2nd Quarter Report FY 2008-2009

October - December 2008
PURPOSE

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

MISSION STATEMENT

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

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

HIGHLIGHTS AND ACCOMPLISHMENTS

• Issued a total of **14,538** permits, including:
  o **5,837** Building Permits
  o **3,180** Electrical Permits
  o **3,892** Plumbing Permits
  o **1,629** Miscellaneous Permits

• Performed a total of **35,524** inspections, including:
  o **15,481** Building Inspections
  o **8,904** Electrical Inspections
  o **4,396** Housing Inspections
  o **6,743** Plumbing Inspections

• Worked intensively with Executive Team and Finance Supervisor on **FY '08-09 Budget Balancing Plan** due to the severe economic impact on building and construction business, and provided the Building Inspection Commission with monthly updates on the impact of this situation on DBI staffing for this fiscal year and the coming fiscal year.

• Participated in the October **City-wide “Shake-Up San Francisco” and “Silver Sentinel”** earthquake preparation drills, performed post-event evaluation to improve DBI responses for future training, and attended several City-wide Disaster Council meetings with the Mayor and key department heads.

• Continued working on implementation of Business Process Reengineering (BPR) recommendations, and will provide the Building Inspection Commission, the BPR Steering Committee and other City department participants with an update in January 2009.

• Worked closely with DBI’s Management Information Services (MIS) and with the Department of Technology to reestablish **DBI’s online Plumbing Permit services**.
• Worked closely with the Community Action Plan for Seismic Safety (CAPSS) team and participated in the December public workshop that focused on results and draft recommendations to address the Mayor’s priority of seismic vulnerability for soft story residential buildings. The CAPSS’ analyses and recommendations are on schedule to be presented to the Building Inspection Commission at its January 2009 meeting, and to the Mayor by the first week of February 2009.

• Began implementing in December 2008 DBI’s public outreach program to make San Franciscans aware of new legislation to eliminate wooden utility ladders from R-1, R-2 and R-3 occupancy residential buildings.

• Prepared internal and external documents in December 2008, to implement on January 1, 2009, a new State-mandated fee on every applicable permit, assessed at the rate of $4.00 per $100,000 project valuation, and with a minimum $1.00 fee from every applicable permit.

**ON-GOING PROJECTS**

• Continue on-going efforts to reconfigure and improve customer and staff work spaces on the fourth and fifth floors of 1660 Mission Street.

• Continue to work closely with DBI’s MIS and the Planning Department to finalize the Request For Proposal (RFP) for a new Permit and Project Tracking System (PTS), and will release this RFP in early January 2009.

• Continue to work with Executive Team on finalizing new DBI policies and procedures for posting on the website, and for E-Update distributions to customers early in 2009.

**GOALS**

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

• Continue to monitor DBI’s projected revenues and expenses in the current economic recession, and take necessary steps to preserve staff positions wherever possible.

• Meet with the newly-elected members of the Board of Supervisors and brief them on DBI’s role and responsibilities within the City’s public safety institutions.

• Begin working with technical staff, and with the Mayor’s Office, to draft an ordinance requiring soft story residential building retrofits in accordance with the recommendations made by the CAPSS studies’ team.
• Review timeline and next steps to complete the reviews of vendors’ proposals in response to the RFP for a new Permit and Project Tracking System.
ADMINISTRATIVE SERVICES DIVISION
Pamela Levin, Division Supervisor

FUNCTION

The functions of the Administrative Services Division (ASD) are to provide support to the Department in the areas of fiscal management, purchasing 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 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

- Revenues:
  - Plan Review $2,909,968
  - Permit Center 129,166
  - Inspection Services 5,268,086
  - Housing/Code Enforcement 2,257,463
  - Administration 391,145

  Total Revenue $10,955,828

- Expenditures:
  - Plan Review $2,655,197
  - Permit Center 1,001,466
  - Inspection Services 4,116,661
  - Housing/Code Enforcement 1,737,571
  - Administration 2,889,482

  Total Expenditure $12,400,377

- Received a total of 32 reimbursement requests; of these, processed 100% within 10 days.

- Processed 382 documents through the City’s FAMIS online system.

- Processed 170 purchasing documents through the City’s Advanced Purchase Inventory Control System (ADPICS) online system.

- 36% of total revenues collected through the PC Cash Register System were credit card transactions.
• Responded to 100% of Director’s letters within Director’s deadlines.

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

• Performed a detailed analysis of the FY 2008-09 budget to determine opportunities for dealing with the falling revenues and construction slow down.

• Reengineered the process for developing the FY 2009-10 budget to ensure division involvement in decision making, sufficient justifications are provided, and information is provided at a level that it can be monitored throughout the year.

• Compiled internal funding requests for the FY 2009-10 budget using standardized forms to facilitate Management’s review.

• Performed a detailed analysis of project and fund balances.

• Responded to the Controller’s Proposition Q audit to determine if DBI funding to a community based organization was used for political activities.

• Responded to a Payment Processing review by an internal auditor as required by the Controller’s Office for their preparation of the FY 2007-08 Comprehensive Annual Financial Report.

**ON-GOING PROJECTS**

• Follow City administrative, contracting, purchasing and fiscal procedures.

• Maintain expenditures within budgeted appropriation.

• Monitor and analyze revenues.

• Maintain prudent fund balances.

• Provide assistance to other divisions in accomplishing their goals.

**GOALS**

• Prepare the FY 2008-09 Efficiency Plan and the FY 2009-10 Budget submission within the Administrative Code deadlines.

• Work with the Controller’s and Mayor’s analysts to ensure the data in the budget system meets their technical guidelines.

• Provide tools and information to divisions so that they can monitor their revenues and expenditures.
• Continue development of ASD policies and procedures.

• Develop tracking mechanism for contracts and purchase orders so that division managers are aware of the status of their requests.
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 MIS requests: PC/network - 258 requests; application development - 293 requests.
- Completed implementation on a back-up solution for document management system.
- Completed operating system upgrade on all core network switches.
- Completed Web server configuration and initial set up for transitioning Web services from the Department of Technology.
- Completed Permit and Project tracking Request for Proposal draft version.
- Implemented web permit issuance for plumbing permits per the new fee schedule.
- Completed development environment to transfer web services for DBI’s permit and complaint activity look up application.
- PTS Enhancements – Residual Fee Changes on new fee schedule implemented within PTS.
ON-GOING PROJECTS

- PTS Enhancements
  - Inspection Scheduling System response from Vendor review complete and proceeded to contract phase.
  - Work in progress to implement Electrical Permit fees over the web.
  - Testing in progress to transition Online Permitting - Web services programming from Department of Technology.
  - Changes in progress to track refunds on PTS for building permits.
  - Changes in progress to collect post issuance fees for building permits.
  - Enhancements in progress to include Mechanical and Fire checklist.
  - Resume changes to Plan routing and approval module in progress to help streamline intake of applications for plan review and turnaround time tracking.
  - IT Asset Management - Utilizing IT tracking application to manage all Department's IT assets.
  - Data migration and testing in progress, on to the newly created infrastructure database production servers.
  - Data center enhancement – Planning upgrade of electrical equipment and power supply within the server room to accommodate additional demand on the systems.
  - Lotus Notes client upgrade to the current version for the entire department
  - Operating system upgrade in progress for all desktops.

GOALS

- Complete installation and configuration on the new customer queue management system.

- Complete network installation/configuration on the fourth and fifth floor for over-the-counter services.

- Complete Lotus Notes client upgrade to the current version for the Department.

- Complete IVR solution implementation for inspection scheduling and status tracking.

- Complete application plan review module for to help streamline intake of applications for plan review and turnaround time tracking.

- Complete transition of programming and support on permitting web services.

- Complete issuance of a request for proposal and proceed toward vendor selection process on an integrated Permit Tracking System for DBI and Planning Department per Memorandum of Understanding between the two departments.
• Complete enhancements to permit tracking to encompass the various components of the BPR Implementation Plan.

• Complete data migration on the new Infrastructure Production database servers.
CUSTOMER SERVICE DIVISION
Patty Herrera, Division Supervisor

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

• Answered a total of 8,636 telephone inquiries and assisted 7,484 customers at the Public Information counters.

• Received a total of 1,044 3R requests; of these, 100% were processed within five days

• Received a total of 2,260 record requests from customers, staff, and City agencies; of these, 97.3% or 2,199 were processed within five days; 1.4% or 32 were processed within seven days; 1.3% or 29 were processed over seven days.

These record requests produced a total of:
  o 16,349 printed applications/job cards/CFC’s
  o 9,920 printed copies of plans
  o 937 printed PTS print-outs
  o 4,509 35 mm diazo cards for viewing
  o 6,779 aperture cards for research
  o 207 35mm rolls searched for viewing
  o 822 Papervision viewed files

• Completed a revised online version of DBI’s “Frequently Asked Questions” brochure. This publication is one of our most popular brochures.
Reorganized and streamlined our website's roadmap by eliminating duplicate links, consolidating the brochures and handouts page, organizational charts, forms and checklists, etc.


Developed written scanning procedures including prepping documents, match and merge, quality control, correct CDs within database, burning CDs after scanning and indexing, remote access to database,

Trained additional staff on scanning process.

Selected new vendor for Community Outreach Program and streamlined process by creating an easy to follow computerized detailed inventory, checklists, forms, number of items needed based on type of outreach, etc.

Submitted CSD FY 09-10 Budget.

ON-GOING PROJECTS

Update Papervision database – add floor and unit numbers as needed, revise street name and house/building number to match PTS per Address Validation System.

Continue scanning project, approximately 80% of all CSD staff has been trained.

Keep up-to-date with DBI procedural changes.

Facilitate and participate in BPR meetings.

Continue working on new design for all brochures and handouts. Consolidate duplicate information/brochures. Update website files as needed.

Provide increased training opportunities for all staff including Microsoft Office - Excel, Word, PowerPoint, customer service, and personal development.

Maintain an up-to-date CSD Operational Manual.
GOALS

• Perform Performance Appraisals for all CSD staff by January 31, 2009.


• Revise and update Performance Measures as necessary. Meet Controller’s February 1, 2009 deadline.

• Continue working on combining current “How to Obtain A Permit for One or Two Family Dwellings” and “Getting a City Permit” into one comprehensive brochure. Tentative completion date: April 2009.

• Continue developing an accurate inventory by type of media, i.e., 16mm, 35mm, etc. Tentative completion date: April 2009.

• Begin updating all aperture cards with the goal of eliminating duplicate files on aperture cards, Papervision, and rolls of film. Develop written process.

• Rename/Update file naming convention of approximately 1,500 CDs containing plans and load data into Papervision for easy retrieval. Tentative completion date: June 2009.

• Meet with vendors selected through the City-wide Request for Proposal process and discuss DBI’s scanning and media conversion needs.

• Coordinate DBI’s participation in the Community Outreach Programs.
Total Records Requests Processed 1,944

Records Requests Processed

- 0 - 5 Days: 99.0% (1,923)
- 6 - 7 Days: 0.4% (8)
- Over 7 Days: 0.6% (13)

Total 3R Reports Issued 1,044

3R Reports Processed

- 0 - 5 Days: 100%
CALLS ANSWERED

Total Calls Answered 7,484

CUSTOMERS ASSISTED

Total Customers Assisted 8,636
PERMIT SERVICES
Laurence Kornfield, Manager

FUNCTION

The Permit Services accepts and issues construction permits for public and private buildings located within the City and County of San Francisco. Additionally, Permit Services Division 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 14,538 permits, including:
  - 5,837 Building Permits
  - 3,180 Electrical Permits
  - 3,892 Plumbing Permits
  - 1,629 Miscellaneous Permits

  A decrease of 10.5% or 1,524 less than the same quarter last fiscal year.

- Issued Building Permits with a total valuation of $399,774,340.46, a decrease of 6.9% or $27,928,374.07 less than the same quarter last year.

- Processed 95% or 1,201 of structural notifications within one business day.

- Processed 98% or 3,565 demolition notifications within one business day.

- Processed 90% or 50 of all refund requests within two business days.

- Processed 98% or 150 of all mail in applications within two business days.

- All 1406 Clerks and 1408 Principal Clerks have been fully cross-trained on counter duties.

- Staff participated in International Code Council (ICC) training and code development meetings.

- Begin to consolidate all back of office work; create a plan vault room for retention and distribution of plans.

- Working side-by-side with plan examiners, and rotating Principal Clerks to the Intake Counter.
ON-GOING PROJECTS

- Complete cross-training of permit processing staff to handle all kinds of notifications including vertical/horizontal additions, demolition applications and permits, 50% interior demolition, extension, cancellation of applications and permits, reinstate applications and approval processing.

GOALS

- Refine PTS to provide more accurate and detailed parcel and address information.
- Work with other city agencies and especially Assessor’s Office together with Street and Mapping to streamline new street addressing.
- Establish a centralized Cashier Station.

PERMITS ISSUED

Total Permits Issued 14,538
PLAN REVIEW SERVICES

Raymond Lui, Manager

Building Plan Review Groups

Anthony Grieco, Senior Building Inspector
Ronald Tom, Senior Building Inspector
Gary Ho, Structural Engineer
Howard Zee, Structural Engineer
Thomas Le, Administrative Engineer
Susan Leong, Administrative Engineer

FUNCTION

The function of the Building Plan Review Groups is to provide high quality plan review of proposed construction work to verify conformance with structural and non-structural code requirements in a timely, consistent, transparent, professional, and courteous manner to all our clients. Projects include construction of new buildings, and alterations, additions and repairs to existing buildings.

Staff conducts reviews of submitted projects as well as provides plan review service over-the-counter as the customer waits.

Group supervisors and other senior staff conduct pre-application review meetings to provide code interpretations and resolve major code issues prior to the submittal of plans and permit applications.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Reviewed and approved approximately 2,100 building permits with no plans over-the-counter. (Note that an additional 2,400 building permits with no plans were issued over-the-counter by the Permit Services Program.)

- Reviewed approximately 2,800 building permits with plans over-the-counter.

- Approved approximately 700 building permits with plans over-the-counter.

- Performed over 400 building plan reviews of submitted projects (including building permits, site permits, and addenda submittals).

- Performed quality control review on approximately 90% of submitted permit applications and plans.

- Conducted over 70 pre-application meetings.

- Developed code interpretations and structural bulletins.
PERFORMANCE MEASURES

Goal 1: Improve Plan Review Turnaround Time

<table>
<thead>
<tr>
<th>Measure Number</th>
<th>Measure</th>
<th>Actual</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Percentage of Site Permit Applications Reviewed Within 15 Days</td>
<td>68%</td>
<td>90%</td>
</tr>
<tr>
<td>2</td>
<td>Percentage of Permit Applications for One and Two Family Dwellings Reviewed Within 30 Days</td>
<td>58%</td>
<td>90%</td>
</tr>
<tr>
<td>3</td>
<td>Percentage of Permit Applications for Multi-Family Residential and/or Mixed-Use Buildings Reviewed Within 45 Days</td>
<td>67%</td>
<td>90%</td>
</tr>
<tr>
<td>4</td>
<td>Percentage of Permit Applications for Office and/or Commercial Buildings Reviewed Within 45 Days</td>
<td>86%</td>
<td>90%</td>
</tr>
<tr>
<td>5</td>
<td>Percentage of Permit Applications for Other Buildings Reviewed Within 45 Days</td>
<td>92%</td>
<td>90%</td>
</tr>
<tr>
<td>6</td>
<td>Percentage of Pre-Application Meetings Conducted within 15 Days</td>
<td>97%</td>
<td>90%</td>
</tr>
</tbody>
</table>

Goal 2: Improve the Quality and Completeness of Plan Reviews

<table>
<thead>
<tr>
<th>Measure Number</th>
<th>Measure</th>
<th>Actual</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Percentage of Submitted Projects Audited for Quality Assurance by Supervisors</td>
<td>90%</td>
<td>90%</td>
</tr>
</tbody>
</table>

GOALS

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

- Develop additional plan review checklists, code interpretations, and structural bulletins.

- Conduct staff performance evaluations.
ENERGY/MECHANICAL REVIEW GROUP
Wing Ma, Mechanical Engineer

FUNCTION

The function of the Energy/Mechanical Plan Review Group is to provide high quality plan review of proposed construction work to verify conformance with Title 24 Energy Efficiency Standards and the San Francisco Mechanical Code, as well as the heating, ventilation, smoke control, life safety, and related construction requirements of the San Francisco Building Code in a timely, consistent, transparent, professional, and courteous manner to all our clients. Projects include construction of new buildings, and alterations, additions and repairs to existing buildings.

Staff conducts reviews of submitted projects as well as provides plan review service over-the-counter as the customer waits.

The group supervisor and other senior staff conduct pre-application review meetings to provide code interpretations and resolve major code issues prior to the submittal of plans and permit applications.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Reviewed approximately **1,700** building permits with plans over-the-counter. This included projects initially submitted, but subsequently routed over-the-counter.

- Approved approximately **1,100** building permits with plans over-the-counter. This included projects initially submitted, but subsequently routed over-the-counter.

- Performed approximately **140** mechanical plan reviews of submitted projects (including building permits, site permits, and addenda submittals).

- Performed quality control review on approximately **50%** of submitted permit applications and plans.

GOALS

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

- Develop additional plan review checklists.

- Conduct staff performance evaluations.
BUILDING INSPECTION DIVISION
Dan Lowrey, Chief Building Inspector

FUNCTION

The Building Inspection Division (BID) is responsible for inspecting the construction of all new and existing buildings and structures for conformity with approved plans and permits, and for compliance with state and local building code requirements. BID responds to emergency situations and complaints of unsafe structures, work without permit, and prepares Notices of Violation (NOV) 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 15,481 inspections; of these, 98% or 15,173 were processed within two working days.
- Performed an average of 12.8 inspections per person/day.
- Performed 3.3 spot check inspections a week per Senior Inspector.
- Received a total of 789 complaints; responded to 61% or 479 of all complaints within two working days.
- Inspected 78% or 617 of complaints received; abated 39% or 242 of new complaints received.
- Issued 383 NOV’s; abated 60% or 189 NOV’s.
- Served as Hearing Officer for two (2) Director’s Hearings.
- Issued three (3) Emergency Orders.
- Referred 68 cases to Code Enforcement.
- 6 Building Inspectors received ICC certification.
- Received a total of 10 Director’s letters / customer inquiries; of these responded to 80% or eight within deadline and 20% or two after deadline.
- Support staff responded to 38,893 telephone inquiries.
• The Board of Appeals hearing is scheduled regarding **207 Marietta Drive** for October 15, 2008 pertaining to the construction of new rear deck. The adjacent neighbors have retained legal and construction advice. The protracted disagreement which involved multiple and ongoing complaints between the parties should come to a compromise with the hearing.

• One or more tenants at **942 Market Street** had filed complaints with the Mayor’s Office of Housing regarding possible inadequate ventilation in their units. At a site visit by BID a certification was required of the building’s ventilation system from a licensed professional. A letter of certification from a licensed Mechanical Engineer was promptly sent to Senior Building Inspector Patrick O’Riordan. The Mayor’s Office of Housing was forwarded the letter certifying the building’s ventilation as well as a letter of intent from the original project developer proposing the installation of operable windows in each unit. Chandra Egan from the Mayor’s Office has responded and expressed appreciation for the efforts of BID regarding this matter.

• In response to complaint #200877313 (**2650 Hyde Street**), Deputy Director Edward Sweeney and Chief Building Inspector Dan Lowrey visited the site. The plans for Permit Application #200804028610 indicated an existing basement with a ceiling height of 7’ – 6”; however, the complaint alleges that the area in question was actually a crawl space. **Notice of Violation # 200877313** was issued to stop all work and the owner was instructed to submit plans that clearly depicted the existing conditions.

• An Emergency Order was posted for the demolition of **235 Capitol Avenue**. DBI engineers concurred with the assessment provided by the Structural Engineer for the property. The permit is expected to be processed and issued in the next few days.

• Building Inspector Don Simas was conducting a scheduled inspection at **470 Vallejo Street** on Wednesday, December 31, 2008 when he observed workers at the base of a ten to twelve foot vertical cut. He issued a **Notice of Violation** for the unsafe condition and requested that the workers leave the vicinity of the excavation. On his return to the office he informed Senior Inspector Patrick O’Riordan of the situation and the Occupational Safety and Health Administration (OSHA) was contacted. A meeting is scheduled at the jobsite for Monday, January 5, 2009. A Geotechnical Engineer will meet with the contractor, a representative from OSHA, the Structural Engineer as well as Building Inspector Simas and Senior Inspector O’Riordan.

• Building, Code Enforcement, and Disabled Access Inspection staff attended California Building Officials (CALBO) education week where each inspector attended one day of training. BID inspectors received instruction in the areas of Disabled Access, Exiting, Plan Check, State Laws, Non-structural Provisions of the CBC, Load Path and Wood Frame Construction, Spanish for Code
Enforcement Personnel, Legal Aspects of the Building Department, Commercial Kitchen Hood and Duct Installations, Post-disaster Evaluator update and Residential Transition to the 2007 CBC. At the conclusion of the training day, each inspector received a Certificate from CALBO documenting the number of hours of continuing education that were earned.

**ON-GOING PROJECTS**

- **301 Mission Street** is near completion. They are currently testing the Life Safety System of the 420 residential / 58 story high-rise building. This project is scheduled to be completed in Spring 2009. This building is called the Millennium Tower and adds to the beauty of Downtown San Francisco.

- **338 Spear Street** is a 42 story residential tower which is part of a four building complex on a common podium level. This building is the last building to be completed for the Infinity Project. A Temporary Certificate of Occupancy has been issued for this tower.

- **555 Mission Street** is a new 30 story office complex. It has recently been finalized and a Certificate of Final Completion issued. There has not been a new high-rise office building built in South of Market Street for many years.

- The AIMCO Project (Hunter Point) consists of interior and exterior renovations of 604 residential units. The Building Inspection Division is working closely with the Housing Inspection Services issuing a Certificate of Final Completion for each of the 604 residential units when completed.

**GOALS**

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

- Provide periodic disabled access training at our staff meeting.

- Schedule a mechanical training class for the Building Inspectors.

- Building Inspectors to return phone calls in an expeditious manner.

- Provide training for Building Inspectors on improving customer service and dealing with difficult customers. The training will be conducted by Department of Human Resources.

- Implementation of the BPR process where applicable in the inspection process.
Total Inspections Performed 15,481

BUILDING INSPECTIONS PERFORMED

OCT  NOV  DEC
5,826  4,435  5,220

BUILDING INSPECTION MBO
INspections / person / day
MBO Goal = 11

OCT  NOV  DEC
12.8  13.1  12.5
BUILDING INSPECTION RESPONSE TIME

MBO Goal = 90% In 48 Hours

<table>
<thead>
<tr>
<th></th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>98.0</td>
<td>99.0</td>
<td>97.0</td>
</tr>
<tr>
<td>%</td>
<td>2.0</td>
<td>1.0</td>
<td>3.0</td>
</tr>
</tbody>
</table>

Within 48 Hours

Over 48 Hours
CODE ENFORCEMENT SECTION
Steve Hajnal, Acting Senior Building Inspector

FUNCTION

The Code Enforcement Section (CES) investigates complaints of violations of the Building, Plumbing and Electrical Codes and employs abatement procedures to correct code deficiencies. This section also initiates follow-up enforcement when cases have been referred by other divisions within DBI by holding Director’s Hearings and referring cases 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. CES prepares 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

- Scheduled 109 cases for Director’s Hearings.
- Abated 79 cases.
- Received 82 new complaint referrals from BID, PID, and EID.
- Reviewed 7 permit applications.
- Performed 155 field inspections.
- Received a total of 1,037 customer phone inquiries and 88 consultations at the counter.
- CES was assigned a new senior inspector towards the end of the quarter.

GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
- Concentrate on reducing the backlog of incoming referrals by increasing the number of cases referred weekly to Director’s Hearings.
ELECTRICAL INSPECTION DIVISION
Michael Hennessy, Chief Electrical Inspector

FUNCTION

The Electrical Inspection Division (EID) provides for personnel and structure safety by inspecting electrical, life safety, and communication systems to ensure compliance with the adopted codes and regulations.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of 8,904 inspections; of these, 100% or 8,894 were processed within two working days.
- Performed an average of 9.8 inspections per person/day.
- Performed 4.2 spot check inspections a week per Senior Inspector.
- Received a total of 28 complaints; responded to 89% or 25 complaints within two working days.
- Inspected 93% or 26 of the complaints received; abated 21% or 6 of the new complaints received.
- Issued 32 NOV’s; abated 56% or 18 NOV’s.
- Served as Hearing Officer for two (2) Director’s Hearings.
- Referred one (1) case to Code Enforcement.
- 2 Electrical Inspectors received International Association of Electrical Inspectors (IAEI) Certification.
- Responded to all communications and inquiries in a timely manner.

Fee Schedule: Developed a set of proposed fee schedule revisions in order to address inconsistencies that became apparent after implementation. The inconsistencies occurred in new installations and major remodel projects that employed two or more electrical contractors with separate permits. Other proposed revisions include reorganization of categories four and six, and clarification of scope of work that caused confusion for customers and support staff.
Training: Continued the weekly inspector training classes in order to maintain code interpretation and enforcement consistency and reinforce division policies and procedures.

Earthquake Exercise: Participated in a City-wide emergency preparedness exercise. The exercise involved setting up the command center; conducting emergency radio checks with field inspectors, and assisting a response team with simulation exercises.

Staffing: Five temporary inspectors worked a total of 84 days, as needed, in substitution for absent personnel during the reporting period.

Budget: Deferred all discretionary expenditures during the reporting period.

**ON-GOING PROJECTS**

**Port of SF:** Granted a 90-day extension of the TCO for the Muni Light Rail Repair Facility to correct the remaining punch-list of deficiencies.

**Laguna Honda Hospital:** Provided 528 hours of inspection services by an Office of Statewide Health Planning and Development (OSHPD)- Certified electrical inspector at the hospital rebuild project which is scheduled for completion in January 2010.

**Solar Photovoltaic (PV) Systems:** Reviewed plan for 21 of the 209 permits issued by CPB during the reporting period. Approved 143 installations; 204 projects are in progress.

**Utilities Engineering Bureau (UEB) Projects:** Provided ten hours of inspection time and approved an electrical distribution system upgrade at Harry Tracy Water Treatment Plant in San Mateo. Provided four hours of inspection time and approved a valve lot installation at Cyprus Cottage in South San Francisco.

**Department of Public Works - Bureau of Street-Use and Mapping:** Inspected and approved 39 pole-mounted electrical services in the public right-of-way that will serve wireless communications systems.

**GOALS**

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

Training: Schedule two presentations on fuse technology, fault currents, and series-rating formulas. One presentation will be given by engineering personnel from Cooper Busman Fuse Company. The other will be given by engineering personnel Cutler Hammer Inc.
**Laguna Honda**: Continue to provide an OSHPD-Certified inspector for the hospital rebuild project under the terms of a new agreement.

**Electric Vehicles (EV)**: Participate in future meetings for the purpose of streamlining the permit and inspection process for installation of battery charging systems in order to promote the use of electric vehicles in accordance with the Mayor’s EV Initiative.

**Inspection Scheduling**: Continue to seek ways to reduce contractor frustration and complaints relating to the difficulty of coordinating inspections efficiently without input from the district inspector or supervisor at time of scheduling.

**Trans Bay Terminal**: Participate in a DBI project team to serve the Trans Bay Terminal project. Organize staffing to facilitate timely plan review and inspection services.

---

**ELECTRICAL INSPECTIONS PERFORMED**

<table>
<thead>
<tr>
<th></th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>3,386</td>
<td>2,624</td>
<td>2,894</td>
</tr>
</tbody>
</table>

**Total Inspections Performed 8,904**
ELECTRICAL PERMITS

Total Permits Issued: 3,180

OCT: 1,258
NOV: 922
DEC: 1,000
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 4,396 inspections; of these,
  - 746 were initial routine inspections on apartment buildings
  - 67 were initial routine inspections on residential hotels

- Senior Housing Inspectors performed 180 Quality Control Inspector Performance Evaluation reports for their assigned field inspectors.

- Received a total of 109 life hazard/heat complaints; of these responded to 94% or 102 within one business day.

- Received a total of 838 non-hazard complaints; responded to 85% or 716 of complaints received within two business days.

- Performed 2,269 complaint inspections including reinspections; abated 825 complaint cases.

- Referred 4 cases to the City Attorney per approval from the Director and the Litigation Committee of the Building Inspection Commission.

- Referred 49 cases to the Director’s Hearings.

- Collected $150,750 in Assessment of Cost fees for Enforcement Cases.

- Referred 1 Notice of Non-compliance to the State Franchise Tax Board.

- Performed 62 task force inspections; issued 4 Notices of Violation on task force cases, abated 12 task force cases.

- Abated two (2) Emergency Orders.

- Received a total of six (6) Director’s letters / customer inquiries; responded to five (5) within deadline and one (1) after deadline.
• Responded to 3,416 public counter information phone calls.

• Responded to 1,115 public counter information visits.

• Processed / reviewed 579 building permit applications.

• Performed 146 Residential Hotel Mailbox Ordinance Surveys.

• Issued 40 Wooden Utility Ladder Notices of Violation.

• Performed 10 Blighted Building Surveys.

• Received 10 lead complaints. Inspected 38 lead complaints. Abated 16 lead complaints.

• Performed six (6) San Francisco Housing Authority MOU Inspections. Issued five (5) San Francisco Housing Authority MOU Notices. Abated two (2) San Francisco Housing Authority MOU cases.

• Presented to the Building Inspection Commission regarding the implementation and code enforcement status of the Wooden Utility Ladder Ordinance.

• Continued outreach and transmitted flyers regarding the Wooden Utility Ladder Ordinance.

• Developed and implemented the Blighted Building Survey.

• Chief Housing Inspector Rosemary Bosque assisted the Abatement Appeals Board as Acting Secretary during their November and December 2008 hearings.

**ON-GOING PROJECTS**

• Finalizing Standard Sentences for Housing Code Violations.

**GOALS**

• Develop an administrative citation code enforcement process for use by all inspection disciplines.

• Update the Assessment of Cost program to bill more frequently and revise the Building Code to authorize the capture of cost recovery earlier in the enforcement process.
HOUSING INSPECTION ACTIVITY

Total Inspections = 4,396
Routine Inspections = 810

HOUSING INSPECTION COMPLAINT ACTIVITY

New Complaints Received = 947
Complaints Abated = 825
PLUMBING INSPECTION DIVISION

Robert Farrow, 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 San Francisco Fire Department plan review 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 6,743 inspections; of these 6,743 were processed within two business days.
- Performed an average of 9.65 inspections per person/day.
- Performed 3 spot check inspections a week per Senior Inspector.
- Received a total of 109 complaints; responded to 100% of all complaints within two business days.
- Inspected 102 of complaints received; abated 102 new complaints received.
- Issued 72 NOV’s; abated 97 NOV’s.
- Served as Hearing Officer for two (2) Director’s Hearings.
- Referred eight (8) cases to Code Enforcement.
- All Plumbing Inspectors are currently The International Association of Plumbing and Mechanical Officials (IAPMO) certified.
**BOILER PROGRAM**

- Issued 80 new Boiler Permits to Operate (PTO); a total of 1,097 have been issued.
- Registered 80 new boilers, total registered boilers 10,736.

**ON-GOING PROJECTS**

- Jamestown Project, Hunters Point Project, and Candlestick Cove.

**GOALS**

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either building inspector or plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
- Continued education courses for all PID staff.
- Maintain or exceed 11 inspections per day per inspector.
- Manage all complaints within one business day.
- Strive to achieve 100% of inspections within two business days.
- Maintain the records and mailings for the Boiler Program.
PLUMBING INSPECTIONS PERFORMED

<table>
<thead>
<tr>
<th>Month</th>
<th>Inspections Performed</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCT</td>
<td>2,643</td>
</tr>
<tr>
<td>NOV</td>
<td>1,936</td>
</tr>
<tr>
<td>DEC</td>
<td>2,164</td>
</tr>
</tbody>
</table>

Total Inspections Performed 6,743

PLUMBING INSPECTION RESPONSE TIME

MBO Goal = 100% within 48 Hours

<table>
<thead>
<tr>
<th>Month</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCT</td>
<td>100.0%</td>
</tr>
<tr>
<td>NOV</td>
<td>100.0%</td>
</tr>
<tr>
<td>DEC</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
PLUMBING INSPECTION MBO
INSPECTIONS / PERSON / DAY
MBO Goal = 11

PLUMBING PERMITS

Total Permits issued 3,892