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

The function of the Director’s Office is to 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 16,097 permits;
  7,403 building permits
  3,791 electrical permits
  3,820 plumbing permits
  1,083 miscellaneous permits

> BID support staff responded to 22,780 telephone inquiries. Public Services staff answered 9,478 telephone inquiries and assisted 7,737 customers at the Public Information counters. Mechanical Plan Check conducted 254 phone/counter consultations on mechanical code questions. Technical Services assisted 978 walk-in customers and answered 4,516 phone calls. Permit Coordination assisted 747 customers upon arriving at PCD public counter.

> Completed approximately 90% of conversion to new position control data system.

> Issued procedures for implementing “High-Rise Retroactive Sprinkler” program; and procedures and standards for permitting and installing solar photovoltaic systems.

> Presented 2004 Lien Cycle List to Board of Supervisors.

> All plumbing inspectors were rotated to new districts.
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.

> Prepare draft code amendment package for San Francisco Building Code.

> Complete the Division’s proposed amendments to the Housing Code during the current Code revision cycle.

> Fill vacant positions.

> Maintain a 50% increase in the number of initial routine inspections performed on apartment houses from the previous quarter.

> Increase the number of initial routine inspections of residential hotels by 25% from the previous quarter.

> Enforce the High Rise Fire Sprinkler Ordinance # 377-93.

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

> NO REPORT FOR THIS PERIOD

GOALS

>
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 the areas of Fiscal Management, Personnel Services, and Public Services/Records Management.
ADMINISTRATION & 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:  Permits $2,425,478
>  Inspections $5,970,214
>  Other -105,450
>  Total Revenue $8,290,242

> Total Expenditures:  Permits $2,145,628
>  Inspections $3,130,812
>  Administration $5,981,324
>  Total Expenditure $11,257,764

> Processed 100% of all reimbursement requests within 10 days

> Processed 100% of training requests within one week.

> Processed 638 financial transactions through the City’s FAMIS on-line system.

> Processed 300 purchasing transactions through the City’s ADPICS on-line system.

> Collected 19.7% 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.

**ON-GOING PROJECTS**

> Follow City administrative and fiscal procedures.

> Maintain expenditures within budgeted appropriation.

> Monitor and analyze revenues.

**GOALS**

> Meet with all division managers to discuss budgetary issues.

> Prepare and present budget timelines and requirements of 2005/06 budget process.

> Compile and prepare budget requests for Senior Management review.
TOTAL EXPENDITURES
1st Quarter FY 2004-05

- Administration: 53%, $5,981,324
- Inspections: 28%, 3,130,812
- Permits: 19%, 2,145,628

TOTAL EXPENDITURES
$11,257,764

TOTAL REVENUE
1st Quarter FY 2004-05

- Inspections: 76%, $5,970,214
- Permits: 29%, 2,425,478
- Other: 1%, $-105,450

TOTAL REVENUE
$8,290,242
PERSONNEL SERVICES DIVISION
Vacancy, Personnel Officer

FUNCTION

The Personnel and Payroll Division (PPD) performs all Human Resource functions consistent with a Merit System agency and in conformance with the San Francisco City and County Charter, the Administrative Code, and state and federal laws. Activities include the recruitment for both Civil Service examinations and provisional appointments; the processing of newly hired, promoted or separated employees. The Division maintains permanent personnel records and reports; assists in the resolution of disciplinary and grievance matters; provides employment-related training and coordinates other types of training programs. Additionally, the division is responsible for processing all payroll-related functions for approximately 260 employees.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Processed 100% of all personnel transactions within 3 days.
> Completed 100% or 12 appointment transactions within 60 days. This included new appointments, holdover placements, exempt appointments and retirees.
> Processed 100% or 156 of all payroll and personnel related paperwork within 2 days of request.
> Responded to 100% of Director’s letters within Director’s deadline.
> Responded to 99% of phone calls within 24 hours.
> Conducted recruitment and selection process for 1752 Senior Microphoto Technician
> Processed 22 personnel requisitions.
> Processed 116 payroll related documents such as Personnel Action Requests, Problem Description Form, Employment Verifications and other miscellaneous forms.
> Provided employee data for development of a Succession Plan for DBI.
ON-GOING PROJECTS

> Completed approximately 90% of conversion to new position control data system.

GOALS

> Continue providing Human Resource related training to DBI managers, supervisors and staff.
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. PSD serves as a back-up to the Director’s Office and Commission Office.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Answered 9,478 telephone inquiries and assisted 7,737 customers at the Public Information counters.

> Received a total of 2,618 3R requests; of these 76% or 1,998 were processed within 5 days; and 94% or 2,470 were processed within 7 days.

> Received a total of 3,006 microfilm requests; of these 97% or 2,901 were processed within 5 days; and 98% or 2,939 were processed within 7 days. These requests produced a total of 24,727 applications/job cards/CFC’s; 12,144 diazos; and 11,612 plans.

> Entered 62 Emergency Orders into database.

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

> Responded to 100% of Director’s letters and customers inquiries within 3 days of receipt.
GOALS

> Cross-train all counter staff, implement new rotation, reconfigure Public Information and 3R/Microfilm counter operation to allow for better coverage and offer continued service to our customers.

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


> Publish Quarterly Reports on website.

> Fill vacancies.
**Microfilm Requests Processed**

MBO Goal = 85%

Within 5 Days

- **JUL**: 950 (94%)
- **AUG**: 1,111 (99%)
- **SEP**: 840 (91%)

Total 1st Quarter FY 2004-05: 3,006

**3R Reports Processed**

MBO Goal = 85%

Within 5 Days

- **JUL**: 575 (85%)
- **AUG**: 617 (74%)
- **SEP**: 806 (89%)

Total 1st Quarter FY 2004-05: 2,618
Total 1st Quarter FY 2004-05
9,478

3,101
3,249
3,128

JUL
AUG
SEP

Calls Answered

Total 1st Quarter FY 2004-05
7,737

2,551
2,416
2,770

JUL
AUG
SEP

Customers Assisted
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.
CENTRAL PERMIT BUREAU
Anita Lee, Acting Manager

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 16,097 permits;
  7,403 building permits
  3,791 electrical permits
  3,820 plumbing permits
  1,083 miscellaneous permits
  an increase of 3.81% or 590 more than the same quarter Fiscal Year 2003-04.

> Issued building permits with a total valuation of $394,916,795, an increase of 14.08% or $48,736,593 more than the same quarter Fiscal Year 2003-04.

> Processed 1,287 of all approved permits within 48 hours.

> Processed 1,744 of structural notifications within 24 hours.

> Processed 9,296 of demolition notifications within 24 hours.

> Received a total of 338 refunds, of these or 6% or 20 were processed within 5 days.

> Processed 100% or 36 mail-in applications within 2 days.

ON-GOING PROJECTS

> Work with MIS to finalize the Authorized Agent Data Input, Interested Party and Re-Inspection of Building Permit Fee.

> Link Treasurer/Tax Collector Business Tax information directly into our computer.
GOALS

> Fill all vacant positions.

> Upgrade all staff in the Central Permit Bureau.
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 69.3% or 1,267 over-the-counter permits.

> Reviewed and approved 76.2% or 1,392 permits within 7 days.

> Reviewed and approved 92.1% or 1,684 permits within 30 days.

> Approved an average of 4.83 plans per person per day.

> Performed spot-check quality control on approximately 9.8% or 54 of 552 permit applications and plans approved for internal plan review. Average accuracy for quality assurance is 89%.

> Responded to 95% of Director’s letters within 5 days and 100% within Director’s deadline.

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

> Conducted approximately 15 pre-application meetings.

> Held a meeting with USPGA representatives to discuss the permit and construction requirements for the proposed temporary tents and structures which will be erected for the upcoming USPGA golf tournament at Harding Park in October 2005.

> Attended meetings to discuss the requirements of Sound Transmission for compliance with California Building Code.

> Held meeting with Fire Department to clarify the corridor requirement regarding
existing buildings with non-conforming stair separation.

> Approved the permit for the construction of the new California Culinary Academy at 350 Rhode Island.

> Plan check staff attended the quarterly Health and Safety refresher training sessions.

**ON-GOING PROJECTS**

> Work with other divisions in the restructuring of the over-the-counter permit process.

> Continued the review of addendum five of the site permit for the residential power at 199 New Montgomery Street.

> Coordinated and reviewed the addendum two and addendum three of the site permit for the new San Bruno Jail.

> Performed plan review of various Mission Bay development projects.

> Reviewed the site permit for new high-rise tower at One Rincon Hill.

> Performed plan review of Port of San Francisco projects located at 501 Beale Street and Piers 1½, 3 and 4.

> Reviewed the site permit and demolition permit for the new California Academy of Sciences.

> Reviewed the addendum two and three of the site permit for the new residential tower at 555 4th Street.

**GOALS**

> Fill the Division Manager position.

> 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.

> Exceed division goals for permit process time and number of approvals per plan checker.
> Provide continuing training on disabled access requirements.
> Update the division operation procedures.
> Develop a FAQ (Frequently Asked Questions) brochure.
> Provide written guidelines to address common problems having to do with disability access codes and regulations.
BUILDING PERMIT PROCESS TIME
1st Quarter FY 2004-05 Commercial

MBO GOALS: 55% OTC; 75% 7 DAYS; 95% 30 DAYS

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<tr>
<th>Days</th>
<th>Number of Approved Plans</th>
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Total Number of Approved Plans: 1,828

COMMERCIAL PLAN CHECK
PLANS APPROVED/PERSON/DAY
1st Quarter FY 2004-05

MBO GOAL = 3.0

Note: Number of approved plans include over-the-counter approvals.
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, retrofit Unreinforced Masonry Building and major seismic strengthening permits including the Golden Gate Park projects. This division performs plan checking and permit processing for prominent projects in San Francisco such as 318 Spear Street, Bloomingdale, and One Rincon Annex. 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, Port of San Francisco, and PUC upgrade projects.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Reviewed and approved an average of 71.45% or 247 permit applications within 90 days.

> Approved an average of 0.9 plans per person per day.

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

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

> Performed 104 reviews for subdivision applications referred by Bureau of Street Use and Mapping, Department of Public Works (DPW).

> Performed spot-check quality control on approximate 17% or 42 out of 247 permit applications and plans approved for internal plan review. The average accuracy for quality assurance is 89%.

> Conducted approximately 37 pre-application meetings.

> Assisted DPW in the review of Mission Bay Development Public Improvement.

> Completed the proceedings of Risk Level 1 and 2 for Unreinforced Masonry Buildings. Continued the proceedings of Risk Level 3 and 4.
ON-GOING PROJECTS

> Started permit review for the following high-rises:

   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: San Francisco Conservatory of Music - 50 Oak Street, and 724-730 Van Ness Avenue.

> 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, 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.

> Worked on peer review of the following prominent projects: 1) New De Young Museum (Base isolation), 2) Conxtech moment connection, 3) 575 Market Street (Seismic strengthening), 4) 300 Spear Street (Shear wall over height limit), 5) 1650 Owens Street, 6) 301 Mission Street, and 7) 80 Natoma Street (Shear wall over height limit).

> 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 alternate design and method of construction agreement for the Mission Bay Life Science facilities.

> Reviewed high-rise seismic retrofit projects for One California Street, One Maritime Plaza and 575 Market Street.

GOALS

> Assure compliance with State Regulation AB 717 which requires staff to be certified as a building inspector or plans engineer and 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”.

> Continue to assist DPW in subdivision map review.
MAJOR PROJECTS/UMB PLAN CHECK
PLANS APPROVED/PERSON/DAY
1st Quarter FY 2004-05

MBO GOAL = 1

MAJOR PROJECTS/UMB PLAN CHECK
PERMITS APPROVED WITHIN 90 DAYS
1st Quarter FY 2004-05

MBO GOAL = 75%

Total Number of Permits Received: 346
Total Number of Permits Approved: 247
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

> Reviewed and approved an average of 71.38% or 916 permits over-the-counter.

> Reviewed and approved an average of 88% or 1,131 permits within 7 days.

> Reviewed and approved an average of 97.5% or 1,253 permits 30 days.

> Approved an average of 7.1 plans per person per day.

> Received and conducted 254 phone and counter consultations on mechanical code questions.

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

> Responded to 164 job status check inquiries.

> Conducted approximately three pre-application meetings.

> Performed spot-check quality control on approximate 5.7% or 30 out of 530
permit applications and plans approved for internal plan review. The average accuracy for quality control is 95%.

- Mechanical plan check staff attended PG&E energy center code training courses.
- Mechanical plan check staff had field trips to visit Mission Bay Project biotech buildings, and ACCO HVAC assembly plant.
- Completed plan review for major projects: Golden Gate Park underground garage, new deYoung Museum, 88 Townsend St., 50 Oak St., and 199 Montgomery St.

**ON-GOING PROJECTS**

- Continue reviewing the major high-rises and Mission Bay projects: 201 Berry Street, 125-3rd Street, 1300 Fillmore Street, 301 and 302 Mission Street, 188 and 301 King Street, and 375 Laguna Honda Blvd.

- Continue reviewing process for Port project at 501 Beale Street.

- Continue reviewing site permit for Steinhart Aquarium Academy of Sciences Building.

**GOALS**

- Assure compliance with State Regulation AB 717 which requires staff to be certified as a building inspector or plans engineer and 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 high-rises.

- Complete draft on Mechanical Plan Check Guidelines for Green Buildings.
MECHANICAL PLAN CHECK
PLANS APPROVED/PERSON/DAY
1st Quarter FY 2004-05

MBO GOAL = 4.0

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

BUILDING PERMIT PROCESS TIME
1st Quarter FY 2004-05 Mechanical

MBO GOAL: 90% WITHIN 30 DAYS

Total Number of Approved Plans 1,285
PERMIT COORDINATION PROGRAM  
Augustine Fallay, Acting Manager

FUNCTION

The main function of the Permit Coordination Division (PCD) is to facilitate, expedite and coordinate multi-departmental review of building permit applications using Parallel Plan Check Review process to substantially reduce plan check phase of the permit process. This is achieved with PCD serving as a single point of customer contact in the coordination of permit application procedure. All City-owned and City-sponsored projects, regardless of the number of review stations, are also coordinated at PCD. Quality Control assessment of all Building Permit Applications, including those processed over-the-counter, is another important function performed by PCD.

When Permit Coordination Division was restructured in November 2003, the functions were substantially expanded to include: a) consolidation of all requests to expedite and track misplaced building permit applications; b) performing random/spot check before permits get issued at Central Permit Bureau (CPB); c) assisting in plan check review and counter intakes; d) proactive roles to reduce plan check backlog inventories by strengthening association with the public; and e) improve the quality of services in various phases of Parallel Plan Check Review process, functions and services.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Reviewed for completeness about 95% of all plans within 24 hours.
> Assisted 747 customers upon arriving at PCD public counter.
> Responded to approximately 92% or 860 out of 935 telephone inquiries within 24 hours.
> Initiated Spot/Random Check (at least 10%) of approved building permit prior to issuance by CPB.
> Coordinated 5 projects per day, per Permit Coordinator; an increase of 1.25% from 1st quarter of previous fiscal year.
> Completed 71 projects under Parallel Plan Review Process with a construction cost valued at $26,137,436.
> Performed Quality Control (QC) function for 1,460 building permit applications, a 1% increase from 1,349 QC performed 1st Quarter of previous fiscal year.
Received 57 requests to expedite and track building permit applications compared to 495 requests received during 1st quarter of previous fiscal year.

Implemented a full service support to Parallel Plan Check Review Process by providing comprehensive partnership between technical and clerical staff in bringing the project to completion.

Completed Annual Performance Evaluation of all PCD personnel.

Attended CALBO training to meet technical requirements of the Code to assure technical staff is suitably trained to serve the public.

**ON-GOING PROJECTS**

Currently coordinating approximately 150 building permit applications under Parallel Plan Check Review process; an increase of at least 50% from 1st Quarter of previous fiscal year.

Continue performing better **Quality Control assessment** of all building permit applications reviewed by Plan Check Services prior to permit issuance.

Continue to work closely with various City agencies, including the Mayor's Office of Housing, City Attorney's Office and the Redevelopment Agency, in the coordination and facilitation of City-owned and sponsored projects (including Mission Bay Bio-Tech projects, affordable and low-income housing, Laguna Honda Hospital projects; among others) intended to enhance the quality of life for all the citizens of San Francisco.

Continue to implement and enhance **Spot/Random Check** (at least 10%) of approved building permit applications at CPB counter before permits get issued.

Remodel PCD office layout to augment needed staff workspace and provide a secured and organized storage for records and plans.

Supplemented 18 misplaced building permit applications; twelve (12) were misplaced at Planning and six (6) at DBI.

**GOALS**

Carry out the above-mentioned goals, requests and fill in additional 3-5 staff to handle expanded functions and services.
> Sustain the goals of restructured PCD Program by integrating proactive actions; working closely with all Plan Check Services divisions to reduce permit processing time and project backlogs.

> Provide a professional environment to meet the public, clients, project sponsors and their team; as well as PCD staff, to better serve the public.

> Improve method and approach in providing quality customer service by developing comprehensive technical and administrative support to all functions and services performed.

> Resume efforts to reduce and clean out the existing backlog inventory by working closely with the various Divisions in Permit Services Program.

> Continue to work closely with local governmental agencies to coordinate and facilitate City-owned and City-sponsored projects to meet its goal of enhancing the quality of life for the citizens of San Francisco through projects that contribute to the general public welfare.
PERMIT COORDINATION
QUALITY CONTROL REVIEW
1st Quarter FY 2004-05

TOTAL NUMBER OF PLANS REVIEWED: 1,460
RESIDENTIAL PLAN CHECK
Vacant, 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, and single-family dwellings. RPC screens such permit applications and/or plans for completeness with the applicant at the Residential Plan Check Intake Counter on the 1st floor 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 ambiguous code issues as requested by owners/designers.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Reviewed and approved 83.5% or 5,430 over-the-counter permits.
> Reviewed and approved 93.8% or 5,113 permits within 7 days.
> Reviewed and approved 96.9% or 5,281 permits within 30 days.
> Approved 6.9 plans per person/day.
> Responded to 100% of Director’s letters within Director’s deadline.
> Responded to 100% of phone calls within 24 hours.
> Performed spot-check quality control on approximate 8.7% or 47 out of 538 permit applications and plans approved for internal plan review. The average accuracy for quality assurance is 89%.
> Conducted approximately 32 pre-application meetings.
> Continued to meet and exceed MBO goals despite a severe shortage of staff.
> 100% of the staff can now update and maintain their daily activity reports in PTS thereby assisting with the division’s participation in the Building Department’s new policy regarding transparency in operations.
ON-GOING PROJECTS

> Continue training and staff meetings for working towards consistency and uniformity with its application of the building code.

GOALS

> Maintain performance levels, increase staff to back-fill positions left vacant by retirees and others who have left the department and implement regular, periodical cross-training program with other divisions.

> 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.

> Meet all MBO goals.

> Maintain the division backlog within 5 working days.

> Provide input and cooperation with the new Permit Coordination Division.

> Continue to train staff in plan review of all types of plans for all divisions.
BUILDING PERMIT PROCESS TIME
1st Quarter FY 2004-05
Residential

MBO GOALS: 87% WITHIN ONE DAY; 95% 7 DAYS

RESIDENTIAL PLAN CHECK
PLANS APPROVED/PERSON/DAY
1st Quarter FY 2004-05

MBO GOAL = 4.0

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

> Responded to 100% of all requests for written code interpretations within 21 day
> Assisted 978 walk-in customers and answered 4,516 phone calls.
> Responded to 100% of Director’s letters within Director’s deadline.
> Responded to 99% of phone calls within 24 hours.
> Began bi-weekly Technical training for DBI staff.
> Focused on “Green Building” code development and procedures.
> Issued procedures for implementing “High-Rise Retroactive Sprinkler” program.
> Issued procedures and standards for permitting and installing solar photovoltaic systems.

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.
> Develop Over-the-Counter permitting procedures.
> Attend various legislative and code meetings and hearings at State and local organizations and agencies, including the Board of Supervisors and the Building Inspection Commission.

> Appear at various public meetings regarding codes and technical issues.

> Coordinate code analysis and revisions for upcoming 2004 San Francisco Building Code.

**GOALS**

> Prepare draft code amendment package for San Francisco Building Code.

> Prepare proposal for upgrade to wood-framed, soft story buildings.

> Evaluate the long-term effects of pressure-treatment for lumber on fasteners.
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  
Wing Lau, 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 14,500 inspections; of these 99% or 14,298 were performed within 48 hours.

> Performed an average of 11.9 inspections per person/day.

> Performed 3 spot check inspections a week per Senior Inspector.

> Received 1,061 complaints; inspected 82% or 871 of complaints received; abated 39% or 414 of complaints received.

> Issued 560 NOV’s; abated 35% or 194 NOV’s.

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

> Issued 1 Emergency Order.

> Referred 146 cases to Code Enforcement.

> Support staff responded to 22,780 phone inquiries.

> Responded to 9 Director’s letters within Director’s deadline and 6 - five days after Director’s deadline.

> Field inspection staff received training from Louise Kimbell for the Interior Lead Paint Ordinance that was signed into law effective January 2004,
> Staff from the Environmental Health Management Bureau conducted training for BID inspection staff on asbestos abatement issues related to the renovation of old buildings.

> Cited two residential buildings for violating the Unlawful Residential Demolition provisions. Director’s Hearings were scheduled in September 2004 for the two properties.

> Provided inspection coverage for the Mayor’s Office on Disability to back up their inspector who was off for medical leave.

> Presented the DBI Emergency Preparedness and Response Program at a DBI monthly brown bag lunch session.

> Provided an emergency preparedness presentation to the Nob Hill/Russian Hill Group for businesses and property owners.

> Provided an emergency preparedness and response organizational overview to the senior management staff of SF Port.

> Began the systematic updating of existing or issuance of new emergency survival backpacks for all field inspectors.

**ON-GOING PROJECTS**

> Provide full time inspection services for the San Bruno Jail replacement project and the port projects.

> Participate in the Mayor’s Office on Homeless Program through inspections at their existing and proposed shelters.

> Provide inspection support for the Mayor’s Office on Disability as needed.

> Participate in the City Attorney’s Bay View/Hunters Point Task Force inspections.

**GOALS**

> Fill Senior Building Inspector vacancy.

> Work with the new MIS consultant to upgrade and test the computer database applications scheduled for adoption by the Department.
> Contact the ICC Education Committee and/or the Division of the State Architect to schedule in-house training for plan checkers and field inspectors on the Disabled Access requirements.

> Schedule Director’s Hearings for two possible Unlawful Residential Demolitions which occurred at 788 Victoria Street and 323 – 26th Avenue.

> Work with the Mayor’s Office of Homeless Program to provide inspection services to 10 temporary homeless shelters that will be open for service in December 2004.

> Schedule inspection staff to attend the Annual Education Seminar offered by CALBO in October 2004.
**BUILDING INSPECTIONS PERFORMED**
1st Quarter FY 2004-05

<table>
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<tr>
<th>Month</th>
<th>INSPECTIONS</th>
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<tr>
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<tr>
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<tr>
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<td>4,936</td>
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Total 1st Quarter: **14,500**

**BUILDING INSPECTION RESPONSE TIME**
1st Quarter FY 2004-05

MBO Goal = 100% in 48 Hours

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<thead>
<tr>
<th>Month</th>
<th>Within 48 Hours</th>
<th>Over 48 Hours</th>
</tr>
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<tbody>
<tr>
<td>JUL</td>
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<td>1%</td>
</tr>
<tr>
<td>SEP</td>
<td>99%</td>
<td>1%</td>
</tr>
</tbody>
</table>
CODE ENFORCEMENT SECTION  
_Leo McFadden, Supervisor_

**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 51% or 61 cases for Director’s Hearings within 60 days after receipt.
- Reviewed and returned 26 cases to BID, PID, or EID.
- Abated or referred 26 CES cases per month to City Attorney.
- Produced 14 - 3R Physical-Inspection reports per month.
- Responded to 100% of Director’s letters within Director’s deadline.
- Received 157 new complaint referrals from BID, PID and EID.
- Reviewed 9 permit applications for Code Enforcement cases.
- Performed 256 field inspections for Code Enforcement cases.
- Prepared and posted 5 Day Lien Cycle Notices.
- Prepared and posted 10 Day Lien Cycle Notices.
- Collected Lien Cycle delinquent fees totaling $28,954.
- Presented 2004 Lien Cycle List to Board of Supervisors.
Continued to refer and monitor Code Enforcement cases to the City Attorneys Office.

Continued to schedule and present cases for Director’s Hearings.

Provided training in 3R Physical Inspection for CES Inspectors.

**ON-GOING PROJECTS**

- Reduce Boiler case backlog.
- Prepare Code Enforcement cases for presenting to monthly Building Inspection Commission-Litigation Committee meetings for referral to the City Attorney’s 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.

**GOALS**

- Schedule CALBO Training for CES Inspectors.
- Assist City Attorney on currently referred CES cases.
- Review CES case backlog update program.
- Update CES Lien Cycle cases.
- Present cases to Abatement Appeals Board.
- Schedule CPR/ First Aid training for CES staff.
CODE ENFORCEMENT
INSPECTION ACTIVITY
1st Quarter 2004-2005

- COMPLAINTS RECEIVED: 157
- CASES ABATED: 78

CODE ENFORCEMENT
COMPLAINT ACTIVITY
1st Quarter 2004-2005

- INSPECTIONS PERFORMED: 256
- 3R PHYSICAL INSPECTION REPORTS: 42
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 4 - 1st Notices of Violation; issued 3 - 2nd Notices of Violation.

> Performed 62 inspections.

> Billed $8,605 in Assessment fees - 2 cases; received $3,195 in Assessment Fees.

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

> Referred 5 cases to Director’s Hearing.

ON-GOING PROJECTS

> Investigate and abate approximately 80 DAS complaint cases.

GOALS

> Hire a building inspector.

> Refer cases regularly to Director’s Hearings.
DISABLED ACCESS
COMPLAINT & INSPECTION ACTIVITY
1st Quarter FY 2004-05

COMPLAINTS RECEIVED - 17
CASES ABATED - 21
INSPECTIONS PERFORMED - 62
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 8,592 inspections; of these 99% or 8,507 performed within 48 hours.

> Performed an average of 11.2 inspections per person/day.

> Performed an average of 4.8 quality spot check inspections a week per Senior Inspector.

> Received 73 new complaints; responded to 100% of complaints received.

> Inspected 96% or 70 complaints received; abated 26% or 19 complaints received.

> Issued 19 NOV’s; abated 74% or 14 NOV’s.

> Served as Hearing Officer for 3 Director’s Hearings.

> Referred 2 cases to Code Enforcement.

> 100% of Electrical Inspectors are ICBO Certified.

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

> Responded to 100% of phone calls within 24 hours.
**Staffing:** Recruited and trained a Temporary Exempt electrical inspector to fill one of two recent vacancies created by the resignation of Electrical Inspectors Stephen Powers and Marvin Wong. The new employee is ranked #3 on the Class 6248 Electrical Inspector List that is awaiting adoption by the Department of Human Resources. The new inspector has assumed district inspection responsibilities and is performing well. Reassigned various field staff to compensate for the loss of the two experienced inspectors. Continued to rely on the availability of three retired inspectors working part-time during vacation absences.

**Telecommunications:** Representatives of SBC California and AT&T continue to exert influence with the Mayor’s office and oppose electrical code jurisdiction over the power supplies and distribution systems in their central station facilities.

**Underground Conversions:**Developed improved procedures with PG&E by coordinating schedules for accessing 3000 properties. The properties require electrical service inspection and approval before conversion to the underground utility system.

**Permits and inspection Fees:** Drafted proposed changes for combining various categories of electrical permits in order to reduce the number of permits required for certain projects. Implementation will require computer-programming changes.

**San Bruno Jail:** Witness testing the life-safety and security systems are now underway in the detention facility. A number of deficiencies have been detected in the products used and installation methods that have caused schedule delays.

**ON-GOING PROJECTS**

- De Young Museum: Continuing inspection activity
- San Bruno Jail: 95% complete
- Bloomingdale’s: Major electrical work in progress.
- Comcast: Pole-mounted services, Complete.
- Comcast: Underground services, 10 sites completed
- Underground Utilities Program: Continuing inspection activity
- Port of SF: 501 Beale Street, new high-rise residential tower, in progress
- Port of SF: 160 Jefferson Street, new Boudin Bakery, in progress
- Utilities Engineering Bureau: Continuing inspection activity

**GOALS**

**Staffing:** Recruit and develop three electrical inspectors to fill permanent position vacancies from a soon to certified Class 6248 Electrical Inspectors List. In addition, have two new requisitions prepared for permanent replacements for resigned Electrical Inspectors Stephen Powers and Marvin Wong.
Training: Arrange work schedules to allow the newer inspectors to attend the CALBO Annual Training Week in Concord, CA. Also, arrange for senior inspection staff to attend the three-day National Electrical Code Training Seminar in San Francisco.
ELECTRICAL INSPECTIONS PERFORMED

- JUL: 2,780
- AUG: 3,033
- SEP: 2,779

Total 1st Quarter FY 2004-05: 8,592

ELECTRICAL INSPECTION RESPONSE TIME

1st Quarter FY 2004-05
MBO GOAL = 100% Within 48 Hours

- JUL: 97%
- AUG: 100%
- SEP: 100%
HOUSING INSPECTION SERVICES
Rosemary Bosque - Chief Housing Inspector

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Performed a total of 2,745 inspections; of these, 778 were initial routine inspections on apartment buildings 7 were routine inspections on residential hotels

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

> Received 533 complaints; responded to 95% or 506 complaints received within 48 hours.

> Inspected 68% or 364 of complaints received; abated 56% or 301 complaints.

> Responded to 96% of life hazards or lack of heat complaints within 24 hours.

> Referred 1 code enforcement cases to the City Attorney per direction from the Litigation Committee of the Building Inspection Commission.

> Referred 96 cases to the Director’s Hearings.

> Collected $94,495 in Assessment of Cost fees for Enforcement Cases.

> Referred 28 notices of compliance to the State Franchise Tax Board.

> Inspected 9 task force cases; issued 6 NOV’s on task force cases; abated 11 task force cases.

> Issued 2 Emergency Orders; abated 5 Emergency Orders.

> Issued 5 citations for miscellaneous violations.
> Responded to **5** Director's letters within Director's deadline.

> Responded to **96%** of phone calls within 24 hours.

> Issued **4** Subordination on code enforcement cases.

> Increased the number of initial routine inspections from the 1st Quarter by **100%**.

**ON-GOING PROJECTS**

> Continuing to make improvements to the Routine Inspection Program. Staff has discussed with MIS the development of a Pre-Scheduled Inspection Request Letter Program. Development will begin early in the 4th Quarter.

> Continue to work on reducing the number of outstanding routine inspections for properties not inspected in the last 5 years.

> Continue to update the apartment and hotel license fee data base.

**GOALS**

> Maintain a **50%** increase in the number of initial routine inspections performed on apartment houses from the 1st Quarter.

> Increase the number of initial routine inspections of residential hotels by **25%** from previous quarter.

> Complete the Division’s proposed amendments to the Housing Code during the current Code revision cycle.
HOUSING INSPECTION SERVICES
COMPLAINT ACTIVITY
1st Quarter 2004-2005

NEW COMPLAINTS RECEIVED - 533
COMPLAINTS ABATED - 301

ROUTINE INSPECTIONS - 785
TOTAL INSPECTIONS - 2,745
LEAD ABATEMENT SECTION

Louise Kimbell, Supervisor

FUNCTION

The Lead Abatement Section 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 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 457 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 64 “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 122 SFBC 3407 complaints, responded to 100% of SFBC 3407 complaints within 24 hours.

> Issued 66 Notice of Violation (and no Second Notice of Violation); issued 18 Notice of Penalty and Fee; and, abated 95 complaint cases.

> Referred no complaint cases to NOP Appeal Hearing; referred one initial complaint case (i.e., contractor’s names/licenses) to CA Contractors State License Board (and, referred no second complaint cases).

> Responded to 100% of Director’s letters within Director’s deadline.
> Responded to **98%** of phone calls within 24 hours.

> Continued participating in meetings between the ATF - Environmental Subcommit-tee and the San Francisco Housing Authority (SFHA) management regarding the Subcommittee’s Recommendation # 1 in the ATF *Strategic Plan*. Participated in developing draft document with goals and recommendations to be submitted to the SFHA through Supervisor Sophenia Maxwell.

> Completed follow-up of the *Ergonomic Equipment Summary* to DBI Chiefs/Managers that identified employees and ergonomic equipment to be ordered from Phases 1-3 and 5 of the ergonomic evaluations of the DBI workstations.

> Completed collecting/compiling the annual DBI *Vehicle Maintenance/Problem Report* forms from Chief/Managers of DBI field inspectors who drive vehicles in the course of performing their job.

> Participated in the Department’s *Report for Special Assessment of Costs* at the Board of Supervisors for the outstanding SFBC 3407 complaint cases.


> Continued developing new forms for the amended SFBC 3407 (working with the City Attorney’s Office); continued developing the updated computer complaint tracking systems to include the amended SFBC 3407 (working with DBI-MIS).

> Provided a summary table and a list of 20 outstanding SFBC 3407 complaint cases to CA Department of Health Services (DHS) for their follow-up investigation (per CA DHS request).

**ON-GOING PROJECTS**

> Continued to participate as a non-voting member on the Board of Supervisors’ ATF; continued to participate as a non-voting member on the Board of Supervisors’ 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., *West Nile Virus*). Continued scheduling field inspectors for their annual audio examinations at San Francisco General Hospital. Continued to provide Smith System defensive driver training to staff that drive City issued vehicles.

Continued to participate on the LHRCAC in the development of the technical amendments to the legislation, SFBC 3407, *Work Practices for Lead-Based Paint*.

Continued to participate in the District Attorney’s Coordinated Enforcement Agency Task Force (CEATF) meetings.

**GOALS**

- Continue to develop the top two recommendations from the ATF Environmental Subcommittee’s *Strategic Plan* and develop an associated Resolution for Supervisor Maxwell to present to the SFHA at a meeting of the Board of Supervisors.

- Complete ergonomic evaluations (i.e., Phase 4) of the DBI clerical staff’s workstations, write *Ergonomic Equipment Summary* and distribute *Summary* to appropriate DBI Chiefs/Managers.

- Continue to provide training to up to 1/3rd of the Department’s staff in Standard First Aid and Adult CPR.

- Continue to develop (and complete) the new work plan for the Environmental Health and Safety Programs that includes: identifying tasks, inspections, etc. (performed by DBI-EH&S and DPW-EHS for DBI) and associated records, forms, etc. (developed and/or used by DBI-EH&S and DPW-EHS for DBI).

- Complete the new forms, signs and informational documentation for the amended SFBC 3407; complete the updated computer complaint tracking systems to include the amended SFBC 3407.

- Continue to respond to SFBC 3407 complaint cases within 48 hours, as mandated in the legislation.
LEAD ABATEMENT
LEAD HAZARD REDUCTION PROGRAM
1st Quarter FY 2004-05

ISSUED NOTICE OF PENALTIES & FEES - 18

ISSUED 1ST NOV - 66
LEAD ABATEMENT
INSPECTION RESPONSE TIME
1st Quarter FY 2004-05

MBO GOAL = 100% WITHIN 48 HOURS
(Per Ord. No. 446-97)

LEAD ABATEMENT
COMPLAINT ACTIVITY
1st Quarter FY 2004-05

- Complaints Received: 122
- Cases Abated: 95
- Inspections Performed: 450
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 6,350 inspections; of these 99% or 6,342 were performed within 48 hours.

> Performed an average of 10.8 inspections per person/day.

> Performed an average of 1.8 spot check inspections a week per Senior Inspector.

> Reviewed/plan checked 3 plans for Special Projects.

> Received 121 complaints; responded to 90% or 109 of all complaints within 48 hours.

> Inspected 94% or 114 complaints received; abated 57% or 69 complaints received.

> 100% Plumbing Inspectors hold current IAPMO certifications.

> Issued 53 NOV’s abated 40% or 21 NOV’s.

> Served as Hearing Officer for 4 Director’s Hearings.

> Referred 2 cases to Code Enforcement.
Responded to 100% or 4 Director’s letters within Director’s deadline

Provided plan check services for the Valencia Garden Apartments, 501 Beale Street addendum 2, the PUC Crocker Amazon Station Upgrade and several Port Authority projects.

**BOILER PROGRAM**

- Issued 43 Notices of Violations.
- Forwarded 5 cases to Code Enforcement Section.
- 8,463 of boilers were registered at the beginning of the quarter; 8,616 of boilers have been registered by the end of the quarter.
- Issued 153 New boiler “Permits To Operate”.
- Issued a total of 771 Boiler PTO’s.
- Mailed 556 Expired Boiler PTO letters.
- Expanded PID plan check services.
- Continued to provide field inspections for the New San Bruno Jail project.
- Redefined and reassigned Senior manager’s areas of responsibility.
- All field inspectors were rotated to new districts.

**ON-GOING PROJECTS**

- Expansion of the PID plan check services.
- Continue Code Training for inspection staff.
- Improve the Complaint tracking system.

**GOALS**

- Continue to maintain and exceed 11 inspections per day per inspector.
- Continue to respond to 100% of 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 inspections of Mechanical piping installations.
> Continue to issue renewal notices for boilers Permit To Operate.
> Draft changes to the SF addendum of the 2003 Uniform Plumbing & Mechanical.
> Continue to provide prompt and professional services to all our Customers.
> Provide on going training to the inspection staff on codes, new and approved installation methods and materials.
> Enforce the High Rise Fire Sprinkler Ordinance # 377-93.
PLUMBING INSPECTIONS PERFORMED

Total 1st Quarter FY 2004-05
6,350

PLUMBING INSPECTION RESPONSE TIME
1st Quarter FY 2004-05
MBO GOAL = 100% 48 HOURS

WITHIN 48 HOURS  □ OVER 48 HOURS
PLUMBING INSPECTION MBO
INSPECTIONS/PERSON/DAY
1st Quarter FY 2004-05
MBO GOAL = 11

PLUMBING PERMITS

Total 1st Quarter FY 2004-05
3,820