

**BUILDING INSPECTION COMMISSION (BIC)  
Department of Building Inspection (DBI)**

**REGULAR MEETING**

**Wednesday, December 17, 2025 at 10:30 a.m.**

**City Hall, 1 Dr. Carlton B. Goodlett Place, Room 416**

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**PUBLIC COMMENT CALL-IN: 1-415-655-0001 / Access Code: 2661 676 2933**

**ADOPTED JANUARY 21, 2026**

**MINUTES**

**1. Call to Order and Roll Call.**

The regular meeting of the Building Inspection Commission was called to order at 10:35 a.m., and a quorum was certified.

**COMMISSION MEMBERS PRESENT:**

Alysabeth Alexander-Tut, **President**

Catherine Meng, **Vice President, Excused**

Dan Calamuci, **Commissioner**

Judy Lee, **Commissioner**

Lindsey Maclise, **Commissioner**

Bianca Neumann, **Commissioner**

Kavin Williams, **Commissioner**

Sonya Harris, **Secretary**

Monique Mustapha, **Assistant Secretary**

**D.B.I. REPRESENTATIVES:**

Patrick O'Riordan, **Director**

Christine Gasparac, **Assistant Director**

Alex Koskinen, **Deputy Director, Administrative Services**

Tate Hanna, **Legislative & Public Affairs Manager**

Megan Wall Shui, **Principal Data Analyst**

**CITY ATTORNEY REPRESENTATIVE:**

Robb Kapla, **Deputy City Attorney**

## **2. President's opening remarks.**

President Alexander-Tut gave the following remarks:

- She thanked all of the stakeholders who attended the Commission Streamlining Task Force meeting, and it was wonderful to hear from so many tenant advocates, industry groups, and unions about the important roles that the Building Inspection Commission (BIC), Code Advisory Committee (CAC), and Abatement Appeals Board (AAB) play. The current recommendation from the Task Force is to keep the powers within these committees. President Alexander-Tut said that she was grateful for everyone who came out, including commissioners, and she gave a special shout out to Vice-President Meng who did a great job representing the Commission at their meeting with Chair Harrington as well as helping her to draft the letter on behalf of the BIC.
- Commended the DBI staff leadership on a fantastic All Hands meeting. It was nice to attend and hear all of the accomplishments that staff have made this year, and it was great to celebrate the work that the Department has done.
- Welcomed the PermitSF team and the BIC would be hearing their agenda item at the meeting. This has been a project decades in the making and the Commission is excited to do their part in making the project a success, and she expressed gratitude for the PermitSF team presenting early in the process.

There was no public comment.

## **3. General Public Comment: The BIC will take public comment on matters within the Commission's jurisdiction that are not part of this agenda.**

There was no public comment.

## **4. Discussion regarding objectives and deliverables for the PermitSF technology modernization project.**

Ms. Florence Simon, Director of the Mayor's Office of Innovation, stated on behalf of the Mayor's Office her team managed the selection process of permitting software and is now helping with implementation of the software.

Today there will be a short presentation and Director O'Riordan would speak to some of the pain points about permitting that were faced over the last decade. Next, Elizabeth Watty, the head of PermitSF who would share more on the vision they are building and what customers and staff can expect to see starting in early 2026.

Next, Darcy Bender from the Digital Services and Opengov team would show the Commission the look and feel of the product and what can be expected.

She asked that the BIC please give their constructive feedback and share their thoughts. The PermitSF team is attending the meeting to start a dialogue with Commissioners as to how to make the project successful for everyone.

Director O'Riordan discussed the following points:

- Since 2020, DBI has focused on improving our operations to reduce permit review and issuance

times. I am proud of the progress we have made and am confident that we are on the right track.

- Over the past year, PermitSF has had great success in addressing permit applicant headaches and bringing all the permitting departments together to solve big challenges.
- From reforming how the City evaluates hillside construction to making it easier to put candles on a table in a restaurant, we are making it easier to do business and build in San Francisco.
- But our work isn't done. In fact, we are at the beginning stages of addressing our greatest issue and largest obstacle to further improvement - the City's long-outdated Permit Tracking System, which is difficult for both our customers and staff.
- Permit applicants and property owners are frequently frustrated.
  - The customer interface is more than 20-years old, confusing and unnecessarily complicated.
  - City departments issue comments separately instead of sending comprehensive comments from all the reviewing departments.
  - It's hard to track projects or to know when permits will expire.
  - Many permits have to be filed in person filed or paid in-person at 49 South Van Ness.
  - There are no user accounts for property owners or applicants, which means you can't save your information for future applications or if you don't finish in one sitting.
- Staff feel the old system holds us back unnecessarily.
  - The current technology relies on manual processes, no built-in communication tools, and there are no flags for permit expirations or deadlines.
  - There's no overarching workflow or management tools to coordinate project review, processing and assignments between departments.
  - Most critically, the technology is no longer supported by Oracle.
- These are the main issues with our current system and I'm very hopeful the new OpenGov system will address these challenges.

Ms. Elizabeth Watty, Director of PermitSF, presented the following information:

- Today she is wearing the hat of Director of PermitSF, Mayor Lurie's initiative to improve the permitting process across the City.
- Ms. Watty stated that she wears another hat during her day job and she is also the Director of Current Planning for the Planning Department, which is their permitting side of house at the department, and she has been there for 20 years. She mentioned this because she has seen a lot of

the process improvements and permitting efforts that we as a City have made collectively with the Department of Building Inspection (DBI) and embarked on over the last two decades. She also comes with the privilege of some lessons learned when the Planning Department implemented the Accela project back in 2014. Both she and Director O’Riordan have been around for a long time and everyone is bringing their lessons learned and pain points to this project to make sure that as it goes forward they do not make the same mistakes of the past, and they take those lessons moving forward.

- These pain points are not unique to DBI – they extend across the City
  - I’m a customer who does not know how to apply for a permit and get my project approved
  - My application has fallen into a black hole of City bureaucracy
  - The process is slow, and I am losing time and money
  - The system is not getting any better
- PermitSF has a plan to deliver four products that address these pain points and create a simple unified, efficient permitting system
  - Product 1: Centralized Online Intake for Permits
  - Product 2: Real-Time Status Tracker
  - Product 3: Integrated, End-to-End Permitting System
  - Product 4: Dashboards to Drive Accountability
- We plan to improve the permitting experience for homeowners and small business with a first wave of improvements starting in February 2026
  - Working list of permits for Phase 1
    - Over the Counter Doors, Windows, Siding, Reroofing
    - Fire-only construction permits: Sprinklers & Alarms
    - Special Events
    - Fire Operational
    - Signs
    - Instant Online Trade Permits
  - Key customer experiences that we will improve
    - Home remodels
    - Commercial business improvements
    - Installation/upgrades to fire systems
    - Special event planning and launch
  - Key features that we will offer
    - Applicants will be able to request permits via a digital form from any time/location
    - Staff will have a new system of record to intake, process, manage inspections for and issue permits

- Reporting dashboards will enable applicants, the public, Staff and PermitSF leadership to track progress
- We are using this valuable opportunity to transform customer and staff experience by improving data quality and business processes
  - (Please note: Multiple items/examples were listed specific to the Description, Impact on Applicants, and Impact on Staff and Departments.)
    - Improvement
      - Addressing menu
      - Standardized inspection scheduling
      - Occupancy and use linkage
      - Master structures dataset
      - Audit logs
    - Description
    - Impact on Applicants
    - Impact on Staff and Departments
- We will deliver the key improvements that DBI customers and staff have been seeking for years
  - Improving Transparency
  - Delivering Best in Class Customer Experience
  - Streamlining Staff Experience and Improving Staff Satisfaction
- We are on track to start launching the new system by February 2026
  - December – Build, Test & Improve
  - January – Testing, Training, and Standard Operating Procedures
  - February – Go Live
- PermitSF's five guiding principles frame our reform and modernization efforts to deliver a predictable, efficient permitting
  - 1) Customer Focused – Put the customer experience at the center of every decision and process design.
  - 2) Use Technology to Drive Process Improvement – Leverage modern technology to eliminate inefficiencies, automate manual tasks, and create seamless digital experiences.
  - 3) Transparency and Open Data – Provide comprehensive visibility into permitting processes, timelines, and decision-making.
  - 4) Speed and Urgency – Prioritize speed and urgency to identify problems and implement iterative solutions.
  - 5) Measurable Outcomes – Define clear systemwide success metrics and hold everyone accountable for results.

Ms. Darcy Bender of the City Administrator's Team and Ms. Katelyn Martin-Contreras from the OpenGov Team showed a video and presented a live demonstration regarding the OpenGov system.

- Example of a door siding window replacement permit.
- Showed different steps in the process using OpenGov (For example, applying for permits, requesting inspections, etc.)
- Fees are automatically calculated and the customer can pay online or in person.
- There will be a flag or notification in the system for staff if an applicant is on the Expanded Compliance Control (ECC) list.
- Example from the Inspector side – Showed an inspection schedule and said that Inspectors can reorder the inspection times, send messages to customers, etc.
- Internal staff facing reporting – This may be useful for management. For example, if a person is out sick, they can filter tasks to someone else in the office.
- This was a high-level overview of OpenGov.

President Alexander-Tut thanked everyone in attendance for this item. She mentioned there may be a lot of questions on OpenGov, but she encouraged people to go to the Board of Supervisors hearing where they are going to talk about the procurement process. The BIC has a very small window and opportunity to dive into the “meat” of PermitSF and give influence before it goes live on the things that are the “meat” before the Commission. She encouraged the Commissioners to take the opportunity to provide feedback now before the system goes live – Ask questions, give feedback, etc. She hoped for a rich discussion and said the BIC welcomed comments from folks who were watching remotely.

#### Public Comment

Mr. Dratler presented a PowerPoint where he identified existing internal control weaknesses in the current DBI Permit Tracking System (PTS) that should be corrected with the implementation of PermitSF software. Mr. Dratler identified internal control improvements that should be implemented to ensure that building permits auto expire like plumbing permits and internal control changes that would prohibit DBI inspectors from 1) scheduling inspections on or finalizing expired building permits, 2) altering locked permit tracking system inspection records or complaints, 3) scheduling out of district inspections, 4) field inspections performed by senior building inspectors, 5) issuing or extending temporary occupancy certificates for a period beyond 12 months, 6) issuing building permit extensions to expired building permits or issuing building permit extensions for a period in excess of existing building code limits.

#### Commissioner's Questions and Comments:

- Commissioner Calamuci said that he had questions regarding the Licensed Contractor page that was demonstrated. A large interest of his is ensuring contractor compliance on the front end, so that folks are not getting into difficult situations with contractors who have issues. He asked if applicants would be entering that information themselves in the new system or is this something that directly would be pulled down from the Contractor State Licensing Board's (CSLB) database and automatically filled in?
- Ms. Bender stated that the information is pulled directly from the CSLB data set, so the applicant would enter information and select a contractor. The system would be pulling in information

from the State Licensing Board that would then become part of the application. It also pulls information from DBI's existing databases that are joined with the CSLB number, so the information is collected automatically and cannot be changed by the customer in the form.

- Commissioner Calamuci gave an example of a customer entering the name of an electrical contractor who may have done bad work, and asked if the system would flag it or tell the customer not to use the person.
- Ms. Bender provided an explanation stating in general the system would tell the customer if someone was licensed for doing that type of work or not. She also provided some other filtering factors.
- Commissioner Calamuci asked about a contractor listing themselves as exempt from carrying worker's compensation insurance, although they may have multiple employees. Would the system flag that?
- Ms. Bender stated that the system would pull from any workers compensation information that the state has on file. It is going to be a DBI business decision as to whether or not staff wants certain information to be blockers or not.
- Commissioner Calamuci suggested to add to the system the type of workers compensation insurance that a contractor carries.
- Commissioner Maclise asked how does OpenGov interface with an iPhone and Ms. Bender provided an explanation.
- Commissioner Lee asked what are the language access capabilities for someone who is monolingual and a complete “newbie”, and their first time applying to this. She noticed that there were a lot of required fields to fill in. Part two of her question was if someone is monolingual who can they call midway if they are having frustrations applying and get stuck, who could they call right away to help complete it in a timely manner and to follow up with staff?
- Ms. Watty said that if someone gets stuck after exhausting all of the resources that are built in to the system, two different tools to have are: 1) Katy Tang's Office of Small Business customer support team. They do a great job with customer service and helping people navigate people through systems and letting them know what process they would need. The vision is to have the team help both commercial and residential applicants. 2) Permit Center Customer Service Team – Right now they assist customers in person, but in the future they would be supporting digital or online customers as well. Staff is available who speak multiple languages in order to assist.
- Ms. Bender stated that on the technical side OpenGov will be using Google Translate and it defaults to the device's preferred language, so all of the information on the site would be translated.
- President Alexander-Tut said that they have seen an incident where the Engineer of Record was listed on a project, but was not actually involved with it. Will there be a flag that they have been added?
- Ms. Watty said when someone is added as a guest they will be emailed a notification, and anyone can be added even if they do not have an OpenGov account. It is required that an email of the contractor is entered as well. OpenGov is a super nimble system.
- President Alexander-Tut said that it was an important point mentioned that the system is nimble and flexible, and she was glad to hear that. She also said that the BIC has talked about the audit trail, and asked what the data transfer looks like?
- Ms. Watty stated that they are building the system, and will map out with Inspectors and subject matter experts as to the steps that should be included. There will be an audit log controlled by senior staff. If inspectors are in the field they would not have the ability to override steps, and so much of what they are focusing on are points that Mr. Dratler raised. The system will be able to automatically send emails in advance of a permit expiring.

- Ms. Bender said that any information on the application can be seen in OpenGov.
- President Alexander-Tut asked if supervisors would be able to assign inspectors to jurisdictions.
- Ms. Bender said that options are available for assignment.
- President Alexander-Tut asked how the public would be notified that the system is ready to go.
- Ms. Simon said that she was excited that they are using actual customers for testing in January. They are working with customers to see where they are getting stuck in the application process. In January there will be testing of the system with customers and February 13<sup>th</sup> is the launch date. This is an iterated process, and the roll out is in February, but it will not be available to everyone.
- President Alexander-Tut stated that the Commission looks forward to having the OpenGov team back again.

## 5. Director's Report.

### a. Director's Update [Director O'Riordan]

Director O'Riordan provided the following update:

- Thanked President Alexander-Tut and Commissioner Lee for joining us at our recent employee holiday party. It really meant a lot to me and to our staff to celebrate with you.
- As this is our final meeting of 2025, I want to do a quick review of what we accomplished over the past year and give you a look ahead at how we plan to further improve our service in the coming year.
- The biggest change was Mayor Lurie's creation of the PermitSF initiative and leadership team.
- He has been part of the PermitSF team from the start and have been impressed with everything we have accomplished, including the work to replace the Permit Tracking System that you just heard about.
- The mayor's embrace of permit reform gave new steam to the operational improvements we have been making over the past five years.
- DBI customers see the change and feel optimistic about our efforts.
- And with good reason. At DBI this year, we made a number of important improvements to better serve the public.
- The department started the year by launching a new building permit and comprehensive application report and enabling simultaneous plan review by all City departments.
- DBI got rid of physical stamps on In-House Review building permits and streamlined application routing. We removed the school district from the routing process altogether.
- At the same time, we expanded the public counter hours at the Permit Center and DBI and eliminated the Information Counter to save customers a step in the process.

- DBI created a working group to study the San Francisco Building Code and identify opportunities for streamlining. This led to successful legislation reforming slope protection, driveway load and lighting requirements to start.
- Our code enforcement team eliminated a two-year backlog of Code Enforcement Director's Hearings that had built up during Covid.
- The department added all Housing Inspection notices of violation to the property records in the public Complaint Tracking System to improve transparency and access for the public.
- Our Continuity of Operations Plan was updated to ensure we can serve the public after a disaster. Last week, we launched the Concrete Building Screening program.
- Another big accomplishment was to fix the city's addressing process. We worked with other city departments to launch a new, comprehensive addressing lifecycle process that saved applicants an average of eight days compared to earlier this year.
- Finally, we streamlined the legalization process for existing, unpermitted security gates.
- Taken together, these efforts continue to reduce our permit review and issuance times.
- Today, the majority of over-the-counter permits are issued within two days and our teams are completing their first review targets for in-house projects two to three times more often than just three years ago.
- DBI still has plenty of work to do and we are going to keep at it in 2026.
- He is proud of the progress that the department has made and want to again thank the Commission for your support, partnership and leadership as we strive to improve our department and provide even better service to the public.

**b. Update on PermitSF shot clocks.**

Ms. Megan Wall Shui, Principal Data Analyst, gave an update on PermitSF shot clocks and presented the following points:

- PermitSF Shot Clocks
- Building Permit Issuance
- Completeness Check and Plan Review

**c. Update on proposed or recently enacted State or local legislation.**

Legislative Affairs Manager Tate Hanna gave a presentation and discussed the following items:

SF Board of Supervisors Ordinances

Ordinances enacted:

- File No. 250955 – Triennial Code Update
- File No. 250956 – 2025 Mechanical Code
- File No. 250957 – 2025 Electrical Code
- File No. 250958 – 2025 Green Building Code
- File No. 250959 – 2025 Existing Building Code
- File No. 250960 – 2025 Building Code
- File No. 250975 – 2025 Housing Code

Ordinances before the Board of Supervisors:

- File No. 251014 – Ordinance creating a permitting process for Hydrogen-Fueling Station equipment installation. The ordinance is pending a hearing at the Land Use & Transportation Committee.
- File No. 250811 – Ordinance amending building permit and building permit application expiration timelines. The BI unanimously recommended approval. The ordinance is pending a second reading hearing at the Board of Supervisors.

2024 State Legislative Calendar

**d. Update on DBI's finances.**

Mr. Alex Koskinen, Deputy Director, Administrative Services, gave an update on DBI finances and provided the following items:

Financial Reporting – What to Expect

- How much money the department has received vs. how much has been spent.
- In September when the Fiscal Year closed there was a recovery.
- Do comprehensive recap for the Mayor and the Board of Supervisors.
- January and February there will be meetings regarding DBI's budget.

Budget Schedule

- Budget schedule begins in December.
- On Friday, the Mayor released budget instructions.
- The budget system is now open until February.
- In January there will be the first meeting of the budget and any changes in expenditures.
- In February there will be the second budget meeting which requires a vote.
- Currently the Commission is required to approve the budget submission to the Mayor.
- Mayor's phase of the budget.
- Board of Supervisors (BOS) phase of the budget.
- Legislative Analyst proposes changes to the budget, and there are usually cuts of some things.

- At the end of July the BOS votes on the full budget.
- This is the nuts and bolts” of the budget process and it is a 2-year budget, and every year there are revisions.

#### OpenGov Financing Update

- The Mayor signed a contract with OpenGov
- OpenGov implementation will be phased in over 3 years, and the estimated cost is \$15M.
- DBI’s estimated share of cost is 33% (290 of 884 licenses), which is 1/3 of the OpenGov funding.
- DBI has been directed to make \$5.5M available.
- The department has received one invoice from Opengov and paid \$4.7M.

#### Fiscal Year 25-26 Financing Update

- DBI has collected \$28.3M or 46% of the annual budget in Charges for Services.
- DBI has spent \$33.2M, or 37% of the annual budget in Operating Expenditures.
- Department is on track for modest savings, and staff is working on 6 month budget projections.

#### Fiscal Year 25-26 Revenues

#### Fiscal Year 25-26 Expenditures

Number of permits is close to the number last year, but the valuation is 16% higher than last year.

Staff has heard that locally projects are starting to move.

There was no public comment on the Director’s report items.

#### **6. Commissioner’s Questions and Matters.**

- Inquiries to Staff.** At this time, Commissioners may make inquiries to staff regarding various documents, policies, practices, and procedures, which are of interest to the Commission.
- Future Meetings/Agendas.** At this time, the Commission may discuss and take action to set the date of a Special Meeting and/or determine those items that could be placed on the agenda of the next meeting and other future meetings of the Building Inspection Commission.

There were no inquiries to staff.

Secretary Harris stated that the next Regular Meeting would be on January 21, 2026.

There was no public comment.

#### **7. Review and approval of the minutes of the Regular Meeting of November 14, 2025.**

*President Alexander-Tut made a motion to approve the minutes of the Regular Meeting of November 14, 2025, which was seconded by Commissioner Neumann.*

*The motion carried -unanimously.*

**RESOLUTION NO. 084-25**

**8. Adjournment.**

*President Alexander-Tut made a motion, seconded by Commissioner Neumann, to adjourn the meeting.*

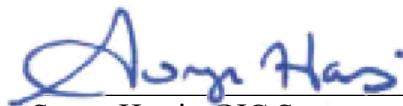
President Alexander-Tut wished everyone happy Holidays and a Happy New Year!

*The motion carried unanimously.*

The meeting was adjourned at 12:29 p.m.

**RESOLUTION NO. 085-25**

Respectfully submitted,



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Sonya Harris, BIC Secretary