
TxDOT's four goals: Maintain a safe system, address congestion, connect Texas communities, and be a Best-in-Class state agency

For Immediate Release

April 17, 2013

Monica Freeman Wins TxDOT *Roadrunner* Award

(AUSTIN)—Monica Freeman, a Texas Travel Information Center Counselor with the Texas Department of Transportation (TxDOT) received the 2014 *Roadrunner* award from TxDOT for her exceptional customer service and professionalism. The award was presented at ceremonies held last night in South Padre Island.

Freeman is a counselor at the Texas Travel Information Center in Denison, which served more than 200,000 visitors in 2013. The information center greets travelers entering Texas at the Oklahoma border, and is located just north of the city of Denison along U.S. Highway 75 and just east of popular Lake Texoma.

The *Roadrunner Award* recognizes Freeman for her excellent customer service and outstanding dedication to Texas tourism during her tenure with TxDOT. Freeman began her career just four short years ago in 2010 at the Travel Information Center in Wichita Falls, and currently serves as a Travel Counselor at the Denison Travel Information Center. She became a state and nationally certified Travel Counselor in 2011 and routinely demonstrates outstanding leadership and innovation, particularly for tourism events hosted by the Denison Travel Information Center.

Monica is known for her friendly demeanor, and thorough assistance to all visitors to her center; her hallmark is to also take the reins to coordinate all the details for numerous tourism and safety campaigns at her center, such as Distracted Driving, the OU-Texas football weekend "Arrive Safely to the Game," Red River Valley Tourism Association, Highway Work Zone Safety Awareness, and many others.

"Monica has shown exemplary service, initiative and creativity in her time with the department," said Margo Richards, Director of the Travel Information Division. "Her willingness to go the extra mile for customers and follow through on details makes her a valuable asset to our division, and she is very deserving of this award."

TxDOT operates 12 Texas Travel Information Centers at points of entry to the state and at the Capitol Visitor Center in Austin. Staffed by professional travel counselors, the Travel

Information Centers welcome visitors to Texas, help with routings and provide information on points of interest, events and road conditions. The counselors serve as goodwill ambassadors to some 2 million visitors every year and are often the first Texans to greet visitors.

The *Roadrunner Award* was presented during the 59th annual Texas Travel Counselors Conference, a meeting of Texas travel professionals and representatives of TxDOT's Travel Information Division, the Texas Travel Industry Association, Texas Parks and Wildlife Department, the American Automobile Association (AAA), and city information centers.

For media inquiries, contact TxDOT Media Relations at MediaRelations@txdot.gov or (512) 463-8700.

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Texas Department of Transportation

The Texas Department of Transportation is responsible for maintaining 80,000 miles of road and for supporting aviation, rail, and public transportation across the state. TxDOT and its 11,000 employees are committed to working with others to provide safe and reliable transportation solutions for Texas by maintaining a safe system, addressing congestion, connecting Texas communities, and being a Best in Class state agency. Find out more at www.txdot.gov
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