

DRAFT

ATTENDEES: Bus Bedwell, Kevin Cameron, Sarah Carpenter, Dan Danicic, Dan Dorn, Rich Duncan, Craig Evans, Jeremy Grenz, David Jacobson, Kelly Martin, Brian Nicholas, Lisa Trauernicht, Chris Trussel, Colm Willis

1. Welcome and Introductions

Meeting called to order at 3:00 P.M. by Commissioner Colm Willis.
Attendees introduced themselves.

2. Overview of Public Work

- a. Review of organizational chart.
- b. Engineering group supports building and planning.
- c. Land Development Engineering Permits (LDEP) responsible for
 - i. Land use applications for subdivisions or participations - comments and conditions
 - ii. Development – issue permits for right of way
 - iii. Private franchise utilities through LDEP
 - iv. Driveway access permits
 - v. Coordinate with building group on projects
- d. Building and Planning Division
 - i. Look at physical permitting for the property.
 - ii. Last phase of the picture before permit is issued and construction begins.

Discussion

- a) Past experience with right of way conditions being unrealistic because no one had gone out to look at the property. They were corrected but wasted a lot of time and money.
Recommendation – physical inspection makes a lot of difference in making a decision.
- b) Biggest hurdle likely to face is the 120 day timeline for getting draft conditions out early enough to meet statutory deadlines.
- c) Draft review process would go a long way to limit issues for all. Developer would have the opportunity to work with staff to mitigate some of the issues.
- d) Septic and driveway issues – unrealistic expectations for driveways, not going out to visit the site to know what’s really going on.
- e) Permitting – used to be able to purchase a residential or commercial building permit, a one-stop process, all permits purchased at the same time. Changed about 20 years ago. It would be helpful to be able to buy a single/package permit at one time. It could be controlled with inspections.
- f) Interactive voice response (IVR) system is cumbersome. Set up to do online with no interaction with staff.
 - i) Could IVR code automatically take the user to the right area for one-two family dwelling?

Marion County Housing Initiative
July 15, 2019 Meeting Minutes

- ii) E-permitting system regulated and run by the state. Cannot modify for Marion County needs, minimal allowances can be changed in the program. Multiple agencies throughout the state use the system.
- iii) There is an all-inclusive permit for new residential single-family dwelling. Depending on the different type of permit there are different inspection needs.
- iv) Public Works staff will try the user side of the platform to determine if improvements can be made.
- v) There is an app system through e-permitting, online service and after hours phone service for messages. Staff can help work through the check-list during the day.
- vi) Suggestion: county could create a permitting checklist app.
- g) Septic side – almost full staff, getting caught up.
 - i) Working with department to determine how to make things more efficient and user friendly.
- h) Assistance from staff, outlining each thing needed throughout the process would be helpful.
- i) Systems in LDEP and Building & Planning have not been
- j) Now there's a planning module to create more coordination between the divisions.
- k) A consumer advocate person available to help through the process would be helpful and eliminate confusion. Availability and responsiveness is needed. People don't understand public works language, and having someone who could help clients through the permitting process in a way they can understand would help improve the process. Real estate agents doing the explaining now.
- l) For larger developments/subdivisions – five copies of plat submitted but LDEP doesn't okay the comments until project is completed and accepted. That could be several months. Mad dash at the end to get the plat accepted. Re-implement an old policy that allowed plat to move forward once the performance bond is submitted.
 - i) Suggestion: Check with county legal counsel to see if the process is in compliance with housing statutes.
 - ii) Salem and Keizer have an improvement agreement process - record an improvement agreement that says no building permit will be issued until improvements are done. The performance security is "no building permits."
 - iii) Some jurisdictions allow for the one building permit for a model home.
- m) Look at the spirit of the rules. An "open for business" attitude from public works would be helpful.
- n) Discussion of timelines – see attached handout.
 - i) Permit intake and plan review timeline different depending on the type of permit requested.
 - (1) Residential - residential additions
 - (2) Non-complex commercial and multi-family
 - (3) Complex commercial and multi-family
- o) Now that all of the LDEP permits are integrated into Accela, hoping it will help trigger all of the permit process at once.
- p) Timeline is typical of other jurisdictions.

Marion County Housing Initiative
July 15, 2019 Meeting Minutes

- q) LDEP working on establishing communication at each step of the review so the customer knows what's happening and what the next steps are so there aren't surprises in the process.
- r) Through Accela, LDEP has combined permits into one application.
- s) Turnaround time in the last 3-6 months has been much better.
- t) Next steps
 - i) Talk about the platting process and get more specifics.
 - ii) Building staff levels.
 - iii) Putting new tools in place, building out programs.
 - iv) Looking at ways to reduce amount of bureaucracy.
 - v) Improving customer service – follow up with clients throughout the process.
 - vi) Reworking business store front – in building and online.
- u) Discussion about HB 2001.

3. Meeting Adjourned