Over the next year, the City is phasing in a new, more efficient plan review process for all types of building permits. This new process will establish dedicated windows of uninterrupted time for City staff to perform plan review. During these windows, applicants will not be allowed to submit corrections to checksheets. These review windows will create a more efficient development review process. This new process will be standard for all reviews when electronic plan review is rolled out.

Why is BDS making this change?
To complete reviews and permits on a shorter timeline for our customers and prepare for ePlans (electronic plan review). BDS is always looking for ways to make our processes more efficient, and plan review windows will help our staff work more efficiently, producing results faster.

Here's how the change will benefit our customers:

- **Reduced interruption to the plan review process.** Our staff will be able to focus on their reviews with less interruptions, which will produce more efficient reviews and feedback for our customers. Currently, when a customer submits corrections through a checksheet response, Permitting Services staff coordinates those corrections and routes the plans to our review groups in response to those corrections/updates. When customers submit additional corrections before other staff have finished their review, the reviewer must start over. With this change, staff will have uninterrupted time to focus on a review, and can complete reviews more quickly.

- **Less routing of plans to reviewers.** Bundling correction submittals reduces the amount of times Permitting Services staff need to route plans. This allows them to spend more time on the last stage of the review process, preissuance of permits.

- **We are moving to ePlans (electronic plan review), which fully incorporates plan review windows.** ePlans is a plan review system enabling plans to be submitted, reviewed, stamped and downloaded electronically. Applicants will be able to submit their plans remotely and view their project's status and details. Upon submittal, plans are immediately made available to all reviewers simultaneously, reducing the time needed to complete the review process. The City of Portland is currently in the first phase of the rollout with three applicants participating in the pilot program. Review windows are necessary to manage the electronic plan review process and requiring them for our current paper-based process will help applicants and City staff as we make the transition to ePlans.

When will it happen?
The city has a tentative schedule to phase in review windows over the next year:

November 1, 2018	January 2, 2019	April 1, 2019	July 1, 2019	October 1, 2019
PHASE 1	2	3	4	5
Process Managed Projects*	New Single Family Residential (NSFR) Permits*	All Commercial (CO) Permits*	All Residential (RS) Permits*	Other Permit Types*

* Any deferred submittal and revisions associated with these will be subject to plan review windows.

The new process does not apply to projects going through the Facilities Permit Program (FPP) or Field Issuance Remodel (FIR) program.
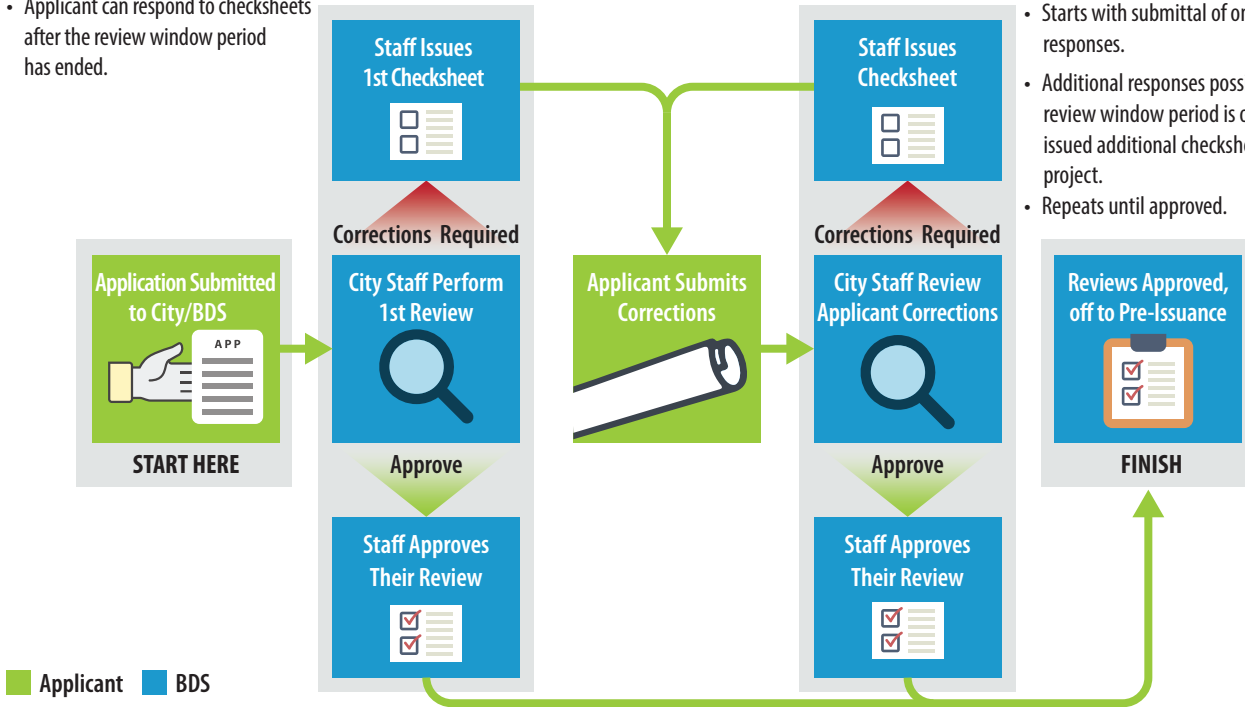
How will this new process look?

1st Checksheet Review Window (<u>30</u> days for Commercial, <u>20</u> days for Residential)

- Applicant can respond to checksheets after the review window period has ended.

Plan Corrections Review Window (<u>10</u> days for Commercial and Residential)

- Starts with submittal of one or multiple checksheet responses.
- Additional responses possible after plan corrections review window period is over, or city staff have issued additional checksheets or approved the project.
- Repeats until approved.

Staff Issues 1st Checksheet

Staff Issues Checksheet

Corrections Required

Application Submitted to City/BDS

APP

START HERE

City Staff Perform 1st Review

Applicant Submits Corrections

Corrections Required

City Staff Review Applicant Corrections

Reviews Approved, off to Pre-Issuance

FINISH

Approve

Approve

Staff Approves Their Review

Staff Approves Their Review

- Applicant
- BDS

Have questions about the process? Or, an issue with how review windows are being applied to a specific permit? See the answers below, or contact the **Permitting Services Team at 503-823-7357**. For Process Managed permits, please contact your process manager.

- **What are the requirements and timelines associated with the new review windows?**
  Corrections to first checksheets are not allowed until all reviewers have issued a checksheet, approved their review, or the city plan review window period has elapsed (30 business days for commercial, 20 business days for residential).

  We recommend bundling checksheet responses whenever possible. When you respond to one or multiple checksheets, no further responses can be submitted until the applicable City staff have issued a checksheet, approved their review, or the 10 business day recheck review window period for commercial and residential permits has elapsed.

  Timelines associated with Process Managed Projects will vary and be agreed upon during the preliminary fire and life safety meeting held prior to permit submittal.

- **Do the current service level goals for turnaround time (for first checksheets and plan corrections review periods) continue to apply?**
  Yes. The service level goals for first checksheets are <u>20 business days for commercial new construction permits</u>, and <u>15 business days for residential new construction permits</u>, and the goals for rechecks are <u>5 business days for both commercial and residential permits</u>. The new process doesn't change the current review goals. They remain our service level goals.

  Please note: If a reviewer is unable to meet the review window period, the extended first checksheet review window period and plan correction review window period (noted in the diagram above) provide a "relief valve" to the new process.

Bureau of Development Services FROM CONCEPT TO CONSTRUCTION

- **What if a reviewer doesn't meet the first checksheet or recheck review window period? If I respond to a checksheet how will that impact the outstanding reviewer?**
  It depends. More than likely, the plan set that the outstanding reviewer is (or will be) reviewing will be pulled from their desk to update the plan sets, further delaying that reviewer and potentially the overall plan review process. In addition, there's always potential that an outstanding reviewer's checksheet could impact the other checksheets you are preparing and responding to, which may further impact the plan review process timeline.

  You can contact the outstanding reviewer for an estimated time of completion of their review. If possible, wait until you receive their checksheet before submitting corrections. Taking this approach will ensure their review time isn't impacted by having the plan set pulled; ensure you are able to make a comprehensive response to as many checksheets as you can at once; and reduce the number of times Permitting Services staff must process and route plan set corrections. This will almost always ensure the quickest overall plan review timeline.

- **What happens if I need to make a change to my plan sets that requires plan corrections, or a new review group to be added?**
  The overall process would continue to move forward, but the reviewer would be given the first checksheet review period timeline. Responses to these reviewer's checksheets would need to wait until the next open review period. Depending on the cause and impacts of the review, a Permitting Services manager or lead can make an exception to minimize negative impacts.

- **How can I find out the review window status for my permit?**
  Using PortlandMaps.com, you can view the "Review Window" status details for your permit number or property address. Refer to this status to determine when you can submit responses to checksheets. Not familiar with PortlandMaps.com? Learn more about using this tool on our Permit Information Search Guide. Or, you can call the Permitting Services Team at **503-823-7357** to learn your review window status.