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**DBI & PLANNING AWARD NEW CONTRACT FOR PERMIT AND PROJECT TRACKING SYSTEM;
NEW CUSTOMER FLOW SYSTEM ALSO TO BE TESTED NOV. 21-23**

The Department of Building Inspection (DBI) and the San Francisco Planning Department today announced the award of a \$4.5 million contract to a joint venture, Accela-21Tech, to install over the next 24 months a state-of-the-art, integrated automated solution for a more robust, transparent and easier to navigate city-wide Permit and Project Tracking System (PPTS).

“Based upon extensive discussions between DBI and Planning, as well as through DBI’s Business Process Reengineering (BRP) detailed mapping of the City’s entire development review process, it is time to upgrade dramatically the quality and reliability of our permit and project tracking system (PPTS),” explained Vivian L. Day, DBI’s Director and the City’s Chief Building Official.

“The new system will provide us with a powerful tool to address an increasingly complex Planning Code, inform the public about our work, and implement the City’s land use and urban design standards,” said John Rahaim, Planning Department Director. “Working closely with DBI and Accela - 21Tech, we are committed to a system that will provide transparency, accountability, and access; greatly increase efficiency; and facilitate much improved interagency collaboration.”

Consulting closely with the Mayor’s Office, the Controller’s Office and the Human Rights Commission, as well as with DBI and Planning professional staffs, the new contract will produce a system that provides accurate data for nearly 60,000 permits and 2,000 entitlements DBI and the Planning Department manage annually, while tracking revenue recovery and reducing operating costs and permit processing times.

“In short, the new PPTS will provide seamless data sharing across multiple City departments—such as Planning, Fire, Health, Public Works, Environment and other City departments,” Day added. “We are beginning with the Building and Planning modules and once these meet expectations we will then begin to integrate others involved in the process. The public will benefit from this critical investment in essential technical infrastructure, particularly in terms of more transparent accountability, and make the City’s permit review and permitting processes more customer-friendly, efficient and effective.”

Accela-21 Tech won the contract following an RFP process that began last January. Similar permit and project automation software is already used by the Port of San Francisco, Contra Costa County, Alameda, Palo Alto, Vacaville and other cities around the nation.

DBI also announced pilot testing on November 21-23rd of a new customer flow management system. Known as “Q-matic,” computer-generated tickets for a wide range of permit services will be given to customers to move them more quickly through whatever professional staff reviews are required for permit issuance. The system assigns review stations based upon the shortest wait-time available. Once customer feedback from this pilot is incorporated, Q-matic may then be finalized for full-time usage.

DBI oversees the effective, efficient, fair and safe enforcement of City building, plumbing, electrical, mechanical, housing and disability access codes for San Francisco’s nearly 200,000 buildings. For more information on DBI and Planning professional services, please visit www.sfdbi.org and www.sfplanning.org.