

FY 2022 Borough Budget Consultations

Manhattan - Department of Buildings

Meeting Date 9/11/2020

AGENDA ITEM 1: General Agency Funding Discussion

The purpose of holding the Borough Budget Consultations is to provide Community Boards with important information to assist in drafting their statement of District Needs and Budget Priorities for the upcoming fiscal year. As you know, Community Board Members are volunteers who may not be familiar with the budget process and how agencies' programs are funded. At the same time, Community Board members are very knowledgeable about local service needs.

This year's Manhattan agendas have three sections:

I. **Agencies faced unprecedented cuts and new funding requirements this year due to COVID 19. Can you list the previously unplanned cuts to the FY 21 budget due to COVID and the new initiatives necessitated by the emergency? Please discuss the expected timeline for the new initiatives. What programs and capital projects will be continued uncut. Of the cuts in spending for FY 2021, please identify the most significant cuts that are currently expected to be permanent [or continued at the reduced level into FY 2022].**

Answer: As of Adopted Plan below are the cuts in FY'21 spending. These cuts may not be directly necessitated by the emergency. The Vacancy Reduction 15 positions (\$1.1M) and the Silver Star, 8 positions (\$.3M) are scheduled to be extended into FY'22.

<u>Initiatives</u>	<u>FY'21</u>	<u>FY'22</u>
Vacancy Reduction (78pos)	-\$6M	
Vacancy Reduction(15pos)		-\$1.1M
Contract Savings	-\$4.3M	
Silver Star (8pos)	-\$.3M	-\$.3M
College Aides Reduction	-\$.5M	
Hiring Freeze(50pos)	-\$4.9M	
OTPS Savings from Lease	-\$.6M	

What is the overall budget decrease for FY 21 adopted budget compared to FY20 budget?

Answer: Based on FY'21 Adopted Financial plan (\$183M), overall FY'21 budget was decreased by \$25.4M or 12% compared to FY'20 adopted (\$208M).

These significant decreases are from PS savings, hiring freeze, vacancy reduction, OTPS Contract savings delays, and DHS funding. Please see table below.

Adopted Budget FY21 vs. Adopted FY20

	FY 21	FY 20	Diff
Head Count	1,731	1,852	(121)
Personnel Services	\$149.5M	\$157.4M	(\$7.9)M
Other Than Personnel Services	\$33.5M	\$51M	(\$17.5)M
TOTAL EXPENSE	\$183M	\$208M	(\$25.4)M

II. Then, the agenda continues with Community Boards asking about specific program funding.

III. Lastly, the agendas include Boards' requests on district-specific budget questions. We request that the agency respond in writing, but have any further discussions on these items with the Community Boards outside of the consultation.

For the first section, please present on the four topics below for 10-15 minutes at the beginning of our Consultation. Also, please provide written responses or even a PowerPoint presentation that we can use to fully and accurately educate our Board Members.

- 1. What are your priorities and operational goals for FY21 and projected priorities and operational goals for FY22?**
- 2. What are the current proposed FY21 and FY22 service and operational goals and proposed funding?**
- 3. Which programs is the agency adding, dropping, or changing for FY21 and projected for FY22?**

4. What are your benchmarks for new and existing programs and what are your benchmarks/key performance indicators for measuring success?

Key Indicators	FY 20 Target Average (in days)	FY 20 Actual Average (in days)
Priority A Complaint Response Time	1 or less	0.4
Priority B Complaint Response Time	30 or less	9.2
Construction Inspection Request Response Time	3 or less	1.8
Electrical Inspection Request Response Time	3 or less	2.3
Plumbing Inspection Request Response Time	3 or less	2.7
Time to First Exam - New Buildings	10 or less	9.8
Time to First Exam - Major Alterations	10 or less	10.7
Time to First Exam - Minor Alterations	2 or less	2.2

MEETING NOTES:

NEW INFORMATION:

No timeline on when the specific programs will be implemented.

Silver Star: Silver star position is for people who retire and then decide to return. Certain funding is allocated to re-integrate these employees to city employment.

Effort to keep number of construction incidents down.

FOLLOW-UP COMMITMENTS:

DOB to send categories of jobs that are being cut/not re-hired.

DOB to send details on what “contract savings” entails

CB4 requests flags for buildings that have demolition restrictions. DOB promised 1-2 years ago. DOB to follow up.

DOB to provide the number of AHVs that they have to review (audit)

AGENDA ITEM 2:

Agencies faced unprecedented cuts and new funding requirements this year due to COVID 19. Can you list the previously unplanned cuts to the FY21 budget due to COVID and the new initiatives necessitated by the emergency? Please discuss the expected timeline for the new initiatives. What programs and capital projects will be continued uncut.

Answer: As of Adopted Plan below are the cuts in FY’21 spending. These cuts may not be directly necessitated by the emergency. The Vacancy Reduction 15 positions (\$1.1M) and the Silver Star, 8 positions (\$.3M) are scheduled to be extended into FY’22.

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OTPS Savings from Lease	-\$.6M	

AGENCY RESPONSE:

MEETING NOTES:

NEW INFORMATION:

FOLLOW-UP COMMITMENTS:

AGENDA ITEM 3:

Of the cuts in spending for FY 2021 Budget, please identify the most significant cuts that are currently expected to be permanent [or continued at the reduced level into FY 2022].

Answer: The Vacancy Reduction 15 positions (\$1.1M) and the Silver Star, 8 positions (\$.3M) are scheduled to be extended into FY’22.

MEETING NOTES:

NEW INFORMATION:

Although staffing will change, the programs themselves will not. DOB will work to ensure that they have the adequate staff to respond to the public's needs. Similarly, no change in response times expected as a result.

FOLLOW-UP COMMITMENTS:

AGENDA ITEM 4:

Do funding projections for FY22 allow for DOB to continue to provide direct training such as Homeowner Night? Can programs like this be expanded to include training for small property owners on codes and regulations?

Answer: Due to social distancing requirements this program is on hold. The Department is looking to bring services to Homeowners virtually. DOB's Community Engagement unit, has been is continues to be available to address the public's concerns.

MEETING NOTES:

NEW INFORMATION:

DOB committed to joining virtual meetings.

Homeowner's Night has been re-branded into Customer service Nights, so non-homeowners can feel welcome to ask questions.

FOLLOW-UP COMMITMENTS:

AGENDA ITEM 5:

Is there any unmet need for building code violations and inspection? Any code enforcement staff vacancies? Is there funding for increased staff to improve response times for inspections.

AGENCY RESPONSE:

Answer: As of 8/14/20, there is no unmet need for staff in the inspections unit. There are currently 48 enforcement inspection vacancies. The Department always has a level of vacancies based on staffing resignations and retirements, but as of now it is not affecting our service levels. The Department continues to exceed the response time levels.

MEETING NOTES:

NEW INFORMATION:

FOLLOW-UP COMMITMENTS:

AGENDA ITEM 6:

For the last fiscal year, what is the number of complaints received by the Office of Tenant Advocate average response time, and number of summonses and stop work orders issued based on these complaints, broken down by Community District?

Answer:

OTA Complaint, Violation and SWO table broken down by Manhattan Community Board

Community Board	Complaints	Vios	SWO's
101	52	6	3
102	190	57	22
103	169	56	19
104	143	54	16
105	80	38	9
106	16	34	16
107	174	46	14
108	87	26	9
109	110	27	9
110	46	18	12
111	44	11	8
112	55	21	7

In addition, the Office of Building Marshalls average response times for FY19 were 1.6 days and less than on day .81 days during FY20.

A. Have number of inquiries at OTA gone up or down in the past FY? Has response time improved in the last FY?

Answer: Prior to the COVID-19 pandemic, from December 2019 to March 2020, the number of inquiries at OTA was trending up with an average of about 206 inquiries per month. However, after the construction ban and NY on Pause order issued by Governor Cuomo, inquiries dropped to an average of 132 inquiries per month (April 2020 to June 2020).

The Department does anticipate, however, a normalization of the numbers as the construction ban has been lifted and construction continues to increase across the City. Please see table below.

OTA Inquiries Table Dec. 2019 – June 2020

OTA Inquiries	Month
242	Dec-19
185	Jan-20
213	Feb-20
184	Mar-20
114	Apr-20
118	May-20
164	Jun-20
2,091	Inquiries Totals

B. Is OTA appropriately staffed for the number of complaints received thus far in the new program, and is funding for additional staff needed?

Answer: OTA is currently in the process of obtaining additional staff to address the overwhelming response to tenant related complaints across New York City. The Department does not need additional funding for staff at this time.

MEETING NOTES:

NEW INFORMATION:

OTA currently has a director and inspectors for the office of the building Marshall. Sarah Desmond is the director, and two liaisons. Expect to bring additional staff—possibly liaison.

Other 2/3 of complaints? If complaint did not align with what was witnesses upon inspection, it was closed; others may remain open for other reasons

FOLLOW-UP COMMITMENTS:

Moderator requested breakdown of the types of violations, and to understand the results.

DOB to provide total number of people who will be hired, and how many will be liaisons, and if they fall into the hiring freeze.

AGENDA ITEM 7:

At last year's Consultation, DOB acknowledged that the percent of jobs audited in Manhattan was much lower than the city's average and DOB had plans to raise the number of audits jobs to the city wide average. What were the contributing factors to reaching that goal not reaching it.

AGENCY RESPONSE:

Answer: Below, you will find the table that shows audit data of professionally certified jobs from DOB NOW and BIS. The audits cover, TCU, Special, Zoning, D14, and Technical. Although the data reflects the total number of jobs from DOB Now and BIS (denominator), due to system limitations, the Department made the decision not to audit any BUILD jobs, contributing to a lower numerator. As a result, the percentage of professionally certified jobs on Manhattan is lower than the average across the City. Nearly 72% of BUILD jobs are professionally certified and will continue to be until the Department sets up an audit module. DOB operations is working on having an interim audit method/protocol for DOB NOW's BUILD application, dedicating a team to perform these audits and increase monitoring. Presently, the department uses a manual 'workaround' to conduct 'special' audits when warranted for individual circumstances by Commissioner's order. That 'work around' is excessively burdensome to administer and the Department is presently not applying it as a daily business protocol, due to the excessive resources which would be required to conduct it.

Audit Table of Professionally Certified Jobs FY 2020

	City	Manhattan
Pro Cert Jobs	61,602	25,564
Audited % (Pro Cert)	11.9	5.7

MEETING NOTES:

NEW INFORMATION:

FOLLOW-UP COMMITMENTS:

AGENDA ITEM 8:

What is DOB average response time to Priority A & B Complaints in FY2020?

Key Indicators	FY 20 Target Average (in days)	FY 20 Actual Average (in days)
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Priority A Complaint Response Time	1 or less	0.4
Priority B Complaint Response Time	30 or less	9.2

How does funding for technology and staffing impacted DOB’s response times?

Answer: As the Inspections and inspector routing systems have already been implemented, changes to technology funding will not impact this area.

MEETING NOTES:

NEW INFORMATION:

FOLLOW-UP COMMITMENTS:

AGENDA ITEM 9:

What is the funding and staffing status of the Office of Building Energy and Emissions Performance? Were the 7 anticipated professional positions filled?

AGENCY RESPONSE:

Answer: The funding for the 7 OBEEP positions is \$670,000 annually. The unit consists of a Deputy Director, two Auditors, one Project Manager, one Lawyer, one Engineer and one Data Analyst. Currently the attorney and engineer positions are vacant. DOB is actively recruiting the vacant lines.

MEETING NOTES:

NEW INFORMATION:

FOLLOW-UP COMMITMENTS:

AGENDA ITEM 10:

At last year’s consultations DOB stated if they had additional funding, they would use it for technology upgrades. What is the status of DOB NOW build out? Is the current proposed funding for FY21 and FY22 sufficient to meet DOB goals. Please list the Department’s next top priorities for improvements or additions to DOB NOW, along with their associated costs.

AGENCY RESPONSE:

Answer: DOB NOW is a multi-year implementation effort. It includes 4 modules – Build, Safety, Inspections and Licensing.

Build – 17 out of 33 work types are live and processed 100% via DOB NOW. Out of the remaining 16 work types, 5 work types are launching Winter 2020. Remaining will be released CY2021 thru CY2022. Additionally, configuration work for other supporting functions (for e.g. Withdrawal, Supersede, Certificate

of Occupancy, Site Safety Plan submission/approvals, Tenant Protection plan submission/approvals etc) is also underway and will be released periodically with the work type releases.

Safety – Compliance filings for Boilers, Elevators, Facades is complete. CY2021 and CY2022 releases includes additional compliance filings for Retaining walls, Structurally Compromised buildings as well as electronic processing for certificate of correction, Stop work order and Vacate order recession process.

Licensing – 2 out of 20 license types are fully online (both new application processing and renewals). Remaining 18 license types are planned for CY2021 thru CY 2022.

Inspections – Enforcement and Development inspections with the exception of Construction Safety Program related inspections are fully online. Construction Safety Program related inspections will be released in Winter 2020.

MEETING NOTES:

NEW INFORMATION:

FOLLOW-UP COMMITMENTS:

AGENDA ITEM 11:

Will the additional funding for After-Hours Variances (AHV) enforcement for the prior year be rededicated in FY21 and FY22?

Answer: Funding remains the same however, the AHV unit will lose 1 position for the next fiscal year.

MEETING NOTES:

NEW INFORMATION:

Do not anticipate a difference in response times for AHVs.

FOLLOW-UP COMMITMENTS: