

***BIC Regular Meeting
of
October 19, 2022***

Agenda Item 10



DBI Website Migration Update

Building Inspection Commission, October 19, 2022

SFDBI.org Migration to SF.gov

Goal

Empower DBI customers to access the services they need on the website

- Refocus our content to better serve our customers, including the disabled and non-English speakers
- Reflect a customer service culture in DBI

Audience & Scope

Customers are our key focus

95% = Customers

5% = DBI/City staff, media, nonprofit/trade associations, public officials

Scope

2,861 pages on SFDBI.org, primarily meeting records

SFDBI.org = 210 pages being rewritten

SF.gov = 181 new pages being published

Remaining pages are being archived

SFDBI.org Migration to SF.gov

Key Functions

1. Create self-service avenues for customers as they begin their permit journey
2. Educate customers on the process to establish expectations for what will happen next
3. Meet legal requirements for mandated content

Archives

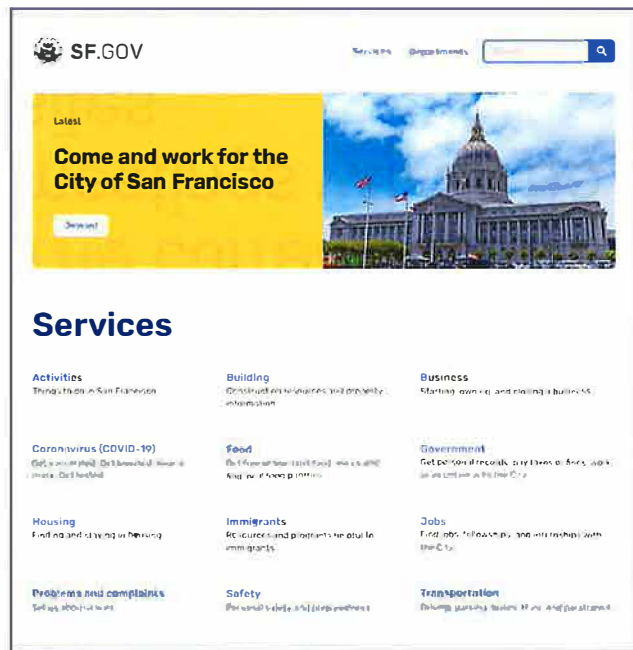
We are archiving everything on SFDBI.org

The current website, commission pages, and past meetings will all be archived and linked from the new sites

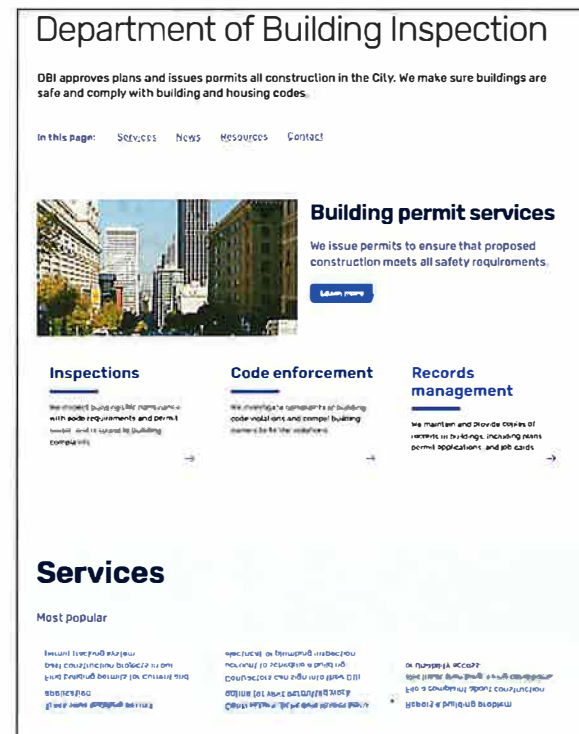
We will also redirect key pages from the old site into the new site to support our customers in the site transition

SF.gov Live Pages - Examples

SF.gov main homepage



New DBI homepage



SF.gov Live Pages - Examples

Building Permits

The screenshot shows the SF.gov website's 'Building Permits' page. At the top, there is a navigation bar with 'Services' and 'Departments' links, and a search bar. Below the navigation, the page title 'Building permits' is displayed, followed by a sub-header 'Building code, permits, and inspections.' The main content area is divided into two columns: 'Over-the-counter (OTC) permits' and 'In-house permits'. The 'OTC permits' section includes a brief description and a link to 'Start a building permit application'. The 'In-house permits' section also includes a brief description and a link to 'Bring plans to the Permit Center for paper in-house review'. At the bottom of the page, there is a 'Services' section with three columns of links for different permit types: 'Start a building permit with an Expedite Review', 'Schedule a pre-application meeting', and 'Bring plans to the Permit Center for paper in-house review'.

Over-the-Counter (OTC) Permits Resources

The screenshot shows the SF.gov website's 'Over-the-Counter (OTC) Permits Resources' page. At the top, there is a navigation bar with 'Services' and 'Departments' links, and a search bar. Below the navigation, the page title 'Over-the-counter (OTC) permits' is displayed, followed by a sub-header 'The Department of Building Inspection reviews every building permit application for life safety and building code compliance. We provide over-the-counter review for simple permit applications. Drop-in at the Permit Center to submit your application.' The main content area features a 'How it works' section with a five-step process flow: 1. Quality (Review plans to ensure they meet all requirements), 2. Plans (Check if you need a permit), 3. Fund Fees (Pay the required fees for your project), 4. Fill Out Permit (Follow the instructions to fill out the permit application), and 5. Apply (Come to the Permit Center). At the bottom of the page, there is a 'Services' section with a link to 'Start a building permit application'.

SF.gov Live Pages - Examples

OTC Interior Residential Remodel Process

SF.GOV Services Departments

Step by step

Get an OTC permit for your interior residential remodel

Follow these instructions for projects like kitchen, bath, and other interior residential remodels.

The Department of Building Inspection reviews every building permit application for life safety and building code compliance.

Most interior residential remodels can be done with a permit. Review our instructions to prepare the permit forms and check a form to submit your building permit application.

If you're a long-time contractor, you can apply online and get the permit by email.

If your interior residential project is not eligible for OTC review, follow these steps for standard review.

- 1 Check if your project qualifies for OTC**

These interior residential projects qualify for over-the-counter review:

 - Bathroom remodeling
 - Kitchen remodeling
 - In-law bathroom remodel
 - New bathroom
 - New laundry room
 - Repairing decks and stairs (less than 50%)

Building Permit Application Form

SF.GOV Services Departments

Part of Step by Step: Get an OTC permit for your interior residential remodel

Fill out your building permit application form

Most building applications require a Form 3/B, also known as the pink form.

Complete and print the form

You must complete, print, and sign the form to submit your building permit application.

What to do

- 1. Download the form**

Click the link to download the form: [Download Form 3/B](#)
- 2. Fill in the building location**

Fill in your project address and Block (BLK) and Lot (LOT) numbers.

Look up your block and lot number through our Block/Lot Information tool using your street address. (Block and lot number are also called parcel). If a parcel number is 0000-111, then the block number is 0000 and the lot number is 111.

Get help

Email
Initial Plan Review
dp@sf.buildings.gov

Permit Center
49 South Van Ness
2nd Floor
San Francisco, CA 94103
Hours: Mon-Fri: 7:30 am to 4:00 pm
Wed: 9:00 am to 4:00 pm

Request records pages before and after

Duplication of Official Building Plans

The screenshot shows the website for the Department of Building Inspection in San Francisco. The page title is "Request for Duplication of Official Building Plans". It includes a navigation menu with "Permit Services", "Plan Review", "Inspection", "Resources", "Key Programs", and "About Us". The main content area contains a heading "Request for Duplication of Official Building Plans" and a sub-heading "California Health and Safety Code Chapter 10 - Building Records Section 10431". Below this, there is a paragraph of text explaining the process, followed by a section titled "EXCEPTIONS" and a section titled "Submitting the Duplication of Plans Request Process". The page also features social media icons for Facebook, Twitter, and YouTube.

Request public building records

The screenshot shows the website for the San Francisco Government. The page title is "Request public building records". It includes a navigation menu with "Home" and "Department". The main content area contains a heading "Request public building records" and a sub-heading "You can get permit records or start the process to get building plans." Below this, there is a section titled "What to do" with a list of steps: "1. Check what records you can request" and "2. Request records". There is also a section titled "Get help" with contact information for the Records Management Division, including a phone number (415.625.5620) and an email address (records@sf.gov). The page also features a "Related" section with a link to "Request a Report of Historical Building Records (RBR report)".

Solar permit pages before and after

Solar Photovoltaic (PV) Systems

The screenshot shows the San Francisco Department of Building Inspection website. The page title is "Solar Photovoltaic (PV) Systems". It features a navigation menu with "Permit Services", "Plan Review", "Inspection", "Resources", "Key Programs", and "About Us". The main content area includes a "Share This" button, a "Send Us Feedback" form, and a "STAY CONNECTED" section with social media icons for Facebook, Twitter, and YouTube. The page also has a "We Email" section and a "Solar Photovoltaic (PV) System Permit Application & Requirements (SPR)" section with a flowchart.

Get a permit for a solar panel

The screenshot shows a simplified permit page titled "Get a permit for a solar panel or photovoltaic system". The page is designed to be user-friendly and includes a "Step by step" indicator. The main heading is "Get a permit for a solar panel or photovoltaic system". Below the heading, it states "Submit your application to install a photovoltaic (PV) system with solar panels and eligible battery storage." The page includes a "Send Us Feedback" form and a "STAY CONNECTED" section with social media icons. The main content area is divided into two numbered steps: "1 Check if you can apply for a solar panel or PV system permit" and "2 Check if your project requires plan review".

1 Check if you can apply for a solar panel or PV system permit

Cost: Free
Time to submit: 1-2 weeks

2 Check if your project requires plan review

Cost: Free
Time to submit: 1-2 weeks

Target Launch

Soft Rollout

Started in July 2021 with OTC

- Continued with select pages – In-house Review Permits, ABE, Pre-Plan Check, ADUs, and more

Target Launch

October 2022 – Conducting final review

Including: DBI homepage, the commission page, key services landing pages: Inspections, Records Management and Complaints, and more



THANK YOU