

First Quarter Report 2004-2005

Strategic Work Plan Accomplishments

Employee Innovation and Learning Perspective

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Employees Recognized at Balanced Scorecard Luncheon

The Quality Council recognized more than 100 department employees at the second annual Balanced Scorecard Team Appreciation Luncheon on Tuesday, July 20, 2004. More than one quarter of all employees are actively involved in one of 14 teams, ranging from Customer Surveys to Process Improvement to Service Benchmarking. During the past year, one hundred and nineteen employees participated in Balanced Scorecard Teams. The Quality Council invited those employees to the luncheon, which was catered by Rigo's. Employees were individually recognized with a certificate of appreciation and a paperweight. For the latest information on balanced scorecard activities, go to <http://intranet.dot.co.pima.az.us/bsc>.



Internal Business Perspective

Business Processes Selected for Improvement

During the first quarter, employees submitted to the Balanced Scorecard Process Improvement Team fifteen processes for improvement this fiscal year. On August 31, 2004, the Team evaluated each process for its potential to improve customer service, strengthen inter-departmental relationships, reduce cost and save time. Based on these criteria, the Team selected three processes for improvement and the Quality Council approved their recommendations. The processes selected are:

1. Review of Right of Way Permit Applications (Directors Office)
2. Central Filing for Engineering Construction Projects (Flood Control Engineering)
3. Acceptance of Drainage Improvements (Floodplain Management)

The Process Improvement Team has selected a facilitator for each team (Rick Harrington, Tess Bedoy, and Reina Schmid) and is forming a team for each. For more information, contact the facilitators or go to

<http://intranet.dot.pima.gov/bsc/internal/process/process.htm>

Director's Corner

Part of my role as Director is to stay abreast of the latest developments as they relate to Transportation and Flood Control. Although our field by nature is technical, the real essence or mission of our department is to provide a better quality of life for the residents of Pima County.

I was privileged to recently attend the annual American Public Works Congress in Atlanta. During this weeklong event, I had the chance to meet and talk with my contemporaries from around the world. We compared notes and shared ideas. The Congress offered hundreds of seminars and presentations on topics of interests to all public works providers; everything from discussions on Pavement Life-Cycle Management to Delivering Exceptional Customer Service in the Public Sector. I even moderated a discussion on Federal Case Law on ADA Requirements for Public Roads. Most valuable to me was the ability to measure our progress in relation to the best of the best. This year's congress was called The Best Show in Public Works. Everyone at this event, attendees and presenters alike, talked about their progress towards excellence. And just as important, their lessons learned. It was reassuring to see that our Balanced Scorecard efforts are right on track. Performance measures are showing significant improvement in the areas of customer service and program delivery, and process improvements are ongoing. These improvements and changes are helping us achieve excellence. We still have a ways to go to achieve the goals we have set for ourselves, but I believe, and my interaction with other public works professionals in Atlanta confirm, that we have the right mix of people and passion to get there. I applaud each of you in your efforts and encourage you to continue in your roles as community champions.

Thanks, Kurt

Customer Service Perspective

First Contact Manual Updated

In September, the Front Counter Customer Service Team updated and expanded the First Contacts Manual to include: 1) Contact information and locations of all Public Works Division Managers, their assistants, and some key supervisors; 2) Listing of available meeting rooms, locations, room amenities and capacity, contact person(s) and telephone number(s), and: 3) Additional Frequently Asked Questions information captured from inquiries received and researched by receptionists. All of Section L (Contact Information) was updated, and a link to the revised manual was emailed to DOT&FCD Division assistants and posted online. The file is available on the department's shared H drive in the First_Contacts_Manual folder and it can also be accessed on-line at <http://intranet.dot.pima.gov/bsc/customer/front/front.cfm>.

Floodplain Information at Save a Life Saturday

The Flood Control District provided floodplain information and assistance to the public at the September 11th Save-a-Life Saturday sponsored by the American Red Cross. The Tucson Convention Center event provided free health and safety information and services. Staff set up the Rolling River Flood Safety Trailer and provided free information to the public. More than 40 homeowners were able to research the floodplain status of their properties. For more information on Flood Control activities, go to <http://www.dot.co.pima.az.us/flood>

Big Wash Flood Demonstrates Need for Flood Control Improvements

The Flood Control District's core customer service is to minimize and ultimately eliminate the danger of flood and erosion hazards. This service is in part accomplished through floodplain mapping and enforcement of proper construction in flood hazard areas. On Friday August 13, 2004, a large monsoon rain event flooded the Big Wash in Oro Valley and overtopped the levee upstream of Tangerine Road. The District's quick response to the flooding has forced the reconstruction of 5,400 feet of the Big Wash Levee. This structure will protect the new Northwest Hospital expansion. FEMA designates hospitals as Critical Care Facilities, which must be protected from a 500-year event. The District is continuing to coordinate the levee reconstruction and floodplain re-mapping to insure the hospital is protected and all federal levee standards are met or exceeded. For more floodplain information, go to <http://www.dot.co.pima.az.us/flood>.

The photograph below shows the levee on Big Wash at the Rancho Vistoso Boulevard Bridge. The Big Wash was flowing bank to bank on August 13, 2004 and the levee was overtopped by flows 2 to 3 inches deep and approximately 200 feet wide. Post-flood channel geometry changes indicated the flow was approximately 8,000 cfs.



Financial Perspective

Nine Transportation Capital Improvement Projects Under Construction

In the past two years, the Department of Transportation has refined and improved the capital improvement program (CIP) delivery process. As a result, many more large CIP projects are under construction now than at any time in the department's history. Currently, the Department has nine projects under construction. The Department is also partnering with other jurisdictions to administer the construction of 1997 bond projects. These projects include:

• Veteran's Memorial Overpass	\$21 million
• La Canada, Lambert Lane to Calle Concordia (Oro Valley)	\$11 million
• Wetmore/Ruthrauff Roads	\$12 million
• La Cholla Boulevard, River to Omar	\$11 million
• Catalina Highway, Tanque Verde Road to Houghton Road	\$5 million
• Abrego Rd@ Continental Rd Traffic Signal (Green Valley)	\$1.6 million
• La Canada/Las Quintas (Town of Sahuarita)	\$1.4 million
• Desert View High School Traffic Light	\$500,000
• Camino del Sol Multi-Use Lanes (Green Valley)	\$150,000

In fiscal year 2004/2005, the Department will begin construction on another thirteen bond projects, including eight safety projects under DOT-57, and five non-bond capital projects. This will more than double the number of projects under construction. The Department of Transportation is making a big difference in bringing much needed roadway improvements to the residents of Pima County. For more information about the bond program, go to:

<http://www.dot.co.pima.az.us/director/transbonddocs/>

Regional Funds Help Accelerate County Road Projects

In order to fund a substantial increase in CIP program delivery, the Transportation Department has been working cooperatively with other local jurisdictions to develop a more objective process for allocating regional funds through the Pima Association of Governments (PAG). This new process is being combined with an increased commitment to and accountability for project delivery by all the PAG member jurisdictions.

In the past year, seven County transportation projects were allocated over \$15 million in regional funds, which represents approximately 35% of all regional funds available last year from the Surface Transportation Program (STP), Urban Highway User Funds (HURF), and State Highway HURF. This was a significant increase over the previous five-year period, when the County was allocated, on average, only \$4.3 million per year from the same funding sources. This year the Transportation Department is submitting applications for these funds and is hoping for the same level of success as last year.

The Bicycle and Pedestrian Program, under Matt Zoll's direction, has been very successful in obtaining Transportation Enhancement funds for bicycle and pedestrian projects whose total cost is under \$500,000 per project. For the coming fiscal year, the Department has been allocated approximately \$2 million for five projects. The Traffic Engineering Division has also been successful in obtaining outside funding to supplement the funding available to the Safety Management System (SMS) program.

These regional funds, along with funds from County sources such as County HURF and development impact fees, are allowing the Department to fully fund and even advance projects in its five-year Capital Improvement Program. For more information about regional funds and the PAG Transportation Improvement Program (TIP), go to <http://pagnet.org/TIP/TIP2005%2D2009/>



Adopt-a-Roadway Program Saves Money, Benefits Community

While building \$40-50 million worth of new roads per year, it's easy to overlook the many and small but important ways we maintain those roads. One of those ways is through our Adopt-a-Roadway program. This program saves taxpayers approximately \$170,000 per year in maintenance costs. Established in 1992, the program encourages non-profit organizations to contribute to roadside beautification by picking up litter along specific sections of county roadways. Each group adopts a 2-mile section of roadway and agrees to pick up litter twice a year. All volunteers first receive proper safety training and supplies from Pima County including safety vests and trash bags. Pima County maintenance crews remove the trash bags once collected. Over 195 groups, including fire departments, churches, clubs, schools, families, businesses, and individuals have adopted over 340 miles of roadways. One of those groups, the Pima County Adult Probation Community Services Program, was honored at the Arizona Clean and Beautiful Governor's Pride in Arizona Awards Conference in Scottsdale on September 24, 2004. Encourage your community group to get involved and adopt a roadway! For more information, go to <http://www.dot.co.pima.az.us/director/adoptaroad>

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

Carmen Thomas	Admin Serv.
Greg Saxe	Flood Control
Bill Zimmerman	Flood Control
Tito Armenta	Operations
Luciano Bray	Operations
Francisco Dorame	Operations
Andrew Espinoza	Operations
Ruben Morones	Operations
Julie Munoz	Operations
Mario Polanco	Operations
Rafael Santa Cruz	Operations
Rudy Vergara	Operations
Christine Biggs	Real Property
Catherine Segneri	Real Property
Genaro Turrubiates	Traffic Eng.

Recently Promoted Employees

Janet Meinhausen	Admin Serv.
Robin Charlton	Admin Serv.
Carol Anton	Dir. Office
Lisa Matthews	Dir. Office
Alicia Murillo	Dir. Office
Annabelle Quihuis	Dir. Office
Mac Murray	Field Eng.
Mont Polanco	Field Eng.
Matthew Sinclair	Field Eng.
David Weber	Graphics
Jose Acedo	Operations
Jeff Adrianson	Operations
John Campbell	Operations
Richard Gigliotti	Operations
Edward Lowe	Operations
Arnulfo Quiroz	Operations
Timothy Eubanks	Tech Serv.
John Lutich	Traffic Eng.

Retired

Jack Pemberton Jr.	Field Eng.
Joni Perry-Burns (Monroe)	Field Eng.
Frederick Elias	Operations

Recent AGTS Graduates

Karla Reeve-Wise	Directors Office
Carla Danforth	Flood Control
Debbie Grijalva	Flood Control
Julia Fonseca	Flood Control
Juanita Taylor	Operations
Ralph Ortega	Operations
Roy Andrade	Operations
Janet Russell	Real Property
Pete Saldivar	Real Property
Susan Whittemore	Real Property

Dan Yersavich Bikeway Dedicated on Tucson's Eastside

On August 16, 2004 the Pima County Board of Supervisor's officially dedicated the Dan Yersavich Memorial Bikeway. Dan worked for the Department for 16 years and among many responsibilities had served as a liaison to the Tucson-Pima County Bicycle Advisory Committee from 1992 to 2002. He passed away in 2003 after a brave fight with cancer.

One of the last projects Dan worked on was the completion of the Old Spanish Trail bikeway, from Melpomene Road to Colossal Cave Park. Dan worked diligently for several years to secure funding. Finally in the late 1990's the County was awarded a Federal Transportation Enhancement grant to construct the project and it was completed in 2003. The bike lanes complete a missing link in this eastside bikeway system that now provides over 12 miles of continuous bikeway from Tucson to Colossal Cave Park.



As part of the dedication, a celebratory memorial bike ride was held from Broadway Boulevard to Saguaro National Park along the new bikeway. Nearly all of Dan's seven brothers and sisters were able to join the ride, along with his wife Chris and two children, his parents, cousins, and about 40 supporters and friends. Dan will be greatly missed. Many thanks to him and his supportive family for his strong contributions in support of bicyclist and pedestrian safety in our region. For more information on the Pima County Bike and Pedestrian Safety Program, go to <http://www.dot.co.pima.az.us/tpcbac/bikeped2.pdf>

PIMA COUNTY DEPARTMENT OF
TRANSPORTATION



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and Flood Control District

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PIMA COUNTY
FLOOD CONTROL
DISTRICT

