

Customer Update and Q&A

Patrick O’Riordan, DBI Interim Director

Elizabeth Watty, SF Planning Acting Director

Christine Gasparac, DBI Assistant Director

Customer Update and Q&A Virtual Event, October 23, 2020

Agenda

- Update on DBI Services
 - Patrick O’Riordan, DBI Interim Director
- New ADU Permit Process
 - Elizabeth Watty, SF Planning Acting Director of Current Planning
- Over-the-Counter with Plans Appointments
 - Christine Gasparac, DBI Assistant Director

Timeline

Timeline of effects of pandemic (Shelter-in-Place announced on March 16)

- In March/April, limited permit services available
- We launched Electronic Plan Review (EPR) for all projects in April
- Curbside launched on June 24 at 1660 Mission Street
- DBI moved to 49 South Van Ness at the end of July
- We converted most projects to paper starting on August 17

Permit Issuance

- Prior to the pandemic and Shelter-in-Place, we issued on average about **110 permits a day**.
- During the period we were using only electronic plan review, we issued on average **about 50 permits a day** once everyone was trained and the system was up and running. Most of those were the no-plans Over-the-Counter permits.
- When we launched curbside services in late June, we were issuing **75-80 permits a day on average**.
- With new initiatives implemented, we are now issuing **approximately 100 permits a day on average (past three weeks)**.
- We also issue on **average 130 trades permits (electrical, mechanical, plumbing) per day**. These are done online and are permits that can be issued without prior review.

Current Permit Processes

Converted to paper:

- Over-the-Counter permits
- New in-house review permits

Auto-generated online:

- Trades: Electrical, plumbing, mechanical and Boiler-to-Operate permits
- Reroofing permits

Expedited:

- Emergency permits

Electronic Plan Review

- In-house review permits already submitted electronically
- Permits for 100% Affordable Housing and Development Agreement projects

www.sfdbi.org/permitsubmissions

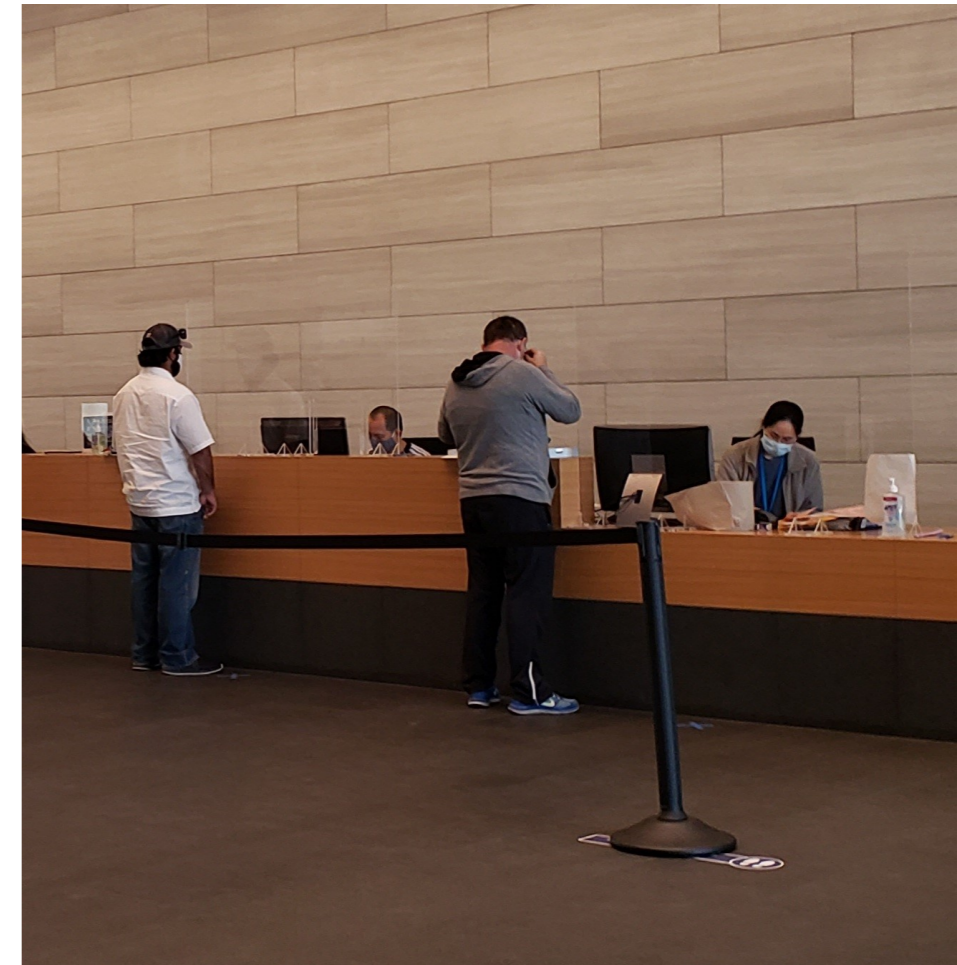
Changes to In-Person Over-the-Counter Services

7:30 a.m. to 9:30 a.m. Mon-Fri: Drop-in service for OTC without plans processing (*first-come, first-served basis*)
35 customers, 2 permits allowed per customer

9:30 a.m. to 11:30 a.m. Mon-Thu: Drop-in service for fire-only permits (*first-come, first-served basis*)
25 customers, 2 permits allowed per customer

9:30 a.m. to 3:30 p.m. Mon-Fri: OTC with plans drop-off (*by appointment only*) and permit pick-up and drop-off

www.sfdbi.org/limitedservices



Permit Day: October 3, 2020

- DBI hosted a special Saturday event to provide another opportunity for our customers to apply for Over-the-Counter permits.
- Our partners at the Fire Department and SF Planning participated
- Brought in 54 OTC w/plans applications
- Issued 25 OTC no plans permits
- BIG thank you to staff and our partners who volunteered to work on a Saturday to make this happen



Initiatives to Increase Permit Issuance

- **Hiring more administrative staff and engineers**, focused on staff who can issue permits and review plans
- **Implementing technology, workflow and process improvements** to cut down on administrative work for each electronic application and to streamline the permit processing system. Permit Tracking System integration will also improve transparency for the public
- **Automating more no-review permits** to make it more convenient for customers and efficient for staff. We currently offer electrical, plumbing, mechanical, boiler-to-operate and reroofing permits online
- **Offering overtime** to permit services staff to process more permits each week
- **Forming partnerships** for processing specific types of permits. Fire Department is handling intake/issuance of permits that require only Fire Department review, and Planning is handling intake/issuance of ADU permits

Reroofing Permits Online

As of Monday, Oct. 19, C-39 licensed contractors can now file their reroofing permits online. They need to create a DBI online contractor account first. This new portal is a part of the Department of Building Inspection's effort to expand the portfolio of permits we issue online.

Examples of requirements to submit reroofing permit online:

- Applies to properties of R-3 occupancy code and 1 or 2 Family Dwelling Building Use only
- Only Historical Category B or C buildings allowed
- Permit does not require any plan review
- Estimated job cost is between \$500 - \$200,000

Any additional work will require a separate building permit

Visit www.sfdbi.org/reroofingpermit for more information.

Scheduling Inspections Online

Customers with a DBI contractor account can schedule their required inspections online 24 hours a day, 7 days a week.

Qualifying inspections include:

- Electrical
- Plumbing/Mechanical
- Building

Visit <https://sfdbi.org/inspection-scheduling-procedures> for more information on scheduling your inspection online.

ADU PERMIT PROCESSING

Elizabeth Watty, SF Planning

Acting Director of Current Planning

ADU Permit Processing

Accessory Dwelling Units, or ADUs, are units added to existing residential buildings (also known as secondary units, in-law units, cottages, or granny flats).

- DBI will partner with SF Planning to transfer intake/issuance of ADU permits to Planning for next several months.
- Planning will relaunch Electronic Plan Review to process ADU permits.
- Target is an early November launch timeframe.

OTC WITH PLANS APPOINTMENTS

Christine Gasparac, Assistant Director, DBI

OTC with Plans Appointments

- Currently, customers drop off Over-the-Counter with plans permit applications through appointments that are scheduled through QLess appointment scheduling system.
- We are working with Permit Center staff on improvements to the appointment system and increasing capacity.
 - Staff will actively manage appointments.
 - Starting next week, qualifying customers can sign up for appointments through a waitlist system.
 - We are imposing new limits/restrictions on appointment scheduling.

OTC with Plans Appointments

- DBI currently offers 24 appointments per day from 9:30 a.m. to 3:30 p.m. every 15 minutes. DBI plans to add 12 more appointments per day starting in November. Customers can bring in two projects per appointment.
- We are analyzing current appointments **scheduled** and will reach out to customers to cancel appointments that are not verifiable. Starting on December 1, customers will be limited to one appointment per week.
- We will actively manage the appointment system to:
 - Decrease wait times to obtain an appointment
 - Increase availability of appointments
 - Ensure fairness in appointment accessibility

New Appointment Waitlist Process

Starting on **Wednesday, October 28**, qualifying customers can sign up for appointments through a waitlist system.

- To be eligible for the waitlist, customers need to already have an appointment scheduled (at least 14 days past the date they join the waitlist) in QLess.
- Customers on the waitlist who are offered appointments will have 24 hours to confirm their appointments when offered one.
- Customers can be on the waitlist for only one appointment. If they are offered an appointment from the waitlist, they can sign up for the waitlist again after they've completed that appointment. To sign up for the waitlist again, they must meet the minimum requirements (hold an existing appointment at least 14 days out).
- When a customer on the waitlist accepts an appointment, their existing QLess appointment for that project will automatically be cancelled.
- If a customer holds an appointment within the following 14 days, the customer is not eligible for the waitlist.

QUESTIONS & ANSWERS



THANK YOU