

Kapsch TrafficCom

Business as (Un)Usual

A private sector perspective on challenging the limits of procurements and implementations in the changing world

Implementations

Overcoming project implementation challenges



Social distancing

- Maryland Transportation Authority
 - Kapsch installed 14 AET toll zones in three months during 12-hour shifts in 56-hour weekend periods, inclement weather, and new COVID-19 working arrangements.



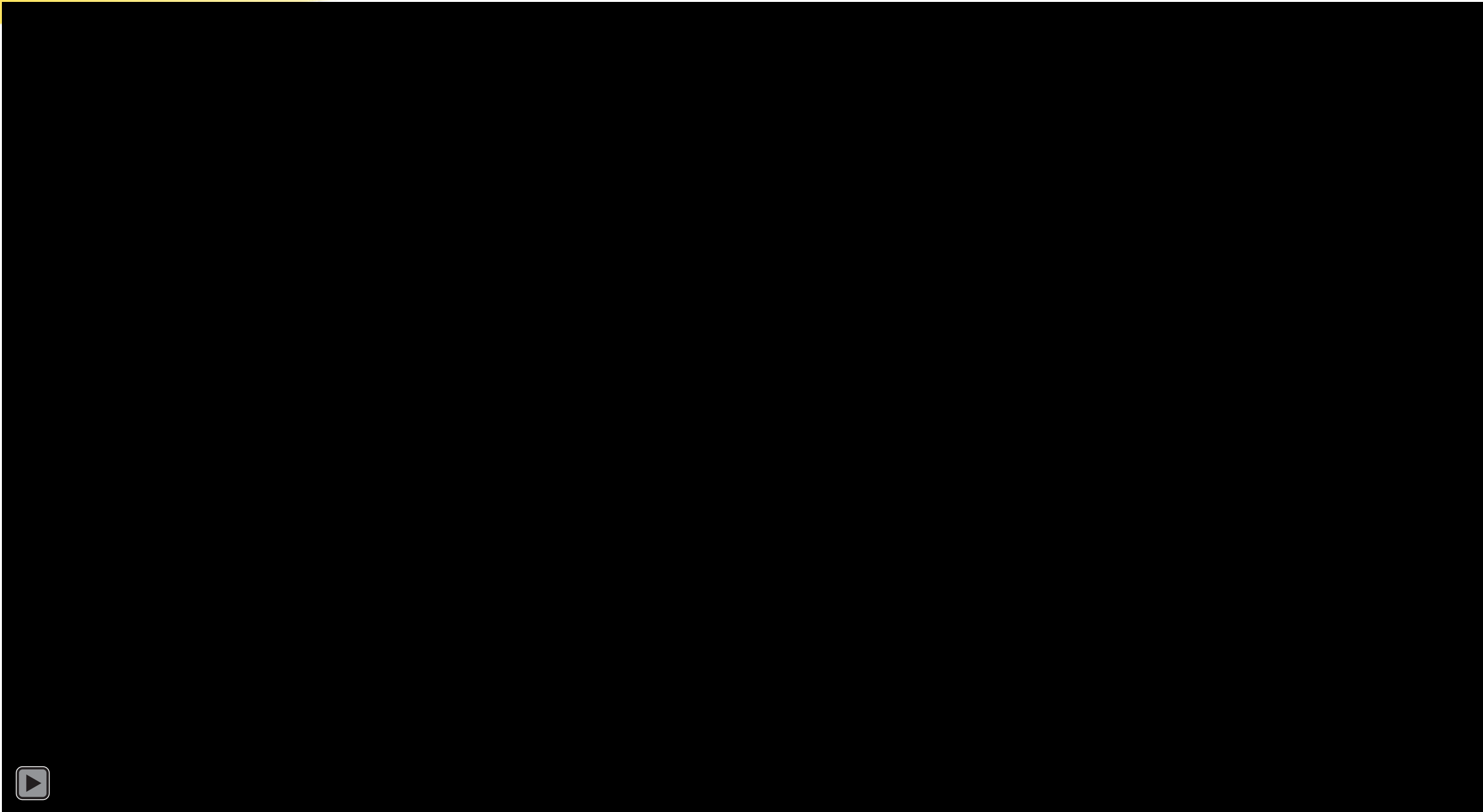
Increased Agency Involvement

- Rhode Island Turnpike and Bridge Authority
 - Converted gated cash gated lanes to AET to promote social distancing for staff and drivers
 - Kapsch reconfigured host remotely; RITBA performed installation – all in three weeks



Virtual Factory Acceptance Testing

- Create more involvement for all stakeholders, usage of remote tools to document success, and travel constraints mitigated.



Procurements

Evolving our processes to facilitate socially-distant business operations



> Digital Signatures and Corporate Seals

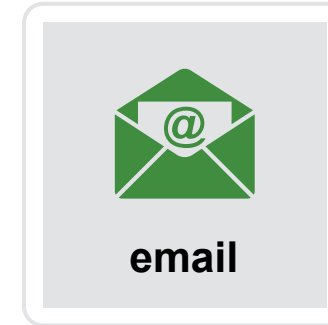
- Delegation of Authority Policy
- PNG files (blue/black)
- Vault/Approval process
- Reducing Notary dependency

> Virtual Orals (video and phone only)

> Electronic Submissions

- Portal Uploads, Email, Thumb drive submissions

> Ongoing issues remain with requiring paper payments for bid registrations, FOIAs, and proposal documents



The Future

Pros and Cons of continuing these new efficiencies

Pros

- > Electronic submissions
 - Environmentally friendly, healthy focused: less people required to gather in close proximity
- > Digital signatures (procurement submissions and contracts)
 - Helps with version control, business continuity, and document storage, (e.g. DocuSign, Eversign)
- > Flexibility with Installations – allows projects to adapt to schedule
- > Revised processes have resulted in project efficiencies and are being incorporated into ongoing practices
- > Cost savings for travel

Cons

- > Projects are taking longer
- > Loss of personal interaction and engagement to understand needs, see operations, to view issues in person
- > Phone only orals vs. video orals
- > Paper payments and notary challenges remain



upload



virtual orals



Thank you!

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