



The vision behind reforming permitting



Technology Systems

Integrate across departments, continually improved, and modernized



Performance Metrics

Easy to access and transparent



Public Trust

A permitting system that works and responds to the evolving needs of the City

Under PermitSF, the city has issued a record 86% of permits in 30 days or fewer across departments, up from 80% last year.

PermitSF Portal

We aren't just building a new piece of software. We're taking this opportunity to rethink the entire process of permitting – from how staff interact with an application, to standardizing systems like addresses and business accounts.

The result is truly improved permitting. Not slapping a new webform onto a bad process.

Digital permits are saving San Franciscans time and money

Coming to the Permit Center costs money:

Parking

\$20-40 per day

Finding and paying for parking near the Permit Center



Printing Plans

\$14 per page

Printing architectural plans and documents



Time in Line

Hours of waiting

Wait in line, only open weekday business hours

27% of PermitSF portal applications are submitted outside of weekday business hours

What we've already delivered & how it's going

- Door, window, and siding
- Fire alarms, sprinklers
- Special event intake
- Water flow information requests
- Contractor authorization
- Reroofing with no plans
- Signs and awnings
- Electrical & plumbing



Over 1,500 permits issued through the PermitSF portal in its first 5 months



Median City response time after application: 1.58 hours (DBI) or 2.62 hours (Fire)



Wait times at the Permit Center are going down: from average of 32 to 14 minutes for Fire Department: ↓ 56%