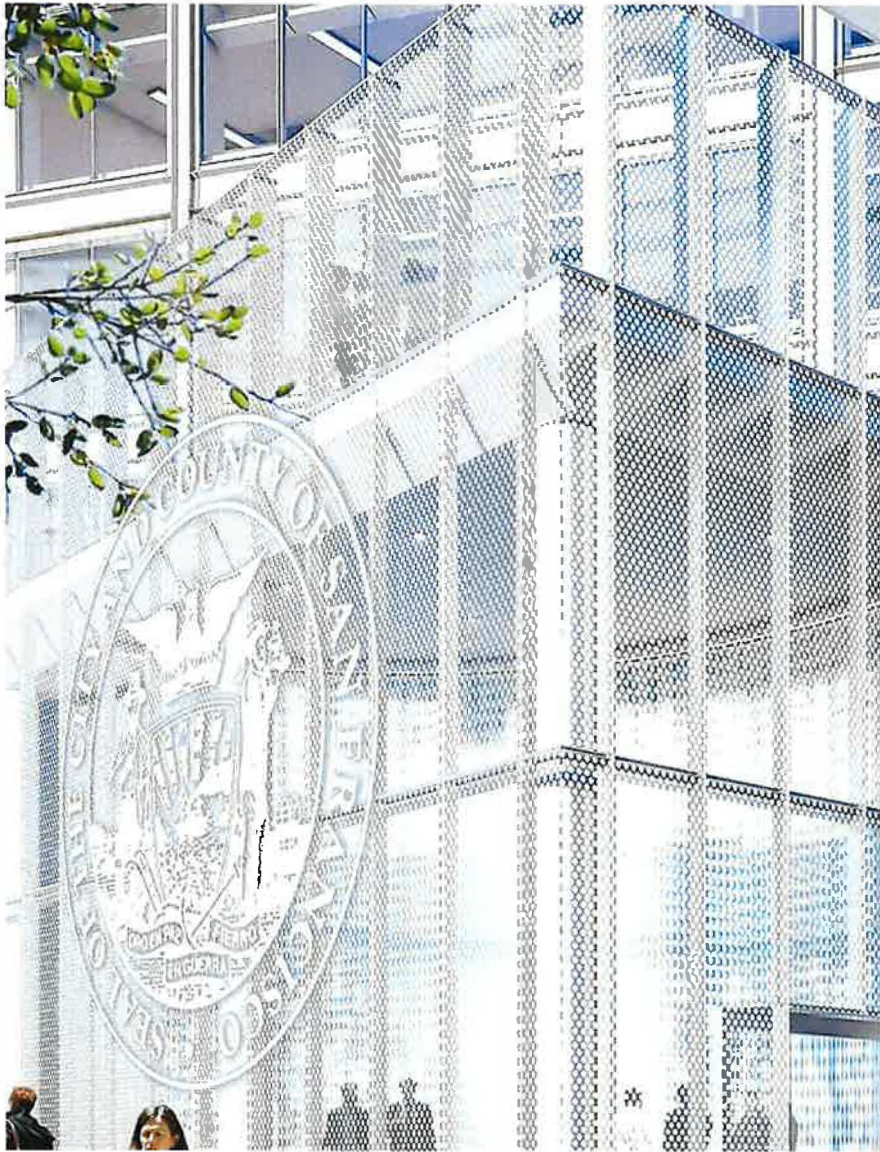


***BIC Regular  
Meeting of  
June 15, 2022***

***Agenda Item 6***



# San Francisco Permit Center

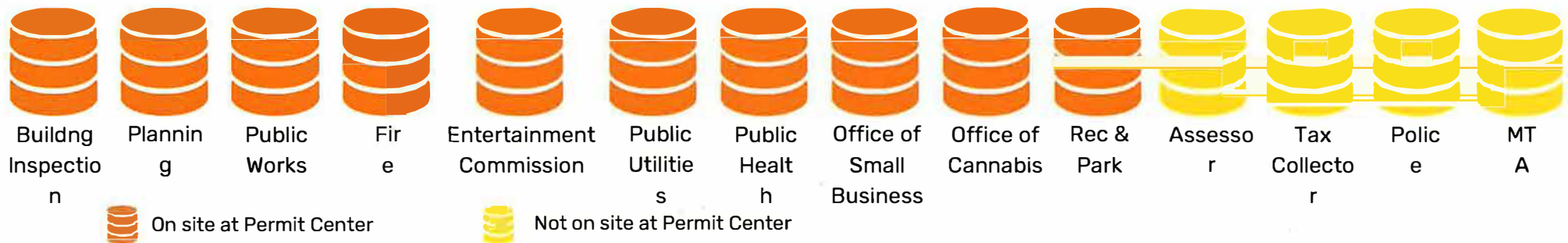
## Mission

The Permit Center empowers residents and businesses in San Francisco by centralizing and streamlining services that are key to improving homes and properties, opening and running a business, and planning community events.

## Vision

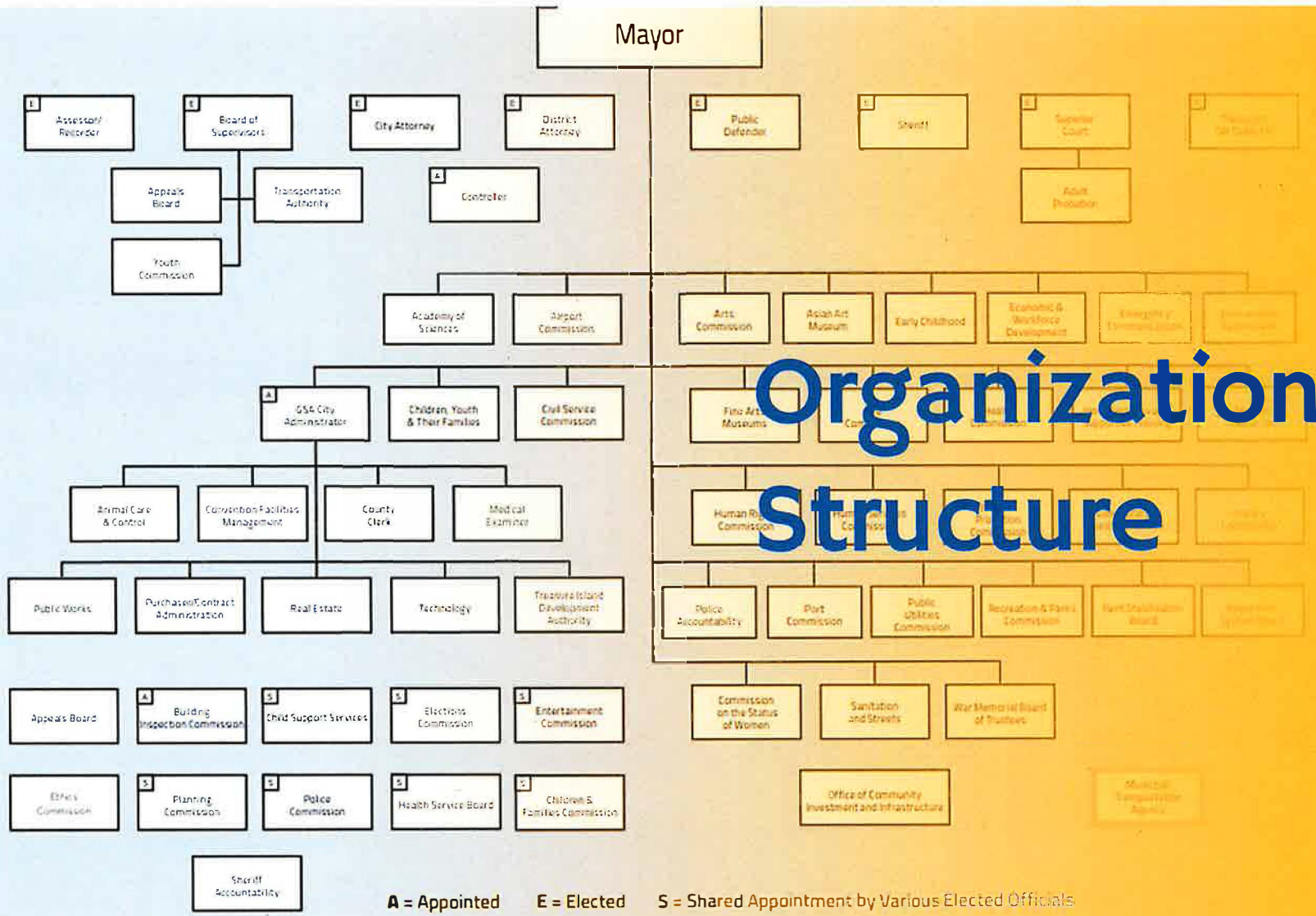
Advancing San Francisco as a safe, vibrant, and beautiful city through a friendly, streamlined, and efficient Permit Center serving all our residents and businesses.

### The end-to-end customer journey includes many San Francisco departments

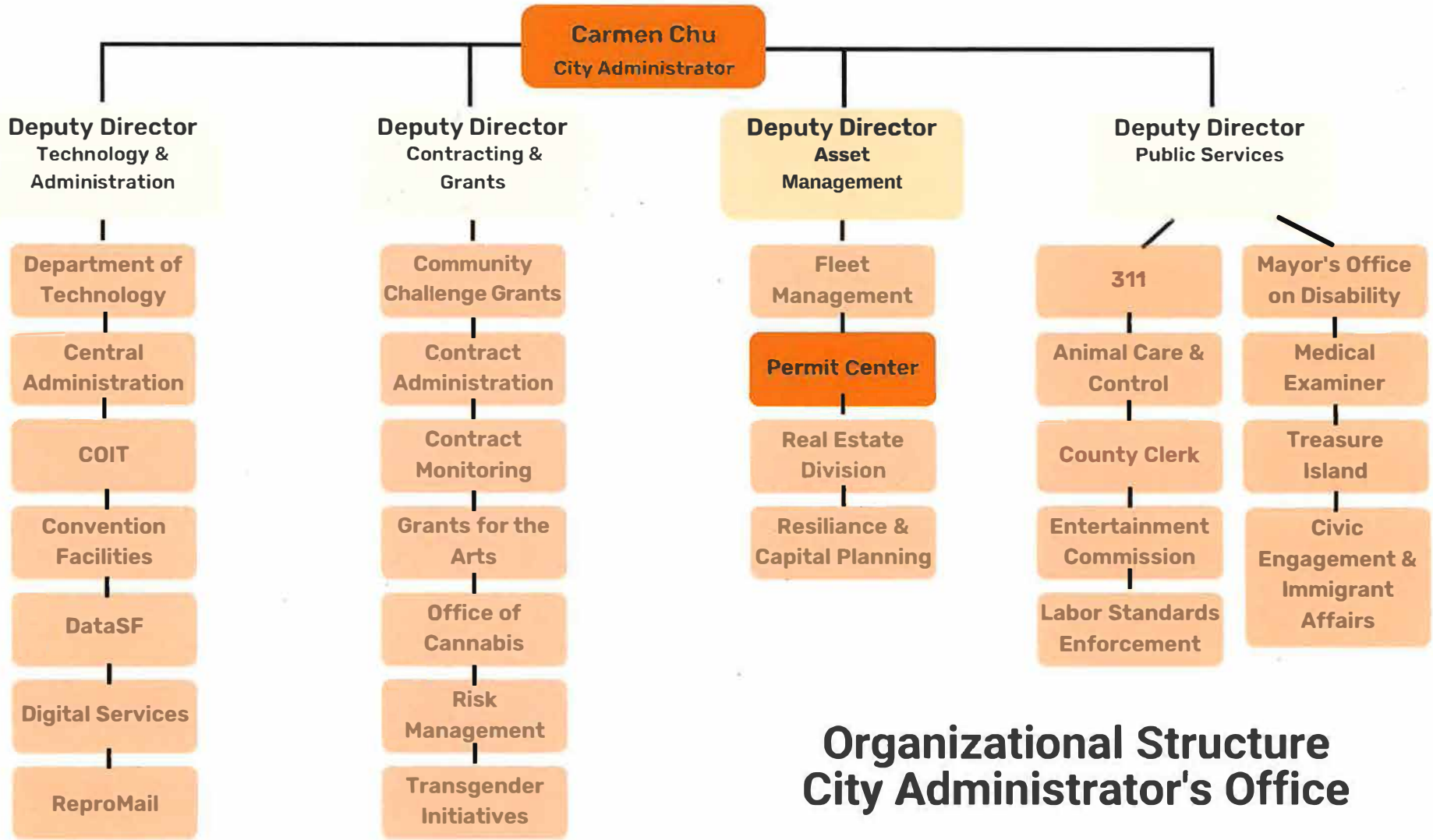




Mayor



# Organization Structure



**Organizational Structure  
City Administrator's Office**

The background features a gradient from yellow to light blue. It is decorated with several interlocking gears of various sizes. Each gear contains a white icon representing a business or administrative concept: a bar chart, a calendar with a clock, a trophy, a briefcase, a target with an arrow, a handshake, a pencil, a clipboard, and a document with a checkmark.

# Permit Center Services

# Services Offered by the Permit Center Team



## Central Customer Service

### End-to-End Experiences

Collaborate with departments to shift from singular department services to holistic experiences. This includes:

- Standard & transparent experiences in-person
- Centralizing customer support
- Developing content that encompasses all departments



## Print Center

### Print, Scan, Copy, Notary + Payment

Day to day management of key business services offered to customers to ensure they can complete all permitting work in one place.

Print Center includes the management of a commerce application to integrate the service with CCSF financial management operations.



## Central Cashiering

### Payment Kiosk & Money Handling

The Permit Center Team was tasked with delivering a payment solution that could accept all forms of payments, integrate with department systems and interface with the CCSF ERP solution, PeopleSoft.

Payment kiosks were launched in May 2022.



## Strategy

### Creating a Strategic Portfolio of Work

Delivering on the permit shared vision and mission requires a number of changes in process and technology. The Permit Center develops a strategic project portfolio collaboratively with departments and manages key contracts and vendor relationships to deliver on those initiatives.



## Operations Support

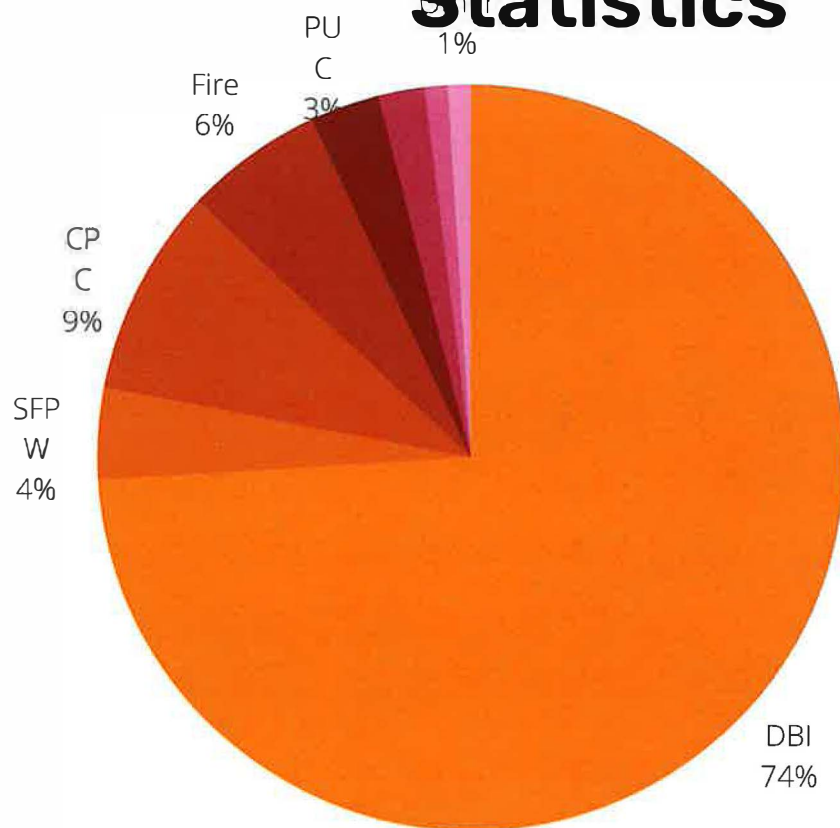
### Other Duties as Assigned

Unexpected duties that the Permit Center manages or assists with include:

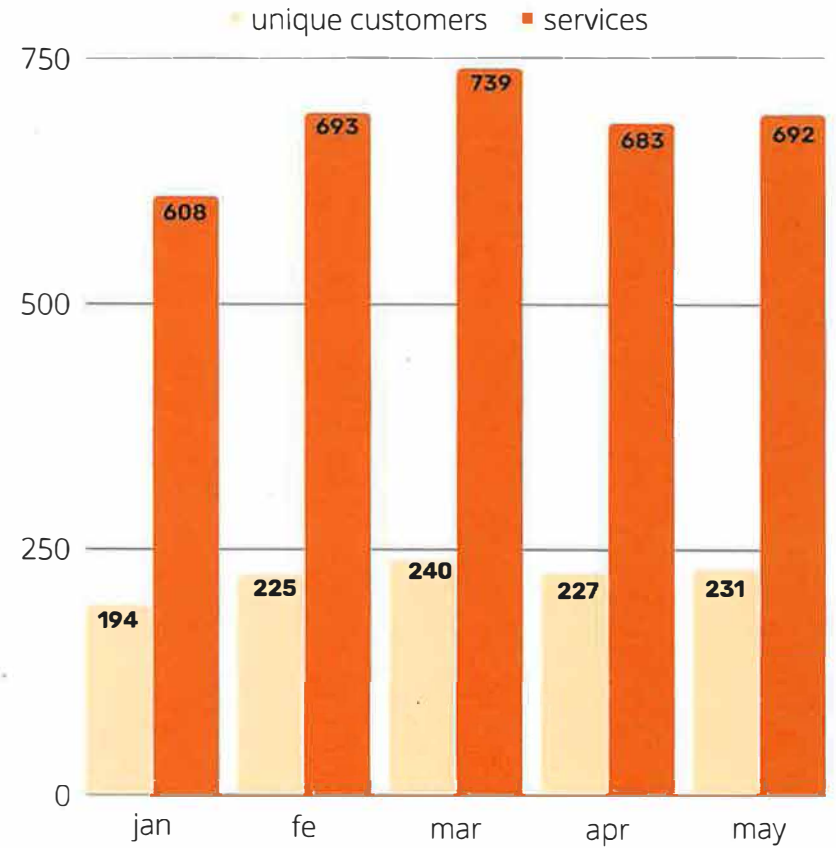
- COVID health & safety officers
- Assistance with moving construction plans between staff and customers
- Electronic Plan Review day-to-day support for customers and staff



# Permit Center In-Person Statistics



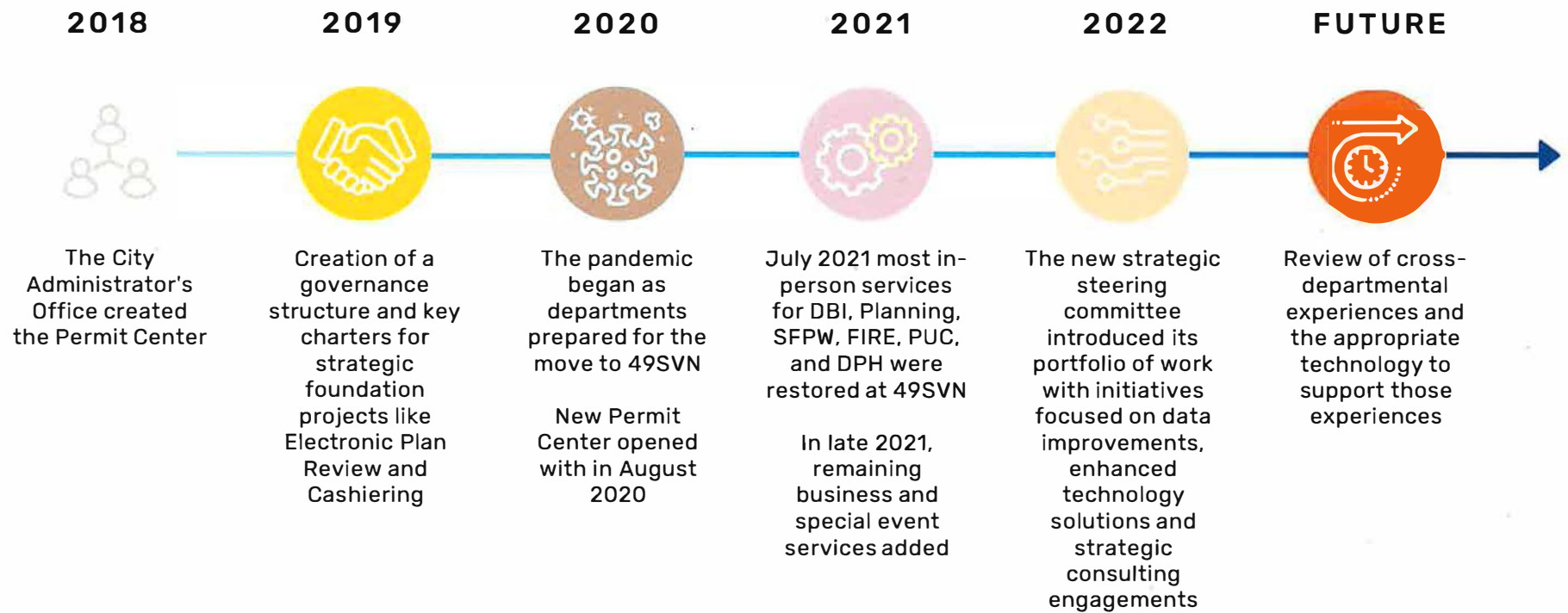
**Activity by Department**



**Unique Customers and Service Counts per day**

# PERMIT CENTER TIMELINE

A brief history...



# Snapshot of Permit Center Project Portfolio

Construction	Business	Customer Service		
<p>Create electronic plan review standards for all departments involved in the building permit process</p> <p><b>Status: Completed February 2020</b></p>	<p>Research project through Civic Bridge to understand key problems with the business journey</p> <p><b>Status: Completed February 2022</b></p>	<p>Implement a modern queuing system to support multiple all the departments at 49SVN, is user-friendly and has robust data and reporting capabilities.</p> <p><b>Status: Completed March 2020</b></p>		
<p>Launch electronic plan review (EPR) solution which includes software, procedures, and training of customers</p> <p><b>Status: Initial launch completed May 2020</b></p>	<p>Develop a sustainable and scalable platform for Prop H.</p> <p><b>Status: On Hold Pending Funding</b></p>	<p>Launch a customer service technology solution to better manage customer emails and voicemails</p> <p><b>Status: Completed July 2021</b></p>		
<p>Integrate Print Center functionality with SFPW parking signs process. Phase 1 will allow customers to access the print center from an SFPW email. Phase 2 will explore fully integrating into new SFPW case management system.</p> <p><b>Status: Phase 1 complete</b></p>	<p>Research and development project with Google.org</p> <p><b>Status: Working on scope of engagement</b></p>	<p>Develop a process to centralize department general inquiries (email and voicemail) to the Permit Center Team.</p> <p><b>Status: Planning Complete / DBI In Progress / OSB Next</b></p> <p>Implement enhancements to customer queuing experience including concurrent queuing and self service kiosks</p> <p><b>Status: Complete June 2022</b></p>		
<p>Enhance current EPR solution with implementation of new streamlined form, workflow engine to automate key staff tasks, and better reporting capabilities</p> <p><b>Status: Discovery</b></p>	<th data-bbox="730 919 1375 969">Cashiering</th> <p data-bbox="730 974 1375 1024">Centralized cashiering – create standard cash handling process for all permit center agencies; consolidate equipment and software</p> <p data-bbox="730 1052 1375 1102"><b>Status: SFPW &amp; Planning Completed</b> <b>In Progress: Fire, ENT, MOD, BOA, and Print Center</b></p>	Cashiering	<th data-bbox="1381 919 2013 969">General</th> <p data-bbox="1381 974 2013 1024">Print Center: Develop and implement an onsite business center to provide printing, copying and scanning services for customers</p> <p data-bbox="1381 1052 2013 1102"><b>Status: Completed January 2020</b> <b>Notary Launch 7/2022</b></p>	General
<p>Data matching of OTC building permits data with Tax Collector business account numbers.</p> <p><b>Status: In Progress</b></p>				
	<p>Cashiering: Develop a financial tool to enable departments to process invoices in-person or on web absent an API</p> <p><b>Status: In Progress</b></p>	<p>Implement document management and workflow engine that can be used by any regulatory or permit department</p> <p><b>Status: Complete February 2022</b></p>		

# Feedback Loop

The Permit Center is committed to continuous improvements of services. Your feedback matters to help us continue to evolve in the right way.

Send your thoughts and suggestions to  
[permitcenter@sfgov.org](mailto:permitcenter@sfgov.org)

