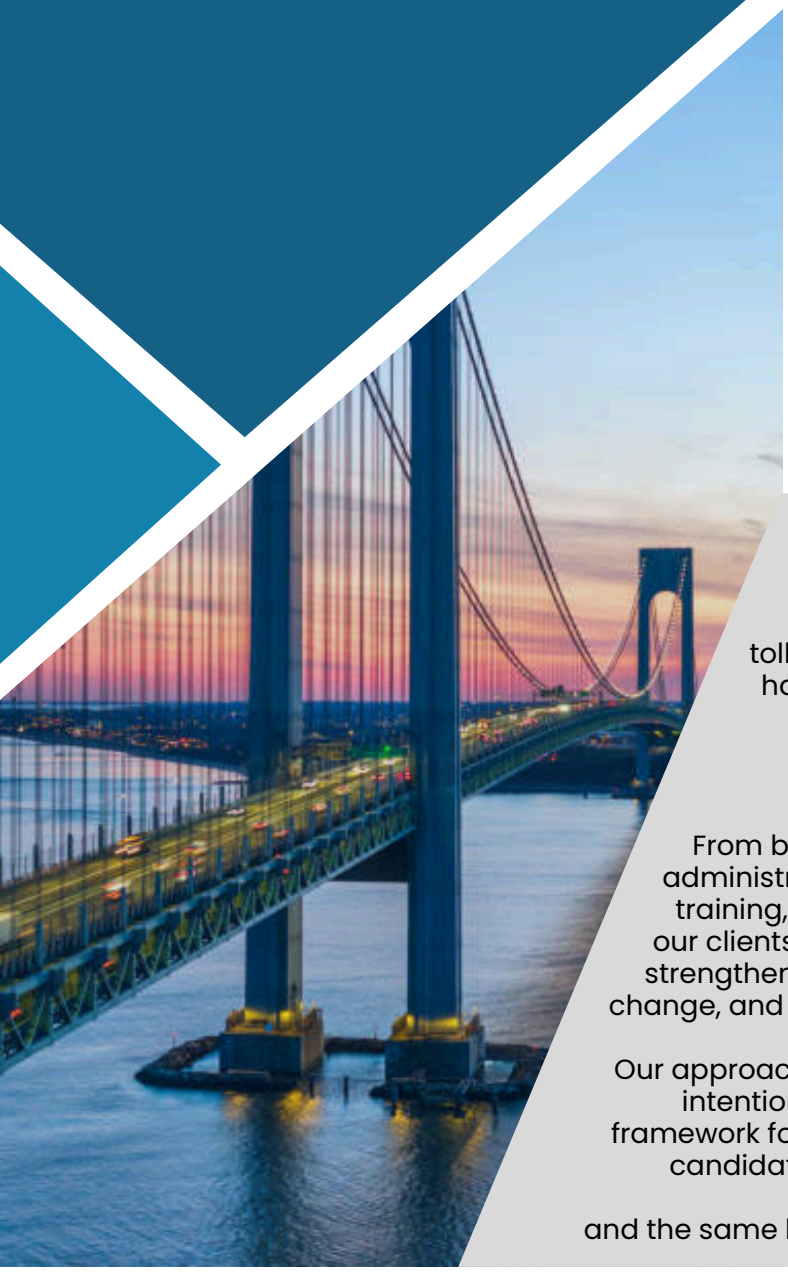
WOMEN OWNED CERTIFIED BY WOMEN'S BUSINESS ENTERPRISE NATIONAL COUNCIL

SBA WOSB Woman Owned Small Business

ADAPTATION®

STAFFING SOLUTIONS FOR THE TOLLING INDUSTRY

CAPABILITIES STATEMENT



Company Overview

Adaptation is a certified WBE, WOSB, and SBE staffing and management consulting firm specializing in the tolling and transportation industry. For nearly a decade, we have helped prime contractors and tolling operators build dependable, high-performing teams with skilled professionals who understand the demands of complex transportation operations.

From back-office operations and information technology (IT) to administration, quality assurance, inventory, documentation, and training, we provide flexible staffing solutions that can scale with our clients' needs. Our teams help maintain operational continuity, strengthen performance, support organizations through periods of change, and meet contract-compliance and supplier-diversity goals.

Our approach is built on a simple belief: successful staffing should be intentional, not improvised. The ADAPT Method is our proprietary framework for understanding each client's needs, identifying the right candidates, and placing the right talent in the right roles. It brings consistency and discipline to every engagement—and the same level of rigor our clients have trusted for nearly a decade.

Core Competencies in Staffing

- Business Analysis
- Back Office Operations
- Information Technology Support
- Software Maintenance Monitoring
- Customer Support Representatives
- Technical Writing
- Documentation, SOPs, Policy/Procedure
- Quality Assurance
- Training

SELECT CLIENTS

Tolling & Transportation

- LSIORB - Louisville Southern Indiana Ohio River Bridges (Riverlink)
- MDTA - Maryland Transportation Authority
- NJTA - New Jersey Transportation Authority
- NYC TBTA - Triborough Bridge and Tunnel
- OTIC - Ohio Turnpike Infrastructure Commission
- PANYNJ - Port Authority NY, NJ

State & Local Government

- NYC Administration for Children's Services (ACS)
- NYC Department of Corrections
- NYC Mayors Office of Contract Services - PASSPORT
- NYC Mayors Office of Contract Services - Discretionary Procurement
- NYS Power Authority
- NYS Department of Health - Affordable Care Act (ACA)
- NJ Department of Family & Children's Service

KEY DIFFERENTIATORS

- Our clients consider us "Implementation Insurance" due to the success they experience when we work with them to build their teams with skilled professionals.
- Our temporary staffing capabilities and method allow our clients to scale and meet critical deadlines and budgets.
- We provide ideas, solutions and training to support client teams throughout change and transitions.
- We excel at taking complex data and analytics and translating them into graphics and clear language for staff to understand and excel.
- As a small, diverse business group, we can respond quickly to our clients' requests and pivot swiftly.

SAMPLE PROJECTS

- NYC TBTA - Triborough Bridge and Tunnel
  Project description: Technical documentation, Software monitoring, Training
- NJTA - New Jersey Transportation Authority
  Project description: Temporary staffing, Training, Technical documentation, Customer services
- MDTA - Maryland Transportation Authority
  Project description: Customer Service Rep, Training, Temporary Staffing
- LSIORB - Louisville Southern Indiana Ohio River Bridges (Riverlink)
  Project description: Temporary staffing, Technical documentation
- City of Philadelphia Office of Innovation and Technology
  Project description: Temporary Staffing

NAICS CODES

- NAICS 541611 - Administrative and General Management Consulting
- NAICS 541612 - Organizational Development
- NAICS 541618 - Other Management Consulting
- NAICS 541614 - Process, Physical Distribution and Logistics Consulting Services
- NAICS 561110 - Office Administrative Services
- NAICS 561320 - Temporary Staffing Services
- NAICS 561320 - Customer Services
- NAICS 611430 - Professional and Management Development Training
- NAICS 611420 - Computer Training

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Learn More