



City of  
**PORTLAND, OREGON**

Development Review Advisory Committee

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## **DRAC Process Improvement and Technology Subcommittee**

### **MEETING NOTES**

**July 16, 2019**

**Subcommittee Members Present:** Sean Green, Kate Holmquist, Holloway Huntley, Jennifer Marsicek, Suzannah Stanley, Lauren Zimmermann

**City Staff Present:** Matt Wickstrom, BDS

**Subcommittee Members Absent:** None

#### **Summary of Topics Discussed:**

- Function of the subcommittee – The subcommittee discussed the overall function of the subcommittee, noting that its purpose is to primarily identify process efficiencies and to track those improvement ideas.
- Tracking suggestions for process improvements – The subcommittee discussed the need to track suggestions so that ideas/suggestions are not lost in the abyss and there is accountability and follow-up. This would also provide an easy place to see the progress of implementing the suggestions. The subcommittee mentioned that the tracking tool should be a living document that easily allows others not associated with the subcommittee to see the status and progress of suggestions.
- Ranking system – The group discussed that if there were a central database to track suggestions for process improvements, there would need to be a methodology for prioritizing which items to move forward.
- Fit within the overall structure – The group discussed how this DRAC subcommittee fits within the overall structure of BDS public input groups such as DRAC and NAIOP/BOMA.

#### **Follow-up:**

- When discussing ways to track process improvement suggestions, Matt brought up the tool the Bureau of Planning and Sustainability (BPS) uses to allow the public and city bureaus to suggest ideas for zoning code improvements. The Regulatory Improvement Code Amendment Database can be found here:  
<https://www.portlandoregon.gov/bps/33368>
- The group discussed the idea of having a central database to track suggestions for

process improvements. Holloway shared a chart she created to share with DRAC which is intended to track issues related to inspections, permitting and permit review (attached). The group mentioned that too often suggestions are made but they never know what the status is and if there was follow-up. The group also mentioned the need to make sure there is accountability and status updates built into any process improvement tracking database. Finally, the group expressed a desire for the database to speak for itself so that someone who isn't associated with the subcommittee can get updated on progress by reviewing it. Some additional columns for tracking that could be added to a chart or database like the one Holloway created are: Status, Next Steps, Time Required, Bureau Responsible, Staff Person Assigned.

- When discussing the need for a prioritization method so that process improvement ideas can be ranked based on a set of criteria, Matt mentioned the ranking tool used by BPS to rank the items in the Regulatory Improvement Code Amendment Database. Please note that BPS has informally added "equity" as a ranking criteria and also mentioned that "geographic implications" should be changed to "impact on under-represented communities". The BPS tool is attached.
- The subcommittee wanted to hear about its place within the greater BDS public involvement arena. The subcommittee would also like confirmation from Rebecca Esau that they are envisioning the subcommittee's role and purpose correctly. Matt will see if she can attend or at least provide a written explanation of the subcommittee's role at the next meeting.
- The subcommittee asked for an update on the BDS survey. The report with the survey findings has been completed. Senior managers are currently reviewing the report. The subcommittee also mentioned that an inventory of other research should be done upfront.
- A suggestion made at the meeting was that the subcommittee could be a test group for the user interface since different industry interests are reflected in the attendees. Another similar suggestion concerned how the subcommittee could help make POPs more successful.
- The subcommittee briefly discussed the business process improvement project BDS is starting to undertake and that should begin more robustly in January 2020. Matt and Ross Caron from BDS will meet with the consultant next week and Matt will bring more of an update on the project to the next subcommittee meeting.
- The subcommittee decided to try out a meeting time of 10:15 on the same day DRAC meets. Sean sent out invites last week.

**Next Subcommittee Meeting: Thursday, August 15, 2019 at 10:15**  
Meeting notes prepared by Matt Wickstrom, BDS