



CITY OF BEND

# City Manager's Report

Information and Updates for the Mayor and City Council

March 7, 2025

## UPCOMING EVENTS AND MEETINGS

MEETING/EVENT	DATE	TIME	LOCATION
Local Contract & Review Board	March 11	12:00 p.m. – 1:30 p.m. (12:00 p.m. – 12:30 p.m. Orientation)	Awbrey Butte Conference Room / Virtual
Council Meeting	March 19	5 p.m. Work Session 7 p.m. Regular Meeting	Council Chambers / Virtual
Council Meeting	April 2	5 p.m. Work Session 7 p.m. Regular Meeting	Council Chambers / Virtual

[VIEW THE FULL COUNCIL SCHEDULE](#)

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## PUBLIC AGENCY AND COMMUNITY PARTNER UPDATES

### League of Oregon Cities Bulletin

Read the most recent LOC Bulletin [here](#). Of note,

- The Senate Committee on Housing and Development and the House Committee on Housing and Homelessness will hear several bills on **March 10**.
  - **HB 2258** will be heard in the House Committee on Housing and Homelessness. According to LOC, HB2258 is a major preemption of local authority, as it seeks to create statewide approved building plans – which local jurisdictions would be



required to approve – for single family homes, duplexes, cottage clusters, and small apartments up to 12 units.

- The Senate Committee on Housing and Development will hear **SB 974**, which creates a statewide requirement that cities complete zoning for residential development within a specific timeframe. The committee will also hear **LC 4622** which creates a statewide requirement for local jurisdictions to authorize building permits on certain kinds of residential buildings.

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## Permitting Process Improvements

Last week, staff reconvened the development community partners who participated in the 2024 permitting process improvement workshop. The focus of the workshop was to discuss the process improvement work that has been completed as well as gather feedback and insights on the proposed navigator program, improving and potentially enhancing the pre-application process, and where to focus the next round of process improvement actions.

Key accomplishment in each of the process improvement focus areas were highlighted, including:

### Customer Service

- Information gathering from other jurisdictions on the Navigator Position
- Another round of Permit extensions for housing that Council just approved
- Next day permits for lower- level Mechanical/Electrical/Plumping launched
- Life of a Building Permit informational materials was launched

### Data and Tech

- Giving applicants the ability to see comments in real time (instead of waiting until all reviews are performed)
- Allowing owners access to their on-line applications to improve customer service
- Increased the payment thresholds in the system
- Removed the sort order for inspections to allow more flexibility for contractor scheduling
- Removed the due dates in City View as it was causing confusion on status and review times
- Allowing batch uploads (by trade) instead of individual sheets (in final testing and piloting)



## Engineering

- Releasing engineering comments earlier in the building permit and inspection process

## Internal Coordination + Communication

- Hired dedicated HR staff person to focus on staffing recruitments and development

## Pre-Applications

- Created multiple external pre-app guides to help applicants know what to expect and how to prepare

The development community partners expressed appreciation for the work completed and noted that they are seeing the benefits, including efficiencies and improved problem-solving with City staff. They also expressed strong support for the navigator program and enhanced preapplications and provided suggestions on how to make those programs most valuable.

In addition, staff also meet with BPRD staff to review permitting timelines and issues on past projects. They received positive input on the recent changes and how current projects are being processed

Staff will continue to provide regular progress updates to Council and community partners. Real time information on permitting timelines can always be found **Permit Application Timelines Dashboard**.

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## DEPARTMENT UPDATES

### February Social Media and Media Report

For the month of February, the top community topics and themes observed in media and social media by the Communications & Engagement Department included:

- Snow: Updates on winter operations around town as snowstorms moved through the area.
- Transportation Construction Projects: Various questions and comments about the Olney Avenue project and the Greenwood project.

For more information, including media coverage of the City and social media engagement, see the **Monthly Social Media and Media Monitoring Report**.

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**[VIEW PREVIOUS CITY MANAGER'S REPORTS](#)**

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### **Accommodation Information for People with Disabilities**

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