



City of Portland, Oregon
Bureau of Development Services
ITAP

INFORMATION TECHNOLOGY ADVANCEMENT PROJECT

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Customer Advisory Committee

August 8, 2012

3:00 p.m. Room 2500B

Attendees

CAC Members Present:

Keith Skille, *CAC Chair* – Development Review Advisory Committee (DRAC),
GBD Architects
Linda Bauer - Neighborhood, Pleasant Valley Neighborhood Association
Rick Michaelson - DRAC, Inner City Properties, Inc

City Staff Present:

Richard Appleyard, Bureau of Development Services
Terry Carpenter, Water Bureau
Amber Clayton, Bureau of Environmental Services
Adrienne Edwards, Bureau of Development Services
Jim Hanson, Fire Bureau
Hank McDonald, Bureau of Development Services
Kevin Martin, Bureau of Planning and Sustainability
Mark Raggett, Bureau of Planning and Sustainability
Kimberly Tallant, Bureau of Development Services
Shawn Wood, Bureau of Planning and Sustainability

CAC Members Absent:

John Brooks - Engineer, VLMK Consulting Engineers
Rob Humphrey - Land Use/Permit Runner, Faster Permits
Jennifer Kimura - Permit Coordinator, VLMK Consulting Engineers
Josh Lighthipe - Engineer, KPFF Consulting Engineers
Simon Tomkinson, *CAC Vice Chair* - DRAC, Third Sector, Inc

Handouts

- June 2012 Customer Advisory Committee Minutes (July meeting was cancelled)

Convene Meeting

At approximately 3:05 p.m, Keith Skille convened the meeting.

- 1. June 2012 Minutes.** The June 2012 minutes were reviewed and approved without change.

Rick Michaelson moved to approve the minutes. Linda Bauer seconded. The minutes were approved unanimously.

2. RFP Updates and Discussion

Keith Skille offered non-conflict of interest forms to committee members who hadn't yet signed one. These forms allow for in-depth information sharing about ITAP vendor proposals.

Ross provided a brief overview of the recent site visits to jurisdictions that have implemented software solutions by the top three ITAP vendors. Ross encouraged Technical Advisors (those people who have signed the non-conflict of interest forms) to provide input and feedback to the ITAP Proposal Review Committee (PRC). PRC members will revise their scoring of the proposals by this Friday, August 10. Monday, August 13, the PRC will meet to agree on a recommendation for which vendors will move into the best and final offer (BAFO) phase of the RFP process.

By October the BAFO phase should be completed and contract negotiations begun. The goal is to bring a vendor on board by the end of December, 2012.

3. Process Mapping

Shawn Wood and Kevin Martin from the City's Bureau of Planning and Sustainability (BPS) proposed that the ITAP software solution enable tracking of data and information that is often requested by the media, the Mayor's Office, City bureaus, other jurisdictions, and other entities. The requested information includes items such as numbers of parking spaces for commercial projects and floor area ratio (FAR) for commercial projects. (See handout "*bds itap project: building data of interest*" which details the draft list of the types of information BPS is requesting.)

Shawn said that the handout from BPS is a draft "wish list" for the types of information that would be very helpful. BPS worked with BDS for a couple of months to define and reduce the requested list of items. Shawn stated that 90% of the items on the list are required for plan review work.

Highlighted items on the handout indicate items that are already being tracked in our current Amanda system. BPS requests that those items continue to be tracked in the new system.

Kevin Martin said that the information collected would be tied to a property in a GIS layer. The City would then have discretion as to how much of the information to make public.

Keith Skille said that it seems like entering the requested information would add too much additional work for customers and Development Services Technicians. Keith suggested that perhaps the new software system would be able to auto-populate the requested data from permit information that is already routinely entered, such as floor area ratios.

Shawn stated that while TRACS is adequate for permitting services, ITAP provides a new opportunity to begin tracking, reporting, and applying more information in useful ways.

Rick said that tracking the residential, business, commercial, and retail data would be very challenging. Mark said that tracking more objective data would allow the City to keep better track and report more accurately on those items.

Rick also said that it will be very frustrating for customers to enter all this information with a plan reviewer at the front-end of the process.

Mark said that a pathway in the software system could be configured to automatically limit which fields will be necessary to complete. Kim Tallant responded that none of the jurisdictions recently visited by the ITAP Proposal Review Committee had sophisticated systems in place that could do that sort of processing automatically.

Kim Tallant stated that BDS has not yet agreed to all of the requested items on the "wish list".

Mark said that in the future collecting this data could help to develop cases and arguments for making zoning changes.

Richard Appleyard indicated that verifying the accuracy of the data collected would be challenging.

Shawn stated that the City needs to be responsible by planning for the future, and that without accurate data of what has occurred in the past, planning for the future will be difficult.

Shawn asked if there is a way to capture the requested information from an uploaded electronic plan.

Kim said that she will consult BDS Plans Examiner Catherine Heeb about substituting this requested information for the code sheet, or another solution that would eliminate the need for entering information more than once. Then, BDS will review this request in more depth and will develop a proposal for management.

Keith suggested that this issue be brought before additional stakeholder groups, such as the Development Review Advisory Committee (DRAC) before a final decision is made.

Keith thanked Shawn, Kevin and Mark for bringing this issue forward.

4. Other Issues / Questions

Keith encouraged Linda Bauer to bring any particular issues or concerns she might have to the next ITAP Customer Advisory Committee meeting.

5. Next Steps

The next meeting will be September 12, 2012

Adjourn Meeting: Keith Skille adjourned the meeting at approximately 4:05 p.m.