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
DIRECTOR’S OFFICE
Amy Lee, Acting Director

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Issued a total of 14,310 permits;
  • 6,091 building permits
  • 3,269 electrical permits
  • 3,892 plumbing permits
  • 1,058 miscellaneous permits
  a decrease of 2.6% or 381 less than the same quarter last year.

> Issued building permits with a total valuation of $558,064,038 an increase of 68.9% or $227,677,364 more than the same quarter last year.

> Performed 205 “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.

> PID has reached 94% of its original goal to find and register 10,000 boilers.

> Completed first phase of Central Computer / Gartner joint venture systems study for DBI ’s Permit Tracking System.

> Coordinated intensive training programs for DBI staff.

> Completed Building Safety Team training for Planning and Intelligence, DOC Liaison, Construction Inspection, BORP Monitoring and Public Information Units.

> Completed issuance of contract for new code publisher and distribution of newly printed codes.
GOALS

> Fill all vacancies.

> Work with 311 City-wide Call Center to incorporate DBI’s services.

> Continue monthly meetings with Assessor’s Office to improve communication and delivery of services.

> Assure compliance with State Regulation AB717, which requires staff to be certified as Building Inspector or Plans Examiner and to complete 45 hours of continuing education within a three-year period.

> Expand Department of Building Inspection training activities and assure compliance with state-mandated training requirements.

> Participate on 1906 Earthquake Centennial Activities.

> Start processing all renewal permits on the third floor. The Senior Building Inspectors in BID will (effective January) perform all plan checking responsibilities, thus eliminating one step in the renewal permit process.

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

> Complete and test Emergency Response Program to intake and summarize ATC 20-2 data.

> Expand Department of Building Inspection training activities and assure compliance with state-mandated training requirements.

> Participate on 1906 Earthquake Centennial Activities.
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

> Augmented staff with the addition of a Senior Network Engineer and an additional Database Administrator from DTIS.

> Engineering and Development Training for staff has been funded and is well underway.

> Bridge projects to stabilize the existing network until the refresh is have been substantially addressed and will be completed in the next 30 days. The projects are as follows:
  - core network switching (100% complete)
  - ghost server project (90% complete)
  - Veritas backup systems (95% complete)

> Completed first phase of Central Computer / Gartner joint venture systems study for DBI's Permit Tracking System.

> Hewlett-Packhard lease for DBI's systems refresh has been approved in form by the City Attorney's Office and forwarded to the Mayor's Office of Finance for final approval.

> Completed negotiation with Central Computer/ Gartner for Process Study of DCP, project is scheduled to begin this quarter.
Completed 100% generator system integration.

**ON-GOING PROJECTS**

- Systems refresh.
- Upgrade of the document imaging system.

**GOALS**

- 75% Completion of the System Refresh.
- Complete Point of Sales deployment.
- 50% completion of Engineering and Development staff advanced training.
- Issue RFI's and RFP's for the integrated Permit Tracking System.
- Central Computer/Gartner Alternatives Analysis completion.
DEPARTMENT OF BUILDING INSPECTION
Administration Program

VACANT

ADMINISTRATION AND FINANCE
DIANE LIM
558-6323

PERSONNEL SERVICES
558-6343

PUBLIC SERVICES
PATTY HERRERA
558-6130

MISSION STATEMENT

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

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Total Revenue: Permit $2,860,937
> Inspection $7,975,129
> Other $442,097
> Total Revenue $11,278,163

> Total Expenditures: Permit $3,106,843
> Inspection $3,927,978
> Administration $780,442
> Total Expenditure $7,815,263

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

> Processed 100% of training requests within one week.

> Processed 546 financial transactions through the City’s FAMIS on-line system.

> Processed 354 purchasing transactions through the City’s ADPICS on-line system.

> Collected 25% of total revenues through the PC Cash Register System, credit card transactions.
Responded to **100%** of Director’s Letters within Director’s deadline.

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

**ON-GOING PROJECTS**

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

**GOALS**

- Continue to work with Controller to complete Fee Analysis Study.
- Compile and prepare budget proposal for BIC hearing.
- Prepare and complete FY 2006-07 Proposed Budget Submission Package per Controller’s and Mayor’s Instructions.
- Prepare justification reports for budget requests through Controller and Mayor’s office.
TOTAL REVENUE
2nd Quarter FY 2005-06

INVESTMENTS 71%
7,975,129

OTHER 4%
$442,097

PERMITS 25%
$2,860,937

TOTAL REVENUE
$11,278,163

TOTAL EXPENDITURES
2nd Quarter FY 2005-06

INVESTMENTS 50%
$3,927,978

ADMINISTRATION 10%
$780,442

PERMITS 40%
$3,106,843

TOTAL EXPENDITURES
$7,815,263
PUBLIC SERVICES DIVISION
Patty Herrera, Manager

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Answered a total of 6,302 telephone inquiries and assisted 4,962 customers at the Public Information counters.

> Received a total of 1,938 3R requests; of these,
  • 50% or 965 were processed within five days
  • 19% or 363 were processed within seven days
  • 31% or 610 were processed over seven days.

> Received a total of 2,760 microfilm requests; of these
  • 62% or 1,699 were processed within five days
  • 11% or 304 were processed within seven days
  • 27% or 757 were processed over seven days.

These microfilm requests produced a total of
  26,846 applications/job cards/CFCs
  5,768 diazos
  11,984 copies of plans.

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

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

> Fill vacancies.
> Cross-train all counter staff and implement new rotation schedule.
> Continue working with MIS to upgrade the current document imaging system.
> Publish Quarterly Reports on website, update / maintain website content.
> Work with 311 City-wide Call Center to incorporate DBI’s services.
> Continue working with Carla Johnson to finalize Office Policy and Procedure for Unit Count Verification Procedures, 3R Reports.
> Continue monthly meetings with Assessor’s Office to improve communication and delivery of services.
CALLS ANSWERED

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<th>Month</th>
<th>Calls Answered</th>
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<tr>
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<tr>
<td>NOV</td>
<td>1,882</td>
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<td>DEC</td>
<td>1,574</td>
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Total Calls Answered: 5,666

CUSTOMERS ASSISTED

<table>
<thead>
<tr>
<th>Month</th>
<th>Customers Assisted</th>
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</thead>
<tbody>
<tr>
<td>OCT</td>
<td>1,695</td>
</tr>
<tr>
<td>NOV</td>
<td>1,592</td>
</tr>
<tr>
<td>DEC</td>
<td>1,675</td>
</tr>
</tbody>
</table>

Total Customers Assisted: 4,962
MICROFILM REQUESTS PROCESSED

MBO GOALS: 85% 5 DAYS
100% 7 DAYS

0 - 5 DAYS 62.0%
6 - 7 DAYS 11.0%
OVER 7 DAYS 27.0%

Total Microfilm Requests Processed 2,760

3R REPORTS PROCESSED

MBO GOALS: 85% 5 DAYS
100% 7 DAYS

0 - 5 DAYS 50.0%
6 - 7 DAYS 19.0%
OVER 7 DAYS 31.0%

Total Number 3R Processed 1,938
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 14,310 permits;
  • 6,091 building permits
  • 3,269 electrical permits
  • 3,892 plumbing permits
  • 1,058 miscellaneous permits
  a decrease of 2.6% or 381 less than the same quarter last year.

> Issued building permits with a total valuation of $558,064,038 an increase of 68.9% or $227,677,364 more than the same quarter last year.

> Processed 98% or 1,476 of structural notifications within 24 hours.

> Processed 95% or 8,129 of demolition notifications within 24 hours.

> Processed 10.25% or 418 of all refund requests within 5 days.

> Processed 100% or 423 mail-in applications within 2 days.

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

ON-GOING PROJECTS

> Hire a permanent 1426 Senior Clerk Typist and two permanent 1424 Clerk Typist to help the daily increase of phone calls and notifications on demolition and structural permit applications.

> Work with MIS to include the Inclusionary Housing projects and TIDF status into the computer.

> Work with MIS to test different fee programs.
Upgrade all staff in the Central Permit Bureau.

**GOALS**

- Work with the Assessor’s Office to improve the information on Property Profile.
- Work with the Street and Mapping on the split of lots.
- Work with Gartner on improvement of current computer systems.

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**NUMBER OF PERMITS ISSUED**

- **Total Number of Permits**: 14,310
- **Building**: 6,091
- **Electrical**: 3,269
- **Plumbing**: 3,892
- **Miscellaneous**: 1,058
COMMERCIAL PLAN CHECK DIVISION
William Wong, Manager

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Reviewed and approved a total of 1,807 permits; of these,
  • 74.9% or 1,354 permits were approved over-the-counter
  • 8.1% or 147 permits were approved within 2-7 days
  • 9.7% or 175 permits were approved within 8-30 days.

> Approved an average of 4.7 plans per person/day.

> Performed spot-check quality control on approximately 16% or 71 out of 453 permit applications and plans with an average of 98% accuracy.

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

> Conducted approximately 14 pre-application meetings.

GOALS

> Assure compliance with State Regulation AB717, which requires staff to be certified as Building Inspector or Plans Examiner and to complete 45 hours of continuing education within a three-year period.

> Hire additional plan checkers (engineers and inspectors) to reduce backlog.

> Improve the documentation of Unreasonable Hardship Form.
Coordinate with various City agencies and the public on the review and processing of estimated 200 plus tenant improvement permits in Bloomingdale Shopping Complex.

Work with various City agencies to develop permit and plan review guidelines for Medical Cannabis Dispensaries.

**Commercial Plan Check**

**Plans Approved/Person/Day**

2nd Quarter FY 2005-06

MBO Goal = 3.0

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

**Building Permit Process Time**

2nd Quarter FY 2005-06 Commercial

MBO Goals: 70% OTC; 75% 7 Days; 95% 30 Days

Total Number of Approved Plans: 1,807

<table>
<thead>
<tr>
<th>Days</th>
<th>Number</th>
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<tr>
<td>ONE DAY</td>
<td>1,354</td>
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<tr>
<td>2 - 7 DAYS</td>
<td>147</td>
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<td>8 - 30 DAYS</td>
<td>175</td>
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<tr>
<td>31 - 90 DAYS</td>
<td>95</td>
</tr>
<tr>
<td>91+ DAYS</td>
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</table>

74.9% 1,354

8.1% 147

9.7% 175

5.3% 95

2.0% 36
MAJOR / UMB PLAN CHECK DIVISION
Yan Yan Chew, Manager

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Reviewed a total of 293 permit applications; of these, reviewed and approved 90.8% or 269 permit applications within 90 days.

> Approved an average of 1 plan per person per day.

> Performed spot-check quality control on approximately .74% or 2 of 269 permit applications and plans approved for internal plan review with an accuracy rate of 86%.

> Conducted approximately 27 pre-application meetings.

> Performed 81 reviews for subdivision applications referred by Bureau of Street Use and Mapping, Department of Public Works (DPW).

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

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

> Responded to 12 emergency and special field inspections requests.

> Completed the proceedings of Risk Level 1 and 2 for Un-reinforced Masonry Buildings. Continue the proceedings of Risk Level 3 and 4.
Assisted DPW in the review of 3 referrals for the Mission Bay Development Public Improvement and 2 referrals for Hunters Point Shipyard.

Provided mutual aid team to New Orlean’s to survey properties damaged by Hurricane Katrina.

**ON-GOING PROJECTS**

Started permit review for the following highrises:

a) Office buildings: 400 Howard Street, 505 Howard Street and 535 Mission Street and 720 Mission.

b) Mixed use: 301 King Street, 325 Fremont Street and 301 Mission Street.

c) Others: 724-730 Van Ness Avenue and One Polk Street.

The following highrise 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 and 50 Tea Garden Drive.

Worked on peer review for the following prominent projects: 1) 185 Berry Street, 2) 235 Berry Street, 3) California Academy of Sciences, 4) New De Young Museum, 5) Crestmont Hill, 6) 180 Howard Street, 7) Hunter’s Point, 8) 301 Mission Street, 9) Palace of Fine Arts, 10) 1 Rincon Hill, 11) 300 Spear Street, 12) 1483 Sutter Street, 13) 499 Illinois Street, 841 Chestnut Street and 14) Moduloc Prototype buildings.

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, 9) Valencia Gardens, 10) 650 Eddy Street Housing, 11) Alabama Street Housing, and 300 Berry Street at Mission Bay.

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

Reviewed City owned projects: Academy of Sciences, Golden Gate Park Music Concourse Underground Parking, Palace of Fine Arts and Sava Pool on 19th Avenue and Wawona Street.
Reviewed highrise seismic retrofit projects for One California Street, One Maritime Plaza and 575 Market Street.

Port of San Francisco projects:

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

Hazard Mitigation Projects:

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

Performed one non-structural peer review (NSR) for maintaining Rock Catchment Fences at Carter Terrace Development.

GOALS

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

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

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

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

> Continue to assist DPW in subdivision map review.

> Assist Public Utility Commission in reviewing its construction projects.

> Set criteria and evaluation procedures for structural and nonstructural performance-based designs.
Majors Projects/UMB Plan Check
Permits Approved within 90 Days
MBO Goal = 75%

Total Number of Permits Received: 293
Total Number of Permits Approved: 269

Majors Projects/UMB Plan Check
Plans Approved/Person/Day
MBO Goal = 1
MECHANICAL PLAN CHECK DIVISION

Robert Wong, Manager

FUNCTION

The Mechanical Plan Check Division (MECH) is responsible for reviewing plans submitted with building permit applications to ensure compliance with Title 24 Energy Efficiency Standards and the San Francisco Mechanical Code, as well as the heating, ventilation, smoke control, life safety, and related construction requirements of the San Francisco Building Code. MECH prepares correspondence on mechanical and energy code questions; monitors and follows up on California Energy Commission (CEC) correspondence, publications, and energy standard activities. MECH meets and confers with design professionals on project pre-application meetings and answers code questions for the general public. MECH also provides on-going technical assistance to building inspectors and civil engineers, cooperates with Residential, Commercial, Major/UMB Plan Check Divisions, and Permit Coordination Program to expedite permit processing, and assists other divisions in their technical requirements i.e. Housing, Electrical and Plumbing Inspection Divisions.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Received a total of 1,571 permit applications; of these reviewed and approved
  
  • 69.89% or 1,098 over-the-counter permits
  • 15.91% or 250 permits within 7 days
  • 9.93% or 156 permits within 30 days.

> Approved an average of 9 plans per person/day.

> Performed spot-check quality control on approximately 1.7% or 8 out of 473 permit applications and plans with an average of 98.2% accuracy.

> Conducted approximately six pre-application meetings.

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

> Received and conducted 412 phone and counter consultations on mechanical code questions.

> Responded to 241 job status check inquiries.
Staff attended various Title 24 Energy Code Update classes held in-house and at the PG&E Energy Center. Attended the yearly CALBO building code training.

Staff conducted a presentation to the Chinese Government Delegation about the mechanical plan checking relevant to the new Title 24 Energy Code.

Completed mechanical plan review for major projects: 170 King Street, 351 King Street and 150 Powell Street.

**ON-GOING PROJECTS**

Continue reviewing the major highrises and Mission Bay projects: 125-3rd Street, 301 and 302 Mission Street, 301 King Street, 401 Harrison Street, 425-1st Street, 353 King Street, 325 and 435 China Basin, 871 Turk Street, 1700 Owens Street, 466 Bush Street, 601 King Street, 55-5th Street, 325 Berry Street, 1160 Mission Street, 230 Turk Street, 990 Polk Street, 733 Front Street, 325 and 333 Fremont Street, 690 Market Street and 888 Howard Street.

**GOALS**

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

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

Complete draft on Mechanical Plan Check Guidelines for Green Buildings.

Continue training DBI staff on the new 2005 Title 24 Energy Code.
MECHANICAL PLAN CHECK
PLANS APPROVED/PERSON/DAY
MBO GOAL = 4.0

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

BUILDING PERMIT PROCESS TIME
Mechanical
MBO GOAL: 60% OTC; 75% 5 DAYS; 95% 30 DAYS

Total Number of Approved Plans 1,571
PERMIT COORDINATION DIVISION
Hanson Tom, Interim Manager

FUNCTION

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

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

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Quality-controlled for completeness total 1,239 applications; of those 97% or 1,214 were completed within one (1) day.
> Assisted 614 customers at the PCD public counter.
> Responded to 2,971 telephone inquiries within 24 hours.
> Coordinated an average of 7 projects per Permit Coordinator per day.
> Completed 66 projects under Parallel Plan Review Process, with a construction cost value of $362,505.
> Received 107 requests to expedite and track building permit applications.
> Spot-checked at least 10% building permits issued over-the-counter.
> Performed daily multi-disciplinary peer review to enhance Quality Control process.
Facilitated minor plan check oversight derived from Peer Review, thereby eliminating time spent by Plan Checkers to fix/resolve these errors.

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

Continued to extend Plan Check Counter assistance to Plan Check Services Program. Three (3) Plan Checkers helped at Residential and Commercial Intake Counters total of 123 hours this quarter.

Duplicated 8 misplaced building permit applications. Six of these were misplaced at DBI, and two at Planning Department.

Training. Maintained proficiency of Division personnel by attending technical and non-technical training, including: Building Code training on parapets and skylights, fire escapes, new & existing non-residential HVAC software training, glazing; CALBO; energy; as well as Health & Safety training.

**ON-GOING PROJECTS**

Coordinate an average of 170 building permit applications per month under Parallel Plan Review process, a steady increase of over 20% every quarter.

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

Bioscience Business Permit Process. Provides Parallel Review process to Bioscience Business Project building permit applications.

Continues to put in place mechanism/policy to implement directive by Ethics Commission on equal treatment of all building permit applicants.

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

Continue to perform Random/Spot Check of Applications Issued Over-the-Counter before permit issuance by CPB.

Continue to perform Fire and Mechanical Plan Check functions to help ease backlogs at Plan Check Services Program.
> Continue to review and submit weekly reports of all services and functions performed.

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

**GOALS**

> Increase staffing to handle expanded functions and services by working with DBI Management/Personnel and other City offices to approve additional 3-5 personnel. This would enable PCD to re-start the Fast-Track Program.

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

> Continue to streamline expanded functions and services.

> Provide excellent customer service by elevating quality and efficiency of technical and administrative skills of staff members.
PERMIT COORDINATION
QUALITY CONTROL REVIEW

TOTAL NUMBER OF PLANS REVIEWED: 1,214
RESIDENTIAL PLAN CHECK  
Ron Tom, Manager

FUNCTION

The Residential Plan Check Division (RPC) is responsible for the plan review of all permit applications for alterations or additions to a wide variety of existing residential occupancies. Examples of residential “R” occupancies include hospice care facilities, hotels/motels, live/work projects, apartments, 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

> Received a total of 5,237 permit applications; of these reviewed and approved
  • 81.7% or 4,279 over-the-counter permits
  • 2.3% or 121 permits within 7 days
  • 5.8% or 302 permits within 30 days.

> Approved an average of 9.1 plans per person/day.

> Performed spot-check quality control on approximately 8.1% or 78 out of 958 permit applications and plans with an average of 91.4% accuracy.

> Conducted approximately 42 pre-application meetings.

> Staff answered 259 code and procedure-related questions.

> Staff rejected 5.4% or 286 permit applications due to not meeting minimum requirements or basic code compliance.

> Staff attended CALBO training.

> Dispatched an engineer, Victor Yew to assist the District Building Inspector in evaluating an explosion and fire damage at 142-146 Shotwell.

> Promoted Emily Lin to 5207, Associate Engineer.

> Engineers Tom Le and Jimmy Cheung of RPC investigated an over-excavation at 313 Eureka St.
RPC Building Inspectors conducted field cross training with BID District Inspectors and BID Building Inspectors cross-trained with RPC at the first floor counter and over plan review.

**ON-GOING PROJECTS**

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

> Assessment of the first floor customer counter setup, and customer needs to provide customer service enhancements.

> Prepare an RPC employees’ operational manual incorporating code interpretations, memos, policy and procedures.

**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.

> Hire a new engineer to address the engineering plan check backlog.

> Maintain performance levels to meet MBO objectives.

> Have all staff located in standard work cubicles.

> Conduct staff performance evaluations.
BUILDING PERMIT PROCESS TIME
Residential
MBO GOALS: 85% OTC; 90% 7 DAYS; 95% 30 DAYS

Total Number of Permits Approved 5,237

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

Note: Number of approved plans include over-the-counter approvals.
EMERGENCY PROGRAM
Ron Tom, Manager

FUNCTION
The function of the Emergency Response and Preparedness Program is to prepare, coordinate and organize departmental personnel and resources to effectively respond to incidents of earthquake, emergency or disaster. DBI is primarily responsible for providing the rapid/detailed inspection and posting of private buildings per the Applied Technology Council, ATC 20-2 format.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Completed Building Safety Team training for Planning and Intelligence, DOC Liaison, Construction Inspection, BORP Monitoring and Public Information Units.

> Installed Motorola "Astro Digital XTL 5000" at Building Inspection Division.

ON-GOING PROJECTS

> Working with MIS Programmer, Rick Church, to develop Emergency Response Program to perform emergency intake and summary reports of ATC-20-2 data.

> Attended Construction and Engineering and Mayor's OES monthly meetings and update SEMS and NEMS programs.

GOALS

> Complete and test Emergency Response Program to intake and summarize ATC 20-2 data.

> Update 800 MHz radio system with new antenna and power boosters for talk-around 1&2 channels.

> Conduct ATC -20-2 training and certify eligible Disaster Service Workers for Mutual Aid Program.

> Participate in City's Centennial Earthquake Program.
TECHNICAL SERVICES DIVISION
Laurence Kornfield, Chief Building Inspector

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Received a total of 55 e-mail requests for code interpretations and information.
> Assisted 754 walk-in customers and answered 3,259 phone calls requesting technical information.
> Updated three Administrative Bulletins.
> Received a total of three Director’s letters; responded to 100% within Director’s deadline.
> Coordinated intensive training programs for DBI staff.
> Focused on “Green Building” code development and procedures.
> Completed issuance of contract for new code publisher and distribution of newly printed codes.

ON-GOING PROJECTS

> Continue to host monthly “Brown Bag Lunch” talks for staff and public.
> Attend weekly Board of Appeals hearings.
> Continue coordinating the application of the State Historical Building Code.
> Provide staff for Code Advisory Committee and Public Advisory Committee meetings and hearing officer for Director’s Hearings.
> 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 and assure compliance with state-mandated training requirements.

> Participate on 1906 Earthquake Centennial Activities.
DEPARTMENT OF BUILDING INSPECTION
INSPECTION SERVICES PROGRAM

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 14,368 inspections; of these 96% or 13,723 were processed within 48 hours.
> Performed an average of 12.5 inspections per person/day.
> Performed 5.2 spot check inspections a week per Senior Inspector.
> Received a total of 964 complaints; responded to 63% or 610 of all complaints within 48 hours.
> Inspected 80% or 772 complaints; abated 30% or 232 of new complaints received.
> Issued 495 NOV’s; abated 47% or 231 NOV’s.
> Served as Hearing Officer for 1 Director’s Hearing.
> Issued 1 Emergency Order.
> Referred 142 cases to Code Enforcement.
> 2 Building Inspectors received ICBO certification.
> Received a total of 12 Director’s letters; responded to 10 letters within Director’s deadline and 2 - 5 days after Director’s deadline.
> Support staff responded to 20,316 telephone inquiries.
The re-built DeYoung Museum in Golden Gate Park opened to the public in October. The Building Inspection Division field inspector worked closely with the Electrical and Plumbing Inspection divisions as well as other City Departments to keep this project on track and on-time. Particular sensitivity was given to some of the art installations that created circulation spaces at both the interior and exterior that needed to comply with building code requirements for an accessible path of travel.

The Golden Gate Park Concourse Garage was completed in October. This is a complex under-ground structure that opens directly into the DeYoung Museum.

The Academy of Sciences replacement building broke ground this quarter, also in Golden Gate Park. New technology and conservation design criteria will make this one of San Francisco’s truly ‘Green” buildings.

300 Spear Street started up with massive excavations 70-feet below street level. Multiple high-rise towers will be constructed on a square city block. This is the first phase of the Rincon Hill development.

**ON-GOING PROJECTS**

The City Attorney’s Bay View Task Force inspections continue, and take place every two weeks. Other City Departments such as DPW, SFPD, SFFD, DPH, Adult Probation, and Alcohol Beverage Control participate.

The San Francisco Center Expansion aka the Bloomingdales development at the old Emporium site has substantially completed the core and shell phase of construction. During the next two quarters we will see over 150 retail tenants submit building permits and start their first time tenant improvement construction.

The Hunter’s Point Shipyard Parcel A demolition and development project has begun. Over 200 buildings will be demolished to make way for hundreds of new housing units. Permits for the new units are currently under review. The estimated start for construction is late Summer or Fall in 2006.

The Muni Light-Rail Repair facility in the Dogpatch neighborhood has started excavation work and foundation construction. This project is being built on San Francisco Port land. Port engineering staff reviewed the plans but DBI staff will be performing the inspections under our MOU.
The Gartner Group Permit Tracking System initial assessment study was completed with full participation by key staff members in BID, CED, and DAS. The initial assessment will be used to develop a business case for a new permit tracking system that will be used by multiple City agencies such as Planning, Health, Fire, and Public Works Departments.

The Draft Office Policy and Procedure for Unit Count Verifications was completed and referred to the Technical Services Division for further review. Additional refinement of the policy can be expected after review by the Public Advisory Committee.

The Medical Cannabis Dispensary legislation was passed by the Board of Supervisors at the end of this quarter. During the next eighteen months over forty existing MCD’s will be required to submit permits to legalize their occupancy. BID has played a code advisory role and has participated in meetings with Planning and the Board of Supervisors.

**GOALS**

Schedule on-site training for BID field inspectors and all DBI plan checkers on the privately funded Multi-Family Disabled Access regulations.

Schedule on-site training for BID field inspectors and all DBI plan checkers on complex exiting requirements.

Continue to update the BID Operations Manual and distribute to staff.

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

Start processing all renewal permits on the third floor. The Senior Building Inspectors in BID will (effective January) perform all plan checking responsibilities, thus eliminating one step in the renewal permit process.

Revise the night noise application process and develop a form that more clearly outlines the contractor’s responsibilities to residential neighbors.
BUILDING INSPECTION MBO
INSPECTIONS/PERSON/DAY
2nd Quarter FY 2005-06
MBO GOAL = 11

OCT 12.9
NOV 12.7
DEC 11.8
QTR 2 12.5

MBO AVG
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 30% (46 cases) of Director’s Hearings within 60 days after receipt by CES.
- Abated or referred 23 CES cases per month to City Attorney
- Produced 14 3R Physical-Inspection reports per month.
- Received 154 new complaint referrals from BID, PID, and EID.
- Reviewed 23 permit applications for Code Enforcement Section.
- Reviewed 13 permit applications for 3R- Physical Inspection Program.
- Performed 208 field inspections for code enforcement cases.
- Reassigned Building Inspector from Code Enforcement to 3R Physical Inspection Program.
- CES Inspectors attended Energy Code and CALBO training.
- Updated files for 2005 Lien Cycle.
- Updated computer database of backlog cases.
- Continue to assist City Attorney on currently referred CES cases.
ON-GOING PROJECTS

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

GOALS

- Continue to train Building Inspector in 3R Physical Inspection procedures.
- Backfill vacant Building Inspector position.
- Cross-train clerical staff in all Building Inspection Division procedures.
- Schedule CES Inspectors to attend Residential Disabled Access training
- Schedule clerical staff to attend computer skills training.
- Schedule CES Inspectors to attend Energy Code and CALBO training.
- Complete 2005 Lien Cycle.
- Continue to assist City Attorney on currently referred CES cases.
- Update computer database of backlog cases.
- Present cases to the Abatement Appeals Board.
- Attend Building Inspection Commission Litigation Committee meetings.
CODE ENFORCEMENT
COMPLAINT ACTIVITY
2nd Quarter 2005-06

OCT   NOV   DEC
59     52    61

59   28   22  19

CODE ENFORCEMENT
INSPECTION ACTIVITY
2nd Quarter 2005-06

OCT   NOV   DEC
85    65    58

12   16   13

COMPLAINTS RECEIVED - 154
CASES ABATED - 69
INSPECTIONS PERFORMED - 208
3R PHYSICAL INSPECTION REPORTS - 41
**DISABLED ACCESS SECTION**  
*Rafael Torres-Gil, Sr. Building Inspector*

**FUNCTION**

The Disabled Access Section (DAS) operates under the supervision of the Chief Building Inspector of the Building Inspection Division and investigates complaints regarding possible violations of disability access related code requirements, issues Notice of Violations, and implements the code enforcement abatement process to assure correction of violations. Code enforcement fees are assessed to cover the costs incurred by the complaint investigation. DAS maintains a library of access regulations and serves as department resource. The Manager/Senior Building Inspector of the Section 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 **11** cases.
- Issued **2 1st** Notices of Violations (NOV).
- Performed **60** inspections.
- Bill **$3,758.38** in Assessment fees; received **$15,275** in Assessment Fees.
- Responded to **100%** of Director’s letter within Director’s deadline.
- Richard Halloran devoted approximately **30%** of time to BID inspection.
- DAS is currently operating under short staff with only a Senior Building Inspector, Building Inspector, and a clerk.

**ON-GOING PROJECTS**

- Investigate and abate approximately **43** DAS complaint cases

**GOALS**

- Acquire an additional building inspector.
- Refer cases regularly to Director’s Hearings.
DISABLED ACCESS
COMPLAINT & INSPECTION ACTIVITY
2nd Quarter FY 2005-06

Complaints Received - 10
Complaints Abated - 11
Inspections Performed - 60
ELECTRICAL INSPECTION DIVISION  
Michael Hennessy, Chief Electrical Inspector

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of 8,445 inspections, of these 96% or 8,096 were processed within 48 hours.

- Performed an average of 10.7 inspections per person/day.

- Performed 4.2 spot check inspections a week per Senior Inspector.

- Received a total of 63 complaints; responded to 94% or 59 complaints within 48 hours.

- Inspected 94% or 59 complaints received; abated 37% or 23 of new complaints received.

- Issued 12 NOV’s; abated 67% or 8 NOV’s.

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

- Referred 10 cases to Code Enforcement.

Guidelines: New Guidelines were developed to clarify electrical permit requirements for minor residential kitchen alteration work. The Guidelines will assist permit applicants, plan checkers, and inspectors in understanding the scope of work that triggers the electrical permit requirement.

Training: Inspection personnel attended in-house training on Title 24 California Energy Code. The training covered the changes to indoor and outdoor luminaries and lighting systems that went into effect on October 1, 2005. Also, inspection personnel attended selected seminars at the CALBO Training Week in Concord. The training seminars are required under the Health and Safety Code, Chapter 7, for continuing education credits.
Hunters Point: An EID representative attended a meeting with the San Francisco Redevelopment Agency to develop inspection procedures for Parcel B, buildings: 115, 116, and 125.

Staffing: Recruited and trained an additional part-time inspector for as-needed employment during permanent staff member absences.

Safety: Clerical and inspection personnel attended two safety-training classes, 1) Driver Safety, and 2) West Nile Virus Prevention.

Meeting: A meeting between BID and EID supervisory personnel was held to clarify various policies and procedures and to coordinate code enforcement efforts.

Reassignments: Ten field inspection personnel rotated district inspection assignments in order to achieve specific staff development objectives. Additionally, a realignment of the inspection districts occurred to rebalance the workload among supervisory personnel.

Solar Photovoltaic Systems: The electrical permit application and certification form was revised and consolidated. The form is used to compile information for the Interim Procedure for Review and Issuance of Permits for Solar Photovoltaic Systems. Input and approval of the changes was obtained from TSD, RMD and DCP. All participating solar PV contractors were informed of the changes and were sent a copy of the form.

ON-GOING PROJECTS

> Solar PV Systems: 43 permits issued; 23 sites completed, 16 sites in progress.
> UEB Projects: low-level activity at pump station facilities.
> Academy of Sciences: underground systems and site work, in progress.
> San Bruno Jail: 20 remaining violations; estimated completion, March 2006.
> Bloomingdales: rough wiring inspections for core and shell work continues.
> Comcast: 26 additional signal-booster sites to be installed to complete the project.
> Underground Utilities Program: continuing high volume of inspection activity.
> Century Theater Complex: rough wiring for nine movie theaters, in progress.
> Port of SF: estimated completion of 501 Beale Street office building, April 2006.
> Port of SF: South Beach harbormaster’s office and yacht club, in progress.
> Muni Light Rail Maintenance Yard; underground systems, in progress.
> Cell Sites: 17 permits issued; six sites completed, 25 sites in progress.
> SBC/AT&T: continuing code enforcement action to correct the outstanding violations at the following facilities: 611 Folsom Street; 555 Pine Street; 1 McCoppin Street; 2345 Pine Street; 3333 25th Street.

GOALS

Permit issuance: Request changes to the Oracle and Web-based electrical permit
issuance process to provide easier access to important information and improve inspection fee tracking.

**Questionnaire:** Develop a questionnaire to improve screening of homeowner permit applicants. More restrictive screening is necessary to reduce applicant misrepresentations and the resulting invalid permits.

**Amendments:** Provide representation for the San Francisco Electrical Code Amendment adoption process at the Land Use Committee and Board of Supervisor Hearings, scheduled for February 2006.

**PTS Development:** Evaluate state-of-the-art permit tracking solutions in demonstrations by vendors: Computronix, CSDC, Amanda, Hansen and Accela. Participate in an evaluation of the PTS employed by the City of San Jose.

**Vehicles:** Develop restrictive procedures for accessing City vehicle keys in order to control the availability of all automobiles during assigned driver absences.
ELECTRICAL INSPECTIONS PERFORMED

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<th>Total</th>
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<tr>
<td>OCT</td>
<td>2,872</td>
</tr>
<tr>
<td>NOV</td>
<td>2,810</td>
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Total 2nd Quarter FY 2005-06: 8,445

ELECTRICAL INSPECTION RESPONSE TIME

2nd Quarter FY 2005-06
MBO GOAL = 100% Within 48 Hours

MBO

<table>
<thead>
<tr>
<th>Month</th>
<th>Response Time</th>
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<tr>
<td>OCT</td>
<td>96%</td>
</tr>
<tr>
<td>NOV</td>
<td>96%</td>
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<tr>
<td>DEC</td>
<td>95%</td>
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**ELECTRICAL PERMITS**

<table>
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<tr>
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<tr>
<td>NOV</td>
<td>1,075</td>
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<td>996</td>
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Total 2nd Quarter FY 2005-06: 3,269

**ELECTRICAL INSPECTION MBO INSPECTIONS/PERSON/DAY**

2nd Quarter FY 2005-06

MBO GOAL = 11

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<th>Month</th>
<th>MBO</th>
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<tr>
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<tr>
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<td>11.0</td>
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<td>DEC</td>
<td>10.0</td>
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<tr>
<td>QTR 2</td>
<td>10.7</td>
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</table>

AVG MBO: 10.7
HOUSING INSPECTION SERVICES
Rosemary Bosque - Chief Housing Inspector

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Performed a total of 1,720 inspections; including:
  o 324 initial routine inspections on apartment buildings
  o 35 initial routine on residential hotels

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

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

> Received 491 complaints; responded to 75% or 368 complaints within 48 hours.

> Inspected 76% or 371 of complaints received; abated 62% or 303 complaints received.

> Referred 65 cases to Director’s Hearings.

> Collected $22,468 in Assessment in Cost fees for enforcement cases.

> Inspected 30 task force cases; issued 4 Notices of Violation on task force cases; abated 8 task force cases.

> Abated 1 Emergency Order (includes billing for repairs).

> Issued 1 citation for miscellaneous violations; abated 1 citation for miscellaneous violations.

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

> Issued 3 subordinations on code enforcement cases.
> Updated the Apartment House and Hotel License Fee database to reflect Ordinance changes to collect fees for the Lead Abatement Program.

> Worked with MIS to correct and update division management statistical reports and automated Assessment and Cost billing.

> Implement new mail box ordinance for residential hotels.

**GOALS**

> Perform a daily minimum daily average of six inspections to include routine inspections and tenant complaints.

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

> Take additional code enforcement action on 90% of all code enforcement cases with outstanding violations within 45 days after the Notice of Violation compliance period has lapsed.

> Bill 90% of all outstanding assessment of costs (initial and final) within 45 days from: (a) when Notice of Violation compliance period has lapsed and code violations remain (the initial bill), and (b) upon completion of all corrective work as verified by inspection (final bill).

> Include supervisorial information within the Report of Delinquent Charges submitted to the Clerk of the Board for the Assessment of Cost Lien Program in July 2005.

> Complete the training policies and checklists for new housing inspectors will will also be added to the Standard Operating Procedures binder already distributed to all Division members.

> Training five new Housing Inspectors to be assigned to the Division field inspection.
Housing Inspection Services
Inspection Activity
2nd Quarter 2005-2006

Routine Inspections - 361
Total Inspections - 1,720

Housing Inspection Services
Complaint Activity
2nd Quarter 2005-2006

New Complaints Received - 491
Complaints Abated - 303
LEAD ABATEMENT SECTION  
Louise Kimbell, Supervisor

FUNCTION

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

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Received 402 Notification to the Director forms for exterior work for the SFBC 3407 ~ Work Practices for Lead-Based Paint (including those with complaint cases).

> Performed 205 “educational outreach” inspections where an inspector stops at a work site as workers are setting up to do preparation and paint work and explains the SFBC 3407 regulations.

> Received 92 SFBC 3407 complaints, responded to 99.9% of SFBC 3407 complaints within one business day, .1% within two business days.

> Issued 57 Notices of Violation (NOV); issued 14 Notices of Penalty & Fee (NOP); and, abated 95 complaint cases.

> Conducted 284 re-inspections.

> Referred seven complaint cases to Director’s Administrative Hearing for Appeal of Imposition of Penalty & Fee; referred one complaint case (i.e., contractor’s name/license) to CA Contractors State License Board.
> Attended meetings between the ATF-Environmental Subcommittee and the San Francisco Housing Authority (SFHA) regarding the disbursement of funds (“add back”) from the Board of Supervisors to the ATF for the resolution of the ATF’s Strategic Plan’s recommendations. Participated in the presentation on the use/application of thermography camera equipment to the SFHA.

> Attended/participated in the conference Minimizing Poor Air Quality Exposure in Residential Construction sponsored by Department of Public Health (DPH), UC Berkeley Center for Occupational & Environmental Health, Bay Area Air Quality Management District and CA Department of Health Services Environmental Health Division.

> Completed updating the EH&S safety training (“tailgate”) videos to the latest DVD versions and updated “tailgate” topics.

> Adapted DPW Mandatory Refresher Tailgates 2006 for DBI. Rewrote the training “tailgate” for radio usage procedures and the training “tailgate” for the Standard Emergency Management Systems and incorporated them into the DBI Mandatory Refresher Tailgates 2006. Developed a PowerPoint presentation based on the Smith System defensive driving and presented to DBI Inspection Services field inspectors.

> Developed a PowerPoint presentation on the amended SFBC 3407 and presented at the “Western Regional Conferences on Eliminating Childhood Lead Poisoning” and “Combating Indoor Environmental Hazards” held in San Diego in November in collaboration with the Mayor’s Office of Housing and the DPH-Childhood Lead Prevention Program.

> Presented PowerPoint training on the amended SFBC 3407 to DPH-Public Service Section environmental health technicians.

> Researched, wrote and submitted an application for the EPA’s “Children’s Environmental Excellence Award” on behalf of DBI.

> Submitted an article on the amended SFBC 3407 to Public Services Division for the DBI FYI newsletter.

> Presented PowerPoint training on the West Nile Virus and related code sections in the San Francisco Building Code (SFBC) and Housing Code (SFHC) to DBI’s Inspection Services field inspectors.

> Assisted Technical Services Division with “proofing” the publisher’s copy of the San Francisco Housing Code.
> Attended the Mental Health Association’s *Community Effect, Community Response* conference on hoarding and cluttering.

**ON-GOING PROJECTS**

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

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

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

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

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

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

**GOALS**

> Provide Standard First Aid/Adult CPR and Automated External Defibrillator (AED) training for 1/3 of DBI staff in February of 2006.

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

> Complete the policy and procedures manual for the LHR program.

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

> Continue PowerPoint training of property owners/contractors on the amended SFBC 3407 (with DPH-CEHP).
LEAD ABATEMENT
LEAD HAZARD REDUCTION PROGRAM
2nd Quarter FY 2005-06

REFERRALS TO DH FOR NOP - 7
REFERRALS TO LICENSING BOARD - 1
ISSUED NOTICE OF PENALTIES & FEES - 14

LEAD ABATEMENT
COMPLAINT ACTIVITY
2nd Quarter FY 2005-06

COMPLAINTS RECEIVED - 92
CASES ABATED - 95
INSPECTIONS PERFORMED - 376
LEAD ABATEMENT
INSPECTION RESPONSE TIME
2nd Quarter FY 2005-06

MBO GOAL = 100% WITHIN 48 HOURS
(PER ORD. NO. 446-97)

LEAD ABATEMENT
LEAD HAZARD REDUCTION PROGRAM
2nd Quarter FY 2005-06

Issued 1st NOV - 57
Issued 2nd NOV - 2
Referral to DH for NOV - 7
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 6,265 inspections; of these 97% or 6,103 were processed within 48 hours.
> Performed an average of 10.6 inspections per person/day.
> Performed 3.2 spot check inspections a week per Senior Inspector.
> Received a total of 125 complaints; responded to 94% or 118 complaints within 48 hours.
> Inspected 89% or 112 of complaints received; abated 76% or 96 of new complaints received.
> Issued 54 NOV’s; abated % or 111 NOV’s.
> Served as Hearing Officer for 4 Director’s Hearings.
> Referred 19 cases to Code Enforcement.
> Received a total of 3 Director’s letters; responded to 2 within Director’s deadline and 1 - 5 days after Director’s deadline.
> Continued enforcement of the High Rise Fire Sprinkler Ordinance #377-93.
Continued expansion of PID Plan Check Services.

PID has reached 94% of its original goal to find and register 10,000 boilers.

PID has 9,402 registered boilers currently.

Have raised effectiveness and efficiency in regards to inter-departmental overlap relating to PID, The Dept of Public Health, and the PUC Sewer Operations on how they approach and or refer complaints to each other respectively. This is ongoing and due largely to open dialogue and continued meetings between these agencies.

PID has assisted in the development for the new permit tracking platform as it relates to PID.

**BOILER PROGRAM**

- Issued 134 new boiler Permits to Operate (PTP); a total of 973 have been issued.
- Registered 134 new boilers for a total of 9,402 registered boilers.
- Generated 49 Boiler Complaints for overdue “Permit to Operate” registration.
- Issued 49 Notices of Violation.
- Forwarded 10 cases to Code Enforcement Section.
- Mailed 155 expired PTO notifications.

**ON-GOING PROJECTS**

Most of the ongoing projects that are listed are Port Authority Projects that have been or are being inspected by PID as part of the MOU agreement established between the Port and DBI.

1. 601 Cesar Chavez, Muni Light rail Maintenance Facility
2. 55 Concourse, California Academy of Science, (Golden Gate Park)
3. Pier 40, South Beach Park Project
4. Pier 96, Pacific Cement Batch Plant
5. 425 1st St, The Rincoln Hill Towers Project (60story residential high rise)
6. 501 Beale ST., (High Rise Residential 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.

> Continue to locate boilers not yet registered in database.

> Continue to maintain or exceed 11 inspections per day per inspector

> Respond to 100% of the Director's letters within 48 hours or receipt

> Strive to perform 100% of all inspections within 48 hours of request time

> Maintain full staffing of PID Inspection Staff to maintain or exceed goals

> Acquire and have voicemail installed for all Inspection Staff.

> Meet and or exceed the amount of Spot Check Inspections that are performed by the Senior Plumbing Inspectors.

> Backfill upcoming employment positions of 6244 Chief Plumbing Inspector, 6246 Senior Plumbing Inspector, and 6242 District Plumbing Inspector.
PLUMBING INSPECTIONS PERFORMED

Total 2nd Quarter FY 2005-06
6,265

PLUMBING INSPECTION RESPONSE TIME
2nd Quarter FY 2005-06
MBO GOAL = 100% 48 HOURS

WITHIN 48 HOURS
OVER 48 HOURS
PLUMBING INSPECTION MBO
INSPECTIONS/PERSON/DAY
2nd Quarter FY 2005-06
MBO GOAL = 11

PLUMBING PERMITS

Total 2nd Quarter FY 2005-06
4,209