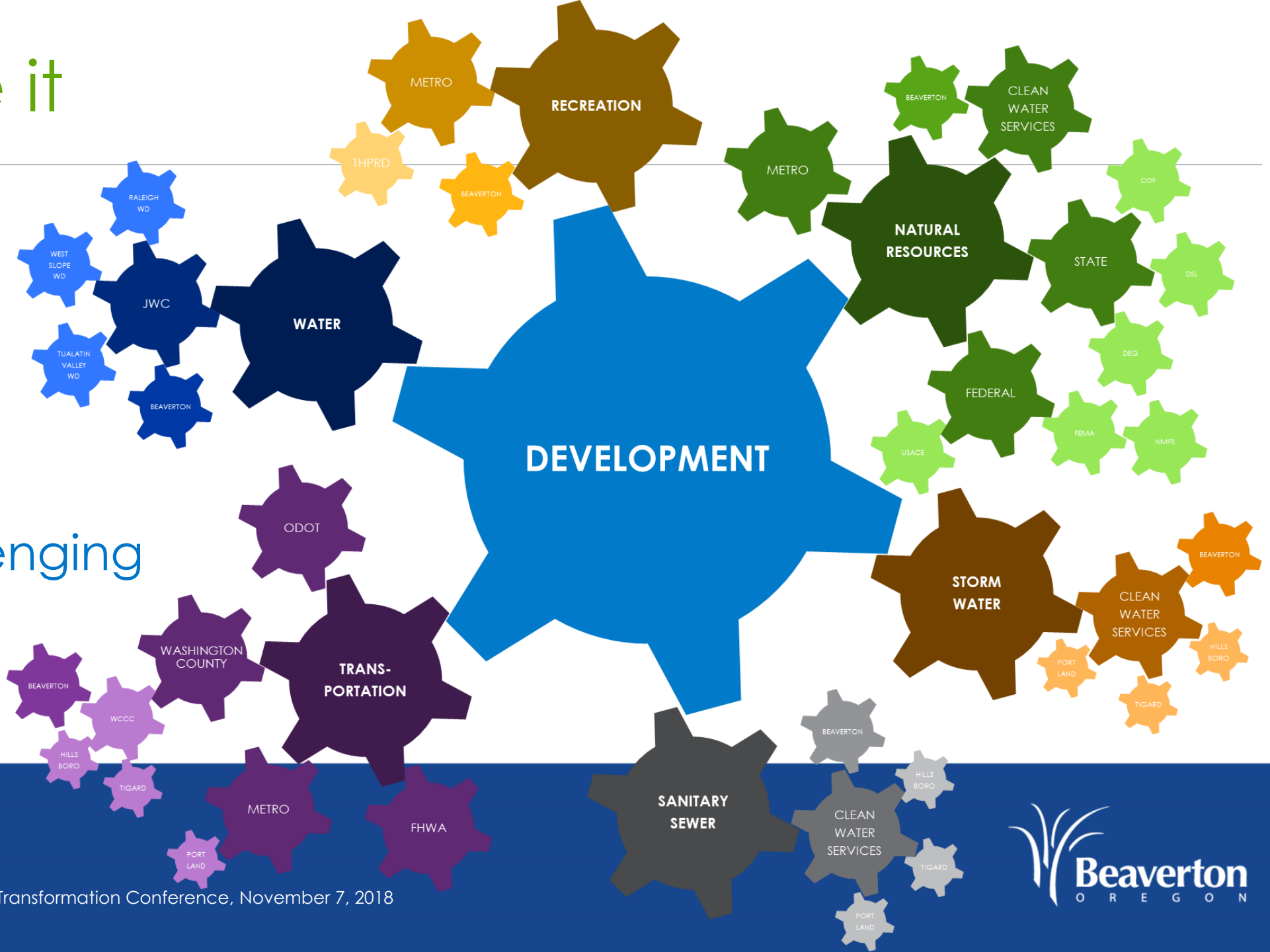


Building in Beaverton

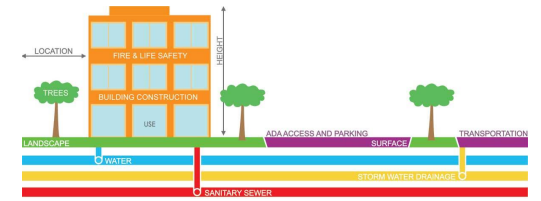
Improving the Development Review Process

Let's face it

development
can be challenging



Purpose



To provide

land use actions, construction permits, inspections, and final project sign-off to development projects that is supported by

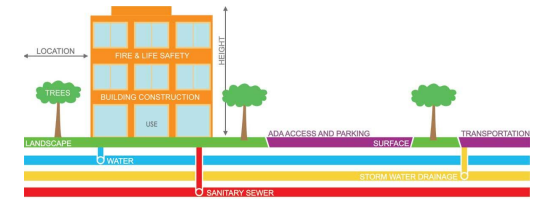
customer service that is timely, consistent, respectful, clear, and accountable,

while satisfying local, county, regional, state, and federal rules and regulations

to maintain excellence in the built environment

for the community, neighborhoods, and residents.

Mutual Expectations

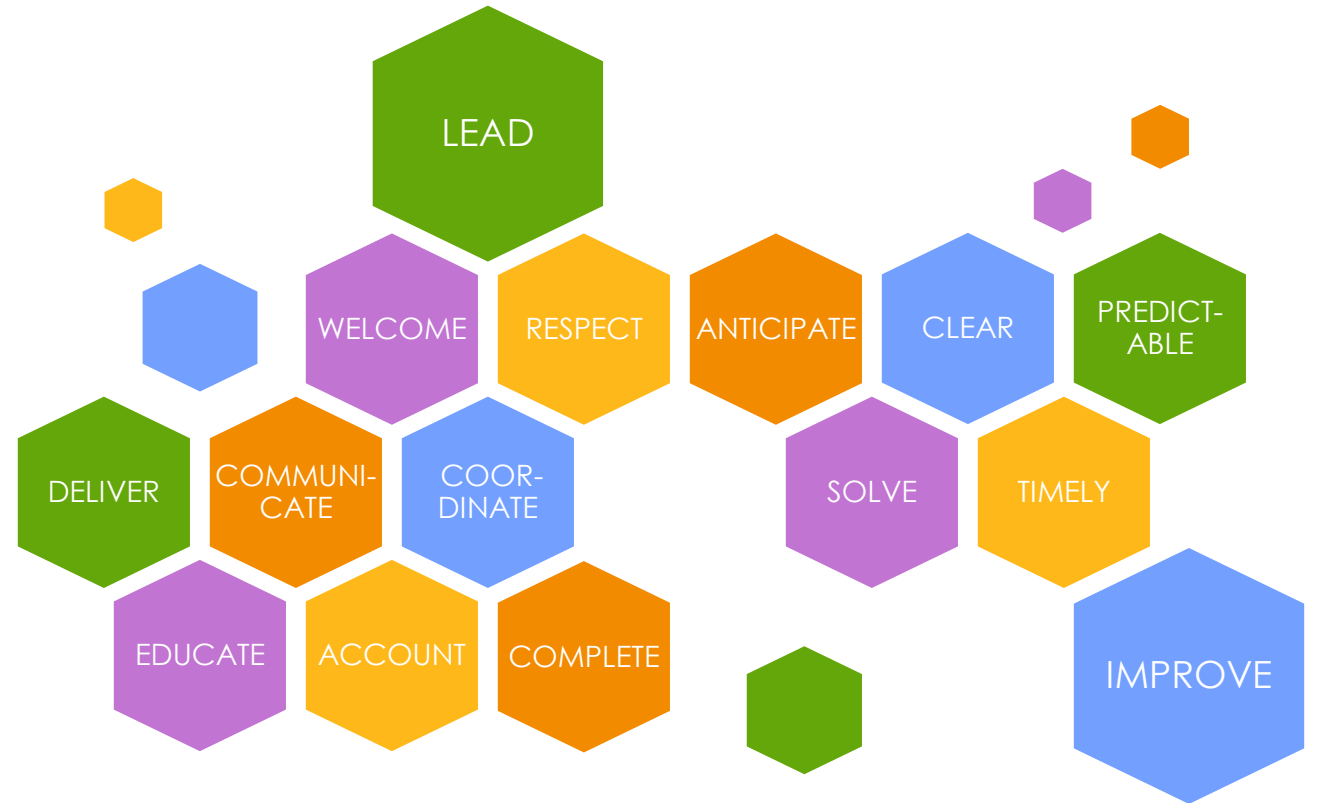


Working to identify:

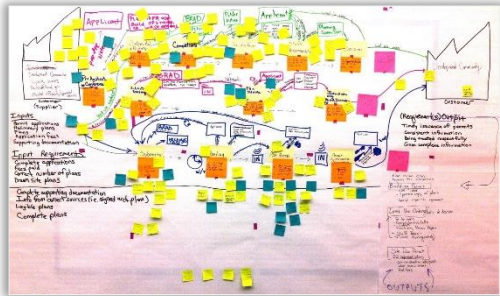
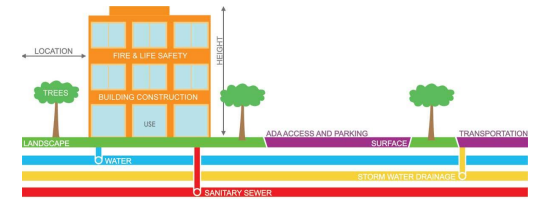
What applicants can expect

What customers need

What the process needs



Approach



TEAMWORK + SOLUTIONS = SERVICE
Our Service Philosophy

TEAMWORK - SOLUTIONS = SERVICE. What does this mean?
 It means we care about our community, its people, and the customer we serve. We collaborate about our every action. We take pride in performing timely and efficient services and in working together to find creative and effective solutions that make Beaverton a great place to live and work.

The following are behaviors that are required of each member of Community Development and Public Works Departments to successfully live this philosophy:

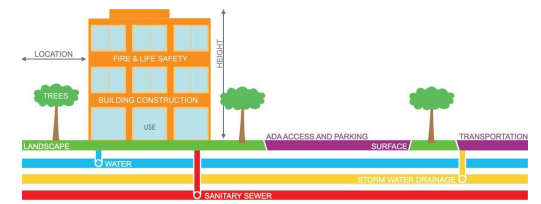
- Facilitate system resolution.** Work within teams and across divisions to find solutions to customer concerns and service delivery problems.
- Keep each other out from under the bus.** Explain that your group won't accept blame if another group does not satisfy Section 9 of Code 9.
- Educate whenever and wherever possible.** If someone clearly understands the requirements and expectations, they will be more likely to meet city standards. Explain rules in the simplest terms possible.
- Work on each project with intent to build customer-oriented relationships.** They are the more likely to be involved in by the customer, not avoided.
- Demonstrate leadership.** Do whatever it takes to ensure the customer's timeline and anticipate issues that will need to be addressed.
- Be accountable for your actions.** Keep each other informed to create a consistent and reliable customer experience. Admit to your mistakes and do whatever you can to facilitate a corrective action.
- Be a respectful regulator.** Explain in plain terms why a requirement is necessary and ask the customer how they plan to address it for the next. Remain calm and avoid becoming defensive or adversarial.
- Do it Now.** Deal with issues, questions, and requests in a timely manner. Be patient to a standard of consistent and accepted. Show employee time.
- Manage customer expectations.** Provide in plain language estimates of when you will be able to respond to a request, present a solution, or address a problem - and then meet the expectation.



Commercial
 Off-The-Shelf
COTS
 Application
 System

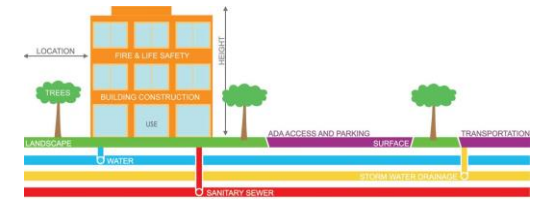


Results



TEAMWORK
+
SOLUTIONS
=
SERVICE

Customer Service



TEAMWORK + SOLUTIONS = SERVICE Our Service Philosophy

TEAMWORK + SOLUTIONS = SERVICE. What does this mean? It means we care about our community, its people, and the customers we serve. This philosophy drives our every action. We take pride in delivering friendly and efficient services and in working together to find creative, cost effective solutions that make Beaverton a great place to live and work.

The following are behaviors that are required of each member of Community Development and Public Works Departments to successfully live this philosophy:

- 
Facilitate problem resolution.
Work within teams and across divisions to find solutions to customer concerns and service delivery problems.
- 
Be accountable for your actions.
Keep each other informed to create a consistent and reliable customer experience. Admit to your mistakes and do whatever you can to facilitate a corrective action.
- 
Keep each other out from under the bus.
Replace "that group won't accept it" with "that design does not satisfy Section X of Code Y."
- 
Be a respectful regulator.
Explain in plain terms why a requirement is necessary and ask the customer how they plan to address/solve the issue. Remain calm and avoid becoming defensive or adversarial.
- 
Educate whenever and wherever possible.
If someone clearly understands the requirements and expectations, they will be more likely to meet city standards. Explain codes in the simplest terms possible.
- 
Do It Now.
Deal with issues, questions, and requests in a timely manner. We adhere to a standard of consistent and reliable 24-hour response time.
- 
Work on each project with intent to build solution-oriented relationships
Then you are more likely to be invited in by the customer, not avoided.
- 
Manage customer expectations
Provide a reality-based estimate of when you will be able to respond to a request, answer a question, or address a problem – and then meet the expectation.
- 
Demonstrate leadership.
Be proactive – know the customer's timeline and anticipate issues that will need to be addressed.



TEAMWORK + SOLUTIONS = SERVICE Our Service Culture Stance

- 
Shared Success
 - We understand and own that, without our customers, our work doesn't exist – their success is our success.
- 
Clear Process
 - We identify ways to stop problems from reoccurring.
 - We are open to improving the process as needed.
- 
Service Coordination
 - Service is responsive, consistent and coordinated across all divisions.
 - We coordinate with overlapping and neighboring service providers to best align our interpretations of common/shared laws, plans, codes, applications and processes
- 
Tools and Technology
 - We match the right tools and technology to the service needs of our customers, in the office and in the field.
 - We have the technology necessary to support timely customer service, integrate our processes, work more efficiently, and increase transparency for customers.
- 
Education and Outreach
 - We strive to educate and build relationships with our customers and market our services and educational offerings.
 - We empower customers to take ownership of their projects.
 - We listen, engage in open dialogue, and do what we can to help customers achieve their objectives.
 - We help our "first line" customers understand that development review exists to ensure safety and quality in the built environment.
 - We provide materials in multiple languages in line with the city's Language Access Policy.
- 
People + Skills
 - We have the right people with the right skills.
 - We have specialists in all facets of our program who have excellent communication skills and the capability to deal with complex problems and issues.
 - We stay informed about new and emergent development ideas, materials, and technologies.

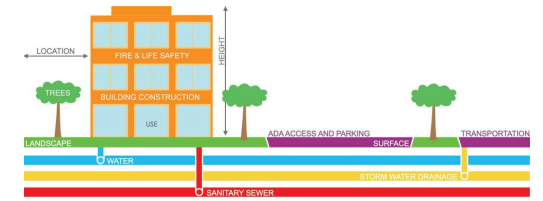


TEAMWORK + SOLUTIONS = SERVICE Our Service Philosophy

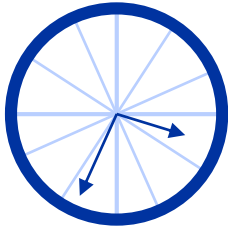
- Lead**
Work on each project with intent to build solution-oriented relationships. You are more likely to be invited in to conversations, not avoided.
- Deliver**
Manage Expectations by provide reality-based estimates about when you will be able to respond to requests, answer questions, or address problems and then meet the expectation. Don't over-promise or under-deliver.
- Respond**
Address issues, questions, and requests in a timely manner. Adhere to our standard of consistent and reliable 24-hour response time.
- Anticipate**
Strive to understand internal and external timelines and anticipate issues that will need to be addressed.
- Coordinate**
Engage city staff, across divisions and departments, to address conflicts in code and code interpretation in order to provide consistent and unified responses.
- Account**
Admit mistakes and do whatever you can to facilitate a solution.
- Educate**
Explain code requirements in the simplest terms possible and why they are necessary, whenever and wherever you can. If someone clearly understands the requirements and expectations, they will be more likely to provide information that meet the standards.
- Reference**
Inform that "the design does not satisfy Section X of Code Y" rather than phrases like "that group won't accept it."
- Request**
After providing an explanation, ask the customer how they plan to address the issue.
- Respect**
It is possible to be respectful regulator through taking a firm stance that gains you customer respect. Remain calm, resist becoming defensive and do not get adversarial (even if someone argues with you).
- Improve**
Continuously work together to identify issues and solve customer concerns and service delivery problems. Keep each other informed to create a consistent and reliable customer experience.



Customer Service Metrics



#



%

% **Process** is
Predictable + Timely

% **Staff** are
Helpful + Available

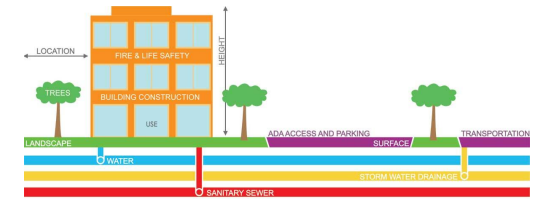
% **Messages returned**
within 24 hours

% **Applications reviewed**
within timelines

% **Inspections Complete**
- Building within 24 hours
- Site Development within 48 hours
- Right-of-Way within 48 hours

Review Cycles
for final approval

Customer Service Surveys



Requirements were accessible and clearly defined upfront. Staff provided prompt and reliable feedback on submittals. Staff anticipated obstacles early and provided options when available. Staff helped facilitate resolution

Staff provided comments that were clear and understandable. Plan checking was consistent and coordinated across disciplines. After the initial review, additional issues did not appear in later reviews that could have been caught

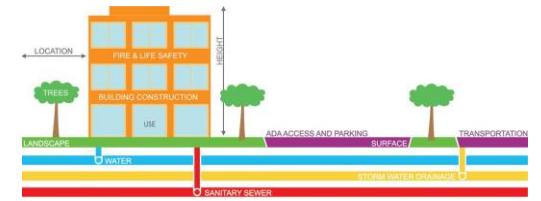
Plan check was completed within stated turnaround times. Conditions of approval or plan check corrections applied to my project were easy to understand and applicable. Staff was accessible

City staff were respectful, communicative, and solution-oriented. communicative, and solution-oriented. If there was an unexpected delay in review, what improvements can the City make to avoid such a delay in the future?

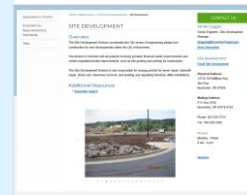
What would improve your experience? Things that went well? What are two things that could be improved? What type of information, help or education could we provide to help you understand the city's process better?

Which of the following best describes your role on the project?

Improved Communication



- Forms
- Codes & Plans
- Handbooks
- Webpages
- Reports
- Brochures
- Workshops



Home » Departments » Community Development » Permit Center

PERMIT CENTER

The City of Beaverton's Permit Center provides support during the development review process. We work in partnership with customers to provide timely, consistent, respectful, clear and accountable customer service.

Trained and highly-skilled city staff work together to deliver land use decisions, construction permits, inspections and final project sign-off. Development review process responsibilities are coordinated, as follows:

- Planning: local and state land use regulations and land use law
- Site Development: engineering requirements for public and private infrastructure
- Building: national and state requirements for building construction
- The City of Beaverton is charged with ensuring that projects developed within the city safely local, county, regional, state and federal rules and regulations. We maintain excellence in the built environment for our community, neighborhoods and residents.

For more information, please visit our NEW [Building in Beaverton](#) webpage.

Development Review Improvement Process

We are working to improve our development review process in order to:

- Provide improved and consistent customer service
- Communicate more effectively with customers and between staff
- Provide appropriate tools and implement technology to streamline the process
- Update to industry standards and increase competitive advantage of the city

For more information, please access our phased reports below:

- [Phase One Report](#)
- [Phase Two Report](#)

[Beaverton Search](#) [Your Link to Building Oregon](#) [Permit Protect Info](#)

<https://www.beavertonoregon.gov/1692/Permit-Center>

Home » Departments » Community Development » Building in Beaverton

BUILDING IN BEAVERTON

GETTING STARTED 1 Welcome! We're happy you're here.

APPLY FOR PERMITS 2 Building in Beaverton takes many shapes. From small residential projects such as a new structure on your property, an updated bathroom, landscape upgrades or new fencing, to large scale multi-family residential projects and commercial projects. Regardless of what you have planned, we are here to help you navigate the city's requirements and finish your construction or remodeling project as quickly as possible.

CONSTRUCTION & INSPECTION 3 Our goal is to provide consistent service to our customers while supporting community aspirations and plans.

PERMIT STEPS Getting Started

FEE INFORMATION Before you begin, get to know your property and the requirements for your planned project. Do you need Homeowners Association approval in advance? Will your project require a permit? Find out the basics to start your project on the right path and avoid potential delays along the way. [Tips on Getting Started...](#)

CURRENT PROJECTS Apply

REFERENCE Most construction and remodeling projects will need approval from the city in the form of an application or permit, sometimes from more than one city department depending on the project. The city is required to ensure projects developed within the city meet local and state rules and regulations. Other outside agencies may also require review and approval as applicable. Locate instructions, permit applications and associated fees required for your project. [Apply for permits.](#)

BEAVERTON SEARCH MAP Construction and Inspection

FEEDBACK When you are ready to proceed with construction of your project, you will want to identify major milestones and know what to expect in order to bring your project to completion. [Construction Process...](#)

Helpful Resources

- [Beaverton City Code](#)
- [Beaverton Comprehensive Plan](#)
- [Beaverton Development Code](#)
- [Beaverton Design Review Handbook](#)
- [Beaverton Engineering Design Manual and Standard Drawings](#)
- [Beaverton Search Map \(Interactive\)](#)
- [Clean Water Services Design and Construction Standards](#)
- [State Building Codes Online](#)

CONTACT US

Planning
Phone: 503-526-2420

Site Development
Phone: 503-526-3724

Building
Phone: 503-526-2493

Community Development
[Director](#)

Permit Center
Physical Address
The Beaverton Building, fourth floor
12725 SW Millikan Way
Beaverton, OR 97005

Counter Hours (Mon-Fri)
Front Desk
OPEN: 7:30 am - 5 pm
Building & Planning
OPEN: 7:30 am - 4:30 pm
Site Development
OPEN: 8 am - 4 pm

Building Over-the-Counter Plan Review Hours
7:30 am - 9 am &
1:30 pm - 2:30 pm

<https://www.beavertonoregon.gov/2037/Building-in-Beaverton>

Technology



Electronic Systems

Permit Submittal
Routing
Document Review
Mobile Inspection

Ruggedized Tablets

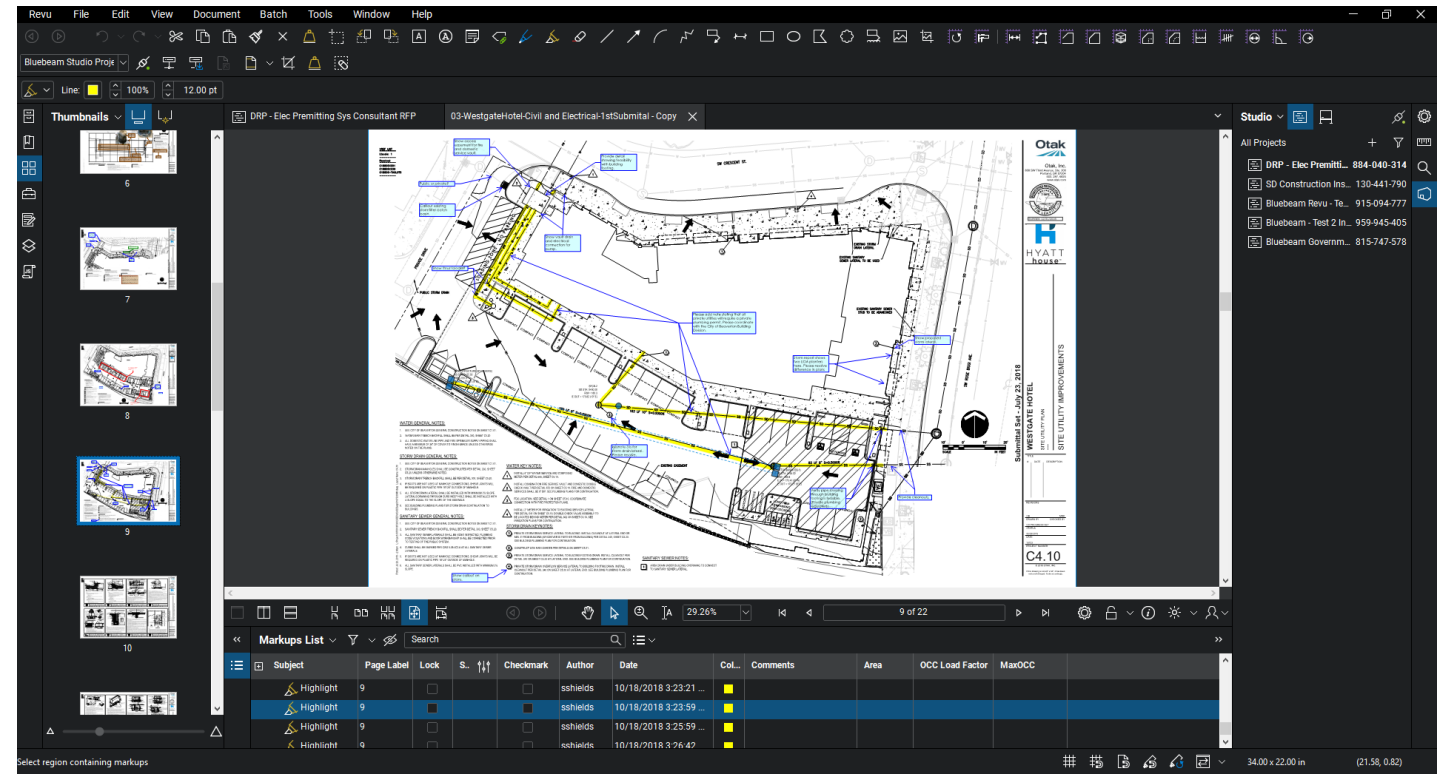
Smart Phones



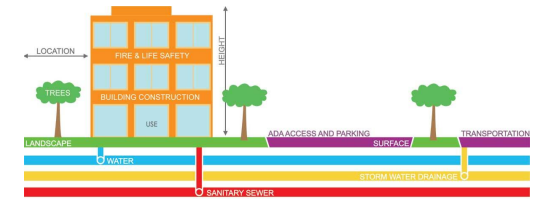
Technology



Electronic Document Review Bluebeam Revu



What's next: Technology



Electronic Application System

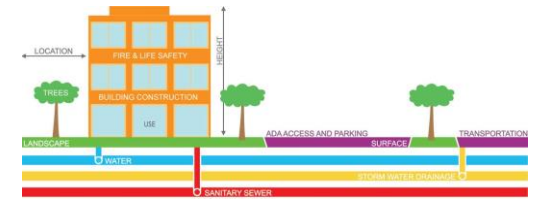
Home » Departments » Community Development » Building in Beaverton » Apply for Permits

BUILDING IN BEAVERTON: APPLY FOR PERMITS

GETTING STARTED 1	Apply	CONTACT US
APPLY FOR PERMITS 2	Before you begin construction or make changes to your property, get approval from the city for your project to proceed. Depending on the type of project, you may need to submit applications for planning, site development and building permits.	Planning Phone: 503-526-2420
CONSTRUCTION & INSPECTION 3	Prior to submitting any applications, please refer to the Getting Started page and feel free to contact the city's Permit Center to identify development expectations and requirements.	Site Development Phone: 503-526-3724
PERMIT STEPS	Planning & Land Use Permits	Building Phone: 503-526-2493
FEE INFORMATION	The Planning Division reviews development applications to determine if the proposed project complies with land use and development standards outlined in the city's Development Code .	Community Development Directory
CURRENT PROJECTS	Planning Applications , Land Use Brochures and Fees	Permit Center
REFERENCE	<i>Note: Permit applications must be signed by the property owner(s) or by someone authorized by the property owner(s) to act as an agent on their behalf. If someone is signing as the agent of the property owner(s), that person must submit a written statement signed by the property owner(s), authorizing the person to sign the application. In addition, all applications must include complete information including necessary checklists, written reports, technical documents, etc.</i>	Physical Address The Beaverton Building, fourth floor 12725 SW Millikan Way Beaverton, OR 97005
BEAVERTON SEARCH MAP	Site Development / Engineering	Counter Hours (Mon-Fri)
FEEDBACK	The Site Development Division reviews engineering design and construction for new developments, and issues permits for sewer repair, sidewalk repair, streets cuts, and street tree removal and plantings.	Front Desk OPEN: 7:30 am - 5 pm
	Site Development Applications / Forms	Building & Planning OPEN: 7:30 am - 4:30 pm
		Site Development OPEN: 8 am - 4 pm
		Building Over-the-Counter

Commercial Off-The-Shelf Application System

Continuous Improvement



Discussion

