

# Process Improvements for Citywide Development Review and Permitting



**Portland, Oregon**  
**Public Works and Development Bureaus**  
**August 3, 2011**

# Directives

- Colocation of Permit Review Staff & Programs
- Establish Standard Timelines and Process Steps for Public Works Permits
- Integration of PW Permitting Process with TRACs
- Develop PW Appeals Process, Establish Path for Resolution of Code & Policy Conflicts
- Develop a Uniform Approach & Standardized Process for System Development Charges

# Milestone Highlights

- April 16, 2009 – Council: Original collocate directive
- July 9, 2009 – Council: Updated program details
- September 23, 2009 – Council: Updated program details
- December 7, 2009 – PW Bureau Staff colocated
- December 17, 2009 – Council: fees & SDCs
- January 4, 2010 – Implemented PW permit process
- June 1, 2010 – Implemented PW appeals process
- July 28, 2010 – Council update
  
- Today: August 3, 2011 – Recommendation on consolidation/colocation and update on directives

# Directives

- Colocation: *Complete and Successful*
- Timelines and Process Steps for Public Works Permits: *Complete and Successful*
- Integration of Process with TRACs: *Partially Successful. Continuing assessment & new IT system*
- Appeals Process, Internal Conflicts and Conflict Resolution: *Implemented. Needs further refinement*
- System Development Charges - Uniform Approach & Standardized Processing: *Complete & Successful*

# Work Plan for 2011-2012

## Work Plan

- Public Works Inquiry Meetings and Early Assistance
- Appeals Process, Design Exceptions, and Policy Feedback Loop
- Fees
- Public Outreach
- Reporting, Trends, and Analysis

## Ongoing Tasks

- Quarterly Reports
- Semi-annual meetings with Planning & Development Directors, DRAC, and Public Works User Group
- Annual Report to Council on Work Plan

end