



CUSTOMER GUIDE TO COMMERCIAL PERMIT INSPECTIONS

To help ensure consistent and effective building inspection services from the City of Portland Bureau of Development Services **Commercial Inspections Team**, we have compiled the following information for our **Commercial Customers**.

PRE-CONSTRUCTION MEETINGS



Pre-construction Meetings are highly encouraged and for certain projects may be mandatory by the City. Pre-construction meetings can be formal with a large group comprised of the project team and City inspection and interagency partner staff or a one on one with the area inspector. Pre-construction meetings will provide you with additional information specific to your project approval. Pre-construction meetings may be scheduled by calling the Commercial Inspections Section Manager at **503-823-7273**.

NEW USERS OF THE INTERACTIVE VOICE RESPONSE (IVR) SYSTEM



Customers new to the inspection process or to the IVR System can access complete instructions on the BDS webpage [How do I request an inspection? | The City of Portland, Oregon \(www.portlandoregon.gov/bds/40466\)](http://www.portlandoregon.gov/bds/40466). A list of three-digit code(s) can be found on the BDS website at www.portlandoregon.gov/bds/article/81112 or copies can be picked up in the Development Services Center.

Customers with additional questions or who have trouble with the IVR System should call the Commercial Inspections Office Support Team at **503-823-7303** for assistance.

SCHEDULING AND CANCELLING INSPECTIONS



Periodic inspections of work being performed are required. Inspections must be requested by calling our easy to use IVR System at **503-823-7000**. The number of inspections that can be scheduled on any given day is limited to a specific number. The IVR System is available 24 hours a day. The IVR system will advise you of the dates available for scheduling your inspection. The system will cut off requests for same day inspections (if there are inspection times available) at 6:00 AM. If there are special instructions or information related to your inspection request, please leave a voice mail message on the system when prompted.

We understand there may be special scheduling needs or cancellations of requested inspections. In this event, please contact the Commercial Inspections Office Support Team as soon as possible at **503-823-7303**. The Commercial Inspections Team will make reasonable accommodations on a case-by-case basis.

UNSCHEDULED INSPECTIONS



The Commercial Inspections Team's primary responsibility is to inspect completed work that has been properly scheduled for inspection through the IVR System. Unscheduled inspections generally are not able to be accommodated except in emergency situations (i.e. loss of power, heat, water, sanitation).

CONSTRUCTION IS READY FOR INSPECTION



Customers calling in to schedule an inspection through the IVR System must have the work completed and ready for inspection at the time the Commercial Inspector arrives at the job site. The work scheduled for inspection must be ready by 8:00 AM the morning the inspection is scheduled. If the work is not completed when the inspector arrives at the job site, the visit will count as one of the customer's allotted inspections. This may result in additional inspection fees for the overall project.

Commercial Inspectors must have immediate access to the work being inspected. This means free of any barriers such as locked doors, fences, gates, etc. It is the customer's responsibility to provide the Commercial Inspector access to the inspection site at the time of inspection.

ROLLED OVER INSPECTIONS



The Bureau has implemented a cap that reflects the number of inspections that can be accomplished by the inspection staff per day. Implementation of this cap was to reduce the number of rolled over inspections and provide predictability for our customers that they will receive their inspection on the date scheduled. There are occasions when the combination of workload and staffing will require a scheduled inspection to be rescheduled to the next business day (rolled over). A member of the Commercial Inspections Office Support Team will call the phone number provided on the permit application by 9:30 AM the day of the requested inspection to notify them of the roll over. Please be assured the Commercial Inspections Team will do everything within their ability to meet customer inspection needs in a timely and efficient manner

DEFERRED SUBMITTALS (DFS)



DFS plans must be submitted to, reviewed and approved by the City (by permit) prior to starting any work or special inspection in the areas of the project subject to the deferred submittal. It is highly recommended that all DFS submittal dates be added to the construction schedule and calendar so they are submitted to the City well in advance (at least 30 days) of the date the construction work subject to approval and issuance of the DFS permits is scheduled to start. Pursuant to OAR Chapter 918, Division 50, a project may not proceed beyond the level of approval by the Building Official. ***Work proceeding on DFS elements without the approved plans is subject to a stop work order. Inspections will not be conducted on DFS work until City approved plans are on the job site.***

JOB SITE ACCESS

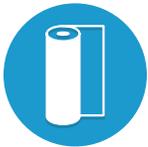


If the job site is to be accessed from a lockbox, this information must be left as a voice mail for the Commercial Inspector when the customer schedules the inspection through the IVR System. It is important to include lockbox location and access code(s) or combination(s).

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CENTRALLY LOCATED APPROVED PLANS



Oregon State Building, Electrical and Plumbing codes all require approved plans onsite at the time of the Commercial Inspector's visit. An effective way to meet this requirement is to have one central place, such as an inspection kiosk, for **all approved plans (and approved revisions), inspection card, Special Inspection Daily Reports, revisions and Requests for Information (RFI) available near the work under inspection.**

Leaving a message through the IVR System of where the approved plans are located is very helpful and will help ensure an efficient inspection process.

MANDATORY PRE-CONSTRUCTION EROSION CONTROL INSPECTION



The construction site for your project may require preliminary erosion and storm water control evaluation by a Site Development Inspector. Tree protection verification may be required as identified on the approved construction documents/plans and must be completed by a City Tree Inspector. Those inspections can be scheduled in the IVR system and **must occur before site work begins.** (Pre-construction erosion control inspection is code 200; Tree Protection Inspection, if required as noted on approved plans, is Inspection Code 570). At the time of inspection, you will be provided specific site, storm water, erosion control and tree protection information and requirements that must be implemented before site work begins. The site development and tree protection requirements will be reviewed periodically throughout the project to ensure any issues that arise are promptly addressed.

DESIGNATED INSPECTOR PARKING



To the extent possible, customers can assist the Commercial Inspections Team by establishing a designated on-site parking space specifically designated “City Inspector Parking Only”. Finding a parking spot around a busy construction site can be very difficult. Time spent circling the block for a parking spot could be better spent conducting inspection and consultation visits with our customers.

FINAL INSPECTIONS/CERTIFICATE OF OCCUPANCY



While projects vary widely, the general process of moving from initial plans to the final inspection and approval to occupy follow the same basic steps and requirements for assuring that the project is completed in reasonable compliance with the approved construction documents and applicable codes. It is important to work closely with the Inspection Team as you near completion of your project. It is recommended that at least 45-60 days in advance of your scheduled completion date you consult with the Inspection Team on the scheduling of the final inspections. Approved BES 487 inspection for private storm water facilities is required prior to final inspections taking place.

BEING A GOOD NEIGHBOR



Being a good neighbor for the surrounding properties, pedestrians and vehicle operators on the streets is very important thing to do throughout your construction project. Ways to ensure your project is not problematic for your neighbors are:

1) Implement Construction Noise Control:

Permissible Hours and Noise Level - From 7 a.m. to 6 p.m. Monday through Saturday, the City permits a very liberal standard for construction noise (85 dBA at a 50' distance). **Note:** Reliable sound level (noise) meters can be purchased at reasonable cost at many local hardware and electronics stores. It is important when checking the noise level of your own equipment that you use the “A” weighting and position yourself at the proper distance away from the equipment when taking the readings.

2) Manage construction litter and debris on the site: Keeping your site free of accumulated construction debris and litter will go a long way in ensuring trash is not blown into streets or surrounding properties and the streets are free of debris and mud that may impact pedestrians and vehicles.

3) Limit glare from construction lighting: Glare from bright construction site lighting can be distracting to vehicle operators, pedestrians and neighbors. Use of light shields and installing directed lighting ensures illumination is limited to the construction area, and minimizes glare on adjacent properties and streets.

4) Post emergency contact information at the site entrance: Posting a sign that clearly displays a contact phone number for the project manager will help ensure persons wishing to contact the manager directly will be able to do so. It is also helpful and especially important to have a night and weekend phone number posted for emergency contact.

VALUED CUSTOMERS



The Commercial Inspections Team appreciates the customer input that helped develop this guide – customer feedback is always welcome. Customers may provide comments at any time by emailing BDSinspections@PortlandOregon.gov.

Thank you,

*The Commercial
Inspections Team*