

# The INSIDE

# LANE

A newsletter for employees of the Arizona Department of Transportation

APRIL 2024

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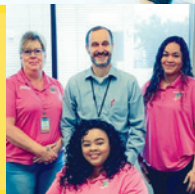


**ROAD portal provides  
easy access**

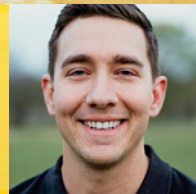
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**ADOT**



## LEADERSHIP

## MATTERS

I'M AN ARIZONA native and graduate of Northern Arizona University. I've been with ADOT for almost 20 years. My group maintains signing and striping for the Northwest, Northcentral and Northeast districts. We also maintain the striping for the Southwest district.

### What do you do to take care of yourself so you can take care of your team?

I spend time outdoors with family and friends. My passion is hunting and fishing, and I try to spend much of my free time doing those activities.

### Identify what your team does that supports ADOT's mission.

My team of 32 employees supports ADOT's mission by maintaining two key roadway features: signs and pavement markings (striping). Excluding the blue logo signs, my team is responsible for all other signs within our right of way, including the large interstate signs.

The sign count for our region is close to 80,000 sign faces. In addition to the signage, we maintain the delineators and object markers along the roadway as well. Our technicians are on-call 24/7 in the event a regulatory sign (such as a stop sign) gets knocked down by an accident or a sign gets blown over by a weather event. Although this is a huge task, we constantly prioritize our sign work to ensure the utmost safety to our road users and technicians.

On the striping side, we maintain all the markings and lane lines. Recent counts show about 700,000 square feet of markings, which includes such things as arrows, crosswalks, bike symbols, etc. This equates to about 35,000 marking features in our region.

In addition to the markings, we maintain the striping (lane lines). Our region has about 17,000 miles of striping. We measure this in lineal feet, which comes out to almost 90 million feet! We utilize our two in-house striper trucks and rely heavily on our contract striping to maintain our white and yellow lane lines across the region. In general, striping is on a three-year replacement cycle, however, a lot of our routes require more frequent striping due to snow plow activity. We also have a no-passing zone technician who inspects all of our two-lane roads to ensure all signage and striping are correct on varying projects in maintenance, construction and permits.

We also support our Traffic Engineering team by implementing signing and striping work orders to improve traffic safety. I believe without our team's support, we would literally all be "lost" or at least in the wrong lane. I'm proud of my team's ongoing efforts to support ADOT's mission! ■



*Kyle Seisinger  
Highway Operations Superintendent  
Transportation Systems  
Management and  
Operations Division*

# The INSIDE LANE

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#### On the cover

Videographer **Joe Larger** took the cover photo of crews installing an upgraded lighting system inside the State Route 80 Mule Pass Tunnel near Bisbee. The Southeast District project also includes restriping the roadway to provide a single driving lane in each direction with shoulders on each side of State Route 80 through the tunnel. Read more about the SR 80 Mule Pass Tunnel Safety Project and on the ADOT Blog. View photos in ADOT's Flickr album.

#### Share your photos

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. 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.

# ROAD portal provides easy access to roadway documents

**C**USTOMERS FROM around Arizona and out-of-state had to come in person to the ADOT engineering office in Phoenix if they wanted to review and make copies of paper records of ADOT roadway projects.

But today, these documents are available 24/7 to anyone from anywhere with internet access through ADOT's online Repository of Online Archived Documents, or ROAD Portal, [road.azdot.gov](http://road.azdot.gov).

"The ROAD portal provides great customer service as a resource that keeps archives of official record drawings of road projects," said Project Resource Office Business Analyst **Isaac Cañez**, who oversees the ROAD portal.



More than 12,000 digitized final record drawings of state and local road projects administered by ADOT are archived in the ROAD portal, which was launched in 2017. The portal has about 5,000 logins a month from engineers, contractors, local public agency officials and others searching for project information. Historians are using the ROAD portal to look for records of some of the oldest Arizona roads dating back to 1910, before Arizona became a state.

The final record drawings are correlated with a Graphic Information System (GIS) map so people can find projects by location or by project numbers in the portal. This is a big improvement from the paper strip maps used for decades that had handwritten notes about project locations and changes. Old strip maps can still be viewed in the ROAD portal.

The transition from paper to digitized documents is nearly complete. Initially, about 9,000 paper documents were scanned and imported into the ROAD portal. Over the years, more paper records stored in the engineering building's basement were digitized and correlated with the GIS map. The last few paper records will soon be tied to the GIS map.

Newer records are being submitted electronically.

Senior Project Coordinator **Lynn Ungyo Sugiyama** is working with Cañez to keep the portal up to date. About 25 to 30 customers each month email ADOT about obtaining records. They find the digitized documents for them and explain how to use the ROAD portal their next request.

The **Project Resource Office** manages the final record drawing process. The record drawings reflect all changes made in the specifications and working drawings during the construction process, and show the exact dimensions, geometry and location of all elements of the work completed under the contract.

"Previous records of projects are used to develop new projects. Private and local industries will also refer to these documents when they need a permit to expand a current development or when in the process of new development around ADOT right of way," Cañez said.

In addition to Cañez and Sugiyama, other ROAD Portal team members are ROAD Portal Supervisor **Brenda Contreras** and Project Resource Office Manager **Bret Anderson**.

For more information, contact the Project Resource Office at 602.712.7015 or [RecordDrawings@azdot.gov](mailto:RecordDrawings@azdot.gov).

~ Lori Baker, Senior Communications Specialist



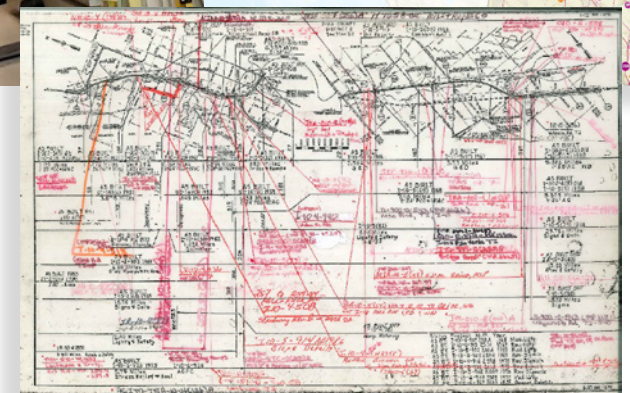
*Brenda Contreras, Project Resource Office*

Senior Project Coordinator **Lynn Ungyo Sugiyama** (left) and Business Process Analyst **Isaac Cañez** manage ADOT's ROAD portal with digitized records of roadway projects.

Paper versions of final records for roadway projects are stored in the basement of the engineering building.



*Isaac Cañez, Project Resource Office*



This strip map with handwritten notes shows the location of projects on Interstate 10. The GIS map in the ROAD portal has replaced strip maps.



## ADOT provides scholarships for Mesa Community College Construction Trades students

Photo courtesy of Jersey Campos



Mesa Community College Student Jersey Campos is shown at a construction job site in Tempe. She received an ADOT scholarship to help her pursue a construction management career.

**T**O HELP ALLEVIATE the shortage of construction workers to build highways and bridges, ADOT launched a new partnership with the [Construction Trades program at Mesa Community College](#).

ADOT is using Federal Highway Administration (FHWA) grants to provide scholarships for 12 MCC Construction Trades students each semester to offset costs of college tuition, books, materials and personal protective equipment. The scholarships are part of the agency's [On The Job Training Supportive Services \(OJTSS\) program](#) to help women, minorities, veterans and disadvantaged individuals enter the highway construction industry.

"ADOT is partnering with MCC because it has a fantastic construction program. They are giving out many construction-related

degrees compared to other colleges," said On-The-Job-Training Supportive Services/Workforce Development Program Manager **David Simmons**.

"We want to help people get into the construction industry of building roads, bridges and interstate highways. We need surveyors, cement finishers, welders, mechanics, electricians, heavy equipment operators and the list goes on," he added.

Jersey Campos is one of the first FHWA ADOT scholars, receiving funding for the fall 2023 semester.

"I think ADOT's partnership with MCC is beneficial because it helps provide an opportunity for people to continue to grow their skills in construction and learn how to use proper materials and equipment," she said. "My grandfather, dad and brother are all in construction and there seems to be a very big opportunity for women. I feel like it is a very stable career."

After graduating from MCC's construction trades program in May, Campos plans to pursue a degree in construction management at Arizona State University.

Another 12 students in the welding class at MCC received scholarship grant money for the spring semester. The scholarships will be provided in subsequent school years as well.

"ADOT has stepped up to the plate and allowed MCC to hit a home run for our Construction Trades students. ADOT sees the value in supporting Arizona's construction sector with those seeking careers in the skilled trades," said David Cain, MCC Construction Trades program director. ■

~ Lori Baker, Senior Communications Specialist



Photo credit: Mesa Community College

Mesa Community College survey class students received ADOT scholarships to help with their expenses. Back Row: MCC students Andrew Ibinola, Rodrigo Maldonado Ortega, Alan Diaz, Alexander Montes, David Pastian and Austin Goodson; Front Row: MCC Construction Trades faculty Duran Thompson, MCC Construction Trades Program Director David Cain and ADOT On the Job Training Program Manager **David Simmons**. Not pictured: MCC students Jersey Campos, Andy Vela Gonzalez, Arianna Gonzalez, Louatani Espinoza Guzman, Samuel Rojas and Rogelio Ramon Nolasco.

# Check it out!

**ADOT MANAGERS** and supervisors joined together virtually for the Feb. 21 Leaders Network meeting. Ahead of the event, division leaders across the agency were asked to submit "wins" from the past six months. Director **Jennifer Toth** shared many of the accomplishments during the meeting — [here's a link to the full list](#). Leaders had a chance to participate in breakout sessions that focused on best practices for prioritizing 1:1 coaching. After the sessions, breakout teams were asked to share summaries of their conversations in the meeting's chat space — [here is a link to the unedited transcript](#). ■



## MEET THE TEAM

# Chandler Motor Vehicle Division

**THE CHANDLER MOTOR VEHICLE** Division office includes 24 employees and two contracted road testers (CRT). Supervisor **Sharon Jack** describes their work below.

### Explain what your team does.

The Chandler field office provides superb customer service. From titles and registrations, to first-time drivers and customers coming from out of state, we greet every customer with a smile and with MVD knowledge that keeps them coming back, knowing we will always get the job done efficiently with amazing customer service.

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

We are a family; we work hard and always show up.

### What is unique about your team?

The diversity. We are also a stand-alone location for great customer service.

### What does your team do to ensure they're easy to work with?

We have open communication and always complete services with smiles. We go above and beyond to ensure the customer has the best, most friendly and efficient service possible. We focus on correctly and completely permitting the type of services performed, and we show empathy as best we can when dealing with each individual customer.

### When has your team been results-focused?

We piloted a program in our office, along with two other offices in the field. For customer service comment cards, customers scan a QR code and enter a comment about our service.



*Pictured (left to right): (Front row) CSRs **Qualisqua Murphy, Sarah Loranger, Claudia Dahroug, Patsy Navarro, Jazzmine Ovalles and Daniel Larsen.** (Back row) CSRs **Everton White, Alonzo Luquen, Patricia Sisson, Terrell Flanigan, Richelle Fontes, Charles Bertsch and Thomas Mayer.** Not pictured: CSRs **Kathyrn Baca, Derek Dare, Lisa Henriques, Anelsa Hoopermawanda, Anne Maitland, Devonna Vann** and CRT **Faith Boyd.***



*(Front row) Supervisor **Sharon Jack.** (Back row) Lead **Sharene Barrington,** Office Manager **Jerry Straight** and Lead **Nadia Hernandez.***

### Tell us about a time when your team successfully collaborated with others.

We recently had a teammate pass away. We reached out to other offices to see if they could spare some people so our teammates could attend the funeral. We made sure to let them know how many we needed. We had teammates from across Arizona fill in for the customer service representatives, leads and supervisors.

### Tell us about an innovation or idea that improved a process for your team.

We created a road test innovation that helps the CSRs explain and show the testers exactly how to exit the parking lot and then enter back in. This eliminates wrong-way drivers while shortening the time from when they get sent out from the window to the starting point. It also gives a better visual for testers with language barriers.

### What is a fun story you'd like to share?

At the end of Christmas week, we had a dance-off and sing-off between the CSRs in the lobby at the last hour as an incentive to leave early. Everyone, including the customers, had a blast.

### What is a recent success story for your team?

We all came together as a team and collected pet food, beds, blankets, cat litter, toys and a lot more for Little Whiskers Pet Rescue. The turnout was a huge success. At Chandler, we love the fur babies! 🐾

*~ Compiled by Ashley Richards, Senior Communications Specialist*



*Left: CSR **Orlando Webster,** Right: (CRT) **Nathan Morris.***



An innovation is the renewal of a product or service by applying new processes, introducing new techniques or establishing successful ideas to create new value.

Employees are encouraged to submit innovations that are shareable in the [Innovation Marketplace](#). Contact your [Lean Coach](#) if you have questions.

*At ADOT, solving problems is what we do. Keep submitting quality innovations to the new and improved Innovation Marketplace!*

The INSIDE

LANE

APRIL 2024

We provide highway infrastructure and transportation services.





**Jordan Kurlin** is a transportation engineer 2 with the Infrastructure Delivery and Operations Division. He has been with ADOT for 13 years, his first and only job after graduating college.

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

I help lead a team of roadway engineers who design and create plans for highway construction projects throughout Arizona.

**Why do you choose public service?**

I love working for an organization that is full of people who do their best every day to use whatever resources we have to make the roadways better and safer for everyone.

**What do you do to ensure that you're easy to work with?**

I do my best to see everyone else's perspective. Even just attempting to understand the way somebody else thinks can make a positive difference when working together.

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

New golf clubs and maybe a whole golf course!

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

Visit every continent except Antarctica.

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

My favorite movie is "Interstellar." I love any movie with space travel.

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

I visited Italy, Austria and Germany with my wife and my parents last year. Simply amazing!

**Best concert you've seen?**

The Taylor Swift Eras Tour last year. Nothing else even comes close! 🎵

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

**WORD SEARCH**

Six words related to the new **Leaders are Listening** effort are hidden in the puzzle below — can you find them all? Send a photo of your completed puzzle to [InsideLane@azdot.gov](mailto:InsideLane@azdot.gov) by April 12. Everyone who locates all six words will be entered into a random drawing for a fun prize! We'll reveal the answers and the winner in next month's newsletter. Good luck!! 🍀

**Engage Listen    Feedback Tools    Inform Voice**

H	K	Y	U	D	N	Q	V	P	O
T	R	E	U	E	X	O	N	L	M
I	E	M	T	Y	I	F	Q	O	L
W	N	S	H	C	T	O	I	A	O
O	I	F	E	E	D	B	A	C	K
L	T	S	O	L	K	T	W	W	G
H	N	Z	B	R	B	O	K	J	M
N	R	E	W	A	M	O	M	Q	F
E	G	A	G	N	E	L	V	N	D
K	U	A	Z	P	M	S	L	Y	D

Here are the answers from the *Nov. 1976 Newsbeat*, which was ADOT's employee newsletter at the time.

C	A	R	S	R	O	A	D	P	A	R	K
C	A	P	S	R	O	A	M	P	E	R	K
C	O	P	S	F	O	A	M	P	E	A	K
C	O	P	E	F	O	R	M	P	E	A	R
H	O	P	E	F	I	R	M	T	E	A	R

**WINNER, WINNER!**

**WE HAD A GREAT** response to last month's new **CoffeeTime Puzzle!** Many of you solved the puzzle and submitted your answers. There were multiple correct word combinations for this puzzle but there can only be one winner. Congratulations to **Jannatul Adan Joarder** (pictured), a transportation engineering specialist in the Infrastructure Delivery and Operations



Division's Construction Contracts and Specifications group. Her name was selected from a random draw of entries. Assistant Communications Director for Internal Communications **Kathy Boyle** awarded her with a special Inside Lane gift bag filled with 10 issues of Arizona Highways magazines, an Arizona Highways children's book, a stress ball, a pen and candy. 🍀

*Kathy Boyle, ADOT Communications*