



SAWS Web Portal Focus Group

Wednesday, February 14th, 2018

2:00 P.M.

Attendees:

Name	Company	Phone	Email
Brad Slott	Pape-Dawson	(210) 375-9000	bslott@pape-dawson.com
Taylor Dreiss	Pape-Dawson	(210) 375-9000	tdreiss@pape-dawson.com
Liz Richter	DR Horton	(210) 496-2668	lrichter@drhorton.com
Mike Blackmon	Pesado Construction	(210) 551-1525	
Livier Corona	Civil Engineering Consultants	(210) 641-9999	licorona@cectexas.com

Name	SAWS Department	Phone	Email
Margarita Hubbard	Information Systems	(210) 233-3710	Margarita.Hubbard@saws.org
Tracey Lehmann	Development Engineering	(210) 233-3492	tracey.lehmann@saws.org
Brad Regnier	Development Engineering	(210) 233-2373	bradford.regnier@saws.org
David Garcia	Development Engineering	(210) 233-3288	David.Garcia2@saws.org
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Meeting Notes

Brad Regnier, Counter Services Supervisor, delivered a demonstration of the latest capabilities of the SAWS Development Engineering Web Portal, as well received questions and comments from the focus group members who have been testing the portal on a trial basis since February 1st. The focus group consists of members from the home building, engineering, and construction industries. Several comments were provided by the focus group, which are outlined below:

- Will the user be able to request a water meter through the portal?
 - As of now, the user will only be able to pay fees. The meter set request process will remain the same, (by emailing a request form to cs-systemcontrol@saws.org). However, the ability to submit a meter set request will be studied more in the future phases of the portal. SAWS staff are optimistic that the ability to search by plat, request deferred impact fee invoices, and pay deferred impact fees will be available March 21st. One important note to add is that only plats added to SAWS database after June 3rd, 2014 will be able to be accessed through the portal.

- Will the user be able to see when the fees were paid and who paid them?
 - SAWS staff agree that this is a useful request, and will be looking into adding this feature in the upcoming phases.

- A user observed that he was unable to find the permit he created when searching by the address instead of the permit number.
 - Brad Regnier explained that the user may have issues when the address is not entered in a format the portal can recognize. The proper formatting for searching addresses will be discussed in detail in the training sessions, and possible solutions discussed with the Infor representative.

- A user observed that when using the “cancel” button the portal navigates back to the home screen, instead of back to the summary page.
 - SAWS staff has observed this as well, and will be discussing solutions with the Infor representative.

- Will the portal show which SAWS inspector is assigned to the project?
 - Yes, the portal will show the permit holder who the assigned inspector is. The permit holder will also be notified by email.

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- A user requested that there should be language in the instructions directing the user to write “Ctr-“before the permit number when searching for permits.
 - SAWS staff will add language to clarify the search procedures.
- Will the user be able to pay with a credit card?
 - As of now, only ACH payment will be accepted. SAWS Information Systems Department is looking into the possibility of accepting credit card payment in the future.
- A user requested that, when uploading documents, a “preview” feature be added to allow viewing of the documents selected.
 - SAWS staff agrees that this would be a useful feature, and will discuss the implementation with the Infor representatives.

Tracey Lehmann ended the presentation with the timeline going forward. The web portal timeline is shown below, and the Power Point presentation can be found [on our website.](#)

Web Portal Timeline

- 3/21/18 – SAWS Development Engineering Web Portal goes live.
- 3/26/18 – Training sessions offered at SAWS headquarters for development community users.
- 6/21/18 – Tentative following up meeting scheduled. Email will be sent out to focus group members when official date is decided.