

DEPARTMENT OF BUILDINGS

Melanie E. La Rocca, Commissioner



WHAT WE DO

The Department of Buildings (DOB) regulates the safe and lawful use of more than 1,000,000 buildings and 50,000 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. The Department is currently in the process of setting goals for the next stage of its growth, which will be released in a vision document in the coming months.

FOCUS ON EQUITY

The Department of Buildings (DOB) is committed to efficient, impartial and effective service delivery and protection for all residents—tenants and owners alike—especially as DOB migrates more of its public-facing interactions online. Guided by the Building One City plan, the Department continues its rollout of DOB NOW, the Department's transformative initiative to replace a three-decades-old mainframe system and increase transparency of agency operations, ease business interactions with the agency, promote the highest standards of integrity internally and within the industry, and develop a data-driven approach to disciplining bad actors.

Additionally, DOB is fully committed to protecting the public's long-term safety in the face of climate change. With the passage of the 2020 NYC Energy Conservation Code and our continued implementation of significant parts of Mayor de Blasio's NYC Green New Deal and OneNYC 2050 plan, the Department is focused on assisting owners in meeting their obligations under the law.

The key to success is DOB's effort to recruit a diverse and inclusive workforce reflective of the City's population grounded in providing services in a fair and equitable manner to all members of the public.

DOB's commitment to Diversity and Inclusion is fostered in the Department's Employee Resource Groups. These Employee Resource Groups are focused on the various diversity events and initiatives celebrated and acknowledged by the various members of the workforce. In Fiscal 2020, DOB Diversity along with the various ERG chairs hosted a total 10 events and initiatives to help promote awareness of the various diverse cultures that make up DOB's workforce. These diversity initiatives and events will be ongoing into Fiscal 2021 and beyond as we continue to promote the importance of diversity, respect and values that each individual employee brings to our workforce and the impact it has on the city we serve.

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 2020

SERVICE 1 Facilitate safe and compliant development.

Goal 1a Improve processing efficiency.

The Department is in the process of replacing the Building Information System (BIS) with its public-facing application portal DOB NOW. When fully implemented, it will allow industry professionals, licensees, owners, and the general public to conduct business with DOB fully online. Since implementation began, DOB NOW has successfully moved the processing of a significant percentage of job and permit work-types, inspection sign-offs, safety compliance filings, and licensing transactions to DOB NOW. In Fiscal 2021, the Department will add more work-types and functionality to DOB NOW including General Construction, the most commonly issued permit type, and Certificates of Occupancy. 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.

In Fiscal 2020, total job filings remained stable. There were 45,428 BIS filings and 58,309 DOB NOW filings, representing a 2.3 percent decrease from Fiscal 2019. The total number of completed plan reviews for total BIS and DOB NOW filings decreased by 1.1 percent from 99,975 to 98,881 including 41,262 BIS completed plan reviews, and 57,619 DOB NOW completed plan reviews. Filings and plan reviews are expected to continue increasing in DOB NOW as volume shifts to that system from BIS.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Filings (DOB NOW)	3	19	13,244	24,415	58,309	*	*	Up	*
Jobs filed (BIS)	93,130	92,569	82,286	81,809	45,428	*	*	Down	*
★ Average customer in-person transaction time (minutes)	NA	7	5	5	5	↓	↓	NA	Down
Average customer in-person wait time (minutes)	NA	27	21	23	16	*	*	NA	Down
Work permits issued - Initial (DOB NOW)	NA	NA	11,239	20,299	38,652	*	*	NA	*
Work permits issued - Renewals (DOB NOW)	NA	NA	3,439	10,433	16,273	*	*	NA	*
Building permits issued - Initial (BIS)	109,277	109,724	99,946	93,676	46,524	*	*	Down	*
Building permits issued - Renewals (BIS)	52,244	56,183	58,858	56,834	46,875	*	*	Neutral	*
Certificates of Occupancy issued	5,893	6,427	6,032	6,197	4,049	*	*	Down	*
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

Goal 1b Promptly review initial construction plans.

The average time to complete first plan reviews for new buildings at the Borough Offices increased from 4.4 days to 5.2 days, and for major renovations the service level rose from 5.0 to 5.4 days. For jobs filed through the Hub, average plan review times for new buildings rose from 4.5 to 4.9 days, and for major renovations increased from 4.2 to 4.8 days. Overall, these first exams were completed within the target average of 10.0 days or less for new buildings and major alterations.

Average plan review times for minor renovations at the Borough Offices increased from 1.3 to 2.7 days, and rose from 1.4 to 1.8 days for the Hub. For DOB NOW, the average time to complete first plan reviews was 1.0 day. Overall, these first exams were completed within the target average of 4.0 days or less for minor alterations.

Borough plan examination units experienced significant turnover in senior examiners, and the agency continued implementing additional work types in DOB NOW. Time spent in trainings related to this augmentation, along with coordination of reviews in multiple systems, have impacted review service levels.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
First plan reviews completed (BIS)	88,542	86,878	77,391	75,577	41,262	*	*	Down	*
First plan reviews completed (DOB NOW)			13,009	24,398	57,619	*	*	NA	*
★ Average days to complete first plan review (Borough offices) - New buildings	11.1	5.6	5.7	4.4	5.2	12.0	12.0	Down	Down
★ Average days to complete first plan review (Borough offices) - Major renovation (Alteration I)	12.2	5.8	5.5	5.0	5.4	10.0	10.0	Down	Down
Average days to complete first plan review (Borough offices) - Minor renovation (Alterations II and III)	3.2	1.5	1.7	1.3	2.7	4.0	4.0	Down	Down
Average days to complete first plan review (Hub projects) - New buildings	9.9	4.9	4.2	4.5	4.9	*	*	Down	Down
Average days to complete first plan review (Hub projects) - Major renovation (Alteration I)	9.0	5.1	4.3	4.2	4.8	*	*	Down	Down
Average days to complete first plan review (Hub projects) - Minor renovation (Alterations II and III)	2.7	0.1	0.1	1.4	1.8	*	*	Down	Down
Average days to complete first plan review (DOB NOW)	NA	NA	NA	0.6	1.0	*	*	NA	Down
Permitted jobs professionally certified (%)	61.9%	64.1%	61.2%	58.1%	62.2%	*	*	Neutral	Up
Permitted jobs professionally certified that were audited (%)	20.3%	23.0%	19.1%	13.4%	11.9%	*	*	Down	Up
Of eligible audited jobs, the percent of audits that resulted in revocation notices (%)	34.3%	42.0%	37.9%	41.1%	44.2%	*	*	Up	Up
★ Average days to complete first review (DOB NOW)	NA	NA	NA	0.6	1.0	↓	↓	NA	Down
Average days from filing to approval (DOB NOW)	NA	NA	NA	45.6	8.3	*	*	NA	Down
★ Critical Indicator "NA" Not Available ⇅ Directional Target * None									

Goal 1c Promptly schedule development inspections.

The average wait time for a construction inspection decreased slightly from 2.0 days to 1.9 days, while average wait times for plumbing inspections increased slightly from 2.4 to 2.5 days. Electrical inspections decreased slightly from 2.6 to 2.5 days.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Average days between construction inspection request and inspection	3.8	2.7	2.4	2.0	1.9	↓	↓	Down	Down
★ Average days between electrical inspection request and inspection	6.4	6.5	3.9	2.6	2.5	↓	↓	Down	Down
★ Average days between plumbing inspection request and inspection	3.8	3.4	2.1	2.4	2.5	↓	↓	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.

The Department received over 3,000 more Priority A complaints than in the prior year, with the uptick mostly attributable to COVID-19 related issues in April and May of 2020. The average time to respond to Priority A complaints in Fiscal 2020 increased from 0.3 days to 0.4 days, with the target of 1.0 day or less being satisfied.

Priority B complaints decreased by roughly 8,000 during the reporting period, with a decline during April and May of 2020. The average time to respond to Priority B complaints increased from 11.4 days to 11.8 days, with the target of 40.0 days or less being satisfied.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Priority A (emergency) complaints received	17,629	16,591	16,989	17,281	20,458	*	*	Up	*
Priority B (nonemergency) complaints received	70,661	74,240	78,526	77,386	72,246	*	*	Neutral	*
Priority A complaints responded to	16,927	15,981	16,463	16,737	20,054	*	*	Up	*
Priority B complaints responded to	60,716	72,848	75,326	70,027	61,749	*	*	Neutral	*
★ Average time to respond to Priority A complaints (days)	0.8	0.6	0.4	0.3	0.4	1.0	1.0	Down	Down
★ Average time to respond to Priority B complaints (days)	42.8	38.2	13.2	11.4	11.8	40.0	40.0	Down	Down
★ Residential illegal conversion complaints where access was obtained (%)	38.4%	36.4%	38.2%	38.0%	41.9%	44.0%	44.0%	Neutral	Up
– Access obtained and violations were written (%)	40.4%	39.8%	42.3%	41.6%	34.4%	*	*	Neutral	*
Work without a permit complaints where access was obtained and violations were written (%)	29.5%	29.9%	29.6%	29.3%	35.0%	*	*	Up	*

★ 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 is focused on its role as steward of the zoning resolution and building code. For those who choose to violate those rules, the Department addresses bad actors in several ways, one of which is the issuance of summonses or violations. The Department completed 168,507 construction inspections compared to 203,077 in the same Fiscal 2019 period, and issued 80,155 OATH/Environmental Control Board violations (11 percent fewer than a year ago). Of the violations heard, 73 percent were upheld, a decrease from 80 percent last year. DOB's violations not only require a penalty payment but also that unsafe conditions must be fixed. Licenses and registrations is another area where the Department carefully watches for repeat offenders who ignore their compliance obligation. Licenses and registrations are issued only after applicants pass rigorous background investigations, and in many cases applicants must take an examination. Investigations are also conducted upon renewal. In Fiscal 2020, DOB violations issued increased to 96,969 from 80,874 in the prior Fiscal 2019 period.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Construction inspections completed	148,162	156,508	188,221	203,077	168,507	140,000	140,000	Up	Up
Construction inspections resulting in violations (%)	24.9%	24.6%	26.0%	30.1%	28.8%	*	*	Up	*
DOB violations issued	61,393	89,430	79,422	80,874	96,969	*	*	Up	*
Office of Administrative Trials and Hearings violations issued	55,121	66,399	82,228	89,964	80,155	*	*	Up	*
★ Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	85.2%	81.7%	79.1%	79.9%	72.6%	80.0%	80.0%	Down	Up

★ Critical Indicator "NA" Not Available ↑↓ Directional Target * None

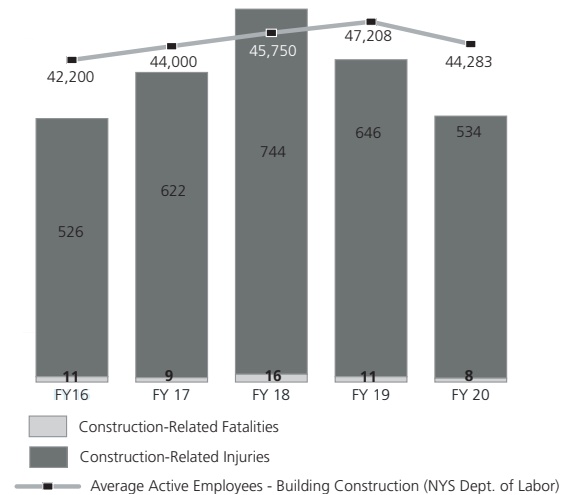
Goal 2c Prevent construction-related fatalities and injuries.

Compared to the prior fiscal year, there was a reduction in construction-related accidents causing serious or fatal injuries resulting in part from proactive enforcement and better-trained workers. Construction-related accidents decreased from 625 to 509 in Fiscal 2020 and construction-related injuries decreased from 646 to 534. Fatalities decreased from 11 to eight.

During the commencement of COVID-19, through June 30, 2020, the Construction Safety Compliance Unit (CSC) conducted construction sweeps, which consisted of specific proactive safety monitoring inspections of 3,000 sites for compliance with construction ban/reopening, social distancing, and general site safety requirements. The Department collectively has conducted an estimated 355,000 COVID-19 construction ban/reopening inspections during that same time frame.

The Department continues to implement Local Law 196 of 2017 that requires workers on the City’s larger building construction sites to have specific hours of safety training. Through Fiscal 2020, Department-approved course providers issued nearly 85,000 Site Safety Training Cards. Efforts to raise safety awareness included direct outreach at over 1,500 job sites, distribution of 50,000 pieces of outreach material in multiple languages, mailing permit holders and site safety professionals about training requirements, issuing public service notices, training over 1,000 professionals during Local Law 196 information sessions, and social media engagement. Similar outreach will be performed in advance of the requirement for workers to have forty hours of safety training by March 1, 2021.

Construction-Related Injuries and Fatalities and Average Construction Employment



Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Construction-related incidents	979	1,170	1,052	915	764	*	*	Down	Down
– Construction-related accidents	500	611	729	625	509	*	*	Neutral	Down
★ Construction-related injuries	526	622	744	646	534	↓	↓	Neutral	Down
★ – Construction-related fatalities	11	9	16	11	8	↓	↓	Down	Down
Incident inspections resulting in violations (%)	63.1%	64.3%	72.7%	81.7%	87.4%	*	*	Up	*

★ Critical Indicator “NA” Not Available ⬆️⬇️ Directional Target * None

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Collisions involving City vehicles	44	98	81	110		*	*	NA	Down
Workplace injuries reported	10	21	20	10	16	*	*	Neutral	Down

★ Critical Indicator “NA” Not Available ⬆️⬇️ Directional Target * None

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Customer Experience									
E-mails responded to in 14 days (%)	60%	63%	50%	53%	51%	57%	57%	Down	Up
Letters responded to in 14 days (%)	30%	60%	47%	58%	86%	57%	57%	Up	Up
Calls answered in 30 seconds (%)	NA	NA	70%	68%	62%	*	*	NA	Up
Completed customer requests for interpretation	68	63	100	122	77	*	*	Up	*
CORE customer experience rating (0-100)	91	90	90	NA	99	85	85	NA	Up
★ Critical Indicator "NA" Not Available ↑↓ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to first action - Elevator - Defective/Not Working (60 days)	57%	92%	100%	NA	NA	50%	50%	NA	*
Percent meeting time to first action - General Construction/ Plumbing - Contrary/Beyond Approved Plans/Permits (60 days)	78%	62%	88%	98%	98%	72%	72%	Up	*
Percent meeting time to first action - General Construction/ Plumbing - Failure to Maintain (60 days)	93%	80%	63%	63%	89%	77%	77%	Down	*
Percent meeting time to first action - Illegal Conversion of Residential Building/Space (60 days)	56%	53%	91%	100%	89%	57%	57%	Up	*
Percent meeting time to first action - No Permit - Construction, Plumbing, Cranes & Derricks, Building/Use, Elevator (60 days)	85%	93%	98%	97%	97%	77%	77%	Up	*
★ Critical Indicator "NA" Not Available ↑↓ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	
Expenditures (\$000,000) ³	\$134.7	\$150.4	\$159.7	\$173.2	\$189.1	\$210.6	\$183.0	Up
Revenues (\$000,000)	\$301.9	\$303.3	\$329.7	\$388.5	\$340.7	\$335.4	\$352.7	Up
Personnel	1,361	1,551	1,633	1,665	1,734	1,899	1,756	Up
Overtime paid (\$000,000)	\$8.3	\$7.9	\$7.4	\$7.5	\$3.0	\$3.0	\$3.0	Down
¹ Actual financial amounts for the 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 FY19 ¹ (\$000,000)	Modified Budget FY20 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$132.6	\$141.1	All
002 - Other Than Personal Services	\$40.6	\$48.0	All
Agency Total	\$173.2	\$189.1	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2019. Includes all funds. ²City of New York Adopted Budget for Fiscal 2020, as of June 2020. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Fiscal 2018 and 2019 hub plan review times for minor alterations were updated due to refinement in logic and related adjustments.
- Fiscal 2019 DOB violations issued count was updated due to refinement in logic and related adjustments.

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.

