

Superior Court's Probate Court Wins Top Honor - 2013 Justice Achievement Award

Maricopa County Employee

Advantage

August 2013

Building Bridges

*Jimmy Camp, MCDOT's
Renowned Authority in SW
Bridge Construction*

High Tech Learning

*County Agencies
Recognized for Online
Classes and Assessments*

Show Me the Money

**Reverse Auctions
Save County
Millions**

The Biggest Winner

**Employee Rene Blake
Shares Her Personal
Weight-Loss
Story**

Deep Roots

**Meet Newest Supervisor
Clint Hickman, District 4**



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ADVANTAGE®

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PUBLISHER
Sandi Wilson

Editor-in-Chief
Deb Stone

Editor
Brian Hushek

CONTRIBUTING DEPARTMENTS and AGENCIES

Maricopa County Education
Service Agency

Office of Communications

Employee Benefits

County Manager's Office

Maricopa County
Department of
Transportation

Risk Management

Superior Court

Adult Probation

Office of Procurement
Services

BOS District 4

SPECIAL THANK YOU TO:

Cari Gerchick
Office of Communications

Richard de Uriarte
Office of Communications

Barbra Hart
Photographer



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Cover Story

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Linda Pond at 602-266-2733
pondl@nationwide.com

Jennifer Foglia at 602-266-2733
foglij1@nationwide.com

Dan Hadden at 800-598-4457 ext. 4358358
haddend@nationwide.com

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From the Publisher

T

he long summer is more than half over, our budget has been adopted, pay raises have taken effect and a bright new fiscal year is upon us. I hope that you have had the opportunity to take vacation, get out of the heat, and spend some quality time with family and friends. The summer heat can be brutal, so remember your sunscreen and H2O, when you enjoy the outdoors for the next couple of months.

The cover story in this edition of Advantage magazine is about our new Board member, Clint Hickman. Supervisor Hickman replaced Max Wilson in District 4, who retired in March. I want to welcome Mr. Hickman to Maricopa County and wish him many years of service with this great County. I have had the opportunity to spend time with our newest Board member during his initiation into the budget process. He is bright, articulate and passionate about serving. In addition, he is a pleasure to be around and an optimistic and warm individual.

I also want to take this opportunity to thank former Supervisor Max Wilson for his many years of service. Supervisor Wilson was a great advocate for his constituents and was committed to representing his district with distinction. Upon his departure, the Arizona Republic had this quote about Max. "Retiring Maricopa County Supervisor Max Wilson governed congenially and fairly in tumultuous times. For an elected official, it is hard to step down with a better legacy than that." I have to agree that Max is a class act and will be missed.

This edition continues to provide great information about our departments. There are articles on our many great programs including: Reverse Auctions, the Safety Fair, Building Bridges, the new Policy and Compliance Library, Defensive Driving course, Rewarding Ideas recipients and the Biking to Work event. There is a success story of a County employee, Rene Blake, who utilized the services of our Health Coach, Heather Lehman, to improve her health and to lose weight.

Two of the articles are about amazing award winning programs in the Judicial Branch and MCESA. The first is the Justice Achievement Award from the National Association of Court Management for Probate Reform that was instituted by the Superior Court. The second award was given to the Maricopa County Education Services Agency (MCESA) and the Office of Enterprise Technology (OET) for being awarded the 2013 Computer World Laureate. It was given to them for their interactive conferencing and tablet device educational program. Other special recognitions are listed as well. Maricopa County is so blessed to have such innovative public servants.

To all of you, I hope that you enjoy the summer in this beautiful County. Thank you for your service to Maricopa County and to our residents. You are Maricopa County to the citizens and those who interact with our County. Your positive attitude and your dedicated service make this County great.

Sandi Wilson
Deputy County Manager
Maricopa County

"Public service must be more than doing a job efficiently and honestly. It must be a complete dedication to the people and to the nation."

- Margaret Chase Smith





Show Me the Money

Reverse Auctions Save County Millions

On a hot summer afternoon in June, Maricopa County bought 1.5 million pounds of baking flour. That's a lot of bread and muffins for our inmates. Enough for a whole year, in fact. In return, the County will pay \$447,600, which is also a lot of bread.

But \$106,000 less than we're spending this year, a savings of practically 20 percent!

Comparison shopping comes naturally for the folks over at the County Office of Procurement Services. But they don't use coupons.

Instead, Procurement Officer Nick Perrera and County Procurement Supervisor Matthew Bauer presided over a 90-minute computer-generated electronic auction in which the vendors basically bid against each other – only in reverse – with

each successive bid lower than the other. The vendors don't know who they're competing against. During the auction, they're identified by numbers only (cuts down on the potential collusion where they might agree on a price and split the contract).

Reverse auctions are relatively new to Maricopa County, but have already saved the County nearly \$8 million in contracts on a handful of products. Back in 2008, while still a probationary employee, Bauer came up with the idea of changing the way the County buys bulk commodities, recommending the reverse auction as a way to inject competition.

Most officials were skeptical. Reverse auctions had been tried before, but with little success. But when a certain vendor refused to lower its price on

white flour – even after fuel transportation costs had lowered – the County experimented.

The contract was canceled, a competition was set up and the first County auction through Bid Sync software system was held. The result: The County's cost for flour dropped almost by half!

Since then, reverse auctions have become a welcome addition to the Office of Procurement

Last year, concerned about rising costs of health care benefits, County officials studied whether any of the FY 2013-14 employee benefits contract could be adapted to a competitive reverse auction.

Alas, the County's group benefits consultant (Mercer) and OPS staffers couldn't find a single example where such an auction had ever been done in the private or public sector.

The pace at a reverse auction is not unlike a boxing match. The fighters start slowly, feel each other out, then burst out into wild flurries of action. Back and forth, each bid a fraction of a cent lower than the previous.

Services (OPS) (No, it's not pronounced "oops") tool box. For a department that solicits 200 contract purchases a year, the dozen or so reverse auctions represent only a fraction of their business. "Reverse auctions work best when you have a standard commodity, exact specifications and many vendors," explains Wes Baysinger, the County's Chief Procurement Officer. The early auctions followed a predictable pattern: canned fruit, inmate shoes, peanut butter (the County buys 400,000 pounds of peanut butter a year).

But the auctions represent a growing part of the business because, in Baysinger's words, "You never know till you try. And since we're not big enough to drive the marketplace, you have to be flexible."

But, given Bauer's still-boyish enthusiasm and OPS "nothing-ventured, nothing gained" attitude, Maricopa County nevertheless pushed ahead.

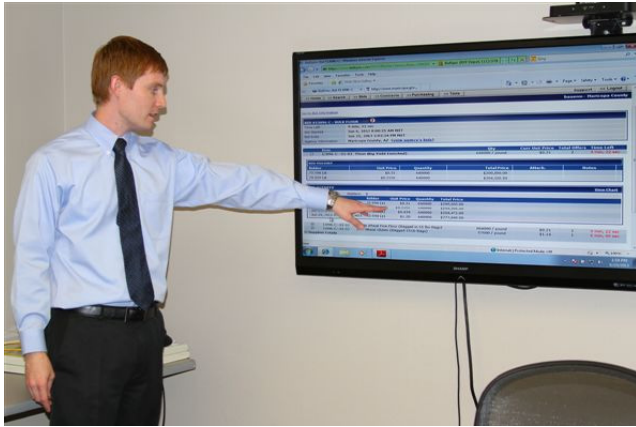
The Department of Employee Benefits and Health and OPS worked to standardize the complicated bid requirements, then met with potential vendors (not exactly enthusiastic at first) in pre-bidders' discussions.

By September, results were in – and they were astounding. Overall, the County was able to reduce the cost of its life insurance by \$5.8 million on a three-year, \$12 million contract. That's a savings of 63 percent for the County and 26 percent for the employees. And for the low-option pre-paid dental plan, the reverse auction win-

In the first 20 minutes of the auction, there's little activity. At 1:50 p.m. however, the competitors trade bids like boxers' jabs and counterpunches. And with every exchange, the cost to the County – and the taxpayers – falls. Bauer, eyes fixed on his I-phone, calculates how much each tenth of a penny translates into savings. At these bulk purchases, a tenth of a penny on a pound of enriched flour can mean \$1000 in savings.

In fact, that sense of experimentation and innovation led to another recent auction triumph, some national recognition and million-dollar savings to the County and its 13,000 employees.

ning bid came in almost \$1 million lower. So an estimated 1700 employees enrolled in this option will get the same benefit for 36 percent less than they were paying before.



Maricopa County's success with reverse auctions has brought it national acclaim. In August, the County will receive this year's "Innovations in Public Procurement Award," from the National Institute of Public Procurement Forum in Orlando. And that comes just after accepting one of the County's 13 Achievement Awards at the National Association of Counties annual convention in July.

different. We know what every department is doing. We have a global view of the County in that way."

You can find a procurement person checking out the test of a bulletproof vest or on top of the roof at Chase Ballpark seeing how the paint is wearing under the broiling Arizona sun. Procurement Officer Joe Guy is as knowledgeable about the Maricopa County jails as anyone in the County, including a fulltime inmate.

OPS is also a department that carries tremendous ethical responsibilities. Cronyism, rigged bidding and bribery are the most common of political scandals, so it's absolutely critical that procurement staffers as pure as the driven snow, your top staffers wouldn't lift an apple from a buffet table. "We run the purchasing process to make sure it is in compliance with the statutes, is open and competitive and that we get the best possible prices – in that order," Baysinger attests.

The auction is in overtime now. In order to prevent a vendor from slipping in at the deadline with a bid that beats the competition and prevents them from challenging, auction protocol creates a "soft close," a 10-minute extension after every bid is submitted. By 2 p.m., procurement officials drop by the conference room to take in the unfolding drama. Bauer shouts out the savings. He and Perrera exchange high fives.

OPS has a kind of an green-eye shade, buttoned-down public image, an agency that annually oversees contracts worth \$600-700 million and more. True, most staffers have accounting or business backgrounds. Yet they are called upon to be much more. "We're the middle guy," Baysinger says. "We're an advocate for both sides, the department and the vendor. We're neutral in that sense."

Deputy Chief Procurement Officer James Foley enjoys the variety. "Every day you do something

That's why County management, including the elected supervisors, typically go along with Baysinger's calls, even when intense political pressure is applied. Honesty is not only the best policy in government spending, it is the only policy that enhances, rather than erodes, public trust.

And if it saves the taxpayer a bit and gives a little more room in the County budget, so much the better.



Baysinger and Foley speculate about the activity in bidders' boardrooms. "Get me the numbers! Get me the numbers!" By 2:28 p.m. the wheat gluten bidding closed a \$1.07 per pound, four and a half cents below the current price. Bauer's prediction of 26 cents a pound price for the other two commodities proves pessimistic. The bid locks at a smidgen over a quarter per pound. YESS!

BIDSYNC Bid #13096-C

Microsoft Word - 08096-Contract.doc...

Microsoft Word - 08096-Contract.doc...

BIDSYNC BPP Dept. LLC (B/L) https://www.bidsync.com/CPVOffer?act=history&acc=1942658&sub=tenders/1110897/bids/11&mod=1442620

costco supplier documentary

Advantage EBC Portal Home Bidsync ProcureAZ Gmail Bureau of Labor Statist... Maricopa County Offi... Vendor Registration Fo... Vendor Registration Fo...

BIDSYNC

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perrean - Maricopa County

Go to Bid Information

BID #13096-C - BULK FLOUR

Time Left: Bid has ended.

Bid Started: Jun 6, 2013 8:00:25 AM MST

Bid Ended: Jun 25, 2013 3:48:57 PM MST

Agency Information: Maricopa County, AZ (view agency's bids)

Item	Qty	Curr Unit Price	Total Offers	Time Left
13096-C--01-01 Flour (Big Yield Enriched)	648000 / pound	\$0.253	2	Jun 25, 2013 3:48:57 PM MST
13096-C--01-02 Whole Wheat Fine Flour (Bagged in 55 lbs Bags)	864000 / pound	\$0.257	2	Jun 25, 2013 3:25:04 PM MST
13096-C--01-03 Vital Wheat Gluten (Bagged 55 Lb Bags)	57600 / pound	\$1.07	2	Jun 25, 2013 2:26:41 PM MST

BID HISTORY

Bidder	Unit Price	Quantity	Total Price	Attach.	Notes
74-829 (a)	\$1.07	57600	\$61,632.00		
97-095 (a)	\$1.08	57600	\$62,208.00		

BID ACTIVITY

Bid Changes: 7 Bidders: 2

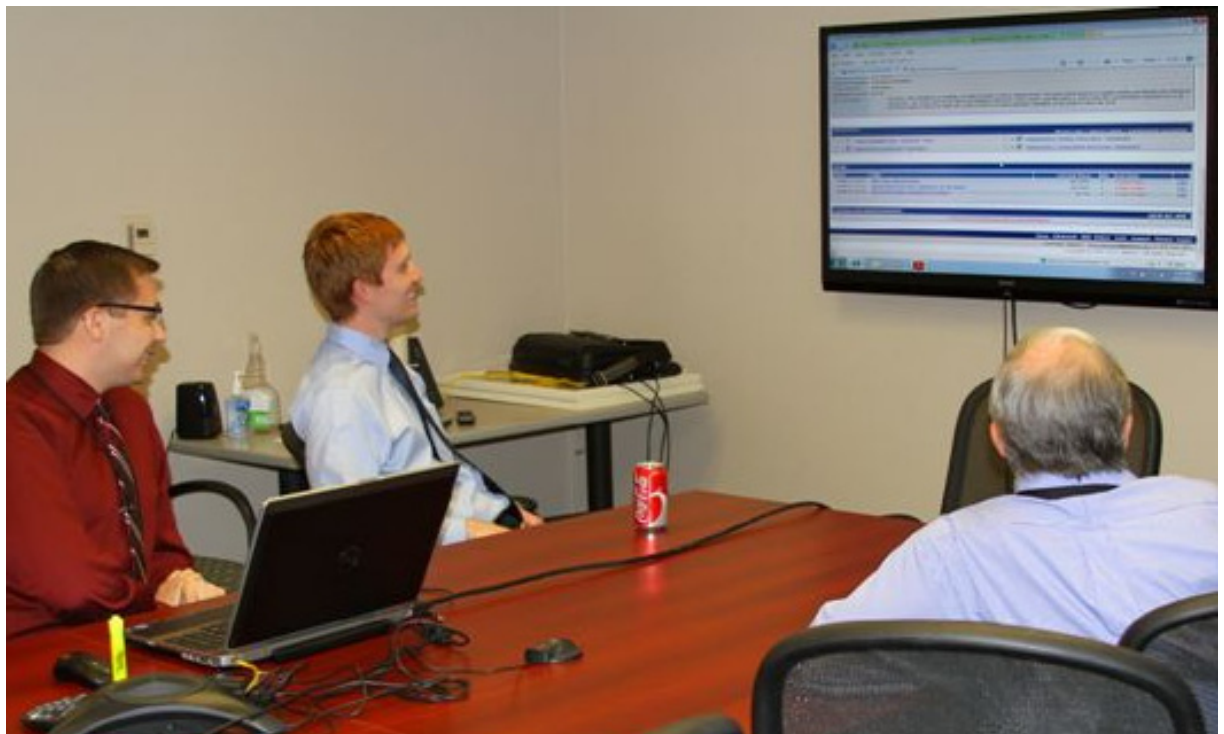
VIEW CHART

Date	Bidder	Unit Price	Quantity	Total Price
Jun 25, 2013 2:16:41 PM MST	74-829 (a)	\$1.07	57600	\$61,632.00
Jun 25, 2013 2:13:06 PM MST	97-095 (a)	\$1.08	57600	\$62,208.00
Jun 25, 2013 2:08:50 PM MST	74-829 (a)	\$1.09	57600	\$62,784.00
Jun 25, 2013 2:07:28 PM MST	97-095 (a)	\$1.10	57600	\$63,360.00
Jun 25, 2013 2:01:55 PM MST	74-829 (a)	\$1.11	57600	\$63,936.00
Jun 25, 2013 1:59:17 PM MST	97-095 (a)	\$1.13	57600	\$65,088.00
Jun 25, 2013 1:35:58 PM MST	74-829 (a)	\$1.14	57600	\$65,664.00

Supplier Totals

**All bids/proposals submitted for the designated project are reflected on this tabulation sheet. However, the listing of the bid/proposal on this tabulation sheet shall not be construed as a comment on the responsiveness of such bid/proposal or as any indication that the agency accepts such bid/proposal as being responsive. The agency will make a determination as to the responsiveness of the vendor responses submitted based upon compliance with all applicable laws, purchasing guidelines and project documents, including but not limited to the project specifications and contract documents. The agency will notify the successful vendor upon award of the contract and, as according to the law, all bid/proposal responses received may be available for inspection at that time.

Home Bid Search Bids Orders Tools Support Privacy Logout



Procurement officials observe the bidding process as vendors bid against each other.



Deep

Local Businessman Clint Hickman Ne

Think back to the most popular kid in high school. He was on the football and basketball team, but not a star. He could have traveled with the “In Crowd,” with the cool kids, but his best friends were the same two guys he met in second and fifth grade. With country music and rock n’ roll on the radio, he drove his own ’79 Trans Am to school – but paid for it by working whenever he wasn’t in class or in a sport. He was doing a man’s job, in a hot, dirty barn, where he had been working since he was nine years old.

You’re describing Clint Hickman, the newest Maricopa County supervisor, appointed in March to replace Max Wilson who resigned for health reasons. If you look up the term “Regular Joe” in the dictionary, you see Hickman’s picture. He’s the typical guy, only better looking.

And at a time when so many politicians don’t think much beyond the tactical transactions necessary for the next election, Hickman is a guy still open, still learning, viewing elec-



Roots

West County Supervisor

By Richard de Uriarte

tive office as a “public service,” trying to make his community better. Even on his long commute from his Good-year home, he’s thinking: “So many people and their cars heading to jobs in central Phoenix, it would be nice to have those jobs out here in the West Valley.”

You get the impression that he’ll get out of elective office before it changes him.

When Wilson resigned in March, Hickman, vice president of sales and marketing for his family’s landmark business, Hickman Family Farms, was hardly the favorite of party activists. In an editorial distributed by a poorly named operation called “Common Sense,” Hickman was labeled a “moderate,” “mysterious”, a “crony” of Gov. (and former supervisor) Jan Brewer. “Let’s scramble Hickman’s eggs,” the editorial concluded.

It’s not the first or last egg joke he’s heard. But after all these years, the poultry references don’t bother him, not nearly as much as the occasional lobbyist or public official shoveling manure. “I can’t stand the pitch,” he says of visitors with an agenda. “I’m in sales. I consider myself a pretty good judge of character. I want to be treated with genuine honesty.”

Hickman admits he didn’t have much of a “political rap sheet” when he first applied for the position. But he was hardly unprepared.

His community roots run as deep as the desert water table. Outside of four years at the University of Arizona, Hickman, 48, has lived his entire life in the West Valley. He attended local public schools in the Peoria School District and a couple semesters at Glendale Community College before getting his marketing degree from the U of A. His family once owned a Glendale pig farm where the Tohono O’odham Nation now wants to put a casino. He shot birds with a BB gun in the fields that became the Westgate Entertainment District and Jobing.com Arena. With urban encroachment, Hickman Farms has moved three times in his lifetime to different locations. The business is tied to the growth and the success of the West Valley.

Hickman sees County government as “business of customer service.” And he’s certainly no stranger to that. “As I meet everybody at the County, and see what they do, I see County government reaching out (to the citizens) and taking care of issues they might have.”

Nor is he a political novice. Few among more than two dozen initial aspirants for Wilson’s District 4 seat knew that Clerk of the Board Fran McCarroll had a vote on Wilson’s replacement under the state constitution.

But Hickman did.



The family egg business had always operated in unincorporated, rural areas of the County. Thus, Maricopa County has been *the local government* for the Hickmans. When there is a theft at a plant, it is the sheriff's office that is called. Besides, agriculture, the food industry, is one of the most heavily regulated industries.

So, the new supervisor isn't just parroting scripted talking points when he talks about the burdens of regulation or the need for efficient regulatory processes. One of the very first policy initiatives Hickman pushed after his appointment was a freeze on new regulations, adopted by the full board in late May.

Yet, he is proud that his own business, now in its third generation, operates in publicly responsible manner. And the regulatory safeguards help him market the eggs as a high-quality, safe product. In addition, the Hickmans have a stake in the Valley. His family not only runs a West Valley farm and processing center. They live here too. They were schooled here. This is where

their children go to school, play and grow. He wants to see parks and greenbelts. He wants to see more manufacturing jobs in his district. He wants County services to reach his western Maricopa County constituents with the same convenience that central Phoenix and East Valley residents enjoy.

His governing philosophy, then, suggests a nuanced, pragmatic conservatism, at once protective of property rights, cautious about government intervention, but also cognizant of government's role in promoting public safety, a stronger economy and good community resources.

Since his appointment, he's been on a crash course, mostly on the budget, a learning process he compares to drinking water out of a fire hydrant. He was a yes vote on the FY 2013-14 budget after having spent hours with County Manager Tom Manos, Deputy County Manager and Budget Director Sandi Wilson, Deputy Budget Directors Brian Hushek and Lee Ann Bohn, plus the four

other supervisors. He has taken the obligatory tours of the County's largest agencies: MCDOT, the 4th Avenue and Durango jails, Flood Control. Outside of holdover District 4 staffers Scott Isham and Candace Steill, Hickman has worked most closely with Assistant County Manager Joy Rich on zoning and code enforcement cases that led to broader discussions on air quality, food safety, land use and regulatory reform.

He also took time to visit the Cradles to Crayons program to assist vulnerable infants and toddlers in the foster care system. It is managed by the Juvenile Court. Children's issues are dear to his family. Hickman's mother in law, Veronica Bossack, is a former assistant director at the state Department of Economic Security and in 2010 was named a "Champion for Children" by the Children's Action Alliance.

Hickman's family has always had broad community interests. In 2003, he was appointed (by former Gov. Napolitano) to a state Meth Project and is an honorary commander of the 69th Fighter Squadron at Luke Air Force Base.

So, he's not just a pretty face with an equally handsome young family. Coming from an industry that occasionally comes under fire from animal rights activists, Hickman has emerged as a national spokesman for food producers, willing to debate emotional and complicated issues and to explain his ideas with the media. Recently, a cordial meet-and-greet session with The Arizona Republic West Valley community reporters and editors morphed into an hour-long interview with more than a half dozen journalists grilling him on a wide swath of topics.

For Hickman, "transparency" is not just a bumper sticker slogan or a politically correct initiative. The farm operation has been open for tours for local elected leaders (of both parties), the media and even the TV show, "Dirty Jobs." So, despite being the "newbie" on the board, Hickman doesn't feel he'll *crack* under the pressure. (He's heard that one before too.)



Supervisor Hickman with top aide
Scott Isham.



Road Games

Employees Show Skills in “Rodeo” at Annual Safety Fair

By Safety Consultant Tom Carroll

The 2013 Maricopa County Safety Fair was a huge success thanks to all who participated in the classroom and contest events.

The Equipment Rodeo, part of the Safety Fair, is designed to test the skills and knowledge of equipment operators. The Rodeo can help identify individual strengths, knowledge of applicable laws as well as an operator’s knowledge of equipment safety and maintenance.

Maricopa County employees also have the opportunity to participate on the Arizona Equipment Safety Partnering Rodeo. This is a Arizona state-wide event, that brings operators from Government and tribal agencies together for two days of safety events that include Equipment Diagnostic, written tests, obstacle course, and safety training.

This year, Maricopa County sponsored 3 events:

- Maricopa County Equipment Services - Equipment Diagnostic
- Maricopa County Department Of Transportation – Skid Steer
- Flood Control District Of Maricopa - Backhoe

All of this year’s participants showed great skill and knowledge of equipment; two in particular were Seth Richardson and Jonathon Varin of MCDOT.

Seth Richardson was a first place winner in Skid Steer event. Seth went on to place third in the Arizona State Rodeo Skid steer event. In both

of these events the machine was a remote control Bob Cat skid steer loader. Seth showed his ability to adapt to operating this complex equipment from a remote location.

Jonathan (Jano) Varin was a second place winner in the Motor Grader event and Big Dig event. Jano went on to place third in the Arizona State Rodeo Forklift event. Jano demonstrated his flexibility, experience and skill by placing in three different events.

As a reward for their participation and skill as equipment operators, they each received a coveted Arizona Safety Rodeo Belt Buckle.

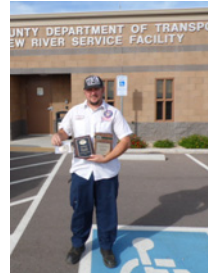
Other Outstanding equipment operators with three wins were:

- Sergio Chavez 1st Loader event – 2nd Safety Bowl – 3rd Big Dig
- Justin Ramey 1st Big Dig – 2nd Loader – 3rd Backhoe

The County Safety Fair and Arizona Equipment Safety Partnering Rodeo are only possible because of the efforts of everyone who volunteered to make both of these events enjoyable and memorable. Thanks to all who helped and participated. See you next year.

Remember “You can’t win if you don’t play”.





Individual Events

BACKHOE EVENT



Dan Rich
MCDOT



Daniel Ruiz
MCDOT



Justin Ramey
Waste & Recycling

DUMP TRUCK EVENT

Robert Burton Jr.
Waste & Recycling

Salvador Chavez Jr.
Flood Control

Randy Zapata
Flood Control

LOADER EVENT

Sergio Martinez Chav
MCDOT

Justin Ramey
Waste & Recycling

William Varian
Waste & Recycling

MOTOR GRADER EVENT

Albert Moreno
MCDOT

Jonathon Varin
MCDOT

Felipe Vega
MCDOT

PICK UP EVENT

Randy Zapata -
Flood Control

Juan Garcia
MCDOT

William Varian
MCDOT

SKID LOADER EVENT

Seth Richardson
MCDOT

Omar Valencia
Flood Control

Jose Cortes
MCDOT

Team Events

Safety Bowl



FMD

Dave Brown
Michael Barrett
Previn Loyd
Jeremy Dolezal



MCDOT

Pete Infante
Sergio Martinez
Chavez
Dave Norton
Brain Lasher



Environmental

Anthony DeBenedet
Lene Pope
Caroline Opplmar
David Opplman

BIG DIG EVENT

Waste & Recycling
Robert Burton Jr.
Justin Ramey
Henry Edwards Jr.

MCDOT SE
Jano Verin
Joe Samajeon
Daniel Ruiz

MCDOT NE
Sergio Chavez
Felipe Vega
Juan Mendez

TRAFFIC CONTROL

MCDOT
Frank Ramos
Roy Vega
Tim Wise

MCDOT
John Duran
Michael Ortega
Mark Patton

MCDOT
Juan Garica
Jose Morales
Junior Vasquez



More Safety Fair Fun

Getting Defensive

Defensive *Driving* of Course


The goals of the Defensive Driver training are to raise people's awareness of the behaviors that lead to collisions on the road; means to avoid collisions; improve cooperation on the road; avoid distractions when driving; and maintain a positive image of the County. Ultimately the improved behaviors and heightened awareness will lead to fewer accidents.

In the meantime, we know we are having a positive impact on people's driving behavior based on comments from employees:

An employee stated that she was in the habit of eating lunch when traveling from location to location. She stated that the next time she started to do that she remembered the comments in class about how distracting eating while driving can be. She decided to wait until she arrived.

Several people have commented on how the suggested mirror adjustments have improved their ability to see the traffic around them.

"Thank you for the advice you gave to us all during our class last month. It actually came in quite handy and most importantly saved me from harm's way. I was recently at a stop light close to work and when the light changed I used the advice easing out slowly and not gunning to be the first across. As I eased my way out I noticed a vehicle going between 60 – 70 MPH and was NOT going to stop. Sure enough he ran the light and luckily no one was hit. Your advice popped into my head immediately." - Tony

For those of you who have not attended the training consider the advice: "Driving is a Team Sport." We all have to share the same streets, and freeways. We have the same goal – to arrive safely at our destination in a reasonable time frame. Let's give each other a break and a brake. Be courteous, don't tailgate, signal our intentions to turn or change lanes and always come to a complete stop at red lights and stop signs. 

Submitted by Safety Consultants
Skip Harris and Frances Stephenson

A new route to retirement

Introducing Roth 457:

A flexible new retirement savings option that may offer you some unique tax advantages in addition to the benefits already available through your deferred comp plan.

**To learn more, contact your
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Retirement Specialist.**

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NRM-8402AZ-MC (07/13)

**Linda Pond at 602-266-2733
pondl@nationwide.com**

**Jennifer Foglia at 602-266-2733
foglij1@nationwide.com**

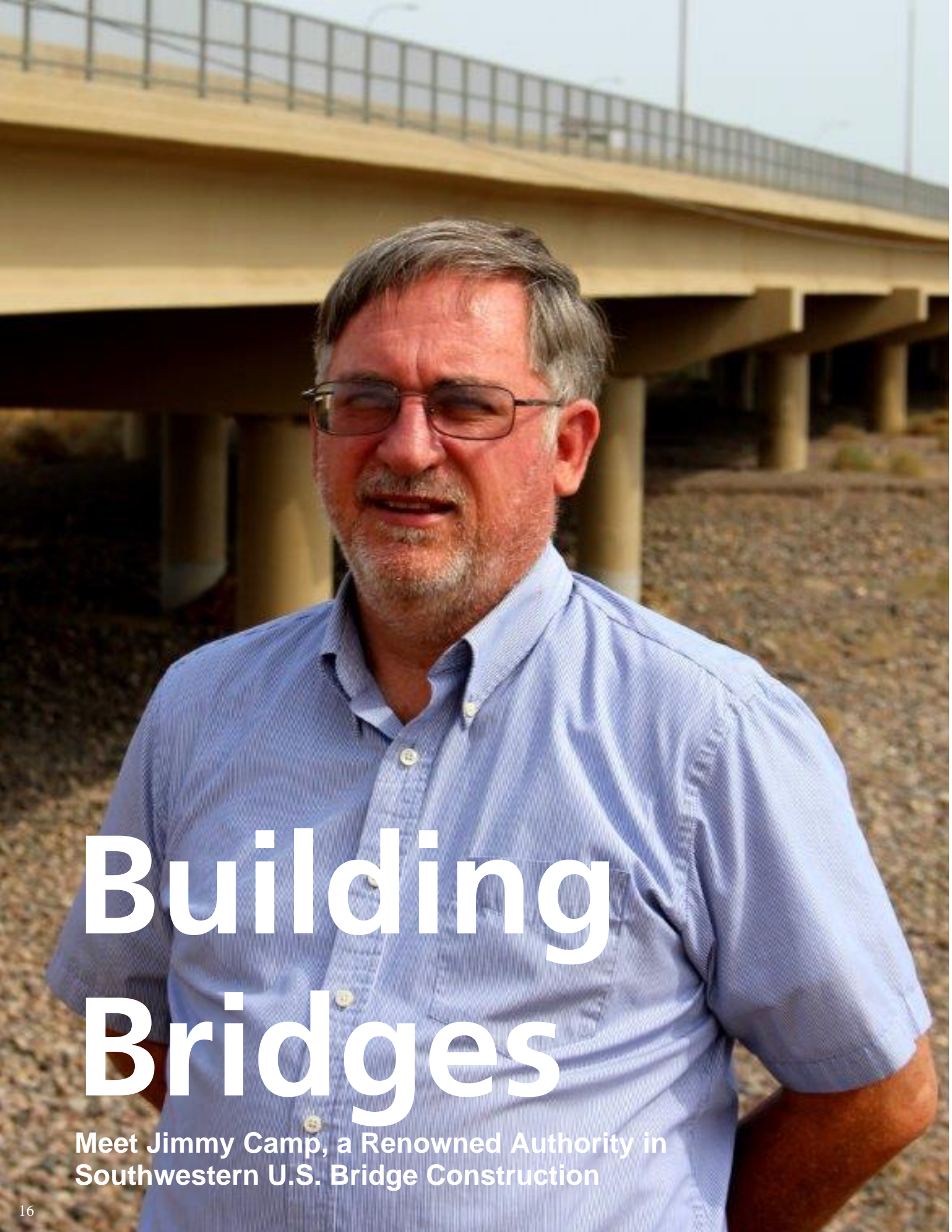
**Dan Hadden at 800-598-4457 ext. 4358358
haddend@nationwide.com**

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Building Bridges

Meet Jimmy Camp, a Renowned Authority in
Southwestern U.S. Bridge Construction

If you ask Jimmy Camp, he'd tell you nothing could predict that he would become a pre-eminent bridge engineer with a distinguished reputation throughout the Southwest. Jimmy has recently joined the Engineering Division at the Maricopa County Department of Transportation (MCDOT), heading up the Bridge Structural Design Group and bringing nearly three decades of experience to the residents of Maricopa County.

But Jimmy says as a child, he was afraid of extreme heights and high bridges always frightened him. "When I was a kid, my grandparents took me to the Rio Grande Gorge Bridge while it was under construction," says Jimmy. "I thought to myself that people who built bridges had to be crazy." At 660-feet above the river gorge, the deck-type steel truss arch Rio Grande Gorge Bridge near Taos, New Mexico, is the 10th highest bridge in the United States. As it turned out, no one is more surprised than Jimmy that he would end up having such a remarkable career, designing, inspecting and constructing complex bridge systems throughout the State of New Mexico.

By way of educational background, Jimmy attended college at New Mexico State University in Las Cruces, where he studied Civil Engineering. He thought he would most likely go into the mining industry as he was introduced to the engineering discipline through work study at a local copper mine during his high school years. However, he discovered during college, that he most enjoyed structural design and analysis and became increasingly fascinated by bridges. Bridge design and construction requires serious ingenuity and Jimmy enjoyed the challenge and a career of creative exploration. What once made Jimmy quake in his boots with fear now inspires a lifelong passion for bridges.

Jimmy realized it was important to have the right set of academic tools as he started his career. While working as a structural engineer in the chemical industry, Jimmy pursued two Masters Degrees: a Master's of Science in Engineering Mechanics from the University of Missouri-Rolla and then a Master's of Structural Design from Washington University in St. Louis.


Jimmy says his broad academic foundation enabled him to fully appreciate the spectrum of what goes into building bridges from start to finish. Over the course of his twenty plus years at the New Mexico Department of Transportation (NMDOT), Jimmy's professional experience has touched on every as-

pect of bridge construction, including bridge design, maintenance, project development and other leadership and management positions. Prior to coming to MCDOT, he served as the NMDOT State Bridge Engineer for over ten years and managed the NMDOT Bridge Program helping in greatly decreasing the number of structurally deficient deteriorated bridges with bridge replacement, bridge rehabilitation and bridge maintenance activities statewide.

Among his many significant professional achievements involving bridge construction and structural design are the Interstate 40/Coors Boulevard multi-level Interchange in Albuquerque, and the New Mexico Railrunner Commuter Rail Expansion in and around Santa Fe. Jimmy says he is most proud of his leadership work on what is known as "The Big I", the Interstate 25 and Interstate 40 Interchange in Albuquerque, New Mexico. He saw the construction phase of the project through in just two years, which involved the construction of more than fifty bridges, including several multi-level bridge flyover structures.

In addition to his work at NMDOT, Jimmy worked for New Mexico State University as a Bridge Inspection Engineer for two and a half years, supervising and conducting structural condition inspections on approximately 1400 bridges in Northern New Mexico for the state's National Bridge Inventory report.

When Jimmy wasn't managing bridges for the state bridge program, he was busy volunteering as a Fire Chief in Northern New Mexico, a post he held for more than ten years, where Katrina, Jimmy's wife of 35 years, served at his side volunteering as a dispatcher. Jimmy says he has always given highest importance to serving his community and enjoyed giving back however he could. His bridge engineering career was interspersed with a 17-year stint lending assistance in managing the family-owned general store on weekends in Northern New Mexico.

Family has always played a major role in Jimmy's life and is one of the reasons he moved to Phoenix this year. Two of Jimmy's four children live in Maricopa County and he wanted to be closer to them. Jimmy also has four grandchildren who he says keep him on his toes. Jimmy says he is looking forward to the opportunities and challenges MCDOT has to offer. Maybe it will be a Maricopa County bridge that inspires Jimmy's grandkids to be the next generation of Camp bridge engineers. 

Biggest Winner

Employee Rene Blake Shares Her Personal Weight Loss Story

In early 2012 I found myself desperate for a change. Physically I was obese and mentally I was totally drained. I was actually consumed with anger at the time to the point that it was beginning to change me. I didn't recognize who I was anymore and didn't much like who I had become.

My doctor had been monitoring my blood sugar levels closely as they were at the high end of the healthy range and on the cusp of crossing over into pre-diabetes. My blood pressure was slowly rising when it had always been low. My cholesterol wasn't good and I used a C-PAP machine to sleep at night since being diagnosed with sleep apnea. I struggled with insomnia and anxiety for most of my life but it was at this time that I struggled the worst. I was turning 38 that year and had two teenage children to finish raising.

I had to make a change and a permanent one at that. I took a class offered by the County called "Inside and Out part A and B" which is now called "Emotional Intelligence-Bringing Balance to your Life". At the end of this class, I signed a contract with myself stating that I was going to lose weight and for good this time. I yo-yoed in the past and couldn't bear to do it one more time. This change was going to be permanent.

I couldn't pay for a personal trainer and could barely afford the gym membership I had at the time that I didn't use regularly. So I turned to the free resources offered to County employees. I signed up for the free gym located at 301 W. Jefferson and met with Jan Hertzfeld who showed me how to use the gym equipment properly. I also began attending the Total Body Conditioning class where I met Julicua Singleton who led the class. She ensures that *everyone* in her class uses proper form when exercising and under her watchful eye, I am still injury free. This group of people became known as the Workout Warriors and I am proud to be a part of them. There is encouragement and camaraderie among this group and I am encouraged every week while working out with them.

The intensity of this class rivals Insanity and P90X and I started this class with 70 extra pounds on my body so I had to modify most of the exercises which is perfectly okay. Julicua can always be heard saying,

"I would rather you give me two good moves using proper form than 10 improper ones where you can be injured."

At the same time that I joined the free gym, I made an appointment with the free Cigna Health Coach here at the County, Heather Lehman. At our initial meeting, I told her that I understood what serving sizes were and that I know I'm supposed to "eat the rainbow", meaning eating different fruits and veggies of all colors. And she said something I'll never forget. She said that it's great to have that understanding but if I didn't address why I was eating, trying to lose weight would be building a house of cards. I had no idea what she meant. She suggested I read a self-help book by Geneen Roth and in the meantime, perhaps, find a creative outlet for stress like art or writing.

I decided I was going to do everything she suggested since I didn't know what I was doing wrong. I had the head knowledge to eating healthy so why have I been struggling for 17 years with my weight and failing miserably?



Rene Blake Before and After Pictures

I read Roth's book. And then I read it again. The lessons I learned changed my life. Everything that was suggested in the book I did as well. I was at first dismayed at the fact that most people who were obese had a troubled childhood. She discovered this in her weight loss workshops over the last 30 years. I too had a troubled childhood but didn't bring it to mind. I put it behind me and didn't recall those memories as they were too painful to think of, so how on earth could they be connected to my obesity now?

Boy, did I have a lot to learn. I learned that eating healthy and exercising regularly was of course essential to getting healthy, but secondary to understanding the issues that drove me to eat in the first place. I learned that my knee-jerk reaction to eat was in response to stress, anxiety, anger, depression, loneliness....you name it. I ate not only for every *reason* under the sun, but it was always in *response* to an adverse emotion. And not simply because I was hungry.

I used to think that no matter how much weight I lost there would always be a fat girl inside me trying to get out. That I would always be at war with food and I would always struggle to maintain a healthy weight. I was so happy to learn how untrue this was.

I continued to meet with Heather to discuss what I was learning and she continued to guide me in the right direction in understanding my new relationship with food.

I learned how to cope with my emotions in ways that did not involve food. I literally would pause when I felt an adverse emotion accompanied with that knee-jerk reaction to eat and I would ask myself the following....

- Am I hungry? *If the answer was no (and it usually was) then I would ask...*
- What emotion am I feeling? What problem do I have? *Sadness, anger, loneliness etc.*
- Is this problem/emotion going to harm me? Am I going to crumble and fall? *The answer was always no.*
- Can I deal with or fix this problem/emotion I have right now at this moment?
- If not, when can I?

If I could fix the problem or deal with what I was feeling at that moment then I would. If I had to wait to deal with the problem, I would table it until the

appointed time I set to take care of the problem. And I wouldn't stress about it until that appointed time. This took practice and I did this until I no longer felt the knee jerk reaction to eat in response to adverse emotions and problems. I became comfortable with these emotions because I knew I wasn't going to break under the pressure of allowing myself to feel them. I tried to escape these feelings and problems in the past with food but this escape was temporary that provided consequences to my health.

The following is a summation of the steps I took in this past year and what I feel are essential in successful long-term weight loss. Especially for those who are overweight/obese and have struggled for a lengthy amount of time without long-term success.

1. Give up trying to do this alone. Admit you need help and surround yourself with people that know what they are talking about. (This brings me to point number 2.)
2. MAKE AN APPOINTMENT WITH HEATHER LEHMAN!!!! Yes I am shouting this from the mountaintops folks. This is a free resource we have available to all of us as County employees. She is the expert. Don't just show up and say hi...okay...so I'm here and uh I should be down ten pounds by next month now right?.....No. *You must take action and do what she tells you.* You have proven up to this point that your current, unassisted actions are not building the life you want. So try it. You won't regret it.
3. Find a creative outlet. You don't have to be Picasso to paint. You don't have to be Maya Angelou to write. Create for yourself. Prayer, gardening, reading, meditating....anything that brings a bit of piece to your mind to quiet the "noise" and bring peace to your being is imperative.
4. Make the changes gradually and talk with her about them. She will continue to guide you in the right direction like she did with me.

Heather is not a therapist but this process is therapeutic. You may need to speak with a professional therapist or psychologist during this time which I encourage as well. Whatever it takes to deal with the issues driving you to eat, do it. It's the most important step in ending the relentless cycle of overeating.

I am happy to say that the results of my latest biometric screen were all on the low end of the healthy range and I

no longer need to use my CPAP machine to sleep. For the first time in 17 years I can say I am not overweight. I actually have fitness goals I want to meet this year, like participating in a mud run. Yes! I want to get muddy like a kid! I never had fitness goals in the past and going through the process of meeting them is exciting.

Folks say this is really hard. Well, I say yes and no. Yes it is hard to get up after getting little sleep, feeling totally exhausted, muster up the energy to move a body with 70 extra pounds packed onto it and push through a tough workout. Turns out, *getting* to the workout was actually the hard part. Once I got myself there, I was surrounded by my Workout Warriors pushing and encouraging each other which was empowering. Even when exercising alone on the elliptical machine, I am surrounded by folks working on maintaining their health inside the gym. This makes it easier the next morning to get up and do it again. And again. And again.

Yes, it's hard to take an honest look at yourself and admit there are things you dislike about yourself that need

to change. It's oftentimes hard to accept the solution to the problem, like implementing and adapting to new coping skills. Once the steps are taken and the realization is made that I can experience various emotions without crumbling to pieces, it is easier to cope with them.

What I believe is hard, is to continue for years on end enduring the endless cycle of overeating, guilt and shame. What is harder than putting forth the effort to making a positive change, is experiencing gradual failing health and an early grave. Those things are hard. So by comparison making positive changes will take determination and grit. But it is easier than accepting the grim alternative.

I continue to meet with Heather every month. It was the best decision I could have ever made. I will forever be grateful to the County for providing the free resources available to us. I am forever grateful to Heather for her help and expertise. Don't hesitate to take advantage of these resources now. You won't regret it. 📖

Cigna Health Coach Heather Lehman with Rene Blake



From the Health Coach

I would like to start by saying that my services are completely confidential. René wanted to help others by sharing her story and asked me to add my perspective. I do not speak about anyone's sessions unless they explicitly ask me to and sign a waiver. That being said, I am so happy that René decided to share her story. Her success is so remarkable and the approach is very simple but it takes action and persistence. It is the individuals who are ready to roll up their sleeves and do the work that are most successful in the end.

The one thing I know about weight loss is that it is generally not about food. It is usually about why someone eats when they are not hungry and why they choose food that they know to be unhealthy. People eat more than they need for many reasons. Work stress, boredom, sadness, anger, loneliness and anxiety are just several of the reasons. Improving a person's ability to cope with stress, loss and change has the greatest impact on their weight loss.

René decided to look at **WHY** she was eating when she wasn't hungry and she took action on those reasons. She successfully lost weight because she was not afraid to try something different and, more importantly, to look at things differently. It takes a great deal of courage to examine those reasons. Also, you have to be brave to be different from your friends, your co-workers and your family. You have to believe in your abilities and strengths. I would not say that René strode into my office with overwhelming confidence and a brave face, at first. In fact, I could barely find her under her gigantic office sweaters! But she mustered up the courage to believe in herself, try something new and her confidence has grown by leaps and bounds.

One of the barriers that René overcame was negative self-perception. If I look around at my friends and family, I have found that without exception, people have been through tremendously difficult events in their lives. They have survived deaths, financial hardships, relationship woes and a multitude of other tragedies. I believe, if someone is sitting in front of me, they are a survivor. They are strong. But not everyone perceives themselves to be strong. They believe that they are too exhausted/busy/overwhelmed/disorganized to put chicken breasts in a slow cooker to have a healthy dinner. If you have supported your family while your spouse

was laid off, to say the least, you can prepare a healthy meal. If you worked full-time while caring for a dying family member, you can carve out 20 minutes for exercise in a day. Rene recognized her strengths and used those as a foundation for building healthy changes in her life.



*Cigna Health Coach
Heather Lehman*

René realized that stressors were not going to crack her in half. She could handle upsets that came her way using the self-questioning model that she created and still take good care of herself. She does hard things. Fortunately, the healthy changes that started as difficult are now a normal way of life for her. **You can do hard things too.** You can accomplish tasks when you are tired. You can exercise when you don't feel like it. You can have a healthy lunch when you are surrounded by people eating pizza.

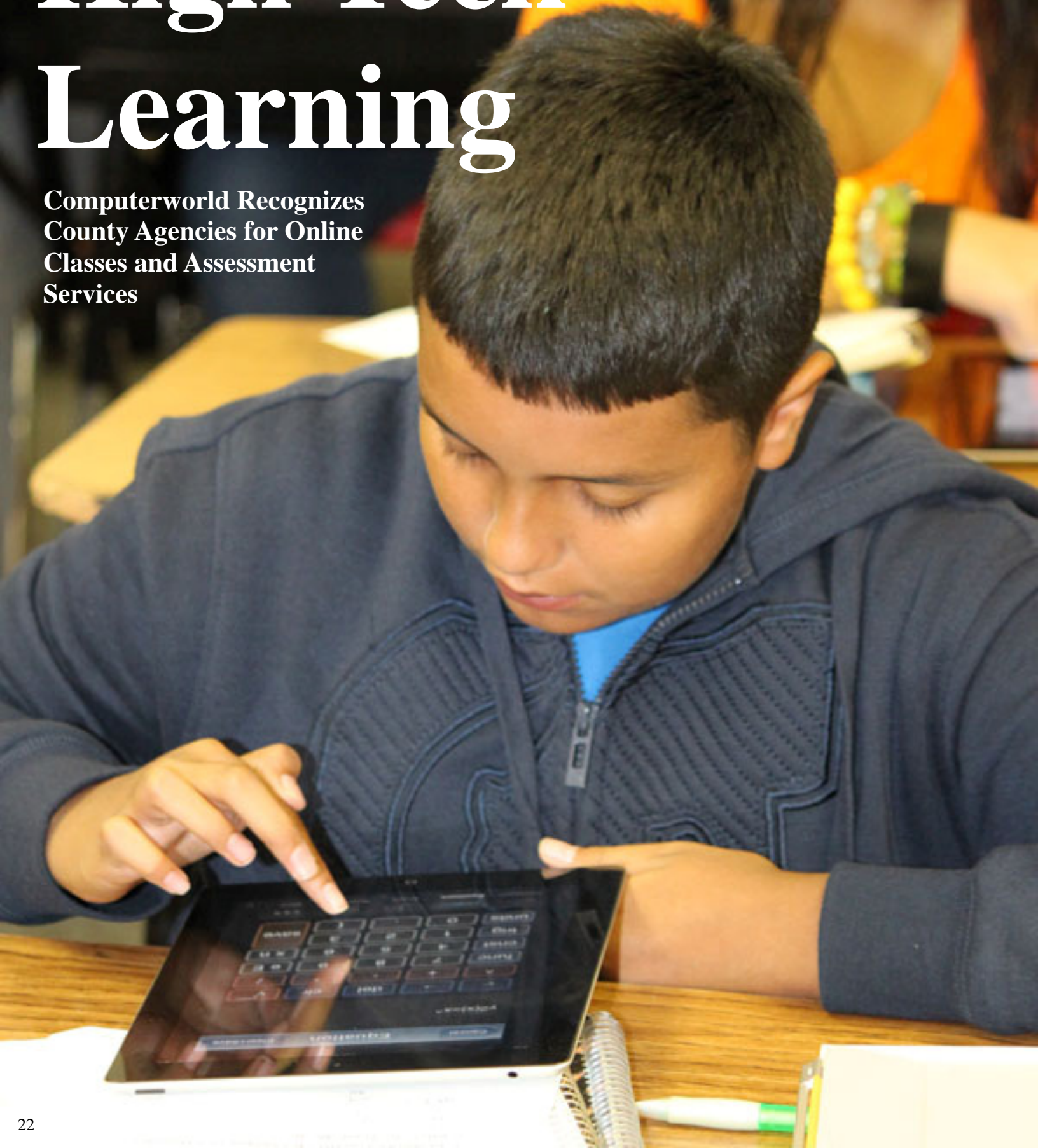
It is incredibly difficult to create lasting changes with a negative mindset. René was successful because she did not complain, balk or give excuses. She took small actions and often. Sometimes building a positive mindset takes more work than can be completed through health coaching. If needed, I do refer people to the Magellan EAP which is a great resource for free counseling and getting one's emotional ducks in a row in order to manage making positives changes.

It's like Glenda the Good Witch told Dorothy, "You had it all along". The answers to better health are within all of us. Some of us have to peel the onion more than others to get to those answers. It takes guidance, self-compassion, persistence and positivity to get there. Ultimately, we are all capable of great things.



High Tech Learning

**Computerworld Recognizes
County Agencies for Online
Classes and Assessment
Services**



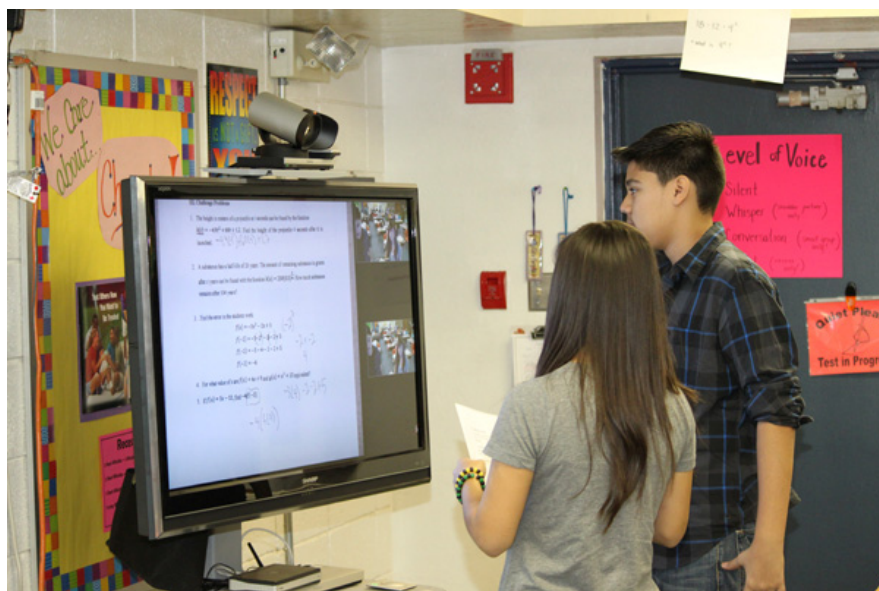
The Maricopa County Education Service Agency (MCESA), in collaboration with the Office of Enterprise Technology (OET), was named a 2013 Computerworld Laureate. The Computerworld Honors Program, now in its 25th year, recognizes organizations that use information technology to promote and advance the public welfare, benefit society and business, and change the world for the better. Laureates from 11 categories were selected after a rigorous application and review process. MCESA and OET received this distinguished award in the category of human services for *innovative uses of information technology to effectively develop or deliver public programs that provide food and nutrition, housing, transportation, mental health or other social services to populations in need.*

MCESA and OET were recognized for their work in delivering both classes and assessments to high needs schools throughout Maricopa County via interactive video conferencing and tablet computing devices.

Interactive Video Learning

Although predominantly urban, Maricopa County is home to several rural and isolated schools. These schools struggle to attract highly effective teachers in subject areas such as middle school math and science. Research shows that effective math and science instruction in the middle grades is a major factor of students going on to college and pursuing careers in related fields. MCESA partnered with OET to tackle this tough challenge through employing interactive video learning.

Located in Central Phoenix, MCESA is geographically positioned to more easily attract highly qualified math and science instructors. MCESA set out to recruit and hire these instructors and train them to deliver math and science using interactive video conferencing equipment in a studio located in the MCESA office space. MCESA focuses on delivering highly interactive instruction by providing students with math and science materials, tablet computers with simulation apps, and connections to students outside of their rural communities that empower them to solve real-world, complex problems. The teacher, located at MCESA, broadcast to the remote areas using high definition video and audio. The students, located as far away as Aguila (90 miles northwest of Phoenix), receive the video feed on a 52 inch monitor. The monitor



Students in the Laveen School District participate in an algebra lesson with students from around Maricopa County, led by an instructor at MCESA.

At left: A student in the Isaac School District completes an online Social Studies assessment using a tablet computer.

is outfitted with a high definition remote controlled camera that transmits the students' images and audio back to MCESA in real-time. This technological innovation allows MCESA teachers to interact with students throughout the County and students to interact with other students outside their classroom almost as they would if they were in the same room. It also allows MCESA to hire one teacher to serve multiple schools at one time and connects students to highly effective teachers

Interactive video learning does not come without its challenges; the biggest being a lack of bandwidth in rural Arizona. OET collaborated with MCESA to put in place the necessary equipment to account for these issues, and has significantly reduced the negative impact on the program.

Online Assessments

Arizona Revised Statute 15-203 requires Arizona school districts and charter school to measure teacher effectiveness using both evaluation data and student achievement data.

At the time the statute was written, less than 20% of Arizona teachers had access to a state assessment that met the criteria to determine effectiveness. The rest of the teachers, teaching subject areas such as art, music, physical education, social studies, etc. were unable to prove their effectiveness under this statute. MCESA immediately began partnering with school districts to create valid and reliable assessments for the 80% of teachers that teach grade levels and subject areas that do not have a state assessment. Once the assessments were created and validated, MCESA needed to support school districts in assessing students. Once again, MCESA partnered with OET to find a technological solution to this challenge. The decision was made to deliver the assessments electronically using tablet computers. The tablets empowered MCESA to quickly assess thousands of students, capture their assessment data, and deliver the reports to the districts.

Classroom sets of tablets, configured to a portable wireless network, could be quickly set up and taken down and moved to the next class-



The MCESA team accepts the Computer World Honors Laureate Medal in Washington DC on June 6, 2013. From Left: Eric Hockman, Darcy Moody, Kristine Morris, Dr. Don Covey, Maricopa County Superintendent of Schools, and Laurie King.

room, ensuring maximum use of this technology solution to deliver on-line assessments. By using tablets, MCESA and OET are able to empower districts to assess their students and capture their results in real-time. Such technological innovations allow educators to save thousands of dollars in printing costs. In addition, by capturing the data electronically, educators can immediately view student achievement data and make real-time instructional decisions.

MCESA and OET have leveraged their resources in order to serve the educators and students of Maricopa County, and are honored to share this award which highlights Maricopa County's commitment to *provide regional leadership and fiscally responsible, necessary public services so that residents can enjoy living in a healthy and safe community.*



Interactive Video Learning instructor, Darcy Moody, conferences with students eighty miles away in the Paloma School District.

New in August

One-Stop Policy Library Comes to the EBC

The Office of Policy and Compliance will introduce a new website in August 2013 from which all Maricopa County policies can be accessed. This new site will make the process of locating and referencing policies more efficient through an easy to use search function that accesses all policies as well as a comprehensive listing of all County policies.

The new website includes a glossary of terms used frequently throughout County policies, a listing of critical policies, recently updated policies, and policies under development. The site also provides reference material on the policy process as well as a contact email for policy related questions, suggestions, or feedback. Policies are divided into 12 categories: Administrative, Audit, Board of Supervisors, Budget, Compensation, Facilities, Finance, Human Resources, Public Information, Procurement, Risk Management, and Technology.



policy library

The Policy Place is provided by the Office of Policy and Compliance to provide easy access to all Maricopa County Policies.

critical policies

Name	Title
H2421	HR2421 Professional Conduct
a1609	A1609 Acceptable Use of County Technology Resources
a1515	A1515 External Relationships and Acceptance of Gifts
a1512	A1512 Prohibition Against Unauthorized Solicitations, and Unauthorized Posting or Distribution of Literature

[Add new document](#)

search for policies

This Site: Policy Library

recently updated policies

Name	Title
h2430	HR2430 Tuition Reimbursement
City of Mesa Alcohol Drug Testing Procedures	

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Administrative

Audit

Board of Supervisors

Budget

Compensation

Facilities

Finance

Human Resources

Procurement

Public Information

Risk Management

Technology

policies under development

Name	Title
A2501 Summary	A2501 Summary

[Add new document](#)

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Big Ideas

Employees Cash in as “Rewarding Ideas” Winners

Les Glover, a fleet supervisor for Maricopa County’s Equipment Services, wasn’t convinced the County had to equip all of its vehicles with fire extinguishers. Sure, for first responders, off-road equipment and trucks that require a commercial driver’s license, the policy makes sense.

But for every sedan used by County officials in routine travel, Glover thought it excessive to purchase new fire extinguishers every year. “Most people don’t know how to operate a fire extinguisher correctly. They could be injured or worse if they tried to put the fire out,” Glover explains. “The safest way to deal with a car fire is to get away from it and call 9-1-1.”

Glover proposed to reduce the annual purchase and replacement of fire extinguishers for some 1300 vehicles, saving the County \$28,000, as well as potential liability.

And for following through on that idea, Glover was awarded a \$2500 check under the Maricopa County Rewarding Ideas program.

Other winners, honored on July 17, 2013 by the Maricopa County Board of Supervisors, included Mel Dailey, program coordinator of the Superior Court’s Alternative Dispute Resolution. Ms. Dailey suggested the County stop the practice of paying postage for Civil and Family Court Settlement evaluations by the private attorneys involved in those cases. The elimination of the County-subsidized, pre-paid envelopes has resulted in an annual savings of \$2,782. Ms. Dailey received a \$557 award.

The third award, also for \$2,500, went to Gary Heath, of the Maricopa County Sheriff’s Office, who proposed a change in the way peanut butter was packaged for use in the jails. Heath proposed eliminating the machine that dispensed

Award Leslie Glover, Equipment Services:

Proposed a change to reduce the installation and maintenance of fire extinguishers in County vehicles. This change reduced the amount of vehicles with fire extinguishers, resulting in an annual tangible savings of \$28,000.

Awarded \$2,500



peanut butter into cups, which was labor intensive, carried the potential of cross contamination and could break down and need replacing. The new process puts the peanut butter into small plastic wrap pouches, resulting in an annual savings of \$36,382.

“This is a good program because it keeps our employees thinking, ready to innovate and come up with good ideas” commented

Board Chairman Andy Kunasek. “It sets up a competition for the best ideas and rewards those employees.”

The Rewarding Ideas Program began at the County in 1984 and has saved the County more than \$12 million to date. A small committee of County employees evaluate the ideas and select annual winners.



Award Emelda Dailey, Superior Court:

Proposed eliminating the use of pre-stamped envelopes for mailing family court and civil court settlement conference evaluation forms to Alternative Dispute Resolution. This change has deferred the cost of postage to parties/counsel, resulting in an annual tangible savings of \$2,784.

Awarded \$557

Gary Heath, Sheriff's Office:
Proposed changing the service packaging of peanut butter. The change used the existing equipment, eliminating the need for new equipment. It removed production from the bakery, reducing the risk of cross contamination, and resulted in using less expensive materials. This resulted in increasing the amount of production, and realized a tangible savings of \$36,382.
Awarded \$2,500



BIKE TO WORK DAY A GREAT SUCCESS

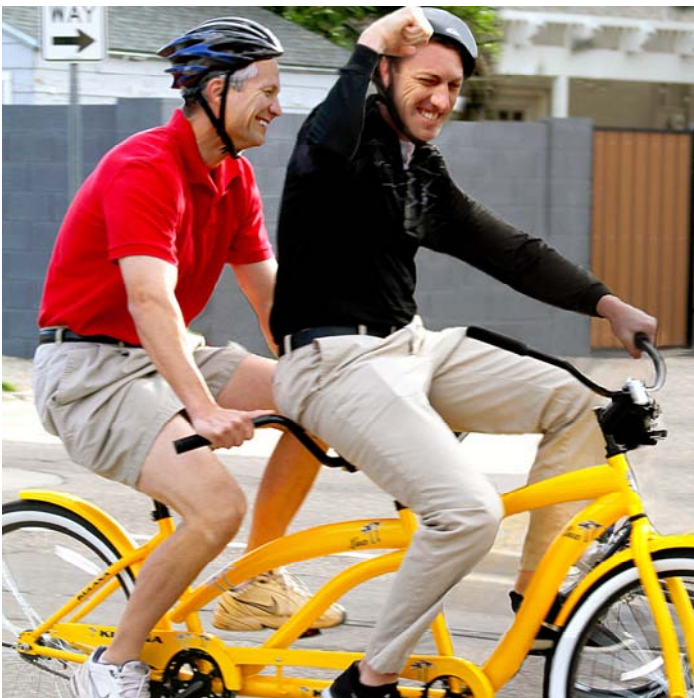
On Wednesday, April 17th, 2013, over 250 cyclists participated in the Annual Bike to Work Day Ride and BFIT Expo. Supervisor Denny Barney, District 1, and County Manager Tom Manos, led a team of County employees for a three-mile ride with City, State, Federal and private sector cyclists from Park Central Mall to City Hall. Supervisor Barney's tandem bicycle with partner Council Member Jim Waring was a visible expression of County/City teamwork.

The joint efforts of the County and City resulted in an increase in the number of participants by 150% over last year. There were 5 elected officials including: Supervisor Denny Barney, Mayor Greg Stanton, and Council Members Daniel Valenzuela, Jim Waring, and Tom Simplot. In addition there were two government leaders, one Olympian and one reporter: County Manager Tom Manos, City Manager David Cavazos, Olympian Misty Hyman, and Channel 3 reporter Yetta Gibson.

Here is how the County/City challenge stacked up:

- 110 City (including 10 police officers and elected officials)
- 101 County
- 9 State of Arizona
- 2 Federal Government
- 2 Maricopa Association of Governments
- 1 Valley Metro
- 2 Phoenix Chamber of Commerce
- 7 Smith Group JJR
- 15 Private Sector

Cycling compared to driving a car is the most efficient form of transportation on the planet: 250 cars driving 3 miles burn 37.50 gallons of gas compared to burning 46,000 calories on a bike; 250 cars driving 3 miles emit 633 lbs of pollution compared to emitting zero lbs on a bike. Keep cycling and remember: "Be Bright Be Seen."



Phoenix Councilman Jim Waring and County Supervisor Barney participated in the Bike to Work Event.

Probate Court's Reform Receives Top Honor

PHOENIX - After three years of comprehensive reform, Maricopa County Superior Court's Probate Court has positioned itself as one of the top probate courts in the Nation.

The National Association of Court Management (NACM), the largest organization of court management professionals in the world, awarded Superior Court's Probate Court with the 2013 Justice Achievement Award.

Superior Court Presiding Judge Norman Davis said, "It is clear that over the past few years the Maricopa County Probate Court has experienced significant reform and innovation under the able leadership of Probate Presiding Judge Rosa Mroz. The process of improvement is by its nature perpetual, and the Maricopa County Superior Court has always, and will continue to, strive for excellence in providing the public with the best judicial system possible. My sincere thanks to all who were – and are – involved in the Probate Court system improvements and other reform initiatives."

The award recognizes the tremendous efforts made by the judicial officers, administrators and court staff that helped transform Probate Court. During the last three years, Probate Court developed a new case management protocol with case differentiation, expanded use of Alternative Dispute Resolution, created a new accountability court, improved communication and information flow between administrative oversight personnel and judicial officers and implemented public education programs and videos.

"The reform and innovations made by the Probate Court could not have happened without the support and dedication of everyone in the department. They not only implemented these changes, they embraced it. The common goal of everyone who works in the Probate Court is to serve and protect people unable to care for themselves. The Probate Court will continue to examine itself and make improvements in furtherance of that goal," Probate Presiding Judge Rosa Mroz stated.

The Court accepted the award at the NACM Annual Conference on July 15.

The Justice Achievement Award was established in 1988 to recognize outstanding achievement and meritorious projects that enhance the administration of justice.

In 2010, Superior Court received a Justice Achievement Award for the re-design of its Court Appointed Special Advocate website.



National Association of Counties

2013 NACo

Achievement Awards

18 Maricopa County Programs

Accreditation by the National Institute
of Government Procurement

**Outstanding Agency
Achievement**

Office of Procurement Services

International Association of Business
Communicators

**2013 Phoenix Copper
Quill Award of
Excellence**

**Maricopa County Air Quality
Spanish Outreach Program**

American Marketing Association

2013 Spectrum Award

Interactive Mobile

App Category

**Maricopa County Air Quality
Clean Air Make More App**



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FOR SOCIAL RESPONSIBILITY

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NEW!*

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- ◆ The Same Y Benefit for All Employees
- ◆ August Promo

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- ◆ Child Care
- ◆ Day Camp
- ◆ Youth Sports



* Starting 08-01-13