

# The INSIDE

# LANE

A newsletter for employees of the Arizona Department of Transportation

DECEMBER 2017

VOLUME 2, ISSUE 5

*Always on ALERT: Learn what it takes for ADOT maintenance crews to respond to traffic incidents*

PAGE  
**4**



◀ Drive Aware, Get There  
PAGE 3



◀ ADOT Machinery  
Showcased  
PAGE 6



◀ ADOT Recognized  
for Excellence Across  
the Board  
PAGE 7

**ADOT**

**B**EING relatively new to ADOT, I am still learning where things are and who is who. My current position with ADOT is the division director of the Multimodal Planning Division (MPD). MPD consists of a diverse group of transportation-related departments, which includes aeronautics, transit, research, planning, data management, transportation analysis and major transportation projects. We have a considerable outreach to counties, municipalities, tribal governments, councils of governments and metropolitan planning organizations in assisting with transportation needs throughout the state.

The MPD staff consists of individuals who specialize in airports and airport operations, transit systems that include bus services and passenger rail, planning and programming of billion-dollar / multi-year transportation programs and many other important and interesting duties. These individuals are highly skilled and knowledgeable in each of their specialties, and it is an honor to work with all of them. Our day-to-day activities here at MPD have taken on a new emphasis and perspective with the advent of the Arizona Management System. The look of our offices have changed with the addition of huddle boards, and the words “change” and “new” resonate throughout our work areas. The idea of continuous improvement has inundated most of our daily processes, and it is exciting to see the enthusiasm these individuals have for change and improvement across our division and the department as we work toward building the most reliable transportation system in the nation.

As for myself, I am from New Mexico, where I was born and raised. I graduated from New Mexico State University and worked as an engineering consultant throughout my nearly 30-year career, with the exception of the past three years, which have been with ADOT. For much of my career as a consultant, I owned my own firm with clients scattered across New Mexico, southern Colorado and west Texas. I was lucky enough to find and marry a woman who shares my passion for all vehicles with a motor, and we spend our weekends and vacations touring the country on our Harley Davidson motorcycles.

So the next time you’re driving down the road, catching a plane or riding on the bus, think of MPD and the great people who worked to make that possible because they make transportation personal. ■



*Greg Byres  
Multimodal Planning  
Division Director*

## The INSIDE LANE

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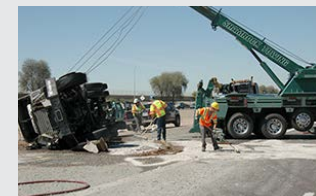
### Share your best cover shot

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.



*ADOT maintenance crews respond day and night to traffic incidents around the state. ADOT Video Production Project Manager Kim Katchur took this photo of crews in action back in 2011 on I-10.*



*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.*

## DRIVE AWARE --- GET THERE >>>

ADOT is preparing to launch a brand new safety campaign aimed at helping drivers minimize the risk of being in a crash with a wrong-way vehicle...

In partnership with the Arizona Department of Public Safety and the Governor's Office of Highway Safety, ADOT will use the "Drive Aware, Get There" campaign to tell drivers what actions they can take during situations involving wrong-way drivers that can increase the chances of avoiding a potentially fatal collision.

The effort will ask drivers to think about what actions they would take if they were ever to encounter a wrong-way vehicle. Of course, the most effective way to stop wrong-way crashes is to keep impaired drivers from getting behind the wheel, but all motorists should be prepared and have a plan in place.

While "Drive Aware, Get There" hasn't officially launched yet, here's a sneak peek at the safety tips developed by ADOT and DPS for the campaign...

### HOW TO DRIVE AT NIGHT

- No matter the time of day, drivers should drive defensively. That means being constantly aware of driving conditions, your surroundings and anticipating dangers so you can take evasive action if you encounter a hazard, such as a wrong-way driver.
- Don't tailgate. Leave enough space so if the vehicle in front of you makes a sudden lane change to avoid a wrong-way driver, you'll have time to react, too.

- Be aware of your surroundings. While wrong-way drivers are often in the left or HOV lane, they enter highways from the right via off-ramps. Because they are often impaired, their movements are unpredictable.

### WHAT TO DO IF YOU ENCOUNTER A WRONG-WAY VEHICLE

- If you're on a divided highway — like any freeway in Phoenix and all interstates — and you see a vehicle coming toward you, slow down by easing your foot off the gas.
- Make sure there's no vehicle next to you and steer away from the wrong-way driver.
- Get to a safe place, call 911 and report the wrong-way driver.

### WHAT TO DO IF YOU SEE A SIGN WARNING OF A WRONG-WAY VEHICLE

- When ADOT is alerted to a possible wrong-way driver, overhead message boards on that stretch of freeway will display the message, "Alert, wrong-way driver ahead."
- If you see that message, safely move toward the nearest highway exit on the right side of the highway as soon as possible.

### WHAT YOU CAN DO RIGHT NOW

- Have a plan in mind so if you encounter a wrong-way driver you won't waste a moment that could save your life.
- Never drive distracted or impaired.

## What to Do if You Encounter A WRONG-WAY CAR ON A FREEWAY

- Slow down by easing off the gas pedal.
- Make sure no vehicle is next to you and steer away from the wrong-way car.
- Get to a safe place, call 911 and report the wrong-way car.



[azdot.gov/wrongway](http://azdot.gov/wrongway)

DRIVE AWARE  
--- GET THERE >>>

- And never let an impaired driver get behind the wheel. Most wrong-way crashes are caused by impaired drivers. It's up to all of us to keep impaired drivers off our roads.

Keep an eye on the ADOT website and social media channels. Once the campaign kicks off, there will be new videos, infographics and a news release in support of the effort. 🇺🇸

~Angela De Welles, Senior Communications Specialist

# ALWAYS ON ALERT

*ADOT maintenance crews on-call and ready to respond*

**D**ID YOU KNOW that on top of repairing guardrail, filling potholes, clearing out culverts and performing a variety of other everyday duties, ADOT maintenance crews also respond to traffic incidents?

Around the state, no matter what time of the day (or night), ADOT crews are on-call and ready to go, says Raymundo Baca, a superintendent for ADOT's Central Maintenance District.

"Our role is traffic control and anything to do with ADOT's right of way," said Baca, adding that ADOT responders work closely with law enforcement on the scene. "We all have the same goal, which is to get that road cleared immediately."

Baca supervises the Arizona Local Emergency Response Team (ALERT), a group of maintenance employees in the greater-Maricopa County area who volunteer to be available for emergency calls. Throughout the rest of the state, ADOT maintenance crews all share the responsibility (they're not all always on-call — they rotate days).

"When we get a call from the Traffic Operations Center, they'll contact the designated personnel who are on that call list," said Danny Soliz, highway operations superintendent for the southwest district. "The incidents happen often in the evening and in the middle of the night."

No matter where they're located, these dedicated ADOT employees play a big role in getting traffic moving again quickly and safely. Here are a few more facts about these crews...

**1. They are prepared and ready to go.** ALERT members and crews statewide drive emergency response vehicles that have everything needed to close down a lane of traffic and set up a detour. Soliz says trucks are equipped with message boards, warning signs, cones, flags, flares, absorbent material (to soak up fuel leaks) and tow straps for moving vehicles off the roadway.

**2. They're specially trained and have taken courses in everything from flagging to traffic incident management.** Baca explained that as responders, ADOT crews take training that focuses on how to respond to a scene in a way that's going to minimize the impact on traffic flow. Clearing the scene quickly is a must. "We want to avoid having any secondary accidents," Baca said.

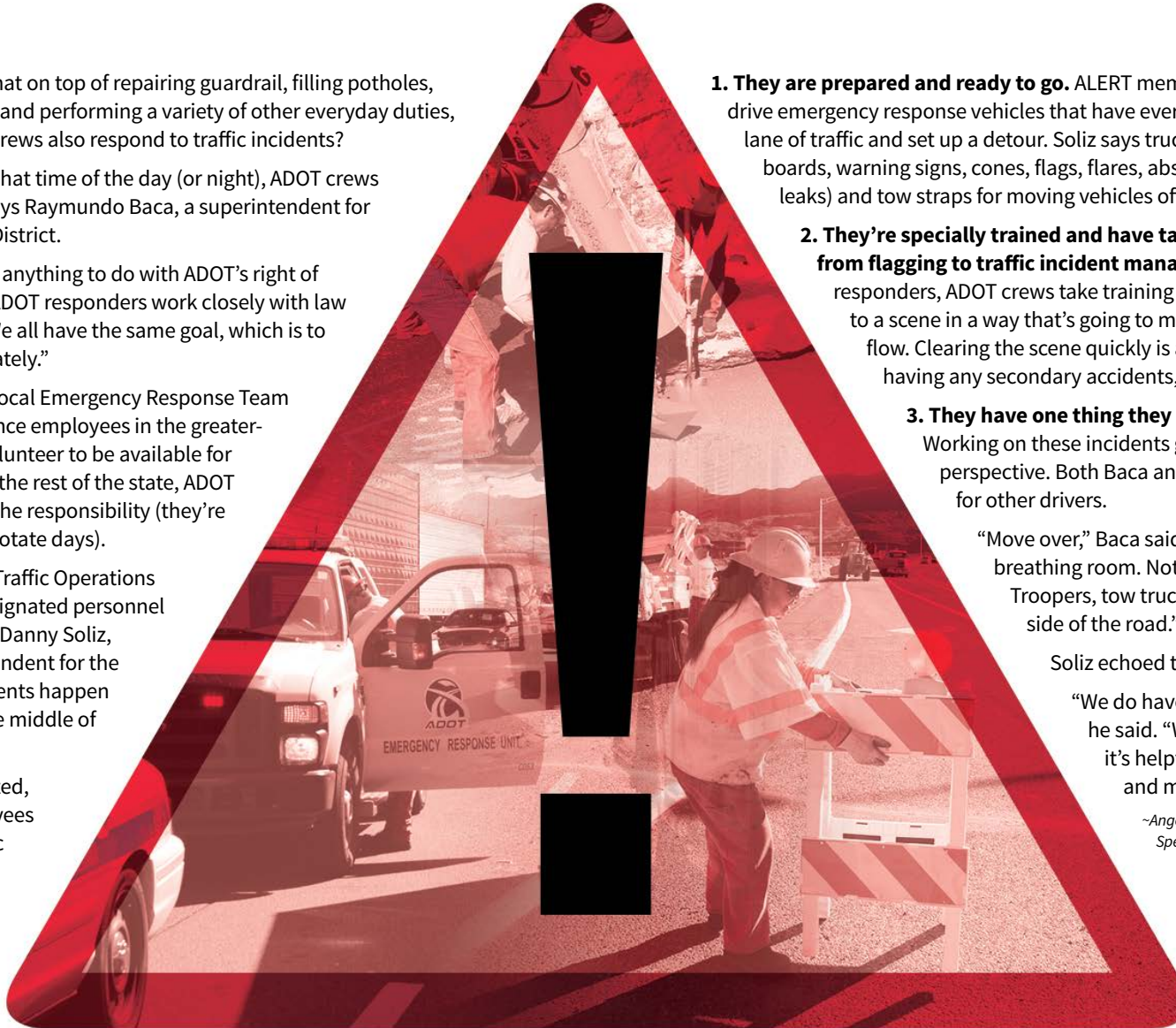
**3. They have one thing they want all drivers to remember.** Working on these incidents gives crews a unique perspective. Both Baca and Soliz had the same message for other drivers.

"Move over," Baca said. "Give these guys a little bit of breathing room. Not just for ADOT. Do it for State Troopers, tow trucks and anyone stranded on the side of the road."

Soliz echoed those remarks.

"We do have the Move Over law in Arizona," he said. "When our folks are responding, it's helpful when drivers obey the law and move over." ■

~Angela De Welles, Senior Communications Specialist







## Agency leaders update Executive Leadership on PDCA progress

**PLAN-DO-CHECK-ACT**, also known as PDCA, is a process in Continuous Improvement that takes on a challenge and makes sure progress is being made. As part of the Lean Leader Learning program, the Wave 1 and 2 participants had the opportunity to gain hands-on experience following their PDCA class as team members of a formal PDCA. Those 12 PDCA projects were featured in The Inside Lane earlier this year. In October, the team members of those projects updated ADOT's Executive Leadership on how those projects are coming along.

The meeting lasted all day, with project leaders taking turns to talk about the progress and challenges facing their projects. A panel comprised of ADOT's Executive Leadership listened attentively, offered feedback, asked probing

questions and gave recommendations for future actions.

Several of the projects are well in to step C in the PDCA process, when they check results related to the implementation of countermeasures. Some of the projects are now poised with action plans and are preparing for step D: Do.

The meeting served as a way for project teams to update on their status, share successes and challenges, and inform leaders on the 12 projects' progress. This insight will help the agency continue to improve the learning programs and grow in skill to use the eight-step problem-solving methodology. Wave 3 and 4 participants have now started their hands-on projects as well. Look for more news on their projects next year! 🇺🇸

~Dani Weber, Senior Communications Specialist





# HOW'S MY DRIVING?

*A watchful public is paying attention*

Angela De Welles, ADOT Communications

**EVER FEEL LIKE ALL EYES ARE ON YOU** when you're driving a state vehicle?

No, you're not paranoid. There's actually a very large audience when you're on the road for ADOT. Other motorists are watching and often, they report what they see.

ADOT Constituent Services Officer Rusty Crerand receives those calls and emails from the public. He says complaints range from speeding and aggressive driving to more serious infractions.

"It's a variety of things," said Crerand of the types of charges that are reported. "But it's all amplified when it's a state vehicle."

ADOT policy states that employees must drive state vehicles in accordance with all applicable laws, rules and policies — but not everyone does. In an average month, Crerand says he receives one to two calls from the public reporting on some type of unsafe driver behavior or other transgression. As soon as he receives a complaint, Crerand coordinates with ADOT Equipment Services to identify which ADOT employee would have been driving the vehicle in question. From there, the employee's manager and

## THE PUBLIC IS EXPECTING US TO SET THE BAR FOR SAFE AND COURTEOUS DRIVING.

supervisor are contacted and appropriate action is taken depending on the severity of the violation.

"We have to make sure our drivers are mindful," Crerand said. "The public is expecting us to set the bar for safe and courteous driving. Anybody who drives a state vehicle should be aware they're representing the state."

Equipment Services Administrator Devin Darlek agrees and says there's also a practical reason for wanting employees to obey all traffic laws.

"It paints a bad image when an employee is driving in an unsafe manner. We're all representatives for the agency, but it's also hard on our vehicles — the suspension, tires, brakes, the whole vehicle," said Darlek, adding that reckless driving also takes time away from other job responsibilities. "We do spend time trying to track down what happened, who the driver was and who the supervisor is. Sometimes that's tough

and there can be quite a bit of time involved."

Being able to track unsafe driving and reduce the risk to the agency is why there's an effort to install Global Positioning

System devices into more ADOT vehicles, Darlek said. The goal is to get the devices into about 75 percent of the agency's light fleet and 30 percent of its heavy equipment by the end of next year.

"Using GPS is a proactive approach to keep people safe and manage our equipment effectively," Darlek said. "We know it'll reduce speeding, fuel consumption, and aggressive wear and tear on the vehicles all at the same time."

Feeling like you might need a refresher on the rules surrounding state vehicles? Employees can visit ADOTNet to read the [agency's Vehicle Assignment and Usage Policy \(SUP-6.03\)](#), which outlines relevant rules and guidelines.

You can also find more about the use of GPS devices and a recent GPS pilot project led by ADOT Equipment Services in an article that appeared in [The Inside Lane's April 2017 issue](#). ■

~ Angela De Welles, Senior Communications Specialist

# ADOT MACHINERY SHOWCASED

## Maintenance crews participate in Touch-a-Truck event

ON NOV. 4, several ADOT employees participated in a family-friendly event in Phoenix that gave kids an up-close look at a variety of vehicles, including trucks, construction vehicles and heavy machinery.

Besides having several vehicles on display, the fifth annual Junior League of Phoenix Touch-A-Truck event also gave attendees the chance to meet the people who build, protect and serve throughout the state.



ADOT employees Carlos Caballero, Larry Faidley, Jose Cabrera, Michael Bellantuono, Curtis Bell, Daniel Robbins and Ismael Regalado (not pictured) all assisted with the event.



A family checks out the ADOT attenuator truck



Crews from ADOT's Happy Valley, North Phoenix and Flagstaff maintenance groups participated in the event and said that the loader was a big hit with the kids who attended.

# ADOT RECOGNIZED FOR EXCELLENCE ACROSS THE BOARD

*Awards season is upon us, and as usual, ADOT is cleaning up in recognition. From excellence in publishing the Arizona Highways magazine to celebrating champions of clean air, ADOT and ADOT employees are getting the recognition their efforts deserve.*

The **American Public Works Association** chose the Virgin Bridge No. 6 improvements on Interstate 15, completed in 2016, as Project of the Year among transportation projects worth between \$25 million and \$75 million. The bridge was the centerpiece of \$50 million in upgrades to the 30 miles of I-15 passing through Arizona.

The **International Regional Magazines Association** recognized Arizona Highways magazine with 22 awards in all, with nine golds, five silvers, six bronzes and one award for merit. Among the many top awards, the magazine won Photographer of the Year and was the runner up for Magazine of the Year.

For the third year running, the **Minority Business Development Agency** and the **Arizona Hispanic Chamber of Commerce** have inducted ADOT's Business Engagement and Compliance Office into the AZ Million Dollar Circle of Excellence for providing more than \$216 million in contracts to Disadvantage Business Enterprise firms over the past five years.

**Granicus**, which offers cloud-based solutions for government communication, recognized ADOT MVD with its Transformed Access to Services Award for reducing average wait times for customers from 58 minutes to 33 minutes. The award recognizes organizations that made significant service improvements to enhance the citizen experience.

**Valley Metro** recognized ADOT's own Bicycle and Pedestrian Program Coordinator Michael Sanders with the Outstanding Bicyclist Award at this year's 30th Annual Clean Air Campaign. To encourage others to reconsider their commuting habits, Sanders rides his bike to and from work for a roundtrip of 30 miles ... every day. 🚲

~Dani Weber, Senior Communications Specialist



APWA recognized ADOT's improvements to the I-15 Virgin River Bridge as the 2017 Project of the Year. Photo by APWA Reporter



New kiosks have drastically reduced wait times in MVD offices, earning ADOT the Granicus Transformed Access to Services Award. Photo by Mike Harris



Valley Metro awards ADOT's own Michael Sanders as Outstanding Bicyclist for 2017. Photo by Clean Air Campaign



Arizona Highways magazine swept the IRMA awards this year, taking home 22 in all. Photo by Jeff Kida





Ryan Harding, ADOT Communications



## Back to you, ADOT!

*Live broadcasts teach viewers to “Know Snow”*

THERE WAS NO snow on the ground at the Traffic Operations Center in Phoenix, but early on Nov. 14, a number of local news teams stopped by to learn about ADOT’s winter storm preparations and to get some safety information to share over the air. ADOT Public Information Officers Ryan Harding and Doug Nintzel answered questions from reporters, gave driving safety tips and shared some snowplow stats with morning viewers.

To learn more about ADOT’s Know Snow campaign, visit [azdot.gov/KnowSnow](http://azdot.gov/KnowSnow). To see the media coverage, check out the “In the news” link on the [ADOTNet](http://ADOTNet) homepage. 🇺🇸



Michael Harris, ADOT Communications

# Dear Santa,

**HAVE A WISH** for Santa Claus, but not sure your letter will make it to the North Pole in time? Why not send an email instead? If you have something you’d like to ask Santa for, send your message to [santa@azdot.gov](mailto:santa@azdot.gov). The wishes will be displayed on monitors in the lobbies of the ADOT Administration Building, Engineering Building and MVD main office in the Capitol Complex, and on the ADOTNet home page through the end of the year.



## NOW PLAYING ON A SCREEN NEAR YOU

MANY OF THE VIDEOS produced by ADOT to educate the public are just as informative for employees. If you want to learn something new, consider taking a look at the agency’s latest video, a public service announcement about quick clearance.

“Quick Clearance” is a state law that requires a driver involved in a minor crash without injuries to remove their vehicle from the roadway if it is operable and can be moved safely. No one wants to be in this situation, but with a vehicle crash occurring about every four minutes in Arizona, everyone should know how best to stay safe following a minor, noninjury collision.

Remember, if you are involved in a crash, the first action to take is to make sure you and occupants in your vehicle are OK. Then, if your vehicle is operable, move to the emergency shoulder or median, or exit the highway and call 911. Stay out of travel lanes, be alert and watch approaching traffic. Never leave the scene of a crash.

Find the new video on ADOTNet in the [“What you Need to Know” video album](#). 🇺🇸



[tim.az.gov](http://tim.az.gov)

The INSIDE  
LANE



# MVD launches new online site

## AZ MVD Now gives more options to customers

**AS** MVD continues efforts to get customers out of the line and safely on the road, the division is developing new ways to enable more electronic transactions. In September, MVD launched a new customer portal — **AZ MVD Now**. This was a quiet implementation. We didn't advertise to the public as the released capabilities were primarily foundational and necessary for future releases.

AZ MVD Now provides an account-based system where customers can sign in and see their MVD information customized for them in a secure, online environment. This portal gives the customer the ability to quickly and easily access information and complete more services electronically. For example, a customer will eventually be able to sign in and review their MVD services history regardless of whether they used self-service, a field office or a third party.

### AZ MVD Now offers a variety of options

- **Create an account:** A customer account with AZ MVD Now allows you to manage your interactions with MVD. All of the vehicles titled and/or registered in your name are associated with the account, eliminating the need for duplicate data entry each time you complete a vehicle service on AZ MVD Now (e.g. renewing your registration).
- **Fund the account:** When paying for services at an MVD office or online, you can still pay with a traditional form of payment

(debit, credit, EFT), OR you may pay with funds in your new financial account. You may add funds to your financial account now and in the future you will be able to allocate refunds from MVD to the account.

- **Issue a prepaid voucher:** A new payment type available to pay for services with MVD is the prepaid voucher, which functions similarly to a gift card or store credit. It may be used online with AZ MVD Now or at an MVD field office. Once a prepaid voucher is issued, it may be used by anyone in possession of the voucher, like a gift card.
- **View a title:** 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. To make this happen, there needs to be a place where vehicle title information may be accessed. In AZ MVD Now, a vehicle owner can see full title details on vehicles they own. Additionally, there is a limited view where a citizen can look up a vehicle to confirm the vehicle is eligible for transfer.

The goal of AZ MVD Now is to keep the simplicity and convenience of ServiceArizona while adding the option for a customer to create an account where they will have access to their MVD information. This will increase opportunities for conducting business online.

Initially, AZ MVD Now will be accessed from ServiceArizona, but eventually it will become the main place customers transact business online with MVD.

### Are you ready to jump in? Here is what YOU can do now!

AZ MVD Now is starting small and is a work in progress. Each stage needs to be tested so we can work out any possible kinks. You can help us do that!

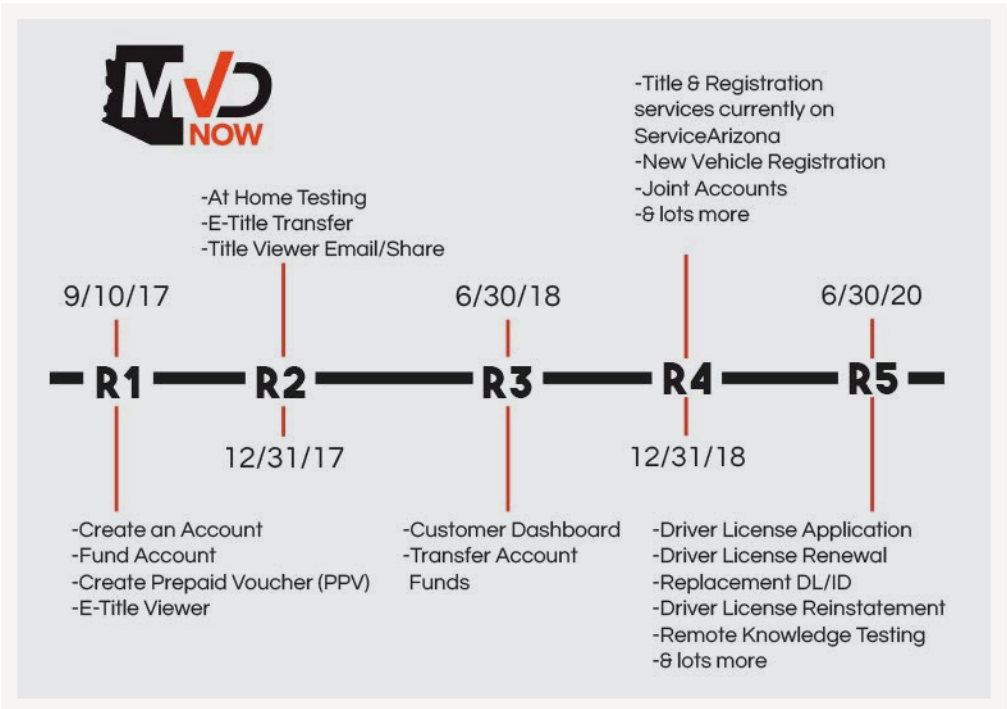
- Create your account at <https://azmvdnow.az.gov/>
- Check out the titles for vehicles registered in your name
- Have an upcoming registration renewal or other MVD service you need to pay for? Fund your account and create a PPV to use

in the office. (Later, you will be able to use the funds in your account or a PPV to pay for services online, too.)

AZ MVD Now will technologically advance the MVD work environment over the next few years. While the methods for interacting with customers are evolving, new systems can't replace the need for friendly, efficient, knowledgeable exchanges with the 6 million-plus Arizona driver license / identification card holders and the owners of more than 8 million registered vehicles in the state.

Thank you for helping MVD to test these new features! If you have any feedback, please share it via ADOTNet at <https://adotnet.az.gov/max-comments-questions-ideas>. 🇺🇸

~ Jennifer Bowser Richards, MVD Stakeholder Relations Manager



# 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...

## KAIZEN COUNT

The number of Kaizens submitted by ADOT employees so far in the new fiscal year is

# 1,594

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

# Review of cell service contract leads to major cost savings

**AFTER** carefully evaluating some of the agency's cell service contracts, two ADOT employees were able to shave more than \$3,500 off the monthly bill.

Communications Engineer Andy Murray worked with Signals, Lighting and Technical Electrical Tech Steven Kohler to perform an extensive audit on many of ADOT's Intelligent Transportation System devices, including freeway message signs, ramp meters, cameras, remote weather stations and traffic signals.

Specifically, they were looking at what the agency pays each month to Verizon for statewide cellular service on the devices located outside of Phoenix and Tucson.

While ADOT-owned fiber optic cable is primarily used in the metro areas, commercial wireless cell service is utilized in rural locations to give techs and operators in the Traffic Operations Center the ability to "communicate" with Intelligent Transportation System devices statewide. Cellular data modems are installed which establish a link making it possible for operators to change the text on digital message signs or view images from a remote traffic camera from hundreds of miles away, Kohler and Murray explained.

## Big savings potential

Once the audit was underway, Murray says the first objective was to review the inventory of modems.

"We have a lot of lines and each one has a contract for service, but I found we had modems that weren't even being used anymore," Murray said.

Kohler, who helped to track down and identify which modems were not in service, said he thinks what probably happened was that when a new modem was installed, no one canceled service on the old device that was either outdated or had failed.

"So there were actually still open accounts on a few devices," Kohler said.

Once the non-existent modem lines were canceled, Murray said he started looking at the different data plans available. He realized that many of the contracts in place included much more data than needed.

"We had chosen plans that came with up to 10 and 20 gigabytes of data. I found that the five-gigabyte data plan was sufficient for our needs, was cheaper and came with a 22-percent discount," Murray said.

Cutting the superfluous contracts and updating the data plans on statewide Intelligent Transportation System devices has resulted in a monthly savings of \$3,554.87, which adds up to more than \$42,000 saved each year.

For their efforts, both Murray and Kohler were selected to receive the [Director's Pin](#). The award was established to recognize employees who stand for the ADOT values of accountability, integrity and respect. ■

~Angela De Welles, Senior Communications Specialist



Angela De Welles, ADOT Communications

Andy Murray, right, receives the Director's Pin award from ADOT Director John Halikowski. The ceremony took place on Nov. 8.



Kim Katchur, ADOT Communications



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.

**T**HE INTERNET of today barely resembles the World Wide Web from 20 years ago. Back then, you couldn't Google or Tweet, but you could Ask Jeeves to take you to ServiceArizona.com.

That's right — ADOT launched the site on Nov. 13, 1997 at a time when the net was still young and very few government agencies were offering e-services.

What led the department to take a chance on the web? According to an article from the November 2007 issue of TranSend, ADOT's employee newsletter from 2006 to 2011, the goal was to cut down on the number of customer visits to MVD offices statewide.

*"The old adage that necessity is the mother of invention applies to ServiceArizona. With a fast-growing state population to serve, MVD sorely needed to find a way to take the pressure off its customer services offices. The Internet, untried though it was in government, seemed to hold promise as an alternate service channel. What better way to serve citizens than to allow them to sit at home and do MVD business on their PCs?"*

Published to mark ServiceArizona's 10-year anniversary, the article also notes that there were just 124 transactions recorded on the first day. Only one web-savvy customer went online, though. The other 123 called in to renew their vehicle registration by phone (the creation of an Interactive Voice Response System was also part of the new ServiceArizona).

A modest start, for sure, but ServiceArizona's popularity has grown substantially over the past two decades. Currently, almost 30,000 transactions are carried out online daily.

So, what's next? While it's impossible to predict the future, we do know that MVD is continuing in its effort to get customers out of the line and safely on the road. Right now, the division is developing new ways to enable additional electronic transactions. You can read more on page 9 in an article about AZ MVD Now, a newly launched customer portal that provides an account-based system where users can sign in to view their MVD information in a secure, online environment. ■

~Angela De Welles, Senior Communications Specialist



Members of MVD's e-Government staff show off a cake that was baked in celebration of ServiceArizona's 10th anniversary. The photo was taken for the cover of the November 2007 issue of TranSend.



A lot has changed since ServiceArizona first launched on Nov. 13, 1997, including web design. This screenshot shows what the site looked like in the late 1990s.

# Drivers can't become complacent when it comes to winter travel



Dallas Hammit

**WINTER TRAVEL** safety tips generally don't change much from year to year, but that doesn't mean you can stop paying attention — all of us benefit from a yearly reminder.

The "Know Snow" advice issued annually by ADOT guides drivers on how to handle icy roads, where to find current traffic conditions and why being prepared is such a smart strategy. Unfortunately, every year

we hear reports of motorists who did not heed the warnings or just didn't know about them in the first place.

ADOT crews are always prepared for the winter weather that's ahead and often are the ones who help out when a [motorist gets stranded](#). While the work our 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.

That's why I'm asking that you review these safety tips — even if you think you're already a winter-driving expert:

- **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, a reflective vest 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](http://az511.gov) or call 511 to get the latest highway conditions, and pay attention to messages on overhead boards. ADOT's Twitter feed (@ArizonaDOT) is an excellent source of information, as is ADOT's new free app that sends critical information directly to app users in affected areas. Find details at [ADOTAlerts.com](http://ADOTAlerts.com).

I also hope you'll take a moment to check out [azdot.gov/KnowSnow](http://azdot.gov/KnowSnow), ADOT's site for all things related to winter travel. There, you'll find safety tips, videos, infographics and more.

Finally, please share all of this information with your family and loved ones — even if you've already done so in previous years. As I said before, we all need the yearly reminder. ■

~Dallas Hammit, Deputy Director for Transportation

## WHERE (AND WHEN)

### IN AZ?

We have a new twist on our "Where in AZ?" photo-guessing game! Typically, we just ask you to identify where a photo was taken ... but this month, we want to see if you also know when this picture was snapped.

Up for the challenge? If you think you know when and where this scene was shot, send an email to [InsideLane@azdot.gov](mailto:InsideLane@azdot.gov) with the location along with the year it was taken (bonus points if you know the month!). There's a (small) prize for the first correct response we receive, so act fast. We'll reveal the answers in our next issue. Good luck! ■



Casey Miller, ADOT Communications

## JOB WELL

### DONE!

Congratulations to all of the ADOT employees who have recently earned spot incentives and meritorious leave! For a complete list of the employees who were awarded, check out the [ADOTNet home page](#).

The criteria for [spot incentives](#) and [meritorious leave](#) can be found under ADOT Policy and Procedures on ADOTNet. ■