



Portland Permitting & Development

Proposed Process Improvements: Commercial New Construction with Public Works and Land Use Reviews



OVERVIEW

- In October 2024, a Business Process Analysis (BPA) was facilitated by the Permit Improvement Team that included the following teams: Intake, Building Plan Review, Public Works, Land Use and Inspections
- Focus was on new commercial construction, from project submittal to certificate of occupancy
- We are sharing 4 Key Recommendations today, and want your feedback



Business Process Analysis Team Goal:

Develop a single, integrated process that includes:

- Building Permit Review
- Public Works Permit Review
- Land Use Review

That is effective and frustration-free for our customers, permitting employees, and the City.



Recommendation I

Create a Visually Clear Journey Map

Create a series of "Journey Maps" that show the review process for different review experiences

- Shows different paths permits may take, from Intake to Certificate of Occupancy
- Used by both the customer and reviewers to understand the multiple review processes and how they interrelate
- For example: Infographics published to the website that are used in a "Project Scope" meeting (see Recommendation IV)



Recommendation II

Require a "Project Scope" Meeting for Commercial New Construction projects

Possible goals of a Project Scope meeting:

- Discuss scope of project with customer, to share what path their permit review will take:
 - Public Works Permit requirements?
 - Land Use review requirements?
 - Process Managed option?
- Notify customer with any early red flags identified during the scope meeting
- City Project Team is determined
- Customer acknowledges the Journey Map shared during the meeting



Recommendation III

Create a Single, Integrated Process

- Land Use and Public Works Reviews start prior to the Building Permit review, using an online, **consolidated application process**
- Building Permit application submittal and review does not commence until:
 - Public Works review has reached 30% approval and
 - Final Land Use decision is issued
- Coordination of the Building and Public Works final Inspections. Certificate of Occupancy is not issued until all inspections are final.



Recommendation IV

Use ProjectDox for a Unified & Transparent Review

Use of ProjectDox to offer a unified, transparent review for all reviewers and customers:

- All review teams use ProjectDox to share markup comments with customers
- Replace checksheets with electronic plan review
- Public Works 60% Customer review meeting becomes optional/no longer required
- May also be able to skip the Public Works 90% customer review meeting



Prioritization

Which are important to you?

Clear Journey
Maps

Required Project
Scope Meeting

Single, integrated
Process

Unified use of
ProjectDox



Thank you