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Dear Customers and Stakeholders,

We are pleased to provide the Department of Building Inspection’s 2018-2019 Annual Report. This past year was yet another busy building year, with the following highlights:

- We issued over 71,100 permits, and conducted over 159,900 total inspections with project construction cost valuations at 4,995,025.

- We provided assistance to property owners resulting in more than 120 Accessory Dwelling Units (ADU) constructed – adding to our affordable housing stock.

- We achieved a 98% compliance rate for the Mandatory Soft Story program, with over 2,900 properties having completed retrofit work, making the buildings stronger ahead of the next earthquake.

- Through our partnership with our community-based code enforcement partners, we assisted nearly 21,000 tenant households, and closed over 690 habitability cases through proactive actions by DBI’s Code Enforcement Outreach program.

- Through our partnership with our Seismic Safety Outreach Program partners, we reached more than 88,200 residents, and conducted more than 800 training sessions with 3,400 participants graduating as Community Ambassadors of seismic safety.

- We hosted our annual Earthquake Safety Fair, where more than 600 San Franciscans participated and 85 exhibitors provided invaluable information about action steps to protect their families and properties. Attendees learned about DBI’s important public policy programs, such as the Accessible Business Entrance Program (ABE), the City’s Tall Building Safety Strategy and how to build more Accessory Dwelling Units.

We thank our nearly 300 dedicated professional staff for their continued commitment to providing outstanding services to our customers that visit, call and email DBI daily.

DBI remains dedicated to advancing building and life safety by fulfilling its core services of providing top-notch plan review services, inspection services and code compliance enforcement.
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, the Department of Building Inspection (DBI) oversees the building and life safety of San Francisco’s 200,000 commercial and residential buildings in the City’s 49 square miles. We enforce the effective, efficient, fair, and safe code enforcement of the City and County’s Building, Housing, Plumbing, Electrical, and Mechanical Codes, along with Disability Access Regulations for all who live, work, and visit San Francisco; and ensure owners maintain code-required habitability conditions of the City’s more than 20,000 apartments and 500 residential hotels.

OUR CORE SERVICES

**REVIEW PLANS AND ISSUE PERMITS**
Responsible for permit approval coordination, final approval and permit issuance to assure that the proposed construction work meets all safety requirements of the codes; and ensures that the process is performed in a timely manner that is always professional and courteous to all DBI customers.

**INSPECT AND VERIFY CONSTRUCTION SAFETY**
Inspect buildings for compliance with code requirements, scope of work in accordance with issued building, plumbing and electrical permits, and respond to complaints on residential and commercial buildings.

**RESPOND TO COMPLAINTS & ENFORCE CODES**
Enforce code compliance using a stipulated legal process including an issued Notice of Violation, Directors Hearing, Order of Abatement, property lien, and referral to the City Attorney for litigation of non-compliant properties.
DBI: BY THE NUMBERS FOR 2018-2019

Over 280 employees make up DBI

Over 36,000 projects submitted with a total valuation of $4.9 million dollars with 82% of projects with up to $50,000 permit valuation.

Issued more than 71,100 permits, averaging more than 5,900 permits issued monthly and over 280 permits issued daily.

Of all building permit applications, 92% were requested and issued over the counter within two business days.

Conducted over 159,900 total inspections, averaging more than 13,300 inspections conducted monthly and more than 640 conducted daily, with 94% of inspections occurring within two business days.

Received over an average of 500 building, electrical, and plumbing complaints monthly, with 96% processed within 3 business days.

Produced 7,400 total 3R Reports with 98% of reports issued within 7 business days and processed over a total of 12,500 Record Requests with 93% processed over the counter.

Average based on 250 working days, not 365 calendar days.
The Building Inspection Commission (BIC) provides policy direction to the Department of Building Inspection. The Commission was designed to provide representation for the various communities which interact with the Department. The Commission sets policy, hears various appeals on issues leading up to the issuance of building permits, sits as the Abatement Appeals Board to hear appeals to the Director’s Orders of Abatement, and provides a public forum through its monthly meetings.

Angus McCarthy
President
Residential Builder

Debra Walker
Vice-President
Tenant Seat

Kevin Clinch
Licensed Structural Engineer Seat

Sam Moss
Non-Profit Housing Seat

John Konstin
Residential Landlord Seat

Frank Lee
Architect Seat

James Warshell
General Public Seat

BOARDS & COMMITTEES

- Abatement Appeals Board
- Access Appeals Commission
- Board of Examiners
- Code Advisory Committee
  - Administrative & General Design Subcommittee & Disability Access
  - Green Building Subcommittee
  - Housing Code Subcommittee
  - Mechanical/Electrical/Plumbing/Fire and Life Safety Subcommittee
- Structural Subcommittee
- Single Room Occupancy Task Force
- Public Advisory Committee
The Director's Office provides department leadership, sets policies, and supports all programs within the Department in order to implement established goals, objectives and mandates, and takes actions that ensure the safeguarding of life and property. It includes:
- Communications
- Disaster Coordination Unit
- Legislative & Public Affairs

The Administrative Services (AS) Program includes Financial Services, Records Management, Payroll and Personnel, and Management Information Services. AS provides support to the Department in the areas of fiscal management, purchasing, contract, fleet management, information technology, and business analysis. AS maintains department records and processes requests and 311 customer service requests. AS also provides human resources and payroll support testing. It consists of the following:
- Finance Services
- Payroll & Personnel Services
- Records Management Division
- Management Information Services

Inspection Services inspects buildings for compliance with code requirements, scope of work in accordance with approved plans and permits, and responds to complaints on residential and commercial buildings. IS protects public safety by enforcing municipal and state regulations and codes relative to construction, alteration, and installation of electrical and plumbing equipment and systems. IS inspects buildings for code compliance in residential housing under building permits, or as a result of complaints, and also inspects apartments and hotels. IS addresses complaints and conducts inspections associated with interior/exterior lead-based paint disturbance/removal. IS is also responsible for abatement of code violation cases referred from the building, electrical, and plumbing inspection divisions. It consists of the following:
- Building Inspection Division
- Electrical Inspection Division
- Plumbing Inspection Division
- Housing Inspection Services
- Code Enforcement

Permit Services is responsible for all permit processes from the time a permit application is submitted until a building permit is issued at DBI. The functions include screening, routing permits and plans for review, and coordination of building permit review. PS also manages approval and issuance of construction permits, including electrical, plumbing, and street space permits for public and private buildings within the City and County of San Francisco. PS also assesses and collects fees for all structures, building enlargements, and changes of use. Additionally, it provides technical support for the Department in the areas of code development and information and provides coordination for the Building Occupancy Resumption Program (BORP). It consists of the following:
- Central Permit Bureau
- Initial Plan Review
- Help Desk/Information Counter
- Plan Review Services
- Technical Services Division
Ensuring that Life and Property are Safeguarded, Through Fair and Transparent Processes.

The Department of Building Inspection’s Strategic Five-Year Plan, “A Path to Building Safety Excellence,” for Fiscal Years 2015-20, is the result of six months of intense collaboration between management and staff from all divisions. The strategic planning process was a rigorous endeavor that included input from industry professionals and community stakeholders from across the City.

The end result is a DBI blueprint that establishes five concrete goals and 19 objectives that serve as a viable road map to a more efficient and effective department, delivering the highest levels of customer services.

This plan is updated annually, based upon lessons learned, and adjusted as needed in the dynamic building safety environment.

**Permits**
Review and approve plans, and issue permits. Safeguarding Life and Property in Compliance with City and State Regulations.

**Inspections**
Perform Inspections to Enforce Codes and Standards that protect residents’ rights and ensure safety and quality of life.

**Customer Service**
Deliver the Highest Level of Customer Service.

**Administrative Practices**
Utilize Efficient and Effective Administrative Practices.

**Outreach & Engagement**
Proactively Engage and Educate Customers, Contractors, and Stakeholders on DBI’s Services, Functions and Programs.
Construction work has started at 49 South Van Ness, the future home of the Department of Building Inspection along with SF Planning, Public Works and other permitting agencies. Located near the intersection of South Van Ness Avenue and Mission Street, this new City Office Building will centralize the City’s permitting services and provide 460,000 square feet to serve as the place of work for over 1,600 employees from various departments.

Slated to open in 2020, this new facility will be a huge improvement in work space both for our customers and our employees. The new Permit Center, at 39,000 square feet on the second floor of the new building, will serve as the hub for permitting related to construction, special events, and business services. DBI will make up almost two-thirds of this space and will additionally occupy the fourth and fifth floors of the building as administrative workspaces.

The 16-story office building is designed with sustainability and staff well-being in mind. The work environment will feature lots of daylight and views, outdoor patios, low-Volatile Organic Compounds (VOCs) furniture and finishes, solar roof panels, and other amenities, such as including a childcare facility and bicycle parking. The building will be outfitted with state of the art equipment and technology to ensure city staff are supported in their work to continue to provide excellent customer service for our residents and businesses.
Accessory Dwelling Unit

In late February 2019, DBI joined Mayor London Breed and our city partners at Planning, Public Works, the Fire Department and the Public Utilities Commission at a press conference to recognize the successful work of our staff in clearing the Accessory Dwelling Unit (ADU) application backlog of 919 units within the Mayor’s six-month deadline as outlined in Executive Directive 17-02, issued on August 30, 2018.

In coordination with our City Agency partners, we instituted new protocols to streamline the processing of ADU applications which include:

- Streamlined “Roundtable” plan review by all affected departments;
- The creation of a multi-agency ADU checklist outlining each agency’s requirements and submittal guidelines;
- Combined recheck appointments with all affected departments and the owner’s design professionals.

Based on the changes above, we were able to review over 200 units applied for within the four-month requirement stipulated in the Mayor’s directive. We are committed to continuing the momentum we’ve accomplished in reviewing and approving ADU applications. New legislation also has been introduced at the Board of Supervisors to waive certain DBI fees for ADU applications as a “pilot” program to see if these waivers motivate owners to construct more affordable ADUs. We hope more property owners take advantage of this opportunity to help address the City’s housing shortage.
MAINTAINING HABITABLE HOUSING

Over the last 20 years, DBI’s Code Enforcement Outreach Program (CEOP) has provided support to tenants and owners so that the City and the community can work together to bring rental housing into code compliance. This unique program helps improve living conditions for all tenants by improving communication between tenants and landlords.

21,074 households counseled on habitability issues in their units and contacted the property owner by writing letters requesting repairs.

2,050 tenants and landlords participated in housing safety programs, workshops and events, designed, led and sponsored by participating organizations, in order to better educate residents on the San Francisco Housing Code and DBI’s Housing Inspection Services.

692 habitability cases successfully resolved through mediation among the tenants, partner organizations and landlords, often utilizing the assistance of the San Francisco Apartment Association (also a member group). As a result, the repairs in these units were made and living conditions improved.

sfdbi.org/ceop
MANDATORY SOFT STORY PROGRAM

Requires wood-frame buildings of three or more stories with vulnerable ground floors to be seismically retrofitted. Increases buildings’ resiliency and improves its ability to withstand the next earthquake.

Over 4,908 property owners have submitted required permits ensuring their property is on track to seismically strengthen its building’s ground floor. Found below is a breakdown of the Program’s progress since 2013 in each supervisorial district.

DISTRICT BREAKDOWN

Out of 4,908 buildings in the Program, or 98% (4,790) property owners have submitted permits with 38% (1,840) permits filed and issued and 62% (2,950) work completed.

A total of 2% (118) buildings are currently non-compliant.

<table>
<thead>
<tr>
<th>District</th>
<th>Work Completed</th>
<th>Permit Filed &amp; Permit Issued</th>
<th>Non-Compliant</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>375</td>
<td>189</td>
<td>9</td>
</tr>
<tr>
<td>2</td>
<td>636</td>
<td>323</td>
<td>15</td>
</tr>
<tr>
<td>3</td>
<td>423</td>
<td>314</td>
<td>20</td>
</tr>
<tr>
<td>4</td>
<td>95</td>
<td>53</td>
<td>3</td>
</tr>
<tr>
<td>5</td>
<td>581</td>
<td>347</td>
<td>24</td>
</tr>
<tr>
<td>6</td>
<td>38</td>
<td>50</td>
<td>5</td>
</tr>
<tr>
<td>7</td>
<td>30</td>
<td>34</td>
<td>0</td>
</tr>
<tr>
<td>8</td>
<td>537</td>
<td>312</td>
<td>19</td>
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<tr>
<td>9</td>
<td>178</td>
<td>161</td>
<td>19</td>
</tr>
<tr>
<td>10</td>
<td>43</td>
<td>39</td>
<td>1</td>
</tr>
<tr>
<td>11</td>
<td>14</td>
<td>18</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,950</strong></td>
<td><strong>1,840</strong></td>
<td><strong>118</strong></td>
</tr>
</tbody>
</table>

sfdbi.org/softstory
PRIVATE SCHOOL EVALUATION PROGRAM

Required the evaluation of private school elementary and secondary schools for seismic vulnerabilities. This Program provides greater transparency of the seismic safety of these schools by requiring campus administrators to evaluate the seismic safety of their buildings and structures.

Two types of reports were required to be turned in: 1. an evaluation scope report by 11/2/15 and 2. an evaluation report by 11/2/17. Each school campus may have turned in more than one report since multiple buildings were evaluated.

<table>
<thead>
<tr>
<th>Identified to be in Program</th>
<th>110</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject to Program</td>
<td>97</td>
</tr>
<tr>
<td>Exempt</td>
<td>13</td>
</tr>
<tr>
<td>Total Buildings in Compliant</td>
<td>93</td>
</tr>
<tr>
<td>Total Number of Reports</td>
<td>182</td>
</tr>
<tr>
<td>Non-Compliant</td>
<td>4</td>
</tr>
</tbody>
</table>

TALL BUILDING SAFETY STRATEGY

On June 18, over 150 people joined the Department of Emergency Management, the City Administrator’s office, DBI and the Office of Resilience and Capital Planning to learn about the City’s first-ever safety strategy study on Tall Buildings in San Francisco. At the event, attendees learned what the City is doing to continue to strengthen its building code design requirements; best practices in developing a recovery framework with insights from Seattle and the recent Santa Rosa wildfire disasters; and helpful information on the State’s Safety Assessment (SAP) and Building Occupancy Resumption (BORP) programs, to help the City rapidly inspect damaged buildings and reduce wait time in enabling reoccupation of these buildings after an emergency.

This event kicked off the City’s efforts to evaluate and develop next steps relating to the study’s recommendations with continued input from the development, construction and building communities.

To learn more about the study, visit http://onesanfrancisco.org/esip.
PREPARING COMMUNITIES FOR THE NEXT EARTHQUAKE-SEISMIC SAFETY OUTREACH PROGRAM

Since May 2015, DBI, in partnership with Community Youth Center (CYC) and Self-Help for the Elderly has provided San Francisco’s diverse populations with hands-on training and education for the next disaster through the Seismic Safety Outreach Program. As of January 2018, this program was expanded to provide in-language workshops citywide in all 11 of San Francisco’s Supervisorial Districts.

88,290 residents reached through interactions and material distribution at over 110 events
803 trainings and workshops conducted
17,192 individuals educated through trainings and workshops
3,447 graduated as Seismic Safety Program Ambassadors

sfdbi.org/seismicsafety
ACCESSIBLE BUSINESS ENTRANCE PROGRAM

Requires existing buildings with commercial storefront(s) to have all primary entrances accessible for people with disabilities. Helps property owners comply with state and federal accessibility laws and helps people with disabilities gain greater access to goods and services offered by San Francisco businesses.

Over 24,000 storefronts have been identified as part of this Program, which are owned by more than 11,000 property owners. Multiple notifications were sent out to property owners informing them of this new Program and its requirements. Workshops and merchant walks were conducted in the affected merchant corridors to explain the details of the Program and to raise awareness in the merchant communities.

### Accessible Business Entrance

| Total Affected Storefronts | 24,000 |
| Complied Storefronts | 5,358 |
| Non-Compliant Storefronts | 18,642 |

| Total Affected Property Owners | 11,251 |
| Complied Property Owners | 2,073 |
| Non-Compliant Property Owners | 9,178 |

#### Breakdown of Compliant Storefronts as of 06/30/19

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 1</td>
<td>978</td>
</tr>
<tr>
<td>Category 2</td>
<td>1,400</td>
</tr>
<tr>
<td>Category 3</td>
<td>276</td>
</tr>
<tr>
<td>Category 4</td>
<td>189</td>
</tr>
<tr>
<td>Category Exempt</td>
<td>1,613</td>
</tr>
<tr>
<td>Waived</td>
<td>166</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4,622</strong></td>
</tr>
</tbody>
</table>
VACANT BUILDING PROGRAM

Property owners of vacant or abandoned buildings are required to register their building by completing an application and submitting annual registration fees to the Department of Building Inspection pursuant to Ordinance 194-09. In addition, they need to maintain and secure their property, to prevent blight and public safety hazards in compliance with Chapter 80 of the San Francisco Administrative Code, the California Environmental Quality Act and all other applicable building, health, fire and safety codes.

| Number of Complaints Received | 298 |
| Compliant Properties | 64 |
| Non-Compliant Properties | 118 |

VACANT STOREFRONTS PROGRAM

Property owners of vacant or abandoned commercial storefronts are required to register their vacant storefront by completing an application and submitting annual registration fees to the Department of Building Inspection pursuant to Ordinance 52-19. This applies even if other units in the building are currently occupied. In addition, they need to maintain and secure their property, even if partially unoccupied, to prevent blight and public safety hazards in compliance with Chapter 80 of the San Francisco Administrative Code, the California Environmental Quality Act, and all other applicable building, health, fire, and safety codes.

| Number of Complaints Received | 754 |
| Compliant Properties | 245 |
| Non-Compliant Properties | 481 |

AMEND VACANT STOREFRONT ORDINANCE

In March 2019, the Board of Supervisors voted unanimously to amend the Vacant Storefront ordinance through Ordinance 52-19, which took effect in April 2019. Through this ordinance, the following changes are now in effect:

1. Registration of vacant storefront is required 1. within 30-days of the commercial storefront becoming vacant or 2. even if it is actively being offered for rent or lease;
2. Annual registration fee payment of $711 required at the time of registration;
3. Property owner is required to pay a penalty of four times (4x) the annual registration fee ($711) for failure to register a vacant storefront within 30 days of the property being noticed by DBI; and
4. Annual report required from a licensed professional, which is engaged and paid for by the property owner, confirming the storefront’s interior and exterior has been maintained up to code. This annual report is due when the owner renews and pays the storefront’s annual registration.
2019 SAN FRANCISCO EARTHQUAKE SAFETY FAIR

The 2019 San Francisco Earthquake Safety Fair was held on Wednesday, June 11, 2019 at Bill Graham Civic Auditorium from 10:00 a.m to 4:00 p.m. The fair featured several exhibitions: a hall of contractors, design professionals, and community and government partners; five informative workshops; four separate emergency training sessions; and an outdoor earthquake simulator. Emergency preparedness kits were given as raffle prizes to workshop attendees.

85 exhibitors 5 workshops 4 emergency training classes 600 attendees

sfdbi.org/eartquakesafetyfair
COMMUNITY
LEGISLATIVE HISTORY:
The Residential Hotel Unit Conversion and Demolition Ordinance (HCO) was originally adopted by the Board of Supervisors on June 26, 1981 in order to preserve the existing stock of residential guest rooms as housing for low-income, elderly, and disabled persons. The Board found it necessary to adopt legislation that would minimize the loss of residential guest rooms since this stock of housing had been decreasing at an alarming rate due to conversion and demolition.

RESIDENTIAL HOTEL CERTIFICATION:
Beginning in 1981, the HCO required all hotel and apartment house owners and operators with guest rooms to report to the Bureau of Building Inspection (now the Department of Building Inspection) how the guest rooms were being used on September 23, 1979. If the guest room was actually occupied by a tenant for thirty-two consecutive days or longer, the room was designated as residential. Guest rooms occupied by a tenant for thirty-two days or longer, were designated residential. Guest rooms occupied less than thirty-two days were designated as tourist. The property owner/operator had fifteen days to appeal the certification of these designations by the Bureau of Building Inspection.

Now, a hotel is considered residential if it has one or more residential guest rooms as certified by the HCO. Approximately five hundred (500) hotels are designated residential by Chapter 41 of the S. F. Administrative Code, which includes those hotels owned or operated by nonprofit organizations. The overall number of residential hotels can fluctuate because the Ordinance permits a hotel to change its residential designation upon approval of a Permit to Convert application. The Permit to Convert requires the hotel owner to replace the converted residential guest rooms at a rate of one-for-one; or to pay an in lieu (replacement housing) fee.

OPERATION REQUIREMENTS
All residential hotels which do not have documentation on file with the Department of Building Inspection indicating that the hotel is operated by a nonprofit agency (recognized by the IRS) must file an Annual Unit Usage Report on November 1st every year. These residential hotels must also maintain records of use. Required records of use include daily logs, weekly reports, and corresponding rent receipts. Hotel owners/operators must maintain two years of records of use on site. The Certificate of Use indicating the number of residential and tourist guest rooms assigned to the hotel must be posted at the hotel lobby along with the weekly report.

Residential hotel owners and operators are prohibited from renting, or offering to rent, any rooms certified as residential guest rooms under the HCO for a “Tourist or Transient Use”. A “Tourist or Transient Use” is defined as any use of a guest room for less than a 30-day term of tenancy by a party other than a permanent resident. This definition of “Tourist or Transient Use”, however, is currently the subject of a legal challenge. Accordingly, the City has agreed to enforce a 7-day term of tenancy minimum pending full resolution of the lawsuit.

The Housing Inspection Services Division maintains files on residential hotels which are available for public review. These files contain documentation required by Chapter 41 of the S. F. Administrative Code, such as the Certificate of Use, filed Annual Unit Usage Reports and documents regarding enforcement activities.

SUMMARY OF ENFORCEMENT EFFORTS:
Notices of Violation Issued for Recordkeeping Violations and/or Unlawful Conversion: HIS issued 2 Notices of Violation which cited a residential hotel's failure to meet Chapter 41 requirements. Upon issuing these Notices, both of the cited hotels cooperated with HIS and immediately came into compliance.

Notices of Apparent Violation Issued for Recordkeeping Violations: HIS issued 10 Notice of Apparent Violation, most of which cited the subject residential hotels’ failures to properly maintain and post the required records of use. Of the 10 NAVs issued, 7 were resolved. The remaining three NAVs are open and the subject hotels are being monitored to ensure the recordkeeping requirements are being met.

Annual Unit Usage Reports: Every November 1st all 393 for-profit residential hotels under the jurisdiction of Chapter 41 of the San Francisco Administrative Code are required to file a report which shows how these protected residential guest rooms are occupied throughout the year. In particular, the AUUR require hotel owners to report on the number of occupied and vacant guest rooms as of October 15th of the reporting year, and on the types of services provided to permanent residents (maid service, utilities, internet, etc.). Additionally, a graphic floor plan for each floor of occupancy as well as Daily Logs, which show the occupied and vacant guest rooms must be submitted with each AUUR filing.

Penalties Assessed for Failing to File the Annual Unit Usage Reports: Hotels that fail to file the AUUR are sent delinquent notices beginning on December 1st. These notices explain that an owner/operator has 15 calendar days to file the delinquent Annual Unit Usage Report before a $1,000.00 per month penalty will be assessed per Section 41.10(g). If after the 15-day compliance period has passed and no AUUR has been received, a penalty assessment notice is sent out. This year, 15 penalty notices for failing to file the AUUR were issued. Of these 15 failure to file penalty assessments, 11 have been resolved and 4 remain outstanding.

Penalties Assessed for Failing to Correct Insufficient Annual Unit Usage Report Filings: Hotels that file an incomplete or insufficient AUUR are sent official notices outlining the deficiencies of the insufficient filings via Certified Mail to the hotel owner. These official notices, which follow at least one informal attempt at obtaining a complete AUUR filing, explain that the owner/operator has 15 days to file a complete report before a $500.00 per day penalty is assessed. This year 2 penalty assessment notices for insufficient filings were issued. Both of these insufficient filings have been resolved.
## HCO ANNUAL REPORTING HIGHLIGHTS

<table>
<thead>
<tr>
<th><strong>HCO ANNUAL REPORTING HIGHLIGHTS</strong></th>
<th>2018-19</th>
<th>2017-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Residential Hotel Buildings</td>
<td>504</td>
<td>503</td>
</tr>
<tr>
<td>Total Number of Residential Hotel Buildings (required to file an Annual Unit Usage Report)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Required to file an Annual Unit Usage Report:</td>
<td>394</td>
<td>394</td>
</tr>
<tr>
<td>Residential Hotels Offering Services:</td>
<td>342</td>
<td>336</td>
</tr>
<tr>
<td>(Include Maid Service, Linen Service, Security Service, Intercom System, Meal Service, Utilities Paid and Other, As Reported in the Submitted Annual Unit Usage Reports)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Number of Residential Guest Rooms</td>
<td>19,245</td>
<td>19,199</td>
</tr>
<tr>
<td>Total Number of Residential Guest Rooms: (As Reported in the Submitted Annual Unit Usage Reports)</td>
<td>12,534</td>
<td>10,129</td>
</tr>
<tr>
<td>Residential Guest Room (Overall) Average Rent</td>
<td>$894.10</td>
<td>$1,237.88</td>
</tr>
<tr>
<td>(As Reported in the Submitted Annual Unit Usage Reports)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## HCO Violations

<table>
<thead>
<tr>
<th><strong>HCO Violations</strong></th>
<th>2018-19</th>
<th>2017-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints received*:</td>
<td>11</td>
<td>37</td>
</tr>
<tr>
<td>Complaints abated:</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>*Outstanding complaints require further monitoring and outreach</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Residential Guest Rooms Converted:

<table>
<thead>
<tr>
<th><strong>Residential Guest Rooms Converted:</strong></th>
<th>2018-19</th>
<th>2017-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through the Permit to Convert Process</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Through the Building Permit Process Only</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Recategorization</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>Total Residential Units Temporarily Unavailable or Effected by Fire (As Reported in the Submitted Annual Unit Usage Reports)</td>
<td>0</td>
<td>121</td>
</tr>
</tbody>
</table>

Given the nature of potential HCO violations, abatement cases can span several fiscal years to be able to monitor the requisite hotel reporting and rental histories.
FINANCE

REVENUES

<table>
<thead>
<tr>
<th></th>
<th>FY 2018-19</th>
<th>FY 2017-18</th>
<th>Variance $</th>
<th>Variance %</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$84,392,857</td>
<td>$80,107,773</td>
<td>$4,285,084</td>
<td>5.35%</td>
</tr>
</tbody>
</table>

Charges for Services
$73,803,515
Apartment/Rental Unit/Hotel License Fees
$6,533,110
Other
$4,056,232

EXPENDITURES

<table>
<thead>
<tr>
<th></th>
<th>FY 2018-19</th>
<th>FY 2017-18</th>
<th>Variance $</th>
<th>Variance %</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$71,841,378</td>
<td>$79,723,964</td>
<td>-$7,882,586</td>
<td>-9.89%</td>
</tr>
</tbody>
</table>

Services of Other Departments
$15,927,590
Salaries
$44,272,560
Non-Personnel
$8,218,003
Transfer to Projects
$3,423,225

THREE-YEAR REVENUE COMPARISON

<table>
<thead>
<tr>
<th></th>
<th>FY 2016-17</th>
<th>FY 2017-18</th>
<th>FY 2018-19</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$80,730,262</td>
<td>$80,107,773</td>
<td>$84,392,857</td>
</tr>
</tbody>
</table>
VALUATIONS

BUILDING CONSTRUCTION VALUATION

Total project valuation of $4.9 billion with 82% of the 36,882 projects submitted valued at $50,000 or less.

<table>
<thead>
<tr>
<th>Permit valuation</th>
<th>FY 2018-19</th>
<th>Permits - FY18</th>
<th>Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0 - 2,000</td>
<td>13,821</td>
<td>13,738</td>
<td>83</td>
<td>1%</td>
</tr>
<tr>
<td>$2,001 - 50,000</td>
<td>16,532</td>
<td>16,438</td>
<td>94</td>
<td>1%</td>
</tr>
<tr>
<td>$50,001 - 200,000</td>
<td>4,508</td>
<td>4,310</td>
<td>198</td>
<td>5%</td>
</tr>
<tr>
<td>$200,001 - 500,000</td>
<td>1,011</td>
<td>942</td>
<td>69</td>
<td>7%</td>
</tr>
<tr>
<td>$500,001 - 1,000,000</td>
<td>449</td>
<td>413</td>
<td>36</td>
<td>9%</td>
</tr>
<tr>
<td>$1,000,001 - 5,000,000</td>
<td>456</td>
<td>392</td>
<td>64</td>
<td>16%</td>
</tr>
<tr>
<td>$5,000,001 - 50,000,000</td>
<td>90</td>
<td>46</td>
<td>44</td>
<td>96%</td>
</tr>
<tr>
<td>$50,000,001 - 100,000,000</td>
<td>13</td>
<td>4</td>
<td>9</td>
<td>225%</td>
</tr>
<tr>
<td>$100,000,001-200,000,000</td>
<td>2</td>
<td>2</td>
<td>-</td>
<td>0%</td>
</tr>
<tr>
<td>$200,000,001+</td>
<td>-</td>
<td>2</td>
<td>(2)</td>
<td>-100%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>36,882</strong></td>
<td><strong>36,287</strong></td>
<td><strong>595</strong></td>
<td><strong>2%</strong></td>
</tr>
</tbody>
</table>

PERMIT VALUATION

<table>
<thead>
<tr>
<th>Permit Valuation</th>
<th>FY 2018-19</th>
<th>FY 2017-18</th>
<th>Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td><strong>4,995,025,130</strong></td>
<td><strong>4,450,109,640</strong></td>
<td><strong>544,915,490</strong></td>
<td><strong>12%</strong></td>
</tr>
</tbody>
</table>
PERMITS ISUED

Issued 71,136 total permits averaging 5,928 permits issued monthly and 285 permits issued daily.

<table>
<thead>
<tr>
<th>Permit Type</th>
<th>FY 2018 - 19</th>
<th>FY 2017 - 18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Permits</td>
<td>27,942</td>
<td>27,551</td>
</tr>
<tr>
<td>Electrical Permits</td>
<td>15,826</td>
<td>15,610</td>
</tr>
<tr>
<td>Plumbing Permits</td>
<td>18,425</td>
<td>18,605</td>
</tr>
<tr>
<td>Miscellaneous Permits</td>
<td>8,943</td>
<td>8,727</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>71,136</td>
<td>70,493</td>
</tr>
</tbody>
</table>

BUILDING PERMIT ISSUANCE TYPES

Issued 27,949 total building permits with the majority of permits issued for alterations Over-the-Counter followed by additions, alterations or repair permits.

<table>
<thead>
<tr>
<th>FY 2018 - 19</th>
<th>New Construction</th>
<th>Additions, Alteration, or Repairs</th>
<th>OTC- Alterations</th>
<th>Demolition</th>
<th>Signs and Quarry</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>27,942</td>
<td>146</td>
<td>2,065</td>
<td>25,051</td>
<td>121</td>
</tr>
</tbody>
</table>

OVER-THE-COUNTER PERMIT ISSUANCE

Of the 27,949 total building permits issued, 92% of the permits were issued Over-the-Counter on the fifth floor within two-business days.

<table>
<thead>
<tr>
<th>FY 2017-18 Total Permits</th>
<th>FY 2017-18 Total OTC</th>
<th>FY 2017-18 Total Permits</th>
<th>FY 2018-19 Total Permits</th>
<th>FY 2018-19 Total OTC</th>
<th>FY 2018-19 Total Permits</th>
</tr>
</thead>
<tbody>
<tr>
<td>27,561</td>
<td>25,610</td>
<td>92%</td>
<td>27,949</td>
<td>25,601</td>
<td>92%</td>
</tr>
</tbody>
</table>

https://sfdbi.org/plan-review-services
### Electrical Permits Issued Online & In-House

<table>
<thead>
<tr>
<th></th>
<th>Online</th>
<th>Online %</th>
<th>In-House</th>
<th>In-House %</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2018 - 19</td>
<td>7,851</td>
<td>50%</td>
<td>7,970</td>
<td>50%</td>
<td>15,821</td>
</tr>
<tr>
<td>FY 2017-18</td>
<td>7,582</td>
<td>49%</td>
<td>8,027</td>
<td>51%</td>
<td>15,609</td>
</tr>
</tbody>
</table>

### Plumbing & Mechanical Permits Issued Online & In-House

<table>
<thead>
<tr>
<th></th>
<th>Online</th>
<th>Online %</th>
<th>In-House</th>
<th>In-House %</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2018 - 19</td>
<td>8,278</td>
<td>49%</td>
<td>8,564</td>
<td>51%</td>
<td>16,842</td>
</tr>
<tr>
<td>FY 2017-18</td>
<td>8,355</td>
<td>50%</td>
<td>8,505</td>
<td>50%</td>
<td>16,860</td>
</tr>
</tbody>
</table>
Conducted 159,949 total inspections, averaging 13,329 inspections conducted monthly and 640 conducted daily, with 94% of inspections occurring within two-business days.

<table>
<thead>
<tr>
<th>Inspection Type</th>
<th>FY 2018 – 19</th>
<th>FY 2017 - 18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Inspections</td>
<td>66,648</td>
<td>64,632</td>
</tr>
<tr>
<td>Electrical Inspections</td>
<td>39,735</td>
<td>41,393</td>
</tr>
<tr>
<td>Plumbing Inspections</td>
<td>38,064</td>
<td>36,200</td>
</tr>
<tr>
<td>Code Enforcement Inspections</td>
<td>3,368</td>
<td>3,465</td>
</tr>
<tr>
<td>Housing Inspections</td>
<td>12,134</td>
<td>12,488</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>159,949</strong></td>
<td><strong>158,178</strong></td>
</tr>
</tbody>
</table>

### Monthly Breakdown
- **GOAL 90% within two-business days of request**
- **% Inspected within 2-business days**
- **% Inspected more than 2-business days**
- **% Inspected after 2-business days**

<table>
<thead>
<tr>
<th>Inspection Type</th>
<th>FY 2018 - 19</th>
<th>FY 2017 - 18 Previous Fiscal Year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Building</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>66,648</td>
<td>64,632</td>
</tr>
<tr>
<td>% Inspected within 2-business days</td>
<td>96%</td>
<td>64,114</td>
</tr>
<tr>
<td>% Inspected more than 2-business days</td>
<td></td>
<td>2,534</td>
</tr>
<tr>
<td>% Inspected after 2-business days</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>39,735</td>
<td>41,393</td>
</tr>
<tr>
<td>% Inspected within 2-business days</td>
<td>96%</td>
<td>38,127</td>
</tr>
<tr>
<td>% Inspected more than 2-business days</td>
<td></td>
<td>1,608</td>
</tr>
<tr>
<td>% Inspected after 2-business days</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>38,064</td>
<td>36,200</td>
</tr>
<tr>
<td>% Inspected within 2-business days</td>
<td>87%</td>
<td>33,106</td>
</tr>
<tr>
<td>% Inspected more than 2-business days</td>
<td></td>
<td>4,958</td>
</tr>
<tr>
<td>% Inspected after 2-business days</td>
<td>13%</td>
<td></td>
</tr>
</tbody>
</table>

### Daily average of inspections conducted per inspector

<table>
<thead>
<tr>
<th>FY 2018-19</th>
<th>Building</th>
<th>Electrical</th>
<th>Plumbing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily Average</td>
<td>11.8</td>
<td>12.1</td>
<td>11.1</td>
</tr>
</tbody>
</table>

### 48-HOUR TNRND Turnaround

<table>
<thead>
<tr>
<th>BID</th>
<th>48-HOUR TNRND</th>
<th>EID</th>
<th>48-HOUR TNRND</th>
<th>PID</th>
<th>48-HOUR TNRND</th>
<th>TOTAL RECEIVED</th>
<th>2 BUS DAYS</th>
<th>2 BUSINESS DAYS TURNAROUND</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY Total</td>
<td>66,648</td>
<td>64,114</td>
<td>39,735</td>
<td>38,127</td>
<td>38,064</td>
<td>144,447</td>
<td>135,347</td>
<td>94%</td>
</tr>
</tbody>
</table>
INSPECTIONS

Housing inspections result from complaints received by DBI from tenants and residents. Routine inspections are conducted periodically of the common areas by district inspectors. Both inspection types are conducted by our Housing Inspectors to ensure that minimum habitability standards are maintained in existing residential buildings.

<table>
<thead>
<tr>
<th>Housing Inspection</th>
<th>FY 2018 - 19</th>
<th>FY 18 - 19 ROUTINE INS</th>
<th>FY 17 - 18</th>
<th>FY 17 - 18 ROUTINE INS</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY TOTAL</td>
<td>12,134</td>
<td>2,046</td>
<td>12,488</td>
<td>2,534</td>
</tr>
</tbody>
</table>

Code enforcement inspections are the result of property owners failing to apply for required permits or going beyond permitted work in building, electrical and plumbing applications. In addition, code enforcement inspections can be the result of non-compliance with DBI’s existing programs, such as Mandatory Soft Story, Vacant Storefront and more. These inspections are conducted by the Code Enforcement Section and can result in Director’s Hearings and City Attorney referrals due to non-compliance.

FY 2018 - 19

- Received 1,818 new complaint referrals within Director's deadline
- Abated 1,774 Cases
- Performed 3,351 Field Inspections for Code Enforcement cases
- Presented 1,398 Cases at Directors Hearings including 60 Vacant Buildings and 5 Boilers
- Responded to Director’s Letters: 100%
- Responded to 100% Phone Calls within 24 hours
- Recieved 2,221 Permit Applications for Code Enforcement Cases

FY 2017 - 18

- 3,368
- 3,465
Received over 10,000 total building, electrical, plumbing and housing complaints, with 96% processed within three business days.

<table>
<thead>
<tr>
<th>Division</th>
<th>FY 2018-19</th>
<th>Responded to Within 3-business days</th>
<th>% Responded to Within 3-business days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building</td>
<td>5,018</td>
<td>4,867</td>
<td>97%</td>
</tr>
<tr>
<td>Electrical</td>
<td>402</td>
<td>402</td>
<td>100%</td>
</tr>
<tr>
<td>Plumbing</td>
<td>630</td>
<td>588</td>
<td>93%</td>
</tr>
<tr>
<td>Housing</td>
<td>4,073</td>
<td>3,834</td>
<td>94%</td>
</tr>
<tr>
<td>FY Total</td>
<td>10,123</td>
<td>9,691</td>
<td>96%</td>
</tr>
</tbody>
</table>

**Respond to 80% of all complaints within three (3) business days**

<table>
<thead>
<tr>
<th></th>
<th>Non-hazard</th>
<th>Responded to within 3-business days</th>
<th>% Responded to within 3-business days</th>
<th>Over 3-business days</th>
<th>Percentage over 3-business days</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY Total</td>
<td>4,073</td>
<td>3,834</td>
<td>94%</td>
<td>239</td>
<td>6%</td>
</tr>
</tbody>
</table>

**Total Housing Complaints Received**

<table>
<thead>
<tr>
<th></th>
<th>Non-hazard</th>
<th>Total life hazard / heat complaints</th>
<th>Total Previous Fy 2019-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY Total</td>
<td>4,073</td>
<td>490</td>
<td>4,143</td>
</tr>
</tbody>
</table>

**Housing Hazard Complaints**

Received 490 total life hazard and heat hazard complaints, with 90% responded to within one business day.

<table>
<thead>
<tr>
<th>Type of Housing Complaint</th>
<th>FY 2018 - 19</th>
<th>Responded to Within 1-business day</th>
<th>Percentage Responded to Within 1-business day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Life Hazard</td>
<td>195</td>
<td>168</td>
<td>86%</td>
</tr>
<tr>
<td>Heat Hazard</td>
<td>295</td>
<td>271</td>
<td>92%</td>
</tr>
<tr>
<td>FY Total</td>
<td>490</td>
<td>439</td>
<td>90%</td>
</tr>
</tbody>
</table>
RECORDS MANAGEMENT

The Records Management Division is responsible for the storage and reproduction of plans, permit applications, job cards, and miscellaneous documents and producing the Report of Residential Building Records (3R) and maintaining historical records. The division is divided into two sections: Records Management and 3R Report of Residential Building Records.

TOTAL PUBLIC RECORDS REQUESTS

Produced 12,524 record requests with 93% processed Over-the-Counter.

<table>
<thead>
<tr>
<th>Total Records Request</th>
<th>Percentage Processed Over-the-Counter</th>
</tr>
</thead>
<tbody>
<tr>
<td>12,524</td>
<td>93%</td>
</tr>
</tbody>
</table>

TOTAL 3R (REPORT OF RESIDENTIAL BUILDING RECORDS) REQUESTS

Produced 7,400 3R reports with 98% of reports issued within 7-business.

<table>
<thead>
<tr>
<th>Total 3R Requests</th>
<th>Completed within 7-business</th>
</tr>
</thead>
<tbody>
<tr>
<td>7,400</td>
<td>98%</td>
</tr>
</tbody>
</table>
PERFORMANCE MEASURES

97% Records Requests Processed Within 20 Business Days

96% Non-Hazardous Housing Complaints Responded to Within Three Business Days

94% Non-Hazardous BID, PID, EID Complaints Responded to Within Three Business Days

95% Submitted Projects Audited for Quality Assurance by Supervisors

100%* Pre-application Meetings Conducted Within 14 Calendar Days*

97% Reports of Residential Building Records (3R reports) Produced Within Seven Business Days

89% Life Hazards or Lack of Heat Complaints Responded to Within One Business Day

85% Site Permit Applications Reviewed With a Construction Valuation of Greater Than $4,000,000 Reviewed Within 42 Calendar Days**

92%** Site Permit Applications Reviewed With a Construction Valuation of Less Than $3,999,999 Reviewed Within 30 Calendar Days**

93% Number of property owners under the Mandatory Soft Story Seismic Retrofit Program that have complied with requirements

Due to short-staffing levels during the 1st and 2nd quarters, increasing workload, training of new hires, etc., Plan Review Services was unable to meet this goal. The average from July – December 2017 was 58%; great improvement was made during the 3rd and 4th quarters, with an average of 90%. The Department anticipates to meet this goal as specified during Fiscal Year 2018-2019.**

Due to short-staffing, increasing workload, new hires, etc., Plan Review Services was unable to hold the Pre-Application Meetings within the specified timeline. In addition, since this function requires coordination with other City agencies, Plan Review is in the process of revising the current measure to address our current business needs. The proposed revised measure will go in effect during Fiscal Year 2018-2019.*

Due to short-staffing levels, increasing workload, new hires, etc., Plan Review Services was unable to hold the Pre-Application Meetings within the specified timeline. In addition, since this function requires coordination with other City agencies, Plan Review is in the process of revising the current measure to address our current business needs. The proposed revised measure will go in effect during Fiscal Year 2018-2019.*
98% Applications for Multi-Family Residential and/or Mixed-Use Buildings Reviewed Within 42 Calendar Days

96% Timeliness of Distributing Submitted Drawings

92% Records Requests Processed Over-The-Counter

98% Permit Applications for Office and/or Commercial Buildings Reviewed Within 42 Calendar Days

96% Permit Applications for Other Buildings Reviewed Within 42 Calendar Days

99% Permit Applications for One and Two Family Dwellings Reviewed Within 28 Calendar Days

3,250 Number of Seismic Safety Outreach Program (SSOP) ambassadors graduated from training

Target 3,025
PROJECTS IN PROGRESS

747 Howard Street ($266.1M)
To renovate Moscone Center North & South building.

250 Howard Street ($239.0M)
To construct 45-story office building.
526 Mission Street ($270M)
To construct new hotel/residential building “Oceanwide Center”.

101 1st Street ($336.2M)
Transbay Tower (Salesforce Tower)
To erect 63 stories building with 3 basements, office, retail, parking building.
EMPLOYEE OF THE QUARTER RECOGNITIONS

2018 Employee of the Year

Stephen Kwok
Plan Review Services

Quarter 3
July to September 2018

Bernedette Perez
Housing Inspection Services

Quarter 4
October to December 2018

Stephen Kwok
Plan Review Services

Quarter 1
January to March 2019

Nicole Rossini
Housing Inspection Services

Quarter 2
April to June 2019

Fergal Clancy
Building Inspection Services

Department of Building Inspection | Fiscal Year 2018 - 19 Annual Report
# STAFF

## BUILDING INSPECTION DIVISION
- Jeffrey Barnes
- Kevin T Birmingham
- Sean Birmingham
- Yuet Ming Chan
- Fergal Clancy
- Yuang-Tam Chiu **RETIRED**
- Colette Cummins
- Bernard Curran
- Joseph Duffy
- Donal Duffy
- Peter Eisenbeiser
- Kenneth Gonzalez
- Matthew Greene
- Jimmy Guaimau
- Michael Gunnell
- Steven Hajnal
- Darlene Hartley
- Daniel Helminiak
- Hector Hernandez
- Brett Howard
- James Kelly
- Yin Sheng Lei
- Carl E Malchow
- Kevin McHugh
- Patrick O’Riordan
- Robert Power
- Philip Saunders
- William Walsh
- Carl Weaver

## CODE ENFORCEMENT SERVICES
- Catherine Byrd-Shelton
- Mike Chung
- Marcella Fields
- Edward Greene
- Norman Gutierrez
- Mauricio Hernandez
- John Hinchion
- Thomas Keane
- James Li **RETIRED**
- Melissa Ortega Reyes
- Jennie Pham
- Gloria San-Buenaventura (R)
- Chris Schroeder
- Donald Simas
- Teresita Sult
- Albert Wong

## CENTRAL PERMIT BUREAU
- Amaris Chan
- Wai-Fong Cheung
- Nancy Gutierrez
- Crystal Minjia Huang
- Marisa Lee Chan
- Grace Secondez
- Susie Song
- Shirley Torres
- May Lin Wong
- Yan Ping Wu
- Brenda Yan

## ELECTRICAL INSPECTION DIVISION
- Michael Bain
- John Birmingham
- Kenneth Burke
- Michael Choy
- Gary Clifton
- Michael Doherty
- Michael J Doyle
- Mark Christopher Jusino
- Bryan Keil
- Sergey Kondrashov
- Albert Leong
- Chantel Lewis
- Edward Masck
- Mario Alberto Ortiz
- Paul Ortiz
- Cheryl Rose
- Nicholas Russell
- Matthew Schlecht
- Robert Van Koll
- Collin Wing
- Benjamin Hong Yee
- Paul Zarich

## FINANCIAL SERVICES
- John Blackshear
- Jingjing Cai
- Cynthia D’Amato
- Elizabeth De Trinidad
- Yuxiang Jew
- Daniel S Kreuscher
- Yan Yan Lee
- Sarah Luu
- Taras Madison
- Rossinnie Martinez
- Adriana Ortiz
- Jane Sun

## DIRECTOR’S OFFICE
- Tom Hui
- Carolyn Jayin
- Patty Lee
- John Murray
- William Strawn
- Ronald Tom **RETIRED**
- Lily Madjus Wu
- Sonya Harris
- Shirley Wong
- Edward Donnelly

## HELP DESK
- Cheng Hong Chan
- David Kloss
- Christine Marie Osorio

## HOUSING INSPECTION DIVISION
- Luis Barahona
- Joseph K Barber
- Duke Bragg
- Jennifer Cheung
- Johanna Coble
- Alan Davison
- Angelique Bridgette Gold
- Trina Gomez
- Christopher Grady
- Michele Sui Man Ho
- Andrew Karcs **RETIRED**
- James Lawrie
- Anthony Lepe
- Jose Lopez
- Matthew Luton
- Derek Maher
- Danny Mak
- Hatem Mansur
- Wai C Mar
- Liam McCarthy
- Patrick McManus **RETIRED**
- Christina Moy
- Thomas Moyer
- Stephen Mungovan
- Donald Osborne
- Bernedette Perez
- Nicole Rossini
- Sergio Salvetti **RETIRED**
- James Sanbonmatsu
- Robert Wohlers
- Timothy Wu
- Dennis Yee