

**City of Portland**  
**Bureau of Development Services**  
FROM CONCEPT TO CONSTRUCTION



**Requested Budget**  
**Fiscal Year 2011-12**

**Submitted January 31, 2011**



CITY OF  
**PORTLAND, OREGON**

OFFICE OF PUBLIC SAFETY

**Randy Leonard, Commissioner**  
1221 S.W. 4th Avenue, Room 210  
Portland, Oregon 97204  
Telephone: (503) 823-4682  
Fax: (503) 823-4019  
randy@ci.portland.or.us

January 31, 2011

**To: Mayor Sam Adams**  
**Commissioner Nick Fish**  
**Commissioner Amanda Fritz**  
**Commissioner Dan Saltzman**

**From: Commissioner Randy Leonard**

**Subject: FY 2011-12 Requested Budget for the Bureau of Development Services**

BDS continues to face tremendous challenges as it looks forward to FY 2011-12. After cutting half its staff in 2009 and 2010, BDS's financial status has stabilized, though the bureau's reserve fund remains low (approximately \$500,000 at the end of FY 2009-10) and projections call for slow growth in permit revenues for the next couple years. In addition, bureau revenues have declined much more steeply than the workload, which is increasingly dominated by smaller projects that generate less revenue. The result is that BDS is now inadequately staffed and service levels have been reduced throughout the bureau, impacting both development needs and neighborhood livability.

BDS has crafted a budget request that takes a balanced approach to address both its financial and staffing/service level issues:

- Improving Overall Service Levels –Since June 2009, BDS has lost over half of its staff due to deep declines in permit revenues. Throughout the bureau, low-priority services have been eliminated and most remaining services have been significantly reduced. Though BDS continues to review its overall operation to find ways to provide services more efficiently, it has been a struggle to provide service levels that are realistic for the bureau and still meet customers' needs. Decision Package 1 proposes \$1.5 million funded with BDS revenues for staff additions that will be critical in allowing the bureau to return services to minimally-acceptable levels. Bureau revenues are projected to increase in FY 2011-12, providing sufficient funds for this package to add approximately 13 positions and increase the level of service to customers. The expected workload for FY 2011-12 would dictate that another 10 positions (beyond the 13 positions in the Decision Package) are needed in addition to what is being requested in order to provide an acceptable level of service for the bureau's highest priority service improvement areas.
- 1.5% General Fund Cut –Decision Package 2 responds to the Mayor's direction to all bureaus to provide a 1.5% cut in the General Fund allocations in their operating budgets. BDS is meeting this requirement by cutting 0.37 Housing Inspector FTE in its Neighborhood Inspections Program. Given that BDS has lost half its staff and cut

expenditures throughout its operations in the last two years, this cut further reduces resources for a program that supports neighborhood livability and will further hamper the bureau's ability to offer services effectively.

- General Fund Service Level Improvements - Decision Package 3 addresses the urgent need for improved services as well as chronic funding shortages in the bureau's Neighborhood Inspections, Land Use Services (LUS), Noise Control, and Sign programs by requesting \$668,934 in one-time General Fund support to add 5.5 FTE. These programs have been under-funded and beset by deficits in their reserve funds for several years. Most recently the bureau has reduced services in these programs due to lack of revenues and General Fund support.

These three programs provide a benefit to the public and have historically been supported in part by the General Fund. LUS enhances the City's livability through implementation of the Zoning Code. Neighborhood Inspections prevents the deterioration of existing housing and neighborhoods. The Noise Control Program improves neighborhood livability. The benefits of their services go well beyond their fee-paying customers. The Sign Program enforces the City's Sign Code, including billboards and A-board signs. Since the staff layoffs, most non-life/safety sign enforcement activities have been suspended due to lack of staff.

This request is for one year of General Fund support; BDS's Financial Plan shows that fees and charges would support these positions in future years. However, as with Decision Package 1, Decision Package 3 does not fully meet program staffing needs and does not return these programs to their previous service levels.

As in years past, BDS has received considerable input into its budget request from staff and key stakeholders. The BDS Labor Management Committee (LMC), the Development Review Advisory Committee (the bureau's citizen advisory group), and the BDS Budget Advisory Committee (BAC) have reviewed BDS' financial status and voiced their support for the bureau's budget priorities, Add Packages, and associated proposed fee increases. These groups emphasized the importance of cost recovery for services and advocated for additional General Fund support for bureau programs that provide general community benefit.

Over the past several years, BDS has established a reputation for excellent customer service, innovation, and labor/management collaboration. I and the bureau remain committed to the goal of making Portland's Bureau of Development Services the best development agency in the country. I fully support the recommendations in this budget request because they will best help BDS achieve financial stability and reach its goals and mission.



# Labor Management Committee

City of Portland Oregon - Bureau of Development Services  
1900 SW Fourth Avenue, Suite 5000, Portland, Oregon 97201

---

January 31, 2011

Commissioner Randy Leonard  
1221 SW Fourth Avenue  
Portland, OR 97204

Dear Commissioner Leonard,

The Labor/Management Committee (LMC) of the Bureau of Development Services (BDS) is unanimous in its support of the Add Packages in BDS's FY 2011-12 Budget Request. For several years, BDS management and labor have participated together in developing the BDS budget. The LMC's mission is to promote a collaborative and positive relationship between labor and management through trust, fairness, and open communication.

As in previous years, all BDS employees were asked for their input into the budget process. The LMC functioned as BDS's internal budget committee and reviewed the bureau's financial status, revenue projections, and budget goals.

BDS has gone through unprecedented change in the last two years due to the recession and its impacts on the bureau's finances, staffing and service levels. Special attention was given to the imbalance between the bureau's current workload and staffing levels, the increase for the bureau's General Fund-supported programs, and leveraging technology tools to enhance services, provide easier access to information, and increase bureau efficiency. In order to provide an acceptable level of customer service in BDS's highest priority service areas, a total of 30 addition positions would be needed. However the bureau is unable to afford this level of increase and instead is recommending an additional 13 FTE funded with bureau revenues and 5.5 FTE funded with one-time General Fund revenues.

The LMC supports and recommends the two Add Packages in the Requested Budget. We believe that funding these packages is necessary in order to ensure that BDS can provide a reasonable level of service to its customers and rebuild its financial security.

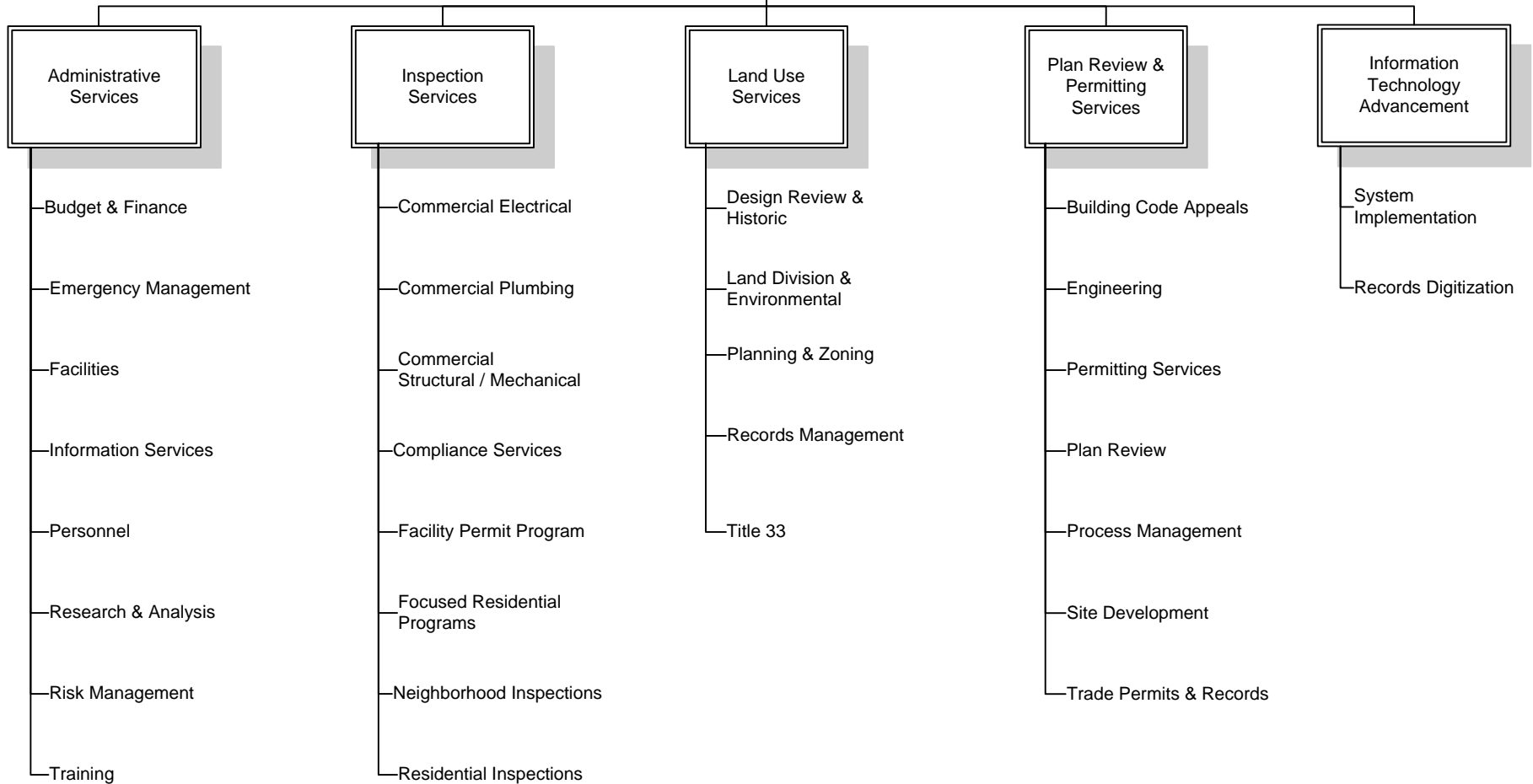
Sincerely,

  
Curt French, LMC Co-Chair

  
Paul L. Scarlett, LMC Co-Chair

# Bureau of Development Services

Bureau Director  
Paul L. Scarlett



# Bureau Summary

## **BUREAU MISSION**

The Bureau of Development Services (BDS) promotes safety, livability, and economic vitality through efficient and collaborative application of building and development codes.

## **BUREAU OVERVIEW**

### *General Description*

The Bureau of Development Services (BDS) is an integral part of development in the City of Portland. Bureau staff actively works with developers, builders, and homeowners to guide them through the development process. The bureau manages programs that ensure construction and land use codes are followed, and BDS is instrumental in enhancing the safety of buildings and the livability and economic vitality of Portland's neighborhoods. To this end, staff reviews construction plans, issues permits, and inspects industrial, commercial, and residential construction to ensure compliance. The bureau also provides assistance to customers from pre-application all the way through construction. BDS is responsible for implementing the City's land use policies, plans, and codes through the review of proposed development, and ensures compliance with site-related regulations such as erosion control and grading. The bureau also enforces the Zoning, Sign, and Property Maintenance codes, as well as structural, mechanical, plumbing, and electrical code violation cases. This budget request includes 175 FTE and an operating budget of \$27.2 million (not including General Fund add packages), funded primarily through permit fees and charges.

### *Customer Service Culture*

The bureau's mission requires being responsive to the development community, neighborhoods and citizens. BDS's vision is to be the best development services agency in the country by deploying development review systems that meet the time-sensitive needs of the development industry, and by satisfying neighborhood organizations' and citizens' concerns about the quality of development and the need for access to information.

BDS is committed to these goals as it responds to the financial challenges facing the development industry and the overall economy. Declining permit revenues and workload led to staff reductions in 2009 and 2010, such that BDS now has less than half the staff it had two years ago. The bureau is challenged to meet a workload increasingly dominated by smaller projects that generate less revenue. BDS continues to communicate with customers and stakeholders regarding their needs and the bureau's ability to provide services while experiencing financial and staffing constraints. BDS staff remains committed to working collaboratively with customers to problem-solve and reach solutions.

### *State Statutes and Administrative Rules*

*City enforces a variety of state and local statutes.*

The City of Portland has been regulating construction since the late 1800s, with local ordinances passed by the City Council as early as 1892. In 1973 the State legislature passed requirements for a State Building Code mandating uniform statewide enforcement, which required Portland to begin enforcing the State-adopted codes with State-certified personnel. BDS is also responsible for administering a variety of local regulations adopted within the City Code, including the Planning and Zoning Code under Title 33 of the City Code, Floating Structures (Title 28), Erosion Control (Title 10), Signs (Title 32), Noise Control (Title 18), and Property Maintenance (Title 29).

## **STRATEGIC DIRECTION**

BDS primarily receives revenue from land use reviews and construction permits. The bureau's key issues and budget goals are directly related to the economy and its impacts on the development industry and BDS's ability to deliver the best service possible.

### **Adequate Staffing**

Bureau services such as building inspections, plan review, permit issuance, and land use review are mandated by law. Since June 2009, BDS reduced over half of its staff due to deep declines in permit revenues prompted by the scarcity of large development projects. Revenues declined much more steeply than the workload, and the bureau is now insufficiently staffed. According to BDS's financial projections, which were reviewed by multiple independent economists, the bureau will have sufficient revenues to add back staff in FY 2011-12. This budget request proposes to address critical staffing needs by adding 13 positions in FY 2011-12. However, the expected workload for FY 2011-12 would dictate that another 10 positions are needed in addition to what is being requested in order to provide an acceptable level of service for the bureau's highest priority service improvement areas.

### **Service Levels / Efficiencies**

After the staffing reductions, the bureau thoroughly reviewed its services and service levels. Throughout the bureau, low-priority services have been eliminated and most remaining services have been significantly reduced. Though BDS continues to review its overall operation to find ways to provide services more efficiently, it has been a struggle to provide service levels that are realistic for the bureau and still meet customers' needs. The staff additions proposed in this budget request will be critical in allowing the bureau to return services to minimally-acceptable levels.

The General Fund provides some support for several local programs that provide general public benefit, including Land Use Services, Neighborhood Inspections, and Noise Control. Services in these programs have been dramatically reduced, leading to significant impacts in neighborhood livability issues. This budget includes a request for \$668,934 in additional one-time General Fund monies in order to add 5.5 FTE to improve housing inspections, nuisance abatement, noise control, sign enforcement, and land use review services. Fees and charges would support these positions in future years.

### **Technology**

In the course of reshaping the organization, it became clear that the level of automation and public access to information at BDS was hindering the bureau's effectiveness and ability to be efficient with limited resources. On November 3, 2010 City Council authorized BDS to move forward with plans to purchase an online plan review and permitting system that would provide much greater access to information and services for customers, staff, and stakeholders.

### **Service Improvement Plan**

BDS's FY 2011-12 Service Improvement Plan describes the bureau's continuing dedication to providing excellent services to customers and the community, even as it copes with the serious financial challenges facing the development industry and the overall economy. The Service Improvement Plan focuses on obtaining the resources that will enable BDS to continue to provide quality services.

### **Involvement with Bureau of Planning and Sustainability (BPS) Zoning Code Amendment Projects**

BDS Land Use Services (LUS) staff continues to be involved in Bureau of Planning and Sustainability (BPS) Zoning Code amendment proposals. The bureau remains concerned about the cost of administering new regulations that City Council may adopt, since BDS cannot absorb any increased costs at this time.

## **SUMMARY OF BUDGET DECISIONS**

As in past years, the creation of the bureau's budget request has involved the active participation of a variety of staff and stakeholder groups. All bureau work groups had opportunities to give input into the budget process. The BDS Budget Advisory Committee (BAC), comprised of external stakeholders and BDS labor representatives, met several times and has given its approval of the bureau's budget priorities and financial directions. For the fifth consecutive year, BDS's Labor Management Committee (LMC) has also reviewed and participated in the bureau's budget planning process and have given their support to the Add Packages. The BDS budget also has the support of the Development Review Advisory Committee (DRAC), which is composed of local representatives from the construction and development industry, neighborhoods, and the community.

These decision packages address critical customer and stakeholder needs while allowing the bureau to maintain its fiscal responsibility.

### **DP 1 – Improve Overall BDS Service Level**

Since June 2009, BDS has lost over half of its staff due to deep declines in permit revenues. Throughout the bureau, low-priority services have been eliminated and most remaining services have been significantly reduced. Though BDS continues to review its overall operation to find ways to provide services more efficiently, it has been a struggle to provide service levels that are realistic for the bureau and still meet customers' needs. The staff additions proposed in this \$1.5 million decision package will be critical in allowing the bureau to return services to minimally-acceptable levels. Bureau revenues are projected to increase in FY 2011-12, providing sufficient funds for this package to add approximately 13 positions and increase the level of service to customers. These positions will be added as revenues are realized. The expected workload for FY 2011-12 would dictate that another 10 positions are needed in addition to what is being requested in order to provide an acceptable level of service for the bureau's highest priority service improvement areas.

### **DP 2 – 1.5% General Fund Cut**

All City bureaus were directed to develop reduction packages totaling 1.5% of the General Fund allocations in their operating budgets. For BDS, this equates to a reduction of \$30,610. The bureau is meeting this requirement by cutting 0.37 Housing Inspector FTE in the Neighborhood Inspections Program. Over the past several years, BDS has decreased staffing and expenditures in most every line item. This additional decrease of General Fund support further reduces resources for a program that supports neighborhood livability and will further hamper the bureau's ability to offer effective services.

The Housing and Nuisance Program currently prioritizes all complaints based on existing inspector resources; the bureau projects that 1,580 complaint cases will not be responded to in FY 2010-11 due to insufficient resources. The Housing and Nuisance Program currently does not meet inspection goals for assigned cases. The proposed reduction package equals a 7.4% reduction to existing resources, which would result in a decrease of 347 housing and nuisance cases being responded to on a yearly basis.

### **DP 3 - General Fund Service Level Improvements - Ongoing Positions; One-Time General Fund Support**

Land Use Services (LUS), Neighborhood Inspections, and the Noise Control Program provide a benefit to the public and have historically been supported in part by the City's General Fund. LUS enhances the City's livability through implementation of the Zoning Code. Neighborhood Inspections prevents the deterioration of existing housing and neighborhoods. The Noise Control Program improves neighborhood livability. The benefits of their services go well beyond their fee-paying customers.



All three of these programs have been under-funded and beset by deficits in their reserve funds for several years. Most recently the bureau has reduced services in these areas due to lack of revenues and General Fund support.

In addition, due to reductions in the Sign Enforcement Program, there have been many illegal signs installed throughout the city. The bureau will add 1 position to focus on enforcement and compliance of the sign code. The position will also focus on exploring feasible financial options or resources to allow for more staffing and enforcement of the Sign Code in the future.

This request is for one year of \$668,934 in General Fund support to add 5.5 positions to these four programs and restore some services that have been significantly reduced. BDS's Financial Plan shows that fees and charges would support these positions in future years.

# Administration Program

## *Description*

The Administration Program provides overall direction to the bureau in order to meet program objectives. Included within this program's budget are the Office of the Director, communications, customer service, budget, emergency management, finance, human resources, training, information technology, loss control/risk management, general reception, and office management.

## *Relationship to Goals*

The Administration Program supports the Citywide goal to protect and enhance the natural and built environment.

## *Changes to Services and Activities*

### **Information Technology Advancement Project**

In order to improve the level of automation and public access to information at BDS, City Council approved BDS's proposal to move to an online review and permitting system. This project includes the replacement of the bureau's outdated permitting and case tracking software and the digitization of historical permit and property information, making the records accessible online free of charge. Customers and stakeholders will be able to perform much of their land use review, permitting, inspection, and research work online, including submitting applications, retrieving inspection results in real-time, and being notified of issued checksheets electronically.

This new system will save customers and stakeholders time and money by providing access to information/services remotely, decreasing the need to visit the Development Services Center (DSC) or BDS offices. BDS will experience significant efficiency gains in its land use review, plan review, permitting, and inspection processes as it reduces its reliance on paper plans and records.

Administrative Services staff is currently negotiating a contract with the system vendor, writing an intergovernmental agreement with the State of Oregon, and working with the City Treasurer to secure a line of credit to fund the project. The Information Technology Advancement Project will be key to BDS's ability to provide services effectively and efficiently into the future.

### **Dispersion of Functions**

Due to continued bureau-wide reductions in revenue, Administrative Services lost two important staff positions in 2010. This has resulted in the bureau's Facilities, Safety, and Training functions being distributed to remaining Administrative Services staff, impacting the level and consistency of service being provided, as well as record keeping, coordination, and follow-up.

# Commercial Inspections Program

## *Description*

The Commercial Inspections Program performs state-mandated construction inspections (structural, electrical, plumbing, mechanical) on industrial, commercial, and multi-family construction projects in Portland and the urban services area of Multnomah County. The program also provides plan review services for commercial plumbing and electrical permits, and a full range of permitting and inspections services in the Facility Permit Program (FPP).

The services provided under the Commercial Inspections Program ensure compliance with the State's structural, mechanical, plumbing, and electrical codes, as well as the City's Sign, Planning, Zoning, and Site Development codes. The Commercial Inspections Program resides in the bureau's Inspections Division, which also includes Combination Inspections and the Enforcement Program.

## *Relationship to Goals*

The Commercial Inspections Program supports the Citywide goal to protect and enhance the natural and built environment. The Commercial Inspections Program also works together with both the Portland Fire Bureau and County Health Division to provide a safe and healthy work and living environment.

## *Performance*

It is projected that the number of commercial inspections will decrease from 51,080 in FY 2009-10 to 41,400 in FY 2010-11 due to economic conditions, and rise slightly to 43,000 in FY 2011-12. Commercial inspectors are currently averaging about 16 inspections per day, down from 17 inspections per day in FY 2009-10. This number is projected to remain constant in FY 2011-12. The percentage of inspections made within 24 hours of request was 98% in FY 2009-10, but is projected to decrease to 80% in FY 2010-11; the rate is projected to remain at 80% in FY 2011-12 with current staffing.

## *Changes to Services and Activities*

### **Service Levels**

Bureau-wide reductions in revenue precipitated considerable reductions in BDS staff from all divisions in 2009 and 2010. Due to staff and budget reductions, service levels in Commercial Inspections have been impacted in several ways, including:

- Only 80% of inspection requests will be completed within the goal of 24 hours, a significant decrease in the historical 99% figure.
- Eliminated the 2-hour time window for inspection appointments.
- Requested contractors to bundle all possible inspection requests to save trips.
- Commercial Plumbing Plan Review turnaround goal being met in only 50% of cases.
- Eliminated separate erosion control inspections and the posting of erosion control hotline signs by City inspectors.
- Facilities Permit Program has new interested customers on a waiting list.

### If the Add Packages are funded:

- Interested FPP customers can be added to the program.
- 85-90% of commercial and combination/residential inspections would be made within 24 hours of request.
- Commercial Plumbing plan reviews could be completed within 20 days.
- Increased ability to serve walk-in customers.

# Compliance Services Program

## *Description*

The Compliance Services Program is composed of three code compliance work groups: Zoning, Construction, and Noise Code enforcement. These three work groups primarily respond to constituent complaints, investigate potential violations, and work with property owners, businesses, and tenants to resolve compliance issues at the lowest level possible.

The Compliance Services and Neighborhood Inspections programs together comprise the bureau's Enforcement Program. The combined section includes Zoning Compliance, Noise Control, Work without Permit, Dangerous Buildings, Signs & A-Boards, Nuisance, Housing, Derelict Buildings, Exterior Maintenance Requirements on non-Residential Structures, and Chapter 13/Systematic Inspections. For budgeting purposes, the Neighborhood Inspections Program is still shown as a separate program.

## *Goals*

Compliance Services supports the Citywide goal to protect and enhance the natural and built environment.

## *Performance*

The bureau projects there will be 2,374 zoning, construction, and noise code violation cases in FY 2011-12. This is a slight decrease from previous years and likely is a byproduct of reduced resources to address community concerns ("discouraged reporting effect"). The number of properties to be assessed code enforcement fees is projected to increase from 181 in FY 2009-10 to 248 in FY 2010-11 and FY 2011-12.

## *Changes to Services and Activities*

### **Service Levels**

In FY 2010-11, Compliance Services continues to operate at significantly reduced staffing levels. Due to staff and budget reductions, most previous service level reductions remain, including:

- Prioritized complaint types in order to effectively address the most critical issues with reduced resources. As of January 1, 2011, 290 (24.4% of total) lower-priority cases involving owner-occupied properties have not been assigned due to lack of resources.
- Lengthened the response time to investigate assigned cases.
- Reduced re-inspections and case management for active cases.
- Reduced the number of violation cases referred to the Code Hearings Officer for additional enforcement remedies to gain compliance.
- Suspended overtime for after-hour zoning and noise inspections and enforcement.

### If the Add Packages are funded:

- Increase responsiveness to zoning cases and perform inspections in 3-5 business days.
- Investigate and inspect higher-priority noise cases (noise disturbances past 10:00 p.m. and earlier than 7:00 a.m.).
- Investigate sign complaints and enforce the City of Portland Sign Code.

# Combination Inspections Program

## *Description*

The Combination Inspections Program ensures that new and remodeled one and two family residences meet building safety codes and requirements. In this program, the goal is for all inspectors to obtain State of Oregon certification in all four specialties: structural, mechanical, plumbing, and electrical. This approach saves contractors time and money in scheduling inspections and allows the City to perform more inspections with fewer staff. Cost savings have been realized through this program, and other jurisdictions have recognized the quality of Portland's training program and are using it as a model. The Combination Inspections Program resides in the bureau's Inspections Division, which also includes Commercial Inspections, the Enforcement Program, and the Facility Permit Program.

## *Relationship to Goals*

Combination Inspections supports the Citywide goal to protect and enhance the natural and built environment.

## *Performance*

Historically, the percentage of inspections made within 24 hours of request has been from 96-99%. In FY 2009-10 the percentage fell to 78% due to staffing reductions, declining revenues, and a workload that did not decrease proportionally. The percentage of inspections made within 24 hours of request is projected to increase slightly to 80% in FY 2010-11, and to remain at 80% in FY 2011-12 with current staffing. About 80,000 inspections were performed in FY 2009-10; this number is projected to increase to 86,000 in FY 2010-11 and FY 2011-12. The average number of inspections per inspector per day is projected to decrease slightly from 22.4 in FY 2009-10 to 22 in FY 2010-11, and to remain at that level in FY 2011-12.

## *Changes to Services and Activities*

### **Service Levels**

Bureau-wide reductions in revenue precipitated considerable reductions in BDS staff from all divisions in 2009 and 2010. Due to staff and budget reductions, service levels in Combination Inspections have been impacted in several ways, including:

- Only 80% of inspection requests will be completed within the goal of 24 hours, a significant decrease from the historical 98% figure.
- Eliminated the Get Legal Program.
- Eliminated the 2-hour time window for inspection appointments.
- Eliminated most consultation and partial inspections.
- Requesting bundling of all possible inspection requests to save trips.
- Reduced hours of staff availability for walk-in customers.
- Eliminated separate erosion control inspections and the posting of erosion control hotline signs by City inspectors.

If the Add Packages are funded:

- 85% of residential inspections would be made within 24 hours of request.

# Land Use Services Program

## *Description*

The Land Use Services Program (LUS) is responsible for implementing the goals and policies of the City's Comprehensive Plan, including neighborhood and community plans. This is accomplished through administration of the Portland Zoning Code (Title 33 of the City Code) which includes the City's Land Division Code, Metro's Functional Plan, the Oregon State Transportation Planning Rule, and Oregon State Land Use Goals. LUS reviews development proposals for compliance with the Zoning Code (as part of the building permit process); provides public information regarding zoning regulations; performs discretionary reviews of development proposals (the land use review process); and supports legally-mandated record-keeping and public notices.

## *Goals*

LUS supports the Citywide goal to protect and enhance the natural and built environment.

## *Performance*

The number of land use reviews and final plats is projected to decrease slightly from 587 in FY 2009-10 to 550 in FY 2010-11, and to decrease further to 450 in FY 2011-12. The number of zoning plan checks is projected to increase from 3,814 in FY 2009-10 to 4,600 in FY 2010-11 and to 4,700 in FY 2011-12.

## *Changes to Services & Activities*

### **Impacts of Regulations Created by Other Agencies**

In FY 2011-12, LUS staff will be impacted by two major code change projects initiated by the Bureau of Planning and Sustainability (BPS). In July 2011, LUS will begin implementing the new Greenway/River Plan regulations for projects along the north reach of the Willamette River, and it is anticipated that City Council will adopt new Tree Regulations early in 2011. In addition, LUS staff continues to be involved in BPS zoning code amendment proposals, such as the Airport Futures Project, as well as the Portland Plan.

These projects place significant demands on staff that is already stretched thin due to staff cuts in 2009 and 2010. Service levels in all LUS programs and services have been significantly reduced.

### **Large, Complex Infrastructure Projects**

LUS staff continues to work on several large infrastructure projects, further impacting staff's ability to serve customers in the Development Services Center and provide timely plan reviews and land use reviews. The Portland-Milwaukie Light Rail project will involve many land use and plan reviews over the next four years. LUS is working on an agreement to recover the costs of staff time for early assistance on the project. Other projects include the Columbia River Crossing, Portland Streetcar, and the Lake Oswego to Portland Transit Project.

### **Service Levels**

If the Add Packages are funded:

- Response time for land use review completeness checks, final plat turn-around, and land use reviews will be reduced by approximately one-half; and state and locally-mandated notification requirements for these processes will be met.

# Neighborhood Inspections Program

## *Description*

The Neighborhood Inspections Program protects the health, safety, and welfare of Portland residents, prevents deterioration of existing housing, and contributes to neighborhood livability by enforcing minimum standards for residential structures and exterior maintenance requirements on non-residential properties, outdoor areas, and adjacent rights-of-way.

The Compliance Services and Neighborhood Inspections programs together comprise the bureau's Enforcement Program. The combined section includes Zoning Compliance, Noise Control, Work without Permit, Dangerous Buildings, Signs & A-Boards, Nuisance, Housing, Derelict Buildings, and Chapter 13/Systematic Inspections. For budgeting purposes, Neighborhood Inspections is still shown as a separate program.

## *Relationship to Goals*

The Neighborhood Inspections Program supports the Citywide goals to protect and enhance the natural and built environment and to maintain and improve neighborhood livability.

## *Performance*

The number of housing case intakes is projected to increase slightly from 1,241 in FY 2009-10 to 1,325 in FY 2010-11 and further to 1,500 in FY 2011-12. The number of nuisance case intakes decreased significantly from 7,035 in FY 2008-09 to 4,625 in FY 2009-10 due to a decrease in abatement funding; they are projected to increase to 5,450 in FY 2010-11 and further to 5,600 in FY 2011-12.

## *Changes to Services and Activities*

### **Service Levels**

In FY 2010-11, Neighborhood Inspections continues to operate at significantly reduced staffing levels. Due to staff and budget reductions, most previous service level reductions remain, including:

- Prioritized complaint types in order to effectively address the most critical issues with reduced resources. As of January 1, 2011, 790 (10.3% of housing and 28.7% of nuisance) lower-priority cases have not been assigned due to lack of resources.
- Lengthened the response time to investigate assigned cases and reduced re-inspections and case management for active cases.
- Reduced the number of violation cases referred to the Code Hearings Officer for additional enforcement remedies to gain compliance.
- Eliminated nuisance abatements, except for the most severe fire/life/safety and health/sanitation issues (31 abatements completed in FY 2009-10, compared to 350 in FY 2008-09).
- Suspended the Chapter 13/Systematic Inspection Program for older three-story and higher apartment houses, as well as the Disabled Vehicle enforcement program.

If the Add Packages are funded:

- Significantly increase responsiveness to fire/life/safety and health/sanitation issues for occupied rentals (e.g., electrical hazards, no heat, mold)
- Restore case management duties to achieve timely compliance (re-inspections, Code Hearings)
- Respond to owner-occupied housing cases (108 housing cases not responded to in FY 2009-10)
- Continue Quality Rental Housing Workgroup/PHB enhanced inspection pilot project.
- Increase the number of housing inspections to 5,000 (would be 2,800 without Add Packages).

# Development Services Program

## ***Description***

The Development Services Program manages the flow of the public permitting process from early assistance to maintaining the records for completed projects. Trade Permit staff reviewed and issued nearly 35,000 plumbing, electrical, mechanical, and sign permits in FY 2009-10. Permitting Services staff performed intakes for 7,400 building permit applications in FY 2009-10, while assigning reviewers, tracking reviews, and issuing permits. Process Managers guide customers with large and complex projects through the permitting process; higher-level assistance for complex projects can be provided through the Major Projects Group.

## ***Relationship to Goals***

The Development Services Program supports the Citywide goal to protect and enhance the natural and built environment.

## ***Performance***

Building permits issued over-the-counter (on the same day as permit intake) is projected to increase from 60% in FY 2009-10 to 62% in FY 2010-11 and further to 63% in FY 2011-12. Total building permits issued (commercial and residential combined) is projected to decrease from 7,400 in FY 2009-10 to 6,400 in FY 2010-11, then rise slightly to 6,650 in FY 2011-12. During FY 2009-10, pre-issuance of permits had 71% of the projects processed within 2 days; with staff reductions that rate will fall to 64% in FY 2010-11 but increase to 70% in FY 2011-12, but will not reach the 99.6% level from FY 2008-09.

## ***Changes to Services and Activities***

### **Growth of Online Permitting**

Since 2005, BDS has offered online purchasing of simple trade permits (electrical, mechanical, and plumbing) that do not require plan review, allowing contractors and homeowners to purchase permits online from their home, office, or even mobile device. Customers can schedule inspections online as well. The use of online permitting has grown every year, and as of July 2010 about 1/3 of trade permits were being issued online.

### **Service Levels**

Due to staff and budget reductions, service levels in Development Services have been impacted in several ways, including:

- Reduced the operation of the Development Services Center (DSC) to 4 days per week.
- Lengthened wait times for DSC customers.
- Revised the goal for pre-issuance of reviewed permits downward to 80% pre-issued within 2 days of last approval.
- Curtailed process management services for small- and medium-sized projects.
- Severely limited unfunded assistance to the City's Small Business Advisory Committee, Portland Public Schools, the Get Legal Program, and outreach programs.



# Site Development Program

## *Description*

The Site Development Program includes plan review for geo-technical, flood plain, grading, private street, and site preparation issues, as well as erosion control requirements on private property. Staff reviews all applicable land use cases, identifying any land suitability issues and conditions. Field staff performs all related inspections, including those required by the Trees and Landscaping requirements for Titles 10 and 33 and all required erosion control measures.

The Environmental Soils subprogram works with property owners who have subsurface sanitary systems in need of repair, replacement, or decommissioning as the City provides public sanitary systems for their use. The City Sanitarian is located in this subprogram.

## *Goals*

The Site Development program supports the Citywide goal to protect and enhance the natural and built environment.

## *Performance*

The number of working days from site development plan submittal to the first review is projected to improve from almost 19 days in FY 2009-10 to 11.5 days in FY 2010-11 and beyond. The number of site development plan reviews performed is projected to decrease from 737 in FY 2009-10 to 650 in FY 2010-11 and FY 2011-12, while the number of Site Development permit inspections performed is projected to decrease from 497 in FY 2009-10 to about 350 in FY 2010-11 and beyond.

## *Changes to Services and Activities*

### **Stormwater Review**

Responsibility for stormwater review had historically been shared between BDS Site Development and BES. To reduce overlapping processes and streamline the permitting process, this responsibility was consolidated in BES in 2010.

### **Commercial Site Review Fee**

The Site Development Program reviews development in areas of flood, liquefaction and steep slope hazards, and projects with non-prescriptive geotechnical design. Effective, April 1, 2010, City Council authorized the implementation of the Commercial Site Review Fee to provide ongoing support for these hazard review functions.

### **Service Levels**

Bureau-wide reductions in revenue precipitated considerable reductions in BDS staff from all divisions in 2009 and 2010. Due to staff and budget reductions, service levels in Site Development have been impacted in several ways, including:

- Lengthened Geo-Technical plan review turnaround timelines for building permits.
- Limited the time during which staff is available for early assistance on projects.
- Lengthened Sanitation Permit turnaround timelines.

If the Add Packages are funded:

- Geo-Technical review turnaround timelines for residential and commercial building permits will improve to be completed in 20 working days or less.

# Plan Review Program

## ***Description***

The Plan Review Program processes and approves building and mechanical permits for residential and commercial structures. Plans Examiners review building projects and provide general information on life safety, energy conservation, accessibility, and related building requirements. They help permit applicants understand building codes and the review process in order to successfully obtain permits for their projects. Staff in the Engineering Plan Review Section reviews structural and mechanical plans to determine compliance with engineering requirements of the Oregon Structural and Mechanical Specialty Code. These reviews are required for any projects that have engineering components.

## ***Relationship to Goals***

The Plan Review Program supports the Citywide goal to protect and enhance the natural and built environment.

## ***Performance***

Building plan review is performed by staff from BDS and as many as five other City bureaus, each impacted by the recession. The bureau projects that in FY 2010-11, the City as a whole will meet its plan review turnaround goals for 65% of residential plans and 70% of commercial plans, down from levels reached in FY 2009-10. For FY 2011-12, BDS projects that the rate will increase to 70% for residential permits and 75% for commercial permits.

## ***Changes to Services and Activities***

### **Development Services Collocation and Public Works Permitting Reform**

On April 16, 2009, City Council passed a resolution directing the collocation of development review functions and staff from the development bureaus; the improvement of public works development review and permitting, appeals, and fee schedules; and the standardization of elements of the System Development Charge (SDC) programs, including low income waivers, SDC deferrals, and SDC financing.

Implementation of the new Public Works Permit Review process and fees were rolled out in January 2010. Public Works Appeals have been in place since February 2010, and standardization of SDC low income waivers, deferrals, and financing were put in place as of July 1, 2010. Progress reports have been provided on a quarterly basis to the Planning and Development Directors, and will culminate with a report by the BDS Director to City Council in July 2011.

### **Service Levels**

Bureau-wide reductions in revenue precipitated considerable reductions in BDS staff from all divisions in 2009 and 2010. Due to staff and budget reductions, service levels in Plan Review have been impacted in several ways, including:

- Lengthened mechanical plan review times.
- Revised pre-issuance of reviewed permits goal to 80% pre-issued within 2 days of last approval.
- Eliminated the support of sustainability-related initiatives, early assistance, and code team.
- Eliminated work on BDS Code Guides and Program Guides (permit streamlining efforts).
- Curtailed process management of small- and medium-sized projects.

If the Add Packages are funded:

- The percentage of residential permits meeting plan review turnaround goals is projected to increase to 80% in FY 2011-12.

## Summary of Bureau Budget

	FY 2008-09 Year-End Actuals	FY 2009-10 Year-End Actuals	FY 2010-11 Revised Budget	FY 2011-12 Requested Without DP's	FY 2011-12 Requested Budget
<b>Bureau of Development Services</b>					
<b>Expenditures</b>					
Unappropriated Fund Balance	2,896,743		0	0	0
Personal Services	29,817,243		15,670,096	17,267,426	18,489,518
External Materials and Services	1,447,640		6,435,262	2,163,388	2,201,886
Internal Materials and Services	7,808,675		6,339,978	6,318,927	6,533,777
Bond Expenses	0		696,274	755,372	755,372
Fund Transfers - Expense	2,963,650		2,369,009	2,172,972	2,172,972
Contingency	0		1,856,978	2,868,125	1,362,075
<b>Total Expenditures</b>	<b>44,933,951</b>		<b>33,367,597</b>	<b>31,546,210</b>	<b>31,515,600</b>
<b>Resources</b>					
Budgeted Beginning Fund Balance	14,531,985		410,309	515,338	515,338
Licenses & Permits	20,413,092		17,151,773	17,660,488	17,660,488
Charges for Services	6,216,121		5,814,281	5,852,427	5,852,427
Interagency Revenue	405,707		1,011,587	844,396	844,396
Fund Transfers - Revenue	2,025,280		1,889,156	2,040,683	2,010,073
Bond and Note	0		5,203,552	2,602,149	2,602,149
Miscellaneous	1,341,766		1,886,939	2,030,729	2,030,729
<b>Total Resources</b>	<b>44,933,951</b>		<b>33,367,597</b>	<b>31,546,210</b>	<b>31,515,600</b>

## Summary of Program Budgets

	FY 2008-09 Year-End Actuals	FY 2009-10 Year-End Actuals	FY 2010-11 Revised Budget	FY 2011-12 Requested Without DP's	FY 2011-12 Requested Budget
<b>Bureau of Development Services</b>					
<b>Administration &amp; Support</b>					
Administration & Support			12,500,662	9,137,237	9,303,035
<b>Total Administration &amp; Support</b>			<b>12,500,662</b>	<b>9,137,237</b>	<b>9,303,035</b>
<b>Combination Inspections</b>					
Combination Inspections			2,447,684	2,635,431	2,878,555
<b>Total Combination Inspections</b>			<b>2,447,684</b>	<b>2,635,431</b>	<b>2,878,555</b>
<b>Commercial Inspections</b>					
Commercial Inspections			3,173,143	3,300,599	3,697,699
<b>Total Commercial Inspections</b>			<b>3,173,143</b>	<b>3,300,599</b>	<b>3,697,699</b>
<b>Compliance Services</b>					
Compliance Services			697,215	694,923	773,319
<b>Total Compliance Services</b>			<b>697,215</b>	<b>694,923</b>	<b>773,319</b>
<b>Development Services</b>					
Development Services			3,234,358	3,162,497	3,162,497
<b>Total Development Services</b>			<b>3,234,358</b>	<b>3,162,497</b>	<b>3,162,497</b>
<b>Housing Access &amp; Stabilization</b>					
Shelter & Emergency Services			0	0	0
<b>Total Housing Access &amp; Stabilization</b>			<b>0</b>	<b>0</b>	<b>0</b>
<b>Land Use Services</b>					
Land Use Services			2,973,336	3,143,851	3,219,187
<b>Total Land Use Services</b>			<b>2,973,336</b>	<b>3,143,851</b>	<b>3,219,187</b>
<b>Neighborhood Inspections</b>					
Neighborhood Inspections			927,394	1,003,762	1,283,852
<b>Total Neighborhood Inspections</b>			<b>927,394</b>	<b>1,003,762</b>	<b>1,283,852</b>
<b>Plan Review</b>					
Plan Review			1,781,500	2,017,159	2,121,307
<b>Total Plan Review</b>			<b>1,781,500</b>	<b>2,017,159</b>	<b>2,121,307</b>

## Summary of Program Budgets

---

	FY 2008-09 Year-End Actuals	FY 2009-10 Year-End Actuals	FY 2010-11 Revised Budget	FY 2011-12 Requested Without DP's	FY 2011-12 Requested Budget
<hr/>					
<b>Bureau of Development Services</b>					
Site Development					
Site Development			710,044	654,282	785,730
<b>Total Site Development</b>			<b>710,044</b>	<b>654,282</b>	<b>785,730</b>
<hr/>					
<b>Total Programs</b>			<b>28,445,336</b>	<b>25,749,741</b>	<b>27,225,181</b>

# Bureau of Development Services

## Performance Measures

Program and Performance Measure	Type	FY 2008-09 Year-End Actuals	FY 2009-10 Year-End Actuals	FY 2010-11 Revised Budget	FY 2011-12 Performance No Dec Pkg	FY 2011-12 Performance With Dec Pkg
<b>Combination Inspections</b>						
DS_0009 - Number of inspections per day, per inspector	EFFECTIVE	19.38	22.43	22.00	22.00	22.00
DS_0010 - Percent of inspections made within 24 hours of request	EFFECTIVE	99.7%	78.3%	80.0%	80.0%	85.0%
DS_0011 - Number of inspection trips reduced due to multi-certified inspectors	EFFICIENCY	18,649	16,895	20,000	20,000	20,700
DS_0008 - Residential inspections	WORKLOAD	94,645	79,931	86,000	86,000	90,000
<b>Commercial Inspections</b>						
DS_0002 - Number of inspections per day, per inspector	EFFECTIVE	16.77	17.01	16.00	16.00	16.00
DS_0003 - Percent of inspections made within 24 hours of request	EFFECTIVE	98%	98%	80%	80%	98%
DS_0001 - Commercial inspections	WORKLOAD	81,981	51,080	41,400	41,400	43,000
<b>Compliance Services</b>						
DS_0004 - Enforcement cases prepared and presented to code hearings officer	WORKLOAD	10	2	3	3	6
DS_0005 - Zoning code violation statistics (cases, inspections, and letters)	WORKLOAD	6,073	3,041	3,000	3,000	3,000
DS_0006 - Home occupation permits	WORKLOAD	139	142	114	114	114
DS_0007 - Number of properties assessed code enforcement fees	WORKLOAD	212	181	248	248	310
DS_0014 - Noise violation inspections	WORKLOAD	466	249	100	150	150
DS_0015 - Noise variances processed	WORKLOAD	485	491	476	476	476
DS_0037 - Noise code violation cases	WORKLOAD	720	747	700	700	700
<b>Development Services</b>						
DS_0027 - Percent of building permits issued over the counter the same day as intake	EFFICIENCY	57%	60%	62%	63%	63%
DS_0028 - Pre-issuance checks completed within two working days of last review approval	EFFICIENCY	99.6%	71.0%	64.0%	70.0%	75.0%
DS_0020 - Building permits - commercial	WORKLOAD	3,806	2,967	2,400	2,500	3,000
DS_0021 - Building permits - residential	WORKLOAD	5,037	4,443	4,000	4,150	4,350
DS_0022 - Total building permits (commercial and residential)	WORKLOAD	8,843	7,410	6,400	6,650	7,350
DS_0023 - Electrical permits	WORKLOAD	15,225	14,341	15,500	16,120	16,120
DS_0024 - Mechanical permits	WORKLOAD	9,936	9,929	10,000	10,400	10,400
DS_0025 - Plumbing permits	WORKLOAD	10,065	9,634	9,100	9,464	9,464
DS_0026 - Sign permits	WORKLOAD	970	807	750	850	950
<b>Land Use Services</b>						
DS_0012 - Land Use Review and Final Plat Applications	WORKLOAD	755	587	550	450	550
DS_0013 - Zoning plan checks processed or in process	WORKLOAD	3,784	3,814	4,600	4,700	4,700

# Bureau of Development Services

## Performance Measures

Program and Performance Measure	Type	FY 2008-09 Year-End Actuals	FY 2009-10 Year-End Actuals	FY 2010-11 Revised Budget	FY 2011-12 Performance No Dec Pkg	FY 2011-12 Performance With Dec Pkg
<b>Neighborhood Inspections</b>						
DS_0018 - Number of housing units brought up to code as a result of Neighborhood Inspection Division efforts (includes enhanced inspection pilot beginning in 2010-11)	EFFECTIVE	1,039	1,100	1,272	1,272	1,450
DS_0019 - Number of properties cleaned up	EFFECTIVE	7,067	3,602	2,518	2,800	3,360
DS_0043 - Code Enforcement fee waivers granted	EFFECTIVE	103	192	136	160	160
DS_0016 - Nuisance inspections	WORKLOAD	14,165	7,025	7,000	7,200	7,900
DS_0017 - Housing/derelict buildings inspections	WORKLOAD	5,561	4,305	2,785	2,800	5,000
DS_0040 - Housing intakes	WORKLOAD	1,273	1,241	1,325	1,500	1,500
DS_0041 - Nuisance intakes	WORKLOAD	7,035	4,625	5,450	5,600	6,000
DS_0042 - Code Enforcement fee waiver requests	WORKLOAD	114	202	149	176	176
DS_0044 - Number of Housing Units Inspected (includes enhanced inspection pilot beginning in 2010-11)	WORKLOAD	2,541	2,483	2,081	2,236	2,400
<b>Plan Review</b>						
DS_0034 - Percent of residential plans reviewed by all bureaus within scheduled end dates	EFFECTIVE	93%	88%	65%	70%	80%
DS_0035 - Percent of commercial plans reviewed by all bureaus within scheduled end dates	EFFECTIVE	86%	82%	70%	75%	75%
<b>Site Development</b>						
DS_0032 - Average number of working days to first review	EFFECTIVE	10.40	18.70	11.50	11.50	11.50
DS_0031 - Site development plan reviews	WORKLOAD	656	737	650	650	650
DS_0045 - Site Development Permit Inspections	WORKLOAD	712	497	347	347	347
DS_0046 - Site Development Land Use Cases Reviews	WORKLOAD	835	635	558	558	558
DS_0047 - Sanitation Permits & Evaluations Issued	WORKLOAD	370	334	392	392	392

## FTE Summary by Bureau

### Bureau of Development Services

Class	Title	CY_REVBUD {Rep}		V52_NO_DP {Rep}		V52_TOTAL {Rep}	
		No.	Amount	No.	Amount	No.	Amount
30000012	Office Support Specialist II	4.00	173,712	4.00	173,712	4.00	173,712
30000013	Office Support Specialist III	7.00	358,932	7.00	358,932	8.00	410,208
30000014	Office Support Specialist, Lead	1.00	51,276	1.00	51,276	1.00	51,276
30000062	Accountant I	1.00	48,696	1.00	50,281	1.00	50,281
30000164	Plumbing Inspector	3.00	214,524	3.00	214,524	3.00	214,524
30000165	Plumbing Inspector, Sr	3.00	240,876	3.00	240,876	3.00	240,876
30000168	Electrical Inspector	5.00	357,540	5.00	357,540	5.00	357,540
30000169	Electrical Inspector, Sr	5.00	393,876	5.00	400,512	6.00	480,804
30000170	Combination Inspector	13.00	992,316	13.00	992,316	15.00	1,139,652
30000171	Housing Inspector	4.00	224,832	4.00	224,832	3.63	204,036
30000172	Housing Inspector, Sr	1.00	67,500	1.00	67,500	1.00	67,500
30000173	Building Inspector II	1.00	71,508	1.00	71,508	2.00	143,016
30000174	Building Inspector, Sr	11.00	883,212	11.00	883,212	12.00	963,504
30000179	Site Development Inspector II	1.00	65,709	1.00	68,934	1.00	68,934
30000184	Code Specialist II	1.00	53,772	1.00	53,772	5.00	268,860
30000186	Code Specialist III	1.00	57,384	1.00	57,384	1.00	57,384
30000231	Plans Examiner, Commercial	6.00	449,280	6.00	449,280	7.00	524,160
30000232	Plans Examiner, Sr	2.00	162,744	2.00	162,744	2.00	162,744
30000332	Development Services Technician I	4.00	200,352	4.00	200,352	4.00	200,352
30000333	Development Services Technician II	10.00	618,456	10.00	627,627	10.00	627,627
30000334	Development Services Technician III	2.00	134,280	2.00	138,390	2.00	138,390
30000335	Development Services Project Coord	3.00	233,136	3.00	233,136	3.00	233,136
30000365	Engineer-Civil	1.00	97,224	1.00	97,224	1.00	97,224
30000367	Engineer-Geotechnical	1.00	97,224	1.00	97,224	2.00	194,448
30000368	Engineer-Mechanical	1.00	89,277	1.00	93,741	1.00	93,741
30000369	Engineer-Structural	4.00	388,896	4.00	388,896	4.00	388,896
30000375	Planner, Associate	1.00	55,908	1.00	55,908	1.00	55,908
30000377	Planner I, City-Land Use	1.00	61,440	1.00	61,440	1.00	61,440
30000384	Planner II, City-Environmental	1.00	67,644	1.00	67,644	1.00	67,644
30000385	Planner II, City-Land Use	8.00	541,152	8.00	541,152	8.00	541,152
30000389	Planner II, City-Urban Design	1.00	67,644	1.00	67,644	1.00	67,644
30000392	Planner, Sr City-Environmental	1.00	77,712	1.00	77,712	1.00	77,712
30000393	Planner, Sr City-Land Use	6.00	466,272	6.00	466,272	6.00	466,272
30000397	Planner, Sr City-Urban Design	2.00	155,424	2.00	155,424	2.00	155,424
30000426	Development Services Director	1.00	152,004	1.00	158,244	1.00	158,244
30000433	Administrative Specialist, Sr	2.00	115,968	2.00	119,693	2.00	119,693
30000434	Administrative Assistant	1.00	72,048	1.00	72,048	1.00	72,048
30000442	Business Operations Manager, Sr	1.00	128,748	1.00	128,748	1.00	128,748
30000447	Business Systems Analyst, Assistant	1.00	59,193	1.00	61,614	1.00	61,614
30000448	Business Systems Analyst	2.00	150,514	2.00	151,344	2.00	151,344
30000449	Business Systems Analyst, Sr	1.00	83,640	1.00	83,640	1.00	83,640
30000450	Management Assistant	1.00	63,852	1.00	65,604	1.00	65,604
30000452	Management Analyst, Sr	1.00	83,640	1.00	83,640	1.00	83,640
30000462	Program Specialist, Assistant	1.00	64,071	1.00	66,658	1.00	66,658
30000463	Program Specialist	2.00	144,096	2.00	144,096	3.00	216,168
30000466	Program Manager, Sr	1.00	93,804	1.00	96,051	1.00	96,051
30000492	Community Outreach & Informtn Rep	1.00	68,352	1.00	70,449	1.00	70,449



## FTE Summary by Bureau

### Bureau of Development Services

Class	Title	CY_REVBUD {Rep}		V52_NO_DP {Rep}		V52_TOTAL {Rep}	
		No.	Amount	No.	Amount	No.	Amount
30000566	Financial Analyst, Assistant	1.00	63,852	1.00	66,480	1.00	66,480
30000567	Financial Analyst	1.00	75,672	1.00	75,672	1.00	75,672
30000569	Financial Analyst, Principal	1.00	94,172	1.00	97,790	1.00	97,790
30000681	Engineer, Supervising	1.00	108,696	1.00	111,300	1.00	111,300
30000724	Planner, Supervising	3.00	294,382	3.00	296,604	3.00	296,604
30000725	Planner, Principal	1.00	116,292	1.00	116,292	1.00	116,292
30000730	Plan Review Supervisor	1.00	97,656	1.00	98,565	1.00	98,565
30000735	Inspection Supervisor	3.00	296,604	3.00	296,604	3.00	296,604
30000736	Inspection Manager	2.00	229,704	2.00	232,584	2.00	232,584
30000737	Noise Control Officer	1.00	79,524	1.00	79,524	1.00	79,524
30000836	Development Supervisor II	1.00	91,849	1.00	92,724	1.00	92,724
<b>Total Full-Time Positions</b>		<b>149.00</b>	<b>11,048,063</b>	<b>149.00</b>	<b>11,114,889</b>	<b>161.63</b>	<b>11,984,061</b>
30000231	Plans Examiner, Commercial	2.00	149,760	2.00	149,760	2.00	149,760
30000332	Development Services Technician I	2.00	100,176	2.00	100,176	2.00	100,176
30000334	Development Services Technician III	1.00	77,712	1.00	77,712	1.00	77,712
30000448	Business Systems Analyst	1.00	75,696	1.00	75,696	1.00	75,696
30000452	Management Analyst, Sr	3.00	250,920	1.33	111,520	1.33	111,520
30000453	Management Analyst, Principal	1.00	98,868	1.00	98,868	1.00	98,868
30000466	Program Manager, Sr	1.00	98,868	1.00	98,868	1.00	98,868
30000680	Engineer, Sr	1.00	102,084	1.00	104,178	1.00	104,178
<b>Total Limited Term Positions</b>		<b>12.00</b>	<b>954,084</b>	<b>10.33</b>	<b>816,778</b>	<b>10.33</b>	<b>816,778</b>
30000385	Planner II. City-Land Use	1.80	121,752	1.80	121,752	1.80	121,752
30000389	Planner II. City-Urban Design	0.90	60,876	0.90	60,876	0.90	60,876
<b>Total Part-Time Positions</b>		<b>2.70</b>	<b>182,628</b>	<b>2.70</b>	<b>182,628</b>	<b>2.70</b>	<b>182,628</b>

## **FUND OVERVIEW**

### ***Operating Fund***

The Development Services Fund accounts for all revenues and expenditures related to activities and services provided by the Bureau of Development Services (BDS).

### ***Managing Agency***

Bureau of Development Services

## **SIGNIFICANT CHANGES FROM PRIOR YEAR**

### ***Further Declines in Construction Activity***

Construction activity in the Portland metropolitan area has stabilized at a very low level, but full recovery is not expected until after FY 2011-12. Beginning in FY 2011-12, the bureau will gradually add staff positions needed to meet the anticipated increase in the workload. Because of the volatility of the current development environment, all fund-level requirements are budgeted as contingency in order to provide flexibility throughout the year.

### ***Fee Increases***

The FY 2011-12 Requested Budget includes fee increases for the following programs in FY 2011-12: Building/Mechanical (8%), Electrical (8%), Plumbing (8%), Facilities Permits (8%), Site Development (5%), Environmental Soils (70%), Signs (8%), Zoning (5%), Noise (8%), Neighborhood Inspections (8%), and Land Use Services (8%).

## Summary of Fund Budget

	FY 2008-09 Year-End Actuals	FY 2009-10 Year-End Actuals	FY 2010-11 Revised Budget	FY 2011-12 Requested Without DP's	FY 2011-12 Requested Budget
<b>Development Services Fund</b>					
<b>Expenditures</b>					
Unappropriated Fund Balance	2,896,743		0	0	0
Personal Services	29,817,243		15,670,096	17,267,426	18,489,518
External Materials and Services	1,447,640		6,435,262	2,163,388	2,201,886
Internal Materials and Services	7,808,675		6,339,978	6,318,927	6,533,777
Bond Expenses	0		696,274	755,372	755,372
Fund Transfers - Expense	2,963,650		2,369,009	2,172,972	2,172,972
Contingency	0		1,856,978	2,868,125	1,362,075
<b>Total Expenditures</b>	<b>44,933,951</b>		<b>33,367,597</b>	<b>31,546,210</b>	<b>31,515,600</b>
<b>Resources</b>					
Budgeted Beginning Fund Balance	14,531,985		410,309	515,338	515,338
Licenses & Permits	20,413,092		17,151,773	17,660,488	17,660,488
Charges for Services	6,216,121		5,814,281	5,852,427	5,852,427
Interagency Revenue	405,707		1,011,587	844,396	844,396
Fund Transfers - Revenue	2,025,280		1,889,156	2,040,683	2,010,073
Bond and Note	0		5,203,552	2,602,149	2,602,149
Miscellaneous	1,341,766		1,886,939	2,030,729	2,030,729
<b>Total Resources</b>	<b>44,933,951</b>		<b>33,367,597</b>	<b>31,546,210</b>	<b>31,515,600</b>



## Decision Package Summary

**Bureau:** Bureau of Development Services

**Priority:** 01

**Type:** Adds

**Decision Package:** DS\_01 - Improve Overall BDS Service Level

**Program:** Bureauwide

	FY 2011-12 Requested 1 Time DP	FY 2011-12 Requested Ongoing DP	FY 2011-12 Requested Total DP	FY 2012-13 Estimated Budget	FY 2013-14 Estimated Budget	FY 2014-15 Estimated Budget	FY 2015-16 Estimated Budget		
<b>EXPENDITURES</b>									
Personal Services	0	1,252,200	1,252,200	0	0	0	0	0	0
External Materials and Services	0	39,000	39,000	0	0	0	0	0	0
Internal Materials and Services	140,000	74,850	214,850	0	0	0	0	0	0
Contingency	(140,000)	(1,366,050)	(1,506,050)	0	0	0	0	0	0
<b>TOTAL EXPENDITURES</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>FTE</b>									
Full-Time Positions	0.00	13.00	13.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>TOTAL FTE</b>	<b>0.00</b>	<b>13.00</b>	<b>13.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

**Description:**

Since June 2009, BDS has lost over half of its staff due to deep declines in permit revenues. Throughout the bureau, low-priority services have been eliminated and most remaining services have been significantly reduced. Though BDS continues to review its overall operation to find ways to provide services more efficiently, it has been a struggle to provide service levels that are realistic for the bureau and still meet customers' needs. The staff additions proposed in this \$1.5 million decision package will be critical in allowing the bureau to return services to minimally-acceptable levels. Bureau revenues are projected to increase in FY 2011-12, providing sufficient funds for this package to add 13 positions and increase the level of service to customers. The expected workload for FY 2011-12 would dictate that another 10 positions are needed in addition to what is being requested in order to provide an acceptable level of service for the bureau's highest priority service improvement areas.

**Expected Results:**

This package would add essential staff to bring the bureau up to minimally acceptable service levels. In addition to filling seven (7) vacant positions, the following positions would be added: Building Inspector II, Senior Building Inspector, 4 Code Specialists II, 2 Combination Inspectors, Senior Electrical Inspector, Geotechnical Engineer, Office Support Specialist III, and Program Specialist.

The following goals will be achieved: 98% of commercial inspections made within 24 hours; 85-90% of residential inspections made within 24 hours; 98% of Facilities Permit Program (FPP) inspections made on the same day; 98% of FPP plan reviews issued within 5 days; improvements in timeliness of commercial building code plan review (less than 20 days to first checksheet for new construction; less than 15 days for additions/alterations); meet state and local mandates for final plat status report; respond to higher priority housing and nuisance cases within 5 working days; inspect zoning violations within 3-5 days; ensure compliance with OSHA, state law, Human Resources rules, etc., improve recordkeeping and consistency

## Decision Package Summary

**Bureau:** Bureau of Development Services

**Priority:** 02

**Type:** Mandatory Reductions

**Decision Package:** DS\_02 - 1.5% General Fund Cut

**Program:** Neighborhood Inspections

	FY 2011-12 Requested 1 Time DP	FY 2011-12 Requested Ongoing DP	FY 2011-12 Requested Total DP	FY 2012-13 Estimated Budget	FY 2013-14 Estimated Budget	FY 2014-15 Estimated Budget	FY 2015-16 Estimated Budget	
<b>EXPENDITURES</b>								
Personal Services	0	(30,108)	(30,108)	0	0	0	0	0
External Materials and Services	0	(502)	(502)	0	0	0	0	0
<b>TOTAL EXPENDITURES</b>	<b>0</b>	<b>(30,610)</b>	<b>(30,610)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>REVENUES</b>								
Fund Transfers - Revenue	0	(30,610)	(30,610)	0	0	0	0	0
<b>TOTAL REVENUES</b>	<b>0</b>	<b>(30,610)</b>	<b>(30,610)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>FTE</b>								
Full-Time Positions	0.00	-0.37	-0.37	0.00	0.00	0.00	0.00	0.00
<b>TOTAL FTE</b>	<b>0.00</b>	<b>-0.37</b>	<b>-0.37</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

**Description:**

All City bureaus were directed to develop reduction packages totaling 1.5% of the General Fund allocations in their operating budgets. For BDS, this equates to a reduction of \$30,610. The bureau is meeting this requirement by cutting 0.37 Housing Inspector FTE in the Neighborhood Inspections Program.

**Expected Results:**

Over the past several years, BDS has decreased staffing and expenditures in most every line item. Although the requested reduction is relatively small, it further reduces resources for a program that supports neighborhood livability and will further hamper the bureau's ability to offer services effectively.

The Housing and Nuisance Program currently prioritizes all complaints based on existing inspector resources. The number of complaint cases not being responded to in FY 2010-11 is projected to equal 1,580 cases. The Housing and Nuisance Program currently does not meet inspection goals for assigned cases. The proposed reduction package equals a 7.4% reduction to existing resources, which would result in an increase of 347 housing and nuisance cases not being responded to.