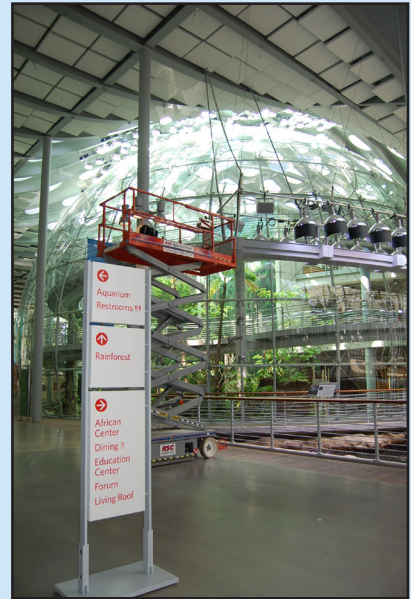


City and County of San Francisco

Department of Building Inspection

Annual Report 2008-2009



Building Inspection Commission
Department of Building Inspection
Administrative Services
Permit Services
Inspection Services
Boards and Commissions

STAFF DIRECTORY

Ann Aherne
 Sonia Alarcon
 Ron Allen
 Anthony Amable
 Maria Asuncion
 Lucio Aurea
 Val Bacharach
 Richard Bamberger, Jr.
 Irene Bartholomew
 Tara Bazile
 Patricia Beasley
 Grant Becker
 John Blackshear
 Rosemary Bosque
 Susan Bufka
 Catherine Byrd
 Alma Canindin
 Adora Canotal
 Dennis Carlin Jr.
 Serena Chan
 Amaris Chan
 Wai-Fong Cheung
 Yuang-Tam Chiu
 Peter Chow
 Robert Christman
 Robert Chun
 Richard Church
 Johanna Coble
 Saphonia Collins
 Catherine Cruz
 Bernard Curran
 Nancy Curvino
 Dennis Dang
 Alan Davison
 Vivian Day
 May Ling Dea
 Fidel Del Rosario
 Harry Der Vartanian
 Ronald Dicks
 Eric Dickson
 Edward Donnelly
 Donal Duffy
 Joseph Duffy
 Daniel Dukes
 Cora Ella
 Robert Farrow
 Thomas Fessler
 Alex Fong
 Pamela Fong
 Neil Friedman
 Daniel Fross
 Rafael Fuentes
 Serena Fung
 Delia Galiza
 James Galvis
 John Garr
 Rochelle Garrett
 Wing-Tan Gee
 Dino Ghilarducci
 David Gogna
 Spencer Gosch
 David Green
 Emilie Green
 Edward Greene
 Matthew Greene
 Tony Grieco
 Benedicto Guinto
 Norman Gutierrez
 Steve Hajnal
 Jeremy Hallisey

Richard Halloran
 Sonya Harris
 Darlene Hartley
 Michael Hennessy
 Patty Herrera
 David Herring
 Greg Hill
 John Hinchion
 Henry Hinds, Jr
 Gary Ho
 Shirley Hodge
 Dennis Holl
 Vivian Huang
 Tom Hui
 Patience Hutchinson
 Rosario Ilustre
 Carolyn Jayin
 Mike Jurado
 Andrew Karcs
 Evelyn Karcs
 Gary Kato
 Bryan Keil
 Young Kim
 Laurence Kornfield
 Alex Kwan
 Sam Kwong
 Sue Kyaun
 Jeff Lai
 Silvia Landau
 Adwin Lau
 Yolanda Laurente
 Tom Le
 Dave Ledda
 Anita Lee
 Heidi Lee
 Stephen Lee
 Mandy Lei
 Albert Leong
 Anthony Lepe
 David Leung
 Pamela Levin
 James Li
 Josephine Liu
 Wilson Lo
 Jose Lopez
 Daniel Lowrey
 Bernard Lubin
 Raymond Lui
 Sarah Luu
 Jeffrey Ma
 Wing Ma
 Danny Mak
 Ben Man
 Tim Mansur
 Richard Marquez
 Roger Mascio
 Gerald Mcdermott
 Kevin Mchugh
 Patrick Mckenzie
 Patrick Mcmanus
 Kirk Means
 Michael Mitchell
 Czarina Moreno
 Yasu Morikawa
 Stephen Mungovan
 Noreen Murphy
 Maisha Neal
 Hemalatha Nekkanti
 Kelvin Nguyen
 Roseline Nnachetam

Patrick O'riordan
 James O'sullivan
 Tony O'sullivan
 Isabel Olivares
 Paul Ortiz
 Rodolfo Pada
 Steve Panelli
 Marianne Pangelinan
 Jul Parsons
 May Pasion
 Carrie Pei
 Erica Perea
 Raul Perea
 Bernadette Perez
 Mitzi Perino
 Robert Power
 Max Putra
 Michael Quinlan
 Leopoldo Rafael
 Cheryl Rose
 Carol Roseman
 Elizabeth Salazar
 Sergio Salvetti
 James Sanbonmatsu
 Gloria Sanbuenaventura
 Cirila Santiago
 Chris Schroeder
 Grace Seconde
 Mohsin Shaikh
 Harregewai Shawl
 Daniel Shea li
 Kathy Shek
 Thomas Simms
 Garland Simpson
 Linda Sin
 Alan P. Smith
 Harold Steger
 Richard Strabel
 Bill Strawn
 Tuti Suardana
 Teresita Sulit
 Jerry Sullivan
 Edward Sweeney
 Vernon Takasuka
 Simon Tam
 Sylvia Thai
 Thomas Theriault
 Hanson Tom
 Ron Tom
 Jaime Valle
 Thomas Venizelos
 Mark Walls
 Christina Wang
 Oscar Williams
 Collin Wing
 Anthony Wong
 Irene Wong
 Wayne Wong
 John Yam
 Brenda Yan
 Willy Hoi- Yau
 Sim Yeung
 Victor Yew
 Lauren Yim
 Janet Yip
 Kenneth Young
 Lola Young
 May Yu
 Howard Ze



December 23, 2009

The Honorable Mayor Gavin Newsom
The Honorable Board of Supervisors
City and County of San Francisco
City Hall, 1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

Dear Mayor Newsom, President Chiu, and Honorable Supervisors:

On behalf of the Building Inspection Commission (BIC) and the Department of Building Inspection (DBI), and pursuant to City Charter 3.501, the Department of Building Inspection is pleased to submit to you its Annual Report for Fiscal Year 2008-2009. A copy of this Report is also posted on www.sfdbi.org.

Following are highlights of DBI's major accomplishments:

- Issued a total of **58,102** permits.
- Performed a total of **133,905** inspections.
- Appointed Vivian L. Day as Acting Director on August 14, 2008, and as Permanent Director on February 4, 2009.
- Released in January 2009 a joint DBI-Planning Department RFP to implement a state-of-the-art technical solution for a new city-wide, integrated, Permit and Project Tracking System.
- Completed and forwarded in February 2009 to the Mayor the Community Action Plan for Seismic Safety (CAPSS) study and recommendations for retrofitting soft story residential buildings identified as highly vulnerable to collapse during a major earthquake.
- Worked closely with the Mayor, the Building Inspection Commission and the Board of Supervisors to pass new legislation generating appropriate fees to recover costs for the Department's increased enforcement responsibilities as a consequence of the legislation.
- Continued to implement Business Process Reengineering (BPR) recommendations, as budget and staffing permit, to streamline and standardize permit and inspection processes.
- Implemented a combined automated inspection scheduling module that includes building, electrical, and plumbing inspections.

We would like to take this opportunity to thank the Mayor's Office, Board of Supervisors, Building Inspection Commission, our customers, and all DBI employees for their continued and invaluable support of the Department.

Sincerely,

A handwritten signature in dark ink, appearing to read "Mel Murphy".

Mel Murphy, President
Building Inspection Commission

A handwritten signature in dark ink, appearing to read "Vivian L. Day".

Vivian L. Day, Director
Department of Building Inspection

ANNUAL REPORT JULY 1, 2008 – JUNE 30, 2009

BUILDING INSPECTION COMMISSION	
Building Inspection Commission	Page 2
DEPARTMENT OF BUILDING INSPECTION	Page 10
Director's Office	Page 11
ADMINISTRATIVE SERVICES	Page 15
Customer Services Division	Page 16
Finance Services Division	Page 20
Management Information Services	Page 23
PERMIT SERVICES	Page 26
Central Permit Bureau	Page 28
Plan Review Services	Page 30
Energy/Mechanical Plan Review	Page 32
Structural Safety and Emergency Management	Page 33
INSPECTION SERVICES	Page 35
Building Inspection Division	Page 36
Code Enforcement Section	Page 41
Electrical Inspection Division	Page 43
Housing Inspection Services	Page 48
Plumbing Inspection Division	Page 53
BOARDS AND COMMISSIONS	
Board of Examiners	Page 57
Code Advisory Committee	Page 59

BUILDING INSPECTION COMMISSION

Mel Murphy - President

Reuben Hechanova - Vice President

Ann Aherne - Commission Secretary

Sonya Harris - Assistant Secretary

PURPOSE

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

MISSION STATEMENT

As a policy-making and supervisory body mandated by the City Charter, the seven member citizen Building Inspection Commission (**BIC**) will manage the Department of Building Inspection (**DBI**) and the bodies subordinate to the Commission by overseeing the effective, efficient, fair and safe enforcement of the City and County's Building, Housing, Plumbing, Electrical, and Mechanical Codes, along with Disability Access Regulations.

ABOUT THE BIC

The San Francisco Building Inspection Commission and the Department of Building Inspection were created by voter referendum in 1994. The BIC was designed to provide representation for the various communities, which interact with the Building Department. The seven different commission slots are filled by a structural engineer, a licensed architect, a residential tenant, a residential builder, a residential landlord, a community based non-profit housing developer, and a member of the general public at large. The BIC appoints the Director of DBI, sets policy, hears various appeals on issues leading up to the issuance of building permits, sits as the Abatement Appeals Board to hear appeals of Director's Orders of Abatement, and provides a public forum through their monthly meetings.

THE COMMISSION

The Mayor appoints four positions and the President of the Board of Supervisors appoints three. For Fiscal Year 08-09, the Commission consisted of:

Mel Murphy - President

Contractor Seat

Appointed by the Mayor

03/18/09 - Present

07/08 - 03/18/09 - Vice-President

Reuben Hechanova - Vice-President

Non-Profit Seat

Appointed by the Mayor

03/18/09 - Present

07/08 - 03/18/09 - Commissioner

Kevin Clinch - Commissioner

Structural Engineer Seat

Appointed by the Mayor

02/04/09 - Present

Frank Lee - Commissioner
Architect Seat
Appointed by the Mayor

03/18/09 – Present
07/08 - 03/18/09 - President

Robin Levitt - Commissioner
Residential Landlord Seat
Appointed by the President of the Board of Supervisors

08/07/08 - Present

Rafael Mandelman - Commissioner
Residential Landlord Seat
Appointed by the President of the Board of Supervisors

07/08 - 08/07/08

Vahid Sattary - Commissioner
Structural Engineer Seat
Appointed by the Mayor

07/08 - 02/04/09

Criss Romero - Commissioner
General Public Seat
Appointed by the President of the Board of Supervisors

07/01/08 – 06/30/09

Debra Walker - Commissioner
Tenant Seat
Appointed by the President of the Board of Supervisors

07/01/08 – 06/30/09

HOW TO CONTACT THE BIC

Ann Aherne, Secretary to the Building Inspection Commission, may be reached at:

Building Inspection Commission
Department of Building Inspection
1660 Mission Street, 6th Floor
San Francisco, CA 94103-2414
(415) 558-6164, FAX (415) 558-6509

MEETINGS

The BIC meetings are held once a month on the third Wednesday of every month. The meetings are televised live on SFGTV Channel 78. The meetings are accessible, open to the public, and held commencing at 9:00 a.m. at:

City Hall, Room 416
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102

AGENDAS

The Agenda is published on the Friday before the regularly scheduled meeting. Agendas are posted on the Department's website www.sfdbi.org under Agendas & Minutes, the Main Library in the Government Documents section, the Bulletin Board located at the ground floor elevator lobby of 1660 Mission Street, outside the meeting room at City Hall. Agendas are also available by contacting Ann Aherne, Commission Secretary at (415) 558-6164.

MINUTES

Minutes are posted on the Department's website www.sfdbi.org under the Agenda and Minutes link 10 days after approval by the BIC.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Held nine regular and six special meetings.
- The BIC Litigation Committee (President Walker, Commissioner Murphy and Commissioner Sattary) held five "Closed Session" meetings with representatives from the City Attorney's Office and various DBI employees. The Committee continues to meet every two months to refer necessary cases to the City Attorney's Office and to follow-up on existing Housing Inspection, Code Enforcement, and Disabled Access violations. On March 18, 2009 Commissioner Clinch was appointed to fill the vacancy left by Commissioner Sattary.
- Commissioners Hechanova, Levitt and Romero met twice as the Recommendation Sub-Committee. Through the Commission Secretary, sent out letters of invitation to pertinent organizations, stakeholders and customers of DBI inviting them to serve on the Access Appeals Commission (AAC), Board of Examiners (BOE), Code Advisory Committee (CAC) and the Unreinforced Masonry Appeals Board (UMB). The Sub-Committee members reviewed all applications and the Commission made several appointments and reappointments to the various Committees, all of which were upheld by the Commissioners.
- Voted to forward to the Board of Supervisors for approval:
 - An ordinance amending the 2007 San Francisco Building Code by adding a new Chapter 13D to require commercial buildings to install more efficient fluorescent lighting or other lighting efficiency measures by 2011.
 - A proposed Slope Protection Ordinance to add Section 106A.4.1.4 and to amend Section 1701A.5 of the San Francisco Building Code to require heightened review and special inspection requirements for certain construction in steeply sloped areas of the City.
 - A proposed legislation amending the San Francisco Housing Code to add Section 605 prohibiting wooden fixed utility ladders in R-1, R-2, and R-3 Occupancies, and making findings under the California Environmental Quality Act (CEQA).
 - A proposed legislation finding a compelling public policy basis for expediting the processing and review of permits for seismic retrofit upgrades of soft-story, wood-frame buildings amending the Planning Code, Building Code, Fire Code, and Public Works Code to waive permit processing fees for the proportionate share of work related to such seismic retrofit upgrades.

- Voted to approve:
 - The Department of Building Inspection's Cost Schedule of Building Valuation Data for 2008. DBI's fees are based on a percentage of the valuation of a job; reports are updated by Marshall and Swift on categories of work.
 - An Administrative Bulletin regarding the regulations and implementation procedures of the Green Building Ordinance (San Francisco Building Code Chapter 13C).
- Heard several presentations and updates by DBI staff and Mr. Tom Tobin, Manager of the Applied Technology Council (ATC), regarding the Community Action Plan for Seismic Safety (CAPSS). There was a great deal of public input regarding seismic safety and in particular the urgency of repairing soft-story buildings. The Commission urged DBI and ATC to increase outreach to the public in terms of awareness and knowledge.
- Voted to appoint Ms. Vivian L. Day as Acting Director on August 13, 2008.
- President Lee and Commissioner Levitt attended the China Earthquake Technical Partnership seminar. The BIC heard a report from Acting Director Day regarding DBI's participation in the City's efforts to aid the people of China and to use information gathered by experts to help in earthquake preparedness.
- Approved the recommendation of Acting Director Day in Closed Session to appoint Mr. Edward Sweeney as Deputy Director of Inspections and Housing Services.
- Heard an update on DBI's participation in the "Shake Up San Francisco" drill that took place on October 21 and 23. DBI staff is among first responders in the event of an earthquake or other emergency.
- Approved revisions to Administrative Bulletin AB-004 regarding priority permitting.
- Heard an update on bicycle commuting/use by DBI staff.
- Heard a presentation of the implementation of the Business Process Reengineering (BPR) Program.
- Approved the Community Action Plan for Seismic Safety (CAPSS) Report draft entitled "Preventing A Catastrophe". This report includes recommended policies to help large, wood frame soft-story buildings survive future earthquakes.
- Held two meetings and heard public testimony before voting to approve DBI's budget for fiscal year 2009/2010.
- At its February 4, 2009 meeting:
 - Held a Closed Session to conduct a six-month performance evaluation of the Acting Director. During that Closed Session Ms. Day was offered the position of Director on a permanent basis and accepted.

- Held a Closed Session to conduct a performance evaluation of Ann Aherne, the BIC Secretary. After the Closed Session President Lee announced that the BIC voted unanimously to have Ms. Aherne continue as Secretary.
- At the first meeting in March, elected Mel Murphy as President and Commissioner Reuben Hechanova as Vice-President.
- Appointed:
 - Commissioners Hechanova, Levitt and Romero as members for the Nomination Sub-Committee.
 - Mr. Patrick Buscovich to the Board of Examiners, Structural Engineer Seat.
 - Commissioner Kevin Clinch to the Litigation Committee.
 - Mr. Rene Vignos to the Code Advisory Committee, Major Project Structural Engineer seat.
- Voted to approve DBI's 2009 Cost Schedule of Building Valuation Data.
- Adopted Administrative Bulletin AB-023 regarding Tower Crane Site Safety Plan and Building Permits.
- Recommended for approval to the Board of Supervisors:
 - File #090225, the Residential Water Conservation Ordinance Amendments.
 - File #090226, the Commercial Water Conservation Ordinance Amendments.
 - File #090227, an ordinance amending the Building Code, requiring amended Certificates of Final Completion (CFCs) and Occupancy for changes of occupancy of existing buildings.
- Held a Closed Session and approved Director Day's appointment of Laurence Kornfield as a Deputy Director of Permit Services.
- Heard several updates and took public comment on administrative issues related to department staffing and layoffs.
- Approved submittal for a supplemental appropriation to the Board of Supervisors regarding the Code Enforcement Rehabilitation Fund.
- The BIC held a Joint Meeting with the City Planning Commission on May 7, 2009. The following items were discussed:
 - Permit extensions and renewals
 - Entitlement, Permit Processing and Code Enforcement Procedures
 - Tall buildings
 - Permit and Project Tracking System

- Heard a presentation from a representative of Supervisor David Campos' office regarding a proposed ordinance (File #090473) amending the San Francisco Building Code Chapter 1A, Section 11A, Table 1 A-P, and the San Francisco Housing Code Chapter 3, Section 302 to authorize DBI to charge a fee of \$52.00 per unit to recover the cost of on-going Housing Code enforcement services for one and two-family dwellings. The Commission voted 3 - 3 on this issue so it was not forwarded to the Board of Supervisors for recommendation. President Murphy was recused from this vote.
- Recommended for disapproval to the Board of Supervisors:
 - File #090276, by Supervisor Daly, a proposed ordinance amending the San Francisco Housing Code Chapter 5, by amending Section 503 (d) "Housing Access" to promote affordable housing by extending the protections of that Section to all persons sharing housing by deleting the references to "families", and to specify that both prospective and current tenants are protected; amending Section 503 (b) "Superficial Floor Area" to make a technical correction.
 - File #090554, a proposed ordinance amending the San Francisco Building Code by adding Section 103A.4 to require the owner of a vacant or abandoned building to register the building with the Department of Building Inspection, require the owner to maintain the grounds and the exterior and interior of the building in good condition, and provide that a property in violation of the requirements is a public nuisance; and by amending Section 110, Table 1A-J to establish an annual registration fee; adopting environmental and other findings.
- Recommended for approval to the Board of Supervisors a proposed legislation to amend certain Sections of the Building, Plumbing and Electrical Codes to be able to grant extensions of time for permit applications, extensions warranted by the current economic conditions, and to address needed clarification, technologies and policies.
- Adopted Administrative Bulletin AB-094 regarding the definition and design criteria for voluntary seismic upgrade of soft-story, type V (wood frame) buildings.
- Heard a report from Director Day regarding the Department's addressing procedures.
- Heard a report regarding Code Enforcement Abatement proceedings while a permit is in process.
- During the BIC meetings the Commission agendized public discussions regarding several important and ongoing issues, including:
 - Department of Building Inspection's permit activity and inspection scheduling, as well as the proposal of having automated scheduling for all divisions.
 - Status of MIS and the Permit Tracking System as it pertains to DBI and other City departments.
 - Status of Community Action Plan for Seismic Safety (CAPSS).
 - Interdepartmental coordination meetings and recommendations.
 - Overall plan for the reconfiguration of DBI.
 - Updates on the Business Process Reengineering (BPR) Implementation Plan.
 - Updates on proposed legislation.
 - Proposed fee adjustments/increases for DBI.

- Performance statistics.
- Financial reports.
- Wooden ladder legislation.
- The public brought to the attention of the Commission issues with the following properties:
 - 373 Broadway Street
 - 1519 – 1529 O’Farrell Street
 - 1675 – 11th Avenue
 - 135 El Camino Del Mar
 - 793 – 795 Arguello Blvd.
 - 572 – 572A and 574 San Jose Avenue
 - 135 Yerba Buena
 - 2130 Harrison Street
 - 1268 Lombard Street
 - 855 Folsom Street

2009 – 2010 GOALS

- Continue to monitor DBI’s computer and technology needs, and the reorganization of the Management Information Systems Division. In addition, monitor the progress of computer information sharing between Planning and other City departments.
- Continue working with the City Attorney’s Office, Housing Inspection Services staff, and Code Enforcement staff in the Litigation Committee to abate outstanding cases.
- Continue to monitor DBI’s staffing issues to ensure excellent customer service to the citizens of the City and County of San Francisco.
- Continue the process of implementing the Business Process Reengineering (BPR) for the Department in order to streamline services.
- Start the Business Process Reengineering for Housing Inspection Services.
- Continue to meet with Planning and other Departments to coordinate processes and encourage cooperation for efficiency of services.

ABATEMENT APPEALS BOARD

The members of the Building Inspection Commission also sit as the Abatement Appeals Board to hear appeals of Director's Orders of Abatement, and provide a public forum through their meetings.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Held two meetings, November 19, 2008 and December 17, 2008.
- At the November 19, 2008 meeting the Board elected Commissioner Frank Lee as President and Commissioner Debra Walker as Vice-President.
- Heard appeals on the following addresses:
 - 855 Folsom Street (A total of 16 cases)
 - 1041 Montgomery Street

DEPARTMENT OF BUILDING INSPECTION

PURPOSE

To serve the City and County of San Francisco and the general public by ensuring that 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 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.

DIRECTOR'S OFFICE

Vivian L. Day, Director

FUNCTION

The Director's Office provides day-to-day operational leadership and management of the Department, and implements policy guidelines provided by the Building Inspection Commission. The Director initiates policies and actions, and supports all programs within the Department to ensure that life and property within the City are protected.

PURPOSE

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

MISSION STATEMENT

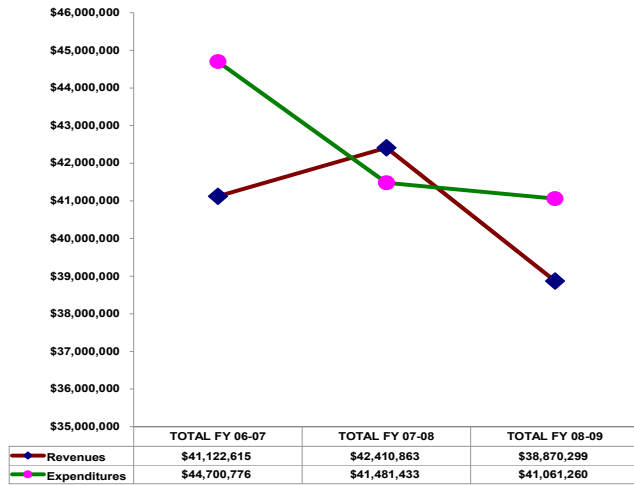
Under the direction and management of the seven-member citizen Building Inspection Commission, to oversee the effective, efficient, fair and safe enforcement of the City and County of San Francisco's Building, Housing, Plumbing, Electrical, and Mechanical Codes, along with the Disability Access Regulations

HIGHLIGHTS AND ACCOMPLISHMENTS

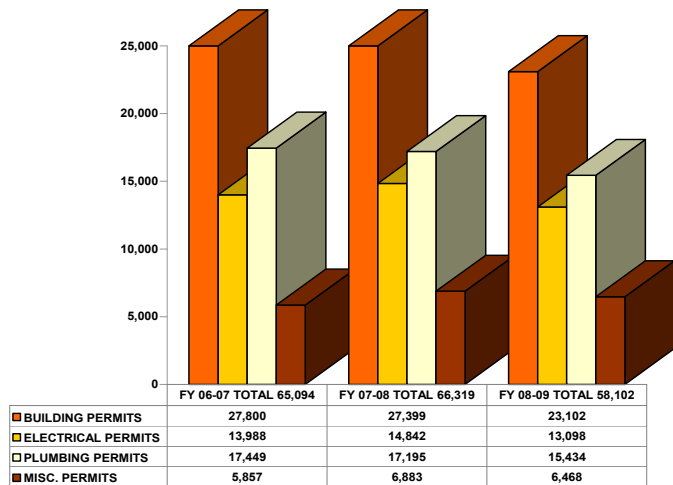
- Issued a total of **58,102** permits, including:
 - **23,102** Building Permits
 - **13,098** Electrical Permits
 - **15,434** Plumbing Permits
 - **6,468** Miscellaneous Permits
- Performed a total of **133,905** inspections, including:
 - **59,568** Building inspections
 - **33,072** Electrical inspections
 - **15,483** Housing inspections
 - **25,336** Plumbing inspections
 - **446** Code Enforcement inspections
- The Building Inspection Commission appointed Vivian L. Day as Acting Director in August 2008 and appointed her as Permanent Director in February 2009.
- Initiated briefings in August-September 2008, which continued throughout 2009, with members of the BIC, the Board of Supervisors, the Mayor, key stakeholders and DBI staff to ensure that any proposed legislation affecting the Building Code is consistent; provides appropriate fees to recover costs for the Department's increased responsibilities; and contributes to the Department's abilities to ensure the City's building safety.

- Initiated regular budgetary updates in September 2008 and continued throughout 2009 for the BIC, the Mayor's Office, the Board of Supervisors, DBI staff and members of the Public Advisory Committee to keep policymakers and stakeholders fully apprised of the decline in building and construction activities and its impact on DBI revenues.
- Worked to stabilize DBI's budget as a top priority. Evaluated all DBI revenues and expenses; reduced expenses wherever possible; implemented a "Balancing Plan" and eliminated projected deficits of more than \$10 million by the end of FY 08-09, while continuing to provide inspection, plan review, permit and code enforcement services; identified and pursued revenue-generating opportunities for the Department.
- Released in January 2009 a joint DBI-Planning Department Request for Proposals (RFP) to implement a state-of-the-art technical solution for a new City-wide Permit and Project Tracking System that will improve and integrate City-wide development processing, and make public access easier, more accountable and more transparent. By early June 2009 all qualified bids were in and evaluated, and the Department is currently in contract negotiations with a vendor.
- Completed and forwarded in February 2009 to the Mayor the Community Action Plan for Seismic Safety (CAPSS) study and recommendations for retrofitting soft story residential buildings identified as highly vulnerable to collapse during a major earthquake.
- Finalized remodeling plans for the Fifth Floor Permit Center to improve staff working conditions and to improve customer convenience, with occupancy scheduled for Winter 2009. The center will include all processing operations for Over-the-Counter permits located on the Fifth floor and offer space for 40 review stations.
- Passed legislation in December 2008/January 2009 to reduce blighted buildings and properties. This legislation will generate additional code enforcement and inspection fees implemented jointly by DBI and the Department of Public Works under the terms of a Memorandum of Understanding (MOU).
- Passed new legislation in June 2009 by Board of Supervisors authorizing a new tax assessment to cover building and housing code enforcement fees on one and two-family rental units. Legislation also increased apartment and hotel licensing fees, and added a new technology surcharge that will generate funds to cover ongoing and long-term Permit Tracking System maintenance costs.
- Completed in June 2009 code and fee adjustment legislation, approved unanimously by the BIC, Board of Supervisors and signed by the Mayor, providing improved cost recovery for DBI professional staff services, and giving the Building Official authority to extend building, electrical and plumbing expiration dates, thereby providing essential flexibility in the current economic recession. The Department's first comprehensive fee study, which documented department-wide cost under-recovery of nearly 30%, and 60% cost under-recovery within Housing Inspection, was also completed.
- Updated DBI staff emergency contact information to improve Disaster and Emergency response capabilities, and played leadership role in the City-wide "Shake Up San Francisco" emergency response exercise in October 2008.

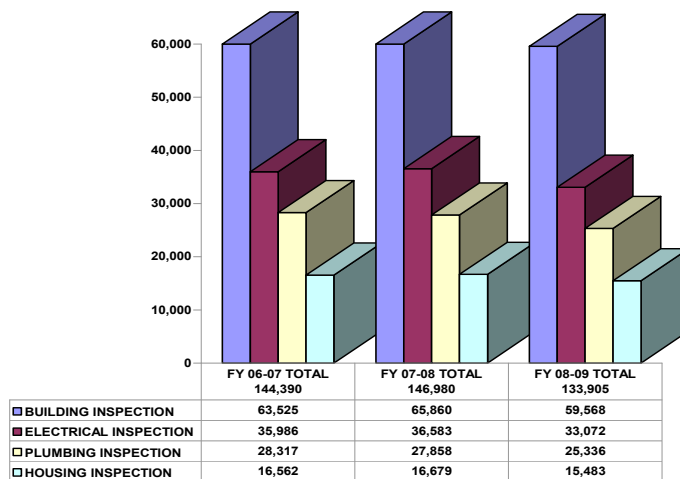
3-YEAR COMPARISON REVENUES AND EXPENDITURES



3-YEAR COMPARISON PERMITS ISSUED



3-YEAR COMPARISON INSPECTIONS PERFORMED



Note: Code Enforcement Section performed **446** inspections during FY

2009 – 2010 GOALS

- Implement a customer tracking system within the Department.
- Award a contract and begin implementing the new joint DBI-Planning Project and Permit Tracking System, upgrade DBI's automation systems and improve data availability, reliability and public transparency.
- Win approval from the Board of Supervisors of new Memoranda of Understanding (MOUs) to provide Inspection and Plan Review services on several high-profile City projects – including,
 - TransBay Joint Powers Authority
 - PUC's new headquarters' building
 - Port of San Francisco
 - Treasure Island Development Authority.

These new project assignments are expected to generate at least one million dollars each in fee revenues for the Department.

- Continue to work closely with the Mayor and Board of Supervisors on legislation to encourage voluntary seismic retrofits of vulnerable soft story residential buildings. The CAPSS program is studying other types of seismically vulnerable buildings, and will be making additional recommendations to DBI and to policymakers through April 2010.
- Continue working on proposed legislation to centralize within DBI the collection of all legally-mandated development impact fees to provide improved City-wide development review efficiencies, as well as generate essential cost-recovery revenues for the Department's professional services. Pursue new legislation to address cost recovery for DBI's code enforcement and housing inspection divisions, and specifically recover the costs accumulated during the abatement process prior to a Director's hearing.
- Continue implementing Business Process Reengineering (BPR) recommendations to improve efficiencies and effectiveness of the City-wide permit review and approval process – and keep all customers, other City agencies and the public fully informed of new processes, policies, and procedural changes.
- Continue posting on DBI's website established written policies, procedures and check-lists to improve the quality of submissions, as well as the review and approval turnaround times.
- Complete remodeling of the Permit Center's Fourth Floor as part of the ongoing effort to improve staff working conditions and customer convenience.
- Complete the Community Action Plan for Seismic Safety (CAPSS) remaining studies and recommendations to policymakers on steps required to improve the City's overall seismic safety – including continuing staff training exercises to be as prepared as possible for the next major earthquake.
- Relocate Support Services and Finance Divisions to 1660 Mission by the end of Fiscal Year 2009-10.

ADMINISTRATIVE SERVICES MISSION STATEMENT

Administrative Services provides support to the Department in the areas of fiscal management, purchasing, and business analysis. Provides automated data capture, data management, and report dissemination throughout the Department. Manages, processes, and updates all record request services. Provides support to the Department in the areas of personnel, payroll, and other related Human Resources activities. Prepares Reports of Residential Records (3R Reports). Responsible for the Department's Community Outreach Program, website, Monthly, Quarterly, and Annual Reports. Responsible for keeping both employees and the public fully apprised of the Department's mission and to articulate initiatives undertaken to provide the delivery of DBI services through a variety of marketing and public outreach programs.

The Administrative Services Program includes: Customer Services, Finance Services, and Management Information Services Divisions.

CUSTOMER SERVICE DIVISION

Patty Herrera, Division Supervisor

FUNCTION

Customer Service Division (**CSD**) serves as the first point of contact for the public and ensures that customers are quickly and efficiently referred to the proper division for assistance. CSD answers general questions for phone and walk-in inquiries; facilitates the resolution of complaints and physically directs customers to the appropriate division. CSD is responsible for storage and reproduction of plans, applications, job cards, certificate of final completion and occupancy (CFC) and miscellaneous documents; producing the Report of Residential Records (3R) and maintaining historical records. CSD is also responsible for coordinating and participating in community outreach programs, neighborhood and association meetings, festivals and fairs. CSD is charged with publishing and maintaining all brochures, handouts, and booklets describing DBI services; Quarterly and Annual Reports; and updating the Department's website.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Answered a total of **33,591** telephone inquiries and assisted **35,487** customers at the Public Information counters.
- Received a total of **6,151** 3R requests; of these,
 - **99%** or **6,125** were processed within five business days.
 - **1.0%** or **26** were processed within six to seven business days.
- Received a total of **9,700** record requests from customers, staff, and City agencies; of these,
 - **98%** or **9,477** were processed within five business days
 - **1.0%** or **124** were processed within six to seven business days
 - **1.0%** or **99** were processed in over seven business days.

These record requests produced a total of:

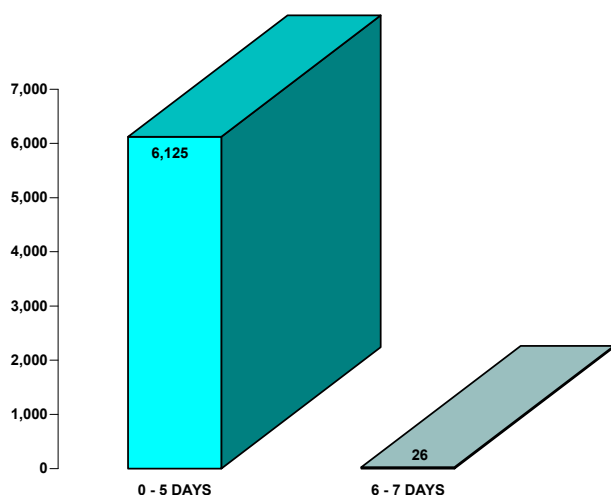
- **88,619** printed applications/job cards/CFC's
 - **39,156** printed copies of plans
 - **2,262** printed PTS print-outs
 - **18,933** 35 mm diazo cards for viewing
 - **22,048** aperture cards for research
 - **495** 35mm rolls searched for viewing
 - **9,949** Papervision viewed files
- Reorganized the division to address reduction of staff. Cross-trained staff on new assignments.
 - Established a new Records Counter on the 3rd Floor at 1660 Mission Street.
 - Began updating the Records Counter Operational Manual based on new duties and responsibilities.
 - Completed scanning and indexing of regular issued Permit Applications for January to March 2009, Job Cards 2008. Performed quality control and loaded files into Papervision for easy research and retrieval by staff.
 - Provided Papervision access to key staff in Permit and Inspection Services Programs. Trained staff to do research and print records.

- Prepared a new fee table schedule package effective September 2, 2008 and posted on our website. Prepared and distributed new fee schedule notices throughout the Department for public awareness.
- Coordinated DBI's participation in Community Outreach such as the Sunset Community Festival, and Bernal Heights.
- Completed Annual Performance Evaluations for all Customer Service staff within Department's deadline.
- Worked with 311 to update the Department's spreadsheet. Answered and tracked all 311 requests.
- Completed a revised online version of DBI's "Frequently Asked Questions" brochure. This publication is one of our most popular brochures.
- Began an in-house scanning project. Staff will be prepping, scanning, and back-prepping building permit applications, job cards, Certificates of Final Completion (CFC), electrical permits, plumbing permits, and miscellaneous documents. During Fiscal Year 08-09, Customer Service staff scanned permits issued August 2007 – May 2009, including 15-day holds. Performed quality control and with MIS assistance loaded files into Papervision for easy research and retrieval by staff.
- With MIS assistance, developed written scanning procedures including how to prep documents, match and merge, perform quality control, correct media within database, index, and burn media when product approved.
- Selected new vendor for Community Outreach Program and streamlined process by creating an easy-to-follow computerized inventory of all items, checklists, forms, numbers and types of items needed based on type of outreach.

ON-GOING PROJECTS

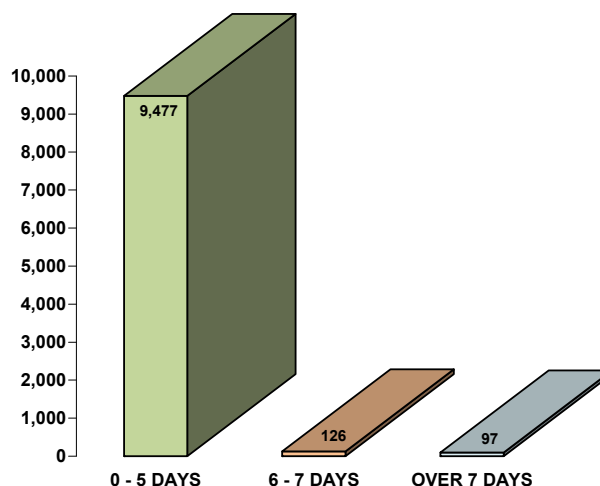
- Update Papervision database – add floor and unit numbers as needed, revise street name and house/building number to match PTS per Address Validation System.
- Continue scanning project.
- Keep up-to-date with DBI procedural changes.
- Maintain an up-to-date CSD Operational Manual.
- Maintain an up-to-date inventory of all records.
- Continue project to rename approximately 1,500 CDs/DVDs containing scanned and indexed plans for C and D series containing plans. Load data into Papervision for easy retrieval.
- Continue to evaluate staffing levels and workload demands. Make necessary changes to maintain a satisfactory level of customer service with reduced staffing.
- Continue streamlining and updating our website's roadmap by eliminating duplicate links, consolidating the brochures and handouts page, organizational charts, forms and checklists, etc.

3R REPORTS PROCESSED
MBO Goals: 75% in 5 days, 85% in 7 days



Processed a Total of 6,151 3R Reports

RECORD REQUESTS PROCESSED
MBO Goals: 75% in 5 days, 85% in 7 days

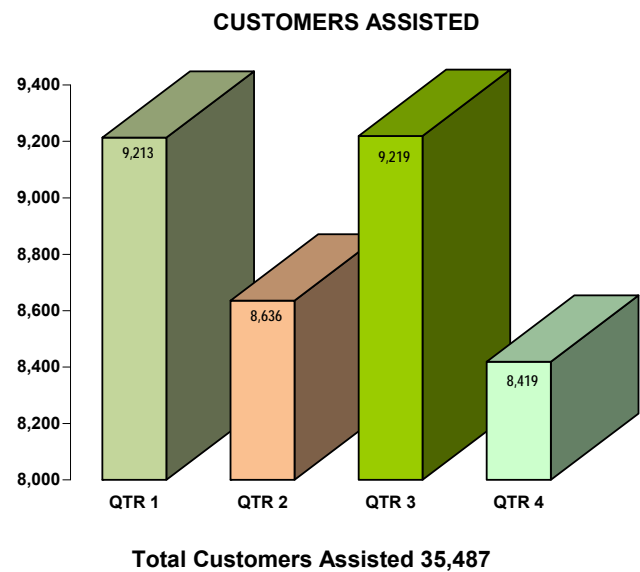
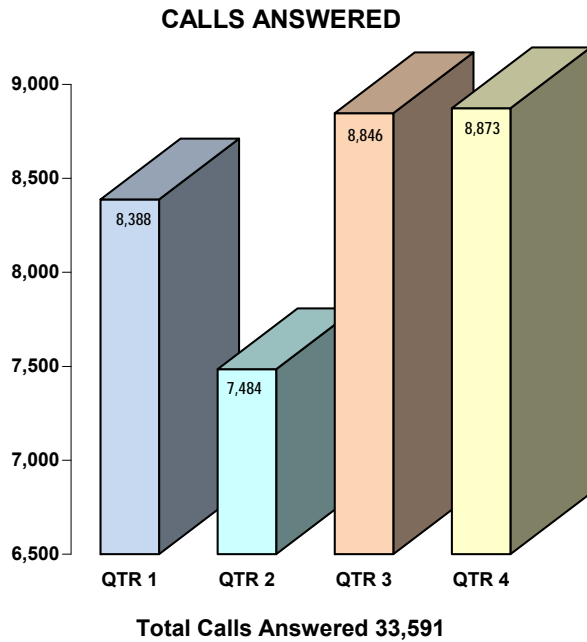


Total Record Requests Processed 9,700

2009 – 2010 GOALS

- Work with Finance Services to ensure continuation of Scanning Contract with BMI.
- Hold mid-term Performance Appraisal meetings with staff; update performance plans, if necessary.
- Reorganize division to address workload demands and reduced staffing levels.
- Reorganize Records Section; establish written procedures, cross-train staff on new records counter operation.
- Finalize written subpoena process.

- Work with MIS and Department of Technology on new DBI website design and organization.
- Transition Public Information Counter and Community Outreach duties to appropriate divisions.
- Create new media for C and D plan series, after the renaming project has been completed.
- Begin scanning withdrawn and cancelled plans.
- Revise fee table per approved Board of Supervisors' Ordinance.



FINANCE SERVICES DIVISION

Pamela Levin, Division Manager

FUNCTION

The functions of the Finance Services Division (**FSD**) 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; 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 Review	\$ 9,334,138
Permit Center	\$ 4,747,497
Inspection Services	\$18,118,961
Housing/Code Enforcement	\$ 5,018,102
Administration	\$ 1,651,601
Sub Total	\$38,870,299
Pending	\$ 3,949,756
Closing Projects	\$ 1,700,000
Use of Fund Balance	\$ <u>1,752,860</u>
Total Revenues	\$46,272,915
- Expenditure:

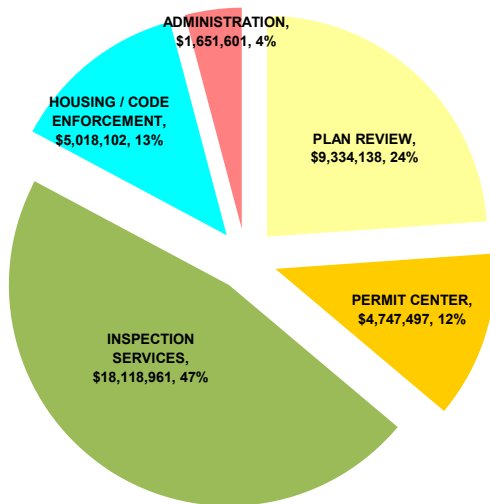
Plan Review	\$ 8,668,127
Permit Center	\$ 3,125,946
Inspection Services	\$13,740,278
Housing/Code Enforcement	\$ 5,819,758
Administration	\$ 9,707,151
Sub Total	\$41,061,260
Pending	\$ <u>5,221,664</u>
Total Expenditures	46,282,924
- Received a total of **250** reimbursement requests.
- Processed **1,420** financial transactions through the City's FAMIS on-line system.
- Processed **604** purchasing transactions through the City's ADPICS on-line system.
- Collected **35%** of total revenues through the PC Cash Register System, and credit card transactions.
- Responded to **100%** of calls within 24 hours.
- Closed fiscal year with a positive fund balance.

- Processed approximately **\$1.4 million** in refunds.

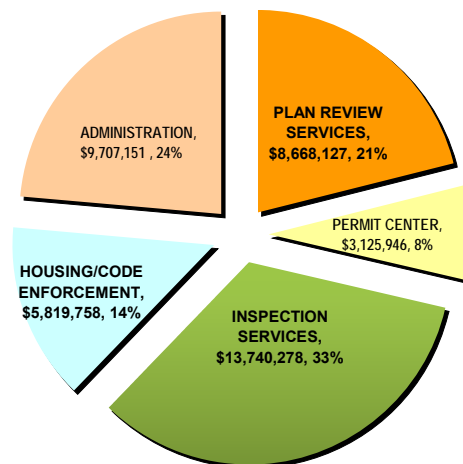
ON-GOING PROJECTS

- Participated in the development of the Permit Tracking System.
- Worked closely with MIS on other projects.

TOTAL REVENUE



TOTAL EXPENDITURES



2009 – 2010 GOALS

- Improve and simplify processing of refunds.
- Continue to develop policies and procedures so that processing purchasing requests, invoices, and reimbursements, as well as developing contracts, is easier for both the requestor and the Finance Division.
- Train staff on new policies and procedures.
- Create meaningful budget reports for managers to monitor their budgets.
- Improve budget development, including providing better information for managers to use for decision making.
- Improve processing of financial transactions so that the number of documents identified with issues by the Controller's Office continues to decrease.

MANAGEMENT INFORMATION SERVICES

Hema Nekkanti, Division Supervisor

Wilson Lo, Division Supervisor

FUNCTION

The functions of the Management Information Services (**MIS**) 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, and 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

- MIS requests completed: PC/network - 1623 requests; application development group - 1255 requests.
- Replaced all aged printers with new printer hardware.
- Hardware upgrade - replaced all PCs for Over-the-Counter operation.
- Completed:
 - Implementation of an in-house scanning system for the purpose of digitizing permit documents and plans.
 - Implementation of a back-up solution for document management system.
 - Operating system upgrade on all core network switches.
 - Point of Sales System upgrade to meet PCI compliance.
 - Transition of web payment applications, Electrical and Plumbing Permit issuance from the Department of Technology to DBI-MIS.
 - Transition of Online Building and Complaint Activity applications from the Department of Technology to DBI-MIS.
- Lotus Notes client upgrade to the current version for the entire Department.
- Browser and Service Pack upgrade for all desktops.
- IT Asset Management – utilizing the Track-It application to manage the Departments' IT assets.

- **PTS Enhancements** – The following are completed on this project:
 - Implemented proposed fee changes and amendments.
 - Initial deployment of a PTS checklists tool to manage and track plan review correction checklists.
 - Isolating cashiering function for collection of fees and changes to fees and payments modules for invoicing.
 - Changes in permit tracking to track and flag bounced checks.
 - Process of Request for Proposals (RFP) and vendor selection on a new Interactive Voice Response (IVR) solution for inspection scheduling and status tracking.
 - Substantial enhancements on the scheduling system for the consolidated Inspection Services staff.
- **Permit and Project Tracking System** – The following are completed on this project:
 - Issuance of Request for Proposal.
 - Bid evaluation by representatives from Building, Planning, Department of Technology, and Department of Public Works.
 - Demonstration of the product from short-listed vendors.
 - Selection of product by representatives from Building, Planning, Department of Technology, and Department of Public Works.

ON-GOING PROJECTS

- Network installation and configuration on the fourth and fifth floor for over-the-counter services in progress.
- Data center enhancement – Planning in progress to upgrade electrical equipment and power supply within the server room to accommodate additional demand on the systems.
- **PTS Enhancements**
 - Fee schedule changes to include modifications and new fees per Ordinance effective August 7, 2009.
 - Fee schedule changes for Planning, Fire and Board of Appeals per ordinances.
 - Interactive Voice Response system for inspection scheduling in final phase of approval.
 - Programming in progress to collect post issuance fees for building permits.
 - Address-based hazard restriction ordinance management for flood prone area, slope protection, landslide, easement, etc.
 - Programming in progress for DBI to collect impact fees for the Planning Department.
 - Plumbing module changes to track post issuance stages and expiration of plumbing and boiler permits.
- New Permit Tracking System – Contract negotiations phase; scope definition and contract term and agreements in progress.

2009 – 2010 GOALS

- Complete installation and configuration of the new customer queue management system.
- Complete network installation/configuration of the fourth and fifth floors for over-the-counter services.
- Complete IVR solution implementation for inspection scheduling and status tracking.
- Identify and enhance web payment applications to offer more services online.
- Complete contract negotiation on Permit and Project Tracking Systems and proceed toward project implementation per Memorandum of Understanding between Building and Planning departments.
- Complete enhancements to Permit Tracking to encompass the various components of the BPR Implementation Plan.
- To implement an Electronic Document Management System (EDMS) and e-Plan Check system. In the near term, DBI targets to implement an Electronic Document Management System which provides the ability to scan and store imaged documents, electronic files and provides for digitized formats for Enterprise-wide, day-to-day functions such as memos, correspondence and reports that service the Administrative functions.

PERMIT SERVICES MISSION STATEMENT

Permit Services is responsible for permit approval coordination, final approval and permit issuance to assure that the proposed construction work meets all safety requirements of the codes; and ensures that the process is performed in a timely manner that is always professional and courteous to all DBI customers. Provides technical support for the Department in the areas of code development and information.

Responsible for planning DBI's response during a catastrophic event, such as a large earthquake. Provides coordination for the Building Occupancy Resumption Program (BORP), and serves as the Department's liaison with other City Departments, including the Department of Emergency Services (DES), and the Department of Public Works (DPW).

The Permit Services Program includes: Permit Processing and Issuance, Plan Review Services, and HelpDesk/Technical Services.

PERMIT SERVICES

Vivian L. Day, Manager (August 2008 – April 2009)

Laurence Kornfield, Deputy Director (April – June 2009)

MISSION STATEMENT

Responsible for permit application acceptance, coordination, approval and issuance to ensure that the proposed construction work meets all safety requirements of the codes; and that the process is performed in a timely, professional and courteous manner.

ORGANIZATION

Permit Services is comprised of Central Permit Bureau (CPB), Initial Permit Review (IPR), Permit Processing Center (PPC), and HelpDesk/Technical Services Division (TSD).

FUNCTIONS

CENTRAL PERMIT BUREAU

Central Permit Bureau (**CPB**) accepts and issues building, electrical, and plumbing permits for public and private buildings located within the City and County of San Francisco. Additionally, CPB assesses and collects fees for building, electrical, and plumbing permits, including street use permits.

INITIAL PERMIT REVIEW

Initial Permit Review (**IPR**) provides proactive, professional and consistent customer service in screening, checking and reviewing building permit applications and plans for accuracy and completeness before accepting and routing for plan review and approval to various review disciplines and agencies.

PERMIT PROCESSING CENTER

Permit Processing Center (**PPC**) coordinates the routing of plans and permit applications to various review disciplines and agencies, updates and maintains accurate routing information within the department's Permit Tracking System (PTS), processes permit application cancellation and extension. As part of the plan review process customers come to PPC to pick up permit applications and plans in preparation for response to the plan examiner's plan review comments.

HELP DESK/TECHNICAL SERVICES

HelpDesk/Technical Services (**TS**) serves as the first point of contact for customers, technical support related to code interpretation and other technical issues for the Department and the public, acts as department's representative at the Board of Appeals, and the Code Advisory Committee, coordinates the adoption and implementation of new codes, and provides coordination for the Building Occupancy Resumption Program (BORP) and the Community Action Plan for Seismic Safety (CAPSS) program.

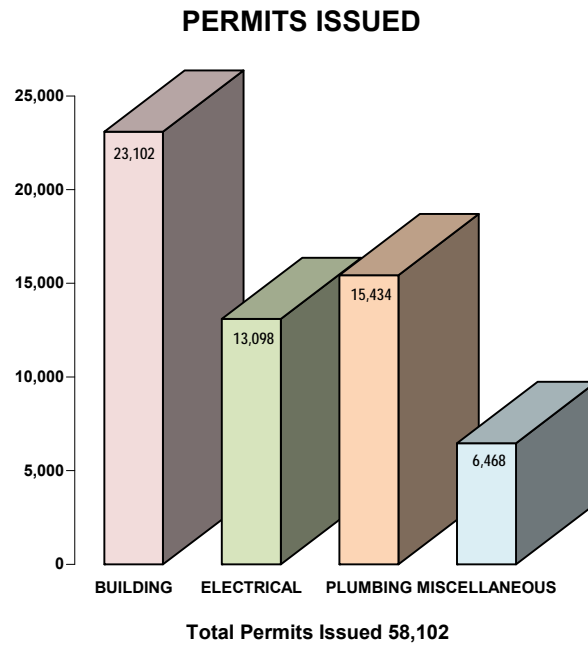
CENTRAL PERMIT BUREAU
Anita Lee, Division Supervisor

HIGHLIGHTS AND ACCOMPLISHMENTS

- Issued a total of **58,102** permits, including:
 - **23,102** Building Permits
 - **13,098** Electrical Permits
 - **15,434** Plumbing Permits
 - **6,468** Miscellaneous Permits
- Processed **100%** or **4,760** of structural notifications within 24 hours.
- Processed **100%** or **16,412** of demolition notifications within 24 hours.
- Implemented the updated Owner-Builder construction permit requirements under the California Health and Safety Code Section 19825.
- Implemented fee revisions, including the new Building Standards Administration Special Revolving Fund.
- Implemented over-the-counter permit review and issuance program for the majority of DBI permits.

ON-GOING PROJECTS

- Encourage and provide ongoing training for all employees to improve computer skills, administrative and technical knowledge.
- Continue to provide prompt and excellent customer service.
- Continue to coordinate in the development of the new Permit and Project Tracking System RFP process.



2009 – 2010 GOALS

- Maintain up-to-date fee collection operations.
- Continue to develop programs to provide smooth and rapid permit issuance.
- Continue to test the new Fire fee, which will be effective on 8/20/2009.
- Work with MIS to implement the new Planning fee which will be effective on 9/01/2009.
- Work with MIS to include the post issue payment for Building Permit Inspection Fee on S-1
- Continue to work with MIS to implement the new 2% technology fee, which is collected for the maintenance of the Permit and Project Tracking System.

PLAN REVIEW SERVICES

Hanson Tom, Division Manager

BUILDING PLAN REVIEW

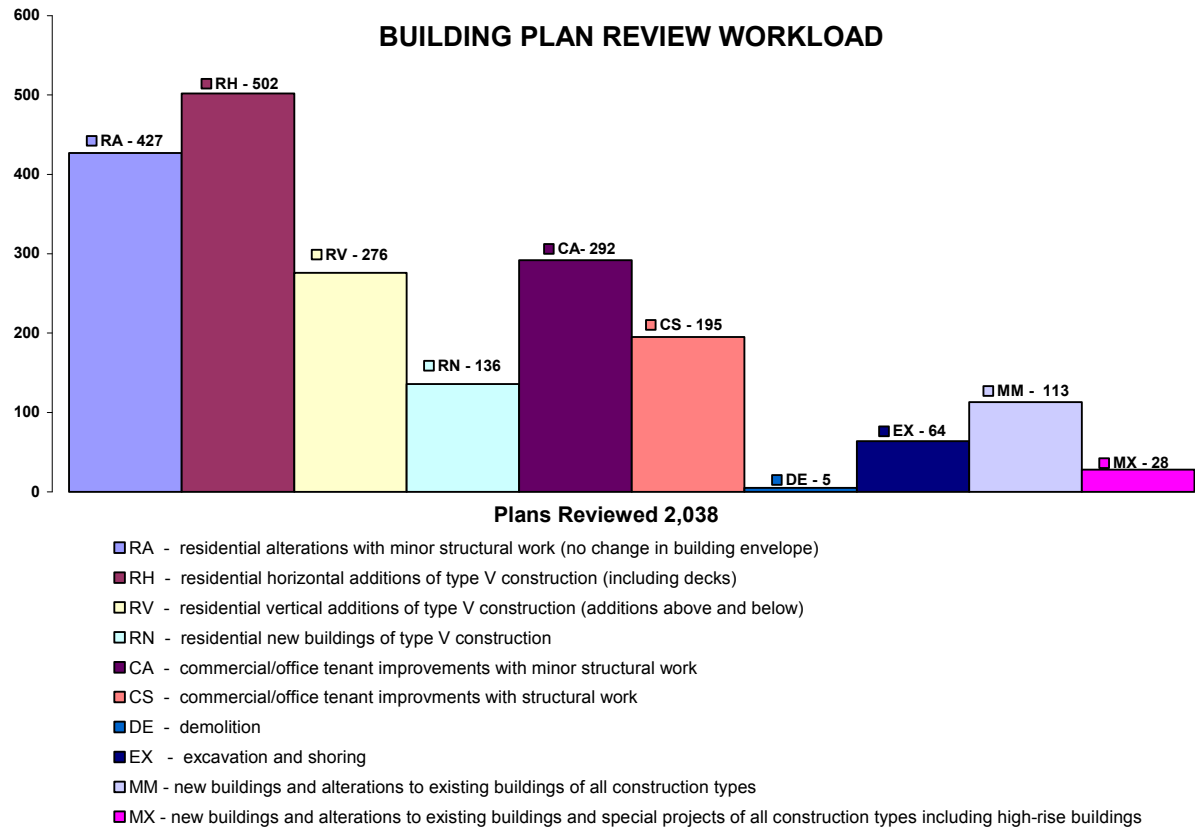
Neil Friedman, Chief Building Inspector, Over-The-Counter Supervisor
Raymond Lui, Structural Engineer, Supervisor
Jeff Ma, Building Plans Engineer, Supervisor
Gary Ho, Structural Engineer, Supervisor

FUNCTION

The function of the **Building Plan Review** groups is to 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 DBI clients. Projects include construction of new buildings, and alterations, additions and repairs to existing buildings. Staff conducts reviews of over-the-counter projects at the counter as the customer waits, of submitted projects in-house, and of submitted residential projects by appointment with industry professionals. Division Manager, Group Supervisors, and other senior staff conduct pre-application review meetings to provide code interpretations and resolve major code issues prior to the submittal of plans and permit applications.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Reviewed and approved approximately **7,958** building permits with no plans over-the-counter. (Note that an additional **9,736** building permits with no plans were done over-the counter by the Permit Services Program).
- Reviewed approximately **11,636** building permits with plans over-the-counter.
- Approved over **6,375** building permits with plans over-the-counter.
- Performed **2,038** building plan reviews of submitted projects (including building permits, site permits, and addenda submittals).
- Approved **67** building permits for new construction.
- Performed quality control review on approximately **59%** or **1,200** of submitted permit applications and plans.
- Conducted approximately **258** pre-application meetings.



2009 – 2010 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.
- Reorganize to accommodate reduction in staff and revenue.

ENERGY/ MECHANICAL PLAN REVIEW

Wing Ma, Mechanical Engineer, Supervisor

FUNCTION

The function of the **Energy/Mechanical 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, alterations, additions, and repairs to existing buildings. Staff conducts reviews of over-the-counter projects at the counter as the customer waits, of submitted projects in-house, and of submitted residential projects by appointment with industry 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 **7,400** building permits with plans over-the-counter. This included projects initially submitted, but subsequently routed over-the-counter.
- Approved **4,953** building permits with plans over-the-counter. This included projects initially submitted, but subsequently routed to over-the-counter.
- Performed approximately **629** mechanical plan reviews of submitted projects (including building permits, site permits, and addenda submittals).
- Performed quality control review on approximately **32%** or **200** of **629** of submitted permit applications and plans.

2009 - 2010 GOALS

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

STRUCTURAL SAFETY MANAGEMENT

Hanson Tom, Principal Engineer

FUNCTION

The Structural Safety Management (**SSM**) is responsible for ongoing seismic engineering and structural safety initiatives. SSM also provides coordination of projects requiring Structural Design Review.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Worked to develop MOU with the Transit Joint Power Authority (TJPA) providing project review and inspection for the Transit Center Building, an \$850 million in construction value project.
- Continued monitoring the MOU with the Public Utilities Commission (PUC) for project review and inspection of the new PUC headquarters at 525 Golden Gate Avenue.
- Worked to develop a MOU with: 1) Treasure Island and 2) Port of San Francisco.
- Continued the life-safety review of the Transit Center Building and prepared the appeal information for the Board of Examiners hearing.
- Continued the structural review and excavation for the construction of the Transit Center Building.
- Continued participation in the development of the CAPSS Program and the soft-story initiative.
- Attended various meetings for the Lowe's Project, 491 Bay Shore Blvd.
- Conducted structural design review for high-rises and projects with special design features including:
 - 200 Folsom St.
 - 201 Folsom St.
 - 680 Folsom St.
 - 399 Fremont St.
 - Rincon 2
 - 120 Howard St.
 - 1 La Avanzada St.
 - 45 Lansing St.
 - 200 Main St
 - 250 Main St.
 - 1411 Market St.
 - 350 Mission St.
 - 535 Mission St.
 - 1188 Mission St.
 - 2 New Montgomery St.
 - 140 New Montgomery St.

- Developed the subdivision review and easement review guidelines; conducted map and easement reviews.
- Coordinated Navy bases transfer projects such as Hunters Point and Treasure Island.
- Coordinated the Transbay Cable Project, a new converter power station.
- Coordinated the review and response of the Unreinforced Masonry Buildings program.
- Participated in the development of the “Overarching Paper for San Francisco”.
- Represented the Department:
 - Development and completion of the “National Flood Insurance Ordinance”.
 - Development and the completion of the “Joint Agencies Review MOU.” The agencies include DBI, Planning Department, Department of Public Works – Bureau of Street Use and Mapping, and Fire Department.
 - Acted as expert witness on lawsuits with the City Attorney’s Office.
 - Provided emergency investigation service for DBI’s Emergency Response Program.

ON-GOING PROJECTS

- Review and approval of all subdivision map referrals from DPW-Bureau of Street Use and Mapping.
 - Review and approval of the easements that are associated with subdivision map reviews and permit application reviews.
 - Development of Administrative Bulletin for subdivision map review and easement review.

2009 – 2010 GOALS

- Comprehensive review of permit applications that involve performance-based designs and complex structural designs.
- Timely subdivision map referral review and easement review.

INSPECTION SERVICES MISSION STATEMENT

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

The Inspection Services Program includes: Building Inspection, Code Enforcement, Electrical Inspection, Housing Inspection, and Plumbing Inspection Divisions.

BUILDING INSPECTION DIVISION

Dan Lowrey, Chief Building Inspector

FUNCTION

The Building Inspection Division (**BID**) is responsible for inspecting the construction of all new and existing buildings and structures for conformity with approved plans and permits, and for compliance with State and local building code requirements. BID responds to emergency situations, complaints of unsafe structures, and 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

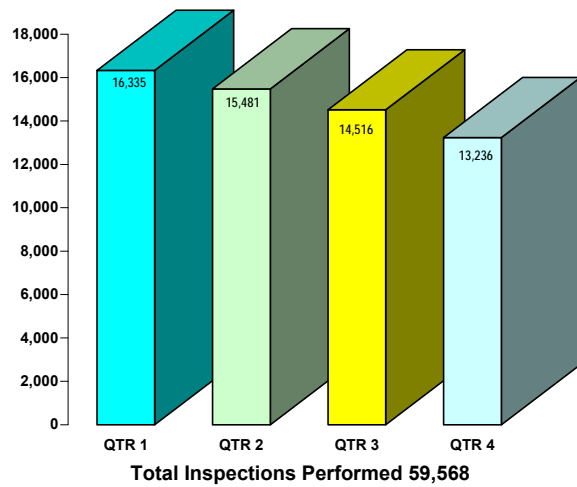
- Performed a total of **59,568** inspections; of these, **98%** or **58,484** were performed within 48 hours.
- Performed an average of **12.4** inspections per person/day.
- Performed an average of **2.8** spot check inspections a week per Senior Inspector.
- Received **3,459** complaints, responded to **51%** or **1,774** of all complaints within 48 hours.
- Inspected **67%** or **2,226** of complaints received, abated **44%** or **986** of complaints received.
- Issued **1,359** NOV's., abated **56%** or **764** NOV's.
- Served as Hearing Officer for **five** Director's Hearings.
- Issued **nine** Emergency Orders.
- Referred **283** cases to Code Enforcement.
- **23** Building Inspectors received ICBO certification.
- Responded to **37** Director's letters:
 - **70%** or **26** within Director's deadline
 - **30%** or **11** - 5 days after Director's deadline
- Support staff responded to **154,116** phone calls.

- **300 Berry Street** is a 16-story, 268 unit high-rise residential building in Mission Bay. This building has received a Certificate of Final Completion and is the first residential high-rise building to be a Silver Certified Leed Green Building in San Francisco.
- The newly constructed **Academy of Sciences** in Golden Gate Park opened to the public on September 27, 2008. The building has been finalized and a Certificate of Final Completion was issued. This is a great landmark for San Francisco.
- Senior Building Inspector Joe Duffy participated in a community outreach meeting with the Golden Gate Heights Neighborhood. The meeting was organized by Board of Supervisor Sean Elsbernd and was also attended by Planning Department staff. One of the purposes of the meeting was to inform the participants about the Building Inspection complaint investigation process. Planning Department explained the 311 notification requirements. Supervisor Elsbernd followed up with an e-mail acknowledging that the event was a success.
- Permit Services Deputy Director Laurence Kornfield gave a presentation to the BID inspectors at the bi-weekly staff meeting regarding the new Dust Ordinance which came into effect on November 3, 2008. The Health Department will review projects which are constructed on more than half an acre. For projects on less than half an acre DBI will enforce the Ordinance. Mr. Kornfield spoke briefly about the Green Building Ordinance which has been adopted by San Francisco.
- Tenants at 942 Market Street filed complaints with the Mayor's Office of Housing regarding possible inadequate ventilation in their units. At a site visit by BID, it was determined that certification of the building's ventilation system from a licensed professional was required. A letter of certification from a licensed Mechanical Engineer was promptly sent to Senior Building Inspector Patrick O'Riordan. The Mayor's Office has responded and expressed appreciation for the efforts of BID regarding this matter.
- Inspector Dan Simas was conducting a scheduled inspection at 470 Vallejo Street on Wednesday, December 31, 2008 when he observed workers at the base of a 10 to 12 foot vertical cut. He issued a Notice of Violation for the unsafe condition and requested that the workers leave the vicinity of the excavation. On his return to the office he informed Senior Inspector Patrick O'Riordan of the situation and OSHA was contacted. A Geotechnical Engineer met with the contractor, a representative from OSHA, the Structural Engineer, Inspector Simas and Senior Inspector O'Riordan on January 5, 2009 to discuss violations.
- Building, Code Enforcement, and Disabled Access Inspection staff attended CALBO education week where each inspector attended one day of training. BID inspectors received instruction in the areas of Disabled Access, Exiting, Plan Check, State Laws, Non-structural Provisions of the California Building Code (CBC), Load Path and Wood Frame Construction, Legal Aspects of the Building Department, Commercial Kitchen Hood and Duct Installations, Post-disaster Evaluator update and Residential Transition to the 2007 CBC. At the conclusion of the training day, each inspector received a Certificate from CALBO documenting the number of hours of continuing education that were earned.

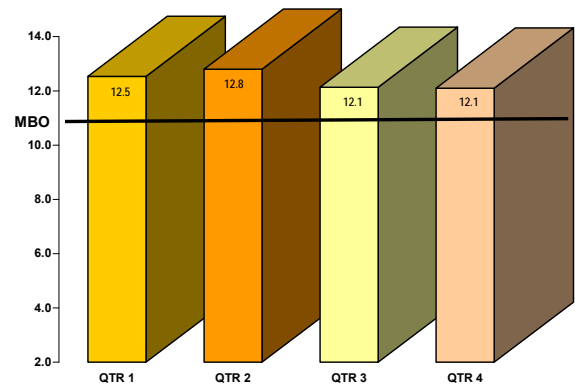
ON-GOING PROJECTS

- **555 Mission Street** is a new 30-story office complex. There has not been a new high-rise office building built in San Francisco in many years. This is the first new high-rise office complex built South of Market Street. Life Safety tests were completed. The building has requested final inspection and a Certificate of Final Completion. Final punch list items require completion by District Inspector Tam Chiu.
- **300 Spear Street** is a high-rise building project that consists of two 36-story towers, one nine-story and one eight-story tower. Three of the four towers were completed and occupied and the fourth high-rise building is scheduled for completion in Fall 2008.
- **1300 Fillmore Street** is a 13-story mixed use building containing eighty residential units. After the contractor of record, Webcor Builders, completed all of the outstanding items listed by the Building Inspector, the base building received a Certificate of Final Completion on May 16, 2008. Commercial tenant improvements on the ground floor are currently in progress including Yoshi's night club.
- **301 Mission Street** is near completion. The Life Safety System of the 420 residential unit / 58-story high-rise building is being tested. This project is scheduled to be completed in Spring 2009. This building is called the Millennium Tower and adds to the beauty of downtown San Francisco. A Temporary Certificate of Occupancy (TCO) for occupancies has been issued.
- **338 Spear Street** is a 42-story residential tower which is part of a four building complex on a common podium level. This building is the last building to be completed for the Infinity Project. A Temporary Certificate of Occupancy has been issued for this tower.
- **The AIMCO Project** (Hunters Point) consists of interior and exterior renovations of 604 residential units. The Building Inspection Division is working closely with Housing Inspection Services to issue a Certificate of Final Completion for each of the 604 residential units.
- **425 First Street** is a 62-story residential high-rise building. Final life safety testing is scheduled for completion of the project.

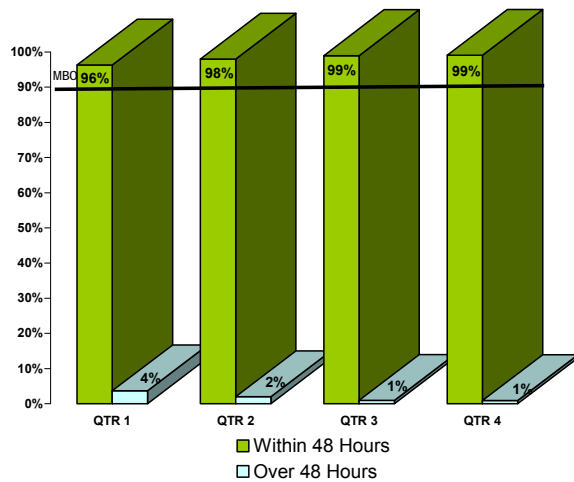
BUILDING INSPECTIONS PERFORMED



BUILDING INSPECTION MBO INSPECTIONS / PERSON / DAY MBO Goal = 11



BUILDING INSPECTION RESPONSE TIME MBO Goal = 90% Within Two Business Days of Requested Date



2009 – 2010 GOALS

- Assure compliance with State Regulation AB 717, which requires staff to be certified as a Building Inspector or 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 meetings.
- Schedule mechanical training class for the Building Inspectors.
- 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.
- Implement 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.

CODE ENFORCEMENT SECTION

Tony Grieco, 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 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

- Processed **300** cases referred from BID, EID, and PID within 45 days.
- Abated **330** cases and referred **4** cases to the City Attorney.
- Scheduled **501** cases for Director Hearings within 60 days after receipt by CES.
- Responded to **100%** of all Director's letters within Director's deadline.
- Responded to **1,100** phone calls within 24 hours.
- Performed **777** site/field inspections.
- Reviewed **84** permit applications and performed **88** counter consultations.
- Collected **\$32,623.22** for Assessment of Costs payments.
- Worked cooperatively with the Housing Inspection Division in administration and preparation of the Report of Delinquent Charges to the Board of Supervisors for 2009.

ON-GOING PROJECTS

- Identify and review CES cases that may be subject to a monthly monitoring fee pending approval of Administrative Code change.
- Develop tracking program to register and monitor vacant buildings in accordance with new CCSF-DBI code requirements.

2009 – 2010 GOALS

- Ensure compliance with California State Assembly Bill 717, which requires that inspection and plan review staff maintain required certifications and obtain a minimum of 45 hours education for each three year period.
- Obtain training and certification for State of California PC-832 (Penal Code, Powers of Arrest, Search and Seizure) for Building Inspectors performing complaint investigations and issuing Notices of Violation.

ELECTRICAL INSPECTION DIVISION

Michael Hennessy – Chief Electrical Inspector

FUNCTION

The primary function of the Electrical Inspection Division (**EID**) is to provide for the public safety by enforcing municipal and state regulations and codes relative to construction, alteration and installation of electrical, life safety, and telecommunication systems.

HIGHLIGHTS AND ACCOMPLISHMENTS

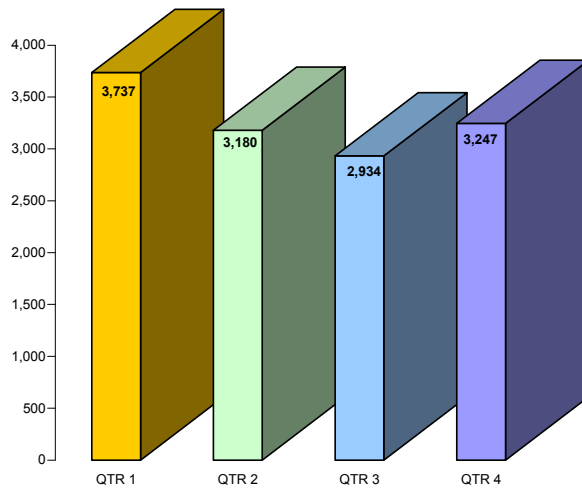
- Performed a total of **33,072** inspections; of these **99%** or **33,056** inspections were performed within 48 hours of requested date.
- Performed an average of **10.5** inspections per inspector/day.
- Performed an average of **3.8** quality control inspections a week per Senior Inspector.
- Received **154** complaints, responded to **139** complaints
- Performed **294** complaint inspections, abated **61** complaints.
- Issued **87** NOVs, abated **52** NOVs.
- Served as Hearing Officer for **4** Director's Hearings.
- Referred **1** case to Code Enforcement.
- Responded to all communications and inquiries in a timely manner.
- **Wind Generators:** Developed a checklist of electrical code requirements for wind generator installations and associated control and regulation equipment. The checklist was requested by members of a task force on wind power.
- **Electric Vehicles:** Participated in the Mayor's Electric Vehicle Initiative meetings to explain electrical permit policies and respond to technical questions related to the installation of battery charging systems.
- **Information Bulletin:** Developed handout sheets to assist homeowners with basic electrical installations for kitchens and bathrooms. The handouts are available for homeowners who obtain electrical permits.
- **Earthquake Exercise:** Participated in a City-wide emergency preparedness exercise. The exercise involved setting up the DBI Command Center; conducting emergency radio checks with field inspectors, and assisting a response team with simulation exercises.

- **Flu Pandemic:** Arranged for staff to attend a mandatory safety class designed by the Department of Public Health to inform CCSF employees about pandemic flu prevention.
- **Reorganization:** Reduced the number of inspection districts from fifteen to twelve due to inspector layoffs. The reconfiguration required extensive revision to the district address directory and the inspection scheduling systems. The changes produced some unforeseen glitches that caused disruption of inspection schedules and services.
- **Fee Schedule:** Assisted with development of a new electrical fee schedule in order to support a substantial fee increase. Developed outreach and implementation strategies and provided advanced notification to industry customers about the pending fee changes. Criteria for assessing fees for projects that spanned both fee schedules was also developed and implemented. Revisions to the fee schedule were necessary in order to correct minor inconsistencies that became evident after implementation.
- **Solar PV Systems:** 639 electrical permits were issued and 502 installations were completed during the reporting period. 65 of the larger installations had a combined output of 685 KW and required electrical plan review.
- **Budget:** Prepared and submitted budget requests that deferred all discretionary expenditures for FY 09/10 along with the supporting justification.
- **Training:** Engineering personnel representing Cooper Bussman Company provided a four hour presentation regarding Fuse Technology, Series Rating, and Available Fault Currents.
- Engineering personnel representing Eaton Electrical Group, Global Sales and Solutions, provided a four-hour presentation on circuit breaker technology and short-circuit characteristics.

ON-GOING PROJECTS

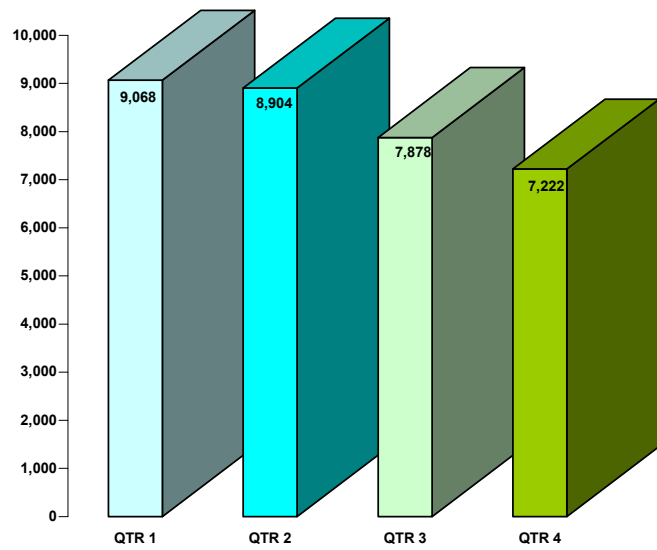
- **Utilities Engineering Bureau:** Provided a total of 44 hours of inspection services at the following projects: Baden Valve Lot WD-2556; Lake Merced Pump Station WD-2548; Crystal Springs Bypass Tunnel WD-2489; San Antonia Pump Station Upgrades; Tesla Ultraviolet Treatment Plant; Crocker Amazon Pump Station; Cyprus Cottage; Harry Tracy Adding MCC4.
- **Port of San Francisco:** Provided a total of 35 hours of inspection services and completed the Muni Light Rail Project.
- **Laguna Honda Hospital:** Continued providing a full-time on-site OSHPD-Certified electrical inspector for the hospital rebuild project.
- **Electrical Plan Reviews:** Performed electrical plan reviews for the following projects: 535 Mission, a high-rise building; 491 Bayshore, Lowe's Home Improvement Store; 660-690 Market, Hotel/Condominium project; 3575 Geary, Senior Housing Project; 750 Market, Tenant improvement work for a Best Buy Store; 501 Third Street, Trans Bay Cable project.

ELECTRICAL PERMITS



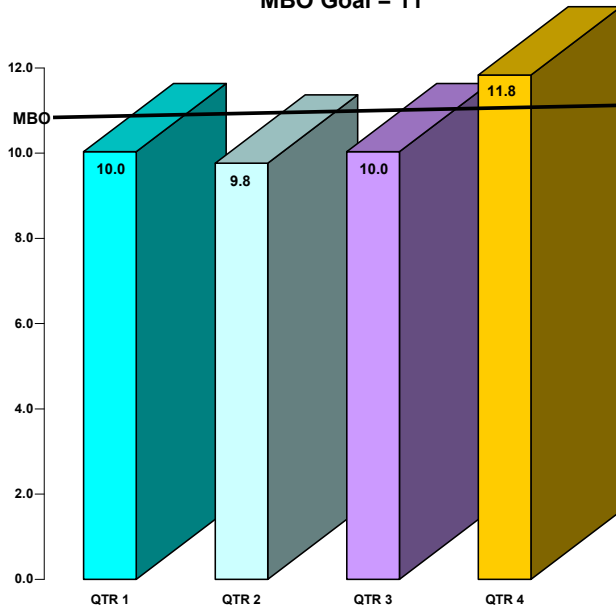
Issued a Total of 13,098 Electrical Permits

ELECTRICAL INSPECTIONS PERFORMED

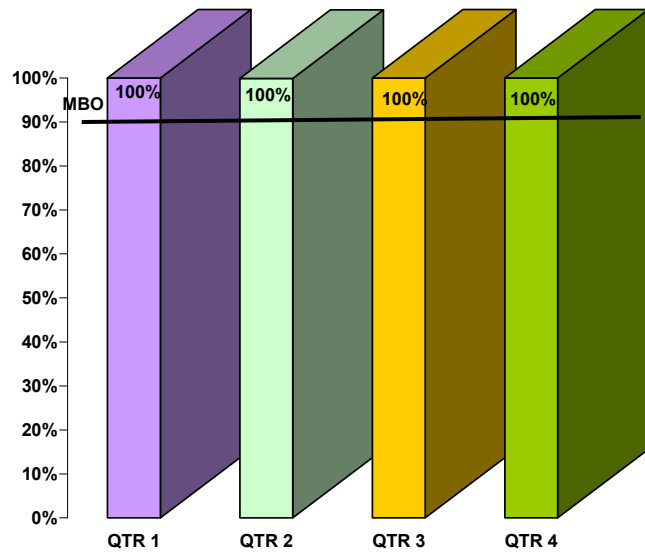


Performed 33,072 Electrical Inspections

ELECTRICAL INSPECTION
MBO INSPECTIONS / PERSON / DAY
MBO Goal = 11



ELECTRICAL INSPECTION RESPONSE TIME
MBO Goal = 90% Within Two Business Days
of Requested Date



2009 – 2010 GOALS

- Assure compliance with State Regulation AB 717, which requires staff to be certified as a building inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.
- **Training:** Defer employee training until winter months in order to minimize service disruptions during the busy summer and fall vacation season.
- **New Technology:** Prepare staff to implement Inspection Scheduling System enhancements that are designed to employ interactive-voice recognition and web-based technology.
- **Code Development:** Identify discrepancies and inconsistencies in the present edition of the San Francisco Electrical Code (SFEC) and develop proposals and updates for review by the Code Advisory Subcommittee in preparation for the 2010 SFEC Amendments.

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

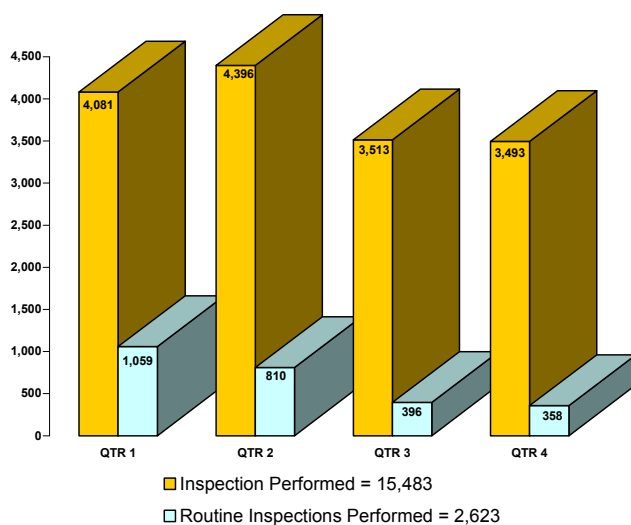
- Performed a total of **15,483** inspections; of these,
 - **12,860** were complaint inspections
 - **2,540** were initial routine inspections on apartment buildings
 - **83** were initial routine inspections on residential hotels.
- Senior Housing Inspectors performed **795** Quality Control Performance Evaluation reports for their assigned field inspectors.
- Received a total of **313** life hazard / heat complaints; of these responded to **94%** or **295** within one business day.
- Received a total of **3,135** non-hazard complaints, responded to **81%** or **2,548** of complaints received within two business days.
- Abated **3,104** complaints received within Fiscal Year 08-09 and previous years.
- Referred **seven** cases to the City Attorney per approval from the Director and the Litigation Committee of the Building Inspection Commission.
- Referred **298** cases to Director's Hearings.
- Collected **\$264,717.50** in Assessment of Cost fees for Enforcement Cases.
- Referred **29** notices of noncompliance to the State Franchise Tax Board.
- Performed **235** task force inspections; issued **30** Notices of Violation on task force cases, abated **55** task force cases.
- Abated **3** Emergency Orders.
- Received a total of **19** Director's letters / customer inquiries; of these responded to **73.7%** or **14** within deadline.

- Responded to **13,161** public counter information phone calls.
- Responded to **4,546** public counter information visits.
- Performed **10** Residential Hotel Mailbox Ordinance Surveys.
- Issued **20** Wooden Utility Ladder Notices of Violation.
- Performed **16** Blighted Building Surveys.
- Received **33** lead complaints, inspected **71** lead complaints, and abated **32** lead complaints.
- Performed **16** San Francisco Housing Authority MOU inspections.
- Issued **6** San Francisco Housing Authority MOU notices. Abated **3** San Francisco Housing Authority MOU cases.
- Developed rental one and two-family dwelling database, and tax bill insert for implementation of code enforcement fee (Ordinance No. 105-09).
- Developed draft Memorandum of Understanding for the Department of Building Inspection and the Department of Public Works regarding blight issues and complaint protocols.
- Gave presentations to the BIC, and Board of Supervisors regarding new legislation pertaining to utility ladders, code license and code enforcement fees, and assessment of costs.
- Chief provided guidance to the Abatement Appeals Board as Acting Secretary.
- Participated in 311 work group on residential hotel services and developed matrix for inter-department and community review.

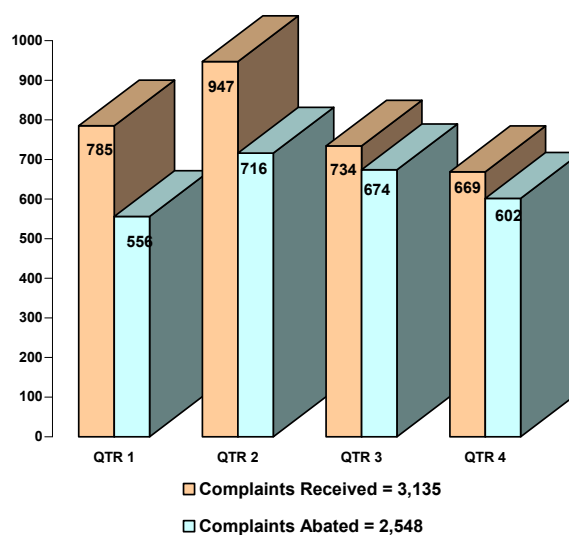
ON-GOING PROJECTS

- Participated in Board of Supervisor's Single Room Occupancy (SRO) Taskforce.
- Provided City Attorney with data regarding Residential Hotel Mail Box Ordinance.

HOUSING INSPECTION ACTIVITY



HOUSING INSPECTION COMPLAINT ACTIVITY



2009 – 2010 GOALS

- Implement changes to Chapters 12 and 12A of the Housing Code per Ordinance No. 76-09 regarding Water Conservation.

RESIDENTIAL HOTEL UNIT CONVERSION AND DEMOLITION ORDINANCE

LEGISLATIVE HISTORY:

The **Residential Hotel Unit Conversion and Demolition Ordinance (HCO)** was originally adopted by the Board of Supervisors as Ordinance No. 330-81 on June 26, 1981. The Board found that the Ordinance was necessary to preserve the existing stock of residential guest rooms as housing for low-income, elderly, and disabled persons. The Board noted in 1981 that the residential guest room housing stock had been decreasing at an alarming rate due to vacation, conversion and demolition of these units to tourist and other uses. The Board found that this reduction created a housing emergency, and adopted Chapter 41 of the S. F. Administrative Code to minimize the conversion and demolition of residential guest rooms.

RESIDENTIAL HOTEL CERTIFICATION:

Beginning in 1981, the HCO required all hotel and apartment house owners and operators with guest rooms to report to the Bureau of Building Inspection (now the Department of Building Inspection) how the guest rooms were being used on September 23, 1979. If the guest room was actually occupied by a tenant for thirty-two consecutive days or longer, the room was designated as residential. If the guest room was occupied for less than thirty-two days the room was designated tourist. The property owner/operator had fifteen days to appeal the certification of these designations by the Bureau of Building Inspection.

RESIDENTIAL HOTEL DESCRIPTION:

A hotel is considered residential if it has one or more residential guest rooms as certified by the HCO. Approximately five hundred and six (506) hotels are designated residential by Chapter 41 of the S. F. Administrative Code, which includes those hotels owned or operated by nonprofit organizations. The overall number of residential hotels can fluctuate because the Ordinance permits a hotel to change its residential designation upon approval of a Permit to Convert. Residential guest rooms can be legally converted to tourist uses with approval by the Director of Building Inspection. The Permit to Convert requires the hotel owner to replace the converted residential guest rooms with in lieu (replacement housing) fees, the construction of new units, or the creation of new residential guest rooms in an existing building.

REPORTS AND RECORDS REQUIRED:

All residential hotels which do not have documentation on file with the Department of Building Inspection indicating that the hotel is operated by a nonprofit (recognized by the IRS) must file an Annual Unit Usage Report on November 1st every calendar year. These residential hotels must also maintain daily logs, weekly reports and corresponding receipts for up to two years. The Certificate of Use indicating the number of residential and tourist guest rooms assigned to the hotel must be posted at the hotel lobby along with the weekly report.

Residential hotel owners and operators must rent residential guest rooms certified by the HCO for seven days or longer. From May 1st through September 30th a residential hotel operator may rent twenty-five percent of their residential guest rooms on a nightly basis provided that the guest room is legitimately vacant and offered for residential use first.

The Housing Inspection Services Division maintains files on residential hotels which are available for public review. These files contain documentation required by Chapter 41 of the S. F. Administrative Code, such as the Certificate of Use, filed Annual Unit Usage Reports and Complaint Tracking Data regarding enforcement activities.

Within the last five years, no winter rentals have been applied for pursuant to Sections 41.19(a)(3) and 41.19(c) of Chapter 41 of the S. F. Administrative Code.

Funds deposited into the San Francisco Residential Hotel Preservation Fund Account are transmitted to the Mayor's Office of Housing for disbursal pursuant to Section 41.13 of the Chapter 41 of the S. F. Administrative Code. During this fiscal year three Permits to Convert were approved which required replacement housing fees to be deposited in the San Francisco Residential Hotel Preservation Fund Account.

SUMMARY OF ENFORCEMENT EFFORTS:

Delinquent notices are sent to those residential hotel owners/operators who have not filed their Annual Unit Usage Report (due November 1, every year) or are missing other historical information.

ANNUAL REPORTING HIGHLIGHTS:

Total Number of Residential Hotels: (Which file an Annual Unit Usage Report)	417
Total Number of Residential Guest Rooms: (Protected by the HCO to be conserved)	13,903
Total Number of Residential Guest Rooms: (Reported as occupied by the Annual Unit Usage Report)	9,950
Residential Guest Room (Overall) Average Rent:	\$626
Residential Hotels offering services: (include Maid Service, Linen Service, Security Service, Intercom System, Meal Service, Utilities Paid and Other)	287
HCO Violations	
Complaints received:	5
Complaints abated:	5
(Includes cases initiated from the previous year)	
Residential Guest Rooms Converted: (Through the Permit to Convert Process)	46
Residential Units temporarily unavailable or effected by fire:	0

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 High Rise Sprinkler Ordinance and the Boiler Ordinance which requires that PID maintain records, send renewal notices, and prepare Notices of Violation against non-complying property owners.

HIGHLIGHTS AND ACCOMPLISHMENTS

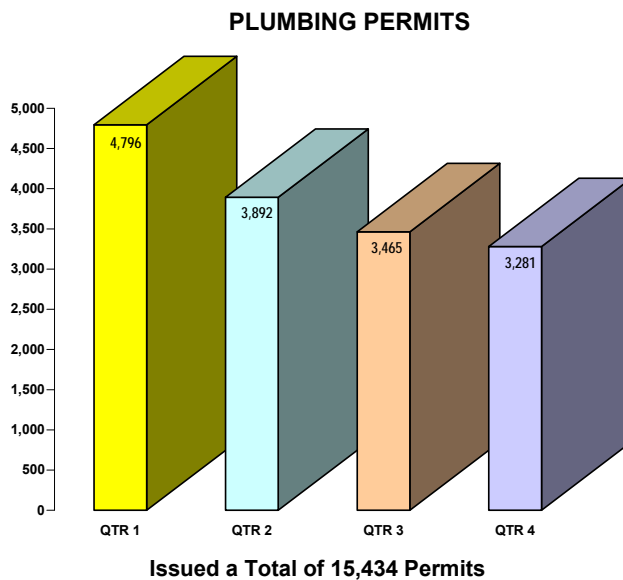
- Performed a total of **25,336** inspections; of these **97%** or **24,617** were performed within 48 hours of requested date.
- Performed **9.7** inspections per person/day.
- Performed **two** spot check inspections a week per Senior Inspector.
- Reviewed/plan checked **two** plans for Special Projects.
- Responded to **98%** of all complaints within 48 hours.
- Received **533** complaints, inspected **524** of complaints received, abated **389** of complaints received.
- **14** Plumbing Inspectors have current IAPMO certifications.
- Issued **315** NOV's, abated **376** NOV's.
- Served as Hearing Officer for **4** Director's Hearings.
- Referred **43** cases to Code Enforcement.
- Responded to **100%** of Director's letters within Director's deadline.

BOILER PROGRAM

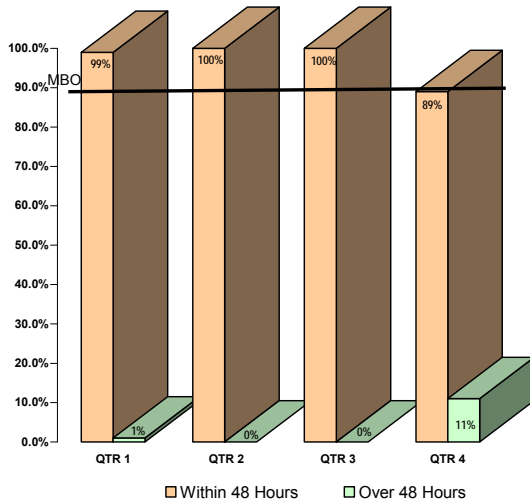
- Issued **74** Notices of Violation.
- **3,854** boilers were registered at the beginning of the year. Permits to Operate (PTO) were issued.
- **4,988** boilers were registered by the end of the year. PTOs were issued.

ON-GOING PROJECTS

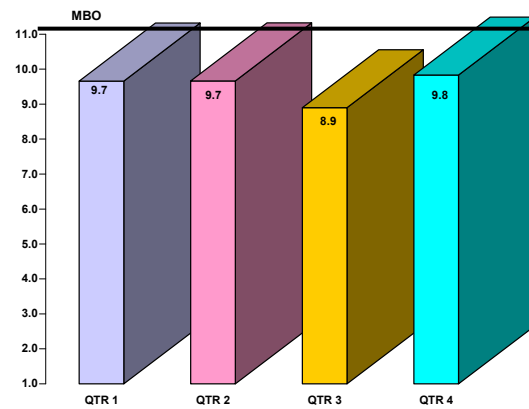
- Lowe's Home Improvement Building, PUC Building, Temporary Transbay Terminal.
- Reconfigure tracking of all registered boilers, Water Conservation and FOG Program.



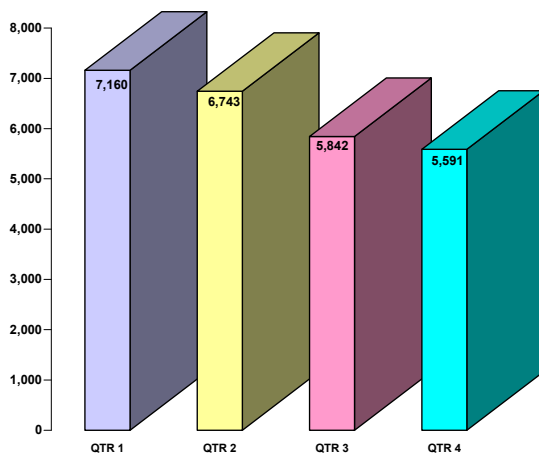
PLUMBING INSPECTION RESPONSE TIME
MBO Goal = 90% Within Two Business Days
of Requested Date



PLUMBING INSPECTION
MBO INSPECTIONS / PERSON / DAY
MBO Goal = 11



PLUMBING INSPECTIONS PERFORMED



Performed a Total of 25,336 Plumbing Inspections

2009 - 2010 GOALS

- Continue education courses for all PID staff.
- Maintain or exceed 10 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.
- Continue tracking and enforcement of the High Rise Sprinkler Ordinance.

BOARD OF EXAMINERS

Manuel Flores, President
Hanson Tom, Board Secretary

MISSION STATEMENT

The Board of Examiners (**BOE**) is a group of experts created under Section 105A.1 of the San Francisco Building Code. The purpose of the Board is to hear and determine the requests by the public as to whether new materials, new methods or types of construction comply with the standards of safety established by the San Francisco Construction Codes which include San Francisco Building Code, Plumbing Code, Electrical Code and Mechanical Code. The Board also has the power to determine reasonable interpretation of the provisions of the San Francisco Building Code, and to hear the appeals from the Director's condemnation order involving construction methods, assemblies or materials or where safety is involved.

THE BOARD MEMBERS

The Board of Examiners is composed of 10 members appointed by the Building Inspection Commission and two ex-officio members. Currently, the Board Members consist of the following:

Manuel Flores	President; Building Trades Seat
Patrick Buscovich	Registered Structural Engineer Seat
Mel Cammisa	Registered Electrical Engineer Seat
Ken Cleaveland	High-rise Sprinkler – Building Owner Seat
Robert Fuller	Registered Fire Protection Engineer Seat
Dick Glumac	Registered Mechanical Engineer Seat
Jason Langkammerer	Licensed Architect Seat
Kevin Mirkovich	Licensed Plumbing Contractor Seat
James Reed	Licensed Electrical Contractor Seat
Armin Wolski	Licensed General Contractor Seat
Ex-officio	Director of DBI or his/her Designee
Ex-officio	Chief of Fire Prevention Bureau, SFFD

REVIEW CASES

Appeal No. **2009-01**, Transit Joint Power Authority (TJPA), Transbay Transit Center, 425 Mission Street, Blocks and Lots:

3718/025	3721/031	3719/003	3721/045A	3720/001
3721/046	3721/006	3721/054	3721/015A	3721/053
3721/016	3721/047	3721/019	3721/109-118	3721/020
3721/108	3721/029			

The applicant requested a variance, to Sections 104A.1 and 104A.2.8 of the 2007 San Francisco Building Code and Section 111 of the 2007 California Building Code, for approval of Local Equivalency for Alternate Design of Construction for Transbay Transit Center.

The Board of Examiners approved the aforementioned Local Code Equivalency requests with various conditions.

NOTICE OF DECISION

The notices of decision are posted on the Department's website www.sfdbi.org under the Agenda and Minutes link 10 days after the meeting date.

NEW BOARD CHAIR AND VICE CHAIR

The Board members voted Mel Cammisa as the Chair and Manuel Flores as the Vice-Chair effective March 23, 2009.

CODE ADVISORY COMMITTEE

KIRK MEANS, COMMITTEE SECRETARY

ORGANIZATION

The Code Advisory Committee (**CAC**) consists of 17 members who are qualified by training and experience to deliberate and make recommendations on matters pertaining to the development and improvement of the content of the San Francisco Building Code, Mechanical Code, Electrical Code, Plumbing Code, and Housing Code, as well as related rules and regulations or proposed ordinances that the Director or the Building Inspection Commission determines may have an impact on construction permits. Specific recommendations of this Committee are directed to the Building Inspection Commission for their further action.

These members are appointed by the Building Inspection Commission and comprise a cross-section of the construction industry by including a major project architect, a small-project architect, a civil engineer, a structural engineer, a mechanical engineer or contractor, a fire protection engineer, an electrical engineer or contractor, a general contractor, a remodeling contractor, a residential contractor, a commercial property owner, a member of the general business community, a person qualified in the area of historical preservation, a person knowledgeable about disability access regulations, and three members of the community-at-large.

The Code Advisory Committee meets regularly on the third Wednesday of each month at 1660 Mission Street. Each member of the full Committee also serves on a subcommittee that meets at least once a month. These subcommittees are: Administrative and General Design Subcommittee, Fire and Life Safety Subcommittee, Structural Subcommittee, Mechanical/Electrical/Plumbing Subcommittee, Housing Code Subcommittee, Disability Access Subcommittee, and Green Building Subcommittee. The general public is invited to attend and speak at any of these meetings on topics of interest that deal with construction permits and the building codes.

MISSION STATEMENT

To preserve and promote the Health, Safety and Welfare of the public through the regulation of the built environment with codes and standards that are clear, concise, consistent and enforceable, recognizing the unique characteristics of San Francisco, and striking a balance between scientific knowledge and real-world conditions.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Reviewed, accepted, and made recommendations regarding revisions to the 2007 California Building Codes, including local amendments for each of the following:
 - 2007 San Francisco Building Code
 - 2007 San Francisco Mechanical Code

- 2007 San Francisco Plumbing Code
- 2007 San Francisco Electrical Code
- 2007 San Francisco Housing Code
- Reviewed and made recommendations on ordinances which were proposed for inclusion in the building codes, including:
 - Lighting Efficiency Measures in Commercial and City Buildings Ordinance (File No. 090584) amending the San Francisco Building and Environment Codes
 - Permeable Surface Driveways Ordinance (File No. 081038)
 - Special Ventilation Systems for Certain Urban Infill Residential Developments Ordinance (File No. 080934) amending the San Francisco Building and Health Codes
 - Slope Protection Act Ordinance (File No. 080281) amending the San Francisco Building Code
 - Ban of Torch-Applied Roof Systems on Combustible Roof Systems Ordinance (File No. 081089) amending the San Francisco Fire Code
 - Priority Processing of Permits for Seismic Retrofit Upgrades of Soft-story, Wood-frame Buildings Ordinance
 - Ban on Wooden Fixed Utility Ladders Ordinance (File No. 081010) amending the San Francisco Housing Code
 - Building Code Fee Adjustment Ordinance (File No. 080719) amending the San Francisco Building Code
 - Coordinated Code Enforcement of City Departments Ordinance (File No. 081252) amending the San Francisco Administrative, Building, Planning, and Business and Tax Regulations Codes
 - Commercial Buildings Water Conservation Ordinance (File No. 090226) amending the San Francisco Building Code
 - Residential Buildings Water Conservation Ordinance (File No. 090225) amending the San Francisco Housing Code
 - Amended Certificate of Occupancy Ordinance (File No. 090026) amending the San Francisco Building Code
 - Amended Certificate of Final Completion and Occupancy Ordinance (File No. 090227) amending the San Francisco Building Code
 - Changes to Electrical Permit Fees and Expiration Date Ordinance amending the San Francisco Building and Electrical Codes
 - Plumbing Permit Expiration and Partial Refund Ordinance amending the San Francisco Building and Plumbing Codes
 - Affordable Housing Access Ordinance (File No. 090276) amending the San Francisco Housing Code
 - Technology Surcharge Ordinance amending the San Francisco Building Code
 - Housing Code Enforcement Services Fee for One and Two-family Rental Dwellings Ordinance (File No. 090473) amending the San Francisco Building and Housing Codes
 - Changes to Building Code Fee Schedules, Permit Requirements, Terms, and Inspections Ordinance (File No. 090588) amending the San Francisco Building Code
 - Monthly Monitoring Fee for Code Enforcement Cases Ordinance amending the San Francisco Building Code

- Vacant or Abandoned Building Registration Ordinance (File No. 090554), amending the San Francisco Building Code
 - Apartment House, Hotel License and Record Retention Fee Increase Ordinance amending the San Francisco Building Code
- Reviewed and made recommendations for proposed or updated Administrative Bulletins:
 - AB-093 Implementation of Green Building Regulations (San Francisco Building Code Chapter 13C)
 - AB-004 Priority Permit Processing Guidelines
 - AB-041 Application of the State Historical Building Code
 - AB-090 Rules for Approval of Destination-Based Elevator Control Systems
 - AB-094 Definition and Design Criteria for Voluntary Seismic Upgrade of Soft-Story, Type V (wood-framed) Buildings
 - AB-023 Crane Site Safety Plan and Building Permits
- Held Special Public (including stakeholders) Meetings on a Proposed Ordinance amending Chapter 26 of the San Francisco Fire Code to prohibit the installation of torch-applied roof systems, and possible repercussions to Chapter 15 of the San Francisco Building Code regarding allowable roof system materials and installations.
- Participated in a Special Public joint meeting between the Access Appeals Commission and the CAC Disability Access Subcommittee regarding the development of an Administrative Bulletin containing the requirements for, and the accessibility of, destination-based elevator control systems for persons with disabilities.
- Reviewed and made recommendations regarding the CAPPS preliminary report on Soft-Story Buildings.
- Held general discussions regarding possible impacts on the Department of Building Inspection of recent Eastern Neighborhoods Rezoning and existing occupancies.
- Reviewed possible issues surrounding the dangers and prevention of CO poisoning injuries and/or deaths including the use of Carbon Monoxide Detectors and the possible need to develop related Building Codes.
- Reviewed the need for clarification of the definition and regulation of “housekeeping” units as used in the San Francisco Housing Code.
- Reviewed the continued need for an Unreinforced Masonry Building Appeals Board and possible related modifications to San Francisco Building Code Section 105A.7.
- Reviewed the new 2008 California Green Building Standards Code to be effective 8/1/2009 and its relationship to the existing San Francisco Green Building Ordinance.
- Review of the use of the Green Point Rated system.

- Reviewed Housing Inspection Services action plan for proposed updates, clarifications, and amendments to the new 2007 San Francisco Housing Code (SFHC).
- Reviewed proposed code revision to San Francisco Building Code Section 1205.2.2 regarding lighting, that allows a maximum 7'-0" structural projection above an opening that is required for natural light and ventilation.
- Reviewed Code issues related to building demolition.
- Reviewed Senate Bill (SB) 1473 - Green Building Standards requiring the Building Standards Commission (BSC) to approve, adopt, codify, publish and update green building standards, and requiring every City and County to collect a fee of \$4.00 per \$100,000 in valuation from every applicant for a building permit for the purpose of funding the development of building standards.
- Reviewed possible actions regarding the implementation of programs in the Green Building Ordinance.
- Reviewed a proposal for a 2009 Sustainability Agenda to be considered by the Code Advisory Committee's Green Building Subcommittee.
- Held general discussions regarding the storage and recycling of rain water.
- Continued review of Administrative Bulletin AB-014, *Dimensional Tolerances for New and Existing Construction*.
- Continued review of Administrative Bulletin AB-046, *Special Inspection and Structural Observation Procedures*.
- Continued work on Administrative Bulletin AB-047, *Smoke Control Systems: Requirements for Submittals and Special Inspection and Testing*.
- Reviewed status of the Mayor's Commercial Energy Task Force and associated programs.

2009 – 2010 GOALS

- Review and revise current Administrative Bulletins for inclusion in the 2007 edition of the San Francisco Building Code.
- Review California's proposed adoption of new versions of the model code and associated proposed state agency amendments to same in preparation for the revisions required to the San Francisco amendments in the 2010 Code Adoption process.
- Review and restructure the San Francisco Housing Code in conformance with the 2007 San Francisco Building Code.

- Develop, review, and recommend code changes to the Director and the Building Inspection Commission.
- Review rules and regulations promulgated by the Director and the Building Inspection Commission.
- Review proposed ordinances that may affect the Department of Building Inspection and its building codes.

ANNUAL REPORT 2008 – 2009

1660 Mission Street
San Francisco, CA 94103-2414
(415) 558-6088 Information
(415) 558-6401 Fax
www.sfdbi.org