



City of Portland, Oregon
Bureau of Development Services
ITAP
INFORMATION TECHNOLOGY ADVANCEMENT PROJECT

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Customer Advisory Committee

February 8, 2012
3:00 p.m. Room 2500A

Attendees

CAC Members Present:

Linda Bauer - Neighborhood, Pleasant Valley Neighborhood Association
Rob Humphrey (via WebEx) - Land Use/Permit Runner, Faster Permits
Rick Michaelson - DRAC, Inner City Properties, Inc

City Staff Present:

Richard Appleyard, BDS
Terry Carpenter, Water Bureau
Amber Clayton, Bureau of Environmental Services (BES)
Hank McDonald, BDS
Glenn Raschke, Water Bureau
Nan Stark, Bureau of Planning & Sustainability (BPS)
Kimberly Tallant, BDS
Chon Wong, Portland Bureau of Transportation (PBOT)

CAC Members Absent:

Carla Marcoff - Trades, Lovett, Inc
Jennifer Kimura - Engineer, VLMK Consulting Engineers
Josh Lighthipe - Engineer, KPFF Consulting Engineers
Keith Skille, *CAC Chair* – Development Review Advisory Committee (DRAC), GBD Architects
Simon Tomkinson, *CAC Vice Chair* - DRAC, Third Sector, Inc

Handouts

January 2012 Customer Advisory Committee Minutes
Process Maps for Electrical and Plumbing Permits

Convene Meeting

At 3:05 p.m. the meeting was convened.

1. January 2012 Minutes

No quorum. Minutes will be reviewed at the March 2012 meeting.

2. Customer Advisory Committee Members

Hank McDonald requested that committee members offer suggestions for recruiting additional people to this committee. A few members will help to ensure ample customer input into the project.

ITAP Customer Advisory Committee members will be invited to some of the vendor presentations during the ITAP vendor application process.

3. RFP Updates & Discussion

The RFP was published February 7, 2012. Responses are due from vendors by April 4, 2012. The vendor pre-application conference will be February 29. The first meeting of the 13 RFP reviewers will be February 27th.

Rick and Rob requested a copy of the RFP, which City staff will provide.

4. Process Mapping

Two process maps were distributed in advance of the meeting.

Electrical Permits (including Trade Permit Counter, Plan Review, Plans Examiner Process, Online Permitting Process, Inspection Process, and Revision Process)

- Rick Michaelson: what is shown on the permit can vary from what is constructed. Need to work on how best to deal with changes in the field.
- Rick: we should make sure the information needed from the application is asked for at the right time (intake, review, issuance, inspection)
- Alice: linking licensing information with the new system will make checking license numbers easier.
- Rob: a permit expediter should continue to be able to submit a permit when representing a contractor and when their signature is on forms. For digital intake, need to ensure that expeditors can represent a contractor and can fill in their license number when applying.

Plumbing Permits (including Trade Permit Counter, Plan Review, Online Permitting Process, and Over-The-Counter Review)

Alice: plan review will be streamlined to standardize all trade processes, especially for submittal guidelines. With online permits, City staff is currently unable to automatically see when plan review is needed, and as a result, sometimes fees are not charged when they should be.

- For work in the right of way, the bond and insurance info takes a long time to clear and can cause problems for subcontractors
- Rick: does the map correctly show what needs plumbing plat review? Hank indicated that the list has been updated, so the map will need to be fixed. Alice will update the map.
- Rob: will email more thoughts about these processes to Alice.

5. Other Issues / Questions

Action Item: By March 1, City staff will email to Committee members the draft of today's meeting minutes with the draft agenda for the March 2012 meeting, as well as any handouts that will be provided at the meeting.

7. Next Steps

None listed.

Adjourned: Approximately 3:45 p.m.

Next Meeting: March 14, 2012 at 3:00 in room 2500B