RECOMMENDATIONS	DESCRIPTION	BENEFITS	CURRENT STATUS
Improved use of technology & automation			
	Develop a comprehensive data base system to track & report progress on submissions	Timeliness Transparency	A working version of the database system has been implemented with staff project data entry underway. Adjustments and refinements will occur to ensure data integrity and consistency of the working version. Evaluations will continue to identify revisions and enhancements to be fully operational by Spring 2011. Preliminary tracking of projects started for evaluation of reporting fields and other characteristics to monitor workload and data entry issues.
	Web based status reporting	Transparency Predictability	The reporting field information has been identified for a web based reporting system. The elements will include County, Route, Development name, project status, type and date of the project's last submission, and a projected response date. The data elements will be reviewed for an exporting format to share with the Stakeholder Review Group for feedback and revision by Summer 2011.
	Development of electronic permitting system	Timeliness Transparency	The SHA has explored an off the shelf permit software for sample format and information available in a system. The SHA will contact other states and continue to inquire about their permit systems by Fall 2011. The Department of Business and Economic Development (DBED) is leading an effort for "one-stop licensing" in Maryland. The SHA provided DBED's consultant information about the SHA permit process for the early evaluation phase of this effort.
Improved communications customer service			
	Submission Review "triage" process	Timeliness Predictability Consistency	A triage process is being defined through direction and discussion with the AMD Managers to refine the process for implementation by Fall 2011. Currently, project submissions are previewed for obvious missing data. The developer's engineer is contacted for supplemental information and/or advised that the review will be held in abeyance until the missing information is submitted.
	Improved County Coordination	Timeliness Transparency Predictability	The SHA has included the County representative whenever possible in project specific meetings and discussions. Meetings were scheduled with local jurisdictions to inform them of staffing changes. Several staff changes with supplemental consultant resources have been made toward a more effective organizational structure. Additional staff changes will occur over the next several months. The details for County meetings will be defined by Spring 2011 and this will provide the opportunity for coordination with each county.

ACCESS PERMIT STAKEHOLDER RECOMMENDATIONS
STATUS REPORT FOR JANUARY 2011

RECOMMENDATIONS	DESCRIPTION	BENEFITS	CURRENT STATUS
	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 an as needed basis to ensure clear direction and decisions are made in a timely manner. Drafts of SHA's response letters are 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.
	Education & training	Timeliness Transparency Predictability Consistency	The first education training session is scheduled in February to provide ADA Training for consultant firms that perform developer design activities. Additional meetings will be scheduled statewide to assist firms in understanding ADA requirements.The timelines for the process flow charts are being evaluated to establish reasonable turnaround times.The internal "How To" manuals for each county were drafted by December 2010 to assist SHA staff in the coordination process. The manuals will be finalized and distributed for all staff and placed on SHA intranet. With adjustments to the manuals, SHA can start to make one overall process manual. 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 and update them as needed. The team has met four times and is making progress on draft changes to the guidelines.
	Customer service performance measurement	Transparency	With approval of the Final Recommendation Report, the benchmark survey will sent out to collect feedback.
	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. Additional single points of contact for other SHA review offices will be established in 2011.

Improved Process Efficiency			
	Flow chart development	Timeliness Transparency Predictability Consistency	The flow charts are on the SHA web page and we have answered questions from customers about the charts. Detailed narratives have been reviewed with minor modifications identified along evaluation of flow chart turnaround times. This will assist SHA to establish reasonable and attainable response times. The updated flow charts and narratives will be shared with the Stakeholder Team for feedback to finalize and implement the process changes.
	"How-to" manuals	Timeliness Transparency Predictability Consistency	The internal "How To" manuals for each county were drafted by December 2010 to assist SHA staff in the coordination process. The manuals will be finalized and distributed for all staff and placed on SHA intranet. With adjustments to the manuals, SHA can start to make one overall process manual. 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. The next step will be to finalize the checklist to post online.
	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.