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# SHA 2016 Access Forum

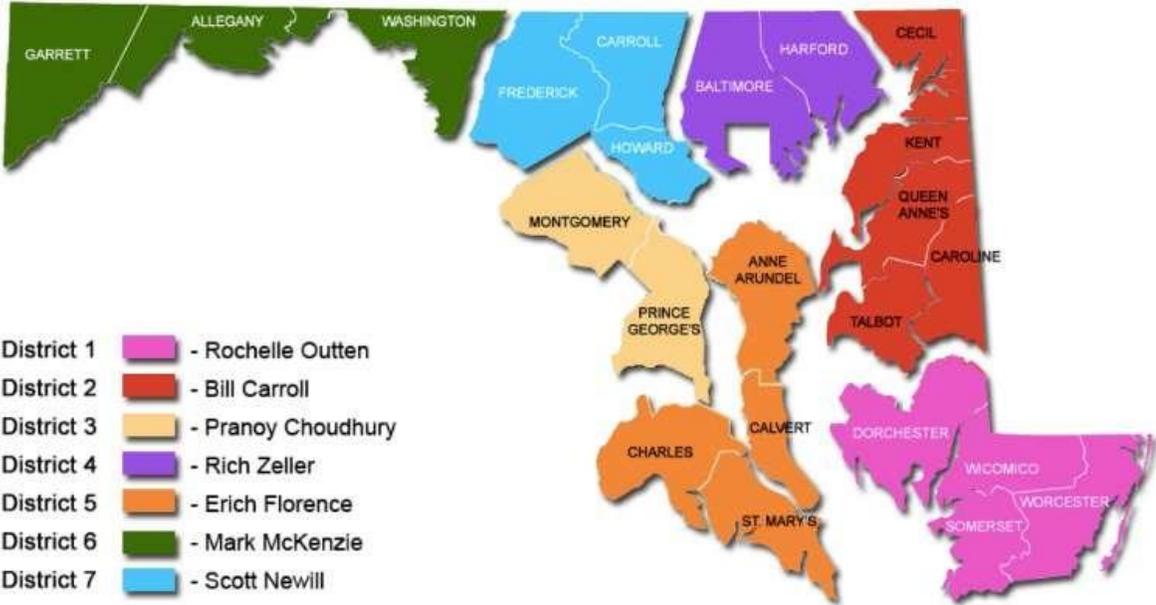
Executive Summary & Rollup Report

August 31, 2016

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## STATE HIGHWAY ADMINISTRATION ACCESS MANAGEMENT DISTRICTS



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## Introduction

The 2016 SHA Access Forum was a wonderful event. It took proper planning, necessary support, and a high level of execution to make this event the best yet. Below are the planning and support steps we took pre-conference:

1. 5 Pre-Planning Meetings with SHA, SHA Facilitators & Partners, and Facilitators & Support Teams via AACC.
2. Virtual Facilitator Meet-ups (Recorded)
3. 2015 Research and Lessons Learned
4. Surveys and Interviews
5. On- and off-line collaboration with all parties, customers, partners

Without these multiple activities, the 2016 SHA Access Forum would not have been a complete success.

## Forum Results

On Tuesday, August 2, the 2016 SHA Access Forum commenced with 70+ people in attendance. The agenda consisted of three (3) morning mini-sessions in the general session, followed by six (6) breakout groups. The breakout groups each lasted just over an hour, and resulted in 1-2 collaborative challenges and possible solutions from each group. The groups consisted of SHA representatives (SMEs), customers, partners, and a facilitator for each group. These groups ran concurrently, and met to gather results during lunch to determine consistency.

After lunch, the general session reconvened with the 'report-out' of each group, to then tally into 1-2 collaborative challenges and possible solutions, with actions, to take forward into the 2017 calendar year for SHA and its customers. Those three (3) major themes were categorized as:

1. Communication and Collaboration: The Main Opportunities
2. Process Improvement: Sustainability
3. Culture Development: Creating a Culture of Collaborative Accountability

The following chart details the priority tasks, timelines and accountabilities for each theme as agreed to by the Forum participants.

## 2016 SHA Access Management Forum

*Major Areas of Commitment:  
Communication, Process Improvement, Culture Development*

Theme (in order)	Priority	Area of Commitment	Accountabilities / Volunteers	Timeline
<b>Communication &amp; Collaboration: The Main Opportunities</b>	1	SHA will post the revamped access manual and monitor feedback; feedback will be open to everyone in the customer community.	Accountability partners:  Kraig Walsleben, Ken Briggs, Greg Leck, Mary Gibs, Glen Cook, Mike Nalepa	Posted 8/29; customers can comment thru 10/15; SHA to respond as deemed necessary by 12/31
	2	SHA will collaborate with accountability partners to produce a set of project criteria to be referenced in determining the need for a pre-application meeting. The pre-application meeting will establish project scope and set expectations.		Within 6 months of the forum
<b>Process Improvement: Sustainability</b>	1	SHA will work with accountability partners to create a plan to align access management review timeframes with timeframes corresponding to the local public agency development review approval process.	Accountability partners:  Ed Richs, Olivia V., Tom James, Andrea L., Rejan M.	Within 6 months of the forum
	2	SHA will work with accountability partners to explore the creation of a self-certification review process by the local public agency (LPA). The certified review would delegate to the LPA the authority to review and approve proposed work within the State's right-of-way subject to the process criteria being met for the project of interest.		Within 9 months of the forum
<b>Culture Development: Creating a Culture of Collaborative Accountability</b>	1	SHA will keep all stakeholders informed of on-going process updates, improvements, and changes throughout the year, including, but not limited to: 1. Staff changes; 2: Process Changes; 3. Education and Training / Collaboration Opportunities. The updates will be provided via an email containing a hyperlink directing the recipient to the updated Access Management webpage.	SHA HQ and Districts	Within 2 weeks of pertinent changes / updates / etc.
	2	SHA will work with stakeholders to create a customer service oriented survey. A request to complete the survey will be sent to the applicant on a project-by-project basis at the time of permit issuance. Feedback from the applicant community will be compiled and utilized to further improve the access permitting experience.	SHA Districts and Customers	Within 6 months of the forum

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In conclusion, SHA's planning and openness made the 2016 Access Forum a success. Participants indicated that the transparency, accountability, and on-going dialogue through focus groups, lessons learned, training opportunities, and other communication which SHA can frequently provide throughout the year will sustain this sense of collaboration. While the customers appreciate the strides that SHA's Access Management group has made, they want to continue to see these improvements trickle through each District of Access Management and through other departments within SHA.

Submitted by,  
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