



What We Do

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, the City’s Zoning Resolution, New York State Labor Law and New York State Multiple Dwelling Law. The Department enforces compliance with these regulations and promotes worker and public safety through its review and approval of building plans, permitting and licensing functions, and inspections.

Our Services and Goals

Service 1: Facilitate safe and compliant development.

- Goal 1a: Improve application 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 construction laws.
- Goal 2c: Prevent construction-related fatalities and injuries.

How We Performed in Fiscal 2013

Service 1: Facilitate safe and compliant development.

Goal 1a: Improve application processing efficiency.

By transforming its filing process for construction jobs from a manual to an online system and promoting the use of electronic filing, the Department has seen a continued improvement in the average time to complete application processing, now at 0.10 days. Overall, job filings were up 4.9 percent, topping 70,000 for the first time since Fiscal 2008. Additionally, new building filings saw a boost of 26 percent over the last fiscal year, attributed to an uptick in citywide development.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Jobs filed	64,442	60,235	65,358	68,911	72,288	*	*	Neutral	Up
★ Average time to complete application processing (days)	NA	NA	0.3	0.2	0.1	*	0.1	Down	NA
Building permits issued - Initial	78,742	74,280	83,151	87,190	88,290	*	*	Neutral	Up
Building permits issued - Renewals	38,156	36,938	37,876	39,321	41,230	*	*	Neutral	Neutral
Certificates of Occupancy issued	9,219	7,672	7,044	6,642	5,949	*	*	Neutral	Down

★ Critical Indicator "NA" - means Not Available in this report ↓↑ shows desired direction

Goal 1b: Promptly review initial construction plans.

On average, the Department completed plan reviews in 4.8 days compared to 4.6 days in Fiscal 2012. After experiencing gradual improvements since Fiscal 2010, when review times peaked following the implementation of new construction codes, the average time to complete first plan reviews for new buildings rose by more than 3 days to 15.9 days. The 26 percent increase in review time was accompanied by a similar sized increase – 28 percent – in the number of completed reviews.

The number of professionally certified jobs grew by more than 5,200 this year with the expansion of the NYC Development Hub to facilitate the automatic

acceptance and permitting of professionally certified applications for minor building alterations. In total, 55 percent of the jobs filed with the Department were professionally certified and more than 20 percent were audited by the Department, in line with its annual audit target.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
First plan reviews completed	NA	58,244	61,507	63,130	69,380	*	*	Neutral	NA
Average days to complete first plan review	3.1	5.1	4.7	4.6	4.8	4.5	4.5	Down	Up
★ Average days to complete first plan review - New buildings	7.1	16.2	14.9	12.6	15.9	*	12.0	Down	Up
★ Average days to complete first plan review - Alteration I (major renovation)	7.1	13.7	11.7	11.2	12.0	*	10.0	Down	Up
Average days to complete first plan review - Alterations II and III (minor renovation)	2.5	4.0	3.9	3.9	4.1	*	4.0	Down	Up
Jobs professionally certified (%)	45.5%	45.1%	47.6%	50.3%	55.2%	*	*	Neutral	Up
Jobs professionally certified that were audited (%)	24.2%	24.4%	20.3%	24.8%	20.3%	20.0%	20.0%	Up	Down
- Audits that resulted in revocation notices (%)	26.0%	20.1%	14.8%	9.8%	10.4%	*	*	Down	Down

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

Goal 1c: Promptly schedule development inspections.

With the functional realignment of the agency's inspection resources into separate development and enforcement units, the Department has been able to offer inspection appointments for select construction disciplines within time frames that have far exceeded its initial 10-day commitment. For the first complete fiscal year under this new organizational structure, inspection wait times for construction and plumbing were 4.7 and 5.1 days respectively, while electrical had a wait time of 6.3 days. The Fiscal 2014 performance targets for these indicators reflect the expectation that the Department will be able to maintain this year's service levels.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Average wait time for a construction inspection (days)	NA	NA	NA	NA	4.7	*	4.5	Down	NA
★ Average wait time for a plumbing inspection (days)	NA	NA	NA	NA	5.1	*	5.0	Down	NA
★ Average wait time for an electrical inspection (days)	NA	NA	NA	NA	6.3	*	6.0	Down	NA

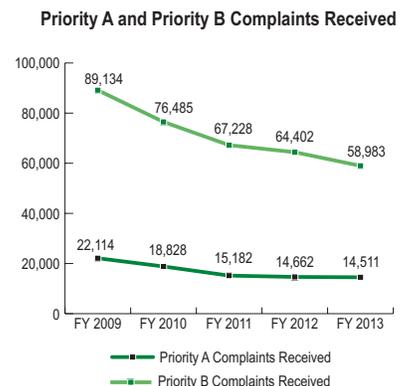
★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

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.

Complaint volumes continued on a downward trend, decreasing by a combined total of 5,570, or seven percent. While the Department saw a marginal increase in response times to Priority A (emergency) complaints, response times to Priority B (nonemergency) complaints grew to a high of 48.5 days from 41.1 days a year ago. In large part, the longer turnaround time was due to two factors: the extraordinary impact of Hurricane Sandy on the City, which required the immediate reallocation of resources, and a concentrated effort by the Department to inspect and close its oldest open complaints.

While the overall average time to respond to Priority B complaints increased, response times to a subset of these complaints – those that resulted in a vacate or stop work order – was significantly better. Through its risk-based triaging, the Department identifies and prioritizes complaints that have a greater likelihood of leading to a critical result. In Fiscal 2012 response times to this subset was 15 days compared to 41.1 days for all B complaints. Additional evaluation criteria was recently added, contributing to even faster response times in Fiscal 2013 – 9.5 days, a 36.4 percent decrease.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Priority A (emergency) complaints received	22,114	18,828	15,182	14,662	14,511	*	*	Neutral	Down
Priority B (nonemergency) complaints received	89,134	76,485	67,228	64,402	58,983	*	*	Neutral	Down
Priority A complaints responded to	22,145	18,535	15,075	14,540	14,542	*	*	Neutral	Down
Priority B complaints responded to	89,217	74,708	63,219	59,236	51,990	*	*	Neutral	Down
- Complaints that resulted in a vacate or stop work order	NA	NA	4,903	4,069	3,660	*	*	Neutral	NA
★ Average time to respond to Priority A complaints (days)	0.4	0.3	0.5	0.6	0.7	*	1.0	Down	Up
★ Average time to respond to Priority B complaints (days)	10.5	19.8	28.5	41.1	48.5	*	40.0	Down	Up
★ - Response time to Priority B complaints that resulted in a vacate or stop work order	NA	NA	15.0	15.0	9.5	*	10.0	Down	NA
★ Residential illegal conversion complaints where access was obtained (%)	NA	49.4%	46.9%	46.4%	41.6%	*	47.0%	Up	NA
- Access obtained and violations were written (%)	NA	49.6%	54.7%	53.5%	50.2%	*	*	Up	NA
Work without a permit complaints where access was obtained and violations were written (%)	NA	NA	68.9%	67.2%	86.7%	*	*	Neutral	NA

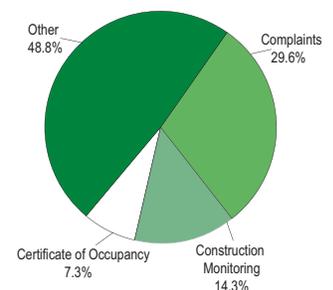
★ Critical Indicator "NA" - means Not Available in this report ↕ ↗ shows desired direction

Goal 2b: Rigorously enforce construction laws.

The number of completed construction inspections declined to 131,444, or nearly seven percent fewer than last fiscal year. In the aftermath of the storm, the Department repositioned its resources to focus on those areas most affected by the hurricane and, during the weeks and months following Sandy, performed structural assessments on more than 82,000 structures throughout New York City.

Violation issuance generally mirrors the trend in inspections and in Fiscal 2013 the Department issued 18.7 percent fewer Environmental Control Board violations. The percent of violations where the respondent admitted responsibility or was found responsible at a hearing remained high at 79.4 percent. To certify correction of a violating condition, property owners must submit evidence that the violating condition has, in fact, been fixed, including photographs, receipts and a notarized statement.

Construction Inspections Completed Fiscal 2013



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Construction inspections completed	244,585	212,038	171,547	141,237	131,444	*	140,000	Up	Down
Average construction inspections per inspector day	NA	NA	NA	12.9	11.8	*	*	Up	NA
Construction inspections resulting in violations (%)	NA	NA	17.2%	20.7%	21.3%	*	*	Neutral	NA
DOB violations issued	NA	68,016	56,299	82,606	65,189	*	*	Neutral	NA
Environmental Control Board violations issued	81,287	74,163	62,070	53,293	43,320	*	*	Neutral	Down
★ Violations admitted to or upheld at the Environmental Control Board (%)	83.2%	81.4%	78.2%	77.1%	79.4%	*	78.0%	Up	Neutral

★ Critical Indicator "NA" - means Not Available in this report ↕ ↗ shows desired direction

Goal 2c: Prevent construction-related fatalities and injuries.

At 403, the number of construction-related incidents was the lowest in five years while accidents increased by 10.2 percent from a year ago. The most common type of accident remains worker falls, representing approximately 40 percent of all accidents. Construction-related fatalities decreased from 7 to 5.

The Department inspects and conducts thorough investigations of all construction accidents and uses the information learned from these reviews to develop enforcement and accident prevention strategies. During Fiscal 2013 the Department completed an analysis of fatality data which pointed to a disproportionate number of deaths occurring in low and mid-rise buildings (nine stories or less) and, as a result, began to more closely monitor construction at these buildings.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Construction-related incidents	529	615	422	405	403	*	*	Down	Down
- Construction-related accidents	201	198	119	157	173	*	*	Down	Down
★ Construction-related injuries	223	206	128	187	187	*	↓	Down	Down
★ Construction-related fatalities	5	4	4	7	5	*	↓	Down	Up
Incident inspections resulting in violations (%)	75.9%	77.7%	76.5%	77.1%	79.6%	*	*	Neutral	Neutral

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

Agency-wide Management

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Accidents involving City vehicles	NA	NA	48	36	22	*	*	Down	NA
Workplace injuries reported	NA	NA	32	16	17	*	*	Down	NA

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

Agency Customer Service

The Department met or exceeded last year's performance and this year's performance goals for responding to service requests within established timeframes for four out of five categories, and narrowly missed the 50 percent target for responding to service requests regarding defective elevators.

Data for the percent of calls answered in 30 seconds and average customer in-person wait time is unavailable for Fiscal 2013 as the systems that collect data for these indicators were destroyed by Sandy flooding. In Fiscal 2013 the Department received more than double the number of emails than the prior year. Largely due to this increase, the percent of e-mails responded to in 14 days declined to 37 percent.

Performance Indicators	Actual					Target		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Customer Experience								
E-mails responded to in 14 days (%)	45	45	62	51	37	50	50	Neutral
Letters responded to in 14 days (%)	21	37	67	58	54	60	60	Up
Calls answered in 30 seconds (%)	87	87	91	91	NA	90	90	NA
Average customer in-person wait time (minutes)	16	17	21	20	NA	20	20	NA
Completed customer requests for interpretation	NA	57	238	61	36	NA	NA	NA
CORE customer experience rating (0-100)	NA	78	81	79	83	80	80	NA
Response to 311 Service Requests (SRs)								
Percent meeting time to (first) action – Elevator - Defective/Not Working (60 days)	89	55	30	50	49	50	50	Down
Percent meeting time to (first) action – General Construction/Plumbing - Contrary/Beyond Approved Plans/Permits (60 days)	96	95	86	68	70	70	70	Down
Percent meeting time to (first) action – General Construction/Plumbing - Failure To Maintain (60 days)	95	92	84	77	77	77	80	Down
Percent meeting time to (first) action – Illegal Conversion of Residential Building/Space (60 days)	87	58	50	44	47	45	50	Down
Percent meeting time to (first) action –No Permit - Construction, Plumbing, Cranes & Derricks, Building/Use, Elevator (60 days)	39	54	77	70	72	70	72	Up

Agency Resources

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) ²	\$109.7	\$101.5	\$99.0	\$95.1	\$104.4	\$106.1	\$107.3	Neutral
Revenues (\$000,000)	\$147.1	\$132.9	\$165.2	\$198.2	\$227.9	\$176.9	\$172.5	Up
Personnel	1,227	1,174	1,094	1,067	1,039	1,135	1,162	Down
Overtime paid (\$000,000)	\$5.6	\$4.3	\$3.1	\$4.5	\$4.6	\$4.9	\$5.1	Down
¹ Authorized Budget Level	² Expenditures include all funds.		"NA" - Not Available in this report					

Noteworthy Changes, Additions or Deletions

- The Department replaced the indicator 'Inspections resulting in violations (%)' with 'Construction inspections resulting in violations (%)' and added the following eight metrics:
 - 'Average time to complete application processing (days)'
 - 'Complaints that resulted in a vacate or stop work order'
 - 'Response time to Priority B complaints that resulted in a vacate or stop work order'
 - 'Average wait time for a construction inspection (days)'
 - 'Average wait time for a plumbing inspection (days)'
 - 'Average wait time for an electrical inspection (days)'
 - 'Accidents involving City vehicles'
 - 'Workplace injuries reported'
- The Department revised Fiscal 2014 targets for 'Construction inspections completed' and 'Average time to respond to Priority A complaints (days)' and, in addition to setting targets for many of the new metrics, added a target for 'Average days to complete first plan review – Alterations II and III.'

For additional agency performance statistics, please visit:

- Annual reports:
<http://www.nyc.gov/html/dob/html/about/about.shtml>
- Department Statistics (seven reports, either monthly or weekly):
http://www.nyc.gov/html/dob/html/codes_and_reference_materials/statistics.shtml

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