



## **Service Level Update Document: Overview of BDS Service Level Update Communication Plan**

November 6, 2009. The Bureau of Development Services is committed to regularly providing updates on significant bureau organizational and service level changes to our customers, industry stakeholders, community organizations and citizens.

**How are we doing this?** As organizational and service level changes are implemented, they are summarized in Service Level Update Documents and provided to affected customer groups. In some cases where a wider audience needs to be reached, press releases are created with a link to the update document and emailed to media organizations, industry stakeholders, neighborhood organizations, etc. Service Level Update Documents are posted on the BDS web site, [www.portlandonline.com/bds](http://www.portlandonline.com/bds), under the new “Service Updates” section on the front page.

### **The following Service Level Updates have been developed and communicated:**

Permit Inspections (September 24, 2009 & October 23, 2009). Following is a brief summary of the most significant changes contained in the update: Suspension of two-hour time certain inspection requests; Required “bundling” of related inspection requests; Ranked Inspections with the highest priority going to fire and life safety, structural integrity and neighborhood livability; Some lower priority inspections will be suspended, such as “consultation” inspections, until further notice; and Re-inspection fees, to ensure cost recovery, will be charged as allowed per code and as deemed appropriate.

Trade Permit Submittals (September 24, 2009). Update informed trade permit customers that we were no longer able to guarantee a specific turn-around timeline for faxed in Trade Permits, but that on-line permits would be issued immediately.

Sign Program Changes (October 7, 2009). Update provided information on minor changes made to the management and organization of the Sign Program. In brief, the changes merge all sign and awning permit and renewal aspects of the program into the Trade Permit/Records Section (503.823.7379) and all A-Board and enforcement functions into the Compliance Services Section (503.823.7305).

Residential Fire Damaged Building Inspection Program Changes (October 13, 2009). Update informed fire restoration contractors and insurance companies of BDS’s need to charge a fee for this service. Fee allows BDS to continue to provide this valuable program focused on streamlining the permit process and getting occupants back into their homes as quick as possible.

Enforcement/Complaint Operational Changes and Priorities (October 21, 2009). The following is a brief summary of the primary changes contained in the update: Establishment of enforcement/complaint priorities; Elimination of live phone coverage of the complaint line; Increase response time on complaints and case management for active cases; Elimination of nuisance abatement, except for the most severe fire/life/safety and health sanitation cases; and Reduction of violation cases referred to Code Hearings Office.

**Upcoming Service Level Updates:** Updates are currently being developed for the Special Inspections Program.

**How can we better communicate this information?** Please contact Ross Caron by phone 503.823.4268 or email [ross.caron@ci.portland.or.us](mailto:ross.caron@ci.portland.or.us) with your ideas or suggestions. Thanks!