

***BIC Regular Meeting  
of  
July 19, 2023***

***Agenda Item 7***



# Permitting Time Performance Review

Building Inspection Commission, July 19, 2023

# Making progress through operational improvements

## DBI's Permit Review Improvement Initiatives

### Implemented (since July 2021)

- Electronic Plan Review (EPR) expanded to all In-House projects
- Pre-plan check
- Dynamic, tier-based project assignment
- Work In Progress (WIP) dashboard
- Site Permit review criteria
- In-House plan recheck station in Permit Center

### Underway

- Permit Tracking System (PTS) 101 training and guidelines

### In beta testing

- Digital permitting form

# Much more to come

## DBI's Permit Review Improvement Initiatives

### In development

- Site Process Reform with the Planning Department and Permit Center
- Pre-submission application guidelines
- Customer service point of contact – administration & application
- Plan checker review checklists
- Improved G-20 criteria for project routing
- Transition to 100% Electronic Plan Review (EPR)
- Updated G-06 policy and process for application expiration and cancellation
- Automated permit expiration and notification system
- New street address assignment process
- Staff and management reporting templates and guidelines

# Early results are promising

## New In-House Review projects

Assigned to building station plan checker a median of **3 weeks faster** than in January

– May 2023	4 weeks	} 43% Improvement
– January 2023	7 weeks	

Building station first review comments issued a median of **4 weeks faster** than in January

– May 2023	5 weeks	} 41% Improvement
– January 2023	9 weeks	

# A few key considerations

Permitting indicators that are calculated as medians or averages will fluctuate over time until all permits in a given group “cross the finish line.”

November and December appear to skew the results due to shorter work months and reduced staffing.

# How does DBI measure permitting times?

## City Performance Measures

- OTC permits issuance
- In-house permit time to first review by building station
- Pre-app meetings
- Instant online permit issuance (building & trade)
- EPR processing

## Housing for All Executive Directive

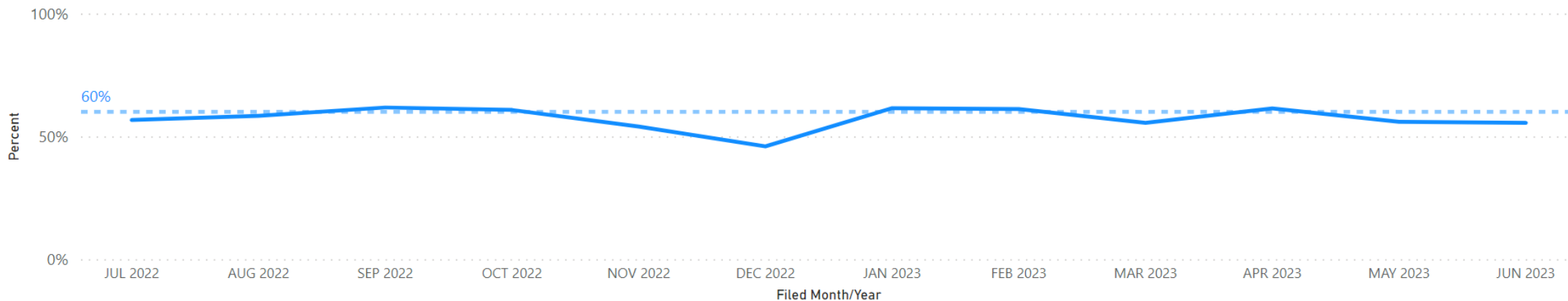
- Total issuance time for issued housing-related permits
- DBI plan check time for issued housing-related permits
- Time to first review for housing-related permits

# Over-The-Counter (OTC) permits issued in 2 business days or less

**Target: 60%**

**Current Fiscal Year (FY) performance: 57%**

- Over the past fiscal year, we met our target 5 out of 12 months
- 93% of the permits filed this past fiscal year were OTC





# In-House permits – time to first review comments at building station

**Target: 85%**

**Current FY performance: 31% of all in-house permits**

- Not able to meet this target yet, but making progress
- Trending in the right direction; 41% faster in the past 5 months

Percent of arrived reviews that met tier benchmarks, by arrive month/year



# Priority permits (In-House) – time to first review comments at building station

**Target: 85%**

**Current FY performance: 70% for priority projects**

- Trending in right direction
- Includes ADUs and 100% affordable housing projects

Percent of arrived reviews that met tier benchmarks, by arrive month/year



# Percentage of pre-application meetings conducted within 14 calendar days

**Target: 92%**

**Current FY performance: 81%**

- Over the past fiscal year, we met our target 7 out of 12 months

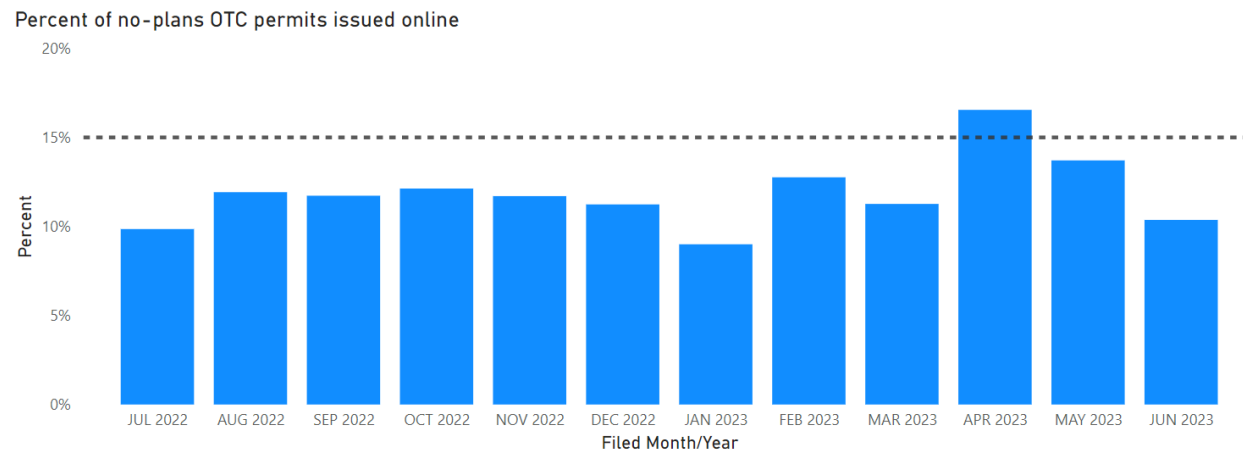
<b>Quarterly report</b>	<b>Percentage of DBI only pre-application conducted within 14 calendar days</b>
<b>July 1st, 2022 - September 30th, 2022</b>	100%
<b>October 1st, 2022 - December 31st, 2022</b>	45%
<b>January 1st, 2023 – March 31st, 2023</b>	89%
<b>April 1st, 2023 – June 30th, 2023</b>	100%

# Percentage of OTC no-plans building permits that are processed online (re-roofing and kitchen/bath remodels)

**Target: 15%**

**Current FY performance: 12%**

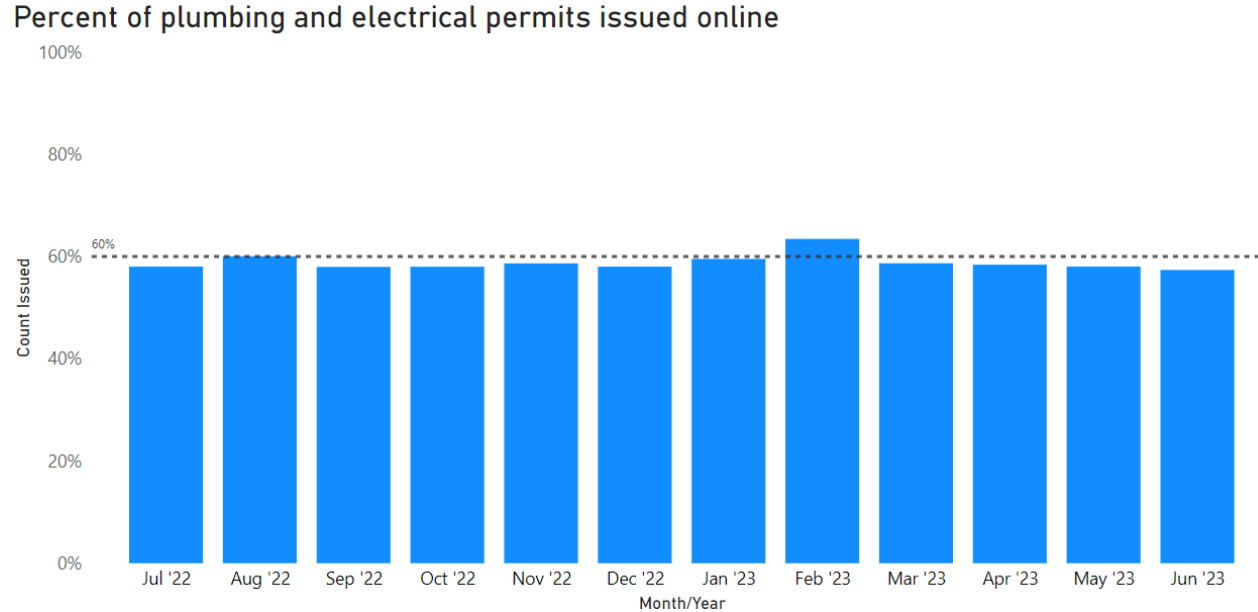
- Two percentage point increase from fiscal year 2022 (10% → 12%)



# Percentage of plumbing and electrical permits that are processed online

**Target: 60%**

**Current FY performance: 59%**

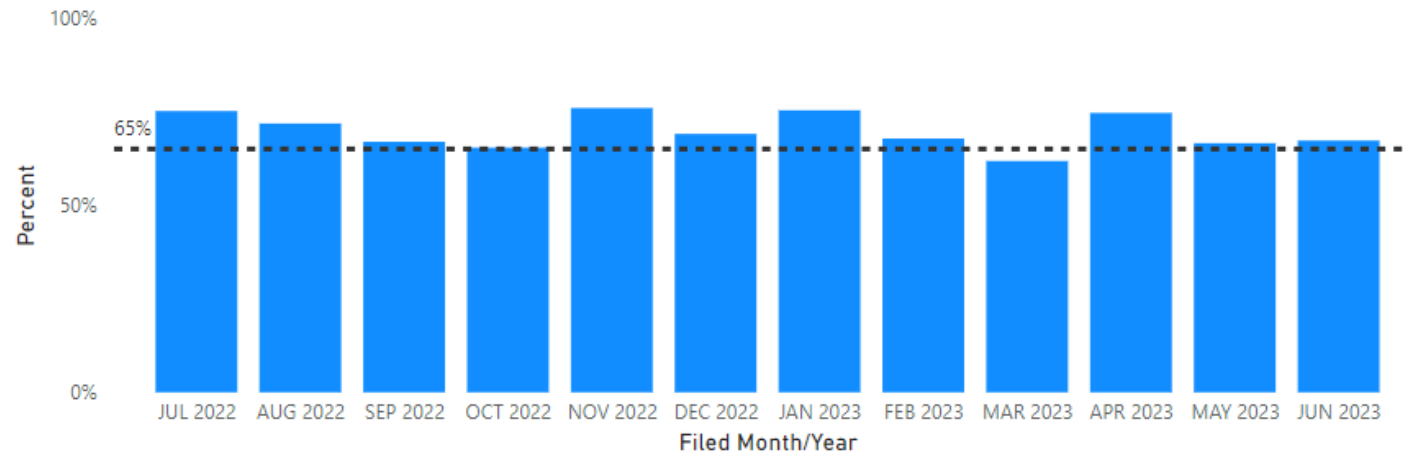


# Percentage of In-House review permits that are processed with Electronic Plan Review (EPR)

**Target: 65%**

**Current FY performance: 70%**

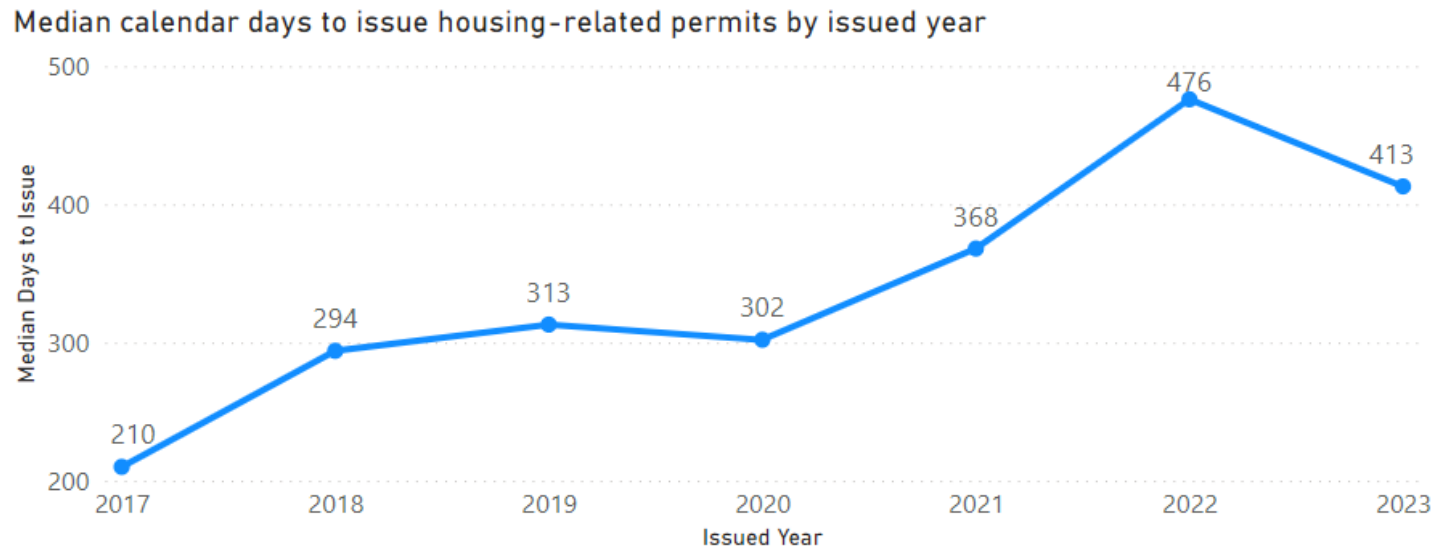
Percent of in-house review permits that are processed with EPR



# Median days to issue housing-related permits by issuance year

**Target:** 50% reduction from 2022

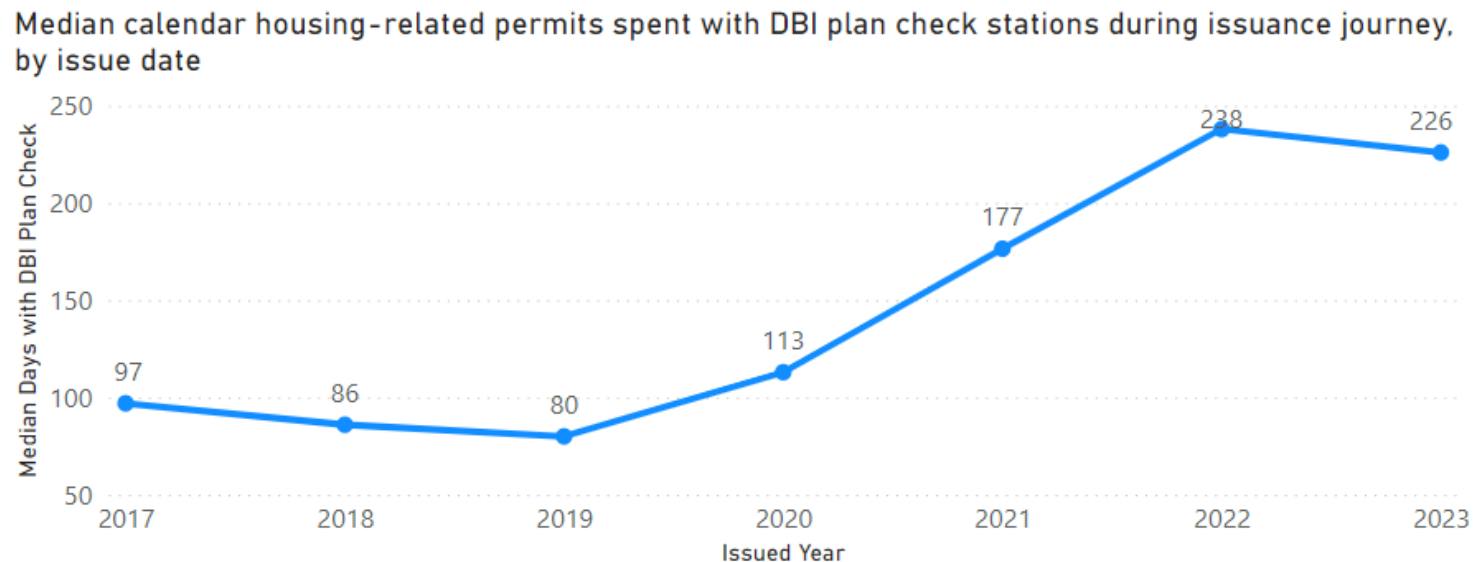
- 13% reduction compared to last year (476 → 413 days)



# Median days with DBI plan check for housing-related permits by issuance year

**Target:** 50% reduction from 2022

- 5% reduction compared to last year (238 → 226 days)



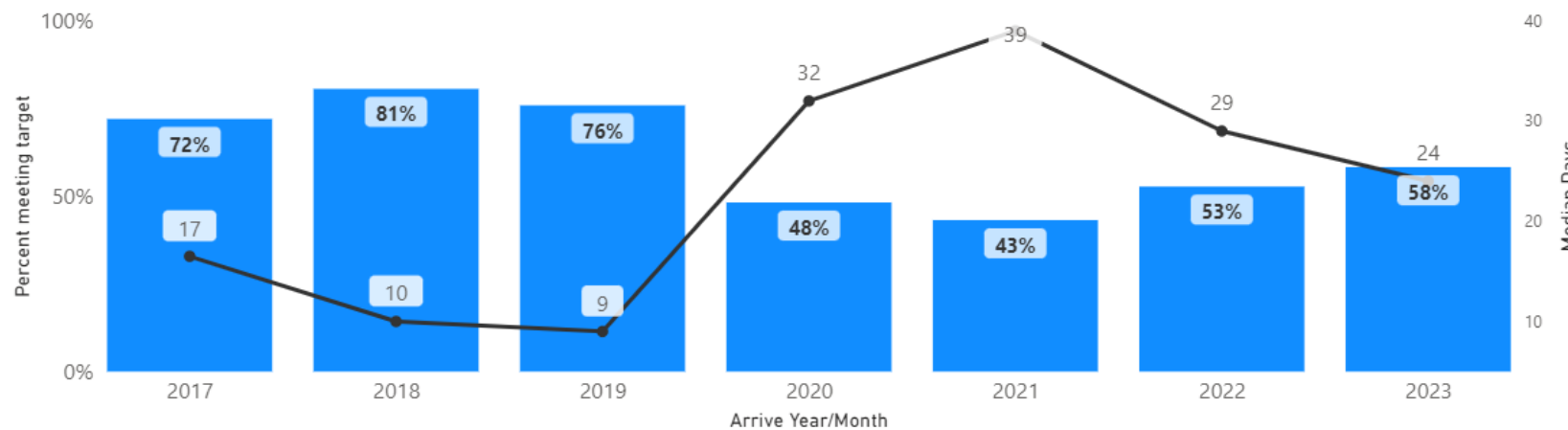


# Percentage of housing-producing permits/addenda receiving first review 6 weeks or less

**Target:** 50% improvement from 2022

- 9% improvement compared to last year (53% → 58%)

Percent of first reviews of housing-related permits conducted in 30 business days or less and median days to first review at DBI plan check stations, by review arrive date





**THANK YOU**