

TRANSEND

April/May, 2011

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

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A Message from ADOT Leadership

John Nichols, Administration Services Division

ADOT employees 'bounce' toward continual improvement

The world economic situation and the focus on government spending has put the work of agencies and public employees front and center. Efforts to balance state budgets are a genuine challenge for our leaders. The fight over proposed funding cuts might leave some with the impression that there is too much government. Yet, few want to see major cuts to current services.

There is a lingering myth that government employees do not work as hard as those in the private sector. Most of us realize that this is myth — a false perception created because of differences between working within the government and working outside of government service.

For those who believe this myth, I wish they could ride with a snowplow operator driving on a 12-hour shift in whiteout conditions so someone can go home. Or the customer service representative who must remain professional and polite when dealing with an angry citizen not wishing to let go of his or her hard-earned money. Regardless of where you work at ADOT — each employee has a story and plays an important role in making our transportation system work effectively.

So how do we battle against this myth and support a renewed perception that public employees are dedicated, committed servants?

The answer is simple: **We just bounce.**

We continue to find better ways to do the job — deploying new technology; streamlining processes; innovating, communicating, and participating in an effort to do more with less; and seeking efficiencies that benefit taxpayers. We bounce back, bounce higher, bounce faster toward our goals.

We have people throughout ADOT who come to work each day because they want to. We know it is not for the money — it's because we want to be part of something bigger, making a difference in our communities and our state. We believe in what we are doing, we see the big picture. We know that without our collective contributions, the state's transportation system would not function.

Policy debate will rage on both sides of the argument. Proposals and counterproposals will be made, but when the debate is over ADOT employees will still be there because someone has to get the work done for our constituents. Our staff members know our transportation system must function or nothing else will. Our children will not get to school, businesses will not open, families cannot grocery shop and our way of life will grind to a stop.

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TRANSEND

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

Cover Photo: Workers grade and lay asphalt on U.S. 80 in southeastern Arizona in 1933. The photo was among those that personnel from ADOT's Historic Roads Program presented at a public workshop in Bisbee. Photo is from the Arizona Historical Society, Tucson.

Back|Roads

The ADOT History Series

Project captures history running over state highways

By Bob Albano, Associate Editor

When Lamar Cobb submitted the first State Engineer's report to the Arizona Legislature and Gov. George W.P. Hunt on June 14, 1914, the state road system consisted of two roads and 251 miles. Just about every city, town, and county needed connecting with someplace else.

That was a little more than two years after Arizona moved from territorial to statehood status as No. 48 on Feb. 14, 1912.

Now, as Arizona approaches its statehood centennial with a road system consisting of 6,000 miles, some ADOT personnel are helping residents visualize transportation's future [see article on page 7] in 2035 and beyond, and others are focusing on helping residents embrace the past. Among the latter are David Zimmerman, a historic preservation specialist with the Environmental Planning Group who heads the Exploring Arizona's Historic Roads project. The project is focusing on state roads built between 1912 and 1955, when interstate highway construction began.

Others driving the project include Ruth Greenspan, technical section manager of the ADOT Environmental Planning Group, and staff members of SRI Foundation in Rio Rancho, N.M., and URS Corporation of Phoenix.

"I see the possibilities for the project as twofold," says Zimmerman. "One is our ADOT and FHWA responsibilities under the National Historic Preservation Act of 1966. The Exploring Arizona's Historic Roads project is allowing us to develop programmatic tools to manage these cultural resources more effectively and efficiently." The other is the opportunity to share transportation history with the traveling public.

Fulfilling legal responsibilities is the "bureaucratic part of the program," Zimmerman explains. And it's a necessary component of the project. "But I get really excited about the community outreach part," he says.

The Historic Roads project already has resulted in a website — http://www.azdot.gov/highways/arizona_historic_roads/index.asp — and other educational material.

Eventually, the Historic Roads project will lead to additional enhancements — material to view and read and hear — helping the public better understand Arizona's roots.



They will give residents "a sense of place," Zimmerman says.

"In this case, the winners are all of the citizens of Arizona," he says. "Importantly, this project should benefit Arizona communities, especially in the rural areas. Historic roads help tell the story of how certain regions and the state of Arizona as a whole developed. Early mining, logging, and ranching histories; post-WWII tourism; settlement; and Euro and Native American interactions — these are a few things where the history is still manifest in our historic road system."

Referring to a series of community meetings in which the project was introduced, Zimmerman said, "One of the things we learned . . . is that leaders in rural communities are interested in preserving their historic corridors because they are tourism assets. Since the Exploring Arizona's Historic Roads project has a public-education component, we hope it will ➤



Two Years Before Statehood

A streetcar [top photo] in 1910 slides through the old U.S. 80 in the heart of Bisbee, a prosperous copper mining town in southeastern Arizona. The Bank of Bisbee is at right. Photo is from the Arizona Historical Society, Tucson.

Members of the Prescott Auto Club show off their newly acquired automobiles as they parade over a well-graded dirt road in Yavapai County. Photo is from the Sharlot Hall Museum in Prescott.



Building and Driving

Workers construct a bridge on U.S. 80 near Bisbee in 1933. Photo is from the Arizona Historical Society, Tucson.

Below, the first driver to reach the Grand Canyon in a motor vehicle inches along a deeply rutted dirt road. Photo is from the Northern Arizona University Library.

Bottom, Arizona Highways Department engineer Norman Wallace captured this scene along U.S. 80 near Bisbee in 1933. Photo is from the Arizona Historical Society, Tucson.



allow communities to better promote their historic corridors for economic development. Maybe someday more people will think of other historic roads in Arizona rather than just Route 66.”

The current project has received two Transportation Enhancement grants from the Federal Highway Administration.

The first stage of the project began in 2009 and involved background research, discussions with Arizona community and tribal officials and interested members of the public about the state’s historic roads, and workshops. The purpose: to identify roads and road segments considered important to the history of local communities and to identify the types of products that would effectively tell the story of the old roads.

Those efforts involved representatives from the FHWA, the Arizona State Historic Preservation Office, tribes, state and federal land managing agencies, state tourism agencies, and local communities.

Workshop attendees helped identify potential outreach and interpretive products to be developed during subsequent stages of the project. Such products, Zimmerman says, will include Internet and other social media presentations, interpretive signage along historic roads, exhibits and displays, videos, and CD-ROMs. The project web site will be updated with highway histories, maps, photos, and other interpretive material.

The initial grant enabled project officials to conduct the workshops and determine the kinds of materials to develop for public outreach.

The second grant is allowing the project to develop an approach to preservation work. A programmatic agreement for the treatment of Arizona’s historic

highways and a context study for historic highways are under development.

At a national historic roads conference last year, Arizona’s presentation noted:

“Of particular interest will be locational media technology incorporating Global Positioning (GPS) technology and satellite imagery. Today’s technology provides unique opportunities to reach the traveling public. Travelers use road maps, cell phones, and GPS units to get themselves from point ‘A’ to point ‘B’. When designing outreach products, it is important to think beyond standard public outreach approaches— rest area interpretive panels and historic landmark signs—and devise interpretive media that reaches all travelers and uses these and other locational technologies. Internet-based products will also be used to reach members of the public interested in transportation history.”

Arizona’s presentation also included a portion of a letter from the State Historic Preservation Office:

“We agree that the history of Arizona’s state highway system has been crucial to the development of the state and its many communities over the past century. This is a part of the state’s history that is not sufficiently appreciated and yet has relevance to questions of current need and future planning and development. ... This project substitutes a holistic approach for the previous segment-by-segment approach that imposed continuous costs while providing only marginal historic preservation benefits. This project proposal goes to the heart of what is actually worth preserving about Arizona’s highways.”

New MVD Scanning System Saves Time, Money, Document-Storage Space

By Larry Clark, MVD Program Support

MVD customer transactions often involve the receipt of important documents that must be handled and then stored securely. Customers typically take their copies home, and MVD, likewise, has a home for its documents — the thousands created daily.

In the past, it took weeks to accumulate and process these documents; now it can be accomplished in minutes thanks to the efforts of ADOT's Information Technology Group and MVD. The new ADOT Document Management System (ADMS), which features digital imaging, is being implemented now, and the initial reviews are very positive.

“The goal was to find a platform that could be used agency wide,” says ITG project manager Teri Oliveira. She says the project began in 2008 and is partially grant-funded.

“ADMS will allow any business area within the agency to image, index, search, and retrieve any document,” added Oliveira. “As well, it enables workflow

automation; that is, electronic routing of documents for review and approval. And the current digital imaging at MVD is only the beginning.”

Oliveira, along with project managers Steve West and Jill Kanalos, are overseeing the technical aspects of the project. West Central Region customer service manager Jean Agan is leading the project for MVD.

In the old world — 2010 and earlier — documents were sent to a central location for imaging; they were microfilmed and stored on tapes. If someone needed a document, staff would locate it on a tape, copy the material, and send it to the person making the request.

In the new world, digital copies of the documents are made either at the imaging unit or in MVD field offices. They're instantly stored and ready for retrieval by authorized users and can quickly be sent to others. Also, image quality is much better, and color images can be produced, if needed.

“There are a number of benefits,” Oliveira notes, in addition to those listed above, with improved data security topping the list. Because most processes are switching from paper to electronic, “It's much easier to secure customer data,” she says.

Oliveira points to many other advantages, including 24/7 retrieval for those who are permitted to access documents, along with significant cost savings. These savings include everything from postage and shredding costs to labor and material required to prepare and physically deliver documents to the central imaging unit.

All told, Oliveira says, “We expect hard savings and efficiency savings to be more than one million dollars a year.”

The imaging unit at MVD processes and stores the documents, and since late January they've been substituting new, sleek, heavy duty scanners for old, cumbersome microfilm equipment.

Division Operational Support Services (DOSS), Record Services Manager Silvia Gerds says her staff couldn't be happier. “It's been tremendous. The process is so much easier and quicker. We're very excited.”

The changeover from old to new has been easy, says Gerds. “The system is very user friendly and the transition has gone well.”

The MVD field office rollout began in February. Instead of delivering documents to the imaging unit, field office customer service representatives will scan them at the time of the transaction and they will be available immediately. The Tempe office went first.

ITG's West says of the Tempe launch, “We showed up on Feb. 22, and the customer service representatives had scanners at their work areas and customers walking in the door.”

MVD trainer Cassi Hollins and ITG staff assisted the CSRs as they were serving customers using the newly installed devices and the new system.

West adds that ITG made an effort to streamline the process as much as possible and show CSRs on the screen what they need to do.

And, now they can prepare in advance. Hollins says there are online training materials available ➤



for CSRs, including a user guide and videos, as the rollout continues.

By the time it's complete there will be approximately 630 desktop scanners in MVD field offices statewide. The target date for complete installation is the end of June.

West Phoenix customer service supervisor Madelene Carbajal was involved in testing for the project and administered the recent implementation in her office.



Personnel involved with the new scanning system include, from left, MVD's Madelene Carbajal, Jessie Samaniego, Cassi Hollins, Elaine Sulski, and Silvia Gerdtz, and ITG's Steve West.

"I think it's going great," Carbajal says. "Instead of making copies, now, it's click, click, click, scan and it's done, and it's available for anyone who needs to retrieve it."

Carbajal will be assisting as the new process is rolled out in other field offices. She expects it to go smoothly. "I think the new system is so easy for the CSRs to use. It doesn't take much space; it's fast and the CSRs will really enjoy it."

ADOT government relations specialist John Carlson formerly administered the MVD DOSS program and has been advocating for the move to digital

imaging since the early 2000s. He says now that it's underway in the high volume title and registration and driver license areas, the advantages are apparent for both ADOT staff and stakeholders.

"You make the transition from paper and microfilm to digital technology and see the better quality images and faster access, and soon you'll be hearing people say, 'I don't know how we got along without it,'" Carlson notes.

He sums up: "The ADOT Document Management System is not only saving money, it is making it easier for our employees and improving customer service. It can't get any better than that!"

Leadership, continued from page 2

Long-time ADOT members will tell you they have seen budget crises before. They have seen economic downturns and worked through the good times and the bad. When all the dust settles, however, ADOT employees are still doing good work on behalf of the people of Arizona. And we continue to bounce higher, stronger, and with sharper direction.

I have never been more proud to be part of any organization with members having such dedication and motivation to get the job done for the residents of this great state. I just hope I can bounce as high as they do.

New Look, Same Great Job

ADOT Enforcement and Compliance Division officers are getting a new look thanks to new uniforms. ECD Director Terry Conner says the main reason for the change is to more closely identify the Division's alignment with ADOT as a whole. That is reflected in the uniform markings. The Enforcement and Compliance Division was created from elements of the Motor Vehicle Division last summer.

Conner says the division is using this opportunity to simplify the uniform design and the number of types is decreasing to three. The color is staying the same.

Top: Officer Billy Jeck takes the weight readings from the mobile scale computer.

Right: Sargeant Kathy Gram, Prescott Supervisor for Mobile Scale Team, directs incoming trucks.



Communication & Community Partnerships Involves Public in Long-Range Plan

Although the year 2035 and beyond lies decades in the future, a team of specialists from ADOT's Communication and Community Partnerships Division is engaged now in a massive effort to involve the public in planning to guide the agency's future transportation investments.

The efforts call to mind "Elmer's Tune," a hit song recorded six decades ago by Glenn Miller. Composed by Dick Jurgens, Elmer Albrecht, and Sammy Gallop, the 1941 tune includes these stanzas:

*Listen
Listen*

There's a lot you're liable to be missin'

*Sing it
Sing it*

Any old way and any old time

The hurdy-gurdies, the birdies, the cop on the beat

The candy maker, the baker, the man on the street

The city charmer, the farmer, the man in the moon

All sing Elmer's Tune

Fast forward now to 2011 and meet CCP's Elmer: Teresa Welborn, assistant communication director who's orchestrating the public outreach effort for the Long Range Transportation Plan.

Here's a summary of efforts she outlined in a recent memo:

- An e-blast will be sent to recipients in the statewide and Valley government delivery databases. The blast includes information on the plan and a link to the What Moves You Arizona [website home page: whatmovesyouarizona.com](http://whatmovesyouarizona.com)
- The website includes a video and a short questionnaire [in English and Spanish] using Survey Monkey. Comments will be taken through April 21.

- A headline graphic will direct those who are on the ADOT home page to the WMYA home page.
- A media release will be sent out and the Public Information Office will handle media inquiries.
- Workshops are being held throughout the state for tribal officials, local-government officials, and stakeholders. Workshop locations include Phoenix, Tucson, Flagstaff, Yuma, Payson, and Lake Havasu City.

"All of this input will be compiled and submitted to the LRTP project management team for inclusion in the recommendations that will then go to the State Transportation Board in June," said Welborn.

The team working on the public outreach effort includes:

- Tim Tait and Laura Douglas of the Public Information Office;
- Michele Beggs, Jason Carlson, Michael Carter, Michelle Fink, Carlene Firman, Gabriella Gonzalez, Mackenzie Nuno, Bonnie Opie, and Paki Rico of the Statewide Community Relations Office;
- Sally Stewart, Don Cassano, Kathy Boyle, Julian Avila, and Megan Kintner of the Intergovernmental Affairs Team;
- Brock Barnhart, Lars Jacoby, M.J. Vincent, and Cheri Hull of the Valley Community Relations Office;



Teresa Welborn

- Nicole Sherbert, Angela DeWelles, Kim Stafford, and Bob Bender of the Customer Outreach Team.

The headline over an article describing the efforts reads:

Building for the Future Requires Collaboration Today

Long-Range Transportation Plan Process Starts Implementation of a Vision

The long-range plan started with a 50-year vision developed through the Building a Quality Arizona process, which was recently recognized as the best regional plan by the Arizona Chapter of the American Planning Association. The process incorporated the thoughts and values of Arizonans from across the state. After it is adopted, the long-range plan will guide development of ADOT's Five-Year Transportation Facilities Construction Program, which is updated annually and identifies specific projects to be funded.

"The decisions we make today will have a lasting impact on Arizona and our economy," said ADOT Director John Halikowski. "But this isn't something we can do alone – we need the public to provide input on the options, and we need to bring more voices into the process. Because there is no money for aggressive expansion, this is a plan focused on preserving and protecting our existing infrastructure. Tough choices will be made to maintain a balanced and responsible budget."

ADOT Participates in Vehicle Day at West Valley's Palm Lane Elementary School

ADOT vehicles and personnel were among those from government and corporate organizations that participated in the Vehicle Day at Palm Lane Elementary School in Phoenix's Maryvale neighborhood. Customer outreach teams from the agencies spent time connecting life experiences to community and community to career development exploration.

For many of the 970 students at the school, the experience was life changing.

“When young learners can talk to professionals about their work in our state and touch machines that help build the things they see every day like roads they develop a broader base view of their world,” said teacher Patricia Bryant. “They begin to understand how their own actions can impact their community. These kids know now that the highway they travel on to school, play, church, or shop is ADOT. It’s personal for them now.”

Palm Lane Elementary School serves pre-kindergarten through fifth-graders in the West Valley.

Gary Rickard from ADOT Equipment Services Maintenance Operations says ADOT has been making an impact in children’s lives for many years. “The young children we met 10 years ago are probably in college now.”

Making an impression, stressing the importance of education, and community involvement are all part of Vehicle Days. “Our kids see you on the road or maybe in their neighborhood and now on our playground. So ADOT and all these other people with vehicles that keep us moving are now a positive example,” says Bryant. “We’re very grateful for your attendance, Thanks for coming out here and we’ll see you on the road.”



Kids and Vehicles: Excitement and glee run rampant as pupils of Palm Lane Elementary School scamper, touch, honk, and listen at Vehicle Day for which several public and private agencies, including ADOT, brought big rigs to the school.

Clockwise, from top left:
ADOT trucks are a big hit.

Carole Glenn from CCP, ADOT in the Classroom, talks about snow plows and dump trucks.

Gary Rickard, of ADOT Equipment Services Maintenance Operations, counsels a horn honker.

Mark “Zeb” Zeibig, Jesse Ortiz, and Dell Jenkins from Equipment Services.

A snow shovel draws interest.



Thanks to the ADOT Interstate Sign Shop and Supervisor Dudley Heller, these future travelers will look out for and understand more about ADOT trucks and signs, too.

National transportation organization honors two veteran ADOT employees



Two ADOT veterans have been recognized by the American Association of State Highway and Transportation Officials for their “25 years of meritorious public service.”

The awards were presented March 24 in Phoenix by Dallas Hammit, deputy state engineer of operations, at a leadership team meeting of the Intermodal Transportation Division to Sam Maroufkhani (pictured left) and Julio Alvarado (pictured right). Maroufkhani is deputy state engineer of development and Alvarado is assistant state engineer in charge of the construction group.

AASHTO specifies that the award honors “employees having accrued 25 years of service with one or more AASHTO member departments and who have attained the grade of District Engineer, Assistant Central Office Division Head, Bureau Chief, or higher.”

The Intermodal Transportation Division is composed of 11 groups and 10 engineering districts. The

division is directed by the state engineer and three deputy state engineers.

Maroufkhani directs a development program that coordinates preconstruction engineering functions, exclusive of the urban area in Maricopa County. The functions include project management and technical support as provided by the following groups: Bridge, Engineer Technical, Environmental and Enhancement, Right of Way, Roadway Engineering, Statewide Project Management, and Traffic Engineering.

Maroufkhani received a bachelor of science degree in civil engineer from Arizona State University in 1977. In 1982, he earned a master of science degree in industrial and management systems engineering from ASU. After working in the private sector, Maroufkhani joined ADOT in 1984 as a construction engineer. He later worked as a materials engineer and a pavement engineer.

He was promoted to his present position in 2000.

Alvarado received a bachelor of science in civil engineering in 1983 from New York University. He joined ADOT in 1984, working in transportation engineering survey. The following year he became a transportation engineer associate in which he worked on various interstate highway projects as a project supervisor coordinating activities between ADOT and contractors. Over the next several years he held several engineering positions until 2002, when he was promoted to assistant state engineer of construction.

His primary responsibilities include the monitoring and implementation of statewide construction policies and procedures. He supervises the Construction Group while providing assistance to the state engineer, district engineers, and all Org staff for construction issues, contract disputes, negotiations, project resolutions, technical engineering expertise and contract administration.



Practical Ethics

The ADOT Way

Sometimes being ethical requires saying 'no' to the boss

by Karen Mills, Ethics Officer

Have you ever been asked by one of your managers or supervisors to do something that you thought was unethical? It is not a far stretch to acknowledge that sometime during our years of employment each one of us might be asked to do something we know is wrong or at least have a good idea is wrong.

Many of us remember the corporate scandal created by WorldCom in 2002. WorldCom had become the darling of Wall Street with its growth through acquisitions business model. It had become a significant player in the telecommunications industry



Cynthia Cooper — exposes fraud

through the successful completion of 65 acquisitions over a six-year period. Poor integration of these acquisitions resulted in a multitude of problems that ultimately resulted in very liberal interpretations of accounting rules. Managers were encouraged to tweak their assumptions about accounts receivable and ignore accounts that were unlikely to pay. All of these tricks and many more that were utilized resulted in apparent higher earnings. Other irregularities like sweetheart loans to senior executives, cozy relations between auditors and accountants, and incredibly chummy relationships between WorldCom's management and Wall Street analysts were brought out in the open.

The person who brought all of this wrongdoing to light was a young internal auditor named Cynthia Cooper. After a long investigation into accounting entries, which she and her team conducted (oftentimes until very late into the night) and armed with the knowledge that her boss had usurped a \$400

million reserve account that had been set aside as a hedge against anticipated revenue losses, she took the information to the outside accounting firm, which politely brushed her off.

Ultimately, Ms. Cooper's team found evidence that fraud was being committed. When her boss heard of the ongoing audit, he asked Cooper to delay her work until the third quarter. She bravely declined, continued with her investigation, and soon discovered the largest accounting fraud in U.S. history.

A short time after this exposé, Ms. Cooper spoke to a group of auditors here in Phoenix. Of course, she was unemployed and still hurting, yet she told how difficult it had been and still was, for herself and her family. It was an incredibly trying ordeal both personally and professionally. Small compensation that it was, she was later recognized as one of three "Persons of the Year" by Time magazine.

All of this wrongdoing by WorldCom cost investors billions of dollars and raised troubling questions about the integrity of the information investors receive.

Now let me tell you the story of Barbara King as told by the Markkula Center for Applied Ethics at Santa Clara University (www.scu.edu/ethics) and reprinted with permission.

Barbara was a recent graduate who obtained employment in the big, high-tech industry as a corporate communications specialist. She enjoyed a large salary, received perks regularly, and enjoyed her work.



She was at the job for less than two months when the company released the quarterly numbers. As the internal communications representative, Barbara was responsible for reporting the numbers to all the employees within the company. Because the company was not publicly traded, only those within the organization were privy to the information.

“I was aware something wasn’t quite right with the numbers,” said Barbara. She knew the company was doing well, and she also knew that the industry was getting out of control and each company was willing to do anything to get ahead. After talking with her coworkers, she realized that they all knew the numbers were intentionally inflated every quarter. Barbara took the hints from her coworkers and passed the numbers on without questions.

The inflated numbers became a part of the culture. Barbara observed coworkers laughing when they picked up the paper and read the headlines about their company’s booming quarter.

“I was new at the company, making great money and had great benefits — why would I jeopardize all of that?” said Barbara.

The stories are of two different companies, differing in size. One was publicly traded and the other privately owned, and yet they both cheated their investors. One had an employee who spent an inordinate amount of personal time, and at great personal expense, ferreting out fraud that was cheating investors.

The other had an employee who blithely looked out for herself and passed along intentionally inflated numbers as accurate. Quite possibly, she was committing fraud. Both women had been advised by their supervisors to do something that was illegal and unethical.

Decide now — what will your response be when you are asked to do something that you know is unethical?

Arizona Highways magazine: May 2011 issue

Highlights of the current issue include:

- **The State of State Parks** — Town and tribal governments, friends groups, and volunteers have stepped in to relieve the parks’ budget problems, but that’s not enough. There are different theories on how to save the parks. What happens next remains a mystery.
- **A Walk in the Parks** — From the world-famous landscapes of Red Rock to the majestic saguaros of Lost Dutchman, Arizona’s 31 state parks and natural areas offer photographers, hikers, nature-lovers and everybody else an endless opportunity to do what they do. A portfolio edited by Jeff Kida.
- **State Secrets** — The formations in Kartchner Caverns are the park’s main draw. However, the park’s hummingbird garden is a hidden gem, and so are some of the other unknowns at Arizona’s 30 other state parks and natural areas. They’re all worth experiencing.

Other articles in the issue include:

- **Scenic Drive** — Indian Road 6910 on the Navajo Reservation in northeastern Arizona is a rough road leading to the smooth water of Chocolate Falls, also known as the Grand Falls of the Little Colorado River.
- **Hike of the Month** — The Green Mountain Trail in Tucson’s Santa Catalina Mountains features Ponderosa pines, Douglas firs, and Arizona cypress. Panoramic views include the Galiuro Mountains, Mount Graham, and the wide San Pedro River Valley.



Arizona Highways, the current “magazine of the year” in the 40,000-plus circulation category of the International Regional Magazine Association, is owned by ADOT. Visit www.arizonahighways.com for information about subscriptions, a free newsletter, and following the magazine on Twitter and Facebook.

Comments & Kudos

Graffiti Removal

Amy Santos of the office of Tucson Council Member Regina Romero sent an SOS to ADOT for graffiti removal along Interstate 10 in Tucson. Kathy Boyle, public affairs manager with CCP, got the removal process rolling. Santos responded:

Kathy, you made my week! My sincere thanks.

Hit and Run

Routine would describe the drive that Sgt. Dina Rodriguez of ADOT's Compliance and Enforcement Division started on March 16. A hit-and-run incident changed that quickly and led to a 10-minute chase-and-capture conclusion.



Rodriguez, driving an unmarked enforcement division vehicle, was following a co-worker as the two were in the process of delivering a vehicle. At 59th Avenue and Thunderbird Road, in Glendale, the co-worker made the green light, but Rodriguez did not. Moments before Rodriguez arrived at the intersection, two vehicles had collided. Glendale police later said one of them apparently had run a red light.

Rodriguez said she neither saw nor heard the collision. As she waited for a green light, Rodriguez said it appeared the driver of one vehicle was going to pull into a convenience store lot. Instead, the vehicle drove westward on Thunderbird. Rodriguez

followed and called Glendale police on her cell phone.

At one point, Rodriguez lost sight of the vehicle, but it soon turned onto the street in front of her.

"All the time, I'm in touch with the police," she said.

Now on 67th Avenue, the car turned onto a dead-end street. Knowing the suspect had to come back to 67th Avenue, Rodriguez blocked the intersection with her vehicle and waited. The vehicle, with a man driving and a woman passenger, soon returned to 67th Avenue and stopped for Rodriguez.

As she confronted the occupants, she kept her hand on her sidearm but never drew it because "they complied with me. . . . We are trained to use the lowest level of force."

After Glendale police arrived and took the man into custody, Rodriguez resumed her trip to division headquarters, where she's in charge of recruiting and training. On May 4 she will celebrate her 15th anniversary as a law enforcement officer. Her training has included a 1,000-hour program at the Glendale Community Police Academy.

"We took an oath to protect and serve, and that's what I was doing," she said. It wasn't until the next morning that she learned her actions had gained wide attention — division Director Terry Conner told her she walked into his office.

Email from Sweden

Two engineers in training from the Swedish Transport Administration visited ADOT for several weeks in February, primarily to study the agency's rubberized asphalt program. After returning home they sent greetings to ADOT by way of Aszita Mansor of Roadway Predesign:

Hi guys. Hope everything is well. We would like to take the opportunity to thank you guys for being so friendly and helpful to us during our time in Arizona. We had a great and very educative time; hopefully we didn't disrupt your regular work too much. Thanks for taking the time to show us around and show all the great work that you are doing.



When writing this, we have been back in Sweden for a little over three weeks. Today in Gothenburg is approximately 50F and the spring is slowly relieving the winter. It was very nice to be in Arizona during the worst part of the Swedish winter. We should do that every year.

We have now started our "real" jobs at the transport administration. Johan is working as an assistant project manager in the field of pavement maintenance and operations in the Gothenburg area. Anders is working for the staff with different development projects such as the Swedish asphalt rubber project.

We also had a great vacation. Anders rented a mustang convertible and drove around in the southwest, visiting many of the places we've already been to. Johan, on the other hand, had a great couple of days in N.Y. City with everything that comes with that; he saw all the tourist attractions and just had a great time with good weather most of the days at least. . . .

— Johan Falk [left] and Anders Tykesson

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.

10 Years

- Shawn A. Andersen, Quartzsite Maintenance, ITD
- Alexander W. Campau, Engineering Survey, ITD
- Nancy Capalby, Needle Mountain Maintenance, ITD
- Jason M. Cote, Hardware Repair Team, TSG
- Rodney W. Denny, Driver Improvement, MVD
- Karen L. Grandi, Motor Carrier & Tax Services, TSG
- Francisca Guzman, San Simon Port of Entry, ECD
- Lillian M. Howerton, Winslow, MVD
- Charles A. Lorenzini, Valley West Construction, ITD
- Martha A. Mueller-Madero, Wickenburg, MVD
- Cherie L. Pennington, Human Resources, TSG
- Eileen N. Pike, Grand Canyon Airport, TSG
- Eduardo Reza, San Simon Port of Entry, ECD
- Ramona R. Valdez, Records, MVD
- Arthur Valentino, Records, MVD
- James Zumpf, Systems Planning, MPD

15 Years

- Donna M. Butts, Sierra Vista, MVD
- Ralph E. Domianus, Sierra Vista, MVD
- Manuel F. Ochoa, Three Points Maintenance, ITD
- Jose Servin, Tucson Shop, ASD
- Jerry T. Turner, Mesa Road Maintenance, ITD

20 Years

- Michael B. Carter, Central, CCP
- George D. Garcia, Flagstaff District, ITD
- Miguel A. Figueroa, Yuma Maintenance, ITD
- Anton P. Ritz, Tucson North, MVD
- Tammie E. Zaccaria, Fredonia Maintenance, ITD

25 Years

- Renee H. Castillo, Prescott, MVD
- Suryalata Gunnala, Desktop Support-Central, TSG
- Teresa A. Hensley, Bullhead City, MVD
- Wesley D. McAllister, Fredonia Shop, ASD
- Mark E. Zeibig, Truck Work Center, ASD

30 Years

- Jean A. Agan, Customer Service Administration, MVD
- Lydia A. Cano, Support Desk, TSG

40 Years

- R B. Rockwell, Right of Way Group, ITD

Retirements from ADOT

Cipriano M. "Cipe" Trillo	32
Broadway Landscape, ITD	
Andre Ivaldi	26
Signing and Striping, ITD	
Sabra J. Mousavi	25
Right of Way, ITD	
Stanley D. Patricio	23
Three Points Maintenance, ITD	
Clayton L. "Lee" Godsey	16
Springerville Maintenance, ITD	
Thomas L. Brice	14
Office of Inspector General, ECD	
Timothy J. Maney	6
Payson Maintenance, ITD	



Visiting Transportation Officials:

ADOT employees played host to a group of Russian transportation officials visiting Phoenix on March 25. The delegation listened to a presentation and discussed with their ADOT counterparts some transportation industry best practices.

Those pictured from ADOT are, Robert Sparks, fifth from right; John McGee, second from right; Floyd Roehrich, Jr., far right; and Jennifer Toth, front row, right.

The Russian delegation included several transportation officials, including the chief of the Moscow region's highway department, several ministers of transportation for different regions and republics, directors and heads of departments.