



DEPARTMENT OF  
BUSINESS & ECONOMIC DEVELOPMENT

# ACCESS PERMIT STAKEHOLDER REVIEW GROUP

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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<sup>th</sup>

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



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# DRAFT 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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# DRAFT 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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# DRAFT 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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# DRAFT 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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# DRAFT 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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# DRAFT 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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# DRAFT RECOMMENDATIONS

## STEPS ALREADY UNDERWAY

- Reinforce the turnaround times for review submissions and permit issuance
- Organizational changes to improve efficiency and customer service
- 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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# ACCESS PERMIT STAKEHOLDER REVIEW GROUP

THE DRAFT REPORT, THIS PRESENTATION AND OTHER  
INFORMATION RELATED TO THE ACCESS PERMIT  
STAKEHOLDER REVIEW GROUP IS AVAILABLE ON SHA'S  
WEB SITE.

<http://roads.maryland.gov/Index.aspx?PageId=57>



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## Questions?



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# THANK YOU



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