Service Level Update Document:
Records Requests Fee Schedules and Processes

(February 16, 2010). In order to ensure that all records requests made of the Bureau of Development Services (BDS) are processed consistently and that our costs for making the records available are reimbursed, a Records Requests Fee Schedule and Process Policy has been established.

Effective March 1, 2010, the following fee schedule and process will be applied to all requests for public records retained by BDS, including but not limited to all permit, inspection, land use and enforcement records. Oregon state law considers a public record to include "any writing that contains information relating to the conduct of the public's business . . . used or retained by a public body regardless of the physical form or characteristics." Oregon Revised Statutes § 192.410(4)(a) (2007). Complainant and personnel records are protected by state law and may not be subject to Public Records Requests.

The Bureau of Development Services maintains records in several different formats and sections of the Bureau. The fee schedules and processes are outlined for the different sections below. Following is a list of the three primary sections that maintain public records and a general list of the records that can be made available.

1) Resource/Records Counter The Resource/Records Counter maintains the following types of documents: microfiche copies of drawings for issued building permits; permit inspection cards for electrical, plumbing, mechanical, and building permits; Sign Permits, Certificates of Occupancy, Building, Mechanical, Plumbing, Electrical Code Appeal Decisions; Unincorporated Multnomah County Permits and Microfilm reels; Sanborn Maps; War Code and Chapter 13 files.

2) Land Use Services Division The Land Use Services Division maintains all records for land use review cases, pre-application cases and zoning confirmation letters.

3) Enforcement Program The enforcement programs maintain records for Housing, Nuisance, Zoning, Noise, Dangerous Buildings, Work without Permit, Signs and Home Occupation Permits.

Active Permits and Cases: Records for permit or case types listed above that are in "active" status are generally available for review free of charge. Photocopy charges and copyright regulations do apply.

Low-Income Consideration: BDS will consider reducing or waiving fees associated with Public Records Requests on a case-by-case basis. You will need to submit your current federal tax returns, statement of benefits from a social service agency, or other documentation showing current income along with your records request. We understand that the information we are requesting may contain confidential information such as your Social Security number. Feel free to redact such information before providing us a copy.

If you have questions or concerns about this document or our Public Records Request process, please contact Ross Caron, BDS Manager and Public Information Officer, at (503) 823-4268 or ross.caron@ci.portland.or.us.

Encl.

1.) Resources Records Counter Records Request Fee Schedule and Process Sheet
2.) Land Use Services Division Records Request Fee Schedule and Process Sheet
3.) BDS Enforcement Program Records Request Fee Schedule and Process Sheet

1) Resource / Records Counter Records Request Fee Schedule and Process

Type of Request:	Fee for Service*:
Plumbing Records Request (i.e. sewer connection)	$15/Request
Permit History Searches (microfilm, permit cards, etc)	Minimum $15/search Hourly rate of $60
Certificate of Occupancy Verification	Minimum $15 Hourly rate of $60
Retrieval of Drawings that are **in the process** of being microfilmed	Minimum $15 Hourly rate of $60

* Fees will be charged at the minimum rate, and then in increments of 15 minutes. Fees for Photocopying 10 or more sheets and copying performed by Printing and Distribution Services are separate (see below). The 1st half hour of Fees for Service are waived for records request made by the resident of a property. Coping charges still apply.

Requests for records maintained at the Resource/Records counter can be made in person at the counter in the Development Services Center (DSC). The DSC is located on the 1st floor of 1900 SW 4th Ave, open 8 am-3 pm, Tuesday-Friday. You can also leave a message for Resource/Records staff at (503) 823-7660.

When the estimated fee to cover costs of making the records available is less than $30, per the table above, payment is required at the time the records are supplied. For large or complex requests where the estimated fee is more than $30, per the table above, you will be required to fill out and submit the City's Uniform Public Records Requests Form. Completing and providing this form will guide your request and make sure BDS receives your contact information and a clear written request.

Based on the completed request form, the bureau will provide you with a fee estimate for making the records available, which may include, but not be limited to, the costs of locating records, reviewing records to redact exempt material, supervising the inspections of records, copying records, certifying records, researching records, archive requests and mailing records.

Once the cost estimate is completed, a Uniform Response to Public Records Requests form will be provided outlining the estimated costs for making the requested records available. If the estimated cost exceeds $100, a 50% deposit will be required prior to beginning work. Full payment of the total cost is required before the public records can be inspected or copies are released. Depending on the extent and complexity of records requests, this process may take several days or weeks to perform.

For in person requests, you may pay with cash, check or credit card. Credit card payment can only be processed through the cashier located in the Development Services Center. The BDS staff assisting you will direct you to the appropriate cashier. . .

Photocopying Costs:
The following rates are charged for photocopying done by BDS staff:

- Up to 10 letter size photocopies included in hourly rate in table above.
- Eleventh copy, letter size or smaller, $0.50; additional copies $0.15 each
- First copy, legal size or larger, $1.00; additional copies $0.35 each
- Photocopies of microfilm, site plans, maps, etc. are performed by the City's Printing and Distribution Services office, and their rates apply

BDS may choose to have the Printing and Distribution Services Office perform photocopy jobs at its discretion.

2) Land Use Services Division Records Requests Fee Schedule and Process*

Type of Request	Fee for Service*
Land Use Review Case Requests	Minimum $15 Hourly rate of $60.00**
Archive Requests	$15/Request which includes the first file and $6.75 per additional file requested.

* Fees will be charged at the minimum rate, and then in increments of 15 minutes. Fees for Photocopying 10 or more sheets and copying performed by Printing and Distribution Services are separate (see below). The 1st half hour of Fees for Service are waived for records request made by the resident of a property. Coping charges still apply

Requests for records maintained by the Land Use Services Division can be made by phone (503)823-7617, Monday thru Friday from 8 am – 5 pm.

When the estimated fee to cover costs of making the records available is less than $30, per the table above, payment is required at the time the records are supplied. For large or complex requests where the estimated fee is more than $30, per the table above, you will be required to fill out and submit the City's Uniform Public Records Requests Form. Completing and providing this form will guide your request and make sure BDS receives your contact information and a clear written request.

Based on the completed request form, the bureau will provide you with a fee estimate for making the records available, which may include, but not be limited to, the costs of locating records, reviewing records to redact exempt material, supervising the inspections of records, copying records, certifying records, researching records, archive requests and mailing records.

Once the cost estimate is completed, a Uniform Response to Public Records Requests form will be provided outlining the estimated costs for making the requested records available. If the estimated cost exceeds $100, a 50% deposit will be required prior to beginning work. Full payment of the total cost is required before the public records can be inspected or copies are released. Depending on the extent and complexity of records requests, this process may take several days or weeks to perform.

For in person requests, you may pay with cash, check or credit card. Credit card payment can only be processed through the cashier located in the Development Services Center. The BDS staff assisting you will direct you to the appropriate cashier. . .

Records requests will not include an analysis or evaluation of land use and zoning requirements for a property. Depending on the type and detail of information needed, BDS Land Use Services Division provides two levels of written documentation on land use and zoning site information through Zoning Confirmation Letters. For more information about Zoning Confirmation letters, please visit the BDS web site at www.portlandonline.com/bds and clicking on the "Zoning/Land Use" tab then "Other Planning Services". You can also call (503) 823-7526 to leave a detailed message and a planner will return your call, or come in to the DSC Tuesday through Friday from 8:00 to 3:00 and ask to speak with a planner.
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3) BDS Enforcement Case Records Requests Fee Schedule and Process

Type of Request	Fee for Service*
BDS Enforcement Cases (Housing, Nuisance, Zoning, Noise, Dangerous Building, Work without Permit, Signs, etc)	Minimum $15 Hourly rate of $60.00

* Fees will be charged at the minimum rate, and then in increments of 15 minutes. Fees for Photocopying 10 or more sheets and copying performed by Printing and Distribution Services are separate (see below). The 1st half hour of Fees for Service are waived for records request made by the resident of a property. Coping charges still apply

BDS Enforcement Case Records Requests Process

Requests for records maintained by the Enforcement program can be made by completing and submitting the City's Uniform Public Records Requests Form. Using the form will guide your request and make sure BDS receives your contact information and a clear, written request. Completed forms may be submitted to Lisa Dibert via mail, fax at (503) 823-7915, or email at codec@ci.portland.or.us. If you have questions regarding an Enforcement records request, you may contact Lisa Dibert at (503) 823-7891.

Based on the completed request form, the bureau will provide you with a fee estimate for making the records available, which may include, but not be limited to, the costs of locating records, reviewing records to redact exempt material, supervising the inspections of records, copying records, certifying records, researching records, archive requests and mailing records.

Once the cost estimate is completed, a Uniform Response to Public Records Requests form will be provided outlining the estimated costs for making the requested records available. If the estimated cost exceeds $100, a 50% deposit will be required prior to beginning work. Full payment of the total cost is required before the public records can be inspected or copies are released. Depending on the extent and complexity of records requests, this process may take several days or weeks to perform.

For in person requests, you may pay with cash, check or credit card. Credit card payment can only be processed through the cashier located in the Development Services Center. The BDS staff assisting you will direct you to the appropriate cashier. . .

Please note that per ORS 192.502(4), confidential submissions (complainant information) are exempt from disclosure under the Oregon Public Records Law. Complainant information shall be redacted from all public record requests made by the public.

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