



The Plans Examiner

BDS 2008 Telephone Customer Survey Results Summary

Since 2002, the Bureau of Development Services (BDS) has conducted an annual survey of permit and land use customers as a key part of our effort to continuously improve our services and programs. Gilmore Research Group conducted the 2008 survey for BDS in July and August 2008. Gilmore interviewed 675 permit and land use customers who submitted applications from June 2007 – July 2008. Listed below are some of the indicators of customer satisfaction levels.

In the 2007 survey, satisfaction with timeliness was the top predictor of overall satisfaction

for both land use and permit customers; in 2008, the elements most indicative of overall satisfaction relate to staff knowledge and helpfulness during the application process and perceptions of fairness.

Staff Coordination, Process Predictability, and Timeliness

Measure	Group or Process	2006	2007	2008
Staff Coordination	Land Use Customers	56%	65%	56%
	Permit Customers	75%	76%	77%
	Combined	71%	73%	72%
Process Predictability	Land Use Customers	57%	62%	60%
	Permit Customers	72%	74%	73%
	Combined	68%	71%	69%
Process Timeliness	Land Use Customers	46%	46%	55%
	Plan Review / Permitting Customers	71%	72%	72%
	Inspection Customers	93%	92%	95%
	All Customers (combined)	65%	66%	68%
Overall Process Quality	Land Use Customers	68%	79%	64%
	Permit Customers	78%	77%	78%

Collaboration and Respect

The BDS Strategic Plan includes key goals of collaborating with customers to reach solutions and treating all customers with respect. In the 2008 survey two questions were added to collect data relating to these goals.

Measure	LU	Permit	All
BDS staff worked with you collaboratively	82%	89%	88%
BDS staff treated you with respect	96%	98%	97%



Summary: Overall, the survey found customer satisfaction with plan review and permitting processes has been relatively stable over the past three years. The satisfaction level for land use customers pertaining to process timelines rose by 10 percent over the past year. Notably, customers continue to remain highly satisfied with the inspection timelines at 95% for this year. The survey did show declines in perceptions of fairness and satisfaction with the overall quality of the land use review process

which declined significantly as well.

The bureau remains committed to using the survey results as a measure of our operation and customer service satisfaction levels and to make necessary adjustments to improve and meet our process and service level goals.

For more information on the details of the survey, please feel free to contact Mark Fetters at 503-823-1028 or mark.fetters@ci.portland.or.us.

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Consolidating Development Permitting

Currently as many as seven different city bureaus may take part in the review of a request for permits to develop property in Portland, resulting in an inadequately slow processing time for the customer. On January 7, 2009, Portland City Council passed a resolution calling for a centralized review system that will consolidate all permitting functions in the City of Portland into the Bureau of Development Services.

The centralized permit review process is expected to:

- Improve timeliness and efficiency in the permitting process
- Make the process more predictable, particularly with the time and costs associated with the process
- Provide clear, concise and understandable information and guidance about development review procedures
- Create accountability in the process by having a single responsible authority (the Bureau of Development Services) for permitting decisions

The Bureau of Development Services is currently working with internal and external stakeholders to develop a proposal for a consolidated development permitting process in the City of Portland. The proposal will be taken before the City Council in mid-March for their review and direction.

If you have questions or would like more information about the permit consolidation project, please contact Andy Peterson, Development Services Division Manager and Project Lead, at 503-823-7883 or e-mail andy.peterson@ci.portland.or.us.

CUSTOMER ALERTS

Development Services Center (DSC) Hours of Operation

The Bureau of Development Services is changing the hours of operation for the Development Services Center (DSC). Until recently, BDS offered Permit Night on Thursday nights to assist customers with permit inquiries and issuance. After experiencing a decrease in workload and revenues, as well as customers utilizing this service, the Bureau opted for canceling Permit Night effective February 5, 2009 and will extend its regular business hours.

**Effective March 2, 2009
the Development Services Center
will operate on the following schedule:**
**Monday, Wednesday, Thursday and Friday
7:30 am to 4:00 pm**
**Tuesdays
7:30 am to 3:00 pm**

The DSC is located at 1900 SW 4th Avenue, First Floor and provides customers with all the expertise needed to complete Portland's permitting processes quickly and efficiently. Services offered include building, mechanical, plumbing, electrical, and land use permit intake, review and issuance, as well as record research for properties in the City of Portland.

<http://www.portlandonline.com/bds/index.cfm?c=37988>



Join us!

2nd Friday of every month - 12 noon to 1:00 pm
1900 SW 4th Ave., Portland 2nd floor conference room

Bring your lunch and sit in on a free seminar.

2009 Scheduled Presentations

Friday, March 13, 2009

Rainwater Harvesting Systems "An Alternative Method of Providing Water"

- What is Rainwater Harvesting?
- How does Rainwater Harvesting relate to Sustainability?
- Do I need a permit for my project?
- State of Oregon Alternative Method Rule
- Resources, questions and contact information

Friday, April 10, 2009

Earth Day

Friday, May 8, 2009

Field Issuance Remodel Program (FIR)

Friday, June 12, 2009

Street Improvement Public Policy Process

For more information about Lunch and Learn visit our Web site at www.portlandonline.com/bds and select the Information Center tab and look under Customer Assistance.

Director Scarlett Presents on BDS Culture and Change

On January 21, 2009, Director Paul Scarlett spoke about culture, changes, and accomplishments at BDS and unveiled the bureau's Diversity Commitment. He emphasized that the bureau diversity program's success is directly related to participation throughout the bureau and that a recent customer survey indicated a majority of customers felt they were treated with respect by bureau employees, showing remarkable progress as a result of the diversity program. Also that bureau statistics show an increase of minority groups in employment up 16 percent.

Youth Day at BDS

On February 12th, as a part of Black History Month, Donny Adair of the City of Portland's Human Resources Affirmative Action department coordinated an opportunity for local high school students to learn about the City and its services.

The Bureau of Development Services hosted 10 students from Jefferson and Benson High Schools to job shadow BDS employees. Outreach Program Coordinator Tiffani Penson matched the students with BDS staff so they could learn about the services the bureau offers and how they contribute to the livability of the City, and BDS Director Paul Scarlett addressed the students at an assembly in the Portland Building. He shared historical facts and his experiences as the first person of color to head the bureau.

A special thank you to BDS staff that participated in the day's activities including: Chris Beanes, Sandra Bjornstad, Joe Disciascio, Markus Marniar, Staci Monroe, Damon Sims, and Tiffani Penson.

Diversity Commitment

The Bureau of Development Services is committed to creating an inclusive, diverse and culturally competent workforce, because we understand the value this brings to our work environment and to serving our customers.

To honor this commitment we will:

- Foster an environment where acceptance of diversity is developed and promoted;
- Cultivate an atmosphere where cultural awareness is embraced and valued;
- Inspire conversations around diversity and inclusion; and
- Recruit, attract and retain a diverse and talented workforce.

As part of the BDS organization:

- We are all accountable for how our attitudes and knowledge affect our capacity to serve a diverse community.
- We treat diversity and inclusion as business necessities crucial to the continued success of the Bureau.
- We are all stakeholders in the development of a culturally competent workplace.

At BDS, Diversity is more than age, race, ethnicity, gender, religion, disabilities/physical abilities, socio economic status, sexual orientation, gender identity and national origin. Diversity also includes valuing personal uniqueness; respecting differences; challenging stereotypes; and promoting inclusion.

Cultural competency means possessing the understanding and the skills to communicate and the ability to work effectively with all members of the community.

Director Scarlett and some of the students visiting BDS



"It is always rewarding to interact with energetic and inquisitive youth. I feel it is important to stay engaged with our future leaders and I am excited to be part of this program." Paul L. Scarlett, BDS Director

CORNER

GREEN BUILDING

2009 ReThink Educational Series

Today's economic and environmental crises offer opportunities to ReTHINK our own lives: how can we live well, in harmony with our community and our natural world? In our 2009 ReTHINK series, we will examine new technologies and lifestyles that can inspire and inform your future decisions. Come and be inspired!

March 4 – Ultra-low Energy Homes

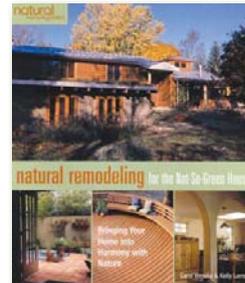
The Passive House, or the "house without a furnace", has recently been featured in The New York Times, as the work of Illinois-based Passive House Institute. Join us to explore how the Passive House re-prioritizes designing and building for better comfort, health and low energy use.

Presenters: Tad Everhart, a Portland advocate for low-energy homes
Ted Nickell, builder of super-insulated homes

March 11 – Natural Remodeling

Starting right where you are, you can modify your home so that you are living in harmony with nature. Join author and designer Kelly Lerner to reconsider your life and home to be healthier, more joyful and easier on the earth.

Presenter: Kelly Lerner, One World Design Architecture, author of *Natural Remodeling for the Not-so-green House*



March 18 – Saving Water and Energy

This class will survey the latest in water-saving technologies for the home, the new EPA Watersense standards, and the Water Bureau's rebate for high-efficiency toilet (HET) replacements. Also, this class will cover the modern renovation of a 1950's ranch house, now super-insulated, heated and cooled by a ground-source heat pump rated over 300 percent efficient.

Presenters: Sarah Murphy Santner, Portland Water Bureau
Paul Scardina, Paolo Design Group

April 1 – Salvage and Reuse, Green Materials, Waste Reduction

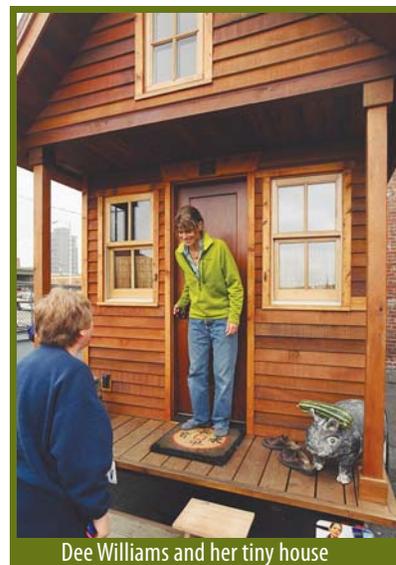
In the *Reuse Everything Experiment: Building a House without a Dumpster* project, a small existing house was deconstructed and all the materials reused in the new house construction. You will be challenged to repurpose your stuff and ReTHINK the salvage you might have once thrown away. We will also cover high performance green building materials and how to evaluate them. To round out the class, deconstruction and waste minimization will also be discussed.

Presenters: Shannon Quimby,
Reuse Everything eXperiment
Erin Diamond, LEED AP, Aaron Winer,
Greenhaven Consulting
Preston Browning, City of Portland
Construction Waste Specialist

April 8 – Living Intentionally

Tryon Life Community Farm offers Portland the opportunity to take sustainability from a nice idea to a lived experience. We will share ideas and experiences for creating a new way of living. Do you think you can live in 84 square feet and have a rich life? We will hear from someone who does this every day! Her charming cottage will be on a trailer in the Ecotrust parking lot for a viewing prior to class.

Presenters: Breanna Bell, Tryon Life Community Farm
Dee Williams, tiny house owner



Dee Williams and her tiny house

ReThink

Tickets for Classes are:

\$12 each/\$50 series;
students/honored citizens
\$10 each/\$40 series

Register online with a credit card:

www.portlandonline.com/bps/rethink.

Pay at the door:

with cash or check (space permitting).

Class times:

Wednesday evenings from
6:30-8:30 p.m.

Venue:

Billy Frank Conference Center, 2nd floor Ecotrust Building, 721 NW Ninth Avenue, Portland, OR 97209

Getting there:

Portland Streetcar,
TriMet buses #9 and #17,
on-street parking and
small parking lot plus
ample bike parking.

Sponsors:

Metro and City of Portland
Bureaus of Environmental
Services, Development
Services and Water.

Questions?

Contact Mike O'Brien,
Green Building Specialist,
BPS, 503-823-5494



Infill Design Toolkit Now Available

The Bureau of Planning and Sustainability has published *The Infill Design Toolkit: A guide to integrating infill development into Portland's neighborhoods*. The toolkit serves as a resource for community members, builders, designers, neighbors and others, all who are involved in designing, building, or participating in dialogue about the new development that continues to shape the form of Portland's neighborhoods. The various components of this guide serve as problem-solving tools, highlighting strategies for achieving context-sensitive design and ways of overcoming some of the unique design challenges of development on small sites. The toolkit focuses on medium-density residential development (such as rowhouses, plexes, courtyard housing, and low-rise multifamily development) in established neighborhood areas.

The Infill Design Toolkit is composed of sections on:

Strategies highlighting best practices for integrating new development into neighborhood patterns and showing how to identify these patterns.

Prototypes illustrating approvable housing types and configurations that are suitable for common infill situations, meet City regulations and design objectives, and are market feasible.

Technical Pages providing more detailed, technical information on strategies that can contribute toward contextually-appropriate infill design. Includes pieces on structured parking and on transportation and emergency access requirements relevant to site design.

Project Profiles providing information on completed projects with design features that contribute to meeting the community's design objectives. The profiles are followed by examples of historic Portland housing and international precedents.

Neighborhood Design Policies a compilation of policies and other design guidance from Portland's adopted neighborhood and community plans.

The toolkit is an outcome of Portland's Infill Design Project, which has pursued a broad range of innovative strategies focused on improving the design of infill development. This project has emphasized non-regulatory approaches that place a premium on collaborative problem solving between builders, designers, community members and the City. The toolkit is part of this broader strategy, which previously resulted in the innovative shared court street type that mixes community space, green features and cars; and the recent Portland Courtyard Housing Design Competition.

The Infill Design Toolkit is online at: www.portlandonline.com/planning/infilldesign. Printed copies (186 pages) are also available for purchase for \$10 from the Development Services Center at 1900 SW Fourth Avenue, or from the Bureau of Planning and Sustainability offices on the 7th floor of the same building. For more information, contact Bill Cunningham, project manager, at 503-823-4203 or bcunningham@ci.portland.or.us.



List of Approved Leaf Blowers



Approved by City Council in 2003, adopted code changes to Title 18 required the Bureau of Development Services Noise Program

to establish a list of approved leaf blowers that can be used within City limits during the summer months (March 1 to October 31) and must not exceed 65 dBA (decibels) at 50 feet. During the rainy winter months (November 1 to February 28), when leaves are likely to be heavy and wet, leaf blowers cannot exceed 70 dBA at 50 feet.

The BDS Noise Program must keep an updated list of leaf blowers that comply with the adopted code. To be included on the list of leaf blowers approved for use within the City of Portland, the leaf blower must be certified by a third-party testing laboratory, using American National Standards Institute (ANSI) methodology, ANSI B175.2-2000. The Noise code states that *"Operation of any leaf blower within the City of Portland which is not on the certified list of approved leaf blowers developed by the Noise Control Officer shall constitute a violation of Title 18."*

On April 1, 2009 the Noise Program is planning to release a list of leaf blowers that meet code requirements. If your company has a leaf blower that has been tested to meet the new noise levels, please forward the information, including the certified testing results to the Noise Program at:

Noise Control/BDS
1900 SW Fourth Avenue, Suite 5000
Portland, OR 97201

If you have any questions, please contact Noise Control at 503-823-7350.

Something to CROW about Containers in the Right-Of-Way

In June 2008 the a code went into effect prohibiting the storage of existing garbage, compostable and recycling containers on the public right-of-way.

Businesses, commercial waste and recycling haulers were notified by the City that in order to comply with existing City Code they would need to make arrangements to have garbage and recycling stored on private property. Many businesses have done this by either bringing containers into their existing space, reducing the size of containers, increasing the frequency of collection, sharing collection costs with a neighbor who already has containers on private property, or renting space on nearby property.

For many businesses the new code is challenging to comply with, especially those that have to make alterations to their existing buildings. Garbage haulers, Neighborhood Inspections and the Bureau of Planning and Sustainability continue to work diligently with businesses and garbage haulers to find creative solutions for storing containers on private property.

If you need assistance with meeting the code, or if you have a complaint of containers stored on the right-of-way, call the Neighborhood Inspections intake line at 503-823-7306 or online at www.portlandonline.com/bds. For more information you can contact Code Specialist Julee Reynolds at 503-823-2107 or email her at julee.reynolds@ci.portland.or.us.

BDS Site Services and Enforcement Program Handout

BDS Site Services Division operates enforcement programs that ensure compliance with City codes and state construction codes. The Site Services Division has created a two-page handout meant to describe the BDS enforcement programs and processes.

The handout is available online at <http://www.portlandonline.com/bds/index.cfm?c=34532&a=228969> and should be shared with industry groups and community organizations. BDS has a number of enforcement programs ready to assist properties, and gain compliance with adopted codes.



Portland Energy Efficient Home Pilot (PEEHP)

On February 3, 2009, City of Portland Commissioner Randy Leonard announced that the Bureau of Development Services is accepting applications for the first round of funding from the Portland Energy Efficient Home Pilot (PEEHP). This innovative pilot program will generate residential construction in the Portland area that will provide the industry and public with:

- Practical information on the building methods and materials necessary to build cost effective energy efficient homes;
- Records of costs associated with constructing energy efficient homes;
- Case studies, including those instances of added complexity related to new measures; and
- Up to 20 energy efficient homes for sale in the City of Portland.

PORTLAND ENERGY EFFICIENT HOME PILOT



Grants will be awarded to builders or teams to substantially offset the costs of constructing two homes that perform above the energy efficiency level of the 2008 Oregon Energy Code standards. The first of the two homes each builder or team constructs is to be 15% above the 2008 Oregon Energy Code and the second is to be 30% above the 2008 Oregon Energy Code. The program expects to award grants of approximately \$10,000 for both homes built by any one builder or team.

"Energy efficient development is a key component of growth management for Portland's future," said Portland City Commissioner Randy Leonard. "I am excited to offer Portland builders this opportunity to be market leaders as the City prepares to meet the resource demands of population growth."

The City is seeking builders or experienced teams of professionals, who have at least two pieces of real property to be developed in the City of Portland, and who are interested in exceeding the 2008 Oregon Energy Code standards. Ideally, the teams would construct two houses on two lots that are both comparable in terms of size and layout. One property would be built to 15% above the 2008 Oregon Energy Code while the other would be built to 30% above the 2008

continued on next page

BDS Submits FY 2009-10 Budget Request & 5-Year Financial Plan

On February 2, BDS submitted its budget request for fiscal year (FY) 2009-10 (July 1, 2009 – June 30, 2010) and its 5-Year Financial Plan for FY 2009-10 through FY 2013-14. This has been our most challenging budget and financial planning process in recent years due to the current economic downturn and its impact on permit fees and revenues.

Several months ago we began to take steps to reduce expenses and safeguard the bureau's financial health, resulting in approximately \$4 million in savings for FY 2008-09. However, projections showed that our reserve fund would fall to unacceptably low levels in FY 2009-10 and beyond without further action. After lengthy analysis and review, it was determined that position reductions would be necessary in addition to savings in other expenditures. The budget request eliminated 55.5 positions - 37 vacant positions and another 18.5 position reductions that will take place by July 1. We anticipate that an additional 36 position reductions will be necessary later in FY 2009-10.

As in past years, we received considerable input into the budget request from BDS staff and key stakeholders. The Development Review Advisory Committee (the bureau's citizen advisory committee) and the BDS Budget Advisory Committee (BAC) reviewed our financial status and made recommendations regarding the bureau's budget priorities. Several subcommittees composed of both employees and management reviewed each program and looked at bureau-wide issues.

In all our efforts to weather the current economic crisis, our mission remains the same.

The budget request and Financial Plan are both viewable on our Web site at <http://www.portlandonline.com/bds/index.cfm?c=49658>. The City held public Budget Forums on February 19th, 21st, and 24th. We will formally present the BDS budget request to City Council in March, and the Mayor will release the Proposed City Budget on April 28th. A community budget hearing will be held on May 21st, and further opportunities to participate and provide input about the budget can be found online at www.portlandonline.com/communitybudget.

If you have further questions about the BDS budget or Financial Plan, please contact Denise Kleim, BDS Sr. Business Operations Manager, at denise.kleim@ci.portland.or.us.

Land Use Review Approvals and the Economic Downturn

BDS understands these are hard economic times for both homeowners and developers alike. We encourage anyone who has a Land Use Review approval that is about to expire to contact Sterling Bennett, Supervising Planner, at 503-823-5378. Sterling will work with customers to review their specific situations and provide options where possible.

The Bureau of Development Services and Planning and Sustainability are working to bring a proposal to the Planning Commission in March and City Council in April for a Zoning Code Amendment to allow additional time before a Land Use Review expires. In the coming weeks, more information about those hearing dates will be posted on the BDS Web site as well as the content for the proposal itself.



Please feel free to give Sterling a call at 503-823-5378 with ideas, recommendations or requests for assistance with Land Use Review approvals.

PEEHP continued from page 6

Oregon Energy Code. The grants and in kind services are intended to substantially offset the cost of exceeding the 2008 Oregon Energy Code. Energy Trust of Oregon has agreed to partner with the City to provide builders or teams with assistance to determine what will be needed to achieve this result. Thereafter contractors can obtain bids to determine the cost of the work.

The Bureau of Development Services (BDS) expects to award approximately four grants in the initial release period, and possibly four additional grants in a second release period. More than \$113,000 has been committed to this grant program by the City of Portland and industry partners. The City of Portland has contributed \$50,000; Homebuilders Association of Metropolitan Portland with the National Association of Homebuilders, NW Natural, Pacific Power, and Portland General Electric's contributions total the additional \$63,000. The Energy Trust of Oregon's New Homes Program is offering technical assistance to help builders determine what actions must be taken to meet the efficiency goals of the PEEHP.

The RFP and application materials can be found at the following online location: www.portlandonline.com/bds/PEEHP



Coming in April...

Landlord Training Seminar

Sponsored by the City of Portland Bureau of Development Services and Portland Police Bureau

A one-day workshop focusing on keeping rental properties safe and free of illegal activity

The Spring 2009 schedule is available on the BDS Web site at <http://www.portlandonline.com/bds/index.cfm?c=31887>.

Online in 2009

To receive The Plans Examiner via our Web site:

1. Go online to www.portlandonline.com/bds
2. On the left side of the BDS Home Page, under Quick Links, click on Join Our Mailing Links

PLANS EXAMINER, MARCH / APRIL 2009

The Plans Examiner is a bi-monthly online publication of the City of Portland - Bureau of Development Services

How to Reach Us

Monday thru Friday
8:00 am to 5:00 pm

(e) = electronic messaging system, please leave detailed information and your call will be returned.

On the Internet visit:
www.portlandonline.com/bds

Development Services Center

1900 SW 4th Avenue
Monday, Wednesday, Thursday and Friday
7:30 am to 4:00 pm

Tuesday
7:30 to 3:00 pm

The Plans Examiner is a paperless publication. Join our electronic mailing list at our Web site to receive the newsletter link.

BDS Customer Service	503-823-7308
Building Code Information	503-823-1456 (e)
Fire Code Information	503-823-7300
Planning & Zoning Information.....	503-823-7526
24-hour Inspection Request Recording	503-823-7000 (e)
Inspection Section, 1 & 2 Family Dwellings.....	503-823-7388
Commercial, Plumbing	503-823-7302
Building & Mechanical.....	503-823-7303
Electrical	503-823-7304
Development Services Center	503-823-7310 (e)
Development Services Center FAX.....	503-823-3018
Information, electrical, mechanical, plumbing, sewer, and sign permits.....	503-823-7363
Lunch & Learn Contact , Tiffani Penson.....	503-823-1109
Newsletter Contact , Alisa Cour.....	503-823-4017
Permitting Services , Fee estimate and Permit status via voice mail.....	503-823-7357 (e)
Permit status FAXed to you	503-823-7000 (4)
Permitting resource and records.....	503-823-7660
FAX requests for records	503-823-7765
Septic Tanks / Cesspools	503-823-7247

ENVIRONMENTAL SERVICES

Development Assistance	503-823-7761
Industrial Source Control.....	503-823-7585

FIRE BUREAU

Development Standards, Sprinklers, Alarms Rich Butcher.....	503-823-3802
Flammable Liquids, Tanks, Hazardous Processes Bob Happel.....	503-823-3934

OFFICE OF SUSTAINABLE DEVELOPMENT

Regional Green Building Hotline..... 503-823-5431

TRANSPORTATION

Development Requirements, Right-of-Way Policy, Land Divisions and Transportation Plan Review Kurt Krueger	503-823-6964
Local Improvement Districts, Andrew Aebi	503-823-5648
Street Permit Engineering, Chon Wong.....	503-823-7050
Systems Development Charge Richard Eisenhower	503-823-7080

TREES - Urban Forestry (7:00 am - 3:30 pm)...

Pruning/Planning/Removal Permits N, Luke Miller	503-823-4511
N, Jim Field	503-823-4011
S, Ned Sodja.....	503-823-4440
S, Dave Kahler.....	503-823-1691
Tree Cutting Ordinance and Commercial Planning and Development, Charley Davis	503-823-4523
Transportation Improvements, Joe Hintz	503-823-4025
Residential Development & Improvement Myles Black.....	503-823-4018

WATER

Water Service Information.....	503-823-7368
Hydrant Permits.....	503-823-7368
Plan Review, Mari Moore.....	503-823-7368
Subdivision Planning, Rick Nelson	503-823-7475
Backflow Valve Installation Requirements Dave Barrigan.....	503-823-7479

Daylight Savings time begins Sunday, March 8, 2009 and BDS will be closed Memorial Day, Monday, May 25, 2009.