

DOING BUSINESS WITH CALTRANS

A View from the Outside

Doing Business with CALTRANS

Why Caltrans?

Steady work flow

Premier transportation agency owner

Experienced personnel

Statewide

Diverse size / type of work

Standard specifications

Leader in the industry nationwide for partnering

Doing Business with CALTRANS

- **So you want to do business with CALTRANS?**
- **www.caltrans.ca.gov/doingbusiness.htm**
 - **This is first step to building a foundation of working with Caltrans.**
- **Next step – do your homework.**
 - **Understand the process intimately because this is critical to long term success in doing business with Caltrans.**

Doing Business with Caltrans

□ Platinum Rules

□ Golden rule no longer applies “do unto others”

■ Now it's the platinum rules –

- Treat others the way they want to be treated.

□ Communicate!

■ Go beyond just “telling” –

■ SHARE – which includes both talking and listening in EQUAL amounts

□ Memorialize –

- No excuses for not getting it in writing (digital, snail mail, fax, pen & paper, carpenter pencil & plans). No confusion afterwards.

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□ Exercise your mind –

□ Keep it open and agile

■ TANGIBLE REWARDS:

- Rewards for viable concepts that save money (Cost Reduction Incentive Plan – CRIP)
- Re-sequencing to save time and related costs

■ INTANGIBLE REWARDS:

- Improved working relationships (walk a mile in my shoes)
- No preconceived “baggage” to work through each time you interact frustrating the process

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□ Check in –

□ Partnering

- Starts with a commitment to establish the same goals and rewards.

□ Weekly meetings

- Information shared timely so decisions are efficient and cost effective

□ Shared information (preferably in writing)

- No confusion about intention, direction or commitment

Doing Business with Caltrans

- **Close the Loop –**
 - **Measure the effectiveness of your approach on each project.**
 - **Take away the policies and procedures that worked best. Learn from your successes and your failures.**
 - **Share the information within your company so those lessons are not lost and your next project benefits**
 - **Have a “close-out” talk with Caltrans. Ask what you could have done better and what you did well. Share that information in your company.**
 - **Ask for letters of recommendation from Caltrans.**

Doing Business with Caltrans

- **What does the future look like?**
 - **More competition in the market, resulting in More options (and challenges) for Caltrans**
 - Why your firm?
 - **Tighter pricing, more risk**
 - How do you become more efficient and manage risk?
 - **More competition for funding projects, resulting in**
 - **Less, more selective (possibly bigger) projects**
 - **Creativity needed to get projects through the system.**

Doing Business with Caltrans

- **Take pride in being a Caltrans partner in constructing the infrastructure needed by the citizens of California**
 - **Attitude always exhibits itself in professional relationships**
 - **Assume the best – it is more likely to occur that way.**
 - **Prepare for the worst – no surprises**
 - **Complete the job: 10% = 90% 90% = 10%**
 - **This is harder than you think.**