



DevHub Solar Application Improvements

DRAC Demo

10/20/2022



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Services



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 Presenters

Mieke Keenan – Bureau Wide Projects Project Manager

- Streamlining Solar Project Manager

Janette Silleck: Permitting Services STARS Supervisor

- STARS: Solar, Trades, Addressing, Records Conversion

Lila Pigott – Digital Business Services Supervisor

- Manages the DevHub Support and Improvement team



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Agenda

1. Streamlining Solar Project Overview
2. Technology Project Approach
3. DevHub Solar Improvements
4. Demonstration Purpose
5. Demo
6. Change Impacts To Date
7. Ongoing Improvement Efforts



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 Streamlining Solar Project Overview

There is a city-wide effort to prioritize work that makes a **positive impact on climate change**.

The Bureau of Development Services is focusing on **improving the solar permit process** in collaboration with our solar permit customers.

Numerous process updates have been put in place over the last year.

Today's presentation focuses on updates and improvements to the **application submission process**.



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 Streamlining Solar Project Overview

The changes shared today are in response to feedback we received from our customers who have requested a **simplified, more automated application process.**

We will **continue to partner with our solar customers** with a focus on continuous improvement.



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 Technology Project Approach

Cross-functional collaboration

- Project definition was a collective effort
- Worked across bureau teams throughout

Customer experience focus

- Outlined customer stakeholder process, pains, gains, and goals
- Data-driven approach through analysis of rejection categories
- Updates to website support content

Continuous improvement


- Initial project requirements used to develop a phased approach
- Captured additional requirements for future improvements



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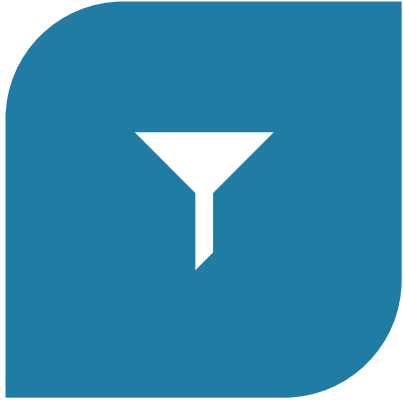


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 DevHub Solar Improvements



ENHANCED
LAYOUT



Q&A
APPROACH



EFFICIENCY



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ENHANCED
LAYOUT

- Modern application interface and navigation
- Mobile-responsive format
- Built-in application completion process support
- Links to website information relevant to the application available throughout and placed with areas typically needing support



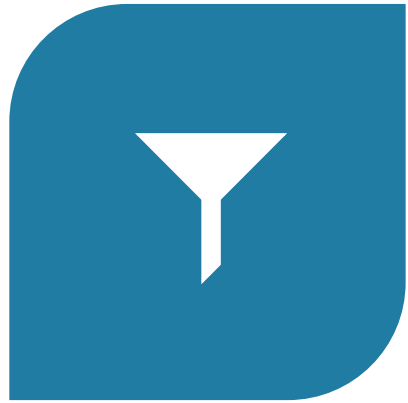
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Q&A APPROACH

- Checklist questions in a wizard-style format that only asks for information based on the specifics of the project
- Answers to questions will inform the applicant whether their project qualifies for prescriptive, in real time
- Application support built into the Q&A format



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EFFICIENCY

- Reduces the need to upload documents
 - Only requires documentation that is relevant to the specific project
 - An application summary is emailed to the applicant after submission
- Eliminated uploaded required documents that were often incomplete and resulted in application rejection
- Ability to submit an application when an address isn't available



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Demonstration Purpose

We will focus on:

- Sharing the updated application interface
- Highlighted areas of improvement

Please ask questions throughout by raising your hand or using the chat feature.



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Demo



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Change Impacts To Date



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 Ongoing Improvement Efforts

Streamlining Solar Project

- Establishing customer working groups and committees to continue process improvement
- Steering Committee established and held first meeting in July
- Engineering Focus Group established and held first meeting this October

Customer Survey

- Survey going out to applicants weekly to get feedback on improvements
- Will share feedback and any updates that result from feedback



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Development Hub PDX

Thank you!



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