

Business Engagement and Compliance

MAG Wants SR 347 Scoping Study Input

State Route 347 is the most direct option for people traveling between the city of Maricopa and the Phoenix metro area. The corridor runs from Interstate 10 to Peters and Nall Road. It is the primary business route through the city of Maricopa and provides access to the Wild Horse Pass development area and the Ak Chin Community entertainment district.

A scoping study has been undertaken to look at ways to improve travel along the SR 347 corridor, and provide direction and build stakeholder consensus regarding timely improvement of SR 347 between (I-10) and Peters and Nall Road. The plan is the first step needed toward more detailed studies that would then allow for construction of recommended improvements.

The **Maricopa Association of Governments'** goal was to create a plan that would:

- Ensure the best possible travel times.
- Improve safety.
- Consider environmental impacts.
- Prepare for future growth.
- Make it easier for bicycles and pedestrians to use the corridor.
- Support potential future bus or other transit options.
- Respect interests of landowners and other stakeholders.
- Take into consideration existing and future land use near SR 347.

The study is being managed by the MAG in association with its funding partners, the **City of Maricopa** and **Pinal County**, and included extensive coordination

with representatives from **Arizona Department of Transportation, Gila River Indian Community, Ak-Chin Indian Community, Maricopa County Department of Transportation, and Federal Highway Administration.**

The study resulted in identification of recommended improvement strategies supported by analyses of deficiencies and needs; evaluation of alternative improvement scenarios; development of conceptual plans for preferred improvement actions; calculation of estimated implementation costs; and prioritization of near, mid, and long-term recommendations.

A **Planning and Environmental Linkages** checklist was also prepared to provide ADOT and FHWA guidance in establishing future environmental studies to meet requirements of the **National Environmental Policy Act of 1969.**

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NEWLY CERTIFIED DBE FIRMS:

- Tri County Materials Inc
- Geoz Global LLC
- G & G Janco Enterprises, LLC dba Janco Janitorial
- C National Security LLC
- Synergy Development Limited
- Western Sky HotShots LLC



Your Obsession for 2022?



What the Infrastructure Package Means for CAP



"Cool" Planning Has Economic Benefits

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

MAG Wants SR 347 Scoping Study Input (Cont'd)

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MAG invites participation in the review of the draft report and associated appendices. Comments will be used to help shape the corridor improvements and to complete the Planning and Environmental Linkages document that will conclude this study. **Comments are being accepted through Jan. 7, 2022.**

Interested parties can comment on the draft report and appendices in the following ways:

Email comments to tstrow@azmag.gov

Call: 602.254.6300

USPS Mail: Attn: SR 347 Scoping Study, 302 N. 1st Ave. Suite 200, Phoenix, Arizona 85003

The draft report is available [here](#).



Your obsession for 2022?

Your customers' success

How can I help you?

Would you like fries with that?

Is there anything else you need?

Nearly everyone is familiar with these questions we hear in a department store, at a fast food joint, or from the grocery checker. Even online ordering gives you opportunities to purchase more items when you see the box that says, "Continue Shopping." It is a sales world out there.

Clearly, business owners treasure clients who regularly purchase products and services. As we look ahead to 2022 and are making plans and projections, consider a new approach to generating sales and client satisfaction.

Be obsessed for your customers' success, and your success will follow.

Wondering how to turn obsession into action? Here are three ideas to kick off a client-obsessed year:

1. Plan your revenue goals around your customers' needs. Take a look at the revenue you have generated from each client in the past three years. What services or products have they purchased regularly? Notice if you see gaps or more frequent purchasing patterns. Have they changed the purchasing "mix?" Are they buying different sizes, colors, types, or models?

When there are purchasing shifts, are you prepared to respond without delays or errors?

After you have reviewed their purchasing history, notice what they are not purchasing, and think about how you could suggest different products or services for their benefit. They may not know that you can help them beyond what they are accustomed to purchasing. Approach it with an attitude of helping them solve their problems, not just to sell more.

2. Put yourself in your customers' shoes.

What does it look like on the other side of your employees and business processes? Do your employees respond to questions and concerns quickly? Do you have a policy or formalized practice to respond to phone calls and emails within a specific period of time? What is your process to handle complaints? If your customers have 24/7/365 needs, how do they get in touch with your team in an emergency situation? Evaluate every person or process where your customers engage with your company, and decide if there are ways to improve that connection. Be very detailed in this search because there are probably points of contact that could be strengthened.

Some companies have client promises and pledges posted in their offices or on their websites so customers know the type of service they can expect. Are you willing to put your client obsession into writing to add accountability to your words?

3. Spend time with your customers.

You cannot be truly obsessed with your customers' success until you understand *their business* and how they serve *their customers*. You might see opportunities that they do not see, and it may even result in more revenue for you. For example, if your customer delivers your product to their customer on a regular basis, could you help them by drop-shipping the product directly to their end user? Or perhaps some of their customers prefer a custom color or model that you are not currently providing. By focusing on your customer's customer, it may open doors for you to sell more products or services.

The more time you spend with your customers, the more you will learn about what matters most to them. Then, you can determine how you want to respond.

Customers appreciate vendors and suppliers who are looking out for their best interests, and not just another sale. Kick off 2022 with an entirely new approach to be obsessed with your customers' success. 2022 could be your best year yet!



What the Infrastructure Package Means for CAP

The \$1.2 trillion infrastructure package recently signed by President Joe Biden is expected to have several impacts on the Western United States and the Colorado River.

A breakdown includes:

- \$250 million for the **U.S. Bureau of Reclamation** to implement the **Lower Colorado River Basin Drought Contingency Plan** and \$50M for the **Upper Basin DCP**;
- \$1 billion for water recycling and reuse projects, \$450 million of which will be dedicated to a grant program for large-scale programs, and
- A feasibility study for **Verde River Sediment Mitigation**. The **Central Arizona Groundwater Replenishment District** wants to partner with **Salt River Project** and 20 other local partners in the **Phoenix Active Management Area** on a cost-share agreement to fund a study evaluating two potential modifications to **Bartlett Dam** and to examine the feasibility of expanding the **Bartlett Reservoir**. ([Source](#))



“Cool” Planning Has Economic Benefits

A study from **The Nature Conservancy** and **AECOM** makes an economic case for planning and implementing measures to counter urban heat.

According to the study, failing to adopt measures like widespread tree planning and cool roof installation could generate additional costs in terms of lives lost up to an average of \$1.5 billion by 2050.

It also predicts temperatures warmer by an average of three-to-five degrees will take 0.5% off the area’s economic output in the same period.

Earlier this year, Phoenix opened the **Office of Heat Response & Mitigation**, one of the first city heat mitigation offices in the country. One goal is to increase the city’s tree canopy coverage to 25% over the next 10 years. The current coverage rate is approximately 13%. The office also promotes installing reflective roofing and pavement.

- The cost to reach 25% canopy coverage is projected at \$4 billion and putting reflective materials on every roof would cost another \$1.5 billion, according to estimates. However, savings in terms of reduced deaths, hospital visits, lost productivity and other factors are projected to yield \$15 billion from tree canopy expansion and \$7.9 billion from roof materials. ([Source](#))



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

- | | |
|--|---|
| <p>11 NAIOB: Researching and Evaluating Market Opportunities: A Two-Dimensional Approach
12 p.m. - 12:45 p.m.
Location: <i>Online Only</i></p> | <p>21 AZCREW: Align, Redefine and Grow Through Change
8:30 a.m. - 10:30 a.m.
Location: <i>Online Only</i></p> |
| <p>12 ASA Legal Update
Delay & Disruption Claims
7:30 a.m. - 9 a.m.
Location: 4105 N. 20th St., Suite 230, Phoenix</p> | <p>21 Local First: Small Business Emergency Preparedness
12 p.m. - 1 p.m.
Location: <i>Online Only</i></p> |
| <p>12 City of Scottsdale: Electric Vehicles, Battery Storage and Electrification
6 p.m.
Location: <i>Online Only</i></p> | <p>27 ABA Member Mixer Hosted By: Hensel Phelps
4 p.m. - 6 p.m.
Location: 3125 E. Wood St., Suite 100, Phoenix</p> |
| <p>13 ULI Arizona Growing Careers during Time of Reflection and Change hosted by WLI
8:30 a.m. - 10:30 p.m.
Location: 2398 E. Camelback Road, Phoenix</p> | <p>27 ABA: Builders Risk Insurance - Are These Prices Real?
9 a.m. - 10 a.m.
Location: <i>Online Only</i></p> |
| <p>20 AZ Water Association: Luncheon Series - City of Phoenix
11:30 a.m.
Location: <i>Online Only</i></p> | <p>28 PMI: The Power of Networking
7:30 a.m. - 9 a.m.
Location: <i>Online Only</i></p> |

Featured Federal-Aid Projects

CURRENT OPEN SOLICITATIONS

Due Date	Project Valuation	DBE Goal	Solicitation / Project Number	Type	Project Owner and Description	Contact
1/7/22 11 a.m. MST	\$4.6M	10.23%	PPN-0(219)T; T018601C	IFB	ADOT - Pave Dirt Road, Russell Rd Arica to I-8 & 1-8-SR 64, Pinal County. The work consists of constructing new asphalt concrete road over existing dirt road, seeding, signing & pavement marking.	Iqbal Hossain, Group Manager of Contracts & Specifications, at ihossain@azdot.gov .
1/7/22 11 a.m. MST	\$7.9M	4.53%	010-D(223)T; F039801C	IFB	ADOT - Pavement Preservation, Casa Grande - Tucson Hwy (I-10), Marana Road - Ina Road. The work consists of removing the existing asphaltic concrete surface course by milling and replacing it with a bonded wearing course overlay.	Iqbal Hossain, Group Manager of Contracts & Specifications, at ihossain@azdot.gov .
1/14/22 11 a.m. MST	\$4.8M	5.68%	A89-B(224)T; F029601C	IFB	ADOT - Pavement Rehabilitation, Flagstaff - Valley Highway (SR 89A), Coconino County. The work consists of removing the existing asphaltic concrete by milling and replacing it with new asphaltic concrete.	Iqbal Hossain, Group Manager of Contracts & Specifications, at ihossain@azdot.gov .

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DBE SUPPORTIVE SERVICES PROGRAM

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