



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

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**Customer Advisory Committee**

November 12, 2014  
3:00 p.m. Room 2500B

**Attendees**

CAC Members Present:

Rob Humphrey – Development Review Advisory Committee (DRAC), Faster Permits  
Josh Lighthipe - KPFF Consulting Engineers (via webex)  
Diane Mason - Tri County Temp Control  
Brian Shelden – Port of Portland

City Staff Present:

Terry Carpenter, Water Bureau  
Kimberly Freeman, BDS  
Rebecca Sponsel, BDS  
Greg Supriano, BDS  
Chris Wier, Portland Bureau of Transportation (PBOT)

CAC Members Absent:

Linda Bauer - Neighborhood, Pleasant Valley Neighborhood Association  
John Brooks – Land Use Specialist, VLMK Consulting Engineers  
Jennifer Kimura - Permit Coordinator, VLMK Consulting Engineers  
Rick Michaelson - Inner City Properties, Inc.  
Keith Skille, *CAC Chair* –GBD Architects

**Handouts**

- August 2014 Customer Advisory Committee Minutes

**Convene Meeting**

At approximately 3:05 p.m. Rebecca Sponsel convened the meeting.

**1. August 2014 Minutes**

Diane Mason made a motion to accept the August 2014 minutes and Brian Sheldon seconded the motion. The August 2014 minutes approved without change.

**2. Project Status Update**

System Development

Currently the project is in the design and build phase(s).

Work is ongoing on the following 7 permit types:

- Trade Permits
- Land Use
- Public Works
- Fire
- Sanitation

- o Murals
- o Transportation

Of the 29 sub-types within these categories, 6 have completed all four of the design/build steps below:

1. Requirement gathering workshops
2. Documentation of agreements on resulting requirements
3. Vendor configuration of the permitting software (Infor Public Sector, or IPS) and plan review software (ProjectDox)
4. City staff validation of the configurations

#### Resources and Schedule

There has been a high turnover in staff on the vendor team, which has contributed to some delay in the work. However, the vendor is fully committed to the project and has brought in new leadership, replaced leaving personnel with highly qualified individuals, and increased their number of team members overall. The City has placed a halt on the vendor beginning work on new permit types until completion of the permit types underway. In the past month, the City team hired three additional team members from within BDS in order to expand capacity and increase the pace of the project. Vendor and City managers are working together closely to develop a fully integrated schedule that details tasks and resource assignments for both teams over the duration of the project. Go Live continues to be set for winter 2015-16. There are no plans for a phased launch of the system.

The project team expects to complete the 7 permit types (listed above) currently in process by January, 2015. The current plan calls for the next iteration to focus on Commercial Building Permits, the largest and most complex permit type.

The team plans to have a demonstration of the new software at the next ITAP Customer Advisory Committee in February, 2015. User Acceptance Testing is currently scheduled for the fall of 2015 and will include participation from members of the ITAP Customer Advisory Committee.

### **3. Group Photo**

The City would like to take a photo of the ITAP Customer Advisory Committee to use for project communication purposes. Due to low attendance at this meeting the photo is postponed until the next meeting.

### **4. Next Steps**

Next Meeting Date: Wednesday, February 11, 2015.

**Adjourn Meeting:** Rob Humphrey adjourned the meeting at approximately 3:45 p.m.