

As 2012 heads into its final month, we can reflect on a year of tremendous effort and achievement from the entire agency. Sometimes the effective, efficient and difficult work that we do is not always acknowledged. However, there are times when people recognize what the DOT team has achieved and take the extra step of telling that us about their experience. I received several thank-you letters this year which praise the DOT and highlight some of our team members as assets to the state. It is a fitting time to acknowledge each of you for being part of our successes, and as well to publicly thank those members whose activities underscore the fact that the little details are as important as the large ones.

Thank you to the DOT Team!

1. East Coast Greenway (in Manchester) from V. P. of a local business with over 50 employees commended “businesses that get it” for all of the support in getting the East Coast Greenway completed in Manchester. These businesses “understand...how it can be an economic driver for the communities along our Greenways. Your customers will notice.”
2. Regarding new signal lights at COSTO in Newington.
 - a. Thank you to the entire team, especially Chuck Harlow and Gina Greenalch. First Selectman Davidson was very appreciative of the DOT’s ability to “be flexible and react positively and quickly to special situations.”
3. Representative Scribner sent a letter of thanks for the DOT’s “professional approach in meeting the challenges and requirements” of the Litchfield Crossings Project in Danbury, resulting in a certificate of occupancy delivered in time for the scheduled opening. Such efforts go “a long way to establish a positive image of Department of Transportation supporting economic growth in Connecticut.
4. First Selectman of Woodbury, Gerald D. Stomski publicly thanked the DOT for its quick response in getting a prefabricated bridge installed following the destruction of the previous bridge. Mr. Stomski said that he made one call, and got the help they needed
5. DOT (maintenance/policy) : from Ray Rauth
“This morning,...while on my walk, I stood at the corner of Langer Lane and Route 57. The fog lines had been painted and they marked 11’ lanes! Remarkable. I stood there totally delighted. Three cheers to the DOT.” The writer went on to thank both the policy makers and those who paint the lines. “Thank you, Thank you, Thank you.”
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6. DOT - Thank-you letters come from many different corners. We received a letter of appreciation from the State of Connecticut Bicycle and Pedestrian Advisory Board for our restoration of full hours of operation to the Rocky Hill-Glastonbury ferry. This small thank you is big and shows that we have made good progress in understanding and creating transportation opportunities for modes.

Individuals

1. Cosmo Ignoto and Barry Pallanck - Clean commuter lots

Cosmo and Barry both interacted with a Torrington customer regarding a commuter lot that needed attention. The customer was very pleased with the speed and effectiveness with which his complaint was addressed and corrected through their action. The customer went on write, "Thank you for another great Job" DOT.

2. James Mason (For Access permit), TOD committee, (hand written)

2012 was full of challenges for the DOT, technically, financially and administratively. One standard rights of way issue turned into something much larger for James Mason (rights of way) when our partner (Amtrak) required a unique integration of disciplines during the project. James rose to the occasion and was integrally involved ushering the project all the way through the complicated easement agreement between the DOT and Amtrak. James your effort and hard work did not go unnoticed. Thank you for helping the department continue its mission.

3. Matt Ross (and two inmate laborers)

- a. Helped a motorist whose tire blew out on Route

Great kudos go out to Matt Ross, who along with his crew "are true assets to the State of Connecticut, and...give public employees a good name." Matt along with two helpers from the Dept. of Correction, stopped to help a motorist whose tire had blown. Attorney Brown went on to say that he is "proud to live in a state where public employees care so much about their neighbors and hope that you acknowledge Mr. Ross" and the crew that helped me. We appreciate your positive actions!

4. Ron Ferris (got a homeowner help with a pooling drainage ditch)

Thank you Ron Ferris! A home owner sent in a thank you to commend Ron for handling a "job quickly, effectively and professionally. It looks great."

5. Gene Colonese, John Longobardi (CSX Rail) (got graffiti covered train moved)

I received from Senator Duff a note which stated that, "Oftentimes, we forget to thank those that help us with the small details that contribute to improving the quality of life in our communities." At the Senator's request, "...DOT Rail Operations Administrator, Gene Colonese and MTA New Haven Line Supervisor John Lombardi worked to move a graffiti-covered....eyesore that did not put our best foot forward..." Senator Duff went on to extend his thanks to Gene and John "for working together with the owner of the [train] car to find a solution that benefit everyone." This example and others is simply a testament to the people in this agency and their thoughtful resolve to get problems resolved!

6. Kenneth Lussier, William Britnell, Josephe Ouellette, Scott Bushee – (by Debra Lee Hovey-state representative)

The organization, detail, and thoughtfulness that we put into projects do get noticed. “Kenneth Lussier, William Britnell, Josephe Ouellette, and Scott Bushee gave a phenomenal presentation concerning...a proposal about a roundabout for Route 110 and Route 111. This is an exemplary example of a state department responding to the needs and concerns of our citizens, and...these efforts are to be applauded. Thanks to you, and all the people who performed traffic studies for helping the agency to shine.

7. DOT (maintenance/policy) : from Ray Rauth

“This morning,...while on my walk, I stood at the corner of Langer Lane and Route 57. The fog lines had been painted and they marked 11’ lanes! Remarkable. I stood there totally delighted. Three cheers to the DOT.” The writer went on to thank both the policy makers and those who paint the lines. “Thank you, Thank you, Thank you.”

8. FTA thank you to Finance (Bob Card, etc.)

I wish to also thank the Bureau of Finance (and the cooperation and assistance of the other bureau chiefs and staff members) for its excellent work in getting projects closed out for the last fiscal year. FTA sent a letter to “acknowledge the outstanding work accomplished by the Department....[and specifically thanked] Robert Card [Bureau Chief], David Alfredson and his entire staff, Pat Hustus and her staff, Chris Davis and his entire staff and Lori Kiniry and her staff.”

9. Home land Security Thank you

During a routine Homeland Security initiative, CTDOT engineer Harold Decker identified areas of expertise where the DOT could assist the federal agency easily. What was a challenge for Homeland security was (on this occasion) an achievable matter for the DOT. The Department of Homeland security sent a note of thanks acknowledging the “excellent support [they] received from members of [CTDOT]... and “the professional courtesy we received from Hal Decker, Rick DeMatties and Rich Launder...”

Every division within the DOT family plays a part in our successes. From the frontline maintainers to the bureau chiefs, each of your professional achievements makes a difference. Our ability to do our jobs well and to interact productively with the general public, other state agencies, legislators, and federal agencies is a testament to all that you have done in 2012. The action of each has a potential impact on how well we fulfill our mission; you matter. Can we improve and streamline processes to be more efficient or to produce better products? Absolutely! But what we have achieved is deeply appreciated and does not always go unnoticed.

Thank you all your dedication, and continued flexibility and openness as we head in to 2013. Go DOT!