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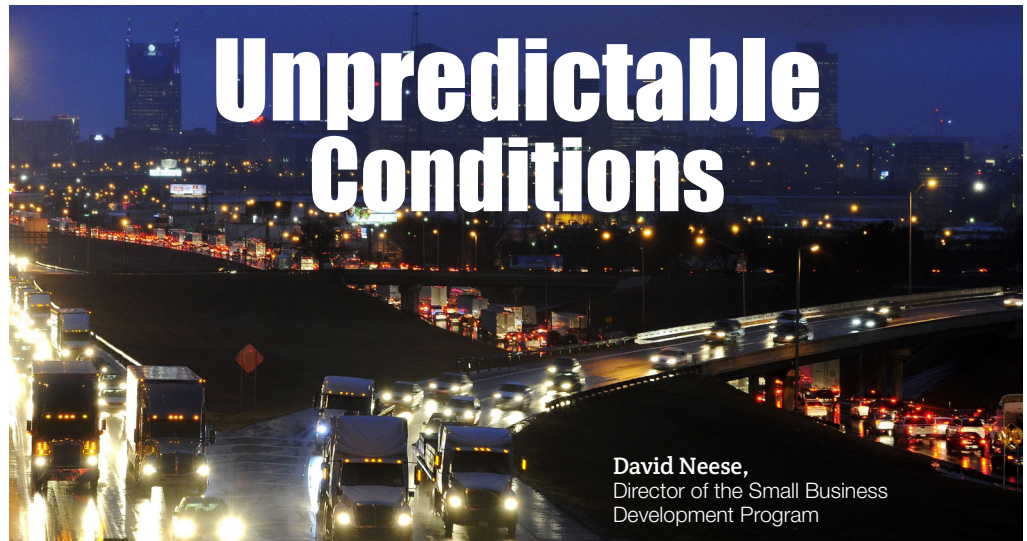
Director, Civil Rights Division

David Neese

Director of the Small Business Development Program

DBE Supportive Services

Tyler Construction Engineers, P.C.
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DBE Supportive Services



Unpredictable Conditions

David Neese,
Director of the Small Business Development Program

Finally, we look like we are getting some consistent weather in Nashville. I don't know about the rest of the country, but there has been some weird weather in Tennessee the past year or so. The days would be warm one day and freezing the next; a pleasant "light jacket" day followed by Jack Frost's revenge - then back to melting the shoes off your feet again the next day. There was no easing between seasons this year but more of an unpredictable mish-mash of weather.

This unpredictability in the weather often parallels the unpredictability we see daily working within the DBE world. We seem to have something new pop up every day, which gives us new opportunities to make this program one of the best in the nation. And to help make us better, we not only rely on our internal staff, but utilize many outside forces.

Since I came on as Director around three years ago, a lot of my focus has been directed on educating not only the primes and DBEs of the processes, procedures and best practices associated with the DBE program, but to inform TDOT field operations and Construction Division

staff as well – anyone who remotely works with DBEs. Hopefully, if everyone knows the rules, their part of the process and options on containing potential raging infernos on the front end, we can restore some predictability and stability to the program.

That said - not everything can be or even should be predictable. Without the unpredictability of change, there would be no growth. Without growth, our program is just "maintaining" or may even go stagnant. That is why I like to engage our staff and partners into throwing out new ideas on how we can improve our program. Our staff recently started meeting weekly instead of monthly. We've been brainstorming on the future for our program and restructuring our DBE Advisory Committee. We've also recently set our first goals on consultant contracts and traveled to other states to find out how they operate their programs.

Having a successful DBE program really is a team effort. I hope that all in the DBE community will continue to collaborate with us to help make our department more effective. To quote Edward Everett Hale: "Coming together is a beginning; keeping together is progress; working together is success."



ARE YOU EMBRACING DIGITAL TRANSFORMATION?



This year's theme for the 2019 DBE Small Business Annual Meeting

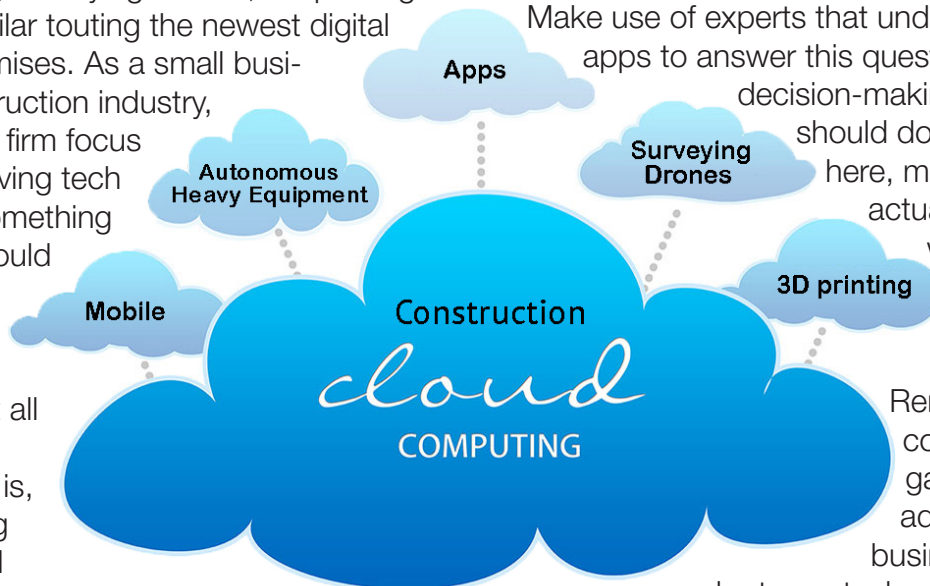
Practically every day I read something about new cloud software for construction, autonomous heavy equipment, surveying drones, 3D printing or something similar touting the newest digital construction promises. As a small business in the construction industry, what should your firm focus on in this fast moving tech space? When something new pops up, should you act now or wait?

The question that all business owners should be asking is, "how would going digital (e.g., cloud software or paperless processes) improve my workflow and/or enhance my profit making on each project?" Basically, you are looking at how data travels through your organization - how many hands touch paper forms or key in information into various software applications? The goal is to automate the exchange of data to increase accuracy and timeliness.

The second question is, "Will this new software or mobile app collaborate with the software systems that already exist in my business and will my exist-

ing software collaborate back with the new apps?" This is where you will need to do your homework and take a test drive on the new applications.

Make use of experts that understand the new apps to answer this question early on in the decision-making timeline. You should do your due diligence here, making sure you will actually use the software/app and that it will not be too difficult.



Remember, your competitors could gain a competitive advantage on your business if you don't adopt new technology early enough.

You should continually search for better ways to do business and seek out creative technology solutions.

Better yet, attend the 2019 TDOT DBE Small Business Annual Meeting, September 16, 2019 at the Nashville Airport Marriott Hotel, to discover ideas on the latest technology to gain a competitive advantage on the competition.

Victor C. Tyler, Sr., P.E., M.ASCE, NSPE
Program Manager - Construction Business Specialist



Baby Boomers Millennials and Technology



While sitting in the office of an auto body and repair shop, I noticed all the technology that was being used by the workers. The office had the latest brand computers, printers, scanners and software. The shop area also had its share of technology to repair, paint and clean the damaged vehicles.

Then all of sudden it happened! The owner, who is from the Baby Boomer generation, received a call from a parts vendor requesting pictures of a car bumper that had been damaged by another vehicle. Even though the owner had the latest cell phone technology, he had trouble sending the pictures as he found some of the phone features difficult to operate. He eventually forwarded the pictures some 15 minutes later (and I can take a good guess that the parts vendor wanted them much sooner).

The next call came from an insurance company requesting a scanned copy of an invoice. Upon receipt, the insurance company would initiate an ACH payment immediately. As the owner fumbled with the scanner for some time, I noticed his language and voice tone getting somewhat spicy! Apparently, his grandson, who is from the Millennial generation, heard the fiery tone too. He politely

asked, "Grandad, do you need some help?" The owner replied that he did and it took the grandson less than 30 seconds to scan and send the invoice to the insurance company.

These two calls showed me the effect technology has on different generations in today's workplace. Some workers from older generations, who relish paper and pencil, find technology somewhat challenging, while younger workers, who were born into technology, have mastered it.

I've come to reason that many of the differences in today's workplace are between Baby Boomers and Millennials. The beauty of this day was the offer of assistance by the Millennial and the acceptance by the Baby Boomer in working together to satisfy a customer's need.

While most Baby Boomers may never fully master technology, with coaching from Millennial workers, they can surely become technology CHAMPIONS!



Business owners who emphasize the use of innovative technology create a culture of operational efficiency and increased productivity. Technology is also a good recruitment benefit as one in three people in today's workplace are Millennials.

Marshall Tabb,
Financial Management & Leadership Coaching



Civil Rights Division Small Business Development Program

2019 DBE Small Business Annual Meeting



Our **“ONE DAY EVENT”** is all about **helping you understand** the technology you engage with everyday! Your mobile phone, laptop computer, and digital tablets can make you super efficient! If your goal is to **make more profits**, you can't afford to miss this year's event, **“Embracing Digital Transformation”**.

Be More Efficient, Invest in Yourself!

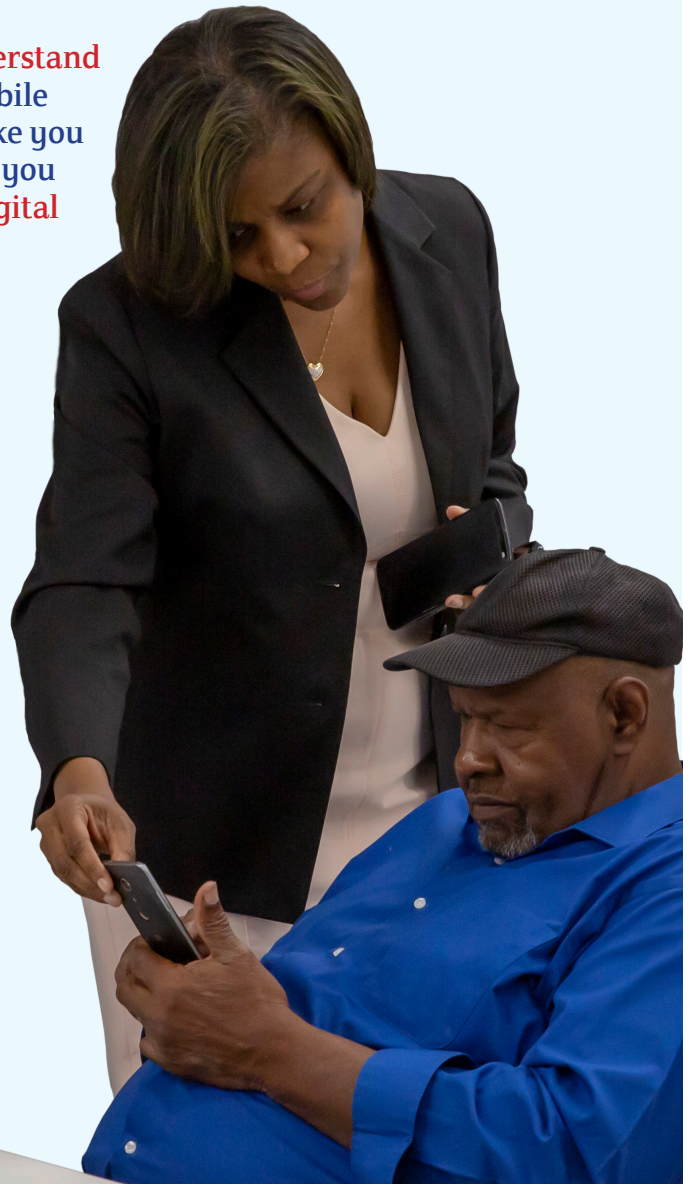
This year, take the time and invest in yourself to **learn new tips and tactics** that can make your business life **more efficient and streamlined!** It should be a win for you, your business and most importantly, your bottom-line! **Register today!**

[Click Here To Register](#)

Date: Monday, September 16, 2019

Time: 8:00 a.m. - 6:00 p.m.

**Location: Nashville Airport Marriott Hotel,
600 Marriott Drive, Nashville, TN
37214**





You Need A Hook-up To Keep Up!

Attending the TDOT 2019 Small Business Annual Meeting should be a win-win situation if you are interested in a hook-up to key networking opportunities with decision makers from TDOT staff, Prime Contractors and Small Business Owners. You can get front row seats (if you get there early enough, that is) and learn from knowledgeable expert presenters. And, on top of all of this, we got Free Food (maybe the biggest win-win of them all)!

If you have attended a TDOT Small Business Annual Meeting over the past several years, you know it's a great opportunity to hook-up with old friends, make new contacts and mingle. But even better than this is the opportunity to keep up with everything business as it relates to growing profits in your business.

What's the word on the street?

Use the Annual Meeting to network and find out who's doing what in each region. You may be looking for a good foreman and/or assistant, so during your normal conversation, ask about any businesses within your industry that may be cutting back or any good foremen or staff personal that may be looking for work. Be on a mission to solve some of your pressing issues. Find out where the new job/bid opportunities are located and what primes contractors are looking for in sub-contractors. Are there any new prime contractors working near you that you could network with? Which prime contractors are not paying subcontractors in a timely manner? For those Primes, working with them should be off the table immediately.

These are a few little tid-bits that could help your business make more informed decisions.

Typically speaking...

The average small business owner may only have one or two big events that are worth committing

their time and energy towards. Therefore, you should go for the events that have key decision makers present and where you as the business owner can get free advice from known experts in the areas where you need support. Make sure you take time to listen and learn. Being able to capture key information from knowledgeable presenters can only help your business be more efficient and will hopefully increase profits. Training is a very expensive and time intense activity. If the information being shared can help your staff, you should make sure your whole staff is there taking notes.



At the end of the day...

When you have a big event, good networking opportunities, key decision makers present and are serving free food, how can you go wrong?

In today's business arena, the cost of doing business can be sky-high. For TDOT's upcoming 2019 Small Business Annual Meeting ...did we mention the food (as well as attendance) is FREE!

We look forward to seeing you at Nashville Airport Marriott Hotel, 600 Marriott Drive, Nashville, TN, September 16, 2019. —Remember, provide excellence, stay consistent, and above all ...Be Epic!

Curtis Webb,
Strategic Marketing &
Business Development Specialist



How to Manage Your Staff While Embracing Digital Transformation

As a savvy business leader, you are no doubt on board with understanding the importance of the digital transformation. But what about your staff? If you are like many other business owners, you may feel overwhelmed with managing your staff and navigating the digital transformation. However, the two do not have to be mutually exclusive. In fact, ensuring your staff is on-board, trained and developed to assist your business with embracing the digital transformation could prove to be a win-win for all.

A well-trained staff will also prove to be very beneficial to effectively managing the digital transformation for your business development opportunities. With your staff in mind, it will be crucial to have a strategy that supports your overall business objectives to as-

sist with a smooth and seamless digital transformation.

As a small business owner, you may want to consider the following points as you strategize your way to a successful transformation:

- Develop a digital transformation plan (your plan should give direction, define your objectives goals, provide a roadmap of your strategies to achieve your goals and helps to navigate through possible detours in the road ahead)
- Plan and budget your technology investments wisely for financial wellness – have a spending plan that occurs on a quarterly basis
- Invest in technology that supports your mission, culture, and vision

- Research and try before you buy
- Empower your staff through involvement, feedback, and ownership
- Embrace a culture of diversity
- Embrace a multi-generational staff
- Provide ongoing training and development
- Continuous leadership support

An engaged and digitally aware staff who has an opportunity for professional and personal development could prove to be one of the greatest assets and bring value to your business success.

Finally, the digital transformation challenge. How will you engage your staff to ensure a sustainable digital future?

Teresa Daniel, PHR, SHRM C-P
Human Resources Consultant



Workshop Review:

Maximizing Mobile Applications

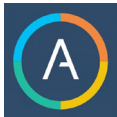
In May 2019, we conducted classes on Maximizing Mobile Applications for small businesses. For those that missed the class, here is a quick overview.



Ericka Hayes & Jay B. Mercer (not shown) presented the workshop in Nashville and shown here, Memphis, TN.



Talk U is a mobile app that allows you to add a secondary line to your mobile phone. This app uses data and Wi-Fi instead of your phone minutes and it allows you to receive business calls (which display in black on your screen) as well as send/receive text messages. You can choose a local number for Talk U and it is available on both Android and iPhone platforms.



Assistant.to is a desktop meeting scheduler that allows you to use your calendar to send recipients multiple meeting times to choose from. Assistant.to saves significant time for the user and the recipient because it allows you to send multiple meeting times in one email, eliminating the need to send multiple emails and texts to arrange a convenient meeting time. This add-on currently only supports Gmail but the designers indicated they are working on incorporating the Google and Outlook calendars.



Square Invoices allows mobile invoicing and payment options to bill and receive payments instantly from your phone, tablet or desktop.



GotoMyPC affords users remote access to their office desktop from any computer, tablet or phone. It has two layers of security and allows you to leave your laptop at home.

As long as the computer is on and connected to the internet, you can access your files from anywhere.



CamScanner can be used to take pictures of documents with a mobile device and convert them into a PDF to be shared through email or text. It's good for documents you need to send and you don't have access to a scanner or fax machine.



Myfax gives you a way to receive faxes through your email. You can get your own fax number and you also have a portal that can be accessed through your desktop browser where you can fax documents from (just attach the files from your computer).



FilesAnywhere is an online Cloud storage option that allows you to send and receive large files anywhere, anytime. You can access these files from any mobile device. You can also email documents right from the application.

These are the applications and programs that were demonstrated in the class. There are multiple options you can use and thousands of apps to choose from to improve your efficiency in and away from the office. If you have questions about the above applications or any other apps that you want to install on your mobile devices and you are a TDOT Certified DBE, please call Ericka Hayes at 901-289-4297.

Ericka L. Hayes, CPA, Accounting, Business Organization & Information Technology



Remember the good ol' days of storing paper documents in those yellow folders and tucking them away inside a trusty file cabinet? Each document was placed in a labeled folder, and each folder was stored in alphabetical order for easy retrieval.

Now, remember that one time a certain project manager took out a few documents, put them back in the wrong folder, and randomly tossed them into a drawer? What seems like a simple mistake can create hours of extra work and unneeded frustration.

Now think of your office in the digital transformation. The computer desktop may be cluttered with so many unorganized files and folders that you can't even see the desktop wallpaper.

We often encounter the following on work computers:

- No naming conventions to files, whatsoever
- Several shortcuts to the same program
- Eight or Nine empty folders - all named "New Folder"

This might be fine on a personal computer that's only used for social media and games, but if you're trying to accomplish real work, this sort of mess is only going to lead to mistakes and frustration.

Having a good system for managing files on your computer is crucial if you want to be more productive and keep on top of things. It's called file management.

File management considers every file on your computer to be part of a complex, hierarchical system made up of directories and subdirectories. The process of naming, storing, and retrieving these files in an organized way is the basis of file management - and when done effectively and efficiently, can save a tremendous

Who Moved My File?



amount of time and headaches.

Have you had an occasion to retrieve a file from your computer with only a few minutes to spare? You probably had a pretty hard time locating that file if nobody bothered to properly name and store that file in a way that makes it simple and straightforward to retrieve. A recent survey conducted by IT administrators revealed that more than \$21,000 on average is lost in productivity costs every year because of poor file management.

By using a good file management system and keeping a consistent naming and storage convention, you will always know exactly where to find particular files without having to waste time searching.

Best Practices

Using a Hierarchical System with Subfolders is a huge benefit when trying to keep things organized. Within your main folder, you should have multiple categories of folders. And within those categories of folders, there should be more specific categories of folders.

For example: Documents > Customer > Year > Project [project name] > Plans

With this system, you can see your main folder "Documents" contains a subfolder for your customer information. Within this folder you can

have multiple folders for each year of projects/jobs. Inside these folders, you can easily find your plans documents or anything else project-related for that specific year.

This is much easier to manage than having one "Document" folder with thousands of random files ranging from plans, to contracts, to tax documents, to vacation pictures, to recipes.

Following a Consistent Naming Convention

A hierarchical system is great and all, but if your files have random, cryptic names, it's not going to do much good.

Instead, establish a rule for naming each type of file so you can quickly tell what it contains.

Incorporating elements such as project title, date, version, and some sort of unique identifier makes retrieval a lot easier.

A Little Extra Work Goes a Long Way

While it may seem tedious going through the trouble of following all these rules just for storing your files, the benefits are well worth the extra work.

Something as simple as adding the date or version number to a file can save you so much time when you need to retrieve a document, and adding metadata only increases this efficiency.

By using an effective system of folders and subfolders, you and your organization can rest easy knowing your data is secure and easy to access at a moment's notice.

If you really want to make your life easier and help your business run smoother, implement a proper file management system. You'll thank yourself later. If you need a few ideas on how to get started organizing your files, send us an email.

Jay B. Mercer, EA, Certified QuickBooks Pro-Advisor & Tax Specialist



Welcome

New DBEs

Region 1

Smart Views, LLC

Susan Dakak

Highway, Street, and Bridge Construction, Engineering Services, All Other Professional, Scientific and Technical Services, Other Waste Collection, All Other Miscellaneous Waste Management Services

Dunn's Mowing Service

Rashid Dunn

Landscaping Services

Pozzolanic Contracting & Supplies Company, Inc.

Kay Boyd

Highway, Street, and Bridge Construction

Cable Trucking, Inc.

Kasey Cable

Specialized Freight

Region 2

K-Kap, Inc.

Paula Bridges

Brick, Stone, Construction Material Supplier; Specialized Freight (except Used Goods) Trucking, Local

Centry South, Inc.

Steve Talley

Landscaping Services, Janitorial Services, Other Services to Buildings and Dwellings, Painting and Wall Covering Contractors

Region 3

Volunteer Rebar

J.R. Sims

Reinforcing Steel Fabricator and Form Rentals; Structural Steel and Precast Concrete Contractors; Fabricated Structural Metal Manufacturing

Cobra, LLC

Stacy Downs

Commercial and Private Hauling of Rock, Dirt, Sand, Salt, and Asphalt; Demolition and Excavation Services

Region 4

DAT Staffing

Bobby Morgan

Employment Placement Agencies



TDOT
Department of
Transportation

**Scheduled
Letting Dates
2019**

August 9, October 4,
November 8, (Mowing & Litter
Removal), & December 13

The TDOT Civil Rights Division Small Business Development Program and its Supportive Services Consultants offer a variety of training classes designed to assist TNUCP certified DBE firms to succeed in the transportation construction industry. Seminars and informational meetings are made available throughout the state. The primary focus of these seminars is to disseminate industry specific information on strategic marketing, branding, accounting, estimating, cash flow management, business planning, leadership development, and human resource assistance. Look for seminar and workshop announcements soon in your email in-box.

Our Supportive Services Consultants are ready and waiting to assist you with ANY question you have! Give us a call today 888.385.9022.

“Opportunities don’t happen, you create them”

- Chris Grosser

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