



City of
PORTLAND, OREGON

Development Review Advisory Committee

DRAC Process Improvement and Technology Subcommittee
MEETING NOTES
September 19, 2019

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

City Staff Present: Matt Wickstrom, Anna Sposito, Angie Tomlinson, Duane Whitehurst

Subcommittee Members Absent: None

Agenda:

- Technology update
- Business Process Improvement Project update
- DRAC subcommittee discussion

Summary of Topics Discussed:

- Duane Whitehurst, Angie Tomlinson and Anna Sposito gave updates on various BDS Technology update projects:
 - Dev-Hub: Allows users to apply online for electrical, mechanical and plumbing permits. It also allows for fees to be paid online. Large fees that exceed a typical credit card allowance can be paid by submitting bank account information.
 - Inspection Scheduling: The first phase of this project is to eliminate a manual inspection assignment process with an automated one. Some issues are still being worked out. Suggestions for a future improvements include sending applicants a heads up when the inspector is nearby and sending applicants their inspection window time on the morning of the inspection.
 - Inspector App: Inspectors can plan their route and record inspection findings using the app. It also has the potential to carry forward the code section that is being cited in the inspection.
 - Contractor App: Allows contractors to get inspection information. This app may be combined with Dev-Hub.
 - E-Plans (Project Docs): This project is still in a pilot phase. The next step will be to bring the Field Permit Program permits into the program in November/December. Early next year all commercial permits will be included. So far trainings have been on-site, eventually they will have to occur in a different format.

- Sean announced that Rebecca Esau will be at the next DRAC Process Improvement and Technology Subcommittee meeting. Matt circulated an email from Rebecca describing her thoughts on the role of the subcommittee. The email included a few questions Rebecca posed, subcommittee members will review the questions and provide responses at the next meeting when Rebecca attends.
- Matt provided an update on the Business Process Improvement Project which is currently in the information gathering stage. An upcoming task will be for form a Stakeholder Committee and there was some discussion about how the role of that committee would likely overlap with the subcommittee's role. Matt (and Ross Caron) will be discussing this with the consultant at their next meeting and report back. Matt provided an "org chart" showing how various BDS committees and subcommittees fit within the organization.
- Subcommittee members talked about their role in tracking and reflecting on ideas for process improvements. Members expressed a preference for providing feedback rather than only hearing staff presentations. Members also repeated their desire for a systematic way to track customer ideas and suggestions and to see the status of that idea/suggestion. Matt suggested this be a topic for Rebecca Esau at the next meeting.
- Subcommittee members requested that when staff present a project, they also summarize the feedback they have been getting for any advisory groups or pilot users.
- Subcommittee members asked about the new review windows and would like to see if there is compliance with the set review timelines. Matt will gather information about review windows from David Kuhnhausen for the next meeting.
- Sean mentioned some inefficiencies with the checksheet process and a couple examples of unnecessary checksheets. Subcommittee members talked about how staff trainings to achieve greater consistency among reviewers as well as complete submittal requirements will be core component of the Business Process Improvement Project.

Follow-up:

- Matt to research review window timelines and how well those timelines are being met.

Draft agenda for upcoming meeting:

- Director Esau Q&A
- E-Plans update with Angie Tomlinson
- Tracking subcommittee (and customer) ideas/suggestions and progress
- Responses/feedback to Rebecca questions
- Update on the Business Process Improvement Project, including discussion of how land use reviews will fit into the project

Next Subcommittee Meeting: Thursday, October 17, 2019 at 10:15 in 2500B (2nd Floor)

Meeting notes prepared by Matt Wickstrom, BDS