1.19.23 DRAC PITSC Agenda and Minutes

Attendance: Jaimeleigh Salazar, Brenda Fahey, Lila Pigott, Chris Pompeo, Ellen Weeks, Terri Theisen, Krista Bailey, Josh Lighthipe, Holloway Huntley, Kate Holmquist

Agenda:

Time	Item	Presenter
10:15-10:20	• Introductions and November meeting notes approval • Update: BDS is assigned to Commissioner Rubio's portfolio	Sean Green
10:20-10:30	Lila Pigott • Improvements to "My Permits" section of DevHub	Lila Pigott
10:30-10:40	Budget Committee Updates • Handout linked below	Sean Green
10:40-11:00	Recruitment Updates • Announcement Draft • Smartsheet Application	Jaimeleigh Salazar and Gabby Bruya
11:00-11:20	Updates from November 22 Meeting	Group
11:20-11:35	Updates on PIT Team (Permit Improvement Transition Team	Brenda Fahey and PIT Member
11:35-11:45	Agenda items for next meeting: • Technology Updates and Improvements • Potential guest speak: Lila Pigott on Corrections Project/Single PDF • Jim Baker and Water Quality: Brainstorm information we would want to know • Affordable Housing Development: Engaging BDS	Group

Introductions (Presenter: Sean Green)
- Intros & Share out – personal goals
- New: Commissioner Rubio
  - Introduction session at morning DRAC meeting
  - See notes from that meeting for more details

Updates from PIT Team (Guest Speaker: Ellen Weeks and Terri Theisen)

- Ellen Weeks: End of Feb: plan to co attend rapid cycle with PACI team. Helps with business process analysis. Rapid cycle responses to make sure the system does what it's intended.
    - Will share information with PITSC as information unfolds
- Ellen W. just completed business process analysis with life safety team; Brenda and Lila attended
- **Intake Success Project** – looking at intakes from NSFR project types. Looking for ways to consolidate and eliminate and add to make the permit requests go through smoother and require less cycles. End goal – digitize pdf form to turn them into a PDF form survey. Questions and answers will determine the next questions the customer receives. They had a similar project with solar and that has been moved to a conditional logic survey. They are meeting weekly to get this converted. Ellen and Lila met to get customer feedback.
- Goal: to get multiple permits under one IVR number.
    - Holloway would love to help with this improvement to the IVR system.
    - It's been difficult to have multiple IVR's for a single project with multiple trade permits. It's been difficult having to call in with a lot of information to get information.
- Ellen W. would be interested in scheduling a meeting with volunteers.
    - Interested: Kate Holmquist, Holloway Huntley, Sean Green
    - Action Items: Jaimeleigh S. will get Ellen W. and volunteers in touch.

Updating DevHub System (Guest Speaker: Lila Pigott)

- Currently a column with IVR numbers but it has multiple IVR numbers. The number you use when you call the IVR system… IVR = Interactive Voice Response.
- Screen shot
- Feedback: #4 and #5 were the best.
- #4 new proposal with separated tables for requests and permits
- #5 New proposal using tabs for navigation
- IVR is a unique record ID. Would make more sense to have a "my permit" tab and a "status" tab.
- In DevHub if you submit an application, they make a record of the application, then the application gets moved to under review. In the AMANDA database, the request has a number. Once the application becomes a permit, a permit record is created. This is why there are multiple numbers per permit. This is why there are "my requests" and "my permits" number.
- Questions: have there been consideration about after having permit # assigned, using the unique numbers in the center of that permit number as an identification number as opposed to an IVR number
- Moving forward with option #5 is the most likely. Lila will come back in Feb to work on moving and uploading corrections into DevHub. This is reflected in the My Permit section.

Budget Committee Updates (Presenter: Sean Green)

- DRAC DRAC Letter: https://docs.google.com/document/d/1UvfJQYl2bFpRRcIoh69vqqtPpkNJGn9j/edit
- BAC Letter: https://docs.google.com/document/d/12oIcokjNUf7to6hGkn6j9bzY9887f8VY/edit
- The bureau asked not to have any general funding
- Strong recommendations on workforce and customer improvement

- Questions/Concerns from PITSC group: Projections are for a downturn in revenue and projects. BDS will be affected by fee revenue. Concerned about fee revenue downturn and its effect on continuous improvement.
  - Turnaround needs to be on internal prioritization. Intentional investment on making the process better.
  - Investments in continuous improvements hits the agenda marks from the mayor and commissioner.

Internal Recruitments (Presenter: Brenda Fahey)
- Second round interviews for PACI supervisor. End of Feb/Beginning of March
- PACI: two vacancies for BSA III
  - One is tableau development (external dashboard updates, internal metrics), one is directed to do continuous improvement customer relationship management software
- Opening BSA for AMANDA team. Help with capacity issues and permitting issues.
- 4-5 months out on these recruitments.
- All other vacancies are filled.
  - Technology Success Team, staff support and first level of support for software technology.

Recruitment Updates (Presenter: Jaimeleigh Salazar; Guest Speaker: Gabby Bruya)
- Smartsheet form: https://app.smartsheet.com/b/form/6e6a2640bc974e9ab8d04b16f9c07484
- Feedback on form: want to focus on all customers and full range of experiences. This highlights key players but we should look at diversity contracting experience and other categories to be added.
- Language suggestion for question 6: "which categories apply to you?"
- To include: having diversity contracting experience, small projects, residential projects.
  - Action Item: Kate H. will follow up with Gabby B. so they can connect over language on Smartsheet application.
- Changes to application would impact Mark Fetter and Ken Ray news article
- Action Item: Meeting set for Tuesday 1/24 for Ken Ray, Brenda Fahey, Jaimeleigh Salazar and Gabby Bruya to discuss: Volunteer involvement in recruitment (involvement of Kate Holmquist and Krista Bailey); Language/details about the DRAC PITSC Group on the Recruitment Article and Smartsheet Application (can this document be sent to the members to discuss/edit before the February meeting); Announcement Timeline

Updates from Nov 22 Meeting (Presenter: Group)
- Terri Theisen is improving capabilities on updating the website. Would like to wait to upload the list of current projects being worked on
  - Action Item: Jaimeleigh Salazar following up with Terri T. + team to see if they need training on webpage and content development.
- Brenda Fahey: Portland Maps columns
  - Continuous conversations with AMANDA team to make shifts to have it become a reality
- Brenda Fahey: Column of questions reviewers were getting about status of permits. Question for Doug Morgan and Kim Tallant. They don't have hard data but anecdotally they say yes, there

has been an influx of questions from reviewers about status of permits. Want us to take customer experience into mind when making improvements.

- Jaimeleigh S. is looking for solutions to present charter on the front of the DRAC page.
- Jaimeleigh S. still researching converting the suggestion form to the new website.
- David Kuhnhausen could not attend today but will try to come next month.

Agenda Items for next meeting (Presenter: Group)

- Ellen and Lila present intake success project. Are looking to gather information and resources on customer feedback
- Action Item: Jaimeleigh S. will begin email thread with PITSC group on information they would like to gather from Jim Baker of Water Quality.
- Intake success and corrections project could take up a majority of time
- Recruitment announcement.
- Affordable Housing and Engaging BDS: In housing advocacy, they see permitting is a barrier. There are people we can engage who are not in development. This is why recruitment and strategic outlook is important. Speak to the barriers that pop up for affordable housing, diversity contracts, and equity. PHB might have potential recruitment persons.
- Action Item: Jaimeleigh S. to remind group to manually delete old meeting invite from Jessica Ruch

Chat

10:18:23 From Jaimeleigh Salazar to Everyone:

https://www.portland.gov/bds/drac/pits-customer-advisory/events/2023/1/19/process-improvement-and-technology-subcommittee

10:23:38 From Sean Green to Everyone:

The caller is Holloway - Jaimeleigh can you try to unmute Holloway?

10:23:53 From Jaimeleigh Salazar to Everyone:

Yes I will try

10:27:43 From Brenda Fahey, BDS (she/her) to Everyone:

If it works for everyone, Ellen needs to leave at 10:55, so if we can bump the PITT update before Lila's discussion, that would be great.

10:42:37 From Jaimeleigh Salazar to Everyone:

If anyone would like to volunteer with Ellen, please let me know and I will make the connection/follow up

10:44:54 From Jaimeleigh Salazar to Everyone:

https://www.portland.gov/bds/drac/documents/devhub-redesigned-customer-permit-table-options/download

10:45:11 From Kate Holmquist (they/them) to Jaimeleigh Salazar(Direct Message):

Thanks, Jameleigh, I'd be interested, if I am allowed to remain on the committee.

10:46:23 From Brenda Fahey, BDS (she/her) to Everyone:

I need to step away for 1 min

10:46:55 From Jaimeleigh Salazar to Kate Holmquist (they/them)(Direct Message):

Great I will capture that thanks Kate

10:48:02 From Brenda Fahey, BDS (she/her) to Everyone:

I'm back

10:55:52 From Ellen Weeks to Everyone:

Nice seeing everyone...off to the NSFR Intake Success project!

10:57:42 From Lila Pigott, BDS, she/her to Everyone:

Chris and I will hop off the call. Thanks so much for your feedback on the DevHub user interface!

10:58:15 From Josh Lighthipe to Everyone:

Sorry, I have 11 commitment I will be leaving for.

11:00:29 From Jaimeleigh Salazar to Everyone:

https://app.smartsheet.com/b/form/6e6a2640bc974e9ab8d04b16f9c07484

11:07:53 From Terri Theisen (she/her) to Everyone:

I need to jump off. Thank you for including the PIT work on your agenda!

11:08:17 From Gabby Bruya to Everyone:

Thank you all for the feedback and time!

11:15:50 From Sean Green to Everyone:

BAC Letter: https://docs.google.com/document/d/12oIcokjNUf7to6hGkn6j9bzY9887f8VY/edit

11:15:59 From Sean Green to Everyone:

DRAC DRAC Letter: https://docs.google.com/document/d/1UvfJQYl2bFpRRcIoh69vqqtPpkNJGn9j/edit

11:21:27 From hollowayhuntley to Everyone:

I have run out of time today but am available to pitch in on upcoming projects! Have a good day everyone—

11:43:23 From Kate Holmquist (they/them) to Jaimeleigh Salazar(Direct Message):

Thanks, Jaimeleigh!