DEPARTMENT OF BUILDING INSPECTION

PURPOSE

To serve the City and County of San Francisco and the general public by ensuring the life and property within the City and County are safeguard, and to provide a public forum for community involvement in that process.

MISSION STATEMENT

Under the direction and management of the seven-member citizen Building Inspection Commission, to oversee the effective, efficient, fair, and safe enforcement of the City and County of San Francisco’s Building, Housing, Plumbing, Electrical, and Mechanical Codes, along with the Disability Access Regulations.
FUNCTION

The Function of the Director's Office is to provide departmental leadership, set policies, and support all programs within the Department in order to implement established goals, objectives and mandates, and to take actions that ensure the safeguarding of life and property within the City.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Issued a total of **13,249** permits, including:
  - 5,072 Building Permits
  - 3,335 Electrical Permits
  - 3,769 Plumbing Permits
  - 1,073 Miscellaneous Permits

- Performed a total of **31,081** inspections, including:
  - 12,309 Building inspections
  - 795 Code Enforcement inspections
  - 8,470 Electrical inspections
  - 2,647 Housing inspections
  - 6,860 Plumbing Inspections

- Three newly-appointed Building Inspection Commissioners – Angus McCarthy, Dr. James McCray and Myrna Melgar -- sworn-in by Mayor Lee, and Director Day introduced them to staff as she gave them a tour of DBI operations and services.

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

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

- Director Day presented new draft legislation, as supported by the Public Advisory Committee, amending the building code to provide customers with more time and flexibility with respect to permit expirations and renewals. This draft will be sent to the City Attorney for the required ordinance language, and then introduced at the Board of Supervisors.
• Director Day and Chief Plumbing Inspector Steve Panelli met with SFPUC staff to assist with proposed legislation by SFPUC for increasing the uses of non-potable water for specified landscaping purposes.

• Director Day appointed, and the BIC confirmed, Tom Hui, as Deputy Director of Permit Services.

• Director Day worked with key staff on creating master addressing for the newly-built buildings throughout the Hunters’ Point shipyard development.

• Director Day and the budget team presented the FY12-13 and FY13-14 draft budgets for BIC review and approval – highlighted by the impressive growth in revenues of more than 30 percent this year over last year, and a rapidly growing number of major (high valuation) development projects.

• Director Day and key executive staff reviewed new Federal accessibility requirements, and began staff training to incorporate these immediately.

ON-GOING PROJECTS

• Continue to refine issues and to resolve system challenges involved in launching a pilot program to improve customer flow management (Q-matic).

• Continue to work with key staff, and with the vendor, to implement the new Permit and Project Tracking System.

• Continue to work on developing an RFP to digitize all DBI records for staff and customer accessibility, as well as to meet requirements of the City’s Language Accessibility Ordinance by providing translations of educational outreach materials to multilingual and multicultural customers.

• Continue to meet monthly with the department’s most frequent customers at the Public Advisory Committee, and to take steps to improve efficiencies and customer satisfaction.

GOALS

• Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
• Continue to meet timelines set to implement in 24 months the new Permit and Project Tracking System, keeping the BIC and other oversight bodies informed and updated, and including the ‘citizen access’ element to insure the system’s responsiveness to customer needs.

• Continue to participate in community outreach opportunities in Chinatown and other City neighborhoods in the department’s ongoing educational efforts to explain the permit review, inspection and code enforcement process to customers.

• Continue to fine-tune budgetary issues, including providing individual briefings of members of the Board’s Budget and Finance Committee in advance of DBI’s June budget reviews at the Board.
PERMITS ISSUED
13,249

INSPECTIONS PERFORMED
31,081
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 $6,739,622
  - Inspection Services $5,210,476
  - Administrative Services $773,616
  - Total Revenue $12,723,714

- Expenditure:
  - Plan Services $1,807,465
  - Inspection Services $4,383,914
  - Administrative Services $1,764,500
  - Total Expenditure $7,955,879

- Received a total of 15 reimbursement requests; of these, processed 100% within 10 days.

- Processed 362 financial transactions through the City’s FAMIS on-line system.

- Processed 164 purchasing transactions through the City’s ADPICS on-line system.

- Collected 27.8% or $5,307,710.76 of revenues through the PC Cash Register System, credit card transactions.

- Responded to 100% of phone calls within 24 hours.

- Issued Request For Proposals (RFP) for the Digitizing of Records.
ON-GOING PROJECTS

• Continue 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 RFP for Electronic Document Management System and Electronic Plan Check System.

• Participate in City-wide accounting intern program.

• Complete FY 2012-13 Departmental budget process.
### Revenues

- **Plan Review**: $6,739,622 (53%)
- **Inspection Services**: $5,210,476 (41%)
- **Administration**: $773,616 (6%)

**Total Revenue**: $12,723,714

### Expenditures

- **Plan Review**: $1,807,465 (22.7%)
- **Inspection Services**: $4,383,914 (55.1%)
- **Administration**: $1,764,500 (22.2%)

**Total Expenditure**: $7,955,879
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 416 MIS requests for Network, Server and Application development.

• PTS Enhancements;
  o Completed implementation on programming changes for San Francisco Public Utilities Commission ordinances.
  o Completed integration with the Enterprise Addressing System.
  o Completed Beta release for limited users on 3R requests over the web.

ON-GOING PROJECTS

• PTS Enhancements
  o Programming in progress to enhance web services; requests for records online; Requests for 3R reports.
  o Programming in progress on a web interface for tablet PCs to record inspection results on the field.

• Cash Management System: Requirements definitions and development in progress on the new Cash Management System.

• New Permit and Project Tracking System – Analysis phase in progress.
• Customer Queuing System: Changes in workflow in progress.

• Refresh Infrastructure – Project to replace server room equipment to meet normal replacement schedule has begun. Memorandum of Understanding was signed between the departments in the Mission Corridor. Server equipment review and Mechanical scope of work in progress.

GOALS

• Complete Implementation on the new customer queue management system, Q-Matic.

• Complete upgrade and implement new Cash Management System.

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

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

• Complete enhancements to Permit Tracking System (PTS) to encompass the various components of the Business Process Reengineering (BPR) Implementation Plan.

• Complete implementation of new Permit and Project Tracking System.

• Complete issuance of Request For Proposal and product selection on the Electronic Plan review and Document Management System.
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 1,892 3R Reports; of these,
  - 7.9% or 149 were processed within 5 business days
  - 35.2% or 666 were processed within 7 business days.
  - 56.9% or 1,077 were processed over 7 business days.

- Processed a total of 2,733 Record Requests; of these,
  - 962 were processed over-the-counter
  - 21 were subpoenas
  - 1,750 requests were accepted for research and processing:
    - 67.0% or 1,172 were processed within 5 days.
    - 31.0% or 547 were processed within 7 days.
    - 2.0% or 31 were processed over 7 business days.

These 2,733 records requests produced a total of 75,377 records; including:
  - 18,603 copies of records printed
    - 15,035 copies of aperture cards permits, job cards, CFCs
    - 3,568 copies of plans
  - 56,774 records researched for viewing
    - 5,811 permit aperture cards
    - 302 diazo cards created for viewing plans
    - 1,732 35mm microfilm rolls
    - 2,145 divisions apps
    - 39,363 PaperVision Permits
    - 7,045 PaperVision Plans
    - 376 FTP files of plans
• Customer Service:
  o Answered 2,667 phone calls.
  o Assisted 4,481 customers at the RMD information counter.
  o Processed 187 customer service emails.
  o Processed 345 311 Service requests and closed 100 311 service requests.

• Received 218 requests for duplication of official building plans; for these:
  o Processed 155 certified Affidavit of Owner letters.
  o Processed 244 certified design professional requests for authorization letters.

• Continued combining 3R and Records sections functions as well a cross-training all staff to perform all divisional duties and responsibilities. The Division continues to experience a great benefit of having staff cross-trained to perform all duties within the division.

• Continue assignment of management and supervisory staff to perform day-to-day production duties and reassigned a records staff to work on both 3R and Records requests to meet increased workload demands with decreased staffing levels.

• Completed prepping, back-prepping, scanning and indexing of:
  o Job Cards 2010 to 2011
  o CFCs 2010 to 2011
  o Regular Issue Building Permits February – May 2012

• Quality controlled and approved a 3 projects scanned and indexed by a vendor:
  o 3 Regular issued projects (June 2011 – August 2011

• Launched, with MIS, BETA testing of the 3R online submittal process. Invited several Real Estate agencies to test it and provide feedback before going full live. Tentative go live is scheduled for May 2012.

• 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,
  o Records Requests
  o Duplication of Plans
  o Subpoenas
  o 3R Reports

• 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,

- Continued working with Deputy Director and Finance Services on the development of a Request for Proposals,
  - To digitize official building plans, on-going.
  - Convert 3,500 microfilm rolls into digital images and index files.
  - Convert old permit paper documents into digital images and index files.

- Develop a process to scan good quality documents from 35mm and 16mm directly into PaperVision; thereby, increasing documents available to the customer through the use of a computer instead of a microfilm roll and reducing staff time from printing, scanning through a copy machine, and loading final document into PaperVision for the customer. This process also included adding additional equipment and licensing for PaperFlow.

- Prepared Annual Performance Appraisals and held individual meetings with all RMD staff, meeting the Department’s January 31, 2012 deadline.

- Attended mandatory Sunshine Ordinance training. All staff completed the training and submitted certificates of completion to the Personnel office.

- Eliminated File Transfer Protocol (FTP) records requests by working with scanning vendor by implementing an electronic transfer process through the vendor's quality control server.

- Began allocating Records staff resources to 3R production to address the increasing 3R backlog.

**GOALS**

- 3R Reports:
  - Implement, along with MIS, a 3R online submittal process including accepting online payment by May 2012.
  - 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
  - Continue working with MIS to develop and implement a Records Management module that will track records request, create weekly activity reports, track production and turnaround, save research details, etc.

- Continue to cross-train all staff to process 3R and Records Requests. This will allow for a better distribution of all requests, will increase the staff overall knowledge of the Division's operation, and will maintain the same production level for 3R and Records.
- Streamline and standardize distribution of both 3R and Records requests to improve customer service.

- Revise Records Management Operational Manual to incorporate all operational changes including subpoenas, combination of internal and external reports, new weekly report requirements, duplications of plans, etc.

- Continue the development of a Request for Proposals (RFP) for the scanning of building plans, the conversion of microfilm rolls into digital images, and the conversion of all paper permit related documents into digital images.

- Resume on-going in-house scanning and quality control functions which are continuously stopped in order to maintain production demands. Stopping these functions has created an increased backlog.

- Work with Deputy Director to increase staffing levels in RMD to address the increased RMD duties and responsibilities, maintain a satisfactory production turnaround, and perform and duties and responsibilities, as well as maintain a high level of customer service.
RECORDS REQUESTS PROCESS
MBO Goal=75% Within 5 Business Days

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RECORDS REQUESTS PROCESSED OVER-THE-COUNTER

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

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CUSTOMER SERVICE

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

- Over 2,400 building permit applications were received; 100% were routed to other reviewing stations within one business day.
- Accepted 200 revisions on behalf of the Planning Department.
- Processed a total of 42 cancellation notifications for building permit applications for the Planning Department.
- Performed quality control on a total of 570 building permit applications or addenda.
- Processed 92 requests for 5th Floor Over-the-Counter Plan Review; of these,
  - 66 for architectural or structural
  - 26 for mechanical reviews.
- Processed 6 requests for parallel review and 4 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.
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 4,337 building permit applications, of these,
  - 1,904 were permit applications with no plans.
  - 3,885 or 89% were processed over-the-counter.

- Performed 452 building plan reviews of submitted projects, including building permits, site permits, and addenda submittals; of these,
  - 381 or 84% were reviewed within 30 days.

- Performed 4,337 building plan reviews within 14 days with building occupancies as follows:
  - 2,242 One and Two Family Dwellings
    - 2,122 or 95% were processed within 14 days, a 2% decrease compared to last quarter.
- **1,526 Multi-Family Residential and/or Mixed-Used Buildings**
  - **1,431** or 94% were processed within 14 days, a 3% decrease compared to last quarter.
- **452 Office and/or Commercial Buildings**
  - **426** or 94% were processed within 14 days, a 3% decrease compared to last quarter.
- **117 Other Buildings**
  - **104** or 89% were processed within 14 days, an 8% decrease compared to last quarter.

- Performed **158 Site Permit Application reviews**
  - **86** or 54% were processed within **14** days; a 3% increase compared to last quarter.

- Conducted approximately **80** pre-application meetings; of these **79** or 99% were held within two weeks. Attended six inter department meetings with Planning, Public Works, and San Francisco Fire Departments.

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

- Reviewed **one** easements case during this period.

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

- Continued review of special projects per Memorandum of Understanding (MOU) projects for:
  - Public Utility Commission - New Administration Building at 525 Golden Gate.
  - Transbay Joint Powers Authority - overall project drawings.
  - Port of San Francisco - Cruise Terminal, Piers 27, 29 and 80.

- Reviewed and attended various project 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 million.
million.
  - **45 Lansing Street**, a 40-story mixed use building, 224 residential units with commercial space, $75 million.
  - **185 Channel Street**, an 8-story mixed use building, 315 residential units, retail and parking, $104 million.
  - **1880 Mission Street**, a 6-story mixed use building, 202 residential units with commercial space, $41 million.

- 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.

- Reviewed the SFMTA permit package for the underground subway at the Chinatown Station.

- Attended project meeting for 155 5th Street, the new University of Pacific Dugoni School of Dentistry.

**ON-GOING PROJECTS**

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

- Continued development and completion of the “Joint Agencies Review MOU” amongst the Planning Department, 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 State Regulation AB 717, which requires staff to be certified as building inspector or a plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.

- Maintain plan review backlog within two weeks from the arrival date of the permit applications.
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 1,509 over-the-counter building permits with plans, of these
  - 1,509 or 88.8% were approved over-the-counter. This included the permit reviews and over-the-counter information/review interaction with public.

- Performed approximately 169 mechanical plan reviews of submitted projects (including building permits, site permits, and addenda submittals). Of these,
  - 126 or 74.6% were reviewed within 21 days.

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

- Responded to approximately 720 customer telephone inquiries of code questions and application status.

- Performed 4 permit applications under premium or priority plan review process.
ON-GOING PROJECTS

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

- Reviewed the San Francisco Municipal Transportation Agency (SFMTA) Central Subway Project, the Chinatown Station plan package.

- Reviewed and approved the Trinity Plaza, 1190 Mission Street, a 22-story mixed use residential and commercial building.

- Continued review of 185 Channel Street project, an 8-story mixed use residential, retail and parking structure.

GOALS

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

- Improve mechanical backlog within three (3) weeks.
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. At the end of the review process, IPR issues Over-the-Counter permits.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Expanded job duties to include research of building permit history at intake, quality control of plans and preparation of daily reports.
- Processed and reviewed applications and plans within 15 minutes or less.
- Continued cross training of all clerks for intake and issuances processes.
- Fully trained in preparation for Q-matic implementation.
- Processed 3,180 building permit applications with plans.
  - January 959
  - February 1,034
  - March 1,187
- Issued 2,988 over-the-counter permits, with plans:
  - January 895
  - February 998
  - March 1,095
- Issued 3,119 permits without plans, i.e. Reroofing, Window Replacement, Replacement of Garage Door, Non Structural Sign permits, including 69 drop-offs of all types.
  - January 1,052
  - February 994
  - March 1,073
- Issued 3,422 Electrical, Plumbing, Mechanical permits including mail-ins:
### January February March

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### ON-GOING PROJECTS

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

### GOALS

- Maintain current process to issue OTC building permits on the same day for projects with or without plans.
- Maintain current work performance.
- Improve communication between departments regarding current policy and IPR requirements.
- Seamless implementation of the Q-matic system.
- Fully train new hires for counter support.
PERMIT SUBMITTAL AND ISSUANCE DIVISION
David Leung, Division Manager
HELP DESK/CENTRAL PERMIT BUREAU
Wai-Fong Cheung, Supervisor

FUNCTION

The Central Permit Bureau (CPB) screens building permit applications and addenda for completeness before accepting and routing them to various review stations. These permit applications and addenda, due to their complexity, cannot be reviewed “over-the-counter”. CPB also issues construction permits for public and private buildings located within the City and County of San Francisco. Additionally, CPB issues electrical, plumbing and street space permits, and assesses and collects fees for all structures, building enlargements and change of use.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Processed 100% or 960 of structural notifications within 24 hours.
- Processed 100% or 3,814 of demolition notifications within 24 hours.
- Received 1 Director’s letter and 120 letters from customer inquiries for a total of 121 letters; of these responded to 100% or 121 within deadline.
- Assisted 6,040 walk-in customers at the Public Information Help Desk.
- Answered 2,264 incoming calls at Public Information Help Desk, and received 1,225 incoming calls at Central Permit Bureau for a total of 3,489 calls.

ON-GOING PROJECTS

- The Enterprise Address System (EAS) at Department of Technology was implemented in February 2012; CPB staffs is assisting all City department users to create/retire address in master address database.
- Implementing improvement on DBI Address Validation System accuracy.
- Assisting DBI-MIS to create new characteristics in PTS system, which is to improve permit process in a timely manner and to provide better customer service at counter.

Department of Building Inspection, 3rd Quarter Report Fiscal Year 2011-2012, Jan - March 2012  Page 27 of 50
• Coordinating with MIS on inputting more information on PTS to facilitate compatibility with Q-Matic and Accela systems.

• Working various departments on mega projects, such as MTA, Central Subway and Mission Bay.

GOALS

• Continue coordinating with the Department of Technology, DBI MIS and other City departments to improve the use of EAS system.

• Continue to attend training on Q-Matic system at DBI.

• Continue to attend classes on Accela; the new PTS system at DBI.

• Continue to provide good customer service at information and permit service counters.

• Continue to train and improve the technical knowledge of the CPB staff.
TECHNICAL SERVICES DIVISION
David Leung, Division Manager

FUNCTION

Help Desk/Technical Services Division (HD/TSD) serves as the point of contact for the public in answering general technical and code questions, provides direction to appropriate services and permitting procedures. Provides technical support related to codes and other technical matters to the other divisions within the Department of Building Inspection, to other City agencies and the public. The general areas of focus include code and policy review and development, code interpretation, representation at the Board of Appeals, the Code Advisory Committee, the Public Advisory Committee, and other official bodies; and major emergency response planning. Other special tasks are undertaken as required.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Responded to a total of **150** written requests for code interpretations and code assistances and/or Director’s letters/customer email inquiries; 100% responded to before deadline.

- Assisted **1,350** walk-in customers and answered **3,122** phone calls requesting technical information.

- Investigated and responded to **4** requests to use the California Historical Building Code.

- Reviewed **3** new Building Occupancy Resumption Program (BORP) building submittal and **16** BORP renewals; maintaining the list of **126** BORP buildings.

- Reviewed and responded to **36** requests for refund requests and/or re-evaluation of construction cost estimate.

- Held **9** 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 3 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 backup plan review support for Plan Review Service Division.
- Provide emergency response inspection support for Building Inspection.
- Obtain and make available the Disable Access Cost Valuation Threshold for unreasonable hardship requests for the year 2011.

**GOALS**

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

Department of Building Inspection, 3rd Quarter Report Fiscal Year 2011-2012, Jan – March 2012  Page 30 of 50
• Continue to coordinate and host Code Advisory Committee and Sub-committee meetings.

• Continue to assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year period; and newly required ongoing Accessibility Trainings.

• Continue to distribute any new supplements to the California Building, Mechanical, Electrical, Plumbing, Energy Codes; and the San Francisco Building, Housing, Plumbing, Mechanical, & Electrical Code Amendments.

• Continue to develop, review and recommend potential code changes to the Director and the Building Inspection Commission.

• Incorporate new legislation as it occurs into the publication of the 2010 San Francisco Code Amendments.

• Prepare orders within budget for new Code Books, Standards, and publications for new and anticipated employees.

• Continue review of proposed ordinances that may affect the Department of Building Inspection and its building codes.

• Continue to enhance services at Technical Service Division and its Public Code Information Counter.
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 12,309 inspections; of these, 99% or 12,200 were processed within two working days.
- Performed an average of 11 inspections per person/day.
- Performed 3.4 spot check inspections a week per Senior Inspector.
- Received a total of 710 complaints; responded to 57% or 404 of all complaints within two working days.
- Inspected 81% or 576 of complaints received; abated 39% or 227 of new complaints received.
- Issued 210 NOV’s.
- Referred 92 cases to Code Enforcement.
- Received a total of 3 Director’s letters / customer inquiries; of these responded to 100% or 3 within deadline.
- Support staff responded to 24,368 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 in an expeditious manner.

• 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 BPR process where applicable in the inspection process.

• Provide the same high quality of customer service while the Department of Building Inspection is restructuring its staff.
BUILDING INSPECTION RESPONSE TIME
MBO Goal = 90% Within Two Business Days

January: 98.7%
February: 99.4%
March: 99.3%

BUILDING INSPECTIONS
PER PERSON/DAY
MBO = 11

January: 11.0
February: 11.0
March: 11.0
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 258 new complaint referrals from BID, PID, and EID.
- Scheduled 185 Director’s Hearings.
- Abated 449 cases, referred one (1) case to the City Attorney’s Office, and prepared four AAB meeting minutes.
- Reviewed 263 permit applications.
- Performed 319 field inspections.
- Collected $170,057 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

795

- January: 269
- February: 226
- March: 300
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 8,470 inspections; of these, 99.6% or 8,436 were processed within two working days.
- Performed an average of 12.7 inspections per person/day.
- Performed 74 spot check inspections.
- Received a total of 79 complaints; responded to 98.7% or 78 of all complaints within two working days.
- Inspected 100% or 79 of complaints received; abated 63% or 50 of new complaints received.
- Issued 50 NOV’s; abated 12 NOV’s.
- Referred 7 cases to Code Enforcement.
- 3 Electrical Inspector/s received ICBO certification.
- Solar PV Systems:
  - 146 permits issued this quarter
  - 118 permits completed this quarter
  - 98 permits were open at end of quarter
- Reviewed and approved 12 permit applications between 4 and 10 kW output.
- Reviewed and approved 24 permit applications for over 10 kW systems, including 16 permits totaling 521kw at Valencia Gardens, and 8 other permits totaling 142 kW.
- Hired two Provisional 6248 Electrical Inspectors but lost one Provisional Electrical Inspector during this quarter.
• Maintained EID Inspection response time to an acceptable level for field inspection requests.

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.

• Training: Arrange additional training to obtain the required credits for Inspector Certification as required by Chapter 7, California Health and Safety Code,

• Increase staffing as required to maintain an acceptable inspection response time.

• Increase field Inspection staff by 3-4 Inspectors by 2nd quarter 2012-2013.

• 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.

ELECTRICAL INSPECTIONS PERFORMED

8,470

January 2,535  February 2,756  March 3,179
ELECTRICAL INSPECTION RESPONSE TIME
MBO Goal = 90% Within Two Business Days

ELECTRICAL INSPECTIONS PER PERSON/DAY
MBO = 11
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 2,647 inspections,
  - 6 initial room-to-room inspections of residential hotels.
  - 160 routine apartment inspections

- Senior Housing Inspectors performed 375 Quality Control Performance Evaluation reports for their assigned field inspectors.

- Received a total of 132 life hazard / heat complaints; of these responded to 98% or 126 within one business day.

- Received a total of 1,047 non-hazard complaints, responded to 74% or 777 of complaints received within two business days.

- Inspected 3,218 of complaints received (including reinspections); abated 1,231 of complaints received.

- Referred 2 cases to the City Attorney per approval from the Director and the Litigation Committee of the Building Inspection Commission.

- Referred 145 cases to the Director's Hearings.

- Collected $42,301 in Assessment of Cost fees for Enforcement Cases.
  - Abated 5 notices of noncompliance which were sent to the State Franchise Tax Board.
  - Performed 30 task force inspections; issued 12 Notices of Violation on task force cases, abated 5 task force cases.
• Received a total of 2 Director's letters / customer inquiries; of these responded to 2 within deadline.

• Responded to 1,852 public counter information phone calls.

• Responded to 974 public counter information visits.

• Processed /reviewed 442 building permit applications.

• Issued 4 Wooden Utility Ladder Notices of Violation.

• Received 80 lead complaints, inspected 40 lead complaints, and abated 47 lead complaints.

• Performed 7 San Francisco Housing Authority MOU inspections.

• Processed and referred to San Francisco Housing Authority 7 complaints per DBI/SFHA MOU.
  o Performed 1 inspection and issued a Notice of Violation for 1 life safety case.
  o Abated 6 MOU cases within the quarter.

• Continued to perform room to room inspections and reinspections of residential hotels as needed.

• Completed an extensive audit of code enforcement cases sent to Director's Hearings for the 2011 calendar year & implemented more comprehensive procedures regarding Division recommendations to the Director's Hearing Officer.

**ON-GOING PROJECTS**

• Held monthly meetings with the Department's Code Enforcement Outreach Program (CEOP) 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

- Complete an extensive audit of open code enforcement cases in the 4th quarter.

HOUSING INSPECTIONS PERFORMED

2,647

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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 6,860 inspections; of these, 6,711 or 98% 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 167 complaints; 117 of all complaints within two working days.
- Inspected 70% of complaints received.
- Issued 125 NOV’s.
- Referred 17 cases to Code Enforcement.
- 17 Plumbing Inspector received IAPMO certification.
- Received a total of 2 Director’s letters / customer inquiries; of these responded to 100% or 2 within deadline.
BOILER PROGRAM

- Issued 878 boiler Permits to Operate (PTO); and a total of 84 new PTOs have been issued.

- Generated 30 boiler complaints for overdue “Permit to Operate” registration.

- Issued 30 Notices of Violation.

- Mailed 162 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.

- Train all staff on the new PTS system before installation.

- Have the water conservation process transferred from forums to computer.

- Train all inspectors on all new ordinances, Fats, Oil, and Grease (FOG), Commercial and Residential Water Conservation and Storm Water Management, etc.

- Continued education courses for all PID staff.

- Maintain or exceed 11 inspections per day per inspector.

- Manage all complaints within 24-hr response time.

- Strive to achieve 100% of inspections within 48 hours.

- Maintain the records and mailings for the Boiler Program.
PLUMBING INSPECTIONS PERFORMED
6,860

PLUMBING INSPECTION RESPONSE TIME
MBO Goal = 90% Within Two Business Days
PLUMBING INSPECTIONS
PER PERSON/DAY
MBO = 11

January: 9.0
February: 10.0
March: 10.0
INSPECTION SERVICES

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 station.

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

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 unit 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.

- The mixed use building at **435 China Basin** is nearing completion and pre Temporary Certificate of Occupancy (TCO) meeting was just held at the site which was attended by Building Inspection Division regarding the transition to full occupancy. The building will be 319 units of residential with retail, office and associated parking within the structure. A TCO will likely be issued in June 2012.

- 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 place between Transbay program managers and DBI over the plan check inspection.
services to be provided. 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 unit 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.

- **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 PUC 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.

- **325 Fremont Street** a New 21 story 51 unit high rise building that is scheduled to start in the near future.

**ELECTRICAL INSPECTION DIVISION**

- **5075 03RD Street**, construction of New Library. When completed library will have new solar panels across its roof. Job is 50% complete.

- **1395 Van Ness Avenue**, completion of new Nissan Dealership was former Ellis Brooks Chevrolet. Total of seven floors completely remodeled.

- **200 Paul Street**, major remodel of two large data suites for Amazon. Com Job is 75% 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. Core project is 75% complete. Fire alarm testing slated for early 4th quarter.

- **55 Cyril Magnin**, completion of installation and testing for new Fire Alarm System though out Hotel.

- **1880 Mission Street**, completion of new construction 202 residential units with retail areas, and parking garage. Job is in early stage of construction.
• **6 and 8 Locksley Avenue**, Completion 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 extends into all units and covers the common areas.

• **411 Valencia Street**, new construction of 12 condominium units.

• **2400 Noriega Street**, completion of new two-story Lutheran Church.

• **1395 Van Ness Avenue**: completion to the remodel (7 Total Floors) of the former Ellis Brooks Chevrolet. The site is now a new Nissan Dealership.

• **2455 Golden Gate Avenue**, new construction of a four-story education building, “Center for Science and Innovation” for the University of San Francisco.

• **205 Franklin Street**, new construction of a four-story performing arts center.

**ON-GOING PROJECTS**

• **1700 California Street**: Installation of new fire alarm for structure. Job was put on hold due to certain site conditions during 3rd quarter. Work will restart in 4th quarter.

• **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. Project completion end of 4th quarter.

• **Remote Cell Sites**: EID is working with H.P. Communications on final approval of hundreds of cell sites located throughout the City.

• **435 China Basin / 420 - 480 Mission Bay Blvd South**: New construction of residential complexes, two high rise towers and two mid rise towers. Retail store front spaces at grade level. Job is 35% complete.

• **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 building. Street level commercial space slated for new Whole Food store. TCO granted for West Building. Electrical inspection and fire warning testing ongoing in East Building.
• **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 TCO projected for early 4th quarter.

• **1840 Washington Avenue**, new construction of 26 new condominium 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 Street**, new construction of a three story City-owned Chinese Recreation Center, Green Tag Issued.

• **701 Golden Gate Avenue**, new construction of eight-story structure, 100 senior housing dwelling units. Job is 35% complete.

• **299 Valencia Street**, new construction of 36 residential units. Job is 80% complete.

• **220 Golden Gate Avenue**, complete remodel of existing structure converting it to a Department of Public Health in and outpatient clinic, It will house174 congregate living units, a new auditorium, gym and café.


• **1595 Pacific Avenue**, construction of 41 new residential. Units.

• **1285 Sutter Street**, construction of new residential, complexes with commercial retail on ground level.

• **370 Valencia Street**: New install of new solar panels across five buildings.

**PLUMBING INSPECTION DIVISION**

**ON-GOING PROJECTS**

• Transbay Terminal, China Basin, 333 Harrison, 1190 Mission, 140 New Montgomery