BUILDING INSPECTION COMMISSION

PURPOSE

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

MISSION STATEMENT

As a policy-making and supervisory body mandated by the City Charter, the seven-member citizen Building Inspection Commission will manage the Department of Building Inspection and the bodies subordinate to the Commission by overseeing the effective, efficient, fair and safe enforcement of the City and County’s Building, Housing, Plumbing, Electrical, and Mechanical Codes, along with the Disability Access Regulations
DEPARTMENT OF BUILDING INSPECTION

PURPOSE

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

MISSION STATEMENT

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

Under the direction and management of the seven-member citizen Building Inspection Commission, to oversee the effective, efficient, fair and safe enforcement of the City and County of San Francisco’s Building, Housing, Plumbing, Electrical, and Mechanical Codes, along with the Disability Access Regulations.
DIRECTOR’S OFFICE
Jim Hutchinson, Acting Director
Amy Lee, Assistant Director

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Issued a total of 14,691 permits; a decrease of 1.06% or 157 less than the same quarter last year.
  5,885 building permits
  3,947 electrical permits
  3,852 plumbing permits, and
  1,007 miscellaneous permits,

> Issued building permits with a total valuation of $330,386,674, a decrease of 3.6% or $11,827,034 less than same quarter last year.

> Public Services staff answered 7,188 telephone inquiries and assisted 7,065 customers at the Public Information counters. Mechanical staff conducted 228 phone and counter consultations on mechanical code questions. Technical Services assisted 825 walk-in customers, and answered 4,208 phone calls. Permit Coordination staff assisted 635 customers upon arrival at the public counter and responded to 717 telephone inquiries. Building Inspection staff responded to 20,007 telephone inquiries.

> Completed the authorized agent disclosure program allowing web access of permit information regarding agents’ representation of construction projects.
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.

> Fill all vacancies.

> Update the Disabled Access Compliance Checklist Package.

> Develop an Administrative Bulletin on Disabled Access Compliance Status Documentation.

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

> Implement a cross-training program between plan check staff and district inspectors.

> Complete interim code revision package for 2001 San Francisco Codes.

> Set up a new Emergency Management Resource Center.

> Complete requirements for major enhancements to the Online Electrical Permitting and Online Plumbing Permitting applications.

> Implement the Project Participant enhancement to the Permit Tracking System. This will enable the department to capture information related to all participants on projects, to include permit expediters.
MANAGEMENT INFORMATION SERVICES
Steve Young — Acting Manager

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

> Transitioned MIS management responsibility from DTIS to DBI.
> Re-instituted security video monitoring of the computer server room.
> Implemented the new employee identification system for the Personnel Division which produces employee identification cards containing employee photo, name, division, signature as well as the issue date and Seal of San Francisco.
> Repaired, and upgraded the main servers’ uninterruptible power supply.
> Electronic storage of DBI documents in the Papervision software was migrated from diverse system file locations to a consolidated network drive.
> Logged 307 Help Desk calls.
> Completed 140 development requests.
> Begun first phase of the Emergency Generator automatic cut-over, completion is expected early next Quarter.
> Completed the authorized agent disclosure program allowing web access of permit information regarding agents’ representation of construction projects.
> Completed upgrade of Oracle Forms and Reports to Version 6i.

> Begun the informal RFP process for procurement of:
  o Technical refresh of the IT systems
  o Upgrading and expansion of the document imaging and archival systems.
  o Replacement of the Point of Sales system.
  o Consultant’s reports and studies re: system condition and design recommendations.

**GOALS**

> Complete migration of employee workstations from the Windows 98 platform.

> Continue to improve MIS staff response and to encourage timely, efficient and effective solutions to client’s system needs.

> Complete Phases 1, 2 and 3 of the Core Network Replacement.

> Complete requirements for major enhancements to the Online Electrical Permitting and Online Plumbing Permitting applications.

> Implement the Project Participant enhancement to the Permit Tracking System. This will enable the department to capture information related to all participants on projects, to include permit expediters.

> Complete the informal RFP for an Image Retrieval Expansion Project, which will implement a content management system and decrease the amount of time spent locating, retrieving and printing permit-related documents.
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

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:

<table>
<thead>
<tr>
<th>Permit</th>
<th>$2,375,517</th>
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<tbody>
<tr>
<td>Inspections</td>
<td>$8,719,818</td>
</tr>
<tr>
<td>Other</td>
<td>$110,071</td>
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<tr>
<td>Total Revenue</td>
<td>$11,205,406</td>
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> Total Expenditures:

<table>
<thead>
<tr>
<th>Permit</th>
<th>$3,046,504</th>
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<tr>
<td>Inspections</td>
<td>$3,986,258</td>
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<tr>
<td>Administration</td>
<td>$858,418</td>
</tr>
<tr>
<td>Total Expenditure</td>
<td>$7,891,180</td>
</tr>
</tbody>
</table>

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

> Processed 100% of training requests within one week.

> Processed 820 financial transactions through the City’s FAMIS on-line system.

> Processed 302 purchasing transactions through the City’s ADPICS on-line system.

> 17.69% of total revenues collected through the PC Cash Register System were 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**

- Compile and prepare budget proposal for BIC hearing.
- Prepare and complete FY 2005-06 Proposed Budget Submission Package per Controllers and Mayors Instructions.
- Prepare justification reports for budget requests through Controller and Mayor’s Office.
- Implement monthly staff meetings with AFD staff.
- Complete Hunters Point Project work order with Redevelopment/DPW.
TOTAL REVENUE
2nd Quarter FY 2004-05

INSPECTIONS 78%
$8,719,818

OTHER 1%
$110,071

PERMITS 21%
$2,375,517

TOTAL REVENUE $11,205,406

TOTAL EXPENDITURES
2nd Quarter FY 2004-05

INSPECTIONS 50%
$3,986,298

PERMITS 39%
$3,046,504

ADMINISTRATION 11%
$858,418

TOTAL EXPENDITURES $7,891,180
PERSONNEL/PAYROLL SERVICES

FUNCTION

Personnel / Payroll Services 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 270 employees.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Processed 100% of all personnel transactions within 3 days.

> Completed 100% of appointment transactions within 60 days.

> Processed 100% or 241 payroll and personnel related paperwork within 2 days of request.

> Responded to 99% of phone calls within 24 hours.

> Conducted six separate recruitments and selections for Classes 1408 Principal Clerk, 1410 Chief Clerk, 6248 Plumbing Inspector, 6270 Housing Inspector, 6331 Building Inspector, and 0922 Manager 1.

> Processed 33 personnel requisitions.

> Processed 186 payroll related documents such as Personnel Action Requests, Problem Description Forms and Employment Verifications.

> Recorded all performance evaluations conducted during the quarter.

> Continue conversion of Position Control System.

GOALS

> Provide Harrassment Prevention Training for Supervisors.
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 7,188 telephone inquiries and assisted 7,065 customers at the Public Information counters.

> Received a total of 1,911 3R requests; of these 78% or 1,487 were processed within 5 days; and 93% or 1,776 were processed within 7 days.

> Received a total of 2,517 microfilm requests; of these 98% or 2,463 were processed within 5 days; and 99% or 2,481 were processed within 7 days. These requests produced a total of 20,241 applications/job cards/CFC’s; 11,618 diazos; and 10,174 plans.

> Entered 174 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.
> Reconfigured Public Information and 3R/Microfilm counters operation to allow for better coverage and offer continued service to our customers.

> Worked with MIS to implement the Integrated Voice Recognition System (IVR) automated File Transfer Protocol. FTP process was finalized and implemented November 2004.

**GOALS**

> Fill vacancies.

> Cross-train all counter staff and implement new rotation.

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

> Publish Quarterly Reports on website.
3R REPORTS PROCESSED

MBO GOAL = 85%
WITHIN 5 DAYS

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<th>DEC</th>
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<tr>
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<td>1,911</td>
<td>550</td>
<td>429</td>
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<tr>
<td>Within 5 Days</td>
<td>508</td>
<td>245</td>
<td>140</td>
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<tr>
<td>Over 5 Days</td>
<td>245</td>
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<td>25</td>
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MICROFILM REQUESTS PROCESSED

MBO GOAL = 85%
WITHIN 5 DAYS

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<tr>
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<td>875</td>
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<tr>
<td>Within 5 Days</td>
<td>847</td>
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<tr>
<td>Over 5 Days</td>
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**CUSTOMERS ASSISTED**

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<th>Calls Assisted</th>
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<td>2,754</td>
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<td>1,537</td>
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Total 2nd Quarter FY 2004-05: 7,065

**CALLS ANSWERED**

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<th>Month</th>
<th>Calls Answered</th>
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<tr>
<td>OCT</td>
<td>2,675</td>
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<tr>
<td>NOV</td>
<td>2,339</td>
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<td>2,174</td>
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Total 2nd Quarter FY 2004-05: 7,188
MISSION STATEMENT

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

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Issued a total of 14,691 permits; a decrease of 1.06% or 157 less than the same quarter last year.
  
  5,885 building permits
  3,947 electrical permits
  3,852 plumbing permits, and
  1,007 miscellaneous permits,

> Issued building permits with a total valuation of $330,386,674, a decrease of 3.6% or $11,827,034 less than same quarter last year.

> Processed 98% or 1,357 of structural notifications within 24 hours.

> Processed 92% or 10,578 of demolition notifications within 24 hours.

> Processed 9% or 385 of all refund requests within 5 days.

> Processed 100% or 458 of all mail-in applications within 2 days.

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

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

ON-GOING PROJECTS

> Fill 1408 Principal Clerk position.

> Upgrade all Central Bureau staff to 1408 Principal Clerk.

> Increase staff with permanent and/or temporary employees to meet Increase in workload.
GOALS

> Work with MIS to identify Port of San Francisco projects to be reviewed by DBI.

> Continue to work with MIS to modify Permit Tracking System for increased efficiency and availability of information.

**NUMBER OF PERMITS ISSUED**

*2nd Quarter FY 2004-05*

- **BUILDING**: 5,885
- **ELECTRICAL**: 3,947
- **PLUMBING**: 3,842
- **MISCELLANEOUS**: 1,007

**TOTAL NUMBER OF PERMITS ISSUED**: 14,691
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

> Approved 66% or 1,067 over-the-counter permits.
> Reviewed and approved 75.9% or 1,223 permits within 7 days.
> Reviewed and approved 89.9% or 1,446 permits within 30 days.
> Approved an average of 4.21 plans per person/day.
> Performed spot-check quality control on approximately 18.3% or 94 out of 513 permit applications and plans with an average of 88% accuracy.
> Responded to 100% of phone calls within 24 hours.
> Conducted approximately 28 pre-application meetings.
> Participated in the High Rise Sprinkler Committee to review and approve proposals for compliance with Ordinance 377-93 that requires the installation of a complete approved fire sprinkler system in all existing high-rise buildings by February 15, 2006.

GOALS

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

Develop a Frequently Asked Questions brochure.

Provide written guidelines to address common problems having to do with disability access codes and regulations.

Develop the Administrative Bulletin on Disabled Access Compliance Status Documentation.

Update the Disabled Access Compliance Checklist Package.
COMMERCIAL PLAN CHECK
PLANS APPROVED/PERSON/DAY
2nd Quarter FY 2004-05

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

BUILDING PERMIT PROCESS TIME
2nd Quarter FY 2004-05 Commercial

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

Total Number of Approved Plans 1,616
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 78.8% or 270 permit applications within 90 days.
> Approved an average of 1.3 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 95 reviews for subdivision applications referred by Bureau of Street Use and Mapping, Department of Public Works (DPW).
> Performed spot-check quality control on approximately 6.3% or 17 of 270 permit applications and plans approved for internal plan review with an accuracy rate of 87.5%.
> Conducted approximately 33 pre-application meetings.
> Assisted DPW in the review of Mission Bay Development Public Improvement.
> Completed the proceedings of Risk Level 1 and 2 for Un-reinforced 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, 724-730 Van Ness Avenue and One Polk Street.

> The following high-rises are under construction:

a) Office buildings: 151 Executive Park and 524 Howard Street.

b) Residential buildings: 425 Battery Street, 333 First Street, 335 First Street, 170 King Street, 188 King Street, 201 Berry Street and 235 Berry Street.

c) Mixed use: 835 Market Street, 255 King Street, 2 Mission Street, 1015 Van Ness Avenue, 50 Tea Garden Drive and 199 New Montgomery Street.

> 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. Currently one permit application was submitted and reviewed by Planning Department.

> Reviewed City owned projects: Academy of Sciences and Golden Gate Park Music Concourse Underground Parking.

> 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 building inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.
> Abate all UMB and Parapet buildings within the time frame as required by the building code.
> Meet MBO goals. Maintain plan review backlog within 30 days.
> Continue to assist the City to develop a plan in revitalizing “Treasure Island”
> Continue to assist DPW in subdivision map review.
> Assist Public Utility Commission in reviewing its construction projects.
MAJOR PROJECTS/UMB PLAN CHECK
PERMITS APPROVED WITHIN 90 DAYS
2nd Quarter FY 2004-05

MBO GOAL = 75%

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<td>DEC</td>
<td>88.5%</td>
<td>92</td>
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<tr>
<td>QTR 2</td>
<td>78.8%</td>
<td></td>
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Total Number of Permits Received: 344
Total Number of Permits Approved: 270

MAJOR PROJECTS/UMB PLAN CHECK
PLANS APPROVED/PERSON/DAY
2nd Quarter FY 2004-05

MBO GOAL = 1

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<tr>
<th>Month</th>
<th>MBO</th>
<th>AVG</th>
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<tbody>
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<td>DEC</td>
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<td></td>
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<tr>
<td>QTR 2</td>
<td>1.3</td>
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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 **60.6%** or **661** permits over-the-counter.

> Reviewed and approved an average of **82%** or **895** permit applications within 7 days or less.

> Reviewed and approved an average of **91.8%** or **1,002** permit applications within 30 days or less.

> Approved an average of **7.2** plans per person per day.

> Received and conducted **228** phone and counter consultations on mechanical code questions.

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

> Responded to **147** job status check inquiries.

> Conducted approximately **eight** pre-application meetings.
Completed plan review for major jobs: 2 Mission St., 199 New Montgomery St., 1300 Fillmore St., 300 Broderick St., and the New De Young Museum in Golden Gate Park.

Performed spot-check quality control on approximate 6% or 30 of 530 permit applications and plans approved for internal plan review. Quality assurance accuracy is 97.6%.

Mechanical plan check staff attended PG&E energy center code training courses for 2005 energy code updates. Attended California Building Officials (CALBO) education weeks courses in Concord. A member of the mechanical plan check staff had a field trip to Irving to see a project with embedded exhaust air ducts in concrete slabs and plumbing vent pipe aerators.

**ON-GOING PROJECTS**

Continue reviewing the major high-rises and Mission Bay projects: 125-3rd 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 building inspector or plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.

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

Complete draft on Mechanical Plan Check Guidelines for Green Buildings.

Prepare for new 2005 title 24 Energy Code by having mechanical plan check staff attend training classes and provide in-house training to other divisions of the department.
BUILDING PERMIT PROCESS TIME
2nd Quarter FY 2004-05 Mechanical

MBO GOAL: 90% WITHIN 30 DAYS

Total Number of Approved Plans
1,091

MECHANICAL PLAN CHECK
PLANS APPROVED/PERSON/DAY
2nd Quarter FY 2004-05

MBO GOAL = 4.0

Note: Number of approved plans include over-the-counter approvals.
PERMIT COORDINATION DIVISION
Augustine Fallay, Acting Manager

FUNCTION

The main function of the Permit Coordination Division (PCD) is to provide a filing option to qualified building permit application to facilitate, expedite and coordinate multi-departmental review using Parallel Plan Review method. The goal of the Division is to substantially reduce plan review process time.

Applications that start under the Serial Plan Review process may be converted to Parallel Review process if a minimum of three (3) plan check stations is required. This is achieved with PCD serving as a single point-of-customer contact in the coordination of building permit application process. PCD is also tasked with coordination of all City-owned and City-sponsored projects under Parallel Review Process regardless of the number of review stations.

Permit Coordination Division also performs quality control assessment of all approved Building Permit Applications and perform random/spot check of all over-the-counter applications prior to issuance of permits by Central Permit Bureau. The Division also expedites, centrally tracks and process misplaced permit applications.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Quality-controlled for completeness a total of 1,310 building permit plans / applications; of those 97% or 1,270 were reviewed within 24 hours. An average of 4 applications were reviewed by each of the 5 Permit Coordinators and 1 Management Assistant.

> Assisted 100% or 635 customers upon arrival at PCD public counter, average 11 customers a day.

> Responded to 95% or 717 telephone inquiries within 24 hours.

> Coordinated 25 projects per day, an average of 5 projects for each Permit Coordinator.

> Completed 101 projects under Parallel Plan Review Process, with a construction cost value of $7,784,003; average 8 projects completed each week.

> Division Manager spot-checked 10% of Quality Control Review performed by Permit Coordinators/Administrative Assistant and noted areas to be improved.
Further reduced requests to expedite and track building permit applications to 35 from total of 73 from 1st Quarter (48% drop); and from estimated total of 538 requests after function was centralized at PCD in 2003.

Random/Spot Check Function. Initiated 10% ‘Spot/Random Check’ function of all over-the-counter building permit applications before final issuance by CPB, approximate total of 133 this quarter.

Training. Maintained technical proficiency of both technical and administrative personnel by attending 14th Annual CALBO courses, thereby meeting the continuing education requirements of AB 717. PCD technical staff also completed training on ‘Work practices for lead-based paint’ as required by legislation SFBC 3407 as amended.

Restructure Office Layout. Received ‘approval to proceed’ on plan to reorganize and restructure office layout.

Staffing Request. Submitted formal request for additional personnel to handle expanded functions.

ON-GOING PROJECTS

Coordinating an average of 147 building permit applications per month under the Parallel Plan Review process.

Step up efforts to reduce plan review backlogs by working closely with the Permit Services Program.

Continue to perform Quality Control checks by reviewing for completeness all building permit applications plan-checked by other agencies before their final issuance by CPB.

Continue to review and submit a weekly report of all services and functions performed.

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

Supplemented 14 misplaced building permit applications. Nine (9) of these were misplaced at DBI, three (3) at Fire Department, one (1) at Planning Department, and one (1) at BSM/DPW.

GOALS

Continue to streamline expanded functions and services under the Division.

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

Work with DBI Management/Personnel and other City offices to approve adding 3-5 staff to handle expanded functions and services.

Restart work on the backlog inventory, currently abandoned for lack of staff.

Complete the remodeling of PCD office layout with the goal of providing a more efficient work environment for the staff and professional area to meet with the public and the clients.

Provide excellent customer service by elevating quality and efficiency of technical and administrative support staff.
PERMIT COORDINATION
QUALITY CONTROL REVIEW
2nd Quarter FY 2004-05

TOTAL NUMBER OF PLANS REVIEWED: 1,310
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 84.7% or 4,379 over-the-counter architectural and structural permits.

> Reviewed and approved 86.8% or 4,485 permits within 7 days or less.

> Reviewed and approved 89.1% or 4,711 permits within 30 days.

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

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

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

> At the residential permit counter, answered code-related and procedural questions for 422 customers and rejected 435 applications due to not meeting minimal requirements for submittal.

> Conducted 25 pre-application meetings to assist applicants with code-compliance issues before submittal.
ON-GOING PROJECTS

> Spot-checked 5.9% or 41 out of 698 applications in an on-going quality control program with an accuracy rate of 90.1%.

GOALS

> Implement the cross-training program between plan check staff and district inspectors.

> Maintain performance levels, increase staff to back-fill positions left vacant by retirees and others who have left the department.

> 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.

> Continue working with the new Permit Coordination Division to create a seamless system between the divisions.

> Continue to train staff in plan review of all types of plans for all divisions.
RESIDENTIAL PLAN CHECK
PLANS APPROVED/PERSON/DAY
2nd Quarter FY 2004-05

MBO GOAL = 4.0

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

BUILDING PERMIT PROCESS TIME
2nd Quarter FY 2004-05
Residential

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

Total Number of Permits Approved
5,168
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 days
> Assisted 825 walk-in customers, and answered 4,208 phone calls.
> Responded to 75 e-mail requests for technical information.
> Prepared/Updated 4 Draft Administrative Bulletins.
> Responded to 100% of Director’s letters within Director’s deadline.
> Responded to 99% of phone calls within 24 hours.
> Initiated regular technical training program for Department of Building Inspection staff.
> Focused on “Green Building” code development and procedures.
> Initiated enforcement program for high-rise retroactive sprinkler ordinance.

ON-GOING PROJECTS

> Continue to host monthly “Brown Bag Lunch” talks each month for staff and public.
> Attend weekly Board of Appeals hearings.
> Continue review of the application of the State Historical Building Code.
Provide staff for Code Advisory Committee and Public Advisory Committee meetings.

Provide hearing officer for Director’s Hearings as scheduled.

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.

Continue daily telephone, e-mail, and counter response regarding code questions with a volume of over 100 requests per day.

Conduct earthquake emergency training and related activities and coordinate emergency response with other agencies.

Coordinate “Green Building” code and procedure analysis and revisions.

GOALS

Expand Department of Building Inspection training activities.

Update two Administrative Bulletins and develop two new Administrative Bulletins

Hire personnel to replace retired inspector Zan Turner.

Complete interim code revision package for 2001 San Francisco Codes.
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.
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 13,039 inspections; of these 98% or 12,808 were performed within 48 hours.

> Performed an average of 11.7 inspections per person/day.

> Performed an average of 2.2 spot check inspections a week per Senior Inspector.

> Received 813 complaints; responded to 66% or 539 of all complaints within 48 hours.

> Inspected 83% or 673 of complaints received; abated 28% or 230 of complaints received.

> Issued 386 NOV’s; abated 38% or 147 NOV’s.

> Served as Hearing Officer for 10 Director’s Hearings.

> Issued 3 Emergency Orders.

> Referred 143 cases to Code Enforcement.

> Responded to 10 Director’s letters within deadline; 5 letters - 5 days after Director’s deadline.

> Support staff responded to 20,007 telephone inquiries.
Two Unlawful Demolition Hearings were held and one was ruled to have violated Section 103.3.3 of the San Francisco Building Code – Unlawful Residential Demolition took place.

> Over 15 homeless shelters were inspected at the request of the Mayor’s Office of Homeless Program.

> Filled the Senior Building Inspector position in BID vacated by the retirement of Senior Building Inspector Andrew Greene.

> Completed the upgrade and testing of the computer database application that was adopted by the Department.

> All BID inspection staff attended the Annual Education Seminar offered by CALBO in October 2004.

> Completed updating of existing or issuance of new emergency survival backpacks for all field inspectors.

> Began program to have all DBI radios engraved with permanent identification.

> Initiated review of the Emergency Response Assignments list with DBI managers.

**ON-GOING PROJECTS**

> Carla Johnson has been participating in the City Attorney’s Bay View Task Force inspections. These inspections take place every two weeks and include the participation of various City departments.

> Provide inspection service to Hunter Point Shipyard at the request of Redevelopment Agency. Two parcels at the former shipyard were officially transferred from Federal to Local Government in 2004.

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

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

**GOALS**

> Continue to improve the turnaround time for the complaint investigation to 100% within 48 hours.
Contact Division of State Architect (DSA) regarding Disabled Access Training. This two day training session will be offered to all plan checkers and field inspectors.

Work with the Permit Process Program to schedule a joint meeting between staff of Permit Process Program and the Inspection Service Program. The purpose of this meeting is to improve communication between the staff of the two programs. This joint meeting will be held on a quarterly basis.

Fill the vacant position of 1426 Senior Clerk Typist due to the promotion of Renee Craig to the Board of Supervisors.

Meet with the Department of Public Health to establish guidelines and procedures for massage permit referrals.

Set up a new Emergency Management Resource Center.

Install 800 Mhz radio chargers into new BID vehicles and repair non-functioning units in existing vehicles.
BUILDING INSPECTIONS PERFORMED
2nd Quarter FY 2004-05

OCT | NOV | DEC
---|---|---
4,426 | 4,230 | 4,383

Total 2nd Quarter 13,039

BUILDING INSPECTION RESPONSE TIME
2nd Quarter FY 2004-05

MBO Goal = 100% in 48 Hours

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<tr>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
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<td>97%</td>
<td>98%</td>
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Within 48 Hours | Over 48 Hours
BUILDING INSPECTION MBO
INSPECTIONS/PERSON/DAY
2nd Quarter FY 2004-05
MBO GOAL = 11

MBO AVG

OCT 11.9

NOV 12.0

DEC 11.0

QTR 2 AVG 11.6
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 37% or 49 cases of Director’s Hearings within 60 days after receipt by CES.
> Abated or referred 25 CES cases per month to City Attorney.
> Produced 14 3R Physical-Inspection reports per month.
> Responded to 100% or 3 Director’s letters within Director’s deadline.
> Received 131 new complaint referrals from BID, PID, and EID.
> Reviewed 17 Permit Applications for Code Enforcement cases.
> Performed 179 Field Inspections for Code Enforcement cases.
> CES Inspectors attended CALBO training.
> Presented 2 cases to the Litigation Committee
> Reviewed and reduced CES case backlog.
> Completed CES Lien Cycle case update.
> Presented 3 cases to the Abatement Appeals Board.
> CES staff attended CPR/ First Aid training.
**ON-GOING PROJECTS**

> Reduce Boiler case backlog.

> Prepare CES cases for presenting to monthly Building Inspection Commission-Litigation Committee meetings for referral to the City Attorneys Office.

> Continue to track and report the number of complaints received, abated or processed for Director’s Hearings.

> Continue to administer intern program for San Francisco Youth Works.

**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 remaining CES staff.
CODE ENFORCEMENT
COMPLAINT ACTIVITY
2nd Quarter 2004-2005

INSPECTIONS PERFORMED - 179
3R PHYSICAL INSPECTION REPORTS - 41

CODE ENFORCEMENT
INSPECTION ACTIVITY
2nd Quarter 2004-2005

COMPLAINTS RECEIVED - 131
CASES ABATED - 73
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 23 cases.
> Issued 3 1st Notices of Violations (NOV); issued 1 - 2nd Notice of Violation.
> Performed 64 inspections.
> Billed $4,552.62 in Assessment fees – 2 cases; received $4,031.46 in Assessment Fees.
> Responded to 100% of Director’s letters within Director’s deadline.

ON-GOING PROJECTS

> Investigate and abate approximately 66 DAS complaint cases.

GOALS

> Hire an additional building inspector.
> Refer additional cases to Director’s Hearing.
DISABLED ACCESS
COMPLAINT & INSPECTION ACTIVITY
2nd Quarter FY 2004-05

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<th></th>
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<th>NOV</th>
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<tr>
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<tr>
<td>Cases Recevied</td>
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<td>18</td>
<td>18</td>
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<tr>
<td>Inspections Performed</td>
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Legend:
- COMPLAINTS RECEIVED - 11
- CASES ABATED - 23
- INSPECTIONS PERFORMED - 64
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 8,965 inspections; of these 96% or 8,635 were performed within 48 hours.

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

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

> Received 86 new complaints; responded to 99% or 85 of all complaints within 48 hours.

> Inspected 99% or 85 complaints received; abated 33% or 28 complaints received.

> Issued 25 new NOV’s; abated 20% or 5 NOV’s.

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

> Referred 6 cases to Code Enforcement.

> Electrical Inspectors are 100% ICBO certified

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

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

Energy Conservation: Developed Interim procedures to screen permit issuance for the installation of electrical resistance-heating systems in existing buildings. Such electrical resistance-heating installations typically violate California Energy Efficiency Standards, Title 24 Part 6, and create difficult enforcement problems after boilers or other gas-fired heating systems have been removed.
Emergency Siren Project: Participated in coordination meetings with representatives of the Department of Telecommunication and Information Services to develop a cost-effective method of providing supervised power supplies for the citywide siren alarm system. Surveyed the electrical facility at Aptos Middle School to identify an acceptable power supply connection. Inspected and evaluated two demonstration sites that utilized pole-mounted power installations.

Recruiting: Hired two new electrical inspectors from the Class 6248 DHR Certified List to fill vacancies that existed since Y2K. The new inspectors each underwent four weeks of training and orientation before being assigned to district inspection duties. Both inspectors are developing satisfactorily.

Training: Arranged work schedules to allow inspectors to attend the CALBO Annual Training Week in Concord, CA. The inspectors obtained annual educational credits, as required by the Health and Safety Code, Chapter 7. The seminars were considered beneficial and worthwhile. Negotiated a contract with the International Association of Electrical Inspectors to conduct four days of in-house training for EID staff in January and February 2005.


ON-GOING PROJECTS

> Hunter’s Point: Prepared inspection reports for buildings 101, 110, 808, 916
> De Young Museum: Main building complete. Tower work in progress
> San Bruno Jail: Remaining punch-list violations, 98% complete
> Bloomingdale’s: Inspection of grade-level installations in progress
> Comcast: Overhead pole-mounted services, complete
> Comcast: Underground services, 14 new sites in progress
> Underground Utilities Program: Continuing high-volume inspection activity
> Port of SF: 501 Beale Street, tenant improvement work in progress
> Port of SF: 160 Jefferson Street, new Boudin Bakery, in progress
> UEB: Continuing inspection activity at three South San Francisco sites
GOALS

Programming: Assist MIS programming personnel in developing a Green Tag Report in an excel file format. The excel file format will enable EID clerical staff to screen inspection records electronically and e-mail weekly Green Tag Reports to PG&E and DPW/BOE utilities under-grounding program. Since the utilities under-grounding program involves more than 6,000 site inspections, the excel file format will save significant clerical processing time.

Recruiting: Screen and process candidates to fill at least one of the two electrical inspector positions that became vacant in year 2004. Inspection activity and permit revenue during the first quarter of 2005 will determine staffing priorities and recruitment time-lines.

Training: Arrange for inspection personnel to attend sixteen hours of Electrical Code training scheduled for January 27/28 and February 24/25, 2005. The seminars, which will be presented by the International Association of Electrical Inspectors, are designed to highlight the forthcoming electrical code changes that are scheduled to take effect in July 2005.

Work Schedules: On a trial basis, develop a flexible work schedule for selected inspection personnel to manage their assignments. The proposed changes will include an opportunity for field personnel to organize their daily work routines around one office visit each day.

**ELECTRICAL INSPECTIONS PERFORMED**

- **OCT**: 3,123
- **NOV**: 2,821
- **DEC**: 3,021

Total 2nd Quarter FY 2004-05: 8,965

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**ELECTRICAL INSPECTION RESPONSE TIME**

2nd Quarter FY 2004-05

MBO GOAL = 100% Within 48 Hours

- **OCT**: 96% (4%)
- **NOV**: 97% (3%)
- **DEC**: 96% (4%)
ELECTRICAL PERMITS

Total 2nd Quarter FY 2004-05
3,947

ELECTRICAL INSPECTION MBO
INSPECTIONS/PERSON/DAY
2nd Quarter FY 2004-05
MBO GOAL = 11
HOUSING INSPECTION SERVICES
Rosemary Bosque - Chief Housing Inspector

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Performed a total of 2,639 inspections; of these, 665 were initial routine inspections on apartment buildings 9 were routine inspections on residential hotels

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

> Received 634 complaints, responded to approximately 95% or 602 complaints within 48 hours.

> Inspected 64% or 406 of complaints received, abated 63% or 398 of complaints received.

> Responded to approximately 95% of life hazards or lack of heat complaints within 24 hours.

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

> Referred 69 cases to the Director's Hearings.

> Collected $7,775 in Assessment of Cost fees for Enforcement Cases.

> Referred 29 notices of noncompliance to the State Franchise Tax Board.

> Inspected 33 task force cases; issued 9 Notices of Violation on task force cases; abated 4 task force cases.

> Issued 2 Emergency Orders; abated 8 Emergency Orders (Includes billing for repairs).
> Issued 1 citation for miscellaneous violations; abated 4 citations for miscellaneous violations.

> Responded to 2 Director's letters within Director's deadline.

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

> Issued 3 Subordinations on code enforcement cases.

> Reduced the 7,200 building routine inspection backlog down to less than 2,000 buildings (this figure has been updated with the reformatting of the related management report).

> HIS has been proactive in achieving compliance on serious code enforcement cases including the AIMCO lawsuit which was settled for $3,500,000.

> Implementing the State's Housing Code Enforcement Grant Program (CEGP) for Housing Code Violations.

> Conducted 130 site-inspections and issued over 90 Notices of Violation to compel compliance with the Residential Sprinkler Ordinance #170-02, and has sent cases to administrative hearing for further code enforcement action.

**GOALS**

> Continuing to make improvements to, and reduce the backlog within the Routine Inspection Program.

> Continue to research and identify apartment buildings and hotels not currently within the R-1 Occupancy data base for inclusion within the Apartment House & Hotel License program.

> Continue to function as the lead for the Department's Code Enforcement Lien Program, Director's Hearings and support for the Abatement Appeals Board Hearings.

> Continue to participate in the Board of Supervisor's SRO Task Force.

> Continue to coordinate/administrate over the Department's Code Enforcement Outreach Program.
> Continue to perform residential hotel inspections for the Department of Human Services pertaining to their master lease program.

> As staff vacancies are filled, the division will implement Section 604 of the Housing Code.

> Hire inspection and clerical staff to fill vacancies within the Housing Inspection Services Division to maintain the level of service required by the Building Inspection Commission, Board of Supervisors and Housing Code mandates.

> Initiate and complete the district rotation of the division’s Housing Inspectors.

> Continue to work with the MIS Division to improve the Complaint Tracking System and Division database updates.

> Begin the archiving of digital photographs and video documenting Housing Code violations.

> Update and improve the Notice of Violation boilerplate to be more informative to DBI customers.
HOUSING INSPECTION SERVICES
INSPECTION ACTIVITY
2nd Quarter 2004-2005

- ROUTINE INSPECTIONS: 674
- TOTAL INSPECTIONS: 2,639

HYDOS INPESCTION SERVICES
COMPLAINT ACTIVITY
2nd Quarter 2004-2005

- NEW COMPLAINTS RECEIVED: 634
- COMPLAINTS ABATED: 398
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 234 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 57 “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 69 SFBC 3407 complaints, responded to 100% of SFBC 3407 complaints within 24 hours.

> Issued 51 Notices of Violation (and three Second Notices of Violation); issued 12 Notices of Penalty and Fee; and, abated 83 complaint cases.

> Referred no complaint cases to Director’s Administrative Hearing for Appeal of Impostion of Penalty; referred three initial complaint cases (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.

Continued participating in meetings between the ATF - Environmental Subcommittee and the San Francisco Housing Authority (SFHA) management regarding the Subcommittee’s Recommendation #1 in the ATF Strategic Plan. Letter with recommendations was written to Greg Fortner (Director, SFHA) with a follow up letter written for Supervisor Sophie Maxwell’s signature regarding setting a meeting date in January 2005 for the SFHA to respond to the recommendations before the Board of Supervisors (BOS).

Completed ergonomic evaluations (i.e., Phase 4) of the DBI clerical staff’s work-stations, wrote **Ergonomic Equipment Summary** and distributed Summary to appropriate DBI Chiefs/Managers.

Presented and received approval on the technical amendments to the SFBC 3407, *Work Practices for Lead-Based Paint*, by the Building Inspection Commission (BIC). The BOS Land Use Committee has tentatively scheduled to hear the amendments in January 2005.

Developed new Oracle Complaint Tracking System to include the amended SFBC 3407, brought it online (working with DBI-MIS) and it is now in “production”.

Completed PowerPoint training on the amended SFBC 3407 with the DBI field inspectors in Inspection Services and the plan checkers in Permit Services. Conducted a PowerPoint presentation on the amended SFBC 3407 at the Ninth Annual EPA Tri-Regional Lead-Based Paint Conference in Oakland and at the Western Regional Conference on Mold, Lead, Healthy Homes and Children’s Environmental Health in Berkeley (with DPH-CEHP). A presentation on the amended SFBC 3407 was also made to the DBI Public Advisory Committee. Provided information on the different revenue streams for the amended SFBC 3407 to the Asbestos & Lead Program Manager of the City of San Diego.

Participated in training conducted by CALBO (Class 6270), DTIS (Class 1426), DPW/EHS (Class 1426 and 1410), and by the Western Regional Conference on Mold, Lead, Healthy Homes and Children’s Environmental Health (Class 6270 and 6138).

**ON-GOING PROJECTS**

Continued participating as a non-voting member on the BOS’ ATF; continued participating as a non-voting member on the BOS’ ATF Environmental Subcommittee (one of the four subcommittees).
> Continued to perform quarterly health and safety inspections to identify unsafe work conditions and/or practices in the office (i.e., quarterly physical inspection of 1650 and 1660 Mission Street buildings).

> Continued to provide quarterly health and safety injury and illness training for non-field employees. 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 respond to SFBC 3407 complaint cases and respond to the complaints within 48 hours, as mandated in the legislation.

**GOALS**

> Begin assisting in the development of the ATF – Environmental Subcommittee’s Recommendation # 2 in the ATF Strategic Plan (i.e., C&CSF purchase two portable air monitors, etc.).

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

> Complete the development of the new Oracle Complaint Tracking System to include the amended SFBC 3407 (working with MIS).

> Begin PowerPoint training of property owners/contractors on the amended SFBC 3407 (with DPH-CEHP).
LEAD ABATEMENT
LEAD HAZARD REDUCTION PROGRAM
2nd Quarter FY 2004-05

ISSUED NOTICE OF PENALTIES & FEES - 12

LEAD ABATEMENT
LEAD HAZARD REDUCTION PROGRAM
2nd Quarter FY 2004-05

ISSUED 1ST NOV - 51
LEAD ABATEMENT
COMPLAINT ACTIVITY
2nd Quarter FY 2004-05

COMPLAINTS RECEIVED - 69
CASES ABATED - 83
INSPECTIONS PERFORMED - 324

LEAD ABATEMENT
INSPECTION RESPONSE TIME
2nd Quarter FY 2004-05
MBO GOAL = 100% WITHIN 48 HOURS
(PER ORD. NO. 446-97)
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 6,007, of these 98% or 5,863 were performed within 48 hours.
> Performed an average of 11 inspections per person/day.
> Performed an average of 2.5 spot check inspections a week per Senior Inspector.
> Reviewed/plan checked 3 plans for Special Projects.
> Received 147 complaints; responded to 97% or 143 of all complaints within 48 hours.
> Inspected 97% or 143 of complaints received; abated 54% or 80 of complaints received.
> 100% or 16 Plumbing Inspectors hold current IAPMO certifications.
> Issued 76 NOV’s; abated 55% or 42 NOV’s.
> Served as Hearing Officer for 4 Director’s Hearings.
> Referred 5 cases to Code Enforcement.
Responded to 100% or 6 Director’s letters within Director’s deadline

Provided plan check services for the Valencia Gardens Housing Project, 501 Beale Street, Rincon Hill and Hunters Point Project.

**BOILER PROGRAM**

- Issued 94 Notices of Violations.
- Forwarded 6 cases to Code Enforcement Section.
- 8,616 of boilers were registered at the beginning of the quarter; 8,752 of boilers have been registered. By the end of the quarter.
- Issued 136 New boiler Permit to Operate (PTO). A total of 791 PTO’s were issued for the quarter.
- Mailed 714 Expired PTO notifications.
- Continued to expand PID plan check services.
- Further restructured the complaint investigation program.
- The New San Bruno Jail Project is close to final inspection.

**ON-GOING PROJECTS**

- Continue to provide plan check and inspection services to the Port Authority.
- Enforcement of the Highrise Fire Sprinkler Ordinance #377-93.
- Continue issuance of boiler “Permit to Operate”.

**GOALS**

- Continue to maintain and exceed 11 inspections per day per inspector.
- Continue to respond to 100% of the Director’s letters within 48 hours of receipt.
- Perform 100% of all inspections within 48 hours of request time.
- Maintain full employment of the PID inspection staff.
> Begin inspections of Mechanical piping installations.

> Continue to issue renewal notices for boilers Permit To Operate.

> Continue to draft changes to the SF addendum of the 2003 Uniform Plumbing & Mechanical Codes.

> 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.

> Begin inspections at Hunters Point of the redevelopment construction.
PLUMBING PERMITS

Total 2nd Quarter FY 2004-05
3,852

PLUMBING INSPECTION MBO INSPECTIONS/PERSON/DAY
2nd Quarter FY 2004-05
MBO GOAL = 11
PLUMBING INSPECTIONS PERFORMED

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<tr>
<th>Month</th>
<th>October</th>
<th>November</th>
<th>December</th>
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Total 2nd Quarter FY 2004-05: 6,007

PLUMBING INSPECTION RESPONSE TIME

2nd Quarter FY 2004-05

MBO Goal = 100% 48 Hours

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<th>Month</th>
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