

Bureau Baseline Template

Revised March 31, 2010

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Overview: Bureau of Development Services

Commissioner-in-Charge: Leonard
Commissioner's Liaison: Sara Petrocine
Bureau Director: Paul L. Scarlett
Finance Manager: Elshad Hajiyev
FPD Analyst: Doug Le

Organizational Chart:
<http://www.portlandonline.com/shared/cfm/image.cfm?id=146136>

Budget Advisory Committee Roster:
<http://www.portlandonline.com/bds/index.cfm?c=51674&a=277361>

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Guiding Statements:

Slogan: From Concept to Construction

Mission:

<http://www.portlandonline.com/bds/index.cfm?a=108968>

Vision:

<http://www.portlandonline.com/bds/index.cfm?a=108968>

Values:

<http://www.portlandonline.com/bds/index.cfm?a=108968>

About Us: The Bureau of Development Services (BDS) is an integral part of development in Portland. Bureau staff works with developers, builders, and homeowners to guide them through the development process. BDS manages programs that ensure construction and land use codes are followed, and is instrumental in enhancing the safety of buildings and the livability and economic vitality of Portland's neighborhoods.

More: <http://www.portlandonline.com/bds/>

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<p>3 – External Trends:</p> <p><u>Positive/Strengths</u></p> <ol style="list-style-type: none">1. Collocation of interagency partners completed Dec. 20092. Continued support of the DRAC, BDS's advisory body <p><u>Negative/Weaknesses</u></p> <ol style="list-style-type: none">1. Continued financial impacts of recession2. Inability of developers to secure construction loans <p>Internal Trends:</p> <p><u>Positive/Strengths</u></p> <ol style="list-style-type: none">1. Hard work and positive attitude of BDS staff2. Innovation and efficiency improvements prompted by financial need <p><u>Negative/Weaknesses</u></p> <ol style="list-style-type: none">1. Very low bureau-wide reserve balance2. Service level impacts from staff reductions	<p>4 – Titles of Three Most Recent Audits & Summary of Recommendations Implemented:</p> <ol style="list-style-type: none">1. August 2005 – Development Review Process: Bureau Commitments to Improve Timeliness and Efficiency Have Not Been Fully Accomplished http://www.portlandonline.com/auditor/index.cfm?c=37677&a=88953 - 100% of recommendations (1 of 1) in progress2. January 2003 – Development Review Process: Progress Made, Further Improvements Needed http://www.portlandonline.com/auditor/index.cfm?c=27102&a=5751 - 80% of recommendations (4 of 5) implemented; 20% in progress3. May 1997 – Development Review Process: Need to Coordinate Efforts and Clarify Policies http://www.portlandonline.com/auditor/index.cfm?c=27108&a=5682 - 80% of recommendations (4 of 5) implemented; 20% in progress <hr/> <p>5 – Trends:</p> <p>Historical Trends: BDS's workload and revenues have fallen precipitously in the last 2 years.</p> <p>Comparisons to other cities: Building departments in Portland's comparable cities (from the SEA report) are experiencing similar declines in workload and revenues.</p> <p>Major Org/Budget Changes (last 2 years):</p> <ul style="list-style-type: none">• Reduced staff by nearly ½ in 2009 due to recession• Restructured the bureau in late 2009 due to staff reductions
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6 - Budget Summary Info:

Bureau Program Expenditures	Current Revised FY 2009-10 Budget	Requested FY 2010-11 Budget without cuts or adds	Requested FY 2010-11 cuts	Requested FY 2010-11 add packages
Operating	\$37,116,409	\$34,162,326	(\$9,897,480)	\$3,656,248
Capital	-	-	-	-
TOTAL	\$37,116,409	\$34,162,326	(\$9,897,480)	\$3,656,248
Authorized Positions	307	307	134.4	20.5

7 - Labor/Management/Administration:

1. Percent spent on administration: 27.55%
2. Total FTE: 193
3. Average management span of control: 7.5
4. List of Bargaining Units and number of bureau members:
 - COPPEA (54)
 - DCTU (68)

8 - High Level Performance Measures:

Fiscal Year 2009-10 (estimated)

1. 80% of residential permit inspections made within 24 hours of request
2. 62% of building permits issued same-day
3. 6,500 building permits issued
4. 93% of residential building plans reviewed by scheduled end date
5. 84% of commercial building plans reviewed by scheduled end date

9 - Awards/Recognitions:

1. 2009 City Safety Recognition Awards
 - BDS Safety Committee
 - Safety Champion – Jim Nicks
 - Life Saver / Good Samaritan – Paul Van Orden
2. FY 2008-09 City Incentive Program - \$5,000 award for reducing number of Workers' Comp claims by 44%

10 - Major Projects FY 2009-10:

Policy/Operational Projects (top 5)

1. Downsizing
2. Permitting Services Collocation (completion)
3. 5-Year Strategic Plan (re-start)

Capital/Infrastructure Projects (top 5)

1. Technology Initiative (citywide)

Major Maintenance Projects (top 5)

1. N/A

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<p>11 – Major Projects – Out Years</p>	<p>12 - Sustainability Goals – SOCIAL</p>
<p>FY 2010-11:</p>	<p>1. SEA-related: Quality of housing & nuisance inspection services</p>
<p>Policy/Operational Projects (top 3) 1. 5-Year Strategic Plan implementation</p> <p>Capital/Infrastructure Projects (top 3) 1. Technology Initiative (citywide)</p> <p>Major Maintenance Projects (top 3) 1. N/A</p>	<p>http://www.portlandonline.com/auditor/index.cfm?c=49566&a=274496</p> <ul style="list-style-type: none"> ▪ Best neighborhood: Alameda ▪ Worst neighborhood: Centennial <p>2. Bureau Employee Composition:</p> <ul style="list-style-type: none"> ▪ % of minorities: 14% ▪ % of female: 43% <p>3. M/W/ESB Contracting: 33.4% (FY 2008-09)</p>
<p>FY 2011-12:</p>	<p>4. Customer survey/polling results: 78% of permit customers Satisfied or Very Satisfied with quality of the development review process (2008 survey).</p>
<p>Policy/Operational Projects (top 2) 1. 5-Year Strategic Plan implementation</p> <p>Capital/Infrastructure Projects (top 2) 1. Technology Initiative (citywide)</p> <p>Major Maintenance Projects (top 2) 1. N/A</p>	<p>13 - Sustainability Goals – ECONOMIC</p> <p>1. Efficiency improvements: BDS restructured due to staff reductions, going from 7 to 5 divisions and from 27 to 13 sections.</p> <p>2. Summary of Major Assets Managed: 80 vehicles; IT infrastructure</p> <ul style="list-style-type: none"> ▪ % in Good condition 70% ▪ % in Fair condition 25% ▪ % in Poor condition 5% <p>Replacement value total in dollars: \$1.8 million</p>
<p>FY 2012-13:</p>	
<p>Policy/Operational Projects (top 1) 5-Year Strategic Plan implementation</p> <p>Capital/Infrastructure Projects (top 1) Technology Initiative (citywide)</p> <p>Major Maintenance Projects (top 1) N/A</p>	<p>14 - Sustainability Goals – ENVIRONMENTAL</p> <p>Sustainability Plan: Sustainable Operations Plan http://www.portlandonline.com/bds/index.cfm?c=47286</p> <p>Latest Report: FY 2008-09 Update http://www.portlandonline.com/bds/index.cfm?c=47286&a=193000</p> <p>Summary of Highlights: BDS’s plan incorporates sustainability into the organization by focusing on office management, outreach & education, and energy use / carbon footprint. BDS also has a Green Team that actively promotes and facilitates sustainable business practices at BDS.</p>

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15 - Key Policy & Planning Documents:

Strategic Plan: BDS Strategic Plan

<http://www.portlandonline.com/bds/index.cfm?c=48486>

Portland Policy Documents (Top 3):

1. Portland Zoning Code (Title 33)

<http://www.portlandonline.com/auditor/index.cfm?c=28197>

2. Portland Comprehensive Plan

<http://www.portlandonline.com/planning/index.cfm?c=47556>

3. Green Building Policy

<http://www.portlandonline.com/auditor/index.cfm?c=34835&a=80338>

16 – List of Bureau Programs:

1. Commercial Inspections - Performs building/mechanical, electrical, and plumbing inspections on industrial, commercial, and multi-family construction projects.
2. Code Compliance / Dangerous Buildings / Fire Damage - Applies construction codes by investigating potential violations and working to resolve compliance issues; applies the City's Dangerous Building regulations.
3. Environmental Soils - Performs plan review, permitting, and inspection services for work related to environmental soils & sanitation control.
4. Facilities Permits - Streamlined plan review, permitting, and inspection services for customers with ongoing interior tenant improvements.
5. Land Use Services - Implements goals and policies of the City's Comprehensive Plan by administering City Zoning Code (Title 33).
6. Neighborhood Inspections - Applies requirements of the Property Maintenance Code (Title 29).
7. Noise Control - Applies the City's Noise Control regulations and processes noise variances.
8. Permit/Plan Processing / Trade Permits - Performs permit intake, assigns projects to technical reviewers, tracks reviews, and issues permits; reviews and issues plumbing, electrical, mechanical and sign permits, maintains historical permit records, assists customers with inquiries.
9. Plan Review / Engineering - Processes and approves building and mechanical permits for residential and commercial structures; reviews structural and mechanical plans to determine compliance with engineering requirements of the Oregon Structural and Mechanical Specialty Code.
10. Process Management - Guides customers with large and complex projects through the standard permitting process.
11. Residential Combination Inspections - Performs state-mandated inspections on one and two family residential construction projects.
12. Signs - Performs inspections on signs to ensure compliance with the City's sign code.
13. Site Development - Performs plan review and related inspections for site development issues.
14. Zoning Compliance - Performs the zoning compliance function in Compliance Services Program.