

## SERVICE UPDATE

### Change to Plan Exam Appointment Length

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Beginning June 14, 2019, the length of appointments for Alteration Type 1 (Alt1) jobs scheduled through [DOB Appointments](#) will be reduced from 40 minutes to 20 minutes. The new shortened appointment time is designed to improve the efficiency of the appointment system and increase plan examiner availability. This change will not affect any appointments made prior to the June 14 date.

As a result, appointments lengths will now be:

- New Buildings (NB) – 40 minutes
- All other jobs – 20 minutes

The maximum number of appointments that may be in 'scheduled status' will not change. A total of three (3) appointments per job number are allowed to be in 'scheduled status' at the same time. There will also be limits based on document number:

- **NB jobs** – two 40-minute appointments for the same job and document number
- **Alt1 jobs** – two 20-minute appointments for the same job and document number (applicants desiring a 40 minute slot for an Alt1 job may book two consecutive 20-minute appointments back-to-back)
- **Alt2, Alt3 and all other jobs** – one 20-minute appointment for the same job and document number.

Appointments exceeding the new stated limits are subject to cancellation by Department staff. In such cases, the applicant and scheduler will receive a cancellation email for each cancelled appointment.

As a reminder, the [DOB Appointments](#) system is for standard plan review [BIS](#) job filings only.

For additional information, please access [DOB Appointments Resources](#) or submit an inquiry through the [Online Help](#) form.

**POST UNTIL: December 31, 2019**