CUSTOMER ADVISORY COMMITTEE

June 14, 2011
Room 2500B

Meeting Minutes

Customer Advisory Committee Attended	City Staff Attended
Linda Bauer, Pleasant Valley Neighborhood Assoc	Richard Appleyard, ITAP Technical Manager
Rob Humphrey, Faster Permits	Adrienne Edwards, ITAP Project Coordination
Craig Mason, VLMK	Wayne Close, Bureau of Transportation
Rick Michaelson, Inner City Properties, Inc	Hank McDonald, ITAP Project Manager
Jennifer Kimura, VLMK	David Nassif, Bureau of Transportation
Diane Parke, McKinstry	Chon Wong, Bureau of Transportation
Keith Skille, GBD Architects	Emily Sandy, Bureau of Planning & Sustainability
	Kimberly Tallant, ITAP Lead Subject Matter Expert
	Christopher Wier, Bureau of Transportation

1. Introductions

2. Background on State's eBuilding Permit System   *(see attached copy of the presentation)*

3. Background on City's permit system selection process
   Hank McDonald described the process that the Bureau of Development Services went through over the past eighteen months. Based on reports from other jurisdictions' online permitting systems and a review of the State of Oregon's e-permitting system, *Accela Office Automation* seems to have the greatest capacity and most robust support system appropriate for our organization and customers.

4. Accela features and project scope   *(see attached one-page ITAP summary document)*

5. Project process and timeline
   Commissioner Saltzman has requested a review of ITAP by a Technical Citizen Oversight Committee, which is in the formation stages and will likely meet for the first time in July. After the Oversight Committee reviews and comments on ITAP, the City and Accela may be ready to agree on a Statement of Work and enter into a contract in September. The Customer Advisory Committee will be informed of the Oversight Committee's assessment and any recommendations.

   If ITAP moves forward as currently projected, the Accela system could be ready for implementation November/December 2013.

6. Committee role and duties

The primary purpose for this committee is to offer input and feedback on ITAP as it moves forward. This committee may also analyze and provide feedback on development services process flowcharts, and will have the opportunity to receive training and test the Accela system when the project gets to that point.

City staff will act in an ex-officio capacity, relaying timely project updates and information, recording this Committee's feedback and decisions, as providing logistics support.

<u>Actions for City staff</u>:
- Provide this group with more detailed information about other committees' roles as they relate to ITAP, so as to avoid any confusion or inconsistencies in decision-making.
- Explore coordinating a meeting between committees with a vested interest or role in ITAP, such as DRAC, ITAP division managers, and others, as relevant.
- Provide information to committee members on any DRAC or other committee's decisions and ongoing changes that are relevant to ITAP.
- Provide a list of committee members and their contact information.

<u>Actions for Committee members</u>:
- At the July meeting, determine the process for selecting a chair and vice chair
- Further clarify this Committee's role and responsibilities. Identity what this committee is not here to do.
- Notify City staff by June 30 if they no longer wish to participate on this advisory committee.
- Notify City staff of other stakeholders who might be appropriate for this committee.

7. Project status

The City is currently negotiating the Statement of Work and Contract with Accela. A third-party quality assurance agent is reviewing this work as it progresses.

Within the next month, BDS will post a web site to share ITAP information and updates. The project timeline, migration groups, project status, and additional information will be posted.

8. Questions and Comments

Even though permitting services will be available remotely, online, it will be critical for the City to continue providing ample in-person support for customers. The City should focus on maintaining effective relationships with customers.

The City should plan to train and orient customers to Accela and new permitting processes. City staff should focus on being patient and helpful as they walk customers through the new processes and not expect all customers to use the online option.

The online "help" functions for Accela should be high-quality, and brochures and print documents explaining new procedures would also be helpful.

The City will look at ways to correct inaccurate data prior to data conversion; correcting data will be an ongoing effort, but should be less of a problem with the parameters that the Accela system has on entering new data.

The City of Portland plans to keep up with new releases of Accela Office Automation (approximately every six months). Accela clients, such as the City of Portland, will have opportunities to provide input on those releases.

It will be important to carefully manage configuration and scripting so as to avoid limiting the system's functionality. That is, the more processes are scripted into the system, the less flexibility the users have.

City should update the project website as decision are made and provide updated timelines.

Actions for City staff:
- Share the Statement of Work and Contract at the next Customer Advisory Committee meeting.
- Hank will explore the possibility of obtaining QA/QC reports from other jurisdictions that have implemented Accela, in order to examine actual barriers and pitfalls they experienced.

9. Next steps

Next meeting: Wednesday, July 13 at 3:00 in room 2500B of the 1900 Building.