

# POLICIES & PROCEDURES



**City of Wilsonville  
Building Division**  
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PERFORMANCE OBJECTIVES	Adopted: August, 2018
Number: BPP 104	Last Reviewed: N/A

## Summary

Outlines the Building Division policy and procedure for the timing of certain services.

## Background

The Building Division works to provide timely and predictable services through stated performance objectives. Measuring what we do and being accountable for our work is important to ensuring the Division is functioning as intended by the City Manager, City Council, the Division’s BCD approved operating plan, and in conformance with state law.

Providing timely and predictable plan reviews and inspections provides an important economic benefit to the community and specifically to customers planning new projects in conducting financial and legal transactions, and in mobilizing for construction.

## Discussion

The Building Division typically reviews all disciplines of projects in-house. In times of peak workload, staffing shortages, or highly complex structures, the Division may utilize outside pre-approved licensed third-party contractors or on-call staff in attempt to reasonably complete the work within target timelines.

The objectives below are stated goals and not a guarantee. They are also not intended to be a minimum amount of time to complete a review or inspection as the underlying objective is to complete project approvals as quickly as possible in an accurate and consistent manner. Projects are generally reviewed on a first-come / first-served basis.

It is also recognized that larger or more technically complicated projects may take longer and staff are at liberty to communicate with the design team and reasonably adjust timelines if this is the case. Additional time may also be required for insufficient, incomplete, inaccurate, and/or improperly submitted plans, specifications, and/or applications.

## Policy

The following are performance targets for categorized projects as noted below:

**Plan Review**

- Commercial, Multi-family, Industrial
  - Initial review 21 calendar days
  - Subsequent reviews 10 calendar days
- 1 & 2 Family Residential
  - Initial review 14 calendar days (state law is 10 business days)
  - Subsequent reviews 7 calendar days

**Inspections**

- Commercial, Multi-family, Industrial, 1 & 2 Family Residential
  - Same day (M-F) if inspection request is received by 7:00 am
  - Inspection results and data entry – same day

**Building Division Pre-Development or Pre-Construction Meetings**

- From time of request to time of meeting – 7 calendar days

**Citizen Complaints**

- Initial response to complaint received – Next business day or earlier
- Compliance actions to correct dangerous circumstances – Determined by the Building Official
- All other non-dangerous issues – 10 calendar days for initial response with 30, 60, or 90 day notice to correct based on the discretion of the inspector

**Phone Voice Mail and Email Responses**

- Response next business day or earlier