

# Second Quarter Report FY 2004-2005

## Strategic Work Plan Accomplishments

### Employee Innovation and Learning Perspective

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#### American Society of Civil Engineers Training Held

On Saturday November 20, 2004, the ASCE Younger Members Forum, led by Martha Davis of TranSystems, attended a class on Mechanically Stabilized Earth (MSE) walls at the Department's Veterans Memorial Overpass (VMO) project site. Naresh Samtani of NCS, recognized nationally as an expert in MSE retaining walls, conducted the class to about 30 people. Hunter Contracting graciously offered their field office for the class. The VMO project is using MSE walls for all its retaining wall systems. Naresh and Field Engineering staff brought the class onto the project site to show up close the engineering aspects of the MSE system, the materials used, the construction equipment and techniques, and the workmanship. The subcontractor, KeyWest, was working that day so all could see the walls constructed. The field trip was very well received and gave everyone an appreciation of the engineering principles and the challenges involved.



#### Tucson Selected for National Safe Routes Training Course

Tucson has been selected as the host city for the first-ever Safe Routes to School National Training Course to be held February 28 through March 4, 2005. Co-sponsored by Pima County and the City of Tucson, and developed by the Pedestrian and Bicycle Information Center (PBIC), this week-long workshop will train 24 of the nation's top Safe Routes to Schools professionals to be certified course instructors for the program. It is intended to help communities create sound Safe Routes programs that are based on community conditions, best practices, and responsible use of resources. One of the best things about the Safe Routes to School program is its ability to draw together support from people and organizations interested in a wide range of issues such as health, fitness, traffic, environmental awareness, and safety. This workshop is no exception. It is the result of an innovative partnership of funding from the Federal Highway Administration, the National Highway Traffic Safety Administration, the Centers for Disease Control and Prevention, and the Environmental Protection Agency, Pima County and the City of Tucson.

## Director's Corner

In response to an epidemic of tragic automobile crashes involving teenaged drivers and passengers, the Department has taken a lead role in helping to bring together a coalition of local agencies and organizations committed to solving this problem. On October 27, 2004, the Department held a Teen Driving Safety Summit, which brought together various groups including the Governor's Office of Highway Safety, AAA, media, highway and traffic safety engineers, the National Traffic Safety Institute, MADD, educators, the Arizona Department of Liquor Control, the Metropolitan Education Commission, public safety forces, and families affected by the loss of their children, among others. The Summit raised community awareness and unified efforts to address this problem. As a result, efforts are refocused at legislation to strengthen the graduated driver licensing law, require more learning time and certain new restrictions on young drivers, and strengthen the seat belt law to minimize the severity of injuries. Coalition partnering relationships have gathered momentum as a result and the Department will continue to play a lead role within the community in coming months. This is just one more way in which *YOUR* Department of Transportation advances the safety of all travelers on our streets and highways.

**Thanks, Kurt**

## Adjunct Faculty Announces Customer Service Class Schedule

The Adjunct Faculty, now up to 24 members, has incorporated the Customer Service video, "Give 'Em The Pickle" into the Customer Service class. The Faculty will show the video at a number of Brown Bag Lunches for those employees who took the course before the video was added. In 2004, 138 employees attended the two-day Customer Service class, 116 attended the two-day Customer Service for Managers class, 33 attended the class on Empowerment, and 17 employees completed the Train the Trainer instruction and are beginning to teach. Dates for the Brown Bag lunches will be announced. Classes for 2005 are as follows:

February 8 & 9	Natural Resources Parks & Recreation	Open to all employees
April 12 & 13	Natural Resources Parks & Recreation	Managers & Supervisors
May 4 & 5	Mission Road	Open to all employees
August 2 & 3	Natural Resources Parks & Recreation	Open to all employees
September 20 & 23	Natural Resources Parks & Recreation	Managers & Supervisors
October 4 & 5	Natural Resources Parks & Recreation	Managers & Supervisors
November 2 & 3	Mission Road	Open to all employees

To sign up, visit <http://intranet.dot.pima.gov/bsc/customerservicetraining/training.htm>.

## Internal Business Perspective

### Business Process Improvements Shared With City of Mesa

Several members of the Balanced Scorecard Process Improvement Team, along with several Development Services staff, recently visited the City of Mesa to share process improvement methods. Our team presented our established methodology for soliciting and ranking candidate businesses process improvements. Mesa staff presented their approach to monitoring process improvements. Our staff learned that the City of Mesa has made a commitment to process improvement by establishing a team that continues to monitor and evaluate improvements on a monthly basis. Feedback is provided via a Corrective Action Log. As our department adapts the Mesa methods, we will increasingly move away from people management and toward process management. For more information on process improvement, go to <http://intranet.dot.pima.gov/bsc/internal/process/process.htm>

## Customer Service Perspective

### Recreation Opportunities and Flood Control Go Hand in Hand

The Flood Control District continues to acquire property along the Canada del Oro Wash in Catalina. Sixty properties totaling 163 acres have been acquired, with as much as 100 more acres to be acquired. To help plan the future of this property, Catalina residents, along with Flood Control District staff, have joined with Natural Resources Parks and Recreation to examine this unique rural area for a variety of recreational opportunities that may be developed. Some of the ideas include equestrian and hiking trails, picnic spaces, soccer fields and ramadas. More active facilities could be located close to the Golder Ranch bridge, while nature-oriented recreation such as hiking, birding, and nature walks could be located further away near the more densely vegetated properties. The acquisition of the many parcels in this location affords a rare opportunity for the community and the county to work together toward a welcome park addition to the northern part of Pima County.

### International Walk to School Day a Success

The department's Safe Routes to School Program, under the direction of Matt Zoll, helped sponsor International Walk to School Day on Wednesday, October 6, 2004. The event encourages walking or bicycling to school to promote health, improve pedestrian safety, environmental awareness and community. Seventeen schools participated in the event, with as many as 40% of the student body walking or bicycling to school that day. In the foothills, Fruchthendler School reported 44% participation and plans to hold weekly events. On the southwest side, Hohokam Middle School reported over 100 students walking to school. A similar Walk n' Roll School Day is planned for Friday, April 1, 2005.



## Financial Perspective

### Financial Performance Exceeds Expectations

With the construction of two of the Department's highest priority projects (River Road, from Campbell Avenue to Alvernon Way and Alvernon Way, from River Road to Fort Lowell Road) anticipated to begin construction this spring, the department is expected to outperform original financial projections by over \$10 million dollars or approximately 20 to 25 percent. In alignment with this year's performance goals, CIP project construction costs are expected to be less than 5% above original contract amounts. The three biggest projects (La Cholla Boulevard, from River Road to Omar Drive, Veterans Memorial Overpass, and Wetmore Road/Ruthrauff Road) are currently well under 5%. Performance by Traffic Engineering of DOT-57 and other safety related projects is expected to triple over original fiscal year projections.



### Regional Funds Allocated to Pima County

Due to an improved prioritization process using criteria forms developed last year to analyze Transportation Improvement Program (TIP) requests, this year the Pima Association of Government TIP committee finished its analysis in just two days. Historically, this process involved once to twice a week for about 3-4 months). The committee recommended that \$11.95 million of about \$40 million available funding be allocated to Pima County in FY 2010. La Canada Drive, from River Road to Ina Road, will get \$3.7 million in STP funding, which is 22% of all STP funds. Cortaro Road, from Camino de Oeste to Thornydale Road will receive \$4 million in 12.6% HURF funding; Thornydale Road, from Cortaro Road to Linda Vista Boulevard will receive \$3 million and Bike/Pedestrian & Transit Improvements will receive \$250,000, totaling \$7,250,000 or 38% of 12.6% HURF funding. The Interstate 19 Frontage Rd, from Canoa Road to Continental Road, will receive \$1 million in 2.6% funding, which is 26% of the available amount. All in all, the County did quite well, and the improved process will be adopted when doing future project planning and prioritization.



## 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 County Employees

Leslie Wells CIP Infrastructure  
 Louis Gonzales Director's Office  
 Denon Heldreth Technical Services  
 Jeffery McConnell Technical Services  
 Thomas Kelley Traffic Engineering

### Recently Promoted Employees

Bruce Horness Field Engineering  
 Anthony Schiavone Field Engineering  
 Matthew Sinclair Field Engineering  
 Roy Andrade Operations  
 Jaime Orozco Operations  
 Joseph Soto Operations  
 Lynn Marie Jarzombek Tech Services

### Retired

Becky Pearson Director's Office  
 Chuck Musick Field Engineering  
 Don Ward Flood Control  
 Abram Ramirez Operations

**Riparian Communities**  
**Comunidades Ribereñas**

A RIPARIAN COMMUNITY is made up of the plants and animals living along streams and rivers. In the desert these areas are important to many wildlife species. Riparian trees like cottonwoods and desert willow depend on the water available in river bottoms and banks.

Eighty percent of Arizona's wildlife species utilize or depend upon the resources of riparian areas.  
 RIPARIAN BIRDS TO LOOK FOR: Wilson's Warbler, Black Phoebe, Song Sparrow and White-winged Dove.

*Wilson's Warbler*  
 Chipe Corona Negra

*White-wing Dove*  
 Paloma Ala Blanca

*Song Sparrow*  
 Gorrión Cantor

*Black Phoebe*  
 Papamoscos Negro

UNA COMUNIDAD RIBEREÑA está compuesta de flora y fauna que vive al lado de arroyos y ríos. En el desierto esta habitat es muy importante para varios especies de plantas y animales. Árboles ribereños como álamos y sauces desérticos dependen en el agua de los ríos y arroyos.

El Ochenta por ciento de la fauna silvestre del estado de Arizona utiliza o depende en los recursos de las comunidades ribereñas.  
 BUSQUE ESTOS PAJAROS EN LAS COMUNIDADES RIBEREÑAS: chipe corona negra, papamoscos negro, gorrión cantor, paloma ala blanca.

### Kino Ecosystem Restoration Project Bird and Habitat Education Program

The Flood Control District recently contracted the Audubon Society to develop five interpretive signs of the bird species that will most likely visit or inhabit the five environments that exist within the Kino Ecosystem Restoration Project limits. These environments include Arizona Uplands, Open Water, Riparian Communities, Wetlands, and a Mesquite Bosque. The signs will be posted along the pedestrian walkway to inform and educate the general public of the value of the habitat and wildlife that they are observing.



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