Notes From The Director

Why is it that every time you stay at a hotel or take a flight, you get these annoying email requests to fill out a survey? Even when I get my car serviced I get an email with a survey asking "How did we do?". Answer—"You changed my oil. You did fine. Now quit sending me your stupid surveys".

It seems to me that if you have to rely on automated surveys to know if you are meeting your customers’ expectations, then you are not paying attention to your business. Does anyone believe that airlines are improving customer service based upon on-line survey results? There doesn’t seem to be any evidence of it.

Our industry does not depend on surveys. We talk to our customers continuously and if, for any reason, we are not meeting their expectations; we know it. Nobody scores a perfect 10 every time but its how we deal with issues that inevitably arise that result in a high rating for customer service.

Warmest Regards,

Ronald E. Thornton, P.E.
Interstate Route 390 Bridge Over Trolley Blvd

Submitted by Jay Abbey of Binghamton Precast & Supply Corp.

Deteriorating bridges on both the northbound and southbound spans of I390 over Trolley Boulevard in the Town of Gates, NY are being replaced with precast 48’ span arch elements. The units were set on cast-in-place pedestal walls using a combination of a Link Belt 236 crawler crane and a heavy duty forklift with a custom designed lifting frame.

The precast arch is a structurally efficient element that has many advantages for this type of project. Units were able to be installed beneath the existing span allowing the interstate to remain open to traffic during erection which significantly reduced impact to travelers. Also, arch units are buried structures which reduces bridge deck de-icing and maintenance, eliminates the need for approach slabs, and extends the service life of the bridge.

Project Credits:
Owner: New York State Department of Transportation
Specialty Precast Engineer: Preteck Group, Dayton, OH
Contractor: Cold Spring Construction, Akron, NY
Precast Manufacturer: Binghamton Precast & Supply Corp, Binghamton, NY
ASCE Canoe Competition—2018

Submitted by Ron Vaughn of Northeast Solite Corp.

Eight Universities competed in this year’s event that was hosted by RPI in Troy, NY April 27 & 28, 2018. They include: RPI, RIT, West Point, SUNY Buffalo, Clarkson, Poltechnique Montreal, Cornell, and ETS, Montreal. The canoes varied in length from 15’-6” to 20’-2”. The weights ran from 110 to 400 lbs. This competition started back in 1988. The winning school from the 19 sections plus 6 wild card schools go to Nationals in June at San Diego State University.

Items in the judging of the event include: Design Paper, Product Display, Five Minute Presentations followed by seven minutes of questions from judges & other teams. Races include: Sprints with two Guys, Sprints with two Girls, and Endurance Racing with two Guys and two Girls. The water races were done at Synder’s Lake, in North Greenbush, NY. There are 53 pages to the rules plus Appendixes A to D. Judges this year were: Chris Waite, Ted Marotta, Keith Lashway, Pat Kenneally and Ron Vaughn (Head Judge).

Northeast Solite Corp is an Associate Member of PCANY. Check out all of our members in the PCANY Buyer’s Guide located on our website.
Call for Bridge Conference Presentations...
For the 24th Statewide Conference on Local Bridges taking place October 24th & 25th in Liverpool, NY. Deadline for submissions is August 17th. Contact Andrew Clark at NYSDOT Office of Structures Andrew.Clark@dot.ny.gov

Spillman Company Turns 70
PCANY Associate Member Spillman Company, founded in 1948, produces steel molds, plastic spacers, magnetic products, and other solutions for the precast industry. (Spillman Forum)

NPCA 53rd Annual Convention...
Will be held in Providence, RI, October 4—6 at the Omni Providence Hotel. The convention will include plant tours, Precast Marketplace exhibits, educational sessions, committee meetings and more. (Information)