BIC Regular Meeting of August 16, 2023

Agenda Item 6



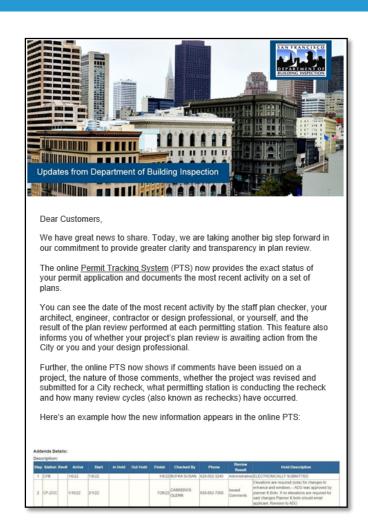
Permit Tracking System (PTS) Enhancement Operational Improvement

New Feature

Review Results feature launched on July 27 to provide greater public transparency and improve internal management

Publicly announced in a Customer Communication

Permit Services staff had completed training prior to launch



Project status and activity

- 1. Online, public PTS now shows the date of the most recent activity on a permit application by:
 - Staff plan checker
 - Project architect / engineer / contractor / design professional
 - Property owner
- 2. The result of the plan review performed at each permitting station and if plan review is awaiting action from the City or the applicant

Project status and activity

- 3. Whether comments have been issued and the key points of those comments
- 4. Whether the project was revised and submitted for an additional City review cycle (known as rechecks), what permitting station is conducting the recheck, and how many rechecks have occurred

How it appears online

Addenda Details:

Description: Step Station Rev# Arrive Start In Hold Out Hold Finish Checked By **Hold Description** 1 CPB 1/6/22 Administrative ELECTRONICALLY SUBMITTED 1/6/22 Elevations are required (side) for changes to entrance and windows -- ADU was approved by 7/26/22 GLENN Issued 2 CP-ZOC 1/10/22 2/1/22 628-652-7300 planner K Botn. If no elevations are required for said changes Planner K botn should email applicant. Revision to ADU 3 CP-Z 628-652-7300 Not Approved Placed back in hold. No response a revisions. No revisions found on revised Issued 4 BLDG 2/22/22 7/26/22 LIANG KAREN 628-652-37 Comments rawing set. No response from Arch. left msg's and mails, 7/27/2023 628-652-3780 5 BLDG 1 1/11/22 2/1/22 In Progres OVED OTC. STAIR REPLACEMEN 1/12/22 1/15/22 6/15/22 HUANG VIVIAN 628-652-3780 Approved STR 8/1/22 SHAIKH MOHSIN Comments issued OTC, noted on the back of the 7 MECH 628-652-3780 1/15/22 3/1/22 Reviewed & assessed for capacity charges. DBI will collect charges. See invoice and meter upgrade 8 SFPUC 2/1/22 2/5/22 2/10/22 LONG IAN 628-652-6040 letter attached to application. Return submittal to PPC 5/29/19. Received PDFs. In compliance with SFHC Article 22A (Maher) 9 HEALTH 5/18/22 5/23/22 6/1/22 TU NHI 415-252-3800 program (SMED Case No 1864). You may contact Approved van Casey at ryan.casey@sfdph.org. 10 DPWed. 07/24/2023: Street Space und Approved-7/27/22 CHOY CLINTON 628-271-2000 7/27/22 7/27/22 Stipulated 7/21/23: To CPB; kw 7/20/23: To MECH for restamp 11 PPC 7/26/22 7/26/22 628-652-3780 Administrative kw 7/17/23: To hold bin pending for SFFD approval: kw 6/22/23: To SFFD; kw 12 CPB 7/27/22 7/27/22 7/29/22 CHAN AMARIS 628-652-3240 Administrative READY FOR ISSUANCE, TO COUNTER

Rev# - number of rechecks

Review Result - project status

"ON HOLD" is no longer a status

Expanded hold descriptions

Review Results Column

Status	Meaning
Approved	Plans are ready to be advanced to the next station/step.
Approved stipulated	Plans are ready to be advanced but the customer needs to take additional action for a Department of Public Works (DPW) requirement.
Issued comments	Plans are not approved as the applicant needs to respond to comments. When this status is entered, a new row will automatically appear in PTS below the existing row for the next entry.
Admin	Administrative step that will not be counted in plan review or customer response times.
In Progress	City staff are actively performing plan review.
Denied	Plans are not approved by this review station.

Permit Tracking System (PTS) Enhancement Improve Internal Management

Empowers DBI managers to:

Better balance workloads and assignments

Measure plan review times

Hold ourselves accountable for meeting deadlines, including the 10 business day recheck target

Keep projects moving

Permit Tracking System (PTS) Enhancement Big Thank You

DBI MIS Project Team

- Catherine Cruz
- Kevin Edwards
- Raymond Yip
- Chris Siu



THANK YOU