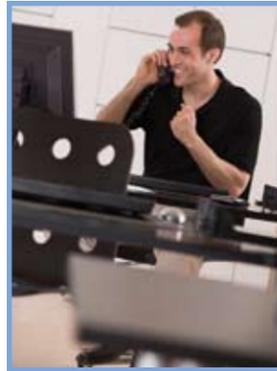


"Netiquette" continued from pg. 3

- **Copying, forwarding and replying** - Copy or forward emails only to those for whom the message is useful, and include a portion of the message that you are replying to only when it is relevant. Never forward an email you haven't read or send an attachment you haven't opened to verify content.
- **Acknowledge receipt of important emails** - If the sender is asking a question of you or needs information, always respond as soon as possible to the email. "Close the loop" - If you are not able to give him/her an immediate answer or provide concrete details, respond with, "I'll get back to you as soon as possible with that information," or a similar response.
- **Use white space to enhance readability** - Use spaces between different topics within the same email. Use separate lines, bullets or indentation when listing items, and use a separate line when pasting a URL.
- **Be courteous** - Never underestimate the importance of common courtesy. Asking a colleague for assistance without saying "please" or acknowledging a colleague's help without saying "thank you" is inconsiderate, especially when communication is not face to face.



**Your Email, You're Welcome** - Spelling and grammar matter in electronic communication, more than many people realize. Use of incorrect grammar and cyber-slang abbreviations may be acceptable when texting friends and loved ones, but such casual speech in business communication will result in one's being branded unprofessional. Poor grammar and spelling divert the reader's attention away from potentially important details in an email. Good grammar and spelling, on the other hand, are powerful and effective tools of communication that serve to enhance not only your own degree of professionalism, but that of the company you represent. Keep spell checks on at all times!



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# MONTGOMERY CONSULTING GROUP

# MOMENTUM

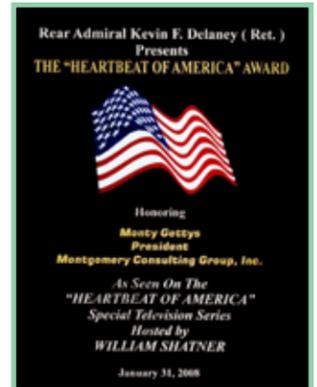
SPRING 2008

PLANNING • CONSULTING  
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## MCG on Heartbeat of America

Montgomery Consulting Group was selected to participate on the national cable TV show "Heartbeat of America" hosted by William Shatner (formerly Captain Kirk of the original Star Trek), which profiles companies that help move the economy of America forward. MCG's President, Monty Gettys, and Senior Project Manager, Starla Ardoin, made their debut at the show's studio in Hollywood, CA in January.

Besides rubbing elbows with the hosts of the show including Doug Llewelyn (formerly of People's Court), Rear Admiral Kevin Delaney (ret.) presented Monty with a special award (see photo). "We were a little intimidated by the whole taping experience and definitely star struck by the famous people we encountered within a two day span," claimed Monty. Star sittings included (yes, we're blatantly name dropping here...): Tom Selleck, Mitt Romney, Stevie Wonder, Jose Eber, Stone Cold Steve Austin, and numerous models! The show aired on April 15, 2008. Starla added "We'll stick to our day jobs!"



## About the Artist

MCG's Maitland Headquarters recently acquired commissioned artwork to adorn its walls. Numerous pieces were handpainted by Dan McFee of Ormond Beach, Florida. Dan is former head chef of a German restaurant in Ohio who returned to his first love - painting with a palette, knife and oils - after retiring from the culinary world.

Many of McFee's paintings depict "The Loop", a 23-mile stretch of several roads through Volusia County's unique landscape. "The Loop" meanders through Tomoka State Park and is a haven for artists, fishing enthusiasts, cyclists, runners, and all who appreciate "Old Florida" scenery.

McFee's paintings were purchased from Metropolitan Gallery and Framing in Ormond Beach, a local gallery owned and operated by Teresa Rizzo. The gallery, open since 2001, showcases the original work of local artists.



## Colleague Chronicle: Dayna Nixon, e-Delivery Coordinator

MCG is pleased to feature Dayna Nixon in this issue's Colleague Chronicle.



Dayna graduated from the University of Central Florida in 2005 with a Bachelor of Science and has been with MCG at Turnpike headquarters for over two years. She began working in the IT department as a CADD Systems Analyst, providing hardware/software support while learning the FDOT electronic delivery process and maintaining two project archive databases. Last year, Dayna moved to the production department where she currently serves as the Turnpike's Electronic Delivery Coordinator and a Specifications Specialist.

Dayna hails from Newport Beach, California, where the majority of her family resides. Dayna's favorite aspects of SoCal include the temperate weather, beautiful beaches, diverse food and culture, and the abundance of shopping, art and live music.

Dayna's hobbies include being a "true music junkie" (favorites include Minus the Bear, Death Cab for Cutie, Bob Marley, Say Anything, and Iron and Wine); attending concerts; reading (currently, *A New Earth* by Eckhart Tolle); watching movies (using Netflix to watch any genre-combination of comedy, romance, and indie films); being active outdoors; relaxing on the beach; and spending time with friends and family.

Dayna loves food - Sushi, Mexican, Thai, Vietnamese, Cuban, Chinese, you name it - she'll eat it and, probably, love it. Her restaurant of choice is Colorado Fondue Company, where Dayna highly recommends partaking in dessert!

Dayna brings high energy, personal dedication, and responsiveness to our Turnpike team. Keep up the great work, Dayna!

## Sound Wall Aesthetics by Dayna Nixon

There are many portions of Florida's Turnpike that now have sound walls along the right of way and Turnpike's architects hope drivers enjoy the added aesthetics. In an effort to reduce the monotonous tunnel effect the walls suggest, Turnpike's architects planned to incorporate both wall designs and landscaping to enhance the driving experience.

The pre-cast concrete slabs have interchangeable forms allowing for a multitude of designs. Once erected, the walls are painted according to design (Fig. 1). Turnpike's architects typically use nature-inspired designs such as the saw palmetto, palm trees, cat tails, clouds, waves, sails, and native birds like the sandhill crane. In a recent widening job in south Florida, Turnpike's architects met with the local Seminole tribe and added details such as their native chickee hut, alligators, and a similar swamp-like environment (Fig. 2) to create a faux nature scene.

From an artistic concept to implementation in construction, some designs become simplified, but with the addition of dynamic landscaping (Fig. 3) the sound wall aesthetics add visual interest to an otherwise monotonous drive through our long flat state of Florida. While some oppose the massive walls in general, Turnpike's architects provide a traffic noise sound barrier to many nearby residences and at the same time create a visually appealing highway for drivers.



Fig. 1 - Painted Wall

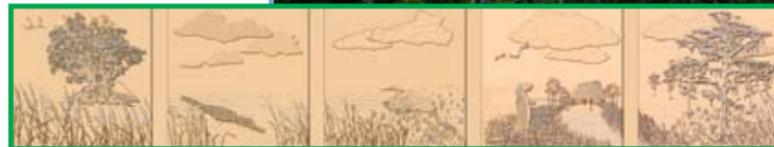


Fig. 2 - Wall Details

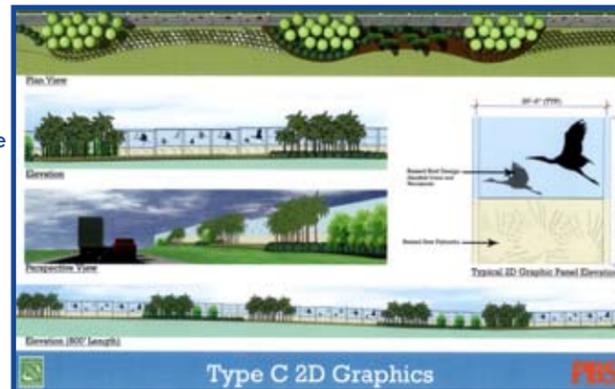


Fig. 3 - Landscape Renderings

## "Netiquette": Online Communication Etiquette

In an age of online business networking and ubiquitous communication via email, the need for a refresher course on clear and effective communication skills has become more and more apparent. Although most of us were taught basic etiquette at an early age, we sometimes fail to properly convey those important social formalities when communicating electronically. Listed below are helpful reminders to improve email communication skills and enhance our success.



*Be Forward Thinking* - Never send a message you would not want forwarded, archived or recalled at a later date. Remember, especially if your email contains privileged or sensitive information about a third party, you have no control over who may eventually view that email.

*DON'T SHOUT!!!!* - Never use all capital letters or excessive exclamation points when unnecessary. Use of capitals is widely viewed as "shouting" and is considered rude. Words may be emphasized by using asterisks on either side or underlining. Use of too many exclamation points (when not an obvious, good-natured response) may also be construed as yelling. A period or single exclamation point (Ex: Thank you!) will suffice in most business-related emails.

*All Joking Aside* - Satire, sarcasm and subtle humor have their places, but translate poorly in emails. Remember, the recipient of your email cannot read your facial expressions and may not know you are joking or may not share your same sense of humor. In turn, if you are on the receiving end of a seemingly rude email, don't over-react. What may seem like an insulting message may simply be the result of hasty typing or poor wording.

*Agree to Disagree* - Be extremely polite when disagreeing with others and always choose your words carefully to avoid appearing overly critical.

*The Golden Rule* - Email others as you would like to be emailed:

- *Be brief and succinct* - It takes time away from one's busy workday to sift through long emails.
- *Use descriptive subject lines* - Be specific so your email recipient(s) know exactly what your email is regarding. This helps identify important emails before they are opened, especially when communicating with traveling colleagues using handheld devices.
- *Don't send large attachments* - Consider the speed of the recipient's internet connection before attaching a large file. There are many FTP and third party file sending programs that will allow you to upload large files to be downloaded by the recipient at his/her convenience.

continued on pg. 4

## Client Chronicle: Ted Baldwin, Senior Vice President, HMMH, Inc.

This issue's Client Chronicle spotlights Ted Baldwin, Senior Vice President of Harris Miller Miller & Hanson Inc. (HMMH), consultants in noise and vibration control with headquarters in Burlington, MA.



Ted, a true New Englander at heart, grew up outside of Hartford, CT, but considers Boston "home" after living there 31 years. He received a B.S. in Engineering from Cornell University and a Masters Degree in City and Regional Planning from Harvard.

Ted has been married to his college sweetheart, Betsy, for 35 years! The couple has two children - Andrew, 27, and Sarah, 24. Ted considers his marriage and children his "greatest claim to fame".

Ted's hobbies include summertime sailing (on the "Sarah B," named after his daughter), wintertime skiing, travel (in the U.S., Europe, Caribbean, and wherever else his frequent flyer miles can take him and his family), cooking and dining out (most often in chef-owned storefront bistros and seafood restaurants), and reading (mainly detective novels and autobiographies of U.S. historical figures).

Ted has been with HMMH for 24 years. In Florida, HMMH provides on-call acoustical consulting services for Broward County Aviation Department, Ft. Lauderdale Executive Airport, Martin County/Witham Field, and Palm Beach County Department of Airports.

Outside Florida, Ted's most complex project is managing a Part 161 Study at Van Nuys Airport (VNY), where Los Angeles World Airports is pursuing nine separate use restrictions simultaneously. VNY is the world's busiest general aviation airport, with over 500,000 annual operations.

MCG has teamed with Ted and HMMH since 1999 on various airport noise and land use assignments, beginning at Naples Municipal Airport and, currently, at North Perry Airport and Ft. Lauderdale-Hollywood International Airport. We look forward to our continuing and future successful partnerships with HMMH.

We thank Ted for being a good sport and "spilling the beans" for our readers!