



PUBLIC ADVISORY COMMITTEE

MEETING NOTES

**Thursday, March 22, 2012
2:00 p.m. to 3:30 p.m.**

**1660 Mission Street
Room 2001**

1. WELCOME & INTRODUCTIONS

Director Day welcomed attendees to the meeting and introductions were made.

2. UPDATE ON PERMIT & PROJECT TRACKING SYSTEM

Penny Venable, Project Manager, provided the committee handouts regarding PPTS and reported that 25% of the two-year project has now been completed. Configuration analysis sessions began in November and were completed last month for DBI and Planning. The vendor has also created four prototypes for the system based on document configuration with Planning that show how it relates between the two the departments. Enterprise configuration analysis is currently underway, and data conversion is ahead of schedule. The vendor will then proceed with the core system configuration and begin to formulate the Accela Citizens Access group that will provide user feedback on how customers navigate throughout the new system. DBI is looking for more volunteers to participate with this process. Henry Karnilowicz expressed an interest in participating.

Fire, DPW, BSM and DPH have been involved in these stages and will continue in the multiple city department inter-phase.

Recent ADA emergency amendments were issued and training will take place shortly for employees. Information will also be forwarded to the PAC, should members wish to attend.

3. UPDATE ON Q-MATIC IMPLEMENTATION

Director Day announced that staff has been re-trained on Q-Matic and will be ready to test the system out next week using customer volunteers with actual permits to process. Don Fields with the Fire department commented that his staff is also trained and ready.

4. DISCUSSION ON PENALTY REDUCTION PROCESS

Henry Karnilowicz raised the issue of the 9x penalty fees and that he thought it was unfair to customers unfamiliar with the permitting system, especially new homeowners. He said in the past, penalty fees were reviewed and reduced administratively by staff and wishes that Director Day would consider going back to this way of business instead of customers having to go to the Board of Permit Appeals. He

suggested taking this issue back to the CAC to proceed with the change. Director Day stated that due to code enforcement issues raised by the public and the position the BIC takes on this matter, she could not support taking it to the CAC for review at this time. Licensed contractors should be knowledgeable about the Building Codes and which work necessitates permits but ultimately it is the responsibility of the homeowner to abide by the codes. Additionally, 3R Reports during a sale of a home discloses work done to homes with or without permits and lists NOVs that were issued on each property; therefore, it would be difficult for homeowners to not be aware of those facts.

5. ROUNDTABLE DISCUSSION

A member brought up that DPW's conformance permit fees have to get signed off and paid at their Stevenson Street location and proposed that this be done on the 5th floor at DBI. DPW hours are limited to Tuesdays and Thursdays, making it difficult for customers.

There was discussion about online application forms and how having a system such as this for DBI would make it easier and time effective for customers to come prepared with legible forms filled out ahead of time. Director Day said that DBI is reviewing this aspect of the application process as well as consolidating the forms currently used.

Jackie Crivinar with BCCI said that the pre-application and special inspection processes have been valuable resources and provided the necessary assistance they needed. She also stated that it would be helpful if Planning had a similar service for their special conditions.

Director Day mentioned that an item to look for in the near future is the Toxic legislation that will affect the permitting process in major ways.

Don Fields reported that Fire was running smoothly but needs more staff to handle the workflow coming in.

Pamela Levin added that requisitions were approved last week for some clerks, engineers and building inspectors. She also announced that online 3R requests is currently in beta testing and will be released shortly, but for now DBI is looking for customer volunteers to assist in this process.

Director Day requested that members make her aware of injuries that they hear of relating to building issues such as collapsed stairs so inspections can be arranged as soon as possible.

There was an inquiry with regard to 1881 Oakdale. It was reported that the property is in probate and the land is for sale.

6. FUTURE AGENDA ITEMS

- DPW/BSM Sidewalk Inspections/Permits
- Discussion on MTA Fees

7. ADJOURNMENT

There being no further business the meeting was adjourned at 3:10 p.m.