



## Traffic Impact Study (TIS) Service Efficiency Blitz Leadership Summary – September 2025

### Purpose & Strategic Context

The Traffic Impact Study (TIS)/Traffic Operational Analysis (TOA) processes provide traffic analysis and safety recommendations across Delaware for land use development projects of a certain size and scale. In September 2025, a Service Efficiency Blitz (SEB) led by the TIS Section of DelDOT and the Government Efficiency and Accountability Review (GEAR) occurred to examine the customer journey and performance of the TIS and TOA processes. The effort and resulting actions align with the Governor's priorities on streamlined permitting and affordable housing.

### Primary Customers that Derive Value from the TIS Program

- **Developers** (Large Firms & Small Businesses), the **traveling public** (Safety and Quality Levels of Service on Roadways), **taxpayers** (Maintaining Infrastructure, Safety, and Sound Economic Development), & **local governments** (Municipalities & Counties)

### SEB Immediate Results

- Eliminated 3 business days from overall TIS/TOA processing time (from 96 to 93 days)
- Consolidated two internal process steps into one step that is projected to reduce rework by 33% - saving \$112,500 annually
- Improving customer and DelDOT alignment through additional checklists being implemented

Metrics	Outcomes	Annualized Cost Savings
Overall TIS/TOA Process Time	<b>-3 fewer business days</b> (from 96 to 93 days maximum)	\$1,687.50 per project x 25 projects per year = <b>\$42,187.50 saved annually</b>
Rework Reduction by Consolidating Traffic Counts and Preliminary TIS Report Steps	2 Steps Consolidated Into 1 Step <b>(33% of rework instances potentially reduced or eliminated)</b>	12.5 days per rework cycle x 16 fewer rework instances annually = 200 days saved (or 1,500 work hours) <b>1,500 hours x \$75 hourly rate = \$112,500 in time savings</b>
Customer Satisfaction and Internal Process Flow	<b>New critical items for submission checklists available online</b>	Added value to be generated through <b>customer/DelDOT alignment earlier in TIS/TOA projects, reduced inquiries &amp; rework (cost savings to be evaluated six months after implementation)</b>

### Vision for the Future

- Increase the use of DelDOT "Option B" through improved marketing, whereby the TIS team conducts all analysis (Option B saves at least 3 months of time based on data reviewed to date)
- Launch "TIS 2.0" and modernize tech tools, implement process efficiencies in the Planning Development Coordination Application (PDCA), and refine the TIS statute if needed

### Leadership Action Required

- ❖ Reinforce alignment with Governor's priorities on affordable housing and business permitting efficiency
- ❖ Champion TIS transformation and for additional permitting processes by sponsoring subsequent SEBs
- ❖ Prioritize engagement from existing resources toward the implementation of strategic initiatives

*The TIS 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*