Portland Online Permitting System

aiim

JUMPING FROM A PLANE! POPS: a digital transformation case study

Full Name
Sarabjeet Singh Waraich

WASABI

DUABI

#SELFIESABY

WABI-SABI

Who is Saby?

I LOVE
CHANDIGARH

PEC

EXPLORE INNOVATE EXCEL

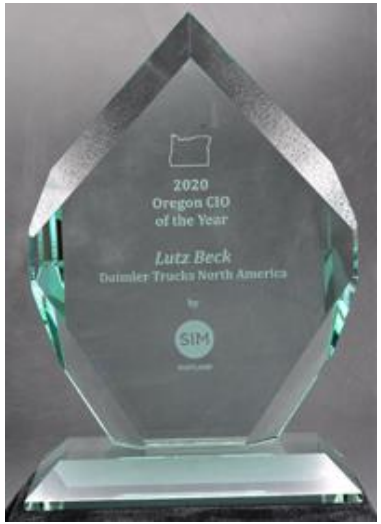
PUNJAB ENGINEERING COLLEGE (DEEMED TO BE UNIVERSITY)

CHANDIGARH

Portland State

UNIVERSITY

Clackamas Community College



MENTOR

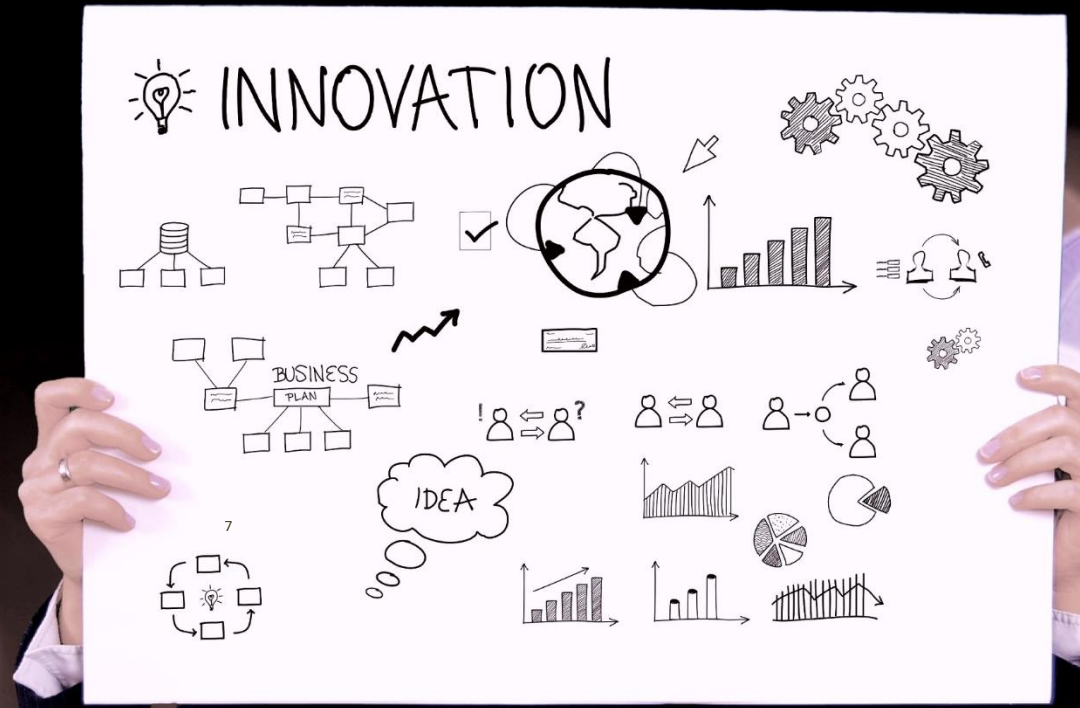
SIM WHERE IT LEADERS CONNECT PORTLAND

TiE OREGON
FOSTERING ENTREPRENEURSHIP

OTBC

OREGON ENTREPRENEURS NETWORK

INDIA ACCELERATOR



NSA Oregon
NATIONAL SPEAKERS ASSOCIATION

LEADERSHIP COACH & TRAINER

Don’t Adopt The Monkey

pdps
Portland Online
Permitting System

$191 million collected in permit fees

$3.03 billion
in construction
value

7 Bureaus

Bureau of Development Services | Bureau of Transportation
Bureau of Environmental Services | Fire & Rescue
Housing Bureau | Parks & Recreation | Water Bureau

TIMELINE

2008

- City Ordinance Sole source with Accela
- Commissioner reassigned
- Re-evaluate Accela
- Open & competitive RFP

2010

- Reduce Staffing Level & Re-organization
- Explore Tech Improvements
- Explore other jurisdictions (UT and Winnipeg)
- State's e-Permitting System Accela as a possible solution

2012

- Contract negotiations started
- System Vendor and Avolve ProjectDox.
- System Anticipated Go-Live 2014/2015

2014

- ITAP work started
- Total Cost: $11.3 million
- Vendor Cost: $7.8 million
- Vendor Resource turnover
- Project Schedule

2016

- Program stopped
- Contract not renewed
- Program Assessment – VIE
- Discovery Project

2018

- New Leadership

Portland's permitting project suffers biggest setback to date

Updated Jul 29, 2015; Posted Jul 29, 2015

Portland has 'serious concerns' about over-budget, late paperless permitting system

Is Portland's New Paperless Building Permit System Doomed?

Portland, Ore., is all-in on using technology that enables contractors to apply for building permits online. But the sheer complexity of the project and difficulties with the vendor are delaying its completion.

Portland's latest technology screw-up ends in finger-pointing

dated Jun 2 PORTLAND

City permitting system upgrade cost rises again

By: Garrett Andrews in Real Estate and Development July 26, 2017 3:44 pm

The latest segment of the Portland Online Permitting System is now expected to cost $1.6 million, or $100,000 more than the previous estimate.

Portland's tech boondoggle enabled by 'significant gaps' in leadership

Updated Nov 26, 2016; Posted Nov 26, 2016

Portland ditches paperless permitting contractor

By: Garrett Andrews in Construction June 29, 2016 2:07 pm

The Bureau of Development Services let its contract with Sierra-Cedar Inc. of Georgia run out this month after the software vendor failed to timely deliver elements of the Information Technology Advancement Project.

0 shares

o is ultimately responsible for
he city deserved criticism for

Portland puts paperless permitti hold

By: Garrett Andrews in Real Estate and Development November 10, 2016 1(

Portland's Information Technology Advancement Project (ITAP) is
Commissioner Dan Saltzman.

Portland rebrands effort to digitize permit system

By: Garrett Andrews in Real Estate and Development January 30, 2017 4:07 pm

The city of Portland has hit the "reset" button on the effort to streamline its costly and circuitous building permit process, bringing in new personnel and even renaming the project.

POPS Program Priorities

External Customers: Public at large

- ePlan Review
- Development Hub PDX
- Contractor App

Internal Customers: City employees

- A7 Migration
- Inspection Scheduling
- Inspector App

Digital transformation is difficult

84% of digital transformations fail

92% of these failures are due to PEOPLE issues

52% of these are due to POOR COMMUNICATIONS

ORGANIZATIONS DON'T CHANGE. PEOPLE DO.

LESSONS

CHALLENGES

WILLAMETTE WEEK
NEWS
RESTAURANTS
BARS
MUSIC
ARTS
Report Suggests Fixing Dysfunctional Portland Government With a City Manager and Twice as Many Commissioners
The City Club report pans Portland's current system—but doesn't repeat past calls for a strong mayor.

Portland's form of government fails residents in almost every way thinkable, report finds
By Gordon R. Friedman | The Oregonian/OregonLive | Posted February 10, 2019 at 07:05 AM | Updated February 12, 2019 at 10:48 AM

BLOGTOWN
NEWS
Hall Monitor: Portland's Form of Government Needs a Makeover
by Alex Zielinski • Feb 11, 2019 at 12:27 pm

GOVERNMENT
GOVERNANCE
CORPORATE
POLITICAL
PROCESSES
PROJECT
INFORMATION
USE
USED
EXAMPLE
TERM
SEE
SOMETIMES
INCLUDE
INVOLVE
DECISIONS
PRIMARILY
SYSTEM
DIFFERENT
CLEAR
FORMULATE
BOARD
DIRECTORS
DEFINES
ALLAH
MEANS
INTERESTS
CITY
CUSTOMS
EXAMPLES
CONCEPT
TYPES
FIRST
HUMAN
COLLECTIVE
DEFINITIONS
ORGANIZATIONS
UNDESIRABLE
ORGANIZATION
CITIZENS
STATE
GLOBAL
DISTINCTION
PEOPLE
GOAL
SUGGEST
DESCRIBE
EFFORTS
LEVEL
ALLOCATE
IMPLEMENT
INVESTMENT
DEFINITION
NATIONAL
ENGAGEMENT
RESPONSIBILITY
SUBMISSION
CONSISTS
WORLDWIDE
MIGHT
WORTHWHILE
GOVERNING
INTERNATIONAL
APPLY
RELATIONSHIPS
ORDER
SELECTED
EXERCISE
RULE
POLICY
BEHALF
LAW
SET
GOOD
POSITIONS
FUTURE
DEFINE
BUSINESS
MAIN
GROUP
INSTITUTIONS
WORLD
EXTERNAL
RELATES
PARTICIPATORY
ROLES
EXIST
ASSESSMENTS
MANAGEMENT
ORGANISATIONS
ISLAMIC
ARTICLE
WORD
WAY
SEAT
SUSTAINABLE
ASSURE
RIGHTS
REFORM
CORRUPTION
INTER-RELATED
ACTIVITY
PERFORMANCE
MEASURING
CAPITAL
ORIGIN
PRACTICE
POLITICS
FOLLOWING
RESOURCES
DEVELOPED
MECHANISMS
AUTHORITY
DEVELOPMENT
GOVERNMENTS
OFTEN
PATTERN
COMMUNITY
ORGANISATION
INDICATORS
LIKE
NEED
LATIN
PEER
QUALITY
FUNCTIONING
COUNTRIES
RESPECT
USUALLY
PLAYERS
SELF-ASSESSMENTS
OPERATE
COUNTRY
TERMS
INSTITUTE
POWER
PARTICIPATION
DEMOCRATIC
NETHERLANDS
GOVERN
RESULTS
ACCORDING
FOCUSES
AMONG
COERCIVE
LAWS
STATES
CAPACITY
PURPOSE
ASSESSMENT
WGI
INDEX
SOCIETY
BANK
AVOIDING
PROCESS
DIRECT
POLICIES
MAKING
MEASURE
PEACE
DENOTE
CIRCUMSTANCES
DEMOCRACY
STAKEHOLDERS
PUBLIC
GRANT
NON-PROFIT
SECTOR
NETWORKS
TECHNOLOGY
RULES
MANY
NUMBER
DEFINED
PARTNERSHIPS
EXPECTATIONS
VERIFY
WITHIN
CONTROL
FUNCTION
ECONOMIC
FAIR
ONE
BAD
FORM
TRADITIONAL

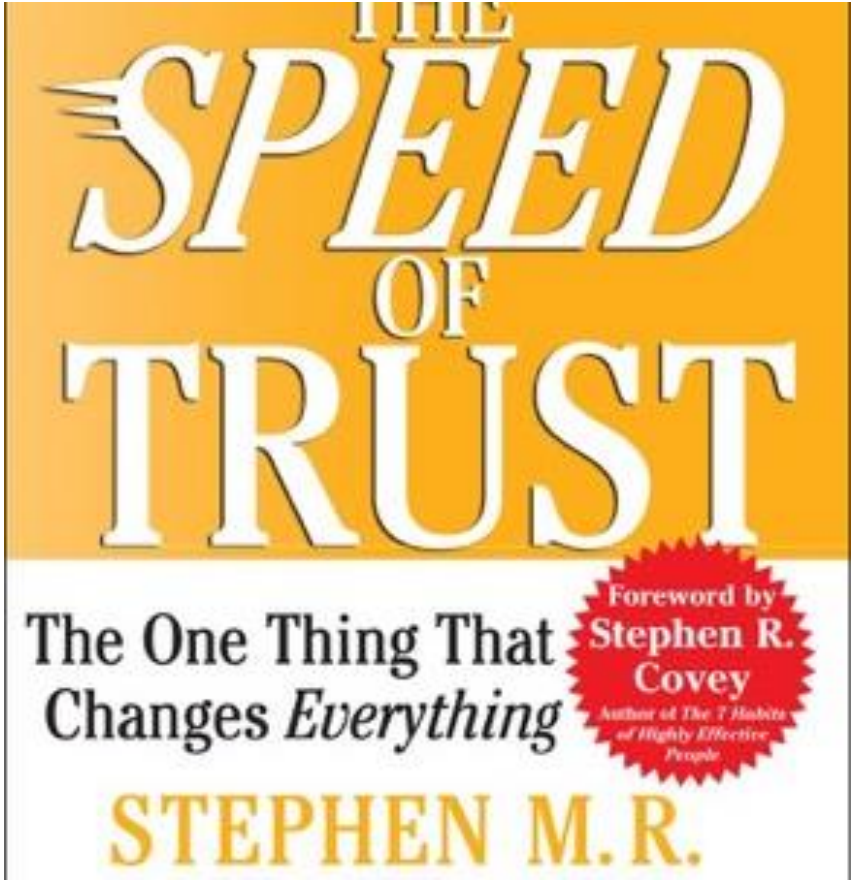
PROGRAM HISTORY

BEHAVIORS TO BUILD TRUST?

Mentimeter Exercise

Mentimeter

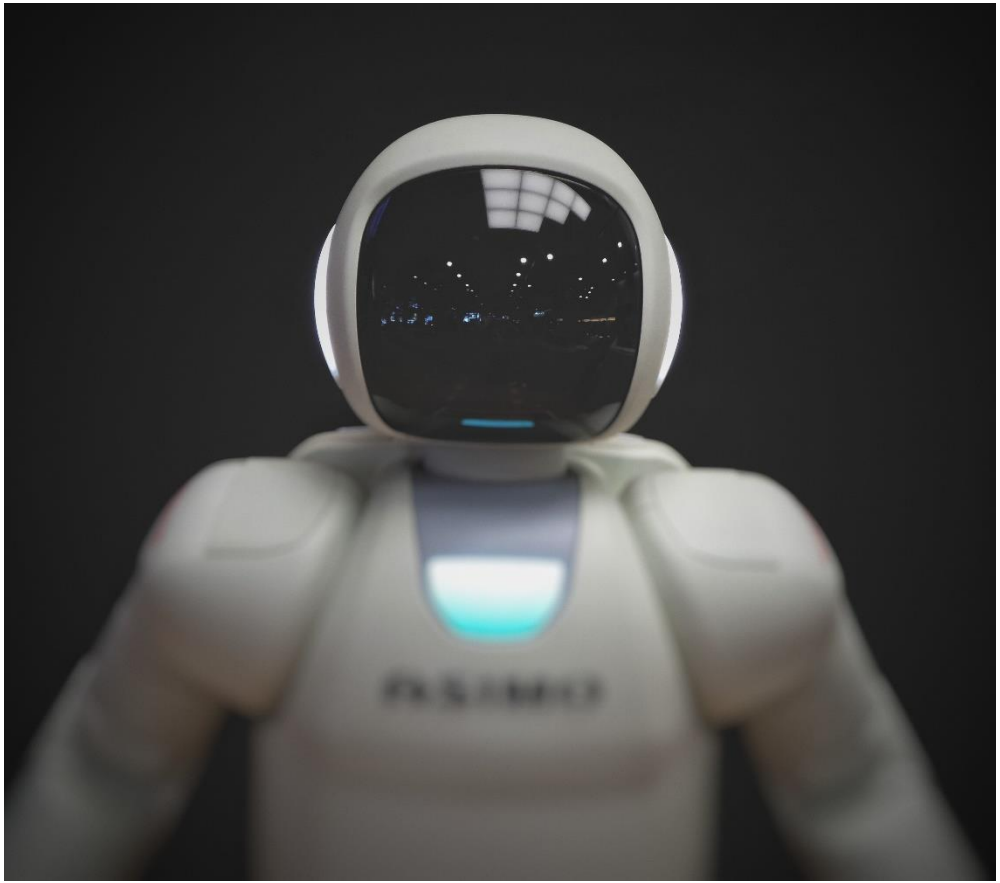
Go to **menti.com** Add in the menti code **2459 1154**


THE SPEED OF TRUST
The One Thing That Changes Everything
Foreword by Stephen R. Covey
Author of The 7 Habits of Highly Effective People
STEPHEN M. R.

Media
Elected Officials
City Leadership
Bureau Leadership
Friends and Family

Microsoft
Windows98

Change



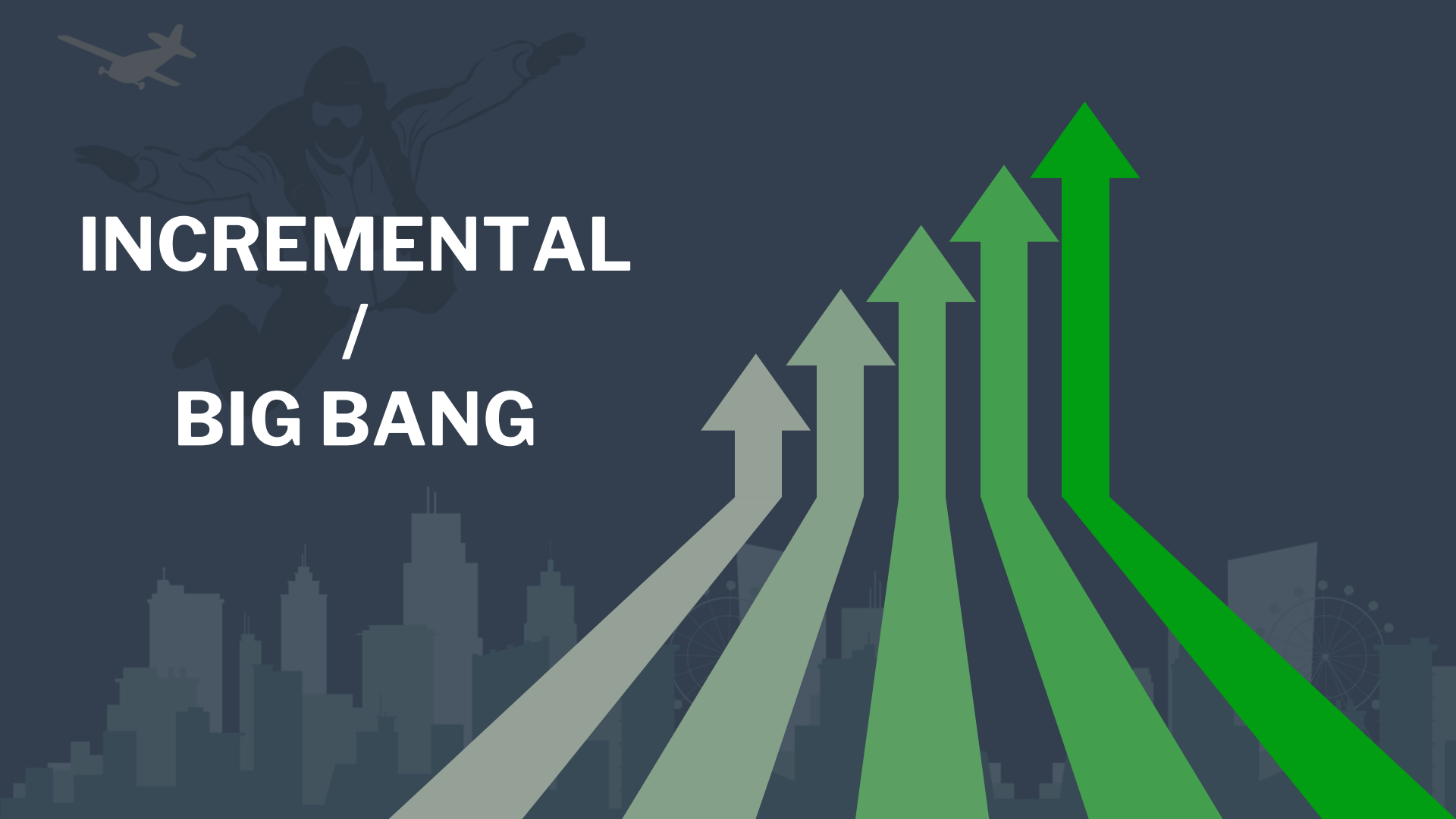
Exit

SUCCESS STRATEGIES

Growth Zone
Learning Zone
Fear Zone
Comfort Zone
In control
Feel safe
No unknowns
Set New Goals
Find Purpose
Live Dreams
Other's opinions
Lack self-confidence
Excuses
Deal with challenges
Extend Zone
New Skills

TWO IN THE BOX

INCREMENTAL / BIG BANG

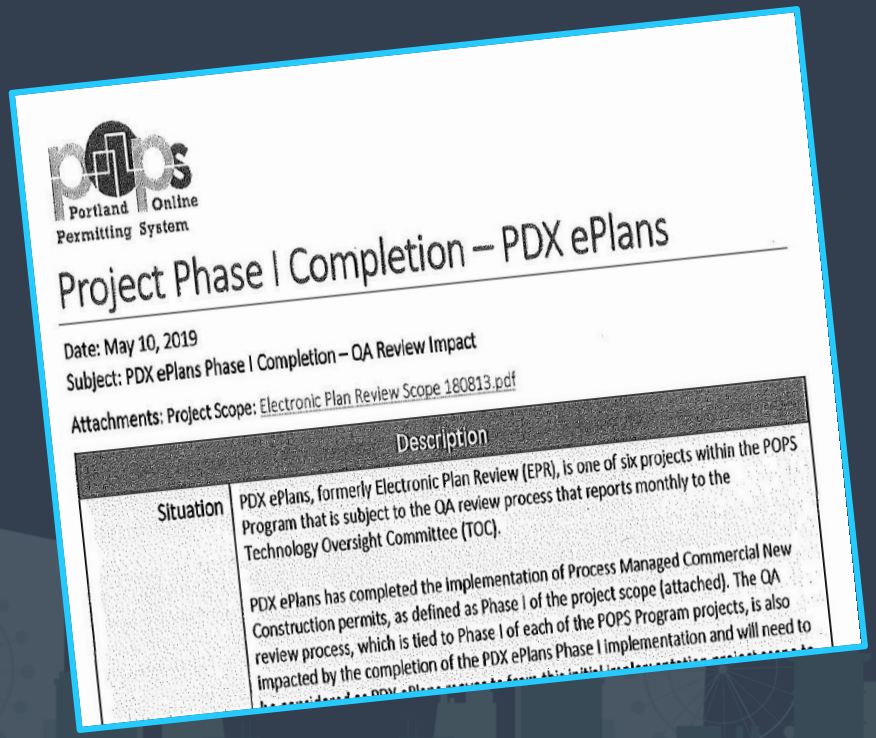


S **Situation**
A concise statement of the problem

B **Background**
Pertinent and brief information related to the situation

A **Assessment**
Analysis and considerations of options – what you found/think

R **Recommendation**
Action requested/recommended – what you want



Portland Online Permitting System

Project Phase I Completion – PDX ePlans

Date: May 10, 2019

Subject: PDX ePlans Phase I Completion – QA Review Impact

Attachments: Project Scope: Electronic Plan Review Scope 180813.pdf

	Description
Situation	PDX ePlans, formerly Electronic Plan Review (EPR), is one of six projects within the POPS Program that is subject to the QA review process that reports monthly to the Technology Oversight Committee (TOC). PDX ePlans has completed the implementation of Process Managed Commercial New Construction permits, as defined as Phase I of the project scope (attached). The QA review process, which is tied to Phase I of each of the POPS Program projects, is also impacted by the completion of the PDX ePlans Phase I implementation and will need to

Meanwhile... in POPS

A POPS town hall meeting

April 17, 2019

You are invited to join POPS leaders at regular town hall meetings - the first one is on May 7, 2019 at 10am in the Jacobs Building Lincoln conference room. We're introducing this series called "Meanwhile...in POPS" where you can have your POPS-related questions answered by me, Duane Whitehurst, and Saby Waraich. Please come with questions, constructive feedback, or kudos. Whatever it is, we're looking forward to talking with you all in a transparent, informal setting.

The main difference between these town hall meetings and the POPS open houses are that town halls are a venue led by you, and we are there to hear from you. Open houses are where we will demonstrate what new systems look like, how they work, and overall, offer an opportunity for you to gain familiarity with some of the new tools.

Portland Online Permitting System

FEATURING AMANDA

FEATURING AMANDA

Open House Sessions

Join us at one of these Open Houses

DEC 13		
Thursday, Dec. 13, 2018	9 to 10 a.m.	1900 SW 4th Ave Rm 2500 B (2nd floor)
DEC 14		
Friday, Dec. 14, 2018	7 to 8 a.m.	2020 SW 4th Ave Lincoln Rm (1st floor)

Pop in to one of three, 15-minute demonstrations of AMANDA, followed by Q&A, throughout the hour.

Be in the know—get a first look at AMANDA before it is rolled out next year.

WE APPRECIATE YOU!

SUMMARY

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