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.

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

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

- Overview of the Online Permit Center Customer Portal
- How to Find Property Development Information
- Other property information tools

- How to Register an Account
- How to Submit a Code Enforcement Complaint
- How to Check Status in My Items

City of Bend ePlans

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		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...		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		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		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...		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...		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		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 ...		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		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		ANDERSON RANCH RD - PAHLISCH - TREELINE ANNEXATION	Karen Swenson	Approved	1/28/2020 3:51:58 PM
PZ-14-0749 TARNOW, MICHAEL - VAC HOME RENTAL		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		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		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		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...		EQUITY HOMEBUILDERS - TYPE II SITE PLAN 19-UNIT MULTIFAMILY	Karen Swenson	Approved	11/6/2019 10:21:42 AM

Page 1 of 1 (15 items)

- 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

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

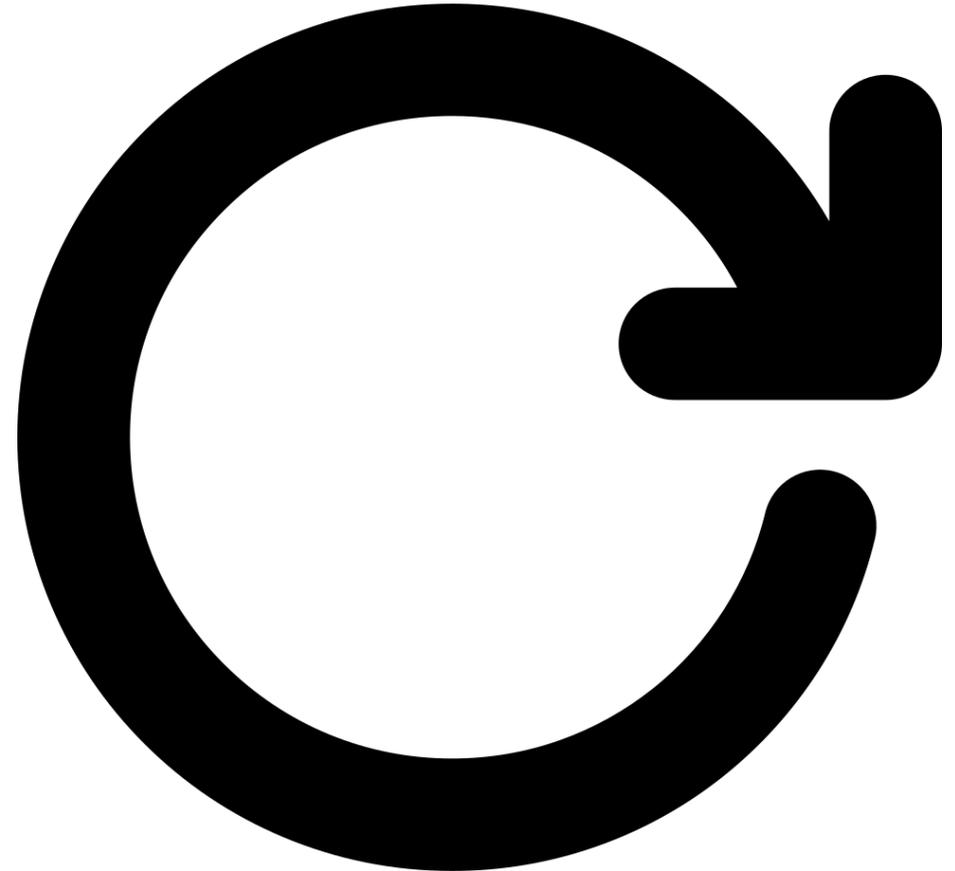- Receive real-time inspection results from the field.

- 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

DEMONSTRATION

- Community Development Portal (NEW) – A modernized interface for viewing active permits and planning applications, as well as a search tool that returns all development activity history for a specific property.

- BOOM! Bend Oregon Online Mapper – Detailed information on many City programs, including contours and utility information. Upon CityView go-live 12/14/2020, permits and planning applications will no longer be included in BOOM.

- Bend Land Information System – Detailed information on residential land availability and housing units in the City.

- Link: https://bendoregon.maps.arcgis.com/home/index.html

- 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!

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:

- Customers and the public will be able to access Portal and its search tools.

- Look for new online mapping tools to be launched on Dec 14 as well.

- Look for Portal Help videos and how-to's to learn about navigating the new system.

- Expect that review and response times will be slower than usual.

- 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

- 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 General Public

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

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

Date: **December 2020**

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.

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

LR: 9/15/2020

CITY OF BEND | ONLINE PERMIT CENTER - CITYVIEW