

# TRANSEND

March, 2011

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

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## A Message from ADOT Leadership

**Matt Burdick, Communication Director**

Each month, *Transend* publishes stories about ADOT employees and their and the agency's accomplishments. This month is no exception. You'll learn about how employees helped a Tucson family create a legacy through the Adopt a Highway program, participated in Arizona StandDown in Phoenix for homeless veterans, and responded in the high country during winter storms to make highways safe for public use.

These *Transend* stories and photos are examples of how employees can tell their stories to other employees. Reporting the actions of fellow employees demonstrates how we work at ADOT, and over time it creates a public-service culture and a common set of values.

We see the dedication of fellow employees and the inherent value of the services they provide. We see the need to build a transportation system that moves people and products, creates jobs, and supports strong communities well into the future. For us, transportation is personal.

The reality is that customers can take for granted transportation and the services ADOT employees provide. Customers expect that transportation and our services will always be there, just like water and power.

The Department is working to change the taking-for-granted attitude by connecting with customers.

The challenge lies with how we tell the story to the people we serve.

To begin, we must recognize that our interactions with customers strongly influence how they perceive us. These interactions shape opinions that spread through word of mouth as customers share their experiences. Word of mouth is one of the most common ways people learn about ADOT.

Secondly, the way people communicate and receive information continues to change as technology becomes more available, portable, and personal. The growth of the Internet and social media provides us with the opportunity to directly show people what ADOT does, illustrate the value of services provided by employees, and interact with customers as they share their experiences.

Lastly, we must understand the range of customers ADOT serves, their diverse backgrounds, and their unique perspectives. For some, a tweet is something a bird does, and a chat is what occurs at the family dinner table. Yet, others closely monitor and contribute to social media networks.

With those factors in mind, ADOT is going to places where people gather and use technology to develop direct customer communication channels that engage people in transportation issues and our services.

## TRANSEND

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All submissions for publication are subject to editing for spelling, grammar, and technical accuracy; and may be rewritten for clarity, continuity, length, and journalistic style.

Past issues of *TRANSEND* can be found by going to [azdot.gov/CCPartnerships/TRANsend/Back\\_Issues.asp](http://azdot.gov/CCPartnerships/TRANsend/Back_Issues.asp)

**Cover Photo:** A mother and daughter clutch hands during an interview in which they describe how ADOT employees in Tucson expedited an Adopt a Highway application in the elder woman's honor before she dies of cancer.

Continued on page 4

## Tucson woman creates lasting family tribute through Adopt a Highway program

By Laura Douglas, ADOT Public Information Office



*Tracey Everett comforts her mother, Joanne Wilson, at a news conference.*

**F**or Tracey Everett, it started with an idea to help clean up the environment, and it grew into something much more.

Her mom, Joanne Wilson, is dying of cancer. Tracey, who lives in Tucson, wanted to give her mom a memorable gift while pursuing a cause that is important to her: keeping her community clean and litter-free.

“I wanted to do something sooner than later because we’re not sure how long until this cancer makes her body not function like it should and shuts down,” said Everett.

Wilson says she first started battling breast cancer in 1994. Over the years, she’s had two mastectomies and fought back from the disease. But this time, the cancer has spread throughout her body. Joanne recently stopped the chemotherapy treatments.

“You’ve just got to be with it,” Wilson said. “You can’t feel sorry for yourself. You gotta be strong and do the things you feel good about.”

Inspired by her mother’s strength, Tracey decided the perfect tribute was to adopt a section of highway along State Route 77 in Tucson. She began the permit process, realizing it could take several weeks or months to get the Adopt a Highway sign in place in time for her mom to see it. She made calls to ADOT’s Tucson District Office, and the employees were moved by her story. The staff began working to expedite the permit process.

“Permit applications are received on a first-come, first-served basis,” said Mick Hont, assistant district engineer for the Tucson District. “But due to the unique situation — this was a special circumstance — the staff was able to take it and make it a top priority.”

Once an Adopt a Highway application is completed and received, it goes into a workbasket that contains applications for all kinds of different permits. The timeline to approve a permit for an Adopt a Highway sign largely depends on the workload of the permits section. Then the sign must be ordered, made, and installed. All Adopt a Highway signs are made at ADOT’s sign shop in Phoenix. The entire process can easily take a couple of months.

But this time was different. The Tucson District permits section received Tracey’s completed application packet on Dec. 17. On Jan. 4, the permit ➤

was issued for Tracey’s Adopt a Highway sign. And on Jan. 28, Tracey’s sign went up along SR 77 between mileposts 78 and 79. The sign honors both her mother and her father, who passed away from cancer 10 years ago. The entire process for Tracey took about six weeks. As soon as the sign was up, Tracey took her mom to see it.

“I can’t describe the words,” Everett said. “It felt wonderful inside to see it. It was rewarding, it was my mom and dad’s names up there, it was a goal that I had accomplished, and for my children and I to share. It was priceless.”

Hont says he’s proud of his staff for its hard work and commitment in doing something special for Tracey and her mom.

“This is an example of ADOT’s dedication to state service,” Hont said. “We are more than just a transportation agency. We’re compassionate, caring people who really strive to work together and help others.”

In January, Tracey and her three kids put on their safety vests and completed their first highway cleanup. They spent six hours along SR 77 and came away with 12 bags of trash. Tracey said they got honks of support from those driving by and thank yous from those on foot and on bikes. Tracey and her team will do litter pickup four times a year through Adopt a Highway, and she couldn’t be more excited about doing her part to keep our state highways clean.

“It’s a lifelong little tradition that we’re starting,” said Everett. “It’s great to show that as an example to others — a good thing to do that you’re spending quality time doing something, you’re learning a lesson, you’re doing something unselfish, and it’s for family members that you can appreciate for years to come.”

Wilson added, “It (the Adopt a Highway sign) will still be there after I’m gone, so I think it’s a wonderful tribute to her father and I.”

To get involved in ADOT’s Adopt a Highway program, visit [www.azdot.gov/highways/adoptahwy](http://www.azdot.gov/highways/adoptahwy).



Tracey Everett and one of her children bag up litter on State Route 77 after the “adoption” sign was installed.

**Leadership, continued from page 2**

We are having conversations with customers, ranging from residents to businesses to communities statewide. We’re using relationships, forums, and communication capabilities of other organizations to hold these discussions. In the process, we’re learning how people rely on transportation, informing customers about ADOT and involving them in transportation decisions.

To supplement communication through the media, we are creating news stories, photos, and videos online to highlight topics of interest and show people the value of the services employees provide.

We are using ADOT’s website and social media tools to connect with customers and develop a network of people who are interested in following transportation issues and news. Customers can subscribe through [azdot.gov](http://azdot.gov) to receive email updates on topics of interest, to follow us on Twitter, to connect with us on Facebook, and to watch videos on YouTube.

These methods are a few ways people connect with ADOT. I encourage you to do your part by providing service that creates positive customer interactions, building upon the success of your fellow employees, and helping to inform the people we serve.



Watch the video at [www.azdot.gov](http://www.azdot.gov)

## Lukeville entry port expansion nears completion

The Lukeville Port of Entry expansion project is expected to be completed in May, providing for the faster movement of vehicles and enhanced commerce and tourist travel between the United States and Mexico. Begun in 2010, the project involves collaboration among the Arizona Department of Transportation, State of Sonora Rocky Point Convention and Visitors Bureau, Federal Highway Administration, U.S. General Services Administration, and U.S. Customs and Border Protection.

The \$2.5 million project is funded with \$1.5 million from the Federal Highway Administration and \$1 million from the visitors bureau through the Arizona-Mexico Commission.

Improvements to the 30-year-old port include three new lanes entering the U.S., a canopy over the new lanes, and the installation of state-of-the-art equipment that will enhance the screening of vehicles.

These photographs, provided by James Gomes, ADOT's resident engineer in the Tucson District, depict some of the project activities, starting clockwise from top right: Demolition begins Oct. 26; the view is to the north. Structural steel for a canopy is hoisted into place on Dec. 21; the view is to the south. This view, to the north, shows the new canopy extension in place over radiation portal monitor and license plate reader equipment on Jan. 25. Lighting masts are installed Feb. 15; the view is northeastward. An overview taken from a lift truck on Feb. 16 shows the port addition and new equipment.



## Snow Job

Gleeful hordes of Arizonans annually flock to Flagstaff and other parts of the high country to enjoy the snowy wonderland. But how would they get there without the work of ADOT's snow-removal crews?

This winter, the Flagstaff crews have gone out approximately 38 days and worked approximately 10,083 hours. In dollars, that translates to \$3.2 million in snow-removal costs, with a month to six weeks of snow season remaining. By comparison, ADOT spent \$6.8 million on winter maintenance operations last fiscal year. ADOT typically spends between \$3 million and \$7 million per year on winter maintenance operations, which includes snowplowing.

Shown here are scenes recorded from snow-removal operations at Flagstaff.

Here's ADOT's priority list in allocation of snow and ice control resources:

1. Interstate highways, freeways, and other highways carrying 3,500 ADT (Average Daily Traffic).
2. Highways carrying 1,000 to 3,500 ADT.
3. Highways carrying less than 1,000 ADT.
4. Highways that are closed for the winter season.

In addition to these priority routes, ADOT maintenance personnel work in 12-hour shifts during winter storms and anti-icing or de-icing chemicals are used on all routes with the potential for snow and ice.



*Click image below to watch snow removal in action*



## MVD volunteers help 500 homeless veterans gain documents, make fresh start

By Larry Clark, MVD Program Support

**MVD** volunteers helped more than 500 homeless veterans take a big step toward changing their lives at the Arizona StandDown Feb. 4-6 at Veterans Memorial Coliseum in Phoenix. The StandDown annually brings together a variety of public- and private- sector agencies to help homeless veterans obtain documents they need for a fresh start.

Staff members from MVD's Customer Service Program and ADOT's Information Technology Group combined efforts to set up an office at the StandDown enabling veterans to receive driver licenses or IDs. The process included taking photos of the veterans and printing credentials for them.

In addition, refreshments were provided courtesy of MVD's Developing Outstanding Vision in Employees [better known as D.O.V.E.] organization. Hundreds of MVD employees donated money to the cause by taking part in a variety of activities. The donations were spent on the snacks, as well as bus passes for the veterans.

This is the first year MVD provided driver licenses or IDs on-site. In the past, customers were pre-screened and then taken by bus the next day to an MVD facility that was opened on a Saturday for the occasion.

The East Central Region customer service manager, Anne Yanofsky, coordinates MVD participation in the event, along with Dave Jackson, South Central Region manager. Yanofsky says the new system worked very well.

"The veterans who received credentials were

thrilled. For many, this had been a long ordeal and now they have a key to getting a job, housing, and living independently."

Jackson agrees and says this was the busiest StandDown yet for MVD.

"There were people waiting when we opened for business, and we had a steady stream throughout the two days we were on-site."

Yanofsky and Jackson both credit the hard work of customer service representatives and technical support staff for "making everything come together" at the Coliseum.

The following are impressions and stories from veterans and MVD staff members who took part in the Arizona StandDown:

### Isaac James-Veteran



"I can get off the streets now and take care of my family." Navy veteran Isaac James made that

statement shortly after receiving a state identification card at the StandDown.

James, 29, says he had an "insurmountable" fine he couldn't pay that kept him from getting a driver license or ID. He had been trying for two years, and James says he wouldn't have succeeded without the StandDown, which includes representatives from the courts, among other agencies.

"I can now get a job," says James, who is thrilled to have his ID. The father of an 11-year old boy and a 4-year old girl, James served in the Navy from 1998-2006. He has experience in the medical field and wants to eventually be a doctor.

The lack of identification was a huge problem, he notes. "I can now work to get things right. This held me back. I couldn't do anything."

### William Rios-Veteran



Most of the time people aren't exactly thrilled to get a letter from MVD, but for William Rios, what he received on Jan. 2 of this year allowed him to escape

a 10-year nightmare. The MVD letter told Rios he may be eligible to receive a restricted driver license. Within a few days he had it, and things changed for the better.

Rios, a 48-year-old Navy veteran, says he went through some difficult years and was stopped several times for driving without a license, registration, or insurance. He attended the StandDown four years in a row hoping to clear his record but was never successful. A change in the law allowed him to drive again sooner than he expected.

Now that he can drive, Rios says, "It means everything to me. I can make my VA appointments and attend my support groups." He also helps his mother, who has health problems.

"I understand how important maintaining my driving privilege is, and emphasize privilege," declares Rios. He volunteered at this year's StandDown, saying he wanted "to give back."

**Roshunda Clay-MVD Staff**



MVD administrative assistant Roshunda Clay was expecting the StandDown to be like any other day in an MVD office with people waiting to be served as quickly and efficiently as possible and then get on their way. What she discovered was something completely different, calling it "a very energetic day full of lessons taught."

With a number of agencies, including MVD, on hand to help veterans, "There were more humble people there than I could have imagined; humble and thirsty for help and guidance," Roshunda says, emphasizing how important it was to the veterans to receive an ID or driver license.

Roshunda handled a number of tasks throughout the day, ranging from helping customers fill out applications to serving sandwiches, which she helped make the previous day.

She describes the whole experience working with the homeless veterans "awesome and rewarding," adding, "My reward was to give them all that I could."

**Laura Rosenkrans-MVD Staff**

Before attending this year's StandDown, Mesa customer service representative Laura Rosenkrans and her sister, Tammie Burklund, already had spent around 600 hours crocheting hats for veterans. The sisters gave away approximately 225 hats. Each hat takes two-and-a-half to three hours to crochet.

"This is to cover them for covering us," Rosenkrans says.

As for working with the veterans at the StandDown, "It was the most awesome experience I ever had in my life," she says, adding, "It was an opportunity for me to thank them for their sacrifice."

This was Rosenkrans first StandDown, and she hopes to do it again, but whether she returns or not, the hats will be back. Her goal for next year is 600. She's getting an early start.



## Pair receives top awards

**A**supervisor in MVD’s southeast Mesa Customer Service Office and an Enforcement and Compliance Division field officer at the San Simon Port of Entry received the top awards at the Developing Outstanding Vision in Employees banquet, held Feb. 26 in Phoenix.

Gary Tone was named Administrator of the Year and Michael Dees Employee of the Year. They were selected from a field that included quarterly winners in each category. All the MVD and ECD quarterly recipients in attendance were recognized.

This year’s banquet had an Asian theme with a motto of “Dream, Courage and Success” and also included a martial arts demonstration.

MVD Director Stacey Stanton presided over the awards ceremony, now in its ninth year, and thanked all employees for their hard work. ECD Director Terry Conner and MVD Operations Director Charles “Chuck” Saillant assisted in handing out the awards.

Stanton noted the efforts of the D.O.V.E. committee in organizing the banquet. She praised the group for leading MVD/ECD community and employee activities, including, participation in the recent Veterans StandDown, a holiday stocking contest benefiting Sojourner Center, a school supply drive at the beginning of the school year, and an employee picnic.

The committee consists of MVD and ECD employees, who volunteer to serve, and is chaired by MVD/ECD Directors’ Office administrator Sylvia Trevizo.



Michael Dees, left, and Gary Tone received top honors at MVD’s 9th annual D.O.V.E. awards.

## Creative Construction

A maintenance crew in the Tucson District applied some creative construction to deal with a big hole that developed under a retaining slab below a bridge on the Empirita Traffic Interchange on Interstate 10 east of the city.

During an initial attempt to fill the hole — or void — the slurry mixture being pumped into it “exploded,” said Andy Canez, a member of the crew. Because the slurry is watery, it would not stay in place.

So the crew devised a form using 4X4-inch wood supports and metal guard rails (top photo). The wood beams were wedged between the bottom of the bridge and the guard rails that were placed atop the slab. The smaller photo shows a section that was repaired.

Other members of the crew were Gary Byers, Ron Lee, Richard Hartman, Walter Urbina, and Gene Villa. The interchange is located at milepost 292.4.





## Practical Ethics The ADOT Way

# Ethics should be constant in workplace and at home

by Karen Mills, Ethics Officer

**M**any people consider ethics as something that's related to the private side of life and not to the business side. In fact, many businesses frown upon employees who follow ethical standards in the workplace. This negative attitude arises because oftentimes business is about doing what's best for the bottom line, for getting the project completed, or for number one, and not about what's really the right thing to do.

Are you feeling a little uneasy just reading this?

Occasionally the idea is broached that one can have workplace ethics in addition to personal ethics, and they don't necessarily have to be identical. This thinking is utter nonsense. Many people won't admit that there is no such thing as workplace ethics; ethics are the same, (or should be) whether in the workplace or in personal life.

Many of the situations we present in this column deal with ethical situations that are specific to our workplace. However, how we behave ethically outside of the workplace is just as important. The following case is an actual, out-of-the-workplace situation:

Eve is a college student, in addition to working and just struggling to get by. She makes a decision to buy a home rather than continue renting and finds the perfect house, which is close to both school and work. The children of an older couple (the father is deceased and the mother has mental and physical problems) are selling the house and moving mom out of state.

The purchase is completed and Eve becomes the proud owner of her own house. However, after living in the house for a while, Eve decides a little do-it-yourself remodeling would spruce the place up a tad and add to its resale value.

During construction an AC vent is opened, and pushed way back she sees what appears to be a couple of small burlap bags. With a great deal of effort she retrieves the bags, and finds that they contain a large coin collection. Someone had been collecting these coins for years.

What should Eve do? Should she consider the collection hers, since she bought the house and presumably everything in it, or should she make a reasonable attempt to find the previous owner of the house and return the collection? Eve estimates the value of the collection at \$20,000.

Of course, there is no absolute right or wrong answer here. It all comes down to what is going to make Eve sleep well, and whether she can look in the mirror and feel that she has done the honorable thing.

While not ADOT specific, listed below are everyday examples of employees failing to practice fundamental ethics in the workplace. As you review them, mentally add your own examples.

*What would you do? This column presents examples of situations requiring decisions on what's right and what's wrong. There's an invitation at the end of the column [next page] for you to submit your comments.*

- You call in sick because it's a beautiful day, and you decide to go to the track, or shopping, or...
- You claim credit for the work of another employee, or you fail to give credit to a coworker's idea or contribution.
- You are married, and yet you engage in an affair with a coworker. You think no one at work will ever know. You think you're in love and your personal matters are your own business. Besides, you tell yourself, the affair will not impact other employees or the workplace.
- Your company sponsors events, activities, or lunches, and you sign up to attend and fail to show. Conversely, you fail to sign up and show up anyway. Your action is questioned, you make the behavior worse when you say that you took the appropriate action so someone else must have screwed up.
- You spend several hours a day using your work computer or using your own smart phone on ADOT time to shop, check sports scores, pay bills, do online banking, and surf the news headlines for the latest celebrity news and political opinions.
- You use up the last paper in the communal printer and fail to replace the paper, leaving the task to the next employee who uses the printer.
- You overhear some fascinating gossip about another employee and then repeat it to coworkers. Whether the gossip is true or false is not the issue. ➤

- While finishing a job, you allow something to pass that you know does not meet quality standards. You hope your supervisor or the quality inspector won't notice.

These are typical choices that may not always feel important, or seem like they benefit you, but there are “right” choices to make. These choices reflect the Golden Rule that most productive people try to live by in their personal lives. Ethics are about making choices that may not always feel good or seem like they benefit you, but are the honorable choices to make. They are the choices that are examples of model citizens.

## Send in your opinion

Editors note: Do you have comments on the issue that Eve faces or on the behavioral examples in the column? If you want to share them with other ADOT employees, email your responses to [Transendeditors@azdot.gov](mailto:Transendeditors@azdot.gov).

Or mail them to:

*Transend* Editors – Ethics  
1130 N. 22nd Ave.  
Phoenix, AZ 85009

Or, send them via interoffice mail to *Transend* Editors-Ethics, Mail Drop 069R.

*Transend* will print or summarize comments in a future issue.

## Arizona Highways magazine: March 2011 issue

Highlights of the current issue include:

- **Feature:** Every March, the magazine devotes about a dozen pages to a desert wildflowers portfolio. This year, the editors added 10 hikes that'll get you within smelling distance of lupines, larkspur, and other colorful plants.
- **The Lucky Spurs:** A true story about a rancher, a treasure chest, a set of spurs, and a table full of cowboys, including a blood relative of the rancher and a surly character named Dink.
- **Nuts:** As if planting cotton fields and orange groves in Arizona weren't strange enough, the Walden family went even further out on the limb and planted pecan trees. Although a nut farm is the last thing you'd expect to see in the desert, the Waldens boast the largest irrigated pecan orchard in the world.
- **Home Brew:** When the Arizona Brewing Co. began bottling beer in 1933, it seemed unlikely that a local shop could outsell the big boys such as Budweiser and Schlitz. But with the introduction of A-1, its flagship brand, that's exactly what happened. Although the brewery eventually dried up, the brand is being resurrected in Tucson, and the A-1 faithful couldn't be happier.
- **Off the Road:** Off-highway driving, which generates \$4 billion annually for the state's economy, is one of the fastest-growing leisure activities in Arizona. That's good news for the bottom line, but the increasing traffic is putting extreme pressure on public lands.
- **Scenic Drive:** The Alamo Dam Road in west-central Arizona winds through a state park, a wildlife area, and a riparian area.
- **Hike of the Month:** Lying on the east side of Four Peaks, Chillicut Trail offers solitude and an abundance of wildflowers for hikers.



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](http://www.arizonahighways.com) for information about subscriptions, a free newsletter, and following the magazine on Twitter and Facebook.

## Artwork decorates bridge at Marsh Station

**The new Marsh Station traffic interchange on Interstate 10 southeast of Tucson blends touches of aesthetics and heaps of time- and cost-savings for truckers, and it unclogs scenic routes favored by touring motorists.**

Begun in November 2009 as a \$10 million project funded by the American Recovery and Reinvestment Act, the interchange opened last December. Aesthetic touches were completed in February.

The traffic interchange was constructed to accommodate trucks with a clearance of 16.5 feet. Before the interchange opened, trucks over 15 feet had to use State Routes 83, 82, and 90 as a detour off Interstate 10. The 67-mile detour added cost and time to travel by commercial trucks hauling goods. Furthermore, the number of large trucks using the detour backed up traffic as the rigs slowly maneuvered along the narrow, winding roadways. The traffic frustrated motorists driving the route for its scenic value.

### The project included:

- Relocating the traffic interchange and Union Pacific Railroad bridge approximately 1.6 miles eastward, from milepost 289.44 to milepost 291.04.
- Extending Marsh Station Road and extending culverts and constructing new ones.
- Constructing the subgrade for a realignment of the railroad line.

ADOT designed the project. Jeremy Moore is the resident engineer for the Tucson District and Rossio Araujo of Org 8132 served a project supervisor.

Joe Salazar, ADOT landscape project manager and landscape architect, designed the artwork for the traffic interchange. With water patterns and ripples on the bridge piers and barriers, the colorful art reflects the riparian area surrounding the interchange. A water bird, representative of water bird motifs found on ancient pottery in the area, can be found on the wing walls of the bridge. The artist's personal interpretation of the bird, with its head and beak held downward, symbolizes the riparian area as the bird appears to be perhaps diving into water for fish.

A tan and southwestern brick palette on the artwork blends with the area's environment.

Hundreds of cactuses were removed from the site and placed in a nursery nearby. The cactuses were replanted in the project area. Irrigation will be used for two years to re-establish the vegetation.



## I-10 to close overnight for bridge demolition

ADOT communication staff members have begun the process of notifying motorists of an overnight closure of Interstate 10 between Tucson and Benson on April 8-9 that will require a 67-mile detour.

The closure is scheduled to begin at 9 p.m., Friday, April 8, and end at 7 the following morning. It will take place between State Route 83 [Exit 281] and State Route 90 [Exit 302]

During the closure, crews will demolish and remove the old Marsh Station Bridge.

Signs will be in place to guide motorists around the work zone. Detours will make use of State Routes 83, 82, and 90. ADOT advises motorists to avoid that section of the interstate during the bridge removal.

Visit the project at <http://www.azdot.gov/marshstation>



*Blending in — Artwork on the new Marsh Station Interchange bridge reflects the surrounding riparian area.*

## Comments & Kudos

### Winter Storms

Several people expressed gratitude to ADOT employees for their responses to recent winter storms. The first note is from a motorist who got stuck near Winslow:

*On Sunday, Feb. 20 around 4 or 5 in the afternoon, my friend and I were driving through a snow storm on Highway 86 heading north toward Winslow. We got my SUV stuck on the side of the road while trying to pass a stuck semi. We weren't sure what to do and I was scared. But before we even had time to panic, someone from the DOT showed up. I don't even know his name, but he was extremely nice and CALM! That was the best part because inside I was freaking out.*

*He didn't treat us like we were stupid for getting stuck or that we were inconveniencing him. He got out his shovel and dug us out. He saved us! Thank you so much! I don't know what we would have done without him.*

— Esther Cross

Jim Stalnaker, a former public works director for Coconino County, recently called in with some words of thanks. John Harper, Flagstaff district engineer, relays the praise:

*Jim Stalnaker called a few minutes ago. He had to go to Phoenix early this morning (Feb. 21). He was expecting a rough trip after the big storm, especially with temps around zero, but said the road was clean from shoulder to shoulder and had no problems*

*at all. He said I-17 was perfect. He wanted to say thanks and to commend the ADOT crews.*

Thomas Steinberger (Org 8650) of Kingman Maintenance recently was impressed by how well Jerry Puett, Steve Carspecken and Larry Adams of Kingman EMS (Org 7320) reacted during a winter storm:

*You impressed me by your quick response and knowledge in making the needed repairs to Org 8650 snowplows on Feb. 20, 2011. These actions kept these units operational during a critical period during the winter storm. And this showed you really care for ADOT's customers to be able to travel safely on our highways.*

This letter was sent to Mark Trennepohl, interim deputy maintenance operations manager, after a busy, snowy weekend in February:

*I would like for you to know . . . of the service that the staff of the Kingman Equipment Shop performed on Feb. 20, 2011. During this event we had several snowplows needing attention [for] lighting and wiper issues. These are very critical to have working during the storm.*

*I contacted shop supervisor Steve Carspecken with our needs and he, along with equipment technicians Jerry Puett and Larry Adams, immediately responded and addressed the needed repairs.*

*All of the issues with the snowplows were addressed immediately and, due to their response and excellent knowledge of our equipment, [our] out-of-service*

*time was minimal. It is great to have such dedicated and pleasurable people to work with when it really counts. This shows that they are really team players and have our customers in mind during these times. Thank You,*

— Thomas Steinberger  
Hwy Operations Supervisor  
Kingman Hwy Operations, Org 8650

### Above and Beyond

A family appreciates the assistance received at MVD. Mieko Alcalde and Dave Jackson helped the grateful customers.

*I cannot tell you how much I/we appreciate all your help in getting a picture ID for my mother. You have renewed my faith in MVD.*

*I understand that some jobs can make people lose empathy and compassion by repeatedly getting the same complaints, but you have proven that this is not true for everyone.*

*Many thanks, and if you have a supervisor, or manager I can send kudos to, please forward me their direct e-mail so I can give you your much deserved praise. Thank You,*

— Robert Butler



*I just wanted to thank you again for your help in getting my aunt's identification. I understand fully the safeguards that are in place to prevent identity theft (I have been a victim of it and it's not fun). Due to the unusual circumstances of her illness and the inability of her 85-year-old husband to fully comprehend what needs to be done to ensure her safety, this has been a very eye-opening, full-of-red tape undertaking.*

*I can not thank you enough for your help. I consider you a blessed and welcomed angel. Thank you so very much!*

—Vicki A. Nowak-Neumann and the family of Eleanor Sells

## Blood Drive a Success

The United Blood Services sent a letter of recognition to Kingman District Engineer Mike Kondelis recognizing Darlene Elfering, Kingman District administrative assistant III, for organizing a blood drive, which resulted in the collection of 15 units of blood.

*United Blood Services congratulates and thanks you for sponsoring a blood drive at Arizona Department of Transportation. The economy may be volatile but due to your diligence, a consistent community blood supply is available for patients in need.*

*I really appreciate all the careful planning and vigilant recruitment of donors that Darlene Elfering did to ensure the constant demand for blood products is met.*

*Your contribution is invaluable! There is no substitute for blood. This blood drive resulted in the collection of 15 units of blood. These donations have*

*already been tested, processed and separated into various components for use by the hospitals in our service area.*

*Again, thank you for your endless support and hard work. I look forward to working with you on your next blood drive that is scheduled for March 29.*

*Sincerely,*

— Ann Trilby  
Donor Recruiter, United Blood Services

## A job well done

Mark Foster, a traffic signals and lighting tech in Lake Havasu City, said officers of the Lake Havasu City Police Department were very happy with ADOT's assistance during a recent event. Mark points to some positive press in *Today's News-Herald*. From the article, "Police: Crowds 'well-behaved' at weekend events:"

*A breakthrough in event traffic control was the biggest blast for police officers at Winter Blast.*

*"(LHCPS) Sgt. (Keith) Huskisson called in Arizona Department of Transportation to help control the traffic light," Burns said.*

*The length of the lights was varied to allow for greater volumes of traffic to exit the event Saturday and Sunday.*

*"We emptied the park in 45 minutes this year instead of three hours like last year," Sgt. Huskisson said.*

## Exceptional Service

Vykyi Vydol, a customer service supervisor at the Scottsdale MVD office, received this letter of commendation from author Susan Brooks.

*Thank you, Vykyi, for a totally unexpected thrill this morning! You are indeed a wonderful leader, passionate about the vision for service excellence, what I call Service Enthusiasm! Your Team shines, their smiles are what I remember most. Your intention to give your customers a friendly and efficient experience, exactly the opposite of what they expect, based on years and years of dismal and grim memories. You've taken one of those 'necessary to-do's' and given it a whole new shine!*

*Thank you for taking so much time with me today... and getting my license renewed to boot! I will be sharing this experience in a column as well as my upcoming book. Count on me to spread the word!*

— Susan Brooks



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

**10 Years**

- Joe P. Santoya, Infrastructure Protection, TSG
- Richard G. Dearie, ASD, Casa Grande Shop
- Nikki J. Kimbel, Arizona Highways, Editorial
- Pamela L. Springsteen, MVD, Bullhead City
- Angelita Nolasco, MVD, West Phoenix (51st Ave.)
- Frances P. Carrillo, MVD, Phoenix Courthouse
- Candi C. Bailey, MVD, South Mountain
- Sylvia C. Carrillo, MVD, South Mountain
- Dale M. Harris, MVD, South Mountain
- William Dyer, MVD, Apache Junction
- Beverly D. Muehlfelt, MVD, Mesa Main
- Linda C. Longendyke, MVD, Scottsdale
- Laura A. Rose, MVD, Southeast Mesa
- Blanca A. King, MVD, Green Valley
- Reina V. Ramirez, MVD, Green Valley
- Naomi T. Chacon, MVD, Safford
- Adoracion Abrenica, MVD, Tucson East
- Susana I. Hernandez, MVD, Tucson North
- Miguelina Ulloa, MVD, Phoenix CDL, Goodyear
- William Harmon, ITD, Safford District
- Jon R. Lovell, ITD, Transportation Technology Group
- Ramona C. Orona, ITD, Traffic Records
- Dale Harck, ITD, Phoenix Regional Signing / Striping
- Troy A. Renfroe, ITD, Prescott Maintenance
- Claudia T. Harriet, ITD, Salt River Construction
- Changming Hu, ITD, Pavement Materials Testing

**15 Years**

- Henry Wall, TSG, Client Server Solutions
- Robert D. Hiatt, TSG, Desktop Support - Southern Team
- Joan M. Mc Phail, MVD, Surprise
- Mary E. Courvoisier, MVD, Globe / Claypool Dual
- Rachel R. Martin, MVD, Tempe Dual
- Sylvia M. Gardner, MVD, Tucson Regional
- Jean Davis, MVD, Tucson East
- Sharon Cameron, MVD, Renew by Mail
- Mario A. Aguilar, MVD, Tucson CDL
- Erik C. Long, ITD, Globe District Wide Construction
- Karl A. Snodgrass, ITD, Bridge Management

**20 Years**

- Raul E. Macias II, MVD, Third Party – Title & Registration
- Ralph L. Hulbert, ITD, Roosevelt Maintenance
- John A. Curley, ITD, Ganado Maintenance
- Edward J. Ochmann, ITD, Salt River Construction
- Donald R. Montgomery, ITD, Prescott Construction

**25 Years**

- Lynn A. Grandy, ITD, Valley Project Management

**30 Years**

- Rhonda M. Wells, TSG, Budget
- Donna L. Brock, TSG, Administrative Services
- Mary H. Saucedo, TSG, Computer Operations

**45 Years**

- Edward A. Lara, ITD, Casa Grande Construction



- Rhonda M. Wells.....30 Years  
TSG, Strategic Planning and Budget
- Steven T. Hartman .....25 Years  
ASD, Mail Services
- Frances L. Lotson.....24 Years  
ASD, Audit and Analysis-Revenue Audit
- Jerel W. Ploium .....21 Years  
MVD, Driver Improvement
- Alejandro O’Campo ..... 20 Years  
ASD, Grand Canyon Airport
- Sandra M. Livingood .....16 Years  
ITD, Globe Construction
- Margaret V. Rodriguez .....15 Years  
ITD, Right of Way - Operations Section
- Susan A. “Sue” Markulics.....5 Years  
MVD, Sierra Vista