

THE PLANS Examiner

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Signs 2000 update — more changes ahead

Changing image signs, such as those that show the time and temperature, will be allowed again if the City Council approves an amended version of the City's sign code on November 29. The new regulations, which would be consolidated into Title 32 of the City's Building Code, will be heard at 2:00 p.m. in the Council Chambers at City Hall.

There is now a total ban on changing image signs. The amended regulations would allow 20 square feet of changing image features per sign per site. Through a land use adjustment, larger changing image features could be approved for the downtown "Broadway Bright Lights District" and at sports fields and major event/entertainment venues, such as the Rose Garden. The ordinance includes any sign with moving features, whether they include lights, video or rotating images. The elements being regulated are movement or the appearance of movement.

Placement and sizes of banners and portable signs, such as A-boards, are also addressed in the proposed ordinance. These are signs that haven't been subject to a permit in the past. In all cases, the size and placement are the elements that would be regulated, not the content of the sign.

Banners — If the City Council adopts the Sign 2000 recommendations, temporary banners will be restricted to commercial zones and may be no larger than 100 square feet. In some zones, the maximum size would be 50 square feet. Banners larger than 32 square feet must be registered with the City at a fee of \$15 for each 30-day period, up to six months. Banners that are in place longer than six months would count as part of the total sign area for the site and must comply with permanent sign regulations.

Banners smaller than 32 square feet need not be registered, and up to three - one per façade - are allowed per site. Flags are approved for residential zones; banners are not.

Existing banners must be registered within 60 days of the ordinance's effective date. Banners that are larger than the maximum size must be removed.

Portable signs or A-boards would be allowed in the public right-of-way if they are placed within 6 inches of the curb and leave at least 6 feet unobstructed for pedestrians. These signs may be up to 6 square feet in size, no more than 2 feet wide and may not have any illumination. Bus stops, curb ramps and driveways will be off limits. On private property, portable signs are limited to 12 square feet. Currently, portable signs are prohibited in the right of way.

Registration will be required for all portable signs at a fee of \$35 per year for a 2-year period. Existing A-board and portable signs must be registered within six months of the ordinance's effective date. Owners will receive a letter and form to allow them to register the signs by mail.

If the ordinance passes, enforcement of the code will be modeled after parking violations; however, the person or business, who is cited for the sign or banner, must pay the permit fee plus a fine for violating the code. And, as with parking violations, there will be an appeals process.

The public hearing on November 29 will offer significant opportunity for comment. You may pick up a copy of the recommended "Signs 2000" Report at the reception desk on the 4th floor, 1900 SW 4th Ave., Portland. For more information about the ordinance, call Kermit Robinson, **503-823-7619**, or Stevie Greathouse, **503-823-7969**.

The Office of Planning and Development Review works with the community and other bureaus to preserve and shape safe, vital and well planned urban environments.



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IN the SIDE DSC

Holiday Schedule

Please mark your calendars.

The Development Services Center will be closed during the following times:

- Friday, Nov. 10 — Veteran’s Day
- Monday, November 20 — CLOSING AT NOON for All Staff Training
- Thursday & Friday, November 23 & 24 — Thanksgiving Holiday
- Monday, December 25 — Christmas Day
- Monday, January 1 — New Year’s Day
- Thursday, November 23 — No Residential Permit Night
- Thursday, December 28 — No Residential Permit Night

? DID YOU KNOW ?

- ⤷ OPDR’s IVR system will allow you to schedule, cancel and reschedule inspections over the phone at any time of day. Just call **503-823-7000**.
- ⤷ IVR works for more than inspections, if you have a fax machine, you can check the status of your permits. Call **503-823-7000**, choose “option 4” on the main men and follow the prompts.
- ⤷ We recommend that you check with Planning & Zoning before preparing your site plan. Your subdivision lot may have limitations on where structures can be placed in relation to lot lines.

Lunch and learn series sponsored by Development Services Center

The Development Services Center will begin hosting a series of free community brown bag lunch presentations in December. Mark your calendars for “Quick & Clean’ Permitting for New Single Family Residential” on Friday, December 1, from noon to 1:15 p.m. The lunch group will meet in Conference Rooms 5 A&B, 1900 SW 4th Ave., Portland.

Here are some of the things you’ll learn:

- How the application process works
- What you need to know about your site and project before applying and how to get this information
- Your role and the City’s role in the process
- Submittal requirements – plans, site plans, forms
- How to respond to a check sheet
- How to get and read a status check
- The process for approving “master plans”

The goal of this and other sessions in the series is to offer current information to Development Services Center customers on development issues, provide training and education and allow discussion and feedback to help the DSC improve its services. DSC staff will present the information and be on hand to answer questions and listen to concerns.

The brown bag presentation is open to everyone. No registration required. Please join us.

Development Services Center Hours

7:30 a.m. – 3:00 p.m., Monday — Friday

5:00 – 7:30 p.m., Thursday Residential Permit Night

OPDR hits target for new single-family residential plan reviews

To comply with the requirements of SB 587 and speed up plan reviews, the Office of Planning and Development Review (OPDR) has modified its processes. New single-family residential (NSFR) applications are now taken by appointment only and must be complete to be accepted for review. In addition, the methods which plans reviewers use to check the completeness and accuracy of plans have been standardized.

SB 587 went into effect on July 1. The law requires that NSFR building permit applications be reviewed within 15 days of the receipt of a complete application. Commercial and Complex NSFR applications do not fall under the same requirements nor do applications requiring reviews for land use, sewers or utilities.

The table below shows the number of all NSFR applications received during recent weeks, the percentage reviewed within the 15-day target, the number of simple NSFR applications and the percentage of these reviewed within the 15-day target.

Though applicants may request and pay for third-party reviews if the timeline isn’t met, OPDR has yet to receive requests for independent reviews.

Week	Total NSFR		Simple NSFR	
	# Plans	% in 15 days	# Plans	% in 15 days
Sept. 29	31	74%	7	86%
Oct. 5	38	79%	9	100%
Oct. 12	36	72%	6	100%
Oct. 19	37	65%	8	100%

Welcome to the first in what will become a series of periodic updates to the Office of Planning and Development Review's new IVR (Interactive Voice Response) system. We would like to take this opportunity to thank everyone for their patience during the transition from our old inspection request line to this new system. We appreciate the feedback we've been receiving and will endeavor to make the system work the best we can for you.

In this update, we'd like to answer some of the questions we've been receiving:

Why the new system?

What was wrong with the old one?

The City's new IVR system, which was implemented on October 5, 2000, was designed to be a quick, easy way for contractors and other customers of the City to schedule inspections. It also provides some new capabilities:

1. Inspectors can post inspections from the field via the phone and have those inspection results immediately recorded in the City's permit tracking software, TRACS.
2. You can obtain inspection results. Once the inspectors have posted the inspection results, you can obtain those inspection results over the phone instead of driving to the jobsite.
3. Obtain Plan Review Status via fax. This new option allows you to obtain plan review status reports on your fax machine. You simply call into IVR and select Option #4. A few notes about this feature:
 - a. You must provide an IVR Request number or a permit number;
 - b. You must provide a fax number where the plan review status report can be faxed back to you;
 - c. Your permit application must have the status *Under Review* to get a faxed plan review status.
4. Provides flexibility for the future. The new IVR system is flexible in that new inspections, street names, etc. can be added in the future to keep TRACS and the IVR system up to date. Also, as new customer-friendly features are available, the City will incorporate them into the IVR system. We'll keep you up to date on features as they're designed, discussed and implemented.

What do I need in order to schedule an inspection?

To schedule an inspection, you need the following:

1. An IVR Request Number (or a permit number);
2. The three-digit inspection code(s) of the inspection(s) you would like to schedule; and
3. Pen and paper to write down your confirmation number if you require it.

The Doctor Is In...

The Office of Planning and Development Review will be providing walk-in help with IVR from 8:00 a.m. to 9:00 a.m. on the following dates:

November 7, 9, 14, 16, 21, 28, 30

Just bring your IVR Request Numbers (or permit numbers) to the Development Services Center on the 1st floor of the 1900 Building, 1900 SW 4th Avenue, for one-on-one assistance with the new IVR system.

Important Information about the Voice Mail Feature of IVR

If you record a message for an inspector using the voice mail feature of IVR, please be sure to press the pound(#) key when you're finished recording, and then the 1 key to send the message. This is very important! The inspector will not receive your message if you do not press these keys to send your message.

IVR Helpful Hints and Reminders

We've compiled the following reminders about IVR based on questions and comments we've been receiving. Please keep these in mind when you are using IVR:

- ☎ **"Your response was not detected"** — This message often plays when IVR doesn't recognize that the # key has been pressed. If you get this message, please re-enter the necessary keys and press the pound key firmly.
- ☎ **Fees are owed on a permit** — If fees are owed on a permit, you will not be able to schedule inspections. If you receive this message and need clarification on what fees are owed, press 0 (zero) and talk to an operator (during business hours).
- ☎ **Only applicable inspections can be re-requested on a permit** — Inspections can only be requested on the applicable permit type. For example, if you have an electrical permit you will not be able to request building inspections using that permit number. You will need the building permit IVR request number to request the needed building inspections.
- ☎ **If you do not have an IVR request number** — Even if you don't have an IVR request number, you can still use all the features of the IVR system. To request an inspection without using an IVR number, follow these steps.
 1. At the main menu, press 1 to schedule an inspection.

2. Press the * (star) key.
3. If the permit was issued prior to 11-8-99, then use option #1 (“If your permit begins with three letters...”) on the permit number entry routine.

OR

If the permit was issued on or after 11-8-99, then use option #2 (“If your permit begins with numbers...”) on the permit number entry routine.

4. Follow the prompts to finish scheduling your inspection.

Ⓢ **Sewer and sanitation inspections cannot be requested through IVR** — Inspections for UB, UC, UR and Sanitation permits can't be scheduled via IVR. Here are the phone numbers for sewer and sanitation permits:

- Sanitation Permit Inspections: **(503) 823-7388**.
- 1&2 Family Dwelling Sewer Permit Inspections: **(503) 823-7388**.
- Commercial and 3 or More Family Sewer Permit Inspections: **(503) 823-7302**.

Ⓢ **What if you do run into problems?** — If you run into any errors, such as IVR not accepting the numbers you punch into your phone or IVR hanging up before you think it should, please be sure to write down exactly what happened. What did IVR say to you? We can only fix glitches in the system when we know they exist and have a clear picture of the problem. Your feedback is very valuable to us. If you do run into problems, please press 0 (zero) and tell the operator the errors you encountered. He or she will provide your information to staff, who can determine the cause and contact you with further information.

Ⓢ **The difference between the Final Building Inspection and the Final Permit Inspection** — There has been some confusion over the two final inspections “299 Final -Building” and “999 Final Permit.” To clarify, “299 Final - Building” can only be used on RS, MP and MI permits. The purpose of this inspection is to get a final only for the building piece of the job. “999 Final” is used to final the whole project. For finals on Commercial Building Permits, customers should request inspection 999.

Ⓢ **How do I request inspections on a revision?** For now, inspection requests and results on Revisions and Deferred Submittals are recorded on the main permit for the project. If you encounter any difficulties when trying to schedule an inspection on a permit that has revisions or deferred submittals, please press 0 (zero) to talk to an operator. He or she will be able to provide the IVR Request Number for your main permit.

Ⓢ **What does this message mean, “There is an error with your permit. Permit status not ok.”?** — This means the permit is either not issued or has already been finalized. To request inspections on a permit, the permit status must either be “Issued” or “Under Inspection.” Any other folder status will return the message “There is an error with your permit. Permit status not ok.”

Ⓢ **I received this error and I can't schedule an inspection, what does it mean?: “An electronic error occurred. Press zero (0) for assistance.”** — There is an error in the communication between TRACS (the City's permit tracking software) and the IVR system. If you get this error, it is very important to press (0) and notify an operator of exactly what happened when the error occurred.

Ⓢ **What do I do if I need a reinspection?** — If an inspector has been out to do an inspection and your inspection was not approved for any reason, you will be required to schedule a reinspection. There are no separate codes for reinspections. To schedule a reinspection, simply call and use the same 3-digit inspection code you initially used to schedule the inspection.

Ⓢ **IVR isn't accepting my 3-digit code. Why?** — Although the # key is used to accept information you enter in to the IVR system, you do not need to press the # key after entering your 3-digit inspection code. Just enter the 3-digit code and IVR will continue with the scheduling process.



Businesses, neighborhoods to share vision for Willamette River renaissance

What will the Willamette River look like 50 years from now? Citizens, businesses, community organizations and property owners are partnering with the City of Portland and other government agencies in River Renaissance to develop a vision for the river and strategies that will bring that vision to life.

In October, the Bureau of Planning hosted several free Community Vision Workshops. The vision, which emerges from these workshops and from comments received by mail or fax, will help chart a course for enhancing the river and the waterfront. After the workshops, the shared vision will be presented to the City Council, working groups will be formed in November and December and, early in 2001, the groups will convene to draft policies and strategies for consideration by the council and the general public.

River Renaissance also includes Portland's Clean River Plan, the Endangered Species Act Program and the Willamette River Greenway. Though its focus is on the river and waterfront, River Renaissance will extend into adjacent neighborhoods and districts, as well as areas farther upland with links to the river.

Portland development professionals are sure to play an important role in the future of the Willamette River. To submit your vision for the Willamette and

surrounding areas, visit the Bureau of Planning Web site, <http://www.planning.ci.portland.or.us> and click on "River Renaissance." Go to documents and download the Vision Worksheet. The Bureau of Planning is accepting comments and completed worksheets through November 20. Send them to Portland Bureau of Planning, River Renaissance, 1900 SW 4th Ave., Suite 4100, Portland, OR 97201-5350, or fax to **503-823-7800**.

Contact Barbara Hart, **503-823-5839**, for more information or to get your name added to the interested persons list for working groups and future meeting notices.

Citywide maximum parking limits set

The City's Bureau of Planning has been working on a project since 1998 to change the Zoning Code and bring the city's parking ratios in line with the requirements for parking minimums and maximums set by Metro's Functional Plan. Setting appropriate parking standards encourages more efficient use of available land and more pedestrian and non-auto trips.

New development already has minimum requirements for parking spaces per site. Sometimes these requirements force developers to provide more parking than needed for the land use; however, with few exceptions, these minimums comply with or exceed the requirements of the Functional Plan.

To ensure that parking is provided where needed, without creating an oversupply in areas that are well served by light rail, bus and pedestrian access, the Bureau of Planning proposed citywide parking maximums for new development and major remodeling projects. After numerous Planning Commission and City Council public hearings, the proposed ratios were adopted on October 11, 2000. The changes to the Zoning Code go into effect November 20, and Planning and Zoning staff in the Development Services Center is currently being trained to work with the code changes.

The maximums will be set according to specific land uses and will be easy to administer. Maximums, in most cases, will be 150% of the minimum standards. Exceptions will include retail, restaurant and medical/dental offices and areas of the city that don't have good transit access.

In cases where the maximums may be too restrictive, parking demand studies will be used as a guide. In some cases, such as major event entertainment, colleges and parks and open areas, conditional use processes will help determine the parking maximums.

If you have questions about the new citywide parking maximums, call Susan Hartnett, Bureau of Planning, **503-823-7984**.

Noise pollution focus of task force

Each year, the City's Noise Control Office receives as many as 7,000 noise-related telephone calls. Neighborhood noise issues are increasing as Portland's population grows. To help keep pace, the City Council established a new citizen task force. The Noise Control Task Force began meeting in September to review the City's Noise Control Program and recommend changes to policies and procedures relating to enforcement and financing of the program.

The task force has eight members, including three neighborhood association representatives, three commercial or business representatives, a noise expert and a member of the Noise Review Board. They will meet through Spring 2001, focusing on neighborhood noise and how it relates to livability.

The group will seek community input, consider noise enforcement practices used in other jurisdictions and compare these to Portland's. The goal is to recommend revisions to the City's Noise Codes and options to improve the neighborhood noise program.

If you would like to know more about task force activities, e-mail us at noise@ci.portland.or.us, visit http://www.opdr.ci.portland.or.us/noise/task_force.htm or call Denise Kleim, Office of Planning and Development Review, **503-823-7338**.

The Plans Examiner is a bi-monthly publication of the city of Portland
 Office of Planning and Development Review
 Commissioner Charlie Hales, 503-823-4682

How To Reach Us

All Area Code 503
 Monday through Friday
 8:00 a.m. – 5:00 p.m.
 (e) = Electronic Messaging System
 Please leave detailed information.
 Your call will be returned.

While browsing the internet,
 visit our home pages —
www.opdr.ci.portland.or.us and
www.planning.ci.portland.or.us/

**Development Services
 Center**

1900 SW 4th Ave.

Hours
 7:30 a.m. — 3:00 p.m.

The Center is also open
 Thursday from
 5:00 p.m. — 7:30 p.m.
 for Residential Permit Night.



Printed on recycled paper.

OPDR — Administration	503-823-7308	TRANSPORTATION	
Building Code Questions	503-823-7310 (e)(4)	Development Requirements and/or Right-of-Way Policy	
Fire Code Questions	503-823-7366	Glenn Pierce	503-823-7079
Blueprint 2000	503-823-7822	Minor Partitions	
		Cherrie Eudaly	503-823-7081
24-hour Inspection Request Recording	503-823-7000 (e)	Local Improvement Districts	
Inspection Section — 1 & 2 Family Dwellings	503-823-7388	Matt Brown	503-823-7027
Commercial {	Plumbing	503-823-7302	
	Building & Mechanical	503-823-7303	
	Electrical	503-823-7304	
Development Services Center	503-823-7310	Street Permit Engineering	
Development Services Center FAX	503-823-3018	Jerry Markesino	503-823-7057
Trade Permits	503-823-7363	Transportation Plan Review	
		Joyce Reyman	503-823-6108
Newsletter Contact — Ann Kohler	503-823-7886	Systems Development Charge	
Permit Status	503-823-7357	Joyce Reyman	503-823-6108
Permit Records			
Document Control/Current Applications	503-823-7357 (e)	TREES (7a.m. - 3:30 p.m.)	
Inspection Records/Finalled Permits	503-823-7660	Pruning/Planning/Removal Permits	
Building Record Center FAX	503-823-7765	N / NE — Joe Hintz	503-823-4025
Septic Tanks/Cesspools	503-823-7247	NW / SW — Charley Davis	503-823-4523
Planning & Zoning – Information	503-823-7526	Southeast — Ned Sodja	503-823-4440
		Tree Cutting Ordinance	
ENVIRONMENTAL SERVICES		Myles Black	503-823-4018
Development Engineering	503-823-7761	Transportation Improvements	
Construction & Demolition Recycling Info	503-823-7107	Joe Hintz	503-823-4025
Industrial Source Control	503-823-7585	Commercial Planning and Development	
		Vincent Salomone	503-823-4011
FIRE BUREAU		WATER	
Development Standards, Sprinklers, Alarms		Water Service Information	503-823-7368
Rich Butcher	503-823-3802	Hydrant Permits	503-823-7368
Flammable Liquids, Tanks, Hazardous Processes		Plan Review — Tom Chambers	503-823-7477
Doug Friant	503-823-3935	Vern Freeman	503-823-7489
		Subdivision Planning — Hill Hampton	503-823-7485
		Backflow Valve Installation Requirements	
		Dave Barrigan	503-823-7479

If you have comments about the Plans Examiner newsletter or have suggestions for stories you'd like to see covered in the future, please call Ann Kohler, 503-823-7886.

We want to hear from you!

City of Portland
 Office of Planning and Development Review
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