

***BIC Regular Meeting
of
August 17, 2022***

Agenda Item 8



DBI Update on Reforms and the Controller's Assessment

Building Inspection Commission, August 17, 2022

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Reforms Initiative

The San Francisco Department of Building Inspection's mission is to ensure that life and property within the City are safeguarded by verifying that buildings and structures are developed and maintained in adherence with the all applicable codes and regulations.

To further the public's confidence in the department's management, operations and oversight, staff have identified several initiatives to improve our processes, develop our staff, and enhance transparency for the public. This reforms initiative was launched in May 2021.

Areas for Reforms

I. Management

II. Administration

- Human Resources
- Records Management
- Management Information Services

III. Inspections

- Building, Electrical, Plumbing and Housing
- Code Enforcement

IV. Permit Services

Controller's Recommendations

1. Ethical Tone
2. Whistleblower Program
3. Compliance Program
4. Permit Tracking System (PTS) Improvements
5. Supervisory Quality Assurance Reviews
6. Internal Certifications
7. Fees and Penalties Review
8. Public Outreach and Education

Progress on Reforms

Ethical Tone

DBI has taken active steps in fulfilling our goals to be transparent and accountable as evidenced by an increased number of quality control/oversight measures implemented and ongoing updates to our operating procedures. In addition, the department's website update will increase transparency and accessibility.

Progress on Reforms

Compliance Program

DBI has started a compliance program and hired a compliance manager on June 13, 2022. He is currently completing requisite trainings and familiarizing himself with internal operations within the respective DBI divisions. He has been debriefed on the issues and is currently assigned to serve as the department's Whistleblower liaison, oversee the ongoing internal audit, implement DBI's reform initiatives, as well as review and update office policy and procedures.

DBI will work towards creating a full compliance program resourced with specialized staff to help identify risks and combat potential fraud and abuse in permitting and inspection activities through training and enforcement per the Controller's Office recommendation.

Progress on Reforms

Compliance Program

- a. Annual Risk Assessment
- b. Monthly Reviews of Inspections
- c. Identify Permit Application Deviations
- d. Training on Permit Plan Reviews and Inspections
- e. Testing and Adherence to Statement of Incompatible Activities, Code of Professional Conduct, and DBI Policies.

Progress on Reforms

Permit Tracking System (PTS)

- a. **Inspections Complete and Recorded** - DBI requires that all inspections are complete and recorded in PTS before a final sign-off is completed.
- b. **Electronic Lock Inspection** – MIS is currently developing our electronic lock inspection, a PTS function that will electronically lock records 48 hours after initial entry so they cannot be edited. This functionality is currently in development with an anticipated roll-out in Q2 or Q3 of FY 2022-2023.

Progress on Reforms

Supervisory Quality Assurance Reviews

Inspections	Permitting
Inspection Assignment Controls	Spot Checks on Plan Reviews
Daily Inspection Activity Review	Supervisor / Staff Reviews and Productivity Trackers
NOV and CFC Review	Plan Review Checklists
Senior Staff Weekly Meetings	Permanent Staff at the Counter
	Recheck Guidelines
	Project Size Criteria

Progress on Reforms

Public Outreach and Education

DBI has continued to update our website to provide more information to the public in order to educate the public on our permit and inspections processes. We have developed various customer checklists and provided clearer guidelines on processes and requirements.

Progress on Reforms

Other Completed Reforms

- Appointed new Senior Building Inspector to Code Enforcement
- Standardized interview, hiring and onboarding processes
- Established a standard of posting a recruitment for a minimum of two weeks.
- Implemented regular reminders to staff of City's conflict-of-interest rules, additional employment rules, policy on family and romantic relationships at work, Whistleblower Program, gifts and party-attending policies and reporting requirements, along with DBI's SIA, Code of Professional Conduct, and the DBI internal Unethical Behavior Reporting program.

Progress on Reforms

Underway

- Additional staff trainings on customer service, accountability, management
- Expanded mentorship programs and hiring outreach
- Implement staff training around racial equity and organizational culture initiatives.
- Secure share implementation for records management
- Cybersecurity assessment training for MIS managers
- Modernization of PTS
- Enhanced orientation program for inspections and updated policy and procedure manuals

Next Steps

- Regularly monitor progress on reforms through Compliance Program and Executive Team
- Quarterly report to Building Inspection Commission on progress



THANK YOU