

***BIC Regular Meeting
of
August 17, 2022***

Agenda Item 9



DBI Website Migration Update

Building Inspection Commission, August 17, 2022

SFDBI.org Migration to SF.gov

Goal

Empower DBI customers to access the services they need on the website

- Refocus our content to better serve our customers, including the disabled and non-English speakers
- Reflect a customer service culture in DBI

Audience & Scope

Customers are our key focus

95% = Customers

5% = DBI/City staff, media, nonprofit/trade associations, public officials

Scope

2,861 pages on SFDBI.org, primarily meeting records

SFDBI.org = 210 pages being rewritten

SF.gov = 181 new pages being published

Remaining pages are being archived

SFDBI.org Migration to SF.gov

Key Functions

1. Create self-service avenues for customers as they begin their permit journey
2. Educate customers on the process to establish expectations for what will happen next
3. Meet legal requirements for mandated content

Archives

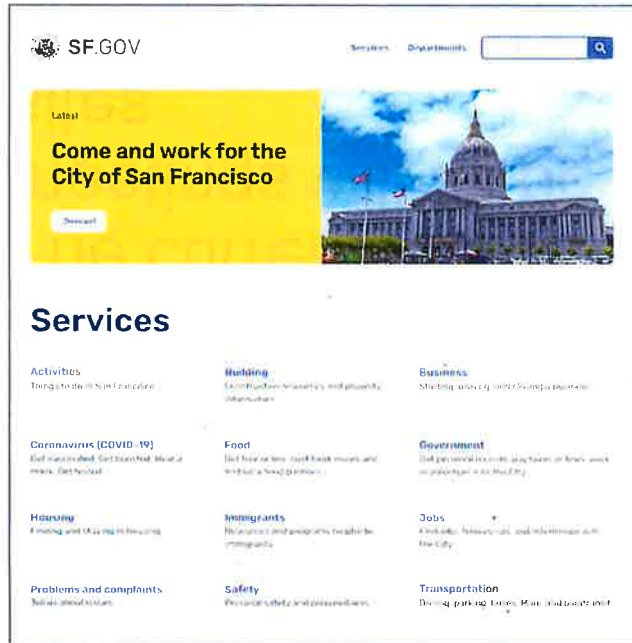
We are archiving everything on SFDBI.org

The current website, commission pages, and past meetings will all be archived and linked from the new sites

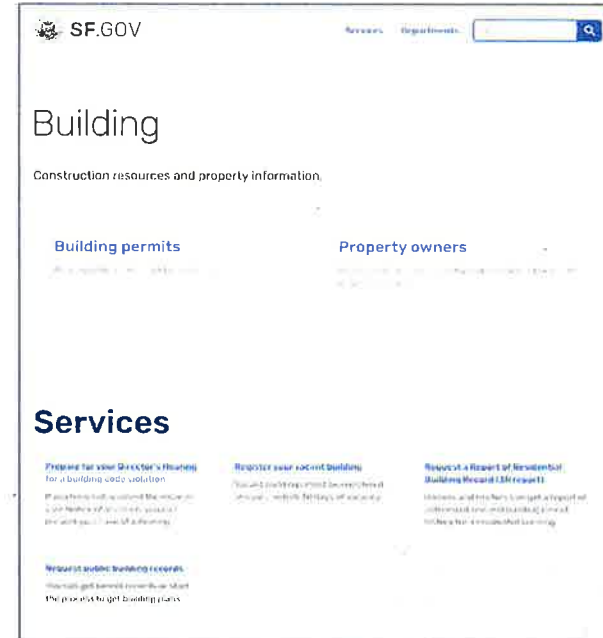
We will also redirect key pages from the old site into the new site to support our customers in the site transition

SF.gov Live Pages - Examples

SF.gov main homepage



Temporary DBI homepage



SF.gov Live Pages - Examples

Building Permits

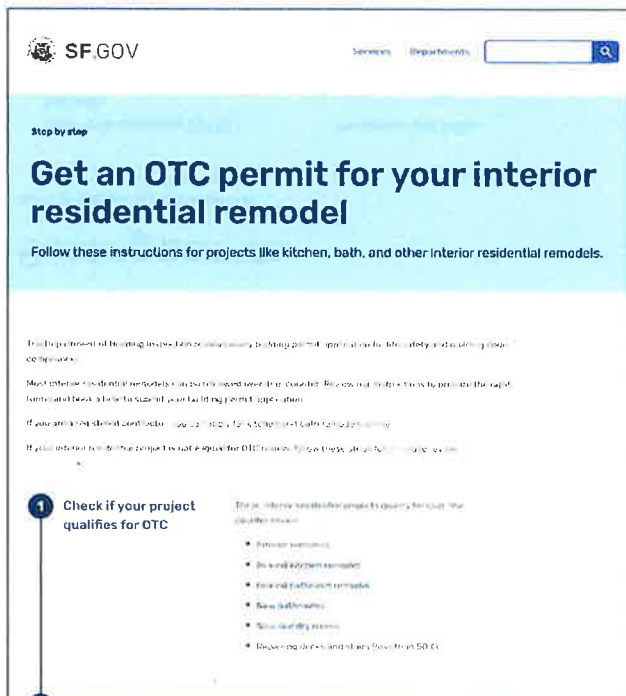
The screenshot shows the SF.gov website's 'Building permits' page. At the top, there is a search bar and navigation links for 'Services' and 'Departments'. The main heading is 'Building permits' with a sub-heading 'Building code, permits, and inspections.' Below this, there are two columns of content: 'Over-the-counter (OTC) permits' and 'In-house permits'. A 'Services' section at the bottom is titled 'Start a building permit application' and contains three cards: 'Get a building permit with in-house review', 'Schedule a pre-application meeting', and 'Bring plans to the Permit Center for paper in-house review'.

Over-the-Counter (OTC) Permits Resources

The screenshot shows the SF.gov website's 'Over-the-counter (OTC) permits' page. It features a search bar and navigation links at the top. The main heading is 'Over-the-counter (OTC) permits' followed by a paragraph: 'The Department of Building Inspection reviews every building permit application for life safety and building code compliance. We provide over-the-counter review for simple permit applications. Drop-in at the Permit Center to submit your application.' Below this is a 'How it works' section with a horizontal timeline showing five steps: 'Qualify', 'Plans', 'Final forms', 'Fill out forms', and 'Apply'. Each step has a brief description below it. At the bottom, there is a 'Services' section.

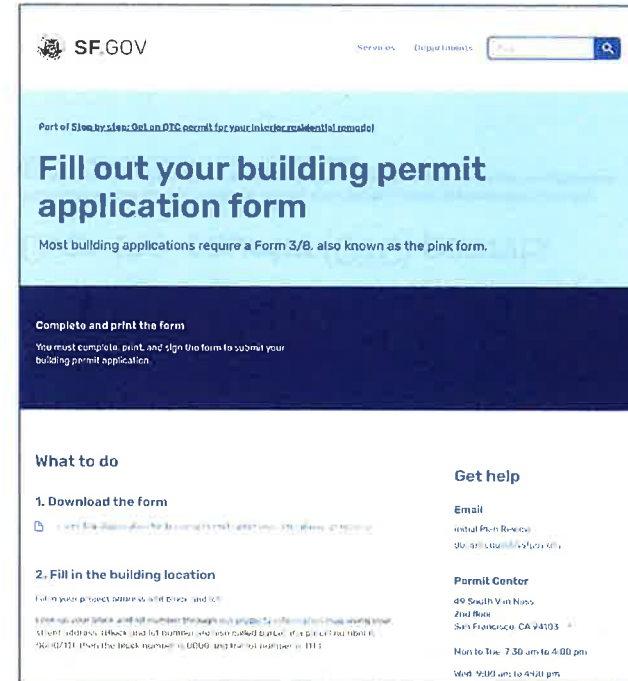
SF.gov Live Pages - Examples

OTC Interior Residential Remodel Process



The screenshot shows the SF.gov website interface. At the top, there is a search bar and navigation links for 'Services' and 'Departments'. The main heading is 'Get an OTC permit for your interior residential remodel'. Below the heading, there is a sub-heading: 'Follow these instructions for projects like kitchen, bath, and other interior residential remodels.' The page content includes several paragraphs of text providing instructions. A prominent section is titled '1 Check if your project qualifies for OTC' and lists several criteria for eligibility, such as 'Interior renovation', 'Plumbing system remodel', 'Electrical system remodel', 'New additions', 'New secondary stories', and 'Revised decks and stairs less than 50 ft'.

Building Permit Application Form



The screenshot shows the SF.gov website interface for the building permit application form. At the top, there is a search bar and navigation links for 'Services' and 'Departments'. The main heading is 'Fill out your building permit application form'. Below the heading, there is a sub-heading: 'Most building applications require a Form 3/B, also known as the pink form.' The page content includes several paragraphs of text providing instructions. A prominent section is titled '1. Download the form' and includes a link to download the form. Another section is titled '2. Fill in the building location' and includes instructions on how to fill out the form. A 'Get help' section provides contact information for the Permit Center, including the address (49 South Van Ness, 2nd floor, San Francisco, CA 94103) and hours of operation (Mon to Fri: 7:30 am to 4:00 pm, Wed 9:00 am to 4:00 pm).

Request records pages before and after

Duplication of Official Building Plans

The screenshot shows the website for the Department of Building Inspection in San Francisco. The page title is "Request for Duplication of Official Building Plans". It includes a navigation menu with items like "Permit Services", "Plan Review", "Inspection", "Resources", "Key Programs", and "About Us". The main content area contains a detailed guide on how to request a duplicate of building plans, including instructions on who can request them (property owners, architects, etc.) and the process of submitting a request to the Building Management Division. There are also social media links for Facebook, Twitter, and YouTube.

Request public building records

The screenshot shows the website for the San Francisco Government (SFGOV). The page title is "Request public building records". It features a search bar and a navigation menu. The main content area includes a "What to do" section with two numbered steps: "1. Check what records you can request" and "2. Request records". There is also a "Get help" section with contact information for the Records Management Division, including a phone number (510-431-3420) and an email address (records@sfplanning.org). The page is designed to be user-friendly and informative, with clear headings and bullet points.

Solar permit pages before and after

Solar Photovoltaic (PV) Systems

The screenshot shows the San Francisco Department of Building Inspection website. The page title is "Solar Photovoltaic (PV) Systems". It features a navigation menu with "Permit Services", "Plan Review", "Inspection", "Resources", "Key Programs", and "About Us". The main content area includes a header image of two workers installing solar panels, a "Safety Tips" section with three bullet points, and a "Helpful Resources" section with one link. A "STAY CONNECTED" section with social media icons is also visible. The page layout is somewhat cluttered with multiple columns of text and images.

Get a permit for a solar panel

The screenshot shows the redesigned San Francisco Department of Building Inspection website. The page title is "Get a permit for a solar panel or photovoltaic system". It features a clean, modern layout with a large blue header. The main content area includes a "Check if you can apply for a solar panel or PV system permit" section with a "Check if you can apply" button and a "Check if your project requires plan review" section with a "Check if you can apply" button. The page is more focused and easier to navigate than the previous version.

Target Launch

Soft Rollout

Started in July 2021 with OTC

- Continued with select pages – In-house Review Permits, ABE, Pre-Plan Check, ADUs, and more

Target Launch

September 2022 – Remaining ~150 pages

Including: DBI homepage, the commission page, key services landing pages: Inspections, Records Management and Complaints, and more



THANK YOU