

# The INSIDE

# LANE

A newsletter for employees of the Arizona Department of Transportation

NOVEMBER 2022

VOLUME 6, ISSUE 11

*“One ADOT” teamwork vital  
for emergency responses*

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**ADOT**

## LEADERSHIP

## MATTERS

**HAVE WORKED** as the ADOT Emergency Manager for two years, and I work within the Transportation Systems Management and Operations Division Traffic Management Group at the Traffic Operations Center (TOC). Since joining the ADOT family in 2001, I have worked as a TOC operator, TOC shift supervisor and transportation engineering specialist. Prior to joining ADOT, I served two tours as a United States Marine and as a police officer in Connecticut.

Some of my responsibilities involve working with multiple disciplines, agencies and partners that rely on ADOT for coordination, support and assistance. Emergency Management deals with planning, preparing, responding and recovering from disasters, hazards, emergency incidents or special events.

In addition to internal agency coordination and planning, ADOT has primary agency essential support function roles under the Arizona State Emergency Response and Recovery Plan. We work closely with the Arizona Department of Emergency and Military Affairs.

During the pandemic, ADOT supported the Arizona Department of Health Services with personnel and resources. Resource requests were submitted through DEMA and sent to ADOT to support. Infrastructure Delivery and Operations Division district and unit staff filled the requests in a timely manner by providing traffic control equipment to some of the testing and vaccination sites.

Coordination, planning and teamwork are integral to how ADOT divisions prepare for incident response, weather events, forest fires, flooding, presidential escort details, special events and more. Whether it's attending planning meetings, dispatching resources, responding to the scene, operating equipment, communicating information, attending after-action meetings or being part of the restoration project, there is definitely a need for a start-to-finish team effort from all ADOT divisions with our partnering agencies. I am always amazed and appreciative of the professionalism and cooperation that occurs between the "One ADOT" family. Having the opportunity to work with and learn from all of the talented people who work for ADOT is one of the main benefits of the job.

### How do you show respect for people?

I show respect by actively listening to help understand and gain perspective. Trusting relationships are built on good communication and that requires an investment with your time. Kindness, compassion, gratitude and empathy definitely go along with showing respect. ☰



**David Egliskis**  
*Emergency Manager*

# The INSIDE LANE

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A WEB VERSION OF THIS NEWSLETTER CAN BE FOUND ON ADOTNET OR AT [AZDOT.GOV/INSIDELANE](http://AZDOT.GOV/INSIDELANE).

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## Share your best cover shot

Do you have photos showing off the scenic side of transportation in Arizona? Share them with us and we might put your photograph on the next cover of The Inside Lane. It can be a great picture of an MVD office, a beautiful highway shot or even an artsy photo of construction materials. Whatever the subject, the photo should highlight some aspect of the work happening here at ADOT. Submit your original, digital photographs to [InsideLane@azdot.gov](mailto:InsideLane@azdot.gov) in JPEG format (no larger than 10MB). Along with the photo, please provide a brief description and your name/title.



## On the cover

Emergency Manager **David Egliskis** took this photo in June when US 89 was closed north of Flagstaff due to the Pipeline Fire shown in the background. See more coverage about how ADOT crews handle inclement weather to protect the motoring public on [Page 3](#).

# TEAMWORK ESSENTIAL TO WEATHERING MOTHER NATURE'S HAZARDS ON ROADWAYS

**F**ROM FOREST FIRES and snow storms to dust storms and flooding impacting highways, ADOT staff work across units and with external agencies to keep the motoring public safe.

The Pipeline Fire north of Flagstaff in June and subsequent flooding from rainstorms on burn scars are an example of how “One ADOT” teamwork comes into play.

US 89 was closed June 12-17 due to the Pipeline Fire, which grew to more than 26,500 acres. The Flagstaff Maintenance crew initially provided traffic control northbound, then the Gray Mountain Maintenance crew closed US 89 southbound. Northcentral and Northeast districts along with Fredonia and Page Maintenance provided message boards warning travelers of the road closure, which was staffed around-the-clock.

“It was incredible to see how people around the district, and from adjacent districts, came together to tackle big problems. Everyone pitched in to set up traffic control, maintain road closures for safety, update detour routes, and coordinate with internal and external stakeholders like the Traffic Operations Center, DPS, the U.S. Forest Service, counties, cities and local residents,” said Northcentral District Administrator **Brenden Foley**.

The Traffic Operations Center, Community Relations, Digital Communications and Public Information staff notified the public through networking with key stakeholders, news releases, news media interviews and



▲ ADOT crews working to clear US 89 and make travel safe after the Pipeline Fire .

◀ ADOT crews clean up flooded areas of US 89 during the summer 2022.

social media. ADOT crews onsite provided photos and videos of crews working to clear the highway.

District management worked with the Transportation Systems Management and Operations Division regarding damaged signs and lane delineators, Natural Resources for removal of hazard trees and Environmental Planning for clearances to work in the area. The Enforcement and Compliance Division Northern Mobile Port Operations helped DPS with road closures.

Foley and Northcentral Assistant District Engineer **Chad Aufer** attended an emergency response coordination meeting on June 23 at Northern Arizona University to discuss the Pipeline Fire and other emergencies. Coconino County organized the summit, which included government and tribal leaders plus representatives from utilities, public

works, law enforcement, environmental quality and the U.S. Forest Service.

The monsoon season and the threat of run off from the burn scars meant drainage work took top priority. The first flooding event with a full-road closure was on June 26. US 89 was closed 10 times and US 180 was closed three times through September.

Maintenance crews worked daily, including most weekends, during monsoon season to clear debris, uncover drain pipes, restore drainage channels and provide traffic control when it flooded.

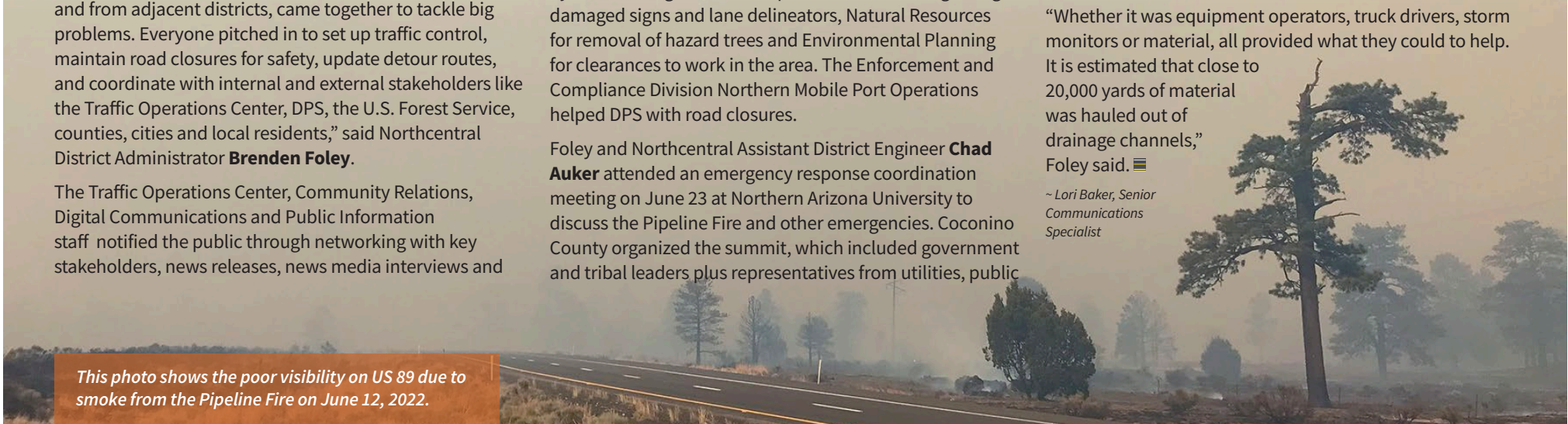
Maintenance Supervisor **Tod Skinner** and his Flagstaff crew handled the bulk of the work, but Skinner said they couldn't have done it without the help of maintenance supervisors and crews from other units, including Camp Verde, Gray Mountain, Little Antelope, Payson, Page, Winslow and Williams. The Central District provided a remote control skid steer and a hydrovac team to assist in the cleanup. District Management Analyst **Kristy Seifert** and administrative

assistants as well as Procurement also provided valuable logistics support.

“Whether it was equipment operators, truck drivers, storm monitors or material, all provided what they could to help. It is estimated that close to 20,000 yards of material was hauled out of drainage channels,” Foley said. ☑

~ Lori Baker, Senior Communications Specialist

This photo shows the poor visibility on US 89 due to smoke from the Pipeline Fire on June 12, 2022.



Photos: Northcentral District

# National awards recognize ADOT's excellence in communications

**A**DOT COMMUNICATIONS and Public Involvement captured four national TransComm first-place awards for exemplary work — the most of any state DOT this year.

TransComm is the Committee on Transportation Communication of the American Association of State Highway and Transportation officials, which represents state departments of transportation. There were nearly 150 nominations this year in 30 categories.

“This is another example of ADOT Communications and Public Involvement being recognized as national leaders and trendsetters, excelling in communicating and reaching out to the community on the myriad tasks and projects ADOT undertakes,” said ADOT Communications and Public Involvement Director **Jon Brodsky**, who accepted ADOT's awards at the TransComm conference in New Mexico in September.

Read about the four award winners below. ■

~ Lori Baker, Senior Communications Specialist



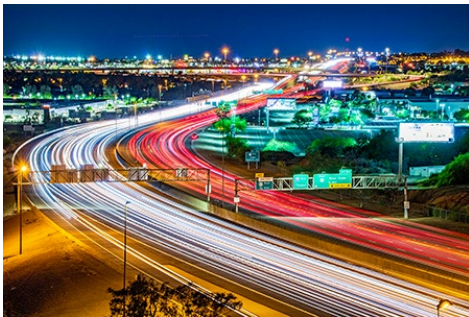
## Joe Larger: Vanguard Award

Videographer/Producer **Joe Larger**, who joined ADOT's [Creative Services Video Team](#) in 2019, is this year's top communications professional new to the transportation industry.



Larger's creativity extends to every project he touches. He developed a technique using strobes for portraits taken in the employee's working environment — whether it be in a cubicle or in a bulldozer. His innovative work includes beautiful, long-exposure photos taken of the Interstate 10 Broadway Curve Improvement Project (pictured below).

Colleagues say he is the multi-tool of the team. He can have anything thrown at him and he will deliver. And, he has a great attitude with customers and co-workers.



## Laura Douglas: Spirit of TransComm Award

In her 15 years with ADOT, Major Projects Communications Project Manager **Laura Douglas** has consistently demonstrated she can do it all — from serving as an articulate and knowledgeable news media spokesperson to leading robust public involvement efforts for ADOT's largest and most complex environmental studies.



Douglas is now at the helm of multi-channel communication efforts for the long-awaited [Interstate 17 Improvement Project from Anthem Way to Sunset Point](#). Her ability to balance public involvement techniques with innovative communication strategies and tactics has not only enabled ADOT to share information with diverse audiences statewide, but also collect meaningful public input from thousands of key stakeholders.



## Internal Publications: ADOT Connection

When more than a quarter of ADOT's employees started working remotely in early 2020 because of the COVID-19 pandemic, the [Internal Communications](#) team brainstormed about keeping staff across the agency engaged and informed.

The result was the weekly, quick-read news bulletin, [ADOT Connection](#), which provides more frequent communication than the monthly newsletter, The Inside Lane. Led by Assistant Communications Director for Internal Communications **Kathy Boyle**, current ADOT Connection writers are **Lori Baker**, **Angela DeWelles** and **Ashley Richards**. Former Internal Communications team member **Kim Larson**, who now is a Community Relations project manager, also wrote ADOT Connection articles.



ADOT Connection features the latest COVID-19 information and resources to help employees stay healthy and safe. It also shares employee success stories and what employees need to know for the week.

With high employee readership, ADOT Connection remains an important tool to share updates with ADOT staff spread across the state.



## Best Issues/Crisis Management - Public Involvement Approach, without a consultant

### SR 189: International Border to Grand Avenue - Nogales



Public involvement for the [State Route 189 project](#) was unique in that there is a tight-knit local community that borders Mexico and is in an area with major international commerce.

To engage the diverse audience, ADOT's Community Relations Project Manager **Joanna Bradley** regularly contacted schools, businesses, law enforcement, the City of Nogales, Santa Cruz County, elected officials and other stakeholders.

Communication tools, produced in-house by ADOT employees, included [bimonthly project newsletters](#), a 24/7 bilingual phone hotline, social media updates, bilingual presentations and a project webpage translatable to Spanish: [azdot.gov/SR189](http://azdot.gov/SR189).



# KAIZEN KORNER

## KAIZEN MARKETPLACE

With the new [Kaizen Marketplace on ADOTNet](#), employees can share their kaizen improvement ideas with other ADOT groups or adopt a shareable kaizen idea from someone else.

This year's Kaizen Challenge goals are:



- 7,200 overall agency kaizen target
- 100% of team members will implement at least one kaizen
- 100% of team members will identify at least one kaizen that could be implemented by another team
- Leaders will continue to support and recognize kaizen thinking

## KAIZEN COUNT

The number of kaizens submitted by ADOT employees so far in fiscal year 2022-23.

# 1,510

For more information, visit the [Kaizen Challenge page](#) and the [Kaizen Marketplace page](#) on ADOT Net.

# MVD gets in the college spirit to promote the Arizona Travel ID

**W**ITH THE federal **REAL ID** deadline only six months away, Motor Vehicle Division employees are making a big effort to get Arizonans ready.

“We’re pushing hard to make sure every Arizonan is aware of the deadline,” said Assistant Communications Director for Customer Outreach (MVD) **Bill Lamoreaux**. “If you don’t have an Arizona Travel ID or passport, you’re not flying. You may even need it to visit federal buildings.”

Nearly 2 million Arizonans have their [Arizona Travel ID](#). That’s out of approximately 5 million eligible driver licenses and state identification cards. MVD is working to boost those numbers ahead of the

## Get your Arizona Travel ID

If you’re already planning your next summer vacation, you may want to include a trip to an MVD office. Starting May 3, 2023, travelers flying domestically will need a federally compliant ID or passport to get past TSA checkpoints.

The [Arizona Travel ID](#) is the driver license or ID card that meets the new federal ID requirements and is distinguished by a star on the card’s upper right corner.

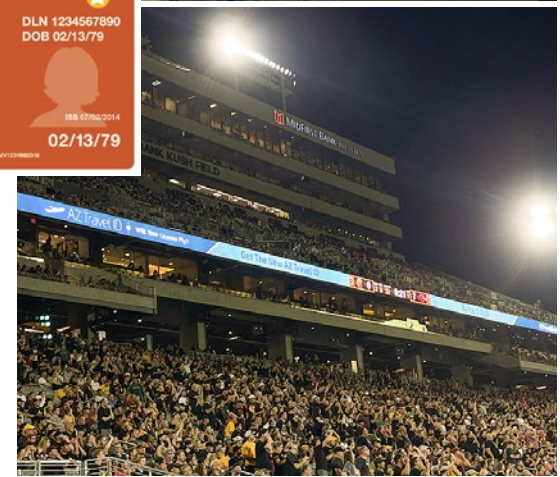
deadline, so they’ve prepared an outside-the-box strategy.

MVD is teaming up with the three in-state public universities — Arizona State University, Northern Arizona University and the University of Arizona — to promote the Arizona Travel ID during football and basketball games. During home games, fans can see information about the Arizona Travel ID on LED boards and hear about it from the game announcers. The information is also included in radio broadcasts.

“The universities were perfect because they’re located across the state. Between the in-game experience and radio broadcasts of all three schools, we’re covering about 85% of Arizona. At least once a week, the messaging will either be seen in the stadium or gymnasium or heard on the radio. We’re getting it to millions of Arizonans. It’s a broad and unique opportunity for our campaign,” Lamoreaux said.

There has already been an increase in interest for the Arizona Travel ID. About 50% of people getting a new ID are selecting it rather than the regular Arizona ID. As the deadline gets closer, Lamoreaux expects that number to grow and said MVD offices are prepared to help an influx of customers.

MVD is also utilizing social media, local news organizations and collaborating with airports, community organizations and the Arizona Office of Tourism to promote the ID and remind Arizonans about the deadline. With so many different avenues to get the word out, more Arizonans will be ready to fly come May 3, 2023.



Reminders for the Arizona Travel ID appeared on LED boards at recent college football games.

“As we get closer to the deadline, between the sports, media and social media campaigns, we’re hopeful that people will be aware of the Arizona Travel ID and consider getting it,” Lamoreaux added.

The Arizona Travel ID costs \$25 and requires [added proof of identification](#). To get yours, set up an in-person visit at an MVD office at [azmvdnow.gov](#). More information about the Travel ID can be found at [azdot.gov/TravelID](#). ■

~ Ashley Richards, Senior Communications Specialist



AT ADOT, it's difficult to sum up anyone's job in just a few words. That's why we're giving employees across the agency the chance to share a little bit about what they do every day. If you'd like to be featured in a future issue, please send an email to [Insidelane@azdot.gov](mailto:Insidelane@azdot.gov) and we'll provide you with a questionnaire.

**Marissa Abeyta**, who will celebrate 27 years working with ADOT in November, is manager of the Multimodal Planning Division Traffic Monitoring Group.

### How do you describe your job to someone outside the agency?

As a leader, I believe my job is to support the team and then get out of the way for people to do their best work. To provide the tools, resources and training that would leave an organization better than when I arrived.

### What do you want other ADOT employees to know about your job?

The standard response is usually responsible for collecting, analyzing and reporting vehicular traffic data in support of the Highway Performance Monitoring System. However, what many don't realize is that traffic data is a key element to determining funding shares for each state. This means that accurate and timely traffic data ensures Arizona is receiving its fair share to support the mission and goals of the

agency, and this is accomplished through good communication and heavy coordination with different divisions.

### Name the most interesting thing that's happened to you on the job?

I've worked for three different divisions and have held nine different job titles. Each offered me an opportunity to learn, grow and develop both personally and professionally. I'm a huge advocate of never being afraid of taking risks or the unknown because you never know where your path will lead.

### If you won the lottery, what would you splurge on first?

A vacation cabin in Montana! I once attended a work conference at Big Sky, Montana and was amazed at the beauty of the Rocky Mountains and Yellowstone Park.

### What's on the top of your bucket list?

To open a nonprofit that serves youths on their own or women empowerment opportunities.

### What's your favorite holiday?

New Year's! It's a time to start fresh and work toward new goals. Out with the old — in with the new! Halloween is also a favorite. When my kids were smaller, I loved to have Halloween pumpkin carving parties, make candy apples, give out candy and see all the creative costumes.

### Do you have an interest or a hobby or a special talent that people would be surprised to know about?

I enjoy making wreaths during the holiday season. Creating something beautiful is a huge stress reliever for me.

### What's the best vacation you've ever taken?

A trip to Vancouver, Canada; and Seattle, Washington. Shopping, experiencing different cultures and foods, or simply sightseeing is a vacation I enjoy. ■

*~ Compiled by Kathy Boyle, Assistant Communications Director for Internal Communications*

## REMINDER: Enter our ADOT @ Work Photo Contest

**WE INVITE YOU** to share photos of yourself and/or your co-workers at work — at the office, in the field or at home — for our ADOT @ Work Photo Contest. Selected photos of ADOT employees working in various jobs around Arizona, such as **Teresa Jones** (pictured), a design and delivery training supervisor for ADOT Learning and Development, will be featured in a future issue of *The Inside Lane* and an ADOT Flickr album. The grand prize winner will be chosen at random and will receive an Inside Lane goodie bag.



By Nov. 8, send your original, high-resolution, digital photographs to [Insidelane@azdot.gov](mailto:Insidelane@azdot.gov) in JPEG format (no larger than 10MB). The photo contest is only open to ADOT employees. See more details [here](#). ■

## ADOT VOICES

### Reflecting on 2022 and what's ahead in 2023

**WHAT WAS ADOT'S** top milestone in 2022? What are you looking forward to in 2023?

We're looking for employees with various job functions around the state to share their thoughts.

Send your comments and a photo of yourself to [Insidelane@azdot.gov](mailto:Insidelane@azdot.gov) by **Nov. 18**. Your comments may appear in a future issue of *The Inside Lane*.

**67% OF EMPLOYEES** *are happier and more productive when managers focus on the positive aspects of their performance*

Visit [adotnet.az.gov/recognition](http://adotnet.az.gov/recognition)