



# Multnomah County LUP Division 2021 Permit and Compliance Activity Summary

Presentation to  
Multnomah County  
Planning Commission

March 7, 2022

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# Agenda

1. Permitting and compliance trends over the last 9 years
2. Upcoming organizational projects (2+ years)
3. Guiding Principles



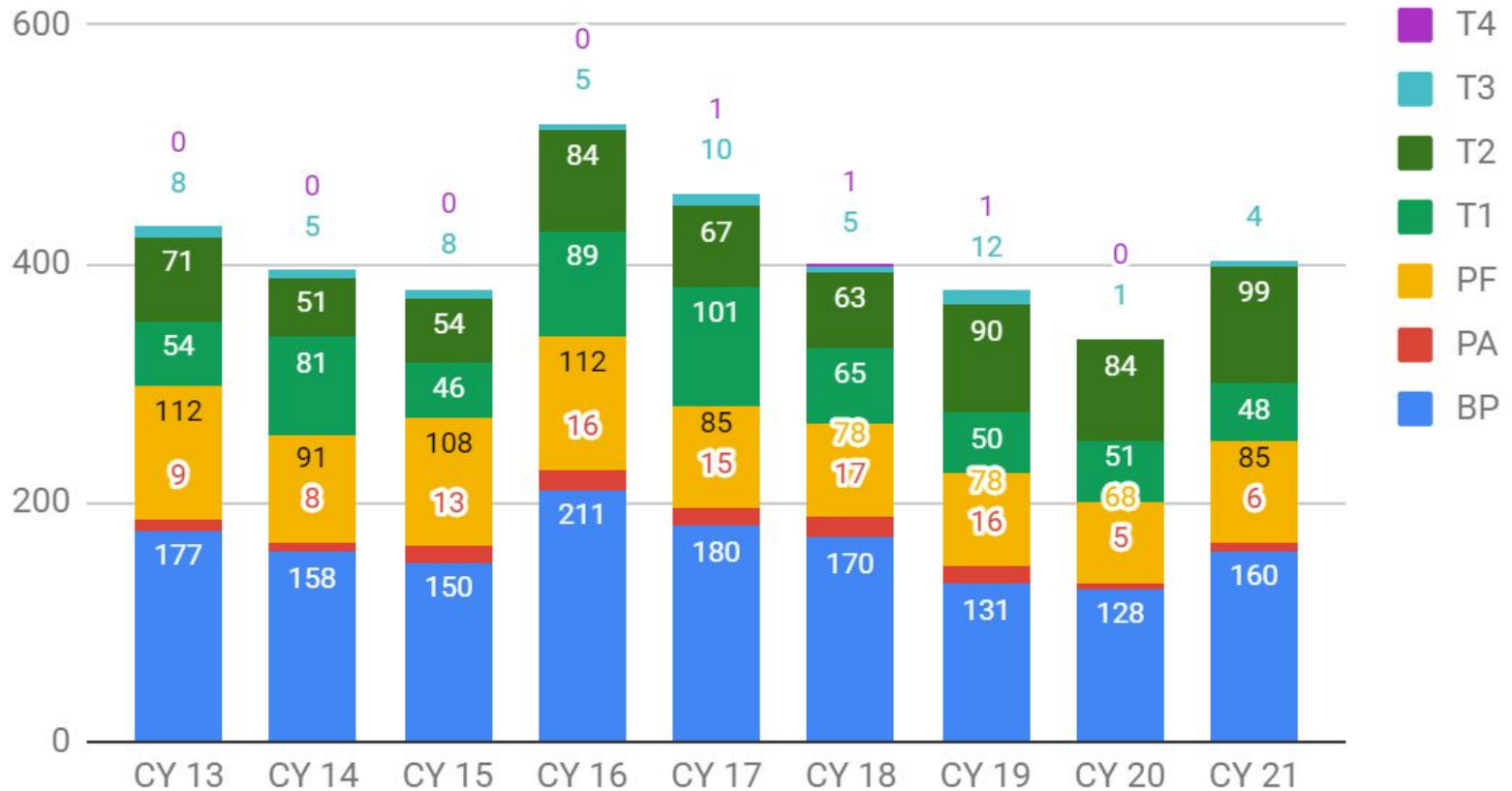
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# Agenda

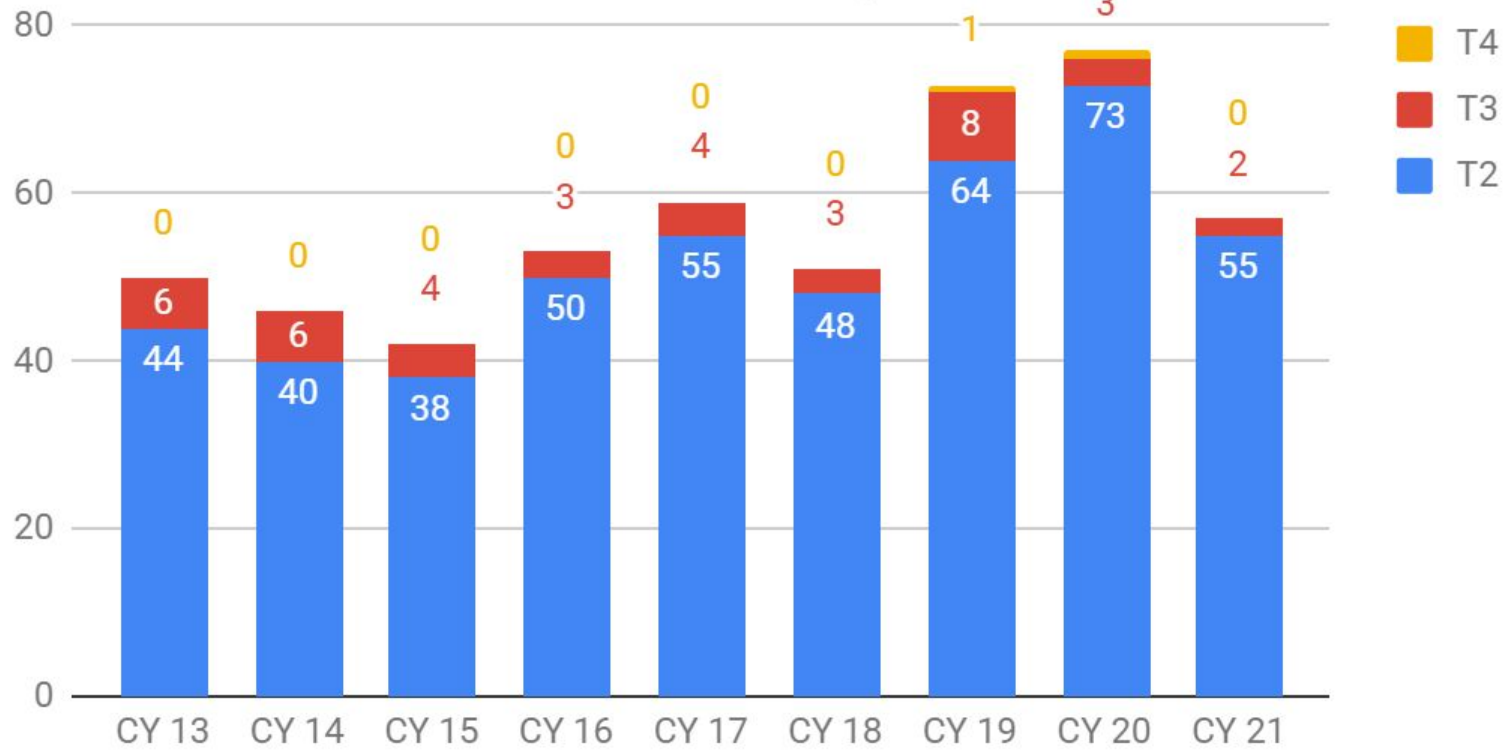
1. Permitting and compliance trends over the last 9 years



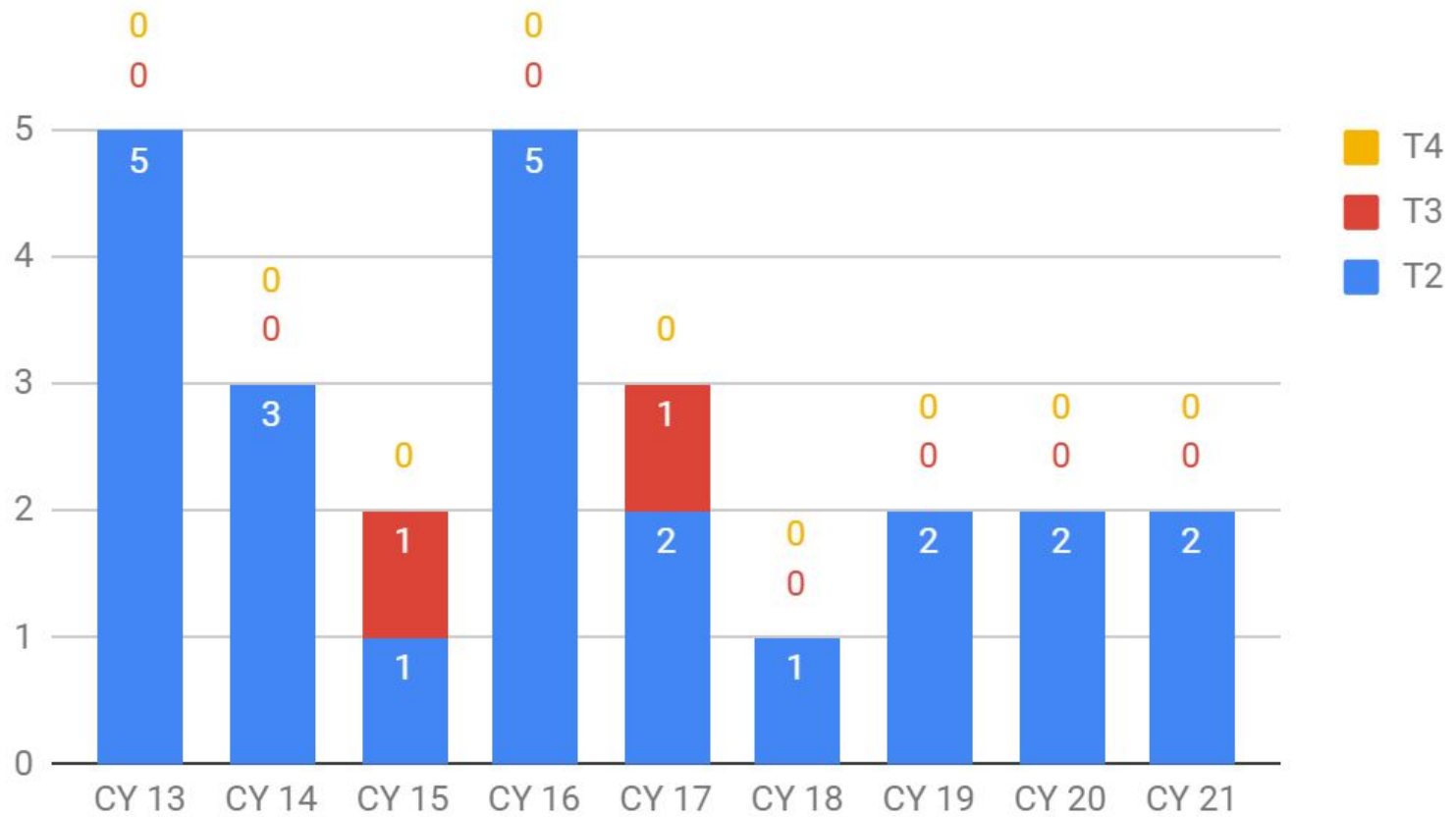
# APPLICATIONS RECEIVED (BY YEAR)



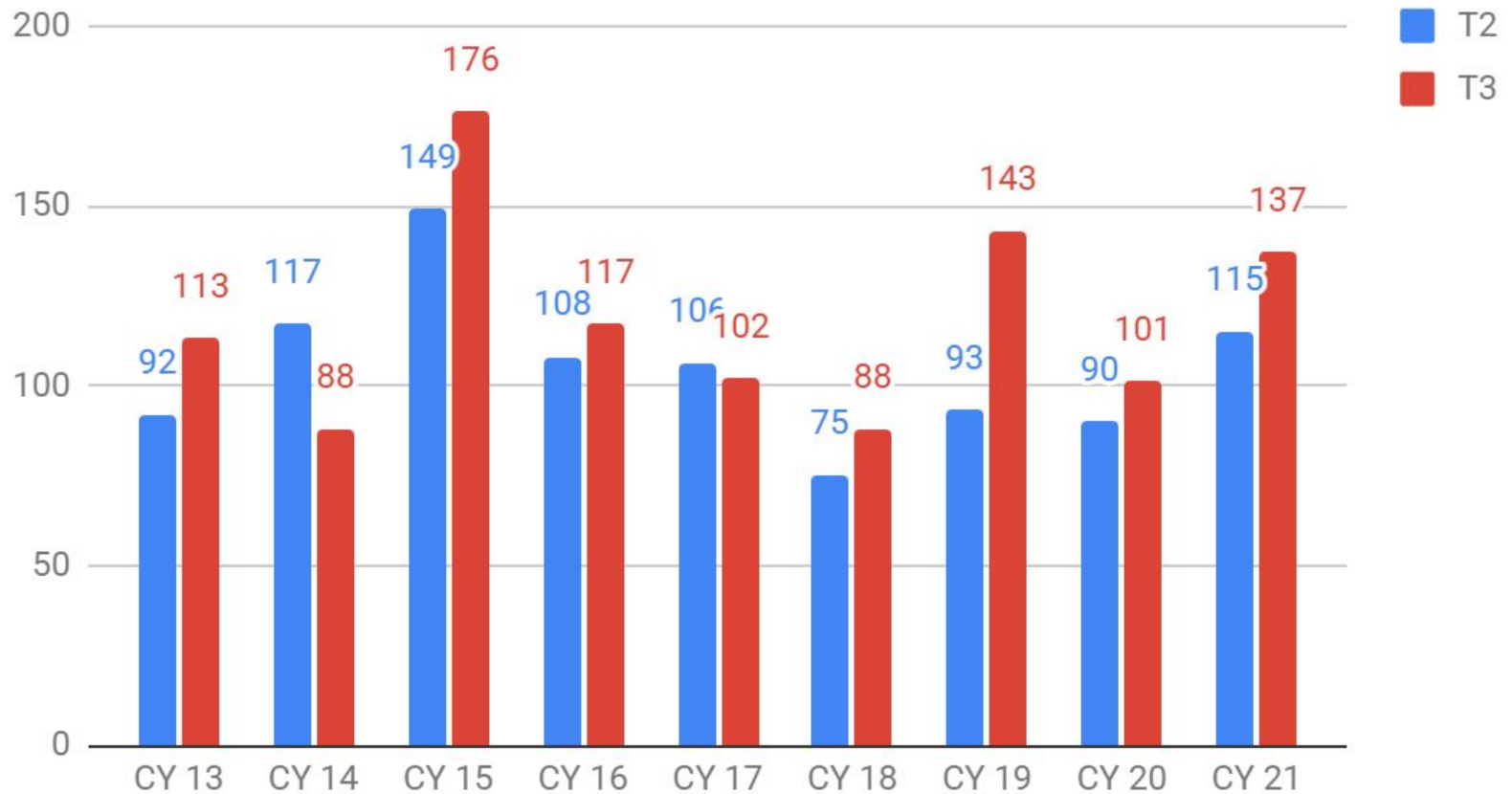
# LAND USE PERMIT APPROVALS (BY YEAR)



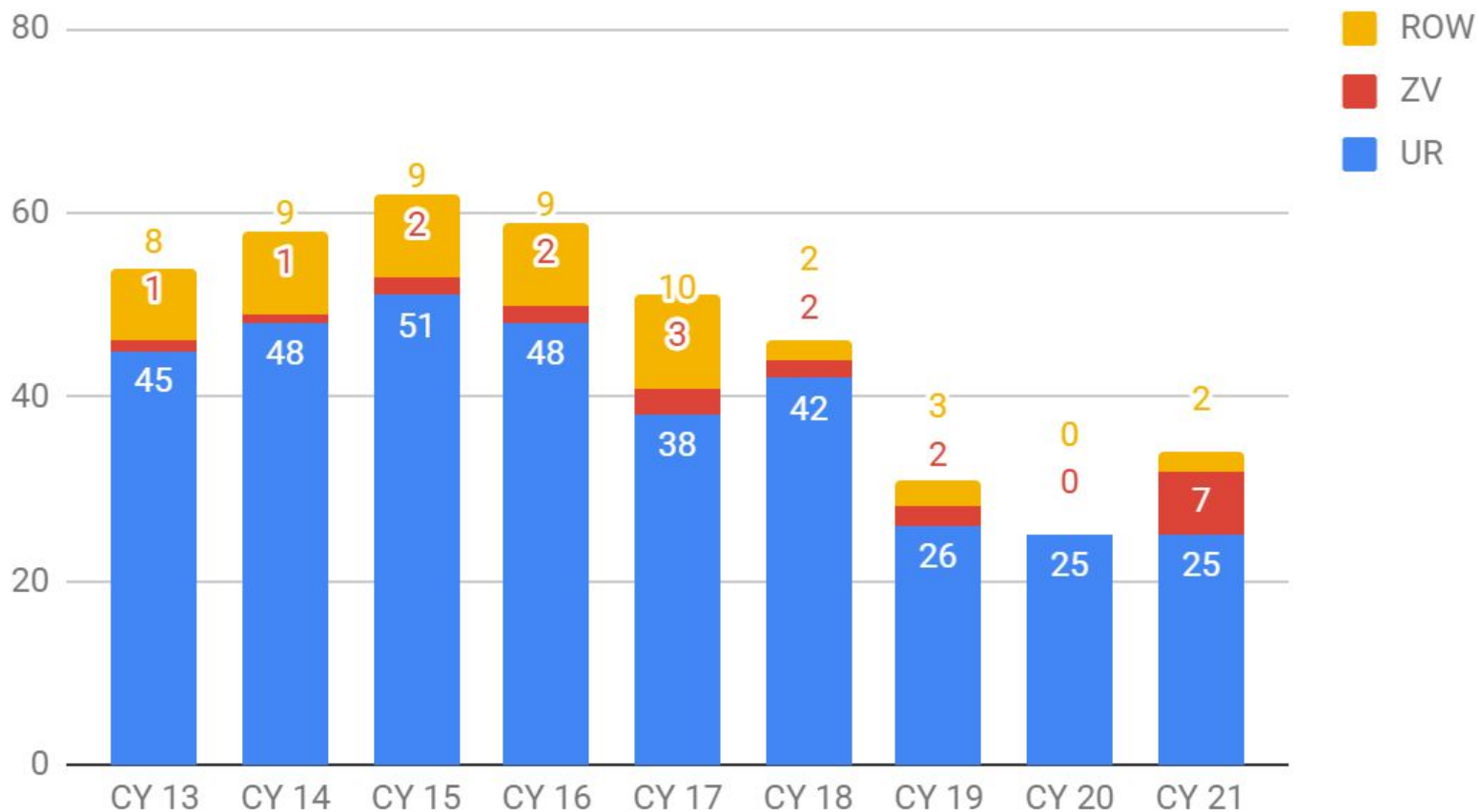
# LAND USE PERMIT DENIALS (BY YEAR)



## AVERAGE PERMIT PROCESSING DAYS (BY YEAR)

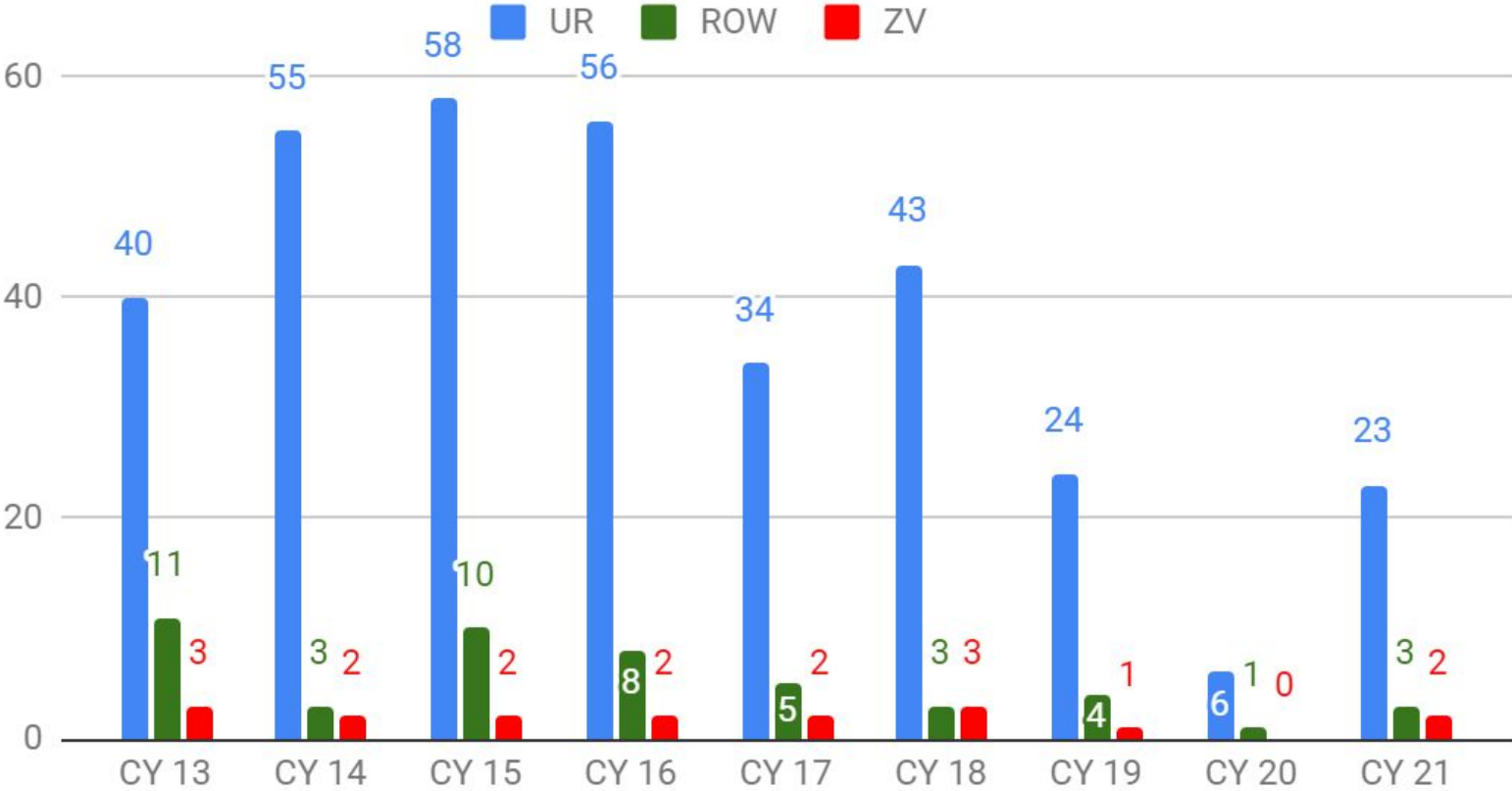


# COMPLAINTS RECEIVED (BY YEAR)

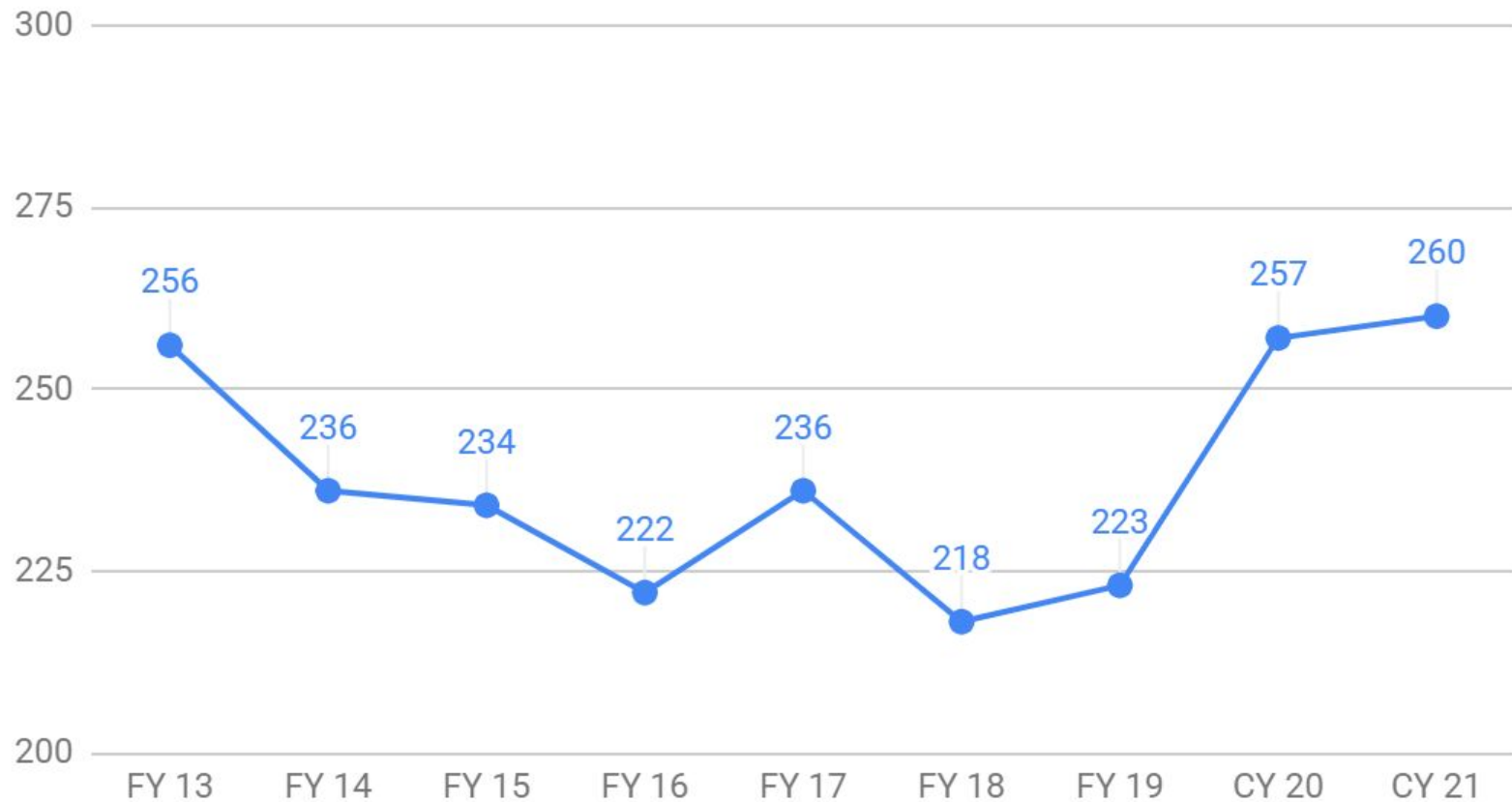




# Compliance Cases Closed (BY YEAR)



## OPEN COMPLIANCE CASES (AT YEAR END)



# Proposed FY23 Budget Metrics

Primary Measure	FY22 Budgeted	FY22 Actual (as of 12/31/21)	FY23 Draft Offer
Average calendar days to resolve customer inquiries	7	15	10
Percent land use decisions made in 120 days	65%	59%	60%
Number of compliance cases resolved	12	13	20
Legislative actions completed	4	4	4

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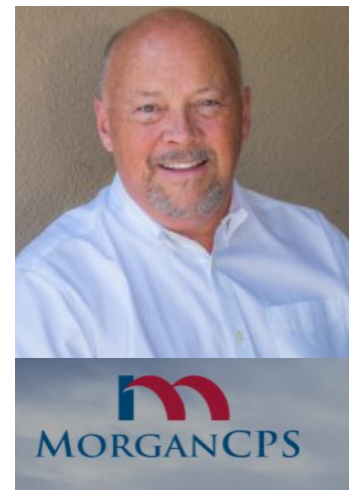
# Agenda

2. Upcoming organizational projects (2+ years)



# Current LUP Challenges

- **Internal perspective - Limited staffing resources, backlog of applications, slow response times, team morale impacted**
  - Impact of years of incremental budget cuts
  - Increasing mandates without increased resources
  - Working with complex and rigid land use rules
  - Perception of strict, bureaucratic reputation
  - Reactive vs. proactive
- **LUP retained John Morgan (Morgan CPS) third party organizational assessment, Fall/Winter of 2021**



# Understanding the problem

- **Morgan CPS**

- Assessed Division efficiency and effectiveness
- Identified barriers to improvements
- Looked for opportunities to improve customer service
- Provided recommendations for process and program improvements

## Methodology

- Staff and internal and external stakeholder interviews
- Review of procedures, handouts, staff reports and code structure
- Comparisons to similar jurisdictions

## Findings

- Various structures, resources and relationships need to be addressed



# Understanding the problem

- **Code Evaluation (Morgan CPS)**
  - Code lacks focus, process heavy, not effectively advancing county policies and directives
  - Redundant and conflicting sections
  - Rules overly complex
  - More flexibility needed to allow minor deviations
  - Too much room for individual interpretations
  - Recommended LUP seek funding for complete rewrite of development code to improve organization, ease of use, add clarity



# Potential Upcoming Projects - Budget Dependant

- Potential for code development work
- Potential for LUP permit system update
- Potential for cultural and organizational work





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# Agenda

## 3. Guiding Principles

- *North Star*
- *Equity & Empowerment Lens*
- *LUP Logo*



# WHAT GUIDES US -



## Our Team's North Star

We strive to... *“Support equitable land use outcomes by delivering responsive and inclusive services”*



# How Following Our North Star Might Look

## Equitable land use outcomes

- Increase economic opportunities for marginalized groups while balancing preservation of natural resources
- Remove systemic barriers to allow BIPOC and emerging farmers to cultivate non-traditional farm properties

## Responsive and inclusive services

- Re-draft Land Use code to simplify and explain easily understandable processes in plain language
- New technology allows 24/7 access to permitting application information and digital records
- Improved website with simple fact sheets, guides and application forms to remove user barriers

## Dedicated and resourceful team

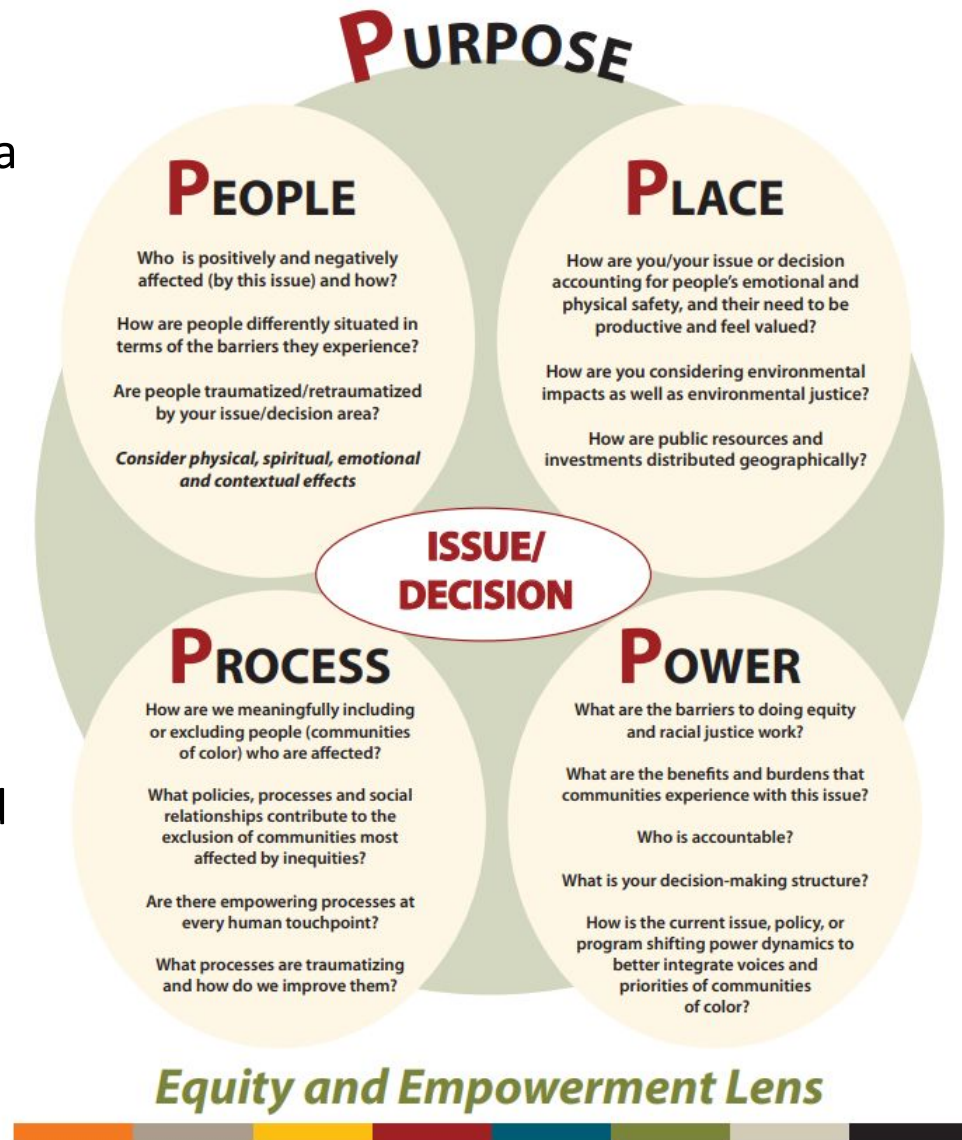
- Flexible and adaptive team is primed for learning and growth
- Pride and dedication motivate staff to advance the work that matters most



# HOW WE WORK -

Every major action is preceded by a pause to consider -

- Who is positively and negatively affected by our decisions?
- What are the benefits and burdens created by our decisions?
- Are any groups being excluded from the conversation?
- Are people feeling valued?



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# New LUP Logo -

Consistent Branding  
Sense of Identity & Pride



**LAND USE  
PLANNING**



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# Questions?

