BIC Regular Meeting of August 16, 2023

Agenda Item 5



Kitchen & Bath Remodel Instant Online Permits: Operational Improvement

Some over Over-the-Counter permits do not require plans (for example, electrical and plumbing permits), and DBI offers them online to licensed contractors

In October 2020, DBI expanded its online instant permits with the launch of online reroofing permits

In May 2021, DBI expanded instant online permits to include some kitchen and bath remodels



Kitchen & Bath Remodel Instant Online Permits: Conditions

How it works

Contractor self-certification that a project is code-compliant enables them to immediately obtain a permit through DBI's website

A post-construction DBI inspection confirms the work was performed to code

Who qualifies

Licensed B and B2 contractors only

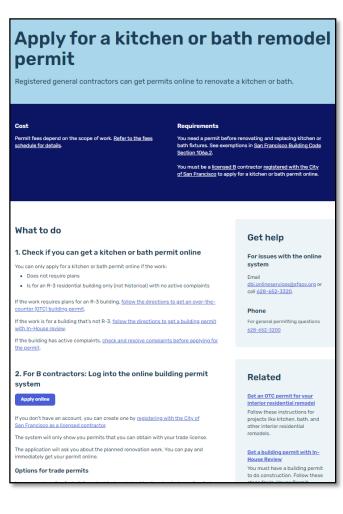
Registered with DBI

No property owners

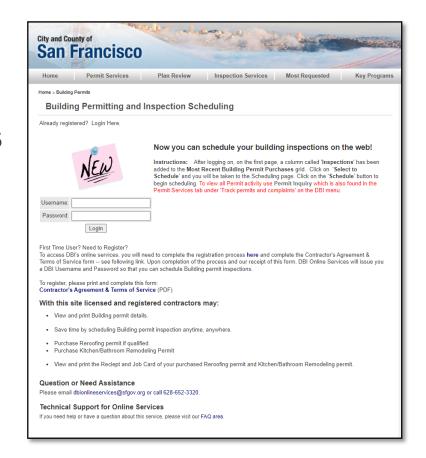


Kitchen & Bath Remodel Instant Online Permits: Website Portals

SF.gov webpage explaining the conditions & process



Log-in page for registered contractors



Kitchen & Bath Remodel Instant Online Permits: Conditions

What types of projects
Do not require plans

Feature no structural changes

In-kind kitchen and bath remodels only

R-3 residential buildings only

1-2 unit buildings only

No historical buildings, no active complaints

Kitchen & Bath Remodel Instant Online Permits: Use Data

2023 Over-the-Counter (OTC) Permit Issuance

6,245 total OTC no plans permits

824 issued instantly online

13% of the no-plans OTC permits issued in 2023 have been instant online permits for re-roofing or kitchen/bath remodels

Kitchen & Bath Remodel Instant Online Permits: Outreach

Increasing Outreach in 2024

Marketing Tools

Customer Communications

Permit Center Monitors

Public Advisory Forum



Dear Customers,

We have great news to share. Today, we are taking another big step forward in our commitment to provide greater clarity and transparency in plan review.

The online <u>Permit Tracking System</u> (PTS) now provides the exact status of your permit application and documents the most recent activity on a set of plans.

You can see the date of the most recent activity by the staff plan checker, your architect, engineer, contractor or design professional, or yourself, and the result of the plan review performed at each permitting station. This feature also informs you of whether your project's plan review is awaiting action from the City or you and your design professional.

Further, the online PTS now shows if comments have been issued on a project, the nature of those comments, whether the project was revised and submitted for a City recheck, what permitting station is conducting the recheck and how many review cycles (also known as rechecks) have occurred.



THANK YOU