



City of Portland, Oregon
Bureau of Development Services
ITAP

INFORMATION TECHNOLOGY ADVANCEMENT PROJECT www.portlandoregon.gov/bds

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ITAP CAC Members

MEETING NOTES

Today's Date: 2/17/16

Prepared by: Donah Baribeau

Participants	Organization	Present	Absent	Participants	Organization	Present	Absent
Keith Skille, Chair	GBD Archite		X	Rebecca Sponsel	BDS/ITAP	X	
Rob Humphrey, Vice-Cha	Faster Permit	X		Ross Caron	BDS/ITAP		X
Linda Bauer	PVNA		X	Richard Appleyar	BDS/ITAP	X	
Jennifer Kimura	VLMK	X		Kim Freeman	BDS/ITAP	X	
John Brooks	VLMK	X		Lisa Gill	BDS/ITAP		X
Josh Lighthipe	KPFF		X	Donah Baribeau	BDS/ITAP	X	
Rick Michaelson	Inner City Properties		X				
Brian Shelden	Port of Portla	X		Chris Wier	PBOT		X
Diane Mason	Tri County Temp Contro	X		Kevin Martin	BPS		X
				Terry Carpenter	Water		X
				Jim Hanson	Fire		X
Clifford Smith	Case Assoc.		X	Nan Stark	BPS		X
				Elisabeth Reese Cadigan	BES		X
				Glenn Raschke	Parks		X

This meeting was a continuation of January's work session to discover what requirements are needed by customers for the customer portal.

Using the website:

- The website should be self-explanatory. Customers do not want to see a thick customer user manual that you have to download to set up your permit.
- Some jurisdictions want you to go to an orientation class. A YouTube video for first timers could work just as well. (E Pac) Users may not know what they want to do or what is available to them, so perhaps a mini guidance video could be seen after they check out the website.
- Scrolling all the way to the bottom for documents is cumbersome.

Communications:

- Would like to just hit a button that says "yes" or "no"—Do you want the checksheets emailed to you?
- Don't want to have keep using the same filename all the time. It's more helpful to have version names with the date included for better record-keeping.
- Couldn't there be a pop-up that says "Are you sure you want to replace this file?"

Logins:

- Can multiple users have the same rights? If one person logs in and uploads the files or is the applicant, that is the only person who can check on the status of the case or upload revisions. Contractors/subcontractors can't log into their own account if the architect set up the permit.
- The login should be on the very first page.
- Logins should not be on the first page for first time users—they wouldn't know how to proceed. Some people do not want to have an account if they are just looking for something general or researching a property.

What do you want to see?

- Is there a way to check corrections and read what they are? Why did it fail an inspection? Now you have to call the inspector to find out.
- Would like to see checksheets.
- When a drawing is uploaded, you cannot download your original submittals. Can only download the city's PDF, not the original and sometimes that is necessary.
- ProjectDox [in other jurisdictions] looks like it's the back office, not a website. There's no way to find out how to proceed quickly through it.
- Still want to view the issued permits, might need a copyright disclosure if viewing plans.
- TRIM. There are programs that reduce the file size but don't compromise the drawing.
- Site plan should be first since that is the most common thing people want to see. Now we usually have to go through pages and pages of documents before we can get to the site plan.
- On deferred submittals—currently original plans have to be submitted with the deferral. The plans are already in the system, can we skip that step? How can we handle the third party submittals with these?

Equity:

- Live chat option.
- Remote access to customers' computer for live help.
- Keep language and process simple!
- Use pictures and icons.
- Don't bury information down so many layers that it's difficult to find.
- Make sure there is a search box available.
- Remove barriers.