

# The INSIDE

# LANE

A newsletter for employees of the Arizona Department of Transportation

JUNE 2017

VOLUME 1, ISSUE 12

Need a fun activity for your roadtrip? Check inside for license plate bingo.

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**ADOT**

**ADOT** is a community. Like all communities, we are defined by our actions, especially our actions toward others. People like you who choose to work at ADOT have a calling to help others and we see this happening all around us every day. In fact, we all take a great deal of pride in what we do for our ADOT community, our families and the communities in which we live. We are the face of ADOT. We make transportation personal.

The Arizona Management System (AMS) provides the fundamental tools we need to be engaged with our work, and learning and growing in our jobs. We are responsible for using these tools in our daily work. Through dedication and practice, the fundamentals of AMS will become the way we do things all the time.

You have probably seen or heard about Continuous Improvement, kaizens, huddle boards, muda and 5S. All of these things are part of AMS. As with any system, AMS has its own language and acronyms that we need to understand, adopt and use in our everyday work.

The biggest challenge we now face is an internal one — internal to ourselves and to ADOT. Each of us has to be “all in” with AMS. This requires the effort to learn AMS, the courage to come out of our comfort zones to practice the fundamentals, and the discipline to use AMS in our everyday work. This will require your personal investment in AMS, but as a person who seeks to help others, I believe that personal investment is the best way I can help others while continuing to learn and grow. I challenge you to think about your role in ADOT, and how you can help the people you are working with and working for.



John Halikowski  
Director

## The INSIDE LANE

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Address all comments and suggestions to [InsideLane@azdot.gov](mailto:InsideLane@azdot.gov).

A web version of this newsletter can be found on ADOTNet or at [azdot.gov/InsideLane](http://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.

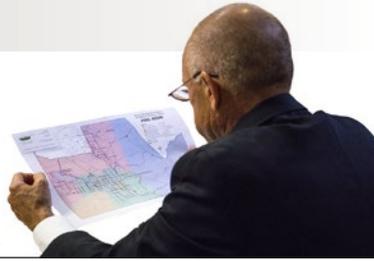
It can be a great picture of an MVD office, a beautiful highway shot or even an artsy photo of construction materials. Whatever the subject, the photo should highlight some aspect of the work happening here at ADOT.

Submit your original, digital photographs to [InsideLane@azdot.gov](mailto: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 ADOT Video Producer John Dougherty on historic Route 66. Just last year, the “mother road” turned 90 and was celebrated with a new Arizona specialty license plate that was just named “best new license plate in the U.S.” Check out a new ADOT video about the honor on [ADOTNet](#) in the “what you need to know” album.*

# Planning never stops when it comes to ADOT's five-year program



*Months of planning, collaboration and effort go into developing ADOT's five-year program, but once the document gets a final OK, there is no time for a break — the work starts all over again almost immediately.*

## Continuous planning effort

A sort of blueprint that details where, when and how ADOT will spend funding for transportation projects, the Five-Year Transportation Facilities Construction Program — that's its official name — is considered for approval by the State Transportation Board every year in June.

"Then the new fiscal year begins and the process starts all over again," Statewide Programming Manager Bret Anderson said. "July through October, we're busy collecting data."

He explains that during this timeframe, ADOT's "planning to programming" process helps to shape the next five-year construction program by taking a look at the agency's long-range transportation plan and prioritizing which projects need to happen next. Technical groups throughout ADOT also weigh in and provide input on which projects should move forward.

In fall and winter months, Anderson and his team present the data and gather input from various committees, internal staff, executive leadership, and local planning organizations and community leaders.

"In January, the Priority Planning Advisory Committee meets to make sure what we're going to present to the State Transportation Board is OK," Anderson said.

The following months include presentations and study sessions with the board and a public comment period that allows Arizonans to give feedback on a tentative plan.

After any changes are incorporated, the plan is considered by the board in June. Once approved, it is sent to the Governor's Office right before the new fiscal year begins.

## Where do you see yourself five years from now?

The current five-year plan takes ADOT through fiscal year 2022 (which ends June 30, 2022) and was just approved by the State Transportation Board on June 16. As in recent years, preservation of the state's transportation system continues to be a big focus. This five-year plan commits \$260 million per year for preservation. That covers projects that will repave highways and reconstruct bridges.

The current five-year program also includes some key expansion projects for Greater Arizona. A more detailed rundown is online at [azdot.gov/FiveYearProgram](http://azdot.gov/FiveYearProgram), but here's a look at a few of the projects:

- Widening Interstate 17 in areas between Anthem and Sunset Point in fiscal years 2021 and 2022, with specific areas still under study
- Two Interstate 10 widening projects in Pinal County (State Route 87 to Picacho and Earley Road to Interstate 8), now accelerated to fiscal year 2018 due in part to a \$54 million federal FASTLANE grant
- The first phase of a project to improve State Route 189 in Nogales between the Mariposa Port of Entry and Interstate 19, now planned for fiscal year 2019 thanks to a \$25 million state budget appropriation aimed at accelerating the project
- Two major widening projects along US 93 in fiscal years 2018 and 2020 that will bring ADOT closer to its goal of completing a four-lane divided highway from Wickenburg to Interstate 40, laying the groundwork for the future Interstate 11

## State Transportation Board 101



*John Dougherty, ADOT Communications*

*The State Transportation Board met May 19 in Phoenix (above) to discuss the five-year plan. Board member Joseph La Rue reviews a map from the plan, above left.*

The Arizona State Transportation Board has the final say when it comes to ADOT's Five-Year Transportation Facilities Construction Program, but it also is responsible for awarding construction contracts all throughout the year.

Board members — there are seven of them — meet monthly throughout the state and monitor the status of construction projects.

The board serves in an advisory capacity to ADOT's director and has the exclusive authority to issue revenue bonds for financing needed for transportation improvements throughout the state. The Arizona State Transportation Board is granted its powers by the Arizona Governor.

Additional information can be found online at [AZTransportationBoard.gov](http://AZTransportationBoard.gov).

Overall, the five-year program includes roughly \$1.1 billion worth of work. That funding is generated by users of transportation services, primarily through gasoline and diesel fuel taxes and the vehicle license tax. Both the Maricopa and Pima county regions have independent revenue streams established through voter-approved sales tax increases that allow for more expansion projects to take place.

For more details, visit [azdot.gov/FiveYearProgram](http://azdot.gov/FiveYearProgram). 🇺🇸

*~Angela De Welles, Senior Communications Specialist*

## MEET THE TEAM

# ADOT Design and Construction

**B**Y DESIGNING and constructing open rooms with good flow and as much natural light as possible, this team is creating the types of spaces that really work for the people using them...

No, we're not talking about the newest design superstars from cable TV — this is ADOT's own Design and Construction unit.

Made up of three architects, one building inspector and one project manager/designer, the group is responsible for all of the agency's "vertical construction" projects. That means they aren't building bridges or roads, but they are designing work spaces, conference rooms, cubicles and even Motor Vehicle Division offices.

"The bulk of our work includes occupied buildings all across the state," said Facilities Design and Construction Unit Manager Michael Nelson. "We work closely with divisions throughout ADOT and we're trying to create comfortable and responsive spaces."

When a project is assigned to Design and Construction, whether it's large or small, the team will meet with the ADOT employees who are going to be using the space.

"Any space we renovate, they're going to be living with it," said Project Manager - Tenant Improvements Hope Schoenbrodt. "If it doesn't work the way they need it to, we haven't done our job."

After determining how the space will be used, one of the unit's architects or designer creates a space relationship plan, Nelson said. From there, a schematic design is created and refined until the final design is developed.

"We generally try to give a couple of options," said Nelson, adding that the final plans contain every detail, from lighting and HVAC and down to furniture placement.

Recent examples of the Design and Construction unit's work include new spaces for both the Business Engagement and Compliance Office (BECO) and the Transportation System Management and Operations Division (TSMO) business operations. Architects Gerald Cody and Chad Dixon just completed a renovation of MVD's Tucson Regional office, which incorporates design elements to support the new "silent call" operating system.

In each of those spaces, some innovative approaches were taken. Schoenbrodt explained that in the BECO and TSMO offices, window film was used because it allows for privacy, but still lets in the light. Color was used on a few of the walls and in unexpected places, like tack boards and cushions, to offer a less sterile and more uplifting environment. Comfortable, informal meeting spaces were

also created so employees can more easily collaborate on ideas.

"It's the little things that don't cost much money that make the space exciting to work in," Schoenbrodt said. "Every time we do a remodel, this is the direction we're going."

Besides designing and constructing spaces for ADOT employees, the Design and Construction unit has recently taken on the challenge of developing a master plan for ADOT's central campus.

So far, the team has surveyed ADOT's leadership to get a better idea of how the agency's Phoenix-area buildings are being utilized. Many divisions and teams are spread out across several buildings, so this survey is the start of an attempt to see which units work together and where teams eventually should physically be located.

"We basically asked, 'Who do you need to sit next to in order to do your job better?'" said Schoenbrodt, adding that the idea is to use existing space more efficiently, allowing ADOT to eventually vacate leased offices in the Phoenix area, which in turn could potentially free up more funds for remodels and renovations of ADOT-owned buildings.

Another component of the master plan includes the creation of a new employee database that contains details on who works where, what type of work they do and whether they're a full-time, part-time or contract employee.

"All of this information is going to help us to be more proactive rather than reactive," Nelson said.

Find more about this team on [ADOTNet](#) or take a closer look at one of their recent spaces in the [October 2016 issue of The Inside Lane](#). 🇺🇸

~Angela De Welles, Senior Communications Specialist



Angela De Welles, ADOT Communications

Facilities Design and Construction Unit Manager Michael Nelson reviews plans, above. New BECO and TSMO spaces are shown at left.

If you're planning any Arizona road trips this summer and need a fun way to pass the time with your family and friends, this license plate bingo game is for you!

**Rules:**

- Give each passenger their own bingo playing card (sorry, drivers cannot play ... they need to stay focused on the road!).
- Players keep a lookout for each Arizona specialty plate they see.
- When you spot a plate that's on your card, circle it.
- The first player who gets five across (vertical, horizontal or diagonal) wins!

Arizona has several specialty license plates available to motorists, including the new Route 66 plate, just named "best new license plate in the U.S." by the Automobile License Plate Collectors Association. A new video about the honor is up on [ADOTNet](#) in the "what you need to know" album.

**B I N G O**



**B I N G O**



**B I N G O**



**KAIZEN  
KORNER**

Kaizen is a Japanese word that refers to any improvement responsible for eliminating waste or improving safety and quality. Changes made as the result of a kaizen, even the smallest ones, can often add up to big results. At ADOT, employees from around the state are implementing kaizens. Here's a closer look at one of them...

## ECD, Equipment Services save time, money in servicing vehicles

**SOMETIMES**, the hardest part about working more efficiently is overcoming “the way something has always been done.” Old habits are hard to break.

For example, the people in ADOT's Enforcement and Compliance Division (ECD) New Entrant Unit had a procedure for bringing in vehicles needing routine maintenance. Two employees would drive to Equipment Services so that one would have a ride back to the office after dropping off a vehicle for maintenance. The trip was 15 minutes each way, and after dropping off the vehicle, returning to the office, going back to pick up the maintenance vehicle and returning a final time to the office, that's an hour of driving; with two employees making the trip, that's a total of two hours of lost productivity for the office.

On the surface, that's a simple process that doesn't appear to need fixing. But just because it's simple and it's the way it's always been done, doesn't mean it can't be better. The employees at ECD got together to think of a more efficient way to transfer vehicles for maintenance. With the help of technology, a better process was readily available.

The new process involves only one employee, who arrives at Equipment Services at the beginning of their shift. The comfortable waiting area has ample electrical outlets, which allows the officer to plug in a laptop and continue working while the vehicle is serviced. When the vehicle is ready, the employee returns to the office. With this process, there's only one round trip, totaling 30 minutes, and only one employee makes it, reducing time, fuel and mileage used.

“Officer Cindy Stryczek first brought up the idea for this kaizen,” said ECD Lieutenant Kathy Kontz. “By not having to make multiple trips, it will be a benefit to the division, saving both time and money.” 🚦

~Danelle Weber, Senior Communications Specialist

**KAIZEN COUNT**

The number of Kaizens submitted by ADOT employees so far this year is

# 3,365

For a complete breakdown by division, visit the [Office of Continuous Improvement page on ADOTNet](#).



*Doug Nick, ADOT Communications*

ADOT recently completed a new roundabout in Camp Verde, east of Interstate 17.

### New roundabout provides better access in busy Camp Verde commercial area

VISITORS AND RESIDENTS can better navigate a busy commercial area in Camp Verde just east of Interstate 17 thanks to a new roundabout installed by ADOT.

The revamped intersection of State Route 260 and Industrial Drive, an area where many travelers pull over for gasoline, a bite to eat or a cup of coffee, will keep traffic flowing smoothly in all directions, as well as in and out of businesses.

Prior to this project, the area was congested with limited traffic movements making it longer and more difficult for drivers to access businesses.

The \$1.3 million project also included new sidewalks on the north side of SR 260 between Cliffs Parkway and Main Street, and on the south side of SR 260 between Seventh Street and Main Street for improved pedestrian mobility.

While the roundabout is open to traffic, crews will be finishing landscaping, electrical work and other minor work over the next few weeks. Crews will also return for final permanent striping later this summer. 🚦

~Ryan Harding, ADOT Communications

# NEW VERSATILE EQUIPMENT ADDED TO HAMP

**N**OT EVERYONE can honestly say they'd be up for attending an early-morning skid steer demo, but for a group of ADOT highway operations supervisors, the opportunity was one not to miss.

On May 24, several supervisors from across the state gathered at the Equipment Services yard in Phoenix to have a look at the newest additions to ADOT's Heavy Automated Motor Pool (HAMP).

Seven skid-steer loaders — tough pieces of equipment used by ADOT crews to perform a variety of tasks — were purchased recently for each of the agency's districts.

ADOT Equipment Services Administrator Devin Darlek explained that the vehicles will go into each district's HAMP, which function similarly to the statewide Automated Motor Pool that all employees can use to "rent" ADOT light-duty vehicles.

The heavy-equipment AMPs were launched about four years ago and offer a cost savings to the agency and the districts, Darlek said.

"We started it when we noticed that we were buying expensive equipment for all of the orgs, but the equipment wasn't being utilized all the time," Darlek said. "With the HAMP, we don't have to buy that equipment for everybody, but everyone has access to it when they need it."

*ADOT highway operations supervisors got a look at the new skid-steer loaders and the transport truck system developed by ADOT employees. "Before, crews would have to load a truck and trailer. This is more compact and it'll save a lot of time and effort when they go out," said Equipment Services Fleet Manager Gary Lowe. "They'll have all the equipment they need."*



*Angela De Welles, ADOT Communications*

◀ *"This year, my fleet manager Gary Lowe came up with a great idea to spec out and provide a transport truck system that can carry both the skid steer and all of the different attachments together," Devin Darlek said. "We're basically 5S-ing the idea of the all-encompassed truck and skid steer transport system. If the crews like it, Gary will order additional units. Just a great job by Gary and his staff. They consistently look for ways to lean out processes but, at the same time, they take really good care of our customers."*

The districts benefit because instead of having to budget for the entire purchase of an expensive piece of equipment, they're only paying rent to Equipment Services, which covers service and repair, Darlek said. The concept has worked well enough in the districts that now a statewide HAMP is up and running for certain vehicles and equipment.

The new skid steer loaders are a good purchase for the district HAMPs because they're valuable to ADOT's maintenance and landscaping crews, Darlek said. Depending on which attachments are used, the versatile vehicles can be used for moving dirt, drilling holes and even for grading. These newer models are outfitted with better attachments

than in the past and can now reliably replace larger pieces of equipment, Darlek said.

For more on Equipment Services, visit [ADOTNet](https://www.adotnet.com). 🇺🇸

~Angela De Welles, Senior Communications Specialist

# Stay safe this summer by planning for **EXTREME** weather

**S**UMMER is officially here and it's no surprise that Arizona is in for some extreme weather over the next few months — soaring temperatures, monsoon rain and dust storms are always in the season's forecast.

While no one can control the weather that's headed our way, we all can plan ahead and take simple precautions to stay safe.

## High temperatures

Even if your vehicle has air conditioning, you should always be ready for a potential breakdown or crash that could force you to spend an extended amount of time stopped on the road.

Besides prepping your vehicle — fueling up, testing the battery, checking tire pressure and topping off vital engine fluids — drivers should make sure they bring along an emergency kit. It can include things like extra water, healthy snacks, a fully charged cell phone (and cell phone charger), an umbrella for shade, hats, sunglasses and



Dallas Hammit

sunscreen. You'll also want to have a good first-aid kit and any necessary prescribed medication. Of course, safety gear (reflective vests, flashlights, a travel tool kit and battery cables) is also vital.

You can find additional tips at [azdot.gov/extreme-heat](http://azdot.gov/extreme-heat).

## Monsoons

Monsoon storms can produce sudden, heavy rain. Drivers should always be prepared and, if necessary, be ready to wait out heavy rain, high winds and blowing dust.

If you find yourself driving during inclement weather, be sure to turn on your headlights and, when roads are wet, reduce speed and maintain a safe distance between your vehicle and the one ahead.

Avoid areas where water is pooling in travel lanes. If your vehicle appears to be hydroplaning, ease your foot off the gas pedal until you regain traction rather than braking suddenly, which can cause a vehicle to skid off the roadway. Don't risk crossing a flooded wash, even if it doesn't look deep. Just a few inches of running water can carry away a vehicle, even a heavy pickup truck or SUV.

There's even more safety advice at [azdot.gov/monsoon](http://azdot.gov/monsoon).

## Dust storms

The No. 1 thing to remember about dust storms is to NOT drive into one — avoid these walls of dense, blowing dust by safely pulling off the road. Just as dangerous are the smaller dust channels that can whip across roadways in an instant, giving drivers little or no opportunity to avoid them.

If you encounter a dust storm or a dust channel, immediately check traffic around your vehicle (front, back and to the side) and begin slowing down. Do not wait until poor visibility makes it difficult to safely pull off the roadway — do it as soon as possible. Once you're safely off the road, turn off all vehicle lights, including your emergency flashers — you don't want other vehicles approaching from behind to use your lights as a guide, possibly crashing into your parked vehicle. Set your emergency brake, take your foot off the brake and stay in your vehicle with your seat belt buckled until the storm passes.

Find additional safety tips and videos on [PullAsideStayAlive.org](http://PullAsideStayAlive.org)

Knowing what to do and having a plan could make a big difference if you're confronted with extreme weather. I encourage you to visit the online safety resources listed above and share the information with your loved ones. 🇺🇸

~Dallas Hammit, Deputy Director for Transportation



Mike Oblinski



team has gathered data about how the service desk currently operates, and it has surveyed employees across ADOT about their experiences with the service desk team.

Next, the problem-solving team will map out the issues that have the highest impact on customer satisfaction. From this mapping, the team will develop countermeasures and standards to address the issues. One countermeasure being considered includes giving more tools to the customers so they can resolve certain requests on their own.

“The Service Desk is the face of IT for our organization. We’re hoping this PDCA provides us the means to do what really matters — provide quick, effective and reliable service,” PDCA team member Cory Campbell said. “We want our customers to know they can trust the Service Desk to resolve their problems.”

### Improve on-time construction

Roughly 50 percent of ADOT construction projects are being delivered beyond their completion dates based on the original contract. This PDCA team is hoping to change that moving forward.

The team has clarified the problem and broken it down to better identify the areas ADOT has control over. Right now, the team is developing 10 proposed countermeasures.

PDCA team member Bonita Opie explains that some of the countermeasures will focus on making sure contracts are written accurately to start with so the projects can be successful.

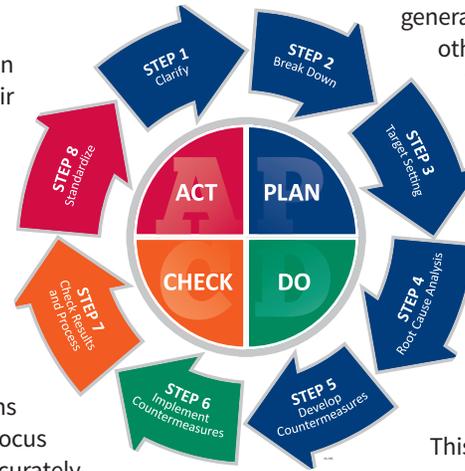
### Improve employee communication

Recognizing that communication is a personal skill — something that occurs between two or more people — this team identified that there needed to be more formalized training for supervisors to improve communication at the most critical point. Research at ADOT and nationally show that the most important communications are those between a staff member and their direct supervisor. For this PDCA, that’s where the efforts have focused.

Because this is a multilayered and large issue to tackle, the team decided to focus on understanding the problem and setting the target. To get started, the team sent surveys to 570 randomly selected staff members asking about communication challenges and preferences. The team also conducted six focus group meetings around the state to get first-hand insights from front-line supervisors.

From here, the team will analyze the data to draw some shared observations on the current state of communication among staff, preferences for communication, what works and what doesn’t, and areas for future focus. Overall, this PDCA wasn’t about solving the problem, but establishing a foundation from which to build future PDCA’s.

“Communication is a tricky subject,” said PDCA process owner Tim Tait. “As we have learned, there are generational issues, issues of geography and other factors that play into what makes for ‘good communication.’ We have certainly affirmed that the best communication is between a staff member and his or her direct supervisor — that connection, for good or bad, often defines how that employee views the organization and their role in it.”



### Aligning new ADOT employees to the Arizona Management System

This team is developing standard work to support hiring managers and supervisors as they convey the AMS culture to new employees.

Right now, the team is working to develop countermeasures and is building an implementation plan. In the near future, the team will conduct a pilot in various groups throughout ADOT.

“The AMS principles are critical to a new employee’s success and it is important that they are given all the tools and knowledge necessary to succeed at ADOT in their first months,” said PDCA process owner Chuck Stojakovich. ■

**R**IGHT NOW, ADOT employees are utilizing the Plan-Do-Check-Act (PDCA) problem-solving method to improve processes and eliminate waste in strategic areas across the agency.

The eight-step PDCA approach aligns with ADOT’s Continuous Improvement efforts and is part of the agency’s overall Strategy Deployment — the method for setting strategies and making a focused effort to implement them.

Each PDCA project kicked off in February, when teams of employees started tackling the issues, all with the aim of improving customer service, maximizing resources and increasing employee engagement. In the April issue of The Inside Lane, readers were introduced to three of the problem-solving projects, and in May, four more were profiled. Now, here’s a closer look at four more...

### PC/LAN Help Desk questions

This team is examining ways to improve how the ADOT Service Desk functions so that issues can be resolved faster. So far, the

# MVD WINS AMERICAN ASSOCIATION OF MOTOR VEHICLE ADMINISTRATORS AWARDS



Mike Harris, ADOT Communications

**I**N JUNE, the American Association of Motor Vehicle Administrators (AAMVA) recognized ADOT Motor Vehicle Division with three awards. The projects that won the awards were created in close collaboration with ADOT's Creative Services Graphics Team and Public Information Office, both of which regularly create high-quality assets for public consumption.

## Road Test Appointment Guide

This step-by-step guide for scheduling and taking a road test for a driver license provides customers the information they need for the process, including required documentation and a time set aside at an office for the test. Road tests can be time consuming and stressful, so the better prepared a customer is, the smoother the whole process will go.

Graphic Designer Randy Sasaki, who created the guide, said, "MVD wanted clearer instructions, something more visual in an infographic style. They wanted something visually appealing."

This guide achieved that goal and breaks down the long, complex process into a series of simple, easy-to-understand steps. The aim of this guide is to reduce the need for return visits that could be prevented with better preparation.

## ADOT Blog

ADOT Blog serves as a platform to talk about everything the agency does in a less formal, more conversational way than traditional news stories and releases typically allow. [The blog](#) covers a great many topics, including stories related to MVD, such as improvements to services, awards MVD has earned and ways to save time and money. The blog is an excellent platform for communicating information that helps "get people out of line and safely on the road."

"MVD is the customer-facing part of ADOT," said Assistant Communications Director for Customer Outreach Doug Nick, who writes the MVD-related stories for ADOT Blog. "It's important that customers know we're doing something that matters to them."

ADOT Blog allows MVD to engage directly with the public and talk about what they want, when they want. By integrating the blog with other social-media platforms, including Facebook and Twitter, MVD is able to maximize the number of people they're able to reach.

Nick is grateful to be part of the ADOT Blog team and to make his contributions for MVD. "It's really a joint effort," he said.

*The American Association of Motor Vehicle Administrators presented awards to ADOT in three categories.*

## Interactive Driving Test Video

In 2016, ADOT MVD introduced a new study tool to prepare for the knowledge portion of the driver exam. Created by Sasaki and Video Production Specialist John Dougherty of ADOT's Video Team, an interactive video presents a question with multiple-choice answers, helping customers prepare even minutes before taking the written test.

"MVD wanted something moving to catch people's attention and also to be useful," Sasaki said of the effort. "The video has become part of the MVD digital signage campaign, and it's in some of the busier MVD locations."

During the first seven months it was available, the video study tool had approximately 8,000 views and continues to reach a larger audience. This video, along with the multiple-choice tests available online, provide customers with ample opportunity to prepare for the knowledge section of the driver license test and to recognize knowledge deficiencies before taking the test. ■

*-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.



In 1987, the Wang word processing system primarily was used by employees from the Contracts and Specifications and the Right-of-Way sections, who together were producing approximately 1.1 million pages of documents each year at the time. From left, ADOT employees Fred Karth, Gordon Bergman and Cheri Eglund test the new system.

**C**OMPLAIN ABOUT the memory on your computer or a slow internet connection all you want, but at least you're not relying on the Wang word processing system to get things done.

Introduced to ADOT employees in the March 1987 issue of Newsbeat as "a new generation of computerized word processing," the technology was actually pretty impressive for its time.

Without a doubt, it represented a huge step up from the 1960s-era WYLBUR word processing system the agency had been using prior to the upgrade. According to ADOT's employee newsletter, the Wang system would cut production time by as much as 50 percent.

Newsbeat also gave readers a rundown of the main selling points...

*"The Wang system permits entering material continuously rather than hitting a return button after each line; does not require various commands for various documents; has buttons to automatically center and indent documents; can move paragraphs more easily, and generally is more 'user friendly.'"*

*"Additionally, Wang printers automatically can feed one of three different types of paper, can print 24 pages a minute, and can collate the pages."*

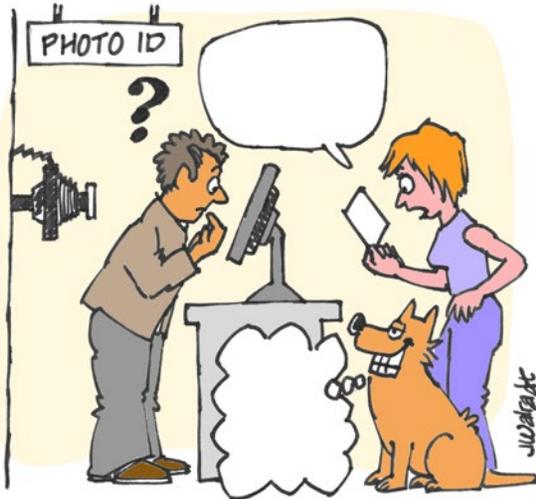
*"The 43 work stations are controlled by a Wang VS100 mini-computer, making it possible for ADOT personnel to transmit documents, such as highway construction contracts and condemnation cases, electronically to the department's legal staff, which also has a Wang minicomputer"*

It'd be easy to have a laugh at how outdated the technology in this photo seems, but we all know that before very long, the high-tech equipment we're currently using to do our jobs will become obsolete too. ■

~Angela De Welles, Senior Communications Specialist

**GO AHEAD,  
GET CREATIVE!**

This cartoon, drawn by ADOT Graphic Designer John Walradt, needs a caption and we want your help. Please submit your ideas to [InsideLane@azdot.gov](mailto:InsideLane@azdot.gov) by July 12. 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!



**WINNER,  
WINNER!**

Congratulations to Jeremy Barnes, who correctly guessed that last month's "Where in AZ??" photo was snapped in Chloride! Barnes,

who works in ADOT's Phoenix Regional Lab, was awarded with an Arizona Highways publication earlier this month.



Casey Miller, ADOT Communications

# MVD develops new E-title system

**T**ECHNOLOGY CAN BE a wonderful thing. Not long ago, phone calls required we remain attached to a wall and the dial-up modem seemed ahead of its time. Now MVD is developing a system that will allow for someone to sell their car and transfer the title from the comfort of their own home.

MVD is in the process of moving to an electronic titling system (e-title) for the transfer of ownership of vehicles within Arizona. Once fully implemented, no paper titles will be used for title transactions within Arizona, and customers will be able to transfer a title without coming into an office. This transition will be accomplished primarily in two phases: Phase I was implemented on June 18, 2017, and Phase II is scheduled for implementation in early 2018.

Phase I includes customer-to-dealer (selling or trading in vehicles) and dealer-to-dealer vehicle reassignments. These transactions will be conducted electronically through a new Dealer Reassignment Transfer application and will create an electronic record that accurately reflects the owner of the vehicle in MVD's systems.

Phase II will allow for the electronic transfer of a title from a dealer to a customer and between two customers. So, if you would like to sell your car to your neighbor, you will be able to log in to ServiceArizona and select the option to transfer your title electronically. That's it! You don't even have to leave home.

The e-title system is part of the Motor Vehicle Modernization (MVM) project. If you would like to learn more, please visit [dotnet.az.gov/MVD-MAX](http://dotnet.az.gov/MVD-MAX).

Like all divisions, the workload at MVD continues to increase. The number of customers and transactions will continue to rise as more folks move to Arizona, so MVD is finding ways to move customers away from our offices by offering more online options. This will enable our employees to focus on the increasing number of challenging transactions.

E-title is another way MVD is helping to get our customers "out of the line and safely on the road." 🚗

~Jennifer Bowser Richards, MVD Stakeholder Relations Manager

