

DEPARTMENT OF BUILDINGS

Indicator name:	Jobs filed New buildings Major renovation (Alteration I) Minor renovation (Alterations II and III)
Description:	The total number of applications filed for new buildings, major renovations (Alteration I) and minor renovations (Alterations II and III) as well as the respective number filed in each category.
Source:	BIS mainframe database maintained by DOB.
Indicator name:	Average time to complete application processing (days)
Description:	The average number of business days for jobs to move from C status (payment made) to D status (application processed - completed).
Source:	BIS mainframe database maintained by DOB.
Indicator name:	Building permits issued – Initial New buildings Major renovation (Alteration I) Minor renovation (Alterations II and III)
Description:	The total number of initial building permits issued for new buildings, major renovations (Alteration I) and minor renovations (Alterations II and III) as well as the respective number issued in each category.
Source:	BIS mainframe database maintained by DOB.
Indicator name:	Building permits issued – Renewals New buildings Major renovation (Alteration I) Minor renovation (Alterations II and III)
Description:	The total number of building permits previously issued for new buildings, major renovations (Alteration I) and minor renovations (Alterations II and III) that were renewed during the reporting period as well as the respective number issued in each category.
Source:	BIS mainframe database maintained by DOB.
Indicator name:	Certificates of Occupancy issued
Description:	The total number of initial temporary Certificates of Occupancy issued plus the number of final Certificates of Occupancy issued during the reporting period.
Source:	Certificate of Occupancy Document Database (Codd) maintained by DOB.
Indicator name:	First plan reviews completed New buildings Major renovation (Alteration I) Minor renovation (Alterations II and III)
Description:	The total number of building applications that moved to either J status (disapproved) or P status (approved) during the reporting period as well as the respective number of jobs in each category.
Source:	BIS mainframe database maintained by DOB.
Indicator name:	Average days to complete first plan review (Borough offices) New buildings Major renovation (Alteration I) Minor renovation (Alterations II and III)
Description:	For plan reviews completed in the borough offices, the average number of business days for building applications to go from D status (application processed - completed) to either J status (disapproved) or P status (approved) for each job category.
Source:	BIS mainframe database maintained by DOB.

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Indicator name:	Average days to complete first plan review (Hub projects)
Description:	New buildings Major renovation (Alteration I) Minor renovation (Alterations II and III) For Hub projects, the average number of business days for building applications to go from assigned to either J status (disapproved) or P status (approved) for each job category.
Source:	BIS mainframe database and SharePoint platform maintained by DOB.
Indicator name:	Jobs professionally certified (%)
Description:	The percent of jobs (building applications) filed by registered architects and professional engineers who have certified that their submissions are in compliance with the NYC Building Code and applicable zoning regulations. These jobs do not undergo a regular plan examination but are subject to random audit as well as other DOB reviews.
Source:	BIS mainframe database maintained by DOB.
Indicator name:	Jobs professionally certified that were audited (%)
Description:	The percent of professionally certified jobs (building applications) filed that were approved and received permits without DOB staff review but then received post-approval review by DOB staff.
Source:	BIS mainframe database maintained by DOB.
Indicator name:	– Audits that resulted in revocation notices (%)
Description:	The percent of professionally certified jobs (building applications) that were audited by DOB staff and for which objections pertaining to substantive issues of zoning, life safety and/or accessibility resulted in the issuance of a revocation notice. Note: An applicant must propose corrective measures within 10 business days of a revocation notice.
Source:	BIS mainframe database maintained by DOB.
Indicator name:	Average wait time for a construction inspection (days)
Description:	Appointment wait time is the average number of business days between the receipt of a request for a construction inspection and the first available date that an inspector can visit a job site.
Source:	Buildings Inspection Database (BID) maintained by DOB.
Indicator name:	Average wait time for a plumbing inspection (days)
Description:	Appointment wait time is the average number of business days between the receipt of a request for a plumbing inspection and the first available date that an inspector can visit a job site.
Source:	Buildings Inspection Database (BID) maintained by DOB.
Indicator name:	Average wait time for an electrical inspection (days)
Description:	Appointment wait time is the average number of business days between the receipt of a request for an electrical inspection and the first available date that an inspector can visit a job site.
Source:	Buildings Inspection Database (BID) maintained by DOB.
Indicator name:	Priority A (emergency) complaints received
Description:	The number of complaints describing Priority A (emergency) conditions received by DOB. Priority A complaints include all accidents, fumes/smoke from a boiler, unsafe or illegal demolition and vibrating or shaking building, among others.
Source:	BIS mainframe maintained by DOB.
Indicator name:	Priority B (nonemergency) complaints received
Description:	The number of complaints describing Priority B (nonemergency) conditions received by DOB. Priority B complaints include the illegal conversion of space, excessive debris, failure to erect or an inadequate sidewalk shed, and construction contrary to approved plans/permits, among others.
Source:	BIS mainframe maintained by DOB.

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Indicator name:	– Residential illegal conversion complaints
Description:	The number of Priority B illegal conversion complaints received during the reporting period. An illegal conversion is an alteration or modification of an existing building to create an additional housing unit without first obtaining approval from the NYC Department of Buildings.
Source:	BIS mainframe maintained by DOB.
Indicator name:	– Work without a permit complaints
Description:	The number of Priority B complaints the Department received relating to work being performed without a valid permit.
Source:	BIS mainframe maintained by DOB.
Indicator name:	Priority A complaints responded to
Description:	The number of complaints describing emergency (Priority A) conditions for which DOB conducted an initial field visit. If the DOB inspector is able to gain access to the complaint site, the field visit results in an inspection. Priority A complaints include all accidents, fumes/smoke from a boiler, unsafe or illegal demolition and vibrating or shaking building, among others.
Source:	BIS mainframe maintained by DOB.
Indicator name:	Priority B complaints responded to
Description:	The number of complaints describing nonemergency (Priority B) conditions for which DOB conducted an initial field visit. If the DOB inspector is able to gain access to the complaint site, the field visit results in an inspection. Priority B complaints include the illegal conversion of space, excessive debris, failure to erect or an inadequate sidewalk shed, and construction contrary to approved plans/permits, among others.
Source:	BIS mainframe maintained by DOB.
Indicator name:	Average time to respond to Priority A complaints (days)
Description:	Based on a 24-hour day, the average number of calendar days it took DOB to conduct a field visit for complaints describing emergency (Priority A) conditions. If the DOB inspector is able to gain access to the complaint site, the field visit results in an inspection. Priority A complaints include all accidents, fumes/smoke from a boiler, unsafe or illegal demolition and vibrating or shaking building, among others.
Source:	BIS mainframe maintained by DOB.
Indicator name:	Average time to respond to Priority B complaints (days)
Description:	Based on an eight-hour workday, the average number of work days it took DOB to conduct a field visit for complaints describing nonemergency (Priority B) conditions. If the DOB inspector is able to gain access to the complaint site, the field visit results in an inspection. Priority B complaints include the illegal conversion of space, excessive debris, failure to erect or an inadequate sidewalk shed, and construction contrary to approved plans/permits, among others.
Source:	BIS mainframe maintained by DOB.
Indicator name:	Residential illegal conversion complaints where access was obtained (%)
Description:	The percent of residential illegal conversion complaints where access was gained and an inspection was completed during the reporting period.
Source:	BIS mainframe maintained by DOB.
Indicator name:	– Access obtained and violations were written (%)
Description:	The number of residential illegal conversion complaints that resulted in a violation being written as a percent of those complaints where the Department was able to gain access to the complaint location.
Source:	BIS mainframe maintained by DOB.

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Indicator name:	Work without a permit complaints where access was obtained and violations were written (%)
Description:	The number of Priority B work without a permit complaints that resulted in a violation being written as a percent of those complaints where the Department was able to gain access to the complaint location.
Source:	BIS mainframe maintained by DOB.
Indicator name:	Construction inspections completed
Description:	The number of construction inspections completed citywide.
Source:	BIS mainframe and electronic records maintained by DOB inspection units.
Indicator name:	Construction inspections completed – Complaints (%)
Description:	The percent of construction inspections performed citywide in response to complaints.
Source:	BIS mainframe and electronic records maintained by DOB inspection units.
Indicator name:	Construction inspections completed – Certificate of Occupancy (%)
Description:	The percent of construction inspections performed for purposes of Certificate of Occupancy issuance.
Source:	BIS mainframe and electronic records maintained by DOB inspection units.
Indicator name:	Construction inspections completed – Construction monitoring (%)
Description:	The percent of construction inspections performed for purposes of monitoring new construction, major alterations (work that requires a new or revised Certificate of Occupancy when completed) or demolition jobs.
Source:	BIS mainframe and electronic records maintained by DOB inspection units.
Indicator name:	Construction inspections completed – Other (%)
Description:	The percent of construction inspections that were not related to complaints, Certificate of Occupancy or construction monitoring. This figure includes reinspections due to vacate orders; reinspections of emergency sites; annual school inspections; quality assurance inspections and priority/special inspections, among others.
Source:	BIS mainframe and electronic records maintained by DOB inspection units.
Indicator name:	Average construction inspections per inspector day
Description:	The number of construction inspections performed by construction inspectors divided by the total number of field and research hours worked.
Source:	BIS mainframe and electronic records maintained by DOB inspection units.
Indicator name:	Construction inspections resulting in violations (%)
Description:	The total number of construction inspections performed that resulted in the issuance of at least one violation divided by the total number of construction inspections performed.
Source:	BIS mainframe and electronic records maintained by DOB inspection units.
Indicator name:	DOB violations issued
Description:	Violations issued by DOB that are a notice that a property is not in compliance with a provision of applicable law and includes an order from the Commissioner to correct the violating condition. This includes administrative violations issued for the non-submittal of required documentation, such as a property owner failing to submit evidence that required inspections were completed.
Source:	BIS mainframe maintained by DOB.

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Indicator name:	Environmental Control Board (ECB) violations issued – Construction
Description:	The total number of violations issued by DOB that fall under the jurisdiction of the Environmental Control Board as well as the number issued specifically for construction-related infractions. Initially reported data for the Preliminary Mayor's Management Report (PMMR) and annual Mayor's Management Report (MMR) is typically incomplete due to data entry backlog and routinely updated in subsequent releases of the MMR.
Source:	AIMS database maintained by the Environmental Control Board.
Indicator name:	Non-default Environmental Control Board decisions
Description:	Excluding defaults, the number of Environmental Control Board (ECB) decisions issued in the reporting period regardless of when the Notice of Violation (NOV) was issued or when the decision itself was recorded. The number of ECB decisions includes all NOV's where a determination was made by ECB pursuant to a hearing as well as those cases where the respondent admitted to the violation, cured the violation or entered into an agreement to do so without a hearing.
Source:	AIMS database maintained by the Environmental Control Board.
Indicator name:	Violations admitted to or upheld at the Environmental Control Board (%)
Description:	For all violations returnable to the Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation and/or paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved (violations admitted to plus violations where ECB issued decisions) during the reporting period.
Source:	AIMS database maintained by the Environmental Control Board.
Indicator name:	Construction-related incidents
Description:	The total number of events on a construction site (with or without a permit) that DOB responded to within the reporting period. An event or incident includes accidents and anything other than a scheduled inspection.
Source:	Incident database maintained by the Engineering and Emergency Operations Unit.
Indicator name:	– Construction-related accidents
Description:	An accident is an incident caused by construction activity on a construction site, or on an adjoining site, which results in a fatality or injury requiring medical attention.
Source:	Incident database maintained by the Engineering and Emergency Operations Unit.
Indicator name:	– Accident type – Worker fell
Description:	The number of accidents caused specifically by a construction worker's fall.
Source:	Incident database maintained by the Engineering and Emergency Operations Unit.
Indicator name:	– Accident type – Excavation soil work
Description:	The number of accidents caused by soil-related construction operations and/or associated means and methods.
Source:	Incident database maintained by the Engineering and Emergency Operations Unit.
Indicator name:	– Accident type – Scaffold/shoring installations
Description:	The number of accidents caused by the failure of fixed site protection and access installations, excluding failures due to road vehicles striking the installation.
Source:	Incident database maintained by the Engineering and Emergency Operations Unit.
Indicator name:	– Accident type – Material failure
Description:	The number of accidents caused by the drop, displacement or failure of material or building elements from its intended position or location.
Source:	Incident database maintained by the Engineering and Emergency Operations Unit.

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Indicator name:	– Accident type – Mechanical construction equipment
Description:	The number of accidents involving motorized machinery other than hand tools – for example, cranes, hoists, demolition equipment and suspension scaffolds.
Source:	Incident database maintained by the Engineering and Emergency Operations Unit.
Indicator name:	– Accident type – Other
Description:	The number of accidents not related to any of the above accident types – for example, a worker injuring his finger while drilling or a construction vehicle running into the construction barricade.
Source:	Incident database maintained by the Engineering and Emergency Operations Unit.
Indicator name:	Construction-related injuries
Description:	The total number of persons injured (fatalities included) as a result of construction activity. This includes injuries occurring at a construction site, or related to an incident at a construction site.
Source:	Incident database maintained by the Engineering and Emergency Operations Unit.
Indicator name:	Construction-related fatalities
Description:	The total number of fatalities that occurred on a construction site, or was related to an incident at a construction site, that was a result of construction activity.
Source:	Incident database maintained by the Engineering and Emergency Operations Unit.
Indicator name:	Incident inspections resulting in violations (%)
Description:	The percent of incident inspections that resulted in a written violation within the reporting period.
Source:	Incident database maintained by the Engineering and Emergency Operations Unit.
Indicator name:	Collisions involving City vehicles
Description:	The number of State reports, MV-104s, filed. These reports are required whenever a collision occurs that involves death, personal injury or property damage.
Source:	Office of Fleet Administration.
Indicator name:	Workplace injuries reported
Description:	All incidents resulting in a workers' compensation or line of duty injury claim regardless of whether or not work time was lost.
Source:	Human Resources.
Indicator name:	Emails sent to agency (through NYC.gov or a publicized agency email address)
Description:	The number of emails sent to an agency through NYC.gov or to a publicly disclosed email address (e.g., customerservice@agency.nyc.gov).
Source:	Intranet Quorum.
Indicator name:	Emails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	Intranet Quorum.
Indicator name:	Letters sent to agency
Description:	The number of written correspondence addressed to a central correspondence unit, the agency at large, or to the Commissioner.
Source:	Intranet Quorum.

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Indicator name:	Letters responded to in 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses should be substantive and adequately address the question/issue raised by the customer. A simple acknowledgement is not considered an adequate response. However, for more complex inquiries that require research and action on the part of the agency, an acknowledgement which includes a description of the next step (either on the agency's behalf, or the customer's), as well as an estimated time frame for completion, is considered acceptable and can be reported as part of the 14 day response. Agencies must internally track the additional time until a customer has a complete and full response.
Source:	Intranet Quorum.
Indicator name:	Calls made to agency call center
Description:	The total number of calls made to the agency's call center (directly or transferred to the call center via 311).
Source:	Automatic Call Distribution (ACD) system.
Indicator name:	Calls answered in 30 seconds (%)
Description:	The percentage of calls answered by a call center representative in 30 seconds or less. Time begins after initial prerecorded message.
Source:	Automatic Call Distribution (ACD) system.
Indicator name:	Visits made to agency walk-in facility
Description:	The total number of visits made to the agency's borough offices and those specialized units that have Q-Matic.
Source:	Q-Matic.
Indicator name:	Average customer in-person wait time (minutes)
Description:	The average wait time for a customer to be served at the agency's borough offices and those specialized units that have Q-Matic measured from the time a ticket is issued to the time the customer is first helped by a Department representative.
Source:	Q-Matic.
Indicator name:	Completed customer requests for interpretation
Description:	The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source:	Borough and Unit Liaisons.
Indicator name:	CORE customer experience rating (0-100)
Description:	An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source:	Mayor's Office of Operations – SCOUT.
Indicator name:	311 Service Requests (for specific topic)
Description:	The number of service requests received through the 311 Customer Service Center for the specific condition/complaint type.
Source:	Mayor's Office of Operations/Citywide Performance Reporting.
Indicator name:	Percent meeting time to first action or to close - (Response to 311 Service Requests)
Description:	The percentage of service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the service.
Source:	Mayor's Office of Operations/Citywide Performance Reporting.

