

November 17, 2021

# Permit Improvement Task Force



Office of  
Commissioner  
Dan Ryan

# Permit Improvement Task Force: Why

## City Council Priorities

Houselessness -- Economic Recovery -- Community Safety

## March 2021 Audit Recommendations

Follow City policy for resolving and reporting customer complaints

Hold the directors of their individually assigned bureaus accountable

Dedicate resources and hold permitting bureaus accountable

Follow City policies and implement the 2018 recommendations – or adopt alternatives

Develop and adopt a Citywide performance management system

# Permit Improvement Task Force: Who and What



## The Task Force—

- Co-chaired by Commissioner Ryan and Commissioner Mapps
- Consists of leaders from most City permitting bureaus
- Includes representatives from the development community

## Two immediate priorities:

- 1. Take measures to improve the quality of permit application submittals.**
- 2. Improve performance management.**

# Over-arching Goal



Reduce the time to receive a building permit by one-third and improve customer experience.

\*The baseline data to measure progress toward this goal is the beginning of April 2021

# Task Force Highlights

- **The Water Bureau** has completed the documentation and internal review of its **Administrative Rule**. It is now under review by the other permitting bureaus and will be ready for public review in early 2022.
- **BDS is clarifying and updating information on the website and application forms** to better help customers prepare and submit complete permit applications. The goal is to more quickly set up permits.
- **PBOT** will take its **updated driveway code** to Council for approval. The updated code clarifies driveway requirements and is meant to improve permit timing, customer service, and transparency.
- A **Consistent Review and Customer Communication Policy** was adopted by **all the Bureau Directors**. Rollout to staff will begin in December and includes training, surveys and feedback loops to support staff and measure impact on the customer experience.

# Other Improvement Highlights



- **Parks Bureau** (Urban Forestry) has prioritized permitting **staffing increases** for 2022 (made possible by Levy).
- **BES** is cleaning up and reorganizing its **lateral sewer repair code** to address ease of use for customers.
- **BDS** has **hired a staff member** to lead its Performance Analytics and Continuous Improvement efforts.
- **BDS** is partnering with Energy Trust and solar industry reps **to develop a pilot for residential solar permitting** (perspective path)

# Task Force Next Steps



**Virtual Town Hall: Permitting** with Commissioners' Ryan and Mapps

*Dec. 13, 6:00-7:00pm*

**Community Dashboard** to regularly measure and report progress towards timeliness goals to internal and external stakeholders

*January 2022*

**Customer Survey** to continue proactively seeking customer input and measure impact

*January 2022*

**Refine and report** on additional performance metrics to assess improvement

*February 2022*

# Questions?

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Permit Improvement Website

<https://www.portland.gov/permitimprovement>