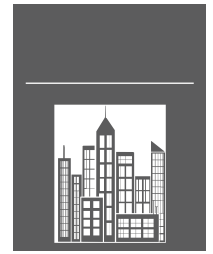


DEPARTMENT OF BUILDINGS

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 44,200 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 an equitable manner that promotes compliant building development, while improving quality of life and strengthening public safety for all New Yorkers, in communities across the five boroughs. The Department is focused on maintaining strong service levels and improving the customer experience across the board, especially for small property owners and small business owners who conduct business with the Department. DOB is also continuing its rollout of DOB NOW, a transformative initiative to fully replace an antiquated computer system used to track DOB's work. The DOB NOW system has already increased the transparency of agency operations for tenants and property owners, 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 elements for those who live, work in, and visit New York City, notably by reducing the presence of sidewalk sheds. In summer 2023, the City announced the Get Sheds Down plan, a sweeping overhaul of the regulations governing sidewalk sheds which is intended to improve the public realm shared by all New Yorkers. The Get Sheds Down plan will improve public safety and quality of life by removing unnecessary sidewalk sheds more quickly and replacing them with more aesthetically pleasing or less intrusive alternatives where possible. In the past year, the Department has removed 173 miles of sheds and is continuing to work with the New York City Council on legislation to continue implementing this effort.

DOB is also working to protect New Yorkers from the damaging impacts of climate change. The City has long identified that low-income and communities of color are most vulnerable to the impacts of climate change, so would stand to benefit greatly from sustainability efforts at DOB. Buildings in New York City are the City's largest single contributor to climate change-causing greenhouse gas emissions. With the 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, improving air quality, and helping to mitigate extreme weather impacts.

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 2024

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 NOW 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, the Agency 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 2024, total DOB NOW job filings increased by about two percent from Fiscal 2023, to 253,548. Total BIS filings decreased by 34 percent from Fiscal 2023, down to 26,873. Filings are expected to continue to increase in DOB NOW as volume shifts to that system from BIS. Though applicants are required to use DOB NOW for most filings, as of Fiscal 2024 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 continue to trend down as job volume shifts to DOB NOW. Total work permits issued in DOB NOW increased modestly in Fiscal 2024, totaling 150,167 initial and renewal permits.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Jobs filed – All applications (DOB NOW)	163,999	188,051	240,005	248,446	253,548	*	*	Up	*
Jobs filed – All applications (BIS)	66,294	57,320	37,670	40,926	26,873	*	*	Down	*
Work permits issued – Initial (DOB NOW)	38,652	71,942	104,512	106,458	108,668	*	*	Up	*
Work permits issued – Renewals (DOB NOW)	16,273	27,940	34,571	41,422	41,499	*	*	Up	*
Work permits issued – Initial (BIS)	46,522	30,295	13,391	12,775	6,149	*	*	Down	*
Work permits issued – Renewals (BIS)	46,873	43,659	29,787	19,657	12,418	*	*	Down	*
★ Average customer in-person transaction time (minutes)	5	5	5	6	6	↓	↓	Up	Down
Average customer in-person wait time (minutes)	16	10	9	6	6	*	*	Down	Down
Certificates of occupancy issued (permanent and initial temporary)	17,075	13,850	13,958	15,412	15,007	*	*	Neutral	*

★ 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 six percent from 142,061 in Fiscal 2023 to 149,991 Fiscal 2024. The total number of completed first plan reviews for BIS filings decreased by 47 percent from 13,197 to 6,952 in line with the reduced filing volume. The average number of days to complete first plan review through DOB NOW for all applications increased marginally from 2.7 days in Fiscal 2023 to 3.3 days in Fiscal 2024. For jobs filed through DOB NOW, the average time to complete first plan reviews for new buildings remained at 6.5 days, for major renovations increased from 5.0 days to 5.5 days, and minor renovations increased to 2.8 days.

For initial jobs filed through BIS, the average time to complete first plan reviews for major renovations decreased from 16 days in Fiscal 2023 to 15 days in Fiscal 2024, and for minor renovations increased from 3.5 days to 4.1 days. There were no initial filings for new buildings in BIS for Fiscal 2024 and subsequently no initial plan reviews. As initial applications continue to be processed mostly in DOB NOW, the volume processed through BIS has continued to reduce significantly. With that reduction, outliers in time to first review are very few, but more prominent in impact to the overall average.

The average number of days from filing to approval through DOB NOW for all applications increased 11 percent from 18.1 days in Fiscal 2023 to 20.2 days in Fiscal 2024. The time taken for a filing to reach approval is largely driven by how long the applicant is holding the filing while making corrections necessary to achieve approval and is not under Department control. Time with the applicant is typically three times as long as the time the filing is with the Department for review.

Resubmission plan reviews completed in DOB NOW increased five percent, from 88,252 in Fiscal 2023 to 92,392 in Fiscal 2024, driven by major renovation and full demolition applications. These filings are complicated, and applicants often take longer to complete them or require more rounds of resubmission. Increased volume and the associated review time contributes to longer average time from filing to approval.

In Fiscal 2024, the Department audited 5,322 professionally certified applications before their approval, which is up from 4,595 audited in Fiscal 2023. Additionally, the Department audited 23.7 percent of professionally certified applications post-approval, which is in line with 23 percent in the prior fiscal period. 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	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
First plan reviews completed – All applications (DOB NOW)	57,619	87,059	136,720	142,061	149,991	*	*	Up	*
First plan reviews completed – Initial applications (BIS)	41,262	25,334	11,262	13,197	6,952	*	*	Down	*
Average days to complete first plan review – All applications (DOB NOW)	1.0	2.4	2.9	2.7	3.3	*	*	Up	Down
★ Average days to complete first plan review – New Buildings – All applications (DOB NOW)	NA	9.4	7.7	6.5	6.5	↓	↓	NA	Down
★ Average days to complete first plan review – Major Renovations (Alteration CO) – All applications (DOB NOW)	NA	8.7	5.7	5.0	5.5	↓	↓	NA	Down
★ Average days to complete first plan review – Minor Renovations (Alteration) – All applications (DOB NOW)	1.5	2.3	2.5	2.2	2.8	↓	↓	Up	Down
★ Average days to complete first plan review – Major Renovations (Alteration I) – Initial applications (BIS)	5.4	6.8	18.7	16.1	15.0	10.0	10.0	Up	Down
Average days to complete first plan review – Minor Renovations – Initial applications (BIS)	2.7	2.7	2.1	3.5	4.1	4.0	4.0	Up	Down
Average days from filing to approval – All applications (DOB NOW)	8.3	11.2	14.7	18.1	20.2	*	*	Up	Down
★ Resubmission plan reviews completed – All applications (DOB NOW)	18,633	31,528	75,128	88,252	92,392	↓	↓	Up	Down
★ Resubmission plan reviews completed – All applications (BIS)	34,447	22,924	12,789	10,387	10,086	↓	↓	Down	Down
Jobs professionally certified	102,979	105,423	117,753	114,779	107,288	*	*	Neutral	Up
Jobs professionally certified that were audited (pre-approval)	2,754	2,705	3,388	4,595	5,322	*	*	Up	Up
Jobs professionally certified that were audited (post-approval) (%)	25.5%	23.3%	21.9%	23.8%	23.7%	*	*	Neutral	Up
Of eligible audited jobs (post-approval), the percent of audits that failed (%)	5.2%	6.4%	5.1%	3.6%	2.5%	*	*	Down	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 increased from 1.5 days in Fiscal 2023 to 4.4 days in Fiscal 2024, and average wait times for electrical inspections increased from 3.3 days to 4.6 days. The average wait time for plumbing inspections increased from 2.2 days to 2.4 days. Average inspection response time in all categories was impacted by the fiscal environment of the past year and available resources. The Department is focusing on process improvements and is committed to improving average turnaround times.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Average days between construction inspection request and inspection	1.9	1.2	1.2	1.5	4.4	*	*	Up	Down
★ Average days between electrical inspection request and inspection	2.5	3.9	2.8	3.3	4.6	↓	↓	Up	Down
Average days between plumbing inspection request and inspection	2.5	2.9	2.4	2.2	2.6	*	*	Neutral	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 679 more Priority A complaints in Fiscal 2024 than in Fiscal 2023. Priority A complaints include all accidents (construction and non-construction related), fumes/smoke from a boiler, unsafe or illegal demolition and vibrating or shaking building, among others. The average time to respond to Priority A complaints in Fiscal 2024 rose from 0.2 days to 0.3 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 more prompt triage to the proper unit within the Department.

Priority B complaints increased by nearly 6,000 from Fiscal 2023 to Fiscal 2024. Priority B complaints include the illegal conversion of residential/building space, excessive debris, failure to erect a sidewalk shed, inadequate sidewalk shed, and construction contrary to approved plans/permits, among others. The average time to respond to Priority B complaints increased from 10.8 days to 12.9 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.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Priority A (emergency) complaints received	20,458	19,152	20,410	21,012	21,691	*	*	Neutral	*
Priority B (nonemergency) complaints received	72,246	64,800	64,791	69,603	75,554	*	*	Neutral	*
Priority A complaints responded to	20,054	18,822	19,849	19,489	20,861	*	*	Neutral	*
Priority B complaints responded to	61,749	55,718	56,413	58,965	62,962	*	*	Neutral	*
★ Average time to respond to Priority A complaints (days)	0.4	0.3	0.2	0.2	0.3	1.0	1.0	Down	Down
★ Average time to respond to Priority B complaints (days)	11.8	12.1	10.4	10.8	12.9	40.0	40.0	Neutral	Down
★ Residential illegal conversion complaints where access was obtained (%)	41.9%	32.4%	41.4%	30.9%	29.7%	44.0%	44.0%	Down	Up
– Access obtained and violations were written (%)	34.4%	35.8%	18.3%	21.4%	24.5%	*	*	Down	*
Work without a permit complaints where access was obtained and violations were written (%)	35.0%	43.0%	33.4%	30.4%	28.8%	*	*	Down	*
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None					

Goal 2b Rigorously enforce building and zoning laws.

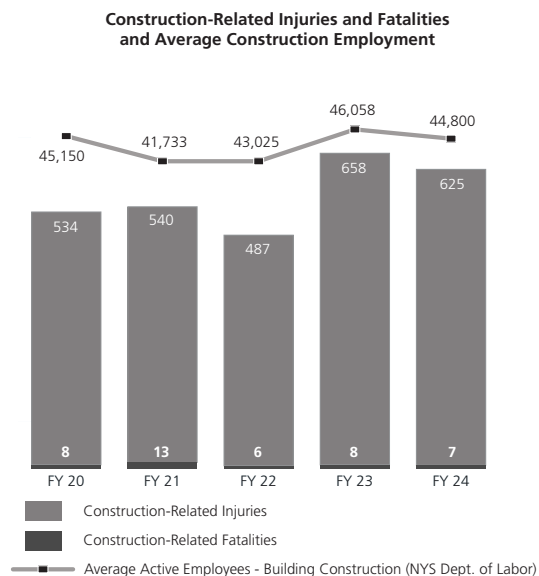
The Department completed 416,290 inspections in Fiscal 2024 compared to 373,838 in Fiscal 2023 (an 11 percent increase from Fiscal 2023) and issued 44,240 Office of Administrative Trials and Hearings (OATH)/Environmental Control Board (ECB) violations. Although complaints received increased, there were 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, as it did in Fiscal 2023, the Department issued Requests for Corrective Action in lieu of summonses. Of the violations heard, 81 percent were upheld, which is consistent with the prior year. In Fiscal 2024, DOB violations issued increased 25 percent from 138,431 in Fiscal 2023 to 172,567. This increase is due to roughly 124,000 violations being issued for failure to file or failure to correct annual or periodic elevator inspection reports from 2018 to 2022.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ All inspections completed	280,451	353,258	353,648	373,838	416,290	↑	↑	Up	Up
★ All development inspections completed	138,954	201,328	188,291	193,791	212,575	*	*	Up	*
★ All enforcement inspections completed	141,497	151,930	165,357	180,147	203,715	*	*	Up	*
Enforcement inspections resulting in violations (%)	13%	12%	10%	6%	7%	*	*	Down	*
DOB violations issued	96,969	65,411	45,171	138,431	172,567	*	*	Up	*
Office of Administrative Trials and Hearings violations issued	80,155	72,966	66,662	46,330	44,240	*	*	Down	*
★ Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	72.6%	78.1%	77.5%	79.8%	81.2%	80.0%	80.0%	Up	Up
★ Stop work orders issued	11,884	10,105	9,400	7,644	5,932	*	*	Down	*
★ Stop work orders rescinded	13,395	12,470	12,895	9,831	7,080	*	*	Down	*
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None					

Goal 2c Prevent construction-related fatalities and injuries.

Compared to Fiscal 2023, there was a decrease in construction-related incidents causing serious or fatal injuries. Construction-related incidents with injury decreased from 623 in Fiscal 2023 to 575 in Fiscal 2024. Construction-related injuries related to these incidents decreased from 658 to 625. Fatalities decreased from eight to seven.

The Agency continues to visit permitted sites and make it a point of emphasis to talk about safety and pass out safety materials, with a particular emphasis on fall protection. The Department distributed 107,429 site safety training cards during these site visits in Fiscal 2024, compared to 102,980 in the prior year. The Department remains committed to enforcing Local Law 196 of 2017, ensuring that workers on construction sites complete the mandated 40 hours of safety training. The reduction of allowable construction sites overseen by an individual Construction Superintendent from five to three began at the start of Calendar 2024. This decision is anticipated to have a positive impact on reducing construction-related injuries.



Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Construction-related incidents	764	736	653	787	741	*	*	Neutral	Down
– Construction-related incidents with injury	509	533	477	623	575	*	*	Up	Down
★ Construction-related injuries	534	540	487	658	625	↓	↓	Up	Down
★ – Construction-related fatalities	8	13	6	8	7	↓	↓	Down	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Workplace injuries reported	16	17	12	10	8	*	*	Down	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Customer Experience									
Letters responded to in 14 days (%)	86%	47%	57%	50%	61%	57%	57%	Down	Up
E-mails responded to in 14 days (%)	51%	82%	81%	87%	85%	57%	57%	Up	Up
Calls answered in 30 seconds (%)	62%	64%	70%	61%	81%	*	*	Up	Up
CORE facility rating	99	98	91	98	95	85	85	Neutral	Up
Completed customer requests for interpretation	77	85	269	51	86	*	*	Neutral	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to first action – Elevator – Defective/Not Working (40 days)	96.3%	95.9%	84.9%	97.7%	77.1%	*	*	Down	*
Percent meeting time to first action – Work Contrary/Beyond Approved Plans/Permits (40 days)	98.3%	98.3%	99.8%	96.8%	97.6%	*	*	Neutral	*
Percent meeting time to first action – Failure to Maintain (40 days)	76.5%	90.6%	89.7%	84.8%	75.1%	*	*	Neutral	*
Percent meeting time to first action – Illegal Conversion of Residential Building/Space (40 days)	94.3%	90.8%	99.9%	96.0%	96.3%	*	*	Neutral	Down
Percent meeting time to first action – Work Without Permit (40 days)	97.9%	98.6%	98.6%	99.2%	99.9%	*	*	Neutral	*
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	
Expenditures (\$000,000) ³	\$189.5	\$197.3	\$196.4	\$192.1	\$190.6	\$205.4	\$212.4	Neutral
Revenues (\$000,000)	\$340.6	\$314.3	\$336.3	\$319.5	\$353.4	\$311.4	\$345.3	Neutral
Personnel	1,734	1,672	1,560	1,569	1,563	1,677	1,676	Down
Overtime paid (\$000,000)	\$8.8	\$6.4	\$7.7	\$9.3	\$3.4	\$3.1	\$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 FY23 ¹ (\$000,000)	Modified Budget FY24 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$140.5	\$150.1	
009 - Personal Services	\$140.5	\$108.1	All
003 - Enforcement and Development ⁴	NA	\$42.0	All
Other Than Personal Services - Total	\$5.2	\$40.5	
002 - Other Than Personal Services	\$51.7	\$39.4	All
004 - Enforcement and Development ⁴	NA	\$1.1	All
Agency Total	\$192.1	\$190.6	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ² City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. ³ Refer to agency goals listed at front of chapter. ⁴ This UA originated in Fiscal 2024. “NA” Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The indicator 'Average days to complete first plan review—New Buildings—Initial applications (BIS)' was removed from Goal 1b. As of Fiscal 2024, all initial filings for new buildings are received in DOB NOW only, thus first plan review time for initial new building filings in BIS is NA.
- Previously reported values for 'Stop work orders issued' were corrected to remove some full and partial stop work orders which were double counted. This double counting can arise when an inspector dispositions inspection conditions as warranting a stop work order, however a stop work order is already in effect on site. Fiscal 2020 was adjusted from 13,037 to 11,884, Fiscal 2021 from 10,846 to 10,105, Fiscal 2022 from 10,092 to 9,400, and Fiscal 2023 from 8,269 to 7,644.
- The following previously reported Fiscal 2021 values were updated after data review: 'Jobs filed—All applications (BIS)' from 43,831 to 57,320, 'Work permits issued—Initial (DOB NOW)' from 57,876 to 71,942, 'Work permits issued—Renewals (DOB NOW)' from 27,239 to 27,940, 'Resubmission plan reviews completed—All applications (DOB NOW)' from 31,013 to 31,528, 'Percent meeting time to first action—Failure to Maintain (40 days)' from 89.1 to 90.6, and 'Percent meeting time to first action—Illegal Conversion of Residential Building/Space (40 days)' from 58.4 to 90.8.

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.