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 safeguarded, 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.
FUNCTION

The Director's Office provides departmental leadership, sets policies and guides all programs within DBI 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 14,431 permits, including:
  - 5,941 Building Permits
  - 3,461 Electrical Permits
  - 3,670 Plumbing Permits
  - 1,359 Miscellaneous Permits

- Performed a total of 31,576 inspections, including:
  - 12,583 Building inspections
  - 806 Code Enforcement inspections
  - 8,159 Electrical inspections
  - 3,211 Housing inspections
  - 6,817 Plumbing inspections

- Finalized the contract details to hire a qualified vendor that will install a new commercial off-the-shelf, integrated, permit and project Tracking System (PPTS) covering both DBI and the Planning Department; expect to begin implementation of the new system in Quarter Two.

- Posted information on DBI's website, and distributed brochures at all public counters within the department on the new July 1, 2011 State law requiring homeowners to install Carbon Monoxide Detection alarms in order to reduce injury and prevent death caused by CO poisoning. Worked closely with the Fire Department to publicize this new State law with local media outlets, and to generate public awareness.

- A total of 125 DBI staff attended the annual CALBO Education Week, a series of professional trainings that covered a wide range of services - new building codes, Permit Technician qualifications, applicable California laws specific to building inspection, plan review, code enforcement, Disaster/Emergency Response, and other technical areas. This training is critical to sustaining DBI's high quality of professional services.
• Reprinted and distributed Information Brochures at public counters on the automated telephone Inspection Scheduling system, and increased efforts to make DBI customers aware of and to use this new technology in order to reduce long ‘on-hold’ waiting times for those still calling directly to Inspection Services for scheduling.

• Reported a 54% increase in the valuation of issued permits between the first quarter of FY 2010 and the first quarter of FY 2011 – an economic indicator suggesting recovery from the severe recession of the past three years.

• Finalized FY 11-12 Budget and was signed by the Mayor, following Board of Supervisors’ review and reallocations.

• Director Day met with head of State Department San Francisco office regarding permits needed by the Korean Consulate to renovate 3500 Clay Street, as well as about other possible consular building renovations that may be coming.

• Director and Senior Managers participated in 24-Plus Supervisors’ training to improve management skills.

• All DBI staff participated in Disaster Service Worker refresher training in preparation for the next major earthquake recovery efforts.

• Director Day and Acting Director Edward Sweeney continued to work with other departments on the city-wide Addressing Project, as well as to test/modify elements needed in the customer flow management system, Q-matic.

• Director Day and Acting Director Edward Sweeney continued to meet with Board of Supervisors and with the Public Utilities Commission (SFPUC) to help develop an ordinance utilizing non-potable water for specified construction projects.

• Acting Director Sweeney, along with departmental operations’ managers, met with visiting delegations from Japan and China who were in San Francisco to learn about how the building department functions and fulfills its responsibilities.

• Acting Director Sweeney conferred with Supervisor Malia Cohen on code enforcement cases in her Bayview District.
• Acting Director Sweeney toured Pier 38 with the Mayor, and with key Port staff, to review safety matters as part of planning and preparation for the America’s Cup.

ON-GOING PROJECTS

• Continue to monitor and refine issues involved in launching the customer flow management system, Q-matic.

• Continue to work with City-wide team on the new Master Addressing System.

• Continue to negotiate contract details for the new Permit and Project Tracking System.

• Continue to meet monthly with the department's most frequent customers at the Public Advisory Committee, and to modify processes/procedures to improve efficiencies and customer satisfaction.

GOALS

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

• Complete contract negotiations and begin implementation of the new Permit and Project Tracking System.

• Prepare and issue Requests for Proposals (RFP) to cover the Code Enforcement Outreach Program (CEOP), as well as the Single Room Occupancy (SRO) programs. Execute contracts.

• Work with the Office of Small Business to assist with generating increased awareness about building modifications required to comply with disability access laws, and to minimize vulnerability to law suits.

• Participate in annual community outreach opportunities in Bernal Heights and in Chinatown in the department's ongoing educational efforts to explain the permit review, inspection and code enforcement process to customers.
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 Services $ 5,884,936
  Inspection Services $ 4,554,819
  Administrative Services $ 639,216
  **Total Revenue** $11,078,971

- Expenditure:  
  Plan Services $ 1,584,193
  Inspection Services $ 3,685,929
  Administrative Services $ 1,495,416
  **Total Expenditure** $ 6,765,538

- Received a total of 5 reimbursement requests; of these, processed **100%** within 10 days.

- Processed **256** financial transactions through the City’s FAMIS on-line system.

- Processed **150** purchasing transactions through the City’s ADPICS on-line system.

- Collected **32%** or **5,356,387** of revenues through the PC Cash Register System, credit card transactions.

- Responded to **100%** of phone calls within 24 hours of receipt.
• Executed the contracts for the Permit and Project Tracking System.

• Conducted cash management training.

• Restructured and streamlined accounting process to meet department’s needs.

• Restructured the Cash Collection Unit per the Controller’s audit recommendations to increase security.

**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 including planning for kickoff

**GOALS**

• Prepare and issue Request For Proposals for:
  
  o Single Room Occupancy (SRO) and Code Enforcement Outreach Program (CEOP).
  
  o Digitizing of Records
  
  o Electronic Document Management System and Electronic Plan Check System.

• Participate in City-wide accounting intern program.

• Begin FY 2012-13 departmental budget process.
REVENUES

ADMINISTRATION
$639,216 6%

INSPECTION SERVICES
$4,554,819 41%

PLAN REVIEW
$5,884,936 53%

TOTAL REVENUE
$11,078,971

EXPENDITURES

ADMINISTRATION
$1,495,416 22.1%

INSPECTION SERVICES
$3,685,929 54.5%

PLAN REVIEW
$1,584,193 23.4%

TOTAL EXPENDITURE
$6,765,538
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 511 MIS requests completed for Network, Server and Application development.

• PTS Enhancements
  o Implemented new web module to allow contractors to renew their Permit to Operate Boiler over the web.
  o Completed module to allow existing Permit Tracking System to track, plan review, approve, inspect, and complete projects that are assigned to the Department per Memorandums of Understanding.
  o Completed contract on the New Permit and Project Tracking System.

• Completed software upgrade on core network switches.

ON-GOING PROJECTS

• PTS Enhancements
  o Programming in progress to enhance web services for Electrical Inspection Scheduling and Online Submittal for Records Requests
  o Programming in progress to implement ordinances for SFPUC and the Department of Environment.
  o Programming and testing in progress to integrate with the Enterprise Addressing System.
• Cash Management System: Requirements definitions and Analysis in progress on the new Cash Management System.

• Customer Queuing System: Final testing and training in progress on new customer queuing system.

• IT Asset Management: Utilizing IT tracking application to manage all Departments’ IT assets.

• PC Refresh: PC replacement in progress for 20% of the Department staff.

• Software Upgrade: Upgrade in progress for off-the-shelf software such as MS Office and Symantec.

• Email System: Project in progress to migrate email system from Lotus Notes to Microsoft outlook.

• Refresh Infrastructure: Project to replace server room equipment to meet normal replacement schedule has begun with setting up testing lab for testing virtualization of databases and applications.

GOALS

• Complete implementation on the new customer queue management system.

• Complete enhancements to Permit Tracking to encompass the various components of the Business Process Reengineering (BPR) implementation plan.

• Complete upgrade of new Cash Management and Check Debiting System.

• Complete replacement of server room equipment to meet normal replacement schedule.

• Identify and enhance web payment applications to include more services online.

• Complete Implementation of new Permit and Project Tracking System.

PAYROLL / PERSONNEL DIVISION
Emily Morrison, Division Manager

FUNCTION

The Payroll Personnel Division (PPD) performs all Human Resource functions consistent with a Merit System agency and in conformance with the San Francisco City and County Charter, the Administrative Code, and state and federal laws. Activities include recruitment for both Civil Service examinations and provisional appointments; the processing of newly hired, promoted or separated employees. The Payroll and Personnel Division maintains permanent personnel records and reports; assists in the resolutions of disciplinary actions and grievance matters; coordinates employment-related and technical training programs. Additionally, the division is responsible for coordinating and processing all payroll-related functions for 230 employees.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Processed 99% of all personnel transactions within three days.
- Completed 10 appointment transactions within 60 days.
- Processed 99% of all payroll and personnel related paperwork within two days of initial request.
- Responded to 100% Director’s letters within Director’s deadline.
- Conducted 10 separate recruitments and interviews for appointments to permanent, provisional and temporary exempt (project related or as-needed) positions.
- Processed average of 225 payroll timesheets bi-weekly for departmental employees with less than 1% error rate.
- Processed 99% payroll problem description forms, state disability claims, and sick pay donations for critically ill employees as needed and within specified deadlines.
- Processed 100% personnel requisition requests to fill vacancies, or to extend appointments of temporary exempt employees.
- Coordinated with the Department of Human Resources Work Force Development Division to provide on-site 24 Plus training for 28 supervisors and managers.
• Developed tracking system to monitor employees out on various types of leaves (Family Medical Care, Workers’ Compensation and Personal Leave.)

ON-GOING PROJECTS

• Continue to work with Division Managers to fill vacancies.

• Update process for recording and tracking employee probationary period, bilingual pay, salary step increases, mandatory furloughs and certifications of DBI’s inspectors and plan checkers.

GOALS

• Continue to identify and improve delivery of payroll and personnel services to department employees.
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 **1,927** 3R Reports; of these,
  - **60.0%** or **1,155** were processed within 5 business days
  - **30.7%** or **592** were processed within 7 business days.
  - **9.3%** or **180** were processed over 7 business days.

- Processed a total of **2,203** Record Requests; of these,
  - **726** were processed over-the-counter
  - **18** were subpoenas
  - **1,559** requests were accepted for research and processing:
    - **91.4%** or **1,425** were processed within 5 days.
    - **5.1%** or **79** were processed within 7 days.
    - **3.5%** or **55** were processed over 7 business days.

These **2,203** records requests produced a total of **46,206** records; including:
  - **17,146 copies of records printed**
    - **11,388** copies of aperture cards permits, job cards, CFCs
    - **5,758** copies of plans
  - **29,060 records researched for viewing**
    - **3,034** permit aperture cards
    - **416** diazo cards created for viewing plans
    - **1,297** 35mm microfilm rolls
    - **1,123** divisions apps
    - **20,438** PaperVision Permits
    - **2,621** PaperVision Plans
    - **131** FTP files of plans

- Customer Service:
Answered 2,299 phone calls.
Assisted 3,849 customers at the RMD information counter.
Processed 182 customer service emails.
Processed 322 311 Service requests and closed 185 311 service requests.

- Received 236 requests for duplication of official building plans; for these:
  - Processed 173 certified Affidavit of Owner letters.
  - Processed 290 certified design professional requests for authorization letters.

- Continued combining 3R and Records sections functions. The Division experienced a great benefit of having staff cross-trained to perform all duties within the division.

- Held Mid-term Performance Evaluation Reviews of all RMD staff. Revised and updated work plans.

- Worked with the Department of Technology to implement a resigned and more user-friendly website. Held multiple meetings, reviewed proposed templates, provided feedback. Implementation of new website scheduled for October 2011.

- Provided training sessions on subjects such as:
  - How to insert documents and notes into PaperVision and how to find missing records, such as two docs in one.
  - How to set up and use double-screens on the computer.
  - How to determine meets and bounds for new construction and how to use front only job cards.
  - How to correctly use microfilm rolls and how to fix ripped film using splicing tape, adding leaders to film.
  - Quality Control (QC) review and procedural changes:
    - How to insert and delete poor quality disclaimers.
    - How to change issuance date for addenda, index fields.
    - How to reduce field name size to allow for a large image view.
    - How to approve multiple lines of indexing for same permit application number with different issuance dates.

- 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:
o Job Cards 2010 to 2011
o CFCs 2010 to 2011
o 3R Current Authorized Use and Occupancy and Temporary Certificates of Occupancy 2010 to 2011
o Regular Issue Building Permits December 2010
o 15-day Hold Building Permits January 2010 - July 2010

• Quality controlled and approved a 8 projects scanned and indexed by a vendor:
  o 2 15-day hold projects (January – February 2011)
  o 5 Regular issued projects (October – December 2010 and January – February 2011)
  o FTP missing files (which required staff to compare files provided by the vendor against files loaded into PaperVision and our FTP site, determine which files were missing, provide details to vendor, and review updated records).

• All but one RMD staff, due to vacation, attended mandatory Cash Handling training.

• Developed a new records weekly report process and format that addresses the operational changes and accurately reflect production turnaround. For example, separated over-the-counter, intake, subpoenas, internal requests, external requests, and Duplication of Official Building Plans, etc.

2011 - 2012 GOALS

• Implement, along with MIS, a 3R online submittal process including accepting online payment.

• Implement, along with MIS, an updated DIVAPPS 3R module to include automated reports, tracking of production and turnaround, maintain history of issued 3R reports, etc.

• Work 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.

• 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 will maintain the same production level for 3R and Records.
• Streamline and standardize distribution of both 3R and Records requests to improve customer service.

• Minimize number of rolls given to customers to view records and improve quality of images by scanning files and make them available through PaperVision when possible.

• Continue working with the Department of Technology to implement DBI’s redesigned website by October 2011.

![Records Requests Processed Over-the-Counter Graph]

![Records Requests Processed MBO Goal Graph]

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

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<th>Jul-11</th>
<th>Aug-11</th>
<th>Sep-11</th>
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<tbody>
<tr>
<td>Received</td>
<td>585</td>
<td>649</td>
<td>693</td>
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<tr>
<td>Processed Within 5 Business Days</td>
<td>584</td>
<td>554</td>
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99.8% 85.4% 2.5%

CUSTOMER SERVICE

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<th>Jul-11</th>
<th>Aug-11</th>
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<tbody>
<tr>
<td>Counter Customers Assisted</td>
<td>1,156</td>
<td>1,391</td>
<td>1,302</td>
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<tr>
<td>Telephone Calls Answered</td>
<td>648</td>
<td>787</td>
<td>864</td>
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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 PROCESSING CENTER
Sylvia Thai, Supervisor

FUNCTION

The primary functions of Permit Processing 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

- Routed 2,850 building permit applications and routed all of them to other reviewing stations within one business day.
- Accepted 310 revisions for the Planning Department.
- Processed 30 building permit application cancellation notifications for the Planning Department.
- Performed quality control on 460 building permit applications or addendum.
- Processed 50 requests for 5th Floor Over-the-Counter Plan Review, 6 requests for parallel review, and 8 for premium or priority review.

GOALS

- Continue to perform all PPC functions efficiently and in professional manner with the customers and the Department staff.
- Training staff for future promotional opportunities.
PLAN REVIEW SERVICES
Hanson Tom, Division Manager

BUILDING PLAN REVIEW
Tom Hui, Building Plans Engineer, Over-The-Counter
Plan Review Supervisor
Jeff Ma, Building Plans Engineer, Supervisor

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

- Reviewed and approved approximately 4,803 of 5,266 or 91% of building permit applications over-the-counter; of these
  - 2,697 permit applications had no plans.

- Performed 463 building plan reviews of submitted projects, including building permits, site permits, and addenda submittals; of these,
  - 390 of 463, or 84% were reviewed within 30 days.

- Performed 5,266 building plan reviews within 14 days with building occupancies as follows:
  - 2,829 of 2,945, or 96% One and Two Family Dwellings
  - 1,633 of 1,737, or 94% Multi-Family Residential and/or Mixed-used Buildings
  - 464 of 478, or 97% Office and/or Commercial Buildings
  - 97 of 106, or 91% Other Buildings.
• Performed **79** of **153**, or **52%** Site Permit Applications within **14** days.

• Conducted approximately **84** pre-application meetings; of these
  o **61** or **73%** were held within two weeks.

• Reviewed **8** lot subdivision requests referred by Department of Public Works, Bureau of Street Use and Mapping.

• Reviewed **2** easements cases during this period.

• Reviewed **4** permit applications for voluntary seismic upgrade of soft-story, Type V (wood frame) buildings per AB-094.

• Continued to review projects per the Memorandum of Understanding (MOU):
  o Public Utilities Commission, new Administration Building at **525 Golden Gate**.
  o Transbay Joint Powers Authority, overall project drawings.
  o Port of San Francisco, Cruise Terminal.

• Reviewed and attended various project meetings with the Transbay Joint Powers Authority team regarding its submittal of:
  o Demolition of building and existing bus ramps, $35 million,
  o Temporary screen wall at **301 Mission**, Task Order.
  o Buttress and shoring (slurry wall), Task Order #2A.
  o Excavation, internal bracing and trestle, Task Order #2B.
  o Underground structural and geothermal system.
  o Superstructure, main building.

• Reviewed six mega projects:
  o The Public Safety Building, **1300 4th Street**, a 6-story Police Headquarters and Fire Station building, $164 million.
  o Two Rincon Hill, **401 Harrison Street**, a 48-story, 312 Residential Condo building, $140 million.
  o Trinity Plaza, **1190 Mission Street**, a 22-story, 418 residential units with commercial building, $79 million.
  o **350 Mission Street**, a 27-story office, retail and parking building, $84 million.
  o **45 Lansing Street**, a 40-story, 224 units mixed use building, $75 million.
  o **185 Channel Street**, 8-story, 315 residential units, retail and parking mixed use building, $104 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.

**ON-GOING PROJECTS**

• Participation in the completion and implementation of the “National Flood Insurance Ordinance”.

• Continued development and completion of the Joint Agencies Review Memorandum of Understanding among 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 of two weeks from the arrival date of the permit applications.
MECHANICAL/ENERGY PLAN REVIEW  
Jeff Lai, Mechanical Engineer, Supervisor  
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 approximately 1,783 over-the-counter building permits with plans, of these,  
  o 1,581 or 88.67% were approved over-the-counter. This included the permit reviews and over-the-counter information/review interaction with public.

- Performed approximately 202 mechanical plan reviews of submitted projects including building permits, site permits, and addenda submittals. Of these,  
  o 127 or 63% were reviewed within 21 days.

- Participated in 4 pre-application meetings to facilitate customers to resolve code compliance issues in project design phase.

- Responded to approximately 750 customer telephone inquiries of code questions and application status.

- Performed 10 permit applications under premium or priority plan review process.
ON-GOING PROJECTS

- Attended various meetings and continued review of the Underground Structural and Geothermal System for Transbay Joint Powers Authority (TJPA) project.

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.

- Reduce and maintain mechanical backlog to be under four (4) weeks.
OVER-THE-COUNTER OPERATION
Tom Hui, Building Plans Engineer
INITIAL PERMIT REVIEW
Max Putra, Senior Planner, 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

- Expanded job duties to include research of building history, PTS input of characteristics and contact information.

- Processed and reviewed 3,401 applications with plans within 15 minutes or less. This reflects a 5.6% increase from previous 4th Quarter total of 3,221.
  - July 1,086
  - Aug 1,149
  - Sept 1,166

- Issued 3,197 permits with plans over-the-counter. This reflects a 6.9% increase from previous 4th Quarter total of 2,989.
  - July 1,018
  - Aug 1,125
  - Sept 1,054

- Issued 4,352 permits with no plans, i.e. Reroofing, Window Replacement, Replace Garage, Non Structural Sign permits including drop-offs. This reflects an 8.6% increase from previous 4th Quarter total of 4,007.
  - July 1,317
  - Aug 1,583
  - Sept 1,452

- Issued 3,810 Electrical, Plumbing, Mechanical permits including mail-ins: This reflects a 4.9% increase from previous 4th Quarter total of 3,632.
  - Electrical 1,825
  - Plumbing 1,636
  - Mechanical 349
ON-GOING PROJECTS

- Update the IPR Manual as needed.
- Improve Quality Control prior to issuance of building permit applications with or without plans.
- Prepare for Q-Matic application and implementation.
- Provide and update training to staff on basic Planning Code requirements
- Provide training Permit Technician certification as needed.

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 current roles to issue OTC building permits for projects with or without plans on the same day.
- Maintain current work performance.
- Staff certification as Permit Technician, if applicable.
- Update staff on Permit Processing policies, Building Code and Planning Code issues
PERMITS ISSUED
14,431

Building Permits: 5,941
Electrical Permits: 3,461
Plumbing Permits: 3,670
Miscellaneous Permits: 1,359
TECHNICAL SERVICES DIVISION
David Leung, Supervisor

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 114 written requests for code interpretations and code assistances and/or Director's letters/customer email inquiries; 100% responded to before deadline.

- Assisted 1,594 walk-in customers and answered 3,769 phone calls requesting technical information.

- Investigated and responded to 3 requests to use the California Historical Building Code.

- Reviewed 2 new Building Occupancy Resumption Program (BORP) building submittal and 11 BORP renewals; maintaining the list of 120 BORP buildings.

- Reviewed and responded to 15 requests for refund requests and/or re-evaluation of construction cost estimate.

- Held 13 public Code Advisory Committee and Subcommittee meetings.

- Updated all Administrative Bulletins for code references and prepared submittal to publisher; 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 9 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 California Strong Motion Instrumentation Program (CSMIP).

• Provide back-up plan review support for Plan Review Services.

• 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 2011.

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 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 within two business days.
• 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 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.
INSPECTION SERVICES
Edward Sweeney, Deputy Director

Inspection Services (IS) inspects buildings for compliance with code requirements, scope of work in accordance with building permits, and responds to complaints on residential and commercial buildings. IS provides public safety by enforcing municipal and State regulations and codes relative to construction, alteration, and installation of electrical and plumbing equipment and systems. Inspects buildings for code compliance in residential housing under building permits or as a result of complaints and inspects apartments and hotels. Addresses complaints and conducts inspections associated with interior/exterior lead-based paint disturbance/removal. Responsible for abatement of code violation cases referred from the building, electrical, and plumbing inspection divisions.

The Inspection Services Program includes: Building Inspection, Code Enforcement, Electrical Inspection, Housing Inspection, and Plumbing Inspection Divisions.
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, complaints of unsafe structures, works 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 12,583 inspections; of these, 99% or 12,262 were processed within two working days.
- Performed an average of 11.4 inspections per person/day.
- Performed 2.8 spot check inspections a week per Senior Inspector.
- Received a total of 792 complaints; responded to 38% or 300 of all complaints within two working days.
- Inspected 69% or 547 of complaints received; abated 35% or 190 of new complaints received.
- Issued 261 NOV’s; abated 74% or 192 NOV’s.
- Issued 1 Emergency Orders.
- Referred 55 cases to Code Enforcement.
- Support staff responded to 32,543 telephone inquiries.

GOALS

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

• Building Inspectors to return phone calls within 24 hours of receipt.

• Work with the Department of Human Resources to provide training for Building Inspectors on improving customer service and dealing with difficult customers.

• Implementation of the Business Process Reengineering process where applicable in the inspection process.

BUILDING INSPECTIONS PERFORMED

12,583

3,936
4,443
4,204

Jul-11  Aug-11  Sep-11
BUILDING INSPECTION RESPONSE TIME
MBO Goal = 90% Within Two Business Days

BUILDING INSPECTIONS PER PERSON/DAY
MBO = 11
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 308 new complaint referrals from BID, PID, and EID.
- Scheduled 119 Director’s Hearings.
- Abated 367 cases and referred 1 case to the City Attorney’s Office.
- Reviewed 259 permit applications.
- Performed 806 field inspections.
- Collected $149,988.25, including Vacant Abandoned Building fees.
- Building Inspector Keith Mather is assigned full time on the Vacant or Abandoned Building program.

ON-GOING PROJECTS

- Schedule Vacant and Abandoned Building cases for Director’s Hearing.
GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either a 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

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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 8,159 inspections; of these,
  - 98% or 8,029 were processed within two working days.
- Performed an average of 12.9 inspections per person/day.
- Received a total of 53 complaints; responded to 77% or 41 of all complaints within two working days.
- Inspected 95 complaints; abated 67 complaints.
- Issued 6 NOV’s; abated 7 NOV’s.
- 1 Electrical Inspector received ICBO certification.

GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as a 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.
- Maintain EID Inspection response time to an acceptable level for field inspection requests, meet the Department’s goals.
- Increase staffing as required to maintain an acceptable Inspection response time.
- Develop provisional test for 6248 Electrical Inspector Classification by end of 2nd Quarter.
• Increase field Inspection staff by 2-3 Inspectors.

• Assign an Inspector the duties of handling complaints, specials and reviewing and cleaning out old District Inspection files.

• Further update EID scheduling and inspection codes to reflect more accurately data input and information retrieval needs of EID.

• Work with DBI's Personnel Office and Human Resources to develop a permanent Civil Service test for 6248 Electrical Inspector classification.

ELECTRICAL INSPECTIONS PERFORMED
8,159
ELECTRICAL INSPECTION RESPONSE TIME
MBO Goal = 90% Within Two Business Days

ELECTRICAL INSPECTIONS PER PERSON/DAY
MBO = 11
FUNCTION

Housing Inspection Services (HIS) implements and enforces the San Francisco Housing Code and pertinent related City Codes. HIS establishes and maintains minimum maintenance standards for existing residential buildings to safeguard life, limb, health, property, and public welfare by conducting periodic health and safety inspections and responding to tenant complaints.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of 3,211 inspections; of these,
  o 1,693 were complaint inspections / reinspections
  o 764 were initial routine inspections on apartment buildings.
  o 6 were initial room-to-room inspections of residential hotels.

- Senior Housing Inspectors performed 250 Quality Control Performance Evaluation reports for their assigned field inspectors.

- Received a total of 54 life hazard / heat complaints; of these responded to 81% within one business day.

- Received a total of 695 non-hazard complaints, responded to 84% or 584 non-hazard complaints received within two business days.

- Received a total of 709 new complaints; abated 792 of continuing complaint inventory.

- Received 26 lead complaint, performed 43 initial/reinspections regarding lead complaints, and abated 16 lead complaints.

- Referred 11 cases to the City Attorney per approval from the Director and the Litigation Committee of the Building Inspection Commission.

- Referred 84 cases to the Director’s Hearings.

- Collected $76,264 in Assessment of Cost fees for Enforcement Cases.

- Performed 16 task force inspections/re-inspections; issued 1 Notice of Violation on task force cases.
• Received a total of 3 Director’s letters / customer inquiries; of these responded to or 2 within deadline and 1 after deadline which needed further research.

• Responded to 2,206 public counter information phone calls.

• Responded to 1,055 public counter information visits.

• Processed /reviewed 487 building permit applications.

• Processed and referred 10 complaints to the San Francisco Housing Authority (SFHA) per the DBI/SFHA Memorandum of Understanding.

• Hired new 1406 Senior Clerks to fill clerical staff vacancies.

• Analyzed heat complaint statistics and updated procedures.

• Continued to participate in the Board of Supervisor’s Single Room Occupancy Task Force.

• Finalized and implemented Ordinance No. 180-10 and the automated billing feature for Assessment of Costs.

ON-GOING PROJECTS

• Working with the City Attorney’s Office on:
  o The Mailbox Legislation
  o The Lead Abatement Litigation.

• Continue to hold monthly meetings with the Department’s Code Enforcement Outreach Program (CEOP) and SRO Collaborative vendors.

GOALS

• Work with DBI’s IT Division (MIS) and Computer vendors Accela & 21Tech to develop DBI’s new code enforcement case tracking module.
HOUSING INSPECTIONS PERFORMED

3,211

- Jul-11: 993
- Aug-11: 1,275
- Sep-11: 943
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 6,848 inspections; of these,
  - 6,618 were processed within two working days.
- Performed an average of 11 inspections per person/day.
- Performed 2 spot check inspections a week per Senior Inspector.
- Received a total of 130 complaints; responded to 100% or 130 of all complaints within two working days.
- Referred 10 cases to Code Enforcement.
- 16 Plumbing Inspector received IAPMO certification.

BOILER PROGRAM

- Issued 19 new boiler Permits to Operate (PTO); a total of 83 have been issued.
- Registered 1,176 new boilers, total registered boilers is 5,157.
- Generated 212 boiler complaints for overdue Permit to Operate registration.
- Issued 20 Notices of Violation.
- Mailed 212 expired PTO notifications.
GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as a building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
- Train all staff on the new Integrated Voice Recognition system before installation.
- Start the process of getting the boiler program on line.
- Transfer the water conservation process from forms to electronic format.
- Continued education courses for all PID staff.
- Maintain or exceed 11 inspections per day per inspector.
- Manage all complaints within 24-hr of receipt.
- Strive to achieve 100% of inspections within 48 hours.
- Maintain the records and mailings for the Boiler Program.

**PLUMBING INSPECTIONS PERFORMED**

6,817

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PLUMBING INSPECTIONS
PER PERSON/DAY
MBO = 11

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

BUILDING INSPECTION DIVISION

- **350 Mission Street** is another high rise building being geared up for construction.

- **1300 - 04th Street**, public safety building will consist of six police headquarters and fire station.

- **2 Rincon Hill** is the sister building to Rincon 1 which will be a 48-tory, 312 residential condo complexes.

- **1190 Mission Street**, Trinity Plaza at consists of 22 stories, 418 residential units with commercial space.

- **1150 Ocean Avenue**, is a mixed use 173 residential unit and commercial building currently under construction. The construction of the residential area of the project is proceeding with drywall installation complete through the third level on the west portion of the project. The exterior stucco siding has been applied up to the third level on the west building. Apart from the 173 residential units and parking, the building will contain a Whole Foods supermarket.

- **701 Golden Gate Avenue**, a 100-dwelling unit 8-story building has started. It is the first building that has erected a Tower Crane in that area of town. Cahill has started the project building the 100 dwelling units.

- **435 China Basin**, is a 16-story, 319 dwelling unit residential / retail / office building with parking currently under construction. The shell of the building is now complete and the interior build-086 is complete up to the 9th floor. BID is performing up to 3 inspections per week at the site for BOSA, the general contractor for the project.

- **The Transbay** project is moving forward. The remainder of the freeway is being demolished along with the buildings on Minna Alley. Temporary power is being moved to clear the way for the excavation of the terminal. The buttress for 301 Mission, the Milenium Tower Project, will take over a year to drive piles, excavate and shore the building in preparation for the major excavation of the terminal. Meetings have taken between Transbay Program managers and DBI over the Plan Check Services provided and the Inspection Services to be performed. When complete the Terminal will be over 1800 feet long and 14 million square feet.
• The PUC building is moving forward. The concrete is topped off on the 14 story building and the Curtain Walls are being installed. The Plumbing and Electric are being installed on all floors at the present time. The exterior curtain wall is being installed.

ELECTRICAL INSPECTION DIVISION

• **5800 03RD Street:** Completion New Construction. 200 Condo units and new Grocery store. Fresh & Easy Grocery.

• **650 Townsend Street:** Completion Major tenant improvement for software manufacturer “Zynga” in an existing commercial office structure with 2 interior atriums. One of which will be completely surrounded by this tenant. There were a total of six levels of remodeling in this project.

• **222 Mason Street:** Completion Major Renovation of Nikko Hotel Install and testing of New Life Safety System complete.

• **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.

• **55 Cyril Magnin:** New Fire Alarm System installed though out Hotel. Rough Inspections for new system completed. Witness testing of new system now occurring. Projected completion end of 2nd quarter.

• **2 Stockton Street:** Retail Tenant Improvement of former Virgin Mega Store. Construction for new tenant “Forever 21”. Rough inspections occurring at this time. Completion expected by thanksgiving.

• **6 and 8 Locksley Ave:** Installation of new Fire Warning System for two Twin 10 story residential towers (100 units each) with common garage connecting the two building. The new system will now extend into all units and cover the common areas. Testing projected for early 2nd quarter.

• **1700 California Street:** Installation of New fire alarm for structure in progress.

• **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. Job is 90% complete.

• **Remote Cell Sites:** EID is working with H.P. Communications on final approval of hundreds, of Cell sites located though out the city.
• **435 China Basin / 420 - 480 Mission Bay Blvd South:** New construction residential complexes Two High Rise Towers and Two Mid Rise Towers. Retail store front spaces at grade level.

• **SFMTA Bus Shelters:** EID is working with North Construction Services on electrical upgrades to hundreds of MTA bus shelters throughout the city.

• **1150 Ocean Avenue:** Three upper levels of residential housing on top two twin buildings. Street level commercial space slated for new Whole Food store. Job in early phases of construction.

• **Public Utilities Commission:** Construction of new structure at 525 Golden Gate Ave. Job is 80% complete. Many unique Electrical and Mechanical features are part of the design.

• **1840 Washington Avenue:** New Construction 26 New Condo units With, COMMON AREAS, and PARKING GARAGE. Rough Inspection occurring at this time

• **1395 Van Ness Avenue:** Complete remodel (7 Total Floors) of former Ellis Brooks Chevrolet. When completed the site will house a new Nissan Dealership.

**PLUMBING INSPECTION DIVISION**

• San Francisco General Hospital, 525 Golden Gate P.U.C Building, Hunter’s Point Project, TJ PA.