

BOARD of SUPERVISORS



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October 14, 2016

The Honorable John K. Stewart
Presiding Judge
Superior Court of California, County of San Francisco
400 McAllister Street
San Francisco, CA 94102

Dear Judge John K. Stewart:


The following is a status report on the 2015-2016 Civil Grand Jury Report, "San Francisco Building and Fire Safety Inspection: A Tale of Two Departments: Department of Building Inspection and San Francisco Fire Department."

The Board of Supervisors was not required to respond to any of the findings or recommendations; however, pursuant to San Francisco Administrative Code Section 2.10, the Board of Supervisors must still conduct a public hearing to consider the findings and recommendations. The Board of Supervisors Government Audit and Oversight Committee heard the subject report on October 7, 2016.

The following City Departments submitted responses to the Civil Grand Jury (copies enclosed):

- Fire Commission, received on September 16, 2016
- Fire Department, received on September 19, 2016
- Department of Building Inspection submitted a consolidated response with the Building Inspection Commission and the Fire Department (see above for separate receipt from Fire Department), received on September 19, 2016
- Department of Technology, received on September 23, 2016

Sincerely,


Angela Calvillo
Clerk of the Board

c: Members, Board of Supervisors
Honorable John K. Stewart, Presiding Judge
Kathie Lowry, 2016-2017 San Francisco Civil Grand Jury
Kitsaun King, 2016-2017 San Francisco Civil Grand Jury
Jay Cunningham, 2015-2016 San Francisco Civil Grand Jury
Alison Scott, 2015-2016 San Francisco Civil Grand Jury
Kate Howard, Mayor's Office
Kelly Kirkpatrick, Mayor's Office
Nicole Elliott, Mayor's Office
Ben Rosenfield, Office of the Controller
Todd Rydstrom, Office of the Controller
Asja Steeves, Office of the Controller
Jon Givner, City Attorney's Office
Tom Hui, Department of Building Inspection
William Strawn, Department of Building Inspection
Carolyn Jayin, Department of Building Inspection
Sonya Harris, Building Inspection Commission
Miguel Gamino, Jr., Department of Technology
David German, Department of Technology
Chief Joanne Hayes-White, Fire Department
Kelly Alves, Fire Department
Olivia Scanlon, Fire Department
Maureen Conefrey, Fire Commission
Severin Campbell, Budget and Legislative Analyst
Debra Newman, Budget and Legislative Analyst
Jadie Wasilco, Budget and Legislative Analyst

FIRE COMMISSION
City and County of San Francisco
Edwin M. Lee, Mayor

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Francee Covington, *President*
Ken Cleaveland, *Vice President*
Stephen A. Nakajo, *Commissioner*
Michael Hardeman, *Commissioner*



698 Second Street
San Francisco, CA 94107
Telephone 415.558.3451
Fax 415.558.3413
Maureen Conefrey, *Secretary*

September 16, 2016

Erica Major
Assistant Clerk of the Board
Board of Supervisors
1 Dr. Carlton B. Goodlett Place, City Hall, Room 244
San Francisco, CA 94102

Attn: Government Audit and Oversight Committee

Re: Civil Grand Jury Report
2015-16 Civil Grand Jury - Fire Safety Inspections in San Francisco:
A tale of Two Departments: Department of Building Inspection and
San Francisco Fire Department

Dear Ms. Major:

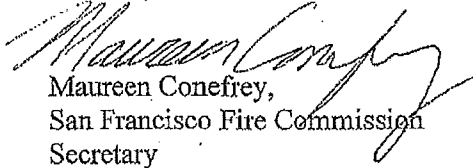
Pursuant to your email dated July 27, 2016, attached is the San Francisco Fire Commission's response to the 2015-16 Civil Grand Jury's Report, "Fire Safety Inspections in San Francisco: A tale of Two Departments: Department of Building Inspection and San Francisco Fire Department".

It is our understanding that this matter will be heard at the Government Audit and Oversight Committee on October 5, 2016, in City Hall, Chamber Room 250 at 9:30 a.m. Fire Commission President, Francee Covington will attend the hearing.

It is also our understanding that once this matter has been heard at that meeting, you will forward the response to Presiding Judge of the Superior Court, Hon. John K. Stewart.

Thank you for your attention to this matter.

Sincerely,


Maureen Conefrey,
San Francisco Fire Commission
Secretary

cc: Fire Commissioners
Chief Joanne Hayes-White
Jay Cunningham, Foreperson 2016-2016 Civil Grand Jury

2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco
 A Tale of Two Departments: Department of Building Inspection and San Francisco Fire Department
 June 2016

CGJ Year	Report Title	Findings	Responding Dept.	2016 Responses (Agree/Disagree) Use the drop down menu	2016 Response Text
2015-2016	Fire Safety Inspections in San Francisco	F.III.1. DBI and SFFD inspect multi-unit residential buildings for many of the same fire safety hazards but do not coordinate any of their inspections or code enforcement efforts including not sharing information.	Fire Commission	Partially agree with finding (explanation in next column)	<p>SFFD is always open and willing to foster and improve interdepartmental engagement and collaboration. In the particular case of DBI and SFFD, one must take into consideration the very different business models of DBI and SFFD. DBI has staffing dedicated to R2 inspections, whereas the SFFD Fire Suppression Truck and Engine Companies are first and foremost tasked with first responder duties. SFFD inspection of R2 occupancies is both an imperative and a responsibility that must be timed in a manner so as to not compromise health and safety emergencies. In spite of differing business models per above, there are key ways to enhance and drive greater collaboration:</p> <ol style="list-style-type: none"> 1. Establish a perpetual, working committee (that meets with a regular cadence) and seeks to evaluate the Housing Code and the Fire Code *in parallel*, identify where there is a lack of overlap, and develop a referral process to support these areas in a proactive and transparent manner. 2. Implement a 21st century closed loop, digital solution that enables DBI and SFFD to seamlessly share data across departments and provide online access to interdepartmental referral tracking and reporting.

2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco
 A Tale of Two Departments: Department of Building Inspection and San Francisco Fire Department
 June 2016

CGJ Year	Report Title	Recommendations	Responding Dept.	2016 Responses (implementation) Use the drop down menu	
2015-2016	Fire Safety Inspections in San Francisco	R.111.1 The Building Inspection Commission and Fire Commission should require a task force be formed to study DBI and SFFD inspection and code enforcement processes and make recommendations on how they can coordinate their efforts.	Fire Commission	The recommendation has not been, but will be, implemented in the future (timeframe for implementation noted in next column)	The Fire Commission will work with the DBI Commission to implement a task force. The goal is to have a task force in place by February 2017.

JOANNE HAYES-WHITE
CHIEF OF DEPARTMENT



EDWIN M. LEE
MAYOR

SAN FRANCISCO FIRE DEPARTMENT
CITY AND COUNTY OF SAN FRANCISCO

September 19, 2016

The Honorable John K. Stewart
Presiding Judge
Superior Court of California, County of San Francisco
400 McAllister Street
San Francisco, CA 94102

RE: Civil Grand Jury Report – Fire Safety Inspections in San Francisco - A Tale of
Two Departments: Department of Building Inspection & San Francisco Fire
Department

The Honorable Judge Stewart:

Thank you for the opportunity to provide a response to the Civil Grand Jury's findings and recommendations to the 2016 Civil Grand Jury report, entitled *Fire Safety Inspections in San Francisco*.

The San Francisco Fire Department (SFFD) is continuously seeking ways to improve upon existing processes and exploring ways of adopting new best practices to serve the citizens of San Francisco and ensure their fire safety.

It is important to note a missed opportunity in the collection of information for this report. According to Ms. Alison Scott, Foreperson, Pro Tem, the Civil Grand Jury "ran out of time" and therefore was unable to interview the Fire Marshal and the Chief of Department for this report. This would have allowed the Civil Grand Jury greater opportunity to be briefed on historical practices with regard to fire safety inspections, as well as projects underway that will continue to improve and optimize our current practices. As Chief of Department, I have always been afforded the opportunity to provide context and overall perspective to all previous Civil Grand Jury reports.

There are many new and evolved fire safety inspection processes and program improvements that have been defined, developed and are being implemented. In fact, these same programs align with many of the recommendations set forth by the Civil Grand Jury in their 2016 Report as you will see in the Department's matrix responding to the Findings and Recommendations of the Civil Grand Jury.

When evaluating the recommendations of the Civil Grand Jury, it is important to understand that the Department of Building Inspection (DBI) and the Fire Department's business model are very distinct from the SFFD Fire Suppression's Truck and Engine Companies. DBI has staffing dedicated to R2 inspections, whereas the SFFD

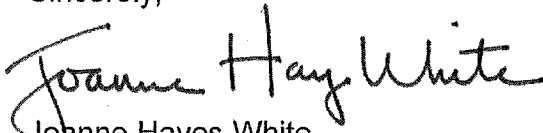
Fire Suppression Truck and Engine Companies are first and foremost tasked with first responder duties.

In addition to the enclosed matrix and corresponding detailed commentary on process improvements, the Department believes that some of the broader findings outlined in the Grand Jury report must also be addressed so as to successfully respond to challenges being faced by the City and County of San Francisco. In particular, the Grand Jury's assessment that growth and overcrowding are having unintended consequences and an impact on fire safety.

The other foundational finding of the Civil Grand Jury that extends beyond the Fire and Building Department is the current use of IT Systems. The SFFD recognizes the need for stronger communication tools and a framework to illustrate how collaboration between SFFD and DBI can enable an increased level of transparency and an overall improved IT system. SFFD is working diligently with DBI and the Department of Technology to achieve this goal.

Thank you for the opportunity to respond to the Civil Grand Jury report. Should you have any questions, please feel free to contact me at 415-558-3401.

Sincerely,

A handwritten signature in black ink that reads "Joanne Hayes-White". The signature is written in a cursive, flowing style.

Joanne Hayes-White
Chief of Department

Enclosures

cc: Clerk of the Board, Attn: Government Audit and Oversight Committee

2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco, June 2016
 SFFD Response

CGJ Year	Report Title	Findings	Responding Dept.	2016 Responses (Agree/Disagree) Use the drop down menu	2016 Response Text
2015-2016	Fire Safety Inspections in San Francisco	F.II.1. Because station house Companies do not inspect all the R-2s in San Francisco every twelve months as mandated by Code, San Franciscans may be exposed to unnecessary risks.	SFFD Deputy Chief of Operations	disagree with it, partially (explanation in next column)	The Department works with Station House Companies to minimize the risk related to inspections of R-2s.
2015-2016	Fire Safety Inspections in San Francisco	F.II.2. Station house Companies cannot always get into R-2s to inspect them because Company Captains rarely schedule R-2 inspections in advance.	Deputy Chief of Operations	disagree with it, partially (explanation in next column)	Generally the only reason R-2's have not been completed is because crews cannot gain access to the building. On some occasions the contact information is also obsolete.
2015-2016	Fire Safety Inspections in San Francisco	F.II.3. Contact information is not included on the Inspection Worksheets that Company Captains take with them to document their R-2 inspections in advance.	SFFD MIS	agree with finding	This information is now available on the R-2 inspection form.
2015-2016	Fire Safety Inspections in San Francisco	F.II.4. R-2 inspections are not conducted on the weekends.	Deputy Chief of Operations	agree with finding	We are looking into possibly changing that practice. Normally on weekends, the Department holds larger scale drills and inspect hydrants. Also, there are many special events that occur in the City on the weekends that we are responsible for covering.
2015-2016	Fire Safety Inspections in San Francisco	F.II.5. Companies with the ten largest R-2 lists have most of the largest backlogs because R-2 inspections are disproportionately distributed among the Companies and not sufficiently redistributed to nearby Companies with less R-2s to inspect.	Deputy Chief of Operations	disagree with it, partially (explanation in next column)	The Battalion Chiefs monitor Station House Companies' workload, particularly Companies with large R-2 lists. At the time of this writing companies should be able to complete all R-2's assigned if access to the buildings is possible and the contact information is up to date.
2015-2016	Fire Safety Inspections in San Francisco	F.II.6. Company Captains prioritize which R-2s they will inspect based on location of the R-2 rather than on the deadline for each inspection. As a result, some R-2s are not inspected by their deadline.	Deputy Chief of Operations	disagree with it, wholly (explanation in next column)	Company Officers are directed to complete all R-2's assigned by deadline. As described above, access to all buildings may not be possible by the deadline. The Inspection compliance rate was 94% in 2015.

2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco, June 2016
 SFFD Response

2015-2016	Fire Safety Inspections in San Francisco	F.II.7. Some Battalion Chiefs' follow-up on Company inspection backlogs is insufficient because it does not hold the Company accountable for the backlog.	Deputy Chief of Operations	agree with finding	Battalion Chiefs follow up with Station House Companies regarding inspection backlogs on a regular basis.
2015-2016	Fire Safety Inspections in San Francisco	F.II.8. Because firefighters' primary motivation for inspecting R-2s is to develop building awareness, they may not sufficiently give equal importance to code compliance when conducting R-2 inspections.	Deputy Chief of Operations	disagree with it, partially (explanation in next column)	Firefighters' consider both factors with equal importance.
2015-2016	Fire Safety Inspections in San Francisco	F.II.9. Many Company Captains seem to know little about Fire Prevention or Code Enforcement. Since firefighters interact with the public, this is a missed opportunity to educate the public about the inspection and enforcement process.	SFFD Deputy Chief of Operations	disagree with it, partially (explanation in next column)	All Company Officers are trained in Fire Prevention and Code Enforcement, as well as identification of code violations. In addition, the Bureau of Fire Prevention is developing a module to further enhance Company Officers' understanding of Fire Code and Fire Prevention.
2015-2016	Fire Safety Inspections in San Francisco	F.II.10. A significant number of fire alarm, blocked exits and sprinkler complaints took more than two months to be resolved.	The Fire Marshall	disagree with it, partially (explanation in next column)	The standard for complaint resolution is 30 to 90 days. 72% of all fire alarm complaints were resolved within two months; 83% of all blocked exit complaints were resolved within two months; 52% of all sprinkler complaints were resolved within two months. The Department is exploring opportunities to improve the rate at which complaints are resolved, including conducting weekend inspections. In addition, the Department will develop performance benchmarks for timely resolution of complaints. Currently, the Department evaluates each open case and unique circumstances that may cause a delay in resolution.
2015-2016	Fire Safety Inspections in San Francisco	F.II.11. Most fire alarm, blocked exits and sprinkler violations took longer to correct than the timeframes district inspectors stated for correction.	The Fire Marshall	disagree with it, partially (explanation in next column)	The BFP is developing process improvements to reduce the timeframes for inspection corrections. While one can postulate about what these are, in the estimation of BFP, the amended processes set forth earlier in this document will address this matter moving forward.

2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco, June 2016
 SFFD Response

2015-2016	Fire Safety Inspections in San Francisco	F.11.12. District inspectors' workload was too heavy for them to investigate all R-2 complaints in a timely manner.	The Fire Marshall	disagree with it, wholly (explanation in next column)	It has been a long standing BFP policy to prioritize fire complaints. It is the duty of the Inspector to notify his/her officer if the workload is "too heavy" to address fire complaints in a timely manner. Additionally, it is the duty of the supervising officer to monitor the progress of the Inspectors in their section. If it is determined that the volume is too high to address the fire complaints in an appropriate timeframe, the supervising officer is responsible for bringing this to the attention of the Captain of Administration. The Captain would then load balance and/or seek additional resources to respond to fire complaints.
2015-2016	Fire Safety Inspections in San Francisco	F.11.13. District inspectors prioritized reviewing construction projects and phone calls over inspecting R-2 complaints. As a result, some R-2 complaints and violations were not corrected in a timely manner.	The Fire Marshall	disagree with it, wholly (explanation in next column)	It has been a long standing BFP policy to prioritize fire complaints. The Department follows existing protocol to ensure that complaints are addressed in a timely manner. Additionally, it is the duty of the supervising officer to monitor the progress of the Inspectors in their section. If it is determined that the volume is too high to address the fire complaints in an appropriate timeframe, the supervising officer is responsible for bringing this to the attention of the Captain of Administration. The Captain would then load balance and/or seek additional resources to respond to fire complaints. The SFFD, Bureau of Fire Prevention has established a dedicated Fire Complaints section which will consolidate all incoming complaints (vs. the former model whereby the complaints were taken in, managed and addressed on a district by district basis). This will eliminate the need to balance fire complaint inspections with construction and referral inspections.
2015-2016	Fire Safety Inspections in San Francisco	F.11.14. Because some district inspectors did not document inspections and code enforcement in sufficient detail, follow up on violations was hampered.	The Fire Marshall	agree with finding	This will be addressed through the Bureau's Inbound Training Program: Fire Complaint Process, Inter-departmental referral Process and Fire Complaint Tracking and Life Cycle Management.

2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco, June 2016
 SFFD Response

2015-2016	Fire Safety Inspections in San Francisco	F.II.15. Some Company Captains do not document inspections in enough detail for district inspectors to easily identify the violation and conduct code enforcement.	SFFD Deputy Chief of Operations	agree with finding	Company Officers will be instructed to provide more comprehensive responses via Module, which is being developed.
2015-2016	Fire Safety Inspections in San Francisco	F.II.16. After the Inspection Worksheet was made longer in July 2015, some Company Captains document too many items that are not violations.	SFFD Deputy Chief of Operations	agree with finding	The Fire Marshal is developing a training module for all Chief and Company Officers, so they are clear on what is expected of them when performing inspections.
2015-2016	Fire Safety Inspections in San Francisco	F.II.17. Some Company Captains do not print the Inspection Worksheet and bring it to the R-2 inspection. Without having the Inspection Worksheet they may miss something or be inclined to document less. For example, the Inspection Worksheet states that "Company Officer shall obtain and update the responsible party information."	SFFD Deputy Chief of Operations	agree with finding	BFP is developing a training module to address improvements in the Inspection process. The training module is expected to be completed January, 2017.
2015-2016	Fire Safety Inspections in San Francisco	F.II.18. BFP does not have effective code enforcement tools, such as, an administrative hearing.	The Fire Marshall	disagree with it, wholly (explanation in next column)	The San Francisco Fire Code has provisions for Notices of Violation, Administrative Citations, and Administrative Hearings. This report outlines a framework which details the fire complaint process, lifecycle management, which all Inspectors shall follow. Please refer to I. Code Enforcement Process; Complaint Process Flowchart.

2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco, June 2016
 SFFD Response

2015-2016	Fire Safety Inspections in San Francisco	F.II.19. Accelerated Code Enforcement is rarely used.	The Fire Marshall	agree with finding	ACE has been integrated into the new closed loop fire complaint process.
2015-2016	Fire Safety Inspections in San Francisco	F.II.20. The SFFD website does not include enough information about the annual inspection and code enforcement processes for property owners and the public to understand them. Being better informed about the process may result in better compliance by property owners and increase the publics' confidence in SFFD enforcement efforts.	SFFD Management Information Systems	agree with finding	Information about the annual inspection and code enforcement processes will be posted in the SFFD website by March 2017.
2015-2016	Fire Safety Inspections in San Francisco	F.11.21. Inspection records are only available in person at the Bureau of Fire Prevention after making an appointment.	Chief of SFFD	agree with finding	The Department is currently working on IT enhancements to allow the public access fire records online, in conjunction with Department of Building Inspection and City Planning.
2015-2016	Fire Safety Inspections in San Francisco	F.11.22. Although instructions for reviewing inspection records is available on the SFFD website, the phone number for making appointment is not included with the instructions.	SFFD Management Information Systems	agree with finding	The SFFD website includes a link to all relevant SFFD numbers. We will also add the correct number to call to this page.
2015-2016	Fire Safety Inspections in San Francisco	F.11.23. Safety concerns may be reported online or by calling the BFP. Although instructions for reporting a safety concern are available on the SFFD website, the BFP phone number is not included on the same page as the instructions.	SFFD Management Information Systems	agree with finding	The SFFD website includes a link to all relevant SFFD numbers. We will also add the correct number to call to this page.

2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco, June 2016
 SFFD Response

CGJ Year	Report Title	Recommendations	Responding Dept.	2016 Responses (implementation) Use the drop down menu	2016 Response Text
2015-2016	Fire Safety Inspections in San Francisco	R.II.1. The Deputy Chief of Operations should require Battalion Chiefs to closely monitor Company R-2 inspection lists to ensure that every R-2 in San Francisco is inspected by its deadline.	SFFD Deputy Chief of Operations	The recommendation has not been, but will be, implemented in the future (timeframe for implementation noted in next column)	The Department will require Battalion Chiefs to monitor R-2 lists more closely. This change will be implemented in January 2017.
2015-2016	Fire Safety Inspections in San Francisco	R.II.2. The Deputy Chief of Operations should require that Company Captains make inspection appointments in advance, whenever they have the property owner's phone number, to ensure that Companies get into all R-2s. The appointments should have a three hour window.	SFFD Deputy Chief of Operations	The recommendation has not been, but will be, implemented in the future (timeframe for implementation noted in next column)	The Department disagrees with the 3 hour appointment, however agrees on calling owners to set up an arrangement to meet a responsible party. This change will be implemented in January 2017.
2015-2016	Fire Safety Inspections in San Francisco	R.II.3. SFFD MIS should ensure property owner contact information is included on the Inspection Worksheets.	SFFD Management Information Systems	The recommendation has been implemented (summary of how it was implemented in	This information is now available on the R-2 inspection form.
2015-2016	Fire Safety Inspections in San Francisco	R.II.4. The Deputy Chief of Operations should require Companies to inspect R-2s on the weekend if that Company is going to have a backlog during a particular month.	SFFD Deputy Chief of Operations	The recommendation has not been, but will be, implemented in the future (timeframe for implementation noted in next column)	This will be implemented in January 2017 as a pilot program, for which the Department has sufficient existing budgetary authority in the FY 2016-17 and FY 2017-18 budget.

2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco, June 2016
 SFFD Response

2015-2016	Fire Safety Inspections in San Francisco	R.II.5. The Deputy Chief of Operations should redistribute R-2 inspection from Companies that have a backlog to nearby Companies that have fewer R-2 inspections so that the number of R-2 inspections is more evenly distributed among neighboring station houses and are conducted more timely.	SFFD Deputy Chief of Operations	The recommendation will not be implemented because it is not warranted or reasonable (explanation in next column)	The Department disagrees on this recommendation. Companies should stay in their first –in district as much as possible, otherwise it is a risk to residents in their first alarm area. The FY 2016-17 and FY 2017-18 budget provides for six additional Fire Prevention positions—four inspectors, one investigator, one captain, and one fire protection engineer—to improve fire safety outreach and education. Working closely with the Department of Building Inspection and other City and community partners, these positions proactively address fire safety concerns and complaints, as well as distribution concerns related to workloads. This is to be implemented in January 2017.
2015-2016	Fire Safety Inspections in San Francisco	R.II.6. The Deputy Chief of Operations should instruct Company Captains to give priority to R-2 inspections which have exceeded or are approaching their deadlines.	SFFD Deputy Chief of Operations	The recommendation has been implemented (summary of how it was implemented in next column)	This has been the practice and will continue.
2015-2016	Fire Safety Inspections in San Francisco	R.II.7. Battalion Chiefs should review progress on their Companies' R-2 lists at least once a month, and if they find a Company has not inspected all the R-2s on their list, hold that Company accountable by requiring that they inspect all the late R-2s by the end of the next month.	SFFD Deputy Chief of Operations	The recommendation has been implemented (summary of how it was implemented in next column)	Battalion Chiefs currently review progress on Station House Companies' R-2 lists monthly. Should a Company not inspect all the R-2s on their list, the Battalion Chief requires that the Company inspect all the late R-2s by the end of the following month, as has been the Department's practice.
2015-2016	Fire Safety Inspections in San Francisco	R.II.8. The Deputy Chief of Operations should ensure that inspection training for firefighters includes stressing the two reasons for conducting R-2 inspections—to ensure code compliance and gain building awareness—are equally important.	SFFD Deputy Chief of Operations	The recommendation has not been, but will be, implemented in the future (timeframe for implementation noted in next column)	A training module is being developed by the Fire Marshal and will be implemented in January 2017.

2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco, June 2016
 SFFD Response

2015-2016	Fire Safety Inspections in San Francisco	R.II.9. The Deputy Chief of Operations should ensure that all firefighters receive training on the R-2 inspections process that includes a detailed module on the Bureau of Fire Prevention code enforcement process which starts with when a BFP inspector receives a complaint from a Company Captain to an NOV being issued and any additional steps. The training should occur after BFP implements the new code enforcement process. Knowing more about BFP will help firefighters better understand their role in ensuring code compliance.	SFFD Deputy Chief of Operations	The recommendation has been implemented (summary of how it was implemented in next column)	Officers have been trained on how to conduct R-2's. Their knowledge will be enhanced by new a training module being developed by the Fire Marshal. Firefighters will also be required to take the new R2 training module. This will be implemented in January 2017.
2015-2016	Fire Safety Inspections in San Francisco	R.II.10. The Fire Marshall should require that complaint response time and code enforcement timeframes be more closely monitored so that resolution time is shortened.	The Fire Marshall	The recommendation has been implemented (summary of how it was implemented in next column)	The Framework has been developed (Fire Complaint Process and Fire Complaints Section). The Lieutenant will be responsible for submitting a bi-monthly report on the status of Fire Complaints. Please refer to: I. Code Enforcement Process; Complaint Process Flowchart; II Code Enforcement - Staffing Model
2015-2016	Fire Safety Inspections in San Francisco	R.II.11. The Fire Marshall should require that code enforcement for NOV's be more closely monitored so that NOV's are corrected more quickly.	The Fire Marshall	The recommendation has been implemented (summary of how it was implemented in next column)	Fire Complaints Section has been created, please refer to I. Code Enforcement Process. Complaint process is being consolidated under a separate Fire Complaint Section. The team's, (one Lieutenant and six Inspectors), primary responsibility is to respond to/process fire complaints. The Lieutenant will be responsible for submitting a bi-monthly report on the status of Fire Complaints.

2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco, June 2016
 SFFD Response

2015-2016	Fire Safety Inspections in San Francisco	R.II.12. The Fire Marshall should require that BFP inspectors (that work on R-2 complaints) have reasonable workloads so they can ensure timely correction of all complaints and violations.	The Fire Marshall	The recommendation has been implemented (summary of how it was implemented in next column)	Fire Complaints Section has been created, please refer to I. Code Enforcement Process. Complaint process is being consolidated under a separate Fire Complaint Section. The team staffed with one Lieutenant and six Inspectors is primarily responsible to respond to/process fire complaints. The Lieutenant will be responsible for submitting a bi-monthly report on the status of Fire Complaints.
2015-2016	Fire Safety Inspections in San Francisco	R.II.13. The Fire Marshall should ensure that BFP inspectors (that work on R-2 complaints) not prioritize other work over R-2 complaints if that means that they cannot investigate all their R-2 complaints in a timely manner.	The Fire Marshall	The recommendation has been implemented (summary of how it was implemented in next column)	Fire Complaints Section has been created, please refer to I. Code Enforcement Process. Complaint process is being consolidated under a separate Fire Complaint Section. The team, (one Lieutenant and six Inspectors), primary responsibility is to respond to/process fire complaints. The Lieutenant will be responsible for submitting a bi-monthly report on the status of Fire Complaints.
2015-2016	Fire Safety Inspections in San Francisco	R.II.14. The Fire Marshall should standardize inspection and code enforcement documentation done by BFP R-2 inspectors.	The Fire Marshall	The recommendation has not been, but will be, implemented in the future (timeframe for implementation noted in next column)	A strategy and framework has been developed. Please refer to IV A. (Intra Departmental) and "Fire Complaint Tracking and Lifecycle Management". Anticipated completion time of 60 to 90 days.
2015-2016	Fire Safety Inspections in San Francisco	R.II.15. The Deputy Chief of Operations should standardize inspection documentation done by Company Captains so that BFP inspectors can easily identify and follow-up on complaints.	SFFD Deputy Chief of Operations	The recommendation has been implemented (summary of how it was implemented in next column)	This has been the practice, however the current documentation and procedures will be enhanced by the Fire Marshal's training module.
2015-2016	Fire Safety Inspections in San Francisco	R.II.16. The Deputy Chief of Operations should ensure that Company Captains are trained to identify violations and document only items that are violations.	SFFD Deputy Chief of Operations	The recommendation has not been, but will be, implemented in the future (timeframe for implementation noted in next column)	Company Captains' knowledge will be enhanced by a new training module being developed by the Fire Marshal. This will be implemented in January 2017.

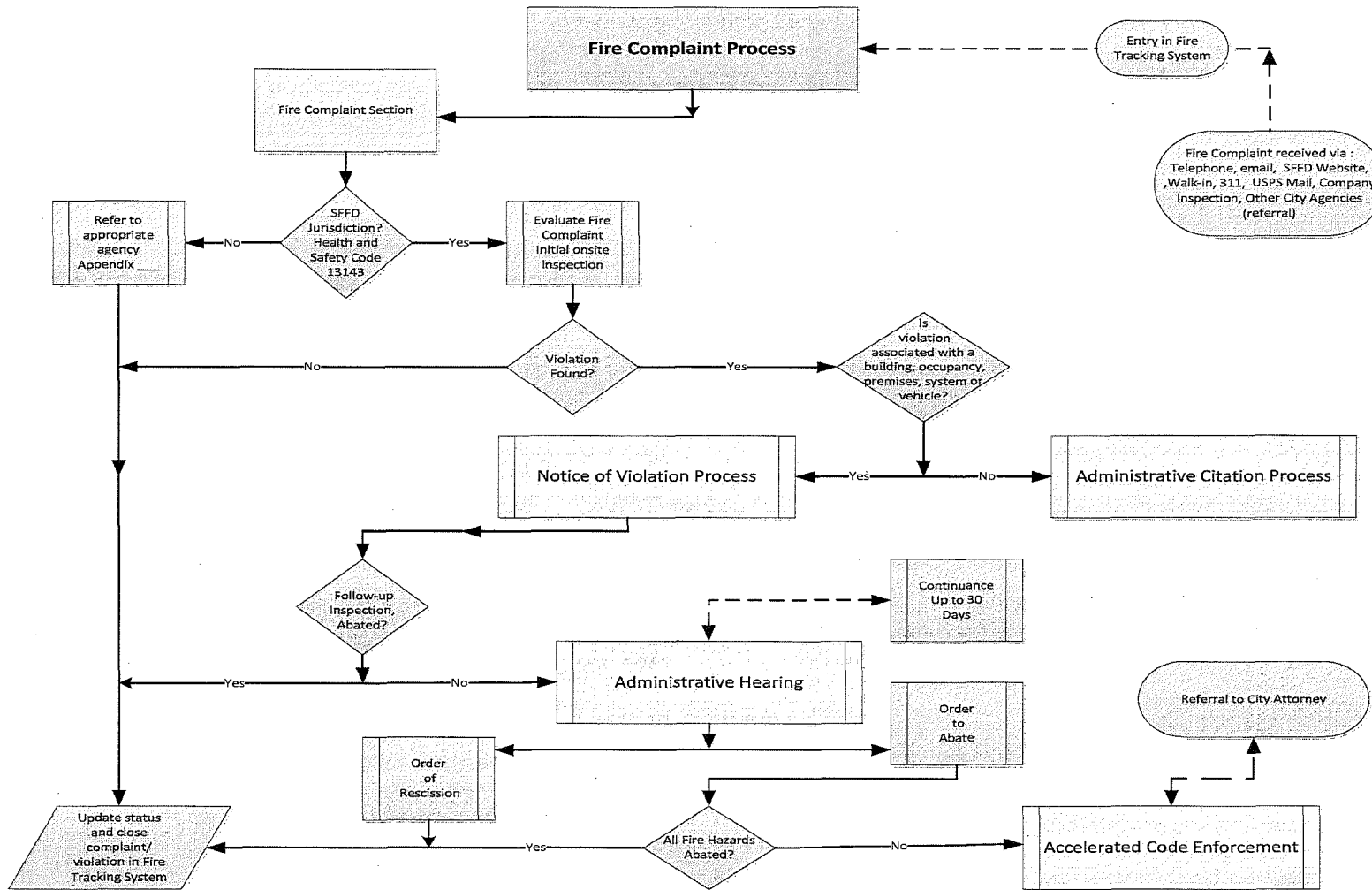
2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco, June 2016
 SFFD Response

2015-2016	Fire Safety Inspections in San Francisco	R.II.17. Battalion Chiefs should encourage their Company Captains to bring the Inspection Worksheet to the inspection site and use it to document R-2 inspections.	SFFD Deputy Chief of Operations.	The recommendation has not been, but will be, implemented in the future (timeframe for implementation noted in next column)	Battalion Chiefs' knowledge will be enhanced by a new training module being developed by the Fire Marshall. This will be implemented in January 2017.
2015-2016	Fire Safety Inspections in San Francisco	R.II.18. The Fire Marshall should finalize the details of the new code enforcement process that is required by recently passed legislation so that it can be implemented within the next 60 days.	The Fire Marshall	The recommendation has been implemented (summary of how it was implemented in next column)	The Fire Marshal has developed a detailed framework for the new code enforcement process. The framework outlines the end to end process of enforcement and includes deadlines for each associated step/phase of a fire complaint.
2015-2016	Fire Safety Inspections in San Francisco	R.II.19. The new BFP Captain that oversees R-2 Company complaints should refer appropriate cases to the CA every year.	The Fire Marshall	The recommendation has been implemented (summary of how it was implemented in next column)	Two documents demonstrate case referrals to CA every year: 1) I Code Enforcement Process; and 2) Complaint Process Flowchart. The Fire Complaints Section is managed by a Captain who serves as the Accelerated Code Enforcement officer. The Accelerated Code Enforcement (ACE) officer serves as liaison between the SFFD and the City Attorney's Office for issues regarding code enforcement and will refer cases to the City Attorney's Office as prescribed in I Code Enforcement Process.

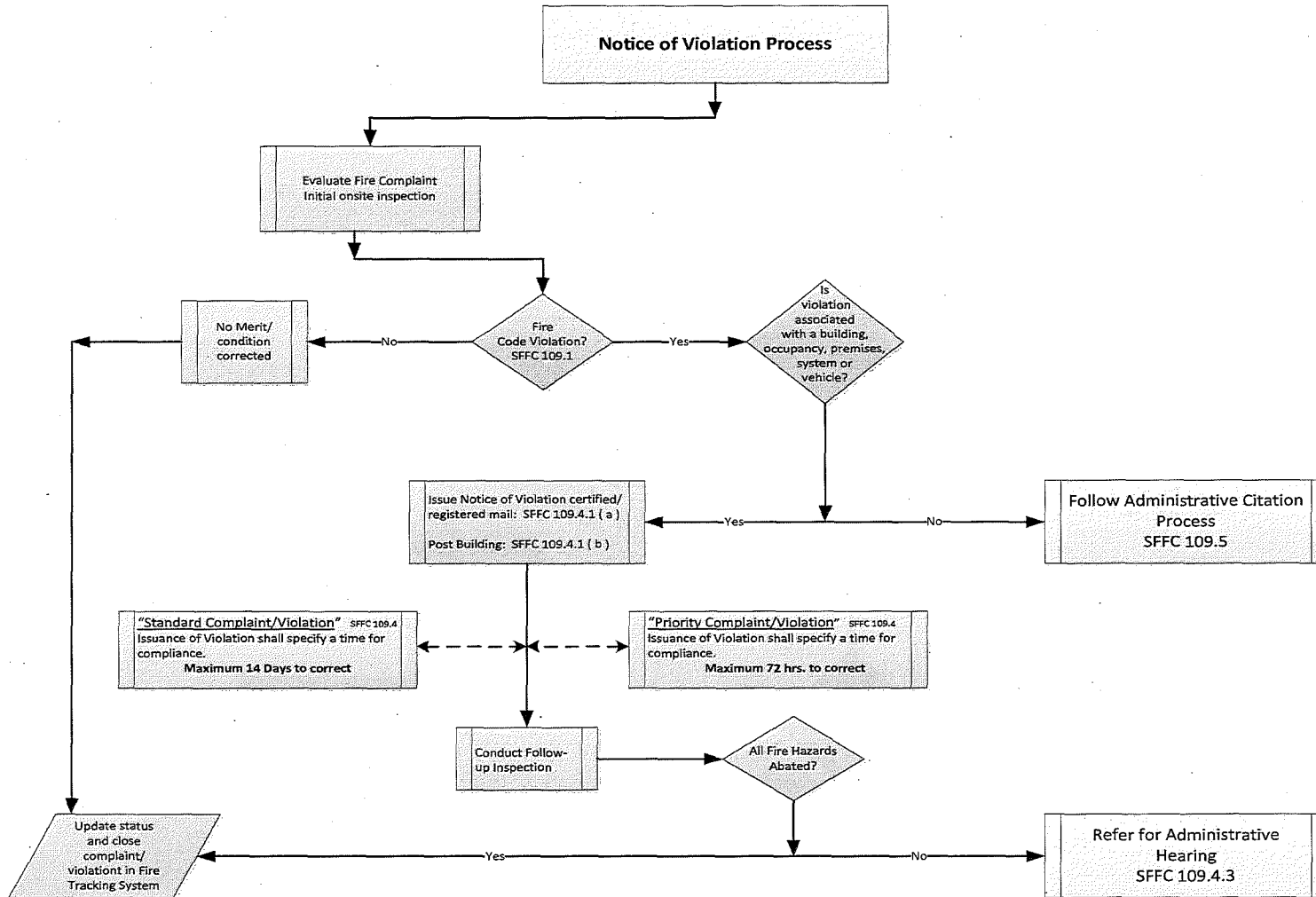
2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco, June 2016
 SFFD Response

2015-2016	Fire Safety Inspections in San Francisco	R.II.20. SFFD MIS should revise the SFFD website to include: (1) details of the R-2 inspection process, such as: (a) the kinds of buildings inspected; (b) who inspects the buildings; (c) how often R-2s are inspected; (d) the list of items inspected; and , (e) how the inspection will be conducted; and, (2) details of the code enforcement process, including: (a) what happens when a violation is discovered; (b) what happens if a violation goes uncorrected beyond the NOV deadline; and (c) any and all fees, fines, or penalties that may be imposed for uncorrected violations. This information should be either on the inspections page or Division of Fire Prevention and Investigation homepage.	SFFD Management Information Systems	The recommendation has not been, but will be, implemented in the future (timeframe for implementation noted in next column)	Information about the annual inspection and code enforcement processes will be added to the SFFD website once the new R2 procedure has been adopted. These website improvements are anticipated to be available by March 2017 .
2015-2016	Fire Safety Inspections in San Francisco	R.11.21. The Chief of the Fire Department should instruct SFFD MIS to make inspection records available online for greater transparency.	Chief of SFFD	The recommendation has not been, but will be, implemented in the future (timeframe for implementation noted in next column)	The Department is working with new technology to provide fire records for easy online access for the public. The first phase of this project should be completed in January 2017.
2015-2016	Fire Safety Inspections in San Francisco	R.11.22. SFFD MIS should put the BFP phone number for record inspection requests on the same SFFD webpage as the instructions for making an appointment.	SFFD Management Information Systems	The recommendation has not been, but will be, implemented in the future timeframe for implementation noted in next column)	We will also add the correct number to this page by January 2017
2015-2016	Fire Safety Inspections in San Francisco	R.11.23. SFFD MIS should put the BFP phone number for reporting a safety concern on the same SFFD webpage as the instructions for reporting a safety concern.	SFFD Management Information Systems	The recommendation has been implemented (summary of how it was implemented in next column)	We will also add the correct number to this page by January 2017.

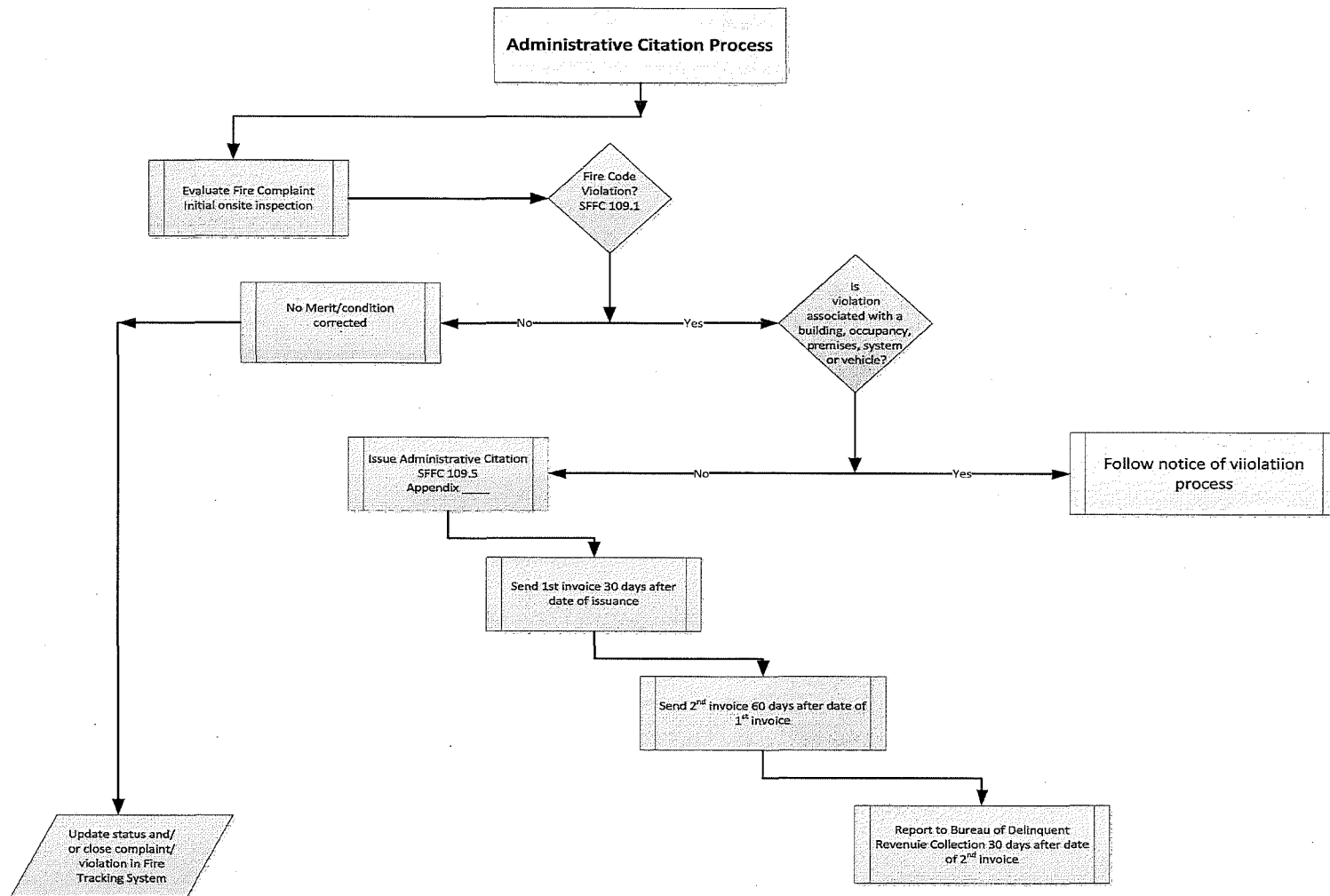
2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco, June 2016
 SFFD Response



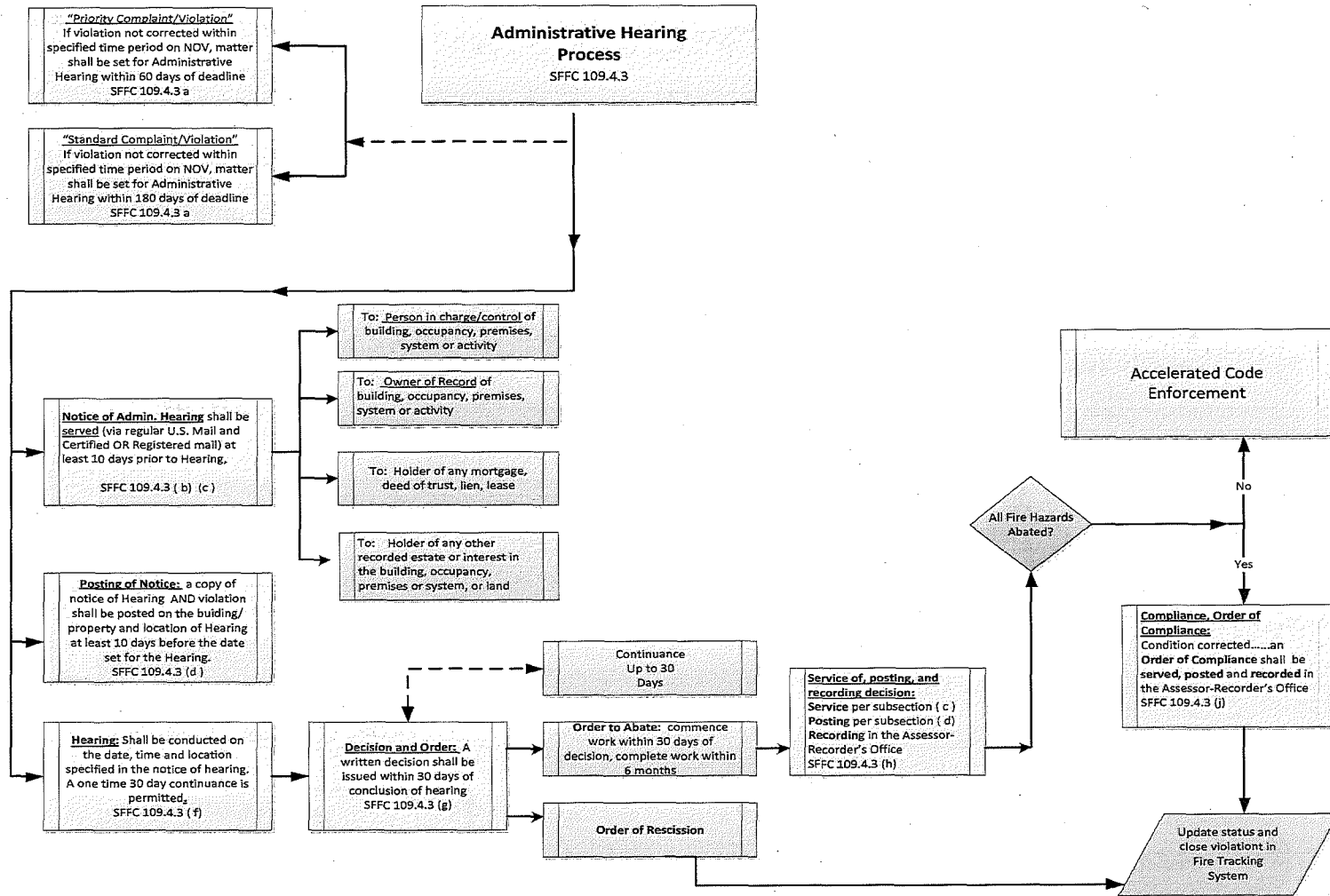
2015-16 Civil Grand Jury
Fire Safety Inspections in San Francisco, June 2016
SFFD Response



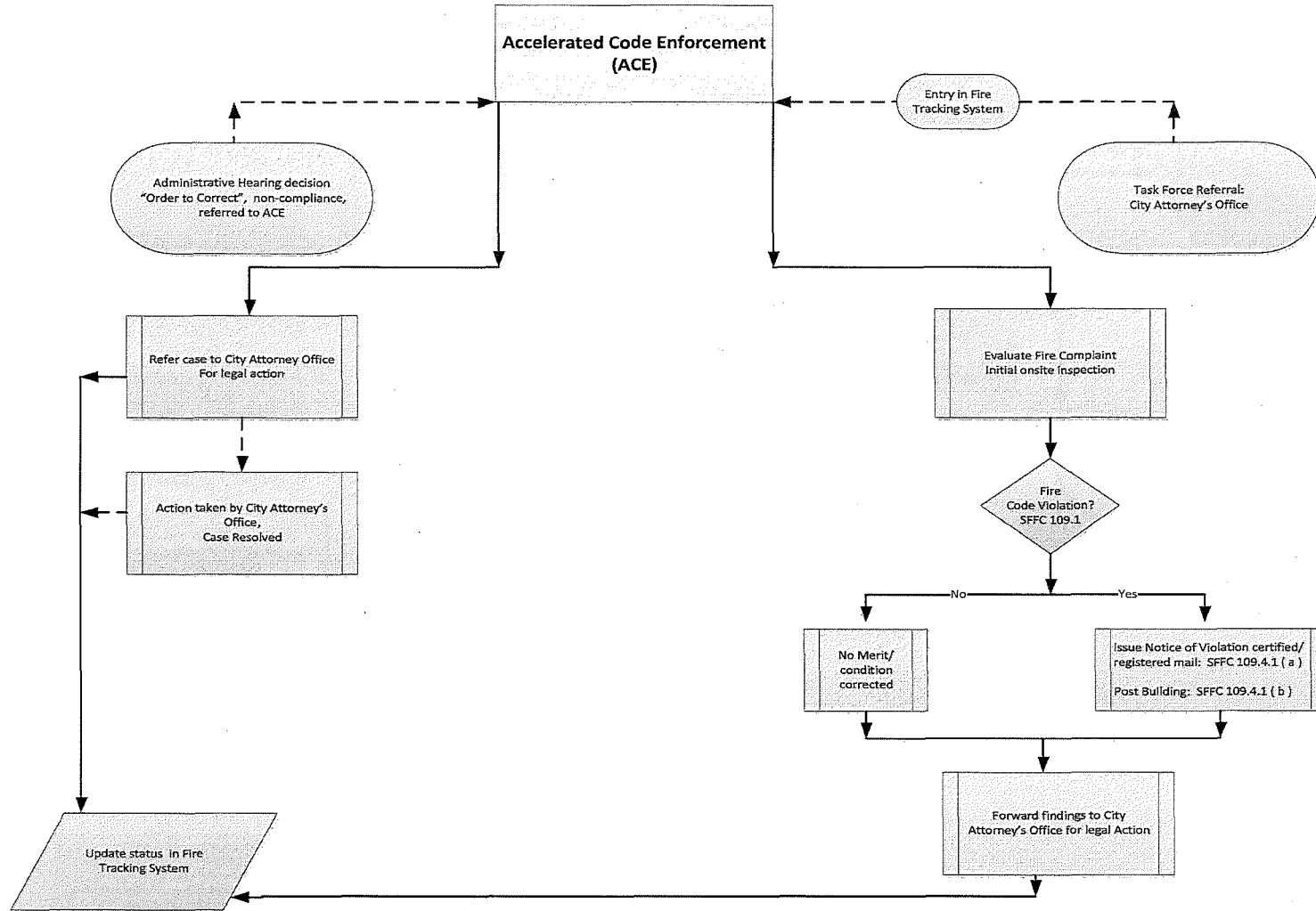
2015-16 Civil Grand Jury
Fire Safety Inspections in San Francisco, June 2016
SFFD Response



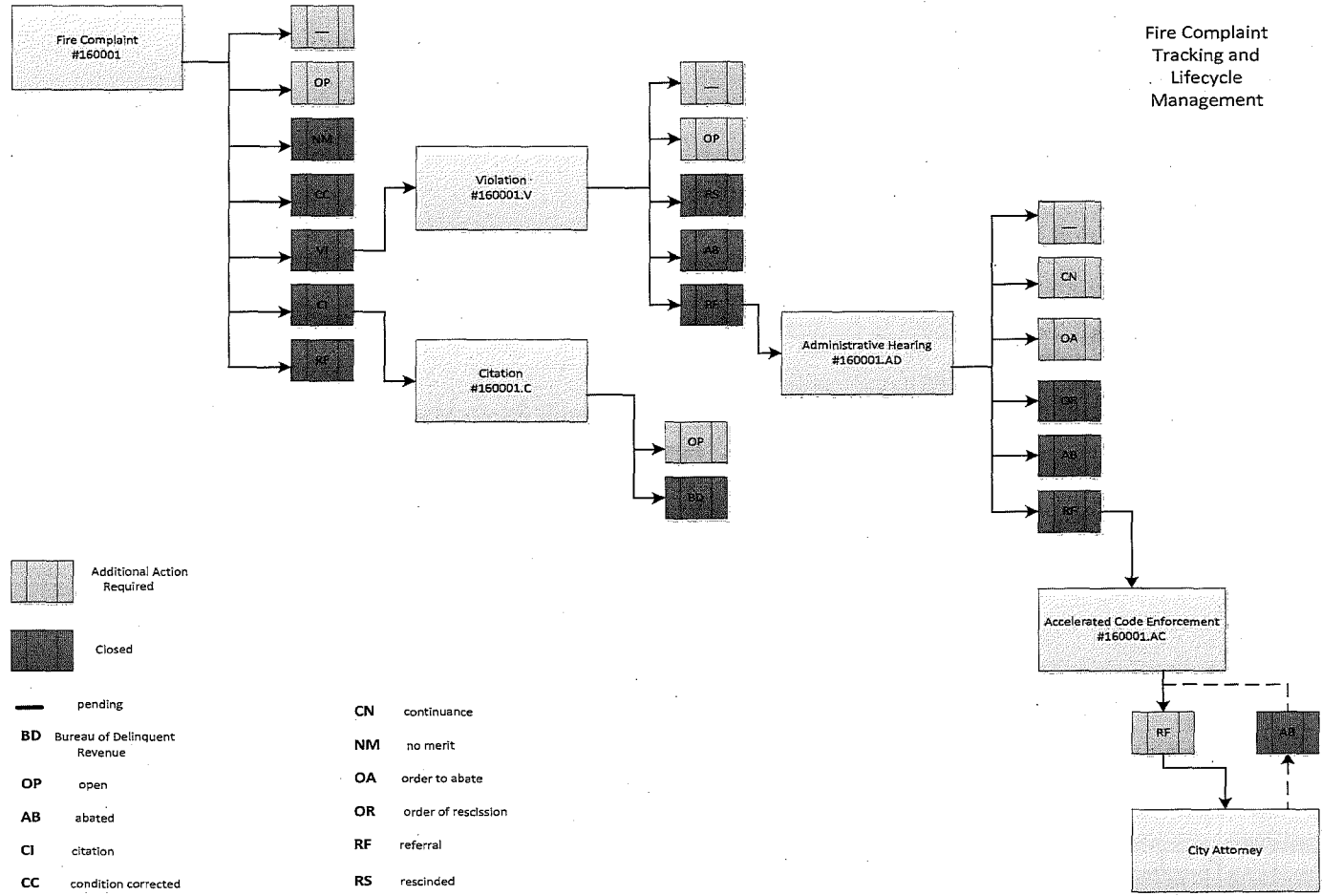
2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco, June 2016
 SFFD Response






2015-16 Civil Grand Jury
Fire Safety Inspections in San Francisco, June 2016
SFFD Response



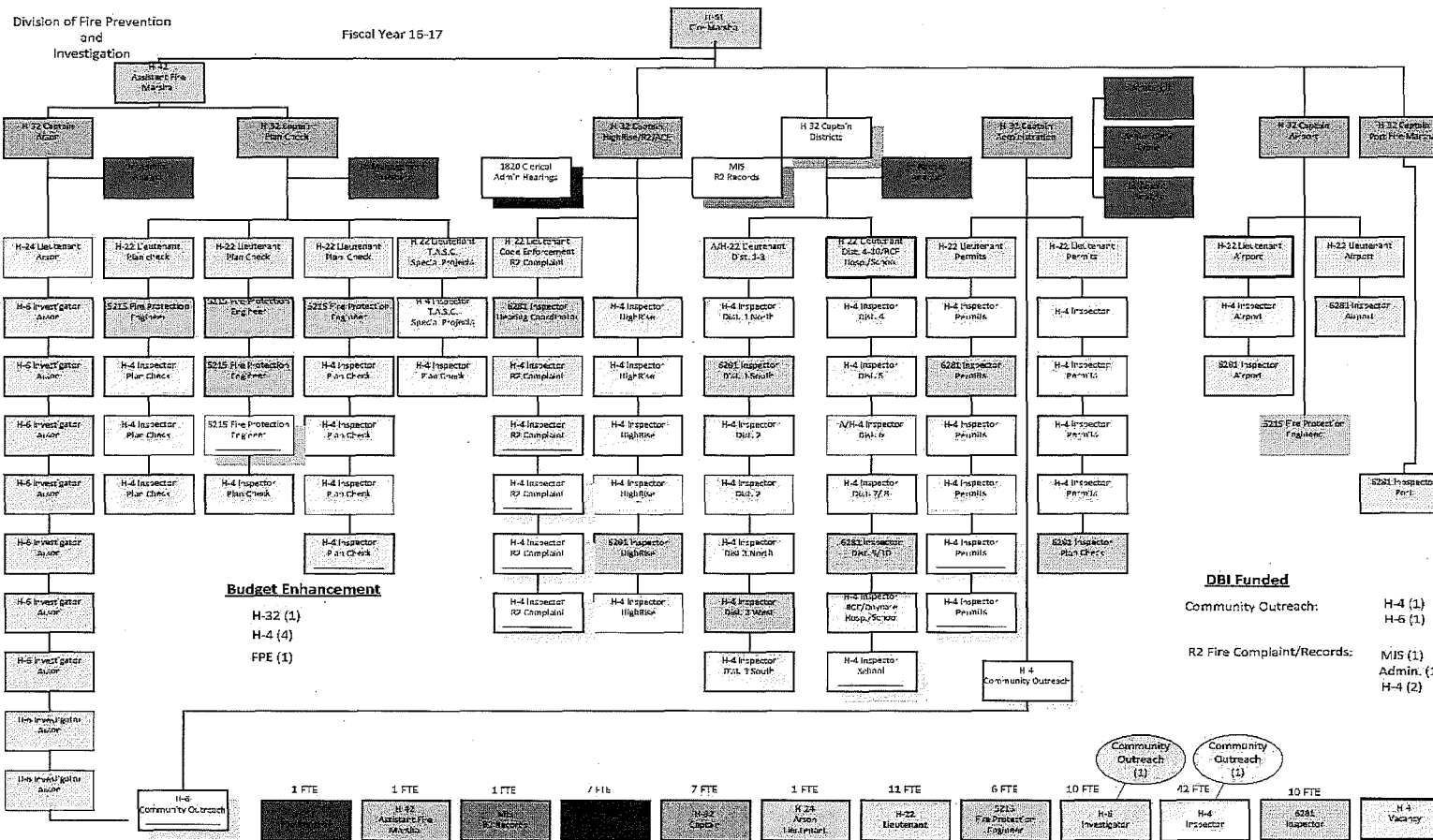
2015-16 Civil Grand Jury
 Fire Safety Inspections in San Francisco, June 2016
 SFFD Response



Fire Complaint
 Tracking and
 Lifecycle
 Management

-  Additional Action Required
-  Closed
-  pending
- BD** Bureau of Delinquent Revenue
- OP** open
- AB** abated
- CI** citation
- CC** condition corrected
- CN** continuance
- NM** no merit
- OA** order to abate
- OR** order of rescission
- RF** referral
- RS** rescinded

2015-16 Civil Grand Jury
Fire Safety Inspections in San Francisco, June 2016
SFFD Response



City and County of San Francisco
Department of Building Inspection
San Francisco Fire Department



Edwin M. Lee, Mayor
Tom C. Hui, S.E., C.B.O., Director
Joanne Hayes-White, Fire Chief

September 19, 2016

Received via email
9/19/2016
File Nos. 160817

The Honorable John K. Stewart
Presiding Judge
Superior Court of California, County of San Francisco
400 McAllister Street
San Francisco, CA 94102

Dear Judge Stewart:

Pursuant to Penal Code Section 933 and 933.05, this letter transmits the San Francisco's Fire Department and Department of Building Inspection's joint responses to the findings and recommendations in the 2015-16 San Francisco Civil Grand Jury report, Fire Safety Inspections in San Francisco, A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department issued on July 21, 2016. We would like to thank the members of the Civil Grand Jury for their interest in ensuring the fire safety of San Francisco residents in multi-residential buildings throughout the City.

Ensuring fire safety in residential buildings has long been, and remains, an important mandate of the San Francisco Fire Department and the Department of Building Inspection's Housing Inspection Services. Over the last several years, we have been working diligently to increase coordination and information sharing between Departments, as well as conducting public outreach to educate tenants on fire safety. For the new Fiscal Year 2016-2017, DBI and the San Francisco Fire Department will continue to take an active role in addressing fire safety by partnering to provide increased tenant awareness and education on fire prevention in older, mixed-use buildings through DBI's existing Code Enforcement Outreach Program. Through our joint participation in the Emergency Fire Safety Working Group, three new ordinances related to fire safety will go into effect later this month. These new ordinances are the result of hard work and coordination by both Departments.

Our Departments are committed to ensuring fire safety in residential buildings throughout the City and will continue to work together to protect the fire and life safety of residents in these buildings.

A detailed response from the San Francisco Fire Department and the Department of Building Inspection to the findings and recommendations are being provided in separate covers.

Thank you for the opportunity to comment on this Civil Grand Jury report.

Sincerely,

Handwritten signature of Tom Hui in black ink.

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

Handwritten signature of Joanne Hayes-White in black ink.

Joanne Hayes-White
Fire Chief, San Francisco Fire Department

Department of Building Inspection, 1660 Mission Street, San Francisco CA 94103
Office (415) 558-6088 – FAX (415) 558-6401
Website: www.sfdbi.org
San Francisco Fire Department, 698 Second Street, San Francisco, CA 94107
Office (415)-558-3403 – FAX (415)558-3407
Website: www.sf-fire.org



September 19, 2016

The Honorable John K. Stewart
Presiding Judge
Superior Court of California, County of San Francisco
400 McAllister Street
San Francisco, CA 94102

Dear Judge Stewart:

Pursuant to Penal Code Section 933 and 933.05, the San Francisco Building Inspection Commission and the Department of Building Inspection jointly transmit our responses to the findings and recommendations in the 2015-16 San Francisco Civil Grand Jury report, Fire Safety Inspections in SF, A Tale of Two Departments: DBI & SFFD issued on July 21, 2016. We would like to thank the members of the Civil Grand Jury for their interest in ensuring the fire safety of San Francisco residents in multi-residential buildings throughout the City.

Ensuring fire safety in residential buildings has long been, and remains, an important mandate of the Department of Building Inspection's Housing Inspection Services. Over the last year, we have been working diligently in collaboration with the Fire Department to increase coordination and information sharing between departments, as well as conducting public outreach to educate tenants on fire safety. For the new fiscal year 2016-2017, DBI and the Fire Department will continue to take an active role in addressing fire safety by partnering to provide increased tenant awareness and education on fire prevention in older, mixed-use buildings through DBI's existing Code Enforcement Outreach Program. Through our joint participation in the Emergency Fire Safety Working Group, three new ordinances related to fire safety will go into effect later this month. These new ordinances are the result of hard work and coordination by both departments.

The Housing Inspection Services Division of DBI is tasked with the daily implementation and enforcement of the San Francisco Housing Code, and pertinent related City Codes, which establish and maintain minimum maintenance standards for existing residential buildings. DBI Housing Inspection Services works to safeguard life, health, property, and public welfare by conducting periodic health and safety inspections and responding to tenant complaints. In fiscal year 2014-2015 alone, over 11,500 inspections were conducted, with more than 950 inspections conducted each month, or 45 inspections daily, of the more than 18,000 properties in the City, utilizing current code enforcement tools and inspection protocols and best practices. DBI Housing Inspection Services has cited over 36,000 habitability violations over the last three years, with an 88% rate of abatement.

As a result of our pro-active and collaborative role with neighborhood-based organizations and the use of our hearing, assessment and lien processes, DBI performs more follow-up enforcement than any comparable department in the United States. We utilize an extensive and intensive hands-on code enforcement process and approach, which results in the public obtaining up-to-date information on their building by visiting our Permit and Complaint Tracking System, available 24/7 online.

OFFICE OF THE DIRECTOR
1660 Mission Street – San Francisco CA 94103
Office (415) 558-6131 – FAX (415) 558-6225
Email: Tom.Hui@sfgov.org

DBI is committed to ensuring fire safety in residential buildings throughout the City. We'll continue to work to protect the fire and life safety of residents in these buildings by maintaining housing habitability and conducting the requisite inspections to ensure that property owners comply with the required codes.

Thank you, again, for the opportunity to respond to this Civil Grand Jury report. If you have any questions about this response, please contact us at (415) 558-6131.

Sincerely,

A handwritten signature in black ink, appearing to read "Angus McCarthy". The signature is stylized and somewhat cursive.

Angus McCarthy, President
Building Inspection Commission

A handwritten signature in black ink, appearing to read "Tom Hui". The signature is very stylized and cursive.

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

Department of Building Inspection's Responses to 2015-2016 Civil Grand Jury Report
September 19, 2016

2016 Civil Grand Jury Report: San Francisco Building and Fire Safety Inspection: A Tale of Two Departments: Department of Building Inspection and San Francisco Fire Department					
CGJ Year	Report Title	Finding	Responding Party	2016 Action Plan	2016 Response Text
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.1. Housing Inspection Services ("HIS") does not know which R-2s have not been inspected within the last five years because the Complaint Tracking System ("CTS") cannot generate a list of R-2s with an accurate last routine inspection date for each.	DBI Management Information Services	Disagree with it, wholly	DBI HIS knows which R-2s need to be inspected, and has been using current data tools to identify R-2 occupancies eligible for routine inspections. DBI HIS has a methodology and process in place to do this.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.2. The spreadsheet used by HIS to track key inspection statistics has not been updated to include all rounds of Focused Code Enforcement completed to date.	DBI Chief Housing Inspector	Disagree with it, wholly	DBI HIS tracks each round of Focused Code Enforcement inspections, which are updated regularly as part of HIS ongoing business practices.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.3. Because "Routine Inspections" that are reported to the Building Inspection Commission on a monthly basis include the number of initial routine inspections and re-inspections that have been conducted, this performance measure is misleading. The total number of initial routine inspections that have been conducted is the correct statistic for determining how many R-2s have had the Code mandated routine inspection at least every five years.	Building Inspection Commission	Disagree with it, partially	This data is already being provided during the regular HIS update reports at monthly BIC meetings.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.4. HIS cannot get an accurate list of R-2s in the City without the help of DBI Management Information Systems ("DBI MIS") because HIS does not have access to the DBI database that stores this information.	DBI Management Information Services and Information and Technology Department	Agree	
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.5. DBI MIS doesn't always generate the initial list of R-2s, including the property's address and property owner's contact information, for HIS	DBI Management Information Services and DBI Chief Housing Inspector	Disagree with it, wholly	DBI MIS can and does generate R-2 lists to HIS personnel.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.6. The final list of R-2s for routine inspections is created manually because inspectors and/or support staff must look up the date of the last routine inspection for each R-2. When inspectors do this, it takes them away from conducting inspections.	DBI Chief Housing Inspector, DBI Management Information Services and DBI Director	Disagree with it, wholly	DBI MIS can and does generate R-2 lists for HIS inspectors. Support staff already assists with the pertinent data gathering.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.7. Although the routine inspection backlog that existed in the Mission, Chinatown and Tenderloin Districts has been reduced through Focused Code Enforcement, a routine inspection backlog still exists in these areas.	DBI Chief Housing Inspector	Disagree with it, wholly	DBI HIS has already eliminated backlog in Focused Code Enforcement areas.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.8. Inspectors do not choose the same "Source" and "Abatement Type" when documenting routine inspections. Unless all the possible ways to document a routine inspection are known and CTS report parameters are chosen to capture all the possible alternatives, some routine inspections will not be captured by a report purported to list all routine inspections.	DBI Chief Housing Inspector	Disagree with it, wholly	DBI HIS has already implemented solutions to address appropriate reporting parameters as part of the division's ongoing business practices.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.9. Since CTS does not have "Complaint Generated Routine" as an option for documenting the "Source" for CG routine inspections, CTS cannot separately track and report on complaint generated routine inspections ("CG routine inspections").	DBI Management Information Services	Agree	
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.10. Inspectors do not choose the same "Source" when documenting CG routine inspections. When inspectors choose "Complaint" as the Source, the CG routine inspection will not be counted as a routine inspection in CTS, and HIS will not have an accurate last routine inspection date for those R-2s.	DBI Chief Housing Inspector	Disagree with it, wholly	DBI HIS has already implemented this approach as part of the division's ongoing business practices.

Department of Building Inspection's Responses to 2015-2016 Civil Grand Jury Report
September 19, 2016

2016 Civil Grand Jury Report: San Francisco Building and Fire Safety Inspection: A Tale of Two Departments: Department of Building Inspection and San Francisco Fire Department					
CGJ Year	Report Title	Finding	Responding Party	2016 Action Plan	2016 Response Text
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.1.11. District inspectors do not always conduct a CG routine inspection while they are investigating a complaint at an R-2 even when the R-2 has not had a routine inspection for five years because they are "too busy." HIS accepts inspectors being "too busy" as an excuse for not conducting a complaint generated routine inspection.	DBI Chief Housing Inspector	Disagree with it, wholly	DBI HIS has already implemented this policy as part of the division's ongoing business practices associated with routine and complaint inspections.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.1.12. HIS' Standard Operating Procedure ("SOP") does not explicitly require inspectors to conduct a CG routine inspection while they are investigating a complaint at an R-2 when the R-2 has not had a routine inspection within the last five years.	DBI Chief Housing Inspector	Agree	
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.1.13. District inspectors do not always know when an R-2, at which they are investigating a complaint, is due for a complaint generated routine inspection because there is no clear requirement to "research" the last routine inspection date before investigating a complaint.	DBI Chief Housing Inspector	Disagree with it, wholly	DBI HIS inspectors do research properties before they go out and conduct an inspection. Inspectors are required to conduct routine inspections on every complaint inspection.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.1.14. Inspectors cannot always get into an R-2 to perform a scheduled routine inspection because of "no shows." Since CTS cannot track "no shows," inspectors sometimes lose track of the fact that a routine inspection still needs to be conducted on the R-2s that have a "no show."	Building Inspection Commission	Disagree with it, wholly	DBI HIS keeps track of this information using CTS and through the Focused Code Enforcement process. The property owner is billed for assessment of cost for time it takes to secure access.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.1.15. HIS has started to manually track "no shows" on an Excel spreadsheet that tracks results of their Focused Code Enforcement. However, this spreadsheet has not been completed for all routine inspections conducted under Focused Code Enforcement.	DBI Chief Housing Inspector	Disagree with it, wholly	No shows are already captured within the current tracking system, and noted on the Complaint Data Sheet.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.1.16. There was a significant number of inspection "no shows" in the Chinatown (17%) and Mission (15%) Districts and in the Mission Street Corridor (16%). Oftentimes "no shows" are not followed up on because staff is "too busy" to research the property owner's correct address or phone number.	DBI Chief Housing Inspector	Disagree with it, wholly	DBI HIS does take additional steps to schedule subsequent inspections with property owners. The Department utilizes available property information it has access to. The current routine inspection letter encourages property owners to provide their contact details, and we utilize such information when received in processing routine inspections.
2015-2016	Fire Safety inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.1.17. Inspection packets that are sent to property owners sometimes go to an incorrect address because data provided by the Tax Assessor's Office does not have up-to-date contact information for the property owner.	DBI Chief Housing Inspector	Agree	
2015-2016	Fire Safety inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.1.18. Inspection packets are sent to property owners only in English.	DBI Chief Housing Inspector	Agree	
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.1.19. The inspection packet cover letter is confusing and buries vital information in the text.	DBI Chief Housing Inspector	Disagree with it, wholly	The current inspection request package is a comprehensive product of direct customer feedback, and contains required language per Chapter 3 of the San Francisco Housing Code, and per advice from the City Attorney. DBI will continue to update this package based upon code requirements and customer needs.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.1.20. The Property Owner Maintenance Checklist included in the inspection packet is not explained as being the list of items that will be inspected.	DBI Chief Housing Inspector	Disagree with it, wholly	The Property Owner Maintenance Checklist is not the list of the areas to be inspected. As the title indicates, this is informational material for all types of residential occupancies. The Checklist is in the current form because DBI customers have requested the Department consolidate all the information into one checklist. The areas subject to a site inspection are delineated within the content of the request letter, pursuant to the requirements of Chapter 3 of the San Francisco Housing Code and advice from the City Attorney.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.1.21. Instructions on what the property owner needs to do with the appendage and carbon monoxide/smoke alarm affidavits included in the inspection are not included on the affidavits or elsewhere in the inspection packet.	DBI Chief Housing Inspector	Disagree with it, wholly	The Informational Packet has detailed self-contained information for each of the subjects, including owner responsibilities for appendage and carbon monoxide-smoke alarm affidavits.

Department of Building Inspection's Responses to 2015-2016 Civil Grand Jury Report
September 19, 2016

2016 Civil Grand Jury Report: San Francisco Building and Fire Safety Inspection: A Tale of Two Departments: Department of Building Inspection and San Francisco Fire Department					
CGJ Year	Report Title	Finding	Responding Party	2016 Action Plan	2016 Response Text
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.22. Including notices, ordinances and information flyers in the inspection packet without explaining their purpose is confusing.	DBI Chief Housing Inspector	Disagree with it, partially	The informational Packet changes, as necessitated by new legislation. DBI will add a clarifying sentence to the cover letter to coincide with other legislative changes.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.23. Inspection documentation is done twice (first in the field and again into CTS when the inspector returns to the office) because there is no online access to CTS.	DBI Director	Agree	
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.24. Photos cannot be uploaded into CTS because CTS does not have this functionality. Instead, they are stored on the network "P" drive which is not connected to CTS.	DBI Director	Agree	
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.25. Affidavits are not available online.	DBI Management Information Services	Disagree with it, wholly	Blank affidavits are available online through the website, and in the Maintenance Packet provided to the public.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.26. Inspectors are not able to print NOV's in the field. Therefore, they must return to the property a second time to post the NOV on the R-2. This is a waste of time and resources.	DBI Director	Agree	
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.27. CTS is not integrated with computer systems within DBI or other City departments.	DBI Director	Disagree with it, partially	CTS is already integrated with computer systems within DBI. However, DBI's system is not integrated with other City departments.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.28. CTS cannot track and report on important attributes, such as types of violations and high fire risk building characteristics.	DBI Director	Disagree with it, partially	CTS can track and report on some important attributes, such as types of violations.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.29. HIS does not measure how long NOV's take to be abated. Without tracking how long it takes for NOV's to be abated, HIS cannot determine whether it's code enforcement process is effective for correcting all violations in a timely manner.	DBI Chief Housing Inspector	Disagree with it, partially	All open code enforcement cases are tracked to determine the timeliness of follow-up and potential referral to the City Attorney.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.30. For 2013-2015, approximately twenty percent of NOV's took more than one year to correct.	DBI Chief Housing Inspector	Disagree with it, partially	In the same timeframe, nearly 50% of violations were abated within 60 days and 70% of violations within six months. Type of violations vary from every property and may be complex to address, requiring additional time. Over 10,000 violations a year are abated through DBI HIS' proactive innovative code enforcement process. The Deputy Director for Inspection Services, and the Chief Housing Inspector actively monitors all open NOV's, and takes proactive steps to work with owners and/or with the City Attorney to bring open cases to closure through the stipulated code enforcement process.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.31. HIS does not have a standard against which inspectors' grant of additional time can be measured.	DBI Chief Housing Inspector	Disagree with it, wholly	This standard is set by Section 201A.3.3 of the San Francisco Building Code. The assigned Inspector has to document whether substantial progress has commenced on a case -by-case basis in keeping with the goals of DBI's Strategic Plan.

Department of Building Inspection's Responses to 2015-2016 Civil Grand Jury Report
September 19, 2016

2016 Civil Grand Jury Report: San Francisco Building and Fire Safety Inspection: A Tale of Two Departments: Department of Building Inspection and San Francisco Fire Department					
CGJ Year	Report Title	Finding	Responding Party	2016 Action Plan	2016 Response Text
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.132. When inspectors grant additional time for property owners to correct an abatement, there is no written documentation (other than on an NOV) provided to the property owner that states when the next reinspection will occur or explains that violations must be abated by then. By not communicating this in writing, property owners make think that they can negotiate with the inspectors more easily. Also, some property owners may not understand what they are being told due to language differences or other reasons.	DBI Chief Housing Inspector	Disagree with it, wholly	DBI already documents the abatement process after the initial reinspection, and transmits written warnings to the property owner for failure to comply with a Notice of Violation. If the property owner fails to comply with a Notice of Violation at the time of the initial reinspection, all subsequent abatement actions including reinspections, are highlighted on the DBI Complaint Data Sheet which is available online, and the case may be sent to a Director's Hearing and to the City Attorney for litigation, as stipulated in the existing code enforcement process.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.133. Although bi-monthly staff meetings are scheduled, they are regularly cancelled because inspectors are "too busy." Without a management culture that supports having scheduled times to discuss inspectors work, it will be difficult for HIS to optimize its code enforcement process for success.	DBI Chief Housing Inspector	Disagree with it, wholly	DBI HIS already schedules multiple staff meetings to discuss performance measures and code enforcement cases, which include division wide, and team meetings. These are already scheduled on a regular basis and are highly productive. The Division will continue to hold staff meetings as indicated above. In addition division staff meetings will be scheduled so that they do not conflict with other DBI calendar items to the extent possible.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.134. Based on our investigation, we concluded that HIS does not have an adequate definition for success.	DBI Chief Housing Inspector	Disagree with it, wholly	DBI HIS mandates and performance measures are set by the San Francisco Housing and Building Codes, and by DBI's Strategic Plan. DBI HIS already performs what is recommended, and utilizes effective tools such as its "Standard Report" to evaluate case abatement results and the potential need to redeploy or expedite resources as violation patterns and necessity dictate.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.135. Some inspectors take too long to refer open NOVs to a DH. But, HIS does not measure how long it takes an open NOV to reach a Director's Hearing.	DBI Chief Housing Inspector	Disagree with it, wholly	DBI HIS already tracks the time frames accrued before an open code enforcement case is referred to a Director's Hearing within CTS.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.136. Inspectors take too long to refer open NOVs to a DH because the standard for referring unabated violations to a Director's Hearing is vague and leaves too much room for interpretation.	DBI Chief Housing Inspector	Disagree with it, wholly	This standard is set by Section 201A.3.3 of the SF Building Code. The assigned Inspector has to document whether substantial progress has commenced on a case-by-case basis in keeping with the goals of DBI's Strategic Plan.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.137. Not all inspectors proactively brief their seniors after three reinspections with no progress.	DBI Chief Housing Inspector	Disagree with it, wholly	Inspectors are supervised for quality control on open cases through DBI HIS' standard reporting process.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.138. Inspectors take too long to refer open NOVs to a DH because preparing a case for referral to a Director's Hearing is more labor intensive than it should be.	DBI Director	Disagree with it, wholly	The SF Building Code dictates the requirements and steps taken in this referral process for an administrative hearing. This is labor intensive because inspector needs to assess and update the case, schedule for hearing and have supervisory review.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.139. HIS lacks more effective code enforcement tools.	DBI Chief Housing Inspector and Building Inspection Commission	Disagree with it, wholly	DBI HIS has some of the most effective enforcement tools in the United States. HIS performs more follow-up enforcement than any comparable department in the United States. In addition to a collaborative partnership with tenant groups through the Code Enforcement Outreach Program, HIS requires non-compliant property owners to attend a Director's Hearing where Orders can be recorded on land records and assessments of costs can be collected and attached to the lien process, which the Board of Supervisors issues annually.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.140. HIS does not have enough inspectors to inspect every R-2 in San Francisco at least once every five years.	DBI Director	Disagree with it, partially	Since 2012, the department has undertaken an aggressive hiring plan to increase department staffing levels that were reduced during the downturn. Housing Inspector staffing has increased from 13 to 21. The department continues to review staffing needs and develop recruitment plans to meet operational needs including hiring temporary staff and developing a Housing Inspector list.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.141. Information on HIS routine inspections is buried in the DBI website.	DBI Management Information Services	Disagree with it, partially	DBI has already created a Routine Inspection informative page along with providing a direct link from HIS splash page. This page is not provided as a direct item on the homepage as other items are prioritized in its place. DBI has updated HIS website information and is continually updating content online when changes are needed.

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CGJ Year	Report Title	Finding	Responding Party	2016 Action Plan	2016 Response Text
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.42: Information on routine inspections on the DBI website does not provide enough information to sufficiently understand the process.	DBI Management Information Services	Disagree with it, partially	The routine inspection's page on the DBI website currently provides an overview of the process, what is expected during the routine inspection and a copy of the maintenance packet for their reference.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.43: It is not easy to find information on R-2 violations on the DBI website because many of the links to get to inspection records are labeled with terms that may not be understandable to the public. For example, calling violations "complaints" and needing to look under "HIS" for "Div."	DBI Management Information Services	Disagree with it, partially	The link to Filing a Complaint is found throughout the website and on almost every division page to allow the public easy access to complaint information provided throughCTS, which is available online, 24/7.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.I.44: Since the actual NOV is not available on the DBI website and rarely do the "comments" provide much detail about violations, the detail available to the public and tenants is not sufficient enough to understand the full extent or nature of a violation.	DBI Director	Agree	
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	F.II.1: DBI and SFFD inspect multi-unit residential buildings for many of the same fire safety hazards but do not coordinate any of their inspections or code enforcement efforts including not sharing information.	Building Inspection Commission and Fire Commission	Disagree with it, wholly	DBI coordinates with SFFD on fire safety hazards violations when needed, DBI & SFFD have made strides in coordinating code enforcement and outreach on fire safety made possible by the Code Enforcement Process Standardization ordinance and Fire Safety Task Force resolution. Also, both departments participate in the City Attorney's code enforcement task force and conducts joint inspections with other departments, as needed.

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San Francisco Building and Fire Safety Inspection: A Tale of Two Departments: Department of Building Inspection and San Francisco Fire Department					
CGJ Year	Report Title	Recommendation	Responding Party	2016 Action Plan	2016 Response Text
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.1.1. DBI MIS should determine why CTS cannot generate a report with correct last routine inspection dates for each R-2 and correct the problem.	DBI Management Information Services	Will not be implemented - Not warranted.	DBI MIS is focused on replacement of Permit Tracking System (PPTS). DBI HIS already has methodology and process to identify and act upon R-2 data until the new PPTS is in place.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.1.2. The Chief Housing Inspector should insist that the spreadsheet that tracks key statistics for routine inspections conducted as part of Focused Code Enforcement be updated to include all rounds of Focused Code Enforcement that have been completed to date.	DBI Chief Housing Inspector	Recommendation Implemented	DBI HIS already uses spreadsheets that currently tracks each round of Focused Code Enforcement inspections and are updated regularly as part of HIS ongoing business practices.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.1.3. The BIC should require that HIS report, as part of the HIS performance measures, the number of "Initial Routine Inspections" that are conducted to the BIC.	Building Inspection Commission	Recommendation Implemented	This data is already being provided during the regular HIS update reports at monthly BIC meetings. HIS continues to develop further reports to isolate additional information for the BIC's monthly meetings.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.1.4. (a) The Information and Technology Department for the City and County of San Francisco should grant HIS senior management access to and permission to run reports from the Oracle database that contains the addresses, contact information and building attributes for R-2s in San Francisco (b) DBI MIS should train HIS personnel who will have access to the Oracle database containing the R-2 information how to use it before they have permission to run reports.	DBI Management Information Services and Information and Technology Department	(a) Will Not Be Implemented: Not Warranted (b) Will Be Implemented in the Future	(a) The Department of Technology is not involved in DBI database management and maintenance, which is managed and maintained by DBI Management Information Services. Also, the current Oracle database system does not capture the contact information and property attributes listed in recommendation I.4. and DT data does not have these attributes. (b) DBI MIS will develop a report for HIS personnel to access all R-2 information captured within DBI's Oracle system.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.1.5. If HIS is not granted access and permission to run the list of R-2s from the Oracle database that contains the necessary R-2 information, then DBI MIS should furnish this report to HIS within one week of the request.	DBI Management Information Services and DBI Chief Housing Inspector	Will Be Implemented in the Future	DBI MIS will develop a report for HIS personnel to access all R-2 information captured within DBI's Oracle system.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.1.6. (a) If DBI MIS cannot fix CTS (See R.1.1) then the Chief Housing Inspector should require support staff, rather than the inspectors, to look up last routine inspection dates. (b) If support staff is not available to look up last routine inspection dates, then the DBI Director should allocate part of the DBI budget for hiring temporary personnel to compile this information.	DBI Chief Housing Inspector, DBI Management Information Services and DBI Director	(a-b) Will Not Be Implemented: Not Warranted	(a-b) DBI MIS can and does generate R-2 lists to HIS personnel. Support staff already assists with the pertinent data gathering. DBI has been in the process of filling staffing vacancies to assist with this effort.

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2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.7. The Chief Housing Inspector should make eliminating the backlog a priority in the Mission, Chinatown and Tenderloin Districts when deciding where to conduct the next round(s) of Focused Code Enforcement.	DBI Chief Housing Inspector	Recommendation Implemented	DBI HIS has already prioritized and eliminated backlog in these areas.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.8. The Chief Housing Inspector should determine exactly what "Sources" and "Abatement Types" should be used for initial routine inspections and communicate this in writing as a procedure that every HIS inspector must follow.	DBI Chief Housing Inspector	Recommendation Implemented	DBI HIS has already implemented solutions to address this as part of the division's ongoing business practices.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.9. DBI MIS should include "Complaint Generated Routine" as a Source option in CTS so that CG routine inspections can be separately tracked and reported in CTS.	DBI Management Information Services	Will Not be Implemented: Not Warranted	DBI MIS is focused on the replacement of Permit Tracking System and is limiting updates to the current system. DBI HIS already has methodology and process in place.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.10. If "Complaint Generated Routine" is not added as a Source option in CTS, then the Chief Housing Inspector should make opening a separate complaint number for the CG routine inspection and documenting "Routines" as the Source, a mandatory policy communicated to all HIS inspectors in writing.	DBI Chief Housing Inspector	Recommendation Implemented	DBI HIS has already implemented this approach as part of the division's ongoing business practices.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.11. (a) The Chief Housing Inspector should adopt a policy requiring district inspectors to conduct complaint generated routine inspections whenever the R-2 has not had a routine inspection within the last five years. (b) The Chief Housing Inspector should adopt a policy that when district inspectors are "too busy" or for other reasons cannot conduct a CG routine inspection when the R-2 is due for one, the district inspector must notify their senior inspector in writing.	DBI Chief Housing Inspector	(a) Recommendation Implemented (b) Will Not Be Implemented: Not Warranted	(a) All available inspectors are currently performing health and safety "routine" inspections. (b) DBI HIS has already implemented this approach as part of the division's ongoing business practices. Inspectors are required to conduct routine inspections on every complaint inspection.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.12. The Chief Housing Inspector should direct HIS personnel to update the SOP to include the requirement that inspectors conduct a CG routine inspection while they are investigating a complaint at an R-2 every time the R-2 has not had a routine inspection within the last five years. And, if the inspector for some legitimate reason cannot do this, the inspector must so notify their senior inspector in writing.	DBI Chief Housing Inspector	Will Be Implemented in the Future	This is already the policy of the Housing Inspection Division pursuant to written directives (other than the SOP) transmitted to HIS staff. This recommendation will be implemented when the SOP is updated at the end of 2016.

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CGJ Year	Report Title	Recommendation	Responding Party	2016 Action Plan	2016 Response Text
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.13. The Chief Housing Inspector should adopt a policy that district inspectors research the date a last routine inspection was performed: either before going to that same R-2 to investigate a complaint or via CTS records that are available by smartphone on the DBI website.	DBI Chief Housing Inspector	Recommendation Implemented	This is already the policy of the Housing Inspection Division pursuant to written directives (other than the SOP) transmitted to HIS staff. DBI HIS inspectors do research properties before they go out and conduct an inspection. Inspectors are required to conduct routine inspections on every complaint inspection.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.14. The Building Inspection Commission ("BIC") should penalize property owners who miss their inspection appointment without good causes determined by the BIC. The notice of penalty should be mailed to the property owner and posted on the building.	Building Inspection Commission	Recommendation Implemented	The SF Building Code Chapter 1A provides a mechanism for DBI to bill the property owner through assessment of costs for additional time taken to secure property access.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.15. The Chief Housing Inspector should direct HIS personnel to complete the "no shows" information on the Excel spreadsheet that tracks results of their Focused Code enforcement for all the routine inspections conducted under Focused Code Enforcement and direct that all "no shows" are followed up on within two weeks.	DBI Chief Housing Inspector	Recommendation Implemented	No shows are already captured within the current tracking system, and noted on the Complaint Data Sheet.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.16. The Chief Housing Inspector should adopt a policy that all "no shows" must be followed up on within two weeks by researching the property owner's correct address or phone number and then, contacting the property owner for a scheduled routine inspection. This policy should be communicated to all inspectors in writing.	DBI Chief Housing Inspector	Will Not Be Implemented - Not Warranted	DBI HIS already has a policy that requires follow-up on cases (on average within 30 days) where DBI has not obtained access to properties for purposes of inspection. DBI HIS does take additional steps to schedule subsequent inspections with property owners. The Department utilizes available property information to accomplish this.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.17. The Chief Housing Inspector should require that support staff verify contact information for the property owners and resend the inspection packet to the new address within two weeks from when the inspection packet was returned to HIS.	DBI Chief Housing Inspector	Will Not Be Implemented: Not Reasonable	DBI has no source to update this information if the Tax Assessor information is in error or not up to date. The San Francisco Building Code Section 102A mandates that the source be the last annual tax roll.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.18. The Chief Housing Inspector should direct that the inspection cover letter indicate how non-English speaking property owners can request inspection packets in languages other than English and that the inspection packet is made available in Chinese and Spanish.	DBI Chief Housing Inspector	Will Be Implemented in the Future	DBI has already started the process of updating documents, and these are available online with specific documents available in Spanish and Chinese. Mailed out packets will contain a notation of available translated copies upon request. Staff also offers bilingual assistance, upon request.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.19. The Chief Housing Inspector should direct that the inspection packet cover letter be rewritten so that all vital information is available at the top of the letter and the language changed so that it is easier to understand.	DBI Chief Housing Inspector	Recommendation Implemented	The current inspection request package is a comprehensive product of direct customer feedback, and contains required language per Chapter 3 of the San Francisco Housing Code, and per advice from the City Attorney. DBI will continue to update this package based upon code requirements and customer needs.

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2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.20. The Chief Housing Inspector should direct that the inspection packet cover letter be rewritten so that it explains that inspectors will be inspecting items on the Property Owner Maintenance List.	DBI Chief Housing Inspector	Will Be Implemented in the Future	The Property Owner Maintenance Checklist is not the list of the areas to be inspected. As the title indicates, this is informational material for all types of residential occupancies. The Checklist is in the current form because DBI customers have requested the Department consolidate all the information into one checklist. The areas subject to a site inspection are delineated within the content of the request letter, pursuant to the requirements of Chapter 3 of the San Francisco Housing Code and advice from the City Attorney. Refinements to the cover letter are expected as part of the Department's on-going efforts to update its materials.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.21. The Chief Housing Inspector should direct that the inspection packet cover letter be rewritten to include instructions on what the property owner needs to do with the appendage and carbon monoxide/smoke alarm affidavits.	DBI Chief Housing Inspector	Will Not be Implemented: Not Warranted	The Informational Packet has detailed self-contained information for each of the subjects, including owner responsibilities for appendage and carbon monoxide-smoke alarm affidavits.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.22. The Chief Housing Inspector should direct that the inspection packet cover letter be rewritten to include the information contained in the notices and ordinances. Notices and ordinances should be removed from the inspection packet.	DBI Chief Housing Inspector	Will Be Implemented in the Future	Refinements to cover letter will be made to coincide with future legislation.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.23. The DBI Director should ensure the replacement system for CTS includes functionality for inspectors to document inspection remotely.	DBI Director	Will Be Implemented in the Future	Remote access for all inspectors is an out of the box function of the new PPTS.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.24. The DBI Director should ensure the replacement system for CTS includes functionality to upload photos remotely.	DBI Director	Will Be Implemented in the Future	Photo attachment to a record is an out of the box function of the new PPTS.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.25. DBI MIS should make affidavits available online.	DBI Management Information Services	Recommendation Implemented	Blank affidavits are available online through the website, and in the Maintenance Packet provided to the public.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.26. The DBI Director should ensure the replacement system for CTS includes functionality for inspectors to print NOVs in the field and that inspectors are supplied with portable printers for this purpose.	DBI Director	Requires Further Analysis	DBI MIS is looking into this issue and will research the technical feasibility of this process to be applied department-wide.

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2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.27. The DBI Director should ensure the replacement system for CTS can be integrated with other computer systems within DBI and other City departments.	DBI Director	Requires Further Analysis	CTS is already integrated with computer systems within DBI. DBI MIS will ensure that this remains the case for any new systems. DBI is already coordinating with SF Planning to integrate our database systems. DBI's systems currently provides access of its data to other city departments, i.e. Assessor, SF Planning, and Public Works. Integration with other city department systems will require citywide initiative and a coordinated effort.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.28. The DBI Director should ensure the replacement system for CTS includes functionality for tracking and reporting on types of violations and high fire risk building characteristics.	DBI Director	Will Be Implemented in the Future	DBI HIS has identified attributes to be captured at the Complaint Intake and Site Inspection phase as part of a future phase of the PPTS.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.29. (a) The Chief Housing Inspector should ask DBI MIS to create a standard report to track how long NOV's take to be corrected (similar to Open NOV's report we used) and modify this report to calculate the difference in days between when an NOV is issued and the date the NOV is corrected and then use this report to measure the time it takes for property owners to correct NOV's. (b) The Chief Housing Inspector should report how long NOV's take to be abated, in a format similar to Table I-3, to the BIC on a monthly basis.F40	DBI Chief Housing Inspector	(a) Recommendation Implemented (b) Requires Further Analysis	(a) DBI HIS currently tracks open NOV's through CTS and thus, already can see whether a violation is open or closed. DBI is working with DataSF to provide NOV data to the portal, which contains the information listed and requested in this recommendation. This data information may be made available online in 2017. (b) DBI HIS has identified this requirement in a future phase of the PPTS.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.30. The Chief Housing Inspector should actively monitor cases using the Open NOV's report to ensure that less than five percent of NOV's take no more than one year to abate.	DBI Chief Housing Inspector	Will Not Be Implemented: Not Reasonable	The Deputy Director for Inspection Services, and the Chief Housing Inspector already actively monitors all open NOV's, and takes pro-active steps to work with owners and/or with the City Attorney to bring open cases to closure through the stipulated code enforcement process. DBI is committed to following the abatement process set forth in Chapter 1A of the SF Building Code in a timely fashion and in using all available code enforcement tools efficiently and expeditiously.

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2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.31. The Chief Housing Inspector should develop guidelines for inspectors to use when granting additional time for repairs or abatement. The guidelines should be based on the average additional time it takes for the top 20 types of violation under each of the following common scenarios, including: (1) filing for and obtaining an over-the-counter permit; (2) vetting and hiring a contractor; and, (3) performing the work necessary to correct the violation.	DBI Chief Housing Inspector	Will Not Be Implemented: Not Warranted	The standard is set by Section 201A.3.3 of the San Francisco Building Code. In addition, not all DBI HIS code violations require building, plumbing or electrical permits to abate or the hiring of a contract to abate.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.32. The Chief Housing Inspector should ensure a new form letter is drafted to provide property owners the date of the next reinspection and warn them that violations must be abated by that date. Inspectors can then fill in the time and date of the reinspection and hand it to the property owner at the inspection.	DBI Chief Housing Inspector	Recommendation Implemented	DBI already documents the abatement process after the initial reinspection, and transmits written warnings to the property owner for failure to comply with a Notice of Violation. If the property owner fails to comply with a Notice of Violation at the time of the initial reinspection, all subsequent abatement actions including reinspections, are highlighted on the DBI Complaint Data Sheet which is available online, and the case may be sent to a Director's Hearing and to the City Attorney for litigation, as stipulated in the existing code enforcement process.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.33. The Chief Housing Inspector should create a culture where staff and management meetings are held as scheduled and not canceled unless there is an emergency.	DBI Chief Housing Inspector	Recommendation Implemented	DBI HIS already schedules multiple staff meetings to discuss performance measures and code enforcement cases, which include division wide, and team meetings. These are already scheduled on a regular basis and are highly productive. The Division will continue to hold the staff meetings as indicated above. In addition, division staff meetings will be scheduled so that they do not conflict with other DBI calendar items to the extent possible.

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2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.34. The Chief Housing Inspector should adopt a definition of success that includes inspecting all R-2s at least every five years and ensuring all violations are corrected within a "reasonable period of time." The Chief Housing Inspector should measure a "reasonable period of time" for correcting violations by first using the Open NOV's report to measure how many days have elapsed since each NOV was issued. Next, the Chief Housing Inspector should compare the number of days that an NOV has stayed open against specific timeframes. We recommend two months; six months; 12 months; and, 18 months. (Two months (60 days) is an important timeframe because it is the earliest that an NOV can be referred to a DH.) Once an NOV goes uncorrected for one day after each of these timeframes, the NOV can easily be flagged for a closer review of the facts and circumstances and steps taken to encourage the NOV be corrected.	DBI Chief Housing Inspector	Recommendation Implemented	DBI HIS mandates and performance measures are set by the San Francisco Housing and Building Codes, and by DBI's Strategic Plan. DBI HIS already performs what is recommended, and utilizes effective tools such as its "Standard Report" to evaluate case abatement results and the potential need to redeploy or expedite resources as violati+l44on patterns and necessity dictate.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.35. The Chief Housing Inspector should measure the time it takes for an open NOV to reach a Director's Hearing. We recommend using the Open NOV spreadsheet that DBI MIS created for us. Incorporating a column that calculates the days between the NOV date and the DH date, HIS can determine how many days it takes an open NOV to be heard at a Director's Hearing.	DBI Chief Housing Inspector	Recommendation Implemented	DBI HIS already tracks the time frames accrued before an open code enforcement case is referred to a Director's Hearing within CTS. This tool is available as a screen query or written report that the Inspector's Supervisor utilizes to determine if the case is ripe for referral or other enforcement action based on criteria established in Chapter 1A of the SF Building Code. DBI HIS is already utilizing effective tools to address this issue, and further enhancements will be provided through PPTS.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.36. The Chief Housing Inspector should adopt an objective standard for inspectors to use in determining when a case should be referred to a Director's Hearing.	DBI Chief Housing Inspector	Will Not Be Implemented: Not Warranted	This standard is set by Section 201A.3.3 of the SF Building Code. The assigned Inspector has to document whether substantial progress has commenced on a case -by-case basis in keeping with the goals of DBI's Strategic Plan. DBI is tracking the objective standard through the timeliness of Inspector enforcement activities related to the abatement process set forth by Chapter 1A of the SF Building Code.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.37. The Chief Housing Inspector should require that senior inspectors follow-up with inspectors when there have been three reinspections on an open NOV.	DBI Chief Housing Inspector	Recommendation Implemented	Inspectors are supervised for quality control on open cases through DBI HIS' standard reporting process.

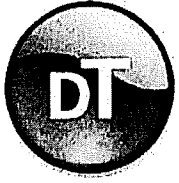
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2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.38. The DBI Director should ensure when GTS is replaced by another system that it includes functionality to help automate the Director's Hearing case preparation and digital transfer of case files.	DBI Director	Requires Further Analysis	Improvements to automating scheduling and supervisory review and approval of referral of properties to Director's Hearings have been identified as a requirement in a future phase of the PPTS.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.39. (a) The Chief Housing Inspector should determine what is required for HIS to reinstate the FTB program and then ensure that all necessary steps for making the FTB program part of the HIS code enforcement process are taken. (b) The BIC should approve that HIS use the FTB program as part of its code enforcement process. (c) The Chief Housing Inspector should determine what is required for administrative penalties to be available at the HIS administrative hearing and then ensure that all necessary steps for making this possible as part of the HIS code enforcement process are taken. (d) The BIC should approve adding the legal requirements to the HIS administrative hearing so that administrative penalties can be awarded.	DBI Chief Housing Inspector and Building Inspection Commission	(a-b) Recommendation Implemented (c-d) Requires Further Analysis	(a-b) DBI HIS' use of the FTB tool has not been terminated and it is currently being used by the division in its code enforcement process. However, this is not as effective a code enforcement tool as it once was because the State Franchise Tax Board stopped auditing the property owners that receive a Notice of Noncompliance. Their action is beyond DBI's control. (c-d) The imposition of administrative penalties would require new legislation adopted by the Board of Supervisors.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.40. The Director of DBI should request that the Controller's Office conduct a study to determine adequate staffing levels for HIS.	DBI Director	Will Not be Implemented- Not Warranted	Since 2012, the department has undertaken an aggressive hiring plan to increase department staffing levels that were reduced during the downturn. Housing Inspector staffing has increased from 13 to 21. The department continues to review staffing needs and develop recruitment plans to meet operational needs including hiring temporary staff and developing a Housing Inspector list.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.41. DBI MIS should redesign the DBI website so that information on routine inspections is easier to find from the DBI homepage.	DBI Management Information Services	Will Be Implemented in the Future	DBI is continually updating content pages when needed. The HIS splash page and its sub-pages are part of the department's website redesign plans as identified in DBI's Strategic Plan in 2019.

Department of Building Inspection's Responses to 2015-2016 Civil Grand Jury Report

September 19, 2016

San Francisco Building and Fire Safety Inspection: A Tale of Two Departments: Department of Building Inspection and San Francisco Fire Department					
CGJ Year	Report Title	Recommendation	Responding Party	2016 Action Plan	2016 Response Text
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.42. DBI MIS should revise the information on routine inspections on the DBI website so that the property owners and the general public understand the process, including how often routine inspections take place, what is inspected, what happens when violations are found, the time frame for correcting violations and the costs associated with code enforcement.	DBI Management Information Services	Will Be Implemented in the Future	DBI has already created a Routine Inspection informative page, along with providing a direct link from the HIS splash page. Website information is continually updated when changes are needed.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.43. DBI MIS should change the names on the links for R-2 violations so inspection records can be found more easily on the DBI website.	DBI Management Information Services	Will Not Be Implemented: Not Warranted	Acronyms and/or abbreviations used are a result of system design and configuration. Thus, it is not easily changeable. DBI MIS is focused on replacing current system with PPTS.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.I.44. The DBI Director should ensure the replacement system for CTS can upload NOVs to the DBI website.	DBI Director	Requires Further Analysis	DBI MIS is looking into this issue and will require further analysis on how to incorporate this requirement into the future PPTS platform.
2015-2016	Fire Safety Inspections In San Francisco A Tale of Two Departments: Department of Building Inspection & San Francisco Fire Department	R.III.1. The Building Inspection Commission and Fire Commission should require a task force be formed to study DBI and SFFD inspection and code enforcement processes and make recommendations on how they can coordinate their efforts.	Building Inspection Commission and Fire Commission	Recommendation Implemented	DBI & SFFD have made strides in coordinating code enforcement and outreach on fire safety made possible by the Code Enforcement Process Standardization ordinance and Fire Safety Task Force resolution. The Fire Safety Task Force met over a six-month period and developed findings and recommendations, which were provided to the Board of Supervisors for their review and legislative consideration and passage.



City & County of San Francisco
**Department of
Technology**
Powered by Innovation

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Received via email
9/23/2016
File No. 160817

September 23, 2016

Presiding Judge John K. Stewart
Department 206
400 McAllister St.
San Francisco, CA 94102-4514

Honorable Judge Stewart:

Pursuant to Penal Code Section 933 and 933.05 this letter transmits the San Francisco Department of Technology's response to the findings and recommendations in the 2015-16 San Francisco Grand Jury report, Fire Safety Inspections in San Francisco, A Tale of two Departments: Department of Building Inspection & San Francisco Fire Department issued on July 21, 2016. We would like to thank the members of the Civil Grand Jury for their interest in ensuring the fire safety of San Francisco residents in multi-residential buildings throughout the City.

Our department is also committed to supporting both the Fire Department and Department of Building Inspection technology systems that help protect the fire and life safety of San Francisco residents.

Thank you for the opportunity to comment on this Civil Grand Jury Report.

Sincerely,

(Miguel A. Gamino Jr. | 葛迈魁

City Chief Information Officer (City CIO) | Office of Mayor Edwin M. Lee
Executive Director | Department of Technology
City and County of San Francisco

2015-16 Civil Grand Jury
 Fire Safety Inspections in SF
 MASTER LIST: FINDINGS Response Template

CGJ Year	Report Title	#	Findings	Respondent assigned by CGJ	2016 Responses (Agree/Disagree) Use the drop down menu	2016 Response Text
2015-16	Fire Safety Inspections in SF- A Tale of Two Departments: DBI & SFFD	F.I.4.	HIS cannot get an accurate list of R-2s in the City without the help of DBI Management Information Systems ("DBI MIS") because HIS does not have access to the DBI database that stores this information.	DT	disagree with it, wholly (explanation in next column)	DT does not manage this database.
2015-16	Fire Safety Inspections in SF- A Tale of Two Departments: DBI & SFFD	R.I.4	The information and Technology Department for the City and County of San Francisco should grant HIS senior management access to and permission to run reports from the Oracle database that contains the address, contact information and building attributes for R-2s in San Francisco.	DT	disagree with it, wholly (explanation in next column)	DT does not manage an Oracle database that contains the address, contact information and building attributes for R-2s in San Francisco. DT does manage the enterprise addressing system which DBI's Central Permit Bureau utilizes to enter new addresses into DBI's existing Oracle based systems.