



City of

PORTLAND, OREGON

Development Review Advisory Committee

The mission of the DRAC is to foster a timely, predictable and accountable development review process that implements the City's goals for land use, transportation, housing, economic development, neighborhood livability and the environment; and advocates for and supports consistent and fair application and implementation of regulations.

Proposed Process Improvement and Technology Subcommittee Meeting

October 15, 2020, 10:15am

Online Meeting

Agenda

Time	Item	Presenter
1. 10:15-10:20	Introductions	Sean/All
2. 10:20-10:30	Business Process improvement Project update	Ross
3. 10:30-11:00	Portland Permit Processing Metrics webpage and Overall Service Level Communication Efforts Presentation: <ul style="list-style-type: none">• Review of Dashboard Webpage and Functionality• Changes/improvements that have been made and being planned• Overall effort to communicate permit intake/review information• Where to find this information• Questions and Answers	Andy Peterson, Jake Brown, Ken Ray

<p>4. 11:00-11:40</p>	<p>BDS Technology and Process Improvement Project Updates</p> <ul style="list-style-type: none"> • Question Slips (15 min. Consultations via Appointment Plus) <ul style="list-style-type: none"> ○ Project Overview and Timeline ○ Customer interface and feedback needs ○ Next Steps • Permit Intake Solutions <ul style="list-style-type: none"> ○ Project Overview and Timeline ○ Customer interface and feedback needs ○ Next Steps • RS Inspections Route Slip Program <ul style="list-style-type: none"> ○ Project Overview and Timeline ○ Customer interface and feedback needs ○ Next Steps <p>Overview of other Projects - How can we involve this group?</p>	<p>Noel Mancuso, Leigh Wheeler, Robert Walker, Jr., Brenda Fahey, David Kuhnhausen</p>
<p>5. 11:40-11:45</p>	<p>Next steps: Action Items Items for next meeting agenda</p>	<p>Sean/All</p>
<p>Link to Customer Process Improvement Suggestion Form for the Commercial New Construction Permit Process. Link to customer suggestion form for non-Commercial New Construction suggestions</p>		