Customer Advisory Committee
October 14, 2015
3:00 p.m. Room 2500 B

Attendees
CAC Members Present:
Diane Mason - Tri County Temp Control
Brian Shelden – Port of Portland
Rob Humphrey – *CAC Vice-Chair,* Development Review Advisory Committee (DRAC), Faster Permits
John Brooks - – Land Use Specialist, VLMK Consulting Engineers
Rick Michaelson - Inner City Properties, Inc.
Josh Lighthipe - KPFF Consulting Engineers

City Staff Present:
Rebecca Sponsel, BDS
Richard Appleyard, BDS
Chris Caruso, BDS
Brian Quattlebaum, BDS
Donah Baribeau, BDS
Kimberly Freeman, BDS
Clifford Smith, Case Associates

CAC Members Absent:
Keith Skille, *CAC Chair* –GBD Architects
Jennifer Kimura - Permit Coordinator, VLMK Consulting Engineers
Linda Bauer - Neighborhood, Pleasant Valley Neighborhood Association

Handouts
- August 2015 Customer Advisory Committee Minutes

Convene Meeting
At approximately 3:05 p.m. Rob Humphrey, *ITAP-CAC Vice-Chair* convened the meeting.

1. **August Minutes**
   Rob Humphrey, *ITAP-CAC Vice-Chair* made a motion to accept the August 2015 meeting transcript with the caveat that the question marks be noted that they represent items not discernable. Donah Baribeau will change the ??? to say "inaudible." Diane Mason seconded the motion. The August 2015 meeting transcript was approved with the change.

2. **Customer Portland Development Schedule Update**

- Kim Freeman asked the group if they were interested in being an advisory group for the development of the customer portal. Members liked the idea and thought they would need more than one hour for a work session. Kim stated that ITAP would like to know the customers' business requirements. One of the questions that would be asked are "What do you like or dislike about other jurisdictions?" Rob suggested having goals and agenda items with a facilitator.

3. CO, RS & LU2 Schedule and Impacts

- Kim reported that Commercial was proceeding with the solutioning process which should be done in December 2015, with unit testing happening in 2016.

- The Residential workshops were changed from October until after December 31, only after the commercial documents are completely solutioned.

- LU2 is completing their business requirements document now and hope to finish the solutioning document and unit testing before the end of the year.

- There are 10 AP types that have some catch-up work needed. Eight of those are PBOT.

- Rob asked if the permitting processes would be different, or are they just being digitized?

- Kim responded that yes, the processes would be mostly the same and don't want business partners and customers to have them as a big surprise. We will bring those changes to this group's attention. The CAC may also help with how to get that information to the other customers.

4. ProjectDox Early Release

- With the push to have some piece of the project go live in 2016, ProjectDox was chosen. The team is currently in the process of building the plan which will include training, how much involvement will be required, and all the problems and opportunities to be managed. The first group to test ProjectDox will be the Major Project Group (MPG). The phasing of this schedule will depend on the size of each user group and testing all steps to ensure success. This may also limit the calls we might get with issues. MPG was chosen first because it was already being considered. It is also a very limited group with huge amounts of plans and early go live would greatly benefit those customers by moving from paper to electronic plans. The applicants were already on board. The ITAP team still has to identify ways to provide online help since plans can be submitted 24/7.

- Rob said currently in other jurisdictions each sheet is one file. Can there be a way to make it one file?

- John Brooks thought that might be difficult to download.

- Kim—it would be nice if there was consistent jurisdiction information.

- John—Industry is two steps ahead of government. John's office has a newer version of CAD and they can have it as one file and then break it up to send to the jurisdiction.

- Keeping the system similar to other jurisdictions is not that important. It is more important to have awesome than the same.

5. **Questions/Comments**

- Always give the end user success.

- Need to find many message opportunities for the public.

- What is the backup system for IPS? Vendors have been asked but we have not received an answer at this time. There are different options to choose from depending on how long the City is willing to have its system down and how much each option costs.

6. **Next Steps**

- Next Meeting Date: Wednesday, December 9, 2015. Between 2:00 p.m. – 4:00 p.m. possibly 90 minutes? (1900 SW 4th Avenue – 2500 B). This will be a work session for the development of the customer portal.

- Prefer an in-house meeting and can add a WebEx for those who cannot attend.

Adjourn Meeting

Josh Lighthipe moved that the meeting should be adjourned, Rick Michaelson seconded the motion and the meeting adjourned at 4:00 p.m.