Disclaimer: Development Hub PDX will continue to improve and evolve, therefore some screens and functions may appear differently than displayed in this user guide.
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Overview

Development Hub PDX (DevHub) is a website developed and maintained by the City of Portland Bureau of Development Services. It provides a quick, easy alternative for contractors and homeowners to apply online for many simple permits from several bureaus that do not require plan reviews, schedule inspections for trade permits obtained online, update contact information, pay a variety of fees, and download billing statements – all from a personal computer or mobile device.

Supported Permit Types:
Not all Bureau of Development Services (BDS) permits can be created and serviced through the Hub. Simple plumbing, electrical, and mechanical permits under your own name and licensure can be applied online.

General Contractors may **NOT** purchase "third party" permits for subcontractors online. You must be the property owner, or a contractor specifically licensed to perform the permitted work.

Refer to the table below to determine if the Hub is right for your project.

<table>
<thead>
<tr>
<th>BUREAU</th>
<th>Permit Type</th>
<th>Apply Online</th>
<th>Pay Online</th>
<th>Schedule Inspections Online</th>
</tr>
</thead>
<tbody>
<tr>
<td>BDS</td>
<td>ELECTRICAL</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>BDS</td>
<td>MECHANICAL</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>BDS</td>
<td>PLUMBING</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>BDS</td>
<td>EARLY ASSISTANCE</td>
<td>✗</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>BDS</td>
<td>FINAL PLAT</td>
<td>✗</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>BDS</td>
<td>LAND USE REVIEW</td>
<td>✗</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>URBAN FORESTRY</td>
<td>ONLINE PRUNING</td>
<td>✓</td>
<td>Not Applicable</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>URBAN FORESTRY</td>
<td>REMOVAL/REPLANT</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>URBAN FORESTRY</td>
<td>ROOT PRUNING</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>PBOT</td>
<td>TEMPORARY STREET USE</td>
<td>✗</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>PBOT</td>
<td>PUBLIC WORKS APPEAL</td>
<td>✗</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>PBOT</td>
<td>MINOR IMPROVEMENT PERMIT</td>
<td>✗</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>PBOT</td>
<td>TRANSPORTATION REVIEW</td>
<td>✗</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>PBOT</td>
<td>VERTICAL INFRASTRUCTURE</td>
<td>✗</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>CIVIC LIFE</td>
<td>NOISE VARIANCE</td>
<td>✗</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>CIVIC LIFE</td>
<td>NOISE COMPLAINT</td>
<td>✗</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>FIRE &amp; RESCUE</td>
<td>FIRE SYSTEMS</td>
<td>✗</td>
<td>✓</td>
<td>✗</td>
</tr>
</tbody>
</table>

Legend: ✓ AVAILABLE USING DEVHUB ✗ NOT CURRENTLY AVAILABLE USING DEVHUB
<table>
<thead>
<tr>
<th><strong>TRADE PERMITS AVAILABLE ONLINE</strong></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Electrical Trade Permits</strong></td>
<td><strong>Mechanical Trade Permits</strong></td>
<td><strong>Plumbing Trade Permits</strong></td>
</tr>
<tr>
<td>• Residential Wiring</td>
<td><strong>For One and Two-Family Residential Installations ONLY:</strong></td>
<td>• Rain Drain, Storm Sewer, Water Service Lines (by # of feet)</td>
</tr>
<tr>
<td>• Manufactured Home Service</td>
<td>1. Air Conditioners and Heat Pumps</td>
<td>• Catch Basin/Area Drains</td>
</tr>
<tr>
<td>• Services &amp; Feeders up to 600 amps</td>
<td>2. Furnace/Burner (includes ductwork, vent and liner)</td>
<td>• Manufactured Home Utilities</td>
</tr>
<tr>
<td>• Temporary Service Feeders</td>
<td>3. Air Handling Units, Hydronic Hot Water Systems, Boilers, Vents</td>
<td>• All types of plumbing fixtures—washers, ice makers, garbage disposals, drinking fountains, toilets, sinks, tubs/showers, urinals, hose bibs, backwater valves, etc.</td>
</tr>
<tr>
<td>• Branch Circuits, with or without service feeders</td>
<td>4. Gas or Wood Fireplace Inserts</td>
<td>• Replace In-Building Water Supply Lines (by # of floors)</td>
</tr>
<tr>
<td>• Electrical Service Re-connection</td>
<td>5. Chimney/Liner/Flue/Vents</td>
<td>• Commercial Roof drains</td>
</tr>
<tr>
<td>• Pump or Irrigation Circles</td>
<td>6. Woodstoves, Gas Fireplaces</td>
<td>• Solar Units, Stormwater Tanks</td>
</tr>
<tr>
<td>• Sign or Outline Lighting</td>
<td>7. Exhaust &amp; Venting, Attic Fans</td>
<td><strong>Attention Landscape Contractors:</strong></td>
</tr>
<tr>
<td>• Limited Energy Panel/Signal Circuits</td>
<td>8. Gas Fuel Piping</td>
<td>Our online permitting system does not currently recognize Landscape Contractors Board licenses. Please visit the Development Services Center to obtain sprinkler-related permits</td>
</tr>
<tr>
<td>• Renewable Energy up to 25 kva</td>
<td>9. Other Appliances—Oil Tanks, Gas or Diesel Generators, Ceramic Kilns</td>
<td><strong>Commercial Mechanical Trade Permits are NOT currently available online.</strong></td>
</tr>
</tbody>
</table>

**Attention Homeowners:**
Electrical installations being made on properties intended for lease, sale, rent, or exchange (i.e. Accessory Dwelling Units) must be made by licensed electrical contractors.

In addition, homeowners may not perform electrical installations on properties that are intended for lease, sale, rent, or exchange.

For additional information on what trade permits can be purchased using Permits Online go to: [https://www.portlandoregon.gov/bds/52846](https://www.portlandoregon.gov/bds/52846)
Things to Know Before Beginning

- Develop Hub PDX will continue to add features and improve the overall experience, your feedback is important in helping us identify issues and potential enhancements.

- If the applicant signs in with their First and Last name, that’s how it will appear on the permit. To display a company name on the permit, the applicant must sign in and put in the business name in the first and last name fields.

- Incomplete permits will be routinely deleted. We want to make sure to keep permits open long enough for applicants to finish them up; however, if they hang around unfinished for one month we will delete them, so don’t worry about reporting incomplete permits to us unless there is an urgent need.

- Make sure to report issues through DevHub. That way we have a complete accurate record of any issues that arise call 503-823-1304 for assistance.

- Fixtures are trimmed by license type. The available online Permit Types and Fixture options are based on license type of the applicant and licenses provided in your personal account information.

Internal:

- If the applicant signs in with their First and Last name, that’s how it will appear on the permit. If they want the applicant to show as their company name, they must sign in and put their business name in the first and last name fields. If they set the account up incorrectly, you can just insert their business name on the Organization line in their Internet Applicant People record. It won’t change how they log in, or their online name display while they are purchasing a permit, but their company name will show as the applicant on their permit with their “name” after it in quotes.

- Addresses with AL (Alert), FA (Facility Permit), or DH (Drug Lab) folders can’t use DevHub.
Accessing Development Hub PDX

To access Develop Hub PDX use the following web address: https://devhub.portlandoregon.gov

1. Click Login / Register tab.

   The Verify Sign-In windows displays.

   a. New customers:
      The first-time applicants will need to set up a PortlandOnline (POL) user account. The POL account will store the contact information as well as the user name and password.
      1. Go to page 6 – Creating a New Portland Online Account.

   b. Existing customers:
      1. Enter PortlandOregon.gov User Name and Password.
         Use the user name and password you use to log into the PortlandOregon.gov website.
      2. Click Sign In.

   Are you a returning customer?
   Enter your User Name and Password. Then click Sign-In.

   Are you a new customer?
   Click Create a New Account button.
Creating a New Portland Online Account

1. When prompted, “Are you a City of Portland Employee? Select No or Yes.

2. Click Submit.

   The New Account Form displays.

3. Fill in the New Account Form.

   All fields labeled with an asterisks (*) are required.

   Note: Email addresses can only be used once on PortlandOnline. For help or troubleshooting assistance, please see the DevHub FAQ tab, or call 503-823-1304 for assistance.

### New Account Form

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Fill in the first name.</td>
</tr>
<tr>
<td>Middle Initial</td>
<td>Fill in the middle initial.</td>
</tr>
<tr>
<td>Last Name</td>
<td>Fill in the last name.</td>
</tr>
<tr>
<td>Phone 1</td>
<td>Fill in the phone number.</td>
</tr>
<tr>
<td>ext. 503-696-3000</td>
<td></td>
</tr>
<tr>
<td>Fax #</td>
<td>Fill in the fax number.</td>
</tr>
<tr>
<td>ext. 503-696-3000</td>
<td></td>
</tr>
<tr>
<td>Email *</td>
<td>Fill in the email address.</td>
</tr>
<tr>
<td>Street Address</td>
<td>Fill in the street address.</td>
</tr>
<tr>
<td>City</td>
<td>Fill in the city.</td>
</tr>
<tr>
<td>State</td>
<td>Fill in the state.</td>
</tr>
<tr>
<td>Zip Code *</td>
<td>Fill in the zip code.</td>
</tr>
<tr>
<td>Account Access</td>
<td></td>
</tr>
<tr>
<td>Username *</td>
<td>Fill in the username.</td>
</tr>
<tr>
<td>Password</td>
<td>Fill in the password.</td>
</tr>
<tr>
<td>Re-enter Password *</td>
<td>Please enter your password again to confirm.</td>
</tr>
</tbody>
</table>
4. Click **Continue** button. The Portland Online Information window displays.

**Portal Information:**

5. Select the category that fits your role on the permit, either **A contractor** or **A homeowner doing work**.

![Portal Information Form](image)

**A Homeowner Doing Work:**
If “A homeowner doing work” is selected, the people record will include a people info labeled “Owner/Doing Work”. The value of that info field will be “Yes”.

**A Contractor:**
If “A contractor” is selected, the system will prompt user to enter the license number(s):

- A CCB# is required by all contractors.
- A BCD# is required for Electrician or Plumber.
- A BCD Supervising # is required if they are an Electrician.

Important: Enter the license numbers just as they appear on the Contractor’s license. For example, it is typical for a Supervising BCD# to end with the letter “S”. In that case, they must be sure to include that “S” at the end of the license number and make sure it is capitalized. If there is a “-” in the license number, it is important to include that when typing in the license number.

Permit Type and Fixture options are limited to the licenses listed in account, contractors may want to verify the license types in the update your account information link, as it could limit your permit options.

For additional information about the City of Portland’s Contractor License Requirements, please see our article on [Contractor Licensing Requirements](#).

**Please note:** If you recently renewed or acquired your license and are unable to find it in the DevHub system, please contact the organization that issued your license. CLICK HERE to go to the Oregon Construction Contractors Board website or CLICK HERE to go to the State of Oregon Building Codes Division website. If you know your license is up-to-date and should reflect in the DevHub system, please call the DevHub Help Line at **(503) 823-1304**.
Welcome Page

Once you’re logged in to the Development Hub PDX, the Welcome page will display.

Any permit activity related to the PortlandOregon.gov user name displays under **My Permits**. Only permits related to the user name will display. If you are unable to locate the permit you are looking for, verify the user name and re-log in to Development Hub PDX.

“You currently have no permit applications” will display if no permits have been submitted.

<table>
<thead>
<tr>
<th>Tab</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logout</td>
<td>Log out of Development Hub.</td>
</tr>
<tr>
<td>Account Information</td>
<td>Update your account information in the permitting process. Permit Type and Fixture options are limited to the licenses listed in account, contractors may want to verify the license types in the update your account information link, as it could limit your permit options.</td>
</tr>
<tr>
<td>View/Pay Bills</td>
<td>Search for permit bills/fees by IVR Number, Permit Number or Address.</td>
</tr>
<tr>
<td>My Bills</td>
<td>Lists unpaid permit bills/fees associated with user name.</td>
</tr>
<tr>
<td>Permit History</td>
<td>A list of permits on this account that have a status of Cancelled, Final or Void. Permits will only be removed from this list seven days after they have reached “Final” status (after Final Inspections are Approved). From this link, you can schedule inspections or check the status of an inspection, pay for permits, and see details about specific permits.</td>
</tr>
</tbody>
</table>
View and Pay Fees

Find Your Fees

Follow the steps below to view and pay fees. There are two ways to view and pay for fee(s).

OPTION 1: SEARCH FOR OUTSTANDING PERMIT FEE(S)

1. From the Welcome homepage, click View/Pay Fees tab.

2. You can search for permits by Interactive Voice Response (IVR) number, permit number, or street address; enter information in the appropriate field and click Search. Best practice is to search by the number and direction. A maximum of 20 address display when searching by street address.

3. Locate the correct permit or address in the list of search results and click Continue next to the permit you would like to pay for.

4. Click the check box next to the permits to be paid and click the Pay selected fees button.

OPTION 2: SEARCH FOR PERMIT YOU HAVE APPLIED FOR ONLINE

1. From the Welcome homepage, click My Bills tab.

2. Locate and click the check box next to the permit(s) to be paid and click the Pay selected fees button.

Pay Your Fees

1. Select Payment Type: Credit Card or Electronic Check. Accepted credit cards: MasterCard, VISA, Discover and American Express.

2. Complete the payment information fields as indicated. Click Submit Payment. The issued permit will be emailed momentarily, after the payment has been processed.

3. (Optional) Click Print a Receipt. A copy of the Payment Receipt Confirmation is automatically emailed to the address entered on the payment webpage from Portland.Recips@portlandoregon.gov when a payment is processed.

4. Click Finish.

5. A PDF copy of the Trade Permit is emailed to the address in the account information from developmenthubpdx@portlandoregon.gov
View Permits

My Permits

A list of current permits including permits applied for in the Development Services Center associated with your Portland Online User Name can be found on the DevHub home page under My Permits.

1. Review the permits listed under My Permits on the Welcome homepage.
   
   *Refer to the appendix in this user guide for a list of statuses.*

2. Depending on the status, either a Continue or Detail button will display.
   
   *Continue displays if the permit is still in process. Detail displays if the permit has been issued.*

Permit History

The Permit History tab displays permits associated with your Portland Online User Name that are no longer active. This includes permits in cancelled, final or void statuses. Refer to the appendix in this user guide for a list of statuses.

1. From the Welcome homepage, click Permit History tab.

2. A list of all your permits with a status display.
   
   *Only permits associated with your PortlandOregon.gov User Name will display. If you have more than one user name, consider searching for the permit under that login.*
Apply for a New Permit

Get Started:
Click Apply for a New Permit button on the Welcome/home page, the following application guides you through the six steps in the permit process. Some steps may not be applicable to the permit you are applying for.

Step 1. Type
There are two types of permits you can apply for: Trade Permits and Urban Forestry. Permit Type options will be limited to the licenses provided in your personal account information.

CLICK HERE for a list of supported permit types.

1. **Trade Permits**: Go to Apply for a New Permit – Trade Permits CLICK HERE to go to applying for Trade Permits.

2. **Urban Forestry**: Go to Apply for a New Permit – Urban Forestry CLICK HERE to go to applying for Urban Forestry Permits.
Apply for a Trade Permit (Steps 1 & 2)

Step 1. Type
The first step in the application process is to select the Trade Permit Type.

1. Select Trade Permit Type:
   - Electrical Permit
   - Mechanical Permit
   - Plumbing Permit

2. Pick the Category of Construction:
   Options vary depending on the selected Trade Permit Type.
   - Residential 1 & 2 Family
   - Commercial/Multifamily (includes triplexes, apartments, condos, townhouses, developments with three or more attached units and other commercial projects)
   
   *If the applicant is a homeowner, they will not have the option of “Commercial/Multifamily”.

3. Pick Type of Work:
   - New Construction: Applies only to work on new, ground-up construction, not involving any existing structure.
   - Addition/Alteration/Replacement: Applies only to work on existing structures.

   Continue to Step 2. Property.

Step 2. Property
The next step in the application process is to select the address where the work will be done.

1. Search for Address:
   There are two ways to search for an address:
   - Search by street address: To search by address enter any or all the fields in the street address search row. *Best practice is to search by the number and direction. A maximum of 20 address display when searching by street address. Do not include any extra spaces before or after any text you entered and avoid any unnecessary punctuation (i.e. type “SE” instead of “S.E.”).
   - Search by Tax ID Number: To search by your Tax ID Number, enter the Account Number provided by Multnomah County on the annual property tax statement. The number begins with a capital “R” and contains six digits. (Tax ID Numbers can be located on www.portlandmaps.com, by searching for your property address and clicking on the Assessor menu, then the Assessor Detail button.)

   The Search Results window displays. For address searches, a maximum of 20 rows will return. If you are unable to find the property when searching DevHub modify the search by removing information (example: enter house number and direction only).

2. Click **Continue** next to the property address.
   Continue to step 3. Detail.
Apply for a Trade Permit (Step 3)

Step 3. Detail
The third step in the application process is to enter the description of the work to be performed and the specific work location. These fields are required to help the inspectors understand “what” and “where” of the work being done.

1. Enter in the details for each section.
   - **Work Description** – Refer to the image above for examples.
   - **Work Location** – Refer to the image above for examples.

2. Review the affirmation statement and click the check box to acknowledge that the statements in the application are, to the best of your knowledge, true and correct.

3. Click **Continue**.
   
   *Once you click continue, an application is created and can no longer be canceled from DevHub. Continue to step 4. Additional info.*
Apply for a Trade Permit (Step 4)

Step 4. Additional Information
In step 4 in the application process you'll enter the number of permit fixtures.

1. Click **Save for Later** to save and return to the application at a later time or click **Update/Continue** to continue.
   *Incomplete and unpaid Building Development Service permit applications are deleted after 2 weeks.*

2. Click the **Update/Continue** button.
   *The Permit Fixtures window displays.*

1. Enter the quantity of Permit Fixtures to be installed under this permit. The list of items will vary based on the type of permit selected and the licenses associated with your personal account information.

   *(Optional) Add any additional information in the Remarks field to clarify work being done on the selected fixture.*

<table>
<thead>
<tr>
<th>Items</th>
<th>Quantity</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Conditioner</td>
<td>0</td>
<td>Unit must be set back from lot lines.</td>
</tr>
<tr>
<td>Furnace/Burner (no ductwork/ventliner)</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Heat Pump</td>
<td>0</td>
<td>Unit must be set back from lot lines.</td>
</tr>
</tbody>
</table>

2. Click the **Update/Continue** button.

   *Continue to step 5. Fees.*
Apply for a Trade Permits (Step 5)

Step 5. Fees
With the permit submitted, it’s time to pay for the fee(s). You can choose to pay the fee(s) for the current permit you’re working or pay for multiple permits in one transaction. If you need separate receipts for accounting purposes, payments must be processed individually.

Pay selected fees

<table>
<thead>
<tr>
<th>IRN#</th>
<th>Bill Number</th>
<th>Fees Detail</th>
<th>Total Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>4159602</td>
<td>4259864</td>
<td>Mechanical Permit RS, Mechanical Permit S. Str</td>
<td>$50.00, $11.40</td>
</tr>
</tbody>
</table>

OPTION 1: PAY FEE FOR CURRENT PERMIT

1. Select the checkbox for the Fees Due and click Pay selected fees button.
2. Select Payment Type: Credit Card or Electronic Check.
   Accepted credit cards: MasterCard, VISA, Discover and American Express.
3. Complete the payment information fields as indicated. Click Submit Payment.
   The issued permit will be emailed momentarily, after the payment has been processed.
4. (Optional) Click Print a Receipt.
5. Click Finish or (Optional) Click Apply for Another Permit.
6. A copy of the Payment Receipt Confirmation is emailed to the address entered on the payment webpage from Portland.Recipits@portlandoregon.gov.
7. A PDF copy of the Trade Permit is emailed to the address in the account information from developmenthubpdx@portlandoregon.gov
OPTION 2: MAKE A SINGLE PAYMENT FOR A CURRENT AND EXISTING PERMIT(S)
There are two ways to pay multiple permits in one transaction: (A) Apply for Another Permit and Make a Single Payment or (B) Save for Later and Pay Multiple Permit Fees from My Bills tab.

(A) APPLY FOR ANOTHER PERMIT & MAKE A SINGLE PAYMENT
Follow the steps below to start a new permit either on the same or a different property address and make a single payment for both the current and new permit applications.

1. Click **Continue**.
2. Click **Apply for Another Permit**.

(B) MAKE A SINGLE PAYMENT FOR A CURRENT & EXISTING PERMIT(S)
Follow the steps below if you’d like to make a single payment for a current and existing permit(s).

1. Click **Save for Later** button.
2. From the Development Hub home page, select **My Bills** tab.
3. Locate and click the checkbox next to the permits to be paid and click **Selected Fee Detail** button.
4. Click the checkbox next to the permits to be paid and click **Pay selected fees** button.
5. Select Payment Type: **Credit Card** or **Electronic Check**.
   Accepted credit cards: MasterCard, VISA, Discover and American Express.
6. Click **Apply for Another Permit**.
7. Select Payment Type: **Credit Card** or **Electronic Check**.
   Accepted credit cards: MasterCard, VISA, Discover and American Express.
8. Complete the payment information fields as indicated. Click **Submit Payment**.
   The issued permit will be emailed momentarily, after the payment has been processed.
Apply for a Trade Permit (Step 6)

Step 6. Confirmation
The final step in the application process is to verify the payment has processed and finish the application.

1. (Optional) Click **Print a Receipt**.
2. Click **Finish** or (Optional) Click **Apply for Another Permit**.
3. A copy of the Payment Receipt Confirmation is emailed to the address entered on the payment webpage from [Portland.Recips@portlandoregon.gov](mailto:Portland.Recips@portlandoregon.gov).
4. A PDF copy of the Trade Permit is emailed to the address in the account information from [developmenthubpdx@portlandoregon.gov](mailto:developmenthubpdx@portlandoregon.gov).
Payment Receipt Confirmation Email

Example: Payment Receipt Confirmation Email
A copy of the Payment Receipt Confirmation is emailed to the address entered on the payment webpage from Portland.Receipts@portlandoregon.gov.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Portland Online Payments</td>
<td>$105.40</td>
</tr>
<tr>
<td>Total Amount Paid</td>
<td>$105.40</td>
</tr>
</tbody>
</table>

Transaction Summary

Customer Information
Customer Name: Happy Homeowner
Company Name: 
Local Reference ID: 27609890aamandai
Receipt Date: 6/26/2019
Receipt Time: 09:03:06 AM PDT

Payment Information
Payment Type: 
Credit Card Type: VISA
Credit Card Number: XXXXXXX1111
Order ID: 423853868
Billing Name: Happy Homeowner

Billing Information
Billing Address: 2040 Franklin Avenue E
Billing City, State: Portland, OR
ZIP/Postal Code: 97214
Country: US

Phone Number: 5035551212
Email Address: HappyHomeowner@email.com

Your payment was successfully processed.
NO
Trade Permit

Example: Emailed Copy of Trade Permit
A PDF copy of the Trade Permit is emailed to the address in the account information from developmenthubpdx@portlandoregon.gov

```
CITY OF
PORTLAND, OREGON
BUREAU OF DEVELOPMENT SERVICES
1900 SW 4th Ave, Suite 5000
Portland, OR 97201

ELECTRICAL PERMIT
18-116649-000-00-ET

Site Address: 123 MAIN ST
PORTLAND, OR 97214

Issued: 1/3/19

PROJECT INFORMATION

Residential 1 & 2 Family  New Construction

Project Description:
Electrical work on home addition.

APPLICANT

Happy Applicant
Happy Homeowner

PROPERTY OWNER

CONTRACTOR

Phone: (503) 555 1212

Project Details

Res Wir: Each Add 500 sf or 2 part

Before you Dig
ATTENTION: Oregon law requires you to follow rules adopted by the Oregon Utility Notification Center. Those rules are set forth in OAR 952-001-0010 through OAR 952-001-0090. You may obtain copies of the rules by calling the center. [Note: the telephone number for the Oregon Utility Notification Center is 1-800-332-2344].

CITY CONTACT

E-Mail:

Phone:

Fax:

INSPECTION REQUEST PHONE NUMBERS

Building/Trade Inspections - Call Before 6:00 AM: (503) 823-7000

TDD: (503) 823-6868

IVR Inspection Request Number: 4156399
```
Resend Trade Permit E-mail

Resend E-mail (Trade Permits Only)
If you did not receive the e-mailed copy of the trade permit or would like a copy re-sent, follow the steps below.

1. From the Development Hub PDX homepage, click Account Information and verify the e-mail address on file.
   If necessary, update the e-mail address on file. Any future e-mails (receipts and permits) will be sent to the new address.

2. Select the home icon on the toolbar.
The Development Hub PDX home page displays.

3. Locate the trade permit from the My Permits list and click Detail.
The Status column of the permit should display “Issued”.

4. Click the E-mail Permit button.
A PDF copy of the Trade Permit is emailed to the address in the account information from developmenthubpdx@portlandoregon.gov
Scheduling an Inspection

Follow the steps below if your permit application requires an inspection for mechanical, electrical and/or plumbing permits processed on DevHub.

1. From the Development Hub home page, locate the permit from the My Permits list and click Detail.

![Development Hub PDX](image)

2. Click Processes/Inspections from the sub-tab.

![Application Detail](image)

3. Click Schedule next to the required inspection.

![Processes](image)

4. Complete the Inspection Details (Contact Name, Contact Phone Number, Lock Box # (if applicable).

5. Select a date for the inspection and add comments (example dog on premises) and click Schedule.

*Dates are only listed if inspectors are available.*
Apply for an Urban Forestry Permit (Steps 1 & 2)

Step 1. Type

The first step in the application process is to select the Urban Forestry Permit Type.

1. Click Urban Forestry.

2. Select a type of Permit:
   - Street Tree Pruning
   - Root Pruning
   - Removal/Replant

   Continue to Step 2. Property.

Step 2. Property

The next step in the application process is to select the address where the work will be done.

3. Search for Address:
   There are two ways to search for an address:
   - Search by street address: To search by address enter any or all the fields in the street address search row. Best practice is to search by the number and direction. A maximum of 20 address display when searching by street address. Do not include any extra spaces before or after any text you entered and avoid any unnecessary punctuation (i.e. type “SE” instead of “S.E.”).
   - Search by Tax ID Number: To search by your Tax ID Number, enter the Account Number provided by Multnomah County on the annual property tax statement. The number begins with a capital “R” and contains six digits. (Tax ID Numbers can be located on www.portlandmaps.com, by searching for your property address and clicking on the Assessor menu, then the Assessor Detail button.)

   The Search Results window displays. For address searches, a maximum of 20 rows will return. If you are unable to find the property when searching DevHub modify the search by removing information (example: enter house number and direction only).

4. Click Continue next to the property address.

   Continue to step 3. Detail.
Apply for an Urban Forestry Permit (Step 3)

**Step 3. Detail**
The third step in the application you’re required to review and confirm and acknowledgement and may include:

- Statement of Eligibility
- Statement of Fact
- Statement of Standards
- Statement of Compliance with City Code

Please read each statement and confirm that you understand the permit terms and conditions by checking the box after each statement.

**Statement of Eligibility**
I certify that the tree(s) and tree work proposed in this permit application meet the following conditions and are eligible for a self-issued street tree pruning permit:
- Pruning is for branches less than 6 inches in diameter at attachment to the stem.
- Pruning type is one of the following - young tree pruning, crown cleaning or crown raising for clearance of the street and sidewalk (7.5 feet above the sidewalk, 11 feet above residential streets, and 14 feet over arterial streets) as defined in the Portland Street Tree Pruning Standards.
- Elm trees may not be pruned between April 16th and October 16th in order to limit the spread of Dutch elm disease and comply with Oregon’s state quarantine of elm wood.
- The tree is not a Heritage Tree.

☐ Tree(s) is eligible for a self-issued street tree pruning permit. (required)

**Statement of Fact**
I certify that the facts and information set forth in this application are true and complete to the best of my knowledge. I certify that I am the property owner adjacent the street tree(s) or have been given permission by the abutting property owner to complete this permit application. I understand that any falsification, misrepresentation or omission of fact may be cause for revocation of permit and enforcement actions may be taken as per PCC Title 11.

☐ The facts and information in this application are true. (required)

**Statement of Pruning Standards**
I have read and understand the Street Tree Pruning Standards and agree to prune trees properly according to these standards as a condition of the permit. I understand that the following activities are prohibited: topping, leaving branch stubs, flush out, lirons talling, removing more than 25% of the crown, and using spikes or spurs and, if performed, will result in enforcement actions as per PCC Title 11.

☐ I understand and agree to the Street Tree Pruning Standards. (required)

**Statement of Compliance with City Code**
I agree to comply with City of Portland Code Title 11 Trees. Violating the terms of a permit may result in required corrections, enforcement actions, and enforcement penalties, including but not limited to planting additional trees and civil penalties of up to $1,000 per day. Each tree constitutes a separate violation, and each day a person remains in non-compliance with a permit or tree plan may also constitute a separate violation.

I agree to protect and save harmless the City of Portland and each of the officers and employees of said City against any injury or damage that may result from my acts on or in said location and against any damage or liability of any character whatsoever arising or growing out of any act performed due to the issuance of this permit.

☐ I agree to comply with City of Portland Code Title 11 Trees. (required)

1. Read each section and click the checkbox to confirm your understanding of the permit terms and conditions.  
   Confirmation requirements vary by permit type.

2. Click **Continue**.

*Continue to step 4. Additional Info.*
Apply for an Urban Forestry Permit (Step 4)

Step 4. Additional Info

In step 4 in the application process you’ll enter details of the work being done, including when the work is to be done, the species of tree(s) and who will be conducting the work.

1. Complete the Permits Information section include the date the work is to be done. Identify the species of tree(s), trunk diameter and the number of trees of this species impacted. 
   Permit Info varies by permit type.
   - Work Description – Refer to the image above for examples.
   - Work Location – Refer to the image above for examples.

2. Review the Additional Info entry and click Update/Continue. (Optional) Click Save for Later if you would like to save and return to the application later. 
   Incomplete applications for Urban Forestry permits are deleted nightly.
   Tree Removal/Replant Only: Download and complete the Tree Removal & Replanting Permit Application (Editable PDF). Complete the fields in the Upload New Document section, click the Browse button to select the completed Tree Removal & Replanting Application and click the Add Attachment button to upload the application.

3. Click Continue.

Continue to step 5. Additional info.
Apply for an Urban Forestry Permit (Step 5)

Step 5. Fees
With the permit submitted, it’s time to pay for the fee(s). You can choose to pay the fee(s) for the current permit you’re working or pay for multiple permits in one transaction. If you need separate receipts for accounting purposes, payments must be processed individually.

Option 1: Pay Fee for Current Permit

1. Select the checkbox for the Fees Due and click Pay selected fees button.
2. Select Payment Type: Credit Card or Electronic Check.
   Accepted credit cards: MasterCard, VISA, Discover and American Express.
3. Complete the payment information fields as indicated. Click Submit Payment. The issued permit will be emailed momentarily, after the payment has been processed.
4. (Optional) Click Print a Receipt.
5. Click Finish or (Optional) Click Apply for Another Permit.
6. A copy of the Payment Receipt Confirmation is emailed to the address entered on the payment webpage from Portland.Recpts@portlandoregon.gov.
7. A PDF copy of the Trade Permit is emailed to the address in the account information from developmenthubpdx@portlandoregon.gov
OPTION 2: MAKE A SINGLE PAYMENT FOR A CURRENT AND EXISTING PERMIT(S)
There are two ways to pay multiple permits in one transaction: (A) Apply for Another Permit and Make a Single Payment or (B) Save for Later and Pay Multiple Permit Fees from My Bills tab.

(A) APPLY FOR ANOTHER PERMIT & MAKE A SINGLE PAYMENT
Follow the steps below to start a new permit either on the same or a different property address and make a single payment for both the current and new permit applications.

1. Click Continue.
2. Click Apply for Another Permit.

(B) MAKE A SINGLE PAYMENT FOR A CURRENT & EXISTING PERMIT(S)
Follow the steps below if you’d like to make a single payment for a current and existing permit(s).

1. Click Save for Later button.
2. From the Development Hub home page, select My Bills tab.
3. Locate and click the checkbox next to the permits to be paid and click Selected Fee Detail button.
4. Click the checkbox next to the permits to be paid and click Pay selected fees button.
5. Select Payment Type: Credit Card or Electronic Check.
   Accepted credit cards: MasterCard, VISA, Discover and American Express.
6. Click Apply for Another Permit.
7. Select Payment Type: Credit Card or Electronic Check.
   Accepted credit cards: MasterCard, VISA, Discover and American Express.
8. Complete the payment information fields as indicated. Click Submit Payment.
   The issued permit will be emailed momentarily, after the payment has been processed.
Apply for an Urban Forestry Permit (Step 6)

The final step in the application process is to verify the payment has processed and finish the application.

1. (Optional) Click Print a Receipt.
2. Click Finish or (Optional) Click Apply for Another Permit.
3. A copy of the Payment Receipt Confirmation is emailed to the address entered on the payment webpage from Portland.Receipts@portlandoregon.gov.
4. A PDF copy of the Trade Permit is emailed to the address in the account information from developmenthubpdx@portlandoregon.gov
## Payment Receipt Confirmation Email

### Example: Payment Receipt Confirmation Email
A copy of the Payment Receipt Confirmation is emailed to the address entered on the payment webpage from [Portland.Receipts@portlandoregon.gov](mailto:Portland.Receipts@portlandoregon.gov).

---

**Payment Receipt Confirmation**

Your payment was successfully processed.

### Transaction Summary

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Portland Online Payments</td>
<td>$106.40</td>
</tr>
<tr>
<td><strong>Total Amount Paid</strong></td>
<td>$106.40</td>
</tr>
</tbody>
</table>

### Customer Information

<table>
<thead>
<tr>
<th>Customer Name</th>
<th>Corby Oliver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td></td>
</tr>
<tr>
<td>Local Reference ID</td>
<td>94825021amandai</td>
</tr>
<tr>
<td>Receipt Date</td>
<td>02/20/2019</td>
</tr>
<tr>
<td>Receipt Time</td>
<td>02:18:40 PM PDT</td>
</tr>
</tbody>
</table>

### Payment Information

<table>
<thead>
<tr>
<th>Payment Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Type</td>
</tr>
<tr>
<td>Credit Card Type</td>
</tr>
<tr>
<td>Credit Card Number</td>
</tr>
<tr>
<td>Order ID</td>
</tr>
<tr>
<td>Billing Name</td>
</tr>
</tbody>
</table>

### Billing Information

<table>
<thead>
<tr>
<th>Billing Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing Address</td>
</tr>
<tr>
<td>Billing City, State</td>
</tr>
<tr>
<td>ZIP/Postal Code</td>
</tr>
<tr>
<td>Country</td>
</tr>
</tbody>
</table>
Urban Forestry Permit Example

Example: Emailed Copy of Urban Forestry Permit
A PDF copy of the Urban Forestry Permit is emailed to the address in the account information from developmenthubpdx@portlandoregon.gov

![Image of Urban Forestry Permit]

Call before you cut
Contractor Internet People Records

Each license number listed on the “Internet Applicant” record must have only ONE corresponding CCB/BCD license, so for this electrical permit there are three corresponding license people records:

This is the Contractor Internet People record in TRACS. This record should, for the most part, not be changed.

Exceptions: Adding the company name or updating the license numbers. DevHub users have the ability to update/change their address, phone number, CCB and BCD licenses in the Applicant Information.
Homeowner Internet People Records

A homeowner internet permit record looks very similar to the contractor record with two exceptions:

1. The type is “Internet Applicant/Owner”.
2. The info field “Owner/Doing Work” is “Yes”.

If a contractor sets up an account as a homeowner, let the helpdesk know. TRACS staff can assist in converting Homeowner records to Contractor records.
**Internal: Internet Permits - Behind the Scenes**

**Duplicate License Number**

If an applicant has multiple CCB or BCD license numbers, they will be notified of the duplication when they log into the system. If you search TRACS using their license number, you will find all the duplicate records. To quickly fix the problem, add an “x” to the end of their license number and typing “REMOVE” in the comment field of every duplicate record (typically there are only two or three duplicate records – if there are more, let the helpdesk know and they will help in the cleanup):

Add an “X” to the end of the license number and type “REMOVE” in the comment field.

Report the duplicates once a week and we will clean them up. Alternatively, we will go through once a month and do a clean up of any record with an “x” on the end of the license number and the word “REMOVE” in the comment.

It’s important to have license numbers listed only once in TRACS because they are verified every time an applicant logs in. If there are duplicate license numbers, we won’t know which one to use.
License Number Can’t Be Found

If an applicant has a newly issued license number or is a new City of Portland customer, their license(s) must be set up in TRACS. If they try to use Permits Online, they will get a message to call the DSC. To fix this:

1. Verify through the State CCB or BCD website that the license is valid.
2. Using the license number, search in TRACS for any existing people records.
3. Right click and add the record making sure to type in the license number exactly as it is found on the State website:

Make sure to type in the license number exactly as it is found on the State website and select the correct Type.
Appendix

Public Feedback
Develop Hub PDX will continue to add features and improve the overall experience, your feedback is important in helping us identify issues and potential enhancements.

1. To provide feedback, click the Submit Development Hub PDX Feedback link which displays at the bottom of the all pages.

2. Complete the form and click the Submit button.
# Appendix

## Bureau of Development Services (BDS) Permit Statuses
Below is a list of common Bureau of Development Services permit statuses and illustrate the stages of the permitting process. The status of each permits is noted in DevHub PDX.

<table>
<thead>
<tr>
<th>STATUS</th>
<th>DEFINITION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application</td>
<td>Owner or owner's representative has submitted an application for permit, but review fees have not been paid. The application may or may not have met minimum submittal requirements. Permits remain in application status for up to 180 days at which time they become Void.</td>
</tr>
<tr>
<td>Under Review</td>
<td>Review fees have been paid and minimum submittal requirements have been satisfied. Permit is being reviewed by necessary departments in relation to the project description. Inactive permit applications remain in Under Review status for 180 days, after which they are Abandoned.</td>
</tr>
<tr>
<td>Approved to Issue</td>
<td>All technical reviews have been completed, issuance fees have been billed, and permit is ready to be picked up by customer. Inactive permit applications remain in Approved to Issue status for 180 days, after which they are Abandoned.</td>
</tr>
<tr>
<td>Abandoned</td>
<td>Application has not reached Issued status and there has been no activity for 180 days. Abandoned applications may be reactivated within 180 days of abandonment.</td>
</tr>
<tr>
<td>Issued</td>
<td>Permit has been paid for and inspections have not been requested. Inactive permits remain in Issued status for 180 days, after which they are Expired.</td>
</tr>
<tr>
<td>Under Inspection</td>
<td>Permit has been paid for and at least one inspection has been requested. Inactive permits remain in Under Inspection status for 180 days, after which they are Expired.</td>
</tr>
<tr>
<td>Expired</td>
<td>Permit has reached Issued or later status and there has been no activity for 180 days. Expired permits may be reactivated within 180 days of expiration.</td>
</tr>
<tr>
<td>Void</td>
<td>The application has been in Application status for 180 days and fees have not been paid, OR the application has been in Expired or Abandoned status for 180 days and has not been reactivated. If not reactivated, resubmittal of the project is required, and must be designed to current code(s).</td>
</tr>
<tr>
<td>Final</td>
<td>The permit has received approval of all final inspections</td>
</tr>
<tr>
<td>Cancelled</td>
<td>The permit has been discontinued at the request of the owner or the owner's representative. However, Cancelled status has also historically been used to indicate an Expired or Void permit. Therefore, a permit that is NOT cancelled at the request of the applicant may be considered de facto Abandoned, Expired, or Void depending on the prior status and time passed since the cancellation.</td>
</tr>
</tbody>
</table>
### Appendix

### Urban Forestry (UF) Permit Statuses
Below is a list of common Urban Forestry permit statuses.

<table>
<thead>
<tr>
<th>STATUS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application</td>
<td>Application received, site inspection pending</td>
</tr>
<tr>
<td>Waiting on Customer</td>
<td>Site or tree inspected, applicant needs to contact Tree Inspector with additional information before permit can be issued</td>
</tr>
<tr>
<td>Approved Pending Public Notice</td>
<td>Permit request is tentatively approved, waiting on public notice period to close</td>
</tr>
<tr>
<td>Issued</td>
<td>Permit issued</td>
</tr>
<tr>
<td>Denied</td>
<td>Permit denied</td>
</tr>
<tr>
<td>Under Appeal</td>
<td>Decision is being appealed by the applicant or member of the public</td>
</tr>
</tbody>
</table>

Questions?
Call Urban Forestry at 503-823-TREE (8733) between the hours of 7am-3:30pm Monday-Friday

### Portland Bureau of Transportation (PBOT) Permit Statuses
Below is a list of common Temporary Street Use Permitting permit statuses.

<table>
<thead>
<tr>
<th>STATUS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under Review – SS</td>
<td>Permit application has been received and undergone an initial review, and is now awaiting further review.</td>
</tr>
<tr>
<td>Approved to Issue</td>
<td>Permit request has been approved and is now awaiting payment and issuance.</td>
</tr>
<tr>
<td>Issued</td>
<td>Permit has been reviewed, approved, paid, and sent to the applicant.</td>
</tr>
<tr>
<td>Cancelled</td>
<td>Permit has been cancelled by PBOT staff due to inactivity, a missed payment deadline, or a cancellation request from the applicant.</td>
</tr>
<tr>
<td>Hold</td>
<td>Permit is on hold, usually at the request of the applicant. No action taken until directed by the applicant.</td>
</tr>
</tbody>
</table>

Questions?
Call Portland Bureau of Transportation at 503-823-7002 or visit https://www.portlandoregon.gov/transportation/46210
Appendix

Additional Resources

- For tips on creating a portlandoregon.gov account for online permit purchases, CLICK HERE.
- For information on Trade permit extensions, CLICK HERE.
- For information on Trade permit reactivations, CLICK HERE.
- For information on contractor license requirements, CLICK HERE.
- For information on what types of permits require plan review, CLICK HERE.
- For detailed information on BDS inspections, CLICK HERE.
## Interagency Bureau Contact List

<table>
<thead>
<tr>
<th>INTERAGENCY PARTNER</th>
<th>CONTACT</th>
</tr>
</thead>
</table>
| **Water Bureau**    | 503-823-7368, devrev@portlandoregon.gov  
|                     | https://www.portlandoregon.gov/water/index.cfm?a=287778 |
| **Water Quality Back Flow** | 503-823-0604  
|                     | Backflow link: www.portlandoregon.gov/water/article/326464 |
| **Bureau of Transportation (PBOT)** | 503-823-7002  
|                     | Service link: https://www.portlandoregon.gov/transportation/46210 |
| **Portland Parks and Recreation, Parks SDC** | 503-823-5105  
|                     | Service link: www.portlandoregon.gov/parks/sdc  
|                     | https://www.portlandoregon.gov/parks/38516 |
| **Urban Forestry**  | (503) 823-TREE (8733), trees@portlandoregon.gov  
|                     | Tree Permit link: https://www.portlandoregon.gov/trees/59507 |
| **Portland Housing Bureau (PHB)** | 503-823-3270 (residential), or 503-823-9042 (commercial)  
|                     | Affordable Housing Construction Excise Tax FAQ’s:  
|                     | https://www.portlandoregon.gov/bds/article/584417  
|                     | Service link: https://www.portlandoregon.gov/phb/74642 |
| **Fire**            | 503-823-3770  
|                     | Fire Permits Link: https://www.portlandoregon.gov/fire/26187 |
| **Bureau of Environmental Services (BES) Development Review Team** | 503-823-7761.  
|                     | Website: https://www.portlandoregon.gov/bes/  
|                     | email to: BES Development Review  
|                     | BESDevelopmentReview@portlandoregon.gov  
|                     | For BES Sewer Connection permits email at: BES Development Review  
|                     | BESDevelopmentReview@portlandoregon.gov |
| **Bureau of Environmental Services (BES) Source Control** | Send a message to Cut Through the FOG staff or call 503-823-7093 |
| **Office of Community and Civic Life (OCCL)** | 503-823-4519  
|                     | Toolbox link: https://www.portlandoregon.gov/civic/29020 |
| **Noise Variance permit (ONI)** | 503-823-4519  
|                     | https://www.portlandoregon.gov/civic/65095 |
| **Revenue**         | Various links for contact info on this page including ADU/SDC Waiver Program information  
|                     | https://www.portlandoregon.gov/revenue/44301 |