

Guide to Doing Business in Portland

Portland, Maine
Economic Development Department

www.portlandmaine.gov

Guide to Doing Business in Portland

The purpose of this publication is to provide businesses with an easy to understand guide to municipal services, from business licensing and permitting to financial assistance, taxes and much more. Information and contact information on each service can be viewed on-line or in paper format.

Once you've reviewed the Table of Contents, click on the item of interest in Bookmarks (on the left of the screen) and it will take you right to it. If desired, individual sections can be printed out rather than the entire document. The entire paper format (hard copy) of the Guide, or just specific sections of interest to you are available at City Hall, in the Economic Development Department office.

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I. ECONOMIC DEVELOPMENT DEPARTMENT SERVICES

City Hall
389 Congress Street, Room 308
Portland, ME 04101
Phone: (207) 874-8683
Fax: (207) 756-8217
In-state and Out-of-State 1-800-874-8144

E-Mail: edd@portlandmaine.gov
Website: www.portlandmaine.gov/citymanagers/ecodev.asp

The Economic Development Department (EDD) stands ready to assist and support your business growth in Portland. To streamline doing business in the City, one call or email to the EDD can set in motion informational, educational, financial, and regulatory assistance for businesses of all types and sizes. Our collaboration with state and local business assistance and development agencies can connect you to an even wider range of services to further enhance your business opportunities in Portland. All business assistance services are free and confidential.

Let us help with:

- » Site location assistance;
- » Permitting, regulatory and licensing guidance;
- » Business technical assistance;
- » City commercial loan programs;
- » Job creation grants;
- » Tax increment financing.

A. Site Location Assistance

Confidential site location assistance is available to find suitable buildings and property for those seeking a Portland site to start up, grow or relocate a business. The EDD works in partnership with commercial real estate brokers and property owners to arrange site visits to evaluate location options.

B. Permitting, Regulatory and Licensing Guidance

The EDD offers guidance to businesses on the City's regulatory, approval and licensing processes, helping to enhance knowledge and efficiencies. If we don't know the answers to your questions, including the status of a pending application with the City, we'll find someone who does.

C. Business Technical Assistance

We partner with organizations whose sole purpose is to provide free business counseling assistance. Some of these include the Small Business Development Center (SBDC), SCORE, StartSmart, and others all right here in Portland. Depending on your needs, we'll refer you to the organization that can best help you with your business

D. Commercial Loan Programs

The City has its own commercial loan programs to assist Portland businesses and facilitate economic growth and job creation. Loans are made to all types and sizes of businesses, from the smallest establishment to the largest corporation. They range from as little as a few thousand dollars to as much as \$250,000.

Businesses are encouraged to establish relationships with banks and credit unions, and to access conventional financing whenever possible. The City's loan programs are intended to assist when there's a financing gap or when businesses are not able to access conventional financing. Most City loans are provided as **gap financing** in which the City partners with a lead lender (generally banks and credit unions). For start-ups and even existing businesses that cannot obtain conventional financing, **direct loan assistance** is available, particularly through micro loans.

Loans from the City can help to **fund a wide range of activities**. These include building construction and renovations, leasehold improvements, machinery and equipment purchase, permanent working capital (e.g., inventory and receivables), purchase of an existing business, refinancing (if the project also includes a business expansion component at least 25% over the debt amount to be refinanced), acquisition of fishing vessels and marine related machinery and equipment, acquisition of real estate.

Fixed **interest rates** are determined on a case-by-case basis by the Portland Development Corporation (PDC), the City's lending board, which is appointed by the City Council. Periodically, the PDC reviews and establishes an interest rate policy to guide its decisions. The current policy is prime plus or minus 2% for most of the loan programs. Within that range, the rate for each particular loan will depend upon a variety of considerations, such as anticipated job creation and retention, collateral, level of risk, credit worthiness, etc.

For more information on City loans or to download a loan application, visit the following link online at <http://www.portlandmaine.gov/citymanagers/financialassistance.asp>. You are also welcome to contact the EDD's Business Programs Manager at (207) 756-8019 or stop by the Economic Development Office in room 308 in City Hall.

An overview of each of the City's loan programs follows:

60/30/10 Portland Business Program:

- » Loans of \$50,000 to \$200,000;
- » Generally, 60% lead lender (with possible guarantee from SBA or FAME), 30% City, 10% equity from borrower;
- » Flexible terms up to 20 years with a 10-year balloon;
- » Especially useful for projects between \$250,000 and \$500,000 for which the SBA 504 may not be cost effective;
- » May be used for working capital;
- » No prepayment penalties;
- » For real estate acquisition, property must be 51% owner occupied.

Micro Business Loan Program and Creative Economy Loan Program

- » Loans up to \$50,000;
- » Maximum loan term up to 7 years;
- » Prefer minimum private investment to Micro Loan dollar ratio of 1:3 (for example, \$30,000 project: \$22,250 Micro Loan, \$7,500 borrower).

Real Estate Development Loan Program

- » Loans up to \$200,000;
- » Can be used to finance non-owner occupied real estate;
- » Minimum private investment to RLP ratio of 1:1, including minimum 10% equity investment from borrower;
- » Current interest rate policy is prime plus 2-4%;
- » Maximum loan term of 30 years with 10-year balloon;
- » Cannot be used for refinancing.

Regional Economic Development Loan Program (FAME)

- » Loans up to \$250,000
- » Maximum loan term of 20 years with 10-year balloon;
- » Business must have 50 or fewer employees or annual sales of \$5,000,000 or less.

Applying for a loan from the City requires the same materials that a bank would request, for example, historical financials, projections and personal financial statements, along with a business plan when the applicant is a new business.

Portland Brownfields Cleanup Revolving Loan Fund

The Brownfields Fund is intended to assist in the remediation and redevelopment of Brownfields sites in the City of Portland. It is designed to encourage the cleanup of eligible sites and activities associated with removing, mitigating, or preventing the release, or threat of a release, of a hazardous substance, pollutant, or contaminant from Brownfields sites.

Eligible applicants/entities include a) those publicly owned, either directly by a municipality or indirectly through a quasi-public entity such as a community development corporation; or b) privately-owned by current or prospective commercial property owners, banks, developers etc.

Loan terms include:

- » Loan amount limited to the balance of the loan fund;
- » Maximum term of 5 years;
- » Brownfields site, business assets, outside collateral, and/or personal guaranties may be required as security.

E. Development Action Program

This program functions to stimulate major new construction, renovation, and rehabilitation on the Portland Peninsula. It provides assistance through grants and loans, specifically:

- » Public infrastructure grants in support of private commercial development. The grants can provide up to \$25,000 or half the cost of the public infrastructure, whichever is less;
- » Loan assistance through bond issues approved by the City Council for project specific activity to stimulate major development and improve the area's regional competitiveness.

F. Business Assistance Program for Job Creation

Matching grants are provided to new and expanding Portland businesses for projects that result in the creation of permanent net new jobs. The maximum grant is \$10,000 for the creation of one net new **full-time job for a low/moderate income Portland resident.**

- » Maximum Grant: \$10,000
- » Required Minimum Dollar Match: Equal to grant amount;
- » Match Sources: At least 50% applicant cash equity; the remainder may include a bank or credit union loan or, if not accessible, a loan from the City's loan program;
- » Job Creation: At least one net new full-time job to be filled by a low/moderate income Portland resident. Job will be tracked for five years;
- » Eligible Funding Activities: Renovation, improvement, reconstruction or restoration of vacant, under-utilized or deteriorated space; Purchase of equipment and machinery; Leasehold improvements; Permanent working capital; Up to \$1,000 for business consulting services (e.g., accounting, marketing, software training, and legal assistance).

G. Tax Increment Financing

Tax Increment Financing (TIF) is an economic development program authorized under state law to support municipal projects. The TIF program allows municipalities to provide financial assistance to local economic development projects and programs – from infrastructure, municipal economic development programs and staff, to business expansions - by using new property taxes that result from new commercial or residential investment associated with the corresponding increase in property value.

Portland TIF Policy supports investment in municipal economic development programs, infrastructure investment (which is generally through the establishment of area wide or neighborhood TIF districts) and individual project site specific TIF districts to support either infrastructure or individual private project financing needs.

The City is committed to invest in infrastructure located within the public rights-of-way that encourage economic development. Use of TIF investment to invest in infrastructure recognizes the savings which occurs through the TIF Program tax sheltering benefits.

“Infrastructure” is defined, but not limited to: traffic upgrades, public parking facilities, roadway improvements, lighting, sidewalks, water and sewer utilities, storm water management improvements and placing above ground overhead electric and telecommunications lines underground.

II. BUSINESS START-UP CHECKLIST

- √ Before establishing your business in Portland, you should be aware of a variety of Federal, State, and municipal governmental resources that can assist you. The following list can be used as a general reference guide:

- √ **Business Assistance:** Contact the **Economic Development Department** in Room 308, City Hall, telephone (207) 874-8683, for business assistance programs, services, financial incentives and referrals.

- √ To operate as a **sole proprietorship or partnership**, you must file a d/b/a (“doing business as”) with the Portland City Clerk’s office, Room 203, telephone (207) 874-8557. You can download the application from the website at www.portlandmaine.gov/voter/cityclerk2.asp In order to file, you must show a picture identification.

- √ If you wish to **incorporate** or become a limited partnership or a **limited liability company**, you will need to register your entity with the State of Maine Bureau of Corporations at the Office of the Secretary of State. You can access information needed online at www.maine.gov/sos/cec/corp/ or by calling (207) 624-7736.

- √ If you want to determine whether your company name is in use and protected by **trademark, service mark**, or incorporation, again, contact the Secretary of State’s Bureau of Corporations at (207) 624-7736 or online at [www.maine.gov/sos/cec/corp.](http://www.maine.gov/sos/cec/corp/)

- √ If you will be hiring employees, you will need to:
 1. Obtain a Federal Employer Identification Number (EIN) from the Internal Revenue Service Office (FORM SS-4, EIN). This can be done by an online application at [http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Employer-ID-Numbers-\(EINs\)](http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Employer-ID-Numbers-(EINs)) or call the toll-free Business and Specialty Tax Line at 1-800- 829-4933.

 2. If you already have an EIN, you will need to notify the IRS that you wish to activate as an employer by calling 1-800-829-4933. This will start the process of setting you up with federal withholding and unemployment.

 3. Sign up with the State of Maine Income Tax Withholding. This can be done online at <https://www.maine.gov/cgi-bin/online/suwtaxreg/index>, or for questions call (207) 621-5129.

 4. Obtain Worker’s Compensation Insurance on your employees. Check with the company that provides you with business insurance. Information regarding the Workers’ Compensation Act can be obtained by contacting the Maine Workers’ Compensation Board Portland Regional Office at (207) 822-0840, or toll free (Maine only) at 1-888-801-9087, or by accessing its website at <http://www.maine.gov/wcb>.

 5. Register your business for unemployment tax by either calling the Maine Department of Labor at (207) 621-5120 or by applying online at <https://gateway.maine.gov/dol/meris/>

- √ To determine whether you need a **State license** or permit to conduct your business, try the free online Business Answers Service at <http://www.maine.gov/online/businessanswers/> or the Maine.gov Business Licensing page at <http://www.maine.gov/portal/business/licensing.html> for more information and links. You can also call the State’s Business Answers line at 1-800-872-3838 in-state or 1-800-541-5872 out-of-state.
- √ To determine whether your business is required to hold a **municipal business license**, refer to the business license section in this guide or go online at <http://www.portlandmaine.gov/voter/cityclerk2.asp>.
- √ To determine **compliance** with Portland’s **Land Use ordinances**, check with Portland’s Code Enforcement Division, Room 315, City Hall, (207) 874-8703 or (207) 874-8693. The Land Use Ordinance can be viewed on line at <http://www.portlandmaine.gov/planning/planning.asp#> and click on “Codes, Regulations and Ordinances” on the left side of the web page, then click on “Land Use Code”.
- √ To apply for a **State of Maine Sales Tax Identification Number** if you plan to sell a taxable product or service, contact the State Bureau of Taxation at (207) 624-9693. You can access the application online at <http://www.state.me.us/revenue/salesuse/homepage.html> and click on “Application for Tax Registration”. This application is also used to register for State of Maine income tax withholding.
- √ To determine compliance with the **Occupational Safety and Health Act** (www.osha.gov/pls/oshaweb/owadisp.show_document?p_id=2743&p_table=OSHA), contact the Maine Department of Labor, Bureau of Labor Standards, at (207) 623-7900 or online at <http://www.maine.gov/labor/bls/>.
- √ For information on **real estate** and **personal property tax assessments**, contact the Tax Assessor’s office in Room 115, City Hall, telephone (207) 874-8486, or online at <http://www.portlandmaine.gov/assessors/assessors.asp>.
- √ For **registration of vehicles**, including special arrangements for fleet registration, contact the Treasury office in Room 102, City Hall, telephone (207) 874-8490, or online at <http://www.portlandmaine.gov/treasury.htm>.
- √ During your site selection process, contact the Finance Department, City Hall, telephone (207) 874-8856, to determine any **outstanding taxes or sewer fees** on the property. Any outstanding fees will affect your ability to obtain any licenses or permits for your business.
- √ Contact the Parking Division in Room 20, City Hall, telephone (207) 874-8443, for parking regulations, as well as assistance with your business parking needs, or go online at <http://www.portlandmaine.gov/parking/parking.asp>.

III. BUSINESS LICENSING

The City Clerk's Business Licensing Administrator is responsible for issuing all business licenses for Portland. The Clerk's office is located in City Hall, Room 203, and can be reached at (207) 874-8557. Business licensing hours are 9:00 a.m. to 4:30 p.m., Monday through Friday. The following information is meant to act as a general guide to the most commonly asked questions about the business licensing process. To see if a City license is required to conduct your business or if you have other licensing questions please contact the Business Licensing Administrator in the City Clerk's Office. A State of Maine License may also be required.

A. Business Licenses Are Required For:

- » After Hours Entertainment
- » Bowling Alley
- » Chickens
- » Concert (Single) – Amplified Music
- » Dance (Single)
- » Dance Hall (Annual)
- » Farmer's Market – Monument Square and Deering Oaks Park
- » Fire Permit for Hazardous Materials
- » Flea Market
- » Food Service Establishment – Whether Sold or Provided as a Service
- » Junk Collector/Second Hand Dealer/Flea Market Seller – Antiques, collectibles, pawnshops, etc.
- » Liquor – On or Off Premise Consumption
- » Massage Establishment/Massage Therapist (Non AMTA or ABMP Members)
- » Pushcart/Mobile FSE/Ice Cream Truck/Food Truck
- » Night Vendor (Pushcart/Mobile FSE/Ice Cream Truck/Food Truck)
- » Scrap Metal Recycling Facilities
- » Sidewalk Sale – Use of Sidewalk In Front of Establishment
- » Special Entertainment – Dancing, Music, Live Performances, etc. in Liquor Establishments
- » Street Goods Vendor – Non-food Sales – For Special Events Only
- » Temporary Food Service – For Special Events Only
- » Towing/Wrecker Service
- » Transient Seller – Door to Door Sales.

Check with **Zoning** in City Hall, Room 315, telephone (207) 874-8695 or (207) 874-8709, before submitting an application to make sure your type of business meets zoning requirements in the location you have in mind. During the site selection process, it is important to contact the **City Treasury Office**, in City Hall, Room 102, telephone (207) 874-8856, to determine if there are any outstanding taxes or sewer fees on the property. Any outstanding fees due will affect your ability to obtain your business license until they are brought current.

B. License Fees

Fees vary for each type of license. The fee schedule can be viewed on-line at <http://www.portlandmaine.gov/voter/fee.htm> under City Clerk's office. All annual business licenses require an application fee and license fee annually. All licenses are non-transferable. Regardless of the type of business license applied for, if the applicant intends to operate as a sole proprietor or a partnership, a d/b/a (doing business as) must be filed.

d/b/a Filing Fee: \$10.00

C. Inspections

Once you have turned in your application and fee, and prior to receiving a City license to conduct a business, most business types require inspections and/or approvals from the Fire Department, Code, Health, and/or Police Department (see contact information below). Inspections and/or approvals vary depending on the type of license for which you are applying. Staff will help you understand what will be required in order to obtain a license. This will help to eliminate confusion and unnecessary delays.

Zoning/Building Code Approval

Inspection Services/Zoning
City Hall
3rd Floor, Room 315
Telephone: (207) 874-8703.

Health Inspection – Health & Human Services Department

Public Health Office
City Hall
3rd Floor, Room 307
Telephone: (207) 756-8008.

Fire Prevention Inspection – Fire Department

Central Fire Station on Congress Street
Telephone: (207) 874-8405.

State Bureau of Investigation/PPD Background Check

This will be taken care of by the City Clerk's Office.

Please allow approximately 4 – 6 weeks from the date of application for issuance of your license. If you are renovating your space or changing use of your establishment, this could extend the license issuance timeframe.

***Some licenses will require City Council approval. You will be made aware of this upon submission of application.*

IV. TAXICAB BUSINESS AND TAXICAB DRIVER LICENSING

A. Taxicab Business

Application Fee: \$35.00
License Fee: \$300.00 per taxi

To operate a taxicab business in the City you must:

1. File an application with the Taxi Administrator's office at the Portland International Jetport, 1001 Westbrook Street, telephone (207) 756-8377;
2. The application must include all fees and a copy of a valid State certificate of registration for each vehicle to be licensed, an insurance certificate listing all vehicles to be licensed and listing the City of Portland as a certificate holder providing prior notice to the City of cancellation of the policy;
3. The taxi meter must be tested and sealed by the city's appointed meter sealer and the meter seal report must be included with the application;
4. When the vehicle is completely set up to be a taxi contact Ground Transportation at the Jetport to schedule an appointment for the final inspection, telephone (207) 879-1903;
5. License is granted upon completion of application, fees paid, documentation provided, and successful completion of meter test and inspection;
6. For information on operating at the Jetport contact the Ground Transportation booth located outside Baggage Claim, telephone (207) 879-1903;
7. Please read Code of Ordinance Chapter 30, Vehicles for Hire for information regarding operating a taxicab in the City. <http://www.portlandmaine.gov/citycode/chapter030.pdf>.

B. Taxicab Drivers

Application Fee: \$56.00
License Fee: \$75.00

To obtain a taxicab drivers license in Portland you must:

1. File an application and fees with the Taxi Administrator's office at the Portland International Jetport, 1001 Westbrook Street, telephone (207) 756-8377;
2. Applicants are subject to a 10 year criminal and driving history check;
3. Applicants must submit two (2) full face 2" x 2" color photos with the application;
4. License is granted if there are no disqualifying events from background checks;
5. Applications can take up to two (2) weeks for processing;
6. Please read Code of Ordinance Chapter 30, Vehicles for Hire for information regarding operating a taxicab in the City. <http://www.portlandmaine.gov/citycode/chapter030.pdf>

V. PERMITTING AND REGULATIONS

The Inspections Division office, located in Room 315 of Portland City Hall, (207) 874-8703, is where applications for building, electrical, and plumbing permits originate, and where zoning interpretations are made. Staff will work with you to help you understand the review process and help you determine up-front what requirements you will need to meet in order to streamline the approval process. Office hours are 8:00 a.m. to 4:00 Monday, Tuesday, Wednesday, and Friday; Thursday hours are 8:00 a.m. to 1:00 p.m.

A. Building and Construction Permits

Building permits are required if a property owner intends to construct, enlarge, alter, repair, move, convert, demolish, or change the occupancy of a building or any structure. Please visit the Inspections Division web site at: <http://www.portlandmaine.gov/planning/buildinsp.asp>. Applications can be downloaded and frequently asked questions are also answered at this site. The listing of various applications is found at the end of the page for the Inspections Division website.

Once the requirements are outlined, staff from the Inspections Division office will work closely with staff in the Planning Division to assist you in the application and review/approval process. Multiple reviews can happen concurrently if more than one review body is involved. More than one review is required when large commercial buildings are being developed, commercial work that includes site alterations, projects located in the historical districts, subdivisions, etc. No construction can begin until a building permit has been issued. Permits expire in six months if the project is not started or ceases for six months.

Building inspection procedure after the permit is issued is as follows: Please call (207) 874-8703 to schedule your inspections. The Owner or their designee is required to notify the Inspections office for the following inspections, and notice must be called in 48 – 72 hours in advance in order to schedule an inspection:

- » Footing/Building Location Inspection: prior to pouring concrete;
- » Re-Bar Schedule Inspection: prior to pouring concrete;
- » Foundation Inspection: prior to placing ANY backfill;
- » Framing/Rough Plumbing/Electrical: prior to any insulating or drywalling;
- » Final/Certificate of Occupancy: prior to any occupancy of the structure or use. A Certificate of Occupancy is not required for all projects. Your inspector can advise you if your project requires a Certificate of Occupancy. Certificate of Occupancies must be issued before the space may be occupied.
- » All projects DO require a final inspection.
- » Some types of construction may require additional inspections, such as large commercial projects.
- » If any of the inspections do not occur, the project cannot go on to the next phase, regardless of the notice or circumstances.

Building Permit Fees:

\$30.00 for first \$1,000 of construction cost

\$10.00 each additional \$1,000 based upon the estimated cost of construction

B. Plumbing Permit and Inspection Fees

Plumbing permit fees are based on number of fixtures, type of septic system, individual components, disposal field, and other system components (i.e., pump station). In addition to those fees or under any state law, the City charges a ten dollar (\$10.00) base fee for plumbing inspections. For a complete list of permit fees, please go to <http://www.portlandmaine.gov/citycode.htm> then click on “Chapter 6 Buildings and Building Regulations” and scroll to Section 6-25 “Municipal plumbing inspection and permit fees”. Plumbing inspection procedure is the same as the building inspection procedure noted above.

C. Electric Permit and Inspection Fees

The City’s Electrical Code can be found at the same link just above for plumbing, with the Electrical Code to be found by scrolling to Section 6–32 to 6–85. All applications for permits must be accompanied by the required fee, the amount of which is to be determined based on the uses ranging from each number of receptacles, smoke detectors, outside lighting, generators, alarm systems, among others. For a complete listing of these items and corresponding fee, please go to <http://www.portlandmaine.gov/citycode.htm>, then click on “Chapter 6 Buildings and Building Regulations” and scroll to Section 6-56. The **electrical inspection procedure** is the same as the building inspection procedure noted above.

D. Signage/Awning Permits

Any outdoor signage for your business must be issued a sign permit. Information about sign permits or to download a permit application go to the website at <http://www.portlandmaine.gov/planning/buildinsp.asp> and scroll down to Sign & Awning Permits, or stop by the Inspections Division, Room 315, City Hall, telephone (207) 874-8703.

The following must be submitted with a sign application:

1. Certificate of Liability listing the City as additional insured;
2. Letter of permission from the owner;
3. Sketch plan of the lot, indicating location of buildings, driveways, and any abutting streets and right-of-ways, length of building frontages and street frontages;
4. Indication on plan of all existing and proposed signs;
5. Computation of the following:
 - a. Sign area of each existing and proposed building sign;
 - b. Sign area, height, and setback of each existing and proposed free-standing sign;
6. Sketch or Photo of the proposed sign(s) indicating dimensions, materials, source of illumination, and construction method;
7. UL # is required for lighted signs at the time of final inspection;
8. Details for sign fastening, attachment, or mounting in the ground;
9. Evidence that all fees and taxes on the property are current.

Sign Permit Fee: \$30.00, plus \$2.00 per sq. ft.
(\$75.00 additional for signs in Historic Districts)

Awning Permit Fee: \$30.00 per first \$1,000 (of awning cost), plus \$10.00 for each additional \$1,000. Additional fee for content on awning (see sign permit fee).

Sidewalk Signs:

All portable sidewalk signs must be of an A-frame type design. To obtain a copy of the design guidelines and application, stop by the Inspections Division, Room 315, City Hall, telephone (207) 874-8703, or download the documents from the website. To apply for a permit, you will need:

1. Certificate of liability insurance naming the City as an additional insured; and,
2. Drawing of sign showing dimensions.

Sidewalk Sign Permit Fee: \$30.00, plus \$2.00 per sq. ft. (\$75.00 additional for signs in Historic Districts)

E. Outdoor Dining Permits

Permits are required for expanding food service establishments outside on City property. Outdoor dining permits are issued by the Building Inspections office, Room 315, City Hall, (207) 874-8703. To obtain an application, stop by the Inspections office or download it at <http://www.portlandmaine.gov/planning/buildinsp.asp> and scroll down to Outdoor Dining Application & Checklist.

The **annual permit fee** is \$80.00, plus \$2.00 per sq. ft. of dining area on streets, sidewalks, or other public ways, and \$80.00, plus \$6.00 per square foot of dining area in city parks.

Submit the following with the permit application:

1. Proof of insurance naming the City as an additional insured;
2. Sketch plan showing the site and where the tables and chairs will be located allowing for free and safe passage of pedestrian traffic. Please provide dimensions of the area plus the remaining passable sidewalk.

If serving alcohol, you must have the application signed at the City Clerk's office, prior to submitting the application to Building Inspections. The office is located in Room 205 in City Hall, (207) 874-8557.

F. Other Permits by the Inspections Division

The Inspections Divisions also permits many other activities, such as Change of Use, Demolition, Certificate of Occupancy, Home Occupation, Special Events/ Tents, Fire Alarm and Sprinkler System, Commercial Cooking Appliances, among others. For a complete listing of these permits and associated fees, please go to <http://www.portlandmaine.gov/planning/buildinsp.asp> and click on "Application and Fees" in the left column, and then from the drop down menu, click on "Building Permit Fees". Also, note that a listing of building applications are at the link above, then scroll down.

VI. PLANNING & DEVELOPMENT REVIEW SERVICES

Development Review Services

Projects involving development in Portland often require review and approval under one or more ordinances, including site plan, subdivision, or historic preservation. **Smaller projects may be approved at the staff level, while the Planning Board and/or Historic Preservation Board, as appropriate, will review larger projects.** In some special cases, it is possible to seek an amendment to the Zoning Ordinance to enable a project to go forward, a process that involves both the Planning Board and the City Council.

The Planning Board is appointed by the Portland City Council to review Level III site plans, subdivisions, specific conditional uses as listed in the applicable zones, zoning amendments, as well as street vacations and discontinuances. Planning Board workshops and public hearings are held on the second and fourth Tuesday of each month. The Historic Preservation Board meets on the first and third Wednesdays of each month.

Costs for development review services include specific application fees, advertising and noticing charges, and for all but historic preservation reviews, hourly fees for professional time of planning, legal, and engineering services. (See fee schedule at end of this section.)

Each development review and review process is summarized briefly in the sections that follow. Please consult the applicable ordinances for the standards of review and submission requirements in order to ensure that all of the required information is included for a complete application. Pre-application meetings are recommended and may be scheduled through the Planning Office at (207) 874-8719.

Applications referred to below can be found online at:

<http://www.portlandmaine.gov/planning/siteplanreviewapplications.asp>

Note: *Development projects also require permits, such as building permits, demolition permits, and change of use permits, etc., prior to the start of construction. These applications are in the Inspections Division, Room 315 on the third floor, as well as available online at www.portlandmaine.gov/planning/buildinsp.asp and scroll down to end of that page for listing of applications. The reviews for these permits may be done concurrently with reviews being undertaken by the Planning Division/Planning Board/City Council. (For these permits, please refer to Permitting and Regulations section of this Guide.) In addition, there may be permits required from the Department of Public Services for activities such as street openings, sealed sewer drains, street occupancy, and sewer connection permits.*

A. Site Plan Review

Development projects may be subject to site plan review. In these cases, site plan approval must occur prior to issuance of a building permit. The Site Plan Ordinance (updated in 2010) is Article V of the Land Use Code and is available from the Planning Division or on-line at www.portlandmaine.gov/planning/planning.asp (select Codes, Regulations, and Ordinances on the left side column; and select Land Use Code from the drop down menu, Sections 14-521 through 14-540). The new categories of review are summarized below. Please consult the Site Plan Ordinance for the complete information regarding applicability, standards of review, and submission requirements.

1. Applicability

Administrative Authorizations

Administrative Authorization of work may be requested for projects with less than a 500 sq. ft. building addition or with less than 1,000 square feet of new impervious surface area. The Administrative Authorization application and fee should be submitted to the Planning Division. If the application meets all of the review criteria, then the Administrative Authorization will be granted from site plan review by the Planning Authority. However, if the application does not meet the criteria, the Planning Authority will notify the applicant in writing as to what level of site plan review will be required or whether a partial review is needed. An Administrative Authorization may be requested and granted for a proposal concurrently with the review of a building permit application.

Level I: Minor Residential Development

The Level I: Minor Residential site plan applications (includes building permit application) are submitted to the Inspection Division, Room 315. These projects are reviewed administratively by City staff. The following projects qualify for a Level I: Minor Residential review:

- » New construction for single-family or two-family homes;
- » The addition of a dwelling unit to a building initially reviewed as a two-family dwelling or multifamily structure (if the additional dwelling unit does not trigger subdivision review).

Please note: As of September 16, 2010 all new construction of one and two family homes are required to be sprinkled in compliance with NFPA 13D. This is required by City Code. (NFPA 101 2009 ed.)

Level I: Site Alteration

The Level I: Site Alteration application and site plans are submitted to the Planning Division, 4th floor of City Hall. These projects are reviewed administratively by City staff. The following projects qualify for a Level I: Site Alteration review and may or may not require a building permit; staff will advise applicants:

- » Alteration of a watercourse or wetland as defined in Section 14-47 of the Land Use Code;
- » Alteration of a site (disturbance of less than one [1] acre);
- » Cumulative placement of 15 cubic yards or more of fill, provided such placement does not alter a watercourse or wetland or redirect water onto adjoining property;
- » Any new temporary or permanent parking area, paving of an unpaved surface parking area, or creation of other impervious surface area between 1,000 and 7,500 sf.;
- » Rehabilitation or reconstruction of piers, docks, wharves, bridges, retaining walls, and other structures within the Shoreland Zone; and,

- » Site alteration where vehicle access is proposed from more than one (1) street.

Level II: Site Plan

The Level II: Site Plan application and site plans are submitted to the Planning Division, 4th floor of City Hall. These projects are reviewed and approved administratively by City Staff. The developments or site changes that trigger a Level II: Site Plan review are as follows:

- » New structures with a total floor area of less than 10,000 sf except in Industrial Zones;
- » New structures with a total floor area of less than 20,000 sf in Industrial Zones;
- » Any new temporary or permanent parking area, paving of an unpaved surface parking area, or creation of other impervious surface area greater than 7,500 sf;
- » Building addition(s) with a total floor area of less than 10,000 sf (cumulatively within a 3-year period) except in Industrial Zones;
- » Building addition(s) with a total floor area of less than 20,000 sf in Industrial Zones;
- » Park improvements: New structures or buildings with a total floor area of less than 10,000 sf, facilities encompassing an area of greater than 7,500 sf and less than 20,000 sf (excludes rehabilitation or replacement of existing facilities);
- » New piers, docks, wharves, bridges, retaining walls, and other structures within the Shoreland Zone;
- » Land disturbance between 1 and 3 acres (includes stripping, grading, grubbing, filling, or excavation);
- » A change in the use of a total floor area between 10,000 and 20,000 sf in any existing building (cumulatively within a 3-year period);
- » Construction of a lodging house, bed and breakfast facility, emergency shelter, or special needs independent living unit;
- » Signage subject to approval pursuant to Section 14-526 (d) 8.a. (IV) of the Land Use Code;
- » Any new major or minor auto service station with less than 10,000 sf of building area that is outside the B-2 or B-5 Zones;
- » The creation of day care or home babysitting facilities to serve more than 12 children in a residential zone (not permitted as a home occupation under section 14-410) in any principal structure that has not been used as a residence within the five (5) years preceding the application.

Level III: Site Plan Development

The Level III: Site Plan Development application and site plans are submitted to the Planning Division, 4th floor of City Hall. These projects are reviewed by City Staff and then forwarded to the Planning Board for its review and approval.

Level III site plans are larger scaled projects or subdivisions which are reviewed by the Portland Planning Board. The applicant has the option of submitting a preliminary site plan for review and then submitting a final plan to be considered at a public hearing. The developer has the option to request a workshop with the Planning Board. The types of proposals that trigger a Level III review include the following:

- » New structures with a total floor area of 10,000 sf or more, except in Industrial Zones;
- » New structures with a total floor area of 20,000 sf or more in Industrial Zones;
- » New temporary or permanent parking area(s) or paving of existing unpaved parking areas for more than 75 vehicles;
- » Building addition(s) with a total floor area of 10,000 sf or more (cumulatively within a 3 year period) except in Industrial Zones;
- » Building addition(s) with a total floor area of 20,000 sf or more in Industrial Zones;
- » A change in the use of a total floor area of 20,000 sf or more in any existing building (cumulatively within a 3 year period);
- » Multiple family development (3 or more dwelling units) or the addition of any additional dwelling unit if subject to subdivision review;
- » Any new major or minor auto business in the B-2 or B-5 Zone, or the construction of any new major or minor auto business greater than 10,000 sf of building area in any other permitted zone;
- » Correctional pre-release facilities;
- » Park improvements: New structures greater than 10,000 sf and/or facilities encompassing 20,000 sf or more (excludes rehabilitation or replacement of existing facilities); new nighttime outdoor lighting of sports, athletic, or recreation facilities not previously illuminated;
- » Land disturbance of three (3) acres or more (includes stripping, grading, grubbing, filling or excavation);

2. Submission Requirements

- » **Administrative Authorization** applications require one paper set of the required material to the Planning Division.
- » **Level I: Minor Residential** applications require two complete applications; three full-size boundary/site plan survey – STAMPED; one full size set of building plans; and one digital copy of all items submitted with applicable fee. These are to be submitted to the Inspection Division in Room 315 of City Hall.

- » **Level I: Site Alteration, Level II: Site Plan, and Level III: Site Plan Development** applications, one paper copy of the complete application along with the applicable fees and a disk with all of the material (documents and plans) submitted in a digital format must be submitted to the Planning Division located on the 4th floor in City Hall (207) 874-8719. Applications that are complete are distributed for review, and the initial review comments are provided to the applicant generally within two (2) weeks of distribution.

3. Site Plan Review Process

Preliminary Site Plan Review

A preliminary site plan is a new option within Portland's development review process. A preliminary plan provides an existing site inventory and analysis along with the potential design layout for a proposed development. If a developer chooses to submit a preliminary plan for a Level III development, or other application type that requires a neighborhood meeting, then the meeting shall be held within 30 calendar days of submitting the preliminary application.

City staff review comments will be compiled and submitted to the applicant for their consideration. The Planning staff will provide a recommendation to the applicant as to whether to resubmit revisions or proceed to the final plan stage. The applicant chooses how to proceed with the review. An applicant may request a workshop with the Planning Board for a Level III project. Proposed revisions are to be submitted to the Planning Division in the same manner as the initial application.

Final Site Plan Review

A final site plan will be reviewed for conformance with the City's site plan standards.

Please note: *If an applicant did not choose to submit a preliminary plan for a Level III development, or other development type that required a neighborhood meeting, then a **neighborhood meeting** must be held within 21 calendar days of submitting the final plan application.*

The Planning staff will provide a recommendation to submit a revised application or to proceed to a public hearing. The revised plan will undergo the same review steps as the initial application. The Planning Authority will render a decision for Level II applications, and a public hearing is scheduled with the Planning Board for Level III applications at the next available meeting.

Public Notice Requirements for Site Plan Reviews

Public notice is required for most types of site plans; City staff will advise if required. The Planning Division prepares and distributes public notices (except notices for neighborhood meetings) and places legal ads in the Portland Press Herald and on the City's web page.

Generally, property owners within 500 feet of the proposed development are notified (1,000 feet for industrial subdivisions). Mailed notices to abutters are now required for single family, two-family, and the addition of a unit being reviewed as a Level I minor residential site plan. The applicant will be billed for the actual or apportioned costs for all required advertising and mailing of notices.

If an applicant is required to hold a **neighborhood meeting** under the City's regulations, then the applicant is responsible for notifying property owners according to the regulations. The neighborhood meeting is to be held in the Portland neighborhood in which the project is proposed, and the notice must include a project description and the location and time of the

neighborhood meeting. Mailing labels for the meeting invitations must be purchased from the Planning Division. A request for labels requires a minimum of two business days to generate, and a charge of \$1.00 per sheet will be payable upon receipt of the labels. The meeting notice must be e-mailed to the Planning Division for distribution to the City's interested citizen's list. Detailed information about holding a required neighborhood meeting is available from the Planning Division or go online at <http://www.portlandmaine.gov/planning/devreview.asp> and click on "Guide to Holding Nbhd Meetings"

Portland Technical Manual and Portland Design Manual

Portland's **Technical Manual** contains information on the adopted technical standards and engineering specifications to meet the standards of the site plan and subdivision ordinances.

The Portland **Design Manual** contains standards of review for projects within specific zones that require design review or certain development types.

Both manuals are available through the Planning Division or may be downloaded from the City website at www.portlandmaine.gov/planning/default.asp

Site Plan Approval

Once site plan approval has been received and all conditions are met, a performance guarantee, in the form of a letter of credit or escrow account, must be posted for the cost of required site improvements and improvements required in the public right-of-way. Approval of a site plan does not constitute approval for any other required City permits, including but not limited to demolition permits, building permits, street opening permits, and other applicable permits.

Fees: See fee schedule, below.

B. Subdivisions

Applications for subdivisions are included in the Level III site plan application and must be submitted to the Planning Division, 4th floor City Hall.

A subdivision is the separation of a lot, tract, or parcel of land into three (3) or more lots, including lots of forty (40) acres or more, within any five-year period whether accomplished by sale, lease, development, or building. Subdivisions also include the division of a new structure or structures on a tract or parcel of land into three (3) or more dwelling units within a five (5)-year period.

Subdivisions are reviewed by the Planning Board according to the subdivision standards. The process for review and the submission requirements are similar to a Level III site plan. Some multi-family or mixed use projects are reviewed under both site plan and subdivision standards, which are reviewed concurrently before the Planning Board. A required neighborhood meeting held by the applicant is required for a subdivision of five or more units or lots.

Fees: See fee schedule, below.

C. Zoning Amendments: Map Changes, Text Amendments, and Conditional/Contract Zones

The Zoning Ordinance guides development in a manner consistent with Portland's Comprehensive Plan. In some cases, a property owner or applicant for development proposes to use property in a manner not allowed by current zoning. It may be appropriate in such cases, after consulting with the Planning Division, to consider an amendment to the Zoning Ordinance to facilitate such a project.

Amendments might involve zoning text changes, revision to the zoning map, or creation of a conditional zoning agreement specific to the property and proposal

Applications to request a zoning amendment are available in the Planning Division, 4th floor, City Hall, telephone (207) 874-8721, to be submitted back to the Planning Division. These applications are available online by going to: <http://portlandmaine.gov/planning/default.asp> and click on “Applications and Fees” in the column on the left and then, from the drop-down menu, click on “Zoning Amendment Application”.

The Planning Board reviews proposed zoning amendments and considers whether the amendments are consistent with Portland’s Comprehensive Plan. The Board makes a recommendation to the Portland City Council, which then either approves or denies the request at a public hearing.

The process for amending the ordinances generally takes four months, and it may take longer for large or complex projects that have significant planning and policy implications that must be considered. Extensive public input and involvement is not unusual in rezoning decision-making (see Note below).

***Note:** Residents and property owners within 500 feet (1,000 feet for an industrial rezoning request) of the proposed development are mailed a notice, and a legal advertisement is placed in the local newspaper at the applicant’s expense. A neighborhood meeting is required.*

Fees: See fee schedule, below.

D. Historic Preservation Program

The Historic Preservation Ordinance provides for the identification and protection of significant historic resources in eight historic districts throughout the City, as well as other individual historic properties outside of the districts.

Maps of the historic districts, as well as copies of the ordinance, review standards, applications, and historic preservation resources, are available through the Planning Office, 4th floor, City Hall. Call (207) 874-8721 for more information or visit the program online at www.portlandmaine.gov/planning/historic where you can also download an application.

Construction activities affecting any property within a historic district or other protected property – including demolition, exterior alterations, signs, building additions, new construction and site improvements – are reviewed and approved according to historic preservation ordinance standards, whether or not the project requires a separate building permit. Historic Preservation staff in the Planning Division provide the day-to-day administration of the ordinance and will work closely with you on your application in preparation for review. Applicants often meet with staff either on-site or in the office to discuss projects in concept form before submitting a specific application for permits.

Smaller, more routine alterations are often reviewed and approved by staff, in a process that usually takes from one to three weeks. The timeframe for review depends on the completeness of the documentation and whether revisions are warranted.

Larger, more complex projects are reviewed by the Historic Preservation Board, followed by the Planning Board. The Historic Preservation (HP) Board meets twice a month. Many projects, particularly larger ones, are considered at one or more preliminary HP Board workshops to give feedback to applicants before they submit a final proposal for formal review and approval. The HP

Board Review process may require three to six weeks, depending on timely submission of all relevant materials and documentation, and the number of preliminary workshops involved.

***Note:** Residents and property owners within 100 feet of a proposed project (within 500 feet for large-scale projects) are mailed a notice prior to a public hearing or workshop with the Historic Preservation Board, and a legal advertisement is placed in the local newspaper at the applicant's expense.*

Fees: See fee schedule, below.

E. Americans with Disabilities Act (ADA) Compliance

ADA compliance is reviewed by the State Fire Marshall's office. New development or any alteration over \$100,000 must also comply with the State of Maine Human Rights requirements. For further information, call the State Fire Marshall's office at (207) 626-3880 or visit it online at www.maine.gov/dps/fmo.

F. Portland's Delegated Authority for State Required Reviews

Portland's planning and urban development department coordinates the development review process for site plan, subdivision (as defined in the state statute), and other applications under the city's land use code. Portland has the delegated review authority from the state of maine for certain reviews under the site location of portland's planning and urban development department coordinates the development review process for site plan, subdivision (as defined in the state statute), and other applications under the city's land use code. Portland has the delegated review authority from the state of maine for certain reviews under the site location of development act, chapter 500 stormwater permits, and traffic movement permits.

G. FEE SCHEDULE: PORTLAND DEVELOPMENT REVIEW

Site Plan Application Fees

Level I: Minor Residential	\$300 (flat fee)
Level I: Site Alteration	\$200
Level II: Site Plan	\$400

Level III: Site Plan

Under 50,000 sf	\$500
50,000 – 100,000 sf	\$1,000
100,000 – 200,000 sf	\$2,000
200,000 – 300,000 sf	\$3,000
Over 300,000 sf	\$5,000
Parking Lots over 100 spaces	\$1,000

After the Fact Review	\$1,000 plus application fee
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Amendments to Site Plans

Planning Board Review	\$500
Administrative Review	\$250

Other Site Plan Reviews

Administrative Authorization	\$50
Special Exception Sign Review	\$75
Section 14 – 403 Street Extensions	\$400 plus \$25 per lot

Fees for Development Review Services

Planning Fee	\$40/ per hour
Legal Fee	\$75/per hour
Third-party Review Fees	Assessed by Third Party Professional
Subdivision Review	\$500 plus \$25/lot or unit plus applicable site plan fees
Mailed Notices	\$.75 each
Legal Ad, if applicable	Cost of Legal Ad

State Delegated Review Fees

Site Location of Development	\$3,000 except residential projects which will be \$200/per lot
Traffic Movement Permit	\$1,000
Stormwater Quality Permit	\$250

Performance Guarantees

Level I: Minor Residential Not required except if site work is incomplete due to weather conditions. A performance guarantee will be required for remaining site work.

All other site plans Performance for site work required as per Section 14-530 (b) (4).

Inspection Fees

Level I: Minor Residential \$100 (flat fee)

All other site plans 2% of the performance guarantee or as assessed by Planning or Public Services Engineer at \$45/hour. Minimum Inspection fee of \$300.

Zone Changes

Zoning Map Amendments \$2,000

Text Amendments \$2,000

Combination Map and Text Amendments \$3,000

Contract/Conditional Rezonings \$3,000

Conditional Use \$100

Historic Preservation

Administrative Review \$50.00

Minor Projects – Committee Review \$100.00

Major Projects – Committee Review \$750.00

After-the-fact Review \$1000.00

HP Special Exception Sign Review \$75.00

VII. TAXES AND ASSESSMENT DISTRICT

A. Tax Assessor's Office

The Tax Assessor's office is located in Room 115 of City Hall, telephone (207) 874-8486. This office can assist you with information on real estate and personal property tax assessments. Visit the Assessor's office on-line at www.portlandmaine.gov or www.portlandassessors.com to download tax maps and tax relief applications, do a property search, view the tax rolls, and much more.

1. Real Estate Taxes

The Assessor's Department maintains tax records on approximately 23,000 taxable real estate accounts. Among the documents maintained by the Department are real property records, property maps, ownership records, and sales information. Computerized reports are available at a nominal fee. Tax maps are available at \$2.00 for 11" x 17" and \$10.00 for 24" x 36". Copies of tax cards are \$.050 per page. Note that most tax map and property record card data is available and printable online.

2. Personal Property Tax

Personal property taxes are levied against furniture, fixtures, machinery, and equipment of business property owners. The tax rate is the same rate as applied to taxable real estate.

A Business Equipment Tax Reimbursement Program (BETR), administered by the State, is available to any business taxpayer placing eligible personal property into service after April 1, 1995. Qualified property is eligible for reimbursement for up to 12 years. The reimbursement is scaled back for the remainder of the time the property remains taxable.

Additionally, the legislature has created Business Equipment Tax Exemption (BETE) for qualifying equipment that is placed in service on or after April 1, 2008.

(For further information, call the State at (207) 626-8465 or go online at: www.state.me.us/revenue/taxrelief/homepage.html.)

3. Exempt, Non-Profit Organizations

Records on nearly 1,300 tax exempt real estate accounts are maintained by the Assessor. Eligibility for exempt status is dictated by State statute. Categories include incorporated religious organizations, benevolent and charitable institutions, and literary and scientific institutions.

B. Treasury Office

The Treasury office is located in Room 102, City Hall, telephone (207) 874-8490, fax 1-866-765-2051. Office hours are Monday to Friday – 9:00 a.m. to 4:30 p.m. Account information and payment status is available by request.

1. Real Estate/Personal Property Tax Payments/Assessment District Payments

The Treasury office is responsible for the collection of all real estate taxes, personal property taxes, and Portland Downtown District (PDD) assessments (see Item 4 below). Taxes and PDD assessment payments are due in two equal installments during the fiscal year (July 1 through June 30). Due dates are the first Fridays in September and March.

2. Excise Tax; Vehicle Registration

Vehicle registration must be done annually in the State of Maine. The Treasury office (telephone (207) 874-8860 handles new and repeat registrations. With new registrations, the Maine Bureau of Motor Vehicles provides license plates and collects sales tax for those new registrations (see below).

a) New Registrations: Your first stop is at the Treasury office with your title, proof of insurance, and mileage to pay your excise tax. You then go to the Maine State Bureau of Motor Vehicles (125 Presumpscot Street, Portland, (207) 822-6400).

Note: If your vehicle is under a lessor/lessee agreement, you must also provide all title work.

b) Re-Registrations: If your vehicle is currently registered in Maine and will be moved to a Portland base, the re-registration can be completed in the Treasury office. Proof of insurance and mileage are required. If your vehicle is currently registered in another state, it is considered a new registration.

c) Fleets: If your business registers a fleet of vehicles, the Treasury staff can accommodate you without delays. Please contact the Treasury office at (207) 874-8860 to arrange fleet registration.

d) Boats/Snowmobiles: The Treasury office handles registration for these items.

3. Sales and Use Tax

The State sales tax is imposed at the rate of 5% of the sale price on retail sales of tangible personal property, telephone and telegraph service, fabrication services, extended cable television, custom computer programming, and on rentals of video tapes, video games, video equipment, and on long-term rental or lease of automobiles; at 7% of the amount charged for rentals of living quarters and on alcoholic beverages for on premises consumption; and at 10% on short-term rentals of automobiles. The use tax is imposed at the same rate on purchases outside the State for use in Maine and on casual purchases of motor vehicles, aircraft, camper trailers, special mobile equipment, and livestock trailers.

Additional information or assistance can be obtained by calling the Bureau of Taxation, Sales Tax Section at (207) 624-9693.

4. Portland's Downtown District Assessment

Portland's Downtown District (PDD) is a not-for-profit organization created to provide day-to-day asset management and marketing services to its Downtown Portland District. PDD monitors and enhances the area's appearance, access, safety, and the general hospitality. The organization is funded through a special assessment on property within the district boundaries. Each year, PDD negotiates with the City Council to develop a contract agreement for provision of services.

For further information and map of the district, contact the PDD at (207) 772-6828.

VIII. PARKING/METRO/RIDESHARE

The Parking Division, located in Room 20, City Hall, telephone (207) 874-8443, manages on and off street parking to support the safety and parking needs of residents, visitors and businesses helping to make Portland a safe, livable and economically vibrant city. The consistent and fair enforcement of parking regulations, parking meter management and the operation and oversight of parking garages and lots are the most visible ways in which we support the City's parking mission. Streets in the commercial areas of the City serve many competing interests. Primarily designed for moving traffic; the general public, delivery trucks, taxis and buses all vie for space making the urban street one of the most sought-after resources. Parking enforcement is vital to ensure this resource is used to the maximum benefit of the community. For more information on Portland's parking services call for a free "Helpful Hints"

parking brochure or visit us on-line at <http://www.portlandmaine.gov/parking>.

A. Parking Assistance

If you have concerns about meeting parking needs for your business, contact the City's Economic Development Division at (207) 874-8683. Together with the staff in the Parking Division and its database of monthly rental spaces, they can assist you in finding a resolution.

To request changes or installation of new signage, contact the Traffic Division of the Public Works Department at (207) 874-8462.

B. Parking Meters

The parking meters are for turnover (short-term) parking; continuously feeding of the meters is, therefore, prohibited. Parking meters are in effect from 9:00 a.m. to 6:00 p.m., Monday through Saturday; Sundays and major holidays are free.

C. Street Permits

Permits are available at the Public Works Department (207) 874-8822, 55 Portland Street, for individuals who need to reserve spaces on the street for an event or construction activity. The cost is \$15.00 per day, per space.

D. Park and Shop Program

Many retail and professional businesses in Portland participate in the Park'N Shop Program. The program is designed to offer your clients and customers **FREE PARKING** as they shop, dine, or conduct business in Downtown Portland. Each stamp is worth one hour of free parking, and most garages will accept up to two stamps. Metro also accepts Park'N Shop stamps for a free ride home. Park'N Shop stamps are \$79.00 per book of 100. They are sold at the main office of Peoples United Bank, 467 Congress Street and at the Portland Downtown District office at 549 Congress Street. For further information, contact Portland's Downtown District at (207) 772-6828.

E. METRO

If you live in Portland or Westbrook, use the convenient and affordable METRO bus to commute to work or park your car at a Park 'n Ride lot and catch the bus. Monthly passes are available in Room 102 of Portland City Hall and at other convenient area locations. Call METRO at (207) 774-0351 for more information. METRO also accepts Park & Shop stamps for a free ride home!

F. RideShare

Carpool/Vanpool ride matching commuters in Cumberland and York County can call 1-800-280-RIDE to receive a free “match list”. This is a list of neighbors who have similar commutes and want to share a ride. Ask about a guaranteed ride home!

G. Car Sharing

U-Car Car Share has placed five vehicles (4 cars and one pick up truck) on the Portland peninsula for the public to rent by the hour. Hourly cost includes gas, insurance, and maintenance. Go to ucarshare.com for terms, rates, locations and to make a reservation.

IX. Homeownership and Housing Rehabilitation Services

The City recognizes that a healthy business environment includes healthy neighborhoods and a variety of housing opportunities for its residents and employees. The City offers homeownership and housing rehabilitation programs through the Division of Housing and Community Development, Room 312, City Hall. The Division focuses on neighborhood revitalization through upgrading existing housing stock, encouraging new development, and assisting first-time homebuyers.

The City's programs are designed to assist homeowners, non-profit entities, and investors. Funds are also available for new housing development. Almost all of the City's housing programs receive funding from the U.S. Department of Housing & Urban Development (HUD). Programs are targeted to low and moderate income households as determined by Federal income guidelines. Applications and additional information regarding all of the Division of Housing and Community Development programs are available on-line at <http://www.portlandmaine.gov/planning/housingprog.asp> or by calling (207) 756-8246.

X. Business Resource Directory

City of Portland Economic Development Department

<http://www.portlandmaine.gov/citymanagers/ecodev.asp>

(207) 874-8683

HOTLINE (207) 756-8225

In and Out of State 1-800-874-8144

Fax: (207) 756-8217

Portland City Hall

389 Congress Street, Room 308

Portland, ME 04101

Manages city-wide economic development programs, including commercial loans and grants, site location assistance, business technical assistance, tax increment financing, business development and recruitment.

Coastal Enterprises, Inc.

www.ceimaine.org

(207) 772-5356

Fax: (207) 772-5503

2 Portland Fish Pier

Suite 201

Portland, ME 04101

A private, non-profit community development corporation providing financial and technical assistance for development and expansion of industries, small businesses and housing.

Convention & Visitors Center

www.visitportland.com

(207) 772-4994

Fax: (207) 874-9043

94 Commercial Street

Portland, ME 04101

A non-profit service and marketing organization providing assistance to convention planners and individual travelers.

Creative Portland Corporation

www.creativeportland.com

1-855-268-2983

110 Exchange Street, 3rd Floor

Portland, ME 04101

A non-profit created by the City of Portland to receive donations, grants, and contributions in support of the City's economic development efforts by strengthening, stimulating and supporting Portland's creative industries, enterprises, and workforce, including artists and cultural institutions.

Finance Authority of Maine

www.famemaine.com

(207) 623-3263

Fax: (207) 623-0095

5 Community Drive

P.O. Box 949

Augusta, ME 04332-0949

Provides access to innovative financial solutions to help Maine citizens pursue business and higher education opportunities. Business financing includes guarantee programs and access to capital for businesses to grow and expand.

Greater Portland Council of Governments

www.gpcog.org

(207) 774-9891, (800) 649-1304

Fax: (207) 774-7149

970 Baxter Boulevard, 2nd Floor

Portland, ME 04103

A non-profit organization that offers a range of planning and municipal services and programs for the Greater Portland Region, including transportation and land use, a data center, revolving loan program, mapping and GIS.

Greater Portland Economic Development Corporation

www.greaterportland.org

(207) 772-2814

443 Congress Street

Portland, ME 04101

A non-profit corporation joining together private, educational, and public institutions within the communities of Cape Elizabeth, Falmouth, Portland, Scarborough, South Portland, and Westbrook to coordinate planning for business development, retention, and expansion.

Maine Department of Economic and Community Development

www.maine.gov/businessanswers

1-800-872-3838 in Maine; or 1-800-541-5872 from outside of Maine

Department of Economic & Community Development

State House Station #59

Augusta, ME 04333

A State level program providing information for doing businesses in Maine, tourism, energy, and community.

Maine International Trade Center

www.mitc.com

(207) 541-7400

Fax: 541-7420

511 Congress Street, Suite 100

Portland, ME 04101

State agency providing Maine businesses with international trade assistance.

Portland CareerCenter

<http://www.mainecareercenter.com/locations/region4/portland/index.shtml>

(207) 771-5627 or 1-877-594-5627

Fax: (207) 822-0221

185 Lancaster Street

Portland, ME 04101-2453

For businesses, the CareerCenter is the place to find workers, the resources to help train them, and other information you need to compete in today's economy. For job seekers, the CareerCenter is the place to start when you're looking for your first job, your next job, a better job – or a whole new career. It's also the place to find information on training and education.

Portland's Downtown District

www.portlandmaine.com

(207) 772-6828

Fax: 774-4640

549 Congress Street

Portland, ME 04101

Serving Portland's downtown with day-to-day asset management activities such as marketing, maintenance, safety, events, and visitor information services.

Portland Regional Chamber of Commerce

www.portlandregion.com

(207) 772-2811

Fax: (207) 772-1179

443 Congress Street

Portland, ME 04101

Coordinates resources to help improve the region's economic and business performance. Representing 1,400 companies, it is the largest business membership organization in Maine, and offers networking, advocacy, benefits and high visibility to its members.

SCORE

<http://portlandme.score.org/>

(207) 772-1147

100 Middle Street

Second Floor, East Tower

Portland, ME 04101

Provides free counseling and educational seminars for all types of businesses.

**Small Business Development Center
(SBDC)**

www.mainesbdc.org

(207) 780-4420

Fax: (207) 780-4810

University of Southern Maine

501 Forest Avenue

P. O. Box 9300

Portland, ME 04104-9300

Provides free services for Maine's existing and prospective small business owners covering such issues as business feasibility, business plan development, capital acquisition, financial management, marketing and sales, e-commerce, customer service, personnel management, and small business strategic planning, counseling and research. Also sponsors "Maine Business Works", at www.mainebusinessworks.org, which provides access to a broad array of business development assistance available.

U.S. Small Business Administration (USSBA)

www.sba.gov

(207) 592-5322 (Portland)

Fax: (207) 622-8277 (Augusta)

Portland Area Office 100 Middle Street

Portland, ME 04101

Provides loan guarantee programs for small businesses.

Women, Work, and Community

www.womenworkandcommunity.org

(800) 442-2092

Administrative Office

46 University Drive

Augusta, ME 04330-9410

Helps individuals recognize strengths, overcome barriers, find resources, develop a plan, take action towards their goals, start a business, find a career, return to school, build assets, be active in the community. Offers guidance, classes, and workshops at no cost.

XI. City Resource Directory

City of Portland
389 Congress Street
Portland, ME 04101
(207) 874-8300
www.portlandmaine.gov

All of the following departments can be accessed on the City's website at portlandmaine.gov and clicking on "Departments" and then, from that drop-down menu, clicking on the appropriate Department.

Airport, Seaport, and Transportation

Portland Fish Exchange

6 Portland Fish Pier
Portland, ME 04101
(207) 773-0017

Portland International Jetport

1001 Westbrook Street
Portland, ME 04102
(207) 874-8877

Port of Portland

389 Congress Street
Portland, ME 04101
(207) 874-8892

Assessor

(207) 874-8486

Provides assistance on real estate and property tax assessments and tax maps.

City Clerk's Office

(207) 874-8557, Business Licensing

(207) 874-8610, Vital Records/General

Administers business licensing, vital records, and elections/voting for the City.

City Manager

(207) 874-8689

The administrative head of the City of Portland, and responsible to the City Council for all the City's business and financial needs.

Economic Development Department

(207) 874-8683

1-800-874-8144

Manages city-wide economic development programs, including commercial loans and grants, site location assistance, business technical assistance, tax increment financing, business development and recruitment.

Finance Department

(207) 874-8645

Manages all aspects of municipal finance.

Assistant Finance Director

(207) 874-8654

Manages City Department budgets and purchasing.

Treasurer

(207) 874-8856

Manages tax information/collection, car and boat registrations.

Fire Department

(207) 874-8400

Administers emergency fire-fighting services.

Health and Human Services

(207) 874-8633

Works in collaboration with community, state, and federal partners for the health and well-being of the residents of Portland.

Public Health Division

(207) 874-8770

Works with partners to prevent disease, promote health, and protect residents from environmental threats; health inspections (commercial and residential).

Social Services Division

(207) 775-7911

Provides programs to low-income Portland residents that encourage self-reliance in the transition from public assistance to self-sufficiency.

Elder Services Division

(207) 541-6620

Addresses issues that present hardships for Portland residents as they age.

Human Resources Department

(207) 874-8624

Administers the hiring, benefits, safety, and employee relations functions for City employees and managers, and oversees risk management for the City.

Parking Department

(207) 874-8443

Administers all parking facilities owned by the City, and manages on-street parking spaces.

Planning and Urban Development Department

(207) 874-8720

Administers the City's Divisions of Planning, Housing and Neighborhood Services, And Building Inspections, as well as Zoning Administration.

Planning Division

(207) 874-8719

Minor/major site plan; subdivision; zone change; street vacations, discontinuances, and acceptances; comprehensive planning; Planning Board and Historic Preservation Board.

Housing and Community Development

(207) 756-8246

Community Development Block Grant Programs and Home Investment Partnership Program, and works in partnership with residents, non-profit agencies, and City departments to benefit low and moderate-income residents and improve the neighborhoods in which they live.

Inspections Division

(207) 874-8703

Building, plumbing and electrical permits, building rehabilitation permits and inspections.

Zoning Administrator

(207) 874-8695

Zoning interpretations, enforcement, Zoning Board of Appeals.

Portland Police Department

(207) 874-8601

Administration of all police services.

Public Services Department

(207) 874-8801

Administers City Public Works, Parks, and Cemeteries

Customer Service

(207) 874-8493

Cemeteries Management Office

(207) 874-8934

Manages all municipal cemeteries.

City Arborist

(207) 874-8820

Manages municipal flora.

Traffic Engineer

(207) 874-8891

Traffic, parking, circulation.

Recreation and Facilities Management

(207) 874-8200

Manages all City facilities and recreation programs.

Public Assembly Facilities

(207) 874-8200

Manages the public assembly facilities for the City:

- Merrill Auditorium
- Portland Exposition Building
- Hadlock Field
- Fitzpatrick Stadium
- Ocean Gateway

Recreation Division

(207) 756-8275

Offers vast array of recreation programs and clinics for preschool, youth, family, teens, adults, and senior adults at its five community center.