At one of our recent monthly safety webinars, I had announced my previous training came from over thirty-five years of experience in the transportation field working for local governments. During this time my training modules are continually updated with the latest information available.

A quote from our October 2013 “Effective Public Relations” webinar was by Albert Einstein, “…the significant problems we face cannot be solved at the same level of thinking we were at when we created them..."

Not only have I observed considerable change in what is being requested by local governments, the clientele is much younger and has more avenues to find information regarding technology to use at their jobs.

In helping upcoming supervisors, this webinar provided some important ways of working with their crew. Goethe talked about treating “…a man as he is and he will remain as he is. Treat a man as he can and should be and he will become as he can and shall be.”

My point here is to work as a team, listen to your crew, consider every person’s idea, and the synergy will create a positive work atmosphere. As a leader, it is important to treat our employees with the same respect and concern that we want for ourselves. If we ignore and do not listen to suggestions, the reciprocal treatment will be handed to us. In my experience with various road supervisors, I have heard stories crew members got angry when they were not heard and the supervisors were shocked.

Communication is the key. Listening is the root of all professionalism. In this recent webinar, I outlined it is our job to become effective leaders by becoming good listeners. This holds true when working with the public.

By passing on positive listening skills to everyone in your department, there is the hope when an angry driver stops a motorgrader operator, the operator will be able to listen. Part of listening is to remember sixty percent of communication is non-verbal. Have your crew members take notes from the concerned public citizen and let them know this information will be taken to the road department.

Another part of communication that can work toward building the department’s positive image is providing information to the public of how and why certain roads are being upgraded. The PASER inventory provides actual statistics with a simple graph showing the condition of a county road department’s roads. When the public understands the reasoning of managing a limited budget and that good roads cost less to maintain, the public can actually end up supporting your department to obtain more dollars for road projects.

This particular webinar ended with discussion on the importance of having a Snow Plowing Policy in place. Sandra Broesder, Pondera County Commissioner, noted, “We need to work together to give the same message to the public. A Snow Plowing Policy helps meet this criteria so everyone is on the same page.”

There is no doubt information is traveling much faster than thirty-five years ago. By having Facebook updates on Montana Department of Transportation’s road concerns, tweeting on road closures, and texting information to concerned parties in just seconds, the public appreciates knowing what is happening on the traveled roadway. As transportation providers, it is our job to make sure the communication is accurate and informational.

Slow down on icy roads and travel safe,
Steve Jenkins, Montana LTAP Director

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Local Technical Assistance Program

The Local Technical Assistance Program/LTAP/TTAP is a nationwide network of 58 centers - one in every state, seven serving Native American tribal governments and one in Puerto Rico.

Our website lists upcoming training courses, registration forms, library information, our contact information, newsletters, various links, and MACRS information. Please go to: http://www.coe.montana.edu/ltapv2/index.html

The Local Technical Assistance Program/Tribal Technical Assistance Program (LTAP/TTAP) is located at Western Transportation Institute, College of Engineering, Montana State University, Bozeman, Montana.

We can be reached at the following:
Phone: (800) 541-6671 or (406) 994-6100
FAX: (406) 994-5333
E-mail: MTLTAP@coe.montana.edu

Our website lists upcoming training courses, registration forms, library information, our contact information, newsletters, various links, and MACRS information. Please go to: http://www.coe.montana.edu/ltapv2/index.html

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MT LTAP Advisory Committee Members

The Advisory Board meets annually to make recommendations and evaluate the effectiveness of the Montana LTAP program.

Russ Albers
Chouteau County
Steve Albert
WTI Director
Harold Blattie
MACo
Kris Christensen
Montana Dept of Transportation
Thomas Danenhower
MMIA
Kelly Elser
Town of Ennis
Eric Griffin
Lewis and Clark County
Justun Jueifs
Montana Dept of Transportation
Alec Hansen
Montana League of Cities & Towns
Phil Hauck
City of Helena
Russ Huotari
Richland County
David Mumford
City of Billings
Jim Muskovich
MACo
Jim Rearden
City of Great Falls
Bob Seliskar
Federal Highway Administration
John Van DeLinder
City of Bozeman

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Front Page Photo: Bridger Canyon, north of Bozeman - by Michele Beck
“It was a great surprise when I was notified our Beaver Clean-out Gate entry placed First at Region 7 at the You Show Us Contest in Rapid City, South Dakota, at the Regional Local Roads Conference this October,” said Tim White, Lincoln County Road Supervisor District 3.

“As a winner at regional, MT LTAP will now send Tim’s entry into the National Competition for 2014,” commented Steve Jenkins, MT LTAP Director. “National winners will be announced at the 2014 July LTAP/TTAP National Conference.”

**Problem Statement:**
A beaver or muskrat would build inside or in front of the culvert. If not caught in time the stream would build up to where it would take a couple of men in chest waders to remove the dam. On larger culverts, this was a safety concern when the dam would break loose. The volume of water rushing into the culvert would have enough force to suck a man in and possibly drown him, if not cause bodily injury.

**Discussion of Solution:**
We determined we needed a system where one person could easily unplug the head end of the culvert. Our design considered how the animal will build in the tines of the beaver gate. By raising the gate with the come-along, the debris will automatically loosen and fall off in small enough portions to go through the culvert. The rush of the backed-up water would also clean out the culvert at the same time.

**Savings and Benefits to County:**
The safety of an employee’s life or bodily injury was the biggest benefit of this design. The savings and benefits to the Lincoln County Road Department included cost of manpower of using just one person rather than sending two for cleaning out culverts. Savings occurred on the amount of time it takes to pull the gate to clear the culvert, instead of manually wading into the water and physically pulling debris from head end of culvert. There is also a savings of keeping the culverts cleaner due to ease of just lifting the gate and therefore keeping the roadway drainage flowing and preventing any water roadway damage issues.

**Labor, Equipment, and Materials:**
- Shop time to weld and construct gate: One Employee @ $17.50 x 8 hours = $140.00
- Equipment Used: Metal Cutter
- Welding Equipment Material:
  - 2” Black Pipe 21’ @ $3.50/ft = $73.50
  - ¾” x 11/2” Flat Bar 26’ @ $.72/ft = $18.73
  - 21/2” Black Pipe 6” @ $5.50/ft = $2.75
- Total Cost $234.97

To view past National You Show Us Entries, go to this website: http://www.ltap.org/resources/mousetrap.php
**Dupuyer GRS-IBS Showcase**

*by Craig Abernathy, Montana Department of Transportation*

In September, Federal Highway Administration (FHWA), Montana Department of Transportation (MDT), and Montana Local Technical Assistance Program (LTAP) teamed up to present a Geosynthetic Reinforced Soil - Integrated Bridge System (GRS-IBS) technology showcase in Dupuyer. The showcase focused on bridge technology being used to construct a new structure south of Dupuyer on US HWY 89.

GRS–IBS is a form of accelerated bridge construction (ABC) that lowers cost, slashes construction time, improves durability, and increases safety. GRS–IBS technology uses alternating layers of compacted granular fill material and fabric sheets of geotextile reinforcement to provide support for the bridge.

GRS-IBS also provides a smooth transition from the bridge onto the roadway. This type of bridge structure alleviates the “bump at the bridge” caused by uneven settlement between the bridge and connecting roadway. The technology offers unique advantages in the construction of small bridges:

- Reduced construction time and cost
- Use of common equipment and materials for simplified construction and maintenance
- A flexible design easily modified in the field for unforeseen site conditions, including unfavorable weather conditions

The Dupuyer showcase included a morning classroom session and working lunch focused on technical overviews and national perspectives presented by FHWA. MDT staff presented on the design and construction criteria and lessons learned on the current bridge project.

In the afternoon, the participants were bussed to the bridge construction site.

The showcase was attended by individuals representing a variety of organizations both within Montana and surrounding states, including: MDT staff, private consultants, U.S. Forest Service, and interested counties.


If you have questions, please contact Craig Abernathy (406.444.6269 or cabernathy@mt.gov).

Thanks to Tom Fairbank, Blaine County Road Supervisor, for providing three photos.
At the recent MACRS fall meetings held in Polson, Helena, Billings and Glendive, truck driving safety was covered with a special emphasis on air brakes. Steve Jenkins, MT LTAP Director, and retired Cascade County Road Supervisor Dave Sutton provided a review of the Montana Commercial Driver License manual. In addition to the classroom training and review exam, field exercises were performed by participants in the hosting county’s yard demonstrating 3-point contact, walk-around inspection, loading trucks safely, dumping even windrows, and diagnostics challenge.

Topics covered during classroom instructions included:
- Vehicle Inspection: Before, During, After
- Driving Safety: Staying Alert and Backing
- Communicating to Other Drivers
- Controlling Speed
- Managing Space
- Distracted Driving
- Skidding
- Fires
- Parts of Air Brake System and Using Air Brakes
- Using Parking Brakes

Additional input also came from Jerry Otto, Hill County Road Supervisor, who provided the following information from his experience about truck driving:

This fall I started my thirty-seventh year for the Hill County Road and Bridge Department. My first four years began as a heavy equipment operator, then twelve years as a working foreman, and the last twenty years as Hill County Road & Bridge Supervisor. Throughout this time, I have seen a variety of serious situations happen and offer these pointers:

1. Never run anything but the best tires on the steering axle and always keep an eye on them. When they get a little worn pull them off and run them on a trailer. Ask your drivers to help you watch this.

2. Always slow down when meeting an oncoming vehicle no matter who they are. A loaded gravel truck will scare the heck out of some people. Always give the other loaded truck full right of way even if this means you have to come to a stop. We are not in a race to see who can get the most loads. We appreciate safe and steady loads over the most hauled one day and none the next.

3. More than anything -- pay attention. Like the song says, “Shut-up and Drive”, stay off the cellphones when driving or if you have to talk, pull over and stop. Do not be reaching for something in your lunch bucket or a thermos that has rolled over against the door.

I had to let a truck driver go for this reason after three previous written warnings. I got a call from the crew to come out to the job site because this driver was driving too fast and not paying attention. When I met him on a crest of a hill, I had two feet of roadway left, so I had to hit the ditch. He had to “Hit the Road.” He said he was reaching for something.

4. Your grader and truck drivers have to work as a team. This is a must for the safety of the drivers, trucks and everybody involved. For example, we will haul throughout the winter if it is possible. This one time we had a little snowfall and I asked the blade operator to clear the corners off before the trucks got there. He had plenty of time to do so. Unfortunately the first three trucks arrived before the grader got there and packed the snow. Then it warmed up a little. When the fourth truck arrived and made the corner he all most came to a stop when his trailer slid around and pulled the truck and trailer over into the ditch. My grader operator said, “I was coming.” He should have been there an hour before this incident!

5. Always watch for overhead electrical lines before lifting your load. Stay in your truck as it is getting loaded. If you want to do a walk-around, pull out of the loading area. Counties will sometimes use pit run for haul road repair. When you are checking the tires, watch for rocks getting stuck between the dual tires on all trucks. They can become flying missiles!

6. As county road departments, we all have a washout we need to fill with end dumps and sometimes it is a one-man band. For the first load, get out and check your ground conditions. If you do not have a spotter, be careful and dump on the far left side of the road. Then you can back your next load by moving to the right a half width of your truck and using your previous load as a stopping block for the rear left dual. Always make sure you truck is as level as possible. If not, after dumping -- pull ahead just a few feet to make sure the box is empty and then lower the box all the way before moving.
Calendar of Events • January 2014 - June 2014

January 2014

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Montana LTAP

Safety Meeting Webinars from Montana LTAP

January 21, 2014: Collaborations with Other Agencies
February 18, 2014: Personal Safety - Back/Hands/Eye
March 11, 2014: Work Zone Safety
April 15, 2014: County Road Specifications
May 20, 2014: Gravel Road Materials
June 17, 2014: Millings

Monthly Thirty-Minute Safety Webinars held at 7:30am on Tuesday Mornings.
Call Montana LTAP at 1-800-541-6671 for more information!

Some dates and locations are subject to change.
Call Genevieve Houska, LTAP, 1-800-541-6671 to confirm.
### Calendar of Events • July 2014 - December 2014

#### July 2014

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4: Fourth of July Holiday - Offices Closed  
15: MT LTAP Webinar: TBA - 7:30-8:00am  
21-24: National LTAP/TTAP Summer Conference, St. Louis, MO

#### August 2014

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12-14: SafetyFest - Havre (www.safetyfestmt.com/)  
19: MT LTAP Webinar: TBA - 7:30-8:00am

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2: Labor Day Holiday - Offices Closed  
3 & 4: 25th Annual Equipment Safety Training and Snow Rodeo - Great Falls, MT (MT LTAP)  
Brochure available in July  
16: MT LTAP Safety Webinar: TBA 7:30am-8:00am  
21-25: MACo 105th Annual Conference, Hilton Garden Inn, Kalispell, MT  
www.mtcounties.org or MACo’s Karen Houston 406-449-4360

#### October 2014

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MACRS Fall District Meetings: TBA  
8 - 10: 83rd League of Cities & Towns - TBA  
8: Public Works Directors Meeting -TBA  
13: Columbus Day - Observed (Montana LTAP Offices Open)  
21: MT LTAP Safety Webinar: TBA - 7:30am-8:00am  
21 - 23: 28th Regional Local Road Coordinators Conference, Rapid City SD

#### November 2014

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4: Election Day - Offices Closed  
11: Veterans’ Day - Offices Closed  
TBA - LTAP Leadership  
TBA - MACRS Planning Meeting, 1pm - 5pm and 8am - noon;  
18: MT LTAP Safety Webinar: TBA 7:30am - 8:00am  
27 - 28: Thanksgiving Holiday - Offices Closed

#### December 2014

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TBA - LTAP Winter Safety  
16: MT LTAP Safety Webinar: TBA 7:30am-8:00am  
25: Christmas Holiday - Offices Closed

#### Training on Request:
- Summer Survival
- Hand Safety
- Slips, Trips, & Falls

### Some dates and locations are subject to change. Call Genevieve Houska, LTAP, 1-800-541-6671 to confirm.

If you injure or kill someone while DUI, you can be convicted of vehicular homicide while under the influence. Expect a prison term up to 30 years and fines up to $50,000, or both. DON’T DRINK & DRIVE! § 45-5-106, MCA
My home town is Twin Bridges and I was born, raised and educated in Montana. Forty years of my career found me working in Alaska, Idaho, Nevada, and Wyoming, but mostly Montana. Whether financing myself through college or working in my career field, life found me wearing many hats, such as in the seat of a 10-wheeler or an 18-wheeler, driving “over-the-road” as well as loaders, dozers, blades and scrapers on construction. The greater share of my career was being an Engineer-Estimator/Project Manager. I was quite fortunate being able to combine both a technical education with a practical education. I think of it as having two degrees, one technical and one practical and the two of them combined formed the “College of Hard Knocks.” With all of this, valuable lessons were learned in dealing with people, budgets, and earthly conditions Mother Nature would cast upon us.

I recently retired as Cascade County Road & Bridge Supervisor after nearly eight years where I discovered my job was dealing with people skills; job costing and operational cost analysis; roadway ratings, the costing of these upgrades; and scheduling of a crew. These people included commissioners, taxpayers, superiors, equipment and material suppliers, and one of the most important--my crew.

As a road supervisor, I found the “Great Challenge” being able to balance the management of the crew, the actions of the commissioners, the scantness of a budget, explanations to a taxpayer why their road had not been bladed—since Moby Dick was a minnow—all the while trying to answer and educate superiors as to my management protocol. It is quite a juggling act to set up a man-power schedule with variables like people getting sick, no-shows, and biggest of all—weather. The greater share of people are easy to communicate and deal with as long as I gave them sincere, knowledgeable, straight-up answers about their issues. It was extremely important to instill my credibility and gain their trust.

FHWA Pedestrian Safety Guide

From FHWA Office of Safety Website: http://safety.fhwa.dot.gov/ped_bike/

On September 3, 2013, the FHWA Safety Office released an updated version of Pedestrian Safety Guide and Countermeasure Selection System (PEDSAFE 2013), which was first released in 2003. PEDSAFE 2013 is intended to provide the latest information available for improving the safety and mobility of those who walk, particularly as it pertains to roadway design and physical roadway features.

PEDSAFE 2013 is comprised of four sections: a Guide of basis information, specific Countermeasure details, Case studies, and an expert system tool for countermeasure selection. The Guide section helps practitioners better understand the issues facing pedestrians, how to analyze crashes and how to implement new treatments.

A summary of federal pedestrian funding opportunities can be viewed at:
http://www.fhwa.dot.gov/environment/bicycle_pedestrian/guidance/bp-guid.cfm#bp4

While the earlier version of PEDSAFE was produced in printed form, the latest iteration of PEDSAFE 2013 is only available online. The new site offers a variety of interactive tools to best help practitioners address pedestrian safety issues.

PEDSAFE 2013 can be accessed at:
http://www.pedbikesafe.org/PEDSAFE/
MACRS President Jerry Backlund

The Montana Association of County Road Supervisors (MACRS) officers and representatives met mid-November to plan the agenda for the Spring MACRS Conference to be held March 24-27, 2014. Having served on the MACRS Board in varying capacities, Jerry Backlund, MACRS President, appreciates the continuance of those serving to keep their organization viable.

“Having worked for the Custer County for over 23 years, it has been my experience to personally get to know government agencies we work with in a variety of situations,” Backlund said. “That is why I have chosen the topic for this upcoming MACRS Conference: ‘Interaction with Interagencies and Counties’ emphasizing this partnership.”

Backlund briefly outlined conference topics:

- Pre-conference on DEQ forms
- Disaster and Emergency Services (DES) and the Bureau of Land Management
- Malmstrom Air Force Base Speaker
- Speed and Weight Limits on County Roads
- Documenting Disciplinary Action
- Tier 4 Emissions
- GRS-IBS Bridge Showcase from Dupuyer
- HSIP Funding, Safety Audits
- PASER
- Ball Banking Curves
- Wild Land Fires

Along with this outstanding program that has something for everyone, the MACRS guest program is in the planning also. Backlund encourages everyone to get registered as soon as possible and get your room reserved. Registration Forms: http://www.coe.montana.edu/ltapv2/training/index.html

He also emphasized the appreciation of vendors that attend and support MACRS. With over fifty vendors last year, this conference is as important to the vendors as it is to the participants. All 56 counties are MACRS members and this conference provides an opportunity for everyone to come together in one location.

Backlund noted Montana LTAP has been instrumental in providing conference planning and registration assistance over the years. Because the conference had a record number of over 300 participants last year, the Best Western Heritage Inn of Great Falls continues to be about the only place in Montana that can handle vendor booth set-ups in the dining area and outdoor equipment space Backlund explained.

“At Wednesday night’s banquet we are also going to have quite a number of Roads Scholars and Road Masters who will receive their awards,” said Backlund. “This program has honored those county road employees who further their education in safety and equipment training offered through Montana LTAP. It is a win-win for everyone.”

“Reminder to all county road departments,” said Backlund, “MACRS is your organization. The officers and representatives are here to help you so be sure to contact your regional rep or any of the officers if you have a question or concern.”

TSEP Funding

From TSEP website: http://comdev.mt.gov/TSEP/default.mcpx

Are your city’s water lines leaking? Have you reached the capacity of your town’s wastewater treatment plant? Do you have a bridge that has deteriorated to the point that it may have to be closed?

These issues, along with other infrastructure problems, are a dilemma for local governments trying to maintain their community’s vital infrastructure. Local officials, staff and engineers are encouraged to consider whether the Treasure State Endowment Program (TSEP) could help finance a local infrastructure project.

The Montana Department of Commerce’s research findings, along with comments from local government officials and citizens, indicate that the principal reason why so many local public facilities are deficient is that most options for correcting deficiencies are simply not considered affordable by local residents.

TSEP is a state-funded program that has been designed to help address that “affordability” problem by providing grants to lower the cost of constructing public facilities projects. The program was authorized by Montana’s voters with the passage of Legislative Referendum 110 on June 2, 1992. The law has been codified as Sections 90-6-701 through 90-6-710, MCA.

Recently Becky Anseth said there are also planning grant funds at the planning bureau link to help a community get started on a potential project or community goals. The planning grant funds are non-competitive and applications are received on a continual basis until funds run out, currently there is funding available. TSEP construction grants are a competitive application process with review and ranking by TSEP staff. The next application deadline is early May 2014. The construction applications will then be reviewed by staff and recommendations made to the Governor and finally awards announced near the end of the next Legislative session.

For more information, please contact:
Becky Anseth Valerie Short
TSEP Manager Program Specialist
406-841-2865 406-841-2787

If you have questions about the information provided on the TSEP website, please contact the Community Development Division at 406-841-2770 or e-mail DOCTSEP@mt.gov

Winter 2014 Montana LTAP 9
Montana Assists In Road Repair

Interview with Joe Carter, Jefferson County Road Supervisor. All photos by MSgt Brewer unless indicated.

Normally quiet Little Thompson River shares the canyon with US HWY 36 from Estes Park to Lyon in Colorado. However in September 2013 torrential rains devastated the area and seventeen highway sites were washed out completely by the 30-foot wall of water that came charging down the twenty-two miles in the canyon.

Joe Carter, Jefferson County Road Supervisor and Sr. Master Sargent who is the Chief of Operations for the 219th RED HORSE Montana National Guard, was deployed to Colorado on October 10 (his birthday) to help with rebuilding the road to Estes Park on HWY 36. Carter left with 30 other Montana crew members of the RED HORSE Squadron, taking the 12-hour bus ride to Colorado. Ten additional Army personnel were added to his division when they arrived. He immediately started coordinating teams when their boots hit the ground.

Carter set up three teams and appointed two of the teams with a Master Sergeant each. Carter’s teams were responsible for ten of the eighteen sites, #8 - #17. Because Carter’s heavy equipment operators from the RED HORSE Unit had completed a job at the St. Ignatius dam earlier in the summer, they were not available for deployment for this particular job. He said the thirty crew members deployed included carpenters, plumbers, electricians, and engineers.

Continued on Page 11 . . .
Road Repair (Cont’d from page 10)
When he assessed the situation, he chose his Airfield members (Dirt Boys) as key heavy equipment operators with the majority driving dump trucks. Several became smooth drum roller and sheepfoot compactor operators, while some provided assistance as office staff.

Team 3, lead by SSgt Parriman, Benny (his nephew), tackled the biggest issue of saving a bridge by building a retaining wall to support flowable fill (like concrete) and placing rip rap in strategic areas. They also had to move a fifteen-foot high pile of rocky debris that had been pushed up against a cliff face in the canyon by the flooding.

“I don’t think people understood the extent of damage caused by this flood,” Carter said. “The power of water literally tore several sections of highway apart.”

In just two weeks they had their portion of roadway rebuilt and paved. Carter mentioned the folks from Estes Park were so appreciative for getting the road opened, they brought the crew bags of home-baked chocolate chip cookies and personally thanked them for all their hard work.

Carter noted there were other National Guard units from Kansas, Utah and Colorado working on other sites in the canyon and on several other closed roads. Highway 36 was opened three weeks early and a ribbon cutting dedication took place on November 4, 2013.

For getting this road opened at an earlier date than scheduled, Carter was awarded by two-star General Quinn from Montana and two Colonels from Utah and Colorado. Carter also was recently promoted to the RED HORSE Squadron’s Chief of Operations and in 2011 received Sr. NCO of the Year Award.

On November 18, 2013, Carter also received a letter of appreciation from four-star General Frank J. Grass, Chief of the National Guard Bureau, Washington D.C., and the medal pictured below.

In this letter, General Grass thanked Carter for his "outstanding leadership directing 30 members of the 219th RED HORSE Squadron during Operation Sapper Fury."

Carter’s "extensive technical knowledge was instrumental in securing the equipment, man-power, and material requirements necessary to rebuild...work sites along Colorado HWY 36,..." quoting General Grass. Concluding in his letter to Carter, he noted supporting our communities and fellow Guardsmen in their time of need is part of the Guard’s mission.

Montana LTAP Library
Welcome to the LTAP Lending Library where publications, videos, DVD’s, and software may be borrowed for a two-week period. We have a limit of three videotapes or DVD’s for a rent-free two-week period. Some publications are free or for a nominal charge upon request.

For information or checkout procedures, please call Genevieve Albert or Michele Beck, LTAP, 1-800-541-6671. If you have computer access, please e-mail us: mtltap(at)coe.montana.edu.

We have new lists for the library publications, software, DVD’s, and videos at our web site, just click on Resources: http://www.coe.montana.edu/ltapv2/

At this web site, you can also keep track of upcoming workshops, past and present newsletters, and workshop announcements. Our 2014 Needs Assessment Survey is available at this web site. Thank you in advance for taking time to complete it.
Editorial Contributions Welcome

LTAP welcomes contributions to LTAP MATTERS. Those wishing to submit relevant material to be published in the next newsletter can submit their ideas and articles to:

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Present and past issues are available at http://www.coe.montana.edu/ltapv2/newsletter/index.html or by calling 1-800-541-6671.

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