Access Management

Dave Coyne – Deputy Administrator/Chief Engineer for Operations
Mark Crampton – District Engineer – District 7
Joe Katzenberger – Access Support Team, Office of the Chief Engineer
Decentralization

- Decentralized last July
- Small team remains at headquarters to provide support to district staff
- District Engineers have ultimate authority
2015 Access Management Forum

- Held an Access Management Forum last August
- Nearly 100 participants came together for an entire day
- Operational and policy changes were requested and SHA has been working to implement them
9 initiatives to cover...
Customer Service Training (1/9)

- We held a “Customer Experience Training” on December 8\textsuperscript{th}
- To create something more job-specific we asked Anne Arundel Community College (AACC) to do a focus group
- AACC will design and lead a second training around their findings
Improving Communication Methods, Style, Tone (2/9)

- More personable and collaborative
- Phone calls and/or emails rather than official comment letters
- “Get to yes”
- Including the names of those making the comments in the comment letters
Proposing to Reduce the Inspection Fees (3/9)

- Currently 15% of neat cost, proposing to reduce to 7.5%
- Potential to keep hundreds of thousands of dollars in permittees’ pockets rather than in temporary SHA accounts
Developing a New Access Manual (4/9)

- Significantly reducing size and complexity
- Referencing AASHTO, MUTCD, and the TRB Access Manuals
- Wiki-style, web-based
Revising Review Paths (5/9)

- District 7 staff led a Project Type Team consisting of SHA, county government, and private industry
- Strictly limiting the number of offices reviewing
- Clearly identifying “advisory” comments

“Well, sure, it looks complicated...”
Aligning TIS Requirements with Counties and Municipalities (6/9)

- County government-owned process
- Impossible to devise a set of requirements that would fit statewide
- Trade some inconsistency between the districts for a streamlined, navigable process within each district
Incorporating Practical Design into Access Management (7/9)

- District 4 staff are leading a Practical Design Team consisting of SHA, county government, and private industry representatives
- Will be incorporated into larger, SHA-wide Practical Design
Using Technology to Open Up and Share Information (8/9)

- Bentley Systems ePlanReview
  - E-submittals
  - Transparency
  - Track Progress
  - Report Performance
- Testing began yesterday

**What is the Bentley Electronic Plan Review Process?**
- Plans are created by engineers and developers using CAD and BIM software.
- Plans are uploaded into Bentley Plan Review for transmittal to the agency.
- Bentley Plan Review automatically distributes plans to review departments.
- Plans are reviewed and marked up ON-LINE using mark-up software.
Disseminating Access Management Changes and News (9/9)

- Districts 6 and 7 led the team to develop push *and* pull strategies
- Push information out to a group of customers who have asked to receive it
- Post the information in a publicly-accessible, dedicated place from which interested customers can pull it at will
- Incorporating this function into ePR
2016 Access Management Forum

- All day on Tuesday, August 2\textsuperscript{nd}
- Maritime Institute, Linthicum Heights
- Showcase of major changes
- Guided feedback session to identify new opportunities for improvement
Thank you!

Questions/Comments?