Department of Design and Construction

David J. Burney, Commissioner

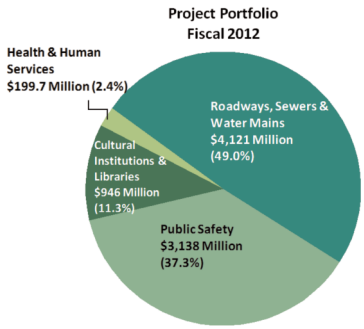
Key Public Service Areas

✓ Design and build quality public buildings and infrastructure projects on time and within budget.

Scope of Agency Operations

The Department of Design and Construction (DDC) manages a design and construction portfolio of more than $7 billion of the City's capital program. Projects range from roadways, sewers and water mains to public safety, health and human service facilities, as well as cultural institutions and libraries. Through a combination of in-house staff and private consultants and contractors, the Department delivers quality, cost-effective projects in a safe and efficient manner.

The City of New York is committed to achieving design and construction excellence in its capital program by building on the tradition of innovation in architecture and engineering that has contributed to the City's prestige as a global destination. To that end, DDC continues to promote design and construction excellence through innovative procurement methods, design competitions and a comprehensive review process.



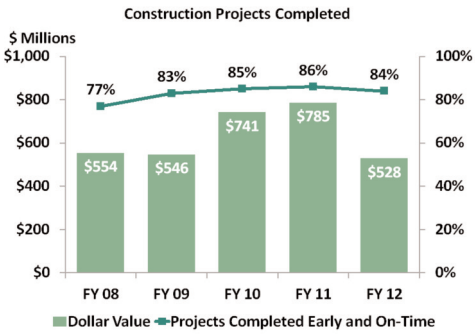
Critical Objectives

- Ensure that projects are completed in a timely and cost-effective manner while striving to achieve the highest degree of excellence in design and construction.
- Establish and employ safety and quality standards.
- Increase contract procurement efficiency.

Performance Report

✓ **Design and build quality public buildings and infrastructure projects on time and within budget.**

- The percentage of active design projects and construction projects in the Agency's portfolio on or ahead of schedule decreased slightly to 86 percent and 88 percent, respectively. The difference between the initially projected completion date for a project and the current timeline - a measure of length of lateness - remained low at 1.2 percent for design projects and 1.9 percent for construction. As of June 30th, DDC's portfolio included 175 design projects, valued at approximately $2.6 billion, and over 300 construction projects, valued at more than $4.8 billion.

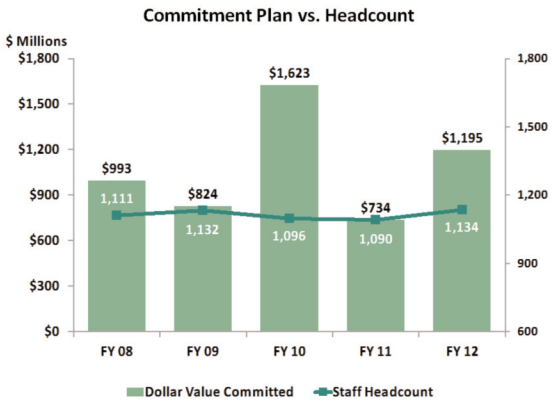


- DDC exceeded its overall design and capital construction targets, completing 141 design projects and 111 construction projects. On-time performance rates for completed projects were better than the established goals with the exception of public building construction, which narrowly missed the target. Cost overruns for design and construction contracts were consistent with last year and continue to be below industry standards.

- The Department completed 28 miles of roadway reconstruction compared to a target of 27 miles, but completed fewer miles than planned of water main and sewer work due to unexpected field conditions and changes in project scope. On-time performance for all completed work was considerably better than the respective targets.

- The Department committed 25 percent of the total planned capital contract value within the first six months of the fiscal year, and by year-end had registered $1.2 billion in capital contracts. The budgeted headcount increased by 4 percent as DDC added projects from two new client agencies.

- DDC solicited feedback on 17 infrastructure and 39 public building projects during the fiscal year. Overall, 94 percent of respondents were satisfied with the results of the completed projects, an increase of 8 percentage points over last year.



	Actual					Target		5-Yr. Trend
Performance Statistics	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
★ *Active design projects: Early/on-time (%)*	85%	89%	91%	87%	86%	*	*	Neutral
★ *Active design projects: Difference between projected and scheduled duration (%)*	1.8%	1.2%	0.1%	1.1%	1.2%	*	*	Downward
Design projects completed	131	130	126	127	141	109	130	Neutral
★ *- Completed early/on-time: Infrastructure (%)*	88%	90%	95%	99%	91%	88%	88%	Neutral
★ *- Completed early/on-time: Public buildings (%)*	86%	85%	88%	91%	89%	88%	88%	Neutral
★ *Active construction projects: Early/on-time (%)*	72%	84%	87%	91%	88%	*	*	Upward
★ *Active construction projects: Difference between projected and scheduled duration (%)*	7.0%	5.6%	2.7%	1.6%	1.9%	*	*	Downward
Construction projects completed	122	93	99	91	111	106	116	Neutral
- Infrastructure	48	41	40	35	48	39	42	Neutral
- Human services	21	10	16	10	9	7	10	Downward
- Cultural institutions and libraries	28	23	33	32	47	48	48	Upward
- Public safety	25	19	10	14	7	12	16	Downward
★ *- Completed early/on-time: Infrastructure (%)*	81%	83%	82%	83%	87%	82%	82%	Neutral
★ *- Completed early/on-time: Public buildings (%)*	74%	88%	88%	88%	81%	82%	82%	Neutral
Lane miles reconstructed	45.7	66.2	42.7	32.3	28.0	27.0	44.0	Downward
- Construction completed on schedule (%)	78%	71%	78%	75%	93%	80%	80%	Upward
Sewers constructed (miles)	10.6	8.8	10.1	6.1	8.5	9.4	12.8	Downward
- Construction completed on schedule (%)	97%	78%	90%	91%	92%	80%	80%	Neutral
Sewers reconstructed (miles)	11.9	7.5	4.7	4.6	5.8	8.9	9.2	Downward
- Construction completed on schedule (%)	81%	85%	86%	81%	91%	80%	80%	Neutral
Water mains (new and replaced) (miles)	31.1	21.7	19.1	20.6	31.5	43.2	39.2	Neutral
- Construction completed on schedule (%)	81%	88%	83%	89%	89%	80%	80%	Neutral
Average cost change for all consultant design and construction supervision projects (excluding programmatic scope changes) (%)	3.4%	2.1%	1.2%	1.2%	1.1%	6.0%	6.0%	Downward
★ *Average cost change for all completed construction projects (excluding programmatic scope changes) (%)*	3.9%	2.2%	1.7%	1.0%	1.0%	6.0%	6.0%	Downward
Projects audited (%)	100%	100%	100%	100%	100%	95%	95%	Neutral
Capital commitment plan committed to within the first six months of the fiscal year (%)	27%	15%	16%	21%	25%	15%	15%	Neutral
Design Quality Indicator								
- Number of projects surveyed	NA	14	18	20	5	*	*	NA
- Average project rating	NA	84%	93%	89%	94%	*	*	NA
Post-construction satisfaction surveys								
- Number of projects surveyed	84	62	67	58	56	*	*	Downward

★ Critical Indicator "NA" - means Not Available in this report

	Actual					Target		5-Yr. Trend
Performance Statistics	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
- Number of surveys sent	233	177	200	191	205	*	*	Neutral
- Number of surveys returned	57	40	42	51	52	*	*	Neutral
★ *- Rate of overall satisfaction (%)*	90%	83%	86%	86%	94%	*	*	Neutral
★Critical Indicator "NA" - means Not Available in this report								

Agency Customer Service

Performance Statistics	Actual					Target		5-Yr.Trend
Customer Experience	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Percent of e-mails responded to in 14 days	NA	NA	91	97	91	NA	90	NA
Percent of letters responded to in 14 days	NA	NA	94	92	97	NA	90	NA

Agency Resources

	Actual					Plan[1]		5-Yr.Trend
Resource Statistics	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Expenditures ($ millions)[2]	$96.5	$102.1	$107.5	$111.9	$124.3	$106.3	$107.3	Upward
Revenues ($ thousands)	$81	$94	$135	$79	$79	$150	$150	Neutral
Personnel	1,111	1,132	1,096	1,090	1,134	1,165	1,161	Neutral
Overtime paid ($ millions)	$1.4	$1.5	$1.1	$1.2	$1.3	$1.3	$1.3	Downward
Capital commitments (capital projects managed for client agencies) ($ millions)[3]	$992.7	$823.8	$1,622.5	$734.4	$1,195.2	$1,913.0	*	Upward

[1]Authorized Budget Level "NA" - Not Available in this report
[2]Expenditures include all funds. [3]To view the FY 2013 September Capital Commitment Plan upon its release, see www.nyc.gov/omb.

Noteworthy Changes, Additions or Deletions

- Beginning with the Fiscal 2013 Preliminary Mayor's Management Report, the MMR will be restructured to focus on the goals that the agency intends to achieve during the fiscal year. Each goal will be accompanied by a performance measure or measures that will quantify the agency's progress toward achieving that goal. For Fiscal 2013 DDC's services and goals are:

  Service 1: Design and build quality public buildings and infrastructure.
  - Goal 1a: Complete projects on time and within budget.
  - Goal 1b: Meet quality assurance and site safety standards for all active projects.
  - Goal 1c: Improve customer satisfaction ratings.

- Also beginning in Fiscal 2013, performance targets were added for select customer service indicators. For DDC performance targets were added to three such indicators.

- DDC added 10 targets for Fiscal 2013. The majority of the Department's annual targets are developed following the release of the PMMR, after client agencies have had the opportunity to review and revise their capital plans to reflect changes necessitated by the January Financial Plan.

For more information please visit the website at: www.nyc.gov/ddc