



# CODE ALERT



**Bureau of  
Development  
Services** FROM CONCEPT  
TO CONSTRUCTION

SERVICE UPDATE  
March 13, 2020

## TEMPORARY CLOSURE NOTICE

**Development Services Center (1st Floor) and Permitting Services (2nd Floor)  
will be CLOSED from Wednesday, March 18 through Friday, March 20**

In order to limit person-to-person contact and protect public health due to COVID-19, the Bureau of Development Services is temporarily adjusting our business operations. **The Development Services Center 1st and 2nd floor customer areas will be closed to the public from March 18 through March 20 while we prepare a scheduled drop-off system for permit applications for our customers.**

**Residential Permit Night is also temporarily suspended, effective immediately.**

## TEMPORARY CHANGE IN OPERATIONS

**Scheduled drop-off services begin on Monday, March 23**

Beginning on Monday, March 23, walk-in services to the Permit Center will be temporarily suspended.

**PERMIT APPLICATION SUBMITTALS** - Permit applications will be taken at pre-scheduled drop-off times. Two permit applications are allowed per scheduled drop-off time. To schedule a drop-off time, call 503-823-7300.

**QUESTIONS ABOUT PROJECTS & PROPERTY** - Walk-in services for questions will be suspended.

Questions about projects and property will be taken in via phone and email – see our Contact Us page. Our goal is a 1 to 2 business day turnaround on these inquiries.

TRADE PERMITS can be submitted as follows:

- via the [Development Hub PDX](#) (online customer portal)

- via fax to 503-823-4172
- Trade Permit applications can be dropped off without an appointment at the 1st floor of the Development Services Center

## RECORDS RESEARCH

Please use [GOVQA](#) for requesting records

## PBOT, BES, WATER, & URBAN FORESTRY PERMITS & SERVICES

More information to follow and will be posted on the [BDS website](#).

**2ND FLOOR SERVICES** will be modified as follows starting on March 23rd:

- Approved plans can be picked up during regular business hours;
- Plans can be checked out to respond to checksheets offsite if there aren't any reviews with a status of "Open" and/or "Corrections Received." More information to follow on making and submitting corrections to plans; and
- New Single Family Residential (NSFR) and Batch Permits can be dropped off.

## PAYMENT

- Payments can be made via [Development Hub PDX](#) (online customer portal)

## INSPECTIONS

Inspections will continue to be scheduled through the Interactive Voice Response (IVR) system, however we are exploring options for postponing non-essential inspections as well as conducting some inspections remotely. If there is anyone exhibiting signs of illness at the inspection site, we ask that customers wait to schedule their inspection until at least 72 hours after symptoms have passed.

## OTHER ONLINE SERVICES

BDS offers online services for our customers including [Development Hub PDX](#) where customers can apply and schedule inspections for simple trade permits and some urban forestry permits. Additionally, **any permit** can be paid for through this portal. BDS also offers a Remote Video Re-inspection service for simple on-site inspections involving minor corrections.

This information will be updated as conditions change. Thank you for your patience and understanding during this time.

Check the [BDS website](#) for the latest information as it becomes available.

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The City of Portland is committed to providing meaningful access.

For accommodations, modifications, translation, interpretation or other services, please call 503-823-7300, the TTY at 503-823-6868 or the Oregon Relay Service: 711.

Traducción e interpretación | Chuyển Ngữ hoặc Phiên Dịch | 翻译或传译

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