

City and County of San Francisco
Department of Building Inspection

ANNUAL REPORT

FISCAL YEAR 2014–2015

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Dear Customers and Stakeholders,

As San Francisco's building boom continues, DBI remains at the forefront of that boom by protecting building and life safety through the issuance of permits, reviews of construction plans, and inspections of building, plumbing, electrical, housing and disability access to ensure code compliance.

We are moving forward together to make the permit review, approval and issuance process, as well as Inspection Services and Code Enforcement, more customer-friendly and transparent as well as streamlined and efficient with improved staff accountability to ensure greater effectiveness throughout the Department.

We are working closely with the Board of Supervisors and Mayor's Office on legislation to help boost the City's housing stock. Whether it is through the voluntary Accessory Dwelling Unit Program, or the Mandatory Seismic Soft Story Program, we are supporting the safe construction of new and existing code-compliant housing in San Francisco. We are ensuring that owners and residents have the tools and resources they need to live in habitable and safe living conditions.

In fiscal year 2014–2015, permit issuance increased to 68,000, while the number of inspections conducted also increased to over 154,000 and cost valuations of projects constructed increased to \$3.6 billion dollars.

These achievements are made possible by DBI's nearly 300 dedicated professional staff that provide excellent customer service every day to customers and stakeholders. They are instrumental in ensuring that **DBI protects building and life safety for all who live, work and visit San Francisco.**



Angus McCarthy
Commission President



Tom C. Hui, S.E., C.B.O.
Director

DBI Stats for FY 2014–2015

DBI oversees the **building and life safety** for over **200,000 commercial and residential buildings** in the City's **49 square miles**. Enforces 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. Maintains the habitability of over **20,000** apartments and **500** residential hotels.

- Issued over 68,000 number of permits with over 5,700 permits issued monthly with close to 275 permits issued daily.
- Conducted over 154,000 inspections with close to 13,000 inspections conducted monthly and over 600 conducted daily with over 97% of inspections occurring within two business days of request.
- Received an average of 300 complaints monthly with 84% processed within three business days.
- Produced a total of over 7,400 3R Reports with 96% of reports issued within 7 business days.
- Processed a total of 14,000 Record Requests with 86% processed over-the-counter.

**Average based on 250 working days, not 365 days*



About the Department of Building Inspection

Purpose

To serve the City and County of San Francisco and the general public by ensuring the 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 of the more than 200,000 residential and commercial buildings in the City.

Executive Team

Tom C. Hui, *S.E., C.B.O., Director*

Ronald Tom, *Assistant Director*

Taras Madison, *Deputy Director of Administrative Services*

Daniel Lowrey, *Deputy Director of Inspection Services*

Edward Sweeney, *Deputy Director of Permit Services*

William Strawn, *Legislative and Public Affairs Manager*

Lily Madjus Wu, *Communications Director*

Core Services

- **Plan Review & Permit Services**
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.
- **Inspection Services**
Inspects buildings for compliance with code requirements, scope of work in accordance with building, plumbing, and electrical permits, and responds to complaints on residential and commercial buildings.
- **Code Enforcement**
Enforces code compliance using a stipulated legal process including a Director's Hearing, possible Order of Abatement, property lien, and referral to the City Attorney for litigation for non-compliant properties.



About the Building Inspection Commission

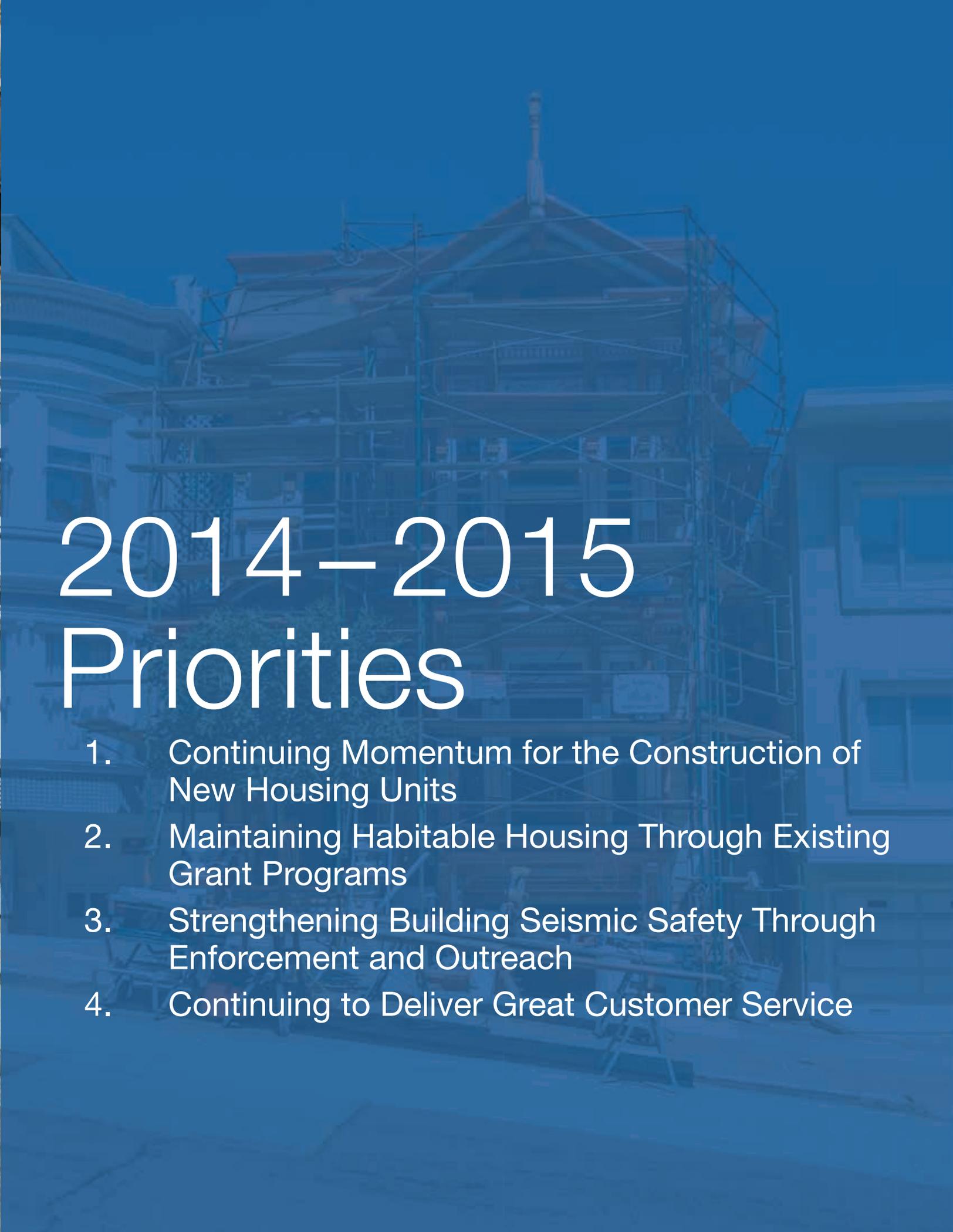
The Building Inspection Commission (BIC) provides policy direction to the Department of Building Inspection. The BIC was designed to provide representation for the various communities, which interact with the Department. The BIC sets policy, hears various appeals on issues leading up to the issuance of building permits, sits as the Abatement Appeals Board to hear appeals of Director's Orders of Abatement, and provides a public forum through their monthly meetings.

Members of the Commission

- **Angus McCarthy**
President, Residential Builder Seat
- **Warren Mar**
Vice-President, Residential Landlord Seat
- **Kevin Clinch**
Licensed Structural Engineer Seat
- **Frank Lee**
Architect Seat
- **Dr. James McCray, Jr.**
Non-Profit Housing Seat
- **Myrna Melgar**
General Public Seat
- **Debra Walker**
Tenant Seat
- **Sonya Harris**
BIC Secretary

Boards & Committees

- Abatement Appeals Board
- Access Appeals Commission
- Board of Examiners
- Code Advisory Committee
 - Administrative & General Design Subcommittee
 - Disability Access Subcommittee
 - Fire and Life Safety Subcommittee
 - Green Building Subcommittee
 - Housing Code Subcommittee
 - Mechanical/Electrical/Plumbing, Fire and Life Safety Subcommittee
 - Structural Subcommittee
- Single Room Occupancy Task Force
- Public Advisory Committee



2014–2015 Priorities

1. Continuing Momentum for the Construction of New Housing Units
2. Maintaining Habitable Housing Through Existing Grant Programs
3. Strengthening Building Seismic Safety Through Enforcement and Outreach
4. Continuing to Deliver Great Customer Service

1. Continuing Momentum for the Construction of New Housing Units

Through the continued construction boom, the City has seen an increase in the number of residential units that have come on the market. It has been an exciting time for San Francisco as approximately 4,000 units came online through the construction of new buildings, or the alteration of existing properties, in fiscal year 2014–2015.

During this building boom, DBI is ensuring that this work is done safely, and up to code, by approving and issuing Temporary Certificate of Occupancies (TCO) and Certificate of Final Completions (CFC) for new residential and/or mixed development housing.

There are more projects in the queue for Fiscal Year 2015–2016, which will bring another wave of new units online and help to meet Mayor Ed Lee’s directive to bring 30,000 units online by 2020.



1100 Ocean Avenue—71 affordable rental units for families and transitional aged youth.

IN REVIEW

Legalization of In-Law Units, per Ordinance 43-14

Established in May 2014, this ordinance allows unauthorized dwelling units or, “in-law” units to be legalized. This is a voluntary program that allows property owners to formally register and rent their in-law units in San Francisco assuming all life-safety conditions are met. An in-law unit is an additional dwelling inside a property that was intended to be a single unit. Homeowners often convert and rent unused space in their homes. Although it is common, this has been illegal. With this new ordinance, one of these existing units may legally join the housing market should the owner follow the stipulated process. This program ensures that these existing in-law units will be safe and habitable for renters. Visit sfdbi.org/unitlegalization for more information.

Accessory Dwelling Units, per Ordinance 30-15

Established in May 2015, building owners participating in the City’s Mandatory Soft Story Program or voluntary seismic retrofitting programs may now add additional accessory dwelling units in space that was not previously residential so long as those units do not extend beyond the existing building envelope. This ordinance will potentially add new affordable units to the housing stock. It is applicable citywide and not limited to specific zoning districts, except for the Castro Street Neighborhood Commercial District (NCD). Visit sfdbi.org/unitaddition for more information.



2249

2251

NO PARKING
EXCEPT FOR
LOADING AND UNLOADING

2. Maintaining Habitable Housing Through Existing Grant Programs

Over the last two decades, DBI has been instrumental in providing resources to tenants to ensure habitable housing conditions. These services have been provided through community based organizations, tenant advocacy groups and the San Francisco Apartment's Association.

QUICK FACTS

Over 6,000 households in 18,000 apartment buildings were assisted city-wide with most residents living in the Mission, Tenderloin and Chinatown neighborhoods.

Type of issues addressed in residential rental housing:

- Lack of heat and hot water
- Adequate toilet and shower facilities
- Water damage and sewage leaks
- Adequate egress and smoke alarms

Code Enforcement Outreach Program

For the past 19 years, DBI's Code Enforcement Outreach Program (CEOP) has provided assistance and resources to tenants to improve living conditions by providing an improved communication mechanism between tenants and landlords. Created by the BIC in 1996, CEOP is DBI's grantee program that consists of San Francisco's neighborhood-based, non-profit organizations and the San Francisco Apartment's Association.

The goal of this program is to bring existing housing units into code compliance and to achieve the abatement of violations prior to having to call upon the involvement of DBI and/or the City Attorney's Office. Grantees provide community outreach coordination, counseling, and mediation assistance. These services are available to all San Francisco rental property owners and tenants, including those who are not members of the partner agencies.

CEOP has resulted in better, faster service to clients while allowing DBI to use its time and resources on other enforcement services and programs. This can save property owners money by resolving problems before fines are assessed and attorney fees are necessary.

Program Participants:

- Chinatown Community Development Corporation
- Housing Rights Committee of San Francisco
- Causa Justa/Just Cause
- Tenderloin Housing Clinic



QUICK FACTS

Over 20,000 SRO residents were assisted/reached in over 160 SRO buildings.

Type of issues addressed in SROs:

- Lack of heat, hot water, adequate toilet and shower facilities.
- Water damage, floors, doors, sinks, tubs, walls, ceilings, stairs, egress, smoke alarms, fire safety, lighting, ventilation, locks, security, windows, paint, kitchen appliances and sanitation.

Single Room Occupancy Hotel Collaborative Program

Over 20,000 low-income San Franciscans reside in nearly 500 single-room occupancy (SRO) residential hotels. In 2001, the SRO Residential Hotel Collaborative Program was created by the Board of Supervisors, in response to a rash of fires occurring in these SRO hotels. The program aims to improve the living conditions and safety for low-income residents.

The program features fire education workshops to inform SRO residents of fire safety and prevention techniques. Program participants counsel SRO residents to improve living conditions and habitability, and has been working collaboratively with DBI staff and other agencies.

The program offers peer leadership development, stabilization, community workshops, housing retention planning and counseling and other services, particularly to families with children living in Single-Room Occupancy Residential Hotels.

Program Participants:

- Mission SRO Collaborative
- Central City SRO Collaborative
- Chinatown SRO Collaborative
- SRO Families United Collaborative

3. Strengthening Building Seismic Safety Through Enforcement and Outreach

As DBI oversees the building safety of more than 200,000 residential and commercial buildings in properties in San Francisco, located in one of the world's highest at-risk zones, we know how important it is to keep our community seismically safe through preparation and education. DBI has developed and enforces various earthquake preparedness programs throughout the city to protect our buildings and to prepare our citizens.

Mandatory Soft Story Program

The Mandatory Soft Story Retrofit Program was created in 2013 as a multi-year community-based effort enforced by DBI to ensure the safety and resilience of San Francisco's housing stock. It requires property owners to retrofit of older, wood-framed, multi-family buildings in San Francisco with a soft-story condition at risk of collapse.

As a first phase requirement of this program, all affected property owners were noticed beginning in September 2013 to submit screening forms to DBI by September 15, 2014. DBI has achieved over a 99% response to the first phase. Buildings that have not complied with this requirement were placarded, issued Notices of Violation and processed through code enforcement. DBI is working with property owners to comply with the second and third phase of the process, which requires a permit application to be filed and construction work to be completed in the next two years.



IN REVIEW

Private School Seismic Safety Program, per Ordinance 202-14

Established in November 2014, the Private School Earthquake Program went into effect, requiring existing private elementary and secondary schools in San Francisco to obtain an earthquake evaluation of their buildings. This program strives to provide greater transparency of the seismic safety of private school buildings. Under State law, existing private schools are not required to meet the same rigorous safety requirements as public schools. Visit sfdbi.org/privateschool for more information.



Seismic Safety Outreach Program

In May 2015, DBI awarded two community-based organizations, Community Youth Center and Self Help for the Elderly, both located in Chinatown, with a grant to conduct disaster preparedness outreach, at Willie Woo Playground and Portsmouth Square service areas, respectively.

This program provides free seismic safety outreach and training to Chinatown residents, which may include renters, business owners, homeowners, youth and seniors of diverse cultural groups with significant linguistic, social, and economic needs to educate them on emergency preparedness and response.

Over the course of the year, each organization is offering one-hour workshops Chinatown residents on what they can do to prepare for a natural disaster. The workshop curriculum includes:

1. Personnel Preparedness
2. Basic First Aid and Citizen CPR
3. Earthquake Mitigation
4. Response and Recovery
5. Fire Safety

IN REVIEW

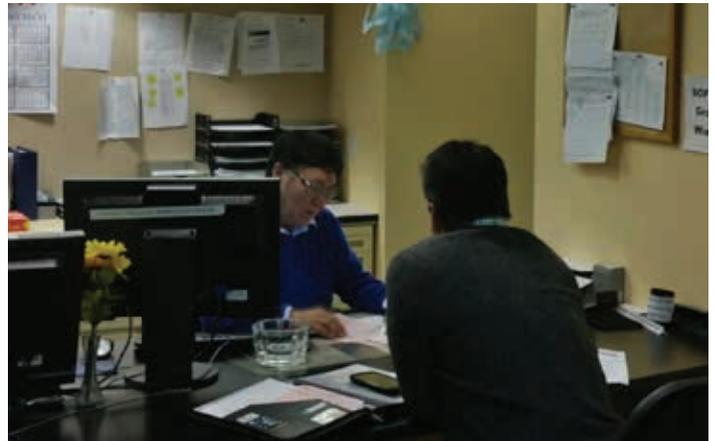
Creation of DBI's Disaster Preparedness Coordination Unit

In early 2015, DBI created the Disaster Preparedness Coordination Unit (DCU) to develop training programs and improve the Department's emergency staff responses during disaster events such as earthquakes and landslides.

The DCU works in close coordination with citywide efforts as well as regional, state and federal level training and preparation for emergency disasters. Along with other first responders such as Fire and Police, DCU is working to develop DBI's important role of ensuring building safety before, during and post-disaster.

4. Continuing to Deliver Great Customer Service

DBI remains committed to providing great professional services to our customers and stakeholders at our office or in the field.

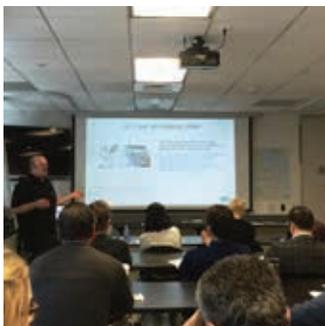


IN REVIEW

2015 Customer Satisfaction Study

In early 2015, DBI conducted a Customer Satisfaction Study to obtain feedback from its customers and stakeholders on their satisfaction of its services and opportunities for improvement. DBI through the Controller's Office and Corey, Canapary & Galanis developed and conducted the 2015 Customer Satisfaction Study over a four-month period. The study consisted of four parts: over 1,000 phone/intercept surveys; focus groups; online survey and a public meeting of customers that included contractors/building professionals, property owners and stakeholders. Visit sfdbi.org/customersatisfactionstudy for more information.

DBI in the community



Building Safety Month

In May 2015, DBI celebrated Building Safety Month along with other building safety departments throughout the United States, by inviting customers and the public to look at specific ways to ensure that buildings are code compliant, habitable, and safe.

As part of the month-long celebration, DBI offered, in partnership with the San Francisco Fire Department, Department of Emergency Management and the San Francisco Public Utilities Commission lunch-time brown-bag discussions for each week in May on building safety related topics, which include housing/fire, earthquake preparedness, water conservation alternatives and solar installation safety.



A blue-tinted photograph of two men in business attire reviewing architectural plans on a table. The man on the left is leaning over the table, pointing at a drawing. The man on the right is also leaning over, looking at the drawing. There are several sheets of paper, a spiral notebook, and a pen on the table. The background shows a window with blinds.

Permit Services

Permit Services



Edward Sweeney
Deputy Director

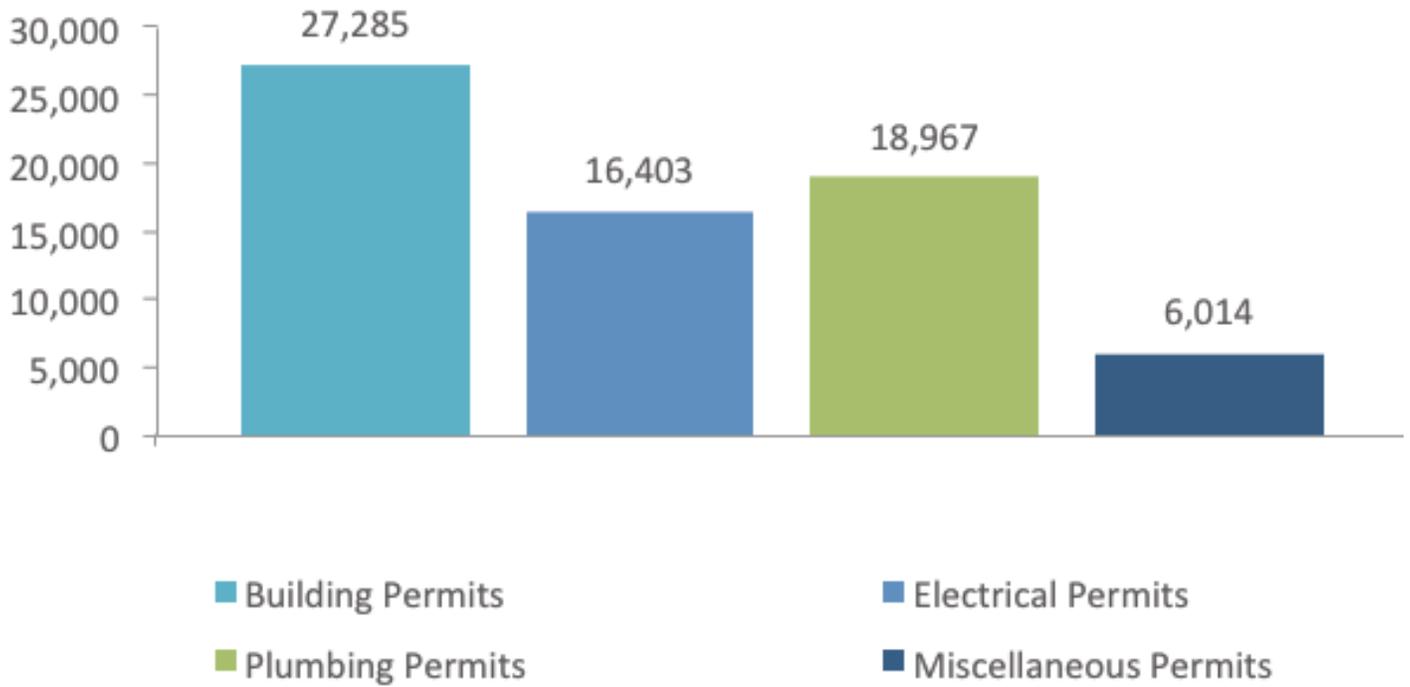
QUICK FACTS

- Over 68,000 permits issued:
 - 27,285 Building Permits
 - 16,403 Electrical Permits
 - 18,967 Plumbing Permits
 - 6,014 Miscellaneous Permits
- Over 5,700 permits issued monthly with close to 275 permits issued daily.
- Over 90% of permits issued daily processed same day through Over-The-Counter.

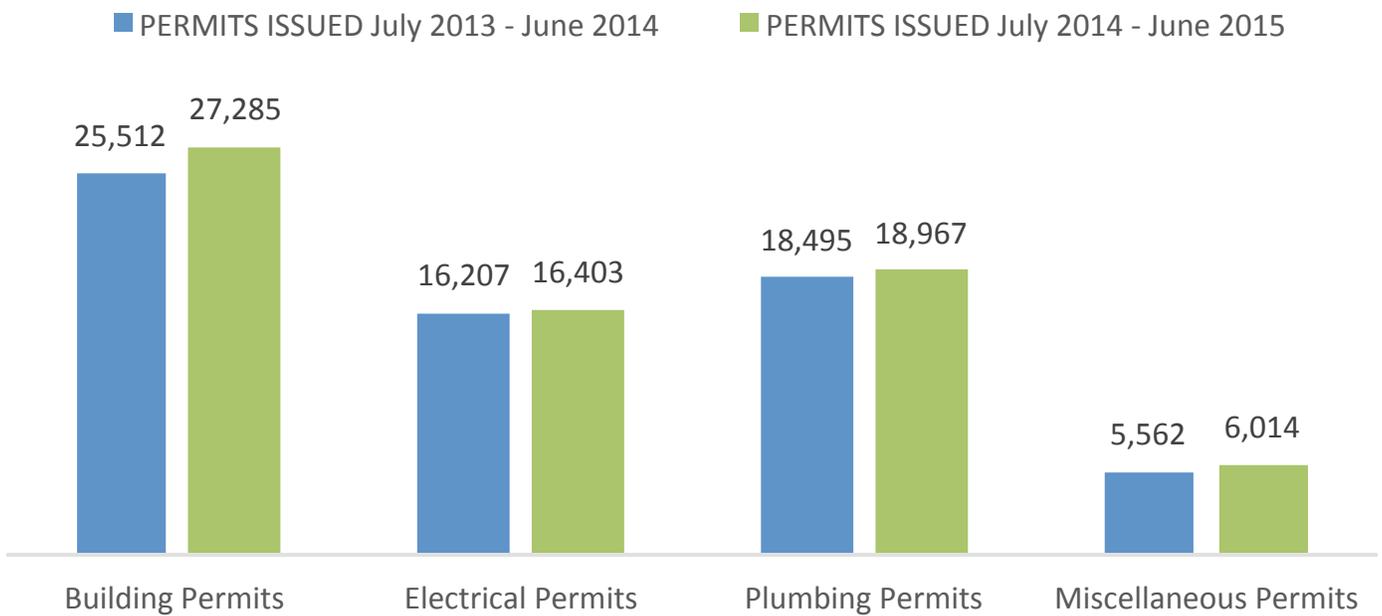
Permit Services is responsible for all permit processes from the time a permit application is submitted until a building permit is issued. The functions include screening, routing permits and plans for review, and coordination of building permit review. It also manages approval and issuance of construction permits, including electrical, plumbing and street space permits for public and private buildings within the City and County of San Francisco. Permit Services 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, provides coordination for the Building Occupancy Resumption Program (BORP), and serves as DBI liaison to other City departments.

Plan Review Services (PRS) is responsible for the review and approval of all permit applications to assure that proposed construction work meets life safety, accessibility, and structural safety requirements of the code.

2015 Permits Issued



Two-Year Permits Issuance Comparison



IN REVIEW

DBI's Structural Design Review / Peer Review Projects:

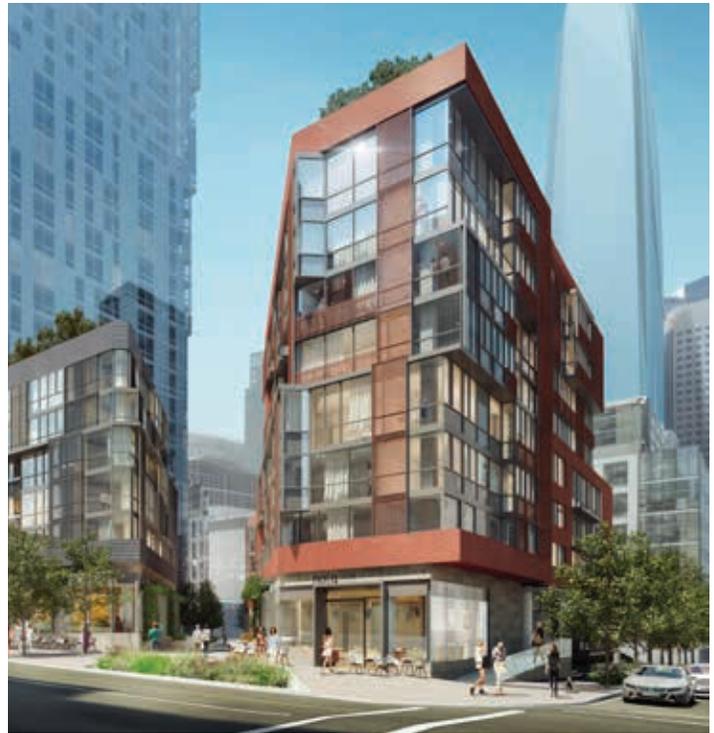
In the past few years, remarkable buildings have risen up, gleaming in the San Francisco skyline. There is no doubt that San Francisco is experiencing one of its largest building booms. Many new towers using seismic performance based design, are appearing throughout the City. To ensure these designs provide the equivalence of the provisions in the codes, DBI has been working collaboratively with the project sponsors and engineers to select independent Structural Design Review Panels (SDRP) to provide

Examples of Projects:



1500 Mission Street

This project has two towers: a 38-story residential and 18-story office tower.



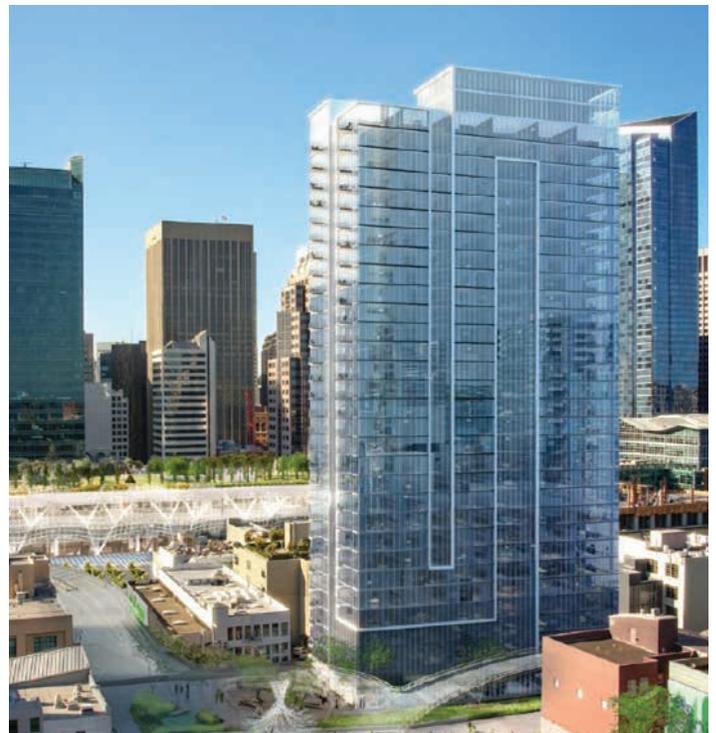
245 First Street

A 55-story tower and an eight story residential building.

supplemental reviews for DBI. The SDRP consists of three members: a geotechnical engineer, practicing structural engineer and a structural engineering researcher, with expertise encompassing each area necessary to efficiently review these buildings. As more of these high-rises are built, they are becoming more imaginative and innovative. DBI welcomes the opportunity to work with Project Sponsors and Project Engineers in aiding the development of these unique buildings that bring so much character to our City while ensuring they are built seismically safe.



500 Folsom Street
A 40-story residential tower.



41 Tehama Street
A 35-story residential tower.

Distribution of Issued Permits by Construction Valuation

Valuation in \$	YTD 2014	YTD 2015	Change	% Change
0-499	8,221	8,670	449	5.46%
500-1,999	1,795	1,728	-67	-3.73%
2,000-9,999	7,377	7,175	-202	-2.74%
10,000-49,999	8,561	9,538	977	11.41%
50,000-99,999	2,122	2,481	359	16.92%
100,000-499,999	2,298	2,327	29	1.26%
500,000-999,999	372	459	87	23.39%
1,000,000 or more	329	411	82	24.92%
	31,075	32,789	1,714	5.52%
	YTD 2014	YTD 2015	Change	% Change
Total Valuation	\$3,568,578,498	\$3,626,579,111	\$58,000,613	1.63%

Building Permit Construction Valuation



A blue-tinted photograph of construction workers in safety gear (hard hats and high-visibility vests) reviewing plans on a construction site. The image is used as a background for the text.

Inspection Services

- I. Building Inspection Division
- II. Plumbing Inspection Division
- III. Electrical Inspection Division
- IV. Code Enforcement Section
- V. Housing Inspection Services

Inspection Services



Daniel Lowrey
Deputy Director

QUICK FACTS

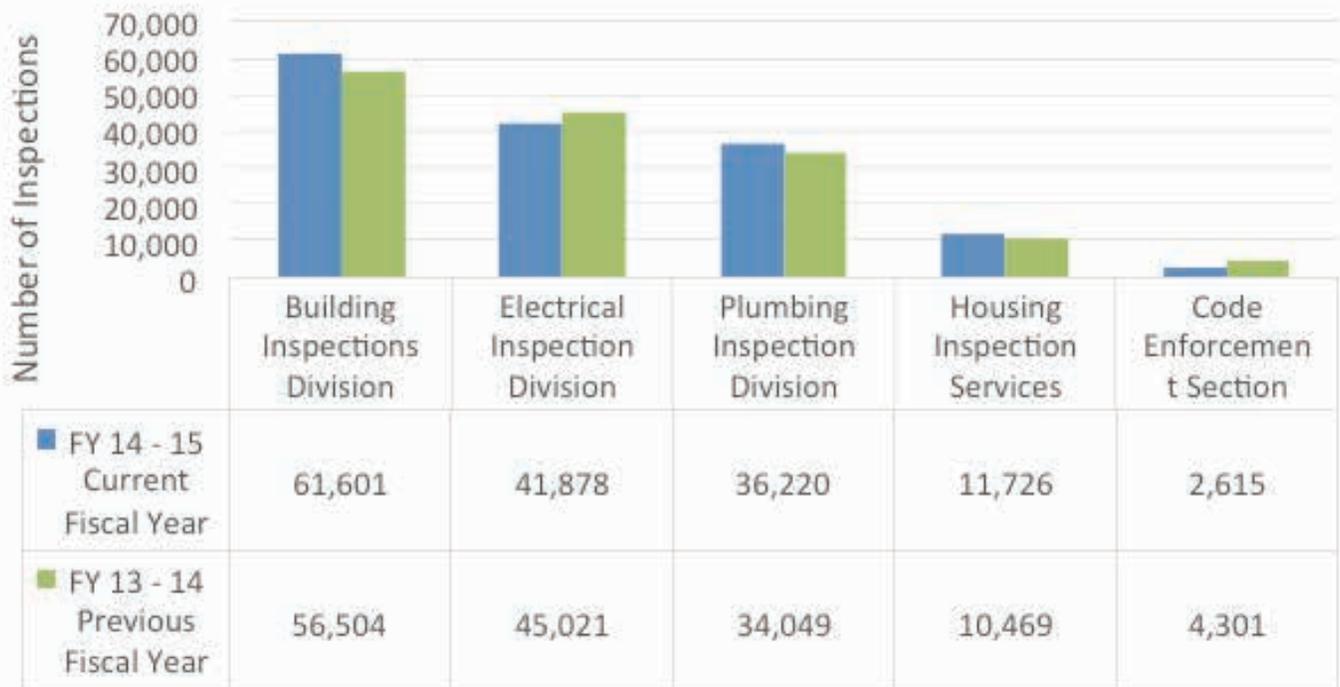
- Over 154,000 Inspections conducted:
 - 61,601 Building Inspections
 - 41,878 Electrical Inspections
 - 36,220 Plumbing Inspections
 - 11,726 Housing Inspections
 - 2,615 Code Enforcement Inspections
- On average 12 inspections were conducted by each inspector in each division daily.
- Close to 13,000 inspections conducted monthly with over 600 conducted daily.
- Over 97% of inspections occurred within two business days of request.
- Inspection Services received over 3,600 complaints with an average of 300 complaints received monthly and 84% processed within three business days.
- Over 1,300 properties sent to Director's Hearing for code enforcement processing.

Inspection Services (IS) 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 inspect 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. Provide timely and quality inspections to meet codes, protect occupants and ensure quality of life. IS is also responsible for abatement of code violation cases referred from the building, electrical, and plumbing inspection divisions.

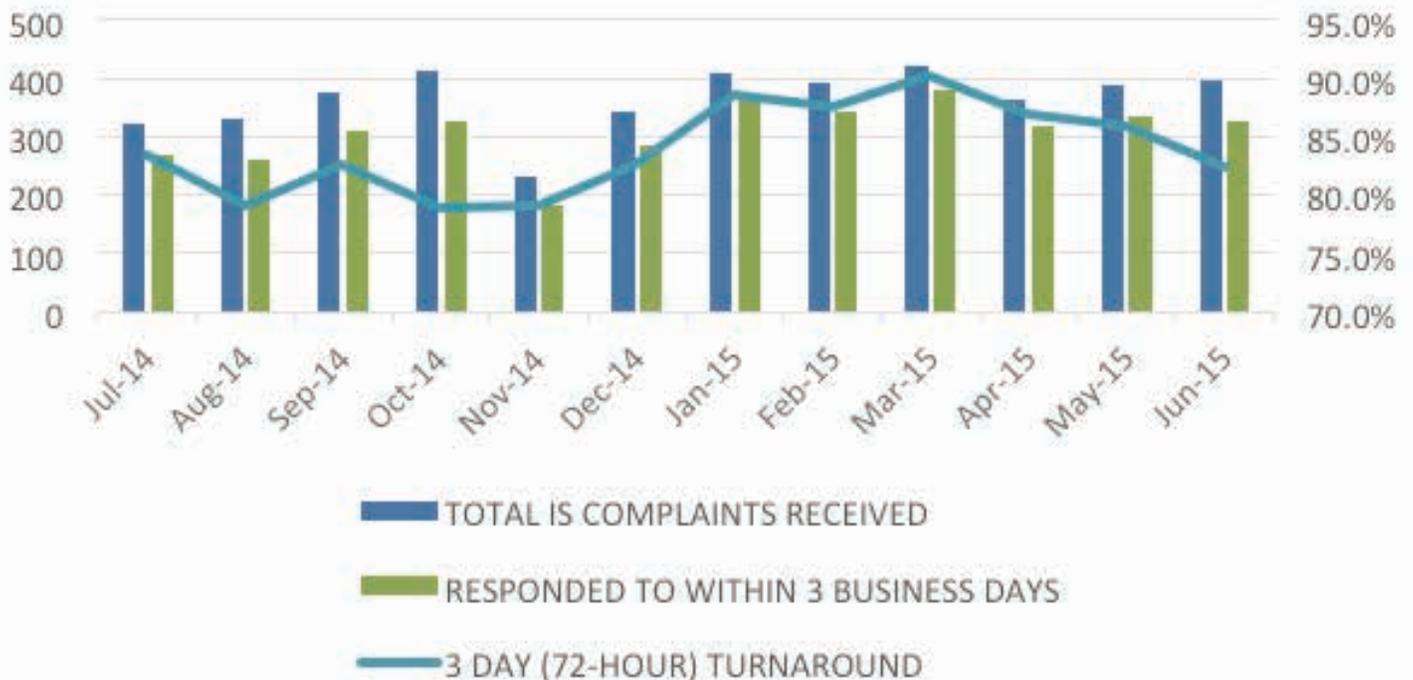
Inspection Services includes:

- Building Inspection
- Plumbing/Mechanical Inspection
- Electrical Inspection
- Code Enforcement
- Housing Inspection Services

Inspections Conducted



Complaints Received & Processed



I. Building Inspection Division

QUICK FACTS

- Over 61,000 inspections conducted with over 5,000 building inspections conducted monthly and over 240 inspections conducted daily.
- Fourth quarter (April–June) had the most inspections conducted.
- Over 3,600 complaints received with over 83% of the complaints processed within business days.
- Up to 82% of complaints received were abated without the issuance of a Notice of Violation.

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, BID monitors and issues Night Noise Permits for construction work at night as prescribed in the San Francisco Police Code.

IN REVIEW

Night Noise Permit Policy

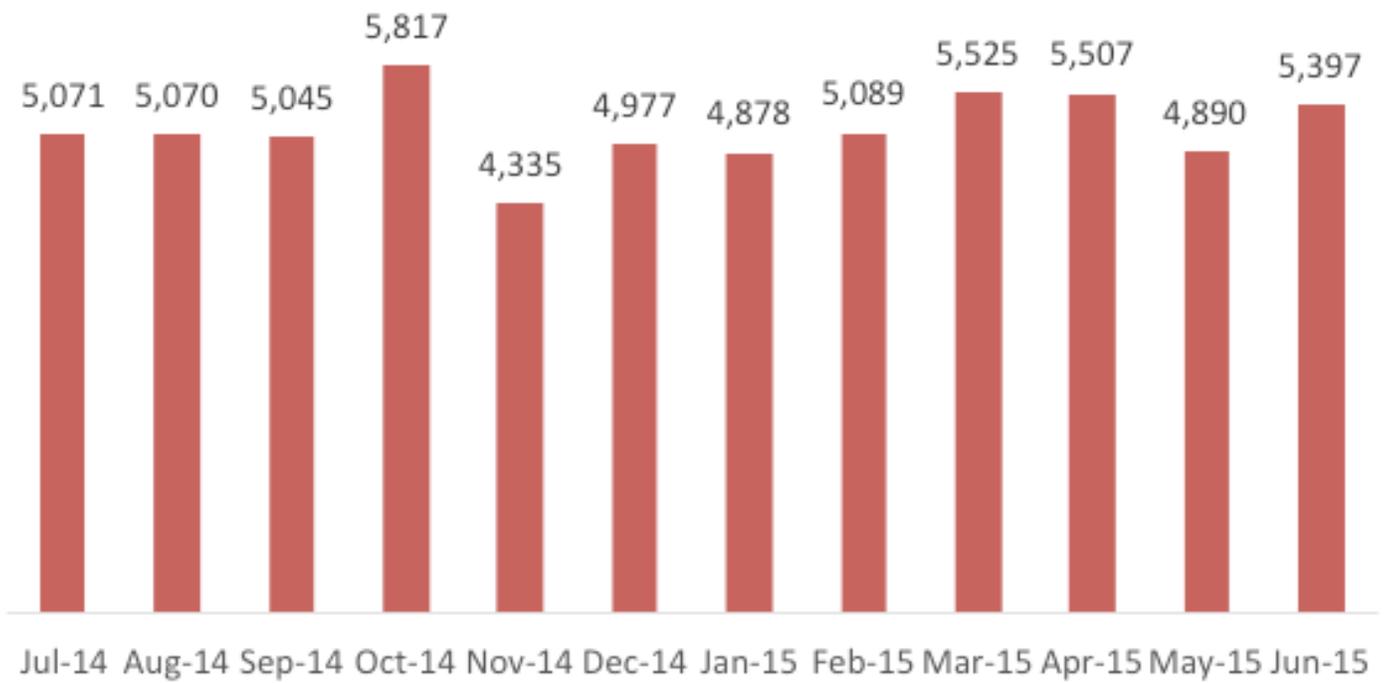
In 2015, DBI developed a Night Noise Permit (NPP) Policy to respond to growing night noise complaints received in densely constructed areas. DBI periodically receives applications for NNPs from developers/contractors for their construction project when public safety, building structural integrity, and/or traffic and road access issues require that highly specific and time-limited work must be performed outside of the normal 7 a.m. to 8 p.m. construction hours.

NNPs are issued only for a very limited time period, and only when the developer/contractor has met such permit application conditions. This new policy sought to address various concerns regarding public noticing to affected areas and off-hours of operation. Visit sfdbi.org/night-noise-permits for more information.

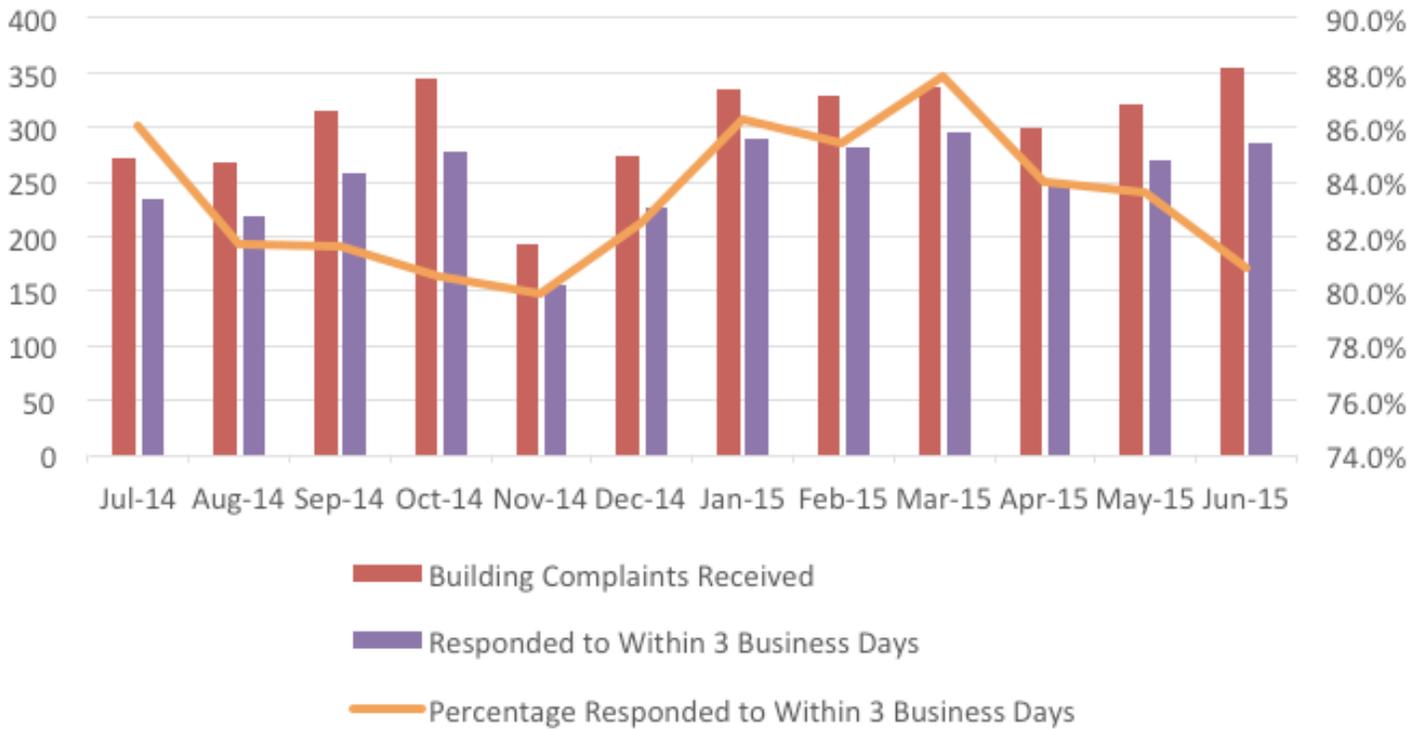




BID Inspections Conducted



BID Complaints Received & Processed



BID Complaint Activities



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
2nd Notice of Violations Referred to Code Enforcement	39	27	29	21	5	5	16	30	13	32	13	10
Abated Complaints with Notice of Violations	102	50	79	49	28	47	37	82	31	46	38	44
Complaints Received and Abated without NOV	749	293	427	174	139	110	173	162	218	136	242	164
Complaints with 1st Notice of Violation sent	38	67	75	54	48	59	64	53	79	94	58	64
Complaint Response within 24-72 hours	234	219	258	277	155	226	289	281	296	251	269	286
Complaints Received	272	268	316	344	194	274	335	329	337	299	322	354

II. Plumbing Inspection Division

QUICK FACTS

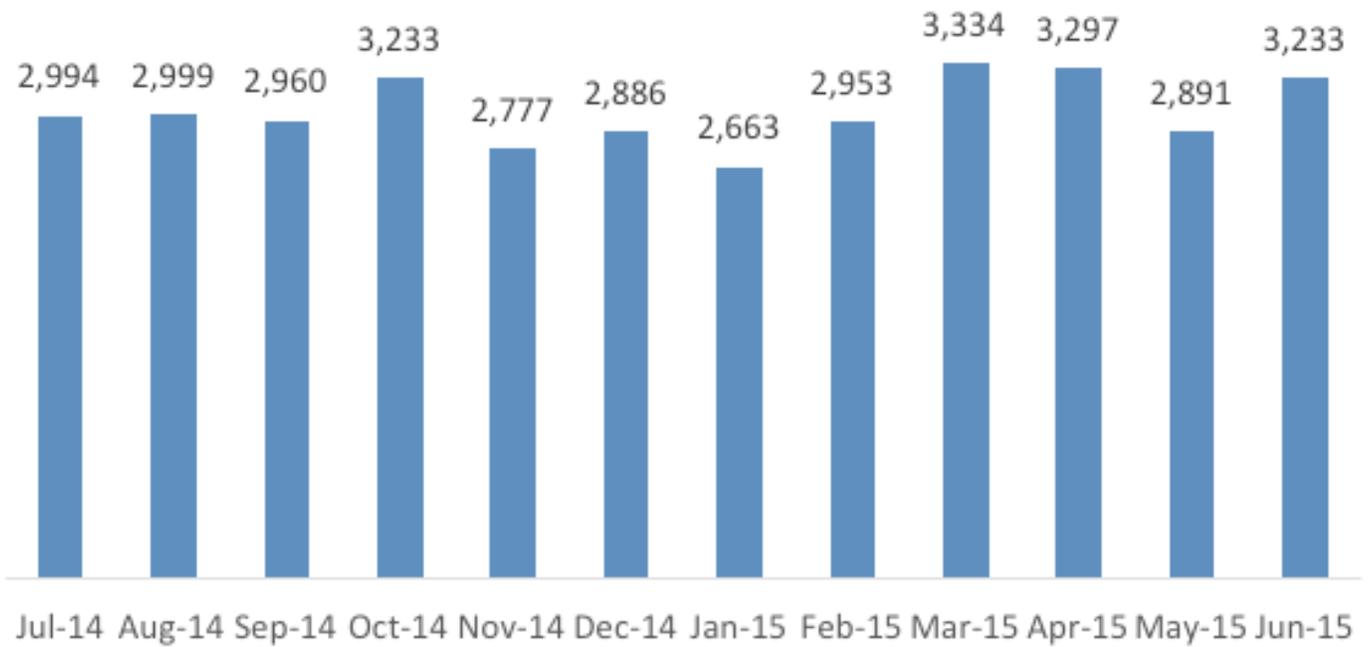
- Over 36,000 inspections conducted with over 3,000 inspections conducted monthly and over 140 inspections conducted daily.
- The months of March and April had the most inspections conducted.
- Over 400 complaints received with close to 80% of the complaints processed within three business days.

Plumbing/Mechanical 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 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.



PID Inspections Conducted



PID Complaints Received & Processed



III. Electrical Inspection Division

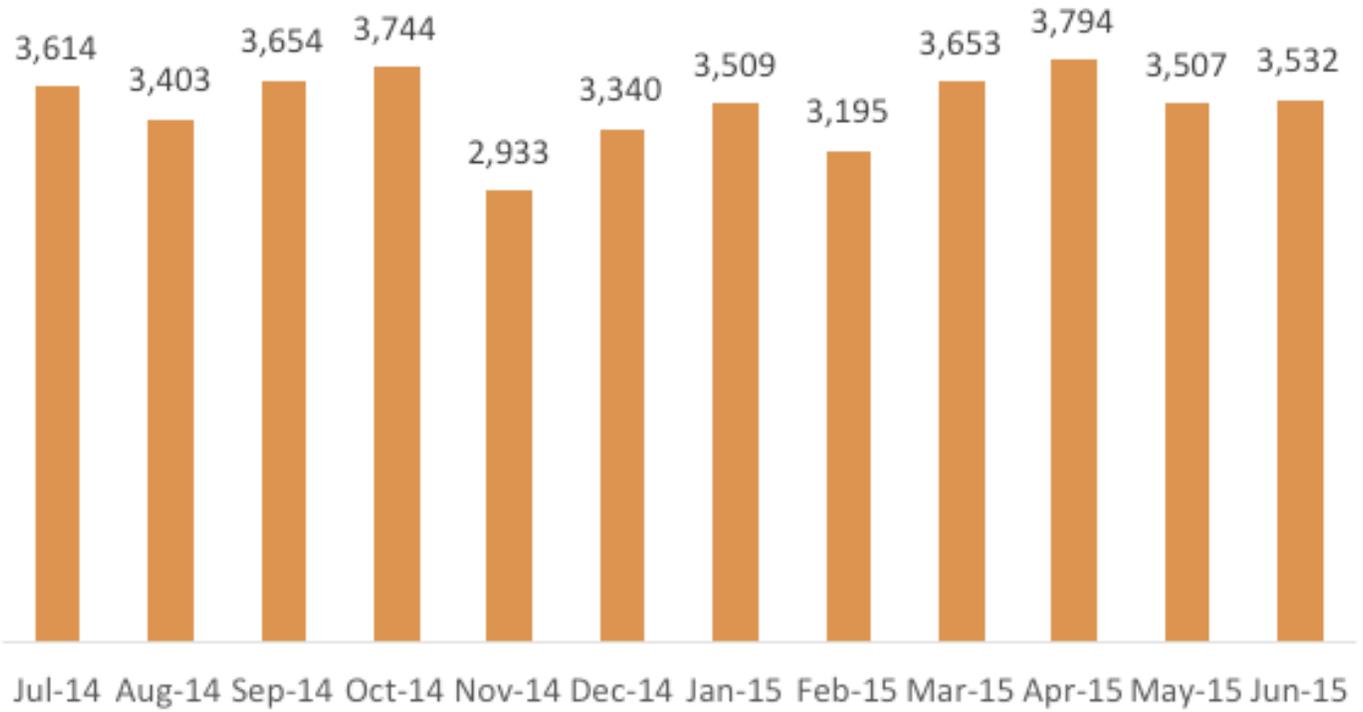
QUICK FACTS

- Over 41,000 inspections conducted with over 3,400 inspections conducted monthly and over 165 inspections conducted daily.
- The months of October and April had the most inspections conducted.
- Over 300 complaints received with 100% of the complaints processed within three business days.

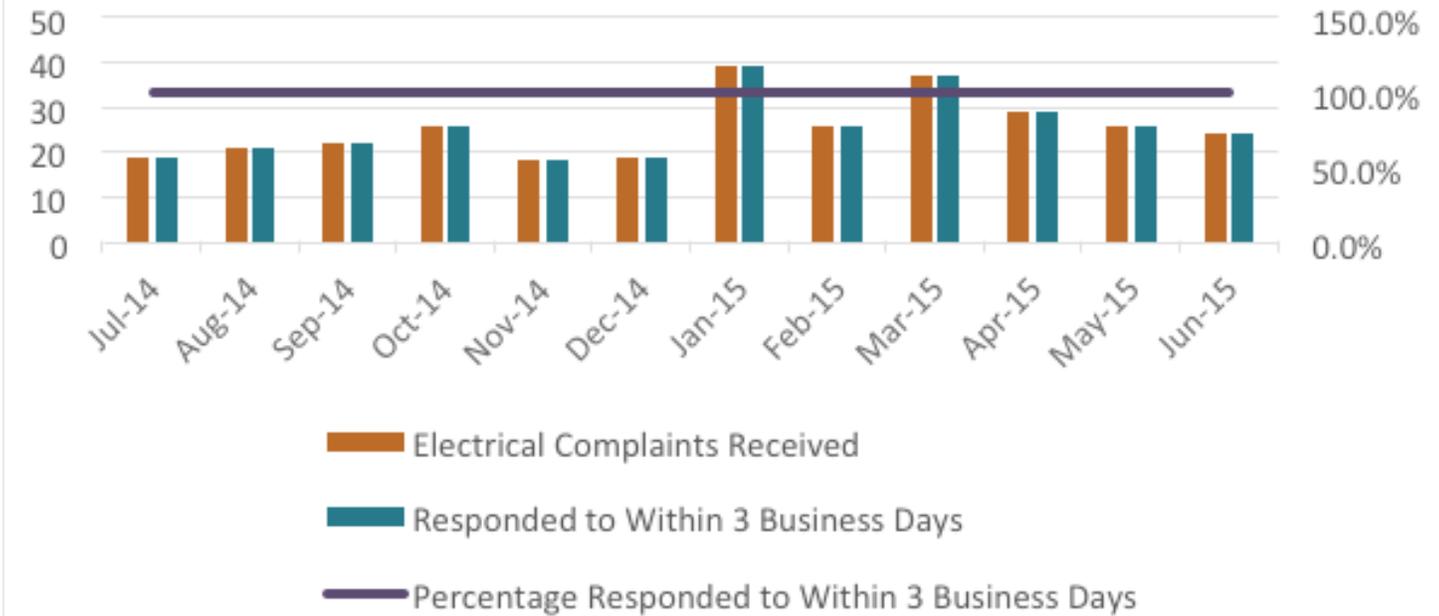
Electrical Inspection Division (EID) provides for personnel and structural safety by inspecting electrical, life safety, and communication systems to ensure compliance with the adopted codes and regulations.



EID Inspections Conducted



EID Complaints Received & Processed



IV. Code Enforcement Section

QUICK FACTS

- Over 2,600 inspections conducted with over 200 inspections conducted monthly.
- Received the most complaints in the months of October and June.
- Over 850 properties were sent to Director's Hearings for code enforcement processing.
- Over 1,300 properties receiving Notice of Violations abated them.

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 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. CES also assists in the preparation and issuance of Emergency Orders for imminent hazards arising from natural disasters and emergencies.

IN REVIEW

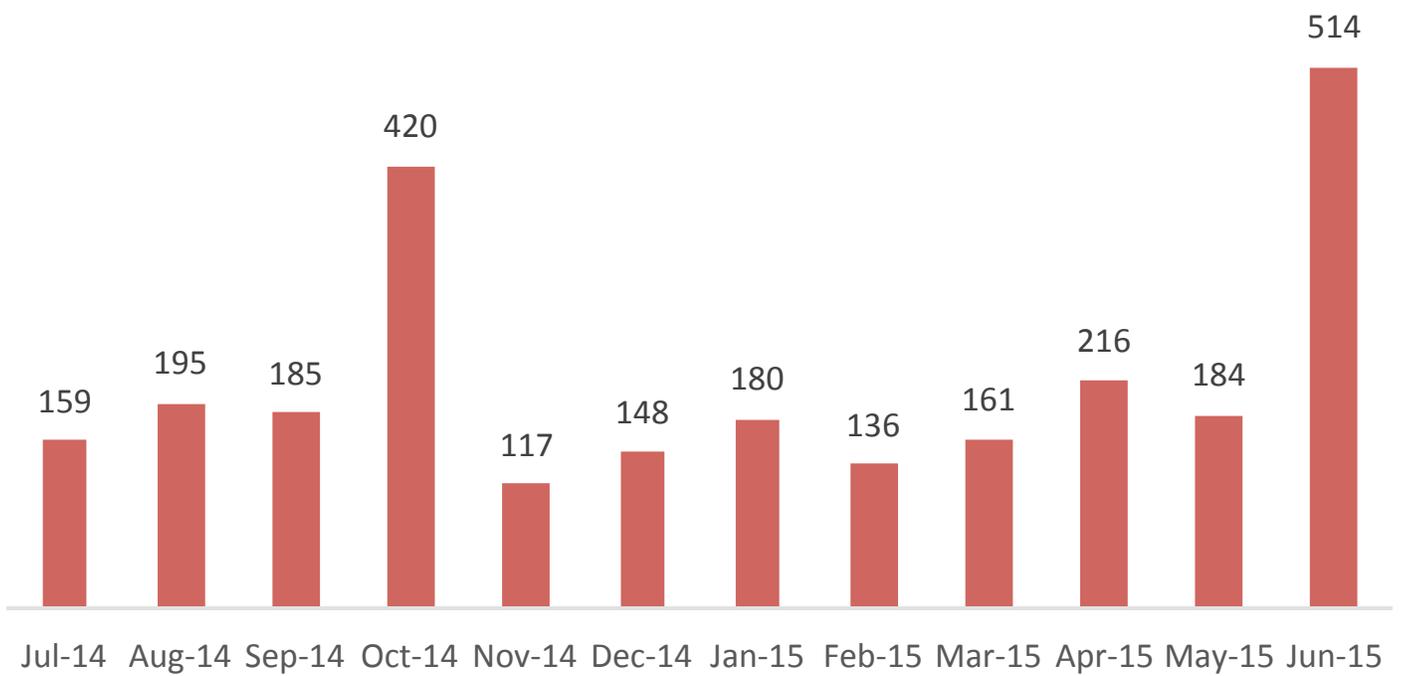
Vacant or Abandoned Residential and Commercial Buildings

Per legislations passed in 2014, vacant or abandoned residential and commercial properties are now required to register with DBI, as well as pay an annual registration fee and implement maintenance and security requirements. Often these blighted properties are falling apart and covered in graffiti, and may pose public safety hazards to those who live and work near them. Property owners are encouraged to repair and return these buildings back to their full potential. Visit sfdbi.org/vacantstorefronts for more information.





CES Inspections Conducted



Two-Year Comparison of CES Inspections Conducted



CES Complaint Activities



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
# of Case Referred to City Attorney	0	0	1	0	0	4	0	0	0	3	0	0
# of Cases Referred to BIC-LC	0	1	0	0	7	0	0	0	3	0	0	0
# of Cases Abated	76	208	72	108	211	185	84	112	73	102	69	48
# of Cases Under Advisement	7	27	20	25	0	18	14	6	19	13	4	10
# of Order of Abatements Issued	19	25	30	20	0	25	24	26	8	20	17	16
# of Cases Sent to Director's Hearing	78	95	101	101	32	67	82	83	65	67	60	58

V. Housing Inspection Services

QUICK FACTS

- Over 11,500 inspections conducted with over 950 conducted monthly and over 45 inspections occurred daily.
- Over 2,000 of the inspections conducted were of apartment buildings and/or residential hotels of the more than 18,000 properties in the City.
- Over 4,500 complaints received with majority found to be non-hazard and over 90% responded to within three business days.
- Over 200 life hazard and 300 heat complaints received with 92% responded to within one business day.
- Over 450 properties were sent to Director's Hearings for code enforcement processing.
- Over 4,000 properties receiving Notice of Violations abated them.

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. HIS is also responsible for the Code Enforcement Outreach Program which is designed to provide support to tenants, owners and the Department of Building Inspection, so that the City and the community work together to bring housing into code compliance, and thus improve safety and habitability.

IN REVIEW

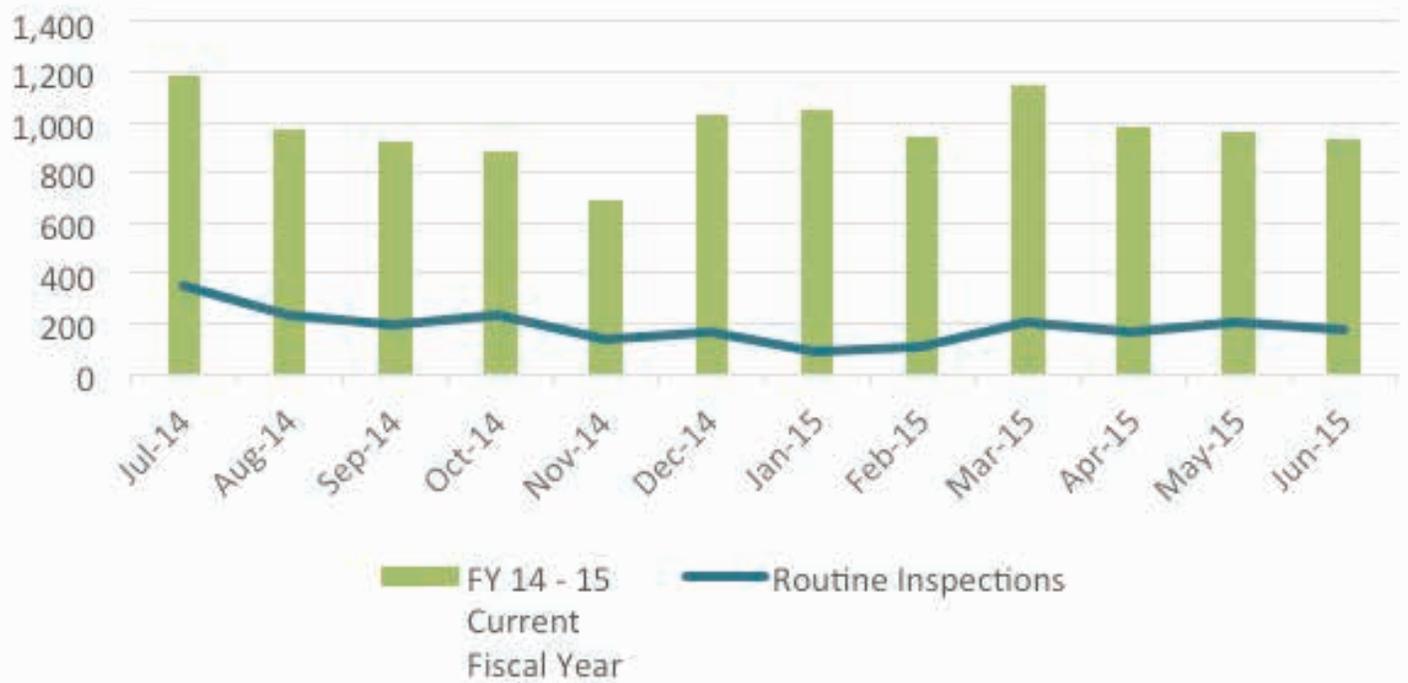
Code Enforcement Focus Area

In response to deadly fires that occurred in early 2015, HIS developed the Code Enforcement Focus Area program to concentrate routine inspection efforts in more densely populated neighborhoods that included the Mission, Chinatown and the Tenderloin. HIS tracks the results of these code enforcement efforts in collaboration with pertinent city agencies, and DBI's CEOP partners.

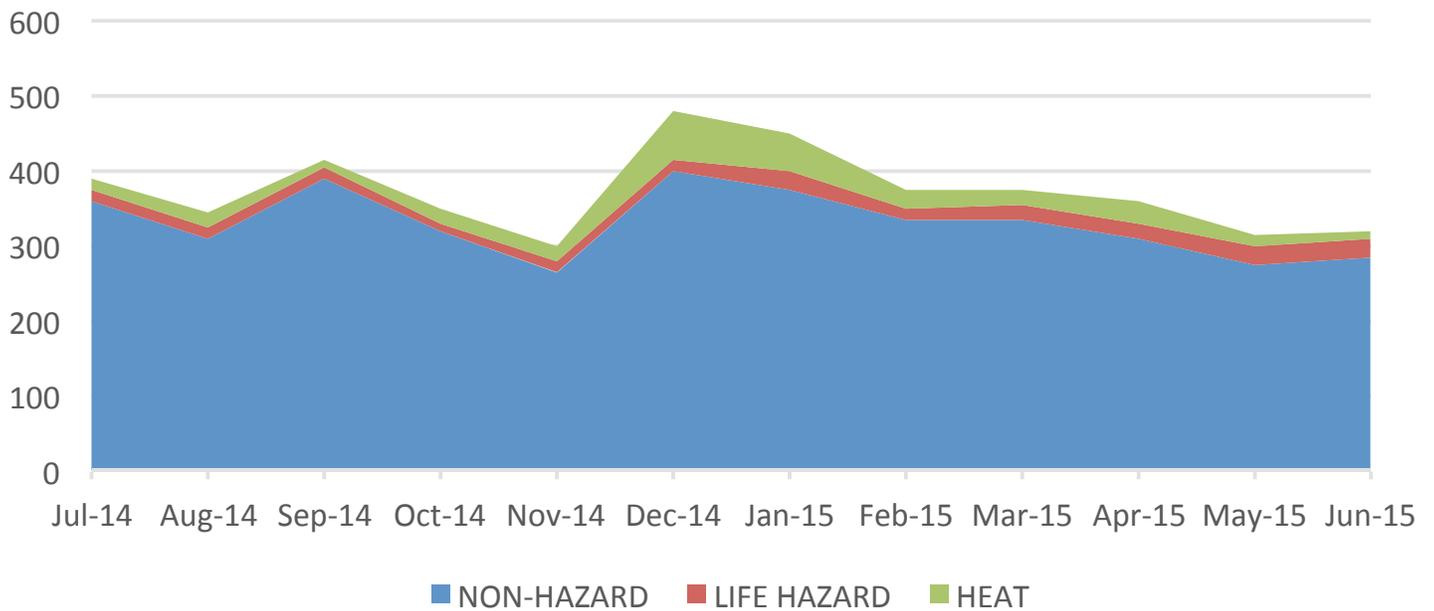




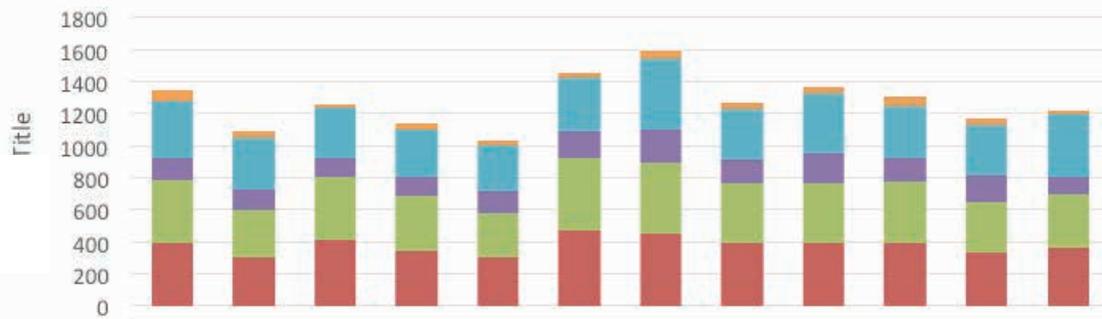
HIS Inspections Conducted



Type of Housing Complaints Received



HIS Complaint Activities



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
# of Cases Sent to Director's Hearing	64	38	26	45	26	27	48	39	38	51	40	17
Abated Complaints with NOVs	352	320	310	289	287	330	442	316	377	326	314	391
Complaints with Notice of Violations issued	138	130	122	123	139	169	206	148	183	152	166	108
Complaint Response within 24-72 hours	399	299	389	339	279	451	443	374	375	385	315	338
Complaints Received	390	301	414	347	303	476	453	389	397	390	336	362

HOTEL CONVERSION ORDINANCE ANNUAL REPORTING HIGHLIGHTS

Legislative History:

The Residential Hotel Unit Conversion and Demolition Ordinance (HCO) was originally adopted by the Board of Supervisors as Ordinance No. 330-81 on June 26, 1981. The Board found that the Ordinance was necessary to preserve the existing stock of residential guest rooms as housing for low-income, elderly, and disabled persons. The Board noted in 1981 that the residential guest room housing stock had been decreasing at an alarming rate due to vacation, conversion and demolition of these units to tourist and other uses. The Board found that this reduction created a housing emergency, and adopted Chapter 41 of the S.F. Administrative Code to minimize the conversion and demolition of residential guest rooms.

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. If the guest room was occupied for less than thirty-two days the room was designated tourist. The property owner/operator had fifteen days to appeal the certification of these designations by the Bureau of Building Inspection.

Residential Hotel Description:

A hotel is considered residential if it has one or more residential guest rooms as certified by the HCO. Approximately five hundred and six (501) hotels are designated residential by Chapter 41 of the S.F. Administrative Code, which includes

those hotels owned or operated by non profit 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. Residential guest rooms can be legally converted to tourist uses with approval by the Director of Building Inspection. The Permit to Convert requires the hotel owner to replace the converted residential guest rooms with in lieu (replacement housing) fees, the construction of new units, or the creation of new residential guest rooms in an existing building.

Reports and Records Required:

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 (recognized by the IRS) must file an Annual Unit Usage Report on November 1st every calendar year. These residential hotels must also maintain daily logs, weekly reports and corresponding receipts for up to two years. 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 must rent residential guest rooms certified by the HCO for seven days or longer. From May 1st through September 30th a residential hotel operator may rent twenty-five percent of their residential guest rooms on a nightly basis provided that the guest room is legitimately vacant and offered for residential use first.

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 Complaint Tracking Data regarding enforcement activities.

Within the last five years, no winter rentals have been applied for pursuant to Sections 41.19(a) (3) and 41.19(c) of Chapter 41 of the S.F. Administrative Code.

Funds deposited into the San Francisco Residential Hotel Preservation Fund Account are transmitted to the Mayor’s Office of Housing for

disbursal pursuant to Section 41.13 of the Chapter 41 of the S.F. Administrative Code. During this fiscal year one Permit to Convert was approved which required replacement housing fees to be deposited in the San Francisco Residential Hotel Preservation Fund Account.

Summary Of Enforcement Efforts:

Delinquent notices are sent to those residential hotel owners/operators who have not filed their Annual Unit Usage Report (due November 1, every year) or are missing other historical information.

HCO ANNUAL REPORTING HIGHLIGHTS	2013-2014	2014-2015
Total Number of Residential Hotel Buildings	501	501
Total Number of Residential Hotel Buildings (Required to file an Annual Unit Usage Report)	414	412
Residential Hotels offering services: (Include Maid Service, Linen Service, Security Service, Intercom System, Meal Service, Utilities Paid and Other)	325	146
Total Number of Residential Guest Rooms: (Protected by the HCO to be conserved)	19,008	19,112
Total Number of Residential Guest Rooms: (Reported as occupied by the Annual Unit Usage Report)	10,865	7,999
Residential Guest Room (Overall) Average Rent:	\$536	\$825
HCO Violations		
Complaints received:	5	16
Complaints abated:	2	0
(Includes cases initiated from the previous year)		
Residential Guest Rooms Converted: (Through the Permit to Convert Process)	0	0
(Through the Building Permit Process only)		
TOTAL Residential Units temporarily unavailable or adversely effected by fire:	55	390

Single Room Occupancy (SRO) Task Force

The **Single Room Occupancy (SRO)** Task Force was first established by the Board of Supervisors in August 1999 in response to a rash of fires in residential hotels that resulted in the elimination of over 900 residential guest rooms over a ten year period.

HIS staffs the SRO Task Force with Chief Housing Inspector Rosemary Bosque serves as the chair. The SRO Task Force brings together SRO tenants, owners, operators, and the SRO Collaborative to meet monthly with City agencies, including the Human Service Agency, the Department of Public Health and the City Attorney's Office.

In FY2014-15, HIS inspectors worked with SRO owners and peer counselors from the Chinatown SRO Collaborative to successfully install grab bars for seniors and people with disabilities in communal shower, bathtub and toilet rooms, in SRO residential hotels throughout Chinatown. These efforts have greatly improved habitability for SRO hotel residents.



Administrative Services

- I. Finance Services
- II. Records Management Division
- III. Payroll and Personnel Services

Administrative Services



Taras Madison
Deputy Director &
Chief Financial Officer

The **Administrative Services (AS)** Program includes: Finance Services, Records Management and Payroll and Personnel. AS provides support to the Department in the areas of fiscal management, purchasing, contracting, fleet management and business analysis. AS maintains department records, processes records requests and 311 customer service requests. AS also provides human resources and payroll support such as employee relations, recruitment and testing.



IN REVIEW

Temporary Fee Reduction, Per Ordinance 164-14

In August 2014, Ordinance 164-14 amended the Building Code to temporarily reduce all fees for DBI staff services by 7%. After completion of the Controller's Office Fee Study, a new fee schedule went into effect in October 2015. Visit sfdbi.org/fees for more information.

I. Finance Services

The functions of **Finance Services (FS)** are to provide support to the Department in the areas of fiscal management, purchasing, and business analysis. This consists of budget preparation and reconciliation; revenue management; accounts payable; performing internal audits, and facilities and fleet management, and employee claims management. In the area of purchasing, the division is involved in procuring materials and supplies; vendor identification and interfacing; and contract administration. The division also provides needs and operations analysis, revenue/expenditure analysis, and develops office policies and procedures.

Revenues & Expenditures

Three-Year Revenue Comparison

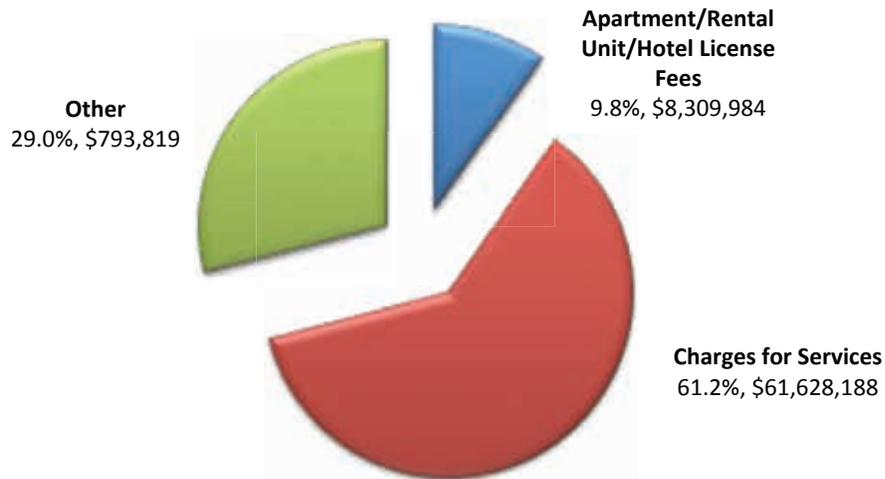


Revenues

Fiscal Year-End revenues are \$4.4 million less than the same time last year. This represents a 5.9% decrease.

YE June 2015	YE June 2014	\$ Variance	% Variance
\$70,731,991	\$75,173,922	\$(4,441,931)	-5.91%

Revenues - \$ 70,731,991

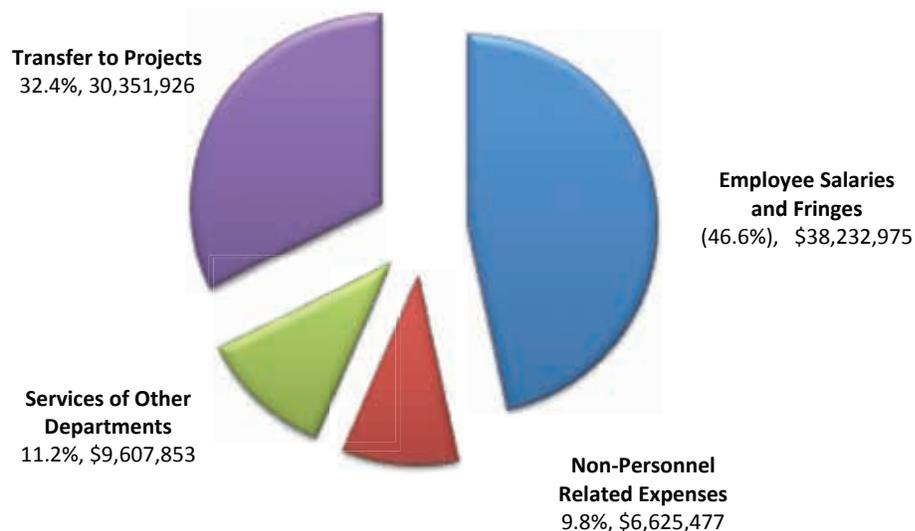


Expenditures

Fiscal year-end expenditures through June 2015 are approximately \$14.3 million more than the same time last year, which is an increase of 20.2%.

YE June 2015	YE June 2014	\$ Variance	% Variance
\$84,845,119	\$70,575,036	\$14,270,083	20.22%

Expenses - \$ 84,845,119



II. Records Management Division

QUICK FACTS

- Produced a total of over 7,000 3R Reports with 96% 3R Reports issued within seven business days.
- Processed a total of 14,000 Record Requests with 86% processed over-the-counter.
- Received, reviewed, and processed over 1,300 requests for duplication of official building plans.

Records Management Division (RMD) is responsible for storage and reproduction of plans, permit applications, job cards, and miscellaneous documents; producing the Report of Residential Building Records (3R) and maintaining historical records.

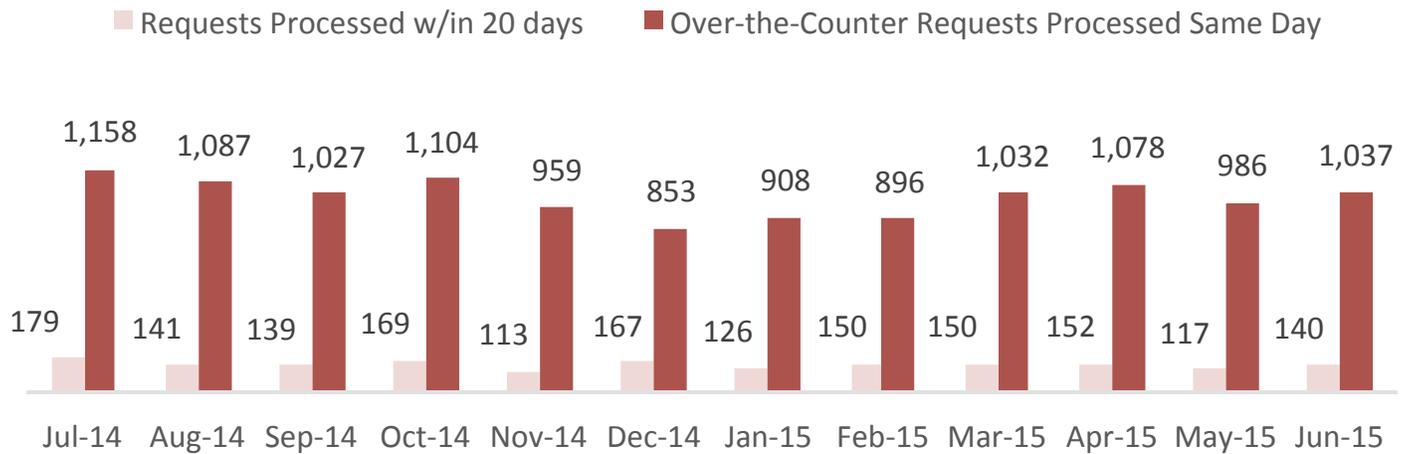
IN REVIEW

Indexing Historical Building Records

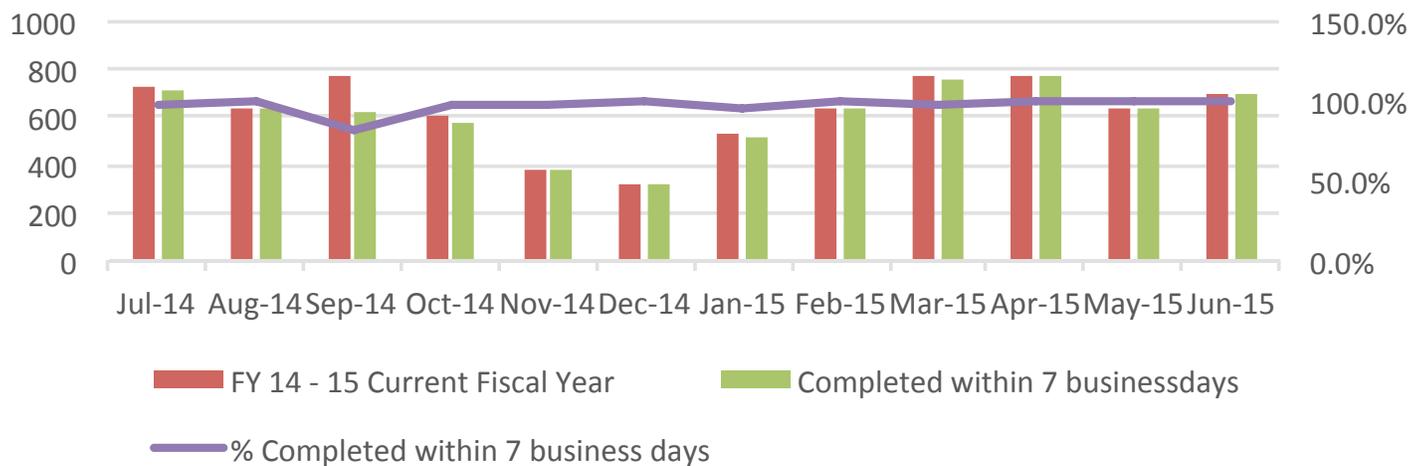
In 2015, RMD staff quality controlled and approved multiple scanning and indexing permits, plans, job cards, and certificate of final completion projects.

Also, RMD is working to convert approximately 5,000 rolls of film containing old records such as building plans, building permit applications, job cards, and certificates of final completion to digital images and index with property information. This effort is an on-going project and will help to provide electronic access to building records currently only accessible through microfilm.

RMD Public Records Requests Received & Processed



RMD 3R Reports Processed Within 7 Days





III. Payroll and Personnel Services

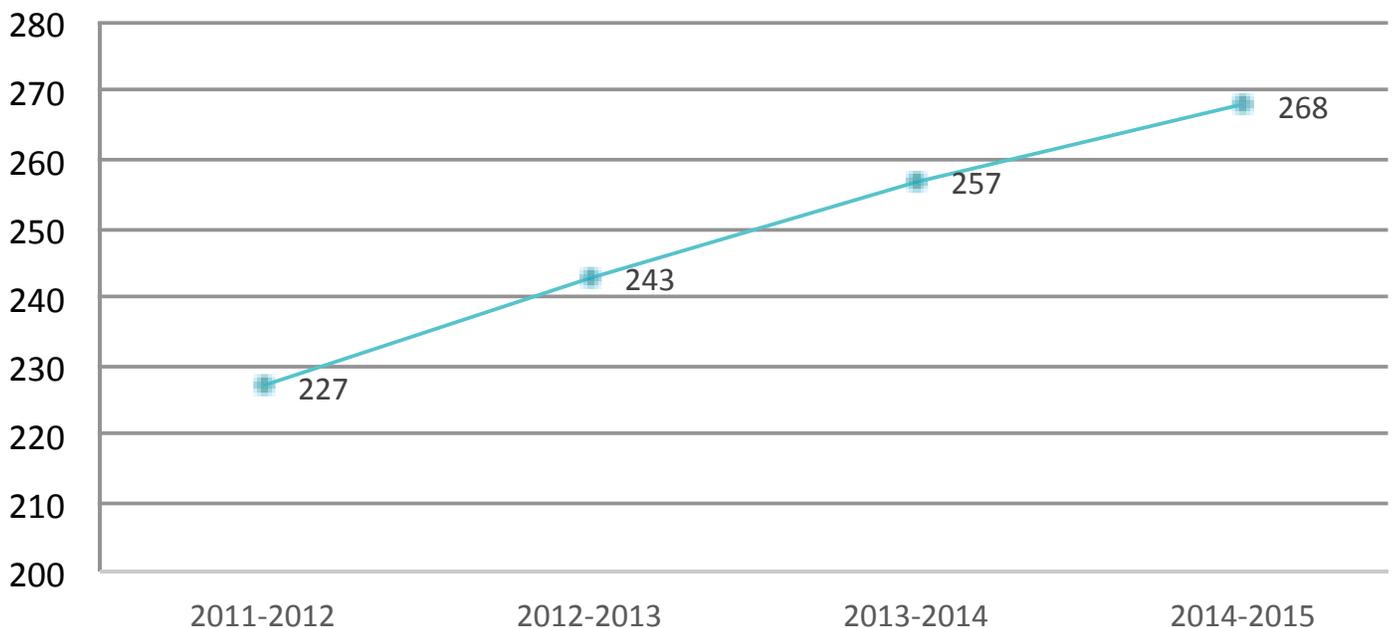
DBI Workforce

DBI continues to increase our workforce to meet growing customer needs. In fiscal year 2014–2015, we filled 38 positions.

Workforce Numbers

Permit and Plan Review Services	100
Inspection Services Division	129
Administration/Finance	31
Director's Office	8
Total Number of Employees as of June 30, 2015	268

Four-Year Workforce Comparison





Protecting building and life safety in San Francisco every day.

Building Inspection Commission

Director's Office

Disaster Coordination Unit

Permit Services

Permit Processing Center

Plan Review Services

Technical Services Division

Initial Permit Review

Management Information Services

Inspection Services

Building Inspection Division

Electrical Inspection Division

Plumbing and Mechanical Inspection Division

Housing Inspection Services

Code Enforcement Section

Administrative Services

Records Management Division

Finance Services

Payroll and Personnel Services



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