



**TECHNOLOGY, TRAINING &  
CONTINUOUS IMPROVEMENT**

## **Uploading Corrections aka Easier Uploads for Single PDF Corrections**

**Development Review Advisory Committee  
June 15, 2023**

**Presenter: Lila Pigott, Digital Business Services Supervisor  
Technology, Training, and Continuous Improvement Division, BDS**



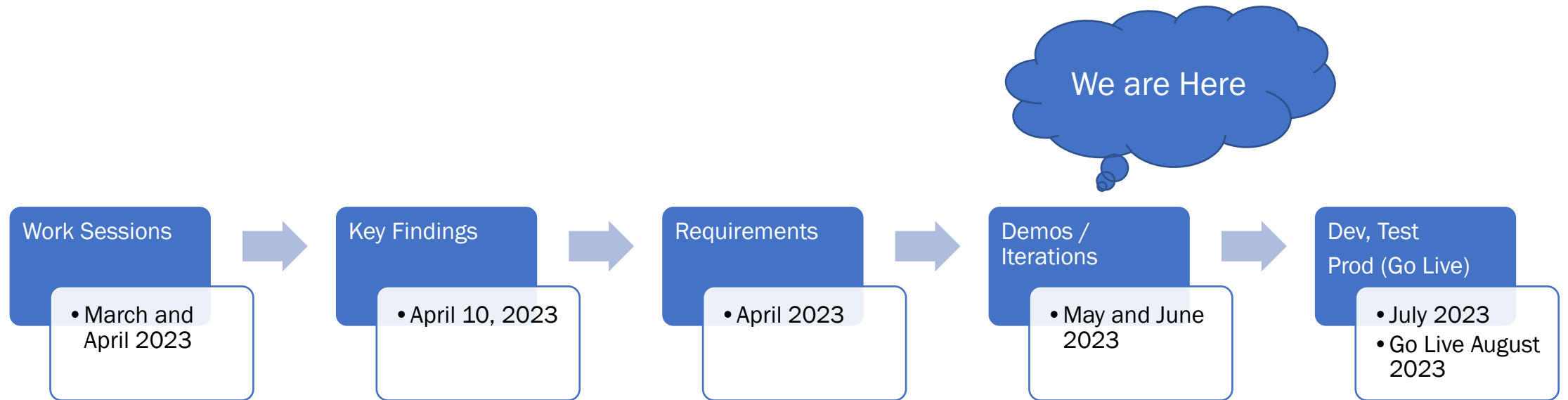
**Bureau of  
Development  
Services**



# Project Outcomes and Benefits

- For Customers,
  - Links to upload corrections do not expire
  - Transparency – ability to download City’s checksheets
  - Transparency – ability to confirm corrections uploaded
  - DevHub becomes a more complete tool, no need to separately use HCP Anywhere
- For Permitting Staff,
  - Removes time spent creating, emailing, deleting HCP Anywhere links
  - Fewer calls from customers wondering if/when corrections were uploaded
- For Management / Reporting / Performance Measurement,
  - Automating first review window may allow customers to submit corrections sooner

# Phase 1 Timeline Check-in





# Customer Demos Feedback

- Demoed a draft of DevHub updates on 6/8 and 6/12
- 5 members and associates of the Process Improvement Technology Subcommittee attended and provided thoughtful and valuable feedback
- Primary Takeaways
  - Overall pleased with this improvement
  - Easy online access to checksheets will be great
  - Made very helpful recommendations
    - Reorganize sections and buttons to feature where the customer needs to take action
    - Include upload history for reference
    - Button language ideas
    - Add goal review dates and possibly other dates to make more clear when corrections are received
    - Provided helpful feedback on automated emails to customers



# Questions?