



Public Advisory Forum

Patrick O'Riordan, DBI Interim Director

Partnering Permitting Agencies

Virtual Event, October 28, 2020

Agenda

- Welcome and Introductions
- Permit Services Update and Discussion
- Permitting Agencies Announcements and Discussion
- Legislative Update and Discussion
- Suggestions for Future Topics and Next Steps

Department of Building Inspection

- Patrick O’Riordan, DBI
Interim Director

Moved into new office
location in July 2020:

49 South Van Ness

- Values

- Efficiency
- Transparency
- Accountability
- Customer Service

DBI found on three floors:

- Second Floor Permit
Center
- Fourth Floor
- Fifth Floor

Goal of this Forum

- This quarterly meeting is an opportunity for our customers and stakeholders to provide feedback and ideas on how we can better serve you.
- We'd like to hear your ideas and suggestions for streamlining the permitting process and improving the customer experience at the Permit Center.
- Your feedback is invaluable to our process.

Meeting Guidelines

- Department staff will speak on the listed agenda items.
- Each item will be followed by an opportunity for attendees to ask questions or make comments and suggestions.
 - To call in to make a comment, dial 415-655-0001 and enter access code 146 765 6666
 - To raise your hand to make a comment on a specific agenda item (when prompted by the meeting moderator)
 - Press *3 on your phone (or)
 - Click on the hand icon if you are watching this on Webex
- Please be respectful of everyone's time and ability to participate and limit your comments to two minutes or less.



DBI: Permit Services Update & Discussion

- 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

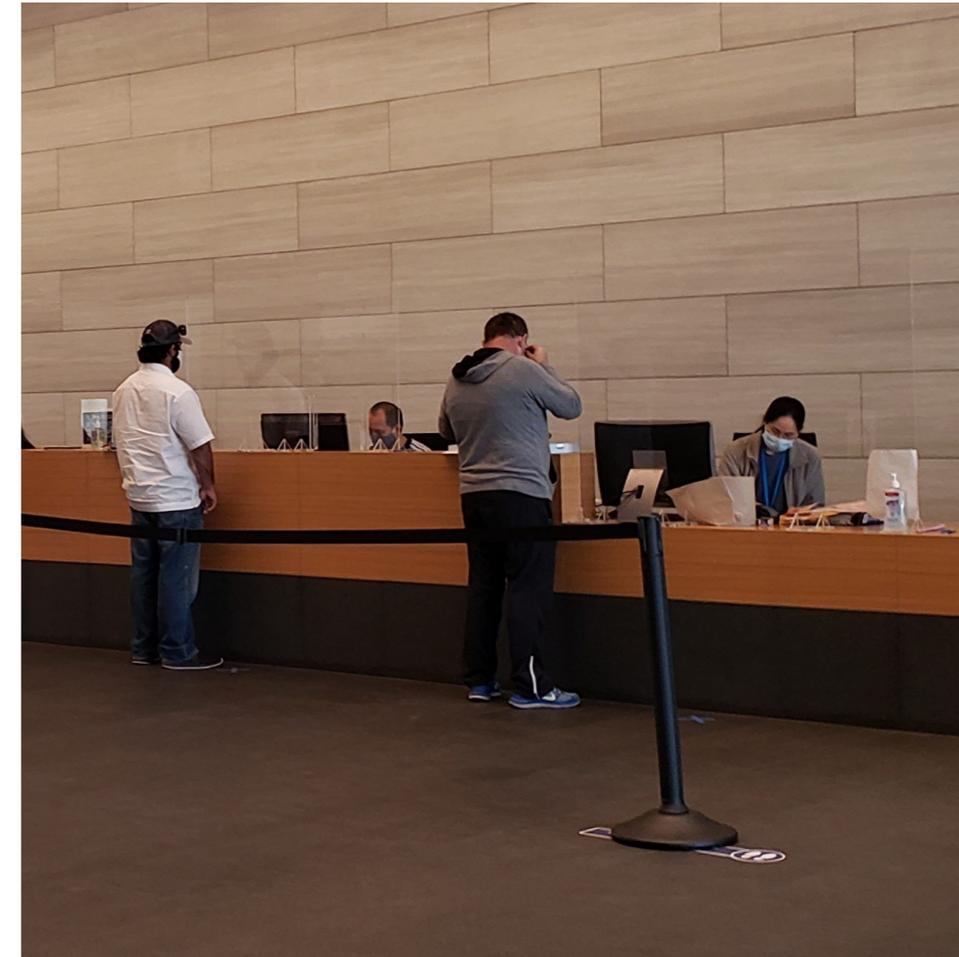
Changes to In-Person Over-the-Counter Services

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.

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 today, qualifying customers can sign up for appointments through a waitlist system.
 - We are imposing new limits/restrictions on appointment scheduling.

Next Steps

Over the next month, we will focus on:

- Improving the Over-the-Counter with plans appointment system, decreasing appointment wait times and making more appointments available
- Working with SF Planning on finalizing new ADU permit process
- Continuing to work on technology improvements
- Reviewing the in-house review submittal process for improvements

Questions and Suggestions?

- What suggested changes would you have for the in-person services?
 - OTC without plans permits
 - OTC with plans permits
 - In-house permit services
 - Other types of permits (trades, reroofing, etc.)
- Do you have suggestions for how we can improve the Electronic Plan Review process?



Permitting Department Announcements

- SF Planning
- Fire Department
- Public Works



SF Planning Announcements & Discussion

- Elizabeth Watty, 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.

Questions and Suggestions?



Fire Department Announcements & Discussion

- Richard Brown, Assistant Fire Marshal

Fire-only Permits

9:30 a.m. to 11:30 a.m. Mon-Thu: Drop-in service for fire-only permits on a first-come, first-served basis

Accepting 25 customers with a limit of 2 permit applications per customer

Some permits require Fire Department plan review only. Scopes of work for fire-only permits include:

- Sprinkler System (including standpipe & underground work)
- Fire Alarm and/or Smoke Detection System
- Dedicated Function FA system (Elevator Recall, HVAC shut down, Sprinkler Monitoring)
- Any Fire Suppression System (Pre-action, Clean Agent, etc.)
- Emergency Evacuation Signage
- Emergency Responder Radio Coverage System (ERRCS)
- Elevators (FSAE & OEE)
- Air Replenishment Systems

Questions and Suggestions?

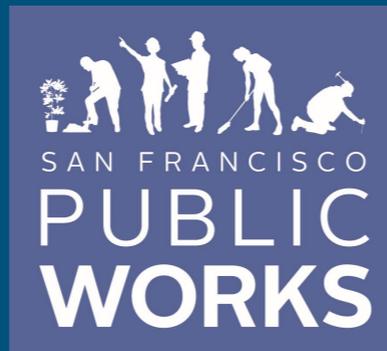


Public Works Announcements & Discussion

- Gregory Slocum, Commercial Permits Manager

Shared Spaces Program

Permitting Process



Submitting an Application:

- Businesses that would like to utilize the **sidewalk** or **parking lane** for outdoor seating, retail-use, or curbside pickup may submit an application online for a temporary permit.
- Applicants must:
 - **Self-certify** that they comply with the Program's requirements and design guidelines.
 - Submit **required documents** such as letter of written permission for occupancy of sidewalk/parking space fronting neighboring property.

Reviewing Applications:

- Applications are split into **three categories**: Sidewalk Only, Parking Lane Only, and Sidewalk and Parking Lane.
 - Those that involve occupancy of the sidewalk are reviewed by Public Works for compliance with ADA requirements (i.e. minimum 6-foot wide clearance for pedestrian path of travel).
 - For applications that involve occupancy of the parking lane, Public Works will wait for SFMTA to make a final determination before completing the permitting process.
- The permit will be approved after staff verifies that all requirements can be met. Currently, processing is completed within one week of application submittal.

Installing Platforms:

- The Shared Spaces Program discourages applicants from building platforms and other structures in the parking lane for several reasons.
- Design guidelines were established to ensure **accessibility and safety for emergency responders** such as the San Francisco Fire Department.
- Applicants must have an approved Shared Spaces permit for parking lane occupancy and are required to sign and submit an attestation.
- Active **inspection** involvement in order to address complaints and concerns.

Future of the Shared Spaces Program:

- The Shared Spaces Program has been **extended** until June 30th, 2021 - the original permit expiration date was set for December 31st, 2020.
- **Temporary waivers** for the fees associated with annual Cafe Tables & Chairs, Display Merchandise, and Parklet permits have been granted for a two-year period.

Questions and Suggestions?



DBI: Legislative Update and Discussion

- John Murray, DBI Legislative Manager

Recently Enacted Legislation

- **Mandatory Soft Story Tier IV Deadline Extension:** Ordinance extending the date for completion of work for the seismic retrofitting of Tier IV wood-frame buildings to September 15, 2021.
- **Unit Legalization Fee Waiver:** Ordinance extending the DBI and Planning fee waivers for unit legalization, which expired on Jan 1, 2020, by another 5 years.
- **Accessible Business Entrance Program Deadline Extension:** Ordinance amending the Building Code to extend the deadlines for ABE compliance to:
 - September 1, 2020 to submit your compliance checklist;
 - December 1, 2020 to file an application for the required building permits; and
 - September 1, 2021 to obtain required building permits.

Pending Legislation

- **Building Code, Environment Code - Mandating New Construction Be All-Electric:** Amends the Building Code to require *new building construction* to utilize only electric power.
- **Emergency Ordinance - “Shelter-in-Peace”:** Requires building owners to provide replacement water and electricity in the event of utility shutoffs for construction work. It also requires advanced notice of planned utility shutoffs be given to tenants and the installation of temporary sound insulation in some circumstances. The ordinance expires at the end of the month, but Supervisor Peskin has introduced legislation extending the Ordinance another two months.

Pending Legislation (cont)

- **Environment, Public Works Codes - Construction and Demolition Debris Recovery:** Amends the Environment Code and the Public Works Code to require transporters of construction and demolition debris to obtain a temporary or annual permit from the Department of Environment for their vehicles and debris boxes and to require facilities that process such debris to register with the Department of Environment.
- **Administrative Code - Floodplain Management and Flood Insurance Requirements:** Amends the Administrative Code to update the City's floodplain management requirements to conform to current federal floodplain management and National Flood Insurance Program criteria.

Questions and Suggestions?

Suggestions for Future Topics and New Steps

Stay Connected!

Next meeting is January 28, 2021

Sign up for our customer updates

Receive our customer updates and newsletters by signing up at www.sfdbi.org/signup.

Email Us

Email dbicustomerservice@sfgov.org with your questions.



THANK YOU