



**BUILDING INSPECTION COMMISSION (BIC)
Department of Building Inspection (DBI)**

REGULAR MEETING

Wednesday, January 16, 2013 at 9:00 a.m.

City Hall, 1 Dr. Carlton B. Goodlett Place, Room 416

Aired Live on SFGTV Channel 78

ADOPTED March 20, 2013

MINUTES

The regular meeting of the Building Inspection Commission was called to order at 9:14 a.m. by President McCarthy.

1. Call to Order and Roll Call – Roll call was taken and a quorum was certified.

COMMISSION MEMBERS PRESENT:

Angus McCarthy, **President**

Frank Lee, **Commissioner**

James McCray, Jr. **Commissioner**

Debra Walker, **Commissioner**

Sonya Harris, **Secretary**

Warren Mar, **Vice-President, excused**

Kevin Clinch, **Commissioner**

Myrna Melgar, **Commissioner**

D.B.I. REPRESENTATIVES:

Tom Hui, **Acting Director**

Edward Sweeney, **Acting Deputy Director, Permit Services**

Pamela Levin, **Deputy Director, Administrative Services**

William Strawn, **Communications Manager**

Gayle Revels, **Acting Manager Finance Services**

Hema Nekkanti, **IS Project Director**

CITY ATTORNEY REPRESENTATIVE

John Malamut, **Deputy City Attorney**

2. President's Announcements.

President McCarthy stated that Acting Director Tom Hui attended the swearing-in of newly-elected, or reelected, members of the Board of Supervisors – and has invited Supervisors London Breed and Norman Yee to be briefed on the Department's operations and core mission. Effective January 1, 2013, the State increased by one dollar the fee for business licenses and renewals – with most of these funds to come to the City and County to help defray training costs of Certified Access Specialists' services, and to educate small businesses on action steps to achieve accessibility compliance. DBI is meeting with the Office of Small Business to determine the most appropriate uses of these very limited funds, which are the result of passage of Senate Bill 1186 by the State Legislature last September. President McCarthy said that he, Acting Director Hui, and DBI staff, recently met with the Office of Small Business' Executive Director to discuss ongoing and complicated issues around the number of vacant commercial storefronts. While it does not

appear that possible amendments to the existing vacant building ordinance could effectively address vacant storefronts – especially in buildings otherwise occupied – they remain available for follow-up discussions on this issue. President McCarthy mentioned that DBI, along with most other City departments, is participating in a data survey at the request of the Office of Small Business and the Mayor’s Office of Economic and Workforce Development that identifies and provides important details germane to the opening of a small business within San Francisco. Once all survey data are gathered, the City may design and launch an online “One-Stop Portal” whose goal would be to provide those interested in starting a new small business with required information and action steps. President McCarthy thanked Hema Nekkanti of Management Information Services, as well as Tony Grieco for their efforts to assemble the critical information from DBI. A special thank you to Thomas Venizelos of the Building Inspection Division and Dan Fross of the Electrical Inspection Division who received letters of appreciation from DBI customers. President McCarthy stated that the Department conveys its heartfelt sympathies and condolences to the family of former DBI staffer Ray Lui on the passing of his father, Paul Lui- a highly respected and much admired engineer who added significantly to San Francisco throughout his lifetime. Finally, President McCarthy thanked all those who were able to attend the DBI Holiday Party in December. There was a terrific turnout of staff and their families, and everyone loved having all the children at the party. Kudos and many thanks to Sonya Harris, Sylvia Thai and their enthusiastic team of volunteers that included staff from all divisions for making this event such a success, as well as to Tom Hui and DBI managers who donated generously and graciously! Special thanks to Commissioners who also attended.

3. General Public Comment: The BIC will take public comment on matters within the Commission’s jurisdiction that are not part of this agenda.

Mr. Robert Davis said that he lives in the Bayview district and he would like to talk about a few items: 1) Emergency demolition order signed by Acting Director Hui on August 7, 2012, for property located at the corner of Thornton and 3rd Street in the Bayview. The owner has done nothing except for remove the empty shipping containers and the demolition deadline has passed. 2) Requested an update on open NOV’s and open Director’s Hearings. As of November, 2012 there were 6,278 open NOV’s in San Francisco dating to 1999. This compares with 5,783 open NOV’s as of November, 2011, which dated to 1994. From the report he received from DBI it looks like all 59 open NOV’s from 1994 to December 1999 were deleted. Mr. Davis mentioned that he created a spreadsheet which contained some of the numbers that were mentioned. 3) In November 2012 there were over 2,000 open Director’s Hearings dating back to 1996. 4) In November 2012 over 750 Director’s Hearings, dating back to 2000, which have never been sent to the full Commission or Litigation Committee, even though the complaints were upheld.

4. Update on implementation of local requirements SB-1186, Certified Access Specialist (CASp) and the ADA outreach program.

Ms. Regina Dick-Endrizzi, Director of the Office of Small Business, gave an update on implementation of local requirements SB-1186, Certified Access Specialist (CASp) and the ADA outreach program and discussed the following points:

- Through the Invest in Neighborhoods program the Office of Small Business has launched an outreach program to increase businesses’ awareness around disability access

requirements, and what can be done to assist them. There is also a brochure containing this information titled, “A Guide to Disabled Accessibility Compliance”.

- SB-1186 and Supervisor David Chiu’s legislation have both recently been implemented.
- Invest in Neighborhoods Program (funds have been captured through the S.F. Shines Program), and covers 3 districts: District 4, District 1 along Geary Boulevard, and Chinatown. – These are the districts where the Office of Small Business will be working to remediate outreach.
- Office of Small Business has partnered with Asian Neighborhood Design (A.N.D.) to do the outreach work. A.N.D. helped with designing the brochure to help with the ADA Outreach Program and as a brochure that property owners are required to provide their new and existing tenants who renew their lease.
- A.N.D. is a third party entity that is not government, and they will go door to door in the Asian neighborhoods and talk to business owners. They are trying this approach because when City employees go in “a wall kind of goes up” and people may be intimidated.
- A.N.D. will basically do an on-site overview, but not a detailed inspection. A.N.D. will work with the property owners to address Low to Medium level barriers, which are identified in the brochure.
- If there are High level barriers that may involve some construction-related activity or may require a permit from DBI, then it will be suggested that the business hire a Certified Access Specialist (CAsp).
- Business owners are often intimidated when they hear disability access improvement because they think it is going to cost a lot of money.
- SB-1186 requires each municipality to collect \$1 with either a business license or registration.
- The Treasurer/Tax Collector Office has revised the business registration for businesses to include information on SB-1186, and why the \$1 fee is being collected. This also reminds businesses about their responsibility for ADA compliance.
- Ms. Dick-Endrizzi is encouraging the Treasurer/Tax Collector Office to include the Office of Small Business and DBI as resources as well.
- There are roughly 80K businesses registered in the City, and 70% of the \$1 fee collected is to stay in the municipality, 5% goes towards administration of handling the funds, 65% is to go towards CAsp inspections and helping businesses do their construction related activities, and any kind of education and outreach.
- \$52K will be collected if every business pays the \$1. Online renewals will automatically capture the \$1 fee, but if businesses send in their checks then the \$1 may not be included.
- Small businesses made the recommendation to the State to put this into law.
- Ms. Dick-Endrizzi provided a summation of SB-1186 which addressed how this new disability access law will help business owners and tenants. Mentioned there could be a reduction in statutory damages if businesses meet certain qualifications.
- Highlighted CAsp Inspections/Building Official Approval –Section acknowledges the Building Department’s expertise of the permit and inspections process, and the fact that they are going to have CAsp Inspectors.
- There is a new definition for a small business which is if a business has fewer than 25 employees and gross revenue is \$3.5M or less.
- Commercial lease – Landlords are required to provide notification as to whether the property has undergone a CAsp inspection or not.

- Supervisor David Chiu’s legislation requires property owners to bring their entrances, and restrooms into compliance or to notify potential tenants if the property is not in compliance with disability access.
- When it is time for property owners to engage in a current or new lease they need to have documents that both entities sign. Included a printout of Chapter 38 of the legislation which contains a good form for small businesses to use that is also included on the ADA page of their website.
- Last component of Supervisor Chiu’s legislation is for DBI to have priority permit processing for businesses that are coming in to do disability access remediation and improvements to their property.

Commissioner’s Question & Answer Discussion:

- Commissioner Walker said she believes the Office of Small Business is involved in the mandatory seismic legislation that is coming up, and both departments have a close working relationship. There is a sincere understanding to what small businesses incur around disability access.
- Ms. Dick-Endrizzi said there has been a rough study of some of the buildings which determined this is not going to temporarily displace housing, but rather commercial spaces and mostly small businesses. This gives the opportunity to bring them up to ADA code and make sure the disruption is minimal.
- Commissioner Melgar asked what was the outreach plan for small businesses, particularly Chinese & Spanish speaking businesses that may not understand all of the technical stuff. Is the Office of Small Business printing brochures, etc.?
- Ms. Dick-Endrizzi said her office is working with their neighborhood economic development organizations and the non-profits that do business assistance like Renaissance, META Woman’s Initiative, and La Casena.
- Ms. Dick-Endrizzi stated that the organizations will make sure that small businesses are informed about disability access, they will assess the lease space, and hand out brochures in Spanish & Chinese.
- North East Federal Credit Union held a workshop in Chinatown that had 68 attendees. 24 corridors invested in neighborhood program, District 4 = 3 corridors where people are going door-to-door.
- Commissioner Lee asked how the door-to-door outreach happens, because at times people are fearful when someone comes to talk about ADA. What resources does the Asian Design Team offer?
- Ms. Dick-Endrizzi said she might have Asian Neighborhood Design give the BIC a presentation. She said the organization tells owners that the City is reaching out to inform and protect them. They offer to walk around the property with the business owner, and explain if they want to they can try to qualify for funding to do remediation.
- Asian Neighborhood Design has architects that can help the owners as long as there is not high-level remediation. For example, they can help if an entryway needs a slight ramp or a power button needs to be installed.
- Commissioner Lee asked if Asian Neighborhood Design was collecting data? Ms. Dick-Endrizzi said the program just started, so she can follow up with them and the program administration. They are trying the third party approach so that small businesses will feel more comfortable.

- President McCarthy asked if there has been a decline in small businesses getting violations? Ms. Dick-Endrizzi said in terms of people filing lawsuits and individuals targeting small businesses, it may have an affect but it is too early to tell now.

5. Discussion on the Department's staffing level in 2013, in relation to the incoming volume of work and how it affects each division.

Acting Director Hui said in the last year DBI has seen an increase in work, and there are several major projects coming in. Regarding staffing the Department is trying to hire more people and fill at least 16 more vacancies, but this took a long time because of the hiring process and the Civil Service rules.

President McCarthy stated that the Department is starting a new year, and he understands there were difficulties last year and now realizes that Civil Service has a very strenuous process. His question is with the increase in the volume of work DBI has, will there be enough staff to do the work. Also, since they are paying fees he wants the public to know that DBI is doing all they can to service their customers.

President McCarthy asked if there were 63 vacancies, and Mr. Hui said yes. He also asked how the other divisions, e.g. Plan Check, Building Inspection, Electrical Inspection, etc. were coping with the volume of work. Mr. Hui said the Electrical Inspection Division was most urgent and they now have four temporary, Prop F, people to help until the testing is done and the exam is next week. Mr. Hui stated that the Building Inspection Division is done with the overall list, and now staff is arranging in-house interviews to select Building Inspectors. Also, in a couple of weeks there will be 1406 interviews for supporting administrative staff.

Deputy Director Edward Sweeney said that there will be interviews for the following positions: Chief Building Inspector, Building Inspector, and Entry Level Clerks. There will be in-house interviews for clerks in late January or early February and next there will be promotional interviews for those people who have been raised, and infill their former positions. Mr. Sweeney said the Department is going in the right direction and they finally have the lists and that is the hardest thing to get the test and get certified, so once DBI has the list it gets easier.

President McCarthy asked Mr. Sweeney how he was handling the volume of work in the Plan Check division, and how it compared to last year. Mr. Sweeney stated in the last six months they had two months where there was \$1.5B in plan reviews out the door, and in 2011 is when the recovery started so he is not seeing any let down. Mr. Sweeney mentioned that he and Acting Director Hui had a meeting with 706 Mission, which is a 45-story residential tower and staff is almost looking at it as a horizontal vertical addition, because it is attached to a ten-story building. He also said Plan Check is seeing a big uptick in tenant improvements, three to five floors at a time. Mr. Sweeney stated that there are no signs of slowing down and the designers are telling the Department that there is plenty in the pipeline, and the Planning Department is busy reviewing projects before DBI gets them.

There was additional Commissioner & Staff Discussion as follows:

- How is the turn-around time in Plan Review and is staff feeling pressure? Most plans are reviewed over the counter.

- Mr. Sweeney is worried about employee burnout, because they do a lot of over the counter work, at least 100 OTC per day, not including Electrical & Plumbing. In the summer it will increase to 150 to 170 per day.
- Based on the employment levels being kind of slow, will staff be able to address the increase in volume? It will never be perfect because the work ebbs and flows. It would help if the final candidates are in place before the rush hits.
- Difference between Inspection Services and Plan Check is that it does not slow down for as long as Inspection Services does during the holidays.
- Commissioner Melgar said the Commission has been talking about this for the last six months and she is worried that she does not see a plan, moving forward that seems doable. The BIC heard from Director of DHR Micki Callahan who was affable. However she is concerned about the increase in the workload at Planning that is coming to DBI, and she is also worried about employee morale. She asked about possibly borrowing staff from another department to do the HR related issues/interviews.
- Mr. Sweeney said the lists that were developed are good for 1 year and can be extended 1 year. He wrote the Building Inspector Senior & Chief tests and Mr. Hui did all of the Engineering tests and that took a long time. They also coordinated with the HR person who was very good and kept them focused by including questions about certain skill sets and so on which is her expertise.
- The Department should be fine for the next year or two as far as HR is concerned. It will take time to train people, but in Inspection Services new Inspectors are assigned to easier districts that have single family wood-frame homes.
- In Plan Check it is a lot harder for new staff, because things are by the book and more technical. They are usually assigned to Technical Services to learn about inspections. Also, they are in the middle of getting certificates once hired so they are pretty familiar with the Code, but it is just the common sense of how to apply the Code to the customer in front of them.
- Mr. Sweeney said that he feels confident that DBI can keep drawing off of the lists, and have the 60+ people hired in the next couple of months.
- Mr. Hui stated that last year they realized there was work coming through the pipeline, so that is why staff highlighted the major projects and outlined the number of staff that was needed. Luckily the BIC helped DBI to get 4 or 5 engineers to come in right away.
- Deputy Director Levin said that she is over the HR function and right now of the 74 vacancies DBI can only fill 49, because of the attrition level. She has an aggressive plan and is meeting with DHR regarding the lists.
- Ms. Levin said DBI will be working with a senior person at DHR to make sure to get the positions filled. She also said the position-based testing requires an expert to participate in developing some of the tasks, especially for the I.T. people.

Secretary Harris called for public comment.

Mr. Henry Karnilowicz said that he realizes the Department is short on staff, but the inspections are scheduled in two days so he thinks that is quite good. He also mentioned that 3R- Reports are now received in four days instead of ten which is excellent.

- 6. Discussion and possible action to award a contract to an executive search firm to assist the Building Inspection Commission in its hiring of a permanent Director for the Department and direct staff to work with the Human Resources Department to finalize the contract terms and issue said contract. The three firms under consideration are 1) Alliance Resources, 2) Bob Murray & Associates, and 3) Ralph Anderson & Associates.**

President McCarthy said the BIC tried to vote on this item last month, and it is listed correctly as an action item today.

Commissioner Walker stated that she thinks any of the top three choices would be fine, and she personally had experience with Bob Murray & Associates who helped the BIC with the last Director search. She also said the top two firms have experience with Planning and Building officials, which is critical because those relationships will give the Commission a wider reach in candidates. It is really key that they had connections in the industry that they are trying to look at candidates for.

President McCarthy made a motion, seconded by Commissioner Melgar to select Alliance Resources as the executive search firm to assist in the Director Search.

Secretary Harris called for public comment, and there was none. Secretary Harris called for a roll call vote:

President McCarthy	Yes	Commissioner Lee	Yes
Commissioner Clinch	Yes	Commissioner Melgar	Yes
Commissioner McCray	Yes	Commissioner Walker	Yes

The motion carried unanimously.

RESOLUTION NO. BIC 001-13

- 7. Discussion and possible action on the proposed budget of the Department of Building Inspection for fiscal years 2013/2014 and 2014/2015.**

Commissioner Walker asked as a follow up to the last item, if there would be a schedule as to when the Commission is going to schedule meetings, interviews, and so on.

Deputy Director Pamela Levin stated that Ted Yamasaki is taking the lead on this project with the Human Resources Department, and she will be working with him and the staff on the contract itself and come up with a schedule as well as a scope of work. Ms. Levin said that Alliance guaranteed that they would come back and do the recruitment again if the individual selected is from outside of the City and leaves within a year, with only charging the administrative cost.

Ms. Levin gave a presentation on the Department of Building Inspection budget for fiscal years 2013/2014 and 2014/2015, and addressed the following points:

- Ms. Levin thanked the Acting Finance Director, Gayle Revels, for all of her work on the budget and said she can help with any mind-bending questions, as she has all of the facts in her head.

- Ms. Levin also thanked Acting Director Hui and Deputy Directors Ed Sweeney and Dan Lowrey for working with their staff and turning around their requests so quickly.
- The City went to a two-year budget last year, and it is a “ruling budget” which means staff gets to revisit the second year even though 2013-2014 was approved already. Staff is also putting together the budget for 2014-2015.
- FY 2013-14 & FY 2014-15 Budget Priorities
 - Ensure effective enforcement by funding positions, throughout the organization, required to meet the continuing increase in construction activity.
 - Efficient provision of services including replacing vehicles, remodeling the building, and increasing Community Outreach.
 - Safe and fair enforcement of building codes and provision of services including ensuring our staff is properly trained.
- FY 2013-14 & FY 2014-15 Budget Revenues
 - Current year revenues are 12% greater than the budget.
 - In FY 2013-14, we estimate that we will collect the same amount in permit fees and the only increase is a \$3M use of fund balance. This results in a 5% increase over the FY 2012-13 budget.
 - In FY 2014-15, we estimate a 3% increase in charges for services, but a reduction in the use of operating fund balance to \$2.4M. This results in an increase of 1% over the proposed FY 2013-14 budget.
- FY 2013-14 and FY 2014-15 Budget Expenditures
 - Major areas of increase: Community outreach, training, contracts, equipment, and materials and supplies.
- FY 2013-14 and FY 2014-15 Changes – Authorized Positions
 - We have an aggressive hiring plan that shows that we can fill most of our vacant positions by July 1, 2013. DBI should only have 7.52 positions more than attrition vacant at the beginning of FY 2013-14.
 - The approved FY 2013-14 budget adds 4.62 positions.
 - We are requesting an additional 6.93 positions in FY 2013-14, for a total of 11.55 new positions in FY 2013-14, and 2.31 new positions in FY 2014-15.
- FY 2013-14 and FY 2014-15 Changes – Other
 - Fringe Benefits
 - Travel and Training
 - Community Outreach
 - City Grant Program
 - Equipment
 - Work Orders
 - Digitization Project
 - 1660 Mission Tenant Improvement Project
- FY 2013-14 and FY 2014-15 Repair and Demolition Fund
 - FY 2013-14 Budget includes a one-time transfer of \$1M from the operating fund to the Repair and Demolition Fund.

Commissioner’s & Staff Question & Answer Discussion:

- Commissioner Walker said last year grants were discussed along with the CEOP program, and SRO Task Force. She wants to make sure that additional money and services aimed at seniors is being provided.
- Deputy Director Levin said part of the Request for Proposal (RFP) has a senior component. Also, if the BIC would like both she and Rosemary Bosque could give a follow up report.
- Ms. Levin mentioned that under the Equipment category, DBI is continuing its vehicle replacement program since the Department needs them for current and new Inspectors.
- Digitization project was mentioned, along with the 1660 Mission Tenant Improvement project. DBI is trying to get an emergency response vehicle, either an SUV or van with specialized equipment. Also, there's \$300K in the Repair & Demolition Fund.
- Commissioner McCray mentioned that the BIC has been alerted to the number of open NOV's, and since the Repair & Demolition Fund was discussed, he asked if NOV's were addressed anywhere else in the budget.
- Acting Director Hui said that an Emergency Order was issued on a property recently and DBI spent \$100K to demolish three buildings.
- Commissioner Walker said the process of NOV's needs 'beefing up', and Code Enforcement is helpful because more staff has been provided to help with NOV's.
- Commissioner Lee asked if the Mandatory Soft-Story Retrofit Program was taken into account in the budget? Mr. Hui said yes it was already included and there is an Inspector and Clerk assigned to the program.
- Secretary Harris said there would be a Special Meeting on February 7th to vote on the budget, and it requires 5 votes to pass.
- Ms. Levin asked if the Commissioners could provide Secretary Harris with any questions they may have about the budget in writing by January 23rd, and she could give them a response.

Secretary Harris called for public comment.

Ms. Suzanne Tucker of the Civil Grand Jury said that automation and technology seem to be a recurring theme for DBI. Ms. Tucker said there is no emphasis on technology and the City has a poor track record of issuing technology such as hand-held devices that could be used in the field to increase customer service. Ms. Tucker asked where technology was in the budget?

President McCarthy mentioned that the Department is going through the Permit Tracking System (PTS), but it takes time. He also said that DBI is doing a good job with the money.

Ms. Levin said several years ago the last Grand Jury addressed technology so there is funding in the budget and money is set aside for the Permit Tracking System, and DBI is working on a project to upgrade the server room. DBI is also working with HSA and the Planning Department. She said Ms. Nekkanti would talk about mobile devices later in the meeting. Ms. Levin said the Department has upgraded its computers, and is also working on a project to digitize information by putting microfilm into a digital format so that information could be translated to reports.

8. Director's Report.

a. Update on DBI's finances.

Gayle Revels, Acting Finance Manager, gave an update on DBI's finances and addressed the following points:

- Revenue in budget is off of our projections, so staff is seeing that charges for services are up 10% over budget. DBI has received about 75% of what was budgeted for the year.
- The apartment rental and hotel license fee is showing as zero, because that is collected with property taxes so DBI should see the revenue stream in with next month's report.
- In other categories DBI is 50% through the year and has seen about 52% of the funds, so Charges for Services is the only big change that stands out in the budget.
- Expenses – Employee salaries and fringes is at 41% and staff expects 50% at the end of December. Staff expects to end the year with some savings of about \$2M, because it is taking longer to do the hiring.
- Non-Personal Services are slightly lower along with Services for other Departments, Work orders, that normally get billed quarterly but this month DBI is being billed for the first half of the year. Staff is not projecting end of year savings.
- There will be Certified Access Specialist (CASP) training next week, so bills will start coming in for that.
- Expenditures this year are lower than last year due to the transfers, for example with some of the I.T. projects. There was a big transfer in December of \$3.8M but this year we do not have that transfer. Looking at the actual expenses, the Department is where we expect to be.

b. Update on proposed legislation.

Mr. Bill Strawn of Legislative and Public Affairs gave an update on proposed legislation and discussed the following points:

- **Ordinance No. 120959 – Permit Extension/Expiration Code & fee amendments** – Ordinance was heard Monday at Land Use and passed 3 to 0 by the committee. January 29th it goes to the full Board of Supervisors. This gives developers twice as much time for permits, and the BIC approved this in March. There was a correction of the 3R report fee. Also record copying fees are in compliance with the Sunshine Ordinance. Give 720 days instead of 360.
- **Shared Housing Ordinance – Exception on Ban to Short-term Vacation Rentals** – Supervisor Chiu's ordinance is still under discussion, specifically in terms of addressing DBI concerns about the enforcement challenges it presents.
- **121018 – Ordinance amending Housing Code to require Grab Bars** – Chief Housing Inspector Rosemary Bosque discussed this item last month, and it will be at the Land Use Committee on the first Monday in February. Ms. Bosque is planning to send notification to all of the SRO owners to make sure that they know what is required, such as getting a building permit to install the grab bar safely. President McCarthy mentioned friendly amendment of lowering permit cost, and also a 6-month moratorium before penalties start.
- **Ordinance Updating Maher Toxic Cleanup Ordinance** – PAC meeting next week and hopefully Planning & Public Health people are involved to answer questions people may

have. Considering making it citywide, and could slow down building permit if extra inspections have to be done.

Commissioner Walker stated that she spoke to Patrick Otellini and his department plans to introduce the mandatory seismic retrofit legislation in February. This legislation will help bring older buildings in the City up to Code.

c. Update on Permit Tracking System.

Ms. Hema Nekkanti, I.S. Project Director for the Department of Building Inspection, gave an update on the Permit Tracking System and addressed the following points:

- Configuration analysis and interface analysis are going well. Subject matter experts are reviewing documents and giving their feedback.
- User Acceptance Testing – They are coming up with high-level scenarios to be transferred to detail test scripts.
- Leads and staff are excited to come up with scenarios and acceptance.
- Citizen Access – First meeting is set up for January 30th, and at this meeting there will be a demonstration of the features of the public portal, and also discussion of involving the Citizen Advisory group.
- Commissioner Walker mentioned inviting someone from the Grand Jury to attend since they are interested in the lack of technology. Ms. Nekkanti said that there will be additional stakeholder meetings held.

d. Update on technology projects.

Ms. Nekkanti gave an update on technology projects and discussed the following points (Includes Commissioner's & Staff Question & Answer Discussion):

- The biggest project right now is the Infrastructure Refresh which is the equipment in the Department's server room. Proposal was submitted to Committee on Information Technology (COIT) two years ago to revamp DBI's servers, which are seven years old. COIT oversees all technology projects in the City and DBI obtained approval to do the Refresh in conjunction with the Planning Department, and the Human Services Agency. Since all departments are located near 1660 Mission Street, it is called the Mission Corridor Project. Funding has been approved, construction is in progress, and mechanical and electrical work is in progress. Equipment will be installed in March. DBI will have data migrated at the end of May.
- Another technology project is the Cashiering System and the Treasurer and Tax Collector's Office is working on this, but DBI has been working alongside them. DBI is developing the interface with the Point of Sale and the PTS System. Once testing is done, DBI has already purchased equipment. Mid February is the tentative date for the Tax Collector's Office and DBI will follow.
- The Computer Refresh Project – There has been 3 to 4 year replacement cycle for computers, and each year 50 to 100 have been deployed. Oldest computer would be 4 years old. 4th floor will be getting new computers this month.
- Commissioner Walker asked if DBI was testing hand-held devices? Ms. Nekkanti said the Department purchased a few and deployed them, but feedback from Inspectors is the

device was not favored because of its weight, and not user friendly for hand-held purposes. Field staff suggested using smart phones. The majority of devices are compatible with DBI's system, so they are suggesting purchasing smart phones. Some plumbing and electrical staff are using their own smart phones now.

- Software has been purchased for mobile devices.
- Ms. Levin said the issue is not just what mobile devices would work, but also what type of deal DBI could get for the service. DBI is comparing Sprint, Verizon, etc. but the City only gets deals on certain kinds of devices.
- Commissioner Melgar said she believes there is a new person in charge of the I.T. for the City, so she asked what kind of support DBI gets as far as research, procurement, etc. DBI's needs are unique but not that different than other departments.
- Ms. Levin said procurement of the service is DBI's responsibility, as is the case with most departments.
- Commissioner Melgar said she thought the purpose of centralizing departments was to get more help from the I.T. infrastructure.
- Ms. Nekkanti said DBI compared to other departments manages most of our I.T. functions, but D.T. helps with network security. Infrastructure has to be compatible with City standards so it is compatible and D.T. can support the Department.

9. Commissioner's Questions and Matters.

- a. Inquiries to Staff. At this time, Commissioners may make inquiries to staff regarding various documents, policies, practices, and procedures, which are of interest to the Commission.**

Commissioner Walker requested a periodic update on outstanding NOV's. She also requested a presentation from CEOP and the SRO Collaborative regarding outreach and senior services.

Commissioner Lee requested follow up in a couple of months on the ADA outreach and the results of their experiences. Commissioner McCarthy suggested that this could be a future BIC agenda item or possibly having a joint meeting with the Office of Small Business.

- b. Future Meetings/Agendas. At this time, the Commission may discuss and take action to set the date of a Special Meeting and/or determine those items that could be placed on the agenda of the next meeting and other future meetings of the Building Inspection Commission.**

Secretary Harris said the next Regular Meeting is February 20, 2013 and there is a Special Meeting to hear the budget on February 7, 2013. President McCarthy confirmed that five Commissioners are required to pass the budget.

10. Review and approval of the minutes of the Regular Meeting of October 24, 2012.

Commissioner Walker made a motion, seconded by Commissioner Clinch, to pass the October 24, 2012 minutes. The motion carried unanimously.

RESOLUTION NO. BIC 002-13

11. Review and approval of the minutes of the Regular Meeting of November 21, 2012.

Commissioner Walker made a motion, seconded by Commissioner Melgar, to pass the November 21, 2012 minutes. The motion carried unanimously.

RESOLUTION NO. 003-13

12. Adjournment.

Commissioner Melgar made a motion to adjourn, seconded by Commissioner Walker. The motion carried unanimously.

The meeting was adjourned at 11:26 a.m.

RESOLUTION NO. BIC 004-13

Respectfully submitted,

Sonya Harris
Commission Secretary

SUMMARY OF REQUESTS BY COMMISSIONERS OR FOLLOW UP ITEMS	
Commissioners to provide budget questions to Secretary Harris by January 23 rd , so Ms. Levin can prepare a response. – Levin	Page 9
Update on outstanding Notices of Violation (NOVs). – Walker	Page 12

Presentation from CEOP and the SRO Collaborative regarding outreach and senior services. – Walker, Levin	Page 9, 12
Discussion on ADA outreach to follow up on what their experiences were. Possible joint meeting with the Office of Small Business. – Lee, McCarthy	Page 12