



City of
PORTLAND, OREGON

Development Review Advisory Committee

DRAC Process Improvement and Technology Subcommittee

MEETING NOTES

August 15, 2019

Subcommittee Members Present: Sean Green, Kate Holmquist, Suzannah Stanley, Lauren Jones, Brian Shelden, Krista Bailey, Alex, Jennifer Hoffman, Tom Sjostrom

City Staff Present: Matt Wickstrom, BDS

Subcommittee Members Absent: None

Summary of Topics Discussed:

- Group intent and history – The subcommittee discussed the focus and charge, and requested additional clarity. The subcommittee also discussed the role of NAIOP/BOMA and suggested the two committees meet jointly from time to time.
- Business Process Improvement Project – Matt provided additional detail about the Business Process Improvement Project. BDS has hired Delaris LLC as a consultant for the project. Delaris has done process improvement work for other City of Portland bureaus and offices. The project background as written by the consultant is found below.
- Flow chart – The subcommittee requested a flow chart that shows how different BDS or DRAC committees fit together within the overall structure. Matt will bring one to the next meeting.
- Electronic Plan Review – The subcommittee requested an update on progress with electronic plan review.

Follow-up:

- Business Process Improvement Project: The commercial building permit review process is complex and involves a concurrent review by up to seven City agencies. The agencies ensure compliance with over a dozen local, state and federal requirements to protect the public, the environment, the integrity of public infrastructure and the City's livability. These regulations and processes continue to change over time, and, continue to add complexity to the process. The review process and associated regulations have multiple friction points that impact the timeliness and predictability of the City's development review process. Many factors contribute to the creation of delays and unpredictability for applicants, which in turn drive up costs and frustration with the City's permitting process. City employees are also impacted by the current processes, inefficiencies, communication challenges and conflicts.

The Bureau of Development Services (BDS) Director and Mayor Wheeler have placed a priority on improving the process to ultimately speed up the time it takes to review and issue commercial permits, and, reduce associated costs for customers and the City bureaus involved in the development process. This initiative aims to identify opportunities to improve key processes that result in a faster, more predictable and transparent process for City customers and employees. Utilizing Business Excellence best practices for complex process improvement, a third-party Business Process Improvement (BPI) expert will be retained for an initial 6-month initiative to focus on:

- Initial Onboarding & Assessment;
 - Current Process Baseline;
 - Evaluation of Internal and External feedback surveys;
 - Mapping & Root Cause Analysis; and
 - Problem Statement Development and Recommendations.
- A PowerPoint presentation regarding electronic plan review and its status was distributed with the meeting notes.

Next Subcommittee Meeting: Thursday, September 19, 2019 at 10:15

Meeting notes prepared by Matt Wickstrom, BDS