

# Fourth Quarter Report 2003-2004

## Strategic Work Plan Accomplishments

### Employee Innovation and Learning Perspective

#### Inside this issue:

Employee Innovation And Learning	1
Director's Corner	2
Internal Business	2
Customer Service	2
Financial Perspective	3
Employee News	4

#### Employees Become State Quality Examiners

Adjunct Faculty Team Members Connie Maraschiello of Floodplain Management and Lisa Matthews of the Director's Office attended this year's Arizona Quality Alliance (AQA) Examiner Training on June 7 and 8, and were two of nearly 40 people selected to join the 2004 AQA Board of Examiners for the Arizona State Quality Award Program. The state award is modeled after the Malcolm Baldrige National Quality Award that recognizes outstanding businesses for their achievements in quality and performance. Former Arizona recipients include Raytheon Missile Systems, Arizona Department of Transportation, Holsum Bakery, Shea Homes, Sonora Quest Laboratories and Blue Cross Blue Shield of Arizona. As Examiners, Connie and Lisa will evaluate applications, conduct site visits, and prepare reports for the AQA Board of Directors, who will select award recipients. With this opportunity, both Lisa and Connie will be prepared to provide over-the-shoulder coaching when the Department considers applying for the award. These two employees have voluntarily taken on challenging responsibilities to further develop their personal and professional goals. For more information about Arizona Quality Alliance and the Arizona State Quality Award Program, please visit [http://www.arizona-excellence.com/SQA\\_Program/Awards.htm](http://www.arizona-excellence.com/SQA_Program/Awards.htm)



#### Rural Transit Service Receives Indian Health Service Award

On behalf of the Department, Public Transportation Program Manager Pat McGowan, on June 25, 2004, received the *Area Director's Merit Award* from the Indian Health Service. Part of the U.S. Health Department, the Indian Health Service award is for providing affordable and accessible transportation services to the Tohono O'odham Nation and other Native Americans in Pima County.



#### Employees Become Certified Public Managers

Employees Dana Dmitroff, Tom Helfrich and Janet Meinhausen recently become Certified Public Managers, joining a statewide group of more than 1,000. Deputy County Administrator John Bernal and Department Director Kurt Weinrich attended the June 28, 2004 graduation ceremonies held at the downtown library. The Certified Public Manager program is a nationally recognized management development program for public managers and supervisors from all levels of government in 25 states. Offered annually by the Advanced Public Executive Program of Arizona State University, this professional certification includes 24 days of management training and is designed to create thoughtful public service practitioners who apply useful managerial techniques to address public-sector challenges. These graduates will be much better prepared to assist our Department to achieve the Public Works goal of "Providing Premier Public Service".

### Director's Corner

Everyone in the department recently received the Employee Satisfaction Survey. The survey gives each employee an opportunity to evaluate their jobs, working conditions, supervisors and management. The last survey was done in 2002. The results gave us important feedback about the need to improve communication and about the strength of our interpersonal relationships. The new survey results will be compared to the first survey and results will be reported in the quarterly newsletter this fall.

Kurt

### Front Counter Surveys

To monitor our department's quality of service to our front counter customers, the BSC Front Counter Customer Service Team conducted an annual 10-day customer survey June 21 - July 22 in four areas: Mapping and Records, Public Works Real Property Services, Flood Control District, and Transportation Systems - Impact Fees. Results of those surveys will be reported to the respective divisions and Quality Council.



## Internal Business Perspective

### Business Processes Solicited for Improvement

The Balanced Scorecard Process Improvement Team is now soliciting business processes for improvement. Saving time and money and improving quality are the main objectives. The Team sent a request to all department employees in the June 18<sup>th</sup> paycheck. Past suggestions have helped the department improve the following processes:

- Right-of Way Abandonment
- CIP Contract Invoicing and Tracking
- Submittal and Correspondence Tracking
- IGA Process Review
- Subdivision Review and Inspection for the Flood Control District
- Standardized Procedures for Design and Construction
- Protocol for Dissemination and Record Maintenance
- 

Please contact your manager or any member of the Process Improvement Team for more information.

### Operational Work Plans Completed

On June 10, 2004, Director Kurt Weinrich submitted to Deputy County Administrator John Bernal approximately 65 Balanced Score Card Operational Work Plans as part of the department's Strategic Action Plan for the 2004-05 fiscal year. Every service area had been tasked with writing a work plan that encourages employees to focus on their most important tasks in alignment with the department's budget and strategic plan. The Director was particularly impressed with the quality of these work plans and reminded staff that our department continues to raise the standard for strategic planning and integrating that planning into our everyday work lives.

## Customer Service Perspective

### Customer Service Ratings Continue to Improve

Fourth quarter customer service ratings are up 1.3 points, as measured by the most recent internal customer surveys of the Flood Control District, Traffic Engineering and Maintenance Operations Divisions. This past fiscal year, the Internal Customer Service Committee evaluated all ten divisions and a total of 48 service activities within the Department of Transportation and Flood Control District. Overall, the department averaged a 5.3 point increase over last year's surveys. This increase is a result of managers employing customer feedback for the prior year's surveys to heighten their employees' awareness of customer service principles. Employees are maintaining standards of very good or excellent customer service in their day-to-day relations with each other, other departments, and with the public. This supports 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, and helps build the Department's growing reputation for excellence in customer service. Next quarter, the Director's Office and Administrative Services will be surveyed.

### Public Works Week May 17-21, 2004

Department staff along with other Public Works Departments, the City of Tucson, the Town of Marana, the City of South Tucson, and Pima Association of Governments participated in this year's second Southern Arizona Annual Public Works Week Fair. This event is an annual reminder of the many ways public works professionals maintain and improve our quality of life. Each jurisdiction provided displays and information on services and facilities they provide to the public. This year's event was held at the Joel Valdez – Main Library in the outdoor plaza area on Thursday, May 20, 2004.

### Veterans Memorial Overpass/Palo Verde Bridge Kick-Off

The Department has begun to replace the Palo Verde Bridge from 44th Street to Alvernon Way with the new Veterans Memorial Overpass. The bridge will be closed for approximately one year and the closure will affect several area businesses on Palo Verde Road. Construction began on June 7, 2004 and will continue until the fall of 2005 although the bridge will open in June 2005. The new bridge will have four through-traffic lanes (two in each direction) and two traffic intersections at 36<sup>th</sup> and 37<sup>th</sup> streets. There will be a ten-foot shared-use pathway on the west side of the bridge, accommodating both pedestrians and bicyclists, and the east side of the bridge will have a five-foot pedestrian walkway. The project will incorporate public artwork. A Park and Ride lot will be located at the northwest side of the bridge. For more information, please log onto [www.vmo.pima.gov](http://www.vmo.pima.gov).

A host of dignitaries including Supervisor Ramón Valadez, Congressmen Raúl M. Grijalva and Ed Pastor, and Former Supervisor Dan Eckstrom broke ground on May 27 to kick off the VMO bridge replacement project. The ceremony was held at the future location of the Park and Ride Lot on Richey Road and the Barraza-Aviation Parkway. As part of the public outreach activities, KLPX radio sponsored a live broadcast after the groundbreaking ceremony to promote awareness that business access will be provided at all times and businesses will remain open.



### Financial Perspective

#### City/County Cooperate on Transportation CIP

On May 24<sup>th</sup>, the City of Tucson adopted a resolution requesting the Board of Supervisors to amend the 1997 HURF Bond Ordinance and reduce the number of projects requiring City participation to six. The City projects have remained on on-hold pending the City's funding participation. The Board of Supervisors approved the request on May 11, 2004. The request asks for full funding for the following six projects:

- DOT-5, Alvernon Way, Ft. Lowell to River Road
- DOT-41, Overpass at 22<sup>nd</sup> Street and Kino (formerly Neighborhood Reinvestment)
- DOT-56, Broadway Blvd., Euclid to Campbell
- DOT-49, Valencia, Mission to I-19
- DOT-12, Country Club, 36<sup>th</sup> Street to Milber (formerly to Irvington)
- DOT-29, Houghton Road, Golf Links to I-10 (formerly to Speedway)



#### Flood Control Bonds

Since the early 1980's, the Flood Control District has recognized the opportunity to create trails and linear river parks in addition to flood and erosion control improvements along major rivers. The District partners with the Department of Natural Resources, Parks and Recreation as well as the City of Tucson and other towns to develop multipurpose facilities with trails, bike paths, landscaping and park areas. Work to complete the river park and trail system is on going with the most recent improvements funded by bonds approved in 1997.

On May 18 of this year, County voters approved \$46 million in general obligation bonds for river parks and flood control improvements. The majority of the new bonds will be used to complete river pathways and parks along the Santa Cruz River from Irvington Road to El Camino del Cerro. North of Ina Road, river park improvements will be coordinated with the Town of Marana's Ina Road Bridge project and a bike path and trail system that is funded by a grant from the Arizona Department of Transportation. Also planned are improvements to the Rillito River Linear Park and Canada del Oro River Park. In addition to river park improvements, the new bond funds will be used for flood prone and riparian land acquisition, flood and erosion control, and urban storm drainage improvements. A virtual tour of the developed Pima County River Parks is available at [www.dot.pima.gov/flood/rivparks/map.htm](http://www.dot.pima.gov/flood/rivparks/map.htm).



### Employee News

#### Adjunct Faculty Update

Recruitment for new volunteer trainers was held in May and two "Train the Trainer" classes were held. These classes are designed to build and grow skills in training and facilitation, and to provide a great deal of information and fun at the same time. We have 12 new trainers. The training scheduled for Customer Service classes has been posted through the end of 2004, and the ½ day Empowerment class for Managers who took the Customer Service class prior to February 2004 has been scheduled for August with 4 class options available. A subcommittee has been formed to begin looking at potential outlines for an Ethics class.

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. Several employees were recognized on March 25, 2004 for the years of service with Pima County. They include:

Oscar Felix	Public Works Supervisor	Maint. Op. Div.	40 years
Edward Sanchez	Survey Instrument Tech.	Field Eng. Div.	35 years
Arthur Avenetti	Survey Party Chief	Field Eng. Div.	30 years
Victor Rothacker	Sr. Civil Eng. Asst.	Floodplain Mgt. Div.	25 years
Armando Mendivil	Construction Inspector	Field Eng. Div.	14 years
Alfred Jimenez	GIS Analyst	Tech. Svcs. Div.	8 years
Nancy Ricca	GIS Technician	Tech. Svcs. Div.	3 years
Karen Bletscher	Sr. Programmer/Analyst	Tech. Svcs. Div.	3 years

#### New County Employees

Tito Armenta	Equipment Operator	Maintenance Operations Div.
Michael Cabrera	Hydrologist	Floodplain Management Div.
Francisco Dorame	Equipment Operator	Maintenance Operations Div.
Andrew Espinoza	Equipment Operator	Maintenance Operations Div.
Donna Lewandowski	Safe Routes Coord.	Transportation Systems Div.
Ruben Morones	Equipment Operator	Maintenance Operations Div.
Julie Munoz	Equipment Operator	Maintenance Operations Div.
Rafael Santa Cruz	Equipment Operator	Maintenance Operations Div.
Andrew Seiger	Civil Engineer	Floodplain Management Div.
Jesus Tovar	Equipment Operator	Maintenance Operations Div.
Rudy Vergara	Equipment Operator	Maintenance Operations Div.

#### Recently Promoted Employees

John Campbell	Equipment Operator	Maintenance Operations Div.
Mark Loveridge	Civil Engineer	Traffic Engineering Division



Supervisor Ray Carroll, Director Kurt Weinrich, Deputy Director Suzanne Shields and Flood Control District staff dedicated the completion of drainage improvements to the Continental Vista subdivision in Green Valley on June 9, 2004. Drainage improvements to Shannon Road were also recently completed.



**Pima County Department of Transportation  
and Flood Control District**  
201 N. Stone Avenue  
Tucson, AZ 85701  
520-740-6410 [www.dot.pima.gov](http://www.dot.pima.gov)

