

Record and Entrance Plan Service Efficiency Blitz Leadership Summary – October 2025

Purpose & Strategic Context

The Record and Entrance Plan processes provide detailed review and approval for residential and commercial land use projects to ensure they meet the State’s regulatory requirements for site conditions prior to construction. In October 2025, a Service Efficiency Blitz (SEB) led by DelDOT’s Development Coordination, Traffic Engineering, and Central District Maintenance and Operations sections, along with a local engineering firm, examined the customer journey and performance of the Record and Entrance Plan processes. The effort and resulting actions align with Governor Meyer’s priorities on streamlined permitting and affordable housing, as well as support the broader mission of the State of Delaware surrounding operational efficiency.

Primary Customers that Derive Value from the Program

- **Developers** (focused on predictable, understandable, and timely processes), the **traveling public** (focused on safe and efficient travel on Delaware’s roadways), and **citizens** (focused on maintaining infrastructure and sound economic development opportunities)

SEB Results

- ✓ Designed a modified “recheck lane” process coupled with a streamlined peer review for record and entrance plans that meet minimum requirements, which will allow for an expedited path for land use development saving nearly one million dollars annually
- ✓ Began evaluating and setting standards for over 15 time-consuming legal agreements used by various DelDOT sections beginning with the drafting of a concurrence letter to replace an existing Traffic Signal Agreement which is estimated to save an additional \$1.3M annually
- ✓ Established objective criteria for plan comments from multiple DelDOT sections and set forth a goal to update the Roles and Responsibilities Memo that will clarify areas of focus and cut down on staff and developer time wasted on clarifying needs from either party

Metrics	Outcomes	Annualized Cost Savings
Rework Reduction by Implementing a “Recheck Lane” for Eligible Projects with Streamlined Peer Review	Eliminates minimum of 9 out of 26 days per review cycle when recheck lane option is used compared to original process (35% of rework time eliminated)	196 eligible rework instances annually (70% of total projects) x 9 fewer days = 1,764 days saved 13,230 hours x \$75 hourly rate = \$992,250 in savings annually
Efficiency and Predictability of Agreements	Reducing the Use of Traffic Signal Agreements through increased Use of a Less Time and Labor Intensive Traffic Signal Concurrence Letter Saving up to ~\$1.3M annually	CY2024 Current State Stats: Approximately 90 total Traffic Signal Agreements developed or implemented taking ~2 months per agreement to negotiate and complete Potential New Process: With a 70% reduction through the use of concurrence letters, Traffic Signal Agreement totals could be reduced to ~35 annually - taking 2.5 weeks [93.75 hours] instead of 2 months [300 hours] = ~206 hours saved per project

The Record and Entrance Plans’ SEB affirms the State’s commitment to government efficiency—a focus on eliminating waste, streamlining service delivery, and prioritizing execution over excuses for our customers

Metrics	Outcomes	Annualized Cost Savings
		Cost savings: \$100 hourly rate x 206 hours (~1 and 1/2 months) = \$20,600 saved per agreement \$20,600 per agreement x 65 fewer agreements annually = ~1.3M in total estimated savings <i>Streamlining of additional agreements, and consideration for impact fee models would generate additional cost savings in the future</i>
Standardization and Objectivity of Comments from DelDOT Sections	Established newly aligned criteria in an updated memo that ensures plan comments are measurable and cited according to a specific regulation	Improved predictability and time savings through fewer rework cycles and staff/developer time involved in clarifying and modifying comments between parties

Strategic Bets and Additional Process Improvements

- Restructure DelDOT's decision making authority across the organization to streamline conflict resolution
- Utilize Development Coordination consultants for traffic review items
- Evaluate, rationalize, and consolidate 14 additional DelDOT agreements that consume significant time and provide unpredictable outcomes for the agency and developers
- Streamline and reduce required record and entrance plan elements while maintaining safety and quality standards

Vision for the Future

- Assess the potential for impact fees for certain aspects of record and entrance plan processes that would provide strategic resources to DelDOT for comprehensive development practices
- Empower DelDOT's Development Coordination section to provide leadership across the department's land use development processes to ensure efficient, synchronized, and high quality record and entrance plan approvals are delivered to customers

Leadership Action Required

- ❖ Reinforce alignment with Governor's priorities on affordable housing and business permitting efficiency
- ❖ Champion transformation of Record and Entrance plan processes, as well as additional permitting processes by sponsoring subsequent SEBs
- ❖ Prioritize resources toward the implementation of strategic initiatives

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