

# COVID-19 CATAPULTS AGENCY TO VDOT OF TOMORROW

From Proactive Planning to Prospering

Chief Deputy Commissioner Robert Cary, P.E. L.S.

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# VDOT + COVID-19



# COVID-19: VDOT's Response



## COVID-19 HITS THE U.S. ON FEB. 28

- VDOT starts strategizing potential impacts and response in January 2020
- Safety is always the top priority
- Focus: Protect workforce and the public

## AGENCY'S PROACTIVE PLANNING



- Monitor developments closely
- Review **C**ontinuity of **O**perations **P**lan which includes pandemic response

# VDOT + COVID-19: Our People

## NIMBLE AGENCY RESPONSE

Transitioned nearly 4,000 people to teleworking within two weeks



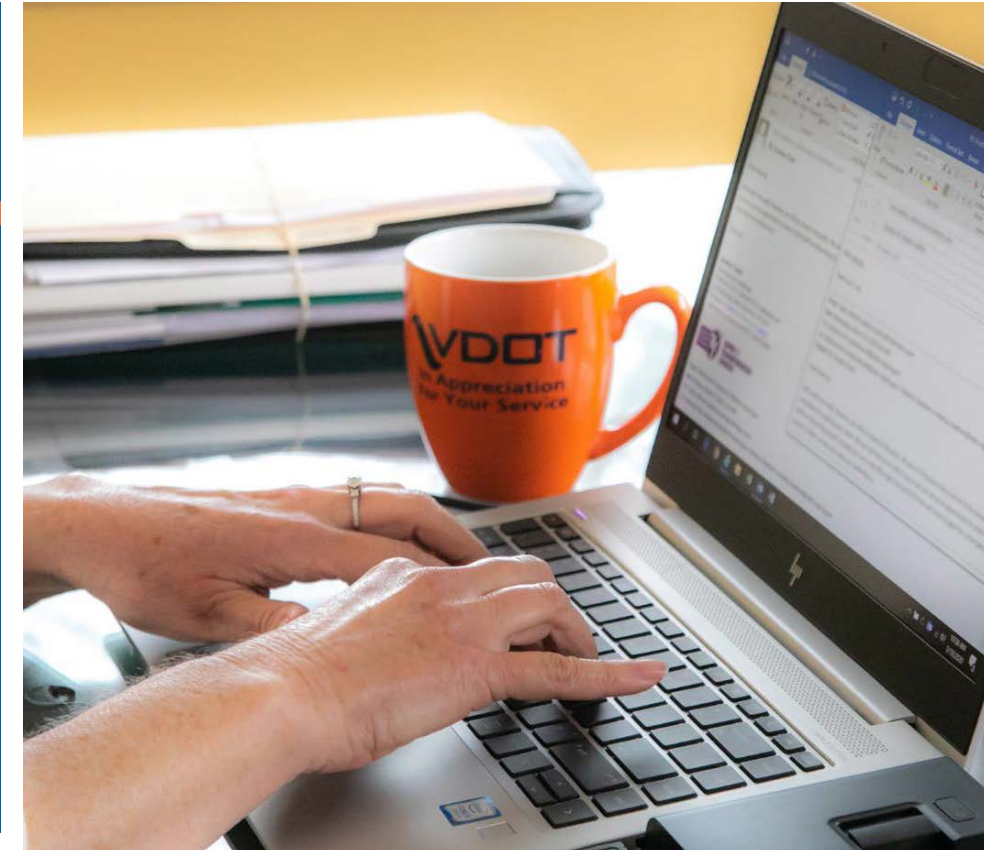
Adapted to latest guidance from CDC and VDH



Policy flexibility and updates



Developed + implemented lessons learned in real-time



# VDOT + COVID-19: Our People



## FIELD CREWS

- Social distancing in all facilities, vehicle and work sites
- Enhanced cleaning protocols
- Split shifts

## OFFICE STAFF

- Virtual meetings, online collaboration
- Travel restrictions



# VDOT + COVID-19: Our Work

## CONSTRUCTION

Ability to relax maintenance of traffic (MOT) requirements due to light traffic volumes



Flexibility in lane closures may result in project schedule improvements



Some impacts due to supplier shutdowns as a result of COVID-19



# VDOT + COVID-19: Our Work

## Public-facing facilities

### Toll Facilities

Electronic payment recommendation  
Temporary cash-manned toll removal  
Facility coordination



### Safety Rest Areas

Additional supplies  
Increased cleaning  
Remained open



### Ferry Service

Some services reduced  
Some services suspended  
Passenger remain vehicles  
U.S. Coast Guard



### Safety Service Patrol

CDC guidance related to social distancing  
Enhanced levels and frequencies of vehicle cleaning



# VDOT + COVID-19: Transition + Transformation

The VDOT of Tomorrow program launched in July 2019 focused on:



Prepare Our People

Modernize Our Methods

Empower Innovation



This forward look at VDOT's needs helped the workforce transition due to COVID-19

Further efficiencies and modernizations have been implemented since COVID-19 including:

Online collaboration tools

Paperless processes

Information security enhancements

Crowd-sourcing platforms

Workforce productivity

Virtual public involvement



# VDOT's Transition + Transformation



## PREPARE OUR PEOPLE

Developing our workforce to ensure needed skills are gained

- Offering updated courses and learning opportunities to support the mission, while addressing the new normal

TODAY



## MODERNIZE OUR METHODS

Updating processes and procedures to increase productivity + employee experience

- New ways of working:
  - Virtual collaboration tools
  - Modernized tech options
  - Paperless processes
  - Virtual Public Engagement

TODAY



## EMPOWER INNOVATION

Creating a culture that challenges the norm and finds ways to work safer, faster and better

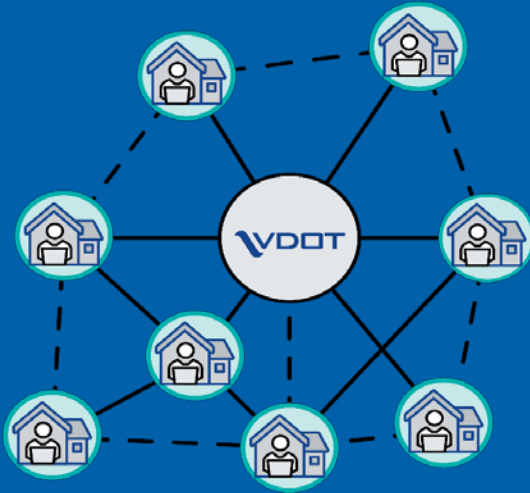
- Encouraging new ideas through crowdsourcing and feedback while demonstrating transparency

TODAY

# VDOT + COVID-19: Reconstitution + New Reality

## STAGE OF REOPENING

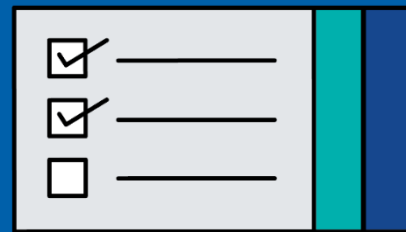
Currently in VDOT Stage 2 of the agency reopening



## LESSONS LEARNED

Accelerate modernizations

- Improve digital collaboration
- Streamline business processes like paperless solutions and telework



## CONTINUED IMPROVEMENT

Preparing the agency for the future with development and technology updates



## THE NEW NORMAL

Office staff will continue teleworking – goal = not more than 50%-60% of office staff working inside each office facility



# ADDENDUM

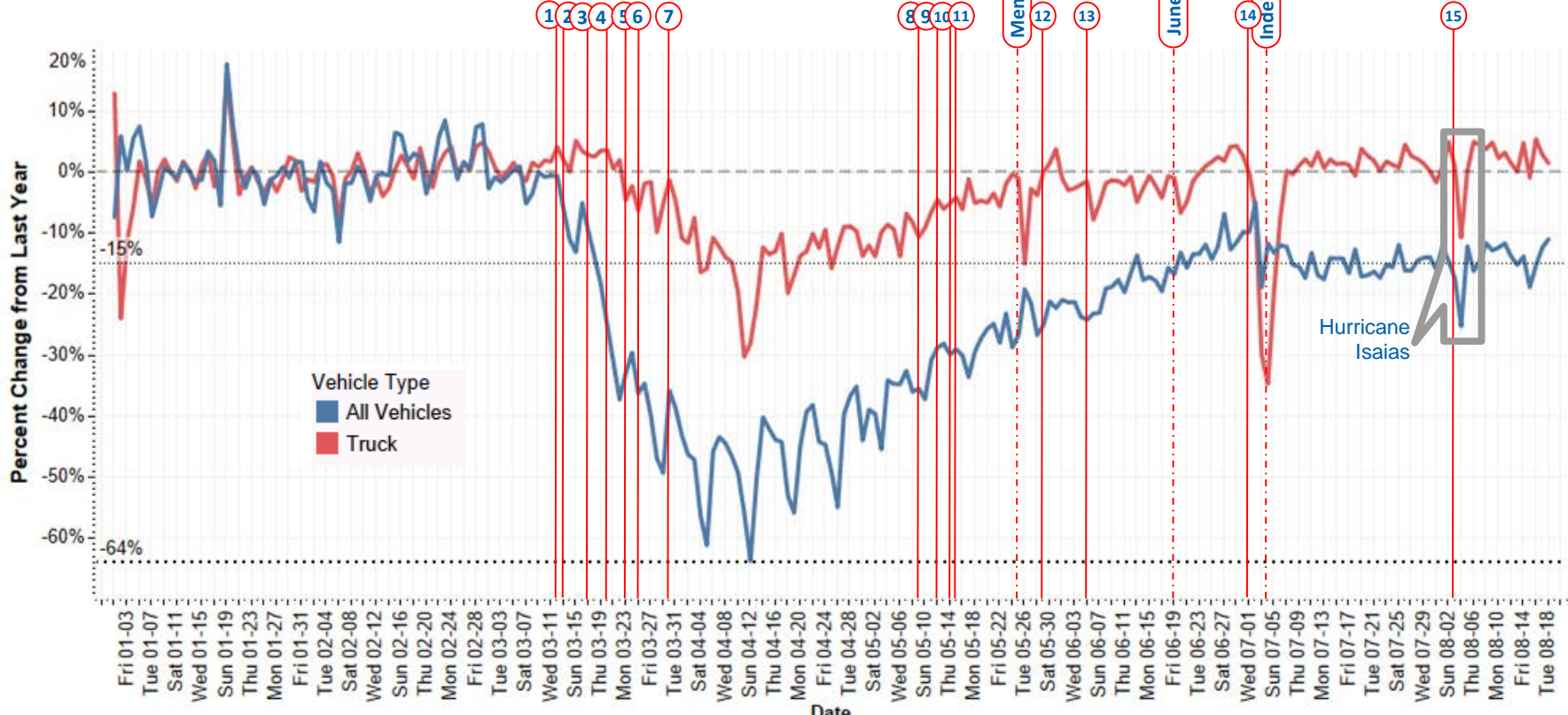
DATA

# COVID-19 Impacts Virginia

Date	Governor Action
3/12	Declares state of emergency
3/13	Closes schools for two weeks, beginning 3/16
3/17	Advises to avoid non-essential gatherings of more than 10
3/20	State agencies begin process of implementing telework where possible/applicable
3/23	Close - Schools for rest of school virtual, Non-essential business, Restaurants; No gathering more than 10
3/25	Directs hospitals to stop elective surgeries
3/30	Issues statewide stay-at-home order until June 10
5/09	Phase One will begin no sooner than Friday, 05/15
5/12	Delays Phase 1 for Northern Virginia Localities until 05/28
5/14	Delays Phase 1 for Accomack County and the City of Richmond until 05/28
5/15	Phase One Begins (NOVA, Richmond and Accomack in Phase Zero)
5/29	Phase One Begins for NOVA, Richmond and Accomack
6/05	Phase Two Begins (NOVA and Richmond in Phase One)
7/01	Phase Three begins for Virginia

# Volume Trends

## STATEWIDE DAILY VOLUME CHANGE



#	Date	Governor Action	#	Date	Governor Action
1	3/12	Declares state of emergency	9	5/12	Delays Phase 1 for Northern Virginia Localities till 05/28
2	3/13	Closes schools for two weeks, beginning 3/16	10	5/14	Delays Phase 1 for Accomack County and the City of Richmond till 05/28
3	3/17	Advises to avoid non-essential gatherings of more than 10	11	5/15	Phase One Begins (NOVA, Richmond and Accomack in Ph Zero)
4	3/20	State agencies begin process of implementing telework where possible/applicable	12	5/29	Phase One Begins for NOVA, Richmond and Accomack (rest in ph two)
5	3/23	Close - Schools for rest of school yr, Non-essential business, Restaurants; No gathering more than 10	13	6/05	Phase Two Begins, (NOVA and Richmond in Ph One)
6	3/25	Directs hospitals to stop elective surgeries	14	7/01	Phase Three Begins for entire Virginia
7	3/30	Issues statewide stay-at-home order until June 10	15	8/03	Additional Restrictions on the Eastern Region
8	5/09	Phase One will begin no sooner than Friday, 05/15			

