

**BUILDING INSPECTION COMMISSION (BIC)
Department of Building Inspection (DBI)**

REGULAR MEETING

Wednesday, April 17, 2024 at 10:30 a.m.

City Hall, 1 Dr. Carlton B. Goodlett Place, Room 416

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PUBLIC COMMENT CALL-IN: 1-415-655-0001 / Access Code: 2662 801 1238

ADOPTED MAY 15, 2024

MINUTES

1. Call to Order and Roll Call.

The regular meeting of the Building Inspection Commission was called to order at 10:39 a.m., and a quorum was certified.

COMMISSION MEMBERS PRESENT:

Alysabeth Alexander-Tut, **President**, Arrived 11:10 a.m.

Earl Shaddix, **Vice President**

Evita Chavez, **Commissioner**

Bianca Neumann, **Commissioner**

Angie Sommer, **Commissioner**

Kavin Williams, **Commissioner**

Sonya Harris, **Secretary**

Monique Mustapha, **Assistant Secretary**

D.B.I. REPRESENTATIVES:

Patrick O’Riordan, **Director**

Christine Gasparac, **Assistant Director**

Matthew Greene, **Acting Deputy Director, Inspection Services**

Neville Pereira, **Deputy Director, Plan Review Services**

Alex Koskinen, **Deputy Director, Administrative Services**

Carl Nicita, **Legislative & Public Affairs Manager**

CITY ATTORNEY REPRESENTATIVE:

Robb Kapla, **Deputy City Attorney**

2. President’s opening remarks.

This item was skipped due to President Alexander-Tut was not present at the time.

3. General Public Comment: The BIC will take public comment on matters within the Commission’s jurisdiction that are not part of this agenda.

Mr. Jerry Dratler gave a presentation regarding operational changes to increase DBI revenue and improve operational control. Mr. Dratler spoke about permit fees, re-inspection charges, expired building permits, administrative permits, annual number and cost of Notices of Violation.

Mr. Henry Karnilowicz said he worked with several jurisdictions across the Bay Area and he spoke with a member of the press who asked what was the Permit Tracking System (PTS) like. Mr. Karnilowicz said DBI had the best plan check system because you are able to find who the plan checker is, what station the plan is at, see comments made and contact information for the plan checker. Mr. Karnilowicz said PTS in other places did not have those features.

4. Director’s Report.

a. Director’s Update [Director O’Riordan]

Director O’Riordan made the following points:

- DBI and the Office of Resilience and Capital Planning released a report that detailed the years long effort to develop a plan to ensure the seismic safety of many of the city’s concrete buildings. The Mayor issued a directive in response to the departments to develop an evaluation program and implementation legislation for building owners to assess the condition of their buildings.
- Last year a number of complaints were filed and Notices of Violations were issued for unpermitted awnings. DBI and the Office of Small Business established a streamlined process to legalize existing awnings and the Mayor and BOS passed legislation that created a temporary amnesty program that waived permit inspection and penalty fees. DBI, Planning and Fire Departments partnered with Lily Lowell of Chinatown to help business and property owners complete the online permit applications. Workshops were held through the end of April 2024.
- Mary Wilkinson Church the new Permit Services Manager started April 15, 2024 and will work with Neville Pereira on permit operations and strategic initiatives.

b. Update on major projects.

Director O’Riordan gave an update on major projects for March 2024 as follows:

- Major projects are those with valuation of \$5 million or greater filed, issued, or completed.
 - 1 permits filed
 - \$11.4 million in valuation
 - 0 net units
- Major projects with permits issued.
 - 1 issued
 - \$42.5 million in valuation
 - 0 net units

- Major projects with Certificate of Occupancy
 - 3 completed
 - \$48 million in valuation
 - 28 net units

c. Update on proposed or recently enacted State or local legislation.

Assistant Director Christine Gasparac presented the following items:

File No. 240110: Ordinance amending the Planning Code to clarify the ministerial approval process for certain Accessory Dwelling Units (ADUs).

Ms. Gasparac said the BIC reviewed this file March 2024 and the recommendation was transmitted to the Board of Supervisors (BOS) and there was no further action to date.

File No. 231005: Ordinance amending the Building Code to extend the deadlines for existing buildings with public accommodation to comply with the Accessible Business Entrance (ABE) Program.

Ms. Gasparac said this file passed the BOS on the second reading and File No. 240297 was to extend the deadlines to December 31, 2024 for File No. 231005 and would be heard by the BIC May 2024.

File No. 240319: Hearing on the Mayor’s budgetary decisions.

Ms. Gasparac said the Department was presenting its budget and speaking on the CBO grant program to the BOS after the BIC meeting.

File No. 240182: Hearing on the future of Union Square; Building Department requested to report among other Departments on May 13, 2024.

California state priority bills to have on the radar that may affect the Building Code: **AB 2433** (passed), **AB 2149** to maintain gates, **AB 2910** adaptive reuse in San Francisco.

d. Update on Inspection Services.

Acting Deputy Director of Inspection Services Matthew Greene presented the following Building Inspection Division Performance Measures for March 1, 2024 to March 31, 2024:

- | | |
|---|-------|
| • Building Inspections Performed | 5,034 |
| • Complaints Received | 382 |
| • Complaint Response within 24-72 hours | 380 |
| • Complaints with 1st Notice of Violation sent | 68 |
| • Complaints Received & Abated without NOV | 202 |
| • Abated Complaints with Notice of Violations | 52 |
| • 2nd Notice of Violations Referred to Code Enforcement | 21 |

Acting Deputy Director of Inspection Services Matthew Greene presented the following Housing Inspection Division Performance Measures March 1, 2024 to March 31, 2024:

- | | |
|---------------------------------|-----|
| • Housing Inspections Performed | 979 |
| • Complaints Received | 522 |

• Complaint Response within 24-72 hours	480
• Complaints with Notice of Violations issued	178
• Abated Complaints with NOVs	429
• # of Cases Sent to Director's Hearing	45
• Routine Inspections	107

Acting Deputy Director of Inspection Services Matthew Greene presented the following Code Enforcement Services Performance Measures for March 1, 2024 to March 31, 2024:

• # Housing of Cases Sent to Director's Hearing	56
• # Complaints of Order of Abatements Issues	17
• # Complaint of Cases Under Advisement	0
• # Complaints of Cases Abated	69
• Code Enforcement Inspections Performed	482
• # of Cases Referred to BIC-LC	1
• # of Case Referred to City Attorney	2

Acting Deputy Director of Inspection Services Matthew Greene said Code Enforcement Outreach Programs are updated on a quarterly as follows for the 1st quarter:

• # Total people reached out to	33,091
• # Counseling cases	415
• # Community Program Participants	6,674
• # Cases Resolved	210

e. Update on DBI's finances

Deputy Director of Administrative Services Alex Koskinen gave an update on the Department's March 2024 finances as follows:

Revenues:

- 75% of the year had elapsed
- Total year-end revenues were \$58.8 million collected, \$4.4 million shortfall from \$63.1 million budget.

Expenditures:

- Total year-end expenditures were \$87 million of \$92 million budget.

Permits:

- Year to Date (YTD) permits were 7% higher than the prior year
- YTD valuation was 8% lower than last year

Commissioner's Questions and Comments:

Commissioner Williams asked what were special expenditures?

Mr. Koskinen said special expenditures were continuing funds, the Building Inspection financial fund

was the umbrella in which all of DBI's revenues and expenditures lived, and within that there were various expenditures such as the repair and demolition fund and strong motion implementation, which was a state program. Those were continuing budgets, special revenue sources with special uses and the majority was Permit Tracking System (PTS) funds which was added to replace the system in 2020 and have been carried forward since. A project manager was hired to begin the process and lay the foundation to replace PTS. Also, the Department was replacing its sales systems along with various continuing sources.

5. Commissioner's Questions and Matters.

- a. Inquiries to Staff. At this time, Commissioners may make inquiries to staff regarding various documents, policies, practices, and procedures, which are of interest to the Commission.
- b. Future Meetings/Agendas. At this time, the Commission may discuss and take action to set the date of a Special Meeting and/or determine those items that could be placed on the agenda of the next meeting and other future meetings of the Building Inspection Commission.

There was no public comment.

Secretary Harris announced the next Regular meeting of the BIC would be on May 15, 2024.

6. Update regarding the Code Advisory Committee (CAC).

Mr. Stephen Harris, Vice Chair of the CAC gave a presentation and made the following points:

- Defined and created in San Francisco Building Code section 105A.4.3
- The CAC had seventeen positions made up of design professionals, contractors, property owners and managers, historical preservation and disability access specialists, as well as members at large.
- Issues addressed by the CAC were proposed Ordinances, Code updates, Administrative Bulletins, Information Sheets, and program updates.
- The CAC reviewed and made recommendations of for File Nos. 220878-2, 230212, 230373, 230477, 230371-2, 230374, 2306558, 230764, 231130, 230862, recommended disapproval of File No. 230134, and referred to subcommittee for further study File No. 230703.

Commissioner Sommer expressed her gratitude for all of the Code Advisory Committee member's hard work. The Commission relies on the CAC's thoughts and opinions as they take a deep dive into various legislation, so there is great value in the group. Commissioner Sommer said that she suggested this agenda item, because she values the committee's input as well as fellow Structural Engineer Stephen Harris. Commissioner Sommer presented Vice-Chair Harris with a Certificate of Appreciation and thanked him for his service. She also stated that all of the CAC members would be receiving certificates as well at their next meeting.

Mr. Harris thanked Commissioner Sommer for attending the CAC meetings.

President Alexander-Tut stated that the CAC's expertise is very thoughtful and helpful, and she appreciated the memos to the BIC.

7. Update on DBI's Strategic Plan.

Communications Director Patrick Hannan gave a presentation and made the following points:

- In October 2023, the Department began working with Capital Partnerships on the strategic plan.
- Capital Partners began by conducting interviews of the Departments stakeholders, while the Department jointly conducted surveys of employees and customers for insight and understanding.
- January 2024 was when the strategic plan went into its development stage.
- The Department defined its mission, vision, goals, strategies, and tactics.
- Core Values: Customer Focus, professionalism, integrity, supportive work environment, diversity, equity, inclusion, and belonging, and transparency and accountability.
- Recent Accomplishments: Leadership and management changes, ethical reforms, building inspections, permitting process improvements.
- Goals and Strategies: Ensure building safety and resilience, improve building permitting, and enhance inspections processes, increase public trust, cultivate a highly effective workforce, produce sufficient revenue to fund optimal operations.
- Strategies;
 - Oversee code-compliant building design, construction and habitability to modify, preserve and expand the functionality of San Francisco's built environment.
 - Collaborate with other City departments to identify and implement means to improve building permitting using consistent standards, transparent processes, performance benchmarks, good customer service and clear feedback while ensuring full compliance with the building codes.
 - Improve internal processes to validate code compliance and conduct enforcement.
 - Maintain and expand the department's reforms initiative and compliance programs to ensure the integrity of the department's services. Complete the compliance audit and perform additional audits as necessary.
 - Build a culture of trust, expertise and continuity through hiring, training, succession planning, coaching, and communications.
 - Develop a plan to fully recover costs and identify key areas for investment in personnel and technology.
- Next Steps:
 1. Present plan to DBI staff May 1, 2024 All-Hands meeting.
 2. Host initial kickoff meetings with cross-divisional work teams.
 3. Develop work plans and deliverables.
 4. Begin implementation.
 5. Work team leaders provide bi-weekly updates to BI's executive leadership.

Public Comment:

Mr. Jerry Dratler said the strategic plan was aspirational and when would DBI publish a detailed task list with specific delivery dates. As recommended by the Controller's Office was DBI implementing locking down the Permit Tracking System in the strategic plan with a delivery date and would progress on the strategic plan be reported monthly to the BIC. Also, was there a contingency plan in the strategic plan to

address a potential reduction in grant funding to non-profits who managed thousands of housing complaints.

Commissioner's Questions and Comments:

Commissioner Williams said what were the examples of strengths, threats, and opportunities that were incorporated into the Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis.

Mr. Hannan said the analysis was extremely detailed and some areas it was found that multiple stakeholders identified as a hot spot that needed to be addressed and other areas were more general such as continue reform initiatives.

Mr. Hannan said he would provide the report to the BIC and the goal was to make progress over the next eighteen months, the plan would be updated every two years and began with five-year plan. The replacement of PTS was in the plan and the analysis would show some bigger picture, longer term goals.

President Alexander-Tut said how often and for how long would staff meet.

Mr. Hannan said there were six work groups formed and May 2024 they would begin to develop plans and timelines and at a later date staff would return to the BIC with updates on timelines and progress.

President Alexander-Tut said what was meant by creating new funding streams.

Mr. Hannan said that was a two-part goal. The first part was the largest expense are staff and technology investments. The department needed to solve for gaps in optimizing productivity so finding additional funds and where to deploy were part of next steps and same for the technology piece that Mr. Koskinen went over before.

President Alexander-Tut said she did not see the Diversity, Equity, and Inclusion plan points in the remainder of the report and how the Department would reflect those goals and values internally and externally and what were the goals regarding community focus.

Mr. Hannan said he would report at a later time regarding the Housing component and the website was translated in four languages, if someone went into the Permit Center there was the language line, which had dozens of languages, available bilingual staff.

President Alexander-Tut said she would like an update on the strategic plan that showed how the goals were being implemented from a culturally competent and language access point of view.

8. Update on changes to in-house permit processing.

Deputy Director of Permit Services Neville Pereira gave a presentation and made the following points:

- Permit Services Division was part of three divisions within DBI, the inspection services, administrative services, and permit services.
- There were approximately one hundred employees that manages permitting issues for buildings, electrical, plumbing, mechanical, and other construction related permits.
- Permit Services partnered and relied on other departments such as Building Inspection, Planning, Public Works, Fire, Public Health, and SF Public Utilities Commission

- There were three pathways to building permits; instant, online trade permits, over the counter, and in-house review.
- In-House Review – Permit Volume and Value
 - \$1,152,020,341 – Total value of all 2023 issued In-House review permits
 - \$997,420.21 – Average value of a 2023 issued In-House Review permit
- Five stages: Pre-submission, Intake, Routing, Plan review, Issuance
- In-House Review Process Improvements:
 - Began dynamic staffing assignments July 2022, noticed thirty-three percent of permit applications were being rejected for incompleteness.
 - Beginning 2024 the rejection rate was down to fourteen percent.
 - October 2022 the internal Work in Progress (WIP) dashboard was implemented.

Mr. Pereira acknowledged the Management Information Systems (MIS) team and Megan Wall-Shui, together they were able to sift through the data and create dashboards to be able to see areas that needed improvement as well as areas of improvements made.

Improvements on In-House Review Results January – March 2024

- 424 permits and addenda submitted for completeness review
- 63% have been deemed complete, most on first submission
- 99.8% of completeness checks done in 15 business days or less
- Median seven business days from first submission to deemed complete
- DBI provides first plan check comments to customers in a median of 10 business days
- Percentage of housing-producing permits/addenda receiving first review in six weeks or less saw a 50% improvement from 2022

Public Comment:

Mr. Jerry Dratler said he was very impressed with the progress that had been made in the area of permit processing and the operational improvements were a result in professional management.

Mr. Dratler said were the plans randomly assigned or did customers have the ability to choose their plan checker.

Commissioner's Questions and Comments:

Mr. Pereira said the Department did not allow for customers to choose their plan checker and gathering statistics is added work and he thanked the staff for their work.

Commissioners thanked Mr. Pereira for his presentation.

9. Review and approval of the minutes of the Special Meeting of February 14, 2024.

Commissioner Sommer made a motion to approve the Special Meeting minutes of February 14, 2024, seconded by Commissioner Chavez.

There was no public comment.

The motion carried unanimously.

RESOLUTION NO. BIC 020-24

10. Review and approval of the minutes of the Regular Meeting of March 20, 2024.

Commissioner Neumann made a motion to continue the approval of the Regular Meeting minutes of March 20, 2024, seconded by Commissioner Chavez.

There was no public comment.

The motion carried unanimously.

RESOLUTION NO. BIC 021-24

11. Discussion and possible action on the annual performance evaluation for the BIC Secretary.

a. Public Comment on all matters pertaining to the Closed Session.

There was no public comment.

b. Possible action to convene a Closed Session.

President Alexander-Tut made a motion, seconded by Commissioner Williams, to convene a Closed Session.

The motion carried unanimously.

RESOLUTION NO. BIC 022-24

c. CLOSED SESSION: Pursuant to Government Code Section 54957(b) and the San Francisco Administrative Code Section 67.10(b).

Secretary to the Building Inspection Commission – Ms. Sonya Harris

d. Reconvene in Open Session to vote on whether to disclose any or all discussions held in Closed Session (Administrative Code Section 67.10(b)).

Commissioner Chavez made a motion to reconvene in Open Session and not disclose any or all discussions held in Closed Session.

The motion carried unanimously.

RESOLUTION NO. 023-24

11. Adjournment.

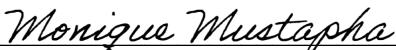
Commissioner Neumann made a motion, seconded by Commissioner Chavez to adjourn the meeting.

The meeting adjourned at 12:48 p.m.

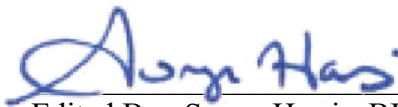
RESOLUTION NO. 024-24

SUMMARY OF REQUESTS BY COMMISSIONERS OR FOLLOW UP ITEMS	
President Alexander-Tut said she would like an update on the strategic plan that showed how the goals were being implemented from a culturally competent and language access point of view. – Alexander-Tut	Page 7

Respectfully submitted,



Monique Mustapha, Assistant BIC Secretary



Edited By: Sonya Harris, BIC Secretary