

# Third Quarter Report 2003-2004

## Strategic Work Plan Accomplishments

### Employee Innovation and Learning Perspective

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#### Technical Services Receives Awards

The Technical Services Division won the **2003 AutoDesk Design Award** in the GIS/Mapping, Civil Engineering category for its entry "Distributing GIS Data on the Internet". The AutoDesk Design Awards are a worldwide competition for users of AutoDesk software. Entries are judged on application excellence, innovation, technical expertise and integration. The award was presented last December and accepted by Jack Lloyd, GIS Manager, before thousands of AutoDesk users at the AutoDesk University conference in Las Vegas. This AutoDesk design award recognizes Pima County's leadership and world-class Internet mapping and Geographic Information Systems. To see a video of the award presentation, visit <http://www.dot.pima.gov/gis/adeskaward/>. The Division also received the **2004 Public Works Small Project of the Year Award** from the Arizona Chapter of the American Public Works Association. This award was for the "Pima County Sewer Conveyance Model" that the Division completed for the Wastewater Department. The model plans for future population growth by estimating when existing sanitary sewer pipelines will reach their designed capacity. This gives planners advanced warning to prepare alternatives without interruption of service to homes and businesses, allocating scarce funding to where it will be needed most.



#### Color Aerial Photos Added to GIS Maps

The Department introduced online interactive maps in 1997 and improves the database regularly with the addition of more data layers. In January, the Technical Services Division added new orthophotos, bringing full color and coverage of all eastern Pima County. The Division has also recently added new reporting functions for selected parcels including census block population, area and statistics. These continuous improvements and new data make the Map Guide maps a valuable resource for thousands of users who make over 20,000 maps requests every day.



The Technical Services Division maintains hundreds of layers of data on the Map Guide website.

#### Rural Transit Manager Receives Award

Pat McGowan, Public Transportation Program Manager, received an award for excellence from the Arizona Department of Transportation, Public Transportation Division. The award is for dedication and commitment to improving the quality of public transportation in Pima County through the Section 5311 Rural Public Transportation Program. He was presented the award on April 8, 2004 at the annual Arizona Transit Association Spring Conference.

#### Aspen Fire Recognition Event

On March 11, 2004, the Department held an appreciation recognition luncheon for the many employees that assisted in the Aspen Fire re-entry and recovery efforts on Mt. Lemmon. The luncheon was held at the Mission Road courtyard and John Bernal, Kurt Weinrich, Ben Goff, Nanette Jenkins and Suzanne Shields presented each employee with a recognition certificate. Thank you to all employees who contributed their time and hard work to the success of the recovery efforts on Mt. Lemmon. Great Job! To see the summary report of the fire, go to <http://www.aspenfirerecovery.org/PDFS/Aspen.pdf>

### Director's Corner

*In this issue, I'd like to focus on the role our strategic plan played in guiding all divisions in preparing the budget proposal for FY 04-05 in record time and with little pain. We were complimented on the ease with which our proposal was understood by County Management, giving emphasis to our efforts in improving customer service. We also prepared all those involved in the budget proposal for next year's Zero Based Budget exercise by thinking of our strategic goals, objectives, and benchmarks. The department is now living its BSC and the Strategic Plan almost every day in one way or another.*

*Thanks, Kurt*

## Internal Business Perspective

**Business Processes To Be Solicited For Improvement:** The Balanced Scorecard Process Improvement Team leader Juanita Lopez reports that her team is establishing new procedures for soliciting process candidates for the 2004-05 fiscal year. The new procedures, along with the 04-05 Work Plan, will be presented to Quality Council for adoption on May 6. Current fiscal year process improvements have been completed and two new process candidates will be selected for improvement in the coming fiscal year.

**New Guidelines For Interactive Project Development:** After 12 months of hard work, team leaders Tom Nunn and Ali Fermawi report that their process improvement sub-committee has finalized "Guidelines for the Interactive Project Development Process". These guidelines are the result of efforts to standardize procedures for design and construction and evolved from "over-the-shoulder" review concepts. Applicable to the design and review of all Department capital improvement projects, the guidelines follow the Roadway Design Manual but are generalized and allow users the flexibility to combine or expand design/review activities based on specific project needs. Additional work remains in the coming fiscal year to standardize processes for document tracking, central filing and as-built drawings.

**Operational Work Plans Drafted:** During March and April, the Department was busy drafting approximately 65 work plans (at least one for each service area) for the 2004-05 fiscal year. Glen Dickens, Melissa Ahlers and Jonathan Crowe held thirteen training sessions explaining how to write work plans that encourage employees to focus on their most important tasks and align with the department's budget and strategic plan. Finalized work plans will be submitted by Kurt Weinrich to John Bernal and will become a part of our Department's strategic plan.

**Intergovernmental Agreement (IGA) Process Improvements:** The IGA Process Improvement Team completed an IGA training manual and delivered a 2-hour training workshop to the Department on March 23. The team included the IGA Manager and staff from the Attorney's Office and Procurement Department. Participant reviews of this first workshop were extremely positive. The work plan for this job is now complete, having met all assigned activity deadlines for the year. Another workshop is planned for May, and then in January every year thereafter.

**Automation Plan Team Update:** The Automation Plan Team has developed a draft list of 28 processes that will be automated in the next two fiscal years. This list was narrowed from more than 130 known processes now being performed in the Department. The Team, made up of representatives from all divisions, used a number of objectives to narrow and rank this list of candidates. These included the length of time for automation, number of employees affected, cost to automate, and subjective variables such as level of customer service gained. The final list will be forwarded to the Quality Council and recommended for automation commitment within the context of the Department's 2004-2006 Automation Action Plan.

## Customer Service Perspective

**Customer Service Ratings Improving:** Customer service ratings are up, as measured by the most recent internal customer surveys. A total of 18 services, from Transportation Systems, Transportation Engineering and Field Engineering divisions, were surveyed during the 3<sup>rd</sup> quarter and averaged an impressive 11-point percentage increase over last year's results. This shows that managers are employing customer feedback to heighten their employees' awareness of customer service principles. This also confirms that our employees are maintaining the standards of very good or excellent customer service in their day-to-day relations with each other, other departments, and with the public. Last quarter's dramatic improvements support our Department's goal to be the leader in the efficient use of customer feedback data to enhance service delivery and reliability for all internal and external customers. This helps to build our department's growing reputation for a congenial staff serving a satisfied public. Next quarter, the Flood Control District, Traffic Engineering and Maintenance Operations will be surveyed.



### Flood Control Improvements Lower Insurance Rates

As a result of recent flood control improvements to Rillito Creek and Pegler Wash, 152 parcels have been removed from the 100-yr floodplain limits. This benefits property owners by reducing or eliminating flood insurance costs. The Flood Control District also worked with the developers of Mission West to remove 120 properties from floodplain limits. The previous floodplain maps did not reflect the drainage improvements installed by the developer. In a related effort, the Flood Control District is working with Transportation Design on flood control improvements that will reduce floodplain impacts to undeveloped property along River Road, east of Campbell Avenue.

### Ask The Director

During the past quarter, the Director has taken several steps to be more available to staff to answer questions and respond to comments on issues affecting the department. Staff can now attend monthly "Chats with the Director" sessions to talk directly with Kurt. Alternatively, employees can email any questions or suggestions to Kurt at "Ask the Director". Third, the department has placed employee suggestion/comment boxes on each floor in the Public Works Building and at the Mission Road facilities. Written forms can remain anonymous and comments will be addressed at the monthly "Chats" and will be discussed with management in efforts to resolve issues. If you want to be heard, Kurt's got your ear.

### Customer Service Training

The first Customer Service Class for Managers was held in January and 42 Public Works managers have attended to date. Nearly all (94%) of the Department's Quality Council has completed this course, demonstrating their support and commitment to Customer Service Excellence. All staff are encouraged to enroll in this class. Approximately 500 Public Works employees have successfully completed Customer Service training within the last 18 months.

### Financial Perspective

#### Transportation CIP Progress

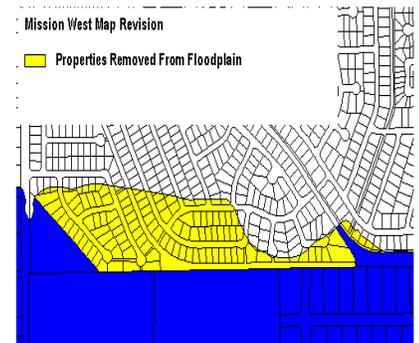
Construction continues on La Canada Drive, Wetmore/Ruthrauff Road, and La Cholla Boulevard and will begin later this year on Cortaro Farms Road. Through the end of the 3<sup>rd</sup> quarter, the Department has expended \$122.4 million, or 35% of the \$350 million in HURF revenue bond funds. The Department is aggressively pursuing additional funding sources. In March, the Department assisted with regional criteria development for use in prioritizing funding requests at PAG. In addition, the Department applied for significantly more funds than in past years. The result was an increase of almost 50% in additional regional funds for 2009/2010. Considering inflation and the recent diversion of County HURF funds to the State, the 1997 HURF Bond Program is exceeding expectations.

#### Department Collects \$1M in Unpaid Impact Fees

Thanks to the work of Development Impact Fee Program staff Mary Mahan and Nicole Burdette, the Department has one million dollars more to pay for roadway improvements. John Bernal recognized Ms. Mahan at the March Division Managers meeting. Collections efforts were greatly assisted by Carmen Molina, Janet Meinhausen, Julie Cramer and Dolores Martinez of the DOT Administrative Services staff, Linda Kincaid and John Huntley of Development Services, Bud Clifford of the Office of Revenue and Collections and his staff, and the Small Claims Division of Justice Court.

#### Flood Control CIP Progress

The Ajo Safety Modifications project is in its second month of construction, and is proceeding as scheduled. Nearly complete are flood control improvements along Shannon Road and on all six Continental Vista sites, including the pedestrian bridge.



Flood Control improvements resulted in 120 parcels (in yellow) being removed from the 100-year floodplain limits.

### 10 Things your Manager wants you to know

1. Don't take it personally when I'm abrupt. Bosses don't necessarily handle stress any better than anyone else does.
2. I can't make a federal case out of every issue that's important to you. When it comes to doing battle with my own boss or other departments, please let me pick my battles on your behalf.
3. I am not King Solomon. When you and a co-worker both want the desk next to the window, play rock-paper-scissors.
4. Don't give me a reason to watch you like a hawk.
5. You're the expert on how to do your job, not me. Don't be frustrated that I don't know the details. I have a different job description than you do.
6. When you're angry with me, let me know.
7. Don't ask me to tell you what I can't talk about. Are layoffs coming? I like you, but not enough to jeopardize my job.
8. Bring me problems as far in advance as possible. I can help you out of a jam if I have lead-time.
9. Give me feedback on my management style but be tactful and constructive.
10. I can help you if you goof up, but don't do anything really stupid.

Source: Liz Ryan Consulting



On February 21-22 the Flood Control District and Wastewater Management represented Pima County at the 2<sup>nd</sup> Annual Fiesta Grande.

**Flood Control Water Resources** employees have moved to the Pioneer Building, 100 N. Stone Ave. Suite 300 and can be reached at 740-6350.

Tom Helfrich	Julia Fonseca
Jennifer Becker	David Scalero
Don Ward	Frank Postillion
	Neva Connolly

### Employee News

Have you recently received a certification, award, or graduated? This column is dedicated for employee work related news. If you wish to submit an announcement, please e-mail Nanette Reynolds.

#### New Hires

Suzanne Basurto  
 Kandi Karuza  
 Sandra Mandrino  
 Patricia Padilla  
 Gloria Browne  
 Michael Daniels  
 Jesse Edmondson  
 Damon Sheets  
 John Campbell  
 Matthew Sinclair  
 Veronica Bonillas  
 Ray Brice  
 Annabelle Montoya  
 Thomas Reu  
 Mark Loveridge  
 Teresa Bedoy

DOT, Admin Services  
 DOT, Admin Services  
 DOT, Admin Services  
 DOT, Admin Services  
 DOT, Directors Office  
 DOT, Field Engineering  
 DOT, Field Engineering  
 DOT, Field Engineering  
 DOT, Operations  
 DOT, Operations  
 DOT, Technical Services  
 DOT, Traffic Engineering  
 DOT, Trans Systems

#### Promotions

Mary Lou Salazar  
 David Orckekowsky  
 John Spiker  
 Jennifer Goyme  
 Danny Fleming

DOT, Directors Office  
 DOT, Field Engineering  
 FCD, Engineering  
 DOT, Technical Services  
 DOT, Traffic Engineering

#### Retired

Dolores Marinez

DOT, Admin Services

### Bridge Inspections Completed

In March, the Department completed inspecting all 183 bridges for fiscal year 2003-04. The Department is the only local agency that performs all its own inspections. Bridges are inspected every two years, and culverts are inspected every four years for deterioration or damage. Bridges that are structurally deficient are inspected every year. This year, only two bridges were found to need a closer in-depth inspection or expedited maintenance beyond regular routine maintenance.



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