



**Current BDS Service Levels  
DRAFT**

**SERVICE LEVEL UPDATE**

August 18, 2016

Growth in the construction industry has outpaced the City’s ability to keep up with related workload and meet many of its goals for timely service delivery. During the period June, 2015 – June 2106, the number of permit applications received and permits issued increased by approximately 15% over the previous year. Since January, 2016 the permit center has had an average of over 4,300 visitors per month and the zoning hotline received an average of over 1,000 calls per month. To address the increased workload, the Bureau of Development Services, and the other bureaus who do development review, are hiring additional employees. BDS has hired 72 employees since July 1, 2015 until now. We appreciate your patience as we bring on new employees and get them trained, and apologize for the delays in our service delivery.

Please take these timelines into consideration as you prepare your project’s schedule.

Service	Goal	Current Service Level
<b>Permit Center</b>		
Wait Times in Development Service Center (DSC)	Less than 60 minutes	1 - 2 hours
<b>Phone Inquiries</b>		
Returning calls to Zoning Hotline	24 hours	24 hours
Returning calls to Plan Review/ Permitting Hotlines	24 hours	24 - 48 hours
<b>Early Assistance and Pre-Applications</b>		
Early Assistance Appointments	14 calendar days	21 calendar days
Pre-Application Conferences	21 calendar days	26 calendar days
<b>Land Use Reviews</b>		
Land Use Reviews (Type I) - Contact applicant regarding completeness	14 calendar days	~25 calendar days
Land Use Reviews (Type Ix) - Contact applicant regarding completeness	21 calendar days	~25 calendar days
Land Use Reviews (Type II) - Contact applicant regarding completeness	14 calendar days	~20 calendar days
Land Use Reviews (Type III) - Contact applicant regarding completeness	21 calendar days	~26 calendar days
<b>Building Permit Plan Review and Pre-Issuance</b>		
Commercial New Construction - plan review comments (1st checksheet)	20 business days	~35 business days
Residential New Construction - plan review comments (1st checksheet)	15 business days	~25 business days
Permit Preissuance	2 business days	~9 business days

<b>Inspections</b>		
Inspections - Residential	90-95% within 24 hours	83% within 24 hours
Inspections - Commercial	90-95% within 24 hours	71% within 24 hours
<b>Enforcement Services</b>		
Construction Code Complaints - Initial Inspection	3-5 business days	15 business days
Housing Complaints - Initial Inspection	3-5 business days	10-15 business days
Zoning & Nuisance Complaints - Initial Inspection	3-5 business days	15-20 business days

**Note:** Most residential remodels, additions and simple permits continue to be issued over-the-counter, although we have been experiencing extended wait times in the Development Services Center.

**Solutions:** In addition to hiring and training more staff, the Bureau of Development Services is utilizing contract workers, receiving assistance from other government agencies, and many current employees are working overtime, as well as streamlining the permitting and development review processes where possible. We expect to see improvements to service levels within the next two or three months.

**The submittal of complete and code compliant permit and land use review applications can help reduce review timelines for projects.** The following resources may be helpful to you:

- **Permits:** Minimum submittal requirements are outlined in the [Commercial New Construction and Additions – Applying for My Permit webpage](#) and/or the [Residential Permits webpage](#).
- **Land Use Reviews:** Minimum submittal requirements are outlined in the [Land Use Review Application Checklist](#) and/or the [Zoning & Land Use Application Forms, Fees and Procedures webpage](#).

BDS recognizes and appreciates our business and community partners’ reliance on the services and resources we provide. For more information about Permitting Services, contact: Kareen Perkins, at [Kareen.Perkins@portlandoregon.gov](mailto:Kareen.Perkins@portlandoregon.gov) or 503-823-3622. For more information about Land Use Services, contact: Ross Jonak at [Ross.Jonak@portlandoregon.gov](mailto:Ross.Jonak@portlandoregon.gov) or 503-823-0625.

To learn more about the Bureau of Development Services, visit us online at [www.portlandoregon.gov/bds](http://www.portlandoregon.gov/bds).