

The INSIDE

LANE

A newsletter for employees of the Arizona Department of Transportation

MARCH 2019

VOLUME 3, ISSUE 8



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brings big benefits*

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ADOT

LEADERSHIP MATTERS

AM ROD LANE, the district engineer in the Southcentral District. I joined the agency in 2005 as a construction engineer in Tucson. After spending five years in construction, I moved to the maintenance engineer position and later became the development engineer. In 2011, I was appointed district engineer in the Globe District and returned to the Tucson District (now the Southcentral District) in 2013. I believe that all of my experiences have made me a well-rounded leader.

As district engineer, I guide the operations of the Southcentral District. In this role, I wear many hats. I oversee construction and maintenance, but also human resources, development, permitting and more. When others come to me for input, I am a sounding board and collaborator to help them come up with the most appropriate solution. Open communication, humor and empathy are critical to building positive partnerships with staff and the ADOT community. When challenges come up, it's my duty to find the right tools to support and empower my employees. For the other agencies and audiences within the district, I am the face of ADOT. I represent my staff and they represent me. We have a lot of hardworking people who pull off an amazing amount of work in our neck of the world.

During my time as district engineer, I've worked to develop trust internally and externally, and also to create a positive atmosphere.

The Southcentral District extends from just south of metro Phoenix all the way to the international border of Mexico, and from Ajo to Tombstone. Some of the communities we serve include Casa Grande, Tucson, Nogales, Sierra Vista, all or part of four counties, five tribal areas, and many smaller communities. Southcentral District's seven maintenance units operate 241 miles of interstate and 1,130 miles of state highway. Some significant projects underway include the major interchange reconstruction projects at Interstate 10/Ina Road, Interstate 19/Ajo Way and many smaller projects throughout the district.

As ADOT has journeyed into the Arizona Management System, I've noticed many of the principles come naturally to the agency. For example, we've always worked to make improvements but we would improve a process and quietly keep it to ourselves. It was rarely shared or celebrated. The AMS process helps us accentuate those improvements, which not only reinforces our commitment to better our processes, but it also gives credit to those who creatively contribute to our successes. ■



Rod Lane, District Engineer
Southcentral District

Antonio Conte, Tucson Construction

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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.

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 Sundt-Kiewit crews working on one of the ramps as part of the Interstate 10/Ina Road construction project in Marana, which will bring big benefits to motorists, residents and business owners.

See Page 3 for more details.

19-037

I-10/INA ROAD CONSTRUCTION PROJECT NEARS COMPLETION

IMPROVED PUBLIC safety, reduced traffic congestion and better accessibility for motorists and businesses are among the many benefits expected when the Interstate 10/Ina Road construction project in Marana is completed in coming months.

ADOT Senior Resident Engineer Dan Casmer said reconstruction of the traffic interchange at I-10 and Ina Road and widening I-10 have had minimal impact on motorists on the I-10. Three lanes of traffic in each direction on the I-10 were maintained during daytime hours and lane closures on I-10 were limited to nighttime.

“To see how drastically this interchange has evolved since the start of the project, it’s remarkable to think we were able to do it while maintaining the traffic capacity that Tucson commuters expect during the daytime and rush hours,” he added.

The \$128 million project, which began construction two years ago, includes new bridges carrying Ina Road traffic over I-10 and the Union Pacific Railroad tracks where Ina Road drivers have had to stop at the at-grade crossing.

“This new traffic interchange will eliminate traffic backing up on the off ramps and onto mainline I-10 due to traffic being stopped to wait for trains,” Southcentral District Engineer Rod Lane said.

This was the first time the Southcentral District used the innovative Construction Management At-Risk contracting method that involved bringing the contractor, Sundt-Kiewit, into the project during the design phase, Casmer said.

“Allowing the contractor to interact with the utility companies early in the process produced a very healthy dialogue between ADOT, the contractor and the utility providers through the relocation process. This helped us meet many tough deadlines,” he added.

ADOT is overseeing the project, which is funded by the Federal Highway Administration, Pima Association of Governments and Regional Transportation Authority. The town of Marana is providing nearly \$8 million toward the cost of building



A new I-10 interchange at Ina Road is expected to be nearly completed by spring.



Ina Road is being widened to two lanes in each direction from I-10 west over new bridges crossing the Santa Cruz River.



Photos by John Dougherty, ADOT Communications

Contractor Sundt-Kiewit Joint Venture is constructing the I-10/Ina Road improvements.

two Ina Road bridges over the Santa Cruz River west of I-10. Both Ina Road and I-10 will have one additional lane in each direction to accommodate increasing traffic in the growing Marana area.

Regional Transportation Authority Executive Director Farhad Moghimi said the new Ina Road interchange will enhance the region’s economic vitality and help reduce traffic congestion.

“ADOT has been a great partner on this project and others. Collaborative efforts are important for addressing our transportation needs today and those of the future,” he added.

Marana Communications Manager Vic Hathaway said the Ina Road Interchange serves as a major transportation corridor in the region.

“ADOT’s project combined with the town of Marana Ina Road beautification initiative will bring a new and improved amenity to the community that will revitalize a major commercial hub,” Hathaway said.

Community Relations Project Manager Joanna Bradley said the I-10/Ina Road project is a great example of Connecting One ADOT because extensive partnerships both internal and external made the project a success. It was a great team effort with the construction crews, engineers, designers, safety teams, utility professionals, city and county jurisdictions, and many ADOT groups, including Right of Way, Environmental, Signals, project managers, Community Relations, Communications, Maintenance and more.

“It takes so many people, departments and experts to successfully pull off each project. It is so rewarding to see all of the pieces come together and provide the public an amazing, safer and easy-to-drive roadway,” Bradley said.

Casmer added, “This project has been very fun to be a part of and the teamwork that takes place on a daily basis has been inspirational and epitomizes what partnering at ADOT is all about.”

For more information, go to the [I-10/Ina Road construction project](#), view photos on ADOT’s [I-10/Ina Road project Flickr](#) album and read about the I-10/Ina Road project nearing completion in a [press release](#). 📄

~ Lori Baker, Senior Communications Specialist

ADOT LEADS EFFORT TO CONSOLIDATE ARIZONA FLEET



Equipment Services Mechanic Oscar Yazzie repairs a vehicle.

Devin Darlek, Equipment Services

WHEN IT COMES to saving money and increasing efficiency, state agencies are looking to ADOT for leadership in managing Arizona's fleet of 10,000 state vehicles, heavy equipment and emergency response units.

"ADOT has the largest state fleet, with more than 4,000 vehicles and heavy equipment and more than 20 Equipment Shops around the state. We are best suited to lead the state fleet management because we have the professionals, training systems and equipment," ADOT [Equipment Services](#) Administrator Devin Darlek said.

Darlek chairs the State Fleet Council, which was initiated by the Governor's Office along with agency directors in 2016, to standardize best management practices, reduce duplication, cut costs and improve processes. Besides ADOT, the Fleet Council includes representatives of the Arizona Health Care Cost Containment System, Arizona State Schools for the Deaf and Blind, Arizona Department of Administration, Department of Child Safety, Department of Corrections, Department of Economic Security, Department of Public Safety and Game and Fish Department.

ADOT and other agencies in the Fleet Council use the Arizona Management System's Continuous Improvement tools to improve efficiency and reduce waste. They meet regularly to

discuss how to standardize state fleets, discuss challenges and share successes about their agencies' fleets.

One of the biggest initiatives underway is for ADOT to partner with and manage the Arizona Department of Administration's (ADOA's) fleet. Under the proposed interagency agreement, ADOT would procure more than 300 additional vehicles annually, auction more than 800 additional vehicles annually and would work with ADOA to oversee their fleet operations.

"We are best suited to lead the state fleet management because we have the professionals, training systems and equipment" -Devin Darlek

Several agencies, including ADOA, already partner with ADOT on a single-fleet software system, FleetFocus. Ultimately, all state fleets will be on FleetFocus to handle automated motor pools, parts inventory, procurement, service work orders and more.

Because of a successful Global Position System (GPS) pilot program, the Fleet Council is considering installing GPS in at least 75 percent of their fleets. GPS is a useful way to manage fleet effectively, provide up-to-date odometer and use

readings, identify driver issues such as speeding and seatbelt use, reduce unnecessary idle time and eliminate nonessential travel, Darlek said.

In addition, the Fleet Council is drafting the [State of Arizona Vehicle and Equipment Fleet Policy](#), to standardize all fleet operations and avoid duplication of services. The policy would provide statewide standards for vehicle and equipment acquisition, fleet management system, vehicle and equipment maintenance, accident and risk management, utilization standards, GPS, fueling, vehicle and equipment disposal, and other transportation options.

The Fleet Council has more accomplishments:

- Reduced underutilized fleet, including sedans, minivans, half-ton pickups and SUVs, saving more than \$6 million
- Implemented 10-point fleet vehicle replacement system
- Expanded customer base worldwide, including Africa, Canada and Mexico, with an online fleet auction process
- Moved preventive maintenance schedules from 6,000 miles to 8,000 miles while following manufacturers' guidelines
- Implemented statewide fleet tire policy ■

~Lori Baker, Senior Communications Specialist

TRAFFIC TEAM LEADER QUINN FAROL RECOGNIZED WITH CUSTOMER SERVICE AWARD

WHILE MOST OF ADOT'S customers are members of the public, other ADOT employees are also customers. Traffic Engineering Group's Traffic Team Leader Quinn Farol approaches his work by considering his coworkers and other teams as his customers and tries to serve them as much as he serves the state of Arizona. In 2018, he was recognized for this approach with the ADOT Customer Service Award.

"Regardless of position or title, we all share the common goal of serving the traveling public," Farol said. "By definition that goal puts us all on the same team. The only way to be successful in that aim is to treat each other with respect and to offer help and support where we can."

According to his colleagues, Farol has made numerous improvements to the quality of service and also to work processes, making others' jobs easier and more efficient. For example, his improvements to the Traffic Design Project Log allow technical staff more time to focus on design and give better access to project information when communicating with other groups. Not only have his changes made the process more automated and user friendly, they align the group reporting needs with the agency's overall goal of evening out quarterly project advertisements.

Farol is also considered an excellent team player. While developing a plan for the Safety Corridor on Mexico's Route 8, he helped design signs with the appropriate safety messages in English and Spanish to improve the safety of motorists traveling to and from Rocky Point. To make these signs, he also had to understand the Mexican equivalent of the Manual on Uniform Traffic Control Devices.

"It's true that such a high-profile project presents challenges and considerations from a technical standpoint," Farol said. "However, coordination with interested parties turns out to be the critical component. I was fortunate enough to work alongside Traffic Standards Engineer William Faber, and together, we were able to advance the project by coordinating with stakeholders, clarifying needs and providing pragmatic design options."

"My experience with Quinn Farol since he joined the Traffic Engineering Group has been always positive," State Traffic Engineer Maysa Hanna said. "In addition, he has shown professional excellency at all times and demonstrates proficiency and quality of work."

Through his dedication to serving his fellow employees and to finding improvements and efficiencies in processes, Farol has embraced the spirit of continuous improvement. ■

~ Dani Weber, Senior Communications Specialist



Left to right: Deputy Director for Transportation/State Engineer Dallas Hammit presents the ADOT Customer Service of the Year Award to Traffic Team Leader Quinn Farol.



Kathy Boyle, ADOT Communications

Left to right: Deputy Director for Transportation/State Engineer Dallas Hammit, Traffic Team Leader Quinn Farol, State Traffic Engineer Maysa Hanna and Traffic Design Section Manager Scott Orrahood. Farol received the ADOT Customer Service of the Year Award.

Modernizing MVD's system



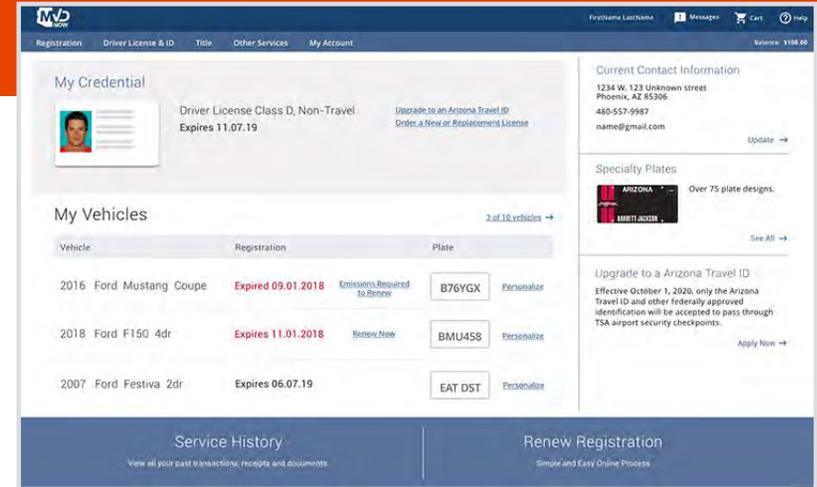
WHILE THE OFFICIAL MVD transition to the Motor Vehicle Modernization platform doesn't occur until September, there are already more than 100,000 customer accounts on AZ MVD Now, the new online service portal for

MVD customers. AZ MVD Now is the eventual replacement for ServiceArizona and will provide all services available there plus more.

The primary reason for this rapid adoption of AZ MVD Now is the very successful Permit Test @ Home, which launched in March 2018. It allows parents or legal guardians to administer the Arizona instruction permit test to their teenagers at home instead of going to an MVD office or an MVD Authorized Third Party driver license office. An AZ MVD Now account is required to access the service. Since the Permit Test @ Home started, more than 75,000 tests have been conducted.

Although Permit Test @ Home prompted many people to establish AZ MVD Now accounts, they now can also take advantage of several features:

- **eTitle transfer** allows a qualified buyer and seller to transfer vehicle ownership electronically without going to an MVD office.
- **Title Viewer** lets vehicle owners see full title details on vehicles they own. There is also a limited title view where someone can look up a vehicle to confirm it's eligible for transfer.
- **Prepaid vouchers** (PPVs) are a new method to pay for MVD services. The PPV functions similarly to a gift card or store credit. Once a PPV is issued, it may be used by anyone in possession of the voucher.
- **eSignature** allows MVD employees to upload documents to a customer's AZ MVD Now account and have them sign electronically without visiting an office. This tool is currently being piloted for a few services, like collecting signatures on power of attorney documents for insurance or getting forms signed for disability placards, and it will expand in the future.



Current AZ MVD Now account holders will see a dramatic change in website design when the new system launches. What now appears as a basic list of services will transform into a customized dashboard with visual displays of their MVD activities, including their vehicles and driver license.

To activate your AZ MVD Now account, please go to azmvdnow.az.gov.

~ Larry Clark, MVD Information Management Coordinator

Tell us your water conservation stories for the chance to get a prize!

WATER CONSERVATION is always important, everywhere, but especially here in Arizona. While our individual actions can't totally fix the water woes facing our desert state, we can at least be part of the solution. And The Inside Lane wants to know how you do it!

"Improvement in the workplace and showing respect by eliminating waste equals conservation that benefits ADOT and the taxpayers," said ADOT Director John Halikowski.



CULTURE OF CONSERVATION

By seeking to eliminate wasting water and making changes for better, more efficient water usage, everyone at ADOT can be good stewards of both the environment and the culture of conservation the Arizona Management System encourages.

From now until 5 p.m. March 15, [take this short survey](#) to tell us your stories about water conservation. Have you been part of a construction project that used water cautiously?

Have you helped your building monitor or save on water usage? Have you helped ADOT conserve water in another way? We want to hear about it!

Between now and March 15, go to the gamba — the place where the work is done — and see where you can make improvements to water usage. Ask why as many times as you can: why is this water used here? why is this much water used? why is this kind of water used? The answers might reveal opportunities for conservation!

The winner will be announced in the next issue of The Inside Lane and will be awarded a Director's Pin in April. The winner and runners up will also have their conservation stories featured in the summer issues of The Inside Lane.

Let's all be a part of the effort to secure Arizona's water future! 🇺🇸

~ Dani Weber, Senior Communications Specialist



Changes coming to remote access

WITH THE AGENCY'S change to using Google for email and calendar services, there are changes coming on how you use remote access to do your work either on telecommute status or away from the network.

Current Access Method

When accessing the network remotely, you have two options to choose from when you click "Remote Access" at the bottom of ADOT's external website home page. The first one is called Citrix. With Citrix, you have complete access to the network, including emails, documents, ADOTNet, G and U drives, etc. It's your desktop at your remote location. To log into Citrix, you can use a mobile app called SafeNet/Mobile Pass or CRYPTO card. Both of these methods provide a PIN that is needed, along with your ADOT password for your login. There is no change to Citrix as a result of our move to Google. Employees will be able to see archived emails in Outlook using this method along with current emails in Gmail, etc.

The other option is called "Outlook Web Access," or OWA, which gives you access to your ADOT email, calendar and contacts only. With OWA, you can send, receive and delete emails and you can send and receive attachments. Because Google offers this same service, the Information Technology Group will turn off OWA in early March.

New Access Method

To access Gmail remotely, either log into Citrix as described above or go to mail.google.com. This method also requires a two-step login called OKTA. OKTA Verify is a mobile app that helps confirm your



Kathy Boyle, ADOT Communications



Listening intently during their Google Executive Assistants Training session are Regan Larson, Infrastructure Delivery and Operations; Leah Almond, Transportation Systems Management and Operations; and Kelley Santillanes, State Engineer's Office. In the background are Kim Phillips, Awards and Recognition, and Maria Leon, Multimodal Planning Division.

Kelly Mero, Arizona Highways publisher and Google champion, seeks assistance from Maria Estrada, PC/LAN technician, on setting up his Gmail account on his ADOT mobile device.



identity when completing the login process. Simply add the app to your mobile phone so you can accept the login confirmation sent to your device. Remember, you will not have access to any archived emails and documents in Outlook when using this method. You will have access to your emails, calendar and contacts only in Gmail. ■

~ Kathy Boyle, Assistant Communications Director

ADOT in the Classroom



ADOT Training Delivery Manager Mario Ortega (top) and Local Technical Assistance Program Trainer Marshall Gross (bottom) made presentations during Highland Junior High's Career Day to three eighth grade classes to encourage students to pursue math and science careers.



Joan Proff, Highland Junior High School

WHAT DO

YOU DO?

At ADOT, it's difficult to sum up anyone's job in just a few words. That's why we're devoting some space in this newsletter to give employees across the agency the chance to share a little bit about what they do every day. If you'd like to participate for a future issue, please send an email to InsideLane@azdot.gov and we'll provide you with a questionnaire.

Meet Jennifer Saunders

Administrative Assistant in Awards and Recognition Office



Casey Miller, ADOT Communications

How long have you worked for ADOT?

I have been working 15 years for ADOT. I started in the Human Resources Office as a front desk receptionist. I worked for six months in the Government Relations Office. In 2005, I returned to the Human Resources Office in the Awards and Recognition Program and have been here ever since. Prior to working for ADOT, I spent more than two years working for the Arizona Health Care Cost Containment System.



How do you describe your job to people outside of ADOT?

I provide administrative assistant support in the Awards and Recognition Program Office, which administers retirement and service award certificates recognition, Going the Extra Mile (GEM) program and other general administrative duties. I also assist the Awards and Recognition administrator with various events throughout the year, including the quarterly

25 Years and Above Employee Anniversary Celebration, Annual Employee Appreciation Event and special events for the Director's Office and districts. In addition, I help with fundraisers, including the Valentine's Day Auction and

Adopt an Angel Program as well as the quarterly ADOT Wear Fair sales. My office is a fun place to work; however, a lot of work goes on behind the scenes to create certificates for years of service and retirement and to make an event successful.

Describe a typical work day.

On a typical day, I receive three to five retirement notifications from employees or supervisors. I also resolve employees' inquiries regarding their service or retirement award or a certificate.

What do you like most about your job?

I like finding a resolution to an employee's inquiry. Also, I like seeing the smiles on our employees' faces for a job well done.

What is the most challenging part of your job?

I would have to say that the Arizona state flag orders received as an appreciation gift when someone retires after 20 years or more with state service. The process can take up to two weeks to complete due to placing the order for the flag and name plate, having the flag flown over the state Capitol and assembling the flag in the presentation case. The hard work is so worth it when the flag is completed and the employee is pleased with the award.

What do you want other ADOT employees to know about your job that they might not know?

What employees do not know is that before we can have the "wow" factor of the certificate and award presentation, there is time spent researching records and information, communicating with supervisors and coordinating with our awards vendor and drop site coordinators around the state. ■

~ Lori Baker, Senior Communications Specialist

Employees express priorities for learning and development

SOME 2,114 employees (58 percent) responded to a recent survey about their learning and development needs. The high response rate indicates that employees place a high priority on growing and developing in their jobs.

When asked about their top priorities, employees indicated they want to learn how to improve their performance and reputation and prepare for new career opportunities at ADOT.

“We have good employees who want to do their job better and they want to stay at ADOT. They want to improve their skills and are really interested in learning and growing in their careers. So we are not only working on providing more courses and learning opportunities to meet the needs of employees, we are also working on career development opportunities,” said Dr. Vivien Lattibeaudiere, Employee and Business Development administrator.

In addition, survey results show that managers’ top learning priorities include motivating, developing and recognizing employees, and strategic thinking and planning. These skills and others will be the focus of a new front-line supervisor development series, which is expected to be rolled out in early summer, Lattibeaudiere said.

ADOT is using the survey results to finalize the agency’s overall Employee Learning and Development Plan, which includes a variety of initiatives to be rolled out over the next year or two.

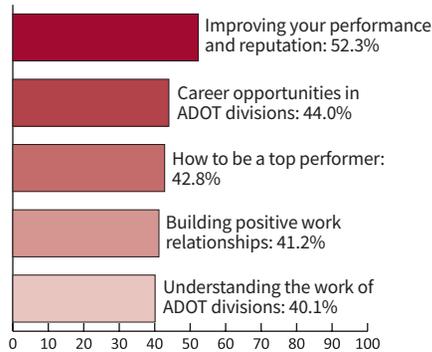
As part of the plan, a new modern, cloud-based Learning Management System will replace the current ADOT Learning Center.

ADOT is working on creating a centralized training site 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.

View survey results [here](#). 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

Employee Training Priorities



Management Training Priorities



NOW PLAYING ON A SCREEN NEAR YOU

MANY OF THE VIDEOS produced by ADOT to educate the public are just as informative for employees. If you want to learn something new, consider taking a look at one of the [agency’s latest videos](#). It features the drone’s-eye view of our [State Route 88 Apache Trail improvements project](#) on 17 miles through the Tonto National Forest lands starting near Apache Junction and ending near Tortilla Flat. ADOT’s FAA-certified drone pilots John Dougherty and Charles Cull shot the video to capture the construction from above. You can find the video on the ADOTNet home page by clicking the “[What You Need to Know](#)” video album. Read more about ADOT Communications’ use of drones on the [ADOT Blog](#) and view more photos in [ADOT’s Flickr album](#). 🇺🇸

~ Lori Baker, Senior Communications Specialist



John Dougherty, ADOT Communications

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

5,382

For a complete breakdown by division, visit the

[Office of Continuous Improvement page on ADOTNet.](#)

New vendor significantly reduces cost of salt deliveries

A KAIZEN is a change for the better, and there are few better changes than finding the same product for less. When it comes to deliveries of salt to ADOT's maintenance units, costs were steadily increasing, but thanks to some healthy competition, they've now been significantly cut.

Every year, ADOT's maintenance crews use tons and tons of salt to keep roadways safe and drivable in winter conditions. In 2017, the average statewide cost of 1 ton of granular deicer was \$128, but nearly 60 percent of that cost was in freight. To reduce these costs, ADOT approached the vendor, Envirotech, about negotiating a price reduction. Unfortunately, the vendor was not able to accommodate that request.

"We had to sit down and ask why," Deputy State Engineer for Operations Jesse Gutierrez said. "Why this product? Why this supplier?"

When the procurement contract expired, ADOT opened up the field to other vendors who might be able to offer a better price. A local vendor, Valley Salt, won the procurement contract by offering a price of \$81 per 1 ton of deicer — that's nearly 37 percent in savings, which amounts to about \$1 million in savings every year.

The new deicer ADOT will use is slightly different from the deicer used previously. Past deicers have been an amalgamation of rock salt and other materials; Valley Salt's deicer is just rock salt, and it's salt that's mined here in Arizona. By awarding Valley Salt the contract, ADOT is not only saving on transportation costs, but we're also supporting an Arizona business and Arizona workers.

"We've been pursuing different avenues to reduce waste and increase efficiency," Gutierrez said. "With continuous improvement, we're taking advantage of opportunities to be more effective and more efficient." ■

~ Dani Weber, Senior Communications Specialist



Dani Weber, ADOT Communications

The rock salt in the deicer is dyed green so that it's easier to see.

WINNER,
WINNER!

eyethink

WE HAD A fantastic response to last month's ADOT EyeThink contest with 94 entries, but there can only be one winner. Congratulations to Web Developer Marlo Crandall, whose name was selected from a random draw of entries. He received a special gift bag from Assistant Communications Director Kathy Boyle, including an Arizona Highways Hiking Guide, The Inside Lane stress ball and other great gifts. ■



Lori Baker, ADOT Communications



Answers: 1) The building at the top of the cartoon is reversed. 2) There are two palm trees instead of three. 3) The building on the right has one sliding door instead of two (the line in the middle of the doors is missing.) 4) The colors of the man's clothing are reversed. 5) The footprints are missing.

Thank You, ADOT

GILBERT DAVIDSON, chief of operations for the Arizona Office of the Governor, sent an email thanking Director John Halikowski and the ADOT team for inviting him to participate in gemba walks from a district huddle to the Director's Office huddle. "You have truly taken the governor's vision for AMS and implemented it in every aspect of work you do." Read the entire letter [here](#).

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.



CENTEL Corporation will install new phone equipment, including a touchtone phone for most employees and new electronic sets for executive offices and those areas with heavy phone usage. The system will be in place by July.

ADOT buildings in Capitol complex get new electronic phone network

Becoming more responsive with upgraded phone systems

IF YOU THOUGHT “going Google” was a challenge, try imagining how ADOT employees felt in the late 1970s/early 1980s when the agency made some pretty major upgrades to its phone systems.

Back in 1977, ADOT installed two brand-new automatic dial switchboards. According to the June 1977 issue of Newsbeat, ADOT's employee newsletter of the day, the switchboards were used by MVD employees to improve vehicle title and driver license services to the public. Newsbeat also noted that the switchboards would reduce answering time, saving \$2,500 a month compared to the old manual private branch exchange system. The photo (above left) was published in that issue of Newsbeat and shows ADOT employee Florence Daniels as she operates one of the new switchboards.

A few years later, ADOT took on an even bigger project — installing a new telephone communications system for all employees within the Phoenix Capitol complex.

Those diverse functions included a call forwarding option, call waiting and a “speed call” button, which according to Newsbeat, would “let the caller hold numbers frequently used in a memory bank . . . when the right button is pushed, calls will automatically go out to the number wanted.”

There was also a “ring again” feature that would allow the caller to simply hit a button when getting a busy signal (remember those?). The caller could then hang up and continue working. “Ring again” would automatically process the call once the line cleared.

Besides saving money and offering more features, the switch over to the new system was also expected to help the agency be more responsive.

Lee Albertson, the manager of the Information Systems Group's technical support section, was quoted by Newsbeat on his belief that the new system would help solve problems the department had previously had.

“For instance, it should improve the situation in Financial Responsibility in MVD where the public calling in have long waits and get very frustrated,” Albertson told Newsbeat. “Many questions may be answered by a recording.” ■

~ Angela De Welles, Senior Communications Specialist

According to an article in the February 1983 issue of Newsbeat, the agency switched from the Bell Centrex Systems to a new network, installed by the CENTEL Corporation.

The upgrade included the installation of two types of phones for ADOT employees. A majority of the agency would receive “standard touch-tone equipment,” while executive offices would get an “electronic set capable of diverse functions.”

45

YEARS

ADOT

SHARE YOUR ADOT MEMORIES

In honor of ADOT's 45th anniversary on July 1, 2019, we are inviting ADOT employees to share their favorite memories. ADOT Communications is showcasing insights on ADOT's history, including milestones and the employees who make ADOT a success. If you'd like to share your ADOT memories, please fill out this [form](#) on ADOTNet. Thank you for participating!

STRATEGIC HIGHWAY SAFETY PLAN UPDATE



THE STATE'S STRATEGIC Highway Safety Plan (SHSP) is ready for another update ... and no, you're not suffering from déjà vu — this is the plan that was [updated by ADOT and its partners back in 2014](#).

We're updating it again because that's what federal regulations call for, plus it gives us a good chance to take a look at what's working and tackle any challenges.



Dallas Hammit

As you might remember, the goal for the SHSP is to help reduce fatalities and serious injuries on all public roads in Arizona. In an attempt to reach that goal, the current SHSP outlines several emphasis areas, including speeding and aggressive driving, impaired driving, occupant protection, motorcycles, and distracted driving.

For this update, we're narrowing our focus to just five emphasis areas — intersections, behavior-related crashes, road/lane departures, pedestrian and bicycle safety, and crash data.

While all the emphasis areas are important, I want to draw your attention to the one related to behavior-related crashes.

We know that driver behaviors are responsible for most crashes, and we also know that it is difficult to get motorists to change their behaviors.

That's why I want to encourage you, as I have before in these monthly messages, to help spread the word to your friends and family. It's important that we all take a look at our own driving habits and make changes where necessary.

I hope you'll also let your loved ones know about the SHSP. Invite them to check out the [SHSP website](#) and stay informed as the update progresses. ■

~ Dallas Hammit, Deputy Director for Transportation