



City of Portland, Oregon
Bureau of Development Services
ITAP

INFORMATION TECHNOLOGY ADVANCEMENT PROJECT

Dan Saltzman, Commissioner
Paul L. Scarlett, Director
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Customer Advisory Committee

July 13, 2011

3:00 p.m. Room 4a

Attendees:

CAC Members Present:

Carla Marcoff - Trades, Lovett, Inc
Diane Parke, Trades, McKinstry Company
Jack Menashe - Development, Ruben J. Menashe, Inc
Josh Lighthipe - Engineer, KPFF Consulting Engineers
Kathryn Merritt - Construction, Great Kate! Construction Company
Keith Skille - DRAC, GBD Architects
Linda Bauer - Neighborhood, Pleasant Valley Neighborhood Association
Simon Tomkinson - DRAC, Third Sector, Inc.

City Staff Present:

Adrienne Edwards, BDS
Amber Clayton, BES
Jim Hansen, Fire
Hank McDonald, BDS
Kimberly Tallant, BDS
Paul Scarlett, BDS Director & ITAP Project Executive
Terry Carpenter, Water
Wayne Close, PBOT

CAC Members Absent:

Diane Parke, construction - energy, facilities, McKinstry
Jennifer Kimura - Engineer, VLMK Consulting Engineers
Rick Michaelson - DRAC, Inner City Properties, Inc
Rob Humphrey - Land Use/Permit Runner, Faster Permits

Handouts

6.14.2011 CAC Minutes
CAC Contact List
ITAP Project Teams and Committees

Convene Meeting

ITAP Project Manager, Hank McDonald (BDS), convened the meeting and led introductions.

Status Update

Paul Scarlett thanked the CAC members for committing their time and expertise to this project and described the overall purpose of the project. CAC input and feedback is encouraged. ITAP will improve service accessibility and convenience. Currently the City is evaluating how to partner with the State to provide online services that are consistent with other jurisdictions and are cost effective. Commissioner Dan Saltzman is supportive of improving technology and is now evaluating partnership opportunities with the State and the purchasing process for this type of project.

Hank McDonald explained that the City is currently undertaking a thorough review of business processes and is mapping those processes. The City is re-evaluating whether to pursue becoming a full-service jurisdiction of the State, or becoming integrated with the State's system. The City's budget review committee is reviewing the project as it currently stands. The City is forming a new Citizens' Technology Oversight Committee which will begin meeting within the next couple of months; this committee will review ITAP and provide input and feedback.

Kimberly Tallant stated that the IGA and SOW are in progress, but no signed agreements or contracts with a software vendor or the State are in place. Hank described the project's overall timeline, which has a 24-month implementation window.

Hank reviewed the main project goals:

- 1) **Online access to historical permit and property information.** The CAC discussed when and how applications and records become public information. The City will have the ability to apply some protections to records.
- 2) **Online permit application and plan review services.** Users will be able to make notations on the plans electronically. The group discussed how the City's paperless process will interact with the County's, which still uses paper plans.
- 3) **Implementation of an updated building permit information system.** The TRACS permit system and electronic data will be migrated to the State ePermit system.
- 4) **Digitization of historical permit and property information.** Microfilm and microfiche will be transitioned to digital records, which will save time for both customers and City staff.
- 5) **Mobile online access for field staff.** Inspectors will be enabled to upload real-time inspection results that will be public record. An automatic messaging system will be implemented that will automatically notify applicants of their permits' status.
- 6) **Implementation of an automated queuing system.** Customers visiting the Development Services Center (DSC) will automatically be routed in order; paper slips will be eliminated. The system will also track metrics, such as how much time the customer spends at each step in the DSC.

Committee Roles and Responsibilities

One of the CAC's responsibilities will be to review business process maps and provide input from the customers' perspective. *(See also the handout ITAP Project Teams and Committees)*

Nominations of Chair and Vice-Chair.

Keith Skille will be the CAC Chair, and Simon Tomkinson will be Vice Chair.

Should the City be full-service or interface?

Hank described some of the differences between the two options. At this time, it is not known what the cost difference might be. This will be discussed further in future CAC meetings.

Action Items:

Hank will check with other jurisdictions and the City Attorneys' Office about when it is appropriate for customers to have direct access to plans.

Comments and questions:

The City will consider developing policies and procedures about when and how applications and records become public information. (Paul Scarlett)

A *Frequently Asked Questions* document or web page was requested, to track common issues. (Wayne Close)

"Training" should be added to the "ITAP Project Teams and Committees" document. (Keith Skille)

Chair and Vice Chair requested information about their role, such as preparing agendas. (Keith Skille, Simon Tomkinson)

Privacy of digitized and online information is a critical issue that will need careful consideration. (Simon Tomkinson)

Next CAC Meeting, Wednesday, August 10, 2011 – 3:00 – 4:00 p.m.

Minutes prepared by Adrienne Edwards - July 27th, 2009