

49 SOUTH VAN NESS

Permit Center

SF City/Contractors Liaison meeting 06.04.19



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:

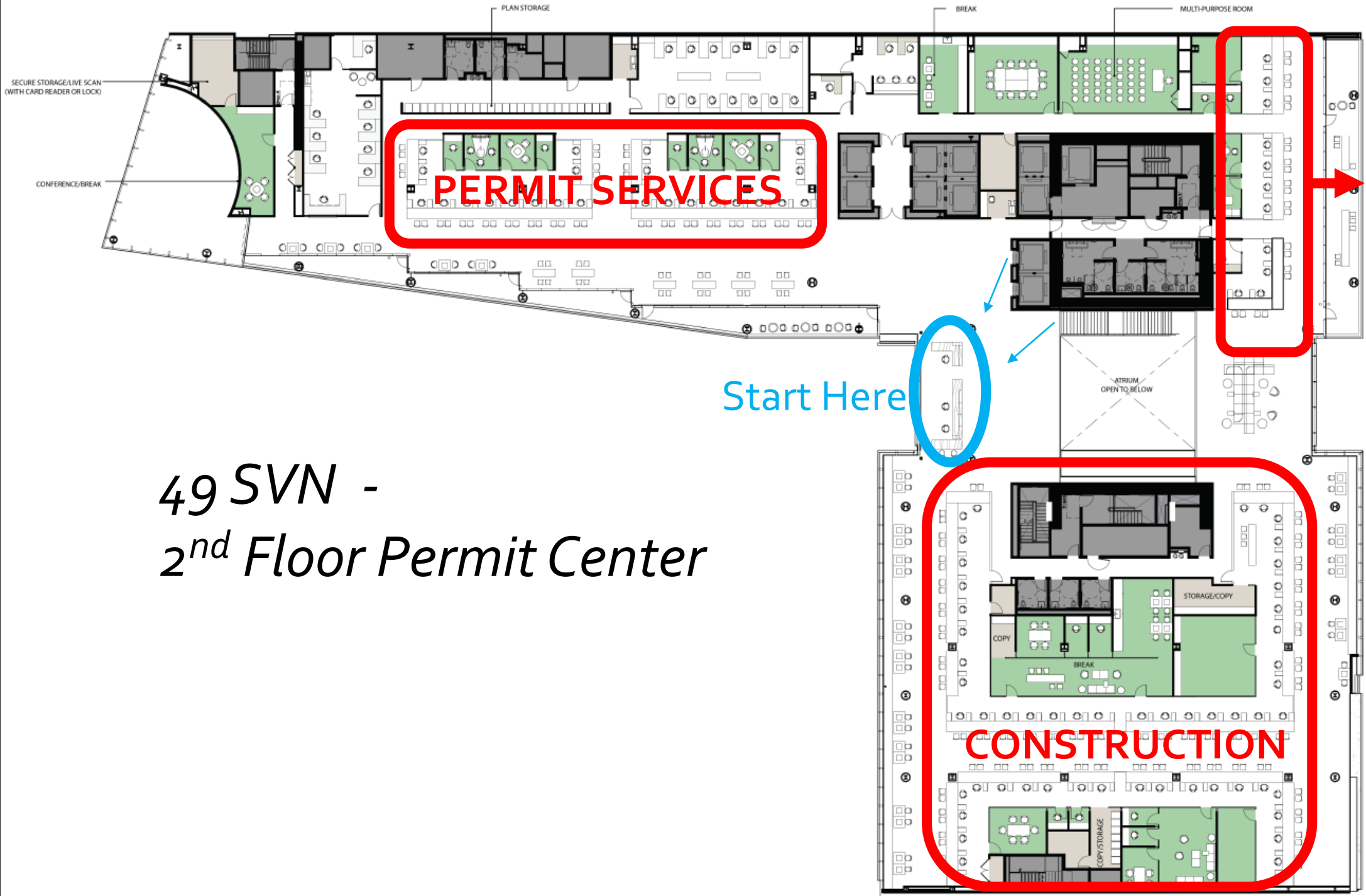
Advancing San Francisco as a safe, vibrant, and beautiful city through a friendly, streamlined, and efficient Permit Center serving all of our residents and businesses.

Regular station departments:

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

Potential on call station departments:

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



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

49 SVN Project Summary:

- Civic Office Building
- 16 story tower (225' tall); over 430,000 new sq ft of space for the City
- Permit Center:
 - 2nd floor 39,000 sq ft
 - 70+ public counters, 15 conference rooms, three break rooms, and 7 small 'focus' rooms
- Completion in spring 2020

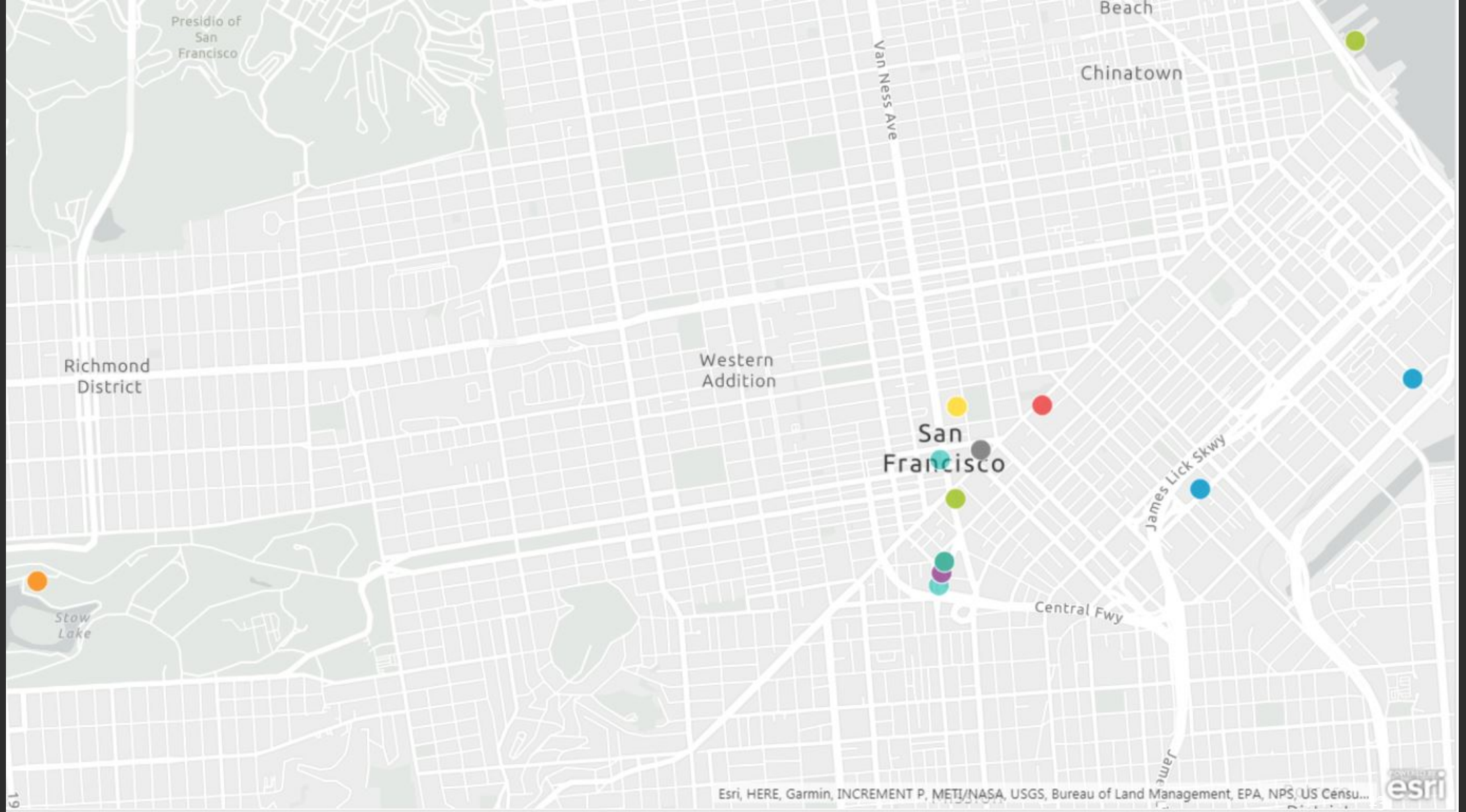




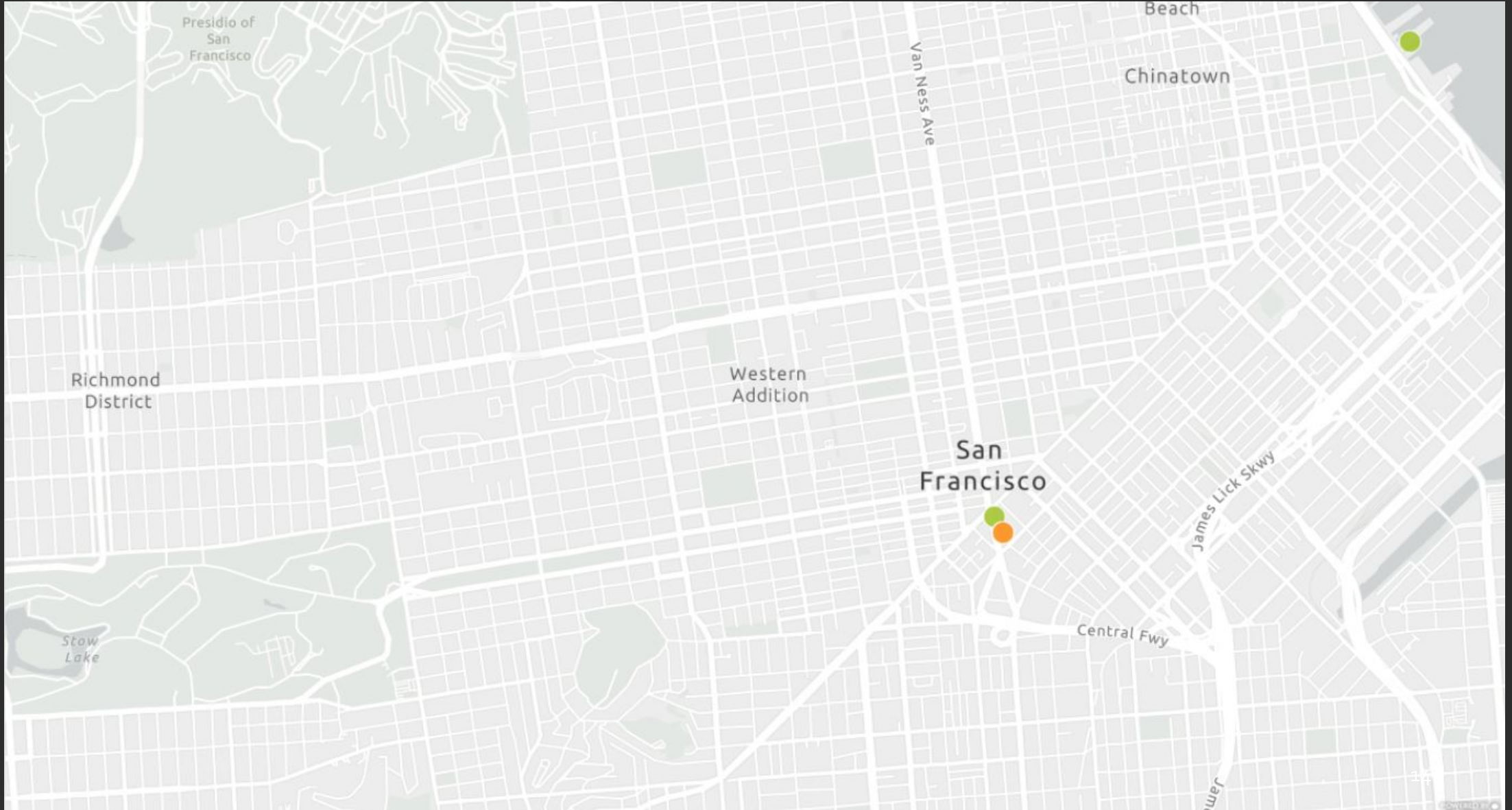




Before: sending customers to 13+ locations citywide



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



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

Not necessarily.

Current state:

- Up to 18 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 across departments – but not a lot of that happening
- Process confusing for inexperienced residents; no one department “owns” the entire customer experience

The opportunity

*Physical and digital permitting come together
for a seamless customer experience*



Apple Store

- High staff-to-customer ratio (normally)
- Well-trained staff
- Some formerly centralized functions are available throughout the store via staff's mobile devices, e.g. stock info, payment
- Store organized around customer goals

Let's get an idea of your financial picture

We'll also get to other changes and situations in a bit

Tell us if any of these applied to you or your better half in 2014.

 Had a job (W-2)	 Bank account interest (1099-INT)	 Unemployment benefits (1099-G)
 Donations to charity	 Side jobs/contract work (1099-MISC)	 Student loan interest (1098-E)
 Retirement plan withdrawal (1099-R)	 Received dividends (1099-DIV)	 Sold stocks/investments (1099-B)
 Owned a business	 Something else	

Turbo Tax

- Simplified, friendly interface between citizens & the tax code
- Excellent at masking complexity for the user while satisfying legal requirements with accuracy, at scale
- Referral path to professional advisors for those desiring additional personal support

Physical

- Queue Management System
- Customer service staff (hire, train and build knowledge base)
- Furniture, equipment and IT infrastructure
- Centralized Cashiering
- Process improvements
 - o Operational flow of Permit Center
 - o Construction Consulting

Digital

- Digital permitting
 - o ADU pilot program
 - o Electronic Plan Review
 - o Digital services staffing up
- Citywide policy discussions
 - o “Unique identifiers”
 - o IT permitting systems big picture

Permit Center High Level Timeline:

Spring 2019: Gather information



Summer 2019: Make decisions



Fall 2019: Start pilot at 1660 Mission



Winter 2020: Iterate on pilot



Spring 2020: Prepare for move! 😊

THANK YOU!

Questions?



Staff can access project updates and web cams by visiting the SharePoint site for the project:

<http://49SVN.sfgov.org>

Log in using your city email and password