

THE PLANS Examiner

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OPDR's Plan Review Manager retires



More than 23 years ago, Chuck Stalsberg began his stint with Portland's Bureau of Buildings as a Plans Examiner. At the end of June, Chuck decided it was time to retire and enjoy the benefits of the many years he spent helping people work through the City's development process.

Chuck was the first professional architect hired by the bureau. He says there was an immediate need for his skills and expertise. "When I joined the bureau, I discovered that I had a facility for helping people. It seemed that almost everybody had a problem, because they weren't prepared to get through the process of applying for their building permits."

When he was in the backroom of an architectural firm, there was no contact with people. He spent most of his time churning out production drawings. The step into the public sector was just what he wanted, and his background was exactly what the bureau needed. He was one of 150 applicants for the Plans Examiner job.

After about five years as a Plans Examiner, Chuck moved into the position of Code Policy Officer and from there to Plan Review Manager, where he stayed. Looking back at his years with the bureau, Chuck says he has really enjoyed working on many of the projects that shaped the city. "What made my job fun was taking an individual project and making it happen - guiding the staff to help our customers with code issues, while striking

a balance among the various interests in a project. Because of my background as an architect, I was privileged to review all of the downtown high-rise projects. It was always enjoyable to see them take shape from the early design phase to finished construction."

Creating a city of attractive buildings and well-designed neighborhoods can be a tough assignment. "Working with developers and neighborhoods to reach agreement on new development has always been a challenge and worth every minute we spent. I'm particularly pleased with many of the Multnomah County Library remodeling projects. The building designs are refreshing and simple."

Helping the city through one of its greatest growth spurts has kept Chuck moving, so what now? "I'm going to take some time for my family. My daughter is just starting high school, and it will great to be able to be there during this very challenging and exciting time."

"The City has a good process for development. People and neighborhoods can still be involved in the direction the City takes. Portland's famous for its level of public involvement. Everybody has a point and needs to be heard."

Chuck is still listening. Within three days of his retirement, he began work as a consultant, helping the City and a major developer partner on a project that will change another part of Portland's skyline.

Thanks Chuck for your many years with the bureau. Your contributions to the City, helping to make it a better place for everyone, are appreciated more than we can say.

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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Process management keeps your project on track

Someday we hope to assign process managers to all new construction, major remodeling projects and tenant improvements. But for now, we can focus only on large, complex commercial projects. As we slowly expand our staff to accommodate smaller projects, we'll keep you informed through this newsletter.

For those of you who are already working with process managers, this doesn't mean you've been moved to the "front of the line." Instead, "process management" is a little extra assistance that helps keep your frustration level at a minimum by identifying potential problems before they happen. Your process manager is your primary contact with the City and works with you to make sure that what you heard is exactly what we meant. They are there to help you avoid the types of problems that can lead to costly delays. The assistance you receive is tailored to your experience level and the complexity of your project.

Your process manager starts by gathering information on your development project and follows your project through the City's approval process, from the initial application through completion. To the process manager, your project is more than an individual permit or application; it's everything the City requires to get your project built and occupied.

You'll be able to determine the steps you must take, how much permits will cost and when to deliver your application materials. The process manager then works with City staff to determine the timing of required reviews and inspections.

If needed, your process manager facilitates team meetings among the various staff members working on your project and follows your project through land use reviews, public works permits, phased work and the other aspects of complex projects. When conflicts arise, your process manager helps you settle them.

In a nutshell, a process manager:

- Responds to requests for early assistance during a project's planning stages;
- Identifies the permits required for the project and the submittal requirements, estimates the permit costs, develops a permitting schedule and identifies potential problems;
- Assists with the project application process, including intake and the application completeness check;
- Acts as the initial distribution point into the system for building permits;
- Acts as the primary point-of-contact on development projects, including building permits, land use reviews, public works permits and more;
- Assembles and coordinates multidisciplinary teams;
- Is responsible and accountable for working with the team to resolve project issues and recommend solutions;
- Manages the process-related tasks and activities, including maintaining complete project files and documentation of meetings and phone calls;
- Prepares the permits for issuance when reviews are complete.

Facilities Permit Program: successful and still growing

The Facilities Permit Program has increased its staff by 100 percent. The program recently added two senior building inspectors, one senior electrical inspector, one senior plumbing inspector and an additional document support technician.

This is the third time the program has expanded in only two years. So far, the program has registered 29 customers, representing approximately 165 buildings. This latest expansion will allow the program to double its customer base. Twenty-eight facilities are already on the waiting list to register.

Customers and City staff agree that the program has been successful beyond expectations. To date the program has processed more than 1,400 projects. The program's unique method of direct billing for services allows the office of Planning and

Development Review to easily determine if the program is covering its own costs. So far, the results are positive.

To add to its impact, the Fire Bureau is dedicating three fire inspectors to the Facilities Permit Program. Another goal is to get a similar commitment from the Bureau of Planning.

The program was created in 1998 to make it easier and faster for building owners and managers to do regular improvements, modifications and maintenance on their facilities with on-going construction needs. A single permit is issued for all work under the program. One inspection team works with a facility or group of facilities on all plan review, permitting and inspection processes.

For more information about the Facilities Permit Program, call Bill Thomas, (503) 823-3445.

New IVR System to “Go Live” on October 5

Beginning October 5, the City of Portland Office of Planning and Development Review (OPDR) will activate its new Interactive Voice Response telephone scheduling system for inspections.

The IVR system is an automated phone system, which will allow you to:

- Schedule/cancel/reschedule inspections;
- Obtain inspection results and messages from inspectors;
- Obtain plan review status.

The Office of Planning and Development Review is offering two free IVR trainings:

September 25, 3:30 - 4:30 p.m.

September 26, 8:00 - 9:00 a.m.

Call Mardi Thompson, (503) 823-7963, to reserve your spot and get the location of classes. Space is limited, so don't delay. We may schedule additional classes if they are requested. If you can't make it to either of the scheduled trainings or you would like more training, you can call Mardi to add your name to our waiting list.

Reminder...October 1 deadline for work in Balch Creek/NW Hills

With the fall and winter rains right around the corner, it's time to start thinking about wrapping up ground-disturbing work in the Balch Creek and Northwest Hills Environmental Zones. All exposed earth must be covered by October 1, in accordance with your approved landscape plans. All construction, including sewer, water and utility trenching, which exposes soil to directly to stormwater is prohibited between October 1 and April 30.

If you have questions about regulations for Balch Creek or Northwest Hills Environmental Zones, call George Helm, (503) 823-7201, or the Office of Planning and Development Review, (503) 823-7526.

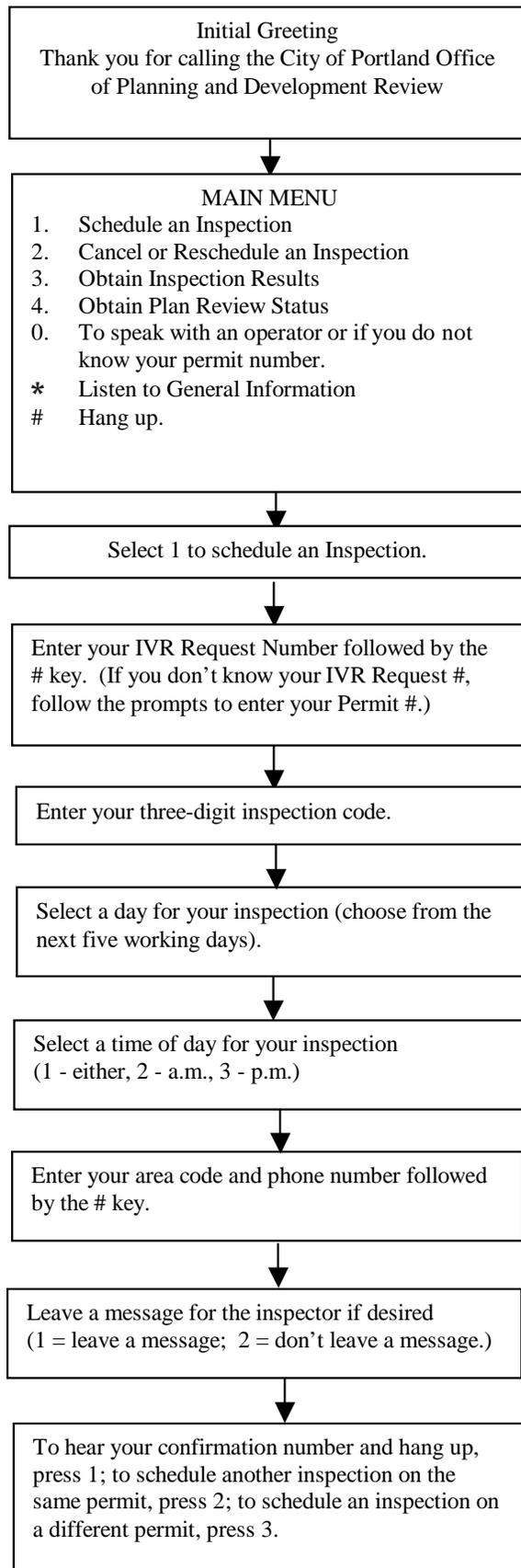
Erosion Control Reminder:

Pre-construction erosion control measures must be approved before other inspections are requested. As the job nears completion, permanent erosion control measures must be approved before permits can be finalised.

Tips for using the IVR System

- ❑ To access the IVR system after October 5, dial (503) 823-7000, anytime, 24 hours a day.
- ❑ Permits are tracked and inspections scheduled in the new system with an assigned “IVR Request Number.” When your permit is issued and printed, your IVR Request Number appears in the upper right-hand corner. If your permit was issued before IVR Request Numbers were assigned, or if you can't determine the number, you may use your “Permit Number” to schedule inspections. To use the system, just follow the IVR voice prompts.
- ❑ The system translates your Permit Number into your IVR Request Number. Have a pen handy, because the system will tell you your number for future reference.
- ❑ Your IVR Request Number and your Permit Number are separate and distinct. The fastest way to request an inspection is to use your IVR Request Number.
- ❑ You'll need the pocket reference card of inspection codes to get the most from the system. These will be mailed to you in mid-September along with instructions for how to use IVR. If you don't receive your card and instructions by the end of the month, you may pick them up in the Development Services Center or call (503) 823-7963 to request them.
- ❑ While IVR will be available 24 hours daily, please keep in mind that there are times when you will be transferred to an operator or given a different phone number to dial for service.
- ❑ If you want same-day inspection service, you must call in your request before 6:00 a.m. on the day you want the inspection.
- ❑ To reschedule or cancel a same-day inspection, you must call in your request no later than 6:00 a.m. If you call between 6:00 and 8:00 a.m., you'll be asked to call back after 8:00 a.m. to speak to an operator.
- ❑ If you're calling for your plan review status, be sure to have a fax number ready. IVR will fax a status report to you very quickly.
- ❑ If, for any reason, IVR can't complete your transaction, you may be forwarded to a staff person for assistance during business hours and to a voice mail system, after hours, to request a return call.

IVR System walk-through



Inside the Development Services Center

Something new has been added

Those who want to work while they wait can now bring their laptops and log-on in the Development Services Center. OPDR has installed two data lines from which you can access the Internet or check your e-mail, using your own laptop computer. The outlets are in the "Customer Waiting Area" and are clearly marked.

Training keeps DSC staff on their toes

You want well-trained people helping you in the Development Services Center (DSC), and we want to deliver. This means that each Tuesday, we need your help. No, we won't be closing early. But when we close at 3:00 p.m., the entire staff will head upstairs to a training session.

So, if you're coming to the DSC on a Tuesday, and you are submitting plans or want over-the-counter permit service, come in early enough to get everything done by 3:00 p.m. You'll get the service you need, and our staff will get the training they need.

Reminder to one- and two-family customers

If you're applying for permits on new one- and two-family residential construction, you'll need an appointment. To make an appointment, pick up an appointment packet in the Development Services Center, or call **(503) 823-0672**, to request one. Follow the instructions, and submit your completed appointment questionnaire at least five working days before you want your appointment. This gives us time to set up your file in the computer and do some preliminary work on your application. We'll be better prepared, and you won't have to wait in line.

Did You Know?...

- All commercial alterations require a building permit.
- Existing trees should be shown on your site plans.
- All plans for tenant improvements should show the type of construction, occupancy load and whether the building is sprinklered.
- Approval of an Environmental Land Use Review does not mean the applicant can start work. The applicant must apply for building/grading permits, showing compliance with the approved Land Use Review prior to ANY site work.

Cross-jurisdictional approach simplifies Minor Labels Program

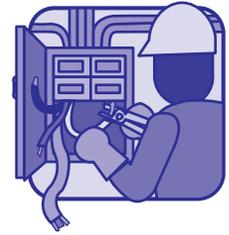
On July 1, a new Minor Labels Program went into effect, which applies to all 27 jurisdictions in Multnomah, Clackamas and Washington Counties. For \$135.00 contractors may purchase a book of 10 minor labels, which may be used in any of the jurisdictions for minor residential plumbing and electrical installations. These include new circuits, alarm systems and fixture replacement.

One of the most welcome improvements to the Minor Labels Program was a standardized application form. There are a number of ways to get and complete the form:

- Pick up one at the Tri-County Building Industry Service Board (TCSB), 123 NE 3rd Ave., Portland;
- Pick up one at your city or county office where building permits are issued;
- Copy it from the Internet
<http://www.oregonbcd.org/tricounty/index.htm> ... (click on "Minor Label Program" in the left column);
- Request a form faxed from the TCSB by calling **(503) 872-6731**;
- Complete your application over the phone by calling the same number.



If you go to the TCSB or the nearest jurisdiction, you can complete the form and get labels over-the-counter the same day. By mail or fax, your labels will be sent the next day.



Inspections under the Tri-County Minor Label Program are coordinated through local jurisdictions and are picked at random by the TCSB. This process was designed and agreed to by local contractors and building officials. If the work passes inspection, the file is closed; if not, subsequent inspections are put on hold, until the work can be reinspected. The contractor pays the reinspection fee. If after three inspections, the work has still not passed, the contractor will no longer qualify for the Minor Labels Program and may be subject to a fine.

Joan Stevens-Schwenger, manager of the Tri-County Service Center, says, "The program is already very popular. By considering the tri-county area as a single jurisdiction and using a standard application form, contractors have found it much easier to apply for and use minor labels."

Stormwater Management Manual makes official debut September 1

We told you it was coming. And now it's here. The final version of City's Stormwater Management Manual was approved by the City Council in July and will be on the BES Web site in early September. It's also available through Document Control in the 1900 Building for \$10. To save the costs of mailing the weighty manual, we are asking that you pick up your copy or download it from our Web site at www.enviro.ci.portland.or.us.

Developers will find some changes that weren't in the first version of the manual. For example: "bath tub detention vaults" have been eliminated from the requirements for lots of less than 15,000 square feet, and the vegetative approaches to stormwater management are being emphasized. The chapter on Best Management Practices for higher risk pollution sources has been significantly revised, and landscaping required in new parking lots must be designed to manage stormwater.



Finally, because stormwater management requirements for redevelopment will now be the same as those for new development, the management levels have been simplified. To use the new version of the manual it will be very important for architects, engineering consultants and builders to consider stormwater management early in the design process.

A six-hour training in how to use the manual is being conducted by the Urban Watershed Institute on September 14. Instructors come from various engineering firms. They will take real examples of stormwater management problems and use the manual to solve them. Engineering consultants, architects, builders and developers, especially those who do smaller projects, are encouraged to attend.

The cost is \$100. To register, call April Hildner, Urban Watershed Institute at Clackamas Community College, **(503) 657-6958, ext. 5104**. If you have questions about the Stormwater Management Manual, call Steve Fancher, **(503) 823-7126**.

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 Commissioner Charlie Hales, 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/

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

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.

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!

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