

March 17, 2022

Permit Improvement Task Force Update – DRAC



Office of
Commissioner
Dan Ryan

Task Force Focus Areas



- **Data**
- **Structure**
- **Process**

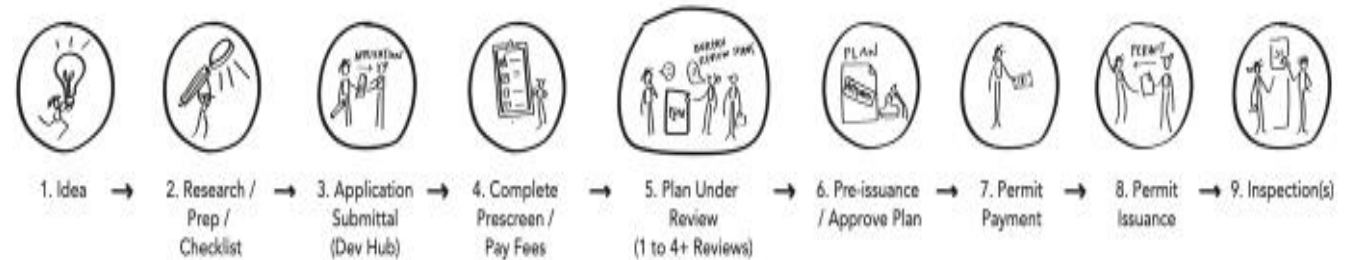
Data Improvement

- Community Facing Dashboard
- Reviewing monthly data at Task Force Meetings
- Indicator data for Objective 1 Projects

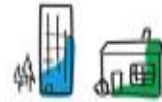
City of Portland's Permitting Timeline

City of Portland's Building Permit Process

This process is a partnership between the city and the customer.



Data Visualizations
by Building Permit Types:



Commercial & Residential
Alteration / Addition / New

Application Submittal through Permit Issuance



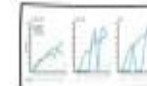
Application Submittal up to Plan Under Review



Plan Under Review



Pre-issuance through Permit Issuance



Structure Improvement

Result (what)

- Work Group will make a recommendation to Task Force on April 1 for one of four models under consideration.
- Work Group won't produce a plan, it will recommend a model.

Process (how)

- Work Group will establish guideposts to determine the structure design goals and fundamental elements (see next slide)
- Work Group will meet with four cities to learn from and inform their recommendation
- Work Group will make a recommendation to the Task Force
- Task Force will vote on the recommendation and bring it to the council

Planning and Implementation (next steps)

- Planning and Implementation Team will create a transition plan in collaboration with permitting bureaus and stakeholders

Process Improvement: Objective 1



- Improvements to the customer application portal
- Identify and implement website improvements
- Rethink and update minimum submittal information for customers
- Create minimum submittal requirements for ROW
- Documentation of Water Administrative Rule
- Create/implement shared customer communication policy
- Employee customer experience training and support



Questions and Discussion