

***BIC Meeting of  
October 15, 2014***

***Agenda Item #8***



# DBI STAT: Building Inspection Division

9/29/2014



## DBI STAT Overview

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- An initiative to bring data driven decision making to the San Francisco Department of Building Inspection
- DBI Stat begins with the Building Inspection Division (BID)
- Up Next: Electrical Inspection Division and Plumbing Inspection Division



# DBI STAT Principles

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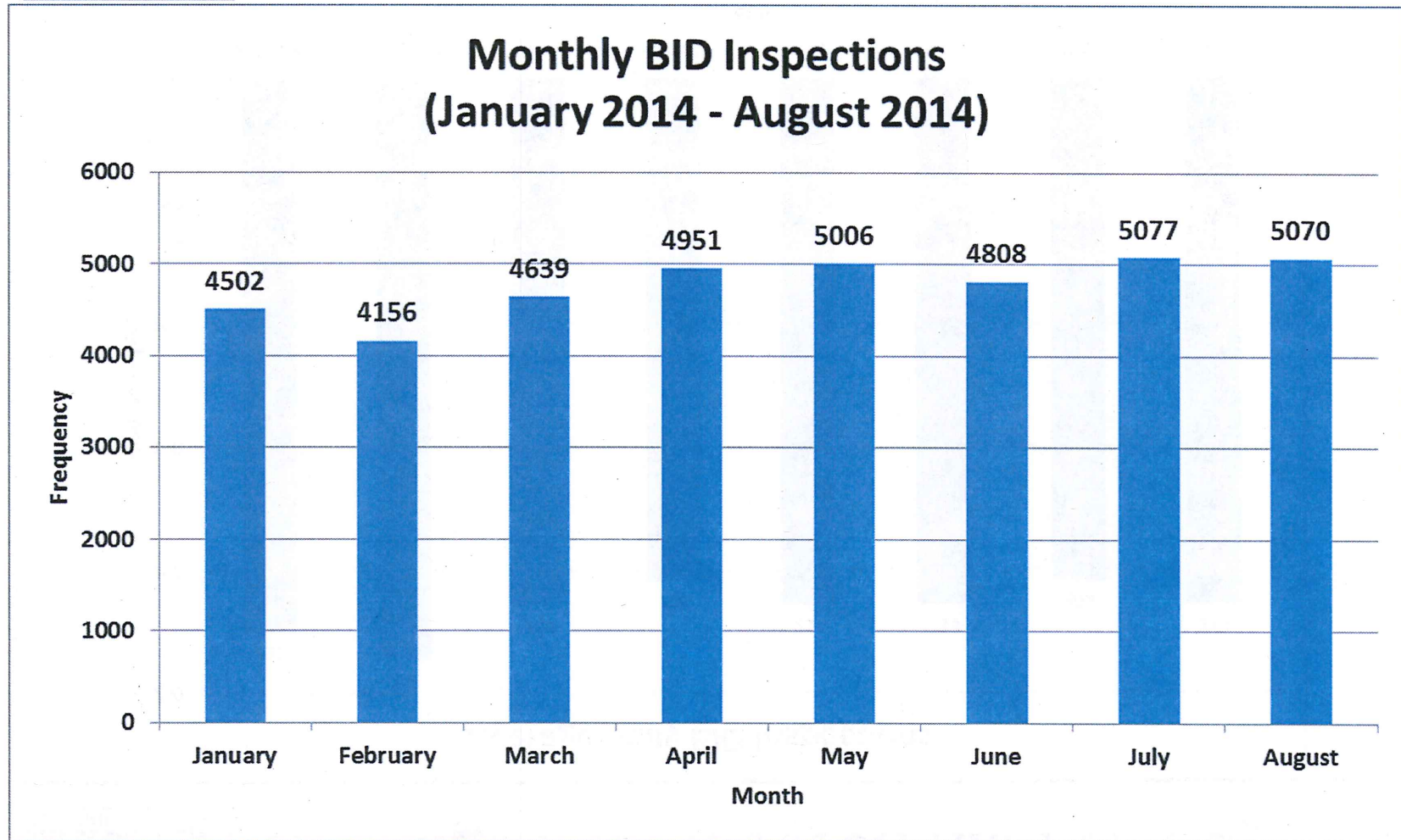
- Engage multiple levels of staff. Line supervisors provide data insight. Senior managers and others needed for decisions attend and participate in DBI stat meetings
- Develop and use timely and accurate performance data to set targets and inform decisions
- Reward candor in identifying and diagnosing performance barriers and creativity and commitment to overcoming them
- Encourage a respectful learning environment
- Practice persistent follow-up and clear accountability
- When the data indicates action is needed, specify quickly and clearly what needs to be done, who will do it, and when it will be done
- Determine what to measure and how
- Understand our business processes



# Building Inspection Division: Permit Inspections



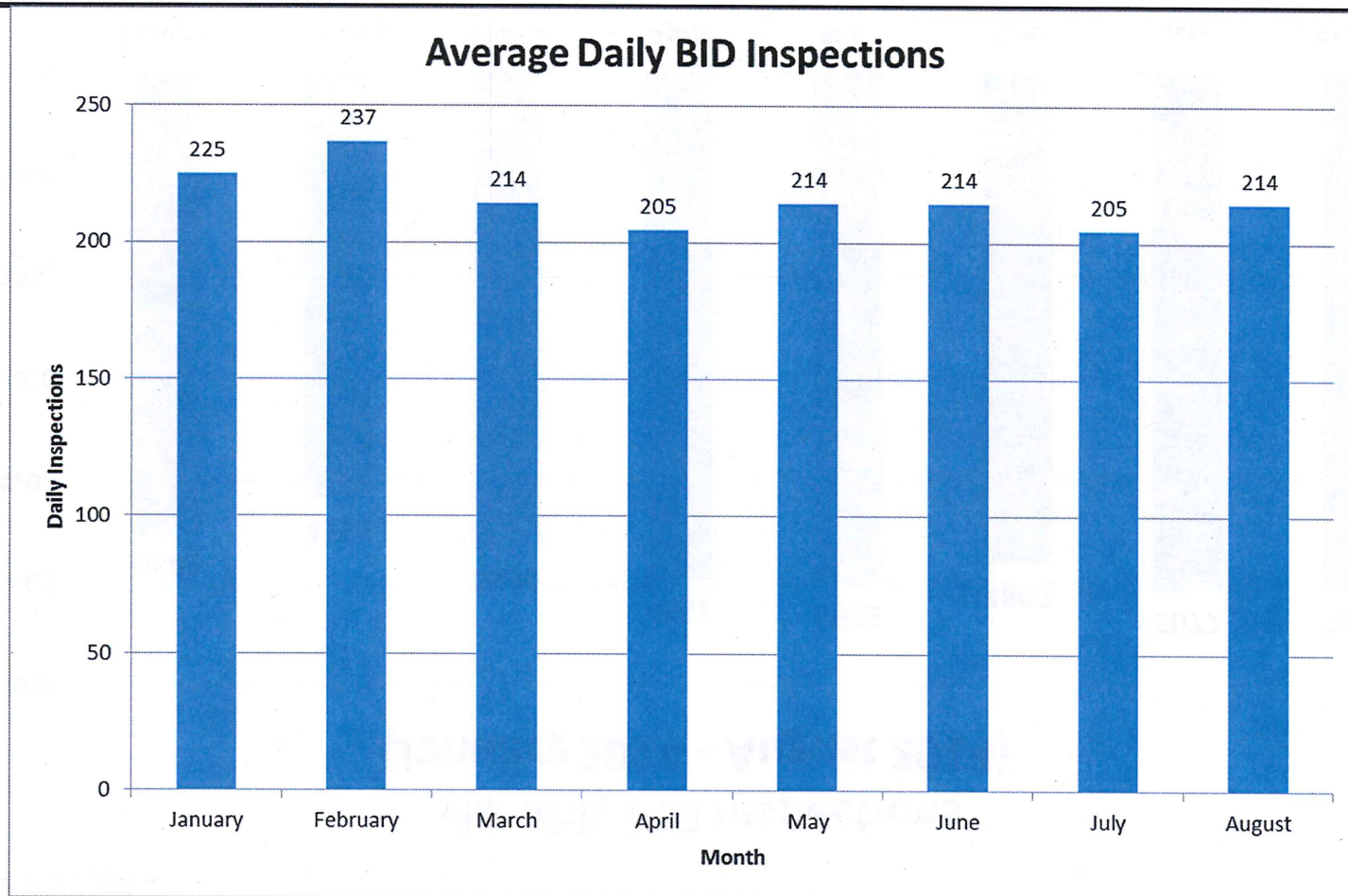
# Monthly BID Permit Inspections



Average BID Permit Inspections = 4776  
Maximum DBI Inspections = 5077, July 2014  
Minimum DBI Inspections = 4156, February 2014



# Average BID Inspections Per Day



Average BID inspections per day = 216  
Maximum inspections per day = 237, February 2014  
Minimum inspections per day = 205, April and July 2014



# Distribution by Type of Inspection

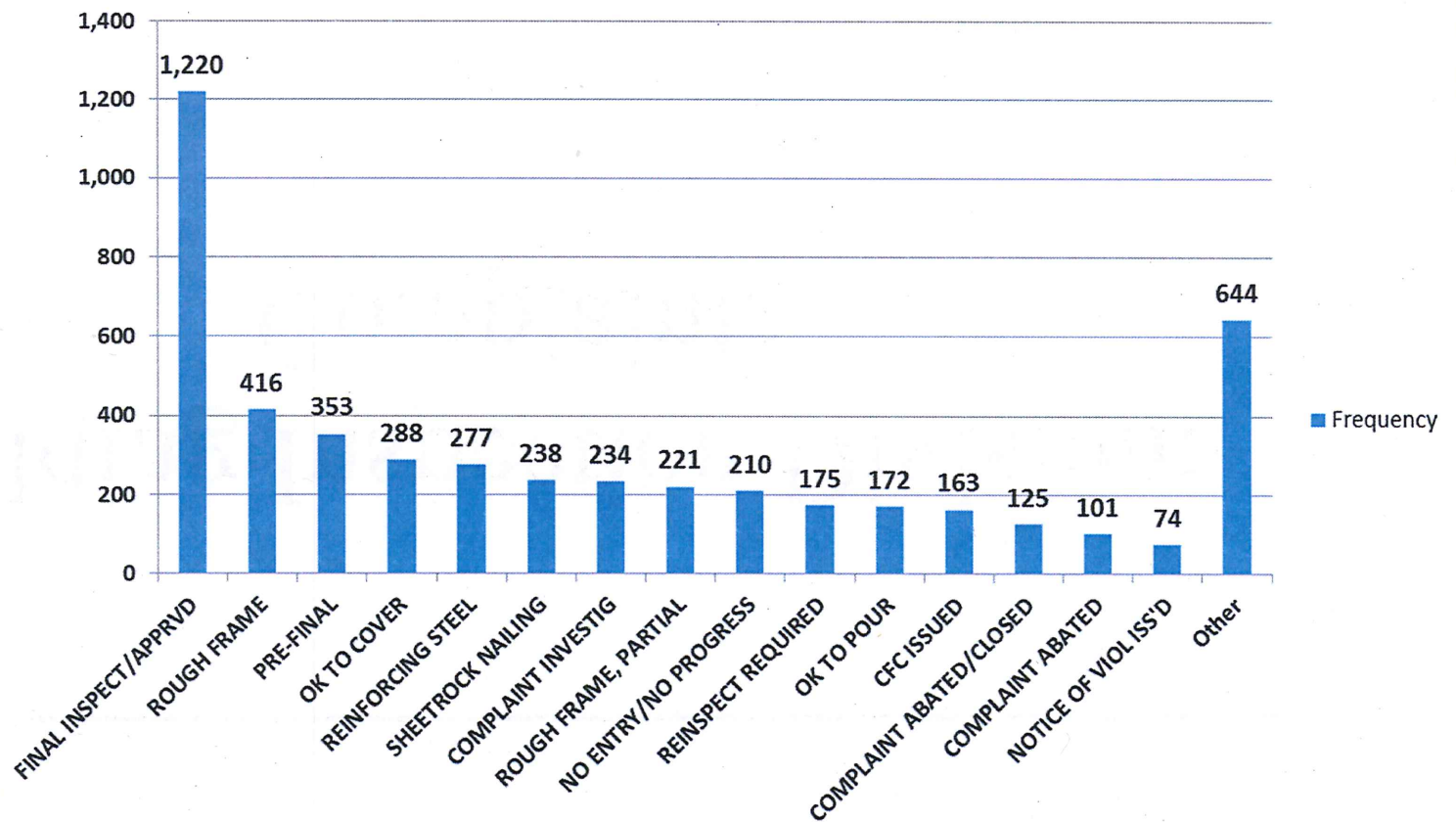
## Top Five Inspection Types:

1. Final Inspections
2. Rough Frame
3. Pre-Final
4. OK to Cover
5. Reinforcing Steel

## Other Inspections Types:

1. CORRECTION REQUIRED
2. EXPIRE
3. INSULATION
4. CEILING INSPECTION
5. LATH, EXTERIOR
6. SITE VERIFICATION
7. SHEAR WALL
8. START WORK
9. POLICE PERMITS
10. OTHER
11. FLUES/VENTS/DUCTS
12. MECHANICAL
13. FORMS, PARTIAL
14. FORMS
15. COMPLAINT NOT VALID
16. PREAPPLICATION
17. CANCELLATION
18. TCO ISSUED
19. OK TO COVER, PARTIAL
20. CEILING INSPECTION, PARTIAL
21. MASONRY
22. PERMIT INVESTIG
23. SECURITY ORDINANCE
24. PENALTY
25. OK TO POUR, PARTIAL
26. FIRE ALARM
27. CANCELLATION FOR INSPECTION SCHEDULE
28. LIFE SAFETY INSPECT
29. DISABLED ACCESS INSPECTION
30. SPECIAL INSPECTIONS
31. FIRE PERMITS

### Average Monthly BID Inspections by Type (January 2014 - August 2014)



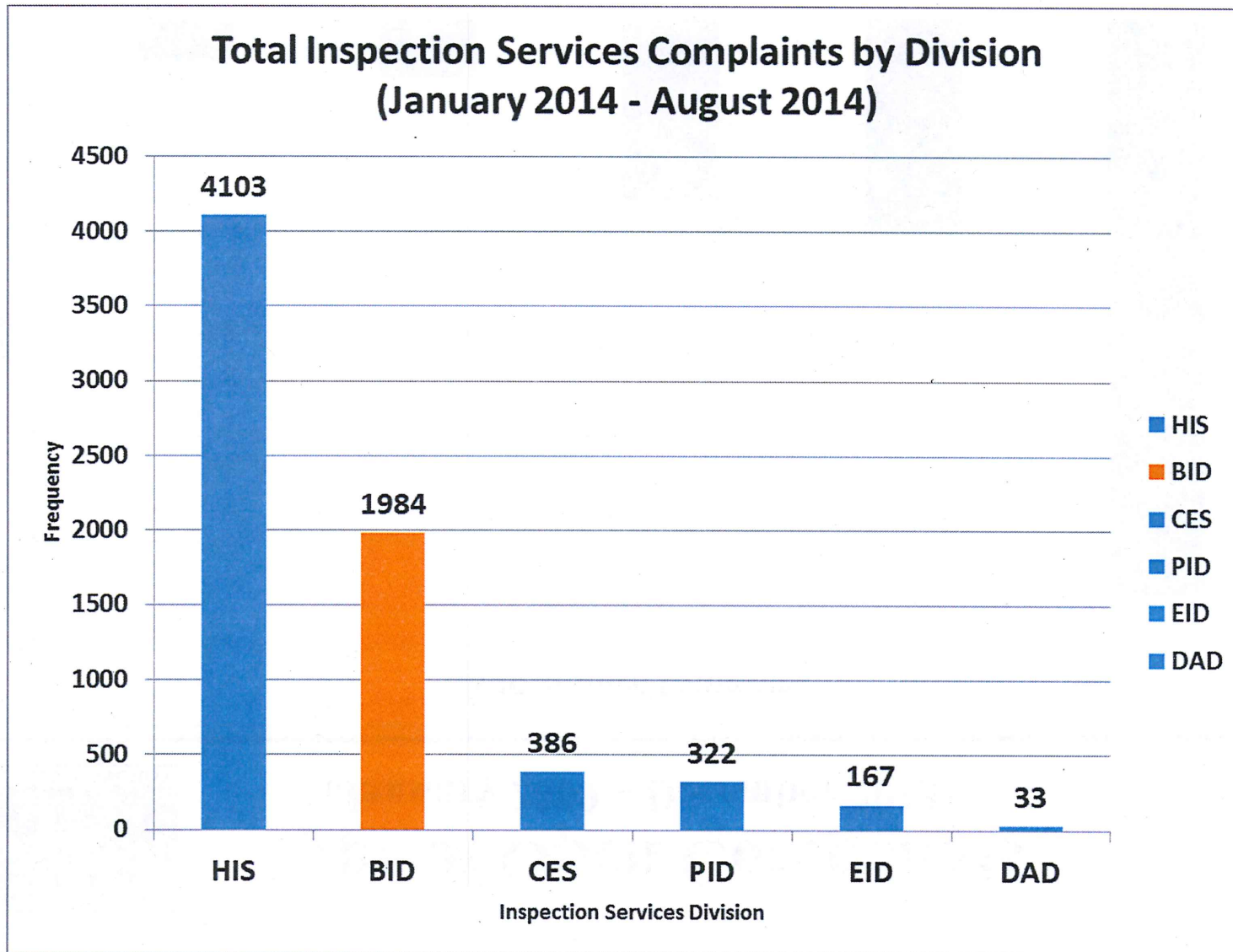




# Building Inspection Division: Complaints



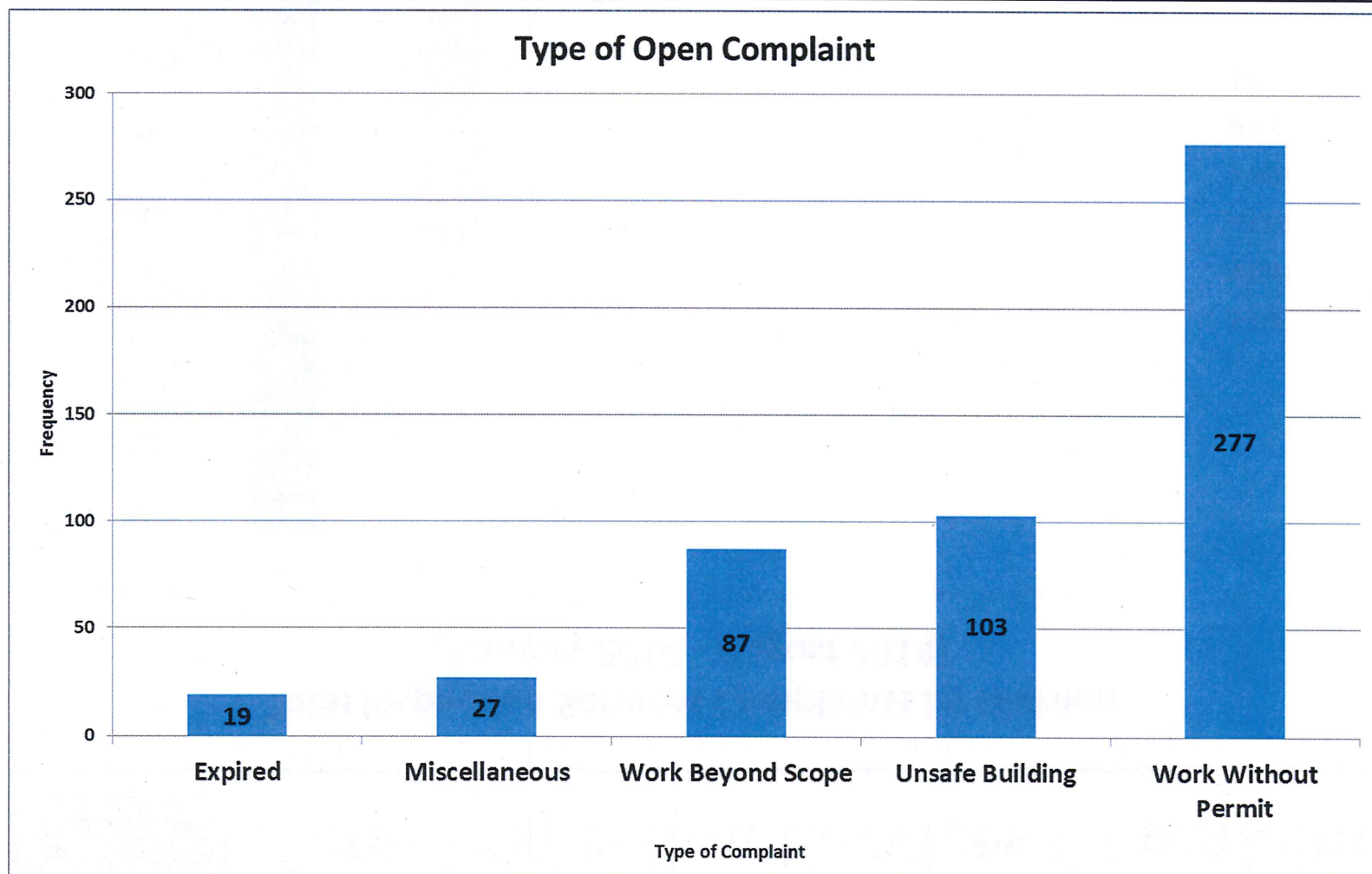
# Total Inspection Services Complaints





# Type of Open Complaints

(January 2009 – December 2013)

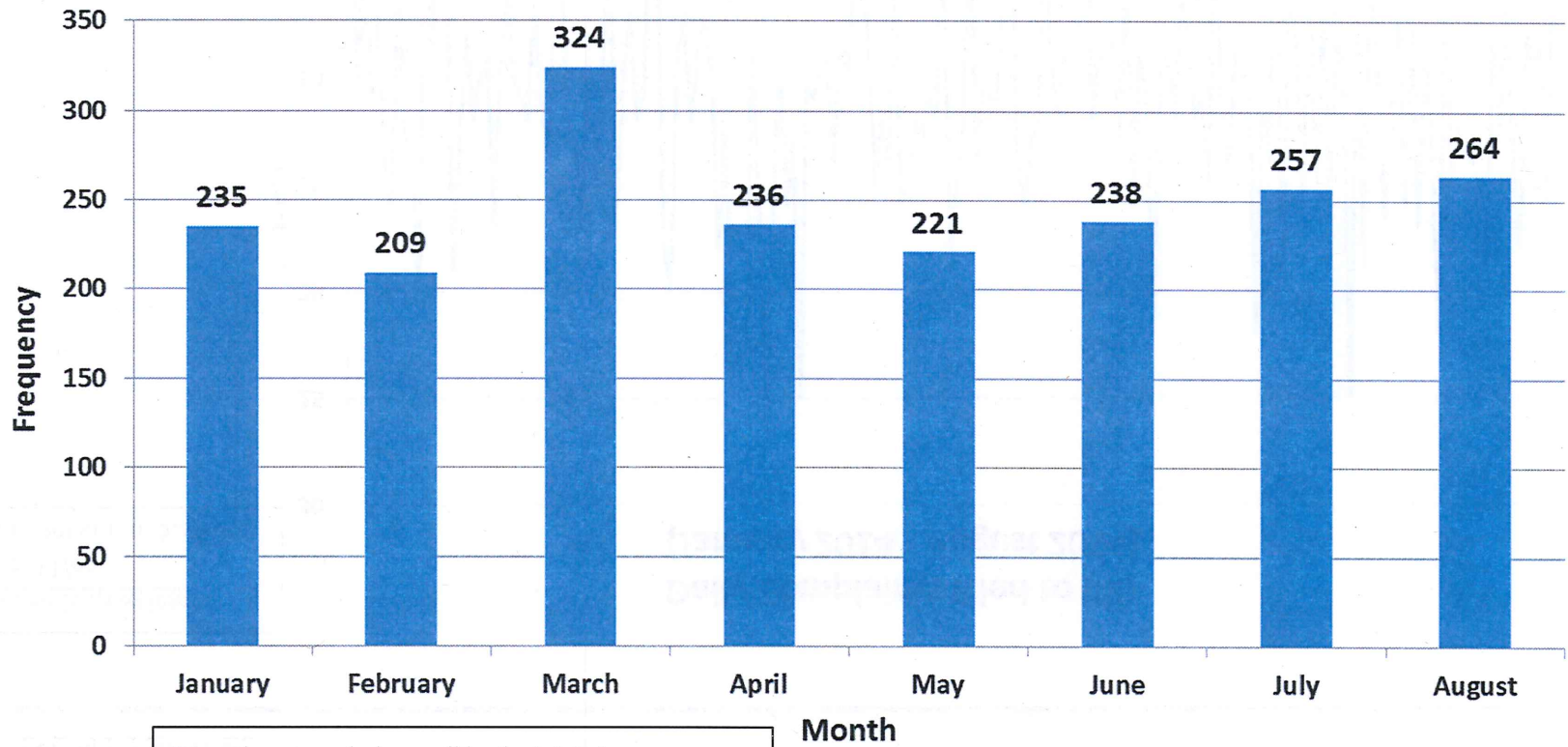


**Miscellaneous open complaints include:** Permit suspension, disabled access issues, etc.



# Total Complaints Filed

**Building Inspection Division: Monthly Complaints Filed  
(January 2014 - August 2014)**



Total complaints filed: 1984  
Average complaints per month: 248  
Maximum: 324, March 2014  
Minimum: 209, February 2014



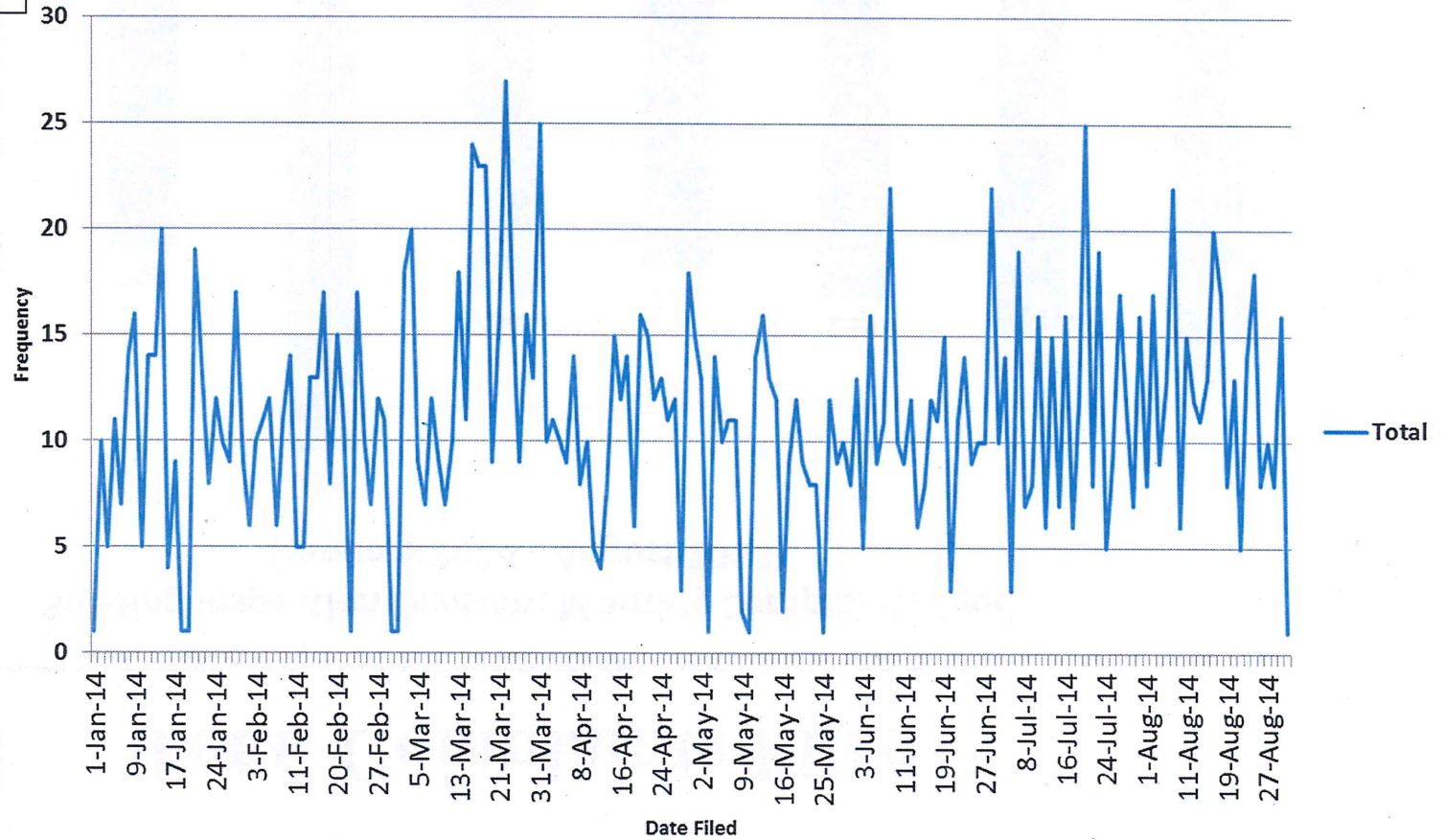
# Complaint Volatility

## Summary Statistics

Average: 11/day

Standard Deviation: 5.36/day

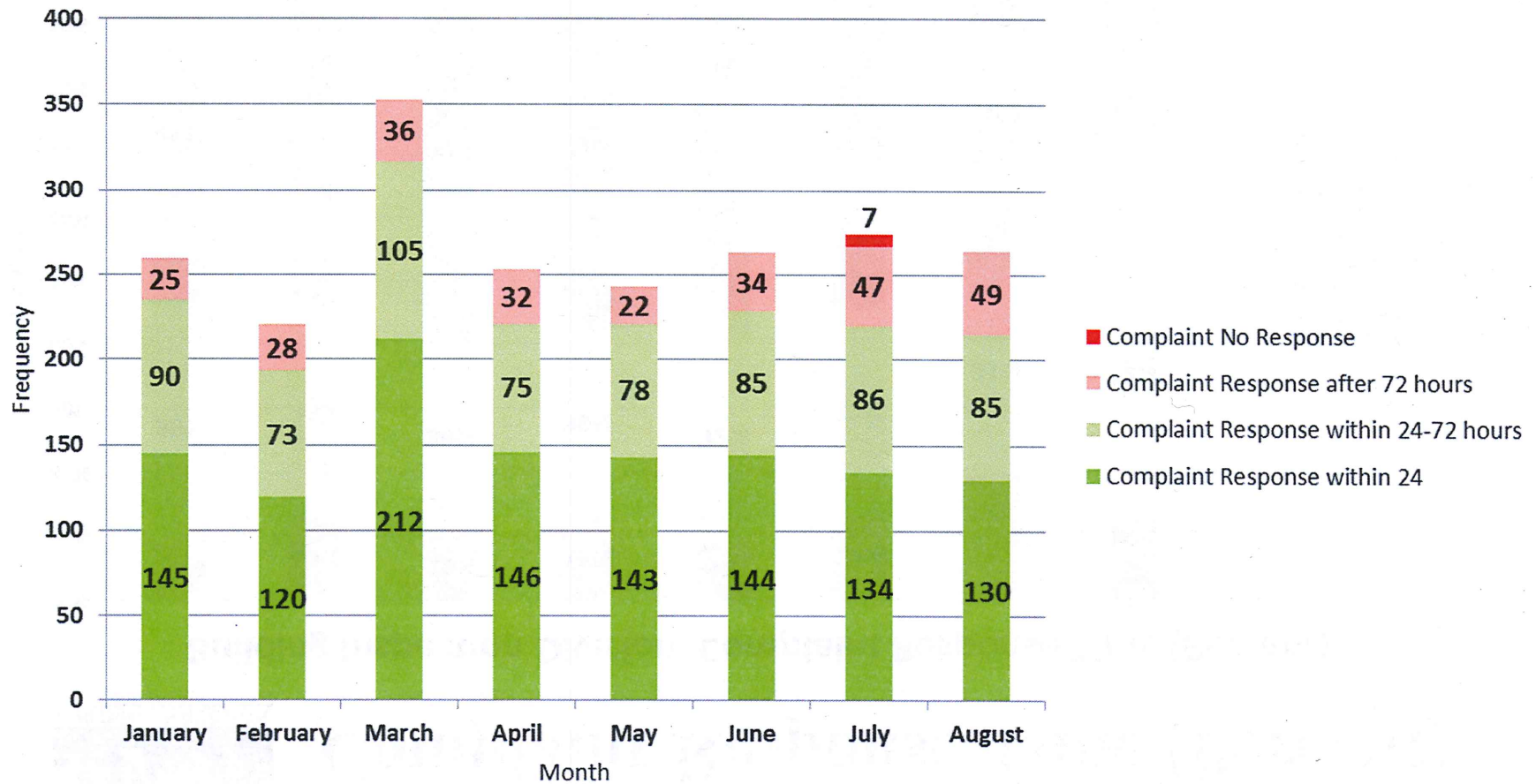
### Daily Complaints Filed to BID (January 2014 - August 2014)





# Complaint Response Time

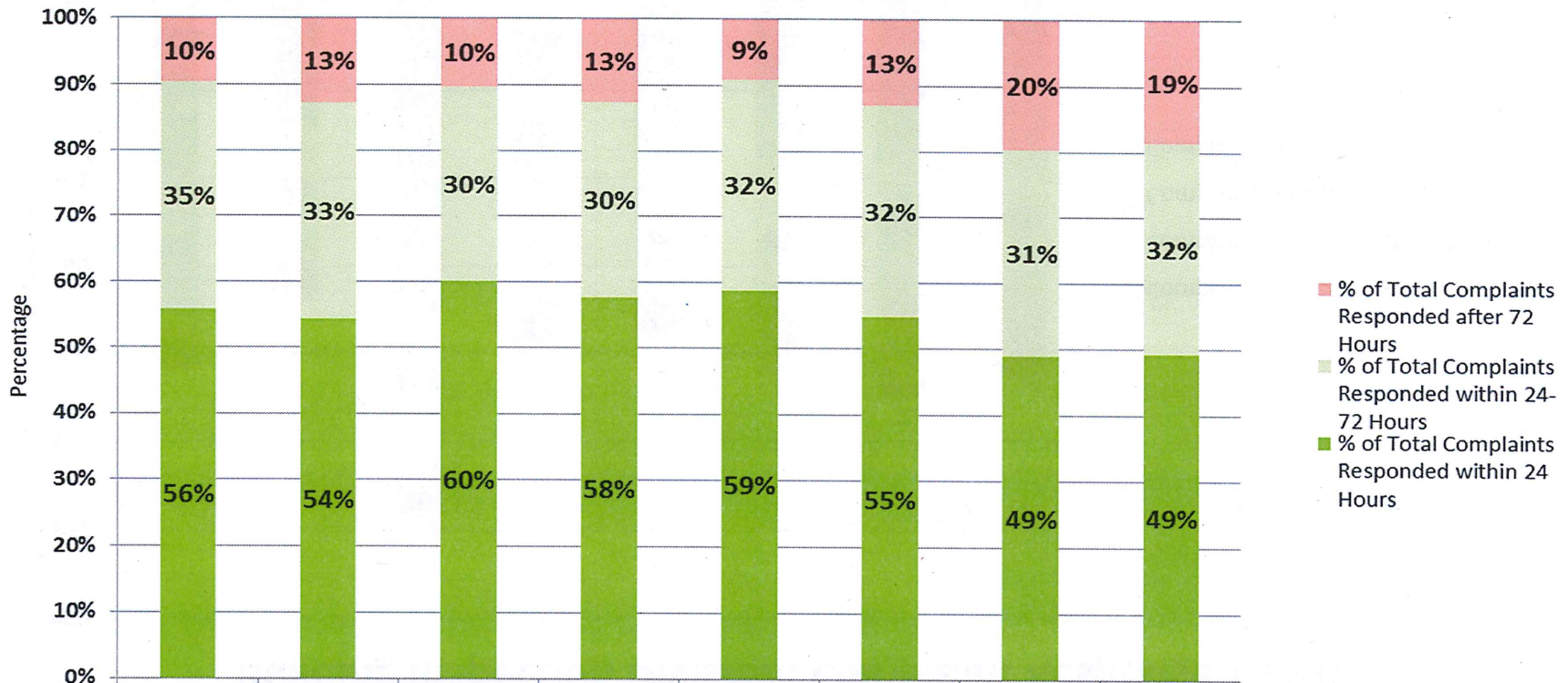
Building Inspection Division: Complaint Response Times





# Complaint Response Time (Percent)

**Building Inspection Division: Complaint Response Time (Percent)**



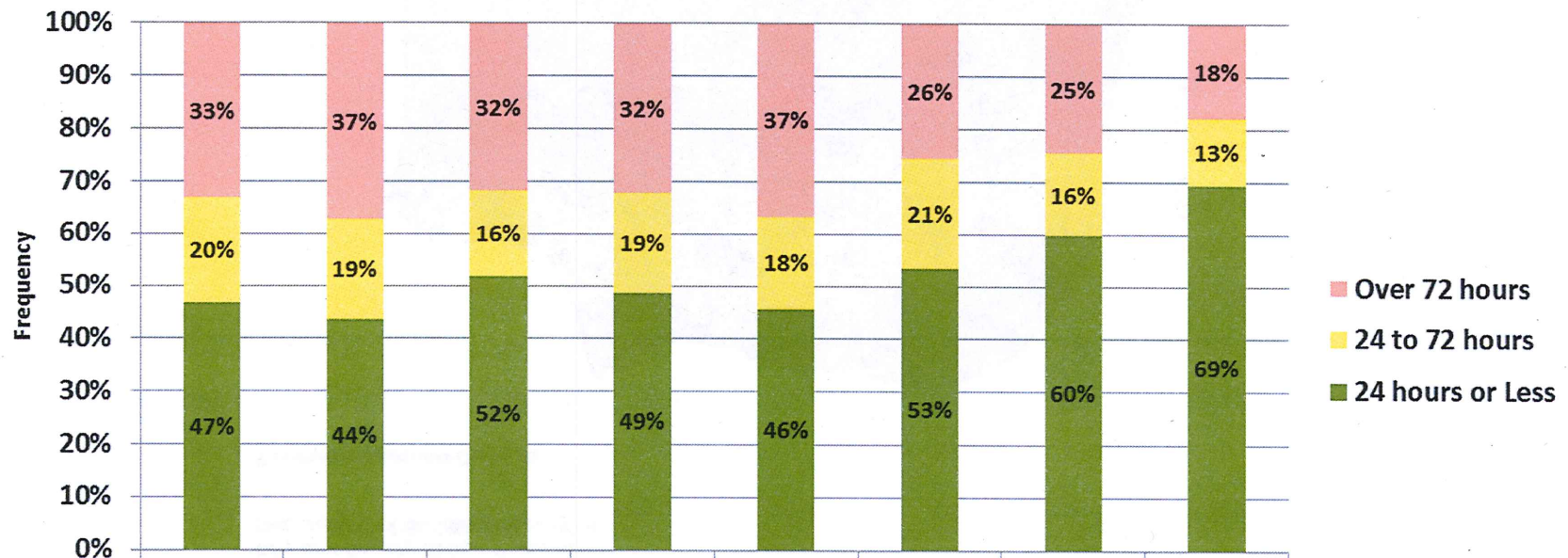
Month	January	February	March	April	May	June	July	August
Evaluation								

Performance Evaluation Criteria		
Complaint Responses Over/Under 85 Percent within 72 Hours	Less than 85 percent	85+ percent or More



# Duration of Complaints by Month (Percentage)

**Building Inspection Division: Complaint Duration  
(January 2014 - August 2014)**



Month	January	February	March	April	May	June	July	August
Evaluation	Yellow	Red	Yellow	Yellow	Red	Yellow	Green	Green

Performance Evaluation Criteria	Red	Yellow	Green
Percentage of Complaints Open over 72 Hours	Over 33 percent	Between 33 and 25 percent	25 percent or Less



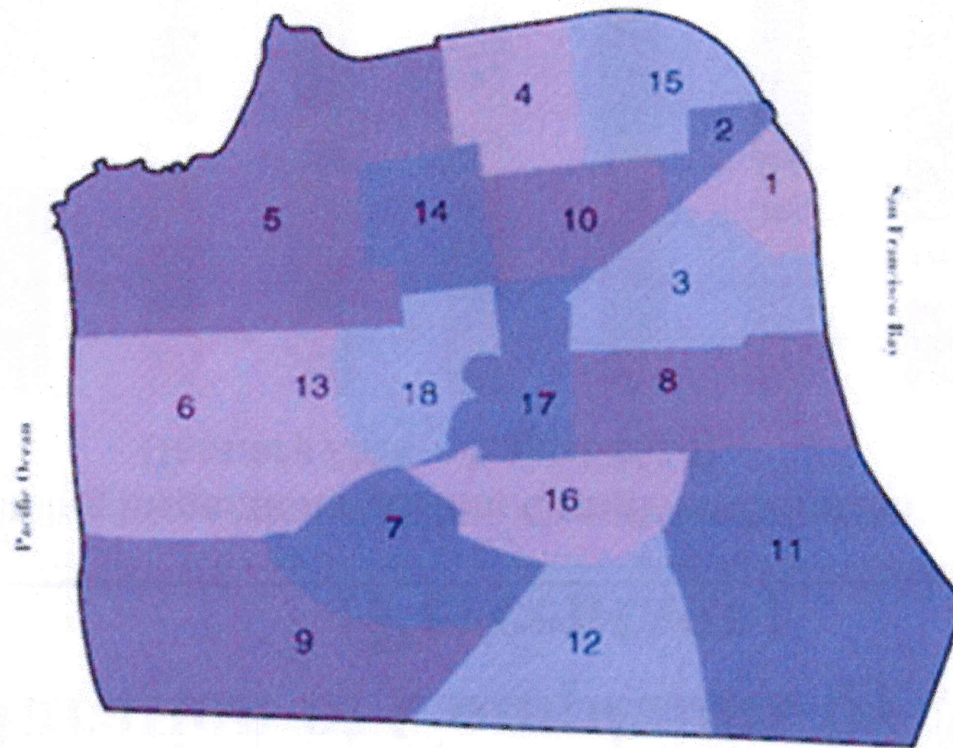


# Building Inspection Division District Map

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City and County of San Francisco  
Department of Building Inspection

Building Inspection Districts

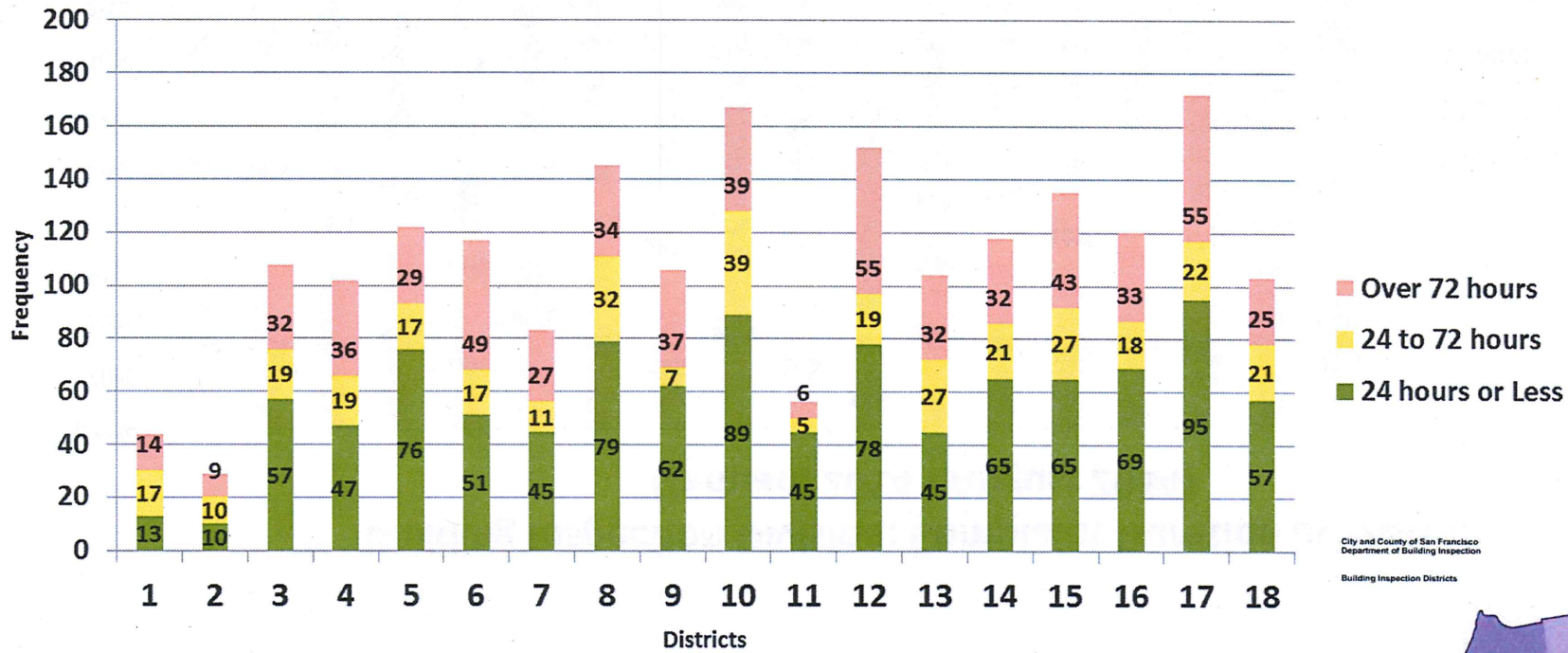


BUILDING INSPECTION DIVISION

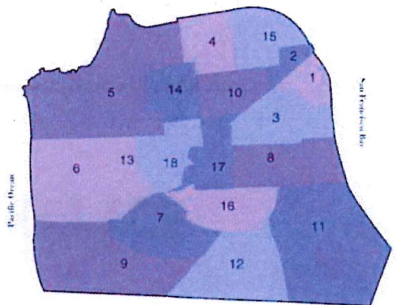


# Duration of Open Complaints by District

**Building Inspection Division: Complaint Duration by District  
(January 2014 - August 2014)**



City and County of San Francisco  
Department of Building Inspection  
Building Inspection Districts

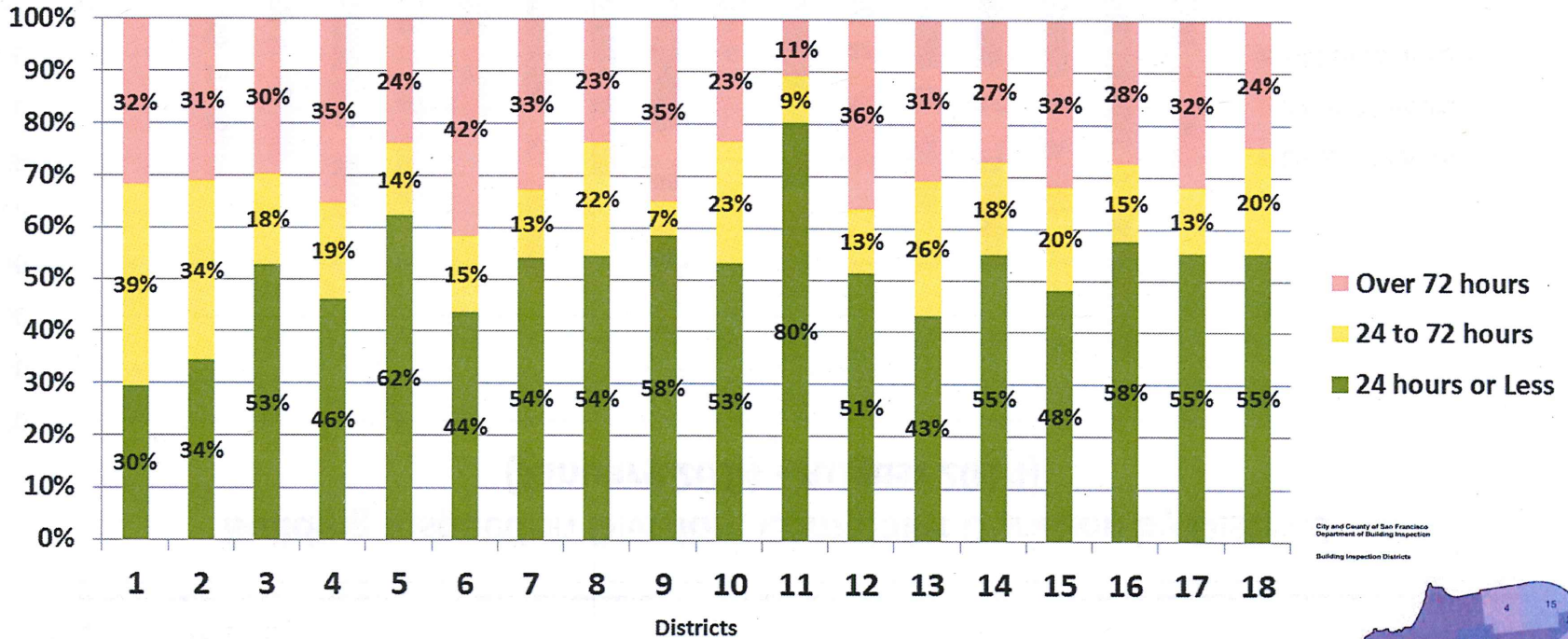


BUILDING INSPECTION DIVISION

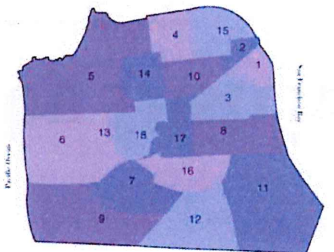


# Duration of Complaints by District (percentage)

**Building Inspection Division: Complaint Duration by District  
(January 2014 - August 2014)**



City and County of San Francisco  
Department of Building Inspection  
Building Inspection Districts



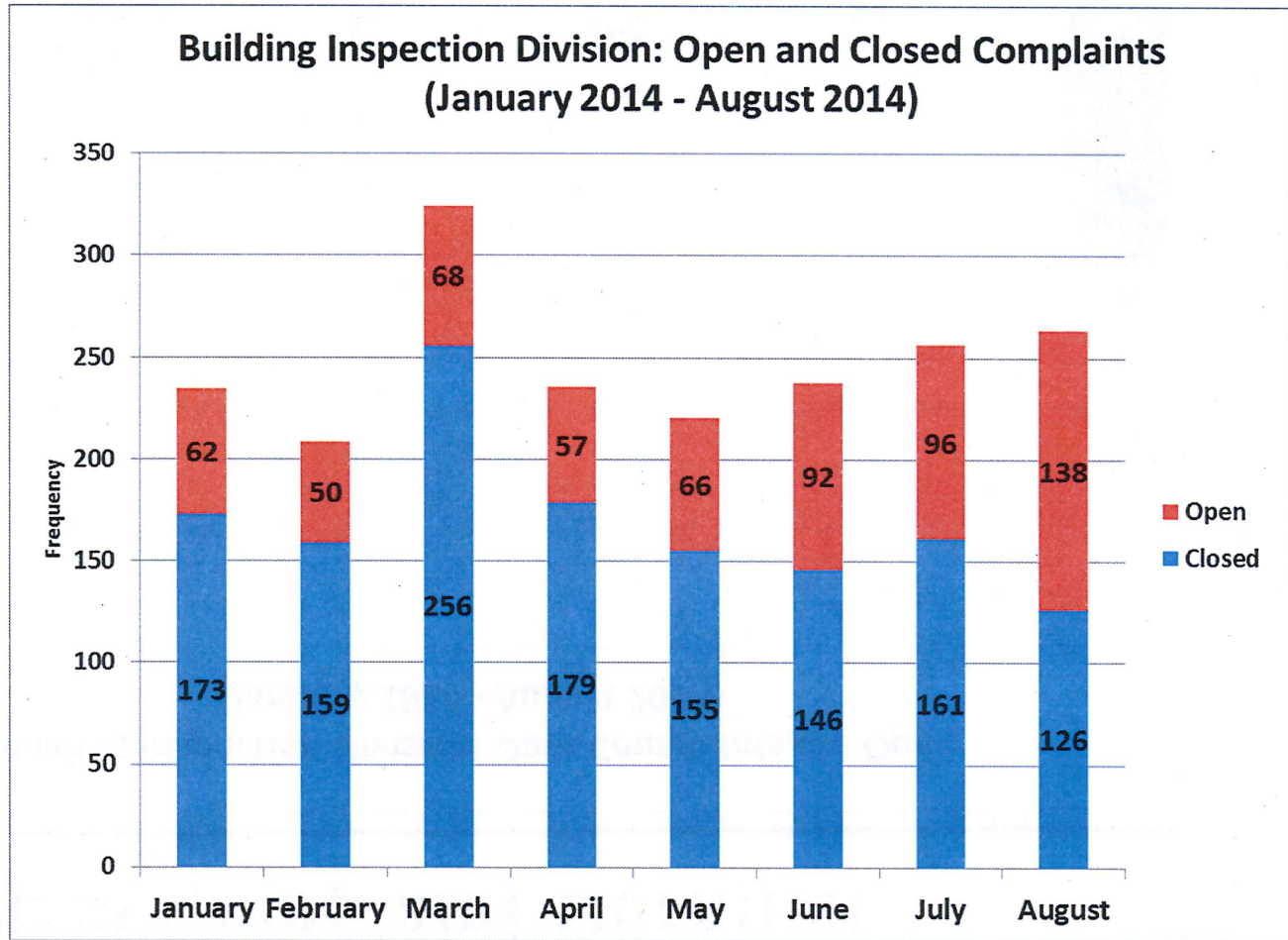
BUILDING INSPECTION DIVISION



# Number of open and closed complaints remaining for each month

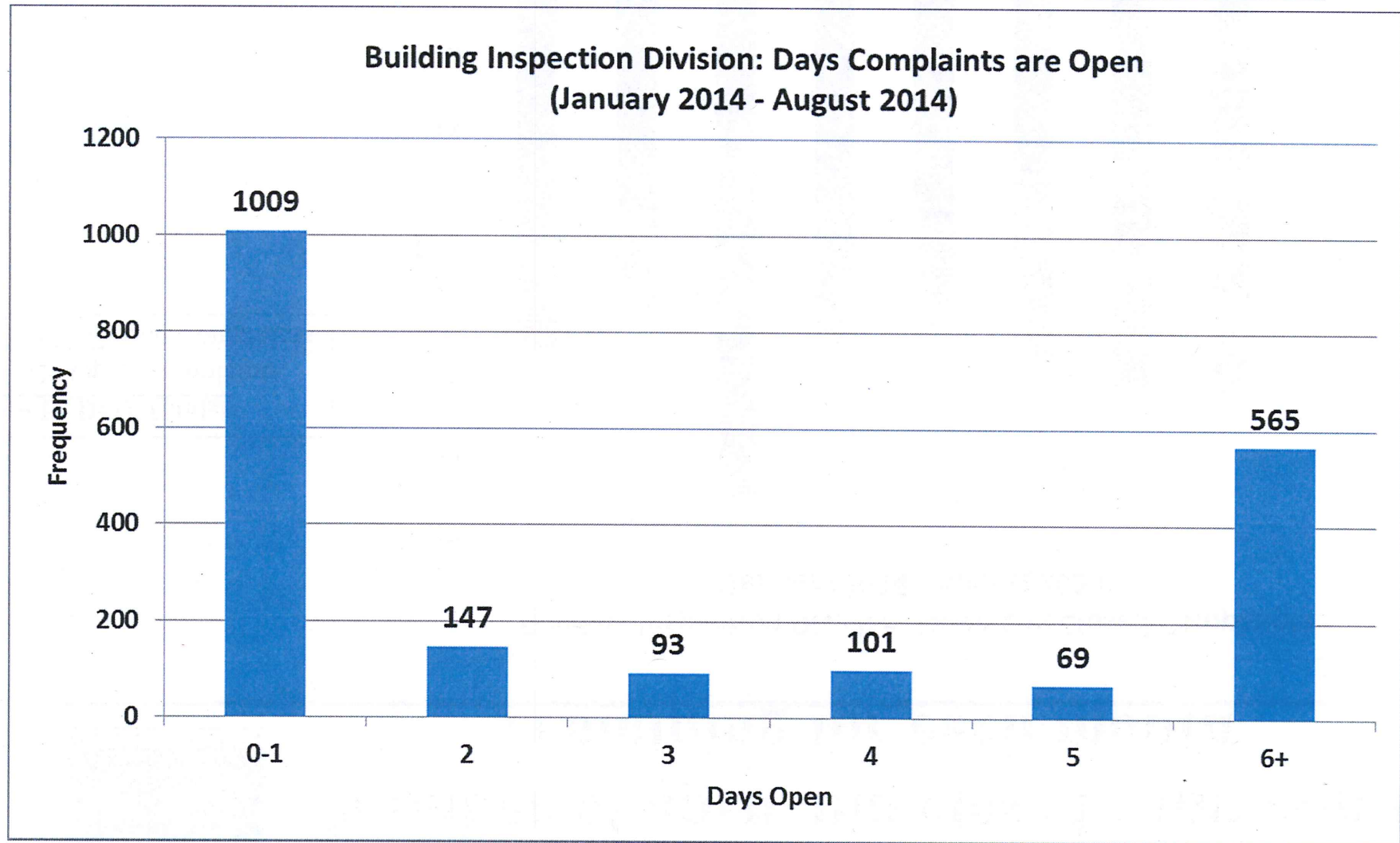
## Year To Date Totals:

- 629 Open Complaints
- 1355 Closed Complaints



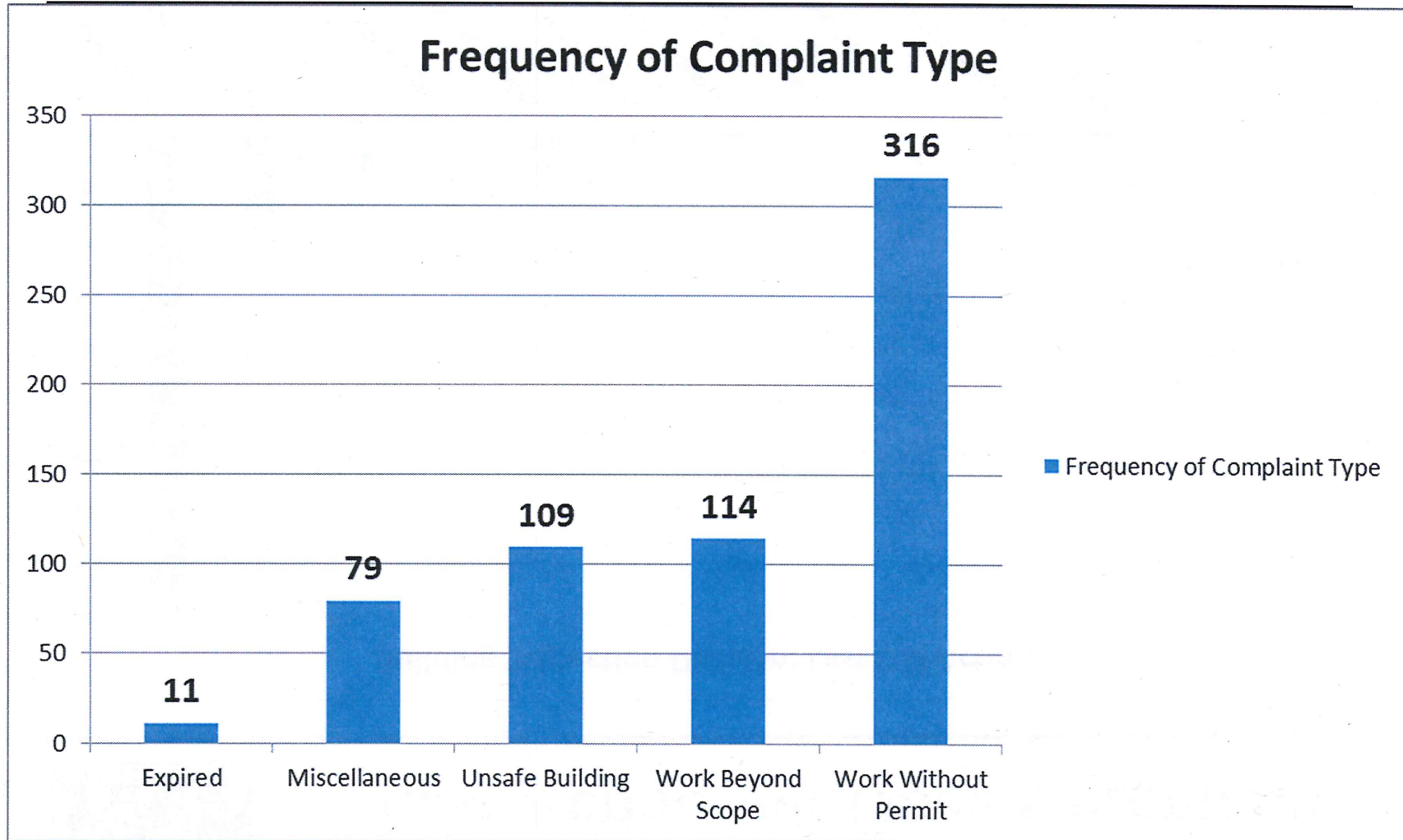


# Open Complaint Duration





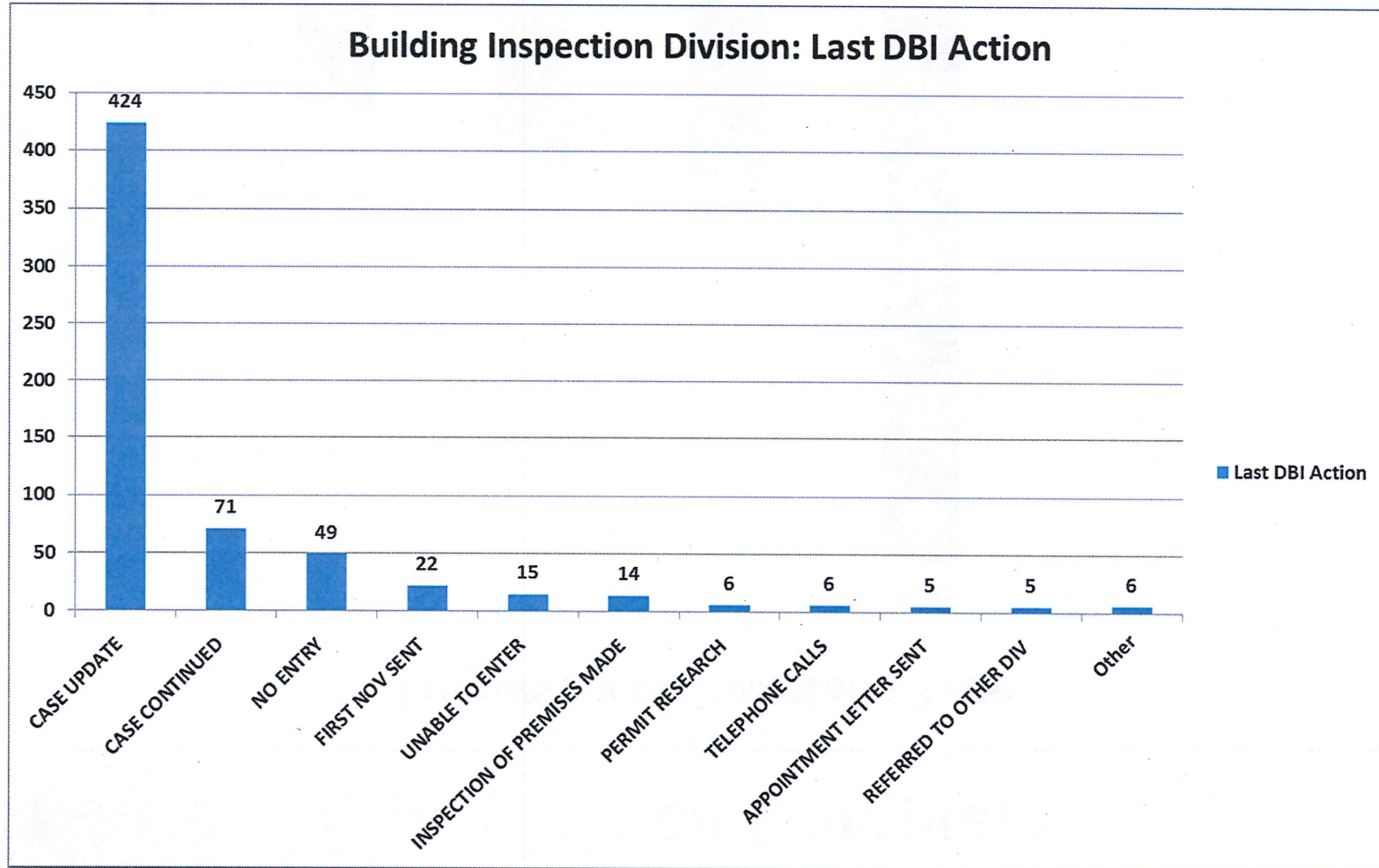
# Type of Open Complaints



**Miscellaneous open complaints include:** Permit suspension, disabled access issues, etc.



# Last Actions on Open Complaints



**Other actions include:** case returned, case received, correction not issued, district inspector to review reports with senior inspector, and office/counter visit

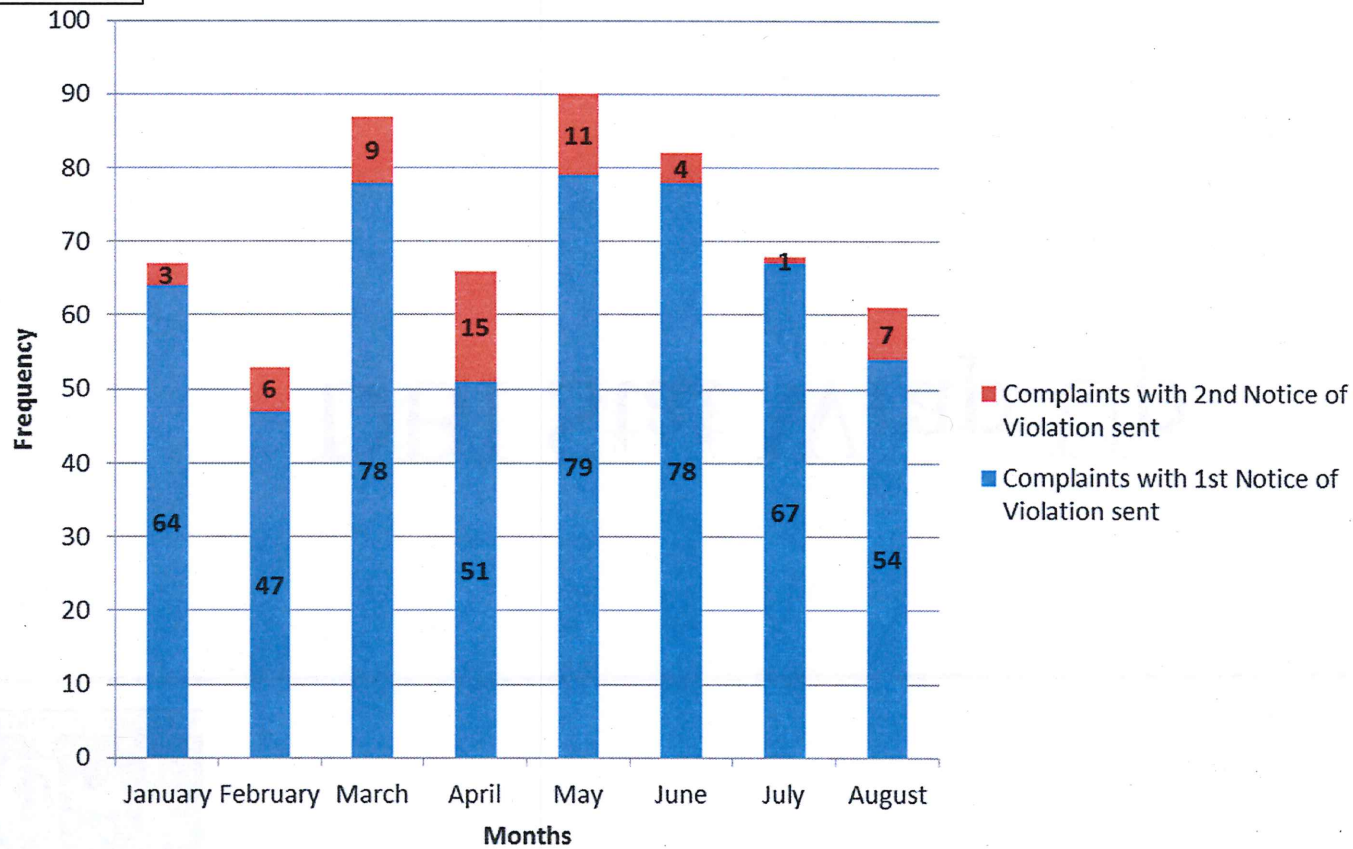


# BID Issued NOVs

## Summary Statistics:

- 445 Total NOVs Issued
- 397 First NOVs
- 48 Second NOVs

### BID Issued NOVs (January 2014 - August 2014)







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# DBI Stat Wrap Up



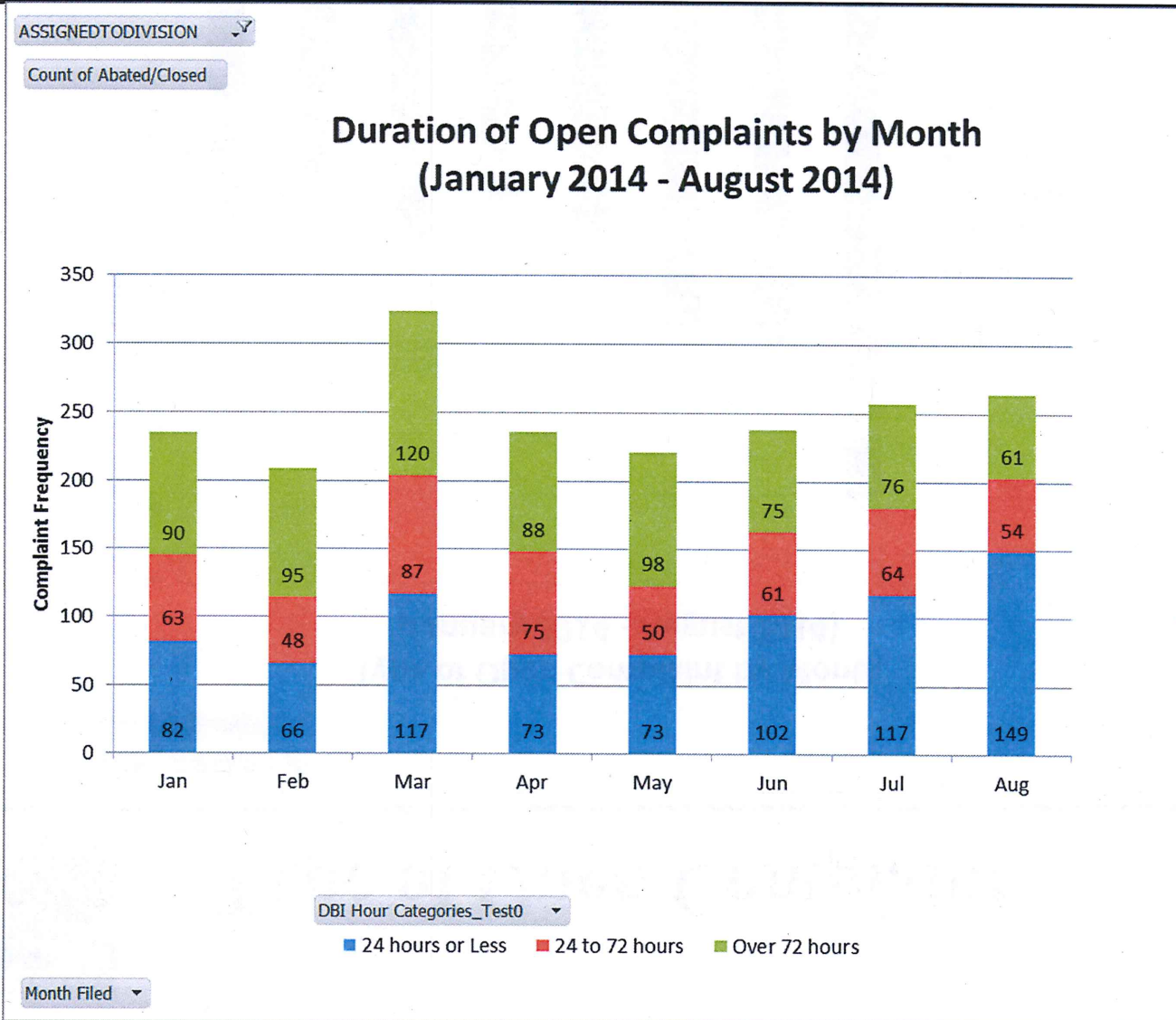
# Questions and Comments



# Appendix



# Complaints by Duration





# Type of Open Complaint

