BUILDING INSPECTION COMMISSION

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 will manage the Department of Building Inspection 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 the Disability Access Regulations

SAN FRANCISCO
DEPARTMENT OF
BUILDING INSPECTION

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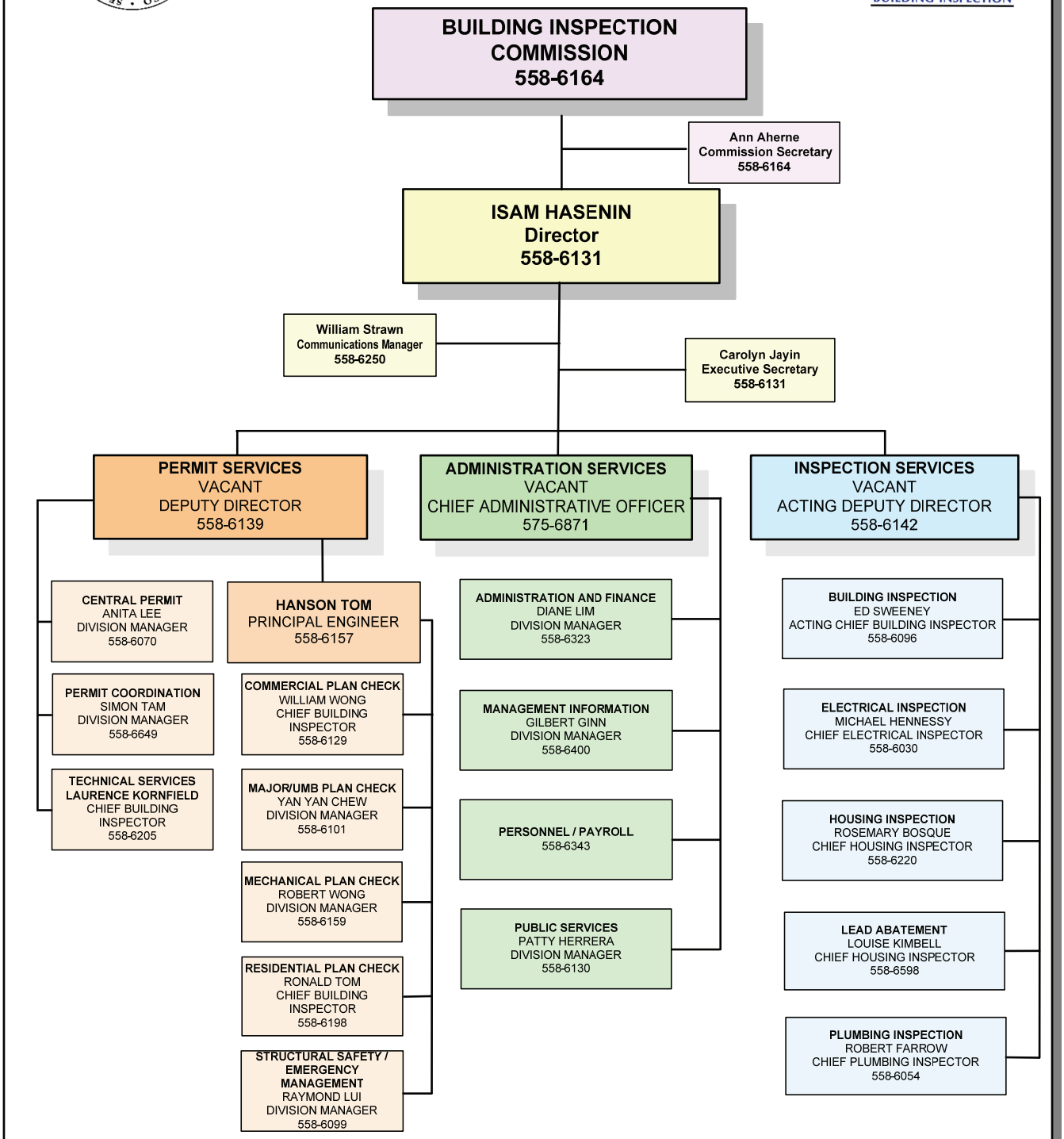
PURPOSE

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

DEPARTMENT OF BUILDING INSPECTION



DIRECTOR'S OFFICE

Isam Hasenin, Director

FUNCTION

The function of the Director's Office is to set policies and support all programs within the Department in order to carry out the mandates and to ensure life and property within the City are safeguarded.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Issued total **17,271** permits; these included:
  - **7,050** Building permits;
  - **3,768** Electrical permits;
  - **4,509** Plumbing permits;
  - **1,944** Miscellaneous building permits;

- Issued building permits with a total valuation of **$669,896,839,** an increase of **45% or $208,041,284** than the same quarter last year.

- Processed **1,251** online electrical permit applications (**49.7%**).

- Consolidated all plan check divisions (Commercial, Major Projects, Mechanical, and Residential) into one; Plan Review Services.

- Implemented expanded "Over-The-Counter" services.

- Began internal Business Processing Reengineering with participation from City agencies such as Fire, Public Works, Planning, Health, and Redevelopment Departments, etc.; and external decision-makers and public stakeholders.

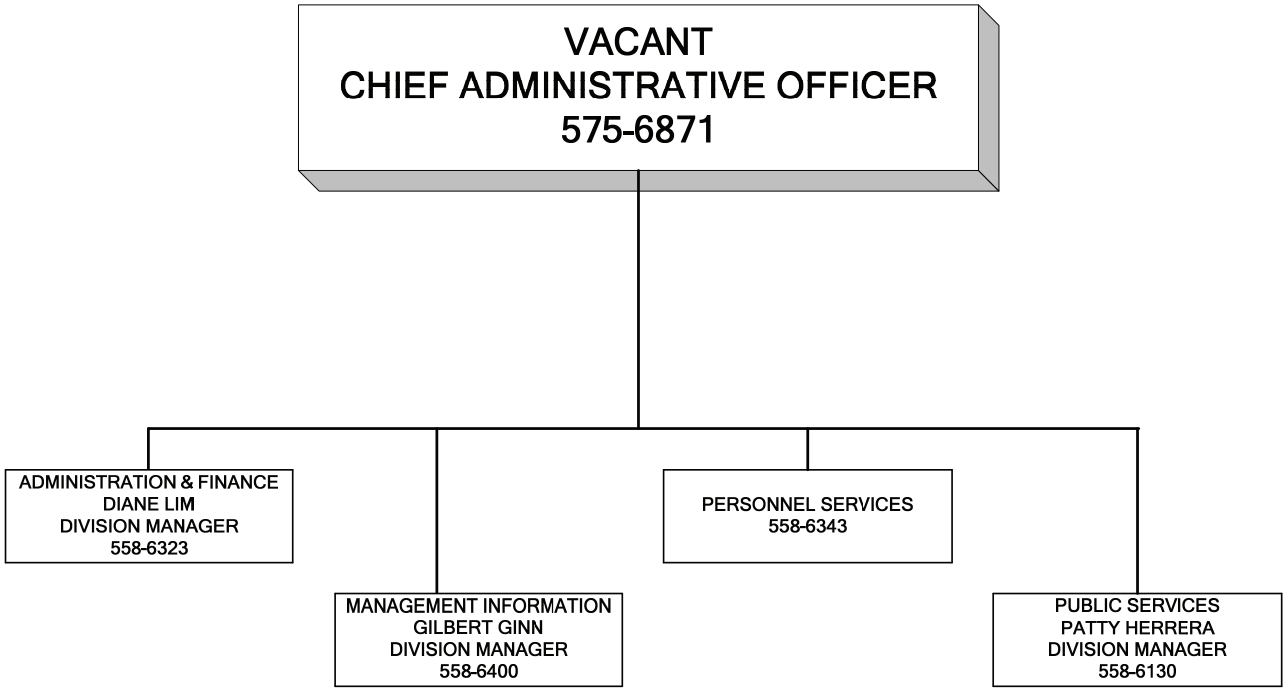
- Began project to develop an in-house scanning system for the purpose of digitizing permit applications, certificates of final completion, job cards, and permit related documents.

- Began revamping the "Intake Process" to stipulate acceptability standards and increase the quality of accepted applications, reducing the time required to review and approve permit applications.

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.
- Develop a plan to convert permit documents and plans to a digital format (MIS)
- Work with Planning and Municipal Transportation agency to improve process and procedures of collecting Transit Impact Development Fee. (CPB)
- Develop an expanded community outreach plan. (PSD)
- Train staff on new 2006 International Building Code. (TSD)
- Develop written policy memos to give staff guidance on BID procedures such as emergency demolition requests, permit cancellations, etc. (BID)
- Begin tracking and enforcement of the High Rise Sprinkler Ordinance. (PID)
- Create a single, comprehensive Permit Application Form – designed to eliminate overlapping or duplicating information.

DEPARTMENT OF BUILDING INSPECTION
Administration Program



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 Services, Personnel Services, and Public Services/Records Management/3R Reports.

ADMINISTRATION & FINANCE DIVISION

Diane Lim - Division Manager

FUNCTION

The functions of the Administration & Finance Division (AFD) 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; revenue management; 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, revenue/expenditure analysis, and developing office policies and procedures.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Total Revenue:

Permit	$ 2,840,159
Inspection	$ 8,215,717
Other	$ 292,539
Total Revenue	**$11,348,415**

- Total Expenditures:

Permit	$ 6,073,685
Inspection	$ 6,326,568
Administration	$ 2,284,441
Total Expenditure	**$14,684,694**

- Processed **98%** of all reimbursement requests within 10 days.
- Processed **95%** of training requests within one week.
- Processed **563** financial transactions through the City's FAMIS on-line system.
- Processed **453** purchasing transactions through the City's ADPICS on-line system.
- **26.7%** of total revenues collected through the PC Cash Register System were credit card transactions.
- Responded to **100%** of Director's Letters within Director's deadline.

- Responded to **100%** of phone calls within 24 hours.
- Worked with Mayor's and BOS Budget Analyst on budget justifications.
- Completed correspondence for BOS Budget Hearings.
- Hired 1654 Principal Accountant.
- Worked order billings for recovery and reconciliation.
- Implemented new Alpha filing system.

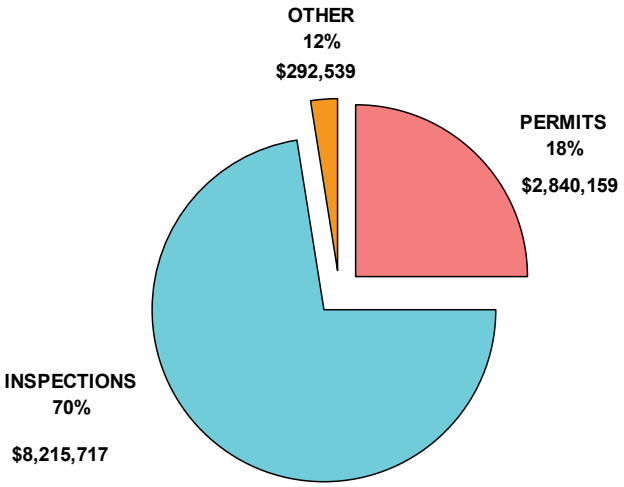
ON-GOING PROJECTS

- Follow City administrative and fiscal procedures.
- Maintain expenditures within budgeted appropriation.
- Monitor and analyze revenues.

GOALS

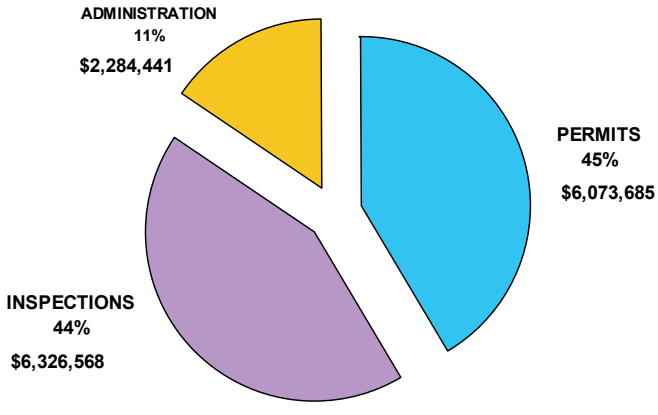
- Year end close procedures.
- Annual Deferred Credit Report.
- Prepare Annual Budget Book for distribution to Management.
- Prepare Contracts for Services – amendments and new contracts
- Recruitment of Accounting Staff.
- Work order billings for recovery and reconciliation.

TOTAL REVENUE
4th Quarter FY 2006-07



TOTAL REVENUE
$11,348,415

TOTAL EXPENDITURES
4th Quarter FY 2006-07



TOTAL EXPENDITURES
$14,684,694

MANAGEMENT INFORMATION SERVICES
Gilbert Ginn, Division Manager

FUNCTION

The functions of the Management Information Services (MIS) Division 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

- Expanded Over-the-Counter Plan Review to the 4th floor.
- Migrated intake operations to the 4th floor.

ON-GOING PROJECTS

- IT Infrastructure Refresh Project – Completed implementation, Post-Implementation phase in progress
- PTIS Enhancements – Completed initial development of a PTS Checklists tool to manage and track plan review checklists. Initiated the development of an Application Intake module for electronic permit applications and to help streamline intake of applications for processing.
- Established project to implement a customer queue management system.
- Began project to develop an in-house scanning system for the purpose of digitizing permit documents and plans.

GOALS

- Complete IT Infrastructure Refresh Project.

- Finalize and deploy PTS Checklists.
- Complete initial development of the Application Intake module and make available for testing.
- Implement a new customer queuing management system.
- Complete development of the in-house scanning system.

PUBLIC SERVICES DIVISION

Patty Herrera, Division Manager

FUNCTION

Public Services Division (PSD) 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. PSD answers general questions for phone and walk-in inquiries; facilitates the resolution of complaints and physically directs customers to the appropriate division. PSD is responsible for storage and reproduction of plans, applications, job cards, and miscellaneous documents; producing the Report of Residential Records and maintaining historical records. PSD is also responsible for coordinating and participating in community outreach programs, neighborhood and association meetings, festivals and fairs. PSD is charged with publishing and maintaining all brochures, handouts, and booklets describing DBI services; Quarterly and Annual Reports; and updating the Department's website.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Answered a total of **6,742** telephone inquiries and assisted **8,144** customers at the Public Information counters.

- Received a total of **2,397** 3R requests; of these,
  - **70%** or **1,674** were processed within five days
  - **21%** or **497** were processed within 6 – 7 days
  - **9%** or **226** were processed over 7 days.

- Received a total of **3,056** microfilm requests; of these
  - **98.6%** or **3,014** were processed within five days
  - **1%** or **29** were processed within seven days
  - **0.4%** or **13** were processed over seven days.

  These microfilm requests produced a total of:
  37,615 applications/job cards/CFC's
  14,348 copies of plans
  5,518 diazos.

- Implemented quarterly rotation of microfilm staff.

- Finalized 3R Office Policy and Procedures.

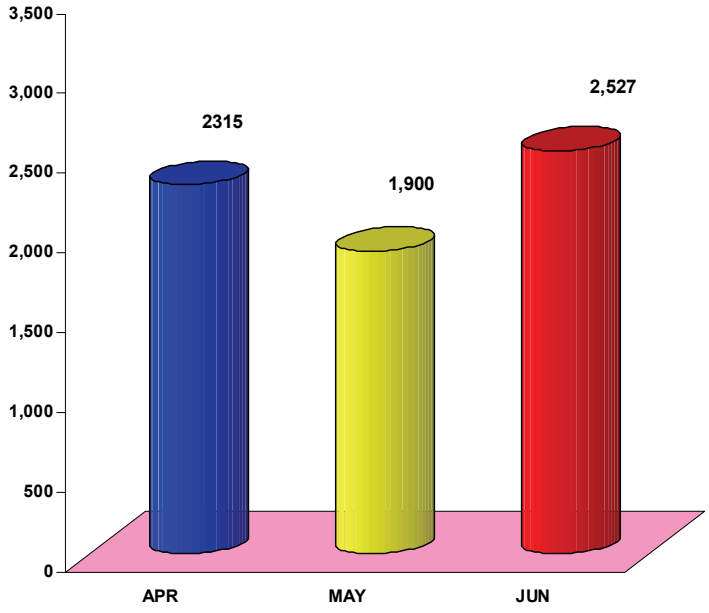
- Began working on new design for all brochures and handouts.

- Staff was selected to participate in the in-house Business Processing Reengineering as facilitators and as DBI representatives.

GOALS

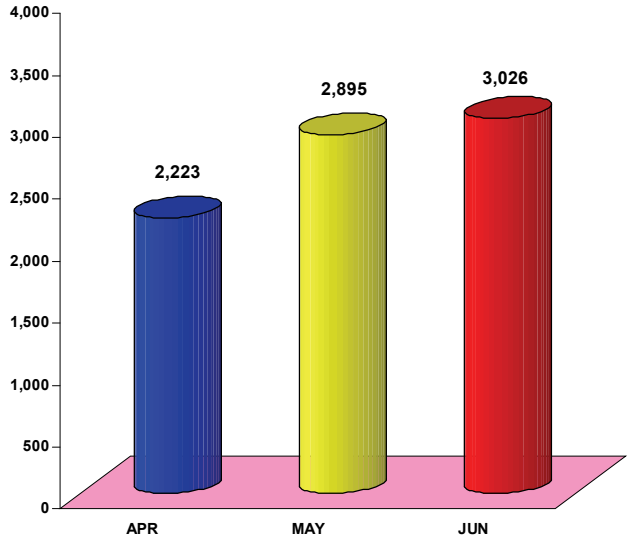
- Revise the Division's operational manual to include changes in 3R procedures.
- Develop an expanded Community Outreach plan.
- Provide increased training opportunities for all staff including excel, word, customer service, and personal development.
- Continue working with MIS in implementation of revised 3R module.
- Develop Request For Proposals (RFP) for scanning services.
- Began project to develop an in-house scanning system for the purpose of digitizing permit applications, certificates of final completion, job cards, and permit related documents.
- Revise "Blue Book" to reflect changes in Plan Review Services.
- Develop a new Customer Satisfaction Survey.
- Continue coordination and participation of the Annual "Meet the DBI Pros" Summit.

CALLS ANSWERED
4th Quarter FY 2006-07



Total Calls Answered = 6,742

CUSTOMERS ASSISTED
4th Quarter FY 2006-07

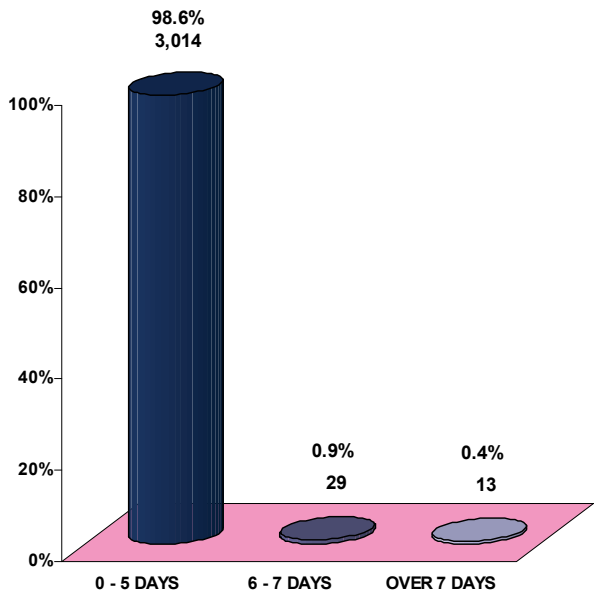


Total Customers Assisted = 8,144

MICROFILM REQUESTS PROCESSED

4th Quarter FY 2006-07

MBO GOALS: 75% in 5 Days; 85% in 7 Days

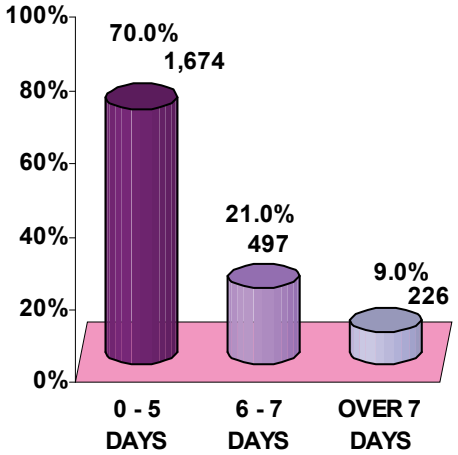


Total Microfilm Requests Processed = 3,056

3R REPORTS PROCESSED

4th Quarter FY 2006-07

MBO Goals: 75% in 5 Days, 85% in 7 Days



Total 3R Reports Processed = 2,397

DEPARTMENT OF BUILDING INSPECTION
Permit Services Program

VACANT
DEPUTY DIRECTOR
558-6139

- OFFICE OPERATIONS
  SYLVIA THAI
  558-6139
- HANSON TOM
  PRINCIPAL ENGINEER
  558-6157
  - COMMERCIAL PLAN CHECK
    WILLIAM WONG
    CHIEF BUILDING INSPECTOR
    558-6129
  - MAJOR/UMB PLAN CHECK
    YAN YAN CHEW
    DIVISION MANAGER
    558-6101
  - MECHANICAL PLAN CHECK
    ROBERT WONG
    DIVISION MANAGER
    558-6159
  - RESIDENTIAL PLAN CHECK
    RON TOM
    CHIEF BUILDING INSPECTOR
    558-6198
  - STRUCTURAL SAFETY &
    EMERGENCY MANAGEMENT
    RAYMOND LUI
    558-6099
- CENTRAL PERMIT BUREAU
  ANITA LEE
  DIVISION MANAGER
  558-6070
- PERMIT COORDINATION
  SIMON TAM
  DIVISION MANAGER
  558-6084
- TECHNICAL SERVICES
  LAURENCE KORNFIELD
  CHIEF BUILDING INSPECTOR
  558-6205

MISSION STATEMENT

The Mission of the Permit Services Program is to oversee plan review and permit issuance to assure that proposed construction work meets safety requirement of the code; and that the process be performed in a timely manner with professional and courteous service to our clients.

CENTRAL PERMIT BUREAU

Anita Lee, Division 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.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Issued total **17,271** permits; which includes:
  - **7,050** Building permits;
  - **3,768** Electrical permits;
  - **4,509** Plumbing permits;
  - **1,944** Miscellaneous building permits;
- Issued building permits with a total valuation of **$669,896,839,** an increase of **45%** or **$208,041,284** than the same quarter last year.
- Processed **1,410** or **100%** of structural notifications within 24 hours.
- Processed **10,194** or **98%** of demolition notifications within 24 hours.
- Processed **128** or **78%** of refund requests within 5 days.
- Processed **406** or **100%** of mail-in applications within 2 days.
- Transferred 1408 - Principal Clerks from Intake to Central Permit Bureau to increase efficiency and provide better customer service at the counter.

ON-GOING PROJECTS

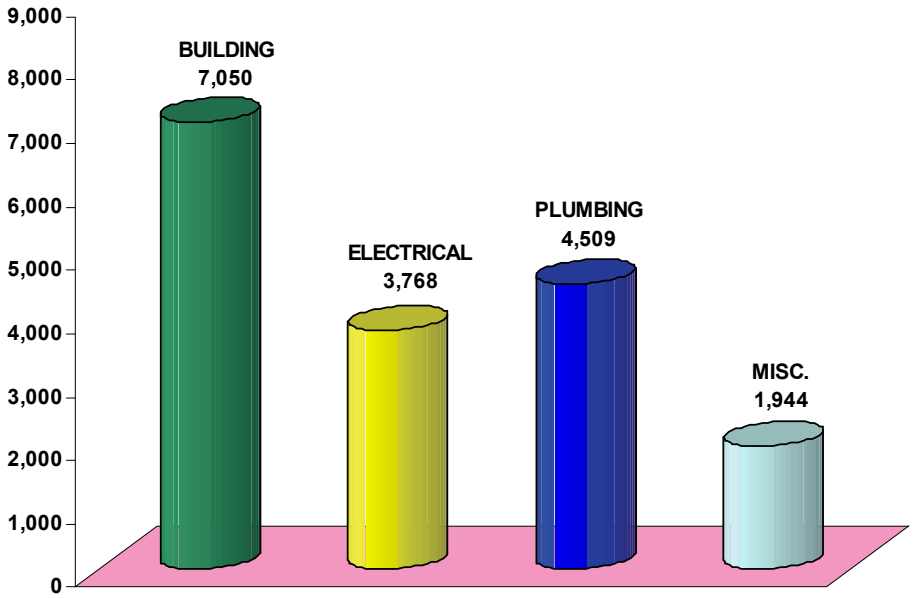
- When fully trained, Central Permit Bureau staff will approve over-the-counter permits for simple re-roofing, replacement of existing windows, non-structural sign and replacement of garage door in existing opening.
- Participate in committee meetings and assist in finding solutions in simplifying permit filing and issuance.

GOALS

- Authorize all employees to have the accessibility to override in the PTS systems to expedite counter services.
- Develop and implement flexible work schedules to meet customer demands.
- Schedule staff to attend more training classes. On October 1st, 2nd and 3rd, two 1408 Principal Clerks will participate in training for Permit Technician offered by ICC.

NUMBER OF PERMITS ISSUED

4th Quarter 2006-07



Total Number of Permits = 17,271

PLAN REVIEW SERVICES

Ray Lui, Manager

FUNCTION

Responsible for review and approval of all permit applications to assure that proposed construction work meets safety requirements of the code. Provide emergency engineering response services.

HIGHLIGHTS AND ACCOMPLISHMENTS

Residential Plan Check reviewed and approved **3,695** permits; of these,
- **3,024** or **82%** were approved over-the-counter
- **100** or **3%** were approved within 2 -7 days
- **171** or **5** were approved within 8 - 30 days
- **205** or **6%** were approved within 31 – 90 days
- **195** or **4%** were approved over 90 days.

Commercial Plan Check reviewed and approved **1,323** permits; of these,
- **970** or **73.3%** were approved over-the-counter
- **53** or **4%** were approved within 2 -7 days
- **147** or **11%** were approved within 8 - 30 days
- **94** or **7.7%** were approved within 31 – 90 days
- **59** or **4%** were approved over 90 days.

Mechanical Plan Check reviewed and approved **1,285** permits; of these,
- **935** or **73%** were approved over-the-counter
- **192** or **15%** were approved within 2 -7 days
- **75** or **6%** were approved within 8 - 30 days
- **45** or **3%** were approved within 31 – 90 days
- **38** or **3%** were approved over 90 days.

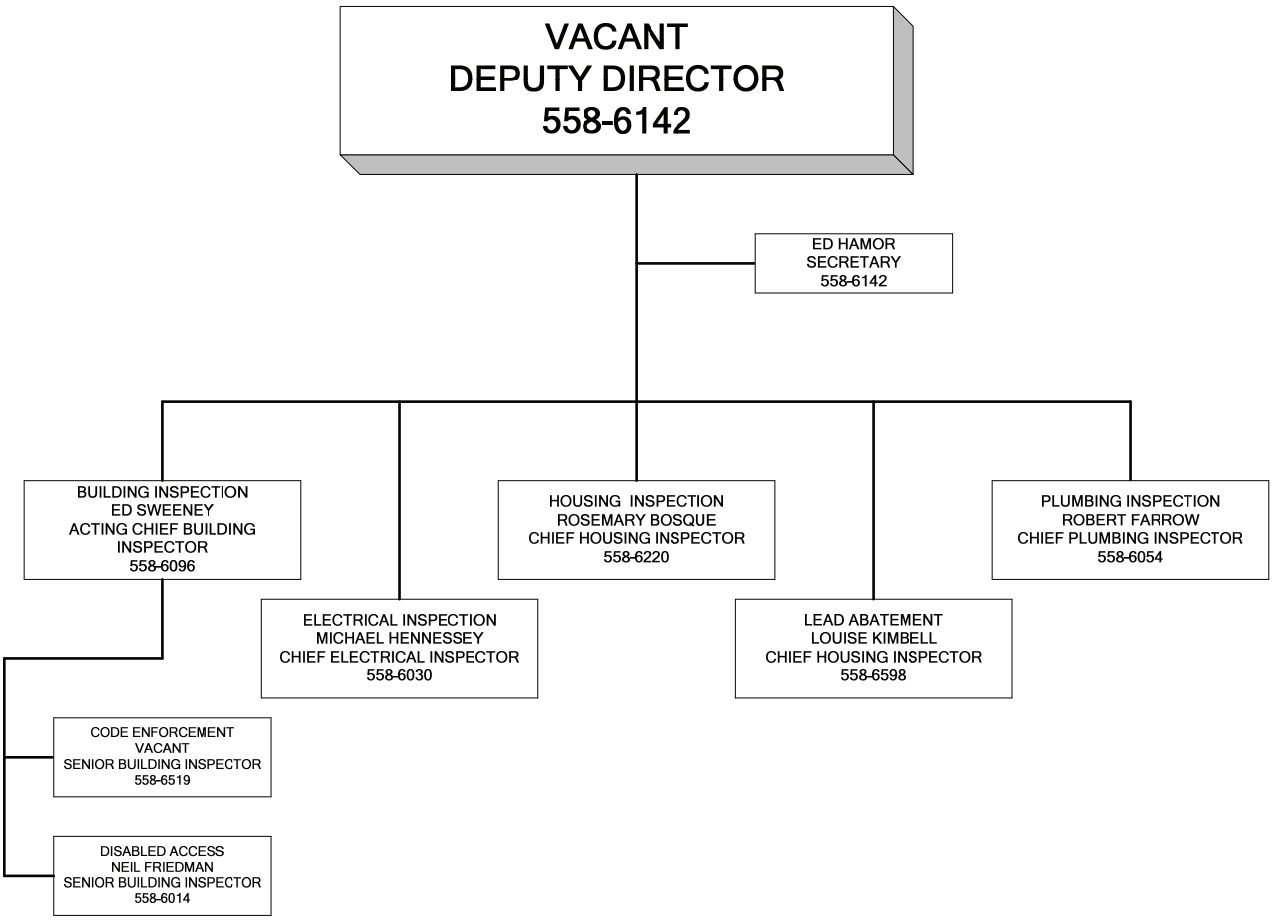
Note: the above numbers represent activities for April and May 2007 only.

- Continue spot-check quality control on approximately 10% of all approved projects.
- Developed Administrative Bulletin (AB-084) Guidelines for the Structural Review of Continuous Tiedown Systems used to resist overturning of light-framed wood shear walls.

GOALS

- Assure compliance with State Regulation AB717, which requires staff to be certified as building inspector or plans engineer and requires staff to complete 45 hours of continuing education within a three-year period.
- Establish policies and procedures for Plan Review Services.
- Complete reorganization of Plan Service Services.
- Provide training for the 2007 California Building Code provisions.
- Develop plan review checklists.
- Continue working on coordination for new and expanded over-the-counter services.
- Continue and expand the Building Occupancy Resumption Program (BORP) for privately owned buildings.

DEPARTMENT OF BUILDING INSPECTION
Inspection Services Program



MISSION STATEMENT

The Mission of the Inspection Services Program 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 and occupancy, location and maintenance within the City and County of San Francisco.

BUILDING INSPECTION DIVISION

Edward Sweeney, Acting 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, and for compliance with state and local building code requirements. BID responds to emergency situations and complaints of unsafe structures, work without permit, and prepares Notices of Violation as necessary. Unabated cases are referred to Code Enforcement for Director's Hearings and further action. This division also conducts inspections for Police and Fire permits issued by those agencies and issues Noise Permits for construction work at night as prescribed in the San Francisco Police Code.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of **16,663** inspections**;** of these, **99%** or **16,415** were processed within two working days.
- Performed an average of **12.8** inspections per person/day.
- Performed **2.5** spot check inspections a week per Senior Inspector.
- Received a total of **1,035** complaints; responded to **72%** or **746** of all complaints within two working days.
- Inspected **95%** or **878** of complaints received; abated **36%** or **312** of new complaints received.
- Issued **570** NOV's; abated **31%** or **179** NOV's.
- Issued **3** Emergency Orders.
- Referred **128** cases to Code Enforcement.
- **4** Building Inspectors received ICBO certification.
- Received a total of **23** Director's letters / customer inquiries; of these responded to **78%** or **18** within deadline and **22%** or **5** after deadline.
- Support staff responded to **21,406** telephone inquiries.

- BID staff attended N.I.M.S. training at the Hunters Point Naval Shipyard on June 18, 2007 for three hours of emergency training.

- BID staff attended training on the transition from the UBC to the IBC in the May and June. The subject classes are Disabled Access training, Solving Means of Egress in Commercial Buildings, Non-structural Fire & Life Safety Provisions, and Means of Egress.

- Senior Building Inspectors continue to work closely with OSHA on projects which involve excavation and shoring. Closer ties have been formed between OSHA and DBI following the incident this year at 1260 California Street in which an employee was seriously injured when an un-shored section of dirt collapsed on top of the employee. It is anticipated that OSHA Inspector Richard Fazlollahi will give a training class on excavation safety requirements to DBI staff in the near future.

ON-GOING PROJECTS

- One Rincon a 60 story high-rise structure has been "topped out". They staged and poured one story a week. BID is now in discussion as to how to issue a Temporary Certificate of Occupancy.

- 300 Spear Street is a high rise building project that consists of two 36-story towers, one nine-story tower and one 8-story structure. The frame of Building B which is one of the two 36-story towers is complete. Building C, a 9-story structure is also topped out with concrete placement. Webcor Contractors are working diligently on Buildings A and D to complete the concrete work. BID was proactive in resolving disabled access issues very early in construction when the problems could still be fixed.

- 301 Mission is a 58-story residential tower which is rapidly becoming a permanent part of the San Francisco skyline.

- The Academy of Sciences in Golden Gate Park is now entering into its final stages. The job is running smoothly.

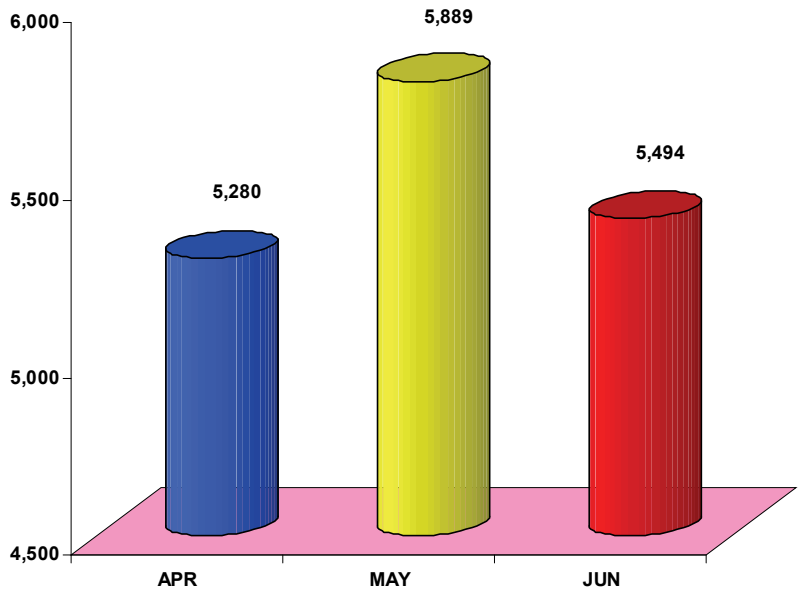
- The Lennar project in Hunters Points has broken ground for the first of 1,600 units of housing in a long neglected part of the city.

- Business Process Reengineering is ongoing, division staff is involved with In process to improve service and accountability.

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.
- Scheduled BID staff to attend training on the new code changes for the Special Uses and Mixed Occupancies on July 17, 2007.
- Assisting Supervisor Alioto's Office is code interpretation for their ordinance Regarding Medical Cannabis Dispensary Permits. The BID staff will be attended the meeting on July 11, 2007 at their office and the hearing is scheduled on July 27, 2007 at City Hall.

BUILDING INSPECTIONS PERFORMED
4th Quarter FY 2006-07

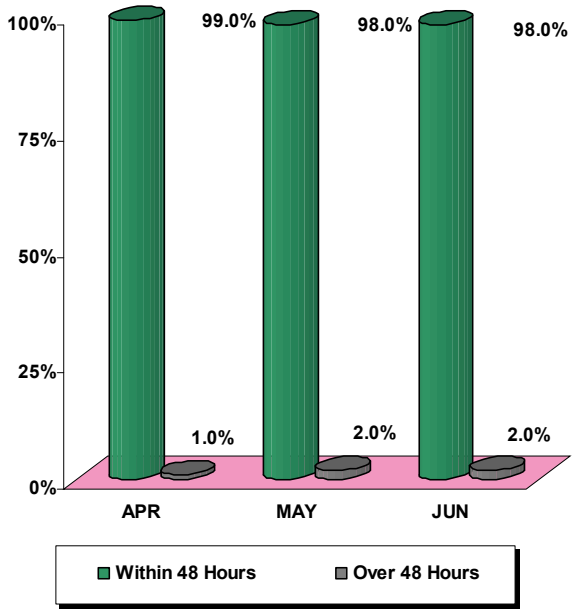


Inspection Performed 16,663

BUILDING INSPECTION RESPONSE TIME

4th Quarter FY 2006-07

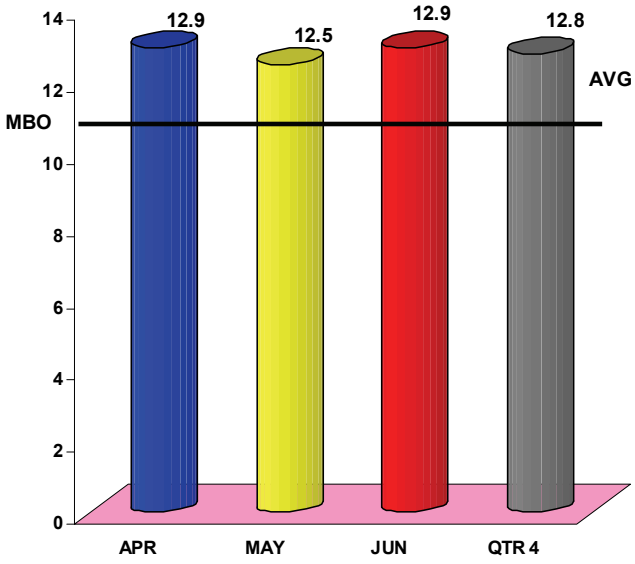
MBO Goal = 100% in 48 Hours



BUILDING INSPECTION MBO
INSPECTIONS / PERSON / DAY

4th Quarter FY 2006-07

MBO Goal = 11



CODE ENFORCEMENT SECTION

James T. Li, Building Inspector

FUNCTION

The Code Enforcement Section **(CES)** investigates complaints of violations of the Building, Plumbing and Electrical Codes and employs abatement procedures to correct code deficiencies. This section also initiates follow-up enforcement when cases have been referred by other divisions within DBI by holding Director's Hearings and referring cases to the City Attorney for litigation. Assessment fees are collected from building owners that have code violations in order to recover costs incurred by investigations. The section prepares 3-R Physical Inspection Reports for buildings being converted to condominiums. The section also assists in the preparation and issuance of Emergency Orders for imminent hazards arising from natural disasters and emergencies.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Received **134** new complaint referrals from BID, PID, and EID.
- Processed **41%** or **55** cases Director's Hearings within 60 days of receipt.
- Abated or referred **20** CES cases per month to City Attorney.
- Produced **41** Physical-Inspection reports per month.
- Reviewed **30** permit applications; performed **60** field inspections.
- Continue training new inspectors and started a cross-training program between the new inspectors.
- Prepared cases to the Abatement Appeals Board.
- Continue "new code training" for all CES inspectors.
- Continue reducing Boiler case backlog.
- Completed the Employee Performance Appraisal for clerical staff.
- Attended Post Disaster Safety Assessment Program (SAP) Evaluator Training and job-related trainings: PowerPoint, Vehicle Safety.
- Participated in Chinese Radio "Call-in" program answering CES Questions.

- Started Lien 2007 program and completed the 5-day Notification.

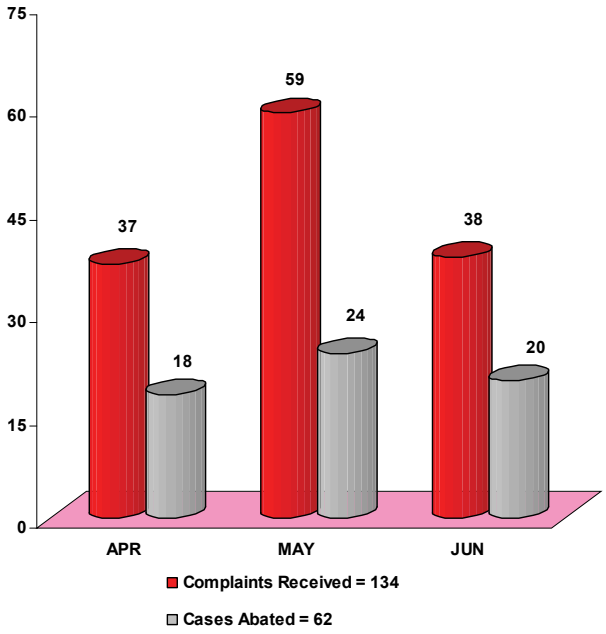
ON-GOING PROJECTS

- Continue reducing Boiler case backlog.
- Prepare CES cases for presentation to Building Inspection Commission Litigation Committee monthly meetings for referral to the City Attorney Office.
- Continue to track and report the number of complaints received, abated, or processed for Director's Hearings.
- Continue to administer intern program for San Francisco Youth Works.
- Continue CES active aase Log update.
- Continue to prepare CES cases for presenting to Abatement Appeal Board meetings.

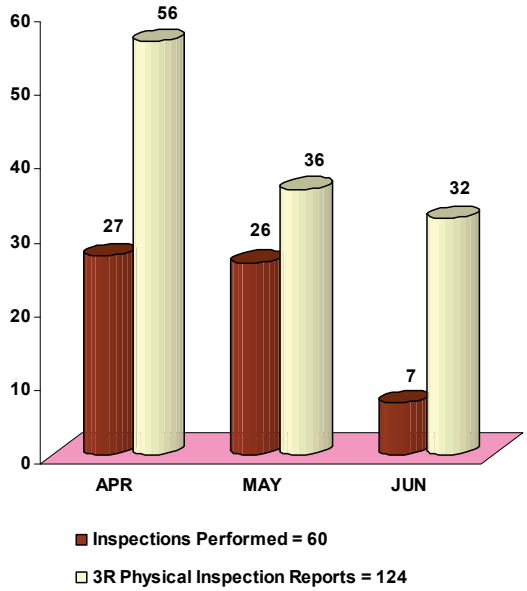
GOALS

- 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.
- Schedule clerical staff to attend job-related skills training.

CODE ENFORCEMENT
COMPLAINT ACTIVITY
4th Quarter 2006-07



CODE ENFORCEMENT
INSPECTION ACTIVITY
4th Quarter 2006-07



DISABLED ACCESS SECTION

Neil Friedman, Senior Building Inspector

FUNCTION

The Disabled Access Section **(DAS)** operates under the supervision of the Chief Building Inspector of the Building Inspection Division. The Section investigates complaints regarding possible violations of disability access related code requirements, issues Notices of Violations, and implements the code enforcement abatement process to assure correction of violations. When an Order of Abatement is issued, code enforcement fees are assessed to cover the costs incurred by the complaint investigation. DAS maintains a library of access regulations and serves as a department resource on accessibility issues. The Manager/Senior Building Inspector of the Section also serves as the Secretary to the Access Appeals Commission **(AAC)** and the section clerk serves as the Recording Secretary to the Commission.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Abated or resolved **6** cases.
- Issued **2** 1st Notices of Violations; issued **1** 2nd Notice of Violation.
- Performed **75** inspections.
- Billed **$10,060** in Assessment fees – 3 cases; received **$2,462** in Assessment Fees - **1** case.
- The Access Appeals Commission now has 5 Commissioners. Enid Lim, who served on the Commission off and on, over a 15-year period, has retired.

ON-GOING PROJECTS

- Continue to investigate and abate 34 remaining DAS complaint cases. Of these, 7 are for 2nd or 3rd complaints at the same address. Nearly all of the remaining cases are complete or nearing that stage.
- Maintain efforts in the collection of initial and final fees on abatement cases.
- 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.

- Provide guidance on disability code issues, when needed, to the Plans Approval Division and Building Inspection Division.

- Create a more accurate database of the approximately 668 AAC cases (this database extends backwards to 1985.) Adapt this database for tracking AAC decision 'sunset' dates (decisions limited by time constraints) and distribute to Commercial Plan Check.

- Review and revise all DAS and AAC 'handout' documents.

- Update the DAS operations manual and related documents.

- Work with Management of Information Systems (MIS) to correct problems with complaint tracking in the permit tracking system.

- The number of Access Appeals Commission cases and meetings has started to increase to an average of 2 per month.

- Neil is working with building management (Department of Real Estate) in creating parking at the CalTrans lot on Division Street.

- Review and evaluate all of the open case files, take the next appropriate code enforcement action and refer cases regularly to Director's hearings

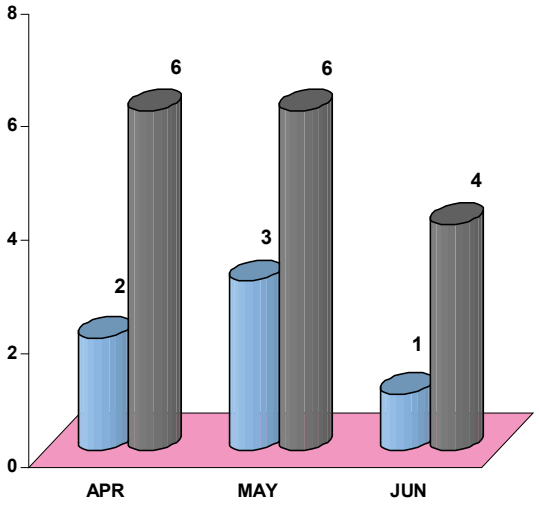
GOALS

- 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.

- Assure that staff receives adequate training for upcoming Building Code changes.

- Train an inspector to act as a backup Secretary to the AAC.

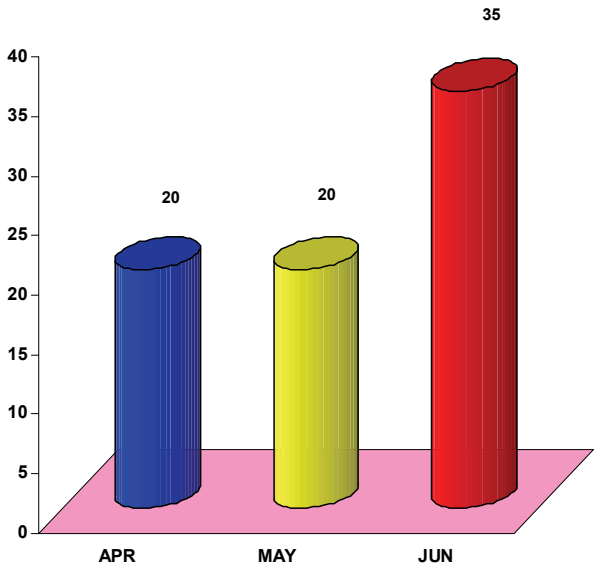
DISABLED ACCESS COMPLAINT ACTIVITY
4th Quarter FY 2006-07



Complaints Received = 6

Cases Abated = 16

DISABLED ACCESS INSPECTION ACTIVITY
4th Quarter FY 2006-07



Inspections Performed = 75

ELECTRICAL INSPECTION DIVISION
Michael Hennessy, Chief Electrical Inspector

FUNCTION

The Electrical Inspection Division (EID) provides for personnel and structure safety by inspecting electrical, life safety, and communication systems to ensure compliance with the adopted codes and regulations.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of **9,400** inspections; of these, **100% or 9,395** were processed within two working days.
- Performed an average of **10.2** inspections per person/day.
- Performed **5** spot check inspections a week per Senior Inspector.
- Received a total of **56** complaints; responded to **87.5%** or **49** complaints within two working days.
- Inspected **87.5%** or **49** of complaints received; abated **45%** or **25** of new complaints received.
- Issued **36** NOV's; abated **67%** or **24** NOV's.
- Served as Hearing Officer for **2** Director's Hearings.
- Referred **1** case to Code Enforcement.
- Received a total of **7** Director's letters / written customer inquiries; of these responded to **100%** within deadline
- **On-line Applications**: Processed **1,251** electrical permit applications on-line (**49.7%**) with corresponding fees of **$217, 982**.
- **Code Development:** Reviewed and updated existing Amendments for adoption into the 2007 SF Electrical Code and participated in the ongoing Code Advisory Committee meetings.
- **Office Policy & Procedure**: Developed a draft OP&P for the stand-by generator for use during utility power outages. The generator is designed to supply critical DBI building systems in order to support primary business activities.

- **Performance Appraisal Report:** Completed Annual Reports for all clerical and inspection staff.

- **Business Process Reengineering**: Assigned seven staff members to serve on various BPR subcommittees. The assigned members are focused on improving all aspects of DBI operations.

- **Training**: Arranged in-house training for staff on General Information for Electrical Equipment. The seminar was given by John Taecker, Systems Engineer for Underwriters Laboratories. Two staff members received Diesel Fuel Safety training. Two received 2006 IBC, Fundamentals-Nonstructural Provisions training. One received NEC Essentials training over a three-day period.

ON-GOING PROJECTS

- **Solar PV Systems**: issued 43 permits, approved 27 installations

- **North Point Waste Water Pump Station**: Issued final approval for electrical Installation.

- **Port of SF**: Provided 29 hours of inspection and plan review services for various projects.

- **Muni Light Rail Maintenance Yard**: Performed 15 pre-cover electrical inspections.

- **Cell Sites**: issued 11 permits, completed inspection of 10 installations.

- **Underground Utilities Program**: inspected 464 installations, approved 331 con versions.

- **Academy of Sciences**: Continue weekly inspections of complex installations.

- **AT&T Ballpark**: issued final approval for a 120 KW Solar PV installation.

- **Laguna Honda Hospital**: Assigned a full-time on-site inspector to the project.

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.

- **Temporary Exempt (TE) Employee:** Recruit and train an experienced electrician for part time inspection work during staff vacations, training, and personnel absences.

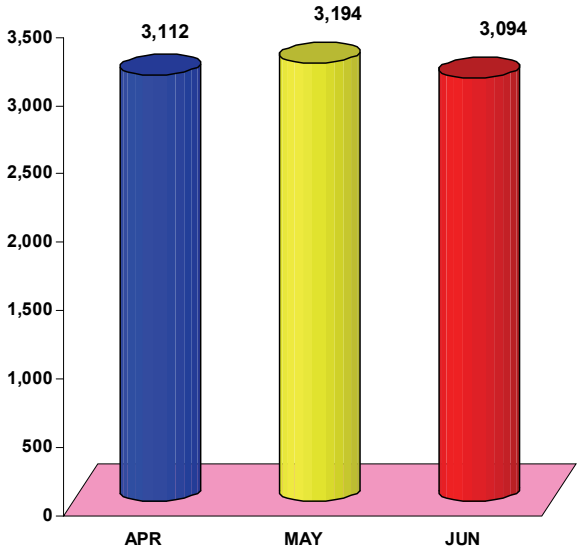
- **Provisional Recruiting**: Work with DHR to prepare and distribute an announcement for applicants to fill two current inspector vacancies. Select an interview panel to screen, interview, and evaluate applicants for provisional employment.

- **Business Process Reengineering**: Continue staff participation in ongoing BPR subcommittee meetings through completion of the process.

- **Code Development:** Continue attending Code Advisory Committee hearings in order to complete the 2007 SFEC development process

ELECTRICAL INSPECTIONS PERFORMED

4th Quarter FY 2006-07

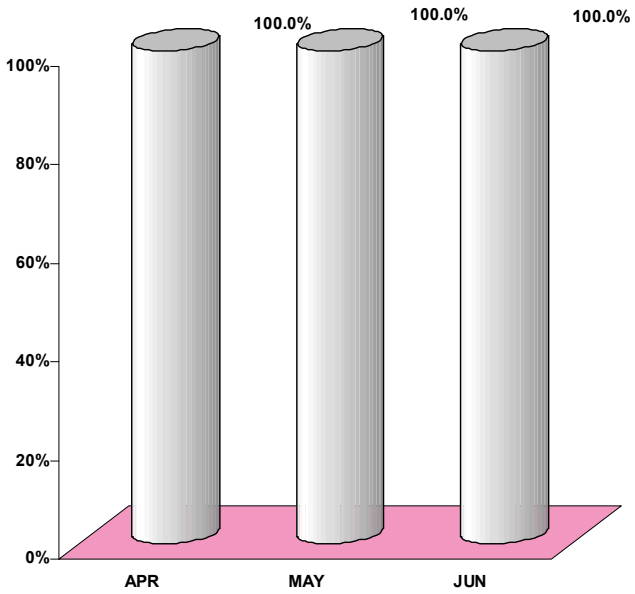


Inspections Performed = 9,400

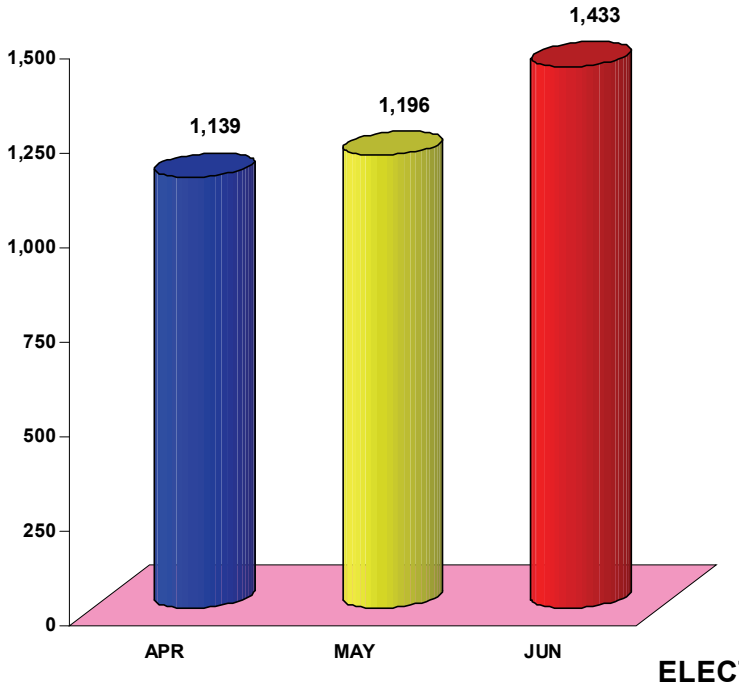
ELECTRICAL INSPECTION RESPONSE TIME

4th Quarter FY 2006-07

MBO Goal = 100% in 48 Hours

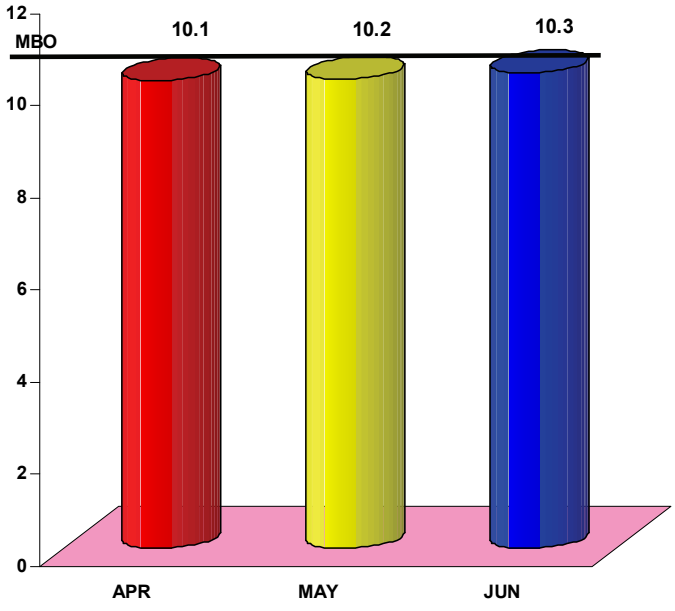


ELECTRICAL PERMITS
4th Quarter FY 2006-07



Permits Issued = 3,768

ELECTRICAL INSPECTION MBO
INSPECTIONS / PERSON / DAY
4th Quarter FY 2006-07
MBO Goal = 11



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 **4,363** inspections.
- Performed **5** spot check inspections a week per Senior Housing Inspector.
- Received a total of **58** life hazard / heat complaints; of these responded to **100%** or **58** within 24 hours.
- Received a total of **623** non-hazard complaints, responded to **98%** or **612** of complaints received within two working days.
- Responded to **100%** or **769** of complaints received (including re-inspections); abated **94%** or **726** of complaints received.
- Referred **5** cases to the City Attorney per direction from the Litigation Committee of the Building Inspection Commission.
- Referred **72** cases to the Director's Hearings.
- Collected **$29,920** in Assessment of Cost fees for enforcement cases.
- Referred **1** notice of non-compliance to the State Franchise Tax Board.
- Performed **41** task force inspections; issued **9** Notices of Violation on task force cases, abated **10** task force cases.
- Abated **1** Emergency Order.
- Received a total of **11** Director's letters/customer inquiries; of these responded to **100%** or **11** within deadline.

- Responded to **950** public counter information phone calls and responded to **401** public counter information visits.
- Processed/reviewed **312** building permit applications.
- Implemented San Francisco Housing Authority Memorandum of Understanding regarding Housing Code complaints.
- Developed procedures checklists for support staff and inspectors.
- Completed the 2007 Lien Cycle and collected **$51,109** in assessment of costs, through payments and recorded liens.

ON-GOING PROJECTS

- Developing procedures to utilize lotus notes and other computer tools to automate Housing Inspector daily schedules.
- Streamlining the procedures for Director's Hearing notification and Hearing results.
- Updating Code Enforcement Outreach Program procedures.

GOALS

- Develop a pre-schedule routine inspections program.
- Prepare for the DBI summit Landlord/Tenant panel.
- Complete the update of Division Management Report with MIS.

LEAD ABATEMENT DIVISION
Louise Kimbell, Chief Building Inspector

FUNCTION

The Lead Abatement Division (LAD) is responsible for a wide variety of programs with emphasis on the Asthma Task Force Program, the Avian and Pandemic Influenza Program, the Environmental Health and Safety Programs, the Lead Hazard Reduction Program and the West Nile Virus Program.

The Asthma Task Force (ATF) Program is responsible in representing the Department at the ATF of the CCSF, as mandated by an ordinance passed by the Board of Supervisors (Ordinance No. 72-01, *Ordinance Amending Ch. 19A of the Administrative Code by Adding Article II to Establish an Asthma Task Force*). The Avian and Pandemic Influenza (A&PI) Program is responsible in representing the Department as a member in the inter-agencies of CCSF coordinated response that ensures continuity of public and private work forces are maintained in the event of an avian influenza pandemic (refer to e-mail from DHR dated 5/11/06 and *Pandemic Flu SFC&C Preparedness* distributed by DPH dated 4/14/06). The Environmental Health and Safety (EH&S) Programs are responsible in developing policies to reduce the potential for injuries and illnesses of the Department's employees and to comply with applicable health and safety regulations. The Lead Hazard Reduction (LHR) Program inspects buildings for compliance with the *Work Practices for Lead-Based Paint* legislation (SFBC Ch. 34, Section 3407). The West Nile Virus (WNV) Program is responsible in representing the Department as a member in the inter-agencies of the CCSF "…planning effort to limit the impact of the WNV in San Francisco", as requested by the Director of Health, Department of Public Health (refer to letter dated 5/21/03).

HIGHLIGHTS AND ACCOMPLISHMENTS

- Received **149** SFBC 3407 complaints, responded to **100%** of SFBC 3407 complaints within one business day.
- Issued **99** Notices of Violation (NOV); issued **1** Second Notice of Violation; issued **18** Notices of Penalty & Fee (NOP); and, abated **173** complaint cases.
- Conducted **658** re-inspections.
- Referred **2** complaint cases to Director's Administrative Hearing for Notice of Violation; referred **9** complaint cases to Director's Administrative Hearing for Appeal of Imposition of Penalty & Fee; referred no complaint cases (i.e., contractor's name/license) to CA Contractors State License Board.
- Performed **45** "educational outreach" inspections where an inspector stops at a

work site as workers are setting up to do preparation and paint work and explains the SFBC 3407 regulations.

- Responded to **100%** of phone calls within one business day.
- Submitted the draft guidance document *Asthma Safe Healthy Homes in San Francisco* to the ATF-Environmental Subcommittee for their review/edit/dispersal.
- Completed/submitted/received approval for the *DBI Automated External Defibrillators Program*.
- Completed/submitted to Division Chiefs/Managers in Inspection Services a base line *Monthly Equipment Accident Report*.
- Continued implementing the *DBI Shape-Up at Work Strategies Program* based on the Mayor's *Shape-Up at Work Executive Directive*.
- Continued to develop the DPH template *Pandemic Influenza Continuity of Opera tions Guide & Template for C&CSF Agencies*, requesting DBI Divisions' written input on "routine and essential operations" and began writing the draft DBI plan/ program, *DBI Pandemic Influenza Continuity of Operations Guide*.
- Participated in a presentation, *Using Housing Codes to Promote Healthy Housing* (with the Executive Director of the Alliance for Healthy Homes, Washington, DC), at the *Indoor Environmental Health & Technologies Conference* and *The Lead & Healthy Homes Grantees Conference* in Orlando, Florida.
- Participated in a conference call with a reporter of the Seattle Times and the DBI Communications Manager regarding the SFBC 3407 legislation.
- Began participating on the DBI Business Processing Reengineering – Inspection Services Subcommittee. Began participating on the DBI Code Interpretation Group meetings.
- Participated as one of the interview panelist for the Class 6333 Senior Building Inspector and for the Class 6270 Housing Inspector provisional interviews.

ON-GOING PROJECTS

- Continued to participate as a non-voting member on the BOS' ATF; continued participating as a non-voting member on the BOS' ATF Environmental Subcommittee (one of the four subcommittees).

- Continued to perform quarterly health and safety inspections to identify unsafe work conditions and/or practices in the office (i.e., quarterly physical inspection of 1650 and 1660 Mission Street buildings).

- Continued to provide quarterly health and safety injury and illness training for non-field employees (i.e., *Automated External Defibrillators Use*).

- Continued to provide appropriate *Smith System* driver training to field inspectors (i.e., new employee, refresher and defensive driver training).

- Continued to schedule field inspectors for their annual audio examinations at San Francisco General Hospital.

- Continued to respond to SFBC 3407 complaint cases within two business days, as mandated in the legislation.

- Continued serving as one of the Director's Hearing Officers at the Director's Administrative Hearings. Continued to provide support for the Acting Deputy Director (Inspection Services) during the Acting Deputy Director's absence, when assigned.

GOALS

- Assist the ATF-Environmental Subcommittee in editing the draft document *Guidance for Asthma Safe Healthy Homes in San Francisco* before the end of calendar year 2007. Assist the Subcommittee with developing "healthy housing" legislation for the BOS.

- Implement the *DBI Automated External Defibrillator Program* on July 1, 2007.

- Continue to provide Division Chiefs/Managers in Inspection Services the updated *Monthly Equipment Accident Report* within the first five business days of each month.

- Continue to work with DPW-EHS to complete the *DBI Pandemic Influenza Continuity of Operations Guide* by the end of calendar year 2007.

- Continue to implement the various strategies outlined in the *DBI Shape-Up at Work Strategies Program* through the Mayor's target date, FY 2010-11.

- Complete the draft policy and procedures manual for the EH&S Programs before the end of calendar year 2007.

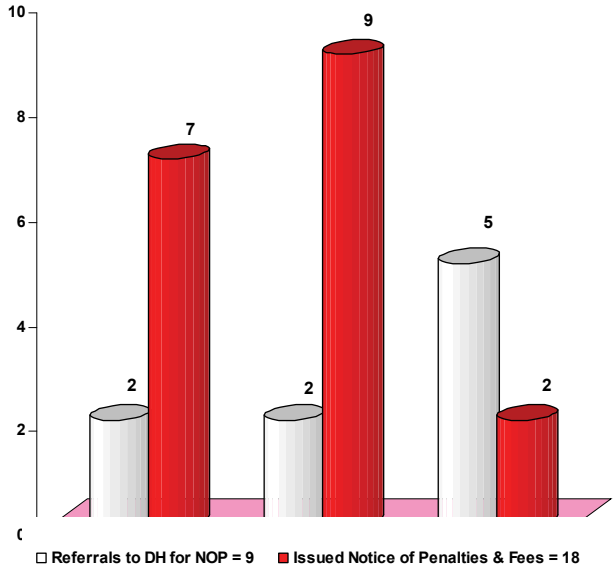
- Continue working with MIS to complete integration of the amended SFBC 3407 forms in the LAD Oracle *Complaint Tracking System* database.

- Continue research on the development of a DBI GIS computer “mapping” program that has the ability to capture SFBC 3407 code violation data (in conjunction with MIS, DPH-CEHP and MOH).

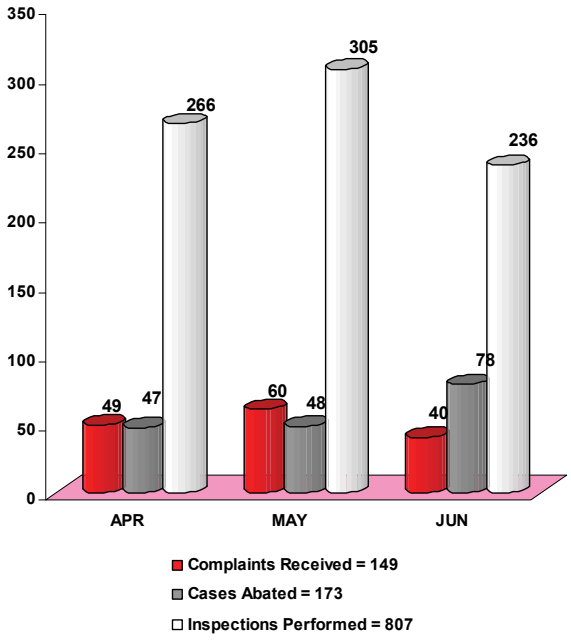
- Complete the policy and procedures manual for the LHR Program before the end of the calendar year 2007.

- Continue to participate in the *1660 Move Committee* meetings providing EH&S input relevant to DBI as a whole and input regarding LAD's specific needs.

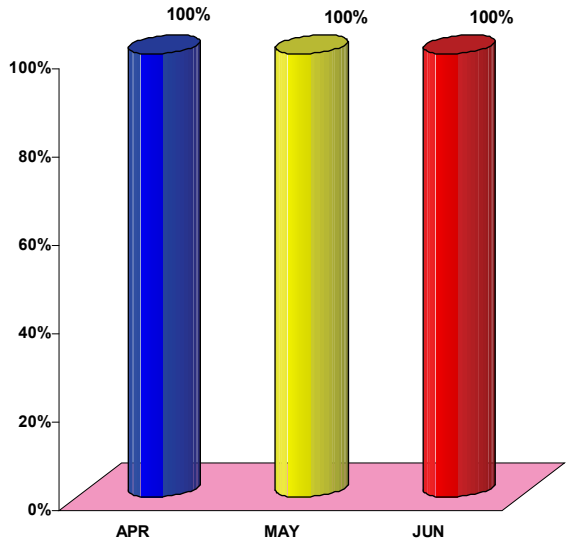
LEAD ABATEMENT
LEAD HAZARD REDUCTION PROGRAM
4th Quarter FY 2006-07



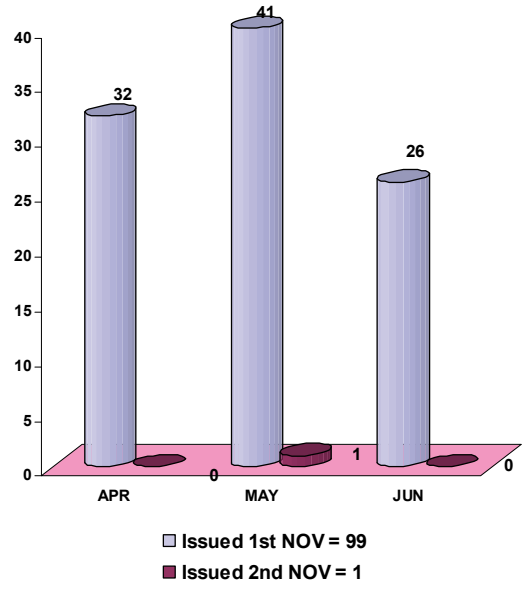
LEAD ABATEMENT
COMPLAINT ACTIVITY
4th Quarter FY 2006-07



LEAD ABATEMENT
INSPECTION RESPONSE TIME
4th Quarter FY 2006-07
MBO Goal = 100% in 48 Hours (PER ORD. NO. 446-97)



LEAD ABATEMENT
LEAD HAZARD REDUCTION PROGRAM
4th Quarter FY 2006-07



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.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of **7,478** inspections; of these, **97.5%** or **7,298** were processed within two working days.
- Performed an average of **11.3** inspections per person/day.
- Performed **3** spot check inspections a week per Senior Inspector.
- Received a total of **139** complaints; responded to **94.9%** or **132** of all complaints received.
- Inspected **94.9%** or **132** of complaints received; abated **94.2%** or **131** of new complaints received.
- Issued **87** NOV's; abated **100%** or **88** NOV's.
- Served as Hearing Officer for **4** Director's Hearings.
- Referred **7** cases to Code Enforcement.
- Received a total of **9** Director's letter / customer inquiries; of these responded to **100%** or **9** within deadline.
- All staff has been recertified by IAPMO.

- Restructured Plumbing Permit Process to eliminate duplication.
- Started the building of Inspection Scheduling Module for PID.
- Obtained original goal of acquiring **10,000** Boilers to be registered in our database.

BOILER PROGRAM

- Issued **124** new boiler Permits to Operate (PTO); a total of **1,186** have been issued.
- Registered **124** new boilers, total registered boilers **10,185**.
- Mailed **278** expired PTO notifications.

ON-GOING PROJECTS

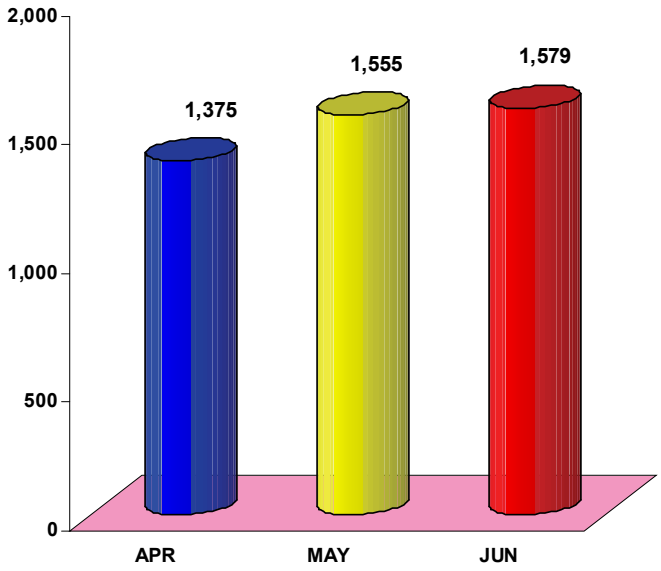
- Rincon Hill Tower.
- California Academy of Sciences.
- Candlestick Cove development.
- AIMCO revitalization.

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.
- Maintain or exceed 11 inspections per day per inspector.
- Strive to achieve 100% or inspection requests within 48 hours.
- Continue to respond to complaints within 24 hours.
- Implement new Inspection Scheduling module.
- Train field staff on computer use.
- Add 100 more Boilers to database.
- Begin Enforcement of High Rise Sprinkler Ordinance.

PLUMBING INSPECTIONS PERFORMED

4th Quarter FY 2006-07

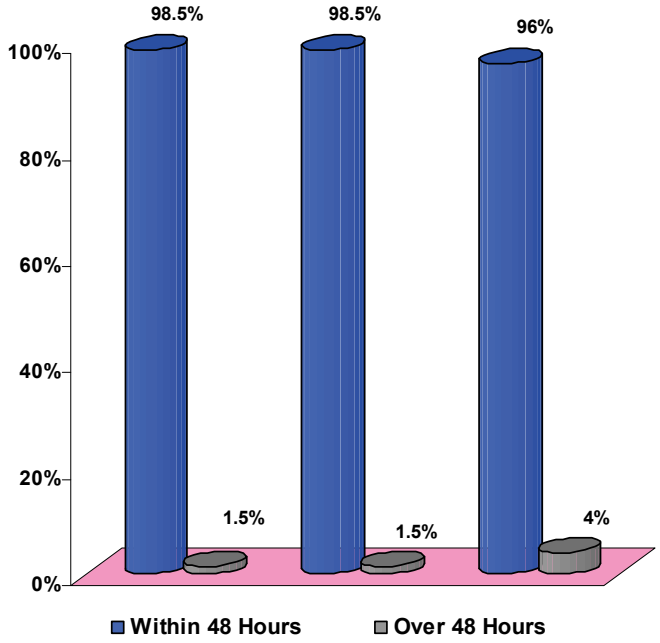


Inspections Performed = 4,509

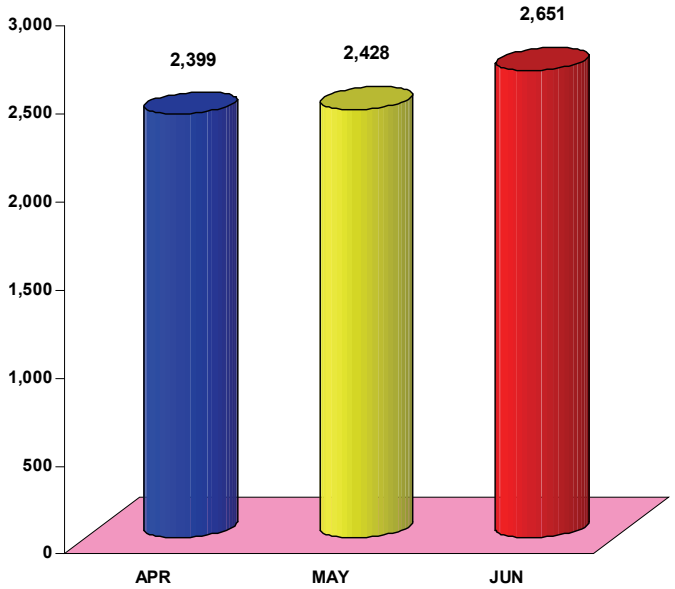
PLUMBING INSPECTION RESPONSE TIME

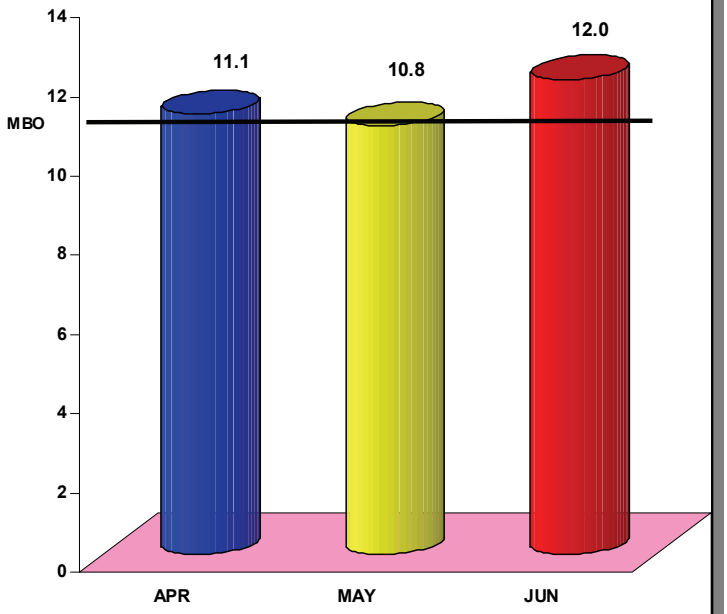
4th Quarter FY 2006-07

MBO Goal = 100% within 48 Hours



PLUMBING PERMITS
4th Quarter FY 2006-07



Permits Issued = 7,478

PLUMBING INSPECTION MBO
INSPECTIONS / PERSON / DAY
4th Quarter FY 2006-07
MBO Goal = 11