

Department:	Community Services	Program Contact:	Carol Johnson
Program Offer Type:	Innovative/New Program	Program Offer Stage:	As Requested
Related Programs:	90013, 90015, 90021		
Program Characteristics:	One-Time-Only Request, Out of Target		

Executive Summary

Department of Community Services (DCS) OASIS (Online Applicant Services and Information System) is a necessary software change designed to enhance the customer experience for permit applicants and increase transparency for the community by providing an online self-service portal for submitting applications, paying fees, and looking up permit information. OASIS would replace PR Navigator, used primarily by the Land Use Planning Division, which County IT identified as the second highest at risk software in 2013, and expand it to include Code Compliance, Transportation, and County Services Districts. The program would improve coordination with external agencies participating in and/or conducting the review of County permits. The project will be delivered under the County IT project capital fund.

Program Summary

In 2013, County IT identified PR Navigator as the second highest technology risk for the entire County. The proposed program consists of replacing the PR Navigator software used exclusively by the Land Use Division, and expanding it to include permits administered by County Service Districts and the Transportation Division, as well as Code Compliance cases. Currently, approximately 20,000 unique visitors per year seek information for code compliance cases and permits issued by DCS.

Modernizing our permitting software will offer 24/7, mobile-friendly, online permitting to improve access for community members who find it challenging to travel long distances during fixed business hours. The system can be accessed from publicly available computers to further reduce barriers that often result in non-compliance and non-permitted activity. Applicants will also be able to continue to make paper submittals, if desired. Improved coordination with agencies who conduct building permit review and inspections will eliminate the need for applicants to hand deliver materials to multiple locations, and streamline the approval process.

One-time cost: \$460,000 plus \$90,000 project contribution from two County Service Districts (total budget \$550,000).

Performance Measures

Measure Type	Primary Measure	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Percentage of configured permits	N/A	N/A	N/A	85
Outcome	Complete two stakeholder workshops to obtain input on how best to use technology to improve customer service	N/A	N/A	N/A	Q3

Performance Measures Descriptions

The first measure describes the percentage of applications/permit types which will have a work process mapped out and configured in the new software system. The second measure describes the timeline for completing workshops with two stakeholder groups that will provide input into mapping work process, functionality and user experience of the new software system.

Legal / Contractual Obligation

The responsibility for issuing permits is derived from Oregon Revised Statutes whereby the County is charged with the planning, regulation and administration of rights of way, special districts and private property. In addition, the County has adopted codes and administrative procedures are implemented through the issuance of permits as a mechanism for assuring compliance. The Columbia River Gorge National Scenic Area Act, National Food Insurance Program and Federal Communications Wireless Communications Act include mandates implemented through county land use ordinances.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2020	2020	2021	2021
Contractual Services	\$0	\$0	\$550,000	\$0
Total GF/non-GF	\$0	\$0	\$550,000	\$0
Program Total:	\$0		\$550,000	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Service Charges	\$0	\$0	\$90,000	\$0
Total Revenue	\$0	\$0	\$90,000	\$0

Explanation of Revenues

Program would be funded with one-time-only County General Funds at \$460,000. Additional \$90,000 to support software configuration will come from County's lighting and sanitary sewer districts.

Significant Program Changes

Last Year this program was: