



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

SERVICE UPDATE

May 4, 2020

Update for Week of May 4, 2020 - **PLEASE READ CAREFULLY**

The Bureau of Development Services is committed to protecting public health and has changed our service delivery methods in order help slow the spread of COVID-19 while also supporting the economy and people's livelihoods. **We will keep this section of our website updated – please check back. Updates are provided weekly.**

What's New for the Week of May 4

- Permit applications continue to be accepted for projects in tiers 1-6.
- 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.

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 SEP15SEP

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 shared link and are not in-person meetings. Applicants must deliver 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. Emails and calls will be returned as soon as possible. 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 continue to refine our procedures so please check back for updates.**

For the week of May 4, BDS is accepting electronic permit applications for projects described in Tiers 1 through 6 below:

- **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. (not currently available)

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 1-6:**

- Corrections are being accepted for permits previously submitted on paper
- Revisions and referred submittals are being accepted digitally for permits already issued
- Corrections are being accepted digitally for new permits that were submitted digitally
- **Tier 7:** Not being accepted yet

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

If you are working with paper plan sets and need to either 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.**

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](#)
 8. [Permitting and Inspections Services from Other Bureaus](#)
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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:

- [Residential Inspections](#)
- [Permit Center Operations](#)



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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

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