



DEPARTMENT OF
BUSINESS & ECONOMIC DEVELOPMENT

ACCESS PERMIT STAKEHOLDER REVIEW GROUP

STEVEN FOSTER

DIVISION CHIEF

ACCESS MANAGEMENT DIVISION

April 5, 2012



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Anthony G. Brown
Lt. Governor



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INTRODUCTION

Highway Access Permit Stakeholder Review Group

...making it easier for businesses to do business in Maryland



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BACKGROUND

- **SHA Access Permit Process has evolved over decades**
- **Process involves many stakeholders and requires significant coordination with counties**
- **Different perspectives needed to evaluate and improve the process**



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GOALS

- **Improve the efficiency, clarity and consistency of SHA's access permitting process**
- **Maintain safety and operational integrity of the highway network**



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REVIEW

- **Assess the current procedures**
- **Review best practices nationwide**
- **Develop recommendations for new policies, procedures, regulations and potentially legislation**
- **Evaluate the use of technology**



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REVIEW

Committee Work Groups:

- **Local Coordination**
- **Submittal and Review Process & Traffic Impact Studies**
- **Customer Service**



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REPORT

Final Report by September 15, 2010

- **Recommendations for SHA and other agencies to improve timeliness, predictability and transparency**
- **Could involve policies, procedures, regulations, legislation**



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RECOMMENDATIONS

THREE PRIMARY CATEGORIES

- Improved use of technology and automation
- Improved communication/customer service
- Implementation of process improvements for improved efficiency



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RECOMMENDATIONS

IMPROVED USE OF TECHNOLOGY AND AUTOMATION

- **Develop a comprehensive database tracking system**
- **Develop a web based reporting system to allow applicants to track the status of submissions/dates over the internet.**
- **Develop a permitting system to allow all permit data submissions, payment of fees, and final permits completed electronically.**



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RECOMMENDATIONS

IMPROVED COMMUNICATION/CUSTOMER SERVICE

- Implement a “triage” process for initial project submissions
- Conduct scheduled meetings with each County
- Conduct Developer Project Scoping/Technical Review meetings
- Develop issue resolution process.



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RECOMMENDATIONS

IMPROVED COMMUNICATION/CUSTOMER SERVICE

- **Develop Education and Training on SHA's Access Permit Process for external customers and internal staff.**
- **Develop a customer service satisfaction measurement for the Access Permit Process.**



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RECOMMENDATIONS

IMPLEMENTATION OF PROCESS IMPROVEMENTS FOR IMPROVED EFFICIENCY

- Develop a comprehensive process flow chart for the review and permit process including for each county.
- Develop comprehensive “How To” manuals for each county to thoroughly explain the permit process and requirements.
- Develop submission checklists for items in an acceptable Traffic Impact Study, pre-permit submission, and/or final permit submissions.



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RECOMMENDATIONS

IMPLEMENTATION OF PROCESS IMPROVEMENTS FOR IMPROVED EFFICIENCY (Cont'd)

- **Improve communication early before the traffic impact study submittal and during the pre-permit engineering review process.**
- **Develop an expedited delivery system to accelerate review and processing on high priority projects.**



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RECOMMENDATIONS

STEPS ALREADY UNDERWAY

- Reinforce the turnaround times for review submissions and permit issuance
- Organizational changes
- Coordination with Chesapeake Bay Critical Area Commission (CAC)
- Consult with the Stakeholder Group and development community on Access Permit Fee Adjustments



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Questions?



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THANK YOU



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ACCESS MANAGEMENT DIVISION PROCESS IMPROVEMENTS

STEVEN FOSTER
DIVISION CHIEF

April 5, 2012



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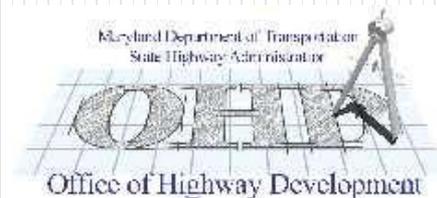
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CUSTOMER SERVICE FOCUS

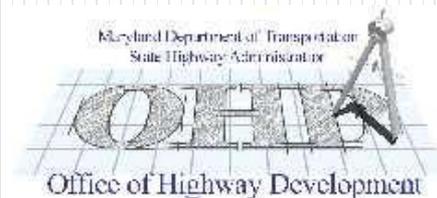
- **KEY ELEMENTS**
 - **RESPONSE TIMES ESTABLISHED**
 - **CONSISTENCY**
- **DEVELOPERS ASKED SHA TO KEEP THEM INFORMED**
 - **SHA TRACKING NUMBERS**
 - **DIRECT THEM TO WEB SITE, ANSWER QUESTIONS**
- **MARYLAND MADE EASY & FAST TRACK**





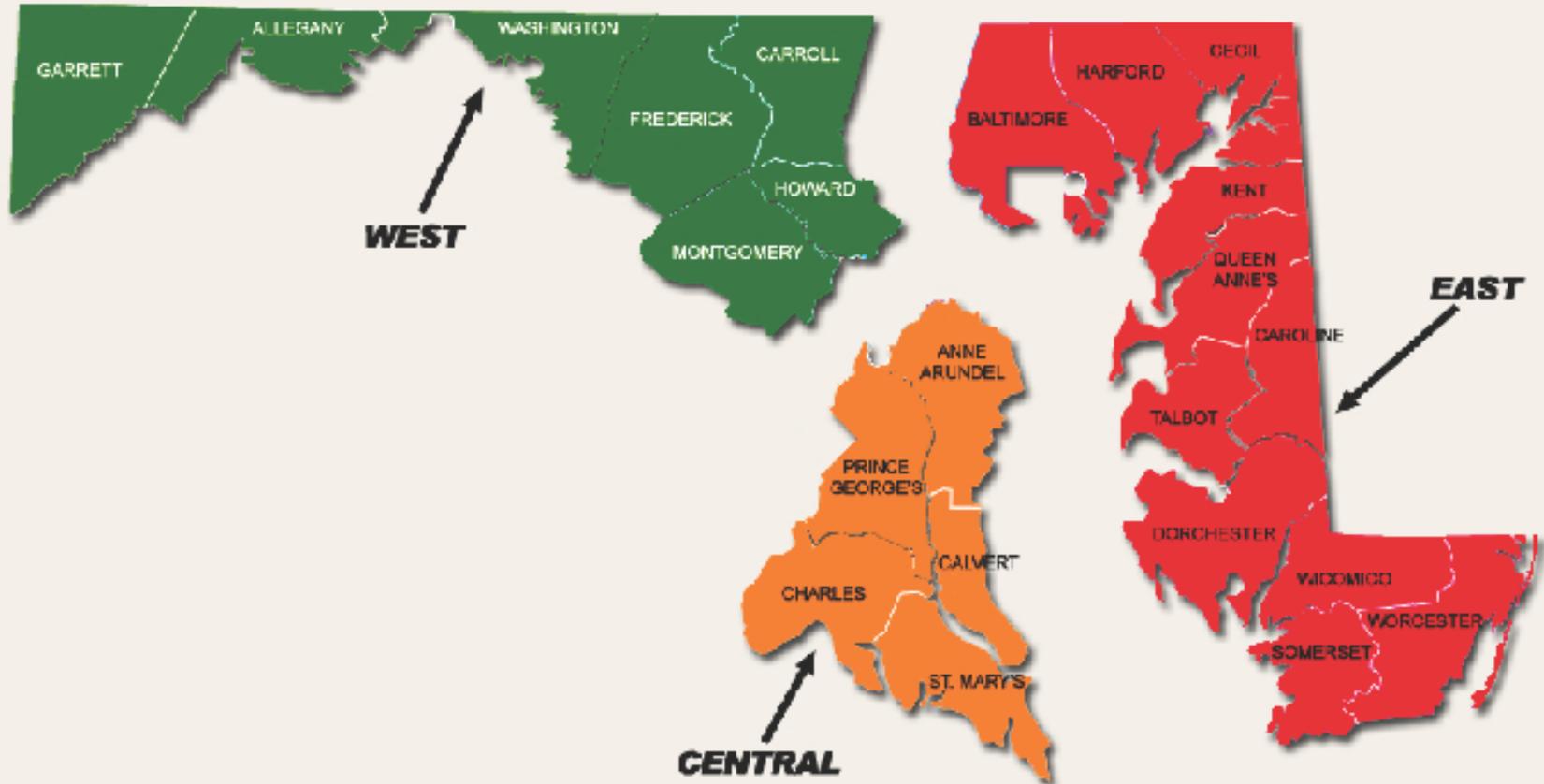
REORGANIZATION OF DIVISION

- **ESTABLISHED REGIONS**
- **OFFICE ENGINEER**
- **TEAM APPROACH**
 - **TECHNICAL REVIEW TEAM**
 - **DEVELOPMENT AND PERMIT REVIEW TEAM**
 - **PROJECT COORDINATORS/REVIEWER**
- **SINGLE POINT OF CONTACTS**



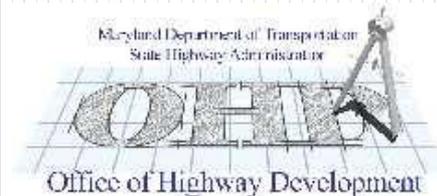


STATE HIGHWAY ADMINISTRATION ACCESS PERMIT REGIONS





- **DATABASE DEVELOPED AND IMPLEMENTED**
 - **SHA TRACKING NUMBERS**
- **IMPLEMENTED TRIAGE PROCESS**
 - **REDUCE NUMBER OF REVIEW CYCLES**
 - **INCOMPLETE SUBMISSIONS, MISSING INFORMATION**
- **PERFORMANCE TRACKING**
 - **BI-WEEKLY MEETINGS TO MONITOR STATUS**
 - **MONTHLY STATESTAT UPDATES**





- **WEB SITE CHANGES**
 - **ONLINE PROJECT STATUS PAGE**
 - **PLAN CHECKLIST**
 - **FINAL PERMIT APPLICATION**

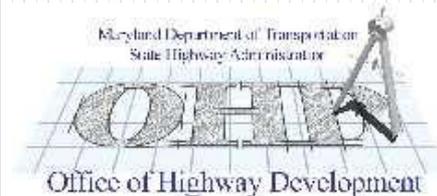
- **COMING IN 2012**
 - **PRE-PERMIT APPLICATION**
 - **STATUS OF PERMIT EXTENSIONS, ADDENDUM & RELEASES**





EDUCATION AND TRAINING

- **INTERNAL**
 - **REGULAR STAFF MEETINGS - DISCUSS ISSUES & DIRECTION**
 - **HOW TO MANUALS**
- **EXTERNAL**
 - **PERMIT CHECKLIST**
 - **ADA TRAINING**
 - **ACCESS PERMIT ELEMENTS**





PROCESS CHANGES

- **INCREASED COMMUNICATION**
 - **DRAFT LETTERS TO ENGINEERS - IMPROVE CLARITY**
 - **OTHER AGENCIES AT MEETINGS**
- **FLOW CHARTS**
 - **REFINE TIMELINES**
 - **MODIFY NARRATIVES**





FUTURE

- **ELECTRONIC SUBMISSIONS**
- **ONLINE INFORMATION SHARING**
- **EXPLORE ONLINE PERMIT SYSTEM**





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