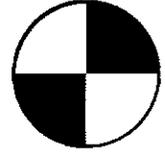




Highway Division Maintenance and Operations Operational Notice



NUMBER MG14-03	SUPERSEDES New	EFFECTIVE DATE 5/15/08	CANCELLATION DATE Until further notice
SUBJECT Guidelines for District Approach Road Permitting Services		ISSUING BODY  Maintenance and Operations Leadership Team (MLT)	

PURPOSE The purpose of this notice is to establish guidelines for District Office access permitting services throughout the state to ensure high levels of customer service and compliance with OAR Chapter 734, Division 51 timelines.

SCOPE This Notice applies to activities and procedures performed under OAR 734-051.

RATIONALE The department's administration of approach road permitting is an important area of customer service. Processing approach road permit applications brings department staff into daily contact with citizens, local governments, and businesses all around the state. In addition, the administrative rules governing requirements and procedures for approach road permits contain specific timeframes and milestones that the department is required to meet.

The Legislature has consistently shown a keen interest in the department's performance in meeting these timeframes and periodically requests that department to report its performance. In 2004, the Legislature approved additional FTE for access management based on the department's commitment to continuous improvement in customer service.

For these reasons, it is imperative that the maintenance business line establish guidelines and accountabilities for administration of OAR 734-051. At the same time, managers need flexibility and control in determining how to best use the available resources to accomplish work in an effective and efficient manner. Therefore, this Notice prescribes only a minimum level of process and procedures.

STATUTES, RULES, POLICIES AND MANUALS

STATUTES: ODOT has statutory authority to regulate accesses onto the state highways in a manner that provides abutting land owners reasonable access to their land. ORS 374.305, 307, 310 and 312 provide the regulatory framework for ODOT's authority to permit access.

RULES: OAR 734-051 is the administrative rule that specifies legal requirements and procedures for access management. It sets forth criteria, timelines, authorities and procedures related to administration of approach road permits.

POLICY: Goal 3 of the 1999 Oregon Highway Plan delineates the Department's principle access management policies.

ACCESS MANAGEMENT MANUAL: Volumes 1, 2, and 3 provides guidelines and instruction for administration of OAR 734-051. Volume 3 is a user guide to the Central Highway Approach/Maintenance Permit System (CHAMPS). CHAMPS is the database and computer program for processing approach road applications.

MANAGEMENT ACCOUNTABILITIES

Region Manager -- OAR 734-051 specifies authorities and responsibilities of the Region Manager for an Application for State Highway Approach. OAR 734-051-0040(54) defines the Region Manager as "the person in charge of one of the Department's Transportation Regions or designated representative."

The Region Manager is accountable for designating, in writing, a representative for the purpose of carrying out the authorities and responsibilities of OAR 734-051. For state highway approach applications, the Region Manager typically delegates these authorities and responsibilities to the District Manager. (See template attached.) Only the Region Manager may designate a representative to act on his/her behalf under OAR 734-051. The District Manager may not authorize anyone else to act as the Region Manager's designated representative in administration of OAR 734-051.

District Manager (DM) -- The DM is accountable for establishing District office procedures for processing approach road applications consistent with his/her authority a delegated representative of the Region Manager.

The DM is accountable for consultation with others, as appropriate, to obtain the necessary technical, administrative, legal, or other guidance and expertise as may be needed to make sound decisions and exercise the Region Manager's authorities in a responsible manner. Actions taken pursuant to these authorities that constitute the practice of engineering as defined in ORS 672 and OAR 820 must be performed by a licensed professional engineer (P.E.). Questions regarding the need for a P.E. signature or stamp should be referred to the Region Access Management Engineer or the Statewide Access Management Program Manager.

The DM is accountable for establishing expectations for District office staff consistent with this Notice and for monitoring performance related to OAR 743-051 timelines.

GUIDELINES FOR STANDARDS OF PRACTICE

The department's goal is to achieve 100% compliance with the timelines specified in OAR 734-051 for approach road permits. The standards of practice prescribed below are intended to support this goal. These standards may be modified as needed to fit specific District office resources and workload. However, Districts that significantly depart from these practices need to demonstrate strong performance in meeting the department's compliance goal.

Districts will regularly conduct permitting staff meetings, at least once monthly, to coordinate and review work on approach road applications. Either the DM or ADM will attend each meeting. An agenda should be developed for each meeting to include items such as CHAMPS reports, application timelines, workload issues, deliverables, customer service, and problems that may be impeding performance. At least quarterly, these meetings will be used to review CHAMPS reports for performance related to Division 51 timelines. Contact the CHAMPS administrator if assistance is needed in generating these reports.

Districts will ensure that office staff processing permits are knowledgeable about the importance of meeting targeted timelines in the application process. Employee performance plans and evaluations will include expectations and accomplishments related to meeting timelines.

Districts will regularly assess the training needs of permitting staff and take action to address those needs. One-on-one training can be arranged with staff of the Statewide Access Management Program office. Other training and learning opportunities include the CHAMPS Users Group (CHUG) monthly teleconference, joint training opportunities with other Districts, and formal workshops sponsored by the Office of Maintenance or the Statewide Access Management Program office. A training program should be developed for all new permitting staff tailored to their specific needs and responsibilities.

The Maintenance and Operations Leadership Team will work with the Districts and the Statewide Access Management Program office to develop survey methods of measuring and reporting customer satisfaction. Districts will take action to address areas needing improvement as identified in survey results.