

# CUSTOMER SERVICE ORGANIZATIONAL CHART

(partial org chart)



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

**Mayor**  
Ted Wheeler

**Director**  
Rebecca Esau

Andy Peterson  
503-823-4779 [andy.peterson@portlandoregon.gov](mailto:andy.peterson@portlandoregon.gov)

**Business Operations & Finance Services**  
*Deputy Director/Manager III*  
Elshad Hajiyev  
503-823-7388  
[elshad.hajiyev@portlandoregon.gov](mailto:elshad.hajiyev@portlandoregon.gov)

**Technology Services**  
*Interim Manager III*  
vacant

**Budget & Finance**  
*Financial Analyst III*  
Kyle O'Brien  
503-823-7323  
[kyle.obrien@portlandoregon.gov](mailto:kyle.obrien@portlandoregon.gov)

- Payment processing
- Refund processing
- Fee schedule inquires
- Bureau budget development

**Bureauwide Projects**  
*Analyst III*  
Ross Caron  
503-823-4268  
[ross.caron@portlandoregon.gov](mailto:ross.caron@portlandoregon.gov)

- Requests for code changes
- Information on projects related to Process Improvements, Code changes, Administrative Rules, Code guides and program guides

**Communications**  
*Public Information Manager*  
Alex Cousins  
503-823-5929  
[alex.cousins@portlandoregon.gov](mailto:alex.cousins@portlandoregon.gov)

- Internal and external communications
- Media and public information requests
- Graphics, website, photography and video production

**Land Use Services**  
*Principal Planner*  
Kimberly Tallant  
503-823-0977  
[kimberly.tallant@portlandoregon.gov](mailto:kimberly.tallant@portlandoregon.gov)

**Land Division & Environmental Reviews**  
*Supervising Planner*  
Stephanie Beckman  
503-823-6979  
[stephanie.beckman@portlandoregon.gov](mailto:stephanie.beckman@portlandoregon.gov)

- Land Divisions, Final Plats, & Planned Development Reviews
- Environmental & Greenway Reviews
- Property Line Adjustments & Lot Confirmations

**Planning & Zoning**  
*Supervising Planner*  
Jill Grenda  
503-823-3580  
[jill.grenda@portlandoregon.gov](mailto:jill.grenda@portlandoregon.gov)

- Permit Review
- Zoning Confirmation Letters & Land Use Compatibility Statements
- Providing zoning information to customers in the DSC and on the Zoning Hotline.

**Title 33 & Pre-Application**  
*Supervising Planner*  
Douglas Hardy  
503-823-7816  
[douglas.hardy@portlandoregon.gov](mailto:douglas.hardy@portlandoregon.gov)

- Early Assistance Appointments
- Adjustment, Comprehensive Plan & Zone Map Changes, Conditional Use, & Zone Change Reviews

**Design & Historic Review**  
*Supervising Planner*  
Kara Fioravanti  
503-823-5892  
[kara.fioravanti@portlandoregon.gov](mailto:kara.fioravanti@portlandoregon.gov)

**Records Management**  
*Supervising Planner*  
Douglas Hardy  
503-823-7816  
[douglas.hardy@portlandoregon.gov](mailto:douglas.hardy@portlandoregon.gov)

- Application Intake
- Hearings Clerks
- Notice Mailings

**Plan Review Services**  
*Engineering Manager*  
Douglas Morgan  
503-823-5824  
[douglas.morgan@portlandoregon.gov](mailto:douglas.morgan@portlandoregon.gov)

**Plan Review 1**  
*Supervisor II*  
James Bryant  
503-823-5439  
[james.bryant@portlandoregon.gov](mailto:james.bryant@portlandoregon.gov)

- Building Permit Plan Review
- Life Safety Commercial Mechanical Plan Review
- Life Safety One & Two Dwelling
- Structural One & Two Dwelling

**Plan Review 2**  
*Supervisor II*  
Natalie Didion  
503-823-7274  
[natalie.didion@portlandoregon.gov](mailto:natalie.didion@portlandoregon.gov)

- Building Permit Plan Review
- Life Safety Commercial

**Site Development**  
*Engineering Supervisor*  
Jason Butler-Brown  
503-823-4936  
[jason.butler-brown@portlandoregon.gov](mailto:jason.butler-brown@portlandoregon.gov)

- Building Permit Plan Review
  - Geotechnical
  - Site Specific Concerns
    - Erosion Control
    - Landslide Hazard
- On Site Septic
- Flood Plain Plan Review

**Engineering Plan Review**  
*Engineering Supervisor*  
Amit Kumar  
503-823-7561  
[amit.kumar@portlandoregon.gov](mailto:amit.kumar@portlandoregon.gov)

- Building Permit Plan Review
- Structural Commercial

**Permitting Services**  
*Manager II*  
David Kuhnhausen  
503-823-7940  
[david.kuhnhausen@portlandoregon.gov](mailto:david.kuhnhausen@portlandoregon.gov)

**Comm Permitting Services**  
*Development Supervisor II*  
Tracy Nistler  
503-823-3622  
[tracy.nistler@portlandoregon.gov](mailto:tracy.nistler@portlandoregon.gov)

- Provide permit process assistance
- Act as change agent

**Res Permitting Services**  
*Development Supervisor II*  
Rochelle Hunter-James  
503-823-0678  
[rochelle.hunter-james@portlandoregon.gov](mailto:rochelle.hunter-james@portlandoregon.gov)

- Hiring manager responsibilities
- Prioritize and monitor staff assignments

**Process Management**  
*Supervisor II*  
Alice Nielsen  
503-823-3448  
[alice.nielsen@portlandoregon.gov](mailto:alice.nielsen@portlandoregon.gov)

- Manage large construction projects
- Small Business & Arts Program
- Permitting Solutions Program

**Front Desk/Admin Support**  
*Supervisor I*  
Christine Pierce  
503-823-7916  
[christine.pierce@portlandoregon.gov](mailto:christine.pierce@portlandoregon.gov)

- Bureau general phone lines
- Main reception desk
- Bureau-wide administrative support

**Commercial Inspections**  
*Manager II*  
Darryl Godsby  
503-823-5787  
[darryl.godsby@portlandoregon.gov](mailto:darryl.godsby@portlandoregon.gov)

- Performs regulatory inspections of Multi-family, Commercial, and Industrial development in accordance with State & Local construction codes.
- Inspections of commercial Structural, Mechanical, Plumbing, and Electrical permits

**Commercial Inspections 1**  
*Supervisor II*  
Josh Weeks  
503-823-4889  
[josh.weeks@portlandoregon.gov](mailto:josh.weeks@portlandoregon.gov)

- Projects with N, NW and SW addresses.

**Commercial Inspections 2**  
*Supervisor II*  
Russ Tomka  
503-823-4893  
[russ.tomka@portlandoregon.gov](mailto:russ.tomka@portlandoregon.gov)

- Projects with NE, E and SE addresses.

**Electrical Master Permit Program**  
*Sr. Electrical Inspector*  
Leonard McDowell  
503-823-8832  
[leonard.mcdowell@portlandoregon.gov](mailto:leonard.mcdowell@portlandoregon.gov)

- Plan review for master permit projects needing review
- Coordinate inspections with district inspectors for large projects at EMPP sites
- Provide direction, training and mentoring for junior inspectors

**Facility Permits Program (FPP)**  
*Supervisor II*  
Lisa Gill  
503-823-7543  
[lisa.gill@portlandoregon.gov](mailto:lisa.gill@portlandoregon.gov)

- FPP
- Provides tenant remodel permitting process on commercial buildings
  - Review process, and process management for permitting

**Residential Inspections**  
*Manager II*  
Dave Tebeau  
503-823-4072  
[david.tebeau@portlandoregon.gov](mailto:david.tebeau@portlandoregon.gov)

- Performs regulatory inspections of Residential development in accordance with State and Local construction codes.
- Inspections of residential Structural, Mechanical, Plumbing & Electrical permits

**Residential Inspections 1**  
*Supervisor II*  
Tim Morris  
503-823-7456  
[tim.morris@portlandoregon.gov](mailto:tim.morris@portlandoregon.gov)

- Projects with NW/SW addresses

**Residential Inspections 2**  
*Supervisor II*  
Janell Piercy  
503-823-4735  
[janell.piercy@portlandoregon.gov](mailto:janell.piercy@portlandoregon.gov)

- Projects with N/NE addresses

**Residential Inspections 3**  
*Supervisor II*  
Joe Disciascio  
503-823-4904  
[joe.disciascio@portlandoregon.gov](mailto:joe.disciascio@portlandoregon.gov)

- Projects with SE addresses

**Field Issuance Remodel (FIR)**  
*Supervisor II*  
Diane Parke  
503-823-7765  
[diane.parke@portlandoregon.gov](mailto:diane.parke@portlandoregon.gov)

- FIR
- Provides permit intake, life safety review, permit process services and inspections

**Property Compliance Inspections**  
*Manager II*  
Beth Benton  
503.823.3349  
[elizabeth.benton@portlandoregon.gov](mailto:elizabeth.benton@portlandoregon.gov)

- Performs complaint investigations to ensure compliance with various City Codes (Nuisance, Housing, Zoning, Dangerous Structures, Signs, etc) and State Construction Codes.

**Zoning, Nuisance & Site Inspections**  
*Supervising Planner*  
Mike Liefeld  
503.823.7332  
[michael.liefeld@portlandoregon.gov](mailto:michael.liefeld@portlandoregon.gov)

- Site Development inspections for erosion control and lead/asbestos regulations for demolitions.

**Housing Inspection & Construction Code 1**  
*Supervisor II*  
Megan Greenauer  
503.823.7724  
[megan.greenauer@portlandoregon.gov](mailto:megan.greenauer@portlandoregon.gov)

**Housing Inspection & Construction Code 2**  
*Supervisor II*  
Steve Kass  
503.823.7980  
[steven.kass@portlandoregon.gov](mailto:steven.kass@portlandoregon.gov)

**Administrative Support**  
*Admin Specialist IV*  
Lisa Dibert  
503.823.7891  
[lisa.dibert@portlandoregon.gov](mailto:lisa.dibert@portlandoregon.gov)