

Developer Forum Notes

11/12/14

Attendees: 25 developers who have worked on projects in Oregon City

Purpose: Facilitate conversation between developers and the city to determine critical issues regarding the development process

Outline: The forum was an open-ended conversation between developers and the economic development department

Key Words

Timing – Recognize the importance of responding to developers and working through the process in a timely fashion

Attitude – Need for a customer service oriented staff in all departments

- Offer a helping hand during project development

Certainty – Provide Certainty across the board during development process

Critical Issues

Scoping Meetings

- Development Policy Review Group
 - o Focus on developing policy tools for the average citizen wanting to develop in Oregon City
- Interdepartmental meetings with developers on new projects
- Offer Solutions based approach
 - o **Developer Experience:** Came to Oregon City to develop at microbrewery. Set up his first meeting; only 1 staff person attended. No offering of solutions to some of the problems with the project and could never get straight answers from the city. Went to Milwaukie – first meeting; free with 10 staff members. Offered solutions and strategies to issues including ADA requirements.
- Preliminary Submittals – offer pre-pre app meetings
 - o **Developer Experience:** Other jurisdictions provide free pre-app meetings on Fridays with department heads if application is submitted by Wednesday

Communication

- Need positive flow of information between departments
- Between departments and elected officials
- Between staff and developers

Customer Service Oriented Staff

- Need to provide helping hand to developers throughout process
- Develop set of standards for returning phone calls, emails, keeping in contact with developers throughout the process, etc.

Invest in Customer Relationship Management Systems

- System to manage contact lists, who's coming and going, interdepartmental communication
- Examples: Sales Force

Streamline Process

- Provide open and informative process
- Big Projects – Have one person guide them through the entire process
 - o **Developer Experience:** Field Issue Review program – Portland - 1 inspector for each project
- Minimize interpretations, increase certainty
 - o Design Review Committee – Doesn't need to be subjective
 - **Developer Experience:** Beaverton - straight forward application process with no public hearings
 - o Land use actions – Reduce second public hearing
- Revisit code – outdated
- Outside Transportation Consultant – Hard for Developers to work with

Post Evaluation Survey

- Provide surveys for post-meeting and post-project to get feedback

Education

- Educate businesses coming into the city
- Educate consumers on code, zoning, etc
 - **Developer Suggestion:** Put a computer Kiosk in City Hall to guide citizens to information on the website
- Educate elected officials on code

Future Forum Suggestions

Important Attendees:

- Department heads
- City manager
- Associations – HBA, Electrical and Plumbing Association

Quarterly meetings with department heads

- **Developer Experience:** Homebuilders Association holds quarterly meetings to discuss what is working and what isn't working with staff members and developers

Action Items:

- Work on Economic Development website
- Discuss critical issues with department heads
- Get in contact with associations