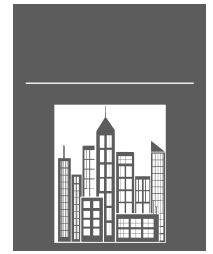


DEPARTMENT OF BUILDINGS

Eric Ulrich, Commissioner



WHAT WE DO

The Department of Buildings (DOB) regulates the safe and lawful use of more than 1,000,000 buildings and over 40,000 active construction sites under its jurisdiction by enforcing laws, including the City's Construction Codes, Zoning Resolution and Energy Code, as well as the New York State Multiple Dwelling Law. The Department enforces compliance with these regulations and promotes public safety through its review and approval of building plans, permitting and licensing functions, and inspections.

FOCUS ON EQUITY

The Department of Buildings (DOB) is committed to efficient, impartial and effective service delivery and protection for all New Yorkers—tenants and owners alike—especially as DOB migrates more of its public-facing interactions online. Guided by the Building One City plan, the Department continues its rollout of DOB NOW, the Department's transformative initiative to replace a three-decades-old mainframe system and increase transparency of agency operations, ease business interactions with the agency, promote the highest standards of integrity internally and within the industry, and develop a data-driven approach to disciplining bad actors.

DOB is fully committed to protecting the public's long-term safety in the face of climate change. With the passage of the 2020 NYC Energy Conservation Code, and the continued implementation of significant parts of the NYC Green New Deal and OneNYC 2050 plan, including Local Law 97 of 2019, which seeks to reduce greenhouse gas emissions from buildings, the Department is focused on assisting owners in making their buildings more sustainable.

The key to success is DOB's effort to recruit a diverse and inclusive workforce reflective of the City's population, grounded in providing services in a fair and equitable manner to all members of the public. In the beginning of Fiscal 2022, as the city's workforce began returning to the office, the Department ensured all Return to Office procedures and policies were implemented fairly and equitably. DOB also refocused its approach to Minority and Women-owned Business Enterprises (M/WBE) participation by continuing to collaborate with the Mayor's Office on all its procurement initiatives in Fiscal 2022 to provide more opportunities and to expand its outreach to the M/WBE market. DOB's recruitment efforts continue to focus on best practices on diversity and inclusion. The Department will continue to implement best practices and promote equity throughout the workforce throughout the upcoming fiscal year.

OUR SERVICES AND GOALS

SERVICE 1 Facilitate safe and compliant development.

- Goal 1a Improve 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 building and zoning laws.
- Goal 2c Prevent construction-related fatalities and injuries.

HOW WE PERFORMED IN FISCAL 2022

SERVICE 1 Facilitate safe and compliant development.

Goal 1a Improve processing efficiency.

The Department is in the process of replacing the Building Information System (BIS) with its public-facing application portal DOB NOW. When fully implemented, it will allow industry professionals, licensees, owners, and the general public to conduct business with DOB fully online. Since implementation began, DOB NOW has successfully moved the processing of a significant percentage of job and permit work-types, inspection sign-offs, safety compliance filings, and licensing transactions to DOB NOW. DOB NOW volumes are reported separately from their BIS counterparts. Although reported by job type, the agency can classify DOB NOW filings by work type (such as plumbing, sprinkler, antenna, and supported scaffold). Separating filings this way in DOB NOW will allow construction applications to be reviewed and approved more quickly, eventually creating a much better service experience for customers.

In Fiscal 2022, total job filings increased by 25.3 percent from the prior period. There were 12,568 BIS filings and 138,231 DOB NOW filings. The total number of completed plan reviews for BIS and DOB NOW filings increased by 22.9 percent from 112,393 to 147,146, including 10,426 BIS completed plan reviews and 136,720 DOB NOW completed plan reviews. Filings and plan reviews are expected to continue to increase in DOB NOW as volume shifts to that system from BIS.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Filings (DOB NOW)	13,244	24,415	58,309	88,472	138,231	*	*	Up	*
Jobs filed (BIS)	82,286	81,809	45,428	31,865	12,568	*	*	Down	*
★ Average customer in-person transaction time (minutes)	5	5	5	5	5	↓	↓	Neutral	Down
Average customer in-person wait time (minutes)	21	23	16	10	9	*	*	Down	Down
Work permits issued - Initial (DOB NOW)	11,239	20,299	38,652	57,786	87,074	*	*	Up	*
Work permits issued - Renewals (DOB NOW)	3,439	10,433	16,273	27,239	34,009	*	*	Up	*
Building permits issued - Initial (BIS)	99,946	93,676	46,524	30,298	13,394	*	*	Down	*
Building permits issued - Renewals (BIS)	58,858	56,834	46,875	43,661	29,787	*	*	Down	*
Certificates of Occupancy issued	6,032	6,197	4,049	5,194	3,979	*	*	Down	*
Average days between construction inspection request and inspection	2.4	2.0	1.9	1.2	1.2	*	*	Down	Down
Average days between plumbing inspection request and inspection	2.1	2.4	2.5	2.9	2.4	*	*	Up	Down
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None					

Goal 1b Promptly review initial construction plans.

The average time to complete first plan reviews for new buildings at the Borough Offices increased from 5.3 days to 8.5 days. For jobs filed through the Hub, average time to complete first plan reviews for new buildings rose from 5.5 days to 5.9 days. For jobs filed through DOB NOW, average time to complete first plan reviews for new buildings lowered from 9 days to 8 days. The average time to complete first plan reviews for major renovations at the Borough Offices increased from 6.8 days to 18.7 days. For jobs filed through the Hub, average time to complete first plan reviews for major renovations rose from 6.1 days to 10.4 days. As applications continue to be processed mostly in DOB NOW, the volume processed through BIS has reduced significantly. With that reduction, outliers in time to first review are very few, but more prominent in impact to the overall average. For jobs filed through DOB NOW, average time to complete first plan reviews for major renovations was lowered from 9 days to 6 days. When averaging across both filing systems, first exams for new buildings and major renovations were completed within the target average of 10.0 days or less.

Average time to complete first plan reviews for minor renovations at the Borough Offices lowered from 2.7 days to 2.1 days. For jobs filed through the Hub, average time to complete first plan reviews for minor renovations rose from 0.8 days to 1.1 days. For jobs filed through DOB NOW, average time to complete first plan reviews for minor renovations was 2.3 days. Overall, these first exams were again completed within an average of 2 days, with a target average of 4.0 days or less.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
First plan reviews completed (BIS)	77,391	75,577	41,262	25,334	10,426	*	*	Down	*
First plan reviews completed (DOB NOW)	13,009	24,398	57,619	87,059	136,720	*	*	Up	*
★ Average days to complete first plan review (Borough offices) - New buildings	5.7	4.4	5.2	5.3	8.5	12.0	12.0	Up	Down
★ Average days to complete first plan review (Borough offices) - Major renovation (Alteration I)	5.5	5.0	5.4	6.8	18.7	10.0	10.0	Up	Down
Average days to complete first plan review (Borough offices) - Minor renovation (Alterations II and III)	1.7	1.3	2.7	2.7	2.1	4.0	4.0	Up	Down
Average days to complete first plan review (Hub projects) - New buildings	4.2	4.5	4.9	5.5	5.9	*	*	Up	Down
Average days to complete first plan review (Hub projects) - Major renovation (Alteration I)	4.3	4.2	4.8	6.1	10.4	*	*	Up	Down
Average days to complete first plan review (Hub projects) - Minor renovation (Alterations II and III)	0.1	1.4	1.8	0.8	1.1	*	*	Up	Down
Average days to complete first plan review (DOB NOW)	NA	0.6	1.0	2.4	2.9	*	*	NA	Down
★ Average days to complete first plan review (DOB NOW) - New buildings	NA	NA	NA	9	8	↓	↓	NA	Down
★ Average days to complete first plan review (DOB NOW) - Major renovation	NA	NA	NA	9	6	↓	↓	NA	Down
★ Average days to complete first plan review (DOB NOW) - Minor renovation	NA	1	1	2	2	↓	↓	NA	Down
Average days from filing to approval (DOB NOW)	NA	45.6	8.3	11.2	14.7	*	*	NA	Down
Permitted jobs professionally certified (%)	61.2%	58.1%	62.2%	58.0%	56.1%	*	*	Neutral	Up
Permitted jobs professionally certified that were audited (%)	19.1%	13.4%	11.9%	7.8%	1.6%	*	*	Down	Up
Of eligible audited jobs, the percent of audits that resulted in revocation notices (%)	37.9%	41.1%	44.2%	28.8%	45.3%	*	*	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 1c Promptly schedule development inspections.

The average wait time for a construction inspection remained from at 1.2 days, while average wait times for plumbing inspections decreased from 2.9 days to 2.4 days. Electrical inspections decreased from 3.9 days to 2.8 days.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Average days between electrical inspection request and inspection	3.9	2.6	2.5	3.9	2.8	↓	↓	Down	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

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.

The Department received over 1,000 more Priority A complaints than in the prior year. The average time to respond to Priority A complaints in Fiscal 2021 decreased from 0.3 days to 0.2 days, with the target of 1.0 day or less being satisfied. Improved response time for these complaints is attributable to daily tracking reports and notifications that aid in a more prompt triage to the proper unit within the Department.

Priority B complaints remained steady during the reporting period. The average time to respond to Priority B complaints decreased from 12.1 days to 10.4 days, with the target of 40.0 days or less being satisfied. Similar to Priority A response times, Priority B response times improved through daily tracking reports.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Priority A (emergency) complaints received	16,989	17,281	20,458	19,152	20,410	*	*	Up	*
Priority B (nonemergency) complaints received	78,526	77,386	72,246	64,800	64,791	*	*	Down	*
Priority A complaints responded to	16,463	16,737	20,054	18,822	19,849	*	*	Up	*
Priority B complaints responded to	75,326	70,027	61,749	55,718	56,413	*	*	Down	*
★ Average time to respond to Priority A complaints (days)	0.4	0.3	0.4	0.3	0.2	1.0	1.0	Down	Down
★ Average time to respond to Priority B complaints (days)	13.2	11.4	11.8	12.1	10.4	40.0	40.0	Down	Down
★ Residential illegal conversion complaints where access was obtained (%)	38.2%	38.0%	41.9%	32.4%	41.4%	44.0%	44.0%	Neutral	Up
– Access obtained and violations were written (%)	42.3%	41.6%	34.4%	35.8%	18.3%	*	*	Down	*
Work without a permit complaints where access was obtained and violations were written (%)	29.6%	29.3%	35.0%	43.0%	33.4%	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 2b Rigorously enforce building and zoning laws.

The Department completed 130,837 construction inspections compared to 162,135 in the same Fiscal 2021 period, and issued 66,662 OATH/Environmental Control Board violations (nine percent fewer than a year ago). Although complaints received during the period increased, there were more instances of repeat complaints concerning the same conditions that had already been issued violations. The Department does not issue additional violations while the first is in process at OATH. Additionally, the Department began issuing Requests for Corrective Action in lieu of summonses. Of the violations heard, 78 percent were upheld, which is consistent with the prior year. Investigations are also conducted upon renewal. In Fiscal 2022, DOB violations issued decreased to 45,171 from 65,411 in the prior Fiscal 2021 period. This is due to fewer violating conditions being observed.

The Department audited 1.6% of professionally certified, which is down from 7.8% in the prior Fiscal period. This decrease is due to the Department's transition of most job filings to into DOB NOW. This system does not yet have an audit module to record statuses of an audit or the workflow controls for relevant enforcement actions. Although Zoning Audits and Special Audits continue, program audits will be on hold until the audit module is implemented in DOB NOW.

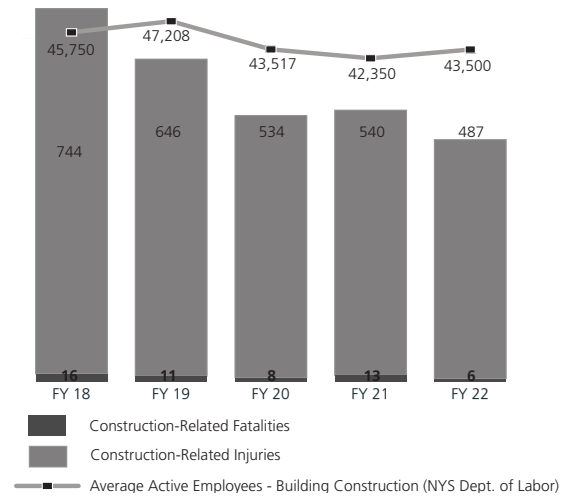
Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Construction inspections completed	188,221	203,077	168,507	162,135	130,837	140,000	140,000	Down	Up
Construction inspections resulting in violations (%)	26.0%	30.1%	28.8%	25.9%	25.0%	*	*	Neutral	*
DOB violations issued	79,422	80,874	96,969	65,411	45,171	*	*	Down	*
Office of Administrative Trials and Hearings violations issued	82,228	89,964	80,155	72,966	66,662	*	*	Down	*
★ Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	79.1%	79.9%	72.6%	78.1%	77.5%	80.0%	80.0%	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 2c Prevent construction-related fatalities and injuries.

Compared to the prior fiscal year, there was a decrease in construction-related incidents causing serious or fatal injuries. Construction-related incidents decreased from 736 to 653 in Fiscal 2022 and construction-related injuries decreased slightly from 540 to 487. Fatalities decreased from 13 to six.

The Department continues to enforce Local Law 196 of 2017, which requires workers on the City's larger building construction sites to have site safety training. The Department performed 90 site safety sweep inspections in Fiscal 2022, resulting in the issuance of 208 OATH summonses for violations of Local Law 196.

Construction-Related Injuries and Fatalities and Average Construction Employment



Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Construction-related incidents	1,052	915	764	736	653	*	*	Down	Down
– Construction-related accidents	729	625	509	533	477	*	*	Down	Down
★ Construction-related injuries	744	646	534	540	487	↓	↓	Down	Down
★ – Construction-related fatalities	16	11	8	13	6	↓	↓	Down	Down
Incident inspections resulting in violations (%)	72.7%	81.7%	87.4%	87.0%	47.6%	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Workplace injuries reported	20	10	16	17	12	*	*	Down	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Customer Experience									
E-mails responded to in 14 days (%)	50%	53%	51%	82%	81%	57%	57%	Up	Up
Letters responded to in 14 days (%)	47%	58%	86%	47%	57%	57%	57%	Neutral	Up
Calls answered in 30 seconds (%)	70%	68%	62%	64%	70%	*	*	Neutral	Up
Completed customer requests for interpretation	100	122	77	85	269	*	*	Up	*
CORE customer experience rating (0-100)	90	NA	99	98	91	85	85	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to first action - Elevator - Defective/Not Working (60 days)	100%	NA	NA	100%	100%	50%	50%	NA	*
Percent meeting time to first action - General Construction/ Plumbing - Contrary/Beyond Approved Plans/Permits (60 days)	88%	98%	98%	99%	100%	72%	72%	Up	*
Percent meeting time to first action - General Construction/ Plumbing - Failure to Maintain (60 days)	63%	63%	89%	97%	99%	77%	77%	Up	*
Percent meeting time to first action - Illegal Conversion of Residential Building/Space (60 days)	91%	100%	89%	100%	81%	57%	57%	Neutral	*
Percent meeting time to first action - No Permit - Construction, Plumbing, Cranes & Derricks, Building/Use, Elevator (60 days)	98%	97%	97%	97%	94%	77%	77%	Neutral	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	
Expenditures (\$000,000) ³	\$159.7	\$173.2	\$189.5	\$197.3	\$199.4	\$243.4	\$238.8	Up
Revenues (\$000,000)	\$329.7	\$388.5	\$340.6	\$314.3	\$336.4	\$340.8	\$338.7	Neutral
Personnel	1,633	1,665	1,734	1,672	1,560	2,041	1,992	Neutral
Overtime paid (\$000,000)	\$7.4	\$7.5	\$8.8	\$6.4	\$7.0	\$5.0	\$3.0	Neutral
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds "NA" - Not Available * None								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY21 ¹ (\$000,000)	Modified Budget FY22 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$138.5	\$135.0	All
002 - Other Than Personal Services	\$58.8	\$64.4	All
Agency Total	\$197.3	\$199.4	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds. ²City of New York Adopted Budget for Fiscal 2022, as of June 2022. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Eric Ulrich was appointed Commissioner and began serving in the position on May 3, 2022.

ADDITIONAL RESOURCES

For additional information go to:

- Building One City:
http://www1.nyc.gov/assets/buildings/pdf/building_one_city.pdf
- Data and Reporting:
<https://www1.nyc.gov/site/buildings/dob/dob-metrics.page>

For more information on the agency, please visit: www.nyc.gov/buildings.