



Read About GDOT's \$62.3M Award and APTA EXPO



Georgia DOT Awards \$62.3 M in Construction Contracts



EXPO: October 9-11, 2017
ANNUAL MEETING: October 8-11, 2017
Atlanta, GA, USA

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Georgia DOT has awarded 11 construction contracts for statewide transportation projects totaling \$62,366,828. These projects were advertised in July, bids were received on Aug. 18, and contracts were awarded on Sept. 1 to the lowest qualified bidder.

Largest Investment

The largest single monetary investment—accounting for 67 percent of the total—is a \$42.3 million contract for 9.5 miles of construction and widening on US 23/State Route 87 from Log Cabin Road to south of SR 257 in Dodge and Bleckley counties in east central Georgia. SR 87 serves as the main truck access between the cities of McRae and Cochran. The widening to two 12-foot lanes in each direction with a divided depressed grass median will enhance the safety and operation of this route for trucks and passenger vehicles. The contract was awarded to Everett Dykes Grassing Co. Inc., of Cochran, Ga. with an anticipated completion date of Oct. 31, 2021.

See Excerpt:
<http://www.dot.ga.gov/AboutGeorgia/Pages/GDOTAnnouncementDetails.aspx?postID=405>

Held every three years in conjunction with the [American Public Transportation Association's \(APTA\)](#) Annual Meeting, EXPO is public transit's premier showcase of technology, products and services. Be at the center of the growing public transportation industry October 9-11, 2017 in Atlanta, Georgia. APTA EXPO is the only event where innovation and technology converge to accelerate every mode of public transportation and every aspect of your organization. EXPO 2017 offers attendees the chance to:

- **SURROUND** yourself with 800+ global exhibitors showcasing the latest industry innovations and services
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- **JOIN** industry leaders accelerating the future of the public transportation industry

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Read Excerpt:
<http://www.aptaexpo.com/apta2017/public/Content.aspx?ID=10638&sortMenu=102000>

About the GDOT

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About the Program

The Construction Estimating Institute (CEI) works with GDOT as the statewide provider of the federally fund Disadvantaged Business Enterprises (DBE) Supportive Services Program.

We want to increase the number of certified DBEs participating in highway and bridge construction, as well as assist DBEs in growing and eventually becoming self-sufficient.

Additionally, CEI provides supportive services by assisting prime contractors and consultants with identifying DBEs for subcontracting opportunities on priority projects.

10 Phone Tips For Small Construction Businesses



How to master telephone etiquette & outshine your competition

1. Make your phone number easy to find. Make sure your number is visible on every page of your website, and consider making your website more mobile friendly by using tap-to-call links for smartphone users. Your customers will naturally have questions about your services, experiences and rates, so make it easy for them to get personalized answers when the time comes.
2. Take it one step further by making sure your phone number is easily accessible—and correct—wherever your business name appears, including online directories such as Google Maps and Yelp. When your business's phone number appears in search results, it's even easier for your potential customers to make that all-important first call.
3. You may find yourself asking, "My phone number is visible, but is it memorable?" Many businesses turn to vanity phone numbers to make them more memorable to their customers. Vanity numbers associate your business's phone numbers with the telephonic alphabet that appears on our keypads. Think catchy soundbites that speak to your unique business, like 1-800-FLOWERS.

4. Be reachable. Once you're certain that your business number is easily accessible, make sure that there is a human presence addressing callers during your business hours. For every caller who is sent to voicemail, your business risks losing an untold number of callers who may hang up and move on when greeted by an automated voicemail system.
5. A customer-facing phone greeting is comprised of three parts: a salutation, your company name and an offer of assistance. While "hello" works well when answering a personal call, try treating your customers to an enthusiastic greeting like "good morning" or "good afternoon." When spread across time zones, "thank you for calling" always gets a customer call off to the right start. Follow the greeting of your choice by identifying your business by name. Stating your business's name when answering the phone is professional in any setting, but it's especially important to communicate to potential new customers that they're speaking with the right person. In fact, small construction businesses can go the extra mile by punctuating their telephone greeting with an offer of assistance. Smooth over any initial awkwardness by cutting to the chase and addressing your customer's needs. "How many I help you today?" or "How may I assist you?" are short, sweet phrases that put the focus on your customer's reason for calling. In total, your business's standard telephone greeting should sound something like, "Good afternoon! ABC Construction. How may I help you today?" or "Thank you for calling ABC Construction. How may I assist you?" Whether you're speaking to a new business inquiry or a returning customer, a three-part telephone greeting will get every business call off to the right start.

To Read More See Excerpt: <http://www.constructionbusinessowner.com/sponsored/10-phone-tips-small-construction-businesses>

Supportive Services Offered



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**BONDING,
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CEI is an educational organization providing the highest quality construction training in the industry. Over 100,000 owners, estimators, project managers, field supervisors, office support staff, foremen, laborers, and key management personnel have attended courses that are offered nationwide. The courses provide students with construction skills training and the critical information needed to be effective within their companies and organizations.

Call 855-432-1DBE (1323) or visit us online at
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CEI, 3330 Cumberland BLVD Suite 500, Atlanta, Georgia, 30339