

***BIC Regular Meeting
of
August 16, 2023***

Agenda Item 6



Permit Tracking System Enhancements

Building Inspection Commission, August 16, 2023


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



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 [Permit Tracking System](#) (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.

Here's an example how the new information appears in the online PTS:

Addenda Details:
Description:

App. Station	Rev#	Arrive	Start	In Hold	Out Hold	Finish	Checked By	Phone	Review Result	Hold Description
1	CPB	1/19/22	1/19/22				1/19/22/BJFKAA/SUSAN	428-692-3249	Administrative	ELECTRONICALLY SUBMITTED
2	CP-ZOC	1/19/22	2/1/22				7/26/22/CABREROS/LENN	428-692-7300	Issued Comments	Elevations are required solely for changes to entrance and windows - ADU was approved by planner K. Bots. If no elevations are required for hold changes Planner K. Bots should email applicant. Revision to ADU.

Permit Tracking System (PTS) Enhancement

Greater Public Transparency

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

Permit Tracking System (PTS) Enhancement

Greater Public Transparency

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

Permit Tracking System (PTS) Enhancement Greater Public Transparency

How it appears online

Addenda Details:

Description:

Step	Station	Rev#	Arrive	Start	In Hold	Out Hold	Finish	Checked By	Phone	Review Result	Hold Description
1	CPB		1/6/22	1/6/22			1/6/22	BUFKA SUSAN	628-652-3240	Administrative	ELECTRONICALLY SUBMITTED
2	CP-ZOC		1/10/22	2/1/22			7/26/22	CABREROS GLENN	628-652-7300	Issued Comments	Elevations are required (side) for changes to entrance and windows -- ADU was approved by planner K Botn. If no elevations are required for said changes Planner K botn should email applicant. Revision to ADU
3	CP-ZOC	1							628-652-7300		
4	BLDG		1/11/22	2/22/22			7/26/22	LIANG KAREN	628-652-3780	Issued Comments	Not Approved. Please back in hold. No response letter to revisions. No revisions found on revised drawing set. No response from Arch. left msg's and emails. 7/27/2023
5	BLDG	1	1/11/22	2/1/22					628-652-3780	In Progress	PLAN REVIEW BACK CHECK IN PROGRESS
6	PAD-STR		1/12/22	1/15/22			6/15/22	HUANG VIVIAN	628-652-3780	Approved	APPROVED OTC, STAIR REPLACEMENT
7	MECH		1/15/22	3/1/22			8/1/22	SHAIKH MOHSIN	628-652-3780	Approved	Comments issued OTC, noted on the back of the application form.
8	SFPUC		2/1/22	2/5/22			2/10/22	LONG IAN	628-652-6040	Approved	Reviewed & assessed for capacity charges. DBI will collect charges. See invoice and meter upgrade letter attached to application. Return submittal to PPC 5/29/19. Received PDFs.
9	HEALTH		5/18/22	5/23/22			6/1/22	TU NHI	415-252-3800	Approved	In compliance with SFHC Article 22A (Maher) program (SMED Case No 1864). You may contact Ryan Casey at ryan.casey@sfdph.org.
10	DPW-BSM		7/27/22	7/27/22			7/27/22	CHOY CLINTON	628-271-2000	Approved-Stipulated	Approved. 07/24/2023: Street Space under separate permit. (LJ)
11	PPC		7/26/22	7/26/22			7/28/22	PEI CARRIE YING	628-652-3780	Administrative	7/21/23: To CPB; kw 7/20/23: To MECH for restamp; 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

Permit Tracking System (PTS) Enhancement

Greater Public Transparency

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