



Gov. Scott Directs FDOT to Implement Evacuation and Fuel Capacity Improvements During Emergencies



Governor Rick Scott directed the Florida Department of Transportation (FDOT) to implement both immediate and long-term improvements to help Florida residents, businesses and visitors during

emergencies. Following Hurricane Irma, Governor Scott directed FDOT to begin examining ways to help expedite evacuation routes from the I-75/ Florida Turnpike Interchange near Wildwood to the Florida-Georgia border, as well as ways to increase fuel capacity during state storm emergencies. The improvements FDOT is adopting are based on the findings of these reports.

Governor Scott said, “As Florida continues to recover from Hurricane Irma, the largest storm to impact our state in modern history, it is critically important that we continue to do all we can to make sure our state is fully prepared in the face of any potential disaster. Last fall, I directed FDOT to examine ways to improve evacuations and fuel capacity and following the completion of these reports, I have directed the agency to implement short and long-term improvements that will help protect our families and visitors.

These improvements will ensure that Florida continues to be a national leader in emergency management and solely focused on keeping families safe.”

Short-term evacuation-related improvements to be implemented no later than June at the direction of Governor Scott include:

- Expanding Emergency Shoulder Use (ESU) along key interstate routes;
- Beginning installation of cameras and dynamic message signs on I-75 from Ocala to the Georgia state line; and
- Increasing the department’s Florida 511 website system to accommodate increased usage.

Long-term evacuation-related improvements to be implemented at the direction of Governor Scott include:

- Completing the I-75/Turnpike interchange construction in 2019;
- Beginning construction to widen Florida’s Turnpike to six lanes from the Lake/Sumter county line to the CR 468 interchange in 2023 and from the CR 468 interchange to I-75 in 2025; and
- Studying the deployment of traffic management tools along the US 19/98/27 route for emergency evacuation.

To Read More See Excerpt:

http://www.fdot.gov/info/CO/news/newsreleases/02022018_Gov-Scott-Directs-FDOT.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.

Disney World Powers on its Mickey Mouse-Shaped Solar Farm



Could the new solar farm near Epcot be the biggest hidden Mickey Mouse?

In 2015, Duke Energy announced it would build a large solar farm near Walt Disney World. Well, the solar plant that can be seen from

space is now up and running.

Representatives from Duke Energy, Walt Disney World and its utility, Reedy Creek Improvement District, commemorated the opening of the facility by flipping a giant light switch Tuesday.

The 22-acre facility is made of 48,000 solar panels and operated by Duke Energy, which will sell the energy to Reedy Creek to help power Disney World and other hotels and resorts in the area, Disney said in a statement. The solar plant is the equivalent of 1,000 residential solar rooftop systems, the company said.

Construction of the solar farm began last year.

"It's very important to us," said Angie Renner, environmental integration director for Walt Disney Parks and Recreation.

"It's part of our commitment. It's been part of our commitment since Walt, so it's just part of our DNA here at Disney."

"The use of solar energy builds on our commitment to protect the environment and is another step toward realizing our long-term sustainability goals," said Bill Warren, administrator for the Reedy Creek Improvement District. For curious guests, the solar farm is located off World Drive near the ramp to Epcot. You can see the solar panels from the road, but the Mickey-shaped designed requires an aerial view.

To Read More See Excerpt: http://www.baynews9.com/content/news/baynews9/on-the-town/article.html/content/news/articles/cfn/2016/2/26/disney_s_new_solar_f.html

Redefine Customer Service to Make More Money

How you can use marketing to increase sales

To understand how to better market your services, you should first take a step back and challenge your perspective. While you sell your services, you should also consider the receiving end. Many dismiss this perspective, claiming that positivity and preparedness from customer satisfaction teams quell these concerns. Though these teams may intercept some problems, they are not enough. Relying too heavily on a customer satisfaction team is like preparing to fail—it's a backup plan for when things go off the rails, so you know you can recover later. Going beyond what works best for you and understanding what works best for your customers is what proves transformative for true growth, no matter the company.

When you gauge customer service performance based on achieving satisfaction, you may be in trouble. Optimal satisfaction should be your target, and that means thinking beyond straight-line customer satisfaction and, instead, creating a more ideal customer experience. Many people hear the words "customer service" and think of consumer-packaged goods and retail experiences, but at the end of the day, each one of us is a consumer.

When one of your customers can have shoes overnighted from Zappos.com and then call them with a question, only to find out that the company will do anything to please them, that influences expectations all around. So, when that commercial property owner accepts bids on a job and some bidders are late, don't answer their phones, or are difficult to schedule meetings with, you can imagine a customer's quickly emerging frustration. When customer experience is ignored for too long, a trend of disruption surfaces. And there isn't just a threat of disruption in the market—it's already happening. Disruption is driven by less than ideal customer experiences.

To Read More See Excerpt: <http://www.constructionbusinessowner.com/marketing/marketing/redefine-customer-service-make-more-money>

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- Creating a Business Plan
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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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