



City of

PORTLAND, OREGON

Development Review Advisory Committee

The purpose of the Process Improvement and Technology DRAC Subcommittee 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

December 17, 2020, 10:15am

Online Meeting

Agenda

Time	Item	Presenter
1. 10:15-10:20	Introductions	Sean/All
2. 10:20-10:40	Business Process improvement Project update <ul style="list-style-type: none">Request for members to continue using and sharing the Online Customer Suggestion Form	Delaris
3. 10:40-10:55	DevHub Expanding Functionality <ul style="list-style-type: none">Go-live Check-inQuestions and FeedbackOngoing Customer Feedback Plan	David, Brenda, Leigh
4. 10:55-11:05	Communication Improvement Efforts <ul style="list-style-type: none">New "How to Apply for a Trade or Building Permit" webpageOngoing effortsQuestions and Feedback	Ken
5. 11:05-11:20	Customer Experience Team <ul style="list-style-type: none">Team members and overviewHow the subcommittee can helpQuestions and Feedback	Kareen
6. 11:20-11:30	Permit Processing Metrics Webpage <ul style="list-style-type: none">Update on changes and improvementsNext stepsQuestions and Feedback	Andy
7. 11:30-11:40	Additional Items <ul style="list-style-type: none">Subcommittee yearly reportTracking subcommittee suggestions and progressCharter	Ross, Matt, Sean

8. 11:40-11:45	Next steps: <ul style="list-style-type: none">• Action Items• Items for next meeting agenda	Sean/All
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		