

PARTNERING SUCCESS / OPPORTUNITY STORY

Situation (*provide a brief description/background of the situation*):

- ADOT was asked by Rep. Tom to revisit our request to relocate vendors from their existing sales location on SR64 to a safer location. This was agreed to in several meetings over the prior year by the local Chapter house and was a voluntary request by ADOT.

Challenges (*describe the difficulties/issues/obstacles*):

- Vendors were in an established location to sell their goods. ADOT didn't like this location for various reasons based on safety: too close to the highway; on a curve; limited parking; people crossing on foot across the highway in a high speed area. ADOT wanted to close this location and have vendors move to a safer location. A time frame was agreed upon.

Partnering Practices (*what were the behaviors, attitudes & steps taken to promote collaborative teamwork and a win-win outcome?*):

- Vendors, ADOT, Cameron Chapter officials met to discuss and brainstorm options. This was a facilitated meeting, so all options were heard and addressed. A field visit followed this meeting.

Outcomes (*results: what happened as a result of the partnering efforts?*):

- ADOT agreed to delay this move until a new vendor village is built nearby and off the R/W. This could happen within one to two years. Vendors can continue to sell at existing location. ADOT will install "No Parking" signs across the highway to prevent parking and pedestrian movements.

Lessons Learned (*what insights or new information are you taking away from this situation, whether the outcome was the desired one or not?*)

- We learned that prior "verbal" agreements are not always understood. It is important to document meetings and make sure that everyone is clear on the agreement. This helps build trust. Communication is very important and what you think is what you understand may not be the case. Solicit feedback. You can have a win-win solution if you look at the bigger picture and try to understand the opposing views.