

**Program Summary Template**  
**City Bureau: Development Services**

1. Program Title	2. Program Manager	3. Phone	4. Website (if available)	5. Program Description	6. Program Staff		7. Operating Budget	8. Capital Budget	9. Revenues					10. Functional Area	11. Output Measure(s)	12. Capital Assets and Status	13. Major Maintenance	14. Customer Survey Data (from 2008 Customer Survey)	15. Program Rankings	
					Full-time	Part-time			General Fund	Rates/fees	External Customers	Grants	Other						Core	Community
Commercial Inspections	Jim Nicks	(503) 823-1054	http://www.portlandonline.com/bds/	Performs state-mandated inspections on industrial, commercial, and multi-family construction projects in Portland and the urban services area of Multnomah County to ensure compliance with the state's structural, mechanical, electrical, and plumbing codes, as well as the City's planning and zoning codes. Also reviews and approves the monitoring of certain critical structural materials requiring the attention of professionals with highly specialized skills and qualifications, such as steel construction, concrete construction and fireproofing.	17		1,809,240		-	5,958,327				CDCM000000	58,000 inspections			84% of customers rated overall quality of inspections as "Good" or "Very Good"	3	5
Code Compliance / Dangerous Buildings / Fire Damage	Ross Caron	(503) 823-4268	http://www.portlandonline.com/bds/	Enforces construction codes by responding to constituent complaints, investigating potential violations and working to resolve compliance issues. Enforces the City's Dangerous Building regulations. Also inspects Zoning and Accessory Home Occupation permits.	2		194,817		-	310,680				CDCS000000	25 Dangerous Building inspections			N/A	6	4
Environmental Soils	Ross Caron	(503) 823-4268	http://www.portlandonline.com/bds/	Performs plan review, permitting, and inspection services for work related to environmental soils & sanitation control such as cesspools, septic tanks and other sewage disposal systems. Also responsible for Multnomah County's subsurface sewage program.	2		136,401		-	202,898				CDS000000	250 on-site sewage evaluations completed			N/A	8	12
Facilities Permits	Jim Nicks	(503) 823-1054	http://www.portlandonline.com/bds/	Offers streamlined plan review, process management, permitting, and inspection services for customers with ongoing interior tenant improvements where facility maintenance, upgrade and renovations are frequent.	13		1,467,995		-	2,186,686				CDCM000000	95 billable hours per inspector per month			N/A	11	11
Land Use Services	Rebecca Esau	(503) 823-6966	http://www.portlandonline.com/bds/	Implements goals and policies of the City's Comprehensive Plan, including neighborhood and community plans, by administering the City Zoning Code (Title 33). Includes review of development proposals for compliance with the Zoning Code; provision of public information regarding zoning regulations; discretionary review of development proposals; coordination, outreach and education functions; and Records Management.	35	3	3,756,660		2,983,181	4,486,429				CDLU000000	550 Land Use Review applications			82% of customers were "Satisfied" or "very Satisfied" with the timeliness of their land use review, taking into account the mandatory 21 to 30 days required for public comment	5	3
Neighborhood Inspections	Ross Caron	(503) 823-4268	http://www.portlandonline.com/bds/	Protects public health, safety, and welfare, prevents deterioration of existing housing, and contributes to neighborhood livability by enforcing the requirements of the Property Maintenance Code (Title 29), including housing maintenance standards, derelict building regulations, and property nuisance regulations.	17		1,800,749		2,298,124	1,275,880				CDNI000000	* 7,085 nuisance inspections * 2,785 Housing/Derelict Building inspections			N/A	9	8
Noise Control	Ross Caron	(503) 823-4268	http://www.portlandonline.com/bds/	Enforces the City's Noise Control regulations by responding to constituent complaints, investigating potential violations, and working to resolve compliance issues. Also processes Noise Variances. Part of the Compliance Services Program.	2		202,109		264,098	103,227				CDCS000000	* 233 noise violation inspections * 475 noise variances processed			N/A	13	13
Permit/Plan Processing / Trade Permits	Andy Peterson	(503) 823-7883	http://www.portlandonline.com/bds/	Performs intake and initial checks for completeness for over 5,000 building permit applications annually, assigns projects to technical reviewers, tracks the reviews, and issues permits. Reviews and issues over 30,000 plumbing, electrical, mechanical and sign permits annually, maintains historical building permit records, and assists customers with inquiries regarding permit history, land use decisions, and utility location.	17		3,106,397		-	452,968				CDDS000000	6,724 building permits issued			91% of trade permit customers rated the overall quality of their review process as "Good" or "Very Good"	2	2

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Plan Review / Engineering	Andy Peterson	(503) 823-7883	http://www.portlandonline.com/bds/	Processes and approves building and mechanical permits for residential and commercial structures. Reviews building projects and provides general information on life safety, energy conservation, accessibility, and related building requirements. For projects that have engineering components, reviews structural and mechanical plans to determine compliance with engineering requirements of the Oregon Structural and Mechanical Specialty Code.	20		2,334,376			4,271,680				CDPR000000	*4,150 plans reviewed (Engineering) *6,775 plans reviewed (Fire Life Safety)			73% of customers rated the predictability of the permit review process as "Good" or "Very Good"	1	1
Process Management	Andy Peterson	(503) 823-7883	http://www.portlandonline.com/bds/	Guides customers with large and complex projects through the standard permitting process. Provides higher-level assistance through the Major Projects Group. Part of the Development Services Program.	3		327,773			100,000				CDDS000000	* 120 projects assigned to Process Managers 375 permits issued			N/A	12	6
Residential Combination Inspections	Jim Nicks	(503) 823-1054	http://www.portlandonline.com/bds/	Performs state-mandated inspections on one and two family residential construction projects in Portland and the urban services area of Multnomah County to ensure compliance with the state's structural, mechanical, electrical, and plumbing codes, as well as the City's planning and zoning codes. Inspectors obtain State certification in all four specialties, allowing more inspections with fewer staff.	26		2,822,081			4,499,813				CDCB000000	86,500 inspections			95% of customers were "Satisfied" or "Very Satisfied" with the amount of time it took to get their inspections	4	7
Signs	Ross Caron	(503) 823-4268	http://www.portlandonline.com/bds/	Performs inspections on signs in Portland and the urban services area of Multnomah County to ensure compliance with the City's sign code. Part of the Commercial Inspections Program.	1		140,675			343,203				CDCM000000	650 inspections			N/A	14	14
Site Development	Ross Caron	(503) 823-4268	http://www.portlandonline.com/bds/	Performs plan review for geo-technical, flood plain, grading, private street, and site preparation issues, as well as onsite stormwater treatment/disposal and erosion control requirements on private property. Reviews all applicable land use cases, identifying any land suitability issues and conditions. Performs all related inspections, including those required by the Stormwater Manual, Trees and Landscaping requirements for Titles 10 and 33, and all required erosion control measures.	7		866,243			1,057,875				CDS0000000	* 360 inspections * 550 plans reviewed			N/A	7	9
Zoning Compliance	Ross Caron	(503) 823-4268	http://www.portlandonline.com/bds/	Performs the zoning compliance function in Compliance Services Program.	3		300,289			723,469				CDLU000000	4,070 zoning code enforcement activities (cases, inspections, & letters)			N/A	10	10
<b>Total</b>					<b>165</b>	<b>3</b>	<b>19,265,805</b>	<b>-</b>	<b>5,545,403</b>	<b>25,973,135</b>	<b>-</b>	<b>-</b>	<b>-</b>							

Including Admin

193

31,928,847

31,518,538