

# ANNUAL REPORT

## FY 2022-2023

# SAN FRANCISCO DEPARTMENT OF BUILDING INSPECTION



**City & County of San Francisco**

Mayor London N. Breed

**Board of Supervisors**

**Building Inspection Commission**

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## Dear Customers and Stakeholders,

We are pleased to share the Department of Building Inspection's (DBI) FY 2022-2023 Annual Report and are proud of the operational improvements we made to better serve the public, including:

- Launching a Pre-Plan Check completeness review for In-House Review projects to increase the efficiency of plan check and permit issuance
- Prioritizing project recheck reviews and establishing a new 10-day recheck review standard to keep In-House Review applications moving forward instead of going to the back of the queue
- Creating an internal Work in Progress (WIP) dashboard empowering DBI management to assign and track open In-House Review projects in one shared location
- Posting In-House Review project assignment dates and an inspection checklist for small businesses
- Clearing expired permit applications and purging stale plans
- Completing customer service training for every DBI employee
- Enabling instant, online electrical permits for qualifying rooftop solar installations through SolarAPP+
- Assuming responsibility for all disabled access review as part of plan review.

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 and 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 2022-2023



291 employees work at DBI



Issued more than **50,000** building, plumbing, and **electrical permits** – that's more than **190** each business day!



Issued permits with a combined construction valuation of more than **\$2,900,000,000**.



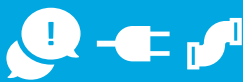
**57%** of Over-the-Counter building permit applications were processed within two business days.



Issued Certificates of Final Completion for **226 Accessory Dwelling Units**.



Conducted nearly **143,000 inspections** - that's more than **11,900** each month! **94%** of the building, electrical and plumbing permit inspections were conducted within two business days of the requested appointment date.



Received **5,875** building, **electrical** and **plumbing** complaints and initiated an investigation within three days **99%** of the time.



Achieved **91%** compliance for the Soft Story Retrofit Program.



Produced nearly **6,327 3R reports** with **100%** of the reports provided within seven business days and processed more than **9,249 record requests** with **94%** being provided at the counter.

# 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, 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.

**Raquel Bito**  
President

**Jason Tam**  
Vice President

**Alysabeth Alexander-Tut**

**Bianca Neumann**

**Earl Shaddix**

**Angie Sommer, SE**

## BIC SUBCOMMITTEES, ADVISORY COMMITTEES, & BOARDS

- BIC Client Services Subcommittee
- BIC Litigation Subcommittee
- BIC Nominations Subcommittee
- Abatement Appeals Board
- Access Appeals Commission
- Board of Examiners
- Code Advisory Committee
  - Administrative & General Design and Disability Access Subcommittee
  - Green Building Subcommittee
  - Housing Code Subcommittee
  - Mechanical / Electrical / Plumbing / Fire and Life Safety Subcommittee
  - Structural Subcommittee



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1064 Mission Street / Photo credit: Episcopal Community Services of San Francisco



# ABOUT THE DEPARTMENT OF BUILDING INSPECTION



## Director's Office

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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
- Compliance
- Data Analysis



## Administrative Services

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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

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Inspection Services (IS) inspects buildings for compliance with code requirements and 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

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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 special programs and the Building Occupancy Resumption Program (BORP). It consists of the following:

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

# PERFORMANCE MEASURES

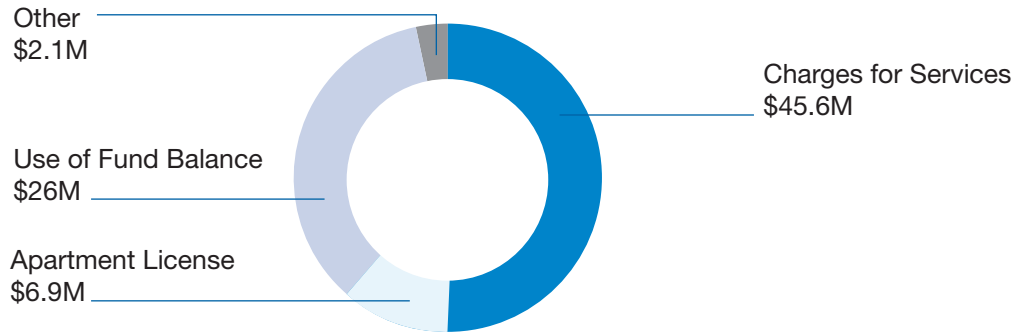
## PERFORMANCE MEASURES

Metric	Target	Actual
Percentage of Records Requests Processed Over-The-Counter	85%	93%
Inspections per Inspector/Day (Building)	11	13
Inspections per Inspector/Day (Electrical)	11	11
Inspections per Inspector/Day (Plumbing)	11	12
Percentage of Life Hazards or Lack of Heat Complaints Responded to Within One Business Day	85%	86%
Percentage of Non-Hazard Complaints Responded to Within Three Business Days	85%	99%
Percentage of Non-Hazard Housing Inspection Complaints Responded to Within Three Business Days	85%	89%
Percentage of Over-The-Counter Permits Issued in Two Business Days or Less (Includes All Occupancy Classes)	60%	57%
Percentage of In-House Review Permits for 1-2 Family Dwellings Meeting Specified Review Time, Based on Project Scope of Work	85%	23%
Percentage of In-House Review Permits for Multifamily/ Residential Mixed-Use Buildings Meeting Specified Review Time, Based on Project Scope of Work	85%	36%
Percentage of In-House Review Permits for Commercial, Industrial and Institutional Buildings Meeting Specified Review Time, Based on Project Scope of Work	85%	34%
Percentage of In-House Review Permits for Other Structures Meeting Specified Review Time, Based on Project Scope of Work	85%	48%
Percentage of Pre-Application Meetings Conducted Within 14 Calendar Days	92%	81%
Percentage of Over-The-Counter No-Plans Building Permits Processed Online	15%	12%
Percentage of Plumbing and Electrical Permits Processed Online	60%	59%
Percentage of In-House Review Permits Processed with Electronic Plan Review	65%	70%

# FINANCE

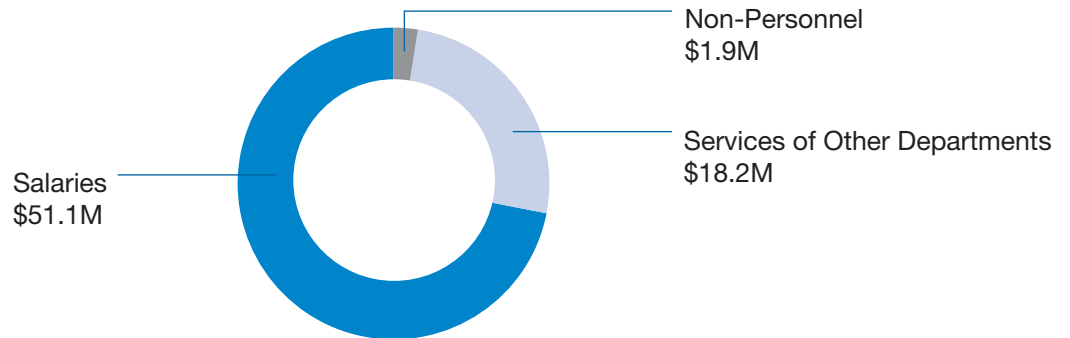
## REVENUES

FY 2021-22	FY 2022-23	Variance \$	Variance %
\$58.4M	\$54.6M	(\$3.8M)	-6.5%

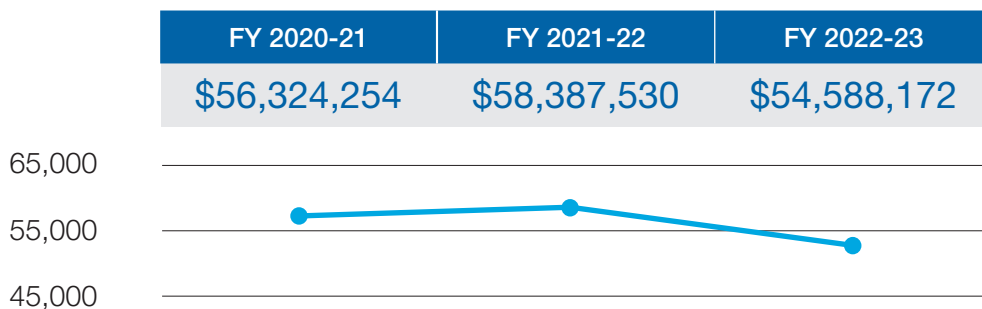


## EXPENDITURES

FY 2021-22	FY 2022-23	Variance \$	Variance %
\$80.7M	\$80.6M	(\$.2M)	-.2%



## THREE-YEAR REVENUE COMPARISON





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