The Honorable Mayor Edwin M. Lee  
The Honorable Board of Supervisors  
City and County of San Francisco  
City Hall, 1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102

Dear Mayor Lee, President Chiu, and Honorable Supervisors:

On behalf of the Building Inspection Commission (BIC) and the Department of Building Inspection (DBI), and pursuant to City Charter 3.501, the Department of Building Inspection (DBI) is pleased to submit to you its Annual Report for Fiscal Year 2011-2012. A copy of this Report also is posted on www.sfdbi.org.

Following are highlights of DBI's major accomplishments during this fiscal year:

- Issued a total of 55,442 permits.
- Performed a total of 125,243 inspections.
- Welcomed and provided tour of the Department of Building Inspection operations to three newly-appointed Building Inspection Commissioners – Angus McCarthy, Dr. James McCray, and Myrna Melgar – immediately following their swearing-in by Mayor Lee in March, 2012.
- Reported a more than 30 percent increase in total departmental revenues this fiscal year over last year as supported by a growing number of major construction projects, and suggesting the beginnings of recovery from the severe economic recession of the past three years.
- Finalized contract details, hired qualified vendors and began implementation of a new off-the-shelf Permit and Project Tracking System, covering review and approval operations by both DBI and the Planning Department. Implementation completion is expected in the coming fiscal year.
- Confirmed additional training of 125 DBI staff, who attended the annual California Building Officials (CALBO) education and training week. Training topics included understanding new building codes, permit technician qualifications, applicable California laws specific to building inspection, plan review, code enforcement, disaster and emergency responses, and other technical fields.
- Implemented a combined automated inspection scheduling module that includes building, electrical, and plumbing inspections and makes this available to the public on the DBI web site on a 24/7 basis.

We welcome this opportunity to thank the Mayor's Office, Board of Supervisors, Building Inspection Commission, our customers, and all DBI employees for their invaluable support of the Department and its vital mission to protect the building safety of our City.

Sincerely,

[Signature]
Angus McCarthy, President
Building Inspection Commission

[Signature]
Tom C. Hui, S.E., Acting Director
Department of Building Inspection

1660 Mission Street – San Francisco CA 94103
Office (415) 558-6088 – FAX (415) 558-6401
www.sfdbi.org
# ANNUAL REPORT JULY 1, 2011 – JUNE 30, 2012

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BUILDING INSPECTION COMMISSION
Angus McCarthy - President
Warren Mar - Vice President
Sonya Harris - Commission Secretary
Ann Aherne - Assistant Secretary (Retired)

PURPOSE

To serve the City and County of San Francisco and the general public by ensuring that life and property within the City and County are safeguarded, and to provide a public forum for community involvement in that process.

MISSION STATEMENT

As a policy-making and supervisory body mandated by the City Charter, the seven member citizen Building Inspection Commission (BIC) will manage the Department of Building Inspection (DBI) and the bodies subordinate to the Commission by overseeing the effective, efficient, fair and safe enforcement of the City and County's Building, Housing, Plumbing, Electrical, and Mechanical Codes, along with Disability Access Regulations.

ABOUT THE BIC

The San Francisco Building Inspection Commission and the Department of Building Inspection were created by voter referendum in 1994. The BIC was designed to provide representation for the various communities, which interact with the Building Department. The seven different commission slots are filled by a structural engineer, a licensed architect, a residential tenant, a residential builder, a residential landlord, a community based non-profit housing developer, and a member of the general public at large. The BIC appoints the Director of DBI, 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.

THE COMMISSION

The Mayor appoints four positions and the President of the Board of Supervisors appoints three. Currently, the Building Inspection Commission consists of the following:

Reuben Hechanova - President 7/01/11 - 03/21/12
Non-Profit Seat
Appointed by the Mayor
Angus McCarthy - President  3/21/12 - Present
Contractor Seat
Appointed by the Mayor

Warren Mar - Vice-President  7/01/11 - Present
Residential Landlord Seat
Appointed by the President of the Board of Supervisors

Kevin Clinch - Commissioner  07/01/11 - Present
Structural Engineer Seat
Appointed by the Mayor

Frank Lee - Commissioner  07/01/11 - Present
Architect Seat
Appointed by the Mayor

Mel Murphy - Commissioner  07/01/11 - 03/21/12
Contractor Seat
Appointed by the Mayor

Criss Romero - Commissioner  07/01/11 - 03/21/12
General Public Seat
Appointed by the President of the Board of Supervisors

Myrna Melgar - Commissioner  03/21/12 - Present
General Public Seat
Appointed by the Board of Supervisors

Dr. James McCray - Commissioner  03/21/12 - Present
Non-Profit Seat
Appointed by the Mayor

Debra Walker  07/01/11 - Present
Tenant Seat
Appointed by the President of the Board of Supervisors

HOW TO CONTACT THE BIC

Sonya Harris, Secretary to the Building Inspection Commission, may be reached at:

Building Inspection Commission
Department of Building Inspection
1660 Mission Street, 6th Floor
San Francisco, CA  94103-2414
(415) 558-6164, FAX (415) 558-6509
MEETINGS

The BIC meetings are held once a month, take place on the third Wednesday of every month, and are televised live on SFGTV Channel 78. The meetings are accessible, open to the public, and are held commencing at 9:00 a.m. at:

City Hall
1 Dr. Carlton B. Goodlett Place, Room 416
San Francisco, CA 94102

AGENDAS

The Agenda is published on the Friday before the regularly scheduled meeting. Agendas are posted on the Department's website at www.sfdbi.org on the Calendar link; the Main Library in the Government Documents section, the Bulletin Board located at the ground floor elevator lobby of 1660 Mission Street, outside the meeting room at City Hall and is also available by contacting Sonya Harris, Commission Secretary at (415) 558-6164.

MINUTES

Minutes are posted on the Department's website under the Calendar link 10 days after approval by the BIC.

HIGHLIGHTS & ACCOMPLISHMENTS

- Held 11 regular and two special meetings.

- The BIC Litigation Committee (Commissioner Walker, Commissioner Murphy (replaced by Commissioner McCarthy on May 15, 2012) and Commissioner Clinch) held five “Closed Session” meetings with representatives from the City Attorney's Office and various DBI employees. The Committee continues to meet on an “as needed“ basis, to refer necessary cases to the City Attorney's Office and to follow up on existing Housing Inspection, Code Enforcement, and Disabled Access violations.

- Commissioners Hechanova, Lee and Romero (Hechanova and Romero replaced by Mar and Melgar on April 18, 2012) met once as the Recommendation Sub-Committee and through the Commission Secretary discussed the process of inviting and selecting members of pertinent organizations, stakeholders and customers of DBI to serve on the Access Appeals Commission (AAC), Board of Examiners (BOE) and the Code Advisory Committee (CAC). The Sub-Committee members continue to make recommendations as seats become available or expire to the members of the Commission.
o Upon recommendation of the Sub-Committee Mr. Michael Cashion was appointed to the Board of Examiners as the High-Rise Sprinkler-Building Owner seat which expires on September 15, 2013.

• Heard presentations from DBI staff, various departments staff representing members of the Board of Supervisors or the Mayor’s Office, and listened to stakeholder and public members regarding proposed ordinances affecting the Building, Electrical, Plumbing, Mechanical Housing Codes and Administrative Code. The following is a list of the proposed legislation and other items considered by the BIC:

  o Voted to approve a Plumbing Code amendment to Section 510.6.2.6 requiring flue vent terminations to be located at least four feet from a property line as historically required in San Francisco and California Codes.

  o Voted to approve Mechanical Code amendments regarding Mechanical Code Sections 802.8.1 and 802.6.2.6 requiring flue vent termination to be located at least four feet from a property line.

  o Approved Administrative Bulletin 102 (AB-102) the purpose being to quantify substantial change in the Building Code in San Francisco, to go forward with the Community Action Plan for Seismic Safety (CAPSS) recommendation for substantial changes after an event or an earthquake. This will ensure that the Department does not focus on minor issues such as cracks, sheetrock and framing.

  o Approved proposed amendments to structural provisions of the 2010 California Building Code Sections 3402.1, 3405.2.1, and 3405.4 by the CAPSS implementation Team. Director Day explained that the amendments were important for San Francisco being reimbursed by the Federal Emergency Management Agency (FEMA) for any emergency repairs.

  o Voted to approve proposed amendments to the San Francisco Building Code structural provisions due to corrections published in the “January 1, 2011 Errata” of the 2010 California Building Code. Director Day explained that this amendment was due to numbering and minor changes in the Code.

  o Approved Draft #5 of a proposed new Administrative Bulletin 078 (AB-078), Criteria for Waiving Special Inspection Requirements for Signs, Awnings and Canopies.

  o Approved proposed changes to San Francisco Building Code Sections 106A.3.7 Application expiration, 106A.3.8 Disapproval of application,
106A.3.8.1 Withdrawal of application, 106A.4.4 Permit expiration, and corrections to Section 110A-Schedule of Fee Tables.

- Heard a presentation by Supervisor Wiener and approved proposed ordinance amending the San Francisco Building Code by amending Section 1208.4 to reduce the square footage requirement for Efficiency Dwelling Units pursuant to Section 17958.1 of the California Health & Safety Code, and made environmental findings.

- Approved a proposed update to existing Administrative Bulletin 032 (AB-032), site permit processing to reflect current Code references, DBI division names and processes in place.

- Approved three Administrative Bulletins: AB-098, AB-099 and AB-100 all regarding Post Earthquake Repair and Retrofit Requirements for Wood-Frame Residential Buildings with Three or More Dwelling Units, Concrete Buildings and for One and Two-Family Dwellings as proposed by the CAPSS Implementation Team.

- Approved Ordinance (File #120199) regarding Small Business Month - Fee Waiver Program introduced by Supervisor Chiu recognizing Small Business Month in May 2012; amending the San Francisco Planning Code and the San Francisco Building Code to waive fees for the month of May for certain façade improvements; make findings, including environmental findings and findings of consistency with the General Plan and priority policies of Planning Code Section 101.1.

- Held a discussion and heard public testimony regarding proposal to delete the exception to Section 1205.1 of the San Francisco Building Code requiring exterior glazed openings and natural light in habitable rooms of dwellings and congregate residences. This item will be brought back to the BIC when more information is available.

- Approved an update to existing Administrative Bulletin 093 (AB-093), implementation of Green Building Regulations, to incorporate the current San Francisco Green Building Regulations, other related local ordinances and DBI procedures.

- Approved a Declaration of Financial Hardship form for requesting fee exemptions for appeals heard by the Building Inspection Commission in accordance with Administrative Code Section 77.10.

- Voted to approve Code amendments to the 2010 California Building, Mechanical, Electrical, Plumbing, Residential and Green Building Codes and recommended approval to the Board of Supervisors.
o Heard a presentation by Mr. Jonas Ionin of the Planning Department regarding reviews/approvals between Planning and Building Departments that are required for building permits. This allowed for much discussion among the Commissioners and public comment was heard.

• Elected Commissioner McCarthy as President for 2012.
• Re-Elected Commissioner Mar as Vice-President for 2012.
• Former Commissioners Hechanova, Murphy and Romero were given plaques thanking them for their time and commitment to the BIC. Commissioners Hechanova and Murphy thanked the Commission for giving them the opportunity to serve in the Office of President.
• Appointed Commissioners McCarthy, Walker and Clinch to the Litigation Committee.
• Appointed Commissioners Lee, Mar and Melgar to the Nominations Committee.
• In a Closed Session, appointed Mr. Tom Hui to the position of Deputy Director of Permit Services.
• Heard a report by DBI’s Chief Building Inspector Anthony Grieco and Senior Inspector Matthew Greene regarding DBI’s Disaster Coordination Unit and on DBI’s scheduled trainings along with an update on facilities and equipment, Personnel Preparedness and Safety and DBI’s Emergency Support functions.
• Chief Housing Inspector Rosemary Bosque gave a report on Complaint Compliance time frames, statics on repeat offenders and recommendations for solutions.
• Heard an update on the CAPSS program by Amy Brown, Acting City Administrator for the City and County of San Francisco. Ms. Brown thanked the BIC and DBI for their continued support of CAPSS.
• Laurence Kornfield of the Mayor’s Office gave a presentation on the progress of the CAPSS program since it has been passed on to the Mayor’s Office and is no longer under DBI’s jurisdiction. The Commission promised cooperation and coordination with all parties involved.
• Retired BIC Secretary Ann Aherne attended a meeting to say farewell to the Commissioners and staff after having served for 13 years. The Commissioners thanked Ms. Aherne for her many years of service and good works to the Building Inspection Commission and the Department of Building Inspection.
• Held a Closed Session and by unanimous vote, appointed Ms. Sonya Harris as Commission Secretary to replace Ms. Ann Aherne.

• Heard a presentation by Chief Housing Inspector Rosemary Bosque regarding Housing Code Enforcement, the Status of the Memorandum of Understanding with the Housing Authority, and the status of Heat Complaints filed with DBI. This presentation included information regarding the MOU’s for Outreach with CEOP and SRO processes. There was a great deal of discussion by the Commissioners and the public on these items. Commissioner Walker asked that the Housing Division and Code Enforcement outreach organizations work together to help the public.

• Held two meetings and heard public testimony before voting to approve DBI’s budget for Fiscal Year 2012/2013.

• Acknowledged San Francisco’s receipt of the international award for having the best Green Building Policy from the World Green Building Council’s Government Leadership Awards for Excellence.

• Voted to continue with the 2009 Marshall Swift valuation schedule.

• Heard an update from Chief Plumbing Inspector Steve Panelli and listened to public testimony regarding Plumbing Plan Check issues relating to Gray Water Systems.

• Heard an overview of the process that the Litigation Committee follows in dealing with outstanding cases including criteria for forwarding cases to the City Attorney’s Office.

• Asked for a quarterly report on the status of operations to include Management by Objective reports from different divisions of DBI.

• Announced the participation of DBI and the BIC in the 22nd Annual Commemoration of the 1989 Loma Prieta Earthquake.

• Mr. Maury Blackman, CEO of Acella21-Tech, gave a brief overview of the Permit and Project Tracking System timeline. The contract for this project has been signed by all parties involved.

• Deputy Director Edward Sweeney and Chief Building Inspector Rosemary Bosque gave a presentation to the BIC regarding the Blighted Property Ordinance.

• Director Vivian Day gave a presentation regarding Notice of Violation Procedures.
• Commissioners participated in DBI’s community outreach program by helping out at the DBI booth at several street fairs in different areas of the City such as Chinatown, Bernal Heights, and the Castro district.

• President McCarthy visited DBI’s Records Management Division / 3R Report Section and gained an appreciation for the intense and specialized work involved due to legal issues.

• Discussed the issue of having a plan in pace to help small business owners deal with Americans with Disabilities Act (ADA) issues regarding State Bill 1608. This item was discussed at several meetings and prompted a great deal of input from the public.

• Discussed ways to aid in the completion of large projects that are ongoing such as the America’s Cup project, Rincon Hill, Trinity Place, 350 Mission Street, and the Transbay Terminal.

• Chief Housing Inspector Rosemary Bosque gave a presentation on complaints and coordination with the Department of Public Works (DPW) and the use of Emergency Orders.

• The Commission heard two appeals regarding 550 Jersey Street. The first appeal was to ask for a waiver of the fee for appeal. The second was an appeal regarding the fact that Director Day abused her discretion by not rendering a written decision to a letter. The BIC denied both appeals.

• During the BIC meetings the Commission agendized public discussions regarding several important and ongoing issues, including:
  o Department of Building Inspection’s permit activity and inspection scheduling.
  o Status of MIS and in particular the Project and Permit Tracking System as it pertains to DBI and other City departments.
  o Status of the Request for Proposal for the Project and Permit Tracking System.
  o Update on the implementation of the Q-Matic numbering system at DBI.
  o Staffing issues to deal with customer service.
  o Update and discussion on how the Department of Building Inspection and the Department of Public Works are working to improve communications around the permit process.
  o Interdepartmental coordination meetings and recommendations
  o Memorandums of Understanding with other City departments
  o Updates on proposed legislation
  o Performance Statistics
  o Financial Reports
o Filling open positions and hiring Prop F and permanent employees
o Telephone inspection scheduling services
o Being able to obtain 3R reports online
o Digitizing records of existing data
o Copies of soils reports being sent to the State
o Integration with the Enterprise Addressing System and DBI's Addressing System
o Refreshing DBI's infrastructure
o Updating the DBI Cash Management System
o Personal Computer Refresh
o Email migration
o Incorporate changes to track San Francisco Public Utilities Commission (SFPUC) Ordinances within the permitting process.

o The public brought to the attention of the Commission issues with the following properties:

161 Gambier Street       141 Seville Street
570 O'Farrell Street     398 Winding Way
600 Cordova Street       550 Jersey Street
4001 Third Street       71 Curtis Street
1060 Prague Street       1294 Geneva Avenue
45 Lansing Street        184 Channel Street
Stowe Lake Boat House    815 Lisbon Street
Properties on Mendell and Oakdale

2012 - 2013 GOALS

• Continue to monitor DBI’s computer and technology needs, and reorganization of the MIS Division. In addition, monitor the progress of computer information sharing between Planning & other City Departments.

• Continue to monitor the Project and Permit Tracking System and ensure continual progress between Planning, DBI, Fire, and other related City Departments to assure that Accela - 21 Tech is working diligently towards the 24-month goal of completion.

• Continue to monitor DBI’s staffing issues to ensure excellent customer service to the citizens of the City and County of San Francisco.

• Continue to monitor and work with management staff regarding financial/budget issues.

• Continue the process of implementing the Business Process Reengineering for the Department in order to streamline services.

• Continue to meet with Planning and other Departments to coordinate processes
and encourage cooperation for efficiency of services.

- Continue to work with the CAPSS program to identify and encourage outreach to the citizens of San Francisco.
- Continue working with the City Attorney’s Office, Housing Inspection Services and Code Enforcement Staff in the Litigation Committee to abate outstanding cases.
- Continue to work toward developing a process to aid small business owners regarding ADA issues.
- Begin a statewide search for a permanent Director for the Department.
- Update BIC rules and procedures.

**ABATEMENT APPEALS BOARD**

The members of the Building Inspection Commission also sit as the Abatement Appeals Board to hear appeals of Director's Orders of Abatement, and provides a public forum through their monthly meetings.

- Held seven meetings:
  - September 21, 2011
  - November 16, 2011
  - January 18, 2012
  - February 15, 2012
  - April 18, 2012
  - May 16, 2012
  - June 20, 2012

- Elected Commissioner Kevin Clinch as President and Commissioner Myrna Melgar as Vice-President.

- Heard appeals on the following addresses:
  - 130-132 Beulah Street
  - 1743 - 12th Avenue
  - 575 Shotwell Street
  - 619 Diamond Street
  - 250 Kearny Street
  - 1117 Geary Boulevard
  - 723 - 12th Avenue
  - 554 Fillmore Street
- 536 A Laidley Street
- 336 Pierce Street
- 423-425 Noe Street
- 30 Beaumont Street
DIRECTOR’S OFFICE
VIVIAN L. DAY, C.B.O., DIRECTOR

FUNCTION

The Director’s Office provides departmental leadership, sets policies and supports all programs within the Department in order to implement established goals, objectives and mandates, and to take actions that ensure the safeguarding of life and property within the City.

HIGHLIGHTS AND ACCOMPLISHMENTS

• Issued a total of **55,442** permits, including:
  o **22,059** Building Permits
  o **13,657** Electrical Permits
  o **15,017** Plumbing Permits
  o **4,709** Miscellaneous Permits

• Performed a total of **125,490** inspections, including:
  o **50,224** Building Inspections
  o **3,284** Code Enforcement Inspections
  o **33,296** Electrical Inspections
  o **11,172** Housing Inspections
  o **27,514** Plumbing Inspections

• Welcomed and provided tour of the Department of Building Inspection (DBI) operations, to three newly-appointed Building Inspection Commissioners – Angus McCarthy, Dr. James McCray, and Myrna Melgar – immediately following their swearing-in by Mayor Lee in March 2012.

• Finalized contract details and hired qualified vendors, as well as began implementation of a new off-the-shelf Permit and Project Tracking System covering both DBI and the Planning Department. Implementation completion is expected by November 2013.

• A total of 125 DBI staff attended the Annual California Building Officials (CALBO) education and training week. Some training topics included understanding of new building codes, permit technician qualifications, applicable California laws specific to building inspection, plan review, code enforcement, disaster and emergency responses, and other technical fields.

• Reported a more than 30% increase in total revenues this year over last year, supported by a growing roster of major construction projects whose high valuation suggests recovery from the severe economic recession of the past three years.

• Reviewed new Federal accessibility requirements issued early in 2012 and began immediate staff training to incorporate these requirements, which also are posted on the Department’s website for easy customer access.
• Worked with the Public Advisory Committee, as well as with the Code Advisory Committee, the Building Inspection Commission and with the City Attorney’s Office to draft new legislation amending the building code to give customers more time and flexibility on permit extensions and renewals. The legislation is pending Board of Supervisor’s approval and it is scheduled to go into effect in December 2012.

• Developed and issued in May 2012 a Request For Proposals (RFP) for the digitization of DBI records, and awarded a contract to begin implementation.

• Implemented Q-Matic Customer Queing System, which is designed to reduce customer wait-times for DBI professional services and improve departmental efficiencies. Key testing, staff training and customer feedback of the system continued throughout this fiscal year.

ON-GOING PROJECTS

• The Director continued to work with customers to resolve addressing issues, made field visits and surveys, as well as updated AB-035 which details addressing procedures – including a special focus on the Hunters Point Shipyard development project. A new City-wide Master Addressing System is still under development.

• Continued to implement processes governing Impact Fee Collection Unit, incorporating legislative/administrative changes adopted by the Board, other departments, etc.

• Continued to review key departmental processing procedures; monitored and participated in proposed legislation affecting building codes and procedures; and continued to problem solve with DBI’s most frequent customers during monthly Public Advisory Committee meetings to resolve issues encountered.

2012 - 2013 GOALS

• Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either a building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.

• Continue the Department’s conversion of records to digital format, including plans, and continue to take steps to procure and implement a new electronic data management system, as well as an electronic plan review system.

• Continue working on the new off-the-shelf Project and Permit Tracking System, projected for November 2013.

• Complete interviews, hires and internal promotions to meet essential staffing for DBI’s ongoing efforts to improve effectiveness and efficiencies -- required to meet growing customer demands for DBI’s services.

• Continue to work with Mayor’s Office and Earthquake Safety Implementation Committee to finalize mandatory soft story retrofit legislation for introduction to the Board.
• Continue to participate in community outreach opportunities in Chinatown and other City neighborhoods in DBI's ongoing efforts to inform and educate customers about permit review, inspections and the code enforcement process.

# 3-YEAR COMPARISON
REVENUES AND EXPENDITURES
OPERATING BUDGET YEAR-END
FINALS

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3-YEAR COMPARISON
PERMITS ISSUED

FY 09-10 TOTAL 52,183
FY 10-11 TOTAL 52,897
FY 11-12 TOTAL 55,442

BUILDING PERMITS | ELECTRICAL PERMITS | PLUMBING PERMITS | MISC. PERMITS

20,762 | 12,315 | 5,824 | 2,089
20,896 | 13,014 | 4,892 | 2,252
22,059 | 13,657 | 4,709 | 3,284

3-YEAR COMPARISON
INSPECTIONS PERFORMED

FY 09-10 TOTAL 119,622
FY 10-11 TOTAL 122,590
FY 11-12 TOTAL 125,490

Building Inspection | Electrical Inspection | Plumbing Inspection | Housing Inspection

49,498 | 27,411 | 22,384 | 11,172
49,393 | 30,065 | 24,503 | 11,172
50,224 | 33,296 | 27,514 | 11,172

Note:
FY 09-10 - Code Enforcement Section performed 2,089 inspections
FY 10-11 - Code Enforcement Section performed 2,252 inspections
FY 11-12 - Code Enforcement Section Performed 3,284 inspections
ADMINISTRATIVE SERVICES
Pamela Levin, Deputy Director

Administrative Services (AS) provides support to the Department in the areas of fiscal management, purchasing, and business analysis. Processes request for refunds for fees collected by Department of Building Inspection. Responsible for keeping employees and the public fully apprised of the Department’s mission and its professional services. AS provides Department-wide automated data capture, data management, and report dissemination. In addition, AS manages, processes and updates all record requests services, prepares Reports of Residential Building Records (3R). AS is responsible for processing 311 customer service requests, updates DBI’s website, and for generating monthly, quarterly and annual reports detailing the Department’s overall performance. Provides support to the Department in the areas of personnel, payroll, and other related Human Resources activities. Administrative Services is also responsible for the Community Outreach Program and the Development Fee Collection Unit.

The Administrative Services Program includes: Finance Services, Legislative Affairs, Management Information Services, Payroll/Personnel, and Records Management.
FINANCE SERVICES  
Pamela Levin, Deputy Director

FUNCTION

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; controlling labor and non-labor expenditures, capital expenditures and work order expenditures; accounts payable; performing internal audits, 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.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Revenue:  
  - Plan Review $24,869,866  
  - Inspection Services $28,266,772  
  - Administration $2,520,437  
  **Total Revenue** $55,657,075

- Expenditure:  
  - Plan Review $9,066,185  
  - Inspection Services $21,126,390  
  - Administration $12,185,386  
  **Total Expenditure** $42,377,961

- Received a total of 80 reimbursement requests; of these, processed 100% within 10 days.

- Processed 2,054 financial transactions through the City’s FAMIS on-line system.

- Processed 765 purchasing transactions through the City’s ADPICS on-line system.

- Collected 27% or $20,848,573 of revenues through the PC Cash Register System, credit card transactions.

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

- Executed the contracts for the Permit and Project Tracking System.
• Executed the grant contracts for the Single Room Occupancy (SRO) and Code Enforcement Outreach Program (CEOP).
• Executed the contracts for the Digitization of Records Project.
• Conducted cash management training.
• Restructured and streamlined accounting process to meet the Department’s needs.
• Restructured Cash Collection Unit per Controller’s audit recommendations to increase security.

**ON-GOING PROJECTS**

• Continue to work with the Treasurer Tax Collector on the Cash Management System.
• Continue to work on implementing the Permit and Project Tracking System.
• Participate in City-wide accounting intern program.

**2012 – 2013 GOALS**

• Prepare and issue Request For Proposal (RFP) for Electronic Document Management System and Electronic Plan Check System.
• Begin FY 2013-15 Departmental budget process.
**REVENUES**

- **PLAN REVIEW**
  - $24,869,866 (45%)
- **INSPECTION SERVICES**
  - $28,266,772 (51%)
- **ADMINISTRATION**
  - $2,520,437 (5%)

**TOTAL REVENUE**
- $55,657,075

**EXPENDITURES**

- **INSPECTION SERVICES**
  - $21,126,390 (50%)
- **PLAN REVIEW**
  - $9,066,185 (21%)
- **ADMINISTRATION**
  - $12,185,386 (29%)

**TOTAL EXPENDITURE**
- $42,377,961
 MANAGEMENT INFORMATION SERVICES  
Hema Nekkanti, Division Manager  

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

HIGHLIGHTS AND ACCOMPLISHMENTS  
- Completed 1,759 MIS requests for network, server and application development.
- PTS Enhancements  
  - Complete implementation on a new web module to allow contractors to renew their Permit to Operate Boiler over the web.
  - Completed module to allow existing Permit Tracking System (PTS) to track, plan check, approve, inspect and complete projects that are assigned to the Department per Memorandums of Understanding.
  - Completed implementation to enhance web services to provide online electrical inspection scheduling.
  - Completed programming to implement the Construction and Demolition Ordinance (C&D) - Demolition Debris Recovery Plan (DDRP) for the Department of the Environment.
  - Completed implementation on programming changes for the San Francisco Public Utilities Commission (SFPUC) Storm Water Ordinance.
  - Completed integration with the Enterprise Addressing System (EAS).
  - Completed implementation on Customer Queuing System.
  - Completed implementation to receive 3R requests over the web.
- Email System – Completed project to migrate email system from Lotus Notes to Microsoft outlook.
- PC Refresh – Completed PC replacement for the Department.
**Software Upgrade** – Completed upgrade for off-the-shelf software, MS Office and Symantec.

**Completed requirements to meet PCI DSS (Payment Card Industry Data Security Standard).**

**Software upgrade complete on core network switches.**

**New Permit and Project Tracking System – Contract execution kick-off and Requirement Analysis complete.**

**Refresh Infrastructure – Server room mechanical and electrical scope of work completed and letter of agreement signed off.**

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### ON-GOING PROJECTS

- **PTS Enhancements**
  - Programming in progress to enhance web services to submit requests for records online.
  - Programming in progress on a web interface for tablet PCs to record inspection results in the field.

- **Cash Management System:** Requirements definitions and development in progress.

- **New Permit and Project Tracking System – Configuration phase in progress. Analysis phase of project complete.**

- **Refresh Infrastructure – Project to replace server room equipment to meet normal replacement schedule has begun. Memorandum of Understanding was signed between the departments in the Mission Corridor which are the Departments 1640, 1650, and 1660 Mission Street, Human Services Agency, Planning, and the Department of Building Inspection respectively. Server room Mechanical and electrical work schedule to start.**

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### 2012 - 2013 GOALS

- Complete implementation of new Cash Management System.

- Complete replacement of server room equipment to meet normal replacement schedule.

- Identify and enhance web payment applications to include more online services.
• Complete enhancements to Permit Tracking to encompass the various components of the Business Processing Reengineering (BPR) Implementation Plan.

• Complete implementation of new Permit and Project Tracking System.

• Complete issuance of Request For Proposal and product selection of the Electronic Plan Review and Document Management System.
PAYROLL / PERSONNEL DIVISION
Emily Morrison, Division Manager

FUNCTION

The Payroll Personnel Division (PPD) performs all Human Resource functions consistent with a Merit System agency and in conformance with the San Francisco City and County Charter, the Administrative Code, and state and federal laws. Activities include the recruitment for both Civil Service examinations and provisional appointments; the processing of newly hired, promoted or separated employees. PPD maintains permanent personnel records and reports; assists in the resolutions of disciplinary actions and grieve matters; provides employment-related training and coordinates technical training programs. Additionally, the division is responsible for processing all payroll-related functions for 226 employees.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Completed 17 appointment transactions within 60 days.
- Processed 99% of all payroll and personnel related paperwork within 2 days of request.
- Responded to 2 Director’s letters within Director’s deadline.
- Conducted 13 recruitment and interview processes for appointment to permanent and temporary exempt positions.
- Processed 226 payroll timesheets per week for departmental employees with less than 1% error rate.
- Processed 86 payroll problem description forms, state disability claims, and sick pay donations for critically ill employees as needed and within specified deadlines.
- Processed 14 personnel requisition requests to fill vacancies, or to extend appointments of temporary exempt employees.
- Developed tracking system to monitor employees out on various types of leave, Family Medical Leave, Workers’ Compensation, Personal Leave.
- Coordinated with the Department of Human Resources Work Force Development Division to provide on-site 24-Plus Training for 28 Managers and Supervisors.
ON-GOING PROJECTS

- Continue working with Division Managers to fill vacant positions.
- Complete development of written Payroll Processing Policies and Procedures.
- Update process for recording and tracking employee probation period, bilingual pay, longevity pay, acting assignment pay, supervisory differential, salary step increases and certifications for DBI Inspectors and Plan Checkers.
FUNCTION

Records Management Division (RMD) is responsible for storage and reproduction of issued plans, permit applications, job cards, certificate of final completion and occupancy (CFC) and miscellaneous documents; producing the Report of Residential Building Records (3R) and maintaining historical records. RMD is charged with publishing the Department’s Quarterly and Annual Reports; responding to customer service email inquiries, 311 service requests, and updating the Department’s website. Records Management scans and indexes permit applications, job cards, CFCs, miscellaneous documents, performs quality control on all scanned and indexed plans by a vendor.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Produced a total of 7,297 3R Reports; of these,
  - 24.8% or 1,807 were processed within 5 business days
  - 23.8% or 1,736 were processed within 6-7 business days
  - 33.7% or 2,462 were processed 8-12 business days
  - 17.7% or 1,292 were processed over 12 business days

- Processed a total of 10,216 Record Requests; of these,
  - 3,911 were processed over-the-counter
  - 77 were subpoenas
  - 6,228 requests were accepted for research and processing:
    - 66% or 4,113 were processed within business 5 days
    - 16.5% or 1,025 were processed within 6-7 days
    - 16.2% or 1,012 were processed within 8-12 business days
    - 1.3% or 78 were processed over 12 days

These 10,216 record requests produced a total of 235,129 records; including:
  - 73,563 copies of records printed
    - 56,010 copies of aperture cards permits, job cards, CFCs
    - 17,553 copies of plans
  - 161,566 records researched for customer viewing
    - 16,644 permit aperture cards
    - 1,089 diazo cards created for viewing plans
    - 5,556 35mm microfilm rolls
    - 6,699 divisions apps
    - 113,828 PaperVision Permits
• **15,853** PaperVision Plans  
• **557** File Transfer Protocol (FTP)

- **Customer Service:**  
  - Answered **16,240** phone calls.  
  - Assisted **10,523** customers at the RMD information counter.  
  - Processed **712** customer service emails.  
  - Processed **969** 311 Service requests and closed **928** 311 service requests.

- Received **978** requests for duplication of official building plans; for these we processed the following certified letters requesting authorization:  
  - **755** letters to Property Owners  
  - **1,167** letters to Design Professionals

- Continued combining 3R and Records sections functions as well as cross-training all staff to perform all divisional duties and responsibilities. The Division continues to experience a great benefit of having staff cross-trained to perform all duties within the division. Two thirds of the Division’s staff is currently cross-trained and all process any type of requests in an effort to maintain with the current workload.

- Continue assignment of management and supervisory staff to perform day-to-day production duties to meet increased workload demands with decreased staffing levels.

- Completed prepping, back-prepping, scanning and indexing of:  
  - **Job Cards** 2010 to 2012  
  - **CFCs** 2010 to 2012  
  - **Building Permits** December 2010 – June 2011

- Quality controlled and approved **18** projects scanned and indexed by a vendor, January 2011 – November 2011, including:  
  - regular issued  
  - 15-day hold, and  
  - cancelled and withdrawn plans

- Worked with MIS to launch the 3R Report online submittal process; and an updated DIVAPPS 3R module to include automated reports, tracking of production and processing turnaround, maintain history of issued 3R Reports, etc.

- Continued development meetings with MIS on the upcoming Records web submittal process.
Continued to participate in meetings with DBI Management and Accela 21-Tech to provide detailed information regarding RMD processes and procedures. Reviewed and provided feedback to documents provided by the vendor. Participated in first phase testing of RMD modules:
  - Records Requests
  - Duplication of Plans
  - Subpoenas
  - 3R Reports

Provided monthly barometer data to the Controller’s Office for three DBI measures, including construction valuation, life hazard/heat complaints and inspection turnaround.

Represented the Department in the Controller’s Office City-wide Performance Measurement Program data validation process. Held several meetings with DBI’s Management staff and the Controller’s Office, provided back-up documentations, revised descriptions and processes for current measures, and developed a new measure to accurately reflect the Department’s operation.

Worked with the Department of Technology to implement a redesigned and user-friendly website. Held multiple meetings, reviewed proposed templates, provided feedback, and final approval. New website was implemented November 2011.

Provided approximately 15 training sessions to staff on subjects such as:
  - How to insert documents and note into PaperVision document management system
  - How to determine meets and bounds for new construction
  - Quality control of scanned and indexed plans
  - Sanborn and Condo maps
  - How to find old new construction permits for corner lots, and what happens if we have more than one new construction permit for a specific address

Developed a new records weekly report process and format that addresses the operational changes and accurately reflect production turnaround. For example, separated over-the-counter, intake, subpoenas, internal requests, external requests, and duplication of official building plans.

Worked with Finance Service to issue Request for Proposals,
  - To digitize official building plans, on-going.
  - Convert appropriately 5,000 microfilm rolls into digital images and index files.
  - Convert old permit paper documents into digital images and index files.
• Developed and implemented a process to scan good quality documents from 35mm and 16mm directly into PaperVision; thereby increasing documents available to the customer through the use of a computer instead of a microfilm roll, reducing duplication of efforts, increasing over-the-counter production, etc. This new process also included increasing equipment and PaperFlow licensing.

• Eliminated File Transfer Protocol (FTP) records requests by working with scanning vendor and implementing an electronic transfer process through the vendor's quality control server. This process eliminated duplication of efforts and streamlined the process.

• Worked with Housing Inspection Services staff to transfer the 311 Customer Service responsibilities to better address the customer needs and reduce the number of pending service requests.

2012 – 2013 GOALS

• Continue working with MIS to develop and implement a Records Management module that will track records request, create weekly activity reports, track production and turnaround, save research details, etc.

• Continue to cross-train all staff to process 3R and Records Requests. This will allow for a better distribution of all requests, will increase the staff overall knowledge of the Division's operation, and maintain the same production level for 3R and Records.

• Revise Records Management Operational Manual to incorporate all operational changes including subpoenas, combination of internal and external reports, new weekly report requirements, duplications of plans, etc.

• Continue working with Finance Services to award scanning contract and implement conversion of
  o Approximately 5,000 microfilm rolls into digital images and index files.
  o Old permit paper documents into digital images and index files.

• Continue digitization of official building plans.

• Resume in-house scanning and quality control functions of permit applications, job cards, and certificates of final completion.

• Work with Deputy Director to increase staffing levels in RMD to address workload demands, duties and responsibilities, maintain a satisfactory production turnaround, as well as a high level of customer service.
- Continue working with MIS and Accela 21 Tech in the development and implementation of the new four RMD modules: Records Requests, Duplication of Plans, Subpoenas, and 3R Reports.

- Work with the Director's Office to transfer the website and customer service responsibilities to their office to allow RMD staff to dedicate more time to production activities.

**3R REQUESTS**

*MBO Goal = Process 75% Within 5 Business Days*

- **1st Qtr Total**: 1,927
- **2nd Qtr Total**: 1,155
- **3rd Qtr Total**: 1,194
- **4th Qtr Total**: 2,284

Received 7,297

Processed Within 5 Business Days 1,807

**CUSTOMER SERVICE**

- **1st Quarter**: 2,299 Customers Assisted, 3,849 Phone Calls Answered
- **2nd Quarter**: 2,031 Customers Assisted, 3,665 Phone Calls Answered
- **3rd Quarter**: 2,667 Customers Assisted, 4,481 Phone Calls Answered
- **4th Quarter**: 3,539 Customers Assisted, 4,245 Phone Calls Answered
RECORDS REQUESTS
MBO Goal=Process 75% Within 5 Business Days

- 1st Quarter: 1,559 received, 1,425 processed (91.4%)
- 2nd Quarter: 1,486 received, 1,390 processed (93.5%)
- 3rd Quarter: 1,750 received, 1,172 processed (67.0%)
- 4th Quarter: 1,433 received, 126 processed (8.8%)

Received 6,228, Processed Within 5 Business Days 4,113

RECORDS REQUESTS PROCESSED
OVER-THE-COUNTER 3,911

- 1st Quarter: 726
- 2nd Quarter: 766
- 3rd Quarter: 962
- 4th Quarter: 1,457
PERMIT SERVICES PROGRAM
Hanson Tom, Deputy Director (1st and 2nd Quarters)
Tom Hui, Deputy Director (3rd and 4th Quarters)

Permit Services (PS) 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, coordination of building permit review, 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 change 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).

The Permit Services Program includes Initial Permit Review, Over-The-Counter, Permit Processing Center, Permit Services, and Technical Services Division.
PERMIT CENTER, SECOND FLOOR  
Sylvia Thai, Supervisor

FUNCTION

The primary functions of Permit Center on second floor (PPC) include, but not limited to, administratively maintaining the physical movements of all non-over-the-counter building permit applications between required plan review stations; recording the routing activities in PPC “Comments” column of the Permit Tracking System (PTS); performing ‘quality control’ on approved building permit applications before they are routed to Central Permit Bureau (CPB) for issuance. In addition, PPC handles the cancellation notification process for permit applications sent by Planning Department, including the permit applications filed for appeals with the Board of Appeals. PPC also accepts revisions for and route such revisions to the Planning Department.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Reviewed 11,600 building permit applications, 100% were routed to other reviewing stations within one business day.
- Accepted 1,170 revisions on behalf of the Planning Department.
- Processed a total of 167 cancellation notifications for building permit applications for the Planning Department.
- Performed quality control on a total of 2,189 building permit applications or addenda.
- Processed 325 requests for 5th Floor Over-the-Counter Plan Review; of these
  - 244 for architectural or structural
  - 81 for mechanical reviews
  - Processed 26 requests for parallel review and 19 for premium or priority review.
- Coordinated permit process among review stations for Memorandum of Understanding (MOU) projects: Port of San Francisco and Transbay Joint Powers Authority (TJPA).

2012 - 2013 GOALS

- Continue to perform all PPC functions efficiently and in a professional manner with customers and staff.
- Train staff for promotional opportunities.
PLAN REVIEW SERVICES
BUILDING PLAN REVIEW
Thomas Le, Acting Supervisor, Plan Review Team 1
Rodolfo Pada, Acting Supervisor, Plan Review Team 2
Ron Tom, Supervisor, Plan Review Team 3
Vivian Huang, Acting Supervisor, Plan Review Team 4

FUNCTION
Plan Review Services (PRS) is responsible for the review and approval of building and other permits that require architectural and structural consideration, and to implement on-going seismic engineering and structural safety initiatives. This Division provides coordination of projects requiring Structural Design Review.

The Building Plan Review groups provide high quality plan review of proposed construction work to verify conformance with structural and non-structural code requirements in a timely, consistent, transparent, professional, and courteous manner to all our clients. Projects include construction of new buildings, alterations, additions and repairs to existing buildings. Staff conducts reviews of over-the-counter projects at the counter as the customer waits, conduct reviews of submitted projects in-house and conduct reviews of submitted residential projects or simple commercial projects by appointment with the design professionals. Division managers, group supervisors and other senior staff conduct pre-application review meetings to provide code interpretations and resolve major code issues prior to the submittal of plans and permit applications.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Reviewed and approved approximately 19,343 building permit applications of these,
  - 17,446 or 90% were over-the-counter
  - 9,088 permit applications with no plans

- Performed 1,897 building plan reviews of submitted projects (including building permits, site permits, and addenda submittals); of these
  - 1,533 or 80.8% were reviewed within 30 days

- Performed 19,343 building plan reviews within 14 days with building occupancies as follows:
  - 10,237 One and Two Family Dwellings
    - 9,796 or 95.7% were processed within 14 days
  - 6,653 Multi-Family Residential and/or Mixed-used Buildings
    - 6,316 or 94.9% were processed within 14 days
- **2,000** Office and/or Commercial Buildings
  - **1,910** or 95.5% were processed within 14 days
- **453** Other Buildings
  - **415** or 91.6% were processed within 14 days

- Received **601** site permit applications; of these,
  - **310** or 51.6% were reviewed within **14** days.

- Conducted approximately **349** pre-application meetings; of these,
  - **302** or 86.53% were held within two weeks.
  - Attended **10** inter department meetings with Planning, Public Works, and the San Francisco Fire Department.

- Reviewed **22** lot subdivision requests referred by the Department of Public Works, Bureau of Street Use and Mapping.

- Reviewed **5** easements case during this period.

- Reviewed **18** permit applications for voluntary seismic upgrade of soft-story, Type V (wood frame) buildings per AB-094.

- Continued review of the special Memorandum of Understanding (MOU) projects for:
  - San Francisco Public Utility Commission - New Administration Building at **525 Golden Gate Avenue**
  - Transbay Joint Powers Authority - Overall project drawings.
  - Port of San Francisco - Cruise Terminal, Piers 27, 29, and 80

- Reviewed and attended various projects’ meetings with the Transbay Joint Powers Authority team regarding its submittal of:
  - Demolition of Building and Existing Bus Ramps
  - Temporary Screen Wall at 301 Mission Task Order
  - Buttress and Shoring (Slurry Wall) Task Order #2A
  - Excavation, Internal Bracing and Trestle Task Order #2B
  - Underground Structural and Geothermal System
  - Superstructure, Main Building
  - Temporary Bridges

- Reviewed **10** mega projects:
  - The Public Safety Building, **1300 4th Street**, a 6-story Police Headquarters and Fire Station, $164 million.
  - Two Rincon Hill, **401 Harrison Street**, a 48-story, 312 Residential Condo, $140 million.
• Trinity Plaza, **1190 Mission Street**, a 22-story mixed use building, 418 residential units with commercial space, $79 million.
• **350 Mission Street**, a 27-story office, retail and parking, $84 million.
• **45 Lansing Street**, a 40-story mixed use building, 224 residential units with commercial space, $75 million.
• **185 Channel Street**, an 8-story mixed use building, 315 residential units, retail and parking, $104 million.
• **1880 Mission Street**, a 6 story mixed use building, 315 residential units, retail and parking, $104 million.
• **1880 Mission Street**, a 6 story mixed use building, 202 residential units with commercial space, $41 million.
• **1301 3rd Street**, San Francisco Fire Department offices and community rooms, $3.7 million.
• **370 Drumm and 99 Jackson Streets**, new Health Club and Café, $155 million and $9 million respectively.
• **War Memorial Building, 401 Van Ness**, $75 million.

• Attended various meetings with the San Francisco Municipal Transit Agency (SFMTA) regarding the Central Subway project, a new underground subway for the Moscone Station, Union Square/Market Street Station, and the Chinatown Station, $519 million.

• Completed plan review and issued plan review comments for SFMTA Chinatown Station and Union Square/Market Street Station.

• Reviewed various addenda for **155 5th Street**, the new University of Pacific Dugoni School of Dentistry.

**ON-GOING PROJECTS**

• Participation in the completion and implementation of the National Flood Insurance Ordinance.

• Continued development and completion of the Joint Agencies Review MOU with the Planning Department, Department of Public Works-Bureau of Street Use and Mapping, and San Francisco Fire Department.

• Provided emergency engineering review and other assistance for the Department’s Emergency Response Program.

**2012 – 2013 GOALS**

• Assure compliance with State Regulation AB 717, which requires staff to be certified as a building inspector or a plans examiner and requires staff to complete 45 hours of continuing education within a three-year period.
• Maintain plan review backlog within 2 weeks from the arrival date of the permit application.

Reviewed **19,343** permit applications and approved **18,437** or **95%** within 14 days

**PLAN REVIEW WORKLOAD**

Use and Occupancy Classification

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<th>Classification</th>
<th>Number of Reviewed or Approved Permit Applications</th>
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<td>10,237</td>
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<td>Others-R</td>
<td>453</td>
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<td>Others-A</td>
<td>415</td>
</tr>
</tbody>
</table>

**R3-R** Reviewed One or Two Family Dwellings
**R3-A** Approved One or Two Family Dwellings
**MUO-R** Reviewed Multi-Family or Mixed Use Occupancy
**MUO-A** Approved Multi-Family or Mixed Use Occupancy
**B M-R** Reviewed Office or Commercial Buildings
**B M-A** Approved Office or Commercial Buildings
**Others-R** Reviewed Occupancy not listed above
**Others-A** Approved Occupancy not listed above
MECHANICAL/ENERGY PLAN REVIEW  
James Zhan, Mechanical Engineer, Supervisor

FUNCTION

The function of the Mechanical/Energy Plan Review Group is to provide high quality plan review of proposed construction work to verify conformance with Title 24 Energy Efficiency Standards and the San Francisco Mechanical Code, as well as the heating, ventilation, smoke control, life safety, and related construction requirements of the San Francisco Building Code in a timely, consistent, transparent, professional, and courteous manner to all our clients. Projects include construction of new buildings, as well as alterations, additions, and repairs to existing buildings. Staff conducts reviews of over-the-counter projects at the counter as the customer waits, conducts reviews of submitted projects in-house and conduct reviews of submitted residential projects or simple commercial projects by appointment with the design professionals. The group supervisor and other senior staff conduct pre-application review meetings to provide code interpretations and resolve major code issues prior to the submittal of plans and permit applications.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Reviewed approximately 6,516 over-the-counter building permits with plans, of these, 5,743 or 88.1% were approved over-the-counter. This included permit review and over-the-counter information/review interaction with public.

- Performed approximately 705 mechanical plan review of submitted projects including building permits, site permits, and addenda submittals. Of these, 506 or 71.8% were reviewed within 21 days.

- Participated in 10 pre-application meetings to assist customers to resolve code compliance issues in project design phase.

- Responded to approximately 2,920 customer telephone inquiries of code questions and application status.

- Performed 24 permit applications under premium or priority plan review process.

ON-GOING PROJECTS

- Attended various meetings and completed the plan review for Underground Structure for Transbay Joint Powers Authority project.
• Issued plan review comments for San Francisco Municipal Transportation Agency Central Subway Project: Chinatown Station and Union Square/Market Street Station respectively.

• Reviewed and approved the Trinity Plaza, 1190 Mission Street, a 22-story mixed use residential and commercial building.

• Continued review of 185 Channel Street project, an 8-story mixed use residential, retail and parking structure.

• Reviewed various addenda for 155 5th Street, the new University of Pacific Dugoni School of Dentistry.

2012 – 2013 GOALS

• Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as a building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year-period.

• Improve mechanical backlog within three weeks.
PERMIT SUBMITTAL AND ISSUANCE
David Leung, Division Manager
HELP DESK/CENTRAL PERMIT BUREAU
Wai-Fong Cheung, Supervisor

FUNCTION

The Central Permit Bureau (CPB) screens building permit applications and addenda for completeness before accepting and routing them to various review stations. These permit applications and addenda, due to their complexity, cannot be reviewed “over-the-counter”. CPB also issues construction permits for public and private buildings located within the City and County of San Francisco. Additionally, CPB issues electrical, plumbing and street space permits, and assesses and collects fees for all structures, building enlargements and change of use.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Processed 100% or 4,876 of structural notifications within 24 hours.
- Processed 100% or 16,856 of demolition notifications within 24 hours.
- Assisted 26,783 walk-in customers at the Public Information Help Desk.
- Processed 100% or 6,500 of all mail-in letters within 2 days.
- Received a total of 5 Director’s letters / customer inquiries; of these responded to 100% or 5 within deadline.
- Answered 9,090 incoming calls at Public Information Help Desk, and receiving 4,989 incoming calls at Central Permit Bureau for a total of 14,079 calls.

ON-GOING PROJECTS

- The Enterprise Address System (EAS) at Department of Technology was implemented in February 2012; CPB staffs are assisting all City Department users to create/retire addresses in the master address database.
- Implementing improvement of the Department’s Address Validation System accuracy.
- Assisting DBI-MIS to create new characteristics in PTS system, which will improve the permit process and increase customer service.
• Coordinating with MIS data input on PTS facilitate compatibility with the new Accela systems.

• Working with various other departments on mega projects, such as MTA, Central Subway, Mission Bay projects and Housing projects.

2012 – 2013 GOALS

• Continue to perform quality control on all submitted building permits.

• Continue to train and update CPB staff on procedures of accepting and processing submitted permit applications and addenda.

• Continue to update information on contractors’ licenses.

• Continue to meet all departmental goals.

• Train staff for future promotional opportunities.

• Continue to process drop-in applications within 2 days.

• Continue coordinating with Department of Technology, DBI MIS and all other City departments to improve the use of EAS system.

• Continue to provide good customer service at information and permit service counters at DBI. Continue training and improve the technical knowledge of CPB staff.
TECHNICAL SERVICES DIVISION
David Leung, Division Manager

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

- Responded to a total of **528** written requests for code interpretations code assistance and/or Director’s letters/customer email inquiries; 100% responded to before deadline.

- Assisted **5,533** walk-in customers and answered **14,145** phone calls requesting technical information.

- Updated **23** Administrative Bulletins.

- Investigated and responded to **23** requests to use the California Historical Building Code.

- Reviewed **5** new Building Occupancy Resumption Program (BORP) building submittal and **27** BORP renewals; continued maintaining the list of **128** BORP buildings.

- Reviewed and responded to **42** requests for refund requests and/or re-evaluation of construction cost estimate.

- Held **43** Public Code Advisory Committee and Subcommittee meetings.

- Reviewed and provided San Francisco Building, Plumbing, Mechanical, and Electrical Code Amendments to publisher.

- Ordered and distributed newly published 2010 California Building Standards (Building, Mechanical, Electrical, and Plumbing Codes), Standards, their referenced standards, and their corresponding 2010 San Francisco Code Amendments, to DBI personnel, commissions, advisory committees, public libraries, and other City Agencies.
ON-GOING PROJECTS

- Continue to update, finalize, or publish Administrative Bulletins.
- Continue to review, update, propose, and submit new 2010 Codes and information such as bulletins, interpretations, legislations, documents, and forms to DBI’s website.
- Continue to process amendment proposals to structural provisions to 2010 California Building Code and 2010 San Francisco Building Code.
- Continue to review BORP submittals and renewals.
- Represent DBI as member of the Building Subcommittee of California Strong Motion Instrumentation Program (CSMIP).
- Provide backup plan review support for Plan Review Services.
- Provide emergency response inspection support for Building Inspection.
- Obtain and make available the Disabled Access Cost Valuation Threshold for unreasonable hardship requests for the year 2012.

2012 – 2013 GOALS

- Continue to assist walk-in customers and to answer phone inquiries requesting technical and code information.
- Continue to respond to written requests for code interpretations and code assistance and/or Director’s letters/customer email inquiries promptly before deadlines.
- Continue to investigate and respond to requests to use the California Historical Building Code promptly.
- Continue to provide cost valuation review support.
- Continue to maintain and revise as required Cost Schedule, Building Valuation Data.
- Continue to maintain and revise as required Building Occupancy Resumption Program with checklists.
- Continue to coordinate and host Code Advisory Committee and Sub-committee meetings and code discussion meetings.
• Continue to assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either a building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year period; and newly required ongoing Accessibility trainings.

• Continue to distribute any new supplements to the California Building, Mechanical, Electrical, Plumbing, Energy Codes; and the San Francisco Building, Housing, Plumbing, Mechanical, & Electrical Code Amendments.

• Continue to develop, review and recommend potential code changes to the Director and the Building Inspection Commission.

• Incorporate new legislation as it occurs into the publication of the 2010 San Francisco Code Amendments.

• Prepare orders within budget for new Code Books, Standards, and publications for new and anticipated employees.

• Continue review of proposed ordinances that may affect the Department of Building Inspection and its building codes.

• Continue to enhance services at Technical Service Division and its Public Code Information Counter.
Inspection Services (IS) inspects buildings for compliance with code requirements, scope of work in accordance with building permits, and responds to complaints on residential and commercial buildings. IS provides public safety by enforcing municipal and State regulations and codes relative to construction, alteration, and installation of electrical and plumbing equipment and systems. Inspects buildings for code compliance in residential housing under building permits or as a result of complaints and inspects apartments and hotels. Addresses complaints and conducts inspections associated with interior/exterior lead-based paint disturbance/removal.

Responsible for abatement of code violation cases referred from the building, electrical, and plumbing inspection divisions.

The Inspection Services Program includes: Building Inspection, Code Enforcement, Electrical Inspection, Housing Inspection, and Plumbing Inspection Divisions.
BUILDING INSPECTION DIVISION
Dan Lowrey, Chief Building Inspector

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of 50,224 inspections; of these, 49,393 or 98% of all inspections within 48 hours.

- Performed 11 inspections per person/day.

- Performed 3 spot check inspections a week per Senior Inspector.

- Received 2,869 complaints:
  - Responded to 1,319 or 46% of all complaints within 48 hours.
  - Inspected 2,096 or 73%
  - Abated 814 complaints

- Issued 863 NOV's; abated 1,410 NOV's.

- Issued 2 Emergency Orders.

- Referred 358 cases to Code Enforcement.

- 2 Building Inspectors received ICBO certification.

- Responded to 7 Director's letters within the Director's deadline.

- Support staff responded to 107,425 telephone inquiries.
2012 - 2013 GOALS

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

- Provide periodic training regarding new materials available to the construction industry.

- Building Inspectors to return phone calls in timely and courteous manner.

- Provide instruction for Building Inspectors on improving customer service and dealing with difficult situations.

- Implementation of a process for inspection relating to refund/cancellation of issued building permits.

- Document inspection and complaint activity clearly and effectively.

BUILDING INSPECTIONS PERFORMED

50,224

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<td>3rd Quarter</td>
<td>12,309</td>
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<tr>
<td>4th Quarter</td>
<td>13,149</td>
</tr>
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</table>
BUILDING INSPECTION RESPONSE TIME
MBO Goal = 90% Within Two Business Days

1ST QUARTER: 97.4%
2ND QUARTER: 97.5%
3RD QUARTER: 99.1%
4TH QUARTER: 98.8%

BUILDING INSPECTIONS PER PERSON/DAY
MBO = 11

1ST QUARTER: 11.5
2ND QUARTER: 11.7
3RD QUARTER: 11.3
4TH QUARTER: 11.7
CODE ENFORCEMENT SECTION
John Hinchion, Acting Senior Building Inspector

FUNCTION

The Code Enforcement Section (CES) investigates complaints of violations of the Building, Plumbing and Electrical Codes and employs abatement procedures to correct code deficiencies. This division also initiates follow-up enforcement when cases have been referred by other divisions within DBI by holding Director’s Hearings and referring cases to the City Attorney for litigation. Assessment fees are collected from building owners that have code violations in order to recover costs incurred by investigations. The division prepares 3-R Physical Inspection Reports for buildings being converted to condominiums. The division also assists in the preparation and issuance of Emergency Orders for imminent hazards arising from natural disasters and emergencies.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Received 1,202 new complaint referrals.
- Scheduled 705 cases for Director’s Hearings.
- Abated 1,970 cases and referred 6 cases to City Attorney.
- Reviewed 1,167 permit applications.
- Performed 2,808 field inspections.
- Collected $516,159 including Vacant Abandoned Building registration fees and penalties.
- Assigned Building Inspector Keith Mather to the Vacant/Abandoned Building program.
- As part of staff rotation Building Inspector John Yam moved to Building Inspection Division. Building Inspectors John Cuneo and Thomas Theriault moved to Code Enforcement Section.

ON-GOING PROJECTS

- Schedule Vacant and Abandoned Building cases for Director’s Hearing.
2012 - 2013 GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either a Building Inspector or a Plans Examiner, as well as the completion of 45 hours of continuing education within a three year period.

- Maintain excellent customer service while reducing case backlog.

CODE ENFORCEMENT INSPECTIONS PERFORMED

3,284
ELECTRICAL INSPECTION DIVISION
Ron Allen, Chief Electrical Inspector

FUNCTION

The primary function of the Electrical Inspection Division (EID) is to provide for the public safety by enforcing municipal and state regulations and codes relative to construction, alteration and installation of electrical, life safety, and telecommunication systems.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of 33,296 inspections; of these,
  - 33,028 or 99.2% were performed within 48 hours of requested date.
- Performed an average of 13.2 inspections per inspector/day.
- Performed 175 quality control check inspections by Senior Inspectors.
- Received 307 complaints; of these,
  - Responded to 297 or 96.7% of all complaints within 48 hours.
  - Inspected 100% of complaints received
  - Abated 415 complaints.
- Issued 125 NOV’s and abated 53 NOV’s.
- Referred 24 cases to Code Enforcement.
- 5 Electrical Inspectors received ICBO certification.
- Solar PV Systems
  - Issued 563 permits issued this year; of these, 485 were completed during the year.
- Street Utility Permits (Bus shelters and telephone pole cell sites)
  - Issued 256 street utility permits; of these 215 were completed.
- Maintained automatic inspection scheduling for complaints originating from telephone, web or walk in requests.
- Increased Electrical Inspector productivity by an additional 5-10% across EID districts.
- Conducted Provisional test for 6248 Electrical Inspector Classification in 2nd quarter.
• Recruited 3 new Provisional Electrical Inspectors from list in 3rd quarter. EID lost 3 Provisional Inspectors during fiscal year; two to permanent jobs elsewhere in the City and one to outside construction.
• Three Permanent Electrical Inspectors retired during the fiscal year netting a loss of 3 active positions not counting positions already vacant.
• Maintained a central point of reference for off-hour inspection requests and inspector assignments.
• Refined the EID daily inspection spreadsheet for supervisors to track and reassign district inspectors as workflow dictates.

2012 - 2013 GOALS

• Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either a building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.
• Arrange additional training to obtain the required credits for Inspector Certification as required by Chapter 7 of the California Health and Safety Code.
• Maintain EID inspection response time to an acceptable level for field inspection and complaint requests.
• Increase staffing as required to maintain an acceptable Field Inspection response time.
• Develop permanent Civil Service test for 6248 Electrical Inspector classification; projected announcement 2nd quarter 2012-2013.
• Increase field Inspection staff by 5-6 Inspectors, projected by mid 3rd quarter 2012-2013.
• Assign an inspector the duties of handling complaints, specials and reviewing and cleaning out old District Inspection files, projected by mid 3rd quarter 2012-2013.
• Continue educational training for EID Inspectors and Supervisors.
• Move forward with the development of formal Electrical Plan Check Process within DBI.
• Integrate EID scheduling and inspection codes with the proposed Accela computer system.
• Update EID fee schedule to reflect present cost of operation and emerging technologies now under inspection (e.g., electric vehicle chargers, new telecommunication technology); projected by end of 3rd quarter 2012-2013.
ELECTRICAL INSPECTIONS PERFORMED
33,296

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<td>8,470</td>
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<td>4th Quarter</td>
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ELECTRICAL INSPECTION RESPONSE TIME
MBO Goal = 90% Within Two Business Days

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Response Time</th>
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<td>1st Quarter</td>
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<td>99.6%</td>
</tr>
<tr>
<td>4th Quarter</td>
<td>99.8%</td>
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</table>
ELECTRICAL INSPECTIONS PER PERSON/DAY
MBO = 11

1ST QUARTER | 2ND QUARTER | 3RD QUARTER | 4TH QUARTER
13.0 | 13.3 | 13.5 | 13.9
HOUSING INSPECTION SERVICES
Rosemary Bosque - Chief Housing Inspector

FUNCTION

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

HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of 11,172 inspections; including,
  o 11,145 complaint inspections / reinspections and routine inspections
    ▪ 1,561 were initial routine inspections on apartment buildings
    ▪ 18 were initial routine inspections on residential hotels
- Senior Housing Inspectors performed 1,375 Quality Control Performance Evaluation reports for their assigned field inspectors.
- Received a total of 385 life hazard/heat complaints; of these,
  o responded to 359 or 93% within one business day.
- Received a total of 3,506 non-hazard complaints; including; of these,
  o responded to 2,677 or 76% of complaints received within two business days.
- Abated 3,711 of complaints received.
- Referred 11 cases to the City Attorney per approval from the Director and the Litigation Committee of the Building Inspection Commission.
- Referred 463 cases to Director’s Hearings.
- Collected $253,012 in Assessment of Cost fees for Enforcement Cases.
- Referred 7 notices of noncompliance to the State Franchise Tax Board.
- Performed 129 task force inspections; issued 38 Notices of Violation on task force cases, abated 10 task force cases.
- Received a total of 9 Director’s letters/customer inquiries; responded to all within Director’s deadline.
• Responded to 8,084 public counter information phone calls.
• Responded to 4,159 public counter information visits.
• Processed /reviewed 1,925 building permit applications.
• Issued 4 Wooden Utility Ladder Notices of Violation.
• Performed 33 San Francisco Housing Authority MOU inspections.
• Issued 4 San Francisco Housing Authority MOU notices. Abated 21 San Francisco Housing Authority MOU cases.
• Collaborated with the Office of the City attorney to obtain one of the largest pre-trial settlements on enforcement cases that were related to Blanding Properties. The settlement obtained was $800,000.00.
• Continued to participate in the configuration of the new Accela computerization.
• Assisted the Finance Division in the awarding of grants for the Code Enforcement Outreach Program to the SRO Collaborative vendors.
• Entered 1,350 311 Service Requests assigned to DBI into the Complaint Tracking System

ON-GOING PROJECTS

• Continued to chair and provide administrative support the Board of Supervisors SRO Task Force.

2012 - 2013 GOALS

• Continue to work with the Finance Division and the Department of Human Resources to fill vacancies.
HOUSING INSPECTIONS PERFORMED

11,172

1st Quarter 2nd Quarter 3rd Quarter 4th Quarter

3,211 2,742 2,647 2,572

HEAT/LIFE HAZARD COMPLAINTS

MBO = 100% RESPONDED TO WITHIN ONE BUSINESS DAY

Received 385
Responded to Within One Business Day 359
RESIDENTIAL HOTEL UNIT CONVERSION AND DEMOLITION ORDINANCE
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.
ANNUAL REPORTING HIGHLIGHTS:

Total Number of Residential Hotel Buildings: 414
(Which file an Annual Unit Usage Report)

Total Number of Residential Guest Rooms: 19,097
(Protected by the HCO to be conserved)

Total Number of Residential Guest Rooms: 10,431
(Reported as occupied by the Annual Unit Usage Report)

Residential Guest Room (Overall) Average Rent: $560

Residential Hotels offering services: 324
(include Maid Service, Linen Service, Security Service,
Intercom System, Meal Service, Utilities Paid and Other)

HCO Violations
Complaints received: 40
Complaints abated: 15
(Includes cases initiated from the previous year)

Residential Guest Rooms Converted: 0
(Through the Permit to Convert Process)

Residential Units temporarily unavailable or effected by fire 38
PLUMBING INSPECTION DIVISION
Steve Panelli - Chief Plumbing Inspector

FUNCTION

The Plumbing Inspection Division (PID) is responsible for assuring, through inspections, the proper functioning for installations of drainage, water, gas, and other mechanical systems covered in the Plumbing and Mechanical Codes. These inspections are carried out in buildings which are newly constructed, remodeled, or repaired.

PID additionally inspects fire sprinkler installations to assure compliance with the plans approved by the Fire Department plan check staff, and conducts inspections as required by various ordinances. Such ordinances include: the Night Club and Massage Parlor Ordinances (which require code compliance prior to business license issuance); and the Boiler Ordinance which requires that PID maintain records, send renewal notices, and prepare Notices of Violations against non-complying property owners.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Performed a total of 27,217; of these,
  - 26,193 or 96% were performed within 48 hours.

- Performed 11 inspections per person/day.

- Performed 3 spot check inspections a week per Senior Inspector.

- Reviewed/plan checked 12 plans for Special Projects.

- Received 541 complaints, of these
  - Responded to 458 or 84.7% of all complaints within 48 hours.
  - Inspected 97% of complaints received.

- 18 Plumbing Inspectors received IAPMO certification.

- Issued 369 NOV’s.

- Referred 79 cases to Code Enforcement.

BOILER PROGRAM

- Issued 78 Notice of Violations.

- 5,142 of boilers were registered at the beginning of the year. 5,246 boilers were registered by year end.
2012 - 2013 GOALS

- Assure compliance with California Assembly Bill 717. This bill requires that staff be certified as either a building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year period.

- Continue education courses for all PID staff.

- Train all staff on Gray Water and storm water collection and distribution.

- Maintain or exceed 11 inspections per day per inspector.

- Manage all complaints within 24-hour response time.

- Strive to achieve 100% of inspections within 48 hours.

- Maintain the records and mailings for the Boiler Program.

- Continue tracking and enforcement of the High-rise Sprinkler Ordinance, Water Conservation Ordinance and the Fats Oils and Grease Ordinance.

PLUMBING INSPECTIONS PERFORMED

27,514

- 1ST QUARTER
- 2ND QUARTER
- 3RD QUARTER
- 4TH QUARTER
**PLUMBING INSPECTION RESPONSE TIME**

MBO Goal = 90% Within Two Business Days

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<th>Quarter</th>
<th>1ST QUARTER</th>
<th>2ND QUARTER</th>
<th>3RD QUARTER</th>
<th>4TH QUARTER</th>
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<tbody>
<tr>
<td></td>
<td>96.7%</td>
<td>93.3%</td>
<td>97.8%</td>
<td>97.1%</td>
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**PLUMBING INSPECTIONS PER PERSON/DAY**

MBO = 11

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<th>Quarter</th>
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<td></td>
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<td>10.3</td>
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INSPECTION SERVICES PROJECTS  

BUILDING INSPECTION DIVISION

- **350 Mission Street** is another high-rise building being geared up for construction.

- **2 Rincon** is the sister building to Rincon 1 which will be a 48-story, 312 residential condo units.

- Trinity Plaza at **1190 Mission Street** consists of 22 stories, 418 residential units with commercial space.

- **1150 Ocean Avenue** is a mixed use 173 residential unit and commercial building currently under construction. As of November 15, 2011, the east side post tensioned concrete slab has been completed and the wood frame construction portion of the building has been completed. The construction of the residential area of the project is proceeding with drywall installation complete through the third level on the west portion of the project. The exterior stucco siding has been applied up to the third level on the west building. Apart from the 173 residential units and parking, the building will contain a Whole Foods supermarket.

- A 100 dwelling unit 8 story building has started at **701 Golden Gate Avenue**. It is the first building that has erected a tower crane in that area of town. Cahill Construction has started the project building 100 dwelling units.

- The mixed use building at **435 China Basin Street** is nearing completion and a pre TCO meeting was just held at the site which was attended by Building Inspection Division regarding the transition to full occupancy. The building will be 319 units of residential with retail, office and associated parking within the structure. A TCO will likely be issued in June 2012.

- The Transbay project is moving forward. The remainder of the freeway is being demolished along with the buildings on Minna Alley. Temporary power is being moved to clear the way for the excavation of the terminal.

- The buttress for **301 Mission**, the Milenium Tower Project, will take over a year to drive piles, excavate and shore the building in preparation for the major excavation of the terminal. Meetings have taken place between Transbay Program managers and DBI over the Plan Check Services provided and the Inspection Services to be performed. When complete the Terminal will be over 1800 feet long and 14 million square feet.

- **1188 Mission Street** is a new 24-story 440 dwelling unit building being erected. This is one of the new high-rise buildings being constructed in San Francisco.
The shoring and excavation is completed. The tower crane is installed and the mat slab is poured. This project is off to a good start. Swinerton Builders is the contractor of record for the project.

- **1411 Market Street** is a large project being constructed. It will consist of 2 high-rise buildings and 2 mid rise buildings on a common podium level. The first high-rise building being constructed is a 35-story high-rise building with 719 dwelling units with retail and parking. Shoring and excavation is complete and they are currently working on the mat slab and exterior waterproofing of the building. The tower crane is erected. Swinerton Builders is the contractor of record for this project.

- **325 Fremont Street** a new 21-story 51-unit high-rise building that is scheduled to start in the near future.

- Twitter at **1355 Market Street** was issued a Temporary Certificate of Occupancy on June 7, 2012. This is one of the first large mid-market tenant space developments to occur in recent years. The TCO will allow for the first phase of occupancy of a portion of the SF Mart building.

- The PUC Building at **525 Golden Gate Avenue** which is considered cutting edge in sustainable energy technology was issued a letter recommending Temporary Occupancy on June 5, 2012. The building will be home to the Public Utilities Commission and the Building Inspection Division’s association with this project was very interested and rewarding.

- The construction of the Public Safety Building (PSB) at **1300 - 4th Street** is now underway and will include facilities for San Francisco Police and Fire Department personnel. The SF Bureau of Construction management is working in collaboration with the District Building Inspector from DBI to ensure a code complaint building will be constructed.

- **333 Harrison Street** is a large mixed use residential building with retail and parking that is currently under construction. The building’s structural frame is complete and sheetrock is now being applied to. TCO issuance and is projected by Webcor (Contractor) for November 2012.

- A new firehouse is being constructed at **395 Folsom Street**. The steel frame is now being erected for the structure of the building. Webcor is the contractor and the work is progressing well.

- **1844 Market Street** is a Roberts-Obayashi project that is preparing to pour a structural mat slab for a 113 unit mixed use residential building. This work will take place at night due to the complexity of site access for concrete delivery. The reinforcing is currently being placed in anticipation of the concrete pour.
ELECTRICAL INSPECTION DIVISION

• **5800 3rd Street.** Completion of new construction. 200 condo units and new grocery store; Fresh & Easy Grocery. This is the first new grocery store in this area in some time.

• **650 Townsend Street.** Completion of major tenant improvement for software manufacturer Zynga in an existing commercial office structure with two interior atriums, one of which will be completely surrounded by this tenant. There were a total of six levels of remodeling in this project.

• **222 Mason Street.** Completion of major renovation of Nikko Hotel, install and testing of new life safety system.

• **2 Stockton Street.** Completion of retail tenant improvement of former Virgin Mega Store. The new tenant is Forever 21.

• **425 Divisadero Street.** Completion of new Chase Bank.

• **2020 Ellis Street.** Construction of 12 new residential condo units. Job is 50% complete.

• **1395 Van Ness Avenue.** Completion of new Nissan Dealership, former Ellis Brooks Chevrolet. Total of 7 floors completely remodeled.

• **2400 Noriega Street.** Completion of new two-story Lutheran Church.

• **6 and 8 Locksley Avenue.** Completion of new fire warning system for two twin-10 story residential towers (100 units each) with common garage connecting the two buildings. The new system extends into all units and covers the common areas.

• **55 Cyril Magnin.** Completion of installation and testing for new fire alarm system installed throughout the hotel.

• **1700 California Street.** Completion of installation of new fire alarm for structure.

• **1880 Mission Street.** New construction of 202 residential units with retail space and parking garage. Job is 20% complete.

• **Remote Cell Sites:** EID is working with H.P. Communications on final approval of hundreds of cell sites located throughout the City.

• **411 Valencia Street.** New construction of 12 condominium units. Job is 70% complete, green tag issued.

• **299 Valencia Street.** Completed new construction of 36 residential units.

• **1355 Market Street.** Future site for tenant Twitter who will occupy 3 levels. Core project includes new electric room, new electric services and distribution to replace existing antiquated service and distribution. Temporary Certificate of Occupancy (TCO) given for part of core and three Twitter floors.
• **5075 3rd Street.** Construction of New Library. When completed library will have new solar panels across its roof. Job is 70% complete.

• **2000 Folsom Street.** New power distribution for Claymation Movie Production Studio, new power feeds for machine shop, carpentry shop, design, equipment unique to Claymation Production. Project completion 2nd quarter 2012-2013.

• **940 Washington Street.** Complete remodel and fire alarm upgrade of 4-story Gum Moon Residential (Chinatown) Hall Complex. Job is 25% complete.

• **Moscone Center.** Completed fire-warning life safety upgrade.

• **1840 Washington Avenue.** Completed new construction of 26 new condo units with common areas, and parking garage.

• **370 Valencia Street.** Completed new install of new solar panels across five buildings.

• **Public Utilities Commission.** Completed construction of new structure at 525 Golden Gate Ave. Many unique electrical and mechanical features are part of the design.

• **1401 California Street:** New construction of future Trader Joes/CVS retail site. Project in early phase of construction.

• **1150 Ocean Avenue:** Three upper levels of residential housing on top two twin buildings. Street level commercial space slated for new Whole Food store. TCO granted for west building. Fire warning testing completed for residential units. Whole Foods store is 70% complete. TCO for Whole Foods projected for late 1st quarter 2012-2013.

**ON-GOING PROJECTS**

• **435 China Basin/420 - 480 Mission Bay Blvd South.** New construction of residential complexes two high-rise towers and two mid rise towers. Retail store front spaces at grade level. TCO given for the two high-rise towers and one low rise tower.

• **701 Golden Gate Avenue.** New construction of 8-story structure, 100 senior housing dwelling units. Job is 50% complete.

• **220 Golden Gate Avenue.** Complete remodel of existing structure converting it to a Department of Public Health in and outpatient clinic. It will house 174 congregate living units, a new auditorium, gym and café. Job is 60% complete.

• **1461 Pine Street.** Construction of new 4-story residential complex with parking garage on lower level. Job in early phase of construction.

• **205 Franklin Street.** New construction of a 4-story Performing Arts Center. Job is 50% complete.
• **SFMTA Bus Shelters.** EID is working with North Construction Services on electrical upgrades to hundreds of MTA bus shelters throughout the City. Projected completion end of 2nd quarter 2012-2013.

• **1595 Pacific Avenue.** Construction of 41 new residential units. Job is in early phase of construction.

• **2299 Market Street.** New construction of 18 residential units with a ground floor commercial space. Job in early phase of construction.

• **1285 Sutter Street.** Construction of new residential complex with commercial retail on ground level. Job is 20% complete.

• **150 Otis Street:** Complete remodel of existing building. The project consists of a new electrical service; and onsite generator with 76 new residential units.

• **2455 Golden Gate Avenue.** New construction of a four-story education building Center for Science and Innovation for the University of San Francisco. Job in early phase of construction.

• **1199 Mason Street.** New construction of a 3-story City-owned Chinese Recreation Center. Fire alarm system is tested and approved.

• **701 Golden Gate Avenue.** New construction of 8-story structure, senior housing with 100 total dwelling units.

• **333 Harrison Street.** New construction 36 condo units. Job is 50% complete.

• **1190 Mission Street.** New construction of a high-rise residential tower 23 stories high with 418 total units.

• **277 Golden Gate Avenue.** Renovation of an existing five-story structure into a six-story 88 unit residential complex with ground floor commercial spaces.

• **2829 California Street:** Construction of new residential units with commercial retail on ground level. Job is 60% complete.

• **220 Golden Gate Avenue.** Renovation of existing structure converting it to a Department of Public Health clinic, 174 congregate living units, auditorium, gym and café.

• **1411 Market Street.** New construction of two high-rise and two mid rise residential towers.

• **2001 Market Street.** New construction of an 8-story structure with 2 levels of onsite parking a total of 81 residential units with a new Whole Foods store on street level. Site is now being prepared for the start of construction. Orange tag issued for the 1200 amp temp power.
PLUMBING INSPECTION DIVISION

ON-GOING PROJECTS

- Transbay Terminal
- Mission Bay Project
- Twitter Building
- 55 Hawthorne Street
- 333 Harrison Street
- Rincon II
- 10th and Mission
- 201 Franklin Street
- 435 China Basin

INSPECTIONS PERFORMED

125,490

- Building Inspections: 50,224
- Electrical Inspections: 33,296
- Plumbing Inspections: 27,514
- Housing Inspections: 11,172
- Code Enforcement Inspections: 3,284
CODE ADVISORY COMMITTEE
Kirk Means, Department Representative

ORGANIZATION

The Code Advisory Committee (CAC) consists of 17 members who are qualified by training and experience to deliberate and make recommendations on matters pertaining to the development and improvement of the content of the San Francisco Building Code, Mechanical Code, Electrical Code, Plumbing Code, and Housing Code as well as related rules and regulations or proposed ordinances that the Director or the Building Inspection Commission determines may have an impact on construction permits. Specific recommendations of this Committee are directed to the Building Inspection Commission for their further action.

These members are appointed by the Building Inspection Commission and comprise a cross-section of the construction industry by including a major project architect, a small-project architect, a civil engineer, a structural engineer, a mechanical engineer or contractor, a fire protection engineer, an electrical engineer or contractor, a general contractor, a remodeling contractor, a residential contractor, a commercial property owner, a member of the general business community, a person qualified in the area of historical preservation, a person knowledgeable about disability access regulations, and three members of the community-at-large.

The Code Advisory Committee meets regularly on the third Wednesday of each month at 1660 Mission Street. Each member of the full Committee also serves on a subcommittee that meets at least once a month. These subcommittees are: Administrative and General Design Subcommittee, Mechanical/Electrical/Plumbing & Fire Life Safety Subcommittee, Structural Subcommittee, Housing Code Subcommittee, Disability Access Subcommittee, and Green Building Subcommittee. The general public is invited to attend and speak at any of these meetings on topics of interest that deal with construction permits and the building codes.

MISSION STATEMENT

To preserve and promote the health, safety and welfare of the public through the regulation of the built environment with codes and standards that are clear, concise, consistent and enforceable, recognizing the unique characteristics of San Francisco, and striking a balance between scientific knowledge and real-world conditions.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Reviewed, accepted, and made recommendations regarding revisions to the 2010 California Building Standard Codes, including local amendments for each of the following:
  - 2010 San Francisco Building Code, including Green Building and
Residential regulations
- 2010 San Francisco Mechanical Code
- 2010 San Francisco Plumbing Code
- 2010 San Francisco Electrical Code
- 2007 San Francisco Housing Code

• Reviewed and made recommendations on ordinances which were proposed for inclusion in the building codes, including:
  - Small Business Month-Fee Waiver Program Ordinance
  - Definition of Efficiency Unit Ordinance
  - Exemption of Cartouches from Permit Requirements

• Reviewed and made recommendations for proposed Administrative Bulletins:
  - AB-106, Installation of Carbon Monoxide Alarms
  - AB-102, Substantial Change
  - AB-085, Guidelines for the plan review of Shoring and Underpinning.
  - AB-098, Post-Earthquake repair-Wood-Frame Multifamily Residential Buildings
  - AB-099, Post-Earthquake repair-Concrete Buildings
  - AB-100, Post-Earthquake repair-One-and Two-Family Dwellings
  - AB-105, Voluntary Sprinkler Protection for existing High-rise Buildings
  - AB-078, Criteria for Waiving Special Inspection Requirements for Signs, Awnings and Canopies
  - AB-104, Issuing Certificates of Final Completion and Occupancy

• Reviewed and made recommendations for revisions to existing Administrative Bulletins:
  - AB-032, Site Permit Processing
  - AB-093, Implementation of Green Building Regulations
  - AB-083, Requirements and Guidelines for the Seismic Design of New Tall Buildings using Non-Prescriptive Seismic Design Procedures
  - AB-082, Requirements and Guidelines for Structural Design Review Procedures
  - AB-090, Destination-Based Elevator Control System Requirements

• Reviewed and made recommendations regarding a proposal to consider the deletion of a San Francisco amendment that requires exterior glazed openings and natural light in habitable rooms of dwellings and congregate residences.

• Reviewed and made recommendations regarding a proposal to revise Housing Code Sections: 104a) Existing Buildings, 206 Retroactive Provisions, 303 Inspection, 503(e) Remedies, 504(c) Mechanical Ventilation, 713 Elevators, 1301 Painting, 1209 Limitation of Expenditure, 12A10 Required Water Conservation Measures.

• Reviewed and made recommendations regarding a proposal to revise Building
Code Sections 3402.1, 3405.2.1, 3405.4 by the CAPSS implementation team.

• Reviewed and made recommendations regarding amendments to the San Francisco Building Code (SFBC) structural provisions required due to corrections published in the California Building Code.

• Reviewed and made recommendations regarding a SFPUC proposal to modify SFBC Section 1313A.3 Water Closets and Section 1313A.4 Urinals to include current water use/conservation standards and fixture inclusions.

• Reviewed and made recommendations regarding proposed Building Code changes to allow additional time before permit or application expiration.

• Reviewed and made recommendations regarding a proposed ordinance amending the San Francisco Planning Code establishing standards for bird-safe buildings.

• Reviewed and made recommendations regarding a proposed ordinance amending the San Francisco Environment Code updating green building requirements for City Buildings.

• Reviewed and made recommendations regarding a proposed ordinance amending the San Francisco Planning Code allowing developers to contribute a portion of their required public art fees to a City fund dedicated to support public art.

• Reviewed and made recommendations regarding a proposed ordinance amending the San Francisco Administrative Code limiting the conversion of apartment units to short-term rental occupancies.

• Participated in a joint meeting with the Access Appeals Commission regarding touch screen requirements for destination-based elevator control systems for persons with disabilities.

2012 - 2013 GOALS

• Review and revise current Administrative Bulletins for inclusion in the 2013 edition of the San Francisco Building Code.

• Review California’s proposed adoption of new versions of the model code and associated proposed state agency amendments to same in preparation for the revisions required to the San Francisco amendments in the 2013 Code Adoption process.

• Develop, review, and recommend code changes to the Director and the Building Inspection Commission.
• Review rules and regulations promulgated by the Director and the Building Inspection Commission.

• Review proposed ordinances that may affect the Department of Building Inspection and its building codes.
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