Online PERMIT CENTER

Thank you for joining us!

Use the Q&A feature to ask questions. Depending on time, we'll answer some of these at the end of our session today.

- **We will not be able to answer personal project status questions during the webinar.**

Online PERMIT CENTER

AGENDA

- **Project Overview**
- **Demo of new software**
- **Critical things to know**

Online PERMIT CENTER

ONLINE PERMIT CENTER SERVICE AREAS

CDD Programs currently in Permit Center

Building Safety

Building Permits
Change of Use
Inspections
Project Coordination

Planning

Land Use Review
Historic District
Planning Commission
Development Code
Sign Code
UGB Implementation

Private Dev. Engineering

ROW Permits
Infrastructure Review
Traffic Control
Inspections
Franchise Utilities
Construction Mgmt

Code Enforcement

Building Enforcement
Planning Enforcement
Derelict Structures
Temp Sign Program
Snow Removal
Flammable Vegetation

Licensing Program

Business License
Short Term Rentals
Marijuana Licensing
Noise Permits
Special Events
Vehicles for Hire

Development Services

SDC Program
Project Coordination
Agreements
General Administration
Data Management
Business Processes
Online Permit Center

Programs to be moved to Permit Center

Fire Dept. Programs

Burn Permits
Firework Permits
Fire Inspections
Fire Code Complaints

Utility Dept. Programs

Fire Hydrant Meters
Utility Code Complaints

Finance Programs

Room Tax
Franchise Fees

OPM Programs

Addressing
Street Naming
Map Requests

TO BE ADDED IN FUTURE

Police → CDD Licensing

Social Gaming
Second-Hand Dealers
Security Companies

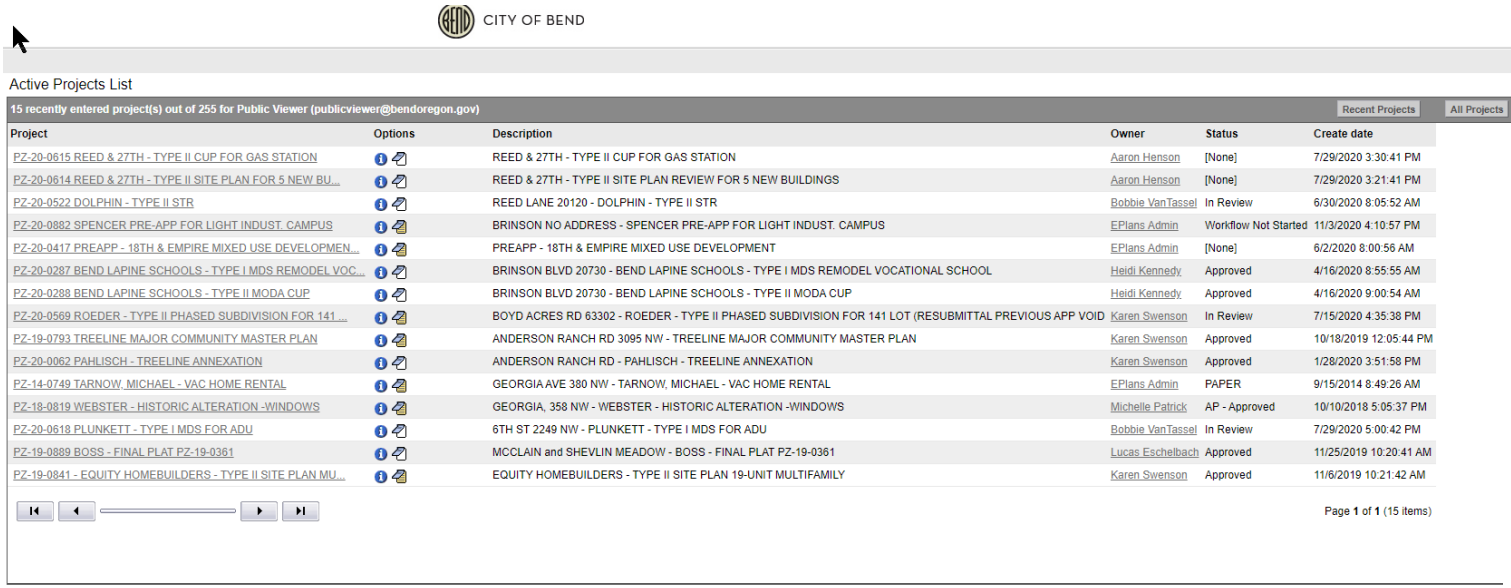
Police Parking Enforcement

Abandoned Vehicle Enforcement

TOPICS FOR APPLICANTS & CONSULTANTS

- Overview of the Online Permit Center Customer Portal
- How to Register an Account
- How to Check Items and Track Project Status
- How to Submit New Applications
- How to Pay Fees
- How to Add or Edit Contacts on an Application
- How to Add or Edit Portal Account Contact Information

CURRENT STATE



- User Guide
- 3rd Party User Guide
- Building Plan Review
- Public Viewer for Planning Permits
- Login
- Help Videos

The process is quite simple and very efficient, here's how it works. Once an applicant is ready to submit for review, they complete an on-line application, which is emailed to one of our Divisions. The applicant then receive an invitation into the project via a link that is emailed back to them. The applicant uploads electronic copies of the construction documents, and the Division is notified via an email sent from the 'project', that the documents are ready for review. Documents can be dwg, dwf, pdf, tiff, etc. file types, as ePlans recognizes a vast range of extensions.

Next, staff review the documents, mark them with any stamps, comments and/or corrections that are required, notify the applicant via email from the 'project', that the review is complete, and either the permit is approved or there are items needing addressed. Changes and revisions are made by the applicant and then the revised copy of the document is uploaded. RFI's, revisions, deferred submittals and phased construction are all managed in the same manner. Review can be completed concurrently by all departments, and the applicant can actually observe our progress as the documents are examined. Paper documents need not be printed until after the project is approved and the permit issued, then as many sets of approved plans can be printed as necessary.

- Customers email applications or complaints to City staff
- ePlans interface is not intuitive
- Unclear project status
- Can only pay for a few types of projects online

CUSTOMER BENEFITS

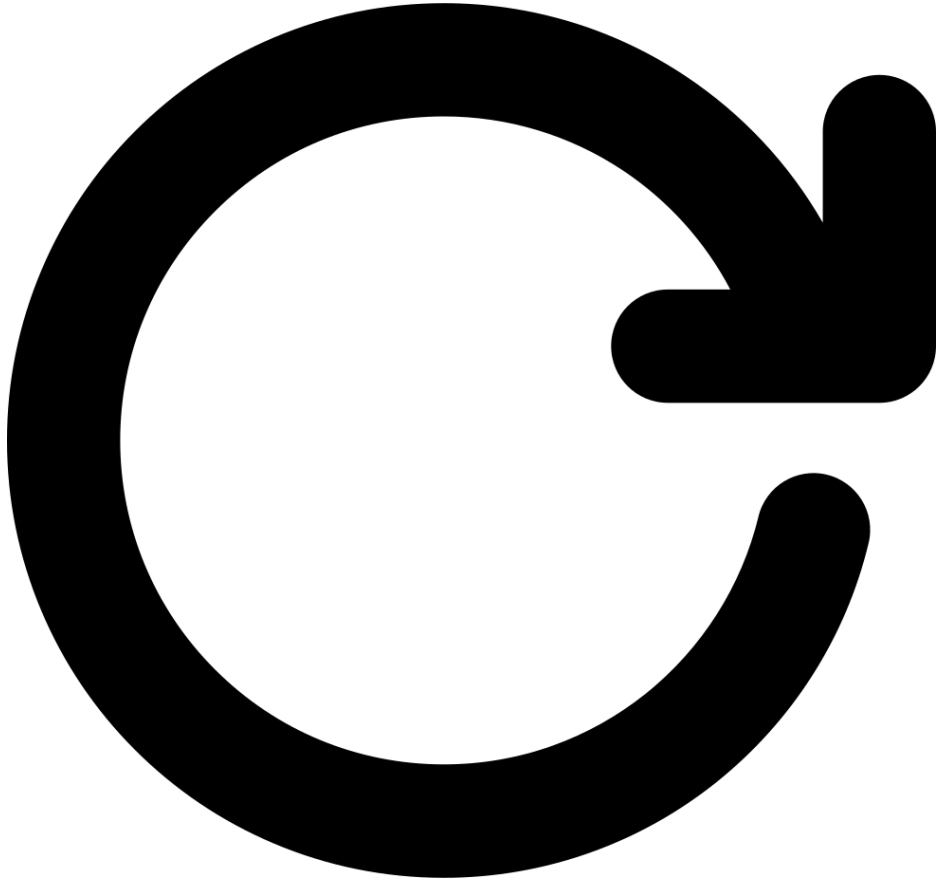
Our customers can expect to see:

- Streamlined online submittals, payments, reviews and inspection scheduling;
- Ability to find out project status and information faster and easier;
- Ability to pay fees online for all program areas;
- File and track code complaints online; and
- Receive real-time inspection results from the field.

Online PERMIT CENTER

USES OF PORTAL

- What can customers do on Portal?
  - Search for Property or Development Information
  - Submit Applications or Code Complaints
  - Pay Fees
  - Check Project Status
  - Respond to Corrections
  - Request Inspections



REGISTER FOR PORTAL

- 1. Email Address
  - Customers will register using their personal email address.
  - ***Use the same email already on file to allow for current projects to sync to new Portal account.**

- 2. Password
  - Set own password.

- 3. Confirmation Email
  - Look for an account verification email with a link to complete the registration.
  - *Do right away – Link is only good for 30 minutes!

DEMONSTRATION

WHAT EMAIL ADDRESS SHOULD I USE?

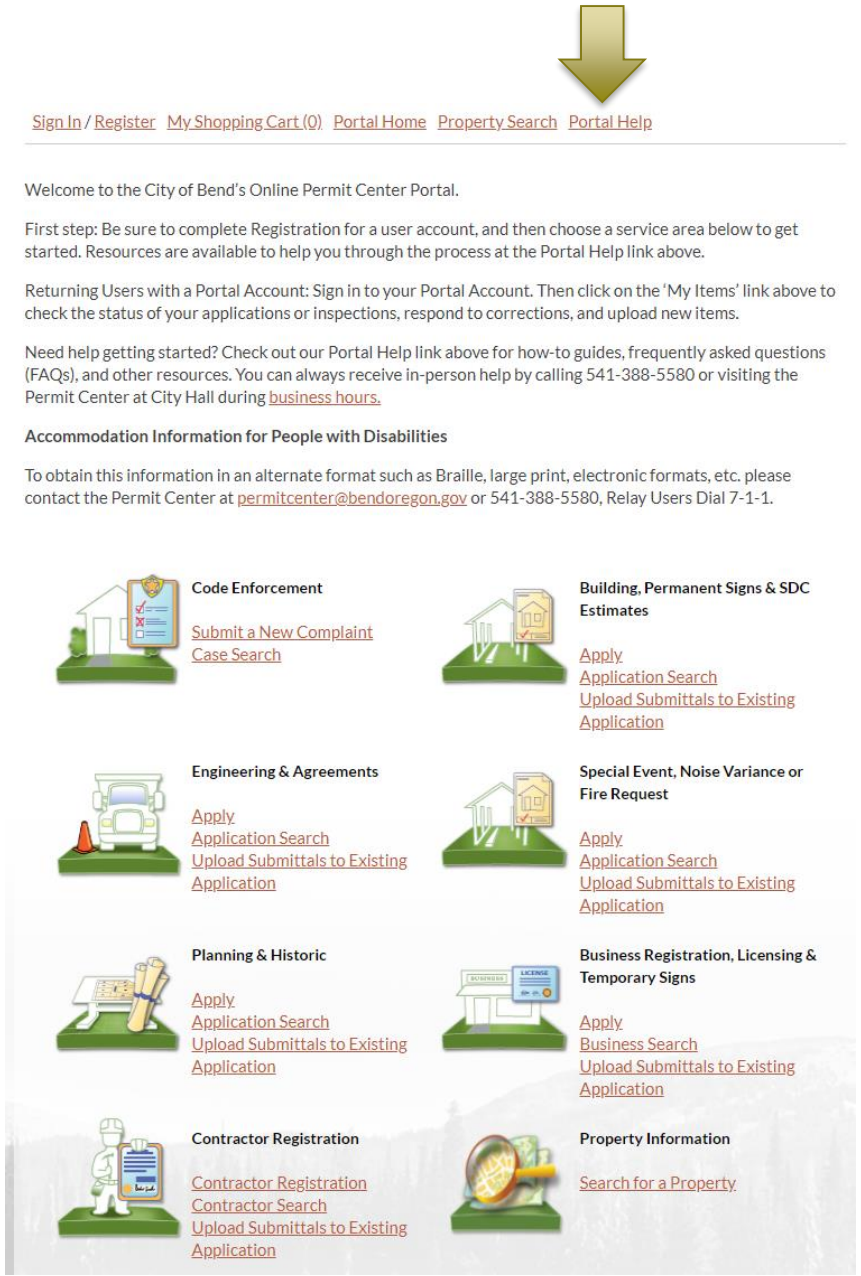
- **What email address is on current projects?**

- **Are you registering as the Firm or as an Individual?**
  - Firm email – a firm can see all the projects the contractor business is added to
    - The firm login may be shared with employees so everyone has access to all projects
    - Business accounts can be added by customers directly

  - Individual's email – an individual can see the projects that they are responsible for
    - Individuals may be requested by customers, but staff needs to add to projects

- **Multiple users may have access to a project to pay fees, submit documents, request inspections, etc.**

PORTAL HELP VIDEOS



Customers will have access to Portal Help videos:

- Portal Overview
- How to Register
- Search for Property or Development Information
- Submitting an Application
- How to Pay Fees
- Request an Inspection
- Track Project Status
- Upload Submittals and Respond to Corrections
- Renew a Business Registration or Specialty License
- Initial Application for Business Registration or Specialty License

- Online Permit Center Portal will launch **Monday, December 14, 2020**

At Launch:

- Be ready to register your account on the first day to allow for a seamless transition of current projects and inspections, and to keep your projects moving.
- Expect that review and response times will be slower than usual.
- Look for Portal Help videos and how-to's to learn about navigating the new system.
- Visit bendoregon.gov/permitcenter for important project information.

RESOURCES

- Visit the Permit Center website at www.bendoregon.gov/permitcenter
  - You'll find a resource library of help videos and how-to documents on Dec 14

- For help with Portal, reach out to Permit Center staff at permitcenter@bendoregon.gov

- For specific project-related inquiries, continue to work with your assigned City staff contact.

TRAINING CALENDAR

- For Applicants/Consultants:
  - Wednesday, December 2, 9am
  - Monday, December 7, 10am
  - Thursday, December 10, 12pm
- For Contractors:
  - Thursday, December 3, 2:30pm
  - Tuesday, December 8, 12pm
  - Thursday, December 10, 3pm
- For the General Public:
  - Friday, December 4, 12pm
  - Wednesday, December 9, 12pm

	Monday	Tuesday	Wednesday	Thursday	Friday
Nov 30-Dec 4	Nov 30th	Dec 1st	**Dec 2nd - 9am** **Training Webinar for Applicants + Consultants**	**Dec 3rd – 2:30pm** **Training Webinar for Contractors**	**Dec 4th - 12pm** **Training Webinar for General Public**
Dec 7-11	**Dec 7th - 10am** **Training Webinar for Applicants + Consultants**	**Dec 8th - 12pm** **Training Webinar for Contractors**	**Dec 9th - 12pm** **Training Webinar for General Public**	**Dec 10th** **12pm - Training Webinar for Applicants + Consultants** **3pm - Training Webinar for Contractors**	Dec 11th
Dec 14-18	**Dec 14th** **Launch of the Online Permit Center!** **12pm - Training Webinar for Contractors**	**Dec 15th - 10am** **Training Webinar for Applicants + Consultants**	Dec 16th	Dec 17th	Dec 18th

THANK YOU!

Course: Customer Webinar – Online Permit Center for Applicants & Consultants

Coverage: This course and documentation is based on CityView, version 2020.4.4.

Authors and Publisher
Community Development Department, City of Bend, Oregon

Copyright © 2020 City of Bend
All rights reserved. No part of this course, including this training document or parts thereof, may be reproduced or transmitted in any form, by any means (electronic, photocopying, recording, or otherwise) without the prior written consent of the City of Bend.

Date: December 2020

Limit Of Liability/Disclaimer Of Warranty
Reasonable effort is made to ensure that the information in this document is complete and accurate at the time of printing. **The City of Bend makes no representation or warranties of any kind with respect to the accuracy or completeness of the contents of this training document and specifically disclaims any implied warranties of merchantability, fitness for a particular purpose, or non-infringement, and shall in no event be liable for any loss of profit or any other commercial damage, including but not limited to special, incidental, consequential, or other damages.**

Changes and/or corrections to the information contained in this document may be incorporated in future versions.

Configurations of system hardware and software in this manual are for illustrative purposes only. Actual system installations, configuration, or responses are based on specific needs and subject to change.

Examples
Content used in this documentation was captured from actual data. The data is available from various public records searches; however, the information contained herein should not be used for purposes other than training and should remain confidential.

Trademarks
Windows, Windows 10 are registered trademarks of Microsoft Corporation, Inc.
CityView, WorkSpace, are registered trademarks of CityView, a Harris Operating Group of Constellation Software Inc.
All other trademarks and trade names referred to in this course book are the property of their respective companies.

Ordering / Contact Information
City of Bend, permitcenter@bendoregon.gov