



First year of design-build work yields 156 bridges

On KTU's Safe and Sound Design-Build Project, 156 bridges are scheduled to be completed in 2010. With 2011 approaching, 143 bridges were completed through November, leaving another 13 to wrap up this season.

Of the 156 bridges being built this year, 91 are in the West Area, which consists of the Northwest, Kansas City and the Southwest Regions, and 65 are in the East Area, which consists of the Northeast and Southeast Regions.

A further breakdown shows 24 bridges in the Northwest Region during the 2010 season: 12 by Boone Construction Co., eight by APAC-Missouri, Inc., three by Clarkson Construction Co. and one by Cramer & Associates.

The Kansas City Region will total 32 bridges during the 2010 season: 11 by Clarkson Construction Co., eight by APAC-Kansas, Inc., eight by Phillips Construction Co., and five by Leath & Sons'.

--Continued on Page 9-



KTU, Cramer combine to record triple play

In finishing three Route 139 bridges before the Thanksgiving holiday, KTU and its subcontractor Cramer & Associates not only demonstrated time savings, but completed additional work scope while earning recognition from Missouri Department of Transportation officials in the process.

--Continued on Page 9-



Numbers add up to success on 5.2 package

KTU and its subcontractor, Kiewit Western Co., successfully completed the construction of eight bridges across four Missouri counties over a period of 121 days. But the most impressive number of the work done on the 5.2 bridge package was zero – as in no recordable injuries. Bridge package 5.2 included the following:

--Continued on Page 8-

In this Issue

View from the porch.....	2
Safety Update	3
Quality Award	5
Certified payroll.....	6
Keeping the air clean.....	7
Survey results.....	10

schedule

Status Update

As of early December, the following is a status update overview of the design-build portion of the Safe & Sound Project:

147 bridges completed

Scheduled Completion

Among the bridges currently scheduled for completion in the next month as part of the project's design-build component include:

- B0079 -- Harrison County (NW)
- B0257 -- Jackson County (KC)
- B0282 -- Lafayette County (KC)
- B0330 -- Boone County (SW)
- B0332 -- Boone County (SW)
- B0382 -- Pettis County (SW)
- B0384 -- Pettis County (SW)
- B0543 -- Stoddard County (SE)
- B0551 -- Stoddard County (SE)

Upcoming Construction

Out of safety considerations for our workforce and the traveling public, KTU has suspended bridge construction activities for the winter season. Reconstruction efforts are currently scheduled to resume in February 2011.

In the October issue of *The Bridge*, KTU Design Manager Dave Paris reminded everyone how important it is to keep focused on the end-user customer with his column "What would Ms. Missouri Say?"

The following article offers further testament to the interest this project is drawing from Missouri citizens. This article was provided by Lori Marble, MoDOT District 7 Community Relations Manager, and first appeared in the August 2010 issue of *MoDOT Connections*.



Front porch offers front-row seat to bridge work

Like many homes in Neosho, Bobbie Tuggle's house is tucked back on a lot dotted with trees. Separating her front yard from Route 86 is one of the many creeks that run throughout this close-knit town of just over 10,000 residents.

A slight breeze from the National Fish Hatchery ponds next door whispers through the trees, and the babbling of the creek create the feeling of being comfortably deposited on the front porch of a lake cabin; if not for the droning of the six-inch hydraulic water pumps that ran almost continually for approximately 30 days before the bridge was reopened in late June. The pumps moved water over and across the bridge while crews from Fortis Construction, Kansas City, and Branco Construction, Neosho, worked to complete the Safe & Sound bridge project.

From her front porch swing Tuggle had a front-row seat since day one of the rebuild effort. "I've certainly got a good view," she told visitors.

Having lived in the area "her whole life" Tuggle, now age 70, is used to being busy and surrounded by activity. She retired after 30 years as a nurse at the former Sale Hospital in town.

"It's just fun watching them do this. Not everybody gets to watch a bridge being built," she said. "You know, I've even felt useful a time or two."

The crews rebuilding the bridge enjoyed working under Tuggle's watchful eye and obvious delight and interest in the work they're doing. Their daily routines came to include briefing her on the day's activity.

"I was aware of the limited access that Bobbie had to her home," said Mike Middleton, Southwest District Construction Engineer. "I knew that due to the construction activity she would only have the low-water crossing, which would easily be overtopped if a heavy rainfall occurred. I was also aware of Bobbie's physical

--Continued on Page 8-

The Bridge Newsletter is the Official Newsletter of the KTU Constructors' Safe & Sound Design-Build Project. Please submit stories, story ideas, photographs or any questions or comments you might have regarding this publication to Stacia.Pagenkopf@Klewin.com.

Content Contributors:

Craig Blankenship, Betty Burry, Dale Campbell, Michael Dement, Jeff Featherston, Jeremy Goings, Troy Heckmaster, William Koenig, Harry Koenigs, Brittany McLemore, Nathan Morgan, Rich Newman, Stacia Pagenkopf, Morgan Paris, Mike Supenski, Aliecia Taormina, Ryan Waterbury and Joshua Westphal.



Safety is people

What is safety? Too often we get consumed with statistics. How many people got hurt? What type of injury? How many days were lost? What will this incident do to insurance rates?

But safety is more than statistics. Statistics don't have families or suffer physical pain; people do. What about the regulations and codes set forth by regulatory agencies? Is safety the numerous pages of code which make up the laws we are to follow? Safety is more than code. The code is enforced not just because it's the law, but because it's the right thing to do for employees. The regulations in place today were written because of the injuries of the past, in hopes of preventing reoccurring injuries. Code and statistics are merely an attempt to keep people safe and a way to track the performance of a safety program. Safety is about people.

To increase the safety on any project or in any company, all employees must carry a safety first mindset. Programs can be written, conditions and operations can be observed, but nothing will change until those involved believe they are safety. An individual's actions have the largest impact on safety. Following safe work practices and procedures, wearing personal protective equipment and not

taking shortcuts are individual actions that affect safety. Incident investigations have historically shown the people involved knew better. Excuses start coming up about being in a hurry, meeting schedule, beating the approaching nightfall and taking shortcuts. The people working on this project know right from wrong. We will not see improvements in the safety on this project until safety is made personal.

The 19 injuries experienced across the project can be tracked by the type of injury, craft involved, location, body part, etc. But that is not the purpose of a safety program. The employees are the purpose of any safety program. Each number in the injury accountability table is a person, a person that we failed to send home uninjured. One of the recent injuries caused the project team to stop and ask a different question. How is the employee's family? We already knew that the employee was being taken care of, but how was the family? Did they need help with anything?

When people choose to ignore safety, it's not just the injured person who is affected. Please take time to make safety personal with those with whom you work.



Region	Total Hurts	Recordables	First Aid
Northwest	3	2	1
Kansas City	5	2	3
Southwest	3	3	0
Northeast	5	3	2
Southeast	3	1	2





Protecting precast elements a big quality item

The proper transportation, handling, storing and placing of precast girders and panels is important to stay on schedule. Furthermore, the associated repair costs, potential warranty issues or possible long-term maintenance issues for the owner caused by mishandled or improperly installed girders can have a substantial impact on the project as a whole.

Over the course of the 2010 construction season, KTU issued 41 NCR's dealing with these issues. Taking care of and protecting the precast elements can't be understated. One good practice to avoiding some of the common issues observed is to have protective cushioning material between the vertical faces of girders when they're being stored. This cushioning material should be something

that can not only be easily inserted and removed, but must also be resilient yet non-deforming when the girder is set or adjusted during erection operations. Using this type of cushioning material could prevent many of the spalled beams that have occurred when the ends of the vertical faces have come in contact with each other.

With respect to deck panels, proper loading and transporting procedures should be communicated when placing shipping requests and the panels and girders should be thoroughly inspected when they're delivered to the project.

Being cognizant of these issues will result in an overall improvement in the quality of the final product incorporated into the project.



Damage caused to precast girders due to improper transporting, handling, storing and/or placing can have financial consequences and possibly long-term maintenance issues for the owner.

QUALITY

**WHY WE
DO IT!**

Top 5 focus

1. Rebar placement and inspection
2. Quality Control/Assurance holdpoints
3. Getting project closeout records to the 99% completion stage
4. Protecting completed work/permanent materials from construction activities
5. Piling tolerances

Top 5 going well

1. Punchlist process
2. Overall concrete finish process
3. Overall reduction in final product items noted to be addressed during MoDOT's NBI inspection of completed bridges
4. Overall quality awareness
5. Material certifications process & project closeout

Irvinbilt receives first Quality Bridge Contractor Award on MoDOT 554

Of all the contractors working statewide on the design-build portion of the Safe & Sound Bridge Improvement Project, the Irvinbilt Company has received the owner's first Quality Bridge Contractor Award.

This quarterly award program, started by MoDOT in the Fourth Quarter of 2010, is designed to recognize high quality performance. Each award recipient is selected by MoDOT representatives involved in the work from the regional and Jefferson City levels.

In selecting the Irvinbilt Company as the first recipient, MoDOT representatives made the following comments:

I have put some serious thought into my selection for highest quality crew in the NE Region, and my selection is the Irvinbilt crew run by Ron Lewellen.

This particular crew has had very few quality issues, they do an above average job of maintaining their erosion control, they consistently have set the bar for quality concrete work within the Region, and they consistently have very few items on their punchlist at bridge re-opening.



Celebrating Irvinbilt's quality recognition are (left to right): KTU Project Director Troy Heckmaster; MoDOT NE Regional Engineer Preston Kramer; KTU NE Regional Manager Steve Kullman; Irvinbilt Field Manager Ron Clevenger; Irvinbilt Vice President Joe Garrison; KTU Sub Handler James Kralicek; and KTU Quality Program Manager Jeff Featherston

In addition (although not necessarily a quality issue), their housekeeping is definitely above average and this crew requires less "hand holding" than many of the other crews currently running in the NE Region. It is obvious when visiting the site and/or speaking with

Ron, that they take pride in their work and take their role in the KTU Program very seriously.

All KTU regions had great contenders vying for this award. Congratulations to the Irvinbilt Company for a quality performance this season!

Delivery tickets have quality requirements too

With more than 143 bridges now complete across the state, it is important to step back and make sure that we are gathering the required information on all delivery tickets to avoid any delays going forward.

All KTU bridges incorporate concrete and/or asphalt from suppliers around the state, and these suppliers provide tickets with each load of material that is delivered to the job site.

It is important for those who are onsite during construction to verify that these tickets contain all of the information that is required by the KTU Standard Specifications

and to communicate these requirements with suppliers to ensure they are providing the correct information.

Failure to obtain tickets with this required information could lead to delays in payments and/or the start of bridge warranty periods.

Considering we completed 143 bridges through November of this year and are planning to double the number to be constructed in 2011, now more than ever is it important to make sure the correct documentation is in place for timely payments and closeouts.

Explosion kills 7

WHY WE DO IT!

Shoddy construction may have played a major role in the gas explosion that killed five Canadians, two Mexican workers and injured twelve people at the Grand Riviera Princess hotel in Playa del Carmen, Mexico, in November.

Though the results of a full investigation are due in a few weeks, many experts feel that the explosion was created by the buildup of gases from decaying organic compounds in the subsoil under the hotel. The gases, which had nowhere to release, have been building up since the hotel was built four years ago. According to officials, there weren't any gas lines located in the area of the explosion.

MoDOT 554 Project lends to complexities of certified payroll

Certified payroll. These two words are enough to give even the sharpest Payroll Manager a migraine. Why is that? What makes these unavoidable but necessary reports so difficult? Ever-changing reporting requirements are one of the top reasons. Location and project type also add to the complexities, as well as the uniqueness and sheer volume of the MoDOT 554 Safe & Sound Design-Build Project.

Reporting requirements and change in enforcement attitude: What does this mean? As anyone who listens to the radio, watches television or reads a newspaper knows, not only has our economy changed a great deal, but so has our governing administrations. We've had to do certified payrolls for many years, but the level of scrutiny has changed over time. Where the U.S. Department of Labor was simply told for many years to only follow-up on cases as they were reported, they are now required to investigate 1,000 jobs a year. There is no breakdown as to what types of jobs they are required to visit.

Location and project type: Our bridge construction sites are located all across the State of Missouri. The MoDOT 554 project is a heavy-highway construction project, and the State of Missouri requires that all heavy-highway projects utilize the General Wage Order (GWO) as the prevailing wage decision for these types of projects. However, because the MoDOT 554 project also has Federal funding from the FHWA, the Davis-Bacon Act also applies. What this means in plain terms, is that for the life of this project, we actually have two applicable wage decisions that

govern our project. Both are broken down by county and by work classification. (The GWO also has specific overtime and holiday rules, which are also broken down by county and work classification).

Under contract requirements, our wage decisions will change each year. Both our GWO and Davis-Bacon wage decisions change annually. Whichever wage decisions are in effect on July 1 of a given year are the wage decisions that will be used until June 30 of the following year.

It's easy to see how something that was once perceived as so simple has become so difficult. No longer are we just looking to see what the highest wage is and just paying that. Now we are looking at the total package, wage plus fringe, and then having to check them against each other once you figure out the overtime rule. This is where it's most tricky and where most of the errors occur.

KTU is committed to being 100% compliant 100% of the time in all areas of compliance. With certified payroll, KTU is taking the time to review bridge subcontractors' payroll reports in an effort to assist subcontractors and their lower tier subcontractors to achieve 100% compliance as well.

As always, we appreciate everybody's hard work and attention to detail with certified payroll issues. If anyone has questions or needs some specific guidance, feel free to contact Aliecia Taormina at Aliecia.Taormina@Kiewit.com, Erik Kollberg at Erik.Kollberg@Kiewit.com, or call us at (816) 600-3671.



Largest DBE fraud in USDOT history

WHY WE DO IT!

Last August, Ernest G. Fink, Jr. 64, of Orwigsburg, Penn., pled guilty before Senior U.S. District Court Judge Sylvia H. Rambo to conspiracy to defraud the U.S. Department of Transportation (USDOT) and commit wire and mail fraud in connection with a \$136 million disadvantaged business enterprise (DBE) fraud scheme, which is the largest DBE fraud in USDOT history, announced the U.S. Attorney's Office for the Middle District of Pennsylvania. According to U.S. Attorney Peter J. Smith, Fink faces up to five years in prison; \$250,000 or twice the gross gain or loss in fines; and mandatory restitution as a result of his guilty plea.

MoDOT blog commemorates completion of KTU's 100th bridge

The following article was posted October 27 at <http://modotblog.blogspot.com> to recognize completion of KTU's 100th bridge.

KTU Constructors has hit its first big milestone associated with the Safe & Sound Bridge Improvement Program -- the completion of its 100th bridge in less than a year.

KTU Constructors is MoDOT's design-build contractor. They won the contract in May 2009

to design and build 554 new bridges across the state. After spending several months getting their team in place, and starting the design process, KTU built four bridges in late 2009 to test some of the construction techniques they expected would help them meet the challenge of rapidly building 554 new bridges in less than five years.

They started anew last March, and in late October reopened a bridge on Route M over Shankton Branch in Putnam County (near the Iowa-Missouri border) to hit the century mark. They've completed two more since then, and currently have 44 bridges under construction. In the next two weeks, KTU will begin work on 12 more projects to wrap up the 2010 construction season.

--Continued on Page 10--



Keeping the air clean

What could be the reason behind approximately 10,000 American deaths each year? The answer is exposure to asbestos. It is estimated that nearly 200,000 individuals in the United States are currently living with asbestosis, a severe irritation of lung tissue, caused by the presence of asbestos particle in the lungs. These statistics are sufficient reason on why this topic is important. After a brief background about asbestos, asbestos abatement, and the rules and regulations, we'll be on the right track to save lives and be environmentally sound on the Safe and Sound Project.

According to the U.S. Environmental Protection Agency (EPA), asbestos is a mineral fiber that has been used commonly in a variety of building construction materials for insulation and as a fire-retardant. Because of its fiber strength and heat resistant properties, asbestos has been used for a wide range of manufactured goods, building materials, friction products, coatings, heat-resistant fabrics, packaging, and gaskets.

So, where can you find asbestos? Workplace exposure to people that work in industries that mine, make or use asbestos products and those living near these industries, including:

- the construction industry (particularly building demolition and renovation activities)
- the manufacturing of asbestos products (such as textiles, insulation, and other building materials)
- during automotive brake and clutch repair work

On the MoDOT 554 project, Missouri-certified asbestos inspectors have found 59 bridges containing asbestos, and as of the end of this year, 39 of these structures still need to be removed (see "Asbestos Status"). There are two categories of nonfriable asbestos containing materials:

- Category I – asbestos containing packings, gaskets, resilient floor covering and asphalt roofing products containing more than one percent asbestos
- Category II – any nonfriable material, other than category I materials, that contain more than one percent asbestos

By the end of this year, 20 of the 59 bridges containing asbestos will have been properly removed according to federal rules and regulations.

According to the MoDOT Contract, Book 2 – Section 5.6, the EPA has determined that bridges are defined as structures per 40CRF61 Subpart M, National Emission Standard for Hazardous Air Pollutants (NESHAP), therefore subject to inspection, notification and removal requirements per federal, state, and local laws and regulations.

The removal during demolition or renovation activities must be performed by a Missouri registered asbestos abatement contractor. Abatement contractors are trained in the proper procedures for safely removing and disposing of asbestos containing material and may only employ workers who are trained and subsequently, certified by the department on their projects.

Asbestos Status

B0044	B0251	B0453
B0057	B0277	B0457
B0059	B0319	B0460
B0091	B0331	B0465
B0095	B0341	B0466
B0098	B0345	B0470
B0105	B0357	B0473
B0142	B0365	B0479
B0180	B0390	B0483
B0181	B0401	B0498
B0200	B0421	B0500
B0206	B0436	B0516
B0250	B0452	B0533

2011 - 2012: 39 remaining bridges

Environmental focus

WHY WE DO IT!

Focus Areas

1. Land-lease (staging) agreement approval process
2. Asbestos removal
3. Silt fence installation and maintenance
4. Minimizing site disturbance
5. MoDOT erosion control inspections
6. Concrete washouts

Going Well

1. Permit/easement acquisition
2. Spill control preparation
3. Secondary containment



Bridge package 5.2 completion among 2010 highlights (continued from Page 1)

Bridge #	County	Configuration
B0138	Livingston	Triple Barrel Box Culvert
B0139	Livingston	160' Two Span Adjacent box Beam
B0133	Grundy	130' Three Span Adjacent Cored Slab
B0134	Grundy	75' Single Span Adjacent Cored Slab
B0136	Linn	75' Single Span Adjacent Cored Slab
B0137	Linn	100' Two Span Adjacent Cored Slab
B0163	Sullivan	70' Single Span Adjacent Cored Slab
B0168	Sullivan	90' Single Span Concrete Deck

Schedule highlights of 5.2 bridge package

Construction of Bridge B0163 (S0582), a 70-foot long, single span cored slab bridge, was done in 22 days. This Route 139 Bridge in Sullivan County was closed Nov. 3 and re-opened Nov. 24.

Construction of Bridge B0134 (S0402), a 75-foot long, single span cored slab bridge, was done in 23 days. This Route E Bridge in Grundy County was closed Sept. 13 and re-opened Oct. 5.

Overview of 2010 bridge packages

Other bridge packages that were completed during 2010 as part of the design-build component of the Safe & Sound Bridge Improvement Program included:

Bridge Package	Subcontractor	Work Scope	KTU Region
3.6	Phillips Grading	2 bridges in 86 days	Southwest
3.3	Joe's Bridge & Grading	6 bridges in 117 days	Southeast
4.5	Robertson Construction	5 bridges in 128 days	Southeast
4.2	Irvinbuilt	7 bridges in 173 days	Northeast
3.1	Phillips Grading	7 bridges in 195 days	Northeast

Neosho resident watches bridge work from front porch (continued from Page 2)

condition and knew that she needed to have access in whatever weather condition that might occur. During MoDOT's first meeting with the contractor, I asked for the contractor to take the initiative necessary to address Bobbie's access issues. My exact words were, 'Treat her as you would your own grandmother.'

Middleton really didn't intend for the contractor to go to the extent they did.

"They even watered Bobbie's tomato plants for a few weeks," said Middleton. "Bobbie told me the other day, 'I don't think you had to say anything to that contractor about me, those are good people.'"

In addition to the watchful eye of Bobbie's tomato pots, the crews regularly paid attention to her guard dog tied to the tree in her front yard. They took pains not to disturb "her fish": about half a dozen rainbow trout, escaped from the hatchery and now making a home in the creek bed in front of her home. In turn, Bobbie surprised the crews with donuts and acted as neighborhood liaison, keeping neighborhood families and businesses apprised of project milestones.

Tuggle eased back into the corner of her red-painted, weathered porch swing; a brightly pieced patchwork quilt slung over the backrest for comfort. Her toes pushed off the concrete porch as she began another day like she did the one before, rocking and watching.

"I've visited with everyone out here at one time or another," she said while gesturing to the crew hustling over and under the bridge. She pointed to one man then the next, listing off their name, the number of kids they have, their hometown and the last time they got a break from the job to visit their families.

"One of the most amazing things to me is how well they all work together," Tuggle said. "They have to be of sturdy nature, don't you think?"

What could have been a difficult--or at the very least annoying--situation for Tuggle turned into the opportunity of a lifetime. Her positive outlook and genuine admiration for the crews performing the work helped make a tough deadline and less than ideal working conditions seem less significant.

"It is nice to have the positive statements made about a construction project. It's our goal to delight our customers," said Middleton. "I believe Bobbie was very delighted."



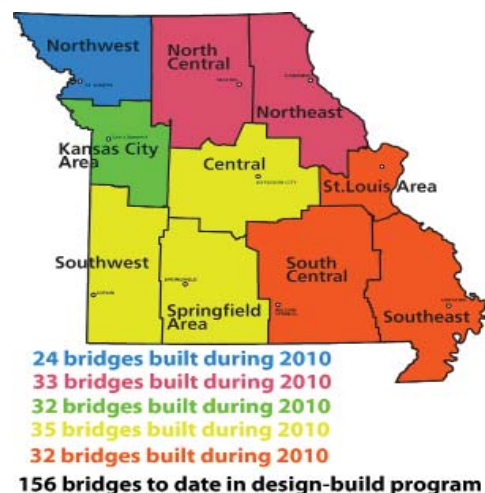
156 bridges finished in project's design-build contract (continued from Page 1)

The Southwest Region will tack on another 35 bridges for the 2010 season: 11 by Don Schnieders Excavating Company, Inc., nine by Phillips Grading and Construction, Inc., five by Burk Bridge Co., four by L. Krupp Construction, four by APAC-Missouri, Inc. and two by Pace Construction.

The Northeast Region is scheduled to complete 33 bridges during the 2010 season: 12 by Kiewit Western Co.; seven by Phillips Grading and Construction, Inc.; seven by Irvinbilt Company, six by Cramer & Associates, Inc. and one by Bleigh Construction Company.

The Southeast Region will complete 32 bridges during the 2010 season: 11 by Penzel Construction, nine by Joe's Bridge & Grading, Inc., seven by Robertson Contractors, Inc., four by Magruder Construction Co., Inc. and one by Kozeny Wagner.

With the 2010 season wrapping up, KTU congratulates all of the contractors who contributed to the success of the first 156 bridges built in the design-build portion of the Safe & Sound Project. With the 2011 season in view, let's celebrate the successes of this season and prepare for a safe and quality season ahead.



KTU, Cramer score triple play with Route 139 bridges (continued from Page 1)

After closing Aug. 18, the three Carroll County bridges re-opened to traffic on Wednesday, Nov. 24. The three structures included Bridge B0119 (S0549), a three-span, 210-foot long bridge; Bridge B0120 (S0485), a four-span, 295-foot long bridge and Bridge B0129 (S0605) a three-span, 170-foot long bridge.

The close proximity of the bridges allowed two crews to quickly and efficiently build the bridges in assembly line fashion. The first crew demolished the old bridges and drove the new pile with a second crew following closely behind to start substructure work. Once the demolition and piling work were completed, the first crew then went back to set all the beams and finish the roadway work.

The total number of days allotted for construction of these three bridges was 168 calendar days, but work was completed in just 99 days. This schedule earned the maximum early completion bonus of \$45,000, to be split between KTU and Cramer & Associates, Inc.

"Three (bridges) in 99 days will definitely showcase the speed of our project, and finishing before the holidays is an added benefit to the travelers," said Kenyon Warbritton, MoDOT Project Director.

Not only did the crews save valuable time in building all three bridges simultaneously, but the workmanship also drew the attention of MoDOT representatives.

"It should be noted that the 'triples' were Cramer's best work this year. I am really impressed with the final product, as I'm sure the public will be too," said Preston Kramer, MoDOT NE Region Coordinator.

In addition to completing the contract work for these three bridges ahead of schedule, Cramer's workforce performed 2,200 lf of asphalt overlay work between the three bridges at MoDOT's direction.

Besides the coordination of crews, materials and equipment involved with working on three

bridges at the same time, the project team successfully managed adjacent wetlands and the requirements of the Army Corps of Engineers' 404 permit.

KTU Environmental Manager Jeremy Goings visited the site several times and upon completion of the bridges said, "KTU and Cramer have done an excellent job of minimizing disturbances and a great job in restoring the permitted disturbed areas."

MoDOT received the following compliment from a Carrollton resident regarding the Route 139 bridges:

"Kudos to you and the workers who replaced the bridges on 139 in Carroll County between 24 Highway and Bosworth! The bridges are so smooth! GREAT JOB!!!"

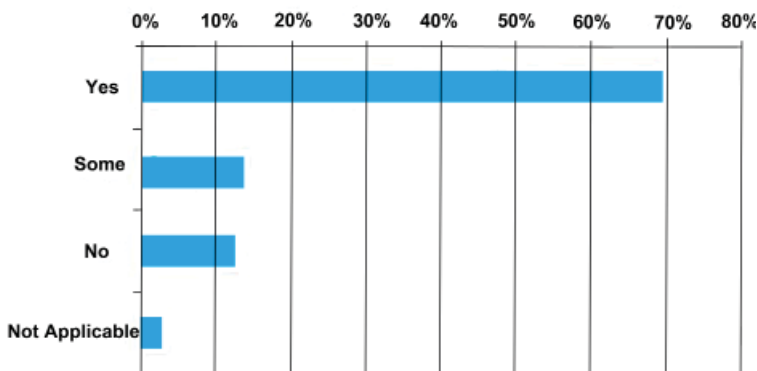
Customer survey shows satisfaction with communication, quality

KTU, in partnership with MoDOT, recently conducted a Safe & Sound Bridge Improvement Project Satisfaction Survey to assess customer satisfaction with the Safe & Sound bridge program and the project personnel's responsiveness to customers' concerns and communication needs and preferences.

To invite participation, a postcard was mailed to 1,000 randomly selected residents in four Missouri counties: Platte, Pettis, Stoddard and Putnam. The postcard invited residents to fill out an online survey, or to call MoDOT customer service to request a hard copy of the survey. Nearly 100 Missouri residents took the time to complete the survey, and on December 1, Gary Walker of Platte County was randomly selected from respondents to receive a \$50 gift card.

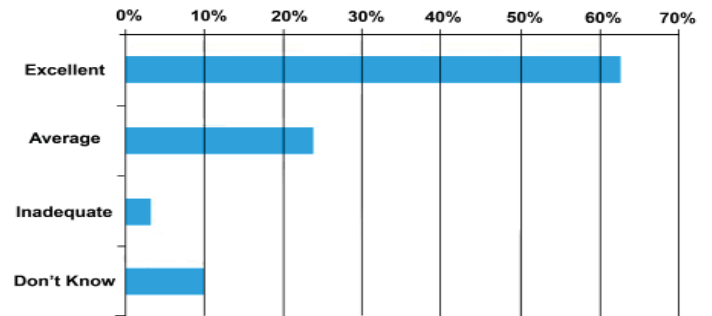
Responses showed that the vast majority of respondents knew about closures in advance, giving them an opportunity to plan to take detours or alternate routes.

Did you know about bridge closure(s) in advance?



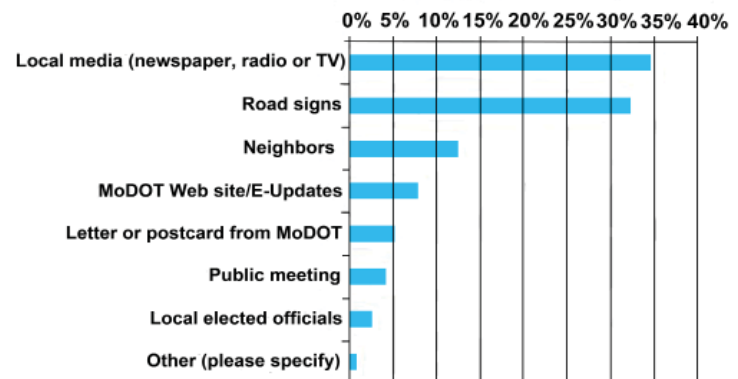
Additionally, the survey asked about the quality of the bridges, again with a majority indicating high satisfaction with the completed Safe & Sound bridges.

How would you rate the quality of the new Safe & Sound bridge(s) in your area?



The survey also asked residents about their preferences in learning about Safe & Sound bridge construction and closures. Both the local media and road signs got high marks from survey respondents, reinforcing the importance of these communication tools. Information received from neighbors also scored highly, with information coming directly from construction crews and suppliers, as well as neighbors near construction sites.

What sources of information have helped you learn more about the Safe and Sound bridge program generally, or about specific bridge projects? (Select all that apply)



"This survey was an important gauge of how well we're doing, both in the field and in getting the word out," said Bob Brendel, MoDOT Outreach Coordinator for the Safe & Sound Bridge Improvement Team. "It also reflects highly of the work going on across Missouri."

Survey results will be used in planning communication strategies for 2011, when a significantly greater number of bridges will be under construction.

MoDOT recognizes 100 bridge milestone on blog site (continued from Page 6)

By the end of the year, weather permitting, KTU should have more than 150 new bridges completed.

But wait until 2011! Armed with lessons learned from this year; with the design process complete; and with a full inventory of precast beams awaiting delivery to job sites across the state, KTU

plans to step on the gas. They have more than 300 bridges scheduled for 2011, with construction to begin in February.

The Safe & Sound program is well on its way to delivering 802 new and improved bridges to Missouri. Including the 'quick-start' bridges that MoDOT built last year outside of the design-build contract, Safe & Sound has repaired or replaced

265 bridges since April 2009. The pace has accelerated to where a new bridge is opening every two days.

To stay abreast of construction schedules, visit the Safe & Sound interactive map at www.modot.org/safeandsound.