Intersection Safety: There ARE Things We Can Do
from Nicholas R. Jones, P.E., Director

with excerpts from FHWA Safety website [http://safety.fhwa.dot.gov/intersection/]

Nationwide over 20% of all fatalities occur at intersections. Of these intersection fatalities, about 40% occur in rural areas and 60% occur in urban areas. Intersections are defined as planned points of conflict on the roadway system. Here are some of the ways that crashes and fatalities can be reduced on your system. These recommendations come from the Federal Highway Administration’s intersection aids. Whether one of your intersections needs to be improved or you plan to construct a new intersection these tips can be useful in your planning.

Unsignalized intersection strategies include improved:
• Access management
• Geometric design to reduce conflicts
• Sight distance

• Availability of traffic gaps that assist drivers in judging gaps
• Driver awareness on approaches
• Intersection traffic control
• Compliance with traffic control devices and traffic laws
• Safety by reducing operating speeds on approaches
• Safety by guiding motorists more effectively on approaches

Signalized intersection strategies include improved:
• Traffic control/operations
• Geometric design
• Sight distance
• Driver awareness
• Driver compliance
• Access management
• Safety through other infrastructure treatments

The strategies illustrated in the

A Look Inside

Utah's New Law for Texting and Driving...4
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Pre-Planned, Practiced Responses: Preparing to Serve Even the Toughest Customers..6
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photos (seen on pages 1-3) can give you an idea of some of your options in improving intersection safety. And you can also find more detailed information and resources at: http://safety.fhwa.dot.gov/intersection.
Addressing issues with turns is a good way to improve intersection safety.
Utah’s New Law for Texting While Driving
from Nicholas R. Jones, P.E., Director

Utah’s new law for texting while driving becomes one of the most restrictive laws in the country regarding texting. The new law adopted this summer includes the prohibition of the following: “to manually write, send, or read a written communication including a text message, an instant message, electronic mail, dial a phone number, access the internet, view or record video, or enter data into a handheld wireless communication device.”

Under Utah’s law, someone caught texting and driving will face up to three months in jail and up to a $750 fine, a misdemeanor. If they cause injury or death, the punishment can grow to a felony and up to a $10,000 fine and 15 years in prison.

Several crashes have been linked to manipulating electronic devices while operating a vehicle. It should be obvious to most drivers that taking eyes off the road, even momentarily can be disastrous. It takes only a second or two to cross the yellow line while distracted at highway speeds, leading to serious injuries and fatalities on our highways.

Operators of government vehicles have additional distractions of mobile radios and other electronic devices while operating their vehicles. Many of us have had close calls or realize how quickly a vehicle can swerve when momentarily distracted. It pays to be safe and to pull off the road before focusing attention on these electronic devices, which use generally make our lives better and our jobs easier if not done while driving. We want all of you to return home safely tonight.

For additional information check out the following websites:

http://ut.zerofatalities.com
http://www.distraction.gov

Photo courtesy of http://www.technologytell.com/apple/137882/texting-driving-worse-driving-drunk-equivalent-social-stigma/

The Three Mishap Months of Fall
by Gary Mower, Utah Highway Safety Office

The days between the Memorial Day and Labor Day holidays are often called the “100 Deadly Days of Summer” because of the high number of motor vehicle traffic crash fatalities. While summer lays claim to the highest number of fatalities, the last three months of the year have the highest number of motor vehicle traffic crashes. Although there is no catchy phrase associated with these months, the phrase “The Three Mishap Months of Fall” seems appropriate.

Traffic crashes are 29% higher in Utah during the Three Mishap Months of Fall than the rest of the year. Over the last 5 years (2009-2013) in Utah, the Three Mishap Months of Fall have seen 75,241 traffic crashes. This translates to 163.6 crashes per day during this time period. In comparison, the rest of the year averages 134.7 crashes per day. This increase resulted in 13,274 more crashes during the Three Mishap Months of Fall than if the crash rate per day would have been the same as the rest of the year.

December is particularly bad in Utah. December had the highest...
Joint Highway Committee Programs

UDOT plans to begin accepting project applications for Joint Highway Committee Programs beginning October 2014. All applications for the JHC programs will be due no later than January 9, 2015. Visit the UDOT JHC Program website to see which programs will be accepting project applications and find the required information for the application packet. If you have any questions on the application form or required information please contact Christ Potter.

"B&C" Roads Fact Sheet

The Utah Department of Transportation has created a fact sheet for the B&C Road Fund to provide an executive summary of the program, its origin and purpose, and sample calculations intended to help people understand the distribution formula. Here is an excerpt regarding project eligibility:

"Class B and C funds can be used on a broad variety of roadway maintenance and construction activities. Examples include snow plowing, sweeping, striping, resurfacing an existing roadway, building or replacing curb, gutter and sidewalk, or updating or adding lighting for safety.

Once received, counties or cities can allow funds to accumulate in order to cover expected construction or maintenance project costs. Funds can also be invested to gain interest income.

Projects that include construction of both eligible and ineligible features can be funded proportionately.

Approval from the UDOT Region Director or District Engineer is required to use B and C funds on state highways."

For a copy of the full fact sheet, or with any other questions regarding UDOT Local Government Programs, please contact:

Chris Potter
Local Gov't Programs Engineer
(801) 633-6255
cpotter@utah.gov

BE CAREFUL OUT THERE!!!
75,241 Traffic Crashes
During the Months of Fall
or approximately
164 crashes per day
during this time period!

It should be no surprise that inclement weather plays a part in this increase in crashes. The transition from dry roads, for the most part, to icy and snowy roads causes drivers every year to have to re-learn the appropriate way to drive in inclement weather. Add in shorter daytime hours, frosty windows, and wildlife migration and it is no surprise why fall has three months of mishaps on the roads.

One mantra that drivers should repeat every time they get in a vehicle to improve the odds of not getting into a crash this fall (or other times of the year as well) is decrease your speed and increase your following distance.

75,241 Traffic Crashes
During the Months of Fall
or approximately
164 crashes per day
during this time period!
Incivility is more and more common in public, and therefore, also in the workplace. How do we provide a decent level of customer service when we are dealing with angry, frustrated people?

First, we have to understand that frustrated citizens come to us UNDER THE INFLUENCE. This may not be drugs or alcohol, but rather fear, ignorance of codes and ordinances, embarrassment for not paying bills in a timely manner, etc. Gary Williams, Ogden City Attorney, penned the following:

"City employees are entrusted with significant power. From the information desk clerk to the billing clerk, to the parks and recreation supervisor, to the highest executive, city employees have tremendous power to mess with people's lives. Our citizens are often frustrated and upset over an issue that brings them into city offices. They don't know how to successfully access city services; we do and we can help them be successful or cause them to be unsuccessful by our words and attitude or by sharing or withholding information. With power comes responsibility. We need to take care that our interaction with the public furthers the city's mission to serve, rather than the employee's instinct to react, retaliate or rebuff unfriendly or demanding citizens."

So if we understand our power and our citizens perceived lack of it, this is a good place to start. Then we need to understand that if we do not provide DIGNITY and RESPECT to others, even those who have not earned it, then others may want to RETALIATE. We must ACT in a way to prevent others from retaliating and always allow others to SAVE FACE.

So how do we provide dignity and respect to people who are angry, hostile or downright mean? It's a concept called SHOWTIME. SHOWTIME is ACTING. It's not taking things personally, but is thinking for other people as they would think 48 to 72 hours later. It is responding as if you were being videotaped. It is you, being the representative for your entity. You, personally, don't have to like anyone, but as a city employee must treat everyone with dignity and respect and must pretend MMFI (MAKE ME FEEL IMPORTANT) is tattooed on their foreheads. The more difficult people are, the better your acting and SHOWTIME skills need to be. It's also called always using your PUBLIC FACE and never showing your PERSONAL FACE at work.

Think of actors preparing for a "take." They have rehearsed the lines (we call them PRE-PLANNED, PRACTICED RESPONSES). Every department should develop PRE-PLANNED, PRACTICED RESPONSES for the most frequent examples of verbal assaults each department deals with. Rehearse these! Share them with coworkers! Teach them to new hires! Always make sure that responses do not illicit revenge or retaliation. Here are some examples:

**Scenario 1--Suspicious Person Deflector Script**

**Employee:** Sir/Ma'am, excuse me. Can I talk to you for a moment?

**Citizen:** Why are you bothering me? Don't you have anything better to do than to mess with someone who pays your salary?

**Employee:** I can see that you are upset, and I'm sorry you feel that way, but your problem is important and I need to understand it to help you. Let's work together on this...

**Scenario 2--Pre-planned Practiced Response**

**Employee:** Can I help you?

**Citizen:** (angry) Help? Are you a moron or what? Do you know how many times I've tried to talk to someone at this freakin city? I'm sorry sir/ma'am... but this area is closed. I am just trying to find out who you are and why you are here. Will you help me do my job so I can get you on your way?
would you give me a chance to help you with this?

**Scenario 3--Peace Phrases + Deflectors**

Citizen: You people are idiots! I have no idea what you people really want! Do you even know what you are doing?

Employee: Sir/Ma'am... I'm so sorry... Sometimes I talk too fast. Do you have a moment for me to go over this with you again?

**Summary**

- Our gift to others is DIGNITY and RESPECT, even if they have not earned it.
- Upset individuals are UNDER THE INFLUENCE of rage, fear, ignorance or embarrassment.
- Think of others as they may think for themselves 48 to 72 hours later.
- Use PUBLIC FACE, never PERSONAL FACE.
- Don't ever say anything that will cause someone to want to retaliate.
- Let others SAVE FACE.

URMMA provides a variety of services for local Utah agencies. Visit their website [www.urmma.org](http://www.urmma.org) for more information.

About the author:
Joanne Glantz-Mahannah now serves as a consultant and can be reached by e-mail at jojoannama@gmail.com.

### Upcoming LTAP Center Training

<table>
<thead>
<tr>
<th>Date</th>
<th>Course Title</th>
<th>Cost</th>
<th>RS¹</th>
<th>Location²</th>
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<tr>
<td>14-Oct</td>
<td>Winter Maintenance Workshops - Riverton</td>
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<tr>
<td>20-Nov</td>
<td>Salt Lake City Flagger - 20 Person Max.³***</td>
<td>$45.00</td>
<td>I</td>
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1 Road Scholar Level - 1, 2 or E (Elective)
2 TBD - To Be Determined
3 Max that we are allowed in the room.
* Special Grant Class
** Prerequisite for Techniques of Heavy Equipment Operation (Hands-on) workshop
*** 2009 MUTCD Part 1,5,6 is available to buy. Cost of manual = $20 extra (for total fee of $65/person)

Full course descriptions and on-line registration can be found at our [website](http://www.urmma.org) or by calling: 1-800-822-8878. Please check back frequently for additional training dates and opportunities that are added as they become available. You can also request a specific workshop in your area by calling 1-800-822-8878 or e-mail us at utahltap@usu.edu.
they are looking for sponsoring agencies and dynamic presenters with topics such as case studies, new technologies, or innovative solutions. If you are interested in presenting to the membership, please contact a member of the board or call (801) 209-1051. All other questions or concerns please contact incoming 2015 President, Tena Campbell at (801) 495-2224.

The Utah Chapter of APWA is also hosting several events this fall, including:

**Monthly Meetings**
- Nov 19 – Low Impact Development (Central Branch)
- Nov 20 – Emergency Management (Utah Chapter)

**Public Works Institute**
- Oct 20-24 - Richfield Utah
- Dec 8-12 – St. George Utah

*all dates are tentative and based on minimum required attendees

Please note that the Utah APWA Board of Directors will hold their next annual planning meeting in January 2015. They are looking for volunteers to serve on Committees. Monthly meetings are planned each month on the fourth Thursday and generally held on the third Tuesday of each month at 12 noon at the Chinese Gourmet Restaurant in Murray (4500 South State Street).

**Blue Stakes of Utah**

For more information, visit the [Bluestakes website](http://www.bluestakes.org). They will be hosting a series of critical trainings around the state* in January and February 2015 on the following topics:
- Damage Prevention Awareness Seminars
- Emergency Responders/Public Officials Meetings

*Vernal, Price, Provo, Nephi, Sandy, Heber, Fillmore, Cedar City, St. George, Logan, Kaysville, Blanding, Moab

**ITE, Utah Chapter**

For information on ITE activities, please contact Ryan Kump by e-mail at [rkump@sandy.utah.gov](mailto:rkump@sandy.utah.gov). ITE, Utah Chapter monthly luncheons are generally held on the third Tuesday of each month at 12 noon at the Chinese Gourmet Restaurant in Murray (4500 South State Street).

**Utah Asphalt Pavement Association**

For information on UAPA activities, or to register for a UAPA sponsored event or on-line Asphalt Academy webinar, call (801) 566-5620 or visit the [UAPA website](http://www.uaapavement.com).

**Utah Asphalt Conference**
- Feb 25–26, 2015
- South Towne Expo Center (Sandy)
- Registration and additional information will be available soon on their [website](http://www.utahasphalt.org).

**Utah Association of Counties**

For information on Association activities, or to register for a UAC sponsored event, call (801) 265-1331 or go to the [UAC website](http://www.utahassociation.com).

**2014 Annual Convention**
- November 12-14, 2014
- Dixie Center (St. George)
- Registration and information are available at the [Convention website](http://www.2014annualconvention.org).
Utah Chapter, American Concrete Pavement Association

For information on ACPA, Utah Chapter activities, or to register for an ACPA-sponsored event, call (435) 647-5935 or check out the Utah ACPA website.

Annual Concrete Pavement Workshop
January 21, 2015
Little America (Salt Lake City)
Paving award nominations opens in October. Sponsorship/booths opens in October. Registration opens in November.

Utah Local Governments Trust

For information on training and other Trust activities, call 1-800-748-4440, or check the Trust website.

Utah Risk Management Mutual Association

For information or to register for URMMA training activities, call (801) 225-6692 or go to the URMMA website. Training will be provided this quarter in the following areas:

- Risk Management/Hazard Identification 101
- Active Listening: Don't just wait to interrupt!
- Creating a positive work environment
- Professional Presence for Millennial Employees
- Verbal Defense and Influence: How to Communicate Under Pressure (see related article from URMMA on pages 6-7)

Utah League of Cities & Towns

For information on League activities, or to register for a League sponsored event, call (801) 328-1601 or 1-800-852-8528 or go to the ULC&T website.

Utah Safety Council

All training courses are held at the Utah Safety Council training center at 1574 West 1700 South, Lower Level, Salt Lake City, unless noted otherwise. Scholarships that cover up to 50% of the training courses are available. Please visit the USC website for details.

Workshop offerings this quarter include, but are not limited to:

- Fire Protection (OSHA Compliance)
- OSHA training (10 & 30 hour courses)
- First Aide, CPR and AED
- Contractor Safety
- Incident Investigation: A Management Approach
- Exit Routes, Emergency Actions Plans and Fire Prevention Plans (OSHA Compliance)

2014 UDOT Annual Conference
will be held October 28-30
at the South Towne Expo Center in Sandy, Utah.
Booth sales now open.
Attendee registration will open soon!
Check their website for details and to register.
If you have questions, contact Barry Axelrod at (801) 964-4570 or baxelrod@utah.gov.

On the Move
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October 2014

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listed alphabetically by organization

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Tom Stratton
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About the Utah LTAP Center
The Utah LTAP Center is an integral part of a nationwide Local Technical Assistance Program (LTAP) financed by the Federal Highway Administration, state departments of transportation and local transportation agencies. The Center bridges the gap between research and practice by translating the latest state-of-the-art technology in transportation into implementable products and information for the special use of local transportation agencies and personnel. Located at Utah State University, the Utah LTAP Center is also part of the Utah Transportation Center (UTC), a Tier II University Transportation Center of the U.S. Department of Transportation.

About On the Move
On the Move is issued quarterly by the Utah LTAP Center at Utah State University. Subscriptions are free and are available by contacting the Utah LTAP Center. To obtain permission to reprint any articles from On the Move, please call the Center.

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