



# DEPARTMENT OF BUILDINGS

Robert LiMandri, Commissioner

## 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.

### **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: July–October

- The Department completed initial reviews of construction plans for new buildings, major renovations and minor renovations more quickly, reducing turnaround times by 1.3, 2.7 and 0.9 days, respectively – an overall reduction of 17 percent. The Development Hub, the Department's state-of-the-art plan review center that accepts digital construction plans to accelerate the plan review process, was a major contributor to the improved review time.
- The Department received and responded to more Priority A (emergency) complaints and fewer Priority B (nonemergency) complaints. In total, DOB received 26,811 emergency and nonemergency complaints and responded to 22,920 of these complaints compared to 27,512 received and 24,872 responded to a year ago. Average response times to emergency complaints increased to 14.6 hours; however, the Department continued to satisfy its 1.5 day internal response target. Response times to nonemergency complaints were relatively the same at 45.3 days.
- Construction inspections fell by 5.6 percent to 44,939 due to an above average number of vacancies of enforcement inspector positions and the decrease in the overall number of complaints. The Department is in the process of hiring inspectors for the vacant positions. The percent of inspections resulting in violations increased slightly to 18.4 percent.
- The overall number of DOB violations rose by 15 percent to 19,325 largely as a result of an increase in the number of administrative violations issued to property owners for failure to either provide evidence that annual elevator testing had been completed or that past deficiencies had been corrected. In Fiscal 2012 the Department issued these types of violations later in the year.
- All construction-related safety indicators saw increases alongside a modest increase in construction activity. Incidents rose by 33.9 percent, from 121 to 162, and the percent of incident inspections resulting in violations also rose, from 75.4 to 81.8 percent. The number of accidents increased by 13 to 65 and fatalities from 1 to 3; injuries remained unchanged at 68. The most common cause of accidents continues to be worker falls.

**Service 1: Facilitate safe and compliant development.**

**Goal 1a: Improve application processing efficiency.**

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Jobs filed	60,235	65,358	68,911	*	*	23,388	24,269
Building permits issued - Initial	74,280	83,151	87,190	*	*	30,090	31,159
Building permits issued - Renewals	36,938	37,876	39,321	*	*	11,495	12,298
Certificates of Occupancy issued	7,672	7,044	6,642	*	*	2,261	2,152

**Goal 1b: Promptly review initial construction plans.**

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
First plan reviews completed	58,244	61,507	63,130	*	*	21,868	21,969
Average days to complete first plan review	5.1	4.7	4.6	4.5	4.5	5.2	4.3
★ - New buildings	16.2	14.9	12.6	*	12.0	13.1	11.8
★ - Alteration I (major renovation)	13.7	11.7	11.2	*	10.0	13.1	10.4
- Alterations II and III (minor renovation)	4.0	3.9	3.9	*	*	4.5	3.6
Jobs professionally certified (%)	45.1%	47.6%	50.3%	*	*	52.1%	54.0%
Jobs professionally certified that were audited (%)	24.4%	20.3%	24.8%	20.0%	20.0%	20.1%	21.5%
Audits of professionally certified jobs resulting in revocation notices (%)	20.1%	14.8%	9.8%	*	*	11.7%	8.8%

**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.**

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Priority A (emergency) complaints received	18,828	15,182	14,662	*	*	4,990	5,514
Priority B (nonemergency) complaints received	76,485	67,228	64,402	*	*	22,522	21,297
Priority A complaints responded to	18,535	15,075	14,540	*	*	4,899	5,407
Priority B complaints responded to	74,708	63,219	59,236	*	*	19,973	17,513
★ Average time to respond to Priority A complaints (days)	0.3	0.5	0.6	*	1.5	0.4	0.6
★ Average time to respond to Priority B complaints (days)	19.8	28.5	41.1	*	40.0	45.7	45.3
★ Residential illegal conversion complaints where access was obtained (%)	49.4%	46.9%	46.4%	*	47.0%	48.9%	44.0%
Residential illegal conversion complaints where access was obtained and violations were written (%)	49.6%	54.7%	53.5%	*	*	51.6%	53.2%
Work without a permit complaints where access was obtained and violations were written (%)	NA	68.9%	67.2%	*	*	64.0%	69.0%

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

Goal 2b: Rigorously enforce construction laws.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★ Construction inspections completed	212,038	171,547	141,237	*	150,000	47,618	44,939
Average construction inspections per inspector day	NA	NA	12.9	*	*	11.6	13.9
Inspections resulting in violations (%)	NA	15.5%	17.1%	*	*	17.0%	18.4%
DOB violations issued	68,016	56,299	82,606	*	*	16,826	19,325
Environmental Control Board violations issued	74,163	62,070	53,293	*	*	17,614	14,489
★ Notices of Violation upheld by ECB (%)	81.4%	78.2%	77.1%	*	78.0%	NA	NA

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Construction-related incidents	615	422	405	*	*	121	162
- Construction-related accidents	198	119	157	*	*	52	65
★ Construction-related injuries	206	128	187	*	↓	68	68
★ Construction-related fatalities	4	4	7	*	↓	1	3
Incident inspections resulting in violations (%)	77.7%	76.5%	77.1%	*	*	75.4%	81.8%

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

## Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Customer Experience							
E-mails responded to in 14 days (%)	45%	62%	51%	50%	*	57%	69%
Letters responded to in 14 days (%)	37%	67%	58%	60%	*	52%	55%
Calls answered in 30 seconds (%)	87%	91%	91%	90%	*	93%	90%
Response to 311 Service Requests (SRs)							
Percent meeting time to (first) action – Elevator - Defective/Not Working (60 days)	55	30	50	50	*	40	48
Percent meeting time to (first) action – General Construction/Plumbing - Contrary/Beyond Approved Plans/Permits (60 days)	95	86	68	70	*	68	73
Percent meeting time to (first) action – General Construction/Plumbing - Failure To Maintain (60 days)	92	84	77	77	*	79	81
Percent meeting time to (first) action – Illegal Conversion of Residential Building/Space (60 days)	58	50	44	45	*	49	53
Percent meeting time to (first) action – No Permit - Construction, Plumbing, Cranes & Derricks, Building/Use, Elevator (60 days)	54	77	70	70	*	68	77

## Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13 <sup>1</sup>	FY14 <sup>1</sup>	FY12	FY13
Expenditures (\$000,000) <sup>2</sup>	\$101.5	\$99.0	\$95.1	\$96.4	\$106.1	\$93.8	\$32.4	\$32.8
Revenues (\$000,000)	\$132.9	\$165.2	\$198.2	\$157.1	\$176.9	\$162.9	\$59.7	\$72.0
Personnel	1,174	1,094	1,067	1,126	1,135	1,135	1,061	1,055
Overtime paid (\$000,000)	\$4.3	\$3.1	\$4.5	\$3.2	\$4.9	\$3.2	\$1.2	\$1.4

<sup>1</sup>January 2013 Financial Plan      \*NA\* - Not Available in this report  
<sup>2</sup>Expenditures include all funds.      January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

## Noteworthy Changes, Additions or Deletions

- The Department added the following indicators: ‘Building permits issued – Initial,’ ‘Building permits issued - Renewals,’ ‘First plan reviews completed,’ ‘Work without a permit complaints where access was obtained and violations were written (%),’ ‘Inspections resulting in violations,’ and ‘DOB violations issued.’
- The Department also removed the following indicators: ‘Jobs pending with objections by DOB (%),’ ‘Jobs approved with modifications made (%),’ ‘Applications resulting in a permit (%),’ ‘Licenses and registrations issued (new and renewal),’ ‘Priority A (emergency) complaints responded to within 1.5 days (%),’ ‘Priority B (nonemergency) complaints responded to within 40 days (%),’ ‘Percent of after hours work complaints where access was obtained and violations were written,’ ‘Percent of failure to maintain complaints where access was obtained and violations were written,’ ‘Percent of unsafe facade conditions and falling debris complaints where access was obtained and violations were written,’ ‘Construction inspections resulting in a Vacate Order (%),’ ‘Certificates of Correction approved,’ and ‘Number of incidents of unsafe facade conditions and falling debris resulting in injuries.’
- DOB updated four-month Fiscal 2012 data for several metrics. All changes were minor.

For additional performance statistics, please visit the website at: [www.nyc.gov/mmr](http://www.nyc.gov/mmr).

For more information on the agency, please visit: [www.nyc.gov/dob](http://www.nyc.gov/dob).