TAC Ad Hoc Virtual Meeting

June 24, 2020

Development Services

Agenda

Development Services

Announcements

Discussion/Action/Informational

1. Update on DSD Operations during COVID-19: Greg Hopkins
2. Hybrid Online Permitting Update: J.C. Thomas
3. #DigitalDSD Status Update: Elyse Lowe
   - Permit Extension Ordinance: Chris Larson
   - Temporary Outdoor Business Permit Urgency Ordinance: Elyse Lowe/Gary Geiler
   - Vehicle Miles Traveled update: George Ghossain & Ana Gonsalves
4. DSD's New BluePrint Subcommittee Reports
   - Communication: Rimah Khouri-Velez/Scott Robinson
   - Policy: Gary Geiler/Michelle Sokolowski
   - Process/Organizational Effectiveness: Edric Doringo/Kelly Charles
   - Technology: J.C. Thomas/Leslie Sennett
5. Future Agenda Items

Adjourn | Next meeting: July 22, 2020

Announcements

- **Updated Face Covering Requirements at Construction Sites**
- **New Online Zoning Information Parcel Portal (ZAPP)**
- **Upcoming Fee Changes – Effective July 1**
  - 6.2% (2.7% CPI + 3.5% approved by Council)

COVID-19 and Reopen DSD

- **COVID-19 Restriction Protocols <u>Remain in Place</u>**
- **Potential reopening plans:**
  - Masks & temperature checks for DSD employees and customers
  - Appointments <u>only</u>
- **Future public access limited to 3rd Floor**
- **Records staff will be located on the 3rd Floor**
- **Re-opening date has not been announced**

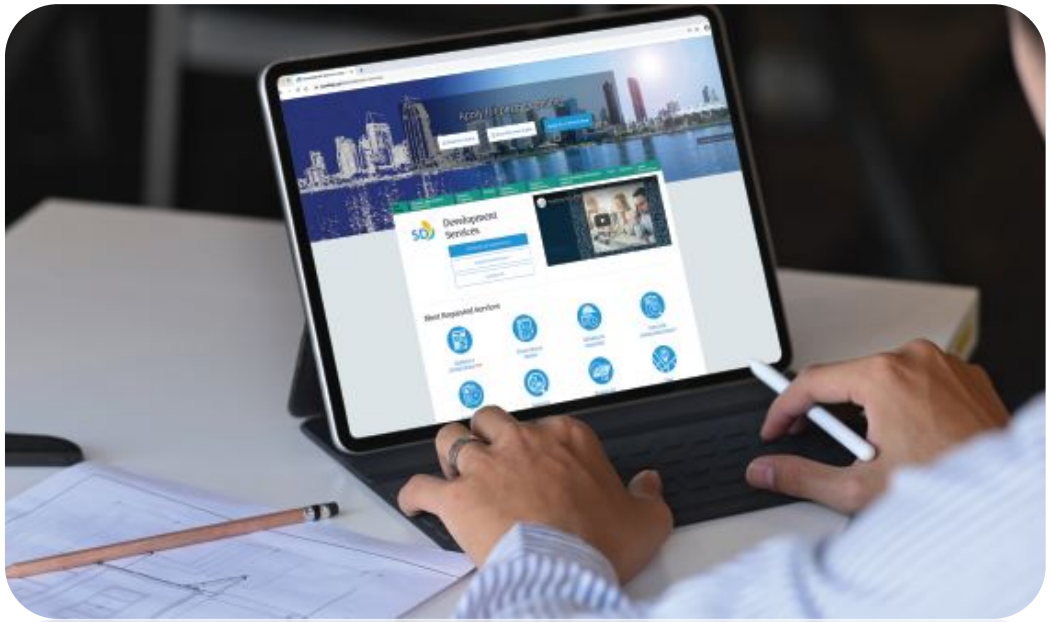
COVID-19 and Reopen DSD Cont.

- **Completeness Review**
  - Issues with incomplete submittal in paper and digital form causing delays
- **OTC – The new online "Rapid Review"**
  - New online **"Rapid Review"** to replace OTC with digital submittals making it faster and easier for customers/reviewers
- **Express Reinstated May 22, 2020**
  - 1.5 times faster than standard timelines – enhanced fees apply

Hybrid Online Permitting Update

New Online Permitting Launched on May 4

- Over 3,000 new OpenDSD accounts created in first month
- More 4,000 project applications received in Accela and Hybrid since May



What's New:

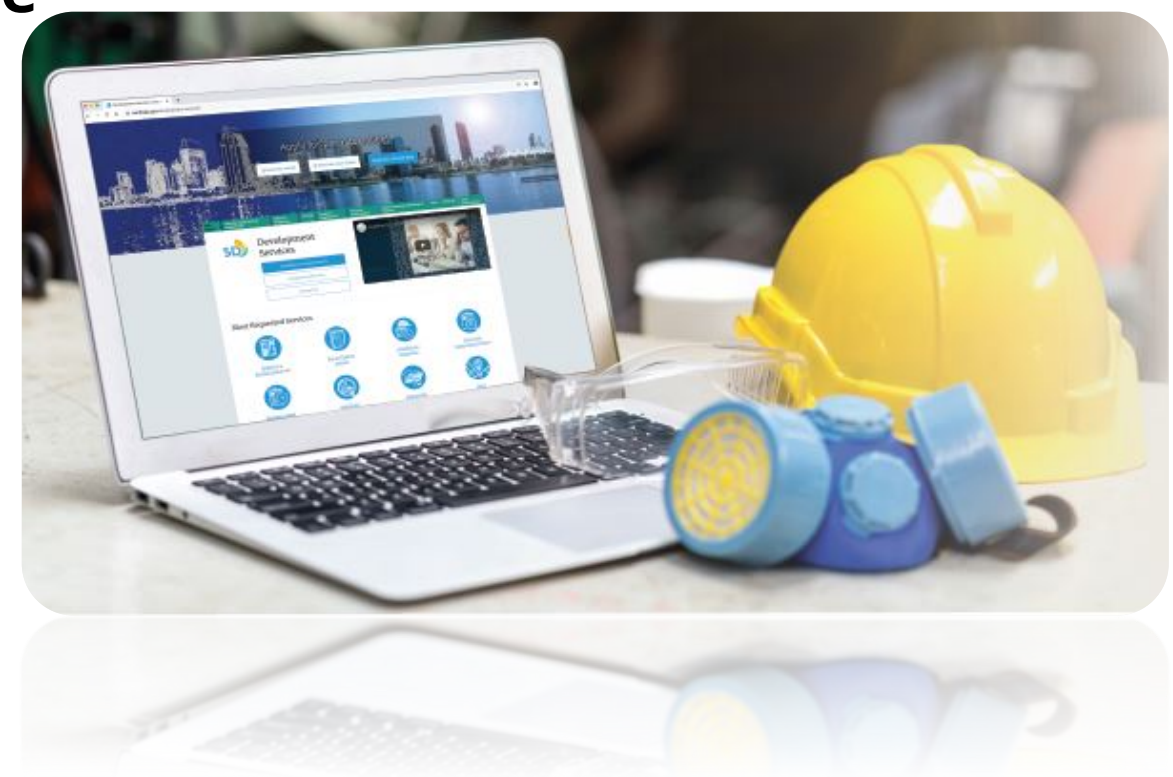
- Improved online help service (Self-Help, Project Status Form and Get Help)
- Increased timeout feature in OpenDSD to one hour for uploading docs
- Construction changes can now be submitted online if the original is converted to digital

What's Next:

- Continue asking for feedback to improve customer experience
- Improve website information
- Reduce/improve document type selection feature

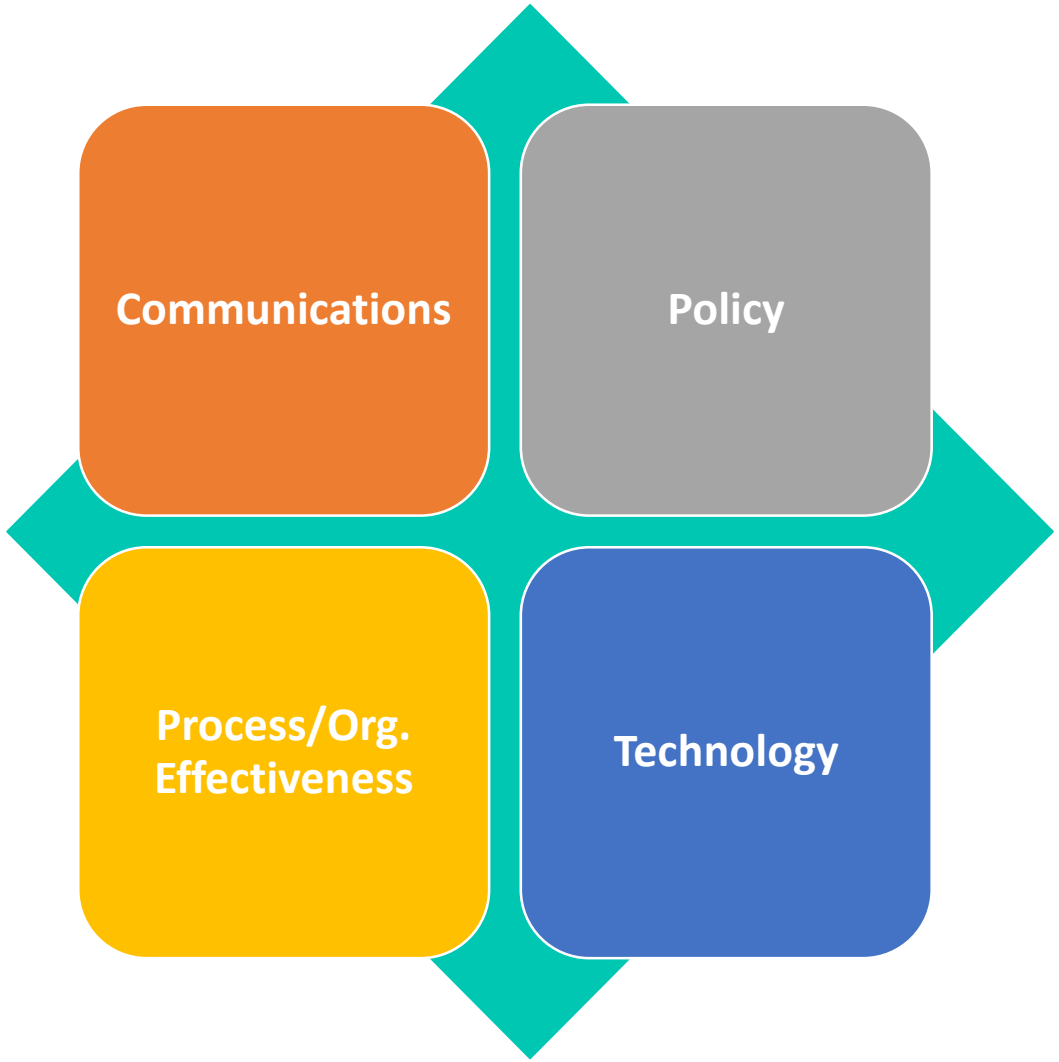
#Digital DSD and Other Updates

- **Starting July 1 – All New Project Must Be Submitted Online**
  - Includes new projects and submittal
  - Construction changes
  - Re-submittal will continue to be in paper form



- **Permit Extension Ordinance Recap**
  - Discussion & feedback
- **Temporary Outdoor Business Permit**
  - Discussion & feedback
- **Vehicle Miles Traveled Update**
  - Discussion & feedback

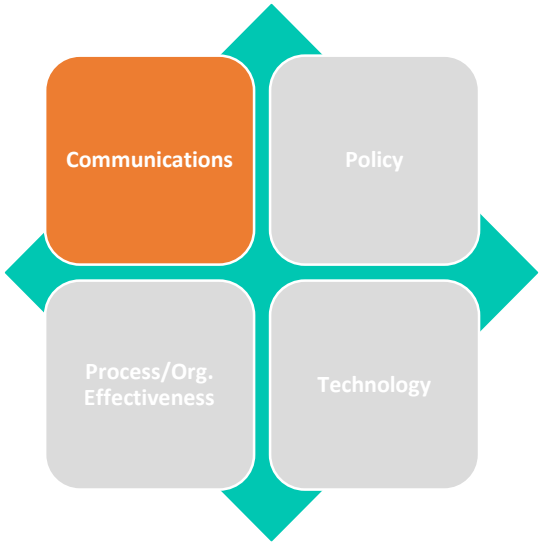
DSD'S New Blueprint



DSD'S New Blueprint – Communications

- **Purpose:** The Communications committee is focused on developing and implementing ideas that improve DSD communication with internal and external stakeholders
- **New Blueprint Ideas for Discussion:**
  - Enhanced Customer Awareness
    - Weekly Operational Changes Summary (Scott)
  - Enhanced Employee Communications
    - SharePoint Online Site (JC/Rimah)

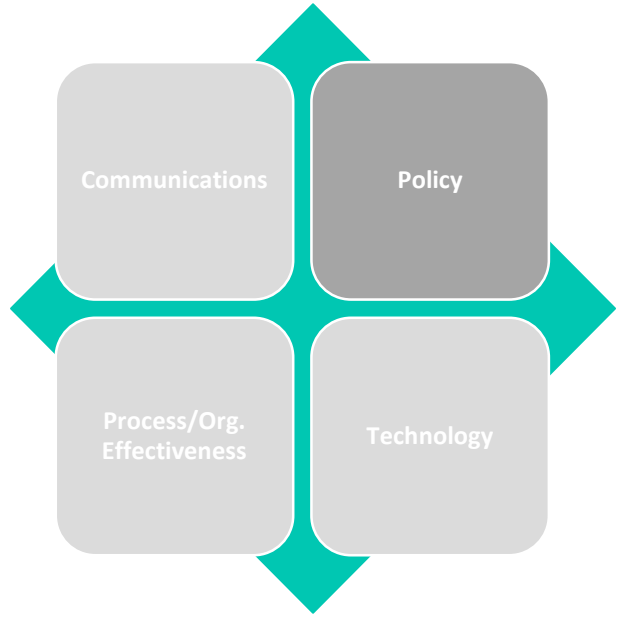
- **28 - Number of Ideas**
- **18 - Ideas Implemented and in Progress**



DSD's New Blueprint – Policy

- **Purpose:** Committee focused on policy changes that improve coordination with other departments, outside agencies and customers
- **New Blueprint Ideas for Discussion:**
  - Update on ZAPP (Gary)
  - Develop and adopt a subscription and renewal process for mailing lists (Michelle)

- **35 - Number of Ideas**
- **23 - Ideas Implemented or in progress**

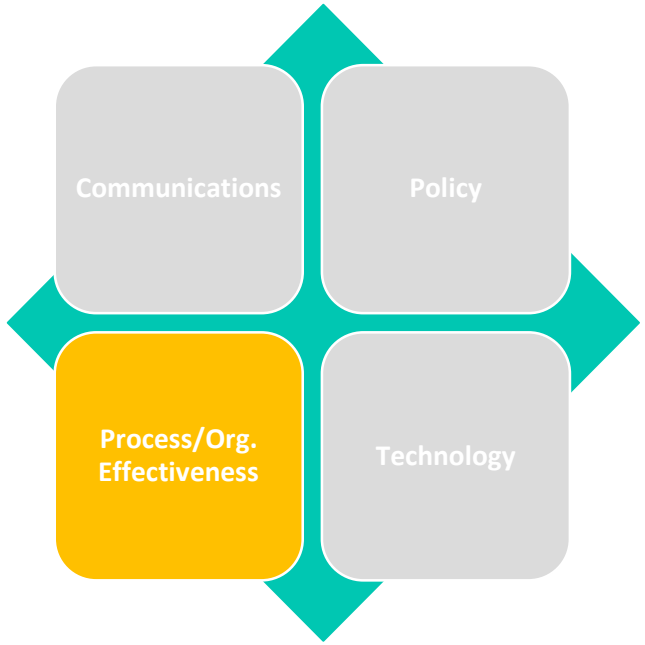


DSD'S New Blueprint – Process/Org. Effectiveness

- **Purpose:** The Process/Organizational Effectiveness committee is focused on developing and implementing ideas that improve DSD's internal and external processes and streamline our core functions

- **New Blueprint Ideas for Discussion:**
  - Flexible schedules and telecommuting implemented to allow DSD to continue operations during pandemic (Kelly/Edric)
  - For Process 4 & 5, provide an option for a kickoff meeting wherein the applicant commits to providing a minimum level of project information and the City commits to gathering all applicable reviewers to provide feedback (Kelly/Edric)

- **36 - Number of Ideas**
- **14 - Ideas Implemented and in Progress**

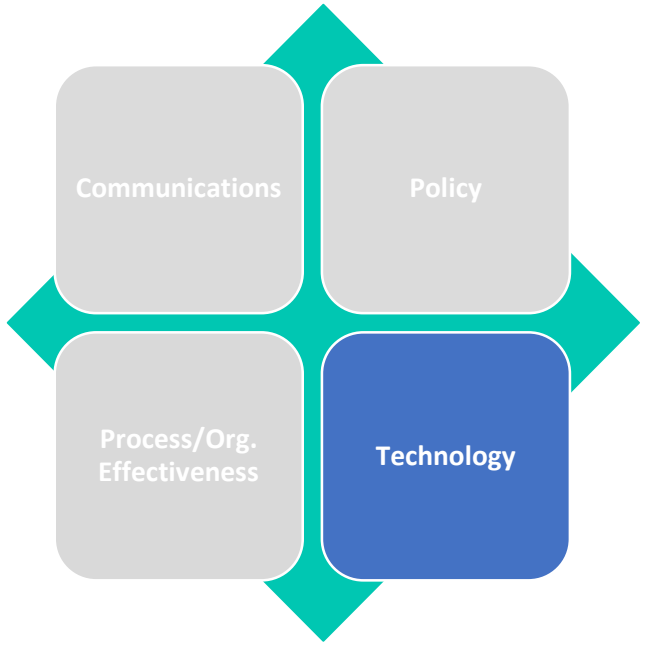


SD New Blueprint

DSD's New Blueprint – Technology

- **Purpose:** Leverage technology to improve customer experience and plan review process
- **New Blueprint Ideas for Discussion:**
  - Get **Help Button** added to DSD Webpage (JC/Leslie)
  - Scheduling virtual appointments online (JC/Leslie)

- **38 - Number of Ideas**
- **24 - Ideas Implemented and in Progress**



Questions ?

- Questions
- Future Agenda Items
- Next Meeting: July 22, 2020