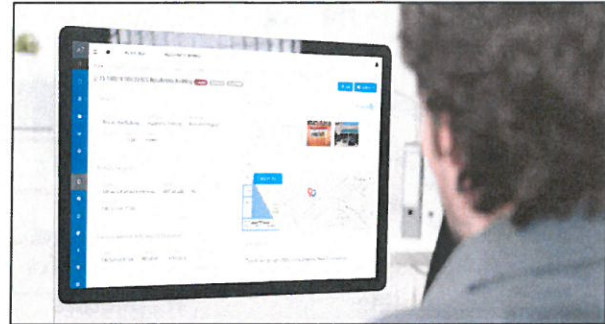




POPS Program Fact Sheet

July 2018

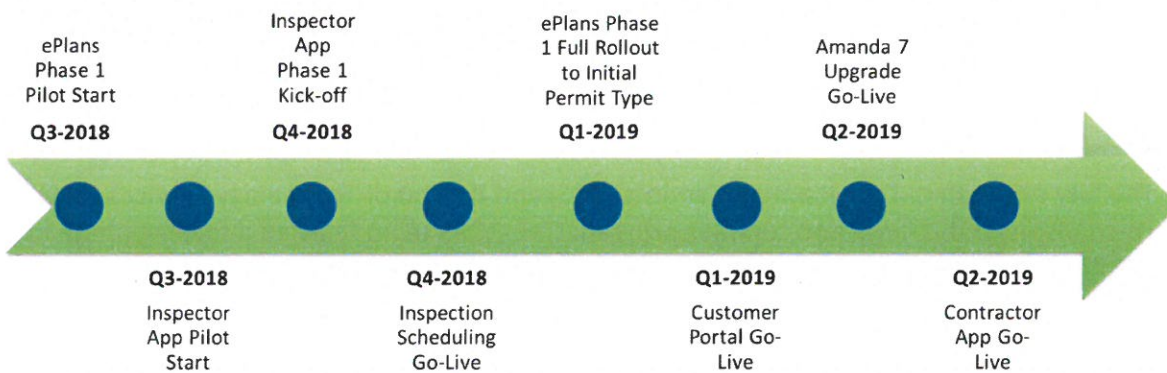


Portland Online Permitting System (POPS) is a program that will move the City’s paper-based development review process to a more streamlined and efficient online digital system. When complete, it will make our services more accessible to the community and increase the efficiency of the permitting process.

The two largest software components of POPS are:

- **TRACS upgrade:** POPS is upgrading the software used in the current permitting system / TRACS from a desktop application version (Amanda 4) to the latest web-based application version (Amanda 7). TRACS is the backbone of how the Bureau of Development Services (BDS) and interagency partners track and process permit applications and manage cases.
- **Electronic plan review (ePlans):** POPS is rolling out the ProjectDox software beginning with the subset of commercial permits that have a BDS Process Manager assigned to them. This will allow plans to be submitted, reviewed, and issued electronically.

POPS is focused on delivering incremental releases of improved functionality that add value to our system and services provided to our customers. The timeline below shows this incremental approach to delivering this large and complex system, more detail on each of these mini-projects follows:



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While the major upgrade and rollout of electronic plan review is underway, POPS is also making improvements to the overall permitting system. These include:



Improved Inspections Scheduling



Mobile App for Inspectors



Improved Web Portal for Customers



Mobile App for Contractors and Applicants

Improved Inspections Scheduling

Currently, inspectors do their scheduling and routing manually every morning. This administrative work can be automated through an inspections scheduling system. It can also integrate with a mobile app for inspectors so that they don't have to manually enter each site into their GPS navigation.

Mobile App for Inspectors

The Inspector App will provide the ability for inspectors to result inspections, take pictures, work offline and sync when connectivity is reestablished, view permitting system information, and add an unscheduled inspection from the field. The app has a mapping function that can allow prioritization of inspections and display the most efficient route to take.

Improved Web Portal for Customers

POPS is revamping the BDS online permit portal, which will increase functionality for customers to submit, track, and pay for their permit applications. The team is also working with various internal groups to expand the types of permits that customers can apply and pay for online.

Mobile App for Contractors and Applicants

This app will allow customers to track their permit applications and cases online. They'll be able to get text messages prompting them to take action to make sure their project goes through as quickly as possible.

Background

The City's Bureau of Development Services (BDS) and Bureau of Technology Services (BTS) are co-sponsors of this large and complex program. The POPS team finished a scoping phase in 2017, which established strong planning and governance structures.

Learn more at: portlandoregon.gov/bds/pops