

The INSIDE

LANE

A newsletter for employees of the Arizona Department of Transportation

NOVEMBER 2021

VOLUME 5, ISSUE 11



**How new state laws
impact ADOT**

**PAGE
3**



◀ **ADOT wins two national
awards for
communications**
PAGE 4



◀ **ADOT helps meet
demand for equipment
operators and mechanics**
PAGE 6



◀ **New photo contest:
Showcasing Arizona's
awe-inspiring beauty**
PAGE 6

ADOT

LEADERSHIP

MATTERS

I'VE BEEN WITH ADOT for almost three years. My background is in government relations. I spent many years on staff at the state House and Senate, and served in a legislative liaison role for both the Arizona Supreme Court and the Department of Public Safety. At ADOT, I lead our Government Relations and Rules team as we navigate federal, state and local issues with elected officials, and maintain administrative rule and policy compliance. On the government relations side, we work directly with policy makers to educate them on issues that are important to ADOT and our employees. We answer questions about legislation and seek to solve problems. On the rules side, our team writes new rules and responds to statutorily required reviews of existing rules. Our policy side focuses on administrative policy compliance and is currently leading the 3.3 Policy Assessment and Management strategic initiative. Across our team, we all do research and policy development for major initiatives. It's a great group and no day is ever the same!



Katy Proctor
*Government Relations and
Rules Office Director*

Describe a kaizen success story.

Last year, we took a hard look at our process to get feedback from divisions on pending legislation. These are primarily bills that are introduced early in the legislative session. The volume is high, and we ask for a 48-hour return rate from the divisions. Our old process involved a two-page form with many detailed questions. We realized that we were requiring more complex information than needed. For some divisions multiple reviews were required, making a quick turnaround nearly impossible.

When we broke it down, we realized that we really didn't need all that information. We replaced the two-page form with a Google Form, containing five critical questions. And as a bonus, the Google Form populates a spreadsheet to keep responses organized. It was a huge change for us and for our internal customers, and it took time to explain what we were doing and why.

Once deployed, response times came in consistently within the 48-hour goal and many were received the same day. We received a lot of positive feedback from the divisions — by removing the overprocessing, we were freeing up everyone's time. Since we asked the important questions up front, we were able to quickly triage bills into categories that were helpful for our team and follow up with divisions.

This is a great example for our team of why you have to step back and examine long-held processes. Things change over time and technology is always improving. Sometimes, taking a bold step in a kaizen is uncomfortable. But it is extremely rewarding when you see the positive impacts, not just for your team, but across the agency. ■

The INSIDE LANE

ADOT DIRECTOR

JOHN S. HALIKOWSKI

DEPUTY DIRECTOR FOR POLICY

KEVIN BIESTY

COMMUNICATIONS AND PUBLIC INVOLVEMENT DIRECTOR

JON BRODSKY

NEWSLETTER STAFF

KATHY BOYLE, ASSISTANT

COMMUNICATIONS DIRECTOR

LORI BAKER, SENIOR COMMUNICATIONS

SPECIALIST

ANGELA DE WELLES, SENIOR

COMMUNICATIONS SPECIALIST

KIM LARSON, SENIOR COMMUNICATIONS

SPECIALIST

MICHELLE FINK, ADMINISTRATIVE SUPPORT

RANDY SASAKI, GRAPHICS PROJECT

MANAGER

JOHN WALRADT, GRAPHIC DESIGNER

ELENA DIAZ, GRAPHIC DESIGNER

FRANK RODRIGUEZ, GRAPHIC DESIGNER

EDITORIAL BOARD

EDDIE EDISON, HR

VINCENT LABELLA, OCI

SONYA HERRERA, ASD

GREGORY BYRES, MPD

JAMES WINDSOR, TSMO

JENNIFER BOWSER RICHARDS, MVD

LARRY CLARK, MVD

STEVE BOSCHEN, IDO

LT. BRIAN ECKENBOY, OIG/EC

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.

© 2021 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.



On the cover

ADOT Photographer **Joe Llarger** took this cover photo of the Government Relations and Rules Office team. (Left to right) They are Community Outreach Manager **Dezbah Hatathli**, Senior Rules Analyst **John Lindley**, Senior Rules Analyst **Candace Olson**, Government Relations and Rules Director **Katy Proctor**, Chief Legislative Liaison **Anthony Casselman**, Rules and Policy Administrator **Jennifer Thomsen** and Community Outreach Manager **Jodi Rooney**.

Read about how the Government Relations and Rules Office team works with employees across the agency to implement new state laws, **Page 3**.

Government Relations and Rules Office team streamlines state law implementation

A NEW EASY-TO-NAVIGATE web page for ADOT's [2021 Legislative Summary](#) on ADOTNet explains how new state laws impact the way ADOT does business and serves customers.

"We completely redesigned the Legislative Summary utilizing Google Sites to create an interactive web page as our Legislative Summary, rather than just a PDF document," said Chief Legislative Liaison **Anthony Casselman**.



Anthony Casselman

Employees can click on buttons for various ADOT divisions and groups to view information about the new laws. Previous legislative summaries in PDF format are also still available.

The new internal web page is among various Google applications that the Government Relations and Rules Office (GRRO) team uses to track, analyze and implement new state legislation. The shared documents enable employees to see up-to-date information, including:

- A Google Form that streamlines cross-divisional review of bills as they go through the legislative process.
- A shared Google Doc template that tracks bill implementation status.
- A Google Sheet, which is used to create a Bill Implementation Master Chart, that can be easily shared and edited by internal divisions.

"We assist ADOT employees from the beginning as bills are introduced through the end of the legislative process, when new state laws are implemented," Casselman said.

Embracing the One ADOT mindset, Government Relations forms teams of employees in various divisions and units impacted by each new law. Using the Total Systems Thinking approach, the teams collaborate about how needed actions would affect various business units.

For example, House Bill 2813 established a regulatory framework for the testing and operation of autonomous vehicles. Besides GRRO, the implementation team included representatives from the Transportation Systems Management and Operations Division, Motor Vehicle Division and Executive Hearing Office.

This year, five ADOT-initiated legislative proposals became state law, including one allowing a parent or guardian of a



Photo credit: Joe Larger, ADOT Video

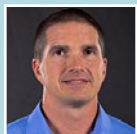
(Left to right) MVD team members, who helped implement 10 new state laws, are **Ashley Popoff, Dorrie Wiltberger, Mollie Bivins, Yasmine Lopez, Leti Navarro, Holly Benson and Nancy Lopez Diaz**. Not pictured: **Jessica Byrd**. Navarro and Wiltberger were lead implementers of a new Google Sheets MVD legislation tracker providing real-time information for MVD teams implementing legislation.

permanently disabled child to obtain a disability plate on the child's behalf.

Learn more about the legislative process by watching Government Relations and Rules Director **Katy Proctor's** Lunch and Learn Forum (August 2021) video on [ADOTNet](#). 🇺🇸

~ Lori Baker, Senior Communications Specialist

EXAMPLES OF HOW NEW STATE LAWS IMPACT ADOT



"With the legislation expanding broadband, the ADOT Broadband Office can support statewide broadband initiatives by allowing internet providers access to ADOT right-of-way for new conduit installation or access to surplus ADOT conduit, both for an established compensation rate."

— **Brad Burgess**, ADOT Broadband Office Program Administrator



"About \$34 million was appropriated from the state general fund for local agency highway projects. My team created intergovernmental agreements between ADOT and each local agency so that ADOT's Financial Management Services can transfer the appropriated funds once the agreements are signed."

— **Korina Lopez**, Joint Project Agreement Section Manager



"Through legislation, the Governor's Office worked with ADOT to consolidate the state's fleet and place it in the hands where the resources and expertise exists. This removed duplicate efforts while infusing leading fleet industry standards that set rates to recuperate 100% of the fleet's operational costs. ADOT also implemented a state-of-the-art replacement system."

— **Devin Darlek**, Equipment Services State Fleet Administrator

ADOT wins two national awards for communications

FOR EXCELLENCE in communications, ADOT received two national awards from the American Association of State Highway and Transportation Officials Committee on Transportation Communications (TransComm).

[ADOT Blog](#) was named Best Blog and ADOT's [Twitter](#) earned the Best Use of Single Social Media Platform in the annual skills contest.

"This national recognition is a testament to the outstanding, creative and informative work we accomplish every day," said Communications and Public Involvement Director **Jon Brodsky**, who represented ADOT at TransComm's virtual conference in September.

ADOT's [Digital Communications](#) team manages the ADOT Blog and social media. Led by Assistant Communications Director **Caroline Carpenter**, team members are Digital Communications Supervisor **John LaBarbera** and Public Information Officers **Kathy Cline**, **Laurie Merrill** and **David Woodfill**, who work in the Transportation Operations Center providing real-time traffic information and more.

Besides Digital Communications, staff from Public Information, Internal Communications, Creative Services, Community Relations and Major Projects provide ADOT Blog articles, photos, videos and graphics for ADOT's Twitter and other social media channels. In addition, Emergency Management and District Office crews statewide share information, photos and videos about roadway incidents, weather, construction and scenic views.

ADOT Blog shares transportation stories

The 10-year-old [ADOT Blog](#) publishes nearly daily — exploring topics ranging from safety and construction projects to day trips and new ADOT services. The

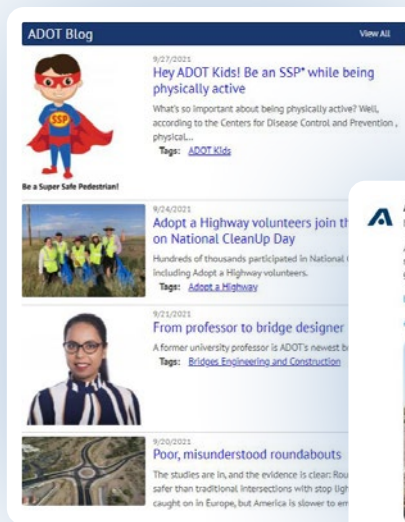
Check out our recipe for these scrumptious morsels and learn a little about ADOT infrastructure along the way!

It's all on the ADOT Blog: bit.ly/39xQgqD



9:00 PM · Jan 18, 2021 · TweetDeck

▲ Some ADOT tweets entertain while always trying to educate. An example is a [Road Trip Recipe for Salt River Pretzel Bites](#) with information about its namesake, the Salt River.



The ADOT Blog (left) and ADOT tweets like this one about work zone awareness are effective ways to help keep the traveling public safe and informed.



blog's multimedia packages are hyperlinked to ADOT's social media, [Flickr photo albums](#), YouTube videos and [azdot.gov](#).

The ADOT Blog has been an effective vehicle to:

- Drive the national award-winning [ADOT Kids](#) program with educational blog posts linked to videos, photos and interactive activities to spark interest in engineering.
- Encourage Motor Vehicle Division customers to use new personalized, secure online services available on [azmvdnow.gov](#).
- Promote public awareness campaigns like "[Distracted Drivers Terrify Me](#)," "[Know Snow](#)" and "[Pull Aside, Stay Alive](#)."

@ArizonaDot provides real-time information

With nearly 260,000 followers, ADOT's Twitter feed, [@ArizonaDOT](#), provides timely information about traffic jams, bad weather, crashes and other incidents to help keep the public safe, mobile and informed.

Tweets often are accompanied by photos captured from highway cameras or maps with an incident's location and alternative routes. Using Twitter, ADOT provides one-on-one communication with travelers regarding MVD services, road closures and other issues. Twitter also enables [@ArizonaDOT](#) followers to act as eyes and ears and alert ADOT about potholes, roadside debris and other issues. ■

~ Lori Baker, Senior Communications Specialist

AZ 511 wins intelligent transportation award

ADOT'S AZ 511 system was named Best ITS Implementation Project in Arizona by the Intelligent Transportation Society of Arizona.

The AZ 511 system is a collaborative effort among ADOT Communications and Public Involvement, Transportation Systems Management and Operations Division, Infrastructure Delivery and Operations Division and the Information Technology Group.

Upgrades were made to the [AZ511.gov](#) website and 511 phone system to make them easier to navigate, and a new AZ 511 traffic app was added for smartphones and tablets.

Read more on the [ADOT Blog](#). ■



KAIZEN KORNER

KAIZEN 2021 CHALLENGE

We are all being challenged to embrace [AKA-The ADOT Way](#) and practice our skills of problem solving and process improvement. To do this, everyone needs to:

- Focus on improvement of core processes
- Reduce waste using (Plan-Do-Check-Act)
- Document and submit a kaizen via the [kaizen tracker](#) while in the ADOT network

To reach our goal of 7,200, everyone is expected to complete a kaizen on their own and do one additional kaizen.

KAIZEN COUNT

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

1,614

For more information on the Kaizen Challenge, visit the [Kaizen Challenge page on ADOTNet](#).



Photos: Transportation Engineering

Transportation Engineering Specialist **Martin Leveque** operates a drone along the U.S. 60, east of Superior in October 2021.

History meets modern technology with cultural discovery near Yuma

OLD AND NEW literally crossed paths recently for a fascinating historical discovery in Southwest Arizona, and saved time and reduced waste for the agency in the process.

About 10 miles northeast of Yuma, where the [US 95 Corridor Widening and Reconstruction](#) project's second phase is in the design stage, Senior Archaeologist **Will Russell** in [Environmental Planning](#) worked with a consultant to do a cultural study on the 5.5-mile project site.

"We knew there were some prehistoric trails in the area and we asked the consultant to locate and evaluate them," said Russell.

When they couldn't find them, he reached out to Transportation Engineering Specialist **Abel Federico** in the [Engineering Survey Section](#) to find out if they had more

recent aerial photographs of the area in question than what was readily available on Google Earth. It just so happens they had recently surveyed that area.



Transportation Engineering Specialists **Martin Leveque** (left) and **Abel Federico** review the pre-flight checklist to ensure the camera is working properly on a surveying assignment with their first drone in 2018.

"I actually remembered that day very well because there were all these ATVs racing across that whole area," Federico said. "We were able to quickly get the images needed to identify the trails in question."

What exactly did the photos find? A prehistoric Native American trail network between the Colorado River and the mountains to the east, with some evidence of a meeting place or an overnight stop for travelers. The next step in the process is working with the various descendant tribes to mitigate any adverse effects, as the project completes the design phase. ■

~ Kim Larson, Senior Communications Specialist

New standard work helps all parties speak the same language

EMPLOYEES FROM across the agency came together to create standard work to streamline purchase order processing, involving local public agencies.

Standard work ensures that everyone executes tasks by specific rules — reducing errors, waste and risks.

"This process was carried out by different groups and disciplines," said **Korina Lopez**, Joint Project Agreement Section manager. "There was a policy, but standard work had not been followed, and it seemed like we all weren't speaking the same language."

The new Procurement Projects Guide standard work provides an understanding for all disciplines involved in the delivery of materials-only projects, including projects sponsored by local public agencies. ADOT's [Local Public Agency Section](#) serves as a conduit for the Federal-Aid Highway Program for the project development.

Before this kaizen, the challenge was: Who is responsible for issuing the purchase order?

"The policy did not spell that out and our group worked with Procurement, Infrastructure Delivery and Operations and others to standardize this process," said **Jennifer Henderson**, senior project coordinator, LPA Section.

Through this exercise, the standard work clarifies responsibilities for a purchase order.

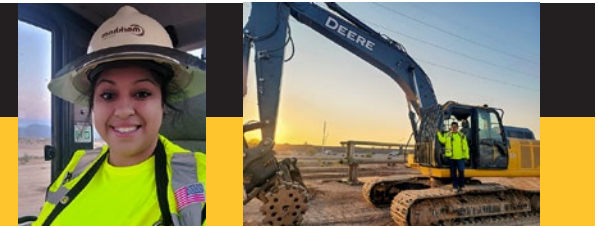
"We set out to create a step-by-step guide, including a decision matrix for varying factors, that will serve as a resource for project sponsors and ADOT project managers," Henderson said.

The new standard work, which is now posted on [ADOTNet](#), will improve efficiency of the process for materials-only procurement projects for internal and external customers.

Key members of the new standard work's team include representatives from the ADOT Procurement Office, Local Public Agency Section, Project Management Group, Transportation Systems Management and Operations, district offices, Business Engagement and Compliance Office, Field Reports, Finance and the Traffic Safety Section. ■

~ Kim Larson, Senior Communications Specialist

ADOT HELPS MEET DEMAND FOR HEAVY EQUIPMENT OPERATORS AND MECHANICS



AFTER COMPLETING thousands of hours of training as apprentices, 29 heavy equipment operators and mechanics have graduated to journeyman status with help from ADOT's On-the-Job Training Supportive Services.

They are the first group to complete the Heavy Equipment Apprenticeship Support Program, which started in 2019. Each participant spent about 6,000 hours operating or fixing heavy equipment as well as 450 hours of related training.

"There is a shortage of skilled construction workers in Arizona. Our apprenticeship support program helps contractors grow their employees into capable workers and provide this career path to new employees," said ADOT's Workforce Development Program

Manager **Steve Navis**, who works in the Employee Business and Development Office.

The Federal Highway Administration and ADOT pay a portion of the cost of the training, which is provided through a partnership with the Arizona Chapter of the Associated General Contractors of America.



Steve Navis

The heavy equipment apprentices have been working for construction contractors around the state. As apprentices, their starting pay was about \$15 to \$18 per hour but they now will receive about \$26 to \$32 an hour as journeymen depending on where they work, according to Workforce Development Specialist and Apprenticeship Administrator Corey Foster with the Arizona

Chapter Associated General Contractors of America.

Angelica Tomes, (pictured above) is one of few women in the program. She is proud to earn her heavy equipment operator journeyman status.

"It's a milestone I've dreamed of reaching. I have always been intrigued by heavy equipment. This apprenticeship program is great. The instructors really took the time to teach us individually. There was plenty of support for us apprentices either in class or in the pit," said Tomes, who is a heavy equipment operator at Markham Contracting Co., Inc.

Tomes operates an excavator as part of an underground team in preparation for water, sewer and other utilities to be installed.

"It's been an amazing experience. I've been able to put everything that I've learned into practice," she added.

Besides Markham, other construction companies sponsoring apprentices are Ames Construction Inc., Borderland Construction Inc., Empire CAT, Granite Construction Co., Haydon Building Corp., Hunter Contracting Co., Rummel Construction Inc., Sunland Asphalt & Construction Inc. and The Ashton Company Inc.

ADOT's [On-the-Job Training/Supportive Services](#) provides many other educational and training opportunities for women, minorities, veterans and economically disadvantaged individuals to advance in the highway construction industry. 🇺🇸

~ Lori Baker, Senior Communications Specialist

NEW PHOTO CONTEST

SHOWCASING ARIZONA'S AWE-INSPIRING BEAUTY

FROM GORGEOUS sunsets and the majestic Sonoran desert to scenic roadways and snow-capped mountains, Arizona abounds with awe-inspiring views.

Celebrate the Grand Canyon State's splendor by entering The Inside Lane's Fall and Winter Cover Photo Contest. By Nov. 19, send up to five of your original, high-resolution, digital photographs taken in the fall or winter to InsideLane@azdot.gov in JPEG format (no larger than 10MB).

Along with your photo, please provide a brief description about where, when and how your photo was taken, and your name, title, division and contact information.

The grand prize winner's photo will be used on a future cover of [The Inside Lane](#) and the photographer will receive an Inside Lane goodie bag. Selected photos will also be featured in an ADOT Flickr photo album.

Send photos taken directly with your camera or smartphone in a high resolution. Do not send photos downloaded from a social media site because they are highly compressed and would be unusable for publication purposes.

Check out our [Smartphone Photo Tips](#) about capturing stunning photos.

Happy snapping!



Lori Anderson, Equipment Services.

*This photo of Whitehorse Lake taken by Equipment Services Business Manager **Lori Anderson** was the grand prize winner in the 2020 cover photo contest.*