I first heard this story from a man named Francis Brooks. Some of you may have met him during his tenure as the Sergeant at Arms at the Statehouse, but I first met him as my high school science teacher at Montpelier High School. Mr. Brooks, as we always called him, was a man of many stories, sayings and phrases. When he left the Statehouse he talked about some of the adversity he had faced during his tenure there and during his life. He used the opportunity to tell the story of the carrot, the egg and the coffee bean to explain how adversity can affect different people in different ways.

He started by using the metaphor of boiling water to represent adversity and then he talked about what happens when you place a carrot, an egg and a coffee bean into the boiling water. Each of these objects faced the same adversity — the boiling water — but each reacted differently. The carrot went in fresh and strong, however after being subjected to the boiling water, it softened and became weak. The egg had been fragile, but after sitting through the boiling water, its inside became tougher and hardened. As for the coffee bean… well… the coffee bean changed the water.

“Which are you?” asked Mr. Brooks. “When you encounter adversity how do you respond? Are you a carrot, an egg, or a coffee bean?”

I challenge each of you to take a moment and consider this same question. Which are you? Are you like the carrot that seems strong but when you encounter adversity do you lose your strength to do what’s right? Are you like the egg that after adversity looks the same on the outside but on the inside is tough, hardened and changed. Are you like the coffee bean? The coffee bean actually changes the hot water, the very circumstance that brought the difficulty. When the water gets hot it releases the aroma and the flavor. If you are like the coffee bean, when things are at their worst, you get better and change the situation around you.

Mr. Brooks was a coffee bean. Are you?
Good morning Scott –

Just wanted to be sure and give a quick heads up to you on the wonderful response by your shops – TSMO and D-8, to a request I received a couple of days ago from Canada Border Services Administration (CBSA) regarding roadside directional signs at roads approaching the US-Canada border at Morses Line. CBSA has recently completed a new port facility and reopened to a full 24/7 operation as opposed to the reduced hours of service that had been posted for the last few years. Obviously, they need to have the panels on Vermont signs removed and sent a request to me. I contacted Dave Blackmore, who also looped in the TSMO, and between them, they expedited the work and informed me it was completed this morning! CBSA’s regional port administrator expressed thanks for our quick response and I wanted to second that directly with you.

In my work as VTrans liaison for issue involving cross-border traffic, I am always impressed by the positive and quick response I get from the District teams, as well as other VTrans staff – like TSMO, & ITS sections, when it comes to answering inquiries or request for assistance. In my meetings and dialogue with border security, provincial and federal partners on both sides, we are frequently recognized for Vermont’s very positive and engaged relationship in support of cross-border transportation.

Thanks again – and high-fives all around!

Karen

Karen E. Songhurst
Policy Analyst
Policy, Planning & Research Bureau
Vermont Agency of Transportation

Hello Sir,

I am writing this message to you, but it is really for all the people that represent this agency in this district. I passed by some of you today cleaning trash off of the side of our roadways. I drive behind some of your vehicles in the winter maintaining safe roads for us to travel on. You folks put a great deal of effort into keeping Vermont beautiful. Thank you! I appreciated all your hard work. I think you all do a fantastic job at keeping our roads maintained and proud to live in this community. Thank you again and again from the girl who travels these roads every day.

All the best,
Nicole Draper

Hi Nicole

Thank you for taking the time to send these compliments. They are much appreciated and I will be sure your message gets to the men and women that work so hard year round to maintain Vermont highways. Have a nice weekend!

Thanks,
Dave Blackmore

From: Habel, Amanda
Sent: Thursday, May 05, 2016 12:20 PM
To: Gadapee, Kevin <Kevin.Gadapee@vermont.gov>
Cc: Valentine, Ken <Ken.Valentine@vermont.gov>, Rogers, Scott <Scott.Rogers@vermont.gov>
Subject: Many thanks...

Good afternoon Kevin,

I just wanted to send a quick note expressing my appreciation for Lance Duquette and his crew. With very little notice they got here and fixed our ramps out back. They were a tripping hazard and now they are very smooth. The material that was there was not great to work with and your staff made the best of it and did a really nice job. Please forward a thank you from the Central Garage!

Amanda Habel
Fleet Operations Supervisor

Feeling pretty thankful today for all of these road crews outside working hard to keep our state litter free by picking up the “winter litter.” You don’t really know how much of a difference it makes until you live in a place where they don’t take as much care to keep trash out of the environment. The cleanliness of our state is a big reason I came back home. A big Thank You to VTrans for all of the hard work – it doesn’t go unnoticed!

Jacqueline “Jacqui” LeBlanc
Communications & Outreach Coordinator

Vermont Agency of Transportation
1 National Life Dr, Montpelier, VT 05633
802.224.6933 | jacqueline.leblanc@vermont.gov
facebook.com/VTransontheroad
“Kudos!” from your fans … Continued

Good morning - I hope one (or all) of you is/are the appropriate person for me to thank. (and I apologize in advance from using my work e-mail... it's just so easy to say, "I'll do it later!" - but then never send a note.

During the past couple months, I've noticed almost all of the cement interstate supports around the water treatment plant are tagged/painted with graffiti. More than a few times, I wanted to stop, take a picture, and research whether to "artwork" was an example of misplaced free expression... or gang-related tags. I moved to Vermont from an area where (as a teacher), we were encourages to recognize even the most subtle doodles as some group/gang activity.

So, when I moved here in 2008, two things I was so proud of were:
- only one of the interstate supports had graffiti, and
- I saw no plastic "Walmart" bags blowing around or stuck in trees/fences.

Lately... I've seen both, which is super disappointing. But, this morning driving to work I saw the fresh paint and wanted to make extra effort to say "thank you" to those involved and cleaning the graffiti up. It is noticed and appreciated.

Thanks again -
Sandra
Sandra L. Wetzel

Sandra,

Thank you for taking the time to send along your message. We receive a lot of feedback from our customers and it is always nice to have someone share a positive experience. Graffiti and litter are just two of the many issues that our maintenance staff are challenged with on a daily basis. While these women and men work very hard to address these issues, unfortunately some people feel the need to continually create more of that work. We at VTrans take pride in the condition of our highway network and are hopeful that it is reflected in the experience that Vermonter's and visitors to our state experience when travelling on our roads.

Thanks again, I will be sure that this message is passed along to the appropriate individuals.

Kevin
Kevin S. Marshia, P.E.
Chief Engineer
Highway Division
VT Agency of Transportation

Scott, I have an issue with some of your staff out of the Fort and the Chimney Corners shop.

Have you ever heard the saying that you can tell a Vermonter what to do a hundred times and he will tell you where to go but you can ask a Vermonter once and he will do it with pleasure?

Well I don't know how you instilled the culture and work ethic in the folks up here but it's impressive. As you know, we have a few sites up here that we're working through and for me to ask the folks up here for assistance was more like me doing them a favor as compared to the opposite.

On the theme above, and I don't want to put words in your mouth, but I can see that for the folks up here it's natural, rewarding, and they have a sense of ownership that live up to their own expectations of which I applaud. I can sense and see that they have pride in whatever operations may present themselves.

Scott, never did a phone call or email from myself go unanswered or returned within five minutes. Impromptu request for trucks or material was immediate. On site assistance was scheduled and flawless. I could go on.

Not to say that heads didn't bump a bit out here, as expected always, but even that was painless and required only a band aid for cure. We're not done yet but I wanted to get this note off to you before I left it for too long and regretted not sending something off.

If you have a chance, could you shake the hands of a few folks for me? I know I'm missing many but Dave and Mark can fill in the missing pieces.

Dave Blackmore, Mark Meunier, Deb Robinson, Steve Guyette (tell him I'm sorry again... He'll get it) Ernie Patnoe, Rejean Lafleche, Dick Hosking.

Again, I know that I'm missing folks but if you could, in your travels, get the message above across I would appreciate it. Be safe. Mark.

Sent from my iPhone
Mark Woolaver
VAOT Construction Paving Engineer
802-522-6951
District Installs New Pedestrian Bridge in North Bennington
Staff from District 1 in Bennington recently replaced a pedestrian bridge to help increase pedestrian safety. The old pedestrian bridge, adjacent to a vehicular bridge (BR 3) on VT 67A, had a wooden deck and rusted handrails and was in need of near constant repair. The final straw was when a car hit the guardrail, went airborne and crashed into the bridge’s handrails. The bridge became a safety concern and has been closed for the past year. During the closure pedestrians had to cross Paran Creek alongside vehicles over a bridge with narrow shoulders. District 1 technical staff worked closely with garage staff in Bennington to design and construct the new bridge. The girders were left in place and a new “Sure-Step” deck system was installed. “Sure-Step” is a proprietary decking material typically used for boat docks and walkways. It’s UV, slip and corrosion resistant which is what made this product so attractive to us. Representatives from the company were also excited to work with us as this is their first installation in Vermont. A new cable hand-rail system finishes the project and should provide pedestrians with a way to cross Paran Creek in a safe and maintenance-free manner. All staff out of the Bennington garage participated, but a special thanks goes out to Ricky Hayes, Jeff Murray, Clark Brenenstuhl, Walt Burdick, Greg Krizan and Mike Yannotti for their design, fabrication and installation work. Job well done!
Large sink hole in middle of road on VT 25B located at intersection of 25B & Goshen Rd. 2 ft hole in surface pavement, with ~ 8 ft deep x 12’ wide hole below. Filled with grindings. Site of culvert with rotted bottom, piping material
2016 Spring Surplus Property Auction held at Central Garage, Berlin - May 7th
Rewards & Recognition

2015 Employee Recognition Awards

Maintenance Manager of the Year - 2015
Ernie Patnoe - District 8

Pic above: L-R- Kevin Marshia, Highway Division Director, Scott Rogers, Director of Operations, Ernie Patnoe, District 8 Manager & Chris Cole, Secretary of Transportation

Maintenance Employee of the Year - 2015
Craig Ellis - Central Garage - SW

Pic above: L-R- Chris Cole, Secretary of Transportation, Scott Rogers, Director of Operations, Craig Ellis, Central Garage SW & Kevin Marshia, Highway Division Director

Maintenance Team of the Year - 2015
East Dorset Garage - District 1
Anson Mason, Carl Hoffman, Brian Hawley, Dave Sargent, Rick Knight, John Stewart, Paul Mychack

Pic above: Group photo of award winners.
Along with Ronald Colgrove 35 years of great service (pic above) District 2 also recognized Jill Wood – 15 yrs., Dave Jarvis – 15 yrs., Glenn Wilkinson – 20 yrs. and John Alexander – 25 yrs. Certificates were handed out at their Spring Training Day in Dummerston.
L-R - Tammy Ellis, DTA Districts 2 & 4, Ronald Colgrove, Joe Ruzzo, General Manager, District 2
Maintenance and Operations Bureau,

I’m very pleased to announce that the Maintenance and Operations Bureau’s Employee of the Month for May is Darin Bacon, the Senior Maintenance Worker from the Windsor garage in the Southeast Region, District 4.

Darin’s nomination from a coworker said in part: “Darin has worked at the Windsor garage for over 28 years. This garage is his pride and joy; he works hard to keep the building and the grounds neat and clean. When there are upgrades or building maintenance that needs to be done Darin is up to the task. Darin is a jack of all trades and has the ability to make changes and problem solve on the fly. Darin welcomed the asphalt reclaimer plant to our garage and lead the charge to set it up and get it running and this last year we produced a way better product that the rest of the region took advantage of.

Darin is old school - he takes the crew out rain or shine to accomplish what was planned. The guys know to take their rain gear, warm clothes, the proper PPE and their lunches, because they won’t be back until the task is done. During the winter months Darin keeps an eye on the weather and road conditions and calls in the appropriate staff when needed. Darin has plowed most of the Routes at the Windsor garage so he knows what the roads need for proper winter maintenance. I feel that Darin has worked hard to get himself into the this position. I don’t have many ways I can tell him that we all appreciate how much he does for the garage and for the District.”

Please join me in congratulating Darin. His daily attitude, work ethic, and efforts to make our workplace better have clearly been noticed by his coworkers.

Scott

PS – Please remember that if you nominated somebody previously and they were not selected, you CAN nominate them again.

Operations Employees of the Month

Maintenance and Operations Bureau, I’m very pleased to announce that the Maintenance and Operations Bureau’s Employee of the Month for June is Randy Snelling, a Technician from the Colchester Fort Ethan Allen facility in the Northwest Region, District 5.

Randy’s nomination from a coworker said in part: “Randy Snelling is a team player, he helps with tasks well beyond his normal job and will be supportive no matter what the task is. He has helped not only our District but State adapt the AVL program. He wanted to have something to contribute to bettering our overall process for measuring salt and helping in claims. He took on this project and has continued to help work through this new system in training our Supervisors and other techs throughout the State. His job requires him to be out in the public and he handles this with grace. Explaining permits and right of ways and State laws is not always easy. The public can be rough with their words but Randy takes all this in and respectively explains what they will need to do to comply with these laws. When someone in our office is out, Randy makes it a point to step in and ask if there is anything he can help with. He encourages communication with other departments and has a wealth of contacts. He enjoys his job and it shows. He is here early and leaves late, he just wants to makes sure everything is done. He is great asset to our District and we appreciate all that he contributes to the workplace.”

Please join me in congratulating Randy. His daily attitude, work ethic, and efforts to make our workplace better have clearly been noticed by his coworkers.

Scott
Personnel Updates

New Hires, Promotions & Transfers

D1 - Perry Brown, TJMW, E. Dorset, Patricia Jacobs, TJMW, Wilmington

D9 - Jason Sevigny, Tech IV, Derby

Logistics Traffic Shop - Jeremy Hook, AOT Traffic Shop Supervisor, Berlin

Retirements

D5 - Norma Blades - 10 Years

Traffic Research - Ron Gustafson - 15 Years

Years of Service

D1 - Clark Brenenstuhl - 15 Years, Robert Faley - 15 Years

D2 - John Alexander - 25 Years, Ronald Colgrove - 35 Years, Shawn Draper - 15 Years, Dave Jarvis - 15 Years, Scott Lane - 5 Years, Glenn Wilkinson - 20 Years, Jill Wood - 15 Years

D3 - Michael Bride - 10 Years, Morgan Dillon - 10 Years, Bruce Nichols - 20 Years

D4 - Francis Benson - 15 Years, Peter Lynds - 5 Years, Michelle Redmond - 5 Years, Alan Rousseau - 30 Years, Robert Roux - 10 Years

D5 - Charles Booska - 25 Years, Donald Morgan - 5 Years

D7 - Lance Duquette - 10 Years, Leslie Jackson Jr. - 15 Years, Charles Lakin - 5 Years, Scott Magoon - 10 Years, Gary McGinnis - 10 Years

D8 - Michael Christina - 10 Years

Bridge - Robert Hamilton - 5 Years

Central Garage - Justin Irish - 5 Years, Seth Perry - 15 Years, William Mitchell - 10 Years

Health & Safety - Camille Erwin - 10 Years

HQ - Jason Cloutier - 15 Years, Robert Gentle - 15 Years, Randy Lamson - 35 Years, Brad McAvoy - 25 Years, Jason Salvatori - 10 Years, Sven Scribner - 15 Years

Together
Working ^ to get you there!

Operations Connection is on the web: http://vtransoperations.vermont.gov/publications_and_maps
January 1st; April 1st; July 1st, and October 1st

Questions/Comments/Suggestions
Karen Brouillette, Admin. SVC. Coord.
Karen.brouillette@vermont.gov
Please remind all of your folks that when they are driving vehicles with “State” license plates, they should drive as if they were taking their operator’s license road test. By that, I mean that they should be extra cautious to drive in such a manner as to not draw any fire (i.e., criticism).

Having been the subject of a complaint myself (years ago) and watching complaints come in regarding others, I will elaborate on some of the things that I pay particular attention to while driving a vehicle sporting a “State” plate.

I try to be really conscious of making a complete stop at all STOP signs (no rolling stops). I err on the side of “slow” and keep my speed very close to the posted limit. If I have the right of way but am “challenged” on that by another driver who does not have the right of way, I back off and let them go. I try not to push the limit when the traffic signal turns yellow in front of me. I make sure I always use my turn signal as the operator’s manual tells us to do (many motorists drive as if they have never heard of a turn signal). I leave plenty of space between myself and the vehicle ahead of me. I will place my cell phone in a location (usually in a bag or backpack behind my seat) so as to avoid all temptation to answer that thing as I am driving. I also do that in case I am in a crash which could result in the cell phone ending up tossed around. The last thing I want is for a law enforcement officer to find my cell phone on the driver’s side floor and assume that I must have been texting or talking on that thing.

I basically drive extra defensively when I drive “State” vehicles and just assume that I am surrounded by motorists who are just waiting for me to make a mistake. I figure that if I drive that way, I can head off most complaints. That doesn’t mean I will be 100% successful, as I know that there are motorists out there who will make bogus, or exaggerated complaints against us. But I figure that if I drive like I am taking my operator’s license road test, my odds of avoiding a complaint will be much greater. As an added benefit to driving this way, I am most likely upping my chances of avoiding a crash that could result in injury or death.

Sorry for going on so long. I started typing and just couldn’t stop. Feel free to share this with your staff. It is not meant to be a lecture, but just a reminder as we all can become complacent while operating vehicles. I am not a perfect driver (there is no such thing). I have to constantly remind myself to do (or not do) most of the things I just described above.

By: Alec Portalupi
VAOT Highway Division
Maintenance & Operations Bureau
NEW LEARNING MANAGEMENT SYSTEM

VTTC is excited to announce the launch of the new Learning Management System (LMS) for all VTrans employees.

The VTTC team has been working hard to select and configure the new Learning Management System (LMS). VTrans is leading the way for other State Agencies who will be leveraging the LMS.

What does it mean for you? As an employee, enables you to be proactive in developing your individual learning path to further your career. As a supervisor, grants you quick access to training records for all your staff making it easy to track their progress and learning goals. This will be a very helpful tool when it comes time to write performance evaluations!

Got certifications and need to be recertified on an annual or bi-annual basis? LMS will remind you, giving you plenty of time to register for training before any certifications expire!

Looking to advance? With quick and easy access to your complete training records, you can see what additional training or certifications you might need to reach your goal.

All of your training records will be in one place, with easy to use navigation. Online classes will be available through the LMS, with more being added soon.

Easily search our catalog of available classes, click to register and receive reminders for classes to include pre-work to be completed prior to the training. Training records will follow you if you move to a new position within State Government.

VTrans has a long standing commitment of supporting and encouraging learning opportunities for our employees and we are excited to add this new resource to further assist in the development and growth in your career.

Information on how to log in and take advantage of all the features the LMS has to offer are hitting your email inbox soon, if they haven’t already!

Questions? Give the VTTC a call, they will be happy to help: 802.828.3768
Safety & Health

We are entering our heavy training season. The much appreciated Excavation class is coming up in July and August. This is for Competent Persons, as usual. A few hiccups are expected, but some are intentionally added for more realistic training.

The new Learning Management System is close to “going live” and I can’t wait. A group of us users went through a testing and training session and it’s such an easy system to use. Of course, this is purely from a user’s perspective. Some at VTTC and around the Agency have spent many weeks getting it to this point, looking frazzled and worn out in the process. You and I will benefit from their arduous labors.

The Lockout / Tagout (aka Control of Hazardous Energy) training, Part 1 was completed and Part 2 is starting now. This Part 2 training is also sponsored by Vermont Local Roads and will be conducted at the same locations around the state where Part 1 was held. Dennis Reid of Central Garage was at the first Part 2 class and attendees had a great time picking his brain and learning safer maintenance techniques for heavy equipment. Some erroneously thought this training was set up for Municipalities only. Not true at all! This is fundamental Lockout / Tagout information for all of us. Many folks think being able to use the software Lockout Pro means they have a satisfactory program – sorry, but not so fast. Not understanding the fundamentals of who is an Authorized vs Affected Employee, who should be assigned individual locks, and the Abandoned Lock procedure and documentation means you need to start asking more questions and lining up those ducks. All Lockout / Tagout Specialists should have the LOTO Safety Bulletin from the recent training and need to be using that along with Lockout Pro to meet the needs of their facility.

Aviation’s Mark Meszaros requested some policy clarification and training for runway light replacement. The Safety Instructor, Rob Gentle, is providing Lockout / Tagout and hazard assessment training at Rutland and Knapp Airports. We supplied Mark with our JSA and suggestions to customize it to better suit their needs and specific environment.

As planned, we opened up the Statewide Safety Task Force (STF) with the April meeting. Nate Robinson, the Construction Safety Technician, TSMO’s Nancy Avery, and George Whitlock from Materials and Research Lab have been attending this monthly meeting. We’ve had 2 meetings with this new group and our discussions and interactions are lively and truly informative. Nancy is putting together a Hi-Vis Apparel handout with Nate and me chiming in on a few points. She’ll show it off at this next STF meeting. The final copy will be posted at each facility and wherever needed.

The retraining modules are actually being used (Good job, DS TAMS!). These will be (if they aren’t already) loaded into our new Learning Management System and ready for everyone to use as needed. They offer a quick review of a hazard category (remember FESC + H?) with a quiz to reinforce the material when an employee has sustained an injury or a near miss in any of these categories. This 15 minute exercise can reinforce FESC + H – our hazards assessment keystone.

Roller training was conducted again this year. It went well, again uncovering equipment issues and inspection gaps with this often shared equipment. However, the issues were minor and less in number so we’re seeing improvements.

The schedule for the Hearing and Respirator annually required testing is being finalized with Examinetics and will be sent out to all affected parties. We’re working on some ways to streamline this process – wish us luck!

My temporary Technical side responsibilities are coming to a close. The posting for this new VTTC Branch Manager position has been posted and a viable candidate will hopefully be found very soon.

Now on to bragging rights, the Mugged by the MOB program continues to grow and recognize those that make safety-oriented contributions. I seem to be ordering the personalized mugs more often lately. The list, in all its glory, is attached. See the latest submission email with photo below:
Hey safety team,

Over the last couple of years we have had a dramatic increase of damage done to guardrail from either being struck by plow wings or the traveling public. The issue we have been trying to address is to repair the rail post because they are no longer made. We have tried everything to bend the tabs back down using wrenches, bars, tubes, heat, hammers and even truck cranes. Often times we would find ourselves stopping the project because either the tools were used beyond their capabilities or there was a serious threat to cause injury.

We recently hired a master fabricator as a temp and I saw an opportunity to use his skills. We designed a tool that would bend the tabs down without causing a serious safety issue. Todd Fenoff used different material to construct the tool. I added some different ideas to the finished product and together, we made a sufficient tool.

Pictured below is our team using the tool to bend the tabs of the guardrail. I would like to thank Todd and the rest of the team for their help in making this all happen. By making this tool, we have significantly reduced the chance of injury due to failing/falling hand tools or equipment.

I would like to nominate Todd Fenoff for the mug program and wondered if you could send along a thank you card to him.

Thank You,

Michael Labounty, BMW IV, NE Region Bridge Maint. Supervisor

This earned both Todd and Mike a mugging each. Since it was Mike’s 3rd mugging, he earned his personalized mug! Soon I will need to create a second level prize for those earning their sixth card. I have a few ideas that the Safety Team has batted around and discussed. Anyone else have suggestions? If you do, let us know.

The two D7 Chainsaw Trainers received Merit Awards of cash and the accompanying shirts for conducting classes through the winter. With the decrease in snowfall, Shawn Ainsworth and Eric P Foster were able to provide this essential training to some of the new employees and help others get up to speed to be trainers themselves. They endured some cold sessions along with their students, but the training was successful. They conducted 8 classes from Jan 28 through May 5, training a total of 40 employees on safe and proper handling of chainsaws, including preparing 4 new trainers to be full-fledged trainers themselves.

Take care, stay cool, and review the new equipment owner’s manuals,

Camille and the Safety Team
## Safety & Health

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