

DRAFT Directive to Develop

Issue Title: **BDS Land Use Services Code Amendments, Process Improvements, Customer Training, and Public Information**

Council member(s) Issuing Direction: Mayor Wheeler

Bureau(s) Directed: Bureau of Development Services (BDS)

Issue Overview and Desired Goal/Outcome(s): The Land Use Services Division of BDS is experiencing a reduction in revenue as a result of a reduction in certain types of high value applications. Starting in FY 2016-17, the LUS Division began to draw off reserves in some months to support services. In FY 2017-18 the monthly draw on reserves became consistent and has increased significantly in FY 2018-19. While revenues have decreased, workload has not declined at the same rate. The number of staff reductions required to extend our reserve balance further or achieve cost recovery would result in the delay of process improvement projects. The LUS Division is directed to develop a decision package for review of code amendment projects, internal process improvement, customer training, and public information:

Review of Code Amendment Projects

- Review of Bureau of Planning and Sustainability code amendment projects, such as:
 - DOZA/Design Review code and process improvements;
 - Residential Infill Project;
 - Better Housing by Design;

BDS Process Improvements

- Process improvements, such as working with POPS team on inclusion of LUS division applications (Land Use Compatibility Statements and Tier 1 Bank Letters) and services on ePlans and PDX Hub for online submittal and review, and sign permit process improvements;

Customer Training

- Customer training and outreach addressing how to prepare complete applications so that our customers can benefit from a faster review process with minimal delays;

Public Information

- Public information to assist customers in getting through the permitting process and land use reviews, such as:
 - Brochures and printed materials (Sample Arborist Report/Title 11 Worksheets; Private Streets; Landscaping Standards; Height and Bonus Options; FAR Info Guides; Design Review Solutions Handouts for Replacing Windows, Adding Dormers, Rooftop mechanical, Signs, and

ADUs; Design Review Procedures and Examples; and examples of how to meet design review guidelines)

- Website (update content on Non-Conforming Situations, Adjustment Reviews, Conditional Use Reviews, and Environmental Zones)
- Videos (Type B Accessory Short-Term Rental Reviews, presentation and video to affordable housing organizations on design review processes, and applicant presentations on the design review process)

Funding Options: \$1.2 million in new General Fund one-time resources

Additional Requests/Notes: Over the years several Land Use Services fees were set intentionally below cost recovery due to consideration of there being public benefits from some services which result in historic resource preservation and environmental protection. On-going general fund money was provided to subsidize the cost of those services to the public. However, over the years the amount of general fund money provided to LUS has reduced, with elimination of general fund to LUS in FY 17-18.