

The INSIDE

LANE

A newsletter for employees of the Arizona Department of Transportation

MAY 2018

VOLUME 2, ISSUE 10



Making transportation personal,
one shrub at a time

PAGE
8



◀ AZ Highways plate helps promote travel to, throughout state
PAGE 3



◀ Crews across ADOT work together to tackle major project
PAGE 5



◀ Facilities Maintenance room is transformed by 5S
PAGE 6

ADOT

IN DECEMBER, I accepted a new position to manage a newly formed office at ADOT, the Employee and Business Development (EBD) Office. This office is a merger of ADOT Corporate and Technical Training, and the Business Engagement and Compliance Office. The EBD Office was created to emphasize and support ADOT's strategic objective to develop its workforce by coordinating and enhancing training and development activities for its employees, as well as its external customers, such as contractors, small, women and minority-owned businesses.

EBD fully embraces and has incorporated AMS process improvement principles into its business practices long before AMS was formally rolled out at ADOT. Improving, innovating, collaborating and striving for excellence has always been the way we do business. Our mission is to "educate, develop and connect ADOT employees, small businesses, contractors and other stakeholders to serve and build Arizona."

Our first year as a group promises to be a productive one. Largely based on the results of several recently completed PDCAs, EBD is currently in the process of developing an agencywide Employee Training, Development and Talent Retention Plan, which will be designed to provide a framework to fully align employee training and development activities with ADOT's current and future core business priorities, including the deployment of AMS principles and tools to all employees. The plan will outline these elements:

- A shared-governance structure for management and oversight of employee training and development functions within the agency
- Standardized processes for training requests, approval, design, delivery and evaluation

- Customer-focused and -driven training for managers, emerging leaders and employees
- Detailed employee development strategies, including succession planning, talent development and focused employee retention efforts
- Technology and innovative systems to support employee development across the agency

EBD is also currently working on the rollout of an updated and modern Learning Management System to replace the current Pathlore system that powers the ADOT Learning Center.

As for myself, I was born in Kingston, Jamaica, where I lived until I was a teenager. Consequently, my husband of 33 years, Derrick, and I love the beach and traveling as often as we can. Our goal is to travel to all seven continents in the world, having been to four already, with plans to travel to South America this fall.

I have a strong commitment to employee, leadership and business development. I plan to use my past educational background and work experience as a business owner, college professor and assistant dean to assist my staff in implementing the best strategies to develop and retain talented employees that will contribute to sustaining the mission of ADOT well into the future. ■



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The INSIDE LANE

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

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

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Share your best cover shot

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



ADOT made a special visit to a Salt River Elementary School classroom recently. Find out why on page 8.

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

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



Arizona Highways specialty plate helps magazine promote travel to, throughout state

ARIZONA HIGHWAYS MAGAZINE is a nationally recognized and award-winning regional travel magazine. Since its first issue in April 1925, the magazine has promoted the beautiful vistas and locations throughout the state. To help fund the magazine, ADOT has created a specialty plate that has generated more than \$3 million since its inception in 2009.

“Arizona Highways promotes travel to and through the state,” said Associate Publisher Kelly Mero. “We try to focus on the rural areas because Phoenix and Tucson already have robust marketing engines. The specialty license plate allows for more promotion.”

In 2012, a study showed the impact that Arizona Highways magazine has had on tourism in Arizona. As the state’s second-largest industry, tourism generates a direct annual economic impact of nearly \$21.2 billion. Arizona Highways is a source of information that travelers use to plan their trips and destinations. With

sales of the specialty plate rising every year since it was introduced in 2009, last fiscal year saw the sale of 29,680 plates, which raised \$504,560 in revenue.

What does the magazine do with those funds?

“The funds we get from the plates allow us the opportunity to do more promotions for the magazine and publish additional products,” Mero explained. “We publish guidebooks, coffee-table books, calendars and various other

products showcasing Arizona. We’ve also established a digital presence to broaden our audience reach.”

In some cases, people learn of the license plate before they learn about the magazine. In a story published in the ADOT Blog, Editor Robert Stieve described approaching a woman at a mall to thank her for supporting the magazine. She told him she originally bought the license plate for its beauty and because it complemented the

color of her car. The background of the license plate, by Pulitzer Prize-winning photographer Jack Dykinga, is a photo that first appeared in Arizona Highways, only one of a long tradition of beautiful scenery captured on film.

Much like its specialty plate, Arizona Highways is known for its beautiful photography that showcases the picturesque landscapes that visitors to Arizona can expect to see. ■

~ Dani Weber, Senior Communications Specialist



DOUGLAS INTERNATIONAL PORT OFFICERS RESPOND TO HAZMAT SITUATION, ASSIST LOCAL AGENCIES

AN EMERGENCY situation can happen quickly and unexpectedly. For the Enforcement and Compliance officers at the Douglas International Port of Entry, that's exactly what happened when the valve of a propane tank was struck and started releasing hazardous gas into the air.

At the time, it was unknown how full the tank was and the Department of Public Safety, Douglas Police Department and Cochise County Sheriff's Office had to act quickly to evacuate the businesses in the proximity of the hazardous material spill. The Douglas POE officers also leapt to action and offered their assistance.

"We sent two officers to help with traffic control while Sgt. Mercer and I went to the federal port of entry to assess the situation," Sgt. JJ Moreno said. "They were still allowing traffic in from Mexico, so we went back to Douglas International. By the time we returned, there were officers from Douglas PD, Cochise County Sheriff's Office and U.S. Border Control with a helicopter doing aerials."

"The port of entry has a big concrete area where we inspect trucks," Sgt. Bill Mercer, who assisted in communicating between different agencies, explained. "So we offered it as a secondary staging area and a place for their helicopter to land."

At the secondary staging area, officers from different agencies gathered to wait for further instructions and make themselves available as needed. During this time, the port of entry closed and redirected commercial traffic to the two other ports of entry in Douglas that were still taking customers. In addition, Officers Scott Long and Leandro Cruz assisted with diverting traffic away from the dangerous propane leak and kept local residents from getting access to the area. ADOT Maintenance crews were also instrumental in diverting traffic from the area.

"Luckily, we determined that the tank was only about 10 or 12 percent full," said Sgt. Moreno. "And it was a windy day, so a lot of the gas dissipated as it leaked out of the valve."

Nonetheless, the Frye Fire Department arrived with hazardous material equipment to handle the remaining propane and secure the tank. Thanks to the quick action and good working relationship among the local agencies, a potentially dangerous crisis was soon degraded to nonthreatening.

"We worked as a team," Sgt. Moreno said. "We provided a safe location to stage and wait for instruction."

However, as much as the officers at the Douglas International Port were able to work with local law enforcement, there was one critical complication that made this emergency situation more difficult: the agencies don't work on the same radio frequencies. They had to communicate through cell phones, which were not ideal because of the highly combustible gas in the air, or face to face, which could take up precious time while traveling from one point to another. As a result a lot of conflicting information hampered operations and made clear communication difficult.

"We're working with the other agencies to make sure that doesn't happen in the future," Sgt. Mercer said. "We already have a good working relationship, but we can improve our communication tools."

"Everybody came together to work as a unified command structure to correct this issue," Sgt. Moreno said.

Despite the challenge to communication, the assistance and resources the officers at the Douglas International Port offered to local law enforcement agencies were critical in a dangerous scenario. ■

~ Dani Weber, Senior Communications Specialist

Thanks to the quick action and good working relationship between the local agencies, a potentially dangerous situation was soon degraded to nonthreatening.



JJ Moreno, ADOT ECD

GO TEAM!

CREWS ACROSS ADOT WORK TOGETHER TO TACKLE MAJOR PROJECT



Chris Brown, IDO

Highway Operations Tech Chris Brown said safety was No. 1 priority. “We talked to the lead guys and made sure they had tailgate safety meetings to make sure we were all on the same page and everyone stayed safe,” he said. Crews from across the Central District helped out on the project, including Phoenix Landscape, Durango Roadway, Happy Valley Landscape and Maintenance, Avondale Landscape and Maintenance, and Tempe Landscape and Maintenance.

WHEN the Avondale Landscape unit took on a major project earlier this year, the team knew some extra help would be necessary. Thankfully, crews from across the Central District and the Arizona Department of Forestry and Fire Management (ADFFM) were able to offer assistance.

The job involved clearing the trees, brush and debris from ADOT’s right of way along both sides of Interstate 10 between Jackrabbit Trail and State Route 85, west of Phoenix — the entire stretch is about 10 miles long in one direction. Crews cleared 12 feet on each side of the freeway in each direction.

“When brush overgrows, we can’t always see our fence,” said Raymundo Baca, a superintendent for the Central Maintenance District, adding that a clear sightline is important so crews can safely ensure nothing is in need of repair.

To get the job done, Avondale reached out to landscape, maintenance and roadway groups, explained Avondale Highway Operations Tech Chris Brown.

“We used a lot of people from other orgs,” he said. “Everyone was receptive. It was a true team effort.”

Big help also came in the form of a powerful piece of equipment belonging to ADFFM. Referred to as a masticator, the heavy-duty machine chews up trees and brush.

“It’s basically a Bobcat with a hydraulic system that turns a drum that has some very sharp claws,” said Assistant Fire Management Officer Leo Vasquez. “As the drum is rotating, it’s pulling the debris into itself and into another blade.”

Vasquez and a crew from ADFFM brought the masticator to the project site, operated it and showed ADOT crews how to use it.



Chris Brown, IDO

Highway Operations Tech Angel Oritz said he was thankful that the Department of Forestry and Fire Management loaned out the masticator for use on the massive project. “It was nice that they took the time to come out and show us how to use it,” he said.

“This is just another avenue to open up even more opportunities for us to work together in the future,” Vasquez said of the partnership.

After the machine did its job, crews followed using hand tools and chippers to get all the debris that the masticator couldn’t get to.

In total, there were 50-plus people working from Feb. 26 to March 8. The job got done and everything went smoothly, Brown said.

“It went well. It’s very, very clear out there now,” he said. “Everybody stayed safe and we didn’t have any injuries.”

Highway Landscape Supervisor Jesse Alatorre says the team is appreciative of everyone who helped.

“They went out of their way and took time from their regular jobs to help us,” Alatorre said. ■

~Angela De Welles, Senior Communications Specialist



BEFORE

◀ **BEFORE AND AFTER:** The team cleared out the room and put it all back together using the 5S method. Besides painting and organizing the space, the team took the opportunity to make sure all the machines are guarded for safety. Many of the larger powered tools were also put on wheels so they can be moved more easily. A dust-collector system was also upgraded.

WILDA ROOM IS TRANSFORMED BY 5S



AFTER

IF THERE WAS EVER A SPACE that needed the 5S treatment, it was the Wilda Room.

Named for Michael Wilda, a respected ADOT employee who passed away in 2008, the room is used by the Capitol Complex Facilities Maintenance section. It contains carpentry tools, a key-cutting machine and various supplies needed by the team responsible for maintaining several ADOT buildings in Phoenix.

Over time, the area became an unorganized space where a lot of unnecessary items just ended up, according to Physical Plant Supervisor James Kelso.

“Basically, this used to be a giant closet,” Kelso said. “You had to move things around to use many of the tools and there was a bunch of stuff no one wanted to throw away.”

TACKLING THE 8 WASTES USING 5S

On Nov. 16, employees from the Capitol Complex and Durango Facilities Maintenance crews started on the Wilda Room using the workplace organization technique known as 5S. Used to create an orderly and efficient work environment, 5S includes sorting, setting in order, shining, standardizing and sustaining the area.

Administrative Services Division Director Sonya Herrera said the project was about more than just cleaning a room out. She wanted employees to learn to identify the eight wastes — transport, inventory, motion, waiting, over-production, over-processing, defects and underutilized skills. She also knew that the project would provide a gateway to other Arizona Management System concepts, including tiered huddles and standard work.

All of that happened and more...

“Employees were the decision makers on this project. They were very empowered by it and became more engaged as a result,” Herrera said.

Kelso agrees that the 5S project was a perfect introduction to Continuous Improvement.

“We’re all hands-on guys and 5S is really hands-on, so being able to learn it really kicked off the (Continuous Improvement) learning process,” said Kelso, adding that the project even led to a “kaizen bonanza” because everyone started to see the value in Continuous Improvement. “It’s just contagious. We keep talking about how it’s a culture change and how the project really was the kick start.” ■

~Angela De Welles, Senior Communications Specialist

EXTRA INVENTORY:

Through 5S, the team was able to identify items they had been storing for years in the Wilda Room but had no use for anymore, including galvanized pipe and boxes and boxes of nails. The unused items were sent to surplus or recycled.



James Kelso, ASD

KEY TO SUCCESS:

Previously, all key-making materials were scattered and unorganized. Now, everything is easy to find in one location. James Kelso, at right.



Angela DeWelles, ADOT Communications

TEAM EFFORT:

Employees from both the Capitol Complex and Durango Facilities Maintenance crews completed the project over 12 weeks (working a half-day each week), although work continues to improve and sustain the effort. The 5S team included James Kelso, Joe Nava, Ricardo Salgado, Gary Price, Justin Ramierez and Alex Zavala. “When everybody starts doing it, everybody buys in and it just grows,” said Physical Plant Director David Castro. “People take pride in this room now.”



Sonya Herrera, ASD

Green Shop awards going strong after a decade

Yuma and Fredonia earn this year's honor

IT'S NOT always easy, but for ADOT's Equipment Services being green is a must.

From simple housekeeping to more involved measures, including recycling, energy conservation and pollution prevention, the employees who work in each of the agency's 23 equipment repair shops routinely exceed national environmental compliance standards.

To recognize that commitment, Equipment Services implemented the Environmental Green Shop Award Program in 2008. Green Shop Award winners are announced every other year and the selection is based on several inspections that evaluate best management practices along with the impact of a shop's operations on the environment. One award is always presented to a full-service shop and one is presented to a smaller satellite location.

This year, Equipment Service shops in **Yuma** and **Fredonia** have earned the honor...

The competition was a very close one, according to Environmental Engineering Program Specialist Klimentina Risteska.

Two full-service shops — Yuma and Tucson — both scored well enough to earn first place, said Risteska, adding that a tie-breaking unannounced inspection was necessary to determine a final winner.

"It was a very close completion," said Fuel, Scales, Environmental and Training Manager Scott Chandler. "Sometimes it's just the difference between one or two small things that can make one shop the winner. Both of those shops should be proud of their accomplishments."



Both Risteska and Chandler are new to ADOT and are overseeing the program that was for many years administered by Robert Trapani, a long-time ADOT employee who played a big role in the development of the Environmental Green Shop Awards.

After Trapani retired recently, Risteska has taken on the big job of visiting and inspecting all the shops throughout the year. The shift has been an opportunity to make a few adjustments to the program.

"Soon the program will be going completely online," said Risteska, adding that she'll use a computer tablet to complete scoring on-site instead of a paper scoresheet. "All the shops can see the information they need on the website."

The final report has also been streamlined from about 40 pages down to 12, which was counted as a kaizen for the team.

"We're also sharing best management practices with all the other equipment shops," Chandler said. "We're doing that so we can spread that knowledge around, which is another benefit of the program."

Find more information about the Environmental Green Shop Award Program, including scoresheets, checklists and other program documents, on [ADOTNet](#). ■

~Angela De Welles, Senior Communications Specialist

Stay tuned to The Inside Lane — we'll feature more details in a future issue about this year's winning shops once the awards are presented in the coming weeks.



Photo courtesy of Granicus

Doug Nick speaks at the Granicus National Summit in Washington D.C.

Telling ADOT's story

IN EARLY APRIL, Assistant Communications Director for Customer Outreach Doug Nick spoke at the Granicus National Summit in Washington D.C. The conference was attended by hundreds of government professionals who learned more about how organizations are using innovations to provide better service to citizens.

Nick spoke about the Arizona Management System and how ADOT MVD has launched efficiency measures designed to significantly reduce the amount of time customers stand in line. He also had the chance to hear other success stories about how government at the state, local and federal levels is serving people better by using online and other digital solutions.

"A lot of it had to do with being more targeted and strategic when

communicating with customers," Nick said. "I think ADOT does that well now and is getting better. There's always room for improvement. For me, the best part of my job is that MVD is really making great strides in improving customer service. There are constant success stories, so it's fun to share them even when I look like a TV pitchman. People really liked my presentation, but it's easy to do when the material is so good, which is a credit to the people of MVD."

Granicus, which offers cloud-based solutions for government communication, recognized ADOT MVD in 2017 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. ■



The Mesa Landscape crew from left, John Branch, Fred Gerola, Florencio Munoz, Shawn Garcia, Mark Goedert, and William McCombs.



A look at the SR 87 median after crews cleared the area.



Shawn Garcia presented students with plastic hardhats and shared details about his job.

Kathy Boyle, ADOT Communications

Making transportation personal, one shrub at a time

IT'S A COMMON REQUEST — trim back the bushes in the median to improve sightlines along State Route 87 in Mesa. ADOT receives requests like this regularly. Sometimes, it's overgrown shrubs or a tree obscuring a sign or a pothole that catches your car tire.

But for one teacher at Salt River Elementary School, the request to trim some overgrown bushes — and ADOT's quick action on it — had a more profound impact.

“Thank you for keeping us safe.” That's what we heard recently from students in Dawn Burstyn-Meyers' kindergarten class.

Ms. Burstyn-Meyers had contacted Central District Administrator Randy Everett to ask ADOT to clear the median of high brush on State Route 87 between Center Street and Mesa Drive. She described how difficult it was to see traffic in both directions on SR 87 due to the type of landscaping in the median.

Little did she know, our Mesa Landscape crew was already planning to mow that particular section of highway. Led by landscape crew supervisors Mark Goedert and John Branch, our crew mowed down the vegetation in the median so traffic can be seen in both directions, making one kindergarten teacher very happy as well as residents in the area.

At ADOT, we call it “making transportation personal,” as well as safety first.

“See something, say something” is how Ms. Burstyn-Meyers describes the life lesson she is teaching her students from this experience. She truly appreciated the quick action by ADOT crews. In turn, the students sent a special care package of

drawn pictures to Randy and the Mesa Landscape crew, to express their thanks for a job well done.

But, the story doesn't end there. ADOT made a special visit to Ms. Burstyn-Meyers classroom. Shawn Garcia, a member of the landscape crew and the one responsible for mowing the median, presented the students with a plastic hardhat with ADOT's logo and the opportunity to share with the students a job he truly loves to do — keeping the roadways safe to travel on. The students listened to Shawn describe the type of equipment the landscape crew uses.

As one student wrote in a message to ADOT, “thank you for keeping my family safe on the road.”

Thank you to the students at Salt River Elementary for recognizing the work our Mesa Landscape crew performs every day. At ADOT, it's our responsibility to make sure our roads are safe. It's making transportation personal, one shrub at a time. ■

~ Kathy Boyle, ADOT Communications



Students created artwork for the Mesa Landscaping crew to show their appreciation.

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

4,631

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

Warning tape prevents slips, trips and falls

A KAIZEN is any change for the better. When that change includes preventing people from getting hurt, it's definitely better.

Transportation Senior Lean Coach Brad Burgess was visiting the Roosevelt office and noticed he kept tripping over a particular step.

"I asked if anyone else trips on it often, and the answer was yes," Burgess said. "So, we put it on the huddle board as a problem and decided to solve it with a kaizen."

What solution did Highway Operations Supervisor Steve Sullivan and his team come up with? They added a strip of black and yellow caution tape along the edge of the step.

It's a solution that seems pretty straightforward, but the issue bothered the group for years because it seemed too small to address. As simple as it sounds, finally putting it on the problem register on their huddle board gave the team the focus to solve it — like finally taking off your shoe to get the rock out of it instead of walking around and trying to ignore it.

"People have definitely noticed a difference," said Southeast District Highway Operations Supervisor Steven Sullivan. "Putting it on the problem register finally got it solved."

"This is an excellent example of employees recognizing a potential hazard and taking action to reduce risk," said Occupational Safety Administrator Bob Stolz. "Taking action before someone gets hurt, as opposed to fixing a hazard after someone is hurt, is truly part of Continuous Improvement." ■

~ Dani Weber, Senior Communications Specialist



John Dougherty, ADOT Communications

Winners were invited to ADOT's Traffic Operations Center on April 20.

ADOT announces winners in Safety Message Contest

The votes are in and Arizonans have selected the winners of ADOT's Safety Message Contest. After tallying more than 2,500 votes for the 15 safety message finalists, here are the winning messages:

BUCKLE UP BUTTERCUP	ROAD RAGE GIVES YOU WRINKLES	CAMPING IN THE LEFT LANE ATTRACTS BEARS
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"Buckle up, buttercup" received the most votes and the other two tied for runner-up. All three messages appeared on overhead signs statewide April 21-22.

WAY TO

GO!

Congratulations to all of the ADOT employees who have recently earned spot incentives and meritorious leave! For a complete list of the employees who

"It was very heartening to see so many people engaging with safe-driving messages during the contest," Director John Halikowski said. "The purpose of placing these safety messages on overhead signs is to start conversation that will improve driver behavior and make the roads safer for all of us."

Winners were invited to ADOT's Traffic Operations Center where they had the opportunity to type their messages into the system and see them displayed on overhead messages boards.

"Buckle up, buttercup" appeared on multiple contest entries, including four submissions that included information that allowed winners to be contacted. They are Tasha Anderson of Youngtown, Susan Henry of Glendale, Dianna Schoening of Peoria and Lily Hutt of Cave Creek.

Sterling Gavette of Phoenix submitted "Camping in the left lane attracts bears," and Christina Healy of Prescott Valley authored, "Road rage gives you wrinkles."

Displaying traffic safety messages on overhead signs is one way that ADOT and other traffic safety stakeholders in Arizona are trying to change driver behavior. According to the National Highway Traffic Safety Administration, more than 90 percent of vehicle collisions are caused by driver decisions, including choosing to speed, drive recklessly, distracted or impaired. ■

~ Doug Pacey, ADOT Communications

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.

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.

A DOT was pretty busy in 1978. That's the year when a record number of miles in the Arizona's Interstate system opened to traffic — major portions of Interstate 8, Interstate 10, Interstate 17 and Interstate 19 were completed.

It was a productive year for these Motor Vehicle Division inspectors, too. They're posing at the U.S. 66 port of entry near Kingman where they were named employees of the month for repairing and remodeling the facility.

Wondering why MVD inspectors were working at the port of entry? Until fairly recently, ADOT's enforcement officers and activities were part of the Motor Vehicle Division. In 2010, a new group called the Enforcement and Compliance Division was formed to provide a more focused concentration on commercial vehicle safety.

The reorganization surely is not the only change in the last 40 years...

Kelly Lightfoot, who oversees operations at the Kingman and Topock Ports of Entry, says ADOT's current Kingman

facility isn't where it was back in 1978. The "new" structure is on US 93 near State Route 68 and opened in April 1998.

We don't have stats from the 70s readily available, but it might be a safe bet to assume the Kingman Port of Entry is a bit busier now than it was back then. In 2017, there were 1,804 calls for service at the location, and that number includes 718 commercial vehicle inspections. There were also 179 port runners, truckers who avoid ports of entry, in 2017.

Want to learn more about ADOT's Enforcement and Compliance Division? Check out [the second episode of Direct Connect](#), which follows Director John Halikowski as he learns how ECD officers protect the state's infrastructure by making sure all commercial vehicles are following the law. Highlights from the video show the director, stationed for the day at the I-40 Topock Port of Entry, catching up with a truck that bypassed the port and assisting on the Level 1 inspection of a big rig. 🇺🇸

~ Angela De Welles, Senior Communications Specialist



▲ Taken for a May 1978 issue of *Newsbeat*, ADOT's employee newsletter of the day, this photo is of the MVD inspectors who were named employees of the month for repairing, remodeling the port of entry facility. Kneeling is Inspector-in-Charge Rolland DeLong. Others are, from left, Phil Whiting, Nick Grabowski, Arnold Magnuson, Ken Norenberg, Ray Smith and Robert Wiley.



A shot of the Kingman Port of Entry today in its "new" location on US 93 near State Route 68.

Casey Miller, ADOT Communications

ADOT JUMBLE

Directions: Unscramble each of the clue words, then arrange the circled letters to form the answer. Email your answers to InsideLane@azdot.gov by May 18. Everyone who solves the puzzle will be entered into a drawing for a (small) prize. We'll reveal the answers in next month's newsletter. Good luck!

VOH ELAN

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When asked to remove the cone from his head for safety reasons, Bob had to admit that his boss:

○○○ ○ ○○○○○

CONGRATULATIONS!

The pop quiz in last month's issue wasn't too difficult, but it did require you to watch a [quick video](#) and read the [Leadership Matters column](#) from Director John Halikowski.

Many employees took on that challenge and submitted their answers. For their efforts, several were awarded a prize pack full of ADOT-branded merchandise, including a travel cup, notepad, marker and lanyard (the plastic cactus was not included in the prize pack!).

Congratulations to our winners — Barbara Hall, Rashmi Shah, Dawn Maxey, Promise Watson,

Carolyn Stocker, Coral Rodriguez, Melanie Sabbatino, Steven Cheshko, Bonnie Hartley, Glenn Mara, Barbara Sullinger, Mariano Macias, Betty Fine, Autumn Rojas, John Birds and Aretha Perry Greene.



In case you were stumped, here are the answers: 1) April 2-13; 2) 95 percent; 3) 2.9; 4) Everywhere; 5) Weekly; 6) Flip-down signs; 7) 5S. ■



From left are ADOT employees Jeffrey Jacobs, Martin Cordero, Phillip McNaughton, Carlos Parra and Shawn Garcia.



ON APRIL 7, several ADOT employees participated in a family-friendly event at the Sequoia Pathway Academy in Maricopa 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 Touch-A-Truck event also gave attendees the chance to meet the people who build, protect and serve throughout the state. ■



Photos submitted by Shawn Garcia

The INSIDE

LANE

Continuous Improvement concepts showcased at Roads and Streets

THE ANNUAL Roads and Streets Conference is a large event that brings together engineers and contractors from the public, tribal and private sectors.

Traditionally, ADOT has had a fairly large role — our employees serve as panelists and speakers in some of the many seminars offered throughout the conference. ADOT also has exhibit booths that give attendees a look at what we're all about.

At this year's conference, held March 28-30, I was pleased to see that each of our districts chose to share and highlight a Continuous Improvement concept.

From 5S and kaizen to huddle boards and muda (waste), hundreds of attendees got to learn a little about Continuous Improvement and the Arizona Management System, and how we're using the concepts on a daily basis in each of the districts throughout the state.

I was glad to see this happening as it shows me that there's support for AMS here in the agency. It also demonstrates



Dallas Hammit

to people outside of ADOT how this change in culture is making some big things happen. It's important that we tell our story, both internally and outside the department, to share our successes because there are many.

But what does all this have to do with Driving Safety Home? Well,

Continuous Improvement offers us a way to ensure that everyone here has the tools necessary to solve problems. That certainly translates to safety, whether it's in the form of a small kaizen or a PDCA project aimed at addressing larger matters. Our agency scorecard also tracks and measures a number of safety-related issues.

So, as we move forward and learn more about AMS and Continuous Improvement and how it can be implemented to improve processes throughout the agency, I encourage you to find new ways to apply those principles toward safety in the workplace and on the road. ■

-Dallas Hammit, Deputy Director for Transportation

3 POINTS OF CONTACT



WHEN ENTERING OR
EXITING VEHICLE



PROTECT YOURSELF WHEN ENTERING/ EXITING A VEHICLE:

- Always face in towards the machine.
- Mount and dismount only when the equipment is stopped.
- Take extra care in wet, snowy, or icy weather
- Look for uneven ground, ice, snow, etc. before exiting
- Use all the steps – don't jump
- Only use points of contact that were intended to be used to climb on or dismount. Do not use tires or wheel hubs as a step surface and do not use the door frame or edge as a handhold.
- Do not mount or dismount while holding something in your hands.

