

# BDS Update to DRAC

COVID-19 Temporary Service Level Changes

4-16-20

# BDS COVID-19 RESPONSE GOALS

## #1 – PUBLIC HEALTH

- Office staff mostly working from home for greater physical distancing
- New safety protocols for inspectors
- Prioritization of our work to ensure healthcare facilities & shelters are ready

## #2 – SERVICE CONTINUITY

- Acquiring tools necessary for staff to work remotely
- Making rapid process changes
- Created tiered system of project types for permitting
- Prioritized tiers for intake of permits
- Prioritized tiers for review

## Most Services Continue to be Provided

- Commercial Inspections
- Residential Inspections
- Land Use Reviews, Final Plats, Property Line Adjustments, etc.
- Land Use hearings will resume in mid-May, using Zoom
- Early Assistance & Pre-application Conferences
- Use of DevHub PDX for some permits and payments



- The City's network was not designed to handle the massive demand resulting from most City staff working remotely.
- Too many staff accessing the system remotely at the same time can slow or even crash the system, including 911, and other emergency services.
- Even if the network could handle the demand from the thousands of users needing to access the network remotely, BDS & Interagency Staff did not have the tools needed to access the system remotely.
- We're simultaneously addressing both issues.

## TECHNOLOGY CHALLENGES



## SYSTEM CHALLENGES

- BDS had rolled out digital plan review using ProjectDox software and is using that for large commercial projects, but many other project types had yet to be rolled out.
- No time now to train thousands of applicants on how to use the new software, so BDS is developing and implementing a temporary system of taking in PDFs via a digital drop-box.
- That doesn't solve the problem of how to deal with thousands of permits already in the pipeline now with paper plans.
- For those, BDS is temporarily using racks in the lobby where staff and customers drop off and pick up plans.
- Working on transitioning these to digital plans.



# CHANGE MANAGEMENT CHALLENGES

- **Working From Home** - Staff and customers are dealing with kids at home and managing distance learning, concerns about the health of their families, economic impacts, and their lives turned upside down.
- **New Tools** - Staff are being creative in temporarily working without the tools they need, and quickly learning to use new tools.
- **Rapid, Evolving Changes** – Both staff and customers are challenged with how fast things are evolving, and processes are changing.
- **Communication** - Working to keep everyone informed and supported.

# Permitting – The current situation

Staff continue to review all the permits already in the pipeline, send checksheets, and issue permits.

Permit reviews are prioritized by tiers.

BDS had to temporarily limit intake of new permits while needed tools are obtained, processes are developed, and staff are trained.

More services are being restored each week.

# Current Permit Intake Tiers 1-5

- Tier 1 – Hospitals, emergency services, shelters, essential facilities, etc.
- Tier 2 - Food supply projects related to pandemic; submittals related to projects already under construction; wireless facilities subject to FCC shot clock; projects with a BDS Process Manager assigned to them (large CO projects).





## Tiers 3-5

- TIER 3 – PHB Affordable Housing Projects
- TIER 4 – Affordable Housing Projects with Grant Funding; and Commercial Tenant Improvements through FPP
- TIER 5 – New Single-Family Residential Permits (10 max in this first week); and Demolition intakes





## TARGETS - WHAT'S COMING NEXT?

- All new permits will be required to be digital submittals.
- **TARGET - The week of April 20th**  
Intake of Commercial Permits for new construction, alterations & additions (those that aren't already in under Tiers 1-5). Only those that are 20 pages or less. 27 per week, by appt.
- NSFR intake will go from 10 to 12 per week.
- This is still under development and subject to change.
- Please check the BDS website for the most current information.
- Furloughs Citywide for non-represented employees – 10 days, between April 30 - Oct. 7.



Most of our services are still available, and the remainder will be back up and running soon.

Thank you for your patience as we make these radical adjustments to our operations and services to keep everyone healthy and working!