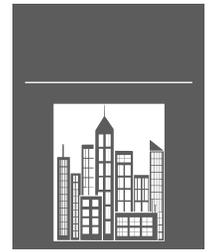


DEPARTMENT OF BUILDINGS

James S. Oddo, Commissioner



WHAT WE DO

The Department of Buildings (DOB) regulates the safe and lawful use of more than 1,000,000 buildings and over 43,909 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 delivering its services in a manner that promotes compliant building development, while improving quality of life and strengthening public safety for all New Yorkers. DOB is increasingly focused on improving its service levels, with an eye towards equitable service for all New Yorkers. The Department is committed to continuing to reduce wait times and improving the customer experience across the board, including for small property owners and for small business owners. DOB is also bringing the agency's services directly to New Yorkers through the launch of new programs in Calendar 2023, including DOB in Your Community and a community-based inspector pilot program. DOB is also continuing its rollout of DOB NOW, a transformative initiative to fully replace an antiquated mainframe system. The DOB NOW system has already increased the transparency of agency operations, eased business interactions with the Department, and promoted the highest standards of integrity internally and within the industry.

DOB is also committed to improving the public realm and enhancing quality of life for those who live, work and visit New York City by reducing the presence of sidewalk sheds. Earlier this year, the City announced the Get Sheds Down plan, a sweeping overhaul of the regulations governing sidewalk sheds. The Get Sheds Down plan will improve public safety and quality of life by removing sidewalk sheds more quickly and replacing them with more aesthetically pleasing or less intrusive alternatives where possible. The Department has already issued several agency rules and bulletins related to the Get Sheds Down plan and is working with the New York City Council on legislation to further implement this plan.

DOB is also working to protect New Yorkers from the damaging impacts of climate change. Buildings in New York City are the City's largest single contributor to climate change-causing greenhouse gas emissions. With the recent launch of the Getting 97 Done plan, the City will continue to support the full implementation of Local Law 97 of 2019 (LL97), which seeks to reduce emissions from the City's largest buildings. As part of this plan, DOB recently released the second major rule package, which provides details on how LL97 will be enforced and how the Department will work to support buildings owners who are making good faith efforts towards compliance.

OUR SERVICES AND GOALS

SERVICE 1 Facilitate safe and compliant development.

- Goal 1a Improve processing efficiency.
- Goal 1b Promptly review 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 2023

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 in 2016, DOB has successfully moved the processing of a significant percentage of transactions to DOB NOW. DOB NOW volumes are reported separately from their BIS counterparts. Although reported by job type, such as new buildings, major or minor renovations, the Department can also classify DOB NOW filings by work type (such as plumbing, sprinkler, antenna, and supported scaffold). Separating filings by work type in DOB NOW allows construction applications to be reviewed and approved more quickly, eventually creating a much better service experience for customers.

In Fiscal 2023, total DOB NOW job filings increased by 3.5 percent and total BIS filings increased by 8.6 percent from Fiscal 2022. Filings are expected to continue to increase in DOB NOW as volume shifts to that system from BIS. Though applicants are encouraged to use DOB NOW for most filings, as of Fiscal 2023, not all job filings have been phased out of BIS and jobs that are in BIS will remain there until completed. Those jobs may receive subsequent or post approval amendment filings as well, which are accounted for in the BIS indicators. Total work permits issued in BIS continues to trend down as job volume shifts to DOB NOW. Total work permits issued in DOB NOW increased six percent in Fiscal 2023, totaling 147,880 initial and renewal permits.

Average customer in-person transaction time increased from five minutes in Fiscal 2022 to six minutes in Fiscal 2023, however in-person wait time decreased from nine minutes to six minutes. The Department identified several instances where the transaction was completed and services rendered, however the ticket remained open, driving the average transaction time higher than expected.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Jobs filed – All applications (DOB NOW)	122,472	163,999	188,051	240,005	248,446	*	*	Up	*
Jobs filed - All applications (BIS)	149,165	66,294	43,831	37,670	40,926	*	*	Down	*
Work permits issued - Initial (DOB NOW)	20,299	38,652	57,786	104,512	106,458	*	*	Up	*
Work permits issued - Renewals (DOB NOW)	10,433	16,273	27,239	34,571	41,422	*	*	Up	*
Work permits issued - Initial (BIS)	93,667	46,522	30,295	13,391	12,775	*	*	Down	*
Work permits issued - Renewals (BIS)	56,833	46,873	43,659	29,787	19,657	*	*	Down	*
★ Average customer in-person transaction time (minutes)	5	5	5	5	6	↓	↓	Up	Down
Average customer in-person wait time (minutes)	23	16	10	9	6	*	*	Down	Down
Certificates of occupancy issued (permanent and initial temporary)	17,655	17,075	13,850	13,958	15,412	*	*	Down	*
Average days between construction inspection request and inspection	2.0	1.9	1.2	1.2	1.5	*	*	Down	Down
Average days between plumbing inspection request and inspection	2.4	2.5	2.9	2.4	2.2	*	*	Neutral	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 1b Promptly review construction plans.

The total number of completed first plan reviews for DOB NOW filings increased by four percent from 136,720 in Fiscal 2022 to 142,061 in Fiscal 2023. The total number of completed first plan reviews for BIS filings increased by 17 percent from 11,262 to 13,197. The average time to complete first plan reviews through DOB NOW improved for new buildings and major renovations; reviews for new buildings lowered from eight days to seven days and for major renovations from six days to five days. New building and major renovation volumes in DOB NOW have increased steadily since the launch of these applications in spring 2021, reaching current volumes in 2022. With the DOB NOW review teams having more time to adjust to these filings in the new system there would be potential improvement in service levels.

While average time to complete first plan review for new buildings and major renovations improved, the average days from filing to approval in DOB NOW increased 24 percent, from approximately 15 days in Fiscal 2022 to 18 days in Fiscal 2023. This increase is due to an increased volume of resubmissions. Resubmissions plan reviews completed in DOB NOW increased 18 percent, from 75,128 in Fiscal 2022 to 88,252 in Fiscal 2023. New building and major renovation applications are complicated, and applicants often take longer to complete them or require more rounds of resubmission.

For initial jobs filed through BIS, the average time to complete first plan reviews for new buildings decreased from 8.5 days in Fiscal 2022 to 4.3 days in Fiscal 2023. The average time to complete first plan reviews for major renovations decreased from 18.7 days in Fiscal 2022 to 16.1 days in Fiscal 2023. The average time to complete first plan reviews for minor renovations increased from 2.1 days in Fiscal 2022 to 3.5 days in Fiscal 2023. As initial 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.

In Fiscal 2023, the Department audited 4,595 professionally certified applications before their approval, up 36 percent from 3,388 in Fiscal 2022. Additionally, the Department audited 24 percent of professionally certified applications post-approval, which is up from 22 percent in Fiscal 2022. 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	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
First plan reviews completed - All applications (DOB NOW)	24,398	57,619	87,059	136,720	142,061	*	*	Up	*
First plan reviews completed - Initial applications (BIS)	75,577	41,262	25,334	11,262	13,197	*	*	Down	*
Average days to complete first plan review - All applications (DOB NOW)	0.6	1.0	2.4	2.9	2.7	*	*	Up	Down
★ Average days to complete first plan review - New Buildings - All applications (DOB NOW)	NA	NA	9	8	7	↓	↓	NA	Down
★ Average days to complete first plan review - Major Renovations (Alteration CO) - All applications (DOB NOW)	NA	NA	9	6	5	↓	↓	NA	Down
★ Average days to complete first plan review - Minor Renovations (Alteration) - All applications (DOB NOW)	1	1	2	2	2	↓	↓	Up	Down
★ Average days to complete first plan review - New Buildings - Initial applications (BIS)	4.4	5.2	5.3	8.5	4.3	12.0	12.0	Up	Down
★ Average days to complete first plan review - Major Renovations (Alteration I) - Initial applications (BIS)	5.0	5.4	6.8	18.7	16.1	10.0	10.0	Up	Down
Average days to complete first plan review - Minor Renovations - Initial applications (BIS)	1.3	2.7	2.7	2.1	3.5	4.0	4.0	Up	Down
Average days from filing to approval - All applications (DOB NOW)	45.6	8.3	11.2	14.7	18.1	*	*	Down	Down
★ Resubmission plan reviews completed - All applications (DOB NOW)	5,753	18,633	31,013	75,128	88,252	↓	↓	Up	Down
★ Resubmission plan reviews completed - All applications (BIS)	48,901	34,447	22,924	12,789	10,387	↓	↓	Down	Down
Jobs professionally certified	118,139	102,979	105,423	117,753	114,779	*	*	Neutral	Up
Jobs professionally certified that were audited (pre-approval)	4,015	2,754	2,705	3,388	4,595	*	*	Up	Up
Jobs professionally certified that were audited (post-approval) (%)	20.5%	25.5%	23.3%	21.9%	23.8%	*	*	Neutral	Up
Of eligible audited jobs (post-approval), the percent of audits that failed (%)	7.1%	5.2%	6.4%	5.1%	3.6%	*	*	Down	Up

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

Goal 1c Promptly schedule development inspections.

From Fiscal 2022 to Fiscal 2023, the average wait time for a construction inspection increased from 1.2 days to 1.5 days, and average wait times for electrical inspections increased from 2.8 days to 3.3 days in. The average wait time for plumbing inspections decreased from 2.4 days in Fiscal 2022 to 2.2 days in Fiscal 2023.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Average days between electrical inspection request and inspection	2.6	2.5	3.9	2.8	3.3	↓	↓	Up	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 600 more Priority A complaints in Fiscal 2023 than in Fiscal 2022. The average time to respond to Priority A complaints in Fiscal 2023 remained at 0.2 days, with the target of 1.0 day or less being satisfied. Maintained response time for these complaints is attributable to daily tracking of reports and notifications that aid in a prompter triage to the proper unit within the Department.

Priority B complaints increased by nearly 5,000 from Fiscal 2022 to Fiscal 2023. The average time to respond to Priority B complaints increased from 10.4 days to 10.8 days, with the target of 40.0 days or less being satisfied. Similar to Priority A response times, Priority B response times were maintained through daily tracking reports.

The Department was able to obtain access at 30.9 percent of residential illegal conversion complaints, a 10 percentage point drop from Fiscal 2022. Residents are reluctant to allow access to their residence or building when it may result in the issuance of a violation.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Priority A (emergency) complaints received	17,281	20,458	19,152	20,410	21,012	*	*	Up	*
Priority B (nonemergency) complaints received	77,386	72,246	64,800	64,791	69,603	*	*	Down	*
Priority A complaints responded to	16,737	20,054	18,822	19,849	19,489	*	*	Up	*
Priority B complaints responded to	70,027	61,749	55,718	56,413	58,965	*	*	Down	*
★ Average time to respond to Priority A complaints (days)	0.3	0.4	0.3	0.2	0.2	1.0	1.0	Down	Down
★ Average time to respond to Priority B complaints (days)	11.4	11.8	12.1	10.4	10.8	40.0	40.0	Neutral	Down
★ Residential illegal conversion complaints where access was obtained (%)	38.0%	41.9%	32.4%	41.4%	30.9%	44.0%	44.0%	Down	Up
– Access obtained and violations were written (%)	41.6%	34.4%	35.8%	18.3%	21.4%	*	*	Down	*
Work without a permit complaints where access was obtained and violations were written (%)	29.3%	35.0%	43.0%	33.4%	30.4%	*	*	Neutral	*
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None					

Goal 2b Rigorously enforce building and zoning laws.

The Department completed 373,937 inspections in Fiscal 2023 compared to 354,973 in Fiscal 2022 and issued 46,330 Office of Administrative Trials and Hearings (OATH)/Environmental Control Board (ECB) violations (31 percent fewer than Fiscal 2022). 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 for the same condition while the first is in process at OATH. Additionally, in Fiscal 2022 the Department began issuing Requests for Corrective Action in lieu of summonses as part of the [Homeowner Relief Program](#). Of the violations heard, 80 percent were upheld, which is consistent with the prior year. In Fiscal 2023, DOB violations issued increased from 45,171 from 138,431. This increase is due to roughly 100,000 violations being issued for failure to file annual boiler inspection reports from Calendar 2018 to 2021.

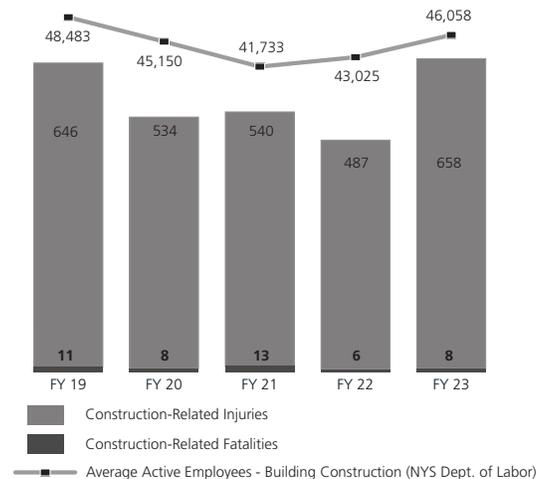
Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ All inspections completed	NA	280,451	353,258	353,648	373,838	↑	↑	NA	Up
★ All development inspections completed	NA	138,954	201,328	188,291	193,791	*	*	NA	*
★ All enforcement inspections completed	NA	141,497	151,930	165,357	180,147	*	*	NA	*
Enforcement inspections resulting in violations (%)	NA	13%	12%	10%	6%	*	*	NA	*
DOB violations issued	80,874	96,969	65,411	45,171	138,431	*	*	Up	*
Office of Administrative Trials and Hearings violations issued	89,964	80,155	72,966	66,662	46,330	*	*	Down	*
★ Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	79.9%	72.6%	78.1%	77.5%	79.8%	80.0%	80.0%	Neutral	Up
★ Stop work orders issued	13,181	13,037	10,846	10,092	8,269	*	*	Down	*
★ Stop work orders rescinded	13,017	13,395	12,470	12,895	9,831	*	*	Down	*

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

Goal 2c Prevent construction-related fatalities and injuries.

Compared to Fiscal 2022, there was an increase in construction-related incidents causing serious or fatal injuries. Construction-related incidents with injury increased from 477 in Fiscal 2022 to 623 in Fiscal 2023. Construction-related injuries related to these incidents increased from 487 to 658, and fatalities increased from six to eight, in the same timeframe. In Fiscal 2023, the Department experienced a six percent increase in work permits issued (in DOB NOW) and the New York State Department of Labor reports a seven percent increase in average employment in the construction of buildings industry. Increased permit activity may indicate an increase in new staff with less experience and therefore more construction related incidents. The Department conducted a safety sweep to visit every permitted site and have made it a point of emphasis to talk about safety and pass out safety materials during these visits, with a particular emphasis on fall protection.

Construction-Related Injuries and Fatalities and Average Construction Employment



Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Construction-related incidents	915	764	736	653	787	*	*	Down	Down
– Construction-related incidents with injury	625	509	533	477	623	*	*	Neutral	Down
★ Construction-related injuries	646	534	540	487	658	↓	↓	Neutral	Down
★ – Construction-related fatalities	11	8	13	6	8	↓	↓	Down	Down

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Workplace injuries reported	10	16	17	12	10	*	*	Down	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Customer Experience									
Letters responded to in 14 days (%)	58%	86%	47%	57%	50%	57%	57%	Down	Up
E-mails responded to in 14 days (%)	53%	51%	82%	81%	87%	57%	57%	Up	Up
Calls answered in 30 seconds (%)	68%	62%	64%	70%	61%	*	*	Neutral	Up
CORE facility rating	NA	99	98	91	98	85	85	NA	Up
Completed customer requests for interpretation	122	77	85	269	51	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to first action - Elevator - Defective/Not Working (40 days)	99.1%	96.3%	95.9%	84.9%	97.7%	*	*	Neutral	*
Percent meeting time to first action - Work Contrary/Beyond Approved Plans/Permits (40 days)	95.6%	98.3%	98.3%	99.8%	96.8%	*	*	Neutral	*
Percent meeting time to first action - Failure to Maintain (40 days)	69.4%	76.5%	89.1%	89.7%	84.8%	*	*	Up	*
Percent meeting time to first action - Illegal Conversion of Residential Building/Space (40 days)	98.7%	94.3%	58.4%	99.9%	96.0%	*	*	Neutral	Down
Percent meeting time to first action - Work Without Permit (40 days)	96.6%	97.9%	98.6%	98.6%	99.2%	*	*	Neutral	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	
Expenditures (\$000,000) ³	\$173.2	\$189.5	\$197.3	\$196.4	\$192.5	\$219.0	\$219.2	Up
Revenues (\$000,000)	\$388.5	\$340.6	\$314.3	\$336.3	\$319.5	\$329.0	\$336.3	Down
Personnel	1,665	1,734	1,672	1,560	1,569	1,909	1,861	Neutral
Overtime paid (\$000,000)	\$7.5	\$8.8	\$6.4	\$7.7	\$3.0	\$3.0	\$3.0	Down
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 FY22 ¹ (\$000,000)	Modified Budget FY23 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$134.4	\$140.8	All
002 - Other Than Personal Services	\$62.1	\$51.7	All
Agency Total	\$196.4	\$192.5	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. Includes all funds. ²City of New York Adopted Budget for Fiscal 2023, as of June 2023. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available *None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- James S. Oddo was appointed Commissioner on April 27, 2023, replacing Acting Commissioner Kazimir Vilenchik, P.E.
- 'CORE facility rating' includes CORE inspections that were conducted in July and August 2023.
- In Fiscal 2023, DOB completed a comprehensive review of the services, goals, and indicators, resulting in significant updates to the performance indicators. Changes include the full retirement of indicators, replacement of previously published indicators to ensure the data reflects the new scope of work or improved methodology, renaming to accurately reflect what is captured by the indicator, and the addition of entirely new performance indicators. The changes are listed below by goal:
 - Goal 1a
 - 'Filings (DOB NOW)' was replaced with 'Jobs filed (DOB NOW)' which now includes initial, subsequent and post approval amendment (PAA) applications.
 - 'Jobs filed (BIS)' replaced with 'Jobs filed—All applications (BIS)' which now includes initial, subsequent and PAA applications.
 - 'Building permits issued—Initial (BIS)' was replaced with 'Work permits issued—Initial (BIS)' and 'Building permits issued — Renewals (BIS)' was replaced with 'Work permits issued—Renewals (BIS) to improve comparability with work permits issued in DOB NOW.
 - 'Certificates of Occupancy issued' was replaced by 'Certificates of occupancy issued (permanent and initial temporary)' as it now captures both types.
 - Goal 1b
 - Goal 1b was updated from 'Promptly review initial construction plans' to 'Promptly review construction plans' as the indicators in this this goal now include resubmission plan reviews.
 - 'First plan reviews completed (BIS)' was renamed 'First plan reviews completed—Initial applications (BIS)'
 - 'First plan reviews completed (DOB NOW)' was renamed 'First plan reviews completed—All applications (DOB NOW)'
 - 'Average days to complete first plan review (Borough offices)—New buildings' was renamed 'Average days to complete first plan review—New Buildings—Initial applications (BIS),' 'Average days to complete first plan review (Borough offices)—Major renovation (Alteration I)' was renamed 'Average days to complete first plan review—Major Renovations (Alteration I)—Initial applications (BIS)' and 'Average days to complete first plan review (Borough offices)—Minor renovation (Alterations II and III)' was renamed 'Average days to complete first plan review—Minor Renovations—Initial applications (BIS).' DOB no longer uses a borough office model. Applications and paperwork are sent to the team responsible for that workflow and the next available staff person is responsible for the review, regardless of the borough in which the applicant submitted.

- ‘Average days to complete first plan review (Hub projects)—New buildings,’ ‘Average days to complete first plan review (Hub projects)—Major renovation (Alteration I)’ and ‘Average days to complete first plan review (Hub projects)—Minor renovation (Alterations II and III)’ were retired from Goal 1b. Due to the low filing volume, Hub projects are no longer differentiated from BIS filing volumes.
- ‘Average days to complete first plan review (DOB NOW)’ was renamed ‘Average days to complete first plan review—All applications (DOB NOW),’ ‘Average days to complete first plan review (DOB NOW)—New buildings’ was renamed ‘Average days to complete first plan review—New Buildings—All applications (DOB NOW),’ ‘Average days to complete first plan review (DOB NOW)—Major renovation’ was renamed ‘Average days to complete first plan review—Major Renovations (Alteration CO)—All applications (DOB NOW),’ ‘Average days to complete first plan review (DOB NOW)—Minor renovation’ was renamed ‘Average days to complete first plan review—Minor Renovations (Alteration)—All applications (DOB NOW).’
- ‘Average days from filing to approval (DOB NOW)’ was renamed ‘Average days from filing to approval—All applications (DOB NOW).’
- ‘Resubmission plan reviews completed—All applications (BIS),’ ‘Resubmission plan reviews completed—All applications (DOB NOW),’ and ‘Average days to complete first plan review—Full Demolitions—All applications (DOB NOW)’ are new indicators.
- ‘Permitted jobs professionally certified (%)’ was replaced with ‘Jobs professionally certified’ to reflect the count of projects professionally certified.
- ‘Permitted jobs professionally certified that were audited (%)’ was replaced with ‘Jobs professionally certified that were audited (pre-approval).’
- ‘Jobs professionally certified that were audited (post-approval)’ was added as a new indicator.
- ‘Of eligible audited job, the percent of audits that resulted in renovation notices (%)’ was replaced with ‘Of eligible audited jobs (post-approval), the percent of audits that failed (%)’.
- Goal 2b
 - ‘All development inspections completed’ and ‘All enforcement inspections completed’ are new indicators.
 - ‘Construction inspections completed’ was replaced with ‘All inspections completed.’
 - ‘Construction inspections resulting in violations (%)’ was replaced with ‘Enforcement inspections resulting in violations (%)’.
 - ‘Stop work orders issued’ and ‘Stop work orders rescinded’ are new indicators.
- Goal 2c:
 - ‘Incident inspections resulting in violations (%)’ was retired. All incident inspections now receive a violation so this indicator will remain at 100 percent.
 - ‘Construction-related accidents’ was renamed ‘Construction related incidents with injury’ to reflect change in agency terminology.
- Agency Customer Service
 - ‘Percent meeting time to first action—Illegal Conversion of Residential Building/Space (60 days)’ was replaced with ‘Percent meeting time to first action—Illegal Conversion of Residential Building/Space (40 days).’
 - ‘Percent meeting time to first action—No Permit—Construction, Plumbing, Cranes & Derricks, Buildings/Use, Elevator (60 days)’ was replaced with ‘Percent meeting time to first action—Work Without Permit (40 days).’
 - ‘Percent meeting time to first action—Elevator—Defective/Not Working (60 days)’ was replaced with ‘Percent meeting time to first action—Elevator—Defective/Not Working (40 days).’

- ‘Percent meeting time to first action—General Construction/Plumbing—Contrary/Beyond Approved Plans/Permits (60 days)’ was replaced with ‘Percent meeting time to first action—Work Contrary/Beyond Approved Plans/Permits (40 days).’
- ‘Percent meeting time to first action—General Construction/Plumbing—Failure to Maintain (60 days)’ was replaced with ‘Percent meeting time to first action—Failure to Maintain (40 days).’
- DOB previously negotiated new service level agreements (SLAs) from 60 days to 40 days with 311 and the changes were not reflected in the Mayor’s Management Report.

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>
- Homeowner Relief Program:
https://www.nyc.gov/assets/buildings/pdf/homeowner_relief_program_sn.pdf

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