



City and County
of San Francisco

49 South Van Ness Permit Center

Planning Commission Meeting

49 SOUTH VAN NESS – PERMIT CENTER PROJECT

March 5, 2020

Agenda

- › 49 SVN & Permit Center Project Overview
- › 166o Mission 5th Floor Pilot
- › Electronic Plan Review

49 SVN and Permit Center Project

MISSION STATEMENT

The Permit Center **empowers** residents and businesses in San Francisco by **centralizing** and **streamlining** services that are key to improving homes and properties, opening and running a business, and planning community events.

VISION STATEMENT

Advancing San Francisco as a safe, vibrant, and beautiful city through a **friendly, streamlined, and efficient** Permit Center serving all of our residents and businesses.

What does it mean to be a friendly, streamlined and efficient Permit Center?

49 South Van Ness Permit Center

49 SVN:

- New 16 story tower (225' tall); over 430,000 new sq ft of office space for the City
- Second floor Permit Center - one stop shop for construction, special events and business permitting
- Up to 500 transactions a day; hundreds of people coming in and out!
- Move scheduled this summer for 1,800 employees June – September 2020
- Permit Center go-live tentatively planned for late July

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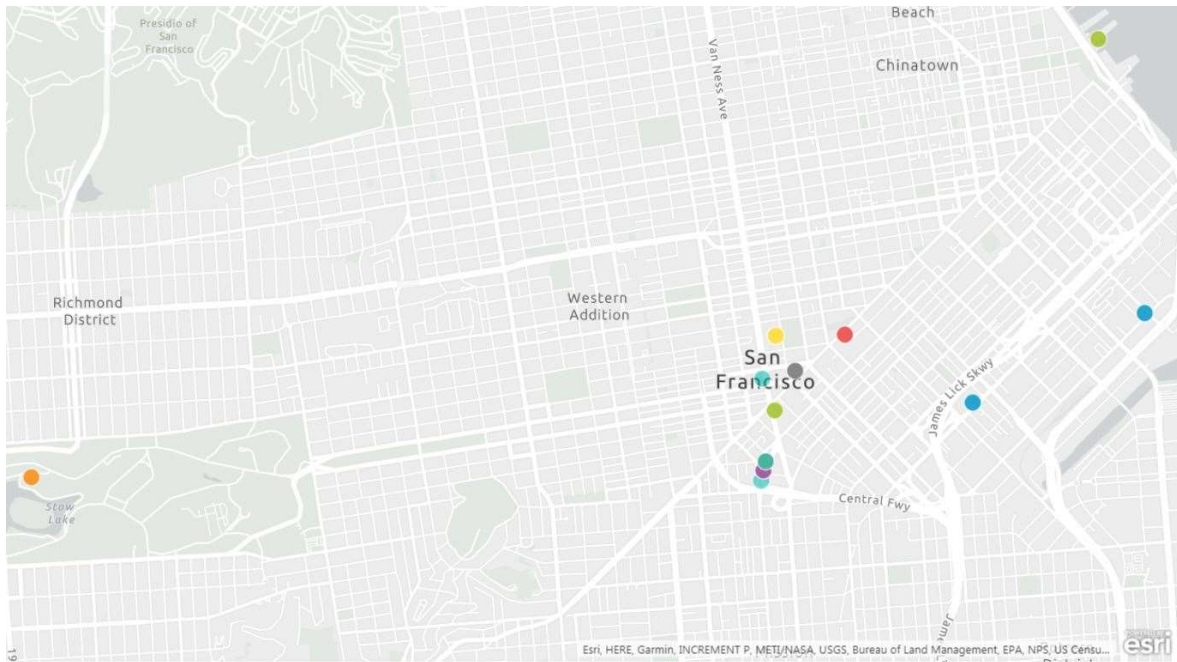
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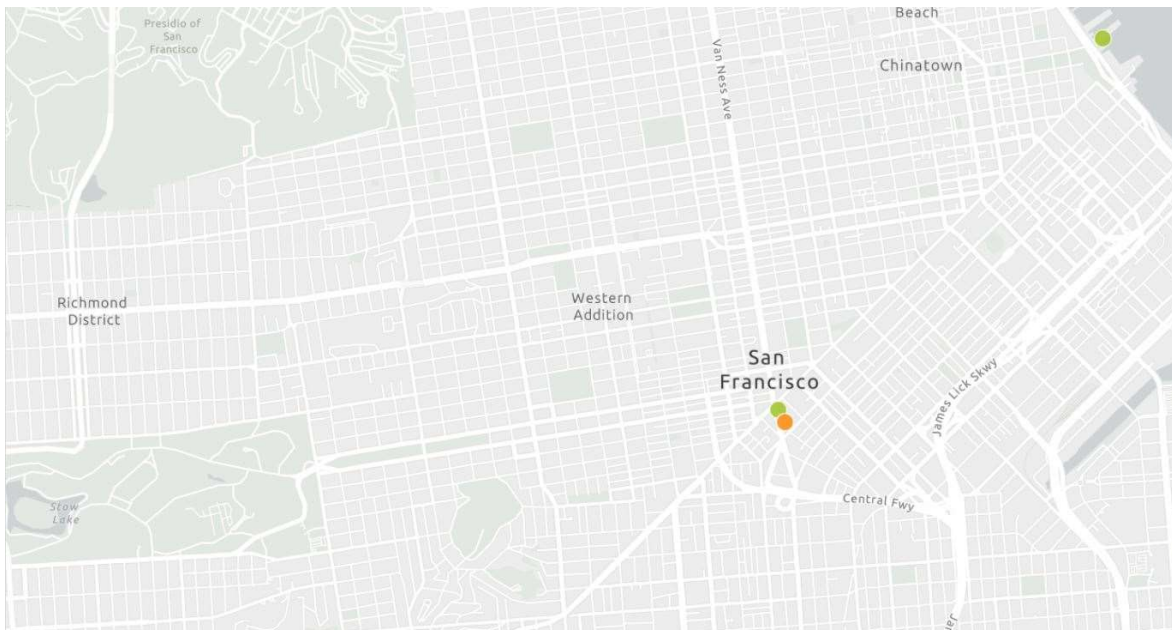
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Before: sending customers to 13+ locations citywide



After: Almost all customer drop-ins at 49 SVN second floor for business, special events and construction permitting



But does moving and collocating departments mean that we have a friendly, efficient, and streamlined Permit Center?

Not necessarily.

49 South Van Ness Permit Center

Current state:

- Up to 15 different departments involved in permitting citywide (8 core regular station departments)
- Lots of great staff, trying their very best in challenging circumstances in subpar space
- Employees have a desire to work more cross-departmentally
- Federated and outdated information technology systems
- No one department “owns” the entire customer experience

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Permit Center Floor Plan

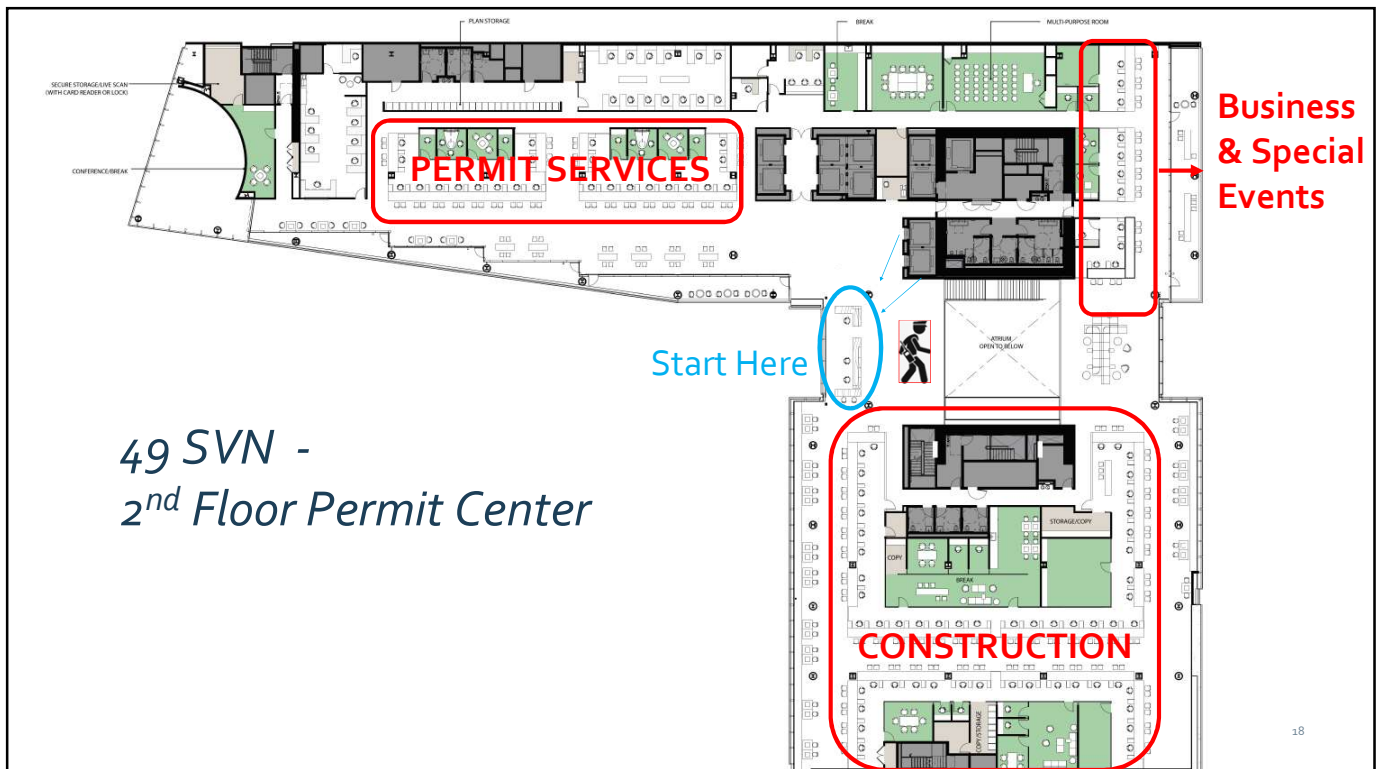
Regular station departments:

1. Building Inspections – 65%
2. Fire Department – 11 %
3. Planning Department – 7%
4. Public Works – 7%
5. Public Utilities Commission – 4%
6. Public Health – Environmental Health Division – 2%
7. Office of Small Business – 2%
8. Entertainment Commission – 1%

Potential on call station departments:

- Municipal Transportation Agency
- Office of Cannabis
- Mayor's Office on Disability
- Recreation and Park Department
- Police Department
- Film Commission
- Board of Appeals

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49 SVN Permit Center Changes

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Space

- One Stop Shop for Construction, Special Events and Business permitting.
- Print Shop.
- Centralized cashiering.

2

People

- A new Permit Center team of customer service representatives.

3

Technology

- A single wait in line / queue management system, Qless, that allows us to connect station visits for customers and give text message updates.
- And Electronic Plan Review! (with Bluebeam)

49 South Van Ness Permit Center Executive Meeting

October 2019 19

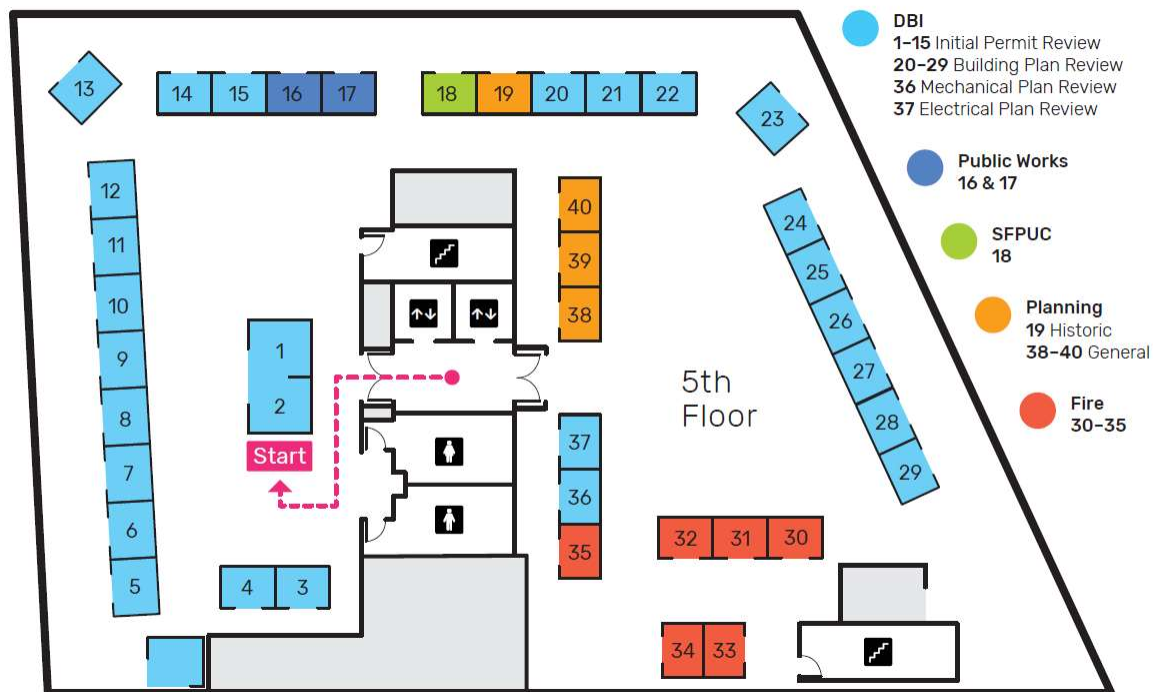
1660 Mission 5th Floor Pilot

166o Mission 5th Floor Pilot: Goals

- › How do we prepare for all of this change?
- › Permit Center team + permit departments learn and test 49 SVN coming changes and adjust as needed *before* we move
- › Employees get the opportunity to get used to changes before we move, so when we move less things feel new and different
- › Communication opportunity for staff and the public on 49 SVN

49 South Van Ness Permit Center

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1660 Mission 5th Floor Pilot:

- › Staff moves Jan 2020
- › QLess system Feb 2020
- › Customer service team Feb 2020
- › New routing slip Feb 2020
- › Signage Changes Feb 2020



49 South Van Ness Permit Center departments

Board of Appeals
Building Inspection
City Administrator's Office
Entertainment Commission
Fire
Plan Review
Operational Permits
Office of Cannabis
Office of Small Business
Planning
Public Health
Environmental Health Branch
Public Works
Bureau of Street Use and Mapping
Bureau of Urban Forestry
Public Utilities Commission
Recreation and Parks
Treasurer and Tax Collector

Key permitting department moves, coming Summer 2020

- › The entire **Department of Building Inspection** will move from 1660 Mission to 49 South Van Ness, along with all Planning, Fire, Public Works, and Public Utilities Commission staff currently working at 1660 Mission
- › The entire **Planning Department** will move from 1660 Mission to 49 South Van Ness.
- › Public Works **Bureau of Street Use and Mapping** will move from 1155 Market to 49 South Van Ness
- › Public Works **Bureau of Urban Forestry** will move from 1680 Mission to 49 South Van Ness
- › Public Health **Environmental Health Branch** will move from 1590 Market to 49 South Van Ness

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49 South Van Ness Open Summer 2020



- › *Went live 2/27 last week! Big thanks to Planning Department.*

49 South Van Ness Permit Center

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Electronic Plan Review



Why Electronic Plan Review?

- Yields processing efficiencies, standardizes review comments & saves time routing plans between departments
- Enables departments to collaborate and communicate easier and more frequently together
- Cost savings and environmental improvement by using and storing digital rather than paper files

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Electronic Plan Review – Bluebeam

- Permit Center team procured Bluebeam
- SFO has been using it for 2 years
- 15 City departments are now involved!
- AECOM on board to assist with implementation and roll out (developing standards, best practices, etc.)
- And Christine! 😊



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Electronic Plan Review – Timeline

- › **Feb / March:** 3 projects - applicant submit directly into Bluebeam
- › **April:** Couple more pilot projects; applicant submit through sf.gov; ADUs go-live with application + EPR (depends on PTS integration)
- › **April - June:** Take lessons learned and start to plan for scaling up with work flow and procedures
- › **July:** All MOD reviewed projects electronic submission + Permit Center go-live!

Thank you

Questions?

