

The INSIDE

LANE

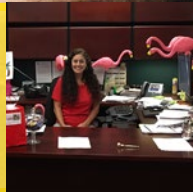
A newsletter for employees of the Arizona Department of Transportation

NOVEMBER 2016

VOLUME 1, ISSUE 5



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ADOT

My Three Sons

JUST ABOUT every month I hit the road and travel through remote parts of Arizona on my way to the State Transportation Board meeting. These remote areas are the ones where your car radio seeks but never seems to find a station, or if it does pick up a station it's usually heavy metal with the crackling sounds from the weak signal. Not my first choice of music.

November was no different as I headed to Safford to give the board my typical financial report. There were more attendees than usual and a number had signed up to address the board. One speaker expressed appreciation for ADOT rerouting traffic while the fair was being held, a public official expressed concern about flooding and drainage occurring at local farms, and yet another was concerned about increasing traffic from the mines as copper prices rose. For whatever reason, the voice that stood out the most to me was that of a newly elected mayor who also served as the town's fire chief. He was expressing concern about the need for a signal in the town. He said the traffic signal would help the firetrucks and ambulances respond to emergencies, and would appreciate the board addressing the issue.

Transportation suddenly got quite personal. You see I have three sons, three teenage boys actually, and as annoying as they are at times the thought of them being hurt and an ambulance being delayed for even a split-second is a real attention getter. Listening to those speakers, people personally touched by what we do, was a great reminder of why all these numbers matter. In terms of money, the Great Recession threw the department back in time almost 15 years. We lost over \$17 billion in revenue growth, dollars that would have been available for highways, culverts, and signals.

Words like efficient and continuous improvement can feel old, drab, and overused, but if we can perform one task or process better or faster than yesterday and it saves enough money to buy a new traffic signal, then it's been a good day.



Kristine Ward
ADOT Chief Financial Officer

The INSIDE LANE

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Address all comments and suggestions to InsideLane@azdot.gov.

A web version of this newsletter can be found on ADOTNet or at azdot.gov/InsideLane.

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Share your best cover shot

Do you snap shots that show off the scenic side of transportation in Arizona? Share them with us and we might put your photograph on the next cover of The Inside Lane.

It can be a great picture of an MVD office, a beautiful highway shot or even an artsy photo of construction materials. Whatever the subject, the photo should highlight some aspect of the work happening here at ADOT.

Submit your original, digital photographs to InsideLane@azdot.gov in JPEG format (no larger than 10MB). Along with the photo, please provide a brief description and your name/title.



This photo was taken by John Dougherty, a video producer/editor with ADOT Communications. He took this photo right after Bell Road reopened at its intersection with US 60 (Grand Avenue). Read more about the project in this issue.

MEET THE TEAM:**FINANCIAL
MANAGEMENT
SERVICES**

The FMS team gathers for weekly huddle board meetings. From left Sheryl Jones, Keith Fallstrom, Kathleen Heath, Melissa Manfrida, Patrick Stone, Mark Zimmerman and Kristine Ward.

Angela De Welles, ADOT Communications

WHEN ADOT builds a road or a structure, the job takes more than just machinery, heavy-duty equipment and materials by the ton.

It also takes money — often a whole lot of money.

Managing all that money, not to mention forecasting, collecting, distributing and accounting for the funds, takes a team of more than 100 ADOT employees, who, by the way, are all really good with numbers.

“What we do, it’s all about money. We administer all of the state’s transportation dollars,” said ADOT’s Chief Financial Officer Kristine Ward, explaining that the agency’s Financial Management Services (FMS) Division is responsible for much more than just accounting for the dollars that flow in and out of the agency.

Here are just some of the duties carried out by FMS:

- Revenue forecasting
- Tracking and analyzing legislation to see how it might affect ADOT revenues
- The accounting, collecting and distributing of the Highway User Revenue Fund dollars and the administration of motor fuel taxes
- Managing the finances for transportation projects and programs
- All of the agency’s accounting and payroll activities
- Debt management and compliance

- Overseeing the agency’s operating budget, which pays for everything from pencils to employee desks and utilities

The list goes on, but Ward says a lot of what FMS does is comparable to how most people manage their own finances, albeit on a much larger scale.

For example, ADOT’s monthly phone bill (that includes all telecommunications) averages \$689,000. Utilities (electric, water, wastewater, etc.) cost the agency an average of \$444,000 a month. Similar to the payments you make to your credit card company or to the bank that holds your mortgage, ADOT makes debt payments, too — to the tune of about \$22 million a month.

In all, ADOT pays more than 10,000 bills each month, according to Ward.

“It’s really like balancing multiple complicated, complex checkbooks that have the interest of many people,” she said.

When it comes to revenue, money can come in from a number of sources, including the federal government and various grants. Ward’s team has to account for that cash and make sure it’s being used on approved projects.

**ADOT pays
more than
10,000 bills
each month**

“There’s a lot of regulation that comes with federal money,” Ward said. “A lot of the dollars we get have to go for very distinct purposes.”

The Arizona Highway User Revenue Fund (HURF) is another revenue source. It includes gas taxes, vehicle license taxes and other fees. Money from HURF is used for transportation projects, but also supports other services. Portions of this fund go to counties, cities and towns for local programs.

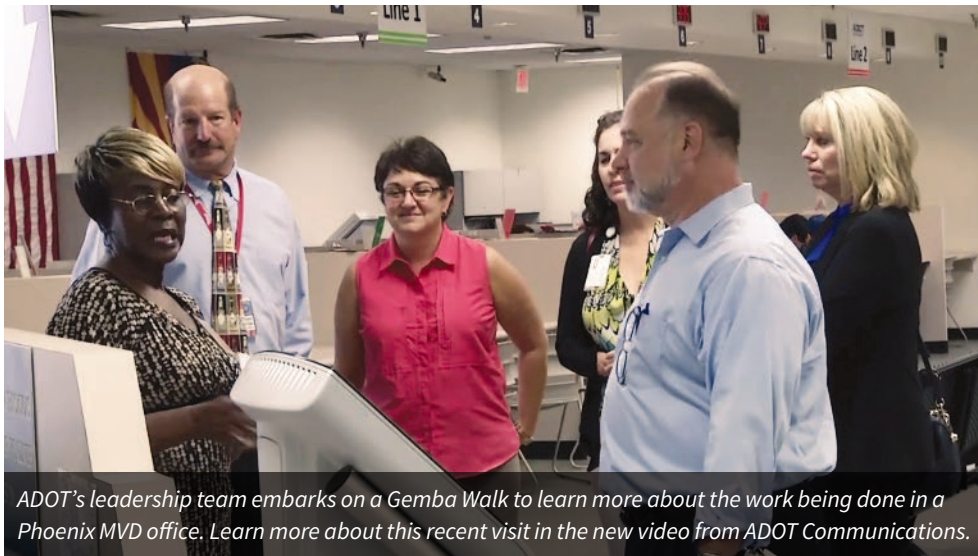
Ward says that while ADOT is predominantly reliant on fuel tax revenue, the rate that gets collected for the state — about 18 cents per gallon — hasn’t changed since the early 1990s. That can make things challenging.

“Revenues are based in 1990s dollars, but we have 2016 costs,” she said.

As the agency continues to do more with less, FMS keeps careful watch on legislation and analyzes the impact any bills might have on transportation funding in Arizona. FMS also has economists on staff who help forecast future revenue.

“ADOT is a mammoth operation and the magnitude of what the agency does is just tremendous,” said Ward adding that in order to manage the financial foundation on which the state’s highways and bridges are built and administered, FMS stays constantly busy. “We’re in perpetual motion. I have a great team and they really care about what they do.” ■

-Angela De Welles, Senior Communications Specialist



ADOT's leadership team embarks on a Gemba Walk to learn more about the work being done in a Phoenix MVD office. Learn more about this recent visit in the new video from ADOT Communications.

GEMBA WALKS: COMING SOON TO A WORKSPACE NEAR YOU

Where do you do the work that you do?

In a cubicle? At an MVD office? Maybe you're getting the job done out in the field, behind a desk or inside the lab? Wherever it is, ADOT's leadership is going there to gain a better understanding of what you and your coworkers experience.

The visits, called "Gemba walks" in Lean terminology, offer a chance to identify and solve any problems that might impede someone's ability to do their best work. Gemba, a Japanese word that means "the real place," is used in Lean to describe all of the places where work gets done, explains Office of Continuous Improvement Administrator Kismet Weiss in a [new video produced by ADOT Communications](#).

"Gemba walks are the standard work of leaders," Weiss says in the video. "If you really

want to understand how something is done, how it really works or what the problems really are, then the only way to truly find that is to go to the place where that work is done."

There is no set number of Gemba walks that a manager must complete, but leadership is expected to do them regularly, said Weiss, adding that employees should feel free to share challenges with supervisors during a Gemba walk.

"We're trying to teach managers to have their eyes open and to be more observant. They're also learning how to ask questions that identify waste," Weiss said. "Most importantly, they are there to learn."

Find more details in the new video – you can view it on [ADOTNet's "Continuous Improvement Videos" page](#). ■

-Angela De Welles, Senior Communications Specialist

YOU

GOT IT!

We received some good guesses to last month's Where in AZ?? challenge. There were some correct answers too, but there could only be one winner.

Fernando Murrietta, a lead tech with Highway Operations in Tucson was selected as this month's winner in a random drawing from all eligible entries! Fernando correctly guessed that the photo was taken off of State Route 83 in Elgin. Congratulations, Fernando! For his efforts, he will receive a copy of the Arizona Highways publication, "Navajo Land: A Native Son Shares His Legacy."

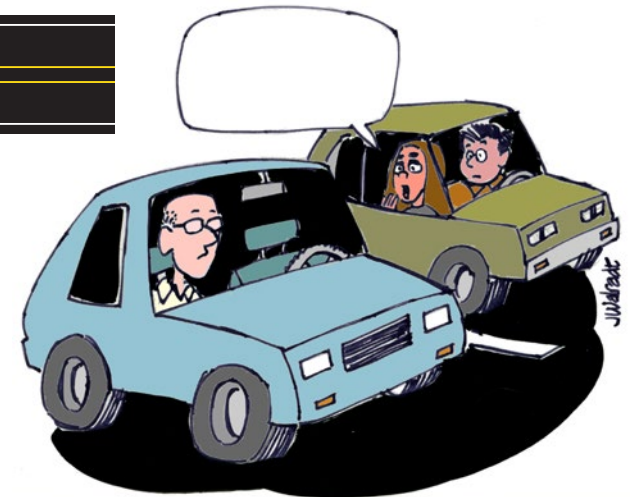


Kim Katchur, ADOT Communications

GO AHEAD

GET CREATIVE

This cartoon, drawn by ADOT Graphic Designer John Waldradt, needs a caption and we want your help. Please submit your ideas to InsideLane@azdot.gov by Dec. 7, 2016. Yes, there will be a (small) prize, so give us your best! The winning caption will be selected by a team of ADOT employees who will look for creative, funny captions that best fit the cartoon. We'll announce the winning caption in the next issue of The Inside Lane. Good luck!





MAJOR MILESTONE: BELL ROAD REOPENS IN SURPRISE

Do you hear that? It's the sound of tens of thousands of West Valley motorists rejoicing over the fact that Bell Road has reopened at its intersection with US 60 (Grand Avenue).

FOR THOSE in the rest of the state not familiar with the area, know that this is one busy intersection. It sits right in the heart of the city of Surprise's economic development region, which contains nearly 300 businesses. Roughly 55,000 vehicles travel on Bell Road daily through the intersection and approximately 35,000 vehicles travel on US 60 (Grand Avenue).

All of those travelers have been taking a major detour since April, when ADOT established a full closure of Bell Road between 134th Avenue and West Point Parkway.

The full closure was necessary so that construction could move forward on an

accelerated timeline that would allow a majority of the work to wrap up in time for the holiday shopping season. Since the closure was put into place, crews have been working to construct a new Bell Road bridge over Grand Avenue and the adjacent railroad tracks. The new interchange eliminates delays caused by trains using the BNSF Railway tracks along Grand Avenue.

Now that the bridge is finished and Bell Road has reopened, the project's Resident Engineer Anthony Brozich says there are just a few things left to finish on the project.

"We're still going to be working on the ramps that connect Bell Road with Grand Avenue,



Bell Road reopened Nov. 22 after an accelerated construction timeline that allowed most of the project to be finished in time for the holiday shopping season.

and eastbound Grand Avenue still needs to be finished up," Brozich said. "The entire project is scheduled to end in February 2017."

Reflecting on the work that has been done so far, Brozich said that besides the accelerated schedule, some of the design elements have been fairly unique.

"This project utilizes a Median Urban Design for the Grand Avenue ramps," Brozich said,

explaining that the on- and off-ramps are placed in the middle of the interchange. "These are less common and were done to minimize the footprint."

Find more project information on the ADOT website. For a comprehensive look at the project so far, check out the photos on ADOT's Flickr page: <http://bit.ly/2fYGmEA>

-Angela De Welles, Senior Communications Specialist

John Dougherty, ADOT Communications

When it comes to helping others, ADOT employees are *generous*

AS THE HOLIDAY season gets underway, there's a lot of talk about not only giving thanks, but also giving back. The spirit of lending a helping hand to those in need has long been an important part of ADOT's culture, and employees here have shown it in many ways.



Adopt an Angel

The holidays can be a difficult time to experience financial trouble, especially for families with children. The Adopt an Angel program was created to answer those families' needs. Awards and Recognition runs the program statewide. In November, employees who are struggling apply to the program. The Awards and Recognition office creates an e-tree where the wish lists are posted. Serving as Santa's elves, volunteers sign up to donate presents, food and other necessities to help these families have a happy, healthy holiday.

Some units are even able to help multiple families. Safety and Risk Management, for

example, has been able to help three families for each of the past two years.

To volunteer to help these families, visit <https://adotnet.az.gov/content/visit-adot-adopt-angel-etree-wishes>.

Toiletry Drive

The State Engineer's Office started a toiletry drive many years ago. However, when the person who organized the effort retired, Field Reports took up the mantle and continued the drive. They collect toiletries throughout the year, ending around Dec. 15.

The drive has collected as many as 2,000 pieces of shampoo, conditioner, lotion and soaps. Field Reports Manager Lenyne Hickson, who currently manages the drive, said, "Sometimes I come into work and there are shampoos sitting on the desk." These necessary items for basic hygiene are donated

to Central Arizona Shelter Services (CASS), where they are distributed to people in need.

Unfortunately, the toiletry drive is facing challenges both new and old. In the last few years, advertisement for the drive has been greatly curtailed. So far this year, Hickson projects that they will only have 300 items to donate to CASS. In addition, she plans to retire in February, and no one has volunteered to take on the program.

ADOT's toiletry drive has done so much good, and if you have extra items you either don't need or don't use, consider dropping them off at the Field Reports office in the Phoenix administration building, 206 S. 17th Ave., Room 184. And if this program seems like something you or your work group would like to continue, please consider taking up the mantle.



Kathy Boyle, ADOT Communications

The office of Administrative Services Division Director Sonya Herrera was "flocked" earlier this year.

Flock a Friend

The Flock a Friend campaign is open to participation any time, as long as requests fit into the calendar, and is a more lighthearted program. Basically, participants make monetary donations and have their friends' offices "flocked" with flamingo lawn ornaments. For 12 flamingos, you can donate

\$10 for one day and \$20 for two days; for 24 flamingos, it's just \$20 for one day and \$30 for two days. For just an additional \$5, you can remain anonymous and let your friend wonder who flocked them. In the program's inaugural year, 2013, it raised \$612. Last year, it raised \$1,216, and so far for 2016 it has raised \$906. Those funds go toward Safety and Risk Management's Adopt an Angel program and benefits the families of ADOT employees in need.

If you have a friend you'd like to surprise, you can contact Marty Vargas by calling 602.712.7188 or emailing MVargas2@azdot.gov.

The Generosity of ADOT Employees

ADOT's branch of the State Employees Charitable Campaign fills the year with many charitable events, including brownie sales, the Super Nacho sale, ice cream float sales, bake sales, clay target shooting, discounts on tickets to Cardinal and Diamondback games, and so much more. And ADOT's employees have never been anything less than generous. Insurance Recovery Specialist Marty Vargas says of these myriad efforts, "Fundraising is a passion for me. The simple fact is we love that we can help our own ADOT families."

The spirit of community and community service is foundation to ADOT's values. Thanks to the many efforts across the agency, both strangers and families we know have benefited and had their burdens eased. That's something we can all be proud of. 🦩

-Danelle Weber, Senior Communications Specialist

Driving Safety Home: Know Snow



Dallas Hammit

WE'RE STILL a few weeks away from winter, but some in our state already are experiencing cold weather.

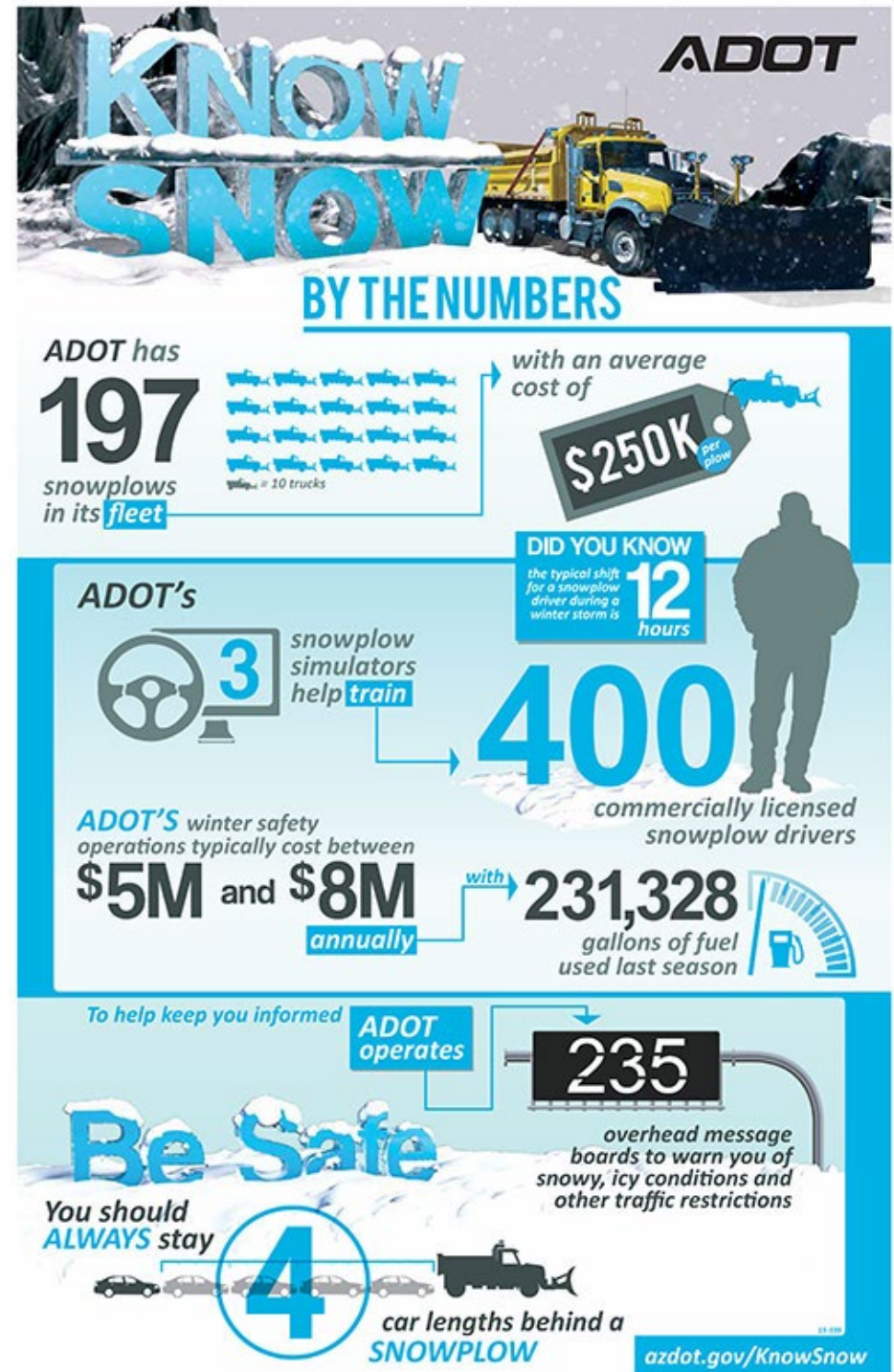
ADOT crews are ready for what's ahead, in fact, they prepare year round for the snow and ice. The agency has 400 commercially licensed snowplow drivers and nearly 200 snowplows in its fleet.

While the work those snowplow drivers do is vital for keeping our roads drivable and safe all season, the decisions everyone else makes on the road are equally important.

Please take a moment to review the safety tips below and be sure to share with family and friends.

- **Slow Down and Leave Extra Room:** Adjust your speed to conditions. Driving slower and leaving space between your vehicle and others when snow and ice are present can improve your ability to brake and prevent skids.
- **Leave Prepared:** Dress for cold weather, bring extra clothes and gloves, be sure your cellphone is charged, and pack food, water and necessary medications. Make sure your vehicle is in good working condition, starting with the battery, heater/defroster, wiper blades, wiper fluid and brakes.
- **Pack an Emergency Kit:** For starters, take blankets, a flashlight, an ice scraper, a small shovel, a container of sand for traction and hazard lights or reflectors in case your vehicle becomes disabled.
- **Beware of Black Ice:** Black ice tends to form at night when melting snow freezes and is especially common on bridges.
- **Stay Up to Date:** Visit ADOT's Travel Information site at az511.gov or call 511 to get the latest highway conditions, and pay attention to messages on overhead boards. ADOT's Twitter feed ([@ArizonaDOT](https://twitter.com/ArizonaDOT)) is an excellent source of information and answers about highway conditions.

Please find more winter driving information, including videos, infographics and blog posts at azdot.gov/KnowSnow.



ADOT INTERNS EARN SCHOLARSHIP AWARDS

WHEN it comes to an internship at ADOT, you can forget any stereotypes that involve fetching coffee and making copies...

ADOT interns are busy doing real, meaningful work that not only gives them useful hands-on training, but benefits the agency as well.

“For one thing, employing interns helps to build our future,” Deputy Director for Transportation Dallas Hammit said. “They also perform valuable work, so it’s a two-way street — we’re giving them experience, but we’re also getting a lot from them.”

To encourage and reward the work done by interns, ADOT presented two \$1,000 scholarships earlier this month after a call was put out over the summer for applications. Interested interns were required to provide recommendations from professors and had to write an essay on the contributions transportation makes to the state of Arizona.

Hadley Habeck, a junior at Northern Arizona University, was awarded the John E. McGee Internship Scholarship. An intern in ADOT’s North Central District, Habeck has just had the job since June but says the experience already has provided opportunities, including the chance to contribute on several projects. Right now, the environmental engineering major is working to create a new emergency procedure plan for pump stations in northern Arizona.

Michael Schubert, a civil engineering student in his senior year at NAU, was awarded the Chawla Family Scholarship. Schubert also interns in ADOT’s North Central District and has been with the agency for the past four years. In that time, he has worked on several construction projects and has assisted by inspecting concrete. He believes the internship has helped him to better understand the principles he’s learning about in the classroom.

Both Habeck and Schubert received their scholarships at a reception held Nov. 4 in the North Central District Office, in Flagstaff. During the event, Hammit, who served on the scholarship judging panel, said many of the applications were impressive, but Habeck’s and Schubert’s were inspiring and stood out among the rest.

“Being a father and knowing how hard it is for students to pay for school, I think it’s important that ADOT can assist and encourage the next generation of transportation professionals,” he said. ■

-Angela De Welles, Senior Communications Specialist



Angela De Welles, ADOT Communications

Left: Michael Schubert, center, stands with Dallas Hammit and Baljeet Chawla, right. Schubert expressed his thanks to the Chawla family. “It’s awesome that they’ve given this scholarship and I’d like to do the same thing when I’m in the position to do so,” Schubert said.

Right: Hadley Habeck receives her scholarship certificate from Dallas Hammit. Habeck said she was excited to find out that she had earned the scholarship and plans to use the funds for a study abroad trip to France next year.

The Chawla Family Scholarship is brand new this year and was made possible because of the generosity of an ADOT employee and his family.

Baljeet Chawla, a transportation engineer in the agency’s Roadway Design Support Section, started working at ADOT in 1988. His wife, Rammy, also had a career with ADOT — she retired in 2013 after working as a chemist in the Construction and Materials Group.

They decided, with support from their adult children, to start the scholarship so that it could benefit ADOT interns.

“The department has given me a chance to work and raise my family,” Baljeet Chawla said. “We felt it was time to give back.”

The John E. McGee Internship Scholarship is awarded by ADOT with funding from the Western Association of State Highway and Transportation

Officials. The \$1,000 scholarship is named in honor of the late John McGee, who served ADOT from 1988 to 2014 in several leadership positions, including chief financial officer and deputy director for policy.

“Internships have become key in today’s economy,” said Candee Samora, Administrator of the Intern and Engineer-in-Training programs. For more information, contact Samora at 602.712.8067.

Adopt a Highway Cleanup

On Nov. 5, a large group of volunteers came together to clean up the largest stretch of highway in the history of the Adopt a Highway volunteer program. A group of 32 volunteers removed almost 1,000 pounds of litter from 45 miles of ADOT right of way on State Route 286 over the course of nearly three hours. The effort required a special 45-mile, one-day Adopt a Highway Volunteer program permit created for the Rancho Sierra Vista and Altar Valley Conservation Alliance event; ordinarily volunteer permits are issued for a two-mile minimum and generally for a period of two years, with an option to renew. ■



This historic cleanup took place along a 45-mile stretch of SR 286, from the Robles Junction Community Center in Three Points along SR 86 to the Sasabe, Arizona port of entry at the Mexican border.



Two volunteers from the US Fish and Wildlife Service pause in their work to smile for the camera.



The idea for this event originated with Melissa Owen from Rancho Sierra Vista and Kyle Thompson with the Altar Valley Conservation Alliance seen here with more than 80 bags of litter the group of volunteers collected.

Patricia Powers-Zermeño, ADOT Communications

Michael Klein elected to National Association of State Aviation Officials



Michael Klein

EARLIER THIS YEAR, the National Association of State Aviation Officials (NASAO) held its 85th Annual Convention and Trade Show, where one of ADOT's own accepted an election to serve on their board. Airport Development Program Manager Michael Klein will serve as secretary to the NASAO throughout 2017.

NASAO was founded in 1931, when only 25 states had enacted agencies to regulate aviation. The organization predates even the Federal Aviation Administration by 27 years. From the beginning, NASAO's goals have been "to ensure uniformity of safety measures, to standardize airport regulations and develop a truly national air transportation system responsive to local, state, and regional needs." NASAO represents the government workers who serve the aviating public.



As a member state, Arizona represents the Pacific Southwest region. The representatives sent from Arizona, including Klein, work closely with legislative committees, especially ones regarding land use. Because most of the airports in Arizona are owned and operated by either private parties or municipalities — with the Grand Canyon National Park Airport being the only exception — Klein is able to represent their interests at NASAO in a way that ADOT can't.

In his role as secretary, Klein will certify all documentation of board activities and decisions. His position will also allow him to bring to ADOT legislative information that will allow the agency to lobby at both the state and federal level.

Klein said about the election, "I've worked in the industry for 46 years, and I look forward to using everything I've learned to give something back."

While the board service is only for one year, NASAO's tradition is to advance their board members through each open position, one year at a time. Klein has already served on NASAO's board in a nonelected position for one year, and accepting the position of secretary is also a commitment to serve one-year terms in three other positions, including the board chair. ■

-Danelle Weber, Senior Communications Specialist

LOOK

BACK

For as long as there have been roads in Arizona, there have been people who plan, build and maintain them. It's those skilled women and men who have made this state's transportation history a remarkable one. From 1912 when the Arizona Highway Department was first established, to right now, right here at ADOT, state employees have continuously done the work necessary to keep Arizona moving. Take a look back at some of their stories.



IF YOU thought ADOT's push for seat belt safety was just a recent thing, think again...

Taken 40 years ago, these photos were published in the March 1976 issue of "Newsbeat," ADOT's employee newsletter at the time.

It might not be immediately clear, but that contraption in the photographs isn't some sort of tame roller coaster — it's actually an educational tool called a "Seatbelt Convincer."

Here's what else the newsletter reported about the device and why it was set up in the parking lot of the ADOT Engineering Building, 205 S. 17th Ave. in Phoenix:

Connie Sousa of the Office of Highway Safety experiences a controlled collision on the Seatbelt Convincer, a machine designed to illustrate that as speed increases, so does the severity of impact. Strapped into the device, an individual slides down a ramp at seven miles per hour before coming to an abrupt stop. An automobile impact at 35 mph would be 25 times as harsh, officials say. The machine was displayed at a safety conference in Phoenix.

Just as it was back then, wearing a seat belt is as vital as ever when it comes to surviving a crash. Unfortunately, drivers today still need to be convinced — lack of seat belt use is annually one of the leading factors in traffic deaths. Buckle up! 🚗

-Angela De Welles, Senior Communications Specialist

IN CASE YOU MISSED IT

EVERY day, ADOT is making news around the state for its projects, policies and people. If you haven't had time to read all the headlines don't worry, The Inside Lane has you covered. In Case You Missed It, here's a look at some of the news stories written about ADOT this past month...

Saving Steps Pays Big Dividends at ADOT's Vehicle Repair Shops

Construction Equipment Guide, Nov. 11, 2016

As ADOT answers Gov. Doug Ducey's call for state agencies to continuously improve all aspects of their operations, employees at the Tucson Equipment Services shop are identifying ways to do their jobs more efficiently, down to how they organize their workstations.

Link: <http://bit.ly/2fFSKq4>

Driverless future growing in East Valley

East Valley Tribune, Nov. 6, 2016

Chandler resident Kevin Biesty is helping to shape Arizona's approach to the new technology. He serves as deputy director for policy at the Arizona Department of Transportation and spoke with The Tribune from Detroit, where he was attending a conference on the topic.

Link: <http://bit.ly/2ghNWvt>

ADOT Improving Crash Reporting Methods for Better Efficiency

KJZZ-FM, Nov. 3, 2016

With more than \$350,000 granted from the Governor's Office of Highway Safety, ADOT will be able to get more state agencies to use an electronic form for submitting crash reports.

Link: <http://bit.ly/2f0LvYn>

Arizona DOT raises \$1.9 million for breast cancer awareness with license plate

Equipment World, Nov. 2, 2016

The Arizona Department of Transportation has raised \$1.9 million for breast cancer awareness in the last 10 years through its Motor Vehicle Vision's Pink Ribbon Breast Cancer Awareness specialty license plates.

Link: <http://bit.ly/2f0JtaD>

For even more, check out the ADOT in the News section on ADOTNet, <https://adotnet.az.gov/adot-in-the-news>.

You can now print temporary driver licenses or IDs at home

MVD office visits are no longer needed for this transaction

The Arizona Department of Transportation Motor Vehicle Division has added another transaction to the growing list of things drivers can do at home to avoid lines at MVD offices.

Customers applying for a duplicate driver license or ID card can now print their temporary credentials at home using plain paper. MVD has eliminated the requirement that those credentials be printed on special blue-tinted stock used only at MVD locations.

"There was a misconception that the paper used by MVD to print temporary credentials added a level of security, but that wasn't the case," Motor Vehicle Division Director Eric Jorgensen said. "Making this change means people can do this from the comfort of their home on ServiceArizona.com and MVD staff have more time to serve people who need to visit an office. It's one more way that MVD is getting customers out of line and safely on the road."

A temporary credential, a receipt showing that the customer has applied for a duplicate driver license or ID, is used until the customer receives the permanent credential through the mail.

Processing duplicate or replacement credentials is the second most common transaction in MVD offices. Lowering the number of transactions that must be done in person helps the division reduce office waiting times and serve customers more efficiently.

The change doesn't entirely eliminate the use of the blue-tinted MVD credential form, which will still be required for commercial driver license and permit applications. Customers obtaining their first driver license or ID or who need a photo update will also need to come to an MVD location.

- Doug Nick, Assistant Communications Director