



Office of Mayor Ted Wheeler
City of Portland

DATE: April 30, 2018

TO: Commissioner Eudaly
Commissioner Fish
Commissioner Fritz
Commissioner Saltzman
Andrew Scott, Director, City Budget Office
Tom Rinehart, Chief Administrative Officer, Office of Management & Finance
Rebecca Esau, Director, Bureau of Development Services
Leah Treat, Director, Portland Bureau of Transportation
Michael Jordan, Director, Bureau of Environmental Services
Michael Stuhr, Director, Portland Water Bureau
Mike Myers, Chief, Portland Fire & Rescue
Susan Anderson, Director, Bureau of Planning & Sustainability
Shannon Callahan, Interim Director, Portland Housing Bureau
Kimberly Branam, Director, Prosper Portland
Council Chiefs of Staff

FROM: Mayor Ted Wheeler

RE: Housing Development GATR Follow-up Action Items

On April 2, 2018, in partnership with Commissioner Eudaly, I convened a follow-up GATR session on improving City development services to address goals for increased housing supply. Over the past year, the volume of building and public works permits has continued to increase, including permits for new housing units. Staffing levels have also risen in building plan review and public works permitting groups to accommodate the additional workload. Development bureaus have increased their efforts around collaboration and customer communication, several have reorganized to improve management, and the City launched online processing for certain kinds of public works permits.

Despite this progress, the timeliness of processing building permits is not improving. Fortunately, there are additional strategies we can pursue to improve processing times and ease workload for City staff.

Based on the information presented at the session, Commissioner Eudaly and I ask that Development Services bureaus complete the following action items for the next GATR session:

1. Propose goals and clarify ownership roles for development; clearly identify who is accountable and responsible for various elements of the development process. *(Assigned to: Development Directors Group, OMF)*
2. Provide a follow-up report on building permit review turnaround times, especially in Life Safety & Structural. Moving forward, this information may be embedded into a dashboard or other standard reporting process. *(Assigned to: BDS. Timeline: May 2018)*
3. Develop a proposal to institute minimum sufficiency requirements for building permit applications, to establish baseline expectations for new projects and increase clarity with customers. *(Assigned to: BDS, IA bureaus)*
4. Utilize targeted recruitment strategies to close remaining vacancies for plans examiners. *(Assigned to: BHR, BDS)*
5. Provide a progress report on the Mayor's Fast Track Pilot, including performance for submitted projects and broader application of business process changes for all permit types. *(Assigned to: BDS, IA bureaus)*
6. Provide a progress report on technology improvements including implementation of electronic plan review, expansion of the online payment portal, and adoption of new software to guide development services work flow process software. *(Assigned to: BDS, IA bureaus, BTS)*

We will hold a follow-up session next quarter to review performance and assess progress on the action items. Materials from this and other GATR sessions on this topic are available at <https://www.portlandoregon.gov/cbo/72474>.

Please send your feedback and suggestions for the next session on Housing Development to Kyle Chisek at Kyle.Chisek@portlandoregon.gov.

Best regards,

A handwritten signature in black ink, appearing to read 'Ted Wheeler', with a long horizontal line extending to the right.

Ted Wheeler
Mayor, City of Portland