



January 17, 2013

ePermitting

The City of Coos Bay went "LIVE" with the statewide ePermitting online permit system on January 15, 2013. Jim Farr with Farr's True Value Hardware in Coos Bay was the City's first customer to use the new system. Mr. Farr was able to apply for and receive his permit online; pay for the permit and obtain a receipt online; and schedule the inspection of his project through the inter-active voice response system - all without coming into City Hall. Mr. Farr said that using the system was pretty simple. It will be great to use for future permits, and it will save time for his installer and the city.

General contractors and others are able to apply for virtually all types of building permits via the ePermitting system. The ePermitting system is the culmination of a multi-year effort on the part of the Oregon Building Codes Division (BCD) and cities like Coos Bay. That effort has been funded by a surcharge on building permit fees to create the nation's first statewide electronic permitting system. ePermitting is based on software developed by the Accela Corporation for use by governments. Accela has contracted with the state to provide this system at no additional purchase cost to the participating jurisdictions.

The new program and an earlier, less robust, version have been very well received by the contractors using it as it has brought convenience and savings to their business practices while encouraging the act of obtaining necessary permits through the ease of use. It has been a benefit to system users. The time factor has been a big plus for using the system, and the system is also easy to use.

The new system will allow contractors and property owners to apply in person or on-line for all types of building permits. Plan review and routing can be tracked and followed in the system. Fees can be assessed and paid online with a credit card. In fact, because the system is web-based, eligible parties can apply and pay from anywhere on the planet. This accessibility is a real benefit to general contractors and others that have a need for building permits. An inter-active voice response (IVR) system is included that provides the ability for builders to schedule/request inspections from a pre-selected menu. The system will even e-mail a response to your designated address or smart-phone. Additionally, the BuildingPermits.Oregon.gov web-site for ePermitting has a "citizen access" function that will allow people to access the electronic building department files, request inspections, and track many of the system features.

Maintaining files and records of permits is required by law; and the ePermitting system will take on most of that costly burden, as relating to building permits anyway. As Coos Bay staff learn and grow into the system, they are sure other advantages will come to light. For example, Coos Bay received expensive Adobe 10 Pro software (at no charge) for use with the plan review functions performed by many city staffers.

You may also find training and tutorials at www.BuildingPermits.Oregon.gov.

###

Coos Bay City Hall
500 Central Avenue
Coos Bay, OR
97420
www.coosbay.org

Police Department
(541) 269-8911

Fire Department
(541) 269-1191

Library
(541) 269-1101

**Public Works &
Development
Department**
(541) 269-8918

**Economic
Development**
(541) 269-8924

**Finance
Department**
(541) 269-8915

**City Manager's
Office**
(541) 269-8912