



## **PUBLIC ADVISORY COMMITTEE**

### **MEETING NOTES**

---

**Wednesday, October 26, 2011  
2:00 p.m. to 3:30 p.m.**

**1660 Mission Street  
Room 2001**

---

#### **1. WELCOME AND INTRODUCTIONS**

Edward Sweeney, Acting Director welcomed attendees to the meeting and introductions were made.

#### **2. UPDATE ON Q-MATIC**

Hanson Tom distributed a flow chart detailing the operation of the Q-Matic System. Hanson stated that Q-Matic will only be launched for the Permit Process at this time. DBI will launch Q-Matic on November 21, which is a short week due to the Thanksgiving Holiday. The three day trial will allow them to identify and evaluate any issues that may arise. Hanson stressed that Q-Matic will not change the current processes; it will assist staff with tracking customer flow.

Tickets issued to customers will be good for only one (1) day. Multiple services may be requested on one ticket. It was asked that since DBI is a multi-level facility, would it be more difficult to implement. Hanson responded that customers can only be at one station at a time. Q-Matic will automatically assign subsequent stations when they become available.

There was an inquiry as to how much the system cost to install. Estimated at \$80K, the cost to install the system has already been paid.

Customers stated that the current system in place works well. Staff added that this system was implemented as a result of the Business Process Re-engineering (BPR).

#### **3. ROUNDTABLE DISCUSSION**

It was announced that there will be a nationwide test of the Emergency Broadcast System on November 9.

There was an inquiry pertaining to the 9 times penalty fees that are assessed for violations. Acting Director Sweeney stated that the new code change states that the penalty cannot be waived. If constituents want this changed in the code, they need to take the issue to the Code Advisory Committee, then the Building Inspection Commission, and finally to the Board of Supervisors.

There was an inquiry regarding Planning Fees. As an example, a customer comes in for \$500K tenant improvement and wants to make a change on an exterior door. Planning calculates fees for the door change based on the total valuation of the project (\$500K). Customers say they should only be charged for the valuation of the actual work. Planning counter staff does advise customers of the

option to split the work from the total project. Planning staff stated they are working on a fee study. Any feedback should be directed to Kelly Amdur or Scott Sanchez.

There was an inquiry on expediting Green Building projects. Hanson referenced AB-004 to request for priority. He added that these types of projects require a letter from the Department of Environment. Customers may contact David Leung for further information on this item.

There was a question about the current timeline for permit processing. Hanson stated that plan check would start within 10 days. Site permits are reviewed within 14 days. The current plan check backlog is 3 weeks. Planning's Green Team reviews projects within 2 weeks.

Pamela Levin asked attendees if they had any issues or comments related to the Development Fee Collection Unit. It was stated that it seems to be working well. Most of the trouble has to do with the School Board. Pamela mentioned there are not many customers choosing to defer the fees, but large projects are going through the process. No complaints have been received.

The meeting adjourned for a break at 2:43 p.m., and reconvened for Item 4 at 3:15 p.m.

#### **4. PERMIT & PROJECT TRACKING SYSTEM DEMONSTRATION BY ACCELA-21TECH**

Acting Director Sweeney acknowledged City staff and Commissioners in attendance.

Features demonstrated included the proposed Citizen Access portal and Mobile Office. These features will improve visibility of project status among departments. Highlights of the software:

- Online self-service permitting
- Permit Status
- Query of all activity related to a property that are public record
- Inspection scheduling through smartphones
- For inspection staff:
  - Inspection routing for optimal efficiency (navigation map of daily inspection)
  - Process inspections in real time. Information entered by field staff on tablets will be synced with servers.
  - Inspectors will have full access to inspection records at the jobsite.

It was suggested to provide the project plan and milestone status reports at the next Commission meeting. Also, it was suggested to have a visual diagram of the processes.

There was an inquiry as to the ability to request 3R reports online with the new system. Pamela Levin stated staff is working on this item. It was suggested to charge a premium for instant 3R reports. 3R reports take time to research by staff, as much of the information is microfilmed. Pamela added there is a separate project to scan all records.

The team for this project is comprised of members from Accela, DBI, and DCP. A total of 60 individuals are involved.

The new system will make the current information DBI has, easier to access by the public.

There was an inquiry as what was the next project benchmark and deliverables report. Mike Birkhead stated the next phase will be analysis which will occur during the week of November 7 with training. Analysis work sessions with subject matter experts begin November 14. The sessions could take between 3-6 months to review the BPR and assess any changes in processes since its

completion. They will meet with subject matter experts to review workflow and make sure it is incorporated. Project team will be providing weekly status reports.

There was an inquiry regarding incorporating the Department's historical data into the new system. Representatives from Accela responded there is a process where they analyze the data and use a product they have built to push the data into the new system. The new system will not impose new business processes onto the Department. The Accela product adapts to the current DBI processes.

It was suggested to have alerts for customers. Mr. Bradley stated this is a part of the project and will be included.

There was an inquiry as to the decision making hierarchy overseeing the project. Pamela Levin stated the overall project is handled by the Project Manager along with representatives from DBI and Planning. If issues cannot be solved at that level, they are brought to a higher level committee comprised of Pamela Levin, DBI and Alicia John-Baptiste, Planning. The Steering Committee serves as the highest level in the hierarchy. This committee is headed up by the Directors of DBI and Planning, Deputy Controller, the City's Chief Information Officer, and a representative from the Mayor's Office.

There was a question of having a backup should the system go down for a period of time. The project will undergo a series of testing prior to going live. Accela does provide for a backup.

## **5. FUTURE AGENDA ITEMS**

No future agenda items were discussed.

## **6. ADJOURNMENT**

There being no further business the meeting was adjourned at 4:10 p.m.