



# Wyoming Fuel Tax News

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## SPECIAL POINTS OF INTEREST:

- Year-End Update
- Strategic Update
- FTA In The Community
- FTA Operating System
- We Share Your Passion

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## FTA Year-End Update

2012 has been a transition year in Fuel Tax for sure, but hopefully many of the important things that we've always done well have remained the same.

In many ways we hope this year of transition has been seamless for our customers, although we do anticipate that the changes we have made have been received positively. This year saw the retirement of Sharon Gostovich as Program Manager as well as the implementation of an FTA business plan to move the department forward. We also began to focus on our customers in a more active manner, and we've continued to work towards the achievement of our Balanced Scorecard strategic goals. What we've made every attempt to keep the same is the consistent, timely and accurate service you've come to expect from our team. No doubt there have been some instances where we've missed the ball or didn't get it quite right, but please know that we're committed to getting it right the first time and we've taken steps to ensure that we don't make the same mistakes twice.

We were fortunate enough to be able to send four Tax Examiners to the FTA Advanced Training Course this year, and they have brought back some good information that we can share with everyone on the team. We were also able to attend the FTA Annual Meeting in late October, which allowed for some great learning, knowledge sharing and networking with our customers and peer groups from other states.

As the year has been winding down, we have been providing a good amount of information to various groups as the Wyoming Legislature prepares to discuss raising Wyoming's fuel tax rate. We are poised to adapt to any changes the legislature may approve, and we will begin preparing for the legislative session over the next few weeks.

Looking forward, 2013 will be another busy year for the FTA Team. We will be developing a new Balanced Scorecard that will encompass our strategic goals for the next 3 years, and we will also build a new 12 month business plan that will drive our more immediate goals. We will be working in a new computer system in 2013 which we anticipate will create additional efficiencies, and we also plan to work through process redesign over the next 12 months. Additionally, we have modeled much of how we work on the Zappos model, and although we are not there yet we will continue building a highly functioning team. As we move into the new year, we will use this medium to keep you abreast of our strategic goals, our short-term goals and what we are working on day-to-day.

We are a passionate, committed team of professionals that works hard each day to make sure that we are "bringing it" and doing the best job we can do. **We would like to wish you and yours a Happy Holidays and a Happy New Year!**

# Happy Holidays!



# Strategic Update

As we come to the close, not only of 2012 but also to the lifespan of our current Balanced Scorecard strategic plan, it would be prudent to give one final update prior to the development of our new strategic plan.

While we have achieved much strategically (for instance, this quarterly newsletter), some of the goals and measurements from our current plan will continue to live as updated goals in our new Balanced Scorecard.

Our first strategic objective of resolving organization design concerns has been partially completed with the remainder of the measures being dependent on external factors that we cannot control. We will stay focused on these issues and

address them as the environment allows.

We have accomplished a great deal towards achieving our goal of providing world class service. This is no doubt a goal that will carry forward as we have much left to do, but we have done a lot of research, some training, and our various satisfaction surveys are a product of this goal.

As far as our goal to educate our external and internal customers, the majority of our success has been behind the scenes work in preparation of the training you will see offered in 2013. The strategic work team assigned this goal has worked diligently to put together the training information that is now being assembled for delivery as a training program. More to

come soon.

Our goal to become the gold standard for all governments continues, and during the last 3 years a number of measurements have been developed and implemented. This work team has administered several internal climate surveys and a multi-state comparison study.

As far as becoming a highly functioning team, our team has grown in numerous ways and has achieved almost all of the measures set for this goal. This will continue to be a focus as we move forward.

Finally, we are focused on doing whatever we can to more effectively administer fuel tax law and have made strides to build more effective relationships.

## FTA Team In The Community

The FTA Puzzle Fundraiser to benefit the Friday Food Bag Foundation was underway during publication of the September newsletter. We are pleased to report that we raised over \$2,500 for the foundation, and in November we presented them with a check and discussed plans for 2013.

The team recently joined forces with the Wyoming Highway Patrol Click It or Ticket team to adopt several families from the local Safe House. In past years, our team has adopted a family in need from the Salvation

Army organization, but this year we identified the SafeHouse organization as most of their clients are in desperate need under very difficult situations. In addition to the generosity of each member of the team, the Click It or Ticket group held a fundraising potato bar that was very successful. "What an honor it is to lead such a generous and caring team and to work for an organization that supports us supporting those in our community that are less fortunate," stated Wayne Hassinger, FTA Program Manager. Both teams went

shopping for items needed by the families, including clothes and toys, and those items will be wrapped and delivered the week before Christmas.

As you've read in previous newsletters, the FTA Team is committed to serving the community through charity work, and we are working to refine how we can best make a positive impact on the community in which we live. In January, we will select several organizations that we will work with in 2013.



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## FTA Team Has Wishes For Santa.....What's Your Wish?

Once again, just for fun the Fuel Tax Team shares their Santa wishes:

*Cheryl:* Eyes that see the wrong in the world that I am able to change, but that focus more clearly on the good in everyone.

*Kim:* Trip to Paris, France



*Becky:* Vacation to a tropical island

*Jaron:* Hunting/fishing trip to Alaska

*Barbara:* A new car

*Wayne:* For people to see more perspectives than their own

*Sandy:* A 3bdrm house on 3 acres

*Jan:* More support for our injured troops that are home from Afghanistan before the end of 2013

*Heather:* Vacation to the Caribbean

*Bruce:* Get a new wardrobe because I have lost weight

*Beth:* A customized motor home that does not cost anything to run

*Jon:* Lear-Jet-Bombardier-45 flex jet

*Mike:* Smoker/Grill

*Rosa:* Wish for all parents who lost a child to be at peace and find strength to carry on

We hope that Santa brings you everything you ask for and that you and your families have a Happy Holiday Season!

## FTA Computer System Evolves

As the year comes to an end, so will the archaic FTA system that we have been using to complete our work process....well, in theory anyway. State of Wyoming and contract programmers have been working diligently to build a "bolt on" fuel tax program to the existing PeopleSoft software program that is widely used by the Wyoming Department of Transportation.

At the end of last year, FTA encountered difficulty with data storage space within a mainframe system that was no longer commercially supported. Thankfully, our programmer, Grant Johnson, has been able to maintain the old system while the "bolt on" is being built. Originally, it was thought that the new fuel tax program would be completed by the end of April 2012;

however, as many of our customers know, fuel tax is extremely complex and not so easily understood. April is long gone and so was the wishful thinking that a new program would be in place.

As time has passed, the programmers have put together a new program that FTA team members have been testing throughout the summer and fall. We continue to test the new operating system parallel to the old system and have high hopes that our new program will be in place by the end of January 2013. While we do joke about "well, in theory", we do realize that as the end of the year comes and goes, the programmers are doing the very best that they can to have the new FTA system in place as soon

as possible.

FTA Team members are also excited about having a new program to labor in. We haven't had the functionality needed to perform our work efficiently and look forward to being able to do so as well as serve our customers in a world class manner. Please be patient with us while we migrate to our new system, and let's all keep our fingers crossed that as the end of January approaches we will be functioning effectively and efficiently in our new system!

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# We Share Your **PASSION**

## Rosa Rodriguez: Administration

The three passions that I enjoy daily are bicycling, crafting and card making. Although, there is not enough time in the day to do all that I truly take pleasure in, bicycling offers me so much physical and mental benefits. For me, bike riding is my form of meditation. Riding my bike is a great opportunity to empty my always-thinking brain, collect my thoughts and reflect on things. Sometimes the reverse happens and I get some great ideas while riding. When I am done bike riding for the day, I am full of renewed energy and in great spirits. It's also a great way for me to see nature, take in the fresh air and hear nature at its best. When I return to work the next day, I bring a renewed energy, good feeling and motivation with me.

My other passion is crafting. I release my sense of creativity and determination when I am engaging in a crafting project. These benefits from crafting I take with me to work when tasked with a special project that allows me to express my creativity and determination to do well.

The same can be said for card making. However, when making any type of cards, I have to remove myself from the equation. I have to look through the eyes of someone else and ask myself 'what would they think would make this a good card?' I do this by implementing their favorite color, image and personal message. After I complete the card, I feel a sense of accomplishment, which is a great personal reward in itself. Crafting and card making engages a lot of mental processes as well as self-awareness.

With passion comes energy. It taps into your true self. If you take time to pursue your passion you're basically developing your gifts and skills. I am a firm believer that passion is what brings meaning and value to your life. Life is too short to settle for anything less.



State of Wyoming  
Department of  
Transportation  
Fuel Tax Administration

5300 Bishop Boulevard  
Cheyenne, Wyoming

Phone: 307-777-4826

Fax: 307-777-4769

[www.dot.state.wy.us](http://www.dot.state.wy.us)



## The Fuel Tax Team

### Leadership Team

Wayne Hassinger, Program Manager: 307-777-3909

Kimberly Peters, Program Supervisor: 307-777-3926

Jaron Curyea, Senior Tax Examiner: 307-777-4833

Jan Hertel, Senior Tax Examiner: 307-777-4856

### Team Members

Becky Savastano, Tax Examiner: 307-777-3947

Beth Hilleman, Tax Examiner: 307-777-4836

Michael Turner, Tax Examiner: 307-777-3984

Bruce Messer, Tax Examiner: 307-777-4840

Cheryl Porter, Tax Examiner: 307-777-4441

Barbara Cruz, Data Entry Specialist: 307-777-4831

Jon Peterson, Tax Examiner: 307-777-4832

Heather Winchell, Tax Examiner: 307-777-4845

Rosa Rodriguez, Administration: 307-777-4828

Sandy Eklund, Data Entry Specialist: 307-777-4831