

***Regular Meeting
of the
Building Inspection Commission***

October 15, 2025

Agenda Item 10

DBI Performance Tracking

Building Inspection Commission, October 15, 2025

DBI is using data to inform practices

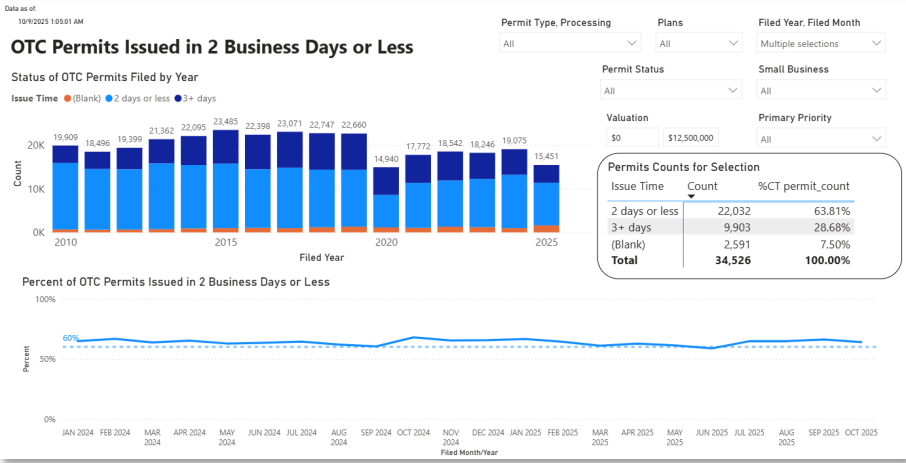
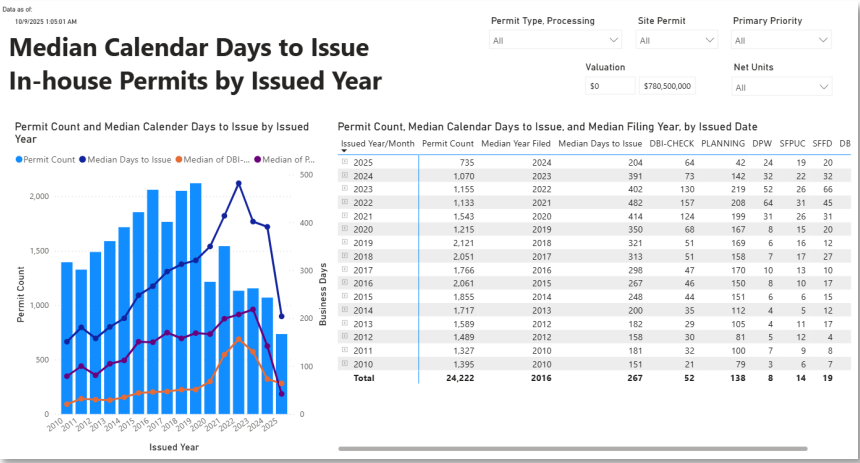
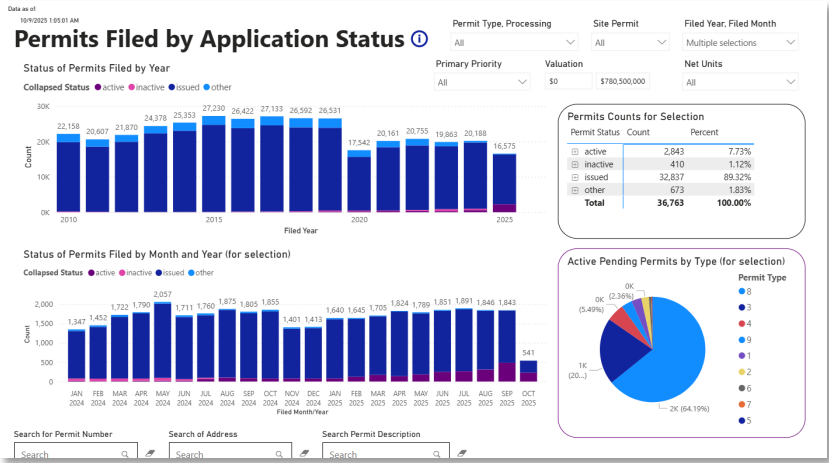


DBI has been leveraging Microsoft PowerBI to make data more accessible for program management.

PowerBI allows us to bring together diverse, live datasets into an interactive platform, giving the user flexibility to explore and answer business intelligence questions.

Building Permit Filing and Issuance Tracking

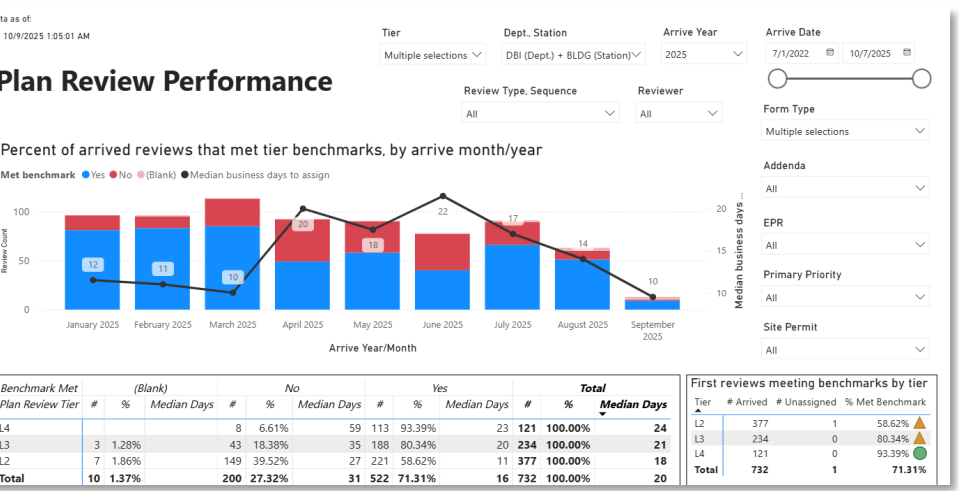
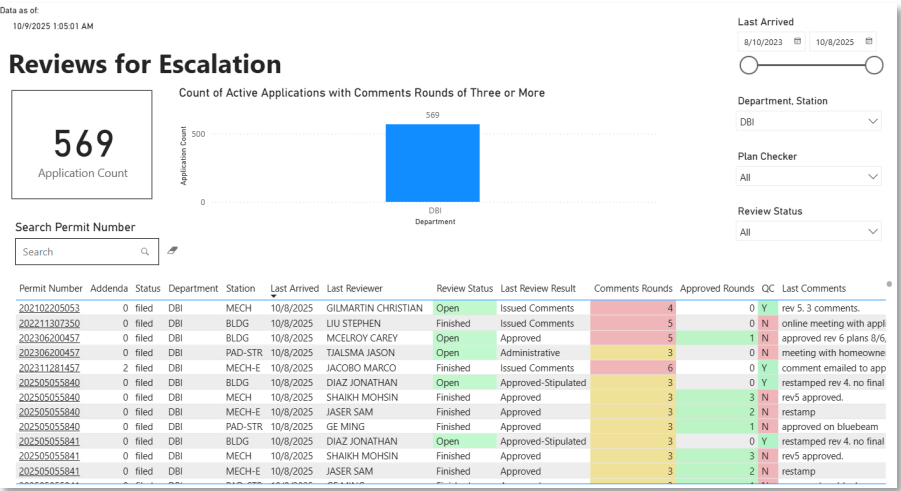
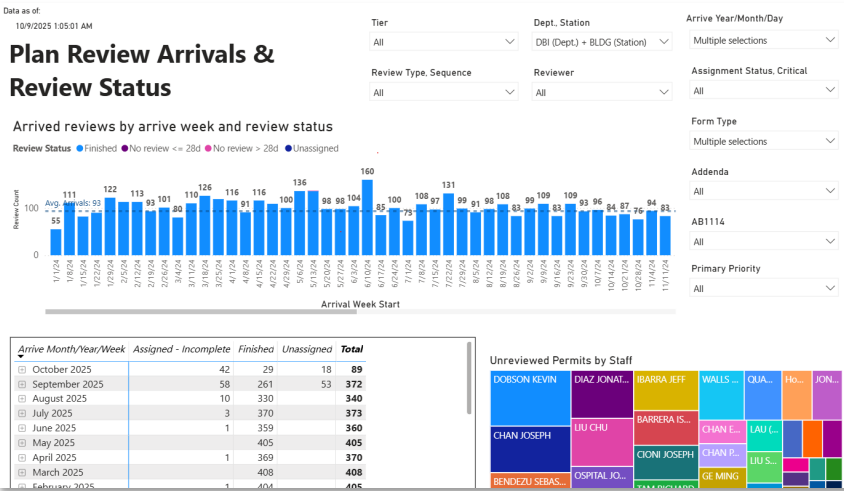
We have a dashboard that tracks the status of building permits and addenda across time and issuance times.



Building Permit Review Tracking

All plan checkers have access to a dashboard that allows them to track:

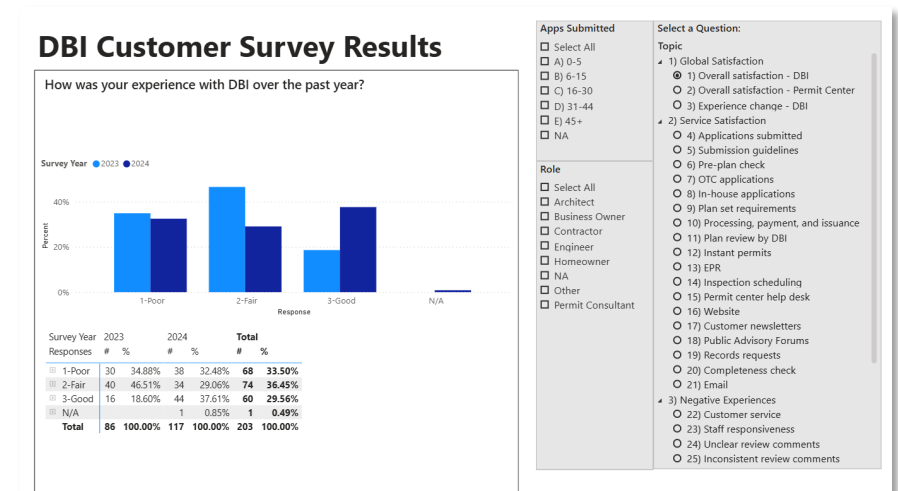
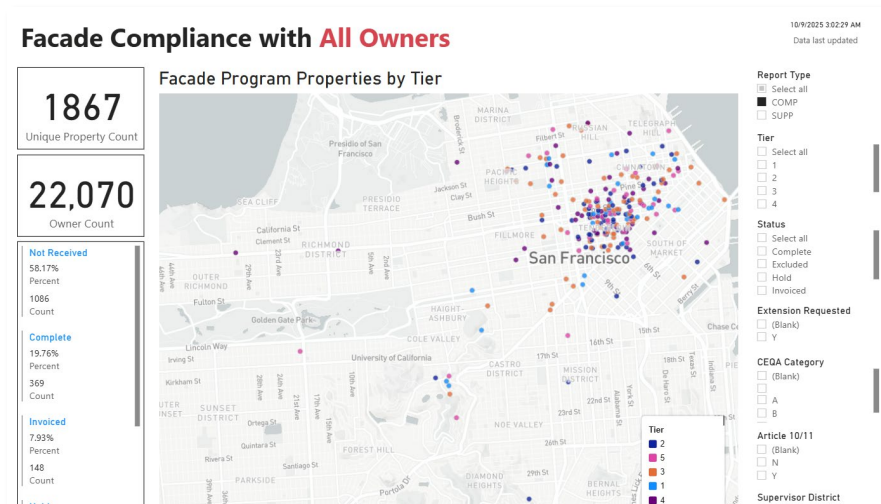
- Status of plan reviews coming into a specific station
- Permits or addenda that require numerous review rounds
- Progress meeting review time benchmarks
- Staff timekeeping



Program and Project Tracking

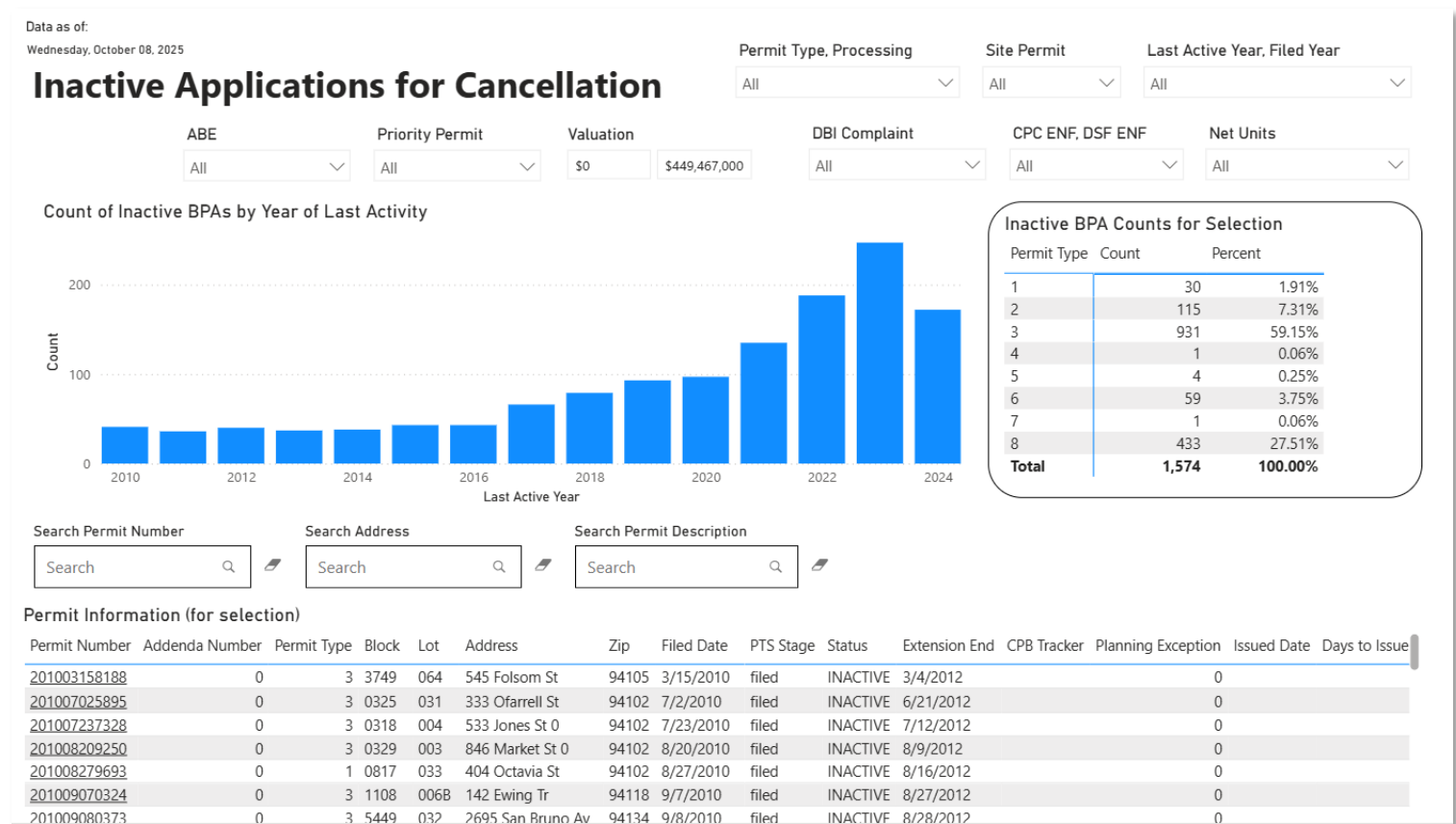
DBI also uses dashboards to manage specific programs and projects, including:

- Façade Compliance Program
- ABE Program (now sunsetted)
- Inactive Application Clean-up project
- Interactive exploration of customer survey results
- Many others!



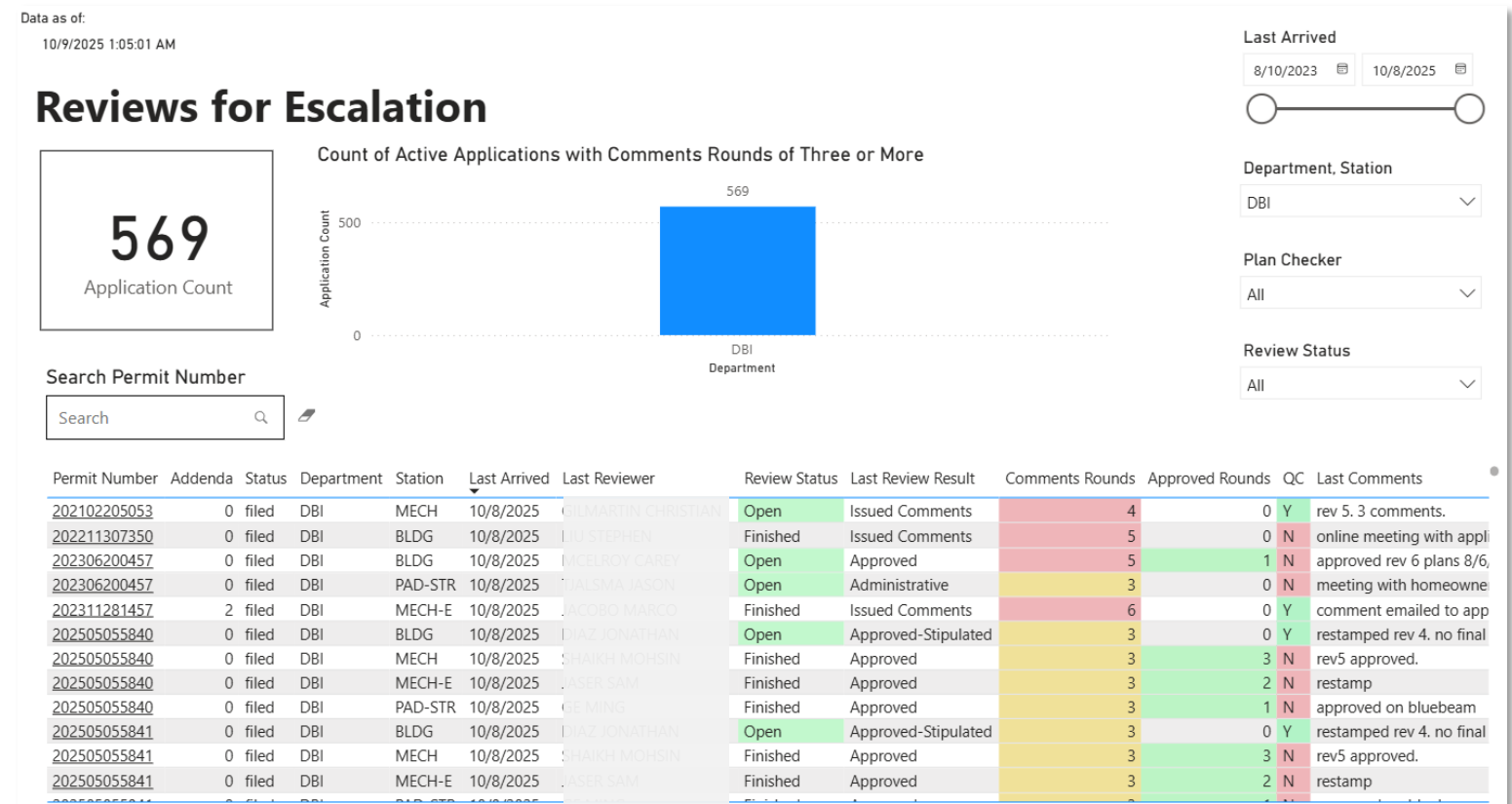
Data in Action – Inactive Application Clean-up

- DBI used the Inactive Applications Dashboard to identify building permit applications that had exceeded their processing time limit and extension period and had remained untouched for over a year.
- We used this to suspend over 10k OTC applications that had been abandoned, and we are in the process of notifying owners and officially cancelling these applications.
- We excluded applications related to complaints, for individualized follow-up.
- We will be moving on to in-house applications next.



Data in Action – Review Cycle Monitoring

- DBI established a policy that plan checkers are to escalate reviews to supervisors when they have been unable to approve a permit after 3 review cycles.
- Supervisors then step in to review the comments provided and log a QC station that describes how they have coached the plan checker and/or discussed with the customer to resolve the issues.
- We created a dashboard page that surfaces reviews needing escalation to the supervisor level and highlights whether a QC station has been created.





THANK YOU