

# ARDOT Newsletter

November 2023



## SUPPORTIVE SERVICES

- Construction Management Program
- Business Development Program
- Capability Statement Design
- Business Plan Development
- Technical Assistance



## Arkansas Department Of Transportation Launches New Customer Service Portal, 'Ask ARDOT'

The Arkansas Department of Transportation (ARDOT) launched a new customer service platform Monday, October 2 known as "Ask ARDOT."

Ask ARDOT is a streamlined way for the public to submit questions and comments and communicate with ARDOT employees about topics pertaining to Arkansas' highways and interstates – anything from construction project details to potholes to trucking permits to job applications.

"ARDOT has always prided itself on its high standard of communication with the public," ARDOT Director Lorie Tudor said. "This new customer service platform furthers that commitment. This software allows us to track stakeholder input and inquiries, and to use that data to better serve the citizens of Arkansas."

Ask ARDOT can be accessed by going to ARDOT.gov, clicking the "Contact Us" tab, and clicking the link to the Ask ARDOT platform. Citizens will be prompted to create an account with their email, which gives ARDOT employees a way to communicate back and forth with them.

Once logged in, citizens can choose from a variety of different categories under which to submit their inquiry. They also have access to Frequently Asked Questions, quick links, and popular topics. Once the inquiry is submitted, citizens may log back into their account at any time to view updates and communicate one-on-one with ARDOT.

Ask ARDOT allows citizens to ask questions, get information, and track the status of their inquiry. The goal of Ask ARDOT is to ensure citizens have a customer service experience that is easy, thorough, and timely – as serving the citizens of Arkansas is a top priority for ARDOT.

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## How to Predict Cash Flow as a Small Construction Business Owner

Construction business owners regularly ask me what their controller's or bookkeeper's job description should include. They know they must be able to generate an income statement (P&L), pay the bills, prepare payroll, collect receivables, and take care of other accounting tasks. But what else?

Business owners need their accounting team to add more value than just pay the bills. They must provide regular information and timely reports to help the company make more money, stay on top of weekly job costs, develop exact labor and equipment rates, assist estimating with final project costs versus estimates, provide cash-flow projections, manage and invest cash balances, provide detailed work-in-progress (WIP) and completed progress schedules, manage the line of credit, provide the bonding company with regular reports, etc.

Most The world is a volatile place. What can small businesses that form the deep foundation of the construction industry do about it? While they can't necessarily control the macro forces that buffet the economy, they can monitor their cash flow, which in turn builds their confidence and bolsters their capacity to weather any storms.

That's why Brett Sussman, a vice president with American Express, helped the financial-services company create Business Blueprint, a platform specifically designed to help small businesses manage their cash flow, business products and accounts. Business Blueprint works in tandem with the company's new "Small Business Financial Confidence Report," which debuted in May. Surveying a range of industries—with 10% of participating businesses falling in the construction sector—the report found, unsurprisingly, that small businesses, especially those in construction, face more challenges when they lack not necessarily cash flow but an understanding of their cash flow.

While the Business Blueprint is not an all-encompassing solution to these challenges, it can level the playing field by helping small businesses understand the game they're playing. Construction Executive recently talked to Sussman about the current climate for small construction businesses—including how to navigate the collapsing banks, inflation, supply-chain issues, legislative and regulatory hurdles and lingering after-effects of a global pandemic that have plagued the industry for the last three years.

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## About The ARDOT

The goal of the DBE Supportive Services Program is to increase the number of DBEs participating on ARDOT 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.



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