

# The INSIDE

# LANE

*A newsletter for employees of the Arizona Department of Transportation*

FEBRUARY 2018

VOLUME 2, ISSUE 7



*SLATE team  
works to upgrade  
traffic cameras*

**PAGE  
6**



◀ **Meet the Team: RTP  
Maintenance  
PAGE 3**



◀ **ADOT's mailroom team  
delivers  
PAGE 5**



◀ **MVD provides services,  
assists veterans at 2018  
StandDown  
PAGE 7**

**ADOT**

WONDER how many of our employees know ADOT's mission and vision statements? When I started at ADOT in 1993, we were issued a small trifold card with the department's mission, vision, values and goals. Like many of our employees at the time, I carried that trifold card in my pocket and when asked I would refer to it. Of course 25 years later, I can't find my trifold card, and my memory is fading so I think the mission may have been to offer a safe, efficient transportation system and the means to collect the revenue to support it. I'm pretty sure I got that wrong, but it was a long time ago.

As you know our mission, vision, and now True North statements have changed over the years and are now much simpler — hopefully, I won't need a trifold card to remember them. Our vision is "Moving Arizona – To become the most reliable transportation system in the nation." Our mission is "Connecting Arizona – Everyone. Every Day. Everywhere." Our True North is – "Making Transportation Personal." So why do we need to change them after only 25 years? A Greek philosopher named Heraclitus said "change is the only constant in life." Whether we are talking about life, business or ADOT, we have to change — by choice, by design, otherwise it just happens.

I always prefer to have some control over things that happen in my life, and developing a strategic plan offers that control. A strategic plan isn't a static document developed to sit on a shelf or hang on the wall. It is the strategic direction we, as an agency, are heading. Yes, it encompasses our mission, vision, and True North, but more importantly, it provides alignment to the governor's fundamental map and to your division and unit. Our strategic plan identifies what we do, how we do it and how well we do it.

You can expect more information about the ADOT Strategic Plan in future issues of The Inside Lane. If you see me out and about, let's talk about our agency's strategic direction. I want to thank you all for what you do for ADOT and for Arizona.

Be safe and buckle up!

Scott Omer



Scott Omer  
Deputy Director for Operations

## The INSIDE LANE

### ADOT DIRECTOR

John S. Halikowski

### DEPUTY DIRECTOR FOR POLICY

Kevin Biesty

### COMMUNICATIONS DIRECTOR

Timothy Tait

### NEWSLETTER STAFF

Kathy Boyle, Assistant

Communications Director

Angela De Welles, Senior

Communications Specialist

Michelle Fink, Administrative Support

Danella Weber, Senior

Communications Specialist

Randy Sasaki, Graphics Project Manager

John Walradt, Graphic Designer

Elena Diaz, Graphic Designer

### EDITORIAL BOARD

Eddie Edison, HR

Lt. Gary McCarthy, ECD

Gregory Byres, MPD

Lt. James Warriner, ECD

James Windsor, TSMO

Jennifer Bowser Richards, MVD

Larry Clark, MVD

Lisa Danko, FMS

Mj Vincent, OCI

Steve Boschen, IDO

Ted Howard, ASD

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](mailto:InsideLane@azdot.gov).

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

© 2018 Arizona Department of Transportation

17-403

### 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.



SLATE Tech Patrick Quinn snapped this photo of a camera install at Loop 303, just west of I-17. Learn more on page 6.



MEET THE TEAM:

# RTP MAINTENANCE

*For this group, the work is never really done*

**R**TP Maintenance is a team of eight ADOT employees who oversee litter pickup, landscaping, graffiti removal and sweeping maintenance for much of the freeway system within Maricopa County — RTP stands for Regional Transportation Plan and refers to funding from the Maricopa Association of Governments that pays for the team's work.

"There's always more graffiti, more litter," said RTP Maintenance Supervisor John Zandler. "The job for us is mostly to take care of the things that happen over and over again."

To keep up with demand, the team contracts the jobs out to various vendors. Zandler, who works closely with ADOT's Procurement office to establish and maintain each of the contracts, explains that on his team are inspectors who constantly patrol their routes, ensuring the system is being maintained.

"We go out and make sure the contractors are getting the work done and doing it safely," he said.

A typical day will start in the office with a brief team meeting. From there, the

group disperses and the inspectors — all responsible for something different — go out and check their territory, taking note of problem areas and meeting with the contracted crews working on the road.

Safety is a big part of the job says Eric Thorstenson, an inspector who supervises litter pickup in the West Valley and central Phoenix areas

"I have 17 crews I oversee Valley-wide. That totals about 100 people," said Thorstenson, adding that he regularly conducts safety inspections and makes a point to check in with each crew member at least once a month.

On top of supervising the work, each inspector regularly completes special in-depth projects (updating and securing irrigation control sites, for example) and helps to coordinate any lane and road closures necessary to get work done. Zandler said his team often joins with other ADOT units to make the most of a planned closure.

"We can sometimes hitchhike onto their closures," Zandler said. "We like to get in on those and do our work. We can make serious improvements fast when there is a full closure."



Angela De Welles, ADOT Communications

*Clockwise from top left: Supervisor John Zandler, Norma Ceras (analyst), Eric Thorstenson (litter), Beverly Lemons (litter), Brian Leduc (graffiti), Melissa Tellez (admin), Johnny Sedillo (landscape) and Chris Melberg (central district irrigation).*

While the work they do behind the scenes doesn't always get the traveling public's attention, the inspectors know drivers surely would notice if they didn't take such pride in what they do.

Inspector Beverly Lemons, who oversees litter pickup in the East Valley, enjoys her job and says communication is key.

"Being an inspector involves a lot of driving and communicating with your people," Lemons said. "We make sure they have what they need and that they're doing their job." 🇺🇸

~ Angela De Welles, Senior Communications Specialist



## GEM awards getting an update in 2018

**EVERY DAY**, ADOT employees go the extra mile to make sure their job is not just done, but done right. The Going the Extra Mile (GEM) award lets coworkers recognize when they notice each other going above and beyond the call of duty.

Beginning in February, the GEM award is getting a fresh new look.

Along with the kind words submitted by the nominating employee, the GEM award includes a magnet that will now feature ADOT's True North: "Making Transportation Personal."

The True North statement is a reminder that the work that everyone here at ADOT does makes a difference in the everyday lives of everyone who uses Arizona's highways and freeways.

It represents ADOT's commitment to the Continuous Improvement journey with everyone, every day, everywhere working to improve our agency. ■

~Dani Weber, Senior Communications Specialist

## NOW PLAYING ON A SCREEN NEAR YOU



### MVD customer testimonials

The many process improvements that MVD offices have adopted have resulted in drastically reduced wait times.

Instead of a computerized voice calling customers to open windows, MVD customer service representatives work the lines to make sure everyone is prepared with all the necessary forms and identification necessary for their transactions.

The changes are having a big impact and people all across Arizona are starting to notice.

In the video "[Customers Rate the Improvements at the Arizona MVD](#)," people who visited MVD locations in Phoenix, Tucson and rural talk about the changes. And with additional services offered online at ServiceArizona.com and at ServiceArizona kiosks in select locations, customers are able to do many of the most common transactions much faster and at their leisure.

"One hundred percent better now," noted one customer.

"This used to be a long wait and it isn't anymore," said another customer.

Find out what other customers said in the new video on ADOTNet in the "[What You Need to Know](#)" video album. ■

~ Dani Weber, Senior Communications Specialist



# ADOT'S MAILROOM TEAM DELIVERS

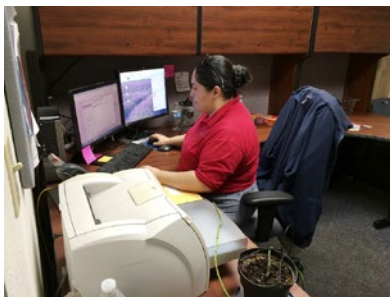
*Yvonne Ozaeta  
prints vehicle  
registration  
documents.*



*Machines are used  
to fold notices and  
stuff envelopes.*



*Angelica Tovar  
supervises the  
mailroom and  
helps customers  
track packages.*



*Karina Romero  
meters license  
plates before they  
are shipped.*



*Chevy Abarca  
works to prep MVD  
notices before  
they're mailed to  
customers.*



*Matthew Bazan  
and Renea Talvera  
sort interoffice  
mail before  
heading out on  
their delivery  
routes.*

Photos: **Angela De Welles**, ADOT Communications

**T**HE ADOT MAILROOM is one busy place. Thousands of letters, packages, postcards and piles of interoffice mail are sorted and processed daily at the Phoenix facility. Working to get every single parcel delivered on time and to the right address is a team of ADOT employees who serve both internal and external customers across the state.

“They’re a very hardworking and dedicated group of employees,” said Facilities Services Manager Jason Pino. “It’s a very busy environment and we just try to work the best we can as a team. Everybody steps up.”

There are many aspects to the job and there’s a lot happening behind the scenes, so here are a few fast facts focused on what these employees do, how they do it and what they want you to know...

- 1. The ADOT mailroom team processes a serious amount of mail.** Pino estimates his team sends out close to 10 million pieces of MVD correspondence each year — that includes renewal notices, tabs, titles, license plates and other customer notifications. On top of that, the team handles roughly **two million pieces** of metered mail and **one million pieces** of interoffice mail annually.
- 2. Interoffice mail is picked up from and delivered to offices outside of ADOT.** Pino explained that ADOT employees can receive and send “no postage” interoffice mail to offices at the city of Phoenix, Maricopa County and several other state agencies. “Interoffice mail has saved the agency a lot of money on postage over the years,” Pino said.
- 3. Every ADOT unit, yes every single one, has a mail drop.** An accurate mail drop code ensures that interoffice mail is delivered to the right place. Employees who don’t know what their mail drop code is can contact the mailroom for help.
- 4. The team operates equipment that helps to get the job done.** In the mailroom there are a variety of heavy-duty printers to handle the large volume of MVD notices that are sent by ADOT. One machine even folds notices and stuffs envelopes.
- 5. Monday is typically the team’s busiest day.** “We process 15,000 inbound pieces of mail every Monday,” Pino said. “Throughout the rest of the week, we process about 5,000 pieces of inbound mail each day.”

~ Angela De Welles, Senior Communications Specialist

# SLATE TEAM WORKS TO UPGRADE TRAFFIC CAMERAS

**ADOT'S** Signals, Lighting and Technical Electrical group is on a roll...

In a span of just two months, a team of technicians recently upgraded 23 traffic cameras along the Interstate 17 corridor in Phoenix, far surpassing a target of six installs per month.

How'd they do it? SLATE Technician Daniel Kinnaman says the team worked efficiently and saved time by prepping each camera (connecting it to a computer and programming it to an assigned location) before going out into the field. There was also a lot of effort that went toward studying the sites and coordinating lane closures.

"We can't just go out and install wherever and whenever we want," Kinnaman said. "There's work on the backend that needs to happen before we can install a new camera — it all takes quite a bit of planning and coordination."



Angela De Welles,  
ADOT Communications

*Besides working on ADOT traffic cameras, the SLATE team also maintains traffic signals, freeway message signs and ramp meters. Daniel Kinnaman, above, checks a new camera.*

## ABOUT THOSE CAMERAS

ADOT started using high-definition digital cameras in early 2013 to replace some of the system's older cameras in need of repair. The

newer cameras, which offer more capability and clarity compared to their older analog counterparts, are also installed when a new section of freeway is built or improved.

The images provided by ADOT traffic cameras are streamed on az511.gov, giving drivers a better look at their commute. The cameras also are used by ADOT employees and first responders in the Traffic Operations Center to quickly identify crashes so traffic can be redirected and the incident can be cleared quickly.

"These new cameras give the TOC operators and DPS a much clearer and stable video feed in the area," Kinnaman said. "You can definitely tell the difference between the new and old camera images."

A total of 55 camera upgrades are planned in the Phoenix metro area for this fiscal year, said SLATE Supervisor Chuck Hill, adding that the new cameras are more compact and

have less wiring, which will save time in the future if repairs or upgrades are required. ■

~Angela De Welles, Senior Communications Specialist



*The new high-definition cameras offer some advantages when it comes to maintenance, according to Hill. "On the standard analog cameras, everything is manual," he said. "The newer cameras are IP addressable cameras, which means you have the ability to work on some things from a computer remotely."*

*SLATE Unit 6201 upgraded 23 cameras in just two months. The team includes Patrick Quinn, Daniel Kinnaman, Robert Price and supervisor Chuck Hill.*



Daniel Kinnaman, SLATE



# MVD provides services, assists veterans at 2018 StandDown

EVERY YEAR, homeless and at-risk veterans find access to supportive services and needed resources by attending the Maricopa County StandDown, an outreach event that brings dozens of service providers under one roof.

ADOT's Motor Vehicle Division has played an important role at the StandDown over the years by helping veterans obtain driver licenses or state identification cards — vital credentials to have when searching for a job or applying for benefits. MVD was there again for the 2018 StandDown, held Jan. 25-26 at the Arizona Veterans Memorial Coliseum in Phoenix.

MVD employees prepped for weeks ahead of the StandDown, according to MVD Region Manager Kyle Ulibarri. Computer workstations, supplies and other equipment were brought to the event so customer service representatives could offer driver license applications, renewals, written examinations and even the road skills test.

MVD Customer Service Office Manager Jon Jenkins says the event is a success year after year because of support from employees and the MVD managers and supervisors who juggle staffing at offices around the state to make sure the event is covered.

"Without all their help, we couldn't do this," Jenkins said.

MVD Customer Service Representative Fernando Garza has volunteered to work at the StandDown event for several years and says it's something he always looks forward to.

"It's really fulfilling. My grandfather is a veteran, so being able to help out is great," said Garza, adding that obtaining a credential is important to the veterans. "It can help them with benefits and jobs. It opens up a lot of channels once they get that ID."

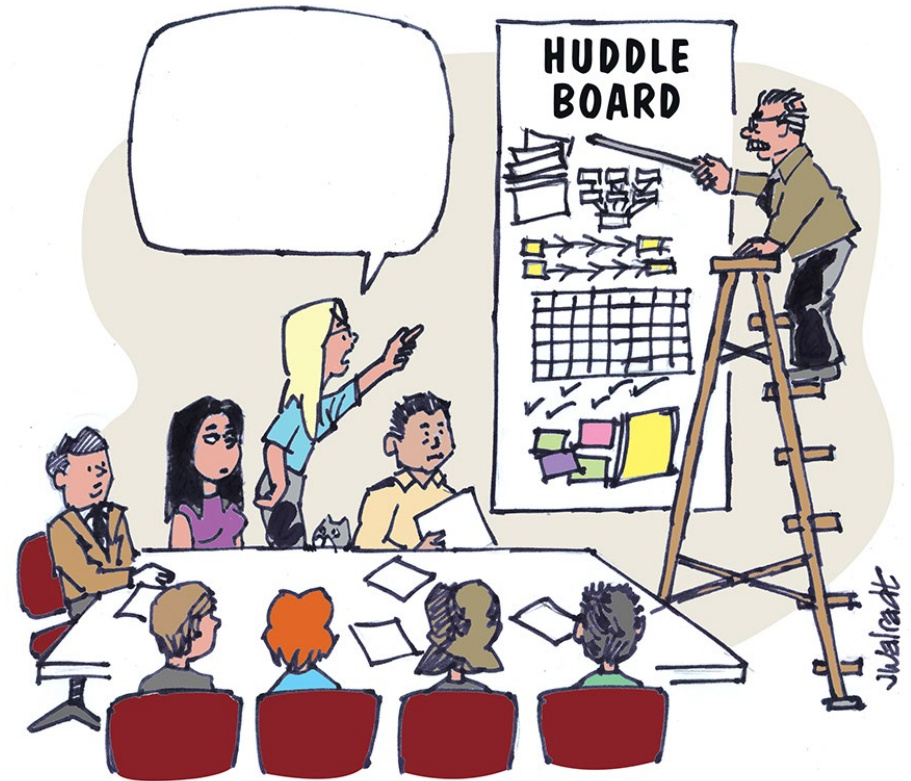
~ Angela De Welles, Senior Communications Specialist



Angela De Welles, ADOT Communications

*The StandDown provides an opportunity for veterans to receive benefits assistance, mental health services, employment help and more.*

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 Feb. 14. 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!

# ADOT Video Team earns Team of the Year Award



**Y**OU'VE NO DOUBT seen their work: a PSA on wrong-way drivers or pulling aside during a dust storm, a Direct Connect episode where Director Halikowski gets down and dirty with the people who make ADOT run every day, or even an educational video on how a freeway gets built. Whatever the topic, the ADOT Video Team is ready to turn it into a story people can watch, enjoy and learn something from, which is why they've been recognized with the inaugural ADOT Team of the Year Award.

The team, which includes Kim Katchur, Casey Miller, John Dougherty and Mike Harris from ADOT Communications, produces videos that inform the public about what, how and why ADOT does its work, giving viewers a better understanding of the direct connection between transportation, the economy and Arizona's quality of life.

The team go to where the action is happening, whether it's catching and tagging chuckwalla near the South Mountain Freeway work site, assembling a bridge from prefabricated components, or resealing freeway surfaces. They work with people from all across the agency, and even some from outside the agency, to tell the stories about ADOT that the public needs to hear to understand and appreciate what we do every day.

In the "[What You Need to Know](#)" video album on ADOTNet, you'll find a video that shows just a glimpse of their work. Check it out!

~ Dani Weber, Senior Communications Specialist



Road Construction Videos

## 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. 🇺🇸

## WINNER

## WINNER!

We had a great response to last month's ADOT Jumble! Many of you solved the puzzle and submitted your answers, however there can only be one winner. Congratulations to MVD Accounting Supervisor Laurie Skaggs, whose name was selected from a random draw of entries. Laurie was awarded earlier this month with a copy of the Arizona Highways publication, "Arizona: Wild and Free."



Laurie Skaggs

### Answers:

- |           |              |           |
|-----------|--------------|-----------|
| 1. Coat   | 3. Winter    | 5. Freeze |
| 2. Gloves | 4. Slow Down |           |

Final answer is: Gifted



# 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

# 3,132

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

# Holbrook Maintenance Yard 5S

In 2017, the Holbrook Maintenance Team undertook the challenge to make their work space tidier, safer and easier to navigate. Using the 5S method of Continuous Improvement, they were able to transform their maintenance yard into an environment that would enable them to work more efficiently and cost effectively.

The 5S method can be broken down pretty simply:

1. Sort.
2. Set in order.
3. Shine.
4. Standardize.
5. Sustain.

It's a process that allows those who utilize it to always be looking for ways to organize their surroundings and standardize new processes to keep that organization going.

Holbrook Maintenance Supervisor Leon Heward was skeptical when he learned ADOT planned to implement 5S. However, having gone through the training and the program, he's impressed by how vastly it's helped.

"We had too much stuff," Heward said. "Guardrails were loose, and if we wanted to know how many we had, we could spend all day in the yard counting. There was a lot of clutter and waste in motion and space."

No longer. By implementing the principles of 5S, the Holbrook Maintenance Team has organized their

inventory, cleaned up their yard and work areas, and created lists of materials needed for common tasks, like replacing guardrails or fixing a flat tire. And if they want to know how many guardrails are available, they can now just count standardized bundles of 500 linear feet.

"If someone needs a tool," Heward said of the newly organized yard, "they know exactly where to find it. Everything has a designated home, and when someone's done with it, it goes back home. There's no need to dig through inventory anymore because everyone knows where everything is and how much is needed."

With the help of the Arizona Department of Administration and ADOT Surplus, materials the Holbrook Maintenance Team couldn't use were either redistributed to ADOT groups who could use them, other state agencies or the ADOT auction block.

"Having the opportunity to get rid of all the clutter has given us a way to get rid of surplus or damaged materials by putting them up for auction," Heward said. "Others might be able to use it, even if it doesn't meet our specs anymore."

But it wasn't an overnight transformation. It took training, research and constant discussion to figure out how best to improve the maintenance yard. By looking at minimum and maximum inventory



*If someone wants to know how many guardrails are available, they can now just count standardized bundles of 500 linear feet.*

levels, the team was able to determine how much inventory was needed at any given time. The Holbrook team even shared information and ideas with the Casa Grande Maintenance Team to reach innovative solutions.

"We spent about 30 to 45 days really sorting and getting the yard ready," said Winslow Maintenance Supervisor Sam Pogue, who worked on the Holbrook Maintenance team during the project. "It wasn't a quick process, but rather a change in attitude about how we do business."

Even with the newly organized yard, the Holbrook Maintenance Team still continues to find new ways to improve. There's always more to do. ■

~Dani 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.*

**T**HERE WERE many questionable fashion choices to be made in the late 1970s, but MVD's decision to get new employee uniforms in 1976 had nothing to do with following style trends...

Starting in the early 1960s, MVD examiners wore blue pants, blue shirts and gold law enforcement-type badges, but it turns out the look could make customers a little nervous.

According to the November 1976 issue of Newsbeat, ADOT's employee newsletter from back in the day, studies revealed that, "examiners who wear police-type uniforms tend to inhibit citizens from passing driver license skills tests."

That's why, in an effort to present "a more contemporary and professional appearance to the public," MVD examiners shifted to a uniform that included navy slacks, dark ties and burgundy blazers.

At the time, MVD employed 77 examiners in offices statewide, and according to Newsbeat, those examiners graded the skills of roughly 600,000 driver-license-seeking Arizonans annually.

"We think the new uniform is going to improve the image of our driver license examiners, who more than anyone else in MVD, work intimately with the public on a day-to-day basis," said Richard Milanese, manager of the new Field Services Group of MVD to Newsbeat. "It's part of our reorganization within MVD to improve service to the public. We're attempting to substitute a professional service image for the police image." ■

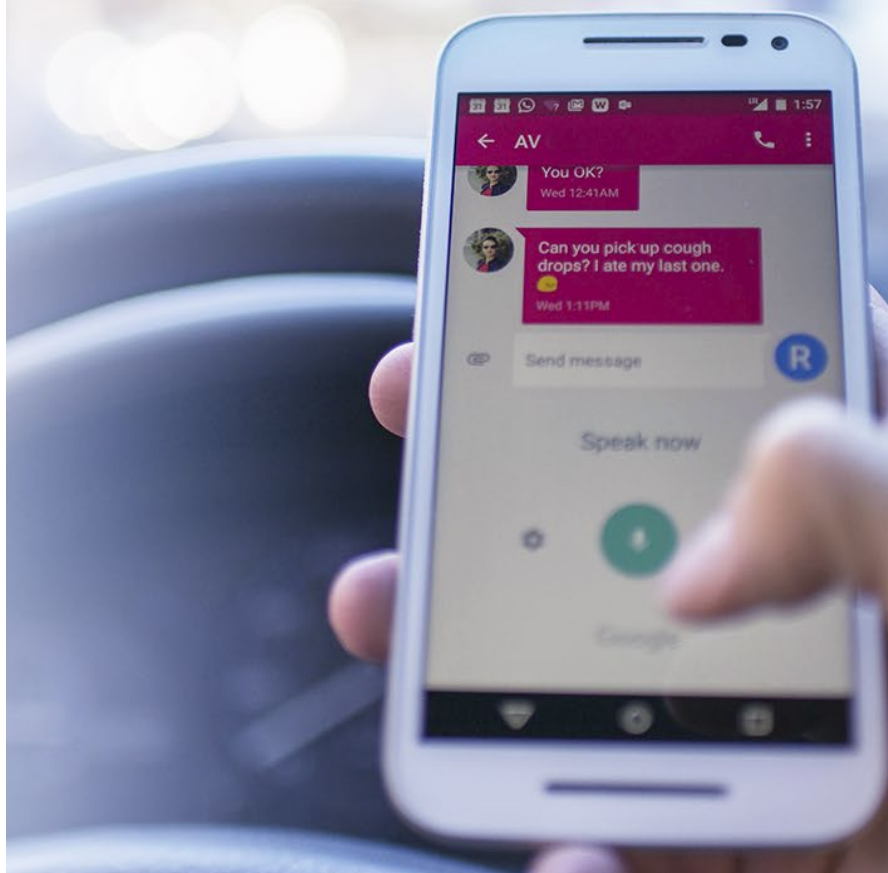
*~ Angela De Welles, Senior Communications Specialist*

---

*Who wore it best? This Newsbeat photograph from November 1976 shows off both the old and new uniforms. At left, Robert McCormick is dressed in the early "police-type" uniform, and Jim Marks models the "new" slacks and coat.*



# Small actions make **BIG** impacts



**W**HEN IT COMES to safety on the road and on the job, often it's the small actions that can end up having big effects.

I'm talking about putting your phone away before you get behind the wheel, being aware of blind spots when backing up a truck, buckling your seat belt and even just paying attention when you're walking.

It all may seem small, but some fairly low-effort action on your part can do a lot to keep you and those around you safe.

If you need some help getting started, I suggest you complete the computer-based training course developed by ADOT Safety and Risk Management called "Avoiding Slips, Trips and Falls."

You can find it in the ADOT Learning Center (just navigate to ADOT Online Training to find the course under

the "Safety Awareness and Internal Emergency Actions" tab). While you may not realize it, employees are too frequently injured due to slip, trip and

fall incidents. This course is meant to raise awareness and prevent injury.

Another low-effort/big-impact choice you can make is to not grab for your phone when you're driving. Distracted Driving Awareness Week just wrapped up on Jan. 28, but the message should be remembered throughout the year — distracted driving needs to stop and it's up to all

of us to make sure that happens. Besides keeping your eyes on the road (and not on your phone), be sure to keep your hands free of anything that pulls your attention from driving.

What I've mentioned is just the beginning. As we get started in this new year, I challenge you to review your habits and find ways to limit distractions when driving or doing your work.

Be safe! ■

~Dallas Hammit, Deputy Director for Transportation



Dallas Hammit