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 takes actions that ensure the safeguarding of life and property within the City.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Issued a total of 13,145 permits, including:
  - 5,132 Building Permits
  - 3,298 Electrical Permits
  - 3,634 Plumbing Permits
  - 1,081 Miscellaneous Permits

- Performed a total of 29,817 inspections, including:
  - 12,183 Building inspections
  - 665 Code Enforcement inspections
  - 7,848 Electrical inspections
  - 2,742 Housing inspections
  - 6,379 Plumbing inspections

- Participated in regular meetings with the Department of Emergency Management and Capital Planning to identify and update seismic hazard ratings of essential public buildings.

- Participated in the Annual Loma Prieta Anniversary emergency response exercises held on a city-wide basis to refresh/sustain the training needed by DBI staff.

- Met with Small Business Commission staff to discuss ways to assist small businesses in meeting disability access requirements, with a focus on access to Certified Access Specialists to prevent costly and time-consuming litigation.

- DBI’s Executive Management began working with budget staff on FY 12-13 and FY 13-14 DBI budgets to meet the required timelines for the Building Inspection Commission (BIC) review and approval prior to submission to the Mayor’s Office.

ON-GOING PROJECTS

- Continue to monitor and refine issues involved in launching a pilot program of the customer flow management system, Q-matic.

- Continue to work with City-wide team on the new Master Addressing System.
• Continue regular meetings for key staff input on the development of 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 either building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year period; and newly required ongoing accessibility trainings.

• Continue to 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 community outreach opportunities in Chinatown and other City neighborhoods in the Department's ongoing educational efforts to explain the permit review, inspection and code enforcement process to customers.
PERMITS ISSUED
13,145

INSPECTIONS PERFORMED
29,817
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 $7,052,190
  Inspection Services $10,440,126
  Administrative Services $714,445
  
  **Total Revenue** $18,206,761

- Expenditure: Plan Services $2,847,186
  Inspection Services $6,152,352
  Administrative Services $2,648,389
  
  **Total Expenditure** $11,647,927

- Received a total of 53 reimbursement requests; of these, processed 100% within 10 days.
- Processed 362 financial transactions through the City’s FAMIS on-line system.
- Processed 202 purchasing transactions through the City’s ADPICS on-line system.
- Collected 24% or $4,815,125.39 of revenues through the PC Cash Register System, credit card transactions.
- Responded to 100% of phone calls within 24 hours.
- Executed the grant contracts for the Single Room Occupancy (SRO) and Code Enforcement Outreach Program (CEOP).
- Restructured and streamlined accounting process to meet Department’s needs.
- Restructured cash collection unit per 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 (RFP) for:
  o Digitizing of Records
  o Electronic Document Management System and Electronic Plan Check System
• Participate in City-wide accounting intern program.
• Continue FY 2012-13 Departmental budget process.
**REVENUES**

- **PLAN REVIEW**: $7,052,190 (39%)
- **INSPECTION SERVICES**: $10,440,126 (57%)
- **ADMINISTRATION**: $714,445 (4%)

**TOTAL REVENUE**: $18,206,761

**EXPENDITURES**

- **PLAN REVIEW**: $2,847,186 (24.4%)
- **INSPECTION SERVICES**: $6,152,352 (52.8%)
- **ADMINISTRATION**: $2,648,389 (22.7%)

**TOTAL EXPENDITURE**: $11,647,297
MANAGEMENT INFORMATION SERVICES
Hema Nekkanti, Division Manager

FUNCTION

The functions of the Management Information Services (MIS) Division are to archive and safeguard DBI’s data; to manage network access to files and data; to scan, digitize and store plans, documents and drawings on the network; to develop and maintain an extensive client-server database to support the permitting functions and related complaint and inspection tracking functions; to supply software for common office applications, including: word processing, spreadsheet, database, presentation, telecommunications, and desktop layout; to install, repair, upgrade and maintain desktop computer equipment and peripherals, including printers, plotters, scanners; to provide daily HelpDesk support for computer-related problems, to assist end-users in graphic projects; provide in-house training; research technical issues; and to provide custom reports both for the public and DBI management.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Completed 453 MIS requests for network, server and application development.
- PTS Enhancements,
  - Completed implementation to enhance web services to provide electrical inspection scheduling online.
  - Completed programming to implement an Ordinance for the Department of Environment.
- Completed,
  - Email system project to migrate from Lotus Notes to Microsoft Outlook.
  - Project kick-off for the New Permit and Project Tracking System.
  - PC refresh, replacement for the remaining 20% of the Department.
  - Software upgrade. for off-the-shelf software, MS Office and Symantec

ON-GOING PROJECTS

- PTS Enhancements,
  - Programming in progress to enhance web services to accept requests for records and 3R Reports online.
  - Programming in progress to implement Ordinances for the San Francisco Public Utilities Commission (SFPUC).
  - Programming and testing in progress to integrate with the Enterprise Addressing System.
- Cash Management System: Requirements definitions and analysis in progress.
• Customer Queuing System, pending implementation.

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

• 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 Processing Reengineering (BPR) implementation Plan.

• Complete upgrade to implement 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.

• Complete issuance of Request for Proposal and product selection for the Electronic Plan review and Document Management System.
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 1,194 3R Reports; of these,
  - 41.9% or 500 were processed within 5 business days
  - 40.0% or 478 were processed within 7 business days.
  - 18.1% or 216 were processed over 7 business days.

- Processed a total of 2,262 Record Requests; of these,
  - 766 were processed over-the-counter
  - 10 were subpoenas
  - 1,486 requests were accepted for research and processing:
    - 93.5% or 1,390 were processed within 5 days.
    - 3.7% or 55 were processed within 7 days.
    - 2.8% or 41 were processed over 7 business days.

These 2,262 records requests produced a total of 51,462 records; including:
  - 19,742 copies of records printed
    - 15,499 copies of aperture cards permits, job cards, CFCs
    - 4,243 copies of plans
  - 31,720 records researched for viewing
    - 3,515 permit aperture cards
    - 184 diazo cards created for viewing plans
    - 902 35mm microfilm rolls
    - 634 divisions apps
    - 23,993 PaperVision Permits
    - 2,442 PaperVision Plans
    - 50 FTP files of plans
• Customer Service:
  o Answered 2,031 phone calls.
  o Assisted 3,665 customers at the RMD information counter.
  o Processed 64 customer service emails.
  o Processed 273 311 Service requests and closed 100 311 service requests.

• Received 242 requests for duplication of official building plans; for these:
  o Processed 179 certified Affidavit of Owner letters.
  o Processed 307 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.

• Implemented a new 3R request distribution process to ensure all requests are processed in the order they are received.

• Provided training sessions on subjects such as;
  o Quality Control (QC) on upgraded server.
  o What does “Unknown” Occupancy mean? What does customer need to revise the legal occupancy? What’s the turnaround for this process?
  o Sanborn and Condo maps.
  o How to find old new construction permits for corner lots, using film and aperture cards.
  o How to find front only job cards.

• 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 January 2011 - March 2011
  o 15-day Hold Building Permits August - December 2010

• Quality controlled and approved a 3 projects scanned and indexed by a vendor:
  o 3 Regular issued projects (March 2011 - May 2011

• Continued to work closely with MIS on the development and testing of the upcoming 3R web submittal process; and the updated DIVAPPS 3R module to include automated reports, tracking of production and turnaround, maintain history of issued 3R reports, etc.

• Continued development meetings with MIS on the upcoming Records web submittal process.
• Continued to participate in meetings with DBI Management and Accela 21 Tech to provide detailed information regarding RMD processes and procedures. Reviewed and provided feedback to documents provided by the vendor.

• Represented the Department in the Controller's Office Citywide Performance Measurement Program data validation process. Held several meetings with DBI’s Management Team and the Controller’s Office; provided back-up documents, revised descriptions and processes for current measures, and developed a new measure to accurately reflect the Department’s operation.

• Submitted year-end DBI’s Performance Measures to the Controller’s Office as requested.

• Provided monthly barometer data to the Controller’s Office for three DBI measures, including construction valuation, life hazard/heat complaints and inspections turnaround.

• Began working with Deputy Director and Finance Services on the development of a Request for Proposals to digitize current plans and convert microfilm roll into digital images. Goal is to award contract with an effective date of July 1, 2012.

GOALS

• 3R Reports:
  o Implement, along with MIS, a 3R online submittal process including accepting online payment by March 2012.
  o 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.

• Records Management
  o 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.

• Continue to cross-train all staff to process 3R and Records Requests. This will allow for a better distribution of all requests, will increase the staff overall knowledge of the Division’s operation, and will maintain the same production level for 3R and Records.

• Streamline and standardize distribution of both 3R and Records requests to improve customer service.

• Eliminate File Transfer Protocol (FTP) records requests by working with scanning vendor to develop and implement an electronic transfer process through the vendor’s quality control server.
- Revise Records Management Operational Manual to incorporate all operational changes including subpoenas, combination of internal and external reports, new weekly report requirements, duplications of plans, etc.

- Develop a Request for Proposals (RFP) for the scanning of building plans and the conversion of microfilm rolls into digital images.

### 3R REQUESTS PROCESSED

MBO Goal = 75% Within 5 Business Days

<table>
<thead>
<tr>
<th>Month</th>
<th>Received</th>
<th>Processed Within 5 Business Days</th>
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<tbody>
<tr>
<td>Oct-11</td>
<td>433</td>
<td>164</td>
</tr>
<tr>
<td>Nov-11</td>
<td>420</td>
<td>304</td>
</tr>
<tr>
<td>Dec-11</td>
<td>341</td>
<td>32</td>
</tr>
</tbody>
</table>

- Oct-11: 37.9%
- Nov-11: 72.4%
- Dec-11: 9.4%
### Records Requests Processed

**MBO Goal = 75% Within 5 Business Days**

- **October 2011 (Oct-11):**
  - Received: 552
  - Processed Within 5 Business Days: 493

- **November 2011 (Nov-11):**
  - Received: 506
  - Processed Within 5 Business Days: 491

- **December 2011 (Dec-11):**
  - Received: 428
  - Processed Within 5 Business Days: 406

### Records Requests Processed Over-the-Counter

- **October 2011 (Oct-11):**
  - Received: 275

- **November 2011 (Nov-11):**
  - Received: 271

- **December 2011 (Dec-11):**
  - Received: 220
PERMIT SERVICES PROGRAM
Hanson Tom, Acting Deputy Director

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

Permit Services Program includes Central Permit, Over-The-Counter/Initial Permit Review, Permit Services, Plan Review Services, Public Information/HelpDesk, and Technical Services
CENTRAL PERMIT BUREAU
Wai-Fong Cheung, Supervisor

FUNCTION

The Central Permit Bureau (CPB) accepts and issues construction permits for public and private buildings located within the City and County of San Francisco. Additionally, CPB issues electrical, plumbing and street space permits, and assesses and collects fees for all structures, building enlargements and change of use.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Processed 100% or 1,131 of structural notifications within 24 hours.
- Processed 100% or 2,098 of demolition notifications within 24 hours.
- Assisted 5,898 walk-in customers at the Public Information Help Desk.
- Answered 2,052 incoming calls at Public Information Help Desk, and answered 1,290 incoming calls at Central Permit Bureau. For a total of 3,342 calls.
- Processed 100% or 39 of all drop-in applications within 2 days.
- Received a total of 2 Director’s letters / customer inquiries; of these responded to 100% or 2 within deadline and 0% or 0 after deadline.
- Incorporating EAS system for all addresses in San Francisco

ON-GOING PROJECTS

- Continue to process structural notifications within 24 hours.
- Continue to process demolition notifications within 24 hours.
- Continue to assist walk-in customers at Public Information Help Desk
- Continue to answer incoming calls at Public Information Help Desk and at Central Permit Bureau
- Continue to process drop-in applications within 2 days

GOALS

- Continue to perform quality control on all submitted building permit.
- Continue to provide an excellent customer service.
- Continue to train and update CPB staff on procedures of accepting and processing submitted permit applications and addenda.
- Continue to update information on contractors’ license.
- Continue to meet all departmental goals.
- Train staff for future promotional opportunities.
OVER-THE-COUNTER OPERATION
INITIAL PERMIT REVIEW
Tom Hui, Building Plans Engineer

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, Permit Tracking System input of characteristics and contact information.

- Processed and reviewed 2,983 applications and plans within 15 minutes or less. This reflects a 14% decrease from previous quarter total of 3,401.
  - Oct 1,044
  - Nov 1,036
  - Dec 903

- Issued 2,963 Over-the-Counter permits with plans. This reflects a 7.9% decrease from previous quarter total of 3,197.
  - Oct 964
  - Nov 1,227
  - Dec 772

- Issued 3,432 permits with no plans, i.e. Reroofing, Window Replacement, Garage Replacement, Non Structural Sign permits including drop-offs. This reflects a 26.8% decrease from previous quarter total of 4,352.
  - Oct 1,394
  - Nov 1,109
  - Dec 929

- Issued 3,818 Electrical, Plumbing, Mechanical permits including mail-ins. This reflects a 0.2% increase from previous quarter total of 3,810.
  - Electrical 1,955
  - Plumbing 1,537
  - Mechanical 326

ON-GOING PROJECTS

- Update the IPR Manual as needed.
• Improve quality control prior to issuance of building permit applications with or without plans.

• Provide training to staff on basic Planning Code requirements and maintain up-to-date with on-going procedural changes.

• Staff certification as Permit Technician, if applicable.

**GOALS**

• Staff certification as Permit Technician.

• Update staff on Permit Processing policies, Building Code and Planning Code issues.

**PERMITS ISSUED**

13,145

- Building Permits: 5,132
- Electrical Permits: 3,298
- Plumbing Permits: 3,634
- Miscellaneous Permits: 1,081
PERMIT PROCESSING CENTER  
Sylvia Thai, Supervisor

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

• Received 2,550 building permit applications and routed them to other reviewing stations within one business day.

• Accepted and routed 240 revisions on behalf of the Planning Department.

• Processed a total of 20 cancellation notifications for building permit applications cancelled by the Planning Department.

• Performed quality control on a total of 460 building permit applications or addenda.

• Processed 43 requests for 5th Floor Over-the-Counter Plan Review, 4 requests for parallel review and 1 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

Plan Review Services 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 4,480 building permit application; of these,
  - 4,047 or 90% were issued over-the-counter. 2,113 permit applications had no plans.

- Performed 433 building plan reviews of submitted projects, including building permits, site permits, and addenda submittals; of these,
  - 318 or 73% were reviewed within 30 days.

- Performed 4,480 building plan reviews within 14 days with building occupancies as follows:
  - 2,335 of 2,407, or 97% One and Two Family Dwellings
  - 1,500 of 1,544, or 97% Multi-Family Residential and/or Mixed-used Buildings
  - 419 of 430, or 97% Office and/or Commercial Buildings
  - 96 of 99, or 97% Other Buildings.

- Performed 67 of 131, or 51% Site Permit Applications within 14 days.
• Conducted **83** pre-application meetings; of these **68** or **82%** were held within two weeks and two projects are interdepartmental meetings with Planning, Public Works, and San Francisco Fire Department.

• Reviewed **5** lot subdivision requests referred by the Department of Public Works, Bureau of Street Use and Mapping.

• Reviewed **one** easement case.

• Reviewed **9** 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) for:
  - Public Utility Commission – New Administration Building at 525 Golden Gate
  - Transbay Joint Powers Authority – Overall project drawings.
  - Port of San Francisco – Cruise Terminal

• Reviewed and attended various projects meetings with the Transbay Joint Powers Authority team regarding its submittal of:
  - Underground Structural and Geothermal System
  - Superstructure, Main Building

• Reviewed seven mega projects:
  - The Public Safety Building, **1300 4th Street**, a 6-story Police Headquarters and Fire Station, $164 million.
  - Two Rincon Hill, **401 Harrison Street**, a 48-story, 312 Residential Condo, $140 million.
  - Trinity Plaza, **1190 Mission Street**, a 22-story mixed use building, 418 residential units with commercial space, $79 million.
  - **350 Mission Street**, a 27-story office, retail and parking, $84 millions.
  - **45 Lansing Street**, a 40-story mixed use building, 224 residential units with commercial space, $75 million.
  - **185 Channel Street**, an 8-story mixed use building, 315 residential units, retail and parking, $104 million.
  - **1880 Mission Street**, a 6-story mixed use building, 202 residential units with commercial space, $41 million.

• 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.

• Attended project meeting for **155 5th Street**, the new University of Pacific Dugoni School of Dentistry.
• Participate in the completion and implementation of the National Flood Insurance Ordinance.

• Continued development and completion of the Joint Agencies Review MOU amongst the Planning Department, the Department of Public Works-Bureau of Street Use and Mapping, and the San Francisco Fire Department.

• Provided emergency engineering review and other assistance for the Department’s Emergency Response Program.

**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; and newly required ongoing accessibility trainings.

• Maintain plan review backlog within two (2) 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 1,496 over-the-counter building permits with plans, of these,
  - 1,284 or 86% were approved over-the-counter. This included the permit reviews and over-the-counter information/review interaction with public.

- Performed approximately 144 mechanical plan reviews of submitted projects (including building permits, site permits, and addenda submittals), of these,
  - 77 or 53% were reviewed within 21 days.

- Participated in 2 pre-application meetings to facilitate customers to resolve code compliance issues in project design phase.

- Responded to approximately 730 customer telephone inquiries of code questions and application status.

- Reviewed 5 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.

- Improve mechanical backlog not to exceed three (3) weeks.
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 124 written requests for code interpretations and code assistances and/or Director's letters/customer email inquiries; responded to 100% of all inquiries before deadline.

- Assisted 1,222 walk-in customers and answered 3,445 phone calls requesting technical information.

- Investigated and responded to 7 requests to use the California Historical Building Code.

- Reviewed 2 new Building Occupancy Resumption Program (BORP) submittals and 8 BORP renewals. Maintaining the list of 122 BORP buildings.

- Reviewed and responded to 29 requests for refund requests and/or re-evaluation of construction cost estimate.

- Held 10 Public Code Advisory Committee and Subcommittee meetings.

- Updated all Administrative Bulletins for code references, 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 5 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 California Building Code and the 2010 San Francisco Building Code.
- Continue to review BORP submittals and renewals.
- Represent DBI as member of the Building Subcommittee of California Strong Motion Instrumentation Program (CSMIP).
- Provide backup plan review support for Plan Review Services.
- Provide emergency response inspection support for the Department.
- 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; and newly required ongoing accessibility trainings.
- 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 48 hours of request.
- 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 the Building Occupancy Resumption Program with checklists.
- Continue to coordinate and host Code Advisory Committee and Sub-committee
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 and complaints of unsafe structures, work without permit, and prepares Notices of Violation as necessary. Unabated cases are referred to Code Enforcement for Director's Hearings and further action. This division also conducts inspections for Police and Fire permits issued by those agencies and issues Noise Permits for construction work at night as prescribed in the San Francisco Police Code.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of 12,183 inspections; of these,
  - 97% or 11,875 were processed within two business days.
- Performed an average of 11 inspections per person/day.
- Performed 3.3 spot check inspections a week per Senior Inspector.
- Received a total of 601 complaints; responded to 43% or 259 of all complaints within two working days.
- Inspected 74% or 444 of complaints received; abated 35% or 157 of new complaints received.
- Issued 169 NOV’s; abated 192 NOV’s.
- Referred 66 cases to Code Enforcement.
- 2 Building Inspectors received ICBO certification.
- Support staff responded to 27,297 telephone inquiries.

GOALS

- Assure compliance with State Regulation AB 717, which requires staff to be certified as building inspector or a plans examiner, and requires staff to complete 45 hours of continuing education within a three-year period.
- Provide periodic Disabled Access training at our staff meeting.
- Building Inspectors to return phone calls within 24 hours of receipt.
• Provide training for Building Inspectors on improving customer service and dealing with difficult customers. The training will be conducted by Human Resources.

• Implementation of the Business Processing Reengineering (BPR) process where applicable in the inspection process.

BUILDING INSPECTIONS PERFORMED
12,183
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 270 new complaint referrals from BID, PID, and EID.
- Scheduled 118 Director’s Hearings.
- Abated 301 cases, referred three cases to the City Attorney’s Office, referred two cases to BIC Litigation and four appeal cases to the Abatement Appeals Board.
- Reviewed 263 permit applications.
- Performed 665 field inspections.
- Collected $43,914.28 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 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
665

Oct-11 242
Nov-11 154
Dec-11 269
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 7,848 inspections; of these, 
  - 98.3% or 7,713 were processed within two business days.
- Performed an average of 13.52 inspections per person/day.
- Received a total of 71 complaints; responded to 99% of all complaint inspections within two working days.
- Issued 6 NOV’s; abated 4 NOV’s.
- Referred 1 case to Code Enforcement.
- 1 Electrical Inspector received ICBO certification.

GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
- Arrange additional training to obtain the required credits for Inspector Certification as required by Chapter 7, California Health and Safety Code,
- Increase staffing as required to maintain an acceptable Inspection response time.
- 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.
- Develop Permanent Civil Service test for 6248 Electrical Inspector Classification.
ELECTRICAL INSPECTIONS PERFORMED

7,848

ELECTRICAL INSPECTION RESPONSE TIME

MBO Goal = 90% Within Two Business Days

Oct-11: 99.0%
Nov-11: 97.4%
Dec-11: 98.3%
ELECTRICAL INSPECTIONS
PER PERSON/DAY
MBO = 11

Oct-11 13.4
Nov-11 13.3
Dec-11 13.9
HOUSING INSPECTION SERVICES
Rosemary Bosque, Chief Housing Inspector

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of 2,742 inspections; including,
  - 2,715 were complaint inspections / reinspections and routine inspections;
  - 473 were initial routine inspections on apartment buildings.
  - 5 initial room-to-room inspections of residential hotels.

- Senior Housing Inspectors performed 375 quality control performance Evaluation reports for their assigned field inspectors.

- Received a total of 126 life hazard / heat complaints; of these responded to 97% or 122 within one business day.

- Received a total of 669 non-hazard complaints, responded to 91% or 610 of complaints received within two business days.

- Inspected 2,636 of complaints received (including reinspections); abated 716 of 917 of complaints received.

- Received 23 lead complaints, inspected 38 lead complaints, and abated 18 lead complaints.

- Referred 1 case to the City Attorney per approval from the Director and the Litigation Committee of the Building Inspection Commission.

- Referred 95 cases to the Director's Hearings.

- Collected $62,418 in Assessment of Cost fees for Enforcement Cases.

- Abated 1 notice of noncompliance which was sent to the State Franchise Tax Board.

- Performed 29 task force inspections; issued 19 Notices of Violation on task force cases, abated 3 task force cases.

- Responded to 2,311 public counter information phone calls.
• Responded to 1,038 public counter information visits.
• Processed/reviewed 424 building permit applications.
• Performed 12 San Francisco Housing Authority MOU inspections.
• Processed and referred to San Francisco Housing Authority 12 complaints per DBI/SFHA MOU.
  o Performed 12 inspections and issued a Notice of Violation for 1 life safety case.
  o Abated 7 MOU cases.

ON-GOING PROJECTS

• Hold monthly meetings with the Department’s Code Enforcement Outreach Program and SRO Collaborative. Vendors to discuss problematic code enforcement cases and properties.

• Attended numerous meetings with DBI’s IT Division (MIS) and computer vendors Accela & 21Tech to develop DBI’s new code enforcement case tracking module.

• Continue to provide the chair and administrative support to the Board of Supervisor’s SRO Taskforce.

GOALS

• Initiate an extensive audit of open code enforcement cases; to be completed next quarter.

HOUSING INSPECTIONS PERFORMED

2,742

1,114 903 725

January February March
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 6,467 inspections; of these, 6,033 were processed within two working days.
- Performed an average of 10 inspections per person/day.
- Performed 2 spot check inspections a week per Senior Inspector.
- Received a total of 158 complaints; responded to 98% or 142 of all complaints within two working days.
- Referred 14 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 130 new boilers, total registered boilers 5220.
- Generated 1,060 boiler complaints for overdue Permit to Operate registration.
- Issued 24 Notices of Violation.
- Mailed 1,060 expired PTO notifications.
GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
- Transfer the water conservation process from forms to computer.
- Train all inspectors on all new ordinances including Fats, Oils, and Grease (FOG), Commercial and Residential Water Conservation and Storm Water Management Ordinances, etc.
- Continued education courses for all PID staff.
- Maintain or exceed 11 inspections per day per inspector.
- Manage all complaints within 24-hour response time.
- Strive to achieve 100% of inspections within 48 hours.
- Maintain the records and mailings for the Boiler Program
PLUMBING INSPECTION RESPONSE TIME
MBO Goal = 90% Within Two Business Days

PLUMBING INSPECTIONS PER PERSON/DAY
MBO = 11
INSPECTION SERVICES PROJECTS

BUILDING INSPECTION DIVISION

- **350 Mission Street** is a high rise building being geared up for construction.
- Public safety building located at **1300 - 04th Street** will consist of 6 Police Headquarters and Fire Stations.
- **2 Rincon Hill** is the sister building to Rincon 1 which will be a 48-story, 312 residential condo building.

ON-GOING PROJECTS

- **1150 Ocean Avenue** is a mixed use 173 residential unit and commercial building currently under construction. As of November 15, 2011, the east side post tensioned concrete slab has been completed and the wood frame construction portion of the building has been completed. 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.
- A 100 dwelling units 8-story building has started at **701 Golden Gate Avenue**. It is the first building that has erected a Tower Crane in that area of town.
- **435 China Basin** is a 16-story, 319 dwelling unit residential / retail / office building with parking is 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.
- **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 Millennium Tower Project, will take over a year to drive piles, excavate and shore the building in preparation for the major excavation of the terminal. When complete, the Terminal will be over 1800 feet long and 14 million square feet.
- **1188 Mission Street** is a new 24-story 440 dwelling units building being erected. This is one of the new high rise buildings being constructed in San Francisco. The shoring and excavation is complete. The tower crane is installed and the mat slab is poured. This project is off to a good start.
• **1411 Market Street** is a large project being constructed. It will consist of 2 high rise buildings and 2 mid rise buildings on a common podium level. The first high rise building being constructed is a 35-story high rise building with 719 dwelling units with retail and parking. Shoring and excavation is complete and they are currently working on the mat slab and exterior waterproofing of the building. The tower crane is erected.

• The Public Utilities Commission building is near completion. Life Safety Testing is scheduled for the near future. The exterior landscape and ground work is being performed. This building will add to the landscape of the government buildings near historic City Hall.

**ELECTRICAL INSPECTION DIVISION**

• **Academy of Art**: During this period there were no additional task force inspections with BID, PID, and DCP to identify and resolve code violations in properties owned by the Academy of Art. Electrical Permits have been filed to correct violations at all buildings investigated. 3 buildings were completed, **601 Brannan, 1055 Pine, and 736 Jones**.

• 4 buildings have unresolved issues or open permits at the end of the reporting period. **540 Powell, 575 Harrison, 1835 Van Ness, and 1916 Octavia**.

• **Solar PV Systems**:
  - 141 permits issued and **174** completed during the quarter.
  - 56 solar permits remained open at end of quarter

• **5075 03RD Street**: Construction of New Library. When completed library will have new Solar panels across its roof.

• **2020 Ellis Street**: Construction of 12 new residential units. Job in early phase of construction.

• **200 Paul Street**: Major remodel of two large data suites for Amazon. Com J ob in early phase of construction.

• **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. J ob in early stages of construction.

• **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 3rd Quarter.

• **2 Stockton Street**: Completion of retail tenant improvement of former Virgin Mega Store. The new tenant “Forever 21”.

• **6 and 8 Locksley Ave**: Installation of new Fire Warning System for twin 10-story residential towers, 100 units each, with common garage connecting the two buildings. The new system will now extend into all units and cover the common areas. Testing completed. Punch list items remain.

• **425 Divisadero Street**: Completion of new Chase Bank.
• Maintained EID Inspection response time as required by established goals.

ON-GOING PROJECTS

• **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, and design areas much of power feeds, equipment unique to Claymation Production.
• **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 of twin buildings. Street level commercial space slated for new Whole Food store. Job is 75% complete.
• **Public Utilities Commission**: Construction of new structure at 525 Golden Gate Ave. Job is 90% 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. Job is 80% complete.
• **1395 Van Ness Avenue**: Complete remodel, 7 Total Floors, of former Ellis Brooks Chevrolet. When completed the site will house a new Nissan Dealership Job is 80% complete
• **2829 California Street**: Construction of new residential units with commercial retail on ground level
• **1199 Mason St.**: New construction of a three story City owned Chinese Recreation Center
• **2400 Noriega St.**: New construction of a two-story Lutheran Church.
• **299 Valencia Street**: New Construction of 36 residential units. Job is 60% complete

PLUMBING INSPECTION DIVISION

• San Francisco General Hospital, **525 Golden Gate**, PUC Building, Hunter's Point Project, TJ PA, 1190 Mission Street.