



# Annual Report FY 2020-2021





**City & County of San Francisco**

Mayor London N. Breed

**Board of Supervisors**

**Building Inspection Commission**

# Table of Contents

<b>Greeting</b>	<b>4</b>
<b>Purpose, Mission Statement, and Core Services</b>	<b>5</b>
<b>By the Numbers for 2020-2021</b>	<b>6</b>
<b>About the Building Inspection Commission</b>	<b>7</b>
<b>About the Department of Building Inspection</b>	<b>9</b>
<b>Performance Measures</b>	<b>10</b>
<b>Finance</b>	<b>11</b>



## Dear Customers and Stakeholders,

We are pleased to share the Department of Building Inspection's (DBI) FY 2020-2021 Annual Report and are proud of how we continued to serve the public during the pandemic:

- DBI issued nearly 50,000 building, plumbing, and electrical permits and conducted nearly 119,000 inspections.
- We issued building permits with a combined construction valuation of \$2,640,365,692.69
- After operating with minimal onsite staffing, the Permit Center was fully opened in May 2021 and began implementing our innovative Q-less system to provide customers with expected wait-times to submit an Over-the-Counter permit application.
- We provided assistance to property owners resulting in more than 162 Accessory Dwelling Units constructed – adding to our affordable housing stock.
- Our Permit Services team achieved an 89% compliance rate for the Mandatory Soft Story Retrofit Program.
- Our Records Division provided more than 13,000 records to the public.
- We launched a comprehensive department reforms package to address past public integrity issues and improve training, oversight and transparency across the department.

Thank you for your continued support and we look forward to working with you in the coming year.



# PURPOSE, MISSION STATEMENT AND CORE SERVICES

## PURPOSE

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

## MISSION STATEMENT

Under the direction and management of the seven-member citizen Building Inspection Commission, the Department of Building Inspection (DBI) oversees the building and life safety of San Francisco's 200,000 commercial and residential buildings in the City's 49 square miles. We enforce the effective, efficient, fair, and safe code enforcement of the City and County's Building, Housing, Plumbing, Electrical, and Mechanical Codes, along with Disability Access Regulations for all who live, work, and visit San Francisco; and ensure owners maintain code-required habitability conditions of the City's more than 20,000 apartments and 500 residential hotels.

## OUR CORE SERVICES

### REVIEW PLANS AND ISSUE PERMITS



Responsible for permit approval coordination, final approval and permit issuance to assure that the proposed construction work meets all safety requirements of the codes; and ensures that the process is performed in a timely manner that is always professional and courteous to all DBI customers.

### INSPECT AND VERIFY CONSTRUCTION SAFETY



Inspect buildings for compliance with code requirements, scope of work in accordance with issued building, plumbing and electrical permits, and respond to complaints on residential and commercial buildings.

### RESPOND TO COMPLAINTS & ENFORCE CODES



Enforce code compliance using a stipulated legal process including an issued Notice of Violation, Directors Hearing, Order of Abatement, property lien, and referral to the City Attorney for litigation of non-compliant properties.

# DBI: BY THE NUMBERS FOR FY 2020-2021



291 employees work at DBI



Issued nearly **50,000 building, plumbing, and electrical permits** – that's **200 each business day!**



Issued building permits with a combined valuation of more than **\$2,640,365,692.69**



**47%** of Over-the-Counter building permit applications were processed within two business days.



Issued Certificates of Final Completion for **162 Accessory Dwelling Units.**



Conducted nearly **119,000 inspections** - that's more than **9,900 each month!** 96% of these permit inspections were conducted within two business days of the requested appointment date.



Received **5,848 building, electrical and plumbing** complaints and initiated an investigation within three days **98%** of the time.



Achieved **89%** compliance for the Soft Story Retrofit Program.



Produced nearly **9,847 3R reports** with **75%** of the reports provided within seven business days and processed more than **3,205 record requests** with **65%** being provided at the counter.

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



# ABOUT THE BUILDING INSPECTION COMMISSION

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

## **Angus McCarthy**

President  
Residential Builder

## **Jason Tam**

Landlord Seat  
Vice President

## **Alysabeth Alexander-Tut**

Tenant Seat

## **Raquel Bito**

Licensed Architect Seat

## **Jon Jacobo**

General Public Seat

## **Sam Moss**

Non-Profit Housing Seat

## **Angie Sommer**

Licensed Structural  
Engineer Seat

## BOARDS & COMMITTEES

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





# ANNUAL REPORT FY 2020-2021



Avanza 490 – 490 South Van Ness Avenue / Photo credit: Marcell Puzsar



# ABOUT THE DEPARTMENT OF BUILDING INSPECTION



## Director's Office

 12

The Director's Office provides department leadership, sets policies, and supports all programs within the Department in order to implement established goals, objectives and mandates, and takes actions that ensure the safeguarding of life and property. It includes:

- Communications
- Disaster Coordination Unit
- Legislative & Public Affairs



## Administrative Services

 49

The Administrative Services (AS) Program includes Financial Services, Records Management, Payroll and Personnel, and Management Information Services. AS provides support to the Department in the areas of fiscal management, purchasing, contract, fleet management, information technology, and business analysis. AS maintains department records and processes records requests and 311 customer service requests. AS also provides human resources and payroll support testing. It consists of the following:

- Finance Services
- Payroll & Personnel Services
- Records Management Division
- Management Information Services



## Inspection Services

 136

Inspection Services (IS) inspects buildings for compliance with code requirements, scope of work in accordance with approved plans and permits, and responds to complaints on residential and commercial buildings. IS protects public safety by enforcing municipal and state regulations and codes relative to construction, alteration, and installation of electrical and plumbing equipment and systems. IS inspects buildings for code compliance in residential housing under building permits, or as a result of complaints, and also inspects apartments and hotels. IS addresses complaints and conducts inspections associated with interior/exterior lead-based paint disturbance/removal. IS is also responsible for abatement of code violation cases referred from the building, electrical, and plumbing inspection divisions. It consists of the following:

- Building Inspection Division
- Electrical Inspection Division
- Plumbing Inspection Division
- Housing Inspection Services
- Code Enforcement



## Permit Services

 94

Permit Services (PS) is responsible for all permit processes from the time a permit application is submitted until a building permit is issued at DBI. The functions include screening, routing permits and plans for review, and coordination of building permit review. PS also manages approval and issuance of construction permits, including electrical, plumbing, and street space permits for public and private buildings within the City and County of San Francisco. PS also assesses and collects fees for all structures, building enlargements, and changes of use. Additionally, it provides technical support for the Department in the areas of code development and information and provides coordination for the Building Occupancy Resumption Program (BORP). It consists of the following:

- Central Permit Bureau
- Initial Plan Review
- Help Desk/Information Counter
- Plan Review Services
- Technical Services Division

# PERFORMANCE MEASURES

## PERFORMANCE MEASURES

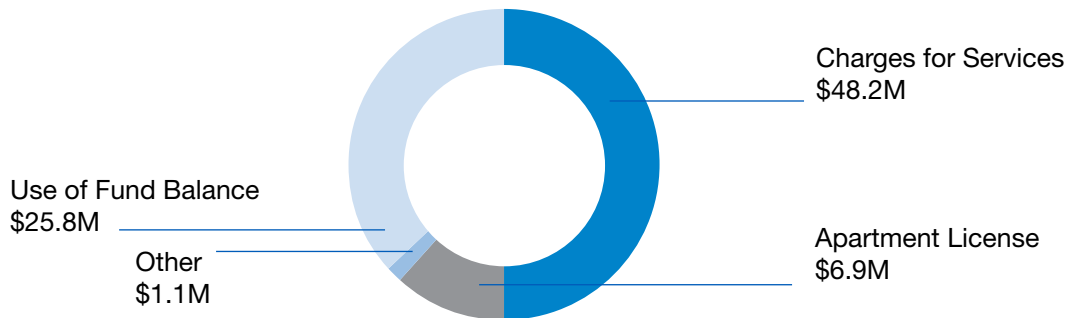
Metric	Target	Actual
Percentage of Records Requests Processed Over-The-Counter	85%	66%
Inspections per inspector/day (building)	11	9
Inspections per inspector/day (electrical)	11	9
Inspections per inspector/day (plumbing)	11	10
Percentage of Life Hazards or Lack of Heat Complaints Responded to Within One Business Day	100%	73%
Percentage of Non-Hazard Complaints Responded to Within Three Business Days	85%	98%
Percentage of Non-Hazard Housing Inspection Complaints Responded to Within Three Business Days	85%	75%
Percent of property owners under the Mandatory Soft Story Seismic Retrofit Program that have complied with requirements	100%	89%
Percentage of Permit Applications for Multi-Family Residential and/or Mixed-Use Buildings Reviewed Within 42 Calendar Days	92%	92%
Percentage of Permit Applications for Office and/or Commercial Buildings Reviewed Within 42 Calendar Days	92%	92%
Percentage of Permit Applications for One and Two Family Dwellings Reviewed Within 28 Calendar Days	92%	91%
Percentage of Permit Applications for Other Buildings Reviewed Within 42 Calendar Days	92%	88%
Percentage of Pre-Application Meetings Conducted Within 14 Calendar Days	92%	95%
Percentage of Site Permit Applications reviewed with construction valuation greater than \$4,000,000 reviewed within 42 calendar days	85%	38%
Percentage of Site Permit Applications reviewed with construction valuation less than \$3,999,999 reviewed within 30 calendar days	85%	33%
Percentage of Submitted Projects Audited for Quality Assurance by Supervisors	92%	90%
Timeliness of Distributing Submitted Drawings	92%	96%
Percentage of Records Requests Processed Within 15 Business Days - Revised for Mid-Year 2019-2020	90%	98%
Percentage of Reports of Residential Building Records (3R reports) Produced Within Seven Business Days	93%	76%



# FINANCE

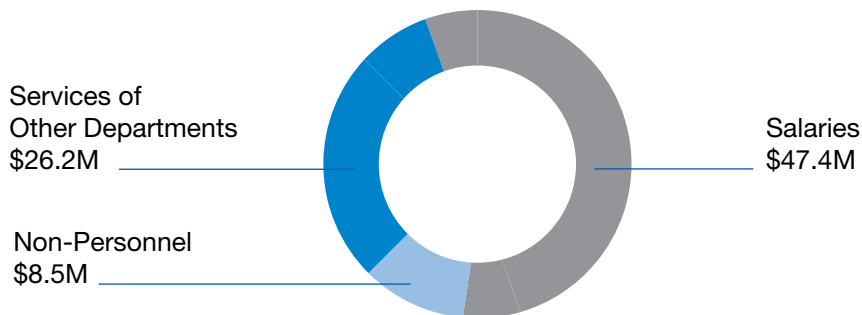
## REVENUES

FY 2019-20	FY 2020-21	Variance \$	Variance %
\$73.4M	\$56.3M	\$17.1M	-23%

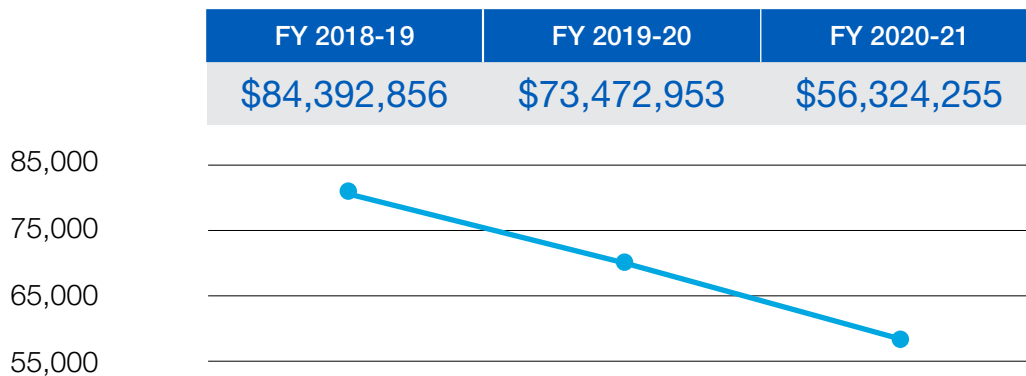


## EXPENDITURES

FY 2019-20	FY 2020-21	Variance \$	Variance %
\$76M	\$82.2M	\$6.2M	8%



## THREE-YEAR REVENUE COMPARISON





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