

LEADERSHIP

MATTERS

ELLO, MY NAME IS KEVIN BIESTY and I currently serve you as the Deputy Director of Policy. I recently celebrated 25 years of state service; 16 years have been with ADOT. I began state service in 1991 as a page in the State Senate and then served five years as the legislative liaison with the Department of Economic Security before coming to ADOT. It seems my entire career has been centered on the legislative process and policy development. You may not know that my wife and I are licensed foster parents. Two of my three children are adopted. I serve on the Board of Directors for Phoenix Rescue Mission, a nonprofit organization whose mission is to help the homeless in Phoenix.



Kevin Biesty Deputy Director of Policy

By the time you read this column, the Arizona State Legislature will have been in session for several weeks; Congress will have convened for another year in tackling the issues facing our country, and inauguration ceremonies will have taken place. January is certainly a busy month in all facets of government.

Just like government has these time-honored traditional processes, ADOT has rolled out a new technique that is reshaping the way we do business. PDCA (Plan-Do-Check-Act) is an eight-step problem-solving method that improves processes and eliminates waste in our Continuous Improvement culture. PDCA is used for problems large or small. Under planning, we clarify, break down, target, analyze and develop countermeasures. In doing so, we implement the countermeasures. We then check results and processes. Finally, we standardize our process—i.e., we act.

I believe you can say the legislative process mirrors PDCA. We must plan and strategize before introducing a bill. The bill could fine tune an existing statute or eliminate one that is no longer needed, such as waste. The legislative process involves checking in with stakeholders, legislative leaders, the Governor's Office and others on our progress. Upon implementation of any legislation, sometimes there are ramifications that no one anticipated, so you strategize again and design countermeasures. It could mean amending the bill in committee or having to wait until the next session to fix the issue. In the end, it is a process that takes time and numerous steps to complete.

Wishing everyone a great 2017 and a year of continued success at ADOT!

The INSIDE

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The Inside Lane is published monthly for the employees of the Arizona Department of Transportation by ADOT Communications.

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 <u>InsideLane@</u> <u>azdot.gov</u> 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 ADOT Nogales Maintenance Supervisor David Cruz. The photo shows off ADOT's snow removal efforts on SR 82 between Sonoita and Patagonia.





PREPARING FOR A LEGISLATIVE SESSION: An Agency's Perspective

ANUARY marks that time when we see 535 members of Congress (435 in the U.S. House of Representatives, 100 in the U.S. Senate) convene in Washington, D.C., and 90 Arizona lawmakers (60 in the House, 30 in the Senate) travel to the State Capitol to begin an annual ritual called the legislative session. According to Kevin Biesty, deputy director of policy, "It's a year-long process to prepare for each legislative session. No session is the same. It requires a great deal of teamwork and planning to ensure a successful session for us at ADOT."

Here is a brief timetable of how ADOT prepares for each legislative session at the state level.

The Session Itself

Arizona lawmakers convene the second Monday in January every year. The goal is to have the session only last 100 days. Why? In

Arizona, we have a citizen legislature whose members serve on a part-time basis. Most lawmakers have other employment. The ADOT Government Relations team monitors legislation that affects transportation, employee relations, agency functions and general legislation. The team gathers information on pending legislation and shares it internally, as well as externally to key stakeholders. The agency's role is to advise lawmakers on impacts the proposed legislation may have. ADOT's analysis will indicate whether legislation will have a positive, neutral or negative effect on our operations. The agency can also offer substitute language that strengthens the bill's intent. Most of the time, ADOT stays neutral on a bill as it makes its way through the process. Normally, the legislative session ends around April/May with adoption of the state budget.

Post Session

Once a legislative session ends, ADOT creates an implementation team that identifies what changes are in store due to the new laws just passed. These new laws require the Rules team to identify policies that need to be enacted, changed or deleted.

The Government Relations team sends a general notification to all divisions within ADOT requesting suggestions for the next legislative session. Divisions are asked to identify outdated statutes that need to be either eliminated or adjusted to meet future operations. Are there problems or issues current laws don't address and new ones are needed? The division directors submit their suggestions and the Government Relations team analyzes the suggestions, which include fiscal impacts. This process can take several months.

By August, ADOT submits its proposed legislative package to the Governor's Office for review and approval. Once the Governor's Office has given final approval in November, ADOT begins preparations for the next session by having bills drafted, securing lawmakers to sponsor bills, contacting stakeholders, etc. The whole process repeats itself when the session begins.

The legislative process does mirror PDCA (Plan-Do-Check-Act), a problem-solving method in Continuous Improvement. Both are processes to tackle problems, large or small. Both processes take time. And both processes continue in a cycle, always looking for ways to improve on today's practices for tomorrow.

~ Kathy Boyle, Assistant Communications Director for Internal Communications

Congratulations to Jodi Rooney

The Prescott Valley Town Council has selected Jodi Rooney to serve as a member of the council. She was one of 11 candidates vying for the open seat.

Rooney, who has worked at ADOT since 2010, begins serving on the council after her swearing-



in ceremony, scheduled Jan. 26 at the Prescott Valley Public Library.

Rooney will continue as ADOT's Local Public Agency Section Manager throughout her council term and says she is excited

Jodi Rooney

to begin serving the community of Prescott Valley.

"I love working at ADOT and that our agency places an emphasis on leadership," Rooney said. "We have the opportunity to do things that impact people's lives in an everyday kind of way—transportation is part of each of our lives in some form or fashion. I strive to make transportation personal."

Rooney and her husband Casey have been residents of Prescott Valley for the past 10 years. ■

~ Kathy Boyle, Assistant Communications Director for Internal Communications



Actions taken by ADOT snowplow operators help save the day

Fredonia maintenance team responds to two rescue calls within 24 hours

N HER 25 years at ADOT, Tammie Zaccaria can't recall ever sending a snowplow operator out to assist with a search-andrescue effort, but last month it happened twice within about 24 hours.

Zaccaria, a highway operations supervisor from the North Central District's Fredonia office, said the first request for help came during an evening storm on Dec. 22, right before shift change.

According to Zaccaria, the Department of Public Safety had received a call from someone who believed their friends might be stranded somewhere along State Route 67, a road that leads to the North Rim of the Grand Canyon and is shut down by ADOT every winter. Because the closed road was snowy and slick, troopers needed assistance.

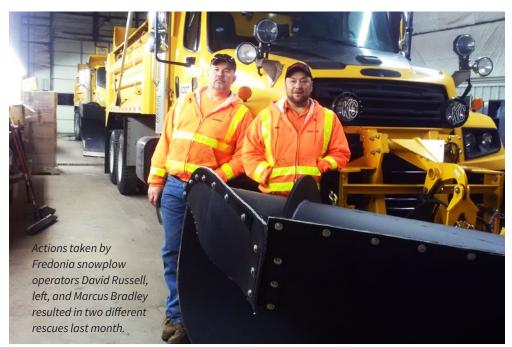
Marcus Bradley, an ADOT highway operations technician, volunteered to plow the area to aid in the search.

"I told Tammie that I'd have no problem going out there, especially if someone might be stranded," said Bradley, who explained that once the road is closed for winter, it ices up and can get packed pretty deep with snow.

It was slow-going, but after clearing about 10 miles, he saw people walking in the middle of the road.

"There were four of them," he said. "I was quite surprised to see them right there."

Bradley said the four men apparently had taken a nearby forest service road to get around the sign and gate that closes off SR 67 for the season. The forest road eventually loops around and brought them back on to



the highway, Bradley said. Their vehicle had gotten stuck in the snow, several miles farther south and, after spending the previous night in their vehicle, they started walking north until they were about eight miles from Jacob Lake, where Bradley encountered them at around 5:30 p.m.

"They were pretty cold. I put them all in my truck until DPS arrived," Bradley said.

The DPS trooper and Bradley drove the family to Jacob Lake, where there is an inn.

"It was getting dark and snowing so hard, you couldn't tell where you were at, so they were surprised and pretty happy when they saw me," Bradley said. Tammie Zaccaria, IDO

One day later, the Fredonia Org got another call for assistance in the very same area.

"We received a page on Dec. 23 around 6:30 p.m. from TOC requesting help on a search and rescue to locate a lost motorist," Zaccaria said. "I called David Russell and he took a plow truck up to clear the road for the Coconino County Search and Rescue."

Zaccaria explained that because of snow drifts, she didn't expect that he would be able to clear as much of the road as he did. But he was persistent and ended up getting in about 24 miles, she said.

Russell, a highway operations tech, said it took about two hours to travel those 24 miles.

"There was so much snow — more snow than the plow can push to the side," he said.

After Russell cleared as much road as he could, being careful not to get stuck in the snow himself, the Coconino County Sheriff's Department was able to unload their Sno-Cat, a vehicle designed to move on snow. At that point, they were about six miles from the gate at the North Rim of the Grand Canyon, which is where rescuers found the woman they had been searching for.

According to news reports, she and her family had been directed by GPS to a forest service road on their way to the Grand Canyon, before their vehicle got stuck. After leaving her family to search for help, the woman's son and husband were able to get cell service and call for assistance. The woman was missing for 36 hours, but eventually made it to the vacant North Rim Visitor Center, which is closed in winter.

Russell didn't get the news that she had been rescued until the next morning.

"I was glad I was able to get closer, so they could get medical attention to her quicker," Russell said. "You have a different attitude doing something when you know someone's life is at risk. I was more than willing to do whatever I could. I wish I could have gotten even closer."

Zaccaria said she appreciates the extra effort exhibited by both Bradley and Russell, pointing out that both men put in extra hours, forcing them to be away from their families close to the holiday.

"We have a pretty great crew," Zaccaria said. ~Angela De Welles, Senior Communications Specialist



BY THE

NUMBERS

Since Fiscal Year 2007, the total revenue generated from the sale of specialty license plates has reached \$66 million. Those funds support causes including cancer awareness and research, child abuse prevention, environmental awareness, organ donation, university scholarships, veterans' programs and quite a few more.

Here's a snapshot showing the numbers of just some of Arizona's specialty plates that were on the road as of December 2016...



ITG, Traffic Safety Section deploy Safety Analyst

New safety software provides better data

ANALYZING CRASH STATS and other traffic data to determine where potential safety improvements will have the most impact has long been a part of the job for ADOT's Traffic Safety Section, but now, armed with a brand new tool, the team is going to be able to take things to a whole new level.

Safety Analyst, a software program designed to automate the process of identifying areas within a transportation system that may respond best to safety improvements, is now in use by ADOT.

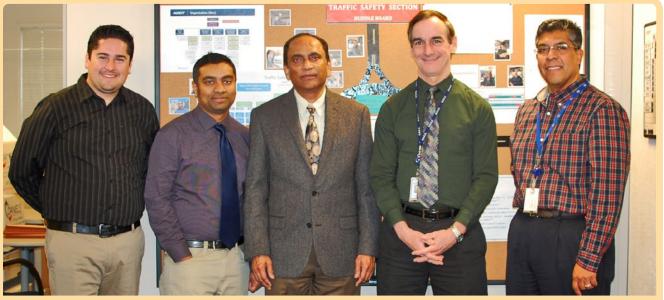
"Safety Analyst, we believe will be the Holy Grail of traffic safety analysis," said ADOT Traffic Safety Engineer Kerry Wilcoxon. "The program can take crashes, match them up with locations and then, along with other information, will be able to tell us where the hot spots are. But it goes way beyond that."

According to Wilcoxon, the program can help the agency make the best decisions when it comes to spending money on safety improvements.

"The purpose of Safety Analyst is to save lives," he said. "What comes out of that is information that will help the state make better use of safety and enforcement funding in traffic planning and traffic management. It can help in enforcement and it will help in education, including seat belt education or helmet safety. It really tells us where we need to direct funding."

Before Safety Analyst was in use, ADOT's Traffic Safety Section analyzed data from traffic crash reports and could prepare crash frequency reports for roadway sections. But those reports could only tell part of the story, Wilcoxon said.

Safety Analyst has the ability to produce predictive models based on the Highway Safety Manual that give engineers a



Angela De Welles, ADOT Communications

Deploying Safety Analyst was a team effort that included, from left, Senior GIS Coordinator Mark Flahan, Traffic Safety Specialist Mohammad Shaheed, Transportation Safety Engineer Pradeep Tiwari, ADOT Traffic Safety Engineer Kerry Wilcoxon and ITG Project Manager Vincent Abeyta.

future look at how any proposed changes will affect certain sections of roadway. It can also compare similar roadways or features within the highway system to show how areas should be performing comparatively.

Of course, the program doesn't get its data from thin air. It took a lot of human effort to deploy Safety Analyst, said ADOT Information Technology Group Project Manager Vincent Abeyta.

His team, which included GIS Coordinators Mark Flahan and Tom Tyndall, worked for about a year with Pradeep Tiwari and Mohammad Shaheed of the Traffic Safety Section to map various databases and integrate them into a single database required to run the software.

Abeyta said the result is a powerful tool that gives ADOT more detailed information and solid data to make better investment decisions with.

"I think it's a step in the right direction for safety planning," Abeyta said. "By using data that's already collected at ADOT, we can maximize safety into future programs." ■

~Angela De Welles, Senior Communications Specialist





Michael Harris, ADOT Communications

Bonnie Hartley was recently recognized for her 50 years of service to ADOT. From left, Sonya Herrera, Bonnie Hartley, Scott Omer and Bertha Whitby.

Bonnie Hartley: Celebrating 50 years with ADOT

T'S AMAZING how much can change over the course of 50 years. For instance, ADOT didn't even exist back in 1966, when Bonnie Hartley began her career in state government. Instead, it was the Arizona Highway Department. There were fewer people, fewer cars, and even fewer roads. Hartley, who was honored by Governor Doug Ducey in November 2016 for her years of service, summed up the experience of working for 50 years for the state in one word: "Surreal."

The biggest difference, according to Hartley is that there were no computers back then. If the agency wanted to purchase something, all orders had to be filled out by hand. Of course, that meant there was plenty of room for error. Hartley remembers a colleague of hers who

wrote a purchase order for shirts ... and forgot a crucial letter.

"When you had seven carbon copies," Hartley said of the mix-up, "you learned to use an X-ACTO knife pretty well. And not to wear white shirts."

The world was quieter 50 years ago, according to Hartley, who came from the small town of Duncan before moving to Phoenix. After earning her associate's degree in office administration from Eastern Arizona Junior College in Thatcher she took a typing test and was hired to the Purchasing Section of the Arizona Highway Department. She's worked in purchasing-now called procurement-ever since in a variety of roles.

While Hartley started by typing purchase orders, she was also the purchasing system technical lead

for a time, and provided assistance to the Advantage system—which was where purchase orders were created and payments were made—for many years. Currently, she is the technical lead with the Procurement Resource Center and helps customers with ProcureAZ, which is the statewide system where bids are entered, receipts are created and invoices to be paid are entered.

Reflecting on her time working for the state, Hartley said, "I'm glad I lived through it. It really doesn't seem like that long, and I've



If you've already liked ADOT's Facebook page, you might be familiar with "Where in AZ??" It is the photo-guessing game in which we ask our social media followers to identify the location where certain photographs were taken.

We typically get a terrific response on Facebook, so we're bringing the game here to The Inside Lane. If you think you know where this scene was snapped, send an email to InsideLane@azdot.gov with your best guess. There's a (small) prize for the first correct answer we receive, so act fast! We'll reveal the location in our next issue.

enjoyed most of the people I've worked with."

Director John Halikowski recognized Hartley for her years of service.

"It's an amazing accomplishment to serve the people of Arizona for 50 years," he said. "We're grateful for and inspired by her constant and unwavering work for the agency."

While she's considering retirement in another year or two, Hartley is still happy to come into the office every day and serve her customers.

~Danelle Weber, Senior Communications Specialist



LOOK

BACK

JANUARY is traditionally the time for fresh starts, but this agency's most significant new beginning actually happened during the month of July.

It was July 1974 when law establishing the Arizona Department of Transportation became effective. Before that time, ADOT was known as the Arizona Highway Department.

The switch was more than just a name change—the legislation combined the former highway department with the Arizona Aeronautics Department, giving ADOT authority over not only the state's highways, but also state-owned airports. The reorganization also gave the new agency a voice in the creation of future aviation, transit, bicycle and pedestrian plans.

The monumental year, which also included the legislature's establishment of the Highway User Revenue Fund (HURF), was reflected upon in the July 1975 issue of Newsbeat, ADOT's employee newsletter at the time. In an article titled "A Fine Beginning," then-director William Ordway expressed his appreciation to employees for their cooperation during the year of change.

"As we complete our first year as a Department of Transportation, I want to express my personal appreciation to all members of our 'employee family' for 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.



the excellent spirit of cooperation that has prevailed throughout this year of transition. It's my belief we have made a fine beginning, thanks to all this good support ... and I look forward to achieving many of our goals and objectives as a DOT in the days ahead.

"It is significant that our first year off the launching pad the DOT received its biggest boost from the Highways Division as it gave us the largest, most successful construction program in Arizona's highway history, with Federal Aid obligations exceeding \$131 million—90 percent above our hopes at the outset of the fiscal year. My very special salute and congratulations to all those who made this possible, including our associates at FHWA. With this type of beginning, there are truly exciting prospects ahead for Arizona's DOT."

In that same issue of Newsbeat, the photo above was printed on the front page. It shows off new signage as it was being installed onto the ADOT administration building in Phoenix after the letters spelling "Arizona Highway Department" came down. ■

~Angela De Welles, Senior Communications Specialist

New system makes the job more efficient for ADOT's Insurance **Recovery Unit**

ANY MOTORISTS might not realize that ADOT has a full-time Insurance Recovery Unit responsible for locating damages to Arizona's highway system, finding out who is accountable and recouping any money owed to the state for the fixes.

It's a really big job — one that annually brings in millions of dollars due to ADOT. Recently, the effort has become more efficient because of the creation of a brand-new tool called Safety Data Integration System, or SDIS for short.

"In essence, this is a custom software tool that systematically searches and cross references maintenance logs, Traffic Operations Center logs and law enforcement crash reports in order for our team to find appropriate leads," explained ADOT's Insurance Recovery Supervisor Jim Cupp.

Before, ADOT's team of eight insurance adjusters had to individually search each of those logs and reports to find any damages. Cupp says SDIS has automated a portion of that work, allowing adjusters to locate new claims faster and, in some instances, find damages that may not have been previously found or pursued.

SDIS was created by ADOT's Information Technology Group (ITG) and has been in use for about two months.

ITG Business Analyst John Agbozo said once the Insurance Recovery Unit's needs and requirements for the new system were determined, the actual program took just two weeks to build and deliver.

"The project essentially sought to address the gap of potential claims that were never discovered in the existing operational processes of the Insurance Recovery Unit," said



Angela De Welles, ADOT Communications

Insurance Recovery Specialist Lucia Penuelas utilizes the new Safety Data Integration System to locate new claims. She says the new system makes things easier and allows the team to find damages quicker. Since the start of this fiscal year, the Insurance Recovery Unit has been able to recoup \$2.7 million in money owed to the state. Penuelas says the team is on track to recover \$5 million by the end of the fiscal year.

Agbozo, adding that it was a team of about six employees from ITG who worked on the build.

Cupp said the next step may include integrating SDIS with the Insurance Recovery Unit's database for a greater degree of automation.

"Simply put, this new program provides us with one-stop shopping for ease in locating any highway damage," Cupp said. "This has allowed for additional time to pursue new claims and to negotiate our existing claims."

~Angela De Welles, Senior Communications Specialist

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IN CASE YOU'RE ASKED

ABOUT IT

Working at ADOT doesn't automatically make you an expert on everything happening around the agency, but when friends and family want to know about the latest ADOT topic making news, they expect you to have all the answers. Here's what you can tell them when they ask you for details on the

SILVERBELL ROAD

I-10/Ina Road traffic interchange project...

Project to construct new I-10/Ina Road interchange moves forward

A big project underway in Marana, just north of Tucson, will have a positive impact on traffic once completed, but before drivers experience the benefits, they'll be contending with an extended closure necessary to get the work done.

Designed to enhance safety by eliminating an existing at-grade railroad crossing, the I-10/Ina Road traffic interchange project not only includes construction of an overpass to elevate Ina Road over I-10 and the Union Pacific Railroad, it also will widen I-10 to accommodate an additional lane in each direction and widen Ina Road from Silverbell Road to Camino de la Cruz.

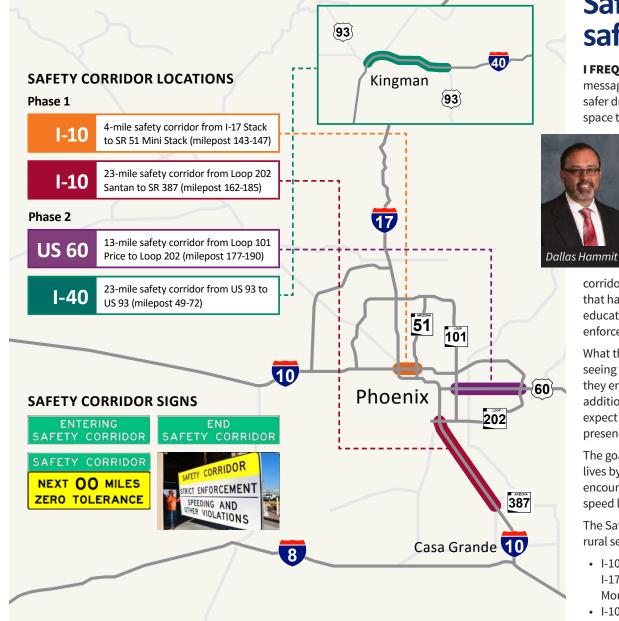
To accomplish all this work, the intersection of I-10 and Ina Road is scheduled to close on Feb. 15, barring weather-related or other unforeseen delays. The closure will be in place for about two years. During this time, ADOT will maintain access to all businesses in the work zone.

As part of the project, crews will also build two structures over the Santa Cruz River. In addition, the eastbound and westbound frontage roads will be elevated to intersect with the new vertical alignment of Ina Road. The project also will add various other improvements, including concrete box culverts, retaining walls, drainage facilities, lighting and landscaping.

Once the bridge project is completed, there will be Loop Trail underpasses on each side of the Santa Cruz River, new ADA-accessible ramps to Ina Road and new bike lanes and sidewalks along Ina Road. Additional project details can be found on the ADOT website, azdot.gov/inati.







The INSIDE

Safety Corridors will support safer vehicle travel

I FREQUENTLY focus these monthly messages on encouraging you to be a safer driver, but I also like to use this space to highlight some of the things

ADOT is doing to make the roads safer for everyone.

One of those measures, implemented recently by ADOT, the Arizona Department of Public Safety and the Governor's Office of Highway Safety, is the creation of several Safety Corridors. The

corridors are segments of highway that have been selected for driver education and increased highway patrol enforcement.

What that means is drivers already are seeing special signs telling them when they enter and leave the corridors. In addition to the signs, motorists can also expect an increased law enforcement presence in the corridors.

The goal of all this, of course, is to save lives by changing driver behavior and encouraging people to drive the posted speed limit.

The Safety Corridors cover urban and rural segments throughout the state:

- I-10 a four-mile segment from the I-17 Stack to the SR 51/Loop 202 Red Mountain Mini-Stack
- I-10 a 23-mile segment from the Loop 202 Santan to SR 187

- US 60 a 13-mile stretch between the Loop 101 Price Freeway and Loop 202
- I-40 a 23-mile segment from Kingman east to US 93

The Safety Corridors were chosen after combing through statewide crash data and law enforcement observations. The stats showed that each of the segments had a high number of severe and fatal crashes. The primary cause of the crashes was attributed to driver behavior, which includes speeding, aggressive driving, impairment and distracted driving.

This initial launch of the four segments is a pilot effort. We'll evaluate the stretches to determine if we're seeing lower crash numbers or a reduction in dangerous driver behavior. If successful, Arizona motorists will see additional Safety Corridors.

For more information, you can view ADOT's newest video on the subject. It features ADOT Transportation Systems Management and Operations Division Director Brent Cain, along with Governor's Office of Highway Safety Director Alberto Gutier. You can find it on <u>ADOT's YouTube page</u>.

I encourage you to let your friends and family members know about this new initiative and the intention behind it.

~ Dallas Hammit, Deputy Director for Transportation

IN CASE YOU MISSED IT

E VERY 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...

When a snowstorm hits, safest choice is waiting it out, ADOT says

Mesa Independent, Dec. 31, 2016

A few inches of snow fell per hour at the height of last weekend's storm, causing crashes and slide-offs and resulting in long closures because of the time required to get vehicles cleared and lanes open again. The safest option when snow is falling is not being on the road unless it's absolutely necessary.

Link: http://bit.ly/2iERp2W

South Mountain Freeway, Arizona's largest-ever highway project, to lay a foundation in 2017

Equipment World, Dec. 30, 2016

Construction scheduled to start early next year on the Loop 202 South Mountain Freeway may not be as visual as the 22 miles of uninterrupted asphalt to come, but each task lays a foundation for completing this link between the West Valley and East Valley by the end of 2019.

Link: http://bit.ly/2jWs4CD

Arizona drivers had better slow down to avoid tickets in new "Safety Corridors"

Phoenix New Times, Jan. 5, 2017

Arizona highway workers will continue installing signs this month designating 63 miles of roads as high-profile "Safety Corridors" in which state troopers will practice so-called zero tolerance enforcement.

Link: <u>http://bit.ly/2iMhksN</u>

Arizona driver licenses, IDs are valid for air travel until Oct. 1, 2020

KTVK/KPHO-TV, Jan. 5, 2017

The Arizona Department of Transportation is sharing that message with travelers who may be confused by new Transportation Security Administration placards posted at airports.

Link: http://bit.ly/2jHPHzI

ADOT landscaping for driver safety along I-19

KOLD/KMSB-TV Tucson, Jan. 12, 2017

The trees and vegetation along I-19 are getting a trim or in some cases getting chopped in the name of safety.

Link: <u>http://bit.ly/2kpFgjL</u>

ADOT, AZGFD high-tech program keeps elk, drivers safe

KSAZ-TV, Jan. 12, 2017

As many people know, an elk colliding with a vehicle can be a deadly mix. And one of the most elk-hazardous drives in the state is along Arizona 260 between Payson and Heber.

Link: http://bit.ly/2kpITWY

Need a driver license? MVD customer service options expanding

KGUN-TV Tucson, Jan. 12, 2017

Need a license? The service option from the Arizona Department of Transportation Motor Vehicle Division just got a bit easier with the addition of more authorized third party providers.

Link: http://bit.ly/2jucwte

For even more news, employees can check out the ADOT in the News section on ADOTNet, adotnet.az.gov/adot-in-the-news.

