



Florida Department of Transportation Announces Free Streetcar Service for Downtown Tampa



Today, the Florida Department of Transportation (FDOT) announced the funding of a Transit Service Development grant to Hillsborough Area Regional Transit (HART) to eliminate fare for three years for Tampa’s Historic Streetcar. The existing TECO Historic Streetcar includes a 2.7-mile route through downtown Tampa.

Florida Governor Rick Scott said, “The Tampa Bay area is consistently one of the fastest growing areas of our state, adding more than 33,000 new private-sector jobs in the last year. By providing this grant, we are giving Tampa residents another option as they travel around downtown.” Florida Department of Transportation Secretary Mike Dew said, “The State of Florida and Department of Transportation remain committed to the overall investment

in transit. Serving one of the fastest growing cities in the state, expanded service for the TECO streetcar will help to alleviate traffic congestion in downtown area.”

The FDOT grant of \$2,670,000 will help boost ridership and increase efficiency of the system, providing greater opportunity for the system to grow with the growing needs of Tampa’s downtown community. The Streetcar Extension Study from Downtown Tampa to Tampa Heights, also funded by the FDOT, is currently in project development to pursue federal funding. Tampa Bay’s population growth was 4th highest in the nation in 2016, and downtown Tampa’s residential population doubled between 2008-2016. The City of Tampa has a vision to extend and modernize its historic Streetcar to better serve the mobility needs of a growing population.

The streetcar service will increase frequency of service from every 20 minutes to every 15 minutes and provide extended service hours. Some additional benefits include quicker boarding due to eliminating the need to purchase fare cards/passes and eliminating the cost of maintaining fare boxes and ticket machines.

To Read More See Excerpt: <http://www.fdot.gov/info/CO/news/newsreleases/061218-Streetcar-Press-Release.pdf>



About The FDOT

The goal of the DBE Supportive Services Program is to increase the number of DBEs participating on FDOT contracts and facilitate the opportunity for DBEs to obtain contracts. The services are designed to:

- Assist established construction firms to move them from bidding as a subcontractor to bidding as a Prime Contractor to produce sound bids.
- Provide access to training increases DBE expertise in handling of daily business operations.

About The Program

The Construction Estimating Institute (CEI) works with FDOT as the statewide provider of the federally funded 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.

How to Gather and Utilize Customer Feedback

Developing a companywide focus on how



During the 1980s, the mayor of New York City was the famous and outspoken Ed Koch. One of the interesting facets of his tenure was his affinity for asking his

constituency, “How are we doing?”

To his success, this three-term mayor asked the citizens throughout the five boroughs to solicit feedback about the local government’s performance. Just as there would not be in today’s hyperexplosive political environment, no shortage of opinions was offered to Koch. However, it was not his asking of the question that mattered, so much as his responsive action, and the same is true for business owners.

Think about how often our opinions are asked of us as voters, consumers, residents, etc., versus how often that feedback is truly heard and acted upon. The voice of the customer is one that often creates panic and fear in the hearts of many business owners. Businesses exist to serve the customer; without them, there is no business.

In competitive niche markets, customers have options and often vote with their money, creating turmoil in pricing models and delivery options. Primarily due to fear of the answer they will receive, many companies steer clear of asking customers the question, “How are we doing?” To those companies, no news is good news, and ignorance is bliss.

However, if you are not actively utilizing feedback, you must realize that there are businesses out there willing to ask the uncomfortable question, and any great competitor will use this as a leverage to demonstrate their capabilities.

Great organizations realize that feedback is an essential gift to drive superior, long-term performance.

Delivery

No one likes surveys. They can be tedious, intrusive, time-consuming and, most importantly, they can leave the customer wondering what’s in it for them. Most people see little to no return on their time investment, especially when no improvements result from their feedback. Why should they take a survey that serves only you?

Sure, customers might win a gift card, but in reality, there is little upside when the business will most likely take no action as a result of this questionnaire. Still, surveys are important, and they are effective for business growth when created, carried out and acted upon with purpose.

First, it is important to create a simple, user-friendly survey. No one wants to hear, “This survey should take approximately 20 minutes to complete.” Limit your questions to several key drivers:

- How well did we communicate with you during this project?
- Did we meet your expectations on schedule?
- Did we drive value throughout our processes?
- Would you use our company again?

Whether it is a yes/no or Likert scale, the questions should be direct and tied to the values of the firm. A question about scheduling is perfect, especially for a company engaging in many fast-track projects. Even if a business only engages in hard-bid projects, there is great value in receiving this feedback. For instance, questions might provide insight on safety or operational issues facing the business.

To Read More, See Excerpt: <https://www.constructionbusinessowner.com/how-are-we-doing>

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- Building a Website



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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.

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