



4th Quarter Report FY 2008-2009

April – June 2009

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 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.

DIRECTOR'S OFFICE

Vivian L. Day, Director

FUNCTION

The Function of the Director's Office is to provide departmental leadership, set policies, and support all programs within the Department in order to implement established goals, objectives and mandates, and to take actions that ensure the safeguarding of life and property within the City.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Issued a total of **13,496** permits, including:
 - **5,605** Building Permits
 - **3,247** Electrical Permits
 - **3,281** Plumbing Permits
 - **1,363** Miscellaneous Permits
- Performed a total of **29,791** inspections, including:
 - **13,236** Building inspections
 - **249** Code Enforcement inspections
 - **7,222** Electrical inspections
 - **3,493** Housing inspections
 - **5,591** Plumbing inspections
- Restored online electrical and plumbing permit operations for qualified customers.
- Selected top-scoring vendor responding to new Permit Tracking System (PTS) Request For Proposal (RFP); began contract negotiations.
- Implemented departmental organizational changes to manage effectively ongoing professional services' delivery with reduced staffing due to the economic recession.
- Obtained unanimous passage of updated code and fee legislation, giving the Building Official the authority to extend building, electrical and plumbing expiration dates and providing essential flexibility in the current economic downturn. Also included a new technology surcharge fee that will cover ongoing PTS maintenance costs, as well as a new building and housing code enforcement fee on one and two-family rental units to help recover ongoing code enforcement costs, and an increase in the hotel and apartment license fee to help with significant cost-under recovery.

- Updated and distributed Code of Professional Conduct to staff, Building Inspection Commission (BIC) and BIC sub-committee members.

ON-GOING PROJECTS

- Finalizing details on Fifth Floor remodel, which will house 40 City-wide development review stations for over-the-counter processing; provide greater customer convenience; and improve professional staff working conditions.
- Finalizing Memoranda of Understanding (MOUs) with the TransBay Authority, the Port, the Public Utilities Commission's new headquarters' building, and with the Treasure Island Development Authority – all of which will engage DBI plan review and inspection services, and generate new revenues for the Department.
- Continuing to work with the Commission, the Mayor and the Board of Supervisors on proposed legislation affecting the Building Code to ensure it is feasible, meets all legal requirements and provides appropriate fees to recover costs for the Department's increased responsibilities as a consequence of the legislation. Topics include voluntary seismic retrofits of soft-story residential buildings; centralizing the collection of all development impact fees at DBI; and to address cost recovery for code enforcement and housing inspection for abatement process fees prior to a Director's Hearing.
- Continuing to oversee the Community Action Plan for Seismic Safety (CAPSS) and its upcoming studies/recommendations on repair standards for buildings damaged in the next major earthquake, other types of seismically vulnerable buildings in San Francisco, City-wide earthquake risk assessment, etc.
- Reviewing staff technical certifications to ensure these are current, and continuing weekly staff trainings every Wednesday from 8-9:30 a.m. Also continue to oversee all State-mandated professional trainings to keep staff abreast of important code compliance changes.

GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
- Continue to monitor DBI revenues and expenses in the economic recession, and take necessary steps to preserve staff positions wherever possible.
- Complete contract negotiations with selected vendor for new PTS system.
- Finalize pending proposed legislation with building code and DBI fee cost recovery impacts to stabilize the Department's revenues, and begin the process to rehire appropriate professional staff once funding is available and approved.

FINANCE SERVICES DIVISION
Pamela Levin, Division Supervisor

FUNCTION

The functions of the Finance Services Division (**FSD**) are to provide support to the Department in the areas of fiscal management, purchasing, and business analysis. This consists of budget preparation and reconciliation; revenue management; controlling labor and non-labor expenditures, capital expenditures and work order expenditures; accounts payable; performing internal audits, and employee claims management. In the area of purchasing, the division is involved in procuring materials and supplies; vendor identification and interfacing; and contract administration. The division also provides needs and operations analysis, revenue/expenditure analysis, and develops office policies and procedures.

HIGHLIGHTS AND ACCOMPLISHMENTS

• Revenue:	Plan Review	\$2,195,017
	Permit Center	\$2,089,803
	Inspection Services	\$3,202,687
	Housing/Code Enforcement	\$2,427,179
	Administration	<u>\$ 501,801</u>
	Total Revenue	\$10,416,487

• Expenditure:	Plan Review	\$2,024,681
	Permit Center	\$ 690,327
	Inspection Services	\$3,477,671
	Housing/Code Enforcement	\$2,049,830
	Administration	<u>\$2,864,697</u>
	Total Expenditure	\$11,107,206

- Received a total of **67** reimbursement requests.
- Processed **416** financial transactions through the City's FAMIS online system.
- Processed **141** purchasing transactions through the City's ADPICS online system.
- Collected **34%** of revenues through the PC Cash Register System, credit card transactions.
- Responded to **100%** of Director's letters within deadline.

- Responded to **100%** of phone calls within 24 hours.
- Provided staff support to Director throughout the FY 2009-10 budget development process from submission of budget to Mayor's Office through approval by the Board of Supervisors.
- Transitioned processing of refund requests to the Finance Division.
- Reduced the number of documents that the Controller's Office identified as having issues during their audit by 73%.
- Processed contract documents for scanning of plans and the Integrated Voice Response System (IVR).

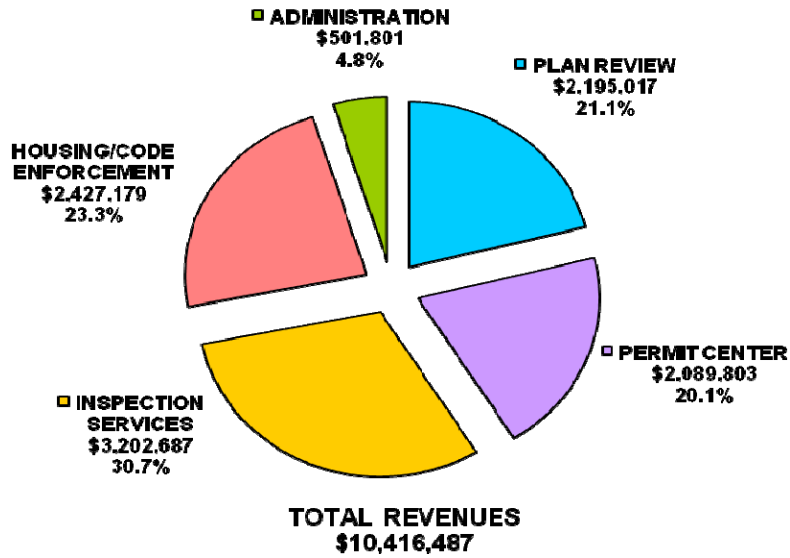
ON-GOING PROJECTS

- Participate in vendor selection for the Permit Tracking System and began contract negotiations.
- Finalized policies and procedures for Professional Services, General Services and Materials and Supplies and submitted them to the Controller's Office for review by the External Auditors.

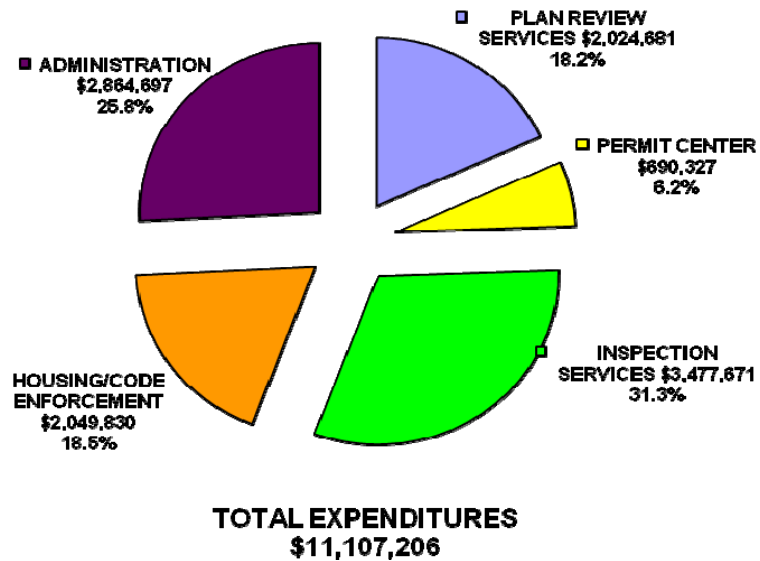
GOALS

- Continue to participate in review of the scope of work and contract negotiations for the Permit Tracking System.
- Relocate the division to 1660 Mission to improve communications and the workings of the Finance Division.
- Develop and disseminate budget reports to divisions so that they can track their revenues and expenditures.
- Continue to create policies and procedures for travel and training, processing invoices, refunds and for other financial issues.

REVENUES



TOTAL EXPENDITURES



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 and walk-in inquiries; facilitates the resolution of complaints and physically directs customers to the appropriate division. CSD is responsible for storage and reproduction of plans, applications, job cards, certificate of final completion and occupancy (CFC) and miscellaneous documents; producing the Report of Residential Records (3R) and maintaining historical records. CSD is also responsible for coordinating and participating in community outreach programs, neighborhood and association meetings, festivals and fairs. CSD 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 **8,873** telephone inquiries and assisted **8,419** customers at the Public Information counters.
- Received a total of **1,731** 3R requests; of these,
 - **100%** were processed within five business days.
- Received a total of **2,307** record requests from customers, staff, and City agencies; of these,
 - **98.3%** or **2,268** were processed within five business days
 - **1.0%** or **24** were processed within six to seven business days
 - **0.7%** or **15** were processed over seven business days.

These record requests produced a total of:

- **25,013** printed applications/job cards/CFC's
 - **9,273** printed copies of plans
 - **411** printed PTS print-outs
 - **3,745** 35 mm diazo cards for viewing
 - **5,656** aperture cards for research
 - **129** 35mm rolls searched for viewing
 - **602** Papervision viewed files
- Reorganized the division to address reduction of staff. Cross-trained staff on new assignments.
 - Established new Records Counter on 3rd Floor at 1660 Mission Street.

- Began updating Records Counter Operational Manual based on new duties and responsibilities.
- Completed scanning and indexing of regular issued permit applications for January to March 2009 and 2008 Job Cards. Performed quality control and loaded files into Papervision for easy research and retrieval by staff.
- Continued project to rename approximately 1,500 CDs/DVDs containing scanned and indexed plans for C and D series.
- Provided Papervision access to key staff in Permit and Inspection Services Programs. Trained staff to do research and print records.
- Worked with Management to update/revise current records fee table.

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.
- Continue scanning project.
- Keep up-to-date with DBI procedural changes.
- Maintain an up-to-date CSD Operational Manual.
- Maintain an up-to-date inventory of all records.
- Rename/Update file naming convention of approximately 1,500 CDs containing plans and load data into Papervision for easy retrieval. Revised tentative completion date: December 2009.
- Continue to evaluate staffing levels and workload demands. Make necessary changes to maintain a satisfactory level of customer service.

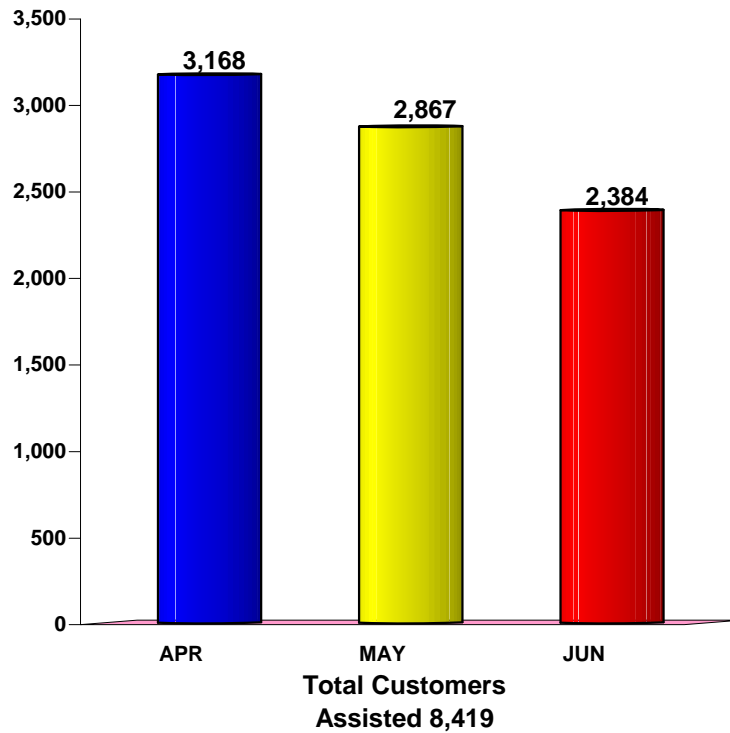
GOALS

- Work with Finance Services to ensure continuation of Scanning Contract with BMI.
- Hold mid-term Performance Appraisal meetings with staff; update performance plans, if necessary.
- Reorganize Records Section, establish written procedures, implement quarterly

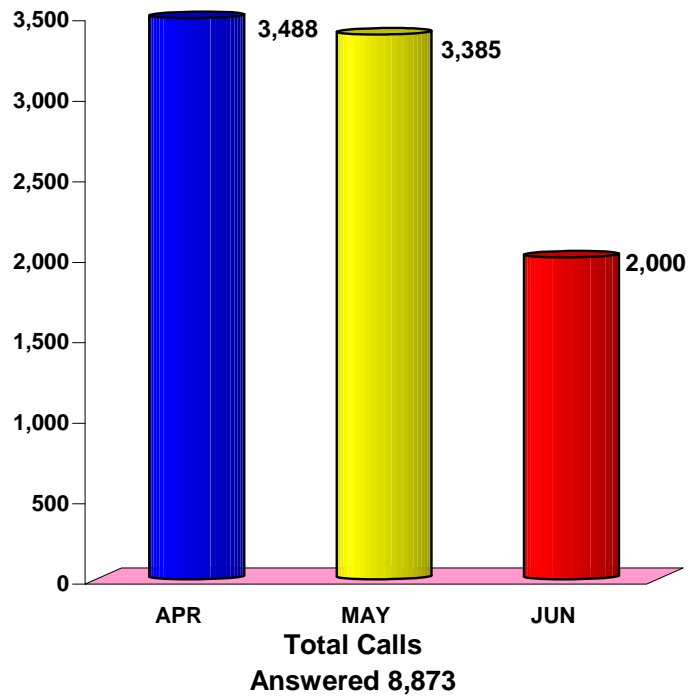
rotation, cross-train staff on new records counter operation.

- Finalize written subpoena process.
- Coordinate DBI's participation in the Community Outreach Programs.
- Re-establish quarterly rotation of staff to allow for fully cross-training of all Support Services staff.
- Create new media for C and D plan series, after the renaming project has been completed.
- Begin scanning withdrawn and cancelled plans.
- Revise fee table per approved Board of Supervisors' Ordinance.

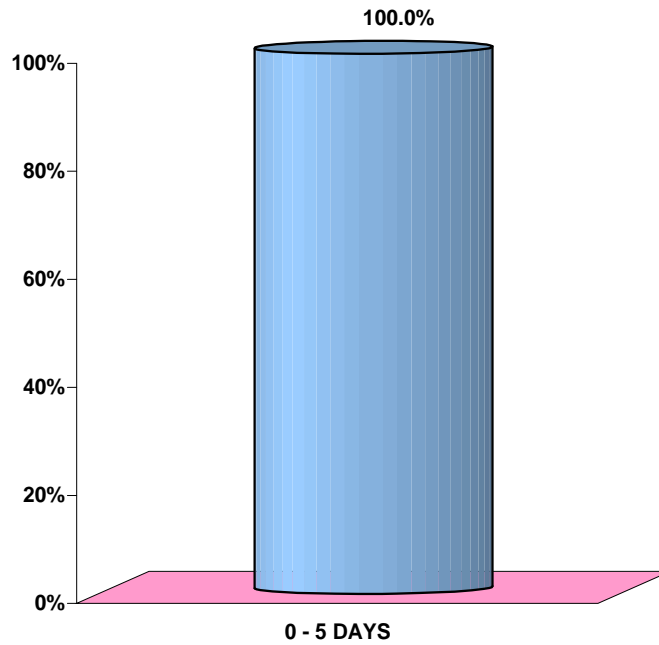
CUSTOMERS ASSISTED



CALLS ANSWERED

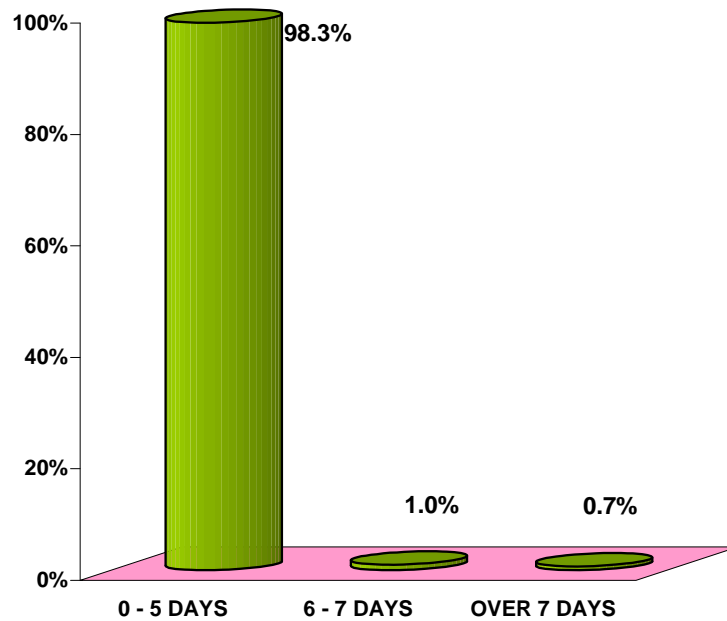


3R REPORTS PROCESSED



Total 3R Reports Issued 1,731

RECORDS REQUESTS PROCESSED



Total Records Requests Processed 2,307

MANAGEMENT INFORMATION SERVICES

Hema Nekkanti, Supervisor

Wilson Lo, Supervisor

FUNCTION

The functions of the Management Information Services (**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

- MIS requests completed: PC/network - 508 requests; application development - 359 Requests.
- Completed transition of Online Building and Complaint Activity application from the Department of Technology to DBI-MIS.
- Permit and Project tracking Request for Proposal – Demonstration of the Product from short-listed vendors and selection of product completed by representatives from Building, Planning Technology, and Public Works departments.
- Completed transition of web payment applications, Electrical and Plumbing Permit issuance to in-house and integration with new payment vendor.
- IT Asset Management - Utilizing IT tracking application to manage all Departments' IT assets.

ON-GOING PROJECTS

- PTS Enhancements:
 - Fee schedule changes to include modifications and new fees per Ordinance effective August 7, 2009.
 - Interactive Voice Response system for Inspection Scheduling in final phase of approval.

- Programming in progress to collect post issuance fees for building permits.
 - Address-Based hazard, restriction, Ordinance management for Flood Prone Area, Slope Protection, Landslide, Easement, etc.
 - Programming in progress for DBI to collect Planning department impact fees.
 - Plumbing module changes to track post issuance stages and expiration of plumbing and Boiler Permits.
- New Permit Tracking System – contract negotiations phase; scope definition and contract term and agreements in progress.
 - Network installation and configuration on the fourth and fifth floor for over-the-counter services in progress.
 - Data migration and testing in progress, on to the newly created Infrastructure database production servers.
 - Data center enhancement:
 - Planning in progress to upgrade electrical equipment and power supply within the server room to accommodate additional demand on the systems.

GOALS:

- Complete fee changes to include modifications and new fees per Ordinance effective August 7, 2009.
- Complete installation and configuration on the new customer queue management system.
- Complete network installation/configuration on the fourth and fifth floor for over-the-counter (OTC) services.
- Complete IVR solution implementation for Inspection scheduling and status tracking.
- Identify and enhance web payment applications to include more services online.
- Complete Application Plan Review module to help streamline intake of applications for plan review and turnaround time tracking.
- Complete contract negotiation on Permit and Project tracking systems after vendor demonstrations and proceed toward Project commence per Memorandum of Understanding between Building and Planning departments.

- Complete enhancements to permit tracking to encompass the various components of the Building Process Reengineering (BPR) Implementation Plan.
- Complete data migration on the new Infrastructure Production database server.

CENTRAL PERMIT BUREAU

Anita Lee, Division Supervisor

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 a total of **13,496** permits, including:
 - **5,605** Building Permits
 - **3,247** Electrical Permits
 - **3,281** Plumbing Permits
 - **1,363** Miscellaneous Permits
- Processed **100%** or **1,222** of structural notifications within 24 hours.
- Processed **100%** or **4,033** of demolition notifications within 24 hours.
- Implemented the Parking Meter Fee. (Section 904 of Division II of the Transportation Code).
- Implemented the Avaya Intuity Audix LX Voicemail System.
- Implemented the Owner-Builder construction permits under the California Health and Safety Code Section 19825.
- Implemented the fee under the rules for the new Building Standards Administration Special Revolving Fund. (Chapter 719, Statutes of 2008 – Senate Bill No. 1473, Calderon).

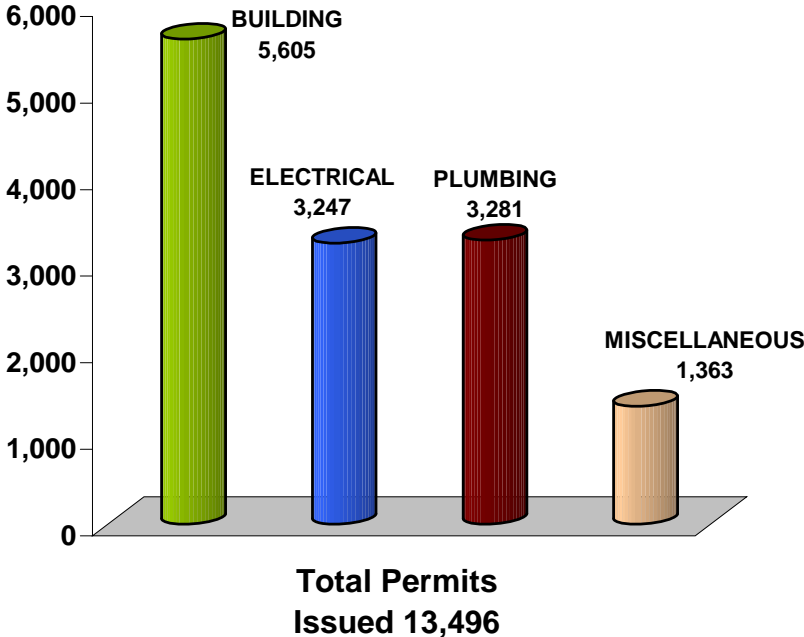
ON-GOING PROJECTS

- Encourage and provide ongoing training for all employees to improve computer skills.
- Continue to provide good customer service.
- Continue to work on the new Permit and Project Tracking System – RFP process.

GOALS

- Work with MIS to include the post issue payment for revision of costs on Addendums.
- Work with MIS to implement the 2% technology fee which will be effective on August 7, 2009.

PERMITS ISSUED



HELP DESK/TECHNICAL SERVICES DIVISION

Willy Yau, Supervisor

FUNCTION

The Help Desk/Technical Services Division (**Help Desk/TSD**) serves as the first point of contact for the public; answers general questions, provides direction to appropriate services; gives permit status. Provides technical support related to codes and other technical matters to the 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; and major emergency response planning.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Assigned Willy Yau as the Manager of the Help Desk/Technical Services Division.
- Received a total of **55** written requests for technical interpretations, including e-mail requests.
- Assisted **53** walk-in customers and answered **630** phone calls requesting technical information.
- Relocated Technical Services Division from the 6th Floor to the 2nd Floor to consolidate technical services.
- Updated and developed **two** new Building Code Interpretations.
- Assisted Plan Review Services in reducing plan review backlog.
- Prepared distribution and training for changes to the San Francisco Building, Plumbing, Mechanical, Energy, and Green Building Codes to be effective August 1, 2009 and January 1, 2010.
- Reviewed **11** legislative proposals introduced by the Board of Supervisors regarding Building, Plumbing, Electrical, and Housing Codes.
- Completed the drafting and review of code changes to be published as a supplement to the San Francisco Building and Housing Codes, including Administrative Bulletins.

ON-GOING PROJECTS

- Continue to review the possibility of revising the Housing Code so the format is standardized with the ICC Property Maintenance Code format.
- Continue to host the monthly “Brown Bag Lunch” talks for staff and public.
- Continue to coordinate the application of the California Historical Building Code.
- Attend various legislative and code development meetings and hearings at State and Local organizations and agencies, including the Board of Supervisors and the Building Inspection Division.
- Continue to handle requests for code information and other technical information.

GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
- Expand training activities and assure compliance with state-mandated training requirements.

INITIAL PERMIT REVIEW

Max Putra, Supervisor

FUNCTION

The Initial Permit Review (**IPR**) provides a pro-active, professional and consistent customer service in screening, checking and reviewing building permit applications and plans for accuracy and completeness before accepting and routing for further review and approval by plan review disciplines.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Expanded job duties to include research of building history, PTS input of characteristics and contact information.
- Processed and reviewed applications and plans within 30 minutes or less.
- Number of building permit applications with plans processed:
 - Month of April : **1,094**
 - Month of May : **1,058**
 - Month of June : **1,333**
- Began collecting data for permits issued over-the-counter, with and without plans:
 - Month of June: **370** permit applications were issued.
- Responded to customer's inquiries and phone calls within 24 hours.

ON-GOING PROJECTS

- Update the IPR Manual as needed.
- Provide back up to Central Permit Bureau as needed.
- Provide back up to the Permit Processing Center as needed.
- Provide and update training to staff on basic Planning Code requirements.
- Work with staff to prepare them for Permit Technician certification.

GOALS

- Maintain current roles to issue OTC building permits for projects with or without plans on the same day.
- Maintain current work performance despite reduction of staff.
- Staff certification as Permit Technician.
- Update staff on Building Code issues.

PLAN REVIEW SERVICES

Hanson Tom, Division Manager

BUILDING PLAN REVIEW

Neil Friedman, Chief Building Inspector, Over-The-Counter Supervisor

Raymond Lui, Structural Engineer, Supervisor

Jeff Ma, Building Plans Engineer, Supervisor

Gary Ho, Structural Engineer, 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 over-the-counter projects at the counter as the customer waits, conduct reviews of submitted projects in-house and conduct reviews of submitted residential projects by appointment with the professionals. Division Manager and 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.

Staff conducts reviews of submitted projects as well as provides plan review service over-the-counter as the customer waits.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Reviewed and approved **1,458** building permits with no plans over-the-counter. (Note that an additional **2,736** building permits with no plans were processed over-the counter by the Permit Services Program).
- Reviewed **3,236** building permits with plans over-the-counter.
- Approved over **2,625** building permits with plans over-the-counter.
- Performed **518** building plan reviews of submitted projects, including building permits, site permits, and addenda submittals.
- Approved **20** building permits for new construction.
- Performed quality control review on approximately **10%** or **52** of submitted permit applications and plans.
- Conducted **69** pre-application meetings.

GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
- Reorganize to accommodate reduction in staff and revenue.

ENERGY/MECHANICAL PLAN REVIEW

Wing Ma, Mechanical Engineer, 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 over-the-counter projects at the counter as the customer waits, conduct reviews of submitted projects in-house and conduct reviews of submitted residential projects by appointment with the professionals. 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 **1,800** building permits with plans over-the-counter. This included projects initially submitted, but subsequently routed over-the-counter.
- Approved **1,273** building permits with plans over-the-counter. This included projects initially submitted, but subsequently routed to over-the-counter.
- Performed **193** mechanical plan reviews of submitted projects, including building permits, site permits, and addenda submittals.
- Performed quality control review on approximately **11%** or **22** of submitted permit applications and plans.

GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or plans examiner, as well as the completion of 45 hours of continuing education within a three-year-period.
- Reorganize to accommodate reduction in staff and revenue.

STRUCTURAL SAFETY MANAGEMENT

Hanson Tom, Principal Engineer

FUNCTION

The Structural Safety Management (**SSM**) is responsible for on-going seismic engineering and structural safety initiatives and provides coordination of projects requiring Structural Design Review.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Worked and developed the Memorandum of Understanding (MOU) with the Transit Joint Power Authority (TJPA) providing project review and inspection for the Transit Center Building, an \$850 million in construction value project.
- Continued monitoring the Memorandum of Understanding (MOU) with the Public Utility Commissions (PUC) in project review and inspection of the PUC headquarter at 525 Golden Gate Avenue.
- Worked and developed the Memoranda of Understanding (MOUs) with:
 - Treasure Island
 - Port of San Francisco
- Continued the life-safety review of the Transit Center Building and prepared the appeal information for the Board of Examiners hearing.
- Continued the structural review and excavation for the construction of the Transit Center Building.
- Continued participation in the development of the CAPSS Program and the Soft-story initiative.
- Attend various meeting for Lowe's Project, 491 Bayshore Blvd.

ONGOING PROJECTS

- Review and approval of all subdivision map referrals from DPW-BSM.
- Review and approval of the easements that are associated with subdivision map reviews and permit application reviews.
- Development of Administration Bulletin for subdivision map review and easement review.

GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
- Comprehensive review of permit applications that involve performance-based designs and complex structural designs.
- Timely subdivision map referral review and easement review.

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, and for compliance with state and local building code requirements. BID responds to emergency situations and complaints of unsafe structures, work without a 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 **13,236** inspections; of these, **99%** or **13,087** were processed within two business days.
- Performed an average of **12** inspections per person/day.
- Performed **2.8** spot check inspections a week per Senior Inspector.
- Received a total of **732** complaints; responded to **69%** or **506** of all complaints within two business days.
- Inspected **86%** or **626** of complaints received; abated **39%** or **243** of new complaints received.
- Issued **225** NOV's; abated **84%** or **189** NOV's.
- Served as Hearing Officer for **one** Director's Hearing.
- Issued **four** Emergency Orders.
- Referred **47** cases to Code Enforcement.
- **Four** Building Inspectors received ICBO certification.
- Received a total of **eight** Director's letters / customer inquiries; of these responded to **87%** or **seven** within deadline and **13%** or **one** after deadline.
- Support staff responded to **37,754** telephone inquiries.

- The agent for the Belli building at 700 Montgomery Street is working on having the renewal permits completed relating to any work that has been completed already. The condition of this building and progress regarding the ongoing work is being monitored by the City Attorney's Office due to the impact on the neighborhood.
- The three Notices of Violation for 135 El Camino Del Mar have now been issued with Orders of Abatement. The property owner and complainant are pursuing options for a solution to the fact that a portion of the owner's building straddles the common property line at the rear.
- Finaled the Muni Metro East Maintenance Facility at 601 Cesar Chavez Street.
- Finaled and issued a Certificate of Final Completion (CFC) for a six-story office and medical building at 1500 Owens.

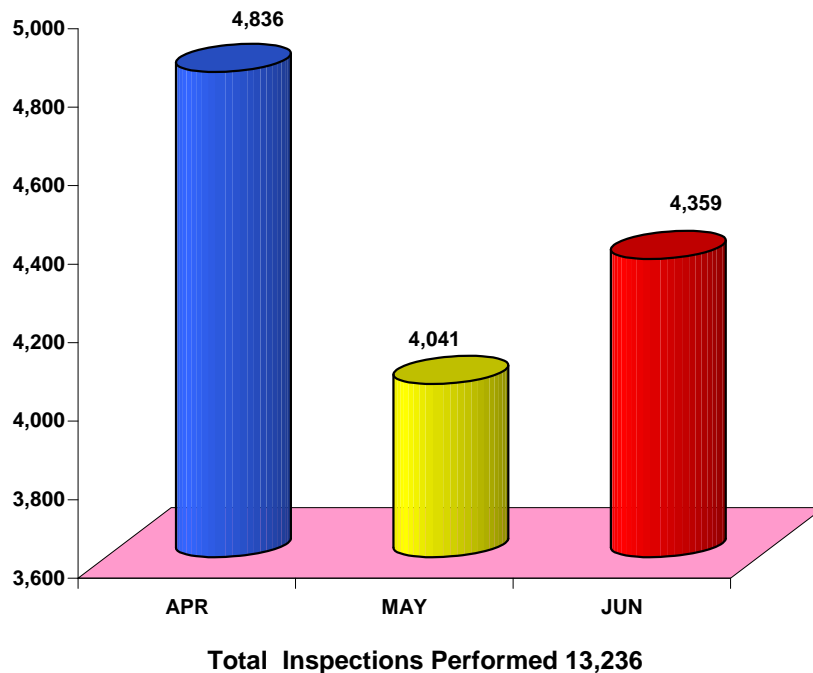
ON-GOING PROJECTS

- 456 Urbano Drive is a residential remodel that exceeded the scope of the permit by building the second story addition approximately 2' above approved height. The contractor failed to obey the Stop Work Order Notice issued by the Building Department and continued work completing the roof structure despite several Stop Work Notices. The Planning Department issued its own Notice of Violation with a daily penalty if work continued. Work has ceased and now both departments are working with each other negotiating with the contractor the allowable building height of the project.
- 425 First Street is a 62-story residential high rise building. Final life safety testing is scheduled for completion of the project.
- 301 Mission Street has received a Temporary Certificate of Occupancy for the 420 residential / 58-story high rise building. This building is called the Millennium Towers and adds to the beauty of downtown San Francisco.
- Over the last two months we have prepared the Infinity Project, 318 Spear, 338 Spear, 301 Main; 333 Main (two mid rises and two high rises) for final. Final approval is pending sign-off from Bureau Street Use and Mapping. BID expects to sign final completion and CFC in about 2-3 weeks.

GOALS

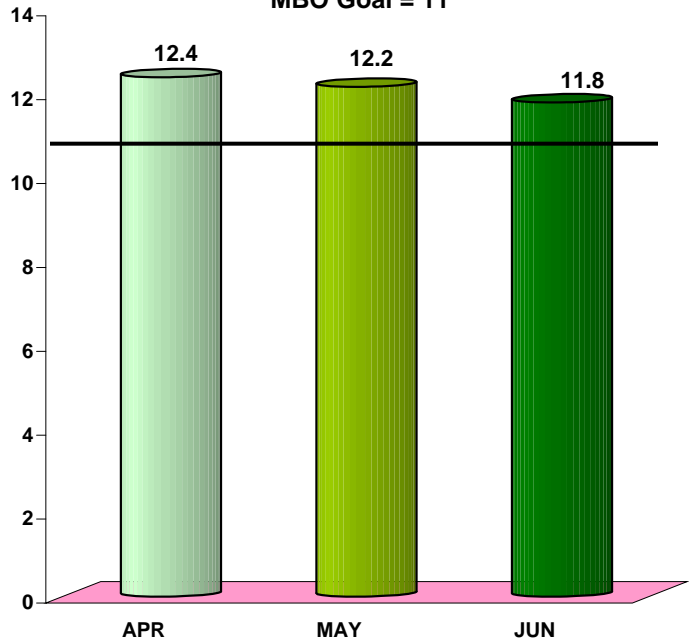
- Assure compliance with California Assembly Bill 717, which requires staff to be certified as building inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.
- Provide periodic Disabled Access training at our staff meetings.
- Schedule a Mechanical training class for the Building Inspectors.
- Building Inspectors to return phone calls in an expeditious manner.
- Provide training for Building Inspectors on improving customer service and dealing with difficult customers. The training will be conducted by Human Resources.
- Implementation of the BPR process, where applicable in the inspection process.
- Provide the same high quality of customer service while the Department of Building Inspection is restructuring its staff.

BUILDING INSPECTIONS PERFORMED



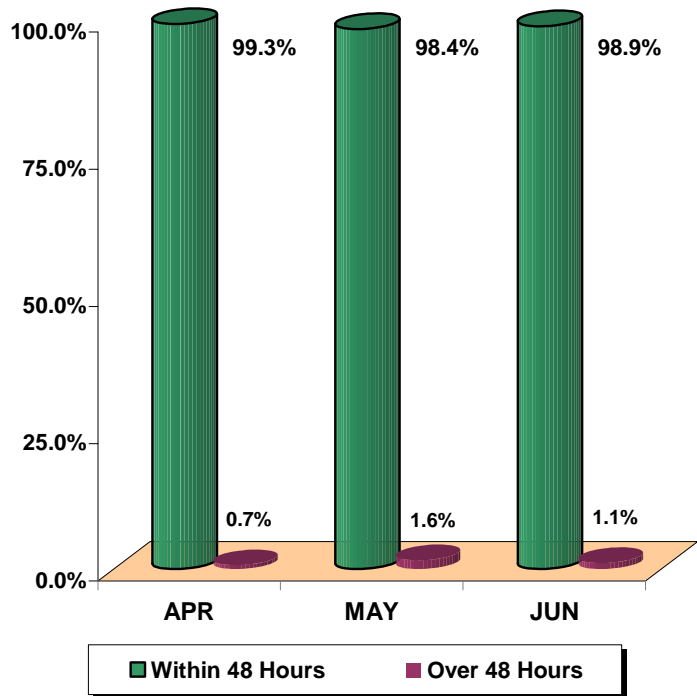
BUILDING INSPECTION MBO INSPECTIONS / PERSON / DAY

MBO Goal = 11



BUILDING INSPECTION RESPONSE TIME

MBO Goal = 90% Within Two Business Days



CODE ENFORCEMENT SECTION

Anthony Grieco, Senior 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 property owners that have code violations in order to recover costs incurred by investigations. The section also assists in the preparation and issuance of Emergency Orders for imminent hazards arising from natural disasters and emergencies.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Scheduled **187** cases for Director's Hearings.
- Abated **116** cases and referred **1** case (1430 Larkin St., 6/23/2009) to the City Attorney's Office.
- Received **47** new complaint referrals from BID, PID, and EID.
- Reviewed **37** permit applications.
- Performed **249** field inspections.
- Collected **\$32,623.22** Assessment of cost fees (Initial and Final payments) and 5-Day Lien payments.

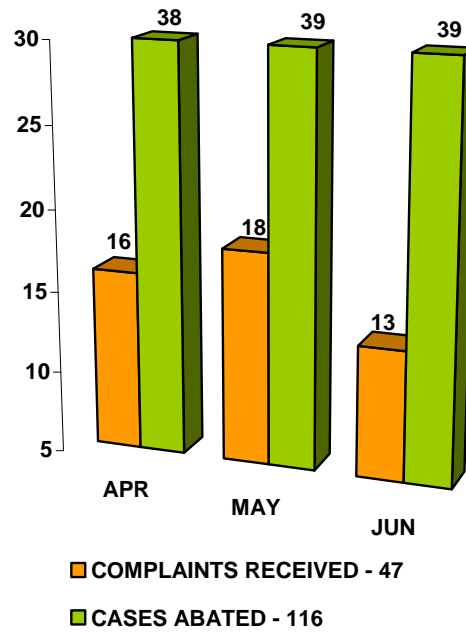
ON-GOING PROJECTS

- Review and identify CES cases that may be subject to a monthly monitoring fee pending approval of Administrative Code change.

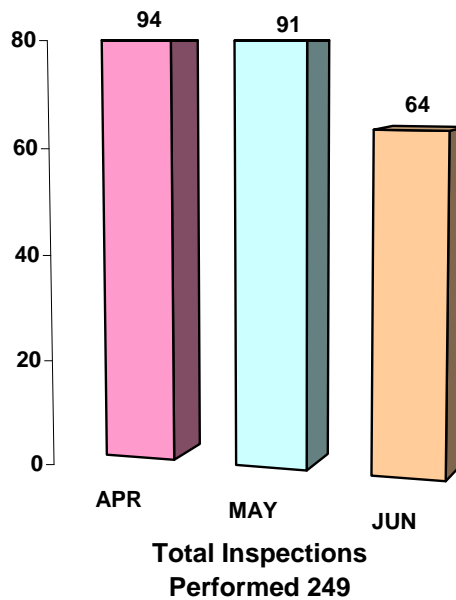
GOALS

- Ensure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
- Obtain training and State Certification (PC-832, Penal Code, Powers of Arrest, Search and Seizure) for Code Enforcement Inspectors .

CODE ENFORCEMENT COMPLAINT ACTIVITY



CODE ENFORCEMENT INSPECTION ACTIVITY



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 **7,222** inspections; of these, **99.9%** or **7,218** were processed within two business days.
- Performed an average of **11.8** inspections per person/day.
- Performed **two** spot check inspections a week per Senior Inspector.
- Received a total of **44** complaints; responded to **66%** or **29** of all complaints within two business days.
- Inspected **43%** or **19** of complaints received; abated **27%** or **12** of new complaints received.
- Issued **22** Notices of Violation (NOVs); abated **23%** or **five** NOVs.
- Responded to all communications and inquiries in a timely manner. (The number of code questions and general inquiries are not presently tracked by EID.)
- **500 Cesar Chavez:** Completed the electrical inspection process at the Muni Light Rail Repair Facility for the Port of San Francisco.
- **Wind Generators:** Developed a checklist of electrical code requirements for wind generator installations and associated control and regulation equipment. The checklist was requested by members of a task force on wind power.
- **491 Bayshore:** Participated in a pre-application meeting on the proposed Lowe's Home Improvement Store. Followed up with written clarification to the questions raised in the meeting.
- **Reorganization:** Reduced the number of inspection districts from 15 to 12. The reconfiguration required extensive revision to the address validation and the inspection scheduling systems. The changes produced some unforeseen glitches that caused disruption of inspection schedules.

- **Information Bulletin:** Developed handout sheets to assist homeowners with basic electrical installations in kitchens and bathrooms. The handouts are available for homeowners who obtain electrical permits.
- **Training:** Discontinued the weekly inspector training classes because of the extra workload that resulted from staff reductions. Periodic staff meetings will be held as needed.
- **Laguna Honda:** Continued to provide an OSHPD-Certified inspector for the hospital rebuild project. The project is scheduled for completion in January 2010.
- **Fee Schedule:** Revised the Electrical Fee Schedule for review by the Code Advisory Subcommittee in order to address discrepancies and inconsistencies that became apparent after implementation of the original version.

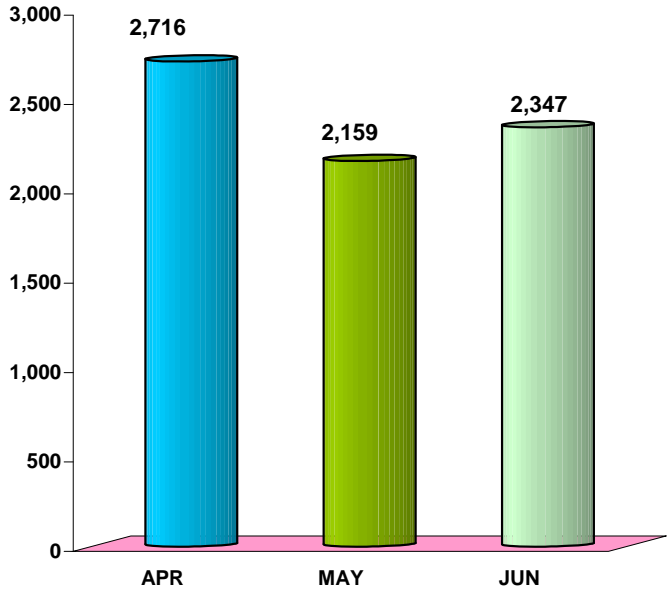
ON-GOING PROJECTS

- **Laguna Honda Hospital:** Provided 474 hours of electrical inspection services.
- **Solar PV Systems:** Reviewed plans for ten installations that exceeded 4KW output. Approved 167 Solar PV installations; 50 projects are in progress.
- **UEB Projects:** Provided four hours of inspection time at the Millbrae pumping station.
- **DPW/BSM:** Inspected and approved ten pole-mounted electrical services to supply wireless communications systems. The services were installed by Western Lightwave Inc. and are located in the public right-of-way.

GOALS

- Assure compliance with Chapter 7 of the California Health and Safety Code, 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
- **Vacation Scheduling:** Coordinate inspector absences so as to minimize service disruptions during the summer and fall vacation season.
- **Code Amendments:** Begin the process of identifying discrepancies and inconsistencies in the present edition of the SFEC. Develop proposals for review and discussion in preparation for the 2010 SFEC Amendments.

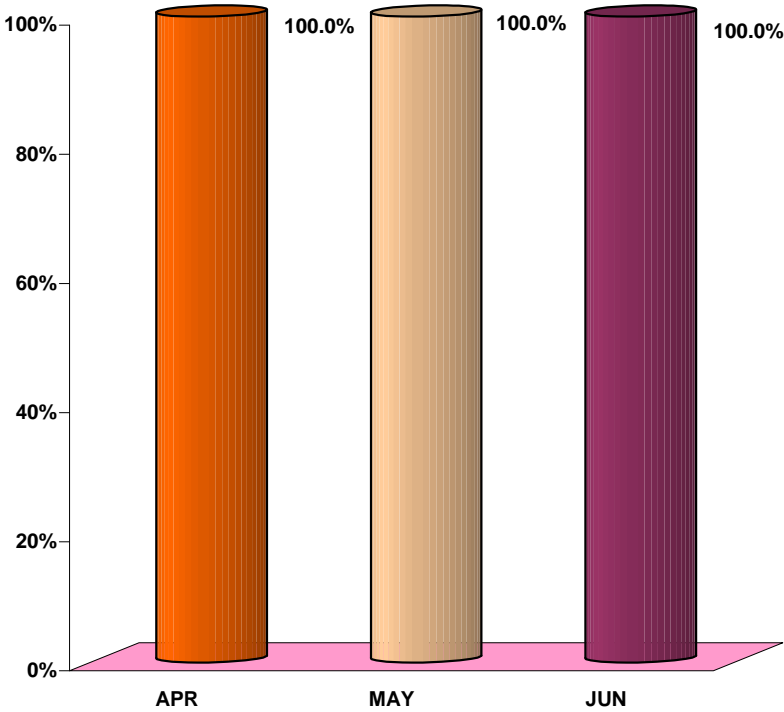
ELECTRICAL INSPECTIONS PERFORMED



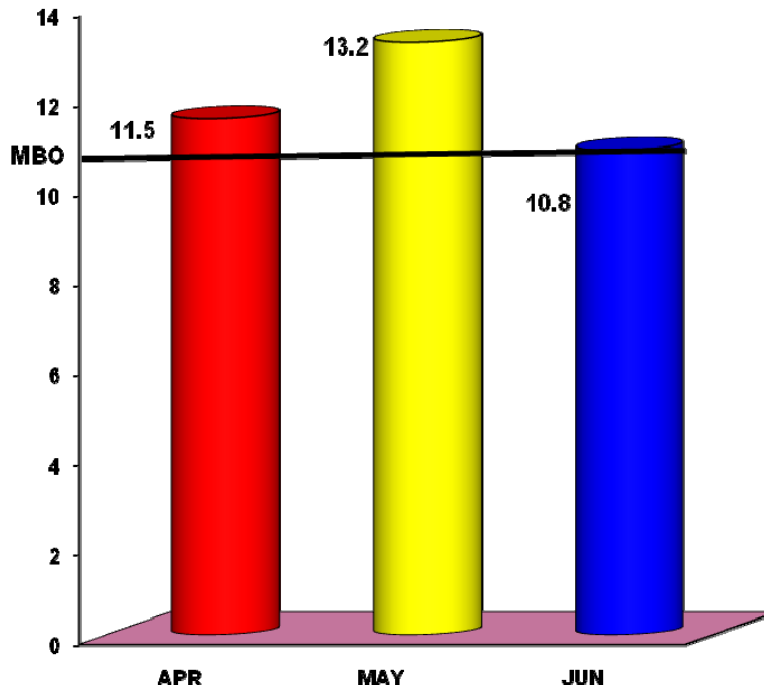
Total Inspections Performed 7,222

ELECTRICAL INSPECTION RESPONSE TIME

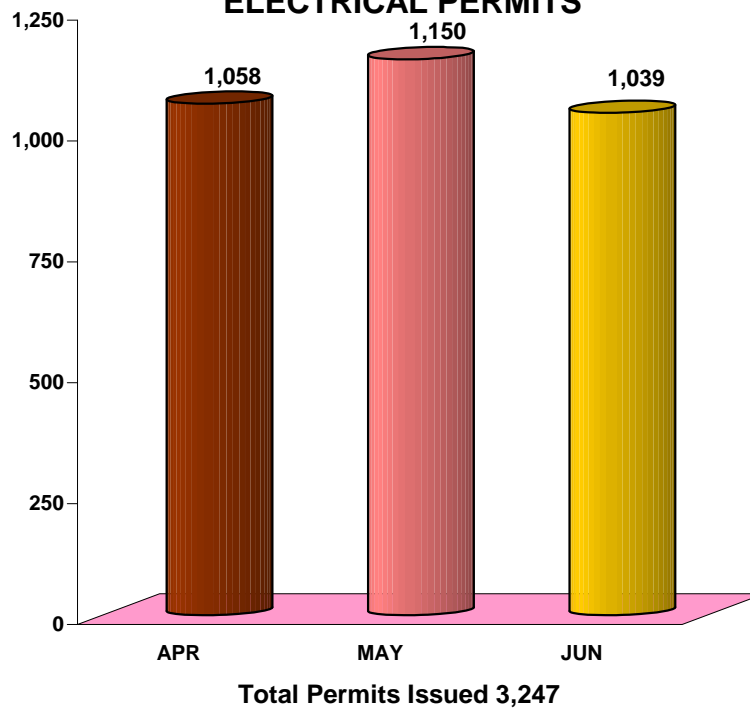
MBO Goal = 90% Within Two Business Days



**ELECTRICAL INSPECTION MBO
INSPECTIONS / PERSON / DAY
MBO Goal = 11**



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 **3,493** inspections; of these,
 - **352** were initial routine inspections on apartment buildings
 - **6** were initial routine inspections on residential hotels.
- Senior Housing Inspectors performed **225** Quality Control Performance Evaluation reports for their assigned field inspectors.
- Received a total of **69** life hazard / heat complaints; of these responded to **100%** within one business day.
- Received a total of **669** non-hazard complaints, responded to **90%** or **602** of complaints received within two business days.
- Inspected **739** or **100%** of complaints received, abated **808** of complaints received.
- Referred **three** cases to the City Attorney per approval from the Director and the Litigation Committee of the Building Inspection Commission.
- Referred **100** cases to the Director's Hearings.
- Collected **\$56,004.62** in Assessment of Cost fees for Enforcement Cases.
- Referred **five** notices of noncompliance to the State Franchise Tax Board.
- Performed **37** task force inspections; issued **12** Notices of Violation on task force cases, abated **7** task force cases.
- Received a total of **two** Director's letters / customer inquiries; of these responded to **100%** or **two** within deadline.
- Responded to **3,084** public counter information phone calls.

- Responded to **1,102** public counter information visits.
- Processed /reviewed **480** building permit applications.
- Performed **two** Blighted Building Surveys.
- Received **9** lead complaints, inspected **21** lead complaints, and abated **11** lead complaints.
- Abated **three** San Francisco Housing Authority MOU cases.
- Chief Bosque presented PowerPoint Presentations to the Building Inspection Commission and the Board of Supervisors regarding legislation sponsored by seven members of the Board, to impose a new code enforcement fee to one and two family rental units.
- Housing Division staff has worked with MIS to develop a data base of one and two family dwellings to implement the new fee legislation next quarter.

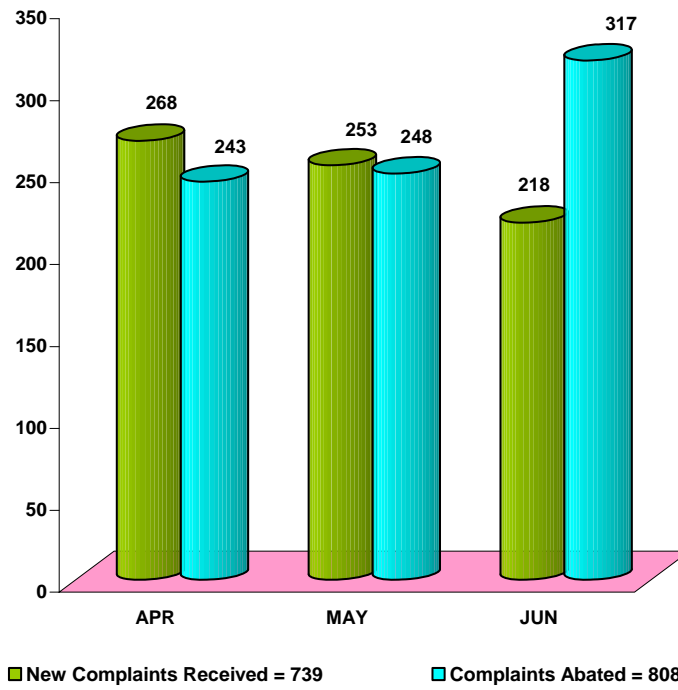
ON-GOING PROJECTS

- Housing Inspection Services took the lead on the 2009 Assessment of Cost Lien Cycle with the Board Hearing to occur August 11, 2009 of next quarter.

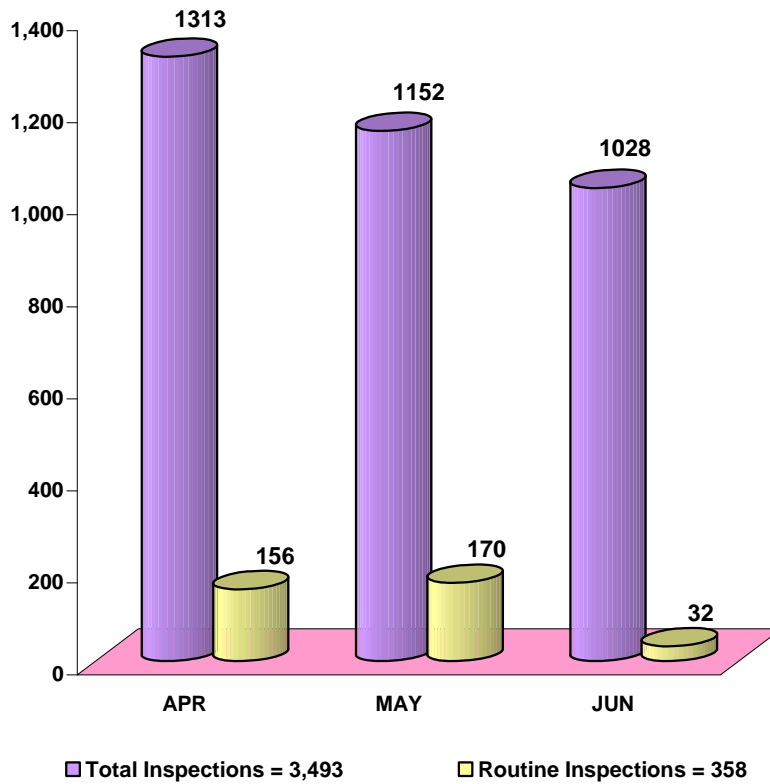
GOALS

- Complete the development of the one and two family database to implement Ordinance No. 105-09.
- Complete revisions to the Apartment House and Hotel database to implement Ordinance No. 107-09.
- Complete training of in-house and private inspectors, and update forms for implementation of Ordinance No. 76-09 amending the Water Conservation Chapter 12A of the Housing Code.

HOUSING INSPECTION COMPLAINT ACTIVITY



HOUSING INSPECTION ACTIVITY



PLUMBING INSPECTION DIVISION

Steven Panelli, 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 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 **5,591** inspections; of these, **4,939** or **88.8%** were processed within two working days.
- Performed an average of **9.8** inspections per person/day.
- Performed **two** spot check inspections a week per Senior Inspector.
- Received a total of **141** complaints; responded to **99.2%** or **140** of all complaints within two working days.
- Inspected **100%** of complaints received; abated **91%** or **91** of new complaints received.
- Issued **76** Notices of Violation (NOVs); abated **42** Notices of Violation (NOVs).
- Referred **13** cases to Code Enforcement.
- **15** Plumbing Inspector received IAPMO certification.
- Received a total of **two** Director's letters / customer inquiries; of these responded to **100%** or **two** within deadline.

BOILER PROGRAM

- Issued **123** new boiler Permits to Operate (PTO); a total of **1,339** have been issued.
- Registered **123** new boilers, total registered boilers**1,339** for this quarter.
- Generated **48** Boiler Complaints for overdue “Permit to Operate” registration.
- Issued **34** Notices of Violation.
- Mailed **281** expired PTO notifications.
- Continue to work with the PUC in regards to the rain water catchment systems.
- Become a leading proponent in green technology.

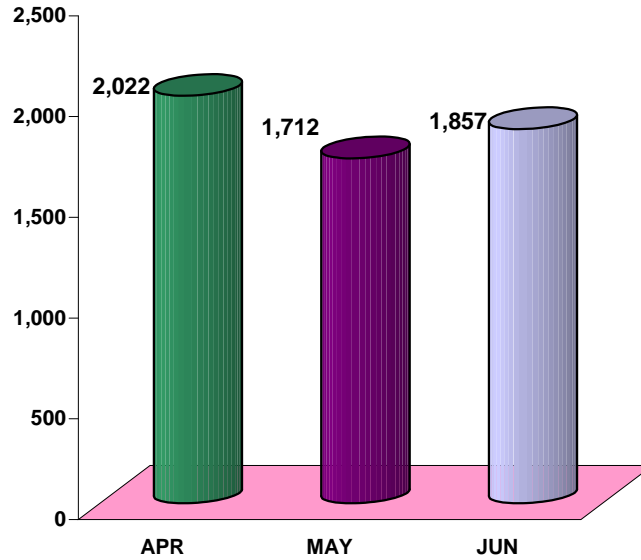
ON-GOING PROJECTS

- Lowes, P.U.C Building, Temporary Transbay Terminal, Water Conservation Program’s, & F.O.G Program

GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.

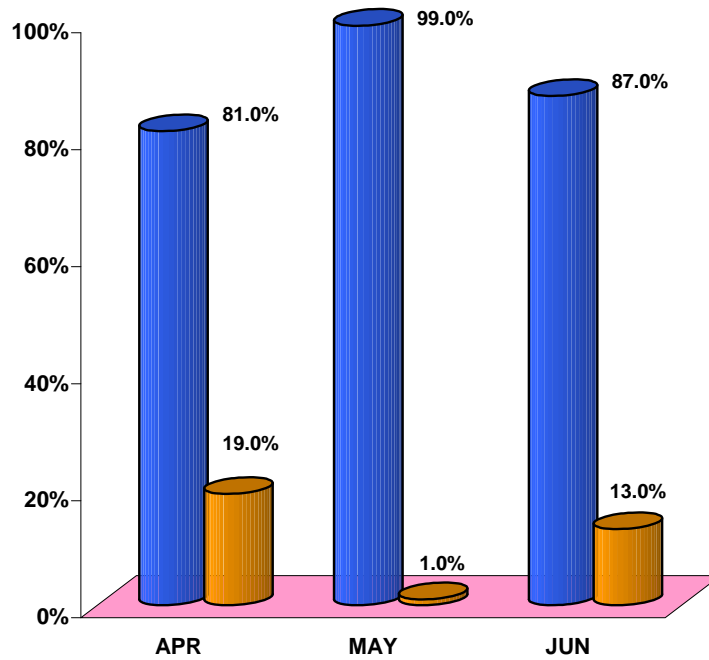
PLUMBING INSPECTIONS PERFORMED



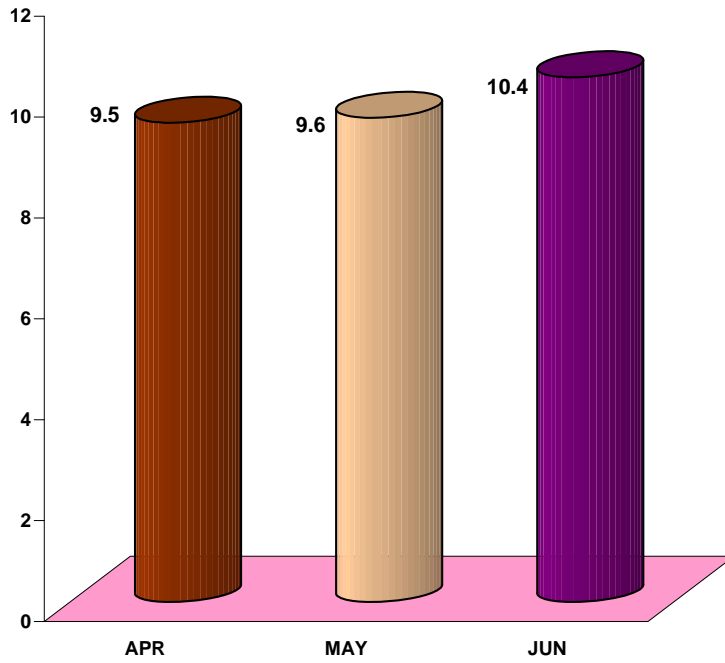
Total Inspections Performed 5,591

PLUMBING INSPECTION RESPONSE TIME

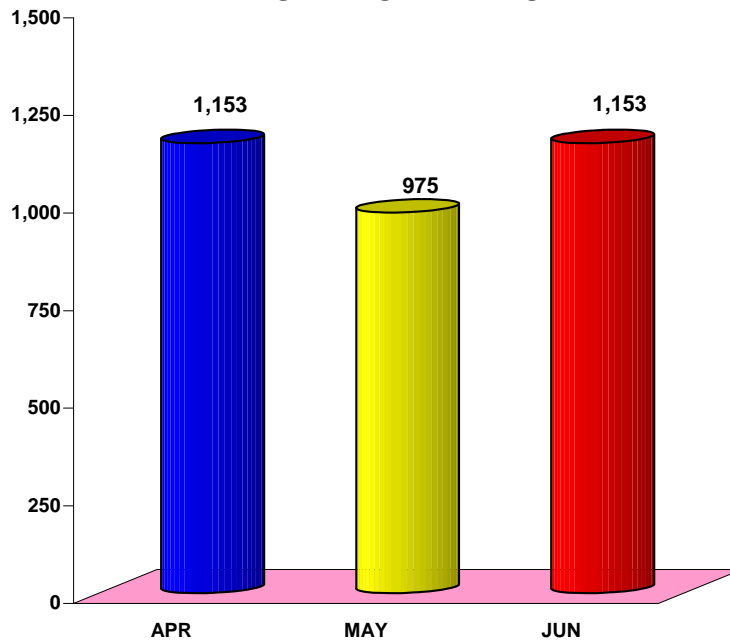
MBO Goal = 90% Within Two Business Days



**PLUMBING INSPECTION MBO
INSPECTIONS / PERSON / DAY
MBO Goal = 11**



PLUMBING PERMITS



Total Permits Issued 3,281