

The INSIDE LANE

A newsletter for employees of the Arizona Department of Transportation

AUGUST 2023

VOLUME 7, ISSUE 8

**Meet Alexis Zaring of
IDO's Central District**

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ADOT

LEADERSHIP MATTERS

JUST STARTED here at ADOT at the end of May after retiring from the Arizona Department of Public Safety, where I served for approximately 29 years. I've already met so many great people at ADOT in such a short amount of time. I'm beyond thankful for the incredible welcome I have received since transitioning between agencies.

I was born and raised in Arizona, and absolutely love this state and all that it offers. I truly enjoy the outdoors and always appreciate any time spent in the mountains, specifically time spent in the tall pines.

What have you learned so far in overseeing the Motor Vehicle Division and the Enforcement and Compliance Division?

The employees I have met in my first month have been amazing. There has been a consistent theme with those I have spent time with, and that theme is how much they truly appreciate the teams they are part of. I don't think I have had a single interaction where an employee didn't point out or recognize the great work of another employee. There has also been an incredible amount of information sharing, which I really appreciate.

As for what I have learned, where do I start? I have learned so many great things about the services we provide our stakeholders and the residents we serve. I have been traveling and meeting with employees at the ports of entry, as well as the MVD offices. These visits have been truly valuable. I plan on continuing these travels so I can learn more from all of you statewide.

What does a leader look like to you?

I attended a leadership training where one of the instructors explained how leadership is an action, not a position. That explanation really resonated with me because we all have opportunities to exercise leadership no matter what positions we hold. I know, based on my very short time being here and with those I have met so far, that I will absolutely be impacted by many of you who are putting leadership into action every day.

We all have examples where we have witnessed great leadership in action. The ones that impact me the most are the leadership actions that have demonstrated the importance of caring for others. ■



Wayde Webb
*Deputy Director MVD
and Compliance*

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



On the cover

Assistant Communications Director for Internal Communications **Kathy Boyle** took this photo of **Alexis Zaring**, a program administrator for the Central District in the Infrastructure Delivery and Operations Division. Learn about Zaring serving as a landscape and environmental resource, **Page 6**.

MVD Office of the Future conversions happening across state

TO IMPROVE CUSTOMER service and boost employee efficiency, the Motor Vehicle Division launched its pilot Field Office of the Future a year ago at the Scottsdale location with new technology, streamlined processes and an adjusted office layout.

“The result has been improved processing time and less network downtime,” said Scottsdale MVD Office Manager **Maria Tsilimidos**. “The Field Office of the Future is helping us get customers out of the line and safely on the road as soon as possible.”

“The Field Office of the Future is helping us get customers out of the line and safely on the road as soon as possible.”

Because of its success, Scottsdale MVD’s Field Office of the Future model has been replicated at several MVD offices throughout the Phoenix metro area as well as in Tucson and Prescott. More MVD offices will be converted across Arizona with the assistance of the Information Technology Group and Equipment Services.

The Field Office of the Future includes new computer equipment, scanners at workstations and a backup 5G network if the main network goes down.

“We now have a point-of-sale device that takes a credit card or virtual wallet (i.e. Apple Pay, Google Pay) for payment and has been integrated into the MAX computer system. This eliminates errors and makes our accounting process simple at the end of the night,” said MVD Senior Business Process Manager **Lizbeth Gallardo Apodaca**.

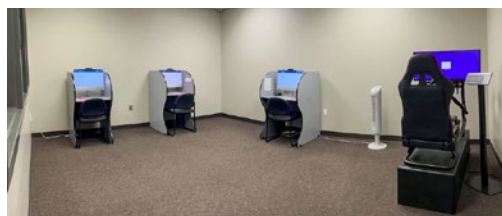
Scanning has gone down from an average of 40 to 60 seconds to an average of 20 seconds.

“Out in the field, seconds add up to minutes, and that can be the difference between making the 25 minute door-to-door time that we all try to achieve,” Gallardo Apodaca added.

Field testing equipment enables customers to take tests for a driver permit, driver license or a commercial drivers license. New Wi-Fi connected self-service kiosks are used for vehicle registration renewal, replacing credentials, three-day permits and voter registration.



Maria Tsilimidos, Scottsdale MVD Office Manager



(Clockwise from top left) This Scottsdale MVD Office of the Future workstation features new scanners and printers, point-of-sale processors and Wi-Fi capability.

Wi-Fi connected self-service kiosks are used for vehicle registration renewal, replacing credentials, three-day permits and voter registration.

Field testing equipment enables customers to take tests for a driver permit, driver license or a commercial drivers license.

Another aspect of the Office of the Future is providing a virtual customer service representative to help with customers inside the mobile MVD van at other locations.

The Scottsdale MVD was showcased as the flagship office of the Field Office of the Future during a visit from American Association of Motor Vehicle Administrators conference participants in May.

Meanwhile, a pilot of the new queueing system was launched in Scottsdale earlier this month. Refinements will be made based on learnings, then a rollout to other field offices will begin. 🇺🇸

~ Lori Baker, Senior Communications Specialist



We asked Scottsdale MVD Office Customer Service Representatives to share how the MVD Office of the Future has improved customer service and streamlined processes during the past year.

~ Compiled by Lori Baker, Senior Communications Specialist



“The speed of the Office of the Future system and the flow of the office has been outstanding. We hear it every day from the customers, what a great change from what we used to be. We always had long lines due to old system flow and numerous stations. Our new kiosk machines are so user-friendly.”

— **Lillian Lopez**



“Office of the Future has helped me improve my transaction time for customers. The old way of credit-card payment would take a long time because of the dial-up connection. Now, the payment is instant with high-speed Wi-Fi and credit-card devices. Customers can use their phone, watch or physical card.”

— **Erin Rose**



“Wireless internet with new scanners has increased processing efficiency. No more leaving your window to make copies only to return to upload documents. The new scanners handle all sizes and shapes, creating a faster workflow for customer service representatives and customers. Balancing credit cards has become a breeze with the new point-of-sale devices.”

— **Scott Washburn**

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STATE FLEET EXPANDED TO INCLUDE ELECTRIC VEHICLES



Kathy Boyle, Internal Communications

These two Chevy Bolt electric vehicles are now available for rent to employees of eligible state agencies at the ADOT Equipment Services Capitol Mall Shop. Each vehicle has its own electric charging station.

A DOT EQUIPMENT SERVICES has launched its first-ever Electric Vehicle Motor Pool for the state.

Two 2021 Chevrolet Bolt electric vehicles (EV) are available to rent on a first-come, first-served basis to eligible state agencies for which ADOT manages the Enterprise Agency Fleet operations. These electric vehicles have a range of about 220 miles on a full charge.

These vehicles, however, are not available for ADOT employees to rent because of the funding source used to purchase them. ADOT employees will soon be able to rent four Ford Mach E electric vehicles that ADOT is purchasing. The new Mach Es will be added to the existing Automated Motor Pool rental system located at the same Capitol Mall shop along with the Chevy Bolts. When state employees rent a state fleet vehicle through the reservation process, a rental fee is charged to their unit to recover the maintenance costs.

“Part of the reason for the EV motor pool is to start our process to infuse EVs into the state fleet and to

get operators used to how these vehicles operate and charge,” said Equipment Services State Fleet Administrator **Devin Darlek**. “We are looking at ways to make EV charging extremely easy for users along with helping them understand that we can assist them if they have range anxiety or any other concerns with using EVs while conducting state business.”

ADOT Fuel Systems Manager **Todd Brown** added, “We are excited to get our EV fleet up and running. We are looking into the expansion of electric vehicles as well as charging stations in our fleet.”

Two charging stations for rental electric vehicles are available at the Capitol Mall Complex, 1501 W. Madison Ave. Drivers can check a [list of charging stations](#) to charge the vehicle elsewhere in the state. Videos are available explaining how to [charge electric vehicles](#) and [how to change gears](#).

More information about how ADOT employees will be able to reserve electric vehicles will be available soon. ■

~ Lori Baker, Senior Communications Specialist

IN CASE YOU'RE ASKED ABOUT IT

Seven additional highways proposed for electric vehicle charging network

ARIZONA'S ELECTRICAL vehicle (EV) charging network would be expanded beyond the interstate highways to seven additional highways under a proposed update to the 2022 [ADOT Electric Vehicle Infrastructure Deployment Plan](#).

Arizona is eligible to receive up to \$76.5 million in federal funding across five years to construct EV fast-charging stations along alternative fuels corridors. Arizona was one of the first states to have its Electric Vehicle Infrastructure Deployment Plan approved by the Federal Highway Administration in 2022.

Through the Bipartisan Infrastructure Bill, the [National Electric Vehicle Infrastructure \(NEVI\) Formula Program](#) made \$5 billion available for the deployment of publicly accessible EV chargers nationwide. The goal is to deploy a convenient, affordable, reliable, and equitable network of electric vehicle fast chargers along the nation's highways and encourage adoption of electric vehicles.

Currently, alternative fuel corridors are identified as Arizona's six federal interstate highways — Interstates 8, 10, 15, 17, 19 and 40.

The proposed expansion shown on the [Alternative Fuel Corridors map](#) includes:

- US 93, Kingman to Nevada state line.
- US 89, Flagstaff to Utah state line.
- SR 347, Maricopa to I-10.
- SR 87, Phoenix to Payson.
- SR 64, I-40 to Grand Canyon National Park.
- SR 95, I-40 to Quartzite.
- SR 260, Payson to Show Low.

ADOT hosted a virtual public meeting on July 18 to present the [2023 Arizona EV Plan Update](#) and receive input. The 2023 plan update

will be submitted to the federal Joint Office of Energy and Transportation.

Station costs will be split 80% federal and 20% private funding from the awarded contractors, which will own, construct, operate and maintain

stations. No state funds will be used for the construction or upgrading of charging stations.

More information is available on ADOT's [Arizona Electric Vehicle webpage](#). ■

~ Lori Baker, Senior Communications Specialist





SPELLMAN TEAM

The Spillman Team is part of the Enforcement and Compliance Division (ECD) and includes three employees. The group describes their work below:

Explain what your team does.

The team supports law enforcement structured computer-aided dispatch, the records management system, and traffic and criminal software. The team also supports non-law enforcement dispatch for the Traffic Operations Center and partners with other state agencies. We provide technical and application support statewide for the safety and productivity of our customers and are available 24/7.

What is the one thing you'd like employees to know about your team?

We hate telling you to restart the application or your computer, but sometimes the fix is just that simple. On a more serious note, we are here to help. Don't hesitate to speak up about challenges with the systems we support or changes you feel would improve processes. Many of the best enhancements were customer suggestions and we really want to hear from you.

What is unique about your team?

We get to touch (and hopefully improve) work processes and build partnerships with business units throughout the agency. The team's primary focus is administering and developing standard work for ADOT's Spillman Flex Computer Aided Dispatch (CAD) and Records Management System (RMS) deployment. CAD is used to keep employees safe throughout the state by monitoring active incidents and employee activity in ECD's Operations Communications Center and Transportation Systems Management and Operations' Traffic Operations Center. Incident data is fed to the AZ511 system. Spillman Flex RMS is used for completing incident reports, storing citation and arrest data, collecting statistical data, evidence inventory management and auditing, equipment and asset tracking, tracking records requests and more.

What is an interesting fact you'd like to share?

Our team members represent three different decades, completely different professional backgrounds and big personalities. It could have been a big clash of egos, but instead we have developed into a fun, productive and supportive team. **Rebecca Banfill Ryan** is the architect and dreamer who says "yes, we could do that" way too often. **James Minton** is an amazing developer who helps turn those yeses into reality. **Rene Brugman** keeps the team and customers on track with her amazing auditing and data knowledge. Three years in and team members still fight to take the on-call phone.

What is a recent success story for your team?

We have helped foster transparency throughout the division by creating dashboards that allow employees and management to look at productivity, overtime, assets, commercial vehicle traffic flow and weights, investigation statuses and logistics. Most data is live and has helped managers make some major operational changes. ☰

~ Ashley Richards, Senior Communications Specialist



Pictured (from left to right): Program Administrator/Assistant Spillman Application Administrator **James Minton**, Manager/Spillman Application Administrator **Rebecca Banfill Ryan** and Program Administrator/Assistant Spillman Application Administrator **Rene Brugman**



Kathy Boyle, Internal Communications

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 and we'll provide you with a questionnaire.

Alexis Zaring has worked at ADOT for four years. She is a program administrator for the Central District in the Infrastructure Delivery and Operations Division.

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

I act as a landscape and environmental resource for ADOT Central District operations, as well as manage two units for contractor services. My goal is to maintain healthy ecosystems and resources for Arizona residents as they relate or are impacted by our transportation system.

What's your typical workday like?

On a typical day, I am coordinating with local agencies and homeowners to address environmental issues that are multi-jurisdictional. I work with my maintenance team to measure how state funds are spent, and how the work can be improved and more efficient. I am also working with other district engineers regarding any programs that need environmental input or assistance from my maintenance team.

What do you enjoy most about your job?

My favorite part of my job is finding out how people personally relate to the work we do. When someone I work with shares their strengths, I think it is such a privilege to better understand what opportunities they will be passionate about and help find that individual a place where they know they can make a difference.

What's on the top of your bucket list?

Visiting Iceland.

Favorite show/movie/documentary that you've watched?

"High Society" is my favorite movie.

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

I bowl in a league every week.

What's your favorite dessert?

Tiramisu.

Favorite band/musician?

The Offspring on bad days, the Decemberists on good days. ■

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



SOME FIND THAT exercise and meditation can calm the nerves. While others might prefer to chill out with a slice of pizza and a classic movie.

When you're having a stressful day, what helps you to feel less overwhelmed? If you have a go-to method for managing daily stress, your ADOT colleagues really want to know!

Send your best relaxation tips to InsideLane@azdot.gov by Sept. 1 to be featured in a future issue of The Inside Lane and an ADOT Flickr album. You can send either a photo that shows off your stress relief technique, or a brief written description. Don't forget to also include your name, title and division. ■

WINNER,

WINNER!

eyethink

WE HAD A GREAT response to last month's ADOT EyeThink contest with more than 100 entries, but there can only be one winner. Congratulations to Tech 4 Maintenance **Benjamin Suarez** of Yuma Maintenance whose name was selected from a random draw of entries. He received a special gift bag from Assistant Communications Director for Internal Communications **Kathy Boyle**, including an Arizona Highways Arizona Hiking Guide, Arizona Highways magazines, a stress ball, lanyard, pen and other great gifts.

Here are the answers:

1. The kite is a different color.
2. The architectural drawing is different.
3. The guy's mustache went away.
4. The shovel is now a pickaxe.
5. The raccoon has fewer stripes on its tail.
6. The alien is near a tree.
7. The alien is near the tractor. ■

