

***BIC Regular
Meeting of
April 17, 2024***

Agenda Item 8

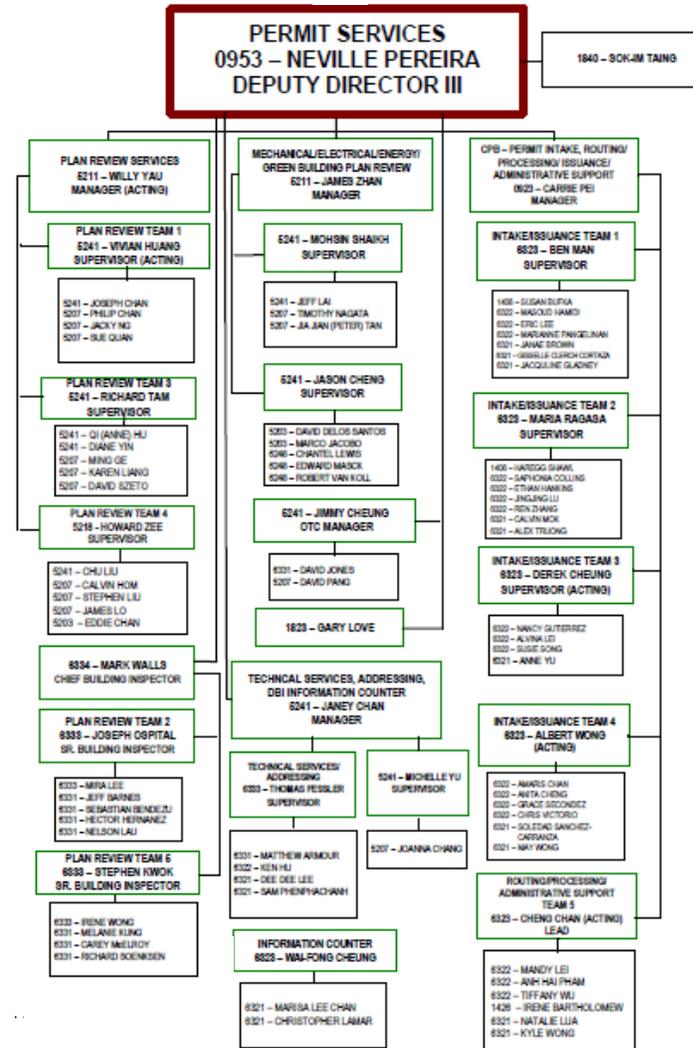


In-House Review Process Improvements & Results

April 17, 2024

DBI Permit Services Division

Permit Services issues building, electrical, plumbing/mechanical, and other construction-related permits to ensure that proposed construction meets all code and safety requirements.



Building Permit Review Partners

Permit Review Departments

- Building Inspection
- Planning
- Public Works
- Fire
- Public Health
- SF Public Utilities Commission

Customer Service & Process Facilitation

- Building Inspection
- The Permit Center



Building Permit Application Processes

Instant, Online Trade Permits

- Licensed B, B2, and specialty contractors registered with DBI
- Electrical, plumbing, mechanical, reroofing, kitchen/bath remodels, solar, boiler

Over-the-Counter (OTC)

- 92% of all permits
- Smaller scopes and simpler projects (structural and non-structural)
- Application can be reviewed in 1 hour or less at each permitting station

In-House Review

- Larger, more complex projects
- Two paths: full permit or site permit with addenda

In-House Review – Permit Volume and Value

2023 In-House Review Permit Volume

- 1,147 Site and full permit applications submitted
- 479 Site permit addenda submitted
- 1,155 Site and full permit applications issued
- 469 Site permit addenda issued
- 147 Average number of new in-house plan reviews arriving at DBI's building station each month

2023 In-House Review Permit Value

- \$1,152,020,341 Total value of all 2023 issued In-House Review permits
- \$997,420.21 Average value of a 2023 issued In-House Review permit

In-House Review Process – Five stages

Pre-submission	Project sponsor researches city requirements and drafts permit application
Intake	Project sponsor submits permit applications, plans, and supporting documentation
Routing	City determines required reviews, distributes submission to all pertinent development review departments
Plan review	Relevant departments review the permit application, staff comment on plan compliance/additional information required, applicant responds, staff conducts recheck reviews
Issuance	Final processing, payment, declarations, and permit issuance

In-House Review Process Improvements

Timeline

- Oct. 2021 Hire new Deputy Director for Permit Services Neville Pereira.
- Nov. 2021 Start evaluation of In-House Review process to identify inefficiencies, customer hotspots and potential solutions.
- July 2022 Initiate pre-plan check to assign project tiers and ensure In-House applications are complete and have all the necessary documentation prior to submission.
- July 2022 Begin dynamic staffing assignments for plan checkers based on availability and expertise instead of purely sequential assignments.

In-House Review Process Improvements

Timeline

- July 2022 Direct staff to prioritize recheck reviews and establish a new 10-day recheck review standard to keep In-House Review applications moving forward instead of going to the back of the queue.
- Oct. 2022 Create internal Work in Progress (WIP) dashboard empowering DBI management to assign and track open In-House Review projects in one shared location.
- June 2023 Permit Center creates the Plan Check dashboard to provide the other City permitting departments (Planning, Public Works, Fire, etc...) with the ability to track open In-House review projects in one shared location.

In-House Review Process Improvements

Timeline

July 2023 Establish PTS 101 record keeping and complete staff training to increase transparency of staff and applicant review and response times.

July 2023 Enhance permit status information in online Permit Tracking System (PTS) to show most recent activity by staff plan checker, project architect/engineer/contractor or property owner, and the result of the review at each permitting station.

Also indicates if plan review is awaiting action from the City or the project team, whether comments have been issued and the nature of those comments. Plus it enables DBI to see if we met our 10-day target for rechecks.

In-House Review Process Improvements

Enhanced Permit Status in PTS

Whether the plan review is a recheck and how many rechecks have been required.

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 Placed 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.

Status of the plan submission at that permit station and whether the project is actively being processed, reviewed or awaiting action from staff or applicant.

Date of the most recent activity by the staff plan checker or applicant and the nature of the comments.

In-House Review Process Improvements

Timeline

Nov. 2023

Begin planning complete overhaul of In-House Review process with the Permit Center, City Planning, Public Works, Fire, Public Health and the SF PUC.

Jan 2024

Deploy new In-House Review process to provide a better applicant experience by providing more up-front guidance, more predictable timelines, fewer last minute surprises and meet state legislative mandates.

New process requires pre-application Planning approval and mandatory electronic plan review supported by improved website permit application instructions, an online submission form, an application completeness check, concurrent review by City departments, and strict review timelines for new housing projects.

In-House Review Process Improvements

Enhanced website information

Step-by-step page with all potential requirements for each City permitting department.

Step by step

Get a building permit with In-House Review

You must have a building permit to do construction. Follow these steps for In-House Review permit applications.

The Department of Building Inspection reviews every building permit application for life safety and building code compliance. Other City departments, including Planning, Public Works, Public Utilities Commission, SF Fire, Public Health, Community Investment and Infrastructure, and Environment, also review some projects for code compliance and may require additional documentation as part of your permit application.

All of the requirements below went through a legislative process before being incorporated into the [San Francisco Municipal Code](#).

Follow these instructions to prepare the required information and submit your In-House Review building permit application and supporting documents online for electronic plan review (EPR).

We encourage you to print this webpage and use it as a checklist to ensure that your permit application and document submission is complete.

There are different building permit application processes for [adding an accessory dwelling unit](#) or a [Development Agreement project or Affordable Housing](#). Permits just to [add fire sprinklers or alarms to a building](#) require a separate permit.

1 Get City Planning zoning approval for your project

Many building projects require zoning approval from the Planning Department. This approval is required prior to submitting a building permit. Go to the [Planning Department's Approval webpage](#) to determine your project's zoning requirements and how to apply for the necessary approval.

If your project is in a [former redevelopment area](#) that is managed by the [Office of Community Investment and Infrastructure](#) (OCII), you will receive a letter from OCII instead.

Include the approval letter from either SF Planning or OCII when submitting your Building Permit application.

2 Complete other pre-application requirements as necessary

Your project may require additional analysis and certifications prior to applying for a building permit.

Please review all of these requirements to determine which of them are applicable to your project and complete them prior to submitting your building permit application.

If any required prerequisite reviews are not completed, your building permit application will not be accepted.

Water reuse systems - SF Public Utilities Commission

Projects creating 40,000 square feet or more of space are required to obtain approval of a Water Budget Application. Additionally, Onsite water reuse systems for the collection, treatment and use of alternate water sources are required for new development projects 100,000 square feet or larger.

[Submit a water budget application](#)

Stormwater Management - SF Public Utilities Commission

An approved preliminary Stormwater Control Plan is required for projects (or subdivisions) creating or replacing 5,000 square feet or more impervious surfaces in combined sewer areas or 2,500 square feet in separate sewer areas.

[Submit for preliminary stormwater control plan approval](#)

Fire Flow - SF Fire

To ensure an adequate water supply in the event of a fire, a fire flow study is needed for new construction projects and for projects that add new floor area to existing buildings and the findings of the study must be included in the plans for the building permit. For the building permit to be approved, you must provide sufficient water to a site to protect it in the event of a fire.

[See the requirements for your fire flow study](#)

Construction Waste Tracking - Environment Department

Construction waste must be tracked for the following projects:

- New construction
- Commercial additions 1,000 square feet or greater
- Commercial remodels or alterations that cost \$200,000 or more
- Full building demolitions
- Residential additions or alterations that increase the building's conditioned area, volume or size

[Register to track your construction waste](#)

Public Right of Way Permits - Public Works

Projects including work within the public right of way, such as construction and/or occupancy of the street or sidewalks, including installation of utilities, require separate permit(s) from the Department of Public Works.

The project scope determines the types of permits required based on [this criteria](#).

Contact BSMPermitDivision@sfdpw.org with specific questions about Public Works permitting requirements.

[Apply for public right of way permits](#)

Transportation Demand - City Planning

A transportation demand management plan is required for projects that will:

- Create ten or more dwelling units.
- Create ten or more bedrooms of group housing.
- Add 10,000 square feet of non-residential space.
- Require certain changes of use ([details here in Sec. 169.3\(a\)](#)).

[Draft your transportation demand management plan](#)

In-House Review Process Improvements

Enhanced website information

In-House Review forms and applications portal shortcut page.

Part of Building permits, In-house permits

In-House Review Forms and Applications Portal

This page features online portals and forms to apply for an In-House Review building permit.

If you have questions or need assistance in submitting your application, please contact: SFplanreview@sfgov.org.

Resources

Building Permit Application

Planning Department Approval Webpage Obtain Planning Department zoning approval before applying for a building permit	Building Permit Application Apply for a building permit
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Pre-Application Requirements

Water Budget Application Submit a water budget application to the SF Public Utilities Commission	Preliminary Stormwater Control Plan Certification Application Apply for your preliminary stormwater control plan certification with the SF Public Utilities Commission
Fire Flow Study Requirements See the requirements for your fire flow study	Construction Waste Registration Form Register to track your construction waste with the Environment Department
Public Right of Way Permit Application Apply for public right of way permits with Public Works	Transportation Demand Management Plan Draft your transportation demand management plan for City Planning
Maher Assessment Application Submit a Maher Assessment to Public Health	Dust Control Application Submit a dust control application to Public Health
Mitigation at Hunters Point Naval Shipyard Submit an Article 31 program application to Public Health	Labor Compliance Bond File a labor compliance bond with the Controller's Office
Asbestos Report Determine if your project requires an asbestos survey and licensed asbestos contractor with Building Inspection	Expanded Compliance Control List Projects associated with someone featured on this list must obtain pre-authorization from Building Inspection prior to applying for a building permit

Prepare to Apply

Form 1/2: New Construction (Residential or Commercial) Application for a building permit	Form 3/8: Alterations to an Existing Structure Application for building permit additions, alterations or repairs
Form 4/7: Signs Application for a permit to erect signs	Form 5: Grading, Excavation, Fill or Quarry Application for a permit to grade, excavate, fill or quarry
Form 6: Demolition of an Entire Building Application for a demolition permit	Permit Applicant and Authorized Agent Form Fill out a permit applicant and authorized agent disclosure and certification form
Program Routing Checklist Submit a program routing checklist to Public Health	Fixture Count Form Fill out the SF Public Utilities Commission water use form

Format Plans Created by an Architect, Engineer or Designer

Full Permit Plan Set Requirements Building project plans for full permits	Site Permit Application Requirements Prepare your plans for your site permit application
Addenda Requirements Construction addenda requirements for site permits	

Complete These Application Requirements as Necessary

Special Inspection and Structural Observation Form Submit a special inspection and structural observation form to Building Inspection	Geotechnical Report Submit a geotechnical report, which is required for new construction additions of 50% more floor area to a building or other listed conditions
Slope and Seismic Hazard Mitigation Checklist Submit a slope and seismic hazard mitigation checklist to Building Inspection	Unauthorized Dwelling Unit Screening Form Submit an unauthorized dwelling unit screening form to Building Inspection
Energy and Green Building Special Inspection Forms New construction must include Title 24 energy and green building special inspection forms	Disabled Access Checklist Complete a disabled access checklist
Water, Power, Sewer Checklist Submit a water, power, sewer checklist form to the SF Public Utilities Commission	Tree Planting Application Submit a tree planting and protection checklist
School Facility Fee Form Submit a completed school facility fee form to SFUSD	

In-House Review Process Improvements

Online submission portal

Single building permit submission portal for In-House Review, Accessory Dwelling Units (ADUs), affordable housing, Over-the-Counter (OTC) paper application conversions.

SF.GOV Apply for a building permit

Apply for a building permit

We are currently accepting in-house applications with plans for new construction, alterations, additions, and demolitions.

Smaller projects may qualify for over-the-counter (OTC) processing. [Visit our OTC page](#) to learn more.

We will ask you about:

- Your projects location
- Your project details
- Your contact info

You will also upload your Acceptance Checklist, your plans, and other required forms.

We will set up your building permit application, and email you your building permit application number. We will then review your application for completeness, and email you the results of our Completeness Review.

This application take about 20 minutes if you have your documents.

[Get started →](#)

Permit type

What type of permit are you applying for? *

View the [in-house building permit guidance](#) to decide between a site permit or a full building permit.

If you are submitting an addenda to a site permit, be sure to upload the approved Addenda Schedule.

A [Fire-only permit](#) is a building permit that only adds fire sprinklers or alarms.

- Building permit (full permit)
- Site permit
- Addenda to a site permit
- Fire-only permit

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Planning Department review

Most in-house projects require approval by SF Planning before you can apply for a Building Permit. The [Planning Department](#) [FAQ](#) page provides detail on how to apply and whether your project qualifies for an exemption or an over-the-counter approval. If your project is an [historic resource/landmark](#), these approvals are issued by GOI instead.

My project is exempt from this requirement, or I obtained SF Planning approval through over-the-counter review.

Upload your Planning Approval Letter or OCII Approval Documents *

Drop files to attach, or [Browse](#)

If your project has mitigation measures or environmental commitments please include the Pre-Construction Environmental Compliance letter (PCEC) with your Planning Approval Letter.

Planning Department Project Application (PRJ) number *

Find your Project application number in the [Project Information Page](#) from the SF Planning Department.

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In-House Review Process Improvements

Mandatory housing review timelines for all City departments

- 15 business day completeness review
- 30 business days for 25 units or less
- 60 business days for 26 units or more



In-House Review Process Improvements

Completeness check
 Each In-House Review submission receives a letter confirming the completeness of the application and supporting documents.



City and County of San Francisco
 Building Permit Application
 Completeness Review

COMPLETE APPLICATION

Tuesday, January 23, 2024

John/Jane Public
 example@example.com

Project Address: 1 Main Street
Assessor's Block/Lot: 001/001
Building Permit Application:
Addenda: 0

The City and County of San Francisco has determined that your application is complete. Our completeness review found that your submitted materials meet our minimum requirements.

Your next step is to pay filing fees. Expect an email with your invoice and payment instructions. After you pay filing fees, your application will be routed for interagency compliance review.

You can check your permit application status in the [Permit Tracking System](#). Use the Building Permit Application number(s) above.

If you have other questions, please contact SFplanreview@sfgov.org for assistance.

Department of Building Inspection • Planning Department • Office of Community Investment and Infrastructure • Public Works • Fire Department • Public Utilities Commission • Public Health • City Administrator, Permit Center

SFplanreview@sfgov.org



City and County of San Francisco
 Interagency Completeness Review

Status Legend:
Complete: Your submission is satisfactory.
Incomplete: Your submission is incomplete, as detailed in the Comments field.
N/A: Your application does not require this document.

Application acceptance by Department	Status	Comments
Building Inspection (DBI)		
Fire Department (SFFD)		
Office of Community Investment and Infrastructure (OCII)		
Planning Department (CPC)		
Public Health (DPH)		
Public Utilities Commission (SPUC)		
Public Works (PW)		

Materials and prerequisite reviews	Status	Comments
Application for new construction (form 1/2)		
Application for alteration (form 3/8)		
Application for demolition (form 6)		
Application for site permit addenda		
Accessory dwelling unit checklist		
Accessory dwelling unit screening form		
Affordable housing priority letter		
Asbestos report		
DBI Inspection Services pre-authorization		
Enhanced ventilation		
Environmental noise report		
Fire water flow study		
Geotechnical report		
Green building forms		
Maher program compliance		
Onsite water reuse and water budget		

Department of Building Inspection • Planning Department • Office of Community Investment and Infrastructure • Public Works • Fire Department • Public Utilities Commission • Public Health • City Administrator, Permit Center

SFplanreview@sfgov.org

In-House Review Process Improvements

Potential reasons for not accepting a permit application

- Duplicate submissions
- Missing or incomplete application
- Wrong address
- Missing plans, portion of plans, or supporting documentation
- Missing addenda form/schedule
- Needs pre-submission Planning or Office of Community Investment and Infrastructure review and approval
- No plan review responses or letter
- Application does not address an active Notice of Violation

In-House Review Process Improvements

Concurrent review

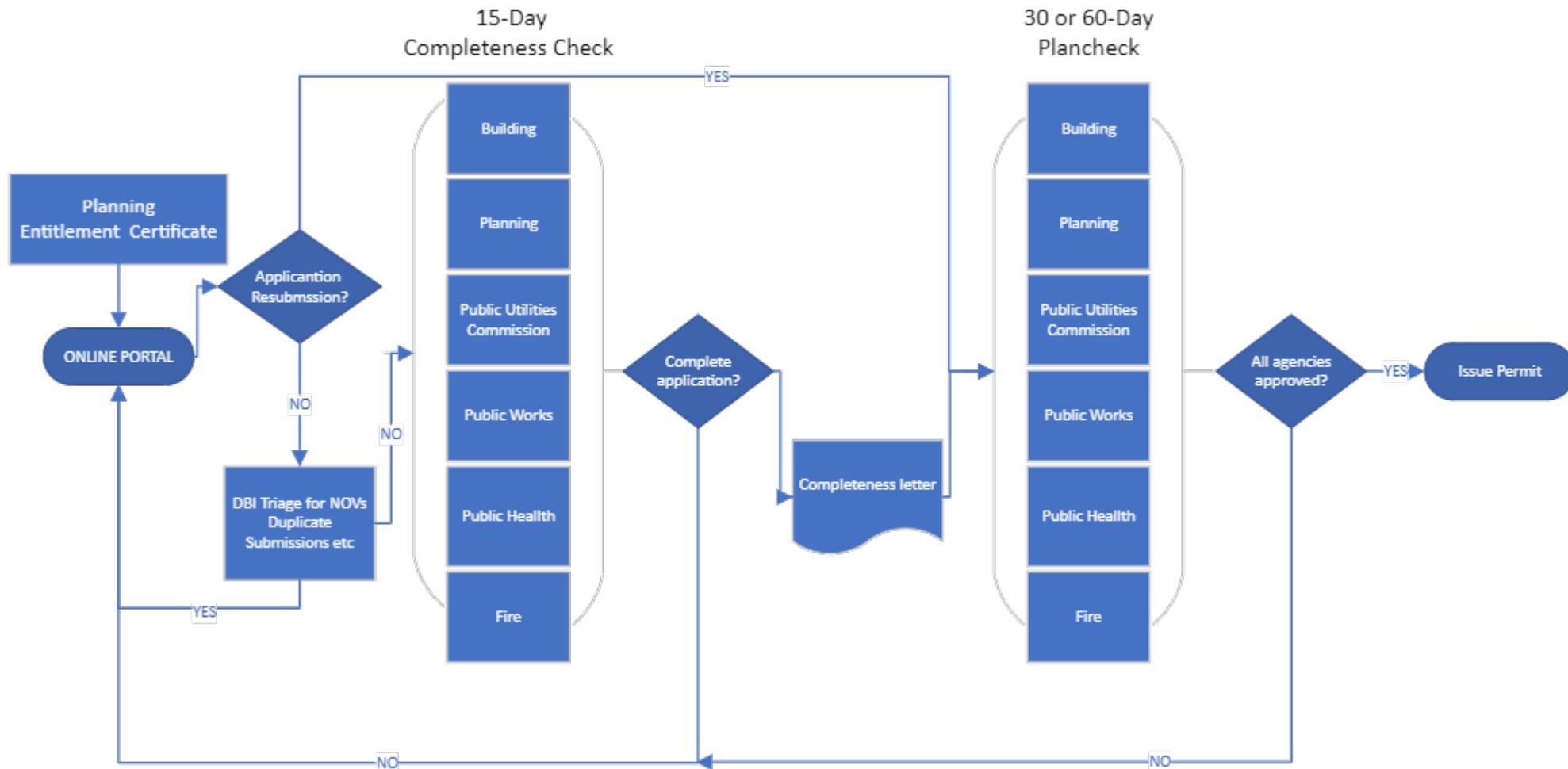
All relevant City permitting departments are able to review project compliance concurrently during both the Completeness Check and the Plan Check stages.

This can reduce permit issuance time by speeding up the City's review while enabling the project applicant to respond to comments as they are provided or all at once.



Photo by AKS

New In-House Review process chart



In-House Review Improvements Results

Jan. 1 – March 28, 2024

- 424 permits and addenda submitted for completeness review
- 63% have been deemed complete, most on first submission
- 99.8% of Completeness Checks done in 15 business days or less
- Median seven business days from first submission to deemed complete
- DBI provides first plan check comments to customers in a median of 10 business days

In-House Review Improvements Results

Time to first review comments at the building station

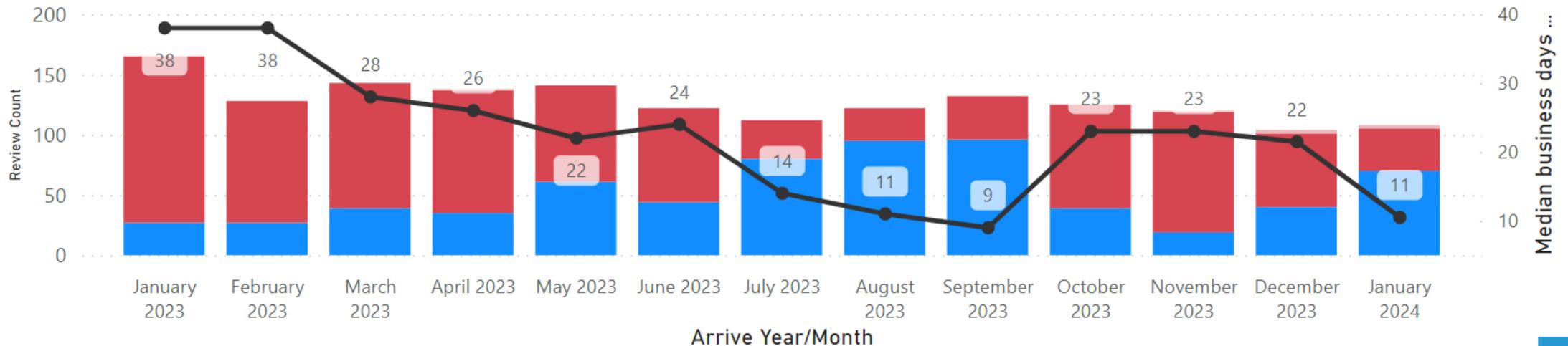
Target: 85%

January performance: 65% of all in-house permits

We have rebounded from a dip in the fall that was due to staffing challenges.

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

Met benchmark ● Yes ● No ● (Blank) ● Median business days to assign



In-House Review Improvements Results

Priority permits time to first review comments at the building station

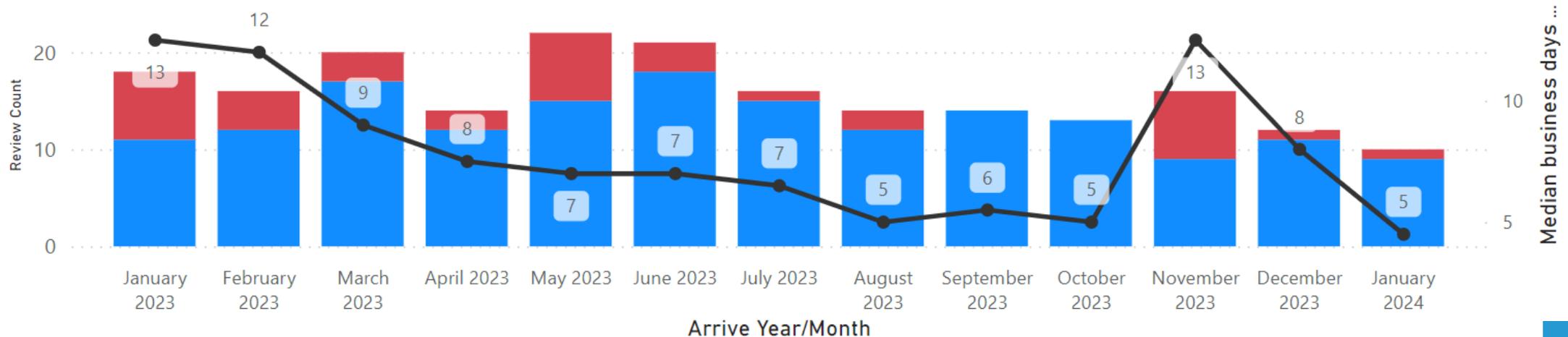
Target: 85%

January performance: 90% for priority projects

ADUs and 100% affordable housing projects

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

Met benchmark ● Yes ● No ● Median business days to assign



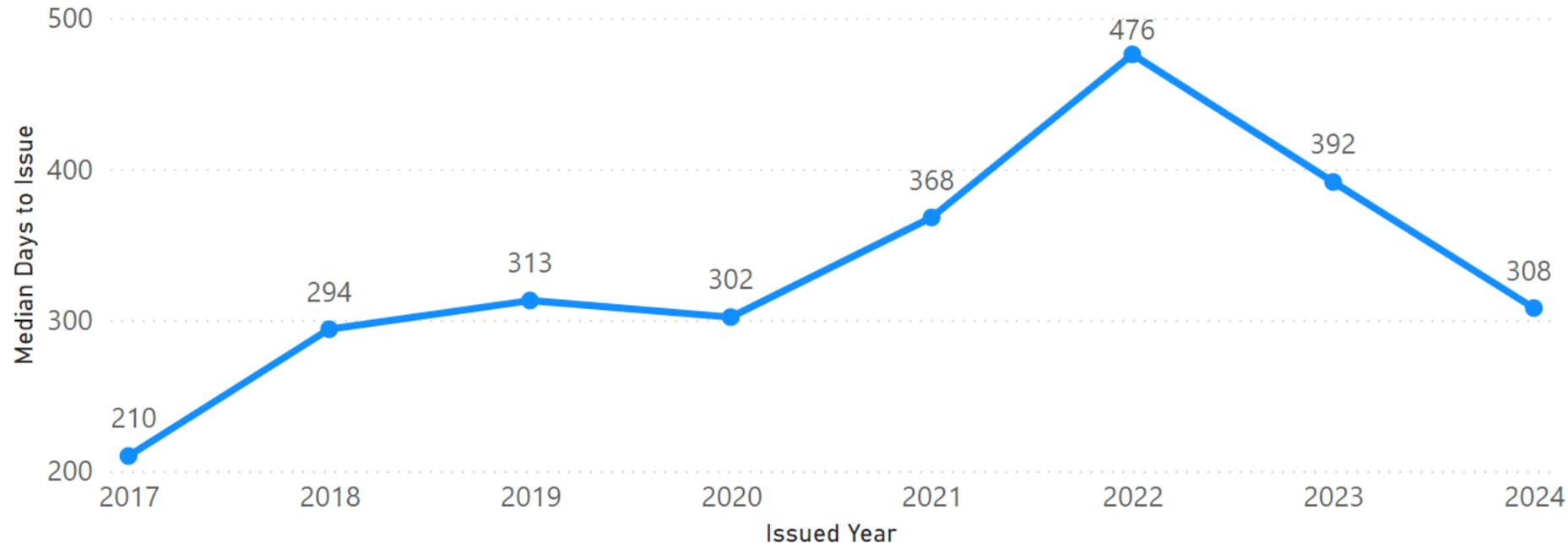
In-House Review Improvements Results

Median days to issue housing-related permits by issuance year

Target: 50% reduction from 2022

35% reduction as of March 31, 2024 (476 → 308 days)

Median calendar days to issue housing-related permits by issued year



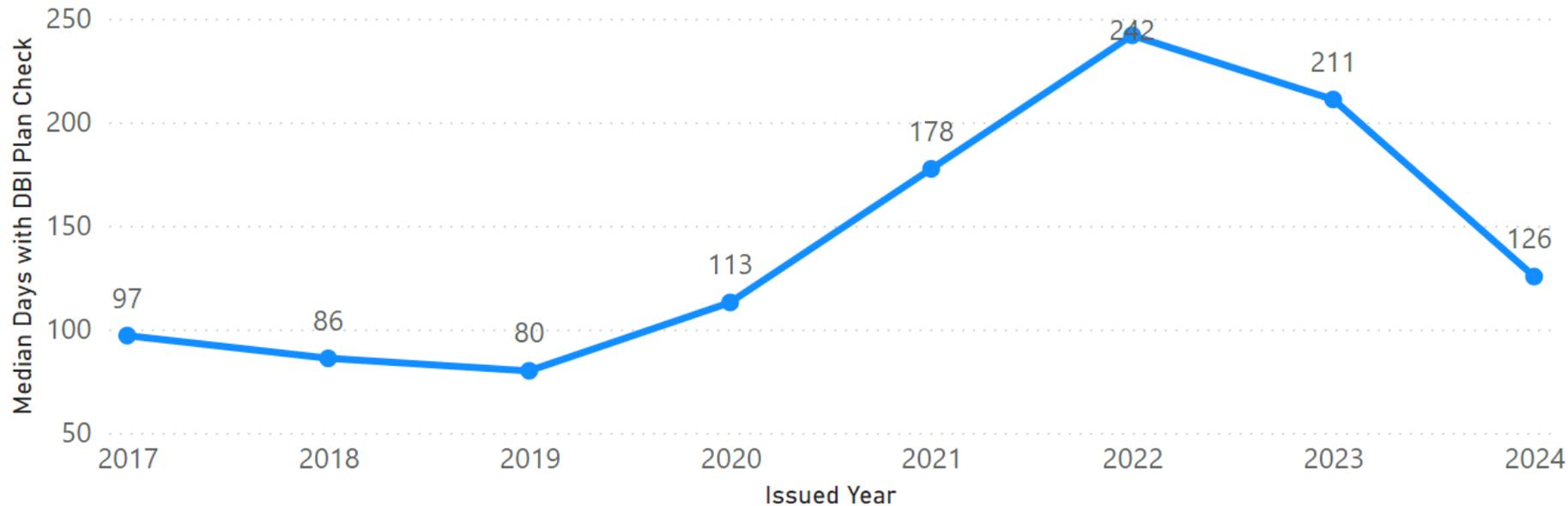
In-House Review Improvements Results

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

Target: 50% reduction from 2022

48% reduction as of March 31, 2024 (242 → 125 days)

Median calendar housing-related permits spent with DBI plan check stations during issuance journey, by issue date



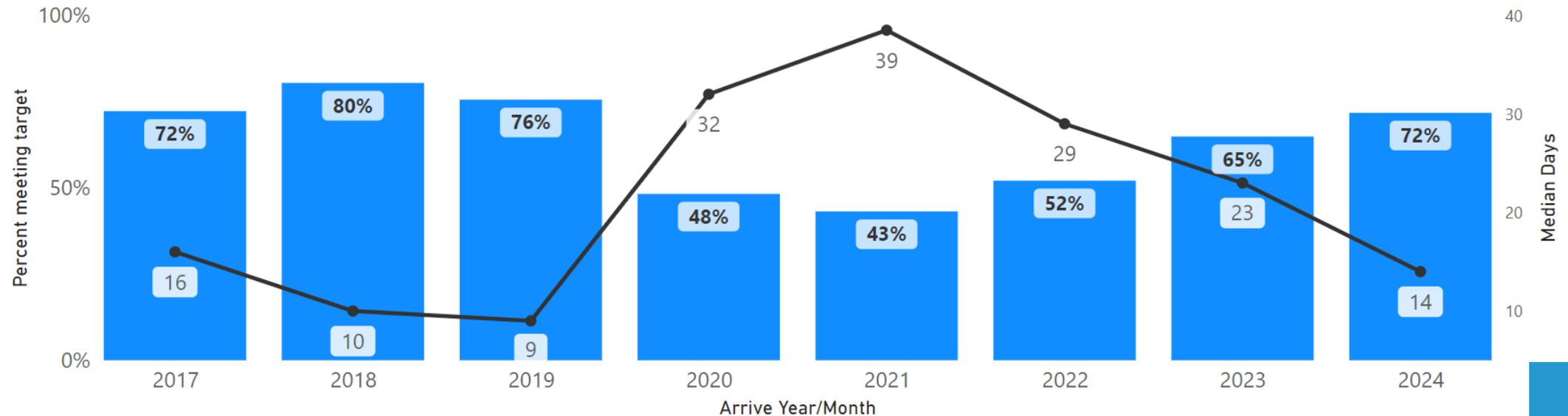
In-House Review Improvements Results

Percentage of housing-producing permits/addenda receiving first review in six weeks or less

Target: 50% improvement from 2022

38% improvement between 2022 and 2024 YTD (52% → 72%)

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