

Business Engagement and Compliance

Arizona to Receive Another \$1 Billion-Plus Under IIJA

Arizona is set to receive another \$1 billion in funding for roads, bridges and an expanded electric vehicle network under the Infrastructure Investment and Jobs Act.

The funds will come from three different areas. \$1 billion will be provided via Federal-Aid Highway Appointments, a mechanism that includes the National Highway Performance Program, the Highway Safety Improvement Program, the Highway Freight Program and others.

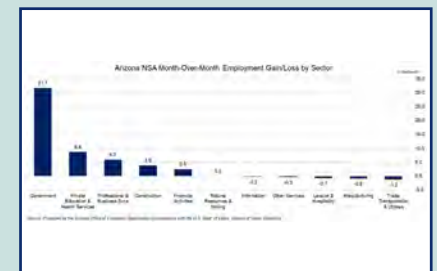
\$45 million will be provided under a new formula for bridge repair and replacement, and \$16 million will come from the National Electric Vehicle Infrastructure Program to add to the state's electric vehicle charging network. ([Source](#))



What Does Client Service Mean to You?



Chandler Engineer Updates Council on Projects



Arizona Construction Gained 3,900 Jobs in August



NEWLY CERTIFIED FIRMS

- THOMPSON PARKING & MOBILITY CONSULTANTS, LLC
- IPAK, INC.
- A CLEAN SLATE, LLC

- ▶ EVENTS
- ▶ OPPORTUNITIES
- ▶ EXTERNAL LINKS

What Does Client Service Mean to You?

The Client Service Spectrum: Tips to Fine-Tune Your Approach

Every company thinks its differentiator is client service. You can see it in their brochures, websites, taglines and communications. “We are a client-focused firm,” “Our differentiator is how we treat clients,” or “Our list of repeat clients is proof of our client service” are common — for that reason, not necessarily differentiated.

Professional service firms in the design and construction industry must have good client service because that is what they do. The deliverable is a set of plans or a roadway, treatment plant or building. Still, the essence of design and construction is the delivery of a project, which is a service.

How can we refine our client service approach so our actions reflect a truly distinct level of client service?

Let us frame the conversation through reactive versus proactive client service. In today’s competitive landscape, exceptional client service can be a differentiator that leads to improved retention, loyalty and long-term success. Understanding where your firm falls on this spectrum and actively moving toward a proactive approach is essential for sustainable growth and client satisfaction.

Reactive Client Service: At the reactive end of the spectrum, firms respond to client needs as they arise. Client interactions are primarily initiated by clients, often in response to issues or concerns:

1. **Passive Response:** Firms wait for clients to raise problems or requests before acting, which can result in clients feeling underserved and frustrated.
2. **Limited Communication:** Client interactions are typically transactional, focusing on immediate issues rather than building a broader relationship.
3. **Firefighting:** Even during standard design and construction phases, the firm’s team is forced to continually address problems and resolve complaints, resulting in a reactive, defensive stance.

Transitional Client Service: Moving toward the middle of the spectrum, firms transition from reactive to proactive client service. They recognize the importance of being more responsive and anticipatory but may not have fully implemented proactive strategies:

1. **Improved Responsiveness:** Firms start to proactively address common client issues and concerns based on historical data and feedback which can reduce client frustration.
2. **Building Relationships:** Communication becomes more relationship-oriented, with efforts to understand client needs and preferences.
3. **Proactive Issue Resolution:** The firm aims to prevent recurring issues by implementing process improvements and educating clients on best practices.

Proactive Client Service: At the proactive end of the spectrum, firms take a holistic approach to client service that goes beyond problem-solving and addresses clients’ needs before they even realize them:

1. **Anticipating Needs:** Firms use data analytics and market research to anticipate client needs, allowing them to provide tailored solutions and offerings.
2. **Continuous Communication:** Communication with clients is regular, open and strategic, helping to build trust and strengthen relationships.
3. **Value-Added Services:** Beyond addressing client requests, firms offer additional value through proactive recommendations, education and customization.
4. **Innovation and Partnership:** Firms actively collaborate with clients to co-create solutions, fostering a sense of partnership and mutual growth.

In summary, going from reactive to proactive means getting better at helping customers before they know they need help. By moving toward a proactive stance, firms meet client needs more effectively and foster stronger client relationships, enhance loyalty and position themselves as industry leaders.

Proactive client service is not just a strategy, and it is more than boilerplate statements and clever “client-focused” content. It is a mindset that can transform a firm’s approach to serving its clients and driving long-term success.



Chandler Engineer Updates Council on Projects

Chandler Senior Engineer John Knudson (pictured on right) recently updated the City Council on an extensive list of public works projects during a study session.

The study session agenda included 28 water/wastewater infrastructure items, including approximately 15 that involved replacing projects coming to the end of their useful lives.

One key project comes as part of an overall makeover of Gazelle Meadows Park and includes improvements to a stormwater retention pond known as Detroit Basin.

Other projects include:

- A \$14-million sewer relining project on Price Road from Elliot Road to Loop 202.
- A separate sewer relining on Price that includes a 66-inch pipe involves a pump-around and re-routing surface sewage pipe re-routing.
- Redesigning the intersection of Dobson and Ray roads.

Knudson also told the City Council as part of the update that a long-standing project to rehabilitate the Arrowhead Water Production Facility and Pecos Surface Water Treatment Plant Surge System is nearly complete, following a year-and-a-half of work. [\(Source login required\)](#)



Credit: City of Chandler

Arizona Construction Gained 3,900 Jobs in August

Arizona’s seasonally adjusted unemployment rate increased to 3.8% in August, up from 3.6% for the month of July, according to the latest [report](#) published by the Arizona Office of Economic Opportunity.

The national unemployment rate increased to 3.8% from 3.5%. In August 2022, Arizona had a seasonally adjusted rate of 4.0%, while the national rate was 3.7%.

The Construction sector reported job gains of 3,900 around the state.

Arizona had a gain of 49,700 jobs in nonfarm employment for the month. “Prior to the pandemic (2010-2019), NSA nonfarm employment gained 54,000 jobs on average in August,” the report states.

The private sector gained 18,000 jobs over the month, led by Private Education & Health Services adding 8,800. Government gained 31,700, mostly in the subcategory of Local Government Education, which added 22,300.

Five of the 11 sectors tracked gained jobs in August; five experienced losses. Year-over-year, seven of the 11 sectors reported gains, including Construction’s addition of 7,200 jobs.

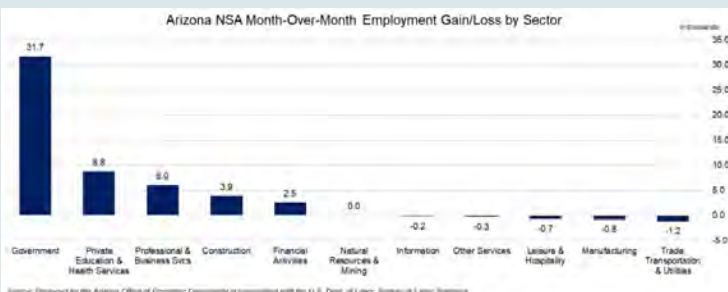
Construction Employment

Statewide construction employment totals 203,800 jobs, which increased by 3,900 from the July total. In August 2022 the sector reported 196,600.

The Arizona Construction sector features three major segments: Buildings, Heavy and Specialty Trades. There are currently 45,900 jobs in Buildings, which is up 1,700 from July and up 3,300 from August 2022. Heavy Construction gained 700 over the month, for a total of 23,400, and added 1,400 over the year. Specialty Trades increased by 1,500 over the month for a total of 134,500, and the segment gained 2,500 year-over-year.

Construction jobs in the Phoenix Metro Area (Phoenix-Mesa-Scottsdale) gained 2,800 over the month for a total of 162,200. The August 2022 number was 154,500. Metro Tucson added 300 construction jobs over the month at 20,300, which is an increase of 700 year-over-year.

Yuma, Flagstaff, Prescott, Lake Havasu City-Kingman and Sierra Vista-Douglas combine Mining and Construction jobs in reporting their job sector totals. Yuma construction jobs fell 100 for a total of 4,200. Flagstaff was unchanged at 3,000. Prescott lost 100, totaling 7,200. Lake Havasu City-Kingman was unchanged at 4,400, as was Sierra Vista-Douglas at 2,100.



Business Engagement and Compliance

- ADOT/BECO
- Other Associations

****ATTENTION TO ALL FIRMS****

Need help preparing DBE affidavits?
Please see our tutorial video below:

["Preparing DBE Affidavits"](#)



OCTOBER

- | | |
|--|--|
| <p>17 ASPE: Fall 2023 Construction Conditions Panel!
3:30 - 6:30 p.m.
Location: Willmeng Construction
1702 E. Highland Ave., Phoenix</p> | <p>17 AGC: 2024-Cast For US and Arizona Construction
7 - 9:30 a.m.
Location: AGC Office
1825 W. Adams St., Phoenix</p> |
| <p>17 ARCORO: AZ Construction Workforce Management Summit
1 - 6 p.m.
Location: DoubleTree Resort
5401 N. Scottsdale Road, Scottsdale</p> | <p>18 AMCA: 2023 Construction Inclusion Conference
7:30 a.m. - 1 p.m.
Location: National Bank of Arizona
6001 N. 24th St., Phoenix</p> |
| <p>18 AZAEP: AZAEP BOD Meeting
Noon - 1 p.m.
Location: Virtual</p> | <p>19 ASA AZ: Halloween Networking Mixer
5 - 7 p.m.
Location: BATL Axe Throwing
7919 E. Thomas Road, Ste.102
Scottsdale</p> |
| <p>19 CSI PHX: CSI Meeting - Repurpose, Recycle, Reuse with George Wadding
11:30 a.m. - 1 p.m.
Location: The Reference Library
99 E. Virginia Ave., Ste. 140
Phoenix</p> | <p>19 CJE: Southwest Chapter Members Meeting
11:15 a.m. - 12:30 p.m.
Location: CO+HOOTS
221 E. Indianola Ave., Phoenix</p> |



Featured Federal-Aid Projects

CURRENT OPEN SOLICITATIONS

Due Date	Project Valuation	DBE Goal	Solicitation / Project Number	Type	Project Owner and Description	Contact
10/20/23 11:00 a.m. MST	\$1.71 million	6.22%	GLB-0(209)T; T028101C	IFB	ADOT - System Preservation and Bridge Replacement, Pinal Creek Bridge, Globe. The work consists of replacing the existing five-span, reinforced concrete slab bridge with a four-span cast-in-place reinforced concrete closed frame structure.	Iqbal Hossain, Group Manager of Contracts and Specifications, at ihossain@azdot.gov .
10/20/23 11:00 a.m. MST	\$1.12 million	9.58%	MMO-0(223)T; T027201C	IFB	ADOT - Northern Avenue from Stockton Hill Road to Castle Rock Road, Mohave County REBID. The work consists of concrete sidewalks and driveways, replacing pavement markings, installing a new traffic signal video detection camera and other related work.	Iqbal Hossain, Group Manager of Contracts and Specifications, at ihossain@azdot.gov .
11/17/23 11:00 a.m. MST	\$12.1 million	3.62%	085-A(207)T; F050701C	IFB	ADOT - Pavement Preservation, Gila Bend to Range Road on Lukeville Highway (SR 85). The work consists of milling the existing chip seal course and replacing it with a hot applied chip seal coat and micro-surfacing.	Iqbal Hossain, Group Manager of Contracts and Specifications, at ihossain@azdot.gov .
11/17/23 11:00 a.m. MST	\$110 million	6.73%	010-C(224)S; F027001C	IFB	ADOT - Capacity Additions and Bridge Replacement, I-10 Gila River Bridge Replacement, Pinal County, Gila River Indian Community. The work consists of removing and replacing existing thirteen span prestressed concrete girders (EB and WB) bridges with new thirteen span prestressed concrete UBT 50 girder (EB and WB) bridges.	Iqbal Hossain, Group Manager of Contracts and Specifications, at ihossain@azdot.gov .

External Links:

- [ADOT Current Advertisements](#)
- [ADOT Engineering Advertisements](#)
- [ADOT Public-Private Partnership Initiatives](#)
- [ADOT Advertised Alternative Delivery Projects](#)
- [Bidding Opportunities Around the State](#)

DBE SUPPORTIVE SERVICES PROGRAM

1801 W. Jefferson St., Ste. 101, Phoenix AZ
602.712.7761
DBESupportiveServices@azdot.gov



2023 CONSTRUCTION INCLUSION CONFERENCE

OCTOBER 18TH

Registration: 7:30a

Programming: 8:30a - 1:00p

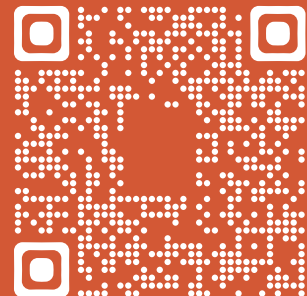
Panelists, presenters, and dialogue for more inclusive construction industry.

Sponsorships available.

**NATIONAL BANK OF ARIZONA
CONFERENCE CENTER**

6001 N. 24TH ST. PHOENIX, AZ 85016

**RSVP
TODAY**





Construction Inclusion Week

2023

ABOUT CONSTRUCTION INCLUSION WEEK

Construction Inclusion Week is the first effort to harness the collective power of general contractors, specialty contractors, subcontractors, and suppliers. Initially launched in 2021 as an industry-wide awareness initiative, Construction Inclusion Week builds awareness of the need to improve diversity and inclusion in the construction industry by providing content and resources that highlight the daily themes.

DAILY THEMES

DAY 1 - 10.16.23 COMMITMENT & ACCOUNTABILITY

DAY 2 - 10.17.23 BELONGING

DAY 3 - 10.18.23 SUPPLIER DIVERSITY

DAY 4 - 10.19.23 WORKPLACE CULTURE

DAY 5 - 10.20.23 COMMUNITY ENGAGEMENT



AMCA is proud to host the 2nd Annual Construction Inclusion Conference to lead the discussion locally about this national effort.

Presented by:

Sponsored by:



HENSEL PHELPS
Plan. Build. Manage.



For more information, visit www.amcaaz.com

I-17, ANTHEM WAY TI TO JCT. SR 69 (CORDES JUNCTION)



PROJECT OWNER

Arizona Department of Transportation

PROJECT NAME

I-17, Anthem Way TI to Jct. SR 69
(Cordes Junction)

Phoenix – Cordes Junction Highway

Public-Private Partnership
Design-Build-Operate-Maintain
Agreement

PROJECT NUMBER

17 MA 229 H6800 01C / NHPP-017-
A(228)S

DBE participation goal
established for this project:

10.16%
for Professional Services

10.88%
for Construction Work

OUR TEAM

The Kiewit-Fann Joint Venture (KFJV) is a strategic partnership between two trusted Arizona firms that have extensive experience working in rural environments, delivering highway projects. KFJV team members have an extensive history together on successful design-build and CMAR projects and have long-standing relationships with ADOT, local jurisdictions, and the community.

POTENTIAL SUBCONTRACT OPPORTUNITIES

KFJV is seeking diverse and local firms interested in pursuing multiple scopes of work on the I-17 Anthem Way project. The following scopes are open for solicitation:

- Buy PVC & CIP Wall Embeds
- De-lead Existing Bridge Bearings
- Handrail
- Bridge Deck Grooving
- Nursery Stock Trees
- Rock Bolt Walls
- Install Rock Anchors/Shotcrete
- Remove Ground Mounted Signs
- Routine Maintenance - Damaged Sign F&I
- Weld Bearing Replacements
- Slipform & CIP Concrete Barrier
- Flatwork

Attachments: Wage Decision No. AZ20210008 Mod No. 0 - Dated 01/01/2021

TAKE THE FIRST STEPS

Head to <https://www.kiewit.com/business-with-us/opportunities/i-17-anthem-way-project/> to complete the Subcontractor Questionnaire and create an account with Building Connected, or for additional information and future event dates.

QUESTIONS? CONTACT US!

Contact us to learn about anticipated subcontract opportunities on the I-17 Anthem Way project at Flex.Outreach@kiewit.com.

KFJV is committed to meeting or exceeding stated project participation requirements upon award of ongoing and upcoming Arizona Department of Transportation projects; assisting interested DBEs in obtaining bonding, lines of credit or insurance; providing interested DBEs information related to the plans, specifications and requirements for work to be subcontracted or supplied by these DBEs; assisting interested DBEs in obtaining necessary equipment, supplies, materials or related assistance or services; sub-dividing bid items into economically feasible work units to DBEs every advantage to quoting the project.

KFJV is an Equal Opportunity Employer.