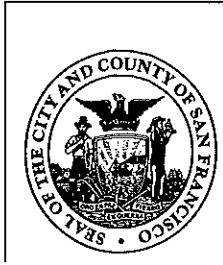


***BIC Regular Meeting
of
March 15, 2017***

Agenda Items 14



**BUILDING INSPECTION COMMISSION (BIC)
Department of Building Inspection (DBI)**

REGULAR MEETING

Wednesday, October 19, 2016 at 9:30 a.m.

City Hall, 1 Dr. Carlton B. Goodlett Place, Room 416

Aired Live on SFGTV Channel 78

DRAFT MINUTES

The regular meeting of the Building Inspection Commission was called to order at 11:30 a.m. by President McCarthy.

1. Call to Order and Roll Call – Roll call was taken and a quorum was certified.

COMMISSION MEMBERS PRESENT:

Angus McCarthy, **President**

Frank Lee, **Commissioner**

Kevin Clinch **Commissioner**

Debra Walker, **Commissioner**

John Konstin, **Commissioner**

Gail Gilman, **Commissioner, Excused**

James Warshell, **Commissioner**

Sonya Harris, **Secretary**

D.B.I. REPRESENTATIVES:

Tom Hui, **Director**

Ron Tom, **Assistant Director**

Edward Sweeney, **Deputy Director, Permit Services**

Dan Lowrey, **Deputy Director, Inspection Services**

Taras Madison, **Chief Financial Officer**

Rosemary Bosque, **Chief Housing Inspector**

William Strawn, **Legislative and Public Affairs Manager, Excused**

Lily Madjus, **Communications Director**

CITY ATTORNEY REPRESENTATIVE

John Malamut, **Deputy City Attorney**

2. President's Announcements

President McCarthy made the following announcements.

- Congratulations to Director Hui on his effort to equip residents and businesses alike with important seismic safety/emergency preparedness information for the next Big One.
- This past Saturday, Oct 15, Director Hui joined the Community Youth Center in the Richmond to hand out important emergency preparedness information to business owners. With the 27th anniversary of the 1989 Loma Prieta earthquake this past Monday, this is a very important effort

that our department has taken an active role in. Congratulations to Director Hui for expanding the Seismic Safety Outreach Program to the Richmond and Sunset, which our grantees, (The Community Youth Center and Self Help for the Elderly), will roll out this October. Our diverse community residents, both young and old, will be able to get hands-on emergency preparedness in-language training that will include Spanish and Chinese. This is in addition to the existing outreach programs in Chinatown, Western Addition and the Bayview, which has conducted over 120 workshops and reached over 10,000 people in the last year and a half.

- Through the Mandatory Soft Story Program that started in 2013, the City is ensuring the seismic strengthening of over 4,900 vulnerable buildings. Two years have passed since this Program's inception and we're making good progress. Close to 1,000 property owners have already completed the seismic retrofit work and another 1,100 property owners have already filed their permits and are expected to start the retrofit work – which is three years in advance of the 2020 overall completion deadline. Congratulations to Director Hui, the Soft Story team, Inspection Services, and Communications on our progress.
- We've achieved 85% compliance from over 500 owners of 15+ unit buildings last month for Tier 2 properties. However, over 80 properties have not complied; these properties will now move through our code enforcement process. This past Monday, our Code Enforcement staff started posting Notice of Violations and Earthquake Warning placards.
- A big thank you to Dennis Yee of the Housing Inspection Division who received letters of appreciation two months in a row! One from a customer who was extremely thankful for his assistance with multiple issues at her family's apartment, including plumbing, heating, and mold. He was very helpful with coordinating DBI, DPH, and other City departments. To his credit, the second customer's letter said when Inspector Yee came to his apartment regarding a complaint he was "Professional, the inspection was objective and his assessment was right on"!
- Congratulations to Joseph Duffy of Inspection Services who received a letter of appreciation from a customer who was very thankful for his kindness, and going the extra mile to help get her job card signed for their bathroom renovation. She went on to say it was a stressful time since she was expecting her baby boy, and Inspector Duffy "truly saved her family and it is nice to know there are still people in the world like him"!
- Another honorable mention goes to Wai-Fong Cheung of the Central Permit Bureau who was given a thank you letter for what the customer described as, "One of the smoothest customer service oriented site permit submittals he's experienced at DBI"! She also provided routing tips to their team which was extremely helpful.
- Special thanks to Heidi Rivoire of the Records Management Division for receiving a letter commending her fantastic customer service skills! Heidi assisted the customer with locating a 3R

report that was ordered by their seller. He said it was great to “Run into someone that he felt really wanted to help”!

- Finally, just a reminder to all Deputy Directors and staff supervisors that it is once again time to submit your nominations for DBI’s Employee of Quarter Three, 2016. Please send these to William.Strawn@sfgov.org in the next week or two, so that the Employee Recognition Committee may convene once again and select our winner.

3. General Public Comment: The BIC will take public comment on matters within the Commission’s jurisdiction that are not part of this agenda.

Secretary Harris called for public comment. There was none.

4. Election of BIC Vice-President.

President McCarthy made a motion, seconded by Commissioner Walker, to continue this item to the November meeting.

5. Commissioner’s Questions and Matters.

- a. Inquiries to Staff. At this time, Commissioners may make inquiries to staff regarding various documents, policies, practices, and procedures, which are of interest to the Commission.

Commissioner Lee said based on the Abatement Appeals case where someone had fallen through a deck, he asked if there was a method or process for buildings to be “red tagged” if unsafe? If not, should there be one? If building unoccupied, should DBI block it off? He also requested a further explanation at the next meeting.

Director Hui said staff could possibly do a “yellow quarantine”, not red. This could be explained further.

- b. Future Meetings/Agendas. At this time, the Commission may discuss and take action to set the date of a Special Meeting and/or determine those items that could be placed on the agenda of the next meeting and other future meetings of the Building Inspection Commission.

Secretary Harris said that the next Regular meeting would be held on November 16, 2016.

6. Discussion on Accela Permit and Project Tracking System.

Mr. Henry Bartley of the Department of Technology gave an update on the Accela Permit and Project Tracking System, and discussed the following points:

Following are DBI PPTS Project Restart Status Report for BIC.

- ❖ Activities Completed this Period

- All DBI divisions have participated in functional requirements validation workshops with Accela, Gartner, DBI, Planning, and DT. The purpose of the workshops is to confirm that the Accela solution architects have a complete understanding of the DBI requirements.
- Proof of Concept (POC) plans drafted for the 3 POC areas: application user interface, data interfaces, and inspector workload scheduling.
- ❖ Activities In Progress
 - The Accela team has started the Fit-Gap analysis which will be used to create the work effort estimates, timeline, and budget
 - Final requirement reviews with DBI business users underway.
 - Drafting of DBI-Accela Commitment Agreement.
- ❖ Activities Beginning in the Next 30 Days
 - Draft and submit review documents to Civil Service Commission the first week of Nov.
 - Demonstrate the Proof of Concept results to DBI business users
 - Drafting of project level of effort, timeline, and budget
 - Draft Organizational Change Management approach and plan
- ❖ Risks
 - Schedule, Deliverables, Resource Access all have No issues
- ❖ DBI Action Needed to Address Risks – None
- ❖ Key Upcoming DBI Activities
 - Approval of functional requirements by DBI business users and acknowledgement of understanding by Accela.
 - Submission of review materials to Civil Service Commission.

Secretary Harris called for public comment.

Mr. Jerry Dratler commented on the activities listed on the hand out:

- The lack of clear functional requirements has been the root cause of the solid implementation problems in the past.
- Under the Activities In Progress, would these activities lead toward a document that is signed off by the DBI Director, Assistant Director or Accela?

Commissioner's & Staff Question & Answer Discussion:

- President McCarthy asked Mr. Bartley to address Mr. Dratler's comments.
- Mr. Bartley said that Mr. Dratler may not have heard that staff has gone through the requirements of the discovery process with all of DBI from January to September 2016. The second round to get approval from DBI business users and a lot of times they own the requirements, front line, and day-to-day operationally. All of the Directors are part of that committee, and they will have the final approval. Accela will also sign approval so that you know they have accepted and have taken in those requirements as final.
- Commissioner Walker asked if someone from the Commission participated in this executive committee?
- Mr. Bartley said that once the actual project re-launched, it would constitute all of the representatives from all of the stakeholder groups that are identified in the assessment. If the rules allow the Commission to participate in the review with the committee.
- Commissioner Walker asked if the Commission could hear a presentation of those requirements after all of the approvals?

- Mr. Bartley said yes, he would be happy to present then.

7. Discussion regarding the Certificate of Final Completion (CFC) process.

Deputy Director Dan Lowrey presented the Overview of Certificate of Final Completion:

- Certificate of Final Completion & Occupancy (CFC)
 - A CFC is a document that describes the legal use and occupancy of a building or structure.
 - No building or structure housing any occupancy can be used or occupied until a CFC is issued.
 - The CFC is also used to document abatement of code violations cited under a Director's Order of Abatement.
 - CFC are issued by the Building Inspection Division.
 - a. The Electrical and Plumbing Inspection Division do not issue CFC. However, when electrical or plumbing work is performed, such final inspection approvals must be secured before issuance of CFC by the divisions and sections listed above.
- Issuance of CFCs:
 - CFC shall be issued for building permit applications that authorize the following types of work:
 - a. Construction of new buildings or structures.
 - b. Construction of horizontal or vertical additions to existing Buildings or structures.
 - c. Changes in use of occupancy of an existing building or portions of an existing building.
 - d. Legalization of an existing illegal use of occupancy.
 - e. Removal of an existing illegal use of occupancy.
 - f. Correction of all code violations necessary to clear a Director's Order of Abatement.
 - g. Correction of all code violations cited in a 3-R Physical Inspection Report.
 - h. Seismic upgrades under the jurisdiction of the Seismic Safety Section.
- Mandatory Soft Story Program CFC Issuance:
 - **3404B4.2. CFC**
 - a. A CFC indicating completion of the required seismic retrofit work shall be obtained upon completion of required seismic retrofit work.
- CFC issuance Process:
 - DBI Unit Verification – Reviewed Upon Permit App

Secretary Harris called for public comment and there was none.

8. Update on the Budget Inn Hotel at 1139 Market Street.

Chief Housing Inspector, Rosemary Bosque, gave an update on the Budget Inn Hotel.

- This property is going to be a building for homeless people.
- Significant remodeling has been done.

- There are outstanding NOV's – The owner is working on remedying them, and adding bathrooms to both floors and a stairway system.
- There was testimony at the last meeting that there were environmental issues, but Housing Inspectors went out, and it was a clear sign.
- This will be one of the nicer residential hotels once it is finished.
- If all residential hotels were like this one, then less NOV's would be written.
- It is good the owner spent money on tiling, etc. to prevent bed bugs, etc.

Secretary Harris called for public comment, and there was none.

9. Discussion regarding DBI hiring procedures, including the process and timeframes.

Deputy Director Taras Madison went over the Department's hiring policy and procedures.

- DBI's hiring procedures are the same as the City & County of SF and are governed by the Civil Service Rules.
- The Civil Service Permanent positions are a very competitive process and we must select from that certificated list.
- The Department has to create a job description of the minimum qualifications, and it has to be posted a minimum of two weeks to allow people to submit their information.
- The certificated list with rankings is formed from the test scores.
- The hiring process can begin to request a referral from the list.
- From the list, Rule of Three generally applies, depending on how many qualified applicants, that determines how far down on the list a person can be chosen.
- Takes three or four months with the interview for a new hire.
- Hiring Inspectors can take even longer, other departments can also hire from the list.

Commissioner's & Staff Question & Answer Discussion:

Commissioner Walker asked how long do the lists stay active?

Deputy Director Madison said they stayed active for about a year, but departments can request to extend it a couple of times. There is an active list for Building and Electrical Inspectors so we can hire quickly.

President McCarthy said there was a period of time when there was a list for hiring, but it still took a long time, like 7 to 8 months before DBI actually hired someone. Has this changed in any way?

Deputy Director Madison said it was a citywide issue where DHR and the Mayor's office had to be approved. At this point, DHR is not involved and when the Department issues a requisition for hiring, it only goes to the Mayor's office and that speeded up a lot.

Commissioner Walker asked if the Department has explored the temporary hiring?

Deputy Director Madison said that would be a temporary Inspector, even for the temporary, all hires are based on position, you have to have a specific position, DBI does not just have a generic position, if there is a vacancy, in our Department of Plan Check, or other similar, we have to submit it for that specific one. Sometimes it is difficult to get people to come from the outside to

come back as temporary, they do not get all of the benefits that an actual permanent employee does. Temporaries can only work 1040 hours maximum.

Commissioner Walker said under Prop F, the Department can hire retired employees.

Deputy Director Ed Sweeney said the Department has two Prop F employees.

Ms. Madison said they are on as-needed basis, they do a good job because they have prior experience, but they are hard to come by. Not everybody wants to come out of retirement.

10. Director's Report.

a. Update on DBI's finances.

Ms. Taras Madison, Deputy Director of Administration & Finance Division, gave an update on DBI's finances and addressed the following points:

- Revenues - As of September 2016 the Department has 1.2 million less than the prior year. This represents a 7.2% decrease.
- Valuation of issued permits showed a decrease of \$260M. This represented a -25% from a year over year comparison.
- Expenditures – Year-to-date spending through September 2016 are approximately \$200 thousand higher than this time last year, which represents a 1.9% increase.
- 3rd quarter revenue from Plan Review Services, DBI has collected 7.6M.

b. Update on proposed or recently enacted State or local legislation.

Lily Madjus, Communications Director, stated that she was presenting on behalf of Bill Strawn. Ms. Madjus gave an update on proposed or recently enacted State or local legislation and discussed the following items:

- Code cycle goes into effect 2017. (Department is planning for this and has reached out to the Board of Supervisors)
- Soft Story program is moving ahead, and there has been good progress in Tier 3 – 1,000 people turned in their paperwork. 2,500 are still outstanding, and DBI plans to do more outreach. Tier 2 buildings will be posted this weekend.

c. Update on major projects.

Director Tom Hui gave an update on major projects and said that as of October 14, 2016, there was a 3% increase compared to a -2% drop in September, due to new Building permit applications filed.

d. Update on Code Enforcement.

Dan Lowrey, Deputy Director of Inspection Services, gave an update on code enforcement and presented the following statistics.

Deputy Director Lowrey presented the following Building Inspection Division Performance Measures for September 1, 2016 to September 30, 2016.

- Building Inspections Performed 5054
- Complaints Received 343
- Complaint Response within 24-72 hours 264
- Complaints with 1st Notice of Violation sent 47
- Complaints Received & Abated without NOV 133
- Abated Complaints with Notice of Violations 26
- 2nd Notice of Violations Referred to Code Enforcement 15

Deputy Director Lowrey presented the following Housing Inspection Services Performance Measures for September 1, 2016 to September 30, 2016:

- Housing Inspections Performed 1,138
- Complaints Received 398
- Complaint Response in 24-72 hours 390
- Complaints with NOVs issued 164
- Abated Complaints with NOVs 327
- # of Cases Sent to Director's Hearing 50
- Routine Inspections 291

Deputy Director Lowrey presented the following Code Enforcement Services Performance Measures for September 1, 2016 to September 30, 2016:

- # of Cases Sent to Director's Hearing 43
- # of Order of Abatements Issues 8
- # of Cases Under Advisement 11
- # of Cases Abated 66
- Code Enforcement Inspections Performed 114
- # of Cases Referred to BIC-LC 1
- # of Cases Referred to City Attorney -

No public comment.

11. Review and approval of the minutes of the Regular Meeting of March 16, 2016.

Commissioner Walker made a motion, seconded by Commissioner Lee, to approve the minutes of the Regular Meeting of March 16, 2016. The motion carried unanimously.

RESOLUTION NO. BIC 044-16

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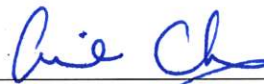
12. Adjournment.

Commissioner Clinch made a motion, seconded by Commissioner Walker, to adjourn the meeting. The motion carried unanimously.

RESOLUTION NO. BIC 045-16

The meeting was adjourned at 12:48 p.m.

Respectfully submitted,



Annie Chow, Assistant BIC Secretary



Sonya Harris, BIC Secretary

SUMMARY OF REQUESTS BY COMMISSIONERS OR FOLLOW UP ITEMS	
Election of BIC Vice-President. Requested to move this item to the November Meeting - McCarthy	Page 3
Requested an explanation of either a method or process to establish “red flag” unsafe and unoccupied buildings. - Lee	Page 3