BUILDING INSPECTION COMMISSION

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 will manage the Department of Building Inspection 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 the Disability Access Regulations.
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 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
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.
DIRECTOR’S OFFICE
Amy Lee, Acting Director

FUNCTION

The function of the Director’s Office is to set policies and support all programs within the Department in order to carry out the mandates and to ensure life and property within the City are safeguarded.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Issued a total of 16,295 permits;
  ○ 6,962 building permits
  ○ 3,824 electrical permits
  ○ 4,279 plumbing permits
  ○ 1,230 miscellaneous permits

  an increase of 2.6% or 198 more than the same quarter last year.

> Issued building permits with a total valuation of $709,477,910, an increase of 79.6% or $314,561,114 more than the same quarter last year.

> Responded to 97% of life hazards or lack of heat complaints within 24 hours.

> Initiated process for filling all vacant positions.

> Lead Abatement Section completed the new forms for the amended SFBC 3407 (working with the Office of the City Attorney). Completed LAS Oracle Complaint Tracking System upgrades/adjustments and began including the amended SFBC 3407 forms in the database (working with MIS). Updated and added information and the amended SFBC 3407 forms to DBI’s website for public access (working with CSD).

> Began “Gartner” Permit Tracking System workflow project.

> Published the First Volume of the New “FYI Newsletter”.

> Implemented monthly coordination meetings between DBI and the Assessor’s Office to develop open communication lines between the two Departments.
GOALS

> Fill all vacant positions.

> Assure compliance with State Regulation AB 717 which requires staff to be certified as building inspector, electrical inspector, plumbing inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.

> Completed 2005 Lien Cycle.

> AFD to continue to work with Controller to complete Fee Analysis Study.

> CPB to work with Bureau-Engineering, Assessor, and Street and Mapping on improvement of address verification.

> CPC to coordinate with various City agencies and the public on the review and processing of estimated 200 plus tenant improvement permits in Bloomingdale Shopping Complex. First batch of permits expected in October 2005.

> PSD to continue working with MIS to upgrade the current imaging system.

> Plan Check Divisions and PCD to improve coordination to assure plan review quality control and education of the public, thereby enhancing the permit application process.

> BID to cross-train all new field inspection staff with the Plan Check Services divisions to provide them with a basic understanding of the plan checkers duties and responsibilities.

> Continue to work with Controller to complete Fee Analysis Study.

> CPB to work with Bureau of Engineering, Assessor’s Office, and Bureau of Street Use and Mapping on improving DBI’s Address Validation System.
FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Completed replacement of Intel switches.
> Completed installation of Cisco 5250 router and established secure firewall.
> Completed feasibility study of applying electronic tracking to our document flow.
> Completed assessment and recommendation study for document flow.
> Completed recruitment of 1044 Senior Network Engineer.
> Began training programs in anticipation of the refresh project.
> Initiated “Bridge Project” to address several areas of the IT systems that are identified as high risk areas of failure.
  • Completed core network switching.
  • Ghost server project.
  • Veritas backup systems.
> Begun “Gartner” PTIS workflow project.

ON-GOING PROJECTS

> Systems refresh.
Generator system integration.

Upgrade of document imaging system.

**GOALS**

- Complete POS deployment.
- Backfill additional 1052 and 1053 positions.
- MIS to complete the planning for additional engineering and development training to support the system refresh.
DEPARTMENT OF BUILDING INSPECTION
Administration Program

VACANT

ADMINISTRATION AND FINANCE
DIANE LIM
558-6323

PERSONNEL SERVICES
558-6343

PUBLIC SERVICES
PATTY HERRERA
558-6130

MISSION STATEMENT

The Administration Program is dedicated to providing the Department of Building Inspection with efficient quality support overseeing the Permit and Inspection Programs, and in the areas of Fiscal Management, Personnel Services, and Public Services/Records Management.
ADMINISTRATION AND FINANCE DIVISION  
Diane Lim, Manager

FUNCTION

The functions of the Administration & Finance Division (AFD) are to provide support to the Department in the areas of fiscal management, purchasing, employee services, and business analysis. In the area of fiscal management this support is in the form of budget preparation and reconciliation; revenue management; controlling labor and non-labor expenditures, capital expenditures and work order expenditures; accounts payable; and performing internal audits. In the area of purchasing this support is in the form of procuring materials and supplies; vendor identification and interfacing; and contract administration. In the area of employee services this support is in the form of automobile repair control; telephone systems, pager and cellular phone management; and employee claims management. In the area of business analysis this support is in the form of providing needs and operations analysis, revenue/expenditure analysis, and developing office policies and procedures.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Total Revenue:  
  Permit $3,671,899  
  Inspection $8,181,154  
  Other -$ 118,380  
  Total Revenue $11,734,673

> Total Expenditures:  
  Permit $3,567,796  
  Inspection $3,660,091  
  Administration$ 607,245  
  Total Expenditure $7,835,132

> Processed 100% of all reimbursement requests within 10 days.

> Processed 100% of training requests within one week.

> Processed 497 financial transactions through the City’s FAMIS on-line system.

> Processed 410 purchasing transactions through the City’s ADPICS on-line system.

> Collected 24.9% of total revenues through the PC Cash Register System, credit card transactions.

> Responded to 100% of Director’s letters within Director’s deadline.
Responded to 100% of phone calls within 24 hours.

- Coordinated communications to provide information for Fee Study Analysis.
- Coordinated fiscal year end close processes per Controllers Instructions.
- Completed annual deferred credit analysis for department revenue realization.
- Prepared FY 2005-06 Budget packages for DBI department managers.

**ON-GOING PROJECTS**

- Follow City administrative and fiscal procedures.
- Maintain expenditures within budgeted appropriation.
- Monitor and analyze revenues.

**GOALS**

- Provide staff training for new POS system.
- Continue to work with Controller to complete Fee Analysis Study.
- Implement Workplace Health and Safety Hazard recommendations in compliance with the Department Hazard log.
- Prepare packages and timelines for 2006-07 Budget requests for Division Managers.
TOTAL EXPENDITURES
1st Quarter FY 2005-06

- ADMINISTRATION
  8%
  $607,245

- PERMITS
  46%
  $3,567,796

- INSPECTIONS
  46%
  $3,660,091

TOTAL EXPENDITURES
$7,835,132

TOTAL REVENUE
1st Quarter FY 2005-06

- PERMITS
  31%
  $3,671,899

- OTHER
  1%
  -$118,380

- INSPECTIONS
  68%
  $8,181,154

TOTAL REVENUE
$11,734,673

TOTAL EXPENDITURES: $7,835,132
TOTAL REVENUE: $11,734,673
PUBLIC SERVICES DIVISION
Patty Herrera, Manager

FUNCTION

Public Services Division (PSD) 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. PSD answers general questions for phone and walk-in inquiries; facilitates the resolution of complaints and physically directs customers to the appropriate division. PSD is responsible for storage and reproduction of plans, applications, job cards, and miscellaneous documents; producing the Report of Residential Records and maintaining historical records. PSD is also responsible for coordinating and participating in community outreach programs, neighborhood and association meetings, festivals and fairs. PSD 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 7,020 telephone inquiries and assisted 7,829 customers at the Public Information counters.

> Received a total of 2,875 3R requests; of these,  
  • 36% or 1,034 were processed within five days  
  • 30% or 852 were processed within seven days  
  • 34% or 989 were processed over seven days.

> Received a total of 3,129 microfilm requests; of these,  
  • 59% or 1,908 were processed within five days  
  • 19% or 613 were processed within seven days  
  • 22% or 698 were processed over seven days.

These microfilm requests produced a total of:  
29,686 applications/job cards/CFC’s  
9,550 diazos  
13,701 copies of plans.

> Continued to update the Department’s website by posting up-to-date Commission / Boards agendas and minutes, organizational charts, informational brochures and booklets, plan checking checklists, etc.

> Working with RPC Manager to coordinate issues affecting the 1st Floor operation in order to provide for better customer service.
Responded to **100%** of Director’s letters and customers inquiries within 3 days of receipt.

> Assigned a Lead Clerk at the counter to provide for better customer service, standardized training and operational procedures, and appropriate counter coverage.

> Implemented monthly coordination meetings between DBI and the Assessor’s Office to develop open communication lines between the two Departments.

> Provided training sessions for counter staff on Building Inspection, Mechanical Plan Check, Housing Inspection, and Plan Check Services.

> Working with several microfilm companies to evaluate their processes, quality, and standards used for applicability to our day-to-day operation.

> Published the first volume of the new “FYI Newsletter”.

> Prepared draft brochure of Report of Residential Building Record (3R Report).

> Began processing order for new community outreach items in preparation for upcoming events.

> Working with Division Managers to update several informational brochures and booklets.

**GOALS**

> Fill staff vacancies.

> Continue working with MIS to upgrade the current document imaging system.

> Continue to publish Quarterly Reports and FYI Newsletter on website.

> Continue updating website content.

> Work with BID to develop and implement procedures for establishing the current authorized use and occupancy on 3R Reports.

> Select a microfilm company and begin testing of services.

> Continue working with BID Chief in finalizing the Office Policy and Procedures for “Unit Count Verification”.


CALLS ANSWERED

JUL  2,257  AUG  2,451  SEP  2,312

Total Calls Answered 7,020

CUSTOMERS ASSISTED

JUL  2,462  AUG  2,932  SEP  2,435

Total Customers Assisted 7,829
The Mission of the Permit Services Program is to oversee plan review and permit issuance to assure that proposed construction work meets safety requirement of the code; and that the process be performed in a timely manner with professional and courteous service to our clients.
FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Issued a total of 16,295 permits;
  ○ 6,962 building permits
  ○ 3,824 electrical permits
  ○ 4,279 plumbing permits
  ○ 1,230 miscellaneous permits

  an increase of 2.6% or 198 more than the same quarter last year.

> Issued building permits with a total valuation of $709,477,910, an increase of 79.6% or $314,561,114 more than the same quarter last year.

> Processed 100% or 1,738 of structural notifications within 24 hours.

> Processed 98% or 16,320 of demolition notifications within 24 hours.

> Processed total of 288 refunds; of these 6% or 16 were processed within 5 days.

> Processed 100% or 86 of all mail-in applications within 2 days.

> Responded to 100% or 3 of Director’s letters within Director’s deadline.

ON-GOING PROJECTS

> Work with MIS to train, test and roll out plan for new point of sale/cash register.

> Upgrade the staff in Central Permit Bureau to be permanent 1408 Principal Clerk.

> Hire permanent employees to meet increasing demand of workload on new projects in Mission Bay and Hunter’s Point.
> Work with PUC regarding collection of Sewer’s Capacity Fee.

> Work with Gartner Consulting in improving current practices.

Work with Bureau of Engineering, Assessor’s Office, and Bureau of Street Use and Mapping on improving DBI’s Address Validation System.

**GOALS**

> Fill vacant 1408 Principal Clerk and 1426 Senior Clerk Typist positions.

> Upgrade all staff in Central Permit Bureau.

---

**NUMBER OF PERMITS ISSUED**

![Bar chart showing number of permits issued by category]
COMMERCIAL PLAN CHECK DIVISION  
*William Wong, Manager*

**FUNCTION**

The function of the Commercial Plan Check Division (CPC) is to provide timely and professional review of building permit applications, plans and documents for all commercial alteration and repairs within the City and County of San Francisco (except those reviewed by the Major Projects Division) and to assure that the proposed work complies with all state and local codes and requirements, including Title 24 Part 2, disabled access requirements. The division conducts pre-application review meetings that provide code interpretations and resolve major code issues prior to the submittal of plans and permit applications. Qualifying projects may be reviewed within 72 hours using the Office Tenant Improvement (OTI) process.

**HIGHLIGHTS AND ACCOMPLISHMENTS**

> Reviewed and approved a total of 1,879 permits; of these,

○ 71.1% or 1,335 permits were approved over-the-counter  
○ 8% or 151 permits were approved within 2 - 7 days  
○ 13.1% or 247 permits were approved within 8 - 30 days.

> Approved an average of 4.9 plans per person/day.

> Performed spot-check quality control on approximately 16% or 82 out of 502 permit applications and plans with an average of 95% accuracy.

> Responded to 95% of phone calls within 24 hours.

> Conducted approximately 28 pre-application meetings.

> Increased spot check quality control from 12% last quarter to 16% this quarter.

> Conducted and documented Frequently Asked Questions and case studies in Commercial Plan Check.

**GOALS**

> Assure compliance with State Regulation AB717, which requires staff to be certified as Building Inspector or Plans Examiner and to complete 45 hours of continuing education within a three-year period.
> Hire additional plan checkers (engineers and inspectors) to reduce backlog in plan review.

> Improve the screening of permit applications and plans at the counter.

> Train new plan checkers who rotated into Commercial Plan Check Division.

> Update the public informational brochure titled “How to Obtain a Building, Electrical and Plumbing Permit for the Remodeling of Non-residential Spaces in Existing Buildings in the City and County of San Francisco”.

> Improve the documentation of Unreasonable Hardship Form to improve Disabled Access plan check.

> Coordinate with various City agencies and the public on the review and processing of estimated 200 plus tenant improvement permits in Bloomingdale Shopping Complex. First batch of permits expected in October 2005.
COMMERCIAL PLAN CHECK
PLANS APPROVED/PERSON/DAY
1st Quarter FY 2005-06

MBO GOAL = 3.0

Note: Number of approved plans include over-the-counter approvals.

BUILDING PERMIT PROCESS TIME
1st Quarter FY 2005-06 Commercial

MBO GOALS: 70% OTC; 75% 7 DAYS; 95% 30 DAYS

Total Number of Approved Plans 1,879
MAJOR / UMB PLAN CHECK DIVISION
Yan Yan Chew - Manager

FUNCTION

The Major Projects and UMB Plan Check Division (MPC/UMB) is responsible for the plan review of all types of new construction permits, grading and demolition permits, Unreinforced Masonry Building retrofit and major project permits. This division performs coordination of peer reviews of certain projects that utilize performance design or alternative design. MPC/UMB is also in charge of the administration and enforcement of three special programs, the Unreinforced Masonry Bearing (UMB) Wall Buildings Earthquake Hazard Reduction Program; the Parapet Safety Program; and the Special Inspection Program. Lastly, the MPC/UMB is also in charge of all permit process for special projects such as Treasure Island, Mission Bay, Hunter's Point Navel Shipyard, Port of San Francisco, and PUC upgrade projects.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Reviewed a total of 385 permit applications; of these, reviewed and approved 82.59% or 318 permit applications within 90 days.
- Approved an average of 1.06 plans per person per day.
- Performed spot-check quality control on approximately 3.14% or 10 of 318 permit applications and plans approved for internal plan review with an accuracy rate of 83.75%.
- Conducted approximately 29 pre-application meetings.
- Performed 74 reviews for subdivision applications referred by Bureau of Street Use and Mapping, Department of Public Works (DPW).
- Received a total of 6 Director’s letters; of these, responded to 100% or 6 of Director’s letters within Director’s deadline.
- Responded to 100% of phone calls within 24 hours.
- Responded to 6 emergency and special field inspection requests.
- Completed the proceedings of Risk Level 1 and 2 for Un-reinforced Masonry Buildings. Continued the proceedings of Risk Level 3 and 4.
Assisted DPW in the review of 17 referrals for the Mission Bay Development Public Improvement.

Hunters’ Point Subdivision Reviews:

a) Coordinated and reviewed site grading, drainage and slide mitigation, storm runoff from roof and site by Peer Review Panel.
b) Reviewed and made comments on referral of the 1st submittal Phase 1, Hilltop & Hillside, tentative map application.
c) Researched and responded to proposed Blasting Excavation Method inquiry.

ON-GOING PROJECTS

Started permit review for the following highrises:

a) Office buildings: 400 Howard Street, 505 Howard Street and 535 Mission Street and 720 Mission.
b) Mixed use: 301 King Street, 325 Fremont Street and 301 Mission Street.
c) Others: 724-730 Van Ness Avenue and One Polk Street.

The following highrises are under construction:

a) Office buildings: 151 Executive Park and 524 Howard Street.
b) Residential buildings: 425 Battery Street, 333 First Street, 335 First Street, 170 King Street, 188 King Street, 201 Berry Street and 235 Berry Street.
c) Mixed use: 835 Market Street, 255 King Street, 2 Mission Street, 1015 Van Ness Avenue, 50 Tea Garden Drive and 199 New Montgomery Street.
d) Worked on peer review for the following prominent projects: 1) 185 Berry Street, 2) 235 Berry Street, 3) California Academy of Sciences, 4) New De Young Museum, 5) Crestmont Hill, 6) 180 Howard Street, 7) Hunter’s Point, 8) 301 Mission Street, 9) Palace of Fine Arts, 10) 1 Rincon Hill, 11) 300 Spear Street, 12) 1483 Sutter Street.

Worked on nine housing projects: 1) Carter Housing Project, 2) 900 Gilman Avenue, 3) 168 Bluxome Street, 4) Francisco Bay, 5) Walbridge Terrace – 48 units, 6) 300 Broderick Street – 70 units, 7) Geneva Avenue Project – 48 units, 8) One Rincon Annex, and 9) Valencia Gardens.

Issued the alternative design and method of construction agreement for the Mission Bay Life Science Facilities.

Reviewed City owned projects: Academy of Sciences, Golden Gate Park Music Concourse Underground Parking and Palace of Fine Arts.
Reviewed highrise seismic retrofit projects for One California Street, One Maritime Plaza and 575 Market Street.

Port of San Francisco projects:

a) Approved the seawall for Pier 49.
b) Approved the light gauge, metal stairs and tower crane for 501 Beale Street.
c) Reviewed drawings for the swimming pool for 501 Beale Street.

Hazard Mitigation Projects:

a) 1750 Geneva Avenue - Stoneridge & Saddleback Properties.
b) 357, 361, 367 Elsie Street - Slide area excavation and underpinning permit application.
c) Goldmine Drive and Diamond Street landslide temporary winterization measures.

Performed one Notice of Special Restriction (NSR) for maintaining Rock Catchment Fences at Carter Terrace Development.

GOALS

Assure compliance with State Regulation AB 717 which requires staff to be certified as building inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.

Abate all UMB and Parapet buildings within the time frame as required by the building code.

Meet MBO goals. Maintain plan review backlog within 30 days.

Continue to assist the City to develop a plan in revitalizing “Treasure Island” and Hunters Point Naval Shipyard.

Continue to assist DPW in subdivision map review.

Assist Public Utility Commission in reviewing its construction projects.

Set criteria and evaluation procedures for structural and nonstructural performance-based designs.
MAJOR PROJECTS/UMB PLAN CHECK
PLANS APPROVED/PERSON/DAY

MBO GOAL = 1

MAJOR PROJECTS/UMB PLAN CHECK
PERMITS APPROVED WITHIN 90 DAYS
MBO GOAL = 75%

Total Number of Permits Received: 385
Total Number of Permits Approved: 318
MECHANICAL PLAN CHECK DIVISION
Robert Wong, Manager

FUNCTION

The Mechanical Plan Check Division (MECH) is responsible for reviewing plans submitted with building permit applications to ensure compliance 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. MECH prepares correspondence on mechanical and energy code questions; monitors and follows up on California Energy Commission (CEC) correspondence, publications, and energy standard activities. MECH meets and confers with design professionals on project pre-application meetings and answers code questions for the general public. MECH also provides on-going technical assistance to building inspectors and civil engineers, cooperates with Residential, Commercial, Major/UMB Plan Check Divisions, and Permit Coordination Program to expedite permit processing, and assists other divisions in their technical requirements i.e. Housing, Electrical and Plumbing Inspection Divisions.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Received a total of 1,457 permit applications; of these reviewed and approved
  >   ○ 65% or 947 over-the-counter permits
  >   ○ 17.36% or 253 permits within 2 - 7 days
  >   ○ 12.2% or 178 permits within 30 days.

> Approved an average of 8.29 plans per person/day.

> Performed spot-check quality control on approximately 4% or 19 out of 470 permit applications and plans with an average of 100% accuracy.

> Conducted approximately six pre-application meetings.

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

> Received and conducted 424 phone and counter consultations on mechanical code questions.

> Responded to 315 job status check inquiries.
> Attended the Title 24 Energy Code Update classes at the PG&E Energy Center for the Energy Code changes effective October 1, 2005.

> Visited various job sites for inspection to gain more field experience.

> Summer intern majoring in mechanical engineering completed the 8-week study / work internship program.

> James Zhan passed the California State Professional Engineer License examination.

> Completed plan review for major projects – 501 Beale Street and 375 Laguna Honda Blvd.

**ON-GOING PROJECTS**

> Continue reviewing the major highrises and Mission Bay projects: 125-3rd Street, 301 and 302 Mission Street, 301 King Street, 401 Harrison Street, 425-1st Street, 353 King Street, 170 King Street, 325 and 435 China Basin, 150 Powell Street, 871 Turk Street, 1700 Owens Street, 466 Bush Street, 25 Sierra Street, 601 King Street, 55-9th Street, 325 Berry Street, 1160 Mission Street, 230 Turk Street, 990 Polk Street, 733 Front Street, 325 and 333 Fremont Street.

**GOALS**

> Assure compliance with State Regulation AB 717, which requires staff to be certified as building inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.

> Update Mechanical Plan Check Checklist for R-3 residential dwellings, commercial building permits and major highrises.

> Complete draft on Mechanical Plan Check Guidelines for Green Buildings.

> Prepare for the enforcement of the new 2005 Title 24 Energy Code by having the mechanical plan check staff attend training classes and provide in-house training to other DBI divisions.
BUILDING PERMIT PROCESS TIME
Mechanical
MBO GOAL: 60% OTC; 75% 5 DAYS; 95% 30 DAYS

Total Number of Approved Plans
1,457

MECHANICAL PLAN CHECK
PLANS APPROVED/PERSON/DAY
MBO GOAL = 4.0

Note: Number of approved plans include over-the-counter approvals.
PERMIT COORDINATION DIVISION
Hanson Tom, Interim Manager

FUNCTION

The main function of the Permit Coordination Division (PCD) is to provide permit review options to qualified building permit application to coordinate multi-departmental review using Parallel Plan Check Review method. The goal of the Division is to substantially reduce plan review process time.

Applications that start under the Serial Plan Review process may be converted to Parallel Review process if a minimum of three (3) plan check stations is required. This is achieved with PCD serving as a single point-of-customer contact in the coordination of building permit application process. PCD is also tasked with the coordination of all City-owned and City-sponsored projects under Parallel Review Process regardless of the number of review stations. Permit Coordination Division also performs Quality Control Assessments of all approved Building Permit Applications and performs Random/Spot Check of over-the-counter applications prior to issuance of permits by Central Permit Bureau. The Division further expedites, centrally tracks, and processes misplaced permits.

Reinforcing the growing confidence in, and popularity of the Parallel Plan Review process, the Department has assigned PCD to process all Bioscience Business projects under Parallel Review Process in 2005.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Quality-controlled for completeness total a of \(1,223\) applications; of those \(98\%\) or \(1,199\) were completed within 24 hours. These applications were reviewed by five Permit Coordinators and one Management Assistant.

> Assisted \(643\) customers upon arrival at PCD public counter.

> Responded to \(98\%\) or \(3,146\) telephone inquiries within 24 hours. This includes telephone calls made and received at the counter by all staff members.

> Coordinated an average of \(6.4\) projects (compared to 5 projects in previous quarter) per Permit Coordinator per day.

> Completed \(89\) projects under Parallel Plan Review Process with a construction valuation cost value of \(\$340,121,588\). This is an \(80\%\) increase from previous quarter where 50 projects with construction cost of \(\$102,018,637.00\) were completed for permit issuance.
Further decreased requests to expedite and track building permit applications to 46 compared to 57 requests from last quarter. The Division started with over 500 expediting requests when function was re-assigned and centralized under PCD.

Random/Spot Check of at least 10% of applications issued over-the-counter. As directed, PCD has been performing daily “random/spot check” of approved applications before CPB issue the permits.

Continue to perform daily multi-disciplinary “Peer Review” process to improve Quality Control process by facilitating minor plan check oversight, thereby eliminating time spent returning to Plan Checkers to fix/resolve these errors.

Continue to assists in regular Fire and Mechanical Plan Check to ease backlogs at Plan Check Services Program.

Mechanical Plan Checker participated in Field Site Visits to the Bloomingdale Project, 77 Beale Street PG&E Boiler Retrofit, and 125 3rd Street for St. Regis Hotel.

Extended regular plan check and clerical counter assistance to Plan Check Services Program. Three (3) Permit Coordinators assisted at Residential and Commercial Intake Counters for total of 160 hours.

Training. Maintained proficiency of Division personnel by attending technical and non-technical training, including but not limited to: DBI Codes & Procedures on New Structure Design Approaches; Requirements for Lot Splits and Mergers; Requirements for Guardrail and Handrail; and, Requirements for Mezzanines.

ON-GOING PROJECTS

Coordinating an average of 156 building permit applications per month under Parallel Plan Review process, a steady increase of about 20% every quarter.

Continue to work closely with Permit Services Program to reduce plan review backlogs.

Continue to perform Quality Control by reviewing for completeness on all building permit applications plan-checked by other Plan Check Services and other Departments before final issuance.

Bioscience Business Permit Process. Continue to provide building permit application Parallel Review process to Bioscience Business projects.
> PCD continues to put in place mechanism/policy to implement directive by Ethics Commission on equal treatment of all building permit applicants.

> Continues to perform daily 10% Spot-checking of Quality-controlled plans performed by Permit Coordinators/Management Assistant and note areas to be improved.

> Continues to perform Random/Spot Check of Applications Issued Over-the-Counter before CPB issue the permits.

> Continues to perform Fire and Mechanical Plan Check functions to help ease backlogs at Plan Check Services Program.

> Continues to review and submit weekly report of all services and functions performed.

> Work in partnership with various City agencies such as City Planning, Fire, Public Works, Redevelopment Agency, Public Health, Recreation & Park, and project sponsors in the coordination and facilitation of City-owned and City-sponsored projects intended to enhance the quality of life for all the citizens of San Francisco. These projects include affordable housing, Laguna-Honda Hospital, Academy of Science, Mission Bay Bio-Tech Project, among others.

> Duplicated 9 misplaced building permit applications. Seven (7) of these were misplaced at DBI, and two (2) at Planning Department.

**GOALS**

> Continue to monitor staff level and increase staffing as necessary to handle expanded functions and services by working with DBI Management/Personnel and other City offices to approve additional 3-5 personnel. This would enable PCD to re-start the Fast-Track Program and the inventory backlog currently shelved for want of staff.

> Promote proactive actions with customers and City agencies to substantially reduce backlog and permit processing time.

> Continue to streamline expanded Permit Coordination functions and services.

> Provide excellent customer service by elevating quality and efficiency of technical and administrative skills of staff members.
TOTAL NUMBER OF PLANS REVIEWED: 1,199
RESIDENTIAL PLAN CHECK
Ron Tom, Manager

FUNCTION

The Residential Plan Check Division (RPC) is responsible for the plan review of all permit applications for alterations or additions to a wide variety of existing residential occupancies. Examples of residential "R" occupancies include hospice care facilities, hotels/motels, live/work projects, apartments, condominiums, duplexes and single-family dwellings. The Residential Plan Check Division screens such applications and/or plans for completeness with the applicant at the Residential Plan Check Intake Counter and may issue the permit over-the-counter (OTC), provided the project complies with relevant municipal and building codes and policies. RPC provides pre-application meetings to clarify code interpretations and to evaluate requests for modifications to the code by owners and designers.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Received a total of 6,651 permit applications; of these reviewed and approved
  >  83.5% or 5,552 over-the-counter
  >  1.8% or 120 permits within 2 - 7 days
  >  4.5% or 297 permits within 8 - 30 days.

> Approved an average of 9.6 plans per person/day.

> Performed spot-check quality control on approximately 6% or 65 out of 1,066 permit applications and plans with an average of 92.6% accuracy.

> Conducted approximately 29 pre-application meetings.

> Staff answered 278 code and procedure-related questions.

> Staff rejected 5.9% or 395 permit applications due to not meeting minimum requirements or basic code compliance.

> Received a total of 3 Director’s letters; of these, responded to 100% or 3 of Director’s letters within Director’s deadline.

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

> Hired two Provisional Building Inspectors Joseph Hon and Jaime Valle.

> Senior Building Inspector Tony Grieco transferred from BID to RPC.
> Re-instituted the bi-weekly RPC staff meeting.

> Ron Tom met with Patty Herrera, manager of PSD, and her staff to review coordination issues of RPC and PSD first floor functions to better serve novice and first-time customers.

**ON-GOING PROJECTS**

> Staff regularly attends scheduled in-house training sessions from Technical Services Division to help bring uniformity to code interpretations.

> Review and update first floor RPC counter methods of operation, procedures, and resources to increase customer service responsiveness and permit review efficiency.

**GOALS**

> Assure compliance with State Regulation AB 717, which requires staff to be certified as building inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.

> Backfill vacant positions to reduce the backlog load.

> Maintain performance levels to meet MBO goals.

> Review and update division operation procedures.

> Set up a RPC Standards of Interpretations manual for all RPC staff and for use by other division staff assisting with residential plan checking.

> Improve coordination with the PCD to assure plan review quality control and education of the public, thereby enhancing the permit application process.
RESIDENTIAL PLAN CHECK
PLANS APPROVED/PERSON/DAY
MBO GOAL = 4.0

JUL  AUG  SEP  QTR 1

8.9  9.1  10.1  9.4 AVG

Note: Number of approved plans include over-the-counter approvals.

BUILDING PERMIT PROCESS TIME
Residential
MBO GOALS: 85% OTC; 90% 7 DAYS; 95% 30 DAYS

Total Number of Permits Approved 6,651

83.5%  5,522

1.8%  120
4.4%  297
6.8%  450
3.5%  232

0.0%  10.0%  20.0%  30.0%  40.0%  50.0%  60.0%  70.0%  80.0%  90.0%  100.0%

one day 2 - 7 days 8 - 30 days 31 - 90 days 91+ days
FUNCTION

The primary responsibility of the Technical Services Division (TSD) is to provide technical support related to codes and other technical matters to the other divisions within the Department of Building Inspection, to other City agencies and the public. The general areas of focus include code and policy review and development, code interpretation, representation at the Board of Appeals, the Code Advisory Committee, the Public Advisory Committee, and other official bodies; and major emergency response planning. Other special tasks are undertaken as required.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Received a total of 75 written requests for code interpretations; of these responded to 100% within 21 days.

> Assisted 968 walk-in customers requesting technical information.

> Answered 4,085 phone calls requesting technical information.

> Revised two Draft Administrative Bulletins.

> Received a total of five Director’s Letters; of these, responded to 90% of Director’s letters within Director’s deadline and 100% after Director’s deadline.

> Expanded training program for DBI staff including required training for all newly hired DBI employees.

> Completed adoption process of Code amendments.

> Completed and issued contract for Code publishing.

ON-GOING PROJECTS

> Continue to host monthly “Brown Bag Lunch” talks each month for staff and public.

> Attend Board of Appeals hearings, Code Advisory Committee and Public Advisory Committee meetings.

> Update earthquake hazard and mitigation policy, training, and code review.
MISSION STATEMENT

The Mission of the Inspection Services Program is to safeguard life or limb, health, property and public welfare by inspecting buildings, structures and sites for compliance with local, state and federal laws regulating and controlling the construction, quality of materials, use and occupancy, location and maintenance within the City and County of San Francisco.
BUILDING INSPECTION DIVISION
Carla Johnson, Chief Building Inspector

FUNCTION

The Building Inspection Division (BID) is responsible for inspecting the construction of all new and existing buildings and structures for conformity with approved plans and permits, and for compliance with state and local building code requirements. BID responds to emergency situations and complaints of unsafe structures, work without permit, and prepares Notices of Violation as necessary. Unabated cases are referred to Code Enforcement for Director’s Hearings and further action. This division also conducts inspections for Police and Fire permits issued by those agencies and issues Noise Permits for construction work at night as prescribed in the San Francisco Police Code.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Performed a total of 14,867 inspections; of these 98% or 14,529 were processed within 48 hours.
> Performed an average of 12.6 inspections per person/day.
> Performed 4.2 spot check inspections a week per Senior Inspector.
> Received a total of 919 complaints; responded to 78% or 719 of all complaints within 48 hours.
> Inspected 92% or 843 of complaints received; abated 25% or 233 of new complaints received.
> Issued 422 NOV’s; abated 52% or 218 NOV’s.
> Served as Hearing Officer for 3 Director’s Hearings.
> Issued 4 Emergency Orders.
> Referred 115 cases to Code Enforcement.
> 3 Building Inspectors received ICBO certification.
> Support staff responded to 22,888 telephone inquiries.
> Appointed Dan Lowrey and Tom Venizelos to their new positions as Senior Building Inspector.
> Appointed Carla Johnson to her new position as Chief Building Inspector.

> Worked with the Manager in the 3-R Division to establish procedures for resolving the authorized use and occupancy of residential buildings where the use is unknown based upon the permit history.

> Initiated the first phase of a cross-training program for the clerical staff in BID, CED, and DAS.

**ON-GOING PROJECTS**

> Participate in the City Attorney’s Bay View Task Force inspections. These inspections take place every two weeks and include the participation of various City Departments.

> Provide inspection service to the Hunter’s Point Shipyard at the request of the Redevelopment Agency. The demolitions have begun at Parcel A. Over two hundred buildings will be demolished to make way for hundreds of new housing units.

> Close out the San Bruno Jail replacement project.

> Provide inspection support for the S F Port projects including 501 Beale Street and the new Muni Light rail Repair facility.

> Participate in the Gartner Group Permit Tracking System assessment study. The initial assessment will be used to develop a business case for a new permit tracking system that will be used by multiple City agencies such as Planning, Health, Fire, and Public Works Departments.

> Refine the Draft Office Policy and Procedure for Unit Count Verifications.

**GOALS**

> Assure compliance with State Regulation AB 717, which requires staff to be certified as building inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.

> Cross train all new field inspection staff with the Plan Check Services divisions to provide them with a basic understanding of the plan checkers duties and responsibilities.
Implement an expedite plan review for all renewal permits. The Senior Building Inspectors in BID will (in the near future) perform all plan checking responsibilities, thus eliminating one step in the renewal permit process.

Train all BID, CED, and DAS on DBI’s Emergency Operations Plan. Provide the field inspectors with copies of the plan for safekeeping at their vehicle, desk, and home.

Update the BID Operations Manual and distribute to staff.

Enhance existing quality control procedures used by the Senior Building Inspectors, and institute regular ride-along schedule with field staff.

**BUILDING INSPECTIONS PERFORMED**
1st Quarter FY 2005-06

<table>
<thead>
<tr>
<th></th>
<th>JUL</th>
<th>AUG</th>
<th>SEP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>4,556</td>
<td>5,218</td>
<td>5,093</td>
</tr>
</tbody>
</table>

Total 1st Quarter 14,867
BUILDING INSPECTION RESPONSE TIME
1st Quarter FY 2005-06
MBO Goal = 100% in 48 Hours

Within 48 Hours  Over 48 Hours

JUL  99%  1%
AUG  98%  2%
SEP  97%  3%

BUILDING INSPECTION MBO INSPECTIONS/PERSON/DAY
1st Quarter FY 2005-06
MBO GOAL = 11

Within 48 Hours  Over 48 Hours

JUL  12.7
AUG  12.6
SEP  12.6
QTR 1  12.6 (AVG)
CODE ENFORCEMENT SECTION
Leo McFadden, Sr. 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 section prepares 3-R Physical Inspection Reports for buildings being converted to condominiums. The section also assists in the preparation and issuance of Emergency Orders for imminent hazards arising from natural disasters and emergencies.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Processed 54% or 69 cases of Director’s Hearings within 60 days after receipt by CES
- Abated or referred 29 CES cases per month to City Attorney.
- Produced 15 3R Physical-Inspection reports per month.
- Responded to 100% or 3 Director’s letters within Director’s deadline.
- Received 113 new complaint referrals from BID, PID, and EID.
- Reviewed 18 permit applications.
- Performed 309 field inspections.
- Presented 2005 Lien Cycle to Board of Supervisors.
- Completed 2005 Lien Cycle.
- Prepared cases for presentation to the Abatement Appeals Board.
- Collected Lien Cycle delinquent fees totaling $26,083.
- Updated computer database of backlog cases.
- Continue to assist City Attorney on currently referred CES cases.
ON-GOING PROJECTS

> Reduce Boiler case backlog.
> Prepare CES cases for presenting to monthly Building Inspection Commission-Litigation Committee meetings for referral to the City Attorneys Office.
> Continue to track and report the number of complaints received, abated or processed for Director's Hearings.
> Continue to administer intern program for San Francisco Youth Works.
> Continue CED Active Case Log update.

GOALS

> Schedule CES Inspectors for Energy Code Training.
> Train Building Inspector in 3R Physical Inspection procedures.
> Move Building Inspector from Code Enforcement to 3R Physical Inspection program.
> Backfill vacant Building Inspector position in Code Enforcement.
> Cross-train clerical staff in all Building Inspection Division procedures.
> Schedule CALBO training for CES Inspectors.
CODE ENFORCEMENT
COMPLAINT ACTIVITY
1st Quarter 2005-06

COMPLAINTS RECEIVED - 113
CASES ABATED - 86

CODE ENFORCEMENT
INSPECTION ACTIVITY
1st Quarter 2005-06

INSPECTIONS PERFORMED - 309
3R PHYSICAL INSPECTION REPORTS - 50
DISABLED ACCESS SECTION
Rafael Torres-Gil, Sr. Building Inspector

FUNCTION

The Disabled Access Section (DAS) investigates complaints of violations of disability access related code requirements, issues Notices of the Violations, and implements the code enforcement abatement process to correct the deficiencies. This section holds Director's Hearings and refers cases to the City Attorney. Assessment fees are collected from building owners that have an Order of Abatement, in order to cover the cost incurred by investigations. The Manager/Senior Building Inspector also serves as the Secretary to the Access Appeals Commission and the section clerk serves as the Recording Secretary.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Abated or resolved 21 cases.
> Issued 5 1st Notices of Violations; issued 2 2nd Notice of Violations (NOV).
> Performed 95 inspections.
> Responded to 100% of Director’s letter within Director’s deadline.
> Hired Richard Hallorand, Building Inspector on July 8, 2005.

ON-GOING PROJECTS

> Investigate and abate approximately 70 DAS complaint cases.

GOALS

> Hire an additional building inspector.
> Refer cases regularly to Director’s Hearings.
DISABLED ACCESS
COMPLAINT & INSPECTION ACTIVITY
1st Quarter FY 2005-06

<table>
<thead>
<tr>
<th>Month</th>
<th>Complaints Received</th>
<th>Cases Abated</th>
<th>Inspections Performed</th>
</tr>
</thead>
<tbody>
<tr>
<td>JUL</td>
<td>36</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>AUG</td>
<td>28</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>SEP</td>
<td>31</td>
<td>9</td>
<td>9</td>
</tr>
</tbody>
</table>

- COMPLAINTS RECEIVED - 14
- CASES ABATED - 21
- INSPECTIONS PERFORMED - 95
ELECTRICAL INSPECTION DIVISION
*Michael Hennessy, Chief Electrical Inspector*

**FUNCTION**

The Electrical Inspection Division (EID) provides for public safety in premises by inspecting electrical, life safety, and communication systems to enforce the adopted municipal and state codes and regulations.

**HIGHLIGHTS AND ACCOMPLISHMENTS**

- Performed a total of **8,602** inspections; of these **96%** or **8,238** were processed within 48 hours.
- Performed an average of **10.6** inspections per person/day.
- Performed **4.2** spot check inspections a week per Senior Inspector.
- Received a total of **59** complaints; responded to **97%** or **57** of all complaints within 48 hours.
- Inspected **97%** or **57** of complaints received; abated **22%** or **13** of new complaints received.
- Issued **30** NOV’s; abated **30%** or **9** NOV’s.
- Served as Hearing Officer for **4** Director’s Hearings.
- Referred **1** case to Code Enforcement.

**Teamwork:** Supervisory personnel coordinated inspection coverage effectively to minimize the impact of staff absences during the vacation season. In addition to their regular duties, supervisors performed field inspections as needed to maintain satisfactory turn-around times. Additionally, EID clerical and inspection personnel were especially resourceful during the ten-day computer virus disruption in July and the power outage on August 19, 2005.

**Clerical Support:** Reorganized EID clerical functions to provide additional scheduling and data-entry support for field inspection personnel. The additional clerical support provided more field time for inspection personnel.

**Electronic Permits:** New features were installed for the e-permit process to allow applicants to purchase additional inspection services on-line. The new features include provisions for applicants to purchase off-hour services and additional inspections on-line.
New Electrical Code: Provided in-house training for inspection personnel in preparation for the introduction of the 2004 San Francisco Electrical Code that became effective on August 1, 2005.

ON-GOING PROJECTS

- Solar PV Systems: twenty-three sites completed, sixteen in progress
- Emergency Siren Project: two sites competed, one in progress
- UEB Projects: various pump station inspections in progress
- De Young Museum: approved TCO for tower and museum projects
- San Bruno Jail: estimated completion date, December 31, 2005.
- Bloomingdale's: rough wiring inspections in progress
- Comcast: six signal booster sites completed, two in progress
- Underground Utilities Program: high volume inspection activity in progress
- Port of SF: 501 Beale Street, estimated completion, November 05
- Port of SF: South Beach harbormaster's office, inspections in progress
- Comcast: fourteen CATV sites completed, two in progress
- Cell Sites: nine sites completed, 48 in progress

GOALS

- Assure compliance with State Regulation AB 717, which requires staff to be certified as electrical inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.

- Training: Arrange in-house staff training on the new Title 24 California Energy Efficiency Standards for luminaries and lighting systems. Register inspection personnel to attend selected seminars during CALBO week in Concord.

- Amendments: Continue enforcing a draft version of the San Francisco Electrical Code pending action by the Board of Supervisors on the adoption process.

- Staffing: Recruit and train a new employee to fill a temporary position vacancy. The vacancy was caused by a workplace injury to Inspector Bernard Lubin on September 1, 2005.

- Safety: Arrange two safety presentations for clerical and field inspection personnel: (1) Driver Safety training, (2) West Nile Virus prevention.

- Coordination: Participate in a meeting of chiefs and senior personnel to discuss BID and EID field enforcement challenges.
ELECTRICAL INSPECTIONS PERFORMED

1st Quarter FY 2005-06

MBO GOAL = 100% Within 48 Hours

ELECTRICAL INSPECTION RESPONSE TIME

1st Quarter FY 2005-06

MBO GOAL = 100% Within 48 Hours

Total 1st Quarter FY 2005-06
8,602
ELECTRICAL INSPECTION MBO
INSPECTIONS/PERSON/DAY
1st Quarter FY 2005-06
MBO GOAL = 11

JUL AUG SEP
10.2 10.6 11.1
10.6

ELECTRICAL PERMITS
Total 1st Quarter FY 2005-06
3,824
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 1,721 inspections; including:
  o 351 initial routine inspections on apartment buildings
  o 8 initial routine on residential hotels

> Performed 4 spot check inspections a week per Senior Housing Inspector.

> Responded to 97% of life hazards or lack of heat complaints within 24 hours.

> Received 591 complaints; responded to 567 or 96% of complaints within 48 hours.

> Inspected 64% or 379 of complaints received; abated 52% or 308 of complaints received.

> Referred 3 cases to the City Attorney per direction from the Litigation Committee of the Building Inspection Commission.

> Referred 99 cases to the Director’s Hearings.

> Collected $33,206 in Assessment of Cost fees for Enforcement Cases.

> Referred 14 notices of noncompliance to the State Franchise Tax Board.

> Inspected 28 task force cases; issued 8 Notices of Violation on task force cases; abated 4 task force cases.

> Abated 1 Emergency Order (Includes billing for repairs).
> Abated 2 citations for miscellaneous violations.

> Responded to 96.5% of phone calls within 24 hours.

> Issued 4 Subordinations on code enforcement cases.

> Hired five new Inspectors. These new Inspectors will undergo approximately 8 weeks of in-house and in field training. After this they will be assigned to inspection districts.

> Continue to research and add to the Apartment House and Hotel data base R-1 Occupancies that are subject to the Apartment House and Hotel License Fee.

> Continue to increase the total number of initial routine inspections performed from the 4th quarter of last fiscal year. The increase in personnel will help greatly in achieving this goal.

> The Division will again address SRO Hotel Routine Inspections with an emphasis on doing room to room inspections to develop a baseline on conditions at these SROs. This baseline will be used to develop a reinspection schedule.

**GOALS**

> Inspectors are to perform a minimum daily average of 6 inspections to include routine inspections, tenant generated complaints, and related reinspections.

> Inspectors are to schedule 3 initial apartment house/ residential hotel routine inspections per day to address division backlogs.

> Inspectors will take additional code enforcement action on 90% of all code enforcement cases with outstanding violations within 45 days after the Notice of Violation compliance period has lapsed. Field Inspectors will perform an inventory case audit of their existing cases which will be reviewed by their Senior Inspectors.

> Inspectors will bill 90% of all outstanding assessment of costs (initial & final) within 45 days from: (a) when the Notice of Violation compliance period has lapsed and code violations remain (the initial bill), and (b) upon completion of all corrective work as verified by inspection (final bill).
HOUSING INSPECTION SERVICES
INSPECTION ACTIVITY
1st Quarter 2005-2006

ROUTINE INSPECTIONS - 359
TOTAL INSPECTIONS - 1,721

NEW COMPLAINTS RECEIVED - 591
COMPLAINTS ABATED - 308
LEAD ABATEMENT SECTION
Louise Kimbell, Sr. Housing Inspector

FUNCTION

The Lead Abatement Section (LAS) is responsible for a wide variety of programs with emphasis on the Asthma Task Force Program, the Environmental Health and Safety Programs, the Lead Hazard Reduction Program and the West Nile Virus Program.

The Asthma Task Force (ATF) Program is responsible in representing the Department at the ATF of the CCSF, as mandated by an ordinance passed by the Board of Supervisors (Ordinance No. 72-01, Ordinance Amending Ch. 19A of the Administrative Code by Adding Article II to Establish an Asthma Task Force). The Environmental Health and Safety (EH&S) Programs are responsible in developing policies to reduce the potential for injuries and illnesses of the Department’s employees and to comply with applicable health and safety regulations. The Lead Hazard Reduction (LHR) Program inspects buildings for compliance with the Work Practices for Lead-Based Paint legislation (SFBC Ch. 34, Section 3407). The West Nile Virus (WNV) Program is responsible in representing the Department as a member in the inter-agencies of the CCSF “…planning effort to limit the impact of the WNV in San Francisco”, as requested by the Director of Health, Department of Public Health (refer to letter dated 5/21/03).

HIGHLIGHTS AND ACCOMPLISHMENTS

> Received 545 Notification of Paint Disturbing Work forms for exterior work for the SFBC 3407 ~ Work Practices for Lead-Based Paint (including those with complaint cases).

> Performed 110 “educational outreach” inspections where an inspector stops at a work site as workers are setting up to do preparation and paint work and explains the SFBC 3407 regulations.

> Received 92 SFBC 3407 complaints, responded to 98% or 90 of SFBC 3407 complaints within one business day, 2% or 2 within two business days.

> Issued 66 Notices of Violation (NOV); issued 12 Notices of Penalty & Fee (NOP); and, abated 94 complaint cases.

> Conducted 343 re-inspections.
> Referred **five** complaint cases to Director’s Administrative Hearing for Appeal of Imposition of Penalty & Fee; referred one complaint case (i.e., contractor’s name/license) to CA Contractors State License Board; and, referred one complaint case to the Office of the City Attorney to seek a judgment in Small Claims Court.

> Responded to **100%** of Director’s letters within Director’s deadline.

> Developed PowerPoint presentation based on the *Smith System Defensive Driving* training.

> Researched and updated safety training (“tailgate”) videos to the latest DVD versions and updated “tailgate” topics. Organized all EH&S reference and research material.

> Participated on the DBI interview panel for the hiring of Class 6270 Housing Inspectors (to fill provisional requisitions). Two housing inspectors were added to LAS staff.

> Completed the new forms for the amended SFBC 3407 (working with the Office of the City Attorney).

> Completed LAS Oracle Complaint Tracking System upgrades/adjustments and began including the amended SFBC 3407 forms in the database (working with MIS).

> Updated and added information and the amended SFBC 3407 forms to DBI’s website for public access (working with CSD).

> Presented training on the amended SFBC 3407 legislation to the staff of the Office of the City Attorney’s Code Enforcement Task Force with DPH-CEHPP.

> Worked with US Environmental Protection Agency on a SFBC 3407 complaint case regarding responsible parties identity. Spoke with and forwarded relevant amended SFBC 3407 forms/documents to the Marin County Environmental Health Services (who will present a similar ordinance to the Marin County Board of Supervisors).

> Developed PowerPoint presentation on the West Nile Virus and related code section in the San Francisco Building Code (SFBC) and Housing Code (SFHC).

> Researched/developed/submitted the LAS Fee/Cost/Time Study Project to AFD.
ON-GOING PROJECTS

> Continued participating as a non-voting member on the Board of Supervisor's (BOS) ATF; continued participating as a non-voting member on the BOS’ ATF Environmental Subcommittee (one of the four subcommittees).

> Continued to perform quarterly health and safety inspections to identify unsafe work conditions and/or practices in the office (i.e., quarterly physical inspection of 1650 and 1660 Mission Street buildings).

> Continued to provide quarterly health and safety injury and illness training for non-field employees (i.e., Safety in the Home). Continued scheduling field inspectors for their annual audio examinations at San Francisco General Hospital.

> Continued to respond to SFBC 3407 complaint cases within two business days, as mandated in the legislation.

> Continued to participate in the annual DBI special assessment lien process (referred one complaint case).

> Continued to participate on the Lead Hazard Reduction Citizens Advisory Committee.

> Continued to participate as a member on the District Attorney's Coordinated Environmental Enforcement Task Force.

GOALS

> Present training based on the Smith System Defensive Driving to the field inspectors in the DBI-Inspection Services in the fall/winter of 2005/06.

> Provide Standard First Aid/Adult CPR and Automated External Defibrillator (AED) training for 1/3 of DBI staff in fall/winter 2005/06.

> Develop a policy and procedures manual for the EH&S programs.

> Complete integration of the amended SFBC 3407 forms in the LAS Oracle Complaint Tracking System database (working with MIS).

> Continue PowerPoint training of property owners/contractors on the amended SFBC 3407 (with DPH-CEHP).

> Develop a new policy and procedures manual for the LHR program.
Present training on the West Nile Virus and the SFBC/SFHC to the field inspectors in the DBI-Inspection Services in the fall/winter of 2005/06.

LEAD ABATEMENT
LEAD HAZARD REDUCTION PROGRAM
1st Quarter FY 2005-06

- ISSUED NOTICE OF PENALTIES & FEES - 12
- REFERRALS TO LICENSING BOARD - 5

- ISSUED 1ST NOV - 66
PLUMBING INSPECTION DIVISION
Dennis King, Chief Plumbing Inspector

FUNCTION

The Plumbing Inspection Division (PID) is responsible for assuring, through inspections, the proper functioning for installations of drainage, water, gas, and other mechanical systems covered in the Plumbing and Mechanical Codes. These inspections are carried out in buildings which are newly constructed, remodeled, or repaired.

PID additionally inspects fire sprinkler installations to assure compliance with the plans approved by the Fire Department plan check staff, and conducts inspections as required by various ordinances. Such ordinances include: the Night Club and Massage Parlor Ordinances (which require code compliance prior to business license issuance); and the Boiler Ordinance which requires that PID maintain records, send renewal notices, and prepare Notices of Violations against non-complying property owners.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Performed a total of 6,701 inspections; of these 99% or 6,649 were processed within 48 hours.

> Performed an average of 12.3 inspections per person/day.

> Performed 4.3 spot check inspections a week per Senior Inspector.

> Received a total of 125 complaints; responded to 99.9% or 124 of all complaints within 48 hours.

> Inspected 95% or 119 of complaints received; abated 69% or 86 of new complaints received.

> Issued 65 NOV's; abated 89% or 58 NOV's.

> Served as Hearing Officer for 5 Director’s Hearings.

> Referred 15 cases to Code Enforcement.

> 100% or 16 Plumbing Inspectors have current IAPMO certifications.

> Received a total of 5 Director’s letters; responded to 60% or 3 within Director’s deadline and 40% or 2 - 5 days after Director’s deadline.
Continued to expand PID plan check services.

Staff members continue to attend job related training sessions

Continued to improve relations with various City agencies, such as the PUC Sewer Operations, SF Water Dept. and the Dept. of Public Health, in order to resolve complaint issues in a more efficient manner.

**BOILER PROGRAM**

Issued 159 new boiler Permits to Operate (PTO); a total of 1,012 have been issued.

Registered 159 new boilers for a total of 9,268 registered boilers.

Generated 47 Boiler Complaints for overdue “Permit to Operate” registration.

Issued 47 Notices of Violation.

Forwarded 3 cases to Code Enforcement Section.

Mailed 109 expired PTO notifications.

**ON-GOING PROJECTS**

Enforcement of the Highrise Fire Sprinkler Ordinance #377-93.

Continue issuance of boiler “Permit To Operate”.

Assist the Dept. of Public Health and the PUC in the enforcement of “FOG” committee regulations.

**GOALS**

Assure compliance with State Regulation AB 717, which requires staff to be certified as Plumbing Inspector and to complete 45 hours of continuing education within a three-year period.

Continue to maintain and exceed 11 inspections per day per inspector

Respond to 100% of the Director’s letters within 48 hours of receipt.

Perform 100% of all inspections within 48 hours of request time.
> Maintain full employment of the PID inspection staff.
> Begin inspection of Mechanical piping installations.
> Continue to provide prompt professional services to all our customers.
> Provide ongoing training to staff on current codes, new and approved installation methods and materials.
> Provide voice mail for the entire PID inspection staff.
> Continue to have PID Seniors perform quality control Spot inspections in the field to ensure uniformity in the inspection process.
PLUMBING INSPECTIONS PERFORMED

JUL  2,377  SEP  2,378
AUG  1,986

Total 1st Quarter FY 2005-06
6,741

PLUMBING INSPECTION RESPONSE TIME
1st Quarter FY 2005-06
MBO GOAL = 100% 48 HOURS

WITHIN 48 HOURS  OVER 48 HOURS

<table>
<thead>
<tr>
<th></th>
<th>JUL</th>
<th>AUG</th>
<th>SEP</th>
</tr>
</thead>
<tbody>
<tr>
<td>98.0%</td>
<td>2.0%</td>
<td>1.0%</td>
<td>3.0%</td>
</tr>
<tr>
<td>99.0%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PLUMBING INSPECTION MBO INSPECTIONS/PERSON/DAY  
1st Quarter FY 2005-06  
MBO GOAL = 11

JUL AUG SEP QTR 1

PLUMBING PERMITS

Total 1st Quarter FY 2005-06  
4,279