

Portland.gov website content and communications

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WEBSITE CONTENT MIGRATION

- About 85% of content migrated from old website to new site
- Remaining content on old website is very old (or hidden under nested layers)
- Still want to migrate some small business content (but it's old)
- Old portlandoregon.gov websites could be taken down as soon as this summer
- Several bureaus have not started migrating their content yet
- Web forms may be available in 2022 to replace old forms
- No solutions available to host our software and databases (DevHub and Appeals)
- New intranet built out for employees

WEBSITE ANALYTICS FOR 2021

- Just under 17m page views in 2021 across the site
- BDS content 1.5m PVs
- Top landing pages in BDS: **bds landing page, apply or pay for permits, Permits page**, do you need a residential permit, check the status of your permit, garage and shed permits, residential electrical permits, accessory short-term rental permits, zoning and land use section, ADU permits, how to request public property records
- 2.3m users on desktop; 2m on mobile (1% of users on a tablet), 1.5m users on iPhones
- Users mostly on the site during the week, in the morning hours
- Organic search- 43%; Direct traffic- 41%; 11% referred by another site; 4% social media

CONTINUOUS IMPROVEMENT AND FEEDBACK

Some bug reports include:

- Problem finding information on site
 - Old, closed projects taking precedence in search results
 - City code taking precedence in search results
 - Policy documents taking precedence in search results
 - Some dead-ends with search that don't offer suggestions for what to do next
- Additional critical issues with search results
 - Search bar suggestions don't match search results (fixed but still needs work)
 - search occasionally goes down for a few seconds so no results found at all

Some feature requests/requests for improvement include:

- Give users more confidence in search results/help users find what they need
 - Don't show thousands of search results
 - Sometimes bureaus should use their bureau name in page titles (e.g., Instead of "permit forms," use Portland Fire & Rescue Permit Forms)
 - More helpful page not found errors (e.g., "You might want to read this /bds content...")
 - Add a "did you mean?" prompt
 - Typos and misspelled words in search
- Additional requests for enhancements
 - Allow videos to be featured media
 - Link to upcoming advisory group meetings from list of all advisory groups
 - Add a "subscribe to our newsletter" link to our landing page
 - Consolidate multiple applications when web forms are available, so users don't have to enter the same information over and over.

Site searches don't match search bar suggestions

Search Portland.gov

gas piping permit

3548 results found. To improve search results, be specific. Use quotes to search for exact text.

If you did not find the information you need, it may not be migrated yet. Try your search on PortlandOregon.gov

News Article

11/16/21 Service Level Update: Permitting Delays

November 16, 2021 9:39 am

Urban Forestry is experiencing an increased volume of permit applications. Turn-around time for permit issuance is extended to approximately 6 weeks from application intake.

Program

Residential Development Permitting and Inspections

Residential permitting applications, forms and inspections information for one and two-family homes. Apply for building permits online and check the status of an application. Have home repair or home remodeling projects planned? Find out if you need permits for your home improvement project.

Fees

Fee Schedules - Building Permit Costs, Trade Permit Costs and Other BDS Fees

Fees for the Bureau of Development Services (BDS) are updated periodically and adopted by the Portland City Council. Includes fees for residential, commercial, electrical, plumbing, mechanical, site development, signs & awing permits, home occupation permits, SDCs and enforcement penalties.

Service Type

Permits

construction, parking, trees, events and conditional use

Fees

Previous BDS Fee Schedules- Past Permit Costs and Other Fees

These Bureau of Development Services (BDS) fees were replaced by new fee schedules on July 1, 2021. If you need to review older fee schedules for projects, start here. Includes previous City of Portland fee schedules and past unincorporated/Multnomah County fee schedules.

Service

300.70 - Portable Natural Gas Cooking Devices Permit

Service Type

Building Permits

Filter by Topic

Construction and development (687)

Water, stormwater, and sewer (277)

Community education and outreach (216)

Transportation and roads (177)

City projects (129)

Parks, recreation, and activities (95)

Environment (83)

Operating a Business in Portland (44)

Novel Coronavirus COVID-19 (43)

City planning (31)

Rent or own property (31)

Fire and life safety (29)

Visiting (14)

Access and ADA accommodations (6)

Police and safety (6)

City Budget (5)

Public records (3)

COVID-19 Information for Employees (2)

Open Data, Statistics, and Maps (1)

Filter by Group

Development Services BDS (370)

Transportation (229)

Parks Recreation (127)

Water (96)

Environmental Services (91)

Sewer and Stormwater Improvements (71)

Tree Permits and Regulations (60)

Urban Forestry (58)

Fire Permits and Inspections (51)

Transportation Permitting (44)

Zoning and Land Use (39)

Planning and Sustainability (37)

Get Involved with Urban Forestry (34)

Residential Development Permitting and Inspections (32)

Parking Enforcement and Operations (31)

Bull Run Treatment (30)

Transportation Projects (30)

Commercial Development Permitting and Inspections (29)

Welcome to Portland, Oregon

gas piping permit

Mechanical Permits- Residential

27,03,010 Permits Required.

17,24,080 Permit Conditions.

31,30,040 Permits and Fees Required.

Public assembly permit requirements

gas piping permit23

gas piping permittaci3

gas piping permitplacard2

gas piping permitaru1

gas piping permitbus1

jobs, licenses, volunteer, advise, restaurant

construction, parking, trees, events and

Pay

Report

Find

Too many results might be confusing

Search Portland.gov

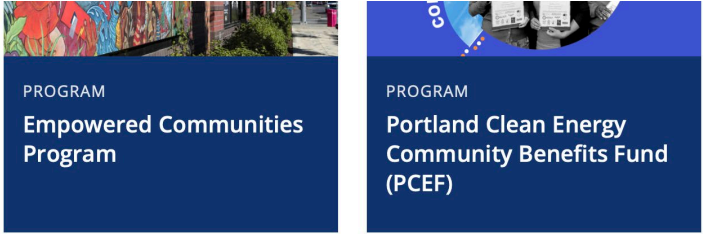
building permit

5345 results found. To improve search results, be specific. Use quotes to search for exact text.

CONTINUOUS IMPROVEMENT AND FEEDBACK

Feedback forms

- Some forms go to BTS (site architecture and overall layout and design, search issues)
- Some feedback forms come to Communications (content updates)



See something we could improve on this page? [Give website feedback.](#)

Website feedback

* Indicates required field

Type of feedback *

-- Select --

How can we improve? *

Please be specific, so we can better assist you.

Your name

Your email

If you would like us to follow up with you, please provide your email address.

Page you last viewed

<https://www.portland.gov/bds/solar-development>

You can change this address if you would rather comment on a different page.

Submit

Content audit

In response to feedback forms, while making other edits to a page, as processes change at the Bureau:

- Webpages
 - Continue to add more and better keywords to make pages more findable (e.g., “org chart”)
 - Continue to add more interlinks between pages, including work to make new pages more findable (e.g., guide to filling out the building permit application, 15-minute appointments)
 - Continue to test readability of pages
 - Add more ways to get in touch
 - Look for more ways to update and improve content
 - Feedback forms from employees and customers
 - As processes change, the webpages are updated too
 - Reduce duplication so don't have to update in too many places.

Forms

- Add links in submittal requirements to required forms
- Update submittal requirements- reviewing and editing with subject matter experts
- Try (!) to provide quick turnaround when a subject matter expert requests updates to forms
- Update customer emails with updated links

APPENDIX

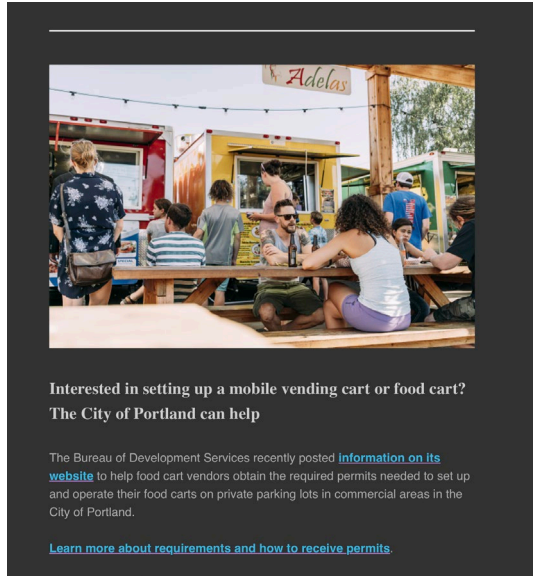
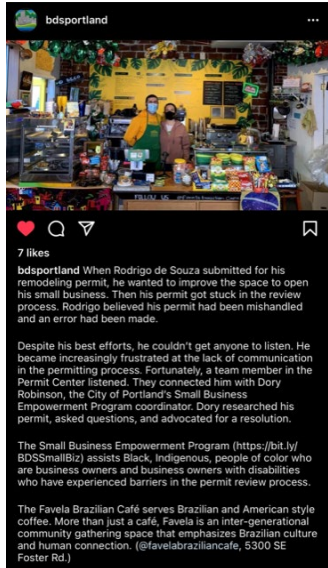
OBJECTIVES

- Provide information about our services to BDS, City employees and to Portland and beyond.
- Highlight Equity team successes and get the word out about their programs and who they support.
- Create new communications that reflect the diversity of our customers, grow engagement with our tools, retain new customers, drive new business and increase employee satisfaction.
- Demonstrate City core value of anti-racism, collaboration and communications.
- Through community outreach efforts, achieve advisory body membership that is one-third BIPOC.
- Be kind and engaging to each other. Helpful to people we work with; quickly respond to new project requests and emails to set expectations; seen as trusted resources.
- Open up lines of communication and create a feedback loop with Portlanders.
- Practice, learn, gain perspective and keep improving.

KEY INITIATIVES COMMUNICATIONS SUPPORTS

- Permitting Task Force
- Equity and Empowered Communities Programs
- Media relations
- Social media
- Clean Energy Initiative
- Resumption of in-person services
- Fun and Events Committee
- General Communications and outreach- bulk emails, project requests from other teams
- Internal communications
- Public meetings/advisory board support
- Websites: Portland.gov website, Employees.Portland.gov website and Portlandoregon.gov website

SOCIAL MEDIA/NEWSLETTER/NEWS ARTICLES



Empowered Neighborhood Program offers resources, creativity in addressing building code violations

News Article

Staff from across the Bureau of Development Services, working with other city bureaus and students from Portland Community College, come to the aid of a disabled homeowner in addressing multiple concerns, saving money and reducing fines.

Published: October 21, 2021 3:15 pm

The [Empowered Neighborhoods Program](#) helps Black, Indigenous, people of color and persons with disabilities who have received a code violation notice from the Bureau of Development Services. The program has one staff person: Ami Fitzgerald. Ami builds an internal and external team to support the client by providing resources to help close the violation case.

Travis is a former police officer who was injured on the job and left Oregon temporarily to go back to college. As a homeowner who wanted to give back to the community, he leased his home to a non-profit organization that ran a drug and alcohol rehabilitation program for women, but the organization did not take care of his house.

By the time Travis returned to Oregon, the house had been reported to the Bureau of Development Services' Property Compliance team for nuisance and code violation complaints covering more than 30 items at the house that needed to be addressed. The code violations cited ranged from unpermitted walls being built in the home to garbage and debris on the site and other concerns. In addition, the property acquired almost \$100,000 in liens, of which Travis was unaware as the tenants did not tell him.

When he returned to Portland, Travis went to work to make the corrections. Everything was resolved except for an exterior deck need that had been built without a permit. Travis tried to turn in plans to get a permit but had difficulty uploading his plans. Then the plans were rejected as incomplete. He was also unemployed and had exhausted his financial resources on the other repairs. Housing Inspector Lisa Terrell recommended he apply for assistance through the Empowered Neighborhoods Program.

Ami was immediately engaged and pulled together a team to assist with the permit. She asked Kerri Fritz, a Portland Community College architecture student, to draft the plans for the deck. Before submitting the plans, she asked experts from throughout the Bureau of Development Services to take a preliminary look at the plans. During this review process, zoning concerns were raised about the carport that was within required setbacks. The carport appeared to be original to the house, but the original plans were not available. Through examining aerial photographs and tax records, the planner was able to deem the carport original to the house, allowing it to remain and be repaired.

Travis noted that he was "extremely stressed out" by the rejected permit submittals, but after his meeting with Ami he "felt like the biggest weight had been lifted off my shoulders."

"[It was] one of the best experiences I have ever had dealing with government bureaucracy. A lot more customer-friendly," said Travis.

Through this collaboration, new plans were submitted on August 1. The next day permit technician Steve Ross set up the permit in the permit system and by August 10 the permit was approved to issue. The next step was to reduce the financial burden. Based on income, Bureau of Development Services Director Rebecca Esau could waive Development Services' portion of the permit fees. Anastasia Howard, a housing inspector, submitted a request for a lien waiver which was granted. Senior Housing Inspector Kevin Gummer gave the deck and permit final approval on August 30.

On his inspection, Kevin was concerned about another staircase that looked unsafe. He asked Ami if the team could assist again and asked Travis if he would be willing to collaborate again. The answer was yes. Ami reached out internally and externally for support. She was able to get another permit fee reduction and even found someone to donate wood to make the repairs through the [Bureau of Planning and Sustainability's Deconstruction Program](#). Those plans are almost ready to be issued.

"I am super supportive of this program [Empowered Neighborhoods Program] and want to help get information out," said Travis. "Every chance I get I talk about what a wonderful program it is. It helped me out tremendously. I am beyond thankful and blessed that I was introduced to Ami and her team."

Contact

Empowered Neighborhoods

Development Services

empowered@portlandoregon.gov

503-823-7300

Monday through Friday from 8 a.m. to 5 p.m. Leave a message with detailed information.

711 Oregon Relay Service

Related

[Empowered Neighborhoods Program](#)

Topics

[Community education and outreach](#)

[Construction and development](#)