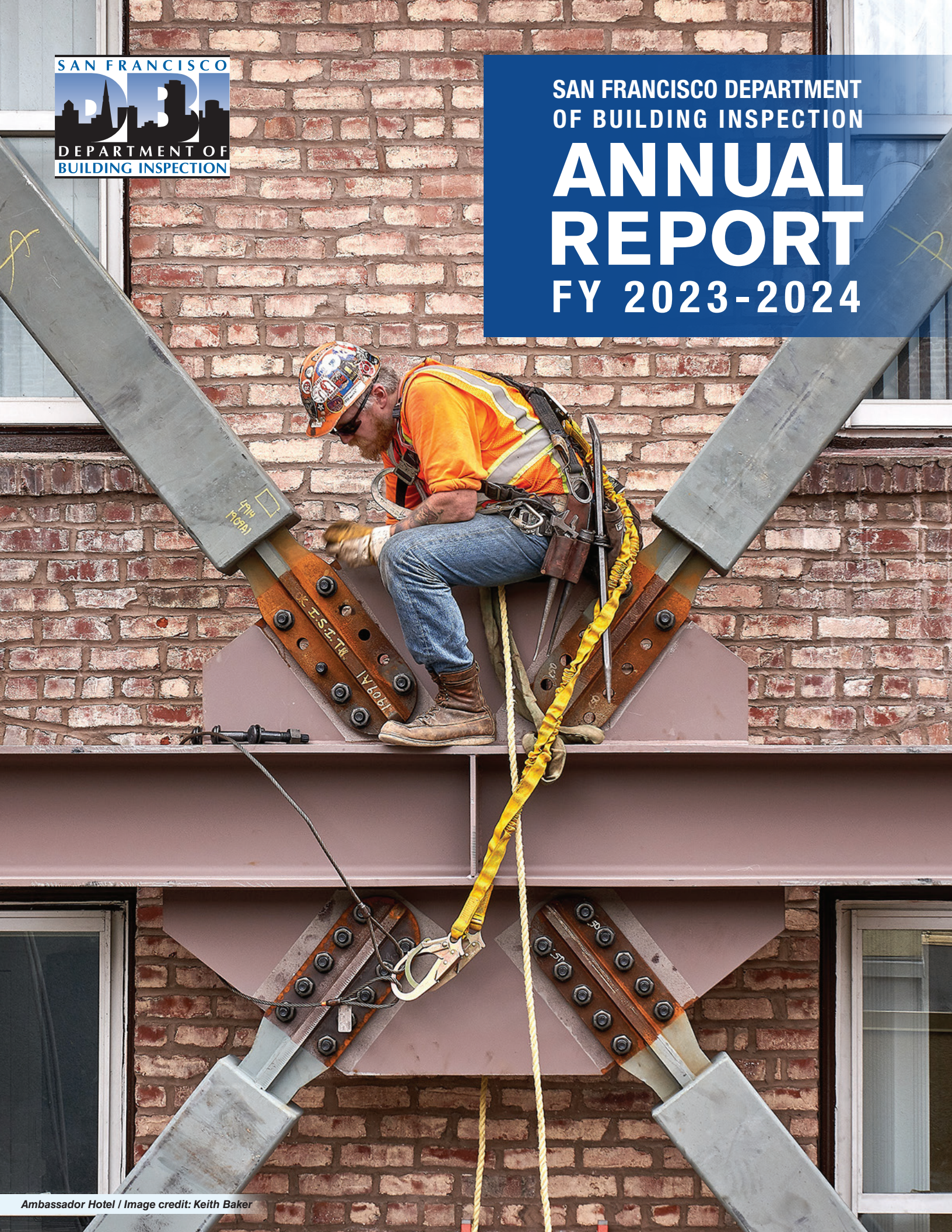




SAN FRANCISCO DEPARTMENT
OF BUILDING INSPECTION

ANNUAL REPORT

FY 2023-2024





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 2023-2024 Annual Report and are proud of the operational improvements we made to better serve the public, including:

- Launched electronic plan review for all In-House Review projects.
- Created new comprehensive, multi-departmental webpages, checklists and digital submission portals for In-House Review and Accessory Dwelling Unit (ADU) projects.
- Established the 15-day multi-departmental Completeness Check to ensure applications include all the necessary information for review.
- Streamlined the process for replacing laundromat washers and dryers.
- Reduced the need for customers to have to come in-person to the Permit Center by enabling online ordering of issued building permits, job cards, and Certificates of Final Completion and Occupancy, and began accepting online requests for permit extensions and withdrawals.
- Instituted a new, mandatory special inspection attestation to prevent potential conflicts of interest.
- Changed our policies so that anyone can pay for a building permit regardless of whether they are officially associated with the project.
- Offered a new compliance pathway for property owners who want to change the occupancy classification of their building.

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 San Francisco'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 & ISSUE PERMITS



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

INSPECT & 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 2023-2024



Employed **287** staff.



Issued more than **51,000** building, plumbing, and electrical permits – that's **196** each business day!



Issued permits with a combined construction valuation of more than **\$2,420,000,000**.



Processed **63%** of Over-the-Counter building permit applications within two business days.



Issued Certificates of Final Completion for **211** Accessory Dwelling Units.



Conducted nearly **137,000** inspections - that's more than **11,400** each month! 93% of the building, electrical and plumbing permit inspections were conducted within two business days of the requested appointment date.



Received **5,046** building, electrical and plumbing complaints and initiated an investigation within three days **99%** of the time.



Achieved **93%** compliance for the Soft Story Retrofit Program.



Produced nearly **6,413** 3R reports with **100%** of the reports provided within seven business days and processed more than **11,171** record requests with **90%** 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.

Alysabeth Alexander-Tut
President

Earl Shaddix
Vice President

Evita Chavez

Bianca Neumann

Angie Sommer

Kavin Williams

BIC SUBCOMMITTEES, ADVISORY COMMITTEES, & BOARDS

- 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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Ambassador Hotel / Photo credit:
Bruce Damonte

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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Administrative Services 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
- Human Resources and Payroll
- 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 the 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. PS screens, routes and coordinates building permit application review and issues permits, routing permits and plans for review. PS also manages approval and issuance of construction permits, including electrical and plumbing permits for public and private buildings in 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

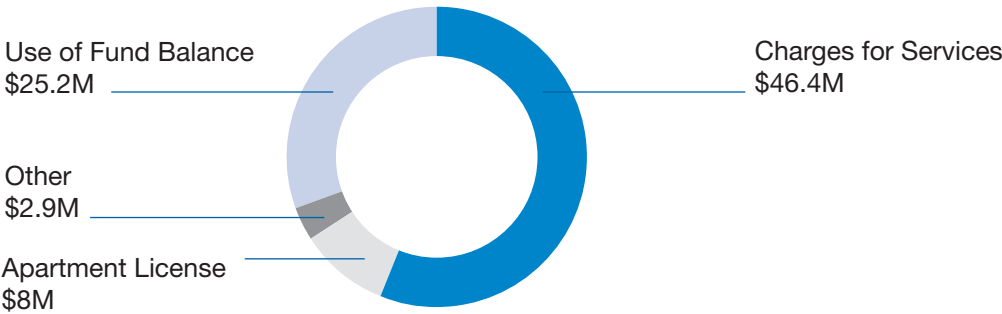
PERFORMANCE MEASURES

Metric	Target	Actual
Percentage of Records Requests Processed Over-The-Counter	85%	90%
Inspections per Inspector/Day (Building)	11	15
Inspections per Inspector/Day (Electrical)	11	14
Inspections per Inspector/Day (Plumbing)	11	12
Percentage of Life Hazards or Lack of Heat Complaints Responded to Within One Business Day	85%	83%
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%	90%
Percentage of Over-The-Counter Permits Issued in Two Business Days or Less (Includes All Occupancy Classes)	60%	63%
Percentage of In-House Review Permits for 1-2 Family Dwellings Meeting Specified Review Time, Based on Project Scope of Work	85%	51%
Percentage of In-House Review Permits for Multifamily/ Residential Mixed-Use Buildings Meeting Specified Review Time, Based on Project Scope of Work	85%	71%
Percentage of In-House Review Permits for Commercial, Industrial and Institutional Buildings Meeting Specified Review Time, Based on Project Scope of Work	85%	69%
Percentage of In-House Review Permits for Other Structures Meeting Specified Review Time, Based on Project Scope of Work	85%	81%
Percentage of Pre-Application Meetings Conducted Within 14 Calendar Days	92%	100%
Percentage of Over-The-Counter No-Plans Building Permits Processed Online	15%	14%
Percentage of Plumbing and Electrical Permits Processed Online	60%	57%
Percentage of In-House Review Permits Processed with Electronic Plan Review	65%	78%

FINANCE

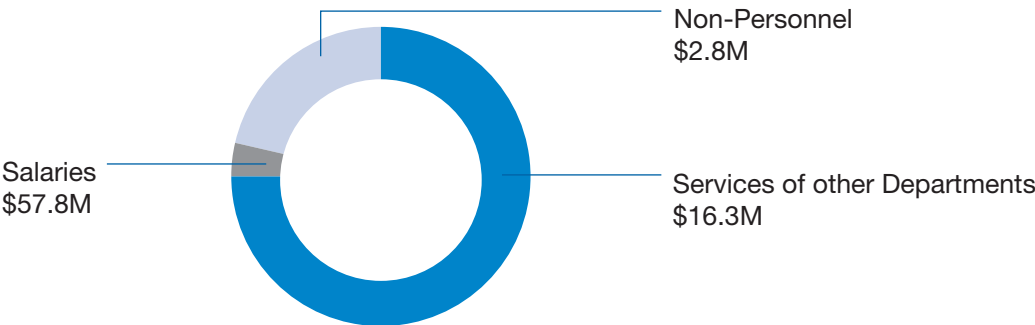
REVENUES

FY 2022-23	FY 2023-24	Variance \$	Variance %
\$54.6M	\$57.4M	\$2.78M	5.09%



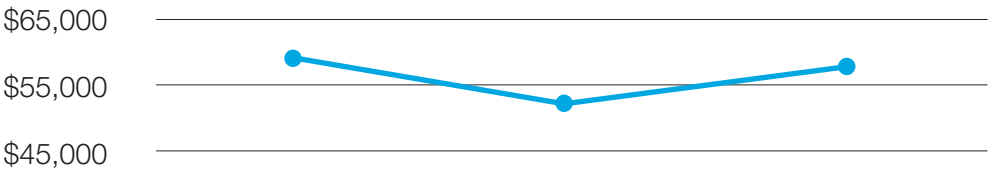
EXPENDITURES

FY 2022-23	FY 2023-24	Variance \$	Variance %
\$80.6M	\$82.6M	\$2M	2.45%



THREE-YEAR REVENUE COMPARISON

FY 2021-22	FY 2022-23	FY 2023-24
\$58,387,530	\$54,588,172	\$57,364,587





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