

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

August 19, 2026

BIC Agenda Item 4

BUILDING INSPECTION COMMISSION



San Francisco
Planning

August 19, 2026

Agenda

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Updates from Previous Building Inspection Commission

Circling back on questions from previous BIC

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PermitSF Overview

Recent updates for PermitSF

03

Coming Up for PermitSF

Next steps for PermitSF

Updates from Previous BIC

PermitSF: Circling Back on Previous Questions

- **How does the system flag for applicants if a contractor they've chosen doesn't have workers' compensation?**

The PermitSF Portal validates contractor licenses—and which type—directly from the state's Contractors State License Board database. Part of having a valid license with the State includes having workers' compensation, when required. In our applications, there are also attestations/declarations (under penalty of perjury) regarding workers' compensation.

- **Can applicants identify themselves as an expeditor?**

It is not currently a listed identification option, but the system has flexibility should we choose to add. Currently, “authorized agent” is the term we use to cover expeditors as well as other project consultants.

- **Will staff be able to see all parties involved in a project so they can flag conflict of interest as needed?**

Yes, staff have broad visibility into each permit application (from information about the applicant, to click-by-click activity log of who completed the intake, inspections, etc.). There is a tab for staff to access to see the property owner, contractor and all authorized agents tied to the project.

PermitSF Overview

PermitSF Phase 1: The Initial Set of Permits

What's been launched

- **Over the Counter** Doors, Windows, Siding, Reroofing
- Fire-only construction permits: **Sprinklers & Alarms**
- **Special Events**
- **Signs & awnings**
- **Electrical & Plumbing (beta)**



What's coming next

- **Trades**
 - **Electrical** (full launch)
 - **Plumbing** (full launch)
 - **Kitchen/bath**
 - **Solar**
 - **Fire Operational**

PermitSF: Soft Launch Approach

Learn and Improve Ahead of Full Launch

We're using this soft launch period to learn so we can minimize unexpected issues, stress, and confusion for staff and the public ahead of full launch.

Benchmark-Driven Expansion

We will move to a full launch after we've hit benchmarks that signal the new permit applications are ready for wider release.

Optimized Support Workflows

A soft launch acts as an operational dress rehearsal. Staff members can build familiarity before wide-scale deployment.

PermitSF: Numbers from Phase 1

Prior to PermitSF

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

PermitSF: Numbers from Phase 1

Post PermitSF Implementation

Over **2,800 permits** issued +
2,100 inspections completed
through the PermitSF portal in
its **first 5 months**

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

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

72% increase year-over-year permit volume
(Feb-July 2025 vs 2026) for **door, siding, and**
window permit submissions

42% increase year-over-year permit volume
(Feb-July 2025 vs 2026) for **fire alarm and**
sprinkler permits submission

Coming Up for PermitSF

PermitSF: Our Approach for Phase 2 Launches

Stabilization Period for What's Been Released

In Year 1, we launched the first wave of permits in just four months to meet the Mayor's executive directive.

The City showed it can launch software quickly, and now we're taking time to improve based on staff and customer feedback.

- Reinforce and stabilize the system.
- Taking a step back to plan out multi-year permit roadmap.

Capitalize on Learnings

After the stabilization period, PermitSF will be able to leverage our learnings to improve the process of permit launches.

This includes:

- Establishing a repeatable framework to guide our future permit launches.
- More streamlined process for launching new permits.

PermitSF Phase 2: Next Steps

Phase 2

Upcoming for PermitSF Initiative:

- Phase 2 Contract – BIC Resolution, BOS Approval
- Re-imagine permitting across agencies with customer focus
- Improve and iterate on what we've launched
- Define future launches through Project Charters
 - Increase building permit volume in the Portal
 - Expand permits in the Portal to include other agencies

Thank you and we welcome any questions