



City of
PORTLAND, OREGON

Development Review Advisory Committee

DRAC Process Improvement and Technology Subcommittee
MEETING NOTES
October 17, 2019

Subcommittee Members Present: Laruen Zimmerman, Jennifer Marsicek, Jennifer Hoffman, Krista Bailey, Suzannah Stanley, Sean Green, Claire Carder, Lauren Jones, John Castle, Brian Shelden, Tom Sjostrom, Susan Steward, Holloway Huntley, Kate Holmquist

City Staff Present: Matt Wickstrom, Ross Caron, Rebecca Esau

Subcommittee Members Absent: None

Agenda:

- Director Esau Q&A
- 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

Summary of Topics Discussed:

- Rebecca Esau, Director of the Bureau of Development Services, attended the meeting. This included some further discussion about the roles and responsibilities of the subcommittee. Rebecca mentioned that the subcommittee would be advisory. The subcommittee also should focus on process improvement topics rather than just technology as to not have too narrow of a focus.
- Tracking was discussed again as well as some ideas and tracking systems currently in place. Rebecca mentioned the [BPS Regulatory Improvement Program](#) as an example of a tracking system and database. She mentioned that a “flow chart” depicting how a process or technology improvement suggestion works its way through the system will be sent out before the next subcommittee meeting. She also mentioned that suggestions would need to be evaluated in terms of: the urgency, impact and time necessary. Vetting could occur with DRAC. Ross mentioned that the City already has a Track-It system that could be refined for process and technology improvement suggestions. Matt asked that the subcommittee be a test group for the improvement suggestion program in order to keep things more manageable in the beginning. Ross would be the “owner” of the spreadsheet.

- Suzannah mentioned that providing feedback often involves bureaus other than, or in addition to, BDS and asked how that would be integrated into the Business Process Improvement (BPI) work program. Interagency partners also called “IA partners” (other bureaus that are involved in the development review process) will be integrated into the BPI project. It was also mentioned that collaboration should also occur between the IA bureaus and the subcommittee. Sean agreed and mentioned the subcommittee should consider all process improvements and act as a conduit of information. He reiterated that BDS is committed to tracking improvement ideas and providing insight into the timelines for implementation.
- Sean asked if improvement suggestions would occur all at once or if low hanging fruit would be prioritized. Ross mentioned the BPI consultant had said addressing select low hanging fruit could be incorporated into the BPI work program. He stated that a primary goal of process improvements is to improve the permit timeline, but customer experience and consistency are also priorities.
- A suggestion to utilize a smart spreadsheet for the process improvement suggestions so everyone can see what has been submitted. Response: Matt will research creating a smart spreadsheet.
- Rebecca reviewed questions she’d posed for the subcommittee to discuss. She asked if there were trainings subcommittee members would like. The response was that ideas may come up over time. Rebecca discussed the new Remote Video Inspection program which allows certain rechecks in the field to be completed using Skype.
- Matt gave an update on the BPI project and distributed the project outline. The project is still in its first phase titled “Discovery and Planning”. This is the part of the process where we’re onboarding the consultant, documenting work that has already been completed, and developing a high level plan. The BPI project will be served by two committees. One will be a Stakeholder Committee made up of a limited number of employees representing BDS sections and IA partner bureaus. The other will be an Advisory Committee made up of the DRAC Process Improvement and Technology subcommittee and augmented with a few other individuals representing such as affordable housing providers to ensure equitable representation.
- Development Review process – some questions and aspects of the development review process were mentioned.
 - Subcommittee members asked to see the current process for new commercial building permit review. Matt mentioned that a draft of that process had been found, but the BPI team were still looking for the final version. Subcommittee members also expressed interest in seeing the BPI work related to how communications will occur.
 - Lauren mentioned that it would also be important to know how different bureaus prioritize their responses to checksheets. Is it first in first out?
 - Krista mentioned that in order for the subcommittee to weigh in on the process and potential improvements, they must first understand the process.
 - Sean asked if change management would be part of the BPI project and what metrics BDS uses today to track performance and if new metrics are needed. Ross explained that BDS has a process in place for change management. Identifying additional metrics is part of the BPI project.
- Frustration was expressed with subcommittee progress and repetitive conversations. Staff understands the frustration. It is challenging to start a new project with a new advisory

committee and to insert those projects into a process that is already underway. Your time and participation are very important. In the future, if BDS staff feel there isn't enough new information to share and involve the subcommittee with, we will cancel the meeting. BDS staff will also create a simple Advisory Committee charter so that conversations about the group's role and charge can be primarily put to rest. A draft of the charter will be sent before the next meeting. Minimal discussion time will be devoted to the charter at the next meeting.

- Sample specific ePlan issues written by Suzannah Stanley were circulated and briefly discussed. Subcommittee members agreed with one or more of the three issues listed. These issues will be used as example entries for the tracking spreadsheet.

Follow-up:

- Process and Technology Improvement Suggestion Spreadsheet – a draft sharable spreadsheet will be emailed separately. Prior to the next meeting please add one to three suggestions (maximum) each. The suggestions will be discussed at the next meeting.
- If you don't or can't enter into the spreadsheet a Process and Technology Improvement Suggestion Form is attached to the email with the meeting notes.
- Prior to the next meeting, you will also receive the flow chart showing how suggestions will work through the process. The flow chart will also be discussed at the next meeting.

Draft agenda for upcoming meeting:

- Review subcommittee charter (maximum 5-10 minutes)
- Present Customer Idea Suggestion Process components
 - Tracking spreadsheet
 - Idea submittal form
 - Flow chart - how process and technology suggestions will work through the system
- Review subcommittee process and technology improvement suggestions
- Process Improvement and Technology Committee webpage and other project materials
- Eplans updates and discussion including an update on 3 non-process managed projects in Eplans trial

Next Subcommittee Meeting: Thursday, November 21, 2019 at 10:15 in 2500B (2nd Floor)

Meeting notes prepared by Matt Wickstrom, BDS