

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

May 20, 2026

BIC Agenda Item 4



PERMITSF TECHNOLOGY UPDATE MAY 20TH, 2026



PermitSF

BIC Update
5/20/2026

Elizabeth Watty
PermitSF & City
Planning

PermitSF Principles: **Enhancing Customer Experience**



Customer-Centric

Designed to meet the needs of San Francisco residents and businesses.



Fast, Predictable, Transparent

Residents and entrepreneurs can easily obtain permits with clear visibility into requirements and completion.



One City Approach

Permitting should seamlessly advance across departments for a unified experience.

PermitSF: How It's Going

AS OF 5/12

1,638 permits submitted

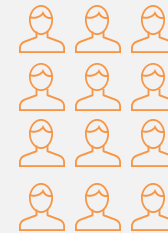
~20%

Outside of regular business hours



56%

Lower in-person wait times for Fire Dept



Increased access to digital permitting meant improved in-person services at the Permit Center

Building Permits continue to meet their 2-day processing time



776 Fire Permits

682 Building Permits

177 Special Event Permits

PermitSF: Technology Roadmap

Launched: February

Door, Siding, Windows

Special Events

Fire Alarm

Fire Sprinkler

Launched: April

Authorized Contractor / Agent
Database

Fire Waterflow

Coming Soon: End of Phase 1

Re-Roofing

Signs

Plumbing / Mechanical

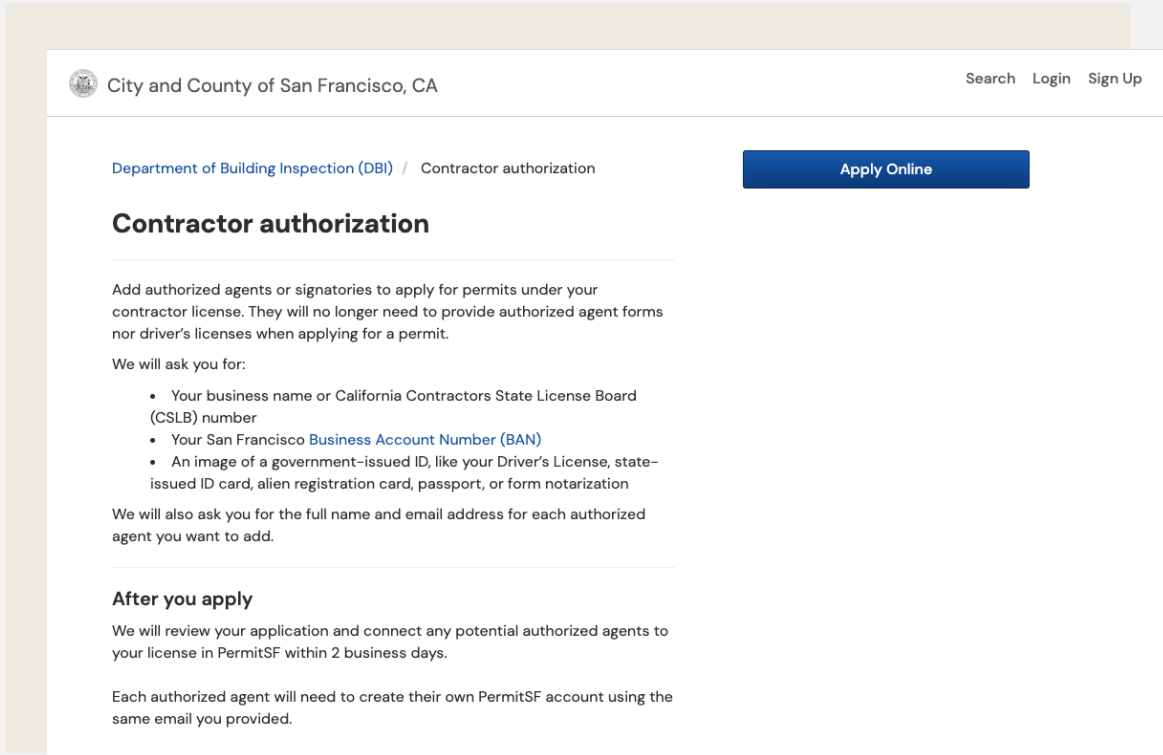
Electrical

Kitchen / Bath

Solar

Fire Operational

PermitSF: Contractor Authorization



The screenshot shows the PermitSF website interface for Contractor Authorization. At the top left is the City and County of San Francisco logo and name. At the top right are links for Search, Login, and Sign Up. Below the header, the breadcrumb path is "Department of Building Inspection (DBI) / Contractor authorization". A prominent blue button labeled "Apply Online" is positioned to the right of the breadcrumb. The main content area is titled "Contractor authorization" and contains the following text: "Add authorized agents or signatories to apply for permits under your contractor license. They will no longer need to provide authorized agent forms nor driver's licenses when applying for a permit." It then lists requirements: "We will ask you for:" followed by a bulleted list: "Your business name or California Contractors State License Board (CSLB) number", "Your San Francisco Business Account Number (BAN)", and "An image of a government-issued ID, like your Driver's License, state-issued ID card, alien registration card, passport, or form notarization". Below this, it states: "We will also ask you for the full name and email address for each authorized agent you want to add." The section concludes with "After you apply" and the text: "We will review your application and connect any potential authorized agents to your license in PermitSF within 2 business days." and "Each authorized agent will need to create their own PermitSF account using the same email you provided."

Get authorized online without needing to submit physical license cards for verification or come in person to the Permit Center

Add and remove employees from their roster quickly and digitally

Easily add project managers, administrative and finance staff

PermitSF Internal Controls

- The new system will improve internal monitoring capabilities.
- CON established key guiding principles along with tactics to apply within PTS; our principles remain, but tactics will change.
- Engaging the CON to work with us to ensure new tactics continue to achieve current levels of protections, plus more.
- Click-based audit trail is new feature that opens-up a world of reporting options.
- Next slide shows how key compliance asks from last week's hearing will be accommodated in new system. Haven't launched many of the permit types where this is relevant yet, but will be a cornerstone of our next Phase.

PermitSF Internal Controls for DBI (1 of 2)

Item	Supported?
Basic Data Integrity	
Ensure permits and complaint records are not altered	✓
Auto-expire Building/Electrical permits (like Plumbing)	✓
Eliminate job cards	✓
Monitor out of district inspections	✓
Monitor unscheduled inspections	✓
Monitor inspections by senior building inspectors	✓
Prevent Admin permits from being used to final expired permits	✓
Control extension of expired permits	✓
Prevent issuance of CFCs when there are still open special inspections	✓
NOVs will show penalty amount transparently to the public	✓
Monitor citizen complaints over a year old that have not been closed	✓

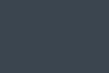
PermitSF Internal Controls for DBI (1 of 2)

Item	Supported?
Controlling Inspections	
Prevent scheduling of inspections on expired permits	✓
Prevent finaling of expired building permits	✓
Auto bill property owners when inspectors are denied entry	✓
Permit Events not managed in PTS	
Prevent TCO's extensions beyond 12 months without approval of building official	✓
Prevent extensions inconsistent with bldg code	✓
Prevent recommencement permits be issued that are inconsistent with timelines allowed in the building code	✓
Will Building permit revisions be made on original permit not on newer second permit.	✓

We want to hear from you!

We won't be able to do this without you.
Send us your feedback or email us at:

PermitSF@sfgov.org



PermitSF