



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

SERVICE UPDATE

May 11, 2020

Update for Week of May 11, 2020 - **PLEASE READ CAREFULLY**

The Bureau of Development Services is committed to protecting public health while also supporting the economy and people's livelihoods. We continue to adapt our operations and restore our services using new tools and processes. **We will keep this section of our website updated – please check back. Updates are provided weekly.**

What's New for the Week of May 11

- Permit applications are now accepted for projects in all tiers 1-7.
- For projects being submitted electronically using ProjectDox software, BDS is accepting two projects per day. Permitting Services staff will work with applicants to determine suitability of their projects via this submittal method. All other projects can still be submitted using the [Single PDF \(Interim Review\) Process](#).

OVERVIEW

Walk-in services to the Development Services Center have been temporarily suspended in compliance with [Governor Brown's Executive Order](#). Permit intake and plan review are proceeding, and we continue to add to our capacity each week. There are some temporary limitations while we continue to provide staff with the tools and systems required to work remotely. Inspections services are continuing. For a detailed explanation describing our current services, [click here](#).

We thank you for your patience during this extraordinary time.

SERVICES ACCESSIBLE ONLINE

Many of our services are available to you online. Using [Development Hub PDX](#), you can apply online for electrical, mechanical, or plumbing permits that [do not require plan review](#). You can also [schedule inspections for trade permits obtained online](#), [pay a variety of fees](#) and download billing statements all from a computer or mobile device. BDS also offers a [Remote Video Re-inspection](#) service for simple on-site inspections involving minor corrections.

Priorities for Receiving Permits and Reviewing Plans

Our staff can accept your electronic plans and get started on our review process via scheduled appointments while the Permit Center is temporarily closed to the public. [Appointments consist](#)

of uploading plans through a secure link and are not in-person meetings. Applicants must upload a [completed permit application](#) along with all submittal materials.

To schedule an appointment to submit your plans electronically (one permit per appointment), please email BDS@portlandoregon.gov **or** call 503-823-7300 and leave a message that includes the following information that is necessary for setting up an appointment:

1. **Applicant's name**
2. **Applicant's phone number**
3. **Applicant's email address**
4. **Description of work**
5. **Project's address**
6. **Permit number or IVR number if available**

Calls will be returned as soon as possible, or you will receive an email confirmation of your appointment. We ask that you please do not call and send an email as it can cause staff to book multiple appointments for the same customer. We are experiencing a high volume of calls and emails. Please wait at least a week before sending a follow up call or email. Contact us if you cannot create electronic plans and we will work with you. **We continue to refine our procedures so please check back for updates.**

For the week of May 11, BDS is accepting electronic permit applications for projects described in all Tiers (1 through 7):

- **Tier 1** - Hospitals and clinics responding to the COVID-19 pandemic, essential infrastructure and services such as heat, shelters and transitional housing projects, essential facilities such as the PDX terminal upgrades and BES wastewater treatment plant, and fire escape testing.
- **Tier 2** - Projects that are working with BDS Process Management/Major Projects Group, wireless facilities that are subject to Federal Communications Commission timeline requirements, city infrastructure and facilities projects not covered by Tier 1, food supply related projects essential to the COVID-19 pandemic, submittals associated with projects that have an issued building permit and are under construction (this includes revisions, deferred submittals, and HVAC and electrical trade permits). This is to allow active job sites to continue to function and move these construction projects toward completion.
- **Tier 3** - Portland Housing Bureau affordable housing projects (that are not working with BDS Process Management/Major Projects Group), and empowered Community Projects (Small Business Empowerment, Arts Empowerment, Empowered Neighborhoods).
- **Tier 4** - Regulated affordable housing projects with associated grant funding (that are not working with BDS Process Management/Major Projects Group), and [Facility Permit Program \(FPP\) permits](#).
- **Tier 5** - New single family residential (NSFR) permits and demolition permits that are a requirement of an active Land Use case or are associated with development of a new structure on the same site.
- **Tier 6** - Commercial and residential new construction, alterations, and additions that are not listed in any of the above tiers (Anticipate plan sets consisting of 20 pages or less to be submitted as a PDF while larger plan sets may be required to be submitted via

ProjectDox. A determination will be made at the time of your intake appointment.), and mechanical permits that require plan review.

- **Tier 7** - Permits for all other projects, Zoning Permits, etc.

If you have questions about which tier your project might belong to, please email BDS@portlandoregon.gov or call 503-823-7300 and leave a message, and a staff member will respond at their earliest opportunity.

Corrections and Revisions to Current Permit Applications

- **Tiers 1-7:**
- Corrections are being accepted for permits previously submitted on paper
- Revisions and deferred submittals are being accepted digitally for permits already issued
- Corrections are being accepted for new permits that were submitted digitally

If you need to pick up or drop off plans in the lobby at the Development Services Center, located at 1900 SW Fourth Avenue, including plans that need to be taken off-site and updated, please follow these instructions:

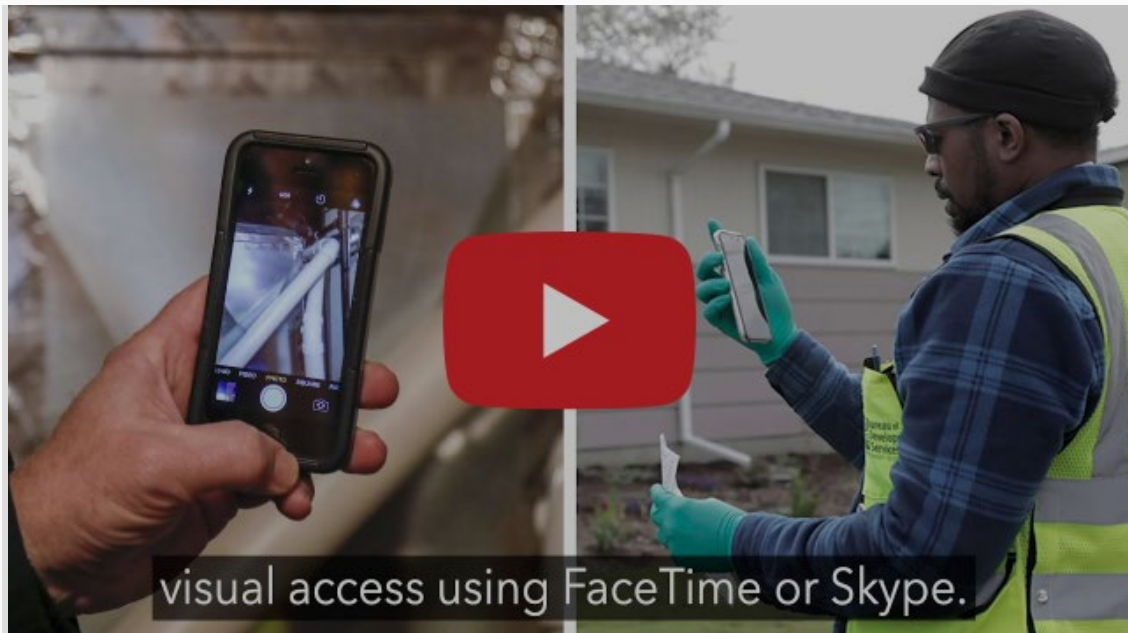
- Please check www.Portlandmaps.com to ensure all reviews are complete, then call 503-823-7357 and leave a message, including your permit or IVR number, the first and last name of the person picking up the plans, and their phone number.
- To pick up “Approved to Issue” plans, please call 503-823-7357 and leave a message including your permit or IVR number, the first and last name of the person picking up the plans including their phone number. If your plans require corrections or updates as noted on checksheets, please take your plans off-site and update them according to [these instructions](#).
- Permitting Services will accept [checksheet corrections of updated plans](#), along with completed response forms. Please call 503-823-7357 and leave a message, including your permit or IVR number, the first and last name of the person dropping off the plans, and their phone number. We ask that customers submit checksheet responses to as many reviews as possible with each submittal.
- **Permit submittals with reviews in progress cannot be checked out at this time.**

If you are submitting plans electronically, including corrections in response to checksheets, please follow the steps outlined in the [Single PDF \(Interim Review\) Process](#).

For the latest information on the availability of other services at BDS, please click on the links below:

1. [Facility Permit Programs and Field Issuance Remodel Programs](#)
 2. [Inspections](#)
 3. [Land Use Services](#)
 4. [Questions about Property, Projects and Records](#)
 5. [Trade Permits](#)
 6. [Payments](#)
 7. [Property Compliance - Enforcement and Liens](#)
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8. [Permitting and Inspections Services from Other Bureaus](#)



Follow or like us on social media to get a wide range of information and news about development services. You'll find information, such as these videos that talk about our adapted services during the COVID-19 emergency:

- [Permit Center Operations](#)

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

Письменный или устный перевод | 翻訳または通訳 | Traducere sau Interpretare

번역 및 통역 | Письмовий або усний переклад | Turjumida ama Fasiraadda

الترجمة التحريرية أو الشفوية | ການແປພາສາ ຫຼື ການອະທິບາຍ