

Business Engagement and Compliance

Light Rail Extension/Hub Awarded \$530M DOT Grant

Valley Metro's South Central Extension/Downtown Hub development was recently awarded a \$530M grant from the U.S. Department of Transportation through the department's Capital Investment Grants program.

The roughly five-mile extension starts at a new hub in downtown Phoenix and ends south of Baseline Road. New light rail stations and public art installations are part of the project. Completion is planned for 2024. ([Source](#))



NEWLY CERTIFIED DBE FIRMS:

- JPI Group LLC, The Transport Care Services
- Lauren Spillers, DBA DBE Plans & Goals Preparation Services
- EPEC Solutions INC
- Jonnys Trucking LLC
- 911 SANITIZING
- FIBER SYSTEMS, INC.



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Digging into Your Business Toolbox: Emails



Construction Input Prices Up 2.1 Percent



U.S. Infrastructure Scores a C-

- ▶ EVENTS
- ▶ OPPORTUNITIES
- ▶ EXTERNAL LINKS

Digging into Your Business Toolbox: Emails

How to communicate clearly with electronic mail

When you send an email, are you sure your message is clear? Here are some helpful ideas to improve your effectiveness when using this critical business tool.

Think APSSS.

Who is the audience?

- **Do you have their current email address?** Most people have more than one email (personal, business, and others), so be sure you are sending to the appropriate one. When people change jobs, they often send a personal email until they have landed at their new gig. Even when you update the email to the new organization, that old email stays, and sometimes your email autofiller reverts to the personal email. And then

you wonder why you don't get a reply. Take an extra minute to double-check the email address so you know it is correct. Watch how you enter new contact information and avoid typos that delay emails from getting through to your audience.

- **Is email the right way to communicate?** Some people prefer phone calls, others like texts. When making a new business contact, be sure to ask how they like to communicate so you will save time and they will appreciate your consideration.

- **Would a phone or video call be better?** It is easy to craft a quick message to share an update or ask a question. Think a moment, and make sure the email is better than a phone or video call. Does the topic need a

two-way discussion to make sure you both have clarity about the situation at hand? Sometimes a voice-to-voice conversation is better to make sure facts are understood and decisions are on target.

- **Would in-person be best?** No one likes bad news, and getting it through email is the worst. Some messages need to be conveyed in person, where you can observe body language, get clear eye contact, and hear true tone of voice. We all know that ALL CAPS IS LIKE SCREAMING, and emails should rarely be used for critical conversations.

What is your purpose?

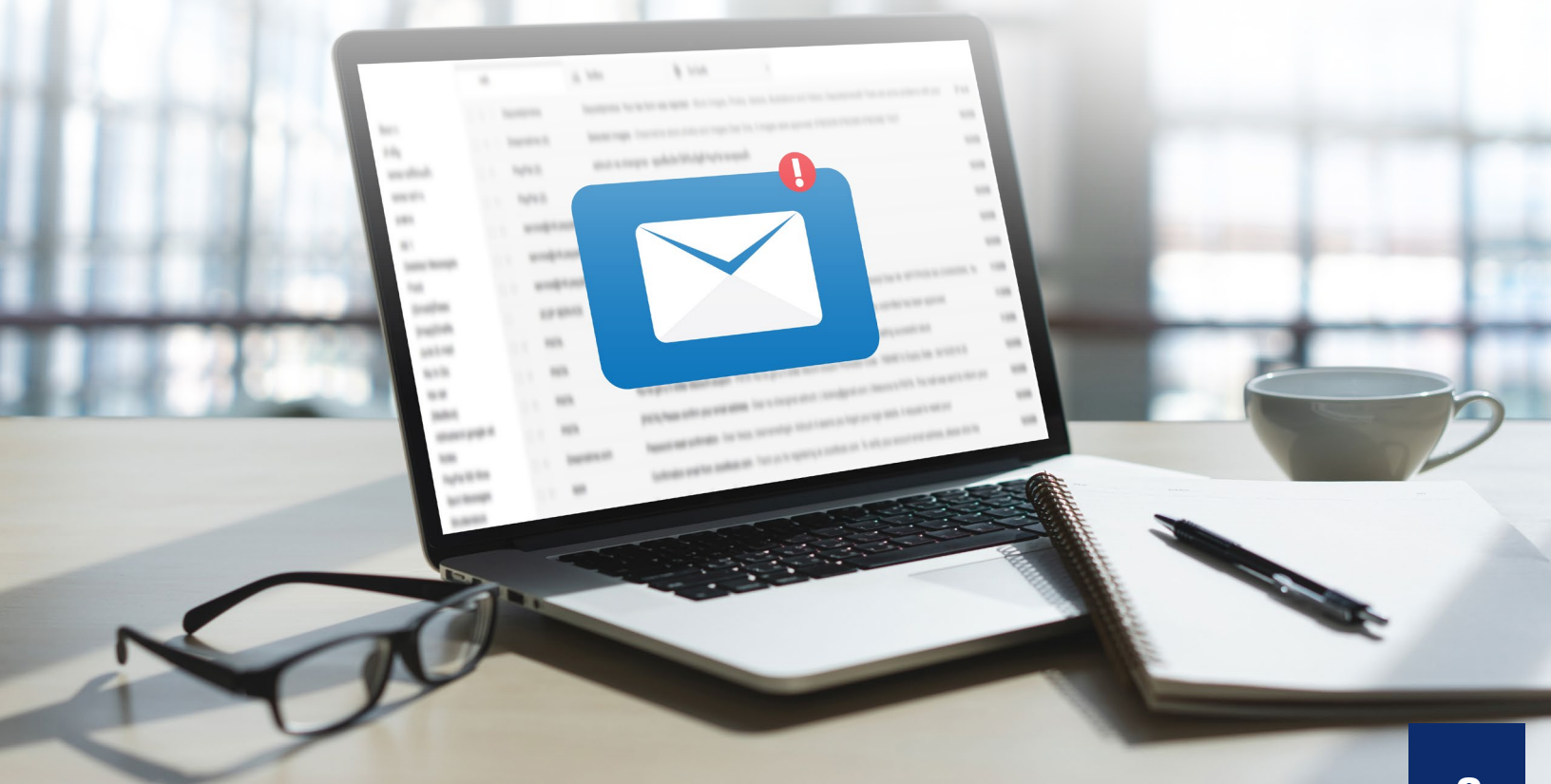
- **Are you intending to inform?** Do you want a response? Are you persuading to shift a point

of view? Are you simply sharing a document? The best emails clearly accomplish the sender's purpose. Include clear time and date deadlines.

- **Avoid delivering private information,** especially in business emails. By keeping business emails on business topics, you are much less likely to encounter uncomfortable (and even legal) situations.

- **If you need a quick response, avoid using an email.** Pick up the phone or have an in-person meeting. Many people check emails only once or twice a day. Just because you use the "high importance" red exclamation mark does not mean the receiver will respond as quickly as you wish.

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Digging into Your Business Toolbox: Emails (Cont'd)

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What is the appropriate style?

- **What is your relationship with the audience?** If this is a close peer or colleague, you may be able use casual, insider language. If this is an entirely professional situation, then it may range from informal to formal. No matter what, grammar and clarity matter.

- **Avoid jargon, long words, and a complicated, rambling message.** Even when the content is complicated, break it into steps or key points so the reader will follow your intended message path.

Does your company have email standards?

- **Signatures reflect company brands.** Many firms have established guidelines for business email signatures. Be sure you are using the correct format, which may include title, address, office and mobile phones, website, logos, slogans, and taglines. Some people have inspirational messages they like to use, which may be outside of company standards. Remember, you represent your company, and your personal preferences may not align with your company's branding standards.

- **Confirm that your company may have preferences for mobile device signatures, too.** If you use your mobile phone for business, you may want to have your company name and information as part of your mobile email signature.

What is the message substance?

- **Subject lines** tell the audience if the email is worth reading.

1) Be crystal clear to break through the noise. Frame it based on the response you need, such as:

- Reply needed by noon on April 1
- FYI - Logistics information for business trip
- Help ACME Make a Difference in the Community
- Invoice attached from ACME

2) Keep it to 6-10 words

3) Personalize it (person, company, business)

4) Hook the reader. Use action verbs. Respond, review, call, schedule, help, etc. prompt the reader to act.

- **Formatting makes emails easy to understand.**

1) 2-3 sentence paragraphs

2) Make important information stand out (bold, color, italic)

3) Watch font style – look for readability (no cartoon or script)

4) Add spacing to give the reader's eye a chance to rest

5) Use numbers for action steps and key points

6) Write succinctly

- **Who really needs to be included in the thread?** Avoid copying unnecessary people unless they actually need to be informed or are part of the discussion or decision.

Last chance for success

- **Proofread!!!!** Write, read, and then re-read to make sure your message is clear and accurate.

- **Double check that you have actually attached documents** and they are the right ones. Name them wisely and avoid your internal naming conventions that your audience may not understand. Make sure they are relevant to the email message. Avoid sending so many documents that the reader is overwhelmed, and therefore not likely to respond.

- **Fill in recipient name(s) after you have written the content so it is less likely to be sent incomplete or with errors – AND THEN DOUBLE CHECK** to make sure it is the right recipient (email programs autofill and can get names wrong).

Most people are accustomed to using emails to communicate business matters. When your emails consider the audience, are crafted to fulfill a purpose, are written in appropriate style, follow company guidelines, and clearly convey well-organized substance, you will achieve email success. •

Construction Input Prices Up 2.1 Percent

By Associated Builders and Contractors

Construction input prices rose 2.1 percent in February 2021, according to an **Associated Builders and Contractors** analysis of **U.S. Bureau of Labor Statistics' Producer Price Index** data. Nonresidential construction input prices also increased 2.1 percent for the month.

Construction input prices are up 7.6 percent from February 2020, and nonresidential construction input prices have expanded 7.1 percent during that span. Softwood lumber and natural gas have experienced the largest year-over-year increases, rising 79.7 percent and 76.2 percent, respectively. Prices in the iron and steel category increased 22.0 percent compared to the same time last year, and steel mill product prices are up 20.0 percent. ([Source](#))



U.S. Infrastructure Scores a C-

A recent report from the **American Society of Civil Engineers** gives the United States' infrastructure a C-.

The **"Infrastructure Report Card"** calls for additional infrastructure spending and estimates costs of \$5.9T to bring roads, bridges, airports and other infrastructure components up to "safe and sustainable" levels.

In the ASCE report, **Bridges, Energy, Drinking Water** and **Solid Waste** earned C grades. **Ports** scored a B-, and **Rail** earned a B. ([Source](#))



Business Engagement and Compliance



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

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

["Preparing DBE Affidavits"](#)



BUSINESS DEVELOPMENT PROGRAM

SPRING 2021

APPLY NOW



MARCH

- 18** I-17 Project Networking Event
8:30am - 1:00pm
Location: *Online Only*
- 18** AAED: Member Infocus
Featuring Jamie Kerr
10:00am
Location: *Online Only*
- 18** AAEC Meeting and Networking
3:00pm-5:00pm
Location: *Online Only*
- 19** BOMA: Golf Tournament
10:00am - 5:00pm
Location: *Online Only*
- 23** NAIOP: Talent Management Outlook
2021: Pivot and Reset Webinar
11:00am
Location: *Online Only*
- 24** McCarthy's SBE Workshop:
Getting Your Pay App
Approved the First Time!
9:00am - 11:00am
Location: *Online Only*
- 26** IREM-CCIM 2021 Economic Forecast
11:00am
Location: *Online Only*
- 30** ACEC Arizona & City of Phoenix
Virtual Liaison
8:00am - 9:00am
Location: *Online Only*
- 31** BOMA: COVID Safety & Re-populating
Your Buildings - Getting Back to
Business Safely
12:00pm - 1:00pm
Location: *Online Only*

APRIL

- 5** AZ Water Conference and
Exhibition Golf Tournament
6:30am
Location: 6808 S. 32nd St., Phoenix
- 8** NAIOP: Market Leaders Series – Diversity
& Inclusion in CRE
8:00am - 9:00am
Location: *Online Only*
- 13** ASA AZ: Labor Burden Shouldn't
be a Burden
12:00pm - 1:00pm
Location: *Online Only*
- 13** JOC Excellence: Live & Virtual JOC
Certificate Program
9:00am - 2:00pm
Location: *Online Only*
- 14** NAIOP: Market Leaders Series
– Diversity & Inclusion in CRE
8:00am - 9:00am
Location: *Online Only*

MAY

- 26** McCarthy's SBE Workshop:
Successful Closeout - The Good
Last Impression
9:00am - 11:00am
Location: *Online Only*

Featured Federal-Aid Projects

CURRENT OPEN SOLICITATIONS

Due Date	Project Valuation	DBE Goal	Solicitation / Project Number	Type	Project Owner and Description	Contact
3/26/21 11am MST	\$26.5M	8.80%	060-E(220)T; F027901C; 260-C(213)T; F020101C	IFB	ADOT - Pavement Rehabilitation, Show Low-McNary-Eagar Hwy (SR 260): US 60 to Knottingham Lane; & Globe-Show Low Hwy (US 60): FH 300 Apache Sitgreaves to 40th St. The work consists of removing the existing asphaltic concrete (AC) by milling & replacing it with new AC & an application of a chip seal coat, including upgrading existing guardrail system, replacing curb, gutter & sidewalk, installing traffic signal & replacing pavement markings.	Iqbal Hossain, Group Manager of Contracts & Specifications, at ihossain@azdot.gov .
4/23/21 11am MST	\$117M	9.76%	010-A(232)S; F011901C	IFB	ADOT - Roadway Construction, Ehrenberg-Phoenix Hwy (I-10): State Route 85 to Verrado Way. The work consists of adding a 3rd general purpose lane in each direction in the median; construction of new diverging diamond traffic interchanges at Miller Rd & Watson Rd including overpass bridges, ramps & crossroads; & full reconstruction of approx. 0.6 miles of existing Miller Rd & 0.5 miles of existing Watson Rd.	Iqbal Hossain, Group Manager of Contracts & Specifications, at ihossain@azdot.gov .
4/23/21 11am MST	\$14.6M	6.20%	010-B(220)T; F023301C	IFB	ADOT - Pavement Rehabilitation, Ehrenberg-Phoenix Hwy (I-10): Avondale Blvd to I-17. The work consists of milling 1 inch & placing AR-ACFC, signs, & pavement marking.	Iqbal Hossain, Group Manager of Contracts & Specifications, at ihossain@azdot.gov .

External Links:

[ADOT Current Advertisements](#)

[ADOT Advertised Alternative Delivery Projects](#)

[ADOT Engineering Advertisements](#)

[Bidding Opportunities Around the State](#)

[ADOT Public-Private Partnership Initiatives](#)

DBE SUPPORTIVE SERVICES PROGRAM

1801 W. Jefferson, Suite 101, Phoenix AZ

(602) 712-7761

DBESupportiveServices@azdot.gov



Business Engagement & Compliance



DBE Supportive Services Program

Business Development Program class launching Q1-2021!

Whether you are brand new or simply looking to grow business, the ADOT DBE Business Development Program has something for you! Apply or get nominated today.

What does it include?

Expert Workshops

Workshop sessions will be at the core of the program. See other side for more information:

- Workshops delivered by subject matter experts in an interactive, hands-on format.
- First phase of workshops designed around business skills building and second phase of workshops around industry topics.
- A selection of workshops targeting specific tiers of businesses based on industry and business experience/history.

Peer Advisory Groups

Your classmates become your peer advisory group during and after the program.

Business Planning

During the last phase of the program, you will build your business model canvas or one page business plan along with a financial forecast.

Coaching & Mentoring

Each participant will be assigned a business coach to help build and complete your business plan.

Prime Interactions

Several workshops include opportunities to hear from Primes about how to build and manage relationships. You also will have the opportunity to meet with other Primes to get questions answered.

Special Materials

As a participant, you will be given a variety of materials ranging from books to software templates to leadership assessments and an online lead source directory.

Subject Matter Expert Assistance

Masters level participants will be provided six hours of consulting time with subject matter experts including marketing, sales management, legal and more.

Public Relations

Throughout the year, ADOT will publicize the program and highlight its participants throughout the state.

Sales Video

As a graduate, you will receive a professionally filmed and edited marketing video..

Contact DBE Supportive Services at 602-712-7761 today for more information, to enroll or to get on the list for our 8th class starting in Q1-2021.

<https://www.azdot.gov/business/business-engagement-and-compliance/supportive-services-program/dbe-business-development-program>

74 Alumni have reported since graduating the program:

- 1,500 new contracts
- \$18 Million in value
- 75 jobs created

What graduates are saying about the program:

"The program gave me the tools to improve business practices and strengthen our business foundation"

"It will help you take your business to the next level"

"This is the way to improve your business all around"

Apply for an open, at-large spot today or get nominated by one of our community partners or a Prime

- ACEC Arizona
- AICEF PTAC
- AMCA
- Arizona SBDC
- AZ Commerce Authority
- AZ PTAC
- AZAGC
- MBDA
- And more...

ADOT TASK FORCE 2021

MEETING SCHEDULE

JOINT DBE TASK FORCE MEETING:

TUESDAY, APRIL 20th | 8:30am–10:30am

**FIRM CAPABILITY – UNDERSTANDING
THE PREQUALIFICATION PROCESS
FOR ECS & CNS**

CLICK HERE TO REGISTER

JOINT DBE TASK FORCE WORKSHOP

**TUESDAY, MAY 4th
(8:30am – 10:30am)**

**UNDERSTANDING ADOT
RULES FOR QUALITY AND
ACCEPTANCE**

CLICK HERE

TO REGISTER

MEETINGS

- JULY 20, 2021
Project Understanding & Approach
- OCTOBER 19, 2021
Packaging Your Abilities to Respond
and Bid

SAVE THE DATE

WORKSHOPS

- AUGUST 3, 2021
How to Work on Committees and Boards to Build
Social Capital for Business Development
- NOVEMBER 2, 2021
APDM Contracts – Understanding the Process Tips
and Tricks to be Successful on Design-build,
CMAR, Joc and On-call Type Contracts

FREE to attend • VIRTUAL ONLY until further notice

Pursuant to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, ADOT does not discriminate on the basis of race, color, national origin, sex, age, or disability. Persons that require a reasonable accommodation based on language or disability should contact ADOT's Business Engagement and Compliance Office at DBESupportiveServices@azdot.gov. Requests should be made as early as possible to ensure the State has an opportunity to address the accommodation.

De acuerdo con el Título VI de la Ley de Derechos Civiles de 1964, la Ley de Estadounidenses con Discapacidades (ADA por sus siglas en inglés) y otras normas y leyes antidiscriminatorias, el Departamento de Transporte de Arizona (ADOT) no discrimina por motivos de raza, color, origen nacional, sexo, edad o discapacidad. Las personas que requieran asistencia (dentro de lo razonable) ya sea por el idioma o discapacidad deben ponerse en contacto con la Oficina de Business Engagement and Compliance Office ADOT en DBESupportiveServices@azdot.gov. Las solicitudes deben hacerse lo más antes posible para asegurar que el Estado tenga la oportunidad de hacer los arreglos necesarios.