

DEPARTMENT OF BUILDING INSPECTION

PURPOSE

To serve the City and County of San Francisco and the general public by ensuring the life and property within the City and County are safeguard, 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.

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 **14,617** permits, including:
 - **5,914** Building Permits
 - **3,563** Electrical Permits
 - **3,944** Plumbing Permits
 - **1,196** Miscellaneous Permits

- Performed a total of **32,719** inspections, including:
 - **13,149** Building inspections
 - **1,018** Code Enforcement inspections
 - **8,819** Electrical inspections
 - **2,572** Housing inspections
 - **7,161** Plumbing Inspections

- Three newly-appointed Building Inspection Commissioners –Angus McCarthy, Dr. James McCray and Myrna Melgar -- sworn-in by Mayor Lee, were provided with a tour of the Department of Building Inspection's (DBI) operations and services by Director Day, who also introduced them to DBI staff.

- Numerous DBI staff moved through the analysis and configuration phases in the ongoing implementation of the new Permit and Project Tracking System.

- Director Day attended monthly meetings as an active member of the State Fire Marshal's High Rise Task Force, aimed at improving high rise building safety.

- Director Day presented new draft legislation, as supported by the Public Advisory Committee, amending the building code to provide customers with more time and flexibility with respect to permit expirations and renewals. The legislation also updates certain fees. This draft was sent to the City Attorney for the required ordinance language in order to be introduced at the Board of Supervisors.
- Director Day and Chief Plumbing Inspector Steve Panelli met with SFPUC staff to assist with proposed legislation by SFPUC for increasing the uses of non-potable water for specified landscaping purposes.
- Director Day appointed, and the Building Inspection Commission (BIC) confirmed, Tom Hui, as Deputy Director of Permit Services.
- Director Day worked with key staff on creating master addressing for the newly-built buildings throughout the Hunters' Point shipyard development.
- Director Day and the budget team presented the FY12-13 and FY13-14 draft budgets for BIC review and approval – highlighted by the impressive growth in revenues of more than 30 percent this year over last year, and a rapidly growing number of major (high valuation) development projects.
- Director Day and key executive staff reviewed new Federal accessibility requirements, and began staff training to incorporate these immediately.

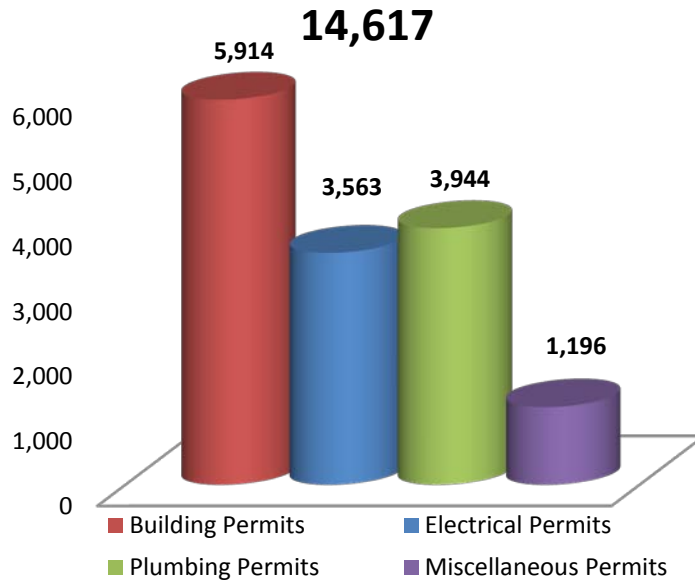
ON-GOING PROJECTS

- Continue to refine issues and to resolve system challenges involved in launching a pilot program to improve customer flow management (Q-matic).
- Continue to work with key staff, and with the vendor, to implement the new Permit and Project Tracking System.
- Continue to work on developing an RFP to digitize all DBI records for staff and customer accessibility, as well as to meet requirements of the City's Language Accessibility Ordinance by providing translations of educational outreach materials to multilingual and multicultural customers.
- Continue to meet monthly with the Department's most frequent customers at the Public Advisory Committee, and to take steps to improve efficiencies and customer satisfaction.

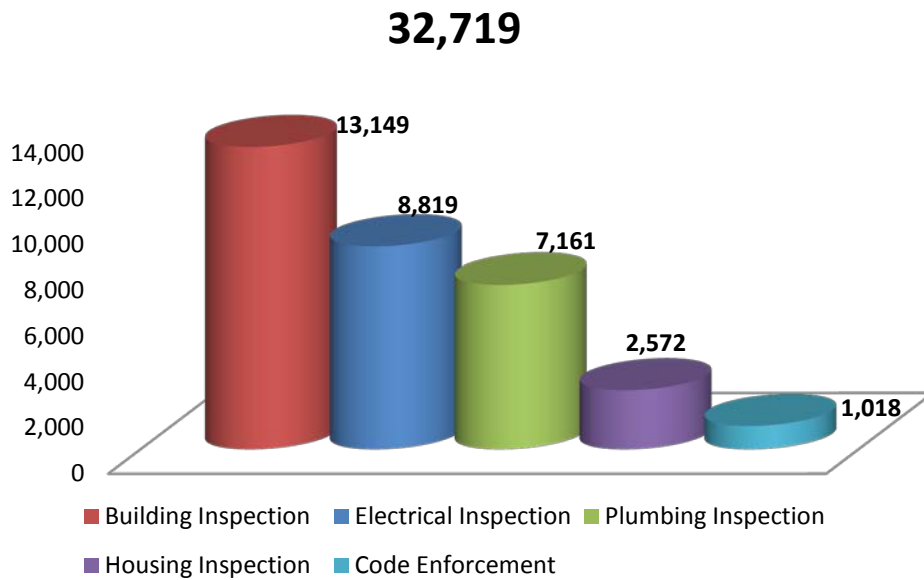
GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
- Continue to meet timelines set to implement in 24 months the new Permit and Project Tracking System, keeping the BIC and other oversight bodies informed and updated, and including the 'citizen access' element to insure the system's responsiveness to customer needs.
- Continue to participate in community outreach opportunities in Chinatown and other City neighborhoods in the department's ongoing educational efforts to explain the permit review, inspection and code enforcement process to customers.

PERMITS ISSUED



INSPECTIONS PERFORMED



ADMINISTRATIVE SERVICES

Pamela Levin, Deputy Director

Administrative Services (AS) provides support to the Department in the areas of fiscal management, purchasing, and business analysis.

Processes request for refunds for fees collected by Department of Building Inspection. Responsible for keeping employees and the public fully apprised of the Department's mission and its professional services. AS provides Department-wide automated data capture, data management, and report dissemination. In addition, AS manages, processes and updates all record requests services, prepares Reports of Residential Building Records (3R). AS is responsible for processing 311 customer service requests, updates DBI's website, and for generating monthly, quarterly and annual reports detailing the Department's overall performance. Provides support to the Department in the areas of personnel, payroll, and other related Human Resources activities. Administrative Services is also responsible for the Community Outreach Program and the Development Fee Collection Unit.

The Administrative Services Program includes:
Finance Services, Legislative Affairs, Management Information Services, Payroll/Personnel, and Records Management.

FINANCE SERVICES

Pamela Levin, Deputy Director

FUNCTION

The functions of Finance Services (**FS**) 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 Services | \$6,666,285 |
| | Inspection Services | \$8,911,465 |
| | Administrative Services | \$720,183 |
| | Total Revenue | \$16,297,933 |
| • Expenditure | Plan Review Services | \$2,613,869 |
| | Inspection Services | \$6,574,483 |
| | Administrative Services | \$1,920,828 |
| | Total Expenditure | \$11,109,180 |
- Received a total of **7** reimbursement requests; of these, processed **100%** within **10** days.
 - Processed **308** financial transactions through the City's FAMIS on-line system.
 - Processed **241** purchasing transactions through the City's ADPICS on-line system.
 - Collected **25.9%** or **\$5,369,350** of revenues through the PC Cash Register System, credit card transactions.
 - Responded to **100%** of phone calls within 24 hours.
 - Completed FY 2012-13 Departmental budget process.

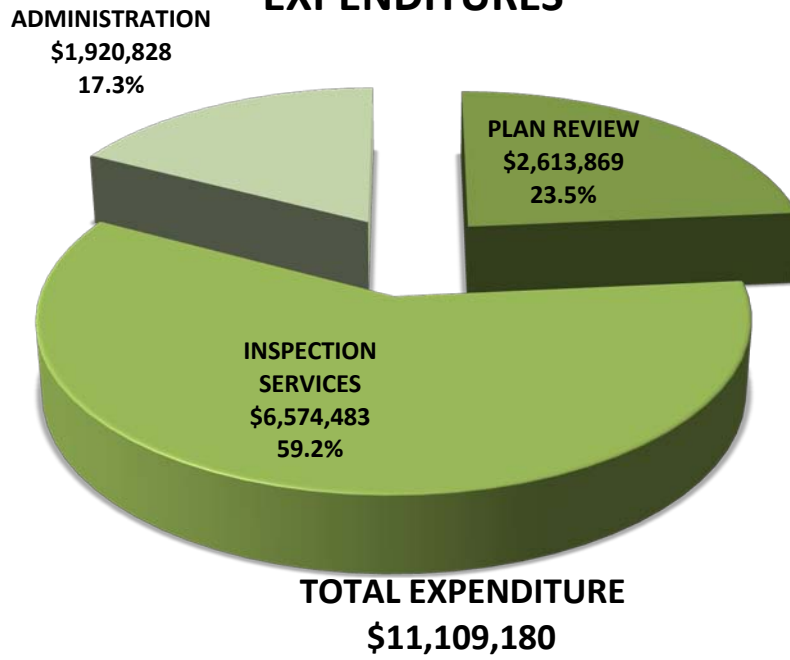
ON-GOING PROJECTS

- Continued to work with the Treasurer Tax Collector on the Cash Management System.
- Continue to work on Permit and Project Tracking System.
- Continued negotiating the contract for the Digitizing of Records.

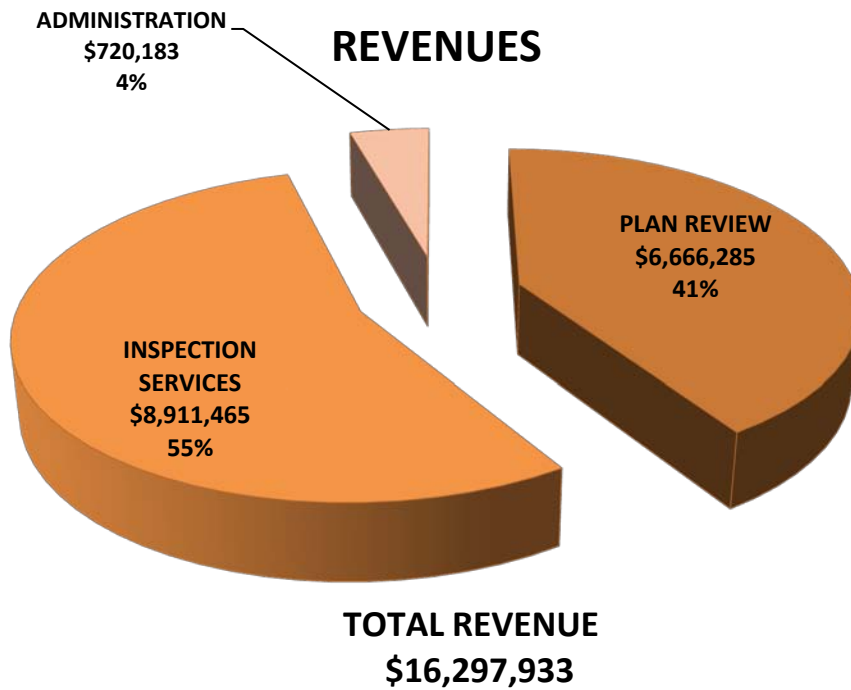
GOALS

- Prepare and issue Request For Proposal for Electronic Document Management System and Electronic Plan Check System.
- Participate in the City-wide accounting intern program.

EXPENDITURES



REVENUES



MANAGEMENT INFORMATION SERVICES

Hema Nekkanti, 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

- Completed **475** requests for Network, Server and Application development.
- PTS Enhancements
 - Completed implementation of Customer Queuing System.
 - Completed implementation to receive 3R requests over the web.
- Refresh Infrastructure
 - Completed server room mechanical and electrical scope of work and letter of agreement signed off.

ON-GOING PROJECTS

- PTS Enhancements
 - Programming in progress vacant building monitoring system.
 - Programming in progress to enhance web services to requests for records online.
 - Programming in progress on a web interface for tablet PCs to record inspection results on the field.
- Cash Management System
 - Requirements definitions and development in progress.

- New Permit and Project Tracking System
 - Configuration phase in progress.
- Refresh Infrastructure
 - Project to replace server room equipment to meet normal replacement schedule has begun. Memorandum of Understanding was signed between the departments in the Mission Corridor. Server room mechanical and electrical work scheduled to start.

GOALS

- Complete upgrade and implement the new Cash Management System.
- Complete replacement of server room equipment to meet normal replacement schedule.
- Identify and enhance web payment applications to include more services online.
- Complete enhancements to Permit Tracking to encompass the various components of the Building Process Reengineering (BPR) Implementation Plan.
- Complete implementation of new Permit and Project Tracking System.
- Complete issuance of Request For Proposal and product selection on the Electronic Plan review and Document Management System.

RECORDS MANAGEMENT DIVISION

Patty Herrera, Division Manager

Tuti Suardana, 3R Supervisor

Lauren Yim, Records Supervisor

FUNCTION

Records Management Division (**RMD**) is responsible for storage and reproduction of issued plans, permit applications, job cards, certificate of final completion and occupancy (CFC) and miscellaneous documents; producing the Report of Residential Building Records (3R) and maintaining historical records. RMD is charged with publishing the Department's Quarterly and Annual Reports; responding to customer service email inquiries, 311 service requests, and updating the Department's website. Records Management scans and indexes permit applications, job cards, CFCs, miscellaneous documents, performs quality control on all scanned and indexed plans by a vendor.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Produced a total of **2,284** 3R Reports; of these,
 - **0.1%** or **3** were processed within 5 business days
 - **0.0 %** or **0** were processed within 6 -7 business days
 - **44.2%** or **1,010** were processed 8–12 business days
 - **55.70%** or **1,271** were processed over 12 business days

- Processed a total of **2,918** Record Requests; of these,
 - **1,457** were processed over-the-counter
 - **28** were subpoenas
 - **1,433** requests were accepted for research and processing:
 - **8.8%** or **126** were processed within business 5 days
 - **24.0%** or **344** were processed within 6- 7 days
 - **63.6%** or **912** were processed within 8 – 12 business days
 - **3.6%** or **51** were processed over 12 days

These **2,918** records requests produced a total of 62,084 records; including:

- **18,072 copies of records printed**
 - **14,088** copies of aperture cards permits, job cards, CFCs
 - **3,984** copies of plans

- **44,012 records researched for viewing**
 - **4,284** permit aperture cards
 - **187** diazo cards created for viewing plans
 - **1,625** 35mm microfilm rolls
 - **2,797** divisions apps
 - **30,034** PaperVision Permits
 - **5,085** PaperVision Plans

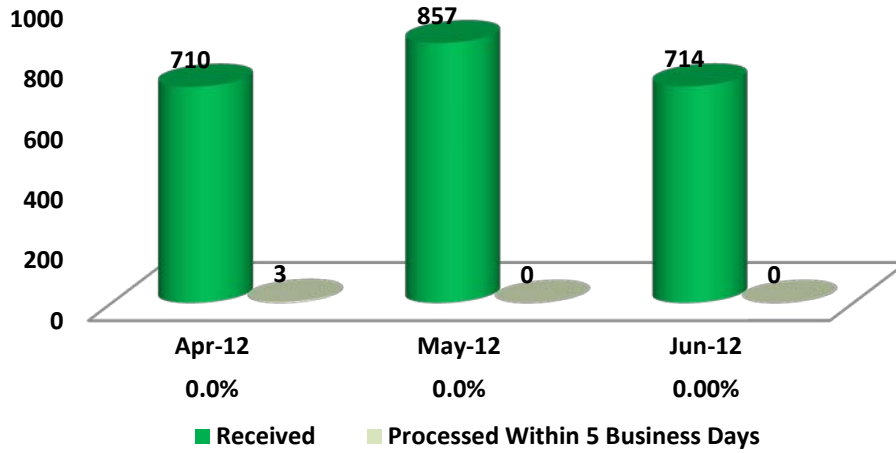
- Customer Service:
 - Answered **3,539** phone calls.
 - Assisted **4,245** customers at the RMD information counter.
 - Processed **279** customer service emails.
 - Processed **29** 311 Service requests and closed **20** 311 service requests.
- Received **282** requests for duplication of official building plans; for these we processed the following certified letters requesting authorization:
 - **248** letters to Property Owners
 - **326** letters to Design Professionals
- Continued combining 3R and Records sections functions as well a cross-training all staff to perform all divisional duties and responsibilities. The Division continues to experience a great benefit of having staff cross-trained to perform all duties within the division.
- Continue assignment of management and supervisory staff to perform day-to-day production duties and reassigned a records staff to work on both 3R and Records requests to meet increased workload demands with decreased staffing levels.
- Completed prepping, back-prepping, scanning and indexing of :
 - Job Cards 2010 to 2011
 - CFCs 2010 to 2011
 - Building Permits May - June 2012
- Quality controlled and approved a **6** projects scanned and indexed by a vendor, July – November 2011.
- Along with MIS, launched 3R online submittal process.
- Continued development meetings with MIS on the upcoming Records web submittal process.
- Continued to participate in meetings with DBI Management and Accela 21 Tech to provide detailed information regarding RMD processes and procedures. Reviewed and provided feedback to documents provided by the vendor,
 - Records Requests
 - Duplication of Plans
 - Subpoenas
 - 3R Reports
- Provided monthly barometer data to the Controller's Office for three DBI measures, including construction valuation, life hazard/heat complaints and inspections turnaround,
- Continued working with Finance Service on the RMD Request for Proposals,
 - To digitize official building plans, on-going.
 - Convert appropriately 5,000 microfilm rolls into digital images and index files.
 - Convert old permit paper documents into digital images and index files.

- Allocated more Records staff resources to 3R production to address the increasing 3R backlog.

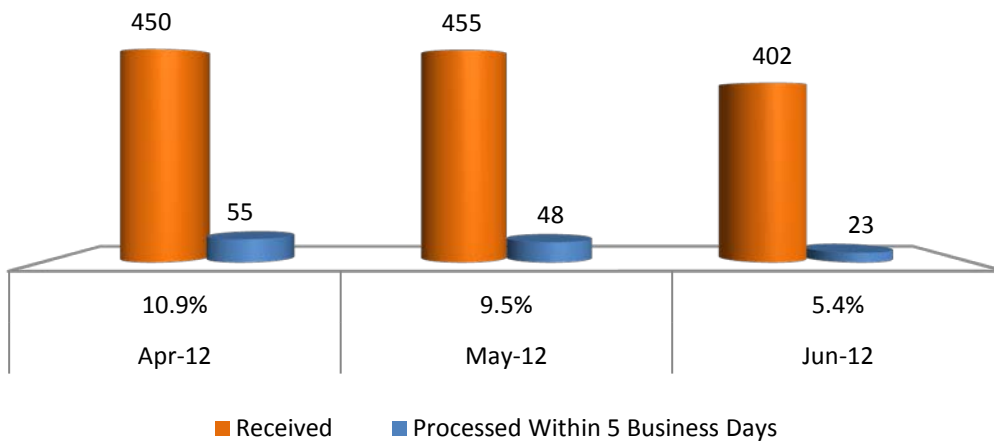
GOALS

- Continue working with MIS to develop and implement a Records Management module that will track records request, create weekly activity reports, track production and turnaround, save research details, etc.
- Continue to cross-train all staff to process 3R and Records Requests. This will allow for a better distribution of all requests, will increase the staff overall knowledge of the Division's operation, and maintain the same production level for 3R and Records.
- Streamline and standardize distribution of both 3R and Records requests to improve customer service.
- Revise Records Management Operational Manual to incorporate all operational changes including subpoenas, combination of internal and external reports, new weekly report requirements, duplications of plans, etc.
- Continue the development of a Request for Proposals (RFP) for the scanning of building plans, the conversion of microfilm rolls into digital images, and the conversion of all paper permit related documents into digital images.
- Resume on-going in-house scanning and quality control functions which are continuously stopped in order to maintain production demands. Stopping these functions has created an increased backlog.
- Work with Deputy Director to increase staffing levels in RMD to address workload demands, duties and responsibilities, maintain a satisfactory production turnaround, and perform and duties and responsibilities, as well as a high level of customer service.

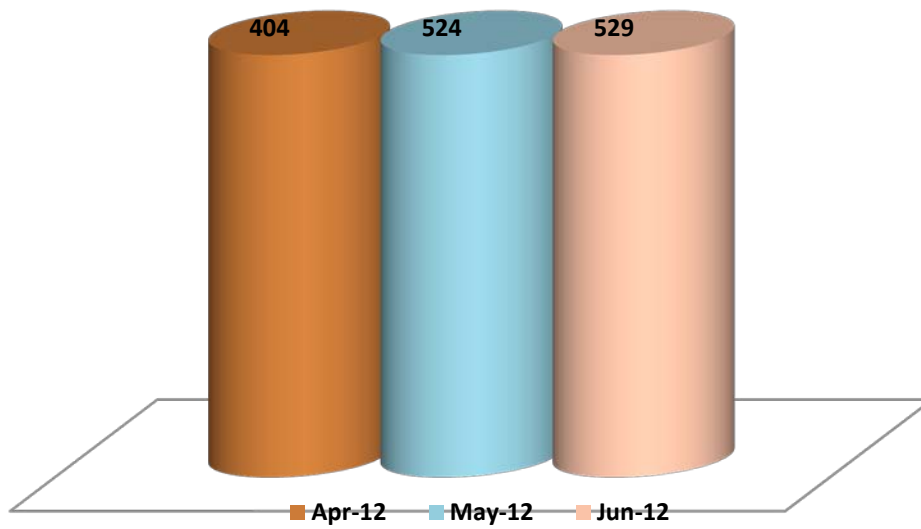
3R REQUESTS PROCESSED
MBO Goal = 75% Within 5 Business Days



RECORDS REQUESTS PROCESS
MBO Goal=75% Within 5 Business Days



RECORDS REQUESTS PROCESSED OVER-THE-COUNTER



PERMIT SERVICES PROGRAM

Hanson Tom, Acting Deputy Director

Permit Services (PS) is responsible for all permit processes from when a permit application is submitted until a building permit is issued. The functions include screening, routing permits and plans for review, coordination of building permit review, approval and issuance of construction permits including electrical, plumbing and street space permits for public and private buildings within the City and County of San Francisco. Permit Services also assesses and collects fees for all structures, building enlargements and change of use. Additionally, it provides technical support for the Department in the areas of code development and information, provides coordination for the Building Occupancy Resumption Program (BORP), and provides DBI liaison to other City departments.

Permit Services Program includes Central Permit, Over-The-Counter/Initial Permit Review, Permit Services, Plan Review Services, Public Information/HelpDesk, and Technical Services

PERMIT CENTER, SECOND FLOOR Sylvia Thai, Supervisor

FUNCTION

The primary functions of Permit Center on second floor (**PPC**) include, but not limited to, administratively maintaining the physical movements of all non-over-the-counter building permit applications between required plan review stations; recording the routing activities in PPC "Comments" column of the Permit Tracking System (PTS); performing 'quality control' on approved building permit applications before they are routed to Central Permit Bureau (CPB) for issuance. In addition, PPC handles the cancellation notification process for permit applications sent by Planning Department, including the permit applications filed for appeals with the Board of Appeals. PPC also accepts revisions for and route such revisions to the Planning Department.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Received over **3,800** building permit applications and all of them were routed to other reviewing stations within one business day.
- Accepted **420** revisions on behalf of the Planning Department.
- Processed a total of **75** cancellation notifications for building permit applications for the Planning Department.
- Performed quality control on a total of **699** building permit applications or addenda.
- Processed **140** requests for 5th Floor Over-the-Counter Plan Review; of these,
 - **66** were for architectural or structural review
 - **26** were for mechanical review.
- Processed **10** requests for parallel review and **6** for premium or priority review.
- Coordinated permit processing among review stations for MOU projects: Port of San Francisco and Transbay Joint Powers Authority (TJPA).

GOALS

- Continue to perform all PPC functions efficiently and in professional manner with the customers and the Department staff.
- Train staff for future promotional opportunities.

PLAN REVIEW SERVICES DIVISION BUILDING PLAN REVIEW

Thomas Le, Acting Supervisor, Plan Review Team 1
Rodolfo Pada, Acting Supervisor, Plan Review Team 2
Ron Tom, Supervisor, Plan Review Team 3
Vivian Huang, Acting Supervisor, Plan Review Team 4

FUNCTION

The Plan Review Services Division is responsible for the review and approval of building and other permits that require architectural and structural consideration, and to implement on-going seismic engineering and structural safety initiatives. This Division provides coordination of projects requiring Structural Design Review.

The **Building Plan Review** groups 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, 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 or simple commercial projects by appointment with the design professionals. Division managers, group supervisors and other senior staff conduct pre-application review meetings to provide code interpretations and resolve major code issues prior to the submittal of plans and permit applications.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Received **5,260** building permit applications; of these,
 - **4,711** or **89.6%** were reviewed and approved over-the-counter
 - **2,374** were permit applications with no plans.
- Performed **549** building plan reviews of submitted projects, including building permits, site permits, and addenda submittals; of these,
 - **444** or **80.87%** were reviewed within 30 days.
- Performed **5,260** building plan reviews within 14 days with building occupancies as follows:
 - **2,643** One and Two Family Dwellings
 - **2,510** or **95%** were processed within 14 days, a **15%** increase compared to last quarter.

- **1,846** Multi-Family Residential and/or Mixed-used Buildings;
 - **1,752** or **95%** were processed within 14 days, a **17%** increase compared to last quarter.
- **640** Office and/or Commercial Buildings; **601** or **94%** were processed within 14 days, a 29% increase compared to last quarter.
- **131** Other Buildings; **118** or **94%** were processed within 14 days, a **10.6%** increase compared to last quarter.
- Performed **159** Site Permit Applications reviews; of these,
 - **78** or **49%** were processed within **14** days; a **0.63%** increase compared to last quarter.
- Conducted approximately **102** pre-application meetings; of these **94** or **92%** were held within two weeks. Attended two inter department meetings with Planning, Public Works, and San Francisco Fire Departments.
- Reviewed **eight** lot subdivision requests referred by Department of Public Works, Bureau of Street Use and Mapping.
- Reviewed **one** easement case during this period.
- Reviewed **one** permit application for voluntary seismic upgrade of soft-story, Type V (wood frame) buildings per AB-094.
- Continued review of the special Memorandum of Understanding (MOU) projects for:
 - Transbay Joint Powers Authority – Overall project drawings.
 - Port of San Francisco – Cruise Terminal, Piers 27, 29, and 80
- Reviewed and attended various projects meetings with the Transbay Joint Powers Authority team regarding its submittal of:
 - Underground Structural and Geothermal System
 - Superstructure, Main Building
 - Temporary Bridges
- Reviewed **10** mega projects:
 - The Public Safety Building, **1300 4th Street**, a 6-story Police Headquarters and Fire Station, \$164 million.
 - Two Rincon Hill, **401 Harrison Street**, a 48-story, 312 Residential Condo, \$140 million.
 - Trinity Plaza, **1190 Mission Street**, a 22-story mixed use building, 418 residential units with commercial space, \$79 million.
 - **350 Mission Street**, a 27-story office, retail and parking, \$84 million.

- **45 Lansing Street**, a 40-story mixed use building, 224 residential units with commercial space, \$75 million.
 - **185 Channel Street**, an 8-story mixed use building, 315 residential units, retail and parking, \$104 million.
 - **1880 Mission Street**, a 6-story mixed use building, 202 residential units with commercial space, \$41 million.
 - **1301 3rd Street**, San Francisco Fire Department offices and community rooms, \$3.7 million.
 - **370 Drumm** and **99 Jackson Street**, new Health Club and Café, \$155 million and \$9 million respectively.
 - War Memorial Building, **401 Van Ness**, \$75 million.
- Attended various meetings with the San Francisco Municipal Transit Agency (SFMTA) regarding the Central Subway project, a new underground subway for the Moscone Station, Union Square/Market Street Station, and the Chinatown Station, \$519 million.
 - Completed plan review and issued plan review comments for SFMTA Chinatown and Union Square/Market Street Stations.
 - Attended project meeting for **155 5th Street**, the new University of Pacific Dugoni School of Dentistry.

ON-GOING PROJECTS

- Participation in the completion and implementation of the National Flood Insurance Ordinance.
- Continued development and completion of the Joint Agencies Review MOU amongst Planning Department, Department of Public Works-Bureau of Street Use and Mapping, and San Francisco Fire Department.
- Provided emergency engineering review and other assistance for the Department's Emergency Response Program.

GOALS

- Assure compliance with State Regulation AB 717, which requires staff to be certified as building inspector or a plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.
- Maintain plan review backlog within 2 weeks from the arrival date of the permit applications.

MECHANICAL/ENERGY PLAN REVIEW

James Zhan, Mechanical Engineer, Supervisor

FUNCTION

The function of the **Mechanical/Energy 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, as well as 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 or simple commercial projects by appointment with the design 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 **1,728** over-the-counter building permits with plans, of these,
 - **1,538** or **89%** were approved over-the-counter. This included the permit reviews and over-the-counter information/review interaction with public.
- Performed **190** mechanical plan reviews of submitted projects, including building permits, site permits, and addenda submittals; of these,
 - **176** or **92.63%** were reviewed within 21 days.
- Participated in **2** pre-application meetings to facilitate customers to resolve code compliance issues in project design phase.
- Responded to approximately **720** customer telephone inquiries of code questions and application status.
- Performed **5** permit applications under premium or priority plan review process.

ON-GOING PROJECTS

- Attended various meetings and completed the plan review for Underground Structure for Transbay Joint Powers Authority project.
- Issued plan review comments for San Francisco Municipal Transportation Agency Central Subway Project: the Chinatown Station and Union Square/Market Street Station respectively.
- Reviewed and approved the Trinity Plaza, 1190 Mission Street, a 22-story mixed use residential and commercial building.
- Continued review of 185 Channel Street project, an 8-story mixed use residential, retail and parking structure.

GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year-period.
- Improve mechanical backlog within three (3) weeks.

**FIFTH FLOOR PERMIT PROCESSING CENTER
OVER-THE-COUNTER OPERATION
Neil Friedman, Division Manager**

**INITIAL PERMIT REVIEW
Susan Bufka, Acting 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 and issuance of Over-the-Counter permit applications.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Cross training of all existing 1408 clerks for Intake and Issuance process.
- Combined issuance of plans and no plans into one queue supported by all 1408 clerks.
- Improved quality control of plans and daily reports for record management.
- Processed **3,537** building permit applications with plans
 - April 1,145
 - May 1,213
 - June 1,179*

*approximate due to Q-matic data collection from June 11-29
- Issued **3,095** Over-the-Counter permits, **with** plans
 - April 967
 - May 1,099
 - June 1,029
- Issued **2,960** permits with no plans i.e. Reroofing, Window Replacement, Replacement of Garage Door, Non Structural Sign permits, including **69** drop-offs
 - April 961
 - May 1,001
 - June 998

- Issued **3,880** Electrical, Plumbing, Mechanical permits including mail-ins:

	April	May	June
Electrical including Solar	635	630	670
Plumbing	521	538	584
Mechanical	83	121	98
Total	1,239	1,289	1,352

ON-GOING PROJECTS

- Update the IPR Manual as needed.
- Work with MIS on improvements to the PTS system.
- Work with Accela on future PTS system.
- Work with all departments and management on policies, changes, and improvements to initial plan review.

GOALS

- Maintain current process to issue OTC building permits for projects with or without plans on the same day.
- Maintain current work performance.
- Improved communication between departments regarding current policy and IPR requirements.
- Continued training of existing clerks for support of the intake queue.
- Train new clerks all processes for adequate counter support.
- Improve Department signage.

PERMIT SUBMITTAL AND ISSUANCE DIVISION
David Leung, Division Manager

HELP DESK/CENTRAL PERMIT BUREAU
Wai-Fong Cheung, Supervisor

FUNCTION

The Central Permit Bureau (**CPB**) screens building permit applications and addenda for completeness before accepting and routing them to various review stations. These permit applications and addenda, due to their complexity, cannot be reviewed “over-the-counter”. CPB also 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 building permits with a total valuation of **\$1,050,319,089** an increase of **125%** or **\$583,237,835** more than the same quarter last year.
- Processed **100%** or **1,504** of structural notifications within 24 hours.
- Processed **100%** or **7,605** of demolition notifications within 24 hours.
- Received **510** letters from customer inquiries and responded to **100%** or **510** within deadline.
- Assisted **7,629** walk-in customers at the Public Information Help Desk.
- Answered **2,578** incoming calls at Public Information Help Desk, and received **1,225** incoming calls at Central Permit Bureau for a total of **3,803** calls.

ON-GOING PROJECTS

- The Enterprise Address System at Department of Technology was implemented in February 2012; CPB staff are assisting all City Department users to create/retire addresses in master address database.
- Implementing improvement on DBI Address Validation System for addresses accuracy.
- Assisting DBI-MIS to create new characteristics in PTS system, which will improve permit process in a timely manner and to provide better customer service at counter.
- Coordinating with MIS on inputting more information on the PTS system to facilitate compatibility the process at Q-Matic and Accela systems.
- Working various other departments on MEGA projects, such as MTA, Central Subway and Mission Bay projects.

GOALS

- Continue coordinating with Department of Technology, DBI MIS and all other City Department to improve the use of EAS system.
- Continue to attend training on Q-Matic system at DBI.
- Continue to attend classes on Accela; the new PTS system at DBI.
- Continue to provide good customer service at information and permit service counter at DBI. Continue train and improve the technical knowledge of the CPB staff.

TECHNICAL SERVICES DIVISION

David Leung, Division Manager

FUNCTION

Help Desk/Technical Services Division (**HD/TSD**) serves as the point of contact for the public in answering general technical and code questions, provides direction to appropriate services and permitting procedures. 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. Other special tasks are undertaken as required.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Responded to a total of **140** written requests for code interpretations and code assistances and/or Director's letters/customer email inquiries; **100%** responded to before deadline.
- Assisted **1,367** walk-in customers and answered **3,809** phone calls requesting technical information.
- Investigated and responded to **9** requests to use the California Historical Building Code.
- Reviewed **3** Building Occupancy Resumption Program (BORP) renewals; maintaining the list of **128** BORP buildings.
- Reviewed and responded to **42** requests for refund requests and/or re-evaluation of construction cost estimate.
- Held **11** Public Code Advisory Committee and Subcommittee meetings.
- Updated all Administrative Bulletins for code references and prepared submittal to publisher; and reviewed and commented on publisher's draft.
- Reviewed and commented on publisher's draft San Francisco Building, Plumbing, Mechanical, and Electrical Code Amendments.

- Ordered and distributed newly published 2010 California Building Standards (Building, Mechanical, Electrical, and Plumbing Codes), Standards, their referenced standards, and their corresponding 2010 San Francisco Code Amendments, to DBI personnel, commissions, advisory committees, public libraries, and other City Agencies

ON-GOING PROJECTS

- Update, finalize, or publish 6 Administrative Bulletins
- Continue to review, update, propose, and submit new 2010 Codes and information such as bulletins, interpretations, legislations, documents, and forms to DBI's website
- Continue to process amendment proposals to structural provisions to 2010 CBC and 2010 SFBC
- Continue to review BORP submittals and renewals
- Represent DBI as member of the Building Subcommittee of CSMIP
- Provide backup plan review support for Plan Review Service Division
- Provide emergency response inspection support for Building Inspection
- Obtain and make available the Disable Access Cost Valuation Threshold for unreasonable hardship requests for the year 2012

GOALS

- Continue to assist walk-in customers and to answer phone inquiries requesting technical and code information.
- Continue to respond to written requests for code interpretations and code assistance and/or Director's letters/customer email inquiries promptly before deadlines.
- Continue to investigate and respond to requests to use the California Historical Building Code promptly.
- Continue to provide cost valuation review support.
- Continue to maintain and revise as required "Cost Schedule (Building Valuation Data).

- Continue to maintain and revise as required Building Occupancy Resumption Program with checklists.
- Continue to coordinate and host Code Advisory Committee and Subcommittee meetings.
- Continue to assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year period; and newly required ongoing Accessibility Trainings.
- Continue to distribute any new supplements to the California Building, Mechanical, Electrical, Plumbing, Energy Codes; and the San Francisco Building, Housing, Plumbing, Mechanical, & Electrical Code Amendments.
- Continue to develop, review and recommend potential code changes to the Director and the Building Inspection Commission.
- Incorporate new legislation as it occurs into the publication of the 2010 San Francisco Code Amendments.
- Prepare orders within budget for new Code Books, Standards, and publications for new and anticipated employees.
- Continue review of proposed ordinances that may affect the Department of Building Inspection and its building codes.
- Continue to enhance services at Technical Service Division and its Public Code Information Counter.

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 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.

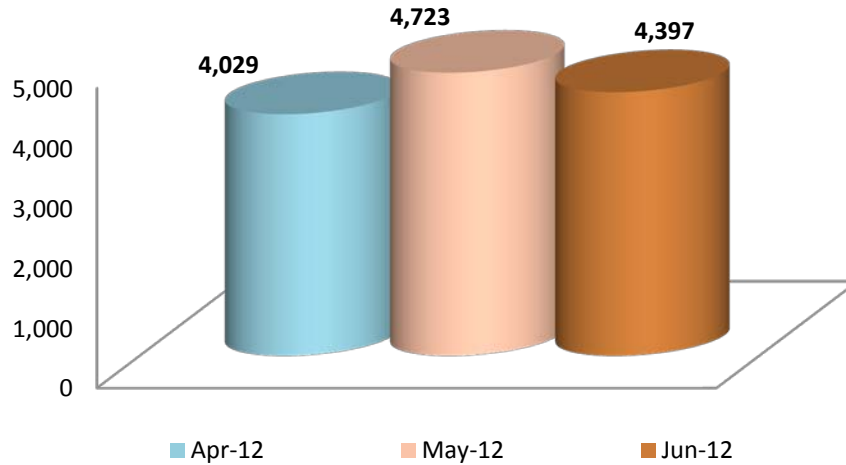
HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of **13,149** inspections; of these,
 - **99%** or **12,994** were processed within two working days.
- Performed an average of **11.68** inspections per person/day.
- Performed **2.5** spot check inspections a week per Senior Inspector.
- Received a total of **766** complaints; responded to **47%** or **356** of all complaints within two working days.
- Inspected **69%** or **529** of complaints received; abated **45%** or **240** of new complaints received.
- Issued **223** NOV's; abated **804** NOV's.
- Issued **1** Emergency Order.
- Referred **145** cases to Code Enforcement.
- Received a total of **3** Director's letters / customer inquiries; of these responded to **100%** or **3** within deadline.
- Support staff responded to **23,217** telephone inquiries.

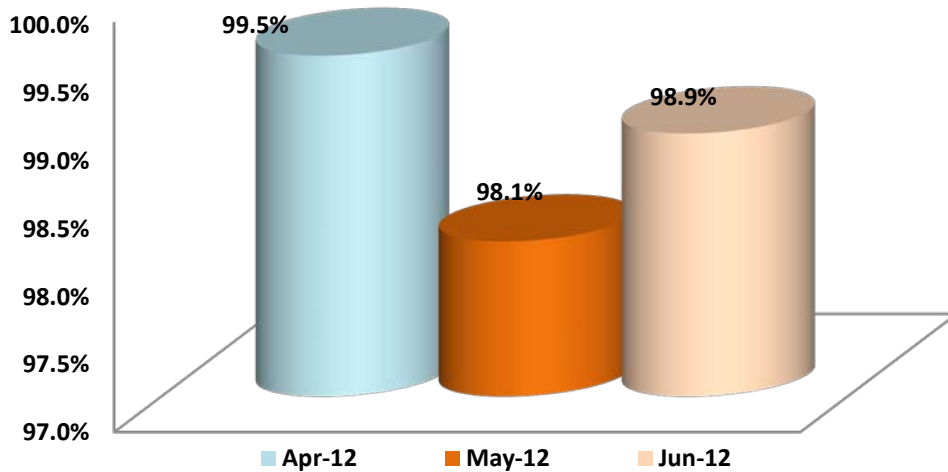
GOALS

- Assure compliance with State Regulation AB 717, which requires staff to be certified as building inspector or a plans examiner, and requires staff to complete 45 hours of continuing education within a three-year period.
- Provide periodic training regarding new materials available to the construction industry.
- Building Inspectors to return phone calls in timely and courteous manner.
- Provide instruction for Building Inspectors on improving customer service and dealing with difficult situations.
- Implementation of a process for inspection relating to refund/cancellation of issued building permits.
- Document inspection and complaint activity clearly and effectively.

BUILDING INSPECTIONS PERFORMED 13,149



BUILDING INSPECTION RESPONSE TIME MBO Goal = 90% Within Two Business Days



CODE ENFORCEMENT SECTION

John Hinchion, Acting 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 through the Building Inspection Commission litigation Committee 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 CES also assists in the preparation and issuance of Emergency Orders for imminent hazards arising from natural disasters and emergencies.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Received **366** new complaint referrals from BID, PID, and EID.
- Scheduled **283** Director's Hearings.
- Abated **853** cases, referred one (**1**) case to the City Attorney's Office, and three (**3**) AAB meeting minutes.
- Reviewed **382** permit applications.
- Performed **1,018** field inspections.
- Collected **\$152,199** including Vacant/Abandoned Building fees.
- Thomas Theriault was transferred to Code Enforcement from the Building Inspection Division providing us full inspector staffing.

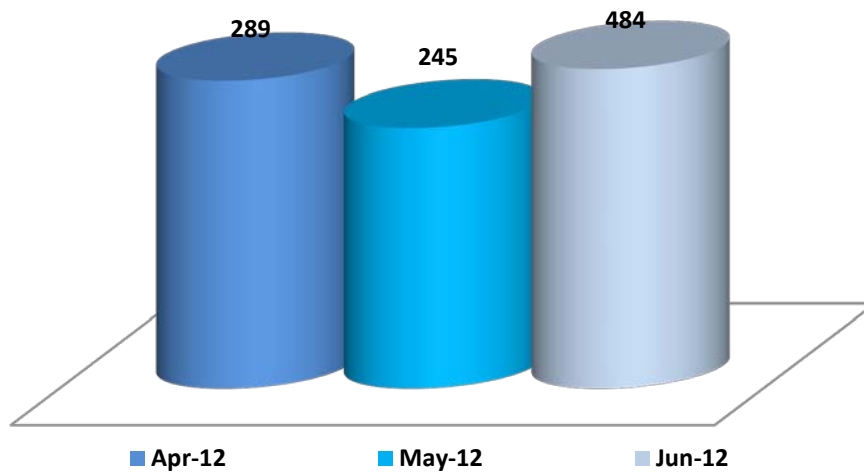
ON-GOING PROJECTS

- Schedule Vacant/Abandoned Building cases for Director's Hearing.
- Increase number of case for Director Hearing to reduce backlog.

GOALS

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

CODE ENFORCEMENT INSPECTIONS PERFORMED 1,018



ELECTRICAL INSPECTION DIVISION

Ron Allen, 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.

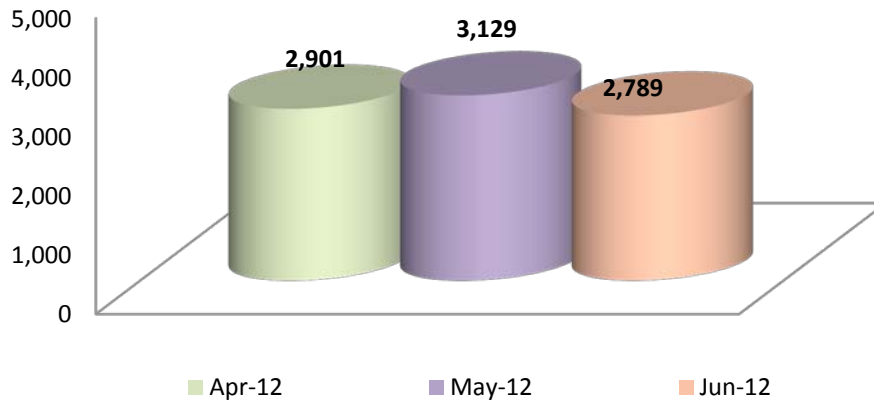
HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of **8,819** inspections; of these,
 - **99.8%** or **8,800** were processed within two working days.
- Performed an average of **13.8** inspections per person/day.
- Performed **2.5** spot check inspections a week per Senior Inspector.
- Received a total of **106** complaints; responded to **98.1%** or **104** of all complaints within two working days.
- Inspected **100%** or **106** of complaints received; abated **73%** or **77** of new complaints received.
- Issued **63** NOV's; abated **30** NOV's.
- Referred **17** cases to Code Enforcement.
- Solar PV Systems:
 - Issued **138** permits
 - Completed **97** permits
 - **98** permits were open at end of quarter
- Reviewed and approved **15** permit applications between 4 and 10 kW output.
- Reviewed and approved permit applications for 3 over 10 kW systems, including a 127kw, an 18kw and a 12kw system.

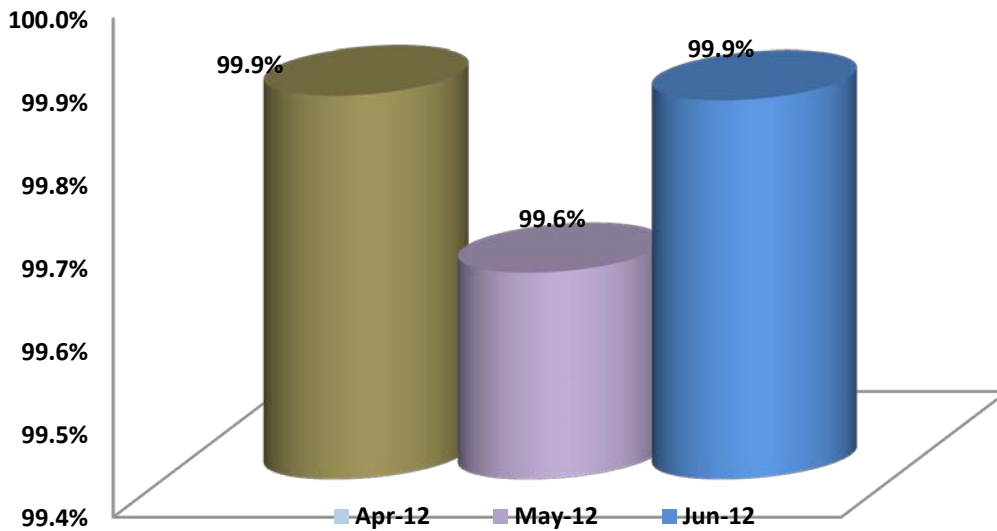
GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
- Arrange additional training to obtain the required credits for Inspector Certification as required by Chapter 7, California Health and Safety Code.
- Increase staffing as required to maintain an acceptable Inspection response time.
- Increase field Inspection staff by 4-5 inspectors by 2nd quarter 2012-2013.
- Assign an inspector the duties of handling complaints, reviewing and cleaning out old District Inspection files, by 2nd quarter 2012-2013.
- Further update EID scheduling and inspection codes to reflect more accurately data input and information retrieval needs of EID.
- Develop Permanent Civil Service test for 6248 Electrical Inspector Classification by end of 1st Quarter 2012-2013.

ELECTRICAL INSPECTIONS PERFORMED 8,819



ELECTRICAL INSPECTION RESPONSE TIME MBO Goal = 90% Within Two Business Days



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 **2,572** inspections; of these,
 - **2,130** complaint inspections / reinspections;
 - **164** initial routine inspections on apartment buildings.
 - **2** initial room-to-room inspections of residential hotels
- Senior Housing Inspectors performed **375** Quality Control Performance Evaluation reports for their assigned field inspectors.
- Received a total of **73** life hazard / heat complaints; of these responded to **92%** or **67** within one business day.
- Received a total of **808** non-hazard complaints, responded to **87%** or **706** of complaints received within two business days.
- Abated **972** of complaints received.
- Referred **2** cases to the City Attorney per approval from the Director and the Litigation Committee of the Building Inspection Commission.
- Referred **139** cases to the Director's Hearings.
- Collected **\$72,028** in Assessment of Cost fees for Enforcement Cases.
- Referred **7** notices of noncompliance which was referred to the State Franchise Tax Board; and issued **9** notices of compliance.
- Performed **54** task force inspections; issued **21** Notices of Violation on task force cases, abated **2** task force cases.
- Received a total of **4** Director's letters / customer inquiries; of these responded to 100% or **4** within deadline.

- Responded to **1,715** public counter information phone calls.
- Responded to **1,092** public counter information visits.
- Processed/reviewed **572** building permit applications.
- Received **57** lead complaints, inspected **32** lead complaints, and abated **43** lead complaints.
- Performed **4** San Francisco Housing Authority MOU inspections.
- Processed and referred to San Francisco Housing Authority **4** complaints per DBI/SFHA MOU. Abated **2** MOU cases within the quarter.
- Continue to focus on updating and closing- out older code enforcement cases which has resulted in a higher amount of abated case the last two quarters.
- With the assistance of the Office of the City Attorney, achieved the highest pre filing/trial settlement of \$800,000.00 for outstanding code enforcement cases and numerous Housing Code violations from a single property owner.

ON-GOING PROJECTS

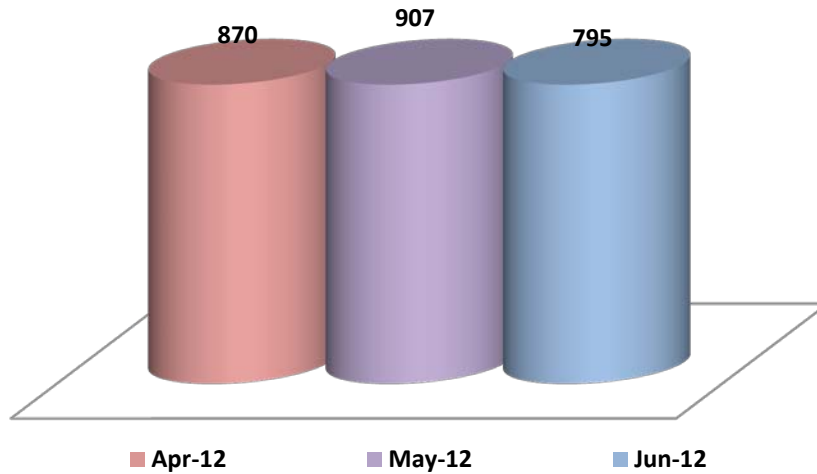
- Continue to provide the chair and administrative support to the Board of Supervisor's SRO Taskforce.
- Continue to participate in the testing of the Department's future computer system (Accela).

GOALS

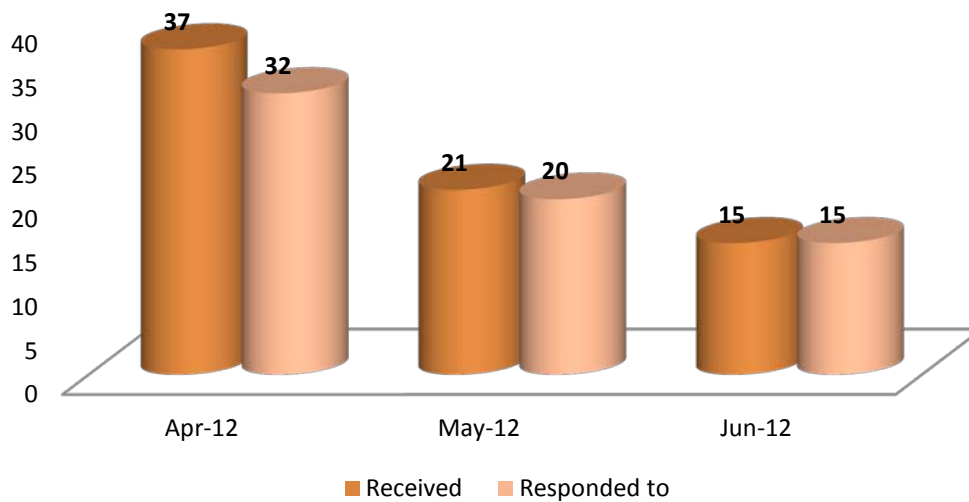
- Conclude the 2012 Assessment of Cost Lien Cycle with the Board of Supervisor's Hearing Scheduled for July 30, 2012.
- Work with DHR to initiate the process of filling several vacant housing inspector and clerical positions.

HOUSING INSPECTIONS PERFORMED

2,572



HEAT/LIFE HAZARD COMPLAINTS MBO = 100% RESPONDED TO WITHIN ONE BUSINESS DAY



PLUMBING INSPECTION DIVISION

Steve 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 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 **7,211** inspections; of these
 - **6,999** or **97%** were processed within two working days.
- Performed an average of **10** inspections per person/day.
- Performed **2** spot check inspections a week per Senior Inspector.
- Received a total of **119** complaints; responded to **107** of all complaints within two working days.
- Issued **75** NOV's.
- Referred **29** cases to Code Enforcement.
- **18** Plumbing Inspector received IAPMO certification.
- Received a total of **2** Director's letters / customer inquiries; of these responded to **100%** or **2** within deadline.

BOILER PROGRAM

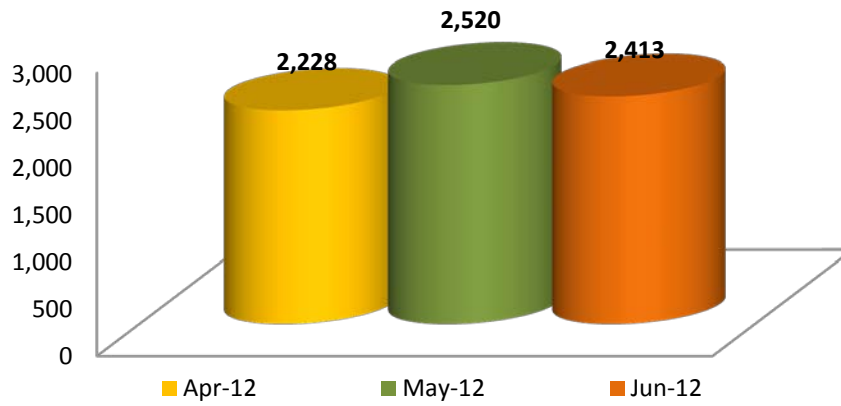
- Issued **99** new boiler Permits to Operate (PTO); a total of **5,246** have been issued.
- Registered **1,411** new boilers, total registered boilers **5,280**.

GOALS

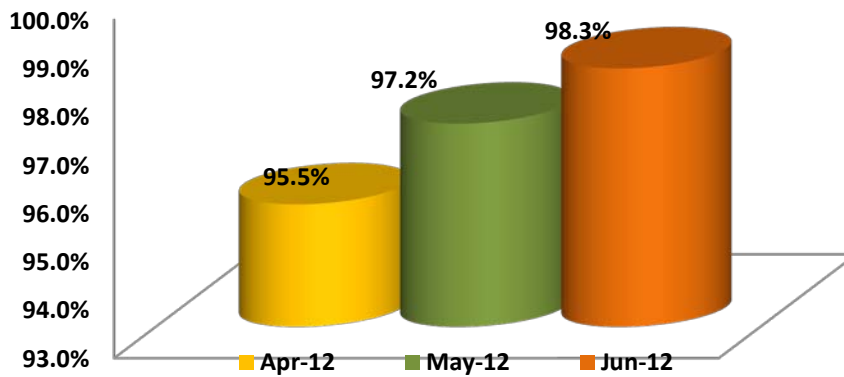
- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
- Transfer the water conservation and gray water process from forms to computer.
- Conduct an outreach to all interested parties about gray water and grease interceptor installations and requirements.
- Further outreach involving PID and Plumbing Plan check.
- Continued education courses for all PID staff.
- Maintain or exceed 11 inspections per day per inspector.
- Manage all complaints within 24-hour response time.
- Strive to achieve 100% of inspections within 48 hours.
- Maintain the records and mailings for the Boiler Program.

PLUMBING INSPECTIONS PERFORMED

7,161



PLUMBING INSPECTION RESPONSE TIME MBO Goal = 90% Within Two Business Days



INSPECTION SERVICES PROJECTS

BUILDING INSPECTION DIVISION

- **2001 Market Street** is beginning construction of an 8-story 82 unit residential building with retail and parking.
- A mixed use 182 unit building is about to begin construction at **260 5th Street**. This will be a nine story Type 1 building.
- **401 Grove Street** will be 5-story 63 dwelling unit building and the construction work is about to begin.

ON-GOING PROJECTS

- Twitter at **1355 Market Street** was issued a Temporary Certificate of Occupancy on June 7th, 2012. This is one of the first large mid-market tenant space developments to occur in recent years. The TCO will allow for the first phase of occupancy of a portion of the SF Mart building.
- The PUC Building at **525 Golden Gate** Avenue which is considered cutting edge in sustainable energy technology was issued a letter recommending Temporary Occupancy on June 5th, 2012. The Building will be home to the Public Utilities Commission and was a very interesting and rewarding project for Building Inspection Division to be associated with.
- The construction of the Public Safety Building (PSB) at **1300 4th Street** is now underway and will include facilities for San Francisco Police and Fire Department personnel. Pile driving is underway at this time. The SF Bureau of Construction Management (DPW) is working in collaboration with the District Building Inspector from DBI to ensure a code compliant building will be constructed.
- **333 Harrison Street** is a large mixed use residential building with retail and parking that is currently under construction. The building's structural frame is complete and sheetrock is now being applied to TCO issuance is projected by Webcor (Contractor) for November 2012.
- **1880 Mission Street** is a 6-story 202 unit residential/ mixed use building which is now on the third floor of wood framing above the concrete podium. Devcon is the contractor and the construction is progressing rapidly.

- A new Firehouse is being constructed at **935 Folsom Street**. The steel frame is now being erected for the structure of the building. Webcor is the contractor and the work is progressing well.
- A building is under construction at **701 Portola Drive** for a new CVS retail store with associated storage. The concrete foundation has been inspected by BID.
- **1844 Market Street** is a Roberts-Obayashi project that is preparing to pour a structural mat slab for a 113-unit mixed use residential building. This work will take place at night due to the complexity of site access for concrete delivery. The reinforcing steel is currently being placed in anticipation of the concrete pour.

ELECTRICAL INSPECTION DIVISION

- **1355 Market Street:** Future site for tenant Twitter who will occupy 3 levels. Core project includes new electric room, new electric services and distribution to replace existing antiquated service and distribution. Temporary Certificate of Occupancy (TCO) given for part of Core and 3 Twitter floors.
- **5075 03RD Street:** Construction of New Library. When completed library will have new solar panels across its roof. Job is 70% complete.
- **1700 California Street:** Completion of installation of new fire alarm for structure.
- **1880 Mission Street:** New construction of 202 residential units with retail areas and parking garage. Job is 20% complete.
- **Remote Cell Sites:** EID is working with H.P. Communications on final approval of hundreds of cell sites located throughout the City.
- **411 Valencia Street:** New construction of 12 condominium units. Job is 70% complete, Green Tag has been issued.
- **2000 Folsom Street:** New power distribution for Claymation Movie Production Studio, new power feeds for machine shop, carpentry shop, design areas much of power feeds, equipment unique to Claymation Production. Project completion 1st Quarter 2012-2013.
- **299 Valencia Street:** Completed new construction of 36 residential units.

- **1840 Washington Avenue:** Completed new construction of 26 condo units with common areas and parking garage.
- **370 Valencia Street:** Completed new install of new solar panels across 5 buildings.
- **Public Utilities Commission:** Construction of new structure at 525 Golden Gate Avenue. Many unique electrical and mechanical features are part of the design, TCO given.
- **1401 California Street:** New construction of future Trader Joe's / CVS retail site. Project in early phase of construction.
- **1150 Ocean Avenue:** Three upper levels of residential housing on top two twin buildings. Street level commercial space slated for new Whole Food store. TCO granted for West Building. Fire warning testing completed for residential units. Whole Foods store is 70% complete. TCO for Whole Foods projected for early 1st Quarter 2012-2013.
- **940 Washington Street:** Complete remodel and Fire Alarm upgrade of 4-story Gum Moon Residential (Chinatown) Hall Complex. Job is 25% completed.
- **Moscone Center:** Completed Fire-Warning Life Safety upgrade

ON-GOING PROJECTS

- **435 China Basin / 420 - 480 Mission Bay Blvd South:** New construction of residential complexes, two high rise towers and two mid rise towers. Retail store front spaces at grade level. TCO given for the two high rise towers and one low rise tower.
- **701 Golden Gate Avenue:** New Construction of 8-story structure, 100 senior housing dwelling units. Job is 50% complete.
- **220 Golden Gate Avenue:** Complete remodel of existing structure converting it to a Department of Public Health in and outpatient clinic; it will house 174 congregate living units, a new auditorium, gym and café. Job is 60% complete.
- **1461 Pine Street:** Construction of new 4 story residential complex with parking garage on lower level. Job in early phase of construction.

- **205 Franklin Street:** New construction of a four-story performing arts center Job is 50% complete.
- **SFMTA Bus Shelters:** EID is working with North Construction Services on electrical upgrades to hundreds of MTA bus shelters throughout the city. Projected completion end of 2nd Quarter 2012-2013.
- **1595 Pacific Avenue:** Construction of 41 new residential units. Job in early phase of construction.
- **2299 Market Street.** New construction of 18 residential units with a ground floor commercial space. Job in early phase of construction.
- **1285 Sutter Street:** Construction of new residential complex with commercial retail on ground level. Job is 20% complete.
- **150 Otis Street:** Complete remodel of existing building. The project consists of a new electrical service and an onsite generator with 76 new residential units.
- **2455 Golden Gate Avenue:** New construction of a four-story education building, "Center for Science and Innovation" for the University of San Francisco. Job in early phase of construction.
- **1199 Mason Street:** New construction of a three-story City owned Chinese Recreation Center Fire Alarm system is tested and approved.
- **701 Golden Gate Av.:** New Construction of eight story structure, senior housing 100 total dwelling units.
- **333 Harrison Street:** New construction 36 condo units. Job is 50% complete.
- **1190 Mission Street:** New construction of a high rise residential tower 23 stories high with 418 total units.
- **277 Golden Gate Av.:** Renovation of an existing five story structure into a six-story 88 unit residential complex with ground floor commercial spaces.
- **2829 California Street:** Construction of new residential units with commercial retail on Ground level. Job is 60% complete.
- **220 Golden Gate Avenue:** Renovation of existing structure converting it to a Department of Public Health clinic, 174 congregate living units, auditorium, gym and café.

- **1411 Market Street.** New construction, two high-rise and two mid rise residential towers.
- **2001 Market Street.** New construction of 8-story structure with 2 levels of onsite parking a total of 81 residential units with a new Whole Food store on street level. Site is now being prepared for the start of construction. Orange tag issued for the 1200 amp temp power.

PLUMBING INSPECTION DIVISION

- Twitter at 1355 Market Street building is nearing completion; 333 Harrison Street is now starting, the PUC building is nearing completion; 1880 Mission Street underway, 953 Folsom and 1844 Market has now started.