



**City of Portland, Oregon**  
**Bureau of Development Services**  
**ITAP**

INFORMATION TECHNOLOGY ADVANCEMENT PROJECT

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## Questions for CAC Meeting on

### January 13, 2016 and February 17, 2016

Please come to the meeting ready to share your experiences and thoughts with other jurisdictions and the online-submittal application process. Listed below are some questions and topics to think about before the meeting. We are looking forward to capturing information on your experiences in other jurisdictions, thoughts on a good submittal process, and how we can make this new process as equitable as possible.

1. What is your experience in other jurisdictions using:
  - a. Electronic permitting
  - b. Electronic plan submission
  - c. Electronic plan review
  - d. Customer/end user support
  - e. Wait times
  - f. Notifications
  - g. Gate controls
2. What are the minimum or maximum response or resolution times for each of the above?
3. Which jurisdictions have better submittal processes? Which jurisdictions have processes that are not user friendly?
  - a. Can you provide examples of why?
4. What is most important for the ITAP online submission system to provide to you?
5. Equity is an important issue for the City. How would you suggest we make the submittal process equitable for all customers?
6. Are records easily accessible for research?
7. Are inspections easily tracked and accounted for?