



FREQUENTLY ASKED QUESTIONS

DEVELOPMENT HUB PDX

DEVHUB BASICS

What is DevHub?

Development Hub PDX (DevHub) is a website developed and maintained by the City of Portland Bureau of Development Services. It provides a quick, easy alternative for contractors and homeowners to purchase simple permits from several bureaus that do not require plan review. Forget driving downtown, finding a place to park, or waiting in line!

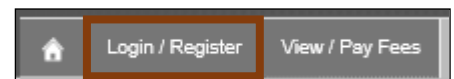
Using DevHub, you can apply for many simple permits online, schedule inspections for trade permits obtained online, update contact information, pay a variety of fees, and download billing statements – all from your personal computer or mobile device.

When is DevHub available?

DevHub services are available online 24 hours a day, 7 days a week.

How do I access DevHub?

To access DevHub, use the BDS web address: devhub.portlandoregon.gov. Click **Login / Register** to navigate to the login fields, and log in using your existing PortlandOregon.gov account (or click the Create a New Account button to create one).



Are there any additional fees for using DevHub?

There are no additional fees for using DevHub. You pay the exact same permit fees that you would pay if you visited the Development Services Center to obtain your permits.

What payment options are available online?

DevHub accepts VISA, Mastercard, American Express, Discover, and electronic check/ACH transfers.

What if I need help with my permit?

If you have permit-related questions or inquiries, please contact the different Bureaus below:

- the Bureau of Development Services (BDS): (503) 823-1304.
- the Portland Fire & Rescue Bureau: (503) 823-3770.
- the Portland Bureau of Transportation (PBOT): (503) 823-7002.
- the Bureau of Community & Civic Life: (503) -823-4519.
- Parks Urban Forestry: (503) 823-TREE or (503) 823-8733.
- the Water Bureau: (503) 823-7368 or devrev@portlandoregon.gov.



APPLYING FOR A PERMIT

What permits can I purchase using DevHub?

Please reference the chart (right) for a full list of permits currently available on DevHub.

What types of permits require plan review?

[CLICK HERE](#) to explore what Trade permits require plan review. Permits that require plan review are not currently available via DevHub and cannot be purchased online.

How do I apply for a permit?

For the DevHub Rapid Start Guide for BDS Trade permits, [CLICK HERE](#). For the DevHub Rapid Start Guide for Urban Forestry permits, [CLICK HERE](#).

Do I need to finish my permit application in one sitting?

No, in DevHub you can save incomplete/unpaid permit applications and finish your transaction later! Need to step away from your application for a moment? Complete Step 4 (“Additional Info”) of the application process, then click the **Save For Later** button at the bottom of the webpage. Your not-yet-completed application will be saved to your DevHub login profile, and you can finish applying later that day (or within two weeks for BDS Trade permits).

Please note: Incomplete applications for Urban Forestry permits will be deleted nightly. Incomplete and unpaid BDS applications will be deleted after two weeks.

BUREAU	Permit Type	Apply Online	Pay Online	Schedule Inspections Online <small>ONLINE PERMITS ONLY</small>
LEGEND: ✓ AVAILABLE USING DEVHUB ✗ NOT CURRENTLY AVAILABLE USING DEVHUB				
BDS	ELECTRICAL	✓	✓	✓
BDS	MECHANICAL	✓	✓	✓
BDS	PLUMBING	✓	✓	✓
BDS	RESIDENTIAL	✗	✓	✗
BDS	COMMERCIAL	✗	✓	✗
BDS	EARLY ASSISTANCE	✗	✓	✗
BDS	FINAL PLAT	✗	✓	✗
BDS	LAND USE REVIEW	✗	✓	✗
BDS	PUBLIC REGISTRY	✗	✓	✗
BDS	MURALS	✗	✓	✗
BDS	SIGNS	✗	✓	✗
BES	ROW SEWER CONNECTION	✗	✓	✗
BES	ROW SEWER REPAIR	✗	✓	✗
BES	SPECIAL CIRCUMSTANCES	✗	✓	✗
BES	SYSTEMS DEVELOPMENT CHARGES	✗	✓	✗
URBAN FORESTRY	SELF-ISSUED PRUNING	✓	Not Applicable	Not Applicable
URBAN FORESTRY	REMOVAL/REPLANT	✓	✓	Not Applicable
URBAN FORESTRY	ROOT PRUNING	✓	✓	Not Applicable
PBOT	TEMPORARY STREET USE	✗	✓	✗
PBOT	PUBLIC WORKS APPEAL	✗	✓	✗
PBOT	MINOR IMPROVEMENT PERMIT	✗	✓	✗
PBOT	TRANSPORTATION REVIEW	✗	✓	✗
PBOT	VERTICAL INFRASTRUCTURE	✗	✓	✗
CIVIC LIFE	NOISE VARIANCE	✗	✓	✗
CIVIC LIFE	NOISE COMPLAINT	✗	✓	✗
FIRE & RESCUE	FIRE SYSTEMS	✗	✓	✗
WATER	DOMESTIC SERVICES	✗	✓	Not Applicable
WATER	FIRE SERVICES	✗	✓	Not Applicable
WATER	WATER MAINS	✗	✓	Not Applicable
WATER	SDCS	✗	✓	Not Applicable
WATER	HYDRANTS	✗	✓	Not Applicable
WATER	SUBDIVISIONS	✗	✓	✗
WATER	MISCELLANEOUS FEES	✗	✓	Not Applicable

How long does it take to get a permit using DevHub?

The time frame for receiving your permit will vary depending on the type of permit you apply for.

How much will my Trade permit cost?

Trade permit fees vary based on the size and complexity of each individual project. However, there is a minimum permit fee for some Trade permit applications. For additional information on BDS Trade permit fees, please review the appropriate permit application:

- [CLICK HERE](#) to review the BDS Electrical Trade Permit Application.
- [CLICK HERE](#) to review the BDS Plumbing Trade Permit Application.
- [CLICK HERE](#) to review the BDS Mechanical Trade Permit Application.

Urban Forestry permit costs will vary based on the type of permit requested (some have no cost).

How do I cancel an in-process permit?

You can cancel an in-process permit application within DevHub during **Step 2 – Property** and **Step 3 – Details** by clicking the **Cancel Application** button.

After step 3, you can no longer cancel a permit in the DevHub system. You must contact the corresponding Bureau's Help Line for details on cancelling the permit. To contact:

- the Bureau of Development Services (BDS), please call **(503) 823-1304**.
- the Portland Fire & Rescue Bureau, please call **(503) 823-3770**.
- the Portland Bureau of Transportation (PBOT), please call **(503) 823-7002**.
- the Bureau of Community & Civic Life, please call **(503) -823-4519**.
- Parks Urban Forestry, please call **(503) 823-TREE** or **(503) 823-8733**.
- the Water Bureau, please call **(503) 823-7368**.

TROUBLESHOOTING

What do I do if I forgot my user name or password?

Use the **Forgot Password** function on the PortlandOregon.gov sign-in page and follow the prompts.

Why can't I find my address/property when I search for it?

The DevHub system often prefers less – not more – information. If you are unable to find your property in DevHub when searching for a complete address, try searching just the **house number** and **direction** (i.e. N, SE, NW). You can continue to refine your search until you find your property within the system. If you continue to run into issues, make sure there are no extra spaces after the text you entered, and avoid unnecessary punctuation (i.e. type "SE" instead of "S.E.")

If you are unable to find your property after attempting the above troubleshooting steps, please contact the DevHub Help Line at **(503) 823-1304**.

Can I add fixtures to a permit application?

Yes, you can add fixtures to a permit application even after your application has been submitted. It's **very important to confirm that you've entered the correct number of additional fixtures** in each field prior to clicking **Continue**, as those additions **cannot** be removed after they have been added (see below).

Can I remove fixtures from a permit application?

No, it is not possible to remove fixtures once you have clicked **Continue** on the fixture screen. While it does appear possible to do so, that adjustment will not update in the system. If you need to reduce the number of fixtures on your application or require further assistance, please contact the DevHub Help Line at **(503) 823-1304**.

How do I schedule inspections?

For instructions on how to schedule inspections through the DevHub system, please [CLICK HERE](#). For information about BDS inspection types and the inspection process, please [CLICK HERE](#). If you need assistance identifying what type of inspection you need to schedule, you can access the **Interactive Voice Response (IVR) system** for additional inspection information. For more information on the IVR system, inspection codes, and more resources, [CLICK HERE](#).

Why didn't I get my permit?

If you are unable to find your permit in your email inbox, please check your spam folder. You can update your email preferences to ensure that future emails sent from the Development Hub will be visible.

I purchased the wrong permit or need to cancel my application – can I get a refund?

If you've purchased a permit in error, you'll need to apply for a refund. For more information on the **BDS Refund Policy**, [CLICK HERE](#) (this applies to BDS Trade permit refunds only). To contact:

- the Bureau of Development Services (BDS), please call **(503) 823-1304**.
- the Portland Fire & Rescue Bureau, please call **(503) 823-3770**.
- the Portland Bureau of Transportation (PBOT), please call **(503) 823-7002**.
- the Bureau of Community & Civic Life, please call **(503) -823-4519**.
- Parks Urban Forestry, please call **(503) 823-TREE or (503) 823-8733**.
- the Water Bureau, please call **(503) 823-7368**.

Why can't I find my CCB#/BCD# when I search for it?

A CCB License is required by all contractors using the DevHub system. If you're unable to find your CCB License after searching in DevHub, please confirm that your license is currently active. For more information about the City of Portland's Contractor License Requirements, please [CLICK HERE](#).

Please note: It may take up to a day for licenses to appear in the DevHub database. If you need to verify if your license is active with the state, please contact the following:

- Construction Contractors Board (CCB) at **(503) 378-4621**. For their license search, [CLICK HERE](#).
- Building Codes Division (BCD) at **(503) 378-4133**. For their license search, [CLICK HERE](#).

If you believe your license is active or if you have recently applied for a new license or to reinstate your license and it is still not appearing here, please call the DevHub Help Line at **(503) 823-1304**.

How do I search for all permits associated with a CCB#?

Navigate to www.PortlandMaps.com. Click **Advanced** and select **Permits**. Enter the license number into the **CCB Number** search field and click **Search**. A list of all associated permits will display. Click the **Application Number** to view details.

ADDITIONAL RESOURCES

- For information on **permit intake**, call (503) 823 - 4092 or email BDSIntake@portlandoregon.gov.
- For information on **service level agreements**, [CLICK HERE](#).
- To apply for a **Trade permit extension**, [CLICK HERE](#).
- To apply for a **Trade permit reactivation**, [CLICK HERE](#).
- For information on **contractor license requirements**, [CLICK HERE](#).
- For information on **what types of permits require plan review**, [CLICK HERE](#).
- For detailed information on **BDS inspections**, [CLICK HERE](#).
- For tips on creating an account for online permit purchases, [CLICK HERE](#).



Having trouble finding the answer to your question? If you're in need of further assistance, please call the DevHub Help Line at (503) 823-1304.