

The INSIDE

LANE

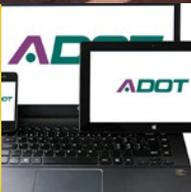
A newsletter for employees of the Arizona Department of Transportation

FEBRUARY 2019

VOLUME 3, ISSUE 7

ADOT wins national honors for
wrong-way detection system

PAGE
3



◀ Changes coming for
employee learning and
development
PAGE 4



◀ Detective Earl Fisher
honored 2018
Safety Award
PAGE 5



◀ ADOT employees help
homeless veterans at
StandDown
PAGE 10

ADOT

LEADERSHIP

MATTERS

I AM THE deputy state engineer for the Transportation Systems Management and Operations Division (TSMO) and I have worked at ADOT for 18 years. The TSMO Division was created in 2015 with the understanding that ADOT cannot continue to build its way out of congestion. The TSMO Division was tasked with developing and implementing strategies using both innovations and technologies to better manage congestion, reduce fatalities and serious injuries on the state's transportation system, reduce clearance times of crashes and the queues associated with those crashes to decrease secondary crashes, and build the framework required to ensure ADOT is ready for the ever-approaching connected and autonomous vehicles.

The first 15 years of my career at ADOT were in construction and maintenance. While the transportation technology aspect was new to me, technology itself was not. Prior to coming to ADOT, I worked 16 years as a systems engineer on an air-to-air missile system program at Raytheon Missile Systems Company in Tucson (Go Cats!).

Throughout my working career, I have been exposed to many strategies focusing on process improvement or quality control initiatives. But I truly believe that the Arizona Management System gives us the tools that we need to focus on the entire value stream, which includes both value-added and non-value added actions, and allows our teams to eliminate waste, improve processes and improve quality. A great example is the countermeasure that led to a dedicated Level of Service (LOS) team as part of the Needs-Based Budget PDCA. Having a dedicated LOS team eliminated the yearly training of staff to perform the inspections, eliminated the need for Infrastructure Delivery and Operations Division and TSMO to provide maintenance staff to perform these yearly inspections, and improved the overall health of the department's Feature Inventory System. This was truly a win for two divisions. ■



*Jim Windsor
Deputy State Engineer
TSMO*

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

LORI BAKER, SENIOR COMMUNICATIONS
SPECIALIST

ANGELA DE WELLES, SENIOR

COMMUNICATIONS SPECIALIST

MICHELLE FINK, ADMINISTRATIVE SUPPORT

DANELLE WEBER, SENIOR

COMMUNICATIONS SPECIALIST

RANDY SASAKI, GRAPHICS PROJECT MANAGER

JOHN WALRADT, GRAPHIC DESIGNER

ELENA DIAZ, GRAPHIC DESIGNER

FRANK RODRIGUEZ, GRAPHIC DESIGNER

EDITORIAL BOARD

EDDIE EDISON, HR

CHIEF GARY MCCARTHY, ECD/OIG

GREGORY BYRES, MPD

LT. JAMES WARRINER, ECD

JAMES WINDSOR, TSMO

JENNIFER BOWSER RICHARDS, MVD

LARRY CLARK, MVD

LISA DANKA, 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.

A WEB VERSION OF THIS NEWSLETTER CAN BE FOUND ON ADOTNET OR AT AZDOT.GOV/INSIDELANE.

© 2019 Arizona Department of Transportation

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 in JPEG format (no larger than 10MB). Along with the photo, please provide a brief description and your name/title.



This photo, taken by John Dougherty of ADOT Communications, shows a message alerting motorists that a wrong-way driver is ahead. Using thermal cameras, ADOT's wrong-way driver detection system alerts law enforcement when a vehicle enters the freeway traveling the wrong way. ADOT has received national awards for its first-in-the-nation system.

See Page 3 for more details.

18-476

TSMO recognized for first-in-nation efforts to detect, intercept wrong-way drivers

IT DOESN'T TAKE LONG for a wrong-way driver to cause a lot of damage. ADOT's first-in-the-nation wrong-way driver detection system on Interstate 17 in Phoenix has been able to save precious minutes — and lives — by alerting law enforcement at the moment a vehicle enters the freeway traveling the wrong way. In 2018, ADOT's Transportation Systems Management and Operations Division (TSMO) was recognized for this detection system.

After a spike of wrong-way drivers caused injuries and fatalities on Arizona's highways, ADOT partnered with law enforcement to devise a system that would both deter wrong-way drivers and allow emergency responders to respond faster. At the time, however, responding to wrong-way drivers depended on other motorists calling 911 to tell law enforcement the location of the vehicle and its direction of travel.

"The challenge was really understanding where wrong-way drivers are getting on," said TSMO Director Brent Cain. "We were getting information on the identification of wrong-way drivers through 911, and it would take multiple calls to get it right. It was an extremely dynamic situation."

The answer: thermal cameras placed on exit ramps.

Detecting, intercepting wrong-way vehicles

Along a 15-mile stretch of I-17 in Phoenix, thermal cameras are positioned to detect a wrong-way vehicle along exit ramps and frontage roads. When the cameras are triggered, wrong-way signs illuminate with flashing lights aimed at getting the attention of the wrong-way driver.

At the same time, the system immediately alerts ADOT and the Department of Public Safety (DPS) trooper, both located at the Traffic Operations Center (TOC). With one click, law



Photos by Transportation Systems Management and Operations Division

enforcement is alerted to the wrong-way vehicle, saving valuable response time. ADOT public information officers issue warnings on ADOT Alerts while TOC staff activate dynamic message signs advising other drivers to exit the freeway as soon as possible to avoid the wrong-way driver. Additional thermal cameras on the freeway assist state troopers in tracking the location of the wrong-way vehicle.

"DPS has been instrumental," Cain said. "When the system is activated, troopers at the TOC can alert other troopers to where wrong-way drivers are, and they can take action immediately."

Since its installation, the wrong-way vehicle detection system has recorded more than 30 vehicles traveling on I-17 exit ramps and frontage roads in the wrong direction, but most of those drivers were able to turn around or self-correct without entering the mainline freeway.

Often, wrong-way drivers on the freeway crash within only a few minutes. The new detection system has reduced the response time from minutes to seconds. Immediate notification from the detection system has proven critical in mitigating several wrong-way driver incidents.

In one incident, emergency responders were alerted four minutes prior to the first 911 call and were able to stop

the vehicle six minutes after being alerted, avoiding possible casualties.

The future of detecting wrong-way vehicles

The pilot program has been recognized on both the state and national level for its success. The National Operations Center of Excellence recognized the detection system as the runner-up for the Best TSMO Project award in 2018. It was also awarded Best in Class at the 2018 Government Innovation Awards. The Phoenix chapter of WTS International also recognized the program with the 2018 Innovative Transportation Solutions Award.

A year's worth of data collected from the pilot program is now being analyzed to consider and develop engineering countermeasures to help deter wrong-way drivers from entering the freeway. Ideally, future solutions would be scalable and could be applied elsewhere on the state highway system.

"There's only so much we can do," Cain said. "A lot of these drivers are severely impaired. But using the data we've collected, we're evaluating

other options that might prevent them from entering the freeway in the first place." ■

~ Dani Weber, Senior Communications Specialist



Thermal camera



Traffic Operations Center monitor

Changes coming for employee learning and development

LEARNING AND DEVELOPMENT opportunities are vital for retaining employees, attracting new employees, preparing employees for supervisory roles and getting employees ready for the jobs of the future.

That's why ADOT is creating the Employee Learning and Development Plan, which includes a variety of initiatives that will launch over the next three years to improve employee learning and development.

"ADOT's most valuable resource is its people," said Dr. Vivien Lattibeaudiere, Employee and Business Development administrator. "We are committed to providing quality learning and development activities to help our employees safely, effectively and efficiently perform their jobs, develop and promote into higher-level positions, and prepare to meet the future needs of ADOT."

A key part of developing this new plan has involved listening to the "voice of the customer" — ADOT employees, Dr. Lattibeaudiere added. Employees recently answered survey questions about the types of learning and development programs that they need to grow both professionally and personally. More than 2,100, or nearly 60 percent of employees, completed the survey, which demonstrates the importance of this topic to employees. Survey results are guiding the final development of the Learning and Development Plan.

In addition to the survey, Dr. Lattibeaudiere and her team this past year examined how ADOT provides learning and development opportunities for employees. They talked to ADOT leaders, managers and employees. They analyzed employee exit data and reviewed training data, programs, processes and resources. They also researched best practices of learning and development in corporations and other government entities. In addition, they helped conduct problem-solving sessions using the Arizona Management System's Plan-Do-Check-Act (PDCA) method for succession planning, technical training and Motor Vehicle Division training.

They found there is a lack of learning and development strategies to develop ADOT managers and leaders, a lack of career development pathways to retain good employees

and a lack of succession planning to fill high-risk, senior-level leadership roles in the agency. They also found that too much focus was placed on formal classroom training as the answer rather than looking at enhancing other learning opportunities, such as social group learning and hands-on experiential learning already occurring on the job.

All of this information is being used to develop and implement the new Learning and Development Plan, Dr. Lattibeaudiere said.

One of the first major initiatives expected to be rolled out by the end of this fiscal year is a new modern, cloud-based Learning Management System to replace the current ADOT Learning Center.

Through the new Learning Management System, ADOT aims to provide a single login to a "one-stop shop" that will enable employees to register for in-person classroom instruction or online training, including mandatory courses offered through the Arizona Department of Administration's TraCorp system.

"From mastering job skills to improving your career opportunities and developing personal life skills, the Learning Management System will provide something for everyone. Classroom instruction will continue to be offered around the state, along with thousands of short online courses accessible on your computer, smartphone or tablet

from anywhere, anytime," said Learning and Development Manager Melvin Brender. "The Learning Management System's site will be organized much cleaner and be much more user friendly and informative."

Development opportunities also will be provided beyond normal work responsibilities. "It's important to help employees integrate their work and personal lives. That's why classes on stress management, healthy living and financial planning will be among those offered," Dr. Lattibeaudiere added.

More details about the new Learning Management System and other new initiatives outlined in the Learning and Development Plan will be announced in coming months. ■

~ Lori Baker, Senior Communications Specialist



Detective Earl Fisher awarded 2018 Safety Award



Kathy Boyle, ADOT Communications

Det. Earl Fisher (middle) receives the ADOT Safety Award from Director John Halikowski (left) and Deputy Director and Chief Operating Officer Scott Omer (right).

FROM MANAGING traffic during an incident to crawling under 18-wheelers for an inspection on a hot summer day, everyone must make their safety a priority. The Enforcement and Compliance Division's Det. Earl Fisher not only took responsibility for his own safety, but that of his colleagues as well, preventing what could have been a much more serious incident. In 2018, he received the ADOT Safety Award for his action and foresight.

Early in 2018, a handwritten letter was sent to ECD's Fraud Documents Unit. The anonymous sender let officers know of an individual who had been using his deceased brother's identity fraudulently. Upon further investigation, detectives discovered the suspect had stolen another identity as well. There was enough evidence to serve a search warrant, but there was one more piece of crucial information the anonymous tipster provided: the suspect was armed.

During the threat assessment, a routine part of the process for serving warrants, Det. Fisher also discovered the suspect had a significant history of violence, including a prior prison sentence.

With this information in mind, Det. Fisher drove by the suspect's house and discovered it was fortified with bars on its doors and windows. "Even the garage had bars on it," he said.

He decided to be cautious and tap the Phoenix Police Department's SWAT team for support. "SWAT has equipment we don't," Det. Fisher explained. "They also have no-knock capability that could keep officers safe."

When the SWAT team arrived to serve the warrant, the anonymous letter writer had been correct — the suspect was armed. Phoenix Police officers were able to get the woman and children who were in the house to safety and send a robot into the residence to ascertain the suspect's position. When the suspect saw the robot, he became violent and aggressive toward law enforcement.

The incident was concluded without injury to the officers, woman or children present. Had it not been for the competent, thorough investigation of the suspect, extensive surveillance and prudent use of specialty resources, this outcome may have had a drastically different ending for ADOT personnel.

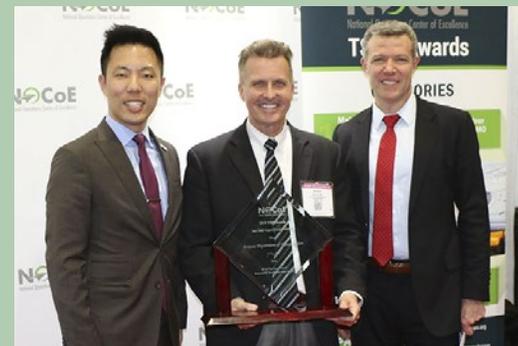
"This event reminded us that the threat assessment needs to be taken serious," Det. Fisher said. "Even though it's a simple forgery charge, things could turn much worse. We were also reminded not to be afraid to ask for help."

Even so, Det. Fisher was surprised to hear he would be the 2018 recipient of the ADOT Safety Award. "I'm appreciative," he said, "but it was a team effort."

After more than 40 years in law enforcement, Det. Fisher continues to keep safety — both his own and his colleagues' — a top priority. By following and trusting the process, he was able to keep other officers and innocent bystanders safe in a quickly escalating situation. ■

~ Dani Weber, Senior Communications Specialist

ADOT Transportation Systems Management and Operations Division Director Brent Cain (middle) accepts the National Operations Center of Excellence Best TSMO Project Award for the [project involving lane adjustments and new signs](#) that have improved traffic conditions and dramatically reduced crashes on westbound US 60 approaching Interstate 10. Also pictured:



National Operations Center of Excellence

National Operations Center of Excellence Managing Director Patrick Son (left) and AASHTO Executive Director Jim Tymon (right). ■

SHOP AT THE SURPLUS STORE

FROM CONFERENCE tables and chairs to desks and filing cabinets, check out ADOT's Surplus Store for your office needs before you buy retail.

You can't beat the price: free. An inventory of available items complete with photos and dimensions is posted online on the [Surplus Store web page](#) located under ADOTNet's Workplace Services tab.

The Surplus Store, which is operated by the Facilities Management and Support Group, embodies the spirit of Connecting One ADOT by redistributing items that are no longer needed with items requested internally by different groups within ADOT.

For example, ADOT's Flagstaff office was considering purchasing five pellet stoves at \$6,000 each using the procurement process but through the Surplus Store, they learned that Grand Canyon Airport had a surplus of 13 pellet stoves and that five stoves could be delivered to Flagstaff. That's a savings of \$30,000.

The free delivery is an added bonus. Bullhead City Motor Vehicle Division wanted to move 25 chairs to Littlefield MVD. The cost would have been \$1,200, but Operations Support picked up and delivered the chairs at no cost



by scheduling the delivery in conjunction with another planned trip.

Operations Support picks up surplus furniture and stores it in the Phoenix warehouse. The furniture is added to the database and automatically updated on the web page. Items are available on a first-come, first-served basis.

"If you see something you like, you claim the item by clicking the link that generates an email to Operations Support," said Facilities Business Manager Deborah Mayers.

The furniture inventory is growing as ADOT groups use the [5S](#) organizational method to identify unneeded items as they create an orderly, clean and efficient working environment.

"We are definitely saving the agency money by repurposing furniture instead of purchasing it," said Facilities Operations Manager Freda Bilazzo. "We're hoping to raise awareness so more people will use the Surplus Store."

The surplus furniture inventory is the latest update to the redesigned Surplus Store web page, which also features office supplies that are available through online auctions.

"We revamped our web page to give it a more appealing look," Mayers said.

The Surplus Store is the result of using Arizona Management System tools to create a more user-friendly and efficient standardized process for internally redistributing ADOT furniture and office supplies.

When surplus furniture and office supplies are not claimed after two weeks, they are put up for sale by the Arizona Department of Administration in a public auction. ■

~ Lori Baker, Senior Communications Specialist



Photos by Facilities Operations Support

Google is coming ... less than one month away



WITH LESS THAN ONE MONTH LEFT until the entire agency begins using Google for email and calendar services, there are important action steps and dates that all ADOT employees should know about. It is imperative that you read the emails that are coming and complete action steps by deadlines as directed.

ADOT's Google Project Team wants to remind employees about previous messages regarding the Google transition. Because ADOT is a large agency, it made sense to divide the agency into three groups for implementation and roll out.

- Group A represents all Information Technology Group employees. ITG migrated to Google on Jan. 18 and these employees are now using Google for email and calendar services.
- Group B represents the champions of the agency and this group will migrate next on Friday, Feb. 1. Lean Coach Vinny LaBella is serving as champion lead and is responsible for keeping Group B in the know of what's happening during the transition. Champions are responsible for helping employees with the transition, understanding the basic uses of Google for emails and calendars, and being visible at their work locations when ADOT goes live with Google. We have about 250 employees who have volunteered to be champions, are located statewide and represent a good cross-section of all divisions and units. Champions (Group B) will start using Google for email and calendar services on Monday, Feb. 4.
- Finally, Group C is the rest of ADOT and this group will migrate on Friday, Feb. 22. ADOT goes live with Google on Monday, Feb. 25. From that day going forward, all employees will be using Google for email and calendar services. We will continue to use Word, Excel and PowerPoint products.

It is important to remember that you will see the prior 12 months of emails in your Google inbox, depending upon your migration date and whether you are in Group B

or C. For example, if you are in Group C, you will see emails dated from Feb. 22, 2018 going forward in your inbox. You will have access to older emails with an Outlook icon on your desktop computer. You will also have access to archived folders in Outlook. There are no stipulations on the size of attachments being migrated, contrary to earlier communications. Review and clean up your calendar to ensure that no reoccurring appointments had a start date prior to your migration deadline. If there were, you will need to re-create these reoccurring calendar items in Google.

You can expect communications about password resets, a success checklist and login information in the coming weeks. For those owners of shared mailboxes, ITG will communicate with you in mid-February whether you will have a delegated account or collaborative inbox in Google.

Once you have set up your Gmail account, you will want to create your email signature. ADOT Communications has already created the steps and provided the images to download for your signature. Just visit the Google page on [ADOTNet](#) to find the section that addresses email signatures. Make sure you

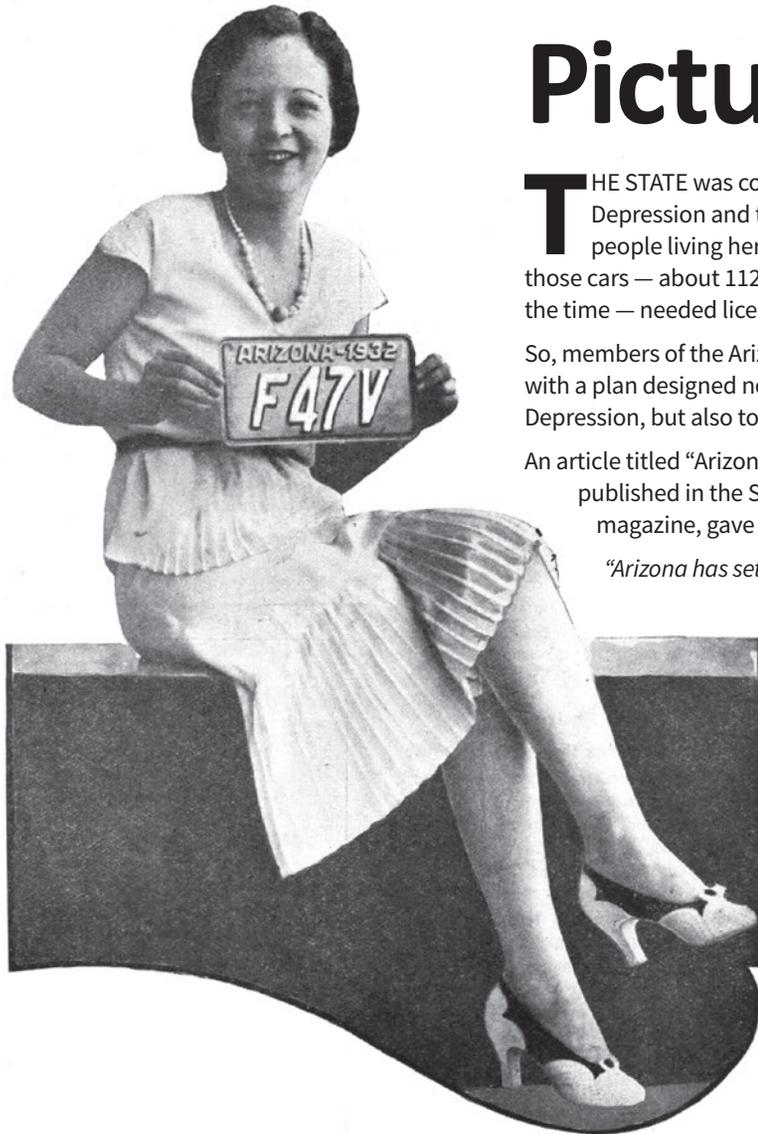
follow the email standards, including font and size. Because only one signature is allowed in Google and to meet our external email standards, adding the image that represents your communication colors (i.e., gold, green, blue and orange) in your signature will no longer be allowed. Our email standards also do not allow for adding animation or gif images, even though Google encourages it.

Please check out the [Resource Site](#) for self-training tools and information about G Suite products. If you have questions, please continue sending them to Gmail@azdot.gov.

~ Kathy Boyle, Assistant Communications Director

ARIZONA
moving to
Google

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.



Picture it, Arizona 1931...

THE STATE was continuing to suffer through the Great Depression and there were barely more than 400,000 people living here ... but there were cars on the road! And those cars — about 112,000 vehicles were registered in Arizona at the time — needed license plates.

So, members of the Arizona State Highway Commission came up with a plan designed not only to help the state rise up from the Depression, but also to produce some good-looking plates.

An article titled “Arizona sets example in copper plates,” published in the September 1931 issue of Arizona Highways magazine, gave all the details...

“Arizona has set all the states of the Union an example of patronizing home industry as a means of ending the depression. This state produces more copper than any other state. The red metal has suffered greater during the present depression than any of the industries, copper having reached a lower price level than at any time since it has become one of the great commercial metals. The result has been that all of the copper mines in the state have either gone on a greatly curtailed basis

of production or have entirely closed down, thus throwing thousands of miners out of work, with the result that the entire state has been seriously affected.

“The Arizona Highway Commission decided it would do its part in helping the demand for copper by making its license plates for 1932 copper. Plans and specifications were adopted calling for copper plates. It was decided that a smaller plate than had heretofore used in Arizona could serve the purpose just as well, if not better, and in this manner the cost of plates in using copper instead of steel, would not be seriously affected. By substituting two letters for numbers, it was found that an attractive plate could be made with dimensions of five by ten inches.”

The article went on to state that 70,000 pounds of “Arizona copper” would be needed to produce the state’s 1932 plates. It’s also noted in the article that the contract for the copper plates was awarded to the lowest bidder at a price of “fourteen and three-quarters cents per plate.” But before making the award, transportation officials wanted to make sure the lacquer used on the plates would protect from weather and tarnishing, so sample plates were subjected to testing that included exposure to high temperatures and a 24-hour water bath — according to the article, the plates stood the tests perfectly! ■

~ Angela De Welles, Senior Communications Specialist

This photo appeared in the September 1931 of Arizona Highways magazine with this caption: “Miss Arizona 1932, holding a sample of the copper license plates that will be used in Arizona next year.”

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

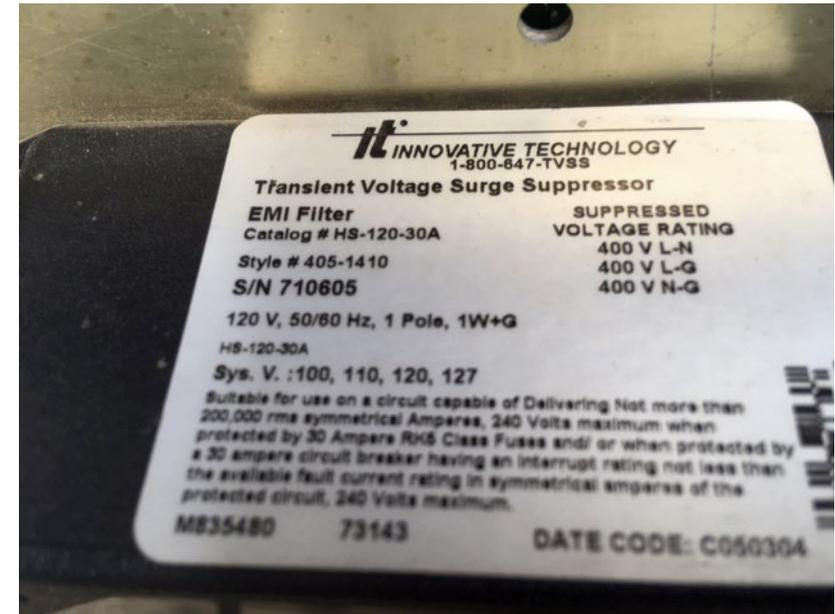
The number of kaizens submitted by ADOT employees so far this fiscal year is

3,496

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



Surge suppression units installed on traffic signal cabinets protect equipment and prevent costly repairs.



Joe Reed, Northcentral District

Surge suppression units in traffic signals keep traffic moving, cut maintenance costs

EVEN WITH TECHNOLOGY as common as traffic signals, one size doesn't fit all. In Northcentral District, adding surge suppressors to the traffic signal cabinets has led to a steep reduction in the need for repairs and replacements.

Because of the higher elevation in Northcentral District, lightning strikes and power surges are more frequent. The sudden voltage spikes would damage the traffic signal cabinets, which would cause outages during storms. Not only were the outages dangerous for motorists, they would require costly repairs and replacements of critical components.

Working with Central Services, the Signal Lighting team in Northcentral District found and implemented surge suppression units that they could apply to the traffic signal cabinets. The results were immediate.

With the new surge suppression units in place, calls during storms have been reduced from an average of three to four every storm to less than one per storm,

not only saving on physical resources like equipment and funds, but also saving on wasted movement. The amount of damaged equipment found during each call has also been reduced.

The significant reduction in damaged equipment and call-out frequency has resulted in substantial savings. Following the success of the initial installments, all traffic signals installed in Northcentral District have been retrofitted with the surge suppression units. All new signal cabinets in the region will also have these units installed before the control cabinet is placed into service.

"It's been a collaborative effort to get these units installed," said Northcentral District's Signal Lighting Area Technical Manager Joe Reed. "We've been able to save a lot of time and money because of these surge suppression units." ■

~ Dani Weber, Senior Communications Specialist

CAN YOU SPOT THE DIFFERENCES?

eyethink

NO, YOU'RE NOT SEEING DOUBLE! Both of these panels look the same, but there actually are five differences between the two cartoons. Can you spot them all?

Email each hidden difference to InsideLane@azdot.gov by Feb. 15. Everyone who locates all five will be entered into a random drawing for a cool prize! We'll reveal the answers and the winner in next month's newsletter. Good luck!!

This cartoon shows an example of motion, one of the eight wastes identified in Continuous Improvement. Examples of this waste include walking to use shared equipment such as copiers, printers or plotters; walking to get signatures, to have meetings, to visit customers and suppliers, and searching for files or information. ■



ADOT employees help homeless veterans at StandDown

ADOT EMPLOYEES assisted 750 homeless and at-risk veterans Jan. 24-26 at the annual Maricopa County StandDown at the Arizona Veterans Memorial Coliseum in Phoenix.



Lori Baker, ADOT Communications

Twenty-six MVD customer service representatives, who worked at temporary computer workstations, provided driver license, identification card, title

and registration services. Driver license transactions included written tests and vision screening with road tests in a vehicle provided by Courtesy Chevrolet, said MVD Western Region Manager Kyle Ulibarri.

South Mountain MVD Customer Service Unit Supervisor Juan Macias said it's very rewarding to help veterans get a driver license or ID needed to get back on the road, obtain a job or get government benefits. The ADOT team was located next to the temporary court facilities, making it easier to resolve problems in hours that might have taken weeks under typical circumstances.

"The MVD and the court representatives help customers who haven't had a license in years due to suspensions," said Macias. "Seeing the customers' faces smiling from ear to ear and holding their temporary driver licenses is satisfying beyond words."

"I feel blessed to help veterans so they can reinstate their driver

license or get a new ID," said MVD Compliance Manager Jon Jenkins, an Air Force veteran who has helped at the StandDown for 14 years.

The Maricopa County StandDown, coordinated by the Arizona Housing Association's Arizona Veterans StandDown Alliance, each year brings together organizations to help veterans under one roof, including government services, housing assistance, medical services, haircuts and pet care. ■

~ Lori Baker, Senior Communications Specialist



Kathy Boyle, ADOT Communications

ADOT receives Air Quality Spotlight Award

ADOT was recognized for the use of digital message boards about air quality problems during the summer. ADOT Deputy Director and Chief Operating Officer Scott Omer (left) accepted a Spotlight Award on behalf of ADOT from Maricopa County Air Quality Department Communications Supervisor Bob Huhn.

Focus on DRIVING

FOCUS ON DRIVING — not only is that phrase good, straightforward advice for drivers, it's also the name of a brand-new ADOT website offering visitors safe-driving resources and tips.

On the site, you'll find information on a number of safety-related topics — everything from ADOT Alerts and quick clearance to work-zone safety and zipper merge.



Dallas Hammit

There are so many articles, tips, videos and infographics — plus, many of the agency's current and past safety campaigns are on the site, too. Topics on the site include wrong-way drivers, dust storms, winter weather, child safety seats, Arizona's "Move Over" law, Safety Corridors and more.

I encourage all of you to check it out at focusondriving.com, and be sure to share the link with your family and friends because we all know that when drivers are informed and up to date, they make better choices.

Problem solving

There's one more reminder I want to share with you this month and it has to do with problems. I know that no matter what job title you hold, you encounter problems from time to time. Those problems may be small or they might actually be significant enough that they interfere with your ability to do your job.



FocusOnDriving.com is an **ADOT** collection of safe-driving resources and tips that makes motorists more informed about how to stay safe on Arizona's roads.

Focus On Driving

Media Library

How to avoid a wrong-way driver

The "[Drive Aware, Get There](#)" safety campaign was developed to educate drivers on what to do if they encounter a wrong-way driver or an overhead sign warning of one.

The campaign will help motorists minimize the risk of being in a crash with a wrong-way driver. In addition, ADOT has taken extensive steps to address the threat of wrong-way drivers, including installation of a first-of-its-kind thermal camera system on I-17. Also, larger and lowered "Wrong Way" and "Do Not Enter" signs have been installed on hundreds of freeway ramps and overpasses statewide.



Wrong-Way Drivers

Information and videos on how to minimize the risk of being in a crash with a wrong-way vehicle.

Brush Fires

Many roadside brush fires are started by vehicles — here's how to prevent them from igniting.

Motorcycle Safety

Information on operating a motorcycle in Arizona.

Safety Corridors

Safety Corridors are special segments of highway that have been selected for driver education and increased enforcement.

Car Seat Safety Tips

More than half of all car seats are installed incorrectly. Is yours?

Move Over

Arizona's "Move Over" law applies to all vehicles, including passenger cars, with flashing lights pulled over on any roadway.

Seat Belt Safety

About a quarter of those killed in crashes each year aren't buckled up.

Through Continuous Improvement, we've all been given new tools to solve problems. One of those tools is the problem-solving register.

Utilizing the problem-solving register is crucial to getting your problems addressed and, more importantly, solved. I encourage you all to work with your team and put your problems on the register! 📌

~ Dallas Hammit, Deputy Director for Transportation