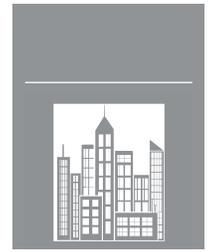


# DEPARTMENT OF BUILDINGS

Rick D. Chandler, Commissioner



## WHAT WE DO

The Department of Buildings (DOB) ensures the safe and lawful use of more than 1,000,000 buildings and construction sites by enforcing the City's Building Code, Construction Codes and Zoning Resolution, as well as the New York State Multiple Dwelling Law. The Department enforces compliance with these regulations and promotes public safety through its review and approval of building plans, permitting and licensing functions, and inspections.

## FOCUS ON EQUITY

The Department of Buildings promotes the safety of all people who build, live and work in New York City.

In addition to code and zoning compliance reviews, as well as emergency responses to and professional analyses of accidents, the Department has strengthened its education and outreach efforts to remind construction professionals, property owners, and tenants that safety must come first.

The Department is committed to operating efficiently and equitably distributing its resources to meet the safety and service needs of residents in all five boroughs.

The Department's motto, Build Safe | Live Safe, underscores the importance of safe construction and the safe use of buildings, even after a property's final Certificate of Occupancy is issued.

## OUR SERVICES AND GOALS

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### SERVICE 1 Facilitate safe and compliant development.

- Goal 1a Improve application processing efficiency.
- Goal 1b Promptly review initial construction plans.
- Goal 1c Promptly schedule development inspections.

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### SERVICE 2 Ensure the safe and lawful use of buildings and properties by enforcing the Building Code and the Zoning Resolution.

- Goal 2a Promptly address complaints.
- Goal 2b Rigorously enforce construction laws.
- Goal 2c Prevent construction-related fatalities and injuries.

## HOW WE PERFORMED

- Overall job filings increased by less than one percent from the same period in the prior fiscal year. Decreases in the number of filings for new buildings and major renovations, which fell by 10.3 and 14.0 percent, respectively, were offset by a 2.1 percent increase in job filings for minor renovations.
- The number of first plan reviews continued on an upward trend as the Department completed 4.7 percent more reviews than in the comparable period in Fiscal 2015. The average time to complete first plan reviews of new building applications at the Borough Offices increased from 15.1 to 15.6 days, and by more than a third for major renovations, from 12.4 to 17 days. For jobs filed through the Hub, average plan review times for new buildings decreased, from 11.9 to 11.4 days, and rose by less than a half day for major renovations, from 10.6 to 11 days. On average, at both the Borough offices and the Hub, plan review times for applications of minor renovations increased by approximately one day. As the Department begins its implementation of Building One City, the Department's action plan, DOB has begun to hire additional plan examiners which should reduce completion times for plan reviews.
- The percent of professionally certified jobs increased to over 61 percent largely due to the Department's ongoing emphasis on use of the Hub's 24/7 online portal to accept professionally certified applications for minor alterations. The percent of all professionally certified jobs that were audited was 13.5 percent, compared to 15.1 percent during the similar Fiscal 2015 period, remaining below the 20 percent target.
- At 4.2, 3.8 and 4.4 days, respectively, the average wait times for construction, plumbing and electrical inspections were better than their targets.
- The number of complaints received by the Department increased, with Priority A (emergency) complaints rising by 15.1 percent and Priority B (nonemergency) complaints by 7.5 percent. Average response times to Priority A complaints remained relatively unchanged at 0.8 days and decreased by more than 16 days to 24.5 days for Priority B, although the number of Priority B complaints responded to fell by 26.8 percent. As the fiscal year progresses, the Department expects these figures to move closer to Fiscal 2015 levels.
- The Department is implementing a proactive enforcement strategy targeting problem construction firms. Enhanced enforcement actions under this program were initiated in Fall 2015 against three firms, resulting in stop-work orders at hundreds of construction sites. In addition, the Department continues to strengthen its education and outreach efforts to raise awareness about best safety practices at construction sites throughout the City. Compared to the same four-month period last year, fatalities increased from 1 to 4 and injuries increased from 93 to 203; most injuries resulted from failures to properly safeguard sites or worker error.

## SERVICE 1 Facilitate safe and compliant development.

### Goal 1a Improve application processing efficiency.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Jobs filed	72,288	82,551	91,933	*	*	32,685	32,948
★ Average time to complete application processing (days)	0.09	0.09	0.07	0.10	0.10	0.08	0.07
Building permits issued - Initial	88,290	98,302	104,087	*	*	37,207	38,485
Building permits issued - Renewals	41,230	44,538	44,774	*	*	14,813	16,674
Certificates of Occupancy issued	5,949	5,694	5,289	*	*	1,843	2,028

★ Critical Indicator "NA" - means Not Available in this report \* No Target ↕ ↑ shows desired direction

**Goal 1b** Promptly review initial construction plans.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
First plan reviews completed	69,380	76,669	84,449	*	*	29,660	31,057
★ Average days to complete first plan review (Borough offices) - New buildings	16.1	8.8	14.9	12.0	12.0	15.1	15.6
★ Average days to complete first plan review (Borough offices) - Major renovation (Alteration I)	12.0	11.3	15.2	10.0	10.0	12.4	17.0
Average days to complete first plan review (Borough offices) - Minor renovation (Alterations II and III)	4.2	3.8	4.1	4.0	4.0	3.7	4.6
Average days to complete first plan review (Hub projects) - New buildings	11.6	12.7	17.9	*	*	11.9	11.4
Average days to complete first plan review (Hub projects) - Major renovation (Alteration I)	11.9	11.9	16.2	*	*	10.6	11.0
Average days to complete first plan review (Hub projects) - Minor renovation (Alterations II and III)	1.4	1.1	2.6	*	*	2.2	3.3
Jobs professionally certified (%)	55.2%	57.8%	58.8%	*	*	59.1%	61.4%
Jobs professionally certified that were audited (%)	20.3%	18.2%	13.8%	20.0%	20.0%	15.1%	13.5%
- Audits that resulted in revocation notices (%)	10.4%	13.1%	14.6%	*	*	9.9%	8.2%

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**Goal 1c** Promptly schedule development inspections.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Average wait time for a construction inspection (days)	4.7	3.4	3.6	4.5	4.5	3.5	4.2
★ Average wait time for a plumbing inspection (days)	5.1	4.5	4.5	5.0	5.0	4.3	3.8
★ Average wait time for an electrical inspection (days)	6.3	6.1	5.2	6.0	6.0	4.7	4.4

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**SERVICE 2** Ensure the safe and lawful use of buildings and properties by enforcing the Building Code and the Zoning Resolution.

**Goal 2a** Promptly address complaints.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Priority A (emergency) complaints received	14,511	14,654	15,827	*	*	5,400	6,214
Priority B (nonemergency) complaints received	58,983	70,089	63,160	*	*	22,904	24,632
Priority A complaints responded to	14,542	14,468	15,420	*	*	5,292	5,978
Priority B complaints responded to	51,990	63,215	54,688	*	*	22,363	16,365
★ Average time to respond to Priority A complaints (days)	0.7	0.7	0.7	1.0	1.0	0.7	0.8
★ Average time to respond to Priority B complaints (days)	48.5	34.6	38.4	40.0	40.0	40.9	24.5
★ Residential illegal conversion complaints where access was obtained (%)	41.6%	44.1%	40.5%	44.0%	44.0%	41.9%	41.8%
- Access obtained and violations were written (%)	50.2%	44.7%	37.4%	*	*	36.7%	37.4%
Work without a permit complaints where access was obtained and violations were written (%)	43.9%	32.7%	33.3%	*	*	28.6%	33.7%

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**Goal 2b** Rigorously enforce construction laws.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Construction inspections completed	131,444	142,222	139,323	140,000	140,000	52,205	45,656
Average construction inspections per inspector day	11.8	10.8	NA	*	*	9.3	NA
Construction inspections resulting in violations (%)	21.3%	19.1%	18.6%	*	*	19.6%	25.6%
DOB violations issued	65,189	82,753	65,215	*	*	15,516	26,919
Environmental Control Board violations issued	43,320	47,768	52,315	*	*	18,694	17,645
★ Violations admitted to or upheld at the Environmental Control Board (%)	79.4%	82.1%	84.5%	80.0%	80.0%	NA	NA

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**Goal 2c** Prevent construction-related fatalities and injuries.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Construction-related incidents	403	459	736	*	*	219	365
- Construction-related accidents	173	207	314	*	*	86	181
★ Construction-related injuries	187	212	324	↓	↓	93	203
★ Construction-related fatalities	5	6	10	↓	↓	1	4
Incident inspections resulting in violations (%)	79.6%	75.2%	70.4%	*	*	73.4%	61.7%

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## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Collisions involving City vehicles	22	33	41	*	*	16	5
Workplace injuries reported	17	15	12	*	*	6	2

"NA" - means Not Available in this report \* No Target

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Customer Experience							
E-mails responded to in 14 days (%)	37%	65%	51%	57%	57%	52%	54%
Letters responded to in 14 days (%)	54%	49%	69%	57%	57%	55%	17%
Calls answered in 30 seconds (%)	NA	NA	NA	*	*	NA	NA
Average customer in-person wait time (minutes)	NA	NA	NA	*	*	NA	NA
Completed customer requests for interpretation	36	17	66	*	*	NA	NA
CORE customer experience rating (0-100)	83	91	90	85	85	NA	NA

"NA" - means Not Available in this report \* No Target

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - Elevator - Defective/Not Working (60 days)	49%	51%	48%	50%	50%	45%	62%
Percent meeting time to first action - General Construction/Plumbing - Contrary/Beyond Approved Plans/Permits (60 days)	70%	80%	81%	72%	72%	78%	83%
Percent meeting time to first action - General Construction/Plumbing - Failure to Maintain (60 days)	77%	79%	81%	77%	77%	86%	95%
Percent meeting time to first action - Illegal Conversion of Residential Building/Space (60 days)	47%	62%	65%	57%	57%	66%	73%
Percent meeting time to first action - No Permit - Construction, Plumbing, Cranes & Dericks, Building/Use, Elevator (60 days)	72%	72%	63%	77%	77%	44%	81%

"NA" - means Not Available in this report \* No Target

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2015 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY13	FY14	FY15	FY16	FY16 <sup>1</sup>	FY17 <sup>1</sup>	FY15	FY16
Expenditures (\$000,000) <sup>2</sup>	\$102.5	\$98.7	\$108.7	\$154.4	\$155.2	\$155.4	\$35.1	\$43.4
Revenues (\$000,000)	\$228.0	\$246.1	\$291.8	\$214.9	\$225.8	\$220.2	\$94.3	\$99.4
Personnel	1,039	1,073	1,156	1,475	1,489	1,618	1,082	1,180
Overtime paid (\$000,000)	\$6.1	\$6.4	\$7.1	\$3.4	\$3.4	\$3.4	\$1.9	\$2.3

<sup>1</sup>January 2016 Financial Plan    <sup>2</sup>Expenditures include all funds    "NA" - Not Available in this report

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- DOB corrected four-month Fiscal 2015 data for several indicators reflecting routine updates and minor adjustments to previously reported data.

## ADDITIONAL RESOURCES

For additional information go to:

- Annual reports:  
<http://www.nyc.gov/html/dob/html/about/about.shtml>
- Department Statistics (seven reports, either monthly or weekly):  
[http://www.nyc.gov/html/dob/html/codes\\_and\\_reference\\_materials/statistics.shtml](http://www.nyc.gov/html/dob/html/codes_and_reference_materials/statistics.shtml)

For more information on the agency, please visit: [www.nyc.gov/buildings](http://www.nyc.gov/buildings).

