

# The Connector

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VOLUME XX NO. II

SC DEPARTMENT OF TRANSPORTATION

SPRING 2006

## Incident Response Program praised at 10th anniversary celebration



PHOTOGRAPHS BY ROB THOMPSON/THE CONNECTOR



### What a difference 10 years makes

**RIGHT:** Incident Responders James Williams, left, and Brian O'Cain pose at the same location where the Incident Responder Program began. **ABOVE:** Original members of the program, including Williams and O'Cain, posed during the April 1996 announcement of the start of the program near the interchange of I-126 and Greystone Boulevard.

By Bob Kudelka

**"I**t was 27 degrees and windy. I had wet hair, too much coffee. Mother Nature was screaming at me. The lugs were too tight. I also had my 19-month-old in the car and was nervous. It was just dawn. It was as if God sent me one of his angels. Thank you."

The comments are from a

West Columbia woman who had a flat tire on Interstate 20 in Richland County. She is one of the thousands of people assisted by SCDOT employees patrolling interstates in blue trucks and known formally as the Department's Incident Response Program.

Executive Director Elizabeth S. Mabry read the woman's letter to SCDOT aloud during an April 4 news conference in Columbia commemorating the 10th anni-

versary of the Incident Response Program.

Mabry was joined by partners Bob Lee, of the Federal Highway Administration, and Highway Patrol Col. Russell Roark, as well as Safety and Systems Engineer Dick Jenkins.

The news conference was held

near the Riverbanks Zoo entrance and overlooked a stretch of I-126 where the first incident responders began patrolling in April 1996.

"We first began with limited hours, primarily during the rush hours. The program was an immediate success," Mabry said. "We now have 71 total Respond-

ers patrolling with 28 trucks."

Over the years, Mabry said, the Department has received hundreds of thank you letters from stranded motorists helped by the program.

See INCIDENT on page 12

## Hugh Atkins, Marvin Stevenson join Transportation Commission

The SCDOT Commission has two new members. The terms for John M. "Moot" Truluck and Bud Turner ended recently and those seats have been filled by F. Hugh Atkins and Marvin Stevenson.



### F. Hugh Atkins

F. Hugh Atkins, returns to the Commission serving the Fourth Congressional District, a post he held from 1998 to 2002.

Atkins is a 1955 graduate of Clemson. He served as a First Lieutenant in the Army in Germany in 1957. The following year, he began building homes and developing residential subdivisions in Spartanburg.

In 1961 he was recalled to the Army where he served one year as Captain of the Corps of Engineers during the Berlin crisis. When he returned, he became the second president of the Home Builders Association of Spartanburg. In 1963, he was named Spartanburg Home Builder of the Year.

Continuing his career in home building, Atkins was elected to be the 5th President of the Spartanburg Board of Realtors in 1967. In 1973 he was accepted as a member of the Spartanburg Board of Realtors Distinguished Honor Board. One year later, the Spartanburg Board of Realtors deemed Atkins Realtor of the Year.

From 1976 through 1984 Atkins held the position of Director of the Spartanburg Area Chamber of Commerce. In 1978 Atkins became Vice President of the South Carolina Association of Realtors, region 5.

In 1980 Atkins served as Chairman of the Spartanburg County Planning and Development Commission, along with serving as a member of the Spartanburg County Commission for Technical Education from 1980 through 1982. Also in 1980, Atkins was sent as a Delegate (Alternate) to the National Republican Convention.

From 1992 through 1994, Atkins served on the State Development Board and became a permanent Chairman of the Advisory Council as well as becoming



Commissioner F. Hugh Atkins

a representative on the Board of Visitors at Spartanburg Regional Medical Center. Also, in 1992, Atkins received the Builder of the Year award.

Atkins served on the Clemson University Board of Visitors from 1994 through 1996. Also in 1996 he was elected as the first member of the South Carolina Housing Hall of Fame. Alongside this high honor Atkins also received the state's highest honor, the Order of the Palmetto.

Atkins received the South Carolina Homebuilder's Keystone Award for lifetime dedication to the homebuilding industry in 2002.



Commissioner Marvin Stevenson

### Marvin Stevenson

Marvin Stevenson, a native of Marion County, joins the SCDOT Commission representing the South Carolina's Sixth Congressional District.

Stevenson, the fourth child of Benjamin Stevenson and Ella Livingston Stevenson, was born on December 11, 1940, in Marion, SC. His parents believed in cultivating the land and maintaining its inheritance.

See COMMISSION on page 2

# DIRECTIONS

By Elizabeth S. Mabry  
Executive Director

As the seasons change, and the summer of 2006 begins, we have some events that deserve special attention here at SCDOT.

Memorial Day always marks the beginning of summer, and it's a day when America honors those who have given their lives for their country. In addition, we use Memorial Day as a time to honor the men and women in our SCDOT family who have returned from military duty, after giving many months in service to our nation.

We recently held our annual ceremony to honor the latest group of employees who have come home after being deployed (see page 13 for the photo). As the War on Terror goes on, I have noticed that many of our employees are returning from their second and even third deployments.

These men and women are spending months and even years away from their families, their jobs and their country. They deserve our highest respect, and a tremen-

dous amount of thanks for defending the freedom that we all enjoy.

On June 2, SCDOT and our partners will launch the South Carolina celebration of the 50th Anniversary of the Interstate Highway System. A news conference, and a large exhibition will be held at Headquarters in Columbia. This event is designed to call attention to the importance of interstate highways in our state, as the infrastructure for our economy. We also want the public to know that economic growth will be difficult, unless SCDOT has the funding to properly maintain and improve our interstates.

On June 15, we will have employee celebrations, with events scheduled for Headquarters and every county office across the state. Every SCDOT employee will have an opportunity to participate.

The summer of 2006 is a time to say good-bye to an old friend, Commissioner Moot Truluck, who has completed his third term on the SCDOT Commission. He has made many significant contributions to our agency. At the same time, we welcome

Commissioner Marvin Stevenson from Marion, who will represent the 6th Congressional District. Commissioner Stevenson understands the transportation needs of South Carolina, and he'll be a great leader.

A familiar face has also taken a seat on the Commission. F. Hugh Atkins from Spartanburg has begun a new term, representing the 4th Congressional District. Commissioner Atkins has served on our Commission before, and he's well aware of our needs and challenges. He replaces Bud Turner from Greer. We want to welcome back Commissioner Atkins, and thank Commissioner Turner for the significant contributions he made to his district and the entire state during his time on the Commission.

As always, remember that Memorial Day marks the beginning of what's known as the 100 most deadly days on the highways. Summer means more travelers and more work taking place on the roads. I urge all SCDOT employees to take every measure to make sure that you, your families, and everyone else who uses our highways



Elizabeth S. Mabry

remain safe, and have a wonderful summer.



Commissioner Bud Turner, left, accepts a memory box from SCDOT Executive Director Elizabeth S. Mabry, center, and SCDOT Commission Chairman Tee Hooper on Feb. 14, his last day on the SCDOT Commission.



Commissioner John M. "Moot" Truluck, right, introduces new Commissioner Marvin Stevenson at their May 18 meeting. Stevenson replaces Truluck as the commissioner from the Sixth Congressional District. Truluck was presented with a photo memory box and thanked for his service to the people of the South Carolina.

PHOTOGRAPHS BY ROB THOMPSON/THE CONNECTOR

## The Connector

Winner of awards from S.C. Division, Public Relations Society of America; Carolinas Association of Business Communicators; S.C. Press Association and AASHTO.

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Elizabeth S. Mabry is Executive Director of the S.C. Department of Transportation.



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### COMMISSION from page 1

Stevenson was educated in the public schools of Marion County and graduated from Terrell's Bay High School in 1957. He received his Bachelor of Arts degree in Social Studies from Allen University in 1961. He pursued graduate work at South Carolina State College, (South Carolina State University), in Orangeburg, SC.

Stevenson served as a Social Studies teacher at his high school Alma Mater for 24 years (1961-1985) and became the Attendance Supervisor of Marion County Schools in 1985.

In June 1968 Stevenson was appointed by the Marion County Delegation to the Marion County Board of Commission and served until September 1976. In 1976, due to his integrity and willingness to serve humanity, he was elected as a member of the Marion County Council. He served as Chairman of the Marion County Council from 1982-1987 and from 1994 until August 29, 2003. As a community servant: he is a member of St. James A.M.E. Church, Sunday School Superintendent, Chairman of the

Steward Board, elected as a Delegate to the General Conference of the A.M.E. Church from 1972-2004. His Fraternal organizations are: Masonic Lodge #344, McDonald Consistory #226 and Bejilah Temple #163.

Stevenson has been honored with citations for distinguished service by several organizations, including: the 1976 Citizen of the Year Award by the Omega Psi Phi Fraternity, Inc., 1990 Outstanding Service Award by the Community Action Agency, 1987 Appreciation Award for Outstanding Service to the Clemson Extension Service, 1999 Community Service Award for Outstanding Community service by the Community Awareness Association and in 1980-1994 listed in the book of Outstanding Personalities of the South. Stevenson received citations for Outstanding Community Services from the Marion County Council, City of Marion, City of Mullins, and the Marion County Board of Education.

Stevenson devotes his time and energy to serving in the community and helping the less fortunate throughout Marion County and the State of South Carolina.

He is married to the former Doris J. Legette of Rains, SC. They have one daughter, Marvaretta, who is in her residency at Duke University Hospital.

The Executive Director of SCDOT is Elizabeth S. Mabry. The SCDOT Commission includes Chairman Tee Hooper of Greenville; Bob Harrell Sr., 1st Congressional District; John N. Hardee, 2nd Congressional District; Marion P. Carnell, 3rd Congressional District; F. Hugh Atkins, 4th Congressional District; Bobby T. Jones, 5th Congressional District; and Marvin Stevenson, 6th Congressional District.

# 50th Anniversary of Interstate system celebrated

By Bob Kudelka

SCDOT is commemorating the 50th anniversary of the interstate system with several events, including an impressive display of vehicles in front of Headquarters and cake for employees.

President Dwight D. Eisenhower signed the Federal-Aid Highway Act on June 29, 1956, creating the Highway Trust Fund. Since that time, interstates have become our social and commercial lifeline.

The building of interstates in South Carolina is an important and proud chapter of SCDOT's history.

A kickoff news conference will be held June 2; cake will be served on June 15; and photo opportunities with SC Congressional delegation

members at Eisenhower Interstate Anniversary sign unveilings were held at locations along interstate highways May 24-25.

Retired employees who worked on the interstate system are invited to attend the June 2 news conference. Executive Director Elizabeth S. Mabry, FHWA Division Administrator Bob Lee and other dignitaries are expected to speak.

"We're hoping employees who had a hand in building the interstates, from preliminary engineering through final construction, can attend so that we can thank them for a job well done," said Wanda Prince, a member of the anniversary planning committee and Assistant Human Resources Director.

The event, from 10 a.m. until noon, will be held on Park Street in front of Headquarters. Park Street from Pendleton to Green streets and

College Street from Assembly to Lincoln will be closed, said Dick Jenkins, Safety and Systems Engineer.

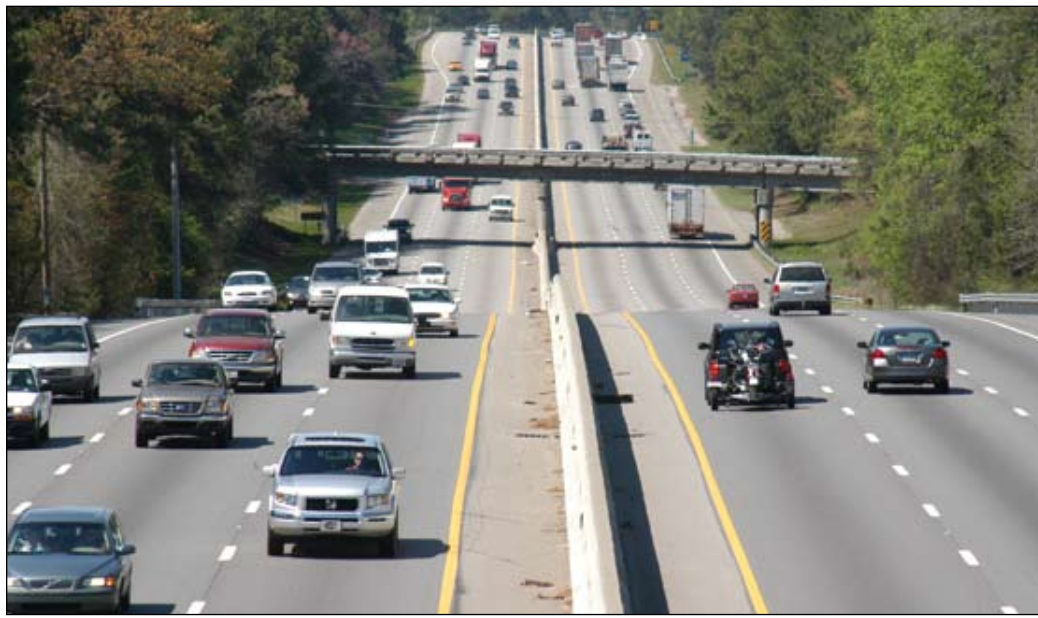
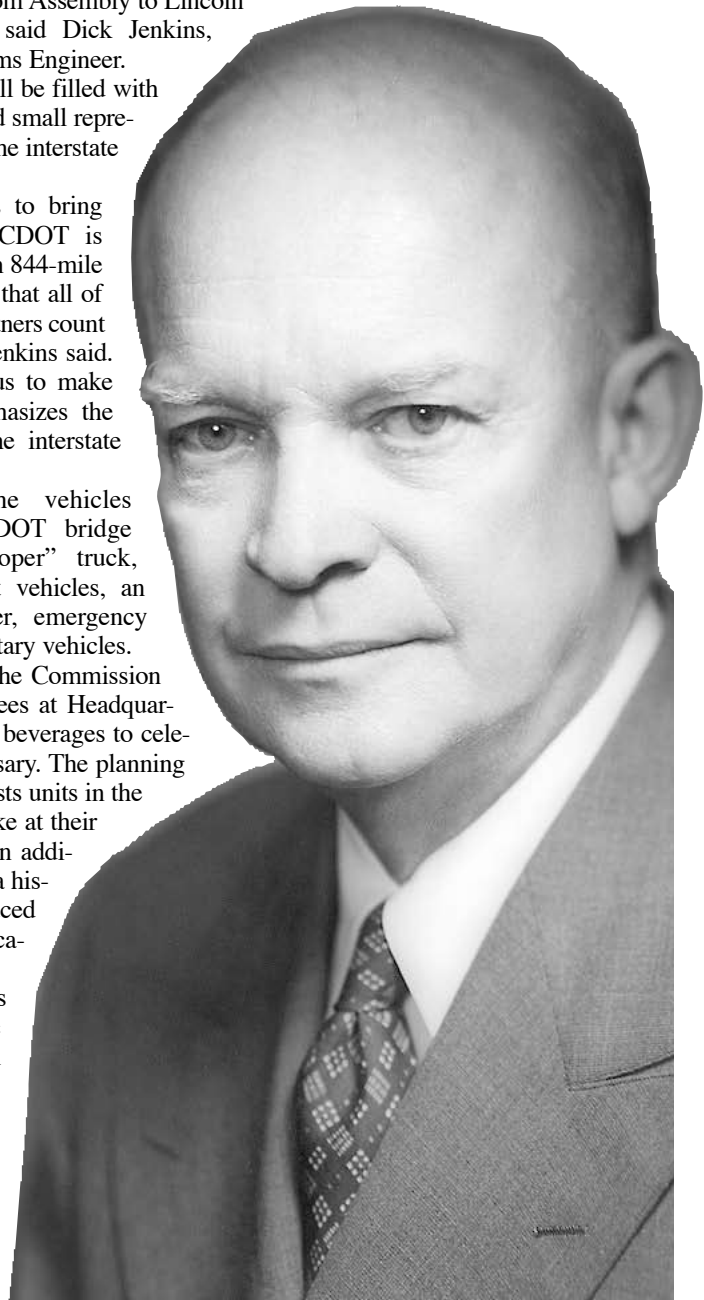
Park Street will be filled with vehicles large and small representing users of the interstate system.

"The point is to bring to mind that SCDOT is responsible for an 844-mile interstate system that all of our users and partners count on every day," Jenkins said. "It takes all of us to make it work; it emphasizes the importance of the interstate system."

Some of the vehicles include an SCDOT bridge inspection "snooper" truck, law enforcement vehicles, an RV, tractor-trailer, emergency vehicles and military vehicles.

On June 15, the Commission will join employees at Headquarters for cake and beverages to celebrate the anniversary. The planning committee suggests units in the Districts have cake at their safety meetings in addition to watching a history DVD produced by the Communications Office.

Other events include public outreach days in which SCDOT employees visit some of the businesses near interstates and hand out educational information.



ROB THOMPSON/THE CONNECTOR

President Dwight D. Eisenhower, shown at right, signed the Federal-Aid Highway Act on June 29, 1956, creating the Highway Trust Fund. That act began the construction and development of the Interstate Highway System.

## Award given for preservation of rediscovered historic battlefield

By Bob Kudelka

SCDOT and FHWA on Tuesday, March 28, received a 2006 South Carolina Historic Preservation Award for the preservation of a long-lost Revolutionary War Battlefield.

Governor Mark Sanford presented awards from the Palmetto Trust for Historic Preservation, in conjunction with the Governor's Office and the South Carolina State Historic Preservation Office.

"Each one of you are heroes as it relates to historic preservation," Governor Sanford told the award winners during the ceremony at the SC Department of Archives and History in Columbia.

SCDOT and FHWA received an Honor Award for the preservation of the Fish Dam Ford Battlefield in Chester County.

The battlefield was discovered while working on a bridge replacement project over the Broad River in Chester and Union Counties.

"After the discovery of the long-lost battlefield, SCDOT consulted our partner, the Federal Highway Administration, and other experts on the next course of action to make sure the battlefield would be preserved," SCDOT Executive Director Elizabeth S. Mabry said. "We learned that removing the seven feet of sediment, which has built up over

the past 225 years, and the excavation of the river bottom camp could have cost as much as \$2 million. On top of the cost, the bridge project would be delayed and local citizens would be impacted."

Mabry said, "SCDOT and FHWA came up with what I believe is a "win-win" idea - to purchase the battlefield outright. This is a win for the taxpayers and citizens of South Carolina. By purchasing the battlefield for preservation, it will not only result in securing the historic land for future generations and allow the bridge replacement to be completed much sooner, it will save taxpayers approximately \$1.7 million. Purchasing the land is far more cost effective than excavation, which may have cost \$2 million."

Bob Lee, Division Administrator at FHWA, said: "This is such a great example of people and agencies working together on many levels of federal, state and local government. Preserving this land through a purchase agreement was clearly the right thing to do. It is a savings to taxpayers; a benefit to local motorists who will use the new bridge much sooner than had we gone the excavation route; and, of course, it is also a treasured resource for historians."

Mabry and Lee thanked the many partners including the Department of Natural Resources,

the US Forest Service, the SC Department of Archives and History, the SC Department of Parks, Recreation and Tourism, Union County, Chester County and York County.

The Battle of Fish Dam Ford was fought in the early morning hours of November 9, 1780. The

American forces were under the command of General Thomas Sumter who had with him the regiments of Colonels Thomas Taylor, Richard Winn, William Bratton, Edward Lacey, and William Hill.

The Battle of Fish Dam Ford is historically significant not only

because it was a Revolutionary War battle, but because it was one of several battles during the campaign of 1780 in the Upstate that led to the British being driven out of the area leading to the ultimate surrender of Lord Cornwallis at Yorktown, Virginia.



ROB THOMPSON/THE CONNECTOR

Palmetto Trust for Historic Preservation Chairman Frank Wideman, left, presents SCDOT and FHWA with an Honor Award at the South Carolina Historic Preservation Awards Ceremony on March 28, 2006, at the SC Archives and History Center. From left are: Wideman, SCDOT Executive Director Elizabeth S. Mabry, FHWA SC Division Administrator Bob Lee, Shane Belcher, Patrick Tyndal, Bonnie Frick and Wayne Roberts.

# Lee Maintenance celebrates 500 safe days



PHOTOGRAPHS BY ROB THOMPSON/THE CONNECTOR

Resident Maintenance Engineer Wayne Keys, front center, and the South Carolina Department of Transportation Lee County Maintenance Unit display three safety awards won for their outstanding safety record. The group has gone more than 500 days without a work-related accident, has the best safety record for all of District 1, and has the best safety record in the state for an SCDOT work crew of 55 employees or less.

*"Nothing is more important than the health and safety of our employees. Please pass on my congratulations and very best wishes to all employees in Lee Maintenance."*

-- Elizabeth S. Mabry  
SCDOT Executive Director

By Bob Kudelka

On Wednesday April 12, SCDOT Executive Director Elizabeth S. Mabry commended Resident Maintenance Engineer Wayne Keys and the entire Lee Maintenance unit for 500 consecutive days without a lost workday due to work-related injury or illness.

This record began on Jan. 27, 2004 and the safe days are still counting.

Attending the ceremony were SCDOT Commissioner Bobby T. Jones, of the 5th Congressional District; State Highway Engineer Tony Chapman; District 1 Engineering Administrator Thad Brunson; District 1 Maintenance Engineer Bryan Jones; District 1 Safety Coordinator Mike Gilchrist; Lee County Safety Representative Garnet McKalsen; Fleet Safety Manager Philip Brooks; Human Resources Director Mary Gail Monts; Deputy State Highway Engineer Clem Watson; Director of Safety Teresia Wilson; and Acting Deputy Director for Finance, Administration and Operations Morgan Denny.

Lee Maintenance employees were commended for making a personal commitment and "Leading by Example" through teamwork, pride, and watching out for each other.

The Lee Maintenance office employs 53 people and is responsible for maintaining approximately 620 miles of state roads and 94 bridges in the county.



A sign outside the Lee Maintenance office keeps a tally of the number of days the unit has worked without a lost time injury. At press time, the total was more than 559 days.

## A Letter From Elizabeth S. Mabry

March 31, 2006

RME Wayne Keys  
SC Department of Transportation  
Lee Maintenance  
Bishopville, S.C.

Dear Mr. Keys:

I would like to congratulate Lee Maintenance employees for outstanding safety performance in achieving 500 safe days, (January 27, 2004 through February 16, 2006) without a loss-time injury. Lee Maintenance employees also distinguished themselves by maintaining the best lost workday case rate for 2004 and 2005 among District One Maintenance Units.

The South Carolina Chamber of Commerce recognized Lee Maintenance employees for having no work-related lost workdays due to injuries

or illnesses during calendar year 2005. This is a very significant accomplishment and I am very proud of all Lee Maintenance employees.

As you know, safety is the number one goal of SCDOT. It is by working together as a team that we will accomplish our goal of improving safety within our agency and for all that travel on South Carolina's highways.

I appreciate your leadership and the safe work ethic maintained by each Lee Maintenance employee in making the Department a safe place to work.

Nothing is more important than the health and safety of our employees. Please pass on my congratulations and very best wishes to all employees in Lee Maintenance.

Safety First!

Elizabeth S. Mabry  
Executive Director



A group of SCDOT staff was on hand to congratulate the group for its commitment to safety. A sampling of the well wishers include, from left, Teresia Wilson, Thad Brunson, Wayne Keys and Bryan Jones.

# Newberry group honored at 2005 Adopt-A-Highway Ceremony

By Bob Kudelka

The Newberry County Adopt-A-Highway winners shouted out in joy when they heard Vivian Patterson announce their group's name as 2005 statewide champions.

For Nell George, it was an emotional day to celebrate, coming exactly four months after her husband, T.D., passed away. T.D. George had been the chairman of the group, Maybinton Community Cares, which accepted the statewide winner's plaque during SCDOT's Adopt-A-Highway ceremony April 11 in Columbia.

"We did all this in memory of him," said Shirley Adams. "We are so excited because we know he's up there right now watching us."

Adams and the other members of the volunteer group hugged Mrs. George, who wept but smiled after the awards ceremony.

"She's the main reason why we're so happy that we won," Adams said. "He (T.D. George) worked so hard in our little community. It's just a blessing for us, just a blessing."

The emotional statewide category capped off a day of honoring volunteers in one of South Carolina's most successful litter pickup programs.

The 2005 Adopt-A-Highway program included 1,997 groups picking up more than 1.6 million pounds of trash from the state's roadsides.

SCDOT Executive Director Elizabeth S. Mabry, 3rd Congressional District Commissioner Marion P. Carnell, State Highway Engineer Tony Chapman, Deputy Director Dr. Arlene Prince and Adopt-A-Highway Coordinator Tina Hembree presented the awards as Vivian Patterson, Director of Community Relations, announced the winners.

"It's our opportunity to recognize you for the wonderful work you have done this year and to thank you for that work," Mabry told the crowd of volunteers. "It's a lot of time that you put into the program, and it's well worth it for our state."

The Adopt-A-Highway program began 18 years ago and is one of the state's longest running anti-litter programs, Mabry said.

South Carolina Senator Phil Leventis won 2nd Place award in the Outstanding Achievement category for his efforts to combat litter.

Ceremony sponsors were Spartanburg-based Milliken & Company, LPA Group, Inc., of Columbia, and Palmetto Pride.



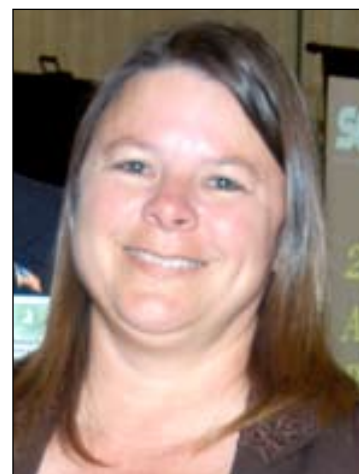
**STATEWIDE CHAMPIONS - MAYBINTON COMMUNITY CARES of NEWBERRY COUNTY**  
 ABOVE: Members of the Maybinton Community Cares group of Newberry County accept the 2005 Outstanding Adopt-A-Highway Group of the Year Award. The award was presented April 11 in Columbia. From left are: Nell George, Etta Clark, Sherry Scott, Shirley Adams, SCDOT State Highway Engineer Tony Chapman, SCDOT Commissioner Marion Carnell, SCDOT Executive Director Elizabeth S. Mabry and Deputy Director Arlene Prince.

**DISTRICT WINNERS**

- District 1  
Lugoff Optimist  
Kershaw County
- District 2  
Maybinton Community Cares  
Newberry County
- District 3  
Blake H. Hughes  
Anderson County
- District 4  
Lukesville Community Care Club  
Union County
- District 5  
Governor's School for Science/Math  
Darlington County
- District 6  
Shell Point Baptist Church  
Beaufort County
- District 7  
Backyard Garden Club  
Clarendon County



**Clifton White**  
 McCormick County  
 5-Year Service Award



**Kay Smith**  
 Newberry County  
 10-Year Service Award



**Ernie Church**  
 Greenwood County  
 15-Year Service Award



**Senator Phil Leventis**  
 Outstanding Achievement  
 2nd Place



**J.D. Wilcox**  
 Outstanding Engineer  
 1st Place



**Wayne Keays**  
 Outstanding Engineer  
 2nd Place



**Bobby Patterson**  
 Outstanding Engineer  
 3rd Place



**Richie Knight**  
 Learn TV  
 Lancaster County  
 1st Place - Most Supportive Media



**Alice Lang**  
 Hometown News  
 Spartanburg County  
 2nd Place - Most Supportive Media



**Carlton Bridges**  
 Cherokee County  
 1st Place Coordinator  
 3rd Place Achievement



**Denise Brown**  
 Outstanding AAH Coordinator  
 2nd Place



**Kay Farmer**  
 Lee County  
 3rd Place Coordinator

# Employee Recognition Day



As part of Employee Recognition Day, SCDOT Headquarters employees enjoyed a Chick-fil-A sandwich lunch on May 4. Senior Staff members served the lunch to employees during their lunch hour.



Employees were encouraged to dress from their favorite era. Above, Richea House wears some super cool duds while Darlene Rikard, dressed as 'Rosie the Riveter' claims to have done construction work during World War II.

**State of South Carolina**  
Governor's Proclamation

**WHEREAS,** South Carolina's state employees deliver services that enhance the lives of the people of the Palmetto State; and

**WHEREAS,** South Carolina's state employees perform a variety of challenging and important tasks, including preserving public safety and maintaining the health of our citizens, working to ensure clean air and water, caring for crime victims and the economically-disadvantaged, rehabilitating and counseling people in need, attracting and supporting commerce, building and maintaining our highways, schools, and other infrastructure, administering justice, protecting citizens' rights, inspecting our food, licensing our cars, educating our children, and striving to advance medicine, science, and technology for the benefit of our residents; and


**WHEREAS,** these dedicated servant leaders perform their duties with compassion, professionalism and a commitment to those they serve; and

**WHEREAS,** the 2006 observance of South Carolina State Employee Recognition Day provides a special time to express our appreciation and gratitude to our state employees for their hard work and dedication to our continued well-being and quality of life.

**NOW, THEREFORE, I, Mark Sanford, Governor of the Great State of South Carolina, do hereby proclaim May 3, 2006, as**

**SOUTH CAROLINA STATE EMPLOYEE RECOGNITION DAY**

throughout the state and encourage all South Carolinians to recognize state employees in the Palmetto State for their hard work, sacrifices, and dedication to the people of South Carolina.

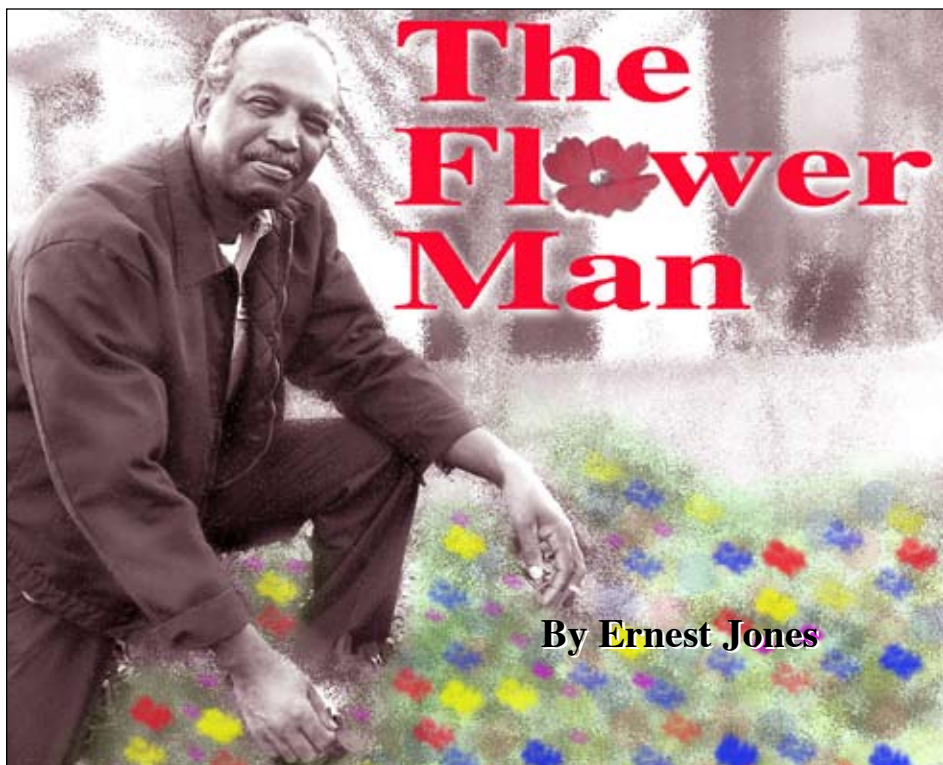


*Mark Sanford*  
MARK SANFORD  
GOVERNOR  
STATE OF SOUTH CAROLINA

Governor Mark Sanford proclaimed the day to recognize the state employees who deliver services that enhance the lives of the people of the Palmetto State.



Senior Staff, including SCDOT Executive Director Elizabeth S. Mabry, packaged and served up the bag lunches.



# Surviving the heat, humidity

By Ernest Jones

Heat and humidity, the hallmarks of summer in the eastern part of the country, can result in heat stroke when you're outside doing garden or yard work.

You may know the feeling – your face turns beet red and you feel dizzy and faint.

You keep looking and feeling that way for a few hours.

At its worst, heat stroke can kill you; and trust me, even at its best, it's a hellish feeling. (Some reward for mowing the lawn!)

Mercifully, you can avoid heat stroke by taking a few simple precautions. Work during the coolest parts of the day, early

morning or early evening.

Wear a hat or cap.

Take drink breaks every 15 minutes or so. Keep drinking that water, Gatorade, or other sports drink. Don't work too long at a stretch. Make yourself stop before you drop. You can always work in the house for a while, and come back to the yard or garden later.

### THE ART OF MOWING

Mowing is the most important thing you will ever do to your lawn. It could be the most harmful, or the most beneficial.

Yet few of us understand how to do the job. Probably the extent of your lessons was the time your father showed you how to start the mower and pointed you in the direction of the front yard.

### WHEN AND HOW TO MOW

The season's first mowing should be a scalping to remove all brown matting from winter. After that, lawns should be mowed often enough to cut only one-third of the leaf at a time.

Mowing too low will damage roots, which will create a harmful layer of thatch. The one-third rule encourages a lawn to spread and to develop a healthy root system.

It's also important to mow in a different direction each time to prevent a lean that results in an uneven cut.

You need to use a sharp blade. A dull blade hacks grass tips, inviting disease organisms.

Cut grass most often in the early spring, up to two times per week. In summer, let grass grow taller than normal, mowing about every five days.

The taller blades will shade roots and conserve moisture.

Never cut wet grass, or the blades will be torn. Wet clippings can also foster fungal diseases.

Mow in the evening after 6 p.m. to allow the cut ends enough time to recover before the dry hot breezes begin.



# Photo quiz

By Rob Thompson  
SCDOT Chief Photographer



Here's a brain teaser especially for SCDOT employees

## Who?

This is a photo combination of three well known employees at SCDOT. Can you name the three people who make up this photo?



## What?

This is a close-up photo of an item most of us see everyday. And you get extra points if you can be very specific!



## Where?

You can search high and low and never find it, but it's there!

Send your guess to [thompsonwr@scdot.org](mailto:thompsonwr@scdot.org). The first person to answer each question correctly will be announced along with the answers at: [www.scdot-transfer.org/scdotphotos/WhoWhatWhere.jpg](http://www.scdot-transfer.org/scdotphotos/WhoWhatWhere.jpg)



**LEFT:** The Gervais Street Bridge had a grand relighting ceremony April 3. Local dignitaries including Senator Jake Knotts, Lt. Governor Andre Bauer and SCDOT Commissioner John Hardee spoke at the event which ending with a spectacular fireworks display. The lights on the bridge had been inoperative for a number of years due to complications in rewiring the original fixtures.



**RIGHT:** New rest areas are under construction on I-20 in Kershaw County. The new facilities will replace buildings built in 1983. The new facilities are scheduled to open later this year.



# Interstate Quiz

By Bob Lee and Jessica Hekter  
Federal Highway Administration,  
SC Division

How well do you know the interstate system?

- The interstate system makes up only 1% of the nation's road network but carries (25% or 40%) of all traffic and (25% or 40%) of road-shipped freight.
- What state contains the most interstate miles?  
a) Texas b) California c) Florida d) New York
- How many miles are included in the interstate system?  
a) 42,843 b) 46,726 c) 49,127 d) 52,321
- Would a major east-west route be named with an odd or an even number?
- If the first number in a three digit interstate route is even, then it is a spur.  
a) True b) False
- Which interstate route is the longest drive?  
a) I-80, Teaneck, NJ to San Francisco, CA  
b) I-90, Boston, MA to Seattle, WA  
c) I-10, Jacksonville, FL to Los Angeles, CA
- Which interstate route traverses the most states?  
a) I-80, Teaneck, NJ to San Francisco, CA  
b) I-10, Jacksonville, FL to Los Angeles, CA  
c) I-35, Laredo, TX to Duluth, MN  
d) I-95, Miami, FL to Houlton, ME
- There are 5 state capitals that are not directly served by the interstate system. Name one.
- What year did construction begin on the interstate system?
- What President signed the necessary legislation?
- What foreign system was this inspiration for the US interstate system?

Answers are at the bottom of page 9.



**ABOVE:** Members of the U.S. Coast Guard watch as the last remaining section of the Grace Bridge over the Cooper River is hauled away on a 350-foot barge March 1. The section was lowered on to the barge by four 900-ton hydraulic strand jacks before being taken to the old naval base where the steel is being recycled.

**LEFT:** On April 1, approximately 50,000 runners and walkers participated in the first Cooper River Bridge Run on the new Arthur Ravenel Jr. Bridge. The 6.4-mile route started in Mount Pleasant and ended in Marion Square in Charleston. On the new bridge, runners ran on the east-bound lanes which left the west-bound lanes open for media and medical personnel.

Photographs by Rob Thompson/SCDOT

# Sumter litter teams bring message, efforts to new park



ROB THOMPSON/THE CONNECTOR

Litter coordinators from SCDOT, the City of Sumter, Shaw Air Force Base, Sumter County, Clemson Extension and Keep America Beautiful met at the new Live Oak Park on Highway 15 South in Sumter County on March 29. In addition to cleaning up the area, the volunteers distributed recycling materials and information with the public and the media. Shown above are, standing, from left: Phil Nobles, Al McElveen, Karen Hyatt, Eddie Newman, Tim Vance, Amanda McNulty, Whit Whitaker, Al Harris, Cameron Williams, Mark Hall, Andy Teague and Randy Wright. Kneeling: James Jefferson, Allen Griffin, J.D. Wilcox and Samuel Spann.



ABOVE: Tim Vance with Sumter County and Tommy Brown with SCDOT look at a truck bed filled with some of the litter bags and tires collected off of Brickyard Road in Sumter County. LEFT: Sumter Maintenance employees pickup litter along Highway 15 South in Sumter County as part of their monthly litter pickup day. The teams coordinate litter pickups prior to mowing.

# Annual STTAR scholarship tournament raises \$6,800



PHOTOGRAPHS BY BRENDA FARREN/CECS INC.

Sid Bacchus, right, gives his thumbs up as Steven Jackson enjoys the day at the 2006 STTAR Golf Tournament.

**Brian Parnell**  
Construction Applications  
Manager

**O**n April 17th, the 2006 STTAR class hosted their annual scholarship tournament.

Sixty three golfers were in attendance for a beautiful

outing where over \$6,800 was raised for scholarships.

The winning team consisted of Brian Parnell, Brian Jones, Randy Snow of US Constructors and Phil Gee of RDA.

All winnings were donated to the scholarship fund.



George Kinard, Jay Hawkins, Mark Nolt and Rob Bedenbaugh pose on the greens during the scholarship fundraising event.



# Retirements

**Donald L. Campbell**, of York, trades specialist III at York Maintenance, retired Feb. 1, after 11 years of service.

**Herbert L. Willingham**, of Charleston, trades specialist II at Charleston Maintenance, retired Feb. 1, after 16 years of state service.

**Roger T. Jackson**, of Cayce, engineering/geodetic technician III at Lexington Construction, retired Feb. 1, after 29 years of state service.

**Alvin L. Pound**, of North, trades specialist II at Lexington Maintenance, retired Feb. 2, after 19 years of service.

**Oliver C. Montgomery**, of Greeleyville, trades specialist II at Williamsburg Maintenance, retired Feb. 7, after 20 years of state service.

**Hazel Stevens**, of Lancaster, trades specialist II at Lancaster Maintenance, retired, Feb. 10, after eight years of service.

**James R. Herndon**, of West Columbia, trades specialist III at Lexington Maintenance, retired Feb. 10, after 11 years of service.

**Freddy L. Berry**, of Lexington, engineer/associate engineer I in C Project Development, retired Feb. 10, after 33 years of service.

**Arthur Brown**, of Charleston, engineer/associate engineer at Charleston Maintenance, retired Feb. 15, after 13 years of state service.

**Harold Morris**, of Camden, trades specialist II at Kershaw Maintenance, retired Feb. 16, after 23 years of service.

**Eugene H. Hyde**, of Travelers Rest, trades specialist II at Greenville Maintenance, retired Feb. 23, after 13 years of service.

**Henry C. Bowdoin Jr.**, of Orangeburg, engineering/geodetic technician II at Orangeburg Construction, retired Feb. 28, after 35 years of state service.

**Fletcher G. Harmon**, of Saluda, trades specialist II at Newberry Maintenance, retired Feb. 28, after 30 years of service.

**Nelson L. Travis**, of Columbia, engineer/associate engineer, Bridge Construction, retired Feb. 28, after 37 years of service.

**Phillip W. Garner**, of Greenwood, engineer/associate engineer I at Greenwood Maintenance, retired Feb. 28, after 34 years of service.

**Kenneth W. Denton**, of Campobello, engineering/geodetic technician II at Spartanburg Construction, retired March 1, after 20 years of service.

**Jerry C. Blewer**, of Cordova, trades specialist III at Bamberg Maintenance, retired March 2, after 15 years of service.

**Mark D. Berry**, of Saluda, trades specialist V at Saluda Maintenance, retired March 2, after 28 years of service.

**Paul King**, of Green Pond, trades specialist II at Colleton Maintenance, retired March 3, after 35 years of service.

**Archie L. Profit**, of Santee,

trades specialist II at Holly Hill Maintenance, retired March 3, after 12 years of service..

**Jimmie Black**, of Ruffin, trades specialist II at Hampton Maintenance, retired March 3, after 28 years of service.

**Silas Snider**, of Elloree, trades specialist IV at Holly Hill Maintenance, retired March 3, after 18 years of service.



**Joseph S. Booser**, of Prosperity, state planner IV in Road Data Services, retired March 31, after 42 years of service.

**Franklin E. Stokes**, of Lamar, engineering/geodetic technician II at Chesterfield Construction, retired March 3, after 12 years of service.

**Jimmy E. Norris**, of Loris, trades specialist IV at District 5 Office, retired March 7, after 26 years of state service.

**Daniel L. Edenfield**, of Blythewood, trades specialist III at Richland Maintenance, retired March 8, after 23 years of state service.

**Junius D. Ridley**, of Westminster, trades specialist III at Oconee Maintenance, retired March 9, after 26 years of service.

**Glennie Dingle**, of St. Stephen, trades specialist II at Berkeley Maintenance, retired March 14, after seven years of service.

**James M. Cross**, of Marion, trades specialist III at Marion Maintenance, retired March 16, after 28 years of service.

**Stephen L. Nichols**, of Chester, engineering/geodetic technician III at Fairfield Maintenance, retired March 16, after 32 years of service.

**Melvin Greene**, of Winnsboro, trades specialist III at Fairfield Maintenance, retired March 19, after 28 years of service.

**Earl Berry**, of Saluda, engineering/geodetic technician III at Edgefield Maintenance, retired March 30, after 33 years of service.

**James T. Worden**, of McCormick, trades specialist III at McCormick Maintenance, retired March 24, after 27 years of service.

**Leon W. Truesdale**, of Cassatt, trades specialist II at Kershaw Maintenance, retired March 30, after 11 years of service.

**Theodore L. Morgan**, of Landrum, trades specialist II at Greenville Maintenance, retired

March 30 after 32 years of service.

**Curtis M. Powell Jr.**, of Kingstree, engineer/associate engineer at Williamsburg Construction, retired March 31, after 37 years of service.

**Eddie Brown Jr.**, of Lake City, trades specialist III at Florence Maintenance, retired March 31, after 20 years of service.

**Robert E. Powers**, of Timmonsville, engineer/associate engineer I at Florence Construction, retired March 31 after 37 years of service.

**Lyles B. Cannon Jr.**, of Chester, engineer/associate engineer I at Chester Maintenance, retired March 31, after 38 years of state service.

**Roosevelt Johnson**, of Orangeburg, trades specialist IV at Orangeburg Maintenance, retired March 31, after 35 years of service.



**Paul E. Felker**, of Newberry, engineer/associate engineer I at Newberry Construction, retired March 31, after 40 years of service.

**Thomas L. Crocker**, of Carlisle, trades specialist IV at Union Maintenance, retired March 31, after 32 years of service.

**James P. Jones**, of Newberry, trades specialist III at Newberry Maintenance, retired March 31, after 37 years of service.

**Shedrick Murphy**, of Camden, trades specialist III at Kershaw Maintenance, retired March 31, after 32 years of service.

**Daniel L. Nobles**, of Newberry, trades specialist IV at Newberry Maintenance, retired March 31, after 35 years of service.

**Jeffrey L. Zettle**, of Simpsonville, engineer/associate engineer I in District 3, retired March 31, after 36 years of service.

**Marvin Edgemon Jr.**, of Orangeburg, trades specialist V at Orangeburg Maintenance, retired March 31, after 35 years of service.

**Thomas A. Powell**, of Scranton, engineer/associate engineer I at Williamsburg Construction, retired March 31, after 31 years of state service.

**David E. Settle**, of Leesville, engineer/associate engineer I in Road Data Service, retired March 31, after 35 years of service.

**Garland R. Hughes**, of

Orangeburg, mechanic III at Orangeburg Maintenance, retired March 31, after 23 years of service.

**Walter L. Holladay Jr.**, of Neeses, engineer/associate engineer I at Colleton Maintenance, retired March 31 after 35 years of state service.

**Charles P. Berry**, of Branchville, mechanic III at Orangeburg Maintenance, retired March 31, after 34 years of service.

**Richard Bobo**, of Abbeville, trades specialist III at Abbeville Maintenance, retired March 31, after 36 years of service.

**Phillip L. Tucker**, of Hopkins, Supply Manager I at Supply Depot, retired March 31, after 34 years of service.

**Edward J. Mitchell**, of York, engineer/associate engineer in York Construction, retired April 16, after 39 years of service.

**James E. Noffz Jr.**, of Abbeville, engineer/associate engineer I, District 2, retired March 31, after 35 years of state service.

**Larry M. Lake**, of Prosperity, engineering/geodetic technician III at Newberry Construction, retired March 31, after 28 years of state service.

**William B. Ewald**, of Rock Hill, trades specialist II at York Maintenance, retired March 31, after nine years of service.



**Enoch J. Booser**, of Prosperity, engineer/associate engineer, Road Design, retired March 31, after 43 years of service.



**Roy L. Hughes**, of Marion, engineer/associate engineer in Florence Surveys, retired April 1, after 42 years of service.

**Henry L. Bradley**, of Saluda,

trades specialist V at Saluda Maintenance, retired March 31 after 42 years of state service.



**Dekay Moore Jr.**, of Columbia, auditor IV in Agency Audits, retired April 1 after 41 years of service.

**Don H. Marshe**, of Columbia, engineer/associate engineer I, Road Design, retired April 1 after 34 years of state service.

**James E. Clampitt**, of St. Helena Island, equipment operator II in District 6 Bridge Inspection, retired April 1, after 34 years of service.



**Bobby J. King**, of Summerville, engineer/associate engineer I at Dorchester Surveys, retired March 31, after 45 years of state service.

**Sammy S. Jackson**, of Pelion, engineer/associate engineer I in Surveys, retired April 1, after 38 years of state service.

**Willie Pelzer**, of Columbia, engineering/geodetic technician III in Road Design, retired April 3, after 33 years of service.

**Benjamin Taylor Jr.**, of Allendale, trades specialist II at Allendale Maintenance, retired April 6, after three years of state service.

**William G. Derrick**, of West Columbia, engineering/geodetic technician III at Lexington Construction, retired April 7, after 32 years of service.

**James A. Driggers**, of Moncks Corner, supply specialist III at Berkeley Maintenance, retired April 14, after 33 years of service.

**Frank A. Green**, of Salters, trades specialist III at Williamsburg Maintenance, retired April 1, after 16 years of service.

# Deaths

**Willie H. Shands**, of Laurens, trades specialist I at Laurens Maintenance, died Jan. 16.

**Austin M. Enzor**, of Loris, engineering/geodetic technician III at Horry Construction, died Feb. 10.

**Frank E. Lavender**, of Cowpens, trades specialist III at Spartanburg Maintenance, died Feb. 15.

**John M. Karafa**, of Wando, trades specialist II at Charleston Maintenance, died April 1.

**Kerry L. Radcliffe**, of North Charleston, trades specialist IV in District 6 Traffic Signals, died April 12.

**Margaret Quick Todd**, of McCall, SCDOT retiree, died May 5.

## INTERSTATE SYSTEM QUIZ ANSWERS

- The interstate system makes up only 1% of the nation's road network but carries 25% of all traffic and 40% of road-shipped freight.
- a) Texas
- b) 46,726
- Even
- b) False
- b) I-90, Boston to Seattle
- d) I-95, Miami to Houlton, Maine
- Juneau, Alaska; Dover, Delaware; Jefferson City, Missouri; Carson City, Nevada; Pierre, South Dakota
- 1956
- Eisenhower
- German Autobahn

# 2006 SCDOT Softball Tournament

APRIL 29, 2006 - OAK GROVE BALLPARK - LEXINGTON, SC



## FIRST PLACE - DISTRICT 2



Wallace Dobbs - District 2  
Most Valuable Player



David Cook - Traffic/Planning  
Spirit Award



## SECOND PLACE - TRAFFIC & PLANNING



Carolyn Kendrick, left, and James Lee take a break between games. The two SCDOT employees served as umpires for the tournament.



## THIRD PLACE - PATROL SUPPLY



John Richardson of the Traffic and Planning team rounds third base.



Jacob Courtney from the District 2 team broke an aluminum bat during the game.



Rob Bedenbaugh balances an armful of children. Charlie, left, is 5 and Roy, right, is 2.

Many employees brought their families to enjoy the competition.

BELOW: Tony Magwood and his son, Trae' (8), enjoy the perfect weather during the games.



## FOURTH PLACE - DISTRICT 4



If you'd like to play next year, contact Michael Dennis at (803) 737-1445.

Freddie Jackson from District 4 was named M.I.P. -- Most Injured Player. He got beamed with a ball and hurt a finger.



Carol Jones, center, brought children, Eric (9), left, and Anna (3), right, to cheer on their dad, Marvin Jones.



It was a family outing for Rusty Snider. From left, Rusty Snider, son Luke (12), wife Kelly, son Adam (9) and a family friend, Red.

# Moving Up

## HEADQUARTERS

**Jose' L. Valdivieso**, from information technology manager I to information technology manager II, IT Services.

**Jackie Belcher**, from administrative assistant to administrative coordinator I, in the Office of Deputy Director of Construction Engineering Planning.

**Lynsee R. Gibson**, from engineer/associate engineer I to engineer/associate engineer II, Program Controls Unit of Construction Engineering Planning.

**Nakisha H. Webb**, from engineering assistant (spec) to engineering/geodetic technician III, Research & Materials.

**Korene A. McDow**, from engineering assistant (spec) to engineering/geodetic technician III, Pre-Construction.

**Alan M. Matienzo**, from engineer/associate engineer II to engineer/associate engineer III, C-Project Development.

**Donald M. Liester**, from program coordinator II to program manager I, Rights-of-Way.

**Kristen D. Bandelier**, from administrative specialist II to administrative assistant, Rights-of-Way.

**Deborah M. Atkinson**, from engineering/geodetic technician III to engineer/associate engineer I, Road Design.

**Chad R. Elledge**, from engineer/associate engineer I to engineer/associate engineer II, Road Design.

**Christopher R. Lacy**, from engineer/associate engineer III to engineer/associate engineer IV, Program Development West.

**Brent L. Rewis**, from engineer/associate engineer II to engineer/associate engineer III, Program Development East.

**David A. Kinard**, from engineer/associate engineer II to engineer/associate engineer III, Program Development East.

**Nasser Vakili-Rad**, from engineer/associate engineer II to engineer/associate engineer III, Planning.

**Wayne D. Roberts**, from archaeologist II to program coordinator II, Environmental Administrator's office.

**Corey M. Milton**, from engineering/geodetic technician III to state planner III, Road Data Services in Traffic Engineering.

**Bruce S. Wells**, from engineer/associate engineer II to engineer/associate engineer III, District 1 Office.

**Jeffrey C. Jordan**, from engineer/associate engineer II to engineer/associate engineer III, District 3 Office.

**William C. Lindsey III**, from engineering/geodetic technician III to engineer/associate engineer I, District 4 Office.

**Carl Smith Jr.**, from trades specialist II to trades specialist III, Aiken Maintenance.

**James A. Adams**, from trades specialist II to trades specialist III, Aiken Maintenance.

**Henry Long**, from trades specialist IV to trades specialist V, Kershaw Maintenance.

**James M. Rollison**, from mechanic III to trades specialist V, Lexington Maintenance.

**Marion H. Hood**, from trades specialist II to trades specialist III, Sumter Maintenance.

**William B. Branham**, from engineering/geodetic technician II to engineering/geodetic technician III, Lexington Construction.

**James E. Lamb Jr.**, from trades specialist II to trades specialist III, Edgefield Maintenance.

**John W. Lybrand IV**, from engineer/associate engineer II to engineer/associate engineer III, Greenwood Maintenance.

**Mitchel J. Connelly**, from engineering/geodetic technician II to engineering/geodetic technician III, Newberry Maintenance.

**Jessica C. Crane**, from administrative specialist I to administrative specialist II, District 3 Traffic Signals.

**Robert G. Honeycutt**, from trades specialist II to trades specialist III, Lancaster Maintenance.

**William E. Powers**, from trades specialist III to trades specialist IV, Lancaster Maintenance.

**Randel E. Rogers**, from engineering/geodetic technician III to trades specialist V, Lancaster Maintenance.

**Clint J. Beaver**, from OSHA Officer I to engineer/associate engineer I, Lancaster Maintenance.

**Hiawatha Robinson**, from trades specialist II to trades specialist III, Lancaster Maintenance.

**Donnie L. Vinson**, from trades specialist III to trades specialist IV, Union Maintenance.

**Ronald W. Rollins**, from engineer/geodetic technician II to OSHA Officer I, York Maintenance.

**William A. Schmidt**, from trades specialist II to trades specialist III, York Maintenance.

**Jason M. Wyatt**, from engineering/geodetic technician II to engineering/geodetic technician III, York Construction.

**Richard E. Singletary**, from trades specialist II to trades specialist III, Berkeley Maintenance.

**Kenneth R. Mills**, from trades specialist II to mechanic III, Berkeley Maintenance.

**Jimmie D. Bryant**, from trades specialist II to trades specialist III, Colleton Maintenance.

**David W. Pilch**, from engineer/associate engineer II to engineer/associate engineer III, Dorchester Maintenance.

**Adam L. Bishop**, from engineer/associate engineer I to engineer/associate engineer II, Charleston Construction.

**Laura L. Medus**, from engineering/geodetic technician III to engineer/associate engineer I, Charleston Construction.

**Bennie Fogle**, from trades specialist III to trades specialist IV, Holly Hill Maintenance.

**Ronnie D. McGee**, from trades specialist II to trades specialist III, Holly Hill Maintenance.

## Dennis W. Cline promoted to Payroll Manager

**Dennis W. Cline**, of Lexington, has been promoted to Payroll Manager, responsible for processing the agency's \$160 million payroll. He succeeds Jack Sturkie, who retired.

Cline, joined SCDOT in 1990, and was senior accountant prior to his recent promotion. He is a native of Columbia.

He is a 1974 graduate of Spring Valley High School. He received an AB in Accounting from Midlands Technical College in 1989 a BS in Business from Southern Wesleyan University in 2004 and an MBA in

Business from Southern Wesleyan in 2005.

He is married to the former Patricia Chasteen of Columbia, and they have two sons, Matthew, 14, and Ryan, 9. Cline is a member of the SC Society of Certified Public Managers, the American Legion, Lexington District One Parents Advisory Council, Oak Grove Elementary PTA President, and member of the School Improvement Council. He is Cub Scout Pack 340 Chairman and Pack Den Leader. He is a member of Northside Baptist Church in West Columbia.



Dennis Cline



Johnny Mmanuik

## Johnny K. Mmanuik named Assistant Deputy of Mass Transit

**Johnny K. Mmanuik**, of Columbia, has been named Assistant Deputy Director of Mass Transit. His job duties include managing four economic development managers, providing program guidance and oversight and developing partnerships with local and business communities.

He joined SCDOT in 1990 as an engineering technician IV. Prior to his recent promotion he was a program

manager.

A native of ABA, Nigeria, he graduated from Boys High School there. He received a BA degree from Louisiana Tech University in 1987 and a BS degree in November 1989. He received an MA in Management from Webster University in 1994. He has a three-year-old son, Louis.

He is a member of Harbison Recreational Center and Our Lady of the Hills Catholic Church.



Jo Ann Woodrum

## Jo Ann Woodrum named District 7 DEA, becomes first female DEA

**Jo Ann H. Woodrum**, of Orangeburg, has been named District 7 Engineering Administrator, succeeding S. Dean Campbell following his retirement.

Woodrum joined SCDOT in 1985 as a civil engineering associate I, construction inspector. She came up through the ranks, with positions in both maintenance and construction. She was District construction engi-

neer from 1998-2000, and district maintenance engineer from 2000 until her recent promotion.

A native of Danville, Ill, she is a 1970 graduate of Urbana High School, and a 1979 graduate of the University of Illinois. She is married to Walter G. Woodrum III, and they have two children, Amanda, 16, and Amy, 13. They are members of Holy Trinity Catholic Church.



Clem Watson

## Clem Watson promoted to Deputy State Highway Engineer

**Clem Watson** of Irmo has been named Deputy State Highway Engineer, responsible for oversight of Engineering Operations in all seven districts, the Director of Traffic Engineering office, Director of Construction office and Director of Maintenance office. He succeeds the late James B. Cagney.

Watson joined SCDOT in 1985 and has served as Assistant Resident Maintenance Engineer in Lexington County in 1996, Resident Maintenance

Engineer in Richland County from 1997-2000, District 1 Maintenance Engineer from 2000-2003 and Director of CRM operations/Assistant Deputy State Highway Engineer from 2003-2006.

A native of Columbia, he is a 1984 graduate of Chapin High School. He graduated from Midlands Technical College in 1987 and the University of South Carolina in 1992. He has a son, Brock, and is a member of St. Mary's Episcopal Church.



Russ Touchberry

## Russ Touchberry named Asst. Deputy State Highway Engineer

**Russ Touchberry** has been named Assistant Deputy State Highway Engineer. He will assist Assistant Deputy State Highway Engineer Tony Sheppard and Deputy State Highway Engineer Clem Watson with Engineering Operations.

Touchberry has been with SCDOT for five years. He has a background in bridge construction and worked on the Cooper River Bridge project for about three years.

He obtained his BS in Civil Engineering from The Citadel in 2001

and recently passed the Professional Engineers Exam in October 2005. During his tenure at SCDOT, Touchberry also has completed the Engineer Development Program and worked in the Executive Director's office.

Touchberry has been married to Jamie Beckham from Summerville for 3 years. They have a chocolate lab named Charlie and call him their son. Russ enjoys fishing, golfing, and spending time with his family.

Some call them heroes, but they say it's . . .

# All in a day's work

By Bob Kudelka

Each day, these SCDOT employees patrol highways and help stranded motorists. In the 10 years since the Incident Response program began, nearly 250,000 motorists have been assisted.

"A lot of times we're first on the scene," said James Williams, an Incident Responder in Columbia. "It's dangerous, yes, but it's not hard work. We just do what we have to do. We try to be safe and keep the people safe we're trying to help."

Williams and Brian O'Cain, two of the original Incident Responders when the program began in 1996, were featured during an April 4 news conference celebrating the anniversary.

Mabry and Dick Jenkins, Safety and Systems Engineer, were joined by partners Bob Lee, of the Federal Highway Administration, and Highway Patrol Col. Russell Roark in celebrating the 10th-year anniversary of the Incident Response Program.

Williams and O'Cain each said they enjoy their jobs, although the work can be stressful at times. As Mabry pointed out, the employees helping a motorist on the roadside can be inches from dangerous traffic speeding by.

"There's a different situation every day," Williams said. "I just get a joy out of seeing people satisfied with what we're doing." There's never a dull moment.

While Incident Responders must be fit enough to handle a 70-pound jack, it's important they have the necessary "people skills" to interact with motorists from all walks of life.

"Everyone is an extension of the Department," said Dan Campbell, Traffic Engineering's Signal System and ITS Coordinator. "They are dealing with the public on a daily basis."

O'Cain said: "I enjoy working outside and I enjoy helping people, so that goes hand in hand. I like being able to work a day and go home seeing that I made a difference."

In his position as a supervisor, Williams roams the three Columbia routes along I-20, I-77 and I-26, helping out other responders when needed.

Williams averages 200 to 300 miles a day on the road. Over the years, he has helped people from as far away as Canada and Hawaii, and even from his hometown of Mobile, Ala.

The most common calls are for flat tires, vehicles out of gas and debris in the roadway.

"When I first arrive, sometime people think there's a charge," Williams said. "If they know about the program, they're just elated to see us show up. Many times, they have a fear for the traffic and a lot of times they express they're glad to see us come and glad to see us check on them, even if there's help on the way already."

Sometimes, people are more embarrassed to find out why their vehicles are broken down.

"A lot of people don't realize they're out of gas," Williams said. "I ask when's the last time you put gas in the car and they say, 'I just put \$5 in last week.'"

Other times, responders are first to arrive at the scene of tragic crashes.

The memory of a crash in I-26 eastbound near mile marker 93



ROB THOMPSON/THE CONNECTOR

Incident Responders are ready to handle vehicle breakdowns as well as managing traffic around a crash or disabled vehicle.

still haunts Williams.

"I counted five body bags and I just stopped counting," he said. "That was sad."

Incident responders always write down the tags of stranded vehicles and talk with each other about their stops. That kind of communication paid off in the case of a man who tried to outsmart the responders to get some gas in his tank.

"He got helped three times," Williams said, shaking his head. "He'd be driving down the road and see one of our trucks and whip off to the shoulder. When you stop, he'd say, 'I'm out of gas.' We always write the tag number; we figured out what he was doing. We put a stop to that."

If Incident Responders are heroes, then their faithful sidekicks must be their blue trucks. They are powerful enough to push wrecked cars out of traffic lanes or pull them out of ditches.

The trucks are equipped with an air compressor, 5-gallon containers of gasoline, 20 traffic cones, tools, heavy-duty jacks, jumper cable connections on the front and rear, a fire extinguisher, and a message board with pre-programmed messages and a hand-held remote.

"We owe a lot to the Equipment Depot for putting together these trucks," Jenkins said. "We could not put these trucks on the road without them."

east: Anderson, Beaufort, Charleston, Cherokee County, Columbia, Florence, Greenville, Myrtle Beach, Rock Hill, and Spartanburg. These trucks patrol seven days a week, from 7 a.m. to 7 p.m. during the weekdays and 9 a.m. to 7 p.m. Saturdays, and 9 a.m. to 7 p.m. on Sundays.

"During the past 10 years, SCDOT Incident Responders changed more than 60,000 tires, provided small amounts of gasoline to motorists 28,000 times, and provided air in 37,000 tires," Mabry said.

Lee said the FHWA is pleased to fund such a successful program.

While the number of people assisted is a large number, it is just a fraction of the number of people who have benefited from the Incident Response Program. Lee said for every motorist stranded on the interstate, there is a potential traffic problem that affects many other drivers.

For every one minute a lane is blocked, it means seven minutes of delay and congestion, Lee said, making it critical that traffic incidents are cleared as quickly as possible.

Another important job of Incident Responders involves hurricane evacuations. During these times of emergency, SCDOT's blue

trucks are sent from other parts of the state to assist motorists evacuate from coastal regions. During these evacuations, the SCDOT Incident Responders play a critical role in helping motorists evacuate from areas of potential danger.

Roark said the Highway Patrol appreciates the job Incident Responders do in assisting with traffic during emergencies.

"The Incident Responder Unit provides a critical safety mission by assisting with traffic control following a collision, reducing the time traffic is affected, preventing secondary crashes and helping disabled motorists and vehicles," Roark said. "Sometimes they are able to arrive before the trooper is on the scene relaying critical information that points us in the right direction and prepares our troopers so that they are most effective."

Roark said the Incident Responders assist by securing the scene, moving the vehicle from the roadway, placing traffic cones and arrows to divert traffic.

"This not only saves time for us allowing us to move on to investigate more quickly but is vitally important to protecting other motorists and the victims who may still be in the vehicles," Roark said.

## DATELINE

A brief look at events and happenings at SCDOT



APRIL 17: Jim Feda talks to maintenance foremen during the Maintenance Foreman's Conference in Columbia. Foremen from across the state attended a one-day conference in April to discuss a variety of maintenance topics.



FEBRUARY 23: Henderson Jeffreys shows students the Traffic Management Operations Center at Headquarters during the African-American Heritage / Job Shadowing Day.



MAY 9: Returning military employees lead the pledge of allegiance during a Senior Staff meeting in Columbia. The soldiers were honored for their service are, from left: David Bland, Information Technology; Arnold Blanding, Charleston Construction; Sylvia Drayton, Budget Office; Jean P. Miller, Pre-Construction; James Rollison, Lexington Maintenance; Sherman Smith, Florence Surveys; and Alphonso Solomon, Darlington Maintenance. Not pictured: Antonio Henderson; District 6 Bridge.



FEBRUARY 15: SCDOT Safety Representatives from across the state meet monthly to review employee accidents and injuries. The team works to develop loss control countermeasures to help management reach its safety goal of a 25% reduction in workplace accidents and injuries by 2008.



MARCH 11: The SCDOT Mass Transit Office pause for a photo during the annual Transportation Association of South Carolina banquet. Seated, from left, are: Wanda Livingston, Lavern Glover, Gail Barton-Ford, Michelle Rayford and Karen Scott. Standing, from left: Kenny Skenes, Glenn Johnson, Bill Doyle, Tom Johnson, Carolyn Wolfe and Marion Carman.



APRIL 14: The SCDOT Safety Office, the SC Department of Public Safety, SC Department of Parks, Recreation and Tourism, Michelin North America and AAA participated in a 'Safety Rest Break' at the US 17 Welcome Center in Little River. In addition to giving motorists a rest while traveling over the Easter holiday, the group checked tire pressures and distributed safety materials and information. Representatives from Red Bull supplied energy drinks, water and snacks.



APRIL 27: The SCDOT Right of Way Office held their annual meeting at Pine Island.



APRIL 10: Commissioner John Hardee, center, presents a Transportation Enhancement Program check to the Town of Hampton and Hampton County during a big check ceremony.



MARCH 17: Gloria Thomas, right, and Brenda Spann-Wallace, center, serve up pizza during a STEP-21 fundraiser for the March of Dimes.



FEBRUARY 10: Commissioner Bobby T. Jones, left, congratulates Roy Tolson at his retirement celebration.

### INCIDENT from page 1

"In their daily patrols, our Incident Responders come across people from all walks of life who have in common the misfortune of being stranded," Mabry said. "Many times these are people whose vehicles have run out of gas or have flat tires. Our employees also have encountered people experiencing the spectrum of events - from mothers in labor to those in life-threatening conditions."

James Williams and Brian O'Cain, two of the original Incident Responders when the program began in 1996, were featured at the news conference. Both provided ride-alongs to the media covering the event. Other Incident Responders throughout the state offered the same to their local media in an effort coordinated by Jenkins and Director of Communications Pete Poore.

"I am proud of all the employees who have been part of this wonderful program," Mabry said. "They have dangerous jobs, helping people a few feet away from vehicles traveling at high speeds. They are my heroes."

SCDOT's blue trucks patrol in many ar-

# Supply and Equipment eyes new purchasing methods



SCDOT employees master the controls of a wide variety of heavy machinery.

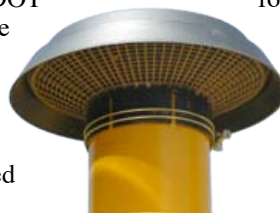
**By John White**  
**Director of Supply and Equipment**

Last year's statewide motor grader operator's rodeo champions Chuck Reynolds (Spartanburg Maintenance) and James Cato (Kershaw Maintenance) put Caterpillar, Komatsu, and Volvo motor graders to the test. Their evaluations are helping SCDOT choose the next motor graders that are purchased.

The Supply and Equipment Office, District 1, 5, and 6 Mechanical Engineers, Procurement Office, and Accounting Office have teamed

together to investigate alternative methods to purchase equipment. Currently being compared are 1) traditional low bid, 2) best value bidding, 3) municipal leases, and 4) guaranteed buy back.

If you have any questions or would like additional information on this, please call the Supply and Equipment Office.



SCDOT scrapes a bank along Wildflower Road in Richland County with a Volvo motor grader as part of a test of equipment prior to purchase.



Crews also test a Komatsu motor grader along the same stretch of road.



Employees follow behind with equipment to pick up the debris removed from the ditches.



PHOTOGRAPHS BY ROB THOMPSON/THE CONNECTOR

## Employees spend state holiday on lake, reeling in the bass

**By Greg Rikard,**  
**Preconstruction**

The 27th Annual SCDOT Bass Tournament was held May 10th on Lake Murray. Fifteen two-man teams competed in the event.

First Place honors went to the

team of Greg Rikard (Preconstruction - Utilities) of Leesville and Norman Monts (Richland Surveys - Retired) of Chapin. They weighed in a seven bass limit weighing 22 pounds 6 ounces. They also had the big bass of the tournament at 7 pounds 7 ounces.

Second Place honors went to

the team of Mike McCaslin (District 1 - Mechanical Engineering) of Chapin and Blair McCaslin of Chapin with a seven bass limit weighing 21 pounds 6 ounces.

Third Place honors went to the team of Dusty Turner (District 2 - District Maintenance) of Greenwood and Bobby Stanfill of Greenwood. They weighed in

a seven bass limit at 19 pounds 13.5 ounces.

Small Fish honors went to the team of Mike Rector (District 4) and Allen Ramsey (Chester Construction) with a bass that weighed 13 ounces.

Congratulations go out to these winning teams for a job well done. Thanks to all who

participated. Be sure to mark your calendars for next year's planned event to be held on Lake Murray. The event will be held again next year on Confederate Memorial Day.

For more information on the event, please contact Greg Rikard at (803)737-5005 or Wayne Corley at (803)737-1725.

## Sibling revelry

2 brothers, sisters enjoy working at SCDOT

Bill Doyle, Margie Carter, Teddie Gillette and Jim Brunson took different routes to South Carolina from their native New Jersey. But the family members all wound up at the same destination -- SCDOT.

The move south all began after their parents, Mildred and James Brunson, retired from New Jersey and moved to South Carolina in 1984.

Jim Brunson, the youngest of the group, came down 22 years ago. He has been working at Lexington Maintenance for 10 years as a trades specialist.

Teddie Gillette moved to SC 15 years ago and has been with SCDOT for nine

years as a Data Base Administrator for IT Services.

Bill Doyle, the eldest of the group, followed his family down five years ago and has been a consultant for Mass Transit for two years.

Margie Carter moved to SC three years ago and has been working in the Executive Director's Office for two and a half years as an Administrative Specialist II.

Not all of their family works for SCDOT though. Mildred and James Brunson have eight children. Six of them have moved to SC, one to Florida, and one remains in NJ.



ROB THOMPSON/THE CONNECTOR

Bill Doyle, Margie Carter, Teddie Gillette and Jim Brunson are more than just co-workers. The four employees are siblings who all chose careers at SCDOT.



Put on that apron, pull out the pots and pans, and whip up one of these culinary delights.

**Bacon and Egg Casserole**

- 1 (16 oz.) Hawaiian bread loaf, cut into 3/4-inch cubes
- 2 cups (8 oz.) finely shredded Mexican four-cheese blend
- 1/2 pound bacon, cooked and crumbled (8 slices)
- 8 large eggs
- 2 1/2 cups milk
- 1/2 teaspoon salt
- 1/2 teaspoon pepper
- 1 teaspoon dried mustard
- 1/2 teaspoon Worcestershire sauce
- Salsa or sliced fresh tomatoes

Arrange bread cubes in a lightly greased 13- x 9-inch baking dish. Sprinkle with shredded cheese and crumbled bacon.

Whisk together eggs, milk, salt, pepper, mustard, and Worcestershire sauce. Pour over prepared dish; press down bread cubes with a spoon to allow bread to soak up liquid. Cover and chill 8 hours. Let stand 30 minutes before baking.

Bake at 350° for 35 minutes or until set and golden. Serve with salsa or sliced fresh tomatoes.

Note: Hawaiian bread may be found in the deli section of supermarket. Ten to 12 white bread slices, cubed, may be substituted for Hawaiian bread.

Yield: Makes 8 to 10 servings



Cody Crouch  
Communications

**Jello Cake With Cool Whip Icing**

- 1 package of Yellow or Butter Cake Mix
- 1 Container of Cool Whip
- 1 package of Gelatin (any flavor)

Directions: Bake cake as instructed. Mix gelatin mix as instructed. When cake is done and cooled, then poke holes in the top of the cake and pour gelatin mixture in each individual holes. Refrigerate overnight. Frost cake with Cool Whip and enjoy!!



Margie Carter  
Executive Director's Office

**Beef Stew**

- One large package of Stew Beef
- 3 or 4 large potatoes (diced)
- 4 or 5 Carrots (diced)
- Celery (diced)
- Onion - small (diced)
- Green Pepper (diced)
- 2 packages of brown gravy mix
- Garlic Powder
- Onion Powder
- Lawry's Seasoned Salt to taste
- Black Pepper to taste
- Cayenne Pepper (optional)

Directions: Large Pot filled with water, boil together stew beef, celery, onion, green pepper, garlic powder, onion powder, seasoned salt, black pepper and cayenne pepper for approximately 1 hour. Then add the potatoes and carrots for another hour. Then pour in your gravy mix for about 10 minutes. Add flour and water mixture for thickening if desired.

Margie Carter  
Executive Director's Office

*Pirates of the African coast*  
SCDOT employee's son has interesting story to tell

GMI Douglas Stanfield  
USS Gonzalez (DDG 66)  
CM Division

SCDOT's Brantley Forbes of Georgetown Construction keeps up with his son, William Brantley Forbes, in the Navy. Recently, his son's ship came under attack from a most unlikely enemy . . . Pirates!

Two Norfolk-based Navy ships survived a pirate attack off the coast of Somalia Saturday. The captains of the ships credit their crews for no loss of American lives.

The gunfire battle between the USS Gonzalez, the USS Cape Saint George and the pirate ships happened in international waters 25 miles off the coast of Somalia in East Africa.

One pirate died and five others were wounded. A total of twelve were arrested.

The crew of the USS Gonzalez first spotted what looked like three fishing boats. The captain says the pirates on the boats began shooting. A recording on the Gonzalez proves that fact.

The USS Cape Saint George is nearly 20 times longer than the largest pirate boat it faced Saturday. Apparently size did not put off the pirates. There is a bullet hole in the hull of the Saint George.

WAVY News 10 spoke by satellite phone with the captains of the two ships.

The leader of the USS Gonzalez says his crew of 18 people were not on the Navy ship when they approached the three pirate vessels.



PHOTO COURTESY OF NAVSOURCE ONLINE

The USS Gonzalez is participating in coalition maritime security operations in the Indian Ocean. Brantley Forbes of Georgetown Construction has a son, Will, who is an E-4 in Operations on the ship.

The crew was in two 24 foot long boats.

Commander Robert Randall says he tried to maneuver the Gonzalez between his boats and the pirates. Randall said he then got word about a dozen pirates were shooting at the USS Cape St. George.

The pirates had missile grenade launchers.

Reports from Somalia say the Navy fired first, but captains of both ship stress the pirates started the shooting.

The Navy returned gunfire, catching one of the three pirate boats on fire.

The captains say they are proud of their crews. There are 370 crew members on the Cape Saint George and 300 on the Gonzalez.

Several of the wounded pirates were taken to the USS Nassau to receive medical attention.

Now that's a story Forbes will be able to share with his grandchildren!

**School To Work Program leads couple to transportation careers**

By Laverne Glover  
Mass Transit

During the summer of 2000, Candace R. Davis and Coray Q. Davis participated in the School-To-Work Transitional Program (STWT) sponsored by the School of Business and the School of Engineering Technology and Sciences at South Carolina State University (SCSU), a program designed to encourage students to pursue transportation-related careers.

Candace interned at SCDOT in the Mass Transit-Program Management Section. Her responsibilities included: coordinating with the Deputy Director, Assistant Deputy Director, and program managers to prepare contract-related information, program announcements, statistical graphs, and progress charts for Mass Transit Special Projects, and the Commission Workbook 1999-2000 for the upcoming year. She also assisted with preparing a Federal Transit Administration (FTA) Corrective Action for re-submission after the FTA audit. She spoke to students participating in the Summer Transportation Institute (STI) at Benedict College and South Carolina State University to encourage them to explore careers in transportation.

Coray interned with Holnam, Inc. in the transportation department working with purchasing agents to track packages to close purchase orders for parts and supplies.

In August of 2000, the two went to graduate school at Morgan State University in Baltimore, MD to pursue Master of Science degrees in Transportation. While in the gradu-

ate program, they participated in an internship program sponsored by Morgan and the Maryland Department of Transportation (MDOT).

In January 2001, Candace and Coray joined the Maryland Aviation Administration (MAA) as interns. Candace was assigned to the Office of Cargo Development whereas Coray was assigned to the Office of Field and Landside Operations. While serving in this role, she was responsible for the production of the Cargo Development monthly newsletter and directory; forging relationships with the local cargo community; maintaining accurate information for the Cargo Development budget; assisting in managing cargo activity statistics for use during sales calls, inclusion in marketing material and agency fact sheets, and posting on the MAA web site. She was also responsible for assisting the Manager of Cargo Development, with the preparation of new projects, trade shows and events, as well as creating the 2001 Strategic Plan for Cargo Development.

In the Office of Field and Landside Operations, Coray assisted Airport Operations Managers (AOM) with managing daily terminal and landside operations, assisting with airfield vehicle registration permits, and worked to regenerate airport operations drawings and forms into electronic formats.

Candace also had an opportunity to intern in this office. Her responsibilities included: conducting monthly security audits of concessionaires, restaurants, and vendors, operating in the sterile area of the airport; assisting with badge re-validations for airport tenant employees; assist-

ing with airfield vehicle registration permits; documenting daily reported activity and incidents handled by the AOMs, and maintaining a log of reported incidents in the Emergency Operations Center (EOC) during heightened levels of security.

Early 2002, Coray and Candace completed their internships with the airport. With only a few months remaining until graduation, Coray obtained a job with a transportation engineering firm where he could pursue more traffic-related projects. Coray is currently employed with Century Engineering in Towson, Md., where he is a Project Engineer. At Century, he is tasked with various transportation projects under the guidance of the Maryland State Highway Administration (SHA), Baltimore City, and the Maryland Transportation Authority (MdTA).

Upon completion of the internship program with MDOT, Candace was offered a full-time job with the MAA and began working in the Office of Planning and Environmental Services, Division of Terminal Planning and Intermodal Development (TPID). As an airport planner, she performs analysis of airport design information, guided by Federal Aviation Administration policy and guidelines. She also conducts research and assists in preparing plans for future expansion and renovation of the existing BWI air passenger terminal and for intermodal development at the Airport.

Today, Candace is still serving as an Airport Planner with the MAA, Coray is pursuing a Doctorate in Civil Engineering, and they were married on July 31, 2004, in Augusta, GA.

# District 1 News

Aiken, Kershaw, Lee, Lexington, Richland and Sumter counties



District Engineer: **Thad Brunson** (803) 737-6660  
FAX (803) 737-6401

## Got news?

Contact Teresa Harley at:  
803-737-6650 or e-mail  
her at HarleyTL@scdot.org

## Meet Our District 1 Office Managers



**Jane Huckabee**, District One Office, has been with the Department for 33 years. She loves gardening, cooking, and bird watching, and of course there is her husband, Perry, and their 4-legged baby, Skipper.



**Vivian Ray**, Kershaw Maintenance, has been with SCDOT for 11 years. She has four children, six grandchildren and one on the way. She enjoys traveling, spending time with family, and friends, and meeting new people. She is an Elder in her church and a member of the Wateree Homeowner's Association.

She has three children and a brand new grandchild. She graduated from USC with a teaching degree. She was a flight attendant and taught 7th grade English. She enjoys planning events for groups, working with the local theater groups, traveling, reading, golf and tennis. She also plays bells in a handbell choir.



**Sandra Snipes**, Lee Maintenance, has been with SCDOT for 20 years. She has two children. She enjoys time with her children, scrapbooking, photography, baking, Mission work, and Operation Christmas Child. She is a Girl Scout leader and church youth leader, and a member of the Lee County Pride Task Force on Litter.



**Vernelle "Molly" Alston**, Richland Maintenance, has been with SCDOT almost 26 years. She has four children and six grandchildren, which keeps her busy. With what little extra time Molly has, she enjoys cooking, solving crossword puzzles, and watching westerns on TV.

She has two children. In her spare time she enjoys, reading and assisting with fund-raisers at her daughter's school. She is currently in the STEP 21 program.



**Geneva Rufus**, District One Electrical Shop, has been with SCDOT for eight years. She has earned several certificates from Coastal Carolina College and USC. She has two children. She is a certified Lay Speaker and Communications Coordinator for St. Mark United Methodist Church. Her hobbies include reading and fishing. She is currently in the STEP 21 program.



**Sandy Sapp**, Aiken Construction, has been with SCDOT for 38 years. She has one daughter and three grandchildren. She sings in the choir at her church, enjoys reading, playing with the grandchildren, and church related activities.



**Denise Sloan**, Lexington Construction, has been with SCDOT for 13 years. She has two children and three grandchildren. She enjoys working with plants, her horses and dogs, and spending time in the mountains with her husband.



**Linda Rowland**, Richland Construction, has been with SCDOT for 17 years. She graduated from Dreher High School in 1979. She loves to spend time with her family and has the greatest love for animals. She enjoys crocheting and other various craft project, and camping with her family.



**Joan Davis**, Sumter Construction, has been with SCDOT for 5 years. She has two children. She enjoys cooking and baking, meeting new people, working in her church and community. She also does catering on the side from time to time.

### What Changes Have You Seen During Your Tenure?

"A manual typewriter was the in thing, now we have computers. Road crews had 3-yard dump trucks without air conditioning, now they have 5- to 8-yard dumps with air. Working on a road crew used to mean you had to be a guy, now we have females working along side the guys."  
-- **Molly Alston**

"I have seen many advancements in office equipment at the Department. I sometimes wonder what we did before the fax machines, fancy copiers, and those things called computers!"  
-- **Jane Huckabee**



**Judy Parrot**, Aiken Maintenance, has been with SCDOT for 21 years. She has three children and four grandchildren. In her spare time, Judy enjoys traveling.



**Julie Smoak**, West Columbia Construction, has been with the SCDOT for seven years.



**Lynn Weaver**, Sumter Maintenance, has been with SCDOT for 19 years.

"Our first printer was a Dot Matrix. Time sheets were prepared every two weeks and original time sheets sent to Payroll....The department emphasizes safety, wellness, health, and quality customer service more now than in the past."  
-- **Sandy Sapp**



## Meet Ramona Eckrote

**Name:** Ramona Eckrote  
**Title:** Construction Inspector  
**Unit:** District 1  
**Start Date:** May 1997

**R**amona Eckrote (Mona) was originally hired as an equipment operator in Richland Maintenance in

May of 1997.

Since then she has proven herself time and again to be an outstanding employee and has moved up the ranks to become one of the premier construction inspectors in District One.

Long hours, difficult conditions and unruly contractors are no match for her selfless

dedication and sharp wit. Although quite an asset to the SCDOT, her true light shines as the mother of two outstanding children.

Eckrote's daughter, Krystle, and son, Irvin, are the focus of her attention at the end of every workday. Krystle is currently a student at USC. When

Irvin's not tearing up the countryside on his four-wheeler, he attends Spring Valley High School.

When she finds time during her busy schedule, she enjoys relaxing in a tree stand and blowing whitetail deer to kingdom come. She is 2003 graduate of STEP-21.

# District 2 News

Abbeville, Edgefield, Greenwood, Laurens, McCormick, Newberry, Saluda

District Engineer: Phillip M. Brooks (864) 227-6971  
 FAX (864) 227-6567

## Got news?

Contact Dwayne Scott at 864-227-6222 or e-mail him at ScottDE@scdot.org.



Dwayne Scott

## Retirements



Phillip Garner

Resident Maintenance Engineer Phillip "Dee" Garner retired from SCDOT on February 28, 2006, from Greenwood Maintenance. Dee had been employed with SCDOT for 34 years in numerous capacities throughout District 2.

*Congratulations to all District 2 employees who have retired from SCDOT!*



Barbara Sprouse

Greenwood Maintenance Administrative Specialist, Barbara Sprouse, retired from SCDOT with 13 years of service on April 28. A drop-in was held in her honor at the Greenwood Assembly Room on Thursday, April 20.



Jimmy Noffz

Jimmy Noffz celebrated his retirement from SCDOT at a drop-in on March 29, 2006. Jimmy was the Resident Construction Engineer for the CRM projects in District 2 and had been employed 35 years with SCDOT.

## Crossroads visits Greenwood Maintenance



Pictured from left to right: Dee Garner, Tom Evans, Phillip Brooks and Elizabeth Mabry

The March edition of Crossroads was filmed in Greenwood County of District 2 on February 24, 2006.

Greenwood Maintenance welcomed Elizabeth Mabry, Kati Holland, Peter Tarpley and Pete Poore.



ABOVE: Mabry thanks the cooks who prepared the meal she enjoyed in Greenwood. From left are: Ricky Bowie, Neal Jones, Mabry and Jerry Tafta.



RIGHT: Dee "Bubba" Garner talks to the video audience.

## Meet Margaret Hazel

Name: Margaret Hazel  
 Title: Administrative Assistant  
 Unit: McCormick Maintenance  
 Years at SCDOT: 22

Margaret enjoys spending time with her daughter and grandson. She also enjoys reading, taking pictures, creating flower arrangements, painting, walking, fishing and shopping.

Margaret also enjoys going outside and just gazing at the beautiful night sky, especially when the moon is full, when there are meteor showers and when Venus or other beautiful planets are visible.



Margaret Hazel

## Equipment Operator's Rodeo

There were 276 competitors in this year's Equipment Operator's Rodeo.

The competition was divided into six different events on various SCDOT equipment.

The event winners are listed at right.

Congratulations to winners from District 2 and to all participants.

BACKHOE:  
 Charles Long  
 of Saluda Maintenance

MOTORGRADER:  
 Chad Robertson  
 of Saluda Maintenance

TRACTOR WITH LOWBOY:  
 Ed Lamb  
 of Edgefield Maintenance

SINGLE AXLE DUMP TRUCK:  
 Anthony Mims  
 of Laurens Maintenance

TANDEM AXLE DUMP TRUCK:  
 George Lewis of McCormick Maintenance

TRACTOR MOWER:  
 Patrick Sinnott  
 of Greenwood Maintenance



# District 3 News

Anderson, Greenville, Oconee, Pickens and Spartanburg counties

District Engineer: Cyril B. Busbee Jr. (864) 241-1010  
FAX (864) 241-1115

## The 'sunshine' of District 3 retires

### Jeff Zettle retires after 36 years of service



On his last day at SCDOT, Jeff Zettle never ignored his work phone. In this photo, he was at his own retirement party handling a maintenance issue.

Anyone who knows Jeff Zettle would agree that he is never seen without a smile on his face. That's why he gained the nickname "Sunshine."

His legacy began on March 30, 1970 in the Bridge Department. Zettle was assigned to a field office in Santee to work on the bridges along I-95. After four years in the lower part of the state, Zettle decided that he wanted to be an "upstate" man. So, for the next ten years, he broadened his knowledge in Anderson Construction.

For those of you who knew him back then, well it was time to experience what maintenance was all about. In 1984 he began that challenge and stayed in Anderson Maintenance until 2001. Of course Jeff was not stopping at that point. The opportunity to become the Assistant District Maintenance Engineer became available and he took the challenge. He later held the positions of District Mechanical Engineer and District Maintenance Engineer.

On March 31, 2006 the District 3 office staff held a farewell party in the District Office building.

Knowing Jeff the way we all do, he was still working until the last minute when Mr. Busbee had to take his phone and pager from him! The whole day was a very sad day in the building, as no one wanted to see him leave.

He had brought so much brightness to those around him and always had a kind word to say. It literally was like a cloud, when it came time to say goodbye, as we all knew that on Monday morning his office would be dark and SCDOT would be without the service of a capable and dedicated employee.

April 4, 2006 brought a chance to see Jeff again! Anderson Maintenance hosted a large retirement drop-in for Zettle. About 150 people came to say goodbye and have some great laughs with him. He had impacted so many people that a former co-worker, Walt Holladay traveled from Walterboro just to say thank you and good luck. Huley Shumpert, of the Director of Maintenance office shared

some very kind words. Shumpert stated that Zettle's leaving will not go unnoticed, as anytime, any day or any hour he could call him about a situation and it was already taken care of or Zettle knew about it and was handling it.

There is another side of Jeff Zettle that a large number of his friends did not know existed. Bobby Patterson, RME of Anderson, and former co-worker of Zettle's began telling the "hidden secrets."

One secret was that Jeff is a "great athlete." Apparently, years ago they played on softball teams together with the great "left-handed" leader being placed in right field. But that did not stop Zettle. He still could grab a ball bare handed with that left hand!

Everyone shared stories of how much he will be missed and the impact he placed on each person's life. Zettle cared about everyone he came in contact with on a daily basis. He was known to be the most dedicated man around to the SCDOT. Just ask Brenda, his wife. She spent many Saturdays at work with him! This all helped make him the great person we all know so well.

We all wish him a happy farewell and best of luck. Now he will finally be able to sit back and enjoy his hobbies of reading, History, gardening and yard work, and working on small engines, but **most** importantly spending time with his family. He has a new little granddaughter and another grandchild on the way!



Leroy Brown of Anderson Maintenance thanks Jeff Zettle for the opportunity to work for him. Bobby Patterson, RME, hosted a retirement party in Anderson.

## A letter we liked

Dear Jeff Zettle:

The Maintenance Department came out last week and delivered our rocks. They did a wonderful job. Thank you so much.

I called your office today to thank you and they told me you retired last Friday. The lady with whom I spoke said that you would be greatly missed by many. I don't doubt it a bit. You certainly gave us hope...and help when it

seemed there wasn't going to be any, and I'm sure you did that for others.

We wish you well and hope that you've got a lot of fun things planned. It was great meeting you.

Sincerely,

Martha and Bruce Malone  
Greenville

## Got news?

Please contact  
Joyce Gardner  
at 864-241-1010  
or by e-mailing her at  
GardnerJR@scdot.org



Joyce Gardner

## Pickens RME retires

### John Sanders retires after 38 years



John Sanders holds his granddaughter Mackenzie at his retirement party.

For the past 38 years, John Sanders has dedicated his life to the South Carolina Department of Highways and Public Transportation, which later became the South Carolina Department of Transportation. On April 25, 2006, Pickens Maintenance hosted a luncheon for John in the shop.

Sanders began his career in pre-construction surveys assigned to Oconee County. During his service he moved to Pickens Construction for a 6-year period. After these challenges, Sanders was chosen as the District Three Bridge Inspection Team Leader for the next 14 years. The last 11 years of his career, Sanders held the position of Resident Maintenance Engineer of Pickens County.

For those who know the "quiet" Sanders so well, knew he would make an impression in the end. Recently, the Pickens Office caught fire, so he has been operating in temporary housing.

Crossroads decided to conduct the next segment in Pickens County and it also occurred on his last day as the RME. This farewell included "lights and action."

SCDOT Executive Director Elizabeth S. Mabry, Commissioner Marion P. Carnell of the Third Congressional District, Tony Magwood, Pete Poore and Kenny Eargle all of Columbia were at this celebration. Mayor David Owen of Pickens County also was invited to celebrate the day with Sanders and his family.

Fellow co-workers spoke of the great leader Sanders was to them. He was known as caring, dedicated, supportive and a leader who let you do your job.

His wife, Cathy, two sons, Adam and Derek, along with "Mackenzie," the greatest granddaughter were present to share in this moment with him. All of his friends know that he can be found now out hunting, fishing or working in his shop.

## Meet Bill McCall

**Name:** Bill McCall  
**Job Title:** CEA II, District #3 Bridge Inspection Team Leader

**Years With SCDOT:** 27 years

**Family:** Bill has been happily married to Debbie for 27 years. They have two beautiful daughters. Ashley McCall Bowers who is a 1<sup>st</sup> grade teacher at Liberty Elementary and Amy, a Freshman at Furman University.

**Hobbies:** In his spare time, Bill enjoys landscaping and building / remodeling projects.

**Other Facts:** He lives in Pickens and attends Red Hill Baptist Church.



Bill McCall

# District 4 News

Cherokee, Chester, Chesterfield, Fairfield, Lancaster, Union and York counties

District Engineer: Stan Bland (803) 377-4155  
FAX (803) 581-2088



Edward Moore

## Got news?

Contact Edward Moore with your ideas at 803-377-4155 or by e-mailing him at MooreEO@scdot.

## DEA recognizes top equipment operators in district



District Engineering Administrator Stan Bland recognizes the winners of the District Equipment Operators Rodeo. The winners are: Front row, left to right: Lewis Brazell, York, Backhoe; Tim Smith, Cherokee, 5 yard; Nathan Pierce, Cherokee, Tractor/Mower. Back row, left to right: Vernon Lingerfeldt, York, Tandem; J.W. Austin, Chester, Lowboy; Melvin Lott, Union, Motorgrader; DEA Stan Bland.

## Extinguishing an inferno Chesterfield employees come to the rescue



Mike Mills, left, and Billy Williams are commended for their assistance in helping the Patrick Fire Department.

## SCDOT awards Transportation Enhancement Program grants

On March 31, 2006, Stan Bland, District #4 Engineering Administrator presented a check for \$200,000 to York County. The check was a TEA-21 Rural Enhancement Grant that will be used to assist in the construction of a multi-purpose bike trail along Highway 55 from the Town of Clover to Highway 557.



From left are Wes Spurrier, Clover Town Council; Perry Johnston, York County Council District 2; Dr. Vickie Phelps, Clover School District Superintendent; T. Steve McNeely, Chairman, York County Council; Donnie Burris, Mayor, Town of Clover; Harvey S. Peeler, Senator, South Carolina Senate, District 14; and Stan Bland SCDOT, District 4 Engineer. Commissioner Jones not pictured.

During working hours in March of 2006, shop Foreman Billy Williams, was on his way to Florence to pick up vehicle parts when fellow employee Diana Evans noticed smoke off in the distance and asked Williams to check it out. He arrived at the scene and realized a house was on fire. He then approached the fire and realized the owners were panicked and frightened.

Williams went back to his truck grabbed the fire

extinguisher and called for help on the radio.

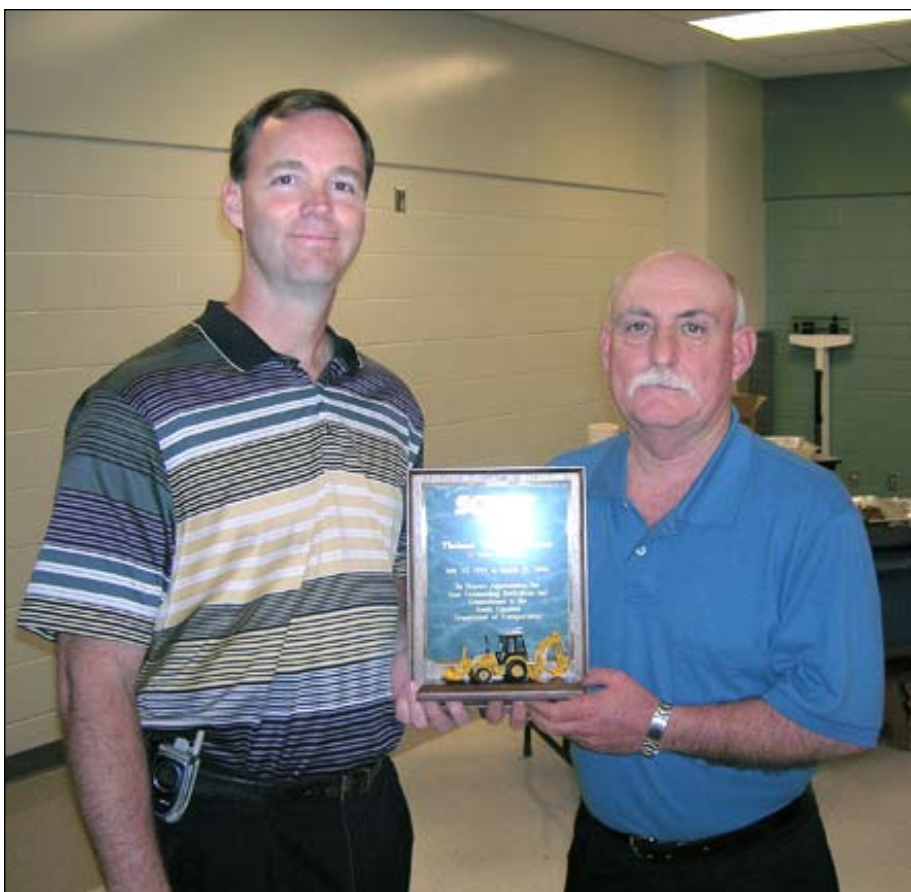
Crew Foreman Mike Mills was in the area when he heard the call on the radio and went to the fire to help Williams.

They were able to control the fire until the Patrick Fire Department could arrive.

Crew Foreman Mike Mills and Billy Williams are commended for their heroic actions.

## Retirees From District 4

- L. B. Cannon, Chester Maintenance 37 years of service.
- Eddie Mitchell, York Construction 38 years of service.
- Larry Nichols, York Construction 31 years of service.



District Mechanical Engineer Rusty Snider presents plaque to Larry Crocker of Union Maintenance for 31 years of service.



Stan Bland presents plaque to Melvin Green of Fairfield Maintenance, for 28 years of service.

PHOTO BY LARRY CROCKER

# District 5 News

Darlington, Dillon, Florence, Georgetown, Horry, Marion, Marlboro and Williamsburg counties

District Engineer: Dennis Townsend (843) 661-4710  
 FAX (843) 661-4704



Kay Williams

## Got news?

Contact Kay Williams at 843-661-4710 or by e-mailing her at WilliamsKH@scdot.org

## District 5 retirees have years of service



**W. C. BERRY**  
 Marion Construction  
 40 Years



**HAROLD COLEMAN**  
 Marion Maintenance  
 38 Years



**JANICE J. ELVIS**  
 District 5 Office  
 42 Years



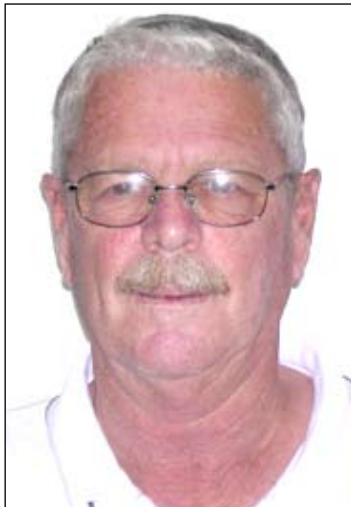
**RANDY GRAHAM**  
 Horry Maintenance  
 33 Years



**JOHN JOHNSON**  
 District 5 Office  
 33 Years



**BILLY MARTIN**  
 Horry Construction  
 36 Years



**TERRY MORRIS**  
 Dillon Maintenance  
 36 Years



**ROY PARNELL**  
 Darlington Maintenance  
 35 Years



**ELLA M. PARNELL**  
 District 5 Office  
 34 Years



**RINGER POWELL**  
 Williamsburg Maintenance  
 35 Years



**ANDY POWELL**  
 Williamsburg Construction  
 33 Years



**ROBERT E. POWERS**  
 District 5 Bridge Construction  
 37 Years



**HARRY D. SINGLETARY**  
 District 5 Bridge Inspection  
 33 Years



**DALE STEWART**  
 Marlboro Maintenance  
 34 Years



**IRVIN H. ULMER**  
 District 5 Office  
 33 Years



**Austin Enzor**  
 Austin Enzor  
 Horry Construction Office  
 Austin Enzor began his career

## Traffic accidents claim two District 5 lives

with SCDOT on May 29, 2002 in our summer internship program. Almost instantly it became apparent that he had special characteristics. He was a very intelligent, diligent worker, and a quick learner who was committed to his assignments. By the time he was hired as a permanent employee he was experienced in many phases of our inspection duties, proficient on the computer, and productive to our unit. He had the potential and promise to rise through the ranks of our office. Tragically, he lost his life in a terrible traffic accident on February 10. The sorrow and

grief was felt by all. Knowing Austin has given us the strength to deal with this difficult time. A plaque has been placed in the Horry Construction Office in his honor, and his memory will serve as a model for other young technicians. Everyone who worked with Austin, considered it a privilege to have known him during his career with SCDOT.

**Adrian Daniel Smith**  
 Darlington Maintenance

On April 17, employee Adrian Daniel Smith was tragically killed in a vehicle accident while performing his duties. Adrian had worked with Darlington

Maintenance since July 19, 2004. During this time Adrian was the main operator of the AMZ machine. He was a very dependable employee and he stated many times how much he loved his job. Since Adrian started operating the AMZ machine it has been more productive and very little down time. He was well liked by all fellow employees and was a valuable asset to the crew.

A memorial will be placed in the Darlington Maintenance Foyer consisting of a picture of Adrian and engraved plaque.

He is survived by his wife Audrey, two sons, Dylan and



**Adrian Daniel Smith**

Cameron, his father and mother, Donnie K. and Sheila G. Smith and one brother Corey.

# District 6 News

Beaufort, Berkeley, Charleston, Colleton, Dorchester and Jasper counties

District Engineer: Robert Clark (843) 740-1665  
FAX (843) 740-1663



Janet Hendrix

## Got news?

Contact Janet Hendrix at :  
843-740-1667 ext. 128 or  
by e-mailing her at  
HendrixJL@scdot.org

## Equipment Operators Rodeo Employees show skill at district-level competition

The hard working men and women of District 6 came together for some friendly competition and to test their equipment operating skills.

There were a total of 64 participants during the two-day county competition.



And the winners are...



Ricky Stoble  
Charleston  
Tractor-Mower and  
Tractor with Lowboy



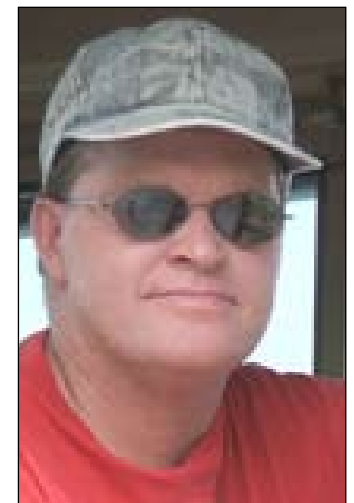
John Shuler  
Dorchester  
Single Axle



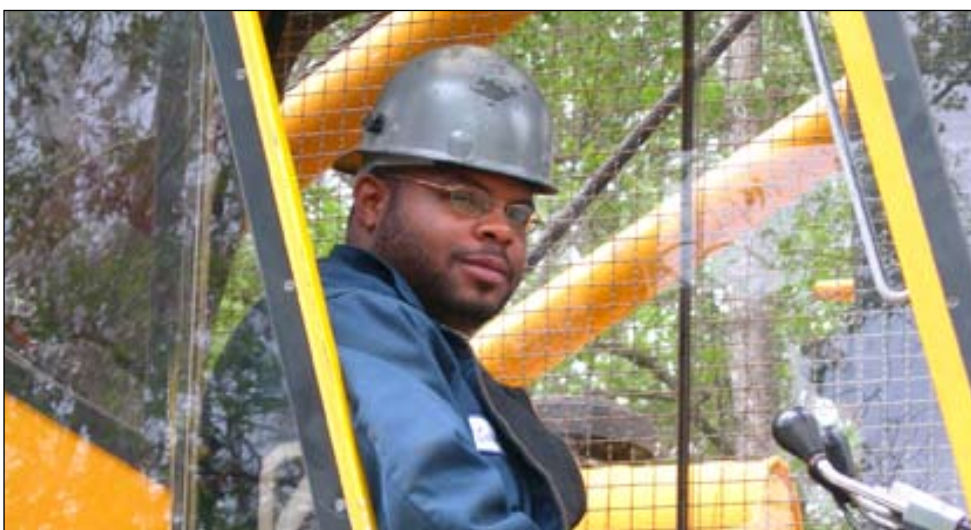
Leonard Boyd  
Dorchester  
Tractor-Mower



Maurice Murdaugh  
Jasper  
Backhoe



Matt Sanford  
Charleston  
Motorgrader



Congratulations to Corey Washington for getting certification on the lattice boom crane.

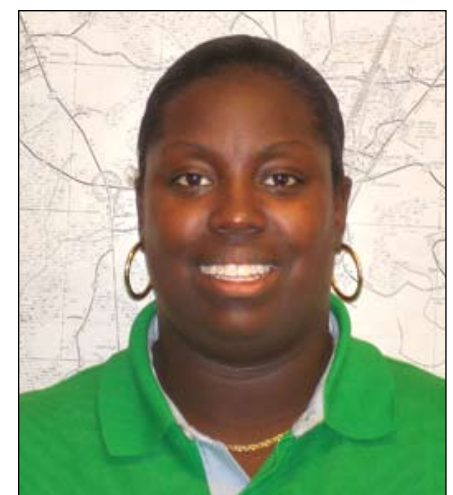
On April 11, Corey Washington, with the Specialized Bridge Division, set his first bridge deck on Beaver Dam Road in Jasper County. In January, he attended NCCCO training where he received

his certification on the Lattice Boom Crane. Washington has been training under Mike Phillips, Resident Maintenance Foreman for the Specialized Bridge Division.

## Meet Debra Jerideau

Debra Jerideau began her career with the DOT in October 1997 in Beaufort/Jasper Construction and transferred to Jasper Maintenance in August 2000. She is pursuing a degree in Human Resource Management at the University of Phoenix.

Her hobbies include spending time with her family, reading and shopping. She and her husband, Thomas, have an eight-year-old son, Elliott. She is a member and attends Mt. Nebo Baptist Church.



Gwen Peagler

# District 7 News

Allendale, Bamberg, Barnwell, Calhoun, Clarendon, Hampton and Orangeburg counties

District Engineer: Jo Ann Woodrum (803) 531-6850  
 FAX (803) 531-6854



Deborah Berry

## Got news?

Contact Deborah Berry at:  
 803-531-6850 or  
 by e-mailing her at  
 BerryDS@scdot.org

# H. G. Cooner retires

## 46 years of dedicated service to SCDOT



PHOTOGRAPHS BY JILL MCDONALD

**H**. G. Cooner, Resident Maintenance Engineer in 1982. Bamberg Maintenance and Construction employees honored Cooner with a gift of appreciation during his retirement dinner held on November 9, 2005. Cooner became the Resident



PHOTO BY GERALD BONNETTE

# STEP-21 2006

## Grillin' the Bird in Orangeburg for March of Dimes

**S**TEP-21 2006 participants Gerald Bonnette (left) and Mary Prince (center) coordinated a barbecued chicken fund raiser on April 6, 2006 in support of the March of Dimes. Darryl and George Kennerly cooked their famous barbecued chicken, and Van Walters (right), Deborah Jamison, Lisa Perry, Bea Kemmerlin,

Jeff Smith and Carrie Miller helped prepare and serve the food. Tickets were sold in advance of the event that contributed to the successful turnout of area employees including DMV and Patrol. From Mary and Gerald: "Thank you for supporting STEP-21 2006 and the March of Dimes."

# Bamberg Maintenance earns 2005 safety award



PHOTO BY MIKE GILCHRIST

Administrative Assistant Jill McDonald, left, accepts the 2005 Safety Award on behalf of Bamberg Maintenance during the Chamber of Commerce Safety Awards luncheon on March 22. Shown with her is District Seven Safety Representative Debbie Berry, right.

# Meet Carrie Miller

**Name:** Carrie Miller  
**Title:** Trades Specialist II  
**Location:** Orangeburg Maintenance

Carrie has worked with Orangeburg Maintenance since May of 2000. Carrie was reassigned in May of 2005 and now operates the broom truck for District 7. She assisted District 6 in sweeping the Cooper River Bridge and a bridge in Beaufort. She is a single mother with one daughter, Jessica. Carrie enjoys fishing and meeting new people!



Carrie Miller

# Human Resources

*When it comes to health . . .*

## SCDOT employees walk the walk

By Nurse Dale Thomas



**F**orty-two SCDOT employees participated in the 2006 Prevention Partners Wellness Walk at Riverfront Park April 28. The walk is sponsored by the Employee Insurance Program/Prevention Partner's Group and is held annually in the spring at Riverfront Park.

Donna Price of the Human Resources Office and Jennifer Brown of Medical Services managed SCDOT's participation in the walk.

The park is a 5-mile paved track

along the Columbia Canal and Congaree River, and participants were able to walk any distance they desired during their lunch break.

Regular exercise, including walking, running and biking can decrease your risk of premature death, heart attacks, high blood pressure, stroke, cancers, depression, anxiety and obesity.

Just walking improves overall health, lightens mood, and helps improve osteoarthritis.

Watch for information on next April's walk. Join the SCDOT group and stay healthy as you walk toward a future of better health.

## Health Savings Plan adds extra benefits

By Darlene Rikard  
Human Resources

**A**s a participant in the Savings Plan, you are taking greater responsibility for your healthcare costs. To make that easier, your plan offers extra preventive benefits at no cost.

They include:

- \* A yearly flu immunization for each eligible participant

- \* Access to the 24-hour Health at Home® Nurseline, through which registered nurses provide personal, immediate assistance to the subscribers. The toll-free number is listed on the back of your Health Plan ID card and on the cover of the self-care handbook.

- \* A copy of the 416-page, full color self-care handbook, Health at Home®-Your Complete Guide to Symptoms, Solutions and Self-Care. Health Savings Plan participants who have not received a booklet may contact Sue Jackson at 1-800-345-2476 to request their copy.

Children age 12 and younger receive the Well Child Care benefits and women receive the mammogram and Pap test benefits that are offered to those enrolled in the Standard Plan. In addition, Savings Plan participants, age 13 and older may receive from a network provider an annual physical in their office that includes:

- \* A preventive, comprehensive examination
- \* A complete urinalysis
- \* An EKG
- \* A fecal occult blood test
- \* A general health laboratory panel blood work
- \* A lipid panel once every five years

Note: If your network physician sends tests to a non-network provider, the tests will not be covered.

*Information provided by the 2006 Employee Insurance Benefits Guide.*



Darlene Rikard



Staff from the Budget and Control Board's Employee Insurance Program passed out donated fruit, water and bagels to walkers. From left are Annette Traylor, Jim Coples and Ramsey Makhuli. Earthfare, Senn Brothers, Coca-Cola and Manhattan Bagel donated food and water to the program.



PHOTOGRAPHS BY ROB THOMPSON/THE CONNECTOR

SCDOT employees burned off a few hundred calories over lunch April 28 during the annual Wellness Walk at Riverfront Park.

# Assets Management

By Carl Chase Jr.,  
Assets Manager

## AIR QUALITY

Air quality in buildings owned by SCDOT employees is of paramount concern to the agency's top management, and an aggressive campaign is underway to ensure a healthy workplace.

This aggressive campaign involves employee education, plans review of renovations by the Capital Improvements Office, and a careful review of plans for the



PHOTOGRAPHS BY ROB THOMPSON/THE CONNECTOR  
Dust particles from construction and demolition work done near SCDOT headquarters can affect air quality in the building. Here, a new hotel is being built in the old SCDOT parking lot north of headquarters.

new facilities by the Capital Improvements Office and the State Building Engineer. The campaign continues with periodic monitoring by outside consultants who specialize in testing air quality.

A recent test by an Environ-

mental Consulting firm of several office locations in the Headquarters building indicated that the building is free of mold and other toxic conditions. However, it was noted that other conditions exist.

A demolition and construction project is taking place near the headquarters. Dust and particles are emanating from the demolition and construction sites.

Also, it was noted that some employees use fragrances that may cause other employees to have headaches and sinus conditions. Also, plants in some areas

may cause a reaction.

Additionally, new modular furniture has been installed in some office locations and, similar to a new automobile, this new furniture has an odor that dissipates with age.

Also many employees prefer to consume their breakfast and lunch in the office rather than use the employee canteen, and some foods create an odor obnoxious to their fellow workers.

Another factor is that some organizations demand private offices for their staff. The building's air and heating system was designed for a building with open space. Air needs to be able to circulate, with fresh air being constantly introduced. Each time you close off an area for an office without adjusting the mechanical system a sick office condition is possible.

The Office of Assets Management will continue to have an outside consultant monitor air quality on a periodic basis. Building Services will continue to change air filters on a periodic basis and, while construction is taking place, will accelerate the frequency.

Office Managers in field locations are encouraged to change filters periodically and to correct any conditions where water is finding its way into the building. The staff of the Capital Improvements Office in their facility assessments will make this a matter to be inspected of all buildings housing SCDOT employees.

Employees must take an active role in ensuring good air quality. They should discuss air quality issues with their supervisors or office managers so that conditions can be identified and corrected.



Chris Huepenbecker shows the difference between a dirty and clean air filter. The building maintenance staff is changing filters in the heating and air system to ensure clean, fresh air circulates in the building.

## Parking Update for Headquarters

Construction will soon begin on a new Parking Garage and Research Center located on the College Street property. The construction of the new facility will take approximately 24 months according to the USC Facilities Engineering Office.

Employees who currently use the College Street Lot will soon be notified of interim parking measures while construction is taking place. SCDOT and USC

Parking Staff are coordinating the use of a location near the Headquarters Building for parking. All affected employees will be notified of the new arrangements when they are finalized.

The new garage will have 350 spaces reserved for the exclusive use of SCDOT. This building along with the Headquarters Parking should accommodate the needs of all people using headquarters.

## STTAR Tips: Delivering exceptional customer service

By Anne Futch,  
Secretary, STTAR Alumni Chapter

One of the objectives of the STTAR Alumni Chapter is to promote the Agency's mission, values and goals to various entities.

The Executive Leadership has identified customer service as a "big rock" or critical success factor for the agency. Improving external and internal customer satisfaction by 10% are long-term outcomes that drive



Anne Futch

the SCDOT strategic plan.

With this in mind, the Special Projects committee of the STTAR Alumni Chapter agreed to write a series of articles about customer service.

All employees must take the Quality Customer Service course, which focuses on improving communication skills that enable employees to interact more effectively with others in a courteous and professional manner. The materials include a cover letter from Executive Director Elizabeth Mabry, in which she states that "treating our customers with courtesy reflects positively on you and enhances the image of SCDOT."

What exactly is exceptional customer service? According to the book, *Delivering Knock Your Socks Off Service* (AMACOM, 2003), it involves "creating a positive, memorable experience for every

customer. It means meeting expectations and satisfying needs – in such a way that you're seen as easy to do business with. It means looking for opportunities to wow and delight your customer in unique and unexpected ways." There are several fundamental principles of Knock Your Socks Off Service.

1. To the customer, you are the agency (or the support area).
2. Customers are everywhere – inside and out.
3. The customer is always ... the customer.
4. Customers evaluate service quality on five factors, known as **RATER**.
  - Reliability.** The ability to provide what was promised, dependably and accurately.
  - Assurance.** The knowledge and courtesy you show to customers, and your ability to convey trust, competence, and

confidence.

**Tangibles.** The physical appearance of facilities, equipment, and people.

**Empathy.** The degree of caring, individualized attention you show customers.

**Responsiveness.** The willingness to help customers promptly.

Dr. Leonard Berry, a researcher at Texas A&M University introduced the RATER system in 1988. It is now the most widely used framework for evaluating customer service. He is known for the following quote about customer service:

"Customer expectations of service organizations are loud and clear: look good, be responsive, be reassuring through courtesy and competence, be empathetic but, most of all, be reliable. Do what you said you would do. Keep the service promise."

In future articles, we will review these fundamental principles in more depth.



PHOTOGRAPHS BY ROB THOMPSON/THE CONNECTOR  
Mark Hooper, right, chairman of the South Carolina Assistive Technology Program, talks with John Knope, a Clemson University student, about a blind-friendly PDA at one of the exhibits at the SC Web Accessibility Conference on March 30.

## SCDOT takes lead role in Assistive Technology Program

The SC School for the Deaf and Blind asked SCDOT Director Elizabeth Mabry for a staff member to serve on the Assistive Technology Advisory Committee (ATAC).

Mark Hooper, manager of SCDOT Interactive Services, started attending the meetings and helped jump start the group. He now chairs the web accessibility work group, a subcommittee of ATAC.

The group is leading the state in providing accessibility to state government Internet-based resources.

According to Federal law (Section 508 of the Rehabilitation Act of 1973, amended 1998 by the Work Force Investment Act), web sites must be designed to be accessible, so that people with disabilities (such as blindness) have access to online information comparable to people who do not have disabilities.

Thanks to Hooper's work, SCDOT was the first state agency to be compliant with Section 508.

On Saturday, February 25th, Mark and other members of the workgroup, held a training class for people with disabilities at the NE campus of Midlands Technical College. People attended from around the state who are blind or had other disabilities. These people are going to be part of a program to test web pages for state agencies for compliance with the State of SC Web Site Accessibility Policy.

The web testers will use a screen reader to test the web pages and charge state agencies a nominal fee.

Hooper also organized a second web accessibility conference, on March 30 at the Columbia Metropolitan Convention Center.

People with disabilities were there to speak with the attendees.

This conference was a great example of how representatives of SCDOT are helping the community.



A few of the conference attendees stop by the SC School for the Deaf and Blind exhibit.