

# gov2.0 EXPO

Participation,  
Collaboration,  
& Transformation

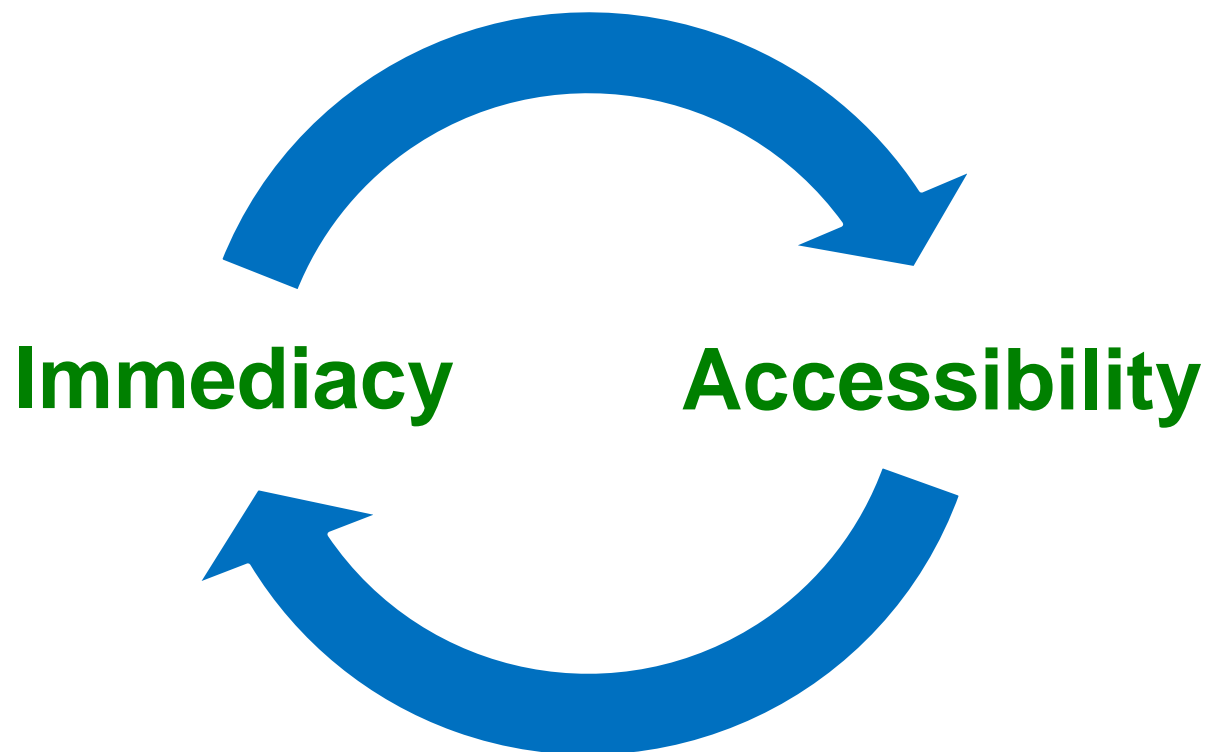
## **E-PERMITTING: How Oregon's Statewide "Super-Agency" Cloud Benefits Local Governments and Empowers Citizens**

**Maury  
Blackman**  
CEO Accela, Inc.

**Patrick Allen**  
State of Oregon  
Department of Consumer &  
Business Services

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**O'REILLY** **techweb**



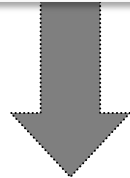


<http://bit.ly/9IDaGe>



Technology is changing how we live, work and play.

Communities large and small are adopting Web technologies to maximize resources and meet the changing expectations of citizens and businesses in a 24/7 networked world.



## Efficient Service



## Economic Vitality





# Obstacles for Smaller Governments

- Standards
- Complexity
- Cost



## **Oregon Department of Consumer & Business Services (DCBS) Building Codes Dept. (BCD)**

- A "one-stop shop" serving 1,000s of building contractors across the state.
  - immediate
  - accessible
  - flexible
  - scalable
  - repeatable



<http://www.cbs.state.or.us/bcd/>

**Patrick Allen**  
State of Oregon  
Department of Consumer & Business Services,  
Building Codes Division



- **What is a building permit?**

- Actually a series of permits
  - Plumbing, electrical, mechanical, etc.
- Represents a series of activities
  - Plan review
  - Permit issuance
  - Inspections

- **How do permits work?**

- Application
- Plans
- Fees
- Standards compliance

- **Who issues it and how?**



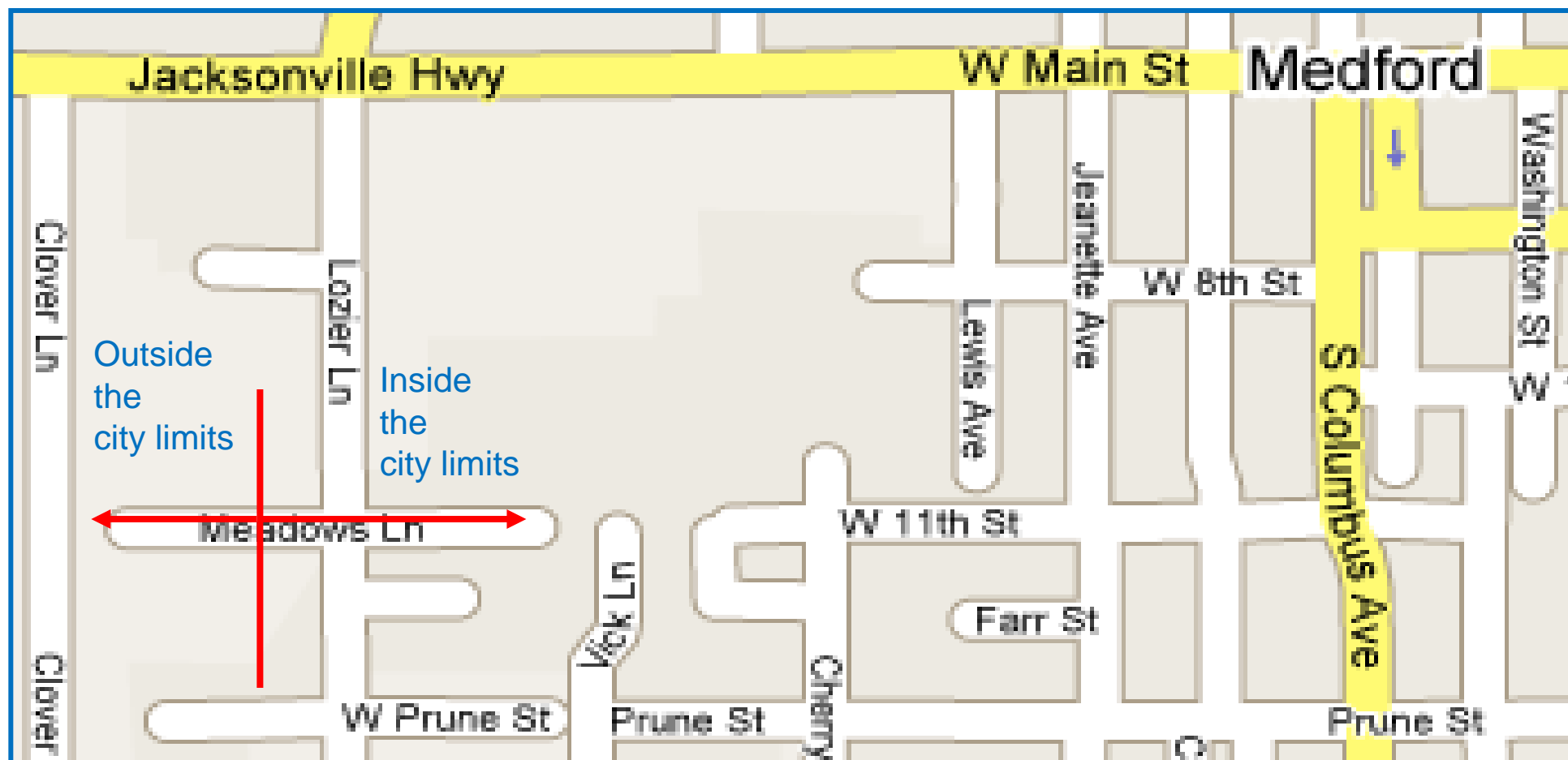
## For Builders

- Opaque
  - “Black Box” processing; hard to track status
- Arbitrary
  - Individual reviewers create variation to plan review process
- Paper-based
  - Lack of automation reduces documentation and code citation
- Complex
  - Multiple permitting entities
- Geographic Fragmentation
  - Extra time, research, travel, costs



# Challenges – the Reality on the Ground

Some roads run from inside the city limits to outside the limits  
– from one jurisdiction into another.



## For Communities

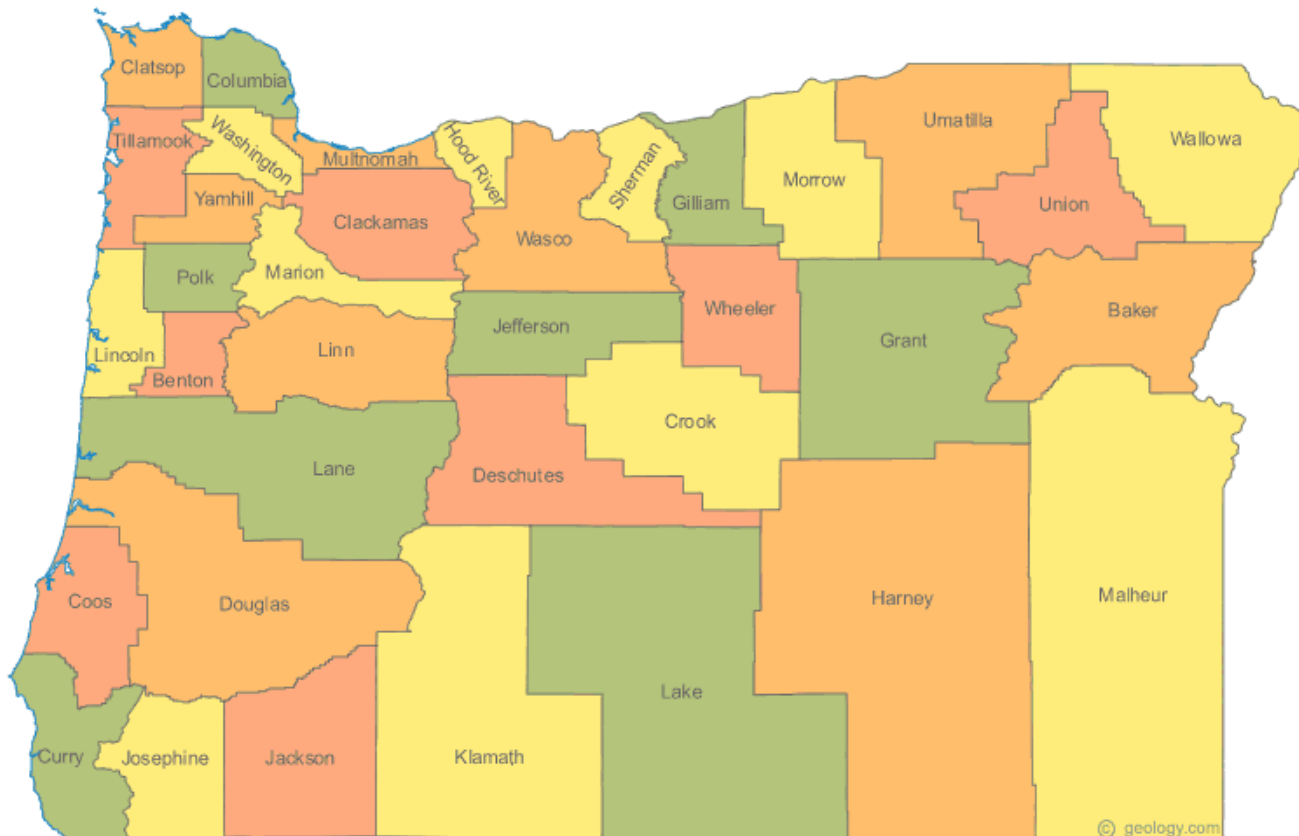
- Cumbersome systems
- Legacy software
- Lack of integration
- Cost to upgrade
- Staff inefficiency



A **statewide, interoperable, Web-based**,  
e-permitting system that allows both businesses and  
individuals to conduct a wide range of building  
department-related business online,  
anywhere in the state, **24/7**.

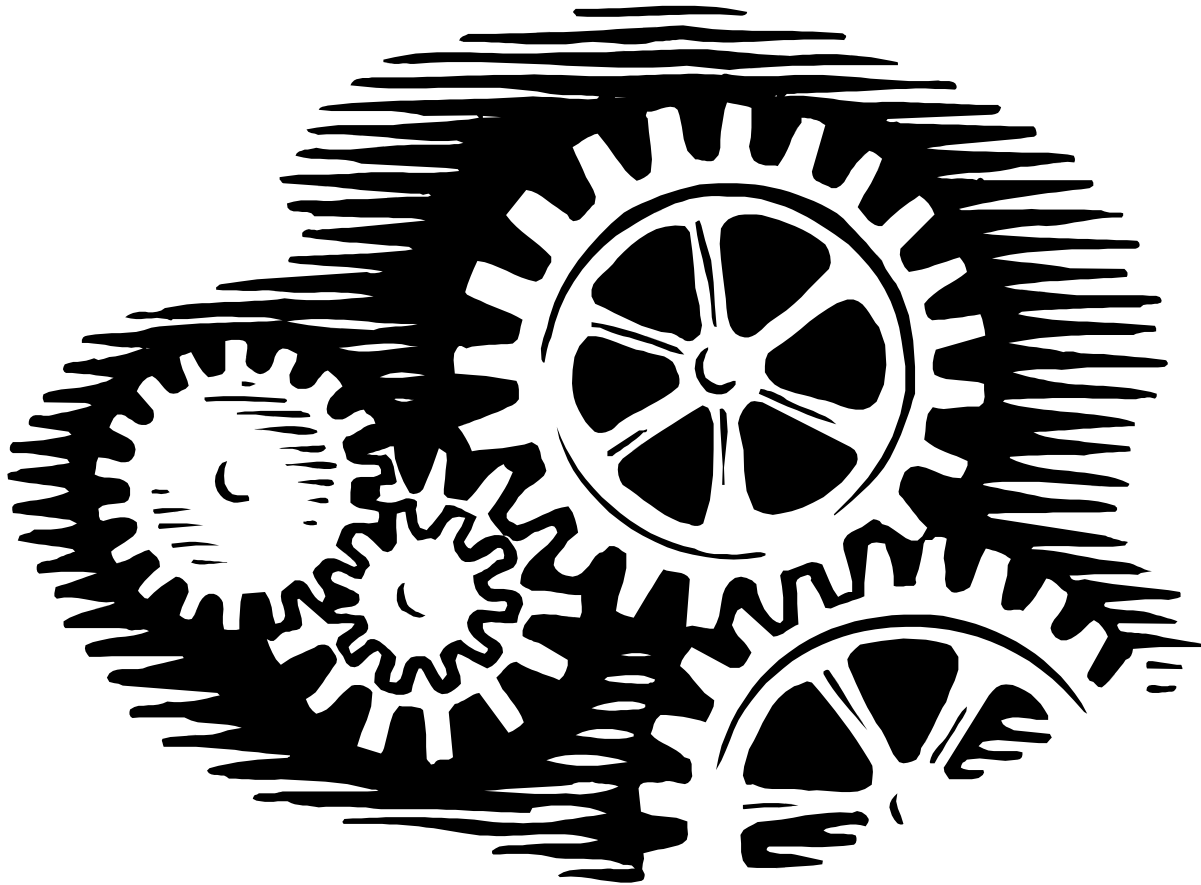


- Currently, 60% of Oregon's population lives within a jurisdiction covered by DCBS' e-portal.
- Project calls for all 134 cities and counties in Oregon with a building program to be on some version of state system.



# Interoperable

- Interacts with existing building department systems – whether directly related to building or in support structure (e.g., finance).

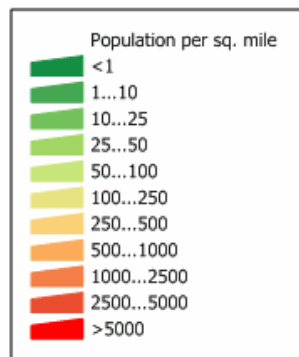


## **Cloud model benefits customers and government providers:**

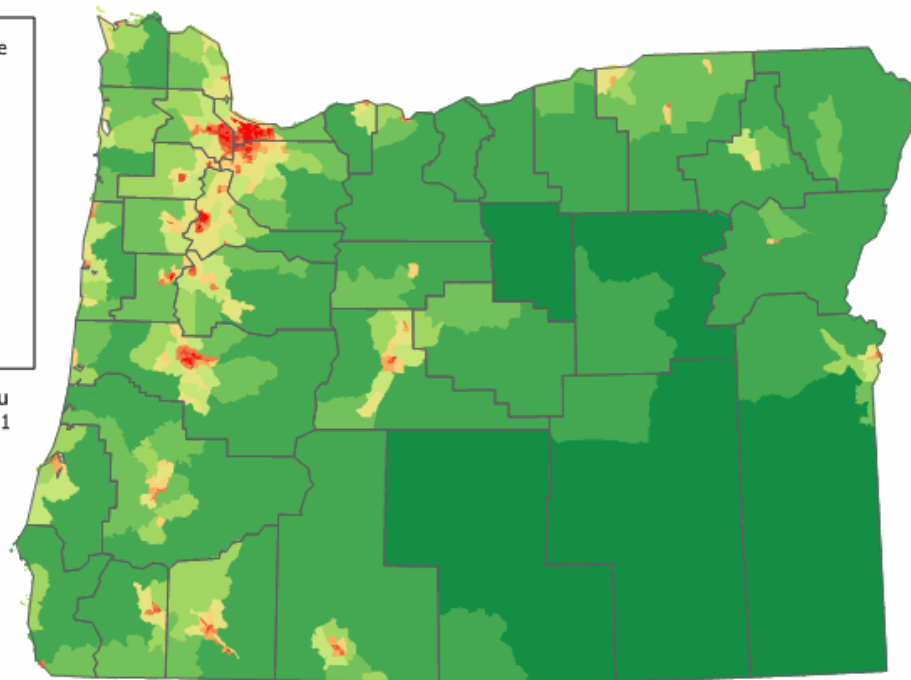
- For Builders
  - Access via desktop, notebook, iPad, etc.
- For Jurisdictions
  - Web-delivered permit management eliminates need for expensive back-office equipment
  - Hosted model provides stronger disaster security

## Fundamental

- Oregon is a state of mainly smaller jurisdictions (Only 4 cities and 9 counties exceed 100,000 population)
- Most jurisdictions operate 9-5; few exceptions.
- Budget-related furloughs further impacting open hours.
- move toward 24/7 service requires size & scale that state can provide



Source: U. S. Census Bureau  
Census 2000 Summary File 1  
population by census tract.



## A Portal

[Home](#) | [Local Building Department](#) | [Property Owner](#) | [Contractor](#)Your *link*  
to building Oregon

BuildingPermits.Oregon.gov



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- >> State Enforcement Program
- >> Construction Contractors Board
- >> Landscape Contractors Board

&gt;&gt; Home

## Announcements

ePermitting is your link to building in Oregon. As of June 22, 2009, this online permitting system now has basic services available to the participating building departments. Below you will find links to the three areas where ePermitting provides services. **Local building departments** can access their accounts on the Local Building Department Directory (LBDD), open the Minor label Web site, and express their interest in being a part of ePermitting basic services. **Property owners** can access the LBDD, the Permits Protect Web site and look up permits that have been purchased on the ePermitting system. **Contractors** can register for ePermitting, get trained on how to use the system and log into their ePermitting and Minor label accounts.

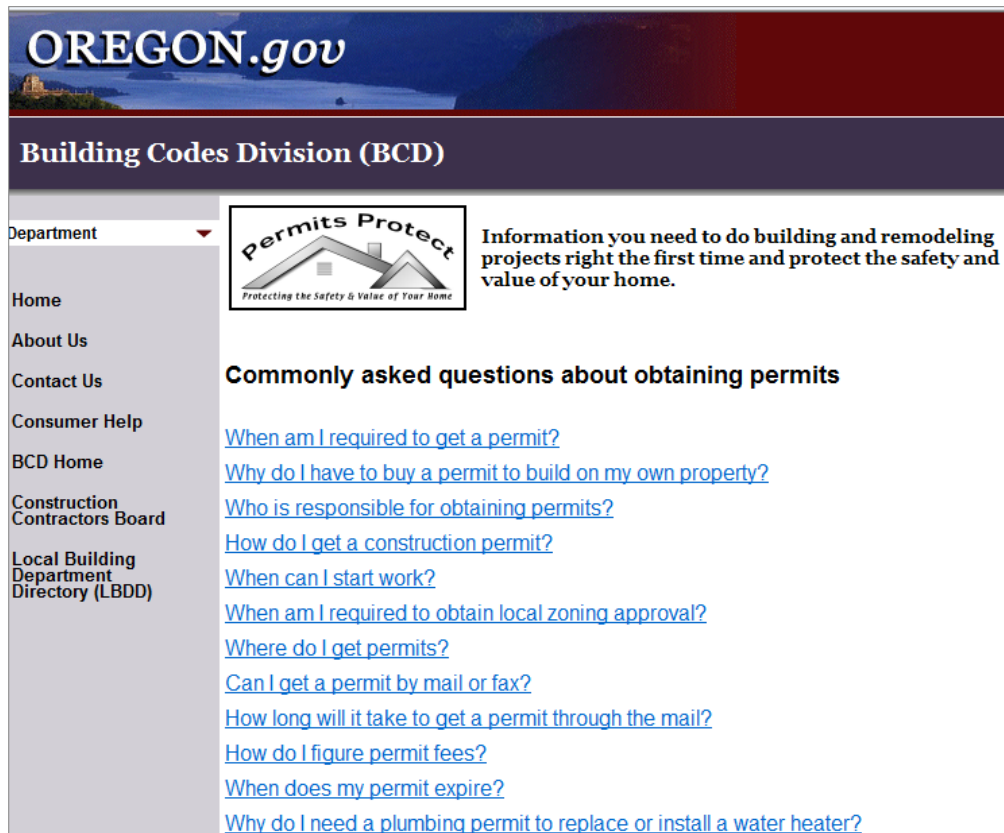
## Previous announcements

## Which describes you best...





- In addition to providing consolidated online permitting, [www.BuildingPermits.Oregon.gov](http://www.BuildingPermits.Oregon.gov) serves as a “Permits 411” resource:
- One-stop location for nearly any question about permits in Oregon




BuildingPermits.Oregon.gov - Windows Internet Explorer

https://aca.oregon.accela.com/oregon\_stage/

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Home | Local Building Department | Property Owner | Contractor

 Your *link* to building Oregon

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Logged in as: **Nathan Flowers** | [Collections \(0\)](#) | [Account Management](#) | [Log out](#)

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**Home** Applications and Authorizations

**Welcome to the ePermitting System, Nathan Flowers**

As a registered user, you may purchase over-the-counter, non-plan review electrical, mechanical, and plumbing permits using this site. For other permits please go to your local building permitting office.

**What would you like to do today?**

**Applications and Authorizations**

[Apply for Applications and Authorizations](#)

[Search for Applications and Authorizations](#)

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javascript: \_\_doPostBack('ctl00\$PlaceHolderMain\$TabsDataList\$ctl00\$LinksDataList\$ctl00\$LinkItemUrl','')

Internet 100%

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Begin your application by entering the work site location.

Please note: In order to locate the property that you are interested in, you must provide both the street number and the street name. To locate the correct property, the **exact street number** must be used.

Only addresses from participating cities or counties will be shown as a search result. If you do not see the address you want, click here [participating cities or counties](#) for permit purchase information.

**Enter Work Site Location**

\*Street No.:  Pre Direction:  \*Street Name:  Post Direction:

Do not enter any street directionals

Unit No.:

City:

Select one address(shown):

**357 LIBERTY ST, ASHLAND OR 97520**

Select the equipment, fixtures, or services for your permit application. Select all that may apply. If you do not see the selection you want or if no selections are available, please contact the applicable city or county. You may use the [Local Building Department Directory](#) to assist you.(17 services found):

☒ Electrical - 1 & 2 Family - Additions/Alterations - Branch Circuits, Services, or Feeders (ASHLAND)

☒ Electrical - 1 & 2 Family - Additions/Alterations - Limited Energy (ASHLAND)

☐ Electrical - 1 & 2 Family - Additions/Alterations - Misc (ASHLAND)

☐ Electrical - 1 & 2 Family - Additions/Alterations - Residential Dwelling (ASHLAND)

☐ Electrical - 1 & 2 Family - Additions/Alterations - Temp Services (ASHLAND)

☐ Electrical - Commercial - Additions/Alterations - Branch Circuits, Services, or Feeders (ASHLAND)

☐ Electrical - Commercial - Additions/Alterations - Limited Energy (ASHLAND)

☐ Electrical - Commercial - Additions/Alterations - Misc (ASHLAND)

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Home Applications and Authorizations

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ePermit

1 General Info 2 Services 3 Review 4 Work Authorization

Step 1: General Info > Applicant

\* indicates a required field.

Applicant

☒ Auto-fill with Account Information

\*First: Nathan Middle: A Last: Flowers

\*Address Line 1: 123 State Ave.

\*City: SALEM

\*State: OR

\*Zip: 97306

Primary Phone: 123-456-7891 Secondary Phone:

Fax:

\*E-mail: nathan.a.flowers@state

Continue Application >

Save and resume later:

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**ePermit**

[1 General Info](#)
[2 Services](#)
[3 Review](#)
[4 Work Authorization](#)

**Step 2: Services > Service**

\* indicates a required field.


**Services**

**BRANCH CIRCUITS SVCS OR FEEDER (ASHLAND)**

\* Services 200 amps or less:  Enter qty  
 \* Services 201 to 400 amps:  Enter qty  
 \* Services 401 to 599 amps:  Enter qty  
 \* Branch circuits with service or feeder each circuit:  Enter qty  
 \* Branch circuits without service or feeder:  Enter qty

**LIMITED ENERGY STAND-ALONE (ASHLAND)**

\* Stand-alone limited energy, residential:  Enter qty

[Continue Application >](#)
[Save and resume later:](#) 

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**ePermit**

1 General Info

2 Services

3 Review

4 Work Authorization

**Step 3: Review**

Please review all information below. To make changes to sections click the Edit buttons shown on the gray bars. If everything is correct, click the Continue Application button.

**Permit Type** Edit

**ePermit**

**Site Address (Read-only)** Edit

357 LIBERTY  
ASHLAND

**Additional Information** Edit

Job Value(\$):12345  
Category of Construction:3-Commercial/Industrial

**Details About Project** Edit

Project NameProject  
Cross Street DirectionsStreet one Street two  
Description of WorkTesting

**Applicant** Edit

Nathan A Flowers  
123 State Ave.  
SALEM, OR, 97306  
United States  
Primary Phone:123-456-7891  
nathan.a.flowers@state.or.us

**Site Contact** Edit

Nathan A Flowers  
123 State Ave.  
SALEM, OR, 97306  
Primary Phone:123-456-7891  
nathan.a.flowers@state.or.us

**Contractor (Read-only)** Edit


NAES POWER CONTRACTORS INC  
142759  
1180 NW MAPLE ST STE 200  
ISSAQUAH, WA, 98027  
Electrical Supervisor : BEN A RADABAUGH~46745  
Primary Phone:425-961-4700  
Fax:971-244-2581  
OR COMBO OR -PBE1

**Additional License Info** Edit

**Services** Edit

**BRANCH CIRCUITS SVCS OR FEEDER (ASHLAND)**  
Services 200 amps or less: 1  
Services 201 to 400 amps: 1  
Services 401 to 599 amps: 1  
Branch circuits with service or 11  
feeder each circuit:  
Branch circuits without service1  
or feeder:

**LIMITED ENERGY STAND-ALONE (ASHLAND)**  
Stand-alone limited energy, 1  
residential:

Continue Application > Save and resume later: 

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Permitting to building Oregon

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ePermit

1 General Info 2 Services 3 Review 4 Pay Fees 5 Work Authorization

**Step 4: Pay Fees**

Listed below are fees based upon the information you have entered. The fees shown include all applicable surcharges or local fees.

**Application Fees**

ASHLAND		\$407.68
Fees	Qty.	Amount
<b>City of Ashland 1 &amp; 2 Family Alterations ePermits</b>		
Stand-alone limited energy, residential	1	\$25.00
Services 200 amps or less	1	\$63.00
Services 201 to 400 amps	1	\$75.00
Services 401 to 599 amps	1	\$125.00
Branch circuits with service or feeder each circuit	11	\$33.00
Branch circuits without service or feeder	1	\$43.00
State surcharge (12% of permit total)	1	\$43.68

**TOTAL FEES**

Note: This does not include additional inspection fees which may be assessed later.

\$407.68

Continue Application >

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**ePermit**

1 General Info 2 Services 3 Review 4 Pay Fees 5 **Work Authorization**

**Step 5: Work Authorization**

☒ Your application(s) has been successfully submitted. Please print your record(s) and retain a copy for your records.

**357 LIBERTY**

**ASHLAND**

03050-BE1-10-00018

Electrical - 1 & 2 Family - Additions/Alterations - Branch Circuits, Services, or Feeders  
Electrical - 1 & 2 Family - Additions/Alterations - Limited Energy

[View Record](#) [View Receipt](#)

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javascript:print\_onclick('.../Report/ReportParameter.aspx?Module=Building&reportType=PRINT\_PERMIT\_REPORT&reportID=468&subID1=10CA

Internet 100%

https://aca.oregon.accela.com/oregon\_stage/Report/ShowReport.aspx?Module=Building&reportType=PR - Windows Internet

City Of Ashland  
20 East Main Street  
Ashland, OR 97520  
Phone: 541-552-2233  
Email: boswellb@ashland.or.us

**Residential Electrical Authorization To Begin Work**  
03050-BEL-10-00018  
Approval Code: 5/12/2010 12:45 pm  
E-mailed To: nathan.a.flowers@state.or.us

**TYPE OF WORK**  
☐ New Construction ☒ Addition/alteration/replacement

**CATEGORY OF CONSTRUCTION**  
☐ 1 or 2 family dwelling ☐ Multi-family ☒ Commercial ☐ Accessory

**JOB SITE INFORMATION AND LOCATION**  
Job Address: 357 LIBERTY ST  
City/State/ZIP: ASHLAND, OR 97520  
Suite/Bldg./Apt. No.:  
Project Name: Project  
Cross Street/Directions to job site: Street one Street two  
Tax map/parcel no.: 301E060C400

**DESCRIPTION OF WORK**  
Testing

**SITE CONTACT**  
Name: Nathan Flowers  
Phone: 123-456-7891 Fax:  
Email:

**CONTRACTOR**  
Elec lic. no.: PBE1 CCB lic. no.: 142759  
Business Name: NAES POWER CONTRACTORS INC  
Contact:  
Address: 1180 NW MAPLE ST STE 200  
City/State/ZIP: ISSAQUAH, WA 98027  
Phone: 425-061-4700 Fax: 971-244-2581  
Email:  
Metro lic. no.: City lic. no.:  
Supervising Electrician's lic. no.: 40745  
Supervising Electrician's Name: BEN A RADABAUGH  
Number of inspections included in paid services:  
Residential Service: 4  
Reconnect Only: 1  
All Other Services: 2

**PLAN REVIEW**  
Please check all that apply:  
☐ A service or feeder beginning at 400 Amps where the available fault current exceeds 10,000 Amps at 150 Volts or less to ground exceeds 14,000 Amps for all other  
☐ Fire pumps  
☐ Emergency systems  
☐ Addition of a new motor load of 100 HP or more  
☐ Six or more residential units in one structure  
☐ Health care facilities  
☐ Hazardous locations  
☐ A service or feeder rated at 600 amps or more  
☐ Buildings more than three stor  
☐ Marinas and boat yards  
☐ Floating buildings  
☐ Commercial-use agricultural buildings  
☐ Installation of a 150 kVA or larger separately derived sys  
☐ "A", "E", or "1-2" or "1-3"  
☐ Recreational Vehicle Parks  
☐ Supply voltage for more than 600 supply volts nominal

**FEE SCHEDULE**

Description	Qty.	Ea.	Total
<b>Limited Energy</b>			
Stand-alone limited energy, residential	1	\$25.00	\$25.00
<b>Services or feeders</b>			
Services 200 amps or less	1	\$63.00	\$63.00
Services 201 to 400 amps	1	\$75.00	\$75.00
Services 401 to 599 amps	1	\$125.00	\$125.00
<b>Branch circuits</b>			
Branch circuits with service or feeder each circuit	11	\$3.00	\$33.00
Branch circuits without service or feeder	1	\$43.00	\$43.00
<b>Electrical Permit Fees</b>			
Subtotal			\$104.00
State surcharge (12% of permit total)			\$43.68
<b>TOTAL PERMIT FEE</b>			\$147.68

Upon review and approval by your local jurisdiction, your permit will be e-mailed or faxed within one business day, with instructions on how to schedule your inspection.

NOTE: This Authorization To Begin Work expires within 180 days if a permit is not obtained.

The local building department may determine that an Authorization To Begin Work is null and void if it does not meet applicable land use laws and local ordinances.

Inspections Phone: 541-552-2080 Inspections Email: boswellb@ashland.or.us  
This Authorization To Begin Work must be posted at the job site until replaced by a Permit



Your *link*  
to building Oregon



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Home

Applications and Authorizations

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### Work Authorizations

☐ Show On Map

Showing 1-10 of 69

Date	ID	Permit Type	Cross Street Directions	Project Name	Status
10/22/2009	<a href="#">99071-BEL-09-00069</a>	Yamhill County Commercial Alteration ePermit			Auth. Sent
10/21/2009	<a href="#">34100-BEL-09-00162</a>	City of Hillsboro 1 & 2 Family Alterations ePermits			Auth. Sent
10/19/2009	<a href="#">99047-BEL-09-00288</a>	Marion County Commercial Alteration ePermit			Auth. Sent
10/13/2009	<a href="#">40550-BEL-09-00110</a>	City of Lake Oswego 1 & 2 Family Alterations ePermits			Auth. Sent
10/12/2009	<a href="#">59000-BEL-09-00967</a>	City of Portland 1 & 2 Family Alterations ePermits			Auth. Sent
10/09/2009	<a href="#">59000-BEL-09-00954</a>	City of Portland Commercial Alteration ePermit			Auth. Sent
10/09/2009	<a href="#">59000-BEL-09-00951</a>	City of Portland 1 & 2 Family Alterations ePermits			Auth. Sent
10/09/2009	<a href="#">99071-BEL-09-00061</a>	Yamhill County 1 & 2 Family Alterations ePermits			Auth. Sent
10/06/2009	<a href="#">99067-BEL-09-00426</a>	Washington County 1 & 2 Family Alterations ePermits			Auth. Sent
10/05/2009	<a href="#">99047-BEL-09-00262</a>	Marion County 1 & 2 Family Alterations ePermits			Auth. Sent



## A permit management system

**Assess Fees**  
**Additional Information**  
**Add Inspections**  
**Manage Workflow**  
**Payment Processing**  
**Conditions**  
**Application Specific Info**  
**Application Tables**  
**Inspections**  
**Payment History**  
**Documents**  
**Summary**  
**Details**  
**Status**  
**Workflow History**  
**Owner**  
**Professionals**  
**Contacts**

**Bulletin Board**

**Quicklinks**  
CCB License Search  
ePermitting Home  
Go Ducks

Menu Search New GIS Reports Help My QuickQueries --Select--

1 2 3 4 5 6 7 8 9 10

Permit Number	Record Type	Number	Fraction	Street Name	Street Type	Unit Type	Status	Description	Expiration Date	Opened Date
<input type="checkbox"/> 10TMP-000563	Residential Structural	5350		Emerald Vista	LN			new single fami...		05/18/2010
<input type="checkbox"/> 10CAP-00001127	Commercial Structural	5350		Emerald Vista	LN		Application accepted	new commercial ...	11/13/2010	05/18/2010
<input type="checkbox"/> 10TMP-000562	Commercial Electrical	123		Emmett	DR			asdf	05/18/2010	05/18/2010
<input type="checkbox"/> 10TMP-000561	Commercial Electrical	123		Emmett	DR			asdf	05/18/2010	05/18/2010
<input type="checkbox"/> 10CAP-00001124	Commercial Electrical	123		Emmett	DR		Application submitted	asdf	11/13/2010	05/18/2010

Record ID: 10CAP-00001127

Save Reset Cancel Help

+ Go To Workflow

**Workflow Tasks**

Use this form to activate or deactivate parallel task

Parallel Tasks	Active <input type="checkbox"/>	Required <input type="checkbox"/>
Building Review	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Planning Review	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fire Review	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Engineering Review	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Environmental Review	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Public Works Review	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Utility Review	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Application Acceptance [In Possession  
Building Review [In Possession Time: 0 hrs]  
Planning Review [In Possession Time: 0 hrs]  
Fire Review [In Possession Time: 0 hrs]  
Engineering Review [In Possession Time: 0 hr]  
Environmental Review [In Possession Time: 0  
Public Works Review [In Possession Time: 0 h  
Utility Review [In Possession Time: 0 hrs]  
Overall Plan Check  
Completeness  
Permit Issuance  
Inspection  
Certificate of Occupancy  
Close Out

There currently are no ad hoc tasks defined.

## ▼ Processing Status

✓ ▶ Application Acceptance

✓ ▼ Building Review

☐ Add'l info required 05/21/2010

Comment: 1. New site plan required showing setback from property line. 2. Detail page 3, needs clarification 3. Submit exit plan

✓ ▼ Planning Review

Approved 05/20/2010

✓ ▼ Fire Review

☐ Add'l info required 05/18/2010

Comment: 1. Need plan showing fire extinguisher location 2. Fire sprinkler plans must be submitted

✓ ▼ Engineering Review

Approved 05/21/2010

✓ ▼ Environmental Review

Not required 05/18/2010

✓ ▼ Public Works Review

☐ Add'l info required 05/21/2010

Comment: 1. Submit stormwater management plan 2. Erosion prevention permit must be issued and approved prior to issuance of building permit

✓ ▼ Utility Review

Not required 05/18/2010

⌚ ▼ Overall Plan Check

Add'l Info Required 05/24/2010

Completeness

Permit Issuance

▶ Inspection

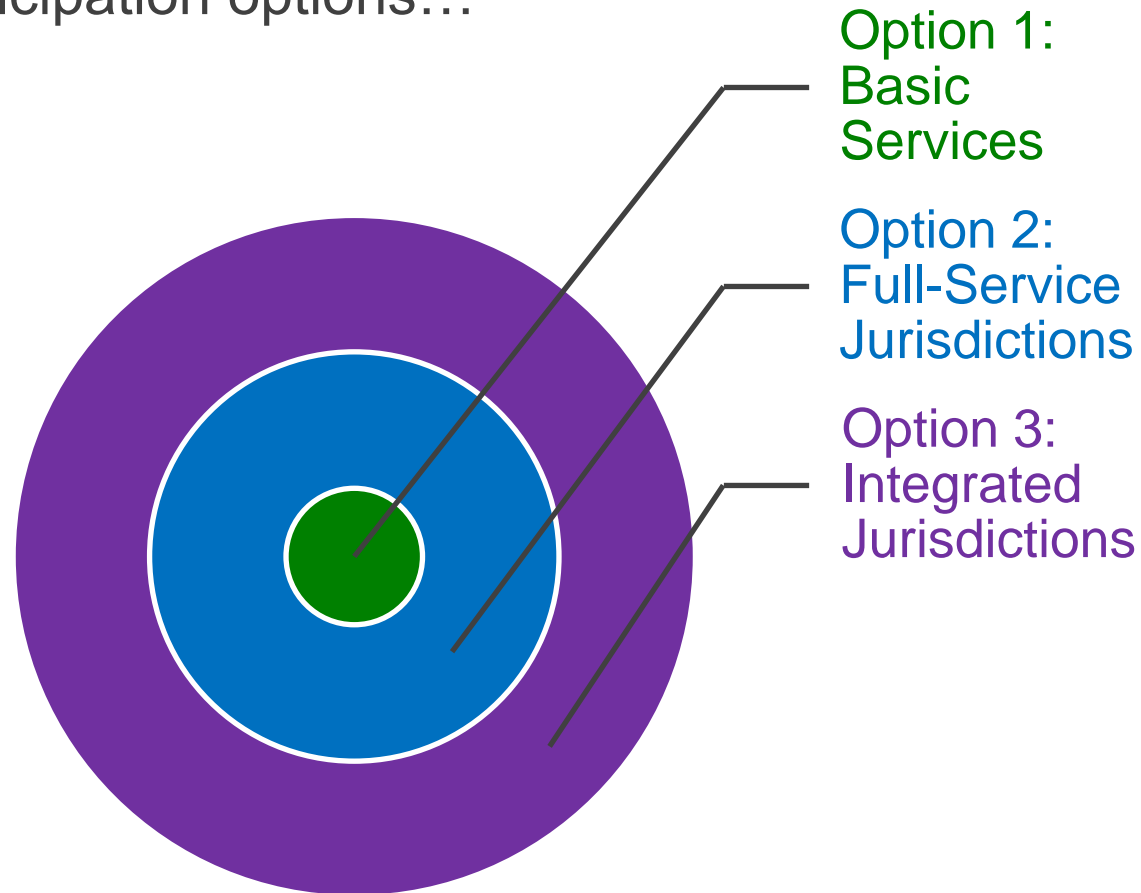
Certificate of Occupancy

Close Out

- Primary focus from the start has been developers, contractors, others who pull permits as customers of the system.
  - 4% surcharge on building permits to pay for system and provide benefits of greater efficiency.
- But also needed to create system that meets needs of city and county building departments.
  - Must solve their problems; be user friendly.

# Getting There – Focus

- Identified jurisdictions and needs
  - Created participation options...



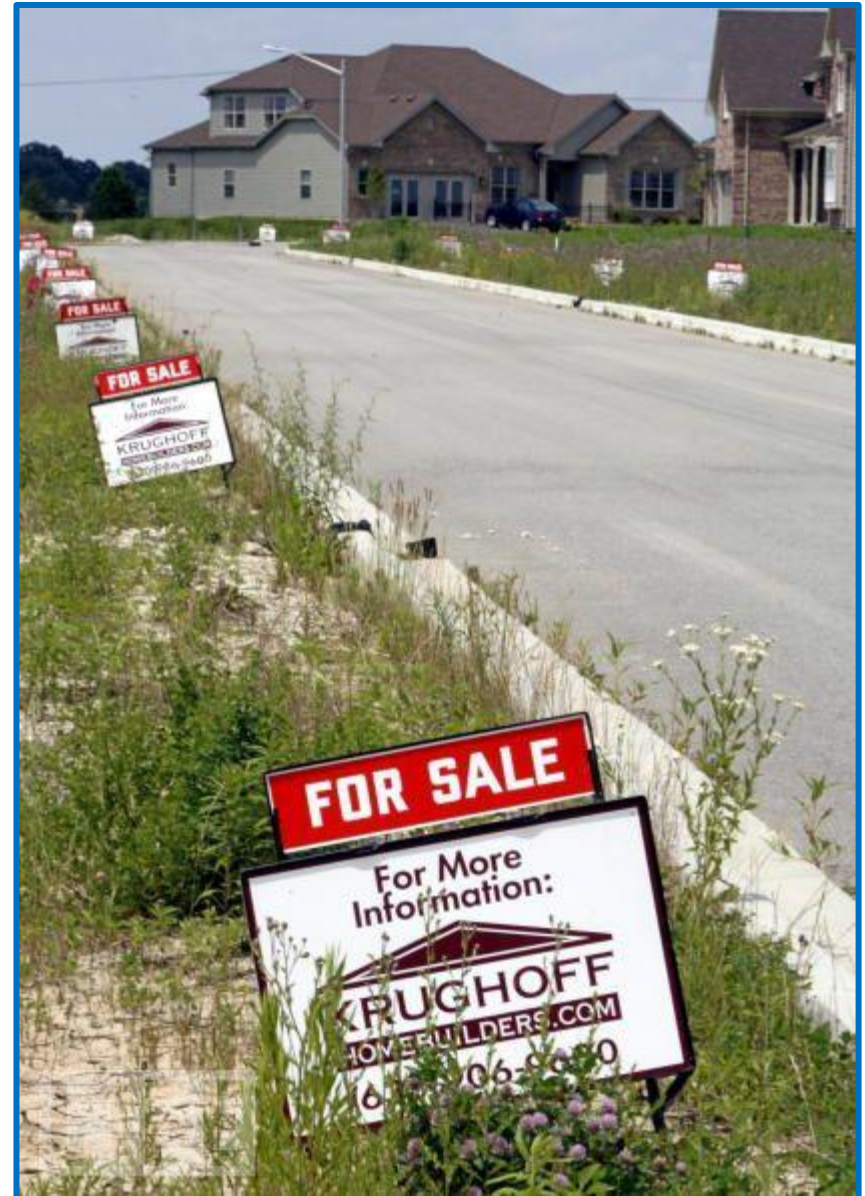
## 2005

- Project began during unprecedented construction boom.
- Builders on overdrive; high revenues & large staffs
- Many local permit management systems were in development
- No perceived need for statewide systems to “fix” anything
- Wary of “outside” system with “outside” requirements



## 2010

- Oregon construction boom has collapsed
- Builders have less work, but less staff to handle “counter time”
- Many jurisdictions broke and reducing staff
- But demand for statewide system is now high...





- **Soft Power & Hard Power**
  - DCBS has used both.
- **Soft Power**
  - Attractive pricing
  - Ease of joining the system
  - Configurable to meet varying jurisdiction business process models
- **Hard Power**
  - Basic rules to participate (e.g., naming/numbering conventions)
  - Ability to generate stakeholder pressure
  - Threat of a potential legislative mandate



## What did we do?

- Single portal, irrespective of project location
- Each agency in Oregon can access state-of-the-art permit management system
- Created two template agencies that are easy to replicate and configure (“Alpha City” and “Omega County”)
- “Menu” of individual services and fees can be turned on/off depending on local agency offerings
- Provided the ability to customize workflow at the city/county level
- Worked closely and collaboratively to achieve the end goal

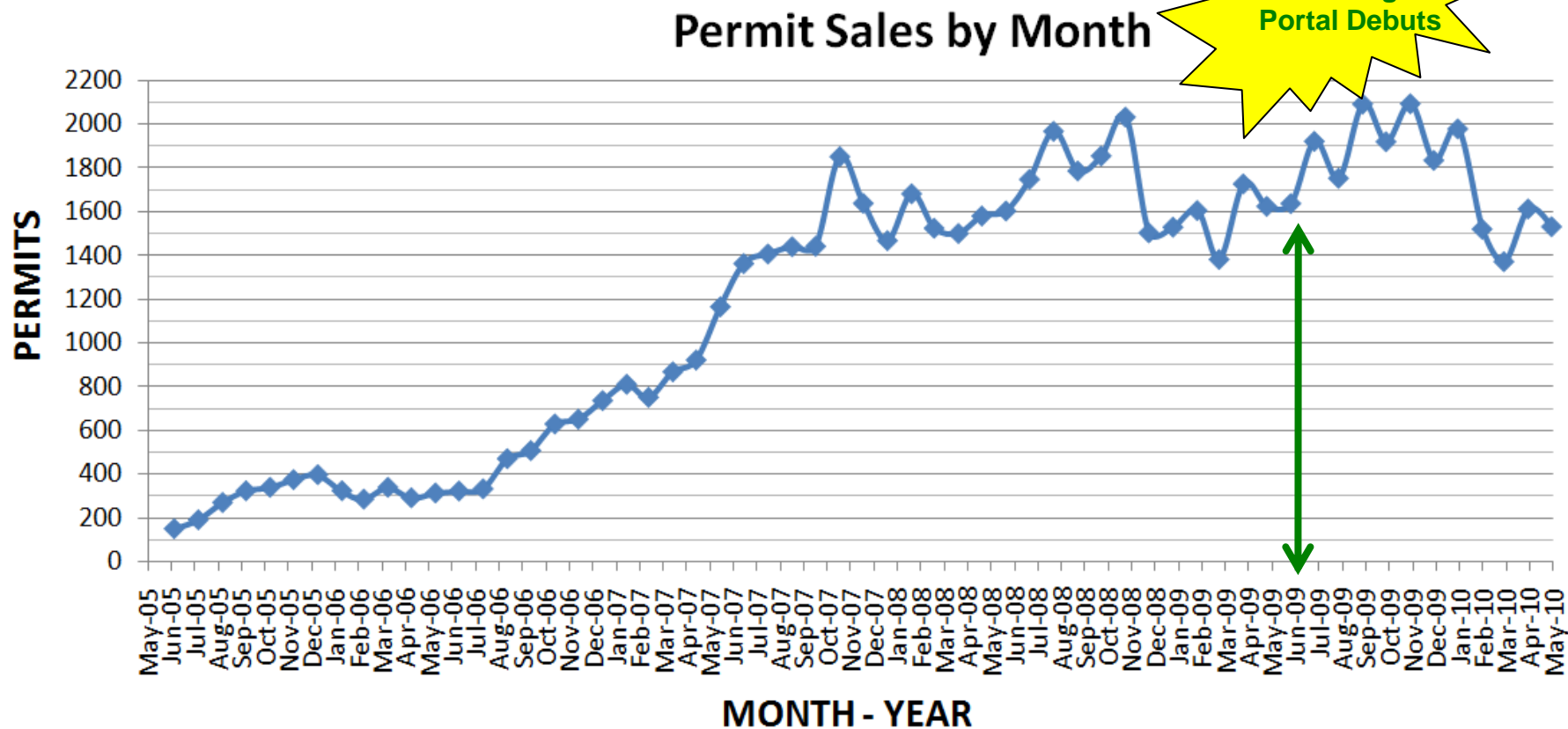
**Until 2009, e-permitting system was not a true cloud based portal.**

- Mostly online form submission
- E-mailed or forwarded forms to appropriate jurisdictions
- Almost no cross-jurisdiction capability
- No single shopping cart

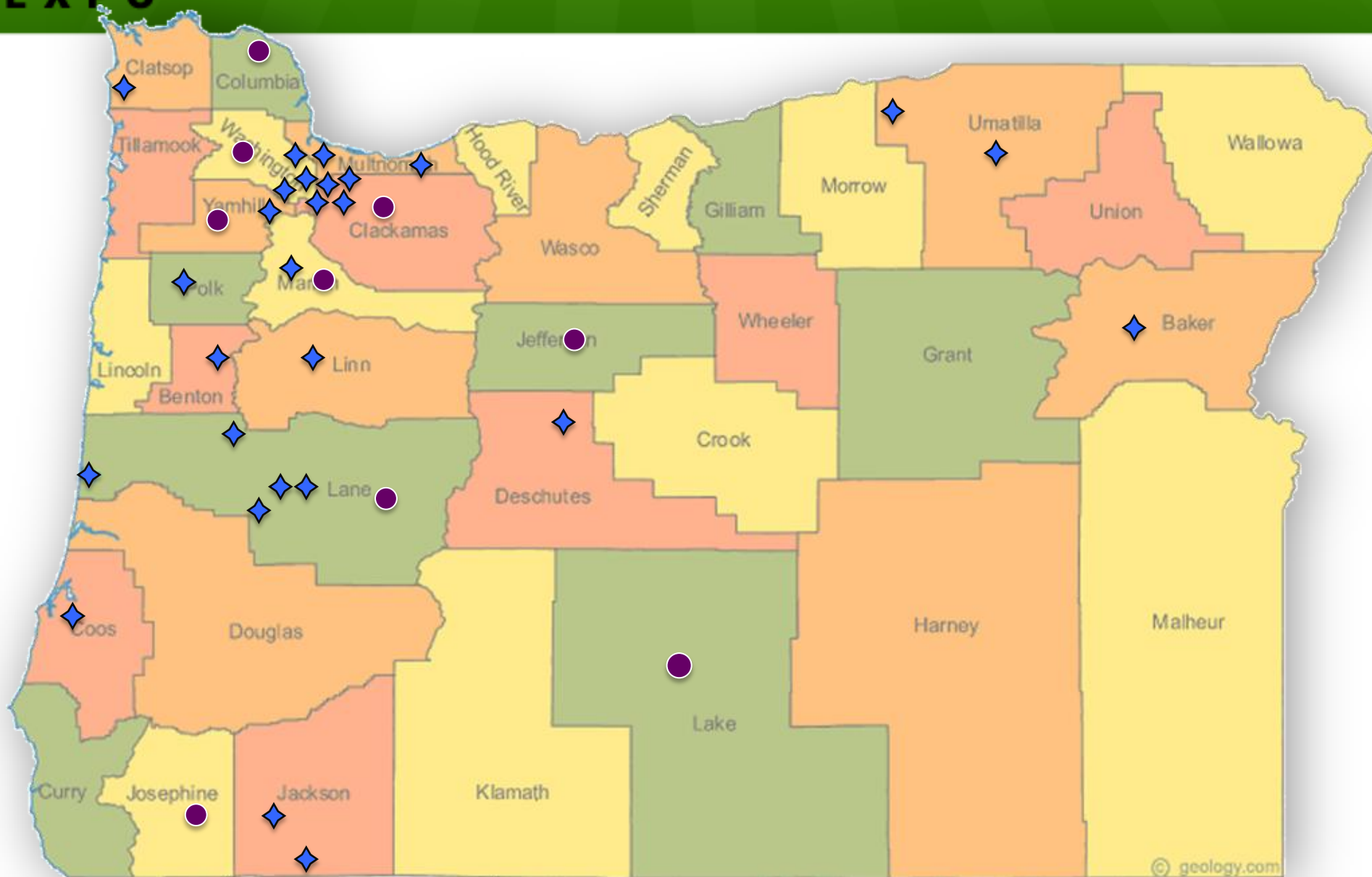


- In 2008, signed 10-year agreement with Accela for back-end and portal software for comprehensive e-building program
- Accela Citizen Access™ went live in June 2009 to serve as portal for BCD's e-permitting site:  
[www.BuildingPermits.Oregon.gov](http://www.BuildingPermits.Oregon.gov)
  - Determine permits for different jurisdictions
  - Pay for permits in a single “shopping cart”
  - Check status of applications and authorizations 24/7
  - Access list of permits
- Accela Automation® software allows brokered services – fees from one consolidated transaction dispersed by Oregon to appropriate jurisdictions.

# Impact and Growth



***SINCE 2005: Over 70,000 permits valued at \$7.2 million.***



**County**



**City**

## Lessons Learned

- Systems are inter-related; be prepared to adapt.
- Use political leverage of stakeholders to your advantage.
- Be prepared to walk away from a bad project.
- Understand who your ultimate customer is and what's important to them.
- Use that understanding to hold fast where it's important; be flexible everywhere else.

## Next Steps

- Initial full-service jurisdictions coming on-line now through the end of the year
- "D14" jurisdictions will come up late 2010.





Your *link*  
to building Oregon



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**Government Software**

