



City Services Resource Guide



City Provided Public Services Available to Residents

CITY OF BEAVERTON

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Most City offices are open between 8:00 am and 5:00 pm, Monday through Friday, unless otherwise indicated. Please refer to a department's homepage to verify hours of operation to ensure you have the most up-to-date information.

The **Beaverton City Library** offers traditional print materials including best sellers plus books on CD, music CDs, DVD collections, foreign language materials, and much more. The library has two locations, 12375 SW 5th Street, Beaverton, OR 97005 and 11200 SW Murray Scholls Place, Suite 102, Beaverton, OR 97007-9702. Call (503) 644-2197 for more information or visit <http://beavertonlibrary.org/>.

Services

- Lend books, CDs, DVDs, Blu-Ray, computer games and more.
- Other services:
 - Special consumer information resources
 - Small business and business start-up materials
 - Job seeking and application programs and resources
- Free computer use—Internet, word processing and more.
- Free Wireless connectivity for those patrons using their own laptops and Netbooks.
- Patrons can download books and more with “Library2 Go” onto their own computer at home.
- Free educational and cultural programs.

The **City Attorney's Office** provides legal advice and representation to the City, Council and administration. The office does not offer legal services directly to the public. To learn more visit <http://www.beavertonoregon.gov/departments/attorney> or call (503) 526-2215.

Services

- Victim's Assistance

The **Community Development Department** oversees planning and building codes for the City. Staff review projects to ensure all buildings and developments meet codes, and oversee the permitting process.

To learn more visit <http://www.beavertonoregon.gov/departments/cdd/> or call (503) 526-2493.

Building Division

The City's Building Division provides a variety of services associated with the review and inspection of buildings when a permit has been issued. Open Monday through Friday between 7:30am-12:00pm; 1:00pm-4:00pm

Web based services available at <http://www.beavertonoregon.gov/departments/CDD/Building/>

Services

- Pay building/permit fees: Payments are accepted by all methods including credit card payments (\$1,000 limit on credit cards)
- Certificate of Occupancies issued
- Issue building permits: www.beavertonoregon.gov/departments/CDD/Permits
- Plan review
- Inspections (for open permits)

Housing and Community Services

Housing and Community services is part of the planning division and currently administers the City's housing funds from the US Department of Housing and Urban Development. Unless otherwise indicated, housing programs are subject to income limits.

To learn more, please call (503) 526-2533.

Services

- Hope-4-Homes: Low or no interest home repair loan program
- Adapt-A-Home: Small grants to assist modifying the home to provide accessibility improvements (ramps, grab bars, etc)
- Mend-A-Home: Small grants for emergency mobile home repairs
- Energy Efficiency Loan Program: Loans for energy efficiency improvements (this program is not subject to income limits).

Planning Division

The planning division develops plans for the growth and development of the City. The division also ensures that new projects meet code and land use requirements. Open Monday through Friday between 7:30am-5:00pm.

Web based services available at www.beavertonoregon.gov/departments/CDD/Planning

Services

- Pay application/permit fees: Payments are accepted by all methods including credit card payments (\$1,000 limit on credit cards)
- Plan review and public hearings
- Pre-application planning services
- Maps
- Civic Plan www.beavertoncivicplan.com
- Urban Renewal www.beavertonoregon.gov/departments/CDD/planning/BURA

Economic and Capital Development Department offers a variety of programs designed to attract new business opportunities and jobs to the area, provides assistance to existing businesses attempting to expand their operations, offers resources to startups attempting to establish themselves, and promotes revitalization to create a vibrant city.

Capital Development

The Capital Development department oversees the implementation of the Capital Improvement Plan (CIP), which ensures that City infrastructure has the capacity to accommodate new development as our City grows.

To view the CIP and its projects visit:

http://www.beavertonoregon.gov/departments/ecd/CapitalProjects/capital_map.aspx

Economic Development

To learn more about how the City can help you grow, locate, finance, or start your business in Beaverton, call 503-526-2344 or visit www.businessbeaverton.com.

Services

- Business Relocation & Expansion
- Economic Gardening
- New Business Startup
- Assistance for technology-oriented businesses (start-up and expansion)
- Development Assistance (city-processes)
- Emerging Business Loan Program
- Downtown Storefront Improvement Program
- Business Expansion Loan Program
- Business Incubator (business development center)

Technical Services

The Technical Services Section provides infrastructure information to the public. Specific services provided to the public are below, for more information visit www.beavertonoregon.gov/departments/ecd/techservices.

Services:

- Provide technical support, consultation, and analysis services with regard to engineering and design specifications of development within the City.
- Provide survey data, as-built information and City Engineering Design Manual and Standard Drawings.
- Maintain archives on the City's infrastructure (as-builts); provide and interpret survey information for real property within the City.
- Maintain and provide vertical and horizontal data geographical data derived from the City's GPS base station.

Transportation

The Transportation Section provides traffic engineering and transportation planning services. The Division is responsible for the design and engineering of City streets, signals, signs, and pavement markings, as well as the Transportation Plan and working with new development to identify traffic impacts. For more information visit www.beavertonoregon.gov/departments/ecd/transportation.

Services:

- Traffic monitoring and signal device maintenance and synchronization.
- Planning and administration for the City's Traffic Calming Program.
- Review of all new development to ensure that existing traffic facilities are not negatively impacted and adequate pedestrian enhancements are provided.

Utilities

The City of Beaverton Utilities Section provides engineering, administrative, policy, and technical expertise for management of City water, sanitary sewer, and storm drainage utilities. Services provided by individual city utilities are listed below.

To learn more visit <http://www.beavertonoregon.gov/departments/ecd/utilities/>.

Water Services:

- Water Utility Locate
- Water Cross Connections Inspection:
 - Business Inspections
 - Annual Testing of Backflow Devices
- Data Base and Automated Mapping Maintenance for Water System
- Water Conservation
- Plan Review
- Provide technical assistance and respond to customer questions and comments about backflow assemblies and water quality related to cross connections.

Sanitary Sewer Services

- Installation of new sewer systems
- Replacement of deteriorated systems
- Sewer Utility Locate

Storm Drain Services

- Storm Drain Utility Locate

The **Emergency Management Division** seeks to develop and maintain the City's ability to prepare for, respond to, recover from, and mitigate against natural and manmade major emergencies and disasters; to minimize loss of life and property; ensure continuity of government; and facilitate rapid recovery.

To learn more, please visit www.beavertonoregon.gov/emergency.

Services

- Community Emergency Response Team (CERT)
- Public Preparedness Education/Outreach
- Online information about preparing for various types of emergencies

The **Finance Department** administers the City's budgeting, accounting, purchasing, and procurement procedures. For more information visit www.beavertonoregon.gov/departments/finance.

Services:

- Business Licensing
- Passport applications, office hours: Tuesday-Friday 12 PM – 4:45 PM (*No Photo Services*)
- Utility Billing (water, sewer, and storm water)
- Parking Permits
- License for residential businesses

- Bidding Opportunities online at <http://www.beavertonoregon.gov/departments/finance/purchasing/bids.aspx>

The **Human Resources Department** manages City employees and employment opportunities

For more information visit www.beavertonoregon.gov/departments/hr or call (503) 526-2200.

Services:

- Posts new job openings for City positions

The **Mayor's Office** offers many services through its several programs.

Beaverton Arts Commission

The Beaverton Arts Commission brings the community together through the appreciation and promotion of the arts. The arts provide a common ground upon which our diverse cultures can come together in celebration of their unique gifts and appreciation of their common aspirations. For more information visit www.beavertonarts.org.

Services

- Visual and performing arts events throughout the year for children, adults and families in the Beaverton area (roughly one each month).
- Serve as an art resource and referral agency to Beaverton area citizens regarding arts information and opportunities (i.e. art sales and appraisal).
- We facilitate the development of partnerships between artists and social service organizations, educational institutions and businesses to help solve community problems and issues.
- We nurture the professional development of local artists through workshops and lectures.

Community Events

The Community Events Program conducts a number of city-wide events throughout the year to promote and invigorate Beaverton's sense of community.

For information on upcoming City-wide events visit www.beavertonoregon.gov/events or call (503) 526-2559.

Neighborhood Program

The Neighborhood Program oversees the City's Neighborhood Association Committees (NACS), provides support to the City's Boards and Commissions and coordinates the Beaverton Cares initiative.

To learn more visit www.beavertonoregon.gov/departments/neighborhoods or call (503) 526-3706.

Beaverton Cares

The Beaverton Cares program serves as a clearinghouse for information on food stamps, shelters, weatherization and donations.

www.beavertonoregon.gov/departments/neighborhoods/resources

Boards and Commissions

For Board and Commission web pages and for more information visit

www.beavertonoregon.gov/mayor/boards.

- **Beaverton Arts Commission Board:** Provides access to art throughout the City including outreach in schools, fostering of local artists, and the City's public arts program.
- **Beaverton Committee for Citizen Involvement:** The committee's duties include recommending a program for promoting citizen involvement in City government; monitoring and evaluating citizen involvement programs that City Council may adopt and publicize; and reporting to the City Council on a regular basis through written reports and minutes or attendance at City Council meetings.
- **Bicycle Advisory Committee:** The advisory committee promotes bicycle use in and around the City of Beaverton; provides City staff with public review of proposed projects, as they may affect bicycle circulation, access, and general use; evaluates the existing bikeway system and recommends development priorities for the Bikeway Capital Improvement Program.
- **Board of Construction Appeals:** Hears and decides appeals from persons who claim that the City has denied, suspended, or revoked a building permit based on the City's interpretation or application of a technical code.
- **Budget Committee:** Reviews the City's proposed budget before submission to the City Council for review and final adoption.
- **Citizens with Disabilities Advisory Committee :** Represents the citizens of Beaverton as advocates for persons with disabilities.
- **Human Rights Advisory Commission:** Supports the human rights of Beaverton residents and seeks to increase public awareness of human rights issues.
- **Library Advisory Board:** Serves in an advisory capacity to the Library Director, the Mayor, and City Council on matters pertaining to the City Library. The Board approves expenditures from the Library Trust fund.
- **Mayor's Youth Advisory Board:** Represents the views of youth to the general community; provides review and comment to elected officials and decision-makers regarding public issues, projects and proposals which have a significant impact on the youth; educates the general public concerning issues affecting youth through the publication of information and public forums; performs conciliatory services that do not conflict with the functions of any other government agency or city department; and makes recommendations concerning solutions to specific problems affecting youth in the City.

- **Planning Commission:** The Commission is the decision-making authority for applications which deal with uses of land. The Commission also advises the City Council on Development Code Text Amendment, Zone Change, and Comprehensive Plan Amendment applications.
- **Senior Citizens Advisory Committee:** Provides a forum within city government for seniors to communicate with the city's senior community and city officials. This has been accomplished through workshops and participating with city officials to address the concerns of seniors.
- **Sister Cities Advisory Board:** Guides the development of the Sister Cities Program. The Program serves to encourage cross-cultural understanding and to promote educational and economic exchange between the citizens of Beaverton and our Sister Cities around the World.
- **Traffic Commission:** The Commission's duties include reviewing proposals related to major traffic changes in the City, advising the City Council on issues pertaining to traffic safety, and assisting in promulgating standards and policies relating to neighborhood traffic management.
- **Visioning Advisory Committee:** The City of Beaverton's Visioning Advisory Committee serves to promote the City's citizen-based visioning process, encourage continued citizen involvement in visioning, establish and update a City visioning action plan, and provide regular updates to City Council and the community regarding the visioning process.

Neighborhood Association Committee (NAC) Services

- Matching grants for beautification of neighborhoods (apply through NAC)
- Monthly NAC meetings to provide information about fire, police, and City issues
- Find out what NAC you belong to by visiting:
www.beavertonoregon.gov/departments/gis/GISApps/BSEARCH_NAC/BSearch.cfm
- Coordinate NAC events

City Recorder & Records Management

The City Recorder & Records Management program is located in the Mayor's Office.

To learn more, please visit <http://www.beavertonoregon.gov/departments/records/> or call 503-526-2497.

Services

- City Council Meetings (scheduling, documenting, minutes)
- Public Records Requests (form and [online](#))
- Notary Services
- Election Services
- Room Reservations (City Hall/Library)

Code Compliance Program

The Code Compliance Program works with the people of Beaverton to promote awareness & compliance with municipal codes.

To learn more, please visit www.beavertonoregon.gov/departments/codecompliance or you may call (503) 526-2270.

To report a problem, please visit www.beavertonoregon.gov/secure/reportproblem.

Services:

- Investigate municipal code complaints including:
 - Vacant Buildings that may attract vagrancy
 - Abandoned vehicles
 - Street tree replacements
 - Housing maintenance issues
 - Graffiti removal
 - Issue permits including
 - Pigeon Permits
 - Curb Painting Permits

Dispute Resolution Center

The Dispute Resolution Center provides mediation services, facilitation services and community education in conflict resolution.

To learn more, please visit <http://www.beavertonoregon.gov/departments/disputeresolution/> or call 503-526-2523.

Mediation Services

- Neighborhood Mediation
- Landlord/tenant Mediation
- Homeowners Association Mediation
- Manufactured Dwelling Park Mediation
- Business/consumer Mediation
- Elder Mediation

Facilitation Services

- Small and large group facilitation
- Community Conversations
- Group planning and problem-solving

Community Education Services

- Annual Basic Mediation training
- Public trainings: conflict resolution skills
- Custom-designed trainings for groups and organizations

Sustainable Beaverton

The Sustainable Beaverton program works toward improving Beaverton's sustainability. Its activities include public education and events as well as administering programs to decrease the City's carbon footprint.

To learn more, visit <http://www.beavertonoregon.gov/departments/green/> or call 503-526-2545.

Services

- Sustainability Blog
- Public Events

Recycling Program

The Recycling Program provides services to educate residents, business owners and students about garbage disposal, recycling and prevention of waste.

To learn more visit www.beavertonoregon.gov/departments/recycling or call 503-526-2665.

Services:

- Education of residents and businesses on recycling related issues
- Find your hauler online
- Service Rate information

Community Gardens

The Community Garden Program promotes and provides gardening and horticultural opportunities at sites for the physical and social benefit of the people and neighborhoods of Beaverton. Community Garden participants grow vegetables, flowers and small fruit plants. The City currently has two permanent and one temporary garden site.

To learn more, please visit <http://www.beavertonoregon.gov/departments/gardens/> or call (503) 526-2665.

Services:

- Register for garden spaces online
- Garden registration includes gardening space, water and access to yard debris containers

The Beaverton **Municipal Court** is located in Beaverton City Hall on the 1st floor. Court hours vary; please contact the court for hours of operation. You can pay fines in person, online, by phone, or through a payment plan.

To contact the Court, call (503) 526-2290 or visit www.beavertonoregon.gov/departments/court.

Services

- Traffic Court (open extended hours 3 nights a week)
- Seat belt diversion program for first time offenders.
- Jury Duty
- Photo Radar (tickets)
- Traffic Violations
- Criminal Violations

The Beaverton **Police Department** provides public safety services to the community at large and provides the following public services listed below, for additional services or for more information please visit www.beavertonpolice.org.

Services:

- After-Hours Contacts
Registration for Business
Owners
- Alarm Program
- Apartment Calls for Service
- Apartment Incident Cards
- Beaverton SAFE
- Buddy Bear Program
- Car Seat Clinics
- Citizens' Academy
- Crime Prevention Through
Environmental Design
- Crime Statistics on the Web
- Document Shredding Events
- Exclusion Trespass
Agreements
- Fingerprinting Services
- Graffiti Removal
- Identity Theft & Fraud
Protection Program
- Home Safe Program
- Home Security/Locks Program
- National Night Out
- Neighborhood Resource
Centers (NRC)
- Neighborhood Watch
- Landlord/Tenant Forums
- Police Activity League
- Peer Court
- Phantom Car
- Police Activities League
- SMART (Speed Monitoring
Awareness Radar Trailer)
- Sex Offender Registration
- Speed Mitigation Programs
- Student Academy
- Traffic Program
- Utility Watch Program
- Vacation Check Program
- Volunteer Program
- Youth Peer Court

The **Public Works** Department is responsible for the administration, maintenance, and installation of the City's public infrastructure. The department includes Site Development and Operations and Maintenance.

To learn more visit <http://www.beavertonoregon.gov/departments/publicworks/> or call 503-526-2493 for Site Development or 503-526-2220 for Operations. If you have an after-hours emergency, please call 503-526-2260.

Operations and Maintenance

The City's Operations and Maintenance Section performs a wide variety of tasks associated with maintaining the City's public facilities and infrastructure. Areas of focus include maintenance of streets, streetlights, traffic signals, the City's auto fleet, sewer and storm drain facilities, landscaping on city-owned property, upkeep and protection of the City's urban forest, and maintenance of the City's library and assorted public facilities.

Services

- Maintains the City's infrastructure such as streets, traffic signals and streetlights. To report a problem, please visit <http://www.beavertonoregon.gov/secure/reportproblem>
- Runs a leaf vacuum/disposal and food drive program each fall at various locations throughout the city.
- Provides professional arboriculture consulting to citizens

- Offers educational classes/materials related to arboriculture.

Site Development

The Site Development Division coordinates the City’s review of engineering design and construction for new developments within the City of Beaverton. The Division is involved with all projects involving privately-financed, public improvements and certain regulated private improvements such as site grading and parking lot construction. The Division also administers the City’s floodplain management policies and coordinates with the Clean Water Services District on sanitary sewer and storm water matters.

Services:

- Plan Review
- Permit Administration
- Inspection and Construction Management
- Floodplain Management
- Provide assistance to the public and private sectors of the community by providing requested information concerning engineering and construction standards and requirements.
- Assist in the updating of the City Engineering Design Manual and Standard Drawings.

The following project elements are coordinated in the development review process and are inspected for compliance with all applicable standards:

| | |
|--------------------------------------|------------------------------------|
| • Water distribution | • Street tree removal and planting |
| • Sanitary and storm sewers | • Sewer repair |
| • Surface drainage and water quality | • Sidewalk repair |
| • Street pavement | • Franchise utility installations |
| • Street access | • Mass site grading |
| • Driveway aprons | • Wetland delineations |
| • Sidewalks | • Erosion control |
| • Street lighting installation | • Easements / Right-of-way |
| • Traffic signal installation | • Floodplain impacts |
| • Street cuts | |

The **Web Services** program provides a 24-hour "Virtual City Hall" to the citizens of Beaverton, businesses, visitors, employees of the City and local agencies for information and services via Web sites and interactive e-Government applications. www.BeavertonOregon.gov

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