
From: Jayin, Carolyn [carolyn.jayin@sfgov.org] on behalf of Hui, Tom [tom.hui@sfgov.org]
Sent: Friday, December 20, 2013 8:22 AM
To: Lee, Mayor; BOS-Supervisors
Cc: Department Heads
Subject: DBI 2012-2013 Annual Report
Attachments: DBI 2012-13 Annual Report FINAL.pdf

Honorable Mayor Lee, Board of Supervisors and Colleagues,

Attached for your information is the Department of Building Inspection's 2012-2013 Annual Report. Our annual report is also available via our [website](#).

We hope you find this information useful and that it reflects the hard work and dedication of all DBI staff in fulfilling the permitting and inspection needs of the citizens of the City & County of San Francisco.

On behalf of the Department of Building Inspection, I wish you and your families Happy Holidays and Best Wishes for a healthy and prosperous New Year!

Tom C. Hui, S.E., C.B.O.
Director
許子湯, 局長
City & County of San Francisco
Department of Building Inspection
1660 Mission Street, Sixth Floor
San Francisco CA 94103
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**Document is available
at the Clerk's Office
Room 244, City Hall**



December 20, 2013

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 2012-2013. A copy of this Report also is posted on www.sfdbi.org.

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

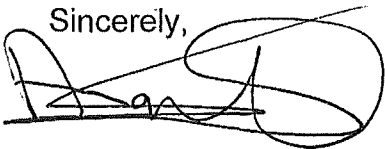
- Issued a total of **61,131** permits, including:
 - **24,106** Building Permits
 - **15,023** Electrical Permits
 - **16,834** Plumbing Permits
 - **5,168** Miscellaneous Permits
- Performed a total of **131,212** inspections, including:
 - **52,353** Building Inspections
 - **35,384** Electrical Inspections
 - **8,776** Housing Inspections
 - **30,583** Plumbing Inspections
 - **4,116** Code Enforcement Inspections
- Issued construction permits with a construction valuation of **\$3,536,231,982**.
- Reported a 24.64 percent increase in total departmental revenues this fiscal year over last year, as well as a substantial increase of 36 percent in total project valuations – indicators showing we are now in a building “boom” cycle, where demands for DBI professional services are up dramatically.
- Continued to recruit, hire and promote 68 employees in order to provide the staff resources required to meet the strong market demands made upon the Department.

OFFICE OF THE DIRECTOR
1660 Mission Street – San Francisco CA 94103
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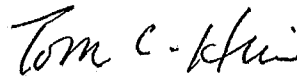
- Deployed 70 Smart Phone devices to DBI field inspectors for instant updates and additions to the DBI network, thereby reducing clerical entry time-delays and increasing accuracy from on-the-spot entries.
- Negotiated a new agreement with the San Francisco Unified School District to enable DBI collection of school impact fees at its 'One Stop' Fifth Floor Over-the-Counter operations – with the goal of implementation in the coming fiscal year.
- Worked closely with the Mayor's Office, the Department of Public Health and with the Planning Department on newly-proposed legislation to expand City-wide the Maher Toxics Ordinance. This ordinance is expected to take effect in the coming fiscal year, and will station a DPH Inspector on DBI's Fifth Floor to respond to customer questions about projects that may fall within the scope of the new ordinance.
- Continued to work on implementation of a new Cash Management System with the Treasurer's Office, whose goal is to provide enhanced customer convenience with multiple points of sale throughout the department, while improving accuracy and accountability of all fee collections from DBI's professional services.
- Continued to work closely with the Mayor's Office and the Board of Supervisors, on finalizing the Mayor's Mandatory Soft Story Retrofitting Ordinance to improve seismic safety of buildings experts know are highly vulnerable to collapse following the next major quake. The Mayor signed the legislation on April 18, 2013, and DBI will serve as the lead implementation agency for this new Soft Story Mandatory Retrofitting Program.
- Joined the Mayor and Supervisor Mar on a neighborhood tour to promote small business awareness of steps to take to increase customer accessibility and offering DBI expertise to small business owners on an as-needed 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,



Angus McCarthy
President
Building Inspection Commission



Tom C. Hui, S.E., C.B.O.
Director
Department of Building Inspection

ANNUAL REPORT JULY 1, 2012 – JUNE 30, 2013

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DEPARTMENT OF BUILDING INSPECTION

PURPOSE

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

MISSION STATEMENT

Under the direction and management of the seven-member citizen Building Inspection Commission, to oversee the effective, efficient, fair, and safe enforcement of the City and County of San Francisco's Building, Housing, Plumbing, Electrical, and Mechanical Codes, along with the Disability Access Regulations.

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:

Angus McCarthy - President

Contractor Seat

Appointed by the Mayor

Warren Mar - Vice-President

Residential Landlord Seat

Appointed by the President of the Board of Supervisors

Kevin Clinch - Commissioner

Structural Engineer Seat

Appointed by the Mayor

Frank Lee - Commissioner

Architect Seat

Appointed by the Mayor

Myrna Melgar - Commissioner

General Public Seat

Appointed by the Board of Supervisors

Dr. James McCray - Commissioner

Non-Profit Seat

Appointed by the Mayor

Debra Walker

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 and take place on the third Wednesday of every month at City Hall in Room 416. The meetings 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, Room 416
1 Dr. Carlton B. Goodlett Place
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 www.sfdbi.org/calendar, 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 www.sfdbi.org/calendar 10 days after approval by the BIC.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Held **10** regular and **one** special meeting.
- Re-Elected Commissioner McCarthy as President for 2013.
- Re-Elected Commissioner Mar as Vice-President for 2013.
- Re-appointed Commissioners McCarthy, Walker and Clinch to the Litigation Committee.
- Re-appointed Commissioners Lee, Mar and Melgar to the Nominations Committee.
- The BIC Litigation Committee held **six** 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.
- The BIC Nominations Committee met **four** times 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.
 - Upon recommendation of the Sub-Committee Mr. Bradley Sugarman was appointed to the Board of Examiners' Licensed Architect seat.

- Upon recommendation of the Sub-Committee Mr. Henry Karnilowicz was appointed to the Code Advisory Committee's Commercial Property Owner/Manager Seat.
- 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 Codes and Administrative Code. The following is a list of the proposed legislation and other items considered by the BIC:
 - Voted to approve a proposed update to existing Administrative Bulletin AB-093: Implementation of the Green Building Regulations, to incorporate the current San Francisco Green Building Regulations, other related local ordinances, and DBI procedures.
 - Voted to approve a proposed Administrative Bulletin AB-105 Voluntary Sprinkler Protection for Existing High-rise Buildings, which provides for an administrative permit to document sprinkler protection of existing buildings that are completely sprinklered but not required to be sprinklered.
 - Voted to approve a proposed revision of Ordinance File No. 121018, amending the San Francisco Housing Code by:
 - Amending Section 206 to add Section 1002 to the list of retroactive provisions.
 - Amending Section 505 to require grab bars in hotel common-use water closets and bathing facilities.
 - Amending Section 1002 to include as a substandard housing condition the failure to provide a usable telephone jack and telephone wiring as required by the California Civil Code.
 - Making environmental finds pursuant to California Health and Safety Code Section 17958.5.

The BIC acknowledged and recommended that a program be developed where there might be some period of time where fees are waived entirely and that beyond that, the fees would be worked out in a way that would encourage the hotel users to install the facilities within a certain period of time.

- Voted to approve current Administrative Bulletin AB-07, High Top Van Parking Equivalent Facilitation.

- Voted to approve a proposed Ordinance (File No. 130119) amending the Building Code to establish a Mandatory Seismic Retrofit Program for wood-frame buildings of three or more stories and containing five or more dwelling units. Director of Earthquake Safety Implementation Program (ESIP), Patrick Otellini was on hand to answer questions from stakeholders and the public.
- Voted to approve a proposed revision to Administrative Bulletin (AB-028), Pre-application and Pre-addendum Plan Review Procedures.
- Voted to approve a proposed Ordinance (File No. 130284) recognizing Small Business Month in May 2013; amending the Planning Code, Sections 302.355(a), and 355(e); amending Building Code, Tables 1A-A, and 1A-E, to waive fees for the month of May for certain façade improvements; and making findings, including environmental findings and findings of consistency with the General Plan and priority policies of Planning Code, Section 101.1.
- Voted to approve a proposed Ordinance (File No. 130369-2) amending the Building and Health Codes to expand the boundaries and types of projects for which soil testing is required and to require testing of groundwater under specified circumstances; amending the Public Works Code to eliminate soil testing provisions; renumbering code sections in the Health Code; and making environmental findings.
- President McCarthy attended a joint news conference on July 9, 2012 regarding a settlement of over \$800K in Code Enforcement with multiple properties in the Bayview.
- Throughout the year, the Commission heard several reports from staff and extensive public testimony regarding the Q-Matic System. Discussion was held regarding installation and concerns over adaptability to DBI's Plan Checking needs. Q-Matic was suspended at the July 18, 2012 meeting and cancelled on December 19, 2012.
- A presentation was given before the BIC outlining the joint Memorandum of Understanding (MOU) that was executed by the San Francisco Housing Authority and DBI in 2007. DBI's Chief Housing Inspector Rosemary Bosque and Barbara Smith, Administrator of Modernization & Development of the Housing Authority gave a joint presentation. This item continues to be a priority for the BIC.
- Mr. Manish Goyal of the Mayor's Office gave a presentation comparing DBI's attrition practices to those of other City departments. The Commission wanted to ensure that when the economy ramps up DBI will have the flexibility to be able to hire appropriately.

- Mr. William Strawn of DBI's Legislation and Public Affairs gave a brief overview of the Access Appeals Commission (AAC), Board of Examiners (BOE), and the Code Advisory Committee (CAC) – Sub-Committees appointed by the BIC.
- Held a discussion and heard public testimony regarding disability access and in particular the impact on small businesses, including the need for training and certification for additional Certified Access Specialist (CASp) Inspectors.
- Held a discussion and heard public testimony regarding possible action to amend Building Code Table 1A-G Inspections, Surveys, and Reports to establish a Premium Report of Residential Records (3R) fee.
- Discussed and set in motion the framework for hiring a permanent Director for the Department of Building Inspection in an open process. Heard presentations by three search firms, Alliance Resources, Bob Murray & Associates and Ralph Anderson & Associates. Heard discussions and comments by both Commissioners and the public.
- The Commission voted unanimously to hire Alliance Resources, a search firm, to aid in the selection of a permanent Director.
- President McCarthy met with Los Angeles Building Inspection management to compare methods to deal with blight.
- On December 9, 2012 Patrick Otellini, the Director of the Earthquake Safety Implementation Program (ESIP) for the City and County of San Francisco gave a presentation to the BIC regarding the ESIP's 30 year work plan.
- President McCarthy will chair the Earthquake Safety Program along with Director Patrick Otellini.
- Chief Housing Inspector, Rosemary Bosque, gave an update on the Code Enforcement Outreach Program (CEOP) & Single Room Occupancy (SRO) Collaboratives priorities for outreach. Several members of the community outreach programs spoke during public comment.
- Chief Housing Inspector, Rosemary Bosque and Acting Deputy Director Daniel Lowrey presented an update on Notices of Violation and the NOV process. This item was heard several times during the year and will continue to be an ongoing priority for the Commission and the Department.

- The BIC implemented a program, along with DBI management, to acknowledge a DBI “Employee of the Quarter”. Christina Wang of Inspection Services was the first recipient of the award.
- Heather McDonald of the Controller’s Office presented a report to recommend an economic stabilization reserve for DBI.
- Held two meetings and heard public testimony before voting to approve DBI’s budgets for Fiscal Years 2013/2014 and 2014/2015.
- Announced the participation of DBI and the BIC in the Annual Commemoration of the 1906 Earthquake. Mayor Lee will sign the legislation for the mandatory retrofit of soft story buildings at Lotta’s Fountain.
- 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, the Castro district, etc.
- Held a discussion and heard public testimony regarding the electrification of DBI’s vehicle fleet.
- Held a discussion on the work flow at DBI including fifth floor operations, and staff assignments of large projects vs. over-the-counter projects.
- During the BIC meetings the Commission agendized public discussions regarding several important and on-going issues including:
 - Department of Building Inspection’s permit activity and inspection scheduling.
 - Status of MIS and in particular the Permit and Project Tracking System as it pertains to DBI and other City departments.
 - Status of the Request for Proposal for the Permit and Project Tracking System.
 - Staffing issues to deal with customer service.
 - Status of Community Action Plan for Seismic Safety.
 - 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.

- Interdepartmental coordination meetings and recommendations.
- Memorandums of Understanding with other City departments.
- Updates on proposed legislation.
- Performance Statistics.
- Financial Reports.
- Filling open positions and hiring Prop F and permanent employees.
- Telephone inspection scheduling services.
- Being able to obtain 3R reports online.
- Digitizing records of existing data.
- Refreshing DBI's infrastructure.
- The public brought to the attention of the Commission issues with the following properties:
 - 1881 Oakdale
 - 4801 Third Street
 - 4388 – 17th Street
 - Building at the Corner of Thornton & Third
 - 900 Innes Street

2013 - 2014 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 Permit and Project 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 to improve the Notice of Violation (NOV) process.
- Continue to work toward developing a process to aid small business owners regarding Americans with Disable Act (ADA) issues
- Continue to work with Alliance Associates to hire a permanent Director for the Department.

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 **10** meetings:
 - July 18, 2012
 - September 19, 2012
 - October 24, 2012
 - November 21, 2012
 - December 29, 2012
 - February 20, 2013
 - March 20, 2013
 - April 17, 2013
 - May 15, 2013
 - June 19, 2013

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

- Heard appeals on the following addresses:
 - 1743 – 12th Avenue
 - 1654 Haight Street
 - 1299 Arguello Blvd.
 - 3336 – 26th Street
 - 130 Beulah Street
 - 2750 Market Street
 - 808 South Van Ness Avenue
 - 118 Taylor Street
 - 3825–3829 – 24th Street
 - 3831 – 24th Street
 - 3835 – 24th Street
 - 1018 Noe Street
 - 4757 – 25th Street
 - 1316-22 Mariposa Street
 - 3558 San Bruno Avenue
 - 3562 San Bruno Avenue, #1& #2
 - 3580 San Bruno Avenue, #1- #4
 - 3556-64 San Bruno Avenue
 - 481 Minna Street

- 767 North Point Street
- 1325 Portola Drive
- 326-330 Presidio Avenue

DIRECTOR'S OFFICE
Tom Hui, S.E., C.B.O., Director

FUNCTION

The Function of the Director's Office is to provide departmental leadership, set policies, and support 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 **61,131** permits, including:
 - **24,106** Building Permits
 - **15,023** Electrical Permits
 - **16,834** Plumbing Permits
 - **5,168** Miscellaneous Permits

- Performed a total of **131,212** inspections, including:
 - **52,353** Building Inspections
 - **35,384** Electrical Inspections
 - **8,776** Housing Inspections
 - **30,583** Plumbing Inspections
 - **4,116** Code Enforcement Inspections

- Issued construction permits with a valuation of **\$3,536,231,982**.

- Reported a **24.6%** increase in total departmental revenues this fiscal year over last year, as well as a substantial increase of **36%** in total project valuations – indicators showing we are now in a building boom cycle, where demands for DBI professional services are up dramatically.

- Continued to recruit and hire **68** employees in order to provide the staff resources required to meet the strong market demands made upon the Department.

- Launched Q-matic Review, per customer feedback; appointed Business Process Reengineering (BPR) Ad Hoc Review Team, who recommended termination of Q-matic given existing floor-plan realities, and made the final decision to terminate due to limitations of the system.

- Continued to work closely with Accela-Tech 21 and DBI/Planning staff to implement the new Permit and Project Tracking System. Due to the vendors' resource shortage, and additional system capabilities requested by Planning and Building, the Go Live launch date for the new system has been moved to March 2014, with extensive staff and user training preceding this launch.
- Worked closely with Supervisor Chiu on amendments to the Apartment Ordinance and Chapter 41-A.
- Worked as key member of the City-wide teams, per request from Mayor Lee, on the Ocean Avenue fire recovery, as well as on the 15th and Wawona water main break that resulted in the red-tagging of residences, and recovery of small businesses from a major fire in West Portal.
- Deployed 70 Smart Phone devices to DBI field inspectors for instant updates and additions to the DBI network, thereby reducing clerical entry time-delays and increasing accuracy from on-the-spot entries.
- Negotiated a new agreement with the San Francisco Unified School District to enable DBI collection of school impact fees on its One Stop Fifth Floor Over-the-Counter operations – with the goal of implementation in the coming fiscal year.
- Worked closely with the Mayor's Office, the Department of Public Health (DPH) and with the Planning Department on newly-proposed legislation to expand City-wide the Maher Toxics Ordinance. This ordinance is expected to take effect in the coming fiscal year, and will station a DPH Inspector on DBI's Fifth Floor to respond to customer questions about projects that may fall within the scope of the new ordinance.
- Provided a detailed briefing on DBI policies and procedures to visiting members of the Los Angeles Building Department in an exchange of Best Practices between two of California's largest building safety departments. Acting Director Hui also visited San Jose's Building Department for a Best Practices tour within the Bay Region.
- Held numerous meetings with members of the Civil Grand Jury and responded to questions about DBI policies and procedures, and specifically those tied to implementation of the Business Process Reengineering recommendations, and the code enforcement process. When the Civil Grand Jury issued its report at the end of June 2013, DBI began developing its specific response to the findings and recommendations.

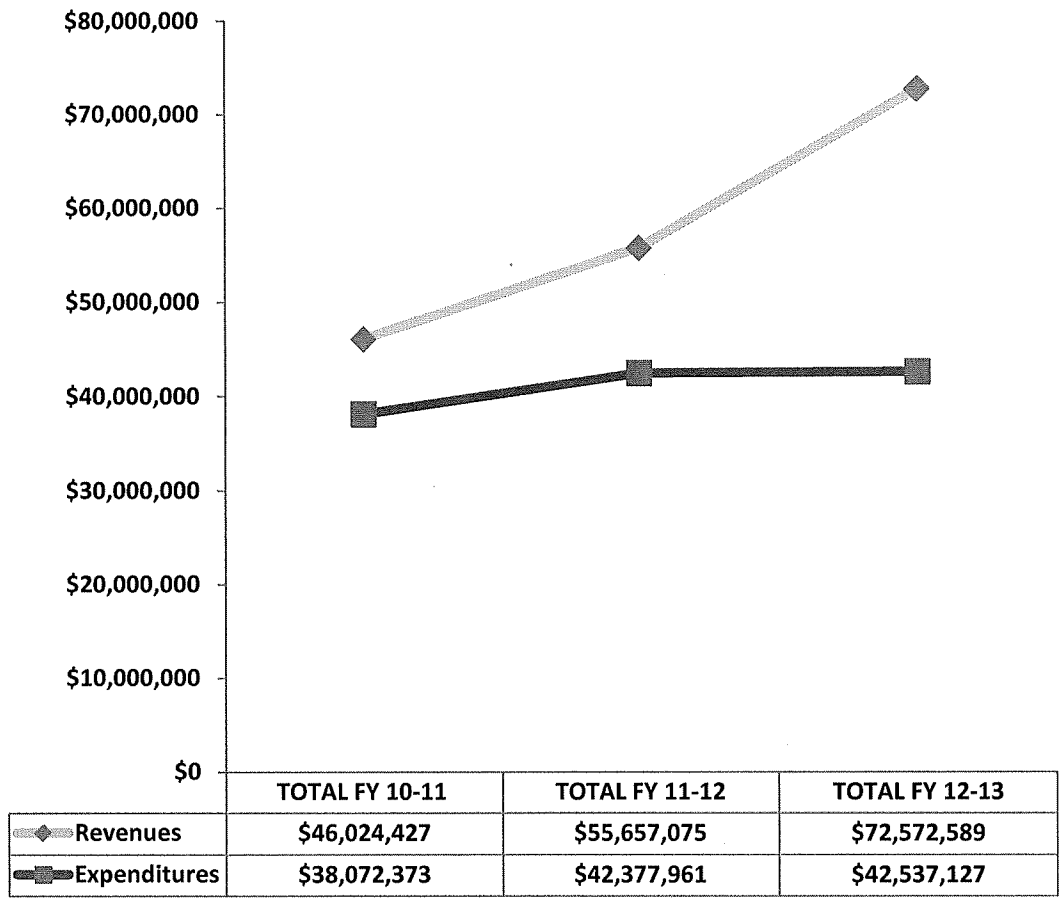
- Established an internal Notice of Violation/Code Enforcement Review Team, including Plan Review, Inspection Services, Information Services and Over-the-Counter Services in order to be responsive to Civil Grand Jury questions about DBI policies and process.
- Implemented a new Employee of the Quarter Recognition Award, beginning in January 2013, and selected Quarter One Winner Christina Wang from the Building Inspection Division and Quarter Two Winner Sarah Luu from the Administrative & Financial Services Division. Winners also will be selected for Quarters Three and Four; with the four winners then reviewed to select a DBI Employee of the Year, who will be announced in January 2014.
- Continued to work on implementation of a new Cash Management System with the Treasurer's Office, whose goal is to provide enhanced customer convenience with multiple points of sale throughout the department, while improving accuracy and accountability of all fee collections from DBI's professional services.
- Continued to work closely with the Mayor's Office and with Supervisors, on finalizing the Mayor's Mandatory Soft Story Retrofitting Ordinance to improve seismic safety of buildings experts know are highly vulnerable to collapse following the next major quake. The Mayor signed the legislation on April 18, 2013 and DBI will serve as the lead implementation agency for this new Soft Story Mandatory Retrofitting Program.
- Joined the Mayor and Supervisor Mar on a neighborhood tour to promote small business awareness of steps to take to increase customer accessibility, offering DBI expertise to small business owners on an as-needed basis.
- Worked closely with Supervisors Farrell and Wiener and others on the finalization of a new condominium conversion legislation, to enable more conversions upon payment of premium fees. The legislation will mean substantially more inspections by DBI in order for owners to meet minimum requirements.
- Established an internal DBI Team to examine options, including a formal facilities' space study, to identify ways/make recommendations next year to the City's Capital Planning Committee and thus invest Building Department revenues into remodeled space within the existing 1660 Mission Street, or possibly identify another.
- Acting Director Hui participated in the City-wide Budget Briefings with the Mayor and other Department Heads to obtain citizen input about priorities for the coming fiscal years, as well as submitted on-time DBI's proposed new budget.

2013 – 2014 GOALS

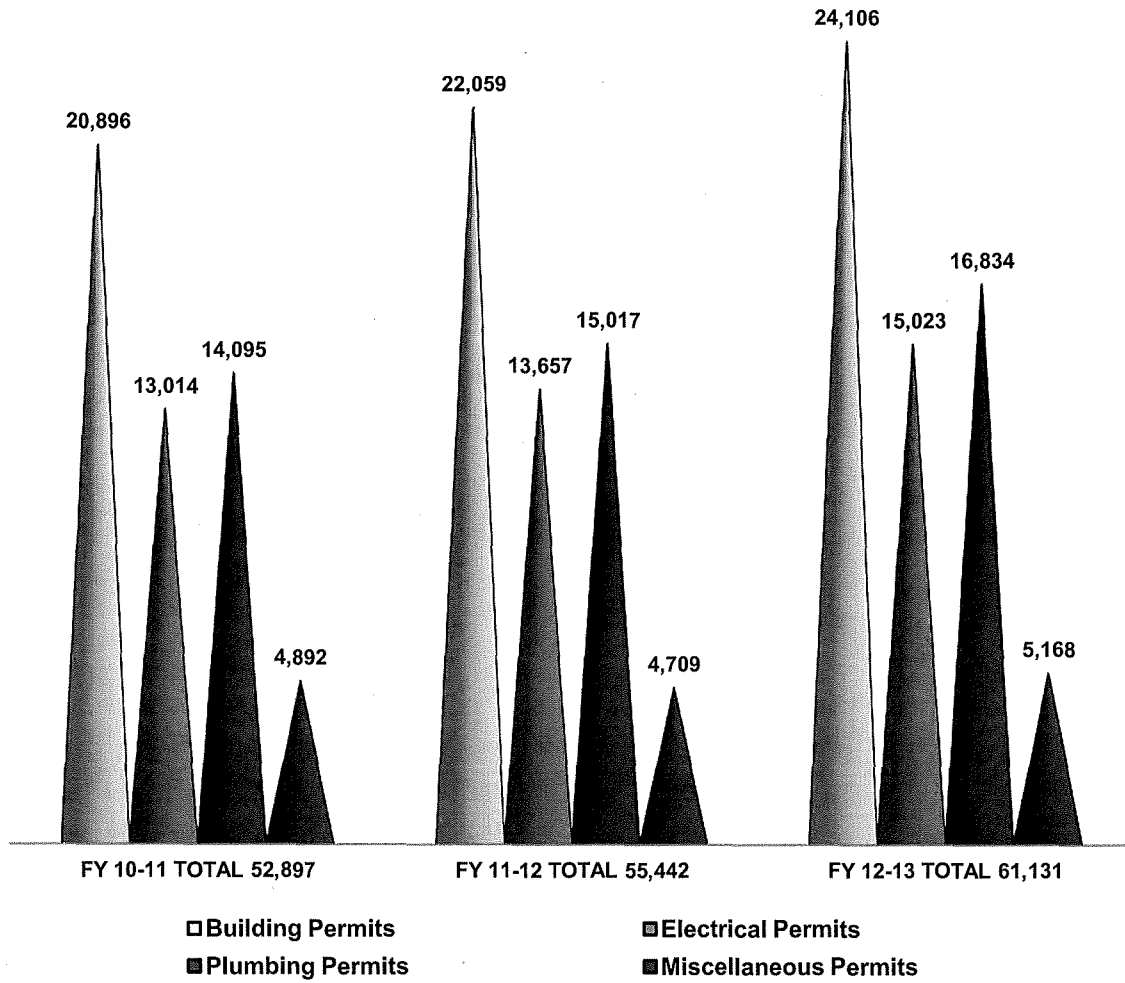
- Improve DBI's adherence to City's financial policies and procedures.
- Improve records' request response time, including 3R Reports, resulting in improved customer services.
- Apply appropriate technology to streamline processes and improve customer services, including installation of a new cash management system, and the use of mobile, hand-held smart devices by field inspectors.
- Support the development of employees through professional and career development, and deliver Human Resource services that enhance employment opportunities for current and potential employees.
- Continue to provide code expertise and support other City agencies in the collective effort to preserve residential housing units that are safe for tenants and families.
- Assure that building inspectors and plan examiners in the Inspection Services Division are certified and compliant with AB717 -- a goal for all inspection and plan review staff that requires completion of 45 hours continuing education within a three-year period, as well as on-going accessibility trainings.
- Ensure staff training and preparation for effective first-response protocols and procedures for earthquake, fire, flood, and other natural disasters.
- Improve quality control measures, and increase random spot-checks by Supervisors.
- Expand City services at DBI's 5th Floor 'One-Stop' plan check and Over-the-Counter permits issuance operations, where more than 90 percent of issuance occurs.
- Prepare all staff immediately to implement new code cycle that begins January 1, 2014.
- Update standard building safety requirements, policies and procedures to safeguard the public.
- Improve building safety with the implementation of the newly-passed Mandatory Soft Story Retrofitting Ordinance.

- Implement new Permit and Project Tracking System to increase accountability, transparency and an improved document management system – thereby enhancing customer services, and improving the effectiveness of DBI’s professional services.
- Per the 2013 Civil Grand Jury recommendation, DBI will hire a consultant to review the Department’s implementation of the Business Process Reengineering (BPR) recommendations, determine which recommendations remain to be implemented and provide projected completion dates for the responsible DBI divisions – thereby completing over the next fiscal year the implementation of all BPR recommendations.
- Implement the Department’s Strategic Plan goal of conducting a new customer services’ perception study in the coming fiscal year to ascertain customer satisfaction levels with DBI professional services, as well as to identify areas in need of improvement.

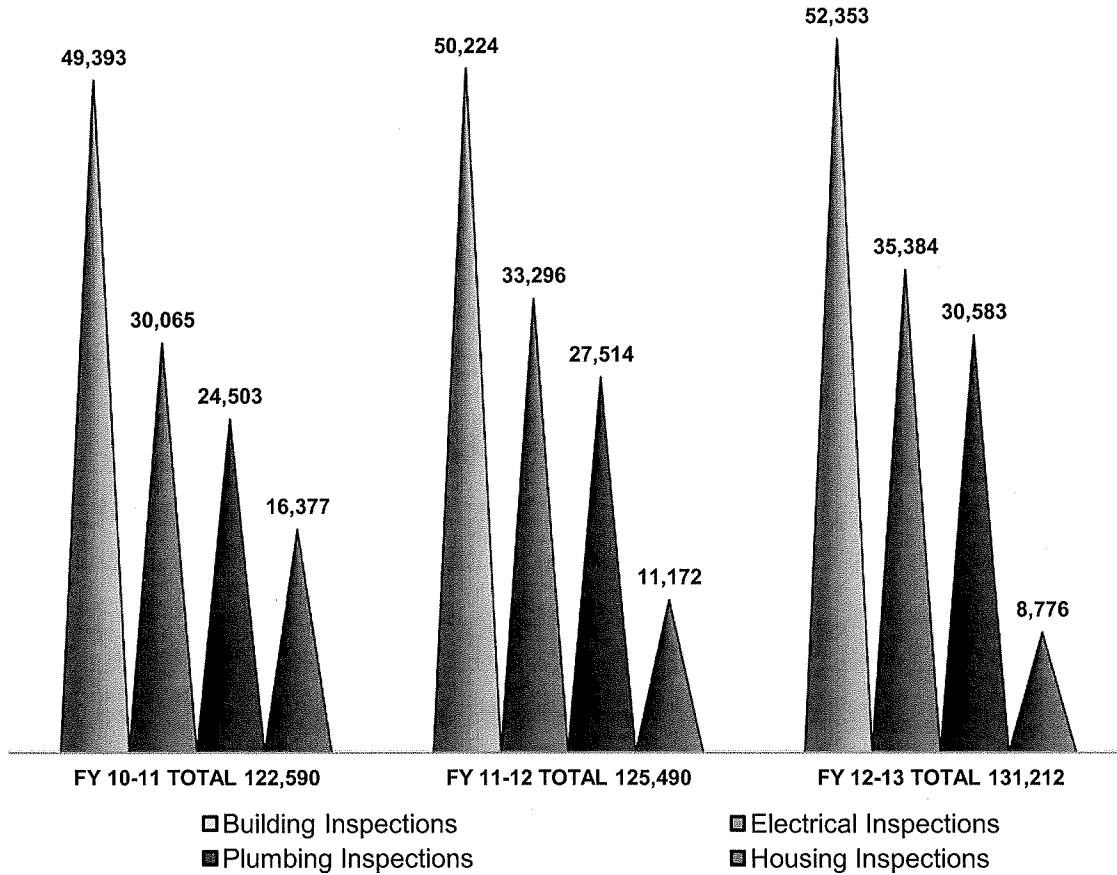
3-YEAR COMPARISON REVENUES AND EXPENDITURES OPERATING BUDGET YEAR-END FINALS



3-YEAR COMPARISON PERMITS ISSUED



3-YEAR COMPARISON INSPECTIONS PERFORMED



Note:

FY 10-11 - Code Enforcement Section Performed **2,252** inspections
 FY 11-12 - Code Enforcement Section Performed **3,284** inspections
 FY 12-13 - Code Enforcement Section Performed **4,116** 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, Payroll/Personnel, and Records Management.

FINANCE SERVICES

Gayle Revels, Acting Chief Financial Officer

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	\$32,991,962
Inspection Services	\$36,790,125
Administration	\$ 2,790,502
Total Revenue	\$72,572,589

- Expenditure:

Plan Review	\$11,121,861
Inspection Services	\$21,705,537
Administration	\$ 9,709,729
Total Expenditure	\$42,537,127

- Received **74** reimbursement requests; of these, processed **100%** within 10 days.
- Processed **1,243** financial transactions through the City's FAMIS on-line system.
- Processed **1,049** purchasing transactions through the City's ADPICS on-line system.
- Collected **20%** or **24,718,051** of revenues through the PC Cash Register System, credit card transactions.
- Responded to **100%** of phone calls within 24 hours.
- Amended the grant contracts for the SRO and CEOP programs.
- Amended the contracts for the Permit Tracking System and Selectron.

- Conducted cash management training.
- Completed the FY 2013-15 Departmental budget process.

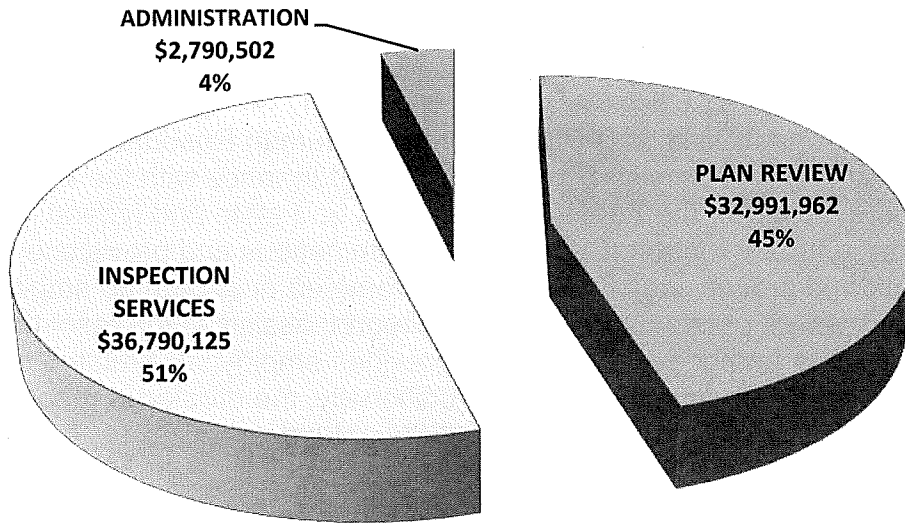
ON-GOING PROJECTS

- 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.

2013 - 2014 GOALS

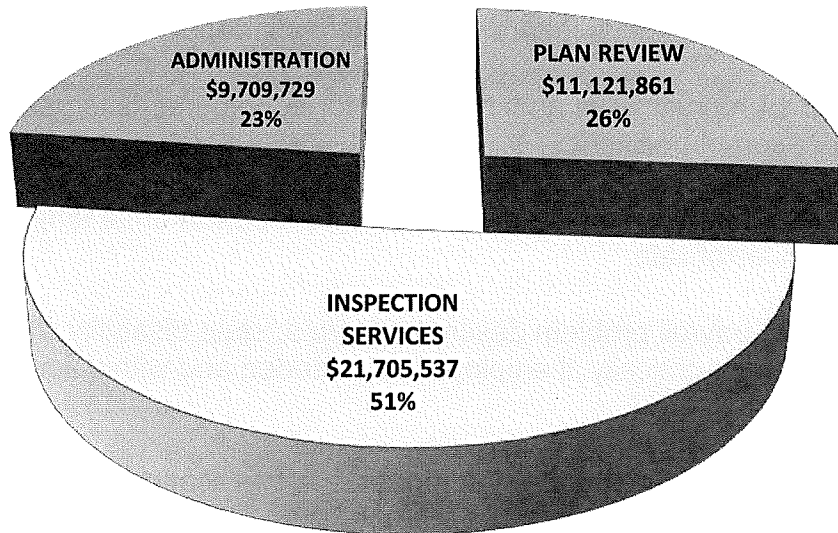
- Prepare and issue Request for Proposals (RFP) for Electronic Document Management System and Electronic Plan Check System.
- Complete FY 2014-16 departmental budget process.
- Complete the transition to the new Cash Management System.

REVENUE



TOTAL REVENUE
\$72,572,589

EXPENDITURE



TOTAL EXPENDITURE
\$42,537,127

PAYROLL / PERSONNEL DIVISION

Emily Morrison, Manager

FUNCTION

The Payroll/Personnel Division (**PPD**) performs all Human Resource functions in accordance with a Merit Service System 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 and processing of newly hired, promoted or separated employees. PPD maintains permanent personnel records and reports; assists in the resolutions of disciplinary actions and grievance matters; provides employment-related training and coordinates technical training programs. Additionally, the division is responsible for processing all payroll-related functions for 260 employees.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Processed **99%** of all personnel transactions within **3** days.
- Completed **61** appointment transactions within **60** days.
- Processed **99%** of all payroll and personnel related paperwork within **2** days of request.
- Responded to **6** Director's letters within Director's deadline.
- Conducted **14** recruitments and interviews for appointments to permanent and temporary exempt positions.
- Processed **260** payroll timesheets per week for departmental employees with less than 1% error rate.
- Processed **58** payroll problem description forms, state disability claims, and sick pay donations for critically ill employees as needed and within specified deadlines.
- Processed **30** personnel requisition requests to fill vacancies, or to extend appointments of temporary exempt employees.
- Updated Payroll and Personnel intranet website to provide current and relevant information, forms, and links to other City departments and services.

- Enhanced tracking system designed to monitor employees out on various types of leaves (Family Medical Care Leave, Workers' Compensation, Personal Leave.)
- Enhanced process to record and track employee probationary periods, bilingual pay, salary step increases, and required certifications and licenses.
- Attended training for eMerge Phase 2-Time and Labor Reporting scheduled for implementation September 2013.
- Developed written Payroll Processing Policies and Procedures.

ON-GOING PROJECTS

- Provide advice, consultation, information and support to managers and supervisors regarding organizational structure, appropriate staffing patterns, discipline, classification, and related personnel rules, policies and procedures.

2013 - 2014 GOALS

- Identify methods to improve delivery of payroll and personnel services to department employees.
- Develop communication tools to more effectively meet employee information needs.
- Conduct organizational climate assessments and collaborate with senior management to improve work climate.
- Develop HR services, training programs and communications which are highly valued by Department employees.

RECORDS MANAGEMENT DIVISION

Patty Herrera, Division Manager

Tuti Suardana, Supervisor

Darren Wu, Supervisor

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; back-up to 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 **8,111** 3R Reports; of these,
 - **52.5%** or **4,258** were processed within 5 business days.
 - **24.1** or **1,957** were processed within 6 -7 business days.
 - **23.4%** or **1,896** were processed over 7 business days.

- Processed **11,389** Record Requests; of these,
 - **8,015** were processed over-the-counter
 - **93** were subpoenas
 - **3,281** requests were accepted for research and processing:
 - **8.0%** or **263** were processed within 5 business days.
 - **1.5%** or **48** were processed within 6 - 7 business days.
 - **90.5%** or **2,970** were processed over 7 business days.

These **11,389** records requests produced a total of **256,165** records; including:

- **89,868 copies of records printed**
 - **67,515** Copies of aperture cards permits, job cards, CFCs
 - **22,353** Copies of plans

- **166,297 records researched for viewing**
 - **17,389** Permit aperture cards
 - **305** Diazo cards created for viewing plans
 - **4,960** 35mm microfilm rolls
 - **9,980** Divisions Apps
 - **116,032** PaperVision Permits
 - **17,631** PaperVision Plans

- Customer Service:
 - Answered **9,172** phone calls.
 - Note: Calls to one of the RMD lines are not being accounted for due to technical issues.
 - Assisted **14,751** customers at the RMD information counter.
- Received **1,044** requests for duplication of official building plans; for these processed the following certified letters requesting authorization:
 - **738** letters to Property Owners
 - **1,130** letters to Design Professionals
- Continued combining 3R, Records, and Counter functions as well a cross-training 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; especially as we continue to be short-staffed with a constant high workload demand.
- Began working with scanning vendor on the possibility to scan all microfilm rolls to provide RMD staff with easy access to images. This process will require a contract modification.
- Working with DBI staff to remodel the RMD counter operation to allow for a more functional work area for customers and staff including, larger counter area with handicap access and the addition of two computers and monitors for customers. These changes will improve the services provided by RMD.
- Trained three Inspection Services Support Staff to update, revise, and clean up PaperVision plumbing permit files.
- Attended Plan Review Staff Meeting, gave an overview of RMD's operation including how to obtain records, turnaround, over-the-counter processes, duplication of plans code requirements, and invited staff to visit our operation, etc. Several questions were asked including standards for accepting plans and the difference between external and internal requests.
- Quality controlled and approved **21** projects scanned and indexed by the vendor.
 - **6** building plans, November 2012 – March 2013
 - **3** Building Permits Projects, September 2011 – November 2011
 - **5** Plumbing Permits Projects, January 2006 – December 2009
 - **7** Job Cards and Certificates of Final Completion Projects.
- Stopped in-house scanning and indexing of permit applications, job cards, and Certificates of Final Completion and reassigned staff to full time production in an effort to reduce 3R production turnaround.

- Continued meeting with MIS on the upcoming Records web submittal process. This new process will streamline and automate of current 100% manual 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.
 - Records Requests
 - Duplication of Plans
 - Subpoenas
 - 3R Reports
- Provided quarterly barometer data to the Controller's Office for three DBI measures, including construction valuation, life hazard/heat complaints and inspections turnaround.
- Provided mid-year Performance Measures to the Controller's Office. Collected data, entered statistics on Cognos System, and provided justification for measure changes. Held multiple meetings with DBI management in preparation for measure changes to be implemented in FY 2013-2014.
- Due to increasing workload demands and short-staffing levels, the turnaround for records requests was increased to 20 business days.
- RMD staff continued working overtime whenever possible in an effort to maintain acceptable turnaround levels for 3R Reports and Records production.
- Worked with Finance Services on the Request for Proposal and Contract to
 - Digitize official building plans, on-going project.
 - Convert approximately 5,000 microfilm rolls into digital images and index files.
 - Convert old permit paper documents into digital images and index files.
- Increased over-the-counter process of fax records request to minimize the number of requests accepted for processing.
- Met with Permit Services staff to discuss cancelled / withdrawn plan sets sent to RMD. It was decided that Central Permit Bureau will no longer submit cancelled / withdrawn permit applications and plans to RMD for scanning.
- Revised Records Management Performance Measures to address actual workload demands and staffing levels. New measures will be effective July 1, 2013.
 - Process 90% of 3R Reports within seven business days.
 - Process 90% of Record Requests within 20 business days.

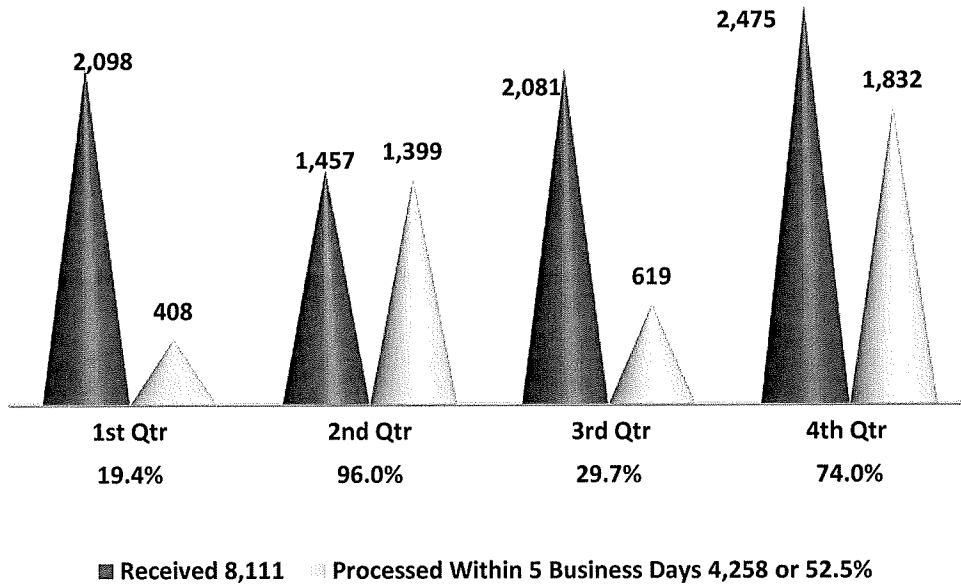
- Held Annual and Mid-Term Performance Evaluations of all RMD staff; meeting the Department's deadlines.
- Provided training for staff with outside vendors to include but not limited to:
 - How to Manage Emotions and Excel Under Pressure
 - Management Skills for First Time Supervisors
 - Strengthening People Skills
 - Managing Multiple Priorities
- Worked with MIS to set up a dedicated RMD email address that will allow staff to email 3R Reports. This new processes was implemented July 2012.

2013 – 2014 GOALS

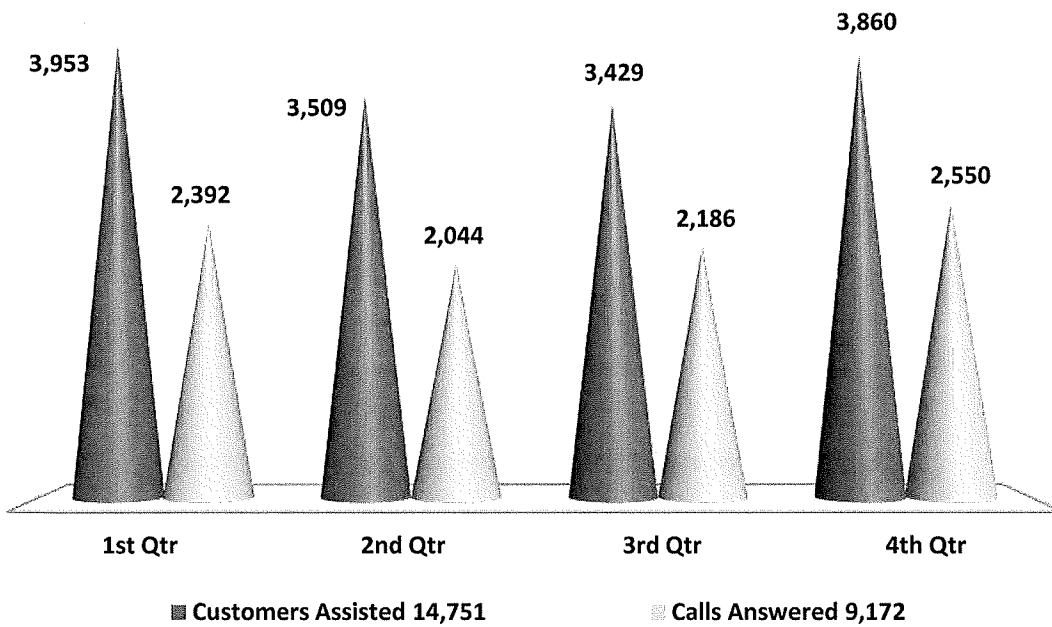
- Continue working with MIS to develop and implement a Records Management module that will track records request, create weekly activity reports, track production and turnaround, and save research details, etc. Tentative implementation date August 2013.
- Continue to cross-train all staff to process 3R and Records Requests. This will allow for a better distribution of all requests, will increase the staff's overall knowledge of the Division's operation, and maintain the same production level for 3R and Records. Presently six staff members are fully cross-trained.
- Revise Records Management Operational Manuals to incorporate operational changes including 3R online report intake, subpoenas, combination of internal and external requests, revised weekly report requirements, duplications of plans, etc.
- Resume on-going in-house scanning and quality control functions which are currently stopped in order to maintain production demands. Stopping these functions has created an increased backlog.
- Work with Deputy Director and Payroll/Personnel Manager to increase staffing levels in RMD to address workload demands, duties and responsibilities, maintain a satisfactory production turnaround, perform duties and responsibilities, and provide a high level of customer service.
- Work with MIS and Finance Services to:
 - Upgrade current MS800 microfilm / aperture card readers/printers with ScanPro 3000 multi-function scanners which will provide staff with easier retrieval and enhancement of images such as contrast, cropping, skewing, etc.

- Upgrade the current copiers with faster multi-function production copiers that meet our current workload demands.
- Increase the number of desktop aperture card viewers for staff and microfilm viewers for customers by three each.
- Expand training opportunities to include Advanced Microsoft Office, Project Management, Customer Service, etc.
- Work with Deputy Director to set up an ergonomic evaluation for all RMD staff in response to staff requests.
- Continue working with DBI staff to remodel the RMD counter operation to allow for a more functional work area for customers and staff including, larger counter area with handicap access and the addition of two computers and monitors for customers. These changes will greatly improve the services provided by RMD.
- Schedule training with DBI Divisions to maintain RMD staff up-to-date with policy and procedural changes.
- Maintain over-the-counter records production to no less than 60% to minimize the number of records accepted processing.
- Increase the number of staff by two people to be able to meet current workload demands and meet performance measures. This new staff will be trained on all aspects of the RMD operation to include 3R Reports, Records, and Counter duties and responsibilities.
- Update DBI's website with revised functions for all DBI divisions.
- Work with DBI staff to update 311 informational worksheets and webpage with updated policies and procedures to further streamline the 311 service requests referral processes.

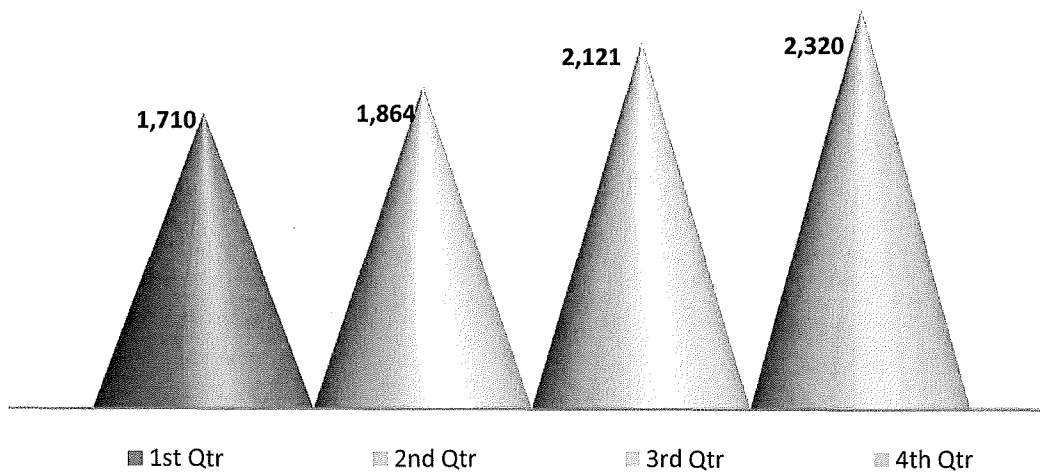
3R REPORTS PROCESSED
MBO Goal = 75% Within 5 Business Days



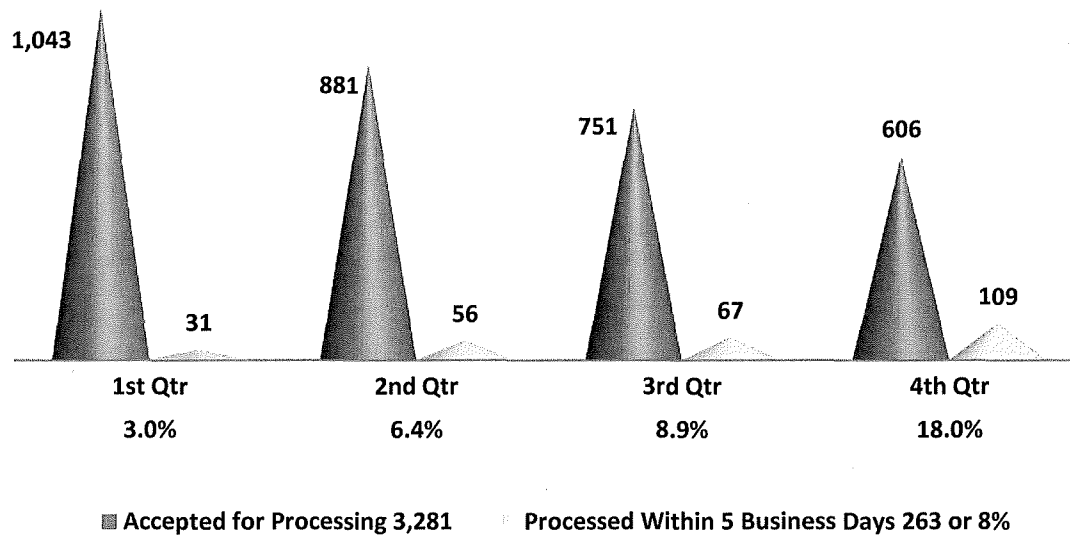
CUSTOMER SERVICE



**RECORDS REQUESTS PROCESSED
OVER-THE-COUNTER
8,015**



**RECORDS REQUESTS TAKEN IN FOR PROCESSING
MBO Goal = 75% Within 5 Business Days**



PERMIT SERVICES PROGRAM

Edward Sweeney, Acting Deputy Director

Permit Services is responsible for all permit processes from when 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), and provides DBI liaison to other City departments.

Permit Services Program includes: Plan Review Services, Help Desk/Central Permit Bureau, Initial Plan Review, Management Information Systems, Permit Center, and the Technical Services Division.

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 **1,650** MIS requests for Network, Server and Application development.
- PTS Enhancements
 - Completed implementation to support email delivery on 3R requests over the web.
 - Deployed 65 new mobile devices for field inspectors to record inspection activity in the field.
- Impact Fee Indexing
 - Completed programming changes on annual indexing for the Development Impact Fees.
- Refresh Infrastructure
 - Completed phase one construction.
 - Completed installation of infrastructure and network equipment.
 - Completed 50% data migration.
- New Permit and Project Tracking System
 - Completed Analysis and Core Configuration of the system.
 - Completed User Acceptance Testing round one.

ON-GOING PROJECTS

- PTS Enhancements
 - Testing in progress to enhance web services for Records Requests.
- Cash Management System
 - Development and testing in progress on the new system.
- New Permit and Project Tracking System
 - Configuration and review in progress.
 - User Acceptance Testing round two preparations in progress.
- Refresh Infrastructure
 - Project to replace server room equipment to meet normal replacement schedule has begun.
 - Data migration in progress.
- PC Deployment
 - PC deployment in progress per the scheduled replacement plan.

2013 - 2014 GOALS

- Complete implementation of new Cash Management System.
- Complete replacement of server room equipment to meet normal replacement schedule.
- Complete enhancements to Permit Tracking to encompass the various components of the Business Process Reengineering (BPR) Implementation Plan.
- Complete implementation of new Permit and Project Tracking System.
- Implement Electronic Plan Review and Document Management System.

PERMIT SUBMITTAL AND ISSUANCE DIVISION

David Leung, Division Manager

HELP DESK/CENTRAL PERMIT BUREAU

Wai-Fong Cheung, Supervisor

FUNCTION

The Central Permit Bureau (**CPB**) accepts and issues construction permits for public and private buildings located within the City and County of San Francisco. Additionally, CPB issues electrical, plumbing and street space permits, and assesses and collects fees for all structures, building enlargements and change of use. CPB is also responsible for processes from when permit application is accepted until the building permit is issued. The functions include screening, routing plans for review, coordination of building permit review, approval and issuance of construction permits including over the counter 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 also provides technical support for the Department in the areas of code development and information, develops response during catastrophic event, such as earthquake; provides coordination for the Building Occupancy resumption Program (BORP), and serves as DBI's liaison with other City departments.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Processed **100%** or **4,541** of structural notifications within 24 hours.
- Processed **100%** or **27,109** of demolition notifications within 24 hours.
- Assisted **28,328** walk-in customers at the Public Information Help Desk.
- Processed **100%** or **4,860** of all mail-in letters within 2 days.
- Processed **6,980** new address/reassign/changed addresses in the Enterprise Address System (EAS) Permit Tracking System (PTS).
- Received **5** Director's letters, customer inquiries; of these responded **100%** or within **5** days of deadline.
- Processed **845** application; of these,
 - **365** permit application for cancellations
 - **184** permit applications for withdrawals, and
 - **296** permit application for extensions

- Answered **14,369** phone calls; of these, **9,303** incoming calls at Public Information Help Desk, and **5,066** incoming calls at Central Permit Bureau.

ON-GOING PROJECTS

- The Enterprise Address System at the Department of Technology was implemented in February 2012; CPB staff is assisting all City Department users in creating/retiring address in master address database.
- Implementing improvements on DBI Address Validation System (AVS) to increase accuracy.
- Assisting DBI-MIS to create new characteristics in PTS system, in order to improve permit process in a timely manner and to provide better customer service.
- Coordinating with MIS on inputting more information on the PTS system to facilitate compatibility with the new Accela system.
- Working with various City departments on mega projects, such as Municipal Transportation Agency (MTA), Central Subway, Mission Bay and San Francisco Housing projects.
- Training on new POS system and testing new cash register.

2013 – 2014 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' license.
- Continue to meet all departmental goals.
- Train staff for future promotional opportunities and continue training to increase the technical knowledge of the CPB staff.
- Continue coordinating with Department of Technology, DBI MIS and all other City departments to improve the use of EAS and Point Of Sale (POS) systems.
- Continue to provide good customer service at information and permit service counters at DBI.

INITIAL PERMIT REVIEW
Tony Grieco, Chief Building Inspector
Susan Bufka, Supervisor

FUNCTION

The Initial Permit Review (**IPR**) provides proactive, professional and consistent customer service in screening, checking and reviewing building permit applications and plans for accuracy and completeness before accepting and routing for further review and approval by plan review disciplines.

HIGHLIGHTS AND ACCOMPLISHMENTS

- The Acting Chief Clerk continued to train individual staff members for quality improvement in customer service delivery and to ensure correct routing of permit applications.
- Processed and reviewed applications and plans within 30 minutes or less.
- Processed **13,213** over-the-counter building permit applications with plans.
 - 1st Quarter 3,169
 - 2nd Quarter 3,074
 - 3rd Quarter 3,651
 - 4th Quarter 3,319
- Issued **15,836** over-the-counter building permits with and without plans.
 - 1st Quarter 3,163
 - 2nd Quarter 2,714
 - 3rd Quarter 6,771
 - 4th Quarter 3,188
- Issued over-the-counter Plumbing/Mechanical and Electrical/Solar Permits.
 - Plumbing/Mechanical 8,946
 - Electrical/Solar 8,449

- Created a multi-agency workstation on the 5th floor to host external City permitting agencies as part of expanding the One Stop Permit operation.
- Established part-time counter information service for the Department of Public Health related to the enforcement of the Maher Ordinance for soil remediation, earthwork and excavation.
- IPR staff continued participation in development and testing of the future Permit and Project Tracking System (PPTS) with Accela and DBI IT staff.
- Assisted the Department of Public Works, Bureau of Street Use and Mapping to issue and print parking signs and street use permits at the 5th floor permit center.
- IPR staff attended a one day training class at the Annual California Building Officials (CALBO) education week.
- IPR staff received check transaction training from the Finance Services to comply with City Controller's standards.

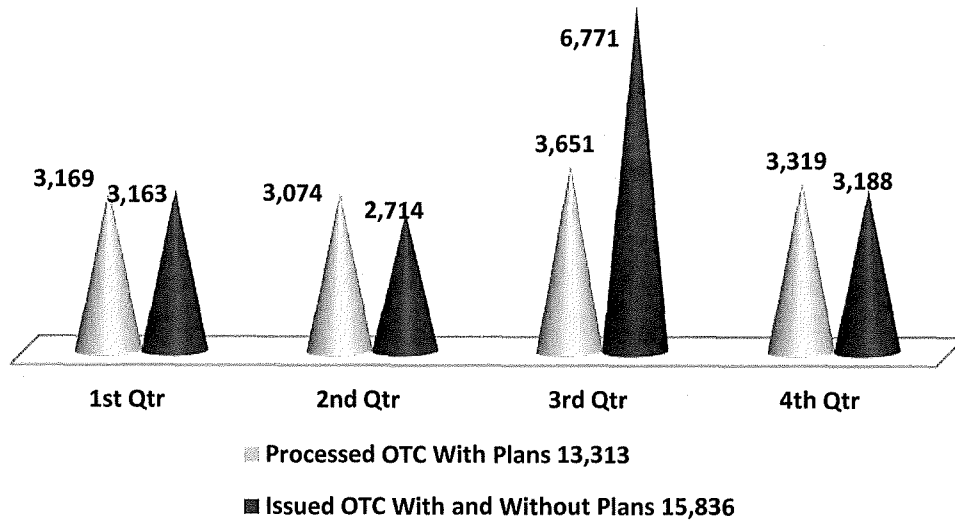
ON-GOING PROJECTS

- Continue to expand One Stop Permit Services with additional agencies.
- Provide training for IPR staff to obtain Permit Technician certification in order to improve initial plan review and enhance customer service for Over the Counter Permits.

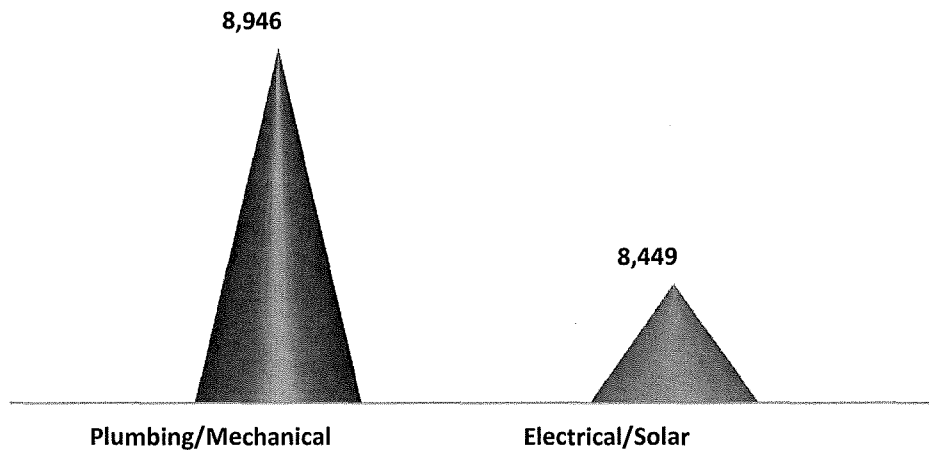
2013 – 2014 GOALS

- Continue to expand One Stop Permit Center Services to include all City Departments related to building permit review and issuance.
- Maintain quality standards and productive work environment for Initial Plan Review Staff by ongoing education and training.

INITIAL PERMIT REVIEW BUILDING PERMITS ACTIVITY



OVER-THE-COUNTER PLUMBING/MECHANICAL, ELECTRICAL/SOLAR ACTIVITY



PERMIT CENTER, SECOND FLOOR

Sylvia Thai, Supervisor

FUNCTION

The primary functions of Permit Center on second floor (**PPC**) include, but are not limited to, administratively maintaining the physical movements of all non-over-the-counter (submitted) building permit applications between required plan review stations; recording the routing activities in the Permit Tracking System (PTS); and performing quality control on approved building permit applications before they are routed to Central Permit Bureau (CPB) for issuance. PPC is also the depository of plans and applications while on hold for customer to respond to plan review comments. 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 routes such revisions to the Planning Department.

HIGHLIGHTS AND ACCOMPLISHMENTS

- Received **15,680** building permit applications, **100%** were routed to other reviewing stations within **one** business day.
- Accepted **1,746** revisions on behalf of the Planning Department.
- Processed a total of **193** cancellation notifications for building permit applications for the Planning Department.
- Performed quality control on **2,683** building permit applications or addenda.
- Processed **438** requests for 5th Floor Over-the-Counter Plan Review; of these,
 - **269** for architectural or structural, and
 - **169** for mechanical reviews.
- Processed **24** requests for parallel review and **54** 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).
- Coordinated plan review process with Electrical Inspection and Plumbing Inspection for 900 Folsom Street, 401 Harrison Street and 1351 3rd Street.
- Participated in the development and testing of the new Permit & Project Tracking System (PPTS). Participated in the Accela demonstration of some system.

2013 – 2014 GOALS

- Continue to participate in the development and testing of the new Permit and Project Tracking System (PPTS).
- Continue to perform all PPC functions efficiently and in professional manner with the customers and the Department staff.
- Train staff for future promotional opportunities.

PLAN REVIEW SERVICES BUILDING PLAN REVIEW

Thomas Le, Supervisor, Plan Review Team 1
Rodolfo Pada, Supervisor, Plan Review Team 2
Ron Tom, Supervisor, Plan Review Team 3
Vivian Huang, Supervisor, Plan Review Team 4
Vacant, Supervisor, Plan Review Team 5
Robert Chun, Supervisor, Plan Review Team 6

FUNCTION

The Plan Review Services Division 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 **26,704** building permit applications; of these,
 - **23,640** or **88.5%** of building permit applications were over-the-counter;
 - **11,880** were building permit applications with no plans.
- Performed **3,064** building plan reviews of submitted projects, including building permits, site permits, and addenda submittals; of these
 - **1,791** or **58.5%** were reviewed within 14 days.
- Performed **26,704** building plan reviews within 14 days with building use and occupancy as follows:
 - **13,805** One or Two Family Dwellings, of these,
 - **13,227** or **95.8%** were reviewed within 14 days.

- **9,387** Multi-Family Residential or Mixed-used buildings
 - **8,901** or **94.8%** were reviewed within 14 days.
- **2,871** Office or Commercial buildings
 - **2,753** or **95.9%** were reviewed within 14 days.
- **641** all other buildings
 - **566** or **88.3%** were reviewed within 14 days.
- **787** Site Permit Applications,
 - **484** or **61.5%** were reviewed within 14 days.
- Conducted approximately **445** pre-application meetings; of these,
 - **407** or **91.5%** were held within two weeks.
- Attended **12** inter department meetings with Planning, Public Works, and San Francisco Fire Departments.
- Reviewed **28** lot subdivision requests referred by Department of Public Works, and the Bureau of Street Use and Mapping.
- Reviewed and approved **one** easement request.
- Reviewed **15** permit applications for voluntary seismic upgrade of soft-story, Type V (wood frame) buildings per AB-094.
- Reviewed **54** permit applications under premium review.
- Continued review of Memorandum of Understanding (MOU) projects for:
 - 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:
 - Underground Structural and Geothermal System
 - Superstructure, Main Building
 - Temporary Bridges
- Reviewed **8** mega projects:
 - The Public Safety Building, **1351 3rd 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 building, retail and parking, \$84 million.
 - **45 Lansing Street**, a 40-story mixed use building, 224 residential units with commercial space, \$75 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.
 - **Infinity Two Project**, five mixed use buildings with approximately \$226 million construction cost.
- Approved 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 **155 5th Street**, the new University of Pacific Dugoni School of Dentistry.
 - Coordinated and reviewed the Structural Advisory Committee (SAC) meeting for **125 Crown Terrace** under the Slope Protection Act Ordinance.
 - Coordinated and reviewed **14** Structural Peer Review Projects:
 1. 201 Folsom Street
 2. 399 Fremont Street
 3. 340 Fremont Street
 4. 101 First Street
 5. 280 Beale Street
 6. 350 Mission Street
 7. 45 Lansing Street
 8. 151 3rd Street
 9. 401 Van Ness Avenue
 10. Transbay Terminal Project (TJPA)
 11. 8 Washington Street
 12. 459 Geary Blvd,
 13. 222 2nd Street
 14. 181 Fremont Street

ON-GOING PROJECTS

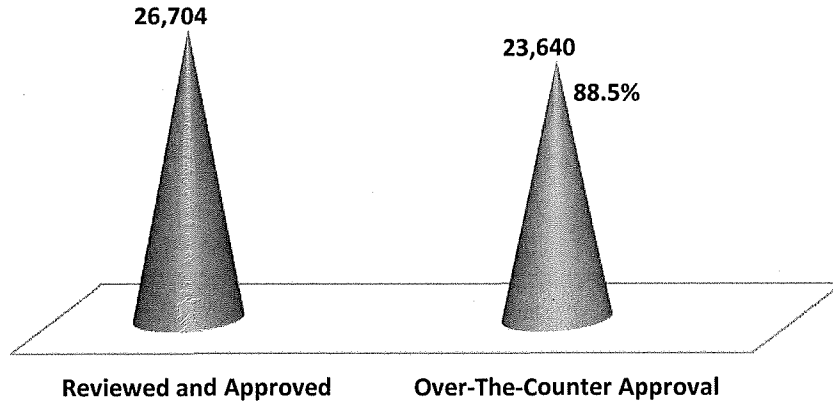
- Participation in the completion and implementation of the National Flood Insurance Ordinance.

- Continued development and completion of the Joint Agencies Review MOU among the Planning Department, the Department of Public Works-Bureau of Street Use and Mapping, and the San Francisco Fire Department.
- Provided emergency engineering review and other assistance for the Department's Emergency Response Program.

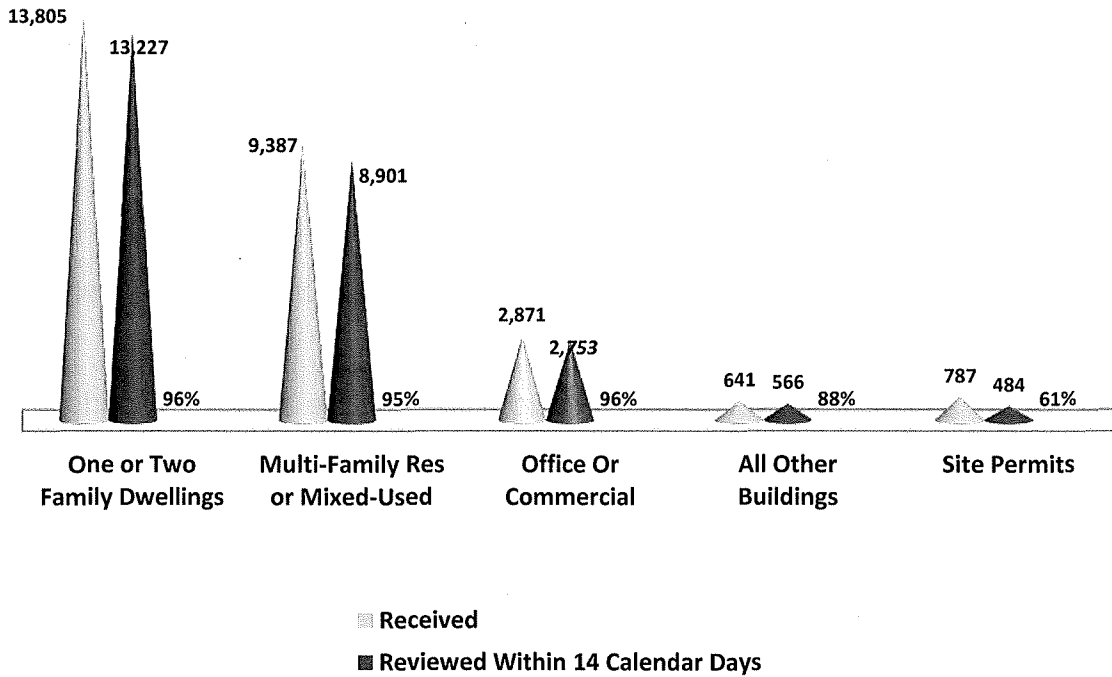
2013 – 2014 GOALS

- Ensure 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 on-going accessibility trainings.
- Maintain plan review backlog within 2 weeks from the arrival date of the permit applications.

BUILDING PLAN REVIEW OVER-THE-COUNTER



PLAN REVIEWS WITHIN 14 CALENDAR DAYS



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 **8,553** over-the-counter building permits with plans, of these,
 - **7,416** or **86.7%** were approved over-the-counter. This includes the permit reviews and over-the-counter information/review interaction with the public.

- Performed **1,513** mechanical plan reviews of submitted projects (including building permits, site permits, and addenda submittals), of these,
 - **1,279** or **84.5%** were reviewed within 14 days.

- Participated in **33** pre-application meetings to facilitate customers to resolve code compliance issues in project design phase.

- Responded to approximately **2,970** customer telephone inquiries of code questions and application status.

- Performed **22** permit applications under premium or priority plan review process.

ON-GOING PROJECTS

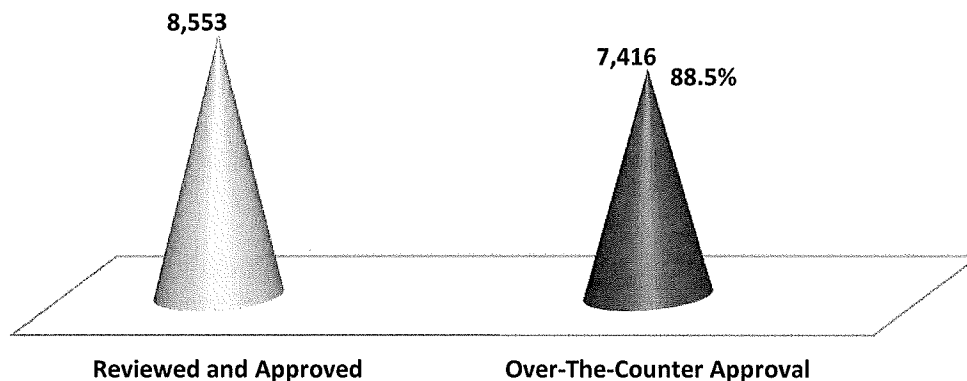
- Attended various meetings and completed the plan review for Underground Structure for Transbay Joint Powers Authority (TJPA) project.

- Approved three stations of the Central Subway Projects - the Chinatown Station, the Union Square/Market Street Station and the Moscone Station.
- Approved the Public Safety Building, **1351 3rd Street**.
- Approved the Rincon Two – **401 Harrison Street**, a 48-story high-rise residential building.
- 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.

2013 – 2014 GOALS

- Ensure 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.
- Improve mechanical backlog to within three (3) weeks.

MECHANICAL PLAN REVIEW OVER-THE-COUNTER



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 **555** written requests for code interpretations and code assistances and/or Director's letters/customer email inquiries;
 - **100%** responded to before deadline.
- Assisted **5,183** walk-in customers and answered **11,965** phone calls requesting technical information.
- Updated **23** Administrative Bulletins.
- Investigated and responded to **28** requests to use the California Historical Building Code.
- Reviewed **11** new Building Occupancy Resumption Program (BORP) building submittal and **12** BORP Renewals. Maintained the list of **144** BORP buildings.
- Held **42** 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 CBC and 2010 SFBC.
- 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 Division.
- Obtain and make available the Disabled Access Cost Valuation Threshold for unreasonable hardship requests for the year 2013.

2013 – 2014 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 promptly respond to requests to use the California Historical Building Code.
- 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 the Building Occupancy Resumption Program with checklists.

- Continue to coordinate and host Code Advisory Committee and Sub-Committee meetings and Code Discussion Meetings.
- Ensure 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, and 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

Dan Lowrey, Acting Deputy Director

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

Patrick O’Riordan, Chief Building Inspector (April 2013 - Present)

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 (NOV) 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

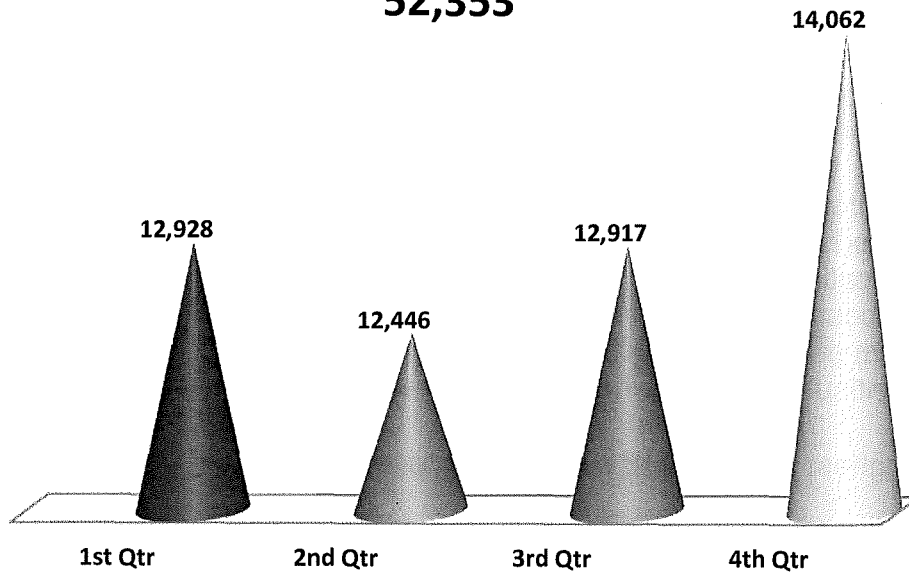
- Performed **52,353** building inspections; of these,
 - **50,398** or **96.3%** were performed within two business days of requested date.
- Performed an average of **11.4** inspections per person/day.
- Performed **3** spot check inspections a week per Senior Inspector.
- Received **3,153** complaints; of these,
 - Responded to **1,902** or **60.3%** within two business days.
- Inspected **2,675** of complaints received, abated **1,101** complaints.
- Issued **941** NOVs; abated **727** NOVs.
- Issued **14** Emergency Orders.
- Referred **789** cases to Code Enforcement.
- **5** Building Inspectors received ICC certification.
- Responded to Director’s Letters,
 - **5** or **80%** within Director’s deadline
 - **1** or **20%** - 5 days after Director’s deadline
- Support staff responded to **97,988** telephone inquiries.

2013 - 2014 GOALS

- Ensure 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.
 - Monitor and ensure that inspection staff has the required certifications.
 - Schedule the necessary training to realize the goal of the continuing education hours.
 - Encourage Inspectors to obtain additional certifications that would help them perform their duties.
 - Continually review where additional appropriate training may be available.
- Enable highest standards of customer service.
 - Retain, develop, and recruit a capable motivated and diverse workforce.
 - Establish effective communication.
 - Embrace innovation and organizational efficiency.
- Ensure effective first response protocols and procedures for earthquake, fire, flood, and other natural disasters.
 - Establish definitive criteria for response to natural or man-made disasters.
 - Schedule and obtain any available training for DBI staff to be best prepared for an emergency.
 - Practice drills in being prepared to react to an emergency.
 - Have all necessary response materials and equipment available and updated to ensure emergency response.
- Improvement in quality control measures.
 - Supervisors perform spot check inspection of subordinate staff's daily duties.
 - Use spot checks to define and enable the training needed.
 - Use updated technology to document processes.
 - Coach, mentor, and motivate staff and peers to achieve the highest standards.

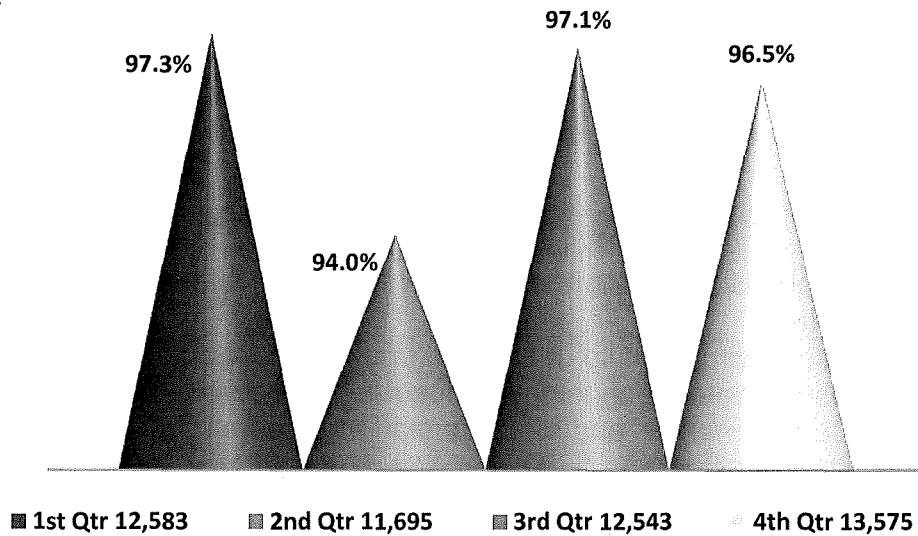
BUILDING INSPECTIONS PERFORMED

52,353

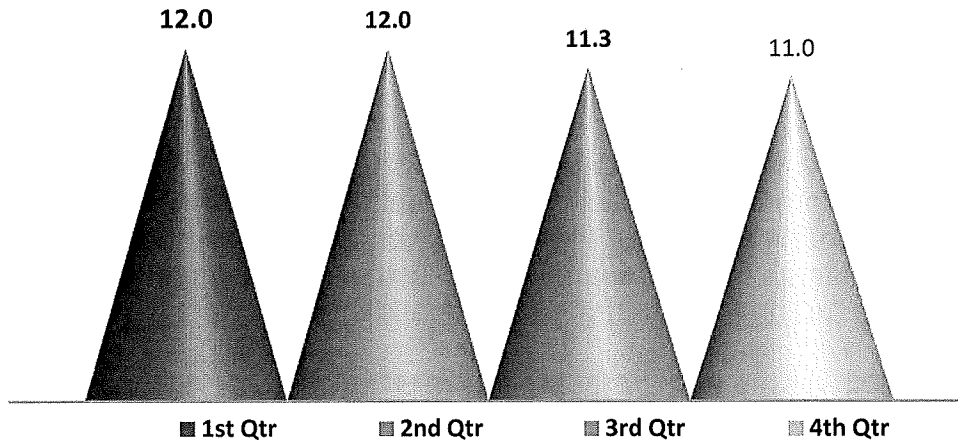


BUILDING INSPECTION RESPONSE TIME

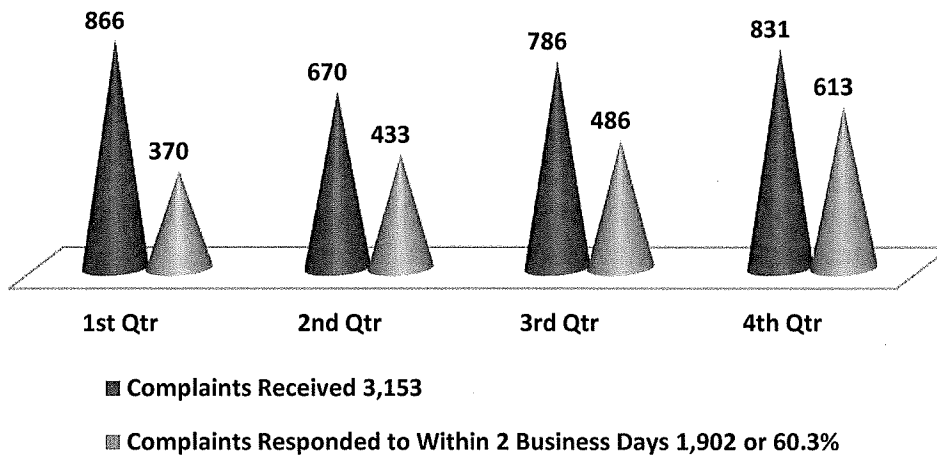
MBO Goal = 90% Within Two Business Days



**BUILDING INSPECTIONS PERFORMED
PER PERSON/DAY
MBO = 11**



**BUILDING INSPECTION DIVISION
COMPLAINTS ACTIVITY
MBO = 90% Within 2 Business Days**



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

HIGHLIGHTS AND ACCOMPLISHMENTS

- Received **1,311** new complaint referrals.
- Scheduled **1,256** cases for Director's Hearings.
- Abated **1,982** cases and referred **11** cases to City Attorney.
- Reviewed **1,233** permit applications.
- Performed **4,116** field inspections.
- Collected **\$460,214** including Vacant Abandoned Building registrations fees and penalties.
- Responded to Director's Letters within deadline.
- Code Enforcement Staffing:
 - Building Inspector Michael Gunnell is assigned full time on the Vacant/Abandoned Building program.
 - As part of staff rotation Building Inspector Raymond Berrios and John Cuneo moved to Building Inspection Division.
 - Building Inspectors Thomas Theriault, Norman Gutierrez and Don Simas moved to Code Enforcement Section.
 - Yin Sheng (Alan) Lei joined Code Enforcement as a new Building Inspector.
 - Danielle Hendricks is new to our support staff.
 - Catherine Byrd was promoted to Principal Clerk.

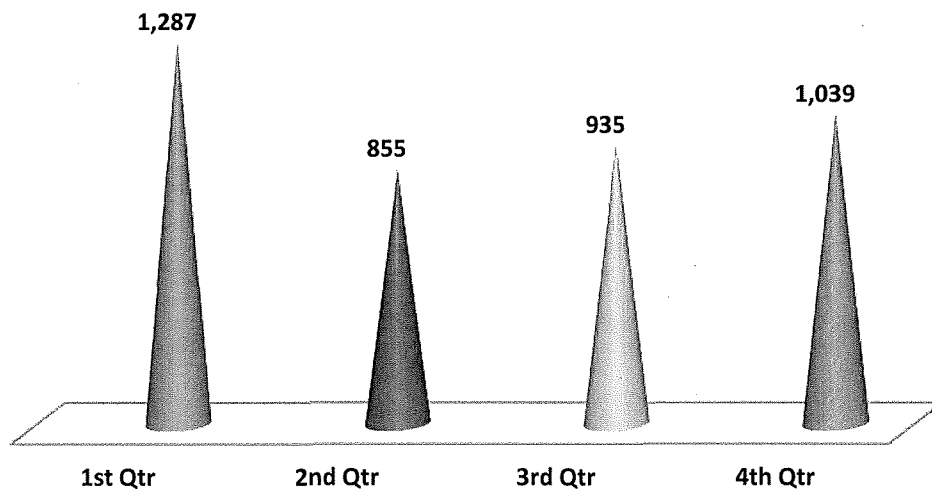
ON-GOING PROJECTS

- Schedule Vacant and Abandoned Building cases for Director's Hearing.

2013 - 2014 GOALS

- Ensure 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.
- Maintain excellent customer service while reducing case backlog.

CODE ENFORCEMENT INSPECTIONS PERFORMED 4,116



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 **35,384** electrical inspections; of these,
 - **35,290** or **99.7%** were performed within two business days of requested date.
- Performed an average of **13.8** inspections per inspector/day.
- Performed **385** quality control check inspections a week per Senior Inspector.
- Received **247** complaints; of these,
 - responded to **246** or **99.6%** within two business days.
- Performed **521** complaint inspections, abated or closed **415** of complaints.
- Issued **119** NOV's; abated **67** NOV's.
- Referred **26** cases to Code Enforcement.
- **2** Electrical Inspectors received ICBO certification.
- **Solar PV Systems**
 - Issued **350** solar PV systems permits; of these, **217** were completed during the year.
- **Street Utility Permits** (Bus shelters and telephone pole cell sites)
 - Issued **394** Street Utility permits; of these, **267** were completed.
- Maintained automatic inspection scheduling for complaints originating from telephone, web or walk in requests.
- Completed permanent Civil Service testing for 6248 Electrical Inspector Classification.

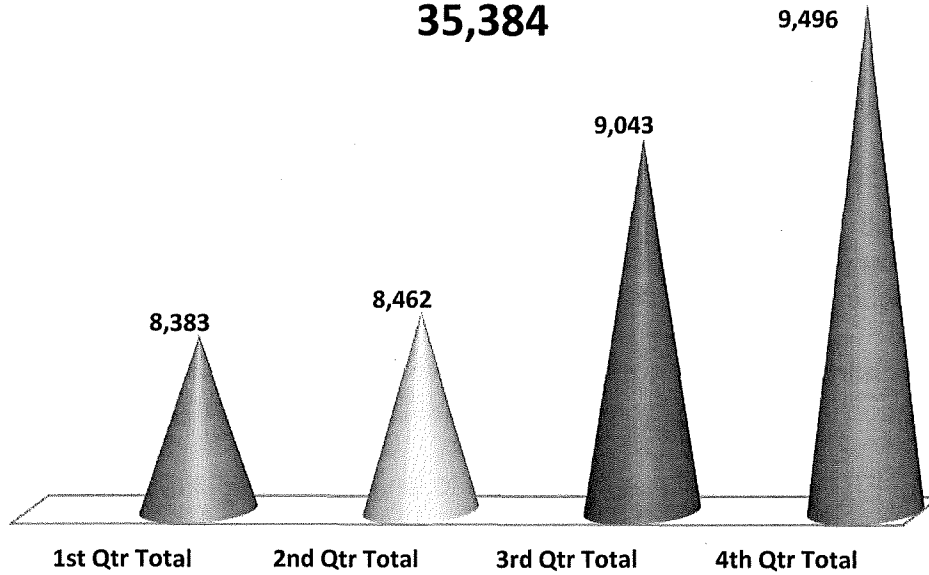
- Increased field Inspection staff by 7 Inspectors.
- Maintained EID Inspection response time to an acceptable level for field inspection and complaint requests.

2013 - 2014 GOALS

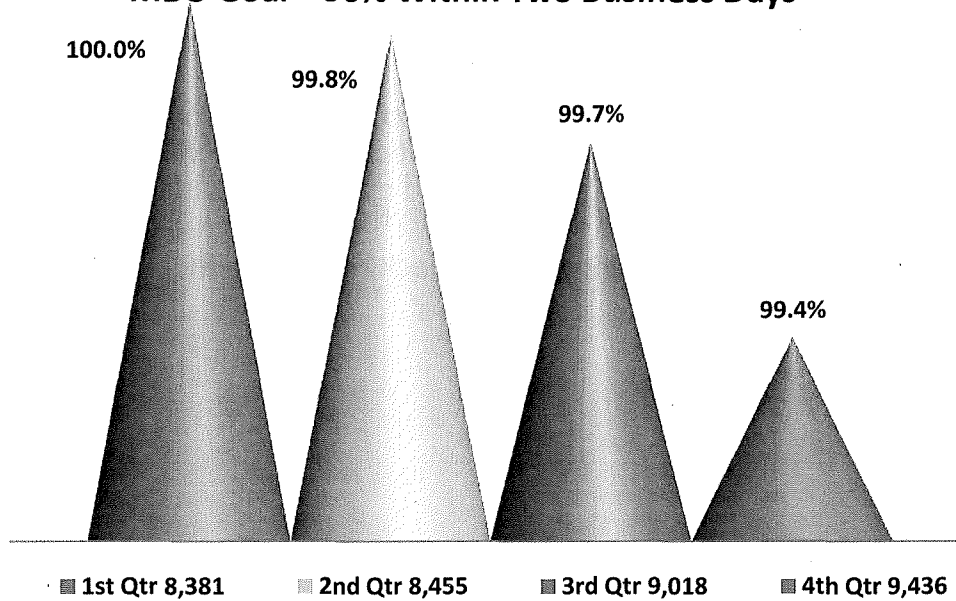
- Ensure compliance with California Assembly Bill 717. This bill requires that staff be certified as either a building inspector or a plans examiner, as well as the completion of 45 hours of continuing education within a three-year period; and newly required ongoing accessibility trainings.
- Arrange additional training to obtain the required credits for Inspector Certification as required by Chapter 7, California Health and Safety Code.
- Maintain EID inspection response time to an acceptable level for field inspection and complaint requests.
- Assign an Inspector full time the duties of handling complaints, specials and reviewing and cleaning out old District Inspection files.
- Continue Educational Training for EID Inspectors and Supervisors.
- Secure intergovernmental agreement between DBI and TJPA for Electrical Field Inspection of the new Transbay Terminal Project. Projected by early 1st quarter 2013-2014.
- Update EID fee schedule to reflect present cost of operation and emerging technologies now under inspection (e.g., electric vehicle chargers, new telecommunications technology). Projected by late 3rd quarter 2013-2014.
- Development of formal Electrical Plan Check Process within DBI. Projected by mid 3rd quarter 2013-2014.

ELECTRICAL INSPECTIONS PERFORMED

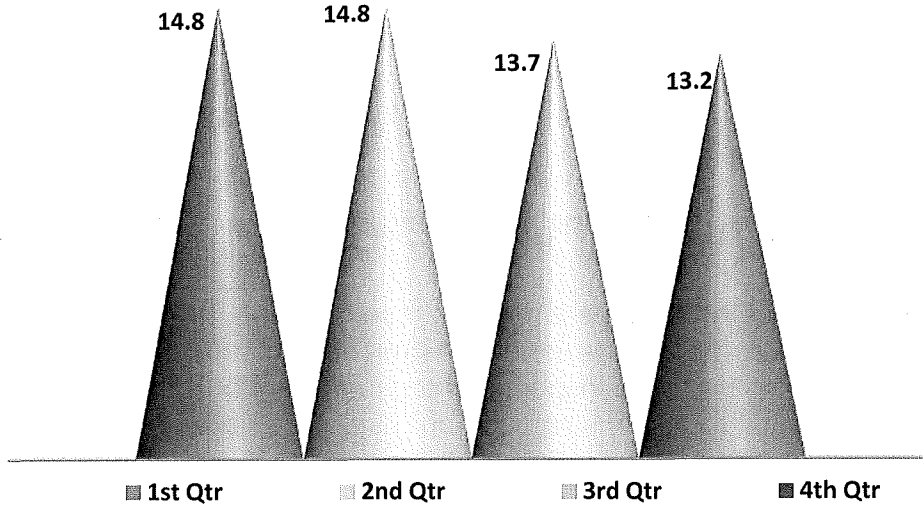
35,384



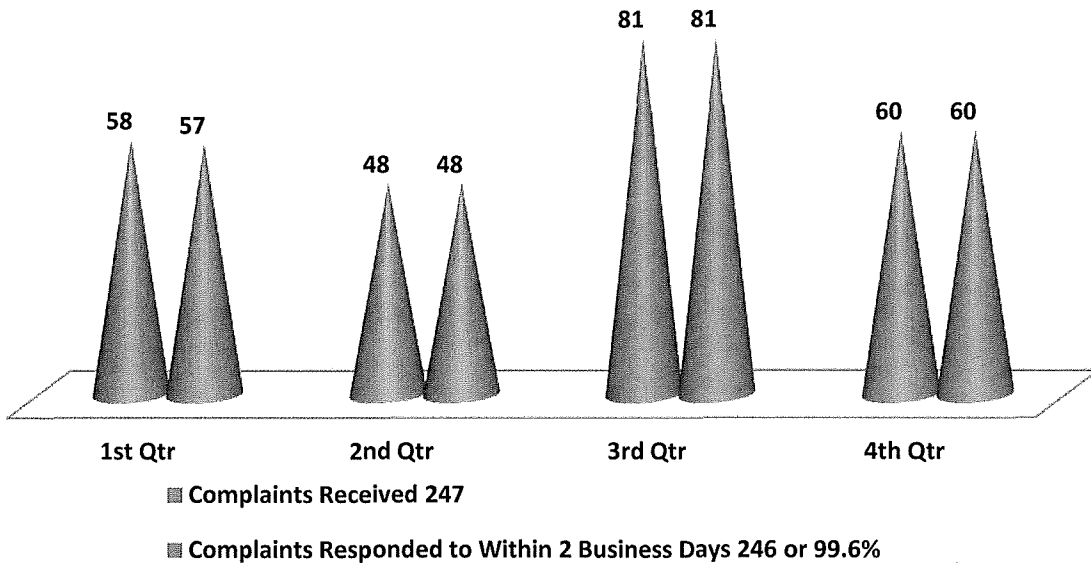
ELECTRICAL INSPECTION RESPONSE TIME MBO Goal = 90% Within Two Business Days



**ELECTRICAL INSPECTIONS PERFORMED
PER PERSON/DAY
MBO = 11**



**ELECTRICAL INSPECTION DIVISION
COMPLAINTS ACTIVITY
MBO = 90% Within 2 Business Days**



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 **8,776** inspections; of these,
 - **8,771** were complaint inspections, reinspections, and routine inspections
 - **243** were initial routine inspections on apartment buildings
 - **59** were initial routine inspections on residential hotels.

Note: Each number is a subset of the larger number.
- Responded to **6,603** public counter information phone calls.
- Responded to **3,827** public counter information visits.
- Received a total of **3,324** non-hazard complaints; of these,
 - responded to **2,786** or **83.8%** within two business days.
- Received a total of **338** life hazard / heat complaints; of these,
 - responded to **314** or **92.9%** within one business day.
- Senior Housing Inspectors performed **1,350** Quality Control Performance Evaluation reports for their assigned field inspectors.
- Processed/reviewed **1,860** building permit applications.
- Received **70** lead complaints, inspected **78** lead complaints, and abated **87** lead complaints.
- Abated **3,794** open Notices of Violation.
- Referred **464** cases to the Director's Hearings.
- The Hearing Officers issued **145** Order of Abatements for HIS cases.
- Billed **\$518,768** in Assessment of Cost fees for Enforcement Cases.

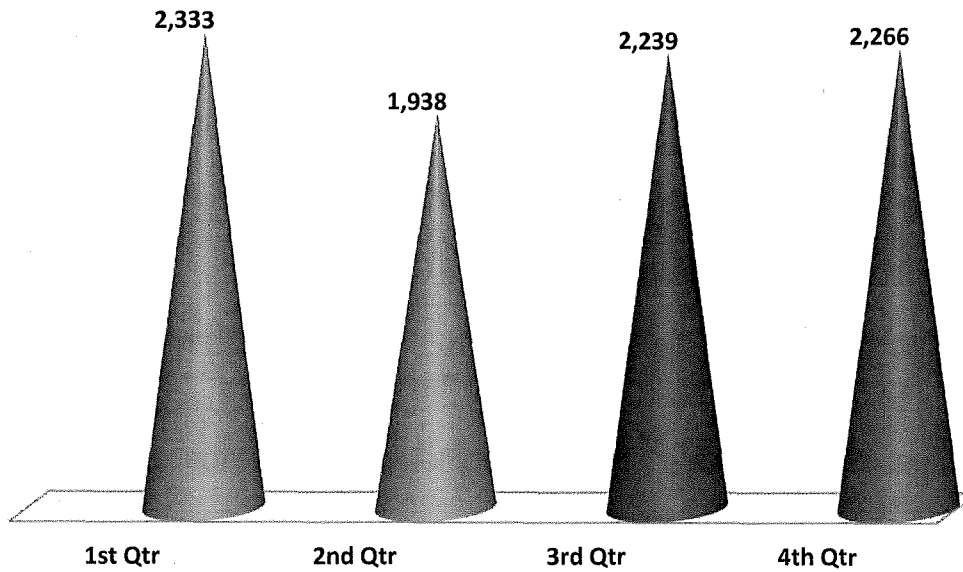
- Collected **\$312,779** in Assessment of Cost fees for Enforcement Cases.
- Sent **153** delinquent violators to the Board of Supervisors for tax liens.
 - **59** cases were resolved in response, and the Board approved **94** referrals to the Tax Collector.
- Collected **\$1,343,198** in Civil Penalties from Division-initiated litigation vs. serious, repeat violators of the San Francisco Housing Code.
- Referred **12** cases to the City Attorney per approval from the Director and the Litigation Committee of the Building Inspection Commission.
- Performed **137** City Attorney Task Force inspections; issued **38** Notices of Violation on task force cases, abated **24** task force cases.
- Received a total of **4** Director's letters / customer inquiries; of these, responded to **4** within deadline.
- Processed **31** San Francisco Housing Authority MOU complaints, and performed **31** inspections.
- **362** San Francisco Housing Code violations in SRO Residential Hotels were corrected related to **59** room-to-room inspections.
- **423** San Francisco Housing Code violations were corrected at a single 48-unit apartment building in the Tenderloin. The Division was recognized by the Board of Supervisors for this case on November 20, 2013.

2013 - 2014 GOALS

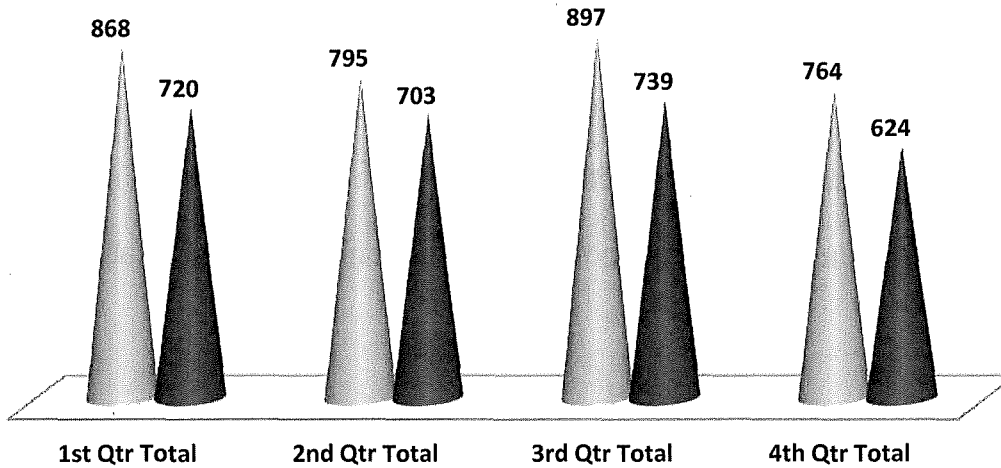
- Fill current clerical (3) and inspector (7) vacancies.
- Work with Accela and MIS on Code Enforcement module configuration.

HOUSING INSPECTIONS PERFORMED

8,776



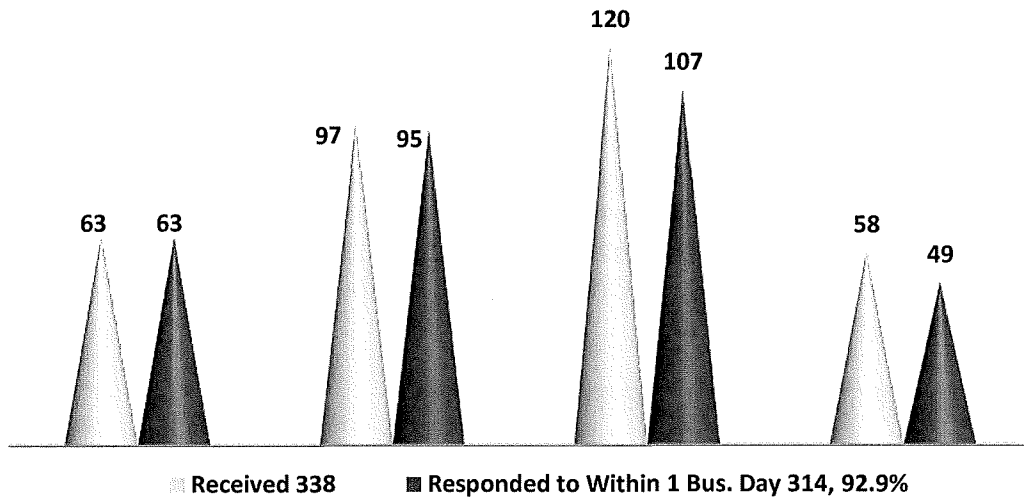
NON-HAZARD COMPLAINTS ACTIVITY



Complaints Received 3,324
 Complaints Responded to Within 2 Business Days 2,786 or 83.8%

LIFE HAZARD/HEAT COMPLAINTS

MBO = 100% RESPONSE WITHIN ONE BUSINESS DAY



RESIDENTIAL HOTEL UNIT CONVERSION AND DEMOLITION ORDINANCE REPORTS AND RECORDS REQUIRED

LEGISLATIVE HISTORY:

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

RESIDENTIAL HOTEL CERTIFICATION:

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

RESIDENTIAL HOTEL DESCRIPTION:

A hotel is considered residential if it has one or more residential guest rooms as certified by the HCO. Approximately five hundred and six (506) hotels are designated residential by Chapter 41 of the S. F. Administrative Code, which includes those hotels owned or operated by nonprofit organizations. The overall number of residential hotels can fluctuate because the Ordinance permits a hotel to change its residential designation upon approval of a Permit to Convert. Residential guest rooms can be legally converted to tourist uses with approval by the Director of Building Inspection. The Permit to convert requires the hotel owner to replace the converted residential guest rooms with in lieu (replacement housing) fees, the construction of new units, or the creation of new residential guest rooms in an existing building.

REPORTS AND RECORDS REQUIRED

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

Residential hotel owners and operators must rent residential guest rooms certified by the HCO for seven days or longer. From May 1st through September 30th a residential hotel operator may rent twenty-five percent of their residential guest rooms on a nightly basis provided that the guest room is legitimately vacant and offered for residential use first.

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

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

Funds deposited into the San Francisco Residential Hotel Preservation Fund Account are transmitted to the Mayor's Office of Housing for disbursement 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:	501
Total Number of Residential Hotel Buildings: (Required to file an Annual Unit Usage Report)	414
Residential Hotels offering services: (Include Maid Service, Linen Service, Security Service, Intercom System, Meal Service, Utilities Paid and Other)	325
Total Number of Residential Guest Rooms: (Protected by the HCO to be conserved)	19,008
Total Number of Residential Guest Rooms: (Reported as occupied by the Annual Unit Usage Report)	10,865
Residential Guest Room (Overall) Average Rent:	\$536
HCO Violations	
Complaints received:	5
Complaints abated:	2
(Includes cases initiated from the previous year)	
Residential Guest Rooms Converted: (Through the Permit to Convert Process)	0
Residential Units temporarily unavailable or effected by fire:	55

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 **30,583** plumbing inspections; of these,
 - **29,579** or **96.7%** of all inspections within two business days of requested date.
- Performed an average of **11** inspections per person/day.
- Performed **3** spot check inspections a week per Senior Inspector.
- Reviewed/plan checked **14** plans for Special Projects.
- Received **483** complaints; of these,
 - Responded to **446** or **92.3%** of all complaints within two business days.
 - Inspected **439** of complaints received.
- **19** Plumbing Inspectors received IAPMO certification.
- Issued **245** NOV's.
- Referred **101** cases to Code Enforcement.
- Received and responded to **3** Director's letters within deadline.
- Received **25** complaint phone calls; responded to **98%** within 24 hours.

BOILER PROGRAM

- Mailed **2,204** expired Permit to Operate letters and NOV's.
- Issued **609** Notices of Violations.
- **5,280** of boilers were registered at the beginning of the fiscal year;
 - **5,422** boilers were registered by the end of the year.

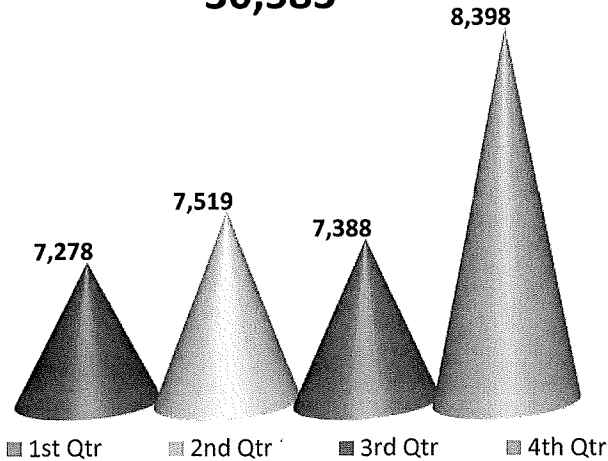
2013 - 2014 GOALS

- Ensure 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.
- Continued education courses for all PID staff.
- Continue to maintain the boiler program PTO's and complaints.
- Maintain or exceed 11 inspections per day per inspector.
- Work with DHR to establish a list for new hires.
- Ongoing training for inspectors for what their responsibilities are in case of an emergency.
- Make sure vehicles are in proper condition and schedule maintenance in a timely manner.
- Prepare for the new codes coming forward in 2014 and start planning for training in the upcoming year.
- Have all inspectors trained on the new applications on their tablets for field inspections' input.
- Continue to work with all inspectors and develop codes that are more specific for San Francisco.
- Continue training on the San Francisco Codes that are being adopted.
- Manage all complaints within 72 hours (3 business days) response time.
- Strive to achieve 100% of inspections within 48 hours.

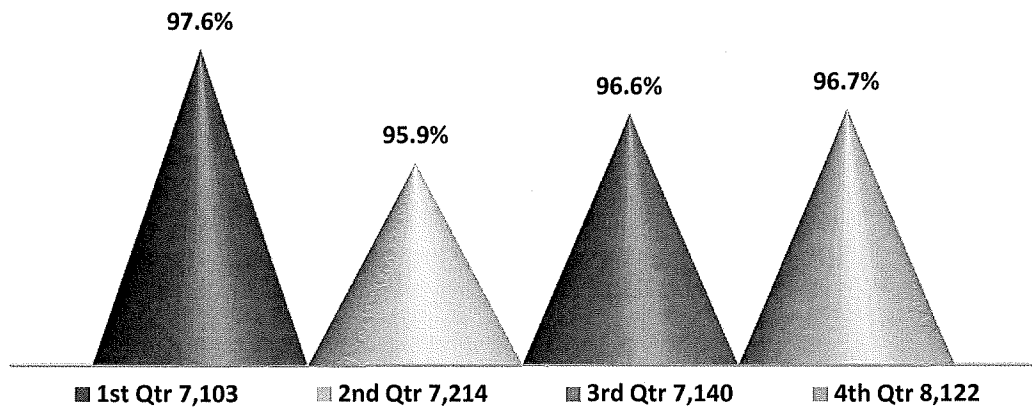
- Continue tracking and enforcement of the High Rise Sprinkler Ordinance, Water Conservation Ordinance and the (FOG) Fats Oils and Grease Ordinance.

PLUMBING INSPECTION PERFORMED

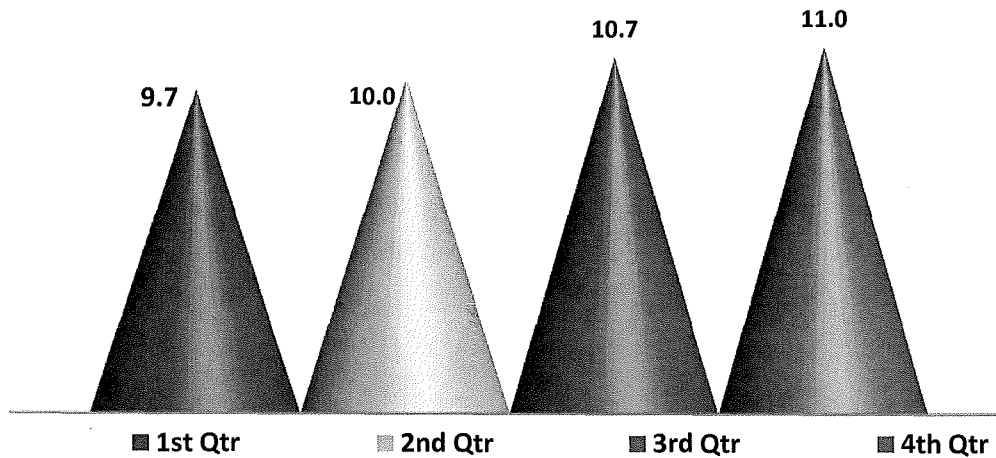
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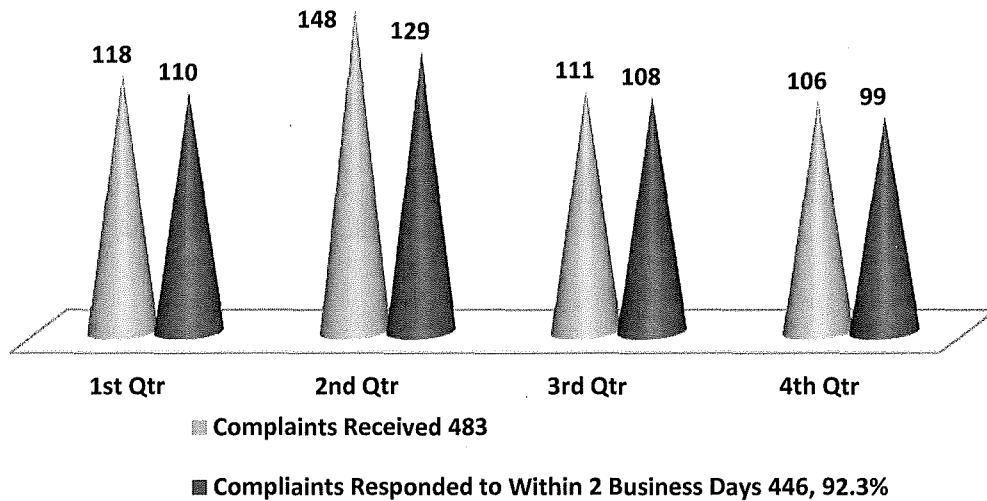
PLUMBING INSPECTION RESPONSE TIME MBO Goal = 90% Within Two Business Days



**PLUMBING INSPECTIONS PERFORMED
PER PERSON/DAY
MBO = 11**



**PLUMBING INSPECTION DIVISION
COMPLAINTS ACTIVITY
MBO = 90% Within 2 Business Days**



INSPECTION SERVICES PROJECTS

BUILDING INSPECTION DIVISION

- **700 Brotherhood Way:** This is a development of 182 housing units. Permits are currently filed and under review. Separate buildings will constitute the overall project. A building permit is in place for work inclusive of grading and retaining wall construction to make the site ready for the proposed construction.
- **45 Lansing Street:** This project is to erect a 39-story 320-unit residential condominium building which has just started construction. This permitted project will be will be approximately 400 feet in height.
- **201 Folsom Street:** The proposed 655 dwelling unit residential construction project at Main and Beale Street includes four residential towers along with associated parking and commercial use. Two of the towers of 42 and 37 stories will be included in the project.
- **323 Octavia Street:** The construction project at Octavia and Laguna Streets will be of 182 dwelling units with associated retail and parking. The building will be 5-story of type 3 construction and the site work will be underway in the next couple of months.

ON-GOING PROJECTS

- **1880 Mission Street:** P.A. 200710014208 is a 6-story 202 residential unit building that is nearing completion. A Temporary Certificate of Occupancy has been issued.
- **900 Folsom Street:** The reinforced concrete frame of the mixed use building constructed under P.A. 201106017308 has been completed through the roof level of the 9-story structure.
- **240-5th Street:** The reinforced concrete frame and floor diaphragms of the 182 residential dwelling units and mixed use building is being constructed under P.A. 201106017202. The construction has been completed through the roof level of this 9-story structure.
- **1411 Market Street:** P.A. 200607207084 is for the construction of a 719 residential unit and mixed use project consisting of a north tower, a midrise connecting building and a south tower. The curtain wall has been installed in the south and midrise buildings and the curtain wall has been installed through the 20th floor in the north tower. The developer is anticipating getting a Temporary Occupancy in late September 2013.

- **1190 Mission Street:** P.A. 201012166843 is for a 418 residential unit mixed use building. The 22-story building has been issued a Temporary Certificate of Occupancy.
- **401 Harrison Street:** A new 48-story residential high-rise building with 312 high end units. Concrete floor decking now in progress up to 35th floor and the main core for elevators and stair shaft has progressed to the 39th floor.
- **401 Grove Street/300 Ivy Street:** A new 5-story affordable housing project consisting of 63 units of residential dwelling units with retail space @ ground floor. Exterior walls almost completed and interior rough framing for the dwelling units at the 3rd floor.
- **100 Van Ness Avenue:** This project involves the conversion of an existing office building to a 399 residential unit apartment/commercial building. The scope is structural seismic work and the replacement of exterior with new glass curtain walls. The structural work is in progress and currently at 12th and 13th floors.
- **2175 Market Street:** A new 6-story 88 residential and commercial mixed use building. The foundation has just been poured.
- **8 Octavia Street:** A new 8-story 49 residential/commercial mixed use building. The second floor decking is currently in progress.
- **1844 Market Street:** This is a new 8-story (Type 1) 113 residential/retail building. The building exterior core and shell is completed. Interior framing is in progress. This project provides Below Market Rate (BMR) units at 1600 Market Street.
- **1600 Market Street:** This is a new 5-story 24 unit building with Below Market Rate units subsidized by the project at 1844 Market Street building. The core and shell are near completion and interior framing is now in progress.
- **2001 Market Street/38 Dolores Street:** This is a new 7-story 81 dwelling unit residential and commercial building. The major tenant will be Whole Foods who will be located at the ground floor. The exterior core and shell is nearly complete. Interior wall framing is underway.
- **680 Folsom Street:** This is a 2-building campus of mixed use office and retail space. This renovation includes a 2-story vertical with a horizontal addition as well as a seismic upgrade. The project will be a LEED certified GOLD. The superstructure for the building is complete to the roof. This construction has a permit valuation in excess of \$82,000,000.

- **121 Golden Gate Avenue:** This will be a 10-story building with 90 residential units inclusive of affordable housing. Ground floor is completed and 2nd floor decking is now in progress. Nibbi Brothers is the contractor who is providing construction services to the St. Anthony Foundation and Mercy Housing for this project.

ELECTRICAL INSPECTION DIVISION

- **435 China Basin/420 - 480 Mission Bay Blvd South:** Completed construction of four residential complexes, two high rise towers, and two mid rise towers with retail store front spaces at grade level.
- **220 Golden Gate Avenue:** Completed remodel of existing structure converting it to a Department of Public Health building with an in-and-outpatient clinic. It will house 174 congregate living units, a new auditorium, a gym and a café.
- **150 Otis Street:** Completed total remodel of existing building. The project consists of a new electrical service and an onsite generator with 76 new residential units.
- **2829 California Street:** Completed construction of new residential units with commercial retail on ground level.
- **411 Valencia Street:** Completed new construction of 12 condominium units.
- **2121 Evans Street** Completed major renovation and expansion for restaurant depot.
- **1509 Sloat Blvd:** Completed new Peats Coffee shop. New electric service and HVAC equipment installed as part of build out.
- **701 Portola Avenue:** Completed new construction of CVS Pharmacy.
- **940 Washington Street:** Completed remodel and Fire Alarm upgrade of 4-story Gum Moon Residential (China Town) Hall Complex.
- **1199 Mason Street:** Completion of new construction of a 3-story City owned Chinese Recreation Center.
- **Moscone Center:** Completed Fire-Warning Life Safety upgrade.
- **1150 Ocean Avenue:** Completed new construction of three upper levels of residential housing on top of two twin buildings with street level commercial space occupied by for new Whole Food store.

- **2020 Ellis Street:** Completed construction of 12 new residential condo units.
- **333 Harrison Street:** Completed new construction 326 condo units.
- **200 Paul Street:** Completed phase one of a new large power upgrades for web farm center.
- **5075 03RD Street:** Completed construction of New Library with new solar panels across its roof.
- **188 Spear Street:** Completed multi-floor TI Project.
- **1595 Geary Street:** Completed 127kw solar PV system.
- **701 Golden Gate Avenue:** Completed new construction of 8-story structure, 100 senior housing dwelling units.
- **205 Franklin Street:** Completed new construction of a 4-story Performing Arts Center.
- **473 Ellis Street:** Completed total remodel of City & County of SF affordable housing units with new service.
- **480 Ellis Street:** Completed remodel of Arlington Hotel SRO units.
- **1461 Pine Street:** Completed construction of new 4-story residential complex with parking garage on lower level.
- **1255 Battery Street:** Completed remodel of entire 5-story structure. Complete elevator modernization and associated Life Safety upgrades.
- **1595 Pacific Avenue:** Completed construction of new 11-story building with 41 residential units.
- **1880 Mission Street:** Completed new construction 202 residential units with retail space and parking garage.

ON-GOING PROJECTS

- **1800 Van Ness Avenue:** New construction of a 98-unit apartment complex. Job is 25% complete.
- **888 Brannan Street:** Major upgrade of existing Merchandise Mart. New electrical service upgrade in progress. Job is 80% complete.

- **1285 Sutter Street:** Construction of new 18-story residential complex with commercial retail on ground level. Job is 75% complete.
- **2455 Golden Gate Avenue:** New construction of a 4-story education building, Center for Science and Innovation for the University of San Francisco. Job is 95% complete.
- **1080 Sutter Street:** New construction of a 57,000 sq ft. 11-story 32-unit high rise condo complex with commercial retail on ground level. Job is 40% complete.
- **1645 Pacific Avenue:** New construction of a 7-story residential complex with retail on ground. Job is 10% complete.
- **1155 04TH Street:** New construction of an 8-story 315 unit residential building with commercial on ground floor. Job is in early phase of construction. Job is 15% complete.
- **8 Octavia Street:** New construction of 8-story building with 49 residential units and parking. Rough slab inspections are in progress. Job is 15% complete.
- **1390 Market Street:** Remodel of multiple vacant units. Rough and final inspections continue to be performed. Job is 15% complete.
- **942 Mission Street:** New construction of 15-story Hotel. Job is 5% complete.
- **150 Powell Street:** New 37,000 sq ft, retail space. Job is 5% complete.
- **701 China Basin:** New construction of residential complex with 188 units. Job is 5% complete.
- **50 Hawthorne Street:** Replacement (Retrofit) of existing fire alarm system. Job is 5% complete.
- **140 New Montgomery Street:** Major renovation of existing high rise commercial building, when completed building will be a residential structure. Job is 60% complete.
- **1411 Market Street:** New construction, two high rise and two mid rise residential towers. Job is 55% complete.
- **1190 Mission Street:** New construction of a high-rise residential tower, 23 stories high with 418 total units. Job is 95% complete. Temporary Certificate of Occupancy has been granted.
- **1998 Market Street:** New construction of 9-story mixed use structure with 118 dwelling units. Job is 30% complete.

- **1731 15th Street:** Remodel of 52 Single Room Occupancy on three floors. Job is 80% complete.
- **1200 4th Street:** New construction of 6-story 172 residential units with a ground floor commercial space and parking. Job is 5% complete.
- **2299 Market Street:** New construction of 18 residential units with a ground floor commercial space. Job is 95% complete.
- **277 Golden Gate Avenue:** Renovation of an existing 5-story structure into a 6-story 88-unit residential complex with ground floor commercial spaces. Job is 35% complete.
- **900 Folsom Street:** New construction of a 282 unit apartment building. Job is 50% complete.
- **2175 Market Street:** New construction of residential units with a ground floor commercial space. Job is 5% complete.
- **2001 Market Street:** New construction of 8-story structure with 2 levels of onsite parking, a total of 81 residential units with a new Whole Foods store on street level. Job is 70% complete.
- **401 Grove Street:** New construction of 5-story structure consisting of 62 residential units. Job is 40% complete.
- **988 Market Street:** Complete remodel of an existing 9-story structure, nine full floors of commercial tenant remodel with a new building fire alarm system and new fire pump. Job is 35% complete.
- **2130 Post Street:** Complete renovation of existing building with 71-unit multi-family dwelling units. Job is 95% complete.
- **121 Golden Gate Avenue:** New construction of 10-story structure consisting of 90 residential units. This is an affordable housing development. Job is 10% complete.
- **535 Mission Street:** New construction of 23-story high rise office building. Job is 5% complete.
- **833 though 871 Jamestown:** New construction of 10 structures consisting of 126 residential units. Job is 10% complete.
- **2675 Geary Street:** New construction of a Target store. Job is 65% complete.

- **400 Van Ness Avenue:** New construction of a 40-unit apartment complex with commercial space on ground floor. Job just starting.
- **2121 3rd Street:** New construction of 105-unit residential building.
- **2000 Ellis Street:** Construction of 21 new residential units. Job is 95% complete.
- **1844 Market Street:** New construction of 7-story building with 113 residential units. Job is 45% complete.
- **350 Mission Street:** New construction of a 30-story high rise office building. Job is 5% complete.
- **2801 Leavenworth Street:** Replacement (Retrofit) of existing fire alarm system. Job is 5% complete.
- **1100 Sacramento Street:** Renovation of existing structure, all 34 dwelling unit feeders are to be upgraded to 100 amps each. Job is 90% complete.
- **401 Harrison Street:** New construction of a 48-story building with 312 dwelling units. Job is 20% complete.
- **55 4th Street:** Upgrade of 1500 hotel rooms. Job is 90% complete.
- **25 Taylor Street:** Core and shell upgrade for office space in the Golden Gate Theater. In addition, a new Fire Alarm system and a remodel of all floors in this 14-story multi-use structure. TCO issued for floors 6 and 7. Remaining floors continue to be remodeled. A major modification of existing power distribution system and fire pump in progress. Job is 40% complete.
- **260 5th Street:** New construction of 182 new residential mixed-use units. Job is 15% complete.
- **180 Dolores Street:** Remodel of 9 units. Job is 85% complete.
- **300 Gaven Street:** Complete Renovation of existing and building of a new two story structure for new classrooms for elementary school.
- **240 Bay Street:** Remodel of multiple vacant units. Rough and final inspections continue to be performed. Job is 35% complete.
- **260 Bay Street:** Remodel of multiple vacant units. Rough and final inspections continue to be performed. Job is 50% complete.
- **370 3rd Street:** Completed New Emergency stand-by generator installation. Site will house new NBC offices.

- **200 Dolores Street:** New construction of 13 new Apartment units. Job is 95% complete.
- **135 Powell Street:** New Walgreens. Job is 65% complete.
- **493 Haight Street:** Fire job, remodel of 31 units. Job is 90% complete.
- **765 Market Street:** Complete lighting upgrade for building owned by Redevelopment Agency. Job is 90% complete.
- **717 Battery Street:** Complete remodel of an existing four story structure to create an exclusive membership club with state of the art technology for audio, visual, lighting and telecommunication systems. Job is 85% complete.
- **2222 Market Street:** Interior alterations to existing guest rooms and modifications to disabled access rooms to comply with current code. Life Safety upgrades also occurring. Job is 40% complete.
- **2001 Market Street:** New Whole Foods store on ground level. Job is 10% complete.

PLUMBING INSPECTION DIVISION

ON-GOING PROJECTS

- Job sites that are on going from the past year are as follows:
 - 900 Folsom Street
 - 121 Golden Gate Avenue
 - 8 Octavia Street
 - 1411 Market Street
 - 1190 Mission Street
 - 2001 Market Street
 - 3rd St. Public Safety Building
 - Rincon 2 Building
 - 120 Howard Street
 - The TJPA Project

BOARD OF EXAMINERS
Manuel Flores, President
Hanson Tom, Board Secretary

Mission Statement

The Board of Examiners (**BOE**) is a group of experts created under Section 105.1 of the San Francisco Building Code. The purpose of the Board is to hear and determine the requests by the public as to whether new materials, new methods or types of construction comply with the standards of safety established by the San Francisco Construction Codes which include San Francisco Building Code, Plumbing Code, Electrical Code and Mechanical Code. The Board also has the power to determine reasonable interpretation of the provisions of the San Francisco Building Code, and to hear the appeals from the Director's condemnation order involving construction methods, assemblies or materials or where safety is involved.

The Board Members

The Board of Examiners is composed of 10 members appointed by the Building Inspection Commission and two ex-officio members. Currently, the Board Members consist of the following:

Manuel Flores	Chairperson, Building Trades Seat
Dick Glumac	Vice-Chair, Registered Mechanical Engineer Seat
Patrick Buscovich	Registered Structural Engineer Seat
Bradley Sugarman	Licensed Architect Seat
Armin Wolski	Licensed General Contractor Seat
Kevin Mirkovich	Licensed Plumbing Contractor Seat
James Reed	Licensed Electrical Contractor Seat
Robert Fuller	Registered Fire Protection Engineer Seat
Micheal W. Cashion	High-rise Sprinkler Building Owner Rep. Seat
Vacant	Registered Electrical Engineer Seat
Ex-officio	Director of DBI or his/her Designee
Ex-officio	Chief of Fire Prevention Bureau, SFFD

Reviewed Cases

- **Appeal No. 2013-01, 654 Mission Street**, San Francisco, Block 3707, Lot 019; the Board of Examiners (BOE) held a duly noticed public hearing and approved the variance to allow the installation of a gate at the back entrance of the building at 654 Mission Street.

DEPARTMENT OF BUILDING INSPECTION STAFF

Ann	Aherne	Jimmy	Cheung
Ron	Allen	Wai-Fong	Cheung
Anthony	Amable	Yan-Yan	Chew
Osha	Ashworth	Chester	Chiu
Marianne	Asuncion	Jonathan	Chiu
Val	Bacharac	Yuang-Tam	Chiu
Christina	Bailey	Robert	Christman
Michael	Bain	Robert	Chun
Irene	Bartholomew	Jance	Chung
Paul	Bautista	Richard	Church
Tara	Bazile	Fergal	Clancy
Raymond	Berrios	Gary	Clifton
John	Blackshear	Johanna	Coble
Rosemary	Bosque	Saphonia	Collins
Jason	Buckley	Catherine	Cruz
Susan	Bufka	John	Cuneo
Kenneth	Burke	Bernard	Curran
Catherine	Byrd	Nancy	Curvino
Alma	Canindin	Daniel Joel	Cusi
Adora	Canotal	Cynthia	D'Amato
Dennis	Carlin Jr.	Dennis	Dang
Amaris	Chan	Roland	Davantes
Joseph	Chan	Alan	Davison
Christine	Chang	Fidel	Del Rosario
Min	Chen	Harry	Der Vartanian

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Michael	Doherty	Norman	Gutierrez
Edward	Donnelly	Steve	Hajnal
Donal	Duffy	Richard	Halloran
Joseph	Duffy	Sonya	Harris
Cora	Ella	Darlene	Hartley
Dwayne	Farrell	Carmen	Hasbun
Robert	Farrow	Maggie	He
Thomas	Fessler	Danielle	Hendricks
Pamela	Fong	Mauricio	Hernandez
Neil	Friedman	Aldeliza	Herrera
Daniel	Fross	Patty	Herrera
Serena	Fung	David	Herring
Delia	Galiza	Greg	Hill
James	Galvis	John	Hinchion
Rochelle	Garrett	Henry	Hinds
Peter	Gibson	Gary	Ho
Spencer	Gosch	Dennis	Holl
Emilie	Green	Brett	Howard
Edward	Greene	Qi (Anne)	Hu
Matthew	Greene	Vivian	Huang
Samuel	Gregory	Tom	Hui
Tony	Grieco	Patience	Hutchinson
Benedicto	Guinto	Kevin	Ip
Michael	Gunnell	Carolyn	Jayin

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Evelyn	Karcs	James	Li
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Thomas	Keane	Chu	Liu
Bryan	Keil	Jose	Lopez
Sergey	Kondrashov	Daniel	Lowrey
Alex	Kwan	Sarah	Luu
Stephen	Kwok	Jeffrey	Ma
Jeff	Lai	Danny	Mak
Danny	Lau	Ben	Man
Nelson	Lau	Tim	Mansur
Yolanda	Laurent	Roger	Mascio
Tom	Le	Keith	Mather
Dave	Ledda	Ana	Mayorga
Anita	Lee	Kevin	McHugh
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Marisa	Lee Chan	Patrick	McManus
Mira	Lee	Kirk	Means
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Anthony	Lepe	Noreen	Murphy

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Paul	Ortiz	Haregg	Shawl
Rodolfo	Pada	Daniel	Shea III
Steve	Panelli	Kathy	Shek
David	Pang	Daniel	Shiu
Marianne	Pangelinan	Don	Simas
May	Pasion	Garland	Simpson
Carrie	Pei	Gregory	Slocum
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Michael	Quinlan	Richard	Strabel
Josephine	Racelis	Bill	Strawn
Leopoldo	Rafael	Tuti	Suardana
Matthew	Ralls	Teresita	Sulit
Gayle	Revels	Jane	Sun
Cheryl	Rose	Kristina	Sun

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Simon	Tam	John	Yam
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Sylvia	Thai	Willy	Yau
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Hanson	Tom	Diane	Yin
Ron	Tom	Janet	Yip
Jonathan	Tso	Kenneth	Young
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Carmela	Villasica	Joseph	Yu
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John	Watson	James	Zhan
Collin	Wing	Ren Yu	Zhang
Anthony	Wong		