Building in Beaverton

Improving the Development Review Process
Let’s face it
devolution 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

PHASE 1

PHASE 2

PHASE 3

PHASE 4

PHASE 5

Commercial Off-The-Shelf COTS Application System
Results

TEAMWORK + SOLUTIONS = SERVICE
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
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 of project challenges. 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. 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? What are two 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

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

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

Beaverton Planning Commission - March 14, 2018
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

Commercial Off-The-Shelf Application System
Continuous Improvement
Discussion