## Customer Advisory Committee
### September 12, 2012
### 3:00 p.m.  Room 2500A

**Attendees**

<u>CAC Members Present:</u>
   Linda Bauer - Neighborhood, Pleasant Valley Neighborhood Association
   Josh Lighthipe - Engineer, KPFF Consulting Engineers (*via WebEx*)
   Keith Skille, *CAC Chair* – Development Review Advisory Committee (DRAC), GBD Architects


<u>City Staff Present:</u>
   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
   Chon Wong, Portland Bureau of Transportation (PBOT)


<u>CAC Members Absent:</u>
   Rick Michaelson - DRAC, Inner City Properties, Inc
   John Brooks – Land Use Specialist, VLMK Consulting Engineers
   Rob Humphrey - Land Use/Permit Runner, Faster Permits
   Jennifer Kimura - Permit Coordinator, VLMK Consulting Engineers
   Simon Tomkinson, *CAC Vice Chair* - DRAC, Third Sector, Inc


**Handouts**
   ▪ August 2012 Customer Advisory Committee Minutes


**Convene Meeting**
At approximately 3:10 p.m. Committee Chair Keith Skille convened the meeting.


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

*Agenda Item #3 was addressed out of order.*

## 3. Process Mapping.

Kim Tallant shared with the Committee that some ITAP Team members have identified a list of "top ten" process issues to BDS management for review. These top ten issues could have potential impact on customer experience, or on ITAP implementation.

Today Kim asked this Committee's help in identifying business process issues that should be addressed prior to implementing the new system. When asked for an example, Kim mentioned the issue of whether or not the new system should be set so that checksheets would limit customers' ability to submit revised plans until all of the appropriate City staff have reviewed and commented on the original submission. Another example provided was the permit process for sewer connections, which will be completely redesigned prior to the implementation of the new computer system.

Kim asked the Committee to think about any "red flags" or "roadblocks" they have encountered that should be reviewed and/or redesigned.

Linda Bauer asked about the status of the many items the Bureau of Planning & Sustainability requested be tracked in the new system. (*Reference August 2012 meeting notes for this committee.*) Kim said that BPS' request for tracking has been identified as one of the top ten issues that should be addressed prior to system implementation. Linda mentioned that the Housing Bureau also has some information they would like tracked in the new system. Kim explained that the Housing Bureau has opted not to participate in ITAP, and so would not be able to request any specific functionality from the new system. Kim will follow-up with ITAP leadership to see what the procedure would be if a bureau wants to opt-in or request system functionality at this late stage of the project.

Linda said that she would like to be able to view all of the residential uses that occur in commercial zones, because this would indicate whether or not the zone is working as it should. Kim will talk with Catherine Heeb about the possibility of tracking occupancy or some other information that plans examiners routinely review. Linda mentioned the recent 122nd Avenue rezoning, after which students from Portland State University verified in person every property in that zone. Kim will investigate the possibility of capturing this kind of information through other means.

Keith described several process issues that he would like to see addressed. One is that it has been frustrating to receive multiple checksheets and then receive additional checksheets listing new issues. Consolidating all checksheet items would be a great help to applicants. Keith said that this issue would be very near the top of his list of requested processes to address.

Another issue Keith brought up is that he still hears complaints from customers about the Development Services Center (DSC) being closed on Mondays, as well as the service levels not being adequate.

Keith also said that it is very difficult to work from estimates for review fees; a more accurate and thorough up-front fee estimator is very important for the new system.

Keith mentioned that the sequencing of deferred submittals is also something that should be looked into.

Linda Bauer asked if it will be possible to view approved permits for large projects.  Kim said that the City is working on making it easier for people to open the electronic files.  When files are converted for electronic storage, they should be easier to open and view because they will be in a smaller resolution; but they should also still retain enough detail.  Kim said that the selected vendor will be consulted about different ways to index plans that will make searching and finding documents easier.  Keith suggested possibly adding tags to the documents, to help identify them.  Kim said that one possibility is breaking up large plans into the plan sheet categories.

Action required:  Kim requested that the Committee send process issues to her by September 26.  Adrienne will send out an email to the Committee requesting their suggestions for top issues we should be addressing.  Ross Caron said that he will bring this Committee a list of process issues identified by BDS staff, to help clarify the request.

Ross encouraged the Committee to share their insights and feedback about their experiences with the City's development review services.  Ross also said that the Bureau of Development Services is reviewing internal processes also, to streamline and standardize them.

Keith said that it would be very helpful if there were a way to describe the approximate timeline for getting a permit.  For example, letting the applicant know where their permit is in the list of incoming applications, who their project will be assigned to, and what the anticipated review completion date is.  This would allow applicants to provide their clients with better information to help them understand how long the permit process will take.

Linda said that the public would like to know what is happening with a permit after issuance and that information after issuance is too sparse.  For example, if a project is required to use do pervious pavement, but that requirement isn't met, then what would be the next steps?

Keith requested more description of what City staff would like for the "top ten" process issues.

## 2. RFP Updates and Next Steps

The ITAP Proposal Review Committee met today and will submit their final scores to the Procurement Office the week of September 17, 2012.  The Procurement Office will provide the final scoring to the project sponsor, BDS Director Paul Scarlett.  Director Scarlett will then discuss the final scores with Commissioner Dan Saltzman.  Then BDS finance staff and staff from the Commissioner's will need several weeks to review the top vendor's proposal and pricing from the vendor's best and final offer (BAFO).

The Procurement Office will then take the BAFO to City Council.  Contract negotiations could then begin toward the end of October and may take anywhere from two to four months.  City Council will then approve the contract as submitted, and the City can hire the vendor to begin work.  The original timeline for the RFP process has slipped somewhat, but we should still be able to keep the project on track for completion by winter 2014-15.

Richard Appleyard, Kim Tallant and Ross Caron will provide support to the contract negotiation process, with Scott Schneider from the Procurement Office as the primary intermediary.  Subject matter experts from inter-agency bureaus will be able to review certain parts of the proposed contract.  The ITAP Customer Advisory Committee will remain in tact and will continue to provide input as the project moves forward.

## 4. Other Issues / Questions

Ross said that this Committee will be invited to observe the project and to participate in some of the training on the new system.

Keith suggested that it would be worthwhile to reach out to a broader group of end users, such as single family home owners and builders, so that we can obtain ample feedback.    Keith said that he would like to see two to four additional users on this Committee as we move forward.  Richard Appleyard agreed, especially regarding the public portal, which will significantly change customers' interactive experience with City development review services.  Richard suggested that specific work groups be invited to observe and comment.  Ross said that we will want to find effective ways to engage people and to make best use of their valuable time.

Keith asked if this Committee will need to meet during the negotiations phase of the RFP.

Decision: The group agreed that this Committee may meet less frequently until the vendor is fully engaged.

## 5. Next Steps

The next meeting has not yet been scheduled.

City staff will update the Committee about contract negotiations and the top process issues that will be addressed.

City staff will email this Committee an update in November and will also begin now to reach out to more end users.  Keith suggested using the BDS web page to advertise the need for end user participation, and he also suggested periodically broadcasting a request for participation.

**Adjourn Meeting:** Keith Skille adjourned the meeting at approximately 4:00 p.m.