



ACCESS PERMIT STAKEHOLDER RECOMMENDATIONS
STATUS REPORT FOR MAY 31, 2011

RECOMMENDATIONS	DESCRIPTION	BENEFITS	CURRENT STATUS
<i>Improved use of technology & automation</i>			
	Develop a comprehensive data base system to track & report progress on submissions	Timeliness Transparency	A working version of the database system was fully operationally for project data entry on all submissions effective April 1, 2011. Adjustments and refinements continue for improving the working characteristics to ensure data integrity, consistency for the web-based updates later this year, monitoring, and reporting opportunities. A draft of the internet web pages, search criteria and sample report were shared with the Stakeholder Task Force members for feedback on June 3, 2011. The report, draft web pages, and search interface are acceptable from their perspective. Revisions and enhancements will continue to improve functionality for the system. Tracking and monitoring of project data occur regularly to monitor workloads and data entry issues and timeliness of reviews. StateStat reporting of performance elements will be provided on a monthly basis beginning with reporting May 2011 performance data.
	Web based status reporting	Transparency Predictability	The reporting field information has been identified for a web based reporting system. A draft of the web pages, database search fields, and a sample report were provided to the Stakeholder Task Force in June 3, 2011 (ahead of schedule) with feedback that the report and interface are acceptable. The report elements include the SHA Project Tracking No., Route, Development name, type of submittal, project status, the date of the last submission and response dates, along with the reviewer's name and phone number. Additional data elements will be evaluated with feedback from the Task Force and potential inclusion in future versions of the reporting system as the needed.
	Development of electronic permitting system	Timeliness Transparency	The SHA has explored off the shelf permit software for sample format and information available in a system. The SHA will continue to explore other states to inquire about their permit systems by Fall 2011. The Department of Business and Economic Development (DBED) is leading an effort for Central Business Licensing (CBL) a "one-stop licensing" system in Maryland. The SHA has been active in the CBL evaluation and information sharing process with DBED's consultant about the SHA permit process. The CBL effort contemplates the SHA permit elements in Phase 2 of the CBL effort projected for as early as the end of 2013.



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<i>Improved communications customer service</i>			
	Submission Review "triage" process	Timeliness Predictability Consistency	A triage process was defined and continues to be refined through direction and discussion with the AMD Managers to improve the process and communication with developer representatives for full implementation by Fall 2011. Currently, project submissions are previewed for obvious missing data, or issues that may delay the SHA review. The developer's engineers are contacted for supplemental information and/or advised that the review will be held in abeyance until the missing information is submitted. The database will be adjusted to capture information about the triage process and number of projects submitted and those returned or delayed by an incomplete submission.
	Improved County Coordination	Timeliness Transparency Predictability	The SHA has included the County representative whenever possible in project specific meetings and discussions for a joint agency approach. All participants have provided feedback on the advantages of these combined meetings. Meetings were completed with local jurisdictions to inform them of staffing and organizational change. Several staff changes with supplemental consultant resources have been made toward a more effective organizational structure. The implementation of the Technical Review Team and Development and Permit Review Team were fully implemented in April 2011. Additional staff changes will occur over the next several months. The details for additional County meetings will be evaluated by Winter 2011 and this will provide the opportunity for refinement of coordination with each county.
	Improved developer coordination – standing developer project scoping/technical review meetings	Timeliness Predictability Consistency	A pilot project specific coordination meeting on a large complex project was held to evaluate structure, attendees and format for a typical meeting. To improve communication, the practice of project specific meetings was implemented on case-by-case basis to ensure clear direction and decisions are made in a timely manner. These coordination meetings continue to demonstrate the value of joint agency meetings early and continuously throughout the project. Drafts of SHA's response letters are regularly provided to the engineer on complex projects to confirm if they have questions or require SHA to clarify comments.
	Facilitation with other State/federal agencies	Timeliness	This continues as an on-going project specific effort as needed. The weekly Development Review meeting with the SHA Administrator is already in place and will be used to identify and prioritize issues that involve state agencies outside of the Maryland Department of Transportation.



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	Education & training	Timeliness Transparency Predictability Consistency	The education training sessions to provide ADA Training for consultant firms that perform developer design activities have reached out to over 50 people, including 35 firms and 4 counties. Additional training sessions will be scheduled statewide to assist firms in understanding and complying with ADA requirements. These sessions have been well received with the potential to identify additional topics for training. The timelines for the process flow charts are being evaluated to establish reasonable turnaround times. The internal “How To” manuals for each county were finalized in January 2011 to assist SHA staff in the coordination process. The manuals were distributed for all staff and placed on SHA intranet. With adjustments to the manuals, SHA will draft one overall process manual to share with our customers. Development of a user-friendly version will occur to assist customer and developer team members. The Traffic Impact Study (TIS) Guideline team was established to evaluate the TIS guidelines. The team met several times and progressed on draft changes to the guidelines. The SHA completed a review of the guidelines and through internal coordination discussions will resume activities in July 2011.
	Customer service performance measurement	Transparency	The customer survey questions will solicit feedback for comparison of yearly performance.
	Single Point of contact for applications	Predictability	The AMD single point of contact for all project coordination continues to be reinforced with customers. A single point of contact was also established in three of SHA review offices to improve internal communication and processing and is being expanded to the District by winter 2001. Additional single points of contact for other SHA review offices will also be established in 2011.
<i>Improved Process Efficiency</i>			
	Flow chart development	Timeliness Transparency Predictability Consistency	The flow charts are on the SHA web page and we continue to answer questions from customers about the processes and direct new customers to the website. Detailed narratives have been reviewed with minor modifications identified along evaluation of the flow chart turnaround times will be provided to the Stakeholder Task Force to finalize and implement the process changes by Fall 2011. This will assist SHA to refine reasonable and attainable response times. The response times are established at 45-days for a Traffic Impact Study, 30-days for a plan review submission (pre-permit reviews), and 21-days for processing competed permit packages.



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	"How-to" manuals	Timeliness Transparency Predictability Consistency	The internal "How To" manuals for each county were drafted by December 2010 and implemented in January 2011 to assist SHA staff in the coordination process. The manuals were distributed for all staff and placed on SHA intranet. With adjustments to the manuals, SHA will draft one overall process manual to share with our customers. Development of a user-friendly version will occur to assist customer and developer team members.
	Permit related checklists	Timeliness Transparency Predictability Consistency	Checklists have been completed and are being provided to customers as projects move through the review process. Based upon experience and questions, the next step will be to finalize the checklist to post online in the Summer 2011.
	Formalized discussions	Timeliness Predictability	Drafts of SHA's response letters are provided to the engineer on complex projects to identify if they have questions or require SHA to clarify comments. Initial feedback shows acceptance of this opportunity to improve communication and avoid interpretation problems.