

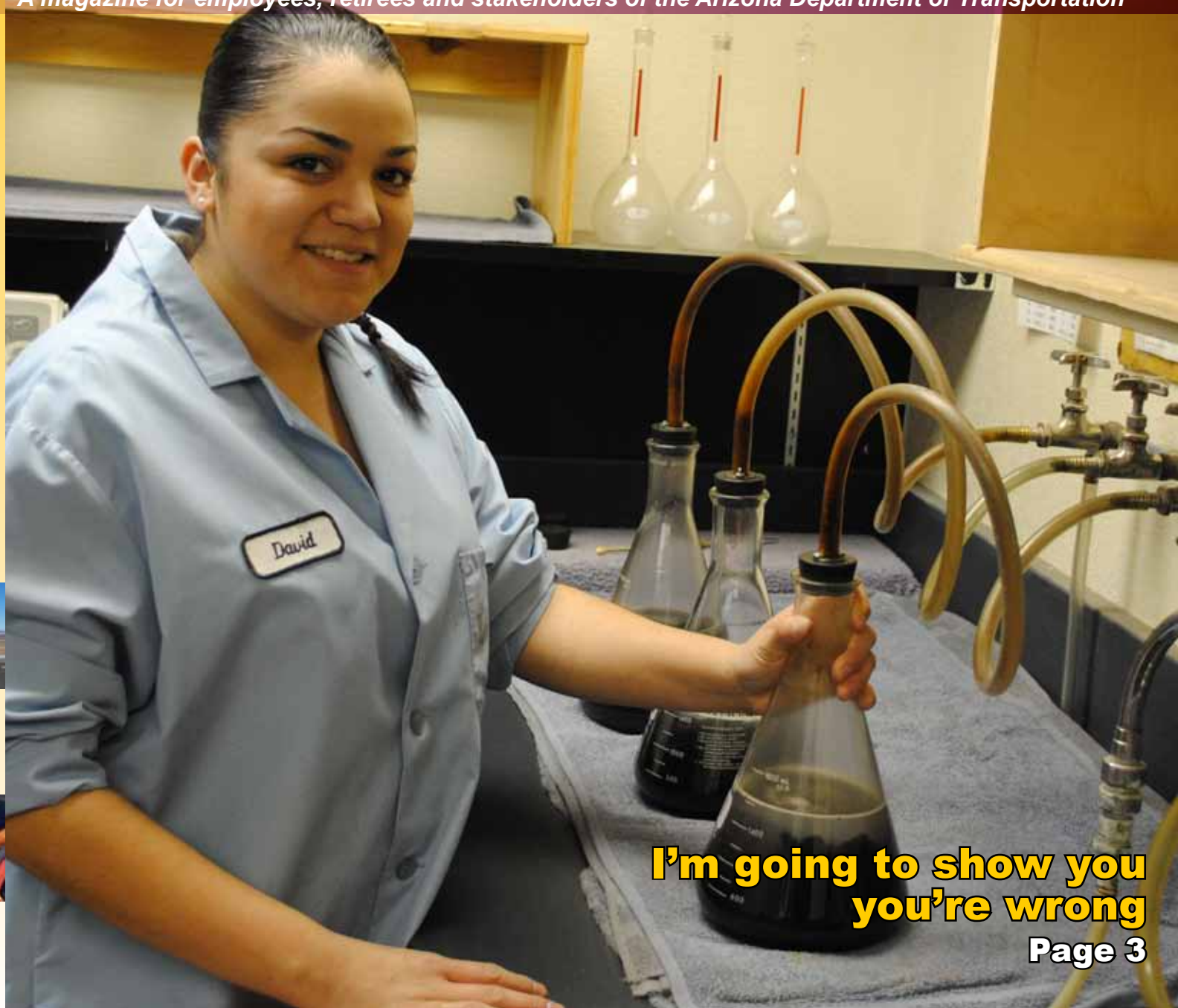
TRANSEND

February, 2011

A magazine for employees, retirees and stakeholders of the Arizona Department of Transportation

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**I'm going to show you
you're wrong**

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A Message from ADOT Leadership

Rob Waddell, Human Resources Manager

It's February: time for Valentine's Day, President's Day, and ADOT's annual employee performance evaluations. If the last event doesn't excite you as much as the first two, you are not alone.

Most ADOT employees view the performance evaluations with at least some anxiety because giving and receiving honest, constructive feedback can be difficult and unpleasant.

However, if approached as a candid exchange, the performance evaluation process can benefit employees and the agency as a whole. An evaluator has the opportunity to clearly lay out job expectations at the beginning of the rating period and to identify an employee's strengths and weaknesses, or areas needing improvement throughout the rating period. An employee learns how he or she is performing in relation to job expectations and receives specific examples of good or bad performance. Each has an opportunity to ask job-performance questions to ensure mutual understanding.

It's important to realize that the evaluation process reaches its full potential to benefit employees when it is utilized throughout the year. The process begins with the creation of a planner, which entails description of an employee's job functions and lists expectations for the upcoming

year. After the planner is finalized, it's critical that the supervisor and the employee(s) meet to discuss the expectations to ensure the employee fully understands the expectations of the job. The clearer the expectations, the higher the likelihood the employee will succeed in the position.

For evaluation purposes, a planner runs from February through the following January, after which an evaluation is conducted. So, evaluations being conducted this month are based on planners established last year.

Ideally, a supervisor should meet with the employee at least quarterly to keep lines of communication open, recognize any accomplishments or areas exceeding expectations, and address areas of concern. These items should be documented in the planner and followed-up with a discussion. Regular feedback prevents surprises. Exemplary performance can also be recognized with awards and recognition tools.

Responses to several of the questions in the 2009 ADOT employee survey shed light on the performance evaluation process.

When asked if "I understand what is expected of me at work," 94 percent agreed or strongly agreed. A similar response (95%) was recorded for "I understand how my job contributes to ADOT."

Continued on page 13

TRANSEND

TRANSEND is published monthly for the employees and retirees of the Arizona Department of Transportation by the Creative Services Group of the Communication and Community Partnerships Division.

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Past issues of TRANSEND can be found by going to azdot.gov/CCPartnerships/TRANSEND/Back_Issues.asp

Cover Photo: Safety Calendar winners include, from left, Alice Wong, Rohit Saju, Dineh Ben, Mikaela Reynolds, Tiara Jones, Toahani Chief, Teya Sanchez, Macy Moore, Isabella Cantua, Savio Pinto, and Joshua I. Hernandez. Winners not pictured are Canyon Cooke, Jillian Crandall, and Hannah Marie Adame. Pictured in back, Sonya Herrera, the Highway Hawk, and Director Halikowski.

Proving her 'doubters' wrong

Tucson District intern on road to realizing childhood engineering dream

By C.T. Revere, PIO Safford District

Monica Soto built her first roads when she was still a child.

"When I was a little girl, my dad had some old Tonka trucks, and I'd take them in the back yard and build roads for them," Soto said. "I've always loved roads and bridges."

Now 23, Soto is building on her childhood fascination, studying civil engineering at the University of Arizona and spending several days a week as an intern in the Arizona Department of Transportation's Tucson District Office. After earning her degree, Soto has her sights set on entering ADOT's Engineer in Training Program and exploring the many opportunities transportation offers for civil engineering.

"I'm interested in going into construction," she said.

It's a career path the Tucson native might never have taken if she'd heeded the advice offered by many.

"I don't know how many times I've been told that women don't belong in engineering – women don't belong in construction," Soto said one day recently while taking a break from testing asphalt mixtures at the Tucson Regional Lab.

With encouragement from her parents, Soto began pursuing her dream as a seventh-grader at Utterback Middle School in

Tucson. She enrolled in a NASA-based summer program at Pima Community College for students who show aptitude in math and science. Each year, she passed a test required to remain in the program, the first signs that she was indeed going to prove her doubters wrong.

"We had a class in the third summer that required you to research the fields of engineering that interested you," Soto recalled. "When I was doing my research, I made the connection that I wanted to be a civil engineer. It became my goal at the age of 14."

Still, she encountered naysayers, including one school counselor who discouraged her from enrolling in courses integral to learning her trade.

Undaunted, Soto learned computer-assisted drafting as a freshman at Tucson High School. In her sophomore year, she attended the UA's Summer Engineering Academy, and before graduating she landed a summer job with ADOT that was intended to introduce her to highway maintenance operations.

"I was the only girl in about 20 students and, after they had called everybody else's name, I was asked if I wanted to work at the front desk," she said. "At first, I thought it was because I was a girl. But then I realized this was a good thing because at the front desk I met everybody." ➤



Lab work is a part of Monica Soto's training.

One of the ADOT employees she met encouraged Soto to apply for an internship with Jerry James, then the Tucson District resident engineer.

“I did that and I really, really liked it. He wanted me to get full exposure to the kind of work he did. I basically shadowed Jerry James,” she said.

That experience helped Soto land an ADOT internship she has held ever since she started college, an opportunity that has given her a significant edge in the classroom.

“Working here in the materials lab has helped me to understand so much,” she said. “It’s so much easier to learn in the real world than by reading it in books.”

Soto’s aptitude, drive, and dedication have earned her several scholarships to help cover the cost of earning a double degree in civil engineering and creative writing.

Most recently, she was selected for the Women Transportation Seminar Tucson Chapter’s Katie Dusenberry Scholarship for 2010.

“Monica exhibited the skill sets and tenacity that we want to see in women who go into the transportation field,” said Natalie Clark, past president of WTS in Tucson and an ADOT project manager for enhancements and scenic roads. “She is an achiever and a go-getter and that’s important because as women we do hear that we don’t belong in this field.”

While the \$1,000 scholarship will help Soto cover the cost of books and classroom supplies, its greater value is the validation it provides.

“How many more women are discouraged because of what they hear?” she said. “That’s my motivation. I’m going to show you you’re wrong.”

Man’s truck saved with help of ADOT employees

Instead of having to watch flames destroy his truck, William Harvey got to see two ADOT employees quickly jump into action.

According to a letter of appreciation he wrote to ADOT officials, Harvey was driving on Jan. 6 from Phoenix to Kingman and was about four miles east of the Burro Creek Bridge on State Route 93 when he started to smell something burning. He pulled off the highway once his truck’s cab started to fill with heavy grey smoke. Knowing he had just removed his fire extinguisher the weekend before, Harvey says in his letter that he began removing his personal belongings and assumed the worst.

But very soon help arrived in the form of an ADOT truck driving in his direction.

“Within two minutes the ADOT truck I had passed earlier came over a rise and pulled ahead of my truck,” Harvey writes. “The two ADOT employees grabbed extinguishers off of their truck and proceeded to put out the fire. I have little doubt that if it had not been for the quick actions of Mr. Eloy Armendariz and Mr. Lalo Siqueiros, my truck likely would have been destroyed.”

Ransom Spurlock, the operations superintendent in the Kingman district, says it was good to receive Mr. Harvey’s letter.

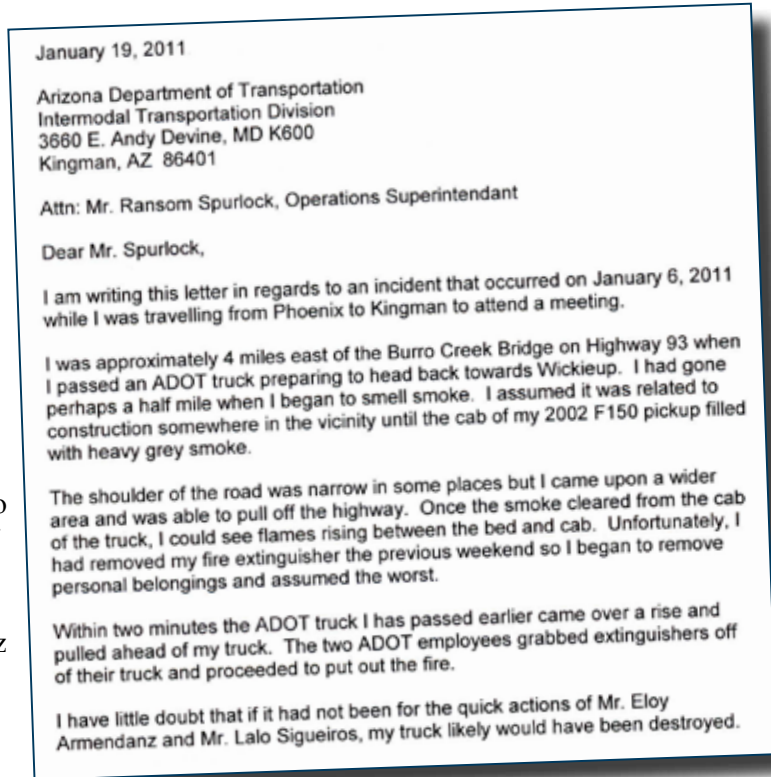
“It’s nice to see the guys get recognized for what they do every day,” Spurlock said, adding that Armendariz and Siqueiros, who each serve as a tech III, are great employees.

“These are two of my best hardest working guys,”

he said of the pair who work out of the Wikieup maintenance yard.

Highway Operations Supervisor Randy Morris agrees.

“They’re good people,” he said of Armendariz and



Siqueiros. “They’ll help anyone at anytime.”

Armendariz says it was just part of his job to lend a helping hand.

“It’s always different,” he said of what he comes across each day. “Sometimes we just help someone out with a flat tire. ... We just try to help.”

Apache Trail:

ADOT helps a project to repair a roadway and preserve Arizona history

By Bob Albano

History lurks behind every rock, and scenery flashes out at every curve along State Route 88, better known as the Apache Trail linking metro Phoenix and the Salt River reservoirs.

Stretching 47 miles between Apache Junction and Theodore Roosevelt Dam, the road rolls, climbs, and dips over and around rugged terrain with hairpin curves and the barest of widths for passages. Those traits challenged the road's builders in the first decade of the 20th century and the crews now completing repairs on it.

Heavy rains necessitated the repairs. Torrents of runoff water during the winter of 2009-2010 damaged several retaining walls and other parts of the roadway over a 4-mile-long unpaved section between the Fish Creek Hill rest area and an Arizona Department of Transportation maintenance yard located about 1 mile west of the Apache Lake Marina exit. Repair work began last November; completion is expected by the end of February.

Since the 1980s, the Apache Trail has been among the designated roads in the scenic and historic byway programs of ADOT and the U.S. National Forrester. For detailed information, visit these Web sites:

<http://www.byways.org/explore/byways/2058>



Water pours over Apache Trail at Tortilla Flat in late 2009, before the repair project began. Photo by Larry Copeland of Roosevelt Maintenance. More photos on pages 6-7.

<http://www.arizonascenicroads.com>

Because of the federal status, the repair project qualified for the Emergency Relief for Federally Owned Roads program. According to the Federal Highway Administration, the program "is to pay the unusually heavy expenses to agencies, that manage road systems, for the repair and reconstruction of Federal roads to pre-disaster conditions. These Federal roads were damaged by a natural disaster over a wide area or by a catastrophic failure from any external cause."

Dan Onisko, is project manager for FHWA, which ➤

Are you new to State Government?

Think Retirement is too far off and will worry about it later?

Ever wondered what the terms ASRS or Deferred Compensation means?

Need explanation of what exactly is a 457 (b) supplemental retirement plan, or 401(a) plan?

Unsure about what Retirement programs or benefits you may have with the State of AZ?

Confused by the RASL program?

If you answered "yes" to any of the above, please consider attending the **KNOW YOUR BENEFITS** presentation that will be offered to ADOT employees. Representatives from Arizona State Retirement System, Nationwide, and DOA RASL program will be on site.

There will be 2 sessions on

Wednesday, February 23, 2011.

10:00am-11:30am and 1:00pm-2:30pm

All sessions held in the ADOT auditorium located at 206 S 17th Ave

Seating is limited, so please RSVP to John Bennett at Bennej11@nationwide.com or call 602-266-2733 x1178

Please note: If you are unable to attend on this date, we can bring a presentation to you and work group at your location. Please let John know of your interest at Bennej11@nationwide.com

This is your opportunity to learn about benefits the State of Arizona offers to employees regarding retirement!

has the lead role in the repair project. ADOT participated in planning sessions and handles public information and outreach.

Originally, the route was nothing but a narrow, rugged trail. It was converted to transport heavy equipment and supplies a distance of nearly 60 miles from the town of Mesa to the Theodore Roosevelt Dam site.

According to one historical account, "Some of the most difficult and dangerous work had to be done by hand. Almost 400 "force account" laborers were housed in six camps

along the route and worked through the spring and summer. The Apache Indians provided much of this labor force, working long hours under brutal summertime conditions – conditions that required treks of up to four miles for drinking water."

The Salt River Project notes that the road was completed in 1905 and called the Mesa-Roosevelt Road. Construction cost: \$250,000.

Today the Apache Trail is a highway that connects three of SRP's dams on the Salt River: Theodore Roosevelt Dam, Mormon Flat Dam and Horse Mesa Dam. In 1987, this 62-mile area was dedicated as Arizona's first historic highway.

Historic markers along the road recognize Al Sieber (sometimes spelled Seiber) and Alchesay. Sieber was the Army's chief of scouts during the Apache wars, and Alchesay was a White Mountain Apache chieftain who served as a scout and received the Medal of Honor. Sieber was leading a construction crew including Apaches when he was killed in an accident. The Alchesay marker is near milepost 241,



at the canyon named after him. The Sieber marker is near milepost 245.

In planning the current repairs, engineers drew from a document titled "State Route 88 (The Apache Trail): Historic Content Analysis for Planning Safety Enhancements to the Trail." The report was prepared for ADOT's Roadside Development Section.

Included in the report is this account:

"The trail up Fish Creek Hill, which later became the most picturesque of the road, was first made possible for horses by Al Sieber, U.S. Scout, and a Troop of the 4th Cavalry in 1873, when following a band of hostile Indians from upper Salt River. The ➤



Indians crossed to the north side of Salt River on the riffle at the mouth of the sand wash where the Roosevelt Road strikes the river, seven miles below Roosevelt.

“The river being too high for the troops to cross with their pack train, they continued down the south side of the river, spending three days’ labor on Fish Creek Hill before they succeeded in getting their animals out of the canyon. All the mucking and shovel work on the road was done by Apache Indians working under their chiefs. Later these Indians developed into valuable laborers and were used in the maintenance work on the road during the building of the Roosevelt Dam.”



APACHE TRAIL PHOTOS — *Preceding page, left:* Map shows a portion of State Route 88, the Apache Trail. *Preceding page, top:* The Army’s chief of scouts, Al Sieber, is memorialized in this monument. *Preceding page, bottom:* Bridge abutments were repaired and reinforced. **This page, top:** Damage near milepost 226. **This page, left:** Reinforcing a wall between Canyon and Apache lakes. **This page, above:** Reinforcing alongside the roadway. Worksite photos by Larry Copeland of Roosevelt Maintenance; monument photo by Bill Kirchner, Tucson, contributing correspondent of the Historical Marker Database.

Now hear this:

Protecting your ears is easier than ever thanks to online version of ADOT's annual hearing conservation class

More than 2,000 ADOT employees who are exposed to hazardous noise in their jobs must take the class annually to comply with hearing conservation standards set by the federal Occupational Safety and Health Administration. The standards are included in ADOT's Hearing Conservation Policy, SAF 13.01.

Created by the Safety and Health section and the ITG Web Team, the online class recorded its pilot presentation in December and went live in January on the ADOT Learning Center.

<http://adotlms/stc/adot/psciiis.dll?MAINMENU=ADOT>

"The class is on-demand, so you can take it at your convenience and go at your own pace," Safety and Health Manager Sonya Herrera says. "It's a cost savings too, because employees don't have to travel to take the class."

Previously, employees attended classes in person, some traveling long distances to do so. A few years ago, ADOT hired a vendor to provide the class online to reduce travel costs and make it more convenient. The service was canceled last year because of budget cuts.

Classroom training was reintroduced for a few months, giving the Safety and Health Team employees and Web Team member Cyndi Striegler time to create the new training module in-house.

Striegler used existing course material and converted it to the online format. It was tweaked a few times during the process to improve the content and presentation.

The course covers the effects of noise on hearing, "It

consists of training modules, and a final assessment. Once you pass the course, it automatically records that you've met your training requirements," Striegler says.

Herrera touts other benefits of the new class. "It allows us to tailor the training to the type of work our employees do, and if employees suggest ways to improve the class, we can easily implement changes," she says.

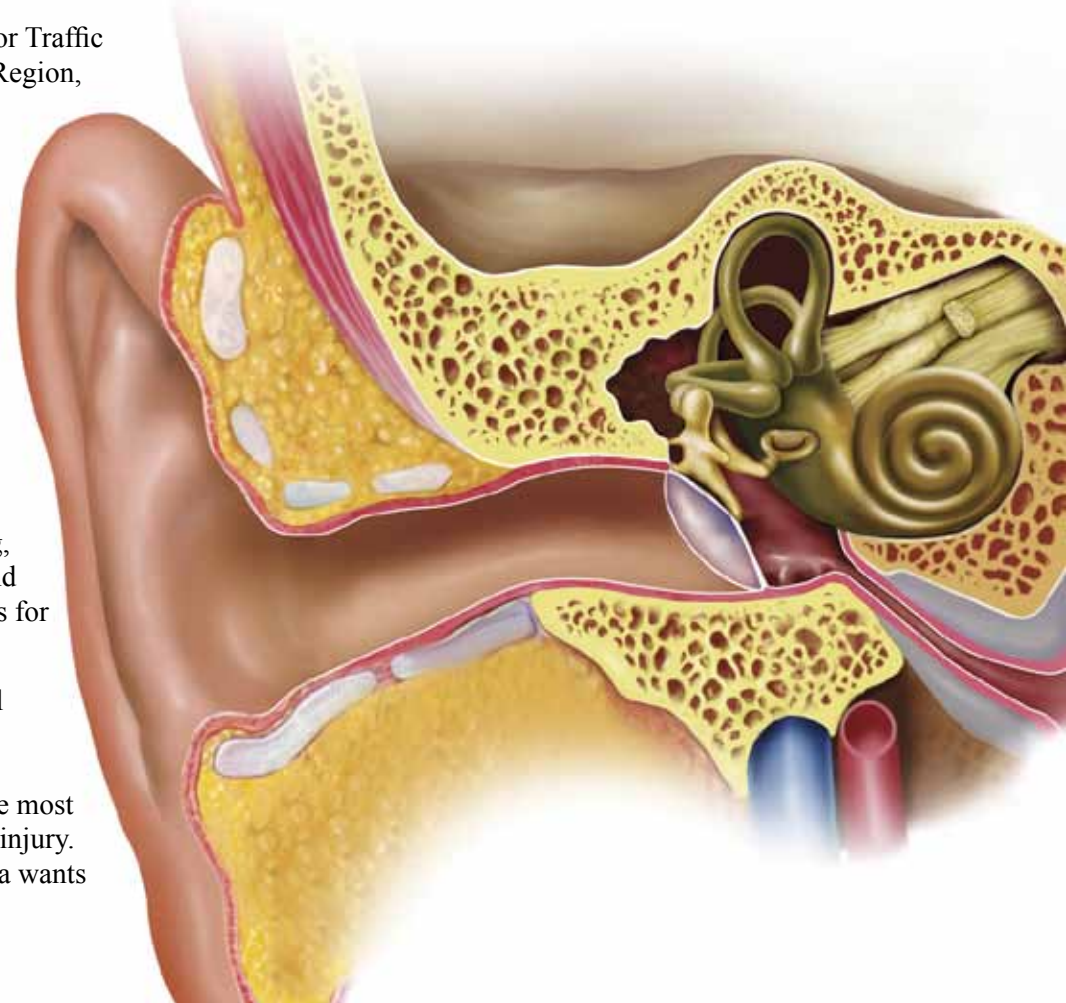
Joe Reed, area manager for Traffic Signals for the Northern Region, recently took the new course and described it as "excellent and very well done."

In addition to the annual training, employees in the hearing conservation program must undergo an audiogram (hearing test) each year and receive the test results. The ADOT program also includes noise monitoring, noise-control methods, and hearing protection devices for employees.

According to the National Institute for Occupational Safety and Health, noise-induced hearing loss is the most preventable occupational injury. It's a message that Herrera wants

employees to hear loud and clear.

"The main reason we really focus on the health conservation program is that it's a quality of life issue, because there is no cure for hearing loss," Herrera says. "Hearing aids can help, but continued exposure to loud noise will eventually lead to complete hearing loss, and that's why conservation is so important."



Running has always been a way of life for ADOT's John Curley, Jr.

The highway operations tech from Ganado Maintenance grew up in the community of Steamboat on the Navajo Reservation in northeastern Arizona. From the age of 10, he remembers being awakened by his father each day before dawn and sent out to run, regardless of the weather. According to Navajo beliefs, running in the early morning when stars are the only light gives the runner physical and mental strength for the day and for life.

"My father used to say, 'I'm not going to be there for you all the time. Someday I will fly away like a bird. Along the way you will encounter challenges. Now is the time to get strong,'" Curley said.

Curley, 46, took his father's advice, developing into an elite long-distance runner who has won or placed in dozens of races and competed in many more, including the 2007 Boston Marathon (every long-distance runner's dream). He finished the grueling course in 3 hours, 17 minutes, 26 seconds, all in the rain. His time was a little more than 37 minutes faster than the average time of the more than 20,300 finishers.

Along with physical stamina, he acquired a mental toughness that has helped him weather many adversities, such as the death of his father in 2006.

Curley decided to run in this year's P.F. Chang's Rock 'n' Roll Marathon (Jan. 16) in Phoenix on behalf of an older sister, recently diagnosed with cancer.



"When a family member has a disease, it takes a toll on you mentally and emotionally," he said.

The P.F. Chang's Marathon took its toll on Curley's body.

"I wasn't prepared for this run. I didn't train months beforehand like I normally would," he explained. His work schedule, cold weather, and early sunsets cut into his usual regimen. But he had committed to run for his sister. "When a person is diagnosed with an illness, their fight begins right then and there. There is no training." He approached the marathon one step at a time.

One of his feet began to blister at mile 12, but Curley ignored the pain by visualizing himself riding bareback on his horse. He also focused on how small his aches were compared to the pain suffered by seriously ill patients like his sister. "I told myself, this pain is nothing with what others live with daily."

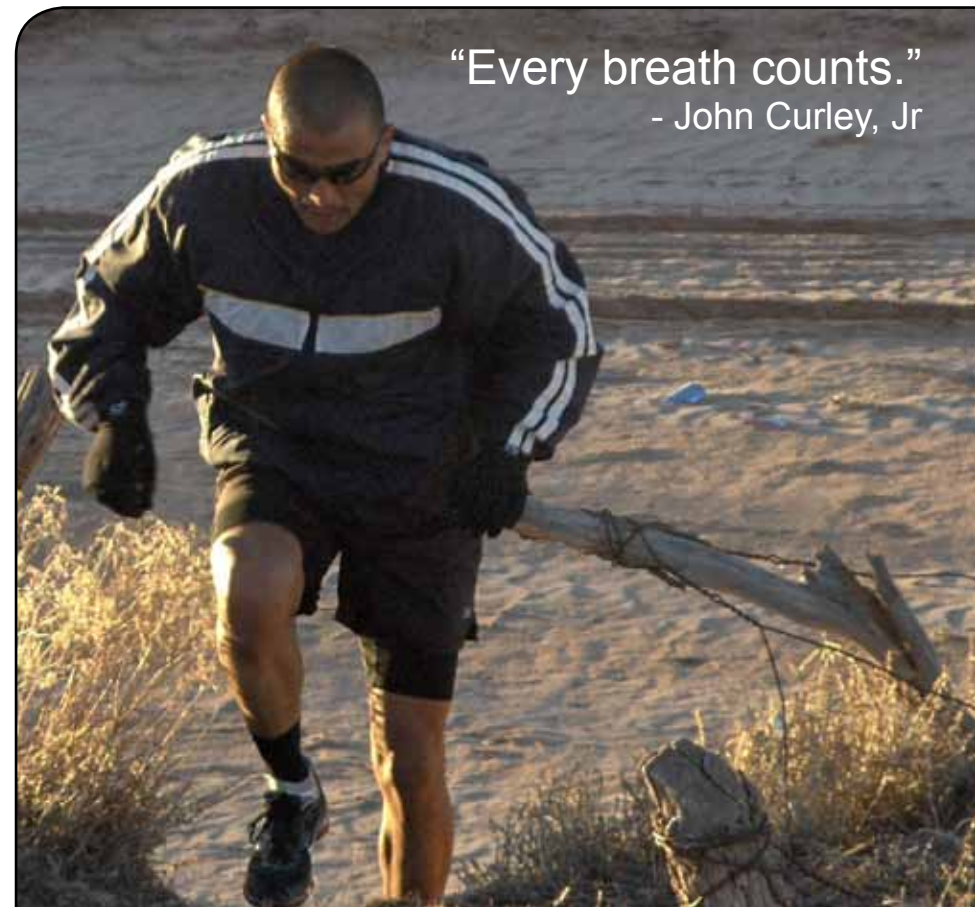
Curley pressed on and finished the marathon in an impressive 3 hours, 15 minutes, a time good enough to qualify him for this year's Boston Marathon in his age division, 45-49. (He won't be going to Boston because a daughter is graduating from high school around the same time.)

"It was an honor to run on behalf of my sister," Curley said. "It was an uplifting feeling to see her standing at the side of the course, cheering me on. It's all about being thankful for the gift of movement and to use it to the best of your ability."

Curley, who has six children ranging from age 6 to 22, frequently speaks to groups on the reservation about the benefits of running and general exercise.

Three years ago, the family launched a 10K run on Father's Day called Running for Life. "It's a way to encourage community members to make healthy changes in their daily lives," Curley says. "It's something that everyone — young and old — can do." It's held on Father's Day in honor of Curley's father.

Sixty runners participated the first year, 120 ran last year, and the family hopes for even more runners ➤



"Every breath counts."
- John Curley, Jr

this year. For a \$12 entry fee, participants receive a T-shirt, goodie bag, and awards for the top finishers. The motto for the race is: “Dream it, Walk it, Jog it, Run it, Live it. There’s a way for everyone.”

Shortly before the first run, Curley’s oldest daughter was involved in a serious car accident. She was in a coma for several weeks. “When you sit there in the ICU day after day and watch the life-line on the heart monitor, you realize how precious life is,” Curley said. Thankfully, the daughter recovered completely. The Running for Life logo incorporates a heart monitor life line in its design to celebrate her life.



Every year, Curley celebrates his Aug. 7 birthday by running the distance of his age. Last year, he ran 46 miles nonstop in 8.5 hours. “I can’t have my birthday cake until I finish my run,” he said.

He extends an invitation to anyone who would like to join him for his 47th birthday run.

“It’s all about just getting out there and moving,” he said. “Every breath counts.”

Like the Energizer Bunny, ADOT’s cookbook keeps going and going — selling that is.

Consisting of recipes donated by ADOT employees, the book was published in 2001 to raise money for the awards and recognition program, primarily the annual ADOT picnic, said Sarah Wuertz, the program’s administrator. Some of those who participated in the book project have left ADOT, but their work endures.

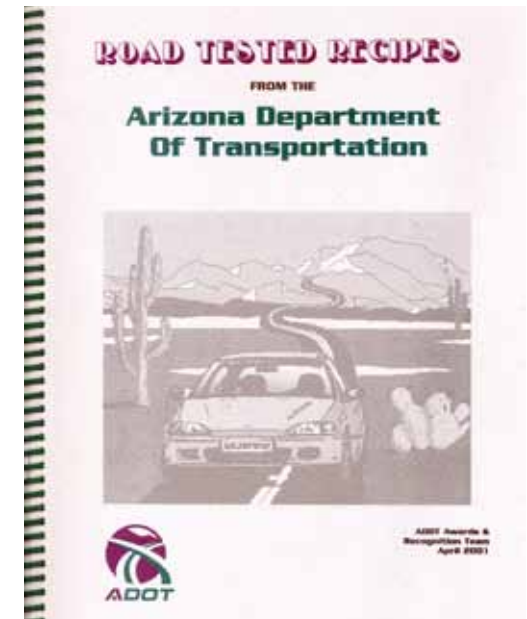
A thorough compilation, the spiral-bound book (it lays flat on the counter while you’re cooking) includes 242 pages [8 ½ X 11 inches] of recipes grouped into sections focusing on appetizers, snacks, and beverages; breads and pastries; desserts, including candies and cookies; main dishes, pasta, and sauces; meat, poultry, and fish; salads and soups; and vegetables, rice, and side dishes.

Just in time for Spring Training, the appetizer section includes (with cooks listed in brackets) bourbon dogs [Tammy Homberg], cheese boats [Jimmy Parks, from his mother, Deanie Justice], Tiny Burger Appetizers [Judy Barrette]. Or if you need desserts and drinks for your Oscar party, consider Academy Awards Night Brownies [anonymous] paired with a B-52 [Armand Celeya], champagne punch [Tammy Homberg], or rose petal wine [Laura Boden, from her Gramma Ruby]. The latter’s ingredients include a bushel of ripe rose petals.

There’s more, including two pages devoted to Nepalese and Indian food, courtesy of Bharat Kandel of the Intermodal Transportation Division. In the book, Kandel says, “Here I am providing the recipe for cooking lamb or chicken with Nepalese spices. . . . When I cook, I don’t weigh the spices. However, I use spoons and my judgment to decide the quantities I’ll use.”

The book’s credit page gives “special thanks” to Armand Celeya, who had written a personal cookbook; Darlene Wilke, who learned to cook from scratch without a recipe; Dave Monson, for sharing a wild game recipe; Ellen Damron, who directed the cookbook team and provided recipes; Laura Boden, who shared recipes from her Gramma Ruby, a chef, caterer, and food columnist who published 15 cookbooks; Michael S. Herrington, who won first place in the 1999 ADOT chili cook-off; and the cookbook team consisting of John Hauskins, Judy Barrette, Leroy Brady, Nettie Klingler, Sabra Mousavi, Sarah Wuertz, Tammy Homberg, and Tim Ahrens.

The book can be ordered for \$5 from this site: http://adotnet/Programs/Awards_Recognition/FundRaising/Sales/Cookbook.asp



Comments & Kudos

Happy riding

As a bike rider from the foothills in Yuma (the same group as Mark), I want to thank you for sweeping the pass. I rode the pass yesterday and did find it in excellent condition. Thank you again.

Lisa H.

Thank you Ms. Gonzales, and your crew for cleaning the shoulder for the cyclists... one of the riders.

Jacob Dekok

Please pass this big "THANK YOU" on to the operator of the sweeper that cleaned the shoulder of HWY 260 between Camp Verde and Cottonwood on Jan. 24. 11. He certainly did a "GREAT" job and I really appreciate it!!

Ilse Pettey, The daily bicycle rider

Caring service

A Tucson customer of MVD took a moment to call in her thanks for caring service. Here's what Laura Brock of the MVD Customer Service Program reported:

We received a call from Kim Hickie, who was just in the Tucson North office this morning to take care of some business issues due to her Aunt passing away. Kim wanted Customer Service Management to know how difficult the transaction was and she appreciated all the kind, supportive assistance she received from Supervisor Irma Thurlow and CSR Jackie Eugene. Kim said so many times, the employees don't care what your issues are, they just want you in and out with little or no interaction. Kim said it is very heartfelt that these employees

took the time to care and wanted to call in and acknowledge the excellent service received.

Honoring military members.

Newspapers around Arizona heralded ADOT's commitment to public service by recognizing the efforts of active duty and veteran members of the United States military. Here is an excerpt from one of the articles about ADOT's role:

ADOT, in partnership with various governmental agencies and nonprofit organizations, has erected monuments throughout the state to recognize the contributions of veterans, both past and present. Many of the monuments date back to the 1800s.

One example is the dedication of the Blue Star Memorial Highway, which is designated on several segments of Arizona's public highways. The segments are located in Yuma County along Business Route 8, Business Route 19 in Santa Cruz and Pima counties, and near milepost 612 on US 89A in Coconino County.

More recently, ADOT transferred ownership of the Veterans Bronze Memorial Plaque to the City of Prescott. ADOT also provided and installed a second plaque that honors all of the United States Armed Services.

The flags at the McGuireville Veterans Memorial were raised once again in October 2010 with the reopening of the rest area. The McGuireville rest area is located along Interstate 17, just north of Camp Verde.

In addition to the statewide monuments, ADOT has numerous specialty license plates which allow vehicle owners to pay their respects to those who served our country proudly. This honor is shown through recognition of an individual or a family member's contribution, awards received or other distinguished service.

The specialty license plate program allows ADOT to partner with various organizations that provide financial support or other services to veterans, with some of the plate fees returning to the sponsoring organization to aid in these efforts.

No further questions

MVD's Clementine Webb responded to a customer's question:

Good afternoon. Thank you for your inquiry. To view prior vehicle registration fees paid, go to www.servicearizona.com, under "All Services" click on "Vehicle Fee Recap" and follow the prompts. Thank you for using our email service. Have a nice day.

The customer replied:

No further questions, however I wish to thank you for your EXCELLENT service! You guys are AWESOME! Your website is just as incredible. Keep up the great job! I love MVD! How often do you hear somebody say that? :)

Fire story continued from page 4

Siqueiros is equally modest, noting that the majority of motorists they assist have cars that have overheated or flat tires.

“We just took a chance and tried to do our best,” he said of the truck fire. “It’s nice when people recognize.”

Harvey writes in his letter that he is a former ADOT employee and appreciates the value of being recognized for service provided. “ADOT’s Executive Leadership statement says that employees are the cornerstone of ADOT’s success. Eloy and Lalo certainly are examples of that philosophy and I want to add my support to that view.”

Transit Fare

Ann Cochran, CTPA, a Transit Programs specialist with the Multimodal Planning Division, lists transit events:

- Lake Havasu City held an open house Feb. 9 to mark the opening of a transit administration facility, funded through formula and ARRA transit grants.
- The city of Coolidge is holding a ribbon cutting ceremony Feb. 22 to commemorate the opening of its transit facility and maintenance center. The facility boasts state of the art energy conservation components and will one day be capable of generating its own energy with solar technology. The facility was funded through formula and ARRA transit grants.
- The Navajo Nation will have a ground breaking ceremony March 10 in Fort Defiance to begin construction on a transit facility and maintenance center.

Continued on page 14

Vehicle Fee Recap

A free MVD service that allows people to see how much they paid in vehicle registration fees for 2010 is very popular this time of year. The Vehicle Fee Recap is available online at ServiceArizona.com.

MVD used to get a lot of calls at the beginning of the year from people asking for a list of vehicle license tax fees they had paid. So, it was decided to make the information available online at no charge to customers. Now, they can view and print a full report for their personal use.

Before accessing a report, users are required to give their driver license number and full name and date of birth, and certify that they are the customer requesting the information or are authorizing someone else to receive it for them.

Since this is a specialized service, a lot of potential users aren’t aware of it, but most who have discovered it are pleased, as evidenced by these comments from ServiceArizona customers:

The ability to get all my registration fees shown in one place is a great feature! Saved me a ton of time in preparing my taxes this year. Usually I try to find all my vehicle registration information and make photo copies. Keep up the great services!!

The ability to find out how much I paid in vehicle fees in 2010 will help me greatly in filing my federal and state taxes! What a WONDERFUL idea!

This is a great option for everyone.. it’s a great time and money saver... i love it, love it, love it....

To access Vehicle Fee Recap on ServiceArizona.com, go to:
[https://servicearizona.com/webapp/feeRecap.](https://servicearizona.com/webapp/feeRecap)

Arizona Highways magazine: February 2011 issue

Highlights of the current issue include:

- **Cover Feature:** Writer Norm Tessman, retired senior archivist at the Sharlot Hall Museum in Prescott, has compiled a list of historical markers worthy of being your destination rather than a place for stop-and-go history.
- **A Dark Desert Highway:** A portion of SR 79 includes the Pinal Pioneer Parkway, a road known by few people. Jack Dykinga is one of the few. Over the course of a year, he traveled the road making images that capture the highway’s essence.
- **100 Years, 100 Ranchers:** Kelly Kramer tells how photographer Scott Baxter preserves Arizona’s ranching way of life.
- **Hike of the Month:** If you want to hike Casner Canyon Trail near Sedona, you’ll first have to wade through the waist-high waters of Oak Creek.

Arizona Highways, the current “magazine of the year” of the International Regional Magazine Association, is owned by ADOT.



Visit www.arizonahighways.com

Leadership message continued from page 2

It is evident that ADOT supervisors are doing a good job of clearly explaining the expectations of the job requirements to their employees.

On the other hand, other survey responses point to a need for improvement in the feedback aspect of the evaluation process. The “strongly disagree” or “disagree” responses amounted to 17-23 percent to these statements:

- ✓ *At least every couple of months, I receive positive comments or recognition for doing good work. (23%)*
- ✓ *I receive feedback about my performance at least every couple of months (feedback can be informal or formal). (20%)*
- ✓ *I am encouraged to develop myself personally and/or professionally. (17%)*

Here are some suggestions to make the performance evaluations as productive as possible.

Be honest

All employees have areas where we need to improve. Keep a problem-solving mindset, and focus on how things can be improved in the future.

It's a dialogue

While the supervisor leads the evaluation, employees are encouraged to ask questions, share ideas, and express opinions. But, keep it professional. Listen to understand. If in doubt, ask for clarification. Remain positive and keep an open mind.

Discuss ideas

The planning phase is a good time to for employees to make suggestions about things that could be changed to improve performance, about how to remove barriers to job success, and ways to increase productivity.

Schedule regular meetings

New planners for 2011 must be initiated by the end of this month. We all have busy schedules, but employees need to know the expectations for their job. It's well worth the effort to have formal and informal meetings throughout the rating period to review progress.

Remember, that the primary goal of the evaluation and the planner is to improve performance in the future for the employee and the agency.



Practical Ethics

The ADOT Way

by Karen Mills, Ethics Officer

There will be no ethics column in this month's edition. The column will return in our next issue in March. Thank you.

Cheesehead for a day!



Steely Grit: *Kitty Decker, senior administrator with the Revenue and Fuel Tax Administration, gracefully makes the best of a losing situation as she poses in front of a Green Bay Packers banner and wears the “cheesehead” hat treasured by avid Packers’ fans. Raised in western Pennsylvania, Kitty is a lifelong Pittsburgh Steelers fan. So she made a friendly bet on the recent Super Bowl game with colleague Jeanne Pacilli, a revenue administrator. The loser agreed to wear the colors of the other’s team. “You will never see me like this again!” says Kitty. “No matter what the T-shirt says, I really bleed Black & Gold! The Steelers have come through for me most of the time; this one was a heartbreaker. They gave the game away with turnovers. I’ll be depressed until next season.”*



Employees attaining milestones for years of service, according to Human Resources.

This list of Service Awardees recognizes employees who will reach service milestones this month.

10 Years

- Joe P. Santoya, Infrastructure Protection, TSG
- Richie Doucette, Desktop Support-Central-E, TSG
- Jason Osborne, Facilities,MVD
- Wynnette Hammond, Flagstaff, MVD
- Barbara Baker, Cottonwood Dual, MVD
- Helene Sparaga, Scottsdale, MVD
- Melissa L. McCormick, Tempe Dual, MVD
- Diane R. Watson, Southeast Mesa, MVD
- Wayne J. Jackson, Tucson East, MVD
- Patricia D. Luque, Abandoned Vehicle - Hwy, MVD
- Rick A. Crosby, Airplane, ITD
- Javier Gurrola, Roadway Predesign, ITD
- David A. Demetri, Pavement Management, ITD
- R D. Ahlborn, Audit - Internal, ASD

Fares, continued from page 12

- The city of Maricopa completed construction of a park and ride lot that was funded through an ARRA grant.
- The city of Cottonwood and the Northern Arizona Intergovernmental Public Transportation Authority completed construction of a park and ride in Clarkdale, also funded through ARRA.

15 Years

- Brian E. Auman, Kingman Shop, ASD
- Barbara Denney, Arizona Highways - Editorial, TSG
- Charles R. Bertsch, Southeast Mesa, MVD
- Norman Tapaha, Aeronautics, MVD
- Nancy C. Ketter, Topock Port of Entry, ECD
- Don R. Hurd, Durango Road Maintenance, ITD
- Jesse B. Alatorre, Avondale Landscape Maintenance, ITD
- Stanley P. Gray, Kayenta Maintenance, ITD
- Wesley L. Bane, Payson Maintenance, ITD
- John E. Scoggin, Safford District - Willcox, ITD
- Melanie L. Duncan, Safford Construction, ITD
- Diana Z. Armijo, Holbrook District Permits, ITD
- D L. Hickson, Field Reports Section, ITD
- Jason S. Ricketts, Pavement Management, ITD

20 Years

- Jo Ann Nunez, Payson Shop, ASD
- Charles E. Means, Desktop Support - Southern Team, TSG
- Griselda P. Lopez, Communications, MVD
- Jean A. Nehme, Bridge Group Administration, ITD

25 Years

- Leslie J. Grimm, Motor Carrier & Tax Services, TSG
- Marylou Lauro, MVD Highway Safety, MVD
- Tamyra A. Martelle, Aeronautics Group, MPD
- Kathie L. Beshoner, Tech. Group – Traffic Operations, ITD
- Michael Bellantuono, Durango Landscape Maintenance, ITD
- Thomas M. Steinberger, Kingman Maintenance, ITD

30 Years

- William S. Major, Maintenance Traffic Operations Administration, ITD

35 Years

- Susan R. Haight, Payson Maintenance, ITD



- Martin Heinrichs..... 10 years
Right of Way Project Management, ITD
- Kurt A. Denham31 years
Application Solutions, TSG
- George K Chin..... 40 years
Regional Traffic Engineering, ITD
- John D. Sudlow.....32 years
Yuma Port of Entry, ECD
- Robert N. Turney7 years
Engineering Consultants Section, ITD
- Bobbie J. Swanson21 years
Procurement, ASD
- Daniel J. “Danny” Russell.....39 years
Flagstaff Maintenance, ITD
- Sunil E. Athalye..... 21 years
Bridge Management, ITD
- Karen Ellis 10 years
Information Technology Group Administration, TSG
- Leslie J. Grimm.....25 years
Receipts Accounting, TSG
- Donald A. Dufrasne..... 5 years
Williams Maintenance, ITD
- Timothy P. Murphy.....31 years
Yuma Maintenance, ITD