



PUBLIC ADVISORY COMMITTEE

MEETING NOTES

Thursday, April 19, 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. STORMWATER MANAGEMENT ORDINANCE: REQUIREMENTS AND SFPUC IMPLEMENTATION PROCESS

Director Day announced this item has been delayed per the request of the PUC due to staff illnesses and will be rescheduled to a future meeting.

3. DISCUSSION OF POSSIBLE ADMINISTRATIVE BULLETIN TO ADDRESS ALTERNATIVE METHODS OF LIGHT-WELL VENTING

Drake Gardner introduced topic of using a mechanical system of venting as an alternative to natural air venting in light-wells. Technological advances have made it possible to handle this therefore it was asked what procedures need to take place in order to change the administrative bulletin. Director Day indicated that the matter had to be approved by the Board of Examiners for an equivalent method and a written proposal should first be submitted to Tom Hui, DBI for further consideration.

4. UPDATE ON PERMIT & PROJECT TRACKING SYSTEM

Penny Venable, PPTS Project Manager presented the committee with a status report. Ms. Venable reported that the vendor would begin core system configuration this month and will run through August. The Citizen Access Portal subcommittee will begin meeting in May to provide feedback on report retrievals exclusive of 3R reports.

5. UPDATE ON Q-MATIC IMPLEMENTATION

Pamela Levin reported that the Q-Matic system is undergoing some minor software changes due to recommendations provided by Deputy Director Tom Hui. They are in the process of finalizing the Customer Guide and FAQs that will be provided to customers in different languages which will be ready for distribution in a month. Henry Karnilowicz inquired about possible delays at specific stations and how that would affect wait times. Director Day specified that the system will send customers to the first available station, not necessarily in the order of which they are accustomed to. Mr. Karnilowicz

suggested that the kiosk on the 1st floor be moved closer to the information desk to avoid elevator and foot traffic. Additionally, he thought the kiosk buttons for Preservation, Technical Services and CPB were helpful. He also commented that he experienced excellent service on the 5th floor and was able to move smoothly among stations through Q-Matic.

Director Day stated that Q-Matic's goal is to reduce waiting time and lines and reminded everyone that customers would still be able to wait for a specific plan reviewer familiar with their project. Plan check comments should be obtained for continuity in case projects are assigned to a new plan checker or if their plan checker is on vacation. Additionally, customers are advised to clear any existing violations before beginning Q-Matic.

DBI solicited the assistance of frequent users to help test the system.

6. ROUNDTABLE DISCUSSION

It was asked if DBI was working towards online plans submittal. Pamela Levin responded that a meeting with DHR was held to discuss an electronic plan check RFP and will probably be issued by August or September. The goal is to have this coincide with the completion of PTS.

DBI will also be looking into electronic signature systems and are currently working with the City Attorney's office regarding the logistics.

It was asked if 3R reports can be issued faster. The Records division is working overtime to address the increased amount of requests that have come in. There has already been a 25% increase in requests from January to March of 2012. It is advisable to ask for a 3R report at the time an offer is made when dealing with real estate matters. This process still requires manual retrieval of data and also checking with other City departments for related records. Digitizing records was implemented in 2008 which means there are still a majority of records on paper that have yet to be converted to digital form.

It was also asked why assessment of cost needs to be paid with a cashier's check. Director Day responded that this policy avoids the recording and re-filing process with the Assessor's Office in case checks are returned by the bank. Credit/debit cards will eventually be used in the near future with the installation of the new cash management system towards the end of May/June.

Field inspection tablets have been ordered for trial and review.

A Land Use hearing will be held to discuss the elimination of the fee deferral program. Interested parties that may be affected should attend for public comment. Affordable housing supporters are expected to appear in support of ending the deferral program early, but doing so may negatively impact the supply of affordable housing.

Praises were made for the professionalism and customer service provided by Giles Samarasinghe on the 2nd floor as well as field inspectors and clerks on the 3rd floor.

It was brought up that the DBI's front entrance doors are very hard to open. Customers are encouraged to report these types of complaints to John Updike of the Department of Real Estate.

7. FUTURE AGENDA ITEMS

There were no a future agenda items discussed.

8. ADJOURNMENT

There being no further business the meeting was adjourned at 3:09pm.