

IMPACT STATEMENT

Legislation title: Amend Public Improvements Code to make requesting and participating in Bureau of Environmental Services administrative reviews more customer-friendly (Ordinance; amend Code Chapters 17.32 through 17.39)

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Purpose of proposed legislation and background information:

Portland City Code (PCC) and administrative rules administered by BES provide an avenue for affected ratepayers and customers to pursue reconsideration by BES employees of many types of BES decisions through a bureau process known as administrative review. Portland City Code and administrative rules administered by BES also provide an avenue for affected ratepayers and customers to pursue appeal to the City's Code Hearings Office (CHO) of many types of BES decisions after completing the BES administrative review process.

In an effort to make sure BES provides clear and consistent information to its customers, BES reviewed language in City Code and its administrative rules and identified sections to be updated to ensure that requesting and participating in the BES administrative review process and the City appeal process is predictable, consistent, and user-friendly for its customers.

Although BES was not required to do so, BES put the proposed code changes out for 30 days of public comment in May and June of 2019 concurrent with the required public comment period for the since-adopted changes to BES administrative rules. No public comments on the proposed code or rule changes were submitted.

Financial and budgetary impacts:

No budget changes or additional costs are expected to result from this Ordinance. In addition, the Code changes will not require additional staff time of existing employees to be implemented. This Ordinance does not impose new substantive requirements for the bureau to implement.

Community impacts and community involvement:

The proposed code changes, in combination with recently adopted changes to BES administrative rules, will benefit ratepayers and customers. City residents and business owners who request and participate in the administrative review process must be provided a predictable, consistent, and user-friendly process. Information about administrative reviews and appeals should be easy to find and easy to follow. The proposed updates to PCC Title 17, in combination with recently adopted changes to related BES administrative rules, will help make requesting and participating in the administrative review process clear and consistent for bureau customers and ensure consistency in the way the bureau provides and manages administrative review of bureau decisions.

100% Renewable Goal:

This City goal is not relevant to the proposed Code changes.

