



City of
PORTLAND, OREGON
Portland Permitting & Development

Process Improvement and Technology Subcommittee
Meeting Notes
November 21, 2024

Process Improvement and Technology Subcommittee Members Present:

- | | | |
|---|--|--|
| <input checked="" type="checkbox"/> Sean Green, Chair | <input checked="" type="checkbox"/> Suzannah Stanley | <input checked="" type="checkbox"/> Brian Cho |
| <input checked="" type="checkbox"/> Krista Bailey | <input type="checkbox"/> Dianne Clay | <input checked="" type="checkbox"/> Dave Peticolas |
| <input checked="" type="checkbox"/> Hilary Olson | <input checked="" type="checkbox"/> Jill Cropp | <input type="checkbox"/> James Ngoroge |
| <input type="checkbox"/> Josh Lighthipe | <input checked="" type="checkbox"/> Kim Freeman | |
| <input checked="" type="checkbox"/> Wilfred Pinfold | <input type="checkbox"/> Shannon Williams | |

City Staff Present:

Brenda Fahey, PP&D
Ellen Weeks, PP&D

Taylor Barnes, PP&D
Leigh Wheeler, PP&D

Lila Pigott, PP&D

Meeting documents are available at the [Process Improvement and Technology Sub committee](#)

Meeting Notes

10:15 – 10:18am - Welcome & Introductions

Brenda Fahey, PP&D Operations & Administration Division Manager

PITSC has new a new PP&D staff member providing meeting coordination and support. A big thank you goes out to Anna Navarro, who provided fantastic support to this subcommittee over the last year. Anna recently stepped into a new role in PP&D Digital Services, and will be handing over PITSC support to Taylor Barnes, PP&D Code & Policy Development Analyst.

Feel free to reach out to Taylor at taylor.barnes@portlandoregon.gov with any questions about meeting access, agenda items, or other administrative topics.

10:18 – 10:25am - Announcements

Sean Green, PITSC Chair

Brenda Fahey, PP&D Operations & Administration Division Manager

December PITSC Meeting

The December PITSC meeting will be cancelled, due to lack of pressing agenda topics and potential scheduling conflicts during the holiday timeframe. Meetings will resume in January; invitations to a new 2025 meeting series will be sent out to subcommittee members and PITSC attendees in December.

December DRAC Meeting – PITSC Members Invited to Hear Update from DCA Donnie Oliveira

Deputy City Administrator Donnie Oliveira will be providing an update to the larger Development Review Advisory Committee (DRAC) during the December 19th DRAC meeting. PITSC members have been invited to attend and learn more about the work happening in his service area, which includes PP&D. PITSC members will receive an email from PP&D DRAC liaison Ross Caron with more information and meeting login details.

Update – In-Person DRAC Meeting

Committee Chair Sean Green shared that the larger DRAC committee is exploring the possibility of holding an in-person meeting in 2025, potentially after March. He asked if members of the PITSC subcommittee would be interested in holding an in-person meeting on that same date, since several committee members will be in attendance for DRAC.

There were no objections to holding an in-person meeting from PITSC members; Green will report back with more information at a later date.

DRAC Recruitments Now Open

The larger DRAC committee currently has active recruitments open for new members. The City of Portland is actively seeking individuals to represent the perspectives of the following stakeholder groups:

- Neighborhood Coalition Land Use Committees
- Environmental Conservation and Green Building
- Low-income Housing Developers
- Citywide Neighborhood Interests

For more information about DRAC member eligibility, terms/time commitments, or to apply for one of these open positions, please visit [this informational webpage](#).

10:25 – 10:30 - PITSC Leadership Interest

Sean Green, PITSC Chair

Chair Green announced that the PITSC is seeking participants interested in serving in a subcommittee leadership capacity, as his term on the larger DRAC committee is coming to an end in March of 2025.

The time commitment for PITSC leadership includes a monthly agenda-setting meeting (approximately 30 minutes/month), as well as one-of discussions or emails to approve agenda items, meeting minutes, etc. It was emphasized that Green will continue to be an active participant at PITSC meetings going forward, however PP&D leadership is currently exploring whether the subcommittee can be chaired by someone who is not a member of the larger DRAC committee.

If anyone is interested in exploring a leadership position by attending an upcoming agenda-setting meeting (no commitment required), or discussing details with current PITSC leadership, please reach out to Sean Green or Taylor Barnes.

10:30 – 11:00am - Early feedback on Proposed Process Improvements: Commercial New Construction with Public Works and Land Use Reviews

Ellen Weeks, Permit Improvement Project

Ellen Weeks from the Permit Improvement Project was in attendance to present an update on proposed process improvements for Commercial New Construction projects with both Public Works and Land Use reviews. The Permit Improvement Team (PIT) has engaged with employees in PP&D and partner bureaus to complete a business process analysis. This analysis has yielded four key recommendations for process improvement; Weeks and members of PIT are seeking community feedback on these recommendations prior to implementation.

The primary business goal for these process improvement efforts is to develop a single, integrated process for Commercial New Construction projects that includes all three of the major review efforts; inclusive of building permit review, public works permit review, and land use review. PIT hopes to create a frustration-free experience for both customers and staff.

For a comprehensive review of the information presented, please see the full presentation deck located on the [November 21, 2024 PITSC event webpage](#).

High-level highlights of Weeks' presentation included an overview of the four key recommendations to be implemented in the future:

1. Create a library of visually clear journey maps for employees and applicants to use as a tool throughout the review process.
2. Require Project Scope/Pre-Application Meeting for Commercial New Construction projects to coordinate overlapping processes and identify red flags early on in the project lifecycle.

3. Create a single, integrated process by enhancing coordination between teams and streamlining redundancies.
4. Use ProjectDox for unified and transparent plan review across review teams, to ensure all relevant review information is housed in one place.

The subcommittee had a robust conversation about the proposed recommendations; enthusiasm was expressed for the recommendation of journey maps, especially if they included estimated timeframes. It was also acknowledged that having a single point of contact for some projects could help reduce the impersonal nature of some interactions with review staff.

Q: Some of the key recommendations mentioned allude to applying more process management to all projects; would these recommendations, if implemented, replace PP&D's Process Managed project category?

A: These recommendations are not intended to replace Process Managed projects. There may be potential to have a single point of contact for these Commercial New Construction projects, to increase awareness of what is happening throughout the end-to-end process.

Q: Can you provide a bit more context about having an "integrated" building permit, public works, and land use review process? Those processes are very different, I'm a bit confused.

A: It's not that the processes would be happening simultaneously, or becoming a single review process – instead, key points in the end-to-end combined review process have been identified as needing enhanced coordination/alignment.

For more information, please see Weeks' presentation [here](#).

11:00 – 11:45am - Inspections Scheduling and Results in DevHub – HB 2415

Leigh Wheeler, PP&D

Lastly, a demonstration of new DevHub functionality was presented by PP&D Business Systems Analyst Leigh Wheeler.

Customer feedback has been consistent regarding inspections scheduling – the Interactive Voice Response (IVR) scheduling process is frustrating for many people. Additionally, Oregon [HB2415](#) requires 24/7 online access for end-to-end permit processes; new DevHub features will help the city stay in compliance with the requirement that both inspections scheduling and inspections results be accessible to customers online.

Wheeler reviewed the scope of current work efforts; new functionality will include the ability to schedule inspections, obtain inspections results, purchase additional inspections, and view inspections-related messages, all within the DevHub customer portal. It's important to note that IVR inspections scheduling will continue to be available to customers, and inspections results will continue to be emailed out to the applicant email address on file.

Anticipated wins include time savings for customers and PP&D staff, as well as easier access for multiple parties to review inspections results.

Additional functionality will include:

- Ability to view inspections results using only IVR or permit number.
- Information about next steps and the appropriate team to contact based on permit type or status.
- Scheduling for remote video re-inspection program.
- Information about special inspections requirements.
- Ability to download and save inspection results.
- Ability to access and view information/results on smartphones or tablets.

Communication efforts will include email notifications to customers, presentations to local neighborhood and local associations, updating PP&D webpages to provide clear information on the new process/functions, and more.

Explore DevHub and related resources [here](#).