

Business Engagement and Compliance

67th Avenue Corridor to be Overhauled in Peoria

A major project to improve traffic flow and mitigate flood risks on the **67th Avenue Corridor** between Happy Valley and Pinnacle Peak roads will pick up steam in 2022.

Some improvements have already been made in the area, which has historically been heavily impacted by flooding and drainage issues.

Pre-construction has begun, and Peoria has approved an intergovernmental agreement for state funding. Project components include improving the storm water drainage system that connects the regional network, adding a third traffic lane in each direction and new bike lanes on 67th Avenue, raised medians, undergrounding utility lines, installing ADA-compliant sidewalks, and improving roadway lighting and landscaping.

The total \$32.6 million project budget breaks down as follows:

- **Peoria:** \$11.6 million
- **Maricopa County Flood Control District:** \$10 million
- **State of Arizona:** \$8.5 million
- **Other Entities:** \$2.5 million.

Under the intergovernmental agreement approved in October, the **Arizona Department of Transportation** will identify and define both its own responsibilities and those of Peoria regarding the project. ([Source](#))



Credit: City of Peoria



Client Relationships: 3 Steps to Build and Maintain Them



Phoenix Works Toward Guaranteed Money for Local Landscapers



Water Panel Discusses Infrastructure Needs, Plans



Glendale Considering \$70 Million Downtown Makeover

- **EVENTS**
- **OPPORTUNITIES**
- **EXTERNAL LINKS**



NEWLY CERTIFIED DBE FIRMS:

- VKC SYSTEMS INC
- INTERPRETERS OF THE VALLEY LLC
DBA Ally Interpreting
- LAGARTIJA COMMUNICATIONS
- LLOYD MEDIA GROUP
- MOBILITY INNOVATION, INC.
- SOUTHWEST SALES AND SOLUTIONS LLC



Client Relationships: 3 Steps to Build and Maintain Them

Practically no one likes salespeople, and you are not alone if you avoid situations that force you to meet prospects. It is easy to pass on social and industry networking events because you hate talking to strangers. They may not even need your company's products or services. Small talk stinks, especially when you do not know what to talk about. Pesky, persistent vendors are awful, and you do not want to be like that with your prospects.

Your business depends on revenue, of course. The steadier the better, which means client relationships are one of your most important business assets. Building relationships takes time, and maintaining them takes persistence.

It is easier to make the effort when you break it down into these simple (and fundamental) steps.

1. Prepare well.

Do your research. When you have a meeting with a prospect, study their business, not to bombard them with questions to show how much you have researched, but to start learning how you can help them solve their problems with your products and services. Search online resources, check out their website, study the firm overview, get to know team members, see where they are located, and get a feel for their culture and personality. If you plan to attend a networking event, try to find out who will be attending so you can do your research; study the host's website for clues about who will be at the event. Think like an athlete, and be prepared before playing the game.

Warm up the connection. No one enjoys the cold call. Ask current clients or associates to make an email or telephone introduction. When you tap into your contacts' network, be prepared to make introductions that will help them, as well. It is easier to meet new people and launch a new relationship when you let someone else open the door.

Clean up. First impressions count, and pay attention to your appearance. In person or online, wear clean and pressed clothing. In person, brush your teeth, grab a breath mint, and check for spinach in your teeth. Make sure you always have business cards in your wallet, purse, or computer bag. Check out technology so you can share your business card electronically. Hold off on brochures. Find out more about the prospect's needs before you unload your materials. Even though you have done your homework, you do not really know what your prospect needs. If you bring your standard brochure or qualifications document, it tells them that you are not focused on their needs. Go in with an open mind and be ready to listen and learn.

2. Be curious. *(Hint: It is all about them.)*

Extend a warm greeting. Humans connect with eye contact. Even in masked situations, use your eyes to express friendship and helpfulness. Extend a firm handshake (not a wimpy half-effort) or an energetic fist pump. Allow personal space. Look around for small talk clues: certificates on the wall show credentials or university affiliations, photos show hobbies or families, awards show accomplishments. Consider yourself a guest, whether in the office or public setting, and be totally focused on them during the first five minutes to build rapport. Be relaxed and comfortable with your first impression, and don't rush into the business talk. Set the stage for deeper conversation.

Ask questions. Think IQ, aka interesting questions. Be curious and ask open-ended questions that encourage them to explain and expand on the topic. Use words such as "describe, what about, how do you," etc. Listen to learn and confirm they've been heard, with conversational phrases such as "I see, tell me more, uh-huh," etc.

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Client Relationships: 3 Steps to Build and Maintain Them (Cont'd)

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80/20 (Remember that rule?). Get them to talk 80% of the time, and then you will talk 20%. What do you talk about? Follow up with that they talk about. Consider yourself a conductor of the conversation, not the lead trumpet. Do not change the subject to what you want to talk about. Ease into discussing your capabilities, and provide examples and stories that are more interesting than lots of facts and data. As you close the conversation, think of how you can follow up with brochures, case studies, or introductions to your team members. Find out how often you can stay in touch with them. Monthly? Quarterly? Annually? They don't want to hear from you only when they have something you want.

3. Build value.

Thank them for their time. Text is really quick. Email is easy. A handwritten note is memorable. Follow up as promised. Tailor all your materials and efforts to what they care about, and show them how you can help them solve their problems, be more successful, and grow their business.

Stay in touch. Do not wait for them to call you when they need your product or service. Initiate conversations and "touches" to show them that you value their business more than the transaction. Share interesting news and information that interests them – not you—which could include industry event notices, case studies about how you helped another client with a similar problem, or make an introduction with a business partner who they should know.

Go beyond maintain. Continually show them that their business matters to you. Provide value every time you make a sale, address a problem, or have a check-in meeting or conversation. As mentioned in a previous article, when you are obsessed about your customer's success, your business will thrive. Avoid mundane transactions and routine maintenance activities. Protect your client relationships fiercely and provide value in every conversation and encounter.

Building and ~~maintaining~~ *protecting* client relationships is easy when you focus on them, not you. Stop avoiding uncomfortable situations and embrace activities where you can meet prospects and nurture long-term relationships. Your business success relies on your most important assets: your customers. •

PHOENIX-MESA GATEWAY AIRPORT AUTHORITY TERMINAL MODERNIZATION PROJECT

DBE Networking & Subcontractor Info Session

Both in-person and virtual options are available.

Register for this session at <https://pmgaa.eventbrite.com>



All Interested Subs Welcome!

Jan 20, 2022 | 2:00 – 4:00 PM (Arizona)

McCarthy Build U | 6225 N. 24th Street Suite 200 Phoenix AZ 85016

Phoenix-Mesa Gateway Airport Authority (PMGAA) has hired McCarthy (GC) and DWL (Design) for their Terminal Modernization project. This is a federally-funded project. Join us to learn more about this project, working at Phoenix-Mesa Gateway Airport, and the federal requirements. DBE and small subcontractors are invited to meet our estimators and discuss bidding opportunities.

Unable to attend in person? All registered attendees will receive the virtual meeting link. For assistance, contact Wendy Taylor at wendy.taylor@kuniklo.com or by phone at 602-810-6245.



Phoenix Works Toward Guaranteed Money for Local Landscapers

Sharing the wealth of city contractors with local businesses

The City of Phoenix Finance Department is offering training to local landscape businesses to help land a contract with the city. There are 400 locations across Phoenix that require landscaping, and the city is nearing the end of a 5-year, \$24.6 million dollar landscaping contract.

In hopes to spread the wealth to smaller, underrepresented businesses, Phoenix will be hosting a series of online training webinars for local landscape companies to attend in Spring of 2022. During these webinars, hear from city and industry leaders on topics that can help improve your chances of receiving a bid.

The City of Phoenix is partnering with Local First Arizona to host a virtual educational webinar on January 27, 2022, from 4 p.m. to 6 p.m., to help local landscape companies navigate the city's public contract process.

"The City of Phoenix Finance Department hopes to lock down multiple contracts with many landscape businesses across Phoenix to bring in guaranteed money for local businesses," said T.J. Martin, Assistant Finance Director. "The goal is to offer help to the local small businesses who may previously have been lost in the procurement process."

The City of Phoenix had a budgeted \$24.6 million contract for landscaping between 2017 and 2022, almost \$5 million annually! That contract expires on May 31, 2022, and Phoenix is looking for new, small business landscapers to contract with and share a piece of the pie!

Local landscaping businesses interested should [register online](#). If you have any questions contact the Finance Department at 602-262-7166. •



Water Panel Discusses Infrastructure Needs, Plans

In a panel discussion last month moderated by Pinal County Supervisor Jeff Serdy, representatives from **Salt River Project**, **EPCOR** and **Arizona Water Company** addressed the question of water infrastructure and the pressure on water utilities to expand service.

SRP Senior Project Manager in Economic Development Karla Moran said she was impressed by recent growth in Pinal County and how water needs have been addressed, adding that large water users with contiguous parcels under one owner has been a useful economic and development tool.

Moran added SRP is planning for 20-50 years down the road and investigating water management on the Verde River, including the possibility of raising the dam at Bartlett Lake to add reservoir capacity. The infrastructure bill provided funding in support of the measure.

She also said SRP is paying careful attention to the **North-South Freeway** and looking into how the utility can best plan for commercial and residential needs along the route.

Moran also pointed out SRP's heavy involvement in solar development as part of its long-term sustainability and resource efficiency goals.

EPCOR Water Resources Manager Doug Dunham said his company has the infrastructure and municipal partnerships in place to address expanding existing systems.

EPCOR took over failed water company **Johnson Utilities** and has rebranded its regional operations as **The San Tan Water System**.

Dunham said EPCOR has the experience and expertise to address and plan for developments' need to assure a 100-year water supply.

Arizona Water Company Vice President of Engineering Andy Haas said his company sees a key component of water solutions as partnerships between utilities and wastewater management to re-use water as much as possible. He noted Arizona Water Company works with each partner to determine the most economic and efficient balance between service and conservation. ([Source](#))



Glendale Considering \$70 Million Downtown Makeover

A potential makeover for downtown Glendale could include an extensive reworking of **Glendale City Hall** as leaders push to make the area into a revitalized entertainment destination.

The modernization and revitalization proposal, known as **Downtown Campus Reinvestment Project**, would include renovations to City Hall, Council Chambers, Murphy Park, the Murphy Park amphitheater and a parking garage. Estimated costs for the project are:

- **City Hall:** \$39.75 million,
- **Amphitheater:** \$10.5 million,
- **Parking Garage:** \$4.29 million,

- **Council Chambers:** \$4.1 million,
- **Murphy Park:** \$4.5 million
- **Continuity of Operations:** \$6.84 million.

Glendale would need to come up with approximately \$49 million more money than it allocated in the adopted Fiscal Years 2022-2031 Capital Improvement Plan to execute the proposal in total.

Assuming Council chooses to proceed with the plan, according to a preliminary work schedule there would first be a three-month procurement period followed by a 12-month design phase during which operations would move to various temporary locations. Construction on the City

Hall, Council Chambers, amphitheater and parking garage would take 16 months and be followed by nine months of construction at Murphy Park.

Glendale has seen major growth in recent years. With all past numbers adjusted for inflation, an economic analysis shows per capita sales tax collections have increased from \$462 per resident in 2005 to \$735 today. General fund revenues are up from \$174 million in 2010 to \$241 million in fiscal year 2020. One time revenues – such as permitting fees, development impact fees and others – have grown from \$4.5 million in FY 2018 to \$37 million in FY 2021. Meanwhile, the City's general bonded per capita debt has decreased by 50% since 2010. ([Source](#))



Credit: Steve Stockmar/Independent Newsmedia

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"](#)



JANUARY

- 20** **AZ Water Association:**
Luncheon Series - City of Phoenix
11:30 a.m.
Location: *Online Only*
- 21** **AZCREW: Align, Redefine and**
Grow Through Change
8:30 a.m. - 10:30 a.m.
Location: *Online Only*
- 21** **Local First: Small Business**
Emergency Preparedness
12 p.m. - 1 p.m.
Location: *Online Only*
- 27** **ABA Member Mixer Hosted By:**
Hensel Phelps
4 p.m. - 6 p.m.
Location: *3125 E. Wood St., Suite 100, Phoenix*
- 27** **ABA: Builders Risk Insurance**
- Are These Prices Real?
9 a.m. - 10 a.m.
Location: *Online Only*
- 28** **PMI: The Power of Networking**
7:30 a.m. - 9 a.m.
Location: *Online Only*

FEBRUARY

- 9** **IFMA PHX: February 2022**
Member Meeting
11 a.m. - 1 p.m.
Location: *Hilton- Phoenix Airport 2435 S. 47th St., Phoenix*
- 17** **ABA 2022 Women In Leadership**
Program
8 a.m. - 3:30 p.m.
Location: *2552 W. Erie Dr., #106, Tempe*
- 17** **AZ Water Association**
Luncheon Series
11:30 a.m.
Location: *Online Only*
- 24** **YBC Quarterly Meeting & Mixer**
3 p.m. - 5 p.m.
Location: *2552 W. Erie Dr., #106, Tempe*
- 25** **PMI-T Virtual Event: The Six Keys to**
Confident Change Management
7:30 a.m. - 9 a.m.
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
1/21/22 11 a.m. MST	\$3.7 million	3.27%	F023101C; 264-A-(220)T	IFB	ADOT - Bridge Deck Replacement, Moenkopi Wash Bridge, Tuba City-Window Rock Hwy (SR 264). The work consists of Moenkopi Wash (Str. # 621) bridge deck replacement, including removing the existing bridge deck, barriers, & constructing a new deck w/ new barriers, new approach slabs, new compression seal joints, adding shear studs, painting existing structural steel, abutment repair, installing guardrail, & pavement markings.	Iqbal Hossain, Group Manager of Contracts & Specifications, at ihossain@azdot.gov .
1/21/22 11 a.m. MST	\$2.25 million	8.96%	040-B(230)T; F025401C	IFB	ADOT - Bridge Deck Rehabilitation, Kingman-Ashfork Highway (I-40) Anvil Rock Rd TI UP, Yavapai County. The work consists of removing and replacing the existing bridge deck and approach slabs on both sides of the bridge and replacing existing guardrail, & replacing pavement markings.	Iqbal Hossain, Group Manager of Contracts & Specifications, at ihossain@azdot.gov .
1/21/22 11 a.m. MST	\$2.9 million	5.23%	010-A(237)T; F041101C	IFB	ADOT - Pavement Preservation, Ehrenburg-Phoenix Highway (I-10), 367th Ave - 315th Ave, Maricopa County. The work consists of removing the existing asphaltic rubber asphaltic concrete friction course by milling and replacing with new hot mix asphalt concrete bonded overlay.	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 St., Suite 101, Phoenix AZ

602.712.7761

DBESupportiveServices@azdot.gov

www.azdot.gov/beco

SAVE THE DATE



An Aviation Department Virtual Event

FEB. 22, 2022 8 a.m. - 2 p.m.



Bidding Bootcamp Virtual Bonus Session

A Partnership with the Aviation & Equal Opportunity Departments,
and Arizona Chapter Associated General Contractors of America

FEB. 23, 2022 11:30 a.m. - 1 p.m.



AVIATION BUSINESS SUMMIT

Questions? Email sarah.moratto@phoenix.gov

PHX DVT EYR

CITY OF PHOENIX AVIATION DEPARTMENT