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.
FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Issued a total of 13,946 permits; a decrease of 7.9% or 1,208 less than the same quarter last year.
  5,537 building permits
  3,723 electrical permits
  3,659 plumbing permits
  1,027 miscellaneous permits

> Issued building permits with a total valuation of $227,773,404, a decrease of 17.52% or $48,354,524 less than the same quarter last year.

> 48 DBI managers and supervisors attended Harassment Prevention Training.

> Quality-controlled for completeness a total of 1,280 applications; of those 98% or 1,254 were completed within 24 hours.

> Made two additional on-line services available: Monthly Building Permit Activity Reports and Authorized Agent / Applicant search.

> 6 Building Inspectors received ICC certification.

> Electrical contractors filed 757 permits on-line savings considerable time and expense in the process. The value of the permits filed on-line was $105,131.48.

> MIS and EID developed a Green Tag Report in an excel file format. The report enables 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. This program involves more than 6,000 sites and more than 12,000 inspections.

> Housing Inspectors responded to 95% of life hazards or lack of heat complaints within 24 hours.
Lead Abatement Section presented technical amendments to the SFBC 3407 to the Board of Supervisors Land Use Committee. The legislation was approved by the Mayor and became effective on March 11, 2005.

Complaints received by Plumbing Inspection are now received, inspected and abated by one field inspector in an effort to better serve the public. This centralized control has facilitated all complaints being responded to within 24 hours of receipt.

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.

Prepare and complete FY 2005-06 Proposed Budget Submission Package per Controllers and Mayor's Instructions.

Publish “FYI Quarterly Newsletter”.

Building Inspection Division to roll out the Saturday Roving Inspection Program, to investigate complaints of work without permit, illegal units etc when the property owner is most likely to be on the premises.

Housing Inspection Services to complete the issuance of Notice of Violations for all residential hotels not in compliance with the Residential Sprinkler Ordinance #170-02.

Implement a State or nationally recognized certification training program for Housing Inspectors.
FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Completed MIS management responsibility from DTIS to DBI.
> Completed phase II technical refresh of the Uninterruptible Power Supply for the computer servers.
> Completed installation of automatic transfer switch for the stand-by emergency generator.
> Completed software upgrade of Oracle Forms and Reports to Version 6i.
> Completed the informal bid process with City Stores for procurement of Technical refresh of the IT systems
> Completed the informal bid process for procurement of replacement of Point of Sales system.
> Completed consultant’s reports and studies re: system condition and design recommendations
> Completed migration of employee workstations from Windows 98.
> Completed Phase 1, 2, 3 of the Core Network Replacement (Switching and routers).
Implemented the Project Participant enhancement to the Permit Tracking System.

> Upgraded the Papervision operating software and memory storage capacity allowing the system to minimally function until replacement.

> More efficient use of existing space and procurement of additional rental space to consolidate working space for MIS and project staff during the period of systems upgrade.

**GOALS**

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

> Secure approval and funding to provide a two phase in-depth study of the department’s document imaging system: Phase I recommendation intent of replacing the existing system with up to date technology. Phase II provide a detailed work-flow of our PTIS with the intent of providing data and metrics to recommend electronic tracking systems.

> Launch the system refresh project early next quarter.

> Launch Phase I and II of the document imaging and workflow studies and present the scope of work to initiate an informal bid request to replace the existing imaging system and implement electronic document tracking.

> Continuing to build and train MIS technical staff to the level appropriate for the successful maintenance and operation of the new IT systems. This includes the recruitment of a Database Administrator and a Network Engineer.
DEPARTMENT OF BUILDING INSPECTION
Administration Program

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

Diane Lim - Manager

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

- Total Revenue: Permits $1,821,380
  Inspections $4,399,660
  Other $125,162
  Total Revenue $6,346,202

- Total Expenditures: Permits $2,814,931
  Inspections $4,274,921
  Administration $814,258
  Total Expenditure $7,904,110

- Processed 100% of all reimbursement requests within 10 days

- Processed 100% of training requests within one week.

- Processed 715 financial transactions through the City’s FAMIS on-line system.

- Processed 281 purchasing transactions through the City’s ADPICS on-line system.

- 25% 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.
- Coordinate communications to provide information for Fee Study Analysis.
- Coordinate fiscal year end close processes per Controllers Instructions.
- Prepare justification reports for FY 2005-06 budget submission for Controller, Mayors Office and Board of Supervisors for Budget Hearings.

**GOALS**

- Compile and prepare budget proposal for BIC hearing.
- Prepare and complete FY 2005-06 Proposed Budget Submission Package per Controllers and Mayor’s Instructions.
- Prepare justification reports for budget requests through Controller and Mayor’s office.
TOTAL REVENUE
3rd Quarter FY 2004-05

- INSPECTIONS: 70% ($4,399,660)
- PERMITS: 29% ($1,821,380)
- OTHER: 1% ($125,162)

TOTAL REVENUE: $6,346,202

TOTAL EXPENDITURES
3rd Quarter FY 2004-05

- INSPECTIONS: 54% ($4,274,921)
- PERMITS: 36% ($2,814,931)
- ADMINISTRATION: 10% ($814,258)

TOTAL EXPENDITURES: $7,904,110
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 255 employees.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Processed 99% of all personnel transactions within 3 days.
> Completed 100% of all appointment transactions within 60 days.
> Processed 99% of all payroll and personnel related paperwork within 2 days of request.
> Responded to 100% of phone calls within 24 hours.
> Conducted recruitment and selection process for 1408 Principal Clerk, 1426 Senior Clerk Typist, 5218 Structural Engineer and 5241 Engineer.
> Continuing recruitment and selection processes for 6331 Building Inspector and 6270 Housing Inspector.
> Processed 86 personnel requisitions, appointment processing forms, separation reports and modification forms.
> Processed 132 payroll related documents such as Personnel Action Requests, Problem Description Form, Acting Assignment, Employment Verifications and other miscellaneous forms.
> 48 DBI managers and supervisors attended Harassment Prevention Training.
**ON-GOING PROJECTS**

> Continuing conversion to new position control data system

> Provide additional training sessions for managers and supervisors to attend Harassment Prevention Training.

**GOALS**

> Provide additional Human Resource related training to DBI managers, supervisors and staff.
PUBLIC SERVICES DIVISION
Patty Herrera, Manager

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Answered a total of 6,417 telephone inquiries and assisted 5,057 customers at the Public Information counters.

> Received a total of 2,451 3R requests; of these 84% or 2,058 were processed within 5 days; and 95% or 2,328 were processed within 7 days.

> Received a total of 3,074 microfilm requests; of these 59% or 1,818 were processed within 5 days; and 84% or 2,582 were processed within 7 days. These requests produced a total of 20,724 applications/job cards/CFC’s; 10,110 diazos; and 11,767 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 receipt.

Quarterly Reports are now available on our website at www.sfgov.org/dbi under Reports category.

**GOALS**

- Fill staff 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.
- Publish “FYI Quarterly Newsletter”.
MICROFILM REQUESTS PROCESSED

MBO GOAL = 85%
WITHIN 5 DAYS

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<th>MAR</th>
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<td>711</td>
<td>532</td>
<td>575</td>
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<td>75%</td>
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Total 3rd Quarter FY 2004-05
3,074

3R REPORTS PROCESSED

MBO GOAL = 85%
WITHIN 5 DAYS

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<td>633</td>
<td>644</td>
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<td>99%</td>
<td>89%</td>
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Total 3rd Quarter FY 2004-05
2,451
### CUSTOMERS ASSISTED

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<td>MAR</td>
<td>1,955</td>
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Total 3rd Quarter FY 2004-05: 5,057

### CALLS ANSWERED

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<td>1,626</td>
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<td>2,604</td>
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Total 3rd Quarter FY 2004-05: 6,417
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.
CENTRAL PERMIT BUREAU
Anita Lee, Acting Manager

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

> Issued a total of 13,946 permits; a decrease of 7.9% or 1,208 less than the same quarter last year.
  5,537 building permits
  3,723 electrical permits
  3,659 plumbing permits
  1,027 miscellaneous permits

> Issued building permits with a total valuation of $227,773,404, a decrease of 17.52% or $48,354,524 less than the same quarter last year.

> Processed 90% or 5,737 of all approved permits within 48 hours.

> Processed 99% or 1,507 of structural notifications within 24 hours.

> Processed 95% or 7,218 of demolition notifications within 24 hours.

> Processed 6.6% or 116 of all refund requests within 5 days.

> Processed 98% or 416 of all mail-in applications within 2 days.

> Responded to 100% or 6 requests within Director’s deadline.

ON-GOING PROJECTS

> Fill staff vacancies.
**GOALS**

> Upgrade the staff in CPB to 1408 Principal Clerk classification.
> Hire new staff to meet increasing demands of new projects (i.e., Mission Bay)

### NUMBER OF PERMITS ISSUED

**3rd Quarter FY 2004-05**

- **BUILDING**: 5,537
- **ELECTRICAL**: 3,723
- **PLUMBING**: 3,659
- **MISCELLANEOUS**: 1,027

**TOTAL NUMBER OF PERMITS ISSUED**: 13,946
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 68% or 1,156 over-the-counter permits.
> Reviewed and approved 77% or 1,300 permits within 7 days.
> Reviewed and approved 91% or 1,538 permits within 30 days.
> Approved an average of 4.2 plans per person/day.
> Performed spot-check quality control on approximately 18% or 98 out of 546 permit applications and plans with an average of 93% accuracy.
> Responded to 100% of phone calls within 24 hours.
> Conducted approximately 22 pre-application meetings.

GOALS

> Assure compliance with State Regulation AB 717, 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.
> 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.

**COMMERCIAL PLAN CHECK**

**PLANS APPROVED/PERSON/DAY**

3rd Quarter FY 2004-05

**MBO GOAL = 3.0**

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<tr>
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</tr>
<tr>
<td>FEB</td>
<td>4.8</td>
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<tr>
<td>MAR</td>
<td>4</td>
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<tr>
<td>QTR 2</td>
<td>4.2</td>
<td>AVG</td>
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Note: Number of approved plans include over-the-counter approvals.

**BUILDING PERMIT PROCESS TIME**

3rd Quarter FY 2004-05 Commercial

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

<table>
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<tr>
<th>Timeframe</th>
<th>Number of Approved Plans</th>
<th>% of Total</th>
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<tbody>
<tr>
<td>One Day</td>
<td>1,156</td>
<td>68%</td>
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<tr>
<td>2 - 7 Days</td>
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<tr>
<td>8 - 30 Days</td>
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<td>31 - 90 Days</td>
<td>14%</td>
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<tr>
<td>91+ Days</td>
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Total Number of Approved Plans: 1,697
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 83% or 206 permit applications within 90 days.

> Reviewed and approved an average of one plan 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 82 reviews for subdivision applications referred by Bureau of Street Use and Mapping, Department of Public Works (DPW).

> Performed 2 subdivision reviews for Hunters Point.

> Responded to 10 emergency response requests.

> Performed spot-check quality control on approximately 13.6% or 28 of 206 permit applications and plans approved for internal plan review with an accuracy rate of 84.9%.

> Conducted approximately 27 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 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: San Francisco Conservatory of Music - 50 Oak Street, 724-730 Van Ness Avenue and One Polk Street.

The following highrises are under construction:

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

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

b) 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, 7) One Rincon Hill, 8) 180 Howard Street, 9) 185 Berry Street, 10) California Academy of Sciences, 11) Palace of Fine Art, 12) 55-9th Street, and 13) Hunters Point Shipyard.

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 under the review by Planning Department and one permit had been approved and ready for issuance.

Reviewed City owned projects: Academy of Sciences and Golden Gate Park Music Concourse Underground Parking.
Reviewed highrise 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 complete 45 hours of continuing education within a three-year period.
- Abate all UMB and Parapet buildings within the time frame as required by the building code.
- Meet MBO goals. Maintain plan review backlog within 30 days.
- Continue to assist the City to develop a plan in revitalizing “Treasure Island”
- Continue to assist DPW in subdivision map review.
MAJOR PROJECTS/UMB PLAN CHECK
PERMITS APPROVED WITHIN 90 DAYS
3rd Quarter FY 2004-05

MBO GOAL = 75%

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<td>QTR 3</td>
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Total Number of Permits Approved: 247
Total Number of Permits Approved: 206

MAJOR PROJECTS/UMB PLAN CHECK
PLANS APPROVED/PERSON/DAY
3rd Quarter FY 2004-05

MBO GOAL = 1

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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 67% or 821 permits over-the-counter.
> Reviewed and approved an average of 83% or 1,019 permit applications within 7 days or less.
> Reviewed and approved an average of 93% or 1,143 permit applications within 30 days or less.
> Approved an average of 7.6 plans per person per day.
> Received and conducted 417 phone and counter consultations on mechanical code questions.
> Responded to 100% of all phone calls within 24 hours.
> Responded to 280 job status check inquiries.
> Conducted approximately four pre-application meetings.
> Performed spot-check quality control on approximately 2.6% or 11 of 416 permit applications and plans approved for internal plan review. Quality assurance accuracy is: 92.8%

> Mechanical plan check staff attended the PG&E Energy Center Code Training Courses for 2005 Energy Code Updates.

> Completed plan review for major jobs: 50 Lansing Street, 201 Berry Street, 4601-3rd Street and 1563 Page Street.

**ON-GOING PROJECTS**

> Continue reviewing the major highrises and Mission Bay projects: 125-3rd Street, 301 and 302 Mission Street, 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 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
3rd Quarter FY 2004-05 Mechanical

MBO GOAL: 90% WITHIN 30 DAYS

MECHANICAL PLAN CHECK
PLANS APPROVED/PERSON/DAY
3rd Quarter FY 2004-05

MBO GOAL = 4.0

Total Number of Approved Plans
1,220

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 applications 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 coordinates 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 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 1,280 applications; of those 98% or 1,254 were completed within 24 hours. These applications were reviewed by 5 Permit Coordinators and 1 Management Assistant.

> Assisted 100% or 613 customers upon arrival at PCD public counter.

> Responded to 98% or 1,819 telephone inquiries within 24 hours. This includes telephone calls made and received at the counter by all staff-members.

> Coordinated 26 projects per day, for an average of 5.2 projects per Permit Coordinator.

> Completed 52 projects under Parallel Plan Review Process, with a construction cost value of $173,591,500.

> Sustained a decrease in requests to expedite and track building permit applications. The number has decreased from 538 requests to 59 requests since functions were restructured and centralized under PCD.
Division Manager performs daily 10% Spot-checking of Quality-controlled plans reviewed by Permit Coordinators/Management Assistant and notes areas to be improved.

Random/Spot Check of Applications Issued Over-the-Counter. As directed by Management in 2004, PCD has been performing daily random/spot check of approved applications before CPB issues the permits. For this quarter, 90 of the applications were spot-checked and 34 or 38% plan check errors were noted.

Established daily multi-disciplinary Peer Review process to efficiently manage Quality Control spearheaded by the Manager with Permit Coordinators and Management Assistant. The goal is to identify and resolve minor code errors/oversights to reduce time spent by Plan Checkers fixing such errors.

Beyond performing regular Fire and Mechanical Plan Check functions to help ease backlogs at Plan Check Services Program, PCD has extended Mechanical plan check of Bloomingdales Project revisions. These revisions included major changes to atrium and escalator configurations affecting the life safety system of the building. After completing this project, PCD was again requested to undertake the entire Mechanical and Fire plan review for the Academy of Sciences project.

Extended regular Plan Check and Clerical Counter assistance to Plan Check Services Program. Three (3) Plan Checkers helped at Residential and Commercial Intake Counters for average of 14 hours a week and four (4) Principal Clerks and a Management Assistant filled in at 2nd Floor public counter for about 9 hours a week.

Training. Maintained proficiency of Division personnel by attending technical and non-technical training including DBI Codes & Procedures/Disabled Access for Commercial Renovation, Sunshine Ordinance orientation, and Health & Safety training.

Restructure Office Layout. Completed the restructure of office layout, including two cubicles and the installation of storage holding bins for plans/drawings, to provide a more efficient and professional work environment for the staff and area to meet with the public and the clients.

PCD implemented a mechanism/policy as directed by the Ethics Commission in regards to equal treatment of all building permit applicants.
ON-GOING PROJECTS

> Coordinating an average of 131 building permit applications per month under Parallel Plan Review process.

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

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

> Continue to 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.

> Duplicated 13 misplaced building permit applications. Six (6) of these were misplaced at DBI, five (5) at Planning Department, and two (2) at Fire Department.

GOALS

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

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

> Continue to streamline expanded 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
3rd Quarter FY 2004-05

TOTAL NUMBER OF PLANS REVIEWED: 1,280

JAN 382

FEB 376

MAR 522
RESIDENTIAL PLAN CHECK
Vacant, Manager

FUNCTION

The Residential Plan Check Division (RPC) is responsible for the plan review of all permit applications for alterations or additions to a wide variety of existing residential occupancies. Examples of residential “R” occupancies include hospice care facilities, hotels/motels, live/work projects, apartments, and single-family dwellings. RPC screens such permit applications and/or plans for completeness with the applicant at the Residential Plan Check Intake Counter on the 1st floor and may issue the permit over-the-counter (OTC); provided the project complies with relevant municipal and building codes and policies. RPC provides pre-application meetings to clarify ambiguous code issues as requested by owners/designers.

HIGHLIGHTS AND ACCOMPLISHMENTS

> Reviewed and approved 81% or 4,393 as over-the-counter permits.
> Reviewed and approved 83.5% or 4,529 of all permits within 7 days or less.
> Reviewed and approved 87.2% or 4,716 of all permits within 30 days.
> Reviewed and approved 94.5% or 5,113 of all permits within 90 days.
> Approved an average of 8.2 plans per person/day.
> Responded to 100% of Director’s letters within Director’s deadline.
> Responded to 100% of phone calls within 24 hours.
> Staff answered 584 code and procedure-related questions.
> Staff rejected 617 permit applications due to not meeting minimum requirements or basic code compliance, for an average of 10.2% rejected applications.
> Staff conducted 35 pre-application meetings to help applicants resolve code-compliance issues before submitting applications.
ON-GOING PROJECTS

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

GOALS

> Assure compliance with State Regulation AB 717, 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.

> Back-fill vacant positions to reduce backlogs.

> Maintain performance levels to meet MBO objectives.
RESIDENTIAL PLAN CHECK
PLANS APPROVED/PERSON/DAY
3rd Quarter FY 2004-05

MBO GOAL = 4.0

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

BUILDING PERMIT PROCESS TIME
3rd Quarter FY 2004-05
Residential

MBO GOALS: 85% WITHIN ONE DAY; 95% 7 DAYS

Total Number of Permits Approved
5,408
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

> Responded to 100% of all requests for written code interpretations within 21 days.
> Assisted 799 walk-in customers, answered 3,548 phone calls.
> Responded to 83 e-mail requests for technical information.
> Responded to 100% of Director’s letters within Director’s deadline.
> Responded to 99% of phone calls within 24 hours.
> Continued regular weekly technical training program for Department of Building Inspection staff.
> Focused on “Green Building” code development and procedures.
> Completed interim code revision package.

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.

**GOALS**

> Expand Department of Building Inspection training activities.

> Update two Administrative Bulletins.
MISSION STATEMENT

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

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of 13,173 inspections, of those 99% or 13,075 were performed within 48 hours.
- Performed an average of 11.3 inspections per person/day.
- Received 864 complaints, responded to 75% or 647 of all complaints within 48 hours.
- Inspected 85% or 735 of complaints received, abated 29% or 214 of complaints received.
- Issued 465 NOV’s; abated 43% or 202 NOV’s.
- Served as Hearing Officer for 5 Director’s Hearings.
- Issued 3 Emergency Orders.
- Referred 136 cases to Code Enforcement.
- 6 Building Inspectors received ICC certification.
- Responded to 12 Director’s letters within Director’s deadline and 1 - 5 days after Director’s deadline.
- Support staff responded to 19,330 telephone inquiries.
71 DBI field inspectors and plan checkers attended a one-day seminar on the Disabled Access Regulations given by the Division of the State Architect in February and March 2005.

The first joint meeting between plan check and field inspection staff was held on February 18, 2005. The purpose of the meeting was to communicate common problems, with a goal to improve the quality of plan review and inspection. These meetings will be held in the future on a quarterly basis.

Senior Building Inspectors Carla Johnson and Rafael Torres-Gil worked closely together to resolve complaints filed by Ms. Jakkee Bryson and Mr. John Kelly regarding homeless shelters located at 201 – 8th Street, 525 – 5th Street, 1001 Polk Street, and 1049 Howard Street.

Completed engraving all DBI 800 MHz radios with permanent identification.

Reorganized the Emergency Response Assignments List and filled the 20% vacancies with new assignees.

Installed vehicle radio chargers in all new BID vehicles.

Began reviewing and revising the DBI Emergency Operations Plan for content and format.

**ON-GOING PROJECTS**

Carla Johnson continues her involvement in the City Attorney’s Bay View Task Force inspections. These inspections take place every two weeks and include the participation of other City Departments such as DPH, SFFD, SFPD, DPW etc.

Two parcels at the former Hunters Point Shipyard were officially transferred from the Federal to Local Government in 2004. BID will continue to provide inspection services to the shipyard upon request from the Redevelopment Agency.

The San Bruno Jail replacement project will be finishing up in 2005. BID continues to provide inspection services on this project as well as S. F. Port projects.

The Mayor’s Office on Disability has a Physical Access Policy Project to develop policies applicable to publicly funded construction. BID continues to participate in these code discussions and policy development.

The Emergency Management Resource Center will be set up for use as a regular training venue, disaster information repository, and communications center.
Continue updating of 800 MHz radio inventory.

GOALS

- Fill the vacant positions.

- Assign BID senior staff to participate in the Cannibus Club Task Force organized by Supervisor Mirkarimi’s office. The purpose of this task force is to develop a permit process and enforcement guideline to regulate these facilities.

- Schedule all BID, CES, and DAS supervisor staff to attend the mandatory harassment prevention training sponsored by the City Attorney’s Office.


- Activate the DOC as part of the citywide earthquake response exercise on April 20, 2005 and conduct 800 MHz radio exercise in BID, EID, PID, & HIS.

- Install vehicle radio chargers for new EID & PID vehicles.

- Begin staff training for each Unit in the Building Safety Team related to their specific duties and responsibilities.

- Coordinate with the Technical Services Division to schedule training for the field staff on topics such as fire resistive construction, and special use and occupancies.

- Roll out the Saturday Roving Inspection Program, to investigate complaints of work without permit, illegal units etc when the property owner is most likely to be on the premises.
BUILDING INSPECTION MBO
INSPECTIONS/PERSON/DAY
3rd Quarter FY 2004-05
MBO GOAL = 11

MBO AVG

JAN FEB MAR QTR 3

11.0 11.0 12.0 11.3

BUILDING INSPECTION RESPONSE TIME
3rd Quarter FY 2004-05
MBO Goal = 100% in 48 Hours

Within 48 Hours Over 48 Hours

JAN FEB MAR

99% 99% 99%
BUILDING INSPECTIONS PERFORMED
3rd Quarter FY 2004-05

Total 3rd Quarter 13,173
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 38% or 67 cases for Director’s Hearings within 60 days after receipt by CES.
- Abated or referred 24 CES cases per month to the City Attorney’s Office.
- Produced 17 3R Physical-Inspection reports per month.
- Responded to 100% of Director’s letters within Director’s deadline.
- Received 156 new complaint referrals from BID, PID, and EID.
- Reviewed 55 permit applications.
- Performed 195 field inspections.
- CES Inspectors attended Disabled Access training, Harassment Prevention training and Sunshine Ordinance & Ethics training.
- 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 presentation at the monthly Building Inspection Commission-Litigation Committee meetings for referral to the City Attorney’s Office.

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

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

> Continue CED Active Case Log update.

**GOALS**

> Schedule Disabled Access training for CES Inspectors.

> Assist City Attorney on currently referred CES cases.

> Review CES case backlog update program.

> Present cases to Abatement Appeals Board.
CODE ENFORCEMENT
COMPLAINT ACTIVITY
3rd Quarter 2004-2005

COMPLAINTS RECEIVED - 156
CASES ABATED - 70

CODE ENFORCEMENT
INSPECTION ACTIVITY
3rd Quarter 2004-2005

INSPECTIONS PERFORMED - 195
3R PHYSICAL INSPECTION REPORTS - 49
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 18 cases.
> Issued 4 - 1st Notices of Violation and 1 - 2nd Notice of Violation.
> Performed 55 inspections.
> Billed $23,718 in Assessment fees – 3 cases; received $3,324 in Assessment Fees.
> Responded to 100% of Director’s letters within Director’s deadline.

ON-GOING PROJECTS

> Investigate and resolve 57 complaints.
> Continued to operate while short staffed with one clerk, one building inspector and one senior building inspector.

GOALS

> Hire a Building Inspector.
> Refer additional cases to Director’s Hearing and the City Attorney.
DISABLED ACCESS
COMPLAINT & INSPECTION ACTIVITY
3rd Quarter FY 2004-05

<table>
<thead>
<tr>
<th>Month</th>
<th>Complaints Received</th>
<th>Cases Abated</th>
<th>Inspections Performed</th>
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<td>4</td>
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<tr>
<td>Mar</td>
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- COMPLAINTS RECEIVED - 7
- CASES ABATED - 18
- INSPECTIONS PERFORMED - 55
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 8,356 inspections, of these 97% or 8,129 were performed within 48 hours.

> Performed an average of 11 inspections per person/day.

> Performed an average of 4.6 spot inspections per senior Inspector per week.

> Received 83 complaints, responded to 99% or 82 complaints within 48 hours, abated 29% or 24 complaints.

> Issued 37 NOV's, abated 8% or 3 NOV's.

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

> Referred 1 case to code enforcement.

> 100% of Electrical Inspectors are certified.

Programming: Assisted MIS programmers in developing a Green Tag Report in an excel file format. The report enables 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. This program involves more than 6,000 sites and more than 12,000 inspections. Therefore, the Green Tag Report saves significant clerical processing time.

On-line Permits: Electrical contractors filed 757 permits on-line savings considerable time and expense in the process. The value of the permits filed on-line was $105,131.48. Future enhancements that will allow contractors to pay additional inspection fees and off-hour inspection fees are being developed.

Recruiting: Hired a new electrical inspector to fill one of the two remaining vacancies in
EID. The new inspector underwent four weeks of office training and orientation before a two week ride-along with senior inspection personnel. The new inspector has assumed district inspection responsibility and is progressing satisfactorily.

Training: Arranged for all inspection personnel to attend 16 hours each of Electrical Code training during January and February 2005. The seminars, presented by the International Association of Electrical Inspectors, highlighted the forthcoming electrical code changes that are scheduled to take effect in July 2005. Arranged eight hours each of training in Solar Photovoltaic Systems for five electrical inspectors. Arranged three hours each of training in Emergency, Required, and Optional Standby Power Systems for twenty electrical inspectors. Arranged four hours each of training in Power Transfer Equipment for two electrical inspectors.

Experiment: Developed and implemented a flexible work schedule for selected inspection personnel. The purpose of the flexible work schedule is to afford participants an opportunity to design and organize their daily work assignments around one office visit each day. The participants in the six-month experiment are appreciative of the opportunity to be more creative and effective.

ON-GOING PROJECTS

- De Young Museum: Main building complete. Tower electrical work 98% complete.
- San Bruno Jail: Life safety and fire alarm system testing nearing completion.
- Bloomingdale’s: Rough wiring inspections in progress.
- Comcast: 22 signal booster equipment permits issued, 18 completed.
- 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, TCO issued.
- Solar PV Installations: 25 permits issued, 9 completed.

GOALS

Performance: Revise and update the rating criteria for performance appraisal reporting. The new criteria will require supervisors to evaluate subordinate performance across the full range of activities within their areas of responsibility and to provide the documentation necessary to support the ratings given.

Vehicle Survey: Update vehicle records to reflect current user and parking information, mechanical condition, safety features, odometer readings, maintenance and repairs.
**Recruiting:** Initiate a requisition and interview process to recruit an electrical inspector to fill the one remaining vacancy in EID. Inspection workload and the availability of retired inspectors during the fourth quarter will determine when the position will be filled.

**Code Change Handout:** Prepare a Handout for permit applicants to highlight the most significant changes in the forthcoming 2004 version of the San Francisco Electrical Code. Previous handouts prior to the code adoption date were greatly appreciated by electrical permit applicants.

**SBC California:** Continue code enforcement action through the Director’s Hearing process in order to require SBC California to file electrical permits and correct code violations at the 140 New Montgomery Street office building and the 611 Folsom Street telecommunications facility.
ELECTRICAL PERMITS

<table>
<thead>
<tr>
<th>JAN</th>
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<td>1,205</td>
<td>1,105</td>
<td>1,413</td>
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Total 3rd Quarter FY 2004-05
3,723

ELECTRICAL INSPECTIONS PERFORMED

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Total 3rd Quarter FY 2004-05
8,356
ELECTRICAL INSPECTION RESPONSE TIME
3rd Quarter FY 2004-05
MBO GOAL = 100% Within 48 Hours

ELECTRICAL INSPECTION MBO INSPECTIONS/PERSON/DAY
3rd 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 1,612 inspections; of these:
  370 were initial routine inspections on apartment buildings.
  7 were initial routine inspections on residential hotels.

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

> Received 600 complaints; responded to 95% or 570 complaints within 48 hours.

> Inspected 65% or 390 of complaints received (including reinspections); abated 43% or 257 of complaints received.

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

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

> Referred 92 cases to Director’s Hearings.

> Collected $22,302 in Assessment of Cost fees for Enforcement Cases.

> Referred 51 notices of noncompliance to the State Franchise Tax Board.

> Inspected 23 task force cases, issued 5 Notices of Violation on task force cases, abated 7 task force cases.

> Issued 5 citations for miscellaneous violations; abated 1 citation for heat violations.

> Responded to approximately 95% of phone calls within 24 hours.
> Issued 1 Subordination on code enforcement cases.

> 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.

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

> Continue to increase the total number of initial routine inspections performed from the 1st quarter of last fiscal year.

GOALS

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

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

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

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

> Maintain a 50% increase in the number of initial routine inspections performed on apartment houses from the 1st quarter of last fiscal year.

> Complete the issuance of Notice of Violations for all residential hotels not in compliance with the Residential Sprinkler Ordinance #170-02.

> Implement a (state or nationally recognized) certification training program for the Housing Inspectors.

> Continue to work with the MIS Division to improve the Complaint Tracking System and Division data base merge.
Housing Inspection Services

Inspector Activity
3rd Quarter 2004-2005

Routine Inspections - 377
Total Inspections - 1,612

Housing Inspection Services

Complaint Activity
3rd Quarter 2004-2005

New Complaints Received - 600
Complaints Abated - 257
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 232 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 71 “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 76 SFBC 3407 complaints, responded to 99% or 75 of SFBC 3407 complaints within 24 hours and 1% or 1 within 48 hours.

> Issued 44 Notices of Violation (and, issued 3 Second Notices of Violation); issued 3 Notices of Penalty and Fee; and abated 79 complaint cases.

> Referred 15 complaint cases to Director’s Administrative Hearing for Appeal of Imposition of Penalty; referred no 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.
Attended (and spoke at) the Board of Supervisors (BOS) City Operations & Neighborhood Services Committee meeting with other members of ATF-Environmental Subcommittee and representatives from the SF Housing Authority (SFHA) on the agenda item, “Hearing on the status of response and implementation by the SF Housing Authority on the recommendations submitted to them by the SF ATF – Environmental Subcommittee”. The SFHA agreed to continue working with the Subcommittee (and on the Subcommittee’s recommendations).

Participated in a round table discussion at DPH, “Program on Health Equity & Sustainability”. Other participants represented DPH, Recreation/Park Department, Redevelopment Agency, non-profit groups, etc. The invited speaker was Marya Morris (from the national office of the American Planning Assn., Chicago). Topics included technical/political obstacles in planning/land use/built environment and public health.

Completed/submitted written response to the Director of Health’s Report on the Comprehensive Environmental Lead Poisoning Prevention Program for the City & County of San Francisco (SF Health Code Article 26, Section 1609), as requested by BOS, Supervisor Aaron Peskin.

Presented technical amendments to the SFBC 3407 to the BOS Land Use Committee. The legislation was approved by the Mayor and became effective on March 11, 2005.

Participated in meeting between DBI Director and the Mayor’s Office of Housing staff regarding a partnership between DBI and MOH with respect to: a) the CHIP and CERF loan programs and DBI complaint cases; and, b) MOH grant money to assist DBI with training contractors on the requirements of the SFBC 3407.

Provided to/reviewed with UC Berkeley Extension instructor the DBI Amended SFBC 3407 PowerPoint presentation that is to be presented in the Lead Paint Management courses. Conducted an evening presentation on the Amended SFBC 3407 to the San Francisco Apartment Owners Association with DPH-CEHP staff. Assisted DPH-CEHP staff on developing education handout material for tenants/property owners on the SFBC 3407, SF Health Code Article 11 and 26 and Mayor’s Office of Housing fiscal resources.

ON-GOING PROJECTS

Continued to participate 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.

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

GOALS

Continue to develop/complete the new workplan for the Environmental Health and Safety Programs that include: 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).
LEAD ABATEMENT
LEAD HAZARD REDUCTION PROGRAM
3rd Quarter FY 2004-05

ISSUED NOTICE OF PENALTIES & FEES - 3
LEAD ABATEMENT
INSPECTION RESPONSE TIME
3rd Quarter FY 2004-05

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

LEAD ABATEMENT
COMPLAINT ACTIVITY
3rd Quarter FY 2004-05

Complaints Received - 76
Complaints Abated - 79
Inspections Performed - 235
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 5,996 inspections; of those 98% or 5,894 inspections were performed within 48 hours.

> Performed an average of 11.8 inspections per person/day.

> Performed 3.9 spot check inspections a week per Senior Inspector.

> Received 273 complaints, responded to 100% or 273 of all complaints within 48 hours.

> Inspected 95% or 259 complaints, abated 47% or 129 complaints.

> 100% or 17 Plumbing Inspectors received IAPMO certification.

> Issued 131 NOV’s, abated 191 NOV’s.

> Served as Hearing Officer for 6 Director’s Hearings.

> Referred 14 cases to Code Enforcement.

> Responded to 4 Director’s letters within Director’s deadline and 1 - 5 days after Director’s deadline.
PID and the Port of San Francisco are now working jointly in the inspection process of all major Port projects. Based on the projections of up and coming Port work, PID and the Port expect this to be a long-term process. Inspections to date include the Boudin Bakery at Fisherman’s Wharf and the Beale Street Towers.

**BOILER PROGRAM**

- Issued 122 Notices of Violation.
- Forwarded 6 cases to Code Enforcement Section.
- Register 188 new boilers, a total of 8,940 boilers have now been registered.
- Issued 188 New Boiler Permits To Operate.
- Issued 977 Permits To Operate.
- Mailed 728 Expired Permits To Operate notifications.
- Working with Technical Services, through Tom Hui, in an effort to expand the Plumbing Plan Check Services.
- The Boiler Inspection Program is actively following the annual re-issuance of 100% of Permits to Operate all boilers through the continued cooperation of the PUC’s registration requirements for all Back-Flow devices associated with boilers in San Francisco.
- Complaints received by PID are now received, inspected and abated by one field inspector in an effort to better serve the public. Concomitantly, that field inspector and all complaints are now under the control of one Senior Inspector. This centralized control has facilitated all complaints being responded to within 24 hours of receipt.

**ON-GOING PROJECTS**

- Continued inspections for the Port of San Francisco.
- Active pursuit of additional projects to plan check.
Continued education for all Field Inspectors in Plumbing Code, Mechanical Code, Title 24 Disability Access and Title 24 Energy Guide Lines as they apply to Plumbing Inspection Services.

**GOALS**

- Continued education courses for all PID staff.
- Maintain or exceed 11 inspections per day per inspector.
- Manage all complaints within 24 hour response time.
- Maintain 100% of inspections within 48 hours.
- Rotate all Senior Inspectors through selected management courses.
- Actively pursue permit fees and field inspection of Mechanical Piping.
- Continue to update the San Francisco Amendments to the California Plumbing and Mechanical Code.
- Add 300 new boilers to PID database.
- Have all listed boilers current in their Permit to Operate status.
- Continue to provide prompt courteous and professional services to the public.
PLUMBING INSPECTIONS PERFORMED

Total 3rd Quarter FY 2004-05
5,996

PLUMBING INSPECTION RESPONSE TIME
3rd Quarter FY 2004-05
MBO GOAL = 100% 48 HOURS
PLUMBING INSPECTION MBO
INSPECTIONS/PERSON/DAY
3rd Quarter FY 2004-05
MBO GOAL = 11

PLUMBING PERMITS

Total 3rd Quarter FY 2004-05
3,659