



## Hoosier Heartland Industrial Corridor – Last Segment Breaks Ground on October 22

MAJOR MOVES

Governor Daniels was joined by state and local officials as well as members of the Hoosier Heartland Corridor Association on October 22 at the Faith Community Center in Lafayette to break ground on the last segment of the Hoosier Heartland Industrial Corridor (HHIC). This last segment, 31 miles in length, will link Lafayette to Logansport and will follow the path of the existing State Road 25, making a four-lane, limited access highway. Adding to the ground breaking festivities were the world's largest bass drum from Purdue University and the Logansport Children's Choir who sang the state song, "On the Banks of the Wabash."

When the entire HHIC is completed, the highway will link Lafayette to Fort Wayne and provide motorists with safer and more convenient travel. This 99 mile roadway is projected to be completed in 2013. The HHIC will eventually link with US 24 (known as the Fort-to-Port corridor). Once the State of Ohio completes their section of US 24, it will give central Indiana direct access to deep water ports in Toledo, setting the stage for Indiana to become a global leader in distribution and logistics.

For more information on this project, please visit [www.in.gov/indot/div/projects/sr25study](http://www.in.gov/indot/div/projects/sr25study).



Governor Daniels poses with the Logansport Children's Choir.



INDOT staff joins Governor Daniels in the celebration.



Hundreds of people showed support at the HHIC groundbreaking.



Governor Daniels and supporters throw HHIC groundbreaking dirt.



MAJOR MOVES

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Mitchell E. Daniels, Jr., Governor  
Karl B. Browning, Commissioner



## High Performance — Part 2

Last month I introduced to you the implications of INDOT's six highest level performance objectives. We have now completed the first quarter of fiscal year 2009, which began July 1. Below are the current ratings and you can also compare them to prior periods.

INDOT Performance Measurements - External View				
Specific Metric	Targets	Fiscal 08	FY09-Q1	
State Construction Plan Contracts Awarded on Original Qtr. Schedule	≥90% Green, <80% Red	56.1%	94.0%	
State Construction Plan Dollars Awarded on Original Qtr. Schedule	≥90% Green, <80% Red	58.1%	85.0%	
INDOT Roads with an Acceptable Pavement Quality Index Rating	≥95% Green, <90% Red	91.8%	Annual	
% of INDOT Bridges with an Acceptable Deficiency Evaluation	≥96% Green, <90% Red	95.0%	Annual	
% INDOT budget spent on Highway Construction and Maintenance	≥81% Green, <78% Red	78.0%	79.0%	
Direct cost per Mile of INDOT Roads with Construction Work This Year	Listed Below	FY 2007		
A- Major New	\$902,500	\$902,500	Annual	
B- Major Pavement	\$283,200	\$283,200	Annual	
C- District Pavement	\$93,600	\$93,600	Annual	

## INDOT Goals

- 1 Deliver the Construction Program
  - a) Required Projects
  - b) Dollar Value
- 2 Meet or exceed your specified improvement goal on performance metrics
- 3 Systematically reduce the cost of construction
- 4 Improve ability of Hoosier businesses to compete for INDOT business
- 5 Meet or beat your administrative budget
- 6 Staff development goals

You can see that our performance is not at the levels we would like it to be. One reason for that is that these are exceptionally high standards – tough to achieve. Another reason is that we are just beginning to implement the processes, decisions and procedures that make it possible to improve. Since many of us are conditioned that we do not want to be “below good,” one can easily look at our performance charts and say, “Good grief, we are really poor performers!” Well, against these standards – we are.

I am a strong believer that a successful 21st Century organization sets very high standards that are based on how a customer views us. That is very different than establishing standards that are “the best we can achieve for the \_\_\_\_\_ (money, people, environment...you fill in the blank) that we have.” 21st Century thinking has us set those standards high and then work smart to identify the creative things we can do together that will improve our performance.

We do have high performance standard goals! And, we are not yet meeting them. But the test of each of us is “ARE WE IMPROVING?” As long as we can demonstrate continued and continuous improvement, we are growing as an organization and we are growing as individuals. Most of the people that I am privileged to work with each day know that they are not threatened by performance showing “in the red.” They also know that if we continuously show improvement, the colors will change because we have reengineered the processes so that the change becomes self-sustaining. Then we know that our good work will not come undone.

I encourage you to pay a lot of attention to these measurements. Especially pay attention to the “are we improving?” question. These questions have a very strong implication to each of us. Our own individual performance is to be determined by our performance as a team. As long as we are improving and “moving the needle” in the right direction, I am comfortable with progress and hope that you will be, too. While it is too soon to see a trend, I know that there are many people in INDOT who are working hard every day to ensure that we improve.

Keep safe,

Karl





INDOT – Piloting Motorists To The New Airport Terminal In Indianapolis



Authorities at the new Indianapolis International Airport are hoping that travelers won't have a stressful experience when the new terminal opens this month. INDOT also wants travelers to have a stress-free experience...navigating their way to the new terminal.

The Greenfield District, along with the INDOT Indianapolis Traffic Management Center, have worked with the airport staff to educate the public about how to get to the new terminal – to Exit 68 off of Interstate 70. Exit 68 is a ramp system that serves both Ronald Reagan/Ameriplex Parkway and the new Indianapolis International Airport exit. The \$2.9 million contract replaced existing signs with new ones that direct tourists and motorists to the new midfield terminal. Over 100 panel signs larger than an SUV have been replaced on overhead and ground-mounted structures along 14 miles of I-70 and I-465 on the southwest side. The Airport Expressway has also been renamed since it will no longer connect with the airport. The road has been signed as the Sam Jones Expressway, in memory of a prominent African American leader and founder of the Indianapolis Urban League. The addition of new lighting and pavement markings will highlight the new interchange. In recent years, sections of Six Points Road have been renamed Ronald Reagan Parkway and Ameriplex Parkway, and interstate signage is reflecting those new names as well.

"The new terminal opening is a milestone event for Indianapolis," states Michael B. Cline, Deputy Commissioner of Operations for INDOT. "We wanted the airport authority to have the full support of INDOT's technology, resources and staff for a smooth transition for all travelers making their way to this new state of the art facility."

The new airport terminal officially opens on Veteran's Day, Tuesday, November 12. At the opening ceremony, the terminal will be re-named after Hoosier and World War I pilot Col. H. Weir Cook.

Changes Ahead For INDOT's Helpdesk – starting November 17



Business Information Technology Systems (BITS) and the Indiana Office of Technology (IOT) have teamed up to improve customer service with you in mind, providing your first and only stop for all IT/Communications Technology Support. Starting November 17, all INDOT requests will be supported by this system. You no longer have to decide between BITS or IOT helpdesk! Here's how:

- Click on Helpdesk Assistant Button located on the desktop (Computer and personal information automatically populate in the fields)
- Enter your problem
- Click Generate Ticket
- Review your message and SEND!

It's just that simple. This method will reduce response time and will have you back working as soon as possible. As always, if you are unable to log in or if you are an external user, help is available by telephone: 234-HELP (4357) or 1-800-382-1095.

Context Sensitive Solutions... For Better INDOT Projects

They've just finished up a construction project near your neighborhood, and looking at the road and bridges, you have some questions. Why are there noisewalls, and who picked that color? Why is the shoulder wider in this section than in that one? Why is this bridge "fancy," with special railings and lighting, and others aren't? Why does this project have unique landscaping, and different plants? These important design decisions relate to how well a project "fits" the area in which it is done. All are part of the planning and construction process, and underlying that process is a relatively new but straightforward concept: Context Sensitive Solutions, or CSS.



INDOT employees discuss CSS in breakout discussion groups.

CSS is about listening to the citizens who will be impacted by what we build, and working with them to deliver the project that best meets their collective needs. CSS seeks to involve all stakeholders, and encourages them to really think about their projects - from initial planning through 30 years of maintenance. Of course, stakeholder needs must be balanced by INDOT's real-life considerations of budget, safety and mobility. Above all, CSS is about the ongoing conversation between INDOT and our customers so we build the right project, for the right reasons. In fact, we should not think of CSS as a program or as an addition or as something we must do. The whole concept of CSS – listening, finding the best alternatives for the available funding, and considering the needs of a community must be a part of how we operate in everything we do. It must become part of the "fabric" of INDOT – woven into the job of each and every person in the agency.

Jeanette Wilson, INDOT's project manager for CSS implementation, says this new way of thinking isn't about spending extra money to design the flashiest bridge, prettiest median or widest parkway. CSS is about projects that compliment the area in which they are built, and take into account current and future needs. Sometimes CSS actually reduces a project's cost. "Because people have to live or work near an INDOT project, we feel it's important that they have input in the process," says Wilson. "If the project location is in a commercial park, we want the aesthetics to compliment that of the area. Additionally, the collaboration between neighborhoods and local municipalities ensure that we are meeting local needs and planning for potential growth."

INDOT has contracted with Schneider Corp. to help implement the CSS initiative. Because so much of CSS is about communicating with stakeholders, Schneider has developed a series training programs to help project staff learn how to communicate better. Project managers, customer service managers and others from both central office and the districts have attended sessions in Effective Communication, Advanced Communication and Customer Service. Additional training will be launched for designers to help them recognize opportunities for including CSS principles during a project's design phase.

These training sessions will be rolled out to all INDOT employees in the near future, because INDOT's success in developing and building the right projects depends on our ability to communicate effectively with stakeholders, co-workers and consultants and you are the threads of the customer-oriented fabric of INDOT.

Ice and Snow... Take it Slow



Winter Weather Preparedness Week – November 16-22

Ice and Snow ... Take it Slow. That's the safety message drivers across the country will be hearing over and over this winter. A coalition of state transportation departments, including INDOT, have worked together to get this winter driving safety message out to motorists. This winter, Snow Belt states from Colorado to New York – and many in between – will be letting drivers know the importance of safe winter driving.

INDOT is doing its part to remind motorists of this important message, including posting a web page devoted to safe winter driving. You can do your part by encouraging family and friends to follow these important safety tips this winter:

- Give snow plows room to work
- Slow down
- Increase your following distance
- Break early and slowly
- Turn off cruise control
- Look ahead
- Allow extra time

INDOT Snow Equipment Ready to Work



An INDOT equipment inspector looks over the plow fleet in Greenfield's Albany Subdistrict.

Just like your annual trip to the doctor's office, INDOT's snow equipment has undergone its yearly physical and been pronounced "ready to work." During the annual snow and ice inspections, INDOT equipment experts have full bumper-to-bumper access to the large plow trucks and snow equipment. They check for mechanical defects such as steering, engine and brake problems. Any problems identified during the inspection are repaired by INDOT mechanics.

By using preventative measures such as snow and ice inspections, INDOT is able to prepare

for winter long before it arrives in the Hoosier State. The inspections result in improved winter safety for both INDOT drivers and Indiana motorists.

Though most of us don't like the thought of facing that first snowfall ... rest assured that when it happens, INDOT's snow fighting fleet will be ready!

New Technology of SafeLane Will Keep Motorists Safer This Winter Season

INDOT employees in the LaPorte District apply SafeLane material in preparation of the winter season.



It won't be long before dropping temperatures and winter weather hits Indiana. INDOT crews have already been preparing for the upcoming winter season. One way INDOT is preparing for winter weather is with SafeLane. What is SafeLane?

SafeLane is a material that is applied to the surface of a roadway – also known as an overlay. This overlay is an epoxy that uses aggregate which stores anti-icing chemicals. These chemicals are then activated when weather conditions develop for frost or ice.

In 2005, SafeLane was installed on one side of the Ironwood Bridge in South Bend in the LaPorte District as the first commercial application in Indiana. The eastbound lane of this bridge was chosen for various reasons:

- It is in the heart of the snow belt – with typically 50 days a season that the area will be treated with anti-icing chemicals
- It's on both a horizontal curve and vertical curve
- It's a high-speed roadway with heavy traffic
- There's a sound barrier wall whose shade prevents the road from properly drying out
- This is a location that has experienced several accidents during the winter season

Since the installation, there have been no weather-related accidents on this test section. Also, in comparison to the westbound side of the Ironwood Bridge, SafeLane treated pavement has stayed slushy when the westbound side was icy as noted by the logs kept by the Plymouth Sub-District.

Because of the proven results from this test section, combined with improvements in technology (materials, method of installation and post-installation maintenance) SafeLane has been utilized in other parts of the Indiana.