

# Budget Presentation Response

San Francisco Planning &  
Department of Building Inspection

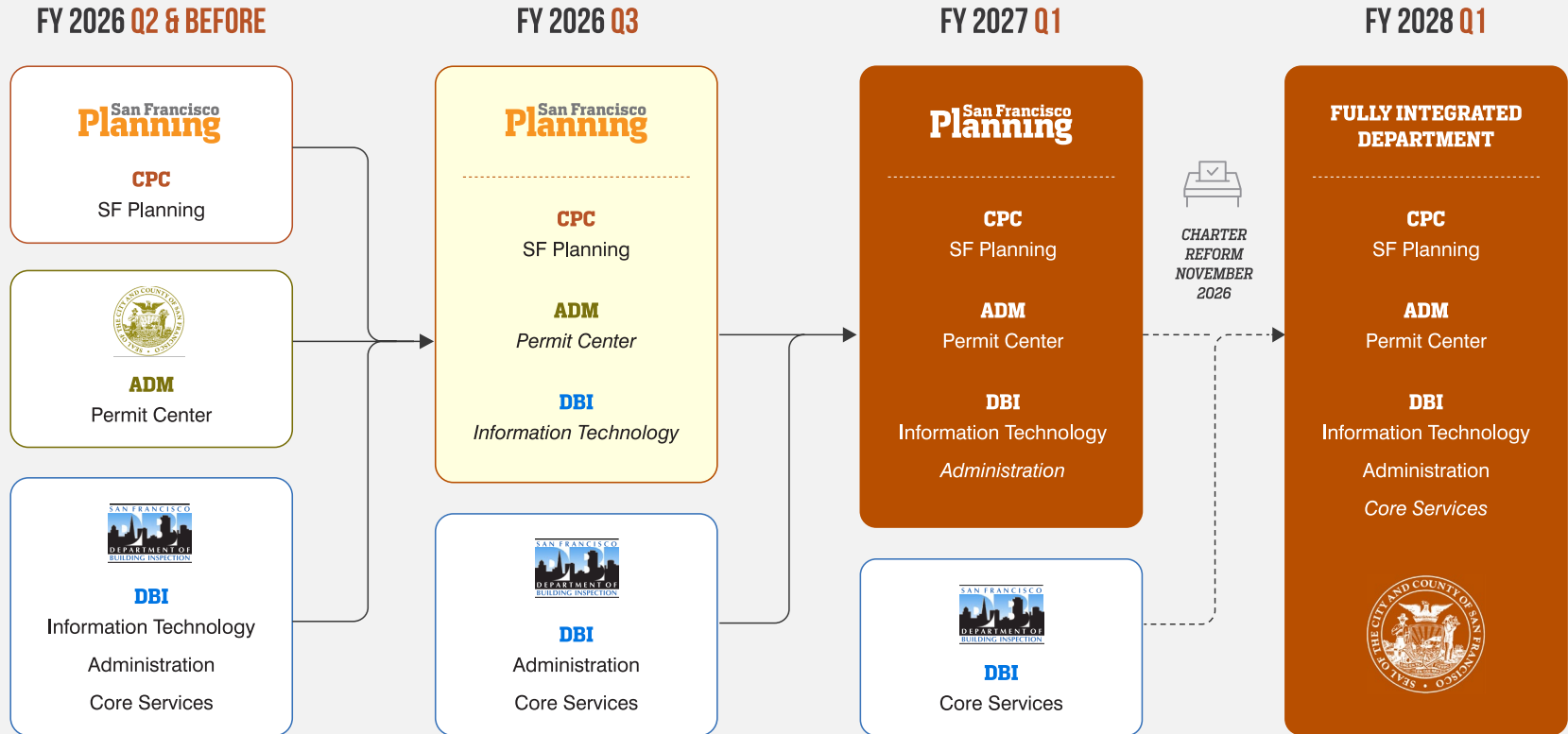


**San Francisco**  
**Planning**



May 20, 2026  
Board of Supervisors  
Budget and  
Appropriations  
Committee

# Implementation Roadmap



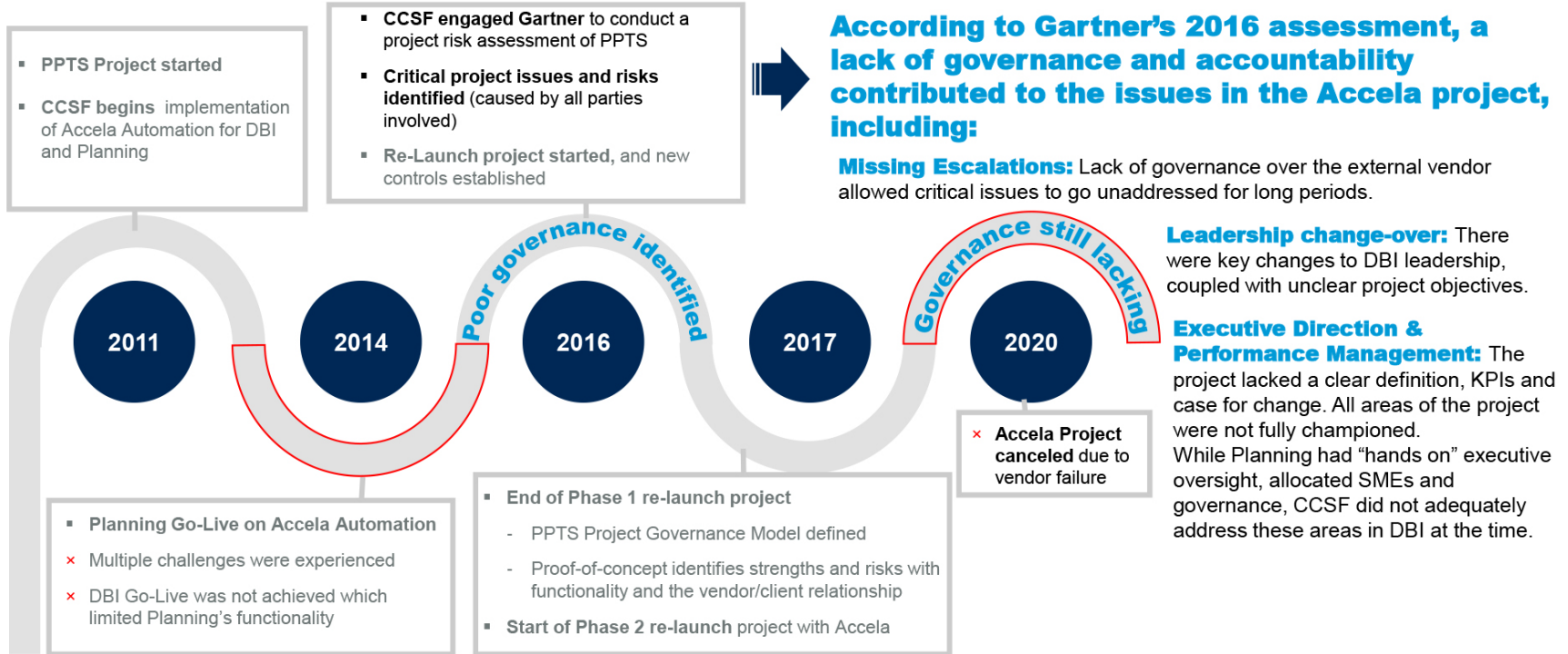
# Key Principles – Supporting & Enhancing Critical Functions

- **Chief Building Official should have authority over permit review and inspections**
  - **Planning Commission and Building Inspection Commission should retain oversight over respective portions of budget**
  - **Fees charged for various services shall be spent in support of those services, and not used for other purposes**
- **Safety and habitability should be paramount**
  - **Housing inspections and community partnerships must remain a departmental priority**
  - **Permits should be issued promptly and on time**
  - **Long Range & Community-Based Planning needs to continue**

# Key Opportunities – Working Better Together

- **Unified intake and plan check (pre-review) process**
  - **Improved customer service – POCs, requests between colleagues rather than departments**
  - **Better integration – pre-entitlement and at PIC**
  - **Synthesized policy and implementation regarding housing – unit mergers, hotels, SROs**
- **Planning/Building/Housing Code legislation > common goals**
  - **(Even better) joint enforcement**
  - **Consistency with respect to service fees and impact fees**
  - **Joint technology team enables cross-functional service, including direct involvement in OpenGov**

# Permit Modernization: What, Why, and Lessons Learned



# Permit Modernization: Planning To Get Here

Improvement Workstream	Budgetary Cost Estimates					Total
	2H of FY22-23	FY23-24	FY24-25	FY25-26	FY26+	
1. Strategy and Governance	1-2 FTEs for 1 year	1-2 FTEs for 6 months	Future project work to be defined in FY23-23			2 FTEs now
2. Organizational & Process Change	Assumption: No addnl. roles to staff – currently resourced projects	2 - 3.5 FTEs for 9 months	1 - 2 FTEs for 6 months (transition rest to Tech initiatives)	Project resources transition to long-term tech. initiatives		Ramp to 2 - 3.5 FTEs in FY23-24
3. Data Management	Assumption: No addnl. roles to staff – currently resourced projects	1.5 - 2.5 FTEs for 6 months	4 - 6.5 FTEs for 1 year + charge from DT/DT's vendor for Enterprise Data Migration to Cloud			Ramp to 4 - 6.5 FTEs + charge from DT/DT's vendor for 3.3 in FY24-25
4. Technology	Need to confirm budget for Accela upgrade(s) & support and PTS & Fire DB maintenance for next 3+ years	6.5 - 8 FTEs for 1 year + \$3M - \$4M (implementing 4.2 & 4.3, sourcing 4.4 & 4.5)	16 - 20 FTEs for 1 year + \$6M-\$8M	16 - 19.5 FTEs for 1 year + \$6M-\$8M	16 - 19.5 FTEs for 1 year + \$6M-\$8M	Ramp to 16 - 20 FTEs in FY24-25 + \$21M - \$28M + TBD legacy maintenance
<b>Total</b>	2 FTEs + TBD Tech Maintenance	13.5 - 18 FTEs + \$3M-\$4M	21 - 28.5 FTEs + \$6M-\$8M + Cloud Data	16 - 19.5 FTEs + \$6M-\$8M	16 - 19.5 FTEs + \$6M-\$8M	<b>21 - 30 FTEs \$23M - \$30M</b>

# Performance Metrics (median days to completion)

## Planning Applications: Accepted to Approval

CURRENT TARGET

90



CURRENT PERFORMANCE

154



## In-House Building Permit Applications: Filed to Issued

CURRENT TARGET

60



Exempting high-rise

CURRENT PERFORMANCE

94



## Over-The-Counter Permits: Filed to Issued

CURRENT TARGET

1



CURRENT PERFORMANCE

2

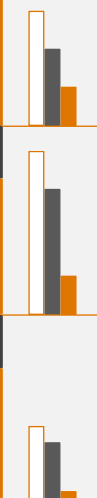


Current performance metrics are based on last month's data.

# Performance Metrics (median days to completion)

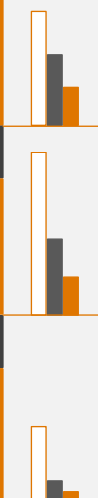
## Planning Applications

CURRENT TARGET	CURRENT PERFORMANCE	POST-IMPLEMENTATION TARGET
Completeness Review		
21	14	7 days
First Plan Review		
30	23	7 days
Resubmission (aka Revisions)		
14	11	2 days



## Building Permit Applications

CURRENT TARGET	CURRENT PERFORMANCE	POST-IMPLEMENTATION TARGET
Completeness Review		
21	13	7 days
First Plan Review		
30	14	7 days
Resubmission (aka Revisions)		
14	4	2 days



Current performance metrics are based on last month's data.

# Performance Metrics (median intake response time)

## Building Permits

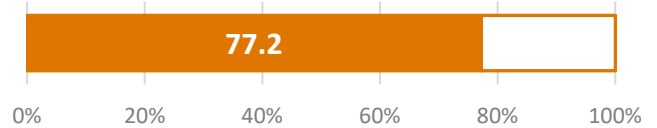
Doors, siding,  
windows

INTAKE FIRST RESPONSE

1.58 hours



% INTAKE STEPS FIRST CLOSED



## Fire Permits

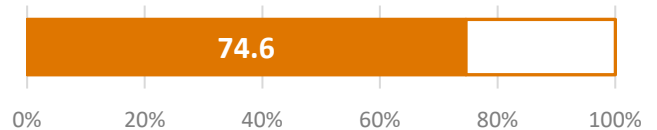
Alarms, sprinklers,  
water flow

INTAKE FIRST RESPONSE

2.62 hours



% INTAKE STEPS FIRST CLOSED



# What's Coming

Remaining Phase 1 Permits	Permit Volume (approx per year)	Launch Timing	Comments
Reroofing	2,000	June 2026	Replacing instant online and in-person pathway for no-plans, expanding the qualified applicants for instant (R2)
Signs & Awnings	600	June 2026	Process improvement, consolidating permit pathways
Electrical	17,000	Summer 2026	High volume permits
Plumbing/Mechanical (Boiler Permit to Operate)	15,000	Summer 2026	High volume permits
Kitchen & Bath	5,000	Summer 2026	Replacing instant online and in-person pathway for no-plans, expanding the qualified applicants for instant (R2)
Solar	1,400	Summer 2026	Process improvement, consolidating permit pathways

# Performance Metrics (customer satisfaction)

**% of customers  
satisfied with  
permitting  
experience**

**CURRENT TARGET**

**85%**

**CURRENT PERFORMANCE**

**38%**

**POST-IMPLEMENTATION  
GOAL**

**76%**

Double customer satisfaction with our services to 76% or meet the target of 85%.

# **Budget and Legislative Analyst Recommendations**

# BLA Recommendations

- CPC 1-3 – \$45k Materials FY28 – \$5.3M attrition was added to FY28 which may create a significant operational impact, merge uncertainty, reassess next year.
- CPC 5 – 0953 - This position has already been deleted.
- DBI 1, 2, 18, 20 – Four replacement vehicles – Disaster response, inspection capacity, electrification, age.

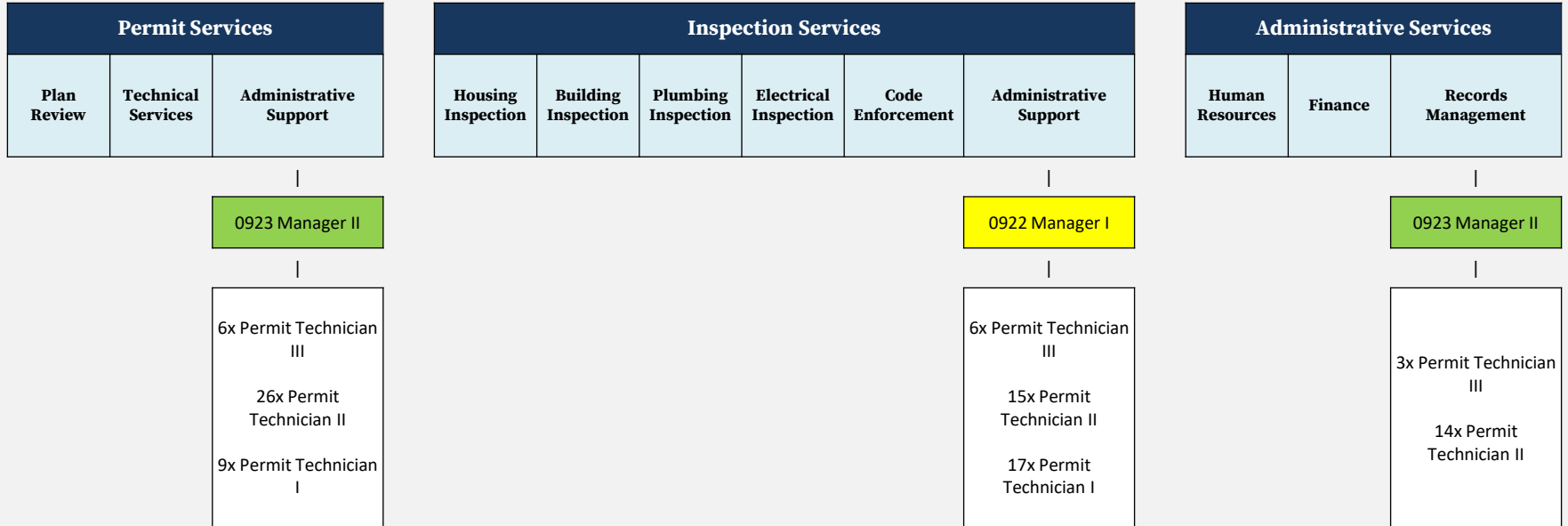
# Policy Recommendations

- CPC 7 – 1824 for Enterprise Addressing System – EAS cleanup needed regardless of permit system, citywide effort, don't want to contract out.
- CPC 8 – 1054 for PermitSF – Needed regardless of which system chosen, process documentation, cleanup, architecture, don't want to contract out.
- CPC 9 – Permit system replacement project reserve – Please adjust reserve amount to \$3.175M, \$4M may be needed for current contract extension.
- DBI 23 – 0922 to 0923 for Inspection Services Admin - Already TX'd and hired, DHR supports, consistent with other managers, 38 staff.
- DBI 24 – 0963 Department Head – This is premature, discuss next year, likely to transition to "Building Official".
- DBI 25 – 9976 for PermitSF - Needed regardless of which system chosen, process documentation, cleanup, architecture, don't want to contract out.

# Recommendations DBI 1, 2, 8, 20

Equip #	Model Year	Make/Mode	Mileage	Total Maint. Cost for 5 Years	Notes
DBI27001	2014	Smart ForTwo	18,137		Turned in 02/02/26 due to high cost to repair PTC
DBI27002	2014	Smart ForTwo	15,244		Turned in 04/29/25 due to high cost to replace HV battery
DBI28008	2006	Toyota Prius	38,206	\$10,395	
DBI28010	2007	Toyota Prius	36,546	\$6,337	

# Recommendations DBI 23





**THANK YOU**



**San Francisco  
Planning**

