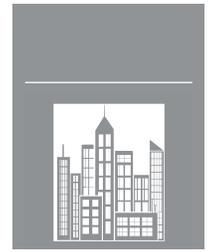


DEPARTMENT OF BUILDINGS

Rick D. Chandler, Commissioner



WHAT WE DO

The Department of Buildings (DOB) ensures the safe and lawful use of more than 1,000,000 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.

FOCUS ON EQUITY

The Department of Buildings serves to promote the safety of all people that build, work and live in New York City by ensuring the lawful use of buildings and construction sites across the five boroughs.

In addition to code and zoning compliance review, emergency response and professional analysis of accidents to prevent future incidents, the Department has strengthened its education and outreach programs to provide the construction industry, property owners and tenants with a heightened understanding of safety awareness.

The Department is committed to providing efficient service to all New Yorkers by continuously assessing the equitable distribution of resources to meet the safety and permitting needs of residents across all five boroughs.

The Department has incorporated the Build Safe | Live Safe catchphrase to remind New Yorkers of the importance of safety education in protecting themselves and others – even after a property's final Certificate of Occupancy is issued.

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 2014

SERVICE 1 Facilitate safe and compliant development.

Goal 1a Improve application processing efficiency.

The number of jobs filed in Fiscal 2014 rose by 14.2 percent, an increase of 10,263 filings. The bulk of this increase is due to the almost 15 percent growth in job filings for minor renovations (Alterations II and III filings). Despite the increase in the number of jobs filed, the average time to complete application processing remained at 0.09 days.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Jobs filed	60,235	65,358	68,911	72,288	82,551	*	*	Neutral	Up
★Average time to complete application processing (days)	NA	0.32	0.20	0.09	0.09	0.10	0.10	Down	NA
Building permits issued - Initial	74,280	83,151	87,190	88,290	98,302	*	*	Neutral	Up
Building permits issued - Renewals	36,938	37,876	39,321	41,230	44,538	*	*	Neutral	Up
Certificates of Occupancy issued	7,672	7,044	6,642	5,949	5,694	*	*	Neutral	Down

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

Goal 1b Promptly review initial construction plans.

Due to the increase in the number of jobs filed at the NYC Development Hub, the Department decided to disaggregate its plan review measures into two categories: those filed at borough offices and those filed through the Hub. At borough offices the average days to complete first plan reviews for new buildings improved by 7.3 days to 8.8 days, outperforming the target of 12 days. The average days to complete an initial plan review for major renovations also improved, to 11.3 days, but remained above the 10-day target. For jobs filed through the Hub, the average days to complete first plan reviews increased for new buildings and was unchanged for major renovations.

The percentage of professionally certified jobs continued on an upward trend. In Fiscal 2013 the Department began to accept professionally certified minor alteration jobs through the Hub's 24/7 online portal. Previously, these jobs, whether professionally certified or not, had to be filed at the borough offices. Primarily due to this service enhancement, the percent of professionally certified jobs has jumped by 7.5 percentage points over the last two years to a five-year high of 57.8 percent in Fiscal 2014. The Department audited 18.2 percent of these jobs, below the 20 percent annual goal, and issued revocation notices for 13.1 percent of audited jobs.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
First plan reviews completed	58,244	61,507	63,130	69,380	76,669	*	*	Neutral	Up
★Average days to complete first plan review (Borough offices) - New buildings	16.2	14.9	12.6	16.1	8.8	12.0	12.0	Down	Down
★Average days to complete first plan review (Borough offices) - Major renovation (Alteration I)	13.7	11.7	11.3	12.0	11.3	10.0	10.0	Down	Down
Average days to complete first plan review (Borough offices) - Minor renovation (Alterations II and III)	4.0	3.9	3.9	4.2	3.8	4.0	4.0	Down	Neutral
Average days to complete first plan review (Hub projects) - New buildings	NA	NA	11.5	11.6	12.7	*	*	Down	NA
Average days to complete first plan review (Hub projects) - Major renovation (Alteration I)	NA	NA	9.5	11.9	11.9	*	*	Down	NA
Average days to complete first plan review (Hub projects) - Minor renovation (Alterations II and III)	NA	NA	NA	1.4	1.1	*	*	Down	NA
Jobs professionally certified (%)	45.1%	47.6%	50.3%	55.2%	57.8%	*	*	Neutral	Up

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Jobs professionally certified that were audited (%)	24.4%	20.3%	24.8%	20.3%	18.2%	20.0%	20.0%	Up	Down
- Audits that resulted in revocation notices (%)	20.1%	14.8%	9.8%	10.4%	13.1%	*	*	Down	Down

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

Goal 1c Promptly schedule development inspections.

The Department continued to respond promptly to requests for inspections. At 3.4 and 4.5 days, respectively, the average wait times for construction and plumbing inspections were substantially better than last fiscal year and also better than the respective targets. At 6.1 days, the average wait time for an electrical inspection was just shy of the performance goal and slightly faster than a year ago.

By the end of Fiscal 2015, the Department expects to offer online scheduling for almost all inspections as part of its latest Hub expansion, making it easier to schedule inspection appointments and improving inspection tracking and notifications.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Average wait time for a construction inspection (days)	NA	NA	NA	4.7	3.4	4.5	4.5	Down	NA
★Average wait time for a plumbing inspection (days)	NA	NA	NA	5.1	4.5	5.0	5.0	Down	NA
★Average wait time for an electrical inspection (days)	NA	NA	NA	6.3	6.1	6.0	6.0	Down	NA

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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.

Complaints to the Department increased as typically happens when construction activity is on the rise. The expansion of 311 Online to allow New Yorkers to report construction-related complaints electronically was also a factor. Although higher than last year, Priority A (emergency) complaints increased by less than one percent, holding fairly steady for the third straight year, while Priority B (nonemergency) complaints were considerably higher, increasing by 11,106, or 18.8 percent.

On average, the Department responded to Priority A complaints within 0.7 days, on par with last year, and significantly improved its response time to Priority B complaints, which fell by almost 14 days to 34.6 days, attributed to improved triaging as well as increased staffing. Additionally, the Department's response time to Priority B complaints that resulted in a vacate or stop work order, a measure of the most risky nonemergency complaints, decreased to 7.7 days compared to 9.5 days in Fiscal 2013.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Priority A (emergency) complaints received	18,828	15,182	14,662	14,511	14,606	*	*	Neutral	Down
Priority B (nonemergency) complaints received	76,485	67,228	64,402	58,983	70,089	*	*	Neutral	Down
Priority A complaints responded to	18,535	15,075	14,540	14,542	14,468	*	*	Neutral	Down
Priority B complaints responded to	74,708	63,219	59,236	51,990	63,215	*	*	Neutral	Down
- Complaints that resulted in a vacate or stop work order	NA	4,903	4,069	3,660	4,250	*	*	Neutral	NA
★Average time to respond to Priority A complaints (days)	0.3	0.5	0.6	0.7	0.7	1.0	1.0	Down	Up
★Average time to respond to Priority B complaints (days)	19.8	28.5	41.1	48.5	34.6	40.0	40.0	Down	Up
★ - Response time to Priority B complaints that resulted in a vacate or stop work order	NA	15.0	15.0	9.5	7.7	10.0	9.0	Down	NA
★Residential illegal conversion complaints where access was obtained (%)	49.4%	46.9%	46.4%	41.6%	44.1%	47.0%	44.0%	Up	Down
- Access obtained and violations were written (%)	49.6%	54.7%	53.5%	50.2%	44.7%	*	*	Neutral	Down
Work without a permit complaints where access was obtained and violations were written (%)	58.3%	67.6%	61.0%	43.9%	32.7%	*	*	Neutral	Down

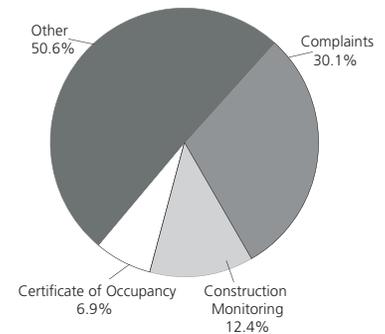
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Goal 2b Rigorously enforce construction laws.

Largely as a result of the increase in complaints, in Fiscal 2014 the Department completed nearly 10,800 more construction inspections than in Fiscal 2013.

The number of Environmental Control Board violations issued increased from 43,320 to 47,768, and the percent of violations admitted to or upheld at the Environmental Control Board rose to a five-year high of 82.1 percent.

Construction Inspections Completed Fiscal 2014



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Construction inspections completed	212,038	171,547	141,237	131,444	142,222	140,000	140,000	Up	Down
Average construction inspections per inspector day	NA	NA	12.9	11.8	10.8	*	*	Up	NA
Construction inspections resulting in violations (%)	NA	17.2%	20.7%	21.3%	19.1%	*	*	Neutral	NA
DOB violations issued	68,016	56,299	82,606	65,189	82,753	*	*	Neutral	Up
Environmental Control Board violations issued	74,163	62,070	53,293	43,320	47,768	*	*	Neutral	Down
★Violations admitted to or upheld at the Environmental Control Board (%)	81.4%	78.2%	77.1%	79.4%	82.1%	78.0%	78.0%	Up	Neutral

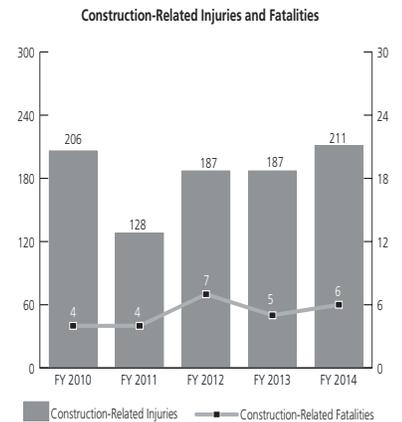
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Goal 2c

Prevent construction-related fatalities and injuries.

In keeping with its commitment to worker safety, the Department held its annual Build Safe | Live Safe Conference in April 2014. Additionally, as part of its ongoing multilingual safety campaign, Experience Is Not Enough, the Department distributed educational flyers at hundreds of sites citywide encouraging workers to take appropriate protections.

During Fiscal 2014 the Department reported 458 construction-related incidents and 211 construction-related injuries, an increase of 13.6 percent and 12.8 percent, respectively. The increases are associated with the rise in the number of initial building permits issued and, more critically, the 35.1 percent increase in initial new building permits issued. The Department also reported one additional fatality compared to Fiscal 2013.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Construction-related incidents	615	422	405	403	458	*	*	Down	Down
- Construction-related accidents	198	119	157	173	207	*	*	Down	Up
★ Construction-related injuries	206	128	187	187	211	↓	↓	Down	Up
★ Construction-related fatalities	4	4	7	5	6	↓	↓	Down	Up
Incident inspections resulting in violations (%)	77.7%	76.5%	77.1%	79.6%	75.2%	*	*	Neutral	Neutral

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Collisions involving City vehicles	NA	48	36	22	33	*	*	Down	NA
Workplace injuries reported	NA	32	16	17	15	*	*	Down	NA

AGENCY CUSTOMER SERVICE

Data for the percent of calls answered in 30 seconds and average customer in-person wait time continue to be unavailable as the systems that collect data for these indicators were destroyed last fiscal year by Sandy flooding and have not yet been replaced.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Customer Experience	FY10	FY11	FY12	FY13	FY14	FY14	FY15	Up	Up
Emails responded to in 14 days (%)	45%	62%	50%	37%	65%	50%	55%	Up	Up
Letters responded to in 14 days (%)	37%	67%	58%	54%	49%	60%	55%	Up	Neutral
Calls answered in 30 seconds (%)	87%	91%	91%	NA	NA	90%	*	Up	NA
Average customer in-person wait time (minutes)	17	21	20	NA	NA	20	*	Down	NA
Completed customer requests for interpretation	57	119	61	36	17	*	*	Neutral	Down
CORE customer experience rating (0-100)	78	81	79	83	91	80	82	Up	Up

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Response to 311 Service Requests (SRs)	FY10	FY11	FY12	FY13	FY14	FY14	FY15	Neutral	Neutral
Percent meeting time to first action - Elevator - Defective/Not Working (60 days)	55	30	50	49	44	50	50	Neutral	Neutral
Percent meeting time to first action - General Construction/Plumbing - Contrary/Beyond Approved Plans/Permits (60 days)	95	86	68	70	81	70	72	Neutral	Down
Percent meeting time to first action - General Construction/Plumbing - Failure to Maintain (60 days)	92	84	77	77	75	80	77	Neutral	Down
Percent meeting time to first action - Illegal Conversion of Residential Building/Space (60 days)	58	50	44	47	63	50	53	Neutral	Neutral
Percent meeting time to first action - No Permit - Construction, Plumbing, Cranes & Derricks, Building/Use, Elevator (60 days)	54	77	70	72	80	72	74	Neutral	Up

AGENCY RESOURCES

Resource Indicators	Actual					Plan ¹		5-year Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15	
Expenditures (\$000,000) ²	\$101.5	\$99.0	\$95.1	\$102.5	\$106.6	\$107.8	\$108.3	Neutral
Revenues (\$000,000)	\$132.9	\$165.2	\$198.2	\$228.0	\$246.0	\$196.2	\$173.4	Up
Personnel	1,174	1,094	1,067	1,039	1,073	1,183	1,206	Neutral
Overtime paid (\$000,000)	\$4.3	\$3.1	\$4.5	\$6.1	\$5.2	\$5.2	\$4.1	Up

¹Authorized Budget Level ²Expenditures include all funds.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- As referenced in the narrative, the Department divided plan review metrics into two categories: jobs filed through the borough offices and jobs filed through the Hub. As a result, Hub indicators have been added, including data on the average number of days to complete first plan reviews of new buildings, major renovations and minor renovations. To facilitate data comparison, Fiscal 2012 and 2013 data has been re-categorized with the same structure. Lastly, the Department will no longer provide a combined, overall average time for plan review completion since plan review times by job type are already reported.
- The Department also modified the indicators 'Work without a permit complaints' and 'Work without a permit complaints where access was obtained and violations were written (%)' to include non-construction Priority B complaint categories that were previously excluded from the calculations. Previously reported data has been revised.

ADDITIONAL RESOURCES

For additional information go to:

- 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/buildings.

