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 8th

▶ 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
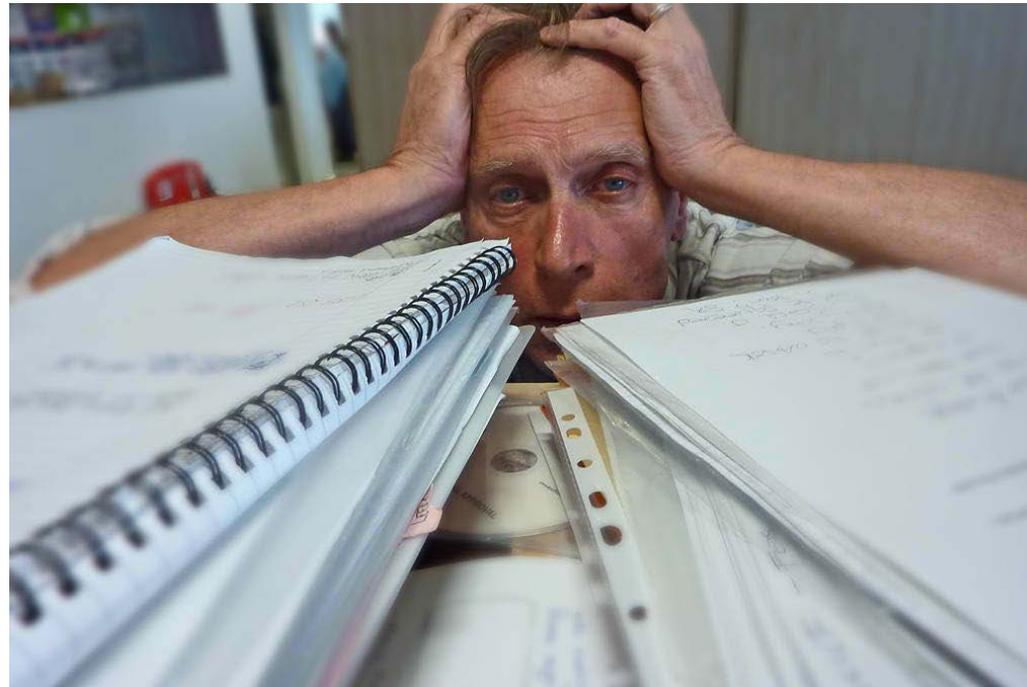
Revising Review Paths (5/9)

- 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
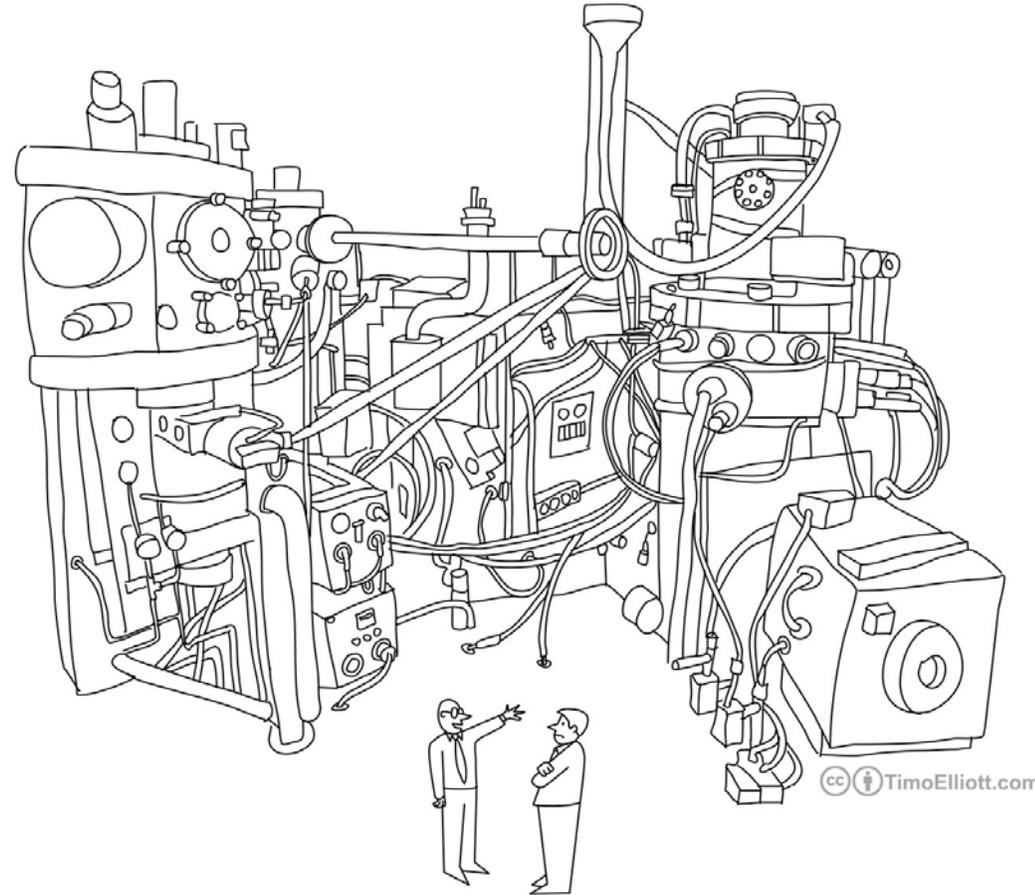
"Well, sure, it <u>looks</u> complicated..."

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

▶ 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 in to 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.

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Bentley

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 2nd

- Maritime Institute, Linthicum Heights

- Showcase of major changes

- Guided feedback session to identify new opportunities for improvement

Thank you!

Questions/Comments?