

***BIC Client Services
Subcommittee Meeting
of
October 27, 2022***

Agenda Item 6



Electronic Plan Review Survey

Client Services Subcommittee, October 27, 2022

Electronic Plan Review Benefits

Goal

Saves Money – No need to print multiple large rolls of paper plans at \$4.00 a page

Increases Transparency – All project information, comments, revisions and approvals are captured, aggregated and logged in one location, accessible online 24/7

Saves Time – With the project plans online, customers no longer have to make multiple trips to the SF Permit Center. Meanwhile, plan checkers can conduct some reviews simultaneously, further shaving time off the total review period

Electronic Plan Review Survey

Goal

Increase the percentage of In-house Review permit applicants using Electronic Plan Review (EPR) to 100%

- July, August Sept 2022: 73% EPR / 27% paper
 - EPR = 257 of 354 In-house Review permit applications during that time
- EPR was opened to all In-house Review permit applicants in July 2021

Electronic Plan Review Survey

Strategy

Increase customer adoption of Electronic Plan Review through marketing and operational improvements

Electronic Plan Review Survey

Tactics

Conduct survey of In-house Review applicants to understand why they do and do not use Electronic Plan Review

Analyze results to understand motivators and barriers to adoption

Develop and implement marketing strategies and operational improvements to promote motivators and address barriers

Electronic Plan Review Survey

Details

- 1,730 survey universe: In-house Review applicants since July 2021
 - 939 EPR only
 - 599 Paper only
 - 192 Both
- 20 questions; 8 minutes to complete
 - All audiences received the same survey
- Opened 10/25; Closes 11/1

Electronic Plan Review Survey

Questions – About you

1. What is your typical role when applying for a building permit with In-house Review?
 - a) Architect / design professional
 - b) Authorized Agent
 - c) Which of the following best describes you:
 - d) Engineer
 - e) Expeditor or consultant
 - f) Contractor
 - g) Other _____

2. If you play other roles when applying for a building permit with In-house Review, please indicate below.

Electronic Plan Review Survey

Questions – About you

3. Which of the following best describes you:
 - a) I mostly apply for building permits in San Francisco
 - b) I mostly apply for building permits outside of San Francisco
 - c) I apply for building permits in San Francisco and other cities/counties

4. How do you typically submit building permits for In-house Review?
 - a) Electronic plan review ONLY
 - b) Paper plan review ONLY
 - c) Electronic and paper plan review

Electronic Plan Review Survey

Questions – Experience with EPR

5. Why do you use electronic plan review? Select all that apply.
- a) I do not have to visit the Permit Center in person
 - b) I want to take advantage of concurrent review
 - c) I find it easier to manage multiple projects at one
 - d) I prefer sending and receiving comments via Bluebeam
 - e) I don't like (or find it difficult) printing plans
 - f) The process is faster
 - g) Other _____
6. What is the *MAIN* reason you use electronic plan review? Choose one option.
7. Do you have any other feedback about electronic plan review?

Electronic Plan Review Survey

Questions – Experience with paper plan review

8. Why do you use paper plan review instead of electronic plan review?

Select all that apply.

- a) I was not aware I could submit online
- b) I am more comfortable doing things by hand/paper
- c) I started my submission via Over-the-counter review because I thought it would be faster/easier
- d) I wanted to interact with someone in person for help or support
- e) I had issues submitting forms online
- f) I had trouble updating or correcting documents online
- g) Other _____

9. What is the *MAIN* reason you use paper plan review instead of electronic plan review? Choose one option.

Electronic Plan Review Survey

Questions – Experience with paper plan review

10. Elaborate on why you use paper plan review instead of electronic plan review.

11. Why are you more comfortable doing things by hand/paper? Select all that apply.
 - a) I am not comfortable or familiar with Bluebeam
 - b) I'm used to bringing hard copies of things to the Permit Center
 - c) I find it easier to make corrections on paper
 - d) Other _____

Electronic Plan Review Survey

Questions – Experience with DBI’s website

12. In the past six months, have you been to our website to find permitting information or to submit a permit?
 - a) Yes
 - b) No
 - c) I’m not sure

13. On a scale of 1 to 5, how helpful to you find the permitting information on our website?
 - a) 5 = Extremely helpful
 - b) 4 = Somewhat helpful
 - c) 3 = Neither helpful nor unhelpful
 - d) 2 = Somewhat unhelpful
 - e) 1 = Very unhelpful

14. What, if anything, could make the DBI website more helpful for finding information about or applying for a permit?

Electronic Plan Review Survey

Questions – More about you

12. Your age:
- a) Under 18
 - b) 18 – 24
 - c) 25 – 34
 - d) 35 – 44
 - e) 45 – 54
 - f) 55 – 64
 - g) 65+
13. What type of computer do you typically use for permitting-related activities?
- a) PC
 - b) Mac
 - c) Chromebook
 - d) Other _____

Electronic Plan Review Survey

Questions – More about you

14. How would you rate your comfort with online technology?

Questions – Thank you

15. Is there anything else about In-house Review that you would like to let us know?

16. Are you interested in participating in future research on this topic?

a) Yes

b) No



THANK YOU