



SMALL BUSINESS TOOLKIT

A GUIDE TO STARTING A BUSINESS IN THE CITY OF TUALATIN

www.tualatinoregon.gov | 18880 SW Martinazzi Ave | Tualatin, OR 97062

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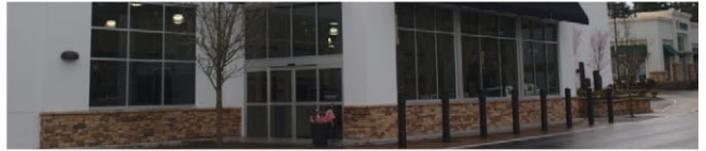
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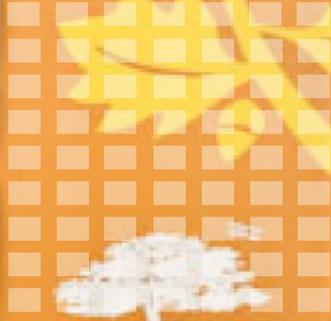
WELCOME TO TUALATIN

We appreciate your interest in locating a new business in our city! Tualatin takes pride in being known as a warm and welcoming community for new businesses, retail shoppers, and residents alike. The community values a high quality of life and promotes local pride, sense of ownership, involvement, and belonging.

SMALL BUSINESS TOOLKIT

The City of Tualatin and Chamber of Commerce have a desire to make Tualatin the best place to open a business. This toolkit assists prospective business owners through Tualatin's permitting process. This guide covers the basics, from finding a location to outlining the permit process. At the end of this toolkit, there is a list of available resources, including the City, Chamber of Commerce, and other governmental agencies. We hope this guide is useful and we welcome any questions!





ESTABLISHING YOUR LOCATION

An brief introduction to Tualatin's zoning laws regarding the types of business locations permitted within the city.



FINDING A LOCATION

There are many great reasons to locate a business in Tualatin. Tualatin has reliable city services, a low tax rate, strong sense of community, high quality of life, and proximity to major transportation facilities.

To find a site in Tualatin that meets your specific needs, contact one of the many local real estate brokers or visit Business Oregon (www.oregon4biz.com).

ZONING INFORMATION

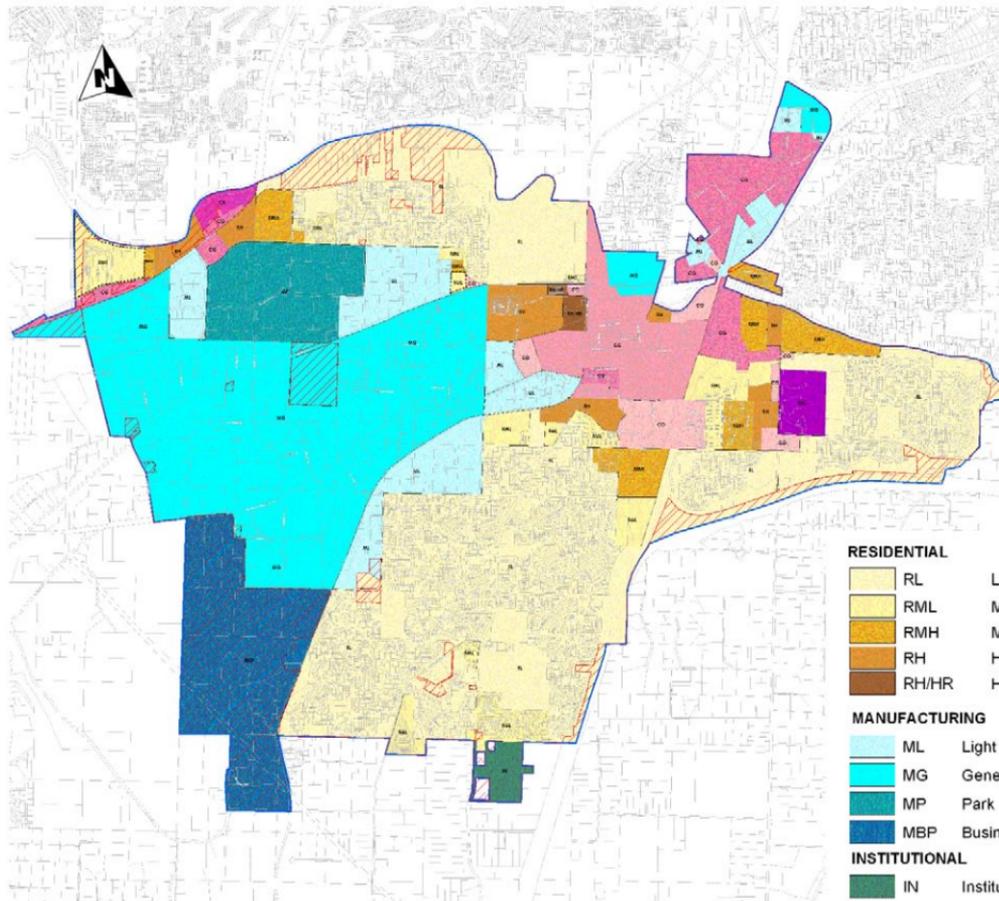
The City of Tualatin welcomes businesses of all types to locate in the community. However, each must conform to the zoning designation. In broad terms, there are three types of zones in Tualatin: Residential, Commercial, and Manufacturing. Prior to locating a business, it is important to confirm that the proposed use is allowed at the desired location.

The zone designations in Tualatin were made to create and foster an attractive and welcoming city according to the community vision. If you would like to locate a business and you aren't sure if the use is allowed or you would like to explore alternative options, it is strongly suggested that you contact the Community Development Department Planning Division at 503-691-3026. For more information about zoning areas in Tualatin, please refer to the zoning map on the next page.

THE FIRST STEP IS THE MOST IMPORTANT

Prior to buying or leasing building space for your business, you should contact the City of Tualatin (503-691-3026) to review allowed activities in prospective locations. A vast majority of complications and delays can be avoided by selecting a location that allows the proposed business activity.

ESTABLISHING YOUR LOCATION



Community Plan Map -Planning Districts- Map 9-1

NOTES:

1. All plan-designation boundaries are intended to follow property lines, center lines of streets, or can be traced pursuant to the scale of this map. If any dispute arises, the City Council shall be the sole arbitrator body to decide the location of boundaries.
2. Specific requirements for each Planning District are found within the Tualatin Development Code.
3. The Veterans Protection District and the Greenway and Rivermark Protection District locations are described in the Tualatin Development Code. Maps of the districts are available from the Planning Department.
4. Properties within the Tualatin Urban Renewal Area boundary are subject to the Tualatin Urban Renewal Area which may contain specifications and requirements that are more restrictive than those found within the Planning District standard.

- Planning Area Boundary
- Manufactured Dwelling Park Permitted
- City Boundary
- ▨ In Planning Area/
Outside of City

RESIDENTIAL

	RL	Low Density	DU/Acre	1-6.4
	RML	Medium-Low Density		7-10
	RMH	Medium-High Density		11-15
	RH	High Density		16-25
	RH/HR	High Density/High Rise		26-30

MANUFACTURING

	ML	Light
	MG	General
	MP	Park
	MBP	Business Park

INSTITUTIONAL

	IN	Institutional
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COMMERCIAL

	CO	Office
	CC	Central
	CG	General
	CR	Recreational
	MC	Medical Center

TYPES OF BUSINESS LOCATIONS AND PLANNED IMPROVEMENTS

When opening a business in Tualatin, determining the type of building and planned improvements is a key decision. Do you wish to open a home occupation, move into an existing building and make a few improvements, or construct a new building? The following chart helps explain the initial process depending on the type of building and improvements needed for your business.

LOCATION TYPE	CONSIDERATIONS	REQUIREMENTS	MORE INFORMATION
Home Occupation and No Major Improvements	Review Tualatin Development Code Section 34.031 for allowed uses	If use is allowed, complete Business License Form If use is not allowed, discuss options with Planning Division (503-691-3026)	See page 16
Existing Building with Minor Tenant Improvements	Review current zone designation	If use is allowed, contact Building Division (503-691-3044) regarding improvements, apply for building permit and complete Business License Form If use is not allowed, discuss options with Planning Division (503-691-3026)	See page 12
New Building or Existing Building with Major Tenant Improvements	Review current zone designation	If use is allowed, contact the Planning Division (503-691-3026) and review charts on the following pages If use is not allowed, discuss options with Planning Division (503-691-3026)	See page 9



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PERMIT PROCESS

An overview of the various licenses, construction processes, and meetings required for establishing a business location.

DEVELOPMENT REVIEW

Tualatin's permit processes rely on the involvement and participation from prospective business representatives and City staff. In an attempt to clearly define the process, the following pages describe the steps in a sequential manner. Feel free to contact the Planning Division (503-691-3026) with questions!

The first step when planning to construct a new building or make major improvements to an existing commercial or industrial building is the development review process. Constructing a new building or making major improvements to an existing building will require the full development review process.

If your business requires development review, the steps outlined in the chart on the next page will need to be met prior to applying for a building permit.

For more information regarding the development review process, visit: www.tualatinoregon.gov/planning



Scan the QR Code on your smartphone to be taken directly to the planning website.

PERMIT PROCESS

DEVELOPMENT REVIEW PROCESS

	PRE-APPLICATION [WEEK 1 - 3]		
	SCOPING MEETING	PRE-APPLICATION MEETING*	NEIGHBORHOOD MEETING
Purpose	Discussion of preliminary building plans and ideas so that City staff can help identify which permits will be needed and highlight potential challenges. This meeting is not required, but is strongly encouraged in an effort to reduce potential complications.	The Pre-Application Meeting is the first opportunity for the City staff to review the proposed plans & discuss potential requirements. The City staff will help ensure that all proper materials are ready to submit. This meeting is critical in setting the timeline for approval and creating a smooth and effective review process.	Tualatin Development Code requires that prior to constructing new buildings or making major improvements to existing buildings, the developer must hold a neighborhood meeting to allow local residents to review and discuss proposed plans. Applicants must mail fliers to all properties within 1,000 ft of the proposed development.
Timeline	It is encouraged that you schedule a couple of days to a week in advance of when you want to have the Scoping Meeting.	Please, schedule the Pre-Application at least 10 days in advance.	A 14 day notice prior to the Neighborhood Meeting is required.

* Indicates a fee is associated with this step. Visit www.tualatinoregon.gov or contact the Planning Division for up-to-date fee schedules.

APPLICATION [WEEK 4 - 10]		APPROVAL [WEEK 9 - 11]	
SUBMIT APPLICATION*	REVIEW APPLICATION	DRAFT DECISION MEETING	ISSUE DECISION
<p>Following the Pre-Application and Neighborhood Meetings, applications can be submitted for review. In addition to any revisions suggested during the Pre-Application and Neighborhood Meetings, applications must also include a service provider letter from Clean Water Services.</p>	<p>Once an application has been submitted, City staff and representatives from other governmental agencies (e.g. Clean Water Services, Tualatin Valley Fire & Rescue, etc.) will review the proposed plans and other application materials.</p>	<p>Prior to the formal written approval, City staff will arrange a meeting with the applicant to discuss the outcome of the review process and outline any conditions or potential revisions required for formal approval.</p>	<p>The last remaining step is for City staff to provide the applicant and all those that commented a final written decision.</p>
<p>An application may be submitted any time after Pre-Application and Neighborhood Meeting.</p>	<p>Depending on the complexity of the proposed plans, this step may take between 3-5 weeks. It also may require review by the Planning Commission or Architectural Review Board.</p>	<p>Once this step is complete, applicants are welcome to begin scheduling a Scoping or Pre-Submittal Meeting with the Building Division to obtain a building permit.</p>	<p>A formal written decision will be given shortly after the Draft Decision Meeting.</p>

PERMIT PROCESS

BUILDING, PUBLIC WORKS, AND WATER QUALITY PERMIT PROCESS

Most, if not all projects, require a building permit. For many perspective businesses, obtaining a building permit will be the first step. If your new business location went through the architectural review process, City staff will ensure a timely transition to the building permit process. For more information on the process of acquiring a business permit, refer to the chart on the next page.

If you have any questions about building permits, contact the Building Division at 503-691-3044, or visit www.tualatinoregon.gov/building.

If you have any questions about Public Works and/or Water Quality Permits, contact the Engineering Division at 503-691-3026, or visit www.tualatinoregon.gov/building.



Scan the QR Code on your smartphone to be taken directly to the Building Division website.

BUILDING, PUBLIC WORKS, AND WATER QUALITY PERMIT PROCESS

* Indicates a fee is associated with this step. Visit www.tualatinoregon.gov or contact the Planning Division for up-to-date fee schedules.

[WEEK 1]

→ [APPROVAL]

	PRE-SUBMITTAL	APPLICATION		APPROVAL
	PRE-SUBMITTAL MEETING	SUBMIT APPLICATION*	REVIEW APPLICATION	ISSUE PERMITS
Purpose	The first opportunity for the City staff to review your proposed building plans & discuss potential requirements. The City staff will help ensure that you have all the proper materials to submit an application. This meeting is critical in setting the timeline for approval and creating a smooth and effective review process.	Following the Pre-Submittal Meeting, applications can be submitted for review. In addition to any revisions suggested during the Pre-Submittal Meeting, applications must also include a service provider letter from Clean Water Services.	Once an application has been submitted, City staff and representatives from other governmental agencies (i.e. Clean Water Services, Tualatin Valley Fire & Rescue, etc.) will review the proposed plans and other application materials to ensure the plans follow city code and meet requirements.	The last remaining step is for City staff to issue a building permit and collect remaining fees.
Timeline	Please, schedule the Pre-Application at least 10 days in advance.	An application may be submitted any time after Pre-Submittal Meeting and after the Development Review Process draft decision is issued.	Depending on the complexity of the proposed plans, this step may take between 3-5 weeks. An expedited review process is available at additional cost.	Building permits will immediately follow the review, assuming the plans follow code requirements.

PERMIT PROCESS

BUILDING CONSTRUCTION, INSPECTIONS, AND OCCUPANCY

	PRE-CONSTRUCTION	CONSTRUCTION		PROJECT END
	PRE-CONSTRUCTION MEETING	INSPECTIONS	TEMPORARY CERTIFICATE OF OCCUPANCY	ISSUE CERTIFICATE OF OCCUPANCY
Purpose	Once you've obtained a building permit, prior to the start of construction, the construction team needs to attend a Pre-Construction Meeting to define expectations & requirements throughout the construction process.	Throughout the construction process, City staff will inspect the construction activities to ensure all is going according to the building plans submitted.	If the major construction activities are complete, City staff will allow temporary occupancy while developer has 30 days to finish minor corrections.	Once construction is complete and all fees have been paid, the City will issue a Certificate of Occupancy.
Timeline	Schedule after permit is issued and before construction begins.	This will occur throughout the duration of construction activities.	30 days prior to project finish	This can be completed once all construction activities are complete.

All construction and significant tenant improvements require inspections from the Building Division. If you have any questions about building inspections, contact the Inspection Hot Line at 503-691-3040.

ADDITIONAL PERMITS

In order to obtain a building permit, your business may require other permits which will need to be reviewed by:

- Clean Water Services;
- Tualatin Valley Fire & Rescue; and,
- The State of Oregon Health Department.

For instance, for new connections to city utilities (water, sewer, or stormwater) a public works permit will be required. In addition, a “Service Provider” letter is required with Clean Water Services. These requirements guarantee construction does not interfere with utility lines, meets applicable health code regulations, and other requirements. To determine which permits are needed for your project, attend a Pre-Application / Pre-Submittal Meeting. The process to obtain these permits is the same as the building permit process.



DOING BUSINESS IN TUALATIN

A summary of the essential city services, utilities, and licensing requirements for new businesses.

FLOOD PLAIN

A large section of downtown Tualatin and the manufacturing district is located in the flood plain. If the location you wish to locate a business is in the flood plain, it may require additional permits and add time to the development process. In a scoping meeting, City staff members will assist you with the appropriate information.

UTILITY SERVICES

Water: Tualatin's water comes from the Bull Run Watershed through the City of Portland. Service is provided and maintained by the City of Tualatin.

Sewer: Sanitary sewer collection is administered by the City of Tualatin. Sewer treatment is handled by Clean Water Services.

Stormwater: Stormwater collection is administered by the City of Tualatin.

Electricity: The City of Tualatin is fortunate to have reliable electricity. Portland General Electric (PGE) provides electricity to the Tualatin area. Prior to construction call the new construction and inspection line at 1-800-542-8818. To understand electricity rates for different business types, visit: http://www.portlandgeneral.com/business/understanding_business_types.aspx.

Natural Gas: Northwest Natural is the local gas provider. Commercial customer inquiries can be directed to 1-800-422-4012.

DOING BUSINESS IN TUALATIN

ADA ACCESSIBILITY

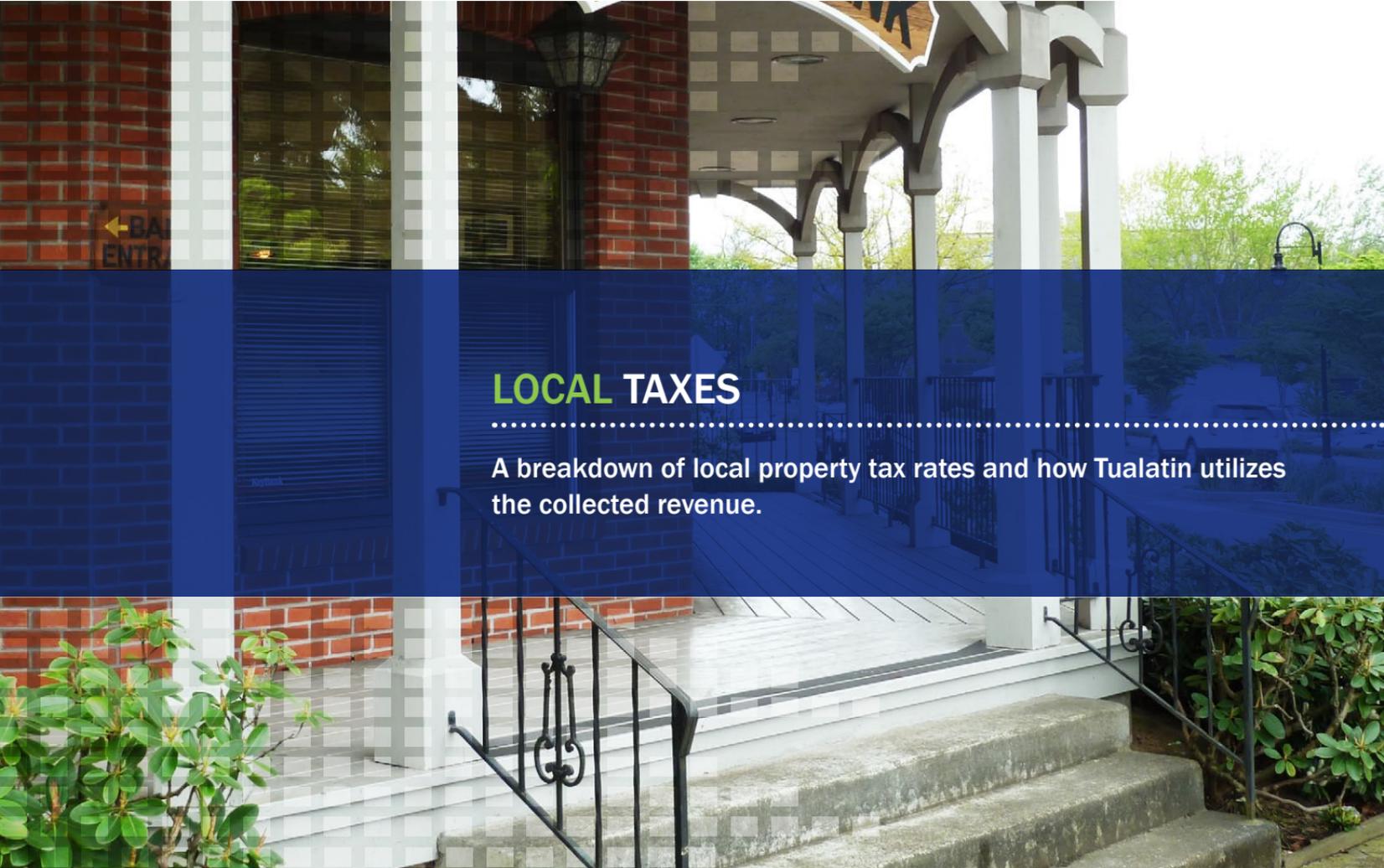
The American Disabilities Act seeks to ensure that those with disabilities are afforded equal opportunities. As a new business, this can impact the built environment as well as the operating procedures. Fortunately, ADA recognizes the financial constraints of small businesses and aims to strike a balance between increasing access for people with disabilities and the cost of complying with requirements. Accessibility requirements are reviewed as part of your building permit application. A Small Business ADA primer is available at: <http://www.ada.gov/regs2010/smallbusiness/smallbusprimer2010.htm>.

BUSINESS LICENSE

Any business or person conducting business in Tualatin is required to obtain a business license unless specifically exempt by State or Federal statute. Fees are based on the number of employees at the Tualatin location.

The Business License fee schedule and application can be downloaded online at www.tualatinoregon.gov or picked up at the Tualatin City Offices/Council Building. Licenses must be renewed annually by January 1st.

If you have questions, call 503-691-2002.



LOCAL TAXES

A breakdown of local property tax rates and how Tualatin utilizes the collected revenue.

LOCAL TAXES

PROPERTY TAX RATE BREAKDOWN

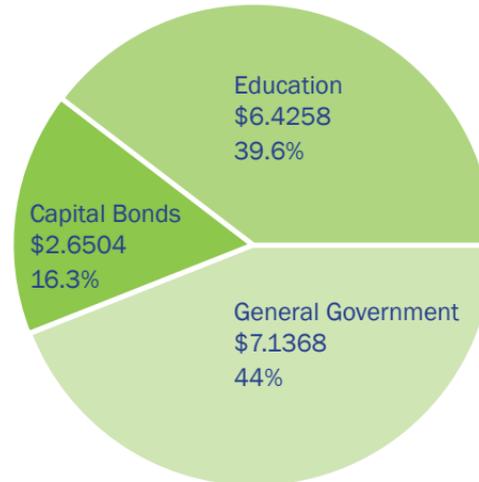
The City of Tualatin is dedicated to providing quality service to our citizens and businesses in a fiscally responsible manner. At \$2.2665 per \$1,000 assessed property*, the property tax rate that funds City operations is one of the lowest in the region. Tualatin citizens are also fortunate to be served by other world renowned local government providers that are innovative, forward thinking, and dedicated to quality service. To fund all the local service providers, properties in Tualatin are levied at a total of \$16.2130 per \$1,000 of assessed value. Below is a comparison of this total tax rate across several local cities and a graphical description of where property taxes are spent in Tualatin.

TOTAL PROPERTY TAX RATE COMPARISON*

Washington County Cities	Tax Rate per \$1,000 Assessed Value
Sherwood	19.1021
Beaverton	18.9493
Wilsonville	18.387
Hillsboro	17.3073
Tigard	16.4031
Tualatin	16.213
King City	15.7574
Durham	15.4874

TUALATIN PROPERTY TAX:

\$16.2130 [per \$1,000 of assessed value]*



*2011 Tax Rates



BUSINESS RESOURCES

CITY OF TUALATIN ECONOMIC DEVELOPMENT DIVISION

In addition to business recruitment efforts, the City of Tualatin collaborates with the Chamber of Commerce, local businesses, and other regional agencies to help grow existing businesses within our community. The City of Tualatin Economic Development Division can assist local employers in accessing state and federal grant dollars that help businesses hire outside consultants to provide competitive market information customized for the growth needs, assist with financial planning, and other programs aimed at growing businesses. The Economic Development Division does not charge for services. If you would like to find out more about local programs, call 503-691-3026.

SMALL BUSINESS ADMINISTRATION [SBA]

The SBA has a District Office for Oregon and SW Washington located in Portland. The District Office provides support services and programs to small business owners and entrepreneurs primarily in the areas of access to capital (financing), contracting (federal procurement), and business counseling and technical assistance. SBA resources are also available through several local organizations that include the Women's Business Center at MercyCorps NW, the Small Business Development Center Network (19 centers in Oregon), and SCORE. For more information or assistance, please contact the District Office at (503) 326-2682 or email pdxhelp@sba.gov.

OREGON MANUFACTURING EXTENSION PARTNERSHIP

OMEP seeks to transform small to mid-sized companies. This assistance goes beyond creating a simple report; OMEP consultants train your workforce and implement the Lean Enterprise program. If you are interested in consulting with OMEP, call (503) 406-3770.

SMALL BUSINESS DEVELOPMENT CENTER

The Small Business Development Center at Portland Community College offers numerous training programs aimed to assist small businesses. Confidential one-on-one advising sessions are available which focus on business planning, entrepreneurial development, and small business management. For more information visit www.bizcenter.org or contact the Small Business Development Center at Portland Community College at 971-722-5081.

SERVICE CORP OF RETIRED EXEC'S [SCORE]

Portland SCORE is a nonprofit organization dedicated to the formation, growth and success of small businesses. Through a collection of 90 counsellors on staff, prospective business owners can arrange one-on-one counselling or attend regular workshops for free!

To contact SCORE and set up a meeting or attend a workshop, call (503) 326-5211.

DEVELOPMENT REVIEW MENTORS

The motto for the Tualatin Chamber of Commerce is “Business and Community Working Together.” As a business advocate, the Chamber has assisted countless new businesses during development process. Contact the Tualatin Chamber of Commerce for a list of experienced business owners and developers that can help guide your business through the permit process.

[Tualatin Chamber of Commerce](http://www.tualatinchamber.com)
(503) 692-0780
18791 SW Martinazzi Avenue
Tualatin, OR 97062
www.tualatinchamber.com

CITY OF TUALATIN CONTACTS

ECONOMIC DEVELOPMENT

503-691-3026

ENGINEERING

503-691-3026



Scan the QR code with your smart-phone to be taken to the City of Tualatin website

PLANNING

503-691-3026

BUILDING

503-691-3044

OTHER AGENCIES

CLEAN WATER SERVICES

2550 SW Hillsboro Highway
Hillsboro, Oregon 97123
503-681-3600

OREGON PUBLIC HEALTH DIVISION

800 NE Oregon Street
Portland, OR 97232
971-6731222

BUSINESS OREGON

775 Summer Street NE, Suite 200
Salem, OR 97301
503-986-0123

TUALATIN VALLEY FIRE & RESCUE

11945 SW 70th Avenue
Tigard, Oregon 97223
503-259-1188

SECRETARY OF STATE

Corporation Division
255 Capitol Street NE, Ste 151
Salem, OR 97310
503-986-2200