

## DOB Service Levels

| DOB Review Time for Initial Submission of Plans |                  |           |       |          |        |               |           |
|---|------------------|-----------|-------|----------|--------|---------------|-----------|
|   |                  | Manhattan | Bronx | Brooklyn | Queens | Staten Island | City Wide |
| Business Days to Review                         | New Building     |           |       |          |        |               | 10.2      |
|   | Major Alteration | 9.3       | 12.1  | 5.2      | 8.8    | 15.3          | 6.7       |
|   | Minor Alteration | 7.4       | 7.6   | 3.5      | 3.9    | 2.3           | 5.1       |
|   | Demolition       | 2.9       | 2.2   | 2.4      | 2.2    | 2.2           | 2.3       |
|   | DOB NOW          | 5.3       | 12.4  | 5.6      | 4.8    | 12.0          | 6.2       |
| First Reviews                                   | New Building     |           |       |          |        |               | 1,410     |
|   | Major Alteration | 7         | 7     | 14       | 11     | 4             | 1,281     |
|   | Minor Alteration | 56        | 64    | 157      | 100    | 70            | 11,486    |
|   | Demolition       | 35        | 90    | 161      | 113    | 53            | 452       |
|   | DOB NOW          | 4,335     | 1,231 | 4,233    | 2,885  | 377           | 13,061    |

| Total Review Time and Resubmissions        |                  |           |       |          |        |               |           |
|--|------------------|-----------|-------|----------|--------|---------------|-----------|
|  |                  | Manhattan | Bronx | Brooklyn | Queens | Staten Island | City Wide |
| Average Days Application is with Agency    | New Building     | 25.2      | 54.9  | 26.2     | 39.6   | 86.6          | 36.8      |
|  | Major Alteration | 18.4      | 30.8  | 16.1     | 24.6   | 61.8          | 22.8      |
|  | Minor Alteration | 8.3       | 22.7  | 9.5      | 7.9    | 21.2          | 10.2      |
|  | DOB NOW          | 8.8       | 25.7  | 11.6     | 12.6   | 22.6          | 12.4      |
| Average Days Application is with Applicant | New Building     | 59.9      | 61.5  | 55.2     | 85.9   | 138.0         | 69.6      |
|  | Major Alteration | 33.2      | 43.6  | 51.8     | 68.3   | 50.5          | 54.2      |
|  | Minor Alteration | 16.4      | 40.6  | 31.0     | 28.2   | 35.4          | 25.5      |
|  | Demolition       | 18.2      | 43.6  | 35.0     | 38.6   | 33.3          | 30.2      |
| Average Resubmissions to Approval          | New Building     | 2.5       | 5.0   | 3.2      | 4.8    | 5.9           | 4.0       |
|  | Major Alteration | 1.9       | 3.5   | 3.8      | 4.3    | 4.0           | 3.6       |
|  | Minor Alteration | 1.0       | 2.0   | 1.7      | 1.2    | 1.7           | 1.3       |
|  | Demolition       | 1.0       | 2.3   | 2.0      | 1.8    | 2.3           | 1.6       |

| Certificates of Correction |                       |
|----------------------------|-----------------------|
| Business Days to Review    | Certificates Reviewed |
| 14.96                      | 17,413                |

| Customer Service |                             |
|------------------|-----------------------------|
| Call Wait Time   | Help Form Inquiry Wait Time |
| 1.2              | 4.3                         |

| Construction Safety Enforcement      |                                       |   |
|--------------------------------------|---------------------------------------|---|
| Avg. Days to Review Demolition Plans | Avg. Days to Review Site Safety Plans | Avg. Days to Reinspect Stop Work Orders |
| 2.0                                  | 2.6                                   | 2                                       |

| DOB Review Time for Initial Submission of Plans |                   |           |       |          |        |               |
|---|-------------------|-----------|-------|----------|--------|---------------|
|   |                   | Manhattan | Bronx | Brooklyn | Queens | Staten Island |
| Business Days to Inspection                     | Boilers           | 2.2       | 2.2   | 2.5      | 2.5    | 2.8           |
|   | Construction      | 1.0       | 1.5   | 1.1      | 1.2    | 1.7           |
|   | Cranes & Derricks | 4.0       | 3.1   | 3.6      | 2.6    | 17.5          |
|   | Electrical        | 3.7       | 3.8   | 3.6      | 3.5    | 2.4           |
|   | Elevators         | 7.0       | 3.5   | 4.7      | 4.5    | 8.0           |
|   | Plumbing          | 2.4       | 2.4   | 2.1      | 2.2    | 2.2           |
| Inspections                                     | Boilers           | 217       | 121   | 242      | 136    | 12            |
|   | Construction      | 2,152     | 957   | 3,718    | 3,314  | 1,128         |
|   | Cranes & Derricks | 8         | 21    | 24       | 60     | 2             |
|   | Electrical        | 5,633     | 2,147 | 6,047    | 4,915  | 1,080         |
|   | Elevators         | 1,051     | 259   | 534      | 326    | 16            |
|   | Plumbing          | 3,408     | 1,305 | 2,958    | 2,901  | 682           |

| Appointments to Approval         |                  |           |       |          |        |               |           |
|----------------------------------|------------------|-----------|-------|----------|--------|---------------|-----------|
|                                  |                  | Manhattan | Bronx | Brooklyn | Queens | Staten Island | City Wide |
| Average Appointments to Approval | New Building     | 3.5       | 10.7  | 12.5     | 6.1    | 1.9           | 1.2       |
|                                  | Major Alteration | 6.5       | 9.8   | 11.0     | 8.3    | 9.4           | 1.3       |
|                                  | Minor Alteration | 0.9       | 1.6   | 1.2      | 1.3    | 1.0           | 0.1       |
|                                  | DOB NOW          | 0.1       | 0.2   | 0.1      | 0.3    | 0.4           | 0.2       |
| Appointments                     | New Building     | 7         | 161   | 212      | 104    | 17            | 1057      |
|                                  | Major Alteration | 97        | 78    | 274      | 231    | 94            | 1,388     |
|                                  | Minor Alteration | 71        | 77    | 96       | 152    | 90            | 1,584     |
|                                  | DOB NOW          | 299       | 283   | 566      | 773    | 177           | 2,098     |

| Application Reconsiderations           |  |           |       |          |        |               |           |
|--|--|-----------|-------|----------|--------|---------------|-----------|
|  |  | Manhattan | Bronx | Brooklyn | Queens | Staten Island | City Wide |
| Average Days to Complete Determination |  | 27.4      | 14.3  | 94.7     | 9.3    | 42.9          | 40.0      |
| Determinations Completed               |  | 229       | 3     | 82       | 52     | 19            | 385       |
| Average Days to Complete Appeal        |  | 90.3      | 45.0  | 90.5     | 60.2   |               | 81.0      |
| Appeals Completed                      |  | 11        | 1     | 4        | 5      |               | 21        |

| Licensing Renewals                        |                       |                          |                                    |                                |                             |
|---|-----------------------|--------------------------|------------------------------------|--------------------------------|-----------------------------|
|   | Avg. Days to Approval | Avg. Days with Applicant | Avg. Number of Reviews to Approval | Avg. Total Days for DOB Review | Total Approved Applications |
| Concrete Safety Manager                   | 11                    | 3                        | 2.0                                | 8                              | 24                          |
| Construction Superintendent               | 9                     | 2                        | 1.8                                | 6                              | 217                         |
| Contractor                                | 12                    | 2                        | 1.8                                | 9                              | 458                         |
| Electrician                               | 6                     | 0                        | 1.3                                | 6                              | 480                         |
| Elevator Agency                           | 31                    | 9                        | 2.7                                | 22                             | 126                         |
| Filing Representative                     | 12                    | 2                        | 1.6                                | 10                             | 76                          |
| High Pressure Boiler Operating Engineer   | 14                    | 3                        | 1.6                                | 11                             | 29                          |
| Hoisting Machine Operator                 | 15                    | 1                        | 1.5                                | 13                             | 21                          |
| Master Fire Suppression Piping Contractor | 11                    | 3                        | 2.7                                | 7                              | 87                          |
| Master Plumber                            | 11                    | 3                        | 2.7                                | 8                              | 199                         |
| Oil Burning Equipment Installer           | 19                    | 3                        | 2.6                                | 15                             | 27                          |
| Rigger                                    | 20                    | 2                        | 2.0                                | 17                             | 102                         |
| Sign Hanger                               | 11                    | 4                        | 1.4                                | 6                              | 5                           |
| Site Safety                               | 4                     | 0                        | 1.2                                | 4                              | 159                         |