BIC Regular Meeting
of
August 17, 2022

Agenda Item 7

Update on Client Services Subcommittee

Building Inspection Commission
August 17, 2022

Overview of the Pre-Plan Check Process

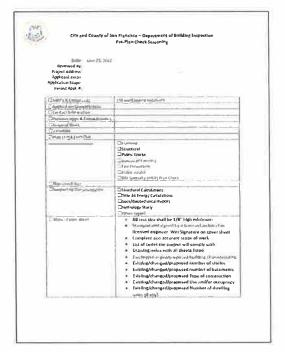Applicant contacts dbi.epr@sfgov.org to submit permit application + plans

Application and plans are reviewed by Plans Examiners + Permit Techs

Fees are received, application is created in PTS and plans are routed

Pre-Plan Check Launch

Update – Overall working very well

- July 1 launch

- **188** projects to date
  - Level 2: **52**
  - Level 3: **21**
  - Level 4: **14**

- Approximately **1/3** are returned to applicant

- Approx. **15** minute review time per project

Transitioning Plan Check Operations

Project Prioritization Criteria

Issue:
Legislative priority projects such and Affordable Housing, ADU's, etc. are exceeding their priority deadlines, and DBI needs to catch up on these first

Solution:
Spend the first weeks assigning only older priority projects.

- 63 total projects
- First 20 projects have caught up DBI from 12/21 through 6/22

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Transitioning Plan Check Operations

Customer Questioning Their Tier Assignment

Issue:
Process for customers to request a reconsideration of the tier they were assigned

Solution:
Re-assessment of plan review tier may be done upon request however it is expected that the increased transparency in the process will not generate too many such requests.

Transitioning Plan Check Operations

<u>Managing Rechecks</u>

Issue:

Rechecks are currently not monitored or accounted for in the overall scheduling of plan checkers time. Rechecks are also not given any priority by plan checkers.

Solution:

- Rechecks will now be accounted for to each supervisor every week, with an estimated time for each project recheck.
- Rechecks will now be prioritized to be responded to within 10 business days
- Recheck time will be taken out of the weekly time available for work.

Next Phases

Phase Two

- Improve pre-plan review automation and ease communication between applicant, permit technician, and pre-plan checker.
- Unassign projects from individual plan checkers and incorporate into the general queue

Next Phases

Phase Three

- Create online queue tracker so applicants know where they are in line
- Capture and analyze data to improve process efficacy
- Reroute DBI rechecks through the intake station instead of direct communication with the plan checkers

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Next Phases

Phase Four
- Coordinate with other development review agencies to incorporate into the same processes.
- Pre-plan check for Over-the-Counter reviews.

THANK YOU