

# The INSIDE

# LANE

A newsletter for employees of the Arizona Department of Transportation

JUNE 2022

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**Take Your Child to Work Day**

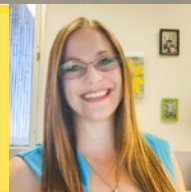
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**ADOT**

**I**N MY ALMOST SEVEN years with ADOT, I've been amazed by the dedication and determination of our employees as we work toward the vision of becoming the safest, most reliable transportation system in the nation. We set big goals at ADOT, and I'm proud of the teamwork and problem solving that's happening across the agency every day as we strive to meet those goals.

That's why it was an honor when I was asked early this year to take on the role of ADOT Deputy Director/Chief Operating Officer.

As you may know, I've overseen ADOT's transition to the Arizona Management System since 2015. Before joining ADOT, I worked in the private sector where my primary role was leading customer support operations.

I'm excited to take what I've learned throughout my career and apply it toward being of service to the teams I now work with directly — the Administrative Services Division, Human Resources, Information Technology, Communications and Public Involvement, Office of Continuous Improvement, Employee and Business Development, Audit and Analysis, and Arizona Highways magazine.

My priority is to make sure that employees have everything they need to do their jobs, and deliver on our mission, vision and True North.

How do I aim to do that? Well, if you know me, you know that I'm fascinated by processes. In ADOT's no-judgment/no-blame environment, it's so essential that we understand our core processes so we can know whether anything is blocking progress. In my new role, my No. 1 responsibility is to remove those impediments so that our teams can focus on what they do best.

My time at ADOT continues to be incredibly rewarding. For years, I've had a front-row seat to see AMS become part of the ADOT culture. Now, I'm glad to stay on this journey and work with ADOT teams throughout the state as we continue to deliver operational excellence! ■



*Kismet Weiss*  
**Deputy Director/Chief  
Operating Officer**

## The INSIDE LANE

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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

Videographer **Joe Langer** took this photo showing 15 Motor Vehicle Division employees, their kids and others who participated in Take Your Child to Work Day in April in Phoenix. The children enjoyed learning about the work that MVD employees do and met their family members' coworkers and supervisors. They played "Guess the Arizona Plate," and the winner received a signed Arizona license plate from MVD Director **Eric Jorgensen**, Senior Division Administrator **Susan Trask** and Field Operations Administrator **Mike Cryderman**.



# Mesa Maintenance develops innovative, cost-effective way to place barricades



Brandon Bedoe, Mesa Maintenance

ADOT Mesa Maintenance team member **Mark Amaya** (left) holds one of the barricades that were placed on Lehi Road.

Mesa Maintenance Technician **Robert Bimberg** places a barricade on State Route 87.



**WHEN ADOT CREWS** need to close down roads or highways for emergency situations, the process can be slow and costly.

ADOT often works with traffic control contractors, but it takes time for that contracted crew to show up, set up and take down barricades. ADOT also has to pay for the use of barricades, and for long-term closures — that can get pretty expensive.

“It can be a frustrating process. It chews up a lot of our time waiting on the contractors,” said Mesa Maintenance Highway Operations Supervisor **Jerry Turner**.

“The sooner we can get barricades picked up, the sooner traffic can flow freely, which can reduce secondary accidents and allow commerce, citizens and visitors to get to where they’re headed as soon as possible,” he added.

To save time and money, Turner developed a way to improve the entire process. He and his crew built a portable and removable traffic control module, allowing them to haul and deploy their own barricades for closures. The module holds more than 150 barricades and can be easily transferred to a trailer without unloading them. It also includes an arrow board and lights that are powered by a single, rechargeable battery. The

traffic control module allows crews to cut out the middleman for a variety of closures.

For emergency calls and long-term closures, ADOT crews can take care of it instead of having the barricade company do it.

“On State Route 87, we do a holiday corridor every Memorial Day. We close down Bush Highway because the traffic going to Saguaro Lake gets overwhelmed, causing backups on SR 87. Now, we are able to take the traffic control trailer out to any location, stage it, and when we get the word that we need to shut down the highway, we’ll be able to close it right there on the spot,” Turner said.

“With the traffic control trailer, we are able to reduce response time. If there’s a natural disaster, a fire, flooding, a major traffic incident, anything that’s spur of the moment and will result in a longer closure, we’ll be able to handle it in a timely manner,” he added.

The new module has already been successfully used for a right-lane closure so crews could repair a guardrail, and Turner expects it will get more use soon. He credits his crew — **Brandon Bedoe, Robert Bimberg, Chris Weatherly, Mark Amaya, Steve Collins** and **Cody Sangster** — for helping make his vision for the module a reality. ■

~ Ashley Richards, Senior Communications Specialist

## What's on the trailer?



**TYPE 1: 100**



**TYPE 2: 42**



**TYPE 3: 14**

# Recognizing your colleagues is easier than ever

## Fun, social site launches

**T**HE ADOT social recognition site has launched, giving employees a new way to give and receive recognition.

On the site, employees can send GEMS, Shout Outs and e-cards to their co-workers. People can also nominate colleagues for Director Awards, including Director's Pins, Citations and the ADOT Medal of Valor. Plus, anyone can recognize managers and supervisors with the all-new AKA Leader Awards.

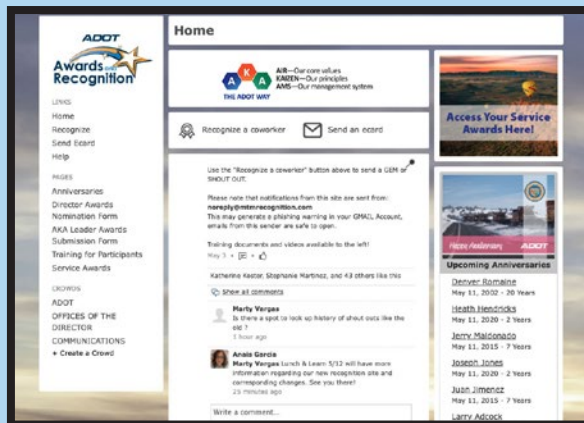
There's also a fun, social component that allows users to "like" posts and leave encouraging comments for teammates.

ADOT's Employee Engagement Administrator **Kim Phillips** said the ADOT Awards and Recognition Office worked with an existing vendor since June 2021 to adapt the site for ADOT's use. The result is a site designed to build engagement while also highlighting the achievements happening around the agency, she said.

"Showing appreciation for work well done, extra efforts made, and behaviors that enhance the success of ADOT and its employees is crucial," Phillips said. "My hope is that employees at all levels will not just talk about the importance of recognition, but will make recognition a priority in their work."

For more details, visit the [Awards and Recognition page](#) on ADOTNet, or visit the [new social recognition site](#). ■

~ Angela De Welles, Senior Communications Specialist



## NOW PLAYING

# New video introduces AKA Leader Awards

A TEAM OF ADOT employees has been working several months on one of ADOT's [strategic initiatives](#) — aligning leaders and people systems to [AKA - The ADOT Way](#). In that time, the team has created countermeasures, including the development of a recognition system celebrating [AKA Leader Behaviors](#). The result is the new AKA Leader Awards.

To promote the new award program, ADOT's Video Services team created a [video highlighting the awards](#). Several positive comments about the video have been posted on ADOT's new [social recognition site](#), including "nice video and the process is fun and easy."

### More about the awards

Through [ADOT's social recognition site](#), all employees can award a manager or supervisor for excelling in one of five categories:

- The Inclusive Coach — someone who engages their team through meaningful, humble inquiry.
- The Authentic Communicator — someone who listens to others and communicates with their team in a clear and respectful way.
- The Big Advocate — a supervisor who manages their team with empathy while promoting the success of their team members.
- The Picture of Performance — a leader who sets the example when it comes to kaizen principles and process improvements.
- The Promoter of Empowerment — someone who creates an environment where others can grow as decision-makers and problem solvers.

There is no nomination process. All employees are able to directly recognize and reward ADOT managers through the social recognition site. For their efforts, managers and supervisors who earn an AKA Leader Award will be sent a challenge coin. Those who collect all five, will receive a display stand. ■

~ Angela De Welles, Senior Communications Specialist



# KAIZEN KORNER

## KAIZEN CHALLENGE

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

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

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

## KAIZEN COUNT

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

# 6,379

For more information on the Kaizen Challenge, visit the **Kaizen Challenge page** on ADOTNet.

## Forgot your password? Now you can reset it yourself

**T**HE AVERAGE person has dozens of online accounts, so occasionally forgetting a password can be a common occurrence. Just ask ADOT's Service Desk Team members — they get the call when ADOT employees are locked out of their computers or Okta accounts.

"It was always certain times that were the busiest, usually Monday mornings or after a holiday. We'd get bombarded with calls on those days," said Operations and Support Manager **Bill Pallas**, adding that wait times could get quite long. "We wanted to see if we could figure out a way to give the power back to our customers."

After much testing, ADOT's Information Technology Group rolled out an update allowing ADOT employees to reset and unlock their own network password through Okta. The update, which was announced in a Feb. 14 email to all employees, is available for employees working at home or in an ADOT office.

Since the update went live, there have been about 2,200 successful self password resets and only 12 service tickets have been issued for Okta password resets, said ADOT Service Desk Manager **Jason Chavez**.

"It has been working. People are actually going in there and resetting their own passwords," Chavez said.

Chavez and Service Desk Technician **Ronald Jones** were among the first to test the update. They worked with ADOT's Infrastructure Security and Server Management teams to validate that the update would work and was secure. A step-by-step guide created by Jones [can be found on ADOTNet](#). It outlines how to reset or unlock a password, and set up a secondary email address and phone number within Okta, which is needed for self password resets.

The new ability to unlock their own Okta password represents just one way ITG teams are giving customers more ways to be self-sufficient, Pallas said.

"We're looking a lot at how we can improve (the customer's) experience," Pallas said. "I'm sure there are more kaizens to come."

For more information on ADOT's Information Technology Group, visit the [team's webpage on ADOTNet](#) or check out the [ITG Service Catalog](#). ■

~ Angela DeWelles, Senior Communications Specialist

## IN THE DRIVER'S SEAT

WITH *Morgan Henling*



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.

**Morgan Henling has been with ADOT for nearly 11 years and is the Lead for the Ignition Interlock Unit within MVD's Driver Compliance Unit. She is one of ADOT's top kaizen achievers with 121 kaizens so far this fiscal year.**

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

When someone gets a DUI, they blow into an ignition lock device while they drive. I work with the manufacturers that report the device information to MVD.

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

There are so many more units within MVD that do not work face-to-face with customers. These internal MVD units are also vital to help keep our roads safe for our customers.

### What do you enjoy most about your job?

My favorite thing about my current job is the team that I get to work with. The team here is more like family than co-workers. We get along so well.

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

The first thing I would do is to give my parents and brother a set amount of money that they can spend on whatever they want. I would then set some aside for my kids' college. After that, I would treat myself.

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

My favorite TV show was "The Big Bang Theory." I was so sad when they quit making new ones but can watch reruns all day.

### Best concert you've seen?

My favorite is when I went to Country Thunder. Toby Keith was there that year and he was so much fun to watch. ■

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



# ADOT's universal workspace design saves money and time

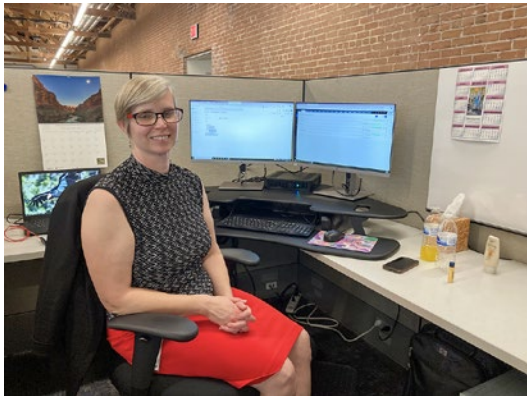
**W**ITH ADOT'S NEW universal workspace design, floors, offices and modular furniture spaces have been standardized in size and configuration.

"By standardizing the work environment, we are able to promote a 'plug-n-play' system where units or individuals can be easily relocated," said Facilities Design and Construction Unit Manager **Mike Nelson**.

"In the past, we spent a considerable amount of time customizing spaces for each unit. That's very expensive and time consuming."

The new universal workspace design provides shared amenity space, including a central business hub, small meeting rooms, break rooms, phone rooms and "flex" spaces.

Chief Auditor **Vickie Murphy** said the universal design works well with her four teams with 23 employees combined sharing 14 cubicles on alternating schedules in the building at 1655 W. Jackson St. in Phoenix.



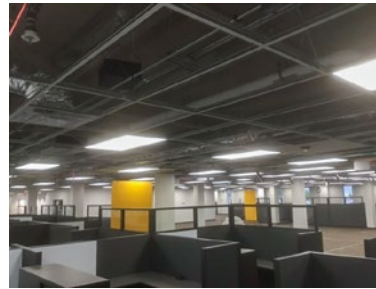
Lori Baker, ADOT Communications

Audit Supervisor **Beth Duda-Rel** shows her universal workspace cubicle.

incorporation of subtle security features and better wayfinding (navigation) to guide visitors through the physical environment.

Before a unit moves into universal workspaces, Project Manager-Tenant Improvement **Hope Schoenbrodt** educates the new occupants about the shared spaces, which rooms/spaces are reservable or first come-first-serve (non-reservable) and which spaces are shared.

"Having an understanding of why a space was designed the way it was eases the occupant into a new work environment that breaks from legacy culture of



SJ Anderson Company

Universal workspace cubicles are being constructed in the ADOT building, 1801 W. Jefferson St.

206 S. 17th Ave. annex in Phoenix. ADOT groups will move from leased buildings into some universal workspaces. ■

~ Lori Baker, Senior Communications Specialist

how spaces formerly were used and how we can do work differently and more efficiently," she added. "Universal design work environments create a community for the occupants rather than islands of ownership."

Other buildings being renovated with universal workspace are the ADOT buildings at 1801 W. Jefferson St., 205 S. 17th Ave. and the

## WHERE IN AZ??



**IF YOU THINK YOU** know where this scene was snapped, send an email to [InsideLane@azdot.gov](mailto:InsideLane@azdot.gov) with your best guess by June 14. There's a (small) prize for the winner, who will be selected by a random draw of employees with the correct answer. We'll reveal the location in our next issue. ■

**WINNER,  
WINNER!**

## ADOT JUMBLE

We had a great response to last month's ADOT Jumble but there can only be one winner. Congratulations to **Jayde Moloney**, a Soils and Aggregate/Central District Lab transportation construction technician. Her name was selected from a random draw of entries. Assistant Communications Director for Internal Communications **Kathy Boyle** presented her with a gift bag, including an Arizona Highways Magazine, Arizona Highways Scenic Drives book, Inside Lane stress ball, candy and other goodies.

**Answers:** 1) Permit; 2) License; 3) Replace; 4) Photo; 5) Hours

**Final answer:** The man who wanted extra letters was told by the MVD customer service representative that he had too much on his plate.



John Dougherty, ADOT Communications

Kathy Boyle, ADOT Communications

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