



City of Portland, Oregon
Bureau of Development Services
ITAP

INFORMATION TECHNOLOGY ADVANCEMENT PROJECT

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Customer Advisory Committee

May 9, 2012

3:00 p.m. Room 2500B

Attendees

CAC Members Present:

Linda Bauer - Neighborhood, Pleasant Valley Neighborhood Association
John Brooks - Engineer, VLMK Consulting Engineers
Rob Humphrey - Land Use/Permit Runner, Faster Permits
Jennifer Kimura - Permit Coordinator, VLMK Consulting Engineers
Keith Skille, *CAC Chair* – Development Review Advisory Committee (DRAC), GBD Architects
Simon Tomkinson, *CAC Vice Chair* - DRAC, Third Sector, Inc

City Staff Present:

Richard Appleyard, Bureau of Development Services (BDS)
Ross Caron, BDS
Terry Carpenter, Water Bureau
Amber Clayton, Bureau of Environmental Services (BES)
Adrienne Edwards, BDS
Kimberly Tallant, BDS
Christopher Wier, (PBOT)
Chon Wong, Portland Bureau of Transportation (PBOT)

CAC Members Absent:

Josh Lighthipe - Engineer, KPFF Consulting Engineers
Rick Michaelson - DRAC, Inner City Properties, Inc

Handouts

- April 2012 Customer Advisory Committee Minutes
- Process Maps and description, for Public Works

Convene Meeting

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

1. April 2012 Minutes. The April 2012 minutes were reviewed and approved without change.

2. RFP Updates and Discussion

In this phase in the RFP evaluation process, the top three vendors are Accela, Sierra Systems and CSDC. Dates of on-site presentations will be May 23, 24, 29, 30 and 31.

Keith Skille encouraged members of this Committee's to attend the presentations. Input and questions at some of the presentations will be very valuable to the vendor review process. Committee members are welcome to submit questions to the Proposal Review Committee for the vendors to answer at the presentations; questions can be submitted using the *ITAP Input / Feedback Form* or by contacting Hank, Ross or Adrienne. The written proposals are still available on CD; Committee members may request a copy from Adrienne Edwards.

Keith also encouraged conversations with other jurisdictions that are using any of the top three the vendors' software.

Vendor Presentation Schedule:

Vendor demonstrations in the 1900 Building	May 23, 24, 29, 30, and 31
Site visits	June - July
Reference checks	June - July

3. **Process Mapping.** Christopher Wier from the City's Bureau of Transportation Development Services & Capital Program led a discussion about the Public Works Permit process. Some points of conversation:

- In the Public Works Permit process, there isn't a significant difference between the current business process and the proposed process, because the City has been reviewing its business practices since the co-location of bureaus into the 1900 Building (2009).
- Question: Is it possible to reduce the time it takes to process simple permits? Christopher answered that in some circumstances that is possible, and the City is still working on finding more ways for projects to advance more quickly through the review process.
- Request: Keith Skille asked that the proposed process map indicate in the inquiry stage the decision point for how the permit will be processed.
- Chon Wong stated that the City is encouraging engineers to meet with City staff much earlier in projects to avoid expending additional resources making major design changes when plans are submitted. Chon said that both [macro and micro-level instructions](#) are available for customers.
- Suggestion: Keith Skille suggested a checklist for what the customer needs to start a project.
- Suggestion: Rob Humphrey said that making the permit process predictable is critical.
- Suggestion: Rob also suggested that making City staff available early in the project would be very helpful. Rob said that obtaining project funding is very difficult when there are too many unknowns about how the City will respond.
- Suggestion: Keith said that as the permit progresses, electronic notification of the permits' status would be helpful for the customers.
- Suggestion: Rob stated that the ten-day inquiry period is too long and is a problem for customers.
- Question: Simon Tomkinson asked if it's possible to charge a different fee for the discovery process. Christopher said that the City will investigate that possibility.
- The City is analyzing the appeals process to determine the point(s) that agents can represent the owners' interests. (Chris Wier)

- Comment: There is a balance to strike between communicating with City staff about a project and with submitting. (Rob Humphrey)
- Question: What will happen to project information if the project happens to stall? Will other people be able to access the project documents? (John Brooks)
- Question: Will the public works permit processes synchronize with the building permit processes (to avoid structures being built without the public works process having been completed)? (Linda Bauer) Christopher answered that currently the two processes are not synchronized, but that has been requested in the RFP for the new system.

4. Digitization

The City will be asking the vendors what processes they support for managing copyright issues for online plans.

The City's Bureau of Technology Services (BTS) and the ITAP subject matter experts have been working on how to best make plans available on *PortlandOnline*.

Currently, older plans are viewable via microfiche, and more recent plans are viewable via TRACs.

Request: John Brooks said that customers would appreciate the City offering them a scanned copy of plans after they are submitted.

6. Other Issues / Questions

Adrienne will provide the Committee with:

- Non-Conflict of Interest Forms (for Technical Advisors)
- ITAP Feedback / Input Forms
- Specific dates for the vendor presentations, as soon as the dates are confirmed

7. Next Steps

The June 2012 meeting was confirmed, for:

June 13, 2012
3:00 – 4:00 p.m.
1900 Building, Room 2500B