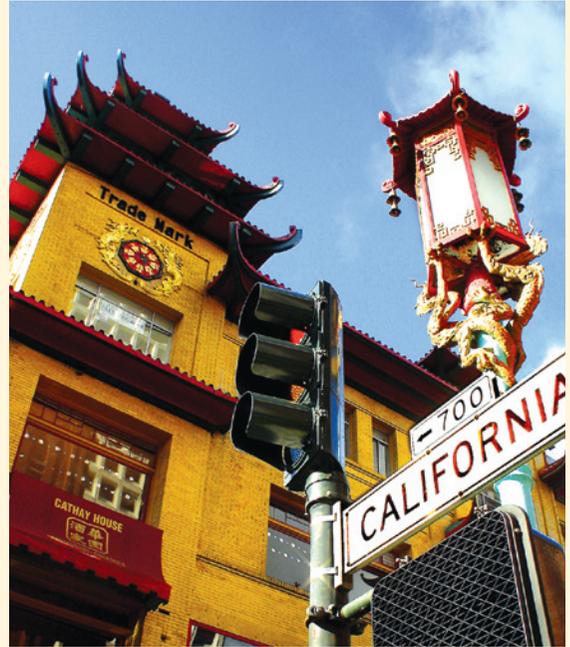
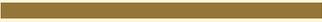


San Francisco
 Department of Building Inspection
 Annual Report 2007-2008



	Building Inspection Commission	
	Department of Building Inspection	
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	Public Services	
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City and County of San Francisco
Department of Building Inspection



Gavin Newsom, Mayor
Vivian L. Day, C.B.O., Acting Director

December 1, 2008

The Honorable Mayor Gavin Newsom
The Honorable Board of Supervisors
City and County of San Francisco
City Hall, 1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

Dear Mayor Newsom, President Peskin, and Honorable Supervisors:

On behalf of the Building Inspection Commission (BIC) and the Department of Building Inspection (DBI), and pursuant to City Charter 3.501, the Department is pleased to submit to you its Annual Report for Fiscal Year 2007-2008.

Following are highlights of DBI's major accomplishments during this fiscal year:

- Issued a total of **66,319** permits.
- Performed a total of **146,980** inspections.
- Prepared a comprehensive Business Process Reengineering (BPR) Report, which included more than 180 recommendations, which will streamline and standardize the permit and inspection processes.
- Implemented a combined automated inspection scheduling module that includes building, electrical, and plumbing inspections. This combined system standardizes and simplifies the scheduling of inspections for all three disciplines.
- Initiated DBI's first quantitative and qualitative customer perception research survey to establish baseline data on how the Department is perceived by home owners, professionals and other stakeholders. This data will be utilized to guide leadership decisions and future changes, and provide accurate, timely and measurable performance information.
- Restarted the Community Action Plan for Seismic Safety (CAPSS), which will develop over the next two years, options and recommendations on cost-effective approaches to improving the seismic safety of potentially vulnerable buildings.

We would like to take this opportunity to thank the Mayor's Office, Board of Supervisors, Building Inspection Commission, our customers, and all DBI employees for their continued and invaluable support of the Department.

Sincerely,

Handwritten signature of Frank Lee in black ink.

Frank Lee, President
Building Inspection Commission

Handwritten signature of Vivian L. Day in black ink.

Vivian L. Day, C.B.O., Acting Director
Department of Building Inspection

Office of the Director
1660 Mission Street – San Francisco CA 94103
Office (415) 558-6131 – FAX (415) 558-6225 – www.sfgov.org/dbi

San Francisco
Department of Building Inspection
Annual Report July 1, 2007 – June 30, 2008

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BUILDING INSPECTION COMMISSION

Frank Lee – President
Mel Murphy – Vice-President
Ann Aherne – Commission Secretary
Sonya Harris – Assistant Secretary

Purpose

To serve the City and County of San Francisco and the general public by ensuring that life and property within the City and County are safeguarded, and to provide a public forum for community involvement in that process

Mission Statement

As a policy-making and supervisory body mandated by the City Charter, the seven-member citizen Building Inspection Commission (BIC) manages the Department of Building Inspection (DBI) and the bodies subordinate to the Commission, by overseeing the effective, efficient, fair and safe enforcement of the City and County's Building, Housing, Plumbing, Electrical, and Mechanical codes, along with Disability Access Regulations.

About The BIC

The San Francisco Building Inspection Commission and the Department of Building Inspection were created by voter referendum in 1994. The BIC was designed to provide representation for the various communities, which interact with the Building Department. The seven different commission slots are filled by a structural engineer, a licensed architect, a residential tenant, a residential builder, a residential landlord, a community based non-profit housing developer, and a member of the general public at-large. The BIC appoints the Director of DBI, sets policy, hears various appeals on issues leading up to the issuance of building permits, sits as the Abatement Appeals Board to hear appeals of Director's Orders of Abatement, and provides a public forum through their monthly meetings.

The Commission

The Mayor appoints four positions and the President of the Board of Supervisors appoints three. Currently, the Building Inspection Commission consists of the following:

Frank Lee, President

02/08 - Present

Architect Seat

07/07 - 02/08 – Vice-President

Appointed by the Mayor

Criss Romero

07/07 - Present

General Public Seat

Appointed by the President of the Board of Supervisors

Mel Murphy, Vice-President

02/08 - Present

Contractor Seat

07/07 - 02/08 – Commissioner

Appointed by the Mayor

Michael Theriault

07/07 - 01/08

Non-Profit Seat

Appointed by the Mayor

Joe Grubb

01/07 - 01/08

Residential Landlord Seat

Appointed by the President of the Board of Supervisors

Reuben Hechanova

01/08 - Present

Non-Profit Seat

Appointed by the Mayor

Rafael Mandelman

01/08 - Present

Residential Landlord Seat

Appointed by the President of the Board of Supervisors

Debra Walker

02/08 - Present

Tenant Seat

07/07 - 02/08 – President

Appointed by the President of the Board of Supervisors

Vahid Sattary

07/07 - Present

Structural Engineer Seat

Appointed by the Mayor

How To Contact The BIC

Ann Aherne, Secretary to the Building Inspection Commission, may be reached at:

**Building Inspection Commission
Department of Building Inspection
1660 Mission Street, 6th Floor
San Francisco, CA 94103-2414
415.558.6164, FAX 415.558.6509**

Meetings

The BIC meetings are held once a month on the third Wednesday of every month. The meetings are televised live on SFGTV Channel 78. The meetings are accessible, open to the public, and commence at 9:00 a.m. at:

**City Hall
1 Dr. Carlton B. Goodlett Place, Room 416
San Francisco, CA 94102**

Agendas

The Agenda is published on the Friday before the regularly scheduled meeting. Agendas are posted on the Department's website, www.sfgov.org/dbi, under Agendas & Minutes, the Main Library in the Government Documents section, the Bulletin Board located at the ground floor elevator lobby of 1660 Mission Street, outside the meeting room at City Hall and are also available by contacting Ann Aherne, Commission Secretary at (415) 558-6164.

Minutes

Minutes are posted on the Department's website under the Agenda and Minutes link 10 days after approval by the BIC.

Highlights and Accomplishments

- Held 10 regular meetings and one special meeting.
- The BIC Litigation Committee (President Walker, Commissioner Murphy and Commissioner Romero) held five “Closed Session” meetings with representatives from the City Attorney’s Office and various DBI employees. The Committee continues to meet on a monthly basis, as needed, to refer necessary cases to the City Attorney’s Office and to follow up on existing Housing Inspection, Code Enforcement, and Disabled Access violations. (On March 16, 2008 Commissioners Murphy and Walker were reappointed to the Litigation Committee, and Commissioner Sattary was newly appointed.)
- Commissioners Grubb, Theriault and Lee met as the Recommendation Sub-Committee and through the Commission Secretary sent out letters of invitation to pertinent organizations, stakeholders and customers of DBI inviting them to serve on the Access Appeals Commission (AAC), Board of Examiners (BOE), Code Advisory Committee (CAC) and the Unreinforced Masonry Appeals Board (UMB). The Sub-Committee members reviewed all applications and the Commission made several appointments and reappointments to the AAC. All other appointments are scheduled for the coming fiscal year. On March 16, 2008 Commissioners Hechanova, Mandelman, and Romero were appointed to the Recommendation Sub-Committee.
- The Recommendation Sub-Committee recommended several candidates for the Code Advisory Committee (CAC). The entire Building Inspection Commission accepted the appointments and voted to swear in the new and returning members to the Code Advisory Committee.
- The Recommendation Sub-Committee recommended several candidates for the Board of Examiners (BOE). The entire Building Inspection Commission accepted the appointments and voted to swear in the new and returning members to the Board of Examiners.
- Heard a presentation by Director Hasenin regarding the Business Process Reengineering (BPR) Plan. The Building Inspection Commission voted to support the Business Process Reengineering Plan that Direc-

Sonya Harris looking over Building Inspection Commission meeting minutes from the previous week.



tor Hasenin initiated for the Department. Director Hasenin and the Commission received overwhelming support from the public, construction community, the “City Family” and various stakeholders.

- Voted to approve Code amendments to the 2007 California Building, Mechanical, Electrical, Plumbing and Housing Codes and recommended approval to the Board of Supervisors, with the amendment to allow non-substantive adjustments as necessary.
- Heard a presentation by Dr. Rajiv Bhatia of the Health Department regarding Supervisor Maxwell’s proposed dust control ordinance.
- At the first meeting in February elected Commissioner Frank Lee as President and Commissioner Mel Murphy as Vice-President.
- Held two meetings, and heard public testimony be-



Mayor Newsom speaks at the Building Inspection Commission meeting.

Highlights and Accomplishments | continued

- fore voting to approve DBI's status quo budget for Fiscal Year 2008-2009 urging the Department to submit the most conservative budget as it related to both revenues and expenditures.
- Voted to adopt the blended version of the two Green Building Ordinances proposed by Mayor Newsom and Supervisor Peskin. This ordinance would amend the S.F. Building Code by adding Chapter 13C.
- Voted to adopt the following Administrative Bulletins:
 - AB-058 - Procedures for Seismic instru-
 - mentation of New Buildings (new)
 - AB-082 - Requirements and Guidelines for Structural Design Review Procedures (new)
 - AB-083 - Requirements and Guidelines for the Seismic Design of New Tall Buildings Using Non-Prescriptive Seismic-Design Procedures (updated)
 - AB-088 - Collection and Storage of Trash, Recycling, and Compostable Material
- Voted to refer cases to the City Attorney's Office, and stated that the BIC will rely on the Litigation Committee to make decisions for the entire Commission.

Highlights and Accomplishments | continued

- Heard a presentation by Mark Carpenter of the Matrix Consulting Group, regarding a fee study for DBI.
- Voted to support the recommended fee increases, with the caveat that the Commission will review this in 3 years. Amended to include the authorization of staff to work with the City Attorney's Office to draft legislation to enact these fee increases.
- Heard a presentation from Deputy Director Ray Lui regarding the Community Action Plan for Seismic Safety (CAPSS) which included discussion and possible action regarding the UMB/Seismic Safety Loan Program and converting the money to the Soft-Story Program.
- The Building Inspection Commission made a general recommendation that any leftover funds from the UMB Seismic Safety Loan Program be moved forward to other seismic uses.
- Heard presentations by Senior Building Inspectors Tony Grieco and Susan Leong on expanded over-the-counter plan review services.
- Heard public testimony introducing a new group, the San Francisco Coalition for Responsible Growth (SFCRG), formed with the intention of ensuring responsible growth in San Francisco. Mr. Luke O'Brien is the inaugural President of the organization.
- Heard a presentation by Mr. Phil Williams, the Chair of the Mayor's Task Force on Green Buildings. Mr. Williams said that the Task Force focused on opportunities to improve performance of private sector buildings and then recommended new and heightened green building standards in San Francisco.
- Agendized the Statement of Incompatible Activities (SIA) for the San Francisco Department of Building Inspection, San Francisco Building Inspection Commission, Access Appeals Commission, Board of Examiners and Unreinforced Masonry Building Appeals Board.
- Supported the Department in its participation in the West Coast Green Conference held on September 20 through the 22.
- Supported and participated in the DBI Summit held on October 11 and 12 for two half days at the Bill Graham Civic Auditorium.
- Heard a presentation by Hanson Tom, DBI's Principal Engineer, regarding 120 Howard Street. Presentation also addressed the PEER Review Process.
- During the BIC meetings, the Commission agendized public discussions regarding several important and ongoing issues including:
 - Department of Building Inspection's permit activity and inspection scheduling, as well as the proposal of having automated scheduling for all divisions.
 - Status of Management Information Systems (MIS); Director Hasenin described Q-Matic, the automated customer tracking system, which would allow better customer tracking in the building.
 - Status of Community Action Plan for Seismic Safety (CAPSS).

- Interdepartmental coordination meetings and recommendations.
- Overall plan for the reconfiguration of DBI.
- Updates on the Business Process Reengineering Implementation Plan.
- Green Building Ordinance.
- Proposed fee adjustments/increases for DBI.
- Performance Statistics.
- Financial Reports.

2008 – 2009 Goals

- Continue to monitor DBI's computer and technology needs, and reorganization of MIS. In addition, monitor the progress of computer information sharing between Planning and other City Departments.
- Continue working with the City Attorney's Office, Housing Inspection Services Staff and Code Enforcement staff in the Litigation Committee to abate outstanding cases.
- Continue to monitor DBI's staffing issues to ensure excellent customer service to the citizens of the City and County of San Francisco.
- Continue the process of implementing the Business Process Reengineering for the Department in order to streamline services.
- Continue to meet with Planning and other departments to coordinate processes and encourage cooperation for efficiency of services.

DEPARTMENT OF BUILDING INSPECTION

Purpose

To serve the City and County of San Francisco and the general public by ensuring that life and property within the City and County are safeguarded, and to provide a public forum for community involvement in that process.

Mission Statement

Under the direction and management of the seven-member citizen Building Inspection Commission, to oversee the effective, efficient, fair and safe enforcement of the City and County of San Francisco's Building, Housing, Plumbing, Electrical, and Mechanical Codes, along with the Disability Access Regulations.



BID Field Inspection
Reinforcing steel and concrete placement observation for new building at 301 Executive Parkway.

Director's Office

Vivian L. Day, C.B.O., Acting Director

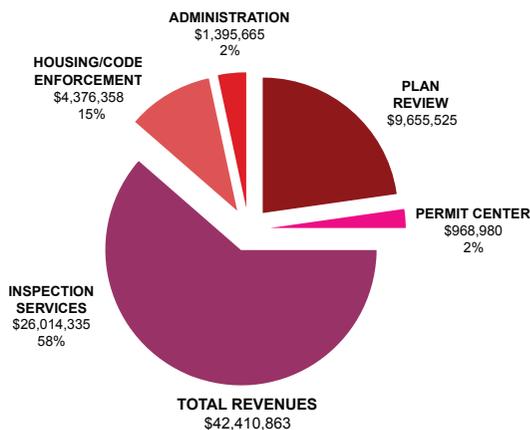
Function

The function of the Director's Office is to provide day-to-day operational management of the Department, and to implement policy guidelines provided by the Building Inspection Commission. The Director initiates policies and actions, and supports all programs within the Department to ensure that life and property within the City are safeguarded.

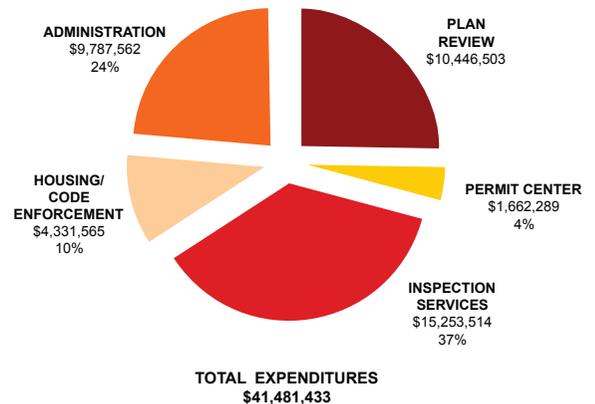
Highlights and Accomplishments

- Issued a total of 66,319 permits; including
 - 27,399 building permits
 - 14,842 electrical permits
 - 17,195 plumbing permits
 - 6,883 miscellaneous permits
- Performed a total of 146,980 inspections; including
 - 65,860 building inspections
 - 36,583 electrical inspections
 - 16,679 housing inspections
 - 27,858 plumbing inspections
- Hosted DBI's 2nd "Meet the Pros" Summit on October 11 and 12, 2007. Received 667 pre-registrations to attend the two-day event which included workshops on How to Obtain a Permit, Residential Kitchen and Bathroom Remodels, Earthquake Safety Preparation, Landlord and Tenant Responsibilities, training on the new International Code Standard, and other workshops of public interest.
- Implemented an improved "Permit Services" Program that includes permit filing, approval and issuance; intake and submittal services; plan routing and distribution to appropriate reviewing agencies.
- Consolidated Building, Electrical and Plumbing Inspection divisions' support staff into Inspection Services. This consolidation allowed

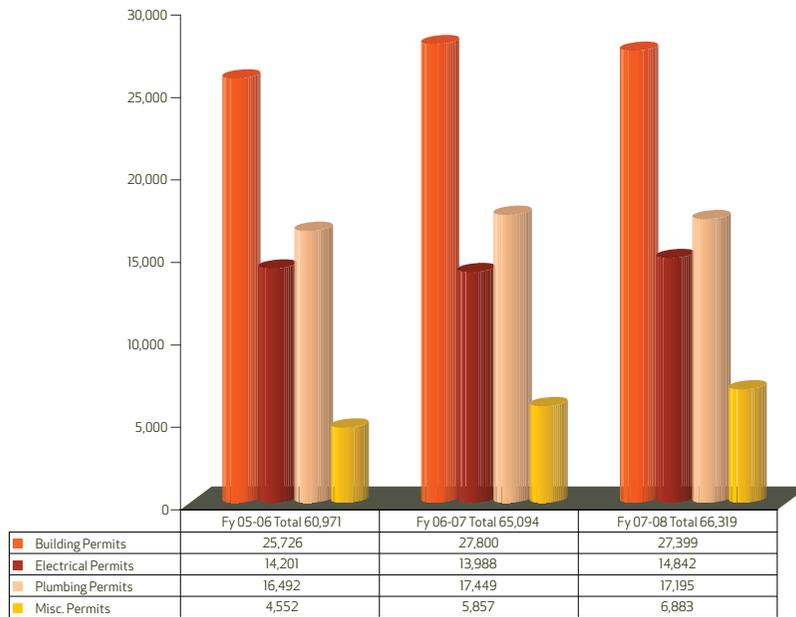
Total Revenues



Total Expenditures



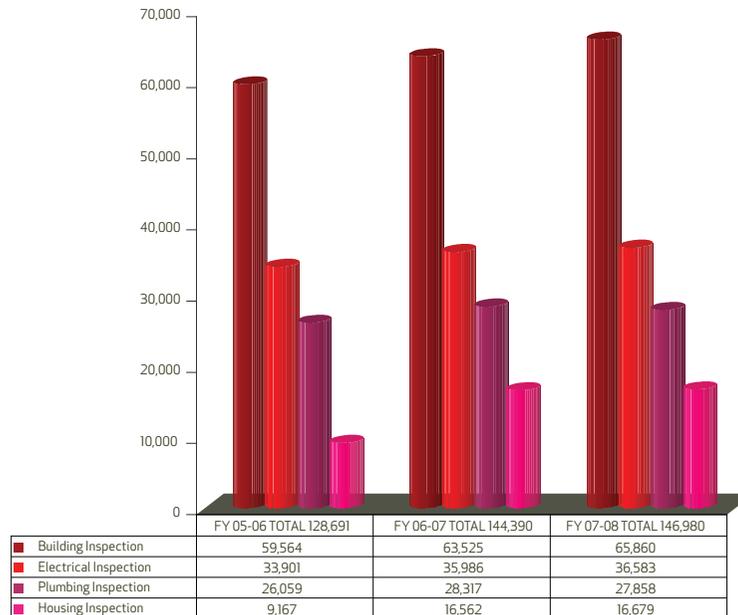
Permits Issued | 3-Year Comparison



Highlights and Accomplishments | continued

- for improved customer service, fully-trained support staff on all aspects of inspection services, and continuous counter coverage.
- Implemented a combined automated inspection scheduling module that includes building, electrical, and plumbing inspections. This combined system standardizes and simplifies the scheduling of inspections for all three disciplines.
- Prepared a comprehensive Business Process Reengineering (BPR) Report, which included more than 180 recommendations that will streamline and standardize the permit and inspection processes. Obtained BIC approval, set up task forces, and began implementing these BPR recommendations.
- Increased training for all employees in technical and professional development areas, including implementation of the new International Code Standards.
- Implemented a “Guaranteed Second Opinion” program throughout the Department that enables any customers to go beyond immediate staff and obtain Supervisor’s opinion, and if needed, the Director’s review and final decision/approval.

Inspections Performed | 3-Year Comparison



Highlights and Accomplishments | continued

- Trained Central Permit Bureau staff to issue simple permits over-the-counter, including permits for reroofing, window replacement, signs, garage doors, etc.
- Expanded online permit services for electrical and plumbing.
- Expanded and streamlined Over-the-Counter permits operations, concentrating all services on the Fourth Floor, 1660 Mission Street, for customer convenience and to improve efficiencies.
- Continued regular coordination meetings with the Director of City Planning and with the Fire Department to improve development review activities among the key agencies involved in permit reviews and approvals.
- Initiated DBI’s first quantitative and qualitative customer perception research surveys to establish baseline data on how the Department is perceived by home owners, professionals and other stakeholders. These data will be utilized to guide leadership decisions and future changes, and provide accurate, timely and measurable performance information.
- Restarted the Community Action Plan for Seismic Safety (CAPSS), which will develop options and recommendations on cost-effective approaches to improving the seismic safety of potentially vulnerable buildings.
- Initiated the Department’s first-ever comprehensive fee and cost-of-services’ study, and won approval of a new fee schedule that became effective on September 2, 2008 – bringing the fees into alignment with actual costs of providing professional services for permit services, plan review and inspections.

2008 – 2009 Goals

- Consolidate and expand cashier services for improved customer convenience and more effective financial accountability.
- Implement a customer tracking system within the Department.
- Continue to upgrade DBI's office space in ways that will enable the Department to create a new Permit Processing Center with consolidated activities on designated floors, streamlined processes and procedures, etc. and to maximize staff and customer convenience.
- Continue to upgrade DBI's automation systems to improve data availability, public transparency and accuracy, including working closely with the Planning Department on a new Memorandum of Understanding (MOU) that coordinates enhanced public understanding of the multiple steps required by the development review process.
- Conduct random quality control field inspections to ensure effective and consistent enforcement.
- Establish written policies and procedures accessible to all customers and employees, including posting these on the DBI website.
- Continue implementing BPR recommendations, and keep customers, other City agencies, and the public fully informed of all new process changes, new policies and procedures through a new E-Alert/DBI Update electronic distribution to customers and stakeholders (and available on the DBI website).
- Implement an online and Integrated Voice Recognition (IVR) scheduling system.
- Increase online access to standardized forms and checklists, policies, procedures, records requests submittals, payment acceptance, etc.
- Implement a second annual customer research survey and obtain measurements from last year's baseline tracking data, upon which DBI management can make informed decisions for departmental operations.



Matt Greene answers earthquake safety questions from the public at Department of Public Works Health and Safety Fair.

SUPPORT SERVICES

Mission Statement

The Administration Program is dedicated to providing the Department of Building Inspection with efficient quality support in the areas of Fiscal Management, Management Information, Personnel and Payroll Services.

Administrative Services Division

Pamela Levin, Division Supervisor

Function

The functions of the Administrative Services Division (ASD) are to provide support to the Department in the areas of fiscal management, purchasing, employee services, and business analysis. In the area of fiscal management this support is in the form of budget preparation and reconciliation; controlling labor and non-labor expenditures, capital expenditures and work order expenditures; accounts payable; and performing internal audits. In the area of purchasing this support is in the form of procuring materials and supplies; vendor identification and interfacing; and contract administration. In the area of employee services this support is in the form of automobile repair control; telephone systems, pager and cellular phone management; and employee claims management. In the area of business analysis this support is in the form of providing needs and operations analysis, and revenue/expenditure analysis.



Maxima Lim fills out an office supply request.

Highlights and Accomplishments

- **Revenues**

Plan Review	\$9,655,525
Permit Center	\$968,980
Inspection Services	\$26,014,335
Housing/Code Enforcement	\$4,376,358
Administration	\$1,395,665
Total Revenue	\$42,410,863
- **Expenditures**

Plan Review	\$10,446,503
Permit Center	\$1,662,289
Inspection Services	\$15,253,514
Housing/Code Enforcement	\$4,331,565
Administration	\$9,787,562
Total Expenditure	\$41,481,433
- Received a total of 24 reimbursement requests; of these, processed 96% or 23 within ten days.
- Processed 100% of training requests within five business days.
- Processed 1,435 financial transactions through the City's FAMIS online system.
- Processed 1,060 purchasing transactions through the City's ADPICS online system.
- 29.17% of total revenues collected through the PC Cash Register System were credit card transactions.
- The FY 2007 Financial Post Audit by the Controller's Office found that the number of exceptions decreased by 8%.

On-going Projects

- Following City administrative, contracting, purchasing and fiscal procedures.
- Maintaining expenditures within budgeted appropriation.
- Monitoring and analyzing revenues.
- Maintaining prudent fund balances.
- Providing assistance to other divisions in accomplishing their goals.

2008-2009 Goals

- Provide tools and information to divisions so that they can monitor their revenues and expenditures.
- Implement the new fee schedule and ensure it is reflected correctly in the financial system.
- Conduct staffing analyses to assist operating divisions in developing their personnel budgets.
- Reengineer the process for developing the FY 2009-10 budget to ensure division involvement in decision making, sufficient justifications are provided, and information is provided at a level that it can be monitored throughout the year.
- Continue development of ASD policies and procedures.
- Ensure DBI assets including vehicles are maintained, City policies and procedures are followed, and charges are appropriate.
- Develop tracking mechanism for contracts and purchase orders so that division managers are aware of the status of their requests.
- Review the utility of information provided in these quarterly reports and to revise as appropriate.

Management and Information Systems

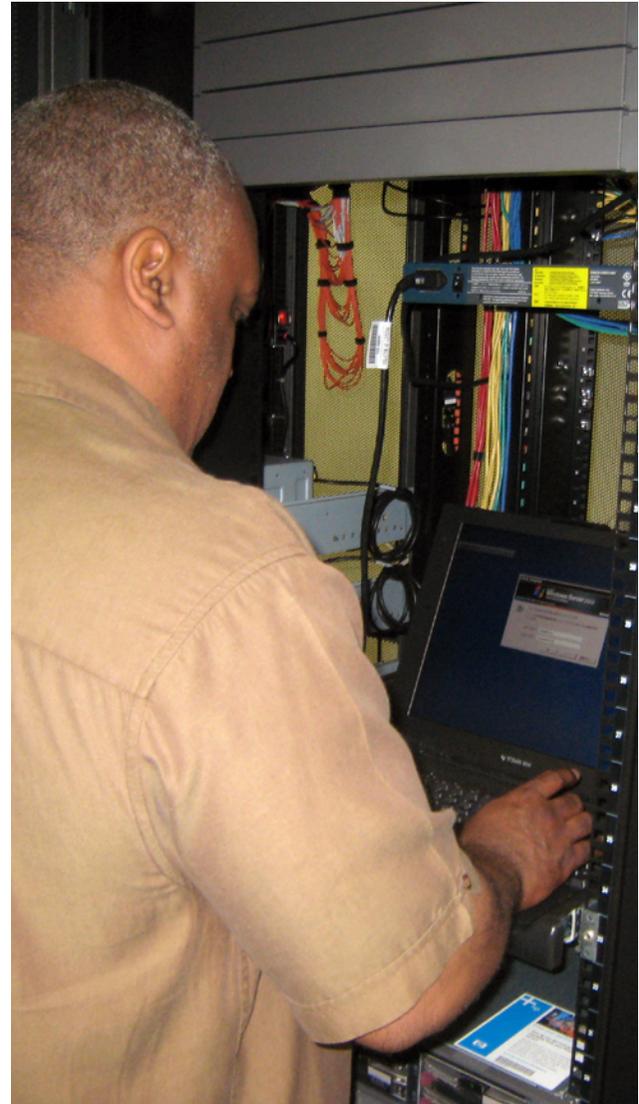
Hema Nekkanti, Division Supervisor

Function

The functions of the Management Information Systems (MIS) are to archive and safeguard DBI's data; to manage network access to files and data; to scan, digitize and store plans, documents and drawings on the network; to develop and maintain an extensive client-server database to support the permitting functions and related complaint and inspection tracking functions; to supply software for common office applications, including: word processing, spreadsheet, database, presentation, telecommunications, and desktop layout; to install, repair, upgrade and maintain desktop computer equipment and peripherals, including printers, plotters, scanners; to provide daily HelpDesk support for computer-related problems, to assist end-users in graphic projects; provide in-house training; research technical issues; and to provide custom reports both for the public and DBI management.

Highlights and Accomplishments

- Responded to 3,150 HelpDesk tickets/development requests.
- Permit Tracking System (PTS) Enhancements:
 - Implemented changes to inspection module to enable scheduling of inspections for Plumbing and Electrical Inspection divisions.
 - Implemented changes to inspection scheduling modules to provide for the consolidation of inspection services.
- **Fee Study** – Assisted with the completion of the Department's fee study and analysis reporting.
- **DBI Intranet** – Intranet website ready to be launched for Department's internal communications needs and to serve as a single source for the most current information.
- Replaced all aged printers for the Department with new printer hardware.



Harold Steger checks the computer server.

- **Multi-function Copier** – Implemented a network monitoring device/tool which will perform real time information update to manufacturer.
- Expanded network infrastructure at 1660 Mission Street 4th floor offices.
- **IT Infrastructure Refresh Project** – Completed data migration on the development and QA database servers. Data migration and testing in progress on the production servers.

On-going Projects

- **PTS Enhancements**
 - Testing in progress on the PTS Checklists tool to manage and track plan review correction checklists.
 - Proposed fee changes to be implemented after approvals.
 - Scope and requirements definition in progress to issue Request for Proposals (RFP) on a new inspection scheduling module for inspection scheduling and results tracking for Building, Electrical, and Plumbing Inspection divisions.
 - Changes in progress on plan routing and approval modules to help streamline intake of applications for plan review and tracking turnaround time.
 - Isolate cashiering function for collection of fees. Changes to fees and payments modules for invoicing.
 - Changes in permit tracking to track and flag bounced checks.
- **IT Asset Management** – Utilizing IT tracking application to manage all Department's IT assets.
- Testing and quality control check in progress on in-house scanning system for the purpose of digitizing permit documents and plans.
- Data migration and testing in progress for the newly created infrastructure production servers.

2008 – 2009 Goals

- Complete implementation of proposed and approved fee changes.
- Complete implementation of PTS correction checklists.
- Complete testing and implement in-house scanning system.
- Implement the new customer queue management system.
- Make significant progress in designing an integrated inspection scheduling and status tracking system.
- Issue Request for Proposal and make vendor selection for implementing a consolidated inspection scheduling system to schedule inspection through IVR(Interactive Voice Response)/WEB/Mobile.
- Implement application plan review module to help streamline intake of applications for plan review and tracking turnaround time.
- Upgrade Lotus Notes client to the current version for the entire Department
- **Hardware Upgrade** – Replace all computers for over-the-counter operation.
- Complete data migration on the new Infrastructure Production database servers.

PUBLIC SERVICES

Jeremy Hallisey, Assistant to the Director

Mission Statement

Serve as the first point of contact for the public, answer general questions, provide permit status, disseminate Department policies and procedures. Manage, process, and maintain permit records. Prepare Reports of Residential Records (3R Reports). Responsible for the Department's Community Outreach Program, informational publications, website, Monthly, Quarterly, and Annual Reports. Responsible for the implementation of over 180 recommendations for the Business Process Reengineering Report. Responsible for keeping both employees and the public fully apprised of the Department's mission and to articulate initiatives undertaken to provide the delivery of DBI services through a variety of marketing and public outreach programs.

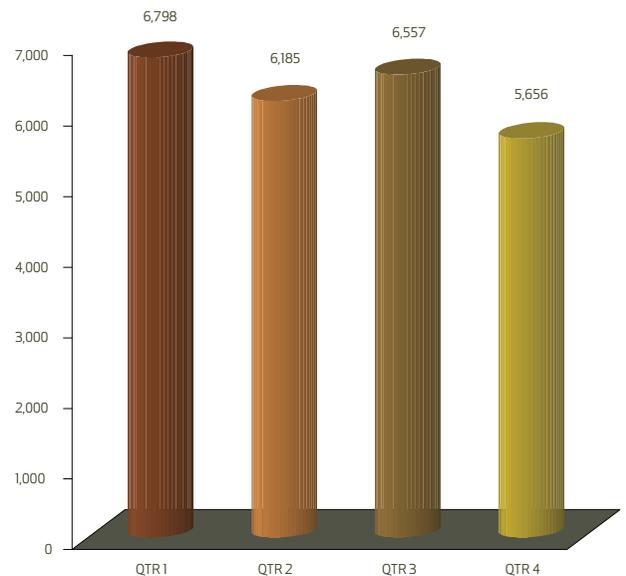
Customer Service Division

Patty Herrera, Division Supervisor

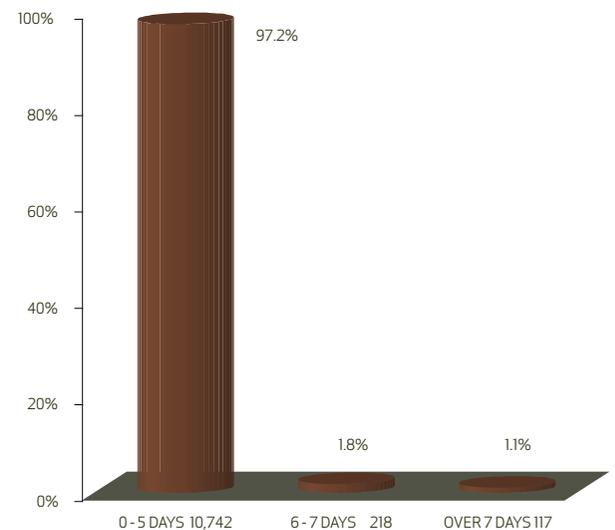
Function

Customer Service Division (CSD) serves as the first point of contact for the public and ensures that customers are quickly and efficiently referred to the proper division for assistance. CSD answers general questions for phone, email and walk-in inquiries; facilitates the resolution of complaints and physically directs customers to the appropriate division. CSD is responsible for maintaining historical records, storage and reproduction of plans, permit applications, job cards, certificates of final completion, and miscellaneous documents. CSD is charged with the production of Report of Residential Records (3R Reports). CSD is responsible for the Department's Community Outreach Program which includes coordinating participation in community outreach events such as neighborhood and association meetings and City sponsored events. CSD is charged with updating and publishing all brochures, handouts, and booklets describing DBI services; Quarterly and Annual Reports; and updating the Department's website. CSD is also responsible for intake of service requests from the San Francisco 311 Customer Service Center.

Calls Answered



Microfilm Requests Processed
MBO Goals: 75% in 5 days, 88% in 7 days



Peter Chow
researches a
building permit
application.



Highlights and Accomplishments

- Answered a total of 25,196 telephone inquiries and assisted 35,561 customers at the public information counters.
- Received a total of **7,800** 3R requests; of these,
 - **92%** or **7,164** were processed within 5 days
 - **6.5%** or **518** were processed within 6 – 7 days
 - **1.5%** or **118** were processed over 7 days.
- Received a total of **11,713** microfilm requests; of these
 - **97%** or **11,378** were processed within 5 days
 - **2%** or **218** were processed within 6 – 7 days
 - **1%** or **117** were processed over 7 days.

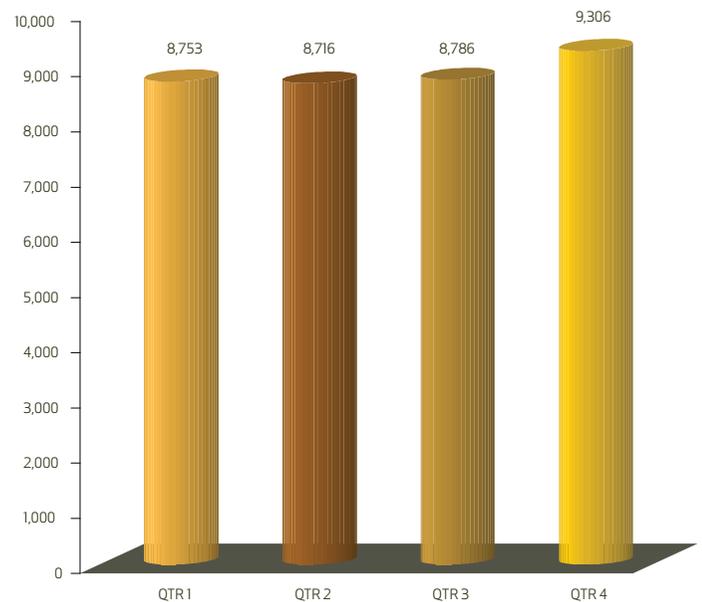
These microfilm requests produced a total of:

 - **106,286** copies of applications/job cards/CFC's
 - **54,020** copies of plans
 - **22,729** diazos.
- Hosted DBI's 2nd Annual "Meet the Pros" Summit on October 11 and 12, 2007. Received 667 pre-registrations to attend the two-day event which included workshops such as How to Obtain a Permit, Residential Kitchen and Bathroom Remodels, Earthquake Safety, Landlord and Tenant Responsibilities, training on the new International Code Standard, and more.
- Streamlined process for Community Outreach Program. Developed easy-to-follow spreadsheets that include; brochure and outreach items inventory, brochure subject, quantity of brochures, bilingual needs, staff, forms, etc.
- Developed a simplified checklist for all brochures; including language, inventory, revision date, printed version, website update, etc. Implemented new design and layout for all brochures, began consolidation of duplicate information, began review/update of code sections cited on brochures.
- Increased website information by adding links to other City agencies, reference links, required forms, established a dedicated customer email address dbicustomerservice@sfgov.org, added staff email addresses to staff directory, etc.
- Worked with Department of Technology to redesign website based on the Department's organization.

Highlights and Accomplishments | continued

- Developed and posted Request For Proposals (RFP) for scanning services to reduce or eliminate plans backlog. Completed Request for Proposal process and awarded scanning contract. Began scanning of plans March 2008.
- Responded to all customers inquiries within 48 hours of receipt. Referred inquiries to other divisions, sections, and staff as needed.
- Completed Performance Plan and Appraisals for all CSD staff.
- Implemented new 3R module per Housing Code changes and included additional computerized functions to simplify process.
- Revised Report of Residential Records (3R) “Notice to Applicant” per meetings and feedback from the Board of Realtors.
- Improved CSD forms to capture all necessary information clearly for 3R Reports and Records requests.
- As required by City-wide contract, transferred all media and paper documents to new storage facility in Fremont, GRM. Visited new facilities, staff worked three days at the facilities transferring media and developing an accurate inventory.
- Began review of the division’s operational manual. Met with staff to discuss procedural changes, streamlined process, and documented all necessary changes.
- Met with MIS and vendors to develop and implement an in-house scanning program for permit applications. Tentative implementation date July 2008.

Customers Assisted



- Coordinated and assisted in the development and publication of final BPR report. Worked with DBI management to develop BPR Implementation Plans for DBI and other City agencies.
- Prepared a detailed fee structure of all our services to assist fee consultant in developing a new fee schedule for the Department. The data provided resulted in an increase of our fees for the production of records management as well as 3R Reports. The new fee schedule will be in effect September 2, 2008.

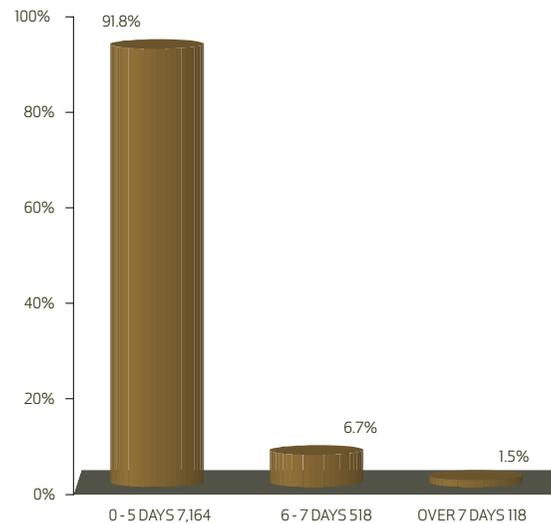
On-going Projects

- Update Papervision database – add floor and unit numbers as needed, revise street name and house/building number to match PTS per Address Validation System.
- Keep up-to-date with DBI procedural changes.
- Facilitate and participate in BPR meetings.
- Continue working on new design for all brochures and handouts. Consolidate duplicate information/brochures. Update website files.
- Provide increased training opportunities for all staff including Excel, Word, customer service, and personal development.

2008 – 2009 Goals

- Complete revision of the division’s operational manual and maintain an up-to-date version.
- Develop an expanded community outreach plan.
- Update current FAQ brochure.
- Combine current “How to Obtain A Permit for One or Two Family Dwellings” and “Getting a City Permit” into one comprehensive brochure.
- Revise and update the current 311 informational service worksheet to include all DBI changes.
- Develop a complete and accurate inventory of CSD’s records by type of media, i.e., 16mm, 35mm, CD’s, paper documents, etc.
- Prepare and complete CSD staff Annual Performance Appraisals by January 31, 2009 as required by the Department. Set up performance plans for 2009.
- Select new vendor for community outreach promotional items.

3R Reports Processed
MBO Goals: 75% in 5 days, 85% in 7 days



PERMIT SERVICES

Vivian L. Day, Manager

Mission Statement

Responsible for permit approval coordination, final approval and permit issuance to assure that the proposed construction work meets all safety requirements of the codes; and ensures that the process is performed in a timely manner that is always professional and courteous to all DBI customers.

Permit Services

Vivian L. Day, Manager

Function

The Central Permit Bureau (CPB) accepts and issues construction permits for public and private buildings located within the City and County of San Francisco. Additionally, CPB issues electrical, plumbing and street space permits, and assesses and collects fees for all structures, building enlargements and change of use permits.



Ren Yu and Yolanda Laurente process electrical and plumbing permits for customers.

Highlights and Accomplishments

- Issued a total of 66,319 permits; including
 - 27,399 building permits
 - 14,842 electrical permits
 - 17,195 plumbing permits
 - 6,883 miscellaneous permits
- Issued building permits with a total valuation of \$2,315,703,652.
- Processed 98% or 5,979 of structural notifications within 24 hours.
- Processed 95% or 19,600 of demolition notifications within 24 hours.
- Processed 99% or 746 of all refund requests within five days.
- Processed 95% or 1,010 of all mail-in applications within two days.
- Hired permanent staff such as 1406 – Senior Clerks, 1408 - Principal Clerks and 4321 - Cashier II to maintain and increase levels of customer service.

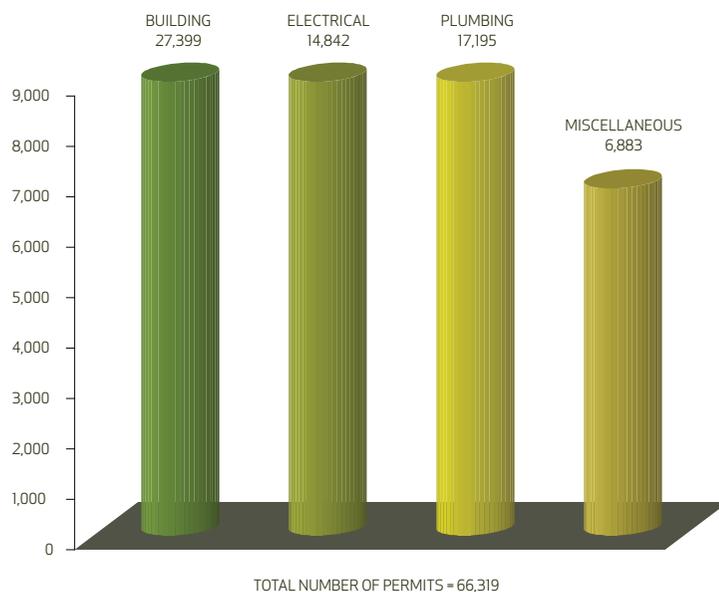
On-going Projects

- Continue to work with MIS to train, test and roll out plan for new point of sales/cash register.
- Upgrade the staff in Permit Services.

2008-2009 Goals

- Work with Public Utilities Commission on the collection of Sewer Fee, Capacity Fee and Transit Impact Development Fee.
- Work with Micromenders on improvement of current record management system.
- Continue to work with MIS on improving the current system.
- Schedule staff to attend more training classes.
- Develop and implement a new fee implementation plan.
- Work on implementing a new method to avoid return checks from clients. Put a hold on contractor’s licenses and revoke permits to collect insufficient funds.
- Establish new cashier’s station to form one separate division, so that less staff is involved in collecting funds.

Permits Issued



PLAN REVIEW SERVICES

Raymond Lui, Manager

Mission Statement

Responsible for review and approval of all permit applications to assure that proposed construction work meets life safety, accessibility, and structural safety requirements of the code. In addition, provides emergency engineering response services.

Building Plan Review

Anthony Grieco, Senior Building Inspector, Group Supervisor
Gary Ho, Structural Engineer, Group Supervisor
Thomas Le, Administrative Engineer, Group Supervisor
Susan Leong, Administrative Engineer, Group Supervisor
Howard Zee, Structural Engineer, Group Supervisor

Function

The function of the Building Plan Review groups is to provide high quality plan review of proposed construction work to verify conformance with structural and non-structural code requirements in a timely, consistent, transparent, professional, and courteous manner to all our clients. Projects include construction of new buildings, and alterations, additions and repairs to existing buildings. Staff conducts reviews of submitted projects as well as provides plan review service over-the-counter as the customer waits. Group supervisors and other senior staff conduct pre-application review meetings to provide code interpretations and resolve major code issues prior to the submittal of plans and permit applications.



Howard Zee responds to a complaint regarding building deficiencies.

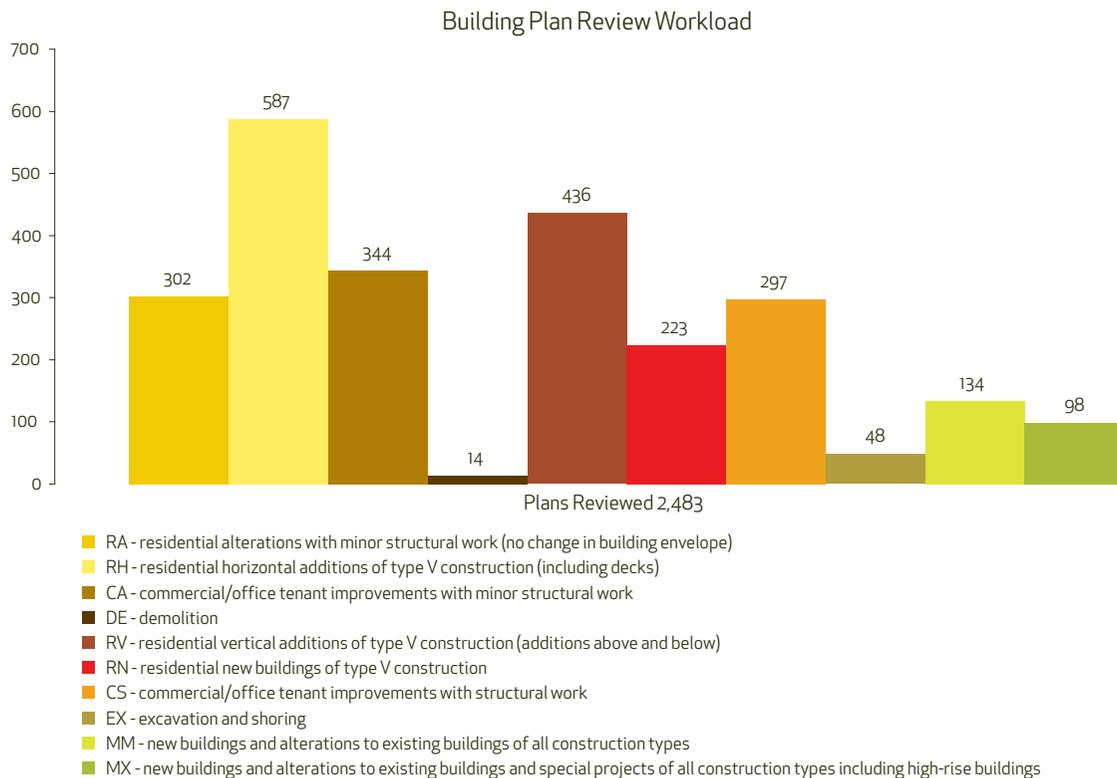
Highlights and Accomplishments

- Reviewed and approved approximately 10,000 building permits with no plans over-the-counter. (Note that an additional 9,000 building permits with no plans were issued over-the-counter by the Permit Services Program.)
- Reviewed approximately 13,500 building permits with plans over-the-counter.
- Approved over 6,700 building permits with plans over-the-counter.
- Performed over 2,400 building plan reviews of submitted projects (including building permits, site permits, and addenda submittals)
- Approved 188 building permits for new construction.
- Performed quality control review on approximately 90% of submitted permit applications and plans.
- Conducted approximately 300 pre-application meetings.

- Developed Plan Review manual incorporating policies and procedures.
- Developed plan review checklists.
- Developed code interpretations and structural bulletins.

2008-2009 Goals

- Assure compliance with State Regulation AB717, which requires staff to be certified as building inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.
- Provide training for the 2007 California Building Code non-structural provisions.
- Provide training for the 2007 California Building Code structural provisions.
- Develop additional plan review checklists, code interpretations, and structural bulletins.
- Hire engineers as needed.
- Conduct staff performance evaluations.



Energy/Mechanical Plan Review

Robert Wong, Senior Mechanical Engineer, Group Supervisor

Function

The function of the Energy/Mechanical Plan Review Group is to provide high quality plan review of proposed construction work to verify conformance with Title 24 Energy Efficiency Standards and the San Francisco Mechanical Code, as well as the heating, ventilation, smoke control, life safety, and related construction requirements of the San Francisco Building Code in a timely, consistent, transparent, professional, and courteous manner to all our clients. Projects include construction of new buildings, alterations, additions and repairs to existing buildings. Staff conducts reviews of submitted projects as well as provides plan review service over-the-counter as the customer waits. The group supervisor and other senior staff conduct pre-application review meetings to provide code interpretations and resolve major code issues prior to the submittal of plans and permit applications.

Highlights and Accomplishments

- Reviewed approximately 8,500 building permits with plans over-the-counter. This included projects initially submitted, but subsequently routed over-the-counter.
- Approved over 7,000 building permits with plans over-the-counter. This included projects initially submitted, but subsequently routed to over-the-counter.
- Performed approximately 700 mechanical plan reviews of submitted projects (including building permits, site permits, and addenda submittals)
- Performed quality control review on approximately 50% of submitted permit applications and plans.
- Developed plan review checklists.

2008-2009 Goals

- Assure compliance with State Regulation AB717, which requires staff to be certified as building inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.
- Provide training for the 2007 California Building Code non-structural provisions.
- Develop additional plan review checklists and code interpretations.
- Hire engineers as needed.
- Conduct staff performance evaluations.

Disaster Response Planning

Raymond Lui, Plan Review Manager

Function

The Disaster Response Planning Group is responsible for the emergency preparedness of the Department of Building Inspection for a major catastrophic earthquake or other event. Staff also serves as liaisons to the Department of Emergency Management, the Department of Public Works, and the Fire Department.

Highlights and Accomplishments

- In conjunction with the Department of Public Works and the Governor's Office of Emergency Services, continued training of City engineers, building inspectors, architects, and others as safety assessment evaluators.
- Conducted Disaster Service Worker and Personal Preparedness training for all DBI staff.
- Facilitated mandatory Incident Command System (ICS) and National Incident Management System (NIMS) training for DBI staff.
- Developed safety assessment strike teams to evaluate critical facilities throughout the City after a catastrophic earthquake or other event.
- Participated in City-wide Emergency Operations Center (EOC) functional exercise.
- Participated in Enhanced Incident Management/Unified Command course presented by Texas Engineering and Extension Service.
- Supported Department of Emergency Management and Department of Public Works emergency planning activities.

2008-2009 Goals

- Develop additional cadre of disaster response planning coordinators to form the core of the Logistics Section of the Safety Assessment Team.
- Develop training for the Safety Assessment Team duty positions.
- Continue to revise and update the DBI's Emergency Operations Plan.

Structural Safety Management

Hanson Tom, Principal Engineer

Function

The Structural Safety Management (SSM) is responsible for on-going seismic engineering and structural safety initiatives. Provides coordination of projects requiring peer review.

Highlights and Accomplishments

- Conducted structural design review for high-rises and projects with special design features including:
 - 350 Bush St.
 - 200 Folsom St.
 - 201 Folsom St.
 - 680 Folsom St.
 - 399 Fremont St.
 - Rincon 2
 - 525 Golden Gate Ave.
 - 120 Howard St.
 - 1 La Avanzada St.
 - 45 Lansing St.
 - 200 Main St.
 - 250 Main St.
 - 865 Market St.
 - 1411 Market St.
 - 350 Mission St.
 - 535 Mission St.
 - 1188 Mission St.
 - 2 New Montgomery St.
 - 140 New Montgomery St.
- Developed the subdivision review and easement review guidelines; conducted map and easement review.
- Coordinated Navy bases transfer projects such as Hunters Point and Treasure Island.
- Coordinated the Transbay Cable Project - a new converter power station.
- Coordinated the planning, and design review of the Transit Center Program.
- Coordinated the review and response of the UMB program.
- Participated in the development of the Soft Story Retrofit Program and the CAPSS Program.
- Represented DBI in the participation with SPUR's Hazard Mitigation Task Committee in the development of the "Overarching Paper for San Francisco".
- Represented the Department:
 - Development and completion of the "National Flood Insurance Ordinance".
 - Development and the completion of the "Joint Agencies Review MOU." The agencies are DBI, Planning Department, Department of Public Works - Bureau of Street Use and Mapping, and Fire Department.
 - As expert witness to work on lawsuits with City Attorney's Office.
 - Provided emergency investigation service for DBI's Emergency Response Program.

Technical Services Division

Laurence Kornfield, Chief Building Inspector

Function

The primary responsibility of the Technical Services Division (TSD) is to provide technical support related to codes and other technical matters to other divisions within the Department of Building Inspection, to other City agencies and the public. The general areas of focus include code and policy review and development, code interpretation, representation at the Board of Appeals, the Code Advisory Committee, the Public Advisory Committee, and other official bodies.

Highlights and Accomplishments

- Responded to over 250 written code questions, including emails.
- Assisted over 2,500 walk-in customers and answered over 12,000 phone calls.
- Completed updates and revisions of the 2007 San Francisco Building Code Amendments.
- Hosted televised “Brown Bag” lunch talks each month.
- Staffed Code Advisory Committee and Subcommittee meetings and other professional meetings.
- Developed code interpretations, placed these on DBI’s website for easy public access.

2008-2009 Goals

- Assure compliance with State Regulation AB 717, which requires staff to be certified as a building inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.
- Develop and deliver a comprehensive training program for all DBI staff.
- Update all Administrative Bulletins to conform to new code.
- Develop new Administrative Bulletin for “Green Building” requirements and provide training for staff and customers.
- Continue focus on preservation of historic buildings through applications of the State Historical Building Code.
- Continue and expand the Building Occupancy Resumption Program (BORP) for privately owned buildings.

Tom Hui researches building code requirements.



INSPECTION SERVICES

Mission Statement

The Mission of Inspection Services is to safeguard life or limb, health, property, and public welfare by inspecting buildings, structures, and sites for compliance with local, state, and federal laws regulating and controlling the construction, quality of materials, use of occupancy, location and maintenance within the City and County of San Francisco.

Building Inspection Division

Dan Lowrey, Chief Building Inspector

Function

The Building Inspection Division (BID) is responsible for inspecting the construction of all new and existing buildings and structures for conformity with approved plans and permits. BID inspectors also verify that all building improvements are in compliance with state and local building code requirements. BID inspectors respond to emergency situations, complaints of unsafe structures and work without permit. Notices of Violation are prepared and issued as necessary. Unresolved cases are referred to the Code Enforcement Section for further administrative action that may include the Director's Hearing process. This division also conducts inspections for Police and Fire permits issued by those agencies. BID issues Noise Permits for construction work at night as prescribed by Section 2908 of the San Francisco Police Code.

John Cuneo
inspects the
crawl space
during a physical
inspection for
a condominium
home.



Highlights and Accomplishments

- Performed 65,860 building inspections; of these, 65,050 or 99% were performed within 48 hours of request.
- Performed an average of 12.8 inspections per person/day.
- Performed 4 spot check inspections a week per Senior Inspector.
- Received 3,943 complaints:
 - Responded to 2,464 or 63% of all complaints within 48 hours.
 - Inspected 3,100 or 79% of complaints received.
 - Abated 1,036 or 34% of complaints received.
- Issued 1,883 NOV's; abated 890 or 48% NOV's.
- Served as Hearing Officer for 6 Director's Hearings.
- Issued 3 Emergency Orders.
- Referred 511 cases to Code Enforcement.
- 11 Building Inspectors received ICBO certification.
- Received 54 Director's letters; responded to 40 or 75% within Director's deadline and 14 or 25% - five days after Director's deadline.
- Support staff responded to 86,894 telephone inquiries.
- Building Inspection Division senior staff participated in the "Meet the Pros" summit which was held for the second year at the Bill Graham Civic Auditorium. Senior staff gave presentations on topics including How to Obtain a Building Permit and Earthquake Preparation.

INSPECTION SERVICES

BUILDING INSPECTION DIVISION

- All Senior Building Inspectors in BID have been participating in various Committees including the BPR implementation plan, fee study meetings and the Process and Procedure Committee. Senior Building Inspectors are also involved with the group which is looking at the IVR scheduling system.
- As of November 2007, Engineered Soil Repairs, Inc. the contractor of record for the focused hillside repair of 455 Vallejo Street, had completed the installation of the rock bolts per the approved plans. The installation of the steel fabric

overlay was completed by mid November and the remaining scope of work that included the installation of a localized surface water collection system was installed by the end of December. The residents of 455 Vallejo Street who were displaced as a result of the rockslide that had occurred on February 27, 2007 were allowed to reoccupy their units. Subsequent to the completion of the hillside stabilization of the 455 Vallejo Street property, the owners of 412 Broadway Street made preparations to remove the rock debris from the rear yard of the property.

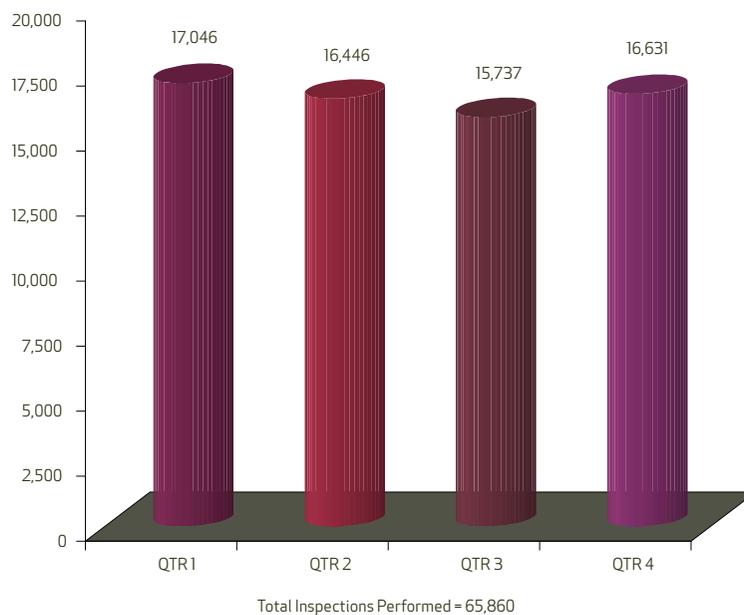


Tom Venizelos inspecting rebar, post-tendons, and concrete pour.

On-going Projects

- 555 Mission Street is a new 30-story office complex. There has not been a new highrise office building built in San Francisco in many years. This is the first new high rise office complex built south of Market Street. Life safety tests are being performed for temporary occupancy of this office building and should be occupied in Summer 2008.
- 300 Spear Street is a high-rise building project that consists of two 36-story towers, one nine story and one eight-story tower. Three of the four towers are completed and occupied and the fourth high rise building is scheduled for completion in Fall 2008.
- 301 Mission Street is working hard for the completion of 420 residential units in the 58-story high-rise building. This building should be ready for temporary occupancy in Fall 2008.
- 1300 Fillmore Street is a 13-story mixed use building containing 80 residential units. The base building received a Certificate of Final Completion on May 16, 2008. Commercial tenant improvements on the ground floor are currently in progress including Yoshi's nightclub.
- The Academy of Sciences in Golden Gate Park is scheduled to open to the public on September 28, 2008. Building Inspection Division anticipates that the Certificate of Final completion will be issued prior to the opening date. All life safety testing is complete and a pre-final walk through inspection with Building Inspection

Building Inspections



has been scheduled for mid- August at which time a final list of outstanding items to be addressed before finalizing the project will be developed.

- AIMCO Project (Hunters Point) consists of exterior and interior renovations of 604 residential units. The work is being done by Fortney and Weygandt General Contractors. The work is approximately 50% completed at this time.

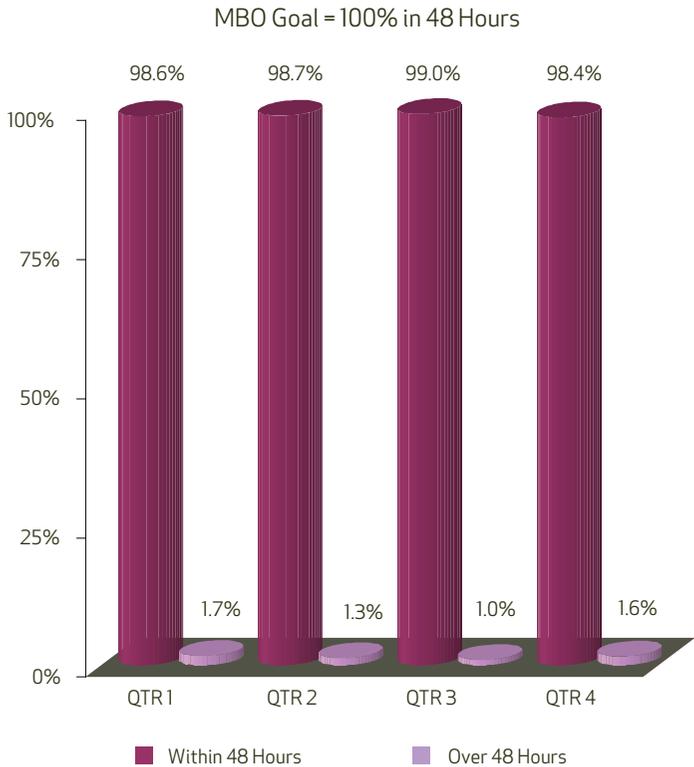
2008-2009 Goals

- Assure compliance with State Regulation AB 717, which requires staff to be certified as building inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.
- All BID inspection staff will attend the Type of Construction and Fire Resistive Construction training in July 2008.

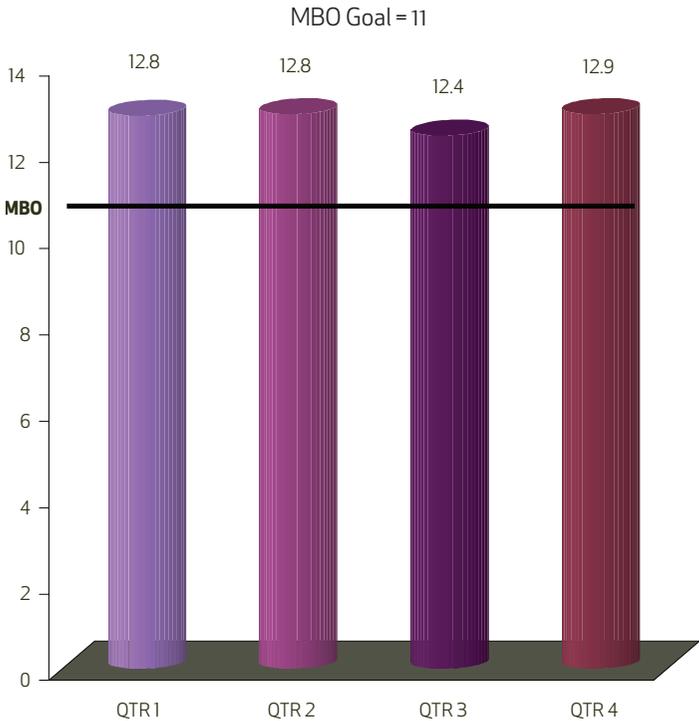


Tam Chiu and Adwin Lau look over interior construction in a residential high rise.

Building Inspection Response Time



Building Inspection Response MBO
Inspections / Person / Day



Electrical Inspection Division

Michael Hennessy, Chief Electrical Inspector

Function

The primary function of the Electrical Inspection Division (EID) is to provide for the public safety by enforcing municipal and state regulations and codes relative to construction, alteration and installation of electrical, life safety, and telecommunication systems.

Highlights and Accomplishments

- Performed 36,583 electrical inspections; of these 36,551 or 99% were processed within 48 hours of request.
- Performed an average of 10.4 inspections per inspector/day.
- Performed 4.9 quality control check inspections a week per Senior Inspector.
- Received 205 complaints:
 - Responded to 188 or 92% of all complaints within 48 hours.
 - Inspected 188 or 92% of complaints received.
 - Abated 75 or 37% of complaints received.
- Issued 141 Notices of Violation; abated 64 or 45% Notices of Violation.
- Served as Hearing Officer for 11 Director's Hearings.
- Referred 16 cases to Code Enforcement.
- 1 Electrical Inspector received ICBO certification.
- Budget: Prepared and submitted the budget requests for FY 08-09 with supporting justification. Electrical permit and inspection revenues for FY 07/08 were higher than any previous year.
- DBI Summit: Senior Inspector David Green co-moderated a workshop titled "Green Buildings and Solar Systems" and a workshop titled "Residential Remodel".
- Plan Reviews: Performed electrical plan reviews for the following projects: Park Merced Apartments; 125 Mason; 555 Mission Rock; 409 Illinois (medical research facility); Lake Merced Pump Station project, and the Capuchino Valve Lot project. In addition, performed electrical plan for 84 solar photovoltaic projects with a combined output of 520 KW.

Highlights and Accomplishments | continued

- BPR Meetings: Supervisors participated in the BPR subcommittee and focus group meetings. Participated in ongoing (IS-11) task-force meetings to streamline permit issuance and inspection processes for small projects. Provided regular progress reports for staff.
- 2007 SFEC: Supervisors presented a series of eleven weekly electrical code review classes for inspection personnel to review the CEC and SFEC changes from the previous editions. The International Association of Electrical Inspectors presented a two day in-house seminar on Changes to the 2005 National Electrical Code. Supervisors prepared a reference document for customers and industry organizations that highlighted the significant code changes. Senior Inspector Paul Ortiz developed a training class for Latin American electrical contractors to assist them with understanding the code changes.
- Inspection Scheduling: Supervisors assisted field staff and customers with the transition to a unified inspection scheduling system.
- Staffing: EID recruited a temporary employee to fill one of the two existing inspector vacancies due to retirement. The new inspector is undergoing training and orientation in preparation for a field assignment. The inspection districts were reorganized and personnel reassigned in order to optimize staff experience and improve productivity. EID is overly dependent on the availability of temporary staff to maintain adequate inspection turnaround times.
- Fee Review: Supervisors researched and organized historic fee/service data to assist the consultant with developing a new electrical fee schedule. The data was used to support a substantial fee increase. The new fee schedule will include expanded categories of electrical systems presently being inspected. Outreach and implementation strategies are being developed.



Field inspection at the Muni Maintenance Yard.

INSPECTION SERVICES

ELECTRICAL INSPECTION DIVISION

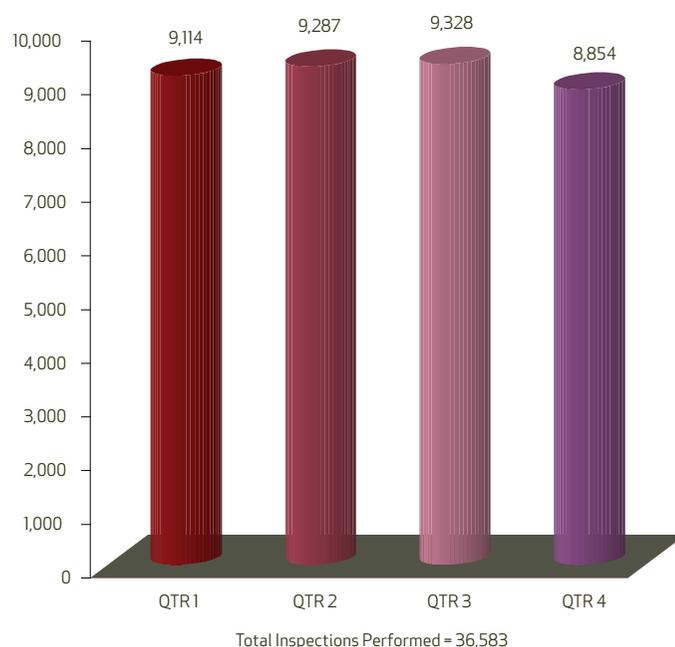
On-going Projects

- Hetch Hetchy: Inspected and approved an electrical service and seismic monitoring systems on the main water lines that cross the Hayward fault in Fremont CA.
- Port of SF: Provided 390 hours of inspection and plan review services for various projects.
- Muni Light Rail Project: Continued inspection and witness testing of the life safety systems.
- Academy of Sciences: Continued inspection and witness testing of the life safety systems.
- Laguna Honda Hospital: Continued providing a full-time on-site OSHPD-Certified inspector.
- UEB Project: Approved a service installation at the Capuchino Valve Lot in So. San Francisco.
- Underground Program: Approved 438 underground electrical conversion installations.

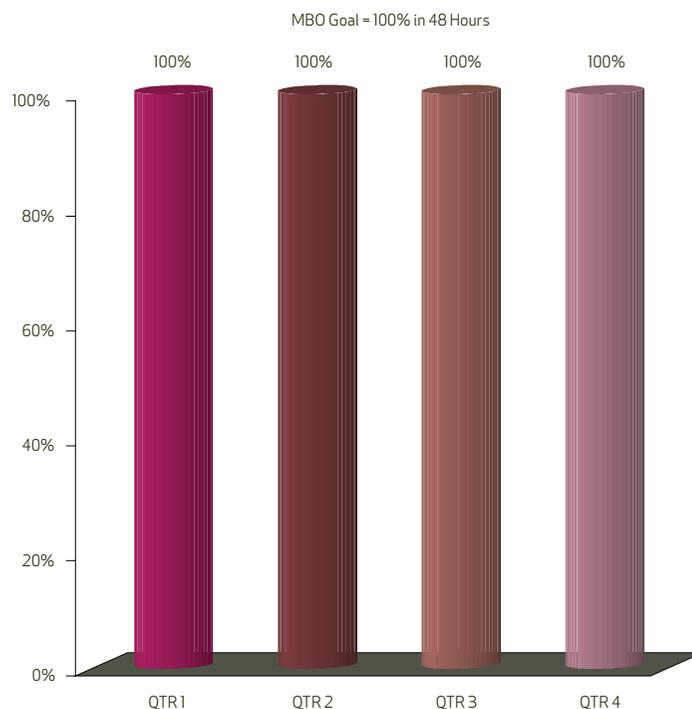
2008 – 2009 Goals

- Assure compliance with State Regulation AB 717, which requires staff to be certified as building inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.
- Efficiency: Work with staff to expand the use of PDA technologies in order to create inspection efficiencies. Also, prepare staff for inspection scheduling by interactive-voice recognition and web-based systems.

Electrical Inspections



Electrical Inspection Response Time

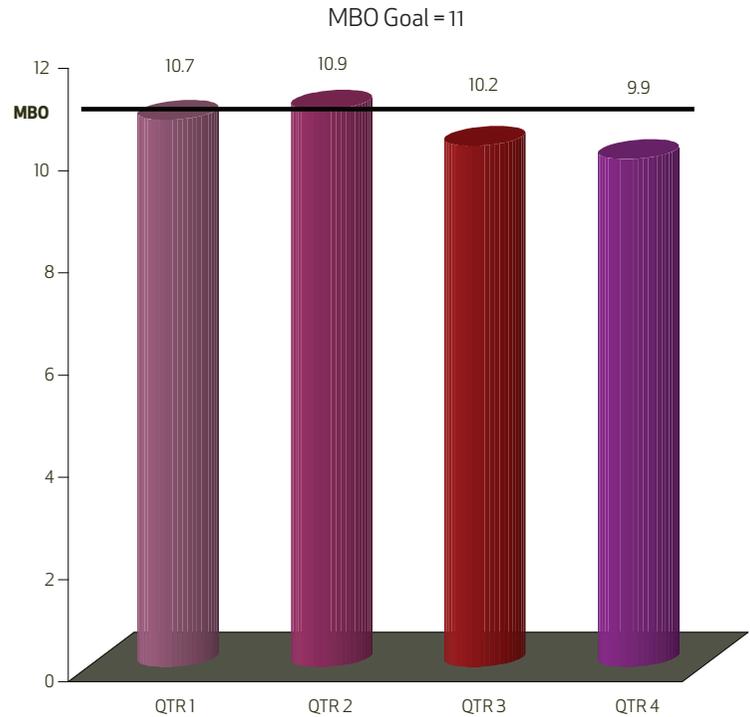


INSPECTION SERVICES

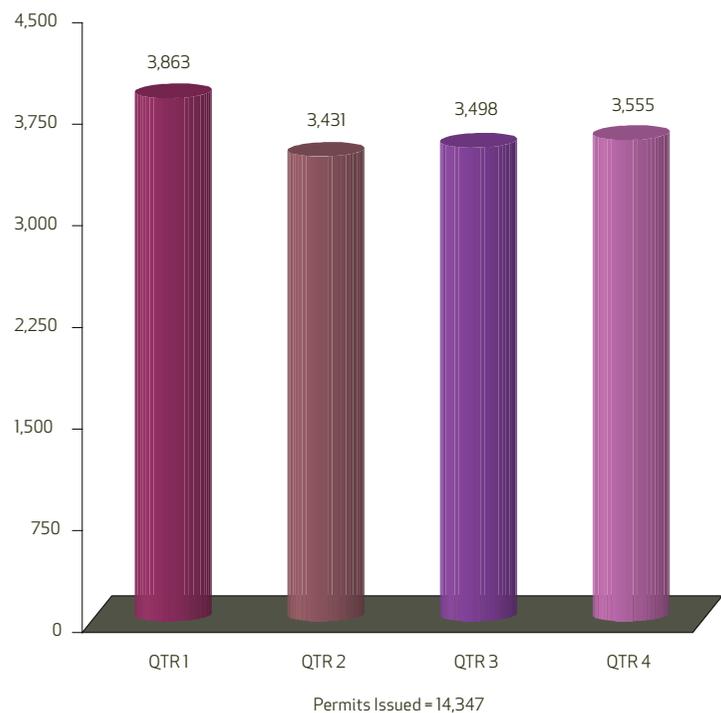
ELECTRICAL INSPECTION DIVISION

- Recruiting: Work with DHR to develop a Class 6248 Electrical Inspector examination and a new Eligibility List. The Eligibility List, when certified, will be used to recruit inspectors to fill existing vacancies.
- SFPUC: Prepare a proposal for electrical energy saving opportunities at 1660 Mission as part of the Mayor's program for reducing energy consumption in City Municipal Operations.
- Fee Schedule: Inform industry customers about the pending changes and develop criteria for assessing inspection fees for projects that continue past the implementation date of the new fee schedule. Assist staff in understanding the new fee schedule and applying it with fairness and consistency.

Electrical Inspection Response MBO
Inspections / Person / Day



Electrical Permits



Housing Inspection Services

Rosemary Bosque, Chief Housing Inspector

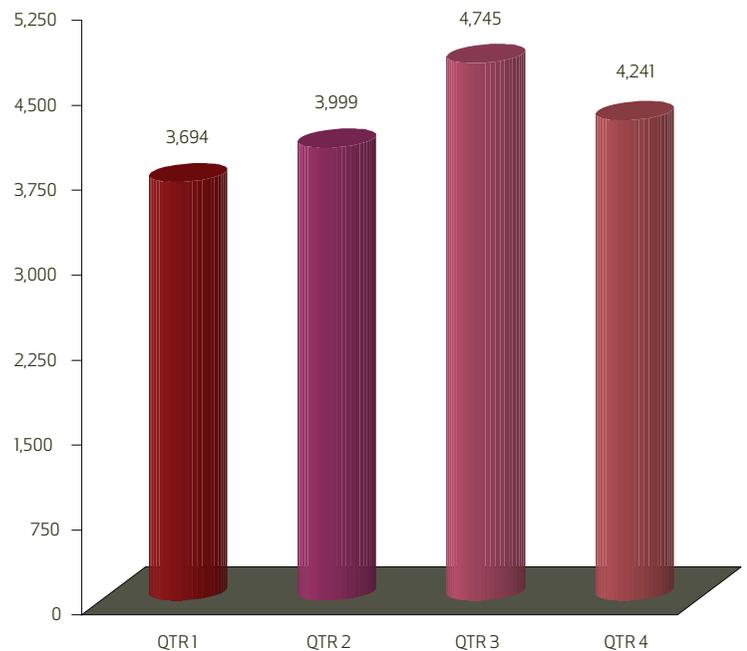
Function

Housing Inspection Services (HIS) implements and enforces the San Francisco Housing Code and pertinent related City Codes. HIS establishes and maintains minimum maintenance standards for existing residential buildings to safeguard life, limb, health, property, and public welfare by conducting periodic health and safety inspections and responding to tenant complaints.

Highlights and Accomplishments

- Performed a total of 16,679 inspections.
- Performed three spot check inspections a week per Senior Housing Inspector.
- Received a total of 532 life hazard/heat complaints; of these responded to 489 or 92% within one business day.
- Received a total of 2,494 non-hazard complaints, responded to 2,235 or 90% of complaints received within two working days.
- Referred 232 cases to Director’s Hearings.
- Completed 16 corrections on property tax bill.
- Collected \$82,119.54 in assessment of cost fees for enforcement cases. (Additional assessment of costs were obtained through liens imposed by the Board of Supervisors).
- Referred 14 Notices of Compliance to the State Franchise Tax Board.
- Performed 199 inspections on task force cases; issued 50 NOVs, and abated 37 task force cases.
- Issued 4 Emergency Orders and abated 5 Emergency Orders.
- Issued 1 citation for miscellaneous violations.

Housing Inspections Performed



Total Inspections Performed = 16,679

- Received and responded to 13 or 100% of Director's letters.
- Responded to 15,525 phone calls within 24 hours; responded to 4,941 public counter customer visits.
- Processed/reviewed 10,498 building applications.
- Appointed Provisional employees to Permanent status of 6270 – Housing Inspector and 6272 – Senior Housing Inspector.
- Continuous implementation of the inspections MOU with the San Francisco Housing Authority regarding housing complaints.
- Presented PowerPoint presentation and moderated Tenant-Landlord Responsibilities & Realties panel for the DBI Summit.
- Participated in Board of Supervisors SRO Taskforce.
- Participated in Board of Supervisors Asthma Taskforce.
- Providing notification and outreach regarding Residential Hotel Mail Box Ordinance.

On-going Projects

- Heat sweeps of apartments and hotels during winter months.
- Conducted monthly meetings with Code Enforcement Outreach contractors.
- Updated Apartment House and Hotel License Fee database.
- Prepared 2008 assessment of costs lien cycle for code enforcement implementation (cost recovery).

2008-2009 Goals

- Finalize standard sentences for all Housing Code violations.
- Finalize Complaint Tracking System billing module for new fee schedule.
- Finalize procedural checklists.
- Update City Attorney Task Force inspection database.
- Implement Mail Box Legislation.



Steve Mungovan inspecting an apartment building housing code violation found at a previous routine inspection.

Hotel Unit Conversion and Demolition Ordinance

Legislative History

The Residential Hotel Unit Conversion and Demolition Ordinance (HCO) was originally adopted by the Board of Supervisors as Ordinance No. 330-81 on June 26, 1981. The Board found that the Ordinance was necessary to preserve the existing stock of residential guest rooms as housing for low-income, elderly, and disabled persons. The Board noted in 1981 that the residential guest room housing stock had been decreasing at an alarming rate due to vacation, conversion and demolition of these units to tourist and other uses. The Board found that this reduction created a housing emergency, and adopted Chapter 41 of the San Francisco Administrative Code to minimize the conversion and demolition of residential guest rooms.

Residential Hotel Certification

Beginning in 1981, the HCO required all hotel and apartment house owners and operators with guest rooms to report to the Bureau of Building Inspection (now the Department of Building Inspection) how the guest rooms were being used on September 23, 1979. If the guest room was actually occupied by a tenant for thirty-two consecutive days or longer, the room was designated as residential. If the guest room was occupied for less than thirty-two days the room was designated tourist. The property owner/operator had fifteen days to appeal the certification of these designations by the Bureau of Building Inspection.

Residential Hotel Description

A hotel is considered residential if it has one or more residential guest rooms as certified by the HCO. Approximately five hundred and six (506) hotels are designated residential by Chapter 41 of the S. F. Administrative Code, which includes those hotels owned or operated by non profit organizations. The overall number of residential hotels can fluctuate because the Ordinance permits a hotel to change its residential designation upon approval of a Permit to Convert. Residential guest rooms can be legally converted to tourist uses with approval by the Director of Building Inspection. The Permit to Convert requires the hotel owner to replace the converted residential

guest rooms with in lieu (replacement housing) fees, the construction of new units, or the creation of new residential guest rooms in an existing building.

Reports And Records Required

All residential hotels which do not have documentation on file with the Department of Building Inspection indicating that the hotel is operated by a non-profit (recognized by the IRS) must file an Annual Unit Usage Report on November 1st every calendar year. These residential hotels must also maintain daily logs, weekly reports and corresponding receipts for up to two years. The Certificate of Use indicating the number of residential and tourist guest rooms assigned to the hotel must be posted at the hotel lobby along with the weekly report.

Residential hotel owners and operators must rent residential guest rooms certified by the HCO for seven days or longer. From May 1st through September 30th a residential hotel operator may rent twenty-five percent of their residential guest rooms on a nightly basis provided that the guest room is legitimately vacant and offered for residential use first.

The Housing Inspection Services Division maintains files on residential hotels which are available for public review. These files contain documentation required by Chapter 41 of the San Francisco Administrative Code, such as the Certificate of Use, filed Annual Unit Usage Reports and Complaint Tracking Data regarding enforcement activities.

Within the last five years, no winter rentals have been applied for pursuant to Sections 41.19(a)(3) and 41.19(c) of Chapter 41 of the S. F. Administrative Code.

Funds deposited into the San Francisco Residential Hotel Preservation Fund Account are transmitted to the Mayor's Office of Housing for dispersal pursuant to Section 41.13 of the Chapter 41 of the S. F. Administrative Code. During this fiscal year three Permits to Convert were approved which required replacement housing fees to be deposited in the San Francisco Residential Hotel Preservation Fund Account.

Summary Of Enforcement Efforts

Delinquent notices are sent to those residential hotel owners/operators who have not filed their Annual Unit Usage Report (due November 1, every year) or are missing other historical information.

Annual Reporting Highlights

Total Number of Residential Hotels:	417
(Which file an Annual Unit Usage Report)	
Total Number of Residential Guest Rooms:	13,922
(Protected by the HCO to be conserved)	
Total Number of Residential Guest Rooms:	10,771
(Reported as occupied by the Annual Unit Usage Report)	
Residential Guest Room (Overall) Average Rent:	
\$584.00	
Residential Hotels offering services:	318
(include Maid Service, Linen Service, Security Service, Intercom System, Meal Service, Utilities Paid and Other)	
HCO Violations	
Complaints received:	5
Complaints abated:	5
(Includes cases initiated from the previous year)	
Residential Guest Rooms Converted:	0
(Through the Permit to Convert Process)	
Residential Units temporarily unavailable or effected by fire:	0

Plumbing Inspection Division

Robert Farrow, Chief Plumbing Inspector

Function

The Plumbing Inspection Division (PID) is responsible for assuring, through inspections, the proper functioning for installations of drainage, water, gas, and other mechanical systems covered in the Plumbing and Mechanical Codes. These inspections are carried out in buildings which are newly constructed, remodeled, or repaired.

PID additionally inspects fire sprinkler installations to assure compliance with the plans approved by the Fire Department plan check staff, and conducts inspections as required by various ordinances. Such ordinances include: the Night Club and Massage Parlor Ordinances (which require code compliance prior to business license issuance); and the Boiler Ordinance which requires that PID maintain records, send renewal notices, and prepare Notices of Violations against non-complying property owners.

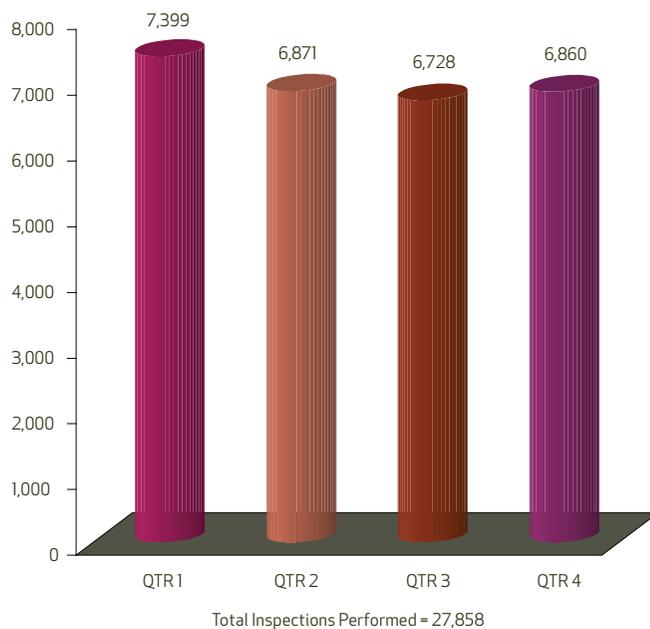
Anthony Amable
inspects a vent at a
residential remodel.



Highlights and Accomplishments

- Performed a total of 27,858 inspections; of these, 27,463 or 98% were performed within two business days.
- Performed 10.6 inspections per inspector per day.
- Performed three spot check inspections a week per Senior Inspector.
- Reviewed/plan checked seven plans for special projects.
- Responded to 454 or 98% of all complaints within two business days.
- 17 Plumbing Inspectors received IAPMO certification.
- Issued 307 Notices of Violation; abated 319 Notices of Violation.
- Served as Hearing Officer for eight Director's hearings.
- Referred 38 cases to Code Enforcement Section.
- Responded to 19 Director's letters within Director's deadline.
- Performed 285 condo conversion physical inspections.
- The Boiler Program had an original goal of registering 10,000 boilers. We have surpassed the goal and continue to issue permits to operate.

Plumbing Inspections



INSPECTION SERVICES

PLUMBING INSPECTION DIVISION

- Completed the local Plumbing Code amendment adoption process.
- Began participating with other City departments with the goal of creating policy, process, and jurisdictional responsibilities for the Reclaimed Water Ordinance.
- Implemented a consistent policy and process that outlines procedure for all variance requests.

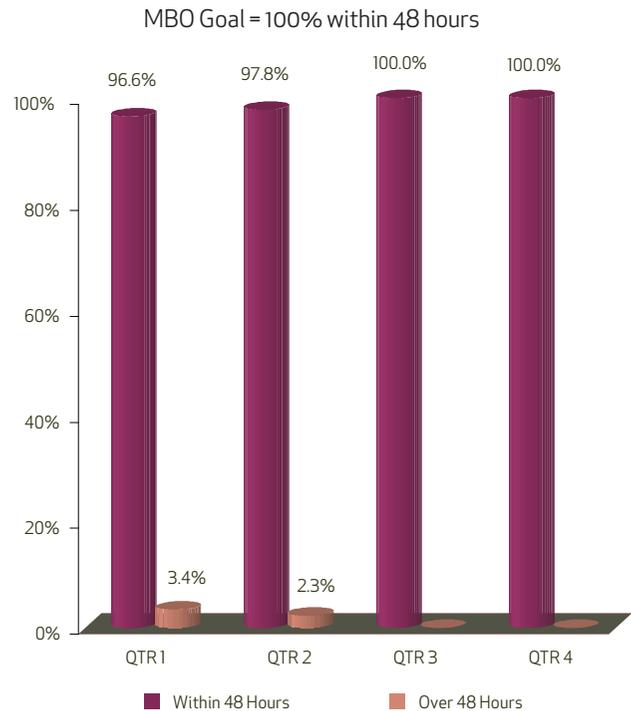
Boiler Program

- Issued four Notices of Violation.
- Forwarded nine cases to Code Enforcement Section.
- 359 boilers were registered during this Fiscal Year, a total of 10,544 boiler have been registered.

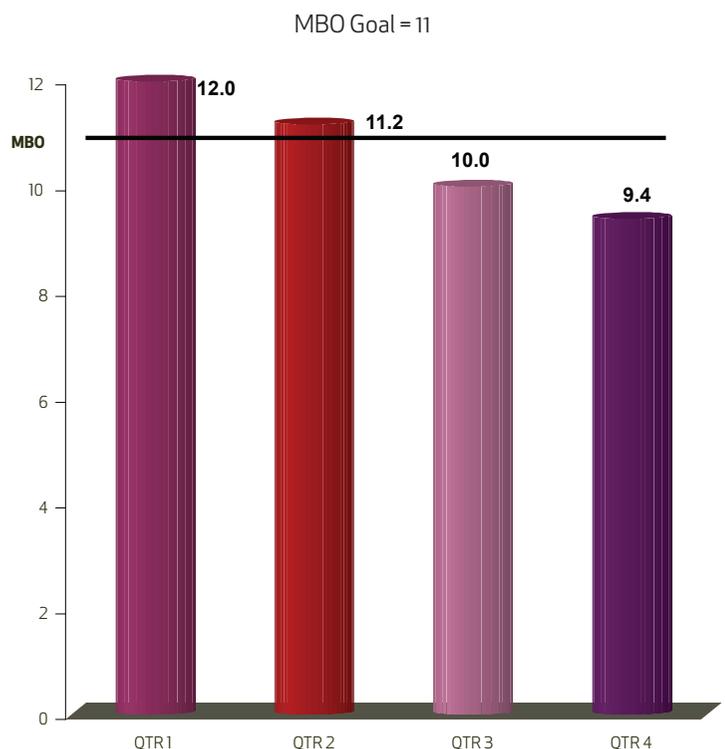
On-going Projects

- Working with MIS to develop an inspection scheduling module that is similar to BID and EID. The scheduling module will also be used for inspection history input that will allow transparency and status availability.
- Continuation of administering the High-Rise Sprinkler Ordinance.
- Developing a written policy that outlines and defines the requirements for a Rainwater Recovery System.
- Representation in the Business Reengineering Process specific to Inspection Services.

Plumbing Inspection Response Time



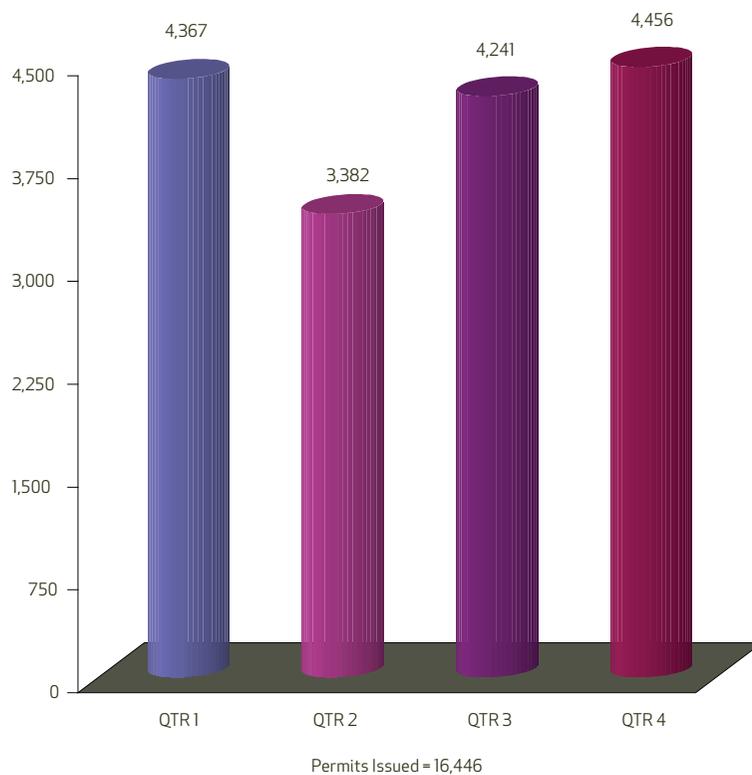
Plumbing Inspection Response MBO Inspections/Person/Day



2008-2009 Goals

- Continue to provide training to all staff for personal and professional development.
- Implement a new inspection scheduling program.
- Strive to provide two-business days turnaround for inspection requests.
- Manage all complaints within one or two business day response time.
- Maintain or exceed eleven inspections per day per inspector.
- Identify areas of inconsistent interpretations and create unilateral rulings.
- Hire additional inspection staff to meet needs of the permit holders.
- Continue to provide excellent customer service.
- Add additional boilers to the current database.

Plumbing Permits



BOARDS AND COMMISSIONS

Access Appeals Commission

Neil Friedman, Department Representative

Purpose

The Access Appeals Commission (AAC) serves the City and County of San Francisco and the general public by hearing written appeals on accessibility issues. These appeals may be brought by any person regarding actions taken by the Department of Building Inspection in the enforcement of the requirements for Access to Public Accommodations by Physically Disabled Persons (see Part 5.5, Sections 19955-59 of the Health and Safety Code of the State of California). Actions taken by the Department in the enforcement of the disabled access and adaptability provisions of this code may also be appealed. See the San Francisco Building Code, Section 105A.3.

Highlights and Accomplishments

- Meetings were held in fiscal year 2007-2008.
- Joint meetings were held with the Disabled Access Advisory Subcommittee regarding the creation of an Administrative Bulletin addressing allowable features of 'destination based elevator technology.'
- Special meetings were held away from the regular meeting site, in order to accommodate the need for the Commission's review of on-site issues.
- Access appeals cases were heard (10 were continuances from prior meetings).
- Appeal Decisions were made.
- In addition, the following actions took place:
 - One member resigned and two new members were sworn in and given an orientation.
 - A rule change regarding the introduction of consent calendar items was put into effect.
- An additional rule change regarding timely submittal of supporting materials and documents was introduced.
- A proposal for items to be included in an Administrative Bulletin for destination based elevator control features was introduced as part of a decision for a destination-based elevator appeal.

2008 - 2009 Goals

- The Access Appeals Commission will continue to hold joint meetings with the Disabled Access Advisory Committee until an Administrative Bulletin for destination based elevator control features is completed.
- The Commission will hold all meetings in a timely and efficient manner.

Code Advisory Committee

Alan Tokugawa, Department Representative

Function

The Code Advisory Committee (CAC) consists of 17 members who are qualified by training and experience to deliberate and make recommendations on matters pertaining to the development and improvement of the content of the San Francisco Building Code, Mechanical Code, Electrical Code, Plumbing Code, and Housing Code as well as related rules and regulations or proposed ordinances that the Director or the Building Inspection Commission determines may have an impact on construction permits. Specific recommendations of this Committee are directed to the Building Inspection Commission for their further action.

These members are appointed by the Building Inspection Commission and comprise a cross-section of the construction industry by including a major-project architect, a small-project architect, a civil engineer, a structural engineer, a mechanical engineer or contractor, a fire protection engineer, an electrical engineer or contractor, a general contractor, a remodeling contractor, a residential contractor, a commercial property owner, a member of the general business community, a person qualified in the area of historical preservation, a person knowledgeable about disability access regulations, and three members of the community-at-large.

The Code Advisory Committee meets regularly on the third Wednesday of each month at 1660 Mission Street. Each member of the full Committee also serves on a subcommittee that meets at least once a month. These subcommittees are: Administrative and General Design Subcommittee, Fire and Life Safety Subcommittee, Structural Subcommittee, Mechanical/Electrical/Plumbing Subcommittee, Housing Code Subcommittee, Disability Access Subcommittee, and Green Building Subcommittee. The general public is invited to attend and speak at any of these meetings on topics of interest that deal with construction permits and the building codes.

Mission Statement: To preserve and promote the Health, Safety and Welfare of the public through the regulation of the built environment with codes and standards that are clear, concise, consistent and enforceable, recognizing the unique characteristics of San Francisco, and striking a balance between scientific knowledge and real-world conditions.

Highlights and Accomplishments

- Reviewed, accepted, and made recommendations regarding revisions to the 2007 California building codes, including local amendments for each of the following:
 - 2007 San Francisco Building Code
 - 2007 San Francisco Mechanical Code
 - 2007 San Francisco Plumbing Code
 - 2007 San Francisco Electrical Code
 - 2007 San Francisco Housing Code
- Reviewed and made recommendations on ordinances which were proposed for inclusion in the building codes, including:
 - Green Building Requirements Ordinance
 - Construction Dust Control Ordinance
 - Lighting Efficiency Measures in Commercial and City Buildings Ordinance
 - Slope Protection Act Ordinance
- Reviewed and made recommendations for proposed Administrative Bulletins:
 - AB-058, Procedures for Seismic Instrumentation of New Buildings.
 - AB-083, Requirements and Guidelines for the Seismic Design of New Tall Buildings using Non-Prescriptive Seismic Design Procedures.
 - AB-082, Requirements and Guidelines for Structural Design Review Procedures.
 - AB-088, Collection and Storage of Trash, Recycling, and Compostable Materials.
- Reviewed and made recommendations regarding a proposal for Cost of Services User Fee adjustment and its budgetary impacts.
- Reviewed and made recommendations for a proposed San Francisco Fire Department bulletin regarding the use of protected elevator systems for fire service needs and its impact on the San Francisco Building Code.
- Participated in a joint meeting with the Access Appeals Commission regarding requirements for, and the accessibility of, destination-based elevator control systems for persons with disabilities.
- Reviewed notification procedures for horizontal property lines and lot-split air rights, and DBI's responsibility for such conditions.
- Reviewed a proposal for an Environmental Rating at time-of-sale of residential properties under the Residential Energy Compliance Ordinance (RECO).
- Discussed a Department of Public Health report entitled "Assessment and Mitigation of Air Pollutant Health Effects from Intra-Urban Roadways: Guidance for Land Use Planning and Environmental Review" and its possible impact on the building codes.
- Reviewed the Living Machine, an ecological wastewater treatment project with the project sponsor, Literacy of Environmental Justice.
- Reviewed the process of restructuring and conforming the existing 2001 San Francisco Housing Code (SFHC) to the 2007 San Francisco Building Code (SFBC).
- Reviewed several proposed revisions to the 2007 San Francisco Building Code.
- Reviewed a proposed modification to the San Francisco Electrical Code (SFEC) regarding identification of conductors (color coding of wiring).
- Reviewed green building construction and demolition issues related to structures of historic nature.

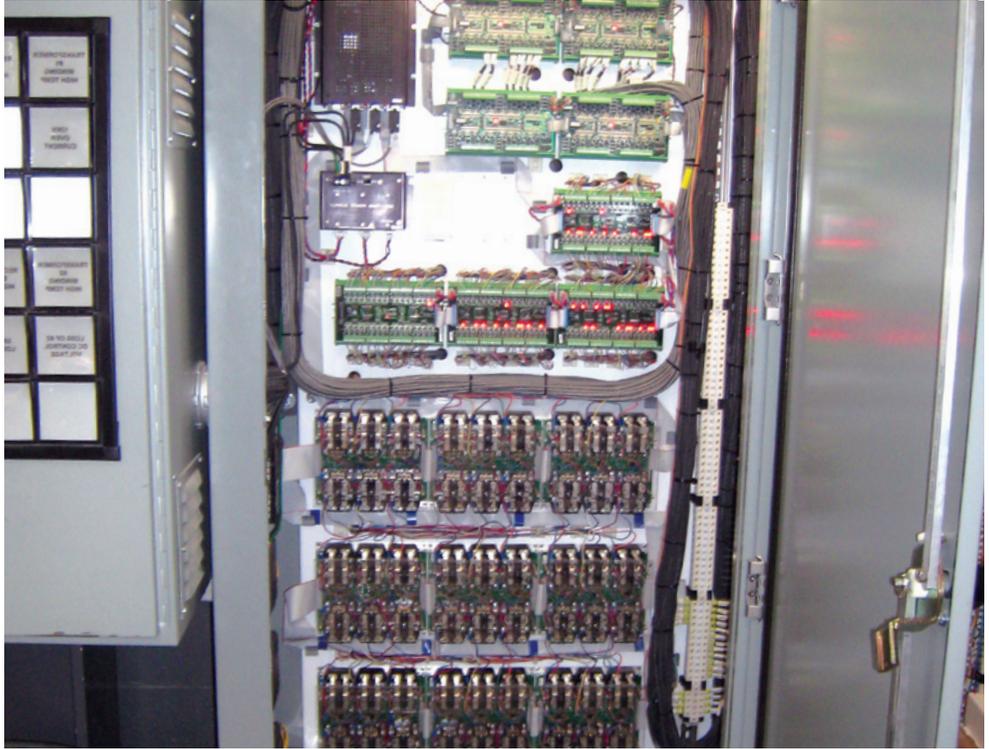
- Clarified permit requirements for short retaining walls less than 4 inches in height.
- Continued review of Administrative Bulletin AB-023 Crane Site Safety Plan for procedural and special inspection requirements.
- Continued work on an Administrative Bulletin AB-047 regarding Smoke Control Systems: Requirements for Submittals and Special Inspection and Testing.

2008-2009 Goals

- Review and revise current Administrative Bulletins for inclusion in the 2007 edition of the San Francisco Building Code.
- Develop standards and permit procedures for implementation of the Green Building Ordinance.
- Review the California Green Building Standards Code and to develop a Green Building code work plan for 2008.
- Review and restructure the San Francisco Housing Code in conformance with the 2007 San Francisco Building Code.
- Develop, review, and recommend code changes to the Director and the Building Inspection Commission.
- Review rules and regulations promulgated by the Director and the Building Inspection Commission.
- Review proposed ordinances that may affect the Department of Building Inspection and its building codes.

RIGHT: Controller interior which controls the safety interlocks and shutdowns for 12,000 volt switchboards.

BELOW: Teresa Sulit discusses a code enforcement case with a customer.





LEFT: Customers using microfilm machine to view permit history.

BELOW: Anita Lee, Jance Chung, and Brenda Yan assist a customer with an address discrepancy.





ABOVE: Demolition of a PG&E power plant.

BELOW: John Blackshear requesting elevator maintenance for the building.





ABOVE: Wing Gee signs a building permit addendum submittal for over-the-counter review.

BELOW: Jamie Valle and Susan Bufka review plan submittal at the Intake Desk.

DBI STAFF

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