

TRANSEND

November, 2010

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

INSIDE

- CRO right for you 2
- Hail & rain wreak havoc 4
- Morale is the moral of the story 7
- Comments & Kudos 9



Good-riding pavements
ADOT, contractors smooth the way
Page 3

A Message from ADOT Leadership

Nancy Gomez, Personnel and Training Manager



When you think of the Civil Rights Office at ADOT, the first thing that may come to mind is the Equal Employment Opportunity laws and the office's critical role in ensuring that those laws are followed in the workplace. But, in addition to governing equal opportunity, affirmative action, and accessibility, the Civil Rights Office is involved in several other important activities that benefit ADOT.

As the newly appointed civil rights administrator, Melissa Boyles says, "We have the great privilege of working with people, agencies, and companies all over Arizona. Not only do we get to work with ADOT staff in all divisions and districts, we get to provide access to jobs, help businesses win work, help local governments navigate the federal contracting arena, and help create environments of true equal opportunity and access."



ADOT Civil Rights is responsible for:

- Training more than 1,000 people since 2003 through the ADOT Highway Construction Pre-apprenticeship Program
- Providing technical assistance to small, women-owned, and minority-owned businesses throughout the state
- Conducting training, workshops, and conferences statewide on topics ranging from promoting small-business opportunities, to explaining the impacts of civil rights laws and how to comply with them
- Ensuring that all people affected by ADOT's programs and projects receive the services, benefits, and opportunities to which they are entitled without regard to race, color, national origin, age, gender, disability, economic status, or limited-English proficiency

Here is an overview of these programs.

ADOT Pre-apprenticeship:

"We help people get jobs!"

The Federal Highway Administration wants to ensure that there are enough skilled construction-trade workers for future needs, and recruiting new people is crucial to achieve this goal. The FHWA fully funds this training program.

Continued on page 5

TRANSEND

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Federal officials rank Arizona highways among nation's five smoothest

A supermodel's skin. A gifted speaker. Arizona's roads. What do these three, far-different things have in common?

The answer is smoothness, and Arizona has the data to back up its placement in the comparison.

According to a recent Federal Highway Administration evaluation, Arizona ranks among the top five states in the U.S. in the percentage of vehicle miles traveled on good-riding pavements (think smooth roads) on the national highway system, or NHS. The evaluation was based on six-year's worth of NHS pavement performance data.

The state also achieved one of the five highest percentage increases in vehicle miles traveled on good-riding pavements, going from 73 percent six years ago to 85.8 percent today.

Who are the smooth operators responsible for these results?

Tom Deitering, an area engineer and pavement and materials coordinator for FHWA's, Arizona

Division, gives much of the credit to ADOT's Pavement Management System.

"I believe there are many reasons for these high scores, but my first thought was the great strides that ADOT has made in the Pavement Management System over the last several years," Deitering said in an email. "...the system has grown in its sophistication, and it allows ADOT to stay well tuned with the condition and needs of the pavements in the state."

The smoothness is a result of many factors

Bill Hurguy manages the Pavement Management Section, a 12-member team that monitors the conditions of the pavements making up Arizona's highway system. One of the section's duties is measuring smoothness.

The section operates two vans, each equipped with a sophisticated instrument called a profilometer that works in concert with an onboard computer system to measure the smoothness of roads. The equipment samples a road segment every mile while the van travels at normal highway speeds.

The two most common ways to define roadway smoothness are the International Roughness Scale, or IRI, and the Profilograph Index, or PRI.

All states collect and report their smoothness data to the Federal Highway Administration's Highway Performance Monitoring System, or HPMS. In turn, the FHWA uses this data to determine the ride quality of the roads in each state.

Numerous studies have shown that most drivers judge the quality of a road, "good" or "bad," based on its smoothness. Other studies point to the benefits that smooth roads bring in terms of

pavement longevity, motorist safety, and reduced vehicle operating costs.

Reasons for success

Hurguy acknowledges his section's contribution, but he points out that success is due to a combination of factors and teamwork. "In the end, all we do is measure the smoothness; the smoothness is a result of many factors."

Those factors include contractor incentives, frequent use of an asphalt-rubber friction course, collaboration with pavement designers and contractors, increased funding, and maintenance activities.

The department offers contractors incentives to build smoother roads, whether for new construction, reconstruction, or rehabilitation projects. If the contractor exceeds established target values, it can earn a bonus averaging around \$80,000. Hurguy mentions one interstate project in which the contractor raked in more than \$250,000 in incentive dollars. Occasionally, contractors are charged for not meeting target values. The Pavement Management Section members periodically meet with the contractors to review target values and discuss if they are meaningful and realistic. ►



A span of Interstate 10 cuts through Arizonan landscape.

“It’s a good opportunity for contractors to make additional money,” Hurguy said of the incentive program.

Deitering agreed.

“It’s caused the contractors, on their own, to institute construction techniques to increase smooth pavement,” Deitering said.

Another factor contributing to smooth roads is the agency’s use of asphalt-rubber friction course on most of its projects. “By its nature, ARFC is smoother than other surface treatments,” Hurguy explained.

Additionally, ADOT’s Pavement Design Section is housed next door to the Pavement Management Section, so staffers from the two programs can easily confer on what types of pavement to use on a given project.

Finances help too. Allocations for pavement preservation have increased by 35 percent over the past five years. For example, \$135 million has been

budgeted for pavement preservation for Fiscal Year 2011.

ADOT’s maintenance crews play a huge role in preserving the smooth pavement.

“Our maintenance people are a major reason why we have such smooth and long-lasting roads,” Hurguy said.

The crews regularly take actions to care for the pavement, including fog sealing, crack sealing, patching, and even controlling the vegetation and keeping the ditches clean. “Everything that they [maintenance crews] do helps,” Hurguy said.

Finally, Hurguy says the success of the Pavement Management System owes much to his predecessor, Jim Delton, now the assistant state engineer for the Materials Group.

“I inherited a very good program from Jim. Basically; all I’ve had to do is to keep it were it was.”

ADOT hard hit by hail

A virulent hail storm damaged hundreds of ADOT buildings, vehicles, and other property in early October, wreaking damage that could approach \$1 million.

Steve Schaefer, ADOT risk analyst, based the estimate on reports and bids he had received by Nov. 4. He expected the toll could climb.

The storm struck the Phoenix area on the afternoon of Oct. 5. Most of the damaged ADOT property was in a corridor extending roughly between Camelback and Buckeye roads, west of 15th Avenue, said John C. Hetzel, Jr., manager of the Facilities Management and Support Group.



John C. Hetzel, Jr.

By the first week of November, Scott Fall-Leaf, physical plant director of ADOT’s Central Region, reported he had 47 open claims, ranging from roof damage to broken windows. “We are still obtaining two quotes for damages, excluding glass replacement,” he said. He said receiving and processing claims will continue into early 2011.

Equipment services personnel estimated some 400 vehicles were damaged by the pounding hail.

Continued on page 7



The recent hail storm damaged one of ADOT’s air cooling unit



Smooth operators – (L-R) Pavement management profile team members Ernie Johnson, Ron Fregin, Hector Rivas-Bernal, and Steve Maynard use this van, equipped with a profilometer and onboard computer, to measure the smoothness of highways all over Arizona.

Continued from page 2:

The goal is for program graduates to meet or exceed the qualifications required to enter apprenticeship and trainee programs offered by our contractors. Pre-apprenticeship students receive OSHA, flagging, and Red Cross-CPR certifications during training. Math skills are improved through application to real-world problems similar to those encountered in construction. And, fitness is addressed with aerobic workouts.

ADOT DBE Program:

“We help small businesses make money”

The ADOT Disadvantaged Business Enterprises Program provides opportunities for eligible businesses to receive contracts with Arizona agencies that expend monies provided by the federal Department of Transportation. The program offers an online, customer-friendly certification process to identify and certify eligible firms. “As part of our commitment, we are available to help firms through the certification process and to make it as painless as possible,” Boyles says.

After a business is certified as eligible, ADOT provides it with support services to help ensure it succeeds in the federal contracting arena. Services include conferences, workshops, and training programs, as well as one-on-one business technical assistance. To learn more, go to www.adotdbe.com.

ADOT Title VI:

“We help people understand the law and help create environments free from discrimination!”

CRO employees work with ADOT divisions and districts and with local governments to clarify roles, responsibilities, and procedures for ensuring fair and equal treatment for all people. They work hard to prevent discrimination and establish procedures for

identifying and eliminating discrimination when it is found to exist. And, they also provide resources to ADOT employees and customers who believe they have been subjected to discrimination.

In summary, the Civil Rights Office ensures that the ADOT workplace is free of discrimination as defined by federal and state laws, and it promotes affirmative action in ADOT programs, services, and activities. Beyond that, the office’s mission statement declares: “We strive to be regarded as a safe place to go for help.”



Laura Webb accepts an award from the Donor Network of Arizona. ▼

Stacey Stanton ▲ accepts her award from Donor Network CEO, Tim Brown



Photos by Nick Kanihan

Donor Network of Arizona honors two from MVD

By Larry Clark, MVD Program Support

MVD Director Stacey Stanton and Laura Webb, MVD strategic planning consultant, received awards recently at the Donor Network of Arizona “Donation Celebration” event in Phoenix.

When people apply for an Arizona driver license or state identification card through MVD, they can simply check a box on the form to be added to the organ and tissue donor registry. Since the checkbox option was launched in early 2008, about 25,000 people a month have signed up, most of them through MVD. That’s a significant increase in registrations as compared to pre-checkbox numbers.

“Stacey has done a terrific job leading the efforts to improve the organ and tissue donor process through MVD,” DNA spokesperson, Sara Pace Jones said. “The ‘Live It. Give It. Check It.’ Campaign, that encourages signing up to be a donor through MVD, was developed by Donor Network of Arizona in conjunction with Director Stanton and her staff.”

Webb was honored for “providing numerical data that helps Donor Network of Arizona direct its efforts to educate the public about the importance of organ and tissue donation,” Pace Jones said.

Stanton and Webb were among the Donor Network’s community partners honored. The organization also recognized individuals and businesses in volunteer, media, workplace, and healthcare categories.

According to Donor Network, there are about 1.6 million people in Arizona registered as organ and tissue donors, and more than 2,000 people in the state are awaiting organ transplants.

In addition to signing up for the registry through MVD, Arizonans can sign up online at www.DonateLifeAZ.org or call 1-800-94-DONOR.



Employees help dedicate Hoover Dam Bypass

A dozen Kingman District employees volunteered at the Oct. 14 dedication of the “Mike O’Callaghan Pat Tillman Memorial Bridge” at the Hoover Dam. The employees assisted with parking logistics, handed out water, answered visitors’ questions, shared facts about the new bridge, and monitored activities in a “kid zone” set up for children. More than 1,000 people attended the official dedication. Several employees also volunteered on Oct. 16 for the public open house, attended by an overflow crowd of about 15,000 people.

The 1,900-foot-long bridge is the Western Hemisphere’s longest single-span concrete arch bridge and is about 900 feet above the Colorado River. The \$240 million project, including a realignment of US 93, took five years to complete.

Top left: (L-R) Julie Alpert, Shaun Brand, Angie Taylor, Jim Lindsey, and Larry Dye (non-ADOT volunteer) were among the volunteers for the dedication.

Top center: Gov. Jan Brewer was one of the speakers at the dedication.

Top right: Kara Hinker and Darlene Elfering bookend the bridge sign.



A walking cone zone – Talk about a safe Halloween costume. Conor Pamiroyan, 12, created this traffic cone costume using styrofoam, cardboard tubes, construction paper and duct tape. According to his father, John Pamiroyan, who submitted the photos, Conor hit upon the idea as he set up traffic cones to mark boundaries at his after-school facility. “He would routinely place a cone on his head because the number of cones he had to carry became too heavy,” Mr. Pamiroyan said. The father also reports that Conor received many compliments for his get-up. “People said things like, ‘very creative,’ ‘very clever,’ and, ‘How did you come up with that idea?’”

STORY DEADLINE

for the December 2010 issue

Submit articles and photographs for the December issue to jtucker@azdot.gov no later than **November 22, 2010**.



Employee offers ideas for boosting morale during tough times

By Janette M. Quiroz, Intermodal Transportation Division

Employees of ADOT are facing many personal and professional challenges that can lower their morale. Some of these include concerns about layoffs, furloughs, elimination of merit pay, and the hiring freeze. We are all dealing with having to do more with fewer resources.

I have struggled with how to maintain my own morale. As with any situation, there are times when we may not have control over things that are happening, but we do have control as to how we respond to these situations. I explored programs and resources aimed at heightening a sense of higher morale and realized that my feelings, in part, were within my ability to change. Additionally, I wanted to assist my co-workers in maintaining a higher sense of morale in times when they might be struggling. Although maintaining morale is part of managers' and supervisors' responsibilities, employees should bear an absolute responsibility for taking steps to maintain their own sense of morale.

I visited with several ADOT employees at a variety of levels to learn how they maintain positive morale. They included State Engineer Floyd Roehrich, Jr., procurement specialist Debby Beher of ITD, and MVD administrative assistant Sherrie Miller. They identified factors they attributed to maintaining and increasing their own morale and discussed how they attempt to increase the morale of staff around them.

Debby Beher jokes that she relieves stress by howling at the moon, because it is hard to take problems seriously when she's howling.

One of Beher's strategies is to set and maintain her own set of personal standards as well as to accept challenges and extra duties that heighten her sense of accomplishment. Similarly, Roehrich believes that people not only should take satisfaction in their own accomplishments but also in the accomplishments of others, because ADOT is a team-oriented agency.

Miller says, "I keep the kind words offered to me from family, friends, and co-workers tucked into my heart and refer to them often." She expresses enjoyment of what each day has to hold and finds something for which to give thanks.

All three individuals agree that taking the time to recognize the contributions of others is a key strategy in increasing the morale of others.

Additionally, Roehrich tries not to sweat the small stuff. Instead, he focuses on those things that he can control, which includes his own attitude.

Roehrich recalls a slogan once used by the Home Depot stores: "You Can Do It, We Can Help." To him, the slogan provided encouragement and the promise of advice, if requested. He also feels that assuring employees that they are making good decisions plus expressing confidence in their abilities are likely to build self-confidence and, thus, boost morale.

The three also place morale-building value on taking the time for enjoyable pursuits, either at the workplace or away from it; spending time with family; reading a book; taking a walk; and "of course, ice cream never fails."

So, the next time you hear howling at night, the source may not be the neighbor's dog, but instead a co-worker relieving stress.

For further information on ADOT employee programs, contact Human Resources and Development at (602) 712-8188.

Hail continued from page 4

State government agencies are self-insured. Each agency pays an annual premium to the Department of Revenue, which maintains a fund to pay for damage such as that caused by the hail.

After the storm, Hetzel noted, he and his staff focused on the emergency stuff — like leaking roofs."

ADOT roofs are covered with a woven material, Hetzel said. The hail struck with such force that it left indentations in the roof and loosened the fibers, allowing rain water to seep through. Until roofs are repaired or replaced, many employees are covering their work stations with plastic when the work day ends.



This image shows aftermath of hail damage to shingles of the Traffic Signals Sign & Striping building. Rain washed the pulverized shingle material down the spout.



Practical Ethics

The ADOT Way

Gifts from Outside Interests

by Karen Mills, Ethics Officer

The November and December holidays are much anticipated. While people honor these holidays in their own ways, generally people emanate the good-will this time of year represents. This spirit inspires many of our vendors, suppliers and other contracted entities to send gifts to the hard-working, capable employees of ADOT; therein lies the problem. As employees, we need to be aware of the ADOT Gift Policy, PER-6.03, which provides guidelines regarding the acceptance of gifts from outside interests.

Delightful as it may be to receive “presents” at the office, ADOT employees should be constantly aware that the public can perceive these simple acts as a violation of the public trust. The operative word here is “perceive.” It is not enough that the public employee has no intention of doing anything improper or of letting his or her judgment be jaded, or, in fact, that nothing improper has been done.

Of course, an ADOT employee’s loyalty cannot be purchased at the price of a basket of fruit or box of candy. Some would take umbrage at even the suggestion. However, the appearance of impropriety is far too great to permit acceptance of even a small benefit arising from a corrupt motive. Many are the times I’ve heard, “My vote or objectivity can’t be bought for a free lunch or ballgame ticket.” However, those who provide these gifts and favors seem to believe that it is to their advantage to do so. In fact, giving gifts is often viewed as a legitimate business expense.

The public has a right to know that every decision made at ADOT is made on merit, without partiality, and in the best interest of the state.

A portion of the ADOT Gift Policy recites the Arizona Administrative Code, which specifies that state employees shall not:

1. *Permit themselves to be placed under any kind of personal obligation that could lead any person to expect official favors.*
2. *Accept or solicit, directly, or indirectly, anything of economic value as a gift, gratuity, favor or loan, that is, or may appear to be, designed to influence the employee’s official conduct. This provision does not prohibit acceptance by an employee of food, refreshment, or unsolicited advertising or promotional material or nominal value. Although Arizona law allows gifts of under \$10.00 in value, even such nominal gifts are forbidden if they are designed to influence a state employee’s conduct.*

Since it is impossible to determine the giver’s state of mind, ADOT has further defined policy to disallow the acceptance of any gifts and even to discourage organizations and vendors from sending them. If a gift is received in one of the offices, or sent to an individual, the gift should be returned to the sender or donated to a charitable organization, and the person or business providing the gift, notified in writing of the action taken. The Gift

Policy contains a sample letter, which can be used in such cases. Following the policy will ensure there is no personal gain, and there is no perception by the public of any impropriety.

Safeguard the ability to make independent, fair, and impartial decisions by scrupulously avoiding any actions that might compromise or give the appearance of compromising objectivity, independence, or honesty.



Comments & Kudos

Like a good neighbor, ADOT is there

Editor's note: Residents from a south Tucson neighborhood understandably were upset when someone illegally dumped a large amount of trash on an ADOT-owned parcel of land near their neighborhood. A few phone-calls and emails later, the message got to Kathy Boyle from ADOT's Intergovernmental Affairs office, part of CCP. Kathy worked with Tucson District Engineer Todd Emery, who in turn worked with his staff to get the area cleaned up. Kathy received a nice thank you note, shared in part below.

I heard over the weekend from the constituent who reported the wildcat dump, and she reported that the area had been cleaned. The neighbors were relieved, and asked me to forward along their sincere appreciation. ADOT did a great job. I appreciate your help in making this happen — you went the extra mile for the residents!

– Amy Vindiola-Santos
Administrative Assistant
Ward I Council Office

Arizona's online voter-registration recognized as innovative idea

EZ Voter, Arizona's online voter-registration system, recently was commended as a "Bright Idea" by the Ash Center for Democratic Governance and Innovation at Harvard Kennedy School.

Since EZ Voter debuted in 2002, nearly 3 million

residents have registered to vote through the system. In September alone, almost 27,000 Arizonans registered safely and securely online through EZ Voter, a partnership between the Arizona Secretary of State's office and MVD.

"Arizona has long been a leader of online voter registration, and I'm thrilled that the EZ Voter system is getting the national recognition it deserves," said Secretary of State Ken Bennett.

The Bright Ideas initiative recognizes creative and promising government programs and partnerships. This year's inaugural Bright Ideas honorees were chosen by a panel of expert evaluators, including academics, practitioners, and former public officials. EZ Voter and 172 other honorees were selected from among nearly 600 applicants addressing issues such as poverty, environmental conservation, and emergency management.

CCP 'Employees of the Quarter'

Belated congratulations to **Ryan Harding** of Communications and Community Partnerships on being selected as the division's Employee of the Quarter for the second quarter. The constituent services officer's main duties are fielding information requests from the media, writing news releases, and responding to questions from the public about all things ADOT.

The coworkers who nominated Harding were effusive in their praise of him, saying things like:

- "He handles all calls and requests professionally and calmly, even when the caller is demanding, upset, or just a little weird. He hears it all, and always keeps his cool under pressure.
- "[He] takes care of the details, large and small. From answering questions, to doing the daily media clips and updates, to knowing how to quickly contact someone within ADOT. He'll help his co-workers with anything: looking up a milepost, writing a news release, researching an answer, etc."

Michele Beggs, also of CCP and a public information officer for the Kingman District, was named the division's Employee of the Quarter for the third quarter. One of her nominators gushed about Beggs' excellent customer service skills in dealing with the "media, the public, stakeholders, and her fellow PIOs ... as both the new Hoover Dam bridge and the widening project on US 93 leading to the new bridge, took shape."

Another colleague wrote: "Michele has worked very hard to manage communication with the Kingman District, FHWA, CCP, and the media to stay on top of and distribute the latest information to all interested parties."

**Arizona Highways magazine:
November 2010 issue**

Highlights of the current issue include:



- **Then & Now:** Magazine editors Jeff Kida and Sally Benford present a portfolio of images of iconic Arizona sites as they were years ago and today.
- **In Rehab:** Arizona doesn't qualify as the center of the architectural universe, but the state is home to many interesting structures that are being rehabilitated. Included are Mission San Xavier del Bac near Tucson and a scattering of old buildings in the Phoenix warehouse district.
- **A Spiritual Connection:** During an extended stay at Walnut Canyon near Flagstaff, Willa Cather, regarded as one of the great American novelists of the 20th century, discovered herself as both a writer and a person. Viewing the canyon's natural beauty affected her, but establishing a spiritual connection to the ancient people who lived there changed her the most.

Arizona Highways, the current "magazine of the year [more than 40,000 circulation]" of the International Regional Magazine Association, is owned by ADOT. Articles, photographs, and subscription information are available at

www.arizonahighways.com. Be sure to check out the magazine on Twitter and Facebook, and sign up for the Arizona Highways newsletter at: www.arizonahighways.com/static/index.cfm?contentID=1027.



District Team of the Year - *The Kingman District Administration team, staffed by Angie Taylor and Selina Sanders, was recently named "Team of the Year."* Operations superintendent Rance Spurlock presented them with the award.



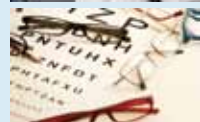
Employee of the Year - "Employee of the Year" honors went to **Jackie Brough**, administrative assistant for the Org 8653, Wikieup Operations. Selections for both awards were made by the District's Employee Appreciation Team.



**2011 Benefits
Open Enrollment Nov. 1 - 19, 2010**



If you do not want to make changes to your benefits, no action is required.



During Open Enrollment you can:

- Add dependent children up to the age of 26 years old (Without restrictions or eligibility requirements)
- Add, Decline, or Extend Flexible Spending Accounts
- Add or Remove eligible dependents to or from coverage
- Add, Decline, or Change insurance carriers
- Increase or reduce life insurance elections
- Drop or elect Short Term Disability



Go to the Y.E.S. website to make any changes to your existing coverage. For Benefit Expo dates or other resources, visit www.benefitoptions.az.gov, or call Human Resources at 602-712-8188.



Milestones in Service

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.

30 Years

- Scott Boling, MVD, Communications
- Kenneth Spahn, ITD, Page Maintenance

25 Years

- Tom Donithan, ITD, Phoenix Maintenance District Roadway Support Services
- Anna Garigan, MVD, Driver Improvement
- Elizabeth Nelson, MVD, Chandler Dual
- Michael Russell, ECD, Tucson Enforcement
- Mark Schalliol, ITD, Phoenix Maintenance District

20 Years

- Eddie Albert, ITD, East Area Lab
- Robert Guzman, ECD, San Luis Fed Port of Entry
- Orville Kruse, TSG, Desktop Support - Northern Team
- Mary Little, MVD, Mesa Main
- Philip Schaffer, ITD, Traffic Group Administration

15 Years

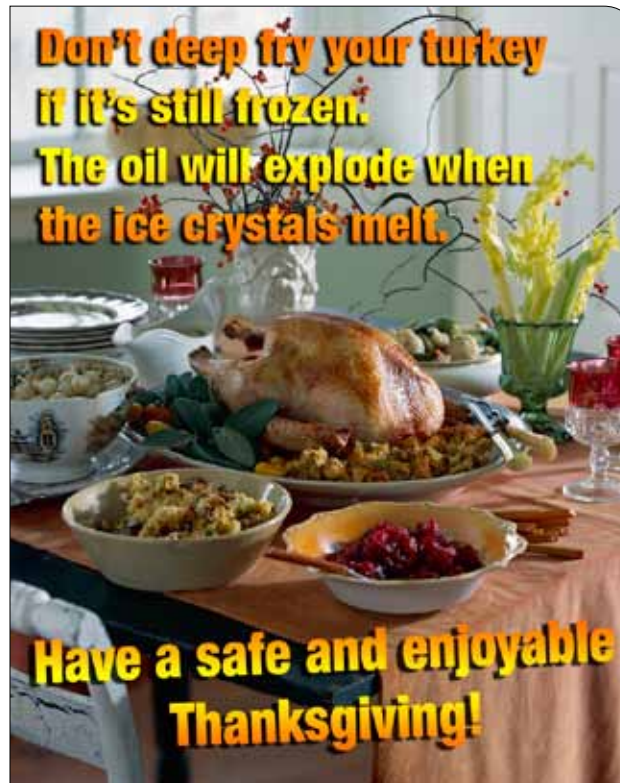
- Deborah Breitenstine, MVD, Tucson Regional Administration
- Gary Cory, ITD, Needle Mountain Maintenance
- John Lopes, ITD, Quartzsite Maintenance
- Marcella Topaha, ECD, Teec Nos Pos Port of Entry

- Miguel Ulloa, ITD, Payson Maintenance
- Marissa Valenzuela, ITD, Tucson Natural Resources

10 Years

- Angelica Bolan-Ervin, MVD, Coolidge
- Tia Curl, ECD, Ehrenberg Port of Entry
- Antonio Esquivel, ITD, Broadway Landscape Maintenance
- Elvira Galarza, ITD, Valley West Construction
- Madeline Kinder, TSG, Business Analysis
- William McGuirk, ITD, Phoenix Maintenance District
- Luz M. Serrano, MVD, Mesa Main
- Leonard Vidra, ITD, Contracts and Specifications

Safety Tip



Retirements from ADOT

- Bill Archer..... 9 Years
MVD, Tucson Regional
- Philip R. Carpenter..... 25 Years
ITD, Phoenix Construction *
- Alicia Carter..... 4 Years
MVD, Claypool/Globe
- Al Crawford..... 19 Years
MVD, Scottsdale
- Rosalie Durante..... 9 Years
MVD, Scottsdale
- Dave Mellgren 38 Years
ITD, Statewide Project Management
- Rosie Nunez 26 Years
ITD, Engineering Technical Group
- Walt Parmigiani 5 Years
ECD, Executive Hearing Office
- Omey Faye Rainey 21 Years
MVD, Kingman
- Bob Schwartz..... 15 Years
MVD, West Phoenix
- Jill Sutton..... 30 Years
ECD, Topock Port of Entry

* Correction to last month's **TRANSEND**.

Retiree Philip Carpenter's name was misspelt in our September issue. Philip spells his name with only one "l."