs that had broken off of the glacier. Imagine being able to walk out onto a glacier 200 feet thick and 27 miles long. Imagine for a few fleeting moments seeing four-mile high Mt. McKinley emerge from the clouds to show off its majestic beauty to the world.

Last summer my wife Barbara and I were fortunate enough to experience all this and much more during a 17 day trip to Alaska. I have the good fortune to serve as the chairman of the Transportation Research Board's Committee on Statewide Multimodal Planning. The committee decided to sponsor a conference last July at the Alyeska Resort in Girdwood, Alaska, about 40 miles southeast of Anchorage. Prior to the conference, we flew by floatplane into Katmai National Park, where we lived among the majestic Alaska brown bear for three days. We were visitors in their home and had to learn to live by their terms if we were to have a peaceful coexistence. Besides watching bear fish for salmon, we took a trip to the site where in 1912, the largest volcanic eruption in the last 1,900 years in North America occurred. The ash flow is still 30 feet thick 87 years later, with water having carved fascinating erosion formations in the intervening years.

Following the conference we took an all day boat trip in Kenai Fjords National Park. We not only saw a tidewater glacier, but also saw many types of wildlife, including humpback whale, sea otter, sea lions and many types of birds that we do not see in the Lower 48 states.

Our next stop was Wrangell-St. Elias National Park, America's largest national park and home to eight of the 16 highest peaks in North America. The access to our lodge was via a 60-mile long one-lane dirt road that was so pothole ridden that we could not drive over 20 mph anywhere along its length. We stayed in a ghost town that during the 1910's and 1920's was the largest producing copper mining refinery in the world. It was located next to the end of a 27-mile long glacier and surrounded by 14,000+ foot peaks.

The highlight of the trip was Denali National Park, located in the heart of the Alaska Range far enough north that permafrost prevents trees from growing. There were wide-open expanses of tundra in valleys filled with caribou, bear, moose, fox and long horn sheep. The valleys would suddenly be broken by 10,000+ foot high snow-covered mountains that appeared to go straight up from the valley floor. We stayed at a lodge 90 miles inside the park in an old gold mining village. We successfully panned for gold, although we only found gold flakes, no nuggets. Three different times I rode a mountain bike up a steep four-mile hill to try to see Mt. McKinley, before I was finally successful, although only for a few fleeting moments.

When one has the good fortune to experience Alaska the way Barbara and I did, one certainly can understand why it is called "The Great Land."

Spotlight On...

By Joseph O'Hagan, Office of Communications

On October 10th, 1999, I felt helpless. I got a late night phone call the previous evening, informing me that my friend Rachel Soukop, only 34 years old, had passed away from Lou Gehrig's disease.

I had just returned from placing flowers on her family's doorstep when I saw **Sylvia Sherman** at the District 7 Office. She took me aside and told me she was diagnosed with breast cancer. Familiar thoughts ran through my mind "...she has so much life left in her...it is not time for her to go...why do these things happen to the nicest people?"

Although I'm sure she was scared, Sylvia was very composed and wanted no pity. In the next few months her character, will and determination would be tested on a level that most of us have yet to understand. Her situation could have either made her weak and powerless, or brave and strong. Sylvia chose to survive.

Her breast cancer was detected at a very early stage because she was responsible enough to get her annual mammogram. Sylvia is living proof that routine mammograms can save your life – spread the word! "If breast cancer is not detected early, it can spread to the lymph nodes and quickly ravage your body," Sylvia advised.

Sylvia was treated at Johns Hopkins Hospital. Her entire ordeal went rather quickly last fall. She had her check-up just before Labor Day, a sonogram and biopsy in September, was diagnosed with cancer on October 5th and had lumpectomy surgery just before Halloween. Sylvia had a mastectomy just after Thanksgiving and was told that her cancer was in complete remission before Christmas. No radiation, no chemotherapy.

On May 5th-7th, 2000, Sylvia gratefully participated in the Avon Breast Cancer 3-Day Walk, which began at Hood College in Frederick, MD and finished at the Washington Monument. "It was the most exhilarating experience...very exhausting, but well worth it," said Sylvia. She personally raised more than \$3,000 for the cause.

"By my walking and raising money for research, I can help other women in their battle against cancer," she said. "If it wasn't for other people having done it before me, I may not have come out of it as well as I did."

Sylvia proudly boasted that, despite temperatures approaching 100 degrees, all of her teammates finished the three-day walk. "They are the best group of women I've ever met in my life. Dedicated...so dedicated," Sylvia declared. The group called themselves the "Seventh Street Striders," referring to the pavement they pounded in training.

Tears well up in her eyes when she talks about the countless volunteers that helped



Sylvia Sherman stands with her family after crossing the finish line.

her complete her journey and about the inspiration she felt from other participants.

"I met so many wonderful people along the way," Sylvia remembered. "The staff, the volunteers were just incredible. Without those people cheering on the sides, I don't think we could have done it. They did everything they could to make you smile."

The volunteers provided pit stops every 1.5 miles: food, medical services, massages, physical therapy, podiatry, and most importantly, 36,000 gallons of water to battle the intense heat.

The walkers slept in tents in Clarksburg and Bethesda on their travels. According to Sylvia, they giggled like teenagers at the overnight parties. "The jokes, the camaraderie and the caring were just unbelievable," she said.

At the end of the walk, Sylvia remembers a girl in her young teens graciously carrying her 35-pound backpack, which Sylvia was too weak and tired to pick up, and helping her to find her family (pictured above). "I wanted so badly to thank her, but I didn't even know her name," cried Sylvia.

By crossing the finish line, Sylvia Sherman proved once again that she is a survivor, a hero and a champion of the human spirit. She plans to volunteer next year, along with the rest of the Seventh Street Striders, to help other walkers to complete their journey.

The 2,800 walkers raised \$6 million in pledges during the walk, which is one of seven planned nationally by Avon this year. The money will go toward early detection and breast cancer research. For more information about upcoming events, please contact 1(888) 3DAY AVON.

Many thanks to the SHA traffic, maintenance and CHART personnel who supported the effort and associated road closings.



MODALS

ON THE MOVE

Maryland Aviation Administration (MAA)

To commemorate "A Century of the Arts in Maryland," BWI unveiled a new art collage, which will be on display in eight locations throughout the airport. The collage features some of the state's key 20th century artists and performers, including jazz singer Billie Holiday, authors Dashiell Hammett and F. Scott and Zelda Fitzgerald, and movie director Barry Levinson.

Maryland Port Administration (MPA)

The Port of Baltimore will open its cruise season 2000 with the inaugural cruise of the Crown Dynasty on May 10 at the Dundalk Marine Terminal. Twenty-one cruises are scheduled out of the port this season, twice as many as last year. For more information on cruising out of Baltimore, contact the MPA cruise line at 1-877-334-2441.

Maryland Transportation Authority (MdTA)

The Authority has named Randolph P. Brown administrator of the northern region, and is now responsible for all operations on the John F. Kennedy Memorial Highway (I-95) and the Thomas J. Hatem Memorial Bridge (US 40). Previously, Mr. Brown served as the ADE for Maintenance for SHA's District 3.

Mass Transit Administration (MTA)

In celebration of Earth Week, children from the Metro Subway's Tot Stop childcare center helped to beautify their environment. Thirty children between the ages of three and five planted flowers to create a garden just outside of Tot Stop's main entrance.

Motor Vehicle Administration (MVA)

MVA is teaming up with State Police to examine different ways to improve the aggressive driver-imaging project by linking the imaging program directly to MVA databases. This is a project that enables a police vehicle parked alongside a road to photograph speeding vehicles as they approach.

Movers & Shakers

Donald H. Sparklin was appointed to the position of Assistant Division Chief of Technical Analysis in the Environmental Planning Section of the Project Planning Division. Previously, Don served as the Project Manager for the Woodrow Wilson Bridge. In his new capacity, Don will play a key role in obtaining timely National Environmental Policy Act (NEPA) and equivalent state approvals for enhancement projects, district special studies, maintenance and OOTS projects, as well as major administration and municipality projects. Congratulations, Don.

Congratulations to **John H. True**, who was selected to fill the Assistant District Engineer of Construction vacancy in District 6. John has worked for SHA for 27 years in a variety of areas. Most recently, John served as Area Engineer in District 6. His accomplishments include working on the construction of I-68 and MD 100.

David Coyne has been selected as the Assistant District Engineer of Maintenance for District 7. Previously, David served as the Chief of the Equipment Division in the Office of Maintenance. Congratulations, David.

The SHA Bulletin Board

EXTRA! EXTRA! READ ALL ABOUT IT!!

By Dawn Matthews, Office of Administration
Career Development Division

Are you always hearing about a newspaper article on SHA and not reading it yourself? Well now you won't miss another SHA story with SHA's Netview software. This service is on the shared network and available to all SHA employees. The clippings on the Netview are updated every week with two weeks worth of SHA and transportation related news clippings.

So now you are probably asking yourself, "How do I view these clippings?" Simple! Create a shortcut to the Netview on your desktop. How? Just go to the S:drive from your Windows Explorer and double click on the Netview folder. Scroll to the bottom, highlight "Shortcut to Netview" and drag it to your desktop.

To get into the Netview program, double click on your Netview shortcut icon. You will be prompted to enter a user name and password. The user name and password is SHA. Once you are in Netview, you can view articles, sort them by alpha order or date, search or do filters. You can even print them out!

If you are in search of a specific article that is not on Netview, contact the Office of Communications and they will do their best to accommodate your request. If you have any problems accessing articles or Netview, call the Office of Communications at 410-545-0304.

Don't just hear about the news, read it!

The SHA Band & SHA Choir



Will perform for your listening pleasure on Saturday, October 7, 2000 at Sandy Point State Park

Join us for fun, relaxation, laughter and dance to the music at the annual SHA Family Day Celebration

OCTOBER 7, 2000

Sandy Point State park

Contact Walter Lycett at 410-545-5753

Wellness Program Coordinators

District 1
Kevin Hoffman 410-543-6598

District 2
Carol Wilmer 410-778-3112
or 1-800-637-9740

District 3
Sue Palmer /Sandy Widmark
1-301-776-7619/1-301-513-7467

District 4
Maureen Stewart 410-321-2445

District 5
Julianne Stoll 410-321-3584

District 6
Sandy Hansen 410-841-5450

District 7
BJ Mihailovich 1-301-729-8488

Keyser's Ridge Shop
Teresa Beechie 1-301-859-3234

Hagerstown Shop
Diane Michael 1-301-791-4790

District 7
Stacy Custer 1-301-694-2145

Hanover Complex
Tish Slaughter 410-582-5518

Wellness Program Director and Manager:
Dr. C. Edwin Becraft, M.D.,
Director, Medical Services
and Wellness, 410-545-5556

Susan Ewers, Wellness
Program Manager ... 410-545-5562

Committee Members
Office of Communications
Nicole Ross 410-545-0302

ORE
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Sheila Fisher 410-545-2826

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Sandy Briggs 410-545-5674

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Highway Design
John Brunson 410-545-8843

OPPE
Marlyn Hill 410-545-5675

OOA/Mgmt. Serv-Fac. Mgt.
Bill Page 410-545-8465

OOA/Quality Advancement
Cindy Shanabrook ... 410-545-0332

SHA offers these tips to keep you moving during summer travel:

- Travel during off-peak hours and allow extra time for unanticipated delays;
- Check your vehicle's fuel, lights, tires, oil, battery, windshield washer fluid and wipers for proper operation;
- In an emergency, move the vehicle from the travel lanes onto the shoulder, if possible. Stay with the vehicle until help arrives;
 - Always buckle up all passengers and children;
 - Observe posted speed limits;
- Use extra caution during inclement weather;
- Do not drink or use drugs and drive;
 - Watch for signs advising motorists to tune to 1610 AM for Eastern Shore traffic information;
 - Alert the Maryland State Police of disabled vehicles, accidents or aggressive drivers by dialing #77 on your cellular telephone; and
 - Take activities and snacks for children to keep them occupied and place them in child safety seats.

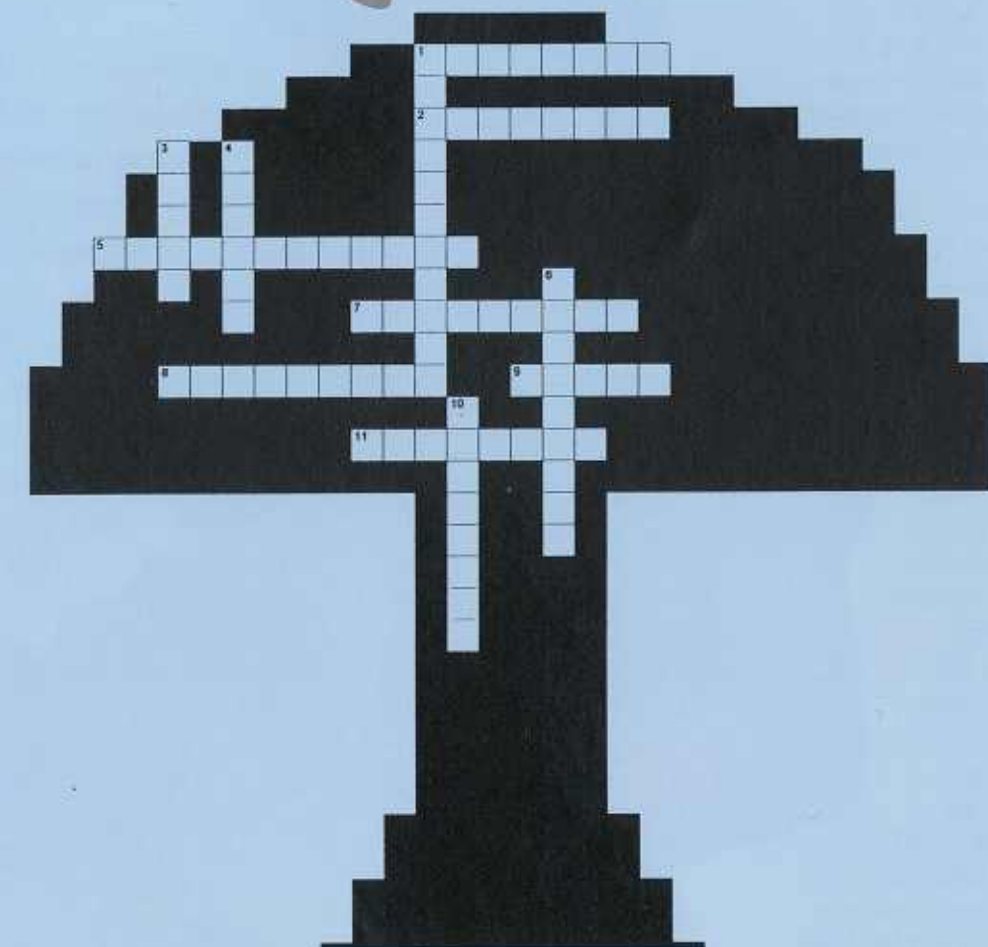
Fun in the Summertime!

Across

1. construction here
2. cool, refreshing drink
5. Road work
7. Popular Maryland summer spot
8. Maryland premier horse race
9. "Reach the _____"
11. Summer _____

Down

1. Seen along Maryland highways
3. not cloudy
4. Don't be a _____ critter.
6. Seen on Independence Day
10. America's greatest pastime





AN ASIAN AMERICAN EXPERIENCE:

Learning and Living in a New Environment

By: Yingwei Ni, Office of Highway Design

I came to the United States in August 1997 to pursue graduate study at Penn State and joined SHA in December 1998. I experienced a lot of challenges and adjustments as an Asian person who has a totally different cultural background.

My language transition was the largest basic difficulty. In high school and college, grammar and reading were stressed but we didn't have real scenarios to practice either listening to or holding conversations. I had to fully concentrate to understand English, then switch my mind from thinking in Chinese to thinking in English. This was very difficult, tiring and stressful for the first couple of months. Yet undoubtedly, it's the best way to learn a second language.

It is also frustrating for me when you find that some values you were taught and grew up with, are now not suitable anymore, and adjusting to new values is difficult. On the other hand, there were some common values we did share. Integrity, intelligence and hard work are always appreciated. I didn't quite appreciate and recognize this until I joined SHA and had been here for about a year. From the very beginning of my learning software to running and managing big projects, I received a great deal of team support from my co-workers and supervisors.

Not only do I enjoy my work here at SHA, I have also made some great friends who brighten my days, help me to get rid of worries and adjust myself to face new challenges. I am more confident now than when I first came to the States, new to everything.

Before I accepted the position, I first wanted to make sure that the company would support my immigration. Immigration is already hard by itself. It is confusing, very time-consuming, and it would directly impact my work. Now one year has passed by; I have my H1b (working visa) and am in the process of applying for the green card. All through this course I have had the full support and encouragement from Highway Development of SHA, especially from Bob (**Robert Douglass**). I still cannot go back to visit my family now. Hopefully some day soon, I can. By applying myself to my favorite job and seeing friends from the "big family" everyday, I can always put behind me the nightmare of not being able to go home. What I have gained from work is worth the long wait of immigration.



James Thomas, Cindy Hung and Felecia Baker work as a team on an interior construction project at a house on Fulton Avenue in Baltimore City.

"Reunion" for Habitat

by Joan Barney, Office of Administration

The scent of coffee and donuts greeted hundreds of MDOT employees as they gathered in the Sandtown/Winchester area of Baltimore City. With a hearty welcome, the Habitat for Humanity Project staff ushered in three days designated as Transportation Days (May 17, 18, and 19).

More than 100 SHA workers mingled with their MDOT "cousins" and gathered into their chosen work teams of demolition, landscaping, carpentry, painting, and electrical work. Volunteers worked at several home sites that were being renovated for purchase at cost to qualifying applicants.

Most volunteers found the work intense and difficult. Most projects could not be completed alone, and required the efforts of many people working together. People worked in teams made up of employees from various modals on projects both inside and outside.

"I really like seeing all MDOT people come together", said **Terri Mongelli** of District 7, "I like the interaction of the different modals working together to get something done."

Diane Evans bears the weight of heavy bricks with a smile as she cleans debris from a home on Gilmor Street.



FORUM

Forecast For Summer: Hot And Humid

PLEASE NOTE: This information is provided as a service to SHA employees and is intended for educational purposes only. It is not intended to serve as a substitute for the care and attention of your private physician. Always consult with your private physician when you have questions about your health. Always consult with your private physician before beginning any exercise or dietary program.

The Body's Heat Dissipation Mechanisms

During the summer season, Americans spend greater amounts of time outside, both working and playing in the heat and humidity. Having worked in the Baltimore area for multiple years, I know that just like steamed crabs, hot and humid air is a summer tradition in this area (and during the sweltering days of August, many Baltimoreans have probably felt a certain kinship with those steamed crabs). For this reason, it makes good sense to have some knowledge on how to avoid some of the common medical problems, which can arise from overexposure to the heat and humidity.

The human body utilizes three primary mechanisms for dissipating body heat: 1) *radiation*, 2) *conduction*, and 3) *evaporation of sweat*. For radiation and conduction to work effectively, the surrounding air must be cooler than the body (98.6° Fahrenheit). These two mechanisms become less effective as the air temperature approaches 98.6° F and they will eventually become ineffective when the air temperature exceeds the body temperature. In the third mechanism, it is the evaporation of sweat which dissipates the body heat, not the act of sweating itself - sweating serves to provide the water for evaporation. For effective evaporation, the relative humidity of the surrounding air must be less than 100%. As the relative humidity rises, the surrounding air becomes more and more "congested" with water vapor. As the relative humidity approaches 100%, the evaporation of sweat declines because there is less and less space available in the air to hold the water vapor from sweat evaporation. Once the relative humidity reaches 100%, no more evaporation will take place and the sweat will remain on the skin indefinitely. This is why we constantly feel sweaty (with sticky clothes) during summer days of high humidity. As a side note, air convection currents can increase the effectiveness of both conduction and evaporation - this is why standing in front of a robust fan when you're sweaty makes you feel dramatically cooler.

Heat Index

During a hot, humid day (when the air temperature is approaching 98.6° F and the relative humidity is approaching 100%) the mechanisms of radiation, conduction, and evaporation become progressively ineffective in dissipating body heat. This can be dangerous for most people. The heat index is a number, which factors in the combined physiologic effects of air temperature and relative humidity. The *heat index* is sometimes called the *apparent temperature* because it reflects the temperature your body feels. More importantly, it reflects the physiologic impact on your body - i.e. the higher the heat index, the harder it is for your body to dissipate heat. The accompanying chart displays the heat index for multiple combinations of air temperature and relative humidity. The following heat indices have been given associated "danger levels":

- * **80-90 Caution** - strenuous activity causes fatigue more rapidly
- * **90-105 Danger** - increased risk of heat cramps, heat exhaustion, headaches after prolonged activity
- * **105-130 Extreme Danger** - increased risk of heat cramps, heat exhaustion, headaches after brief activity
- * **Above 130 Life threatening** - heatstroke possible with only brief activity

Prevention Of Problems During High Heat Index

- First and foremost, recognize your own limitations and be aware of the heat index.
- Avoid strenuous outdoor activity during the hottest part of the day. If you must do strenuous activity outdoors, do it during the coolest part of the day (e.g. morning) and

take frequent breaks as needed in the shade (indoor breaks in the air conditioning if possible).

- Drink plenty of fluids - before, during, and after any strenuous activity. Some individuals can sweat up to 1 liter (about a quart) per hour. Water or "sports drinks" (like Gatorade) work best to replenish fluid losses. Avoid beverages containing caffeine or alcohol (since these cause excess water loss through urination). To replace the potassium lost in sweat, increase your daily consumption of potassium-rich foods, such as oranges/orange juice, grapefruit/grapefruit juice, bananas, apricots, cantaloupe, honeydew melon, and raisins.
- Avoid being in the sun if possible. *Exposure to full, direct sunshine can increase the heat index by 15° F.* If you must be in the sun, limit your exposure to the sun in the cooler parts of the day (before 10:00 AM and after 3:00 PM), take frequent breaks as needed in the shade, and wear lightweight, light-colored clothing with a hat and sunglasses. If your clothing leaves skin exposed, utilize sunblock with a Sun Protection Factor (SPF) of at least 15 - some authorities recommend higher SPF's of 30 or greater for more protection. As an aside, remember that overexposure to UV light from the sun causes about 90% of all skin cancer cases. Although not related to skin cancer, there is substantial evidence that excessive UV exposure contributes to the development of cataracts. Therefore, utilize sunglasses which are rated as blocking 99-100% of the UV light.

Overexposure Problems

The following represents a very brief overview of some of the problems resulting from overexposure to hot, humid air.

- **HEAT CRAMPS:** Muscular pains and spasms associated with strenuous activity. Get victim to a cooler place out of the sun, and have him/her rest while replacing lost body water gradually with cool water. Avoid beverages with alcohol or caffeine.
- **HEAT EXHAUSTION:** Typically occurs following strenuous activity with heavy sweating. The excessive water loss through sweating creates a mild form of cardiovascular shock. *Skin is cool, moist, pale or flushed.* Body temperature is close to normal. Commonly accompanied by headache, dizziness, nausea or vomiting. *If the victim has changes in consciousness, call 911.* Get victim to a cooler place out of the sun. Have him/her lie down and apply cool wet towels/sheets to the skin. Replace lost body water gradually with cool water - avoid beverages with alcohol or caffeine. Watch carefully for any negative changes in the condition. If left untreated, heat exhaustion may progress to heat stroke (below).
- **HEAT STROKE (aka sunstroke):** *This is life-threatening and requires a 911 call.* The heat dissipation mechanisms are overwhelmed and the body temperature can rise so high that brain damage or death can occur. *The skin is hot/very warm to the touch and red/pink in color in caucasians.* The skin may be wet or dry (if dry, the sweating mechanism has stopped working). Changes in consciousness with rapid/weak pulse and rapid breathing. Get victim to a cooler place out of the sun. Immerse the victim in moderately cool water or have the victim lie down and apply cool wet towels/sheets to the skin and blow a fan on it. If the individual can drink, replace lost body water gradually - half a glass of cool water every 15 minutes. If the victim is vomiting or has changes in consciousness, do not give any liquids to drink. Watch carefully for any negative changes in the victim's condition (particularly breathing) until 911 personnel arrive.

References

- The American Red Cross website; www.redcross.org; 2000
- The Weather Channel website; www.weather.com; 2000
- The Mayo Clinic website; www.mayohealth.org; 2000
- Sports Nutrition Guidebook*; Nancy Clark MS, RD; Leisure Press; 1990
- Human Physiology And Mechanisms Of Disease 5th Edition*; Arthur Guyton MD; W.B. Saunders; 1992

HEAT INDEX CHART								
Air Temperature (degrees Fahrenheit)								
Relative Humidity	70°	75°	80°	85°	90°	95°	100°	105°
HEAT INDEX								
0%	64	69	73	78	83	87	91	95
10%	65	70	75	80	85	90	95	100
20%	66	72	77	82	87	93	99	105
30%	67	73	78	84	90	96	104	113
40%	68	74	79	86	93	101	110	123
50%	69	75	81	88	96	107	120	135
60%	70	76	82	90	100	114	132	149
70%	70	77	85	93	106	124	144	
80%	71	78	86	97	113	136	157	
90%	71	79	88	102	122	150	170	
100%	72	80	91	108	133	166		

★ Driven

We Value Our Accomplishments! AASHTO Standing Committee on Quality Team Awards

By Rhonda Collins, Office of Quality Resources and Allison Hardt, Office of Policy & Research

As transportation projects and programs become more complex, the need for highly skilled teams becomes more pressing and apparent. Four years ago, the American Association of State Highway and Transportation Officials' (AASHTO) Standing Committee on Quality (SCoQ) addressed the need to encourage team formation and function by nationally recognizing outstanding team efforts in state and federal transportation organizations throughout the

country. Each highway administration competes with other states for the AASHTO Team Awards. Only one other state, California, has received more AASHTO awards than Maryland, making our state second in the nation in receiving these prestigious awards!

On March 22, MDOT and SHA hosted a recognition luncheon to honor SHA's 1999 recipients of the AASHTO SCoQ Team Awards. The luncheon, held at

Camden Yards, included special guests such as MDOT Secretary, John Porcari. During the ceremony, each team gave a brief presentation of their achievement and each team member was presented with a plaque.

Following is the list of team award winners and their members. Please take a few moments to locate anyone you know and congratulate them!

Office of Real Estate Record Breakers Quality Circle

Melody Bryant	Vicky Chaney	Bonnie Detrillos
Jim Engle	Sheila Fisher	Teresa Fountain
Ricardo Jennings	Hazel Kennedy	Debbie Sanders

Jim Doherty
Jennifer Gordon
Gregory Smith

OPPE – GIS Core Team

Chris Barth	Dan Beck	Kevin Brown
Tony Carlton	C.J. Cote	Rich Cutshaw
Paul Dorsey	Jerry Einolf	Fred Hejazi
Pat Meinecke	Kim Musser	Greg Roby
Bob Snyder	Bill Walsek	Eric Weller
Joe White		

Holly Butler
Rose Davis
Marc Kratzschmar
John Sittler
Jocelyn Wilson

OPPE – Secondary and Cumulative Effects Team

Mary Dietz	Bruce Grey	Allison Grooms
Joe Kresslein	Heather Murphy	Gay Olsen
Cathy Rice	Darrell Sacks	Cynthia Simpson

Carmen Harris
Sue Rajan
Pam Stephenson

Office of Maintenance Weather Team

Dwayne Bittner	Jim Hartzell	Ray Johnson
Frank Pucci	John Ritter	Dave Rossbach
John Vaughn		

Fran McGrath
John Scally

District 2 Community Outreach Program (Pictured)

Edie Hearn	Carol Kendall	Bob Kiel
Victoria Miller	Karen Price	Pat Quinn
Greg Welker		

Richard Lindsay
Terry Wright

Personnel Policy Team

Sandy Betz	Bob Deyo
Sheila Fisher	Tom Heimiller
Mark Jesko	Dee Kimmel
Dawn Lewis	Renee Rymer

District 7 Quality Circle Sharks

Tracey Barnhart	Dave Bartell
Dave Curtin	Denny Clark
Bob Fisher	Mark Flack
Todd Hammond	Kevin Howell
Mike Lloyd	Cheryl Lovejoy
Dennis March	Pat Minnick
Dave Mitchell	Joe O'Hagan
Dave Peake	Ron Ritz
Sylvia Sherman	Mary Ward
Pattie Whitfield	Patricia Wilkinson

Pictured below are:

Front row: Greg Welker, Victoria Miller, Pat Quinn, Bob Kiel.

Back row: Parker Williams, Doug Rose, Richard Lindsay and John Porcari.

Engineering Technician Development Program Takes Flight

By Eric G. Tombs,
District 3, Office of Traffic

SHA will pilot the Engineering Technician Development Program (ETDP) this summer. The ETDP was specifically designed to enhance job knowledge and performance for employees within the Engineering Technician (ET) series. Interested candidates must be classified as ET IV, V, or VI, to apply for acceptance into the program.

The ETDP allows participants to complete an extensive study curriculum that focuses on strengthening technical, management and leadership skills through a combination of in-house and college level training, in addition to a total of six months of rotational assignments. What makes this program unique is that participants in the program structure their development plan based on individual interests. Participants can take up to four years to complete the program. This allows students to work at their own pace, eliminating the pressures that are sometimes associated with juggling work and family schedules.

The ETDP is a new and innovative program, having the potential of becoming a highly valuable tool to assist employees in strategizing an individual developmental plan. Let the ETDP help you pave the road to your success.

For more information regarding the ETDP, contact **Vanessa Braddy**, at 410-545-0360.



to Excel

OCEAN CITY

Here We Come for Quality 2000!

By Diane Fracassi, Office of Construction

It is that time again! The 2000 Quality Conference is fast approaching, and we need to get the ball rolling on the most important part of the conference - recognizing our employees, circles, and teams.

There are three separate awards this year. These awards are the *Quality Circle* and *Quality Team* award, the *Quality Circle Excellence* award, and the *Champion of Quality* award. When applying for or nominating someone for these awards, please keep in mind that the accomplishments being recognized must have occurred in the 1999 calendar year.

The first award is the *Quality Circle and Quality Team* award. This award is given at the Pioneer, Explorer, and Pinnacle levels in four different categories. There is a potential of 300 total points possible on each application. The Pioneer level is the first level, given to circles/teams receiving 120-179 points on their application. The Explorer level is the second level, given to circles/teams receiving 180-239 points on their application. The Pinnacle award is the highest level, given to teams receiving 240-300 points on their application. The categories for these awards have been changed this year to reflect SHA values. The categories are *Excellence in our Work*, *Excellence in our Work Environment*, *Excellence in our People*, *Excellence in our Relationships*. We feel that all of previous years' categories can be captured within our VALUES.

The second award that can be applied for is the *Quality Circle Excellence* award. This award application showcases all the accomplishments for a particular Circle. There will be only one award given to the circle receiving the highest number of points on their application.

The third award that can be applied for is the *Champion of Quality* award. Anyone who has demonstrated his or her belief in SHA's quality program and supporting employee involvement can be nominated for this award. Recipients for this award must receive a minimum of 180 points out of a potential 200 to receive an award. There may be more than one recipient for this award; however, the award is given at only one level.

In addition to these awards, there is also an opportunity for employees to get involved at the conference. We are once again inviting circles/teams to perform commercials; however, the format has changed. The Princess Royale is not set up for us to perform live, so circles/teams are asked to submit videos. We are also offering the opportunity for circles, teams and councils to participate in our exhibit hall.

All completed applications are due to **Tracy Patey**, District 1, NO LATER than July 31. No exceptions will be made. If you have any questions, please feel free to call Tracy. She can be reached at 410-677-4096.

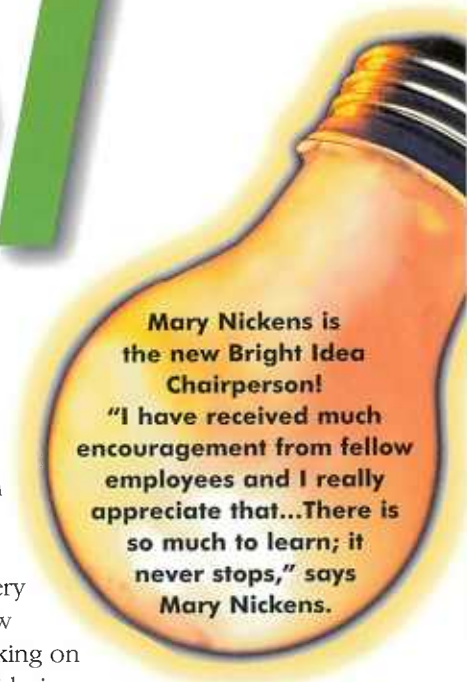
By Mary Nickens
Bright Ideas Coordinator

The Bright Idea Team is currently working to re-vitalize the program. The team is very excited about the new logo that we are working on and we are also considering some new gift ideas. This year we will have a display booth at the Quality Conference and some Bright Idea items to raffle. We are pleased to announce that soon we will have a Bright Idea Website on the Johns Hopkins server, thanks to **Alex Soutar** of ITD. The Website will have several pages, including the Bright Idea Process, a list of the Bright Idea representatives, a comment page, and a page that allows users to submit Bright Ideas on-line.

Additionally, Alex has added another feature: after typing your information on the Bright Idea form, hit the submit button and another page appears, allowing you to see the information that was just entered. He will also be working on a innovative cash award winner page, featuring photos of the cash award winners. Finally, Alex will be working on getting the Bright Idea form on the Intranet, so that those who do not have Internet privileges can also access the form. **THANKS ALEX.**

These are just some of the changes the team is considering. Rest assured that we will keep you updated. We cannot forget about our March 15 Innovative Ideas Awards Ceremony in the Atrium at MDOT. Our SHA employees received awards ranging from \$50 to \$2,000. They are as follows: **Suenette Pope**, TE IV, Environmental Design suggested installing electronic peizometer wells to monitor ground water for potential wetland mitigation sites. Suenette's idea was referred to the Governor's Panel for an additional award of \$2,221. **Ronald Laustsen**, District 1, Heavy Equipment Maintenance Technician II devised a way to repair the heated paint hoses of linestriping trucks instead of purchasing new ones. Ron also received an additional award of \$887.10 from the Governor's Panel. **Eric G. Tombs**, District 3 TE II suggested establishing an SHA Engineering Technician Development Program as a learning tool for employees. **Cheryl Lovejoy**, District 7, Administrative Specialist III at the time, developed a procedure to make the budget reporting/tracking system uniform throughout the State. **Jack Bigelow**, ET IV, SHA headquarters suggested installing brackets for vans with ladder racks to increase the visibility of emergency lights. **James Hagerty**, Office of Construction received two \$50.00 awards. One is for suggesting that a sign be placed at the 211 E. Madison Street building elevator as a warning about the alternating elevator door. The other is for coming up with the idea to place colors on the edges of cabinets and drawers to make them more visible, therefore helping to prevent accidents.

Congratulations to all of our award recipients.
Thanks to all who continue to support the Bright Idea Program and, KEEP THOSE IDEAS COMING!



Mary Nickens is the new Bright Idea Chairperson!
"I have received much encouragement from fellow employees and I really appreciate that...There is so much to learn; it never stops," says Mary Nickens.

SHA



Re: Edward Waters

District One

I mailed a letter from our son's house in Berlin and apparently the door of the mailbox fell open and the mail blew out. **Mr. Waters** found the letter, containing a check for \$1,350 and took the time to re-address it to me.

I wanted to take this opportunity to thank Mr. Waters and to make it known what a thoughtful act he performed.

If all of your employees are this conscientious, you have a very good crew.

*Homer Shaffer
Parkton*



Donnie Drewer

District One

Thanks to your staff for returning my prescription card; I must have lost it while moving furniture recently. It's nice to know there are thoughtful and kind people around here!

*Dena Gore
Cambridge*



Richard Lindsay

District Two

On behalf of St. Peter's Cemetery Trust, all of us wish to thank you and your department for your kindness in cleaning up the right-of-way so that we can prepare for our new cemetery addition.

Your work was excellent. It was nice to see the type of cooperation you gave to our church.

*James R. Frief, Jr.
Queenstown*



Jeffrey McCarthy

TOC Three

Thank you for your kindness in helping me change my tire. I am glad that I met you on that day. In my country, we believe a good thing (is) always happening for a good person like you. I really hope you always have a good life.

Hopefully, if people would have a problem, people could get helped and meet the nice people of State Highway Administration that (are) waiting and helping people.

*Sukhamai Punchasutthi
Laurel*



Greg Wallace

District Three

The community and myself thank you for the excellent job performed in replacing and planting trees on Norbeck Road in Rockville. We are very grateful for the beautiful trees that bring not only enjoyment and beauty, but also reduce pollution and the noise on Norbeck Road. Thank you for the beauty of nature enjoyed by all!

*Pauline O'Neill Davis
Rockville*



Re: Charlie Watkins

District Three

I would like to express my gratitude for your agency's funding of a dedicated right turn bay to separate northbound right turn movement from US 301 onto Governor Bridge Road. We also appreciate the cooperative spirit in which Charlie Watkins' office worked with the city in finding a solution to alleviate the traffic problems at the location. We look forward to our continued progress in addressing traffic safety issues in the Bowie area.

*Daniel J. Deutsch
Bowie*



Re: Dave Ramsey

District Four

I could not be happier about the way **Mr. Ramsey** handled my complaint about US 1. As a taxpayer, I feel good knowing people like Mr. Ramsey are on the job.

*James H. Sisk
Brooklandville*



Parker Williams

Thank you for updating the review of the Woodland Heights community (that) confirmed the eligibility of the community for a sound barrier.

I also want to express my appreciation for the cleaning up of the property adjacent to 9131 Sperl Avenue. What a difference!

*Genevieve Rafferty
Towson*

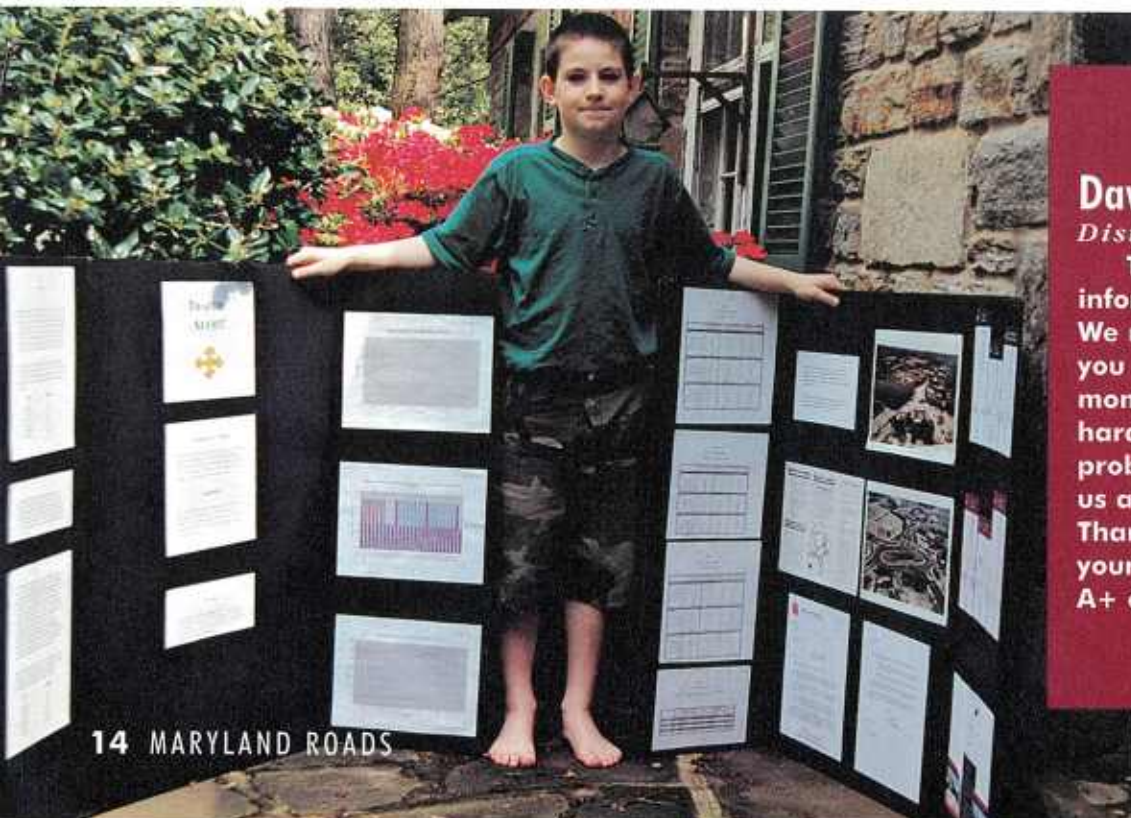


Re: Joe McGonigal

District Four

I was on my way to work when my car died on the beltway. If you have ever broken down on the highway, you know what a frightening and dangerous place it can be. It wasn't too long before **Mr. Joe McGonigal** pulled up behind me in a yellow work truck. He offered help and was very professional at all times. He drove me to the Big K on Belair Road where I called for help. My family and I say "thank you" to Joe. It's nice to know there are kind and decent people in this world.

*Linda Pauley
Baltimore*



Dave Malkowski

District Four

Thank you for all of the information that you sent to us. We really appreciated it. Since you sent it, I got an A+! My mom and I worked extremely hard on the project, and you probably worked hard to get us all of that information. Thank you again for putting in your time to help me get an A+ on my math think-a-thon.

*Glen Haupt
Baltimore*

Mailbag

Re: Diane Reinecke

District Five

Shortly after speaking about a dangerous situation on MD 259 in Lothian, **Diane Reinecke** made two site visits to fully understand the dynamics of what we considered to be a hazardous passing zone. We are grateful for the timely and professional manner in which Ms. Reinecke responded to our concerns and for the safe resolution of this traffic condition.

We commend Ms. Reinecke for the thoughtful, proficient execution of her duties.

*Dorothy Chaney
Lothian*

Gary Shank

District Six

We would like to extend our appreciation to you for the loan of the reflective vests we used for our Kids Stuff Yard Sale last weekend. We were lucky to have more than 25 volunteers, 130 vendors and 3,500 shoppers. Having the vests made traffic much easier and safer for all of us. The yard sale is a real community event and we appreciate all the assistance that has been given to us. The vests really made a difference this year.

*Judith W. Conrad
Hagerstown*

Bobby Fisher

District Seven

We are writing to say thank you for allowing us to visit the construction site at Snowden River Parkway and MD 175 in Columbia. Our den has been studying engineering and learning what engineers do, how they do their jobs, and some of the tools used in engineering. Visiting the site and talking to some of the engineers was very educational!

In particular we would like to thank **Steve Sites** and **Buck Roberts** for staying around on a Friday afternoon to help us. They did a wonderful job helping the scouts understand what the drawings mean and how an engineer is part of a big project like that one.

*Tim Bradley, Lightning Den Leader
Cub Scout Pack #360*

Re: Sue Wilson

District Six

I am naming **Sue Wilson** of SHA, citizen of the month! The slogan "practice random acts of kindness" certainly applies to Sue. On Mother's Day, my family was traveling east on I-68 through Cumberland, when we pulled over, realizing that we had left something behind. When I returned home, I discovered my gold Star of David pendant missing. We remembered that we pulled over in

front of the SHA maintenance building. Realizing that it was like looking for a needle in a haystack, I called and talked to Sue Wilson. Two hours later, Sue called me, reporting that she had found it! She very kindly responded to my unusual request, from a total stranger, to persevere against the odds. I am so very grateful that she did.

*Jan Lipson
Potomac*

Re: Darin Doerk

TOC Three

I can't thank SHA enough, more specifically **Darin Doerk**, for coming to my assistance on I-95. Unfortunately, I had a tire blow-out that I did not know how to change. After three state troopers and three county police cars passed me, the ERT truck, who was traveling the other direction, turned around and graciously stopped to assist me.

I only wish it were possible for more and more of these vehicles to be available with personnel in them like Mr. Doerk. I travel from Virginia each day to my place of work and have done so for more than 20 years. I can now feel better knowing that there are people like Mr. Doerk patrolling the highway.

*Lynda Williams
Virginia*

Re: Troy Duncan

TOC Four

Your employee, **Troy Duncan**, was a messenger from God. We had a flat tire on northbound I-895 and in less than five minutes your truck with Troy pulled up to help us fix the tire. It was fixed in less than 10 minutes thanks to Troy. He was polite and very safety conscious for our needs.

The state program works, thanks to people like Troy. I am proud to live in Maryland.

*Gus Stratakis
Baltimore*

Re: Richard Ross

TOC Three

I wanted to pass on my thanks for your program and especially for the assistance of **Richard Ross**. I was heading from D.C. to Laurel on the BWI parkway when I got a flat tire. I had just called AAA and was getting forwarded from office to office when Richard drove up. He was courteous, helpful and extremely timely.

As a woman who often travels these roads alone, having his timely assistance was a godsend. This is a wonderful service.

*Gerri Hanus
Laurel*

Due to space limitations, **Maryland Roads** could not print all the wonderful letters that commend SHA's employees. Letters commending the following employees were also acknowledged:

Leroy Jonas, OED
Fred Crozier, DE, District 6
Dwayne Bittner, District 6
Randy Houck, District 7
Rita Escobar, District 7
Anthony Eyler, District 7
Harold Whipp, District 7
Howard Fisher, District 7
Matt Curtis, District 7
Roger Broadwater, District 5
Maurice DeCosta, CHART

Re: Norvel Cooksey

TOC Three

This is a big thank you note from a young woman in North Carolina. While traveling north to visit my family, I ran out of gas at the most inopportune time and place – right outside D.C. at dusk. I pulled off to the left of the road and waited for ten minutes in hope of a Good Samaritan. My cell phone was dead, it was beginning to rain and I was about to cross the treacherous highway for assistance when I looked up and **Norvel Cooksey** pulled up! Not only did he fill my tank, but he was very pleasant, honest and would not accept a tip. I greatly appreciate his perfect timing, going out of his way and epitomizing a Good Samaritan.

*K.C.
North Carolina*

Re: Kim Yates

TOC Four

I would like to thank again one of your emergency technicians, **Kim Yates**, for her quick attention to my needs on the Baltimore beltway.

One of your other employees had stopped, but couldn't help with my equipment and called for additional service. Both technicians were polite and an asset to SHA. It's nice to know that help is on the road in this day and age.

*Nellie P. Rye
Rockville*

Re: Rodney Johnson

TOC Three

I would like to highly compliment the courtesy and efficiency of the CHART operation in your state. We had started a vacation trip from Delaware, but road debris of some type caused a tire to blow out on I-95 between Baltimore and Washington. The state police called in the emergency; **Rodney Johnson** arrived within a short space of time and he was most pleasant and helpful. We were able to resume our trip without undue delay.

This was our first experience with a state run operation of this type and we were very impressed. Perhaps you should be featured in your tourism advertisements.

*Alice S. Aiken
Newark*

QUESTION "How Do You Keep Cool In the Summer?"

WORD *On The* **STREET**

ROTISHA BRADSHAW
UPPER MARLBORO SHOP



"I stay cool in the summer by eating buckets of Friendly's ice cream, and a fudge brownie with lots of whipped cream."

LATONYA JACKSON
GAITHERSBURG SHOP



JOYCE LOVE
FAIRLAND SHOP



"I drink plenty of water, when it's really hot, SHA gives out Gator-ade; I dress appropriately, turn on the fans; sit on the porch and limit my activity."

"I keep quiet and calm; drink water, pat my face with cool water, place a small fan in front of me."

WILLIE JONES
FAIRLAND SHOP



"I raise the doors up in the shop; take 5-10 minute breaks, drink lots of water; set up fans; wear light blue uniform t-shirts that are 100% cotton; light colors reflects light."

EUGENE PLUMMER
GAITHERSBURG SHOP



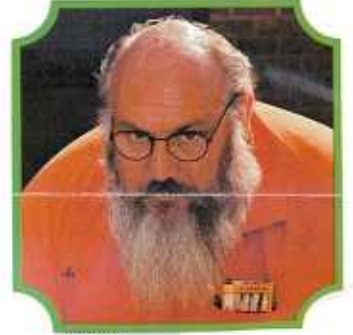
"We're working with blacktop and it's about 300-400 degrees, so when it's 98 degrees out, it gets pretty hot. I slow down and take my time. Working with Grade-Alls instead of by hand is a little cooler, but we can still feel the heat sitting up in the truck. When I get home, I usually take a shower, close the blinds, open the windows; keep as still as possible; and hope the next day is cool."

MIKE ROBINSON
LAUREL SHOP



"I throw myself a mental block that if it were 5 degrees warmer, it would REALLY be hot out. Meanwhile, I drink water and find shade. I'm a crabber so I spend time in the water near Wye Mills, Dominion, Crab Alley or the Magothy River."

RON ERGOTT
LAUREL SHOP



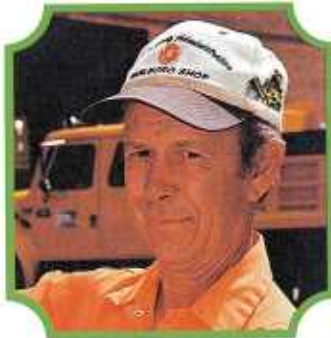
"I drink plenty of fluids, stay in the shade when I can and ride my motorcycle when I get off work."

DOT ANTLITZ
LAUREL SHOP



"I go to Ocean City and out on my friend's boat!"

MELVIN BOSWELL
UPPER MARLBORO SHOP



"I drink plenty of water and Gator-ade and keep moving. When I stand still, I sweat and get hot. When I keep moving, I keep cool."

ERNEST KEY
UPPER MARLBORO SHOP



"I drink plenty of ice water; try to work in the shade as much as possible; and I like to dip in the pool and have a cold one."

DARLENE BOSWELL
UPPER MARLBORO SHOP



"I drink plenty of water and stay in the air-conditioning."

WAYNE MORELAND
UPPER MARLBORO SHOP



"I drink plenty of water and take breaks in the shade."

Coming soon to your office...

Word on the Street!

Several districts are done, yours may be next! Each issue, we'll feature another area.

If you have ideas or questions to ask, please suggest them to an editor.

Look forward to hearing "the Word!"