

### 3.16 DRAC PITSC Meeting Agenda and Notes

Attendance: Jaimeleigh Salazar, Sean Green, Brenda Fahey

Agenda:

Time	Item	Presenter
10:15-10:25	Introductions and January meeting notes approval	Sean Green
10:25-10:35	Recruitment Updates	Brenda Fahey
10:35-10:45	BPA (Life Safety, Water, Urban Forestry) Project Updates	Erika Lopez and Ellen Weeks
<del>10:45-11:00</del>	<del>Discuss updates on IA changes and concerns from group.</del>	Kurt Krueger
11:00-11:30	Easier Uploads Project <ul style="list-style-type: none"><li>To assist with HCP Anywhere</li><li>Share out</li></ul>	Lila Pigott
11:30-11:45	Agenda items for next meeting: <ul style="list-style-type: none"><li>Potential new date for April meeting</li><li>Guest Speaker: Janette Cook with STARS</li><li>Affordable Housing Development: Engaging BDS</li></ul>	Group

#### Portland Maps Updates

New column being added. Looking for feedback from PITSC group.

- Date that reviews are due.

Moving to April meeting:

- Kurt Krueger updates on IA changes.
- He is leading a cross collaboration group to be more accessible and reduce conflict and think about process improvement and operations

#### Recruitment Updates

Brenda Fahey

Brenda will share out via email

## BPA (Life Safety, Water, Urban Forestry) Project Updates

Erika Lopez and Ellen Weeks

### Business process analysis (BPA)

- To date, BPA has been completed with: Life safety, water, and urban forestry.
- The process:
  - Take groups of diverse experience levels.
    - All levels of reviewers and supervisors.
- 4 hours in one day to decide what business process they want to look at and scope; review process from a handoff perspective on how process moves along.
- Look back at process and think about goals and features they want to see in future.
- Invite the TTCl group to participate and a representative from Permitting Services.
- **Work together and come up with new process that is more satisfying to customer and reviewers with a better timeline and makes more sense.**
- Findings could be anywhere from a fix in technology, minor or major, or policy, HR related, duplicate steps/inefficiency.
- They have had success. Life Safety BPA is 90% complete. Results of findings being shared with full team next week. Then the next steps are to implement the changes.
- Time required per group: 6 hours a week.
- Will pause after Urban Forestry because the city is having changes and need to be considerate of time.
- The process is in person; get people together in a room to share ideas, white boards and sticky notes, group activities.
- Survey folks right after process; so far has been positive and they take the critical to make improvements; they leave feeling engaged and connected.
- Chose to work with Water first because of IA project. BPS and PBOT are organized similarly, and Water and Urban Forestry are organized similarly. Looking to create a more standardized process for these 4 groups.
- **Action Item: Jaimeleigh - Check in with this group and see if they'd like to share out in April**

Discuss updates on IA changes and concerns from group.

Kurt Krueger

Paused until April

### Easier Uploads Project

Lila Pigott

Joining us today looking for a customer perspective for the Easier Uploads project.

Goal of project: Working to eliminate HCP Anywhere process (link you receive to give corrections)

Project outcome slides (see slide deck attached on March and April event page)

- Easier uploads will have: confirmation of uploads, automated review windows, a link that won't expire, and transparent Checksheets in DevHub.

- The end goal is to have DevHub be a complete tool; a more centralized space for customers by reducing systems.
- Easier Uploads is an improvement step, moving towards ProjectDox.
- Automating communication in AMANDA rather than Outlook.
- Not replacing Single PDF Process but improving it.
- Steps:
  - Phase 1: Uploads
  - Phase 2: Review Windows

Lila is looking for feedback from DRAC PITSC group on initial design

- Wants time in this space or separate space to go through discoveries.
- Looking for those with a couple hours of availability to participate in design sessions in April.
- User Acceptance Testing and feedback.
- Are there other customer groups who should be participating?

Questions from PITSC group:

1. What's the current thinking/plan for not rolling out with full ProjectDox since it paused during the pandemic?
  - a. BDS is planning on rolling it out. They are shadowing other groups to make decisions.
  - b. Easier Uploads work is positioning them/stage setting to transfer into ProjectDox roll out.
  - c. The rollout of ProjectDox will require deep assessment of business process. Need to consider change management.
  - d. Want to use the Easier Uploads as a stop gap before rolling out full PDOX.
    - i. When developing DevHub side, keeping in mind the path laying for ProjectDox. Want the transition to ProjectDox to be comfortable and familiar.
2. Feedback: Folks who– Invite users who submit applications often and frequently for UA testing and feedback on Easier Uploads.

**Action items: follow up with group about who can participate in Lila's feedback group**

Agenda items for next meeting:

Group

April Meeting: conflicting with Taskforce Meeting that is from 10-2

New time: April 27<sup>th</sup> **Action Item Jaimeleigh ask the group if April 27<sup>th</sup> 10:15-11:45 works**

**Janette Cook with STARS Action Item Jaimeleigh get blip about what Janette does and share with group to get questions from group on what they would like to hear from Janette**

Affordable housing: how can we engage and respond to folks going through the permitting process as Affordable Housing Advocates.

- Improvements to permitting system helps everybody
- How can we get them more involved

Can we look at Improvement Project List and pick a couple to share with the city to prioritize 9list of potential improvement ideas?

- Not just within BDS or Continuous Improvement.
- Terri will be leading the collaborative effort to look at larger scale website improvements for development review bureaus. Easier to use, information clearer. BDS comms is involved. Looking at project stakeholders from all bureaus.
  - Maybe can come in April or May to talk more about it.
- Terri and Kurt involvement in subset that includes groups beyond BDS (public works, water quality, etc.)
  - (outside of this group, TPCI is working hard to connect with other groups)

## Chat

10:15:55 From Sean Green to Everyone:

Gavelin

10:18:25 From Ellen Weeks to Everyone:

Reminder that I need to leave at 10:55 for another standing meeting.

10:34:17 From Brenda Fahey (she/her) White, TPCI to Everyone:

Lila would still like to come today to talk to the group because she needs to solicit some assistance from the group on her project

10:34:17 From Sean Green to Everyone:

Sounds good

10:34:18 From Terri Theisen (she/her) to Everyone:

BPA participants also includes TPCI (technology) and Equity staff as part of the group.

10:34:18 From Sean Green to Everyone:

What does BPA stand for again?

10:38:24 From Brenda Fahey (she/her) White, TPCI to Everyone:

4/27

10:39:47 From Brenda Fahey (she/her) White, TPCI to Everyone:

My internet connection is unstable, but Lila said she will join in 2 min

10:40:13 From Suzannah Stanley - Mackenzie to Everyone:

ok I will be right back in 2 myself :)

10:41:41 From Jaimeleigh Salazar to Everyone:

Solar, trades, addressing, residential specialties

10:42:00 From Brenda Fahey (she/her) White, TPCI to Everyone:

Welcome Krista! Glad you could join and be with us

10:43:29 From Krista Bailey to Everyone:

Thanks! My connection is intermittent, but will listen as much as I can!

10:44:34 From Brenda Fahey (she/her) White, TPCI to Everyone:

Lila has joined us

10:49:30 From Brenda Fahey (she/her) White, TPCI to Everyone:

I'm back. hopefully an internet reset cured my lag

10:57:26 From Ellen Weeks to Everyone:

I need to head to my next meeting...thanks all!

10:59:49 From Jaimeleigh Salazar to Everyone:

thank you Ellen for joining

11:12:45 From Terri Theisen (she/her) to Everyone:

The Small Business Support Workgroup might be a good resource engagement of non profit groups/agencies who are working with black, indigenous and people of color seeking permits or already in the permitting process.

11:12:56 From Brenda Fahey (she/her) White, TPCI to Everyone:

Reacted to "The Small Business S..." with 👍

11:14:55 From Terri Theisen (she/her) to Everyone:

I need to leave for another meeting. Lila, this work is exciting and so relevant! Thank you for including the PIT Team.

11:19:53 From Brenda Fahey (she/her) White, TPCI to Everyone:

Krista had a question about the mix of industry affiliation with the PITSC applicants - I'm having some lag, but I'm trying to access that file so I can answer - FYI. If I can't get to it before we wrap, I can send it out later.