



DBE Fastrac

TENNESSEE DEPARTMENT OF TRANSPORTATION CIVIL RIGHTS OFFICE

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TDOT, CRO, and U.S. DOT – Working Together to Create Successful DBEs Over the Last Five Years



Elizabeth Michael

TDOT Small Business Development Program Director

As our current Supportive Services contract is coming to an end, I wanted to take a moment to reflect on how our DBEs and TDOT's DBE Program have been impacted in the past five years. TDOT's Construction Office and Civil Rights Office (CRO) Small Business Development Program (SBDP), along with Supportive Services Contractor Tyler Construction Engineers, have worked hard with U.S. DOT and other partners to assist DBE's in any way possible to help them get into the road construction game.

Looking back these past five years, I compiled a partial list of changes and accomplishments:

- TDOT Prime contractors are now required to submit Prompt Payment reports to the SBDP to better monitor DBE payments and hold primes accountable
- Ensuring that only eligible firms participate as DBEs
- Most mailings were phased out and are now being performed almost exclusively via email
- Monthly Progress Payments by Contract information is now available at the TDOT Construction web site
- Technical assistance to DBEs is being provided by Consultants with "hands on" industry experience, based throughout the state and often at the DBEs place of business for the DBEs convenience
- The Supportive Services website provides timely content and links to meetings, online registration opportunities, newsletters and provider emails, bios and contact information
- Increased DBE participation at Supportive Services Consultant led meetings due to the consultants presentations on topics most important to DBEs (meetings also open to potential DBEs and other Small Businesses)
- Regional Meetings are providing timely and detailed information to assist DBEs in bidding and maintaining contracts while also being a great network opportunity for other businesses and TDOT decision makers



- Consultants have stressed to DBEs the importance of embracing social media as a way to grow their businesses as well as their contact lists
- The DBE FastTrac Newsletter is now being designed professionally and emailed to DBEs, Prime Contractors, and other stakeholders
- Achievable DBE goals are now being placed on enhancement projects with local government entities
- TDOT and TRBA have partnered to share information concerning the DBE Interested Parties List and Contractors soliciting DBE use on contracts

Looking forward, the TDOT CRO SBDP will continue to offer increased opportunities to our DBEs with the new and slightly higher TDOT DBE overall goal of 8.05% for the 2015-2017 federal fiscal years. Also, a Business Development Program, similar in scope to TDOT's former Business Assistance Center, will debut in the 2015 Supportive Services contract to provide increased assistance to select DBEs. To ensure the success of all DBEs, the U.S. DOT, TDOT, CRO, and SBDP will continue to stay committed to providing technical assistance and personal interaction to our present and future DBE's interested in getting into and staying in the road construction game!

My many thanks to the TDOT CRO SBDP team, namely David Neese, Ross Webb, Stephanie Brooks, Sherri Mays and Barbara Booker for their participation in providing many of the facts and figures used here in this article.

DBE Testimonies



"I want to take this time to tell you how much you and each member of the team have helped me personally build my business. As a small business owner I could not afford the support I have received. Thank you so much! First I would like to begin with Curtis, his approach to marketing has helped me in areas I feel have been beneficial to my company. We have spent a lot of time looking for prospects and thinking "outside the box." Ericka has gone above and beyond, with her expertise in accounting and computer software. I am sure if I had to pay for the services, which I have received from all of you, I certainly couldn't afford it. I am basing this on my experience in the field from IT, CPA's and QuickBooks experts on how much they charge for their services. "JB and Marshall, have help me with QuickBooks, understanding the reports, and staying current with my Company handbook and Policies and Procedures. Victor, the help you have been with estimating has given me the confidence to pursue other private companies for additional revenue. I can't say enough about the services and the professionalism of your organization. I am thankful that I have had the opportunity to be on the receiving end of your services. I attend a lot of meetings pertaining TDOT and private meetings, Victor you are known by a lot of people, and to your benefit all speak well of you, and I believe that is the best legacy anyone could ask for."

Mary Forrester
Lynn Sanford Construction, Inc.
Knoxville, TN



"How can we share our experience in the TDOT Supportive Service Program under the management of the Tyler Group without writing a book over the past year. Jerry Young & Son Construction has put in place new computers, QuickBooks accounting software, a website and an email setup. Teaching us how to maneuver around in QuickBooks was very challenging. Because of this expert training we now produce detailed financial reports without waiting on a third party bookkeeping service. Reports like receivables, payables, balance sheet and profit & loss statement. Additionally, we are now able to process payroll activity in house (941, 940, W-2 etc.) and make payments electronically. We updated the function and appearance of the office to modern times. The Supportive Services program helps save so much with cost and expense we were paying out. Jerry Young Sr. has always maintained a great work ethic in the community while making a small profit. Now Jerry Young Sr. is able to understand financial reports better and use the technology we have put in place to help growth in our business & community. Without the help of the Supportive Services program for small businesses it is extremely hard to compete. Jerry young Sr. would like to take time to thank the TDOT Supportive Service program. We would also like to thank the Tyler Group for their patience and dedication they have shown. We are looking forward to continuing working with your team the next term. Thank You!!!"

Jerry Young Sr. & Meioshe Weir
Jerry Young Sr. Construction
Lebanon, TN





TDOT DBE Supportive Services In Review



Since 2010, Tyler Construction Engineers, P.C. (Tyler) of Nashville, Tennessee has been the statewide program manager and service provider for TDOT's DBE Supportive Services Consultant.

Tyler works with DBEs in a unique way – bringing together vast industry experience and best practices learned while serving a variety of industry-leading companies.

The Tennessee Department of Transportation Small Business Development Program's primary goal is to increase the number of minority and female businesses in the highway and bridge construction industry. To reach this goal, TDOT made available the DBE Supportive Services to provide quality management assistance, technical training resources, guidance, and other information to TDOT-certified DBE firms upon request. DBE-Supportive Services has been a valuable and necessary tool to ensure the improved growth of Tennessee DBE firms who are engaged in, or interested in performing, transportation construction and related work.

The Supportive Services Consultant Team at Tyler have developed comprehensive business development training services designed to assist DBE firms in capacity building to compete successfully for contracts with TDOT and other entities. The training services include delivering workshops, seminars and one-on-one intensive coaching sessions covering a

range of practical skills— from construction management, cost estimating and pricing, human resource management, and entrepreneurial finance and accounting to strategic marketing and sales pitch presentations.

In particular, DBEs were offered Benchmark Business Assessments, Customized Estimating and Pricing Templates, QuickBooks Job Cost Implementation assistance, individualized training on industry leading Estimating and Project Scheduling Software programs. The crowning event each year is the DBE-Small Business Annual Meeting held in Nashville, where DBEs put learning into practice, can market and meet new sales prospects and even create strategic business alliances.

The Supportive Services Program has developed immensely since its inception in Tennessee. Most surprisingly, we saw how one aspect of the program's impact has taken flight: beyond workshops, seminars or individualized training, TDOT's Supportive Services have forged the relationship with various educational, state and local agency alliances where small business matters.

This article highlights a few innovative training and development initiatives Supportive Services consultants introduced to the DBEs over the past 5 years, such as:

The One-Page Marketing Strategy

One of the many marketing challenges for a DBE is getting owners to have a sense of focus and understanding of what their core business represents in the marketplace.

The Supportive Service Consultants were able to devise a marketing assessment evaluation that allows an owner to assess themselves and cross check their responses for accuracy. Basically, the assessment gives an owner a chance to reflect on their core business.

Having gone through the exercise, each owner can better see their strengths and weaknesses, allowing the owners a chance to identify critical steps that mattered most in developing a plan going forward. The Consultants were able to take the information and use it to develop a one page marketing strategy that gave owners a sense of direction and most importantly, a target to shoot for. At this point the Supportive Services Consultant simply tracked the effectiveness of their one page strategy from month to month and measured improvements, tweaking when necessary.

Our conclusion: businesses that take time to develop a set of goals and a planned target have overwhelmingly improved their business success.

Executive Leadership Development

In the fall of 2013, Supportive Services launched the first Executive Leadership Development workshop, which was designed to give participating small business owners the tools and tips they need to effectively lead their companies and drive business profitability.

During the workshop, small business owners and key company employees gained insight into their own personal approach to small business leadership, developed an awareness of the advantages and disadvantages that accompany them and identified personal values and how those values drive business strategy and employee performance.

Participants also learned how the role of a leader can impact and promote business vision and mission, as well as how their specific leadership style can be enhanced to create a business and employee culture that maximizes their human capital assets and business return on investment.

The workshop concluded with an intriguing case study that presented issues many owners have or will encounter at some point in their business.

Human Resources Management and Development

The goal of our human resources component is to partner with small business owners to



raise their awareness regarding the critical need for an effective human resources foundation and structure. Our Supportive Services Consultants have assisted with basic human resources function such as human resources assessments, personnel file audits, and organizational charts. In addition, we have also assisted with long term strategic structure and development such as employee handbooks, policy and procedures, employee relations initiative, job analysis, and job descriptions. The DBEs in attendance can receive a marked increase in their knowledge level through one on one training and workshop settings. The Human Resources Management Module Learning System provides small business owners with solutions to the ever increasing challenge to manage their most valuable resources, their employees.

Understanding & Managing Your QuickBooks

While Supportive Services Consultants found many DBEs were utilizing QuickBooks accounting software, very few really understood how to maximize its use. In fact, many DBE owners used QuickBooks like a checkbook register rather than a management tool. In QuickBooks, the chart of accounts is foundational to having accurate financial reports. Nevertheless, consultants found that a number of DBE's chart of accounts were not setup to match industry standards. This led the Supportive Services Consultants to create a series of "How To" QuickBooks workshops and one-on-one training that demonstrated the correct method to setup and effectively use QuickBooks as a management tool. This training turned out to be a turning point for many DBEs who now understand the true financial position of their company.

Using Information Technology

During the past five years, Supportive Services Consultants discovered many of the DBE firms were not operating at their optimum technology levels. Many DBEs were in need of technology upgrades to computers, printers, wireless networks and mobile devices in order to work more efficiently and compete effectively. During the contract period, we assisted many firm with connecting their printers to their wireless networks to allow printer access from all computer users in their

office. Supportive Services Consultants trained job foremen in the field on effective use of mobile devices to increase efficiency in the field and decrease trips to the office computer. Training sessions were also held to assist DBEs in using various applications on all mobile devices.

Implementing Use of Financial Ratios

We introduced the use of financial ratios to supplement our analysis of DBE firms' financial statements. We consider ratio analysis a useful tool to assist DBE owners in interpreting their financial statements and evaluating their company's financial strength. We use real time industry ratios to compare with DBE firm's ratios and NAICS codes to gauge each company's strengths and weakness. The DBE owner can then use this information to begin planning and strategizing toward improving their competitive advantage.

Estimating with Spreadsheets

From the beginning, the Supportive Services Consultants recognized in order for small contractors to become more profitable they needed to produce more accurate cost estimates. Our approach was to assist DBEs in preparing profitable bids using spreadsheets to create detailed and more accurate costs estimates. Supportive Services commenced with demonstrating to DBEs how to create and use spreadsheets as a template to take the drudgery out of estimating while increasing the accuracy of the estimate.

Supportive Services consultants have created many detailed estimating spreadsheet templates for DBEs in erosion control, concrete, drainage structures, trucking, paving, guardrail, earth moving, as well as for project management and consultant engineers. Using spreadsheets, consultants were also able to demonstrate to DBE contractors how to accurately compute their equipment charge rates, labor burden, and indirect and home office overhead rates. Many DBEs who are using spreadsheets templates to estimate and bid projects have seen their profitably increase on each project awarded.

In summary, we have tried over the past five years to find the best ways possible to ensure success in every DBE we come in contact with. While some DBEs are introduced to new and innovative processes such as utilizing a new type of technology or spreadsheet, others are taught the fundamentals of business in order to better grow their company on a firm foundation. While many of the DBEs have similar situations, we have always strived to find unique methods for reaching each one. No matter what particular needs a business may have had, we have found that our experience as consultants, as well as small business owners ourselves, have equipped us to provide the highest level of management assistance to these DBEs.

Much Success!
Tyler Construction Engineers, P.C. Team



From left to right
Sandra Webb
Accounting Software Trainer
Curtis Webb
Strategic Marketing & Business Development Specialist
Marshall Tabb
Financial Management & Leadership Coaching
Victor Tyler, P.E.
Program Manager - Construction Business Specialist

Marie Williams
Human Resource & Leadership Coaching
Jay B. Mercer
QuickBooks Pro-Advisor & Tax Specialist
Teresa Daniel, PHR
Human Resource Specialist
Ericka Hayes, CPA
Accounting, Business Organization & Information Technology



How to Deal Effectively With Difficult Employee Problems



Effective Coaching/Counseling Tools and Techniques

Teresa Daniel, PHR
Human Resources Consultant

On February 24, 2015, consultant Teresa Daniel held the workshop, “How to Deal Effectively With Difficult Employee Problems” In Nashville.

Ms. Daniel, a PHR Human Resources consultant, challenged participants to think beyond the problems and navigate toward problem resolution techniques. The workshop was an interactive and engaging session for business owners and managers to learn the tools and techniques needed to effectively manage employee problems.

Participants presented and discussed real-life employee problems that they often deal with, concerning such topics as attendance, performance, misconduct, insubordination, and tardiness. Participants also gained a better understanding of tangible tools and techniques to assist with day-to-day employee management. Some of the highlights of the workshop were:

- **Effective Communication Tools**
- **Employee Coaching and Counseling Techniques**
- **Legal Aspects**
- **Progressive Disciplinary Policy**
- **Documentation Techniques**

Managing difficult employee problems continues to be a hot topic for business owners and managers. Don't allow employee problems to negatively impact your business.

DBE TESTIMONIES



“I have worked for many years with the Tyler Group. During this time, I have found their assistance to be invaluable. They have aided Booker Engineering, Inc. with QuickBooks training, marketing strategies, and now we are working towards a transition plan for my retirement-which is expected to occur in approximately 8 years. The Tyler Group has provided staff with the expertise needed to keep minority consultants informed and up to date with the growing trends for the industry and the area.”

Brenda Booker
Booker Engineering, Inc.
Thompson Station, TN



“We have thoroughly enjoyed working with the Tyler Group over the past several years. Their multifaceted approach provides insight into how the many aspects of our business affect each other and how they must work in concert to be successful. They excel at recognizing the unique qualities of their clients and how these qualities can provide a competitive advantage. Curtis, Marshall, and Victor have challenged us to set higher goals and have been diligent in following up on our progress. We appreciate their help and appreciate that every phone call and meeting with them leaves us with a smile.”

Erin Donnell
Hedstrom Design
Knoxville, TN



“I can say without hesitation that the TDOT Supportive Services program played a significant role in where SRS is today. We were first introduced to the TDOT Supportive Services program through a workshop/ seminar that was being conducted in Knoxville, Tennessee. It's from that event that we were exposed to Victor Tyler and the Supportive Services group and moved quickly to get certified in the program. We grew not only within the TDOT market with contracts but outside as well in the federal and commercial market. The business infrastructure we built from the information and support services given benefitted the company in all aspects. Thanks for a great service provided!”

Dewayne Scott
SRS Inc.
Hendersonville, TN



DBE TESTIMONIES



"I would like to commend Tyler Construction Company on their DBE Supportive Services. The workshops have been a wealth of resources that have equipped my management team to move forward in our vision and goals. The Staff has always been the supportive and eager to listen. They have gone beyond my expectation of service."

Velma Wilson
Cleaning Solutions, LLC
Chattanooga, TN



"JBVC wishes to join you in celebrating your 5th year anniversary with TDOT Supportive Services. JBVC could never thank The Tyler Group, nor repay for the services you have rendered our company. Ericka Hayes has been a tremendous wealth with her knowledge in Human Relations and IT services to name a few. Marshall Tabb's guidance with our accounting software surpasses anyone that I have worked with. Victor Tyler is the best engineer the industry has to offer. I can say many great things about the entire Tyler Group. In fact, I can easily say that The Tyler Group has lead JBVC over the past five years to a higher level of operating. JBVC is now in the process of building our own facility and a lot of this success is due to the efforts, hard work side by side with The Tyler Group. Congratulations on your success and a compassionate Thank you."

Semone Reeves
Jerry B. Young Const. Inc.
Lebanon, TN



"The Tyler Group has been literally a life-saver for me personally and for Brighter Days & Nites professionally. Your willingness to share information, knowledge and your sincere interest in seeing my company continue to grow and evolve has been invaluable. Keep up the good work!!!"

Dorothy L. Sinclair
Brighter Days & Nites, Inc.
Memphis, TN

Small Business Roundtable Symposium The Business of Doing Business

"Topics That Matter Most But Are Rarely Discussed"



On March 17, 2015, we conducted a new small business roundtable symposium called **"The Business of Doing Business - Topics That Matter Most but are Rarely Discussed."** The symposium was led by Marketing & Business Development Specialist, Mr. Curtis Webb.

Curtis Webb challenged everyone to think about what it is about themselves and their business that is memorable. He said that capturing someone's attention, being memorable and getting new business can all be one and the same. It's all about how we shape our conversations and the realization that the first seven seconds may be all the time you have to capture someone's full attention. He pointed out the best way to generate new business was to give something that is genuinely appreciated by the potential customer, something he called "giving effective value." That challenge set the tone for the rest of the session. Each speaker had been instructed to speak about their own personal views and give an unscripted presentation of tips, strategies, stories, suggestions, solutions, and identified changes that have happened to the small business landscape.

The Symposium consisted of three panels;

Panel 1 – Topics That Matter Most but are Rarely Discussed - Victor Tyler (Product & Service Pricing), Marshall Tabb (Financial Records), Ericka Hayes (Charting Your Numbers), Teresa

Daniels (HR Challenges), and Jay B. Mercer (Tax Issues).

Each consultant discussed their specialty and the problems they have witnessed many times in the past, along with corrective steps to help others to avoid those problems. A unique trait of the session was this sharing of personal stories by Tyler Group Consultants. Each consultant shared descriptive stories that highlighted the importance of the solutions the consultants provided.

Panel 2 – 5 Small Business Owners Speak to the Most Challenging Parts of Their Business Success

- Mark Deathridge (East Tennessee Mechanical Contractors), Joyce Washington (The Washington Group, Ltd), Neila & Pedro Rodrigues (Tri-Cities Bilingual Consulting, Inc.), Kim Willis (Columbia Construction, Inc.), & Aaron Webb (Webb Farm Solar Systems, LLC)

The highlight of the day was the personal accounts shared by these business owners. Each owner spoke passionately about their challenges and how they dealt with them. Deathridge, owner of East Tennessee Mechanical Contractors, a 36 year-old construction company, gave some of the strongest advice when he encouraged everyone to go for the deal and to not worry about the details until the deal is secured.



DBE TESTIMONIES



“Tyler Group services have been professional, timely, and customized to address specific business issues. The staff is knowledgeable and appears to stay informed of the latest information relative to construction: safety, tools, new technology, policies/procedures, construction operation, construction management, and project estimating. The seminar that Tyler Group presented at the Knoxville Chamber Partnership is still used as a model for diversity and guidelines for partnering and teaming. I have recommended their services to small businesses, colleges, economic development agencies and professional organizations. In over 30 years of seminars and training I can truly say that I have not experienced a more comprehensive, creative, applicable quality of business training.”

Dorothy A. Bennett
New Millennium Construction Service
Knoxville, TN



“It is indeed a pleasure to submit positive feedback for a program that has helped our company tremendously over and beyond the last 5 years. During this time, Panther has faced some unexpected challenges and at times didn't know who or where to turn. Panther has always been able to depend on the support and services of TDOT. It is very comforting to know that there are supportive services provided by an organization that has skilled, efficient and qualified personnel such as the Tyler Group who are committed and willing to go beyond the call of duty to help those of us in need. Thank you for providing such excellence.”

LaDevia Davis
Panther Construction Co, Inc.
Nashville, TN

Next up was Mrs. Washington, who owns The Washington Group in Chicago, a consulting firm with emphasis in the medical field and executive searches. Washington comes from a CEO executive position at HCA and shared that a lot of her success has come from her ability to team and partner with larger firms. Although there were several unsuccessful attempts by Washington at various political runs, the experience she gained and the more than five thousand key contacts that were developed from her political and corporate experience makes her admit that it was well worth it.

Pedro & Neila Rodrigues, owners of Tri-Cities Bilingual Consulting, also shared fascinating stories. Neila spoke of how she came to America from Honduras at the age of sixteen, sitting in a classroom not speaking or understanding any English. That emotional experience to this day drives her to help with translating and providing various support and outreach in the Hispanic community.

Kim Willis, owner of Columbia Construction, Inc., shared her story of what it was like to assume ownership of a family business as a third generation family member in a male dominated industry. She conveyed the challenges as well as how people respected the company's history of more than 50 years of family business. She also spoke of how she is now transitioning into construction management consulting.

Aaron Webb, owner of Webb Farm Solar Systems, a solar power producing company, gained a lot of attention and interest with the passion he has for what he does. Webb shared his story of how he managed to put his solar power producing company in place. He admitted that Mr. Deathridge was right on point when he said “When the opportunity presents itself - you must be willing to go for it and have the faith that everything will come together.” Webb spoke about how one must focus on building business with people and businesses with money. Today his one big customer is selling power to TVA.

Panel 3 – Small Business Stakeholders Discuss Opportunities and What They Look for in a Good Vendor

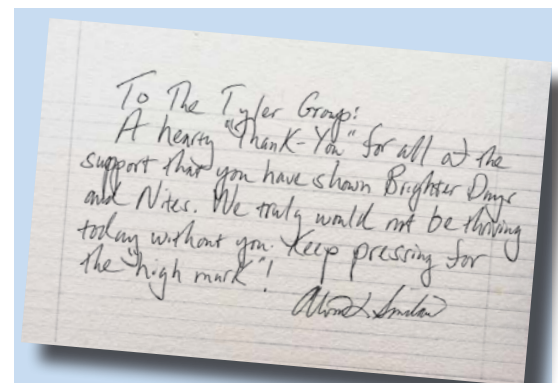
Tennessee Department of Transportation (TDOT), Governor's Office of Diversity Business Enterprise (GO DBE), U.S. Small Business Administration, Metro-Nashville Airport Authority, Metro-Nashville Government, The Music City Center, Nashville Electric Service (NES), Pathway Women's Business Center, & Pathway Lending.

David Neese, Small Business Coordinator, represented the Tennessee Department of Transportation (TDOT), stepping in for Small Business Development Program Director, Elizabeth

Michael. Christopher Cooper - Diversity Business Liaison, represented the Governor's Office of Diversity Business Enterprise. Walter Perry, District Director, represented the U.S. Small Business Administration. Davita Taylor, MCA, MSM, CPPO - Director, Business Diversity Development, represented Metro-Nashville Airport Authority. Michelle A. Hernandez-Lane, - CCA Program Director, represented Metro-Nashville Government. Jasmine Quattlebaum - Director of Purchasing/ Diversified Business Enterprise, represented The Music City Center - Nashville Convention Center. Bryan Lillard - Supplier Diversity Coordinator, represented the Nashville Electric Service (NES). Mildred Walters - Director, represented Pathway Women's Business Center. Sean Norris - Regional Director (West TN) Memphis office, represented Pathway Lending.

Since the Symposium was about “Topics That Matter Most but are Rarely Discussed,” the representatives were asked to share a non-scripted approach of their personal observations and opinions. They were very effective in sharing their thoughts and outlook concerning what their program is doing, where it's going and what people need to do to get involved. The whole approach took on a conversational approach that made the information more personal and connected to any potential new vendor or client. What was also noticeable was the relationships that the various agencies and companies had with one another. Any concerns one had seemed to be shared from one agency to the next which helps vendors find opportunities and side step potential problems because of the networking between agencies. The feedback was very positive and many were asking about the next time this event and format would be presented again.

With all the positive feedback from this format, “The Business Of Doing Business” will most likely be an on-going session that will serve as an excellent means to strengthening relationships with the small business community, showing value through sharing our knowledge and experiences.



Alvin Sinclair



Congratulations

JERRY B. YOUNG CONSTRUCTION, INC. NEW OFFICE COMPLEX GRAND OPENING JUNE 2015



TDOT DBE Supportive Services and The Tyler Group would like to congratulate Jerry B. Young Construction (JBYC) and its owner, Mr. Jerry Young Jr., on their new facility located in Lebanon, TN. For JBYC, it's been a 10 year dream in the making.

Established in 1995, JBYC is a certified Service Disable Veteran small business. They developed and acquired the skills to self-perform both administratively as well as in the field to become a preferred construction company that specialize in underground utilities.

Since the age of 9, working with his father performing the tasks of a labor, to acquiring the skills to operate a backhoe at the age of 16, Mr. Young grew up in the construction business. From the very beginning to today, the focus and goal of the company has been about quality and on-time delivery of services. Today, JBYC still maintains that high integrity on all promised timelines and quality assurances at a very competitive cost. For more information about JBYC and their grand opening, contact Jerry B. Young Construction at 615.443.0493 or email jbyoung7@hughes.net.

DBE TESTIMONIES



"The Tyler group has been helping to ensure the success of Superior Traffic Control-Memphis, Inc., for over 17 years through their implementation of TDOT's Supportive Services Program. Their assistance has spanned a wide range of topics including research into TDOT specifications when we were brand new and extending to the development of a comprehensive employee handbook when we grew into a company with a staff of over fifty employees. The Tyler Group has never wavered in their commitment to provide quality, practical support for new and existing businesses. The personnel employed by the Tyler Group are professional and well versed in their fields of expertise. The seminars that they develop are practical and provide realistic tools needed by companies of all sizes. Without the Tyler

Group, I am certain my company would not have had the level of success that we have enjoyed, and I look forward to continuing working with the Tyler Group in the future."

Rebecca Wood
Superior Traffic Control
Memphis, Inc.



"I've been involved with the TDOT Supportive Services program since its inception. I can remember starting with a marketing workshop. Curtis Webb is always reminding us to "look for our niche!" They even developed a flyer to promote my business. I've met with them to review my financial situation and learn where I could make improvements. They have always "cared" about me and my business! They've always been supportive and challenged me to move forward! I attended training on Quick Books. Marshall and JB came to my office on numerous occasions

to help me set up and use my Quick Books program. If you aren't taking advantage of this group's vast knowledge, you are certainly missing out. I've attended numerous other workshops dealing with business development. Some of the best presentations were at the TDOT Annual meetings. Have you been to Erika's "There's an app for that?" It's amazing! This group has always been there to support my business. They are always willing to share their knowledge to help the construction industry. If you aren't taking advantage of this "free" program to grow your business, then you should be! They are all working together to help the DBE program. I've benefited for all these years and built relationships that will last a lifetime. Thanks team for all you do!"

Kim Willis
Columbia Construction Co., Inc.
Columbia, TN



Thank You To Our DBE-Small Business Stakeholders And Supporters Who Made the Past 5 Years A Success:

TDOT Civil Rights Office, Small Business Development Program

TDOT Construction Division

TDOT Roadway Design Division

Tennessee Road Builders Association

Prime Contractors who participated in the TDOT DBE Annual Meeting

State of Tennessee Uniform Certification Partners

TN Department of General Services - Governor's Office of Diversity Business

TN Department of Economic and Community Development

U.S. Small Business Administration

University of Tennessee Center for Industrial Services-Procurement Technical Assistance Center

Alabama A&M University

Nashville Metropolitan Transit Authority

Metropolitan Nashville Office of Minority and Women Business Assistance (BAO)

Metro Knoxville Airport Authority

Christine Events & Planning

Caterpillar Financial Services Corporation

DGLP CPAs and Business Advisors

DBE TESTIMONIES



“JR Construction was one of the companies often chosen to participate in the TDOT DBE Supportive Services Program managed by The Tyler Group. The Tyler Group came to JR Construction at a most critical time after the passing of my husband JR. During that time my family’s business momentum had languished somewhat: following the loss of its founder, during the illness and subsequent passing of my mother, and other family challenges. The boys and I just had not gotten a chance to rebound and receive that much-needed jolt that would bring back our former business drive. We were still doing good business, but JR’s presence was sorely missing. The Tyler Group arrival was the booster shot in the arm that rebooted us. The services that they provided were spot-on. Their meetings and seminars were timely, purposeful, and tailored to the specific needs of JR Construction. The one-on-one training sessions provided fresh knowledge and guidance for my sons - and for me. The group is well-informed and professional, even across their respective areas of responsibility. They helped us to see several of our management practices from a different perspective, and demonstrated ways to maximize productivity, enhance company image and control costs. I can truly say that I feel good about the updates and streamlining that the Tyler Group brought to our company’s management system, and the resulting skills development that my sons acquired. The minor slump is far behind us now and we are operating more efficiently on a level playing field. Thank you Tyler Group, it has been an illuminating five years. JR would be very proud.”

Patricia Robertson
JR Construction
Nashville, TN



New DBEs

Welcome

Region 1

N/A

Region 2

N/A

Region 3

Spring Clean Cleaning Service, LLC

Karla Frieson

Full Service Janitorial Company, Construction Clean-Up, Floor Maintenance, Facility Support and Landscaping Services

People's Choice Moving & Storage, LLC

Sabrina Scrivens

Full Service Residential and Commercial, Local and Long-Distance, Packing, Moving and Storage Areas

Vorieo Products, LLC

George James

Traffic Control, Sales and Service, Supplier of Commercial and Industrial Products

Winfrey's Janitorial Company

Cardale Winfrey

Janitorial Service-Residential and Commercial, Supplier of Commercial and Industrial Products

Region 4

N/A

Recently Renewed Firms

Region 1

B & B Lawn Services, Inc.

Mr. Baffin R. Harper, Sr.

Poured Concrete Foundation and Structure Contractors, Erosion Control, Commercial Landscaping and Mowing, Traffic Control

Daynesi, Inc.

Daksha Shah

Engineering Services

Elvado Environmental, LLC

Jill A. Mortimore

Environmental Consulting Services

IPSC

De-Ossie Deon Dingus, Sr.

Raw Chemicals for Manufacturing Industrial Products, Janitorial, Health and Safety Supplies

Region 2

Gibco Construction, LLC

Sharon Gilbert

Excavating and Trucking; Spread Rock

Kimberly, Inc.

Kimberly Danson

Silt Fencing, Soil Erosion Control, Curb, Gutter, Driveways, Sidewalks, Inlets, Catch Basins, Manholes, Small Culverts, Ditch Paving, Vertical Concrete

Pec's Construction

Timothy Pruett

Asphalt Paving, Trucking and Light Concrete Work (Concrete Curbing, Sidewalks) Silt Fencing, Chain Link Fencing, Erosion Control, Traffic Control, Supplier of Liquid Asphalt and Aggregate Stone

Region 3

Ace Contractors, Inc.

Chandan Chaudhuri

Construction (mainly concrete & asphalt); remodeling work (framing, roofing and grading)

K S Ware & Associates, Inc LLC.

Kathryn S. Ware

Geotechnical engineering soil analysis materials testing and environmental consulting, construction stakes, lines and grades line item 105M01 and information technology applications

Vega Concrete

Diane Edmundson

Concrete construction, building slabs, driveways, sidewalks, stamp concrete, retaining walls, footings/foundations

Region 4

Anthony Gorden, Inc.

Anthony Gorden

Tree Removal, Site Preparation, Dozier Work, Install Septic Tank Systems, Trenching, Hauling and Erosion Control

L.S. Sipp Construction Company

Lawson Sipp

Concrete (curb, gutter, driveways, sidewalks, inlets, catchbasins, manholes, and concrete paving)

T.I.E. Construction, LLC

Tomas I. Enriquez

General Contractor, Commercial and Residential Construction

WMC Contracting Co., Inc.

Dennis Garcia

Concrete (driveways, sidewalks, curb, gutter, catch basins, inlets, median barrier walls and parapet), Erosion Control, Fencing



Scheduled Letting Dates 2015

May 15	Oct 16
July 10	Nov 13
Aug 28	(mowing & litter removal)
	Dec 4

TDOT DBE Supportive Services

BUSINESS DEVELOPMENT AND TRAINING TECHNICAL ASSISTANCE

BUSINESS ASSISTANCE

- Business Planning
- Financial Analysis
- Leadership Development
- Business Coaching

ONE-ON-ONE TRAINING

- Strategic Marketing
- Accounting Software
- Construction Accounting
- Bidding & Estimating
- Project Management
- Contracts & Specifications
- Construction Plan Reading
- Project Controls

“EMPLOYEES NEED YOUR TRUST TO BE ABLE TO TAKE CHANCES AND TRY NEW THINGS.”

– Ben Peterson, CEO of BambooHR, Inc. online

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cost consultants | estimators | management consultant

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