

# TRANSEND

July, 2010

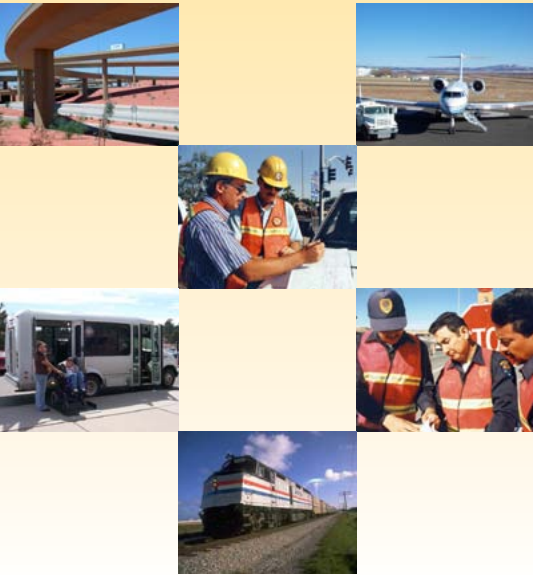
A magazine for employees, retirees and stakeholders of the Arizona Department of Transportation

## INSIDE

- Hang up and drive 2
- Meet Hari Khanna 5
- More rest for the weary 7
- Software demystified 12

## Steel, glass, wood, stone meet sustainability at Grand Canyon Airport

on page 3



## Message from the Director

**John Halikowski**  
ADOT Director



## OMG! For safety's sake, don't text and drive

Distractions always have posed safety risks for anyone operating a vehicle, be it an ox cart, a horse-drawn wagon, or a 4,500-pound standard size car.

Compared to the era of horses and oxen, today's multi-tasking, digital universe contains far more distractions from the ever-risky business of driving. The National Highway Traffic Safety Administration reports that nearly 6,000 people died in 2008 in crashes related to distracted driving; 500,000 others were injured.

Early last month, I joined Gov. Jan Brewer, public safety and medical providers, and leaders from AT&T, in launching the Arizona portion of a national campaign to raise awareness about the risks and possible consequences of texting while driving. The campaign emphasizes that text messages can and should wait until after driving. In fact, the campaign's tagline is "Txtng & Driving...It Can Wait." Another key message: "No text is worth dying over."

While the campaign primarily aims at teens, it applies to drivers of all ages. A recent poll conducted by Harris Interactive for Nationwide Mutual Insurance Company revealed that 40

percent of drivers admit to using their phones while driving.

More than 35 states have passed laws banning texting-while-driving; safety advocates continue to warn us about the dangers of distracted driving, and tens of thousands of businesses and organizations have enacted policies prohibiting employees from using cell phones while operating company vehicles. For example, ADOT policy prohibits employees operating motorized equipment from texting on mobile communication devices.

Yet, there are still many among us who are not getting the message.

AT&T's online resource center, [www.att.com/txtngcanwait](http://www.att.com/txtngcanwait), includes downloadable information about texting while driving. The material includes a parent-teen pledge, a teen-teen pledge, a brochure, and safety tips. As transportation workers, all of us should pledge to make safe driving our top priority, and that should include a pledge to never text and drive. But don't stop there. Encourage your family members—especially teens—and friends to take a pledge to do the same.

Summer is a popular time for people to hit the road and get away from it all. Any driving plans this summer and beyond should include getting away from the tech tools. While you drive, have your passengers navigate by map or GPS unit, receive or send electronic messages, select the music, or break up the back-seat feuds. Doing so will allow you to focus on the road and the other drivers around you, making the roads safer for everyone.

## TRANSEND

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## New aircraft rescue and firefighting facility opens

By John Tucker, Editor

**The Grand Canyon National Park Airport in the town of Tusayan ranks as the fourth-busiest in the state, serving an average of 300,000 passengers a year.**

Yet for years, the airport, owned and operated by ADOT, housed its fire and rescue vehicles and equipment in a tin-faced structure with three bays.

“Space was very tight, and it was hard to keep it heated,” airport manager Mike Halpin says of the building.

fire vehicles and equipment and four for service vehicles, including a snow plow, snow blower, and a sweeper. The structure, designed by Phoenix-based LEA Architects, also contains duty quarters, a kitchen, a day room, offices, a training room, a weight and exercise room, separate locker rooms for men and women, and ample storage space. Unlike its forerunner, the new center is located on the airport’s apron across from the runway’s midpoint. This location gives the crews quick and easy access to the runway, taxiways, and other areas of the airport.

*The new facility has ready access to the runway.*



Those days have flown away with the recent opening of a gleaming new aircraft rescue, firefighter, and operations center completed in May.

An estimated 50 people turned out June 16 for a ribbon-cutting ceremony, which officially broke the seal on the \$8 million building that blends steel, glass, wood, and stone with cutting-edge sustainability methods.

With 21,500 square feet and three stories, the building houses eight bays: four for rescue and

“It’s like night and day,” Halpin said, comparing the new facility with the old.

What distinguishes the center, however, are its sustainability features. These include active and passive use of solar energy, a geothermal heating and cooling system, low-flow plumbing fixtures, low emissivity (low e) insulated glass, and the capture of natural daylight to illuminate the building during the day. Other environmentally friendly features include extensive use of local and regional building

*The marriage of steel, stone, wood, and glass make this building state of the art and visually appealing.*



materials, such as ground face masonry units and Arizona sandstone, and the use of gray water as well as harvested rainwater and snow runoff to irrigate plants.

“It’s a very sustainable building for men and women doing very important work at a very busy airport, and we feel good about that,” Larry Enyart, the project’s lead architect, said.



Enyart intends to submit the building for a Coconino County sustainability award as well as for a U.S. Green Building Council LEED Gold certification, a hallmark of excellence in the green construction field.

The Federal Aviation Administration funded 95 percent of the project using monies from its Airport Improvement Program.

The ribbon-cutting ceremony included speeches, tours of the building, a picnic lunch, and a visioning session for local and state leaders who have a stake in the future of the airport.

“This is the beginning of a new day for this airport,” ADOT Director John Halikowski said.

Many hope the airport’s future in the next two to four years includes building a new terminal, one that’s capable of handling a steadier stream of commercial airline traffic. Capacity, luggage handling, and security screening will have to be vastly improved to make that happen, Halpin says.

*Pictured left to right:  
 Craig Andresen, Director Grand Canyon Chamber of Commerce and Visitor Bureau  
 Pete Schearer, Mayor of Tusayan  
 John Halikowski, Director of ADOT  
 Sherry Henry, Director of Tourism  
 Page Gonzales, Governor’s Office Policy Advisor  
 Mia Ratcliff, Federal Aviation Administration*

## Desire to make things better inspires engineer

by John C. Tucker, Editor

**T**he year was 1983, and Hari Khanna had just completed a course presented by Valley Leadership, the oldest and largest leadership development organization in the greater Phoenix area.

“I did it to improve my speech and leadership skills,” said Khanna, an engineer who manages ADOT’s Program and Project Management Section.

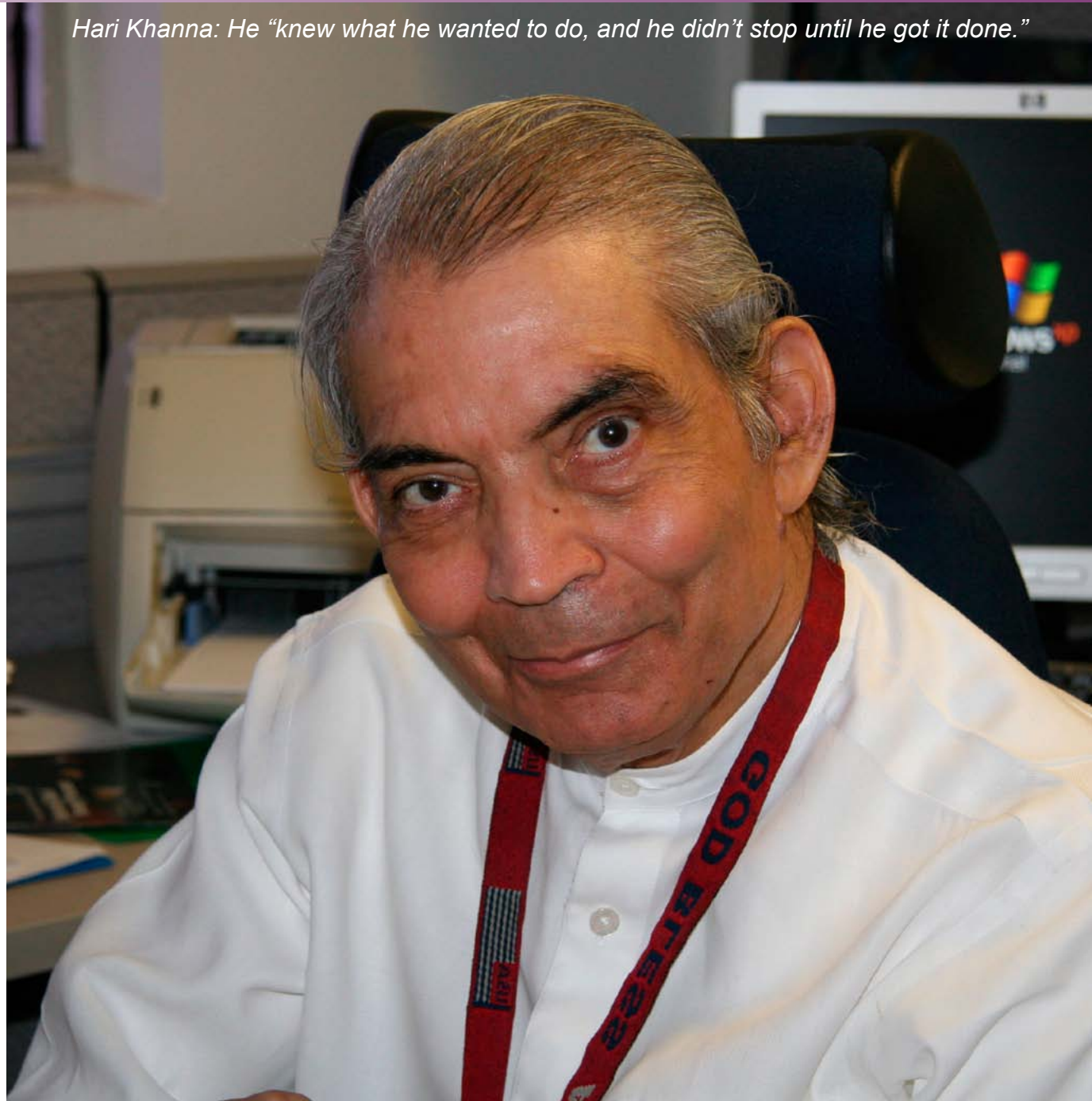
In fact, he enjoyed the Valley Leadership class so much that he dreamt of starting a similar program to develop Tempe leaders. “I wanted to see how I could use my knowledge and experience to improve the community (Tempe),” says Khanna, who has lived in Tempe since 1969, when he came to the United State from his native India to attend the engineering school at Arizona State University.

Khanna’s initial efforts to plant the seeds for Tempe Leadership yielded little progress, but he found an ally in Don Cassano, then a Tempe businessperson and president of the Tempe Chamber of Commerce. Over iced-tea at a restaurant, Khanna persuaded Cassano to muster chamber support to launch a leadership development program for Tempians.

“If it hadn’t been for him (Khana), it never would have happened,” says Cassano, now an intergovernmental affairs manager at ADOT. “Hari knew what he wanted to do, and he didn’t stop until he got it done.”

Khanna volunteered to shepherd Tempe Leadership through its first three years, “until it could stand on its own,” he says.

*Hari Khanna: He “knew what he wanted to do, and he didn’t stop until he got it done.”*



Tenacity is a strong suit of Khanna, but coworkers say it's a gentle tenacity. "He has high expectations, but he is patient, understanding, and easy-going," says Jason Hafner, a management analyst II who reports to Khanna. "He is constantly pushing his employees to find a way to improve things, to learn more, and to continue growing. He never demands anything. Instead, he suggests, or asks; sometimes more than once."

Hafner remembers a time when Khanna nudged his team into entering a project for an Arizona Showcase in Excellence award from the Arizona Quality Alliance. "The issue was that most applicants plan upwards of a year in advance to begin filling out the lengthy and stringent application," Hafner says, "... and the PPMS team had less than two months to meet the deadline."

Most thought it was an impossible task, but not Khanna. "Hari's confidence never seemed to waver," Hafner says. "He was sure that the team would complete the application and do a good job." Sure enough, the team won the award.

Khanna's service philosophy extends well beyond Tempe Leadership. In the past, he has volunteered innumerable hours for Toastmasters International, the Project Management Institute, and the Arizona Association of Energy Engineers, an association he co-founded.

"Hari is very service-oriented, the most of any person I've ever worked for," says project scheduler Art Magana, who has worked alongside Khanna for the past eight years.

A few years ago, Khanna was stricken with Parkinson's disease, and the condition has gradually robbed him of his mobility and energy. But he continues to work at ADOT and his wry sense of

humor about many things, including his current situation, is remarkably intact.

"Hari is the most freakishly upbeat person I've ever met," says Hafner, who reports to Khanna. "He never seems to be down, even when it seems as if everything is crumbling."

Coworker Jennifer Van Ven Roy echoes that feeling. "Hari is one of those supervisors that you always remember, one that you wish that you would have talked to more and learned more from."

The 2010 graduating class from Tempe Leadership in May honored Khanna for establishing the program. True to modest form, he shared credit with many others. "It was all teamwork," he says.

During a quarter-century of training, the program has graduated nearly 500 individuals, including a former Tempe mayor, two current city council members, and a host of other successful business and civic leaders.

Khanna takes greatest pride in instituting the special project component of Tempe Leadership — an idea he picked up from Valley Leadership — where each class chooses a community service project. For example, this year's class raised more than \$30,000 to purchase a mobile shower unit called "Shower Power" for working homeless people.

In speaking to Khanna's coworkers and friends, a portrait emerges of a man gifted with unrelenting positive energy who channels that energy to help others. Yet, he is uncomfortable with being singled out for accomplishments, firm in his belief that it takes many hands to achieve significant results.

"I'm glad to say that I had very good guidance from my parents, wife, teachers, friends, and coworkers," Khanna says. ■



## Homework assignment: Give to 'Pack to School' drive

For the sixth year in a row, ADOT is participating in the Salvation Army's Pack to School drive, which collects school supplies and backpacks for children in need. Last year, approximately 185,000 school supply items and 6,000 backpacks were gathered and distributed to more than 30 Phoenix-area schools and 13 Salvation Army community centers. Employees from ADOT contributed nearly 7,000 of those items. Director John Halikowski encourages all of us to give what we can to this year's drive.

Collection boxes for supplies will be placed in several ADOT facilities. The 2010 Pack to School drive runs July 14–Aug. 3. For more information, contact Sherrie Miller at 602-712-8152, [smiller@azdot.gov](mailto:smiller@azdot.gov) or Sarah Wuertz at 602-712-7385 [swuertz@azdot.gov](mailto:swuertz@azdot.gov)

## Five rest stops scheduled to reopen by end of July; repairs set for 4 others

By Bob Albano, Associate Editor

**In its simplest terms, the economic model of guns and butter assumes a nation's treasury has a finite amount of money to buy guns and butter. Thus, a nation must choose: Buy more guns and have less butter? Or buy more butter and have fewer guns? Some choice, huh? Do you want strong protection but not so much in the way of consumer goods? Or do you want to slather your toast with butter and accept a military that's as soft as the yellow, tasty spread?**

Economic principles underlying the guns-and-butter model hold sway in Arizona today, only ADOT officials are juggling money for rest areas or snow removal or road repair and other safety matters. Dealing with budget cuts and declining revenue from gas and vehicle taxes, ADOT must prioritize its budget for Arizona.

“Over the last two fiscal years, ADOT’s budget has been cut by \$100 million, so we’ve faced tough choices in our safety priorities, such as snow plowing and other maintenance issues with pavement,” said ADOT Director John Halikowski.

There’s not enough money in the operations budget to maintain all of the services that motorists have come to expect over the years. Thus, in late 2009, ADOT closed 13 of its 18 highway rest stops to save about \$2.5 million.

Now, five stops along the state’s busiest routes are scheduled to reopen by the end of July. Four others will undergo repairs in an effort to open in the fall. By then, ADOT will be operating 14 rest areas providing services to more than 50,000 drivers and passengers each day.

Furthermore, Halikowski and Gov. Jan Brewer are

campaigning for changes in federal laws that prohibit Arizona and all but 13 other states from privatizing rest areas or operating them in partnerships with privately owned companies.

“The closure of rest areas is not a problem of any one state. This is a problem of federal law, which prohibits the exploration of real solutions and punishes states with younger infrastructure,” said Gov. Jan Brewer. “The federal government should allow privatization of rest areas as part of the nation’s highway system, but too many limitations place the full financial burden on states, and that’s where hard choices have to be made.”

Arizona continues to work with its congressional delegation and other states to seek changes in federal law to allow for alternative funding strategies and the flexibility to use federal highway funds to support rest areas.

“Because our budget is stabilizing, we can fulfill our promise to drivers by re-evaluating the rest areas program and reopen most of them,” Halikowski said in announcing the reopening of rest areas. “However, we still need long-term, sustainable solutions to pay for rest areas and will pursue changes in federal law to allow Arizona to find partnerships and private investment in rest areas to make good use of the limited highway maintenance funds we have.”

Most of Arizona’s rest areas are at least 40 years old and need major improvements. However, only states with rest areas in operation before passage of the 1956 Interstate Highway Act are eligible to privatize, outsource, or engage in public-private partnerships for rest areas. Arizona has none of those options, and unlike East Coast states, has long stretches of open highway, some with few driver services.

In late May, Halikowski moderated a discussion focusing on rest areas and ways to pay for their maintenance and operation. The discussion was sponsored by the American Association of State Highway and Transportation Officials at the group’s spring meeting in Natchez, Miss.

“As states are facing increased budget revenue issues, they need operational funds to run these rest areas,” he said. “If you can’t generate them out of traditional funding sources, then we need to look at other options such as commercialization.”

### Status of ADOT’s rest areas

ADOT has designated five areas to reopen by the end of July: Ehrenberg (I-10), Canoa Ranch (I-19), Meteor Crater (I-40), Sacaton (I-10), and San Simon (I-10).

Rest areas requiring additional repair before being reopened, possibly this fall, include: Bouse Wash (I-10), Hassayampa (US 60), Haviland (I-40), and McGuireville (I-17).

Each rest stop costs Arizona about \$320,000 for maintenance, electricity, and water services. Funding comes from the State Highway Fund, which comprises revenue from the state fuel tax and vehicle license tax.

Four rest areas – Mazatzal (SR 87), Mohawk (I-8), Parks (I-40), and Salt River Canyon (US 60) – will remain closed due to serious repair issues.

Rest areas that have remained open are Burnt Well (I-10), Painted Cliffs (I-40), Sunset Point (I-17), Sentinel (I-8), and Texas Canyon (I-10).



## Practical Ethics

The ADOT Way

### Ethical standards and compromise

By Karen Mills, Special Projects

If we overlook someone else's unethical behavior, do we compromise our ethical standing? What does ignoring unethical behavior do to us as leaders the next time a situation arises?

As leaders in a large organization, we have to understand that we are complicit when we allow unethical behavior to occur and wash our hands of any actions by "seeing no evil." Understandably, one of the rationalizations allowing us to overlook unethical behavior might include a friendship with the offending individual.

Close relationships, whether at work or in social situations, can induce people to act unethically. In these situations it's especially important to examine the values of ADOT, as well as our own values and principles.

In Kenneth Branagh's historical movie "Henry V," we see an interesting study of values and principles pitted against friendship.

A little background here to refresh our memories on how the movie portrayed the king. "Prince Hal," as he was known in his younger days, was a bit of a reveling, party animal. He ran with a group of buddies who spent an inordinate amount of time pub crawling and merrymaking. One of these friends was named Bardolph.

After young Hal was made King Henry V, he needed to transition from playful prince to powerful monarch and courageously declared war on France. Some of his youthful friends, including Bardolph, supported him and accompanied him on his campaigns to defeat France. During these campaigns, Henry ordered that even though the soldiers were at war, there would be no plunder of civilians. To do so would result in capital punishment. There was no ambiguity in the order.

Just before one of the decisive battles, the king learned that Bardolph, Hal's friend from his more irresponsible days as prince, had violated the royal order by plundering a religious icon from its French owners.

The movie shows Henry recalling their happy, youthful experiences as he comes upon Bardolph, who's standing on the gallows with his head in the noose. Henry's friend looks at him, pleading for mercy.

Choked and with tears in his eyes, the king steps back and allows the execution to proceed. Bardolph hangs before the king and his army.

The king could have allowed his emotional biases to influence him and declared leniency for the prisoner. In fact, leniency would have, in the short term, provided Henry relief and gratification. As king, he could have ignored Bardolph's violation in the name of friendship, but Henry knew this would have destroyed his authority as leader of the English Army. He'd have sent the message that his values and principles were for sale at the price of friendship.

Some historians credit this relatively small action as playing no small role in the following victorious battles in which England ultimately defeated France. The king's subjects knew his imperatives and knew

they could rely on his commitment. He was a trusted leader with courage that could be relied upon.

As leaders in this organization, do we demonstrate that same commitment by consistently following our organizations values and principles?



King Henry V

## Overweight border permit changes produce fruitful result by Larry Clark, MVD Program Support

**A new ADOT commercial vehicle permit is resulting in faster delivery of fresh fruits and vegetables to Arizona and points beyond, and eventually your refrigerator. Called the Single Trip Overweight Border Permit, it became available in May through a pilot project. The permit increases the weight limits allowed for trucks that transport produce from Mexico through the Nogales port of entry to warehouses in the commercial zone near the border.**

Each year about four billion pounds of Mexican-grown produce pass through the Nogales port, according to Allison Moore, communications director for the Fresh Produce Association of the Americas, based in Nogales, whose port is the busiest international port in the state.

Typically, the combined weight for a vehicle and its cargo entering the state cannot exceed 80,000 pounds. The new produce permit increases the weight limit for a single trip to 90,800 pounds if the vehicle meets other

requirements for configuration and load distribution. The permit, which is limited to the Nogales port for this pilot, can be purchased at the port or online using ServiceArizona.

ADOT Government Relations Specialist John Carlson says port congestion and security issues came up in discussions Gov. Jan Brewer had with the Arizona-Mexico Commission, produce industry, and

trucking companies. She directed ADOT to come up with a resolution.

Carlson says that after reviewing federal law and taking into account weight distribution and truck configuration to ensure there were no safety issues, it was determined that the overweight permit could be issued for fresh produce, which is transported in trucks with refrigerated sealed trailers. “This permit will help relieve congestion and resolve security concerns at the Nogales port, while still ensuring the



*Bearing fruit and vegetables — The Single-Trip Overweight Border Permit, a program being piloted at the Nogales Port of Entry, allows tractor trailers to deliver more produce from Mexico to U.S. warehouses near the border.*

trucks can travel safely to the warehouses,” he adds.

“The overweight permits are really important for transporting some of our heavier produce, such as tomatoes, melons, and cucumbers,” says Jorge Gámez, vice president of Atlas International Customhouse Brokers. “Now we can take fully loaded trucks across the border, which is more efficient and saves money. In addition, we don’t have

to break the seal on our loads, so what we call the ‘cold chain’ isn’t disrupted.”

The overweight permit costs \$75 in addition to the cost of other single-trip permits that are required. That brings additional revenue to ADOT, and Gámez says the Mexican produce industry is happy to contribute. “What used to happen is drivers would get to the border with a load that is overweight. They would have to offload part of their cargo, and leave it for another truck, or come back and get it themselves. This is so much better,” he says.

Carlson notes that if these products are left unattended it increases the risk of contraband getting in them, creating security issues.

The overweight permit was an instant hit with carriers. Approximately 2,500 were issued in the first month the permit was available, which was after the peak of the produce season. Gámez expects usage to double or even triple during the busiest months of January–April.

Already, Gámez has observed less congestion, pointing out that typically there’s one less truck on the road for every four to six trucks that use the overweight permit. And for brokers like himself, there’s a lot less paperwork when a truck can cross intact, as opposed to unloading part of its product, and combining it with several others to create another full load.



The overweight permit may eventually be expanded to other ports but for now, it's limited to Nogales.

"ADOT worked closely with industry representatives and officials in the city of Nogales and in Santa Cruz County to specify allowable routes so the heavier trucks can pass safely and won't damage the roads. We'll monitor that closely," Carlson says.

The produce association's Moore says her organization's members are excited about the overweight permit. "Everyone who we've talked to thinks it's terrific. It's a big deal for people both logistically and in freight cost savings. It also improves air quality because trucks don't have to idle as long."

In addition, Moore says the permit makes the Nogales port more competitive with other ports, particularly in Texas, and that helps businesses.

Although produce association members will see a number of benefits from the permit, Moore says they

wouldn't have supported it if the heavier loads had compromised safety. "We wouldn't want anything that's unsafe on our highways. It will make things safer by reducing the number of commercial vehicles on the road."

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***"This is huge for us and we're just glad we could work with ADOT..."***  
**— Allison Moore**

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Even though the season is winding down, a number of carriers were able to use the new permit and like the results, Moore says. "This is huge for us and we're just glad we could work with ADOT to make it happen," she adds.

Carlson says the program is a prime example of increased efficiencies benefitting industry, the state's economy, and ADOT. He notes that everything came together quickly thanks to the cooperative efforts of

several ADOT work groups including Enforcement and E-Government within MVD, Information Technology, Engineering, Government Relations, and Communication and Community Partnerships.

Although improved traffic flow and increased security were the main reasons for implementing the permit, the added revenue is a nice bonus, Carlson says.

During the first month, the overweight permit sales brought in more than \$175,000 to the Highway User Revenue Fund (HURF), which the state shares with cities and counties. "This is a new source of revenue," Carlson says. "It remains to be seen how much it will fluctuate, but in these economic times, any additional funds are welcome."

Gómez points out that the overweight permits are dollars well spent. "Traffic congestion is down, less fuel is used and drivers are able to deliver products faster. That means time and money savings, cleaner air, and ultimately fresher produce for all of us."



**In with the new**

The Capitol Toastmasters club, Phoenix, recently held an induction ceremony to install its new officers. The new leaders are (L-R): President Tim Owens, VP of Education Mary Cook, VP of Public Relations William Kohn, VP of Membership Steve Mischler, Secretary Leonard Vidra, Treasurer Laverne Scheirholz, and Sergeant of Arms Shana Knox.

**Safety Calendar Contest**

Hey, kids! Gather your crayons, markers, paint, or pencils and get ready to create an entry for the 2011 ADOT Safety Calendar.



The calendar contest is open to children, pre-K through 6th grade who are related to an ADOT employee. You'll find contest rules, entry forms, sample safety slogans and more on the Safety & Health Intranet home page at <http://adotnet/safetycalendar/>

Entries must be in the interoffice mail or US mail by Aug. 26, 2010.

## Adopt a Highway volunteers honored at ballgame

Arizona Diamondbacks first baseman Adam LaRoche batted cleanup (the 4th spot in the batting order, usually reserved for power hitters) for the June 5 baseball game against the Colorado Rockies, but he wasn't the only "cleanup star" at Chase Field that night.

Dozens of Adopt a Highway volunteers received star treatment at the game as a thank-you for their efforts to keep Arizona's roads free of trash and debris. Arizona Clean & Beautiful and ADOT hosted dozens of Adopt a Highway volunteers in a luxury suite donated by the Diamondback's organization.

"This is very nice," George Chasse said of the appreciation event. He was representing volunteers from Campground Buena Tierra, a Casa Grande-based group that cleans up Interstate 8 between mile markers 177 and 178.

Volunteers from some of the most dedicated AAH groups around the state also were invited to the game, according to Stephanie Brown, ADOT's AAH coordinator. Each of the groups at the game received recognition and an appreciation plaque presented by Brown, Deputy State Engineer Dallas Hammit, and Arizona Clean & Beautiful Project Director Mary Lynn Kelly.

"It is an honor to recognize these individuals for their example of living thoughtfully and serving the community through action," Kelly said.



Major sponsors for the appreciation event were U-Haul International, Litter Removal Service of America, and Keep Phoenix Beautiful.

Arizona's Adopt a Highway program boasts having more than 1,500 volunteer groups. Collectively, the groups removed more than 400,000 pounds of trash from state highways in 2009. On average, each cleanup requires 16 labor hours, which translate into a statewide labor benefit of \$3.9 million.

The Diamondbacks topped off the evening with a 4-3 victory over the Rockies.

### Adopt a Highway volunteers recognized

-- George Chasse (2nd from right) from Campground Buena Tierra group was an honoree at the Adopt a Highway appreciation event, June 5. Honorees and their guests watched an Arizona Diamondbacks game from a luxury suite. With Chasse are Mary Lynn Kelly, Arizona Clean & Beautiful project director; Dallas Hammit, ADOT deputy state engineer; and Stephanie Brown, ADOT AAH coordinator.

## The Apprentices



**Robert Freson**, Williams Maintenance; **Patrick Begay**, Chambers Maintenance; **Dean Gatewood**, Globe Maintenance; and **Tony Mascher**, Seligman Maintenance, recently graduated from the Operator Apprenticeship Program sponsored by the Arizona Chapter of the Associated General Contractors. The graduation took place at the Holiday Inn Casa Grande on June 18. "It's quite an accomplishment for these guys," said **Mike Henry**, lead man for the Seligman Org and Mascher's supervisor.

The apprenticeship program takes approximately three years to complete and includes 6,000 hours of class time and field work. Graduates receive a certificate of completion from Central Arizona College in Coolidge and a journeyman's card from the Arizona Department of Commerce. Last November, Mascher was named the 2009 AZAGC Apprentice of the Year.

## Software stumping you? Try PC Helps, now available to state employees 24/7

**R**esisting an urge to start the weekend early, you open a Microsoft Word document and begin writing the final paragraphs to complete a project and meet a deadline. Placing your computer's cursor on the file drop-down window atop your screen, you click on new and then blank document.

It won't be long now, you say to yourself as you paste paragraphs copied from another document and then begin typing additional material.



Wait! What's happening? All of the words in the just-created document are encased in a box. You activate the borders formatting tool and specify no box. Still, the words you lay down are boxed. You check the definition of the normal style and see it specifies neither a box nor a border. You try other changes in the file, format, and tools menus. Nothing fixes the

problem, and it's now 4:45 p.m. Friday.

What to do?

Call PC Helps, a software troubleshooting service available to state of Arizona employees 24/7.

That's right, with few exceptions specialists in dozens of software applications will be available immediately to solve your problem when you call.

The Arizona Department of Administration contracted on a 90-day trial with PC Helps a little more than a month ago to provide instant software help for state employees. "It looks like we'll be keeping the service," said Howard L. Richardson, one of the managers at ADOA's Customer Support Desk.

The reaction from state employees has been "absolutely positive," he reported. So far, state employees have placed an average of 50 calls a week to PC Helps. The figure is greater than expected by ADOA.

Questions concerning Microsoft Outlook, the email program, rank atop the problems posed to PC Helps, Richardson said.

Other Microsoft applications for which PC Helps provides specialists include Excel, PowerPoint, Internet Explorer, Access, Front Page, Office Communicator, Office Live Meeting, OneNote, Project, and Publisher.

Blackberry is included in the applications for which PC Helps provides solutions. So are Adobe products, including Acrobat, Reader, Photoshop, Illustrator, and PageMaker.

A complete list of applications for which PC Helps

provides troubleshooting services can be found at the service's Web site: [https://pchelps.com/html/supported\\_applications.htm](https://pchelps.com/html/supported_applications.htm)

To reach PCHelps (the ADOA Service Desk) by telephone, call 602-364-4444 and specify Option 6. ADOA prefers that customers call the ADOA Service Desk rather than sending in an email or emailing PC Helps. ADOA tracks all calls and is creating a database of frequently asked questions.

In addition, PC Helps each month emails a Tips and Tricks tutorial to employees who have requested it via the service's Web site. The tutorial archive, indexed can be located at this Web site.

The archive includes a search engine and an index of articles arranged by software application.

The June issue, for example, focused on using the mouse. Here are few of the topics covered in the tutorial:

- Click It to the Right - Understanding Context Menus
- To Click or Double-Click - When to Click and When to Double-click in Excel
- Moving Multiples - Using Shift and Ctrl to Select Multiple Messages
- One Click or Two? - Understanding the Difference Between Single-clicking and Double-clicking in PowerPoint

## Comments & Kudos

### Timely turnaround in Tennessee

*I work for a company based in Phoenix, AZ. This week I am in Tennessee and I misplaced my driver license. I am absolutely amazed at the excellent service that I received in getting a duplicate license. I will be receiving it within 24 hours of my online request. This kind of service is absolutely unheard of in the other states in which I have lived, including New Jersey, North Carolina and Georgia. I just thank you from the bottom of my heart for being so incredible!*

– Catherine McClarin, Phoenix

Note: Credit for this thank-you goes to the employees in MVD's Driver License Central Production Unit who process the duplicate driver license orders.

### Thank heaven for SR 77

*I just wanted to extend our gratitude... (to) the Arizona Department of Transportation during the last 18 months. This was not a small project and involved many people from the business community, including those guests and team members of the Hilton El Conquistador. It is with a heart-felt appreciation that I can tell you we had no guest or team-member issues due to the efforts made by your team.*

– Michael A. Hammer, Director of Operations, Hilton El Conquistador, Tucson

Note: This nearly completed project in the town of Oro Valley involved widening Oracle Road

(State Route 77) between Tangerine Road and Calle Concordia for improved traffic flow and safety. ADOT consultants engaged in extensive efforts to inform businesses along the corridor about the project and to minimize construction impacts as much as possible.

### Green and clean

No one is claiming that you could eat off the floors of **ADOT's fleet vehicle service and repair shops**, but ever since the 21 shops underwent a major "greening" process four years ago, they've become squeaky clean and more environmentally friendly.

The shops' achievements were featured the June 2010 issue of Fleet Maintenance magazine. The publication's "Greening garages" story cited the Equipment Services Best Management Practice (BMP) Manual, the Self-Audit Environmental Compliance Checklist, and the Environmental Green Shop Awards as key programs leading to "greener" pastures for the agency's shops.

### Hole in one

The 2010 July 4th holiday weekend will forever be fixed in the memory of ADOT employee **Russell Chase** thanks to some fireworks he experienced while playing a round of golf at the Arizona Country Club in Phoenix.

Chase, of Communications and Community Partnerships, shot a hole-in-one while playing a round of golf with friends on July 2. Using a pitching-wedge, Chase stroked the ace on hole No. 9, a par 3, 140-yarder.

### Needle in a haystack

When computer network connections went down in early June for the nearly 150 ADOT employees who work in buildings under the

I-17/I-10 interchange in Phoenix, it didn't take long for ADOT's Information Technology Group technicians to determine the cause: a broken fiber optic cable.

Not so easy was locating the break along the several-miles-long strands of cable, a job that likely would have required hiring a contractor to find and fix it, potentially taking weeks and costing a pretty penny. Thanks to a little detective work and a large measure of good luck, **Richie Doucette** and **Shane Lawson** found the damaged fiber optic line. The two IT specialists provide computer support to the buildings that lost the network connections so they decided, against long odds, to search for the break. "We figured why not give it a try," Doucette says. While driving the area, they noticed a piece of black cable sticking out of a box on the ground. Amazingly, it turned out to be the broken line. The cable was repaired shortly thereafter. It appeared that vandals, likely in search of copper, had cut the line.



### In memory of...

Retired ADOT employee Randy Reece passed away on June 4, 2010, at the age of 62. Reece joined the Procurement Group in March 1993 and retired from state service in November 2009. A member of the

Professional Services Team in Procurement, he assisted customers with conference registrations, travel arrangements, and training needs. Co-workers remember his ready smile, his generosity, his sense of humor, and his ability to brighten their days.



**Chuckwalla in charge**

Kingman Construction Inspector Thom Boone sent us this photo of National Park Service Compliance Officer A.J. Monates (L); ADOT consultant Transportation Engineer Specialist Warren Bebeau; and a local chuckwalla that Boone named “Chuckwally.” The trio is standing above the west end of Wildlife Bridge #3, one of three overpasses designed to protect the Black Mountain’s Desert Bighorn Sheep along US 93. The overpasses are part of the Hover Dam to MP17 project.

Since it appears that the lizard is lecturing the two humans, Boone suggested the following caption from Chuckwally: “OK fellows, this is MY home and this is what you are going to do!”



**Recent retirees from ADOT, as reported by Human Resources**

<b>Salvador Arroyo</b> ..... 10 years ITD, Phoenix Maintenance	<b>Richard W. Mars</b> ..... 18 years ASD, Audit and Analysis
<b>Mari A. Bachelier-Sene</b> ..... 23 years MVD, Nogales–Customer Service	<b>Rosie G. Martinez</b> ..... 33 years TSG, Human Resources
<b>Yvonne R. Clark</b> ..... 20 years ASD, Audit and Analysis	<b>Gene Miller</b> ..... 22 years ITD, Materials Group
<b>Patrick W. Drake</b> ..... 21 years MVD, Division Operational Support Services	<b>Tim Olson</b> ..... 13 years ASDInformation Delivery Solutions
<b>Gerald W. Hayes</b> ..... 13 years ITD, Tucson District–Traffic Operations	<b>Frances C. Perkins</b> ..... 30 years ITD, Holbrook–Districtwide Maintenance
<b>Pete A. Lara</b> ..... 27 years ITD, Safford District–St. David Maintenance	<b>Terri L. Schnack</b> ..... 26 years ASDYuma Equipment Services
<b>Kathleen M. Loucks</b> ..... 10 years MVD, Surprise–Customer Service	<b>Judy G. Sevy</b> ..... 20 years MVD, Competitive Government–Partnership–Third Party

**DEADLINE**  
for the August 2010 issue

Articles and photographs for the July issue should be sent to [transendeditors@azdot.gov](mailto:transendeditors@azdot.gov) no later than **July 27, 2010.**



**Employees attaining milestones for years of service, according to Human Resources.**  
*This list of Service Awardees recognizes employees who will reach service milestones in July.*

## 40 Years

**Jerome E. Celestine**  
 ITD, Three Points Maintenance

## 30 Years

**Walter T. Emery**  
 MVD, Tempe Dual

**Patricia P. Garcia**  
 MVD, Driver License Central Production

**Giesela A. Gilmore**  
 ASD, Fiscal & Management Services

**Frances C. Perkins**  
 ITD, District Wide Maintenance

**Bobby J. Seitz**  
 ASD, Show Low Shop

**Victoria S. Trump**  
 MVD, Central Region Administration

## 25 Years

**Holly D. Bowers**  
 MVD, Customer Service Administration

**Connie M. Gearhart**  
 MVD, Flagstaff Enforcement

**Paul Grudovich**  
 MVD, Ehrenberg Port of Entry

**Kenneth M. MacIas**  
 ASD, Flagstaff Shop

**Emily J. Russ**  
 MVD, Casa Grande

**Audrey K. Schoeff**  
 MVD, Glendale

## 20 Years

**Pamela J. Dominguez**  
 TSG, Employee Services

**Judy K. Finley**  
 ITD, Tucson W Maintenance

**Kathleen T. Higgins**  
 MVD, Renew By Mail

**Armando J. Membrila**  
 ITD, Safford District Wide Construction

**Darol L. Olson**  
 ITD, Phoenix Regional Traffic Engineering

**Daniel L. Reed**  
 ASD, Desktop Support - Northern Team

**Troy L. Suverkrup**  
 ITD, Flagstaff Construction Lab

**Artemisa Valenzuela**  
 ITD, Tucson District

## 15 Years

**Susan Kanzler**  
 MPD, TPD Data Team

**Lindy D. Sherrer**  
 ITD, Show Low Maintenance

## 10 Years

**Linda A. Ballez**  
 MVD, Communications

**Michael E. Dees**  
 MVD, San Simon Port of Entry

**Fernando L. Ferrer**  
 MVD, Communications

**Lisa K. Helmers**  
 MVD, Third Party Management Support Unit

**Louis A. Hughes**  
 ITD, District Wide

**Steven D. Jenkins**  
 ASD, Fleet Management Operations

**Denise M. Ohnesorgen**  
 MVD, Communications

**Tamera I. Richards**  
 ITD, Tucson Traffic Operations

**Gustavo R. Ruiz**  
 ITD, Tucson W Maintenance

**Brett L. Rupp**  
 ITD, Payson Maintenance

**Jon Seibert**  
 ITD, Prescott Maintenance

**Craig L. Watson**  
 ITD, Safford Maintenance

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**Correction:** In last month's *TranSend*, the late Bob Goforth was incorrectly identified as a "retired MVD employee." Mr. Goforth was not retired. He was an employee on Family Medical Leave Act (FMLA) leave at the time of his death.

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