

**Arizona Department of Transportation
Infrastructure Delivery and Operations Division**

**Right of Way
Procedures Manual**



**ADMINISTRATION SECTION
UNIT 4945**

FHWA Certified: July 16, 2018



Infrastructure Delivery and Operations

MEMORANDUM

TO: Interested Individuals and Each Holder of the Right Way Group Procedures Manual

FROM: Paula Gibson

CC:

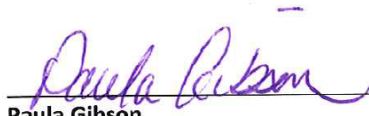
DATE: July 30, 2018

RE: Manual Update

Attached is the most recent Procedures Manual for the Arizona Department of Transportation, Right of Way Group. As you are viewing the electronic (PDF) version of the manual, hyperlinks have been added allowing you to quickly navigate to the various Sections. At the end of each Section and exhibit, you will be given further directions.

This Procedures Manual complies with Title VI of the Civil Rights Act of 1964.

Should you have any questions please contact our office directly at (602)712-7316.



Paula Gibson
Right of Way Administrator



U.S. Department
of Transportation
**Federal Highway
Administration**

ARIZONA DIVISION

4000 North Central Avenue
Suite 1500
Phoenix, Arizona 85012-3500
Phone: (602) 379-3646
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<http://www.fhwa.dot.gov/azdiv/index.htm>

December 13, 2018

In Reply Refer To:
ROWR 03
ROW Manual Approval

Paula I. Gibson
Right Of Way Administrator
Right of Way Group
Arizona Department of Transportation
205 South 17th Avenue, MD 612E
Phoenix, Arizona 85007-3212

Dear Ms. Gibson:

The Federal Highway Administration (FHWA) has received the update to the Arizona Department of Transportation's (ADOT) Right of Way (ROW) Manual. This update was required due to amended provisions published in a Final Rule on August 23, 2016. We have reviewed the updated manual and have determined that it meets the requirements of 23 CFR 710.201(c).

We appreciate the efforts of ADOT to update the manual, incorporate our comments and to consider the amended provisions in the Final Rule. With the completion of this review and update, FHWA is certifying that the Arizona Department of Transportation's 2018 Right of Way Manual is in compliance with federal regulations as of July 16, 2018. If you have any questions, please feel free to contact Alan Hansen at 602-382-8964 or alan.hansen@dot.gov.

Sincerely,

Karla S. Petty
Division Administrator

ecc:

John Eckhardt III, ADOT ROW
Alan Hansen, FHWA AZ Division Team Leader



Infrastructure Delivery and Operations

An Arizona Management System Agency

Douglas A. Ducey, Governor
John S. Halikowski, Director
Dallas Hammit, State Engineer
Steve Boschen, Division Director

July 6, 2018

Karla Petty
Arizona Division Administrator
Federal Highway Administration
Attn: Alan Hansen, Team Lead – PEARC
400 North Central Avenue, Suite 1500
Phoenix, AZ 85007-3212

Dear Ms. Petty:

As the Right of Way Administrator of the Arizona Department of Transportation, Right of Way Group, I hereby certify to the Federal Highway Administration in accordance with CFR 710.201(C), that the current Right of Way Manual submitted is in conformance with Federal and State real estate law and regulations.

There have been no changes to State law that would cause the manual to be in conflict with the Uniform Act requirements. The manual conforms to existing ADOT practices and contains the necessary procedures that comply with the Uniform Act and federal and State real estate laws and regulations. The ROW Manual reflects the amended provisions of the 23 CFR 710 Final Rule published August 23, 2016.

Sincerely,

Paula I. Gibson
Right of Way Administrator
Right of Way Group
205 South 17th Avenue, MD 612E
Phoenix, AZ 85007-3212
602-712-8758

Title VI of the Civil Rights Act of 1964,
and the Americans with Disabilities Act (ADA)

Pursuant to Title VI of the Civil Rights Act of 1964, and the Americans with Disabilities Act (ADA), ADOT does not discriminate on the basis of race, color, national origin, age, sex or disability. Persons that require a reasonable accommodation based on language or disability should contact ADOT's ROW office at (602) 712-7316. Requests should be made as early as possible to ensure the State has an opportunity to address the accommodation.

De acuerdo con el título VI de la Ley de Derechos Civiles de 1964 y la Ley de Estadounidenses con Discapacidades (ADA por sus siglas en inglés), el Departamento de Transporte de Arizona (ADOT por sus siglas en inglés) no discrimina por raza, color, nacionalidad, edad, género o discapacidad. Personas que requieren asistencia (dentro de lo razonable) ya sea por el idioma o por discapacidad deben ponerse en contacto con 602.712.7316. Las solicitudes deben hacerse lo más pronto posible para asegurar que el equipo encargado del proyecto tenga la oportunidad de hacer los arreglos necesarios.

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Chapter 1 Functions

1.01 Purpose

The purpose of this chapter is to describe the function, responsibilities and the general operating procedures of the Right of Way Group of the Infrastructure Delivery and Operations Division of the Arizona Department of Transportation.

1.02 Primary Functions

The purpose of the Right of Way Group is to function as the acquiring agency of the Arizona Department of Transportation in acquiring all real property and real property rights required for the construction and maintenance of all federal and state highways, maintenance facilities, material sites, and other highway-related purposes; and to act as the administrative agency of the Arizona Department of Transportation in all matters relating to the management and disposal of Department owned excess real property and the administration and management of the Relocation Assistance Program.

1.03 Policy

To support the Infrastructure Delivery and Operations Division through the timely acquisition and clearance of private and public lands needed for the construction or improvement of the State Highway System in accordance with applicable laws, regulations and rules. It is the policy of the Right of Way Group to acquire, all properties and/or property rights required for state and federal highway purposes and to administer, in the same manner, the Relocation Assistance Program as authorized by federal and state laws and regulations.

1.04 Authority

State and Federal Regulations: The acquisition, management, and disposal of highway-related real property and/or real property rights, and the relocation of persons and personal property caused by such acquisition, are authorized by and accomplished in compliance with applicable provisions of the Arizona Revised Statutes and the United States Code. Regulations issued under proper authority may be amended from time to time by the Arizona State Legislature, the United States Congress, and the Arizona Department of Transportation.

1.05 Operation Practice

The operational practice of the Right of Way Group in compliance with Title VI Civil Rights Act of 1964, when acting as an agent for the Arizona Department of Transportation, shall be to accomplish all right of way transactions with members of the public in a manner that is in the best interest of the public according to State/Federal requirements; the Arizona Department of Transportation, without regard to the race, color, sex, religion, age or national origin of the individual and his community; and to adhere to the high standard of ethics and the principles of good business practices adhered to by the Arizona Department of Transportation and it's

management. The Right of Way Group shall perform all functions in right of way related matters utilizing Title VI procedures as more specifically described in 23 CFR 200.

1.06 Right of Way Code of Ethics

a. Conduct and Requirements in General:

1. Employees shall conduct themselves with the highest level of integrity and impartiality essential to ensure the proper performance of State business so that the public's confidence in the Arizona Department of Transportation and State government is not compromised.
2. Employees shall conduct themselves in such a manner that the work of the State is effectively accomplished while protecting the respective public's rights; they shall be courteous, considerate and prompt in dealing with and serving the public and shall conduct themselves in a manner that will not bring discredit or embarrassment to the State.
3. Employees shall observe the applicable State/Federal laws and regulations governing participation in political activities and conflict of interest, and shall avoid any discrimination because of race, color, religion, national origin, age handicap, sex or sexual preference and shall economically utilize, protect and conserve property of the State of Arizona entrusted to them, and conduct all their official activities in a manner which is above reproach and free from any indiscretions, or acceptance of gratuities or favors which would cast doubt or suspicion upon themselves or their agency.

b. Specific Conduct and Responsibilities of Right of Way Employees:

1. Official position shall not be used by State employees for personal gain. Public influence and confidential or "inside" information may never be turned to personal advantage.
2. Conflict of interest laws must be scrupulously observed. Employees must disclose their interest, if any, in the official records of the employing agency and shall not participate in or vote for any contract, sale, purchase or service in which they have an interest as defined in the Arizona Revised Statutes Code of Conduct.
3. The employee shall not do any work in a private capacity, which may be construed by the public to be an official act.
4. The employee shall not accept or solicit, directly or indirectly, anything of economic value as a gift, gratuity, favor, entertainment or loan which is, or may appear to be, designed to influence official conduct in any manner particularly from a person who is seeking to obtain contractual or other business or financial arrangements with the employee agency, or who has interests that might be substantially affected by the performance or non-performance of the employee's

duty. This provision does not prohibit acceptance by an employee of food and refreshments of insignificant value, on infrequent occasions, in the ordinary course of a meeting, conference or other occasion where the employee is properly in attendance; nor does it prohibit the solicitation or acceptance by an employee of loans from banks or other financial institutions on customary terms to finance proper and usual activities of the employee; nor the acceptance of unsolicited promotional materials such as pens, pencils, calendars and other items of nominal value.

5. Employees shall not directly or indirectly use or allow the use of State property of any kind, including property leased to the State, for other than officially approved activities. Employees have a positive duty to protect and conserve state property entrusted or issued to them.
6. Employees must never permit themselves to be placed under any kind of personal obligation, which could cause any person to expect official favors.
7. Employees official acts must reflect impartiality. Their decisions and actions must be determined by impersonal considerations, free from any taint of favoritism, prejudice, personal ambition or partisan demands.
8. Employees shall not engage in any outside employment or activity which is not compatible with the full and proper discharge of the duties and responsibilities of their state employment, or which tends to impair their capacity to perform their state duties and responsibilities in an acceptable manner.
9. Employees shall acquaint themselves with the statutes relating to their conduct as an employee, including the code of conduct in the Arizona Revised Statutes and the Federal Hatch Act.

Chapter 2 Organization and Responsibilities

2.01 Purpose

The purpose of this chapter is to present the broad responsibilities and authority of the principal management personnel within the Right of Way Group.

2.02 Right of Way Organization

The Right of Way Group is one of the operational segments of the Infrastructure Delivery and Operations Division, Development Group of the Arizona Department of Transportation. Presently there are seven separate functional Sections: Operations, Plans, Acquisition, Project Management, Property Management and Titles. Since we are not a static Organization these Section names may change but the functions will continue to be performed.

2.03 Right of Way Administration Staff

The Right of Way Administration Table of Organization ~ [Click Here](#).

2.04 Right of Way Administrator

The Right of Way Administrator is the executive administrator of the Right of Way Group. All functions of the Group are under his/her administrative jurisdiction. He/she has direct supervision over the Deputy Right of Way Administrator for Development, and the Deputy Right of Way Administrator for Real Estate.

- a. Line of Authority: The Right of Way Administrator functions under the administrative direction of the Deputy Director for Transportation. The complete line of authority from the Deputy Director for Transportation of the Arizona Department of Transportation is shown on the appropriate organization chart located at the end of the chapter.
- b. Administrative Direction of the Section: The Right of Way Administrator serving as executive administrator of the Right of Way Group is responsible for the administrative direction of the entire group.
- c. Statewide Supervision: The Right of Way Administrator exercises statewide supervision over all Right of Way activities and affairs and is responsible for recommending management approval for all expenditures, policies, procedures, methods and regulations for the Right of Way Group. In Arizona, the central Right of Way Office is located in Phoenix.

2.05 Deputy Right of Way Administrator for Development

Under the direction of the Right of Way Administrator, the Deputy Right of Way Administrator for Development is responsible for, but not necessarily limited to: Provide executive level staff assistance and liaison functions for the entire Right of Way Group. The Deputy Right of Way Administrator for Development may act on behalf of the Right of Way Administrator in directing all right of way activities; assist in developing training programs; maintain Section manuals and interim procedures; monitor internal committees; provide guidance and assistance to staff and conduct/accomplish the more complex right of way issues as necessary. In the absence of the Right of Way Administrator, the Deputy Right of Way Administrator for Development has full authority to carry out and direct all Right of Way activities including the signing of deeds and administrative settlements.

2.06 Deputy Right of Way Administrator for Real Estate

Under the direction of the Right of Way Administrator, the Deputy Right of Way Administrator for Real Estate is responsible for, but not necessarily limited to providing executive level staff assistance and liaison functions for the Right of Way Group. The Deputy Right of Way Administrator for Real Estate oversees the operations of the Property Management Section, Acquisition Section, and the Operations Section.

2.07 Administrative Services Officer III, Condemnation Liaison

This position reports directly to the Right of Way Administrator in the capacity of the Right of Way Liaison to the Attorney General's Office. Responsible for interacting with assistant

attorney generals on any requests for right of way support. Act as liaison to the Attorney General's Office and provide R/W support thorough the condemnation/litigation process including attending settlement hearings and condemnation trials.

Responsible for performing complex review of R/W files including analysis of the reports, legal descriptions, engineering and right of way plans and reports, critiquing appraisal reports and reviews, confirming sales used in the appraisal process, gathering real estate information, interviewing agents and property owners/sellers, and gathering information requested by legal staff. Serve as the Right of Way Liaison to the Attorney Generals Office. Attend Litigative Support meetings as a voting member. Responsible for gathering information to support litigation activates being handled for the Department. Attend settlement conferences and condemnation trials. Participate in R/W Project Management meetings and act as a resource on large projects requiring extensive new right of way takings. Involvement with management levels of federal, state and local governments, district engineers, and State assistant attorney generals. Direct contact with Statewide and Urban project managers, designers, and technical staff. Initiate meetings and develop agendas to facilitate establishing project goals to assess possible litigation risks. Provide reports to executive level management. Develop criteria for file reviews. Research, organize and track all R/W litigation issues. Establish and monitor electronic tracking and reporting databases. Recommend database updates and process improvement strategies.

2.08 Administrative Services Officer I

This position reports to the Right of Way Administrator. Under general direction of the Group Manager, this position is the Administrative Manager for the Group.

- a. Purpose: Research, interpret and apply administrative rules, Arizona State Statutes, Agency policies, procedures and principles. Formulate budget proposals; project allocations, develop fiscal activity reports. Assess on-going fiscal activities to maintain accounting and fiscal operations. Execute contract administration for various contracts, i.e. janitorial, landscaping, waste managements, etc. Achieve sound accounting functions by supervising payroll, accounts payable activities; approving expenditures of funds; analyzing and interpreting expenditure data.
- b. Group Human Resource Manager: Maintain highest standards of confidentiality and integrity in all human resource activities. Set direction for recruitment, certification, eligibility, and verification, development of staffing disciplinary and grievance procedures and implementation of employee evaluations for Group. Conduct Administrative personnel investigations. First line supervisor for Group support staff: Establish direction, set goals, institute priorities, disseminate work activities; review work accomplishments; evaluate performance; initiate and complete disciplinary actions. Organize, implement and oversee special projects that may include but are not limited to Home Land Security, Strategic Planning; Land Building & Improvement; Capital Improvement; Fixed Assets; Group office facilities maintenance work activities.

- c. Liaison: Group contact for multiple individuals/groups/departments to include but not limited to Agency Director; State Engineer's Office; Accounts Payable; Procurement Group; Information Systems; Employee Services, Human Resources; Risk Management, Home Land Security; Office of Inspector General and outside entities, including towns, cities, counties, tribes and other State and Federal agencies. Liaison activities: Researching and providing a wide variety of information, composing and/or completing reports, maintaining confidential human resource database, spreadsheets, etc.
- d. Delegation of Authority by Group Manager to include but not limited to: customer response, signature authority for Human Resource documents and procurement approvals.

2.09 Administrative Assistant II

This position reports to the Deputy Right of Way Administrator for Development, under general direction of the Group Manager. This position is the Administrative Assistant for the Administration Section.

- a. Purpose: Provide administrative support to Right of Way Administration. Is the point of contact for R/W Administration and will provide assistance as needed to the general public, contractors, property owners and other stakeholders through answering questions about processes, policy and procedures, and in directing inquiries to other Sections of Right of Way or ADOT. Prepares correspondence, conducts research as assigned and provides general administrative support to all R/W management team members.
- b. Will collect, enter and be responsible for Bi-weekly Time Sheets (BTS) (time and attendance) entry for Administration Section and Operations Section and act as a back-up for other R/W Sections. Verifies codes, leave balances and signatures; enters time and attendance into HRIS payroll system; submits BTS with Batch Control Report to Employee Services.
- c. Receives, tracks and distributes all mail for the R/W Group, Fed-Ex, UPS and other deliveries. Responsible for ordering and maintaining supplies for Administration. Responsible for timely maintenance issues of Administration vehicle, including the cleanliness and gas levels. Ensures sufficient paper quantity on all Administrative Section equipment is maintained. Maintains and post master R/W schedules for all Right of Way conference rooms; obtains and files all consultant reports on a monthly basis; maintains copies of current emergency contact forms for entire R/W Group. Actively scans right of way parcel files during close out phase.

2.10 Electronic Data Processing Unit

- a. Purpose: The purpose of the Electronic Data Processing (EDP) Unit is to provide the R/W Group with computer support for applications, programming, hardware and

software. This insures that the R/W Group has a minimal amount of computer “downtime”, and has on-site personnel with R/W experience who can tailor EDP needs and applications to R/W goals.

- b. Primary Functions: The primary function of the EDP Unit is to support personal computer applications (to include hardware, software, programming, maintenance, and acquisition) for all R/W Sections, and to act as liaison between R/W and Technical Information Resources.
- c. Responsibilities: The EDP Unit has the responsibility of acquiring and maintaining all EDP equipment and applications for the R/W Section. This includes hardware, software, programming, applications, and systems administration of all assigned RACF ID's and Internet access requests. (Exhibits 4.01, 4.02 and 4.03).
- d. Procedures: The purchase of EDP equipment will be coordinated with management approval up to \$5,000.
 - 1. All existing programs in use by R/W must be installed from original software, which is kept in a secure, locked environment in the EDP Services Support office.
 - 2. The EDP Unit maintains a set of “Computer Security Guidelines” which is shown to all new employees who then sign and date a RACF ID Form that they have read same.
 - 3. The EDP Unit will troubleshoot any problems for Applications or PC's in R/W, and perform daily, monthly, and quarterly backups on R/W Operations' PC's as needed.

Chapter 3 Dress Policy

3.01 Dress Policy

The Right of Way Group believes that the success of a business is determined, in part, by establishing and maintaining a proper business atmosphere. This is determined by the image employees' project as well as the manner in which they conduct business. In an effort to promote professionalism and quality customer service, the Right of Way Group has established guidelines for acceptable dress and appearance of staff employees and consultants that work in our offices. After reviewing the Dress Policy, the attached memo is to be signed by each employee and in-house consultant (Exhibit 4.04). This policy is generally accepted by the business community as appropriate, and employees shall adhere to these guidelines at all times during business hours. Attention to cleanliness, grooming and attire is expected of all employees as a demonstration of respect and consideration for other employees and for the customers we serve. Good judgment should be used when applying make-up and selecting jewelry or other accessories. Temporary exceptions to the following dress standards, may be allowed on days when employees are required to perform tasks which dictate a more casual standard (i.e., moving equipment, packing or moving file boxes, survey or field trips where you

will not be meeting with the public, etc.) or on days declared by Administration to be "dress down" or casual dress days. Fridays are routinely considered casual dress days.

- a. The following guidelines shall be used by all Supervisors in determining acceptable grooming and dress standards for their employees. Reasonable discretion shall be used in interpreting these guidelines.

- 1. Acceptable:

- (a) Employees shall maintain good personal hygiene. Hair should be neat and clean; beards and mustaches should be trimmed and neatly groomed.
- (b) Shirts or blouses should have sleeves and must cover the entire torso.
- (c) Denim jeans, sweat shirts and T-shirts may be worn only on casual dress Fridays, on days when employees need to perform tasks which dictate a more casual dress standard (as approved by the supervisor), or on days declared by Administration to be casual dress days.
- (d) Women's sleeveless garments that are professional in appearance are acceptable, or when worn with a jacket or other top.
- (e) Belts should be worn with all slacks, dress pants and other clothing designed to be worn with a belt. Tasteful suspenders are acceptable.
- (f) Skirts or "skorts" made of acceptable fabric (no leather or spandex) may be worn as long as they are an acceptable length. An acceptable length is defined by this Administration to be that the bottom of the garment shall be no more than 4 inches above the top of the kneecap when in a standing position. Nylons or tights are recommended.
- (g) Colognes or perfumes shall be permitted if used in moderation.
- (h) All clothing should fit properly and be neat clean and in good repair. Employees shall wear shoes at all times. Leather shoes should be shined and in good repair. Some types of sport shoes and dress sandals may be acceptable if clean and in good repair.

- 2. Not Acceptable:

- (a) At no time, will an employee wear a garment that has pictures, logos or messages that are offensive or otherwise considered unprofessional.
- (b) Plunging necklines, halter-tops, backless dresses or blouses, crop top or tank tops are not permitted.
- (c) Form fitting or sheer garments are not acceptable at any time.

- (d) Sweat-suits, jogging suits, spandex pants, shorts or other exercise garments are not appropriate office attire at any time.
 - (e) Leggings or tights worn with knit tops, blouses or sweaters are not appropriate.
 - (f) Shorts are not acceptable attire.
 - (g) Hiking boots, flip-flops, thongs or other casual sandals are not permitted.
 - (h) Slovenly personal grooming habits are not acceptable.
 - (i) Garish hairstyles or colors are not acceptable.
 - (j) Denim jeans of any color are not permitted, except on casual days.
- b. Examples of appropriate professional attire for both genders shall include but are not limited to:
- Suits, dress pants or slacks, stirrup pants, pant suits, long or short sleeve dress shirts with or without a neck tie, polo shirts with a collar, blouses, skirts or split skirts (skorts/culottes), dresses, socks or stockings, belts or suspenders, appropriate sleeveless garments, dress shoes, pumps, slings, professional looking boots, dress sandals or sport shoes.
- c. Examples of inappropriate attire for both genders shall include but not limited to:
- Sport pants, denim jeans (any color), sweat pants, leggings, tights, shorts, tank tops, sleeveless shirts, undershirts, or T-shirts, any shirt or top with inappropriate markings, sheer, tight or revealing garments, halter tops, backless garments, tops with plunging necklines, jogging suits, casual shoes or sandals, or extreme use of perfume or cologne.
- d. Supervisors shall be responsible for ensuring that proper standards of dress and appearance are maintained in their work units by all employees. Discretion and common sense shall be used in enforcing the following guidelines and requirements. Supervisors shall follow the disciplinary actions identified below when violations to this policy have been identified:
- 1. First Offense:

For a first-offense violation, the supervisor shall counsel the employee on proper standards of dress and give the employee a verbal warning.
 - 2. Second and Subsequent Offenses:

For a second-offense or subsequent violation, the supervisor shall employ the ADOT Progressive Discipline Procedures (PER-5.05).

Chapter 4 Exhibits

The following exhibits are intended for reference purposes. Some of the exhibits have been scanned in order to include them in this manual. .

[4.01 Computer Access Request Form](#)

[4.02 Computer Access Agreement](#)

[4.03 Internet – Heat Service Request](#)

[4.04 Dress Code Memo of Compliance](#)

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Exhibit 4.01

Computer Access Request Form



Computer Access Request Form

User information:

Request Type	<input checked="" type="radio"/> New User: <input type="radio"/> Change User: <input type="radio"/> Transfer User: <input type="radio"/> Delete User: <input type="button" value="Clear Form"/>		
Employee Type	Pick Employee Type <input type="button" value="v"/>	Ticket	<input type="text"/>
First Name	<input type="text"/>	Office Address	<input type="text"/>
Last Name	<input type="text"/>	City	<input type="text"/>
Position #SDT	<input type="text"/>	State	<input type="text"/>
Start Date	<input type="text"/>	Zip	<input type="text"/>
Direct Report	<input type="text"/>	Division	Make a selection <input type="button" value="v"/>
EDN	<input type="text"/>	Unit	<input type="text"/>
SSN (Last 4)	<input type="text"/>	Mail Drop	<input type="text"/>
Assignment Duration	Pick Duration <input type="button" value="v"/>	Phone	<input type="text"/>
3rd Party Ring # Office #	<input type="text"/> <input type="text"/>	Company Name (Required for Third Party & Contractors)	<input type="text"/>
Backup Name	<input type="text"/>	Account Name	<input type="text"/>
Supervisor RACF ID	<input type="text"/>	Supervisor Name	<input type="text"/>

Add applications and roles:

SELECT AN APPLICATION 1 3rd_Party_Data_Link 2 3P_T_and_R 3 ADOT_Online_Org_Chart 4 ADVANTAGE 5 AIDW_Data_Warehouse 6 AIDW_Safety_Data_Mart 7 ALISS 8 Biology_Portal 9 Bridge_Group_BrM 10 Bridge_Group_DMS 11 CashPro_BofA 12 CMTF 13 Comprehensive_Agreement_Resource 14 Computer_Aided_Dispatch_Spillman	<input type="button" value="Add"/> <input type="button" value="Delete"/>	<div style="border: 1px solid black; height: 100px; width: 100%;"></div> <input type="button" value="Remove from list"/>	Comments/Instructions <div style="border: 1px solid black; height: 100px; width: 100%;"></div>
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Exhibit 4.02 Computer Access Agreement



Information Technology

Douglas A. Ducey, Governor
John S. Halikowski, Director
Doanh Bui, Chief Information Officer

Acceptable Use Agreement

I understand that my user identification and password combination is my means of access to the Arizona Department of Transportation's (hereinafter referred to as the Department) electronic information systems and that I am accountable for all actions I undertake with my User ID. I further understand that I am bound and agree to abide by all applicable federal laws, state laws, statewide and Department policies. I also agree that I will not:

1. reveal my Department password(s) to anyone;
2. use another person's Department password(s);
3. ask another person to reveal their Department password(s);
4. reveal Department data to any person or entity unless in conjunction with state business;
5. attempt to or access Department data not related to my job duties.

I understand there shall be no unauthorized duplication or distribution of software on Department electronic computer equipment. This includes the duplication or distribution of software licensed to the Department for private use or for sale to third parties. I understand the performance of such unauthorized duplication or distribution shall be subject to civil and criminal penalties under both state and federal statutes.

I have read and understand the following Department policies:

- ☐ [Electronic Equipment \(ITM-5.01\)](#)
- ☐ [Email \(ITM-8.01\)](#)
- ☐ [Internet \(ITM-4.01\)](#)

I agree to comply with all terms and conditions of these policies. All state owned information and technology resources including access to electronic equipment, email and the Internet are furnished by the Department for use in conducting state business. The Department does not tolerate improper use of its information and technology resources. Any such improper use shall result in disciplinary action up to and including termination of employment (employee) or contract termination and disqualification from future work (consultant/contractor). In addition, such improper use may result in the initiation of legal action (civil or criminal), or notifying appropriate law enforcement authorities for further action. I understand the Department reserves the right to monitor and log all network activity, including electronic equipment, email and Internet use with or without notice. I have no expectation of privacy in the use of these resources.

I have read and understand Arizona Revised Statute 38-448 (State employees; access to internet pornography prohibited; cause for dismissal; definitions) and agree to comply with all terms and conditions. I agree not to utilize ADOT computer equipment to access, forward, print or store pornography.

By typing 'agree', I confirm that I have read this agreement, understand it, and agree to comply with its terms and conditions including all statutes, rules, and policies referenced above.

ARIZONA DEPARTMENT OF TRANSPORTATION
206 S. 17th Ave. | Phoenix, AZ 85007 | azdot.gov

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Exhibit 4.03 Internet – Heat Service Request

HEAT Process for All Users

1. All HEAT tickets will be opened and closed in accordance with the HEAT Call Logging Guidelines. This includes keywords, sub-keywords, assignments, and detail screens.
2. The first assignment will always be made to a group using the approved group codes in the HEAT Call Logging Guidelines.
3. Assignment group must designate a person to monitor their group's HEAT queue. It should be polled **at least** once every hour.
4. This person acknowledges and resolves the HEAT group assignment. **Auto Task Available.**
5. Designated group person then reassigns ticket to a technician within their group or to a different group on a new assignment screen. **Auto Task Available.**

The Details and Comments box should be used for brief notes to the assignee, such as bring a specific tool, call customer to schedule time, or why it was assigned to them. ALL other comments are to be entered into the journals.
6. Assignee can be automatically paged (if pager information exists in HEAT) or sent an email from HEATSQL when an assignment has been made to him/her.
7. Assignee acknowledges the assignment and should contact the customer(s) with an estimated time of arrival or to let the customer(s) know the ticket is being worked on within 24 hours.
8. Assignee should monitor their queue **no less than** twice per day.
9. All open tickets must be sufficiently statused (current journal entries explaining what's going on with the ticket, who's doing what, who's waiting for parts from whatever vendor or "need such and such information from customer who was not available," "meeting scheduled for such and such a date," or "code still to be written for new application," etc. **Journal entries must be complete, professional, and businesslike.**

Journal entries are extremely important! They are an essential part of customer service for all areas. Your journal entries are the only source of information for status for anyone checking on an open ticket. It is essential that you take time to "work your queue" by acknowledging assignments, completing journal entries and/or close descriptions, resolving assignments and closing those tickets that are completed.
10. When incident/problem has been resolved, assignee will update the Close Information field with an explanation of what was done to resolve the incident and their assignment will be resolved and the HEAT ticket closed.
11. If the Close Description is very detailed and/or involved, please provide an overview in the Close Description on the Call Log screen and provide a Journal entry for the detailed information.

NOTE: If at any time you need assistance with any of the above steps, please call the ADOT Support Desk, 602-712-7249. Any one of the team members will be glad to assist you with whatever you need, such as making journal entries, acknowledging or closing tickets, guiding you in opening a ticket, etc.

Revised 03/16/04

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Exhibit 4.04 Dress Code Memo of Compliance

(Most Current and Approved Format)

(Current Date)

TO: Right of Way Administrator
Right of Way Group

FROM: Right of Way Employees and In-House Consultants

RE: Dress Policy

I have received and reviewed the ADOT Right of Way Dress Policy dated October 6, 1998.

(Printed Name)

Signature Date

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