

File # 170138
Received in Committee
3/9/17
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Goal: How can the SFFD help a business be in compliance?

Improvements Made:

- 1. Better understanding of how other City Departments' procedures and requirements.**
 - a. Avoid the "I don't know" answer.
 - b. Avoid passing off the business owner to another City Department.
 - c. Explain procedures and requirements.
 - d. Provide contact information.

- 2. More Inspectors are able to access the database of the Office of the Treasurer & Tax Collector.**
 - a. Only officers had access in the past.
 - i. 90% of staff have access to the TTX database.
 - ii. 10% waiting for approval for access to be granted.
 - b. Provide instructions on business and location registration.
 - c. Provide contact information.

- 3. Increased staffing at the SFFD Headquarter Front Counter**
 - a. There are 2 - 3 inspectors to assist at the Front Counter (Increase by 1).
 - i. Inspectors are available to answer code questions and assist customers at the Front Counter.
 - ii. No appointments required.
 - b. There are 2 - 3 administrative staff members to answer the phone (Increase by 1).
 - i. Direct telephone traffic to the appropriate parties.
 - ii. Messages are correctly routed.
 - c. Members are available to assist rather than an answering machine.
 - d. Messages are returned the same day.

- 4. Identify potential problems with permit applications at the beginning stages.**

- a. Occupancy Requirements
 - i. Change of Use
- b. Business licensing issues
 - i. Business not registered
 - ii. Location not registered

5. Combining inspections required by other City Departments (DPH, SFPD, EC)

- a. Avoid multiple visits (duplication of work).
- b. Single inspector handles entire permitting process.
 - i. Knowledge of building.
 - ii. Knowledge of the business practice.
 - iii. Allows bonding and building of a relationship of trust.

6. Developed a check off list to help explain the permitting process.

Restaurant (Place of Assembly Permit) check off list

Address: _____

1. What is the required occupancy? _____ A2 _____ B
2. "B" occupancy (49 or less persons), go to page 2.
3. "A2" occupancy (50 or more persons), go to page 3.

“B” occupancy (49 or less persons) check list:

1. If “B” occupancy, no SFFD Place of Assembly required.
2. Is there is a DPH Referral request for fire clearance?

_____ Yes _____ No
3. If “No”, instruct business owner to contact DPH.
4. Provide SFFD District Inspector’s contact information and instruct business owners to **schedule on site inspection with District Inspector.**
5. Area District Inspector conducts on site inspection.
6. If no obvious fire hazards are noted and reasonable fire safety exists, go to step 9.
7. If fire hazards are noted, a notice to correct is issued listing items to be abated.
8. **Business owner schedules re-inspection once all items on notice to correct are abated.**
9. District Inspector conducts a re-inspection.
10. DPH is notified via fax and email that fire clearance has been granted.

“A2” occupancy (50 or more persons) check list:

1. Check if proposed space is approved for “A2” occupancy (SFFD Database, Office of The Assessor).
2. If not approved for “A2” occupancy, go to page 4.
3. If approved for “A2” occupancy, go to page 5.

Unapproved "A2" occupancy (50 or more persons) check list:

1. Do not accept Place of Assembly permit application.
2. Instruct business owner to research records at the Building Department.
3. Explain the change of use process.
 - a. Planning
 - b. Building Department
 - i. Exiting
 1. Panic Hardware
 2. Illuminated Exit Signs
 3. Emergency Lighting
 - ii. Separation Issues
 - iii. ADA Requirements
 - c. Fire Plan Check
 - i. Exiting
 1. Panic Hardware
 2. Illuminated Exit Signs
 3. Emergency Lighting
 - ii. Sprinklers (99 or more persons)
 - iii. Fire Alarm System (299 or more persons)
4. Permit holder returns to the SFFD to apply for a Place of Assembly permit.
 - a. A2 occupancy is verified.
 - b. Certificate of Final Completion and Occupancy is issued by the Building Department for the change of use.

“A2” Place of Assembly (50 or more persons) permit check list:

1. Is the permit applicant is registered to do business in San Francisco?
 Yes No
2. If “No”, instruct permit holder to contact the Office of The Treasurer & Tax Collector (TTX) to register business.
3. Is the business location registered under the business certificate?
 Yes No
4. If “No”, instruct permit holder to contact the Office of The Treasurer & Tax Collector to add the business location under their business certificate.
5. Is there is a DPH Referral request for fire clearance?
 Yes No
6. If “No”, instruct business owner to contact DPH.
7. Advise permit applicant to check if additional permits are required from other City Departments, such SFPD and the Entertainment Commission.
8. Accept permit application fees and enter the Place of Assembly permit application into the SFFD database.
9. Provide SFFD Permit Inspector’s contact information and instruct permit applicant to **schedule on site inspection with Area Permit Inspector.**
10. Permit Inspector conducts on site inspection.
11. If no obvious fire hazards are noted and reasonable fire safety exists, go to step 15.

12. If fire hazards are noted, a notice to correct is issued listing items to be abated.
13. Permit applicant schedules re-inspection once all items on notice to correct are abated.
14. Permit Inspector conducts a re-inspection.
15. Permit Inspector approves Place of Assembly permit application and send a Request to Issue License to the Office of The Treasurer & Tax Collector.
16. DPH is notified via fax and email that fire clearance has been granted.
17. Office of The Treasurer & Tax Collector sends an invoice for the D04 licensing fee.
18. Office of the Treasurer & Tax Collector sends the permit applicant/holder a D04 license certificate once the invoice is paid.
19. A SFFD Place of Assembly permit is valid only if it is accompanied with a valid D04 license certificate.

Planning Department

<http://sf-planning.org/building-expansionchange-use-%E2%80%93-commercial-or-industrial>

415-558-6378

1650 Mission Street, Room 400

DPH – Department of Public Health

<https://www.sfdph.org/dph/eh/Food/Permits/default.asp>

415-252-3800

1390 Market Street – Room 210

DBI – Department of Building Inspection

<http://sfdbi.org/>

415-558-6088

1660 Mission Street

EC – Entertainment Commission

<http://sfgov.org/entertainment/>

415-554-6678

City Hall – Room 453

SFPD – Police Department

<http://sanfranciscopolice.org/sfpd-permits>

415-553-1115

850 Bryant Street, Room 505

TTX – Office of The Treasurer & Tax Collector

<http://sftreasurer.org/>

415-701-2311

City Hall – Room 140