



# DEPARTMENT OF BUILDINGS

Robert LiMandri, Commissioner

## Key Public Service Areas

- ✓ Ensure the safe and lawful use of buildings and properties by enforcing the Building Code, Zoning Resolution, and other applicable laws.
- ✓ Facilitate compliant construction through the timely delivery of services.

## Scope of Agency Operations

The Department of Buildings (DOB) ensures the safe and lawful use of more than 975,000 buildings and properties by enforcing the City's Building Code, Zoning Resolution, New York State Labor Law and New York State Multiple Dwelling Law. This year it reviewed more than 68,000 construction plans, issued over 147,000 new and renewed permits, performed more than 291,000 inspections and issued 25 types of license and registration classes. The Department facilitates compliant construction by continually streamlining the permit application process, and delivers services with integrity and professionalism.

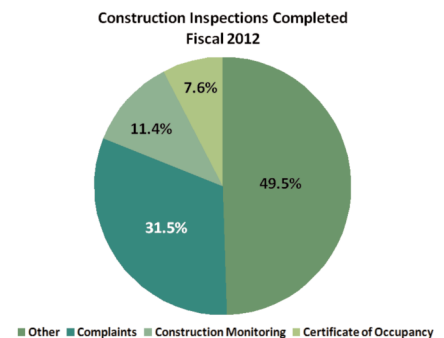
## Critical Objectives

- Protect public safety by inspecting construction and buildings to ensure compliance.
- Prevent construction-related injuries and fatalities.
- Enforce Building Code and zoning regulations.
- Improve the enforceability of violations issued.
- Respond to public complaints in a timely manner.
- Ensure that individuals have proper qualifications to perform regulated work.
- Improve the timeliness of construction plan reviews, permit issuance, and related inspections.

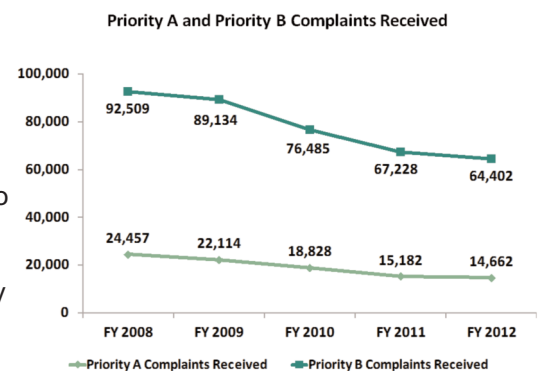
## Performance Report

- ✓ **Ensure the safe and lawful use of buildings and properties by enforcing the Building Code, Zoning Resolution, and other applicable laws.**

- The Department of Buildings completed 141,237 construction inspections in Fiscal 2012, or 17.7 percent fewer than the 171,547 completed in the prior fiscal year. Factors contributing to this decrease include: 1) A continued drop in the number of complaints; and 2) A high number of inspector positions that remained vacant for a large part of the year. DOB is in the process of hiring inspectors and expects additional staff to be on board by December 2012.



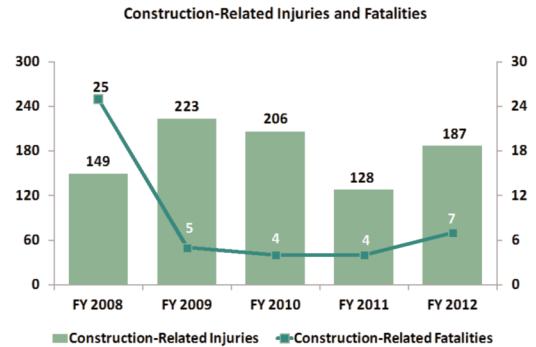
- Emergency (Priority A) and nonemergency (Priority B) complaints reported to DOB decreased by a combined total of approximately 3,300, or 4.1 percent, with a corresponding decline in the number responded to by the Department.



- On average, inspectors responded to emergency complaints in approximately 14 hours, about 2 hours longer than last year; nearly all emergencies, or 93.8 percent, were responded to within 1.5 days. Average response times to nonemergencies grew by

12.6 days to 41.1 days as the Department continued to prioritize allocation of its limited resources on emergencies and special inspections. Only two-thirds of nonemergency complaints were responded to within 40 days, below the 80 percent target for the third year. To reverse this trend, DOB will be expanding use of “tickler” reports to help individual inspectorial units better manage their respective response times to these complaints.

- Due, in part, to a number of extreme weather events, including an earthquake and Hurricane Irene, incidents of unsafe façade conditions and falling debris resulting in injuries rose by 29 percent to 93 but, overall, there were fewer construction-related incidents, 405 compared to 420 last year. However, the number of accidents, injuries and fatalities rose while construction activity showed a modest increase. Construction-related accidents were up from 119 to 157, injuries from 128 to 187, and fatalities from 4 to 7. The most common causes of fatalities were falling material and worker falls.
- The number of new and renewed licenses and registrations issued fell nearly 23 percent, from 11,055 to 8,545, due to normal fluctuations in the licensing renewal cycle.
- In line with the decrease in complaints and inspections, the Department issued fewer Environmental Control Board violations, with violation issuance dropping by more than 14 percent to 53,293.



Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Construction inspections completed	229,157	244,585	212,038	171,547	141,237	*	*	Downward
- Complaints (%)	36.3%	31.7%	33.8%	31.8%	31.5%	*	*	Downward
- Certificate of Occupancy (%)	9.1%	7.5%	7.4%	7.7%	7.6%	*	*	Downward
- Construction monitoring (%)	17.6%	20.0%	16.9%	14.3%	11.4%	*	*	Downward
- Other (%)	37.0%	40.8%	42.0%	46.2%	49.5%	*	*	Upward
★ Average construction inspections per inspector day	NA	NA	NA	NA	12.9	*	*	NA
★ Construction inspections resulting in at least one Stop Work Order (%)	3.5%	2.4%	1.6%	1.4%	1.9%	*	*	Downward
★ Construction inspections resulting in a Vacate Order (%)	1.0%	1.0%	1.4%	1.5%	1.6%	*	*	Upward
Construction inspections resulting in at least one Work Without a Permit Violation (%)	4.7%	4.5%	4.8%	5.2%	5.8%	*	*	Upward
★ Number of Priority A (emergency) complaints received	24,457	22,114	18,828	15,182	14,662	*	*	Downward
★ Number of Priority B (nonemergency) complaints received	92,509	89,134	76,485	67,228	64,402	*	*	Downward
Number of Priority A complaints responded to	24,185	22,145	18,535	15,075	14,540	*	*	Downward
Number of Priority B complaints responded to	92,786	89,217	74,708	63,219	59,236	*	*	Downward
Priority A complaints responded to within 1.5 days (%)	95.0%	96.6%	95.7%	94.8%	93.8%	95.0%	95.0%	Neutral
Priority B complaints responded to within 40 days (%)	92.0%	93.5%	78.2%	68.8%	66.3%	80.0%	80.0%	Downward
★ Average time to respond to Priority A complaints (days)	0.4	0.4	0.3	0.5	0.6	*	*	Upward
★ Average time to respond to Priority B complaints (days)	13.6	10.5	19.8	28.5	41.1	*	*	Upward
★ Percent of incident inspections resulting in violations	80.1%	75.9%	77.7%	76.5%	77.1%	*	*	Neutral
★ Number of incidents of unsafe facade conditions and falling debris resulting in injuries	45	77	82	72	93	*	*	Upward
★ Percent of unsafe facade conditions and falling debris complaints where access was obtained and violations were written	NA	NA	50.6%	52.1%	47.9%	*	*	NA
★ Percent of residential illegal conversion complaints where access was obtained	NA	NA	49.4%	46.9%	46.4%	*	*	NA
★ Percent of residential illegal conversion complaints where access was obtained and violations were written	NA	NA	49.6%	54.7%	53.5%	*	*	NA

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

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
★ Percent of after hours work complaints where access was obtained and violations were written	NA	NA	6.4%	3.7%	3.1%	*	*	NA
★ Percent of failure to maintain complaints where access was obtained and violations were written	NA	NA	81.0%	76.2%	66.2%	*	*	NA
★ Number of construction-related incidents	471	529	614	420	405	*	*	Downward
- Construction-related accidents	123	201	198	119	157	*	*	Neutral
★ Number of construction-related injuries	149	223	206	128	187	*	*	Neutral
★ Number of construction-related fatalities	25	5	4	4	7	*	*	Downward
Licenses and registrations issued (new and renewal)	16,426	15,280	15,876	11,055	8,545	*	*	Downward
Mail-in license renewals processed within 25 days (%)	72.9%	47.5%	92.0%	83.3%	95.9%	70.0%	70.0%	Upward
Environmental Control Board violations issued	66,352	81,287	74,163	62,070	53,293	*	*	Downward
Percent of Notices of Violation upheld by ECB	83.4%	83.2%	81.4%	78.2%	77.1%	*	*	Neutral
Certificates of Correction approved	37,598	45,234	53,473	47,967	46,272	*	*	Upward

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

✓ **Facilitate compliant construction through the timely delivery of services.**

- The number of jobs filed increased for the second consecutive year, suggesting a positive turn in the economy. However, consistent with Fiscal 2011, minor renovations accounted for more than 90 percent of the increase, while filings for major renovations and new buildings showed only slight to modest growth. The average time to complete initial reviews for new buildings and major renovations improved to 12.6 and 11.2 days, respectively, and held steady at 3.9 days for minor renovations. In October 2011 DOB opened the NYC Development Hub, a state-of-the-art plan review center intended to accelerate the approval process for construction projects throughout New York City. Licensed professionals are now able to electronically submit digital plans to the Department and resolve any issues with various City agencies in a virtual environment. In Fiscal 2012 projects for 56 new buildings and 96 major alterations were approved at the Hub.

**Total Building Permits Issued (New and Renewals)**



- Over 50 percent of job filings were professionally certified in Fiscal 2012; the highest rate in the last five years. Close to a quarter of these jobs were audited by the Department, better than the 20 percent annual target. The percent of audits that resulted in permit revocation continued to trend downward, reaching a low of less than 10 percent, a positive reflection of both the Agency's enforcement and educational efforts over the last several years.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Jobs filed	75,526	64,442	60,235	65,358	68,911	*	*	Neutral
- New Buildings	4,543	3,039	1,427	1,726	1,787	*	*	Downward
- Alterations I (major renovation)	6,378	4,924	4,181	4,127	4,329	*	*	Downward
- Alterations II and III (minor renovation)	64,605	56,479	54,627	59,505	62,795	*	*	Neutral
Jobs pending with objections by DOB (%)	43.8%	48.6%	45.5%	46.3%	44.8%	*	*	Neutral
Jobs approved with modifications made (%)	31.9%	37.0%	33.0%	35.9%	34.2%	*	*	Neutral
Certificates of Occupancy issued	11,307	9,219	7,672	7,044	6,642	*	*	Downward
Jobs professionally certified (%)	47.5%	45.5%	45.1%	47.6%	50.3%	*	*	Neutral

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

	Actual					Target		5-Yr. Trend
★ Jobs professionally certified that were audited (%)	26.3%	24.2%	24.4%	20.3%	24.8%	20.0%	20.0%	Downward
★ Audits of professionally certified jobs resulting in revocation notices (%)	35.2%	26.0%	20.1%	14.8%	9.8%	*	*	Downward
Applications resulting in a permit (%)	75.0%	76.4%	75.0%	78.7%	78.6%	*	*	Neutral
★ Average days to complete first plan review	2.7	3.1	5.1	4.7	4.6	4.5	4.5	Upward
★ - New buildings	6.9	7.1	16.2	14.9	12.6	*	*	Upward
- Alteration I (major renovation)	5.7	7.1	13.7	11.7	11.2	*	*	Upward
- Alterations II and III (minor renovation)	2.2	2.5	4.0	3.9	3.9	*	*	Upward
★ Critical Indicator "NA" - means Not Available in this report								

## Agency Customer Service

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Customer Experience								
Percent of e-mails responded to in 14 days	NA	45	45	62	51	NA	50	NA
Percent of letters responded to in 14 days	NA	21	37	67	58	NA	60	NA
Percent of calls answered in 30 seconds	NA	87	87	91	91	NA	90	NA
Average customer in-person wait time (minutes)	NA	16	17	21	20	NA	20	NA
Completed customer requests for interpretation	NA	NA	57	238	61	NA	NA	NA
CORE customer experience rating (0-100)	NA	NA	78	81	79	NA	80	NA
Response to 311 Service Requests (SRs)								
Percent meeting time to (first) action – Elevator - Defective/Not Working (60 days)	97	89	55	30	50	NA	50	Downward
Percent meeting time to (first) action – General Construction/Plumbing - Contrary/Beyond Approved Plans/Permits (60 days)	96	96	95	86	68	NA	70	Downward
Percent meeting time to (first) action – General Construction/Plumbing - Failure To Maintain (60 days)	91	95	92	84	77	NA	77	Downward
Percent meeting time to (first) action – Illegal Conversion of Residential Building/Space (60 days)	88	87	58	50	44	NA	45	Downward
Percent meeting time to (first) action –No Permit - Construction, Plumbing, Cranes & Derricks, Building/Use, Elevator (60 days)	87	39	54	77	70	NA	70	Neutral

## Agency Resources

	Actual					Plan <sup>1</sup>		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Resource Statistics								
Expenditures (\$ millions) <sup>2</sup>	\$99.4	\$109.7	\$101.5	\$99.0	\$95.8	\$94.6	\$96.4	Neutral
Revenues (\$ millions)	\$152.9	\$147.1	\$132.9	\$165.2	\$198.2	\$146.9	\$157.1	Upward
Personnel	1,240	1,227	1,174	1,094	1,067	1,163	1,126	Downward
Overtime paid (\$ millions)	\$6.9	\$5.6	\$4.3	\$3.1	\$3.2	\$3.2	\$3.2	Downward
<sup>1</sup> Authorized Budget Level "NA" - Not Available in this report								
<sup>2</sup> Expenditures include all funds.								

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### 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 DOB's services and goals are:

Service 1: Facilitate safe and compliant development.

Goal 1a: Improve application processing efficiency.

Goal 1b: Promptly review initial construction plans.

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.

- Also beginning in Fiscal 2013, performance targets were added for select customer service indicators. For DOB, performance targets were added to 10 such indicators.

For more information please visit the website at: [www.nyc.gov/buildings](http://www.nyc.gov/buildings)

