

Track Project Status

Audience

- General Public
- Contractors
- Owners

Purpose

- Understand where to locate project information

Required

- Open application, permit or code complaint

Background

You will need an account to:

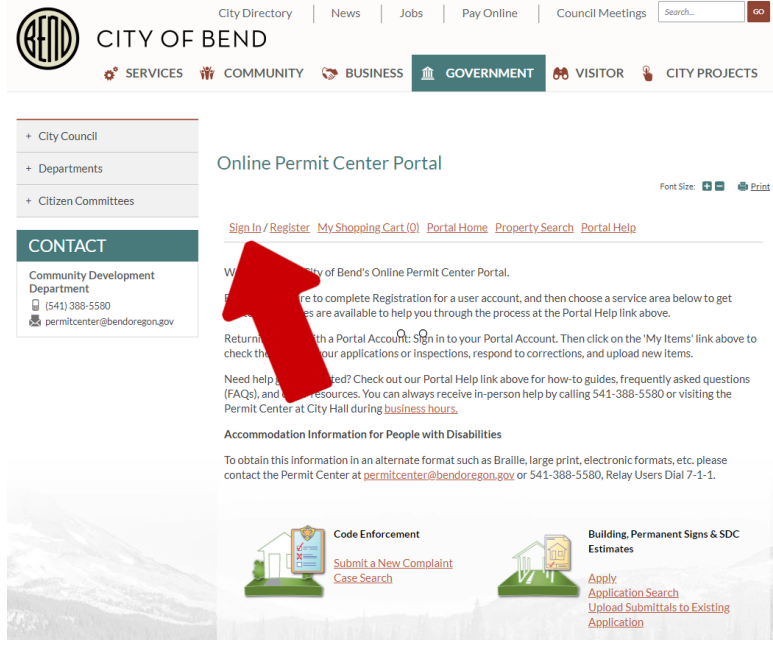
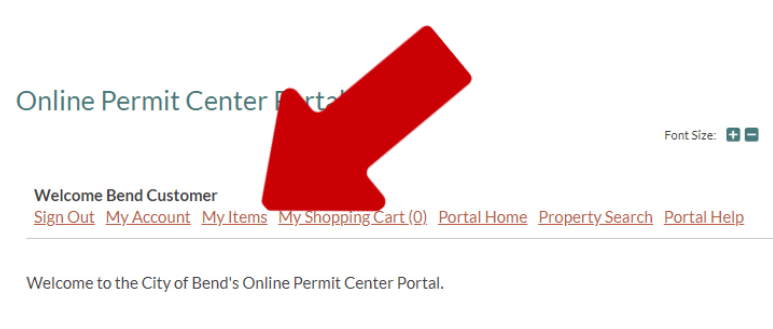
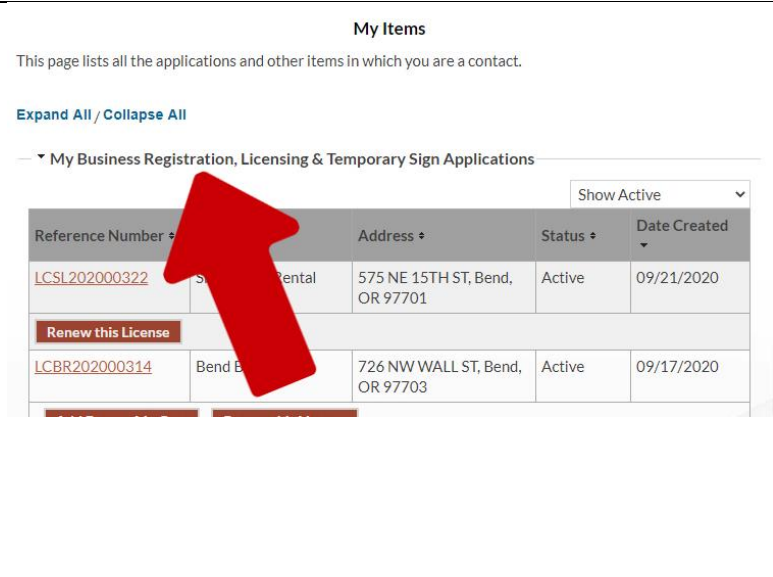
- Submit applications
- Request inspections
- Make payments on an application or permit

In this walk through we will show how to track the status of your application, permit or code complaint.

You need to be a registered user and a Contact on an Application or Permit to view specific details, pay fees and request inspections.

[Planning applications are public record and can be viewed by the public]

Steps

<p>First, sign-in.</p>	 <p>The screenshot shows the City of Bend Online Permit Center Portal homepage. At the top, there is a navigation bar with links for City Directory, News, Jobs, Pay Online, Council Meetings, and a search bar. Below this is a main menu with categories: SERVICES, COMMUNITY, BUSINESS, GOVERNMENT, VISITOR, and CITY PROJECTS. On the left, there is a sidebar with 'City Council', 'Departments', and 'Citizen Committees'. The main content area is titled 'Online Permit Center Portal' and includes links for 'Sign In / Register', 'My Shopping Cart (0)', 'Portal Home', 'Property Search', and 'Portal Help'. A red arrow points to the 'Sign In / Register' link.</p>																
<p>Click My Items.</p>	 <p>The screenshot shows the 'My Items' page. At the top, it says 'Welcome Bend Customer' and provides links for 'Sign Out', 'My Account', 'My Items', 'My Shopping Cart (0)', 'Portal Home', 'Property Search', and 'Portal Help'. A red arrow points to the 'My Items' link.</p>																
<p>The My Items list displays all your project information for projects.</p> <p>The My Items list includes all applications, permits or complaints that you have started or are on which you are a listed contact.</p> <p>Click a service area to view active items or click Expand All to view the contents of all groups.</p>	 <p>The screenshot shows the 'My Items' list table. The table has columns for Reference Number, Address, Status, and Date Created. The first row shows a license with reference number LC SL 202000322, address 575 NE 15TH ST, Bend, OR 97701, and status Active. A red arrow points to the 'Renew this License' button for this item.</p> <table border="1"> <thead> <tr> <th>Reference Number</th> <th>Address</th> <th>Status</th> <th>Date Created</th> </tr> </thead> <tbody> <tr> <td>LC SL 202000322</td> <td>575 NE 15TH ST, Bend, OR 97701</td> <td>Active</td> <td>09/21/2020</td> </tr> <tr> <td colspan="4">Renew this License</td> </tr> <tr> <td>LC BR 202000314</td> <td>726 NW WALL ST, Bend, OR 97703</td> <td>Active</td> <td>09/17/2020</td> </tr> </tbody> </table>	Reference Number	Address	Status	Date Created	LC SL 202000322	575 NE 15TH ST, Bend, OR 97701	Active	09/21/2020	Renew this License				LC BR 202000314	726 NW WALL ST, Bend, OR 97703	Active	09/17/2020
Reference Number	Address	Status	Date Created														
LC SL 202000322	575 NE 15TH ST, Bend, OR 97701	Active	09/21/2020														
Renew this License																	
LC BR 202000314	726 NW WALL ST, Bend, OR 97703	Active	09/17/2020														

My Items

This page lists all the applications and other items in which you are a contact.

[Expand All / Collapse All](#)

Registration, Licensing & Temporary Sign Applications

Show Active

Reference Number	Name	Address	Status	Date Created
LCSL20200314	Short Term Rental	575 NE 15TH ST, Bend, OR 97701	Active	09/21/2020
Renew this License				
LCBR202000314	Bend Business	726 NW WALL ST, Bend, OR 97702	Active	09/17/2020

The drop-down in the upper right of each expanded group allows you to filter which items display based on status.

No records were found.

[Contractor Registration](#)

My Building Permit, Permanent Sign & SDC Estimate Applications

Show Active

Reference Number	Address	Type	Status	Date Created
PRAD202003012	710 NW WALL ST, Bend, OR 97703	Addition	Pending	09/18/2020
Description : Add sunroom on SE corner of house				
Add A Revision Add Fees to My Cart Upload Submittals				

From this main My Items view, you can see the Status of each project.

It is important to understand and check the status regularly to determine next steps and responsibilities.

My Building Permit, Permanent Sign & SDC Estimate Applications

Show Active

Reference Number	Address	Type	Status	Date Created
PRAD202003012	710 NW WALL ST, Bend, OR 97703	Addition	Pending	09/18/2020
Description : Add sunroom on SE corner of house				
Add A Revision Add Fees to My Cart Upload Submittals				
PRRE202003009	726 NW WALL ST, Bend, OR 97703	Renovation/Alteration	Returned for Correction	09/17/2020
Description : Expanding the deck				
Upload Submittals				
PRRE202002956	726 NW WALL ST, Bend, OR 97703	Renovation/Alteration	Permit(s) Issued	09/14/2020
Description : Interior remodel				
Add A Revision Request Inspection				

[Apply](#)

Each application has actionable links that allow you to perform a few functions directly.

My Building Permit, Permanent Sign & SDC Estimate Applications

Show Active

Reference Number	Address	Type	Status	Date Created
PRAD202003012	710 NW WALL ST, Bend, OR 97703	Addition	Pending	09/18/2020
Description: Add sunroom on SE corner of house				
Add A Revision Add Fees to My Cart Upload Submittals				
PRRE202003009	726 NW WALL ST, Bend, OR 97703	Renovation/Alteration	Returned for Correction	09/17/2020
Description: Expanding the deck				
Upload Submittals				
PRRE202002956	726 NW WALL ST, Bend, OR 97703	Renovation/Alteration	Permit(s) Issued	09/14/2020
Description: Interior remodel				
Add A Revision Request Inspection				

Apply


You can click the application reference number to navigate to the application status page for more information and functions.

My Building Permit, Permanent Sign & SDC Estimate Applications

Show Active

Reference Number	Address	Type	Status	Date Created
PRAD202003012	710 NW WALL ST, Bend, OR 97703	Addition	Pending	09/18/2020
Description: Add sunroom on SE corner of house				
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Description: Expanding the deck				
Upload Submittals				
PRRE202002956	726 NW WALL ST, Bend, OR 97703	Renovation/Alteration	Permit(s) Issued	09/14/2020
Description: Interior remodel				
Add A Revision Request Inspection				

Apply



On the Application Status Page, you are able to view application information and edit contact info, add revisions, upload submittals, track reviews, pay fees and more.

The information shown varies by project type.

The Summary section displays basic information about the application.

If you need to change the Contacts or update details on the application, click Edit Details.

The Submittals section displays the status of any submittals on your application. If you have re-submitted in response to reviews, all versions will be listed.

Name	Type	Status
2 Permit Application Submittal 09/29/2020	Permit Application Submittal	Pending
1 Permit Application Submittal 09/17/2020	Permit Application Submittal	Returned for Correction

Version 2

Version 1

Permit Type: Building Permit
Permit Status: In Plan Check

Name	Type	Status
2 Permit Application Submittal 09/29/2020	Permit Application Submittal	Pending
1 Permit Application Submittal 09/17/2020	Permit Application Submittal	Returned for Correction

Reviews

Documents Returned For Corrections

Date Returned	Document Name
09/29/2020	S1.Deck Construction Details (Received)
09/17/2020	A1.Elevation Plans
09/17/2020	G1.Special Inspection Agreement

The Reviews section displays the status of all reviews on your application. If a review has a status of Failed or Returned for Correction, you will need to respond with revisions. Items marked with a (Received) tag have been marked up by City staff and require attention.

Reviews

Documents Returned For Corrections

Date Returned	Document Name
09/29/2020	S1.Deck Construction Details (Received)
09/17/2020	A1.Elevation Plans
09/17/2020	G1.Special Inspection Agreement

Review Type	Outcome	Est. Completion	Completed
SFD Planning Review	Failed	10/09/2020	09/29/2020
Residential Building Code Review	Failed	10/09/2020	09/29/2020

Fees

Submittals

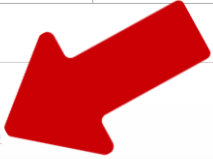
Name	Type	Status
2 Permit Application Submittal 09/29/2020	Permit Application Submittal	Pending
1 Permit Application Submittal 09/17/2020	Permit Application Submittal	Returned for Correction

Reviews

Documents Returned For Corrections

Date Returned	Document Name
09/29/2020	S1.Deck Construction Details (Received)
09/17/2020	A1.Elevation Plans
09/17/2020	G1.Special Inspection Agreement

Review Type	Outcome	Est. Completion	Completed
SFD Planning Review	Failed	10/09/2020	09/29/2020
Residential Building Code Review	Failed	10/09/2020	09/29/2020



The Fees section outlines any fees on your application. To pay fees, click Add Fees to My Cart and then navigate to My Shopping Cart at the top of the page when you are ready to pay.

▼ Fees

Paid Fees	Amount	Paid	Owing	Date Paid
ROW - Tier 3 Permit - Base fee (includes review of 2 sheets)	\$3,736.00	\$3,736.00	Paid	10/01/2020
Long Range Planning	\$149.44	\$149.44	Paid	10/01/2020
Outstanding Fees	Amount	Paid	Owing	Date Paid
ROW Other - Additional Inspections and Reinspections	\$134.00	\$	\$134.00	Not Paid
Totals:	\$4,019.44		\$134.00	

Application and plan check fees are due at the time of application. Permit fees, deposits and additional review fees may be assessed during the review process and must be paid prior to permit issuance.

Total Amount Payable Online: \$134.00 [Add Fees to My Cart](#)

Welcome Bend Customer

[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(1\)](#) [Portal Home](#) [Property Search](#) [Portal Help](#)

My Items

This page lists all the applications and permits in which you are a contact.

▼ My Code Enforcement Permits

No records were found.

Show Active ▼

If the project requires inspections, the Inspections section displays the status of any inspections.

There are no deposits or bonds for this permit application.

▼ Inspections

Inspection	Outcome	Requested	Requested	Date Inspected
60 Sidewalk Final	Pending	Request?		
80 INFR Final Inspection	Pending	Request?		
10 ADA Ramp Construction Forms	Passed		9/27/2020	10/01/2020
10 Grading Erosion Control Barriers	Passed		9/27/2020	10/01/2020
10 Sidewalk Construction Forms	Passed		9/27/2020	10/01/2020
10 Signs	Passed		9/27/2020	10/01/2020

▼ Conditions

If the project requires certain conditions to be met before your application can proceed, these will be listed in the Conditions section, as well as a due date within which those conditions must be met. If a submittal item is required, you will see a Browse button next to the condition. Once you have selected your document, click Upload Documents to send it for review.

▼ Conditions

► Guidelines For Electronically Submitting Documents:

Condition	Status	Department	Description	Category	Expiration Date	Due Date
Verify Contractor Licensing	Resolved	Community Development	Permit technician to verify all contractors listed are properly licensed.	Prior to Issuance		
			<u>Date/Time Condition Resolved:</u>	10/01/2020		
PFIA	Resolved	Community Development	Upload signed PFIA and easements.	Prior to Schedule Pre-Construction Meeting		
			<u>Date/Time Condition Resolved:</u>	10/01/2020		
Compaction Testing Reports	Open	Community Development	Applicant must upload all compaction testing reports prior to the Project being deemed Substantially Complete.	Prior to Approving Project is Substantially Complete Inspection		10/17/2020
Upload Construction Invoices from contractor of final costs.	Open	Community Development	Upload Construction Invoices from contractor of final costs.	Prior to Approving Project Final Inspection		10/22/2020
Documents:			<input type="button" value="Browse..."/>			

Compaction Testing Reports	Open	Community Development	Applicant must upload all compaction testing reports prior to the Project being deemed Substantially Complete.	Prior to Approving Project is Substantially Complete Inspection		10/17/2020
Upload Construction Invoices from contractor of final costs.	Open	Community Development	Upload Construction Invoices from contractor of final costs.	Prior to Approving Project Final Inspection		10/22/2020
Documents:			<input type="button" value="Browse..."/>			

Compaction Testing Reports	Open	Community Development	Applicant must upload all compaction testing reports prior to the Project being deemed Substantially Complete.	Prior to Approving Project is Substantially Complete Inspection	10/17/2020
Upload Construction Invoices from contractor of final costs.	Open	Community Development	Upload Construction Invoices from contractor of final costs.	Prior to Approving Project Final Inspection	10/22/2020

Documents: FinalInvoice.pdf

The Documents and Images section displays all documents pertaining to your application. Items marked with a (Received) tag have been marked up by City staff and require attention. Items marked with a (Stamped) tag have been approved by City staff.

Date	File Type	Document Name
09/14/2020	Submittal Document	P-ROAD-CURB
09/14/2020	Plans	L1.Tree Removal and Planting (Stamped)
10/01/2020	Plans	Sample Site Plan (Stamped)
09/14/2020	Plans	C10.Details (Stamped)
09/14/2020	Plans	C3.Cover Sheet (Stamped)
09/14/2020	Submittal Document	Inspection Hours Estimate
09/14/2020	Plans	C2.Construction Notes (Received)
09/14/2020	Submittal Document	X1.Decision
09/14/2020	Plans	Traffic Control Plan (Received)
09/14/2020	Plans	C4.Street Plan (Stamped)
09/14/2020	Report	C5.Soil Compaction Report
09/30/2020	Letter	Notice of Required Revisions - Permitting (Generate/Send Correction Notice)
10/01/2020	Letter	PDE Pre-Construction Sign-In Sheet, Agenda and Minutes (Pre-Con Meeting, Agenda, Sign In)
10/01/2020	Letter	PDE Notice to Proceed - ROW Authorization
10/01/2020	Letter	Inspection Result Report (10 Street Lights)
10/01/2020	Letter	Inspection Result Report (10 Street Base Rock)
10/01/2020	Letter	Inspection Result Report (10 Sidewalk Construction Forms)
10/01/2020	Letter	Inspection Result Report (10 Curbs)
10/01/2020	Letter	Inspection Result Report (10 Grading Erosion Control Barriers)

09/14/2020	Plans	C10.Details (Stamped)
09/14/2020	Plans	C3.Cover Sheet (Stamped)
09/14/2020	Plans	C2.Construction Notes (Received)
09/14/2020	Plans	Traffic Control Plan (Received)
09/14/2020	Plans	Sample Site Plan (Stamped)
09/14/2020	Report	C5.Soil Compaction Report
09/30/2020	Letter	Notice of Required Revisions - Permitting (Generate/Send Correction Notice)

Documents & Images		
Date	File Type	Document Name
09/14/2020	Plans	L1.Tree Removal and Planting (Stamped)
10/01/2020	Plans	Sample Site Plan (Stamped)
09/14/2020	Plans	C10.Details (Stamped)
09/14/2020	Plans	C3.Cover Sheet (Stamped)
09/14/2020	Submittal Document	C2.Construction Notes (Received)
09/14/2020	Submittal Document	X1.Decision
09/14/2020	Plans	C4.Street Plan (Stamped)
09/30/2020	Letter	Notice of Required Revisions - Permitting

Course: Portal Help – Track Project Status

Coverage: This course and documentation is based on CityView, version 2020.4.4.

Authors and Publisher

Community Development Department, City of Bend, Oregon

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Date: September 2020

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Examples

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Ordering / Contact Information

City of Bend, permitcenter@bendoregon.gov

LR: 9/15/2020



Accommodation Information for People with Disabilities

To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. please contact the Permit Center at permitcenter@bendoregon.gov or (541) 388-5580; Relay Users Dial 7-1-1.