Permit Improvement Task Force

DRAC - April 21, 2022

Office of
Commissioner
Dan Ryan

Permit Improvement Task Force Activity

Highlights:

- Endorsed resolution to bring to City Council re: streamline code and fee timing

- Endorsed recommendation for structure changes – hybrid with elements from multidisciplinary team and infrastructure development manager models; one point of contact for customer (dependent on financial feasibility)

- Beginning to see improvement from intake folder metrics related to Objective 1 projects

- Permit Timeline Dashboard - Average Time from Application Submittal thru Permit Issuance (rolling 12-month period) **https://www.portland.gov/permitimprovement/permit-timeline-dashboard**

High-level picture of the new structure (The design goal)
Decisions can be made quickly
Every bureau can meet its performance goals and objectives
High customer satisfaction
Employees feel like they can be successful in their jobs
Process is transparent and consistent
The built environment reflects City priorities

Structure Elements

TEAMS

- Multi-disciplinary onboarding and training for all development review employees that creates a common understanding of what we are trying to accomplish

- Cross-training and cross-coverage

- Multi-disciplinary review teams

- Specialists and generalists, with floaters who can backfill

- Adequate staff capacity to meet quality, efficiency and equity goals

DECISIONS

- Clear, single, designated decision makers with final authority
- Defined processes to resolve conflict between bureaus, e.g., resolve repeating conflicts, analyze decisions over time, codify decisions/policy
- Council offices don't steer one-off situations

ACCESS & INTAKE

- Single point of contact for customers (Concierge/Navigator)
- Customer prescreen, early assistance and expedited feedback on the front end before application submittal e.g., subject matter experts earlier and/or technology pre-screen

CODE

- Interdisciplinary code/policy evaluation, creation and review

MULTI-LANE PROCESSING

- Multiple lanes that recognize different project types and applicant needs, such as: Licensed Design professionals, Historically underrepresented communities, New Construction, Affordable Housing, etc.

- Establish equitable access

TECH

- All bureaus share same technology

Task Force Immediate Next Steps

- Introduce recommendations to City Council

- Budget hearings on May 5 and May 11. Public testimony in support of Permit Improvement work across all Bureaus.

- Develop and lead integrated strategic plan to implement Task Force recommendations and create infrastructure to sustain Task Force momentum and focus

- Permit Timeline Dashboard live 4/20/22
https://www.portland.gov/permitimprovement