

DEPARTMENT OF BUILDINGS

Rick D. Chandler, Commissioner



WHAT WE DO

The Department of Buildings (DOB) regulates the safe and lawful use of more than 1,000,000 buildings and 45,000 active construction sites under its jurisdiction by enforcing laws, including the City's Construction Codes, Zoning Resolution and Energy Code, 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.

The Department's motto, 'Build Safe | Live Safe,' underscores the importance of safe construction and the safe and lawful occupancy and use of buildings, even after the construction work is completed and/or a Certificate of Occupancy is issued.

In addition to code and zoning compliance review, the Department provides emergency response and performs regulatory investigations of construction accidents, with the goal of improving safety at construction sites throughout the City. The Department has strengthened its educational outreach and enforcement efforts to remind construction professionals, licensees, property owners and tenants that safety must always come first.

The Department is committed to operating efficiently and equitably distributing its resources to meet the safety and customer service needs of residents in all five boroughs. As part of its transformative Building One City plan, the Department continued the public rollout of DOB NOW, a program to enable the public to do all business with the agency online. The program's goals are to increase the transparency of the agency's operations, improve the consistency of determinations, promote the highest standards of integrity among staff and in the real estate and construction industries, and develop a data-driven approach to improving service levels and disciplining bad actors.

OUR SERVICES AND GOALS

SERVICE 1 Facilitate safe and compliant development.

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

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 building and zoning laws.
- Goal 2c Prevent construction-related fatalities and injuries.

HOW WE PERFORMED IN FISCAL 2018

SERVICE 1 Facilitate safe and compliant development.

Goal 1a Improve processing efficiency.

Fiscal 2018 reporting incorporates DOB NOW volumes for job filings, initial building permits and building permit renewals. DOB NOW will eventually replace the Building Information System (BIS) as the Department's public-facing application portal, allowing the public to conduct all business with DOB fully online. DOB NOW volumes are reported separately from their BIS counterparts. The agency classifies DOB NOW filings by work type (such as plumbing, sprinkler, antenna and supported scaffold) and not by the new building, major renovation and minor renovation job type classifications used in BIS. Separating filings this way in DOB NOW allows construction applications to be reviewed and approved more quickly, creating a much better service experience for customers. Total filings increased by 3.2 percent from the prior fiscal year to approximately 95,500. Of these total filings, 13.9 percent came in online through DOB NOW.

The average in-person wait time at borough offices/specialized units was 21 minutes, down from 27 in the prior fiscal year. The average time for customers to complete transactions in-person was five minutes, down from seven minutes in the prior fiscal year.

The Department issued 111,185 initial building construction permits and 62,297 renewal permits, increases of 1.3 percent and 10.9 percent, respectively, from the previous year.

Performance Indicators	Actual					Target		Trend	
	FY14	FY15	FY16	FY17	FY18	FY18	FY19	5-Year	Desired Direction
Filings (DOB NOW)	NA	NA	3	19	13,244	*	*	NA	*
Jobs filed (BIS)	82,551	91,933	93,130	92,569	82,286	*	*	Neutral	*
★ Average customer in-person transaction time (minutes)	NA	NA	NA	7	5	↓	↓	NA	Down
Average customer in-person wait time (minutes)	NA	NA	NA	27	21	*	*	NA	Down
Work permits issued - Initial (DOB NOW)	NA	NA	NA	NA	11,239	*	*	NA	*
Work permits issued - Renewals (DOB NOW)	NA	NA	NA	NA	3,439	*	*	NA	*
Building permits issued - Initial (BIS)	98,302	104,087	109,277	109,724	99,946	*	*	Neutral	*
Building permits issued - Renewals (BIS)	44,538	44,774	52,244	56,183	58,858	*	*	Up	*
Certificates of Occupancy issued	5,694	5,289	5,893	6,427	6,032	*	*	Up	*
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

Goal 1b Promptly review initial construction plans.

DOB completed 90,635 plan reviews, a 4.3 percent increase from the previous year. 77,391 of these reviews were for applications filed in BIS and the remaining 13,244 were for applications filed online through DOB NOW.

The average time to complete first plan reviews for new buildings at the Borough Offices increased by 1.8 percent, from 5.6 to 5.7 days and for major renovations decreased from 5.8 to 5.5 days. For jobs filed through the Development Hub, average plan review times for new buildings decreased from 4.9 to 4.2 days and for major renovations went from 5.1 to 4.3 days. Average plan review times for minor renovations at the Borough Offices increased from 1.5 to 1.7 days and remained at 0.1 days for the Full Service and Self Service Hubs.

The percent of jobs professionally certified reached 61 percent. Of these jobs, 19 percent were audited. 38 percent of audited jobs were issued a revocation notice, requiring applicants to propose corrective measures within 15 calendar days of the notice's issuance.

Performance Indicators	Actual					Target		Trend	
	FY14	FY15	FY16	FY17	FY18	FY18	FY19	5-Year	Desired Direction
First plan reviews completed	76,669	84,449	88,542	86,878	77,391	*	*	Neutral	*
★ Average days to complete first plan review (Borough offices) - New buildings	8.8	14.9	11.1	5.6	5.7	12.0	12.0	Down	Down
★ Average days to complete first plan review (Borough offices) - Major renovation (Alteration I)	11.3	15.2	12.2	5.8	5.5	10.0	10.0	Down	Down
Average days to complete first plan review (Borough offices) - Minor renovation (Alterations II and III)	3.8	4.1	3.2	1.5	1.7	4.0	4.0	Down	Down
Average days to complete first plan review (Hub projects) - New buildings	12.7	17.9	9.9	4.9	4.2	*	*	Down	Down
Average days to complete first plan review (Hub projects) - Major renovation (Alteration I)	11.9	16.2	9.0	5.1	4.3	*	*	Down	Down
Average days to complete first plan review (Hub projects) - Minor renovation (Alterations II and III)	1.1	2.6	2.7	0.1	0.1	*	*	Down	Down
Jobs professionally certified (%)	57.8%	58.8%	61.9%	64.1%	61.2%	*	*	Neutral	Up
Jobs professionally certified that were audited (%)	NA	20.6%	20.3%	23.0%	19.1%	*	*	NA	Up
Of eligible audited jobs, the percent of audits that resulted in revocation notices (%)	NA	NA	34.3%	42.0%	37.9%	*	*	NA	Up
★ Critical Indicator	"NA" Not Available	↕↔ Directional Target			* None				

Goal 1c Promptly schedule development inspections.

The average wait time for a construction inspection decreased from 2.7 days to 2.4 days on 37,382 inspections. Average wait times for plumbing and electrical inspections also decreased to 2.1 days on 34,552 inspections and 3.9 days on 80,173 inspections, respectively.

The Department has continued to rely on DOB NOW: Inspections, which allows for online inspection scheduling, tracking and notification. In addition to providing secure online accounts, the system has made it easier for DOB customers to make inspection requests and check the status of their requests.

Performance Indicators	Actual					Target		Trend	
	FY14	FY15	FY16	FY17	FY18	FY18	FY19	5-Year	Desired Direction
★ Average days between construction inspection request and inspection	3.4	3.6	3.8	2.7	2.4	↓	↓	Down	Down
★ Average days between electrical inspection request and inspection	6.1	5.2	6.4	6.5	3.9	↓	↓	Down	Down
★ Average days between plumbing inspection request and inspection	4.5	4.5	3.8	3.4	2.1	↓	↓	Down	Down
★ Critical Indicator	"NA" Not Available	↕↔ Directional Target			* None				

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.

As one example of its commitment to customer service, the Department again made progress in decreasing its backlog of nonemergency complaints at the same time as it reduced overall complaint response time. Resources were allocated to prioritize the oldest complaints in the backlog.

The Department responded to 3.4 percent more Priority B complaints than in the prior fiscal year. At the same time, the average time to respond to Priority B complaints decreased from 38.2 to 13.2 days. The Department expects average response times to B complaints to remain below this 40-day target.

Performance Indicators	Actual					Target		Trend	
	FY14	FY15	FY16	FY17	FY18	FY18	FY19	5-Year	Desired Direction
Priority A (emergency) complaints received	14,654	15,827	17,629	16,591	16,989	*	*	Up	*
Priority B (nonemergency) complaints received	70,089	63,160	70,661	74,240	78,526	*	*	Up	*
Priority A complaints responded to	14,468	15,420	16,927	15,981	16,463	*	*	Up	*
Priority B complaints responded to	63,215	54,688	60,716	72,848	75,326	*	*	Up	*
★ Average time to respond to Priority A complaints (days)	0.7	0.7	0.8	0.6	0.4	1.0	1.0	Down	Down
★ Average time to respond to Priority B complaints (days)	34.6	38.4	42.8	38.2	13.2	40.0	40.0	Down	Down
★ Residential illegal conversion complaints where access was obtained (%)	44.1%	40.5%	38.4%	36.4%	38.2%	44.0%	44.0%	Down	Up
– Access obtained and violations were written (%)	44.7%	37.4%	40.4%	39.8%	42.3%	*	*	Neutral	*
Work without a permit complaints where access was obtained and violations were written (%)	32.7%	33.3%	29.5%	29.9%	29.6%	*	*	Down	*
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

Goal 2b Rigorously enforce building and zoning laws.

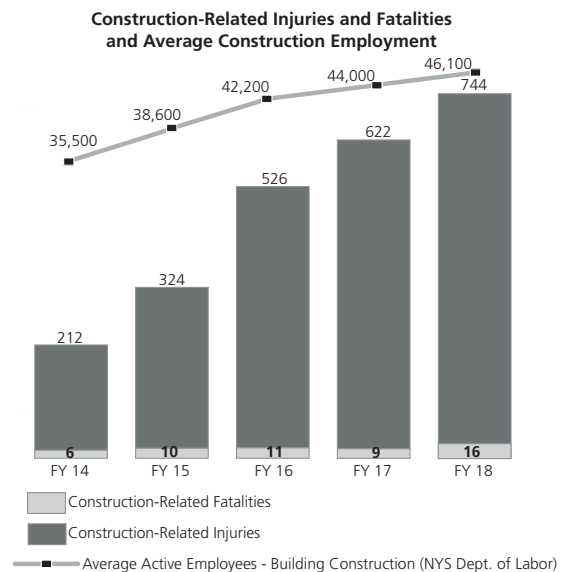
In furtherance of its mandate to protect the safety of the public, DOB issued 82,228 Office of Administrative Trials and Hearings violations, 23.9 percent more than a year ago. Of these violations issued, nearly 79 percent were upheld, which is slightly below the target of 80 percent.

Performance Indicators	Actual					Target		Trend	
	FY14	FY15	FY16	FY17	FY18	FY18	FY19	5-Year	Desired Direction
★ Construction inspections completed	142,222	139,323	148,162	156,508	188,221	140,000	140,000	Up	Up
Construction inspections resulting in violations (%)	19.1%	18.6%	24.9%	24.6%	26.0%	*	*	Up	*
DOB violations issued	82,753	65,215	61,393	89,430	79,422	*	*	Neutral	*
Office of Administrative Trials and Hearings violations issued	47,768	52,315	55,121	66,399	82,228	*	*	Up	*
★ Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	82.1%	84.5%	85.2%	81.7%	79.1%	80.0%	80.0%	Neutral	Up
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

Goal 2c Prevent construction-related fatalities and injuries.

Compared to the prior fiscal year, construction-related accidents rose from 611 to 729 and construction-related injuries increased from 622 to 744, while fatalities increased from nine to 16. In order to reduce such incidents, the Department is actively hiring additional enforcement inspectors, as well as continuing to strengthen its education and outreach programs by working with industry professionals to raise awareness about best safety practices to prevent construction accidents causing serious or fatal injuries.

Enhancements to the Construction Superintendent Rule, promulgated in August 2016, expanded the universe of jobs that require a Construction Superintendent. On the enforcement side, in addition to issuing Stop Work Orders, the Department vigorously seeks to suspend or revoke DOB-issued licenses or registrations of licensees involved in unsafe construction practices



The Department continues to strengthen its education and outreach programs by working with industry professionals to raise awareness about best safety practices at construction sites throughout the City. As part of its ongoing multilingual safety campaign, Experience Is Not Enough, the Department distributes educational flyers at hundreds of construction sites across the City and, in Fiscal 2017, expanded outreach to include safety workshops for day laborer groups. Additionally, the annual [Build Safe | Live Safe Conference](#) is a daylong series of seminars where Department experts discuss industry trends and highlight safe construction operations.

Finally, the Department is working diligently to implement Local Law 196 of 2017, which will require a minimum of 40 hours of construction safety training as early as 2019 for thousands of construction workers on construction sites that present the greatest safety risk to workers and the public. The Department has prepared and released the training curriculum and has performed outreach to well over 1,000 industry professionals on the requirements of the law.

Performance Indicators	Actual					Target		Trend	
	FY14	FY15	FY16	FY17	FY18	FY18	FY19	5-Year	Desired Direction
Construction-related incidents	459	736	979	1,170	1,052	*	*	Up	Down
– Construction-related accidents	207	314	500	611	729	*	*	Up	Down
★ Construction-related injuries	212	324	526	622	744	↓	↓	Up	Down
★ – Construction-related fatalities	6	10	11	9	16	↓	↓	Up	Down
Incident inspections resulting in violations (%)	75.2%	70.4%	63.1%	64.3%	72.7%	*	*	Neutral	*
★ Critical Indicator	“NA” Not Available		↑↓ Directional Target	* None					

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY14	FY15	FY16	FY17	FY18	FY18	FY19	5-Year	Desired Direction
Collisions involving City vehicles	33	41	44	98	81	*	*	Up	Down
Workplace injuries reported	15	12	10	21	20	*	*	Up	Down
★ Critical Indicator	“NA” Not Available		↑↓ Directional Target	* None					

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY14	FY15	FY16	FY17	FY18	FY18	FY19	5-Year	Desired Direction
Customer Experience									
E-mails responded to in 14 days (%)	65%	51%	60%	63%	50%	57%	57%	Down	Up
Letters responded to in 14 days (%)	49%	69%	30%	60%	47%	57%	57%	Down	Up
Calls answered in 30 seconds (%)	NA	NA	NA	NA	70%	*	*	NA	Up
Completed customer requests for interpretation	17	66	68	63	100	*	*	Up	*
CORE customer experience rating (0-100)	91	90	91	90	90	85	85	Neutral	Up
★ Critical Indicator	“NA” Not Available		↑↓ Directional Target	* None					

Performance Indicators	Actual					Target		Trend	
	FY14	FY15	FY16	FY17	FY18	FY18	FY19	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to first action - Elevator - Defective/Not Working (60 days)	51%	48%	57%	92%	100%	50%	50%	Up	*
Percent meeting time to first action - General Construction/ Plumbing - Contrary/Beyond Approved Plans/Permits (60 days)	80%	81%	78%	62%	88%	72%	72%	Neutral	*
Percent meeting time to first action - General Construction/ Plumbing - Failure to Maintain (60 days)	79%	81%	93%	80%	63%	77%	77%	Down	*
Percent meeting time to first action - Illegal Conversion of Residential Building/Space (60 days)	62%	65%	56%	53%	91%	57%	57%	Up	*
Percent meeting time to first action - No Permit - Construction, Plumbing, Cranes & Derricks, Building/Use, Elevator (60 days)	72%	63%	85%	93%	98%	77%	77%	Up	*
★ Critical Indicator "NA" Not Available ↑↓ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY14	FY15	FY16	FY17	FY18	FY18	FY19	
Expenditures (\$000,000) ³	\$98.7	\$108.7	\$134.7	\$150.4	\$167.3	\$192.9	\$204.8	Up
Revenues (\$000,000)	\$246.1	\$291.8	\$301.9	\$303.3	\$328.4	\$310.7	\$301.2	Up
Personnel	1,073	1,156	1,361	1,551	1,633	1,826	1,880	Up
Overtime paid (\$000,000)	\$6.4	\$7.1	\$8.3	\$7.9	\$3.3	\$3.4	\$3.0	Down
¹ Actual financial amounts for the most current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds *NA" - Not Available *None								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY17 ¹ (\$000,000)	Modified Budget FY18 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$116.1	\$130.2	All
002 - Other Than Personal Services	\$34.2	\$37.1	All
Agency Total	\$150.4	\$167.3	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2017. Includes all funds. ² City of New York Adopted Budget for Fiscal 2018, as of June 2018. Includes all funds. ³ Refer to agency goals listed at front of chapter. *NA" Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- DOB added three new indicators to incorporate applications submitted online through DOB NOW rather than the Building Information System. 'Filings (DOB NOW),' 'Work permits issued – Initial (DOB NOW),' and 'Work permits issued – Renewals (DOB NOW)' are reported separately from their BIS counterparts. The Department classifies DOB NOW filings by work type (such as plumbing, sprinkler, antenna, and supported scaffold) and not by the new building, major renovation, and minor renovation job type classifications used for BIS. Separating filings this way in DOB NOW allows construction applications to be reviewed and approved more quickly, creating a much better service experience for customers.

ADDITIONAL RESOURCES

For additional information go to:

- Building One City:
http://www1.nyc.gov/assets/buildings/pdf/building_one_city.pdf
- Data and Reporting:
<http://www1.nyc.gov/site/buildings/about/metrics-reports.page>

For more information on the agency, please visit: www.nyc.gov/buildings.

