



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



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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

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

Programs to be moved to Permit Center

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



Active Projects List

15 recently entered project(s) out of 255 for Public Viewer (publicviewer@bendoregon.gov)

Project	Options	Description	Owner	Status	Create date
PZ-20-0615 REED & 27TH - TYPE II CUP FOR GAS STATION	i 🔗	REED & 27TH - TYPE II CUP FOR GAS STATION	Aaron Henson	[None]	7/29/2020 3:30:41 PM
PZ-20-0614 REED & 27TH - TYPE II SITE PLAN FOR 5 NEW BU...	i 🔗	REED & 27TH - TYPE II SITE PLAN REVIEW FOR 5 NEW BUILDINGS	Aaron Henson	[None]	7/29/2020 3:21:41 PM
PZ-20-0522 DOLPHIN - TYPE II STR	i 🔗	REED LANE 20120 - DOLPHIN - TYPE II STR	Bobbie VanTassel	In Review	6/30/2020 8:05:52 AM
PZ-20-0882 SPENCER PRE-APP FOR LIGHT INDUST. CAMPUS	i 🔗	BRINSON NO ADDRESS - SPENCER PRE-APP FOR LIGHT INDUST. CAMPUS	EPlans Admin	Workflow Not Started	11/3/2020 4:10:57 PM
PZ-20-0417 PREAPP - 18TH & EMPIRE MIXED USE DEVELOPMEN...	i 🔗	PREAPP - 18TH & EMPIRE MIXED USE DEVELOPMENT	EPlans Admin	[None]	6/2/2020 8:00:56 AM
PZ-20-0287 BEND LAPINE SCHOOLS - TYPE I MDS REMODEL VOC...	i 🔗	BRINSON BLVD 20730 - BEND LAPINE SCHOOLS - TYPE I MDS REMODEL VOCATIONAL SCHOOL	Heidi Kennedy	Approved	4/16/2020 8:55:55 AM
PZ-20-0288 BEND LAPINE SCHOOLS - TYPE II MODA CUP	i 🔗	BRINSON BLVD 20730 - BEND LAPINE SCHOOLS - TYPE II MODA CUP	Heidi Kennedy	Approved	4/16/2020 9:00:54 AM
PZ-20-0569 ROEDER - TYPE II PHASED SUBDIVISION FOR 141...	i 🔗	BOYD ACRES RD 63302 - ROEDER - TYPE II PHASED SUBDIVISION FOR 141 LOT (RESUBMITTAL PREVIOUS APP VOID	Karen Swenson	In Review	7/15/2020 4:35:38 PM
PZ-19-0793 TREELINE MAJOR COMMUNITY MASTER PLAN	i 🔗	ANDERSON RANCH RD 3095 NW - TREELINE MAJOR COMMUNITY MASTER PLAN	Karen Swenson	Approved	10/18/2019 12:05:44 PM
PZ-20-0062 PAHLISCH - TREELINE ANNEXATION	i 🔗	ANDERSON RANCH RD - PAHLISCH - TREELINE ANNEXATION	Karen Swenson	Approved	1/28/2020 3:51:58 PM
PZ-14-0749 TARNOW, MICHAEL - VAC HOME RENTAL	i 🔗	GEORGIA AVE 380 NW - TARNOW, MICHAEL - VAC HOME RENTAL	EPlans Admin	PAPER	9/15/2014 8:49:26 AM
PZ-18-0819 WEBSTER - HISTORIC ALTERATION -WINDOWS	i 🔗	GEORGIA, 358 NW - WEBSTER - HISTORIC ALTERATION -WINDOWS	Michelle Patrick	AP - Approved	10/10/2018 5:05:37 PM
PZ-20-0618 PLUNKETT - TYPE I MDS FOR ADU	i 🔗	6TH ST 2249 NW - PLUNKETT - TYPE I MDS FOR ADU	Bobbie VanTassel	In Review	7/29/2020 5:00:42 PM
PZ-19-0889 BOSS - FINAL PLAT PZ-19-0361	i 🔗	MCCLAIN and SHEVLIN MEADOW - BOSS - FINAL PLAT PZ-19-0361	Lucas Eschelbach	Approved	11/25/2019 10:20:41 AM
PZ-19-0841 - EQUITY HOMEBUILDERS - TYPE II SITE PLAN MU...	i 🔗	EQUITY HOMEBUILDERS - TYPE II SITE PLAN 19-UNIT MULTIFAMILY	Karen Swenson	Approved	11/6/2019 10:21:42 AM



- [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, dxf, 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



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.

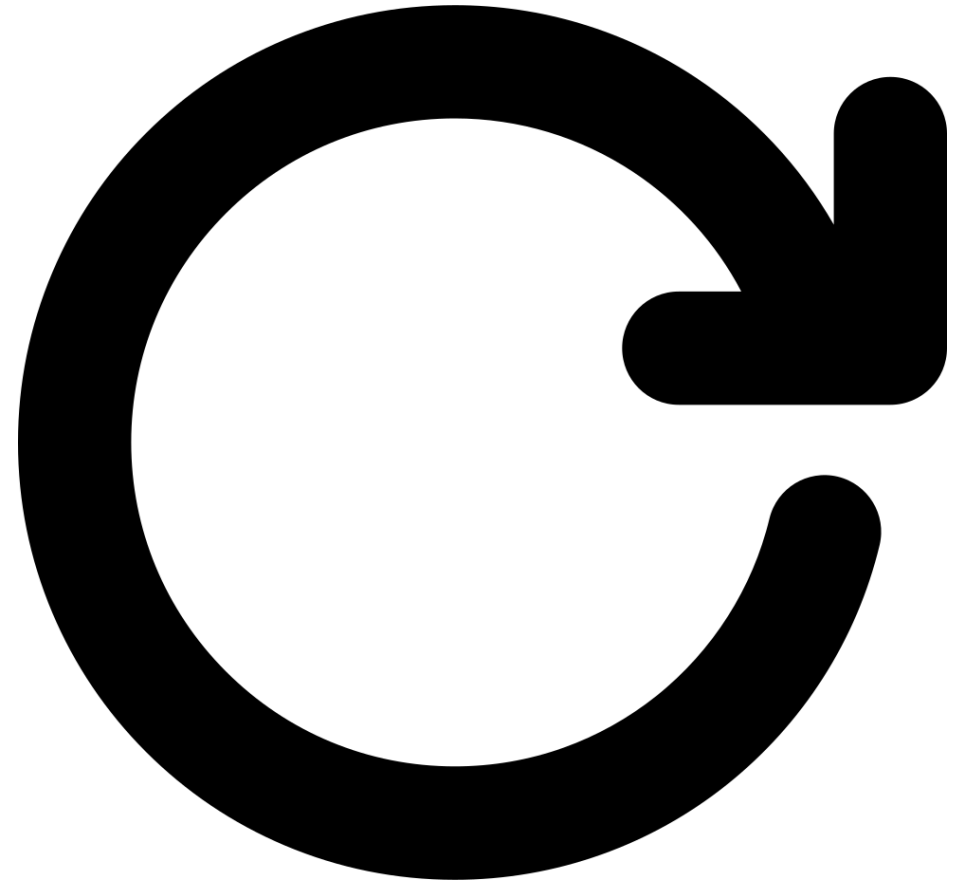


Online
PERMIT CENTER





- 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





- 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.**



Welcome to the City of Bend's Online Permit Center Portal.

First step: Be sure to complete Registration for a user account, and then choose a service area below to get started. Resources are available to help you through the process at the Portal Help link above.

Returning Users with a Portal Account: Sign in to your Portal Account. Then click on the 'My Items' link above to check the status of your applications or inspections, respond to corrections, and upload new items.

Need help getting started? Check out our Portal Help link above for how-to guides, frequently asked questions (FAQs), and other resources. You can always receive in-person help by calling 541-388-5580 or visiting the Permit Center at City Hall during [business hours](#).

Accommodation Information for People with Disabilities

To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. please contact the Permit Center at permitcenter@bendoregon.gov or 541-388-5580, Relay Users Dial 7-1-1.



Code Enforcement

[Submit a New Complaint](#)
[Case Search](#)



Building, Permanent Signs & SDC Estimates

[Apply](#)
[Application Search](#)
[Upload Submittals to Existing Application](#)



Engineering & Agreements

[Apply](#)
[Application Search](#)
[Upload Submittals to Existing Application](#)



Special Event, Noise Variance or Fire Request

[Apply](#)
[Application Search](#)
[Upload Submittals to Existing Application](#)



Planning & Historic

[Apply](#)
[Application Search](#)
[Upload Submittals to Existing Application](#)



Business Registration, Licensing & Temporary Signs

[Apply](#)
[Business Search](#)
[Upload Submittals to Existing Application](#)



Contractor Registration

[Contractor Registration](#)
[Contractor Search](#)
[Upload Submittals to Existing Application](#)



Property Information

[Search for a Property](#)

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.



- 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 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 7-11					
	Dec 14th Launch of the Online Permit Center!	Dec 15th - 10am Training Webinar for Applicants + Consultants	Dec 16th	Dec 17th	Dec 18th
Dec 14-18	12pm - Training Webinar for Contractors				

THANK YOU!





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

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Community Development Department, City of Bend, Oregon

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Date: December 2020

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Ordering / Contact Information

City of Bend, permitcenter@bendoregon.gov

LR: 9/15/2020