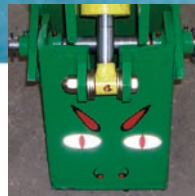


Connecticut Technology Transfer

Fall 2008



In this Issue

- 2008 Connecticut
Construction Career Day 2
- Technology Transfer Expo 2008 3
- 2008 Connecticut Creative
Solutions Award Winners 3
- Add Communication Plan
to Pre-Winter Checklist 4
- The Technology Transfer Center
Celebrates 25 Years of Service
to Local Agencies 6
- Fall 2008 APWA Chapter Update 6
- What's Your Safety IQ? 7
- The First Annual Dr. Jack Stephens
Safety Challenge is held at the
2008 Technology Transfer Expo 7
- Special Thanks to the 2008 Technology
Transfer Expo Exhibitors 8

T2 Center Staff and New England APWA Chapter Members join the APWA Team to help with the St. Bernard Project

By: Donna Shea

I have learned over the years that you never know when an opportunity to do good work will come your way. Well, we were so fortunate to have the opportunity to work with Team APWA during our trip to the APWA Congress in New Orleans, LA in August of 2008.

250 APWA volunteers contributed 1,800 hours of community service prior to the conference, working with the St. Bernard Parish Project. The team helped to rebuild the homes of 20 local families who had been devastated by Hurricane Katrina and still, after three years, were not able to return to their homes. Because of rebuilding projects such as installing insulation and sheet rock, interior and exterior painting, electrical, plumbing, carpentry and yard work, displaced New Orleans residents are that much closer to moving back into their homes and re-establishing their lives in the community.

We have heard so much about the devastation but I can't really describe how powerful it was to drive into St. Bernard Parish (the Lower Ninth Ward) and realize that only 35% of the residents are actually back in their homes. The people of Louisiana still need so much help.

see *St. Bernard Project* on page 2





Devastated residential area, Lower 9th Ward, with barge that landed in neighborhood after coming through breach in Industrial Canal visible in background.

Thanks to Jim Coppola, my teammate and APWA New England Chapter member, I actually learned the art of installing dry wall, although I would prefer not to do it again in 95 degrees as it was in August in New Orleans.

Here is the link to the information about the St. Bernard Project, if you are ever visiting Louisiana and have a little time to volunteer, I promise you will find it to be one of the most rewarding experiences of your life. It was a pleasure to work with members of the Public Works

community from all over the US and Canada on our teams.

www.stbernardproject.org/

Our team was assigned to help the Dolese family and I hope they are now settled back into their new home and able to move forward to find happiness in their lives.

We look forward to seeing what community service project APWA develops for next years congress.

2008 Connecticut Construction Career Day

This year marked the 7th Annual Connecticut Construction Career Day event held in Wallingford, CT on October 7 and 8.

1,200 students, chaperones and volunteers participated over the two days of the program.

The Connecticut Construction Career Day program is a valuable tool in helping high school students discover the diverse careers and opportunities in the construction industry. An annual event since 2002, response to this program has been overwhelming and over 20 states

are now running similar events for students.

This event plays an important part in replenishing the workforce of tomorrow and creating a bright future for our youth.

For more information on Connecticut Construction Career Day, please visit the website at:

www.ctconstructioncareerday.com/



Connecticut Technology Transfer

This publication is published by the Connecticut Transportation Institute Technology Transfer Center

Phone: 860-486-5400

Fax: 860-486-2399

Web: www.t2center.uconn.edu

Supported through a cooperative effort of the Connecticut Department of Transportation and the Federal Highway Administration's Local Technical Assistance Program (LTAP) to provide information on the latest transportation technology to Connecticut's state and local government officials.

Donna Shea
PROGRAM DIRECTOR
shea@enr.uconn.edu

Mary McCarthy
TRAINING SPECIALIST
mary@enr.uconn.edu

Shelly Desjardin
PROGRAM ASSISTANT
shelly@enr.uconn.edu

Vivian Castelli
PROGRAM AIDE
vivianc@enr.uconn.edu

 **CTI**
Connecticut
Transportation
Institute
Technology Transfer Center



2008 Connecticut Creative Solutions Award Winners

The Connecticut Creative Solutions Award Program was developed by the Technology Transfer Center to recognize the initiative and innovative thinking of public agency transportation staff in the development of tools, equipment modifications, and processes that increase safety, reduce cost, improve efficiency, and improve the quality of transportation. We are very pleased to announce the 2008 winners. Each of these creative solutions will be added to our on-line guide, you can see these and all of our previous winners by visiting the T2 center web site at:

www.t2center.uconn.edu/pdfs/CTCreativeSolutions_Award_Guide_08.pdf

Technology Transfer Expo 2008

The Technology Transfer Center and the Connecticut Highway Street Supervisors Association (CHSSA) teamed up to host the Technology Transfer Expo 2008 on September 24th at the University of Connecticut in Storrs. Over 500 municipal and state employees attended to visit 58 exhibitors on an absolutely beautiful Fall day. The Technology Transfer Expo is

designed to present new products, applications and equipment to local and state agencies that help meet their transportation needs. This year included a very busy demonstration schedule and a special presentation on the new MUTCD Retroreflectivity Requirements. This year's demonstrations included:

- Amsoil** – Synthetic Lubricants
- Town of South Windsor** – Sander Calibration Demonstration – Presented by: Mike Spielman – Town of South Windsor
- Cargill** – Benefits of Treated Salt
- Hale Hill Biofuels** – Use of biodiesel: Myths and Facts
- Lubrication Technologies** – Contamination Control: What You Can't See Will Hurt You – Get the Basics You Need

- Ditch Witch of New England** – Ditch Witch Compact Trenching Equipment Demonstration
- Sanitary Equipment** – Rear Load Refuse Truck Demonstration
- Sealcoating** – New Crack Sealing Products
- Hydrograss Corp.** – Finn MTS Live Floor Trailer Demonstration
- Atlantic Broom** – New FHWA Retro-reflectivity Guidelines
- S&S Services** – Rhino Liner: Protect Your Fleet from Winter Operations

2008 WINNERS

City of Milford - Safety Incentive Program
Uses a team approach and quarterly rewards to successfully reduce the quantity and severity of workplace injuries.

Town of Simsbury - "Pinchie" the Basin Cleaner
Mechanics built a set of devices that attach to their skid steer machine and can clear clogged catch basins. It saves manpower and money and improves safety.



MARK YOUR CALENDARS EARLY FOR THE TECHNOLOGY TRANSFER EXPO 2009 WHICH WILL BE HELD ON SEPTEMBER 16, 2009. SEE LIST OF EXHIBITORS ON PAGE 8.

see Award Winners on page 5

Add Communication Plan to Pre-Winter Checklist

Local Agencies are busy right now reviewing pre-winter checklists, making sure orders are in for deicers and abrasives, plows are ready, spreaders calibrated and crews trained. Public Works Directors should add one more thing to the list: Develop and implement an effective plan for communicating with the public.

It is easier to explain a winter maintenance operation to the public before the cold winds blow. Having to present the rationale behind an operation while fighting a storm, and fielding a blizzard of questions and complaints from frustrated members of the public, only makes a hard job harder.

A well thought-out communication plan anticipates what the public needs to know and creates a consistent process for getting the word out in a timely way. This proactive approach also intercepts potential problems and improves public relations for the department.

COMPILE FREQUENTLY ASKED QUESTIONS

Start by listing topics and issues residents frequently raise during the winter season. A short list should cover 80 percent or more of the usual queries and concerns.

Some examples are:

- When will my street be plowed?
- Why did you pile snow at the end of my driveway? Will you come out to move it?
- Where can I park during a snowstorm?
- Do I have to shovel/salt/sand my sidewalks?
- What will you do about my damaged mailbox?

Records from past seasons and input from staff members who field calls can help with compiling a good list. The next step is to think about the information, policies and resources available to provide answers.

UPDATE POLICIES, DEVELOP MESSAGE

Prepare to communicate winter maintenance plans to the public. Provide general information and specific answers to recurring questions. In the process, identify any policies that are out-of-date or ambiguous.

Begin with the typical questions and develop information that explains winter-storm priorities and service levels for different types of streets.

Describe the time it takes once a storm ends to restore each street type to normal



winter driving conditions. Define the normal conditions service level for each type.

Outline the agency's snow removal policy. Does it call for providing bare pavement curb-to-curb, bare pavement in wheel paths or plowed curb-to-curb with packed snow that is sanded? Let people know what road conditions to expect during and after a storm.

Avoid shorthand and acronyms in public information materials and policy descriptions. Using unfamiliar terminology like Average Daily Traffic (ADT), arterial and collector can confuse. Instead, refer to streets as major, neighborhood, residential, two-lane, four-lane or in other recognizable terms.

Write or speak about the levels of service and time-till-completion after a storm as "goals". Explain that long lasting storms, multiple storms close together and extreme cold can increase the time it takes to restore roads to normal winter driving conditions.

For issues like parking and sidewalk shoveling, translate relevant ordinances into simple language and make clear why they exist. Give people reasons behind the rules—so that snow removal crews can do their jobs efficiently and effectively, and get safe streets open sooner—to help them appreciate how important it is to comply. Direct people to a source where they can read the complete ordinance if interested.

USE MULTIPLE OUTLETS

A sound communication plan uses a variety of media and methods to get the message out. Combining multiple outlets is the best way to reach local residents who depend on the community's winter maintenance services. It improves the odds of reaching everyone in the target audience and gives them repeat exposure to the message.

continued on next page

A few options include:

- Run an article in agency brochure or town newspaper/newsletter
- Do a separate mailing about winter operations to town residents. The Town of Manchester, CT did a winter operations brochure that was well received by the town residents. You can download a copy by visiting the Manchester town website at: publicworks.townofmanchester.org/documents/snowbrochure2006.pdf
- Add or update information about winter operations on the local government's website.
- Explore opportunities to air information on a community-access cable station.
- Provide news about winter operations via a prerecorded telephone hotline.

KEEP IT POSITIVE

Much of the time, the contact highway and public works agencies have with the public emphasizes prohibitions, what not to do. Warnings and alerts are important for public safety, but proactive communication about upcoming winter maintenance offers a chance to be in touch with a positive message that invites interest and cooperation from customers.

Let the public know what they can do to help make it a safe winter season. Highlight important issues or problems that hamper the maintenance operation, like residents shoveling, blowing or plowing snow into cleared streets, causing

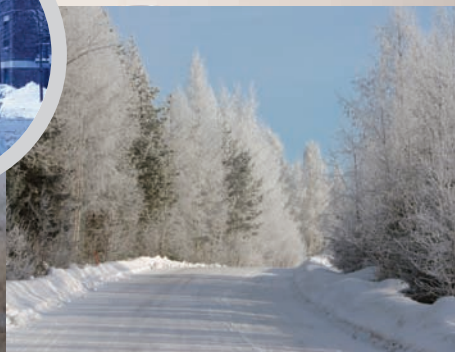
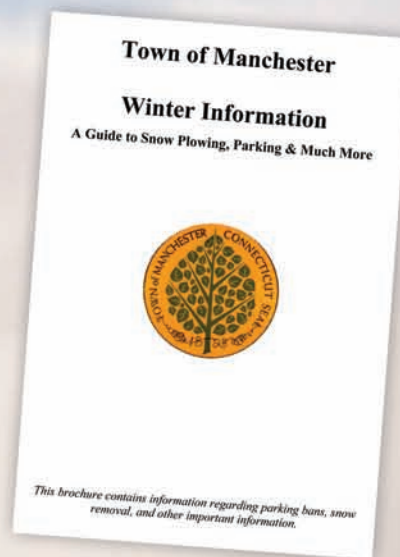
a safety hazard and requiring crews to plow the street again. Include information about resources for staying safe on the roads in the winter.

WORTH THE INVESTMENT

An organized communication plan is a good addition to any road maintenance operation.

It is worth the investment because it reaches both the media and the public with the message that the local agency is serious about running a professional, effective program.

Educating these important audiences improves the relationship with customers and limits complaints and controversies during the snow season.



Reprinted with permission from the T2 Crossroads Newsletter Fall, 2008 issue, a publication of the Wisconsin Transportation Information Center – LTAP.

Award Winners continued

Town of Mansfield - Reuse of Sweeper Brooms on a Bobcat

Their mechanic adapted the front broom attachment of their Bobcat skid steer loader so that spent sweeper brooms could be reused on the Bobcat. Recycling the larger brooms provides a significant cost savings.



HONORABLE MENTIONS

Town of Mansfield - Local Work Zone Safety Posters



Town of Thomaston - Pipe Site Truck

The deadline for the 2009 Creative Solutions Award program is August 1, 2009, we look forward to hearing from many of our local agencies in Connecticut. Applications can be downloaded from: www.t2center.uconn.edu/solutionsaward.php

CONGRATULATIONS TO ALL THE WINNERS !

The Technology Transfer Center Celebrates 25 Years of Service to Local Agencies

When the T2 Center opened its doors in 1983, one of our original goals was to provide workshops on various transportation related topics and technical assistance to local municipal agencies. We pledged to offer training at a minimal cost and to bring workshops to various locations across the state.

25 Years later we are still as passionate and committed as ever to providing affordable training, technical assistance and timely information resources to even more of our local agencies in Connecticut. With only three full time staff and the invaluable help of part time staff and students, we have managed to grow from training 500 individuals in our first year of operation to over 3,000 last year. We have also added many valuable programs such as our annual Technology Transfer Expo and the Creative Solutions Award Program. Our information listserv for the public works community continues to be an important knowledge and information sharing vehicle for our community.

The Connecticut Technology Transfer Center is one of a very strong national network of 58 Local Technical Assistance Program (LTAP) centers. As a member of

this network, the Connecticut T2 Center has access to numerous resources, including instructors, training materials, and the latest in technical information that impacts our municipal agencies. As a national network, we are committed to working together to leverage our resources to help provide the best quality of training in areas of the most critical need.

In these times of extremely tight budgets and busy schedules, we are so grateful for the support of our local agencies and our sponsors, the Federal Highway Administration and the Connecticut Department of Transportation.

All of us at the Technology Transfer Center have worked very hard over the past 25 years to develop a strong reputation for being a trusted resource to local agencies. We are proud of our accomplishments and will work even harder and smarter over the next 25 years to provide the best quality programs and services.

OUR MISSION:

The Technology Transfer Center's mission is to foster a safe, efficient, environmentally sound transportation system by improving skills and knowledge of local transportation providers through training, technical assistance, and technology transfer.



Fall 2008 APWA Chapter Update

The Chapter conducted a Stormwater workshop on October 1st in Merrimack, NH. Over 80 people attended to hear presentations on stormwater and stormwater regulation in the New England states.

The Chapter held its semi-annual mechanics workshop on October 2nd in beautiful downtown Storrs. The topic was heavy duty brake systems and the attendance was about 60.

The Chapter's annual Snow Plow Workshop and Rodeo will be held on November 20th in Marlborough, MA. A "runoff" between the 5 state snow rodeo champions is held.

Chapter elections were held at the October 15th Fall meeting in Hollis, NH. Robert Moylan, Commissioner of Public Works in Worcester, MA was (will be) elected President for 2009.

Details on each meeting and registration forms can be found on the Chapter's website:

newengland.apwa.net

What's Your Safety IQ?



How good is your knowledge of worker safety tips? Take this test and find out.

1. What is the minimum recommended clearance between stored items and sprinklers in a shop?

- a) 2 inches
- b) 2 ft.
- c) 18 inches

2. Who should launder your clothes if you spill chemicals on them?

- a) you
- b) your mom
- c) professional laundry

3. Paint sprayed at a pressure of ____ can become embedded in your skin.

- a) 30 pounds per square inch
- b) 10 pounds per square inch
- c) 50 pounds per square inch

4. If hot asphalt becomes embedded in your skin, when should you remove it?

- a) immediately
- b) after it dries
- c) you shouldn't. Let a doctor do it.

5. How far should the public be kept back from an open trench?

- a) 50 ft.
- b) the next county
- c) 2 inches

6. When can you assume a downed power line is safe to touch?

- a) when it's not sparking
- b) when it's been down for at least two days
- c) when the utility company is present on site and says so

7. What is the flash point of hot asphalt?

- a) 100 to 150 degrees
- b) 375 to 400 degrees
- c) 450 to 700 degrees

8. Dead poison ivy plants remain active for:

- a) 6 months
- b) 2 years
- c) as long as you are near them

9. When grading near a railroad crossing, you should:

- a) turn off the radio
- b) turn off the air conditioning
- c) open the cab door slightly
- d) all of the above

10. You should not wear loose-fitting clothing when operating a chipper because:

- a) it's not fashionable
- b) you could get overheated
- c) the clothing could become entangled in the chipper

11. ANSI Type 2 safety vests are easy to identify by:

- a) two stripes on the front of the vest
- b) the orange color
- c) the tag inside the vest that says Type 2

12. What is the treatment for Lyme disease?

- a) surgery
- b) common antibiotics
- c) fasting
- d) acupuncture

13. When is it OK to hit the ground with a machete?

- a) when your favorite team loses a game
- b) when you forgot to bring your lunch
- c) never

Answers can be found on the back cover.

Reprinted with permission from the KUTC Newsletter Summer 2008 edition, a publication of the Kansas Local Technical Assistance Program (LTAP) at the University of Kansas.

The First Annual Dr. Jack Stephens Safety Challenge is held at the 2008 Technology Transfer Expo

In memory of Dr. Jack Stephens, School of Engineering Emeritus Faculty and former Director of the Connecticut Advanced Pavement Laboratory, our Technology Transfer Expo safety challenge has been named in his honor. Jack loved to watch the contestants demonstrate their skills and compete for the top spots in the competition so we thought there was no better way to honor Jack and keep his memory alive at all our future challenges.

We had very tough competition this year with contestants demonstrating their expertise in the following areas:

- Backhoe Skills Demonstration
- Sweeper Skills Demonstration
- Fall Protection Challenge
- Personal Protective Equipment Quiz
- Flagger Skills Demonstration

CONGRATULATIONS TO THIS YEAR'S WINNERS:



From L to R: 3rd place—Patrick Clark, Town of Colchester; 2nd place—Glenn Boglisch, Town of South Windsor; 1st place—Hector DeJesus, City of Norwalk.

Special Thanks to the 2008 Technology Transfer Expo Exhibitors



Amsoil
 Arbormaster
 Atlantic Broom Service, Inc.
 Bacher Corp. of Conn.
 Block x Block
 C.N. Wood of Connecticut, LLC.
 Capitol Sweeping Services, Inc.
 Carey Wiping Materials Corp
 Cargill De-icing Technology

Central Equipment LLC
 CESCO
 CHSSA
 CIRMA
 Comer Contracting, Inc.
 CT Conference of Municipalities
 CT Occupational Safety
 and Health Administration
 CT Safe Routes to School Program
 CT Technology Transfer Center
 CUES, Inc.
 Ditch Witch of New England
 E.J. Prescott, Inc.
 East Coast Sign & Supply, Inc.
 Franklin Paint Co., Inc.
 Genalco, Inc.
 Hale Hill Biofuels
 Hanson Pipe & Precast
 Hydrograss
 Interstate Ford
 Kahn Tractor & Equipment, Inc.
 Lubrication Technologies
 MARCUS Embroidery
 New England Truck Equipment

Nicard Enterprises LLC
 Nutmeg International Trucks
 Park City Truck Equipment
 Peter Clarke & Co
 Power Washer Sales Inc (Power America)
 QPR / LaFarge
 R.W. Thompson Co. Inc.
 Reed Systems, Ltd.
 RPM Inc.
 S & S Services
 Sanitary Equipment Company
 Scranton Motors
 Sealcoating Inc.
 Swiss Cleaners
 Target Enterprises
 Tenco
 Tennant Company
 The W.I. Clark Company
 Transpo Industries Inc
 Tri-State Diesel
 Turf Products
 Tyler Equipment
 United Concrete Products
 W. H. Rose, Inc.
 Whelen



Answers to Safety Quiz: 1-c. 2-c. 3-a. 4-c. 5-a. 6-c. 7-b. 8-b. 9-d. 10-c. 11-c. 12-b. 13-c. n



Technology Transfer Center

UNIVERSITY OF CONNECTICUT
 TECHNOLOGY TRANSFER CENTER
 179 MIDDLE TURNPIKE, UNIT 5202
 STORRS, CT 06269-5202

NON-PROFIT ORG.
U.S. POSTAGE
PAID
STORRS, CT
PERMIT NO. 3